How to Retrieve Records Boxes from Iron Mountain

1. Login at https://www.ironmountainconnect.com/


2. In the middle of the page enter the SKP box number in the **"Find my box/file"** field.

3. After the system has found the box click the "**Add to Cart**" button. If you made a more general search (by department and not a specific SKP) and located multiple boxes; check each box you want to recall and select the "**Add to Cart**" option from the dropdown menu located above the column of check boxes.
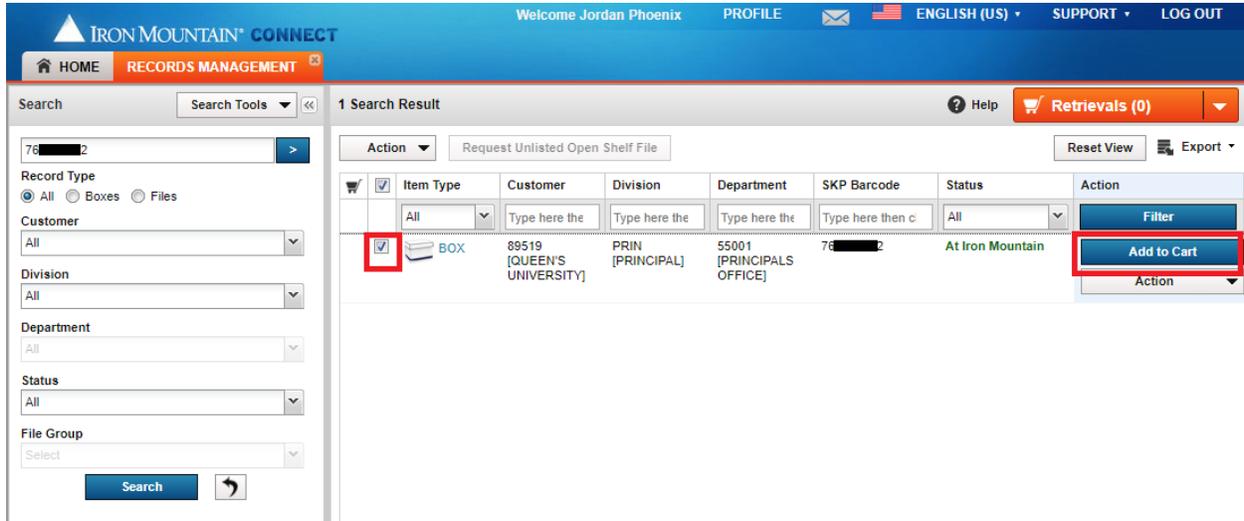

4. If you want to add additional boxes to the order you can use the **Search** box on the left side of the screen to enter SKP box numbers or make a broader search to see more of your unit's holdings at Iron Mountain.
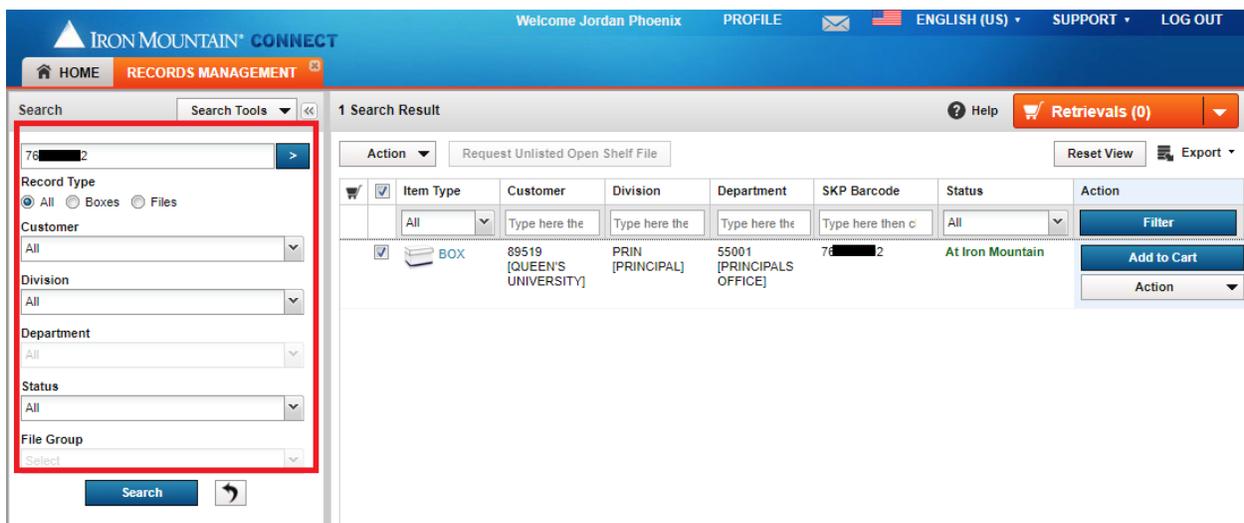
5. After you have added all the boxes you want to retrieve to your cart, click the **"Retrievals"** button in the upper right of the page.
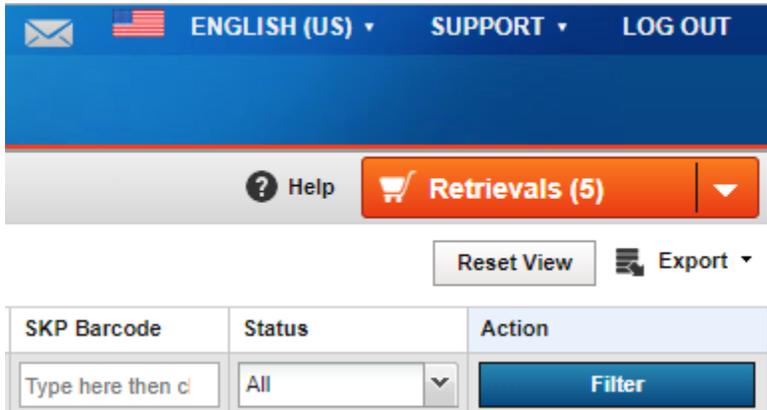
6. You will now see the contents of your cart and can remove any boxes you added in error. If everything is correct, click the **"Next"** button to proceed.
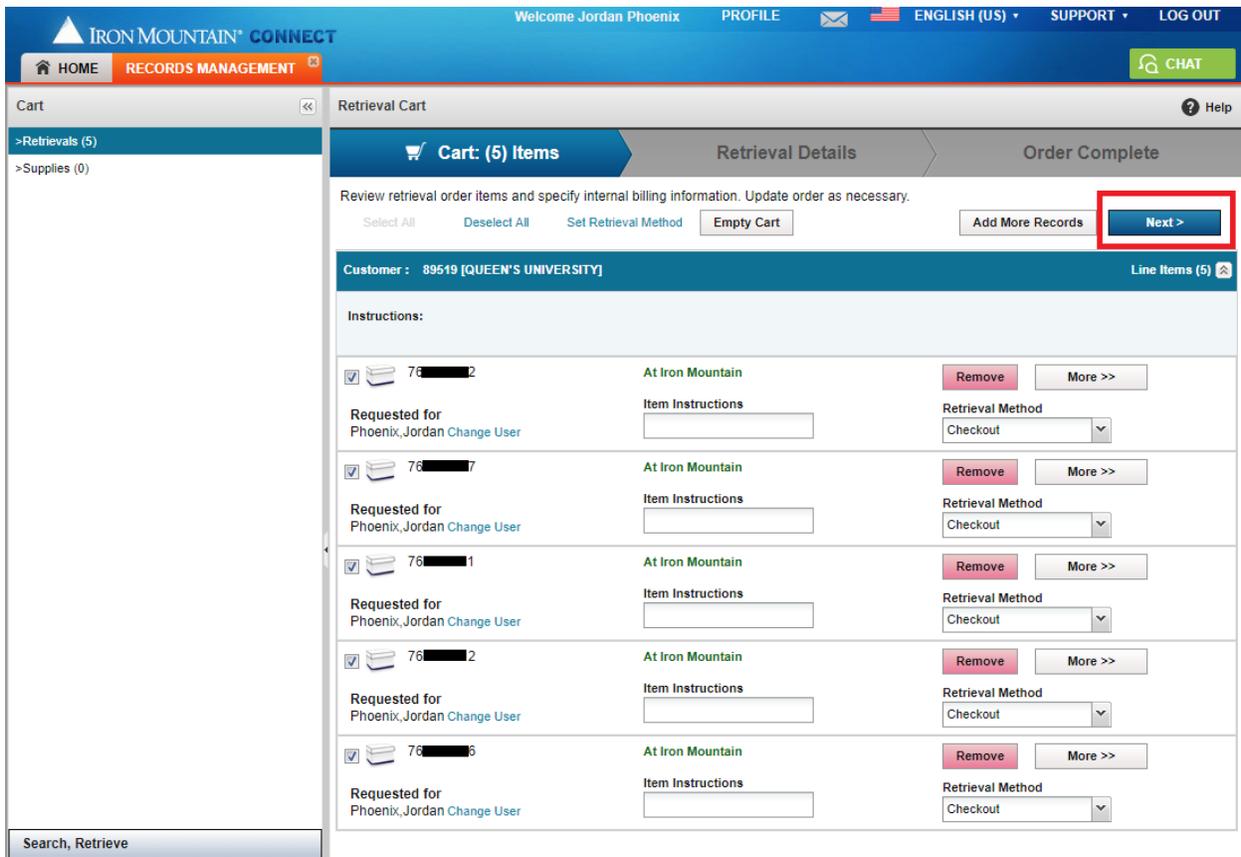
7. The **Shipping Address List** will appear and you can select a pre-existing address, or if you cannot locate the correct shipping address click the **"Add Address"** button.

8. On the **Retrieval Details** page you can change the Shipping Priority and the Carrier. It is strongly recommended you leave the Shipping Priority and the Carrier at their default settings of **Next Day** and **Iron Mountain**.

If any other details need to be updated, do so here. Including any **Order Instructions** that may help the driver find you, or your office more easily.

If you are satisfied with the content of the **Retrieval Details**, click **"Place Your Order"** in the top right.

9. You should now be presented with the **Order Complete** screen and a confirmation email will arrive shortly afterwards. You may log out and/or close your browser.

If by chance you realize you have made a mistake in placing your order you can cancel the order by clicking the **"View Order"** button.

10. You will now be presented with the **Order** pop-up window. If you click the **"Cancel"** button at the bottom the order will be immediately cancelled and a confirmation email will arrive shortly afterwards. You may log out and/or close your browser.