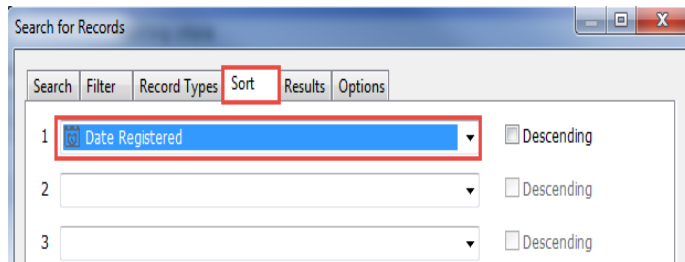




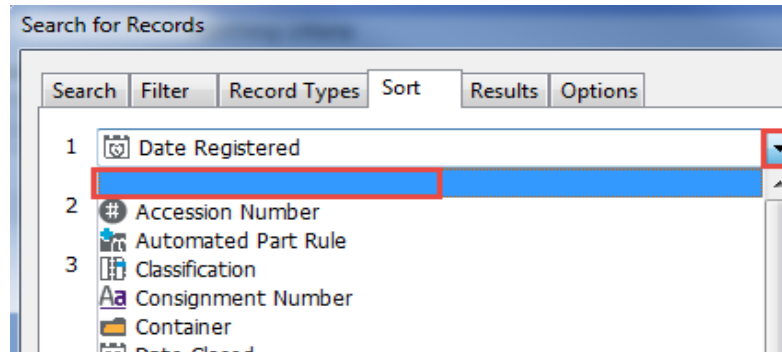
THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

TRIM (HPE Records Manager)
Frequently Asked Questions
Suggested Acronyms Known Issues

Click on the Sort tab (it should display Date Registered)



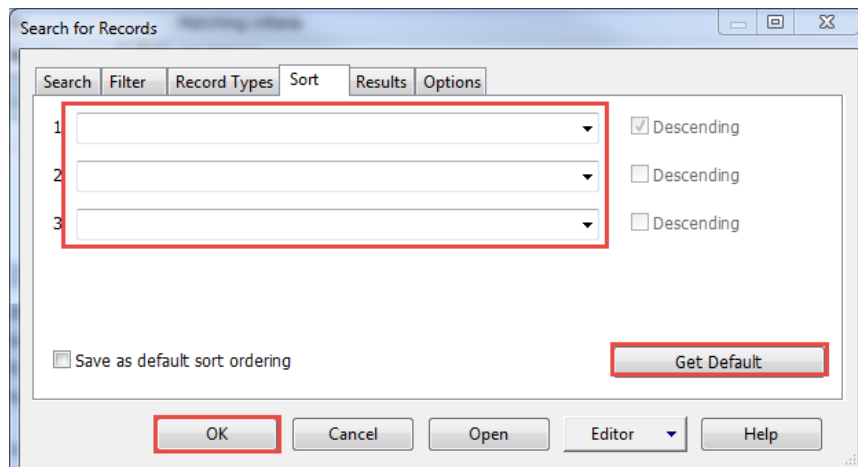
Click the dropdown arrow for sort field 1 > Select the blank option



The below screen will be displayed

Click 'Get Default'

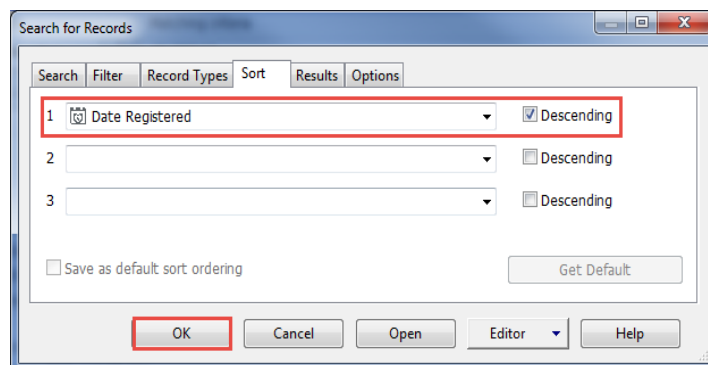
Click OK



Default should be:

Date Registered > Descending

Click OK



1.14. Is the duration for actions business days or calendar days?

The duration is calculated in Business Days

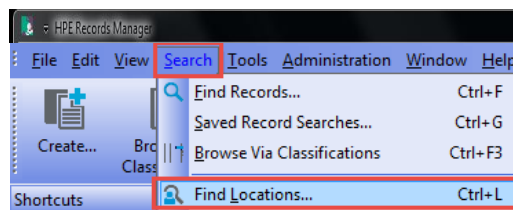
1.15. How do I know who sent me the action in TRIM?

A field called **Action generated by** has been added to the email notification. This field provides the number plate for the user that has added the action E.g. UNCLE\tbf381

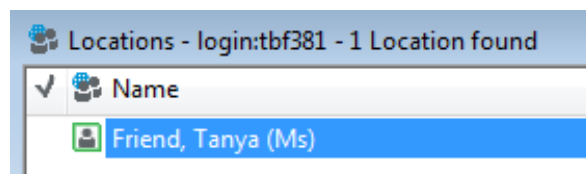
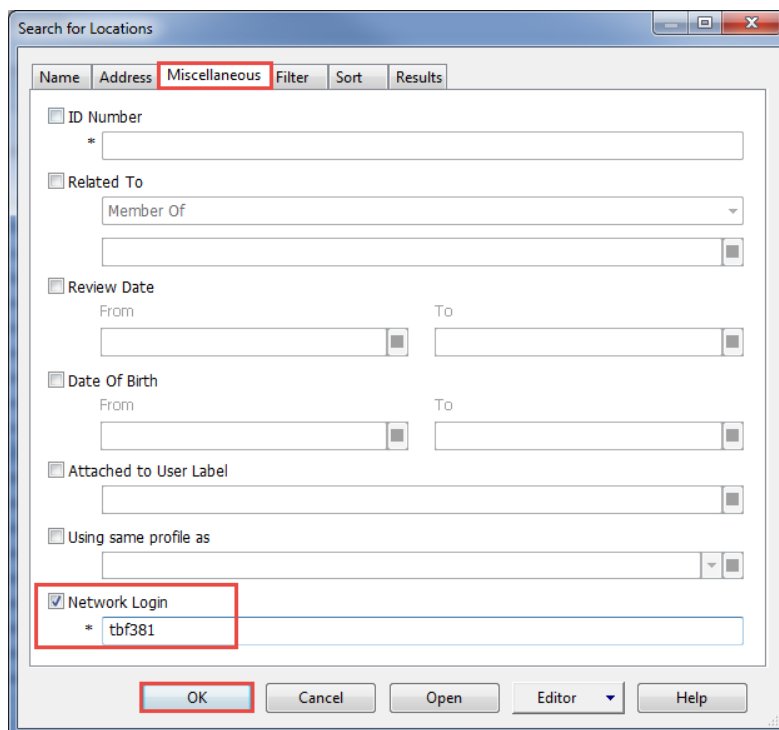
You can locate the user associated with the number plate by looking in TRIM or the outlook address.

In TRIM

Click Search > Find Locations



Click the Miscellaneous Tab
 Tick Network Login
 Type the Number Plate
 Click OK



In Outlook

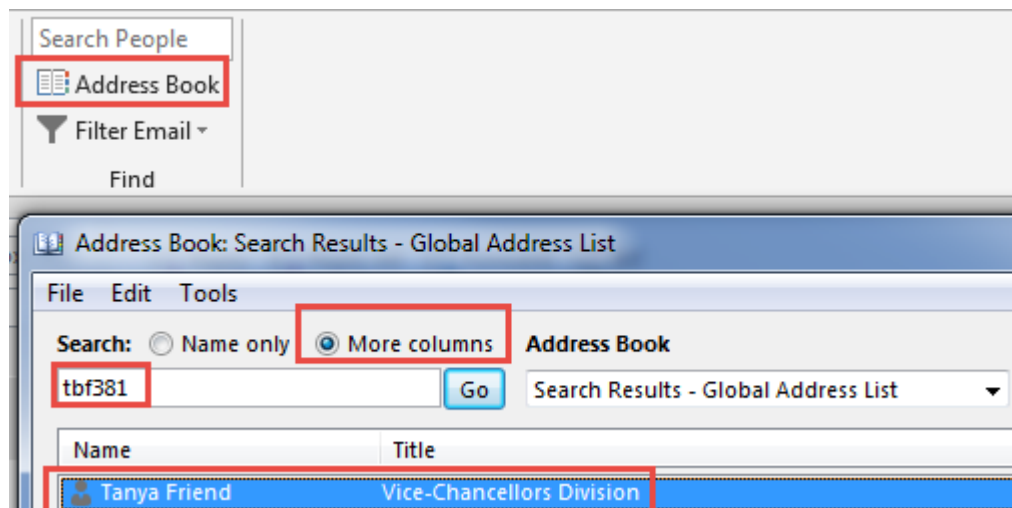
Click Address Book on the Outlook Toolbar

Ensure 'More Columns' is selected

Type the number plate in the search field

Click Go

Note! If the Number Plate has not been listed you will not be able to locate the user via this method.



1.16. My HPE Records Manager ribbon has disappeared, what do I do?

There may be occasions when the Desktop Add-Ins for Microsoft Outlook, Word, Excel, PowerPoint or Project become disabled.

You can re-enable these add-ins yourself by following the **TRIM (HPE RM) Troubleshooting Guide - Enable Add-Ins** located on the [RMO Website](#)

2. SUGGESTED ABBREVIATIONS

The below acronyms have been requested by staff and have been assessed by the RGS to determine their suitability.

If the acronym is marked with a **Y** it has been approved by the RGS and has been added to the approved acronym list. If the acronym is marked with an **N** it has not been approved.

Acronym	Full Meaning	Approved Y / N
HONS	Honours	Y
SEM	Semester	Y
TRI	Trimester	Y
PAS	President academic senate	Y
HOS	Head of school	Y
PEC	Program enrolment checklist	Y
B	Bachelor degree	N
XIS	Cross Institutional Study	Y
ATSI	Aboriginal and Torres Strait Islander (Australia)	TBD

A full list of approved abbreviations is listed on the [RGS Website](#)

If you have an acronym that is not on the list, you can submit a request to the [RGS](#) and if warranted it will be added to the list of approved acronyms and published on the RGS Web site.

3. KNOWN ISSUES

3.1. Email notifications for Action Items

Email notifications are being generated for actions that have been added in sequence but the previous action has not been completed.

This is a known issue and the vendor (HP) have advised us that this issues will be fixed in version 8.3

3.2. Web Client Columns

Sorting by columns is not functioning in the Web Client.

This is a known issue and the vendor (HP) have advised us that this issues will be fixed in the next patch release.