

# 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.  
Vendor has identified the fix for upcoming release.
- Homepage tiles  
Status have fallen off for forms and milestones.  
RO are recommended to check all homepage tiles 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
- Applications showing as Submitted instead of Information Provided  
Applications resubmitted (after a more information decision) are appearing in the status of Submitted instead of Information Provided
- Previous versions of Documents not showing  
Related documents being resubmitted are coming back into the system with no indication of the previous versions e.g. No tracked document for HREA
- CE email notification  
Incorrect details pulling into system generated emails e.g. CE email informing them a decision is pending is addressed to the PI, not CE  
Email template amended (Dear CE/Delegate) while issue is under investigation
- Related Documents modified dates (application and project)  
Dates are showing as 2021 and 2022 – Recommend that RO please only use Google Chrome browser  
Vendor has identified the fix for upcoming release.

- Unable to see project of approved application  
RO approved an application, project transfers but unable to see project
- Reports of RO seeing system maintenance pop up when trying to download a document  
RO are asked to report to F1 Helpdesk if they are also experiencing the same issue

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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