User Guide for

@PRO

User's Account

**Guide on Conducting
Searching to Our
Online Catalogue
@PRO**

Access Application

Search Holdings

Loan and Circulation

I. Introduction

(1) @PRO acts as an **integrated catalogue** for searching different kinds of holdings of the Public Records Office (PRO) of Government Records Service (GRS). It also provides services for users to reserve and borrow PRO's holdings.

(2) **Registration is required for reserving and borrowing PRO's holdings**. To register a user's account, an **email address** is necessary. **If you cannot provide an email address, please come to our Reference Services Counter** at 1/F, Hong Kong Public Records Building, 13 Tsui Ping Road, Kwun Tong, Kowloon, Hong Kong for onsite registration.

(3) Access to archival records kept by GRS is managed through the **Public Records (Access) Rules 1996**. In general, records closed for more than 30 years or the contents of which have at any time been published or wholly disclosed to the public could be opened for public access. Access to closed records requires prior application, which is covered in Part VIII of this user guide.

(4) First time users are recommended to read the whole user guide before using @PRO. If you are a frequent user, you may refer to relevant sections directly.

(5) To access the online catalogue, your computer or mobile device should have latest prevailing version of Internet browser such as Microsoft Edge, Internet Explorer, Google Chrome, Safari or Firefox installed.

(6) This user guide covers the following aspects:

- Access Online Catalogue of @PRO

- Maintain @PRO User's Account

- Search Holdings

- Manage Search Results

- Request Holdings

- Access to Closed Records

II. Access Online Catalogue of @PRO

(1) Online Catalogue of @PRO is available at the Government Records Service website (www.grs.gov.hk).
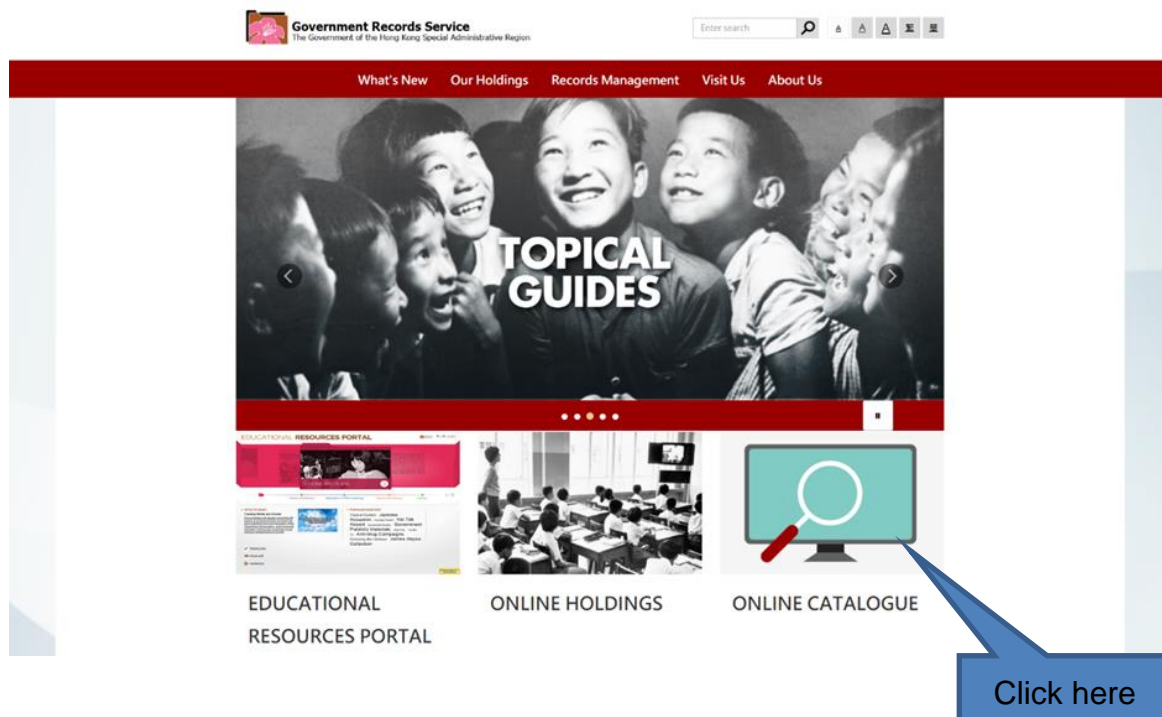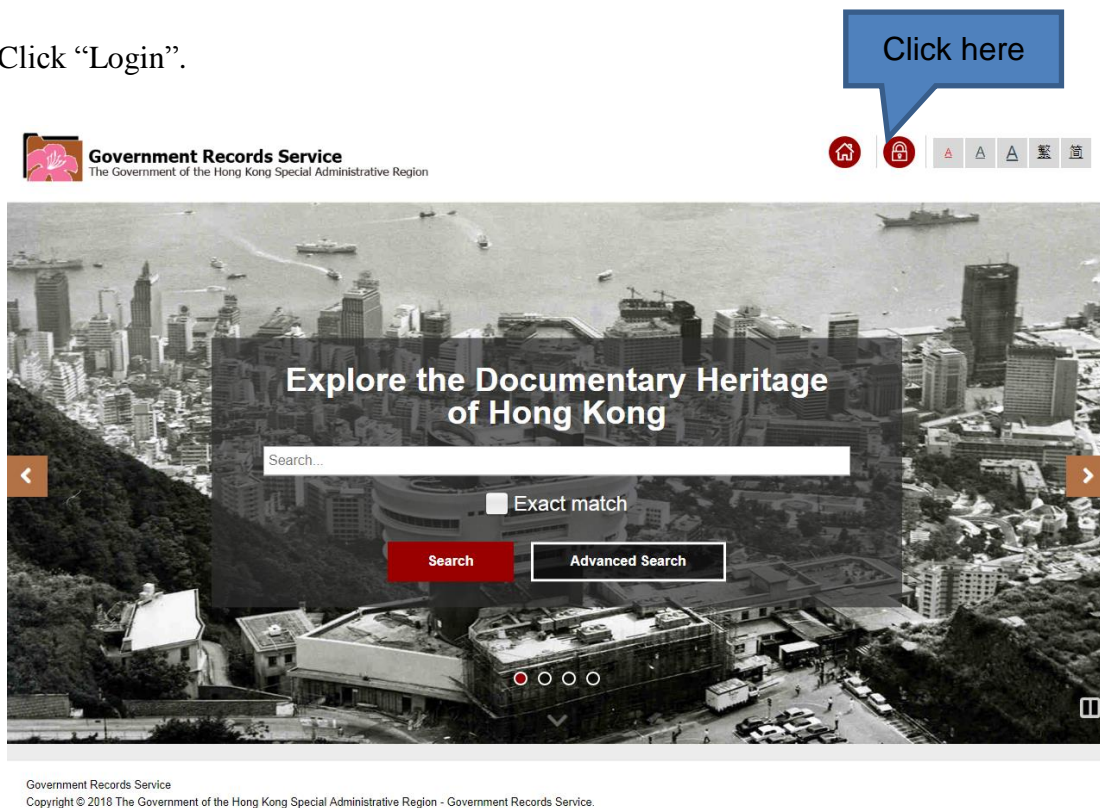

(2) The front page of Online Catalogue is as follows:

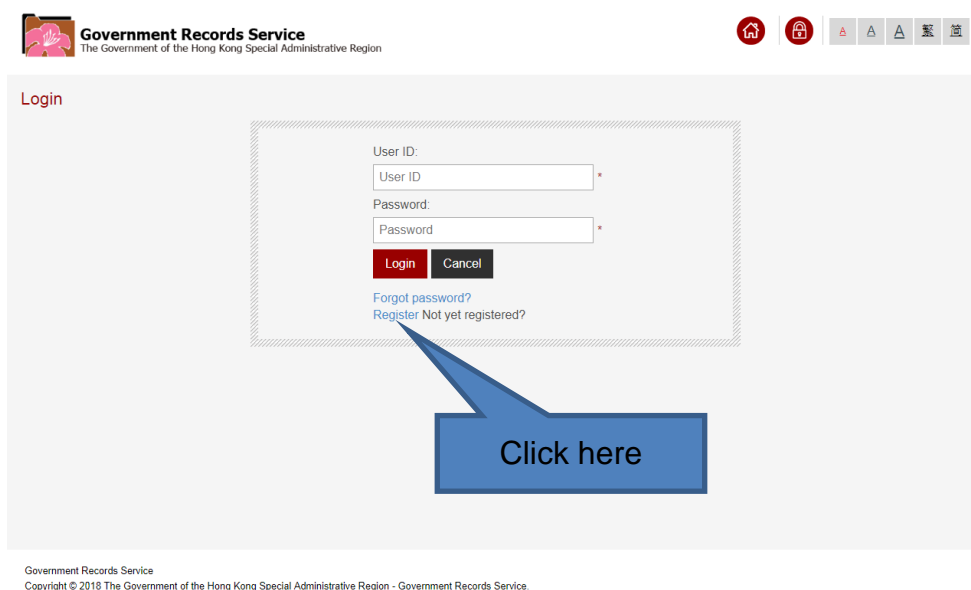# III. Register for @PRO User's Account

Registration for @PRO User's Account is free of charge. If you are a **new user**, see Part A. If you have already registered through our former Integrated Information Access System (IIAS) **before 17 December 2018**, see Part B.

A. **New User**

(1) Click "Login".

(2) Click "Register".

(3) Select the type of your @PRO User's Account. You can register for an "Individual" account to reserve and loan records for your own use, while organisation/group users can register for "Organisation/Group" account to reserve and loan records for group members' use.

(4) Enter User's Details

(a) Individual

(b) Organisation / Group

Government Records Service
The Government of the Hong Kong Special Administrative Region

Registration for User's Account (Organisation or Group)

Organisation

*English Name:	
Chinese Name:	
Address:	
Country or Region:	○ Hong Kong ○ Other counties or regions
*Phone:	
	(If Region selected is Hong Kong, Phone Number entered must be 8 digits.)

Leader

*User ID:	
	([a-z, A-Z, 0-9], Maximun 15 characters, English alpha numeric only, case sensitive)
*English Name:	
Chinese Name:	
*Address:	
*Country or Region:	○ Hong Kong ○ Other counties or regions
*Phone:	
	(If Region selected is Hong Kong, Phone Number entered must be 8 digits.)
*Contact Email:	
Occupation:	Please Select ▼
Education:	Postgraduate ▼
Research Topic:	Please Select ▼
Member's Name(s):	
*Password:	

> Input details of the leader here

> Input names of members here

Note: The User ID accepts a maximum of 15 characters (English alphabets and numerical digits only). For English alphabets, uppercase and lowercase are treated as distinct. The password should contain 8 - 20 characters including at least one lower-case letter, one numerical digit and one symbol. The fields with a * must be filled in.

(5) Once your information is submitted for registration, an email will be sent to your email account provided by you for the registration. You have to click the hyperlink in the email to activate your @PRO User's Account.

(6) After activating your account, you can reserve and borrow (for onsite only) our holdings through @PRO. However, for first time user, you must come to our **Reference Services Counter** with your **proof of identity** (such as Identity card, passport, driving licence, etc.) and let us **validate your information provided before inspecting our holdings** in the Search Room.

## B. User with former IIAS User's Account

(1)   Click "Login".

Click here

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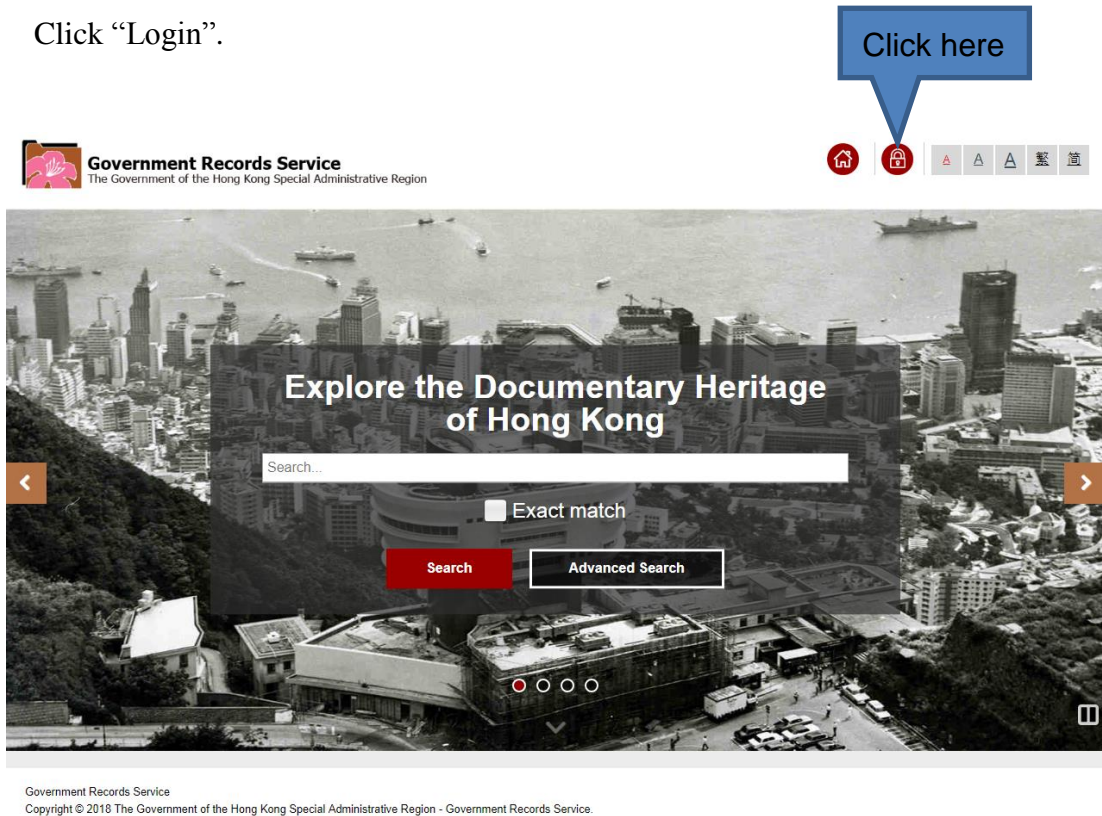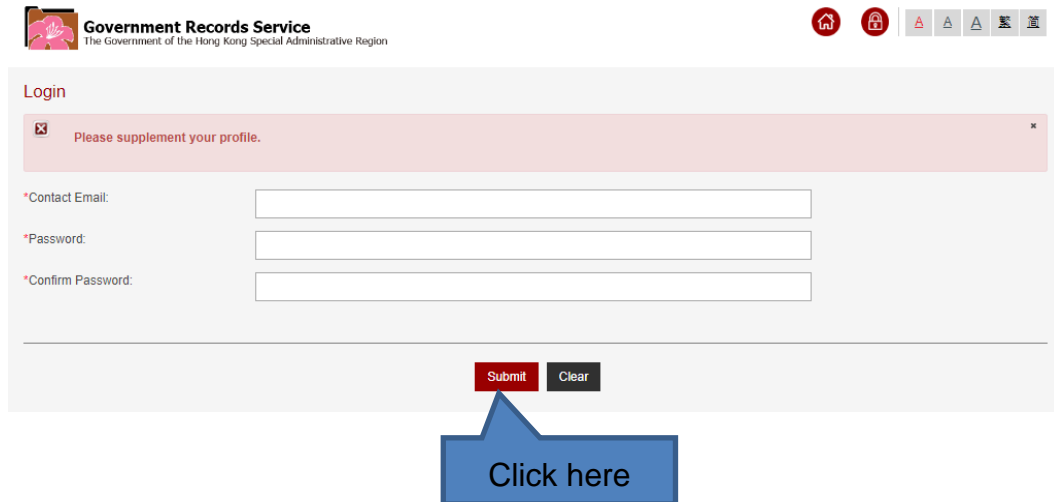
(2)   Enter your User ID and password as registered in our IIAS and then click "Login".

Login

User ID:

User ID   *

Password:

Password   *

Login Cancel

Click here

Forgot password?
Register Not yet registered?

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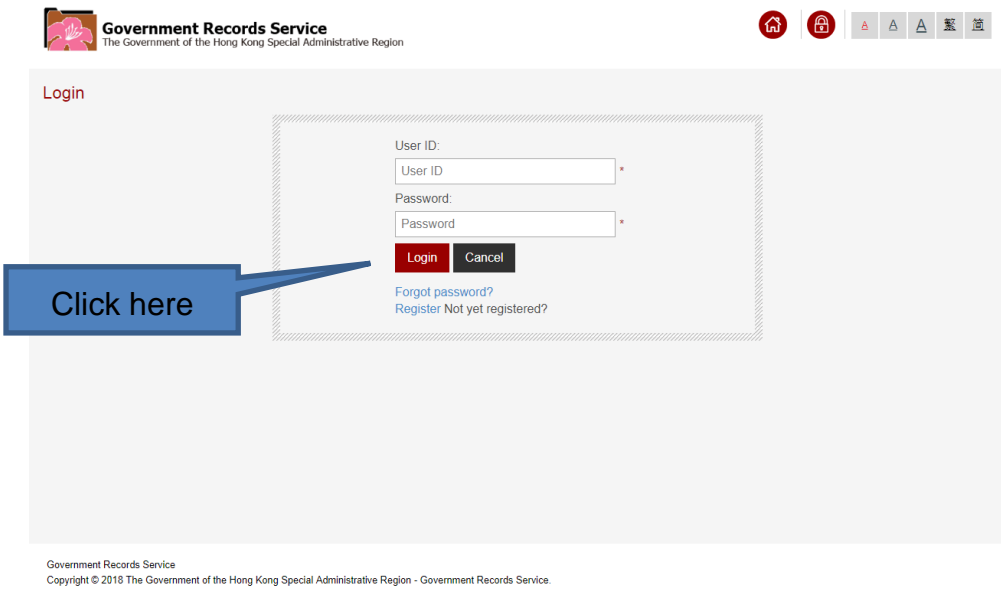
(3) You will be requested to provide a contact email and a new password. The password should contain 8 - 20 characters (at least one lower-case letter, one numerical digit and one symbol). After entering the information, click "Submit".

(4) Once your information is submitted for registration, an email will be sent to your email account provided by you for the registration. You have to click the hyperlink in the email to activate your @PRO User's Account.

(5) After activating your account, you can reserve and borrow (for onsite only) our holdings through @PRO.

C. Revising Invalid Email Address

(1) In case you have provided an invalid email address or your account cannot be activated, click "Login" to go to "Account Reactivation" page.

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(2)   Enter your User ID and password and then click "Login".

(3)   The message "Your account has not been activated yet" will be displayed. Input a valid email address and then click "Reactivate". An email will be sent to this new email account. You have to click the hyperlink in the email to activate your @PRO User's Account.

(4)   After activating your account, you can reserve and borrow (for onsite only) our holdings through @PRO. However, for first time user, you must come to our **Reference Services Counter** with your **proof of identity** (such as Identity card, passport, driving licence, etc.) and let us **validate your information provided before inspecting our holdings** in the Search Room.

IV. Manage Your Account

A. Login

(1) Click "Login".

Click here

(2) Enter your User ID and password and then click "Login".
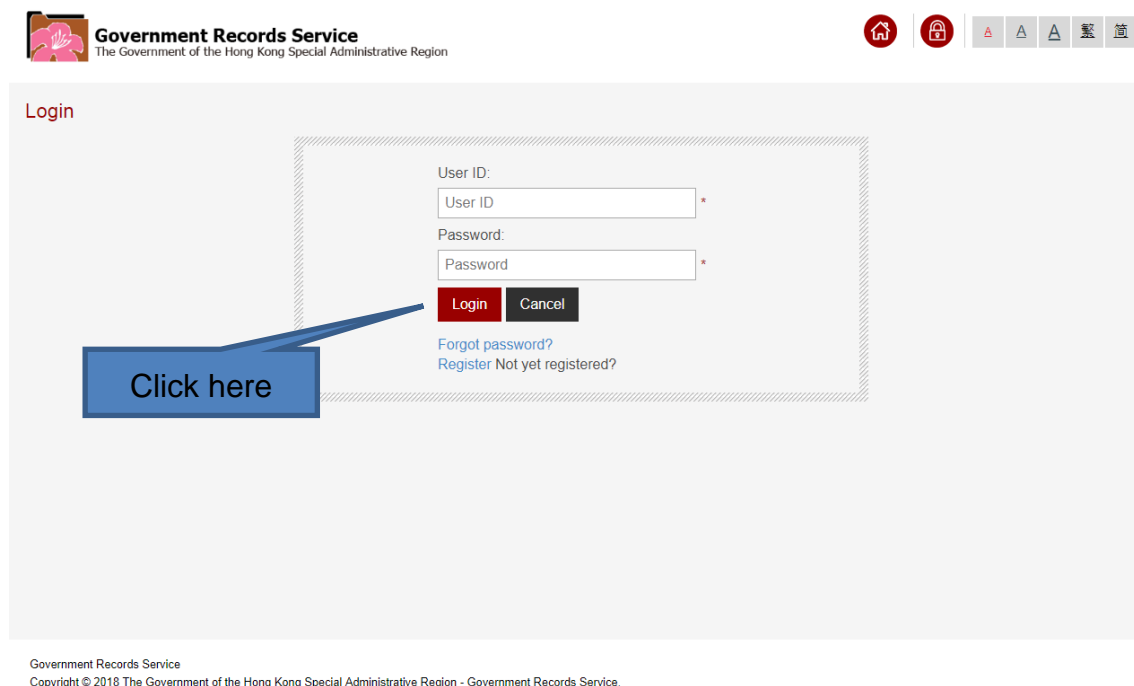
Click here

B. **Change Your Profile or Password**

(1) If you wish to change your information or password, click "My account" after login to @PRO.
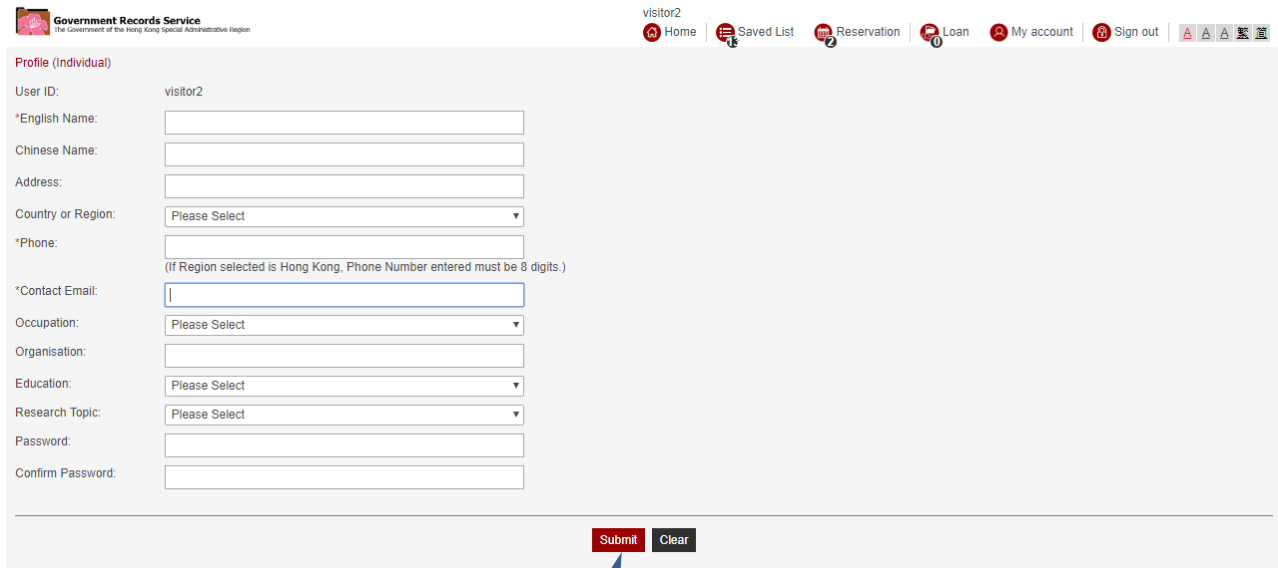
(2) For security reason, you are requested to enter your password to access your profile.

(3) Revise your information and/or password and then click "Submit".

(4) A confirmation message will be displayed for successful request.
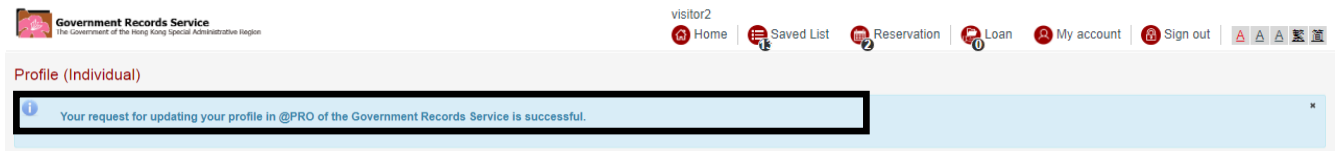
C. **Forget Password**

(1) In case you have forgotten your password, click "Forgot password".

(2) Enter your User ID and click "Submit". An email will be sent to your email account registered in @PRO for password recovery. In case you have forgotten your User ID, approach our counter staff for assistance.

D. **Reactivate Inactive Account**

(1) The @PRO User's Account will **become inactive if it has not been accessed for one year**. If you find the message "Your account is not active yet" when you login, click "Reactivate".
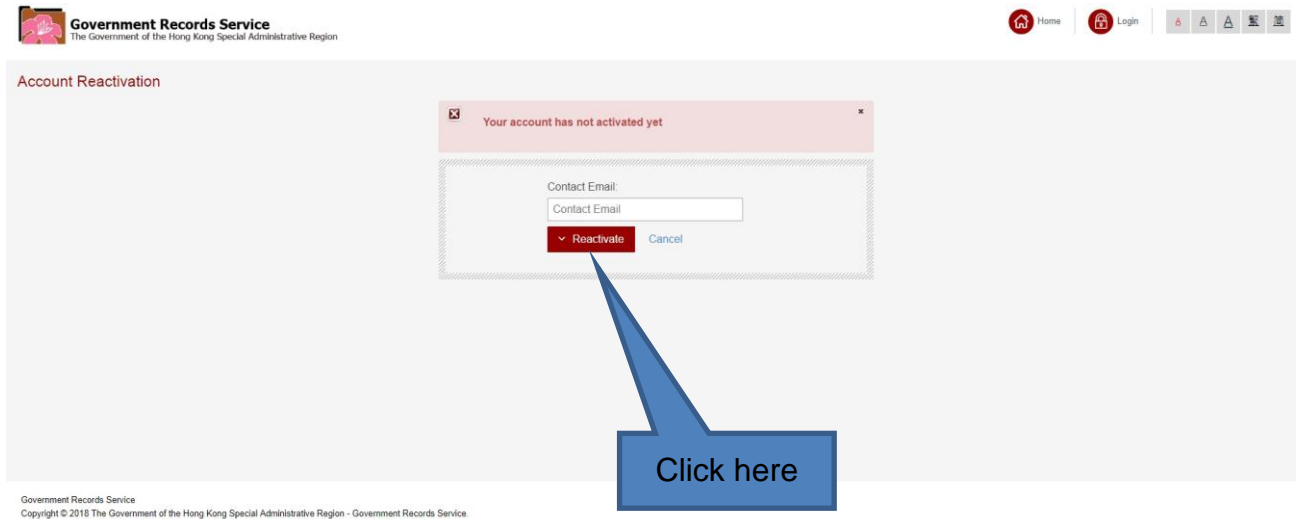
(2) An email will be sent to your email account registered in @PRO. You have to click the hyperlink in the email to reactivate your @PRO User's Account.
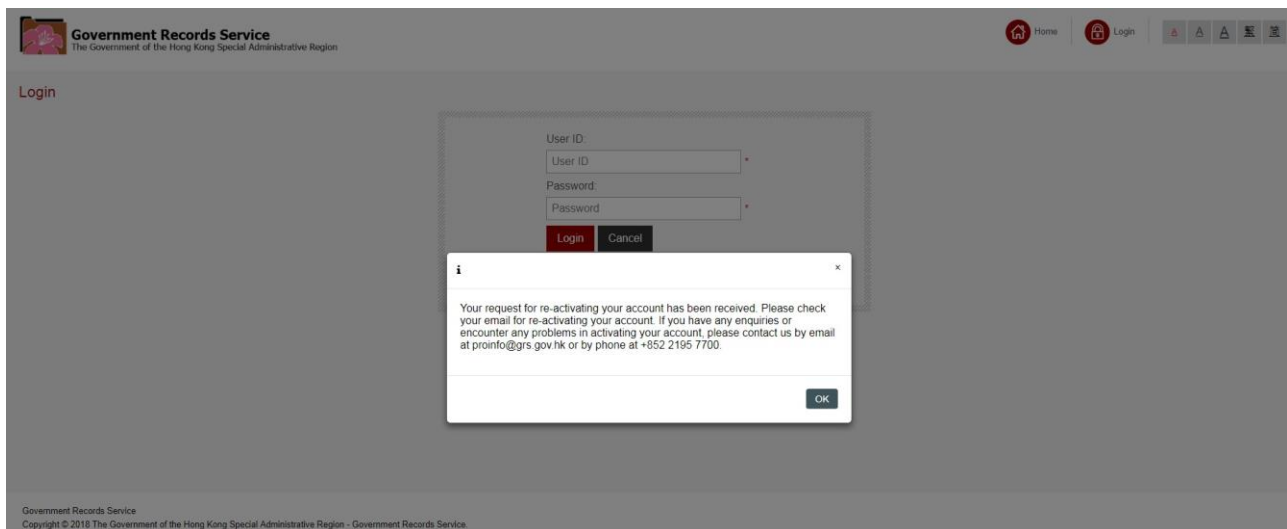
V. Search Holdings

(1) We provide the functions "Simple Search" and "Advanced Search" for locating our holdings. "**Simple Search**" covers search by titles and descriptions of our holdings. If you want to **search more specifically,** for example, search by titles only or limit search results by "Covering Year", choose "**Advanced Search**".

(2) Holdings are described in their **original language**. As most of the titles of holdings are in English, you are advised to use **English** to conduct searching in the @PRO.

(3) As names of government agencies and places change over time, you are advised to try **original (old) and modernised (current) terms** (single word or phrases) to search the catalogue.

(4) When searching for maps and plans, you are advised to **use the district name** (e.g. Wan Chai) **instead of street name** (e.g. Spring Garden Lane).

(5) You may also tick the box "Exact match" for both "Simple Search" and "Advanced Search". For example, the phrase "education development" is inputted as the keyword. If "Exact match" is not chosen, the search results will **include holdings with the words "education" and "development"**, such as "Education Primary School Development". If "Exact match" is chosen, the search results will **only include those with the exact phrase "education development"**, such as "Ten Year Education Development Plan".
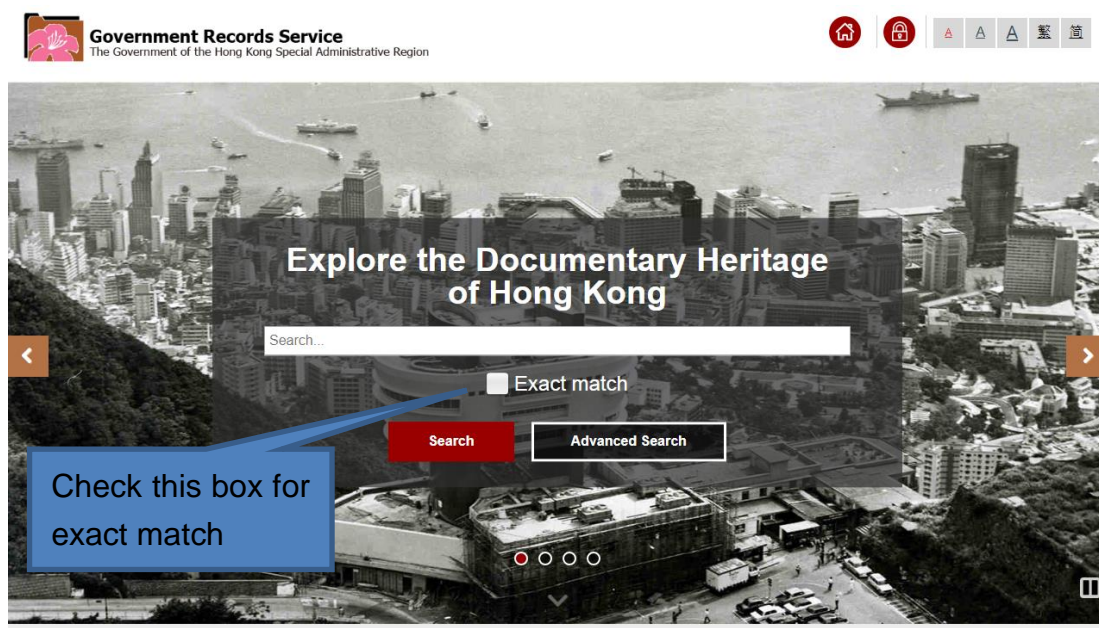
A. **Simple Search**

You may type keyword(s) in "Search" field to locate relevant holdings.
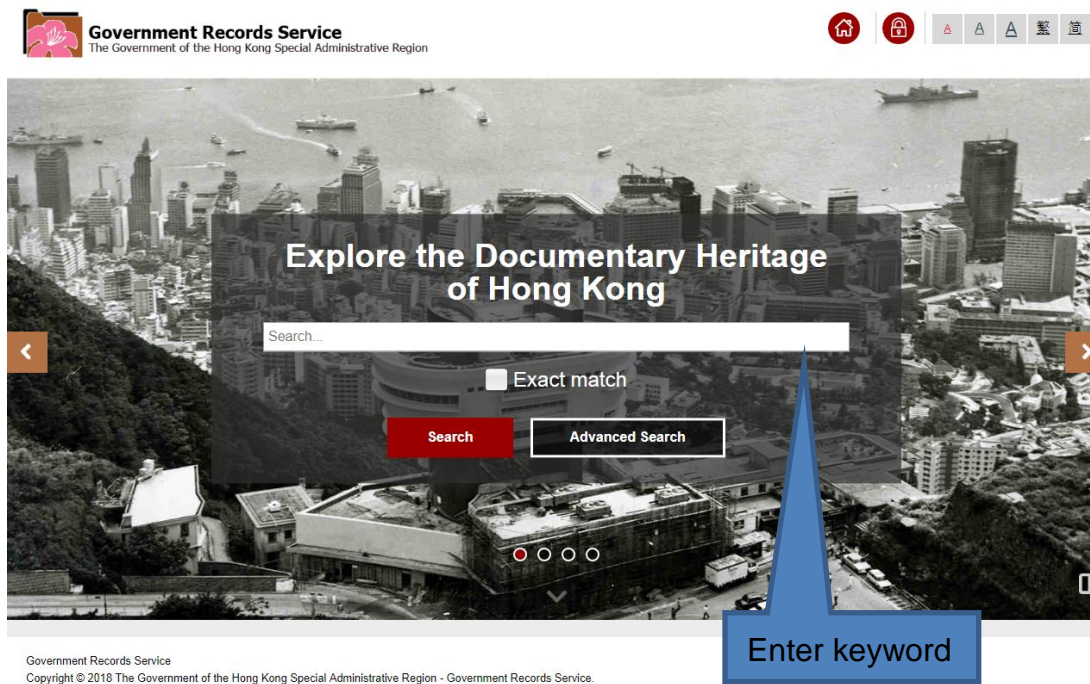
B. Advanced Search

(1) By "Advanced Search", you can perform advanced search by entering more criteria.

(2) You may conduct advanced search by selecting one single type of holdings (i.e. Archives, Library and Carl Smith Collection) and entering different search criteria. For example, you may search archives by their "Title", "Record ID", "Covering Year", etc. "Keyword(s)" search covers search by titles and descriptions of our holdings. Searching by keyword(s) will return more hits than searching by titles in most cases.

VI. Manage Your Search Results

A. Select Types of Holdings

(1) There are three types of holdings:

    (a) **Archives** - **Government documents** transferred by government bureaux and departments (with Record ID prefixed by "**HKRS**" which stands for "Hong Kong Record Series) and **private records** and personal papers donated to PRO as well as reproduction copy of records relating to Hong Kong purchased from other **overseas Archives** (with Record ID prefixed by "**HKMS**" which stands for Hong Kong Manuscript Series).

    (b) **Library** - Items of the Central Preservation Library for Government Publications, which mainly include **government publications (such as monographs, photographs, serial and posters)**. **Some books relating to Hong Kong studies** are also included.

    (c) **Carl Smith Collection** - **Data cards** compiled by the late Reverend Carl Smith through some 25 years' intensive research into a vast quantity of original records, newspapers and publications held by PRO.

(2) You can choose **different types of records** for browsing your search results at the top menu bar:

B. Sort the Results

According to your need, you may sort your search results by "Relevance", "Date", "Title", "Record ID" or "Level".

C. Refine the Results

(1) You may filter the search results by "Group by Series", "Date Range" and "Level". For example, 12 results* are returned for the keyword "mobile library" (Exact Match selected). Click the covering years under "Date Range" to filter the results.

* This is a searching result on 14 December 2018.

(2) For example, if "1970-1975" is selected as the filter, 2 records* remain in the search results. The other records are filtered out.

(3) To refine your search results, you may also enter another keyword to search within your search results.

* This is a searching result on 14 December 2018.

D. View Record Details

(1) We provide "List View" and "Simple View" for browsing search results. The layout of "List View" is as follows. If you wish to change to "Simple View", click "Simple View".

(2) The layout of "Simple View" is as follows. In "Simple View", level and access status of records will be hidden. If you wish to change to "List View", click "List View".

(3) If you see the icon in the search results, you may put your mouse cursor over it. Reasons for unavailability of the records will be displayed.

(4) Click the title of holdings to obtain more details. "**Administrative / Biographical History**" tells you the administrative history and functions of the creating/transferring agency of records. "**Scope and Content**" gives a summary of a series or a deposit. "**Physical Description**" distinguishes the records format, such as paper or microfilm.

(5) Information of record series is displayed at the bottom. "**Records Series**" is records sharing similar functions, subjects, classification system, physical format and security grading, etc. "**Deposit**" is a consignment of records transfer from the creator, while "**File**" is an organised unit of documents grouped together by the creator.

E. View Digital Images of Holdings

If the digital image of the holding is available for viewing, you may click the image to view an enlarged image online.

VII. Access Our Holdings

(1) You have to login for using loan and reservation services or saving the holdings. For details of login, please refer to Part IV of this user guide.

(2) **"Loan" option is only available onsite**. If you are using the @PRO offsite, you may reserve our holdings before coming.

(3) You can only **borrow and reserve totally up to 10 records (including file level and item level of archival holdings whose access status is "open" and library materials)**.

Access Status: Open

(4) Access to archival records is handled according to the Public Records (Access) Rules 1996.

A. Request for Reservation

(1) In the Search Results page, click "Reserve" to add items to your reservation list.

Note: To reserve **periodicals** (mainly reports of government departments or statutory bodies published in regular intervals), you are required to click the title of the holding to browse the issues available, and then **reserve the relevant issue(s)**.

(2) Click "Reservation" to view your reservation list.

(3) You need to **select a reservation date for your visit**. Reserved item(s) will only be **kept at the Reference Services Counter for one working day** specified by you. **A reservation can be placed from one working day (before 12:00 noon Hong Kong Time) to one month in advance.**

(4) Click "Submit Application" to confirm your reservation request.

(5) After completion of the reservation process, a notification message for receiving the reservation application will be shown on the screen and an email will be sent to your email account registered in @PRO. A confirmation email will also be sent to your email account once the requested item(s) is/are ready for inspection.

(6) In case your reservation list includes both holdings which can be normally reserved and holdings which are stored off-site or require special arrangement, you will see a notification message and the whole reservation cannot be completed. You need to remove the records which are stored off-site or require special arrangement and then submit your request again. After that, you need to add the removed records to your new reservation list and submit your request. Holdings which are stored off-site or require special arrangement cannot be reserved together with other holdings in the same request.

(7) When submitting reservation request for holdings which are stored off-site or require special arrangement, you will not be able to select a reservation date. Click "Submit". A confirmation email will also be sent to your email account once the requested item(s) is/are ready for inspection.

(8) If you wish to withdraw your reservation request to release your loan and reservation quota, go to "Reservation History".

(9) In case you wish to cancel reservation for all records under one single ticket number, click "Withdraw".

(10) Alternatively, you can choose to withdraw only some of your requested items. Click "Details" to view the list of holdings first.

(11) Click "Withdraw" to remove the unwanted items.

B. Request for Loan (This function is available onsite only)

(1) In the Search Results page, click "Loan" to add items to your loan list.

Click here

Note: To request for **periodicals** (mainly reports of government departments or statutory bodies published in regular intervals), you are required to click the title of the holding to browse the issues available, and then **request for the relevant issue**(s).

Click here

(2) Click "Loan" to view your loan list.

(3) Click "Submit Application" to confirm your loan request.

Note: The last holding ordering time is 5:15 p.m. every working day. If you wish to reserve the loaned records for inspection on the next working day, please make sure your request reach our counter staff in person before the last holding ordering time.

(4) After completion of the loan process, you may choose to **jot down your ticket number** or click "Print" to **print your number ticket**. When the requested item(s) is/are ready for collection, the ticket number will be **shown on the screens placed at the Reference Services Counter and Search Room**.

(5) If you wish to withdraw your loan request to release your loan and reservation quota, go to "Loan History".

(6) In case you wish to cancel reservation for all records under one single ticket number, click "Withdraw".

(7) Alternatively, you can choose to withdraw only some of your requested items. Click "Details" to view the list of holdings first.

(8) Click "Withdraw" to remove the unwanted items.

Click here

C. Save Search Results

(1) If you are temporarily unable to inspect some of our holdings, for example, due to the upper limit for loan and reservation, you may use the function "Save" to add the holdings to your "Saved List".

Click here

(2) To view the saved item(s), click "Saved List".

(3) In the "Saved List", you may directly add the item(s) to your loan list or reservation list when you have enough quota.

(4) Alternatively, you can also check the boxes of the item(s) which you wish to request, and then add the holdings to your loan list or reservation list.

Note: "Loan" and "Loan List" buttons are only available onsite.

(5) If you are using the @PRO online, the saved list can also be **exported as a CSV file which can be opened by Microsoft Excel**.

VIII. Application for Access to Closed Records

A. Access Application

(1) Access to closed records (e.g. records less than 30 years) requires prior written application to GRS. GRS will seek the comment of the records transferring agencies and determine if permission for inspection shall be granted to the user. As such, the "Access Status" of the closed records is marked as "Subject to application". Before access permission is granted, the "Reserve" and "Loan" buttons of the closed records are disabled.

Closed records

(2) To submit application for access to a closed record, you need to:

    a.   Click the "Title" of a closed record.

    b.   Click the "Access Application" button on the top right-hand corner. The closed record will be added to a list of "Access Application".
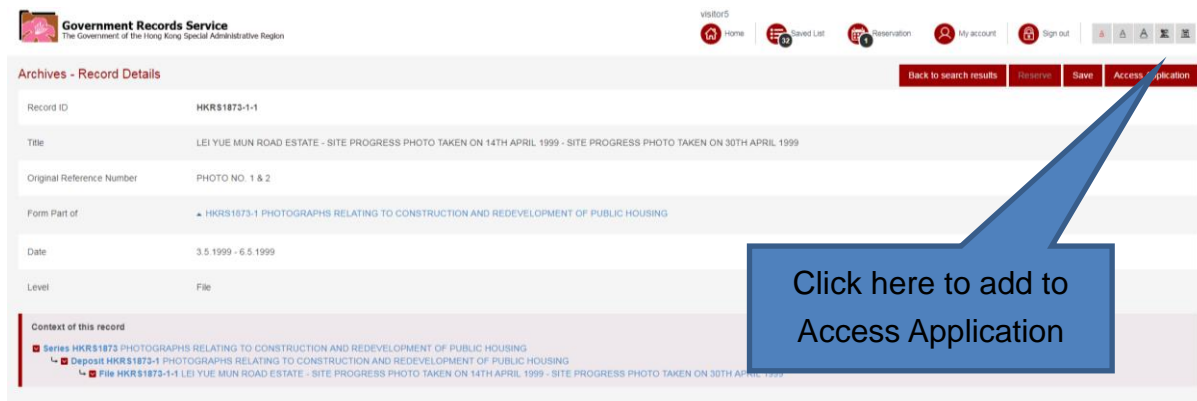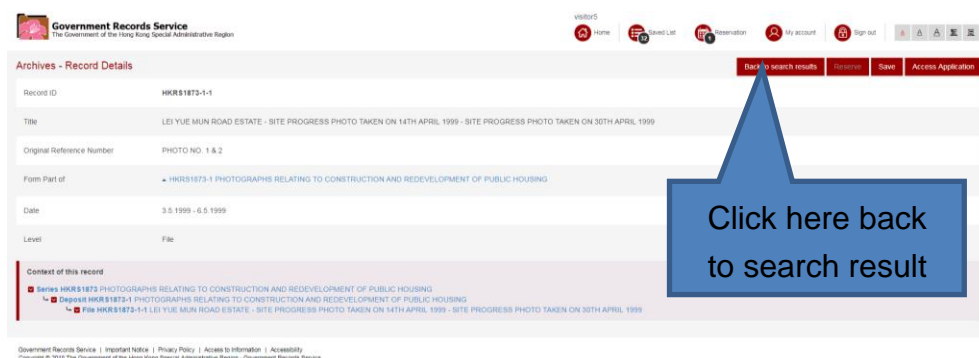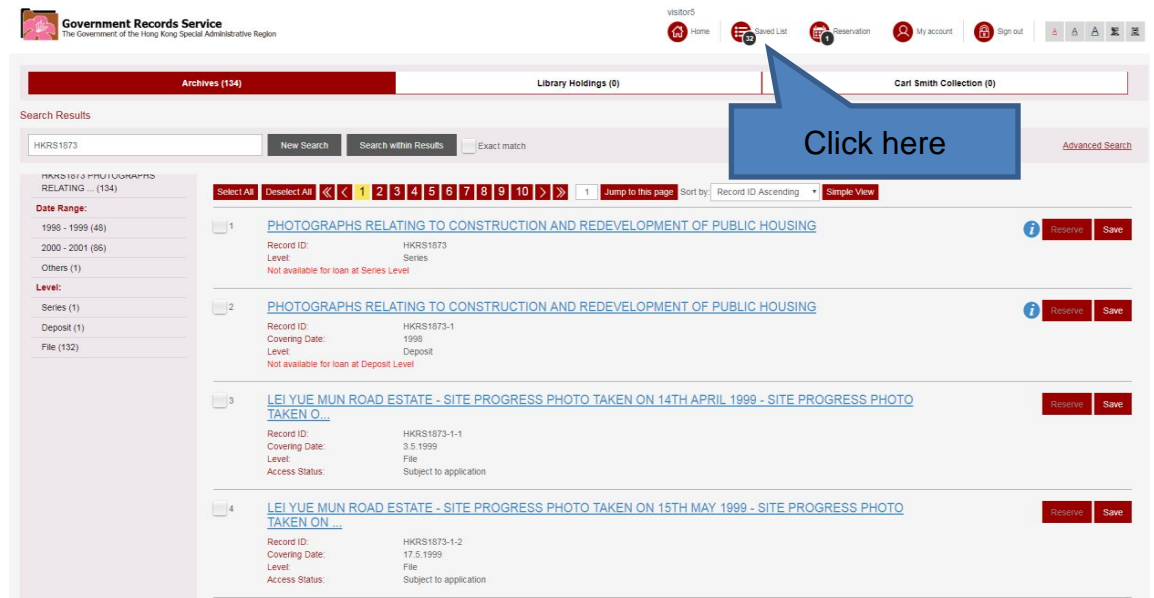
A pop-up message will be shown.
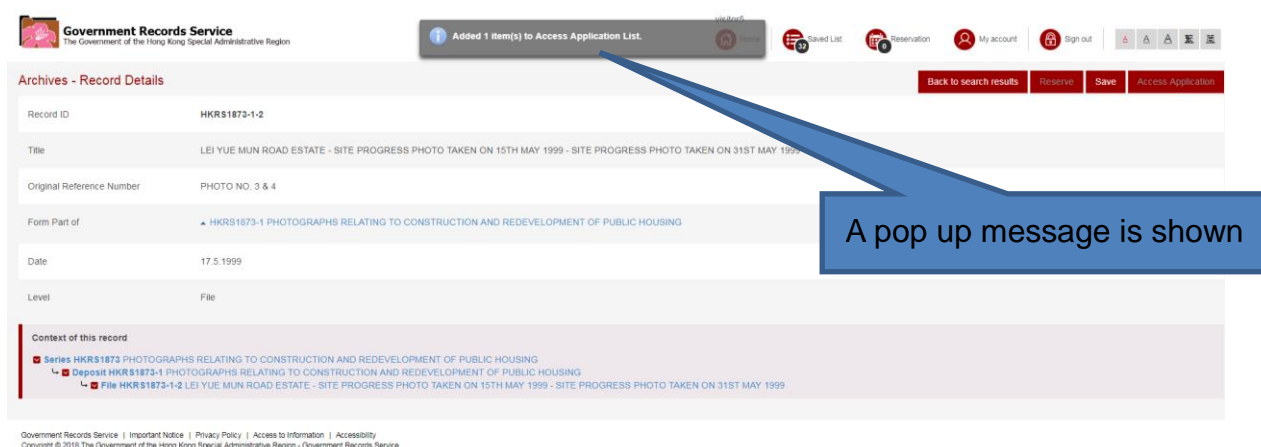
Note: If you would like to add more than one closed record in your application, please follow the instruction of step (c) below. Otherwise, please jump to step (d).

c. To add more closed records, please click "Back to search results" button, then repeat steps (a) and (b) stated above.

d. After adding all selected closed records, click the "Saved List".

e. Choose "Access" and click the "Access Application" in the menu bar to view the added item(s).

f. Fill in the "Purpose of the application" and click the box indicating your agreement to the "Declaration".   Then click the "Submit" button.

Fill in the purpose of application

Click the box indicating agreement

Click here to submit application

g. After submitting your application, two pop-up messages will be shown. An acknowledgement will be sent to your email account soon.

First pop-up message appears:

You have 14 access application(s) being processed.

OK   Cancel

Showing the number of access application cases being processed

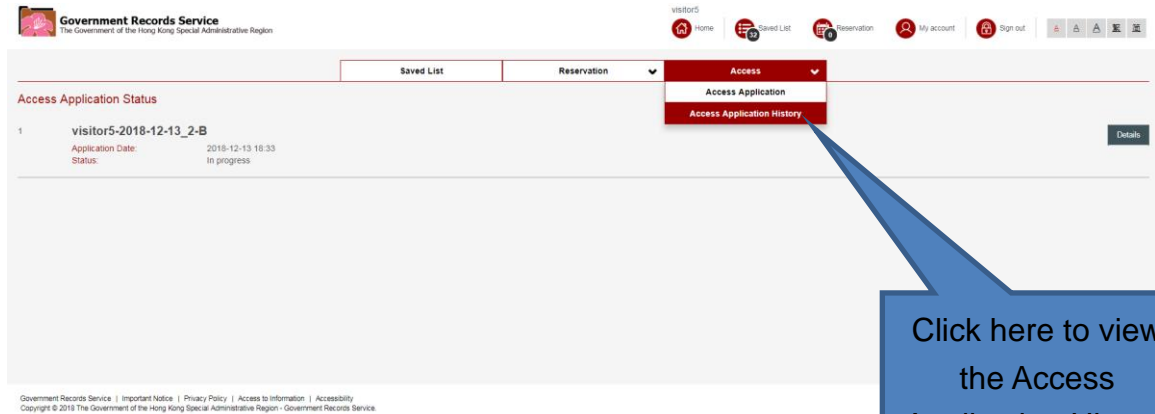After pressing "OK" button, second pop-up message appears:
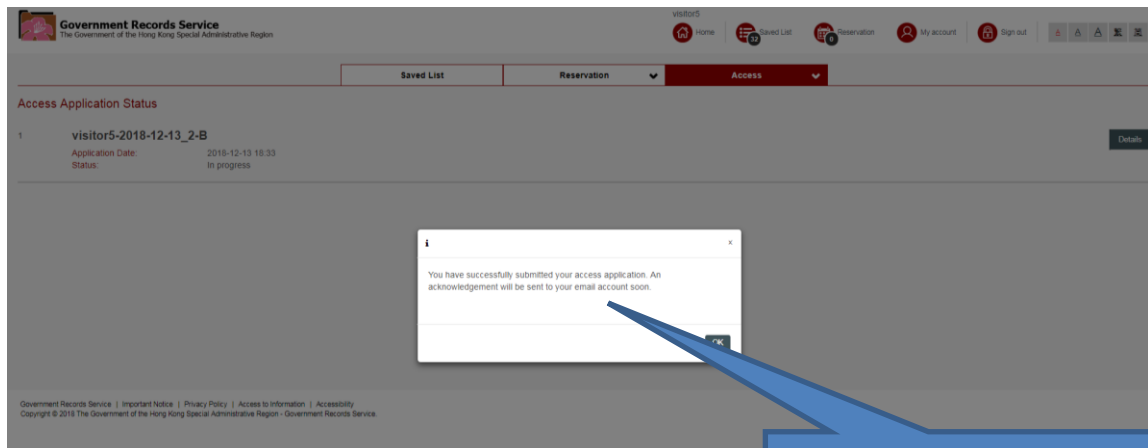
Showing that you have successfully submitted your access application

B. Access Application History

(1) User can view the access application history by clicking the "Access Application History" button in the menu bar.

Click here to view the Access Application History

(2) User can view the status and progress of all the submitted access applications.

Cases in progress

Cases completed
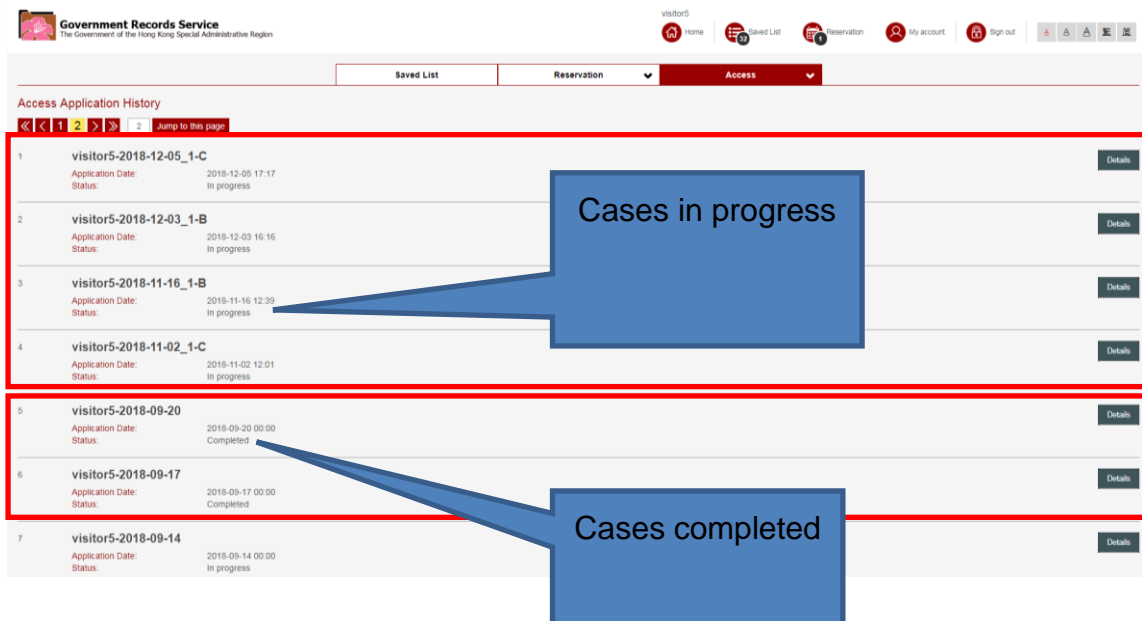
(3) User can click the "Details" button and view the status and progress of the records under each submitted access application.

Click here for details of submitted access

Record shown

(4) After permission has been granted, the user needs to click the "Reserve" button for reservation of the record approved for access. For details of reservation, please refer to Part VII of this user guide.

Click here for reservation of record approved for access

If you have any feedback or suggestions for @PRO, please contact us in person, by phone (+852 2195 7700) or by email (proinfo@grs.gov.hk).

END