

# Requesting Hardcopy Files for Retrieval

## Introduction

The University uses HPE Content Manager to manage hardcopy and electronic records. If you need a hard copy file, you can use Content Manager to request retrieval and delivery of the file.

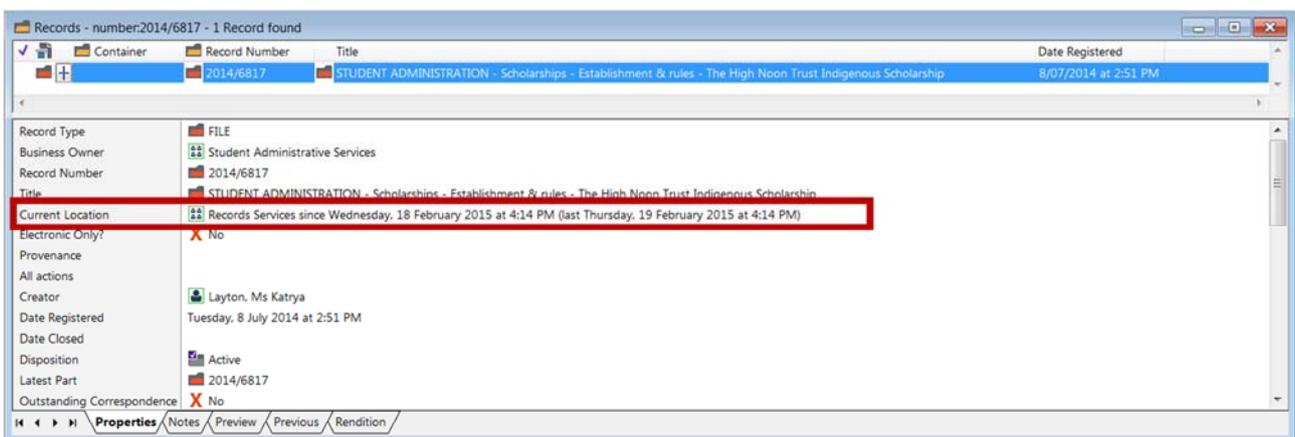
When a file is requested, Records Services will retrieve it from its physical location (which can be Record Services Compactus on the North Terrace campus or the Records Services secondary storage facility at the Waite Campus), and forward it to you via internal mail.

If you need a record that is in the possession of another staff member (i.e. the location of the file is marked as the staff member's name, not as Records Services), then contact that person directly rather than making a retrieval request in Content Manager.

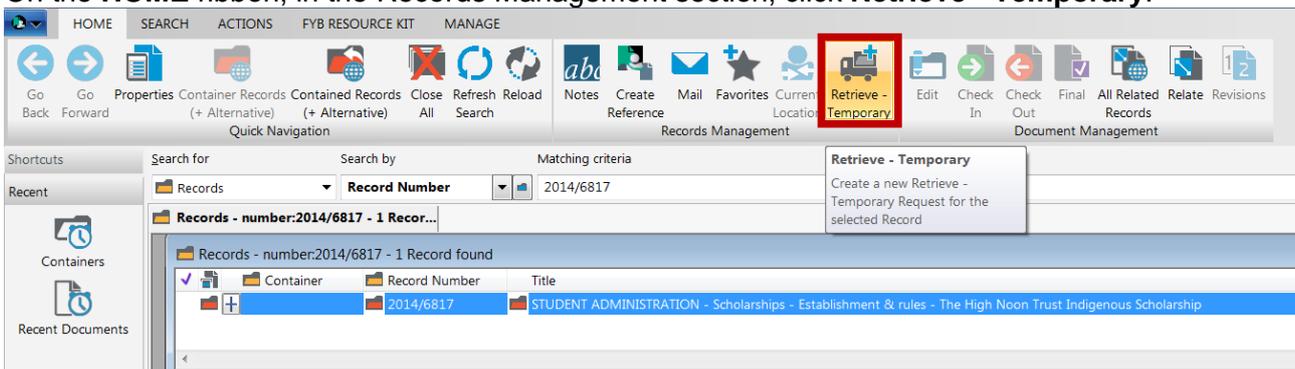
Records that are electronic only (i.e. no hardcopy version) should not have requests applied.

## Procedure

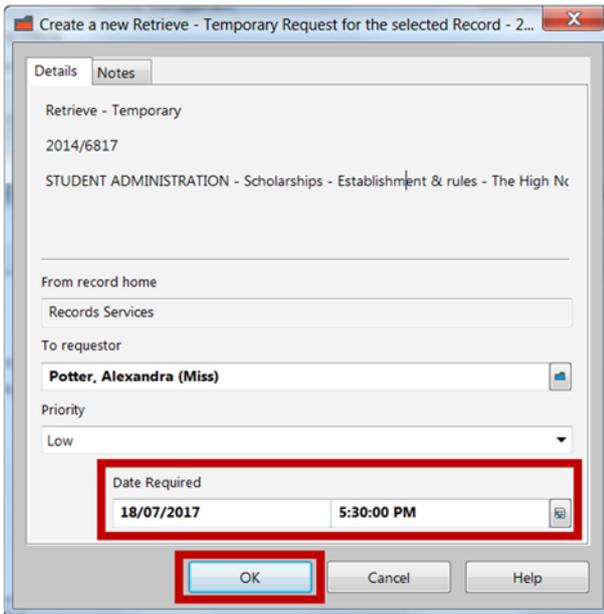
1. Locate the file you want retrieved and sent to you. **Click its title** to select it (it'll be highlighted blue). In the **Properties view pane** at the bottom of screen, **check the record's current location**.
  - If the location is Records Services, then continue steps below.
  - If the record is "Virtual", there is no hardcopy file to retrieve. Do not submit a request.
  - If the file is located with another staff member, make contact with the staff member.



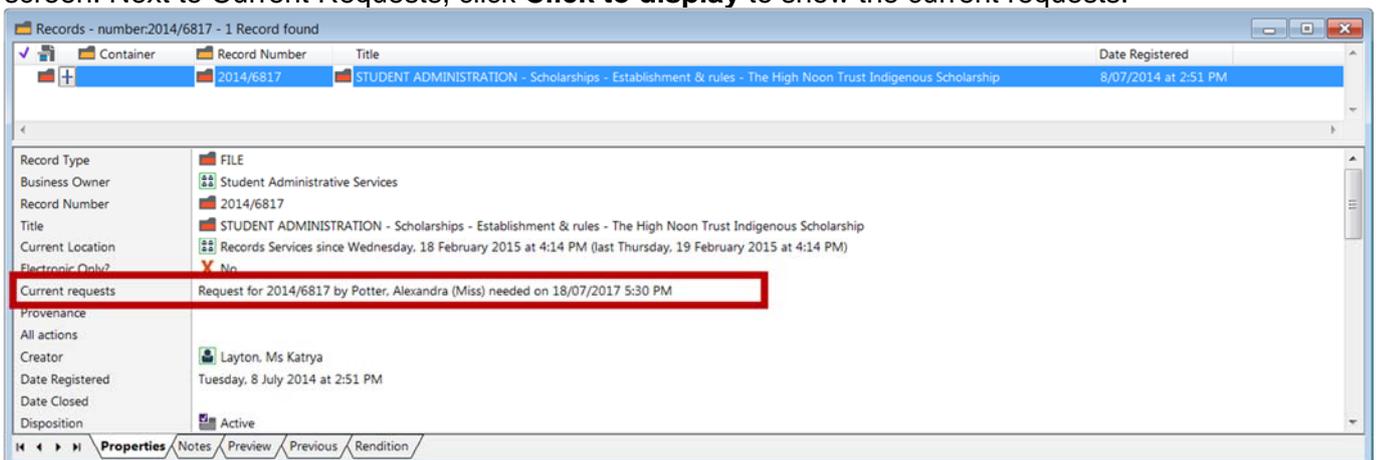
2. On the **HOME** ribbon, in the Records Management section, click **Retrieve - Temporary**.



3. In the 'Create a new Retrieve' window, you'll see your name as the To requestor. If applicable, change the date in the **Date Required** field to indicate when you need the record delivered. Click **OK**.



4. After adding the request, check it has been applied in the properties pane at the bottom of the screen. Next to Current Requests, click **Click to display** to show the current requests.



5. Records Services will forward your requested files via the University's internal mail.

## Contact Us

For further support or questions, please contact Records Services on **8313 5334** or [records.services@adelaide.edu.au](mailto:records.services@adelaide.edu.au)