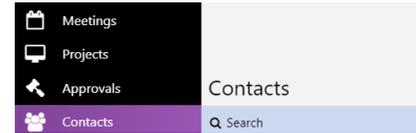


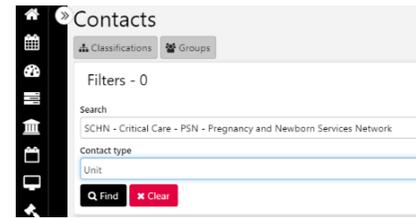
How to Re-Activate an Inactive HOD

The below steps should only be used for HODs that have been identified as being incorrectly inactive.

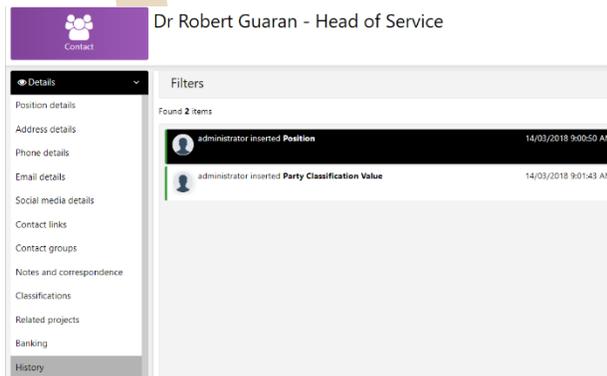
Step 1: If you have been contacted by a researcher advising they are not seeing the HOD they expect, login to REGIS and navigate to Contacts from the left-hand menu and select the Search option.



Step 2: Using the Contact Type 'Unit', search for the affected department the position is under and then select the department to open it.



Step 3: In the left-hand menu, select Positions and locate the HOD to the right-hand side of the screen, click the 'eye' icon to open the position menu. From the left-hand menu, select History.



Step 4: You need to verify the history and ensure there is no history showing that this is modified by a member of the eHealth REGIS team or Vendor.

The example to the left clearly indicates this position was not systemically made inactive, therefore, this position will require activation.

Step 5: Click on Position details from the left-hand side and click the Active toggle at the bottom of the page once to 'Yes' to make the HOD position active again.

