[redacted]

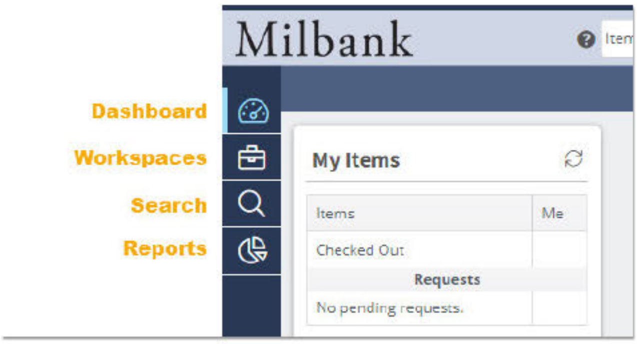
FileTrail

Information Technology

Records Management & Information Governance Software

Introduction

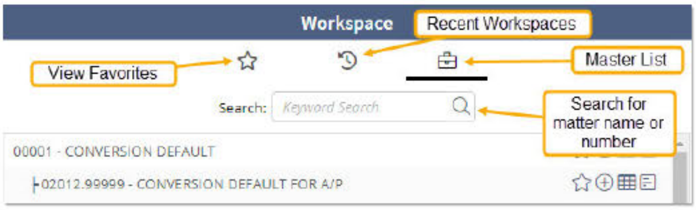
Important physical documents or media may need to be stored, during and after a matters work is done, with security and environmental protections. These items are stored as a record. Records are organized within various media types and filed under their associated Client/Matter number. **FileTrail** is a comprehensive records management tool that allows users to request and submit items for archiving while keeping track of the status and location of each record.



Request a Record

To retrieve a record for yourself or another person, go to [redacted] **FileTrail.com** or from [redacted] click **Business Services**, **Conflicts, Records & New Business Intake** then click the **FileTrail** tile.

1. In FileTrail, click the Briefcase and select **Workspace**.
2. Enter a **client.matter number** or **name** in the search box.



3. Click **Favorites** or **Recent Workspaces** to view your commonly accessed workspaces or to search again.

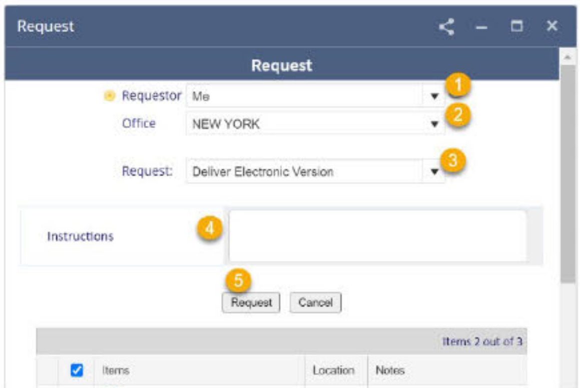
Next to each Matter are the following options:

- Click to add to your **Favorites** list.
- Create a **new record**.
- **View items** in the matter.
- View matter **properties**.

Matter Properties include detailed information about the matter such as open date, close date, billing attorney, ethical walls, retention policies, and existing holds. Selecting the matter properties will add the matter to your **Recent Workspaces**.

4. Click the **matter name** to view a list of items.
5. Apply **filters** to narrow down search results.
   - **Full Text Filter**.
   - **Media type** (binder, box, redweld).
   - **Status** (checked in/out, etc.).

6. Check each box next to the desired records.
   - Click the **shopping cart** next to a record if you are selecting items from different workspaces. (See **Carts**).
   - Click the **magnifying glass** to view the item properties.
7. Click **Request** to open the request form.



Click the **drop-down arrows** for additional options.

1. If you are requesting a record on behalf of someone else, select their name as the **Requestor** so the records will be delivered to their desk.
2. Specify the **office location** for delivery.
3. Request **Delivery**, **Delivery Urgent**, etc.

Note: Delivery (physical) is for physical records delivery by next business morning. **Urgent** is for same-day delivery, typically within 3 hours excluding unforeseen circumstances. An urgent request must be made before 1PM and **fees will apply**. Include the C/M number in the **Instructions** field for additional charges.

4. Add specific **Instructions** if necessary.
5. Click **Request** to finalize the request and send off to the Records Team.

To view the status of your records and requests, click the **Dashboard** then click the category in **My Items**.

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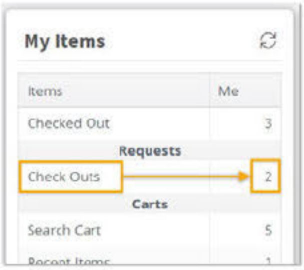
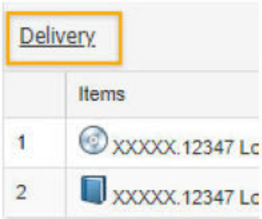
Cancel Records Request

1. Click **Dashboard**
2. Click **Check Outs**.



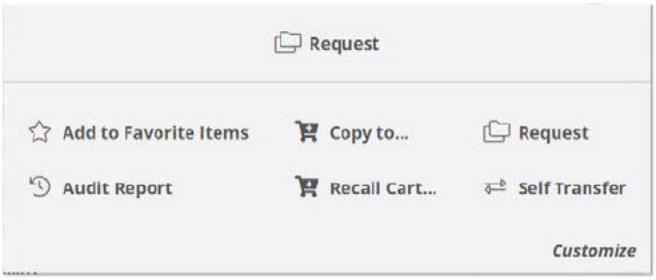
3. In the Check Outs window, click **Delivery**.
4. Click **Cancel Requests**.
5. Click **OK** to confirm.



6. Check the Status box for **Cancelled** then **Apply**.
7. Confirm the desired record status displays as **Cancelled**.

More Actions

Under **More** are additional actions available to support staff.



- **Add to Favorite items** – Add checked items to your favorites cart.
- **Copy To** – Move checked items into one of your carts.
- **Request** – Request selected items from Records.
- **Self-Transfer** – Transfer records checked-out to someone to yourself.

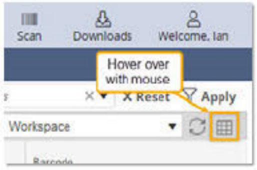
Note: The records department will not be notified. If necessary, contact Records to have the records picked up and delivered.

- **Customize** – Move Toolbar icons to fit your preference.

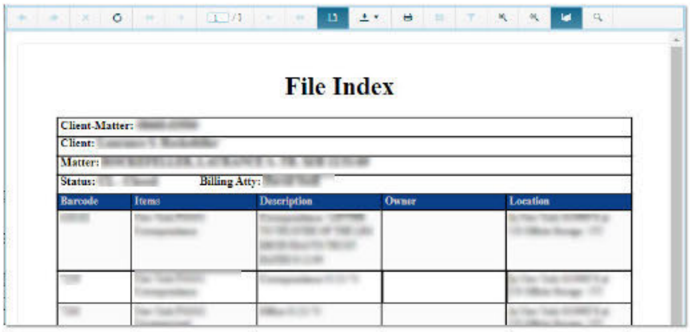
Generate an Index Report

It may be easier to provide the attorney you support a complete list of matter records by printing or downloading an index report.

1. Click the Briefcase and select **Workspace**.
2. Enter a **client.matter number** or **name** in the search box.
3. Click the desired **matter workspace** to view the list of records.
4. ***Hover*** over the **Options Grid**.



5. Click **View as Report**.
6. Click **Client Matter Workspace Index**.



7. Click **Print** or **Download** to save the report as a PDF.

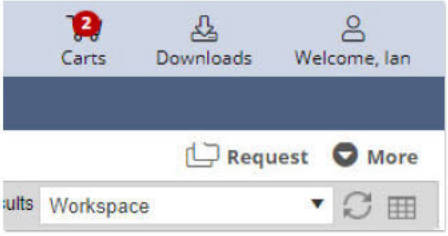
Note: To create an **Excel spreadsheet** of a list of items, use the **Search tool** (See **Search**).

Using Carts

If you want to organize frequently accessed records, request multiple items across different workspaces, or perform additional actions, the **carts** tool makes it easier to handle multiple tasks.

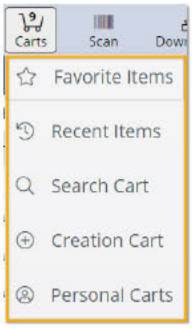
1. Click the Briefcase and select **Workspace**.
2. Click the **matter workspace** to view the list of records.
3. Click the shopping **cart** icon next to each record.

The number of items with the **cart icon selected** appears in red.



4. Search for another workspace and select additional items as desired.
5. Click the **Carts** icon and select **Search Cart** to view your selections.
6. Confirm items to be included before clicking **Request**.

Carts provide quick access to records you frequently request.



Favorite Items – This lists items added as favorites. To add selected records, click **More** then **Add to Favorite items**.

Recent Items – Items you have clicked the magnifying glass to view the record properties.

Search Cart – Shows all items with the cart icon selected.

Creation Cart – A list of new records you have recently requested to be created.

Personal Carts – Carts you can create for your own use.

To clear a cart of items

1. Select the cart from the drop-down list.
2. Check the desired items.
3. Click .

My Items.

1. The Dashboard shows recent activity.

Checked out – Records assigned to you that you have in your possession.

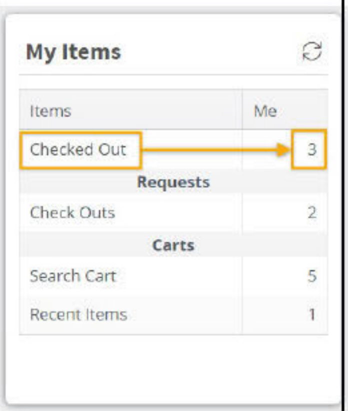
Requests

Check Outs – Pending records you have requested.

Carts

Search Cart – Items with the shopping cart selected .

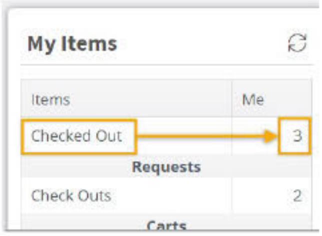
Additional items may appear depending on your recent activity.



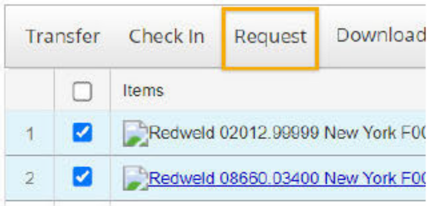
Return a Record

To request a record to be **picked up** for return, from the Dashboard

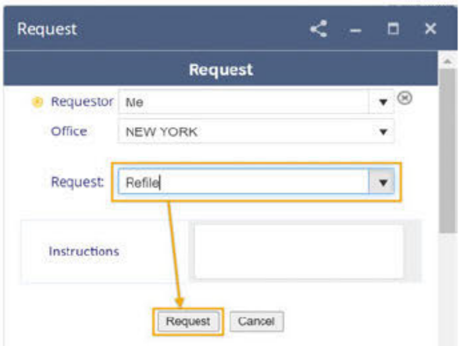
1. Click the number next to **Checked Out**.



2. Click **Request**.



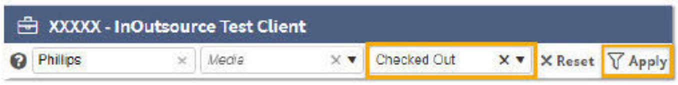
3. Confirm the Request is set to **Refile**.
4. Click **Request**.



Note: If documents are removed or returning empty folders, please note in the Instructions field **who removed the documents** and **why**. Specify if this is a permanent removal or if it will be returned.
Do not discard empty folders.

To Return a record on behalf of another person.

1. Click the Briefcase and select **Workspace**.
2. Search for the **client** and/or **matter** workspace.
3. Click **View Items** .
4. Filter for checked out records.



Click **Reset** to clear the filter. The filter will remain until you click **Reset**.

5. Select the checked-out records then click **Request**.
6. Select the **Requestor** from the drop-down list.
7. For Request, choose **Refile.**
8. For **Instructions**, enter the location of the records to be picked up.
9. Click **Request**.

The Records department will be notified. If you are away from your desk, add a note indicating where the records can be located.

Note: If a barcode does not exist on the document(s) in your possession, it may need to be created as a new record (see **Create a New Record**).

Search

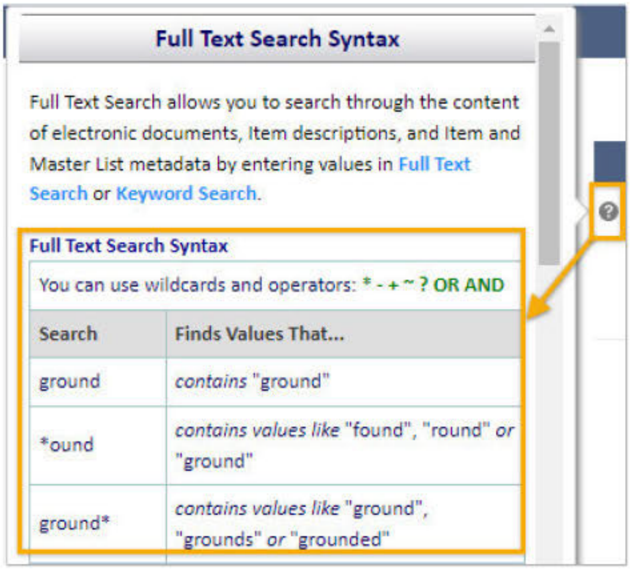
Use the **Search** tool to find specific records based on department, media type, open/close status, billing attorney, etc.

1. Click Search and select **Item** or **Client-Matter**.

- **Item** – Search for specific records by status, office location, attorney (owner), media type, document type (agreement, wills, etc.), C/M, and storage location.
- **Client-Matter** – Search for records within matter workspaces by matter status, department, billing attorney, practice, or ethical walls.

Additional search templates are available at the top right of the search window:

For keyword searches, the **question mark** displays available operators to help narrow down the search results.



Note: Each field accepts multiple search values.

2. Click the drop down to check additional boxes or enter a keyword then press ⊙ to add search terms.
3. Click ⊗ to clear the search field(s).

Export a list of Records as an Excel Spreadsheet.

Use the search tool to export a large number of results to an Excel spreadsheet for sorting and filtering options.

1. Hover over the grid icon and click **Download Results**.

2. Select the radio buttons next to **All** and **Excel**.
3. Click **Download Results** and the spreadsheet will be saved to your Windows **downloads folder**.

Create A New Record

Use FileTrail to submit a request to create a record. The Records department will pick up the item(s) then prepare and finalize the material as a new record in the system.

1. Search for and select the **matter workspace**.
2. Next to the matter, click ⊕.
3. Select the **Department** and/or **Document Type**.
4. Select the **Media** type.

Binder – Documents bound in a 3-ring binder.

Client-Matter Box – A large box of documents; must all be the same document type.

Electronic Media – Records stored on a CD, DVD, or other electronic media.

Redweld – For documents more than 50 pages.

Subfolder – For documents less than 50 pages.

Once the Media type is selected, additional fields will appear.

5. Enter an accurate **Title** and select the **Owner**.
6. Add **notes** as needed. **Leave the remaining fields as-is**.
7. Click **Create**. This is not the final step.

Note: The creation request is added to your Creation Cart. Continue to create additional new record requests for each unique set of documents and/or media type.

8. Click **Carts** then **Creation Cart**.
9. Confirm the records you'd like created by selecting the checkbox next to the item(s) and then clicking **Request Creation**.
10. In the **Clear Cart** window check the box next to **Click Here to Set Request Preferences & Pick Up Instructions** to change the Requestor, select the Request type (**Scan to ND and Destroy Physical File is preferred**) and to include additional instructions

or click **Yes** without selecting the check box to submit the request to be picked up from your desk, scanned to ND, and sent off-site to be stored (default).

Transfer Records

If a record is given to one person from another, use the transfer option in FileTrail to update who is in possession of the record.

Transfer records to yourself.

1. From the Briefcase click the **matter workspace** and check the records to **transfer**.
2. Click **More** then **Self-Transfer**.
3. Select Transfer to **Me** then click **Transfer**.

Transfer from one person to another.

1. From the Briefcase click the **matter workspace** and check the records to **transfer**.
2. Click **More** then **Self-Transfer**.
3. Select *Transfer to* **Me** then click **Transfer**.
4. Go to the **Dashboard**.
5. Under My Items, click the number next to **Checked-Out**.
6. Select the desired items and click **Transfer**.
7. Select the recipient's name in the *Transfer To* field.
8. Click **Transfer**.

For more information, please contact your PSS or call the #HelpDesk at x5500 or (212) 530-5500. As a reminder, see also the page on [redacted] *for QRCs, Tips and Tricks and training classes currently being offered.*