

QUICK REFERENCE GUIDE

FOR RESEARCH OFFICES

Correcting Outgoing Correspondence

What is outgoing correspondence?

Outgoing correspondence is any communication sent via REGIS to the research applicant. This includes:

- Decision Notification Emails (Ethics approval/Governance authorisation)
- System Generated Emails (eligibility email)
- User Generated (requests for information, amendment approval, email sent from contacts)

The Research Office can make changes to the original outgoing communication and save it back into the system. The documents will sit on top of each other with the previous version remaining available/visible in the internal portal.

TIP: When overriding a document make you are in the correct entity e.g. Application for ETH Decision notification document.

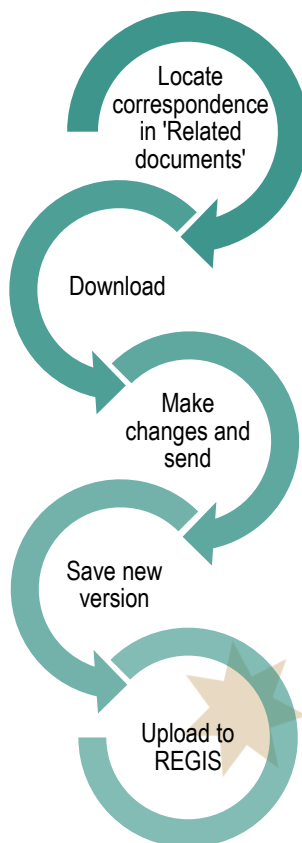


If the document was initially shared with related sites (e.g. an Ethics approval letter was corrected) the sites will automatically see the updated version of the document. Related sites will also be able to see previous versions.



If the document was initially shared with the external portal for the applicant to access through REGIS they will see only the current version of the document.

How does it work?

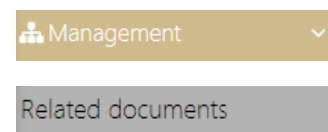


How to change outgoing communication in REGIS?

This document will step through changing the Ethics Decision Notification Email (approval email) but these steps can be replicated for any outgoing correspondence type.

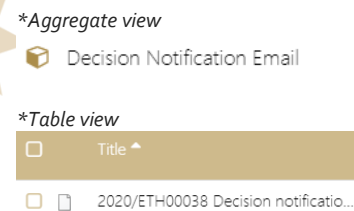
Step 1

Locate the application and navigate to 'Related documents'



Step 2

Locate the correspondence to be corrected.



Step 3

Select and download the document and a temporary version of the document will become available outside of REGIS.



Step 4 Correct the correspondence

Click 'Reply All' and remove the no_reply@regis.health.nsw.gov.au email.

Delete any email footers that appear at the top of the document and the email header from the original email.



Step 6

Update and prepare the body of the document as necessary and click 'Send'.

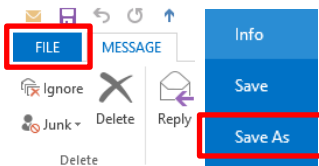
Step 7 Save new version

In REGIS copy the Filename including the extension (.msg) by selecting or highlighting the filename then pressing Ctrl C or right clicking the mouse and clicking copy.

Tip: If you cannot see all of the filename then zoom your screen out so you are able to see the whole filename.

Step 8

In your emails open the **sent** email, select 'File' and then 'Save As'.

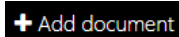


Save the email to your Desktop or preferred destination.

Paste the file name copied in **Step 7** into the file name cell. Click 'Save'

Step 9 Upload into REGIS

Return to Related Documents in REGIS, select 'Edit' and then '+ Add document'



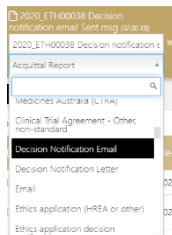
Step 10

Add the external document by either dragging and dropping the file or clicking to browse and select the file.


Step 11

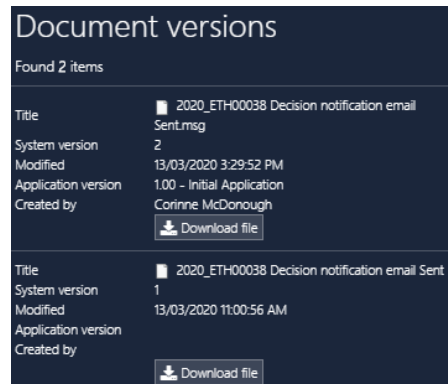
Change the **Document Type** by clicking on the dropdown menu and selecting **Decision Notification Email**.

Remember: If you are changing a different type of document you should choose the corresponding Document Type.



A new icon will become available on the row which indicates that multiple versions of the document are available.

Press  to see all versions of the document.



What should I see?

The System version of the document will update.

Filename	Size	Document type	System Version
2020_ETH00038 Decision ...	30.5 KB	Decision Notificati...	2

For technical assistance, contact
REGIS HELP DESK

support.f1solutions.com.au
1300 073 447