

# ARCIS/MRS MTF CUSTOMER WEB PORTAL MTF USER GUIDE



VERSION: 20141011



**FEDERAL RECORDS CENTERS**  
of the National Archives and Records Administration

## Table of Contents

Overview: .....	- 3 -
Chapter 1: Creating the SDF and RI ASCII Files in CHCS (Performed by Medical Records Technicians) ..	- 4 -
Chapter 2: Extracting SDF and RI ASCII Files From CHCS and saving them to the MTF's Logical Device Secure Directory (Performed by System-ETU and monitored by CHCS SA) .....	- 8 -
Chapter 3: Obtaining the SDF and RI ASCII Files from the MTF's Logical Device Secure Directory (Performed by PAD POCs).....	- 9 -
Chapter 4: How to obtain an ARCIS/MRS MTF Customer Web Portal User Account (Obtained by PAD POCs):.....	- 12 -
Chapter 5: Uploading SDF and RI Files using the ARCIS/MRS MTF Customer Web Portal (Performed by PAD POC).....	- 17 -
Chapter 6: Common Troubleshooting Issues (Performed by PAD POC).....	- 26 -

## **Overview:**

This guide is designed to provide step by step instructions for uploading Shipment Data Files (SDF) and Record Index (RI) Files into ARCIS/MRS via the ARCIS/MRS MTF Customer Web Portal. It also provides instructions on how said files should be created and extracted from CHCS.

When a MTF is ready to retire a shipment of inactive medical records to the National Personnel Records Center (NPRC), two electronic ASCII files are first generated within CHCS.

**Shipment Data File (SDF):** The electronic ASCII file that provides information about the MTF shipping the records and the shipment details (used by NPRC to create Transfer/Accession documentation).

**Record Index (RI):** The electronic ASCII file that provides a patient information index of each medical record that is included in the shipment (used by NPRC to generate registry indexes and labels).

Under the legacy Medical Registry System (MRS) process, these files were created by Medical Record Technicians in CHCS and then extracted by the System-Electronic Transfer Utility (System-ETU). Once extracted, these files were transmitted via SFTP to the Veterans Administration's Austin Information Technology Center (VA-AITC).

Under the new process, covered within this user guide, said files will still be created by Medical Record Technicians. However, the files will then be automatically extracted from CHCS by the System-ETU on a nightly basis. Once extracted, the System-ETU will then save the files to the MTF's LD (logical device) secure directory. Designated PAD POCs will then access the files and upload them directly into ARCIS/MRS through the use of the ARCIS/MRS MTF Customer Web Portal.

## **Chapter 1: Creating the SDF and RI ASCII Files in CHCS (Performed by Medical Records Technicians)**

The SDF and RI files that are uploaded into the ARCIS/MRS MTF Customer Web Portal originate from data held within CHCS. In the legacy MRS process, the SDF (.S01) and RI (.R01) ASCII files were created in CHCS and then extracted by the System-Electronic Transfer Utility (System-ETU) for SFTP transmission to the VA-AITC. The IT specialists at the VA would then upload the files into the legacy MRS application, thus making them available for NPRC to process.

In the new ARCIS/MRS file upload process, MTF Medical Records Technicians still create the files in CHCS. However, while the System – ETU still extracts the created files, it now saves said files to the MTF's LD (logical device) secure directory. Designated PAD POCs will then access the files and upload them directly into ARCIS/MRS through the use of the ARCIS/MRS MTF Customer Web Portal.

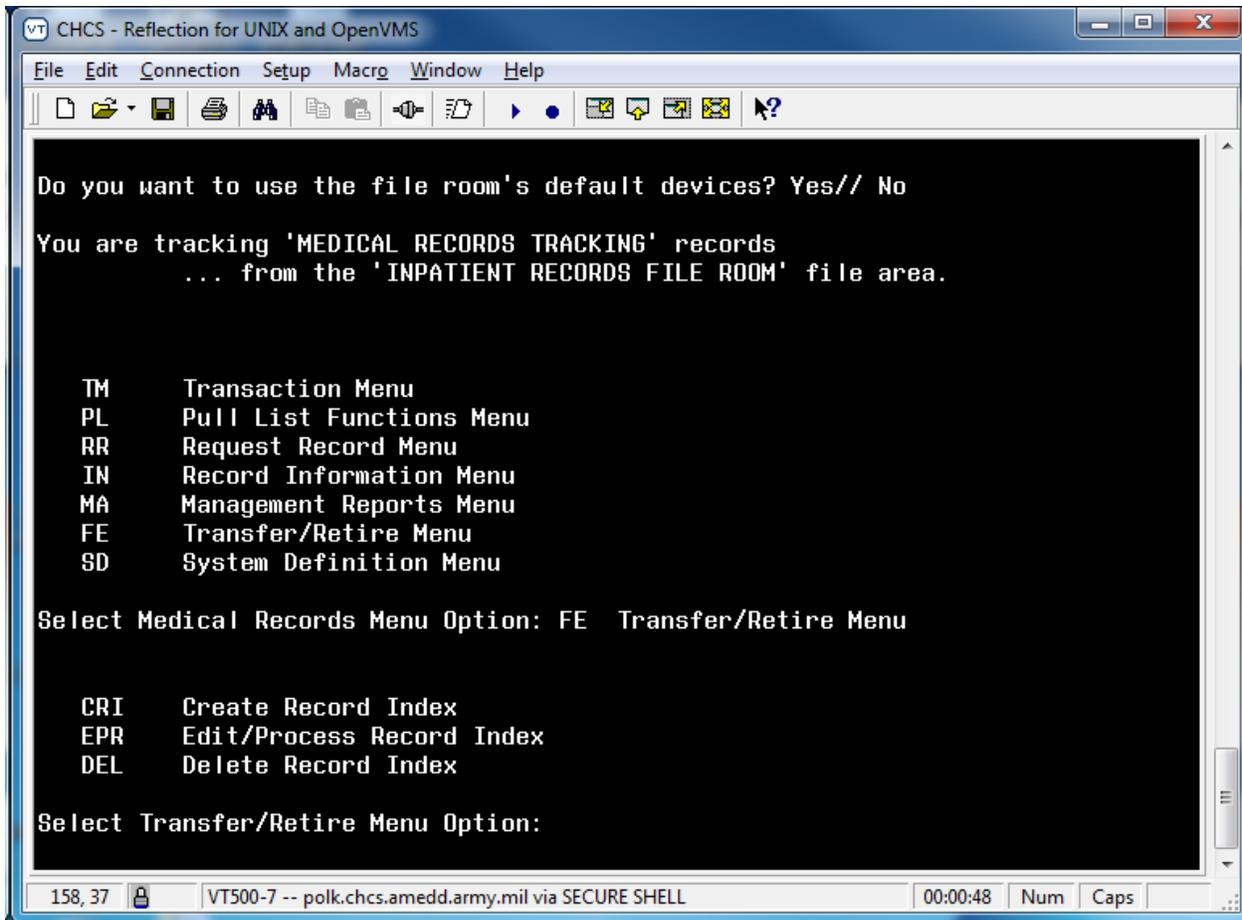
In order to create the SDF and RI files, the MTF Medical Records Technicians must adhere to the following instructions:

**Step 1:** Medical Records Technician generates the index in CHCS

**Step 2:** Verify, edit the index for records that are not available, and then package the records

**Step 3:** Enter the shipment information into CHCS menus using the existing business processes:

**Primary Menu: (EXISTING)**  
CRI Create Records Index  
EPR Edit/Process Records Index  
DEL Delete Records Index



### Secondary Menu (NEW OPTIONS LISTED IN RED)

FFD Create Label Printers for FASTFill

FFP Fast Fill Parameters Add/Edit

FFT Transmission Totals for Fastfill

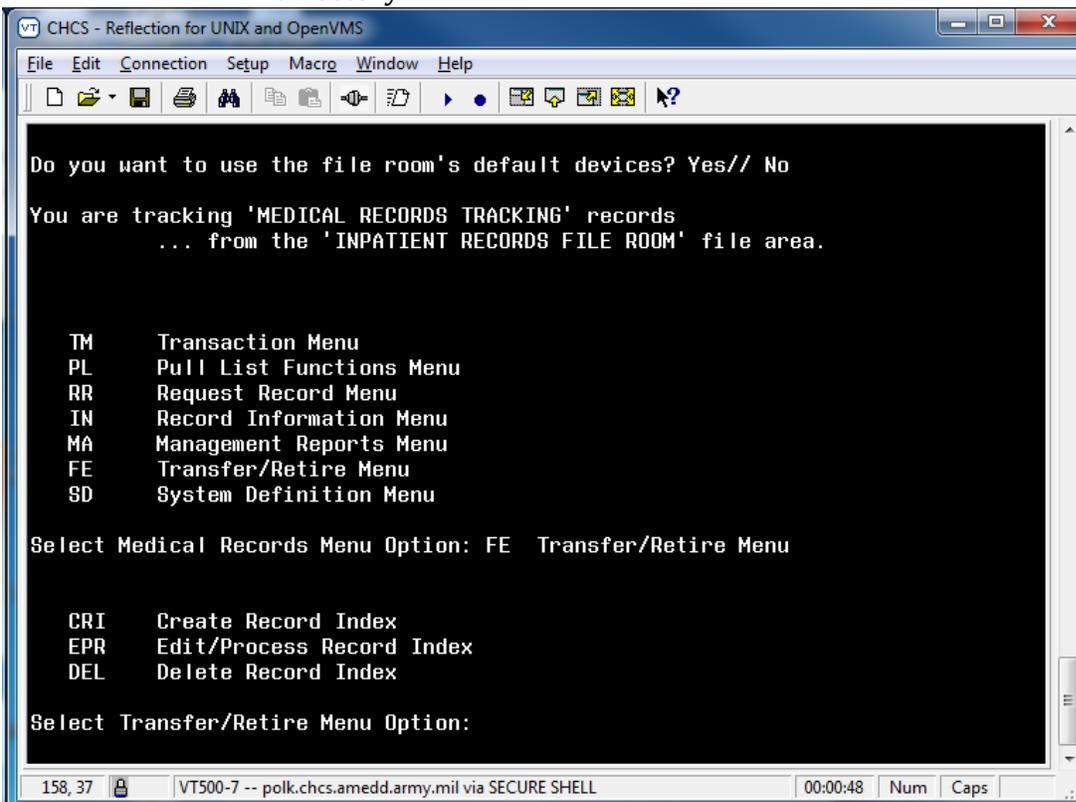
FM FileMan Menu

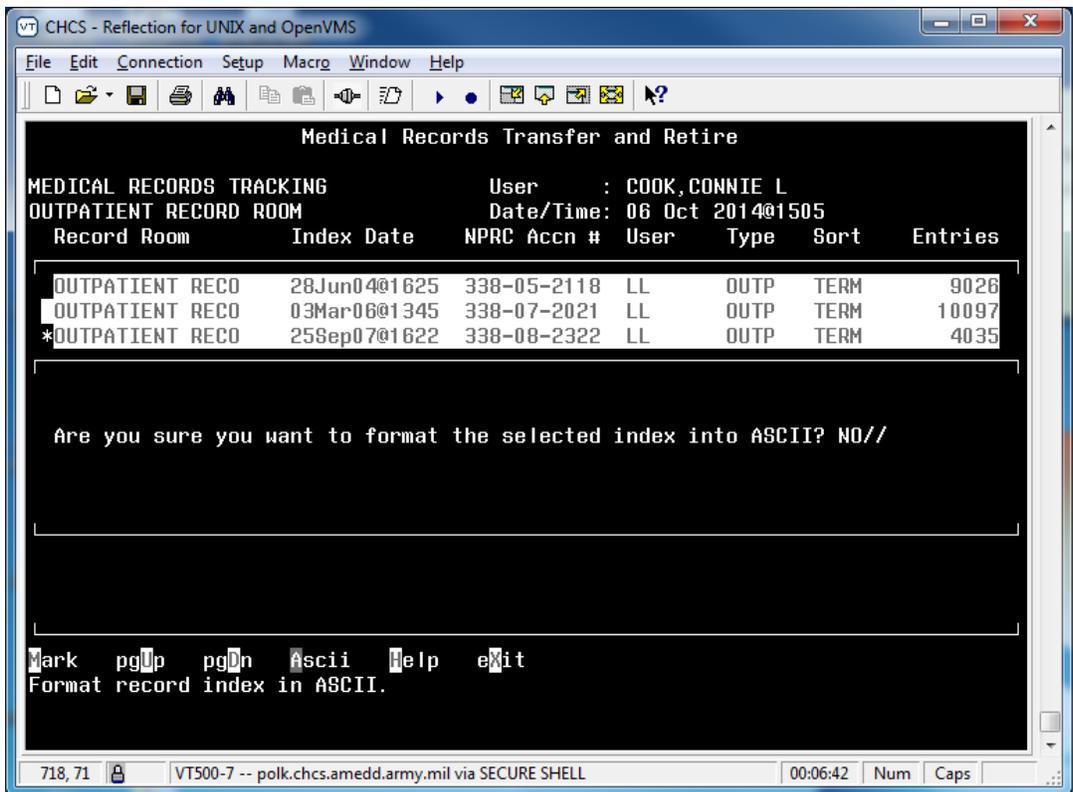
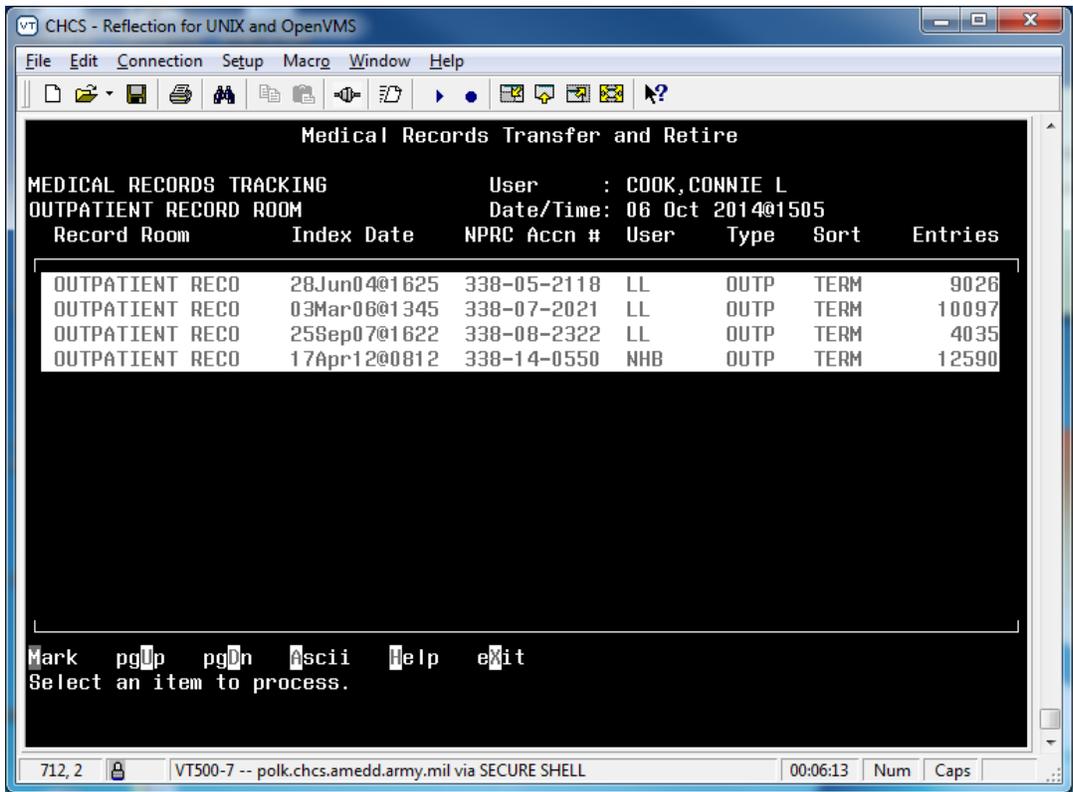
**FRI Format Records Index in ASCII (NEW) see steps below #4**

PAP Modify PHSD Metric PAP Screening Ad Hoc Parameters

**Step 4:** MTF Medical Records Technicians creates the SDF (.S01) and RI (.R01) ASCII data files (It is recommended that the FRI key and FTP client secure server access is restricted to Supervisor and Management staff or those assigned the ARCIS create file access):

- MTF Medical Records Technicians will be provided a secondary CHCS menu option (**FRI Format Records Index in ASCII**) where the ASCII files can be generated for ARCIS/MRS
  - i. NAME: RT MTRR ASCII
  - ii. MENU TEXT: Format Record Index in ASCII; synonym FRI
  
- Steps to create ASCII files:
  - i. Type **FRI** at the CHCS prompt
  - ii. Choose the correct file room (inpatient or outpatient)
  - iii. Type **NO** at the “do you want to use the file room’s default devices? YES//” prompt
  - iv. Select the correct shipment that was generated; mark it (by pressing the “end” key on the keyboard) and then arrow over to ASCII to format the record
  - v. Type “YES” at the “Are you sure you want to format the selected index into ASCII? NO//” prompt, and then wait for the system to generate the files
  - vi. Once the files are complete, exit and wait for the System-ETU to extract the files and save them to the MTF’s LD (logical device) secure directory





## **Chapter 2: Extracting SDF and RI ASCII Files From CHCS and saving them to the MTF's Logical Device Secure Directory (Performed by System-ETU and monitored by CHCS SA)**

Once the MTF Medical Records Technician creates the SDF and RI files in CHCS, said files are ready for extraction from CHCS by the System-ETU. During the extraction process, the System-ETU will save the SDF and RI files in the MTF's LD (Logical Device) secure directory. The System-ETU will extract and save the files to the LD secure directory nightly at a time specified by the MTF. Note that:

- The LD secure directory common drive must be protected and only visible to PAD office/individuals loading the SDF and RI files into the ARCIS/MRS MTF Customer Web Portal.
- The System-ETU template will use the account that is created with the LD secure directory device.

The System-ETU file template that has been established for ARCIS/MRS contains the following field configurations:

- Name or IP address for remote system: **127.0.0.1**
- User ID for remote system: **FT\_ARCIS**
- Password for remote system:
- Files to be exported: **MRR\***
- Description of transfer and notes: **To be added**
- Point of contact name, phone or email: **To be added**
- Send original or send streamed copy option: **Copy**
- Days Template Logs held before purging: **7**
- Maximum retransmits: **1**
- File compression mode: **none**
- File transfer method: **sftp**
- S/FTP execution qualifier(s): **/noprogess**
- S/FTP verbose setting: **off**
- ASCII or binary transfer: **binary**
- Transmission log transfer option: **none**
- Hour [:minute(s)] for automatic schedule transmission: **03:00**
- Qualifier for frequency of transfer invocations: **D**
- Maximum allowable days between invocations: **365**

## **Chapter 3: Obtaining the SDF and RI ASCII Files from the MTF's Logical Device Secure Directory (Performed by PAD POCs)**

Once the System-ETU has successfully deposited the SDF and RI data files into the LD (Logical Device) Secure Directory, the ARCIS/MRS PADPOC(s) must access said directory and obtain the files for upload into the ARCIS/MRS MTF Customer Web Portal. The designated PAD POC(s) are those who are authorized by their respective Service Branch to access both the LD Secure Directory and the ARCIS/MRS Customer Web Portal. In order to obtain access to the LD Secure Directory, each PAD POC must request an SFTP account from their local MTF CHCS SA. This special SFTP account will be used to pull the SDF and RI files from the LD Secure Directory over to their own workstation for upload into the ARCIS/MRS MTF Customer Web Portal.

In order to obtain an SFTP account:

**Step 1:** Make a request (by phone or email) to the local MTF CHCS SA for the SFTP account on the LD Secure Directory. The PAD POC must provide "Last Name" to the CHCS SA as a part of the request

**Step 2:** The CHCS SA creates the SFTP account using the CHCS System-Admin module. Once the account is created, the CHCS SA provides the account and password to the PAD POC.

**Note:** The entire account process should take ~15 minutes to complete. These account will be logged in via SSH to change the password only and also for restricted SFTP access (which is limited to the designated directory location) for either 'put' or 'get' file commands.

Once the PAD POC has an SFTP account and successfully logs in to the system, they will be able to pull SDF and RI file from the LD Directory over to their workstation PCs. In order to pull the SDF and RI files the PAD POCs must adhere to the following instructions:

**Step 1:** Log into workstation PC.

**Step 2:** Ensure that the directory C:\ARCIS exists on the workstation PC's internal hard drive. If it does not exist, create the directory.

**Step 3:** Run the Attachmate Reflection FTP Client program. It should be found by using the following path: Start -> All Programs -> Attachmate Reflection -> FTP Client.

**Step 4:** Select the SFTP Site. If this is the first time accessing the site:

- Click on “New”
- Click on “Add SFTP Site”
- Enter the host name of the IP address of the CHCS Server (the CHCS SA will provide the PAD POC with this information).
- Click on “Next”

**Step 5:** Once the SFTP site has been created and/or selected, then select User.

**Step 6:** Click on “Advanced”.

**Step 7:** Enter the username and password for the SFTP “FT” account (the naming convention for SFTP accounts is FT\_LASTNAME) provide by the CHCS SA.

**Step 8:** Click on “Security”.

**Step 9:** Click on “Secure Shell”.

**Step 10:** Check on option “Use Reflection Secure Shell”.

**Step 11:** Click on “OK”.

**Step 12:** Click on “OK” again.

**Step 13:** Click on “Next”.

**Step 14:** Click on “Next” again.

**Step 15:** Click on “Finish”.

**Step 16:** Click on “OK”.

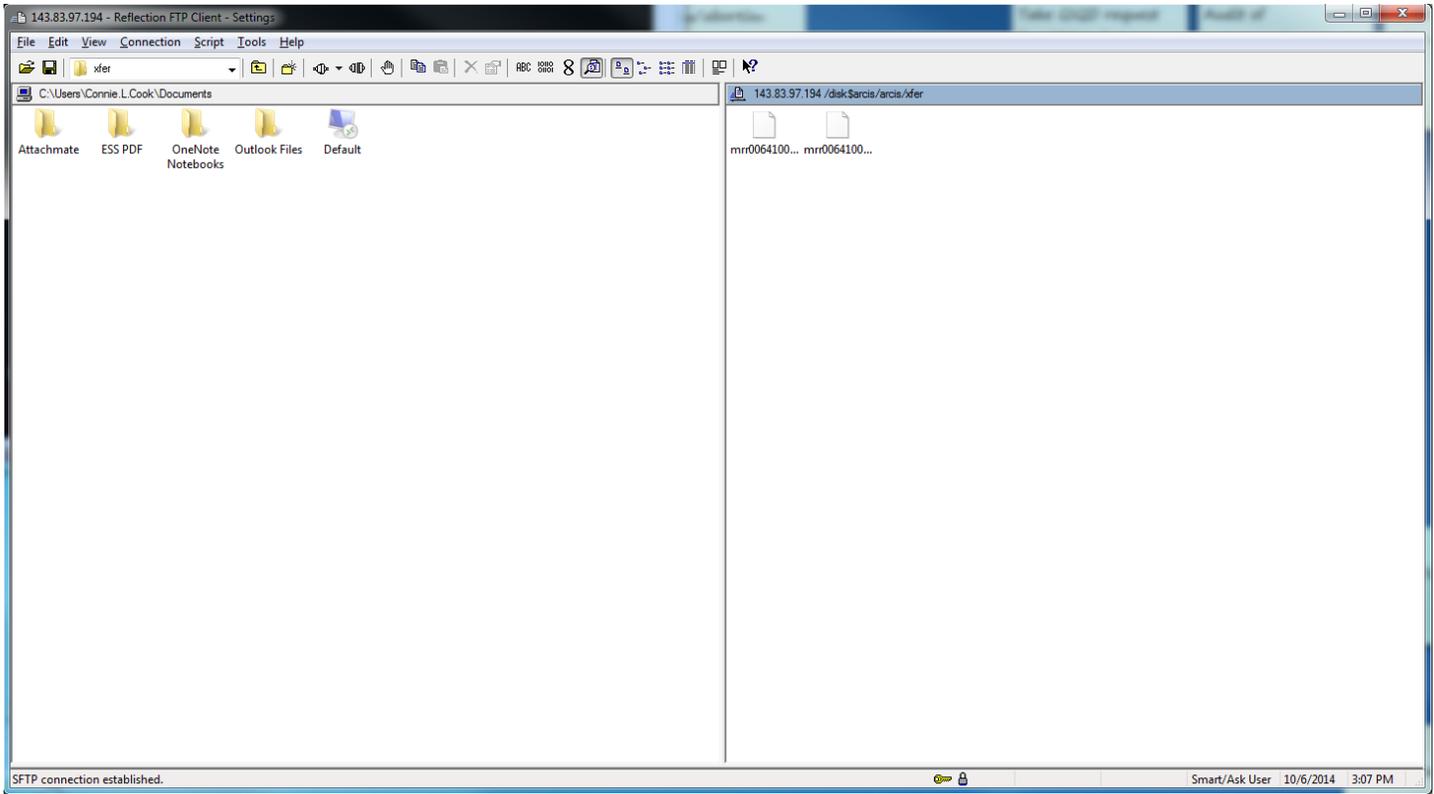
**Step 17:** Click on the directory header on the left panel.

**Step 18:** Select C:/ARCIS from the drop down box.

**Step 19:** Drag the SDF and RI files from the right panel to the left panel.

**Step 20:** Close the Attachmate Reflection FTP Client.

**Step 21:** Click on “Save”.



## Chapter 4: How to obtain an ARCIS/MRS MTF Customer Web Portal User Account (Obtained by PAD POCs):

In order to upload SDF and RI files into ARCIS/MRS, the MTF PAD POCs will also require access to the ARCIS/MRS MTF Customer Web Portal. To gain access to the Customer Portal, a user must submit a request for access to their ARCIS/MRS Service Branch POC using the form depicted below.

NARA Federal Records Centers			
Archives and Records Centers Information System (ARCIS)			
ARCIS MRS MTF Customer Portal User Account Request			
<b>Step 1: Specify Action Requested</b>			
Action Requested:	<input type="checkbox"/> Create New User	<input type="checkbox"/> Modify Existing User	<input type="checkbox"/> Delete User
<b>Step 2a: ARCIS MTF User Information</b> Please provide information about the user who's account requires the action requested in Step 1			
Name:	Last: _____	First: _____	Middle Initial: _____
Office Phone:	Commercial Phone: _____	ext: _____	
E-mail Address: _____		Job Title: _____	
Military Treatment Facility (MTF) Name: _____			
DMIS ID: _____	Record Group: <i>Check box for appropriate Service Branch</i> <input type="checkbox"/> Air Force - 342 <input type="checkbox"/> Army - 338 <input type="checkbox"/> Navy - 052 <input type="checkbox"/> DHA - 330		
MTF Mailing Address: _____			
<b>Step 2b: Specify Level of Access and Sign &amp; Date Request</b> Check all that apply. (Leave blank for requests to delete user.)			
<input type="checkbox"/> Level I – Ability to view and upload SDF and RI files submitted by MTF user			
<input type="checkbox"/> Level II - Ability to view SDF and RI files for all Navy MTFs			
User Signature & Date: _____			
<i>BY SIGNING THIS FROM, YOU AGREE TO THE TERMS OF USE: on the reverse side of this form. Authorized access is granted for official duties. Information should not be shared, transferred or provided to unauthorized personnel.</i>			
<b>Step 3: Submission of Application to Service Branch POC</b>			
Instructions to Applicant: Forward this form to the Service Branch POC designated to authorize new ARCIS MRF MTF Customer Portal users. If you do not know who this person is, please contact the ARCIS help desk at <a href="mailto:arcishelp@nara.gov">arcishelp@nara.gov</a> or (314) 801-9300.			
<b>Step 4: Service Branch POC Authorization Information</b> Provide information about the Service Branch POC authorizing request for action.			
Name	Last: Hodgkin	First: Glinda	Middle Initial: _____
Office Phone/Fax:	Commercial Phone: (303) 676-3418	Ext: _____	Commercial Fax: : (303) 676-3827
E-mail Address: <a href="mailto:Glinda.Hodgkin@dha.mil">Glinda.Hodgkin@dha.mil</a>		Job Title: DHA-Records Management Officer	
<b>Step 5: Submission of Application to NARA</b>			
Instructions to Service Branch POC designated to authorize new ARCIS MRS MTF Customer Portal users: <i>E-mail</i> this completed application <i>from their mil e-mail account</i> to <a href="mailto:arcishelp@nara.gov">arcishelp@nara.gov</a> . By emailing a scanned copy of this form with the user's signature, the Service Branch POC is authorizing the request. DO NOT MAIL OR FAX THIS FORM.			
<b>Step 6: Receipt of login information and verification and approval of application</b>			
NPRC staff will verify the information in the application, notify the Service Branch POC designated to authorize new ARCIS MRS MTF Customer Portal users that the new user has been added, and e-mail the user ID and password to the new user. Users should be able to log in to ARCIS immediately.			

To fill out the form use the following steps:

**Step 1:** The person requesting access to the ARCIS/MRS MTF Customer Web Portal fills out the first section of the form by specifying the action requested as **Create New User**.

<b>NARA Federal Records Centers</b>			
<b>Archives and Records Centers Information System (ARCIS)</b>			
<b>ARCIS MRS MTF Customer Portal User Account Request</b>			
<b>Step 1: Specify Action Requested</b>			
Action Requested:	<input checked="" type="checkbox"/> Create New User	<input type="checkbox"/> Modify Existing User	<input type="checkbox"/> Delete User
<b>Step 2a: ARCIS MTF User Information</b>			

**Step 2a:** The person requesting access to the ARCIS/MRS MTF Customer Web Portal fills out all fields in the second section of the form pertaining to the ARCIS/MRS MTF User Information. This includes the requested user's:

- Last Name
- First Name
- Middle Initial (optional)
- Office Commercial Phone Number & extn
- E-mail Address
- Job Title
- Name of the Military Treatment Facility
- DMIS ID
- Service Branch & Record Group
- MTF Mailing Address

ARCIS MRS MTF Customer Portal User Account Request			
<b>Step 1: Specify Action Requested</b>			
Action Requested:	<input checked="" type="checkbox"/> Create New User	<input type="checkbox"/> Modify Existing User	<input type="checkbox"/> Delete User
<b>Step 2a: ARCIS MTF User Information</b>			
<small>Please provide information about the user who's account requires the action requested in Step 1</small>			
Name:	Last: <b>USER</b>	First: <b>TEST</b>	Middle Initial: <b>A</b>
Office Phone:	Commercial Phone: (111) 111-1111		ext: <b>1234</b>
E-mail Address:	<b>Test.User@Navy.Mil</b>		Job Title: <b>Tester</b>
Military Treatment Facility (MTF) Name:	<b>Navy Test Military Treatment Facility</b>		
DMIS ID: <b>9999</b>	Record Group: <i>Check box for appropriate Service Branch</i> <input type="checkbox"/> Air Force - 342 <input type="checkbox"/> Army - 338 <input checked="" type="checkbox"/> Navy - 052 <input type="checkbox"/> DHA - 330		
MTF Mailing Address: Navy Test Military Treatment Facility 1111 Test Drive Test City, Test State 12345			

**Step 2b:** The person requesting access to the ARCIS/MRS MTF Customer Web Portal checks the level of access they require in the system, and then prints-out and signs the form at the bottom of the second section.

**Level I** – Provides user with the ability to view and upload SDF and RI files submitted by the MTF user (recommended for most users)

**Level II** – Provides user with the ability to view SDF and RI files for an entire branch of military service (only recommended for ARCIS/MRS Service Branch POCs and other administrators)

<b>Step 2a: ARCIS MTF User Information</b>			
Please provide information about the user who's account requires the action requested in Step 1			
Name:	Last: <b>USER</b>	First: <b>TEST</b>	Middle Initial: <b>A</b>
Office Phone:	Commercial Phone: (111) 111-1111 ext: 1234		
E-mail Address: <b>Test.User@Navy.Mil</b>		Job Title: <b>Tester</b>	
Military Treatment Facility (MTF) Name: <b>Navy Test Military Treatment Facility</b>			
DMIS ID: <b>9999</b>	Record Group: <i>Check box for appropriate Service Branch</i> <input type="checkbox"/> Air Force - 342 <input type="checkbox"/> Army - 338 <input checked="" type="checkbox"/> Navy - 052 <input type="checkbox"/> DHA - 330		
MTF Mailing Address: Navy Test Military Treatment Facility 1111 Test Drive Test City, Test State 12345			
<b>Step 2b: Specify Level of Access and Sign &amp; Date Request</b>			
Check all that apply. (Leave blank for requests to delete user.)			
<input checked="" type="checkbox"/>	Level I - Ability to view and upload SDF and RI files submitted by MTF user		
<input type="checkbox"/>	Level II - Ability to view SDF and RI files for all Navy MTFs		
<b>User Signature &amp; Date:</b>			
<i>Test User</i>		<i>7/30/14</i>	
<b>BY SIGNING THIS FROM, YOU AGREE TO THE TERMS OF USE:</b> on the reverse side of this form. Authorized access is granted for official duties. Information should not be shared, transferred or provided to unauthorized personnel.			

**Step 3:** The person requesting access to the ARCIS/MRS MTF Customer Web Portal then scans and emails or faxes the completed copy of the request form to the **ARCIS/MRS Service Branch POC** for their military branch. **NOTE:** There is only one ARCIS/MRS Service Branch POC for each branch of military service. If you do not know who the Service Branch POC is for your military service branch, please contact the ARCIS Help Desk at [arcishelp@nara.gov](mailto:arcishelp@nara.gov) or (314) 801-9300.

**Step 4:** Once received, the ARCIS/MRS Service Branch POC reviews the request form and fills out all fields in the fourth section of the form pertaining to the Service Branch POC. This includes the ARCIS/MRS Service Branch POC's:

- Last Name
- First Name
- Middle Initial (optional)
- Office Commercial Phone Number & extn
- Office Commercial Fax Number
- E-mail Address
- Job Title

**NOTE:** The ARCIS/MRS Service Branch POC may choose to have these fields pre-populated on the form.

<b>Step 3: Submission of Application to Service Branch POC</b>			
Applicant should forward this form to the Service Branch POC designated to authorize new ARCIS MRS MTF Customer Portal users. If you do not know who this person is, please contact the ARCIS help desk at <a href="mailto:arcishelp@nara.gov">arcishelp@nara.gov</a> or (314) 801-9300.			
<b>Step 4: Service Branch POC Authorization Information and Access Level</b>			
Please provide information about the Service Branch POC authorizing request for action			
Name	Last: NAVYPOC	First: AuthorizedTest	Middle Initial: B
Office Phone/Fax:	Commercial Phone: (222)-222-2222 ext: 4321	Commercial Fax: (333)-333-3333	
E-mail Address:	AuthorizedTest.NavyPOC&Navy.Mil		Job Title: Test Navy POC

**Step 5:** The ARCIS/MRS Service Branch POC designated to authorize new ARCIS/MRS MTF Customer Web Portal users should e-mail the completed request form **from their .mil e-mail account** to [arcishelp@nara.gov](mailto:arcishelp@nara.gov). By emailing a scanned copy of the request form with the user's signature, the Service Branch POC is authorizing the request. Please **do not** mail or fax the form.

**Step 6:** NPRC staff will verify the information in the application, notify the Service Branch POC designated to authorize new ARCIS/MRS MTF Customer Web Portal users that the requested user has been added, and e-mail the user ID and password to the new user. The new user should be able to login to ARCIS immediately upon receipt of the user ID and password.

## Chapter 5: Uploading SDF and RI Files using the ARCIS/MRS MTF Customer Web Portal (Performed by PAD POC)

Once the SDF and RI files have been pulled from the LD (Logical Device) Secure Directory, the ARCIS/MRS PAD POC will need to upload said files into ARCIS/MRS through the use of the ARCIS/MRS MTF Customer Web Portal.

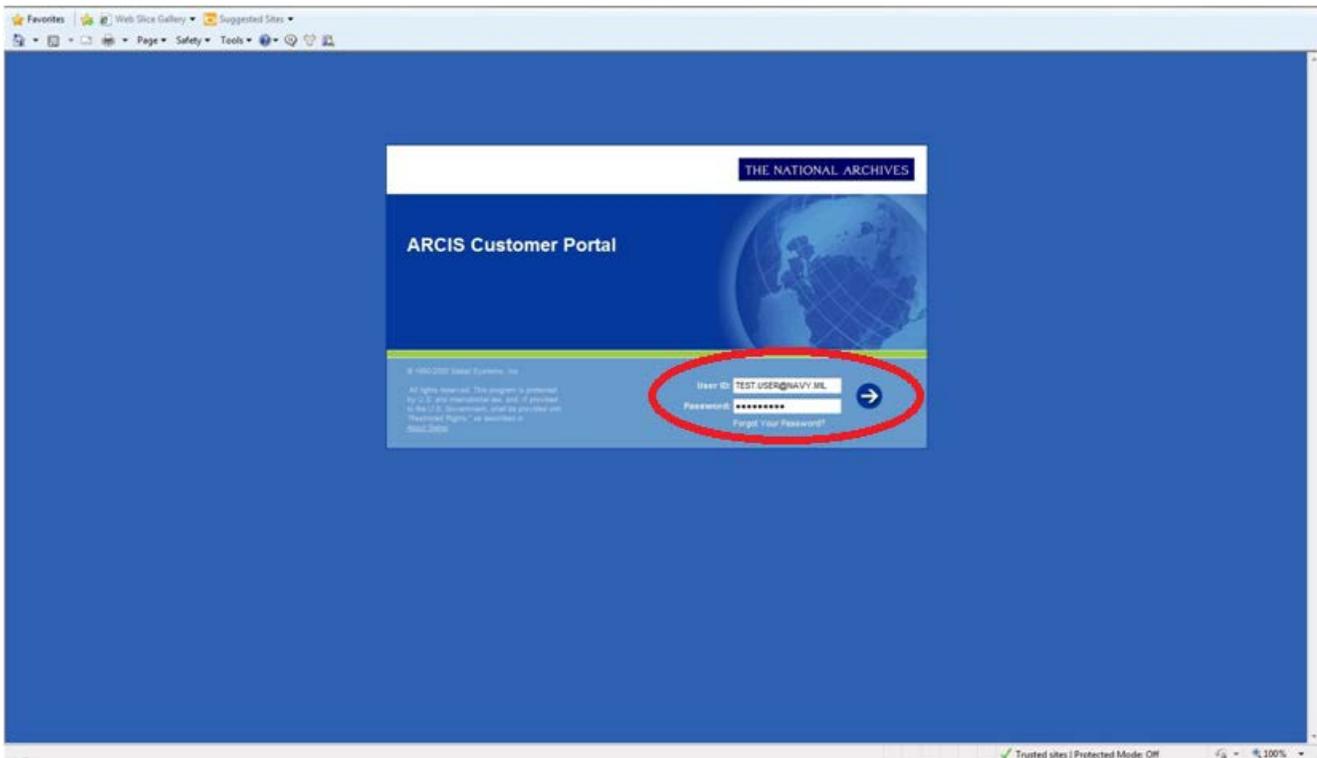
The following steps are to be used by the PAD POC in order to upload the SDF and RI files using the ARCIS/MRS MTF Customer Web Portal.

**Step 1:** The PAD POC must use Internet Explorer web browser to go to the following address:

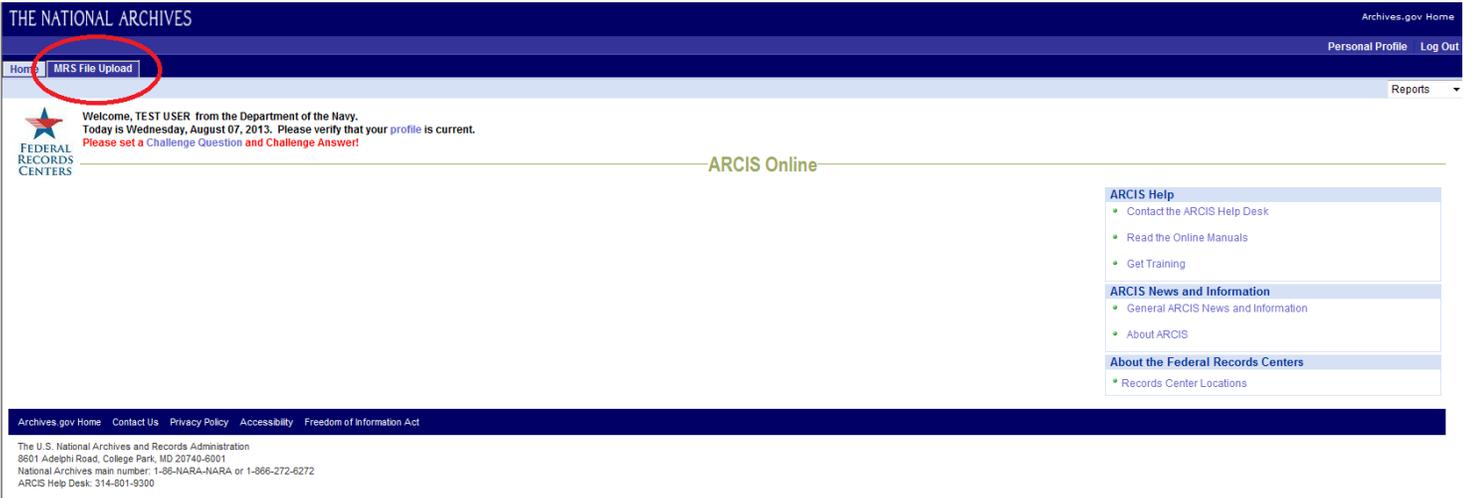
<https://eservices.archives.gov/arcis>

**NOTE:** Internet Explorer is the only web browser that is currently compatible with the ARCIS application.

**Step 2:** On the ARCIS/MRS MTF Customer Web Portal page, The PAD POC must then enter their ARCIS User ID and password. They then must hit either the “Enter” key or click on the login button on the screen.



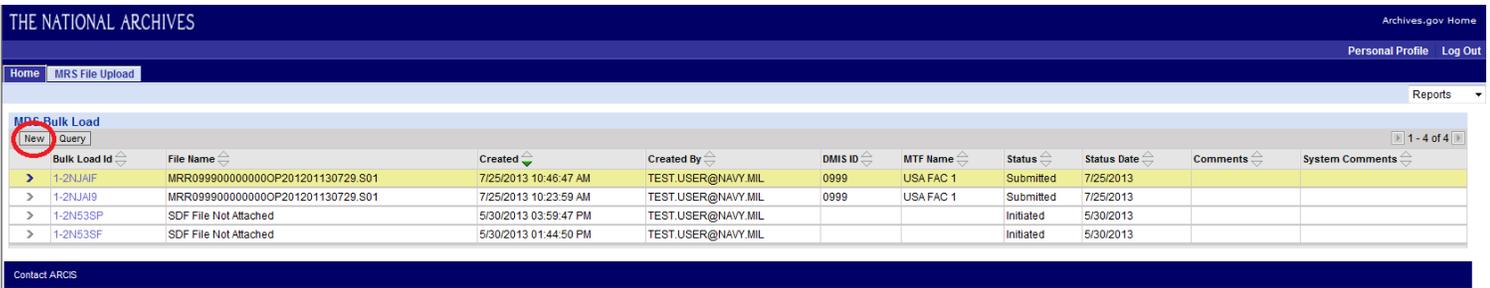
**Step 3:** From the Home view, the PAD POC then clicks on the “MRS File Upload” view tab.



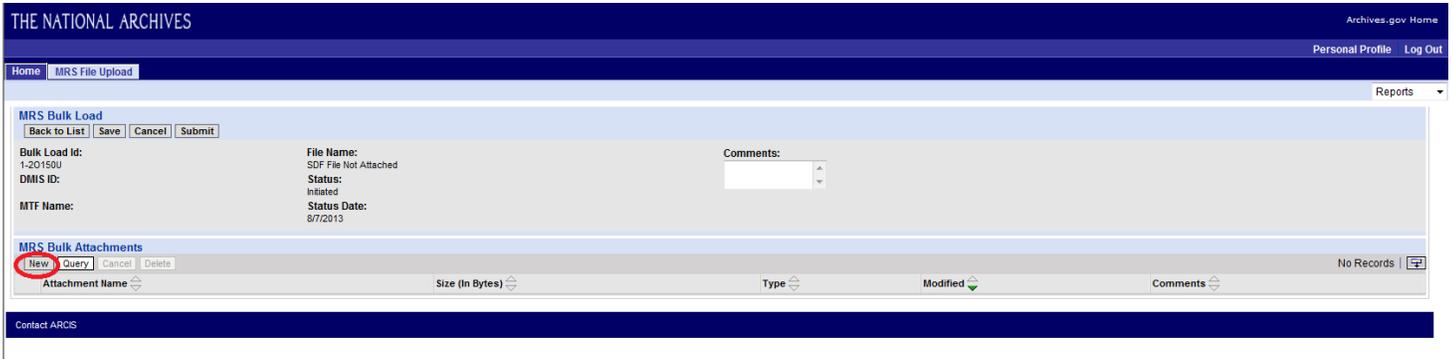
**Step 4:** The PAD POC must then click on the “CREATE Upload Files” link.



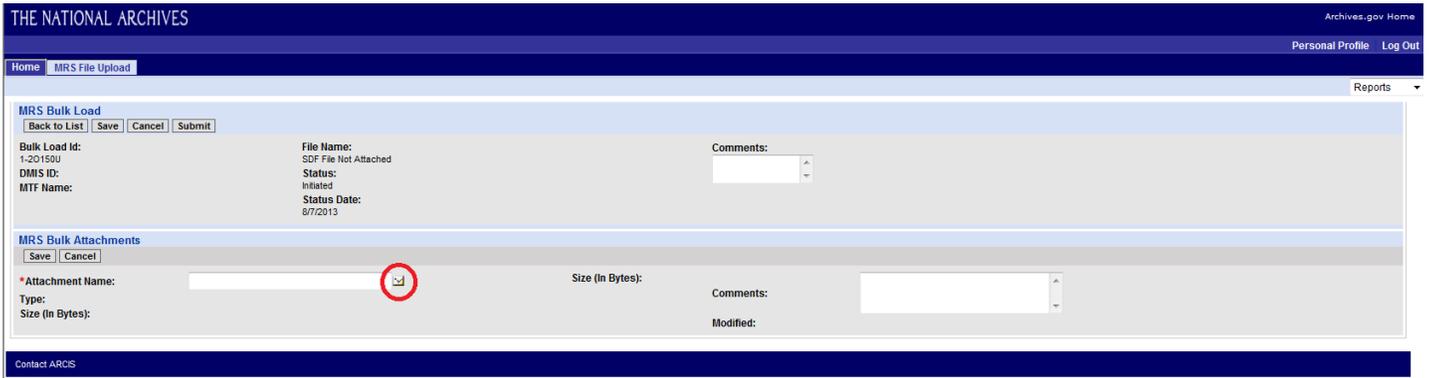
**Step 5:** The PAD POC then clicks on the “New” button within the MRS Bulk Load applet in order to create a new Bulk Load Batch.



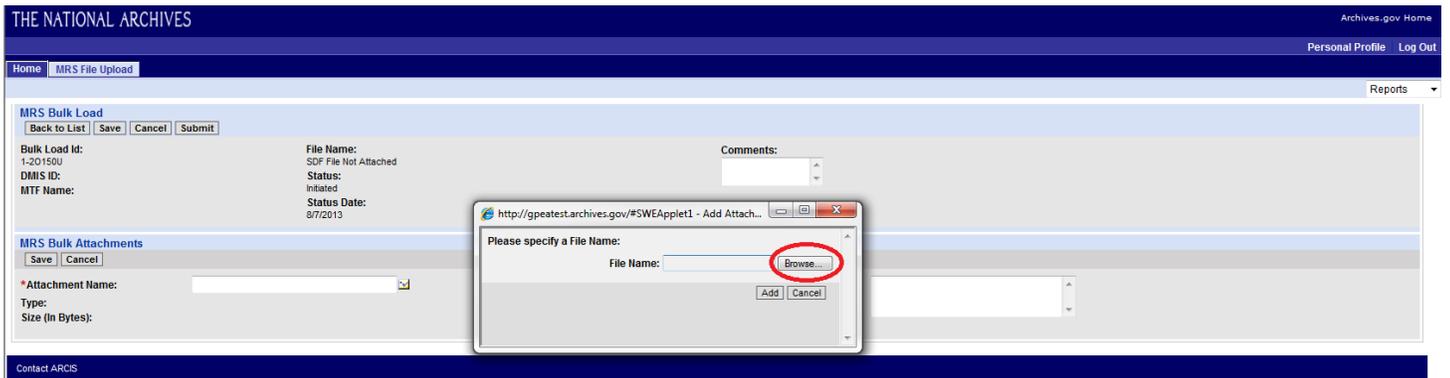
**Step 6:** The PAD POC then clicks on the “New” button within the MRS Bulk Attachments applet.



**Step 7:** The PAD POC must then click on the “Attachment Name” pick list icon within the MRS Bulk Attachments applet.

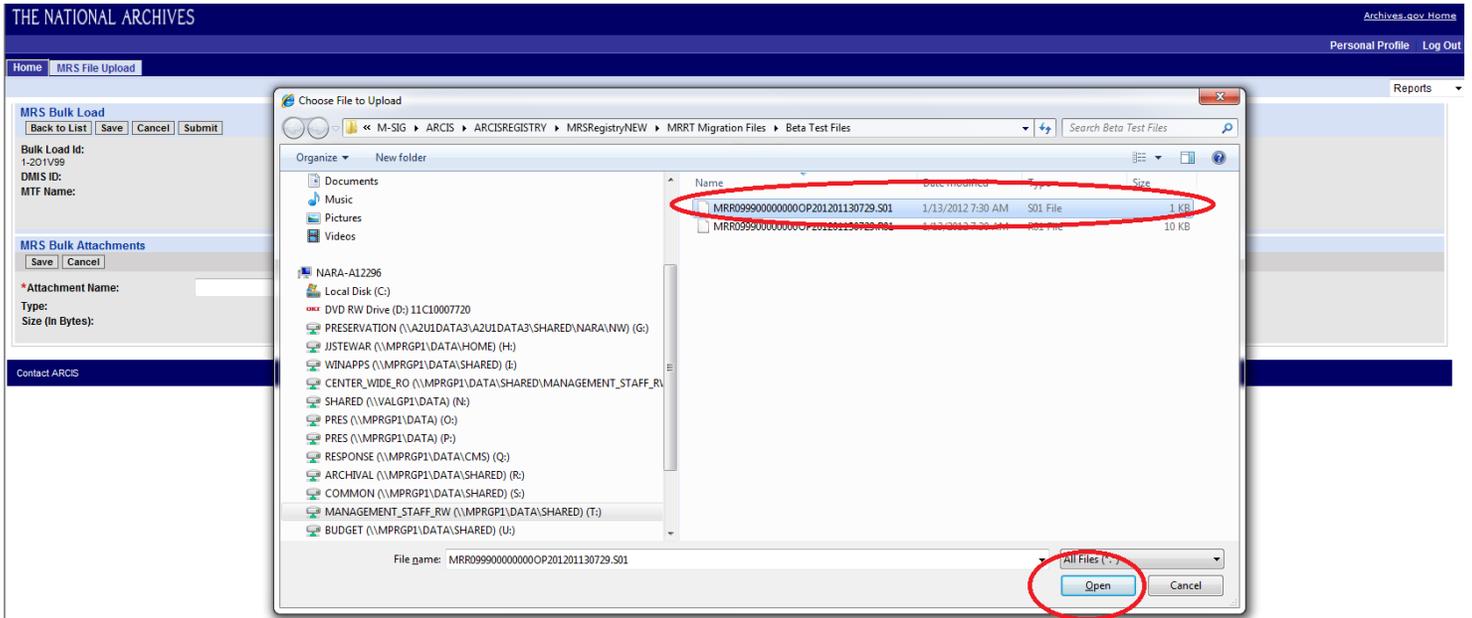


**Step 8:** The PAD POC then clicks on the “Browse” button in order to navigate out to the network folder where the SDF file was saved.

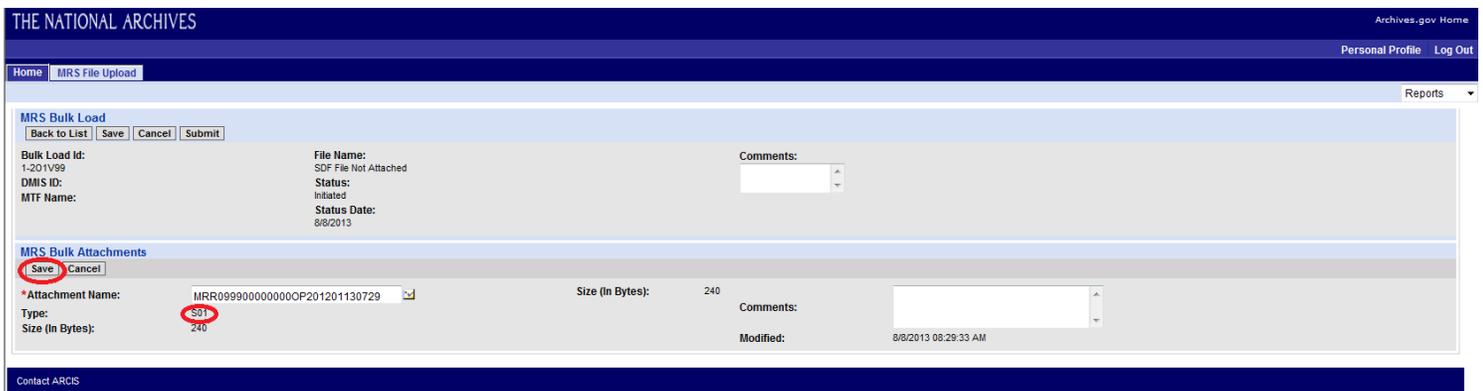


**NOTE:** The SDF and RI files should be saved in the ARCIS folder on the C:\ Drive of their workstation PC.

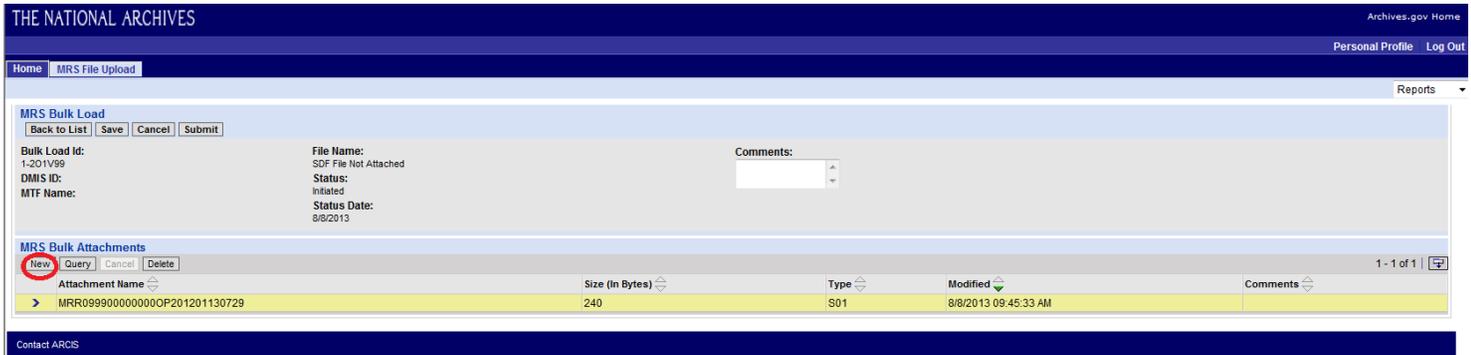
**Step 9:** The PAD POC then navigates to the ARCIS folder on their C:\ drive where the SDF and RI files were saved, selects the SDF file that they wish to upload into the Bulk Batch and hits the “Enter” key or clicks on the “Open” button.



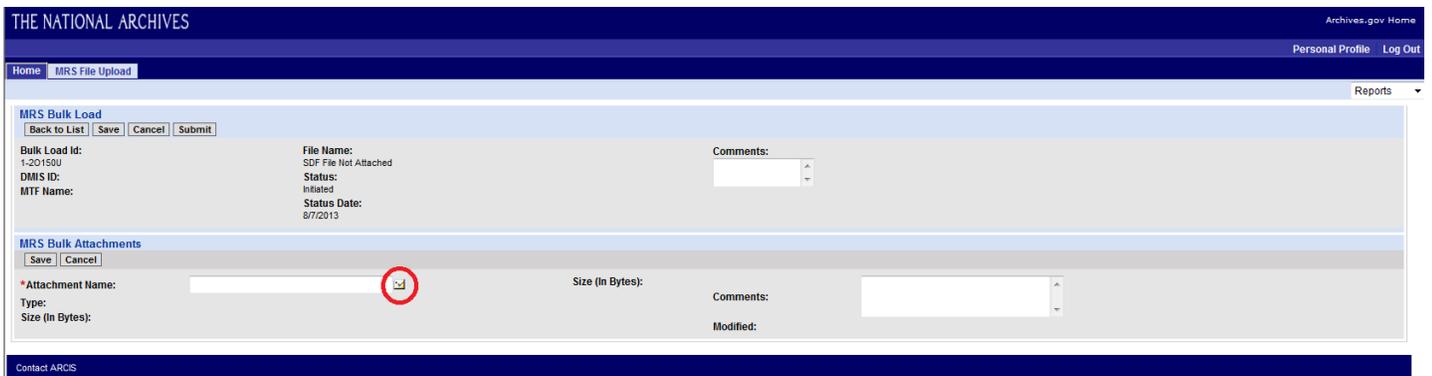
**Step 10:** The PAD POC must then verify that the file that was selected displays as an S01 file within the MRS Bulk Attachments applet. If SDF file is displayed as an S01, they then click on the “Save” button within the MRS Bulk Attachments applet. **NOTE:** If the file type is displayed as something other than S01 (for example as TXT) then the SDF file will not upload. If this occurs then PAD POC, should contact their CHCS SA to determine why the SDF file was not saved with an .S01 filename extension.



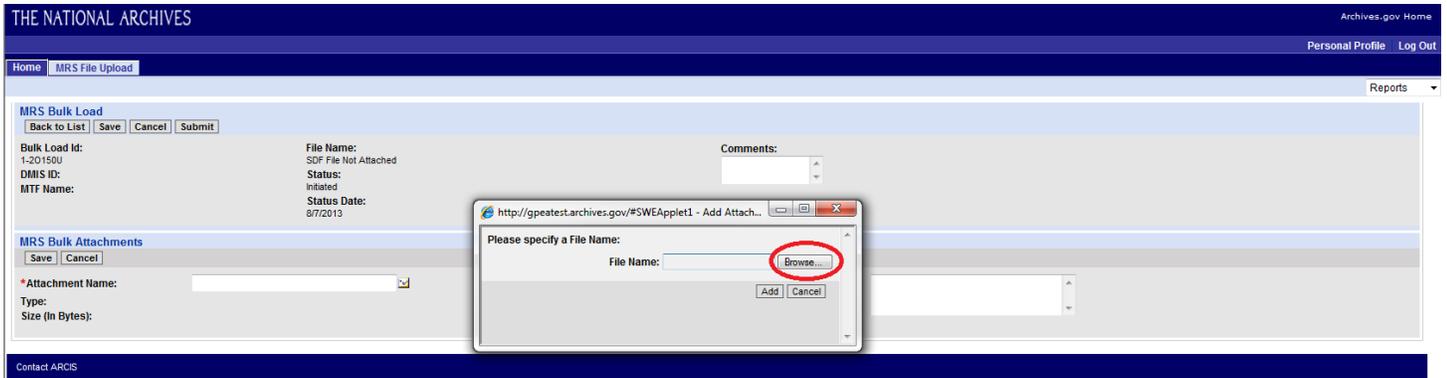
**Step 11:** After the SDF file has been uploaded, information about it will be displayed in the MRS Bulk Attachment applet. The PAD POC must then click on the “New” button within the MRS Bulk Attachments applet again in order to begin the upload of the RI file.



**Step 12:** The PAD POC must then click on the “Attachment Name” pick list icon within the MRS Bulk Attachments applet.

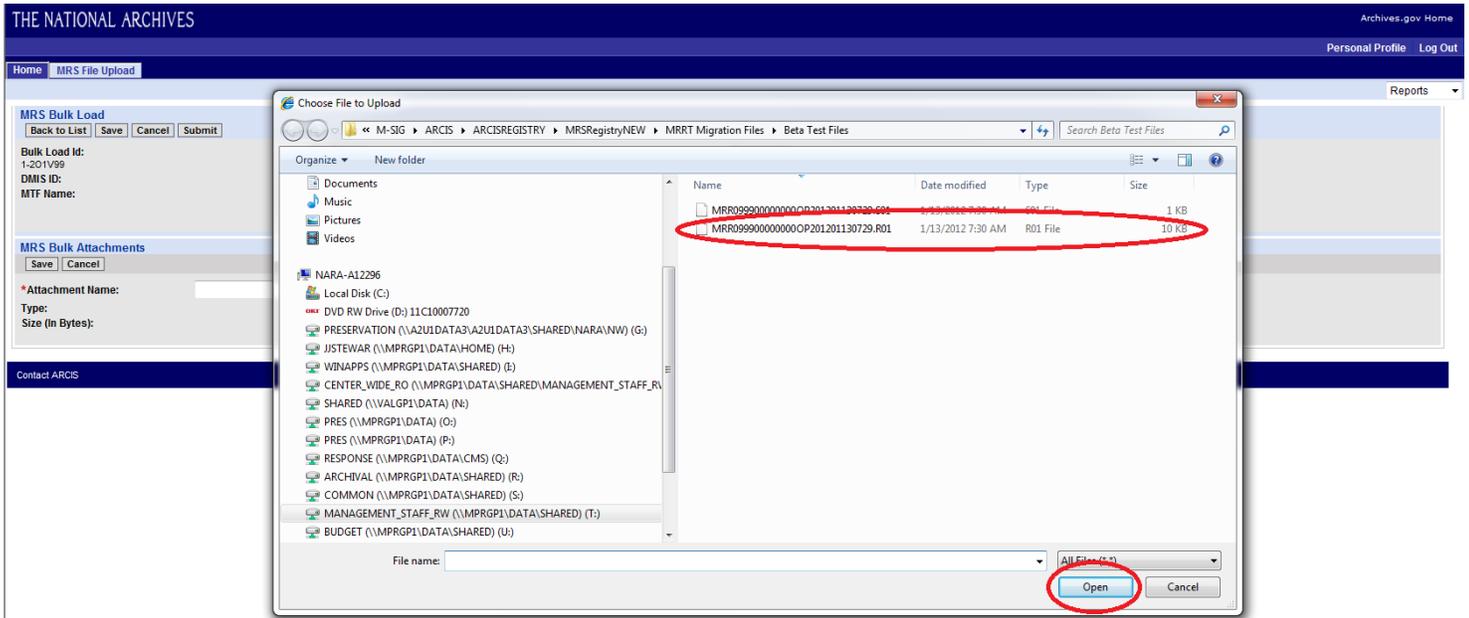


**Step 13:** The PAD POC then clicks on the “Browse” button in order to navigate out to the network folder where the RI file was saved.

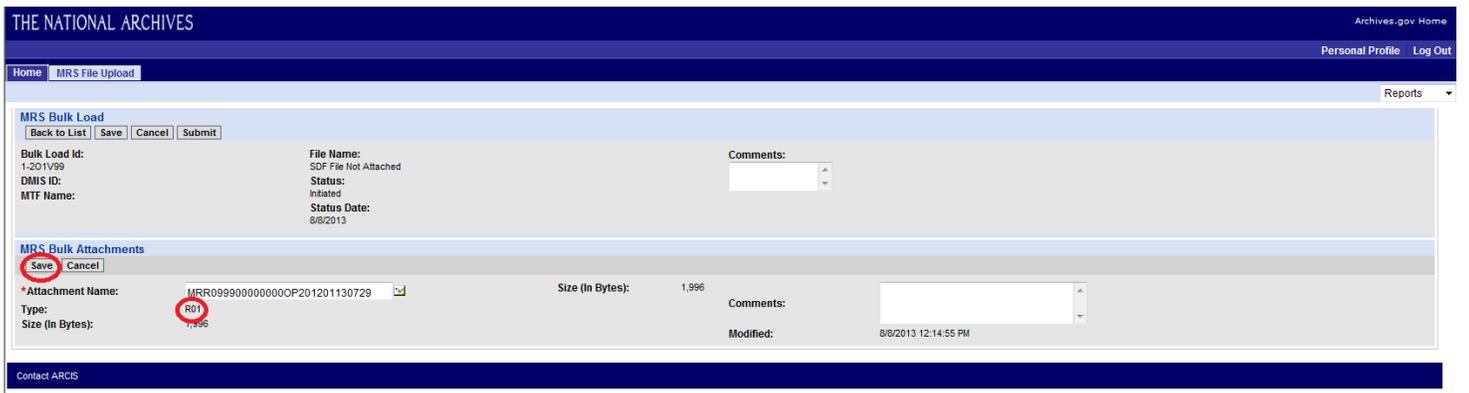


**NOTE: The SDF and RI files should be saved in the ARCIS folder on the C:\ Drive of their workstation PC.**

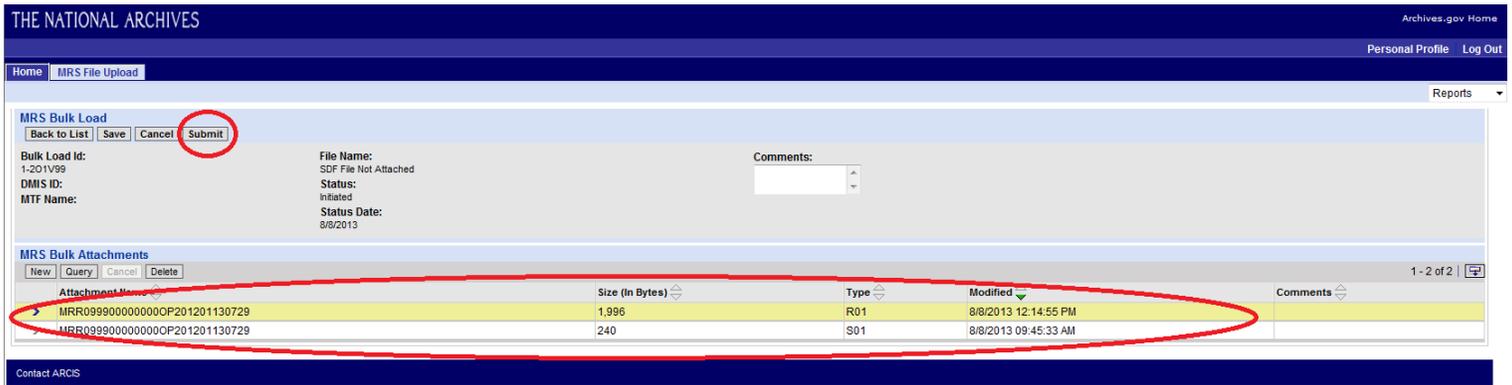
**Step 14:** The PAD POC then navigates to the ARCIS folder on their C:\ drive where the SDF and RI files were saved, selects the RI file that they wish to upload into the Bulk Batch and hits the “Enter” key or clicks on the “Open” button.



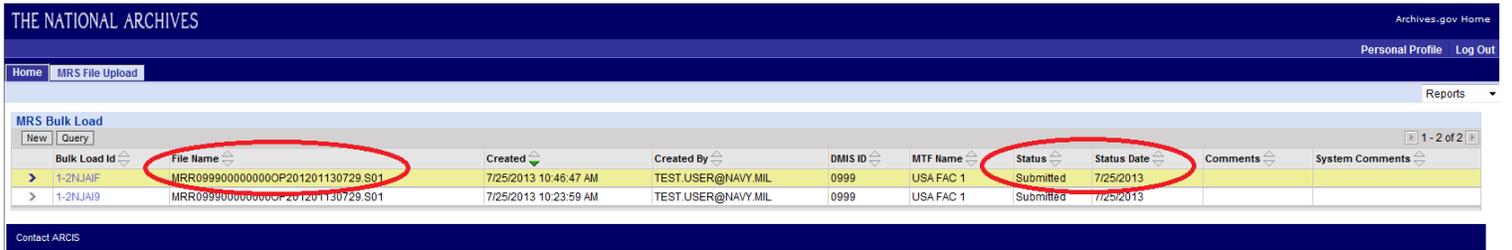
**Step 15:** The PAD POC must then verify that the file that was selected displays as an R01 file within the MRS Bulk Attachments applet. If RI file is displayed as an R01, they then click on the “Save” button within the MRS Bulk Attachments applet. **NOTE:** If the file type is displayed as something other than R01 (for example as TXT) then the RI file will not upload. If this occurs then PAD POC, should contact their CHCS SA to determine why the RI file was not saved with an .R01 filename extension.



**Step 16:** After the RI file has been uploaded, information about both it and the SDF file will be displayed in the MRS Bulk Attachment applet. The PAD POC can add information about the shipment into the comments box and then clicks on the “Submit” button within the MRS Bulk Load applet in order to complete the file upload process.



Once the SDF and RI files have been successfully uploaded into the Bulk Batch, the bulk load file will display with the date it was created and in the status of “Submitted” within the MRS Bulk Load Applet. **SDF AND RI FILE UPLOAD PROCESS COMPLETE**



**What to expect next:**

NARA/NPRC will receive the SDF and RI files and process them in ARCIS/MRS. If the files are correct NARA/NPRC will send the PAD POC who submitted the files a Shipment Approval Notice with the shipment’s Accession/Transfer Number. Once received, The PAD POC should proceed to prepare and ship the medical records as they would under the legacy process.

## Chapter 6: Common Troubleshooting Issues (Performed by PAD POC)

The following are common issues that can occur when uploading SDF and RI files through the ARCIS/MRS MTF Customer Web Portal:

**Error Message:** Files Other than .Sxx or .Rxx Cannot be Uploaded

**Problem:** The file type/extension was not .S01 or .R01

**Solution:** Consult with CHCS SA to ensure that SDF and RI files are of the correct file format, name, and extension

The screenshot shows a web browser window displaying the 'MRS Bulk Load' page. The page header includes 'THE NATIONAL ARCHIVES' and 'Archives.gov Home'. The main content area is divided into sections: 'MRS Bulk Load' and 'MRS Bulk Attachments'. The 'MRS Bulk Load' section contains fields for 'Bulk Load Id', 'DMIS ID', 'MTF Name', 'File Name', 'Status', 'Status Date', and 'Comments'. The 'MRS Bulk Attachments' section displays a table of attachments. The first attachment is highlighted in red, indicating an error: 'Files Other than .Sxx OR .Rxx Can not be Uploaded'. The attachment details include 'Attachment Name', 'Type', 'Size (In Bytes)', and 'Modified'. The page also includes navigation links like 'Home', 'MRS File Upload', and 'Reports', and a footer with 'Contact ARCIS'.

MRS Bulk Attachments	
Files Other than .Sxx OR .Rxx Can not be Uploaded	
*Attachment Name:	MRR099900000000OP201201130730
Type:	TXT
Size (In Bytes):	1,996
Comments:	
Modified:	7/25/2013 10:25:51 AM

**Error Message:** We detected an Error which may have occurred for one or more of the following reasons: SDF and RI File Names are Different.

**Problem:** The SDF and RI File Names have different names (the names must be the same except for the .S01 and .R01 file extensions)

**Solution:** Consult with CHCS SA to ensure that SDF and RI files are of the correct file format, name, and extension

