

SYSTEM NOTIFICATION

SITE GENERAL AMENDMENT – ‘RGO AMENDMENT REVIEW’ DECISION

Date:

Friday 6 May 2022

Event:

The RGO decision ‘RGO amendment review’ was not creating upon submission of the Site General Amendment.

What is the impact to end users?

Research Offices were unable to process the Site General Amendment as no decision had created for review.

Response:

The REGIS Technical Helpdesk have implemented a fix and this issue should no longer be occurring. Any decisions that had not originally generated are now available for processing.

If an applicant contacts your office regarding their submitted Site General Amendment and you cannot see a decision but can see the form has been submitted, please log this with the REGIS Technical Helpdesk.

NOTE: Do not delete site amendment decisions, these decisions are created based off a workflow and will need to be re-run by the REGIS Technical Helpdesk for you to process the amendment.

System 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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