



FOIA Online

FOIAonline provides agencies with an efficient and consistent way to manage and respond to FOIA requests. It is an online repository and secure processing system that improves upon functionality currently available to agencies. Agencies benefit by storing requests and responses in a single location, which allows for reuse, and report generation.

Dashboards

The **dashboard** is a central location that provides access to every **request, appeal, task, consultation, and referral** entered in the system. The three items on the dashboards are: **My Cases**, **Unassigned Cases**, and **Assigned Cases**. The user roles determine the dashboards that are displayed. To access the dashboard:

Sign-in to FOIAonline with your user account:
The Dashboard and Create options are displayed on the left

- (A) My Cases
- (B) Unassigned Cases
- (C) Assigned Cases
- (D) New Request
- (E) New Consultation
- (F) New Referral

Dashboards

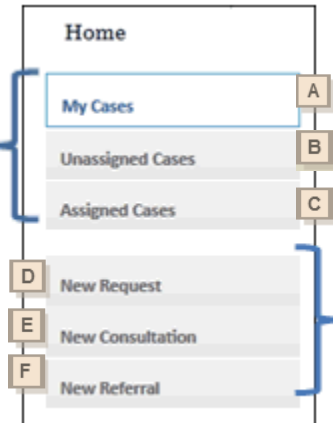



Figure 1: FOIA Dashboard

My Cases

Every user role has the **My Cases** dashboard. This dashboard displays all items such as requests, appeals, tasks, consultations, and referrals that have been specifically assigned to the individual currently signed-in to FOIAonline.

- (A) Click the **Request Tracking Number** to view the request
- (B) Request type
- (C) Request track(e.g. **Complex** or **Simple**)
- (D) Current status of the request
- (E) Click  to view the request description
- (F) Click the **Filter** dropdown to sort the results displayed by **Type**








Filter Request  F							Results 25 
item found, displaying all items. 1							
Tracking Number	Type	Track	Requester	Submitted	Due	Status	Detail
 DOC-OS-2012-000151	 Request	 Simple	Robert Wilson	08/21/2012	09/17/2012	 Assignment Determination	 
item found, displaying all items. 1							
Export options: CSV Excel							

Figure 2: My Cases Dashboard

Unassigned Cases

The **Unassigned Cases** or “Group Box” dashboard is available to the **National Team**, **Coordinator**, and **Public Liaison** roles. Unassigned Cases is the default dashboard at the organization level, therefore multiple users can access this dashboard.

Note: To reduce the risk of errors, it is recommended that items are not processed while still unassigned.

Assigned Cases

Once a request, appeal, task, consultation, or referral is assigned to an organization or an individual, it is displayed in the **Assigned Cases** dashboard.

How to Create a Request

A **Request** can be submitted thru **FOIAonline**, **mailed**, **faxed**, or **emailed** directly to an agency. By accessing FOIAonline public users can create accounts to submit and track the progress of their requests. The request is submitted directly to the FOIA agency for processing. **To manually create a request:**

From the Create Options located below the dashboard, click the **New Request** button

Sections on the **Request Form:**

- Contact Information
- Agency and Fee Information** →
- Description
- Request a Fee Waiver
- Request Expedited Processing
- Attach Supporting Files

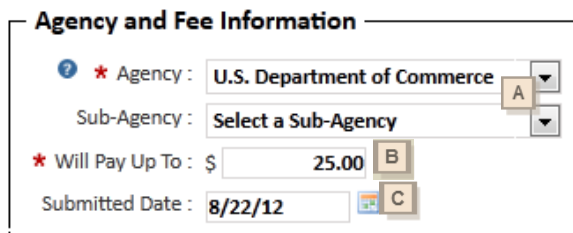


Figure 3: Agency User Create Request

- The **Agency** is displayed, select a **Sub-Agency**(if applicable)
- Enter the amount the requestor is willing to pay
- The **Submitted Date** defaults to the current date, but can be backdated
- Click the **PREVIEW** button(not displayed) to continue to the next page to preview the request before submission.

New Consultation

A **Consultation** received outside of FOIAonline from a non-participating agency can be manually entered into the system. **Note:** These consultations are entered into the system for tracking and reporting. Therefore, consultations from non-participating agencies will still need to be responded from outside the system.

Click **New Consultation** on the dashboard

- To upload an attachment, click **Select Files** button(optional); **Note:** Only 1 record can be attached
- Click **Next** to go to the next page(**Figure 5**)
 - Enter consultation data
 - Click **Create and Complete** to create/complete the consultation
 - Click **Create** to save and process later**Note:** If saved, the consultation can be accessed from the **My Cases** dashboard for further review and processing

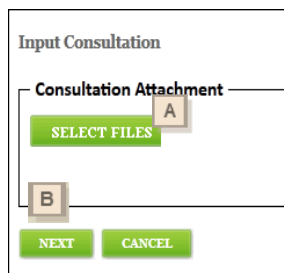


Figure 4: Input Consultation Page 1

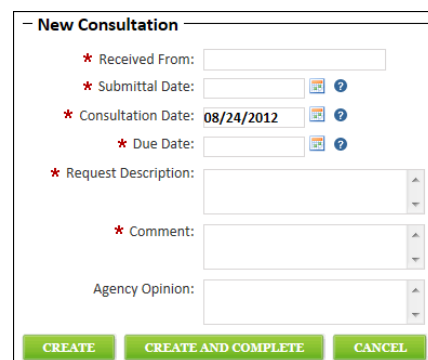


Figure 5: Input Consultation Page 2

New Referral

A **Referral** received outside of FOIAonline from a non-participating agency can be manually entered into the system. The **Creating a Referral** page is similar to the **Create Request** page with the exception of the :

- Referral Date, and
- Comment Field

Note: Once the referral is created it will display in the appropriate **Unassigned Cases** dashboard



Figure 4: Create Referral