

Do I need access to Chrome River?

- Only if you are seeking direct reimbursement for your travel expenses.
- If your state reimburses you directly, you do not need access to Chrome River.
 - Your state can request reimbursement from the NAIC by submitting an [NAIC Expense Report](#).

How do I request access to Chrome River?

- Please send an email to the [NAIC Help Desk](#) with the information requested in the pop-up email.

Notes on NAME OF APPROVER requested:

- This is the name of the person who currently reviews/approves the paper expense reports. For some, this is your immediate supervisor. For others, it is someone in your finance/accounting departments.
- This is not required for commissioner profiles.

Where can I find instructional cards?

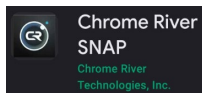
- Instructional cards, as well as login instructions, can be found under the [Electronic Expense Reporting section](#).

Where can I find additional training?

- Access the [Chrome River Training Camp](#) website for additional training.

Do I need to download the full Chrome River app to take pictures of my receipts?

- No, the fastest way to take pictures of your receipt is by using the Chrome River SNAP app.
- The full app will allow you to create, edit, and submit your expense report directly from your mobile device.



Can I have more than one email account linked to my Chrome River account?

- Yes, multiple, alternate emails can be added to your profile.
NOTE: A single, unique email address cannot be linked to more than one profile (e.g., an assistant's email address may NOT be added to another profile, as it is already linked to their profile).
 - Click on your NAME (upper right corner) and select SETTINGS from the drop-down menu.
 - Click on PERSONAL SETTINGS (menu on the left-hand side).
 - Click ADD ALTERNATIVE EMAILS.
 - Enter email address.
 - Click ADD.
 - Follow the emailed instructions, which will be sent to your primary email address.

If I received a receipt via email, how can I load it to Chrome River?

- If the receipt was sent to an email address linked to your Chrome River account, forward the receipt to receipt@ca1.chromeriver.com.
- If the receipt was sent to an email address NOT linked to your profile, you can either:
 - Save the receipt to your desktop and UPLOAD it to Chrome River.
 - Link your personal email address, as outlined above, and forward the receipt to receipt@ca1.chromeriver.com.

Can I link my Uber or Lyft account to my Chrome River profile?

- Yes, please see the instructional cards titled “UBER” or “LYFT” for instructions on how to link your accounts under the [Electronic Expense Reporting section](#).

If I don't know how many miles I drove, can Chrome River help me figure that out?

- Yes, once you select the Mileage category, you will see a mileage calculator, which is based on Google Maps. Enter the starting and ending addresses, and the system will calculate the number of miles driven.

How do I itemize hotel bills/multiple category receipts?

- If the user submits the folio/receipt as a text-based PDF, Chrome River will itemize the receipt for the user.
- If the user manually itemizes the hotel invoice:
 - Select HOTEL as the initial expense type.
 - Enter the full amount on the first screen.
 - When itemizing the individual charges, make sure to select the proper category for expenses, such as meals, snacks, etc.
 - Personal charges (e.g., laundry, movies, etc.) must be itemized if they are included in the total receipt; i.e., mark these as PERSONAL EXPENSE to indicate you are not seeking reimbursement for that charge.

What is the difference between a BUSINESS MEAL and a MEAL?

- **Business Meal** – This category should be used if you paid for a meal with other attendees, who need to be listed on the expenses.
 - External Attendees – Any person who attended the meal and is not a Chrome River user.
 - Internal Attendees – Any person who attended the meal and is a Chrome River user (NAIC/NIPR/Compact employee, commissioner, and/or department of insurance [DOI] staff).
- **Meal** – This category should be used if you are paying for your own meal only (e.g., breakfast, lunch, or dinner).

Should I include airfare billed directly to the NAIC on my expense report?

- Airfare billed directly to the NAIC's corporate account should not be included on Chrome River expense reports.

How do I know which allocation to select?

- For NAIC-funded travel, please refer to the instructional card found under the [Electronic Expense Reporting section](#).
- For zone/grant-funded travel, please refer to the instructional card found under the [Electronic Expense Reporting section](#).