



USER'S MANUAL

VERSION 3.4.22

For technical assistance: openrecords@records.nyc.gov

Last Updated: February 5, 2024

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Overview

New York State's Freedom of Information Law (FOIL) is intended to enable effective oversight of - and visibility into - the City's operations and prevent waste and corruption. As such, it is critically important that New Yorkers can easily and efficiently submit FOIL requests and City agencies have the tools needed to quickly and accurately respond to those requests; the public can check on the status of requests; and the City can be held accountable for responding in an effective and timely manner. The web application, OpenRecords, provides these functions in an easy to use manner.

New Features for Version 3.4.22

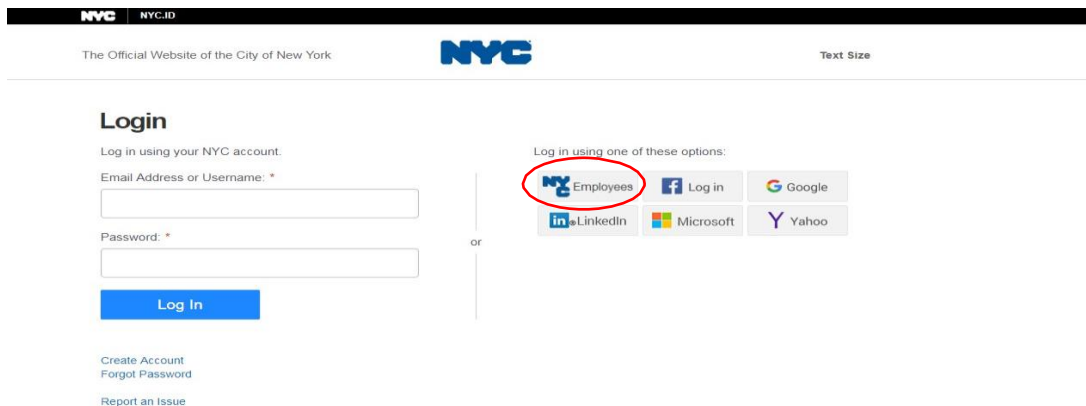
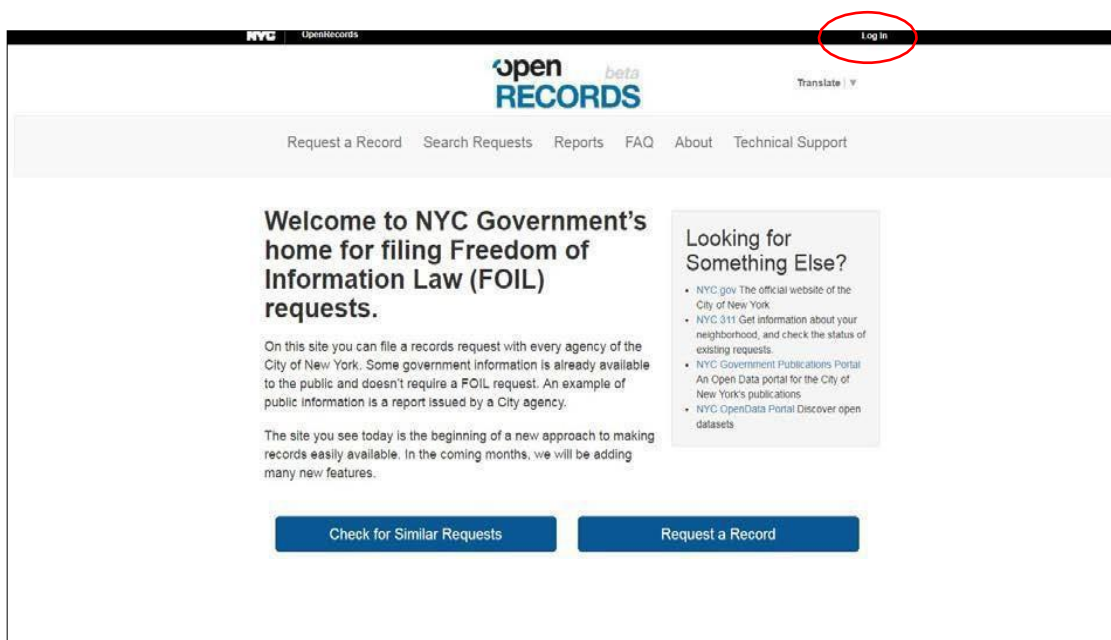
Dataset Checkbox and data source

- Agency user to specify if the File/Link responses contain data, table or reports from agency database or system.
- If 'Yes', provide the source or sources of this data, to help identify any data that should be added to OpenData.
- New Denial/Close reasons added.

Getting Started

The web address for the OpenRecords application is: <http://nyc.gov/openrecords>

To login as an agency or a public user with an account, select Log In in the top right of the home page



Agency users log in with the same network credentials used to login on their computer. Agency Users select the NYCEmployee button to login.

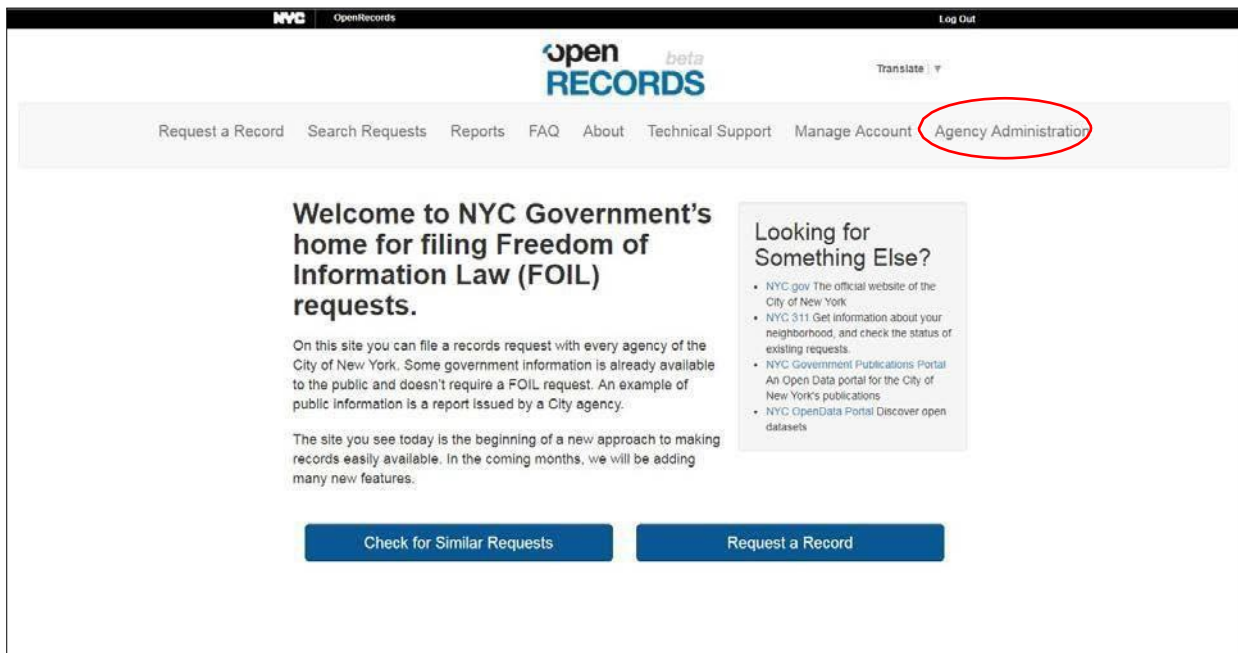
Disable Concurrent Sessions

An agency user already logged in to OpenRecords will not be able to login to start another session until logging out of the current session

Agency Administration

Agency administrators can change agency user's roles and remove agency users from the Agency Administrator option on the navigation bar.

To add new users to an agency, an administrator from the agency needs to send an email to openrecords_support@nycrecords.atlassian.net with the user's first name, last name, email and role (Admin or User).



After the user is added, the agency administrator can update a user's role as either an agency administrator or a User within the portal. This is accomplished by toggling between User and Admin.

An agency administrator can remove an agency user by selecting the checkbox under the red trash can icon for a specific user, then clicking the red trashcan. The user will be placed into the Add Agency Users dropdown box and can be added to the agency again if necessary.

Manage Agency Users

Add Agency Users

☐ Administrator

ID	Name	Email	User	Admin	
f585ecb-8b08-41ba-9b74-c98677dce83	Susan Damplo	sdamplo@records.nyc.gov	☐	☒	☐

To add a user to the portal, use the following steps:

- 1) Agency Administrator requests a new user via OpenRecords support.
- 2) OpenRecords support adds the user into the database (without activating them) and notifies the Agency Admin that the user has been added to the database
- 3) Agency Administrator logs in and activates the users account as either an admin or user

Manage Agencies and Agency Users

Current Agency

(ACTIVE) Department of Records and Information Services (DORIS) ▼

ID	Name	Email	User	Admin	
633ee135-8ef6-4771-89f3-cb386f95037d	Pauline Toole	test@mailinator.com	☒	☐	☐
13CC6A88262C7248E59B13CC6A88262C	Ken Cobb	test@mailinator.com	☐	☒	☐
8651b53e-ec7a-4956-9817-e4b94931ba8e	Susan Damplo	test@mailinator.com	☒	☐	☐
8702e888-a1f3-430a-a21f-9ccf14761a69	Panagis Alisandratos	test@mailinator.com	☒	☐	☐
25235909DFE6D74C949825235909DFE6	Gary Zhou	test@mailinator.com	☐	☒	☐
489744CF7AAD21405BBA489744CF7AAD	Joel Castillo	test@mailinator.com	☐	☒	☐
1187e057bb294972bcd1181a7f6a6e3	Joel Castillo	jocastillo@records.nyc.gov	☐	☒	☐

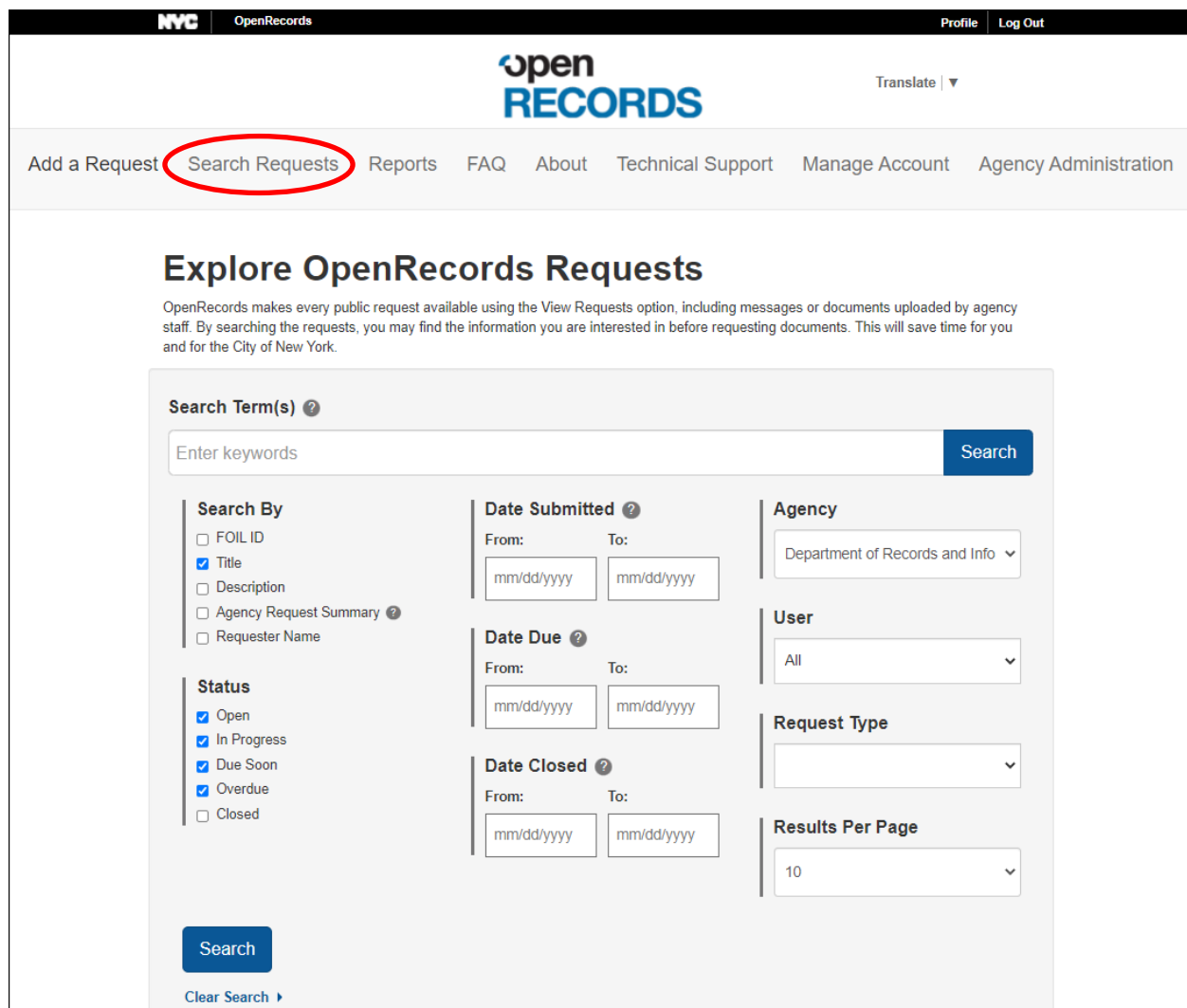
Request a Record

Select the Request a Record option from the navigation bar.

Agency users can create FOIL requests received from requesters through alternative methods (i.e., mail, fax, etc.) so the request is entered into and tracked within the portal.

Note: Below is the view of the Request a Record page for agency users who have logged into the

OpenRecords portal. The agency user using this feature to add a request to the portal does not have to select an agency name; the application will automatically submit the request to the user's own agency unless the user is a multi-agency user. Multi-agency users must choose which of their assigned agencies will receive the request from an Agency dropdown menu. The Agency dropdown option will only appear if the agency user is assigned to multiple agencies.



NYC OpenRecords Profile Log Out

open RECORDS Translate ▼

[Add a Request](#) [Search Requests](#) [Reports](#) [FAQ](#) [About](#) [Technical Support](#) [Manage Account](#) [Agency Administration](#)

Explore OpenRecords Requests

OpenRecords makes every public request available using the View Requests option, including messages or documents uploaded by agency staff. By searching the requests, you may find the information you are interested in before requesting documents. This will save time for you and for the City of New York.

Search Term(s) ?

Enter keywords Search

Search By

- ☐ FOIL ID
- ☒ Title
- ☐ Description
- ☐ Agency Request Summary ?
- ☐ Requester Name

Status

- ☒ Open
- ☒ In Progress
- ☒ Due Soon
- ☒ Overdue
- ☐ Closed

Date Submitted ?

From: mm/dd/yyyy To: mm/dd/yyyy

Date Due ?

From: mm/dd/yyyy To: mm/dd/yyyy

Date Closed ?

From: mm/dd/yyyy To: mm/dd/yyyy

Agency

Department of Records and Info ▼

User

All ▼

Request Type

▼

Results Per Page

10 ▼

Search

[Clear Search](#) ▶

Note: The request details written here will not be visible to the public. However, your agency may post a description of the records provided.

Upload File (Must be less than 20 Mb)

Choose File Clear File

Private Information

Receipt Information

Format Received (required)

Request Date (required)

2017-01-25

Personal Information ?

This information will not be publicly viewable on this site. You must provide contact information so that the agency can respond to your request for records.

First Name (required)

John

32 characters remaining

Last Name (required)

Doe

Requesting a record as an agency user is similar to the public user process, however, the agency user must enter the format in which the request was received and the date the request was submitted to the agency

For release 3.1 this label was changed to Agency Received Date (required).

Private Information

Receipt Information

Format Received (required)

Agency Received Date (required)

01/30/2019

Kiosk Mode for Request Forms

- A user can access OpenRecords in Kiosk Mode to submit a request at a specific agency as a default for walk-in purposes.
- Agencies using OpenRecords for public kiosks or terminals can create a bookmark or homepage that automatically fills in the category, agency, and/or request title for a request. Additionally, the bookmark can be set to make these fields static and prevent users from modifying.

- A request for a kiosk URL can be submitted to OpenRecords by submitting a ticket using the Support Desk.

Request a Record

Please make your request specific so you receive the fastest service. After you submit a FOIL request you will receive a confirmation number so you can track the status of the response. The agency will notify you about how much time is required to respond to your request.

Category (optional)

Selecting a category helps clarify which agency will receive the request by listing agencies grouped by categories.

Public Safety ▼

Agency (required)

Select the agency that will handle your request.

New York City Police Department (NYPD) ▼

▼ Show Agency Instructions ▼

Request Title (required)

Request Title

90 characters remaining

Note: The agency, category, and title of your request will be visible to the public. Do not enter personal information here.

Ex: Queens Blvd Roadwork Permit.

Search Requests

After logging into the portal, select the Search Requests option on the navigation bar. An agency user can search by the following attributes of a request:

FOIL ID – The FOIL ID is a unique request identifier

Title – The title given to a request by the requester

Description – The description given by the requester. The requester’s description is never made public.

Agency Request Summary – The description given by the agency. This agency summary can be made public by an agency user.

Requester Name – The name of the individual opening the request.

Date Received – Date range that requests were submitted.

Date Due – Date range when requests are due.

Date Closed - Date range when requests were closed.

Agency – This field will default to the agency using the portal.

User – Search by User to find assigned requests. Administrators are able to search requests for each individual user in their agency and all agency requests. Agency users can only see their assigned requests and all agency requests.

Status - (Open, In Progress, Due Soon, Overdue, Closed) – Status of requests. Open is prior to acknowledgment. In Progress is after acknowledgment until two days before due date. Due Soon is two days before the due date. Overdue is past the due date. Closed is after the agency completed or denied a request.

Date Submitted - This filter will allow the agency user to search by the most recent date submitted.

ID	Date Submitted ▼	Title	Agency	Date Due	Date Closed	Requester Name
FOIL-2018-860-00211	09/10/2018	Test Request	DORIS	09/11/2018	09/10/2018	Martin Batey

The Generate Results CSV button will export the search results to a file that can be exported to Excel. The status of the requests has been added to the CSV export.

Agency Users Generating a CSV

- Agency users see the public user view when they search for requests from other agencies
- Agency user CSV exports do not include requests that do not belong to the agency.

Generate Results CSV

Please note that some requests in the results as well as the CSV export will be redacted if they belong to an agency other than your own. This is to protect the confidential information of those requesters.

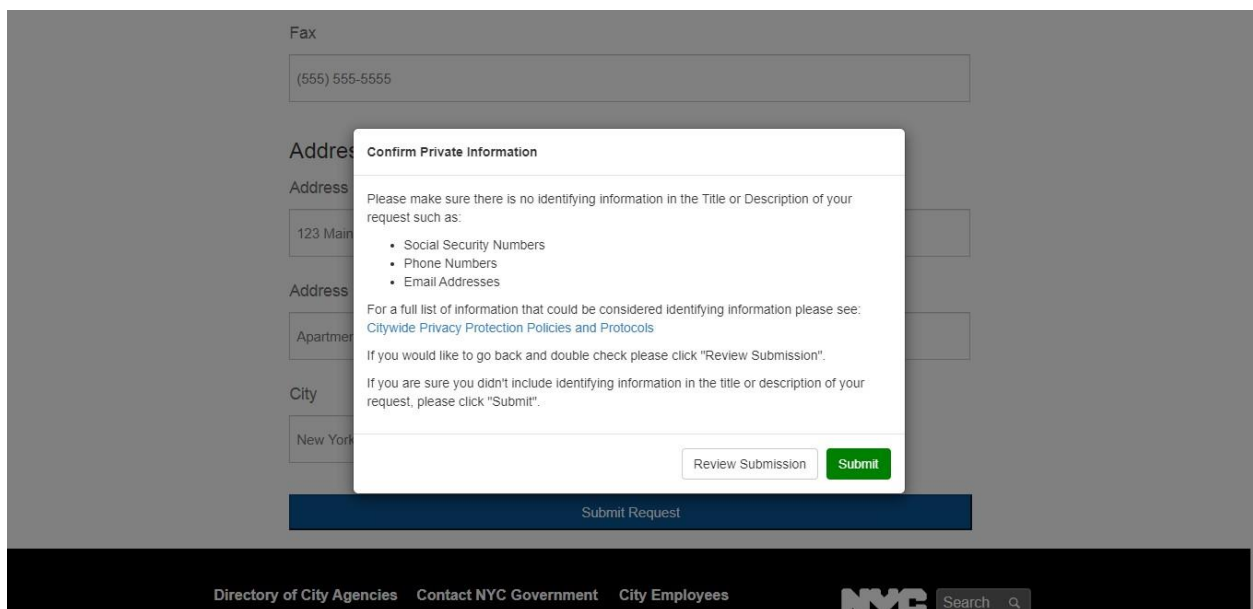
Displaying 1 - 10 of 12,377 Results Found

Request is: Open= O In Progress= IP Due Soon= S Overdue= O Closed= C

ID	Date Submitted ↓	Title ↑	Assigned Agency	Date Due ↑	Date Closed	Requester Name
FOIL-2019-860-00024	02/27/2019	test	DORIS	04/03/2019	N/A	Test Test

Personal Identifiable Information (PII)

Requesters occasionally enter Personal Identifiable Information (PII) in the requests they submit on Open Records, despite warnings not to do so. This may include social security numbers, names and addresses. This PII is then publicly displayed on the portal. To address this we have added an additional prompt when the requester selects the Submit option that will remind the requester to check for PII in their request before submitting it.



The screenshot shows the NYC Open Records portal with a modal dialog titled "Confirm Private Information". The dialog contains the following text:

Please make sure there is no identifying information in the Title or Description of your request such as:

- Social Security Numbers
- Phone Numbers
- Email Addresses

For a full list of information that could be considered identifying information please see: [Citywide Privacy Protection Policies and Protocols](#)

If you would like to go back and double check please click "Review Submission".

If you are sure you didn't include identifying information in the title or description of your request, please click "Submit".

At the bottom of the dialog are two buttons: "Review Submission" and "Submit".

The background of the portal shows a form with fields for Fax, Address, City, and a "Submit Request" button.

The requester is prompted to review the request for specific types of PII and can then Submit the request or Review the Submission to edit any PII that was included before submitting.

An update has been added that will institute a 5-business day delay before a submitted request will appear on the public portal. This provides agency users with more time to review and delete any PII in submitted requests. The request will be made public on the acknowledgment date or the date the request is actually acknowledged or denied by the agency, whichever comes first.

During this 5-business day review period, the message Under Review will appear in the search results for those requests.

Displaying 1 - 10 of 32,540 Results Found

Request is: Open=o In Progress=■ Due Soon=s Overdue=■ Closed=c

* - "Under Review" means the request was recently submitted and the agency has 5 business days to review the request for personal identifying information before it becomes publicly viewable.

ID	Date Submitted ↓	Title ↑↓	Assigned Agency	Date Due ↓↑	Date Closed	Requester Name
FOIL-2022-816-00408	03/11/2022	* Under Review	OCME	03/18/2022	Redacted	Redacted
FOIL-2022-057-03551	03/11/2022	* Under Review	FDNY	03/18/2022	N/A	Erin Bracken
FOIL-2022-056-04387	03/11/2022	* Under Review	NYPD	03/18/2022	Redacted	Redacted
FOIL-2022-057-03550	03/11/2022	* Under Review	FDNY	03/18/2022	N/A	Erin Bracken
FOIL-2022-810-01210	03/11/2022	* Under Review	DOB	03/18/2022	Redacted	Redacted
FOIL-2022-057-03549	03/11/2022	* Under Review	FDNY	03/18/2022	N/A	Lisa Salvato
FOIL-2022-826-01215	03/11/2022	* Under Review	DEP	03/18/2022	Redacted	Redacted
FOIL-2022-057-03548	03/11/2022	* Under Review	FDNY	03/18/2022	N/A	Lisa Salvato
FOIL-2022-057-03547	03/11/2022	* Under Review	FDNY	03/18/2022	N/A	Robert Brander
FOIL-2022-806-00379	03/11/2022	* Under Review	HPD	03/18/2022	N/A	Rachael Eastlund

Prev

1 - 10 of 32,540

Next

After the five-day agency review period or after the request is title is displayed and the request can be selected and viewed. Again, this is to provide the agency with adequate time to check for potential requester PII in the request.

Removed the request title and description from all emails sent from the portal.

- Due to potential PII, the title and description have been removed from all emails sent by the portal to requesters and agencies.

Actions

Acknowledge

Agency Administrators have five business days to acknowledge a request according to current FOIL standards. Selecting the Acknowledge option from the Actions menu of a request will display a drop down menu with options for number of days expected to complete the request.

A response is required in the Additional Information section if the agency chooses Custom Due Date to explain why the date was selected. After the Days until Completion is selected, continue by selecting Next.

The agency user can add text to the email sent to the requester. Once complete, select Next. The next screenshows the email text before sending it to the requester.

Actions

- Acknowledge**
- Deny
- Add Note
- Add User

Acknowledge Request

Days until Completion

None selected

Additional Information

Paragraph B I U [Formatting icons]

5000 characters remaining

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Next

The Agency can select the following request response times

Acknowledge Request

Days until Completion

40 Business Days

Next

Actions

Acknowledge

Deny

Add Note

Add User

Acknowledge Request ?

Edit Email Body

↩

→

Paragraph

B

I

U

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≡

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Add ✓

The Department of Records and Information Services (DORIS) has **acknowledged** your FOIL request [FOIL-2022-860-00094](#).

You can expect a response on or about Friday, May 13, 2022.

Please visit [FOIL-2022-860-00094](#) to view additional information and take any necessary action.

Prev

Next

Select Submit to acknowledge the request.

The requester and assigned agency users will receive an email with the acknowledgment details. This acknowledgment is added to the Responses section.

Actions

Acknowledge

Deny

Add Note

Add User

Acknowledge Request ?

The following will be emailed to the Requester:

The Department of Records and Information Services (DORIS) has **acknowledged** your FOIL request [FOIL-2022-860-00094](#).

You can expect a response on or about Friday, May 13, 2022.

Please visit [FOIL-2022-860-00094](#) to view additional information and take any necessary action.

Prev

Submit

Agency Administrators have the option to send a note to the requester or add a user before acknowledging or denying a request. The process before acknowledging or denying a request is the same as the Add Note and Add User section of the manual.

Actions

- Acknowledge
- Deny
- Add Note**
- Add User

Add Note ⓘ

Note Content

← → Paragraph **B** *I* U [List Icons] [Align Icons] [Link Icon] [Add ✓]

5000 characters remaining

- ☐ Release and Public
- ☐ Release and Private
- ☒ Private

POWERED BY TINY

Next

Deny

Agency Administrators have the option to deny a request. Selecting the Deny option from the Actions menu of the request will display a list of options for denial. More than one reason can be chosen.

After Reasons for Denial is complete, select Next. A screen displays that allows the agency user to add text to the email that will be sent to the requester. Once complete, select Next. The next screen shows the email text before sending. The denial email will include the agency appeals email.

Select Submit to deny the request.

This denial notification is added to the Responses section.

The screenshot shows a web interface for denying a request. On the left, under the heading 'Actions', there is a list of buttons: 'Acknowledge', 'Deny' (which is circled in red), 'Add Note', and 'Add User'. The main area is titled 'Deny Request' with a help icon. Below this, it says 'Reasons for Denial (Choose 1 or more)'. A scrollable list of reasons is displayed, with 'Denied - Reasons Attached' selected and highlighted in blue. The other reasons listed are: 'Denied - Reason Below', 'Denied - Records Non-Responsive', 'Denied - No Records', 'Denied - All Exempt', 'Denied - Unknown', 'No Customer Response', 'No Payment', 'Public Record', and 'Out of Jurisdiction'. At the bottom right of the list, there is a blue 'Next' button.

Privacy Options

All documents and responses have the following privacy options:

Release and Public: An email is sent to the requester and agency notifying them that a document or response is added to the request. The document or response is visible to the public twenty business days after creation.

Release and Private: An email is sent to the requester and agency containing the information pertinent to the response. If the response type is a file upload, the requester will receive links to the responsive documents. Response will not be made public on the portal.

Private: No notification is sent to the requester. The document is visible only to agency users and will not be accessible to the request or public unless the privacy setting is updated.

Add File

Select Add File from the Action menu. The user can add multiple files in a single upload with a size limit of 500 MB per file. A title is required for each file and the user needs to select the correct privacy setting with Private set as the default privacy. The agency is able to drag and drop files to the portal if they choose. A status bar is visible for each file until it passes the security accreditation process and is uploaded.

After all files are uploaded, the user enters a title and privacy option and selects

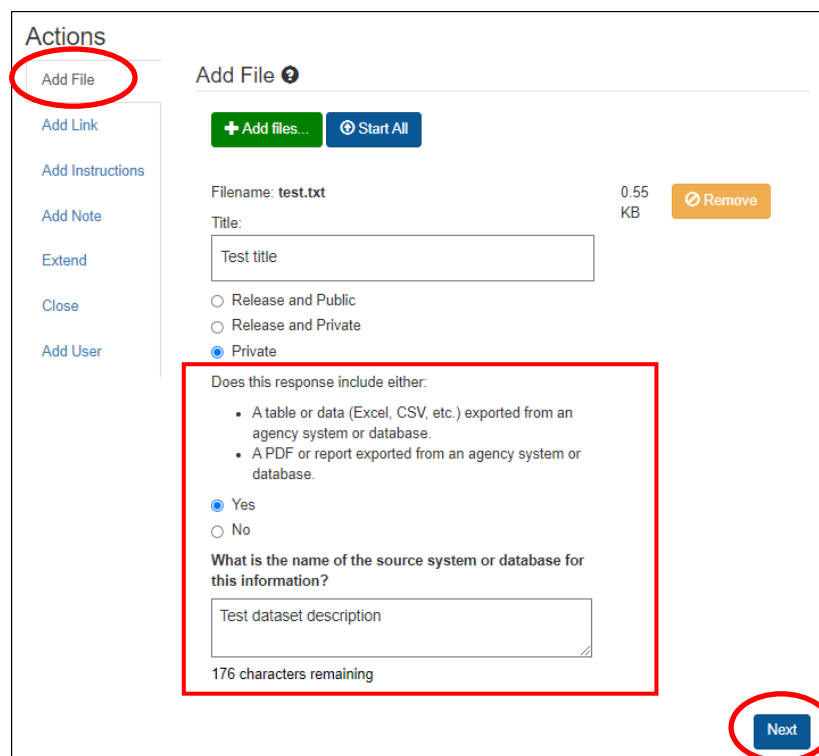
The user is required to specify if the added file includes dataset and if yes, then from which data source. This information viewable by the public.

Next and then selects Submit to add a file.

The user then selects Next and the screen shows the email text that will be sent to the requester. The user can add text and/or edit parts of the email. The requester and agency will receive an email with links to the files, unless the privacy is Private. If the privacy is set to Private only the agency will receive details.

The file formats supported include Word, PDF, PPT, Excel and CSV.

A row with the details of the uploaded file is added to the Responses section.



Actions

- Add File**
- Add Link
- Add Instructions
- Add Note
- Extend
- Close
- Add User

Add File ?

+ Add files... **Start All**

Filename: test.txt 0.55 KB **Remove**

Title:

Test title

☐ Release and Public
☐ Release and Private
☒ Private

Does this response include either:

- A table or data (Excel, CSV, etc.) exported from an agency system or database.
- A PDF or report exported from an agency system or database.

☒ Yes
☐ No

What is the name of the source system or database for this information?

Test dataset description

176 characters remaining

Next

Add Link

A link to a responsive document can be provided to a requester. A title for the link, the URL and privacy setting are required.

The link must begin with either `http://` or `https://` so that it can be verified. An error message will appear if the link is not in this format.

After the agency user enters a title and web link and chooses a privacy option, select Next. The following screen allows the agency user to add text and/or edit parts of the email that will be sent to the requester.

The user is required to specify if the added file includes dataset and if yes, then from which data source. This information viewable by the public.

Once complete, select Next.

The next screen shows the email text before sending. The next screen shows the email that will be sent. Select Submit to add the link.

The requester and agency will receive an email with the link details, unless the privacy is Private. If the privacy is set to Private only the agency will receive details. A row with the details of the link is added to the Responses section.

Actions

- Add File
- Add Link**
- Add Instructions
- Add Note
- Extend
- Close
- Add User

Add Link ?

Title

Test link title

75 characters remaining

URL Link

http://google.com

237 characters remaining

☐ Release and Public

☐ Release and Private

☒ Private

Does this response include either:

- A table or data (Excel, CSV, etc.) exported from an agency system or database.
- A PDF or report exported from an agency system or database.
- A link to a dataset, table, map, or dashboard maintained by or on behalf of your agency.

☒ Yes

☐ No

What is the name of the source system or database for this information?

Test dataset description

176 characters remaining

Next

Add Instructions

The agency can provide instructions to a requester to let the requester know if responsive documents must be picked up offline. An entry in both the Offline Instructions section and a privacy setting are required.

After the agency user adds instructions and a privacy option, select Next. The following screen allows the agency user to add text and/or edit parts of the email that will be sent to the requester. Once complete, select Next.

The next screen shows the email text before sending. Select Submit to add instructions.

The requester and agency will receive an email with the instruction details, unless the privacy is set to Private. If the privacy is set to Private only the agency will receive details. A row with the details of the instructions is added to the Responses section.

Actions

- Add File
- Add Link
- Add Instructions**
- Add Note
- Extend
- Close
- Add User

Add Offline Instructions ?

Offline Instructions

← → Paragraph **B** *I* U [Alignment icons]

[List icons] Add ✓

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500 characters remaining

☐ Release and Public

☐ Release and Private

☒ Private

Next

Add Note

The agency can send a note to the requester. An entry in the Note Content section and a privacy setting are required.

After the agency user adds content and a privacy option, select Next. The following screen allows the agency user to add text and/or edit parts of the email that will be sent to the requester. Once complete, select Next.

The next screen shows the email text before sending. Select Submit to add the note.

The requester and agency will receive an email with the note details, unless the privacy is Private. If the privacy is set to Private it is intended for internal use and only the agency users will receive the note.

A row with the details of the note is added to the Responses section.

Actions

- Add File
- Add Link
- Add Instructions
- Add Note**
- Extend
- Close
- Add User

Add Note ?

Note Content

← → Paragraph **B** *I* U [List Icons] [Align Icons]

[List Icons] [List Icons] Add ✓

5000 characters remaining

☐ Release and Public

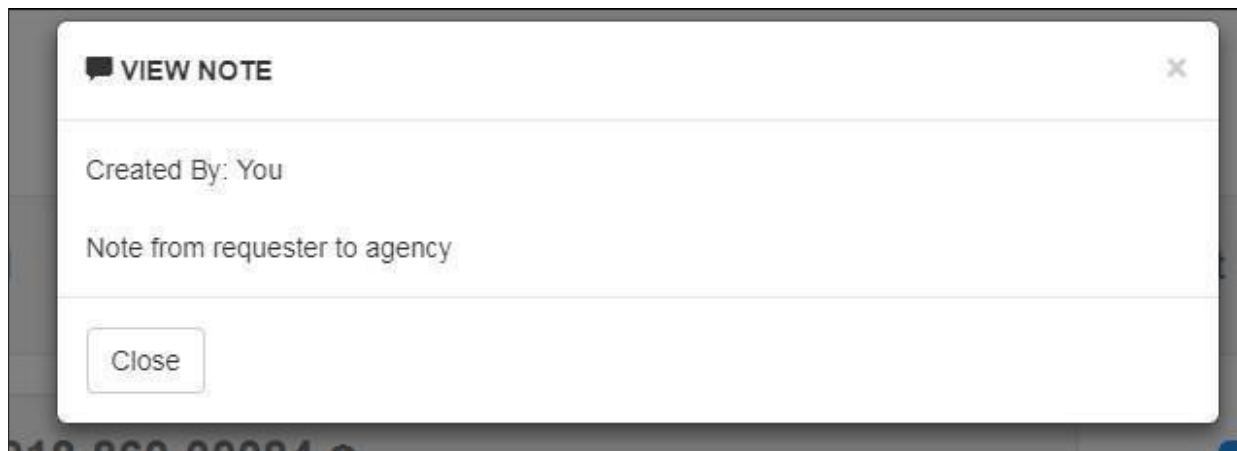
☐ Release and Private

☒ Private

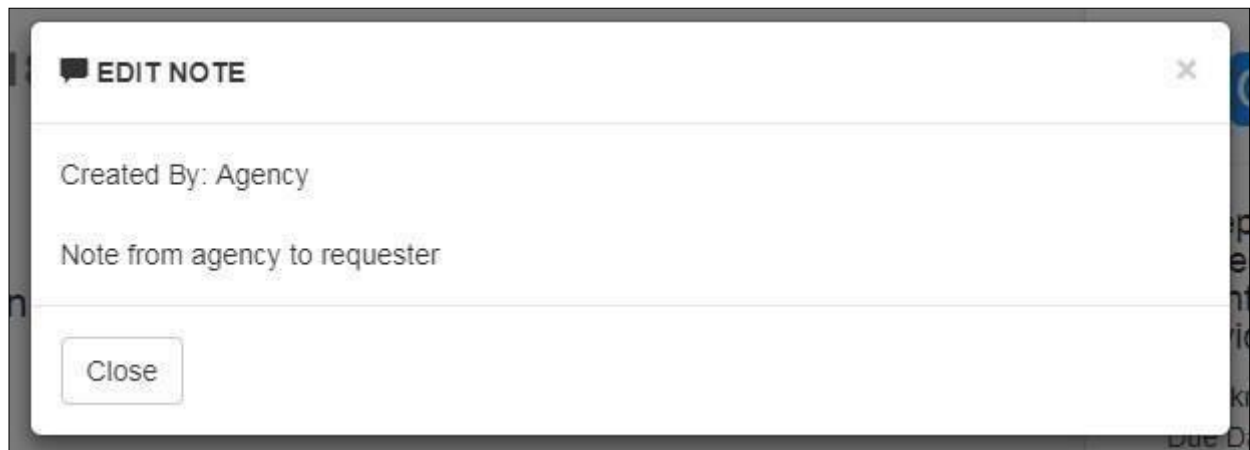
Next

Requester Notes

A requester who is logged in with an account can also send a note to the agency about a request. Note created by Public User as seen by Public User:



Note created by Agency User as Seen by Public User:



Contact the Agency

Requesters can also communicate directly with the agency about a specific request by selecting the Contact the Agency option on the request page.

The screenshot shows the NYC Open Records interface. At the top, there's a navigation bar with 'NYC OpenRecords', 'Profile', and 'Log Out'. Below this is the 'open RECORDS' logo and a 'Translate' dropdown. A secondary navigation bar contains links: 'Add a Request', 'Search Requests', 'Reports', 'FAQ', 'About', 'Technical Support', 'Manage Account', and 'Agency Administration'. The main content area displays request details for 'FOIL-2022-810-01239'. The title is 'Under Review'. The description includes the date '3/14/2022', the request type 'Buildings FOIL request', and the reference '667 Kent Avenue Brooklyn, NY 11249'. A question is posed: '1. Are there any unresolved Notice of Violation or Notice to Comply against the property? (if Yes, please provide details below or by attachment)'. To the right of the details, there's a blue 'Open' button, followed by 'Department of Buildings (DOB)', 'Assigned Users', 'Submitted Date: 03/14/2022', 'Acknowledgment Due Date: 03/21/2022', and a red circle around the 'Contact the Agency' link.

This displays a form that the requester fills out with any questions about the request. The information is sent to all the assigned users on the request and the agency FOIL email address. This information can now be edited by the agency as per the latest release.

The screenshot shows the 'Contact the Agency' form overlaying the request details. The form has fields for 'First Name' (32 characters remaining), 'Last Name' (64 characters remaining), 'Email', 'Subject' (with a pre-filled value 'Inquiry about FOIL-2017-860-00003'), and a 'Message' text area. The background shows the same request details as the previous screenshot, but dimmed.

Extend

Agency administrators or agency users with the proper permissions can extend a request.

Selecting the Extend option from the Actions menu of the request will provide a calendar to choose the new due date. All weekends and holidays are disabled in the calendar. A response is required in the Additional Information section when extending a request to explain the extension.

Once a date is chosen and a reason is given in the Additional Information section, select Next. The next screen allows the agency user to add text and/or edit parts of the email that is sent to the requester. Once complete, select Next.

The next screen shows the email text before sending. Select Submit to extend a request. The requester and agency will receive an email with the extension details.

A row with the details of the extension is added to the Responses section.

Actions

- Add File
- Add Link
- Add Instructions
- Add Note
- Extend**
- Close
- Add User

Extend Request ?

Length

None selected

Extension Reason

← → Paragraph **B** *I* U [List Icons] [Align Icons]

[List Icons] [List Icons] [List Icons] [List Icons] Add ✓

5000 characters remaining

POWERED BY TINY

Next

Close

Agency administrators or agency users with permissions can close a request.

Selecting the Close option from the Actions menu of the request will display a list with closing reasons. More than one reason can be chosen.

If a request has a privacy set to private, the Agency Description must be entered and then set to Public before closing.

After Reasons for Closing is complete, select Next. The following screen allows the agency user to add text and/or edit parts of the email that will be sent to the requester. Once complete, select Next.

The next screen shows the email text before sending. Select Submit to close a request. The requester and agency will receive an email with the closing details.

The closing email will include information about the appeals process.

The email sent to the requester notifying that the request has been closed will also have the text of the original request appended as a reference for the requester. The action Closing the request is added to the Responses.

The following Closing/Denial reasons have been added

- Denied – No Records and Denied – Records Non-Responsive have been added

- Denied – Reasons Below has been added to provide more detail to the requester
- Option to Close Requests for In-Person Record Inspection
- Add a “Close” option for requesters who pickup responsive documents in person
- A “Fulfilled via Walk In” option has been added to the list of Close reasons.

Appeals Language Conditional on Closing/Denial Reason.

- Some Closing and Denial reasons did not require an appeals message in the email sent to the requester
- The following reasons no longer include the appeals language
 - Fulfilled in whole
 - Public Record
 - Request Withdrawn

Requester Contact Information Alert

If the requester has not provided an email address the agency will receive a notification that an email address was not provided and the requester will not receive the email notifications from the portal. An alternative method of contact should be used.

FOIL-2018-860-00115

Title:

DORIS - no email

Public Private

Description:

TEST

Agency Request Summary:

Click here to edit the agency request summary

Public Private

This requester can be contacted by:
Mail

Open

Department of Records and Information Services (DORIS)

Requester
Jane Doris

Assigned Users

Acknowledgment
Due Date: 05/04/2018

Contact the Agency

Please be advised, this requester has not provided an email address and will not receive notifications regarding this request. Please use an alternate form of contact provided by the requester.

Acknowledge

Deny

Add Note

Add User

Acknowledge Request

Days until Completion

None selected

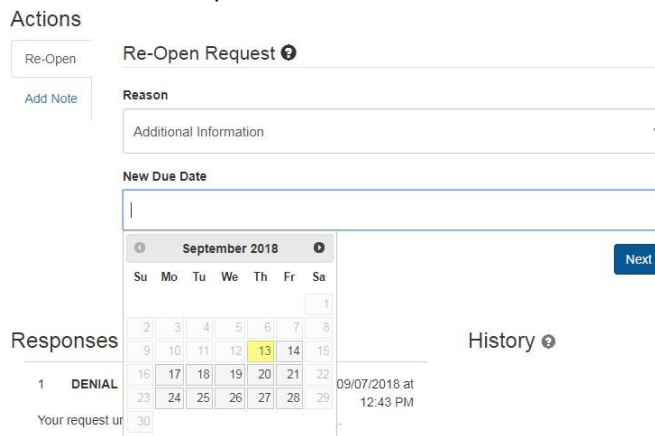
Additional Information

5000 characters remaining

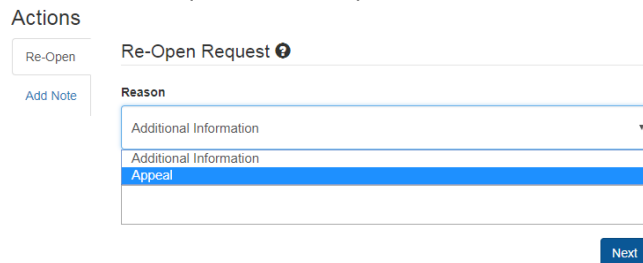
Next

Re-Open

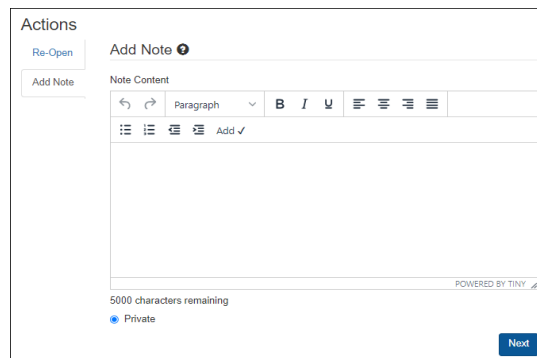
Agency administrator or agency users with permissions can re-open a closed or denied request. Selecting the Re-Open option in the Actions section of the request will provide a calendar to choose the new due date. All weekends and holidays are disabled in the calendar. Once a date is chosen, select Next. The next screen shows the email text before sending. Select Submit to re-open a request. The requester and agency will receive an email with the re-open details. A notification that the request has been Re-opened is added to the Responses section.



The Agency can indicate that the request was re-opened to add additional information or for an appeal.



The agency can add a private note after the request has been closed communicated within the agency.



Add User

The agency administrator, request administrator and agency user with permissions can add, edit, and remove users from individual requests.

To add a user to a request an agency administrator must first have users assigned to the agency. See the Agency Administration section above.

The agency administrator can add a user to a request by selecting Add User from the Actions section of a request. Permissions need to be selected once a user is selected from the Users dropdown.

The following preset permissions are available:

- **Request Administrator** – Request Administrator has all possible permissions.
- **Note:** Granting agency administrator privileges at the request level does not grant administrator privileges for all requests. If an agency user needs to be upgraded to have administrator rights over all agency requests the change needs to occur in the Agency Administration section.
- **Agency FOIL Officer** – An Agency FOIL Officer has all permissions except Add User, Remove User and Edit User Request Permissions.
- **Agency Helper** – An Agency Helper can add responses (files, links, offline instructions and notes).
- **Anonymous User** – An Anonymous User has no permissions. The agency admin can add permissions from the list as they deem fit for the agency user.
- **Public User-Requester** – A Public User can add notes.

After choosing a user and permissions, select Next. The next screen shows the email text before sending. Select Submit to add a user.

The newly added user and all agency administrators on the request will receive an email with permission details.

Actions

- Add File
- Add Link
- Add Instructions
- Add Note
- Extend
- Close
- Add User**

Add User to Request ⓘ

Users

Gary Zhou (gzhou@records.nyc.gov) ▼

Presets

Agency Helper ▼

Point Of Contact

☐

Permissions

- Acknowledge Request
- Deny Request
- Extend Request
- Close Request
- Re-Open Request
- Change Title Privacy
- Change Agency Description Privacy
- Edit Title
- Edit Agency Description
- Add Files**
- Add Links**
- Add Offline Instructions**
- Add Notes**
- Generate Letters
- Edit Files
- Change File Privacy
- Edit Links
- Change Link Privacy
- Edit Offline Instructions
- Change Offline Instructions Privacy
- Edit Notes
- Change Note Privacy
- Delete File
- Delete Link
- Delete Offline Instructions
- Delete Note
- Add User
- Remove User
- Edit User Request Permissions
- Edit Requester Information

Next

Note: For the current release, the Point of Contact for the request is only applicable for the NYPD to generate letters. Other agencies do not need to select it.

The next screen shows the email text to the agency Administrator before sending it. Select Submit to add the user.

Edit User

The operations for Edit User are similar to Add User.

The agency administrator can edit a user on a request by selecting Edit User from the Actions section of a request. The previously selected permissions will be visible for the user selected from the Users dropdown. A new preset can be selected or permissions can be added or removed from the Permissions section.

After choosing a user and permissions, select Next. The next screen shows the email text before sending. Select Submit to edit a user's permissions. The user and all agency administrators will receive an email with permission details.

Actions

- Add File
- Add Link
- Add Instructions
- Add Note
- Extend
- Close
- Add User
- Edit User**
- Remove User

Edit User in Request ⓘ

Users

Test Thirtynine (test39@records.nyc.gov) ▼

Presets

▼

Point Of Contact

☐

Permissions

- Acknowledge Request
- Deny Request
- Extend Request
- Close Request
- Re-Open Request
- Change Title Privacy
- Change Agency Description Privacy
- Edit Title
- Edit Agency Description
- Add Files
- Add Links
- Add Offline Instructions
- Add Notes
- Generate Letters
- Edit Files
- Change File Privacy
- Edit Links
- Change Link Privacy
- Edit Offline Instructions
- Change Offline Instructions Privacy
- Edit Notes
- Change Note Privacy
- Delete File
- Delete Link
- Delete Offline Instructions
- Delete Note
- Add User
- Remove User
- Edit User Request Permissions
- Edit Requester Information

Next

Remove User

The agency administrator can remove a user from a request by selecting Remove User from the Actions section of a request.

After choosing which user to remove from the Users dropdown, select Next.

The screenshot shows the 'Remove User from Request' interface. On the left, the 'Actions' sidebar contains several options: 'Add File', 'Add Link', 'Add Instructions', 'Add Note', 'Extend', 'Close', 'Edit User', and 'Remove User'. The 'Remove User' option is circled in red. The main content area is titled 'Remove User from Request' and features a 'Users' dropdown menu. The dropdown is open, showing 'Pauline Toole (ptool@records.nyc.gov)' as the selected user. To the right of the dropdown is a blue 'Next' button, which is also circled in red.

A new screen will instruct the user to enter "REMOVE" in a text box. Once this is complete, select Remove. The agency user will be removed from the request. The removed user and other agency users on the request will receive an email with permission details.

The screenshot shows the confirmation screen for removing a user. On the left, the 'Actions' sidebar contains several options: 'Add File', 'Add Link', 'Add Instructions', 'Add Note', 'Extend', 'Close', 'Edit User', and 'Remove User'. The 'Remove User' option is circled in red. The main content area is titled 'Remove User from Request' and features a confirmation message: 'Are you sure you want to remove this user from the request? If yes, please enter "REMOVE" in the area below and then press REMOVE.' Below the message is a text box containing the word 'REMOVE'. To the right of the text box is a red 'Remove' button, which is circled in red.

Responses

Edit and Delete Responses

The agency administrator, request administrator or agency user with permissions is able to edit or delete responses.

Choose the response to edit or delete from the Responses section.

FOIL-2018-860-00095

Title:
TEST TITLE

Description:
description of requested records

In Progress

Department of
Records and
Information
Services (DORIS)

Assigned Users
Due Date: 05/01/2018
Contact the Agency

Responses

1	LINK	Tuesday, 03/27/2018 at 10:51 AM
link title		
2	FILE	Tuesday, 03/27/2018 at 10:48 AM
a		
3	ACKNOWLEDGMENT	Tuesday, 03/27/2018 at 10:09 AM

History

1	04/16/2018 11:39 AM
Brian Waite changed permissions for user: Brian Waite.	
2	04/16/2018 11:39 AM
Brian Waite changed permissions for user: Brian Waite.	
3	04/02/2018 10:15 AM
Brian Waite removed user: Test One.	
4	04/02/2018 10:15 AM
Brian Waite changed permissions for user: Test One.	
5	04/02/2018 10:15 AM
Brian Waite changed permissions for user: Test One.	

A pop up window with the response details will appear after clicking on an individual response. For a file, the agency can replace a file, change the title name and/or update the privacy.

For a link, the agency can change the title, modify the link and/or update the privacy. For instructions, the agency can change the content and/or update the privacy.

For a note, the agency can change the content and/or update the privacy.

After the edits are complete, select Next. The next screen allows the agency user to add text and/or edit parts of the email that will be sent to the requester. Once complete, select Next.

The next screen shows the email text before sending it to the requester. Select Submit to complete. The requester and agency will receive an email with edit details, unless the privacy is Private. If the privacy is set to Private only the agency will receive details.

The agency user can delete response by clicking the delete button in the window. A new window will appear instructing the user to enter “DELETE” in a text box. Once this is complete, select Delete. The response will be deleted from the portal. An audit trail of operations will be stored in the database, including deleted responses and can be accessed by Open Records support.

The screenshot shows a web application interface with a sidebar on the left containing a list of actions: Add File, Add Link, Add Instruction, Add Note, Extend, Close, and Add User. The main content area is titled 'Response' and contains a modal dialog box titled 'EDIT FILE'. The dialog box has a close button in the top right corner. Inside the dialog, the file name 'Test_for_OpenRecords_Upload.bmp' is displayed. Below it is a 'Replace File' button. A 'Title' field contains the text 'title 3'. Underneath the title field are three radio button options: 'Release and Public', 'Release and Private', and 'Private' (which is selected). At the bottom of the dialog are three buttons: 'Close', 'Delete' (with a trash icon), and 'Next' (with a right arrow icon).

History

The History feature allows agency users to track all of the actions and responses that occurred for this request.

The screenshot displays the 'Responses' and 'History' tabs for a request. The 'History' tab is highlighted with a red border and contains a list of five actions performed on the request, all dated 7/7/17 at 11:22 AM. The actions are:

- 1: Pthname Pthname **acknowledged** this request.
- 2: Pthname Pthname **changed** the agency description privacy.
- 3: Pthname Pthname **added** user: Pthname Pthname.
- 4: Pthname Pthname **added** user: Pthname Pthname.
- 5: Pthname Pthname **added** user: Pthname Pthname.

At the bottom of the history list, there are two arrow icons (left and right) for navigating through the history.

The last five actions are listed and users can use the arrow icons to scroll back and forth to see all actions for the request.

Status Section

The status section of a request shows current request status, assigned agency, requester information, list of assigned users and the request due date.

NYC OpenRecords Log Out

open beta RECORDS Translate | ▼

Request a Record View Requests Reports FAQ About Contact Agency Administration

FOIL-2016-860-00010 ⓘ

Title: Public Private
Test Request Title

Description: Provide info for this test request

Agency Description: Public Private
Empty

Overdue

Department of Records and Information Services

Requester
John Doe

Assigned Users
Due Date: 08/16/2016

Actions

Add File Add File ?

Add Link + Add files... Start All

Add Instructions

Agency users with the proper permissions can edit a requester's contact information by clicking on the requester's name in the status section.

Clicking on Assigned Users in the status section shows all the agency users assigned to the request.

Assigned Users

Submitted Date:

01/30/2019

Due Date:

01/31/2019

Note: For version 3.1, the Submitted Date now displays on the request page right above the due date.

Multiple Agency Users

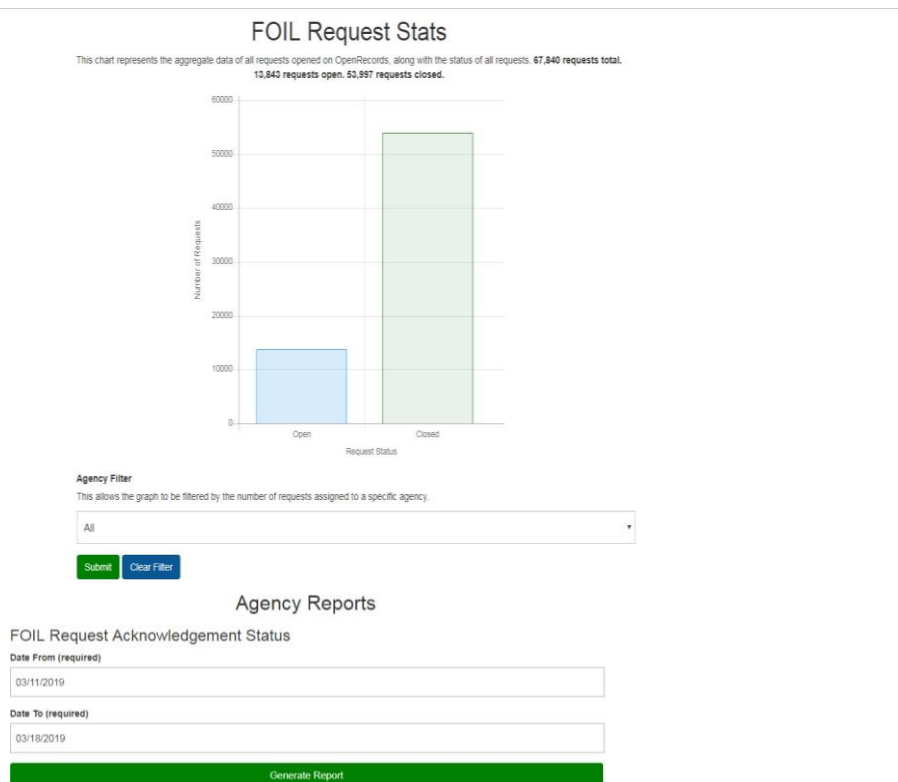
Agency users assigned to multiple agencies will have access to all requests from all the agencies they are assigned to with the same login credentials.

The search results on the Search Requests page as well as when requesting a record on behalf of a requester will default to the user's primary agency. A dropdown with the user's other assigned agencies will be on the Request a Record page.

The user is able to update their primary agency from the Manage Account tab in the navigation bar (see Manage Account section below).

Reports

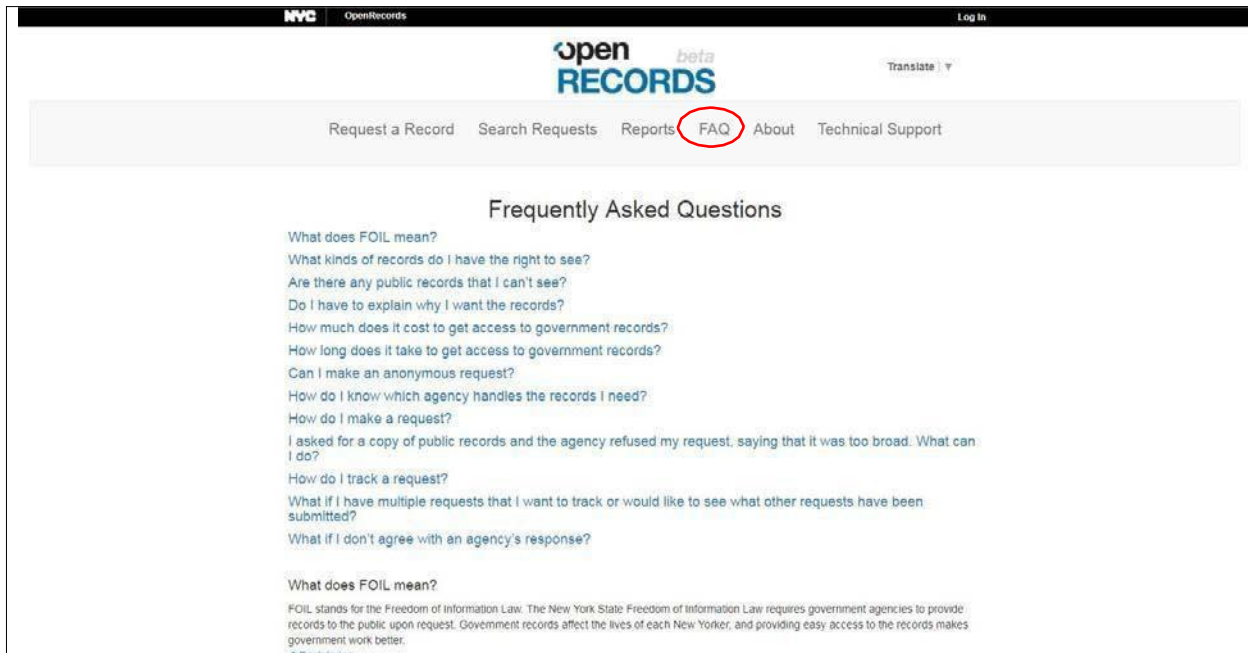
The Reports option on the navigation bar includes the total number of requests that are opened and closed. The user can view all requests or filter by a specific agency. If an agency administrator filters by their agency they are able to access the Agency User Filter, which enables the report to be filtered by individual agency users.



Agencies can also generate weekly acknowledgement status by entering a start date for the week. An email will be sent with the report.

FAQ

The FAQ option on the navigation bar includes questions that cover basic questions that a user might have about the OpenRecords portal.



Date Calculation Added to the FAQ

To avoid confusion with acknowledgment dates for requests received on a weekend or holiday, the followingsummary was vetted by the Law Department and added to the FAQs.

What if a request or appeal is submitted electronically over the weekend? How does OpenRecords calculate the 5 day acknowledgement period or the appeal response time?

Any request or appeal received electronically over the weekend is counted by OpenRecords as received that day, and the 5-day acknowledgement period or the appeal response time begins to run the next day the agency is open.

Examples:

- OpenRecords calculates the due date for acknowledgment for requests received through the portal any time on a Friday as due by the end of day on the next Friday.
- OpenRecords calculates the due date for acknowledgment for requests received through the portal on Saturday or Sunday, at any time, as due by end of day on Friday.
- OpenRecords calculates the due date for acknowledgment for requests received through the portal on Monday at 1 AM as due by the end of day on the next Monday.

[Back to top](#)

What if a request is submitted to OpenRecords on a holiday? How does OpenRecords calculate the 5 day acknowledgement period or the appeal response time?

The acknowledgement period or appeal response time for any request or appeal received through OpenRecords on a holiday begins to run the next day the office is open.

Examples:

- Request is received through the portal on Thursday, Christmas Day. The acknowledgement period begins to run on Friday and OpenRecords calculates the due date for acknowledgment as the following Thursday.
- A request is received by through the portal on Friday, New Year's Day. The acknowledgement period begins to run the following Monday and OpenRecords calculates the due date for acknowledgment as the following Friday.

[Back to top](#)

About

The About option on the navigation bar gives a description and history of the OpenRecords portal.

The screenshot shows the NYC OpenRecords portal. At the top, there is a black navigation bar with the NYC logo, 'OpenRecords', and a 'Log In' link. Below this is a white header area with the 'open RECORDS beta' logo and a 'Translate' dropdown menu. A light gray navigation bar contains links for 'Request a Record', 'Search Requests', 'Reports', 'FAQ', 'About' (which is circled in red), and 'Technical Support'. The main content area is titled 'About OpenRECORDS' and contains three sections: a general description of the portal, a statement about public information, and a section titled 'What is OpenRECORDS?' explaining its purpose. A final section titled 'Why aren't all documents uploaded on OpenRECORDS?' explains exemptions from disclosure.

NYC OpenRecords Log In

open RECORDS beta Translate ▼

Request a Record Search Requests Reports FAQ **About** Technical Support

About OpenRECORDS

OpenRECORDS is a quick, simple way for you to submit a public records request to a New York City Agency.

Most information on this site is public. Your contact information, and most personal information that may be contained in government documents will not be made available to the public.

What is OpenRECORDS?

OpenRECORDS is a quick, simple way for individuals to submit Freedom of Information Law (FOIL) requests to a NYC agency. The web application also allows government employees to manage, respond to, and fulfill incoming requests. By providing more information about records requests, members of the public may find what they need without having to create a new public record request.

Why aren't all documents uploaded on OpenRECORDS?

City agencies will not publicly release records or information that violates your right to privacy. City agencies will not make records available that have been exempted from disclosure by Federal, State, or Local statute, including records that would impair contract awards or collective bargaining negotiations, are trade secrets, or are compiled for law enforcement purposes and if disclosed would interfere with investigations or judicial proceedings, deprive a person to a fair trial, identify a confidential source, reveal investigative techniques, or endanger a person's life. Records such as

Technical Support

The Technical support option on the navigation bar is intended to provide support only for technical issues. Questions regarding specific request issues should be addressed directly to the agency via the Contact Agency link on the request page or with notes from registered public users.

Agency users may send technical issues and feature requests to the OpenRecords Support Team at openrecords_support@nycrecords.atlassian.net.

The screenshot shows the NYC OpenRecords website interface. At the top, there is a navigation bar with links: Request a Record, Search Requests, Reports, FAQ, About, and Technical Support. The 'Technical Support' link is circled in red. Below the navigation bar, the 'Technical Support' form is displayed. The form includes a title 'Technical Support' and a subtitle 'Use this form only for technical support. Agency contact for other questions and information is available within the actual request.' The form fields are: Name (with a 32 characters remaining indicator), Email, Subject (with a 90 characters remaining indicator), and Message.

NYC OpenRecords Log In

open RECORDS beta Translate ▼

Request a Record Search Requests Reports FAQ About Technical Support

Technical Support

Use this form only for technical support. Agency contact for other questions and information is available within the actual request.

Name

32 characters remaining

Email

Subject

90 characters remaining

Message

Manage Account

For users who are using an account, this option allows you to change your account attributes.

The screenshot shows the 'Manage OpenRecords Account' page. The top navigation bar includes 'NYC', 'OpenRecords', 'Profile', and 'Log Out'. The 'open RECORDS' logo is centered, with a 'Translate' dropdown to its right. A secondary navigation bar contains links: 'Request a Record', 'Search Requests', 'Reports', 'FAQ', 'About', 'Technical Support', and 'Manage Account' (which is circled in red). The main heading is 'Manage OpenRecords Account' with a help icon. Below this are several form fields: 'Title' (placeholder: 'Your role in your organization (if applicable)', 64 characters remaining), 'Organization' (placeholder: 'Your organization (if applicable)', 128 characters remaining), 'Notification Email' (placeholder: 'john.dors0860@gmail.com'), 'Phone' (placeholder: '(555) 555-5555'), and 'Fax'.

Multiple agency users will have an option for Primary Agency.

This screenshot shows the 'Manage OpenRecords Account' page for a user with multiple agency options. The top navigation bar includes 'NYC', 'OpenRecords', and 'Log Out'. The 'open RECORDS' logo is centered, with a 'Translate' dropdown to its right. The secondary navigation bar includes links: 'Request a Record', 'Search Requests', 'Reports', 'FAQ', 'About', 'Technical Support', 'Manage Account', and 'Agency Administration'. The main heading is 'Manage OpenRecords Account' with a help icon. A new 'Primary Agency' dropdown menu is highlighted with a red box, showing 'Department of Records and Information Services' as the selected option. Below this are the same form fields as the previous screenshot: 'Title' (64 characters remaining), 'Organization' (128 characters remaining), and 'Notification Email'.

Redaction

Please note that some materials, while they do not rise to the level of redaction under the personal privacy exemption, nevertheless need not be posted on the OpenRecords portal because they are not of general interest and relate solely to an individual's life.

This is true, for example, of:

- Records relating to the medical condition of an individual.
- Records relating to a minor that are not already known to the public.
- Records relating to the performance of an individual employee.
- Records relating to the private property of an individual.
- Records relating to an incident in an individual's private life, such as a traffic accident.

Of course, any records or portions of records containing personally private information, such as social security numbers, must always be appropriately redacted or sent to the requester offline. We suggest that materials of the kind noted above also be sent offline, but Records Access Officers should use their judgment in deciding when disclosable records should not be posted for public view.

Closing/Denial Reasons

Title	Content
Fulfilled in Whole	Your request under the Freedom of Information Law (FOIL) has been reviewed and the documents you requested have been posted on the OpenRecords portal.
Fulfilled in Part	Your request under the Freedom of Information Law (FOIL) has been reviewed and is granted in part and denied in part because some of the records or portions of records are disclosable and others are exempt from disclosure under FOIL.
Fulfilled via Email	Your request under the Freedom of Information Law (FOIL) has been fulfilled and the documents you requested have been emailed to you.
Fulfilled via Fax	Your request under the Freedom of Information Law (FOIL) has been fulfilled and the documents you requested have been faxed to you.
Fulfilled via Mail	Your request under the Freedom of Information Law (FOIL) has been fulfilled and the documents you requested have been mailed to you. Please allow 7 - 10 days for receipt.
Fulfilled via Pickup	Your request under the Freedom of Information Law has been fulfilled and the documents you requested are available to you for pickup.
Fulfilled via Walk-in	The option can be selected when a walk-in requester receives responsive documents.
Request Withdrawn	Your request under the Freedom of Information Law (FOIL) is closed because you voluntarily withdrew your request.
Denied - Reasons Attached	Your request under the Freedom of Information Law (FOIL) is denied. Please see the attached determination letter.
Denied - Reason Below	Reason can be added to the requester email.
Denied - Records Non-Responsive	Your request under the Freedom of Information Law (FOIL) is denied because no responsive records were found.
Denied - All Exempt	Your request under the Freedom of Information Law (FOIL) is denied because the records you requested are exempt from disclosure under FOIL.
Denied - Unknown	Your request under the Freedom of Information Law (FOIL) cannot be processed because it does not provide enough information to identify the records you would like to receive.
No Customer Response	We need more information from you in order to process your request under the Freedom of Information Law (FOIL). We have tried to contact you but have not received a response within the last 5 business days. We are closing this request due to lack of response. If you remain interested in these records, you may open a new FOIL request.

No Payment	The records you requested under the Freedom of Information Law (FOIL) could be provided to you at cost. We are closing this request because we have not received your payment to cover the record retrieval and/or duplication cost. If you still want a copy of these records, you may open a new FOIL request.
Public Record	Your request under the Freedom of Information Law (FOIL) is being closed because the records are publicly available.
Out of Jurisdiction	Your request under the Freedom of Information Law (FOIL) is being closed because the record is not a city record.
Refer to 311/NYC.gov	Your request is for general City information or services. You may search http://nyc.gov/ or call 311 for assistance.
Refer to OpenData	Your request is for data that is available through the City's OpenData site. You may visit http://nyc.gov/opendata to find this information
Refer to Other Agency	Your request under the Freedom of Information Law (FOIL) is being closed because this agency does not have the records requested. You should direct your request to a different agency.
Refer to Web Link	Your request under the Freedom of Information Law (FOIL) is being closed because the document or information you requested is publicly available.
Public Officers Law sec. 87(2)(a) - State/Federal Statute	Your request under the Freedom of Information Law (FOIL) is denied because the records you requested are exempt from disclosure under FOIL because they are specifically exempted from disclosure by state or federal statute. Public Officers Law sec. 87(2)(a).
Public Officers Law secs. 87(2)(b) and 89(2)(b) - Personal Privacy	Your request under the Freedom of Information Law (FOIL) is denied on the ground that the records you requested are exempt from disclosure under FOIL because disclosure would constitute an unwarranted invasion of personal privacy. Public Officers Law secs. 87(2)(b) and 89(2)(b).
Public Officers Law sec. 87(2)(c) - Contract Awards/Collective Bargaining	Your request under the Freedom of Information Law (FOIL) is denied on the ground that the records you requested are exempt from disclosure under FOIL because they would impair present or imminent contract awards or collective bargaining negotiations. Public Officers Law sec. 87(2)(c).
Public Officers Law sec. 87(2)(d) - Trade Secrets/Commercial Enterprise	Your request under the Freedom of Information Law (FOIL) is denied on the ground that the records you requested are exempt from disclosure under FOIL because they are trade secrets or have been submitted by a commercial enterprise or derived from information obtained from a commercial enterprise and which if disclosed would cause substantial injury to the competitive position of the subject enterprise. Public Officers Law sec. 87(2)(d).
Public Officers Law sec. 87(2)(e)(i) - Law Enforcement/Judicial Proceedings	Your request under the Freedom of Information Law (FOIL) is denied on the ground that the records you requested are exempt from disclosure under FOIL because they were compiled for law enforcement purposes and disclosure would interfere with law enforcement investigations or

	judicial proceedings. Public Officers Law sec. 87(2)(e)(i).
Public Officers Law sec. 87(2)(e)(ii) - Fair Trial/Impartial Adjudication	Your request under the Freedom of Information Law (FOIL) is denied on the ground that the records you requested are exempt from disclosure under FOIL because they were compiled for law enforcement purposes and disclosure would deprive a person of a right to a fair trial or impartial adjudication. Public Officers Law sec. 87(2)(e)(ii).
Public Officers Law sec. 87(2)(e)(iii) - Confidential Source/Information	Your request under the Freedom of Information Law (FOIL) is denied on the ground that the records you requested are exempt from disclosure under FOIL because they were compiled for law enforcement purposes and if disclosed would identify a confidential source or disclose confidential information relating to a criminal investigation. Public Officers Law sec. 87(2)(e)(iii).
Public Officers Law sec. 87(2)(e)(iv) - Investigative Techniques/Procedures	Your request under the Freedom of Information Law (FOIL) is denied on the ground that the records you requested are exempt from disclosure under FOIL because they were compiled for law enforcement purposes and would reveal criminal investigative techniques or procedures that are not routine. Public Officers Law sec. 87(2)(e)(iv).
Public Officers Law sec. 87(2)(f) - Endanger Life/Safety	Your request under the Freedom of Information Law (FOIL) is denied on the ground that the records you requested are exempt from disclosure under FOIL because if disclosed the records could endanger the life or safety of any person. Public Officers Law sec. 87(2)(f).
Public Officers Law sec. 87(2)(g) - Inter-Agency/Intra-Agency Materials	Your request under the Freedom of Information Law (FOIL) is denied on the ground that the records you requested are exempt from disclosure under FOIL because they are inter-agency or intra-agency materials which are not: statistical or factual tabulations or data; instructions to staff that affect the public; final agency policy or determinations or external audits. Public Officers Law sec. 87(2)(g).
Public Officers Law sec. 87(2)(h) - Examination Questions/Answers	Your request under the Freedom of Information Law (FOIL) is denied on the ground that the records you requested are exempt from disclosure under FOIL because they are examination questions or answers that were requested prior to the final administration of the examination. Public Officers Law sec. 87(2)(h).
Public Officers Law sec. 87(2)(i) - Information Technology Assets	Your request under the Freedom of Information Law (FOIL) is denied on the ground that the records you requested are exempt from disclosure under FOIL because if disclosed, the records would jeopardize the capacity of the agency or an entity that has shared information with the agency to guarantee the security of its information technology assets encompassing both electronic information systems and infrastructure. Public Officers Law sec. 87(2)(i).
Public Officers Law sec. 87(2)(j)-(r) - Vehicle/Traffic Law	Your request under the Freedom of Information Law (FOIL) is denied on the ground that the records you requested are exempt from disclosure under FOIL because they are photographs, microphotographs, videotapes, or other recorded images prepared under the authority of the vehicle and traffic law. Public Officers Law sec. 87(2)(j)-(r).

Agency Specific Features

Request Information

Agencies can request to have additional information added specific to that agency. Below is an example for the NYPD. When NYPD is selected from the agency dropdown list, additional contact information is displayed for specific types of request. At the bottom of the screen is a link to a PDF form that the requester can fill out and upload with their request.

Request a Record

Please make your request specific so you receive the fastest service. After you submit a FOIL request you will receive a confirmation number so you can track the status of the response. The agency will notify you about how much time is required to respond to your request.

Category (optional) ⓘ

All ▼

Agency (required) ⓘ

New York City Police Department (NYPD) ▼

Requests for Payroll/Employment records should be directed to:
Director Payroll & Benefits Division
90 Church Street, 12th Floor
New York, NY 10007

Requests for Medical Records should be directed to:
Medical Division
1 Lefrak City Plaza, 16th Floor
59-17 Junction Blvd.
Corona, NY 11368

Criminal History/Background Checks:
Requests for Criminal History/Background checks, should be directed to the NYS Division of Criminal Justice Services website:
<http://www.criminaljustice.ny.gov/ojs/recordreview.htm>

You can also submit a request in writing to:
New York State Division of Criminal Justice Services
80 S Swan Street
Albany, NY 12210

Collision Reports:
Requestors seeking Collision Reports taken by the New York City Police Department (NYPD) before September 30, 2016 should access the New York State Department of Motor Vehicles website:
<http://dmv.ny.gov/get-accident-report>

You can also submit a request in writing to:
NYSDMV, MV-198 C Processing
6 Empire State Plaza
Albany, NY 12228

Requestors seeking Collision Reports taken by the New York City Police Department (NYPD) after September 30, 2016 should access the NYPD's Collision Report website:
<https://collisionreport.nypdonline.org/>

For all other requests, please fill out the PDF Form linked here and attach it to your request:
NYPD FOIL Request Form

^ Hide Agency Instructions ^



Agencies can have requesters download a form in OpenRecords to be filled out and then uploaded with their request.

NOTE: Agencies who want to include this option should contact the OpenRecords development team at openrecords@records.nyc.gov and will need to provide a PDF version of their agency specific request form.

Custom Request Forms

Agencies can request having a custom request form implemented for their agency to provide more specific information from requesters. Below is an example form the Department of Transportation.

Request Title (required)

Please provide a short summary of your request.

90 characters remaining

Note: The agency, category, and title of your request will be visible to the public. Do not enter personal information here.

Ex: Queens Blvd Roadwork Permit.

Request Type (required)

DOT FOIL Request

Description of Records Requested (required)

5000 characters remaining

Date of Incident

e.g. 03/15/2018

MM/DD/YYYY

Location

Street address; street with cross street(s) (e.g. 350 5th Avenue; or 5th Avenue and 1st Avenue; or 5th Avenue between 6th Avenue and 7th Avenue)

Borough

Custom Forms Reformatting and Print

- Custom Forms have had formatting added to the text to make the request more readable and easier to parse.
- A print option has been added so that the custom forms request page can be printed.

508 ADA Compliance

The user interface has been updated to meet the 508 ADA standards for users with disabilities. This includes facilitating the use of a screen reader. People with disabilities can navigate through all functions of the portal including images and tables.

The following is a list of those standards.

- Alt-Text: OpenRecords Logo - Top Navigation
- Alt-Text: NYC Logo
- Screen Reader capability - Reads Heading for Form before reading title for fields.
- Keep heading levels consistent H1 → H6 in order
- Search should identify that something changed on the page
- There should be a 4.5 to 1 contrast ratio between any text and its background as well as for images
- Links have a more prominent visual indication that is not solely based on color. They are also bolded and/or underlined.
- Aria Landmark Regions have been identified to separate the screen into sections to facilitate navigation.
- Advanced search options, ID, Date Submitted, Title, Assigned Agency, and Date Due have keyboard access. This means that keyboard users can press tab to get to it. All links, buttons and form controls have keyboard access.

Creating OpenData Reports

A Feature has been added to allow agencies to create and export Excel reports to be used for their required OpenData reporting. This will include the request title and description avoiding any PII concerns since the agency is creating the report directly from the database. You must be an Administrator to access this feature.

Open Data Compliance Report

Date From (required)

Date To (required)

Generate Report

Select the OpenData compliance report option and enter a date range for the report. The range can only be for a year or less

Open Data Compliance Report

Date From (required)

Date To (required)

Generate Report

The report will be downloaded as an Excel.

