

Office of Information Affairs

Text Message Capture Quick Guide

To comply with [Departmental Regulation DR-3080-001](#), Records Management, you must ensure that you capture any text and other electronic messages not held in the official recordkeeping system.

The table below provides an overview of the steps needed to capture text messages. At this time, text messages must be captured using the below method whether sent on a personal or government furnished cellular device.

Table 1: How to Capture Text Messages

No.	Step	Android	iPhone
1	Take Screen Shots of SMS / Text Messages, or other applications.	<ul style="list-style-type: none"> • Press Power and Volume Down buttons at the same time. • To view photos, open Photos, then go to Albums or Documents > Screenshots. 	<ul style="list-style-type: none"> • Using Touch ID and a Side Button: Press Side button and Home button at the same time. Quickly release both buttons. A thumbnail will be saved to your Photo Library. • Using Touch ID and a Top Button: Press Top button and Home button at the same time. Quickly release both buttons. A thumbnail will be saved to your Photo Library. • To view photos, open Photos, then go to Albums > Media Types > Screenshots.
2	Capture all official business content and preserve the date and contact information in the messages.	<ul style="list-style-type: none"> • Review all apps that are non-official apps from which you may have sent messages, and capture screen shots of those as well. 	<ul style="list-style-type: none"> • Review all apps that are non-official apps from which you may have sent messages, and capture screen shots of those as well.
3	Email screen captures to Official Account.	<ul style="list-style-type: none"> • Open Email application or Outlook. • Compose a Message. 	<ul style="list-style-type: none"> • Open Outlook. • Compose a Message.



		<ul style="list-style-type: none"> • Enter official USDA email address as the Recipient. • Tap Paperclip icon to attach file. • Select “Choose from Photo Library.” Also choose videos from the Library during this step. • Select all business-related photos that are required for retention, then tap “Done.” • Tap “Send” to send the message to yourself. • Repeat the above steps until each of the photos, videos, and screen captures are sent. 	<ul style="list-style-type: none"> • Enter official USDA email address as the Recipient. • Tap Paperclip icon to attach file. • Select “Choose Photo from Library.” Also choose videos from the Library during this step. • Select all business-related photos that are required for retention, then tap “Add.” • Tap “Send” to send the message to yourself. • Repeat the above steps until each of the photos, videos, and screen captures are sent.
4	Forward any emails sent using non-official accounts to your Official Account.	<ul style="list-style-type: none"> • If emails were sent using government provided apps for official accounts (such as Outlook), emails have already been captured. However, if you sent emails using iCloud, Gmail, or any non-official accounts, (and did not copy official accounts) you must now forward those emails to your official account. 	
5	File captured records with Program records.	<ul style="list-style-type: none"> • Your email is not available to the rest of your team. Ensure that you print emails to PDF and file them with the rest of your program records, if the information needs to be shared and does not exist elsewhere. 	

For any questions, contact the Departmental Records Program:

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