

Records Management - Online Access Form



Please complete ALL steps below and email the completed form to:

STEP 1

Contact Name:		Contact Phone No.:	
Contact Email Address:		Date:	
Company Name:		State:	

STEP 2

Please complete the table below of Users to be Added, Modified or Deactivations, use the coding system below for the field Action:

C = Update the email address or Web Security Level

I = Make the User Inactive

R = Remove Account for an Existing User

N = New User to be added

A = Add an Account to an existing User

D = Delete the User

First Name	Last Name	Email Address	Iron Mountain Level 1 and Level 2/3 account numbers:	Web User Security Level (please refer to the below table)	Action

Additional Comments

Please use the table below to determine which Web User Security Level Access each user requires, a detailed explanation of each is overleaf:

Web User Security Level	Set personal preferences	Check status of orders	Search Carton/File database	Edit Existing Carton/ File Details	Place order (no approval needed)	Create & Submit Pending			Approve Pending Delivery/ Collection Orders	Add Online - See Pending items (Charges may apply)	User Self Service - Add/ Modify/ Disable Users
						Delivery/ Collection Order	Perm out Order	Destruction Order			
Level 0	✗	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗
Level 1	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗
Level 2	✓	✓	✓	✓	✗	✓	✗	✗	✗	✗	✗
Level 3	✓	✓	✓	✗	✓	N/A	✓	✓	✗	✗	✗
Level 4	✓	✓	✓	✓	✓	N/A	✓	✓	✗	✗	✗
Level 5	✓	✓	✓	✓	✓	N/A	✓	✓	✓	✓	✗
Level 6	✓	✓	✓	✓	✓	N/A	✓	✗	✓	✓	✗
Level 9	✓	✓	✓	✓	✓	N/A	✓	✓	✓	✓	✓

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STEP 3

Sign & Send the form to Iron Mountain for processing

Authorised Signature:		Authorised Name:	
Email to Service Delivery Team at:			

****Please allow 24 hours for all Additions, Modifications or Deactivations to be processed. Email confirmation will be sent to all users when actions have been completed. The employees listed above are hereby authorised to access information, as indicated by each employee's WebUser profile, through ReQuest web.

I understand that it is solely my responsibility for notifying Iron Mountain, in writing when any employee's access must be terminated. Iron Mountain will not be held responsible for transactions performed by unauthorised users.

Signatory does not need to be the authorised contact on the account, however they do need to hold a position of authority within the organisation and are duly authorised to provide approval to these changes.

User Self Service - There is a maximum of two level 9 users permitted per account. Customer and Level 9 users accept sole responsibility for all user creations, changes to users or user inactivation requests for internal users. Level 9 users are discouraged from creating users with generic email addresses or emails not linked to a business domain (e.g. Gmail or Hotmail). Iron Mountain does not accept any liability for any loss arising from or in connection with the utilisation of User Self-Service.

FUNCTIONS AND SECURITY LEVELS

SET PERSONAL PREFERENCES

A user can save individual settings and preferences such as their default account to charge services against, their personal phone number, frequently used addresses (this option is only available if the account security allows and search options).

CHECK STATUS OF ORDERS

A user can review previous services orders placed with Iron Mountain to determine (limited) content and status information.

SEARCH CARTON / FILE DATABASE

A user can search the inventory database of the items managed by Iron Mountain, based on their account security.

EDIT EXISTING CARTON

Item by item, a user can add, modify and delete certain indexes associated with their inventory items (based on their account security) such as Alternate ID, Contents, User Defined Fields (UDF), etc.

PLACE ORDER

User can place service requests with Iron Mountain for collections, deliveries etc.

CREATE AND SUBMIT

Users will be able to create orders, but when they submit the order an approval process is performed where designated customer representatives are required to acknowledge the orders prior to them being placed with Iron Mountain.

APPROVE PENDING ORDERS

Linked to the function described above, users with access to this feature are able to review, amend and Approve service requests submitted by lower security level staff in their organisation.

RUSS - USER SELF SERVICE

Allows users to manage and create users, access rights and activities without the need to contact Iron Mountain.