

PAGECENTER DOCUMENT RESTORE INSTRUCTIONS

The PageCenter Document Restore Instructions are designed to explain the steps you should take to restore a vaulted document within PHEAA's secure reporting repository, PageCenter. When documents are in a vaulted status, they require restoration before viewing. This applies to documents that may be in a "VAULT-1" or "VAULT-2" status.

Determining if the Document Needs Restored:

If you are attempting to open a document and you receive the message "Invalid Action - Pageset is in the Vault, a RESTORE is needed," you must use restore to move the document to archive.



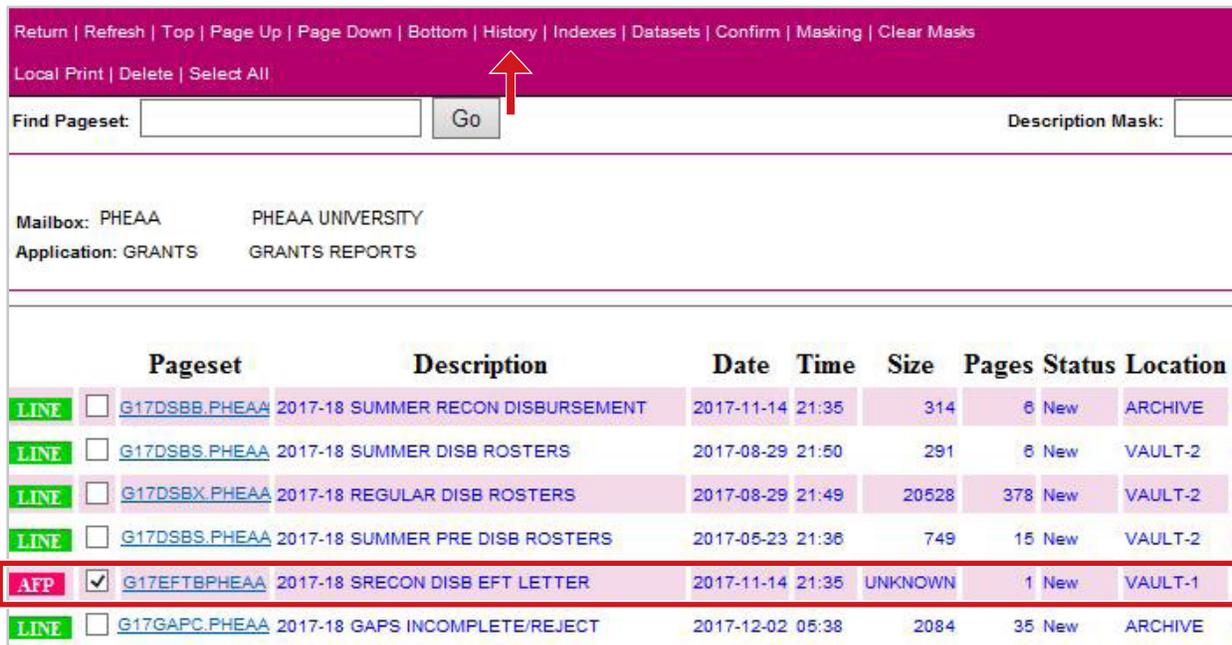
You can also determine if a Pageset needs to be restored by looking at the Location column.

- "ARCHIVE" – The document is available for viewing.
- "VAULT-1" – The document requires restoration and can be restored by the user.
- "VAULT-2" – The document needs to be restored by PHEAA staff.

Restoring Vault-1 Items:

Documents that are in a "Vault-1" status may be restored by the user by performing the following steps:

1. Locate the document that you wish to restore within your PageCenter mailbox and check the box to the left of the Pageset name.
2. Click on the "History" link located in the PageCenter toolbar.



The screenshot shows the PageCenter interface. At the top, there is a navigation bar with links: Return | Refresh | Top | Page Up | Page Down | Bottom | History | Indexes | Datasets | Confirm | Masking | Clear Masks. Below this is a toolbar with Local Print | Delete | Select All. A search bar contains "Find Pageset:" and a "Go" button. A red arrow points to the "History" link in the navigation bar. Below the search bar, there is a section for Mailbox: PHEAA and Application: GRANTS. The main content is a table with columns: Pageset, Description, Date, Time, Size, Pages, Status, and Location. The table contains several rows, with the row for "G17EFTBPHEAA" highlighted in red and its checkbox checked.

	Pageset	Description	Date	Time	Size	Pages	Status	Location
LINE	<input type="checkbox"/> G17DSBB.PHEAA	2017-18 SUMMER RECON DISBURSEMENT	2017-11-14	21:35	314	6	New	ARCHIVE
LINE	<input type="checkbox"/> G17DSBS.PHEAA	2017-18 SUMMER DISB ROSTERS	2017-08-29	21:50	291	6	New	VAULT-2
LINE	<input type="checkbox"/> G17DSBX.PHEAA	2017-18 REGULAR DISB ROSTERS	2017-08-29	21:49	20528	378	New	VAULT-2
LINE	<input type="checkbox"/> G17DSBS.PHEAA	2017-18 SUMMER PRE DISB ROSTERS	2017-05-23	21:36	749	15	New	VAULT-2
AFP	<input checked="" type="checkbox"/> G17EFTBPHEAA	2017-18 SRECON DISB EFT LETTER	2017-11-14	21:35	UNKNOWN	1	New	VAULT-1
LINE	<input type="checkbox"/> G17GAPC.PHEAA	2017-18 GAPS INCOMPLETE/REJECT	2017-12-02	05:38	2084	35	New	ARCHIVE

3. Check the box to the left of the Pageset name.
 - a. If multiple versions of a document exist under that Pageset, select the version(s) you wish to restore.

4. Click "Restore" from the PageCenter toolbar.

5. A new window will appear which allows you to confirm the requested document restore. Click "Restore" again.

6. The document location will change from "VAULT-1" to "ARCHIVE." Once the location changes, the document is now ready for viewing.

Note: You may need to click "Refresh" in the PageCenter toolbar to ensure the document restoration is complete before attempting to view.

Restoring Vault-2 Items:

Documents that are in a "Vault-2" status must be restored by a PHEAA staff member. To have a document restored from this level, you should reach out to a PHEAA associate via [email](#) or [telephone](#). In your request, please identify the exact document and report version, if applicable, you wish to have restored.

Note: Once the restoration request is complete, the item will be available until the end of the current day. Therefore, "VAULT-2" restorations should be retrieved as soon as possible.

If you need additional assistance with PageCenter, please contact State Grant and Special Programs staff at **1.800.443.0646**.