

## 4.0 Welcome to ORRS

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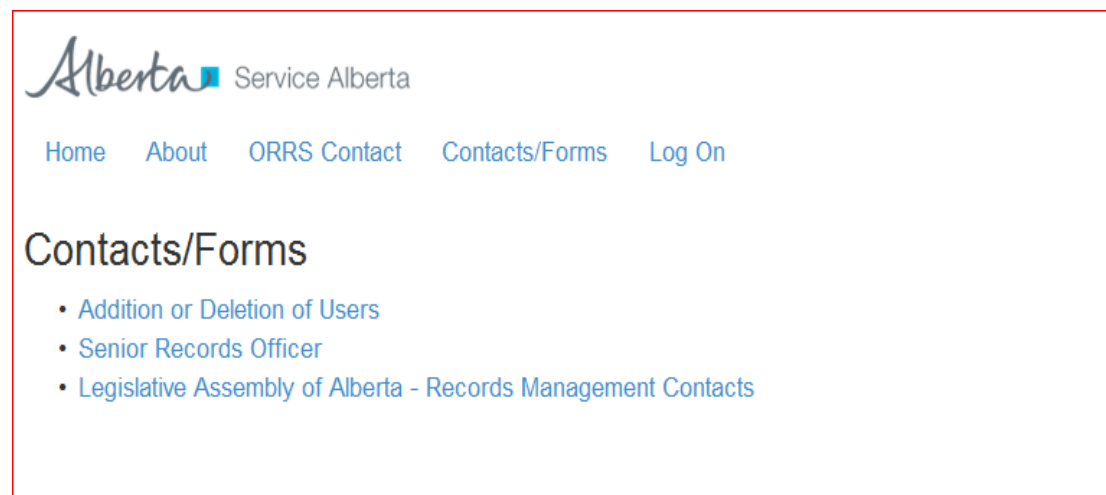
### 4.1 Logging on to ORRS

The following URL [www.ors.gov.ab.ca](http://www.ors.gov.ab.ca) provides access to the Government of Alberta Records Centre.

### 4.2 Contacts/Forms

Click Contacts/Forms for quick access to:

- 1) Addition or Deletion of users request form
- 2) Senior Records Officer document
- 3) Legislative Assembly of Alberta – Records Management Contacts

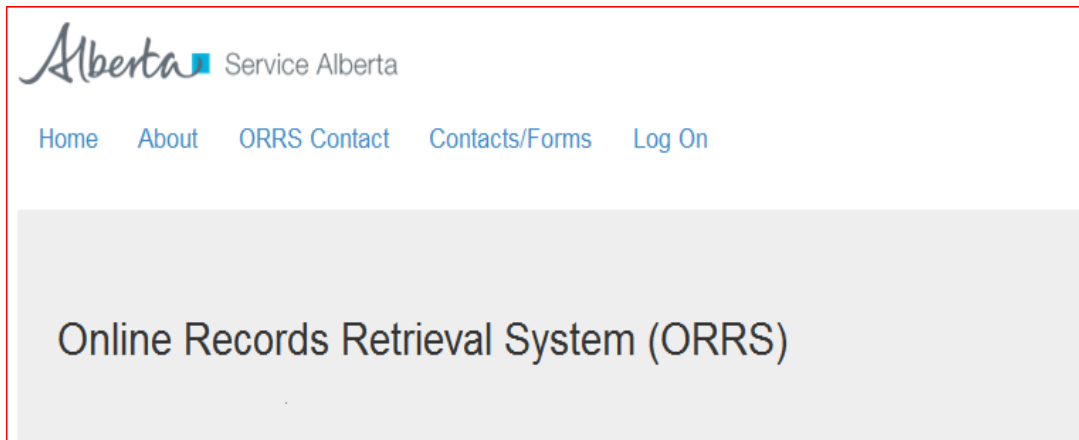


Note; \*To request for a user to be granted access or to be deactivated from ORRS, please have Ministry SRO or Designate fill the [ORRS-Addition or Deletion of Users](#) request form (e-forms) and email it to Customer Care at [SA.ArcCustomerCare@gov.ab.ca](mailto:SA.ArcCustomerCare@gov.ab.ca)

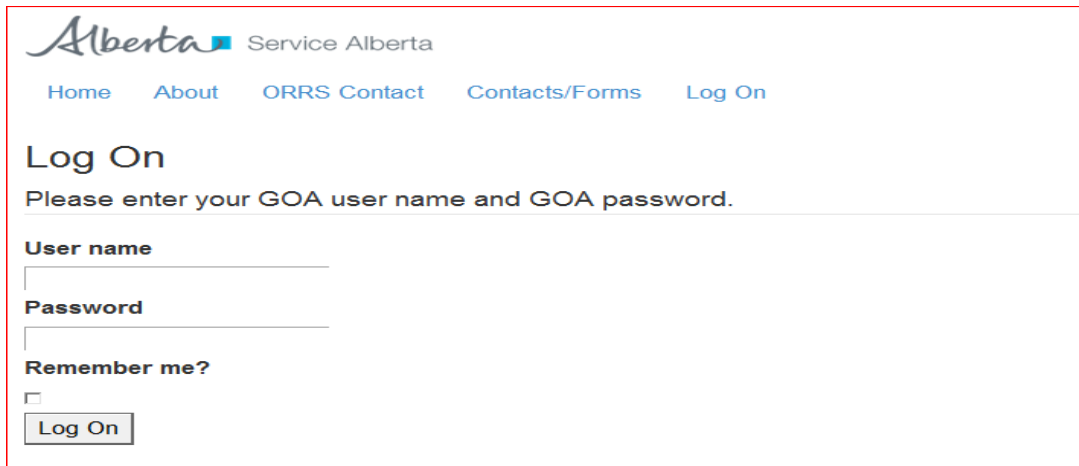
See Appendix B for ORRS-Addition or Deletion of users request form

### 4.3 How to use ORRS

1) To sign in, visit [www.rrs.gov.ab.ca](http://www.rrs.gov.ab.ca)



On ORRS webpage, click on log-on



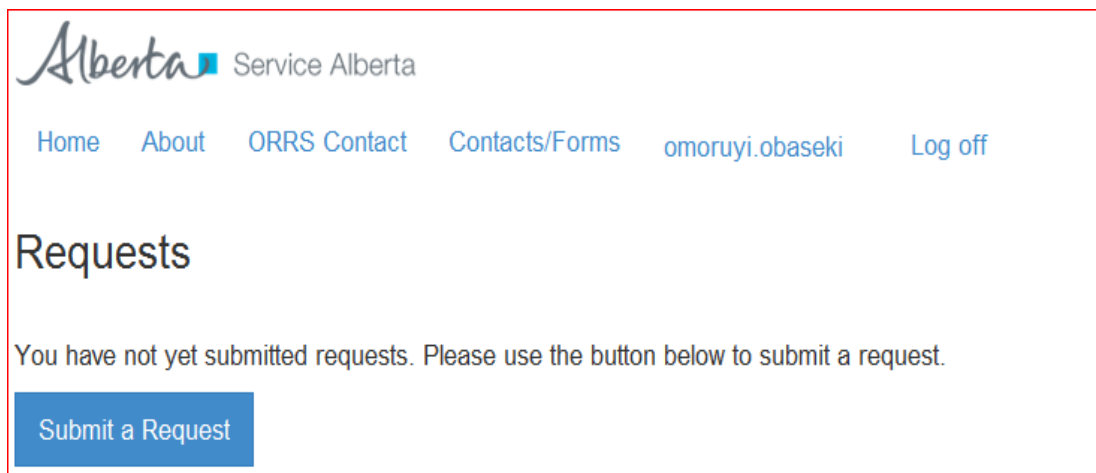
2) Enter your user ID and Password using your GoA credentials.

**Note: if you require assistance to create authorized account, please contact Customer Care at SA.ArcCustomerCare@gov.ab.ca or 780-427-0535. You have three chances to login correctly, if an invalid user name or password is entered after three attempts, close your Internet browser and contact the GoA Help Desk**


## 5.0 Submitting a request

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1) Select logon on ORRS and submit a “Request” page will appear.



2) Select Submit a Request, Create a request page will display and fill the required fields


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[ORRS Contact](#)
[Contacts/Forms](#)
[omoruyl.obaseki](#)
[Log off](#)

### Create a request

**Service Request Type (Required)**

**Box/File (Required)**

**IRIS Box ID**

If you do not know the IRIS Box ID Number, please provide a combination of either:

1. Transmittal Number and User Box Number or
2. Accession Number and User Box Number

**Transmittal Number**

**Accession Number (99Z999)**

**User Box Number**

**Request Time Line**

**IRIS Project Number (Optional)**

**Is the delivery location different**

The request will be sent to your address (Edmonton) if you do not provide a different address for the delivery.

**Is Request Urgent**

If you choose to submit an urgent request, please follow up with a phone call to ARC Customer Service at (780) 427-0535.

**Comments**

## 5.1 Service Request Type

There are two options available for requesting for a “Service Request Type”

- Temporary
- Permanent

From the drop-down box for each of the service request criteria, select one of the following requests, Temporary or Permanent.

Note; **\*Please be advised Permanent Withdrawal is exactly as described, the box or file will not be able to be returned to the Alberta Records Centre. The item which has been PW'd will have to be re-inventoried and submitted for storage under a new transmittal. The system cannot reverse a Permanent Withdrawal.**

## 5.2 Box/ File

There are two options available for File/Box

- File
- Box

From the drop-down file/box, select file or box

Note: if file is selected, file information page will appear. If no volume is selected, the field will default to 1. A separate request is required for each volume.

File information

**File Name (Required)**

**Volume Number (Required)**

**File/Docket Number**

For Justice and Attorney General, the “Disposition Folder Date” appears

File information

**File Name (Required)**

**Volume Number (Required)**

Note: if you are requesting multiple volumes, please submit separate requests.

**File/Docket Number**

**Disposition Folder Date (dd/mm/yyyy)(Justice Only)**

### 5.3 IRIS Box ID

Enter the IRIS Box ID in the field.

Note: if you do not have the IRIS Box ID Number, you have to provide information for 1 or 2 on below box. Please follow below box instructions.

If you do not know the IRIS Box ID Number, please provide a combination of either:

1. Transmittal Number and User Box Number or
2. Accession Number and User Box Number

**Transmittal Number**

**Accession Number (99Z999)**

**User Box Number**

#### 5.4 Request Time Line

In the drop-down box, select one of the time lines

- Within 3 – 5 business days to Edmonton area
- Rush Delivery – 4 hours. Also select Urgent under “Request Type”  
Note; \* **All Rush requests must be followed up with a direct phone call to Customer Care at the Alberta Records Centre to ensure selected timeframes #780-427-0535. Rush Delivery submitted through ORRS before 11:00 am will result in same day (within 4 hours) delivery. Requests done after 11:00 am will be processed for delivery next day. Maximum of 5 Requests.**

Note: If you do not select any time line, it will default to “within 3 – 5 business days.

#### 5.5 IRIS Project Number

Enter the IRIS Project Number -if the information is available (Optional).

#### 5.6 Delivery Location

In the drop down box, select Yes or No.

If no is selected, it will default to requestor address on the system.

Yes, the delivery page “sends to” will appear.

**Send To:**

**Attention**

**Shipping Address**

**Postal Code (T5T 5T5)**

**Phone (999-999-9999)**

Enter the required information on the fields and the request will be sent to the receivers address. If the box/file needs to be shipped to a different location, the required address can be entered here.

### 5.7 Request Urgent

In the drop down box, select Yes or No

If no is selected, the request is not urgent, if yes is selected, the “Request Urgent” page will appear.

Note; \* **If the request is Urgent you must call the ARC at 780-427-0535 to notify them of this.**

**Urgency Reason**

**Urgency Reason**

From the Urgency Reason drop down box, select FOIP/Litigation/Other. **FOIP/Litigation selection may result in a call from the Alberta Records Centre to ensure the request falls under these categories.**

## 5.8 Comments

Enter information that would help ARC staff to locate file/box or relevant information that would assist ARC staff.

Comments

Once all the fields have been completed and all the criteria's have been met, click "Submit Request".

[Submit Request](#)

Note: To go back, click the navigation buttons.

[Back to List](#)

## 5.9 IRIS

IRIS was developed out of the need to managed automated requests for records management services from the Alberta Records Centre. Currently, IRIS supports over four hundred and seventy users across government for the purpose of retention and disposition for records.

ORRS interfaces with IRIS to capture Row, Bay and Shelf numbers of the files/boxes and populates the ARC requestor form to enable ARC staff to process the request. When IRIS is down, ORRS will be unable to retrieve the information and a pop-up message will display in ORRS



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## Create a request

IRIS is down. Please come back later.

**Service Request Type (Required)**  
Temporary

**Box/File (Required)**  
Box

**IRIS Box ID**  
12546

If you do not know the IRIS Box ID Number, please provide a combination of either:  
1. Transmittal Number and User Box Number or  
2. Accession Number and User Box Number

**Transmittal Number**  
\_\_\_\_\_  
**Accession Number (992999)**  
\_\_\_\_\_  
**User Box Number**  
\_\_\_\_\_

**Request Time Line**  
Within 3 business days to Edmonton area

**IRIS Project Number**  
\_\_\_\_\_

Is the delivery location different: No

### 5.10 File/box that has already be requested

When a file/box is shipped out, and a requestor is requesting for the shipped out file/box, a pop-up message appears in ORRS informing the requestor who has requested the file/box.

Alberta Service Alberta

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## Create a request

Prosper Nsengiyumva has already requested this box.

**Service Request Type (Required)**  
Temporary

**Box/File (Required)**  
Box

**IRIS Box ID**  
1435000

## 5.11 Complete submission

Once all required fields have been completed and all the criteria's have been met, clicks submit a request and submit request page will appear.

Requests

Your request with reference # 20131204103726 has been successfully sent and a confirmation email was sent to you.

[Submit a Request](#)

Show 10 entries Search:

Reference Number	Requested By	User Box Number	Requested Item	IRIS Box ID	Accession Number	Transmittal Number	Service Request Description	Is Request Urgent	Status	View
20131204103726	Omoruyi Obaseki		Box	1435002			Temporary	No	Submitted	<a href="#">View PDF</a>

Showing 1 to 1 of 1 entries

First Previous Next Last

You will receive an email notification in your mail box.



**From:** SA Arc Customer Care

**Sent:** Wednesday, November 20, 2013 10:34 AM

**To:** Name of the requestor

Your request was successfully received and is being processed. Your reference number is [20131120103417](#). **Please Do Not Respond to this email.** If you would like to cancel this request, please contact ARC at 780-427-0535. Thank you.

## 5.12 View a request

**There are two options in viewing a request detail and status**

- 1) Click on you reference number on your email notification, if you are not logon, the system will ask you to logon

**Details**

To make changes to this request, please contact ARC.

**Request**

**Submitted By**  
Prosper, Nsengiyumva

**Reference Number**  
20131120103417

**Attention**

**Branch Name**

**Shipping Address**

**File Name**

**Row**

**Bay**

**Shelf**

**IRIS Box ID**  
12546

**User Box Number**

**IRIS Project Number**

**Accession Number**

**Transmittal Number**

**Timeline Description**  
Within 3 business days to Edmonton area

**Comments**

**Service Request Description**  
Temporary

**Requested Date**  
11/20/2013 10:34:17 AM

**Updated On**  
11/20/2013 10:34:17 AM

**Is Request Urgent**  
No

**UrgencyDescription**

**Status**  
Submitted

[Edit Back to List](#)

- 1) Visit [www.ors.gov.ab.ca](http://www.ors.gov.ab.ca) and click log-on. Enter your user ID and Password using your GoA credentials. Click log on and "Submit a Request" page will appear.

**Requests**

Your request with reference #: 20131204103726 has been successfully sent and a confirmation email was sent to you.

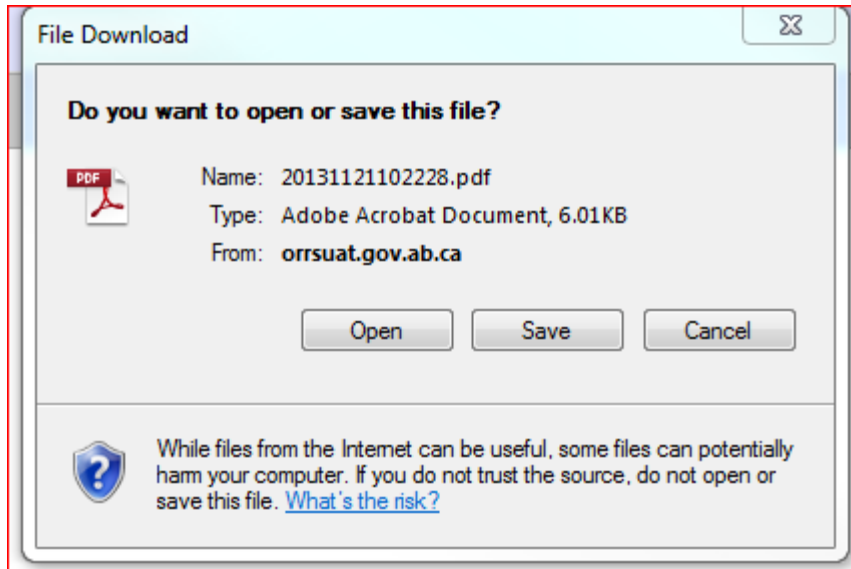
[Submit a Request](#)

Show 10 entries Search:

Reference Number	Requested By	User Box Number	Requested Item	IRIS Box ID	Accession Number	Transmittal Number	Service Request Description	Is Request Urgent	Status	View
20131204103726	Omoruyi Obaseki		Box	1435002			Temporary	No	Submitted	<a href="#">View PDF</a>

Showing 1 to 1 of 1 entries First Previous 1 Next Last

- 2) To view details of the request, click on "Reference Number" on Submit a Request page.
- 3) To view Records Retrieval Request form click on "View PDF".



4) Click on open and Records Retrieval Request form will appear, see Appendix A.

### 5.13 Problem Ticket

If ORRS is unable to retrieve the complete information from IRIS, the request goes into problem queue.

There are two options to view status

1) Click on the reference number on the email notification and details page will display

## Details

[View PDF](#)

To make changes to this request, please contact ARC at 780-427-0535.

**Reference Number:** 20131204103726

**Status:** Submitted

**Request Type:** Temporary

**Item Requested:** Box

**IRIS Box ID:** 1435002

**Row:**

**Bay:**

**Shelf:**

**Note:** when you click on reference number on your email notification, you may be required to log-on

- 2) Visit [www.orrsgov.ab.ca](http://www.orrsgov.ab.ca) and click log-on. Enter your user ID and Password using your GoA credentials. Click log on and “Request” page will appear. Click on the reference number and option 1 appears

Requests

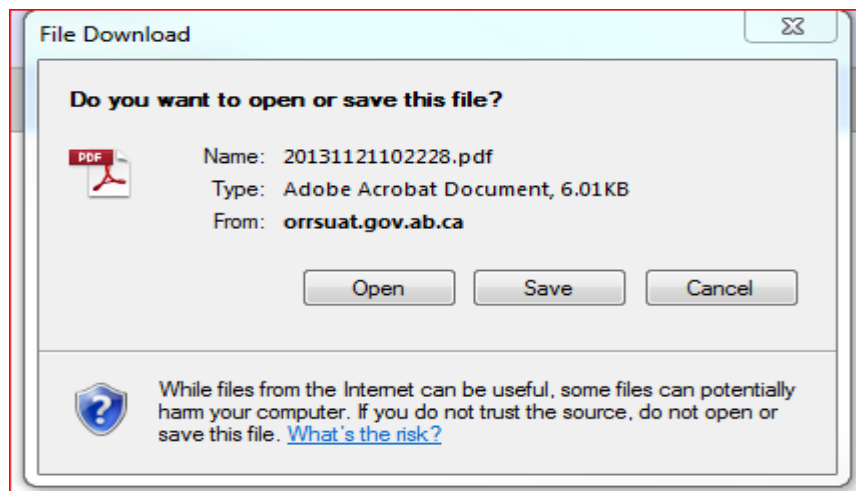
[Submit a Request](#)

Show 10 entries Search:

Reference Number	Requested By	User Box Number	Requested Item	IRIS Box ID	Accession Number	Transmittal Number	Service Request Description	Is Request Urgent	Status	View
20131204103726	Omoruyi Obaseki		Box	1435002			Temporary	No	Submitted	<a href="#">View PDF</a>

Showing 1 to 1 of 1 entries First Previous Next Last

- 5) Click on View PDF to see details of your request and file Download pop-up.



- 3) Click on open and Records Retrieval Request form will appear, See Appendix A.

Note: You will be able to view both complete and problem queue PDF form, once you click on open on File Download.

## 5.14 Cancel a request

The following are options of cancelling a request:

- 1) Call Customer Care at 780-427-0535
- 2) Email Customer Care at [SA.ArcCustomerCare@gov.ab.ca](mailto:SA.ArcCustomerCare@gov.ab.ca)

Note; [\\*If the request is cancelled by the Alberta Records Centre a cancellation notification will be sent to the requestor. To determine reason for cancellation requestor should click on the ORRS reference number in the cancellation email and open the PDF. Reason for cancellation will be in the comment section of the PDF.](#)