

e-Form RS Installation Guide

Before installing e-Form RS, please review this entire guide!

Preparing for Installation

Important: Before e-Form RS can be installed, pop-up blockers must be turned off or disabled.

Network Administration

Please contact your Network Administrator to see if you need temporary elevated privileges to install the two Microsoft prerequisites that must be on your work station for e-Form RS. (See *Installing e-Form RS* below.) Once these items have been installed, e-Form will not require further elevated privileges to complete the install or to run the application.

You must install the following items:

- Microsoft .NET Framework 4.0 or higher
- Acrobat Reader
- Microsoft Internet Explorer, Google Chrome*, or Firefox*

*Chrome and Firefox can be used for Checkpoint Pass-thru to e-Form RS using a 3rd party add-on. Instructions on installing this required add-on can be found [here](#).

Note: If .NET Framework 4.0 is not already installed, it will be installed during the e-Form RS installation process. **To check if you have these items installed**, go to your Control Panel, click **Add/Remove Programs**, and scan the alphabetical list of installed items for the required components.

Installing e-Form RS

If you access e-Form RS from Checkpoint:

- If .NET Framework 4.0 is installed (see above), you can click the **e-Form RS** link in Checkpoint, and the installation will begin. Follow the instructions on the screen.
- If you are not sure that .NET Framework 4.0 is installed or you know for sure that it is not installed:
 1. Go to <https://eformrs.com/eForm/publish.htm>.
 2. Click the **INSTALL** button.
 3. After the installation is complete, close the Login screen and go back to Checkpoint.
NOTE: A pop-up will appear, asking if you want to place a shortcut on your desktop. Do not place a shortcut on your desktop—you will be accessing e-Form RS directly from Checkpoint.
 4. A “Please wait...” message will appear as e-Form RS launches. Then log in to Checkpoint and go to the e-Form RS link on the Research Tab.

If you access e-Form RS from a link on your desktop, type a user name and password:

1. Go to <https://eformrs.com/eForm/publish.htm>.
2. Click the **INSTALL** button.

Accessing e-Form RS

If you access e-Form RS from Checkpoint:

1. Launch Checkpoint by clicking your Speedlink icon (if installed), or by accessing the Checkpoint login screen: <https://checkpoint.thomsonreuters.com>.
2. Type your user name and password.
3. Click the **e-Form RS** link from either your Home tab or the Research tab. A dialog screen will appear.
4. Click **Continue**. (You have already installed e-FormRS.)
5. On the Login screen, type your password.
6. Then click **Login**.

If you access e-Form RS from a link on your desktop:

1. Launch e-Form RS by clicking the **e-Form RS** icon on your desktop or from the Programs menu.
2. The first time you log in, you are required to enter your account number, user name and password.
Note: After your first successful login, the account number and user name will be populated automatically, but you will be required to type your password every time you log in.

Getting Familiar with e-Form RS

Please run the **tutorial** to learn how the application works! You can also sign up for training by going to our Learning Center at <http://support.checkpoint.thomsonreuters.com/training>.

TECHNICAL SUPPORT

If you have any questions or need help with the installation, please call **800-431-9025**, Ext. **4**. (You will be prompted to enter your Customer Number. Press **#** to skip this step.) Then press **3** for Web or CD Services, or press **1** for e-Form assistance.

FAQs

The following FAQs are usually seen when users have not followed the instructions above:

Q: When I click the e-Form RS link within Checkpoint, nothing happens! What do I do?

A: This usually occurs when you have a pop-up blocker activated. Google, Yahoo, Internet Explorer, MSN and many other applications include the pop-up blocker option as part of their toolbar. You will need to shut off the pop-up blocker to continue with your installation. (You can turn it back on afterwards.) The main pop-up blocker we deal with is from Internet Explorer. To turn this one off, go to **Tools>Pop-up Blocker** and select **Turn Off Pop-up Blocker**. If this pop-up blocker is already turned off, then you will need to check for other pop-up blockers that you have on your systems.

Q: I have an e-Form icon on my desktop, but I do not know my account or login information to access it?

A: If you access e-Form RS directly from Checkpoint, no additional ID or password would be needed. If you are at the e-Form login page, you can close out of that page and go through the link from the Checkpoint Research tab. To access e-Form RS directly, please contact the Technical Support team to obtain the necessary information. If you would like to remove the icon from your desk top, right-click the icon and select **Delete**.