



Creating the Outlet Record

1. Ensure you are logged into the Resource Manager.
2. In the **Navigation** menu, under the heading **Create**, click on **Outlet**.

The Create an Outlet page will appear.

Entering Outlet Name and Owner

1. In the **Outlet Name** text box, type the outlet name.
2. In the **Special notes/description** text box, type any additional details.
3. In the **Owner** field, check that the owner name is correct.
4. If a different organisation is to own the outlet:
 - i. Click on **Search for names**.

The Organisation Search Results window will appear.

- ii. Overtyping the name in the text box with the organisation name you are searching for.

- iii. Click on **Search**.

A list of names will appear.

- iv. Click on the relevant name.

The name will be added to the Owner field.

- v. Click on **Close search window**.

The search window will close.

5. Scroll to the **Outlet contact information** section of the page.

Entering Outlet Contact Information

1. In the **Phone** text box, type the daytime number.
2. In the **Toll free phone** text box, type the toll free number.
3. In the **After hours phone** text box, type the after hours number.
4. In the **TTY** text box, type the teletype number.
5. In the **Fax** text box, type the fax number.
6. In the **Email** text box, type a contact email.
7. In the **Web address** text box, type the web address for the outlet.
8. In the **Contact Information** text box, type the name of the outlet's main contact person.
9. Scroll to the **Outlet address information** section of the page.

Entering Outlet Address Information

1. In the **Building level** text box, type the floor on which the outlet is located.
2. In the **Building name** text box, type the name of the building in which the outlet is located.
3. In the **Street name** text box, type the building number and name of the street in which the outlet is located, excluding the type of street.
4. From the **Street type** drop-down list, select the type of street.
5. **To enter an outlet's location details:**
 - i. Click on **Search for locations**.

The Search for Locations window will appear.

 - ii. From the **State** drop-down list, select the required state **AND/OR**
 - iii. In the **Postcode** text box, type the postcode **AND/OR**
 - iv. In the **City/Suburb/Town** text box, type the appropriate information.
 - v. Click on **Search**.

A list of results will appear.

 - vi. Click on the required location name.

The location will appear in the Locality/Suburb field, and the State and Postcode fields will also be populated.

- vii. Click on **Close search window**.

Tip: ALWAYS select from the list of search results to avoid entering details that are spelt incorrectly or do not exist in the system.

6. If the postal address is different to the physical address, in the **Postal address** text box, type the required details.
7. Scroll to the Outlet coverage section of the page.

Entering Outlet Coverage Information

Tip: Although the coverage information is not coloured orange for mandatory, if you do not enter any coverage information then the outlet will not be published.

1. **To enter Spatial coverage details by searching for localities:**

- i. Click on **Search for localities**.

The Search for Locations window will appear.

- ii. From the **State** drop-down list, select the required state **AND/OR**

- iii. In the **Postcode** text box, type the postcode **AND/OR**

- iv. In the **City/Suburb/Town** text box, type the appropriate information.

- v. Click on **Search**.

A list of results will appear.

- vi. Click on a required locality.

The locality will be added to the list box.

- vii. Repeat step vi until all required localities have been added.

- viii. When all localities have been added, click on **Close search window**.

2. **To enter Spatial coverage details by browsing for localities:**

- i. Click on **Browse localities**.

The Browse for locations window will appear.

- ii. To expand a locality group and show areas of that region in more detail, click on the name of the locality.

- iii. Repeat step ii until the required locality is displayed.

- iv. To choose one or more displayed localities, click in the corresponding check box(es).

- v. Click on **Save**.

The selected localities will be added to the Coverage (Spatial) list box.

- vi. When all localities have been added, click on **Close browse window**.

The Browse for locations window will be closed.

3. To enter postcode coverage details:

- i. Click on **Search for Postcodes**.

The Search for Locations window will appear.

- ii. From the **State** drop-down list, select the required state **AND/OR**

- iii. In the **Postcode** text box, type the postcode **AND/OR**

- iv. In the **City/Suburb/Town** text box, type the appropriate information.

- v. Click on **Search**.

A list of locations will appear.

- vi. Click on each required location.

The postcode of the location will be added to the Coverage (Postcode) field.

Tip: To remove a postcode click on it, and click on Remove Postcode.

- vii. When all required postcodes have been

added, click on **Close search window**.

The search window will be closed.

4. Scroll to the **Outlet accessibility** section of the page.

Entering Outlet Accessibility Information

Tip: Entering availability details when creating a resource will link the resource to an outlet. An outlet will only become visible on Australian Law Online once a resource has been linked to it.

1. To enter the outlet's accessibility options, click once in each of the required check boxes.
2. If required, in the **Additional access information** text box, type any additional access information.
3. If known, from the **Cost** drop-down list, select the appropriate charge method.
4. If required, in the **Additional cost information** text box, type any additional cost information.
4. Scroll to the **Opening Hours** section of the page.

Entering Opening Hours Information

Tip: Although the opening hours information is not coloured orange for mandatory, if you do not enter any opening hours then the outlet will not be published.

1. If the outlet is always open, select the **Always Open** option **OR**
2. **If the outlet is open regular hours Monday to Friday:**
 - i. Select the **Mon-Fri** option.
 - ii. From the Opening Time drop-down lists, select the time the outlet opens.
 - iii. From the Closing Time drop-down lists, select the time the outlet closes **OR**
3. If the outlet is open for a specific period of time on a given day:
 - i. Select the **Specific Periods** option.
 - ii. Select the appropriate day and times from the drop-down lists.
4. Click on **Add**.

The page will refresh and show the opening hours.

5. To customise a specific day:
 - i. If the day already contains times, to the right of the day, click on **Clear**.

All information will be removed.

- ii. Select the **Specific Periods** option.

- iii. Select the appropriate day and times from the drop-down lists.

- iv. Click on **Add**.

The page will refresh and show the opening hours.

6. Scroll to the **Access List** section of the page.

Entering Access Details Information

1. Click on **Find names**.

The Organisation Search window will appear.

2. In the available text box, type the first few letters of the organisation for which you are searching.
3. Click on **Search**.

A list of organisations matching the search criteria will appear.

4. To select all organisations listed, click in the check box to the right of the **Save** button **OR** To select one or more organisations (but not all), click in the corresponding organisation check boxes.
5. Click on **Save**.

The organisation names will be added to the Access List field.

6. Click on **Close find window**.

- The Organisation Search window will be closed.
- Scroll to the bottom of the page.
- Go to **Assigning a Status to a Record**.

Assigning a Status to a Record

At the bottom of the page displayed, from the **Status** drop-down list, select **Draft**.

The status will be set and you can now save the record.

Refreshing a Record

- Click on **Refresh**.

The record page will be refreshed and all of the fields will be reset to their default values.

Saving a Record

- Ensure the required details have been entered.
- Click on **Save**.

A dialog box informing you that the record has been saved will appear.

- Click on **OK**.

The record will be saved and the Modify page will appear.

- Click on **Cancel**.

The Resource Manager page will appear.

Searching for Outlets

- Ensure you are logged into the Resource Manager.
 - In the **Navigation** menu, under the heading **Search for**, click on **Outlets**.
- The Search page will appear.
- To search by keyword(s):
 - In the **Enter a word or phrase** text box, type a word or phrase.
 - If you entered multiple words, from the corresponding drop-down list, select how the words are to be combined.

AND/OR

- From the **Records with a status of** drop-down list, select the appropriate status.

AND/OR

- In the **From Organisation(s)** list box, select the required organisation.
- To change how the results are displayed on the page, in the Show results area of the page:
 - From the **Number of results to be displayed per page** drop-down list, select the number of results to display.
 - From the **Show search results** drop-down list, select whether or not a description is to be displayed.

- At the top of the page, click **Search**.

The Search Results page will appear.

Search Results List Icons

Icon	Description
	Indicates the relevancy to the search criteria.
	View the history of the record.
Resource Type	Indicates the type of resource. May be a document or a service.
	Allows you to modify the record.
	Allows you to delete the record.

Searching for Resources (Service)

- Ensure you are logged into the Resource Manager.
 - In the **Navigation** menu, under the heading **Search for**, click on **Resources**.
- The search page will appear.
- To search by keyword(s):
 - In the **Enter a word or phrase** text box, type a word or phrase.
 - If you entered multiple words, from the corresponding drop-down list, select how the words are to be combined.

AND/OR

- From the **Records with a status of** drop-down list, select the appropriate status.

AND/OR

- In the **From Organisation(s)** list box, select the required organisation.
- In the **Languages** section of the page, select the required language.
- To make the search case sensitive, in the **Case Sensitivity** section of the page, click the **Use Case Sensitive Search** check box to select it.

AND/OR

- To change how the results are displayed on the page, in the Show Results section of the page:
 - From the **Number of results to be displayed per page** drop-down list, select the number of results to display.
 - From the **Show search results** drop-down list, select whether or not a description is to be displayed.
- To perform an advanced search using metadata:
 - In the **Specific Metadata Values** section of the page, from the first drop-down list, select a metadata field.
 - From the second drop-down list, select relationship.
 - In the text box, type the required value.
 - Click on **Add Query**.

The metadata value will be added to the search criteria.

- Repeat steps i to iv for as many metadata values as required.

Tip: To clear all metadata values, click on Clear Query. It is not possible to remove individual added queries.

- At the top of the page, click on **Search**.

The Search Results page will appear.

Viewing a Record's History

- Ensure the Resource Manager page is displayed.
 - Search for the record that you want to view the history for.
 - Under the required record, click on
- A list of revisions will appear.
- To view the changes made, click on **View Revision**.

The selected version will appear.

- When you have viewed the record details, click on **Done**.

You will be returned to the Search Results page.

Creating a New Service

To create a new service record, refer to Chapter 3 - Creating Resources, pages 3-2 to 3-15 for detailed instructions.

Tip: Entering availability details when creating a resource will link the resource to an outlet. An outlet will only become visible on Australian Law Online once a resource has been linked to it.

Modifying a Record

- Ensure the Resource Manager page is displayed.
- Search for the record to be modified.

- Under the record, click on

The record will open in edit mode.

- Make any required changes.
- To modify an outlet's details for the selected resource only:
 - In the **Attached Outlets** field, click once on the outlet to be modified.
 - Click on **Modify Outlet**.

The outlet details will appear.

 - Amend the outlet details as necessary.

Tip: For information on how to change the Outlet's coverage see Entering Outlet Coverage Information, over the page. For information on how to change the Outlet's opening hours, see Entering Outlet Opening Hours Information, also over the page.

- Click on **Save**.
- Spell check the record and correct any errors.
- If required, validate the record and correct any validation errors.
- From the **Status** drop-down list, select **Draft**.
- Click on **Save**.

A dialog box informing you that the record has been saved will appear.

- Click on **OK**.

The record will be saved and you will be returned to the Search Results page. An email will be sent to the person responsible for reviewing records within your organisation, notifying them that a record is ready for their review.

Deleting a Record

- Ensure the Resource Manager page is displayed.
- Search for the record to be deleted.
- Under the record to be deleted, click on **Delete Resource**.

A warning box confirming that you want to delete the record will appear.

Restoring a Deleted Record

- Ensure the Resource Manager page is displayed.
 - In the **Navigation** menu, under the heading **Administration**, click on **Restore Deleted Records**.
- A list of previously deleted records will appear.
- To view the details of a record:
 - Click on the link in the **Date & Time** column. The record details will appear.
 - Click on **Done**.

You will be returned to the Restore Deleted Records page.

To restore a record, click on **Restore Record**