

# 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) RESOLVED 17/3/20  
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 RESOLVED 17/3/20
- RO are reporting they can see forms (amendment/ safety) that are for other research offices  
RESOLVED 18/3/20
- Contact Groups not available  
RO are not able to add a previously available contact group to a meeting RESOLVED 18/3/20

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](mailto:regis@health.nsw.gov.au)

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