UNDERSTANDING URMA:
Overview
Before You Come to Class
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OVERVIEW

URMA is UVa’s enterprise solution for managing the life cycle of both physical and electronic records from creation to disposition and is managed by the University Records Management office. The goal of this office is that all records, in all formats, be efficiently managed, retained and destroyed in compliance with all administrative, audit, legal, financial, historical, and research policies and regulations of the Commonwealth of Virginia and the University of Virginia.

URMA is browser-based and supports all major web browsers on Windows and Mac platforms.

Login requires that you have a UVa IP address and authenticate via Netbadge each time you log into URMA.

If you are off-grounds, you will need to connect via the UVa VPN using either the UVa Anywhere or More Secure Network profile.

URMA:

Tracks storage of both physical and electronic records through the required retention.

Manages storage of physical records with the University Records Management Office (URMO)-managed storage vendors and at your onsite storage locations. Connects records to the department, not the person, so information is not lost in personnel changes.

Completes the approval process for the disposition of records through a built-in workflow process, gathering all required approvals for the Certificate of Records Destruction (RM3) Form.

Identifies records placed under legal holds removing them from the RM3 process until the hold is released.

**Password Requirements**

When you create or update your password for URMA, be sure it is unique and not a password used to access other systems. The URMA password:

- must be 10 to 32 characters
- contain at least a number and
- contain at least a non-alphanumeric character

After five unsuccessful login attempts your account will be locked. You will need to contact the Records Management Office to reset your password (send email to urma-help@virginia.edu).

You will be required to change this password annually.

**Life Cycle of a Record**

To get the most benefit from URMA and the University’s Record Management process, be sure to utilize the full functionality of the on-line system, as well as taking advantage of the contracts in place for off-site storage. (More information about University-approved off-site storage can be found at: [http://www.virginia.edu/recordsmanagement/storage/index.html](http://www.virginia.edu/recordsmanagement/storage/index.html)

The 4 steps in the life cycle of a record are:

1. Enter a record in URMA
2. Print a label for the storage box (if a physical record; not needed for electronic records)
3. “Move” the records you’ve entered to storage.
4. When the records have met disposition requirements, follow the instructions for disposing or archiving these records.

Details about each of these steps are included in the USING URMA document.

**Roles**

Each user is assigned a ROLE in URMA – either a Records Administrator (RA) or a Records Coordinator (RC). **This ROLE determines the level of functionality within URMA.** It is important that your department or unit creates a plan for managing records throughout their life cycle and that ROLES are assigned appropriately.

**Records Coordinators** and **Records Administrators** work frequently with departmental records and are main contacts for questions related to departmental records. Individuals in either role should be familiar with university policies regarding the security and retention of university records, maintain an inventory of departmental records, and review department records for destruction and/or
Records Administrators have additional duties, including:

- Ensuring that the department adheres to all state and University policies regarding protection, security and retention of University records
- Authorizing the removal of records from the department - either by destruction or transfer to another entity
- Designating Records Coordinators for the department
- Authorizing the destruction of records

Small departments with limited staff should at minimum have a Records Administrator. Larger departments are strongly encouraged to have more than one person in each role.

Because you may be responsible for records in more than one University organization, URMA has the capability to assign more than one organization to your account profile. The role assigned will be relevant to all organization in a user's account profile.

All requests for changes to ROLES and assigned ORGANIZATIONS must be approved by a supervisor. The online approval form can be found at: https://www.virginia.edu/recordsmanagement/urma/accountrequest.html

While not a ROLE in URMA, each record entered must be assigned to a PRIMARY CONTACT (PC). This field defaults to the logged in user but may be overwritten.

The Primary Contact must:
- Be an approved Records Administrator or Records Coordinator
- Have approved responsibilities in the ORG assigned to this record

Storage Type and Record Type

Records entered into URMA will be classified by STORAGE TYPE and then by RECORD TYPE.

STORAGE TYPE:

Records in URMA are either PHYSICAL or ELECTRONIC. PHYSICAL records are paper documents while ELECTRONIC records are digital such as electronic office documents, electronic mail (email), data in application databases, etc.

If you are entering ELECTRONIC records, you will need to know if these records are stored on REMOVABLE MEDIA (CDs, DVDs, USB sticks, internal hard drive of laptop or desktop computer, external drive) or on a SERVER/SERVICE (a shared network drive).

If REMOVABLE MEDIA, you will also need to know the SIZE (a number limited to
9 digits), UNITS (KB, MB, GB, TB) and DATA CUSTODIAN ((where the removable media is actually stored).

If SERVER/SERVICE, you will need to know the HOST (name of server where data resides), FILE/FOLDER PATH (the location on the host where the records are located; generally a directory and file name), SIZE(a number limited to 9 digits) and UNITS (KB, MB, GB, TB)

Your STORAGE TYPE selection will determine which screen is displayed and what additional information you must enter.

RECORD TYPE:
All records, either Physical or Electronics, must also be classified by RECORD TYPE. There are 3 record types to choose from: Standard, Research, and Facilities Management

Standard record type is used for the majority of records entered into URMA. Examples include meeting notes, financial records, personnel files, grade sheets, registration forms, etc.

Research record type is for those records associated with a research project managed through the Office of Sponsored Programs (OSP). There are times, however, when “research” records are better entered as “standard” records.

Facilities Management record type is for use only by a small number of users and will not be discussed in detail in this documentation.

Select Standard record type if your records meet any of the following criteria:
- The records are NOT related to a research project (as managed through OSP).
- The records, even if related to a research project as managed by OSP, do NOT have a specific retention period in the contract/agreement/protocol of that project.
- The boxes where you are storing more than one research project – for example: financial records for several grants/contracts managed through OSP that all ended in the same year AND do not have a specific retention period as listed in the contract/agreement/protocol of that project.
- The records are research financial records

Select Research record type if your records meet any of the following criteria:
- The records (such as administrative, research data/working papers, research financial, clinical trial administrative and data records) are associated with a research project managed through the Office of Sponsored Programs and/or need to have specific information about the project for retention.
- The records relate to a research project managed by the Office of Sponsored Programs and you are storing records by project with only one project per box.
- The records are Clinical Trial Administrative and Research Data with specific
language in the agreement/contract/protocol about the retention, especially if the retention is contingent on the approval of the sponsor before destruction.

If you are unsure of which record type to use, please contact the University Records Management Office at urma-help@virginia.edu

**Grouping Records for Storage**

To enable DISPOSITION (when a record has been retained for the required number of years) in URMA to work properly, you should only box records together which have the same retention period and have the same retention trigger year (fiscal or calendar). Here are a few examples:

Box contains State Fund Accounts for the same fiscal year (July – June) regardless of the account number. You may want to list the account numbers or account identifying information in the Description field in URMA, so you can search for these later if you need to locate information on a specific account number. **Do not place records for more than one fiscal year in the same box.**

Box containing research financial records for one award across all award years. The date range will indicate that the box contains all years of the award. Use the “end date” (as listed in Oracle) as the Trigger Date. If you do not know the “end date” it may be added later, but final disposition date will not be calculated until the “end date” is updated in the Trigger Date field.

Box containing financial records for several research projects across all award years, where the “end date” as listed in Oracle for all research projects are during the same fiscal year. List the awards/PTAO/grant number in the description field so you can search for these later.

**Attachments**

URMA offers the capability to include “attachment lists” to individual records which details specific information on what is included in this URMA record. Think of an attachment in URMA as a box inventory.

- Attachments CANNOT contain any **Personally Identifiable Information (PII)**, any information protected under HIPAA, or any other highly sensitive data. URMA will be scanned regularly to ensure that all attachments comply with this requirement.
- Allowable formats for attachments are Excel, Word, PDF, and TXT files.
- Limited to 8 MB
- Only ONE attachment per record, however, the same attachment can be attached to multiple records
- Attachments cannot be added using Bulk Create (a feature discussed later)
• Access is restricted by ORG (just as viewing a record, etc)
Note: clicking on the file name of the attachment may open the document in a second window AND/OR may also download the attachment to your computer. The behavior is dependent on the browser and the version you are using.

BEFORE YOU COME TO CLASS

A Multi-Step Process

This is a multi-step process and ALL steps must be completed before an account in URMA will be activated.

1. Begin a discussion in your department regarding how the departmental records will be managed, who will have URMA accounts, and identify Records Administrators and Records Coordinators.

2. Attend one of the “Records Management for . . .” classes or if you have not taken a class in the last 12 months, a “Records Management Refresher” course. The class schedule can be found at [http://www.virginia.edu/recordsmanagement/]

3. Request supervisor approval. To meet requirements set forth by the University HR Policy addressing accounts on centrally-maintained computers, [http://www.hr.virginia.edu/hr-for-you/university-staff/university-staff-policies-and-procedures/] your supervisor must approve a) your ACCESS to URMA, b) your ROLE within URMA, and c) the ORGANIZATIONS in which you have responsibilities for records. An online approval form can be found at: [https://www.virginia.edu/recordsmanagement/urma/accountrequest.html]

4. Attend an URMA training class.

5. Create your user account within URMA. REMEMBER: Your user account will only be activated by URMO once your supervisor’s approval has been received AND you complete the URMA training.

Creating Your Account

Log in to URMA website [http://www.urma.eservices.virginia.edu]. Once you have authenticated via NetBadge, the LOGIN screen will display and the User Name field will already be populated.
Click on the link at the bottom of the screen “First-time users click here after entering User Name above”.

The URMA user account creation page will be displayed and several of the fields will already be populated. You must create a password and enter your supervisor’s computing ID. The default ROLE will be ENTRY.

Create a unique password for the URMA application. It must be 10 to 32 characters and contain at least a number and a non-alphanumeric character.

Re-enter your password in the Verify Password field.

Verify the remaining information, enter data in all fields marked with an * (asterisk) and make corrections as needed.

You cannot modify First and Last Names and Messenger Mail Address. Should that information be incorrect, instructions on how to correct your information can be found on the ITS web page “About the UVa User Database”: [http://www.its.virginia.edu/network/whois.html]

Click UPDATE. The following screen will be displayed.

Click OK, then LOGOUT. An email will automatically be generated to the URMO.
It is important to remember to close your browser once you have finished in URMA to close your NetBadge session.

Once the approval from your supervisor has been received AND you complete URMA training, URMO will “promote” your user account to the role identified on the approval form and add the appropriate ORG codes in your URMA User Profile.

You will receive an email confirmation when your user account has been activated.