Interdependent ARCIS Components

- **User Administration:** Set up ARCIS users and assign them capabilities.
- **Access Control:** Restrict what records each user can access.
- **Records Transfers:** Submit SF 135s online and track the status of records transfers.
- **Reference Requests:** Submit OF 11s online and track the status of reference requests.
## ARCIS Statuses by Category

### Records Transfers

<table>
<thead>
<tr>
<th>My Agency Workspace</th>
<th>FRC Workspace</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiated</td>
<td>Partially Received</td>
</tr>
<tr>
<td>Review Requested</td>
<td>Received</td>
</tr>
<tr>
<td>Corrections Requested</td>
<td>QC - Sample Completed</td>
</tr>
<tr>
<td>Submitted</td>
<td>Shelving In Progress</td>
</tr>
<tr>
<td>Clarification Requested</td>
<td>Partially Shelved</td>
</tr>
<tr>
<td>Approved</td>
<td>Shelved</td>
</tr>
<tr>
<td></td>
<td>Disposition Generated</td>
</tr>
<tr>
<td></td>
<td>Disposition Approved</td>
</tr>
<tr>
<td></td>
<td>Disposed</td>
</tr>
<tr>
<td></td>
<td>Accession Generated</td>
</tr>
<tr>
<td></td>
<td>Accession Approved</td>
</tr>
<tr>
<td></td>
<td>Accessioned</td>
</tr>
<tr>
<td></td>
<td>In Place Accessioned</td>
</tr>
<tr>
<td></td>
<td>Permanently Withdrawn</td>
</tr>
<tr>
<td></td>
<td>Cancelled</td>
</tr>
<tr>
<td></td>
<td>Realigned</td>
</tr>
</tbody>
</table>

### Reference Requests

<table>
<thead>
<tr>
<th>My Agency Workspace</th>
<th>FRC Workspace</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference Initiated</td>
<td>Reference Processing</td>
</tr>
<tr>
<td>Reference Received</td>
<td>Quality Assurance</td>
</tr>
<tr>
<td></td>
<td>Ready For Shipment</td>
</tr>
<tr>
<td></td>
<td>Shipped</td>
</tr>
<tr>
<td></td>
<td>Reference Not Found</td>
</tr>
<tr>
<td></td>
<td>Reference Cancelled</td>
</tr>
<tr>
<td></td>
<td>Realigned</td>
</tr>
</tbody>
</table>
## Sample ARCIS User Profile Summary Page

### User Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name</td>
<td>GREENLEE</td>
</tr>
<tr>
<td>First Name</td>
<td>DON</td>
</tr>
<tr>
<td>Full Name</td>
<td>GREENLEE DON</td>
</tr>
<tr>
<td>Role</td>
<td>Administrator</td>
</tr>
</tbody>
</table>

### Profile Setup

- **Basic User Information**
- **Branch**
- **Records Center**
- **Record Group**
- **Charge Account**
- **Security Classification**
- **Agency Defined**
- **Capabilty**
- **Reference Request Category**

### Profile Summary

#### Assigned Branches

<table>
<thead>
<tr>
<th>Primary</th>
<th>Level</th>
<th>Branch</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>ROOT</td>
<td>ROOT</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>OIG</td>
<td>OIG</td>
</tr>
</tbody>
</table>

#### Assigned Security Classifications

<table>
<thead>
<tr>
<th>Security Classification</th>
<th>Security Level</th>
<th>Allow Reference</th>
<th>Allow Transfers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unclassified</td>
<td>Standard Storage</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Unclassified</td>
<td>Restricted Storage</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Classified</td>
<td>Secret</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

#### Assigned Agency Defined

- **Agency Defined**: NONE

#### Assigned Record Groups

<table>
<thead>
<tr>
<th>Primary</th>
<th>Record Group</th>
<th>Description</th>
<th>Allow Reference</th>
<th>Allow Transfers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>991</td>
<td>Test Agency 6</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

### Assigned Capabilities

- **Capability**: Administration (I can create and manage users and contacts)
  - Basic: I can view basic pages and edit my personal information (required)
  - Records Transfers 1: CREATE: I can create transfers, and I can edit and track the transfers I created
  - Records Transfers 2: EDIT: I can edit and track transfers for which I am the agency contact
  - Records Transfers 3: APPROVE: I can approve transfers created by others
  - Records Transfers 4: RE-ASSIGN: I can re-assign transfers to a different agency contact or approving authority
  - Records Transfers 5: PROFILE-SPECIFIC VIEW: I can view transfers whose properties match those in my profile
  - Records Transfers 6: AGENCY-WIDE VIEW: I can view all transfers from my agency, regardless of their properties

### Assigned Charge Accounts

<table>
<thead>
<tr>
<th>Primary</th>
<th>Charge Account</th>
<th>Charge Code</th>
<th>Description</th>
<th>Allow Reference</th>
<th>Allow Transfers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>999999110</td>
<td>T6</td>
<td>ARCIS Practice Charge Code 6</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

### Assigned Reference Categories

- **Reference Category**: General Reference
Basic Records Transfer Process Flow

Start → Agency User Creates an e135 → Status = Initiated → Agency Approver Approves the e135 and submits to FRC for NARA Approval → Status = Submitted → FRC Reviews and Approves e135 → Status = Approved → Done

Note: Internal sub-processes and ARCIS status options are available but not shown. See page 3 for comprehensive process with all available process options.
Comprehensive Records Transfer Process Flow

1. **Start**: Agency User Creates an e135
2. **Status = Initiated**
3. **Does this User's Profile permit Approving a 135?**
   - **Yes**
     - Agency User Approves the e135
     - **Status = Approved**
     - FRC Approves the e135 and Notifies the Agency
     - **Status = Received**
     - FRC Reviews the e135
     - **FRC Approves the e135 and Notifies the Agency**
     - **Status = Approved**
     - FRC Receives And Shelves Assets
     - **Status = Shelved**
   - **No**
     - **Status = Initial Approval**
     - Agency User Forwards the e135 for Internal Approval
     - **Status = Review Requested**
     - **Does the FRC Approve the 135?**
       - **Yes**
         - **Status = Shelved**
       - **No**
         - **Status = Clarification Requested**
4. **Agency User Submits the e135 to the FRC for NARA Approval**
5. **Status = Submitted**
6. **Does the FRC Approve the 135?**
   - **Yes**
     - **Status = Shelved**
   - **No**
     - **Status = Clarification Requested**
7. **Agency Sends Assets to the FRC**
8. **Status = Received**
9. **FRC Reviews the e135**
10. **FRC Approves the e135 and Notifies the Agency**
11. **FRC Receives And Shelves Assets**
12. **Status = Shelved**
13. **FRC Requests Changes to the e135**
14. **Status = Clarification Requested**
15. **Agency User makes Corrections to the e135**
16. **Status = Corrections Requested**
17. **Does the Internal Approver accept the 135?**
   - **Yes**
     - **Status = Received**
   - **No**
     - **Status = Clarification Requested**
Sample ARCIS Born SF-135

RECORDS TRANSMITTAL AND RECEIPT

1. TO (Complete the address for the appropriate Records Center serving your area)
   FRC: Philadelphia Facility - 01

   As shown in PPRM 901-11.4.18.1

2. AGENCY TRANSFER AUTHORIZATION
   TRANSFERRING AGENCY OFFICIAL (Signature and Title) SUSAN SUPER

3. AGENCY CONTACT
   TRANSFERRING AGENCY LIASON OFFICIAL (Name, Office and Telephone No.)
   ARCIS STUDENT1
   Sample Agency B2
   Phone: --

4. RECORDS CENTER RECEIPT
   RECORDS RECEIVED BY (Signature and Title)
   FRC - Philadelphia

5. FROM (Enter the name and complete mailing address of the office retiring the records. The signed receipt of this form will be sent to this address)
   Customer Reference Number: ANYTHING YOU WANT
   Sample Agency B2
   B21, Sample Agency, General Records of the
   99 NEW YORK AVENUE
   WASHINGTON, DC 20000

6. RECORDS DATA

<table>
<thead>
<tr>
<th>TRANSFER NUMBER</th>
<th>VOLUME</th>
<th>No. OF Containers</th>
<th>SERIES DESCRIPTION (with inclusive dates of records)</th>
<th>RESTRICTION</th>
<th>DISPOSITION AUTHORITY</th>
<th>DISPOSITION DATE</th>
<th>LOCATION</th>
<th>CONTAINER TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>B21</td>
<td>2012</td>
<td>0001</td>
<td>5</td>
<td>5</td>
<td>Agency Personnel</td>
<td>07/01/2025</td>
<td>Standard</td>
<td></td>
</tr>
</tbody>
</table>

Inclusive Start Date: 10/01/2007
Inclusive End Date: 09/30/2008

Security Classification: Unclassified
Security Level: Standard Storage

Disposition Code: Temporary
Disposition Citation: DAU 123/c/b

NSN 7540-00-634-4093
135-107

Standard Form 135 (Rev. 7-85)
Prescribed by NARA
36 CFR 1228.152

12/16/2014
Reference Requests Process Flow

Start → Agency User Creates New Reference Request → Status = Reference Initiated → Agency User Submits Request to FRC → Status = Reference Received → FRC Batches and Searches for Transferred Record →

- Internal Sub-processes determine additional status changes
- Records Located?
  - Yes → Status = Ready for Shipment
  - No → Status = Reference Not Found

- Status = Shipped → Done
ARCIS User Branch Hierarchical Structure

Within ARCIS, agencies will be set-up with one of the following branch structures.

- **Horizontal Branch Structure:** With a flat, or horizontal, structure agencies will only have access to Level 1 and Level 2 shown below. All users and administrators will be assigned the “Root” branch.

- **Vertical Branch Structure:** Agencies using a vertical branch structure will have levels below the root level as shown below.

For most agencies, the “Branch” field in ARCIS will simply serve as a container to house users. Branch is not part of transaction access or control functionality.
# AR CIS New User Application

## AR CIS User Request Form

<table>
<thead>
<tr>
<th>Action Requested</th>
<th>Date of Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create new user account</td>
<td></td>
</tr>
<tr>
<td>Modify existing user account</td>
<td></td>
</tr>
<tr>
<td>Deactivate existing user account</td>
<td></td>
</tr>
</tbody>
</table>

### 1. User Information

The following information is used to identify authorized AR CIS users and will be used as a default value for some fields when submitting Reference Requests.

- **Last Name:**
- **First Name:**
- **Ml:**
- **Prefix:**
- **E-Mail:**
- **Branch/Organization:**
- **Address:**
- **City:**
- **State:**
- **Zip:**
- **Country:**
- **Work Phone #:**
- **Work Fax #:**

### 2. Approver Authorization:

Check one of the following statements below.

- **NO** - Records transfers created by user will be approved by a separate approval authority prior to transmission to the Federal Records Center.
- **YES** - User will approve record transfers created by others OR will submit record transfers directly to the Federal Records Center.

### 3. Access Control

Enter access and control criteria for this user.

<table>
<thead>
<tr>
<th>Federal Records Centers</th>
<th>Allow Reference</th>
<th>Allow Records Transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary (must only one)</td>
<td>Add</td>
<td>Remove</td>
</tr>
</tbody>
</table>

### 4. User Capabilities

Select the system capabilities user will possess.

- Records Transfers 1: CREATE: I can create transfers, and I can edit and track transfers I created.
- Records Transfers 2: EDIT: I can edit and track transfers for which I am the agency contact.
- Records Transfers 3: APPROVE: I can approve transfers created by others.
- Records Transfers 4: RE-ASSIGN: I can re-assign transfers to a different agency contact or approver.
- Records Transfers 5: PROFILE-SPECIFIC VIEW: I can view all transfers whose properties match those in my profile.
- Records Transfers 6: AGENCY-WIDE VIEW: I can view all transfers from my agency, regardless of their properties.

### 5. Authorized Customer Defined Field Values (not used by most agencies)

- **None**

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Training Use Only – Not an Official Form (5/11/11)
Sample Introductory e-mail to a New Administrator

Dear [Name of new administrator]:

You have been designated as an Administrator for the ARCIS Customer Portal system which enables you to manage users of the system as well as conduct business with NARA’s Federal Records Center Program. As such, you now have the ability to:

1) Create, modify, and inactivate users of the system.
2) Create, edit, approve, reassign, and view records transfers.
3) Create and view reference requests.

Depending on the roles, rights, access controls and responsibilities built into your profile, you may not be able to perform some of the functions listed above. Once you have started using the system, should you discover required functionality that you do not have as part of your ARCIS profile, please contact me to discuss.

The ARCIS url is [http://eservices.archives.gov/arcis](http://eservices.archives.gov/arcis)

Your User ID is XXXXXXX.

For security purposes, your password will be sent to you in a second e-mail.

If you have any questions, please contact me.
Sample Introductory e-mail to a New User

Dear (Name of new user):

You have been designated as a user of the ARCIS Customer Portal system which enables you to conduct business with NARA’s Federal Records Center Program. As such, you now have the ability to:

1) Create, edit, approve, reassign, and view records transfers.  
2) Create and view reference requests.

Depending on the roles, rights, access controls and responsibilities built into your profile, you may not be able to perform some of the functions listed above. Once you have started using the system, should you discover required functionality that you do not have as part of your ARCIS profile, please contact me to discuss.

The ARCIS URL is http://eservices.archives.gov/arcis

Your User ID is Xxxxxxxx.

For security purposes, your password will be sent to you in a second e-mail.

If you have any questions, please contact me.
Dear (Name of new administrator or new user):

This e-mail provides you with your temporary ARCIS password and some instructions that you should follow as soon as possible.

The ARCIS URL is http://eservices.archives.gov/arcis

Your User ID was sent to you in a previous e-mail.

Your temporary password is XXXXXXXX

After logging in, you should:

1) Change your password. Passwords must be a minimum of 8 characters, contain at least 1 upper case character, 1 lower case character, 1 number, and 1 special character (but not '& ' or '!').
2) Set up a Challenge Answer to your selected Challenge Question. Should you forget your password and contact the ARCIS Help Desk for assistance, they will require a correct response from you.
3) Inspect your personal profile. Modify your Contact Information as necessary: name, address, phone information. It is not necessary to have your agency's name in the Address 1 or Address 2 fields. Physical street address information only, please.
4) Inspect your assigned access controls and capabilities. Should you discover required functionality that you do not have as part of your assigned ARCIS access controls or capabilities, please contact me to discuss.

Should you have profile, agency operational or procedural questions regarding the use of the ARCIS customer portal, please contact me directly. For performance issues, password resets, or minor portal usage questions, contact the ARCIS Help Desk:

• E-mail: arcishelp@nara.gov
• Telephone: 314-801-9900
• Hours: Monday to Friday
  7 a.m. to 5:30 p.m. (Central Time)

If you have any questions, please contact me.
Help Desk Information

The **ARCIS Help Desk** can assist you with any ARCIS-related issues including logging in, resetting your password, getting training, and more.

**Contact the ARCIS Help Desk:**

- **E-mail:** arcishelp@nara.gov
- **Telephone:** 314-801-9300
- **Hours:** Monday to Friday 7 a.m to 5:30 p.m. (Central Time)

Training Tutorials / Videos / Manuals Information

The ARCIS Training Resource Center is your source for:

- Training Tutorials
- Training Videos
- Training Manuals

Navigate to www.archives.gov/frc/arcis