



GovLink Regulatory Agencies

Georgia Office of Commissioner of Insurance and Safety Fire

Open Records Internal User Guide

Version 1.0

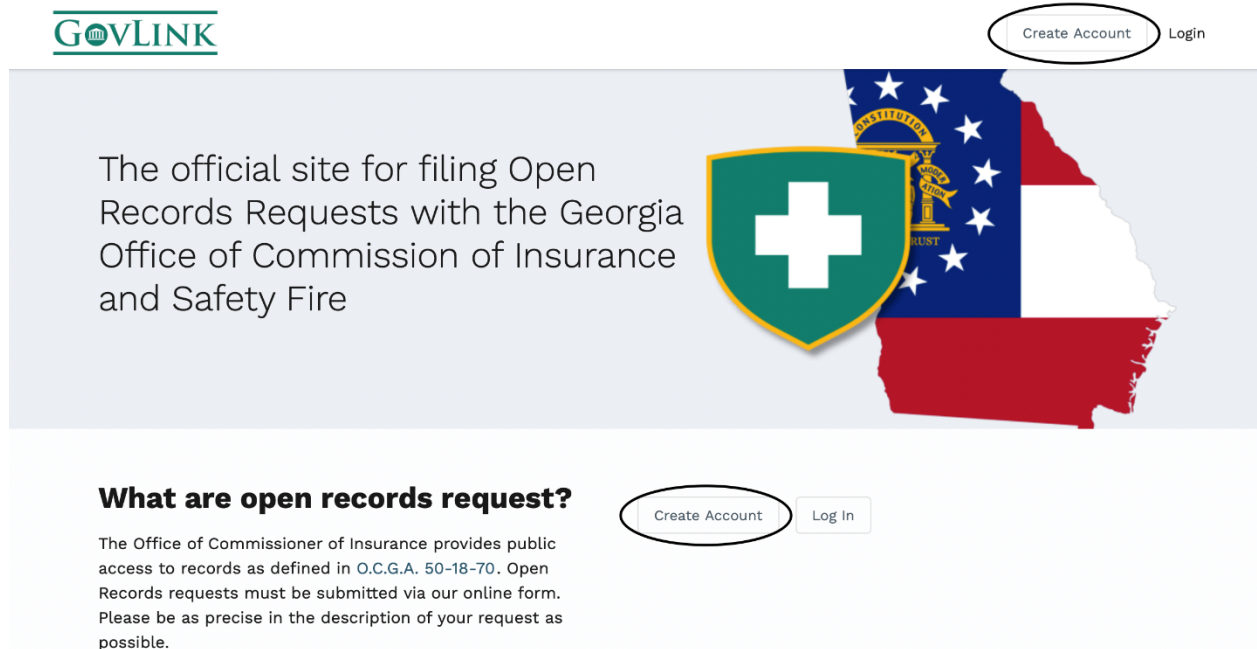
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1.1 Creating an Account

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 a 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 blue 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". On the right side of the banner 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 *

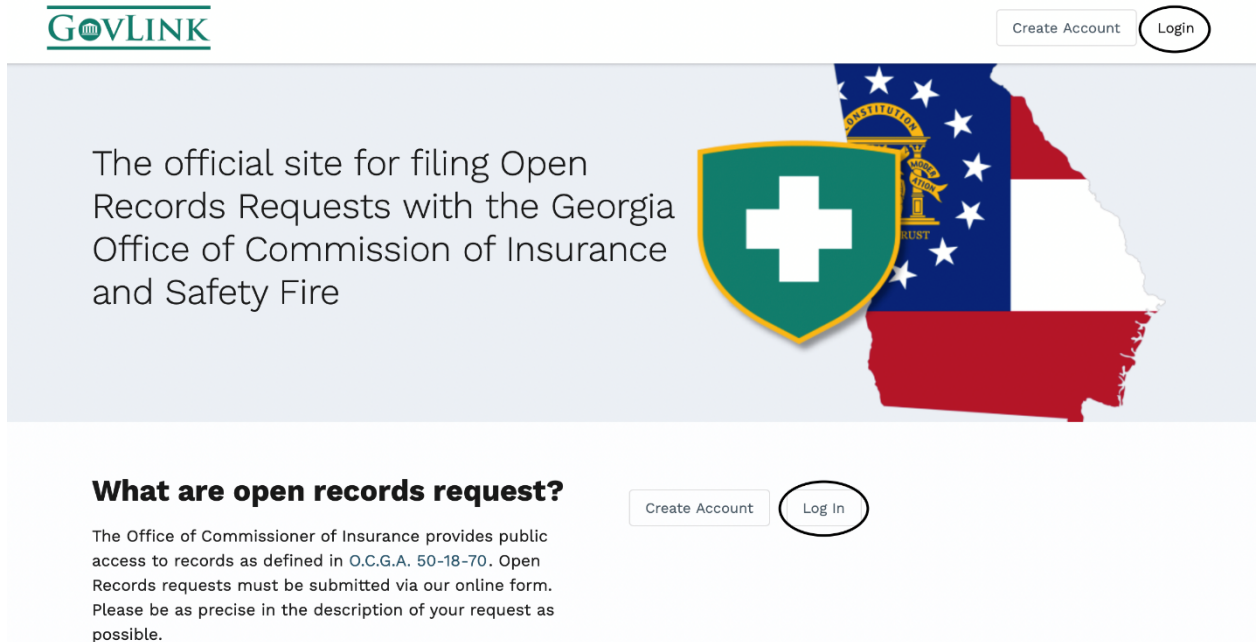
RE-ENTER PASSWORD *

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 top portion of a website. 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 with a green shield containing a white cross overlaid on it. Below the banner is a section titled "What are open records request?" followed by a paragraph of text explaining the process. To the right of this text are 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 *

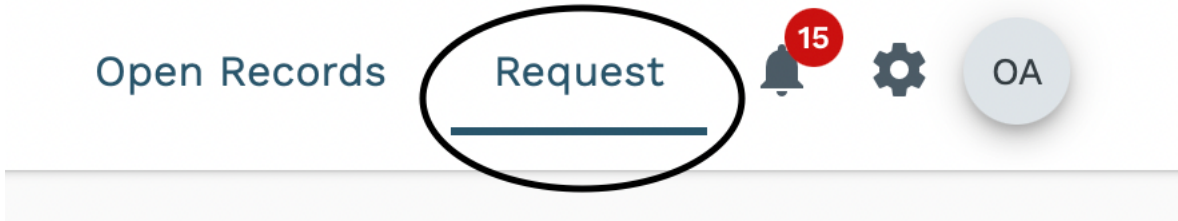
PASSWORD *

[Forgot Password?](#)

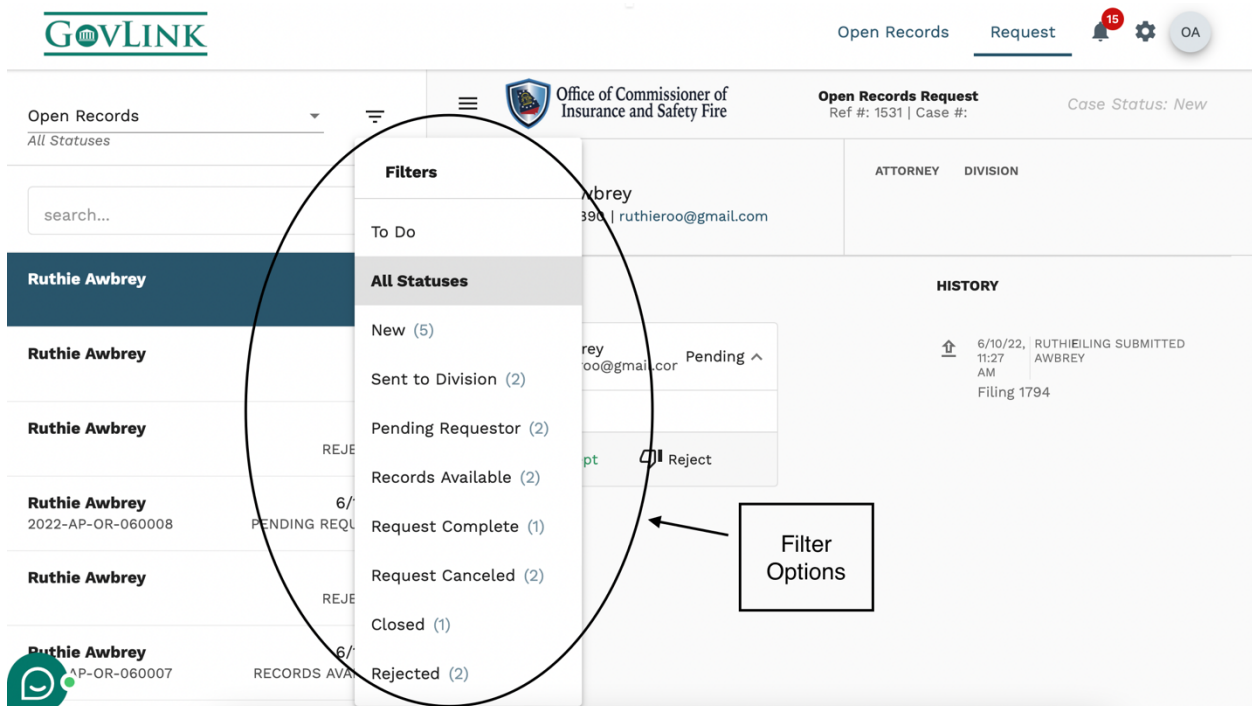
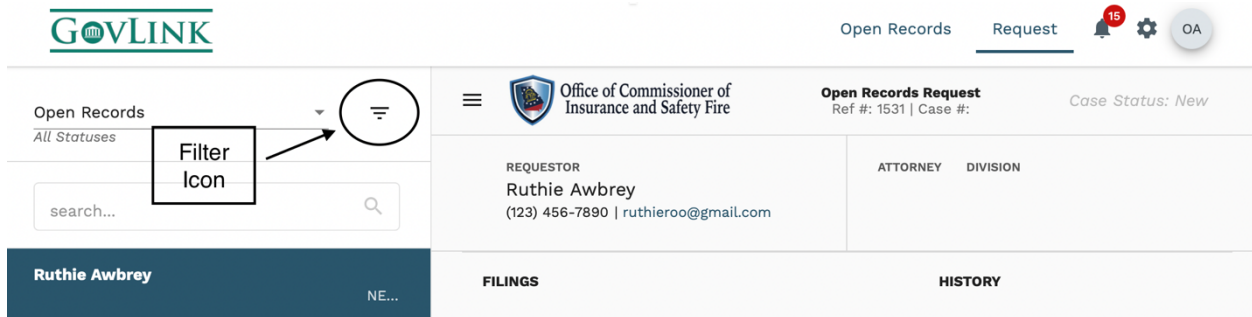
Powered by 

1.3 Reviewing an Open Records Request

Once a request is submitted, from an external requestor, it will be available to review from the OCI administrator's user account under the "Request" option in the top right corner.



1. The administrator can filter cases based off status in the top left corner by clicking the filter icon in the screenshot below.



2. To review a request, the administrator can click on the desired request from the list on the left side of the page.
3. Once selected, the administration has the ability to view the requests and comments, as well as the history of the case.
4. The administrator can then decide to accept or reject the case.

1.4 Rejecting an Open Records Request

Once the administrator has reviewed the request, they can either accept or reject the record request.

The screenshot displays the GovLink Open Records Request interface. At the top, there is a navigation bar with 'Open Records' and 'Request' tabs, along with notification and settings icons. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a list of requests, with the first one highlighted. The main panel shows the details of the selected request, including the requestor's name and contact information. Below this, there is a 'Request' section with 'Accept' and 'Reject' buttons. The 'Reject' button is circled in red. To the right of the 'Request' section is a 'History' section showing a submission on 6/10/22 at 11:26 AM.

1. If a request is rejected, the administrator will see a screen to provide a reason for rejection. The administrator must select a reason for rejection through the drop-down menu, in order to complete the rejection.

Office of Commissioner of Insurance and Safety Fire **Open Records Request**

Reject Filing

Requestor
Ruthie Awbrey


FILING

Ruthie Awbrey
1793 | ruthieroo@gmail.com | 06/10/2022

Reason

Select reason...

Enter notes here...

Cancel  Reject

2. To finalize the rejection, the administrator will click, "Reject" at the bottom of the screen.

The reason for rejection will be sent to the submitter in an e-mail notice along with the reference number. A reference number will still be associated with the rejected claim.

Reject Filing ✕

Requestor Ruthie Awbrey	
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FILING

Ruthie Awbrey
1793 | ruthieroo@gmail.com | 06/10/2022

Reason

No Available Documents ▾

Notes

Cancel **Reject**

- The administrator can still view all rejected filings through the case filters function. Once selected, click, "Rejected."

The screenshot shows the GovLink interface for the Office of Commissioner of Insurance and Safety Fire. The top navigation bar includes 'Open Records', 'Request', a notification bell with '15', a settings gear, and an 'OA' button. The main header displays 'Open Records Request' with 'Ref #: 1530 | Case #' and 'Case Status: Rejected'. A search bar is present on the left. A list of requests for 'Ruthie Awbrey' is shown, with various statuses like 'REJECTED', 'PENDING REQUEST', and 'RECORDS AVAILABLE'. A filter dropdown menu is open, listing categories such as 'To Do', 'All Statuses', 'New (5)', 'Sent to Division (2)', 'Pending Requestor (2)', 'Records Available (2)', 'Request Complete (1)', 'Request Canceled (2)', 'Closed (1)', and 'Rejected (2)'. The 'Rejected (2)' option is circled in red.

1.5 Accepting a Submitted Request

1. Once the administrator has deemed that the request is acceptable, they can choose the “accept” option on the request.

This screenshot shows the GovLink interface for a different request, 'Open Records Request' with 'Ref #: 1531 | Case #' and 'Case Status: New'. The header includes the same navigation elements as the previous screenshot. The requestor is 'Ruthie Awbrey' with contact information '(123) 456-7890 | ruthieroo@gmail.com'. The request is currently in a 'Pending' status. In the 'FILINGS' section, there are two buttons: 'Accept' (with a thumbs-up icon) and 'Reject' (with a thumbs-down icon). The 'Accept' button is circled in red. The 'HISTORY' section shows a log entry for '6/10/22, 11:27 AM, RUTHIE IELING SUBMITTED AWBREY Filing 1794'.

2. A pop up menu will appear once a request has been accepted. The administrator must list a reason for acceptance from the drop-down menu. The administrator may also add additional notes.

Accept Filing ✕

Requestor
Ruthie Awbrey

FILING

Ruthie Awbrey
1794 | ruthieroo@gmail.com | 06/10/2022

Reason

Select reason... ▾

Enter notes here...

Cancel Accept

3. To finalize the acceptance, the administrator must select, "Accept" at the bottom of the screen.

Accept Filing ✕

Requestor Ruthie Awbrey


FILING

Ruthie Awbrey
1794 | ruthieroo@gmail.com | 06/10/2022

Reason

Standard Acceptance ▼

Notes

Cancel  Accept

4. Once accepted, the administrator will assign an attorney (if applicable), division, and adjust the estimated completion day. The completion date will default to 5 days from the date of acceptance unless manually changed.

GovLINK

Open Records Request

Office of Commissioner of Insurance and Safety Fire

Requestor: Ruthie Awbrey (123) 456-7890 | ruthieroo@gmail.com

Completion Deadline: 6/15/22

Request Accepted: 6/10/22 (5 Days Left)

FILINGS: Ruthie Awbrey (1794) | ruthieroo@gmail.com | Accepted

ATTORNEY: Select Attorney...

DIVISION: Select Division...

ESTIMATED COMPLETION DATE: 06/15/2022

The completion day matches the completion deadline, pictured above. The requestor also has visibility of the completion deadline.

GovLINK

Open Records Request

Office of Commissioner of Insurance and Safety Fire

Requestor: Ruthie Awbrey (123) 456-7890 | ruthieroo@gmail.com

Completion Deadline: 6/24/22

Request Accepted: 6/10/22 (14 Days Left)

FILINGS: Ruthie Awbrey (1794) | ruthieroo@gmail.com | Accepted

ATTORNEY: Select Attorney...

DIVISION: Select Division...

ESTIMATED COMPLETION DATE: (Empty)

1.6 Publishing a No Cost Open Record

A price must be set before the open record may be uploaded.

- If the open record is free, the user will select “no cost.”

FILINGS

Ruthie Awbrey
1797 | ruthieroo@gmail.com | 06/10/2020 Accepted ^

Notes

COPY FEE: *

\$

PROCESSIN...


\$

SERVICE FEE:

TOTAL COST:

\$

 Send Estimate

 No Cost

- The user will then upload the requested records, by selecting the plus sign in the upper right hand corner beside “filings”.

FILINGS



Ruthie Awbrey
1797 | ruthieroo@gmail.com | 06/10/2020 Accepted ^

Notes

COPY FEE:

\$ 0.00

PROCESSIN...


\$ 5.00

SERVICE FEE:

3.50%

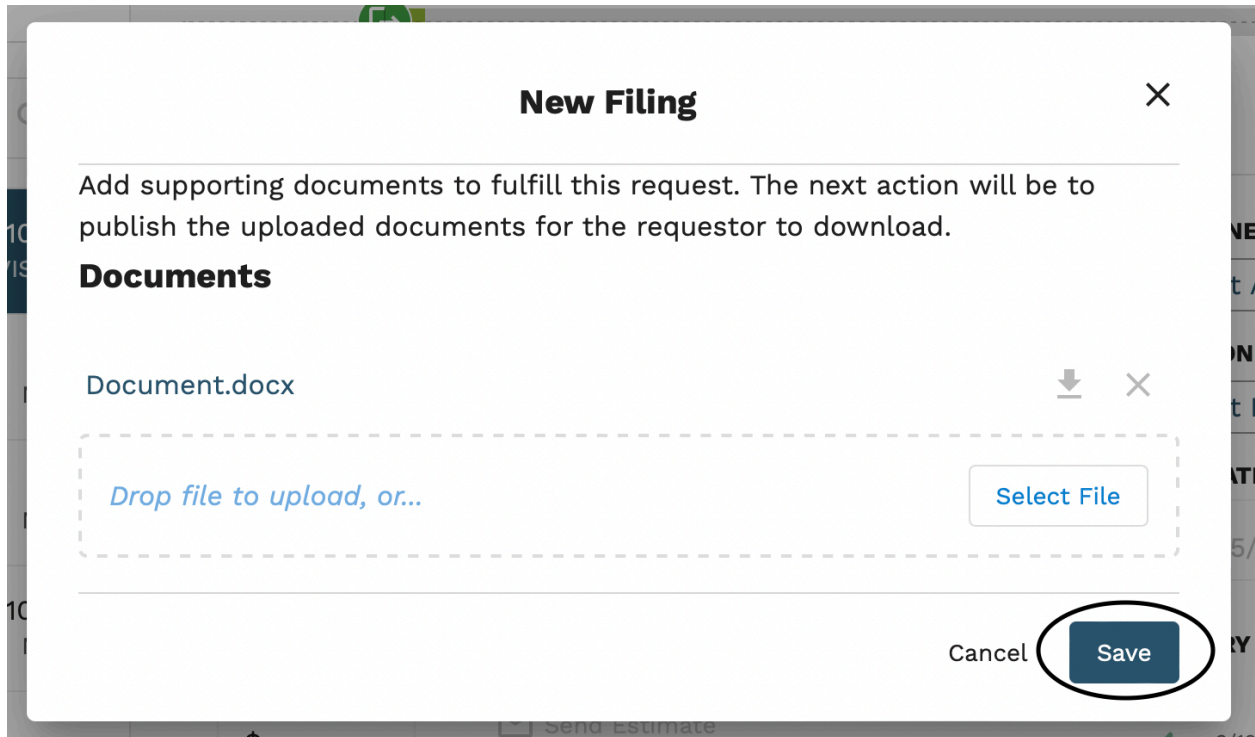
TOTAL COST:

\$

 Send Estimate

 No Cost

7. The user will add the new filing by selecting from their documents or dragging the record into the frame. They will then select save at the bottom of the screen.



8. Once the documents have successfully uploaded, the administrative user will select "publish."

FILINGS



Ruthie Awbrey
1797 | ruthieroo@gmail.com | 06/10/2020 | Accepted ^

Notes

OCI Admin
1799 | ociusertest.govlink@gmail.com | Accepted ^

 Document.pdf



 Publish

COPY FEE:

\$ 0.00

PROCESSIN...

\$ 5.00


SERVICE FEE:

3.50%

TOTAL COST:

\$

 Send Estimate

 No Cost

9. The user will be brought to a final window, where they will state their reason for publishing, add any additional notes, and select publish on the bottom right-hand corner.

Publish Filing ✕

REQUESTOR	ATTORNEY	DIVISION
OCI Admin	ocigovlink attorney2	Human Resources

OCI Admin
1800 | ociusertest.govlink@gmail.com | 06/10/2022

Publish Reason:

Notes to requestor:

Cancel Publish

10. Once records have been published, the requestor will receive e-mail notice that records are available for download.

1.7 Publishing an Open Record Under \$500

A price must be set before the open record may be uploaded.

1. The user will set a price for the Record. The processing and service fee will be automatically generated. The user will then send the estimate.

FILINGS

Ruthie Awbrey
1796 | ruthieroo@gmail.com | 06/10/20: Accepted ^

Notes

COPY FEE: *

\$ 250.00

PROCESSIN...

\$ 5.00

SERVICE FEE:

3.50%

TOTAL COST:

\$ 263.93

 Send Estimate

No Cost

2. Because the total is under \$500, the user will then upload the requested records, by selecting the plus sign in the upper right hand corner.

FILINGS



Ruthie Awbrey
1796 | ruthieroo@gmail.com | 06/10/2022

Accepted ^

Notes

COPY FEE:

\$ 250.00

PROCESSING F...

\$ 5.00

SERVICE FEE:

3.50%

TOTAL COST:

\$ 263.93

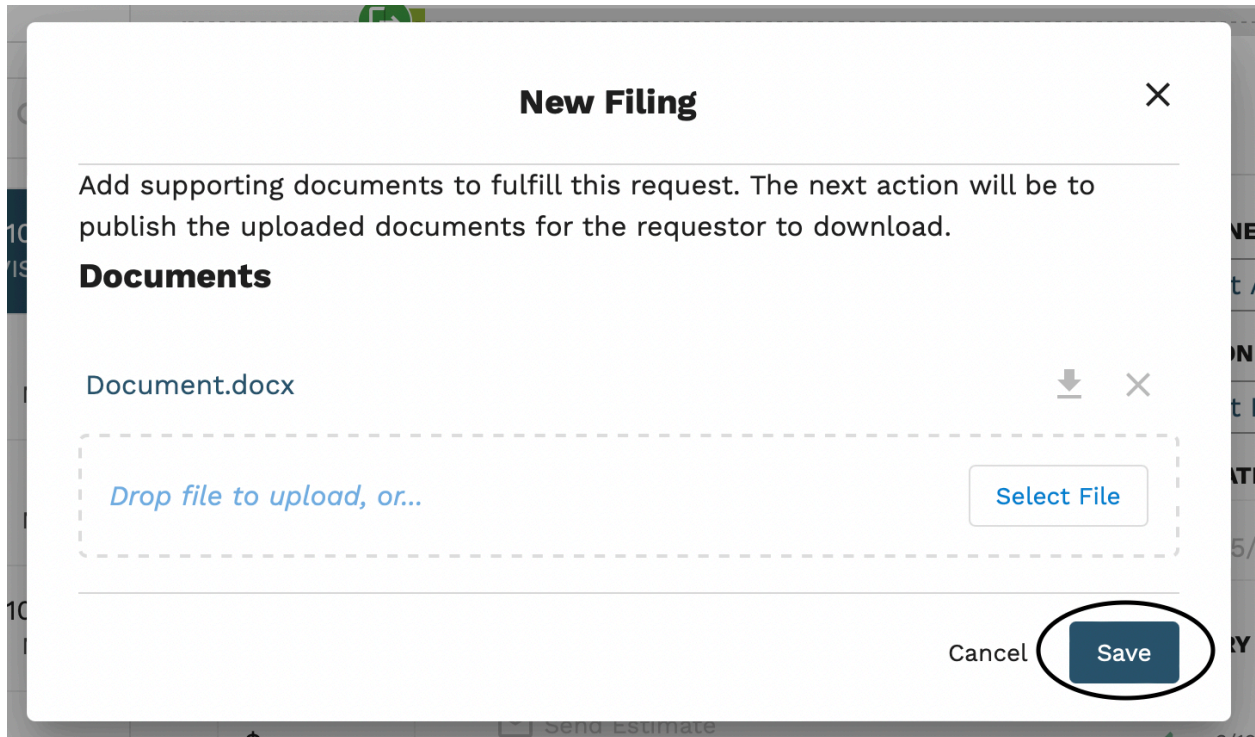


Send Estimate



No Cost

3. The administrative user will add the new filing by selecting from their documents or dragging the record into the frame. They will then select save at the bottom of the screen.



4. Once the documents have successfully uploaded, the administrative user will select "publish."




FILINGS




Ruthie Awbrey
1796 | ruthieroo@gmail.com | 06/10/2022 Accepted ^

Notes

OCI Admin
1800 | ociusertest.govlink@gmail.com | 06/10/20: Accepted ^

 Document.pdf  

 Publish

COPY FEE:

\$ 250.00

PROCESSING F...

\$ 5.00

SERVICE FEE:

3.50%

5. The user will be brought to a final window, where they will state their reason for publishing, add any additional notes, and select publish on the bottom right-hand corner.

Publish Filing ✕

REQUESTOR	ATTORNEY	DIVISION
OCI Admin	ocigovlink attorney2	Human Resources

OCI Admin
1800 | ociusertest.govlink@gmail.com | 06/10/2022

Publish Reason:

Document Release with Redactions & ... ▾

Notes to requestor:

Notes |

Cancel ✈ Publish

1.7 Publishing Open Records Over \$500

A price must be set before the open record may be uploaded.

1. The user will set a price for the Record. The processing and service fee will be automatically generated. The user will then send the estimate.

FILINGS

Ruthie Awbrey
1795 | ruthieroo@gmail.com | 06/10/2022 Accepted ^

Notes

COPY FEE: *

\$ 505.00

PROCESSIN...

\$ 5.00


SERVICE FEE:

3.50%

TOTAL COST:




\$ 527.85

 Send Estimate

 No Cost

2. Because the total is over \$500, the user will not be able to upload the requested records until payment has been made.
3. Once the requestor has made payment, OCI will receive notification and the payment will be documented in the history of the request.

HISTORY

	5/10/22, 12:06 PM [REDACTED] Filing 1840592 \$1040.18	PAYMENT POSTED
	5/10/22, 11:39 AM [REDACTED] Filing 1840592 \$1040.18	ESTIMATE SENT
	5/10/22, 11:37 AM [REDACTED] [REDACTED] Filing 1840592 Standard Acceptance	FILING ACCEPTED

FILINGS



Ruthie Awbrey
1796 | ruthieroo@gmail.com | 06/10/2022

Accepted ^

Notes

COPY FEE:

\$ 250.00

PROCESSING F...

\$ 5.00

SERVICE FEE:

3.50%

TOTAL COST:

\$ 263.93

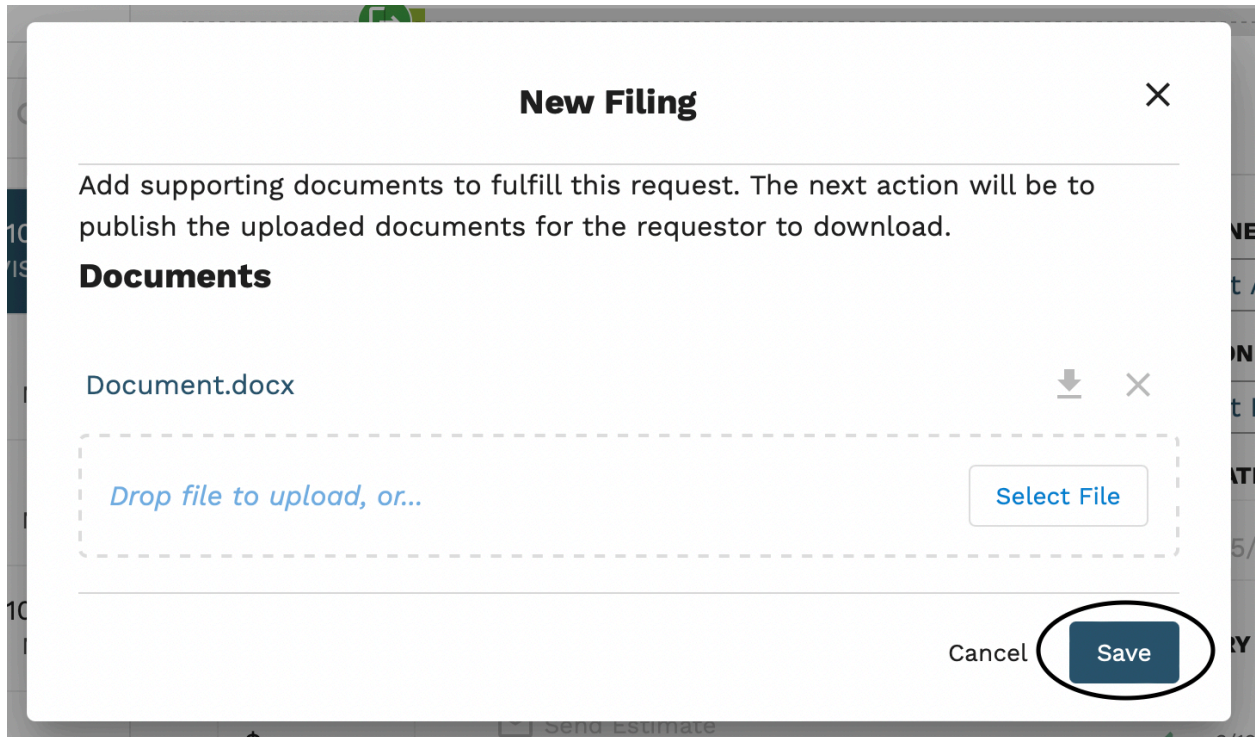


Send Estimate



No Cost

4. The user will add the new filing by selecting from their documents or dragging the record into the frame. They will then select save at the bottom of the screen.






5. Once the documents have successfully uploaded, the administrative user will select "publish."


FILINGS +

Ruthie Awbrey
1796 | ruthieroo@gmail.com | 06/10/2022 Accepted ^

Notes

OCI Admin
1800 | ociusertest.govlink@gmail.com | 06/10/20: Accepted ^

 Document.pdf  

 Publish

COPY FEE:	PROCESSING F...	SERVICE FEE:
\$ 250.00	\$ 5.00	3.50%

6. The user will be brought to a final window, where they will state their reason for publishing, add any additional notes, and select publish on the bottom right-hand corner.
7. Users can prepare documents to be published prior to receiving the >\$500 payment, but the publish button will not be available until the payment is received.

Publish Filing ✕

REQUESTOR	ATTORNEY	DIVISION
OCI Admin	ocigovlink attorney2	Human Resources

OCI Admin
1800 | ociusertest.govlink@gmail.com | 06/10/2022

Publish Reason:

Document Release with Redactions & ... ▾

Notes to requestor:

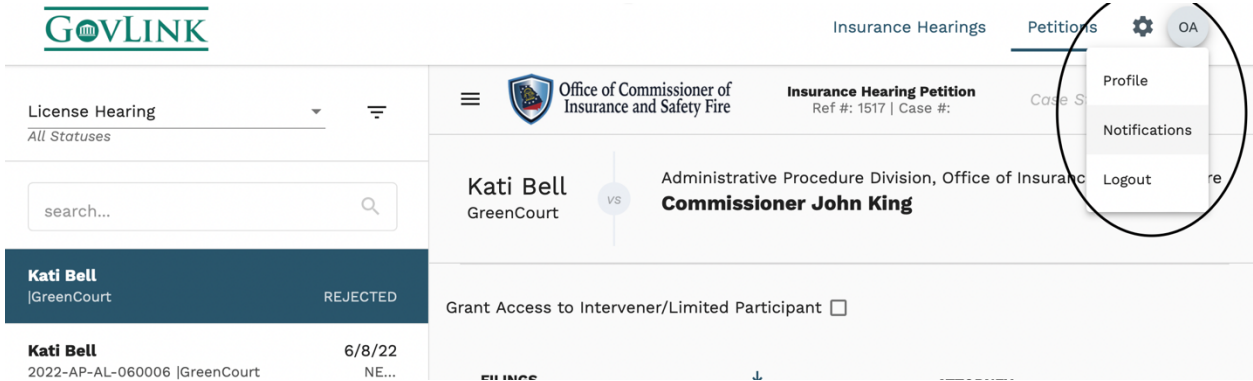
Notes |

Cancel ✈ Publish

1.6 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.

1. To enable notifications click on the user profile, where the user's initials appear, in the top right of the page and select "Notifications."



- 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.

