



VIRGINIA

REGISTER OF REGULATIONS

TROUBLESHOOTING THE DOCUMENT UPLOADS PROCESS

A. **Back button.** Avoid using your browser's "Back" button. If you inadvertently use the "Back" button and cannot get back to the upload screen, refresh the page (F5 key).

B. **Size limit.** If the document is over 8 mb, it will not upload. You can (i) break down the document into several smaller documents and upload each one to the project individually, (ii) attach the document to an email and send to VARegs@dls.virginia.gov, (iii) bring us the document on CD or paper.

C. **Replace or delete uploaded document.** If you upload the wrong document, you can delete the document you want to replace from the project by clicking the red "x" next to the document name. **If your uploaded forms or DIBR list disappears**, click "select" to make it reappear.

D. **Uploaded document list disappears from screen.** If your uploaded forms or DIBR list disappears from the screen at any time, "select" the list again to make it reappear.

E. **Unable to open document after upload.** If you are unable to open the document after it is uploaded, delete the document by clicking the red "x" next to the document name, and upload again.

F. **Upload to proper location.**

- Be careful to upload documents to the right place. For example, if you have multiple forms lists or both a forms list and a DIBR list, make sure you "select" the correct list (see section I C) before uploading the document. Also, make sure the dropdown box next to Doc Id is pointed to "Forms/DIBRs."
- If you are uploading an "other" document (i.e., anything other than form or DIBR), be sure that "other" is selected from the dropdown box next to Doc Id.

G. **Add to list button.** Ignore the "add to list" button. This button is used by Virginia Register staff to add the hyperlinks into the Forms or DIBR section list for publication in the Virginia Register and Virginia Administrative Code. If you click on this button, you can open the Forms or DIBR section, click the red edit button, delete the added links, and click "RIS Update" to save the changes.

Call us! If you have any trouble with or questions about the upload process, call the Registrar's office at (804) 786-3591 (ext. 259-Anne, 261-Karen, 262-Jane).