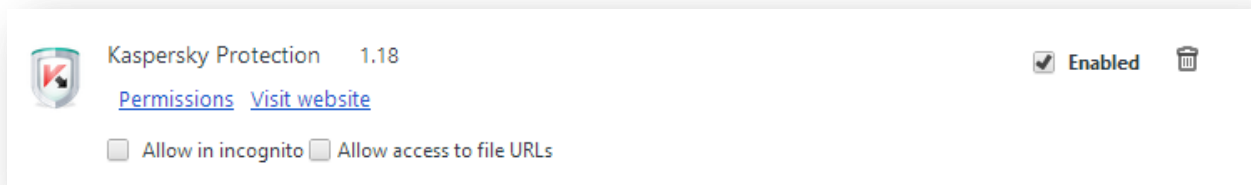# Unable to enter your password to login to Matrix™?

If you have Kaspersky Antivirus installed on your computer, and are using Google Chrome to access Matrix, a recent update to both Kaspersky and to Chrome has caused this problem. Kaspersky has added an extension to Chrome which overrides your keyboard input, so this extension will need to be disabled.

First, open Chrome (or open a new tab in an existing chrome window) and enter the following text exactly as you see it into the address bar at the top of your page:

chrome://extensions/

Somewhere in this list you will see a Kaspersky extension (there may actually be more than one) like this:

Un-check the "Enabled" box to the right of any and all Kaspersky extensions. Then simply close the extensions window and log into Matrix as you normally would.

Note: Disabling these extensions *does not* disable your security software. It simply disables the direct communication between Chrome and Kaspersky, each program is still fully operational on its own.