Australian National University

Electronic Records Management System (ERMS)

ERMS User Reference Guide

Version 2.0

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1. Introduction

1.1 About ERMS

The ANU Electronic Records Management System (ERMS) is a central repository for the management of electronic records. As a formal recordkeeping system, ERMS enables ANU records to be managed in a compliant manner in accordance with requirements outlined in recordkeeping legislation, standards and best practice.

ERMS enables easy and efficient search and retrieval of records and provides more sophisticated electronic records management capabilities to ensure that ANU records can be captured, found, accessed, secured, tracked, shared, and managed over time.

1.2 Browser Compatibility

Some ERMS functions are not available in certain browsers. These are identified below.

Browser	Operating System	Limitation	Workarounds
All	Apple OSX	• Does not support integration with the ERMS Desktop integration Suite (DIS) to enable contribution of records via Microsoft Office applications. Apple OSX users will not be able to: ○ add a DIS connection to ERMS; ○ browse ERMS via Windows Explorer; or ○ use **Check-out and Edit** functionality within ERMS (which launches the record for editing in the local operating system).	• Records management tasks can be completed solely via the web interface. The web interface supports dragging and dropping of records (including multiple records). • Run a windows virtual machine and install Desktop Integration Suite.

These limitations apply to the remainder of this user guide.

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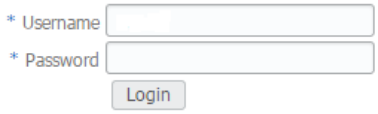
1.3 Logging into ERMS

To log into the ERMS web interface:

1. Enter the following URL in your browser: http://erms.anu.edu.au
2. Enter your University ID in the **Username** field
3. Enter your HORUS password in the **Password** field



4. Select **Login**.

2. ERMS in Windows Explorer

The ERMS **Desktop Integration Suite (DIS)** for Windows enables users to browse, contribute and manage records directly from Windows Explorer and/or Microsoft Office Suite.

The Desktop Integration suite can be installed by your Local IT Support Service (LITSS).

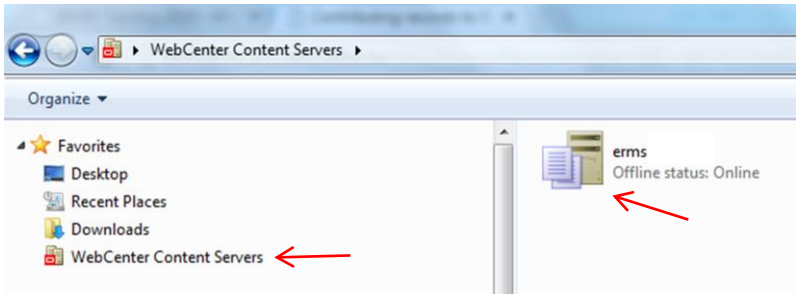
Refer to Section 1.2: Browser Compatibility for further information about limitations applicable to Mac and Linux Users.

To access ERMS via Windows Explorer:

1. Open Windows Explorer

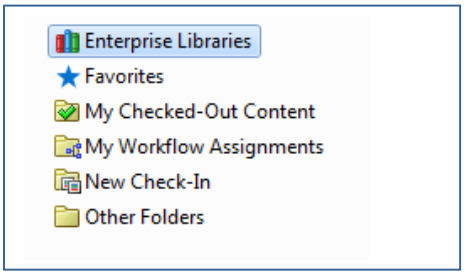
Once the DIS has been installed, within the **Favorites** area in Windows Explorer, **ERMS - WebCenter Content Servers** will be available.

2. Click on **WebCenter Content Servers**



3. Within **WebCenter Content Servers**, double click on **erms** to log into ERMS using your University ID and HORUS password

The following should appear in the results window in Windows Explorer:



To view folders in ERMS, navigate to **Enterprise Libraries,** double click to open, then double click on **ANU** to display the following list of ERMS folders:

Browse through the folders to view their contents (as required).

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3. Searching for Records

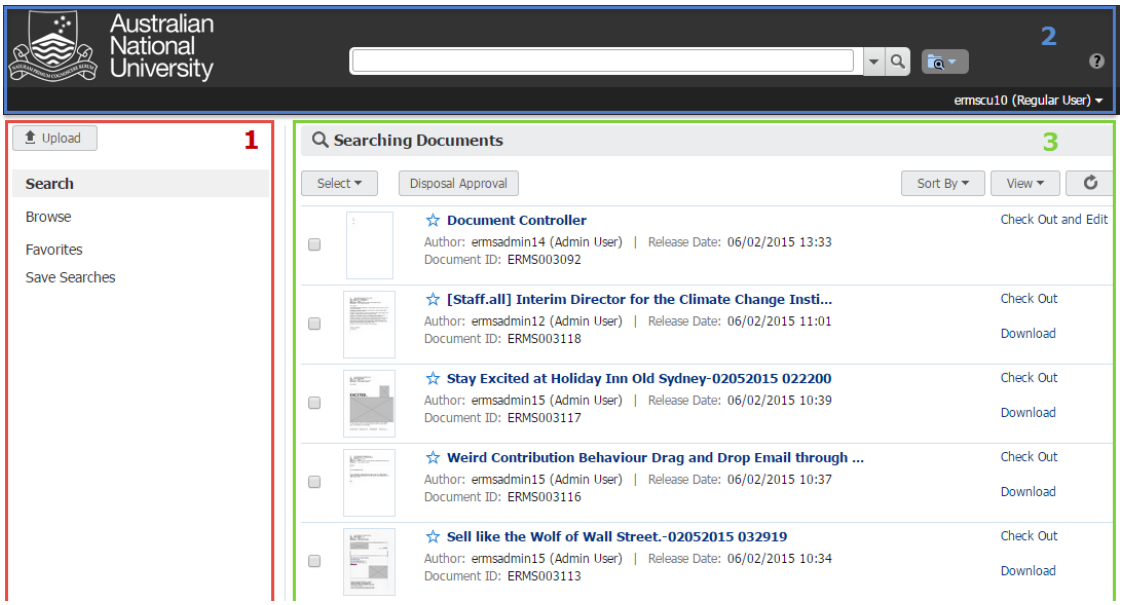
Searching for ANU records is made easy through ERMS. Users can perform basic (simple) text searches or more advanced searches through the use of predefined system filters.

ERMS makes a distinction between 'searching' and 'browsing' for records. Whilst both are a means to 'find' records, searching is similar to a 'Google' type search whereby users are able to search for specific text (e.g. title of a record) or other aspects of the record metadata (e.g. date contributed, author etc.). However, browsing simply refers to navigating through ERMS structures (libraries and folders) to find records, much like navigating through a network drive structure.

Refer to Section 5: Browsing for Records for further information on browsing to records in ERMS.

3.1 Overview of the Search Page

Whenever **Search** is selected in the side bar, the following screen is displayed.



The main sections of the search page include:

1. **AREA 1** : This is the ERMS **Side Bar** which includes:
   - **Upload**: Provides quick access to upload records to ERMS.
   - **Search**: Enables searching for records in ERMS.
   - **Browse:** Enables browsing to ERMS libraries and folders to find contributed records.
   - **Favorites**: Displays folders and records that have been selected as your favourites.
   - **Saved Searches**: Lists any search queries that have been saved for quick recall.
2. **AREA 2** : This is the screen banner area which includes the primary **Search Box**.
3. **AREA 3** : This is the **Results List** which lists results (either lists of libraries, folders or records). All results in this area are displayed in a single flat list regardless of the specific library or folder they might be in.

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3.2 Full-Text Searching Capabilities

When a record is contributed to ERMS, ERMS indexes all words in the web-viewable version of the record (PDF, HTML, text or other supported record formats). Accordingly, full-text searching enables users to find records based on the text contained within the record (i.e. record content).

Both basic and advanced searching capabilities in ERMS support full-text searching.

When conducting a full-text search, searches are **not** case sensitive and can include:

- whole words (e.g. *addresses*)
- partial words (e.g. *addr*);
- phrases / strings of text (e.g. *new addresses*);
- Internet-style search syntax (e.g. *"address" [using double quotation marks]* to limit the search to specific text only);
- search operators (e.g. Boolean operators); and
- wildcards.

More specific details with regard to ERMS search operators and wildcard capabilities are outlined below.

3.2.1 Wildcards

The following wildcards can be used in ERMS:

Wildcard	Behaviour
*	Represents an infinite number of unknown characters. For example a search for 'Report*' would search for 'Report' plus any number of characters immediately after the text string, e.g. 'Reports', 'Reported', 'Reporter', 'Reporting' etc.
?	Represents a single unknown character. For example, searching for 'organi?ation' would find 'organisation' and 'organization'. The wildcard can be entered multiple times to represent a number of unknown characters.

In order to search for an asterisk or question mark specifically (i.e. without it behaving as a wildcard), the wildcard symbol must be made void by inserting a backslash (\). For example, searching for 'Report' will void the wildcard and search for records containing 'Report*' (exact match).*

3.2.2 Search Operators

The following full-text search operators can be used in ERMS:

Operator	Description	Example
AND	Finds records that contain all of the specified terms.	*address AND name* returns records that contain both specified words.
OR	Finds records that contain at least one of the specified terms.	*safety OR security OR protection* returns records that contain at least one of the specified words.
NOT	Finds records that contain the term that precedes the operator (if any), and ignores records that contain the term that follows it.	*Internet NOT server* returns records that contain the word Internet but do not contain the word server.

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NEAR (term1, term2)	Finds records that contain specified terms near to each other. Terms that are closer receive a higher score.	*NEAR (internet, server)* returns records that contain the specified words close to one another.
IS ABOUT (phrase)	Finds records that contain the phrase specified in the parenthesis.	*IS ABOUT (changed address)* returns records that contain the specified phrase.

For clarity, search operators have been shown in uppercase in the table above; however, they can be used in either upper or lowercase.

3.3 Basic Searching

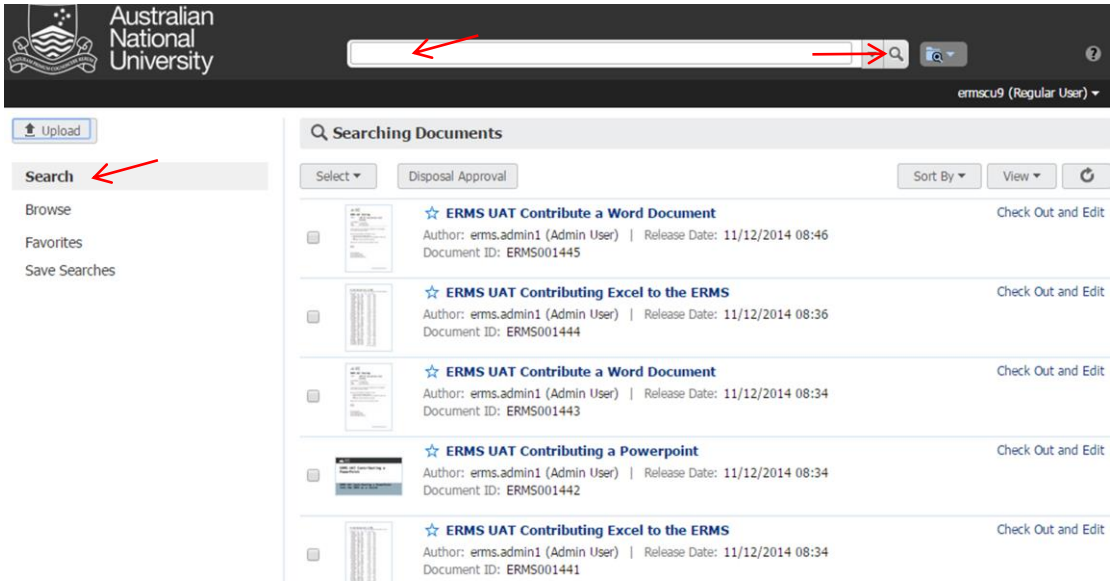
ERMS enables users to conduct basic word/text searches to find records. When text is entered into the search bar, ERMS compares the text to any indexed metadata as well as text within the record (e.g. document content). Within the results list, ERMS finds:

- an exact and/or close match to any record metadata (e.g., entering 'network' will find records with a title of 'network' *and* 'networks', 'networked' or 'networking', for example); and
- an exact match *only* to any text within the record (full text searching).

Searches in ERMS will look across any records (e.g. documents), folders and libraries that you have access to; are not case sensitive; and both single and multiple word searches (strings of text) are supported (e.g. searching for 'report' or 'draft strategic report').

To search for records in ERMS:

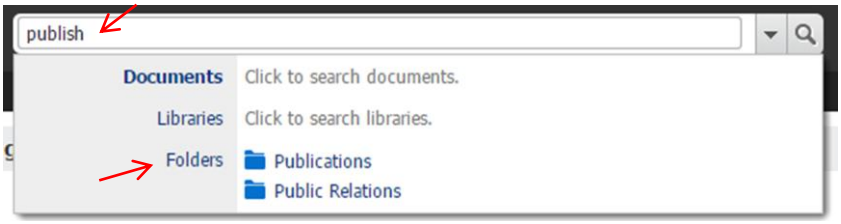
1. Select the **Search** option from the side bar



2. Enter the term/s you wish to search for in the search box
3. Click on the **Search for documents** icon at the end of the search bar or select **enter** on your keyboard.

*As you enter text in the search box, ERMS will offer suggestions based on close matches for possible records, libraries or folders. For example, entering **publish** in the search box*

*(as identified below) may display a suggestion for the **Publications** and the **Public Relations** folder, both of which are close matches (noting that the entered text does not have to be at the beginning of the term to be displayed as a close match).*



If you wish to select a suggested close match, either:

a. *select **Documents, Libraries** or **Folders** on the left hand side of the expanded search box to refine the results to documents, libraries or folders; or*

b. *select the specific document, folder or library on the right hand side of the expanded search box to view the specific document, folder or library.*

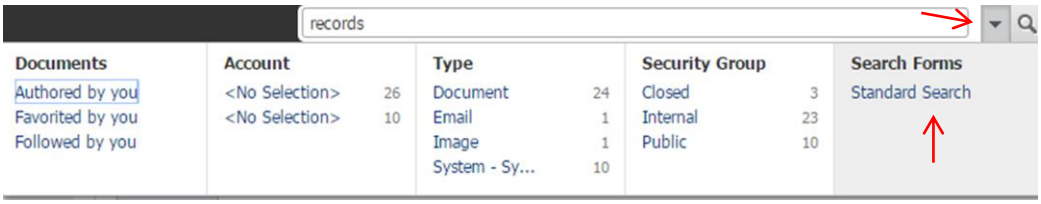
3.4 Advanced Searching

ERMS includes an advanced search form to provide more flexibility in selecting specific search criteria. Referred to as the **Standard Search** form, this form enables users to select specific (and multiple) metadata (properties) associated with records in ERMS, such as the author, title, date created or security group associated with a record.

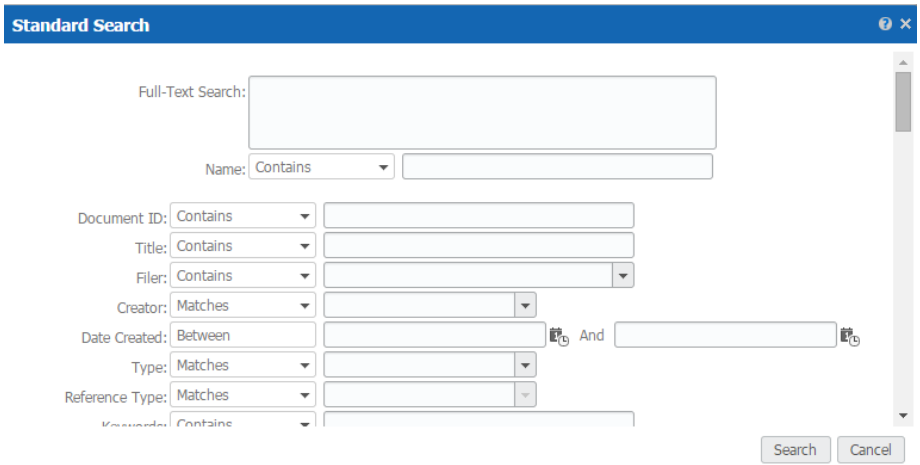
To conduct an advanced search:

1. Select **Search** from the side bar

2. Select the **filter** icon at the end of the search box



3. Under the **Search Forms** group, select **Standard Search** to display the following screen:



4.

5. Select **Search.**

*Entering text in the **Full-Text Search** will search for text within the content of a record.*

Refer to Section 3.2: Full-Text Searching Capabilities for more information on full-text searching capabilities, including ERMS supported wildcards and search operators.

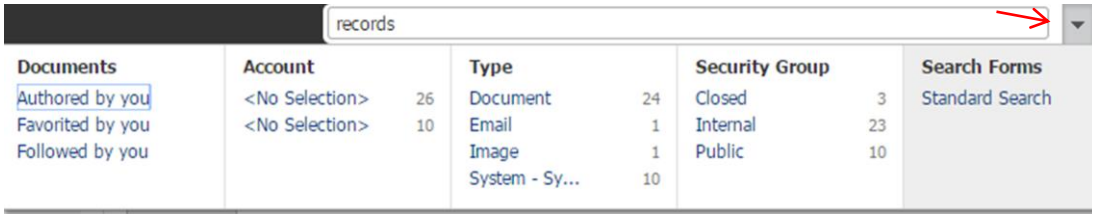
3.5 Using Predefined Filters

Predefined filters are created by ERMS Administrators as a way of refining a search to meet specific criteria. Filters can be used with text entered into the search box to better refine your search.

To search using predefined filters:

1. Select the **Search** option from the side bar

2. Enter the term/s you wish to search for in the search box and/or select the **filter** icon at the end of the search bar to display available filters (as follows):



3. Select the relevant filter for your search

   Once selected, the filter will be displayed as a tag in the search box and the search results list will immediately update.

4. If additional filters are required, simply repeat steps 2 and 3 above.

*To clear filters, click on the **X** next to the filter tag within the search bar to remove it.*

*To quickly remove all filters (where multiple have been applied), select the **Search** option on the side bar.*

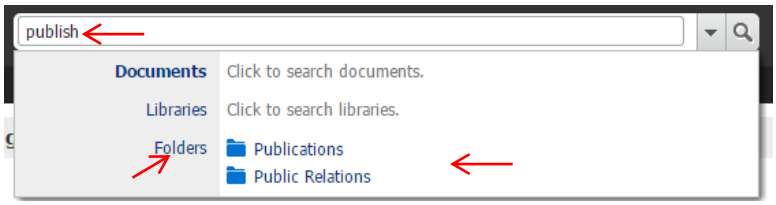
3.6 Searching for Folders

A search for folders in ERMS can either be conducted via the **Search** option on the side of ERMS, or via the **Browse** option. Both methods are outlined below.

3.6.1 Via Search

1. Select **Search** from the side bar

2. Start entering the folder name (or part of the folder name) in the search box. As you enter text, ERMS will offer suggestions based on close matches for possible documents, libraries or folders (as displayed below)



Either:

2. Select **Folders** on the left hand side of the expanded search box to refine the results to folders only (displaying a list of folders that match the text you have entered); or

3. Select the specific folder on the right hand side of the expanded search box to view the specific folder.

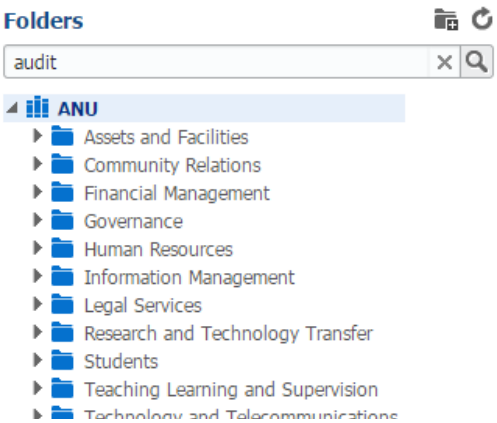
> *Selecting **Folders** applies the Folders filter and will search for folders across all available ERMS libraries.*

3.6.2 Via Browse

1. Select **Browse** from the side bar

2. Within the list of **Libraries**, select **ANU**

   The ERMS side bar will display an additional **Folders** section, as follows:



3. Enter the folder name (or part of the folder name) you wish to search for

4. Select the **Search** icon or select **enter** on your keyboard to display a list of folders that closely match the search text (example below)

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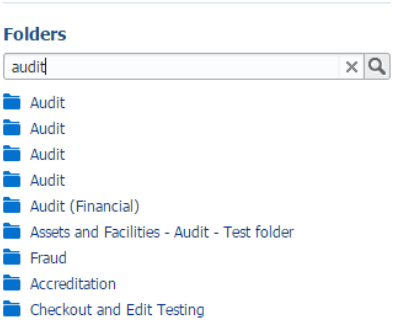


5. Select the folder to view its subfolders and/or contained records.

Refer to Section 5.2: Browsing Folders, for further information on browsing folders to find records in ERMS.

3.7 Saved Searches

Search criteria can be saved so that it can be executed quickly. This functionality is useful and time-saving for complex searches that are required to be conducted more frequently, or to quickly find a specific group of records.

Saved searches can be set up so that the search 'refreshes' when new records are contributed that meet the specified search criteria.

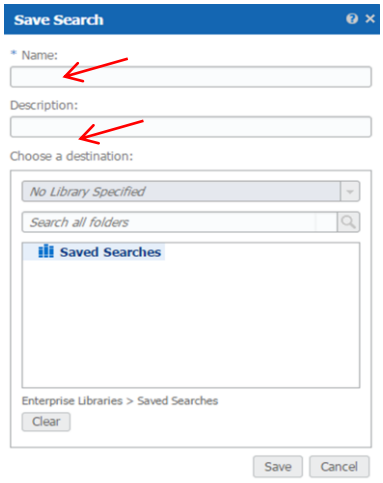
It is important to note that saved searches created by you will be visible to all ERMS users.

3.7.1 Creating a Saved Search

1. Search for the records that meet your search criteria

2. With the results displayed, select **Create New Saved Search** from the **Save Search** menu icon (right of the search bar in the banner area of the screen)

3. The following screen will be displayed



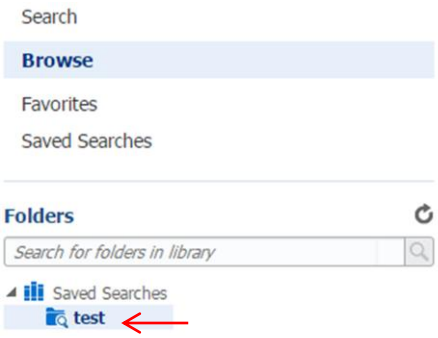
4. Enter a name for search and a description (optional)

5. Select **Save** to save the search.

3.7.2 Running a Saved Search

1. Select **Saved Searches** from the side bar

   Saved searches are displayed in the folder hierarchy in the side bar as shown below:



2. Right click the saved search you wish to run and select **Run Saved Search**.

3.7.3 Modifying Saved Search Criteria

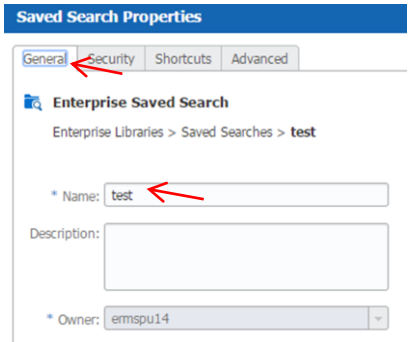
Depending on user access within ERMS, users will be able to modify the properties and criteria of a saved search.

To modify the criteria of a saved search:

1. Run the saved search
2. Modify the search to meet your changed criterial (e.g. applying additional or removing filters, searching for additional text etc.)
3. Select **Update Saved Search** from the **Save Search** menu icon

3.7.4 Renaming a Saved Search

1. Right click the saved search you wish to run and select **Properties**



2. Within the **General** tab, rename the saved search

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3. Select **Save.**

3.8 The Search Results List

When searching or browsing, any results will be displayed as a single list of results (flat list).

3.8.1 View and Sort Options

Using the dropdown **View** menu, results can be viewed as lists, thumbnails, or tables.

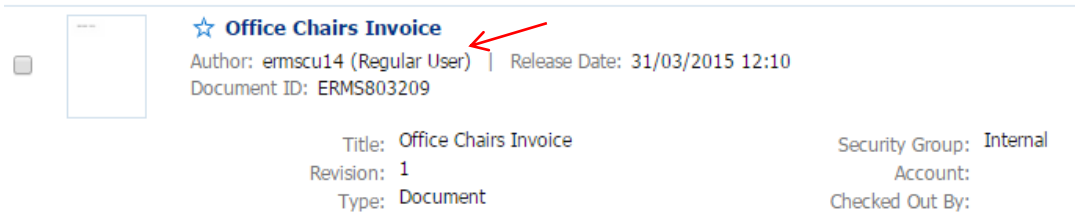
The **Sort** menu will enable results to be sorted by either:

- Title: lists documents alphabetically by title; or
- Release date: date that the record was contributed to ERMS;

then either in ascending or descending order.

Each record in the results list shows the name of the item in **bold font**, with additional metadata below.

Clicking on the metadata for the item (underneath the name of the item) will display further metadata, as shown in the example below.



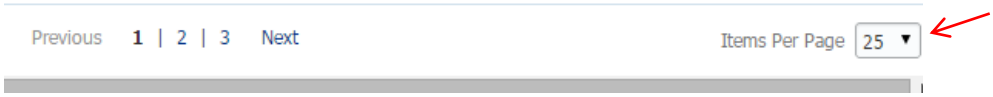
Records are indexed in ERMS as their content or metadata is modified. Any changes to records in the results list are not displayed until the search indexed has been refreshed.

3.8.2 Changing Results Displayed Per Page

By default, ERMS lists 25 record results per page. However, ERMS provides options to modify this as preferred.

To change the number of records displayed per page:

1. Scroll to the bottom of the results screen
2. On the right hand side of the screen, select the **Items Per Page** drop down button.



3. Select the preferred number of records per page.

4. ERMS Folders

4.1 Overview

All records contributed to ERMS reside within folders. This is a mandatory requirement when contributing records to ERMS (similarly to how documents on the network drive must be saved into folders).

Contributing records to ERMS folders ensures that records are organised and placed in the context of their folder to facilitate a more familiar way of navigating to records. Furthermore, when records are contributed to folders, they automatically inherit the metadata of that folder (e.g. security and retention requirements set by ERMS Power Users). This is important as records can then be managed appropriately and consistently over time.

4.2 ANU Business Classification Scheme

Folders in ERMS have been set up to reflect the ANU Business Classification Scheme (BCS).

The BCS is simply a standard set of terms used in ERMS to categorise ANU folders in a consistent manner, ensuring control over the way that information is stored - attempting to avoid typical network drive chaos!

The BCS is a hierarchical structure that reflects the functions and activities of the ANU. Using functions and activities as the basis for grouping and naming folders, enables records to be placed in the context of the business process they support, and ensure a robust structure over time (unlike the organisation structure which is subject to more frequent change).

Functions are the top level of the BCS structure and reflect core business functions of the University, e.g.

- Assets & Facilities
- Community Relations
- Financial Management
- Human Resources
- Students

Within each function, the BCS then identifies business **activities** (or processes) that specifically relate to managing that particular function, e.g.

- Financial Management
  - Accounting – Transactional
  - Agreements and Contracts
  - Audit
  - Budgeting
  - Fees and Charges
  - Insurance *etc.*

4.3 ERMS Folder Structures

As noted above, the ERMS folder structure has been set up to represent the ANU Business Classification Scheme (BCS).

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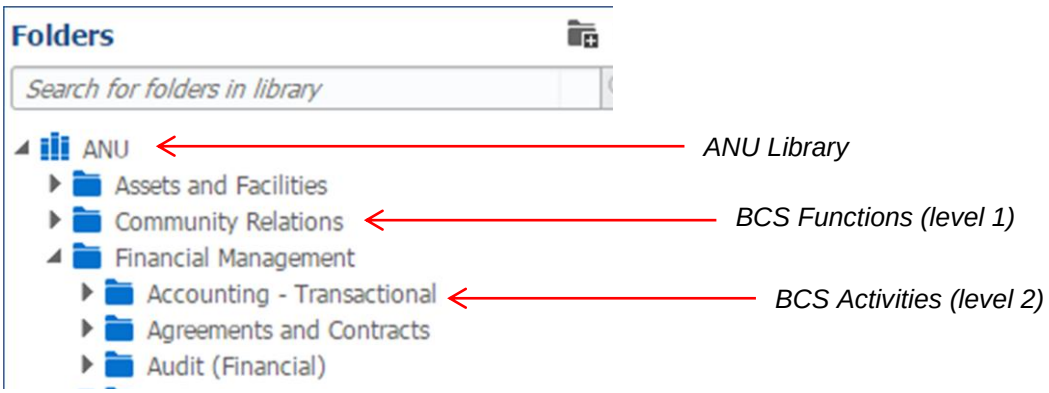
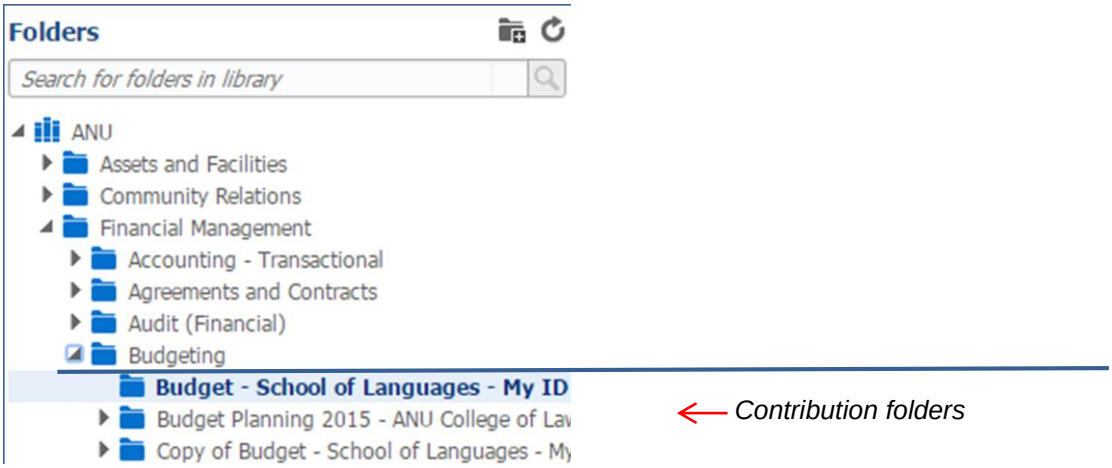
Within ERMS, under the top level of **ANU** (representing the ANU library), the first two levels of the folder structure reflect BCS functions and activities (see below).



These first two folder levels are controlled by ERMS Administrators and have been established as **navigation** folders. That is, they are set up to allow users to see and browse them, but records cannot be contributed to them.

At the third level in the ERMS folder structure, folders and subfolders can be set up by Power Users at the request of and in consultation with staff within their area.



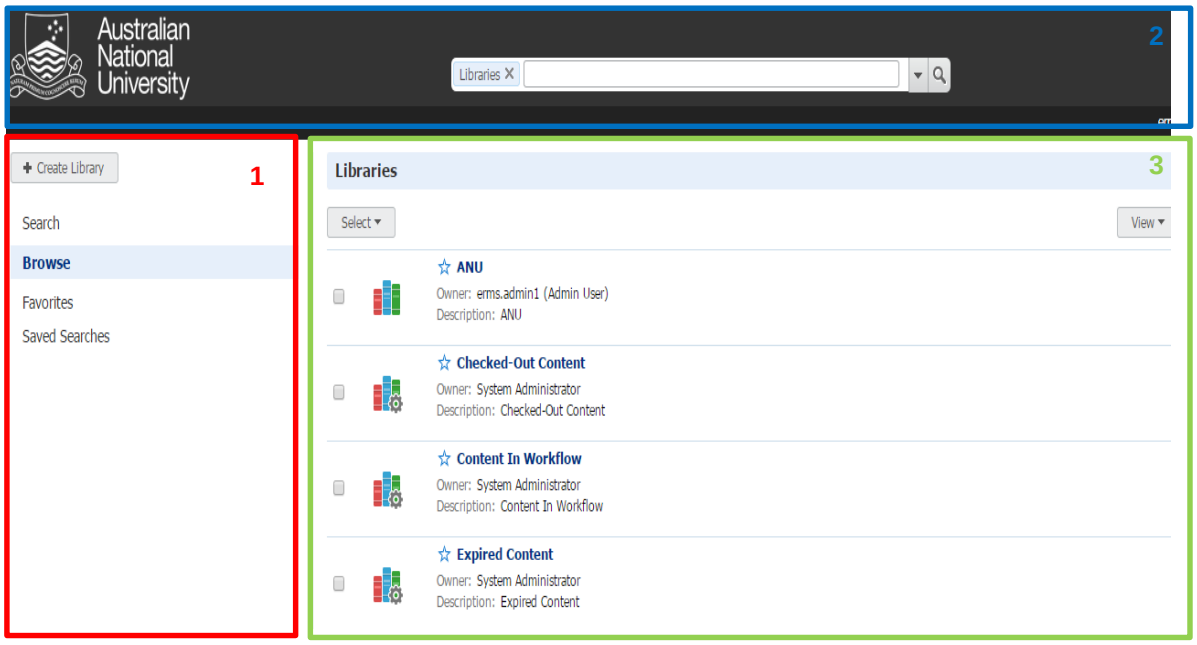
Folders created from this level onwards (i.e. folders and subfolders) are **contribution** folders by default. This simply means that staff can begin contributing records to these folders.

Contact your ERMS Power User if you require additional folders to be set up.

5. Browsing for Records

5.1 Overview of the Browse Page

Whenever **Browse** is selected in the side bar, the following screen is displayed.



The main sections of the search page include:

1. **AREA 1** : This is the ERMS **Side Bar** which includes:
    - **Create Library**: Enables administrators to set up new libraries (record repositories).
    - **Search**: Enables searching for records in ERMS.
    - **Browse:** Enables browsing to ERMS libraries and folders to find contributed records.
    - **Favorites**: Displays folders and records that have been selected as your favourites.
    - **Saved Searches**: Lists any search queries that have been saved to be recalled quickly as required.
2. **AREA 2** : This is the screen banner area which includes the primary **Search Box**.
3. **AREA 3** : This is the **Results List** which lists results (either lists of libraries, folders or records).

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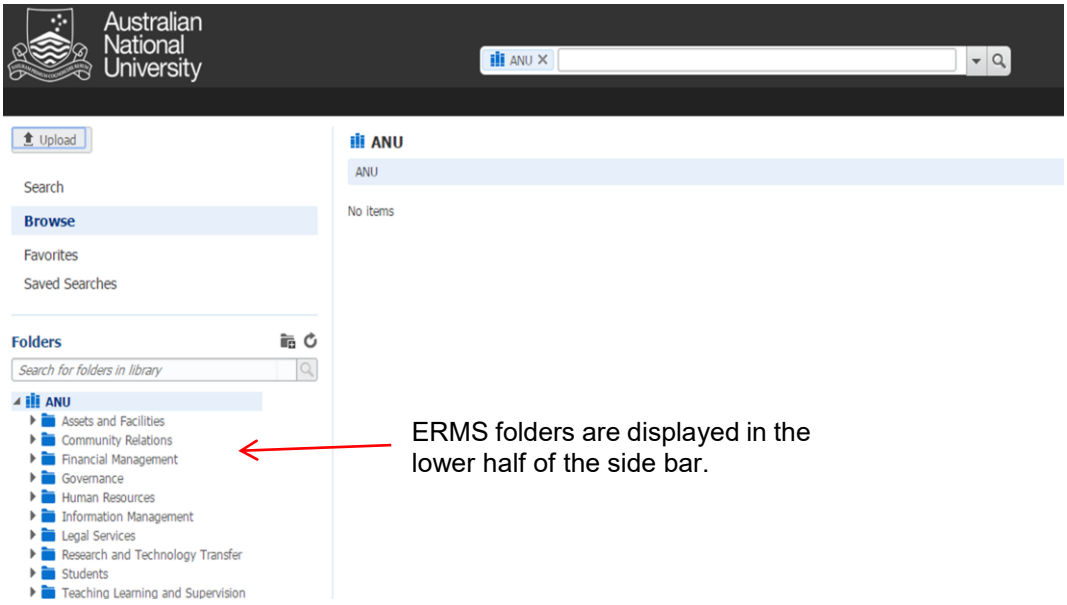
5.2 Browsing Folders

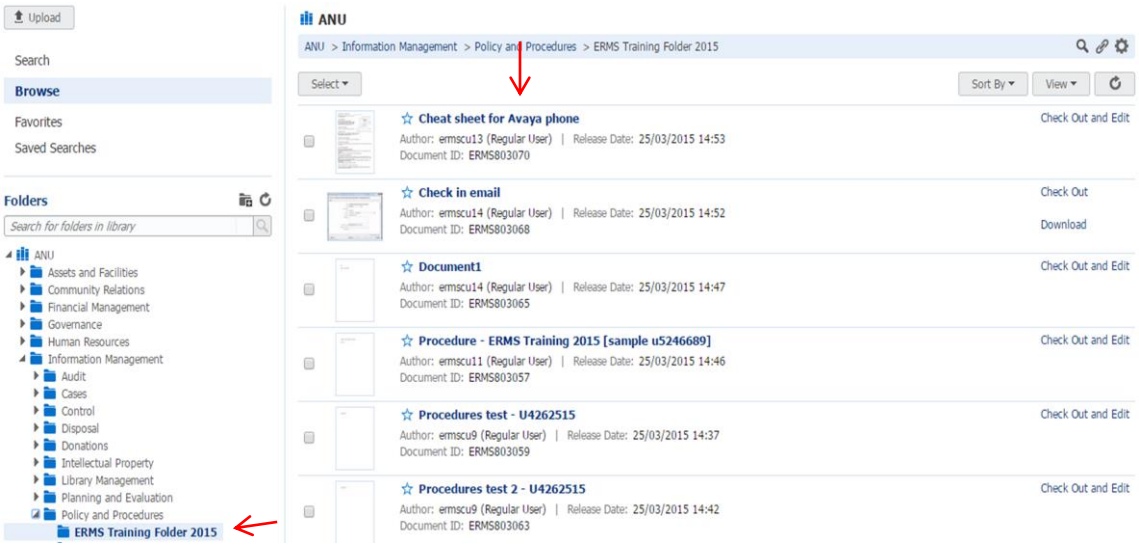
The initial **Browse** page displays all libraries to which you have access (within the Results List). ERMS Folders and subfolders reside within the ANU Library.

To browse folders:

4. Select the **ANU** library. The following screen will appear:



5. Click on either the folder names or the arrow to the left of the folder to expand the folder structure. Navigating down to and selecting a contribution folder will display the contained records in the results list, as shown below.



Filters are applied automatically in the search box as you browse. Therefore, conducting a search in the search box will be limited to records within the folders you are browsing.

Refer to Section 2: ERMS in Windows Explorer, for further information on using the folder search bar to search specifically for folders.

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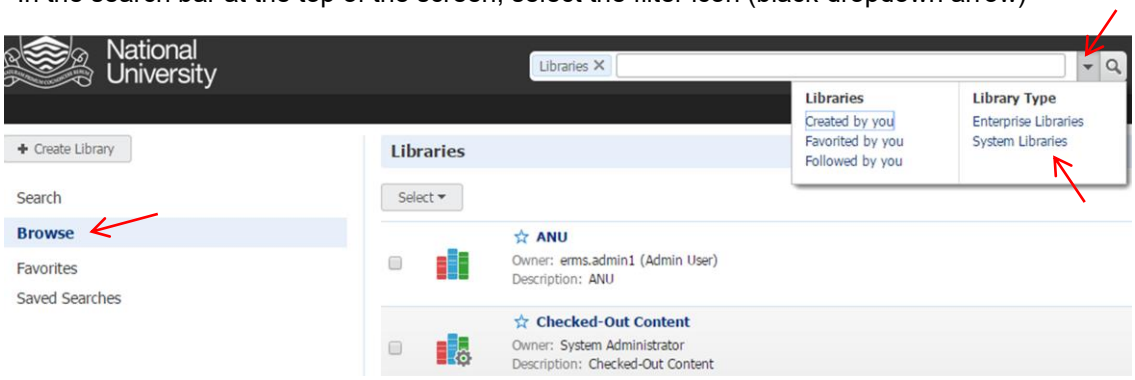
5.3 Browsing to Records in a Process State

ERMS includes a number of system libraries that enable users to quickly find records that are in a particular process state, these libraries include:

- **Checked-Out Content:** Records that have been locked for editing
- **Expired Content:** Records that are no longer actively managed by ERMS. Expired content can be filtered to also display records set to expire within a specified date rate.
- **Work In Progress:** Records that are in a conversion or indexing process and not yet ready for release
- **Content in Workflow:** Records that in a current workflow process.

To search for records in a particular process state:

1. Select **Browse** from the side bar
2. In the search bar at the top of the screen, select the filter icon (black dropdown arrow)



3. Select **System Libraries** to display the available system libraries in the results area
4. Select the required system library to view its contents.

> *By default, the results list within the **Checked-Out Content** and **Work In Progress** libraries is filtered to include only records checked out or authored by you. To expand the results to include other records to which you have access, clear the filters by selecting the **X** next to the filter tag in the search bar.*
>
> *The **Expired Content** libraries lists all expired content by default.*

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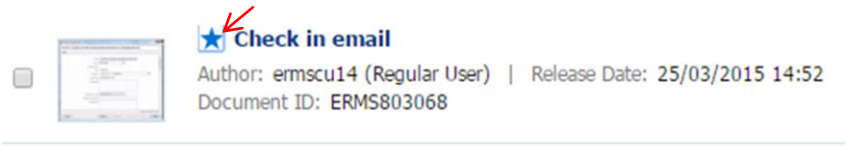
6. Favorites

Folders and records that are frequently accessed can be saved as favourites to avoid having to search for or navigate to items each time.

6.1 Setting Favorites

To mark a record as a favorite:

1. Search for the record.
2. Select the **Favorite** icon (star) next to the item in the results list.

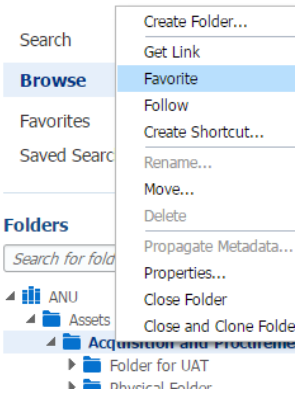


*To remove the item as a favorite, simply click on the **star** icon again to deselect it.*

Marking a shortcut as a favorite also sets the target library, folder or document as a favorite. Similarly, unmarking either the shortcut or target item clears both the shortcut and the target item.

To mark a folder as a favorite:

1. Navigate to the folder you want to mark as a favorite
2. Right click the folder and select **Favorite**.



To remove the folder as a favorite, simply repeat steps 1 and 2 above.

6.2 Accessing Favorites

To view folders or records marked as your favourites, simply select **Favorites** in the ERMS side bar.

The results list will display the most recent items marked as favorite at the top of the list.

The search box will display the **Favorites** filter. Enter required text within the search box to search for records within the favorites area.

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7. Contribution

Records can be contributed to ERMS via two different interfaces:

1. **Web Interface**
   - The ERMS Web Interface provides a rich web browser based user interface as an intuitive means to contribute, manage and view records.
   - The Web Interface supports most contemporary versions of web browsers enabling access to ERMS from devices that are unable to leverage the Desktop Integration Suite (DIS) (e.g. Macintosh and Linux users).
2. **Desktop Integration Suite (DIS)** for Windows
   - The Desktop Integration Suite allows ERMS users to contribute records directly from the Microsoft Windows desktop using Windows Explorer and/or Microsoft Office Suite.
   - The Desktop Integration suite is installed by your Local IT Support Service (LITSS).

It is important that when records are contributed to ERMS, record names provide sufficient and appropriate detail to describe their contents. Record names should be short but meaningful, avoiding vague and ambigous terms.

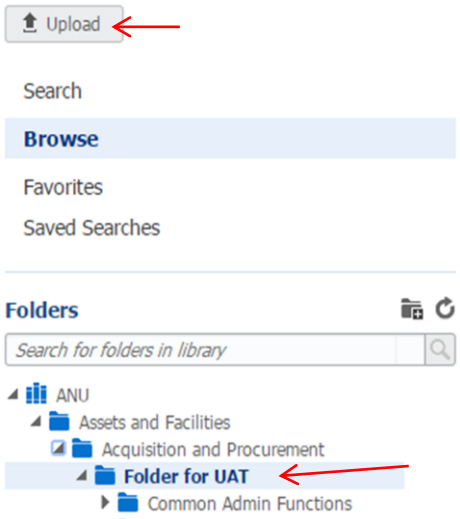
*For further guidance, refer to the **ANU ERMS Naming Convention**.*

7.1 Web Interface Contribution

To contribute records via the Web Interface:

1. Select **Browse** from the ERMS side bar
2. Select the **ANU** library
3. Browse to and select the folder you wish to contribute the record to

*Selecting the contribution folder will activate the **Upload** button. If the Upload button is 'greyed out', this indicates that you have selected a navigation only folder (i.e. records cannot be contributed to that particular folder).*



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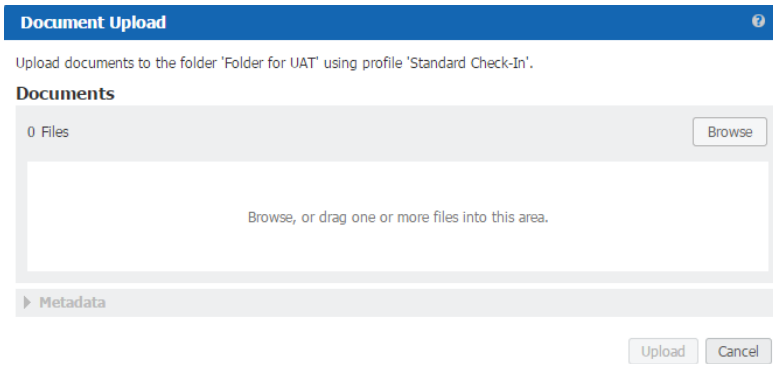
4. Select the **Upload** button to display the following screen:

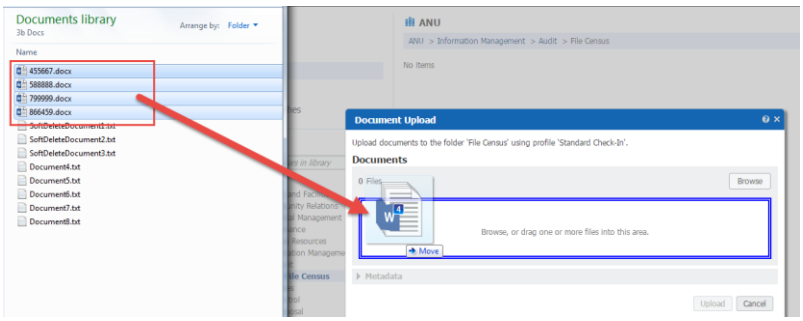


5. Select the **Browse** button to open Windows Explorer

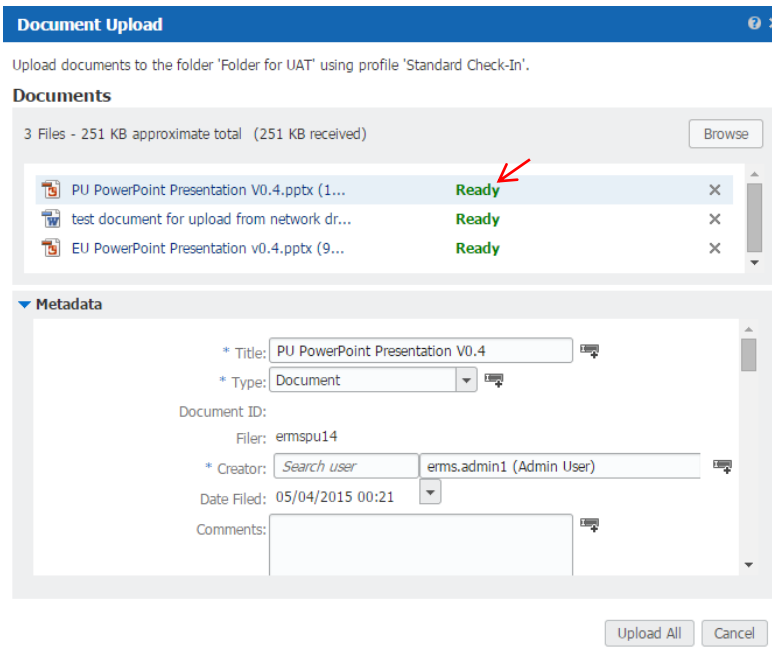
6. Browse for and select the record or records you wish to upload

7. Select **Open** (bottom right hand corner of the Windows Explorer screen).

*As an alternative to selecting the **Browse** button (step 5 above), records can be dragged and dropped from a desktop onto the Document Upload screen. To do this, open up Windows Explorer and adjust the screen (restore down) so that Windows Explorer and the ERMS Document Upload screen are both viewable. Select the record or records you wish to upload (from Windows Explorer) and drag and drop them onto the ERMS upload area.*



The following screen will appear:



*Wait and check to ensure all documents are **Ready** to upload.*

8. Review and edit the metadata for each record, specifically ensuring that the:
   - record **title** is clear and meaningful; and
   - **date created** is entered (scroll down through the list of metadata) to reflect the date that the record was created.

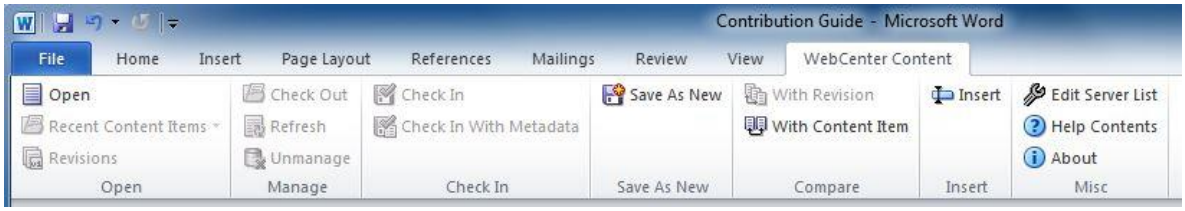
9. Select **Upload / Upload All**

> *Once records have been contributed, they will be displayed within the destination folder. However, it may be necessary to refresh the screen to view recently contributed records.*

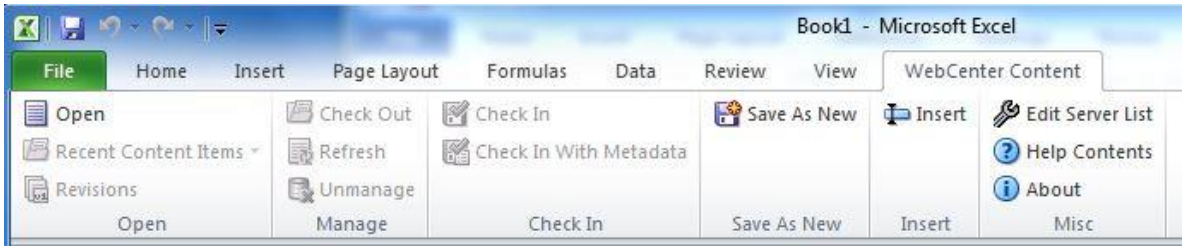
7.2 Desktop Integration Suite (DIS) Contribution

Once the Desktop Integration Suite (DIS) has been installed, a **WebCenter Content** tab and associated ribbon will be visible on Microsoft Office applications (as displayed below).

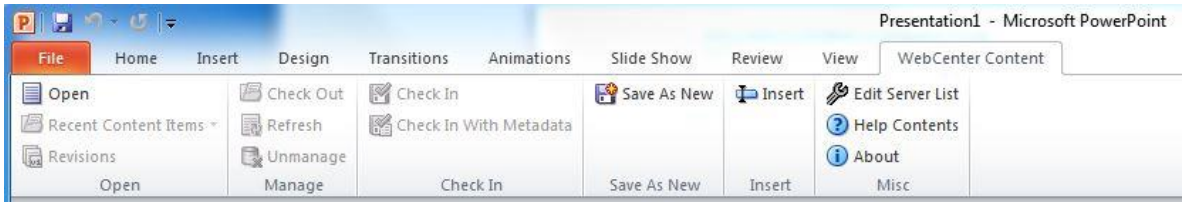
Word:



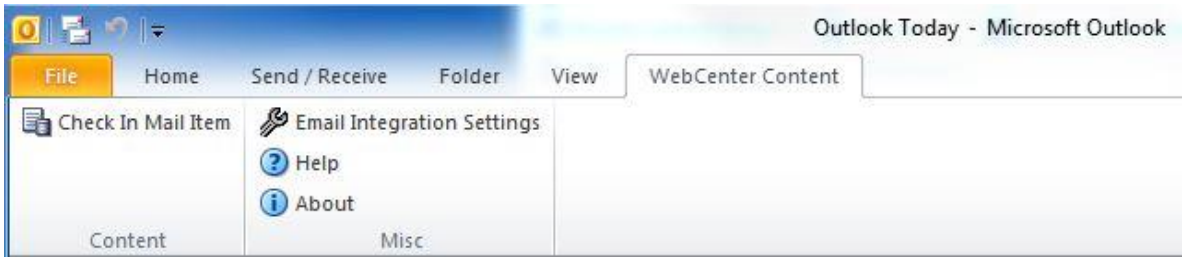
Excel:



Power Point:



Outlook:



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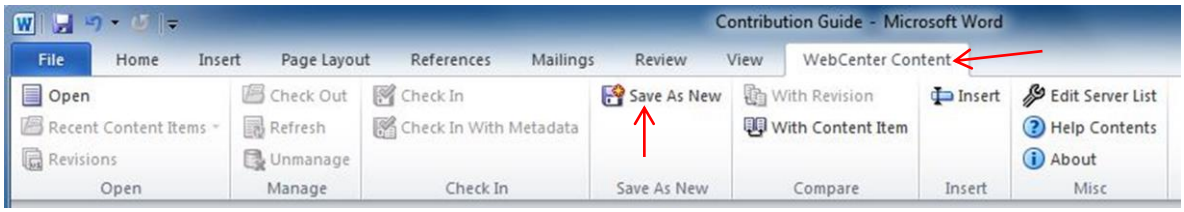
7.2.1 Contribution via MS Word, Excel and PowerPoint

To contribute records directly from either from Microsoft Word, Excel or PowerPoint into ERMS:

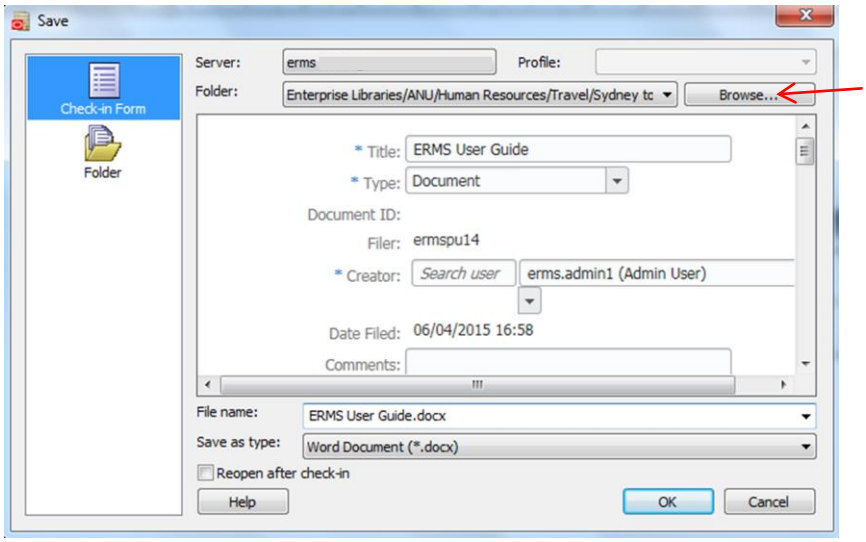
1. Create a new document (or open an existing document from the network drive)
2. Once ready to save the document, select the **WebCenter Content** tab



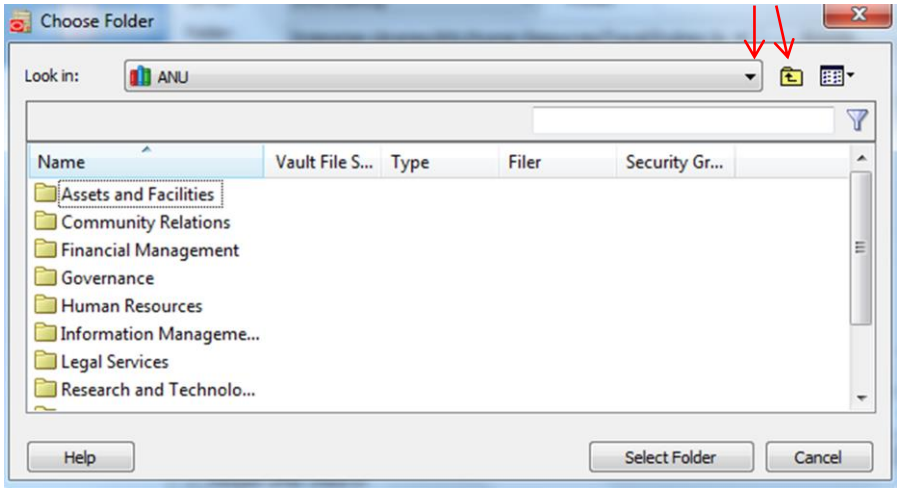
3. Select **Save As New** from the ribbon

   Note: at this stage, you may be prompted to log into ERMS. Where necessary, enter your University ID and ERMS password.

   The ERMS **Save** screen will be displayed as follows:



4. Select **Browse** to display the following screen:

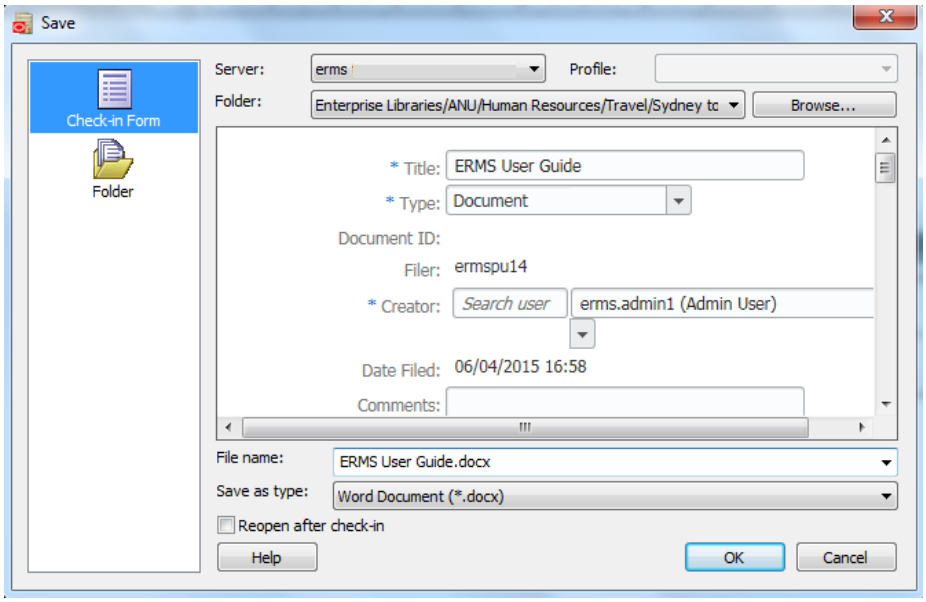


5. Navigate through ERMS folders to locate the contribution folder that the record will reside within.

*All records must be contributed to an appropriate ERMS folder. If **Browse** is not selected, the record will reside within the last folder you used to contribute a record.*

*The **Choose Folder** screen will display the last folder you used to contribute a record. Accordingly, it may be necessary to browse up or down through ERMS folder structures.*

6. Click on **Select Folder** to select the contribution folder and return to the **Save** screen



7. Review and update the metadata within the **Check-in Form**, specifically ensuring that the:
   - record **title** is clear and meaningful;
   - record **file name** is as per the **title**; and
   - **date created** is entered (scroll down through the list of metadata) to reflect the date that the record was created.

8. Select **OK.**

   The following screen will appear to confirm the records has been contributed.

7.2.2 Contribution via Microsoft Outlook

Emails can be contributed to ERMS via:

- the WebCenter Content tab in MS Outlook; or
- Dragging and dropping from MS Outlook into ERMS.

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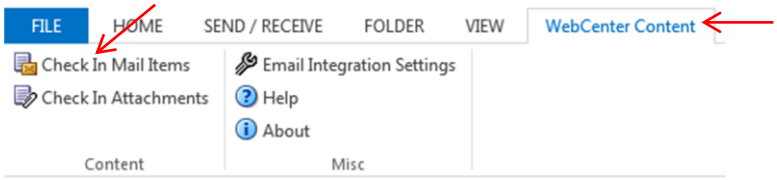
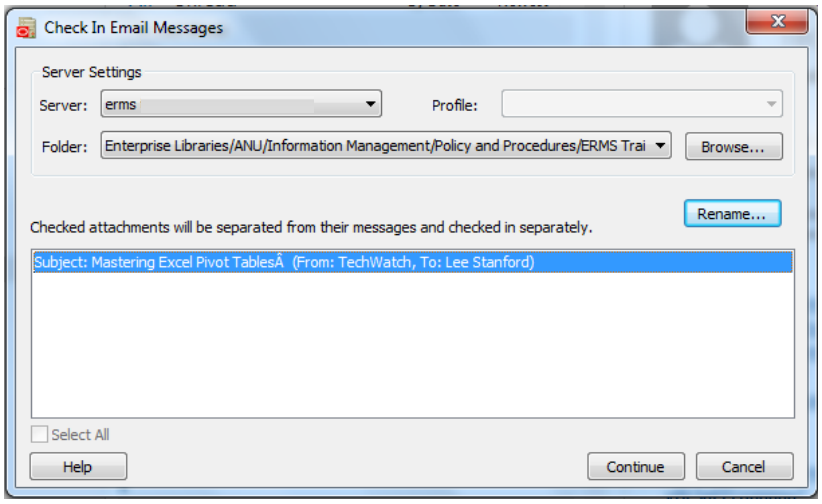
7.2.2.1 Via WebCenter Content Tab

To contribute an email to ERMS:

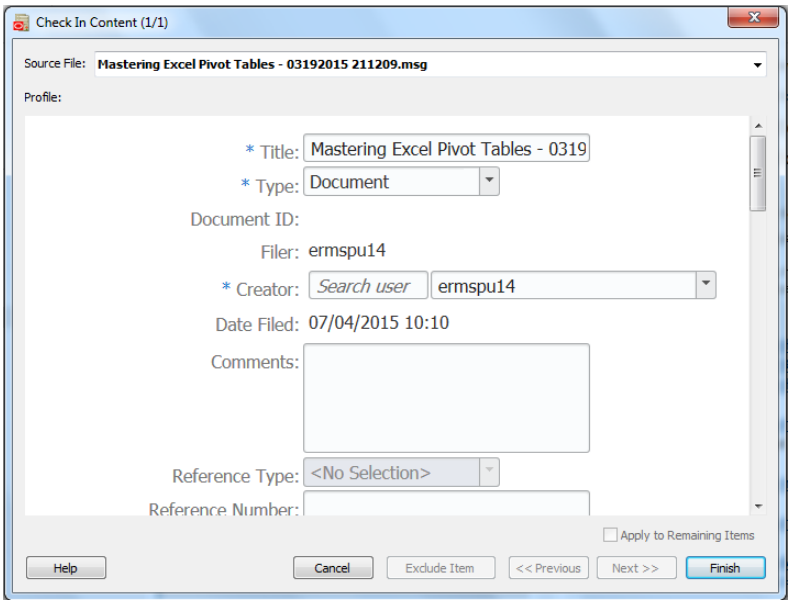
1. Within Microsoft Outlook, select the email to be contributed to ERMS
2. Select the **WebCenter Content** tab followed by the **Check In Mail Items** within the ribbon



The following screen will be displayed



3. Select **Continue** to display the following screen



4. Review and update the metadata within the Check-in Form, specifically ensuring that the:
   - record **title** is clear and meaningful;

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- record **type** is changed to **Email**; and
- **date created** is entered (scroll down through the list of metadata) to reflect the date that the record was created

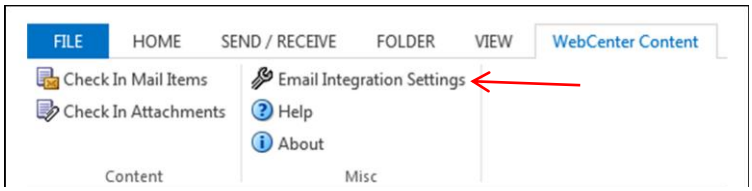
5. Select **Finish.**

7.2.2.2 Dragging and Dropping

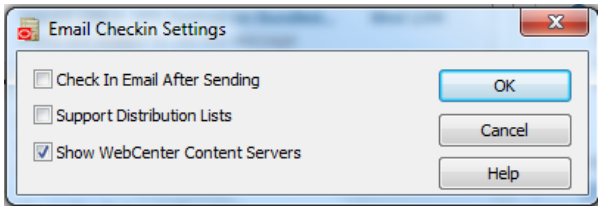
In order to drag and drop emails into ERMS, it is necessary to enable the **Show WebCenter Content Servers** within the **Email Integration Settings.**

To do this:

1. Select **Email Integration Settings** from the **WebCenter Content** tab



The following screen will be displayed:



2. Select **Show WebCenter Content Servers**
3. Select **OK.**

   You will now be prompted to close MS Outlook.

4. Re-open MS Outlook. The WebCenter Content Servers will appear in the left hand pane as shown below :

5. Browse to the folder you wish to contribute the email into

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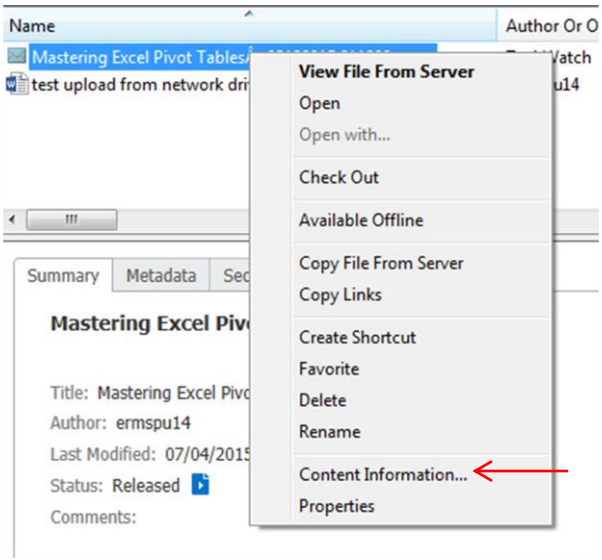
6. Drag and drop the email into the ERMS folder.

> *This method of contributing email will not prompt the user to update the record metadata (e.g. change the 'type' of record to 'Email'; update the title of the email in line with ANU naming conventions; or add the date that the email was created. Accordingly, ensure that steps 7-11 below are completed.*

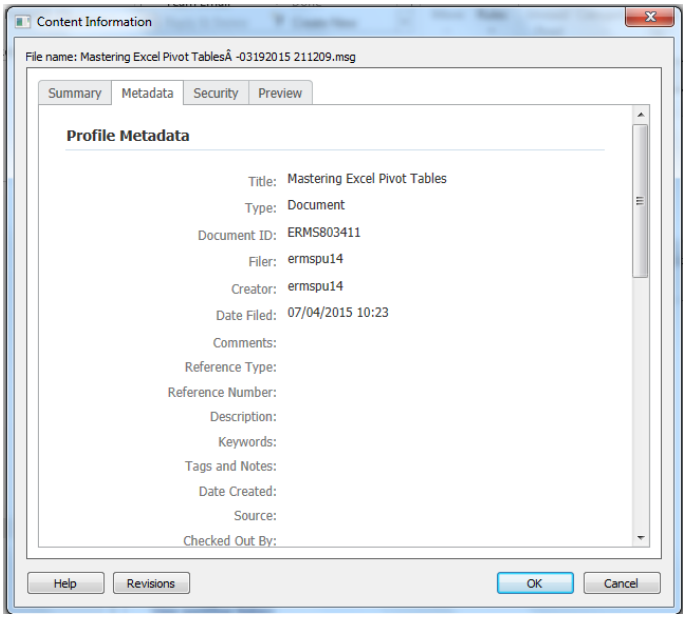
> *If an email is dragged and dropped into an ERMS folder the email will be removed from MS Outlook. To keep a copy of the email in your inbox, hold CTRL when dragging an items in, or contribute the email via the WebCenter Content tab in MS Outlook.*

To update ERMS with email metadata:

7. Right click the email (now within the ERMS folder list in the left hand side pane in MS Outlook) and select **Content Information**



The following **Content Information** screen will be displayed:



8. Select the **Metadata** tab
9. Scroll down to the bottom of the screen and select **Edit**
10. Review and update the metadata, specifically ensuring that the:
    - record **Title** is clear and meaningful;
    - record **Type** is changed to **Email**; and
    - **date created** is entered (scroll down through the list of metadata) to reflect the date that the record was created.
11. Select **Finish.**

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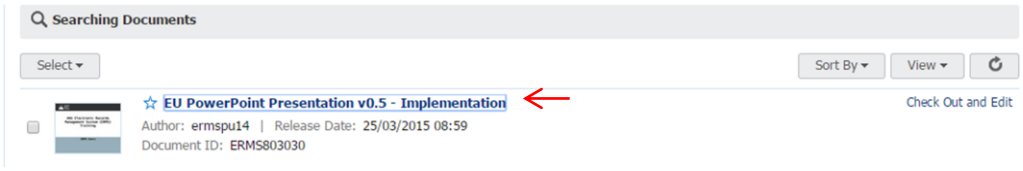
8. Managing Records

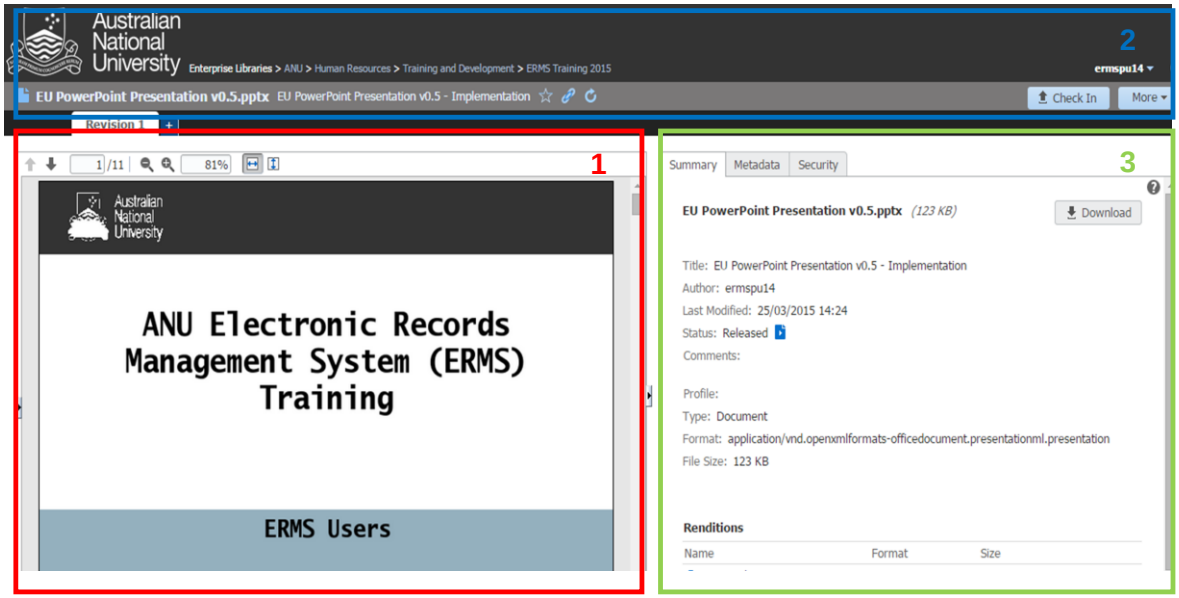
8.1 Overview

8.1.1 Document Page

To view a record displayed in an ERMS results list, simply click on the record name (bold text).



This will launch a separate **Document Page** in ERMS, as follows:



The main sections of the **Document Page** include:

1. **AREA 1** : Provides a preview of the record.
    - Select the up and down arrows (Next Page and Previous Page) to move through pages of the record.
    - Select the magnifying glasses to zoom in and out.
    - Select the page icons to adjust the screen to fit to height or width
    - The number of revisions of the record are displayed directly above the icons.
2. **AREA 2** : Displays the ERMS banner and includes:
    - The name of the record with icons enabling users to:
        - Mark the record as a favorite
        - Get a link to view or download the record
        - Refresh the screen
    - User login name

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- **Check In** option to contribute a new revision of the record
- **More** menu, which provides a list of available record management options.

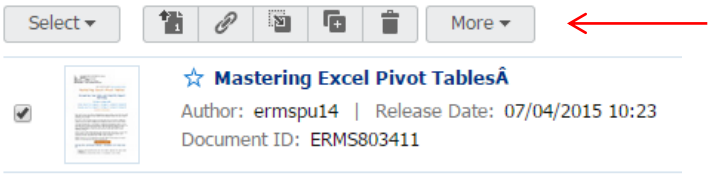
3. AREA 3 : Displays a summary of the record, including the following tabs:
   - **Summary:** Provides key summary metadata for the record as well as options to view the record in various formats (Renditions). There is also an option to download the record (as displayed below.
   - **Metadata:** Provides a comprehensive list of all metadata associated with the record.
   - **Security:** Identifies any specific security access controls that have been applied to the record.

To close the document page, simply close the tab in the browser.

8.1.2 Results Toolbar

Within the ERMS results list, records can be selected (tagged) as follows:

Once a record has been selected, an additional **Results Toolbar** will appear at the top of the results list:



Hovering your mouse over each icon will provide text to indicate its functionality.

A brief description of all functionality available within the **Results Toolbar** is listed within the table below.

> *All functionality available within the **Results Toolbar** is also available within the **Document Page**.*
> *If multiple records are selected, the **Results Toolbar** will display limited icons.*

Icon	Name	Description
	Check in New Revision	Enables a new review of a record to be uploaded to the selected record.
	Get Link	Displays links to view the record properties page and to the native file of the latest released revision or the specific revision in the result list.
	Move	Enables users to move the selected records to another area within the ERMS folder structure.
	Copy	Enables users to create a copy of the selected record.
	Delete	Deletes the selected records. *Note: This is only a 'soft' deleted whereby the record is flagged for*

		deletion. ERMS Administrators will review the record to confirm it can be deleted. Only Administrators can see soft deleted records.

Menu	Option	Description
Select		
	All	Selects (tags) all records listed in the results list.
	None	Deselects (untags) any records previously selected in the results list.
More		This menu is not available if multiple items are selected.
	Check Out	Checks Out (locks) the record to the user.
	Check Out and Edit	Checks out the selected record and opens the native file for editing.
	Download	Downloads the selected record. Downloading the record creates a copy of the record.
	View Web Rendition	Displays the web rendition of the selected record.
	View Dynamic Conversion	Displays the HTML conversion of the selected record.
	Follow	Enables users to track the selected record (to follow it).
	Create a Shortcut	Enables a shortcut to be created to the selected record.
	Rename	Prompts you to rename the record.
	File/Unfile Document	Allows records to be filed or unfiled within ERMS folders. *Note: All records should reside within a folder. Accordingly, it is strongly recommended that this option is not used.*
	Upload Similar document	Enables similar records to be uploaded. Selecting this option prepopulates the metadata values of the Document Upload form with those of the selected record.
	Properties	Opens the Document Properties page to enable users to modify the properties (metadata) of the selected record.

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8.2 Editing Records

When records are edited in ERMS, they are **Checked Out** and **Edited.** ERMS **Check Out** locks the record so that it can be edited by you (to avoid multiple users editing the record at the same time).

Records can be edited in a number of ways, including:

1. checking out and editing records directly from ERMS;
2. opening records via their native application (MS Office applications) and editing; or
3. checking out and downloading records from ERMS, editing the record and uploading as a new revision.

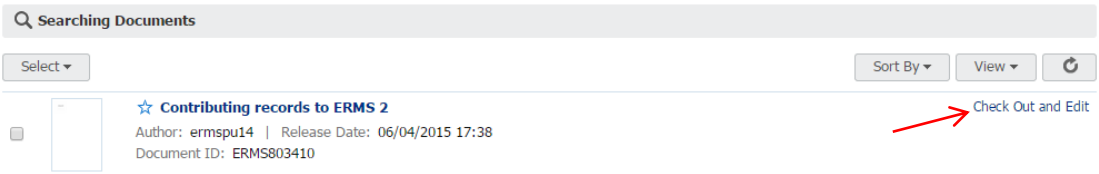
> *Mac and Linux users will only be able to edit records via the check out and download method (option 3 above).*

> *A user's ability to edit any given record will be dependent on access control restrictions that might have been applied (if any).*

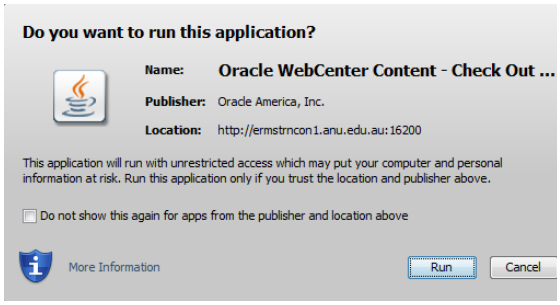
8.2.1 Check Out and Edit via ERMS

To check out and edit a record from ERMS:

1. Search for and find the record you wish to edit
2. Select **Check Out and Edit**



3. If a message appears asking if you want to run this application (as per the screen below), select **Run**



4. If prompted to enter your login details, enter your Uni ID and ERMS password

The record will open in its native application.

5. Edit the record
6. Select **File – Save**, or the **Save** icon (as per usual saving of documents in MS Office Applications).

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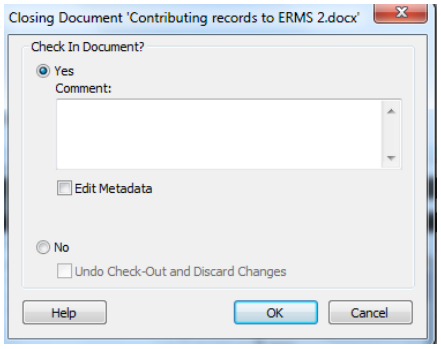
7. Close the record.

   This will prompt ERMS to **Check In** the record, displaying the following screen:

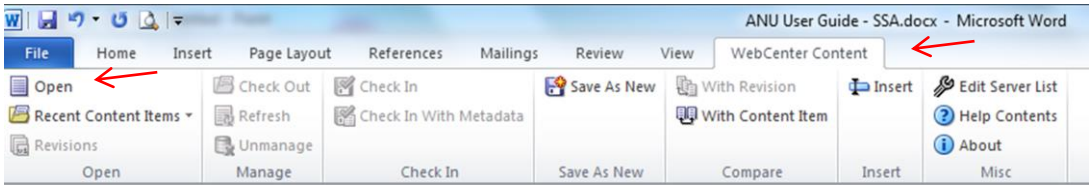


8. Select **OK**.

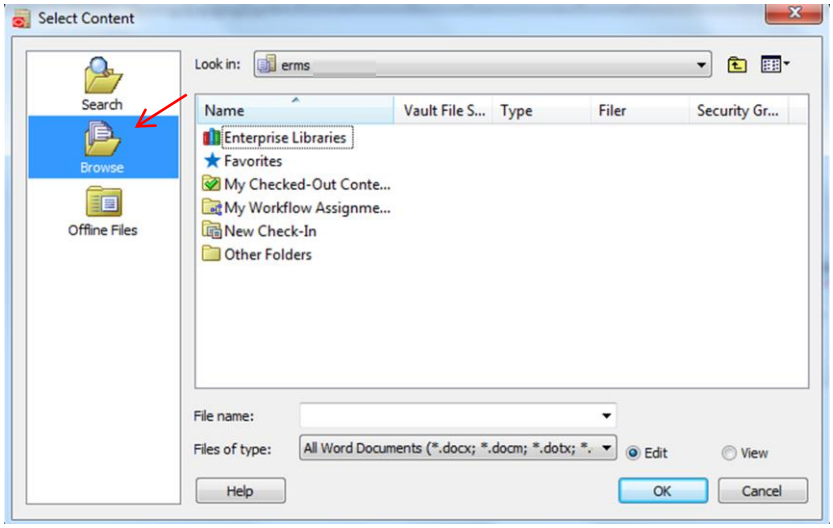
8.2.2 Check Out and Edit via MS Word, Excel and PowerPoint

To check out and edit a record via MS Word, Excel or PowerPoint:

1. Launch the MS application (e.g. MS Word for this scenario)
2. Select the **WebCenter Content** tab to display the following ribbon:



3. Select **Open** to display the following **Select Content** screen:



4. Select **Browse** within the left hand pane of the screen
5. Navigate through the ERMS folder structure to locate the record you wish to edit

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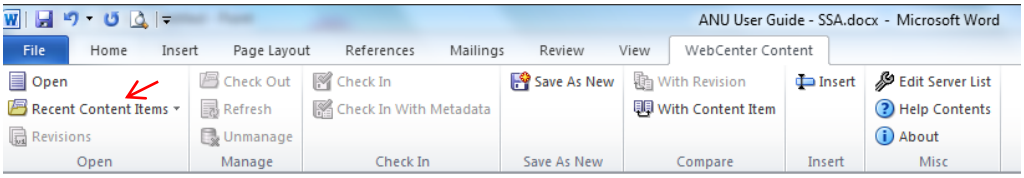
*If you are editing a record that you have accessed recently, simply select **Recent Content Items** from the **WebCenter Content** ribbon to display a list of recent records.*

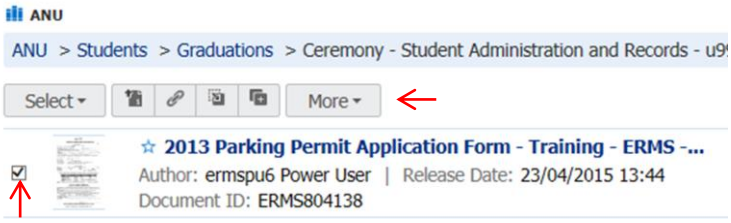


6. Once found, select the record and click **OK** to open it
7. Edit the record
8. Select **File – Save**, or the **Save** icon (as per usual saving of documents in MS Office Applications)
9. Close the record. This will prompt ERMS to confirm the record **Check In** process.
10. Select **OK**.

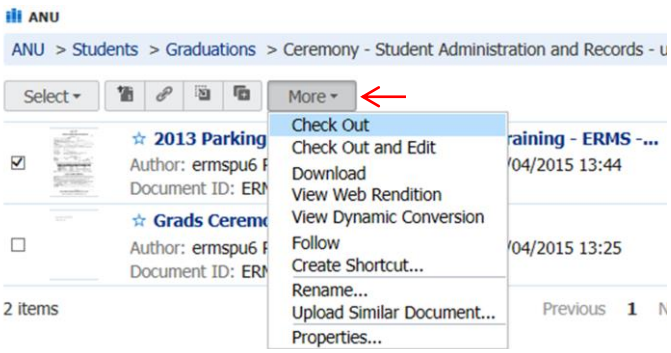
8.2.3 Check Out, Download and Edit via ERMS

This method of editing records is the only method available to Mac and Linux users. However, it is also useful for staff wishing to lock, download and edit records offsite, where access to ERMS is not available. To edit records via check out and download:

1. Search for and find the record you wish to edit
2. Tag the record to display the **Results Toolbar** (as displayed below)



3. Select the **Checkout** within the **More** menu to lock the record (to ensure the document is not edited whilst you are working on it)



4. Go back to the **More** menu and select **Download** to download the record.
5. Save the record locally and edit as required.

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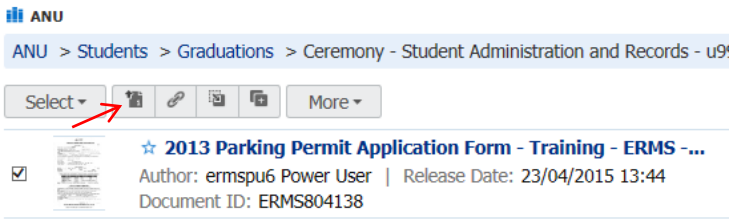
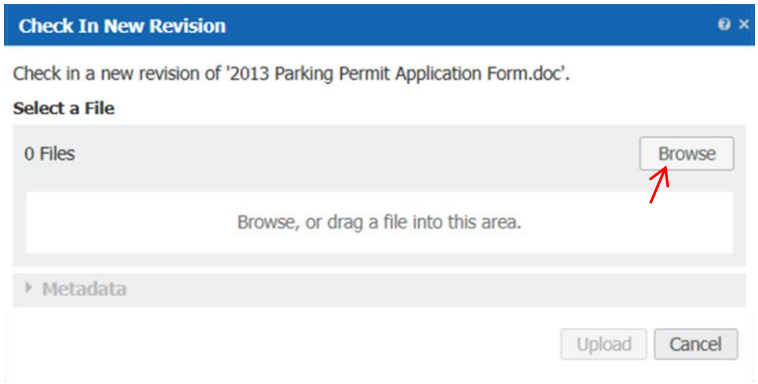
To update ERMS with the latest revision:

6. Search for and find the record in ERMS

7. Tag the record to display the **Results Toolbar**

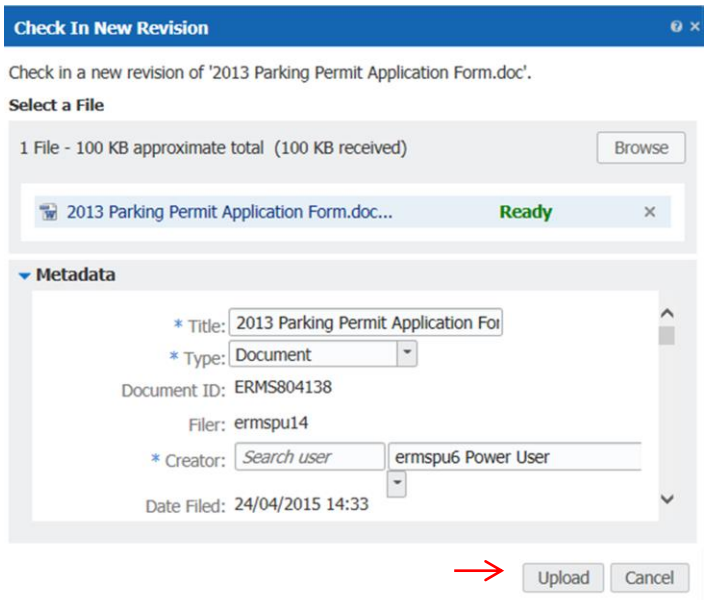


8. Click on the **Check In New Revision** tab to display the following screen:



9. Select **Browse** to browse to the latest revision of the document saved locally.

10. Once you have selected your document, select **Open** to commence the ERMS Check In process:



*Wait and check to ensure the record is **Ready** to upload.*

10. Review and edit the metadata for the record (where necessary)

11. Select **Upload**

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8.2.4 Updating Record Metadata

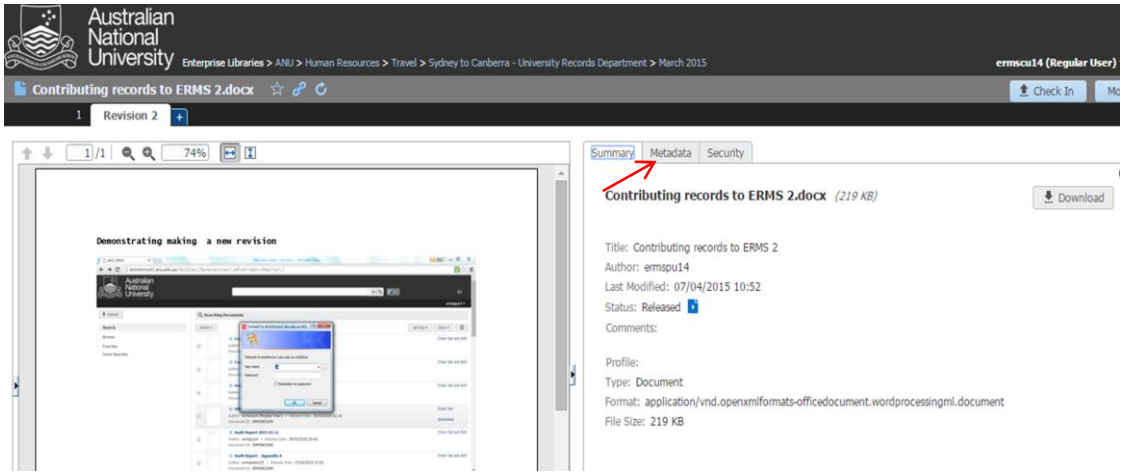
Within ERMS, users will be able to update certain record properties (metadata), including:

- renaming a record (new record title);
- changing the 'type' of record (e.g. document, email, image, video etc.)
- updating the creator details (i.e. the author or person or updated the record)
- adding or amending comments to the record (i.e. additional notes about the record)
- adding of revising the date the record was created
- adding additional reference numbers or other details.

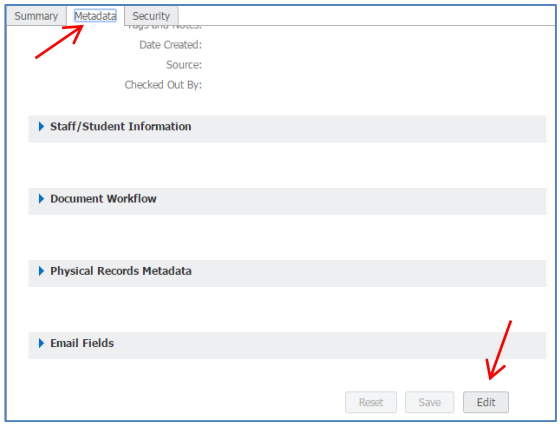
> ⚠ *A user's ability to update the metadata of a record will be dependent on any access control restrictions that might have been applied to that record (if any).*

To update a record's metadata:

1. Search for and find the record you wish to update
2. Click on the record to open the **Document Page**



3. Select the **Metadata** tab
4. Within the **Metadata** tab, scroll down to the bottom of the screen and select **Edit**, as displayed below (this will enable the record metadata to be amended):



5. Update the record metadata and select **Save** to save changes.

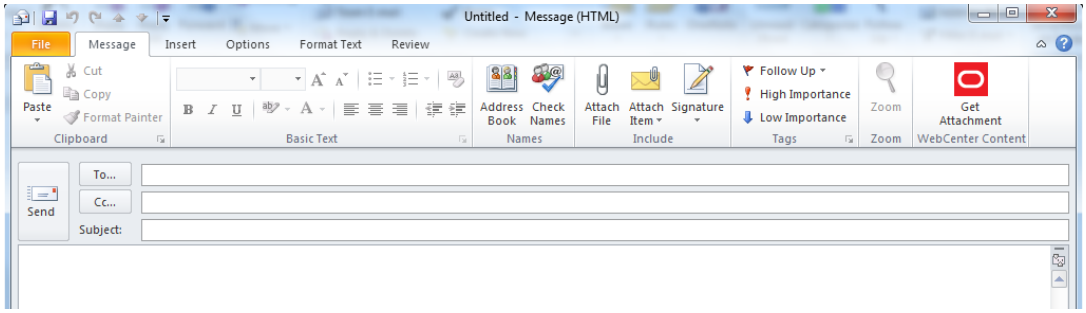
8.3 Emailing Links to ERMS Records

Users will have the ability to send links (via email) to records within ERMS. This is useful functionality as a hyperlink is sent, rather than a copy of the record, thus avoiding multiple copies of records being distributed and saved.

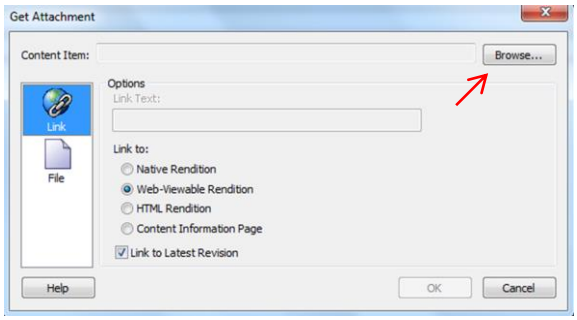
See also Section 8.8: Getting Links for alternative means to obtain links to ERMS records.

To email a link to a records in ERMS:

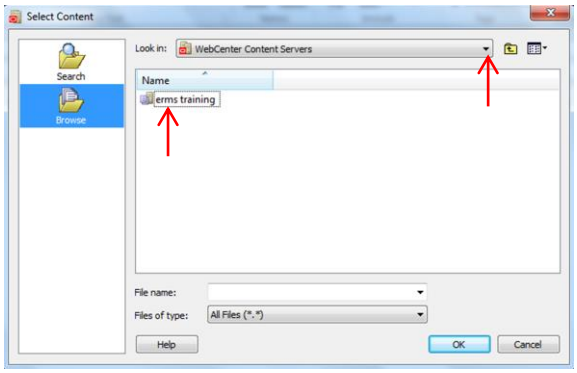
1. Open Microsoft Outlook
2. Select **New E-mail** to open the new email message screen (as displayed below):



3. Within the message toolbar, select the **Get Attachment** icon to display the following screen:



4. Select **Browse** to display the following screen:



> *Select the **Search** folder to search for the record (where preferred over browsing)*

5. Browse to the record you wish to send a link to (navigating through **erms– Enterprise Libraries – ANU**, then the ERMS folder structure)
6. Click **OK** to select the record
7. Ensure that the **Web-Viewable Rendition** is selected

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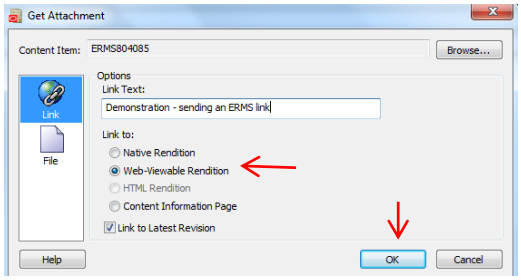
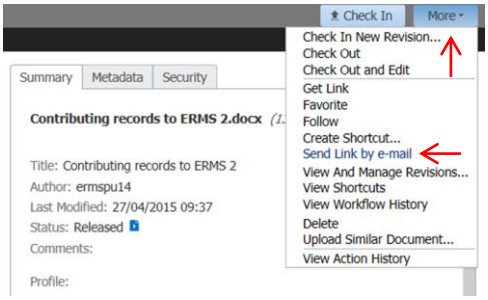


8. Select **OK** to insert the record link into the email message.

An email link can also be sent directly via the ERMS Web Browser by:

1. finding the record in ERMS;
2. opening the Document Page
3. selecting **Send Link by e-mail** from the **More** tab.

***Note:** This functionality will not be available to Mac and Linux users.*



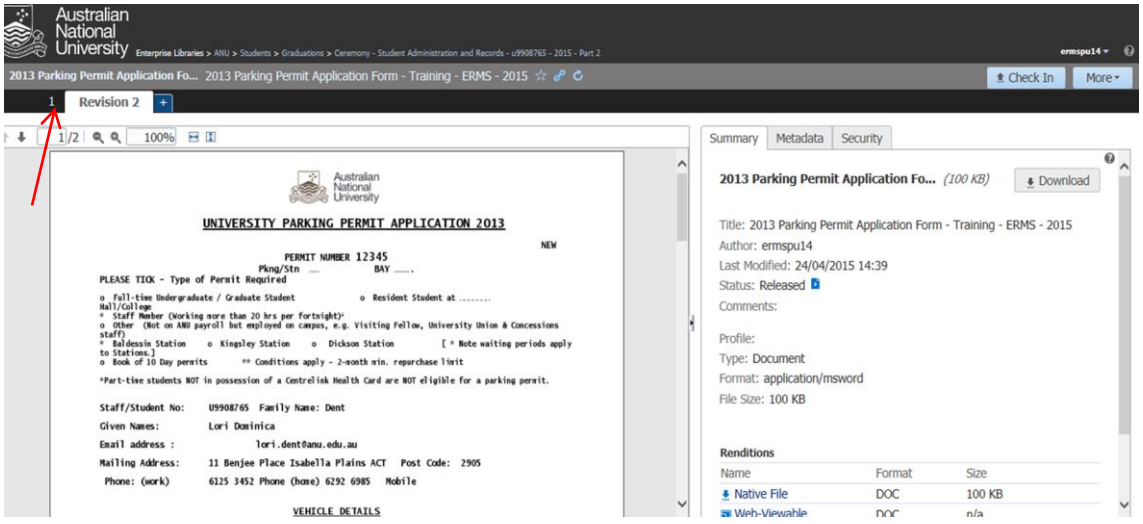
8.4 Record Revisions

Whenever records are edited in ERMS a new revision is created automatically. Revision functionality ensures that staff view only the most recent version of a document in ERMS (to avoid the wrong version being referenced), although a history of older revisions of the same document are still accessible as evidence of how the record was developed over time.

8.4.1 Viewing Revisions

To view revisions of a record in ERMS:

1. Search for and find the record you wish to view
2. Click on the record title to launch the ERMS Document Page



3. Select the relevant **Revision** tab to view older versions of the record.

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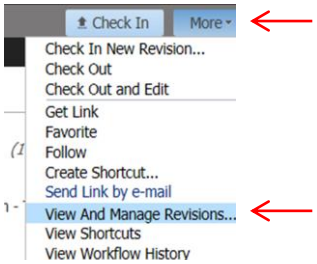
8.4.2 Restoring Revisions

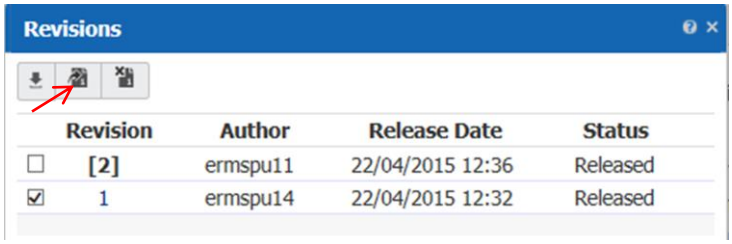
ERMS enables users to restore an older version of a record to be the most recent version in ERMS. This is useful where changes have been made to a record, but the user wishes to revert back to the original version.

To restore an older version of a record:

1. Search for and find the required record
2. Click on the record title to launch the ERMS Document Page (as displayed above)
3. From the **More** menu in the top right hand corner of the ERMS screen, select **View and Manage Revisions**



The following screen will be displayed:



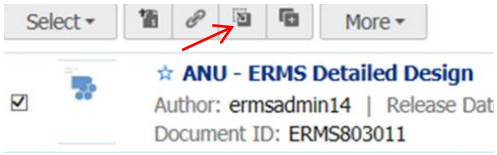
4. Place a tick in the box next to the revision you wish to restore
5. Click on the **Restore Revisions** tab to restore the older version.

8.5 Moving Records

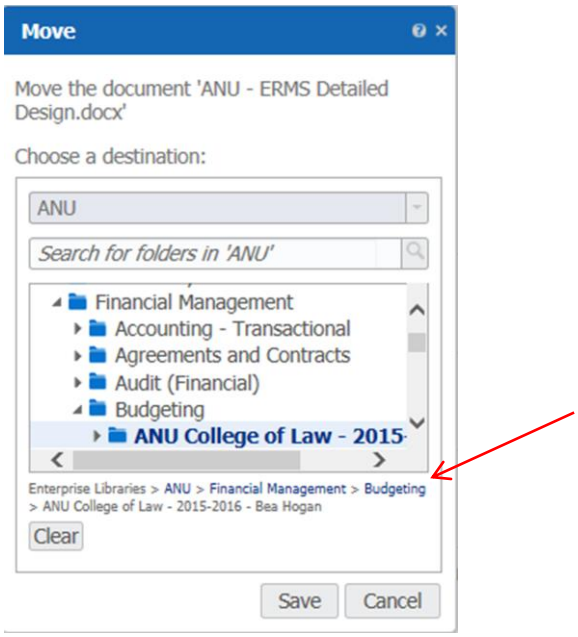
Similarly to how document can be moved between folders on the network drive, records in ERMS can be moved from one folder to another. This functionality might typically be required if records have been placed within the wrong folder.

To move a record:

1. Search for and find the required record
2. Tag the record to display the **Results Toolbar**
3. Click on the **Move** icon



The following screen will be displayed:



Once selected, the destination folder will be displayed in the lower half of the screen (for confirmation).

4. Navigate through the ERMS folder structure and select the folder you wish to move the record into.
5. Select **Save** to move the record.

8.6 Securing Records

Records created within ERMS will be open access unless otherwise secured, i.e. security is typically applied as the exception rather than the rule. ERMS has been implemented this way in order to promote transparency and sharing of information across the University.

Where records do need to be secured, in the majority of cases, security is applied to the ERMS folder rather than individual records. This is primarily to reduce the administrative burden associated with managing security for all individual records (micro-level).

- *'Student File' and 'Staff File' folders are secured by default when they are set up in ERMS. Only staff working directly with student and staff folders will be provided access.*
- *Security groups for Staff and Student files are controlled via a direct feed from the HRMS (Human Resource Management System) and SAS (Student Administration System) respectively. All other security groups are set up and membership managed by ERMS Administrators.*
- *Contact your local ERMS Power User if your work area requires a new group to be set up in ERMS.*

When records are placed within an ERMS folder, by default they inherit the folder security. However, if there is a specific need to apply a higher level of security to the record (beyond the security provided by the folder) users will be able to apply additional security where they have access rights to do so, i.e. as a Power User.

Avoid applying excessive security to records in ERMS as this will result in additional maintenance (i.e. security updates) for records at the individual document level. Remember that if another user modifies your record then a new revision is created automatically (so the original is never overwritten) and only Administrators have access to

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delete records completely from ERMS (hard delete).

Security options include:

R	*Read*:	User/group can open and view the record
W	*Write*:	User/group can open, view and edit the record
D	*Delete*:	User/group can open, view, edit and delete (soft) the record
A	*Access Control*:	User/group can modify records access controls to the record
✕	*Remove*:	Removes the selected user or group from the list

8.7 Following Items

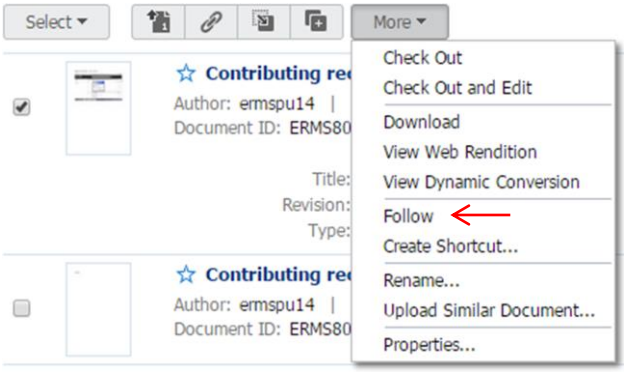
ERMS provides functionality to allow users to follow folders or records. Following the item will enable users to be notified whenever the item is modified.

You will not be able to follow items unless an email address has been associated with your ERMS profile. To set up an email address, see Section 9: User Preferences

8.7.1 Following a Record

1. Search for and select the record you wish to follow (placing a tick to the left of the item).

2. Within the **Results Toolbar,** select **Follow** within the **More** menu.



8.7.2 Following a Folder

1. Select **Browse** in the ERMS side bar
2. Navigate to the folder you wish to follow
3. Right click the folder and select **Follow**

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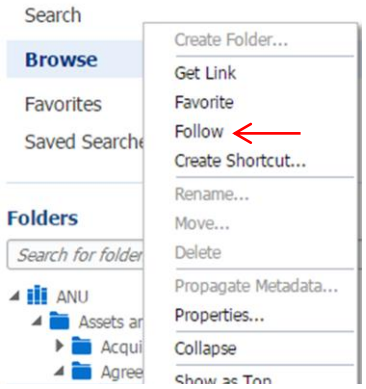
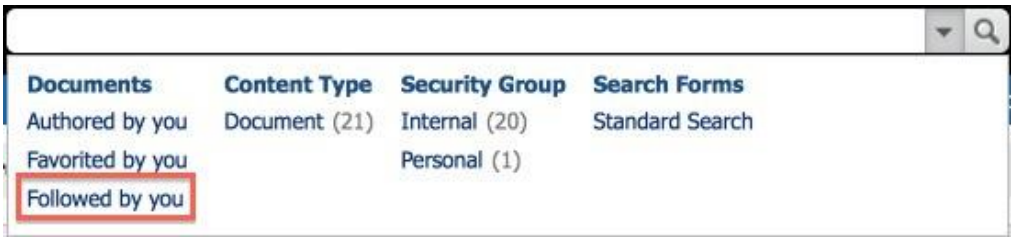


8.7.3 Find Followed Items

To display a list of folders and records you are following:

1. Click **Search** in the side bar to clear all filters from the search box
2. Select **Followed by you** from the **filter** menu.



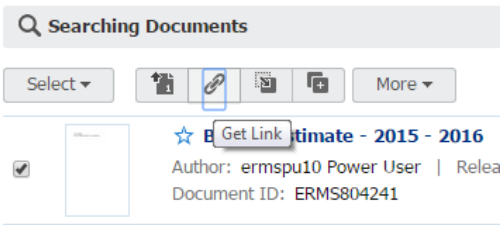
Items you are following will be displayed in the ERMS results list.

8.8 Getting Links

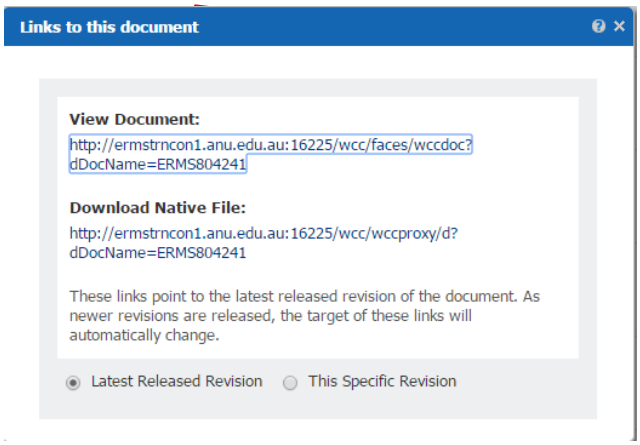
ERMS allows users to access links to documents which can copied and pasted, emailed, or opened in a separate web page as required. For Mac and Linux users specifically, this is an alternative means of emailing a link to an ERMS document

To get a record link:

1. Search for and find the required record
2. Tag the record to display the **Results Toolbar**
3. Click on the **Get Link** icon



The following screen will be displayed:



Depending on requirements, either:

a) Select the hyperlink under **View Document** to open the document in the ERMS Document Page;

b) Select the hyperlink under **Download Native File** to download the record

c) Right click on either hyperlink to **Open**, **Save**, or **Copy** the link

*By default, ERMS links will be dynamic and automatically update to link to the most recent version of the record (ensuring the link is always current, irrespective of any changes that might be made to the record over time). However, select **This Specific Revision** if you wish for the link to remain static and link only to the latest version of the record at the time you select the link.*

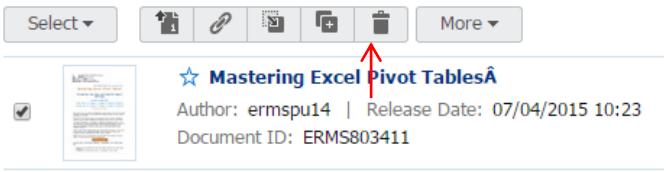
8.9 Deleting Records (Soft Delete)

ERMS allows users to 'soft delete' records. This functionality enables users to delete records from view without removing them from the ERMS completely. Only Administrators will be able to delete records completely from ERMS (hard delete). Using 'soft' delete, the record security is changed so that it can only be viewed and managed by Administrators.

To 'soft delete' a record:

1. Search for and find the record to be 'soft deleted'

2. Tag the record to display the **Results Toolbar**



3. Select the **Delete** icon (or Select **Delete** within the **More** menu)

*Users will only be able to soft delete records where security access privileges permit and where the **Status** of the record is **Released.***

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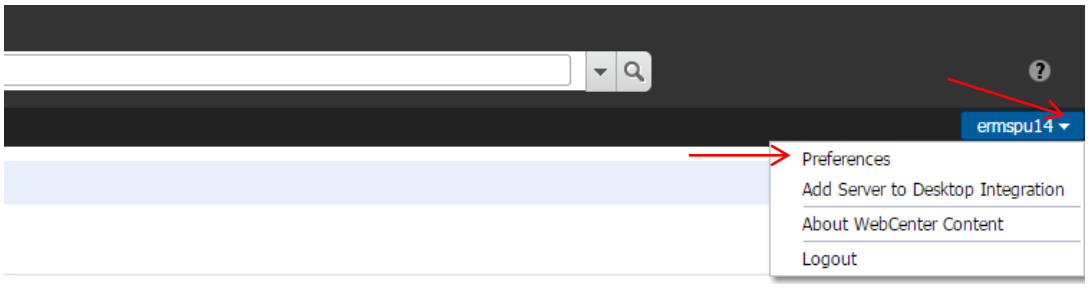
9. User Preferences

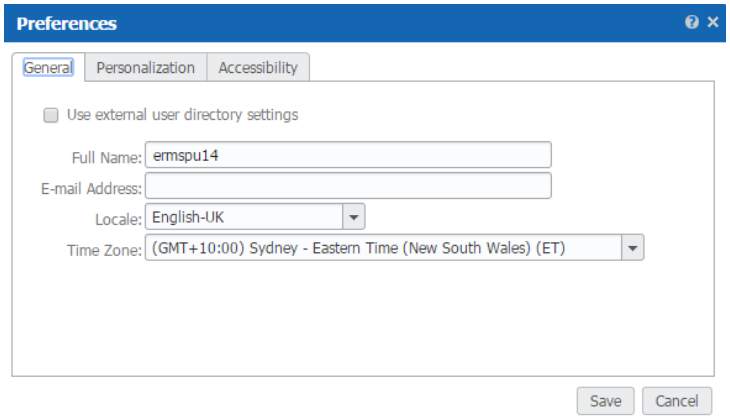
Users can set certain system preferences to suit their individual needs. This includes items such as setting a default first page that loads when logging into ERMS, setting the time zone, display name, or setting up an email address associated with a profile.

To change system preferences:

1. Select the dropdown arrow to the right of your username (top right hand corner of the ERMS screen)

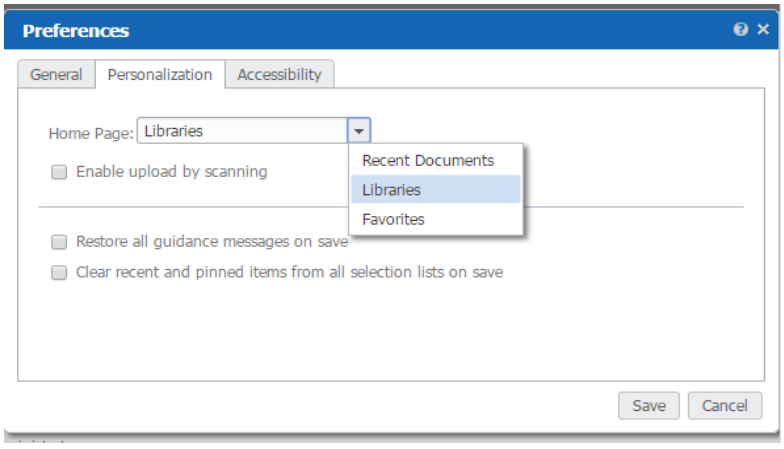


2. Select **Preferences** to display the following screen:



3. Under the **General** tab, change your user display name (Full Name), add your email address and/or update the time zone, as required/necessary.

4. Select the **Personalization** tab to set your default home page to display Libraries (Browse), Recent Documents (Search) or Favorites every time you log into ERMS



5. Select **Save** to save your preferences.

Glossary of Terms

Term	Description
Administrator	Administrator is a role within the ERMS system that grants a particular user permission to perform various Information Management and Records Management activities.
Business Classification Scheme (BCS)	The BCS is a standard set of terms used in ERMS to structure folders and categorise ANU records in a consistent manner, ensuring control over the way that information is stored.
Browse	The process of finding content by browsing (navigating) through library or folder structures in order to find records.
Check In	The process of uploading a new revision of a document already in Oracle WebCenter Content (i.e. one that has been checked out and edited). *Note: 'Upload' is used for contributing new documents to ERMS, and 'Check In' is used for contributing new revisions of an existing ERMS document.*
Check Out	The process of locking a document so that no other users can revise it. Only one user at a time can check out a record; however, multiple users can continue to view the record whilst is checked out.
Content	Content could be any record (document, image, video, audio, email or other object) that is checked into the ERMS repository. In most cases, this guide refers to 'records' rather than 'content'.
Contribution	Refers to the process of saving records into ERMS.
Desktop Integration Suite (DIS)	The Desktop Integration Suite (DIS) connects MS Office applications and Windows Explorer to the ERMS.
File	The term file is used in ERMS to refer to an electronic file (e.g. documents, images etc.). File is referenced only within this manual where ERMS specifically uses this terminology (e.g. metadata fields). The term 'file' is not be confused with ERMS 'folders' which are used to group and organise records (much like a physical folder).
Folder	A folder is an electronic representation of a physical folder or an electronic folder (like a folder in Windows explorer). Folders can contain either records (e.g. documents) or sub folders.
Libraries	Libraries are the top level in the ERMS folder structure and are a means to group and organise folders and records. Within ERMS, there are two types of libraries, Enterprise Libraries and System Libraries. • Enterprise Library: The Enterprise Library in ERMS is the **ANU Library** which acts as a central area within which, all ANU records are stored, organised and managed. • System Libraries: Are used to organise records that are a particular system process, e.g. they are currently checked-out or expired documents. Records cannot be uploaded to a system library.
Metadata	Descriptive data about a record such as record title, author, date created, subject matter, and details about the 'type' of record (e.g. email, image, document, dataset etc.). Sometimes referred to as the 'properties' of a record.
Power User	Power User is a role within the ERMS system that grants a particular user permission to create and maintain folders.

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Records	A record is any material that is created, sent or received by the ANU in the course of carrying out business. Records are valuable assets and provide evidence of ANU decisions, actions and outcomes. Records can be in any format, including email, photographs, images, letters, forms etc.
Search	The process of using search terms to execute a query in order to return documents that meet the search terms. There are simple and advanced search options which allow the user to refine search terms.

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ERMS Support

For further information and/or assistance, please contact University Records:

- Tel: ERMS Helpdesk: Extension 54321, option 1 option 7
- Email: http://universityrecords.anu.edu.au/

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