

State of Rhode Island  
Department of Health

Electronic Vital Records System  
(RIVERS)

Printer Setup Instructions



## About the RIVERS Printer Setup and Gen Print Plugin

The Gen Print Plugin is a software that will enable users to scan documents directly to the RIVERS System. The plug-in is however not required to open or print PDF files from the RIVERS system.

**This software is required for all local registrars.**

### RIVERS Gen print plug-in Installing

#### Login

This exercise provides an overview of the Gen Print Plugin Installation process.

*To complete this exercise, you will need:*

- ✓ Live Internet connection
- ✓ Widely used JavaScript enabled standard web browser (IE8+, Mozilla Firefox, etc.) ✓ Java runtime

1. Launch your internet browser (i.e. IE8+, Mozilla Firefox, etc.)
2. Enter the following address in the URL box or select from Favorites:  
<https://rivers.rihosting-by-genesis.com/RIUIV2/Welcome.htm>
3. The application splash page will load, as pictured below:

**Rhode Island Department of Health**

*Welcome to the Rhode Island Department of Health*

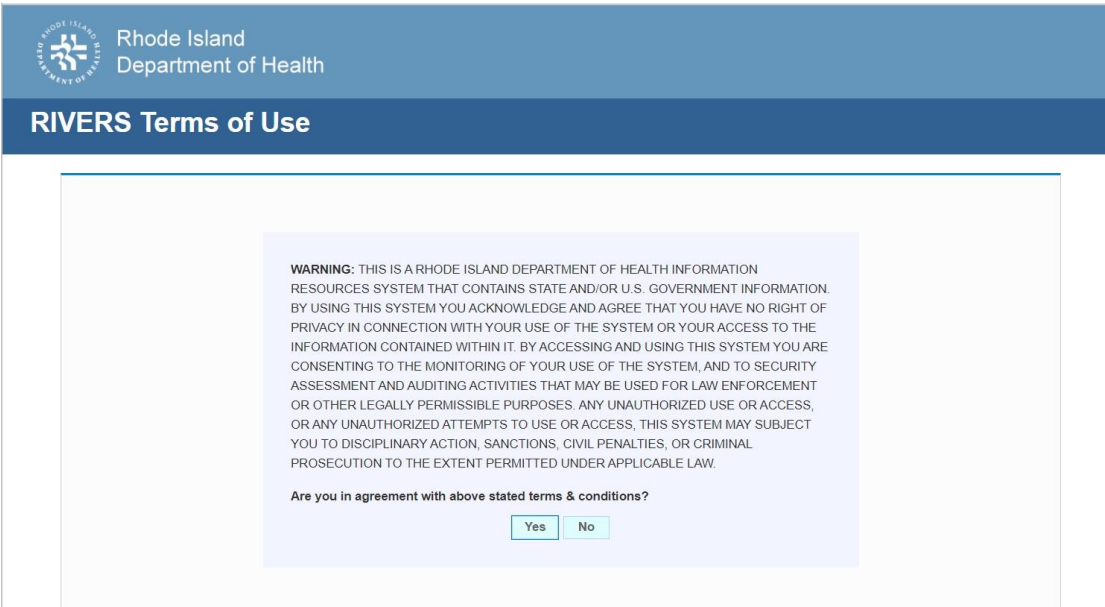
**LOGIN TO RIVERS**

**DOH Vital Records Office Hours**  
Monday 8:00 AM - 4:00 PM  
Tuesday 8:00 AM - 4:00 PM

**Contacting the Rhode Island Department of Health**  
Please visit the state website for important updates, training guides, and informational materials.  
Click the following link to reach us by email [helpdesk@riehhs.com](mailto:helpdesk@riehhs.com) or by phone at 1-888-963-7111 (at the prompt, press 1 for English, then press 2 for the RIVERS help desk).

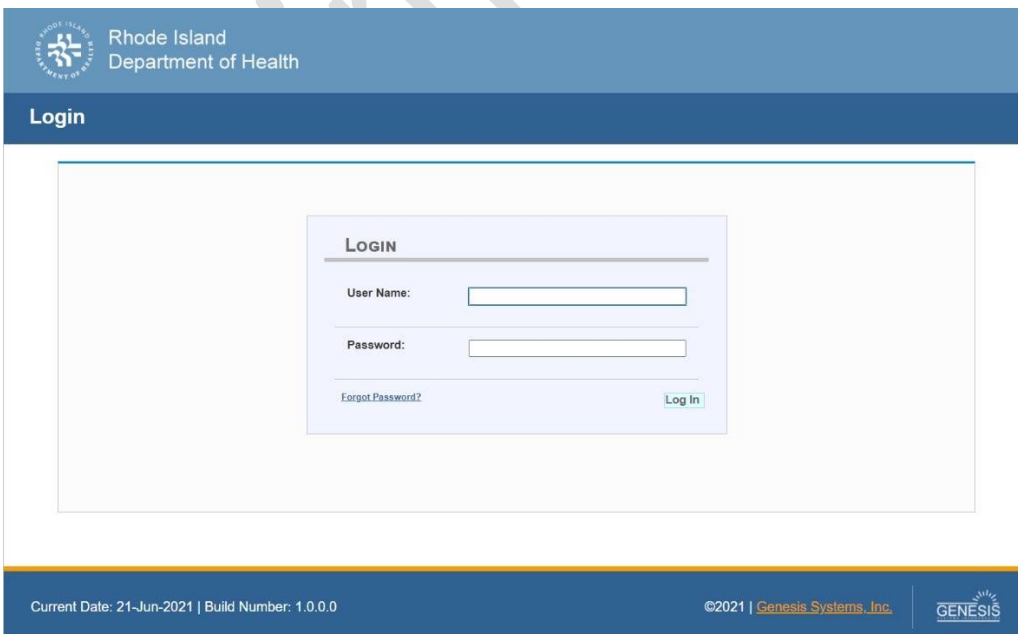
1. Login to RIVERS

4. Click the **Login to RIVERS** button.
5. The **Terms of Use Screen** will load, as pictured below:



2. RIVERS Terms of Use

6. Click the **Yes** button to confirm agreement with the terms of use.
  - a. Click the **No** button to be returned to the RIVERS splash page.
7. The RIVERS login screen will display:



### 3. RIVERS Login Screen

8. Type in the User Name provided to you to login - this is not case sensitive.
9. Press the **Tab** key on the keyboard to advance focus to the Password field (or use the mouse and click on the password field if you prefer).
10. Type the password provided to you to login.
11. Press the **Tab** key on the keyboard to advance focus to the **Log In** command button.
12. With focus on the Log In command button press the **Enter** key to execute the Login command.
  - **Optional approach:** After entering the password you can also use the mouse to point to and left click on the **Log In** command button instead of using the **Tab** and **Enter** keys.
13. Login Locations – If you are associated with more than one location, the Location Selection Window pictured below will contain all locations assigned to your account. If you create NEW records while logged in under a given location, they will become associated with that location.



The image shows a software window titled "SELECT LOCATION". Inside the window, there is a label "Location:" followed by a text box containing "--Select a value--". To the right of the text box is a small downward-pointing arrow, indicating a dropdown menu. Below the text box and arrow is a button labeled "OK".

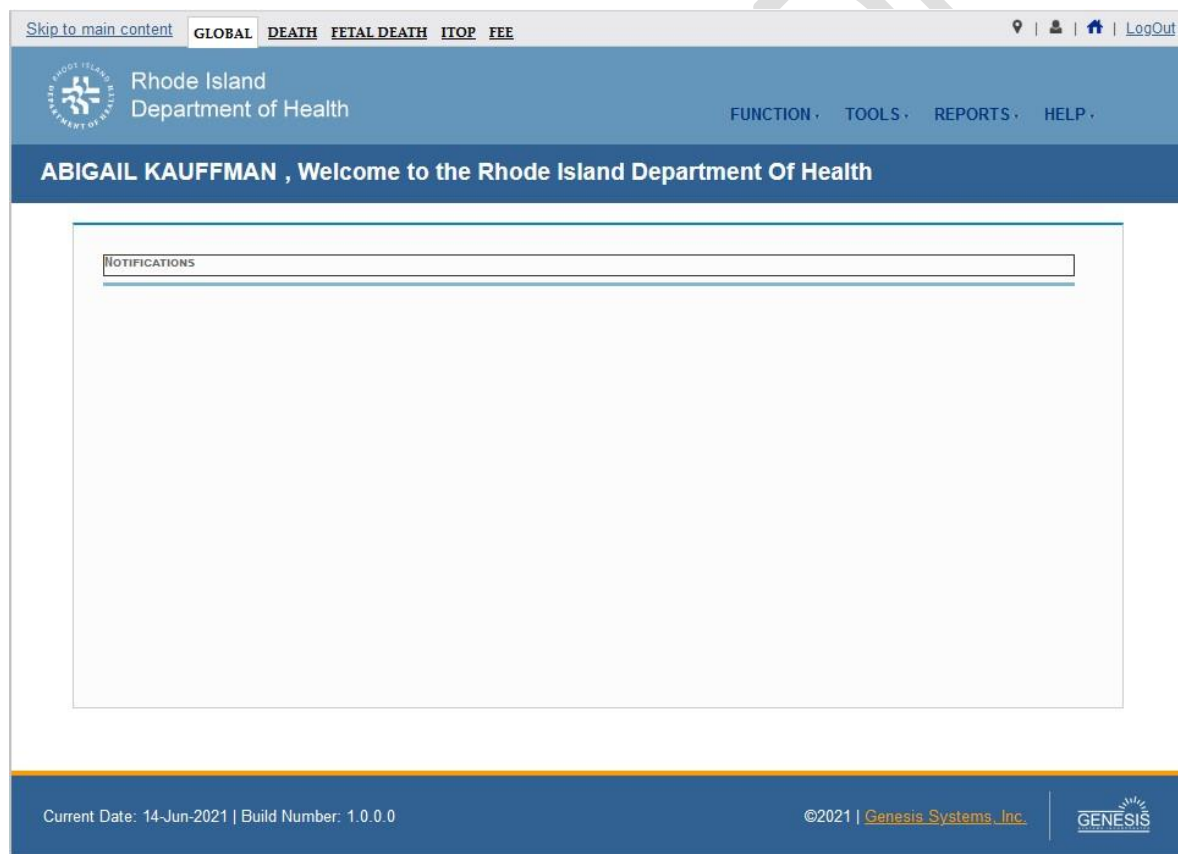
### 4. Select Location

14. Note that the field on the screen has a set of arrows on the right side. This indicates that there is a dropdown list associated with this item.
  - Press the **Tab** key to set focus on the Select Location field. This will open the list.
  - Use the arrow keys to highlight a desired location followed by the **Tab** key to select it and set focus on the **OK** command button.
  - Press **Enter** to finalize the location choice and access the application.
15. Mouse – There are intuitive mouse alternatives for navigating the application and selecting items. Practice alternating the use of mouse and the keyboard approaches to determine the optimal method.

**Session Time Out:**

During these exercises it may take much more time to complete operations that would be true in actual use of the application. If the system has not detected a business transaction (save a record, search for a record, login) within 20 minutes, the session will time-out and you will not receive further responses from the system. A warning will appear to alert you to this. If the system appears to stop responding (no choices in some pick lists, cannot save a record, cannot retrieve a record, etc.) it is likely that a session time-out has occurred. To recover from a session time-out, close the application Internet browser and re-login to start a new session. Saving the work you are doing frequently will prevent session timeouts. If you will not be using the application for a time you should close it and then login again when you need it.

16. The main menu of the application appears as shown below:



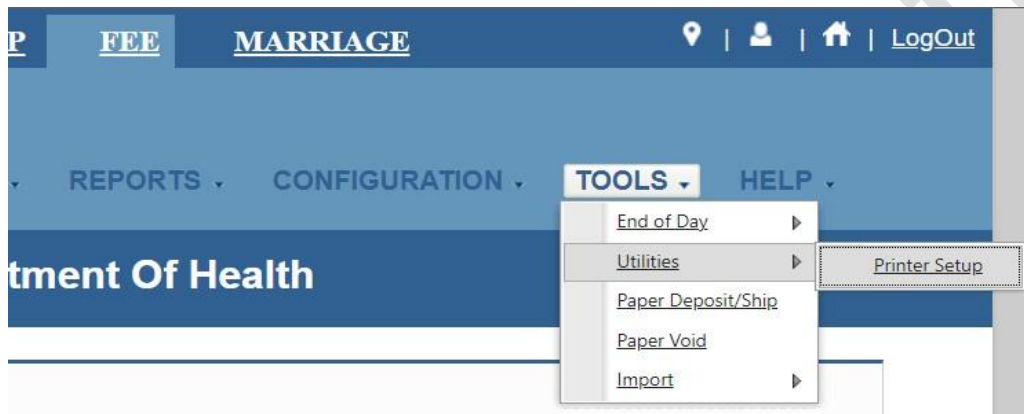
5. RIVERS Main Page

17. Exit the application by using the mouse to point to the Log Out icon or to the **Function→Exit Application** menu item and then click once with the left mouse button. Refer to the screenshot below for a visual representation of logging out of RIVERS:

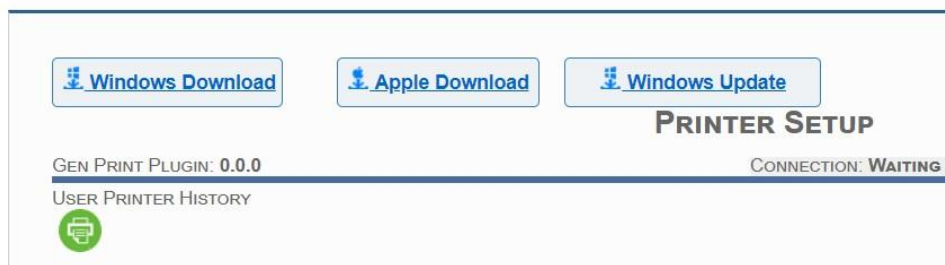


## RIVERS Printer Setup

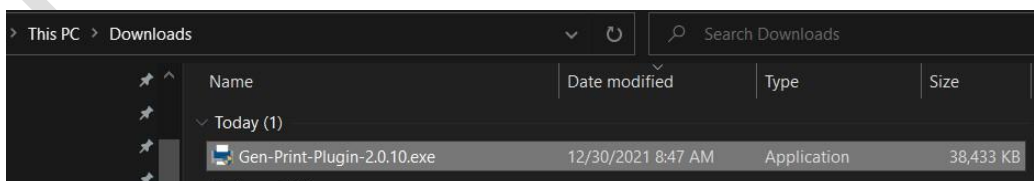
1. Navigate to the FEE Module then Tools > Utilities > Printer Setup



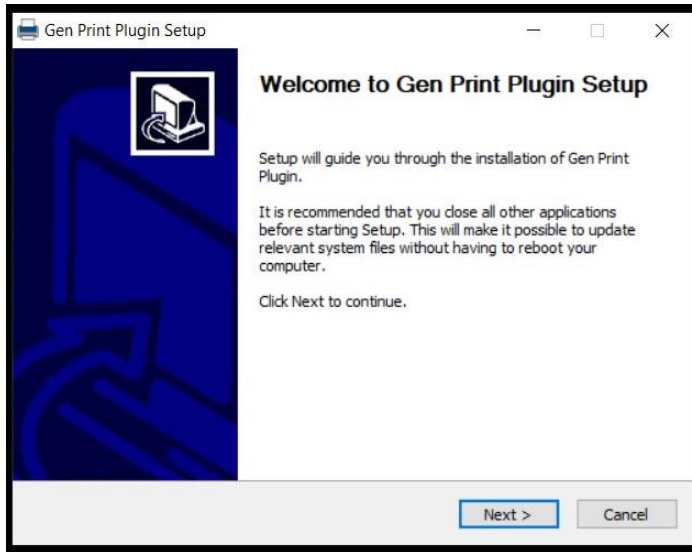
2. Wait roughly 10-15 seconds while the system checks your PC for the GenPrint Plugin.
3. Once the download buttons appear, click on the "Windows Download" button.



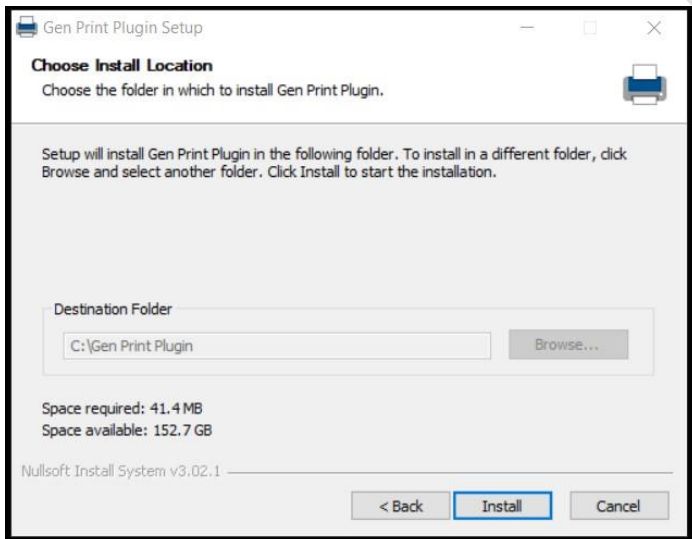
4. Once downloaded click on the "Gen-Print-Plugin-2.0.10.exe". Depending on your browser this download window can be on the bottom of the browser window or at the top. If you do not see the download in the browser window, you can navigate to your "downloads" folder in Windows File Explorer and double-click the file to launch the installer.



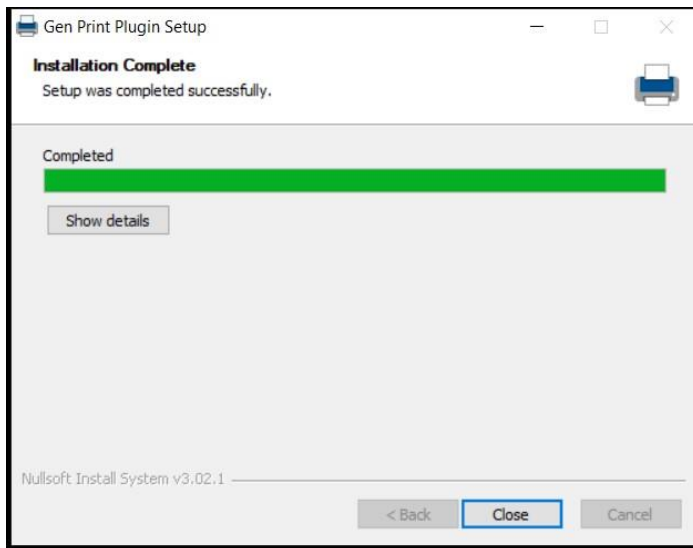
5. Click "Next" in the installer.



6. Click "Install" on the next screen.



7. Once installation is complete, click "Close" to close the installer.



8. Return to the Printer Setup browser window and hold down the "ctrl" key on the keyboard and hit F5. This will reload the page and you should now see "Gen Print Plugin: 2.0.10" and no download buttons.



9. If you do not see the version "2.0.10", close the browser window and log back into the system and this should be updated when you return to the Printer Setup screen.

## **RIVERS printer setup**

10. You can now begin setting up your printer. Click on the dropdown for "List of Printers" and choose your printer.



List of Printers:

**Available Print Processes**

- ADJUSTMENT DIRECT PAYMENT FORM LETTER
- AR PAYMENT RECEIPT
- COURTESY LETTER
- DEATH AMENDMENT- WITHIN 1 YEAR
- DEATH CERTIFICATE
- DEATH CERTIFICATE- WITHOUT CAUSE
- DEATH CORRECTION
- DEATH LEGAL AMENDMENT
- DEATH LEGAL AMENDMENT BY COURT ORDER
- DEATH VERIFICATION OF DEATH
- FETAL DEATH AMENDMENT- WITHIN 1 YEAR

OneNote (Desktop)  
 OneNote for Windows 10  
 Microsoft XPS Document Writer  
 Microsoft Print to PDF  
 KONICA MINOLTA Universal PCL v...  
 HPF259C4 (HP PageWide Pro 477...  
 Fax  
 Dell C3760dn Color Laser  
 CutePDF Writer  
 Canon MG3600 series Printer  
 Brother MFC-L8900CDW series Pri...  
 Adobe PDF

List of Printers:

Print Tray:

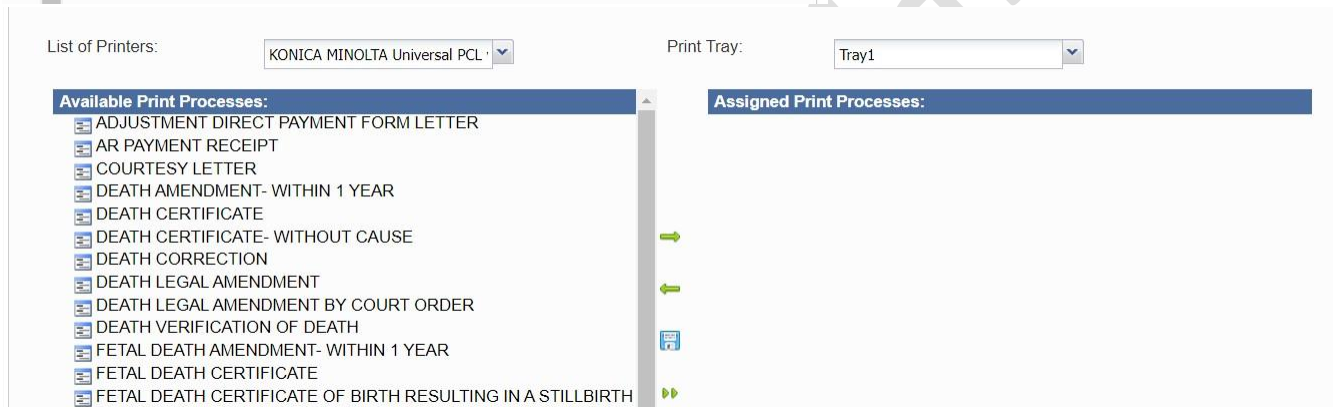
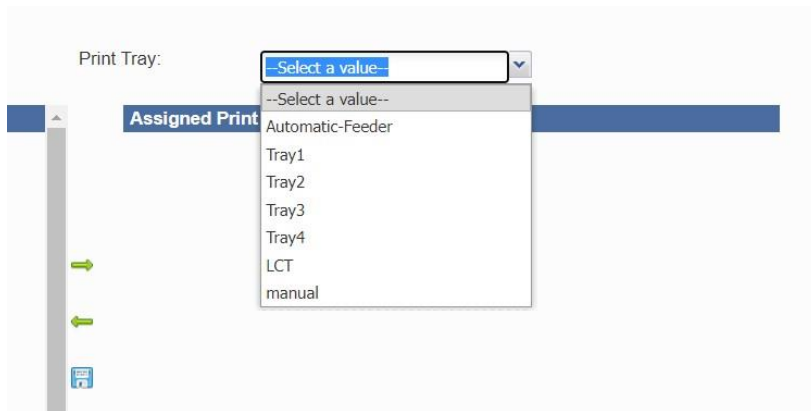
**Available Print Processes:**

- ADJUSTMENT DIRECT PAYMENT FORM LETTER
- AR PAYMENT RECEIPT
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- FETAL DEATH AMENDMENT- WITHIN 1 YEAR

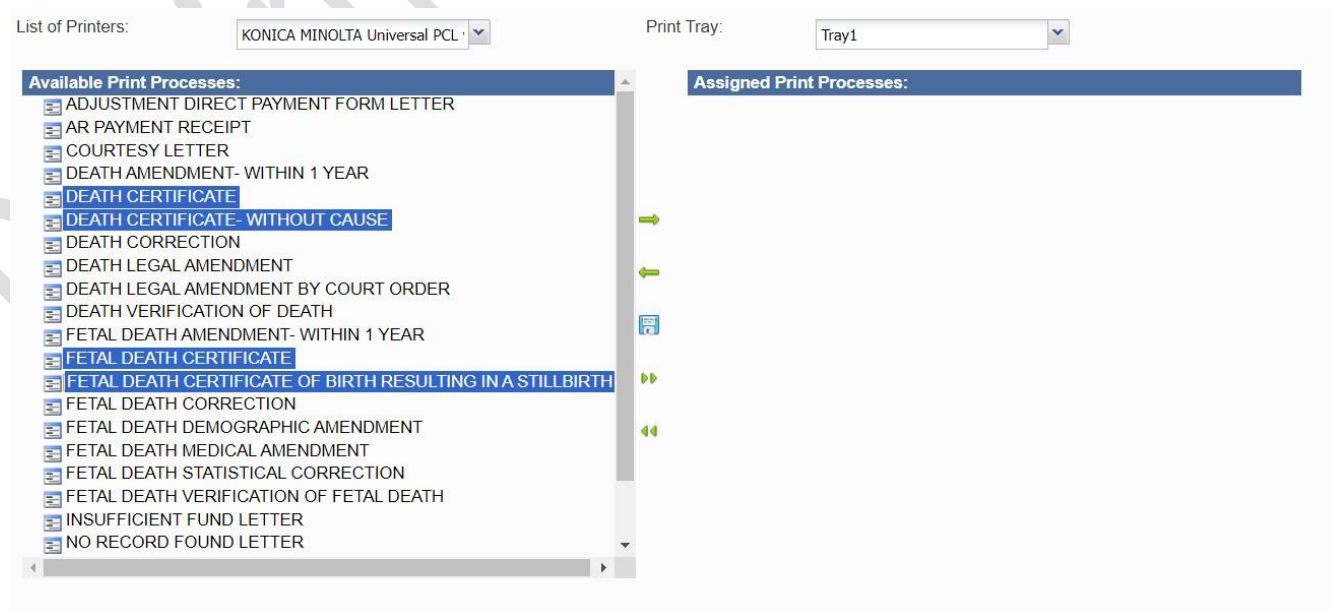
**Assigned Print Processes:**

Preliminary

11. Now select a Print Tray to add print processes to. Click on the dropdown for “Print Tray” and select a tray.

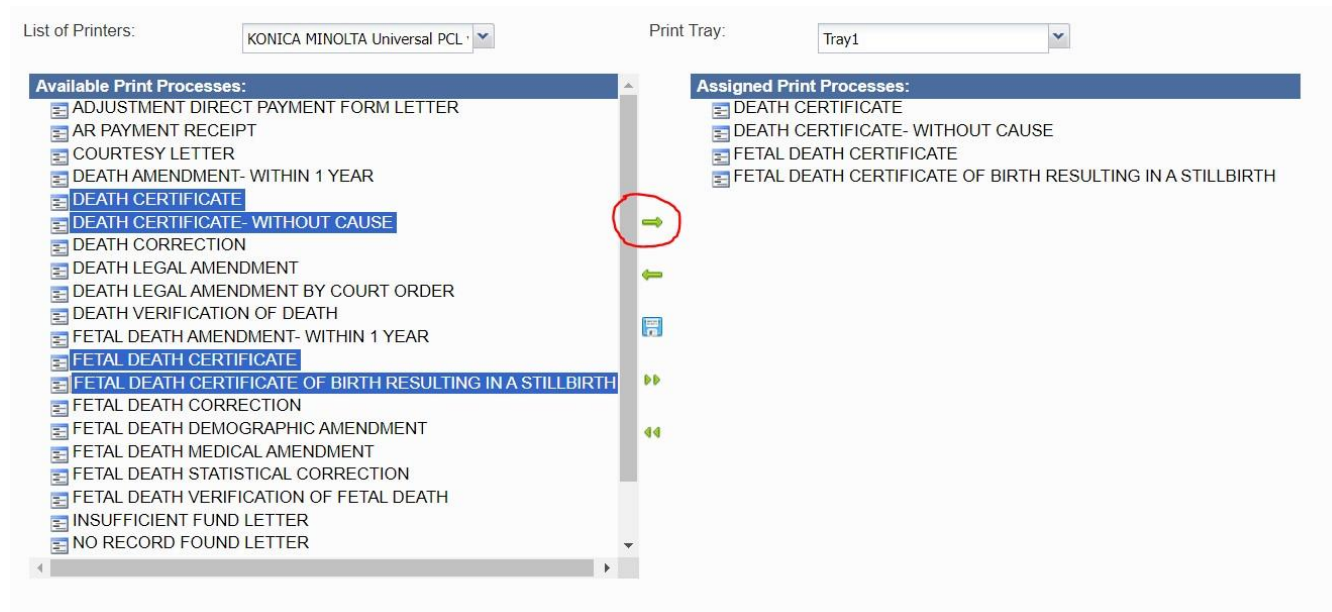


12. Now select the processes from the “Available Print Processes” box on the left you want to print from the selected tray. You can highlight multiple processes if you hold down the “ctrl” key and click more processes.

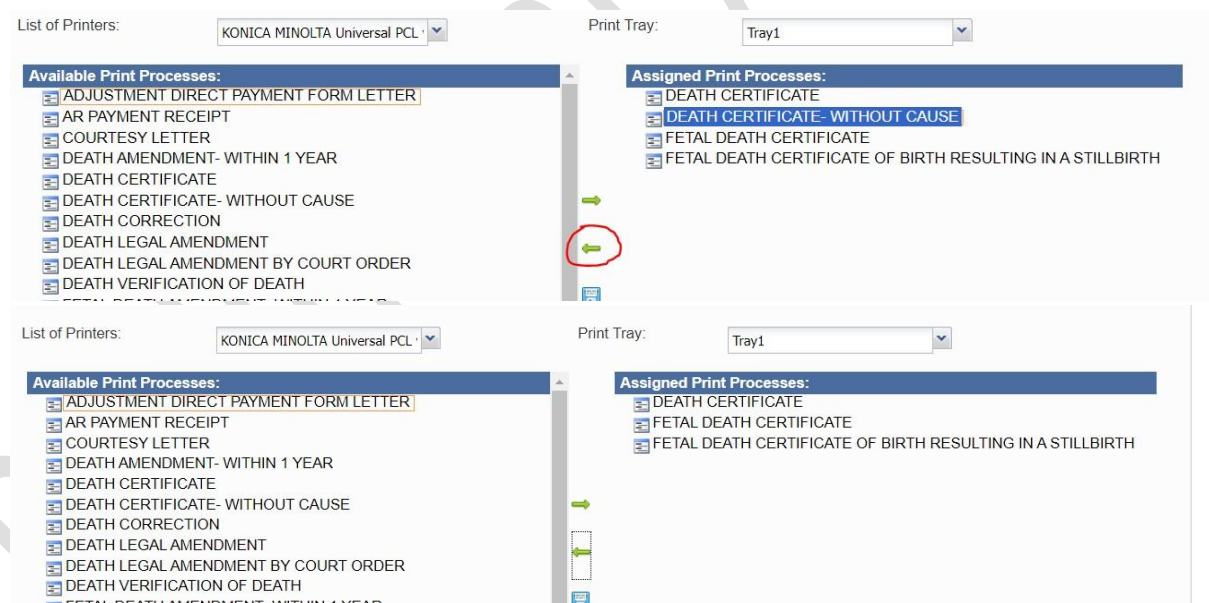


13. Once you have the desired processes for the tray highlighted you can click on the single arrow pointing to the right located in the middle of the screen to bring them to the right “Assigned Print Processes” box.

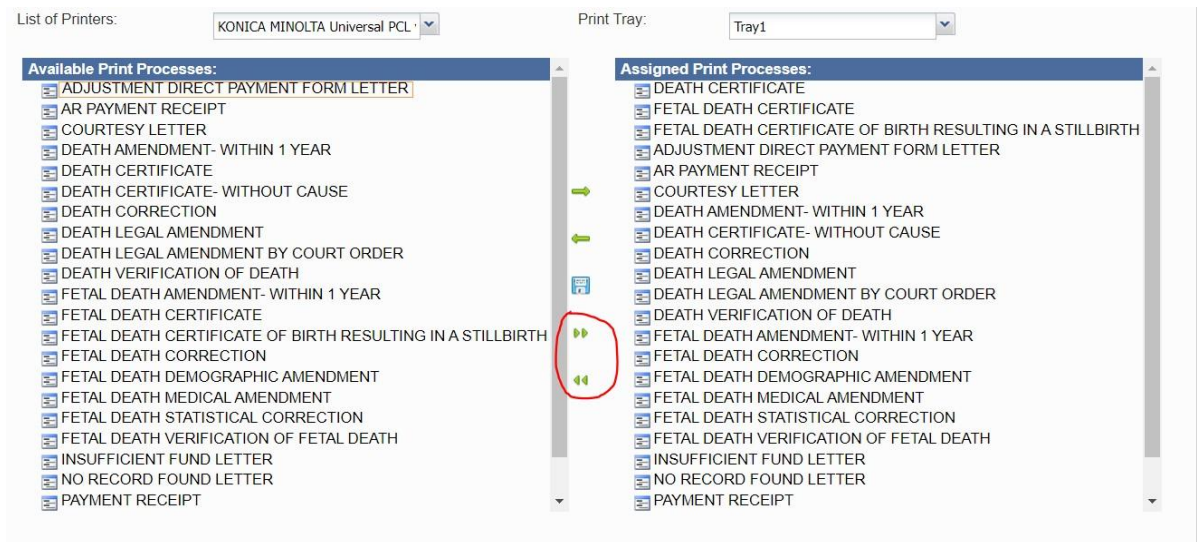
If you need to remove process(es) from a tray, you can highlight the assigned process(es) on the right and



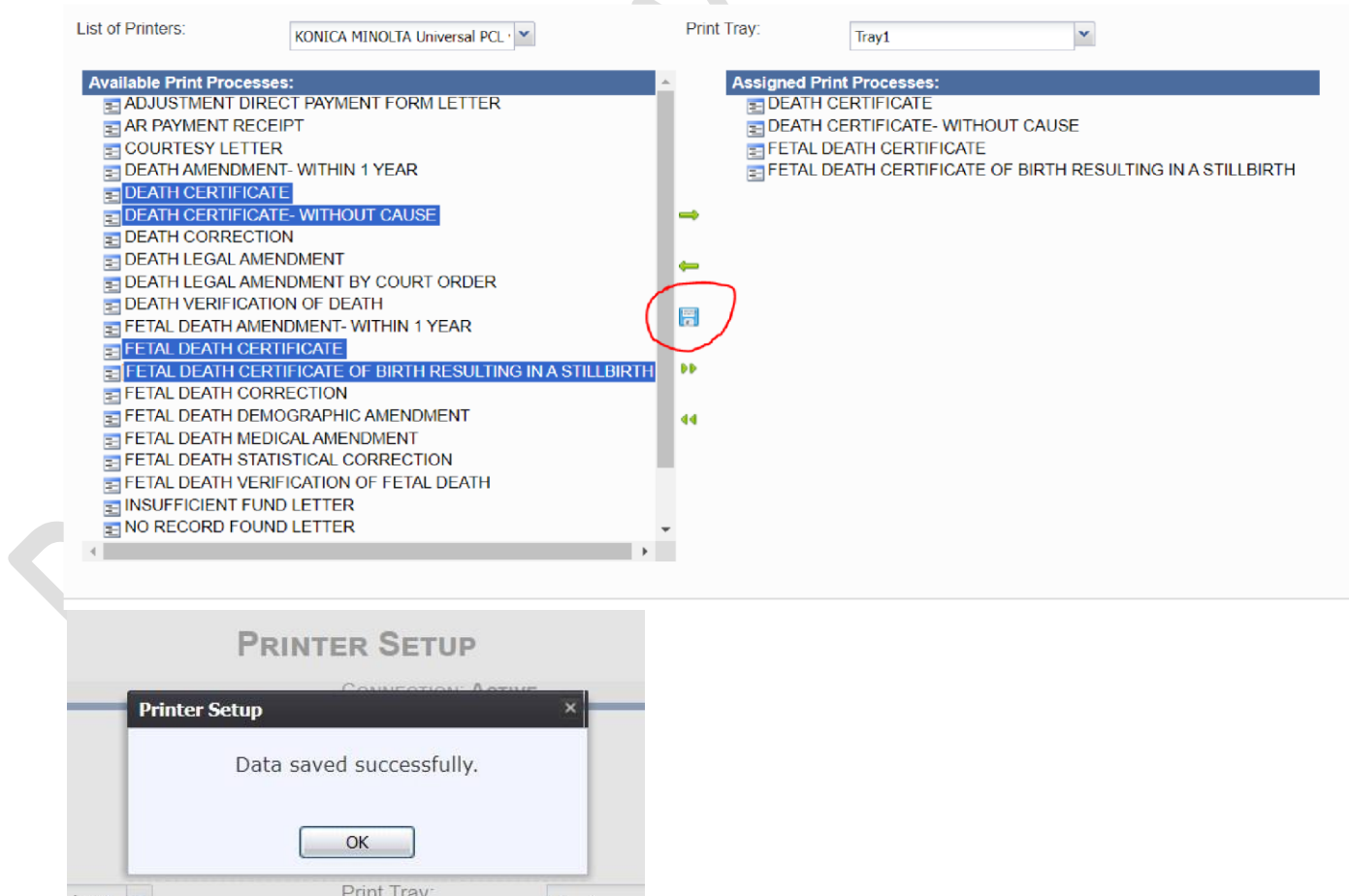
click the single arrow pointing left to remove the process(es) from the assigned processes.



**NOTE:** If you will be printing all processes from one tray you can use the bottom double arrows pointing right to assign all processes. And to remove all processes you can use the double arrows pointing left.



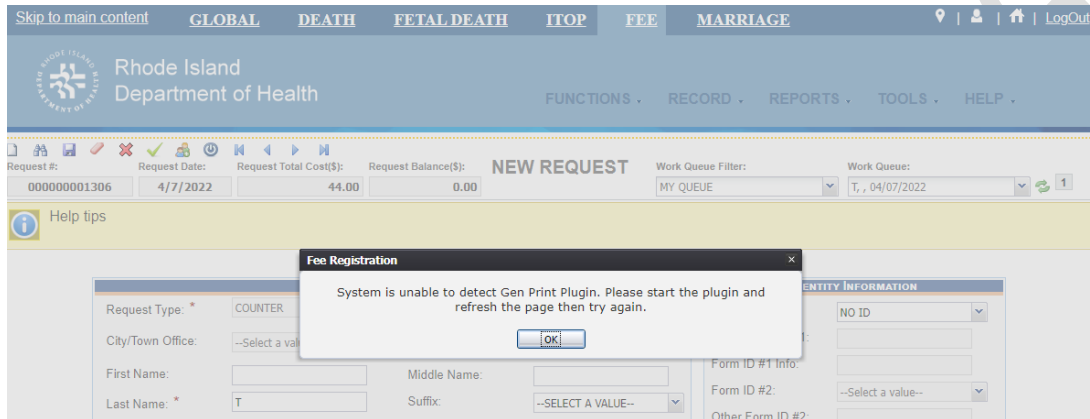
- Once all processes for the given tray are assigned, click on the floppy disk icon in the middle to save the processes to the given tray.
- You will receive a message stating the data was saved successfully.



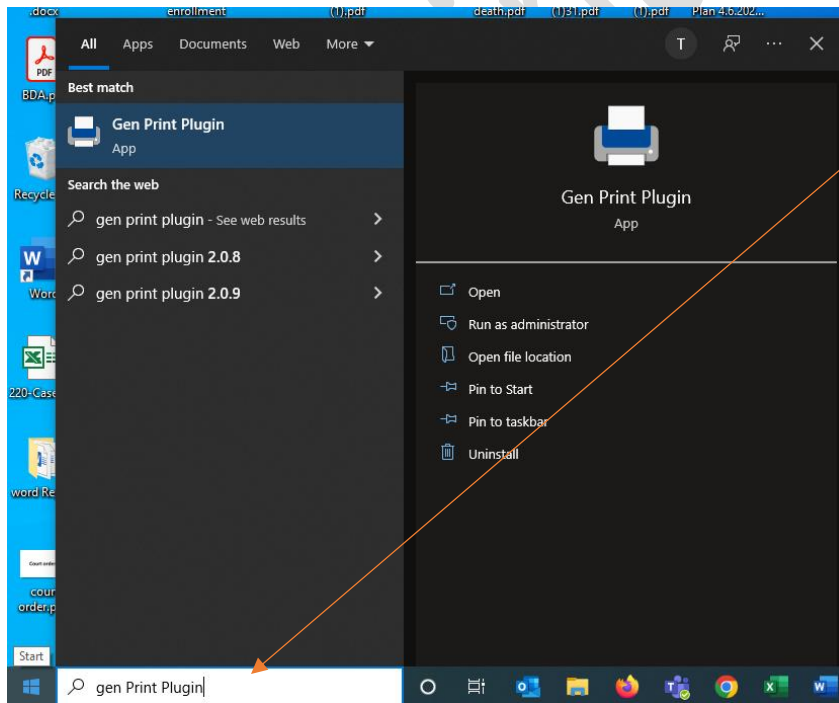
- Repeat processes 11-14 for assigning processes to other print trays.

## **RIVERS Gen-print plug in Activate instruction**

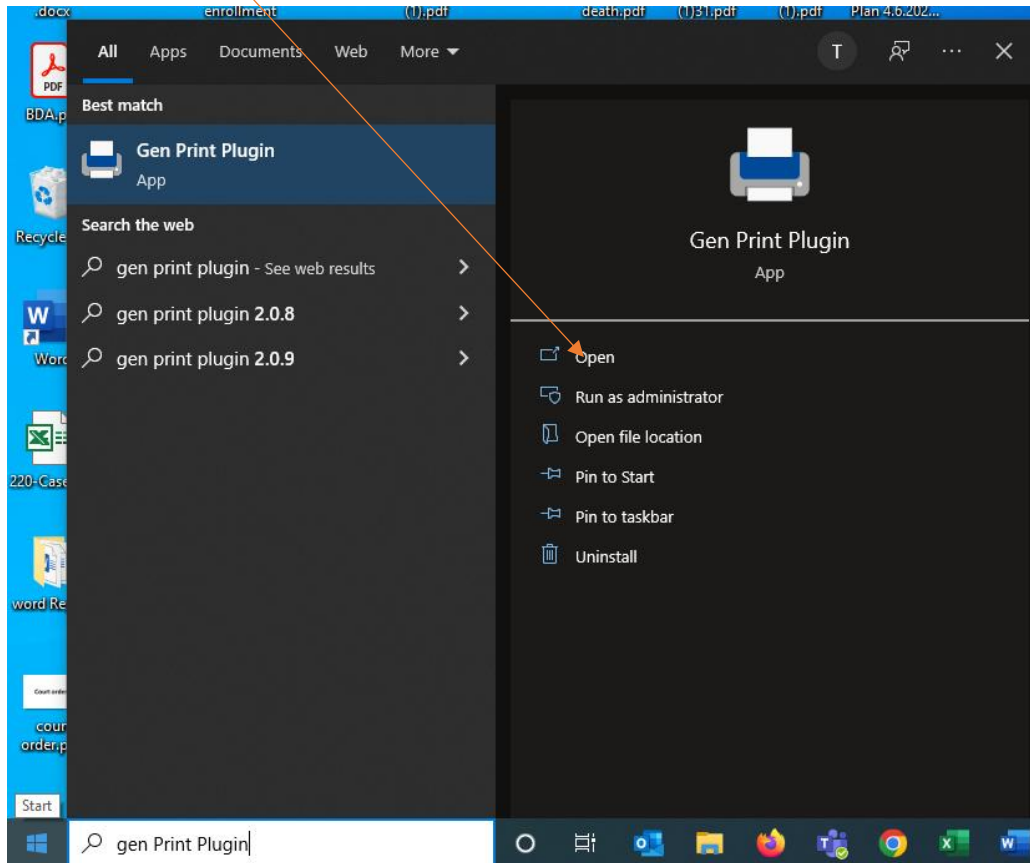
if you receive “System is unable to detect Gen print plugin, please start the plugin and refresh the page then try again” message follow below instruction to Activate your Gen-print plug in.



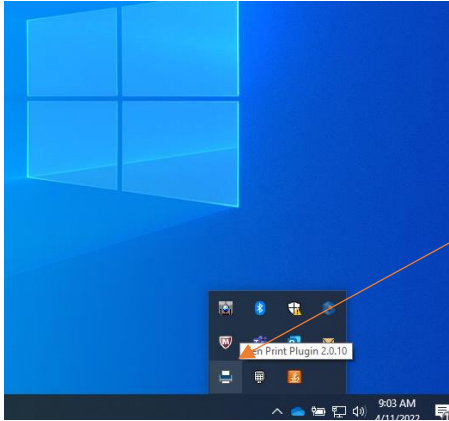
On your desktop/laptop bottom left corner in the search bar Type “gen print plug in”



Click **OPEN**



On your desktop/laptop bottom right corner you will be able to see “*gen-print plugin is Activated*”



Preliminary Draft