



QUICK REFERENCE GUIDE

FOR RESEARCH OFFICES

# User Management

This guide has been designed for the Research Office in order to streamline user management processes within REGIS.

## Types of Users

### External Users

An external user is anyone who is not part of a Research Office, see below;

- ❖ Head of Department
- ❖ Chief Executive
- ❖ HREC Member
- ❖ Researchers (Investigators, Clinicians, Sponsors etc.)

### Internal Users

An internal user is a member of a Research Office, see below;

- ❖ Ethics Officer
- ❖ Research Governance Officer

## How do External Users register a REGIS account?

All external users need to create their REGIS user account via the 'Register' option on the REGIS website homepage.

**DON'T HAVE AN ACCOUNT YET?**

Register

## What can I use the Head of Department Template for?

The Head of Department (HOD) template was created and released in early 2019 in order to better manage the large

number of Head of Department changes in REGIS.

The template is also used for changes to the CE and allocating internal portal access and permissions to Ethics Officers and Research Governance Officers.

[Click here for instructions on how to complete the HOD template](#) and [here to access the HOD template spreadsheet.](#)

**Note:** This template is not to be used for Researchers, Investigators, Study team members, HREC members, Sponsors or Clinicians etc. These external users need to use the 'Register' option on the REGIS website.

## What do I do when there are changes within my Research Office?

When you have a new or departing Ethics Officer or Research Governance Officer you must notify the REGIS team in order for the user to have internal portal permissions granted or removed. Only authorised personnel can have access to the internal portal of REGIS with appropriate permissions granted.

## What if I have an urgent user change request?

If your request is urgent, ensure that the email you send to the REGIS team has 'URGENT' in the subject line, this will allow the request to be prioritised and actioned as soon as possible.

**Note:** All REGIS related queries must be sent to [regis@health.nsw.gov.au](mailto:regis@health.nsw.gov.au) for

actioning, not to individual team members.

## What if the type of user I am registering is not listed in this document?

If the intended user is not a member of a Research Office or needs Head of Department or CE permissions then they are most likely an external user and must create their REGIS user account via the 'Register' option on the REGIS website.

If you are still unsure what access and/or permissions they require, please send an email to [regis@health.nsw.gov.au](mailto:regis@health.nsw.gov.au).

## How do I provide a comment and/or feedback regarding the user management processes?

The REGIS team welcomes and encourages the research community to send any comments and/or feedback via email to [regis@health.nsw.gov.au](mailto:regis@health.nsw.gov.au).