

CROWN RECORDS MANAGEMENT
RMorder Frequently
Asked Questions

The power of memory
crownrms.com

RMorder Frequently Asked Questions

What is RMorder?

RMorder is Crown's new website for managing records, ordering deliveries and collections. It is a user-friendly web-based platform, and the efficiency of the site eliminates the need to request Crown services via phone calls or email.

What can I do with RMorder?

With RMorder, you can do the following:

- Access your records inventory with two (2) simple search engine options.
- Manage internal records before Crown collects the items.
- Maintain metadata via customizable profiles.
- Add customizable data entry forms with field heading using your internal terminologies.
- Allows quick and efficient online orders to be placed with Crown.
- Administrators can choose to approve or reject web orders if an order approval and rejection model has been set up by Crown.
- Offers the ability to request and download scanned images of hardcopy paperwork or "Scan on Demand".

Will RMorder work on all types of internet browsers?

RMorder can be accessed and used on any browser available. However, the following internet browser are highly recommended:

- Microsoft Edge
- Google Chrome

Is there a minimum Operating System (OS) requirement to run RMorder?

No, RMorder has no minimum Operating System (OS) requirement and can work on PC-based products running in both Windows and Mac OS.

Can I access RMorder on a mobile device?

If you require mobile access, we can provide on-demand access via Google Play Store and iOS App Store. Please contact local Crown representative.

Is internet access required for RMorder?

Internet access is needed to gain access to RMorder.

How can I log-on to RMorder?

Please click the URL for your country (see lists below) and select the correct Record Center. Enter your designated USERNAME and PASSWORD.

Country	URL	Record Center
Bahrain	https://rmorder03.rminteract.com	EURMS
Botswana	https://rmorder03.rminteract.com	EURMS
Cambodia	https://rmorder06.rminteract.com	INBDC
China	https://rmorder08.rminteract.com	HKSHA
Dubai	https://rmorder03.rminteract.com	EURMS
Hong Kong	https://rmorder08.rminteract.com	HKSHA
India	https://rmorder06.rminteract.com	INBDC
Indonesia	https://rmorder10.rminteract.com	IDJKT
Ireland	https://rmorder02.rminteract.com	GBRMS
Italy	https://rmorder03.rminteract.com	EURMS
Japan	https://rmorder12.rminteract.com	JPTKO
Macau	https://rmorder08.rminteract.com	HKSHA
Malaysia	https://rmorder05.rminteract.com	MYKLP
Mongolia	https://rmorder08.rminteract.com	HKSHA
New Zealand	https://rmorder04.rminteract.com	NZRMS
Philippines	https://rmorder07.rminteract.com	PHMNL
Singapore	https://rmorder09.rminteract.com	SGSIN
South Africa	https://rmorder03.rminteract.com	EURMS
South Korea	https://rmorder07.rminteract.com	PHMNL
Sri Lanka	https://rmorder06.rminteract.com	INBDC
Taiwan	https://rmorder08.rminteract.com	HKSHA
Thailand	https://rmorder05.rminteract.com	MYKLP
United Kingdom	https://rmorder02.rminteract.com	GBRMS
United States	https://rmorder01.rminteract.com	USRMS
Vietnam	https://rmorder06.rminteract.com	INBDC

How many users can access RMorder?

There is no limit to the number of users that can be added to the system, however Crown would advise that access should be limited to a certain number of key users for security purposes.

How secure is it to do transactions via RMorder?

Crown employs strict security features to ensure fast, reliable, and safe access and transactions.

- The website is hosted in Crown's firewalled and secured data centers.
- Data is encrypted in transit and Crown adhere to the latest standards for encryption.
- User access is secured by restricting access to accounts (for example, department or cost center) and functions that are required.

For which languages is RMorder available?

RMorder is available and can be translated into any language, you can choose the language in which to view. Contact your local Crown representative.

Is RMorder available 24/7?

Yes, you may access RMorder Online 24 hours a day, 7 days a week.

What should I do if I forget my password?

Either administrators or Crown can reset users' passwords. Password changes are enforced every 90 days and whenever a reset occurs.

Is user administration possible?

Yes, administrators can be registered who can add, edit, and deactivate internal users.

Does the site support order approvals and rejections?

Yes, administrators can be added to control end-users' online requests.

Is it possible to import metadata from a spreadsheet?

No, adding records (containers, files, or tapes) is a manual process.

Is it possible to customize data entry templates?

Yes, your Crown account manager can work with you to take your internal requirements and make them available in RMorder. Fields can be renamed, enforced with the added ability to enable input masks and expressions

Is it possible to order images?

Yes, Crown offer a "SCAN ON DEMAND" service. Instead of having your hard-copy records delivered to your office, it's possible to enter required details. Crown will scan the paperwork to a .PDF format which can be downloaded via RMorder.

Does the site support retention scheduling?

Yes, record series codes and titles can be applied to be selected from a drop-down list with a fixed destruction review date calculation. When the code is selected, the destroy date will be automatically be applied to the item added to the database.

Is it possible to export records?

For operational purposes, Excel exports are restricted to 5,000 rows within one query, but entire inventories can be retrieved in .PDF format.

Are email notifications available?

Yes, email notifications can be applied for every step of the online ordering process.

How can I access and search for my records inventory?

There are 2 types of search options that can be used to access the records inventory:

- via Filtered Search - The filtered search allows generic searches.
- via Advanced Search - Advanced searches are not in the system by default. The searches would need to be tailor by a Crown representative but can encompass any search available in the system. They could be as simple as a barcode search or be written to search across a combination of fields.