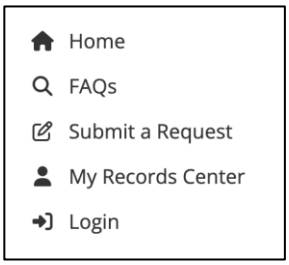
GovQA-SOP-00: GovQA Records Request Portal

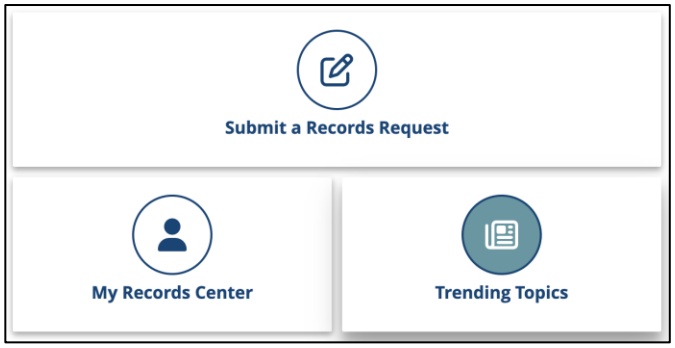
Welcome to the new GovQA public records request portal for the San Francisco Superior Court. This system will allow you to submit a request for all public records requests. The new system comes with features that let you manage and track your requests in the ***My Records Center*** and communicate with the Court.

Accessing the GovQA Website:

1. You can access the GovQA records request portal through the link on the SF Superior Court's website or using the following url: https://sfcourtsca.govqa.us/WEBAPP/_rs/.
2. Once you are on the website, locate the menu at the lefthand corner.
    a. The menu allows you to access various areas of the portal.



3. Just below the menu, there is an FAQ section which may answer any questions you have.
4. To the right of the menu, you will find three buttons you can click:
    a. Submit a Records Request – Submit a new request
    b. My Records Center – View requests you have previously made
    c. Trending Topics – This section will be updated if there are any trending records requests that are frequently requested.



Create a GovQA Account:

1. Click the "Login" button from the menu.
2. Click "Create Account".
    a. Please do not create new credentials if you already have an account.
    b. You can also reset the password to your existing account from this screen.
3. Fill out the "My Information" page to create your account.
    a. All fields marked with an asterisk are required.
4. Fill in the CAPTCHA code and click submit.



5. Once the account is created, you will be redirected to the "My Public Records Center" page where you can view the following:
    a. View previously submitted requests.
    b. View invoices.
    c. Edit your account information.
    d. Logout.
6. End.

Submit a Records Request:

1. Click on "Submit a Records Request" from the menu.
2. Click on the type of request you would like to make.



3. Log into your GovQA account, if you do not have an account, please create one to request records through the GovQA portal. Instructions to create an account are above in the "**Create a GovQA Account**" section.
4. Fill out the records request form for the type of request you have chosen.
    a. All fields marked with an asterisk are required.
    b. Please fill out as much information as possible.
5. You can upload any supporting documents that can assist the records clerk in completing your request.

6. Fill in the CAPTCHA code and click submit.
7. Once submitted, you will be redirected to a confirmation page where you will notice a reference number for your records.
    a. You will also receive an email confirmation for your request.
8. End.

My Records Center:

1. You can access your previously requested records requests through the “My Records Center”.
    a. My Records Center is available in the menu on the left side of the screen as well as on the home page for the GovQA portal.
2. Click on “My Records Center”, then “View My Requests” to access your previously submitted requests.



3. Once you click “View My Requests”, you will be able to view the status and access all your records requests.



4. Click “Details” to view details about your request, view any messages you have received from the records request processor, or to send a message to the records request processor.
    a. You can respond to an email from GovQA through the portal or by simply responding to the email you received in your inbox.
5. To send a message, scroll to the “Messages” section and click “New Message”.
    a. You can also send any supporting documents through the new message.



6. Use the back button or “Return to List” to go back to the previous page.
7. End.