✳REGIS

Classifications

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.
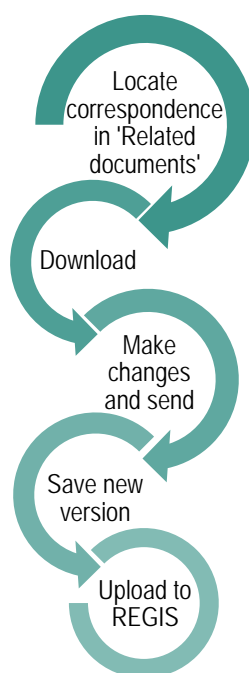
👁 If the document was initially shared with related sites (e.g. an Ethics approval letter was corrected) the sites will automatically see the updated version of the document which is identified by the eye icon. Related sites will also able to see previous versions.

↗ 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?

Locate correspondence in 'Related documents'

Download

Make changes and send

Save new version

Upload to REGIS

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.

From Related Documents

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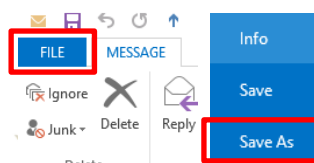Update and prepare the body of the document as necessary and click 'Send'.

Step 7
In REGIS copy the Filename including the extension (.msg)

Tip: If you cannot see all of the filename then zoom your screen as this will allow you to see the whole filename.

Step 8
In your email, 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 and 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'.

What should I see?
The System version of the document will update.

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.

From Contacts

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. A temporary version of the document will become available outside of REGIS.

Step 4

Copy the subject line and body of the email.

Step 5

In the application, navigate to 'Contacts' and click the 'Send Email' icon against the appropriate contact.

Paste the copied information into the new email.

You can reset the email template by clicking the 'Reset email' button. This will revert the email back to the original template, removing any information manually added.
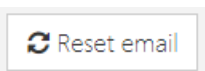
Click 'Send'.

Emails sent from within the system automatically save in 'Related Documents'.