BENDIGO ADELAIDE BANK ORDER A FILE

To order an image of file



<u>STEP 1</u>

HOME SCREEN



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

<u>STEP 2</u>

FILE DETAILS	
To order a file, fill out the following details Enter your department/branch number *	DRDER A
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.	

- 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. <u>STEP 1</u>



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

<u>STEP 2</u>



1. Click Run

STEP 3

Advance Record Management	Secure Message			Upload Files	Get Thru	•
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FILES						
Mark the file an	d/or folders you wish to down	load.				
Check/Unche	ck All File	Size	Download Time	Description		
Summary Selected files: 1	T	otal selected size: 492 KB		Download Time: 3 secs (Bro	adband)	
		Downlo	bad			
1 If you hav	re problems downloading files using	this page, try <u>Browser Do</u>	<u>ownload</u> . To learn more	e about Thru download meth	nods <u>click here</u> .	

2. A new window will appear

<u>STEP 4</u>



1. Click Open

2. A new window will appear

🛓 Download Proce	ss X					
Status:	Downloading					
File:	W5001.pdf					
Files:	1 of 1					
Progress:	100%					
Bytes retrieved:	492 KB					
Time left:	00:00:00					
Cancel Pause						
Delete partially downloaded files						

3. Wait for file to Download

<u>STEP 5</u>

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		DELIVERY TIME - ARM DRIVER TO COMPLETE	
		TIME IN: TIME OUT:	
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1. Adobe will open showing your requested PDF item.