BENDIGO ADELAIDE BANK
ORDER A FILE

To order an image of file

STEP 1

HOME SCREEN

1. On accessing the Advance Records home screen (as above)
2. Click Order a file

STEP 2

FILE DETAILS

To order a file, fill out the following details

Enter your **department/branch** number *

Contact Name *

Phone Number *

Email *

Confirm email *

Box no *	Dept number *	File number (optional)	Description *	Date

Additional **instructions**

You will be emailed a copy of these details including an order number. On completion of your order, you will receive an email with a secure link to your pdf.

ORDER

ORDER A FILE

1. Enter your contact information

2. Enter the file details. (Box numbers can be found on the Bendigo Adelaide Bank Intranet)

3. A window will appear confirming your order has been placed.

4. You will receive a confirmation email.

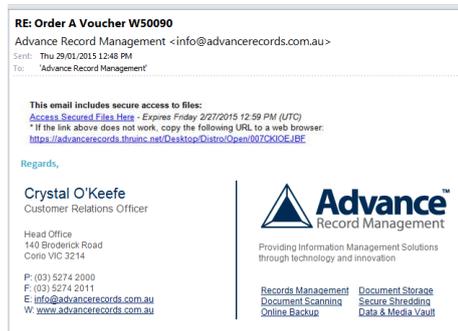IMPORTANT! Keep the confirmation email as it will have your order number for reference.

5. Receive an email from Advance Records containing a secure link to your PDF (see View a PDF instructions)

BENDIGO ADELAIDE BANK
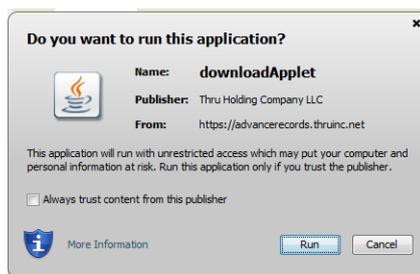# VIEW YOUR PDF

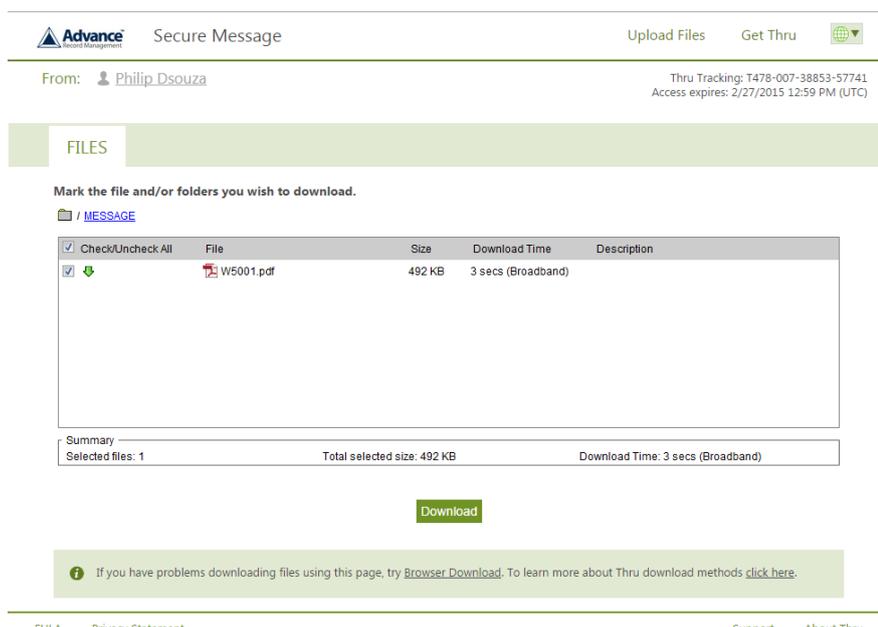## To view the PDF of your requested item.
STEP 1

1. Receive an email from Advance Records
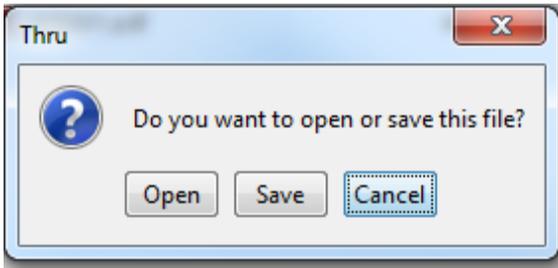2. Click the link 'Access Secured Files Here'
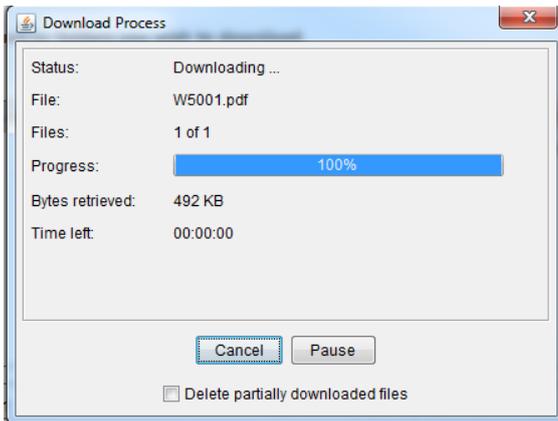3. A new window will open

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STEP 2

1. Click Run

STEP 3

1. Click Download
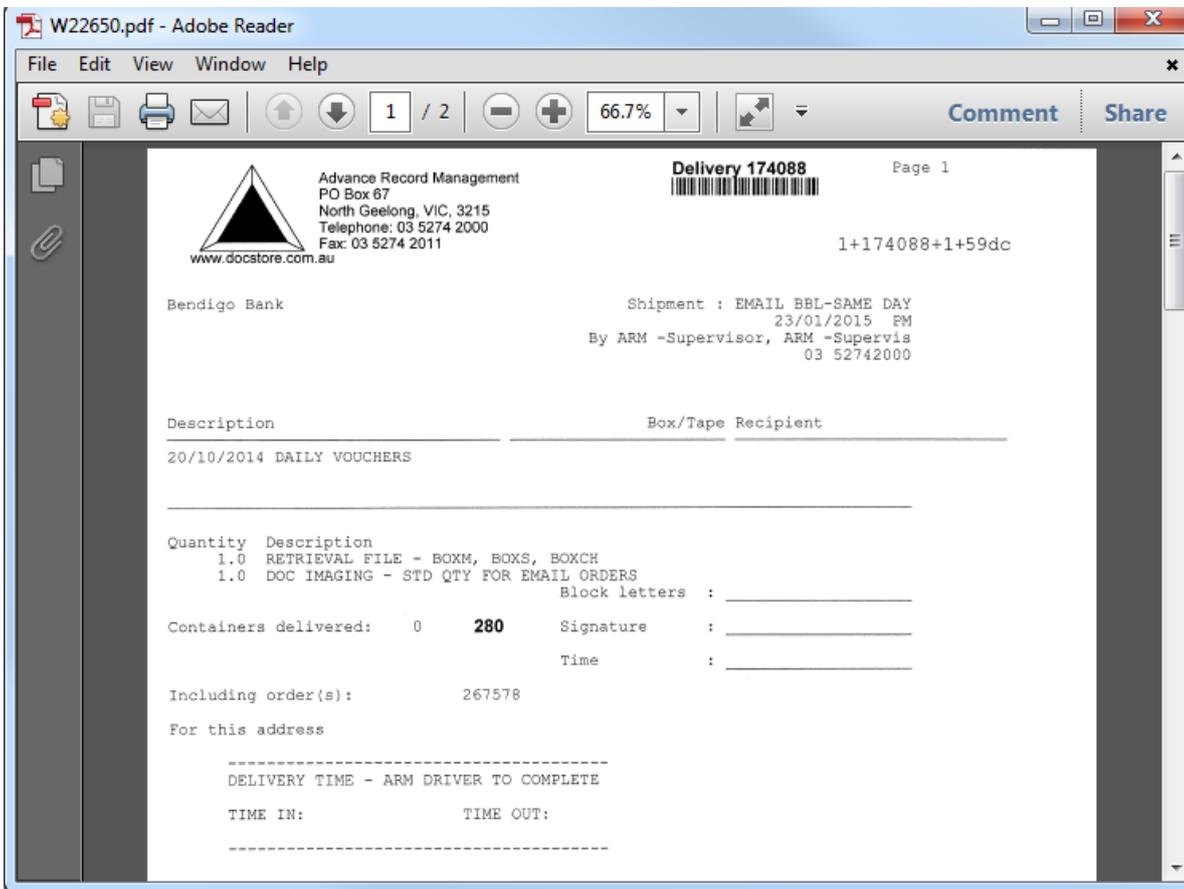2. A new window will appear

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STEP 4

1. Click Open

2. A new window will appear

3. Wait for file to Download

STEP 5

1. Adobe will open showing your requested PDF item.