

**Rego Intermittent Attachment Issue**

Dear User,

We are writing with an update regarding an intermittent issue experienced with referrals raised during the period of **27/8/25 – 4/9/25**. During this period a small number of referrals experienced attachment errors when raised within the system. The errors ranged from attachments not being able to be added to the system, attachments not presenting to providers or PDF documents within the system not loading correctly.

Where possible we have reinstated documents however due to intermittent nature of the issue we have not been able to restore all of the documents, especially cases where attachments are showing within the database not showing as corrupted or unable to load. Unfortunately for these cases we have not been able to restore to the documents to the original referral.

We are suggesting the following course of action:

**Providers**

For providers when reviewing referrals during this period,

- please request Further Information and request the attachment is readded to the affected referral case.

If a list of affected cases is available, our support team can help update the statuses of the cases by sharing the URNs for the cases needing returning to referral for the request. Please send the list to [rego.support@necsws.com](mailto:rego.support@necsws.com)

**Referrers**

- Referrals requiring attention will be returned to your Pending Tab.
- Here, please review the request for the attachment from the provider.
- Using the Notes ability please add a note and the requested attachment/s and return the referral to the provider.

We fully appreciate the impact of this incident on our users and mutual patients. We sincerely apologise for any impacts to workflows and will continue to support where possible.

Sincerely,  
NEC Rego Support Team