File Issue service

ArchivesGateway user guide

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Introduction

This user guide provides an overview and instructions of how to search your agency's records in ArchivesGateway and how to submit a request to retrieve or access records at Queensland State Archives (QSA) through the File Issue service.

Note: The File Issue service is a fee-based service. Find out more about the File Issue service.

The information in this guide applies to all government agency staff that use ArchivesGateway to manage and access their records at QSA.

See the ArchivesGateway user guide: Manage users and locations for information on how to access ArchivesGateway, create users and set user permissions.

See the ArchivesGateway user guide: Searching records and Search requests service for more information on how to:

- search for the required records **before** submitting a File Issue request

- submit a search request if the required records cannot be located.
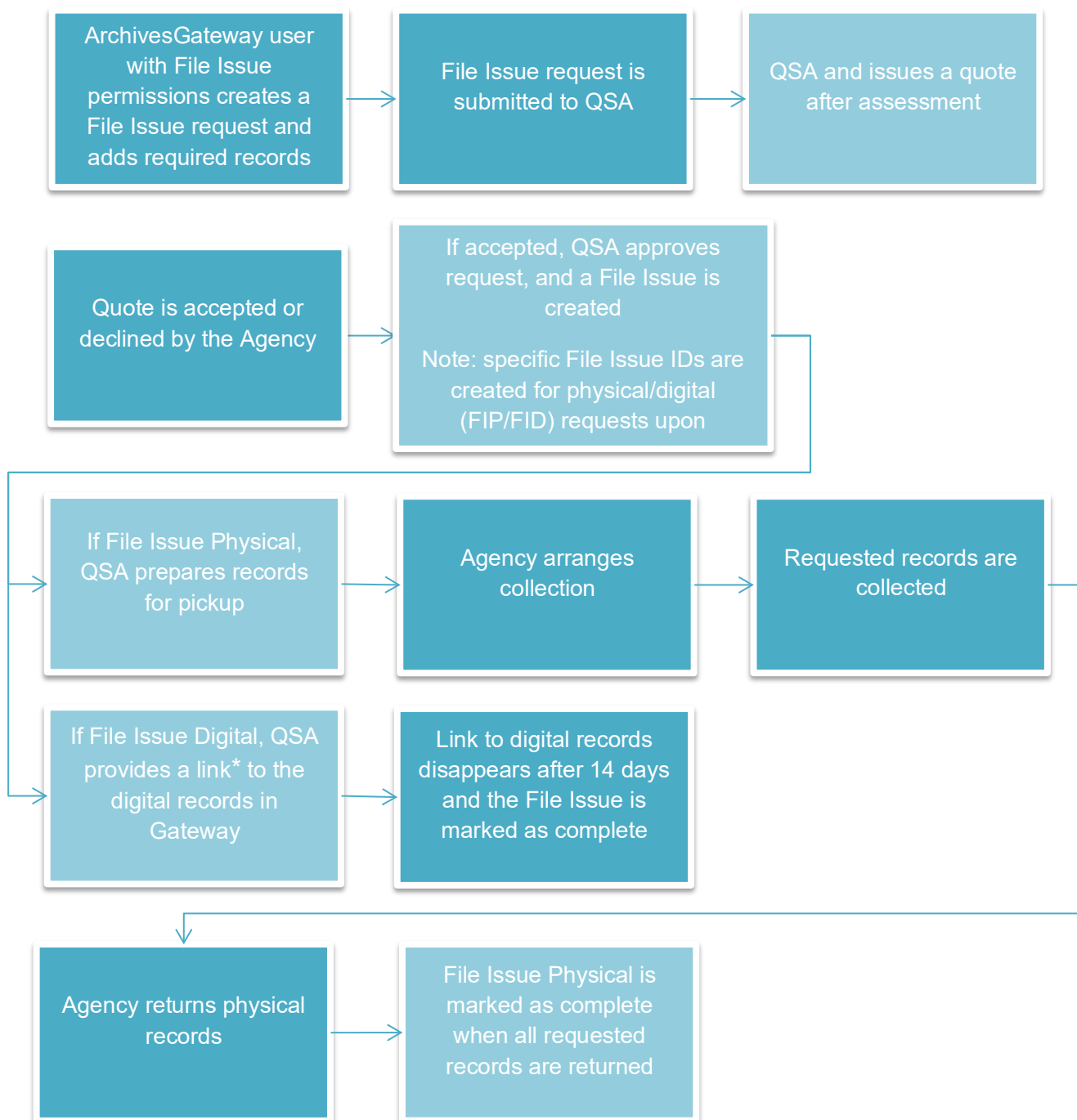
Other user guides are available for other functions within ArchivesGateway. See the more information section for details on how to find and access these other user guides.

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 File Issue process

ArchivesGateway user with File Issue permissions creates a File Issue request and adds required records → File Issue request is submitted to QSA → QSA and issues a quote after assessment

Quote is accepted or declined by the Agency → If accepted, QSA approves request, and a File Issue is created

Note: specific File Issue IDs are created for physical/digital (FIP/FID) requests upon

If File Issue Physical, QSA prepares records for pickup → Agency arranges collection → Requested records are collected

If File Issue Digital, QSA provides a link* to the digital records in Gateway → Link to digital records disappears after 14 days and the File Issue is marked as complete

Agency returns physical records → File Issue Physical is marked as complete when all requested records are returned

*Digitised copies of physical records held at QSA requested through File Issue will be available in perpetuity in the Controlled Records screen. Access to these digitised copies is dependent on the access permissions assigned by the Security Administrator for your agency.

1 The 'My File Issues' tab

In the 'My File Issues' tab, current and past file issues and requests are visible.

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

The Agency Locations drop down list can be used to filter to file issues/file issue requests 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.
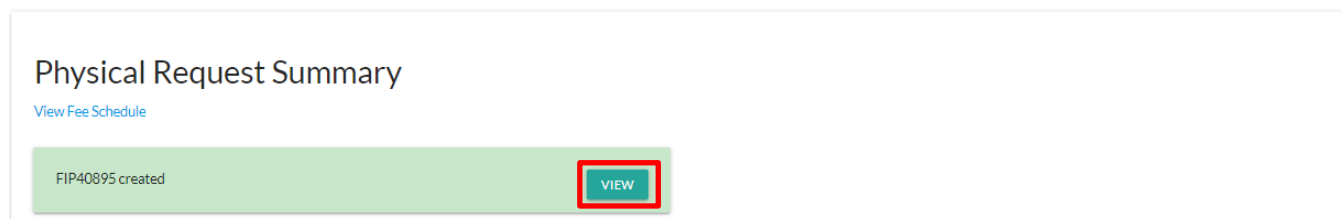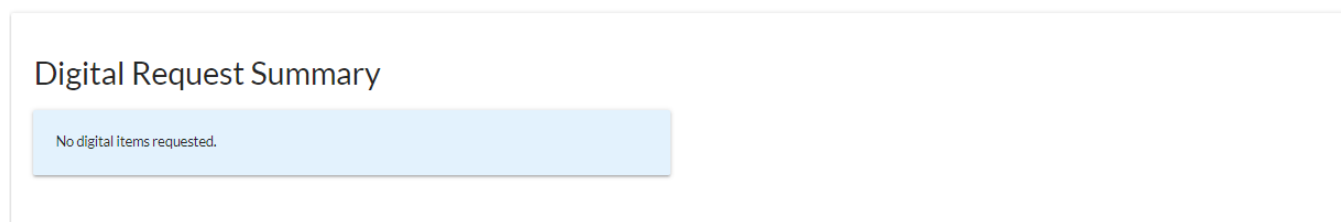
1.1 'Requests' tab

To see active and approved File Issue requests done in ArchivesGateway, click on 'Requests' in the toolbar.

From here, current File Issue requests can be viewed, edited or cancelled.

If a File Issue request has been approved, it cannot be edited further.

Note: in the approved File Issue request window, the attached File Issue can be navigated to by using the 'view' button in the 'Digital and/or Physical Request Summary' section within the request.

See the [File Issue requests](#) section for more information.

1.2 'File Issues' tab

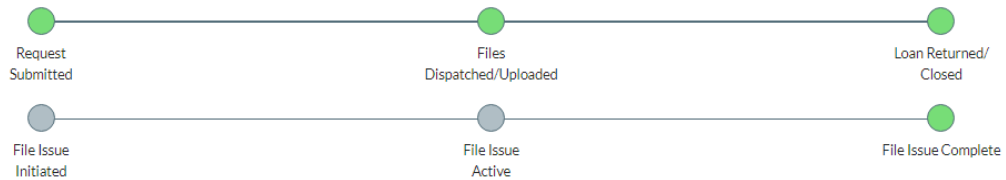To see current and past File Issues, click on the 'File Issue' tab in the toolbar.

From here it is possible to:

- view active file issues including downloading requested digitised copies.
- view completed file issues.

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

File Issue

VIEW REQUEST

See the File Issues section for more information.

1.3 'Fee Schedule' tab

To see current fees associated with physical and digital File Issue requests, click on the 'Fee Schedule' tab in the toolbar.

See the Fee schedule section for more information.

1.4 'File Issue Report' tab

To run file issue reports on all requests and file issue (digital and physical) loans that were created between specific dates, click on the 'File Issue Report' tab in the toolbar.

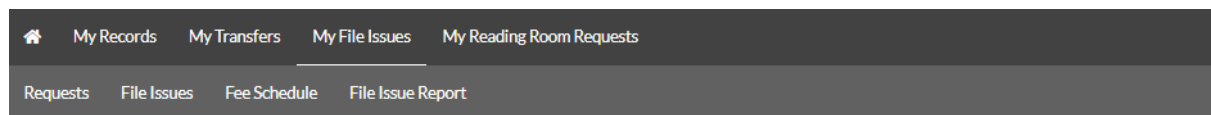See the File Issue Report section for more information.

2 Fee schedule

2.1 Viewing the fee schedule

The fee schedule in ArchivesGateway displays the fees for using the File Issue service.

To view this fee schedule:

1. Click on 'My File Issues' along the top bar

2. Then click on 'Fee Schedule'.

This will then display the fee schedule for all File Issue services.

Fee Schedule

File issue of physical items

Unit Description	Unit Cost
Search fee	$16.65 per 15min
Retrieval -- Standard	$14.45 per record
Additional fee for urgent orders (Urgent status is if required before next delivery day)	$32.30 per order

File issue of digital items

Unit Description	Unit Cost
Search fee	$16.65 per 15min
Retrieval -- Standard	$14.45 per record
Digital copy/scanning -- (1-10 pages; 300 dpi; up to A3 size; PDF)	$1.85 per page
Digital copy/scanning -- (11-20 pages; 300 dpi; up to A3 size; PDF)	$26.15 per order
Digital copy/scanning -- (21-50 pages; 300 dpi; up to A3 size; PDF)	$60.85 per order
Digital copy/scanning -- (51-100 pages; 300 dpi; up to A3 size; PDF)	$130.85 per order
Digital copy/scanning -- (101-200 pages; 300 dpi; up to A3 size; PDF)	$296.55 per order
Existing digitised record -- (number of pages not relevant, retrieval fee waived)	$0.00 per record
Additional fee for urgent scanning orders (Urgent status is if required before next delivery day)	$32.30 per order
Delivery -- (Digital NRS)	$9.60 per record

3   Request to view records under Access Classifications

The physical records able to be requested through File Issue is dependent on the level of Access Classification assigned to the requestor by the Security Administrator. Permissions within ArchivesGateway are set for users by the Security Administrator using a three-tier hierarchy based on the records' sensitivity. This ensures that access to records and metadata is only granted to users with the approved and allocated permissions in accordance with the Access Classification labels that have been applied.

Non sensitive, sensitive and unclassified digital representations no longer need to be requested through File Issue. Depending on the level of Access Classification assigned by the Security Administrator, some or all digital representations can now be downloaded directly from the 'Controlled Records' screen via the 'View Digital Record' link. Only Highly Sensitive digital representations need to be requested through File Issue. These records can only be requested and viewed by users with 'allow request highly sensitive' permission assigned by the Security Administrator.

Where no digital representation is available, physical representations can still be requested as a digitised copy.

For further information on the three permission types in ArchivesGateway and what levels of access they cover, refer to the [Access Classification Labels and Access Permissions Agency Toolkit](#) located on the website.

Note: the records that can be viewed in ArchivesGateway or requested via File Issue is dependent on the level of access assigned to them.

4   File Issue requests

4.1 View and manage File Issue requests

Active and approved File Issue requests (FIR) can be viewed in the 'My File Issues' tab in ArchivesGateway.
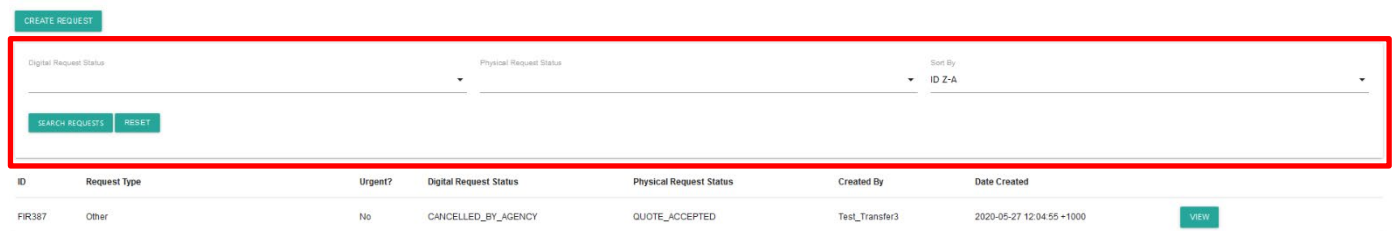
4.1.1   Filter and Search File Issue request

File Issue requests can be filtered to help find required requests.

From the File Issue requests page, under 'My File Issues' in ArchivesGateway, requests can be filtered by Digital Request and Physical Request Status.

There is also a 'sort by' section that provides a range of ways that results can be sorted.

4.1.2   Open and View File Issue requests

To open and view a File Issue Request:

1. Click on 'My File Issues' along the top bar

2. Click on 'Requests'

3. Locate the required request

4. Click the 'View' button on the right-hand side.

Note: details for File Issue requests cannot be viewed if they contain records with higher Access Classifications than the permissions granted to the user.

File Issue Requests

4.1.2.1 File Issue request status bar

Each File Issue request created and submitted to QSA may include a 'Digital Request Status' and/or a 'Physical Request Status' bar, which tracks the progress of the request.

The 'Digital Request Status' bar is the default when a new request is created. This bar will be replaced with a 'Physical Request Status' bar if only physical representations are requested in their original format. If both physical and digital request types are used within the same request, both request status bars will be visible.
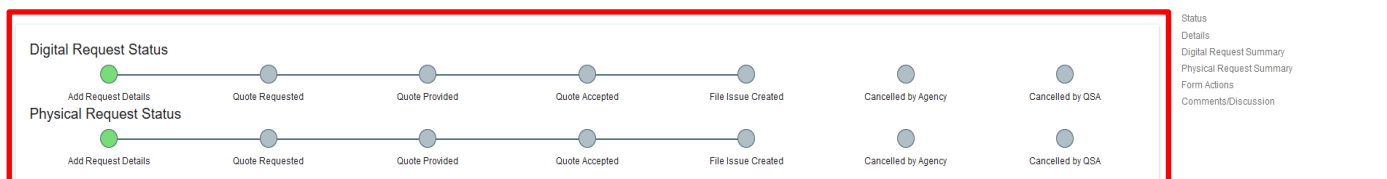
4.1.3 File Issue requests and Machinery of Government or administrative changes

When there is a machinery-of-government (MOG) or administrative change and the ownership of the records transfer to another agency, there is a grace period of three months where both the preceding and succeeding agency can view and access records, and conduct file issue requests. During the grace period the 'under movement' badge on Series, Items and related Representations shows which records were affected by the MOG or administrative change.

Once the grace period ceases, the agency that is no longer responsible for the records can still access the requests or file issues created, however the metadata of the records will not be visible.

4.2 Create a File Issue request

If you wish to access your agency's records held at QSA via our File Issue service, a File Issue request must be created and submitted. This applies to both open and closed records.

When completing a File Issue request, please ensure that the Agency Location field reflects the location within your agency that is requesting the records.

For example, if your agency has a location for regular File Issue Requests and one for File Issue Requests related to National Redress Scheme (NRS) and a NRS File Issue Request is required, ensure you are in the Agency Location that relates to NRS for that request.

See the ArchivesGateway user guide: managing users and locations for more information on different locations and how to switch between locations.

To create a File Issue Request:

1.   Click on 'My File Issues' along the top bar

2.   Click on 'Requests'

3.   Click on 'Create Request'

File Issue Requests

CREATE REQUEST

Digital Request Status		Physical Request Status		Sort By	
	⌄		⌄	ID Z-A	

SEARCH REQUESTS   RESET

ID	Request Type	Urgent?	Digital Request Status	Physical Request Status	Created By	Date Created	
FIR383	Other	No	FILE_ISSUE_CREATED	FILE_ISSUE_CREATED	Test_Transfer3	2020-05-13 13:36:17 +1000	VIEW

4. A File Issue request form will open.

4.2.1 Filling out the request form

To complete the request form:

5. Select the 'request type'' from the drop down

    a. Right to Information

    b. National Redress Scheme or related

    c. Disability Royal Commission

    d. Aged Care Royal Commission

    e. Commission of Inquiry – Other

    f. Other (default)

6. Tick the 'urgent' tick box if required

    Note: urgent requests will be indicated by a flag to QSA (urgent fees apply). See retrieve or access your agency's records at QSA (File Issue service) for information on turnaround times for urgent requests.

7. Provide any additional details regarding the request in the 'notes' field

8. Select the appropriate method of delivery:

    a. Agency location (default)

    b. Agency arranged courier

9. Provide details of the preferred person to receive/collect the File Issue

    Note: this can be the requesting user, another employee or courier company if the requesting user is not available

10. If the cost of the file issue request is pre-approved, tick the 'pre-approve quote' check box.

    See pre-approve quotes for more information.

4.2.2 Adding records to a request

Once the request details have been provided, the required records for access will need to be added. See the ArchivesGateway user guide: Searching records and Search requests service for more information on how to:

- search for the required records for a File Issue request

- submit a search request if unable to locate the required records yourself.

Note: in ArchivesGateway, the records that you request are called representations and can be either physical or digital. Find out more about representations.

To add records/representations, to the request:

1. Click on the 'Add Records to Request' button

2. In the search window search for the records/representations required for the request

Note: for information on how to search within this window, see the instructions on searching for records in ArchivesGateway.

3. When the required representations have been located, click on the 'add' button next to the representation to add them to the request

Note: depending on the access permissions assigned by the Security Administrator for the requestor, some representations cannot be added to the request.

4. The button will then change to allow representations to be removed if necessary

For more information, see the section on Removing representations from a request.

5. Once all the required representations have been added to the request click on the 'X' at the top of the screen or click outside of the window on the grey section to close the search window.

4.2.3 Changing from a digital to physical request

Once added to a File Issue request, all Physical representations will **automatically default to a digitised copy** to create a digital file issue request. If these representations need to be temporarily recalled back to the agency, a physical file issue request can be created.

To create a physical file issue request:

1. In the request summary, find the records to be received physically

2. Go to the drop-down menu in the 'Issue Type' column next to the item

3. Change the issue type from 'digitised copy' to 'original'

Digital Request Summary

View Fee Schedule

Items Requested

Issue Type	Identifiers	Title	Dates	Format	Extra Information	
Digitised copy ▼	Series: S17970 Record: ITM170278 Representation: PR170278 Control Number: 8, 10, 11, 11a, 12-14, 16, 19-23 Previous System Identifiers: TR1832/1; PRV14789/1/2; A1 Item ID 170278; TR1832/1; PRV14789/1/2; A1 Item ID 170278 Record Details	Road case files; File/document	1876-01-01 - 1904-12-31	File/document	Access Classification: Non-sensitive Intended Use: Master - Only Copy	⊖

Digitised copy
Original

Status
Details
Digital Request Summary
Physical Request Summary
Form Actions
Comments/Discussion

4. This will then move those files to create a physical file issue request.

Digital Request Summary

No digital items requested.

Physical Request Summary

View Fee Schedule

Items Requested

Issue Type	Identifiers	Title	Dates	Format	Extra Information	
Original ▼	Series: S17970 Record: ITM170278 Representation: PR170278 Control Number: 8, 10, 11, 11a, 12-14, 16, 19-23 Previous System Identifiers: TR1832/1; PRV14789/1/2; A1 Item ID 170278; TR1832/1; PRV14789/1/2; A1 Item ID 170278 Record Details	Road case files; File/document	1876-01-01 - 1904-12-31	File/document	Access Classification: Non-sensitive Intended Use: Master - Only Copy	⊖

Status
Details
Digital Request Summary
Physical Request Summary
Form Actions
Comments/Discussion

Note: both physical and digital records can be requested in a single File Issue request OR separate requests for physical and digital records can be submitted.

4.2.4 Requesting Highly Sensitive digital representations

When requesting Highly Sensitive digital representations, it will **automatically default** to an 'Issue Type' of 'Digital'.

4.2.5 Adding additional information to representation details

Additional information can be added to each representation in the request form by using the 'Records Details' text box.

For example, this text box can be used to:

- notify QSA of a specific section within a record you need digitised

- provide details of a specific representation needed within a box that is listed at box level by using titles or agency control numbers

4.2.6 Removing representations from a request

Digital and physical representations added to a File Issue request form can be removed if no longer required. This can be done up until the quote is approved.

Note: if the quote is pre-approved, representations cannot be removed after submission.

Representations can be removed from a request:

- Within the digital/physical **request summary**, or
- Within the **'add records to request'** window

4.2.6.1 Within the 'Request summary' window

1. Navigate to the File Issue request in the list of 'My File Issues'

2. Click 'View' to see the details and representations included in the request

3. Scroll down to the digital or physical request summary sections

4. Click on the 'remove' button next to the relevant representations

5. Save or submit the request as required.

4.2.6.2 Within the 'add records to request' window

To remove a representation via the 'add records to request' window:

1. Navigate to the File Issue request in the list of 'My File Issues'

2. Click 'add records to request' button

3. Search for or find the representations you wish to remove

4. Click the 'remove' button on the right for the relevant representations

5. Exit out of the 'add records to request' window

6. Save or submit the request as required.

4.3 Saving and submitting a request

4.3.1 Saving a request

File Issue requests can be saved from the moment they are created to the moment they have been submitted to QSA.

Note: QSA will not have any visibility of requests saved by agency users until they are submitted. The request can also be edited until it is submitted to QSA (i.e. adding or removing records or changing a records issue type).

To save a File Issue Request:

1. Scroll down to the bottom of the request form

2. Click the 'save request' button

3. A unique request number will be created with the prefix of FIR followed by the request number e.g. FIR383.

4.3.2 Submitting a request

To submit a File Issue request to QSA:

1. Open the request

2. Scroll down to the bottom of the request form

3. Click on the 'Submit File Issue Request' button

4. This will send the File Issue request to QSA.

4.4 View and approve quotes

4.4.1 Understanding quotes

Quotes are issued at request/order level and are calculated based on what is requested and how many items or pages are required.

4.4.1.1 Summary of fees

Quote type	
Digital and physical	A **retrieval fee** to retrieve the physical records from storage, calculated based on the number of items, regardless of if the physical record is being digitised at QSA or provided physically.
Digital and physical	An additional '**urgent request fee**' charged per order IF the request has been marked as urgent in the request form
Digital	A **digitisation fee** to scan the requested pages, calculated based on the number of pages
Digital	An **existing digitised record fee** if a digital copy of a highly sensitive record (digitised or born digital) already exists, no charge for number of pages or retrieval fee calculated

Digital quotes

Digital quotes are issued when a digitised copy of a physical representation is required by your agency.

These quotes may contain a mixture of the fee types mentioned above.

As seen in the fee schedule, digitisation fees are broken down into 5 different page ranges

Unit	
1-10 pages	The fee to digitise up to 10 pages is per page. Each page is considered 1 unit
11-20 pages	The fee to digitise 11-20 pages is based on the page range, not per page. Each 11-20 page group is 1 unit
21-50 pages	The fee to digitise 21-50 pages is based on the page range, not per page. Each 21-50 page group is 1 unit
51-100 pages	The fee to digitise 51-100 pages is based on the page range, not per page. Each 51-100 page group is 1 unit
101-200 pages	the fee to digitise 101-200 pages is based on the page range, not per page. Each 101-200 page group is 1 unit

If a request contains more than 200 pages, multiple units will be applied to the page ranges above to cover all requested pages.

Examples:

No. of items retrieved	No. of pages to be digitised	Cost breakdown
1	5 pages	1 unit of the 'retrieval fee' **plus** 5 units of the '1-10 pages' fee
2	40 pages	2 units of the 'retrieval fee' **plus** 1 unit of the '21-50 pages' fee
17 2 items already digitised Urgent order	289 pages	15 units of the retrieval fee **plus** 2 units of the 'existing digitised record' fee **plus** 1 unit of the '101-200 pages' fee **plus** 1 unit of the '51-100 pages' fee **plus** 1 unit of the 'urgent order' fee

Digital Request Summary

View Fee Schedule

Quote

Unit Description	Unit Cost	No. of Units	Cost
Search fee	$16.65 per 15min	0	$0.00
Retrieval -- Standard	$14.45 per record	2	$28.90
Digital copy/scanning -- (21-50 pages; 300 dpi; up to A3 size; PDF)	$60.85 per order	1	$60.85
Digital copy/scanning -- (51-100 pages; 300 dpi; up to A3 size; PDF)	$130.85 per order	0	$0.00
Existing digitised record -- (number of pages not relevant, retrieval fee waived)	$0.00 per record	1	$0.00
Additional fee for urgent scanning orders (Urgent status is if required before next delivery day)	$32.30 per order	0	$0.00
Delivery -- (Digital NRS)	$9.60 per record	0	$0.00
Digital copy/scanning -- (1-10 pages; 300 dpi; up to A3 size; PDF)	$1.85 per page	0	$0.00
Digital copy/scanning -- (11-20 pages; 300 dpi; up to A3 size; PDF)	$26.15 per order	0	$0.00
Digital copy/scanning -- (101-200 pages; 300 dpi; up to A3 size; PDF)	$296.55 per order	0	$0.00
TOTAL			$89.75

Issued: 2023-01-09

4.4.1.2 Physical quotes

Physical quotes are issued when the original (physical) representation is required.

Physical Request Summary

View Fee Schedule

Quote

Unit Description	Unit Cost	No. of Units	Cost
Search fee	$16.65 per 15min	0	$0.00
Retrieval -- Standard	$14.45 per record	6	$86.70
Additional fee for urgent orders (Urgent status is if required before next delivery day)	$32.30 per order	0	$0.00
TOTAL			$86.70

Issued: 2023-04-14

4.4.2 Pre-approve quotes

The option to pre-approve quotes before a File Issue request is submitted is available.

This means that any quotes issued by QSA will automatically be approved, enabling the request to be approved by QSA without further action by the agency.

Pre-approving quotes is normally used for physical requests as the fees are set.

Costs of digital requests will vary depending on the number of pages that require digitisation. It is more likely that quotes for digital requests will need to be approved after the costs have been calculated.

To **pre-approve quotes**, tick the 'Pre-approve Quotes?' checkbox in the File Issue request for before submitting the request.

If you **do not wish to pre-approve quotes**, make sure the 'Pre-approve Quotes?' checkbox is **not ticked** before submitting the request.
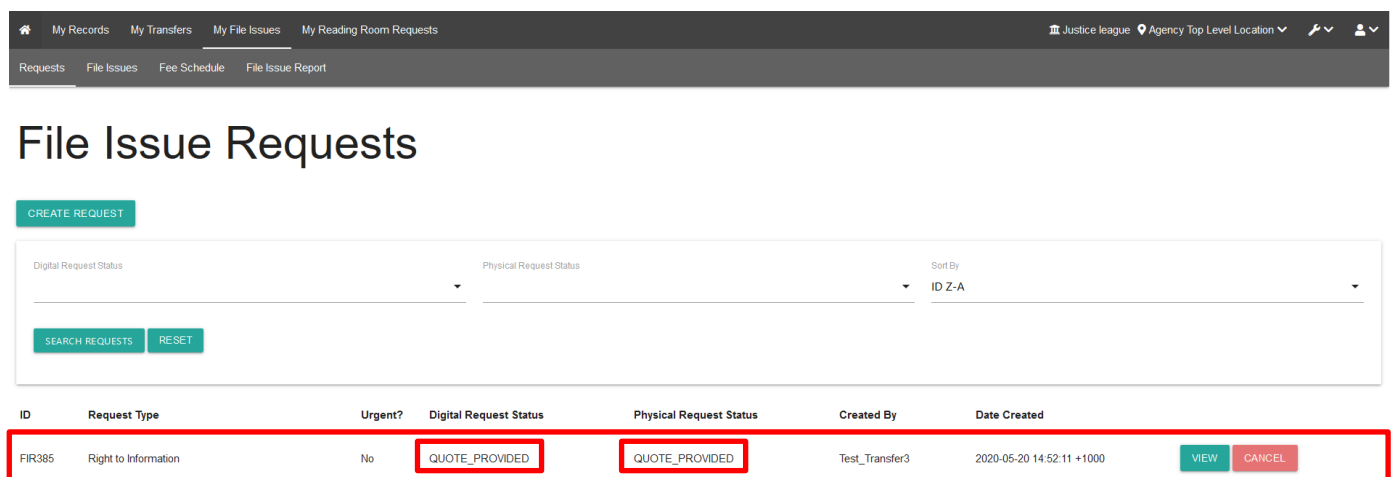
These quotes will need to be approved before QSA can approve and process the request.

4.4.3 View quotes

When a quote has been issued by QSA, the status of the request will be updated to 'QUOTE_PROVIDED'.

To view the quote/s:

1. Navigate to the 'My File Issue' tab and then the 'Request tab'

2. Find the request in question

3. Click view to open the request

4. Scroll down to the Request summary for Digital or Physical requests.

4.4.4   Approve quotes

If the pre-approved quote tickbox was not selected, the quote provided by QSA will need to be manually approved.

To approve the quote/s:

1. Click the 'Accept Quote' button for each Request Summary

2. A window will appear asking 'Are you sure you want to accept this quote?'
3. Click 'confirm' on the warning to accept the quote

4. Once the 'confirm' button has been clicked, the status of the digital and/or physical request will update to 'QUOTE_ACCEPTED'.

Note: the approved quote for each File Issue request submitted to QSA will be included in the quarterly invoice sent to your agency.

4.4.5   Amending requests at quote stage

A request can be amended if required until a quote has been accepted (e.g. adding or removing representations from a request).

If a request is amended after a quote has been provided, you will be asked to confirm the changes and that you understand the provided quote is no longer valid.
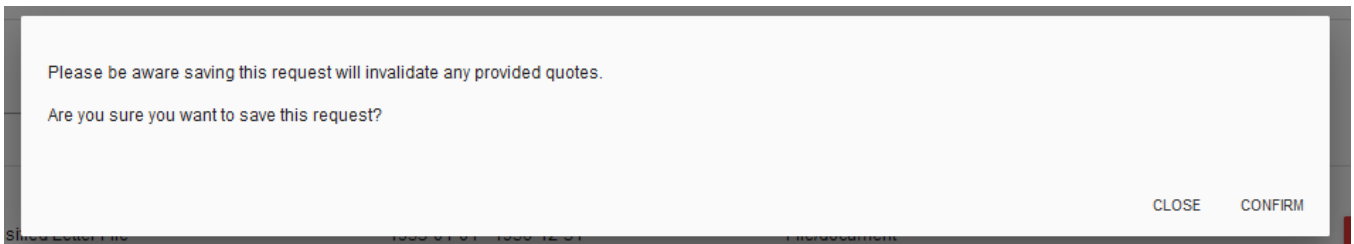
Use the comments/discussion feature to notify QSA that the request has been amended and a new quote is required.
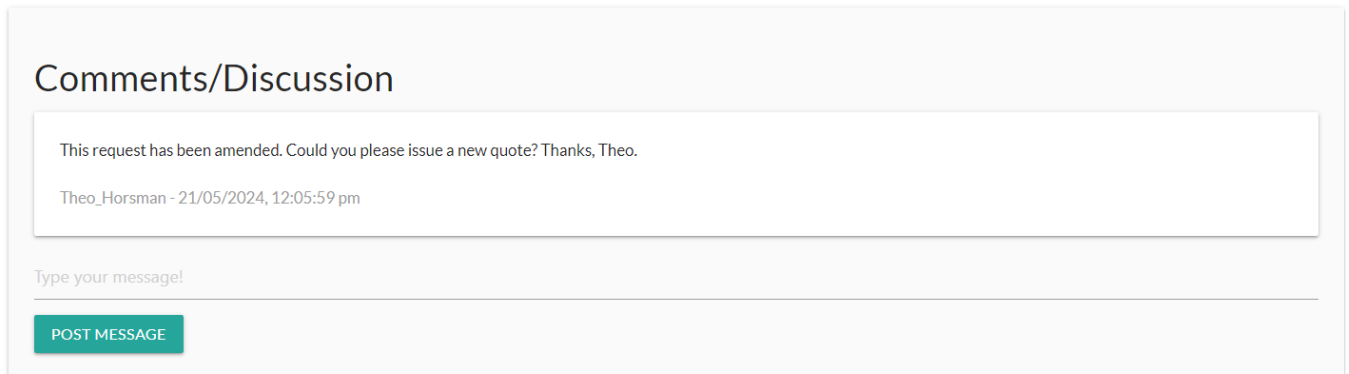
The updated quote provided by QSA will need to be accepted before the request can be approved and the representations delivered.

4.4.6   Declining a quote

If you do not want to approve the quote/s, the request will need to be cancelled. This can be done for either parts of the request, or the entire request.

If a request is cancelled, the quote information in the File Issue request will not be visible.

If part of a request is cancelled once a quote has been provided, the quote for it does not appear in the invoice, even if the other part has been fulfilled and invoiced.

To cancel a request at the quote stage:

1. Scroll down to the quote section for the request

2. Click on the 'Cancel request' button under the part to be cancelled (for part of a request) OR at the bottom of the entire request (for an entire request)

Physical Request Summary

View Fee Schedule

Quote

Unit Description	Unit Cost	No. of Units	Cost
Search fee	A$16.35 per 15min	0	A$0.00
Retrieval – Standard	A$14.20 per record	1	A$14.20
Delivery – Standard (Tues & Thur) (no fee for delivery to QSA Reading Room)	A$9.45 per order	1	A$9.45
Additional fee for urgent orders (Urgent status is if required before next delivery day)	A$31.75 per order	0	A$0.00
TOTAL			A$23.65

Issued: 2020-05-26

[ACCEPT QUOTE] [CANCEL REQUEST]

Items Requested

Issue Type	Identifiers	Title	Dates	Format	Extra Information	
Original	Series: S102 Record: R1581 Control Number: 1047/16 Representation: PR1642	POOLE, COLETTE CHRISTINE	2016-02-01 - 2016-02-29	File/document		●

Record Details

3. A window will appear asking 'Are you sure you want to cancel this request'

4. Click 'confirm' to cancel the request

Are you sure you want to cancel this request?

CLOSE   CONFIRM
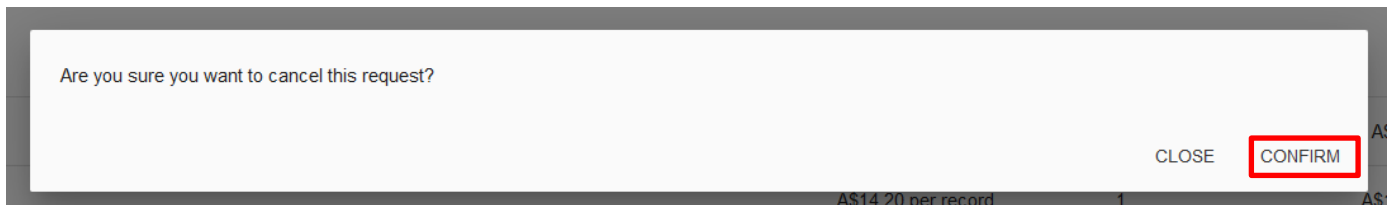
5. Once the 'confirm' button has been clicked, the status of the digital and/or physical request will update to 'CANCELLED_BY_AGENCY'

Digital Request Summary

View Fee Schedule

Request cancelled by Agency.

Items Requested

Issue Type	Identifiers	Title	Dates	Format	Extra Information
Digitised copy	Series: S102 Record: R9346 Representation: DR473	BOWES, JANET ROSE - lease only	2016-12-23 - 2017-02-01		

Record Details

Status
Details
Digital Request Summary
Physical Request Summary
Comments/Discussion

6. Use the comments/discussion feature within the request to communicate with QSA about how to proceed.

Note: representations attached to the cancelled quote will remain on the request form. Cancelling the request in its entirety is the only way to remove representations after a quote has been cancelled.

4.5 Cancelling a request

A request can be cancelled at any stage up until approval by QSA.

This can be done either on the File Issue requests homepage or within the request itself.

4.5.1 To cancel from the 'File Issue requests' home page:

1. Find the relevant request in the list on the homepage

2. Click 'cancel' on the right-hand side next to the request.

4.5.2 To cancel a request from the request details window:

1. Find the relevant request in the list on the homepage

2. Click 'view' to open the request

3. Scroll to the bottom of the page

4. Click on 'Cancel Request'.

4.5.3 Confirming a cancellation

Note: the requirement to confirm a cancellation is the same from both the File Issue homepage and from within the File Issue request.

1. A warning will appear asking, 'Are you sure you want to cancel this File Issue request?'

2. To cancel the request, click 'confirm' on the warning

Are you sure you want to cancel this request?

CLOSE   CONFIRM
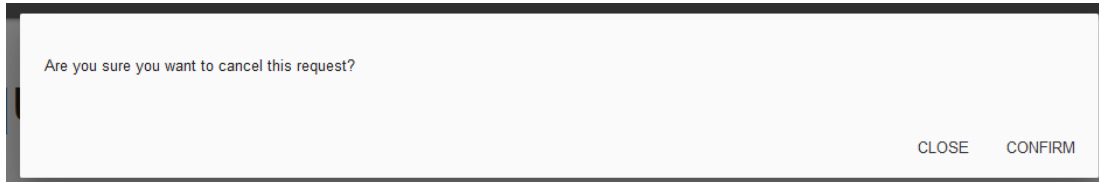
3. Once the 'confirm' button has been clicked, the status of the request will be updated to 'CANCELLED_BY_AGENCY'.

Note: any requests cancelled by agencies will not be able to be resubmitted to QSA. Instead, a new request must be submitted.

File Issue Requests

CREATE REQUEST

Digital Request Status		Physical Request Status		Sort By	
	▾		▾	ID Z-A	▾

SEARCH REQUESTS   RESET

ID	Request Type	Urgent?	Digital Request Status	Physical Request Status	Created By	Date Created	
FIR108	Other	No	CANCELLED_BY_AGENCY	CANCELLED_BY_AGENCY	Test_User1	2020-07-02 11:39:11 +1000	VIEW

5 File Issues

5.1 View and manage current File Issues

Once a digital and/or physical File Issue request, has been approved by QSA it becomes a File Issue Physical (FIP) and/or File Issue Digital (FID). Active and completed File Issues can be viewed in the 'My File Issues' tab in ArchivesGateway.
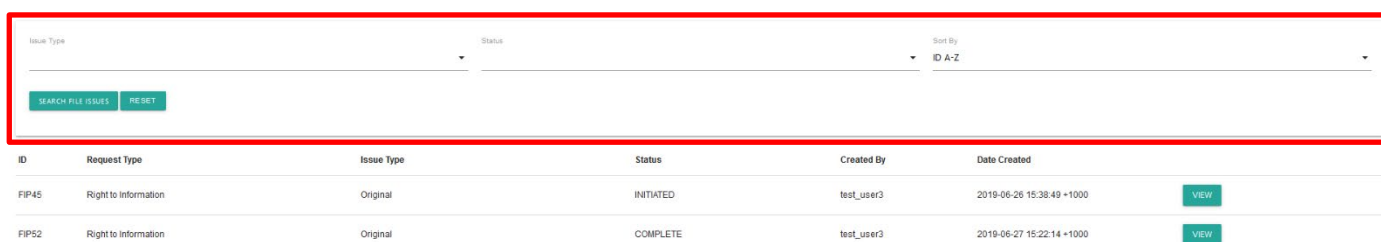
5.1.1 Filter and Search File Issues

File Issues can be filtered to help find the required File Issue Physical (FIP) and/or File Issue Digital (FID).

When in the File Issues page, under 'My File Issues' in ArchivesGateway, filter the requests by Issue Type and Status.

There is also a 'sort by' section which provides a range of ways that the results can be sorted.

5.1.2 Open and View File Issues

5.1.2.1 Navigating to File Issues

Navigate to the File Issue Physicals (FIPs) or File Issue Digitals (FIDs) by either:

- Within the File Issue Request (FIR), or

- Within the 'My File Issues' – 'File Issues' screen.

Note: details for FIPs/FIDs cannot be viewed using the above methods if they contain records with Access Classifications higher than the permissions granted to the person viewing them.

File Issues

Issue Type		Status		Sort By
	▼		▼	ID Z-A

SEARCH FILE ISSUES RESET

ID	Request Type	Issue Type	Status	Created By	Date Created	
FID40914	Other	Digitised copy	COMPLETE	horsmane	2024-04-09 13:01:21 +1000	VIEW
FIP40913	Other	Original	ACTIVE	horsmane	2024-04-09 12:58:21 +1000	VIEW
FIP40912	Other	Original	ACTIVE	horsmane	2024-03-25 13:58:57 +1000	No access

To navigate to a FIP/FID within the File Issue Request

1. Navigate to the My File Issues

2. Click on the 'request' tab

3. Scroll down or search for the appropriate request

4. Click 'view' to open and view the details

5. Scroll to the 'Digital Request Summary' and/or the 'Physical Request Summary'

6. Click on the 'view' button next to the FID/FIP ID. This will then open the FID/FIP.

Note: if you would like the request and FID/FIP open on two different webpages, right click on the view button and select 'Open Link in New Tab'.

File Issue Request

Digital Request Status

Add Request Details — Quote Requested — Quote Provided — Quote Accepted — File Issue Created — Cancelled by Agency — Cancelled by QSA

Physical Request Status

Add Request Details — Quote Requested — Quote Provided — Quote Accepted — File Issue Created — Cancelled by Agency — Cancelled by QSA

Status
Details
Digital Request Summary
Physical Request Summary
Comments/Discussion

Request ID
FIR385

Agency
Justice league

Agency Location
Agency Top Level Location

Request Type
Right to Information

☐ Urgent?
Please be aware fees apply for urgent requests

Notes

Delivery Location
Justice league: Agency Top Level Location

Person preferred to receive the File Issue

☐ Pre-approve Quotes?

Digital Request Summary
View Fee Schedule

FID237 created   VIEW

To view a File Issue Physical (FIPs) and/or File Issue Digital (FIDs) in the 'File Issue' screen:

1. Navigate to the 'My File Issues'

2. Click on the 'File Issues' button along the top bar

3. This will bring up a list of FIPs and FIDs created by QSA

4. Scroll to or filter the list to find the FIP or FID required

5. Click on the 'view' button.

File Issues

ID	Request Type	Issue Type	Status	Created By	Date Created	
FID40914	Other	Digitised copy	COMPLETE	horsmane	2024-04-09 13:01:21 +1000	VIEW
FIP40913	Other	Original	ACTIVE	horsmane	2024-04-09 12:58:21 +1000	VIEW
FIP40912	Other	Original	ACTIVE	horsmane	2024-03-25 13:58:57 +1000	No access

5.1.2.2 File Issue status bar

All File Issues will have a status bar showing the status of the File Issue.

The status bar is the same for both physical and digital File Issues.

The following stages can be seen in the status bar are:

Status	Meaning
Request submitted & File Issue initiated	File Issue Request has been approved by QSA and a File Issue has been created, but not yet dispatched/uploaded.
File Dispatched / Uploaded & File Issue Active.	All or some of the Representations within a File Issue have been dispatched/uploaded.
Loan Returned/Closed & File Issue Complete.	All representations within a File Issue have been returned, the link has expired or have been closed off from the File Issue e.g. deaccessioned.

5.1.3 Migrated File Issues

File Issue requests created in QSA's previous archival management system (ArchivesOne) have been migrated into the new archival management system.

Migrated File Issues will display the word 'MIGRATOR" in the 'created by' column.

If there is more than one location for your agency, migrated File Issues can be seen in the agency top level location.

5.2 File Issue Physical (FIPs)

5.2.1 Dispatch and loan expiry

Once QSA dispatches physical representations:

- The dispatch date will display in the 'Dispatch' column within a File Issue Physical (FIP) in ArchivesGateway

- This will calculate a 'Loan Expiry' date, displayed in the 'Loan Expiry' column

- This 'Loan Expiry' date is 90 days from the dispatch for File Issue Physicals (FIPs).

5.2.2   File Issue label

All physical File Issues will have a details and delivery label on the back for each representation. The delivery packaging also has the same label.

This label can be used for identification purposes and includes the due date for return.

Other information on the label include;

- the File Issue Physical (FIP) ID

- the physical representation (PR) ID

- any previous system IDs

- the agency control number of that physical representation

- physical representation title

- any information added to the records details field

- the requesting agency.

```
QSA            Due Date: 2020-09-14
FIP: 35816          PR: 2605946          S6339-T6280-B170.00000
PREV SYS:                      CONTROL NO: 8458/14
CAMPBELL, IAN REID
2014-09-08 - 2014-09-08
Supreme Court of Queensland
```

5.2.3   Scheduling collection of records

See retrieve or access your agency's records at QSA (File Issue service) on the website for information on collection of records requested through this service.

5.2.4   Notifying QSA of returned records

To arrange the return of File Issue Physicals (FIPs) on loan:

1. Use the comments/discussion feature in the relevant FIP request to notify QSA

2. Include details of when you wish to return physical representations requested via File Issue

3. If only **some** of the representations within a FIP are to be returned, specify which ones in the comment.

Comments/Discussion

> Good afternoon File Issue,
>
> We are ready to return all the representations within this File Issue.
>
> Regards,
>
> Theo Horsman
>
> Theo_Horsman - 6/16/2020, 2:25:59 PM

Type your message!

POST MESSAGE

5.2.5 Returned dates

After physical representations have been returned to QSA and marked as returned, the 'Returned' column of each representation within a File Issue Physical (FIP) in ArchivesGateway will display the date it was returned.

If only **some** of the physical representations have been returned, the status of the File Issue Physical will remain as 'Files Dispatched/Uploaded' and 'File Issue Active'.

When **all** physical representations have been returned, the status of the File Issue Physical will change to 'Loan Returned/Closed' and 'File Issue Complete'.

VIEW REQUEST

File Issue Rep ID	Series ID	Record ID	Title	Representation ID	Format	Processing/Handling Notes	Dispatch	Loan Expiry	Returned	Overdue?
FIP35815-1621450	6339	1621450	Mohr, Leslie Joseph - Probate	1621450	File/document		2020-06-16	2020-09-14	2020-09-01	No
FIP35815-1621448	6339	1621448	McCarthy, David John - Letters of Administration	1621448	File/document		2020-06-16	2020-09-14	2020-09-01	No
FIP35815-1621451	6339	1621451	Englezakis, Theodora - Probate	1621451	File/document		2020-06-16	2020-09-14	2020-09-01	No

Status
Items
Details
Comments/Discussion

5.2.6 Overdue records

If physical representations aren't returned before their loan expiry date, they will become overdue.

Overdue physical representations within a File Issue Physical (FIP) can be identified by the 'red warning triangle' and the word 'yes' in the 'Overdue?' column.

File Issue Rep ID	Series ID	Record ID	Title	Representation ID	Format	Processing/ Handling Notes	Dispatch	Loan Expiry	Returned	Overdue?
FIP35815-1621450	6339	1621450	Mohr, Leslie Joseph - Probate	1621450	File/document		2020-03-17	2020-06-17		⚠ Yes
FIP35815-1621448	6339	1621448	McCarthy, David John - Letters of Administration	1621448	File/document		2020-03-17	2020-06-17		⚠ Yes
FIP35815-1621451	6339	1621451	Englezakis, Theodora - Probate	1621451	File/document		2020-03-17	2020-06-17		⚠ Yes
FIP35815-1621453	6339	1621453	Little, August James - Probate	1621453	File/document		2020-03-17	2020-06-17		⚠ Yes
FIP35815-1621447	6339	1621447	Lloyd, Maria Ada - Reseal	1621447	File/document		2020-03-17	2020-06-17		⚠ Yes

If physical representations within a File Issue Physical (FIP) become overdue, there will also be a warning on the welcome/notifications screen within ArchivesGateway.

Welcome

Notifications

	Record	Notification	Time of Event	
	FIP22723	File Issue updated by horsmane	6/19/2020, 11:31:49 AM	VIEW
⚠	FIP35815	Has overdue items	6/17/2020	VIEW

5.3 File Issue Digital (FIDs)

5.3.1 Delivery of digital records

When QSA dispatches digital representations:

- the upload date will display in the 'Upload Date' column within a File Issue Digital (FID) in ArchivesGateway

- the 'Link Expiry Date' will be automatically calculated and will display in the 'Loan Expiry Date' column

- this 'Loan Expiry Date' date is **14 calendar days from the upload date**

- After the 14 calendar days have passed, the **link to the digital representation will disappear**.

Once the link expires, the File issue will be marked as 'complete' in the status bar.

See [retrieve or access your agency's records at QSA (File Issue service)](#) on the website for more information on the delivery of digital representations requested through this service.

5.3.2 Downloading digital representations in ArchivesGateway

To download a digital representation via a File Issue Digital (FID) in ArchivesGateway:

1. Navigate to the relevant FID in the File Issues tab.

2. Click 'view'.

3. Click the blue download button in the 'link to file' column.

4. A window will pop up asking whether to open or save this file.

5. Save or open as required.

Note: it is up to each individual agency to decide if a file is to be viewed or saved.

Digitised copies of physical records held at QSA requested through File Issue will be available in perpetuity in the Controlled Records screen. Access to these digitised copies is dependent on the access permissions assigned by the Security Administrator for your agency.

5.3.2.1 Highly Sensitive digital records

Digital representations with an Access Classification of Highly Sensitive will only be made available in ArchivesGateway via File Issue.

Files must be accessed within 14-days. After this period, the download link will expire and a new request must be submitted to access the record again.
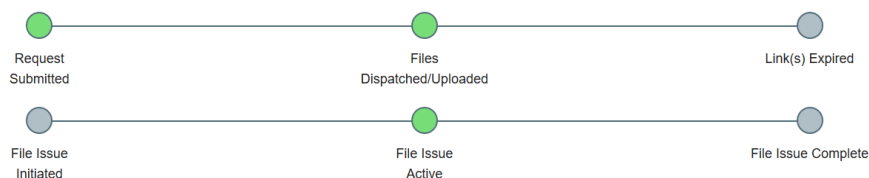
File Issue ID
FID35832

Depending on the level of access permission assigned by the Security Administrator, non-sensitive, sensitive and unclassified digital representations created as a result of a digitised copy request may be downloaded directly from the 'Controlled Records' screen via the 'View Digital Record' link.

5.3.2.2   Open records and digital representations in ArchivesSearch

If digital representations are open under a Restricted Access Period, and do not contain sensitive information, they will be added to the public catalogue, ArchivesSearch.

If a digitised copy of an open physical representation is requested through the File Issue service, a link will be provided in a File Issue Digital to download it.

After the link expires, the digital representation attached to the Item will be accessible in ArchivesSearch.

Note: if a digital representation already exists and is attached to the Item in ArchivesSearch, it can be accessed without completing a File Issue request.

See the ArchivesGateway user guide: Searching records and Search requests service for more information on how to access and download digital representations from ArchivesSearch.

6 Comments/discussion feature

The comments/discussion feature within ArchivesGateway can be used to communicate with QSA staff.

To send a message to QSA regarding a File Issue requests or File Issues:

1. Scroll down to the bottom of the search request page to the comments/discussion section

2. Type the message into the message field

3. Click 'post message'.

4. The message will appear above where the message was typed and QSA will be able to view this message within the relevant File Issue request or File Issue details window.

5. When QSA responds to the message, it will appear below the original message.

6. Use the message field as per steps above to respond to any comments posted by QSA.
Note: notifications of comments received from QSA are shown on the home page of ArchivesGateway.

7   File Issue reporting

Agency users with File Issue permissions can run File Issue Reports in ArchivesGateway to track overdue records.

To download File Issue reports:

1.   Click on the 'My File Issues' button

2.   Select 'File Issue Report'.

3.   Enter in the required dates for the report.

4.   When the necessary dates have been entered, click on 'Generate Report'.

5.   A window will appear with the options to open or save the file.

6.   Save or open as required.

Note: the report will download as a CSV file.

7.1 Information included in File Issue reports

The information provided within the generated File Issue report is dependent on the level of Access Classification assigned to the user by the Security Administrator. When the report includes File Issue requests or File Issues where the records are of higher Access Classification level than what the user has been assigned, the full metadata of that record will not be included. Instead the representation title will be populated with "You no longer have access to this record. Please contact QSA for more information."

Date Created	ID	Representation Title	Record Details	Agency Control Number	QSA Identifier	Loan Expiry	Returned	Overdue?	Created By	Location
5/12/2023	FIR5282	Physical record 16; Volume/register		16	PR4043753				Agency Contact Emma (Archivist)	Agency Top Level Location
5/12/2023	FIR5282	Physical record 22; Volume/register		122	PR4043759				Agency Contact Emma (Archivist)	Agency Top Level Location
5/12/2023	FIR5282	You no longer have access to this record. Please contact QSA for more information.							Agency Contact Emma (Archivist)	Agency Top Level Location
5/12/2023	FIP40899	Physical record 16; Volume/register		16	PR4043753	4/03/2024		FALSE	Agency Contact Emma (Archivist)	Agency Top Level Location
5/12/2023	FIP40899	Physical record 22; Volume/register		122	PR4043759	4/03/2024		FALSE	Agency Contact Emma (Archivist)	Agency Top Level Location
5/12/2023	FIP40899	You no longer have access to this record. Please contact QSA for more information.				4/03/2024		FALSE	Agency Contact Emma (Archivist)	Agency Top Level Location

File Issue reports downloaded from ArchivesGateway include information on:

- File Issue Requests (FIR)/File Issue Physical (FIP)/File Issue Digital (FID) ID,

- the representation title

- control number

- QSA identifier

- whether Physical Representation (PR) or Digital Representation (DR)

- loan expiry date

- returned date

- overdue status

- created by and location for each request

- number of physical/digital file issues created within that period.

8 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 or you require assistance from the File Issue team, contact us via email: fileissue.qsa@archives.qld.gov.au.