

## REQUESTING PHYSICAL FILES

Did you know TRIM manages the University's electronic **AND** physical records? See below to find out how you can use TRIM to locate and request a physical file.

## HOW TO FIND PHYSICAL FILES / BOXES IN TRIM

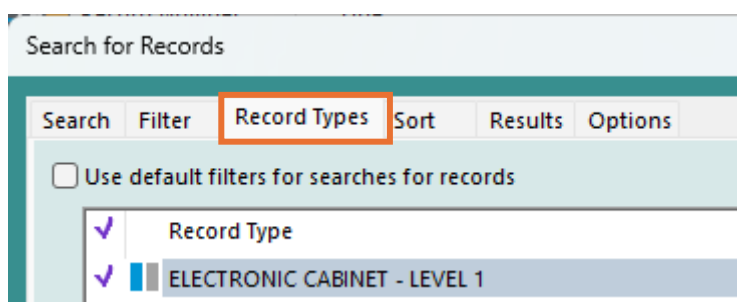
Click the following link to view our Tips & Tricks on how to search in TRIM:

<https://www.newcastle.edu.au/trim/pdf-document?docid=D17/165274>

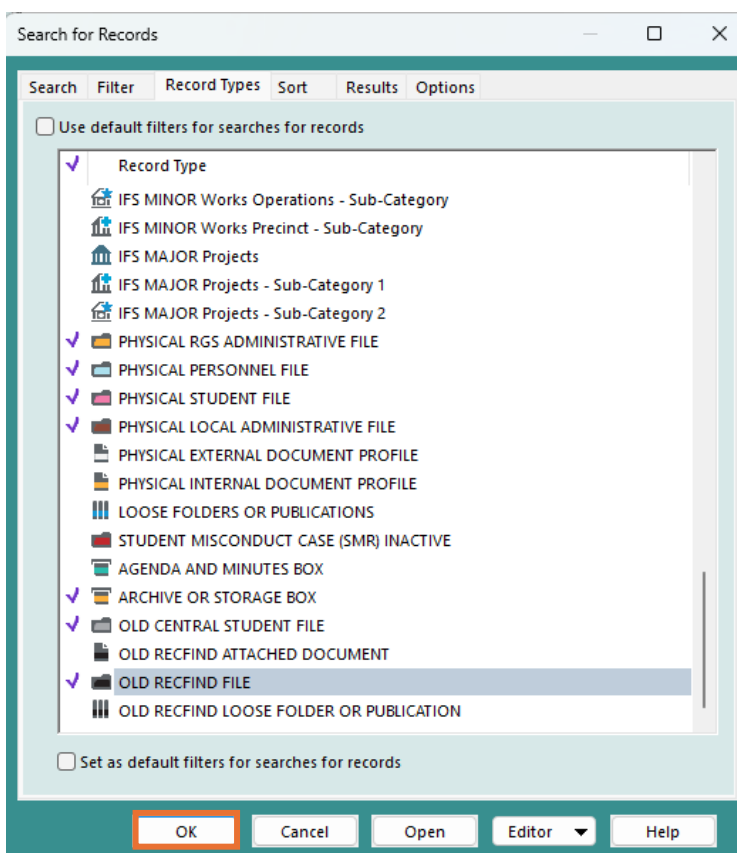
Use these **Tips & Tricks** to search keywords relating to the information you are trying to locate:



1. Refine your search by pressing **F7** on your keyboard or clicking the **Refine Search** button
2. Select the **Record Types** tab to refine your search to only include results from physical files/boxes



3. Untick the box next to **Use default filters** and untick all record types by **right-clicking > Untag All**
4. Place a tick next to all record types that relate to physical files or archive boxes (as shown below) > Click **OK**

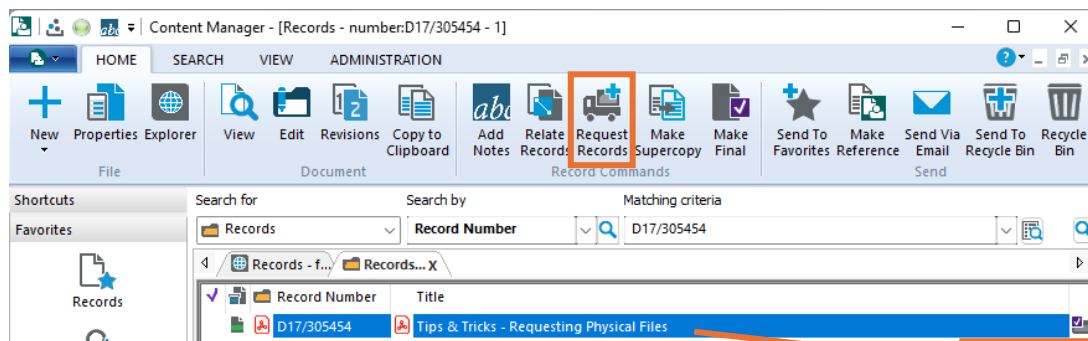


## HOW TO REQUEST A PHYSICAL FILE

Requesting a record via TRIM will send a notification to the Records Governance Services team who will then arrange for the retrieval of a physical file or archive box on your behalf.

Once you have located the file you require in TRIM:

1. Highlight the record and click on **request Record** (located on the **HOME** Tab)



2. The **New Request** window will be displayed

A screenshot of the 'New Request' dialog box. It has two tabs: 'Details' and 'Notes'. The 'Notes' tab is selected and highlighted with an orange box. The 'Details' section contains the following information: 'Retrieve - Temporary', 'D17/305454', and 'Tips & Tricks - Requesting Physical Files'. Below this, there are fields for 'From record home' (17/3709), 'To requestor' (Withnell, Kat), and a 'Priority' dropdown menu set to 'Low'. At the bottom, there is a 'Date Required' section with a date field set to '07/01/2025' and a time field set to '11:01:04 AM'. An orange box highlights the 'Notes' tab with the text 'Click the Notes tab to complete additional required information'. Another orange box highlights the 'Priority' dropdown with the text 'Priority will default to Low. Click the drop down to modify for urgent requests.' A third orange box highlights the 'Date Required' section with the text 'Date Required will default to today's date. This can be modified to enable requests on future dates'. At the bottom of the dialog are 'OK', 'Cancel', and 'Help' buttons.

3. On the **Notes** tab, enter the delivery location details and any other additional comments > click **OK**

A screenshot of the 'New Request' dialog box, showing the 'Notes' tab. The 'Details' tab is also visible. The 'Notes' tab contains a text area with the text 'Please deliver to room CCH239'. An orange box highlights this text area with the text 'Enter delivery details'. At the bottom of the dialog are 'User Stamp', 'Spelling', 'Add Notes', 'OK', 'Cancel', and 'Help' buttons. The 'OK' button is highlighted with an orange box.

Records Governance Services will arrange for records to be ordered and delivered to the requested location.

Place your order by 12PM and you should receive your record the following day.