

# How to Retrieve Records Boxes from Iron Mountain

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



## LOG IN

Username:

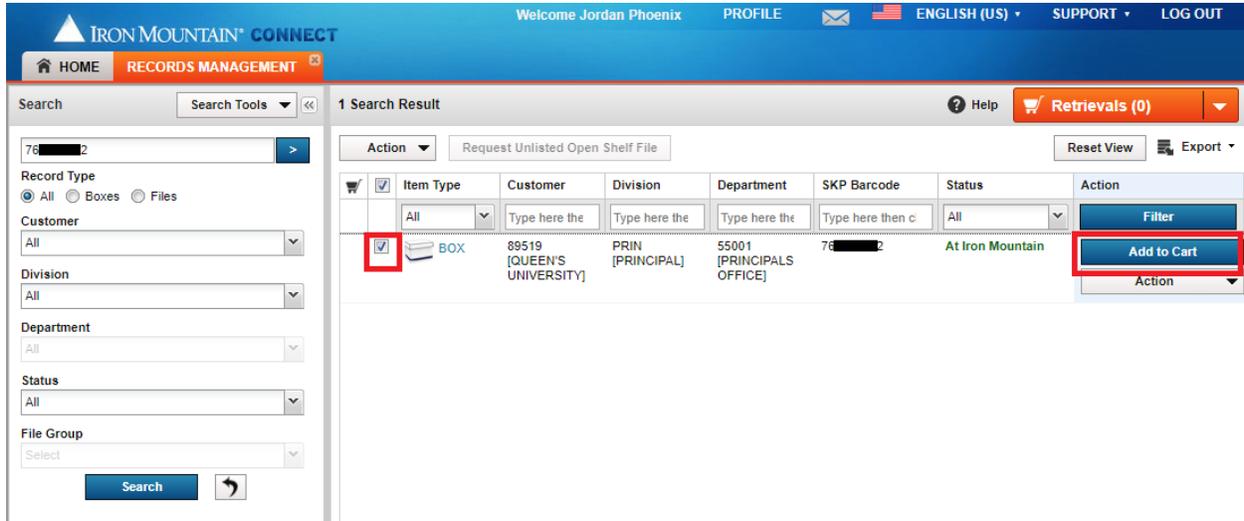
Password:

[Forgot Your Password?](#)

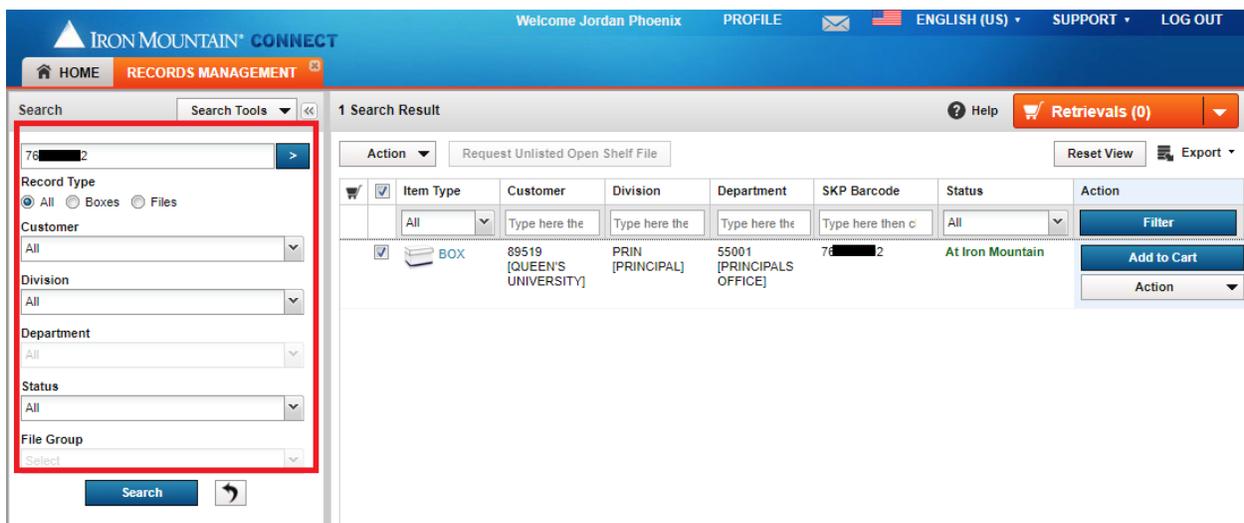
2. In the middle of the page enter the SKP box number in the "Find my box/file" field.

A screenshot of the Iron Mountain Connect web application. The top navigation bar includes the logo, user name "Welcome Jordan Phoenix", and links for "PROFILE", "ENGLISH (US)", "SUPPORT", and "LOG OUT". The main content area is divided into several sections. On the left, there are "My Quick Links" (Records Management, Governance, Risk &amp; Compliance Service, Shredding, My Profile, Manage Users, Resources, Pay Bill) and "Training &amp; Resources" (Get Started! video). The central "Record Center" section has a "Find my box/file:" input field containing "7-2" and a search button, both highlighted with red boxes. Below this are "Track Orders" and "Shredding" sections. The right sidebar contains "System Notifications" (What's New) and "Document Imaging Solutions".

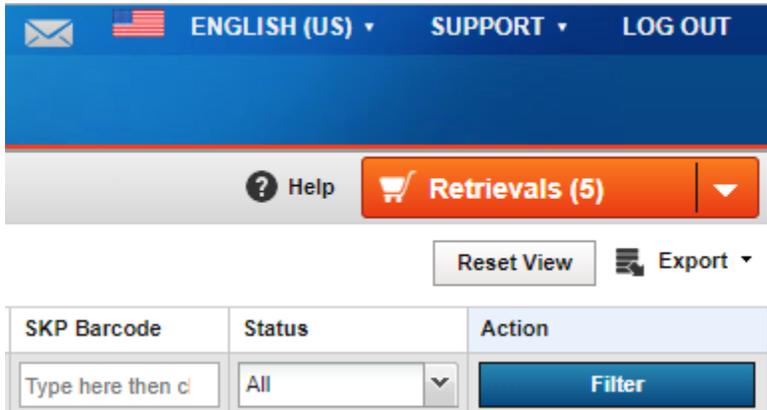
3. After the system has found the box click the **“Add to Cart”** button. If you made a more general search (by department and not a specific SKP) and located multiple boxes; check each box you want to recall and select the **“Add to Cart”** option from the dropdown menu located above the column of check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



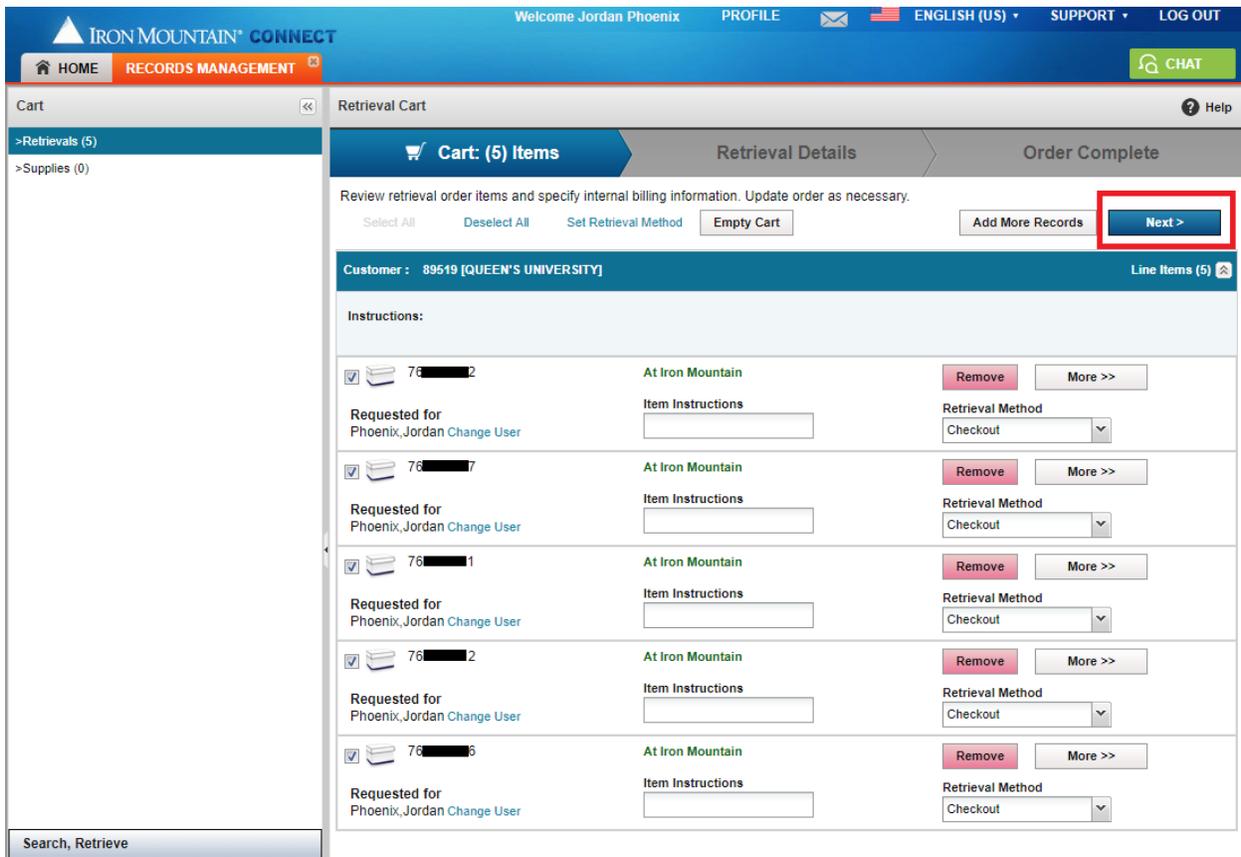
4. If you want to add additional boxes to the order you can use the **Search** box on the left side of the screen to enter SKP box numbers or make a broader search to see more of your unit's holdings at Iron Mountain.



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.

>Retrievals (5)  
>Supplies (0)

Cart Items **Retrieval Details** Order Complete

Review and edit the default delivery and shipping information before placing your order.

< Back to Cart Add More Records Place Your Order

**Shipping Address List** Close X

You are required to select a physical address to continue with the order process, regardless of the type of order.

**Add Address** Reset View

Customer...	Ship To C...	Address ...	Address ...	Fl...	City	St...	ZIP/P...	Country	Contact N...	Contact P...	Fax	Action
Type here	Type here	Type here	Type here	Ty	Type here	Ty	Type l	Type here	Type here	Type here	Type here	Filter
89519	LIBRARY	101 UNION STREET AT ALFRED	JOSEPH S. STAUFFER LIBRARY		KINGSTON	ON	K7L 5C4	CAN	JEREMY HEIL X74462	6135336000		☆ Action
89519	W399035	QUEEN'S UNIVERSI... ARCHIVES	KATHLEEN RYAN HALL		KINGSTON	ON	K7L 3N6	CAN	JEREMY HEIL	6135336000		☆ Action
89519	W589213	RICHARD... HALL, ROOM 351	QUEEN'S UNIVERSI...		KINGSTON	ON	K7L 3N6	CAN	SANDY X36647 FOX	6135336000		☆ Action
89519	MEDICAL	QUADRA...	KATHLEEN RYAN HALL		SCARBO...	ON	M1M 1R6	CAN	SHAN JIN	6134493618		☆ Action
89519	78S	78 5TH FIELD COMPANY LANE			KINGSTON	ON	K7L 3N6	CAN	DIANA PURVIS EXT.74582	6135336000		☆ Action
89519	16001-S	303 BAGOT ST	SUITE 500		KINGSTON	ON	K7K 5W7	CAN	SANDRA TALLEN	6135332102	6135336890	☆ Action
89519	W568386	74 UNION ST	ROOM 100		KINGSTON	ON	K7L 3N6	CAN	AMY LALONDE	6135332218		☆ Action

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Search, Re...  
Pickups. Add Records

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.

The screenshot shows the 'Retrieval Details' page in the Iron Mountain Connect system. The page is for a user named Jordan Phoenix. The main content area is divided into several sections:

- Delivery Address:** 89519 [QUEEN'S UNIVERSITY], 68 University Ave, Mackintosh-Corry Hall, Suite F300, Kingston, ON K7L 3N6, CAN. Includes a 'Change Address' link.
- Shipping Priority:** Radio buttons for 'Next Day 2018-09-06 5:00:00 PM EDT' (selected), 'Half Day 2018-09-06 12:00:00 PM EDT', 'Rush 2018-09-05 1:23:04 PM EDT', and 'Scheduled by 5:00:00 PM on'.
- Carrier:** Radio buttons for 'Iron Mountain' (selected), 'Customer Pickup', and 'Third Party'.
- Email Confirmation(s):** Primary email 'jordan.phoenix@queensu.ca' is selected. There are two 'Additional Email' fields.
- Order Instructions:** A text box for 'Enter text' with a '60 characters remaining' indicator and an 'Add Internal Routing Address' link.

At the top right of the main content area, there are three buttons: '< Back to Cart', 'Add More Records', and 'Place Your Order'. The 'Place Your Order' button is highlighted with a red box.

Below the main content area, there is a section for 'Customer: 89519 [QUEEN'S UNIVERSITY]' and 'Line Items (5)'. It contains a table with the following data:

Line	ID	Requested for	Item Instructions	Retrieval Method
1	76[REDACTED]2	Phoenix, Jordan		Checkout
2	76[REDACTED]7	Phoenix, Jordan		Checkout
3	76[REDACTED]1	Phoenix, Jordan		Checkout

On the left side of the page, there is a sidebar menu with the following items: Search, Retrieve; Pickups, Add Records; Bulk Upload; Order Supplies; Administration.

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.

IRON MOUNTAIN CONNECT

Welcome Jordan Phoenix PROFILE ENGLISH (US) SUPPORT LOG OUT

HOME RECORDS MANAGEMENT CHAT

Retrieval Cart Help

Cart Items Retrieval Details **Order Complete**

**Thank you. Your order has been submitted.** < Start a New Retrieval Order

An email confirmation will be sent to [jordan.phoenix@queensu.ca](mailto:jordan.phoenix@queensu.ca)

**Delivery Address:** 68 University Ave  
Mackintosh-Corry Hall  
Suite F300  
Kingston  
ON, K7L 3N6

**Contact Name & Phone:** Jordan Phoenix  
Carrier: Iron Mountain  
Shipping Priority: 2018-09-06 5:00:00 PM EDT

**89519 [QUEEN'S UNIVERSITY]**

Order Number	Order Type	Record Count	
231576549	Retrieval	(5) Boxes	<b>View Order</b>

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.

Order: 231576549 (Retrieval) Status: Cancelled

ORDER INFO ORDER HISTORY

Order Placed Sep 5, 2018 by jordan.phoenix@queensu.ca

<b>Delivery Address</b> 68 University Ave Mackintosh-Corry Hall Suite F300 Kingston, ON K7L 3N6, CAN	<b>Attention</b>  <b>Contact</b>	<b>Carrier</b> Iron Mountain  <b>Shipping Priority</b> 2018-09-06 5:00 PM EDT  <b>Order Notifications</b> jordan.phoenix@queensu.ca Primary
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89519 [QUEEN'S UNIVERSITY] (Retrieval) Line Items (0)

Instructions : CANCELLED AS PER JORDAN PHOENIX

Item	ID	Retrieval Type	Requested For	Requested By	Chargeback	Item Instructions
Page 0 of 0						
No data to display						

Cancel Close