



VIRGINIA

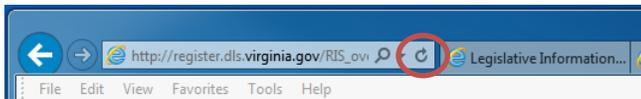
REGISTER OF REGULATIONS

Setting Up Your Computer and Logging in to RIS

Warning: Internet Explorer is the only browser that will work with RIS. Do not use Chrome, Firefox, or any other browser. If Internet Explorer was recently updated, probably you need to reset your IE options.

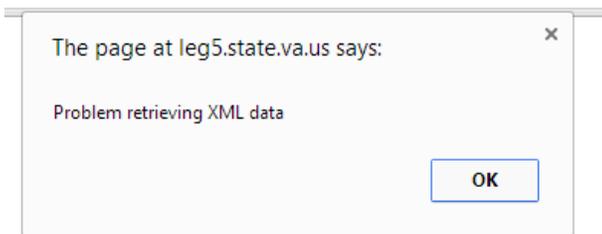
Q: I successfully logged into RIS, but I don't see "Regulation Information System" or my agency's name.

A. Before anything else, first try to refresh the screen, either by using the F5 button or the refresh command on the Internet Explorer address bar:



If refreshing doesn't help, you will have to check (and probably reset) the Internet Explorer settings using [Internet Explorer Instructions](#).

Q: When I click on my agency's name, I get a blank screen. Now what? OR, when I click on my agency's name, I get this error message:



A: Check (and probably reset) the Internet Explorer settings using [Internet Explorer Instructions](#).

Q: Where is my RIS toolbar?

A: Both MS Word 2007 and 2010 place the RIS toolbar under "Add-Ins" on your Word ribbon, look at the top row ("Home," "Insert," "Page Layout," etc.) for a tab labeled "Add-Ins." **Click on the "Add-Ins" tab**, and the toolbar should display.

If not, use these instructions [RIS Toolbar Installation Instructions](#) to install (or reinstall) the RIS toolbar.

Q: I had an RIS toolbar, but it's disappeared! How do I find it?

A: Use Part II of the [RIS Toolbar Installation Instructions](#) to find your RIS toolbar.

Q: When I click "RIS Update," my changes don't save. How do I save my changes?

A. Before anything else, first try to refresh the screen, either by using the F5 button or the refresh command on the Internet Explorer address bar as shown in the first question on this page. If refreshing doesn't help, see instructions for setting the Enable Protected Modes in [Internet Explorer Instructions](#).