

Transferring Records

ArchivesGateway user guide

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Introduction

This user guide provides an overview and instructions of how to propose and manage the transfer of your agency's permanent archival value records, both physical and digital, to Queensland State Archives (QSA) using ArchivesGateway.

The information in this guide applies to all government agency staff that use ArchivesGateway to transfer and manage their records at QSA and should be read in accordance with the *Public Records Act 2002* (the Act).

This user guide also assists staff processing transfers to ensure that all required tasks, documentation, database management and checking are completed.

General transfer enquiries such as determining retention schedule coverage or records preparation are managed outside of ArchivesGateway and should be forwarded to the QSA Transfers Team by phone, email or directly from the QSA website.

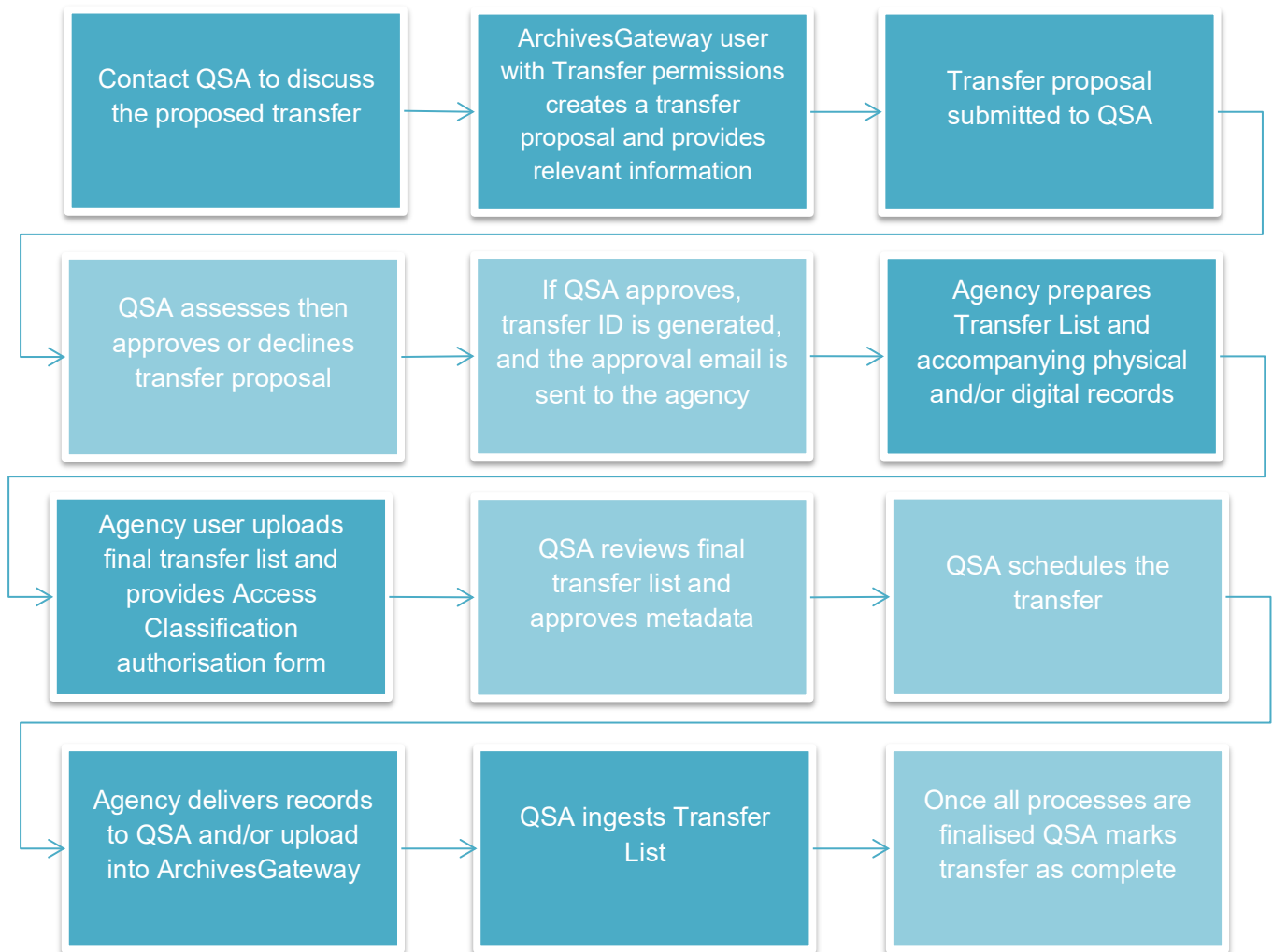
Other user guides are available for additional functionality within ArchivesGateway. See the [More Information section](#) for details on how to find and access these other user guides.

Definitions and references

Relevant definitions of recordkeeping and archival terms used in this guide can be found in the glossary on the website.

See [Recordkeeping and archival terms and their definitions](#).

Brief overview of transfer process



The 'My Transfers' tab

In the 'My Transfers' tab, all current and past transfers, and all transfer proposals done in ArchivesGateway for your Agency are visible.

If you have access to more than one Agency, the relevant Agency will need to be selected from the drop-down list at the top right of the screen.

The Agency Location drop down list can be used to filter to transfers/transfer proposals by the location of the Agency User who created them.

See the [Manage users and locations user guide](#) for more information on switching between agencies and locations.

'Transfer proposal' tab

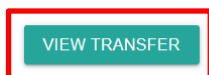
To see all current and past transfer proposals created in ArchivesGateway, click on 'Proposals' in the toolbar at the top.

From here, current proposals can be viewed, edited or cancelled.

If a proposal has been approved, it cannot be edited further.

Note: in the approved transfer proposal window, the attached transfer can be navigated to by using the 'view transfer' button at the top.

Transfer Proposal



See [transfer proposals](#) below for more information.

'Transfer' tab

To see all current and past transfers, click on the 'Transfers' tab in the toolbar at the top.

From here you can:

- view and manage all [current transfers](#).
- view and download reports for [past transfers](#).

Note: any transfer managed in ArchivesGateway will have a 'view proposal' button at the top that navigates back to the related proposal.

Transfer

[VIEW TRANSFER PROPOSAL](#)



See [Managing a transfer](#) for more information on managing current and in progress transfers.

See [Viewing past transfers](#) for more information on searching, viewing and downloading reports of completed transfers.

1 Propose a transfer

A transfer proposal must be created through ArchivesGateway before transferring digital and/or physical records to QSA.

Before creating a transfer proposal contact the QSA Transfers Officer to discuss the transfer and any potential issues, such as timeframes, eligibility, condition, format, volume, or packaging of records.

1.1 Transfer proposal statuses

There are 3 different statuses that can be against a transfer proposal in the list.

These statuses correspond to the different stages shown in the transfer proposal progress bar. Two additional statuses relate to how transfer proposals are cancelled.

The following table lists and explains the different statuses.

Status	Meaning
Inactive	The transfer proposal has been created by the agency but not yet submitted to QSA.
Active	The proposal has been submitted to QSA and is awaiting approval.
Approved	The proposal has been approved by QSA and a transfer created.
Cancelled by agency	The proposal was submitted to QSA but has since been cancelled by the agency.
Cancelled by QSA	The proposal was submitted to QSA but has since been cancelled by QSA.

1.2 Create a transfer proposal

To create a transfer proposal:

1. Go to the 'My Transfers' heading on the home page of ArchivesGateway.
2. Select 'Proposals' in the toolbar at the top.

Transfer Proposals

CREATE TRANSFER PROPOSAL

Status Sort By ID Z-A

SEARCH TRANSFERS RESET

3. Select 'Create transfer proposal'.

Note: for users managing multiple agencies or locations, the correct one may need to be selected from the drop down in the toolbar first.

1.3 Complete a transfer proposal

When completing a transfer proposal to submit to QSA, specific information needs to be provided to assist QSA in assessing the proposal. This information includes basic transfer information, series metadata and supporting documentation if available.

1.3.1 Add basic transfer information

To add basic transfer information:

4. Add the Title and description – these fields should be used to provide a collective description of the records to be transferred to help QSA identify the transfer.
5. Select the Transfer Type – use the tickboxes to indicate what type of records are being transferred.
 - a. Select 'Digital' for a digital only transfer.
 - b. Select 'Physical' for a physical only transfer.
 - c. Select both 'Digital' and 'Physical' for a mixed transfer.
6. If Transfer Type 'Digital' is selected a Transfer Method field will be visible – Use this field to indicate how the digital records will be transferred.
 - a. File Upload – This is the preferred and default method - Indicates that digital records will be uploaded via the Transfer page in ArchivesGateway.
 - b. Other – Used in conjunction with conversations with QSA - Use the text field to describe the planned method for transferring the digital records e.g., hard drive.

7. Add the estimated quantity of records to be transferred. This can be number of boxes, registers, maps, size of digital records etc.

Note: mandatory fields are marked with a red star '*'.

New Transfer Proposal



Agency
Department of Resources

Agency Location
Agency Top Level Location

* Title

Description

* Transfer Type

Digital

Physical

* Estimated Quantity

Status
Details
Files
Series Metadata
Form Actions

1.3.2 Add series information and metadata

This section is not mandatory, however if series information is available add it here.

If unsure of what constitutes a series (e.g. a group of administrative records), contact the QSA Transfers Officer.

UPLOAD SUPPORTING DOCUMENTS

Supported file types: bmp, csv, doc, docx, gif, jpeg, pdf, png, ppt, pptx, tif, tiff, tsv, xls, xlsx

ADD SERIES METADATA

8. Select the 'add series metadata' at the bottom of the form.
9. Complete all required fields. Use this table as a guide on how to complete these fields.

Field	Required	Comments
Series title	Mandatory	Use actual title or title that best describes the records series /class or a broad description of records if there are multiple classes of records.
Description	Mandatory	Information about the purpose, establishment, use or history of the series.
Disposal class	Mandatory	Retention and disposal schedule reference deeming the series of permanent value. If outside of a schedule and agreed to by QSA put "QSA approved".
Date range	Mandatory	Approximate or specific date range of all records in series e.g. 1972 – 1994.
System of arrangement	Mandatory	Select option from the drop-down menu.

1.3.3 Additions to existing series (accruals)

If the Transfer is an [accrual](#):

10. Check the 'Is transfer an addition to an existing Series at QSA?' box.
11. Add details of the Series the Items should be added to e.g., Series ID and/or title.
12. Add details to optional fields, if known. Use this table as a guide on how to complete these fields.

Field	Required	Comments
Creating agency	Optional	Enter name of agency if known, if series date range covers more than one agency enter what agencies are known.
Mandate	Optional	Enter relevant legislation applicable to series if known.
Function	Optional	Enter function applicable to series if known.

1.3.4 Add another series

To add more series:

13. Click the 'add series metadata' button for each additional series.
14. Complete the series information and metadata for the new series as above.

1.3.5 Uploading supporting documents to a proposal

It is possible to submit a draft transfer template or other supporting documents, (e.g. scanned images of proposed records), by uploading files within the proposal.

To upload supporting documents:

1. Select the 'upload supporting documents' option



UPLOAD SUPPORTING DOCUMENTS

Supported file types: bmp, csv, doc, docx, gif, jpg, jpeg, pdf, png, ppt, pptx, tif, tiff, tsv, xls, xlsx



ADD SERIES METADATA

2. Browse to choose the relevant files.
3. Click open. The file(s) will be added to the list.
4. If required, the documents can be removed from ArchivesGateway.

Note: the download button next to each item allows the option to download and view the document.

Note: not all file types can be uploaded as supported documents – see support file types for files that can be uploaded located under the 'Upload Supporting Documents' button.

1.4 Saving proposals

A transfer proposal can be saved at any time without submitting it to QSA.

To save a proposal:

1. Click 'save transfer proposal' option at the bottom of the form.



SAVE TRANSFER PROPOSAL



SUBMIT TRANSFER PROPOSAL

2. The page will refresh to the Transfer 'Proposals' page, which lists all the proposals for the relevant agency.
3. The saved Transfer Proposal will be listed with the status of 'Inactive'.
4. A proposal number will be allocated with a prefix, e.g. P145

1.5 Edit a saved proposal

Note: the proposal and series metadata can be updated at any time until approved by QSA.

Approved proposals cannot be edited.

To edit a saved proposal:

1. Navigate to the 'Proposal' list under 'My Transfers'.
2. Click on the 'View' button next to the transfer proposal to be edited.
3. Update the fields in the transfer proposal that require updating.

ID	Transfer Title	Status	Created By	Date Created	
P55	Policy files	ACTIVE	John_Silver	2020-07-14 11:51:27 +1000	VIEW CANCEL
P54	Board Minutes 1950 - 1972	APPROVED	John_Silver	2020-07-14 11:48:58 +1000	VIEW
P53	Admission Registers Townsville Hospital 1937 - 1956	INACTIVE	John_Silver	2020-07-14 11:47:22 +1000	VIEW DELETE
P44	June 25 test	CANCELLED_BY_AGENCY	John_Silver	2020-06-25 08:12:19 +1000	VIEW

1.6 Submitting transfer proposals

When the proposal is complete and correct it must be submitted to QSA for approval.

Note: QSA has no visibility of a proposal until it is submitted.

To submit a transfer proposal:

1. Navigate to the 'Proposal' list under 'My Transfers'.
2. Click on the 'View' button next to the transfer proposal to be submitted.
3. Check all details are correct and final

Note: after approval, no additional changes can be made.

4. Scroll down to the bottom of the transfer proposal form
5. Click 'submit transfer proposal'.



6. Status of proposal will be updated to 'Active'

1.7 Approving transfer proposals

QSA will assess transfer proposals and either approve or decline them.

1.7.1 Declining proposals

If **declined**, QSA will communicate the reasons for not accepting a proposal or request that the proposal be modified.

See [Edit a saved proposal](#) for more information on how to edit and update a proposal.

1.7.2 Approved proposals

If the proposal is **approved**:

- a transfer number will be generated
- if the transfer is digital or mixed a unique secure cloud storage bucket will be generated
- the ongoing management of the records for transfer is carried out in the 'Transfer' tab in ArchivesGateway
- QSA will forward an approval email to the agency contact officer advising of the transfer approval and outlining RAP and metadata requirements.
- the transfer proposal in the list will show a status of Approved.
- a link to the associated transfer will appear in the 'transfer proposal' details page.

1.8 Delete or cancel a proposal

It is possible to:

- delete a saved / not yet submitted proposal OR
- cancel a submitted proposal before it is approved by QSA.

1.8.1 Delete a saved proposal

To delete a saved proposal:

1. Navigate to the 'transfer proposal' list
2. Find the proposal to be deleted
3. Click delete on the right
4. A pop-up message will appear asking for confirmation
5. Click confirm
6. The proposal will be removed from list.

1.8.2 Cancel a submitted proposal

To cancel a submitted proposal:

1. Navigate to the 'transfer proposal' list
2. Find the submitted proposal to be cancelled
3. Click cancel on the right
4. A pop-up message will appear asking you for confirmation
5. Click confirm
6. The status of the proposal will be updated to 'cancelled by agency' in the proposal list.

1.8.3 Cancel an approved proposal

If a transfer proposal has been approved, it **cannot be cancelled**.

Only the subsequent transfer can be cancelled by either the agency user or QSA.

If a transfer is cancelled by QSA, the status of the transfer in ArchivesGateway will change to 'Cancelled by QSA'.

The cancelled transfer and any comments will still be able to be viewed by clicking 'View' against the Transfer Proposal or Transfer.

2 Managing a transfer

The ongoing management of the transfer (both physical and digital) is conducted in the 'Transfer' tab. See [Transfer tab](#) for information on what this tab is used for and associated transfer statuses.

2.1 Transfer statuses

There are 5 different statuses that can be against a transfer in the list.

Three statuses corresponded to the different stages shown in the [transfer progress bar](#). Two additional statuses relate to how transfer proposals are cancelled.

The following table lists and explains the different statuses.

Status	Meaning
Initiated	The transfer proposal has been approved and a transfer created in ArchivesGateway.
In Progress	The transfer has been received by QSA and checking of records has begun.
Completed	The metadata has been checked and imported into the system. The records have been checked. A 'changes report' has been sent to the agency (if required). The transfer has been completed.
Cancelled by agency	The transfer has been created by QSA but has since been cancelled by the agency.
Cancelled by QSA	The transfer has been created by QSA but has since been cancelled by QSA.

2.2 Open and view the new transfer

1. In the Transfers tab, navigate to the transfer in progress.

Note: transfers can be searched and sorted by title, number, status and creation date.

2. Click the 'view' button to see transfer details.

2.3 Transfers Screen

The transfer screen is divided into different sections used to track the progress of the transfer and provide supporting documentation, the transfer list and any digital files where required. The various sections available on the transfer screen and links to the associated sections within this document can be seen below.

2.3.1 Transfer progress bar

The Transfer screen has a progress display bar which will update as the transfer progresses.

See the [Transfer status](#) for more information on how the progress bar and the different status relate.

Transfer



2.3.2 Basic Transfer information

The basic transfer information section is populated with information provided at the transfer proposal stage and after the transfer is completed.

Transfer ID
T6977

Agency
Department of Resources

Agency Location
Agency Top Level Location

Title
Special Lease Files

Scheduled Date

Transfer Received Date

Quantity Received (Physical)

Quantity Received (Digital)
08

Date Completed

Description

2.3.3 Supporting Documentation

Supporting documentation can be added to a transfer record. See [Upload supporting documents](#) for more information.

A teal button labeled 'UPLOAD SUPPORTING DOCUMENTS' is positioned above a horizontal line. Below the line, the text reads: 'Supported file types: bmp, csv, doc, docx, gif, jpg, jpeg, pdf, png, ppt, pptx, tif, tiff, tsv, xls, xlsx'.

2.3.4 Provide your Transfer List spreadsheet

The “Provide your Transfer List Spreadsheet” section is used to download a clean copy of the transfer list template used throughout the listing process and upload the completed transfer list spreadsheet to QSA. See the [Transfer list template](#) section for more information.

Provide your Transfer List Spreadsheet

The Transfer List Spreadsheet allows you to supply metadata about the records and files you are submitting.

1. Start by downloading the Transfer List Template

[DOWNLOAD TRANSFER LIST TEMPLATE](#)

2. Complete your Transfer List Spreadsheet using Microsoft Excel.
3. Upload your completed spreadsheet:

[UPLOAD YOUR TRANSFER LIST SPREADSHEET](#)

2.3.5 Your Digital files

The “Your Digital Files” section is used to upload any digital files being transferred to QSA. For more information see the [upload digital files](#) section.

Your Digital Files

The Digital Files area is currently locked for processing by QSA staff

No files have been uploaded

2.4 Saving transfers

Like transfer proposals, transfers can be saved and worked on later. To save a transfer:

1. Click ‘save transfer’ option at the bottom of the form.



2. The page will refresh to the Transfer page, which lists all the transfers for the relevant agency.

2.5 Cancel a transfer

To cancel a transfer:

1. Navigate to the 'transfer' list
2. Find the transfer to cancel
3. Click cancel on the right
4. A pop-up message will appear asking to confirm the cancellation.
5. Click confirm
6. The status of the transfer will be updated to 'cancelled by agency' in the transfer list.

Note: a transfer can also be cancelled from within the transfer itself by clicking the 'cancel transfer' button at the bottom of the page.

2.6 Transfer list template

Complete the Transfer list template with the details of the records (both digital and physical) being transferred, including the required metadata. For each transfer, only one transfer list is to be used to capture all records regardless of series or format.

Any records being transferred **must** be listed and submitted on the QSA transfer list template which will be validated as part of the upload process.

2.6.1 Download the transfer list template

1. In the Transfers tab, navigate to and open the relevant transfer in progress.
2. Scroll down to the 'provide your transfer list spreadsheet' section.
3. Click on 'download transfer list template' to open the QSA transfer list template.

Provide your Transfer List Spreadsheet

The Transfer List Spreadsheet allows you to supply metadata about the records and files you are submitting.

1. Start by downloading the Transfer List Template

[DOWNLOAD TRANSFER LIST TEMPLATE](#)

2. Complete your Transfer List Spreadsheet using Microsoft Excel.

3. Upload your completed spreadsheet:

[UPLOAD YOUR TRANSFER LIST SPREADSHEET](#)

2.6.2 Complete the transfer list template

4. Complete all relevant fields in the item list template.

2.6.2.1 Using the template

The transfer list template is divided into required and provide if available (optional) fields.

	Required	Required	Required	Provide if available	Required	Provide if available	Provide if available	Provide if available	Required for Digital only	Required for Digital only	Provide if available for Digital only	Required for Physical only	Provide if available for Physical only	Provide if available	
	Access Classification	Title	Start Date	End Date	Identifiers or Control Number	Physical or Digital	Related to	Relationship	First Nations content	Filename	Checksum	File path	Format (Physical)	Box Number	Additional Information
1	Non-sensitive	test 1	2005	2006		Digital				audio-wav.wav	30363D722385E1180828F8A11501CA91				
2	Sensitive	test 2	2005	2006		Digital				video-quicktime.mp4	1EF4A26D454C295047359282B8A76F22				
3	Highly Sensitive	test 3	2005	2006		Digital				video-windowsmedia.wmv	32D0E347078197A483A5DE17E7D126A				

Some fields in the transfer list template use controlled vocabularies and a value will need to be selected from the drop-down list in the spreadsheet for these.

It is important to note that the transfer list will not validate and cannot be submitted if any of the required fields are not completed.

For further information on the main metadata fields in the transfer list and how they should be populated, see the [Transfer List and Metadata Requirements – Digital Archive Agency Toolkit](#).

To ensure that these fields are populated with the appropriate information, we recommend consulting QSA before completing.

2.6.3 Upload the transfer list template

Transfer list templates must be uploaded to ArchivesGateway and validated to confirm that:

- mandatory data fields are populated
- template field order and titling have not been altered.

Only one version of the transfer list can be uploaded at any given time. If any errors are present these will need to be remediated before the final version can be submitted. See below for additional information.

To upload the transfer list template:

1. In the 'Transfers page' click 'upload your transfer list spreadsheet'.

Provide your Transfer List Spreadsheet

The Transfer List Spreadsheet allows you to supply metadata about the records and files you are submitting.

1. Start by downloading the Transfer List Template

[DOWNLOAD TRANSFER LIST TEMPLATE](#)

2. Complete your Transfer List Spreadsheet using Microsoft Excel.
3. Upload your completed spreadsheet:

[UPLOAD YOUR TRANSFER LIST SPREADSHEET](#)

2. Browse to choose the transfer list file to be uploaded.
3. Click open to attach the file to the transfer, then click 'upload' to finalise the attachment.
4. The validation will now run on the transfer list template.
5. If required, the uploaded transfer list can be removed from ArchivesGateway using the 'remove transfer list spreadsheet' button.

Note: the 'download transfer list spreadsheet' button allows the uploaded transfer list to be downloaded. If a clean copy of the transfer list template is required, remove the attached transfers list and complete the steps in the [download the transfer list template](#) section again.

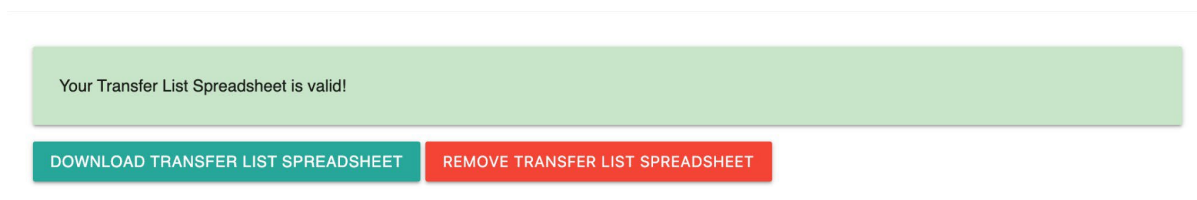
2.6.4 Validation of the transfer list template

Once the transfer list template has been uploaded, fields in the spreadsheet will be validated by the system. The system will check that physical and digital records listed have the appropriate fields included and that dates are properly formatted.

2.6.4.1 Validated

If the template is **validated**:

6. Click the 'save transfer' button.
7. Use the comments/discussion feature to notify QSA that the item list template has been submitted.



2.6.4.2 Errors detected

If **errors are detected** during validation:

8. A message will appear identifying the spreadsheet contains errors.

Note: this will outline the type of error and where it occurs.

Errors were detected in your Transfer List Spreadsheet:

Sheet: ATL, Row: 3, Column: Access Classification

- Value was missing or empty.

Sheet: ATL, Row: 3, Column: Start Date

- Date `2060` is in the future.

Sheet: ATL, Row: 3, Column: End Date

- Date `2060` is in the future.

Sheet: ATL, Row: 4, Column: Format (Physical)

- Vocabulary value was empty.

DOWNLOAD TRANSFER LIST SPREADSHEET

REMOVE TRANSFER LIST SPREADSHEET

9. Check the errors in the spreadsheet and remediate as required.

10. Resubmit the template as per steps above.

See [Transfer list validation errors](#) for more information and examples of errors that may be encountered.

For **physical** transfers, once the transfer list template is valid, see [Schedule and deliver transfers](#) section for information on how to arrange a mutually agreeable transfer date. If your transfer has a **digital** component see [Upload digital files](#) for information on how to provide your digital files.

2.7 Access Classification authorisation form

For each transfer, an Access Classification authorisation form must be signed by your agency's Security Administrator. This form authorises the Access Classifications applied via the transfer list and **must** be provided to QSA when the final version of the transfer list is uploaded.

The Access Classification authorisation form is available [here](#).

See the [Upload supporting documents](#) section for how to upload the Access Classification authorisation form to a transfer in ArchivesGateway.

2.8 Upload digital files

If digital records are to be transferred these can be uploaded once QSA has received and reviewed the transfer list template. Upon approval of the transfer proposal, a unique secure temporary storage bucket is created and linked to the transfer, allowing agencies to upload digital records via ArchivesGateway.

2.8.1 Bucket locking and unlocking

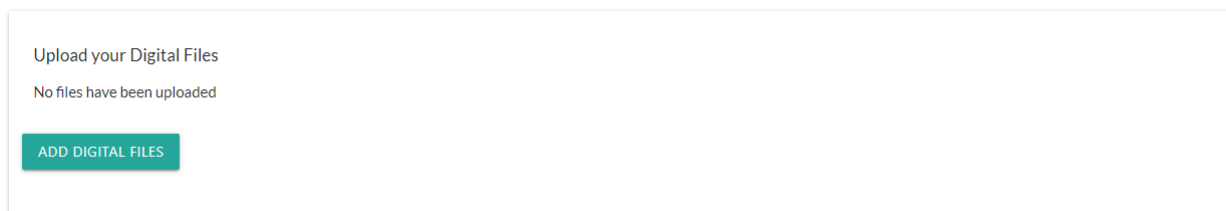
When a transfer containing a digital component is created, the temporary storage bucket will be automatically locked. See [Schedule and deliver digital / mixed transfers](#) for more information on when the bucket will be unlocked by QSA.

When the bucket is locked the below banner alert will display:



Once a valid transfer list has been provided and reviewed by QSA, and the agency is ready to upload the files, QSA will unlock the bucket.

When the bucket is unlocked by QSA, the 'add digital files' button appears.



If QSA re-locks the bucket the above banner will return and digital records will no longer be able to be uploaded. This allows QSA to review the records before they are imported.

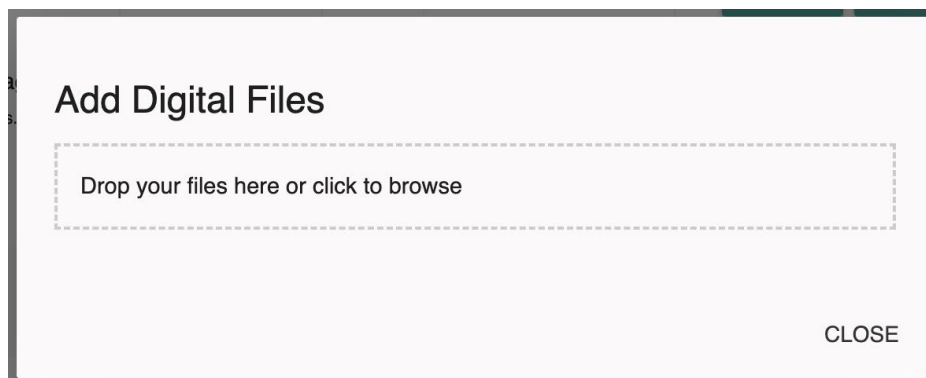
2.8.2 File upload

Anti-virus checks will need to be conducted before any files are uploaded to the transfer via ArchivesGateway. Any corrupted or suspicious files must be excluded from the transfer for further investigation and remediation. ArchivesGateway will also conduct additional virus scans during the upload process.

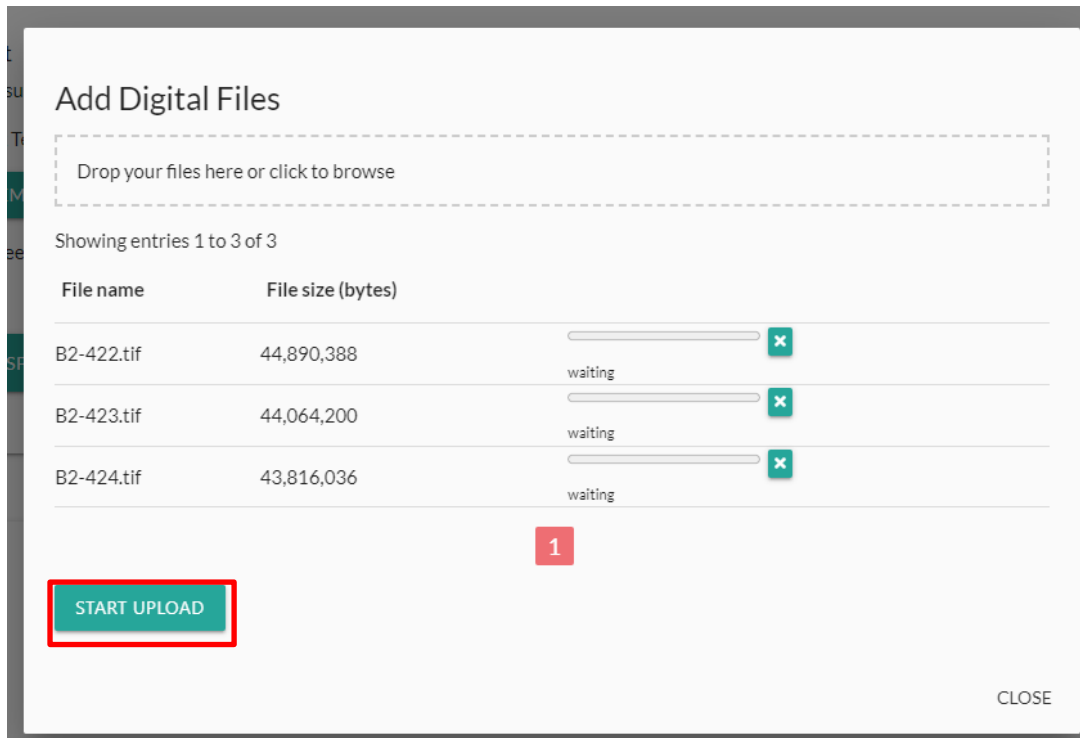
The digital files planned for transfer can be uploaded once the bucket has been unlocked.

To upload digital files:

1. Click 'add digital files' and a modal will appear.

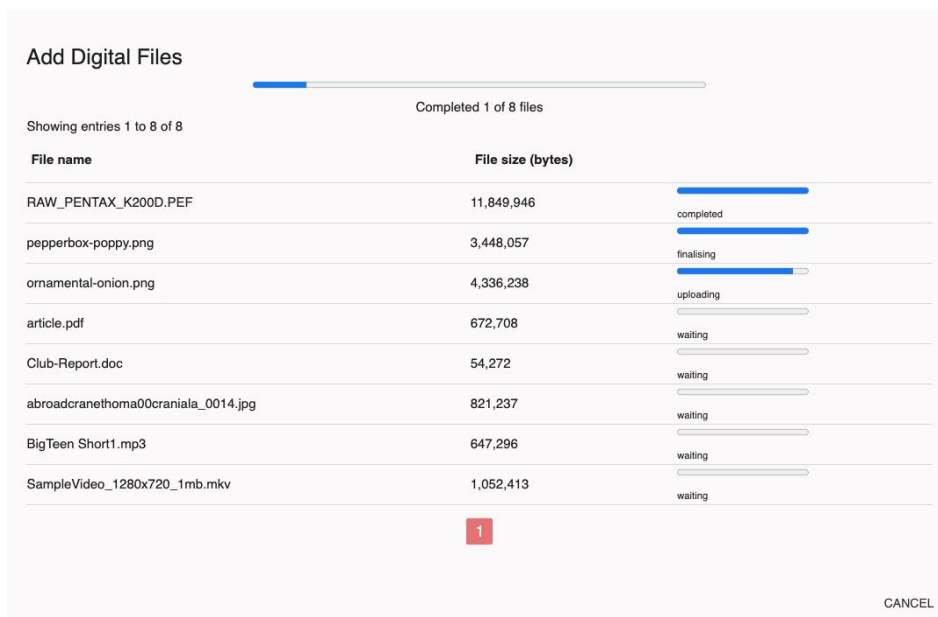


2. Drag and drop or browse to choose the digital files required for transfer.
3. Click 'start upload' to begin uploading the selected files to the bucket.



Note: speed of the file upload is dependent on the quantity, size of the files and network speed.

- As files are uploaded a progress bar transitions from “waiting’ to “uploading” to “finalising” to “complete”.



Note: there is a cancel button should the upload need to be terminated.

2.8.3 Quarantine

Files uploaded via ArchivesGateway undergo a quarantine period of 28 days to ensure that digital records do not contain viruses. The status of 'Under Quarantine' with a date and time when quarantine will end will be assigned to each file once upload and initial checks have been completed. Upon the completion of quarantine, files will undergo a second anti-virus scan to ensure that they are still safe to import into the Digital Preservation System and Storage.

SampleVideo_1280x720_1mb.mkv	1,052,413	09/11/2023, 21:05:36	Under quarantine Quarantine End: 09/11/2023, 21:06:21	DELETE
abroadcranethoma00craniala_0014.jpg	821,237	09/11/2023, 21:05:35	Under quarantine Quarantine End: 09/11/2023, 21:06:20	DELETE

The 'Quarantine Status' and 'Quarantine End' fields display in the basic information section of the transfer. These fields will automatically update as the files progress through this process.

Quarantine Status

Completed

Quarantine End

2024-02-22 10:53:25 +1000

2.9 Transfer alerts and errors

When an error occurs within a transfer, alerts specify where remediation work is required. If an error within a transfer is present the in-progress pulse on the status bar will change from green to red. All errors must be remediated to progress a transfer through to completion. Errors encountered during the transfer process can be either validation errors relating to the transfer list or the digital file upload.



For assistance with any transfer list validation errors or for any technical support, contact QSA Transfers Team.

See below for an explanation of each of the alerts and errors that may be encountered.

2.9.1 Transfer list validation errors

See [validation of the transfer list template](#) for instruction on how to remediate validation errors.

2.9.1.1 Example errors

This table provides examples of transfer list template validation errors. Use this table when remediating these errors.

Validation error	Explanation of error
Sheet ATL, Row: 3, Column: Access Classification -Value was missing or empty	The column named 'Access Classification', row 3, has no option selected from the drop down for that cell.
Sheet ATL, Row: 3, Column: Start Date and End Date -Date '2060' is in the future	A future date cannot be entered.
Sheet ATL, Row: 4, Column: Format (Physical) -Vocabulary value was empty	In the Format (Physical) column, there was no option selected from the drop down for that cell.

2.9.2 Digital file upload errors

Digital file upload errors will be visible after the files have been uploaded via ArchivesGateway.

At the top of the uploaded files listing two alert sections may show:

1. For files with issues
2. For files missing from the spreadsheet or not yet uploaded

These alerts have a 'show' button which will filter the file listing to only show the files affected, which can assist with the review and remediation of files process.

Upload your Digital Files

4 file(s) have problems [SHOW](#)

14 file(s) not linked between spreadsheet and upload area [SHOW](#)

Sort by Limit to [APPLY](#) [RESET](#)

18 matching entries. Showing page 1 of 1

File name	Size (bytes)	Date uploaded	Status
-----------	--------------	---------------	--------

Another way to filter to files that require review and remediation is to use the 'limit to' drop down.

To filter using the 'limit to' drop down:

1. Select one of the following options:
 - a. Files with problems
 - b. Unlinked files
2. Click 'apply'

Erroring files can either be deleted individually or via the 'delete all problem files' button found in the red alert banner. This will remove all the files that are in the file listing that have errors.

To review these errors more closely, a CSV can be downloaded with the erroring files and relevant information via the 'download' button.

Upload your Digital Files

Please review the list of files with problems. DELETED ALL PROBLEM FILES

Sort by Date uploaded Limit to Files with problems APPLY RESET

1 matching entries. Showing page 1 of 1
Limit applied: Showing files with problems. ✕

File name	Size (bytes)	Date uploaded	Status
test.30M.nukem.with-virus	31,457,328	27/09/2023, 20:41:21	Virus detected on first scan

REPLACE DELETE

ADD DIGITAL FILES

transfer_file_listing.T6814.2023-11-06 (1)

relative_path	size_bytes	checksum_status	virus_check_status	quarantine_start
test.30M.nukem.with-virus	31457328	passed	failed-first	2023-09-27 20:41:21 +1000








A CSV of all the information in the file listing section can also be downloaded. This provides a list of all the files uploaded, files missing and what checks have been completed. This can be done without filtering or by resetting the filter.

relative_path	size_bytes	checksum_status	virus_check_status	quarantine_start
pepperbox-poppy.png	3448057	mismatch	unchecked	2023-11-09 20:54:15 +1000
ornamental-onion.png	4336238	passed	passed-second	2023-11-09 20:54:15 +1000
RAW_PENTAX_K200D.PEF	11849946	mismatch	unchecked	2023-11-09 20:54:14 +1000
Nemastylis_geminiflora_Flower.PNG	2050617	unchecked	unchecked	2023-11-09 20:31:22 +1000
G31DS.TIF	125968	unchecked	unchecked	2023-11-09 20:31:22 +1000

2.9.2.1 Checksum mismatch

A checksum mismatch may occur because of an error in the checksum field in the transfer list spreadsheet or if a file that is uploaded changed after the checksum was generated. An uploaded file with a checksum mismatch can be identified by the status of 'Checksum mismatch' within the 'upload your digital files' section of the transfer.



To remediate this mismatch either replace the uploaded file and/or review the transfer list spreadsheet and update the spreadsheet with a newly calculated checksum.

File name	Size (bytes)	Date uploaded	Status	
pepperbox-poppy.png	3,448,057	09/11/2023, 21:54:15	Checksum mismatch	 
ornamental-onion.png	4,336,238	09/11/2023, 21:54:15	Ready for ingest	 
RAW_PENTAX_K200D.PEF	11,849,946	09/11/2023, 21:54:14	Checksum mismatch	 
Nemastylis_geminiflora_Flower.PNG	2,050,617	09/11/2023, 21:31:22	Missing from spreadsheet	

2.9.2.2 Incorrect Filename

If a filename has been included in the transfer list spreadsheet but a file with the same name has not been uploaded to the transfer, the 'upload your digital files' section within the transfer will automatically add a line for that filename. This will have the status of 'not yet uploaded', until a file with the same filename listed in the transfer list spreadsheet is uploaded to the transfer.


10 matching entries. Showing page 1 of 1

File name	Size (bytes)	Date uploaded	Status	
pepperbox-poppy.png		09/11/2023, 21:13:10	Not yet uploaded	
RAW_PENTAX_K200D.PEF		09/11/2023, 21:13:10	Not yet uploaded	

If a filename in the transfer list spreadsheet has been entered incorrectly e.g., there is a typo, the uploaded files section will expect a file to be uploaded with the same filename inclusive of the typo, regardless of the intended file being uploaded. If the correct file has been uploaded, it will have its own line in the uploaded files section of the transfer with a status of 'missing from spreadsheet' as the reference link in the transfer list spreadsheet has a different filename due to the typo.

Sort by: Date uploaded | Limit to: All files | APPLY | RESET

8 matching entries. Showing page 1 of 1

File name	Size (bytes)	Date uploaded	Status	
SampleVideo_1280x720_1mb.mkv	1,052,413	09/11/2023, 21:05:36	Missing from spreadsheet	

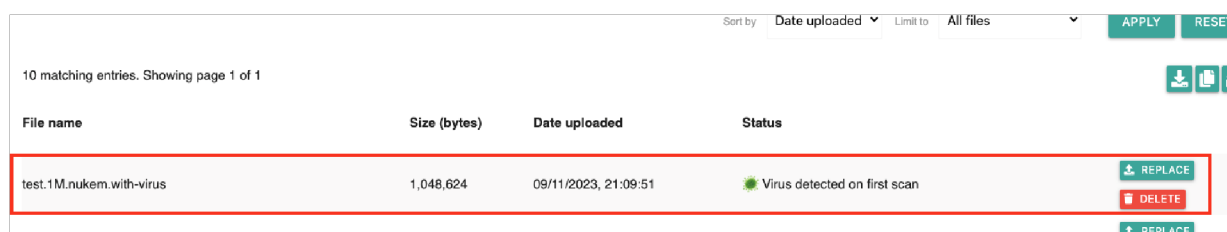
To remediate this error, review the transfer list spreadsheet, ensure the filename is correct and reupload the spreadsheet. Once the correct file is uploaded and the correct file name is included in the transfer list spreadsheet, there should be one line for the intended file in the upload files section. The file will then proceed through the remaining checks until it reaches quarantine.

2.9.2.3 Virus detected

Before any files are uploaded to the transfer via ArchivesGateway anti-virus checks will need to be conducted. Any corrupted or suspicious files must be excluded from the transfer for further investigation and remediation.

ArchivesGateway conducts virus scans on all files uploaded to the transfer, however, any file larger than 4GB will skip the virus check process. These should be virus checked by an anti-virus scan software outside of ArchivesGateway prior to being uploaded.

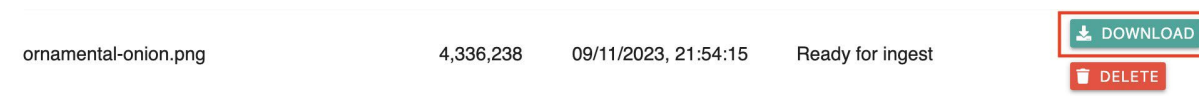
For all files under 4GB, an initial virus check occurs as soon as the files are uploaded to ArchivesGateway and are checked again after the quarantine period. Any file found to have a virus will have an alert in the status column in the uploaded files section. A contaminated file will need to be deleted and either replaced with a clean version, or the corresponding line in the transfer list spreadsheet deleted for the transfer to progress.



The screenshot shows a table with columns: File name, Size (bytes), Date uploaded, Status, and actions. The file 'test.1M.nukem.with-virus' is highlighted with a red border. Its status is 'Virus detected on first scan'. Action buttons for 'REPLACE', 'DELETE', and 'REPLACE' are visible.

File name	Size (bytes)	Date uploaded	Status	
test.1M.nukem.with-virus	1,048,624	09/11/2023, 21:09:51	Virus detected on first scan	REPLACE DELETE REPLACE

Files from the transfer in ArchivesGateway cannot be downloaded if there is a pending virus check or if a virus has been detected. Once the file has passed all its checks including the final virus check upon the completion of quarantine, and the status has been updated to 'ready for ingest' files can be downloaded.



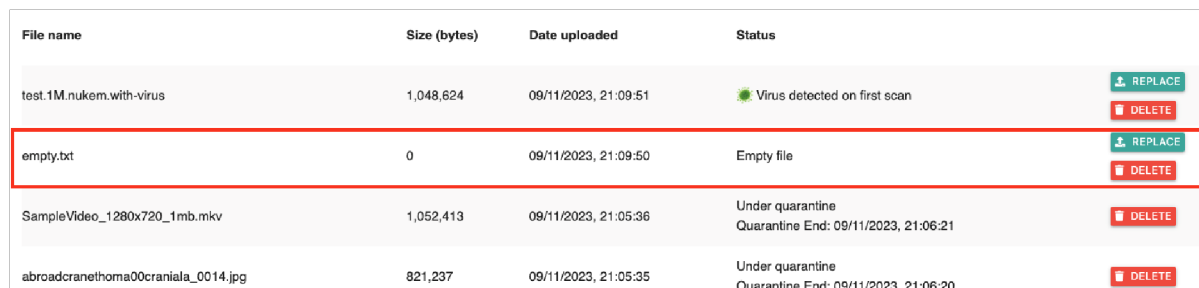
The screenshot shows a table with columns: File name, Size (bytes), Date uploaded, Status, and actions. The file 'ornamental-onion.png' is highlighted with a red border. Its status is 'Ready for ingest'. Action buttons for 'DOWNLOAD' and 'DELETE' are visible.

File name	Size (bytes)	Date uploaded	Status	
ornamental-onion.png	4,336,238	09/11/2023, 21:54:15	Ready for ingest	DOWNLOAD DELETE

2.9.2.4 Empty file

If a zero-sized file has been uploaded to the transfer, the status of that file will be 'empty file'. Zero-sized files must be removed from the transfer and the transfer list spreadsheet.

Note: in the uploaded files listing, the size is indicated as 0 bytes.

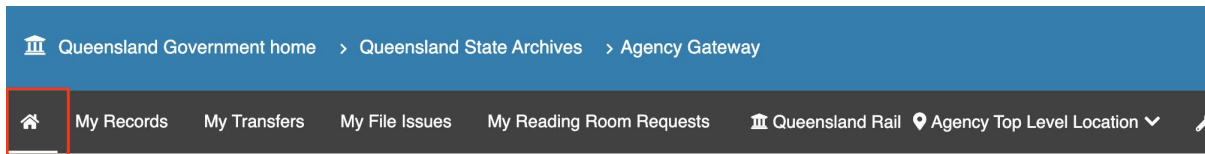


The screenshot shows a table with columns: File name, Size (bytes), Date uploaded, Status, and actions. The file 'empty.txt' is highlighted with a red border. Its size is 0 bytes and its status is 'Empty file'. Action buttons for 'REPLACE', 'DELETE', and 'DELETE' are visible.

File name	Size (bytes)	Date uploaded	Status	
test.1M.nukem.with-virus	1,048,624	09/11/2023, 21:09:51	Virus detected on first scan	REPLACE DELETE
empty.txt	0	09/11/2023, 21:09:50	Empty file	REPLACE DELETE
SampleVideo_1280x720_1mb.mkv	1,052,413	09/11/2023, 21:05:36	Under quarantine Quarantine End: 09/11/2023, 21:06:21	DELETE
abroadcranethoma00craniala_0014.jpg	821,237	09/11/2023, 21:05:35	Under quarantine Quarantine End: 09/11/2023, 21:06:20	DELETE

2.9.3 Transfer error alerts on ArchivesGateway home page

Errors within transfers will raise a notification on the ArchivesGateway homepage. This alert will automatically disappear after 7 days. However, if an errored transfer is viewed without the errors being remediated, the 7-day counter will reset and the error notification will be visible again from the homepage.



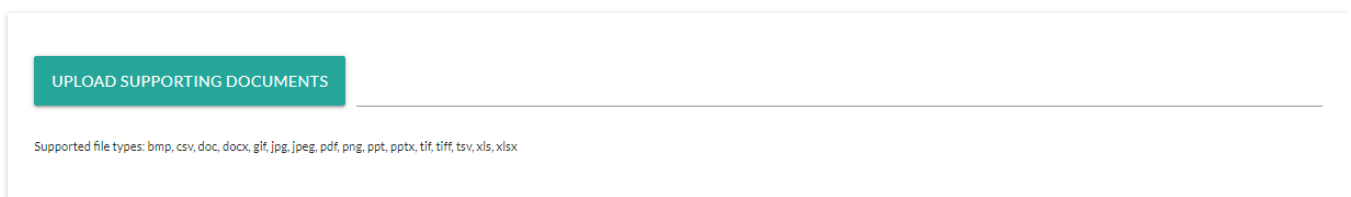
Welcome

Notifications		
Record	Notification	Time of Event
T6890	Transfer has errors: Transfer List spreadsheet is invalid	09/11/2023, 11:24:03

2.10 Upload supporting documents

Additional documentation such as the Access Classification authorisation, Restricted Access Period (RAP) Notices signed by the agencies delegate or Chief Executive Officer, spreadsheets providing additional contextual metadata not provided in the transfer list or images of records being transferred, can be added to a transfer record via the upload supporting documentation section.

Note that uploading the Access Classification authorisation signed by the Security Administrator is **mandatory**.



1. Scroll down to the 'upload supporting documents' section.
2. Click 'upload supporting documents'.
3. Browse to choose the relevant file(s) for upload.
4. Click open to upload the file(s).
5. The file(s) will be listed below the 'upload files' section.
6. Select a role from the drop-down list:

- a. Other – for Access Classification authorisations, supporting documents, images, scans
- b. RAP Notice – upload RAP notice if required.

UPLOAD SUPPORTING DOCUMENTS

Agency Research Notes.docx

Supported file types: bmp, csv, doc, docx, gif, jpg, jpeg, pdf, png, ppt, pptx, tif, tiff, tsv, xls, xlsx

Filename	Role	Created by	Create Time
Restricted Access Period notice (RAP).doc	RAP Notice		
Agency Research Notes.docx	Other		

7. Save the transfer.
8. Use the comments/discussion function to send a message to QSA to inform a new document has been uploaded.

Note: a RAP notice can also be sent via email.

2.11 Schedule and deliver transfers

Once a transfer proposal is approved, and the transfer list template supplied is satisfactory, a mutually agreeable transfer date can be arranged for both digital and physical records in consultation with the Transfers Officer. This can be done via the ArchivesGateway messaging feature, by email or by phone.

The decision on a date will be subject to [QSA transfer requirements and priorities](#).

When a scheduled date is allocated by QSA, it will appear in the ArchivesGateway transfer screen. For the transfer of mixed records, two different transfer dates may be arranged for the digital and physical components.

QSA will discuss any logistical or special delivery arrangements if required.

From this point, the next step for any transfer is the completion, upload and validation of the transfer list in ArchivesGateway. For mixed/digital transfers, QSA will be available to provide support and advice during the file preparation process.

Once the files are ready and in accordance with the timeframe agreed upon, the file upload process via ArchivesGateway can commence. Please note the file upload must be completed within 10 business days.

See [upload digital files](#) for more information.

2.12 Completing transfer process

Once the digital and/or physical records are received by QSA a variety of checks occur before importing the transfer.

Note: regardless of transfer type, the RAP notice **MUST** be received by QSA before the transfer can be marked as completed.

When the transfer is completed by QSA, the status will change to 'Complete' in ArchivesGateway.

2.12.1 Digital / mixed transfers

Once digital records have completed quarantine and are ready for ingest, QSA will:

- Complete additional anti-virus scans on files over 4GB
- Make any required metadata amendments, then import the transfer into ArchivesSpace

This will complete the digital transfer process unless a RAP notice is still required from the agency.

See below for information on how physical transfers are completed after they are delivered to QSA, if carrying out a mixed transfer (both digital and physical records).

2.12.2 Physical transfers

Once records are delivered, QSA will:

- physically check the items received against the supplied item list
- check for pests, mould or other issues
- make any required metadata amendments and then import the transfer into ArchivesSpace.

This will complete the transfer process unless a RAP notice is still required from the agency.

2.12.3 Changes report

2.12.3.1 Physical changes report

QSA may send an email with a Changes report if required.

The changes report lists the details of any significant discrepancies identified by QSA staff between the records transferred and the final item list submitted e.g., missing, or unlisted files.

2.12.3.2 (Digital) File changes report

A 'file changes report' can be downloaded in ArchivesGateway against the relevant Transfer once a digital transfer is complete. This report allows users to review what changes have been made to transferred digital records as a part of digital preservation activities. These changes include:

- Filename changes
- Normalisation
- Checksum changes because of normalisation.

This report records both the original and the new value for anything that has been altered.

File name changes occur when the filenames have non-standard characters in them, which includes anything other than:

`-.()abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ0123456789`

The system will remove the characters and replace them with an underscore '_', thus changing the name. The most common filename change will be for the removal of any spaces within the original file name.

Normalisation events actioned are also reported on. Normalisation will occur anytime a file format is changed for preservation or access purposes, however, only normalisation for preservation will be recorded in the file change report.

As a normalised file is different from the original, a new checksum must be generated to ensure no file corruption has occurred. This new checksum is reported in the change report.

To download the file change report:

1. In the 'Transfers' tab, navigate to the relevant transfer.
Note: transfers can be searched and sorted by title, number, status and creation date.
2. Click the 'view' button to see the transfer details.
3. At the top of the screen, click the 'download file change report' button



4. Open and save as required.

Note: the transfer report will download as CSV file.

2.12.4 Download the Transfer report

A Transfer Report, listing all items and details, is available in ArchivesGateway.

To download the report:

1. In the 'Transfers' tab, navigate to the relevant transfer.

Note: transfers can be searched and sorted by title, number, status and creation date.

2. Click the 'view' button to see the transfer details.
3. At the top of the screen, click the 'download report' button

VIEW TRANSFER PROPOSAL

DOWNLOAD REPORT

DOWNLOAD FILE CHANGE REPORT



Transfer Process
Initiated



In Progress



Complete

4. Open or save as required.

Note: the transfer report will download as CSV file.

3 Viewing past transfers

To view past transfers, including the ability to download transfer reports:

1. Go to the transfers list in the 'Transfers' tab.
2. Search for the relevant transfer.
3. Click 'view' to open the transfer and see the details.
4. To download the report, click the 'download report' button at the top.

3.1 Transfer reports for transfers managed in the previous system

Follow the steps above to download a transfer report for a transfer that was managed prior to the introduction of ArchivesGateway.

These reports are NOT the same as the ones created and sent to you by QSA at the time of the Transfer.

These reports are a list of a list of records that were transferred and is generated by ArchivesGateway based on the import and transfer information attached to each item in the system.

To view the transfer report sent to at the time of the transfer, relevant agency records will need to be searched or contact QSA.

4 More information

Further information is available on the Recordkeeping section of the For Gov website:

- [Use ArchivesGateway](#)
- [Transfer records to QSA](#)
- [Restrict access to records at QSA \(Restricted Access Periods\)](#)
- [Retrieve or access your agency's records at QSA \(File Issue service\)](#)
- [Provide access to closed records](#)

Other user guides are also available for specific functions within ArchivesGateway and are available on the relevant pages listed above.

If further assistance is required with ArchivesGateway, contact us via email:

fileissue.qsa@archives.qld.gov.au.

If you require assistance from the Transfers team, or have an enquiry about transfers in general, please contact the Transfers Officer at Transfers@archives.qld.gov.au