

Dear Colleagues,

Re: REGO - Important Service Update and Security Remediation Activity

We have just been notified by NEC Software Solutions, the supplier of Rego, that the Rego digital referral tool has been taken offline with immediate effect as a precaution following a recently disclosed security vulnerability.

Rego has been unavailable since 10:00am today (Thursday 22 October 2026) and NEC expects it to be restored by 5:00pm on Monday 26 October 2026.

Please note this was a security decision taken by NEC/Rego, not by the SPoA, and we received notice only this morning, at the same time the service went down. NEC has advised that, based on its investigations to date, there is no evidence of unauthorised access to customer environments, and no customer data has been compromised.

What this means for referrals;

Referrals should continue to be sent via e-RS as usual. Until Rego is restored on Monday 26 October, the SPoA will accept referrals that have not been completed through Rego.

To avoid referrals being rejected or delayed, please make sure each referral includes a clear reason for referral, any relevant clinical history, and all relevant attachments (e.g. test results, letters, assessments).

Once Rego is back online, please return to using Rego for all referrals as normal. We will confirm when the service has been restored.

We apologise for the inconvenience and the short notice.

Thank you for your patience and support.

MSK Management Team, BHRUT

