GovQA Records Requests How To as the Requestor

Your request has been processed and your records are available via GovQA.

Once done you will be able to see your records and you can also request future records via the same portal.

In order to access them you will need to go to the Norcom 911 website (link below) https://norcom911.govqa.us/WEBAPP/rs/(S(3qq1qzqeitahx1u0jb1xtkzs))/login.aspx

Then you will need to create an account if you have not already done so. (yellow) If you want to submit a request click on the Blue
If you want to review/see your finished Records Requests click on the RED

Once you have set up the initial account you will just need to log in each time to see your records and to Submit new requests.

You can also "chat" back and forth on the same records request so it's like an email but it's an internal one via GovQA.

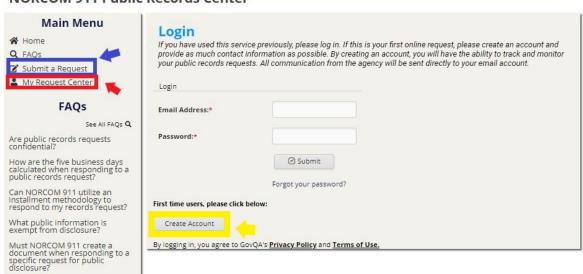
Example, you asked for 911 Audio initially but now realize you need the Cad logs as well. You can go in to the initial request and "send me a message" that says

"I also need cad logs" and I can process them in the same request.

I do ask that if it's a new Request you enter that separately as a new request for tracking purposes.



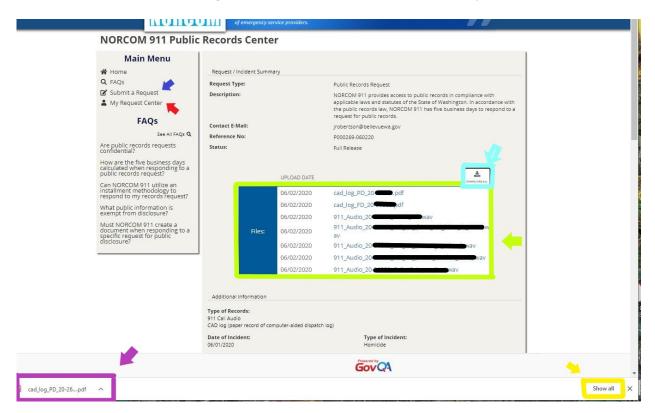
NORCOM 911 Public Records Center



Next: In order to see the records, log in via My Request Center, and select the request you need. It will bring up a list of the attachments I processed and released to you.

Then select "download all", it will start to download but will only show 1 item in the lower left corner. On the far lower right of your screen it will say "show all".

Select that and you will be able to see the list of downloaded items & pull up all the records. (It seems to work the best in Google Chrome, but also works with Internet Explorer)



If you have any issues or questions, please don't hesitate to email or call me. Thank you,



Brittney Rhodes

NORCOM 911-Public Records Specialist

records@norcom.org brhodes@norcom.org Desk: 425.577.5672

Hours: M-F: 0830-1630

PUBLIC DISCLOSURE: This e-mail, in whole or in part, may be subject to disclosure pursuant to RCW 42.56, regardless of any claim of confidentiality or privilege asserted by an external party