VIRGINIA REGISTER OF REGULATIONS

RIS FAQs

Q: I logged into RIS, but I don't see "Regulation Information System" or my agency's name. OR: When I click on my agency's name, I get a blank screen. Now what?

A: Check the Enable Protected Mode in Internet Explorer settings. See Part C of [Internet Explorer Instructions](#).

Q: Where is my RIS toolbar?

A: Word 2007/2010 places it 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, run the RIS toolbar macro found in "Tools" in the RIS header. See [RIS Toolbar Installation Instructions](#).

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

A: You may have to refresh the screen for your changes to show. After you click "RIS Update," click the refresh button or use F5 to refresh the screen.

If your changes still aren't showing, go through the steps to adjust Internet Explorer settings per [Internet Explorer Instructions](#).

Warning: Internet Explorer is the only browser that will work with RIS. Do not use Chrome, Firefox, or any other browser.

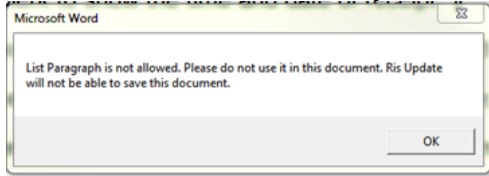**Q: Can I paste text from an MS Word document into RIS?**

A: Yes, but remember that if the text includes styles or formatting in the MS Word document that are not RIS styles, you must either (i) remove the non-RIS formatting from the text, **OR** (ii) use the "Paste special" feature in Word and choose to paste the text as "unformatted text" so that no non-RIS styles paste into RIS.

Warning: Do not try to paste auto-formatted, auto-numbered, or track changes Word text into RIS. Do not use tabs or auto-number Word features in RIS.

Q: What if the document was generated from an RIS report or already has RIS styles in it?

A: If the only styles in a document are RIS styles, the formatting can be pasted into RIS. "Normal" is not an RIS style, although RIS will accept it. You must still apply the correct RIS style to text that shows "Normal" as its style.

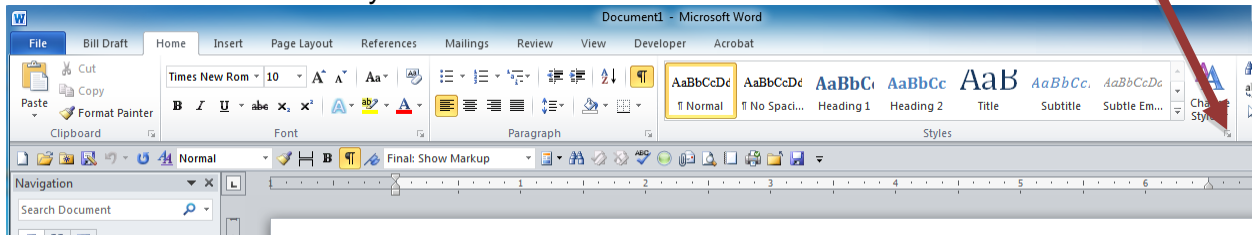**Q: When I clicked on "RIS update," I received the following error message:**

A: RIS will update only when RIS approved styles are used. Often, this error occurs when a document is created in Word using the Word default style and then the text is copied into RIS.
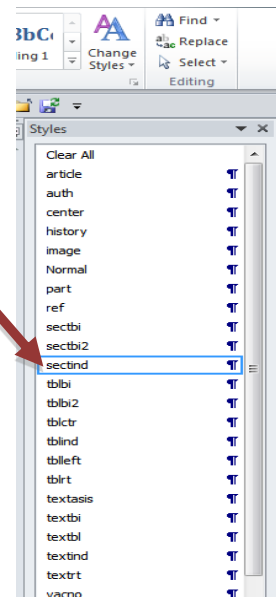
If you receive this message, check the text in RIS for the "List Paragraph" style (or whatever style name is in the error message). Change that style to the appropriate RIS style (e.g., sectind, sectbi, or sectbi2). See the VAC Quick Style Sheet for instructions on applying RIS styles.

Q: Where are the RIS styles located?

A: On the "Home" tab. "Styles" group in the "Styles List." To access the list, click on the tiny arrow in the corner of the Styles box.

A list with the RIS styles will appear.
Click on the desired style to apply it.
To apply RIS styles,
see the VAC Quick Style Sheet.

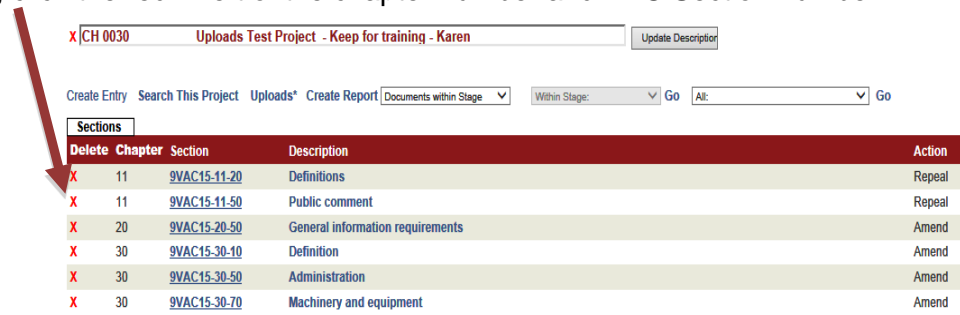**Q: How do I know what my RIS project number is? Will it change?**

A: Look for the blue number in the column with the heading "Project." This is your RIS project number, and it will remain attached to this project for the duration of the life of the project, whether the project has three stages (NOIRA, proposed, final) or fewer stages. Each stage will use the same RIS number and be considered the same RIS project.

RIS assigns the number when you create an RIS project, and the project will pop into your agency project list at the bottom of the list. If you click on the blue project number, you will get a screen with the publication history of the project.

Q: I needed to "repeal" a section I added to a project as "amend." How do I change that?

A: To change the action for a section in a project, you will have to delete the section and then add it back into the project.
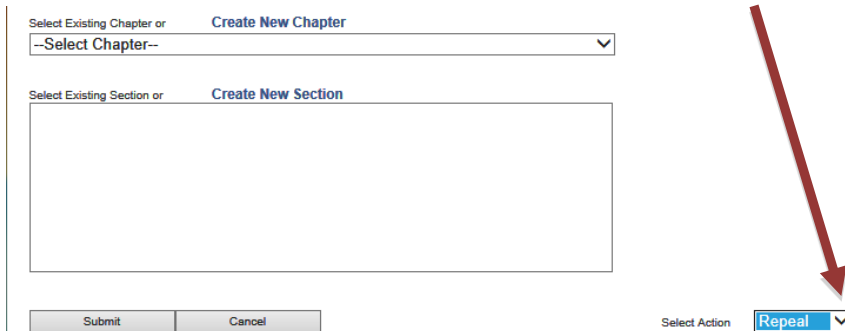
To delete the section, click the red X left of the chapter number and VAC Section number.

Then click "Create Entry" and choose "Repeal" in the "Select Action" box on the bottom right

Then re-add the sections to be repealed.

Q: What is auto repeal?

A: Auto repeal is an RIS function. When you choose "Repeal" as the action for a section, RIS will automatically apply the several separate formatting characteristics to the section that are required to repeal the section.

Warning: Sometimes auto repeal doesn't work; always check behind the auto repeal function to make sure each repealed section has actually been struck through (or lined through).

Q: Auto repeal didn't work. What do I do?

A: If you have selected the action "Repeal" and the Action column reads "Repeal," but the text of the section is still intact, you can do the following steps:

1. Strike through the section catchline.

2. Place the cursor at the end of the catchline and click "(Repealed)" on the RIS Toolbar.

3. Strike through all of the text of the section, including the Statutory Authority.

4. Click "RIS Update."

Q: How do I change the regulatory stage of my project?

A: For agencies that use Town Hall, choose the regulatory stage in the Town Hall, then when you either create an RIS project through Town Hall for that action OR when you link to an RIS project for that action, the regulatory stage will apply to the RIS project.

For agencies that do not use Town Hall, choose the regulatory stage on the Transmittal Sheet. When the Transmittal Sheet is submitted, the regulatory stage will apply to the RIS project.

Q: Some of my text doesn't show up in Town Hall. What happened to it?

A: Each part of a section in VAC has a distinct VAC style applied to it. The Statutory Authority and Historical Notes have the styles "auth" and "history" respectively. RIS uses the style of text to dictate what happens to that text. For example text with the style "auth" or "history" will not be pulled into the "Create Report" function unless "Sections with notes" is the report chosen. And, text with the style "auth" or "history" does not upload to Town Hall. If you have inadvertently designated regulatory text as "auth" or "history" (e.g., the final paragraph of a section located immediately above the Statutory Authority.) it will not transition to Town Hall, but it will be in the RIS project text.

Service of a pleading, brief, or other document filed with the commission required to be served on the parties to a proceeding or upon the commission staff, shall be effected by delivery of a true copy to the party or staff, or by deposit of a true copy into the United States mail or overnight express mail delivery service properly addressed and postage prepaid, or via hand-delivery, on or before the date of filing. Service on a party may be made by service on the party's counsel. Alternatively, electronic service shall be permitted on parties or staff in cases where all parties and staff have agreed to such service, or where the commission has provided for such service by order. At the foot of a formal pleading, brief, or other document required to be served, the party making service shall append a certificate of counsel of record that copies were mailed or delivered as required. Notices, findings of fact, opinions, decisions, orders, or other documents to be served by the commission may be served by United States mail. However, all writs, processes, and orders of the commission, when acting in conformity with § 12.1-27 of the Code of Virginia, shall be attested by the Clerk of the Commission and served in compliance with § 12.1-19.1 or 12.1-29 of the Code of Virginia.

This text should be "sectind" style. If it is "auth" or "history" style, it won't transition to Town Hall.

Statutory Authority

§§ 12.1-13 and 12.1-25 of the Code of Virginia.

This text should be "auth" style.

Historical Notes

Derived from Virginia Register Volume 17, Issue 18, eff. June 1, 2001; amended, Virginia Register Volume 24, Issue 11, eff. February 15, 2008; Volume 25, Issue 14, eff. March 11, 2009.

This text should be "history" style.

Q: I submitted my project for publication in the Register and now the sections are grayed out. How do I look at the text of my RIS project?

A: Once a project is submitted to the Registrar's Office for publication in the Register, a "read only" function is applied to that project so that changes to the text of the sections can't be made

while the project is being processed for publication. You can view the text of the project and see all changes the Registrar's Office staff is making by using the "Create Report" feature of RIS.

Q: There are some old projects in the list of projects for my agency. Can I delete them?

A: Once a project has been submitted to the Registrar's Office, it cannot be deleted. Once a project has been linked to a Town Hall stage, it cannot be deleted. If neither of these have happened, and a project is still "Not Submitted" with the stage "none" and does not have a Town Hall ActionID, it can be deleted. Click the red X left of the Chapter/Regulation description.

If you need further help with a question, or your question isn't covered on this sheet, please contact Karen Perrine or Anne Bloomsburg in the Registrar's Office at telephone: (804) 698-1810 or email: kperrine@dls.virginia.gov or abloomsburg@dls.virginia.gov.