



eREG™



Yale Center for
Clinical Investigation

Yale eREG System Maintenance Update (MU) Notification

Dear eReg User,

On Wednesday, August 7th, our eReg production environment is being upgraded from version 2024R1 to version 2024R1.2, in order to implement Maintenance updates MU1 and MU2. **The system will be updated between 8pm and 12am and will be inaccessible during that time. Please save your work and log out of the eReg system prior to this time to avoid losing any work.**

Issues resolved with 2024R1 MU1 and MU2:

- **Delegation of Authority:** Custom delegated tasks were not included in the Delegated Tasks find-as-you-type field when associating tasks with protocol staff. (Fixed)
- **Review Sessions:** System performance was slower than expected when downloading documents from a review session. (Performance improved)
- **Reference Lists:** In scenarios where there was a large number of values in the Delegated Tasks reference list, a user might not have been able to make updates to the list without the update action timing out. (Fixed)

If you have questions, please contact eReg.support@yale.edu.

eReg System Reminders:

YCCI has implemented a new Support Ticketing System for eReg Support and eReg Credentials!

There is no change to how you submit system support inquiries/requests via email to the these support addresses. However, you will receive an acknowledgement of receipt email upon sending an email to that support inbox. In order to reply and/or follow up with your request, please:

1. Be sure to reply to the email chain, which includes a unique Case Number, and
 2. Do not change the subject line of the email chain.
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Please contact eReg.support@yale.edu with any questions or system related feedback.
