

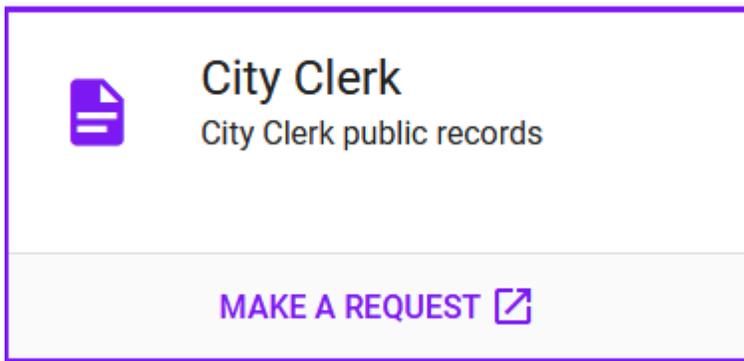
The Public Portal

The public portal provides requesters the ability to create new requests, track the status of those requests, download documents, and make payments among other features.

Note: Many of the features listed here are configurable and customizable; For customization options reach out to support@justfoia.com or call us at 800-342-2633. Support is available Monday - Friday 8am - 8pm EST.

New Requests

Public users can submit new requests from the 'New Request' tab by selecting the 'Make a Request' button below the desired form. When forms are made public, they are listed in this section in the order that they are published.



1. Select 'Make a Request' beneath the desired form.
2. Fill the form fields with any relevant information.
3. Submit.
4. Make a note of the request number and security key (if required), these will be used for tracking the request.
5. (Optional) For easier request management, follow the link in the confirmation window to create an account.
6. If an email was provided, a confirmation email will be sent.

Search Archive

The request archive features completed requests that have been made available to the public. Public users can view the details and download the documents associated with a request.



NEW
REQUEST



SEARCH
ARCHIVE



TRACK
STATUS

REQUEST NUMBER

Z-5-2020

Please enter your request number exactly as it appears in your confirmation

TRACK

1. Navigate to a request.
2. Select the 'Additional Options' menu at the top right corner of a request.
3. Select 'Public Portal Settings' from the dropdown menu.
4. Check 'Is Searchable' to make the request public.
5. (Optional) Set a date after which the request will no longer be listed in the search archive.
6. (Optional) Provide tags to improve searchability in the archive.
7. Save.

Note: The request will not become searchable in the archive until the request is completed.

Track Status

Tracking the status of a request provides requesters the option to pay fees, view request details, and view response documents.

1. Select the 'Track Status' tab.
2. Enter the request number and security key (if required).
3. Select 'Track'.

Downloading Documents

- Available documents will be listed here, and become available for download based on the configuration of both the file and the [System Configuration](#).
- Documents can be downloaded individually by clicking each file, or all at once by selecting 'Download All'.
- The process of 'downloading all' takes time to complete but only occurs once per request. If more files are added the process will have to restart to account for the newly added file(s).

Your download will start shortly...



Depending on the size and number of attachments being bundled this could take several minutes to hours.

You may enter an email address that you would like to be notified at once your download its ready.

Email Address

ADD

1. Select 'Download All' to save all available files to a zipped file.
2. This process may take several minutes depending on the file size. If desired, provide an email in the box to have an email sent to you when the files are ready to be downloaded.
3. When the files are ready, the zipped file will be automatically downloaded (if your browser supports it), otherwise select 'click here' to download the zip file.