

RIJRA Technical Specification Requirement

The Association has updated both its front end website along with the producer portal. As a result of the change, some users are experiencing issues with some of its features, such as, blank pages when attempting to login to the producer portal. To correct these issues please follow the recommended actions below:

- Recommended web browser - Internet Explorer - version 11 (version 10 does work)
- If Internet Explorer version 10 or 11 is installed - Reset web browser to default settings by going to the menu bar – Click on Tools -> Internet Options -> Advanced ->Click on “Reset”
- Users who are running Windows XP/Vista (which uses IE 8 or 9) are unable to access the producer portal. To permanently correct this issue, users would need to upgrade to Internet Explorer version 11. For users who are unable to upgrade their system we have the following 2-step solution:

Solution for Windows XP/ Vista Users

Users who are running Windows XP/ Vista (which users IE 8 or 9), are unable to access the producer portal. To permanently correct this issue they would need to upgrade to Internet Explorer version 11. For users who are unable to upgrade their system we have the following 2-step solution click here.

1. Install Google Chrome

- Google Chrome will work on older versions of Windows such as XP providing access to the producer portal and website features such as the web application.
- The only limitation of Google Chrome is the M&SB web site. This presents an issue when completing a web application with M&SB requirements.

2. For online web applications requiring an M&SB, producers will have to use both IE and Chrome.

- Chrome would be used to complete the application
- When having to complete the M&SB, the user would have to also open IE and login into M&SB manually. To login to M&SB please see the url and login credentials below;

For RI

<https://fairplan.msbexpress.net/rijract/login.aspx>

Web User ID: same Web User ID used to login to the producer portal

RI Password: rijra1

- Once the Estimate is completed, the user needs to enter the “Estimate-#####” (received in IE) into the web application (in chrome) and click “link”
- Once completed, the producer can complete the application through Chrome.