

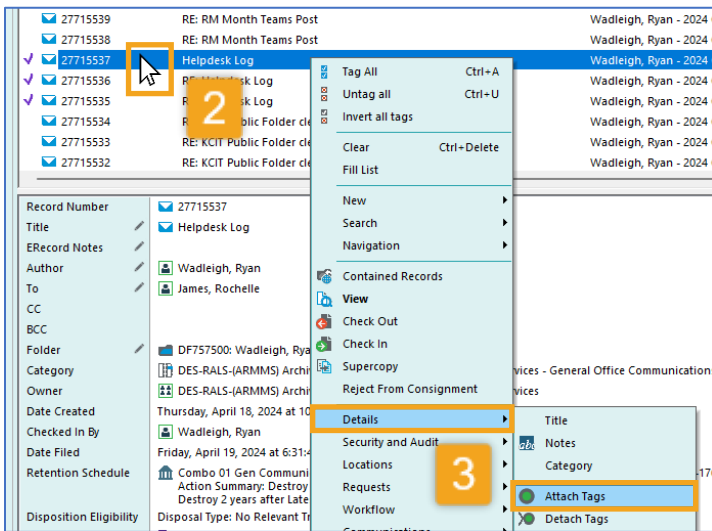


# Content Manager (CM) Guide

## Deletion Requests

This is guidance for how to submit a request to delete records from Content Manager that you think should be removed. All users can [edit records](#) in Content Manager (including moving them to a different folder; changing their category; or editing their title, associated dates, or other metadata). The only thing that users cannot do is delete a record. If you think any records should be deleted/removed from Content Manager, follow the instructions on this guide.

Acceptable reasons for deletion include: **empty** folders or boxes that are **not needed** or were **created in error**, **transitory** records (including personal/non-work related), or **duplicate** records. Aside from records removed for those accepted reasons, all records in Content Manager will remain for the duration of their retention period according to their retention schedule. We are unable to delete any records that are on a legal hold.



Start by [opening](#) Content Manager

### 1. Locate the records that you think should be deleted

Pro Tip: to request deletion of multiple records at one time, first tag all records you want to delete and follow the same steps below. Click **OK** and **Yes to All** when prompted.

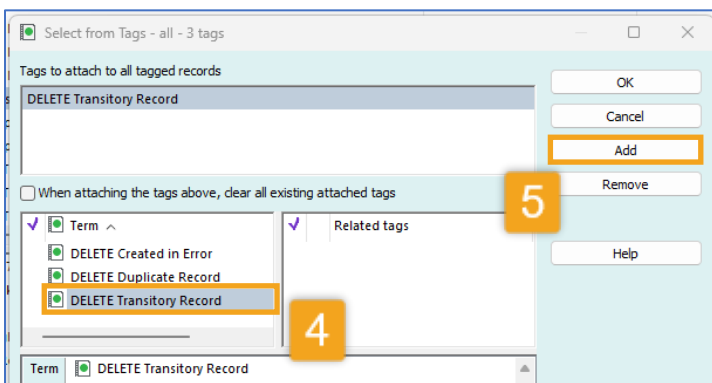
### 2. Right click on the record

### 3. Select **Details** and **Attach Tags**

### 4. Select (highlight) the reason for deletion

### 5. **Double click** on the reason OR select **Add**

*[continued next page]*

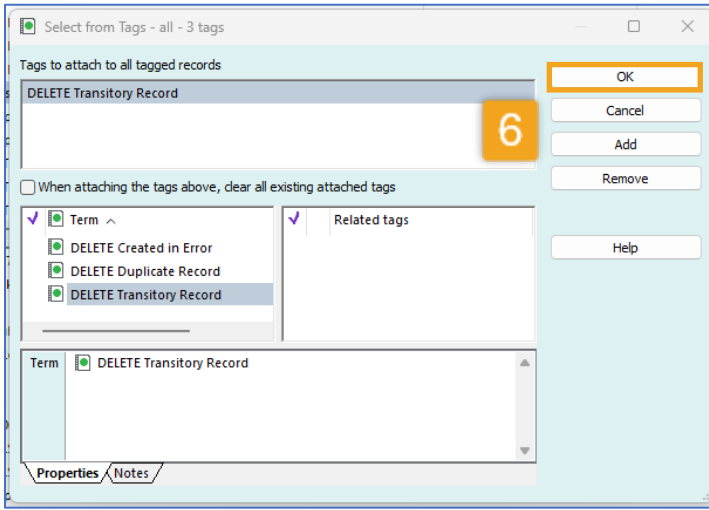


King County Records Management Program  
206-477-6889 – [records.management@kingcounty.gov](mailto:records.management@kingcounty.gov)  
[www.kingcounty.gov/recordsmanagement](http://www.kingcounty.gov/recordsmanagement)



# Content Manager (CM) Guide

## Deletion Requests

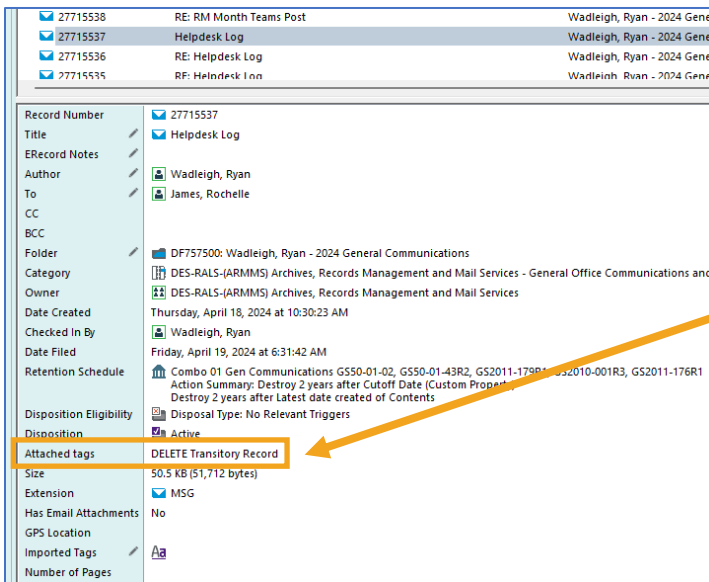


### 6. Select OK

That's all. Records Management will review your request and *might* follow-up by email if they have any questions. Otherwise, they will periodically delete records requested through this process. There is no need to separately contact Records Management unless there is a time urgency and you would like the records to be deleted as soon as possible.

If you need to **cancel** a deletion request, you can do that by following the same steps in this guide and select **Detach Tags** in **Step 3** (instead of Attach Tags).

To confirm that your deletion request has been added/submitted, look at the **Attached tags** field in the details pane for each record in Content Manager.



King County Records Management Program  
206-477-6889 – [records.management@kingcounty.gov](mailto:records.management@kingcounty.gov)  
[www.kingcounty.gov/recordsmanagement](http://www.kingcounty.gov/recordsmanagement)