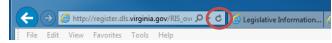


# **RIS Login & Access Questions**

# 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.

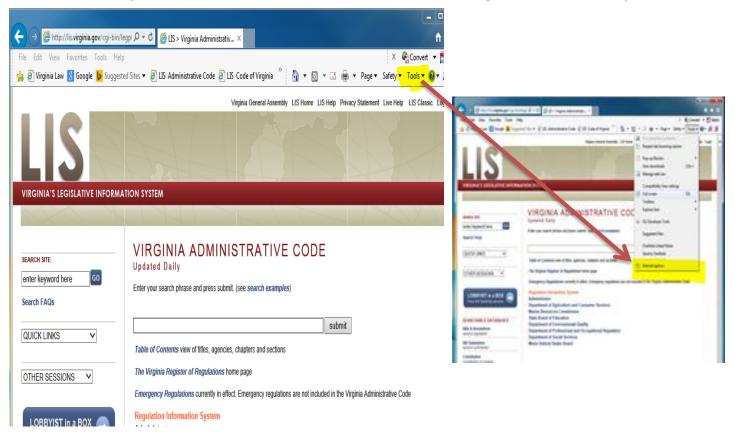
# Q: I see my agency name under Regulation Information System, but when I click on it, I get a blank screen. Now what?

**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.

Internet Options	
General Security Privacy Content Connections Programs Advanced	
Select a zone to view or change security settings,	Trusted sites
Internet Local intranet Trusted sites Restricted sites Trusted sites This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings. Add this website to the zone:
Security level for this zone	Add
Allowed levels for this zone: All	
- Prompts before downloading potentially unsafe	Websites:
content     - Unsigned ActiveX controls will not be downloaded     - Enable Protected Mode (requires restarting Internet Explorer)     Custom level     Default level	http://leg1.state.va.us http://leg5.state.va.us http://lis.virginia.gov http://ris.dis.virginia.gov http://services.dlas.virginia.gov
Reset all zones to default level         Image: Some settings are managed by your system administrator.	Require server verification (https:) for all sites in this zone
OK Cancel Apply	Close

### 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.

Internet Options
Security Settings - Trusted Sites Zone
Settings
Enable     Miscellaneous     Access data sources across domains     Disable     Enable     Prompt
Allow META REFRESH  Cisable  Enable  Allow scripting of Microsoft web browser control  Disable
* Takes effect after you restart Internet Explorer
Reset custom settings
Reset to: Medium (default) Reset

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

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

### Step 1:

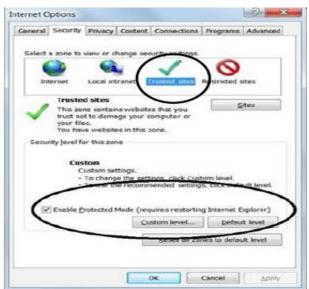
In the Internet Options box, Security tab, Trusted sites selected,

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,

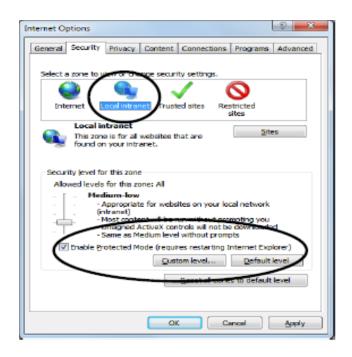
In the area under "Security level for this zone:" find the check-box labeled **Enable Protected Mode**.

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.

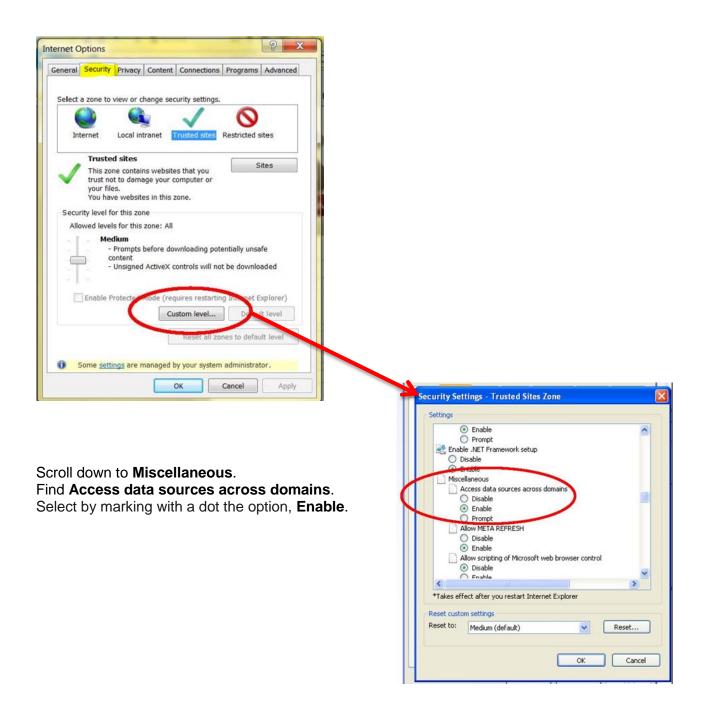
### Q: When I click on my agency name under Regulation Information System, I get this error box:

×
ОК

#### 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.

You can add and remove websites fro this zone will use the zone's security s	
•	
dd this website to the zone:	
	Add
Vebsites:	
http://leg1.state.va.us http://leg5.state.va.us	Remove
http://is.virginia.gov	
http://ris.dls.virginia.gov	
http://services.dlas.virginia.gov	
Require server verification (https:) for all si	tento della secon



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