

URGENT NOTIFICATION

Internal Portal – Related Documents, Modified Dates, Forms

Date and Time:

Tuesday 17 March 2:30pm

Event:

A number of Research Offices have reported issues with the internal portal after the production release of Omni 4.9.

What is the impact to end users?

Areas impacted are:

- Related Documents (projects)
Post approval documents are not appearing in the project
- Related Documents modified dates (application and project)
Some dates are showing in the American date format
e.g. an approval email sent on the 11 December 2019 (11/12/19) is showing with a date modified of 12/11/2019.
- Homepage tiles
Status have fallen off for forms and milestones.
RO are recommended to check all homepage tile and add any missing items.
- Access to forms from other LHD's
RO are reporting they can see forms (amendment/ safety) that are for other research offices
- Contact Groups not available
RO are not able to add a previously available contact group to a meeting.

Please see the following pages for further details on each item.

Response:

The Vendor is currently investigating all issues and further updates will be provided as soon as available.

Technical support and issues reporting:

REGIS Helpdesk: 1300 073 447

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

General Feedback:

REGIS team: regis@health.nsw.gov.au

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