

URGENT NOTIFICATION

Internal Portal – Related Documents, Modified Dates, Forms

Date and Time:

Tuesday 19 March 8:45am

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 RESOLVED 19/3/20
- 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 RESOLVED 19/3/20
- 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 RESOLVED 19/3/30

- Unable to see project of approved application
RO approved an application, project transfers but unable to see project RESOLVED 19/3/20
- 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

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REGIS SME

