



Rhode Island Vital Events Registration System (RIVERS) Frequently Asked Questions for City/Town Users

General Information

What is an EDRS?

EDRS is an Electronic Death Registration System. An EDRS is a web-based application used to electronically register and record deaths that occur in Rhode Island. In Rhode Island, we call the EDRS RIVERS.

Why did the state move to an electronic system?

Rhode Island was one of only four states that did not enter death records electronically. RIVERS allows medical certifiers to complete death records electronically. This system was implemented to support the national effort for reporting timely and accurate data to the National Center for Health Statistics.

What are the benefits of RIVERS?

RIVERS:

- Eliminate paper records;
- Allows medical certifiers and funeral directors to complete records electronically;
- Allows certifiers to complete death records using mobile technology (phone, tablet, etc.);
- Provides better quality data and timely data reporting; and
- Enables a faster turnaround for completion of the death record.

When did the State start working on the transition to RIVERS?

The State started working to implement RIVERS in April 2021, and communications about the transition were emailed to all stakeholders, including healthcare facilities, medical certifiers, and funeral homes. Information and training resources were also posted on RIDOH's website. RIDOH's email distribution list was created using contact information provided to RIDOH by licensees and/or facilities. Any licensee or facility that had not provided a current email may not have received communications.

Where can I find training guides?

The following training guides and videos are available on RIDOH's website

1. Fee Module Training Guide <https://health.ri.gov/publications/guidelines/RIVERS-City-Town-Training-Guide.pdf>
2. Fee Module Training (video) <https://youtu.be/pSelMxnLW8>
3. Marriage Module Training (video) <https://health.ri.gov/records/#>
4. Printer Setup Instructions <https://health.ri.gov/publications/instructions/RIVERS-Printer-Setup.pdf>

Does RIDOH offer additional training?

RIDOH offered one-on-one, in person training to all municipalities. Additional training is available virtually upon request.

How do I sign up to be a user in RIVERS?

New users can enroll in RIVERS by completing the [New User Enrollment Form](#). Once it is approved, the user will receive an email from the RIVERS system, noreply@RIhostingby-genesis.com. The email contains a username, password, and PIN. **Do not share your username, password, or PIN for this government system.**

How do I deactivate a user?

To deactivate a RIVERS user, the municipal clerk or deputy clerk must email the request to doh.riversassistance@health.ri.gov.

I forgot my password. How can I recover it?

Any users can reset their own password by selecting the *Forgot Password?* link on the top right corner of the [home page of the RIVERS system](#).

I forgot my username. How can I recover it?

To recover a username, call 866-694-0571, and press 1 for support. You also can email rivershelp@genesisinfo.com

Marriage Module

When did the marriage module go-live?

The marriage module went live on March 31, 2022.

Will paper records be accepted?

No, as of May 1, 2022, RIDOH stopped accepting paper records.

What if the witness or officiant information is illegible?

The municipality is responsible for contacting the applicants for clarification.

What information needs to be uploaded into the RIVERS system?

The following information needs to be uploaded when you are processing a marriage record:

- Marriage worksheet
- Guardianship documentation (if applicable)
- Proxy information (if applicable)
- Returned, signed marriage license

What if the officiant does not provide the ceremony type or denomination information on the marriage worksheet?

The municipality is responsible for contacting the applicants or the officiant for clarification.

What if the applicants return the license unsigned?

The municipality is responsible for contacting the applicants and informing them that the necessary parties must sign the marriage license.

Can a municipality register a marriage outside of the expiration date?

Yes, the municipality can register a marriage outside of the expiration date as long as the ceremony took place between the issuance date and expiration date on the marriage license. If the marriage took place more than 365 days ago, the record will be removed from the city or town queue and the marriage must then be filed with the State.

Can a municipality reissue (reprint) a marriage license?

Yes, a municipality can reprint a marriage license.

Can we edit a marriage license before is released?

If you need to make changes to a record after it has been certified but before it is released, the record can be de-certified. Once it has been de-certified, it will be available to make the changes and re-certified. If the record needs changes after it has been released, the applicants should contact the State Office of Vital Records.

Once we release the record are we able print certified copies?

Yes, after the record has been released, certified copies may be obtained at any city or town in Rhode Island, either in person or by mail. Customers may also obtain certified copies from the State Office of Vital Records.

Are we able to print a Rhode Island marriage certificate if the marriage did not occur in our city or town?

All marriage records created in 2022 are electronic, so any city or town can issue the record.

Does the municipality have to keep the marriage license worksheet?

Yes, the municipality has to keep the marriage license worksheet and must comply with the *Records Retention Schedule LG1 Municipal Clerk Records* that was amended in April 2017. The municipality must retain the record for three years, then it must be shredded.

Does the municipality return the signed marriage license to the State Office of Vital Records?

Yes, the municipality must return the original marriage license to the State Office of Vital Records until the retention schedule is amended.

What happens if the officiant enters a village instead of the official city/town name?

Village names are not acceptable on marriages certificates because villages can include multiple cities and towns. The official city/town name must be used. You can either contact applicants or the officiant for clarification or look up the address in the Tax Assessor Report.

What is the process if the applicants enter an unincorporated town?

The applicant should enter the name of the municipality to which their taxes are paid.

Fee Module

How do we set up a supervisor PIN?

The city/town clerk or deputy clerk can send an email to doh.riversassistance@health.ri.gov to request a PIN for a new user.

How do I generate a PIN?

Every user will receive their PIN in the same email where they get their user name and password. If a user forgets their PIN, they can generate a new one by clicking Global→Tools→Utilities→Update profile. The user will see a *generate new PIN* checkbox. Select the checkbox and click OK. The user will receive a new PIN via email.

How do we configure our printer for printing?

[Instructions to configure printing](#) are posted on RIDOH's website.

Can municipalities generate a report of recorded deaths?

Yes, municipal clerks and deputy clerks can generate report from RIVERS. Click on Death→Reports→fatalities by town by month report.

How do I add a DCN to a legacy record?

To add a DCN to a legacy record:

- Complete the payment.
- Highlight the appropriate transaction.
- Click on *Add DCN*.

How can a DCN be re-entered?

Any user can re-enter a DCN before completing the request. To re-enter a DCN:

- Highlight the transaction.
- Click on *re-enter DCN* button.
- A pop-up message will appear, and it will say *Please confirm DCN 123456*.
- Click on *no*.
- A pop-up message will appear, and it will say *Please enter the security DCN barcode*.
- Enter the correct DCN.
- Click on *save*.

How do I install a gen print plug in?

Please follow the [Printer Setup Instructions manual](#) that is posted on RIDOH's website.