

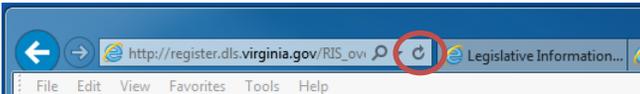


VIRGINIA REGISTER OF REGULATIONS

RIS Login & Access Questions

Q: I received the "Login succesful" message and clicked the "Continue" button, but I don't see Regulation Information System or my agency name. Now what?

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, move on to next answer.

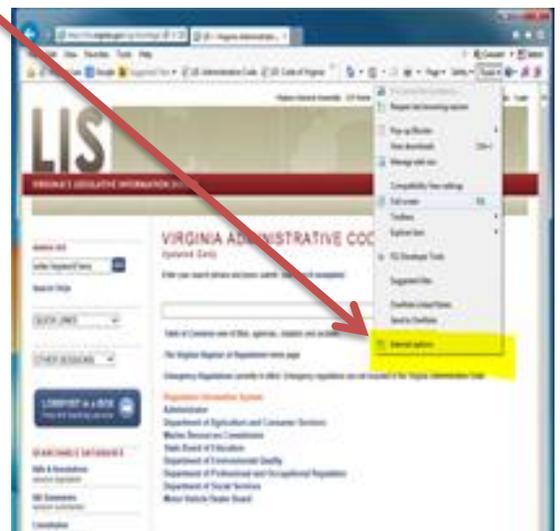
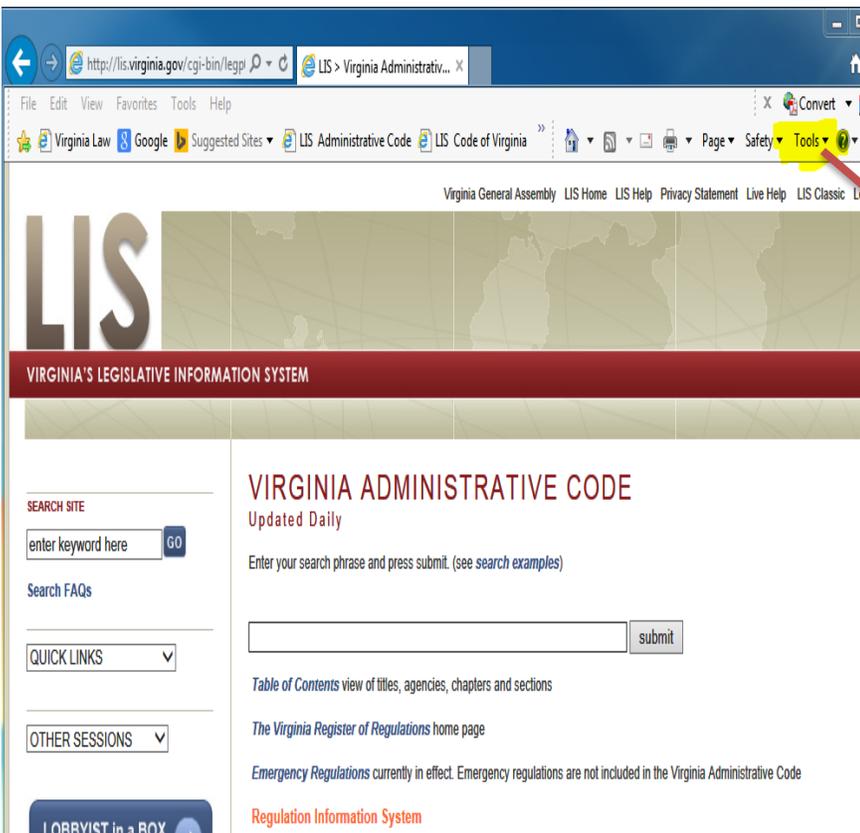
Q: I see my agency name under Regulation Information System, but when I click on it, I get a blank screen. Now what?

A: In both of these cases, make sure you are using Internet Explorer and not Google Chrome, Mozilla Firefox, or some other browser.

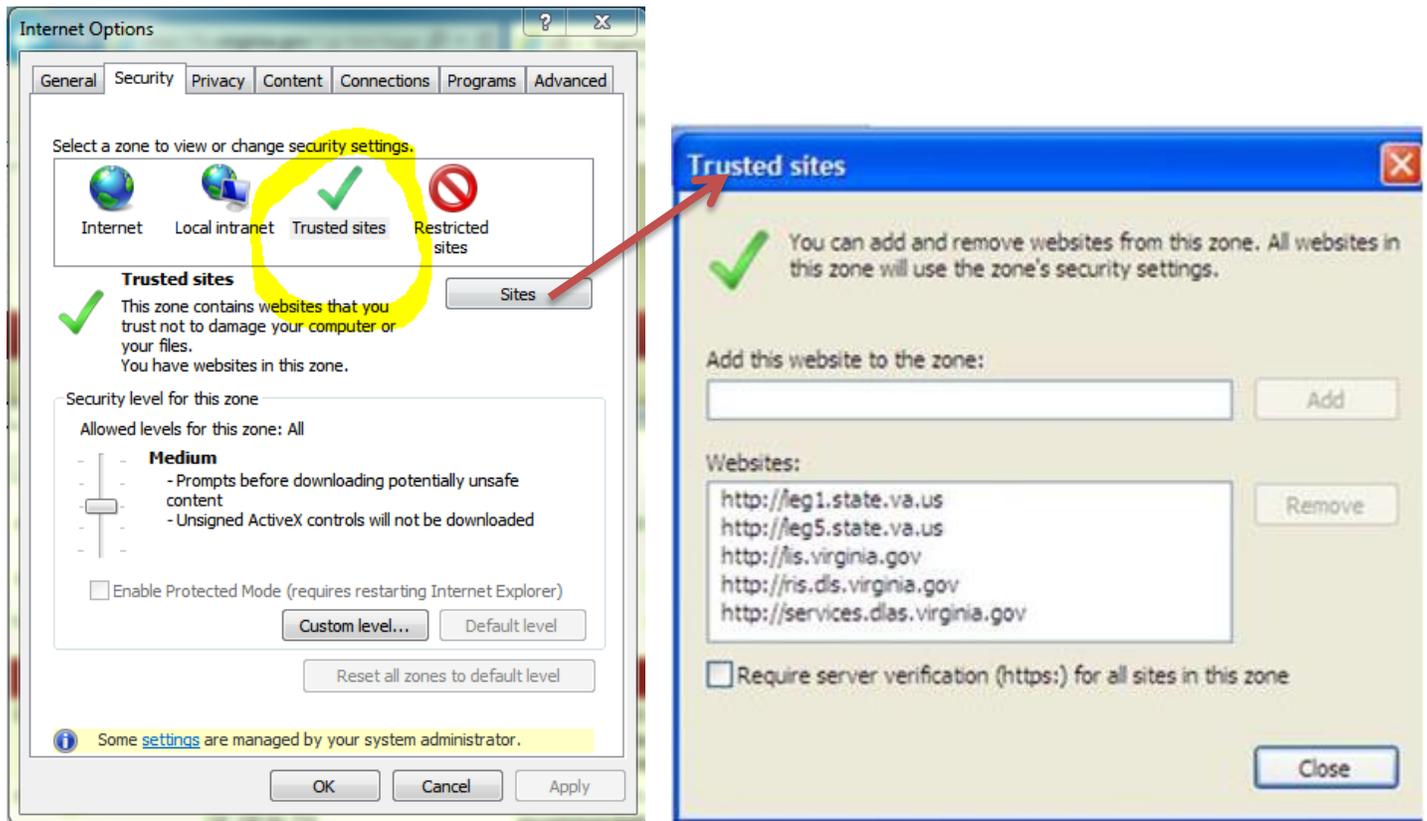
Next, check three Internet Explorer settings, which may have been toggled due to an upgrade or other administrator adjustment. Check the "Trusted sites," "Trusted Sites Zone," and "Enable Protected Mode" settings, using the following instructions:

1. Changing the "Trusted sites" settings:

In the Internet Explorer toolbar, click **Tools**, then choose **Internet options** from the dropdown menu.



Click the **Security** tab, and make sure **Trusted sites** (green check mark) is the selected zone. If **Trusted sites** isn't selected, select it by clicking on it. Click **Sites** to open the **Trusted sites** dialogue box.



WARNING: If **Sites** is not available, you will have to contact your system administrator.

Look in the white **Websites:** box for these web addresses:

<http://leg1.state.va.us>

<http://leg5.state.va.us>

<http://lis.virginia.gov>

<http://ris.dls.virginia.gov>

<http://services.dlas.virginia.gov>

Add any missing address, as follows:

1. Uncheck the box for "Require server verification (https:) for all sites in this zone"
2. Put the address in the box under "Add this website to the zone:"
3. Click the "Add" button.
4. Repeat this process for each web address.
5. Leave the "Require server verification..." box blank (unchecked).
6. Click "Close" to return to **Internet Options** dialogue box.

2. Changing the "Trusted Sites Zone" settings:

In the **Internet Options** box, **Security** tab, **Trusted sites** selected, click **Custom level** to open the **Security Settings - Trusted Sites Zone** box.

Scroll down to **Miscellaneous**

In "Access data sources across domains" mark **Enable** by clicking it so that a dot shows in the circle.



Click **OK** to close **Security Setting - Trusted Sites Zone** box.

3. Changing the "Enable Protected Mode" check-boxes:

Step 1:

In the **Internet Options** box, **Security** tab, **Trusted sites** selected,

In the area under "Security level for this zone:" find the check-box labeled **Enable Protected Mode**.

If it is unchecked, check it.

If it is checked, uncheck, then recheck it.

Click **Apply**.



Step 2:

In the **Internet Options** box, **Security** tab, **Local intranet** selected,

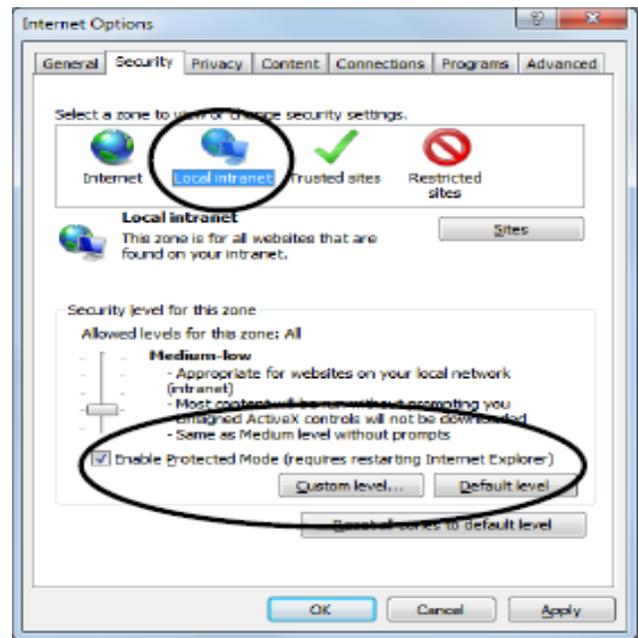
In the area under "Security level for this zone:" find the check-box labeled **Enable Protected Mode**.

If it is unchecked, check it.

If it is checked, uncheck, then recheck it.

Click **Apply**.

Click **OK** to close **Internet Options** box.



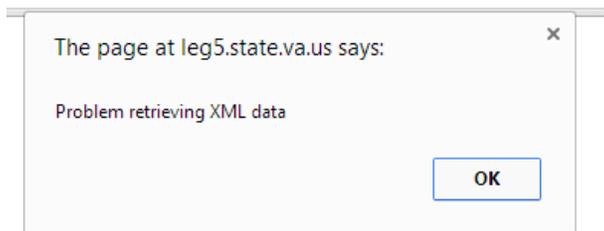
Step 3:

Both of those separate **Enable Protected Mode** check-boxes must be checked.

Close Internet Explorer.

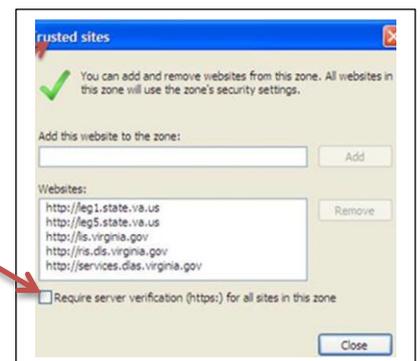
Open fresh Internet Explorer session, and login to RIS.

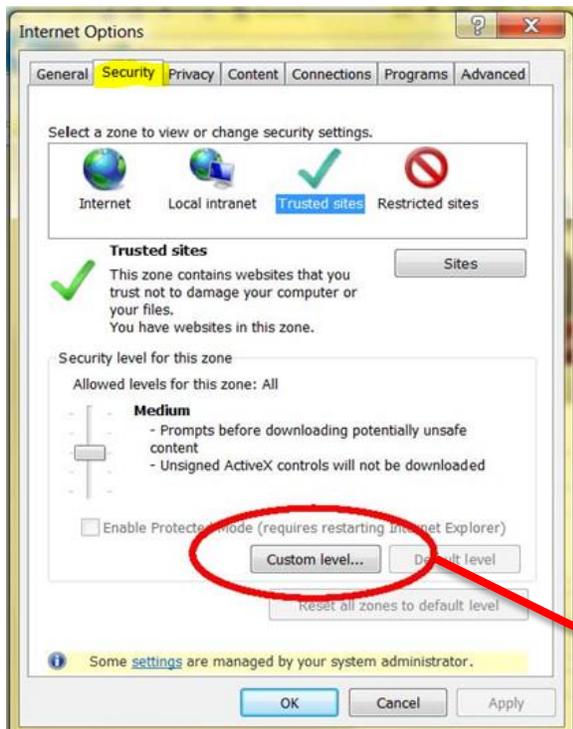
Q: When I click on my agency name under **Regulation Information System, I get this error box:**



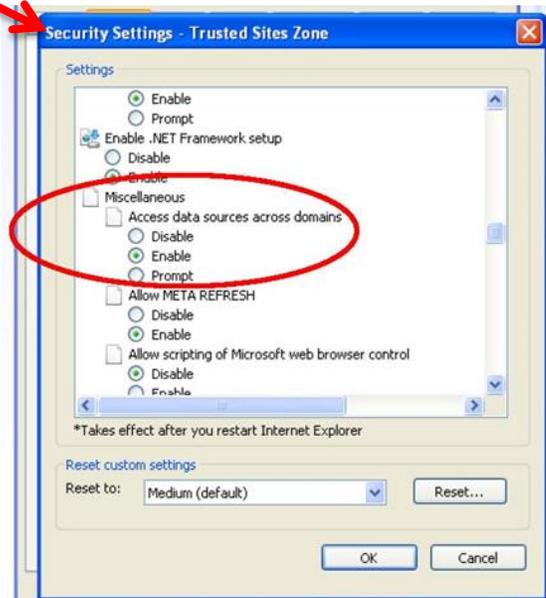
Now what?

A: Check two of the previous steps: 1) Make sure that this box does not have a check in it and that all five of the necessary websites are listed. 2) Make sure both of the **Enable Protected Mode checkboxes** are checked (see immediately preceding instructions), then close out of Internet Explorer and start a new IE session before logging back in to RIS. 3) If you are still getting the error box, click the **Custom level** button to open the **Security Settings - Trusted Sites Zone** dialogue box.





Scroll down to **Miscellaneous**.
Find **Access data sources across domains**.
Select by marking with a dot the option, **Enable**.



Click **OK** and close out of **Security Settings - Trusted Sites Zone** dialogue box.