



OASIS

Information Secured 

OASIS Bridge FAQs

Client Edition 2025



OASIS Bridge Frequently Asked Questions

Login FAQs

Q. How do I contact Client Care if I need additional support with OASIS Bridge?

To Contact OASIS Bridge Support

Visit the Client Portal home page, [Client Portal - Oasis Group](#), and scroll down until you see the support contact options.

We're here to help

Contact Reason *

I need help with my OASIS Bridge login details

Training Options

Company Name *

Account Number or Customer #

The Account Number or Customer # can be found on your Invoice.

Email *

Description

Submit

You can leave the **Contact Reason** set to *"I need help with my OASIS Bridge login details"* but be sure to complete all other required contact fields, including a clear description of the issue. Once done, click **Submit** to send your request to the support team.

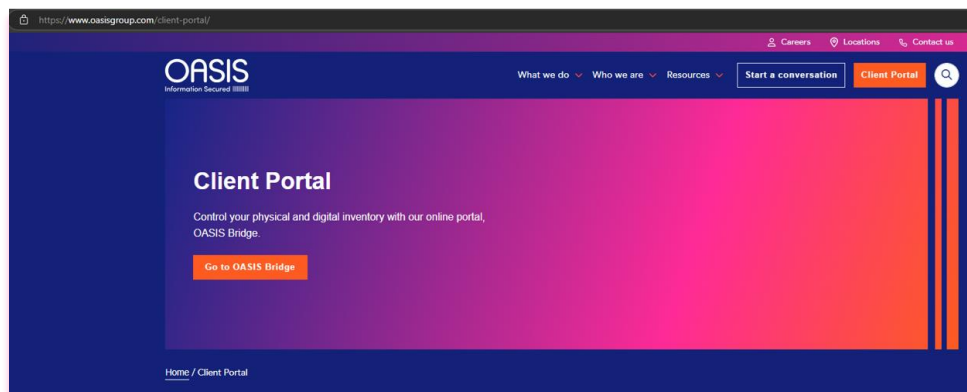


Q. I forgot my OASIS Bridge login password. How do I reset it?

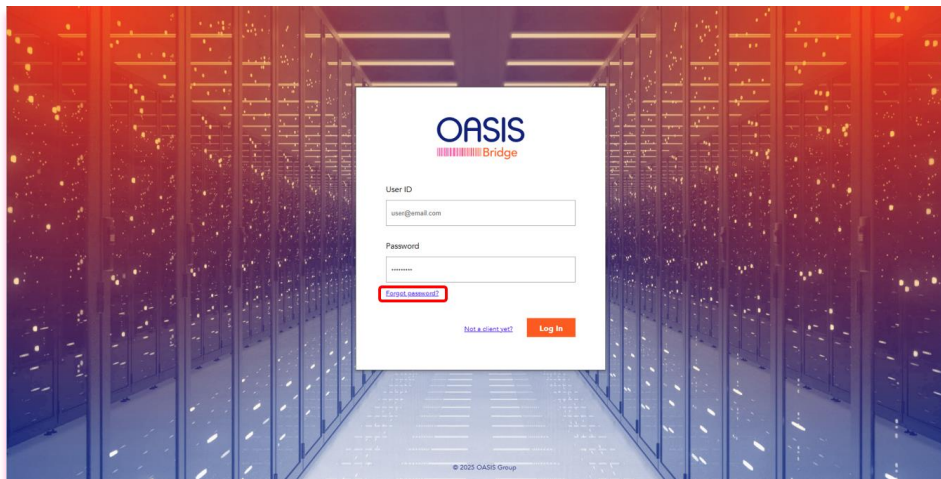
If you have forgotten your password, follow these steps to reset it:

1. Access the Forgot Password Link

1. Go to the **OASIS Group website**
2. From the homepage, click on the orange **Client Portal** button
3. Click on **Go to OASIS Bridge**



4. Click on "**Forgot Password?**" below the login fields



2. Enter Your Registered Email

1. In the password reset request form, enter your **User ID** and **Registered email** address
2. Click **Email Code**



Forgot password?

To reset your password for this site you must enter the email registered for this site and your user ID.

User ID:

Registered email:

Email Code **Close**

3. Check Your Email for the Authorisation Code

1. Our system will send an **automated email** to your **registered email address**
2. This email will include a **password reset authorisation code**
3. If you don't see the email, check your **spam/junk folder**

1. Enter the Authorisation Code

1. Return to the **Forgot Password?** dialog box
2. Copy the **authorisation code** from the email
3. Paste it into the **Authorisation Code** text field

Forgot password?

An Authorization code has been emailed to you. Check your email for this Authorization Code, enter it and your new password in the places below. You have 10 minutes to complete this step. Do not refresh this page.

User ID:

Registered email:

Authorization Code:

New Password:

Verify Password:

New password must have one letter!New password must have one number!New password must meet minimum password length!(8)

Set Password **Close**



2. Create a New Password

1. Enter a new password in the **New Password** field. Your password must:
 - Contain at least **one letter**
 - Contain at least **one number**
 - Be at least **8 characters long**
2. Re-enter your new password in the **Verify Password** field

6. Confirm the Password Reset

1. Click "**Set Password**" to confirm the change
2. You will receive a confirmation message that your password has been successfully updated

7. Log In with Your New Password

1. Return to the **OASIS Bridge login page**
2. Enter your **email** and **new password** to log in

Need Help?

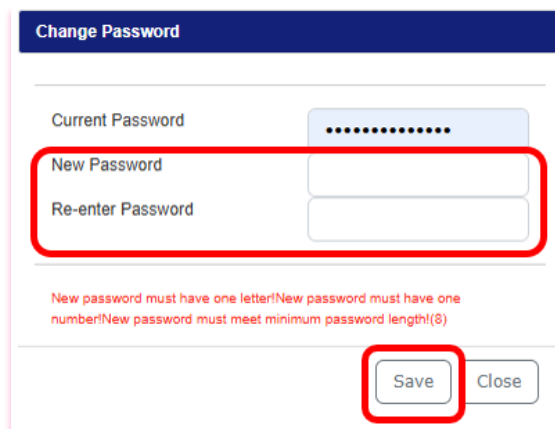
- If you experience issues or don't receive the authorisation code, please contact our **support team** for assistance.



Q. How do I update my password on OASIS Bridge?

To update your password, follow these steps:

1. Click on the **dropdown menu** in the **top right corner** of the screen
2. Select "**Change Password**" from the available options
3. In the **New Password** text field, type your **new password**
4. Confirm the new password by entering it again in the **Re-enter Password** text field
5. Click **Save** to confirm the changes



Your password will now be updated, and you should log out of OASIS Bridge and log back in with your details.

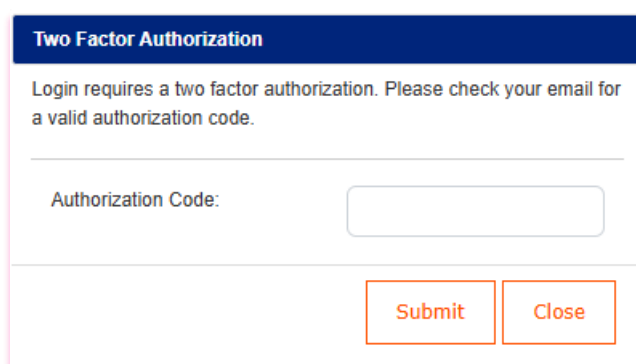


Q. Does OASIS Bridge support Two-Factor Authentication for user sign-in?

Yes, OASIS Bridge supports Two-Factor Authentication (2FA), which can be enabled on user profiles upon request. For 2FA to function correctly, the following criteria must be met:

1. Your OASIS Bridge User ID must be your registered email address.
2. Your registered email address must be saved on your user profile within your OASIS account.

Once your profile has been configured by OASIS, your email address will be verified. After this, you will be prompted to enter an authorisation code each time you log in to OASIS Bridge.



The image shows a 'Two Factor Authorization' dialog box. It has a dark blue header with the title 'Two Factor Authorization'. Below the header, the text reads: 'Login requires a two factor authorization. Please check your email for a valid authorization code.' There is a horizontal line separating this text from the input field. The input field is labeled 'Authorization Code:' and is a light blue rounded rectangle. Below the input field, there are two orange buttons: 'Submit' and 'Close'.

Click Submit to proceed with the log in



Accounts and Menu Options FAQs

Q. I have access to different accounts on OASIS Bridge, but I don't know where to see them?

If you have access to multiple accounts, you can select which account to query by following these steps:

1. By default, **OASIS Bridge** will display **All Customers**
2. To select a specific account, click on the **All Customers dropdown**
3. From the dropdown list, choose the relevant account you wish to query

Once you have selected the appropriate account, the system will display the data related to that account.

The screenshot shows the OASIS Bridge user interface. At the top right, there is a user greeting 'Hello Joe Bloggs' with a dropdown arrow and a 'Log Out' link. Below this, a dropdown menu is open, showing the current selection 'All Customers' with a downward arrow. The dropdown list contains four options: 'All Customers', 'UK.DEMOHR.Demo account - OASIS Marketing', and 'NI.TESTTEST.TEST ACCOUNT'. The 'UK.DEMOHR.Demo account - OASIS Marketing' option is highlighted. Below the dropdown menu is a search bar and an orange 'Search' button.



Q. I've logged into OASIS Bridge, but I can only see the Help option?

If you have recently had an OASIS Bridge account set up and, upon logging in, only see **Home** and **Help** in the menu bar, this indicates an issue with the setup and configuration of your user profile.

This limited view means your account has not been assigned to an **Authorisation Group**, which is required to provide the appropriate access level for using OASIS Bridge.

How to Resolve This

1. **If your company has an OASIS Bridge Administrator:**
Contact the Administrator and request to be added to the appropriate Authorisation Group based on your role and access needs
2. **If your company does not have an Administrator:**
Please contact the OASIS Client Care Support Team to have your user profile updated

To Contact OASIS Bridge Support

Visit the Client Portal home page, [Client Portal - Oasis Group](#), and scroll down until you see the support contact options.

We're here to help

Contact Reason *

I need help with my OASIS Bridge login details

Training Options

Company Name *

Account Number or Customer #

The Account Number or Customer # can be found on your Invoice.

Email *

Description

Submit

You can leave the **Contact Reason** set to *"I need help with my OASIS Bridge login details"* but be sure to complete all other required contact fields, including a clear description of the issue. Once done, click **Submit** to send your request to the support team.



Searching and Item Query FAQs

Q. What should I do if my search on OASIS Bridge returns no results?

If you use the main search bar to look for an item in your inventory but there are no results returned, there could be several reasons for this.

1. *The text/data entered into the search bar is not an exact match for what may be recorded on the system*

Use the Wildcard Operator (%) When Searching on OASIS Bridge

If your search returns no results, we recommend using the % **wildcard operator** to improve your chances of finding the item. This helps account for variations in how item data may have been recorded.

Here is how to use it effectively:

- **Wrap your search term in %**
Example: %ABC123% – This will return any item that contains that sequence anywhere in the reference.
- **Insert % between letters and numbers**
Example: ABC%123 – Useful if the system stores letters and numbers with a space or special formatting.
- **Replace special characters with %**
If the item reference includes symbols like underscores (_), hyphens (-), or slashes (/ or), try using % instead.
Example: If you are looking for INV_001, search for INV%001.

This approach helps locate items even when formatting inconsistencies exist between your records and the system.

2. *The item you are searching for may be scanned to a department you do not have access to*

If your OASIS Bridge user profile is linked to specific departments, the item you are searching for may be assigned to a department you do not have access to.

OASIS Bridge is designed to only display items that are scanned to departments you have permission to view.

- If an item is scanned to a department **outside your access**, it will be **hidden** and **will not appear in search results**.



- Users with access to **all departments**, or to items **not assigned to any department**, will be able to search for and view those items.

If you believe the item should be visible to you, please contact your **site administrator** or reach out to **OASIS Client Care** for assistance.

3. *You have selected a reference field to narrow the search on, but the text/data entered is not recorded under that reference field*

The **Reference Select** option to the left of the **search bar** allows you to narrow down your search and target specific reference fields. Here is how to use it:

1. **Select a Reference Field**

- Click on the **drill-down arrow** next to the search bar. This will display a list of available reference fields (e.g., item name, barcode, order number)

2. **Choose a Specific Field**

- From the dropdown list, select the **reference field** you want to search within

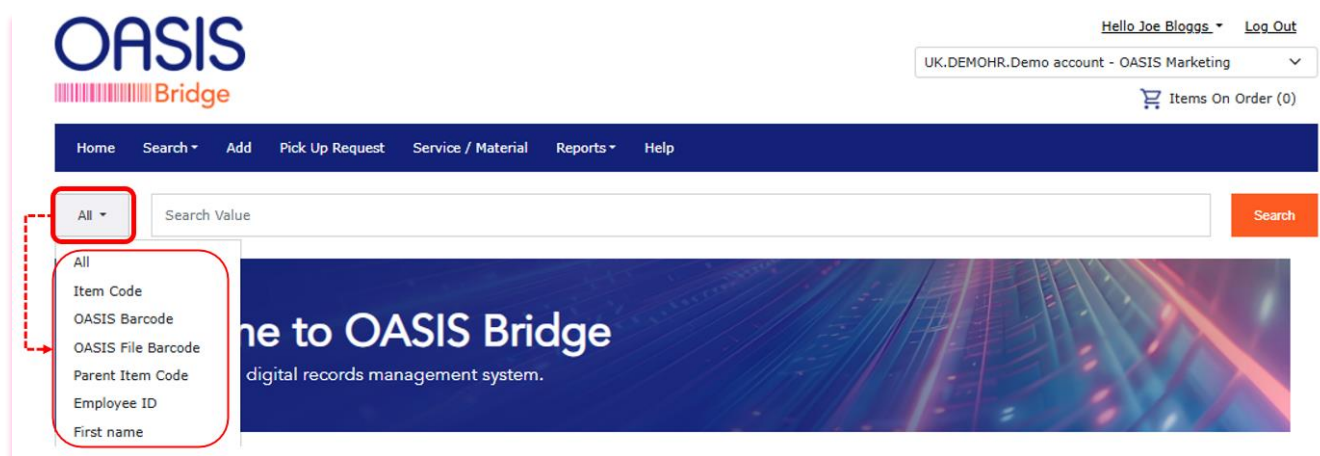
3. **Enter Your Search Term**

- After selecting the reference field, input your **search term** (e.g., barcode, item number, etc.) into the search bar

4. **Run the Search**

- The system will only check the selected reference field for an **exact or partial match** based on the search term you provided

This feature helps you refine your search and find items more efficiently by focusing on a specific reference field.



We recommend setting the reference back to **ALL** and then run the search again.



Q. Why can't I see my boxes on OASIS Bridge?

Just like when you search for an item using the main search bar and no results are returned, this could be due to **limited access to certain items in the inventory**.

In many cases, users only have visibility of items scanned to specific departments. If the item you are searching for is assigned to a department you **do not have access to**, it will **not appear in your search results**, even though it exists in the system.

If your OASIS Bridge user profile is linked to specific departments, the item you are searching for may be assigned to a department you do not have access to.

OASIS Bridge is designed to only display items that are scanned to departments you have permission to view.

- If an item is scanned to a department **outside your access**, it will be **hidden** and **will not appear in search results**.
- Users with access to **all departments**, or to items **not assigned to any department**, will be able to search for and view those items.

If you believe the item should be visible to you, please contact your **site administrator** or reach out to **OASIS Client Care** for assistance.



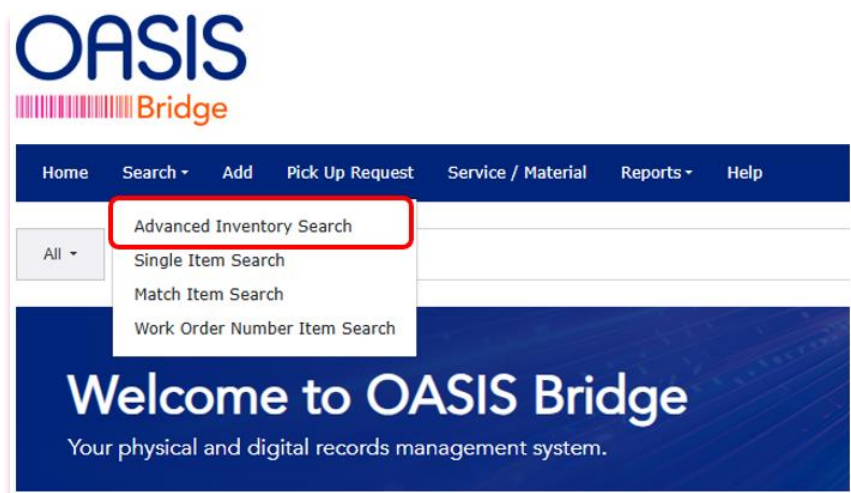
Scanning and Images FAQs

Q. How do I check what items have images attached to them?

The quickest and easiest way is to use the **Advanced Inventory Search** feature in OASIS Bridge. This allows you to filter results specifically for items or documents that have images associated with them. Simply apply the appropriate search criteria to identify and review those items efficiently.

1. Access the Advanced Inventory Search

- Click on **Search** from the menu bar
- Select **Advanced Inventory Search** from the dropdown options



2. Use the **Advanced Inventory Search** feature in OASIS Bridge. Under the search filters:

- Set **Type** to *equals* **Document**
- Set **Service Code** to *equals* **SR-IMAGE**

With these filters applied, the system will return a list of all items that have images associated with them.

3. Click **New Search** to run the search



Home / Search / Advanced Inventory Search

Advanced Inventory Search

Customer
UK.DEMOHR.Demo account - OASIS Marketing

Department
All

Type
DOCUMENT

Service Code
SR-IMAGE - Image Storage

Item Status
All











Retrieved By

Equals

Append Search

New Search

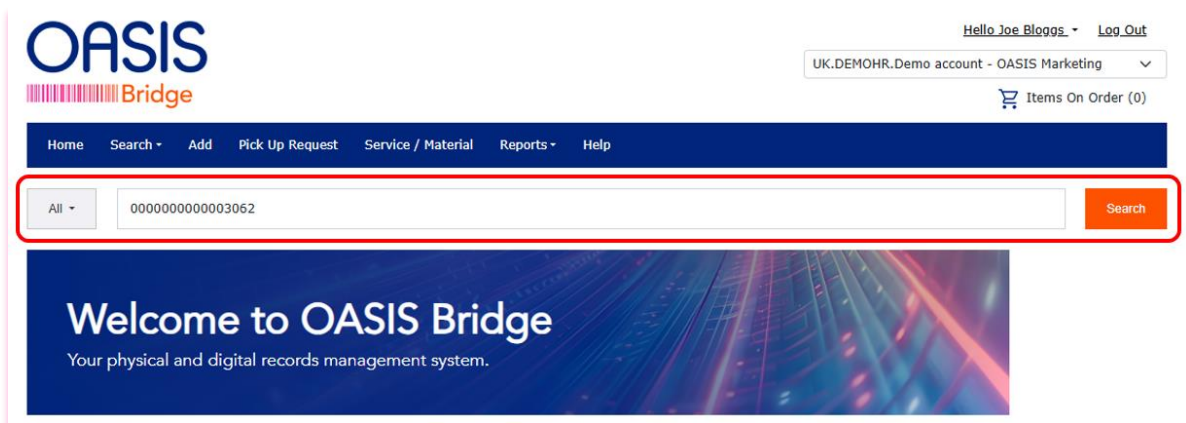
When the search has been run, OASIS Bridge will display all documents with images associated with them that met the criteria selected above.

Home Search Add Pick Up Request Service / Material Vault Management Reports Help			
Showing 1 - 20 of 100 Sort by Item Code			
<div>Item Results</div> <div>Showing Page Size 20</div> <div>Status<div><input type="checkbox"/> Send For Refile (3)</div><div><input type="checkbox"/> Request (97)</div></div> <div>FBU<div><input type="checkbox"/> UK (100)</div></div> <div>Customer<div><input type="checkbox"/> DEMOHR Demo account - OASIS Marketing (100)</div><div>For: Joe Bloggs</div></div> <div>Department<div><input type="checkbox"/> None (100)</div></div> <div>Item Type<div><input type="checkbox"/> DOCUMENT (100)</div></div>	<div></div> <div><div>Send to OASIS</div><div><input checked="" type="checkbox"/></div><div><div></div></div><div>Retrieved By Marty Dunlop on 10/12/2024</div></div>	<div>Item Code: 0000000000003061</div> <div>FBU: UK</div> <div>Customer: DEMOHR:Demo account - OASIS Marketing</div> <div>document type: Appraisals, Probation & CPD</div> <div>Effective Date: 25/11/2024</div> <div>surname: Marsh</div> <div>folder name: Marsh Shelley</div>	
	<div></div> <div><div>Send to OASIS</div><div><input checked="" type="checkbox"/></div><div><div></div></div><div>Pending Send Order PLEXUS_DEMOHR USER</div></div>	<div>Item Code: 0000000000003062</div> <div>FBU: UK</div> <div>Customer: DEMOHR:Demo account - OASIS Marketing</div> <div>document type: Appraisals, Probation & CPD</div> <div>Effective Date: 25/11/2024</div> <div>surname: Monk</div> <div>folder name: Monk Nicky</div>	

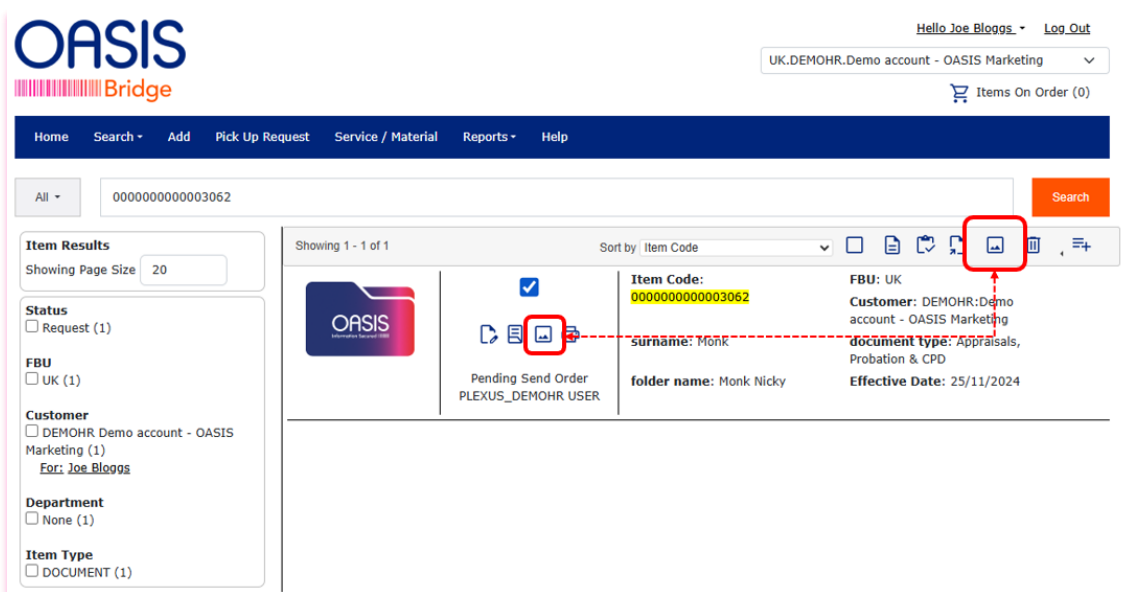


Q. How do I view or download an image from OASIS Bridge?

1. Use the **search bar** to check if the document has been uploaded
 - When you submit your **Scan on Demand** request, you will receive a confirmation once the document is available for preview, along with the **document barcode**
2. Enter the **document barcode** into the search bar
3. Click on **Search** on the right-hand side or press **Enter** on your keyboard to locate the document
 - If a matching document is located, it will appear in the search results
 - Look for the **two highlighted View Image icons** in the results



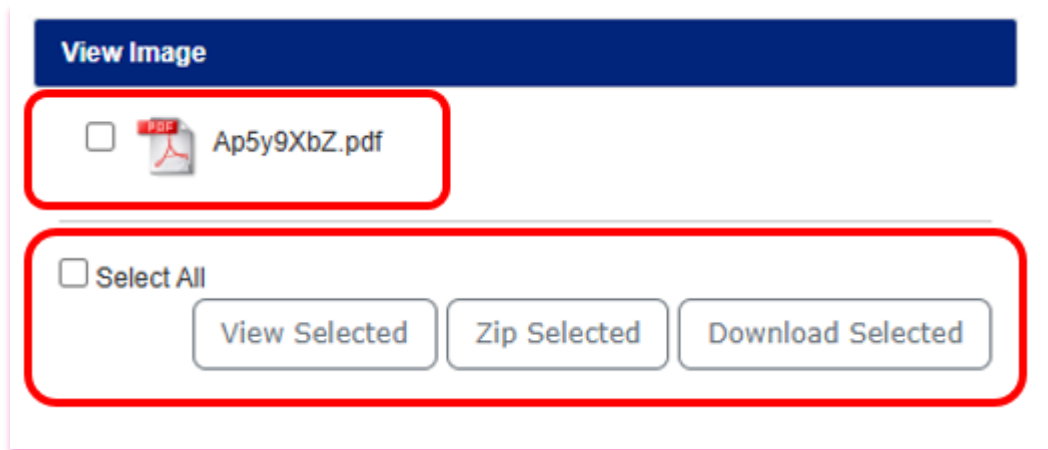
4. Click either **View Image** icon to open the **View Image** dialogue box and preview the document





5. The **View Image** option will display the file in its uploaded format, typically as a **PDF**
6. The available options include:

- **View Selected** – Preview the document
- **Zip Selected** – Download the document as a compressed file
- **Download Selected** – Download the document as a **PDF**



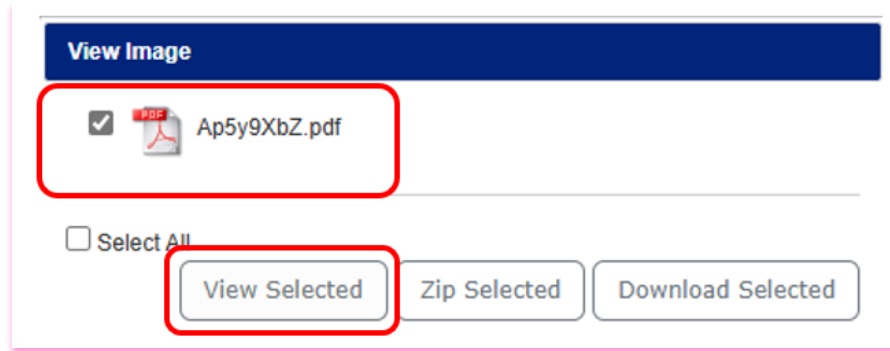
7. **Select the Image:**

- Look for a checkbox next to the image you want to select
- Click on the checkbox to select the image



8. Preview the Image:

- After selecting the image, **Click View Selected**



9. View Selected Dialogue Box:

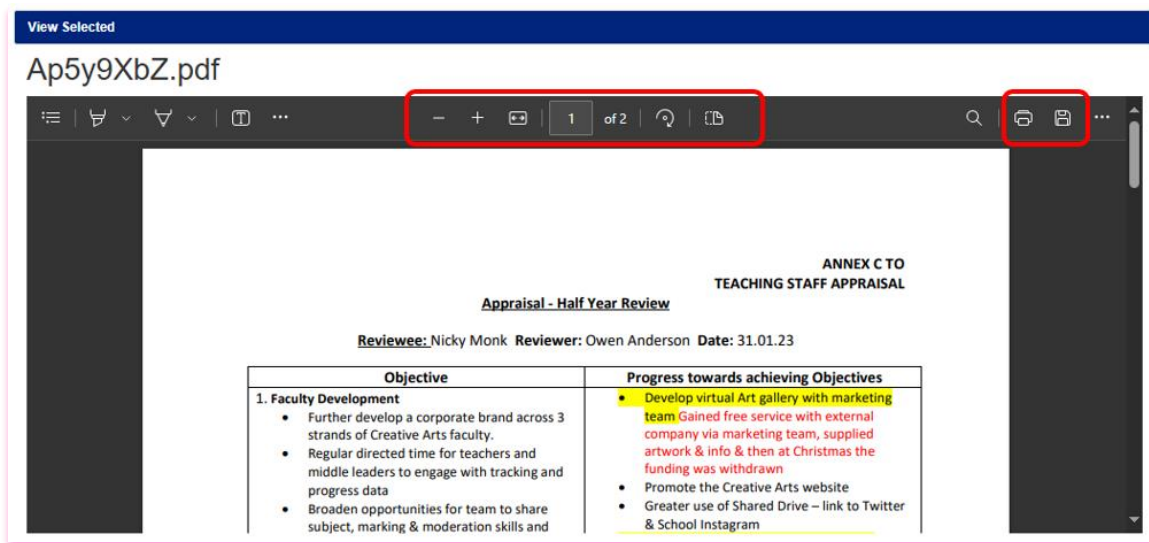
- Once you click on "View Selected," a dialogue box will open, displaying the preview of the document or image

10. Navigate Through Pages:

- If it is a multi-page document, use the navigation tools at the top of the dialogue box to scroll through the scanned pages. These might be buttons like "Next," "Previous," or page numbers

11. Print or Save the Image:

- You can choose to either print the document directly from the preview by clicking the **Print** option
- Alternatively, you can save the image to your printer or machine by selecting **Save** or **Download**



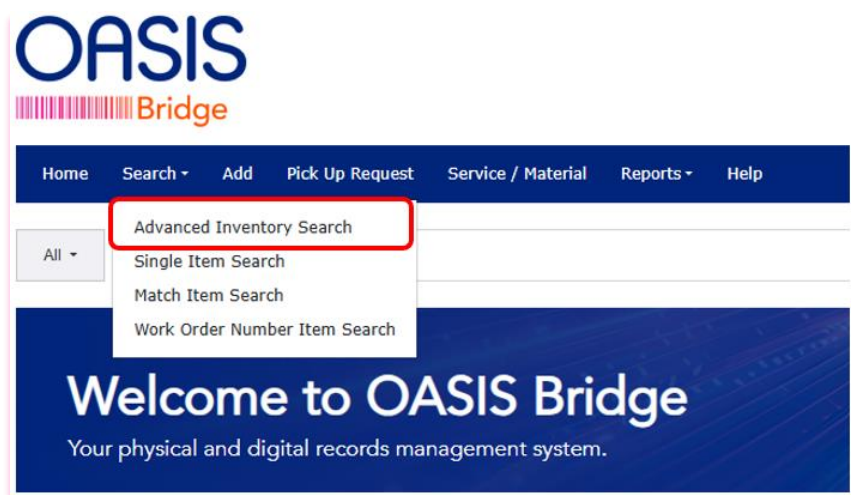


Q. Can I download multiple images at a time in OASIS Bridge?

Yes. OASIS Bridge allows users to search for multiple items with images associated with them and to download all the images at once.

1. Access the Advanced Inventory Search

- Click on **Search** from the menu bar
- Select **Advanced Inventory Search** from the dropdown options



2. Use the **Advanced Inventory Search** feature in OASIS Bridge. Under the search filters:

- Set **Type** to *equals* **Document**
- Set **Service Code** to *equals* **SR-IMAGE**

With these filters applied, the system will return a list of all items that have images associated with them.

3. Click **New Search** to run the search



[Home](#) / [Search](#) / Advanced Inventory Search

Advanced Inventory Search

Customer
UK.DEMOHR.Demo account - OASIS Marketing

Department
All

Type
DOCUMENT

Service Code
SR-IMAGE - Image Storage

Item Status
All

Retrieved By
 Equals

[Append Search](#) [New Search](#)

When the search has been run, OASIS Bridge will display all documents with images associated with them that met the criteria selected above.

Home Search Add Pick Up Request Service / Material Vault Management Reports Help

Item Results

Showing Page Size 20

Status
☐ Send For Refile (3)
☐ Request (97)





FBU
☐ UK (100)

Customer
☐ DEMOHR Demo account - OASIS Marketing (100)
For: Joe Bloggs

Department
☐ None (100)

Item Type
☐ DOCUMENT (100)

Showing 1 - 20 of 100 Sort by Item Code

	Send to OASIS <input checked="" type="checkbox"/>  Retrieved By Marty Dunlop on 10/12/2024	Item Code: 0000000000003061 surname: Marsh folder name: Marsh Shelley	FBU: UK Customer: DEMOHR:Demo account - OASIS Marketing document type: Appraisals, Probation & CPD Effective Date: 25/11/2024
	<input checked="" type="checkbox"/>  Pending Send Order PLEXUS_DEMOHR USER	Item Code: 0000000000003062 surname: Monk folder name: Monk Nicky	FBU: UK Customer: DEMOHR:Demo account - OASIS Marketing document type: Appraisals, Probation & CPD Effective Date: 25/11/2024



4. From here, we want to select the items with images to download.

Once selected, click on the **View Image** icon from the Results actions.

The screenshot shows the OASIS application interface. The top navigation bar includes links for Home, Search, Add, Pick Up Request, Service / Material, Vault Management, Reports, and Help. On the left, there's a sidebar with filters for Item Results, Status, FBU, Customer, Department, and Item Type. The main area displays a table of items. The first item has a thumbnail of a test pattern and a 'Send to OASIS' button. The second item has a thumbnail of the OASIS logo and a 'Pending Send Order' button. Both items have a 'View Image' icon in the top right action bar, which is highlighted with a red box.

The **View Image** dialogue box opens and displays all the images associated with the items you selected to preview or download. You may need to use the scroll bar on the right hand side to scroll to the bottom of the results if there are many images.

5. To download all the images, check the **Select All** box and click on the **Zip Selected** option or **Download Selected** option.

- **Zip Selected** will save all images to a compressed folder which can then be extracted
- **Download Selected** will download each images separately to your Downloads folder in File Explorer

The screenshot shows the 'View Image' dialogue box. It features a 'Select All' checkbox at the top left, which is highlighted with a red box. Below it are three buttons: 'View Selected', 'Zip Selected', and 'Download Selected'. The 'Zip Selected' and 'Download Selected' buttons are highlighted with a red box. At the bottom right, there is a 'Close' button.



Adding Items FAQs

Q. Do I need to complete all fields when I add new Items to my inventory?

In short, no. Not all fields on the **Add Item** screen are mandatory. The required fields depend on the information your organization needs to record for each item.

If a field is mandatory, it is usually marked with an asterisk (*), for example: ***Alternative Box Number**. These fields must be completed before the system will allow you to save the item.

For **boxes**, you might choose to record an internal reference (e.g. an alternative box number), a brief description of the contents, and a destroy or review date. For **files**, more detailed information may be required, and additional fields may need to be completed.

Q. Can reference fields be made mandatory when adding new items in OASIS Bridge?

Yes. OASIS can configure specific reference fields to be mandatory, helping ensure users consistently record essential information when adding items.

Capturing detailed information for each item improves searchability and overall inventory management. If your internal processes require certain data—such as a **Destroy/Review Date**—to be recorded for all items, we can configure that field to be mandatory during item creation.

To request a field to be made mandatory, please contact the OASIS Bridge Support Team with the following details:

- The **exact name of the field** as it appears on the **Add Item** screen
- The **type of data** you intend to record in the field
- A clear request that the field be set as **mandatory** for all new items

We will be happy to make the necessary updates to support your data entry requirements.



Q. What does the *Retain data entered on add* do if I tick the box?

The **Retain data entered on add** option is a useful feature when you need to add multiple files with similar details. Here is how it works:

1. **Select the Retain data entered on add option.** This will keep all the information you have entered for the first file, allowing you to quickly add subsequent files with the same details
2. **Update the OASIS File Barcode** for each new file. Remember, barcodes must be unique, so ensure you replace the barcode for each new file being added
3. **Other fields** will retain their previously entered values, so you only need to update the barcode or any other specific details that differ between files
4. **Save** each file after entering the necessary details

This feature helps save time and ensures accuracy when adding multiple files with similar information.



Q. I need to add an item to the system on behalf of a colleague. How do I record this in OASIS Bridge?

You can leave the **Requested For** field as the default (which will typically be your own user account)

Alternatively, if you are adding the item for a different user, click on the **link** "Requested For" to update and select the relevant user for whom the item is being added

First Name	Last Name
CC1 Test user 2	
CC1 Test user 3	
CC1 Test user 4	
CC1 Test user 5	
CC1 Test user 6	
CC1 Test user 7	
CC1 Test user 8	
CC1 Test user 9	
CC2 Test user 1	
CC2 Test user 10	
CC2 Test user 11	
CC2 Test user 12	
CC2 Test user 13	
CC2 Test user 2	
CC2 Test user 3	
CC2 Test user 4	
CC2 Test user 5	
CC2 Test user 6	
CC2 Test user 7	

Click Select to proceed.



Q. When I add new items, I am not sure where to enter the data because the reference field headings are too generic. Can these be updated?

Yes. We can update the reference field headings that appear when you add new items in OASIS Bridge.

The default headings may be generic but updating them to more meaningful and relevant labels help ensure users know exactly what information to enter and where to record it. This promotes consistency and accuracy when adding items to your inventory.

To request changes, please contact your **OASIS Bridge Support Team**. These updates are made at the account level and must be configured by our team.

To request a field to be made mandatory, please contact the OASIS Bridge Support Team with the following details:

- The **exact name of the field** as it appears on the **Add Item** screen
- The **type of data** you intend to record in the field

We will be happy to make the necessary updates to support your data entry requirements.



Collections and Pick Up Request FAQs

Q. When should I use the *Pick Up Request* option in OASIS Bridge?

The **Pick Up Request** option should be used when you have barcoded items that need to be collected and either:

- Sent to OASIS for **first-time storage** (i.e., newly added items), or
- Returned **to storage** after being temporarily retrieved.

This ensures that all items are properly tracked and managed within our system.

Q. How many boxes or files can OASIS collect at any one time?

As a general rule of thumb, we recommend that each collection web order include **no more than 30 boxes or 50 files** for clients based in the United Kingdom and **no more than 20 boxes and 50 files** for clients based in the Republic of Ireland.

If you require the collection of more than this volume, we suggest either:

- **Splitting the items across multiple web orders**, or
- **Submitting a single web order and contacting Client Care** for approval.

Our Client Care team will consult with the Operations team to seek approval for collections exceeding the recommended limits and will advise you of any necessary changes.

Q. I have items to go to storage and shredding sacks to be collected? What is the best way to process this collection request?

We recommend submitting **two separate web orders**—one for the items going into **storage** and another for the **shredding sacks**. This ensures each service is processed correctly and avoids any delays or confusion during collection.



Q. I have confidential waste in boxes to be shredded by OASIS. Do I use the Pick Up Request option and select Boxes for this collection?

No, if the boxes contain **confidential waste for shredding**, please use the **Destruction Console/Sack** option under **Service/Material** instead of the Pick Up Request.

*It is important to note that all confidential waste should be either in **Shredding/Destruction Sacks** that are barcoded, **Confidential Waste Console Sacks** or **Confidential Waste Wheelie Bins** that would be collected. We recommend order a supply of Shredding/Destruction sacks and these can be used instead of boxes.*

To order a shredding service, go to **Service/Material** from the menu bar

1. Select the appropriate Service/Material code, **SR-SHRED**, to ensure the items are correctly processed and handled securely according to our shredding protocols
2. Enter the **Quantity** of destruction sacks, consoles or wheelie bins that need to be serviced or collected
 - For example, if you need 2 confidential waste consoles serviced, then enter the 2 in the **Quantity** field
3. The **Comments** text field is there if you'd like to add a note to clarify your order, but it is optional and not mandatory
 - In this example, the user clarifies the number of confidential waste consoles that need to be emptied.
4. To proceed with your order, **click Save** and then **Close**
5. Complete your web-order as per normal process

Service / Material

Customer: UK.DEMOHR.Demo a
Department: DEPT 2.DEPARTMENT
Requested For: Joe Bloggs

Service / Material: SL-JUM - OASIS Jumbo Box Supply (E
Quantity: 0

SL-JUM - OASIS Jumbo Box Supply (Each)
SL-LGEB - Large Barcodes (Box)
SL-OB1.5 - OASIS Medium Box Supply (each)
SL-SACK - Destruction Sacks
SL-SEAL - Security Seals
SL-SMLBC - Small Barcodes (File)
SL-STND - OASIS Standard Box Supply (Each)
SL-TAPBC - Tape Barcode
SR-SHRED - Service - Destruction Console/Sack

Comments

Save Close



Service/Material FAQs

Q. How many flat-pack boxes can I order at any one time?

In short, you can order as many flatpack boxes as you require. If we have sufficient stock, then we will endeavour to fulfil your order.

Note that when ordering flatpack boxes, they are sold in packs of 10, so you must order in multiples of 10. For example, if you require 8 boxes, then you would enter 10 as the quantity required.

Q. Do I need to order box or file barcodes if I am adding new items to my inventory?

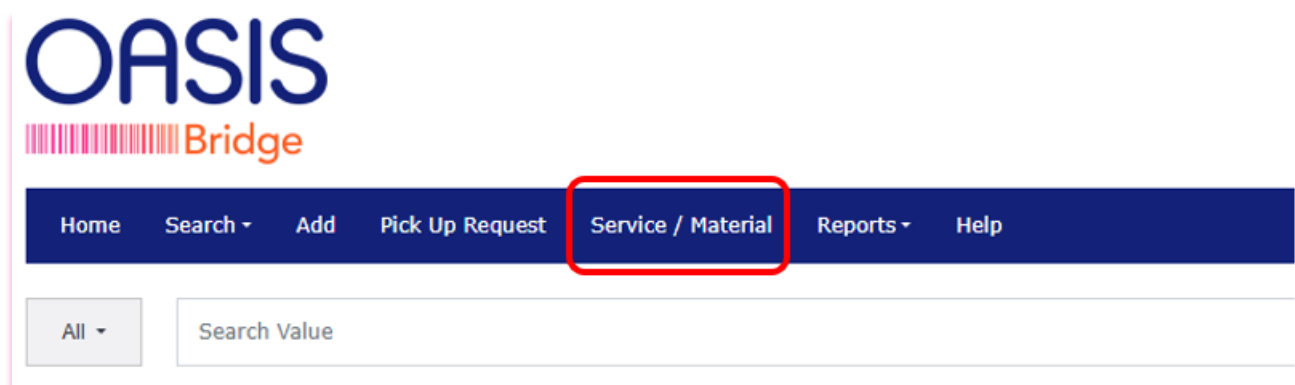
Yes. We require all new items being added to the inventory to be pre-barcoded prior to collection. The Add Item function in OASIS Bridge is designed for users to input the new barcode, File or Box, when adding the new item.

As a tip, if you are adding a box and then you plan to add barcoded files to that box, create the new box first on the system and then add in the files.

Q. I have shredding sacks to be collected. How do I request a collection?

To submit an order for the collection of confidential waste, follow the guidelines below.

1. To start, click on **Service/Material** in the menu bar or select the clickable icon at the bottom of the page





- The **Service/Material** dialogue box will pop up

Service / Material

Customer: UK.DEMOHR.Demo a

Department:

Requested For: Joe Bloggs

Service / Material: SL-CHQ - Sell - Cheque Box

Quantity: 0

Comments:

Save Close

2. If you have access to multiple accounts and need to place an order for a different customer, click the **Customer** dropdown and choose the relevant account. Otherwise, **OASIS Bridge** will default to the account you selected during login
3. To select a specific department for the order, click the **Department** dropdown. If your account does not have any departments set up, you can leave this field blank

Service / Material

Customer: UK.DEMOHR.Demo a

Department:

Requested For: Joe Bloggs

Service / Material: SL-CHQ - Sell - Cheque Box

Quantity:

Comments:

Save Close



4. In the **Service/Material** dropdown, select the **SR-SHRED** shredding service option for the collection of destruction sacks or to service any confidential waste consoles or 120-litre wheelie bins you may have
 - In this example, the user requires two confidential waste consoles to be emptied
 - **Click SR-SHRED - Service - Destruction Console/Sack** option from the dropdown

Service / Material

Customer: UK.DEMOHR.Demo a
Department: DEPT 2.DEPARTMENT
Requested For: Joe Bloggs

Service / Material: SL-JUM - OASIS Jumbo Box Supply (Each) (selected)
Quantity: 0
Comments:

Save Close

SL-JUM - OASIS Jumbo Box Supply (Each)
SL-LGEBBC - Large Barcodes (Box)
SL-OB1.5 - OASIS Medium Box Supply (each)
SL-SACK - Destruction Sacks
SL-SEAL - Security Seals
SL-SMLBC - Small Barcodes (File)
SL-STND - OASIS Standard Box Supply (Each)
SL-TAPBC - Tape Barcode
SR-SHRED - Service - Destruction Console/Sack

6. Enter the **Quantity** of destruction sacks, consoles or wheelie bins that need to be serviced or collected
 - For example, if you need 2 confidential waste consoles serviced, then enter the 2 in the **Quantity** field
7. The **Comments** text field is there if you'd like to add a note to clarify your order, but it is optional and not mandatory
 - In this example, the user clarifies the number of confidential waste consoles that need to be emptied.
8. To proceed with your order, **click Save** and then **Close**



Service / Material

Customer: UK.DEMOHR.Demo account - OASIS Marketing
Department: DEPT 2.DEPARTMENT 2
Requested For: Joe Bloggs

Service / Material: SR-SHRED - Service - Destruction Console/Sack

Quantity: 2

Comments: Please service 2 x waste consoles

Save Close

- When you click **Close**, you will notice that the **Items on Order** cart has been updated with 1 item added
 - The screen will show a summary of the items currently in the cart
8. To continue with the order request, **click Send Order** and complete the order details

Hello Joe Bloggs - Log Out

UK.DEMOHR.Demo account - OASIS Marketing

Items On Order (1)

Service / Material Reports - Help

Showing 1 - 1 of 1

DEMOHR: Demo account - OASIS Marketing

Send order

<input type="checkbox"/> Remove	Service / Material: SR-SHRED - Service - Destruction Console/Sack	FBU: UK
<input checked="" type="checkbox"/> selected	Department: DEPT 2.DEPARTMENT 2	Customer: DEMOHR:Demo account - OASIS Marketing
<input type="checkbox"/>		Quantity: 2
Service / Material for Joe Bloggs		



Q. What size boxes should I order?

The size of the box you require will depend on the type of files or documents you plan to store in it. As a general rule of thumb, the following factors may help determine the appropriate box size:

Standard Box

Dimensions: H26.5cm x W32cm x L42cm
Cubic Feet: 1.25
Service Code: OSB-1.25 or SL-STND

What can I store in a Standard Box?

Generally, anything that is A4 in size or smaller can be stored in the Standard Box

Medium Box

Dimensions: H28cm x W35cm x L42.5cm
Cubic Feet: 1.50
Service Code: OSB-1.50

What can I store in a Medium Box?

Anything that is slightly larger than A4 in size or smaller can be stored in the Medium Box

Jumbo Box

Dimensions: H27cm x W40.5cm x L49cm
Cubic Feet: 1.90
Service Code: OSB-1.90 or SL-JUM

What can I store in a Jumbo Box?

The Jumbo size box will accommodate large file folders, such as Lever Arch folders

Our support teams are currently updating Service Codes to ensure full alignment across all accounts and the regions where our clients are based.

You may notice these codes when selecting an option under **Service/Material**. For example, if you currently see codes like **SL-STND**, this will soon be updated to **OSB1.25**. The same applies to **SL-JUM**, which will also transition to a new standardized code.

These changes are part of our ongoing efforts to streamline and improve consistency across our systems. Thank you for your understanding as we make these updates.



Inventory Reports

Q. How can I find out what I have in storage with OASIS?

There are several ways to extract an inventory report from OASIS Bridge. As a user, you will know what information you are looking for in advance of creating the report, such as running inventory based on a specific department or item type, running a partial inventory on items that are being charged storage on your billing cycle or running a full inventory on items regardless of their current status.

The guidelines below will support you in extracting the inventory in several ways, including running an Advanced Item Search and exporting the inventory to PDF or Excel and also running an inventory report through the General Reporting section.

Advanced Inventory Search

- From the home screen, **click Search** on the menu bar or the clickable icon at the bottom of the screen
- Complete the reference fields if you need to narrow your inventory down by department
- In the example below, an inventory that can be exported will include only items that are scanned to *Department* Dept2, are of *Box* item *Type* and have a current *Item Status* of In/Out
- We recommended splitting inventory reports by department or other logical segments to improve efficiency. Performing an inventory search on all items with all status set as **All** will result in longer search times
- Click on the **New Search** button at the bottom to execute the query



OASIS
Bridge

Home Search Add Pick Up Request Service / Material

Home / Search / Advanced Inventory Search

Advanced Inventory Search

Customer
UK.DEMOHR.Demo account - OASIS Marketing

Department
DEPT 2.DEPARTMENT 2

Type
BOX

Service Code
All

Item Status
In / Out









Retrieved By
 Equals

Append Search New Search

- When the query is completed, OASIS Bridge will show all the results based on the criteria selected previously
- Highlighted areas show the total number of results, *Showing 1 - 20 of 31*, and the report options to select what format to export the inventory to using the Inventory Report or Excel Report options

Home Search Add Pick Up Request Service / Material Reports Help

Showing 1 - 20 of 31 Sort by: OASIS Barcode

Item Results Showing Page Size 20		Send to Oasis <input checked="" type="checkbox"/>   	OASIS Barcode: 03637846 FBU: UK Department: DEPT 2.DEPARTMENT 2 Add Date: 07/12/2020 Retention: 12 Years - 12 Years	Child Item(s): (42) Customer: DEMOHR:Demo account - OASIS Marketing Internal Box Reference: Leavers 2002 Destroy/Review Date: 31/12/2032
Status <input type="checkbox"/> Send For Refile (5) <input type="checkbox"/> Request (26)		Request from Oasis <input checked="" type="checkbox"/>   	OASIS Barcode: 03637862 FBU: UK Department: DEPT 2.DEPARTMENT 2 Year: 2024 Add Date: 07/12/2020 Retention: 12 Years - 12 Years	Child Item(s): (80) Customer: DEMOHR:Demo account - OASIS Marketing Internal Box Reference: PAYE 2017 Additional Information: test Destroy/Review Date: 31/12/2032

Item Results
Showing Page Size 20

Status
☐ Send For Refile (5)
☐ Request (26)

FBU
☐ UK (31)

Customer
☐ DEMOHR Demo account - OASIS Marketing (31)
For: Joe Bloggs

Department
☐ DEPT 2.DEPARTMENT 2 (31)

Item Type
☐ BOX (31)



Inventory Export Report

You can generate a quick inventory report from the results that are on screen. OASIS Bridge will enable the user to export the inventory to different formats, including PDF (Default format) and Excel.



- To generate the inventory report, **click on the Inventory report** icon

Inventory Report

Report Name
Inventory Export

Report Type
PDF

Print Close

- Select the **Report Type** dropdown and choose the relevant file format to report on

Inventory Report

Report Name
Inventory Export

Report Type
PDF

PDF
Image
Word
Excel (XLS)
Excel (XLSX)
HTML

- Click Print** and the report will open in a separate browser tab



Inventory Report

Report Name

Inventory Export

Report Type

PDF

Print

Close

- The Inventory Export will display similar to the extract seen below

18/02/202511:25

Inventory Export

OASIS Great Britain

Customer: DEMOHR – Demo account – OASIS Marketing

Item Type	OASIS Barcode	Parentcode	Department	Internal Box Reference	Year	Additional Information	Reference 4	Reference 5	Reference 6	Reference 7
BOX	DSB46515748		DEPARTMENT 4	BOX 1703	2023	Attendance records 2023				

Item Type	OASIS File Barcode	Parentcode	Department	Employee ID	Forename	Surname	Email	Fathers Name	Mothers Name	Date of Joining
FILE	DSF46515788	DSB46515748	DEPARTMENT 4							
FILE	DSF46515869	DSB46515748	DEPARTMENT 4							



Q. Can I export my inventory results in Excel?

If you want to download the search results from **OASIS Bridge** into an **Excel** file for further analysis or record-keeping.



How to Export Search Results to Excel

1. Run the Search

- First, ensure that you have performed your search and have the results displayed on the screen

2. Click on Excel Export

- In the search results screen, look for the **Excel Export** button, usually located at the top or bottom of the page
- Clicking this button will trigger the system to prepare the search results for export

3. Download the Excel File

- After clicking the **Excel Export** button, the system will generate an Excel file with all the details of your search results
- This file will be automatically **downloaded to your computer**

4. Locate the File

- The downloaded file will typically be saved in your **Downloads folder** (or the folder designated for downloads based on your browser settings)
- The file will be named with a default name or may include a timestamp to differentiate it from other files

5. Open the Excel File

- Navigate to the **Downloads folder** and open the Excel file. The contents will include the data of the items found in your search results, allowing you to manipulate, sort, or analyze the data as needed