



GovLink Regulatory Agencies

Georgia Office of Commissioner of Insurance and Safety Fire

Open Records External User Guide

Version 1.0

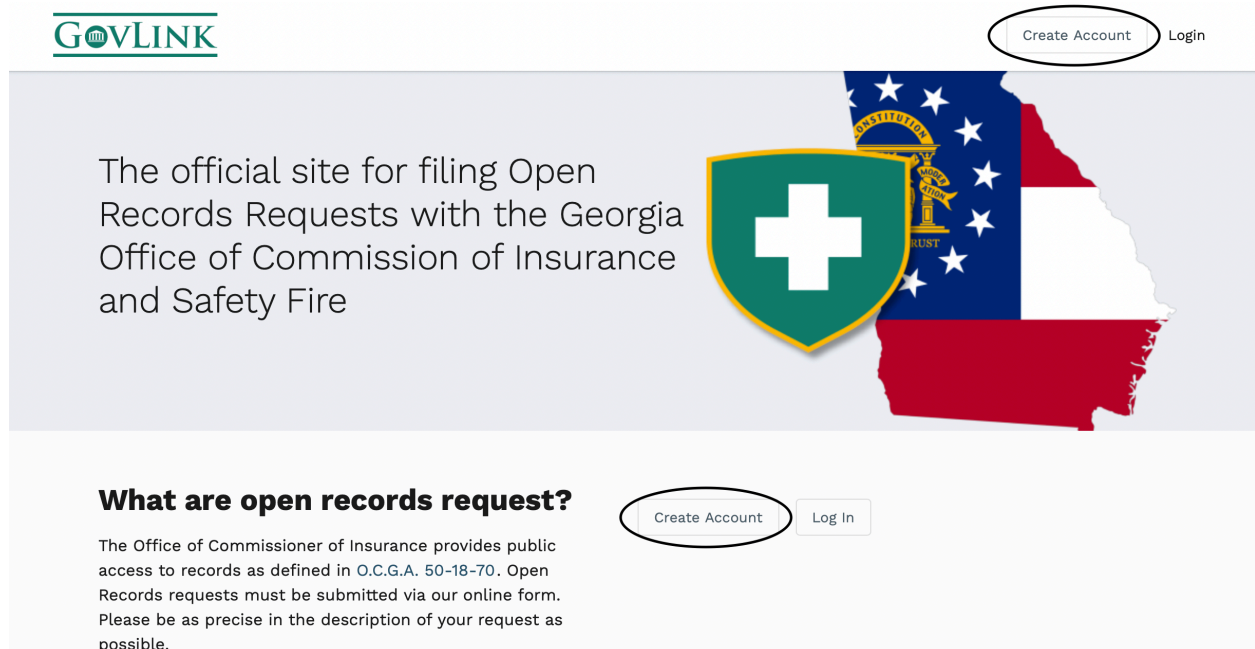
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## 1.1 Creating an Account

All users who access the GovLink petition, both internal to OCI and external to OCI, will need to create an account.

1. Navigate to the GovLink OCI website [GA OCI License Hearings Requests](#) or [GA OCI Safety Fire Petitions](#).
2. Choose the “Create Account” Option in the center or top right corner of the page.



The screenshot shows the top portion of the GovLink website. At the top left is the "GOVLINK" logo. At the top right are two buttons: "Create Account" (circled in black) and "Login". Below the header is a large banner with a light gray background. On the left side of the banner, the text reads: "The official site for filing Open Records Requests with the Georgia Office of Commission of Insurance and Safety Fire". To the right of this text is a graphic featuring a green shield with a white cross, overlaid on a map of Georgia that is colored with the state flag (blue, white, and red). Below the banner is a section titled "What are open records request?". To the right of this title are two buttons: "Create Account" (circled in black) and "Log In". Below the title is a paragraph of text: "The Office of Commissioner of Insurance provides public access to records as defined in O.C.G.A. 50-18-70. Open Records requests must be submitted via our online form. Please be as precise in the description of your request as possible."

3. Insert the necessary information to create your account.



## Office of Commissioner of Insurance and Safety Fire

Create Account

or

Login

FIRST NAME \*

LAST NAME \*

EMAIL \*

RE-ENTER EMAIL \*

PASSWORD \*

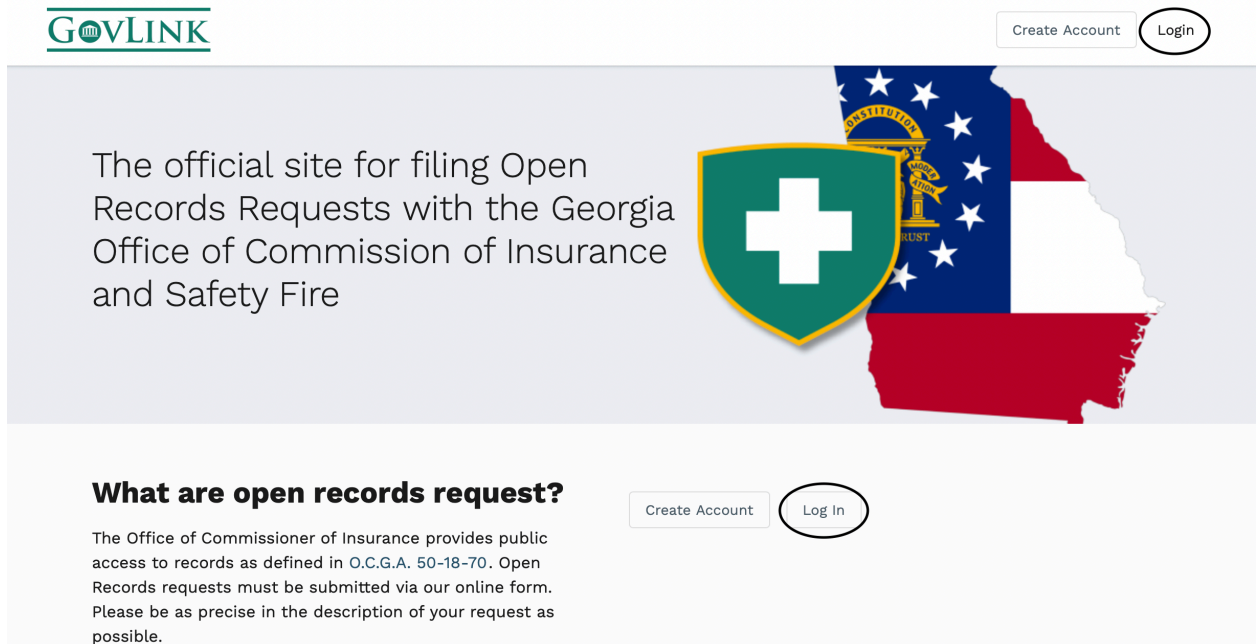
RE-ENTER PASSWORD \*

Create Account

Powered by

## 1.2 Login

1. Once a user has created an account, the user can login from the home page choosing the “Login” option in the center or top right corner of the page.



The screenshot shows the GOVLINK website interface. At the top left is the GOVLINK logo. At the top right are two buttons: "Create Account" and "Login". The main content area features a large banner with the text: "The official site for filing Open Records Requests with the Georgia Office of Commission of Insurance and Safety Fire". To the right of this text is a graphic of the Georgia state flag overlaid on a green shield with a white cross. Below the banner is a section titled "What are open records request?" with a brief description of the service and two buttons: "Create Account" and "Log In".

**GOVLINK**

Create Account Login

The official site for filing Open Records Requests with the Georgia Office of Commission of Insurance and Safety Fire


**What are open records request?**

The Office of Commissioner of Insurance provides public access to records as defined in O.C.G.A. 50-18-70. Open Records requests must be submitted via our online form. Please be as precise in the description of your request as possible.

Create Account Log In

- Users will then need to enter the e-mail and password they used to create their account.

×




**Office of Commissioner of  
Insurance and Safety Fire**

Create Account   or   Login

EMAIL \*

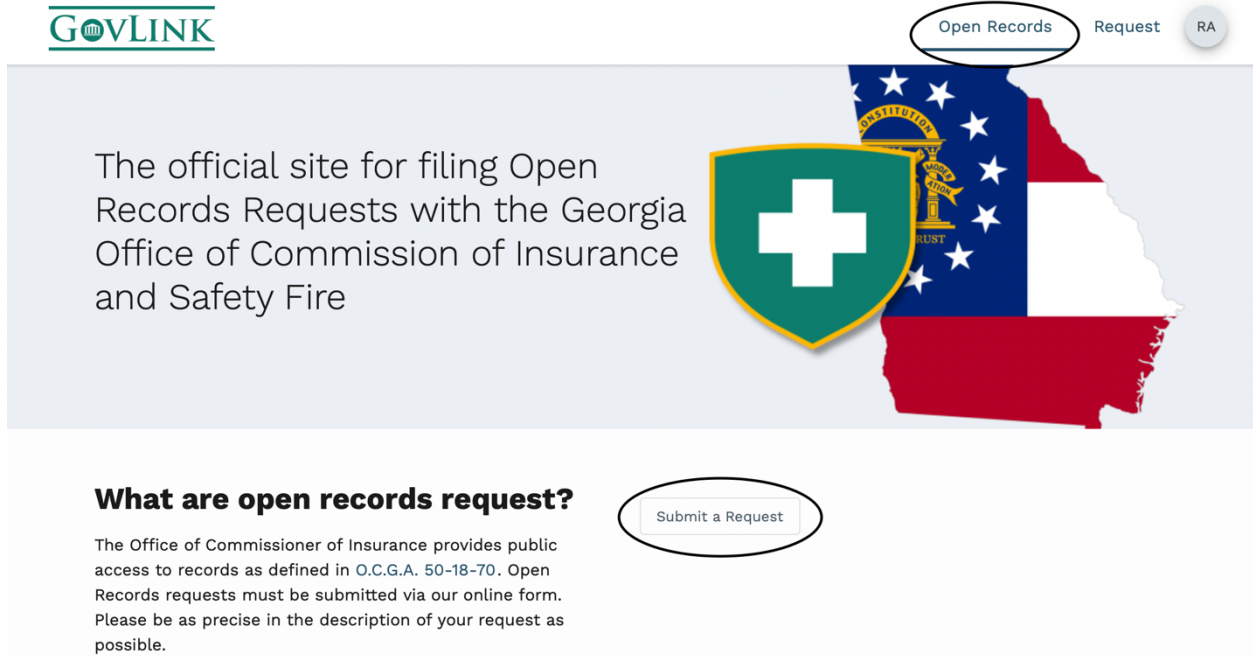
PASSWORD \*

[Forgot Password?](#)

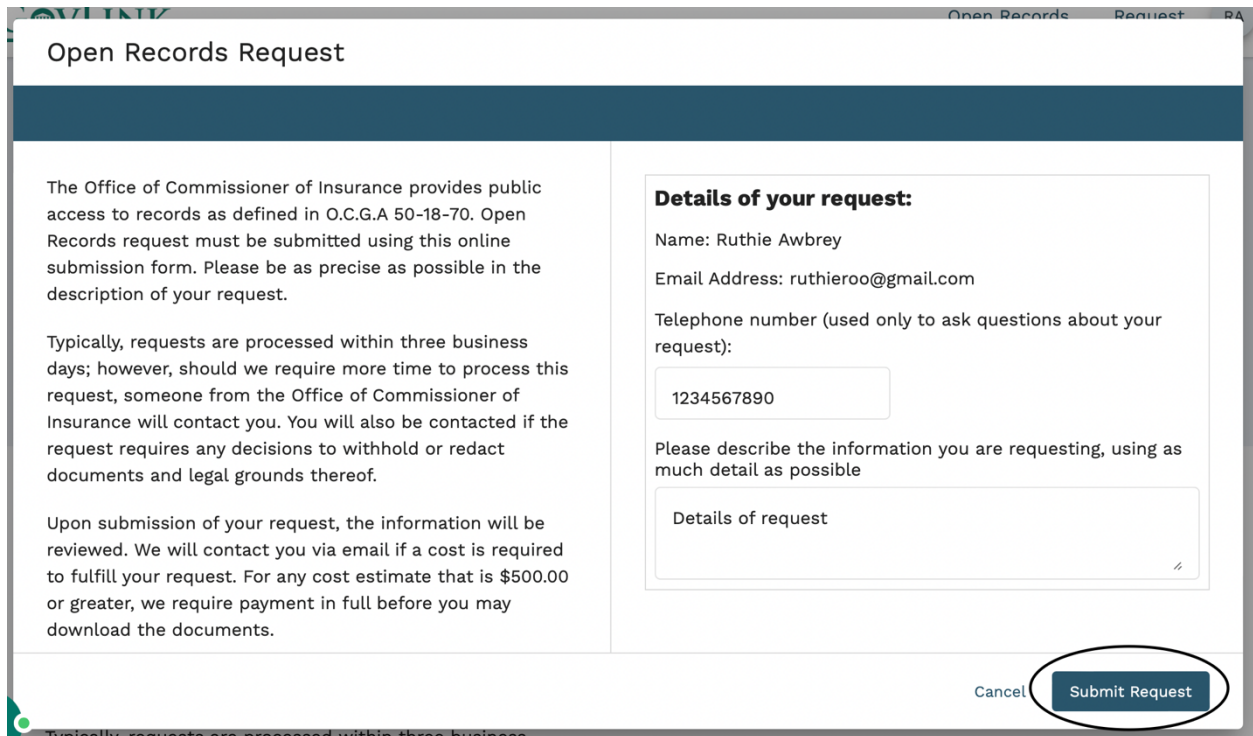
Powered by 

### 1.3 Submitting an Open Records Request

Once a user has created an account and logged into that account, the option to “Submit a Request” will be available in the center of the home page while in the Open Records tab.



1. The user will then need to complete the information on Step 1.
2. Once all required information is entered, the user will click submit request.

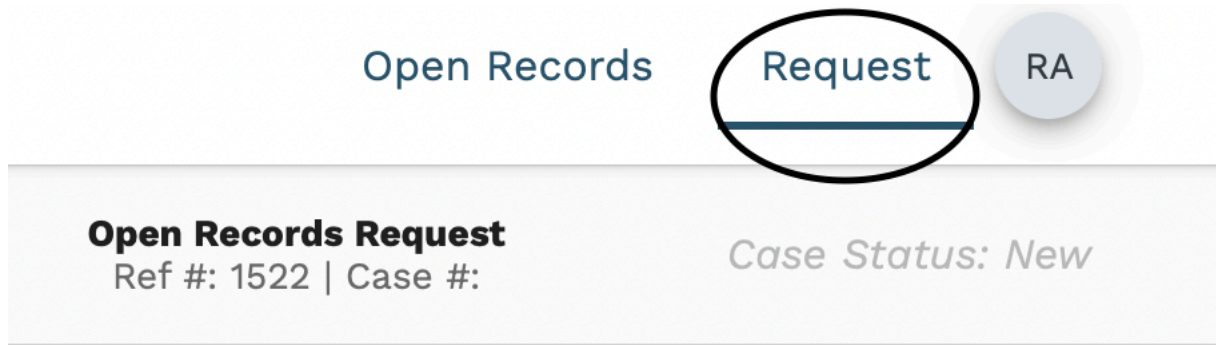


## 1.4 Tracking Submitted Requests

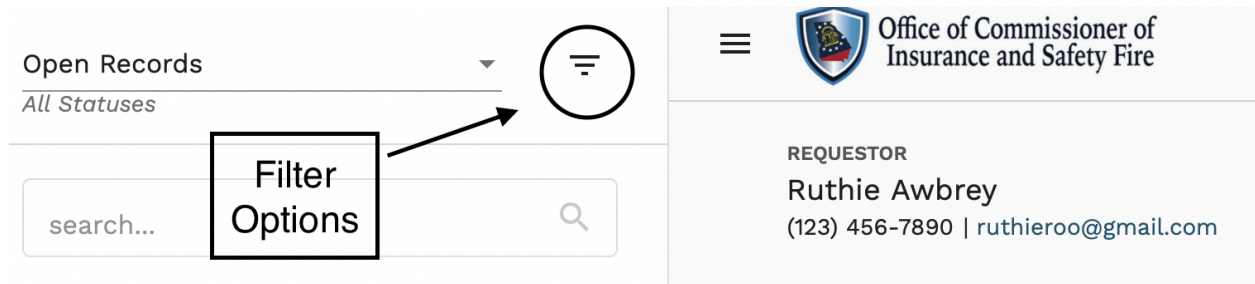
After a petition has been submitted, users will receive e-mail notifications with any updates. E-mail notification will be sent when the application has been accepted or rejected.

Users can also log in to their GovLink account to track their request.

1. Once a user has logged into their GovLink account, they can choose the “Request” option in the top right corner to view all submitted requests.



2. From within the requests view, users can view a list of all their submitted requests on the left side of the page.
3. Users have the ability to filter this list based off the case status by clicking the filter option and choosing the desired status.





The screenshot shows the top navigation bar with the logo of the Office of Commissioner of Insurance and Safety Fire. Below the navigation bar is a search bar and a list of records. A dropdown menu titled "Filters" is open, showing the following options: "All Statuses", "New (1)", "Sent to Division", "Pending Requestor", "Records Available", "Request Complete", "Request Canceled (1)", and "Closed". The "All Statuses" option is currently selected.

- Users can then select their desired request to view the petition information. The history of the case will be available on the right side of the page.

The screenshot shows the details page for an Open Records Request. The page header includes the GOVLINK logo and the Office of Commissioner of Insurance and Safety Fire logo. The request is identified as "Open Records Request" with reference number 1522 and case number. The requestor is Ruthie Awbrey, and the status is "New". The page is divided into several sections: "REQUESTOR" (Ruthie Awbrey, 123) 456-7890 | ruthieroo@gmail.com), "ATTORNEY" and "DIVISION" (empty), "FILINGS" (Ruthie Awbrey, 1778 | ruthieroo@gmail.com, Pending ^), and "HISTORY" (6/10/22, 8:06 AM, RUTHIELING SUBMITTED AWBREY, Filing 1778). The "HISTORY" section is circled in black.

- Once a petition has been accepted or rejected, a case number will be assigned beside the reference number.

The screenshot displays the GovLINK interface for an Open Records Request. The top navigation includes 'Open Records' and 'Request' (highlighted). The page title is 'Open Records Request' with 'Case #: 2022-AP-OR-060003' circled in red. The status is 'Request Canceled'. The requestor is Ruthie Awbrey (123) 456-7890 | ruthieroo@gmail.com. The attorney is ocigovlink attorney1. The division is Agents and Agency Licensing. A timeline shows '6/9/22 Request Accepted' and '6/10/22 5 Days Left'. The completion deadline is 6/14/22. The request content is 'I am requesting a record.' and the status is 'Accepted ^'.

- The Office of Commissioner of Insurance and Safety Fire has five days to respond to a record request. Once a case has been accepted a timeline will be shown in the middle of the request page, detailing the length of time before the record becomes available.

The screenshot displays the GovLINK interface for an Open Records Request. The top navigation includes 'Open Records' and 'Request' (highlighted). The page title is 'Open Records Request' with 'Case #: 2022-AP-OR-060004' circled in red. The status is 'Pending Requestor'. The requestor is Ruthie Awbrey (123) 456-7890 | ruthieroo@gmail.com. The attorney is ocigovlink attorney2. The division is Insurance Product Regulation. A timeline shows '6/10/22 Request Accepted' and '6/10/22 5 Days Left'. The completion deadline is 6/15/22. The request content is 'I am requesting a record.' and the status is 'Accepted ^'. A red oval highlights the timeline section.

- Users will be able to see a status in the display as well as receive e-mail notifications when the status of a case changes.

## 1.5 Accepted Filings

1. If a filing has been accepted and does not require payment, users may download their document immediately.


**FILINGS**

Ruthie Awbrey  
1787 | ruthieroo@gmail.c Accepted ^

1234567890

Make Payment X Cancel Request

OCI Admin  
1788 | ociusertest.govlin Published ^

Document.pdf 

**COPY F...** **PROCE...** **SERVICE ...**

\$ 0.00 \$ 5.00 3.50%

**TOTAL ...**


\$


**ATTORNEY**  
No Attorney Selected


**DIVISION**  
No Division Selected

**ESTIMATED COMPLETION DATE**  
6/15/22

**HISTORY**

 6/10/22, 9:19 AM OCI PUBLISH DOCUMENTS ADMIN  
Filing 1788 Document Release with Redactions & Exemptions

 6/10/22, 9:12 AM OCI FILING ACCEPTED ADMIN  
Filing 1788

 6/10/22, 9:12 AM OCI FILING ACCEPTED ADMIN  
Ruthie Awbrev

2. If the payment estimate for a user's documents is under \$500, users may view and download their documents before making their payment, but payment is still expected.

### FILINGS

Ruthie Awbrey  
1780 | ruthieroo@gmail.com | 06, Accepted ^

1234567890

\$ Make Payment X Cancel Request

OCI Admin  
1786 | ociusertest.govlink@gmai Published ^

Document.pdf ↓

<b>COPY FEE:</b>	<b>PROCESS...</b>	<b>SERVICE FEE:</b>
\$ 125.00	\$ 5.00	3.50%
<b>TOTAL CO...</b>		
\$ 134.55		

### ATTORNEY

*ocigovlink attorney2*

### DIVISION

*Executive*

### ESTIMATED COMPLETION DATE

6/15/22

### HISTORY

- 📄 6/10/22, 9:09 AM | OCI ADMIN | PUBLISH DOCUMENTS  
 Filing 1786 | Document Release with Redactions & Exemptions
- 👍 6/10/22, 9:06 AM | OCI ADMIN | FILING ACCEPTED  
 Filing 1786 |
- ✉️ 6/10/22, 8:59 AM | OCI ADMIN | ESTIMATE SENT  
 Filing 1780 | \$134.55
- 👤 6/10/22 | OCI | DIVISION ASSIGNED

- If the payment estimate for a user's documents exceeds \$500, the requested documents will not be made available until a payment from the user has been received.

### FILINGS

Ruthie Awbrey  
1790 | ruthieroo@gmail.com | 06, Accepted ^

Information

\$ Make Payment X Cancel Request

<b>COPY FEE:</b>	<b>PROCESS...</b>	<b>SERVICE FEE:</b>
\$ 1,000.00	\$ 5.00	3.50%
<b>TOTAL CO...</b>		
\$ 1040.18		

### ATTORNEY

*No Attorney Selected*

### DIVISION

*No Division Selected*

### ESTIMATED COMPLETION DATE

6/15/22

### HISTORY

- ✉️ 6/10/22, 9:26 AM | OCI ADMIN | ESTIMATE SENT  
 Filing 1790 | \$1040.18
- 👍 6/10/22, 9:26 AM | OCI ADMIN | FILING ACCEPTED  
**Ruthie Awbrey**  
 Filing 1790 | Standard Acceptance

4. If the user no longer wishes to obtain their documents after receiving their estimate, they may select the Cancel Request button.

Office of Commissioner of Insurance and Safety Fire **Open Records Request** Ref #: 1527 | Case #: 2022-AP-OR-060008 Case Status: Pending Requestor

6/10/22  
5 Days Left

**FILINGS**

Ruthie Awbrey  
1790 | ruthieroo@gmail.com | 06, Accepted ^

Information

[\\$ Make Payment](#) [X Cancel Request](#)

**COPY FEE:** **PROCESS...** **SERVICE FEE:**

\$ 1,000.00 \$ 5.00 3.50%

**TOTAL CO...**

\$ 1040.18

**ATTORNEY**  
No Attorney Selected

**DIVISION**  
No Division Selected

**ESTIMATED COMPLETION DATE**  
6/15/22

**HISTORY**

6/10/22, 9:26 AM | OCI ADMIN | ESTIMATE SENT  
Filing 1790 | \$1040.18

6/10/22, 9:26 AM | OCI ADMIN | FILING ACCEPTED  
Ruthie Awbrey  
Filing | Standard  
1790 | Acceptance

5. To make a payment on a document, they will select the “Make Payment” button.

The screenshot shows the 'Open Records Request' interface for the Office of Commissioner of Insurance and Safety Fire. At the top, the header includes the agency logo, the title 'Open Records Request', and reference numbers: 'Ref #: 1524 | Case #: 2022-AP-OR-060006'. The case status is 'Records Available'. A progress bar indicates the request was accepted on 6/10/22 and has a completion deadline of 6/15/22, with 5 days left. The 'FILINGS' section lists two entries: one by Ruthie Awbrey (Accepted) and one by OCI Admin (Published). The 'OCI Admin' entry has a 'Document.pdf' attached. A '\$ Make Payment' button is circled in red. The 'ATTORNEY' section identifies 'ocigovlink attorney2' as the 'Executive' division. The 'ESTIMATED COMPLETION DATE' is 6/15/22. The 'HISTORY' section shows a log entry for 6/10/22 at 9:09 AM by OCI ADMIN, titled 'PUBLISH DOCUMENTS', with details: 'Filing 1786 Document Release with Redactions & Exemptions'.

6. Users will then be taken to a payment screen where they will input their information to complete their payment.
7. Once all necessary information has been completed, users will select “Submit Payment.” A receipt will be sent to the user’s email associated with their account login.

**PAYMENT FOR YOUR REQUEST:**

Credit Card     Electronic Check

AMOUNT: \$ 134.55

CREDIT CARD NUMBER: \* 123456789012346    SECURITY CODE: \* 123    EXPIRATION: \* 01/01

CARDHOLDER FIRST NAME: \* Ruthie    CARDHOLDER LAST NAME: \* Awbrey    PHONE NUMBER: \* 1234567890    EMAIL: \* ruthieroo@gmail.com

BILLING ADDRESS 1: \* 123 Main Street    BILLING ADDRESS 2:

CITY: \* Atlanta    STATE: \* GA    ZIP CODE: \* 30111

## 1.6 Rejected Filings

If a filing is rejected it will no longer appear on the filing que on the right side. The user will receive an email, associated with their account, explaining the reason for the rejection.

## 1.7 Notifications

All internal and external GovLink users will receive updates on their petition status if they have enabled their notifications. Notifications will be sent to the email associated with the user’s account login.

- To enable notifications click on the user profile, where the user’s initials appear, in the top right of the page and select “Notifications.”

The screenshot shows the GovLink user interface. At the top right, there are navigation tabs for "Insurance Hearings", "Petitions", and "RA". Below these is a user profile dropdown menu, which is circled in red. The menu options are "Profile", "Notifications", and "Logout". The "Notifications" option is highlighted. The main content area shows an "Insurance Hearing Petition" for "Tester Test" vs "Commissioner John King". The case number is 2022-AP-AL-060005. On the left side, there is a sidebar with a search bar and a list of items, including "Tester Test" and "Chipper Jones".

4. To turn on or off a notification click on the button to change the status. A darkened button means the notification is on and the user will receive email updates. A grey button means the notification is off and the user will not receive email updates.

**Ruthie Awbrey**  
SETTINGS ×

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Profile

**Notifications**

**NOTIFICATIONS**  
Select preferences for email notifications.

- Filing Submitted
- Filing Accepted
- Filing Rejected
- Settlement Period Lapsed
- Case Status Update
- Payment Submitted
- Documents Published
- Division Assigned
- Request Overdue
- Estimated Cost Sent
- Arbitrator Assigned

Notifications are turned on

Notifications are turned off