

Content Manager (CM)

Requesting Hardcopy Files for Retrievals

Introduction

The University uses 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.

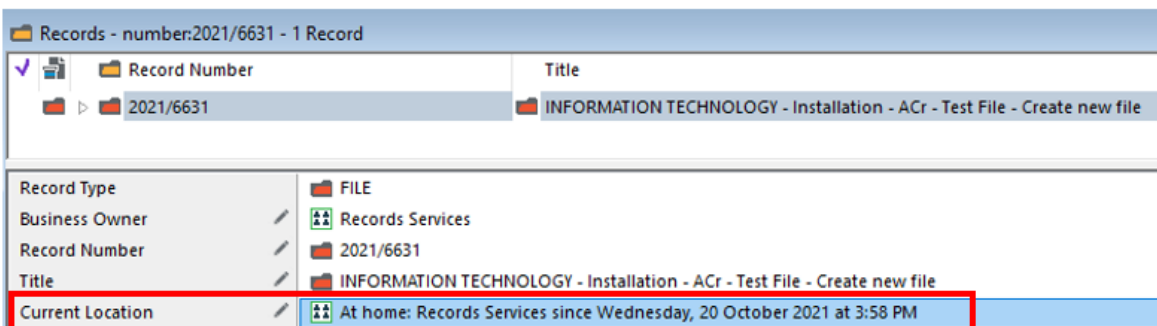
When a file is requested, Records Services will retrieve it from its physical location (which can be Record Services Compactus on the North Terrace campus or the Records Services secondary storage facility at the Waite Campus), and forward it to you via internal mail.

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.

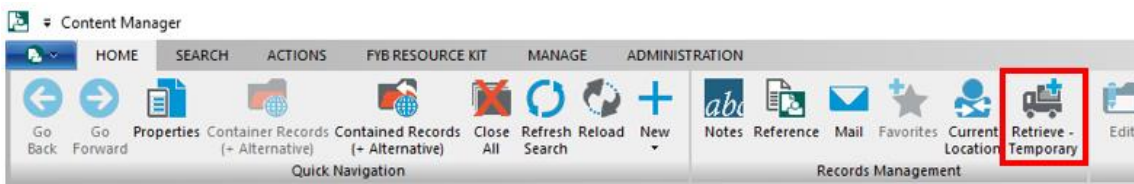


Records - number:2021/6631 - 1 Record

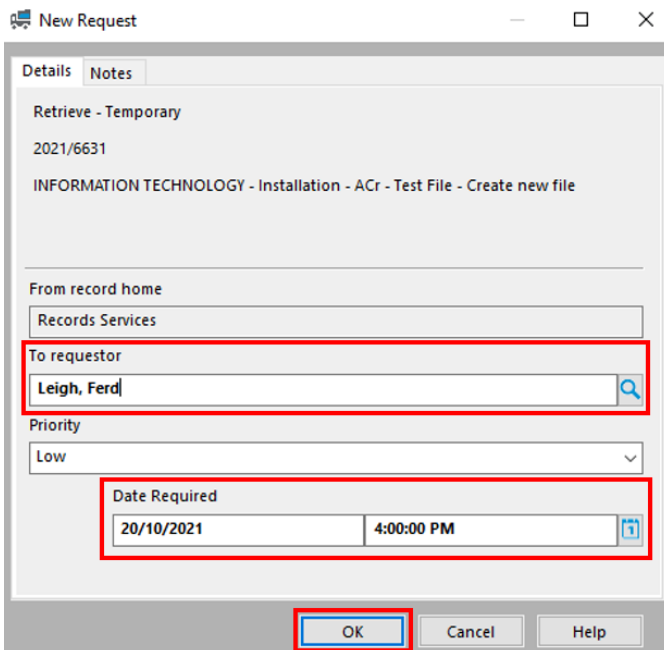
Record Number	Title
2021/6631	INFORMATION TECHNOLOGY - Installation - ACr - Test File - Create new file

Record Type	FILE
Business Owner	Records Services
Record Number	2021/6631
Title	INFORMATION TECHNOLOGY - Installation - ACr - Test File - Create new file
Current Location	At home: Records Services since Wednesday, 20 October 2021 at 3:58 PM

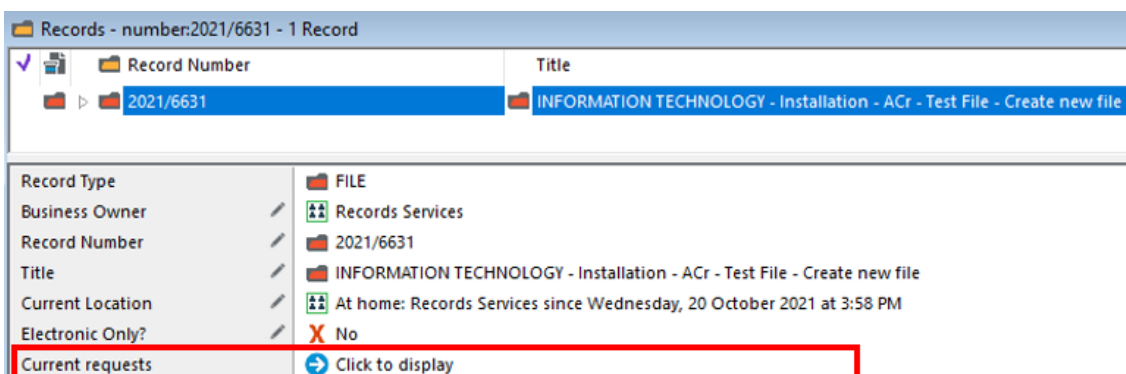
- On the **HOME** ribbon, in the **Records Management** section, click **Retrieve - Temporary**.



- In the **New Request** 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**.



- After adding the request, check to see if 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. The **Current requests** field should show the next request. If multiple requests have been placed on the file, the **Current requests** field will show the next request due based on date.

Records - number:2021/6631 - 1 Record	
Record Number	Title
2021/6631	INFORMATION TECHNOLOGY - Installation - ACr - Test File - Create new file

Record Type	FILE
Business Owner	Records Services
Record Number	2021/6631
Title	INFORMATION TECHNOLOGY - Installation - ACr - Test File - Create new file
Current Location	At home: Records Services since Wednesday, 20 October 2021 at 3:58 PM
Electronic Only?	No
Current requests	Request for 2021/6631 by Leigh, Ferd needed on 20/10/2021 4:00 PM

6. 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