

## REGIS Decision matrix – who do I contact?

Many of your questions can be answered by reading our [Quick Reference Guides](#) on the REGIS website. Should you be unable to resolve your query this way, especially for technical errors and system issues, the below matrix sets out who you should contact, and when.

**Your main contact will be the Research Offices**, especially for business, procedural or policy questions. The F1 Help Desk is set up to help with IT or technical issues only.

✓ = Your first port of call

✗ = Do not contact in this instance

Query or Issue	Your local Research Office ( <a href="#">NSW</a> or <a href="#">ACT</a> )	F1 Helpdesk 1300 073 447	HOD, CPI or PI	QRG or other guidance available
My project/application seems to have disappeared from REGIS – I can't see it	✓ <i>It has not disappeared, more likely the CPI needs to give you access</i>	<i>Likely not an IT or technical issue</i>	<i>Ensure you know who CPI and PI is and that you indicate you need access</i>	<a href="#">Sharing access to an application/project</a>
How do I add or upload documents?	✓	✗	✗	
Why can't I edit my project registration?	✓	✗	<i>Check that all details are correct before a project is registered</i>	
I want to know more about how the application and approval process works, and the policy/procedures involved	✓	✗	<i>They can provide guidance on internal policies or project expectations</i>	<a href="https://regis.health.nsw.gov.au/how-to/">https://regis.health.nsw.gov.au/how-to/</a>
I want to withdraw my application	✓	✗	<i>Ensure any communication has been done with key stakeholders</i>	<a href="#">Withdrawing an Application</a>
I have problems trying to register my project ( <i>not IT related</i> )	✓	✗	<i>You may need to contact them to confirm any details before using REGIS</i>	<a href="#">Project Registration</a>

				<a href="#">National Mutual Acceptance (NMA) in REGIS</a>
I have problems trying to create an ethics application ( <i>not IT related</i> )	✓	✗	You may need to contact them to confirm any details before using REGIS	<a href="#">Ethics Completing and Submitting the Application</a>
I want to amend an application or project registration	✓	✗	You may need to contact them to confirm any details before using REGIS	<a href="#">Ethics Amendment - Completing and Submitting</a>
I want to check or change application status	✓	✗	✗	
How can I find the CPI or PI for my project?	✓	✗	You may need to contact them to confirm any details before using REGIS	
How can I find, amend or add a Head of Department (HOD)?	✓	✗	You may need to contact them to confirm any details before using REGIS	
REGIS has sent me an email reminder to do something, and it's not clear what should be done.	✓	✗	✗	
I am not sure what sites should be nominated for my application	✓	✗	✗	
I want to add a site/s to an application	✓	✗	You may need to contact them to confirm any details before using REGIS	<a href="#">Ethics in REGIS - Ethics Amendment - Completing and Submitting</a>  <a href="#">Ethics outside of REGIS - Create a new site application</a>
I need my site application to be approved quickly	✓	✗	There may be business or ethical issues for any delays	
I am not sure why my application has been deemed ineligible to progress	✓	✗	Contact your CPI if you have any queries	<a href="#">Ineligible Notification - Resubmitting Application</a>

I disagree with the decisions been made with my project or research application	✓	✗	✗	Decisions may be made by HREC, CPI or others that fall outside the scope of REGIS remit
The decision status in REGIS should have changed, but it hasn't	✓	✗	✗	If you think the CPI can shed some light on this, please contact them
I am not sure how or when to list site team members	✓	✗	✗	<a href="https://www.medicalresearch.nsw.gov.au/regis/">https://www.medicalresearch.nsw.gov.au/regis/</a>
I have problems creating a REGIS account	✗	✓	✗	<a href="#">Creating and managing your REGIS Account</a>
I can't log into my account	✗	✓	✗	
My screen is frozen or buttons are not appearing	✗	✓	✗	
The system is slow or has frozen	✗	✓	✗	<a href="#">This link may help</a>
A drop down list does not work	✗	✓	✗	
I need to update my REGIS password	✗	✓	✗	<a href="#">Update your REGIS username and password</a>
I want to merge my multiple REGIS accounts	✗	✓	✗	
I am not receiving automatically-generated REGIS emails ( <i>Note: for several stages in REGIS, this is a default action</i> )	✗	✓	✗	
My colleague is receiving automatically-generated REGIS emails when he/she shouldn't be	✗	✓	✗	Ascertain with your contact the business reason
The REGIS website is down, so how can I access REGIS in another way?	✗	✓	✗	
I cannot save what is on my screen	✗	✓	✗	
I can open my project, however I cannot move to the next button	✗	✓	✗	
Documents are not downloading	✗	✓	✗	
I want to share my application with others, or have it shared with me	✗	✗	✓	The CPI or PI will need to delegate access to you <a href="#">Sharing access to an application/project</a>

