



SIMPLERISK – TRANSFORMING RISK MANAGEMENT. SIMPLE. EFFECTIVE. AFFORDABLE

How to Register Your SimpleRisk Instance

Introduction

This short FAQ will cover the steps necessary to register your SimpleRisk instance and obtain your Instance ID, as well as cover some of the issues we have seen in the past. Registering will allow you to take advantage of the easy upgrade option when it comes time to update SimpleRisk, as well as establishing the simplest way for installing paid Extra installs in the future. If you need any further assistance with registering after reading this document, please contact us at our support email: support@simplerisk.com.

Instruction

Once you've logged into SimpleRisk you will need to click the "Configure" menu at the top. This menu is only available to user accounts with administration privileges. Once in the "Configure" menu, you will navigate to the "Register & Upgrade" menu on the left.

This page is divided into sections. On the left-hand side, you will see "Registration Information." You will need to complete the fields found in this section and click "Register" to register your instance with the SimpleRisk servers. If successful, you should see a green background dialogue at the top right confirming your instance was registered.

After you register, you may want to take note of your Instance ID, which is a 50 character long unique string of letters and numbers located just above your registration details. This Instance ID is unique to your instance and should be kept private and secure. In some circumstances, we may request your Instance ID to help confirm registration issues or to assist in activating extras, but otherwise no one else should ever need your Instance ID.

If for some reason the steps above did not work, here are some troubleshooting tips that may help to resolve any issues that surface:

- To register, SimpleRisk requires Internet access. Be sure to check that nothing in the environment, such as firewalls or proxy servers, are preventing access.
- Running SELinux on your servers is not recommended with SimpleRisk. Even though SimpleRisk can work successfully in these environments, we've found there may be adverse effects on your instance's functionality. While we created a guide that provides some instruction on running SimpleRisk with SELinux, if you discover additional ways to make SELinux and SimpleRisk to work in tandem, please let us know by sending an email to support@simplerisk.com. If you do elect to run SELinux with SimpleRisk, here's a link to help you get started: [How to Do I Get SimpleRisk to Work with SELinux](#).
- SimpleRisk requires write permissions to download any Upgrade Extra, so you need to make sure that the web user - typically "www-data" or "apache" - has write permissions on the simplerisk folder and everything underneath it. This can be achieved by using the following command in your Linux terminal:

```
sudo chown -R www-data: /path/to/simplerisk
```

Depending on your operating system, the web user may be named differently. If so, you should be able to identify it using the following command in your Linux terminal:

```
ps aux | egrep '(apache|httpd)'
```

- If you're having issues with blank pages and missing information, you will also want to view our support article on ["How Do I Enable the SimpleRisk API."](#) Much of the SimpleRisk user interface leverages the SimpleRisk API in order to obtain data from and write data to the database.

If you have made it this far and still experience any issue or just have questions, once again we ask you to please let us know at support@simplerisk.com. Thank you for your interest and support of SimpleRisk!