

## URGENT NOTIFICATION

### Internal Portal – Valid/Eligible status changes not happening.

**Date and Time:**

Tuesday 18 February 2020  
3.20 pm

**Issue:**

Site applications that are in the status of “Valid” will not change to “Eligible” when Ethics approval is completed in REGIS.

**What is the impact to end users?**

RGO’s should monitor any applications in a “Valid” status to identify when Ethics application has been completed.

**Response:**

There has been a fix identified and is being tested to be release into production.

All applications in the “Valid” status (73) at the time of this notification had been manually checked and if Ethics approval was confirmed the status was changed to “Eligible” (9).

Until notification of the bug fix RGO/RO should monitor their “Valid” applications to identify if Ethics has been approved. Check this by selecting Related applications in the Details section and looking for the status against the ETH.

**Queries:**

**REGIS Helpdesk: 1300 073 447**

*Please ensure you record the ticket number when you call to assist any follow up contact*

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