State of Rhode Island
Department of Health
Electronic Vital Records System
(RIVERS)

City/Town Marriage Training Guide

Version 1.4

4/12/2022

Revision History

Date	Description	Version of System	Author
07/10/2018	**Initial Document**	1.0	Rebecca Orner
02/16/2022	Revision	1.1	Tim Brewer
3/14/2022	Revision	1.2	Tim Brewer
3/24/2022	Revision	1.3	Tim Brewer
4/12/2022	Revision	1.4	Chad Denlinger

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Important Terms

Crosscheck – a function created in logic builder that occurs when certain values are selected or entered during data entry.

Duplicate Check – a function that occurs when the application suspects a newly saved Marriage record has already been saved at the same location.

Electronic Certification – the equivalent to electronically signing the Marriage record before the record is released and registered.

Hard Edit – "An edit that identifies and queries entries which are outside of the expected range which must be corrected before the record can be filed" (NCHS).

NCHS – National Center for Health Statistics

Pick List – a dropdown data entry field in the application with pre-determined values that are pulled from a database.

Releasing a Record – the action required after certification to register the Marriage record in the state of Rhode Island.

Soft Edit – "an edit that identifies and queries entries which are outside of the expected range, but which accepts out-of-range entries" (NCHS).

Type Ahead Combo Box – this feature enables the user to begin typing and a pick list will filter according to what the user types.

Unresolved Fields List – a feature in the application showing unresolved fields that need to be resolved before certification can occur.

Visual Cueing – a feature in the application that provides users with color-coded field cues to indicate the status of each data field.

About the RIVERS Marriage Application City/Town Training Guide

This training guide serves as a comprehensive reference for the City/Town functions of the Rhode Island Vital Events Registrar (RIVERS) Marriage module. A city/town office user should follow this training guide step-by-step while accessing and utilizing the Marriage module. The training guide also serves as points of reference in order to help during training exercises for end users. After training is completed, a city/town office user should reference the **Quick Reference Guides** during live Marriage Registration.

Section I. System Access and Marriage Registration Data Entry contains exercises designed to familiarize users with the basic system access and Marriage Registration features. These exercises should be executed when the user is accessing a test or training site rather than the production site. Fictitious records should be used for the exercises in this guide.

Exercises provided in this section include:

- Exercise 1 – Login/System Access
- Exercise 2 – Access Marriage Registration
- Exercise 3 – Start and Save a New Record
- Exercise 4 – Searching and Work Queue
- Exercise 5 – Using the Unresolved Fields List
- Exercise 6 – Cancelling Changes
- Exercise 7 – Update Record
- Exercise 8 – Abandoning a Record
- Exercise 9 – Technical Marriage Registration Data Entry Tips

Section II. Release, Reports, and Other Operations contains exercises designed to familiarize users with steps required for Marriage Registration after data entry is complete. These exercises should be executed when the user is accessing a test or training site rather than the production site. Fictitious records should be used for the exercises in this guide, and the exercises in this section should be accessed on an as needed basis.

Please note that the security processes assigned to a given user will dictate what exercises apply to that particular user in this guide. It is not expected that every exercise will apply to every user.

Exercises provided in this section include:

- Exercise 10 – Generating a Report
- Exercise 11 – Printing Marriage Application Form

1 System Access and Marriage Registration Data Entry

This section contains exercises designed to familiarize users with the basic system access and Marriage Registration features. These exercises should be executed when the user is accessing a test or training site rather than the production site. Fictitious records should be used for the exercises in this guide.

1.1 Exercise 1 – Login-System Access

The following technical requirements are needed to access the **RIVERS Marriage** module:

- Live Internet connection
- Widely used JavaScript enabled standard web browser (Microsoft Edge, Mozilla Firefox, etc.)
- Java runtime
- Adobe Acrobat reader for forms and letters
- MS Excel for accessing/running reports

If one or more requirements are missing, the Marriage module will not be accessible and/or will not function properly.

1.1.1 Accessing the RIVERS Marriage Module

1. Open the updated version of the web browser to establish a live internet connection.

2. Type the application address in the URL box or select from Favorites: http://rivers.rihosting-by-genesis/RIUIV2/Welcome.htm The application splash page will load, as pictured below:

Figure 1: RIVERS Splash Page

3. Click the **Log On to Rhode Island Department of State Health Services** button.

4. The **Terms of Use Screen** will load, as pictured below:

Figure 2: RIVERS Terms of Use Page

    a. Click the **Yes** button to confirm agreement with the terms of use.

    b. Click the **No** button to be returned to the RIVERS splash page.

5. The RIVERS login screen will display:
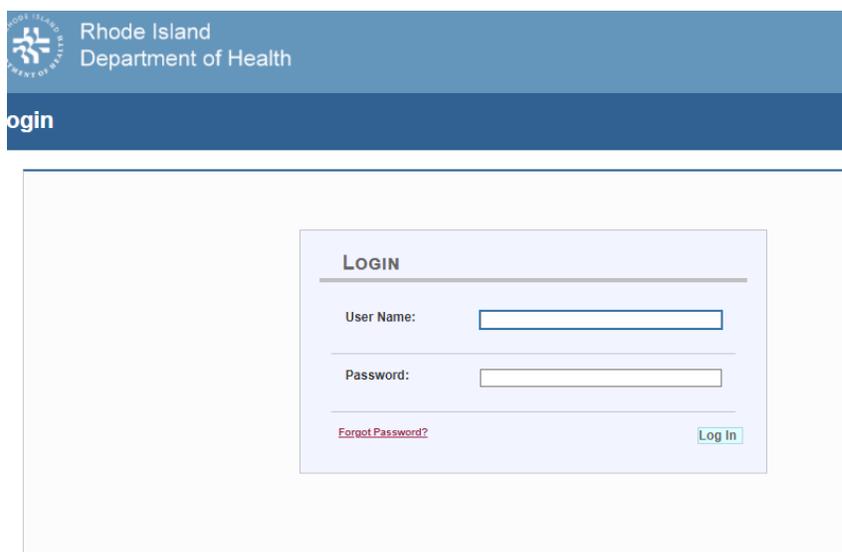
Figure 3: RIVERS Login Screen

8. Enter in your user name and password and click the **Log In** button.

9. The Select Location window will be displayed.

Figure 4: Select Location Window

a. Select the appropriate facility from the available choices in the drop-down list.

b. If the user works at multiple physical locations, the drop-down list will contain all physical locations assigned to their user account.

c. Click **OK**. The main page of the **RIVERS** application will be displayed:
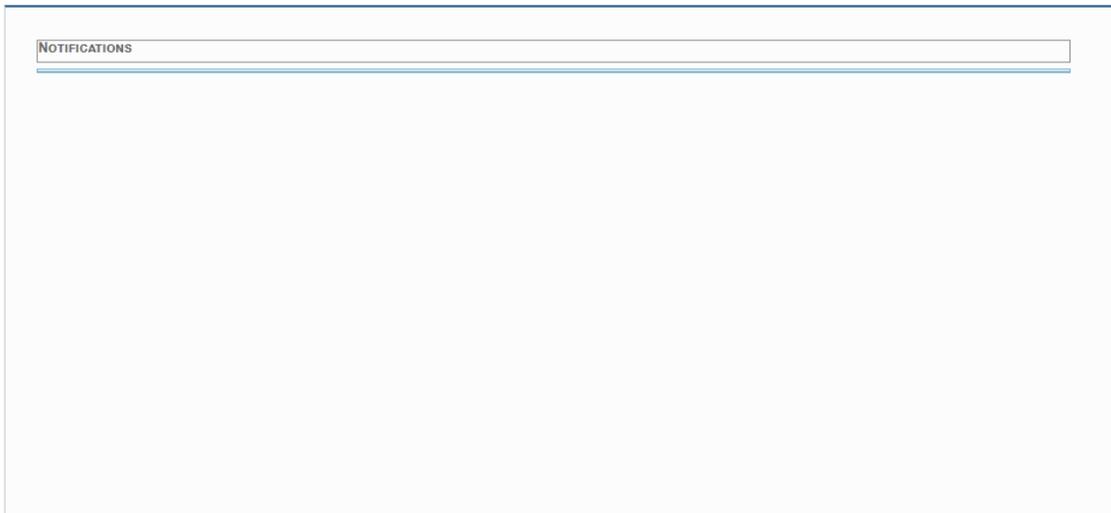
Figure 5: RIVERS Main Page

Note: The highlighted tab at the top of the screen determines what menus and sub-menus will appear.

10. Click the **Marriage** tab to go to the **Marriage Home** screen.

1.1.2   Session Time-Outs

If the system has not detected activity within 20 minutes, the session will time out. Two

minutes prior to a session time-out, the system will issue the following warning message:
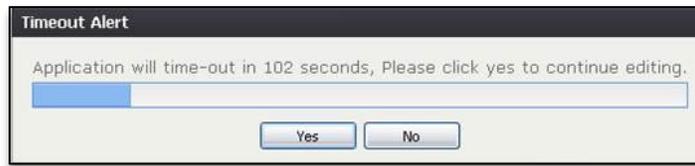
Figure 6: Timeout Warning Message

If the system appears to stop responding (i.e., no choices in some pick-lists, cannot save a record, cannot retrieve a record, etc.), the session has likely timed-out. The following message will appear when a timeout occurs:
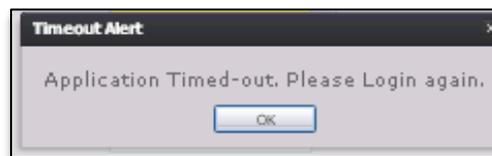
Figure 7: Timeout Alert Message

To resume working after a session timeout, exit the system and log on again. Frequently saving work will help to prevent session timeouts. For security purposes, log out of the system if you will not be using it for an extended period of time and then log on again when needed.

1.1.3 About Passwords

Users are assigned a temporary password when they sign up to use the system. This temporary password must be changed upon the user's first login to the system.

CHANGE PASSWORD

Password must meet the following criteria:
- Must have at least one numeric character
- Must contain at least one of the [@!#$%*] symbols
- Must be a minimum of 6 characters long
- Should not duplicate the previous 2 passwords

Old/Temporary Password: |

cdenlinger
....

⚙ Manage passwords...

New Password:

Confirm New Password:

Save

WARNING!

BY ACCESSING AND USING THE DEPARTMENT OF HEALTH REGISTRATION SYSTEM YOU ARE CONSENTING TO SYSTEM MONITORING FOR LAW ENFORCEMENT AND OTHER PURPOSES. UNAUTHORIZED USE OF OR ACCESS TO THIS COMPUTER SYSTEM MAY SUBJECT YOU TO STATE AND FEDERAL CRIMINAL PROSECUTION AND PENALTIES, AS WELL AS CIVIL PENALTIES.

Figure 8: Change Password Screen

The new password must initially meet all of the following requirements, although a system administrator may change password requirements at any time:

- Must have at least one numeric character

- Must contain at least one special character (@!#$%*)

- Must be a minimum of 6 characters long

- Should not duplicate the previous 2 passwords

If the new password does not meet these requirements, the message below will appear:
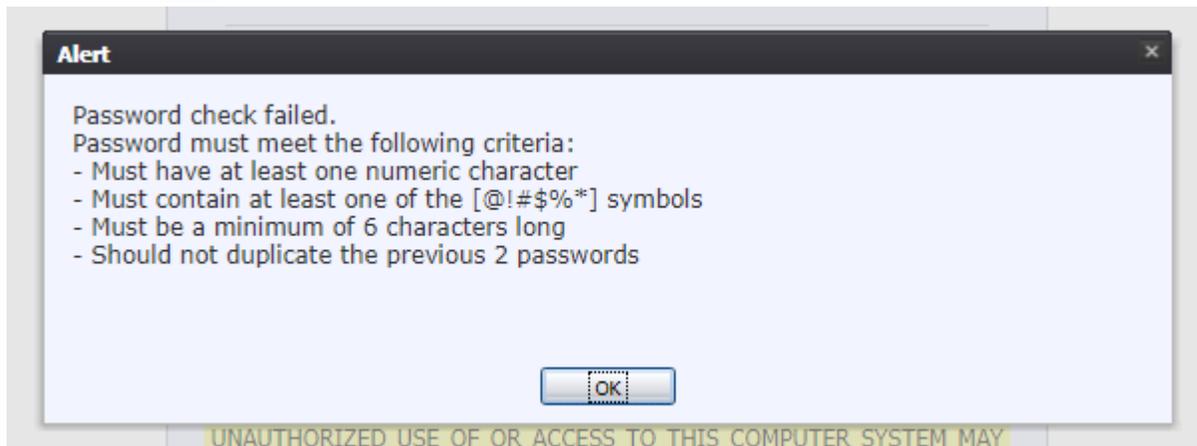
Figure 9: Password Check Failed Alert Message

Passwords expire at intervals determined by system administrators. When a user attempts to log on with an expired password, they will be alerted by the system.

A user may also change a forgotten password at any time by clicking the **Forgot Password** button located on the **Login** screen as shown in step 2 of **Accessing the RIVERS Marriage Module**.

1.1.4 Log Out of the System

Exit or log out of the **RIVERS Fee** module using one of the following methods:

1. From the **Main Menu**, select **Function/Exit System**.

   OR

2. Click **Log Out**.

Note: Clicking the **[X]** in the upper right corner of the browser window will close the system, but it is recommended that you exit by clicking **Logout** or the **Exit System** menu option instead. This will ensure that the session closes in order to prevent possible problems when logging on again.

1.2 Exercise 2 – Access Marriage Registration Data Entry

1. Navigate to the **Marriage** Home Screen.
2. From the **Marriage** Home Screen, select the **Function/Marriage Registration** menu option.
3. The **Marriage Registration** Data Entry Screen will load.

1.3 Exercise 3 – Start and Save a New Record

1. Select the **Marriage/Function/Marriage Registration** menu item to initiate a new marriage record.
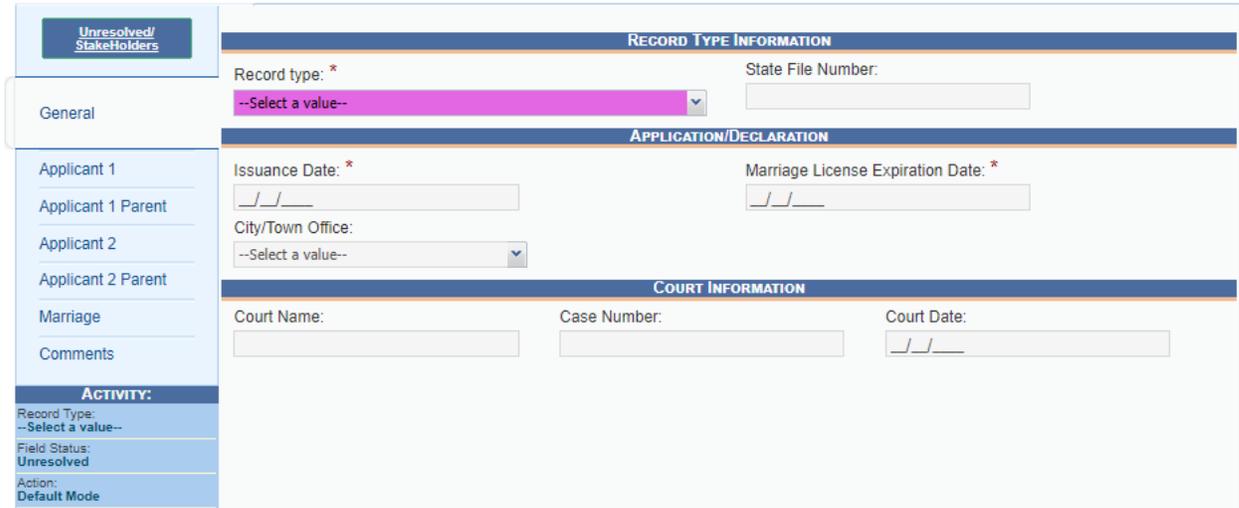
Figure 10: Marriage Registration Initial Load

The **Marriage Registration Initial Load** screen will appear.

2. Click the **New** icon or select the **Record/New** menu item. The **New Record** screen will appear:
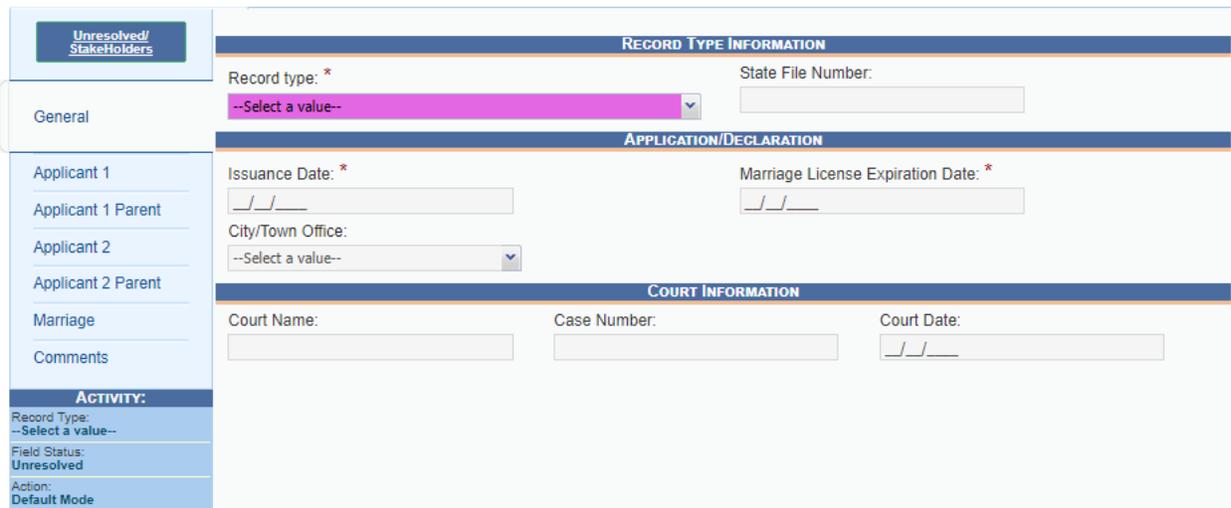
Figure 11: Marriage Registration New Record Screen

3. Minimally, the following fields must be complete on the **General, Applicant 1, and Applicant 2** tabs before the record can be saved:

Field Name	Description
Record Type (General Tab)	Select the appropriate record type
Issuance Date (General Tab)	Enter Date
Marriage License Expiration Date (General	Enter Date

Field Name	Description
Tab)	
Applicant 1 First Name (Applicant 1 Tab)	Enter Name
Applicant 1 Last Name (Applicant 1 Tab)	Enter Name
Applicate 1 Date of Birth (Applicant 1 Tab)	Enter Date
Applicant 2 First Name (Applicant 2 Tab)	Enter Name
Applicant 2 Last Name (Applicant 2 Tab)	Enter Name
Applicant 2 Date of Birth (Applicant 2 Tab)	Enter Date

4. After entering data in the mandatory fields, select the **Save** button or select the **Record/Save** menu item.

5. If a potential duplicate is not found, the application displays the message shown below:
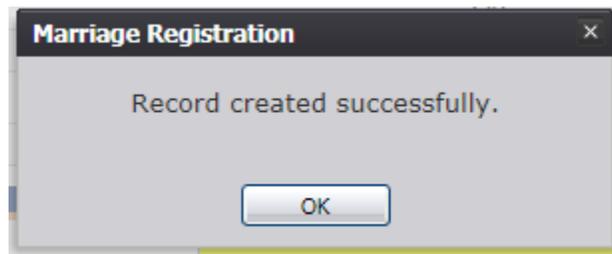
Figure 12: New Record Creation Confirmation Message

6. If a potential duplicate record is found, a message similar to the following will be displayed:
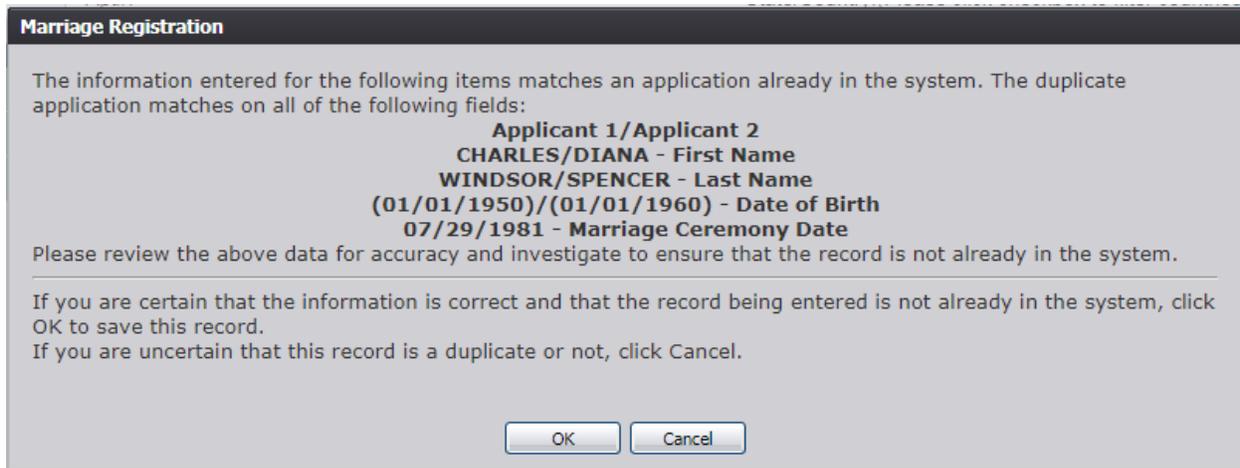
Figure 13: Marriage Registration Duplicate Check

a. In order to continue saving the record, click **OK**. If a new record is created and later determined to be a duplicate, the record can be abandoned.

b. In order to cancel saving the record and check the record for accuracy, click

Cancel. If the record is still in the **Unresolved Work Queue**, the record can be picked up and edited.

7. Continue entering the applicable data on the Marriage Registration Data Entry tabs.

8. Click on the **Save** button or the **Record/Save** menu item to save.

1.4   Exercise 4 – Search for a Record

Searching for a record in the application can be accomplished using the following options:

1. **Search** screen

2. Work queue search

1.4.1   Search Screen

1. Click the **Search** icon 🔍 or select the **Record/Search** menu item.

2. The Search Record screen will be displayed, as shown below:
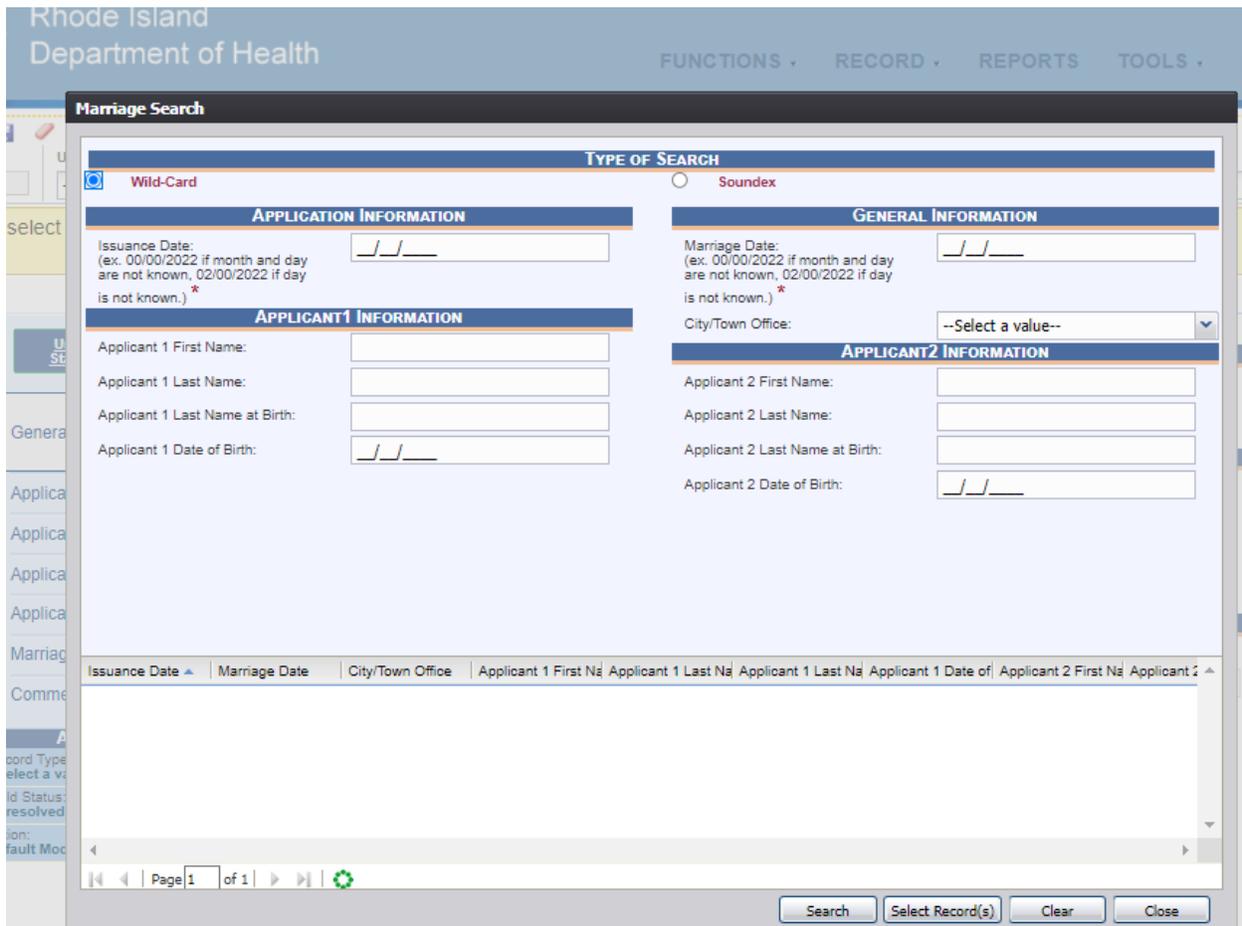
Figure 14: Marriage Search Screen

3. Enter all available information regarding the record.

✓ **Tip**: Text fields such as names do not have to be complete. Enter the first several

letters instead of the entire text when spelling is in question but include other items to reduce the number of matches.

✓ **Tip**: Along with a name, including the year of application (which can be entered as a series of 00s followed by a year- i.e. 00/00/2012) and other information will reduce the number of matches that are returned and cause faster search returns.

✓ **Tip**: Choosing 'Soundex' still requires the user to enter at least the year of marriage. If the user also decides to search by a name, the full name must be entered and the application will search for not only all exact matches but names that sound familiar as well.

4. Click **Search**.

Records that match the search criteria will populate the grid in the lower half of the screen, as shown below:
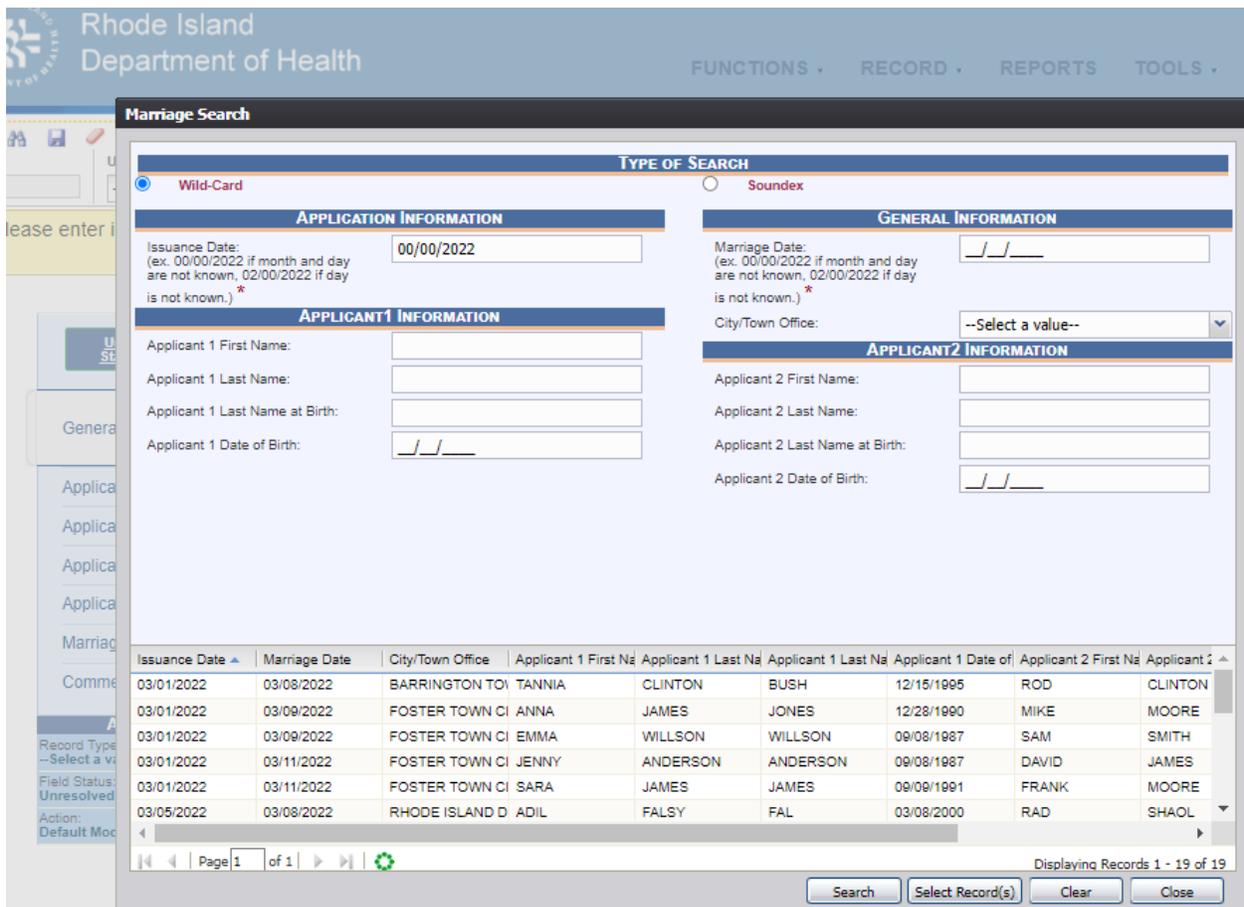
Figure 15: Marriage Search Screen Populated with Results

5. Click on the appropriate record in the grid. Select multiple records by holding down the **Ctrl** key and clicking on records.

6. Click **Select Record(s)** to retrieve record(s) to the work queue.

7. Select a record from the work queue by clicking on it to retrieve it to the screen.

The record and its information will appear on the screen as an active record for additional review and/or processing.

1.4.2   Work Queue Search

The work queue in the **Marriage Registration** process will contain the following:

- Marriage records associated with the City/Town login location that still require some type of action.

- The list in the work queue will be sorted by Applicant 1's last name and will display Applicant 1's last name and first name, Applicant 1's Date of Birth, Applicant 2's last name and first name, and Applicant 2's Date of Birth.

To use the Work Queue Search:

1. From the drop-down list, set the filter for the appropriate record type.

    Options include:

    - **All Unresolved**: All records that have been started but the information is not yet complete.

2. From the list, select the appropriate record by clicking on it, or start typing Applicant 1's last name into the field.

Figure 16: Unresolved Work Queue

The selected record will be retrieved by the system and its information will appear on the screen as an active record for additional review and/or processing.

1.5 Exercise 5 – Using the Unresolved Fields List

Depending on the type of record, many actions need to be performed before a record is ready to be released to the state for further processing. To check if all data items are complete, use the **Unresolved Fields** list to identify areas that require some sort of action before the record is resolved. The **Unresolved Fields** list displays individual data fields that need to be completed for a specific record before it can be resolved.

1. Retrieve an existing record.

2. On the **Marriage Registration** screen, click **Unresolved/StakeHolders** at the top to open the **Unresolved Fields** list.

Figure 17: Unresolved Fields List

3. Click on one of the unresolved field links. The application will navigate to that particular field directly so that it may be resolved.

4. Click **Unresolved/StakeHolders** again to close the list and return to the data entry screen.

1.6 Exercise 6 – Canceling Changes

1. With a record on screen with unsaved corrections, select the **Record/Cancel** menu option or the button.

2. The following message will load:
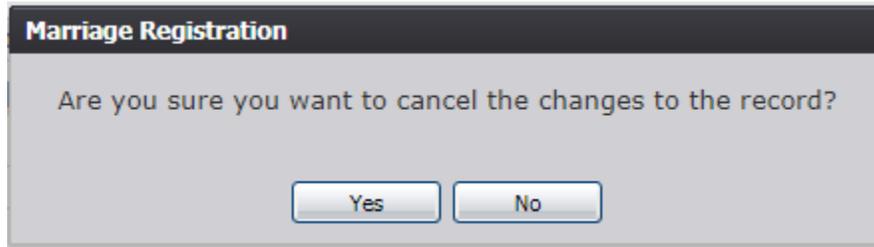
Figure 18: Cancel Changes Confirmation Message

3. Click **Yes** to confirm cancelation of the changes made to the record.

    The changes will be canceled and the record will be restored to its previously saved
    state.

1.7   Exercise 7 – Update a Record

1. While a record with unsaved changes is on screen, select the **Record/Save** menu option, or
    click the **Save** button 💾 .

2. The message below will load:
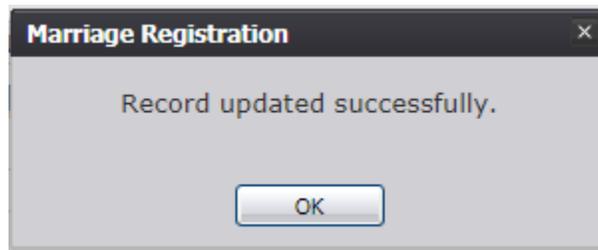
Figure 19: Record Update Confirmation Message

3. All previously unsaved changes made to the record will be saved.

1.8   Exercise 8 – Abandoning a Record

Any user can choose to abandon a record up until the record is released and assigned a State
File Number (SFN).

1. With the appropriate record loaded on the screen, select the **Record/Abandon** menu item.
    The following message will appear:
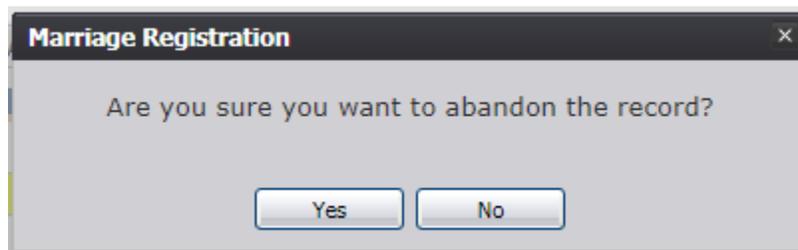
Figure 20: Record Abandon Confirmation Message

2. Select **No** to cancel the action and the user will return to the record. Select **Yes** to continue

the **Abandon Record Process.** Provide a reason for abandoning the record in the comment box:
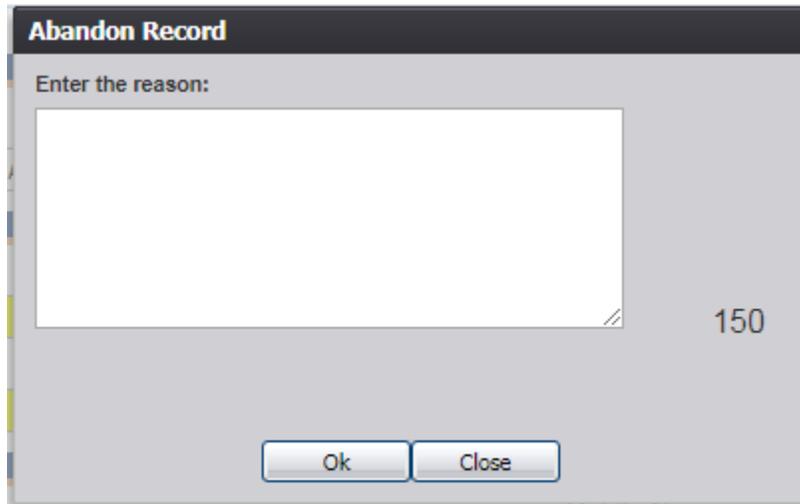
Figure 21: Abandon Record Comment Screen

3. After providing a comment and clicking **OK**, the following message will appear and the record will not appear in the Unresolved Work Queue any longer:
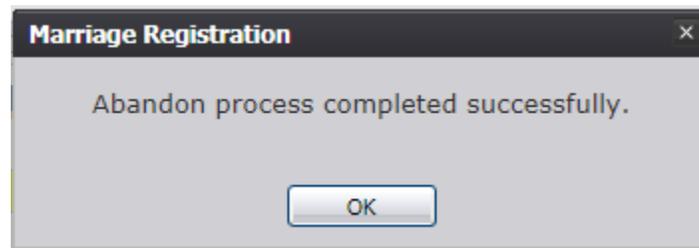
Figure 22: Abandon Completion Confirmation Message

1.9   Exercise 9 – Technical Marriage Registration Data Entry Tips

This section will familiarize the city/town user with technical Marriage Registration Data Entry procedures and conditionals. For example, certain data entry fields will become enabled or disabled throughout the record depending on specific values selected by the city/town user, and certain messages will appear depending on a value the user enters. All required fields that are marked with a * are required to save the record, but other fields are mandatory for release.

1.9.1 General Tab
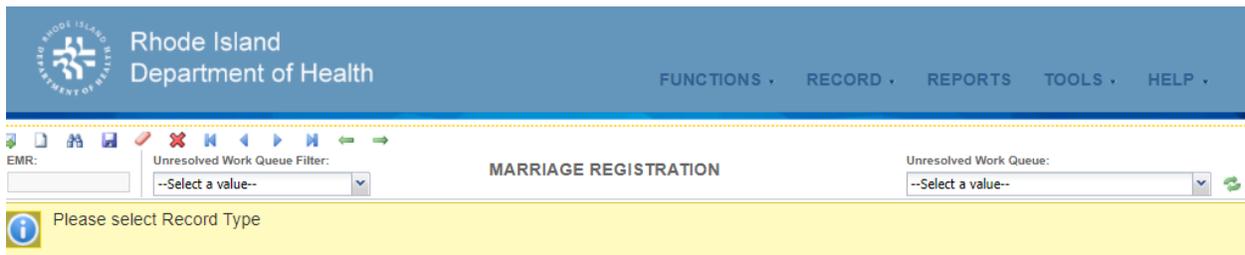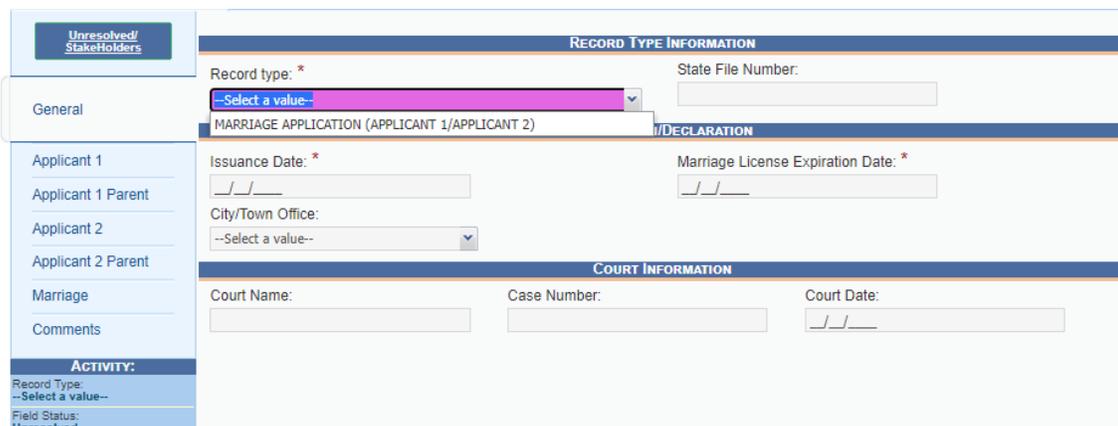
Figure 23: Marriage Registration General Tab

1. Select the **Record Type**. Options are:

    a. **Marriage Application (Applicant 1/Applicant 2)** – When a formal marriage date is provided.

2. Enter the **Application/Declaration** information.

    a. **Issuance Date** must be on or before the Marriage License Expiration Date

    b. **Marriage License Expiration Date** must be within 90 days of the **Issuance Date**

    c. **City/Town Office** is auto-populated depending on the selected location by the City/Town Clerk.

1.9.2 Applicant 1 & Applicant 2 Tabs

The **Applicant 1** and **Applicant 2** tabs contain the same information for both applicants. Complete each tab with the corresponding applicant's information.

Figure 24: Marriage Registration Applicant 1 Tab

1. Enter the **Applicant Name Information**, with at least **First Name** and **Last Name** data entry. Fill in other fields as appropriate.

2. The user must enter the **Applicant Birth Information**, with at least **Date of Birth** data entry to save the record. **Age** will automatically populate when **Date of Birth** is

entered. The Location fields are picklists that information must be entered.

3. **Applicant Residence Address** is a series of text boxes and picklists.

4. **Applicant Information** includes the **Social Security Number, Phone Number, Email,** and **ID Information**. When the **ID Type** is entered, the **Doc ID** and/or **ID Other** field(s) will be enabled.

5. **Applicant Status** includes questions asked on the marriage application that determine whether or not the applicant is eligible.

6. If **Applicant 2** is absent, check the appropriate **Applicant2 By Proxy** checkbox. An **Affidavit of Absence** will need to be uploaded.

7. Enter the **Applicant Date Signed**. The date must be on or before the system date.

1.9.3 Applicant 1 Parent and Applicant 2 Parent tabs

The **Applicant 1 Parent** and **Applicant 2 Parent** tabs contain information for both parents for each applicant. Complete each tab with the corresponding applicant parent information.

Figure 25: Applicant 1 and 2 Parent tab

3. Select a **Title Preference** from the pick list

4. Enter the information for **First Name** and **Maiden Name/ Last Name at Birth**

5. Choose a **State/Country** from the pick list

6. Repeat for **Parent 2 Information**

1.9.4 Marriage License

To print a marriage application form, first select a record.

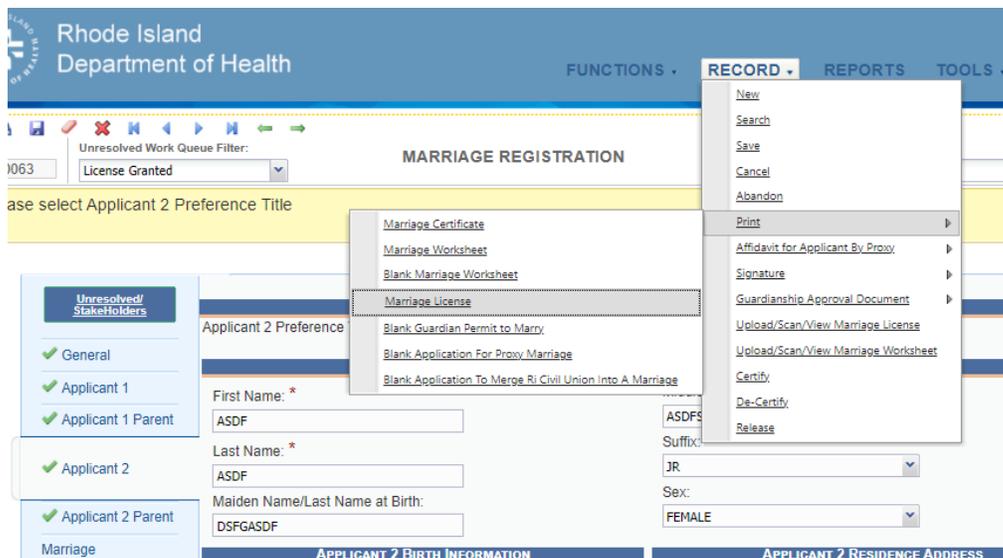1. Select **Record, Print**

2. Select **Marriage License**

Figure 26: Print Marriage Application Form

3. A pop up window will open prompting you to indicate whether or not you've accepted payment for the issuance of a marriage license and for your pin.
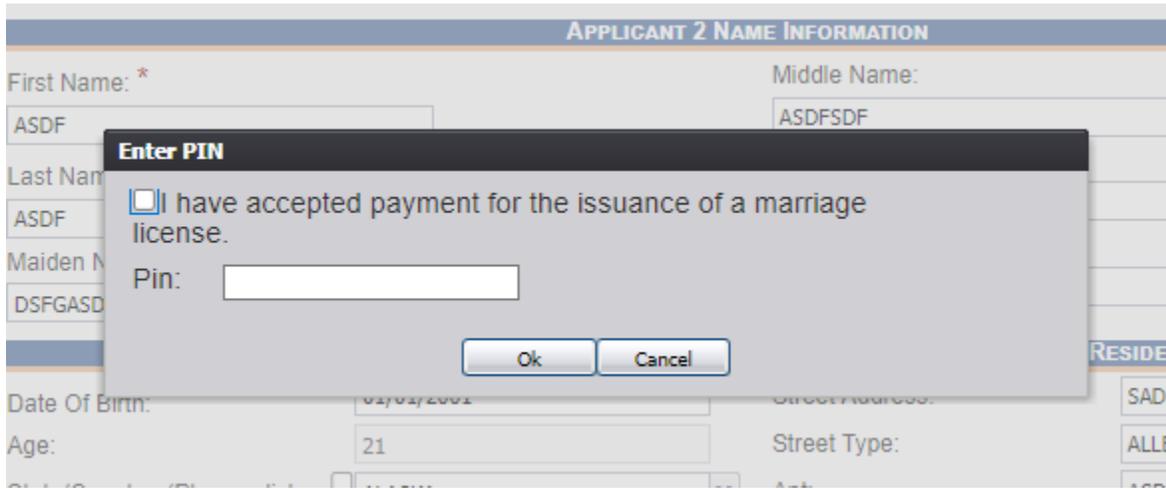
Figure 27: Payment and Pin pop up

4. A pop up window with the application form will open for you to download or print.
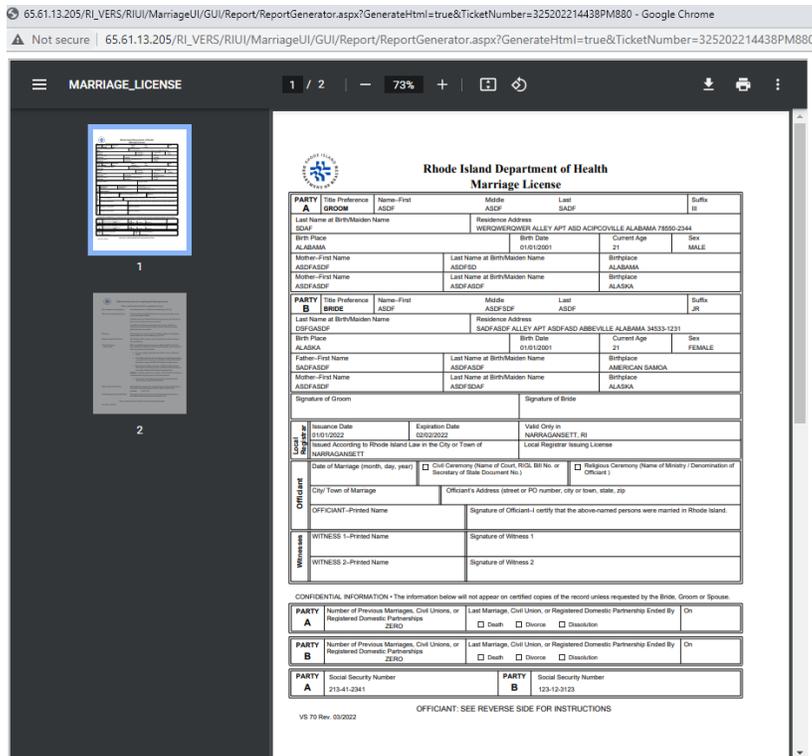
Figure 28: Marriage Application Form

1.9.5 Affidavit for Applicant by Proxy

If the checkbox for Applicant 2 Proxy is checked on the Applicant 2 information tab, you will have the option to upload/scan a document for the affidavit. The affidavit of absence must be scanned or uploaded before the record can be released and assigned a State File Number.

1. Make sure you are in the correct record for the name you're trying to upload an affidavit to.

2. Click **Record, Affidavit for Applicant By Proxy, Applicant 2** as shown below:
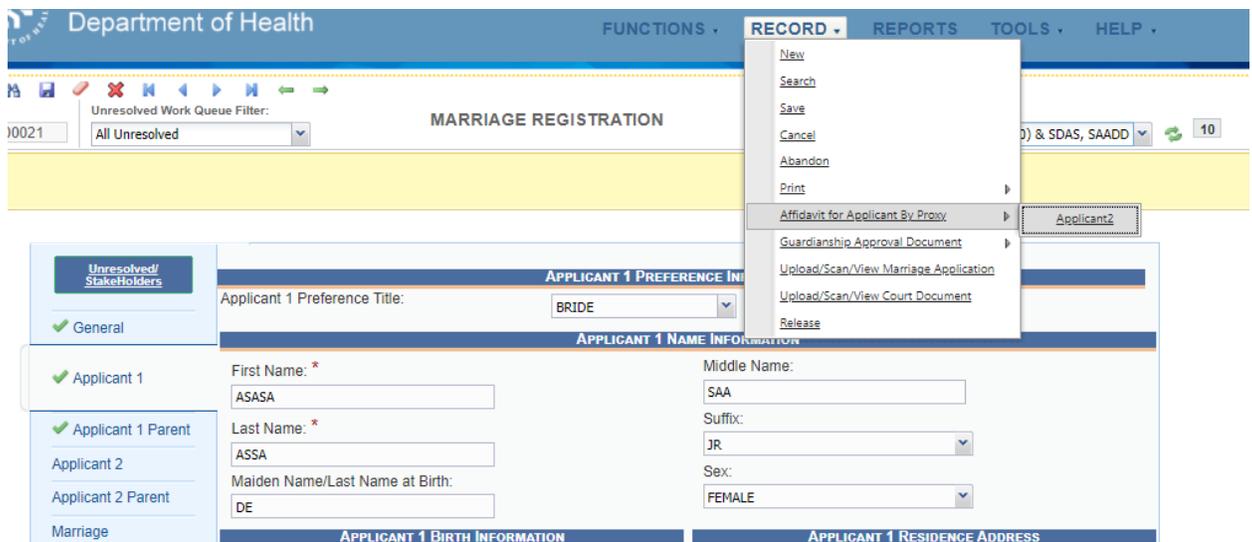
Figure 29 Affidavit Menu Item

3. A pop up window will open which allows you to upload or scan an affidavit:

Figure 30 uploading an affidavit

4. Select either **Upload Document** or **Scan Document** depending on how you wish to get the file into the system.

5. If you select **Scan Document**, the document will scan with the scanner you have connected to your computer. A preview of the scanned document will load in the scanned image area of the window.
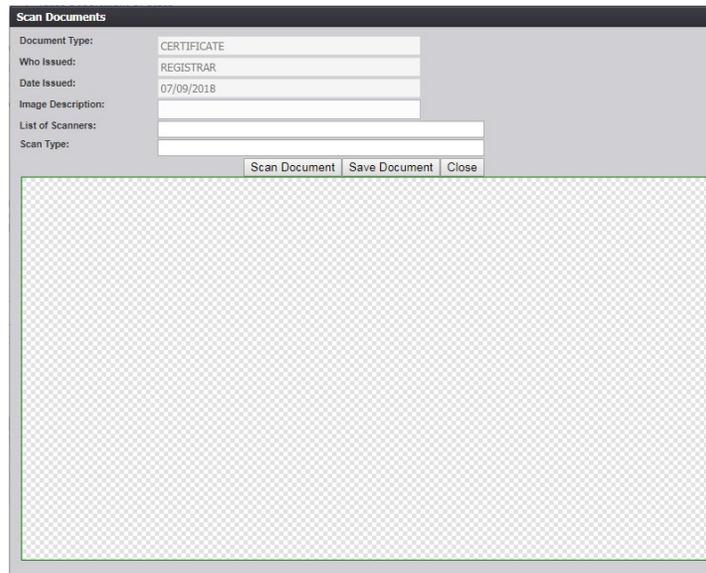
Figure 31 affidavit upload pop-up screen

6. Then, click the **Save Document** button to save the document.

7. Click the **Close** button to close the **Scan Document** window and return to the Marriage Registration Screen.

8. If you choose to upload the affidavit of absence, click the **Upload Document** button on the pop up window.

9. The **File Upload** screen should appear.
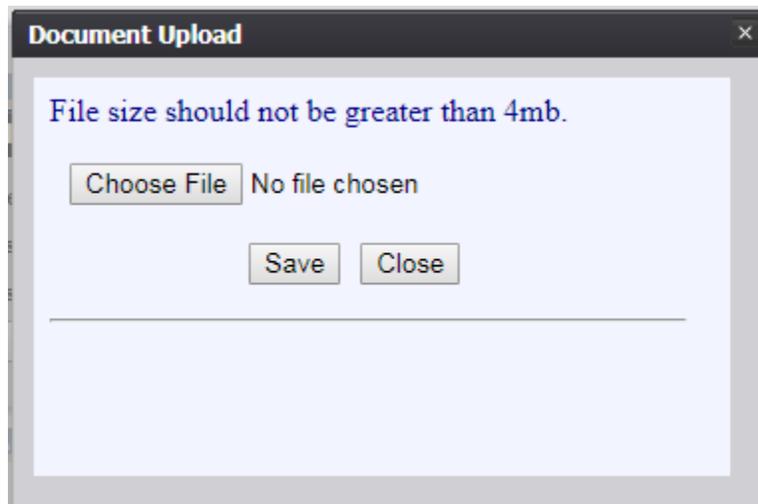
10. Choose the file from your computer you wish to upload

11. Locate the desired file and click the **Open** button.

12. Click the **Save** button.

13. A message will appear telling you that the document information for the affidavit has been saved successfully. Click **OK** to close the message and return to the Marriage Registration screen.
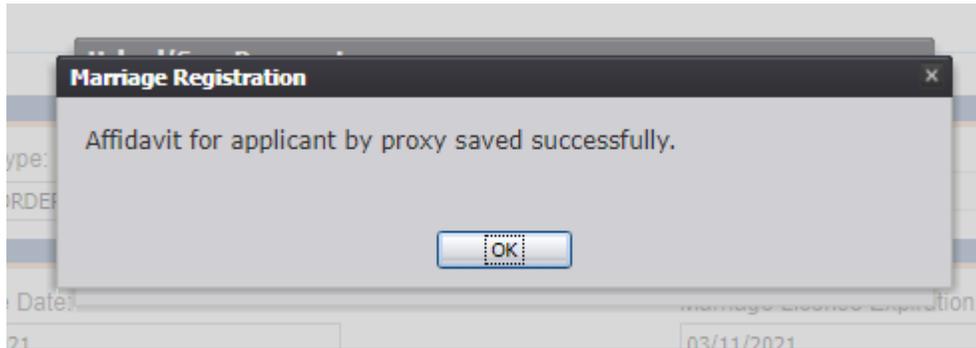
Figure 33: successful upload pop up

1.9.6   Guardianship Approval

1. Select the record which needs to have guardianship approval documents uploaded.

2. If the option "Yes" is selected for either applicant in the Applicant 1 or Applicant 2 tab under "Applicant 1 Status" in the pick list for "Is Applicant Under Guardianship", then you will be able to select the option to upload documents for guardianship approval.

3. Select **Record, Guardianship Approval Document,** and select the applicant you need to upload the documents for as seen below:
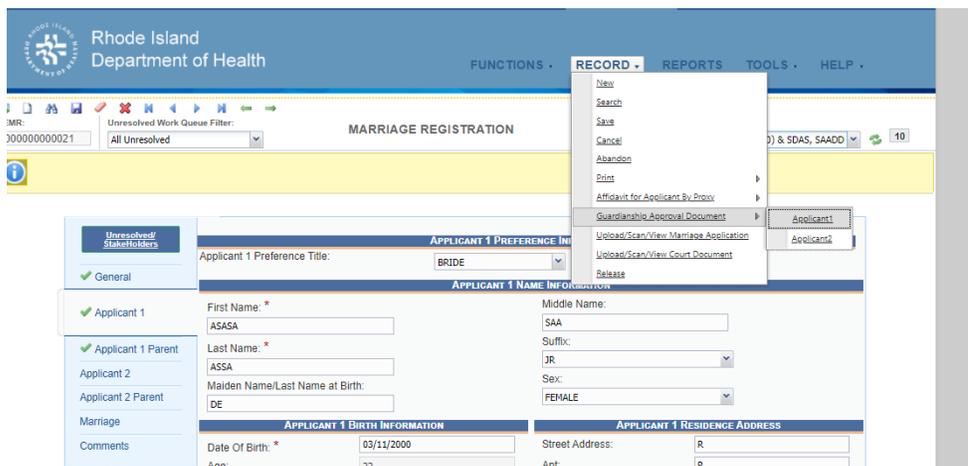
Figure 34 guardianship approval menu item

4. After selecting an applicant, a pop up window will open allowing you to upload or scan documents for guardianship approval:
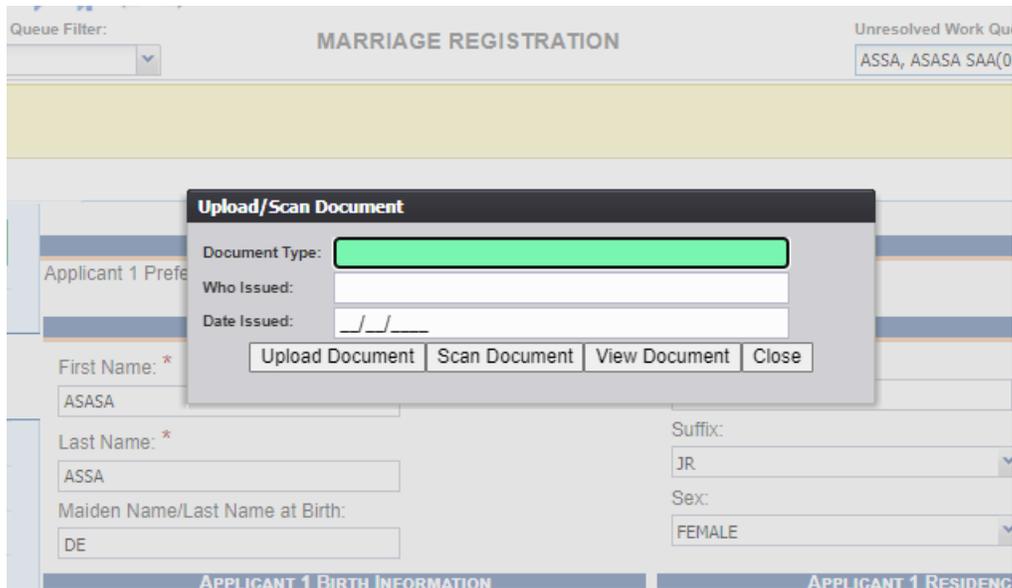
5. After entering the necessary information for **Document Type, Who issued,** and **Date Issued,** click **Upload Document**.

6. A second pop-up window will then open allowing you to choose the file you want to upload from your computer. Click **Choose File**, select the file, and then click **Save**.
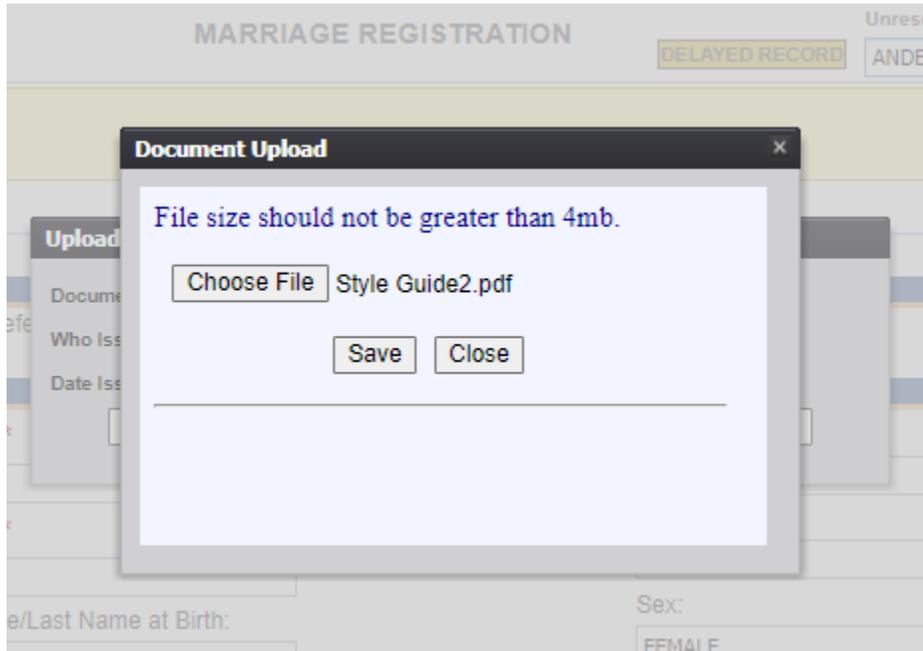
Figure 36: file upload pop up

7. A pop-up will then open which says "Guardian approval document saved successfully."
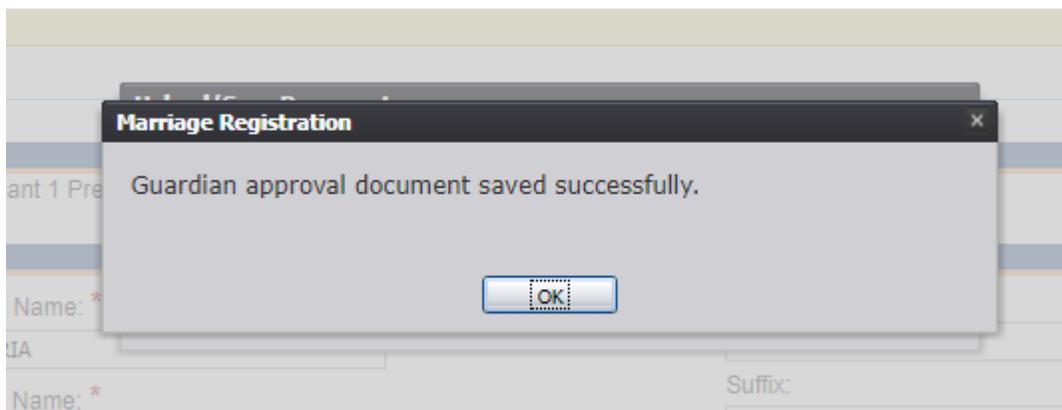
Figure 37: Successful upload pop up

1.9.7 Signature

After the marriage application is filled out and signed by both applicants, the signature from the form can be uploaded to RIVERS.

1. Select **Record, Signature**, then **Upload/Scan/View Marriage Worksheet** to upload the signature and worksheet as seen below:
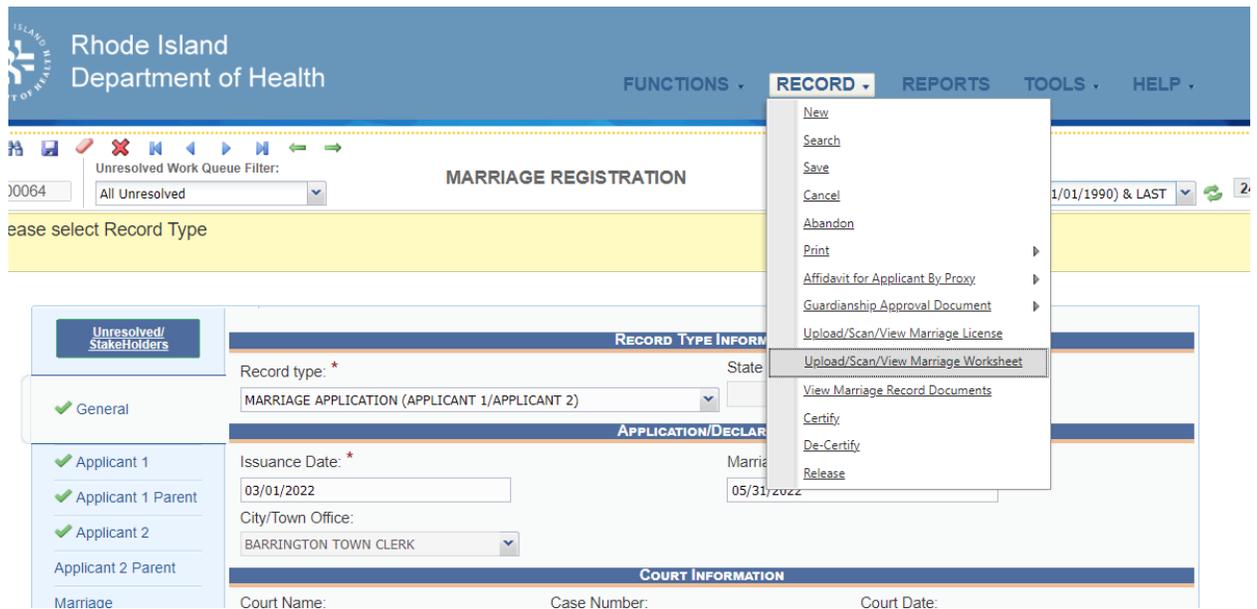
Figure 38: Signature

2. A pop up window with the options to capture a signature, including upload, will show:
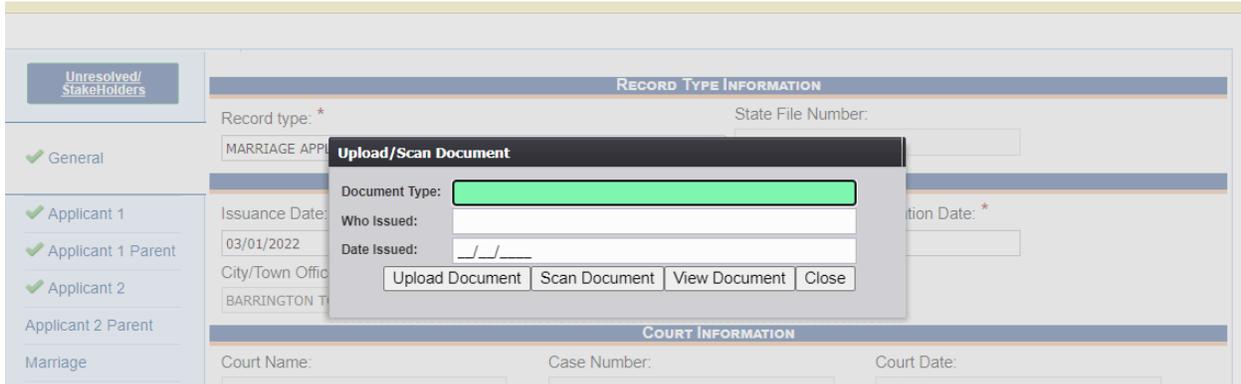
3. After uploading the Marriage Worksheet you can preview the signature in the **Preview** tab.

4. Once you are satisfied with your signature, click the **Save Signature** button

1.9.8 Issuing a License

1. To issue a license, first select the record you wish to issue a license for. Then, ensure all necessary fields are resolved and that all necessary and required documents are uploaded into the system.

2. Select Print, Marriage License from the menu

3. You will be prompted by a pop-up window ask you to confirm that payment has been received as well as to enter your pin.
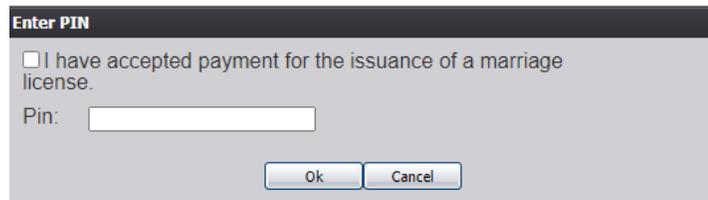
Figure 39 Capturing a Pin

4. A window will then appear telling you that the license has been issued successfully.

1.9.9 Marriage Tab

**Figure 40: Marriage Registration Marriage Tab**

1. Enter the **Marriage Date** if Marriage Application was selected as the record type. The date entered must be after the **Issuance Date**. Enter the **City/Town** of the marriage.

2. Depending on the **Ceremony Type** selected, fill in the appropriate information for either **Court Name, Bill Number, Doc Number,** or **Denomination**.

3. Fill in the necessary **Officiant Information** including the Name fields and the address including the S**tate**, **City**, **County**, and **Zip**

4. Fill in the necessary **Witness Information** for both witnesses.

5. To upload the license, select **Record, Upload/Scan/View Marriage Application**.

6. A pop up window will open which will allow you to upload the license as shown below:
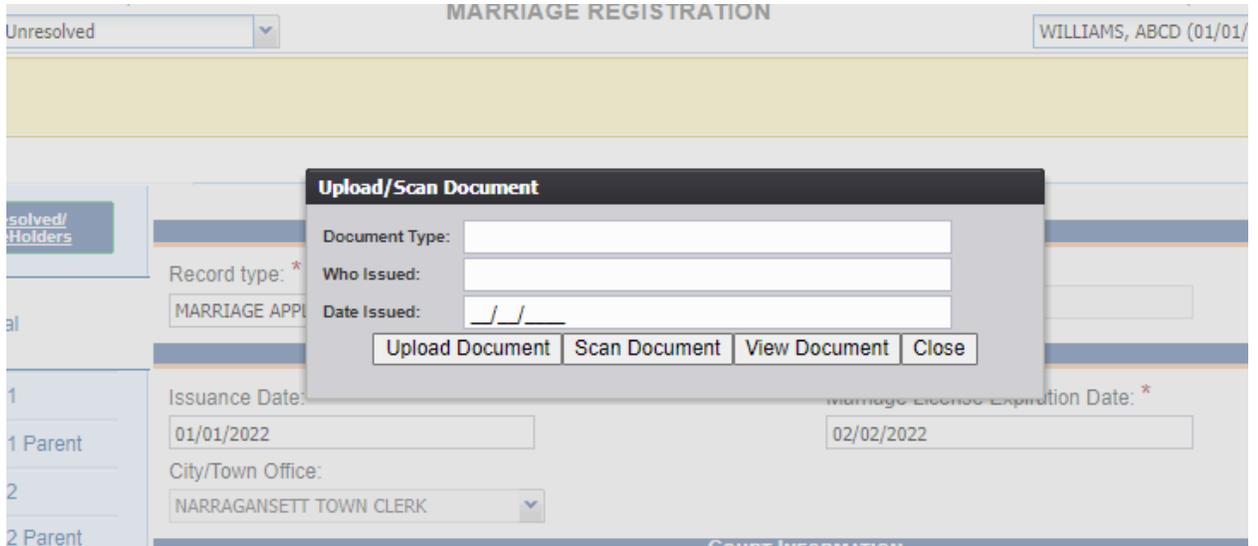
1.9.10 Certification and Release

1. To certify a record, first select the record you wish to certify. Check that the marriage tab has been resolved and licenses have been uploaded to the system.

2. Then, select **Record, Certify** from the menu.
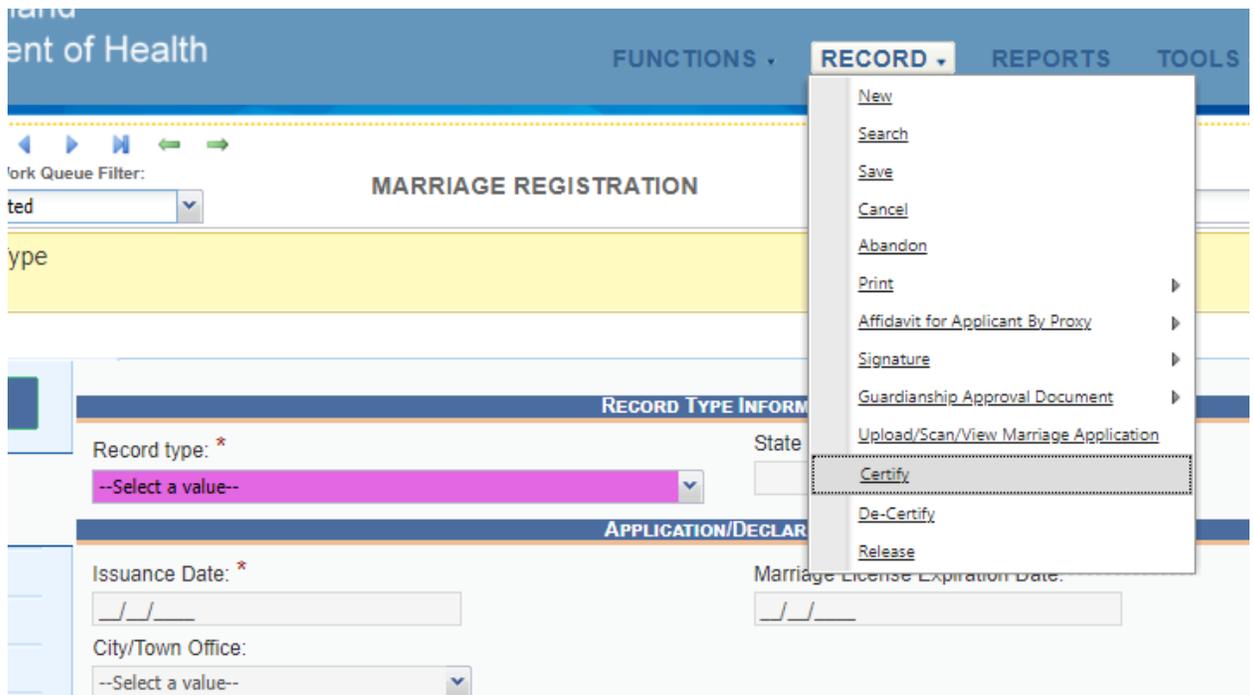
3. A pop-up window will then appear with options to Preview, Cancel, or Certification. Choosing Certification will prompt you to check a box confirming the correctness of the information on the worksheet and license as well as a field for you to enter your pin.

4. Checking the box and entering your pin and then clicking OK will open a pop up window asking if you are sure you are ready to certify the record.

5. Selecting Yes will open a final pop up window informing you that the record is successfully certified.

5. To release a record, first select the record you which to release.

6. Then select **Record** and **Release** from the menu

7. A message will then pop up confirming that the record has been successfully released.

1.9.11 Adding a Comment

1. Select the **Comments** tab of the marriage record.
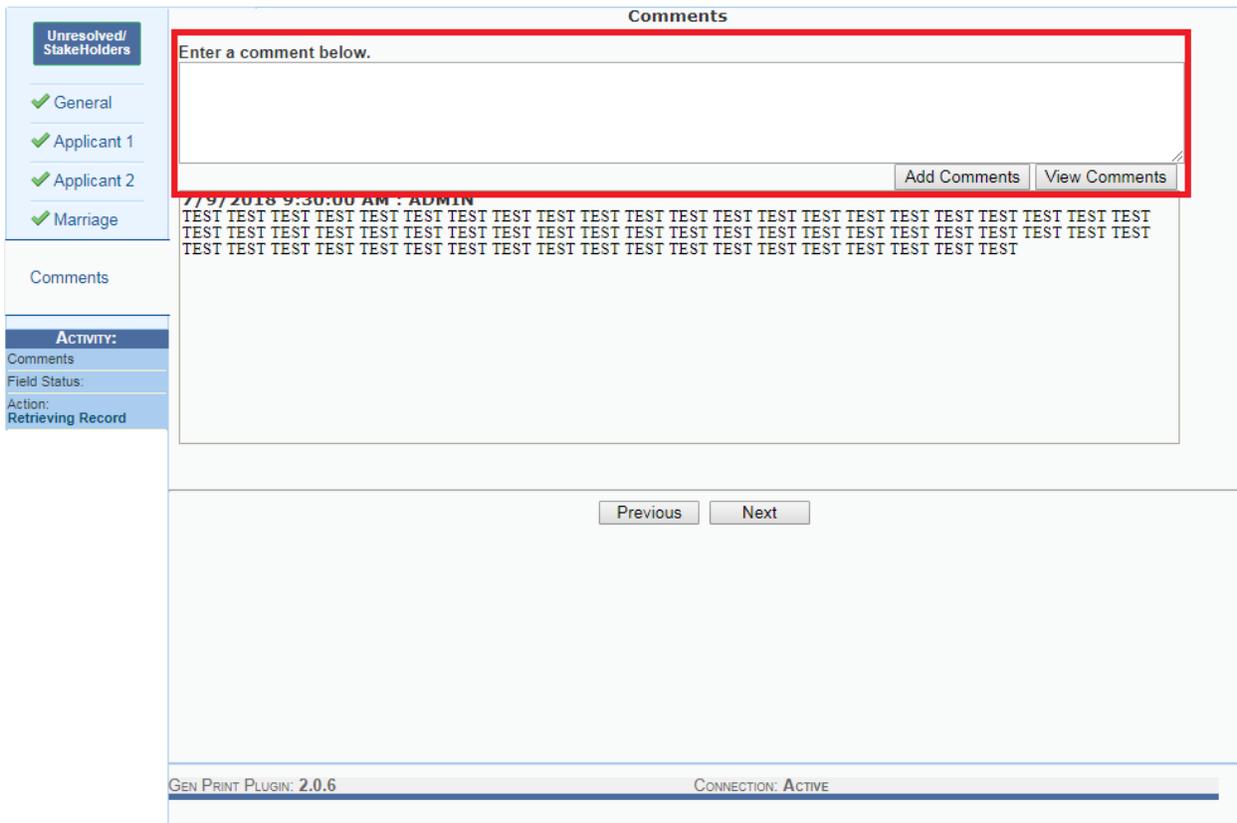
2. Enter the comment text in the **Comment Box**.
3. Select the **Add Comments** button.
4. The comment will appear below the comment box.

The following information regarding each comment will be stored:

- Action that required the comment
- User logged in when the comment was entered
- Date and time the comment was entered
- Text of the comment (600 characters)

Comments may be entered or viewed by clicking on the **Comments Tab** in Marriage

Registration.

1.9.12 De-Certify a record

1.   To de-certify a record, first select a certified record.
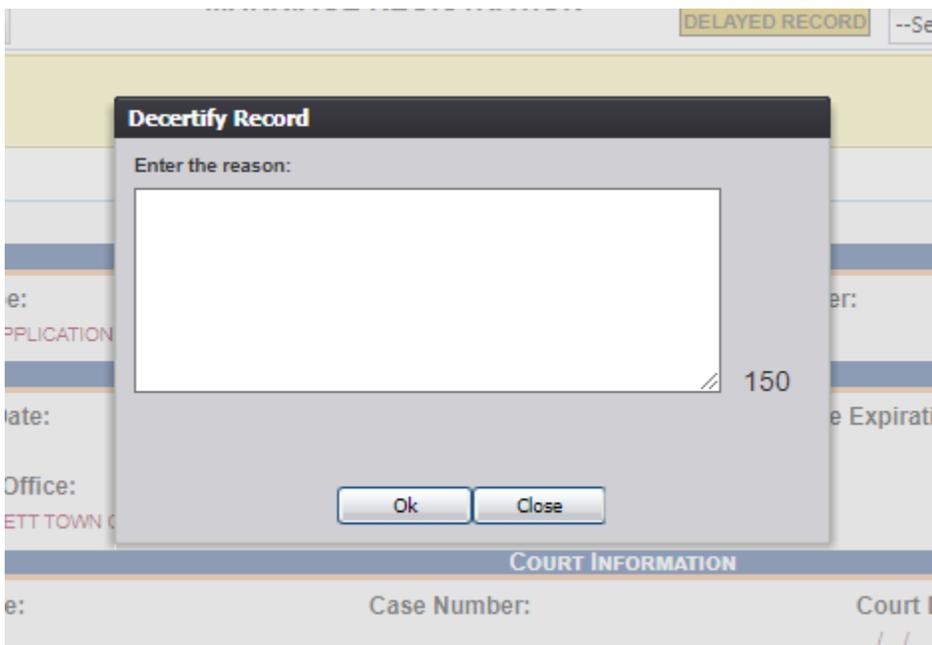
2.   Then, select Record, De-Certify from the menu as shown below:
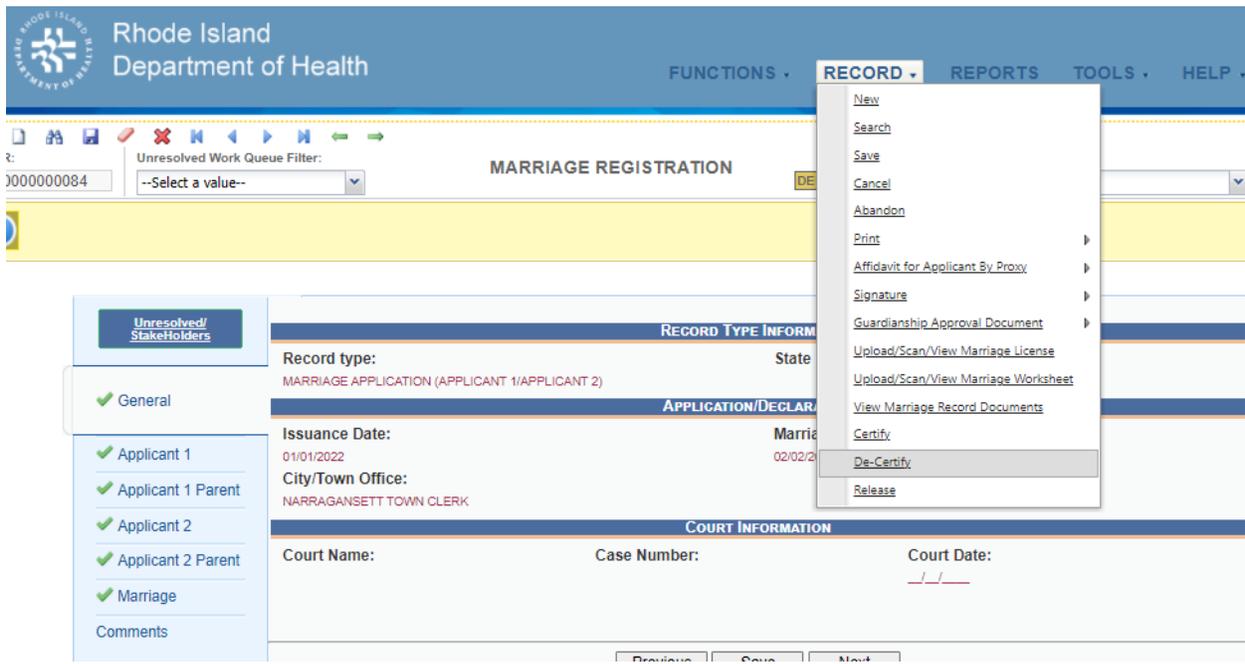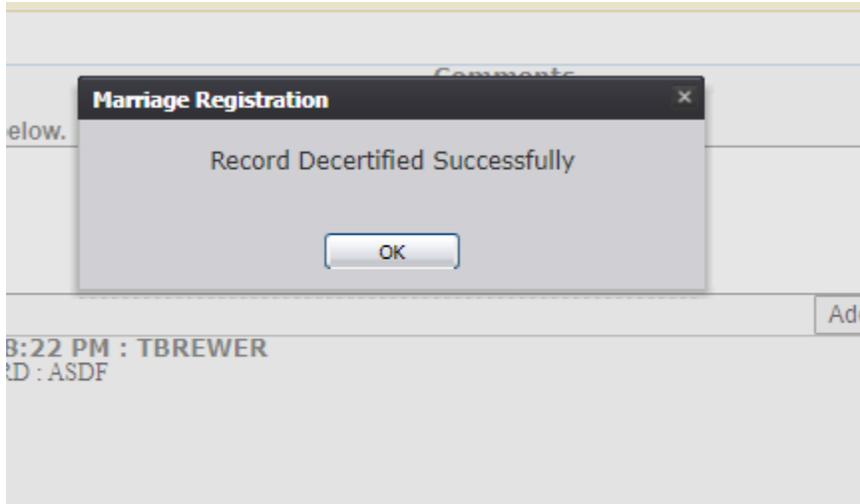
3.   A pop up window will open asking you if you want to Decertify the record.

4. Selecting Yes will then open a pop up window prompting you to enter a reason to Decertify the record.

5. Entering a reason into the field and clicking Ok will then open a final pop up window informing you that the record has been successfully decertified.


2   Release, Reports, and Other Operations

This section contains exercises designed to familiarize users with steps required for Marriage Registration after data entry is complete. These exercises should be executed when the user is accessing a test or training site rather than the production site. Fictitious records should be used for the exercises in this guide, and the exercises in this section should be accessed on an as needed basis.

2.1   Exercise 10 – Generating a Report

1. From the Marriage Homepage, select the **Reports/Marriage License by City/Town Report**. The Report Options screen will appear:
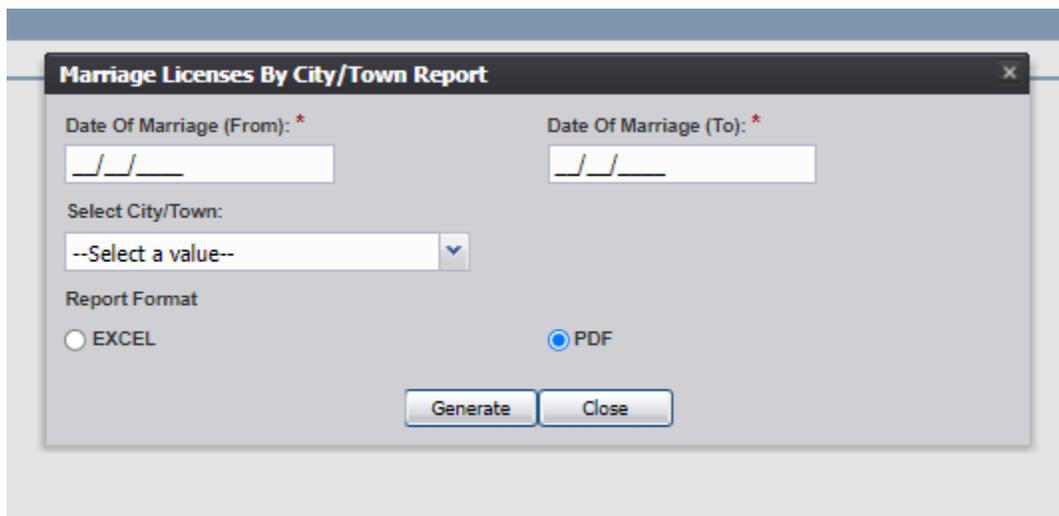
Figure 42: Report Options Screen

2. Enter the required information. In this case, enter the **Date of Marriage (From)** and the **Date of Marriage (To)**. Select PDF as the Report Format. Other reports will have similar input information.

   Note: Similar to previous screens, fields marked with red asterisks (*) are mandatory fields and must be resolved in order for the report to generate.

3. Generating a report as a PDF will automatically process the report and open it in a separate window.

4. If **Excel** is selected as the output file type, the file will be downloaded and must be opened manually by the user.

   Note: If the entered search information does not pull a report that can display any of the requested data, a page indicating that the user needs to try a different search, or alter the search information will generate.

2.2   Exercise 11 – Printing Marriage Application Form

1. Select the **Marriage/Function/Legal View** menu item once successfully logged into the proper location.
2. Select the **Record/Search** menu item to retrieve records
3. Retrieve the record for printing from the work queue.
4. When the record is loaded on screen, select the **Record/Print/Marriage Application Form.**
5. The marriage application will load in PDF format in a new browser window.
6. Print the document from the browser window and then close the browser window to return to the application.