

## Online Portals Overview

Alt Text: Oregon’s public records law helps people see and understand how their government works. The law requires County employees to retain their records, and makes clear that the public can request and review them, with some exceptions. Public records laws are essential to our representative democracy. And Oregon provides clear guidance on how Multnomah County should provide records in a timely and consistent way.

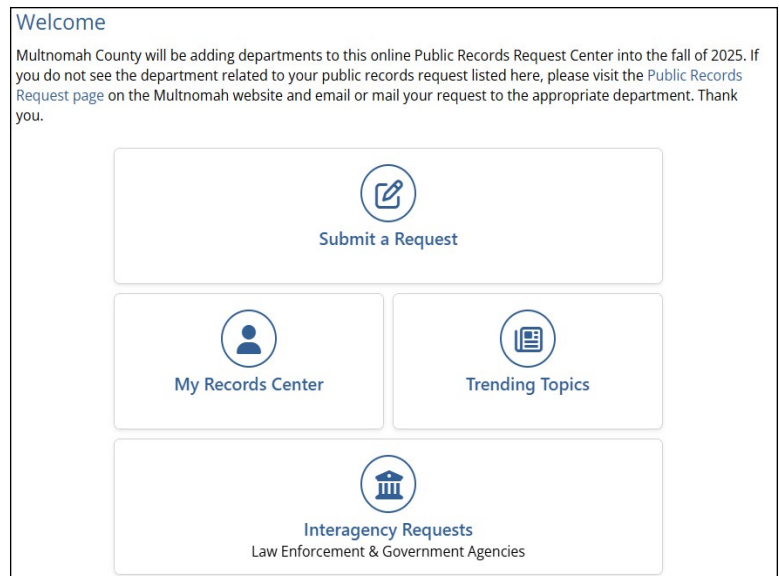
To improve how the public can request and receive records, Multnomah County has adopted a new online system. Please use [Multnomah County’s Public Record Request Center](#) if you are seeking records related to County business.

For community members who are seeking public records but are unable to use the online portal, requests may be submitted via mail. More information can be found on [Multnomah County’s Public Records Request](#) page.

## Initial Menu

The first screen when you enter the portal will have four options:

- Click on **Submit a Request** to make a records request.
- Click on **My Records Center** to view the status of your request, pay invoices, review and download provided records, and update your account information.
- Click on **Find Information (FAQ)** to view helpful answers related to various issues you might experience while using the online system.
- Click on **Trending Topics** to view records that have previously been made available to the public due to significant public interest.



## Record Request Menu

### Select a Department

Please select a department to submit a records request. If you do not see the department related to your public records request listed here, please visit the [Public Records Request](#) page on the Multnomah website and email or mail your request to the appropriate department. Thank you.

| Department            | Description                                                                                                                                                                                                                  | Select |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| Animal Services       | Shelter services or animal services.                                                                                                                                                                                         | Select |
| Sheriff's Office      | Police reports, arrest reports, background checks, address checks, proofs of civil service, booking photos, custody records, jail video, courthouse video, jail phone calls, personnel records, and media and data requests. | Select |
| Communications Office | Press inquiries or anything relating to the Multnomah County Communications office.                                                                                                                                          | Select |
| Elections             | Any Multnomah County election or election process.                                                                                                                                                                           | Select |

Clicking on ***Submit a Request*** will take you to a menu that lists available departments and which records may exist within those departments.

Because Multnomah County is still implementing this new online request portal, if you do not see the department that relates to your request, please use the Public Records Request page to see where else to send your request.

## Logging In or Creating a New Account

People requesting records are required to log in or create a new Multnomah County GovQA account. This is a separate login from any other County accounts you may have.

When creating your account, you must fill out all of the information marked by a red star (\*). The email address you provide must be valid and able to receive updates regarding your request. All other information is voluntary.

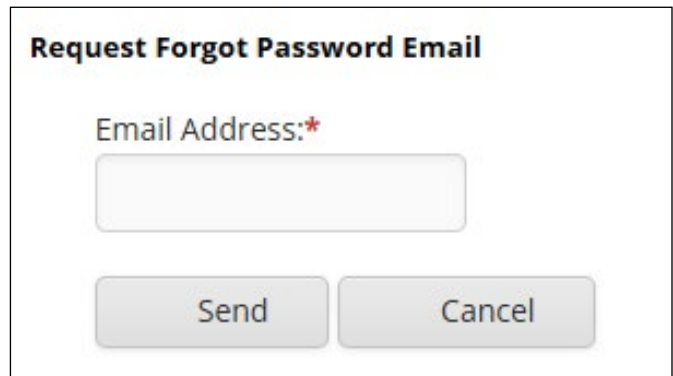
Please note that your password must be 8 to 20 characters long. It must contain at least one uppercase letter, one number, and only one of the following special characters: @ \$ ! % \* ? & #

Important: Please email [mcprhelp@multco.us](mailto:mcprhelp@multco.us) or call ----- if you are having issues with the portal.

## Forgotten Passwords

If you ever forget your password, reset it by clicking on the forgotten password link at the bottom of the login screen. This will take you to a new screen where you will need to enter the email address associated with your GovQA account.

You will receive an email with the subject line **Please Reset Your Password**. Click on the **Click Here** link in the email. (Please note it might take a few minutes for the email to appear. Do not do anything else in GovQA until the email arrives. Be sure to check your junk and spam folders if it does not appear in your inbox after a few minutes.)

A screenshot of a web form titled "Request Forgot Password Email". It features a text input field labeled "Email Address:" with a red asterisk indicating it is required. Below the input field are two buttons: "Send" and "Cancel".

**Request Forgot Password Email**

Email Address:\*

A new screen will open, asking you to enter and confirm your new password. Hit **Submit**. You will be taken back to the login screen. Once there, you can enter your email and new password to access your account.

## Submitting Your Request

The information necessary to make a public records request varies depending upon the record(s) being requested. Information fields with a red star (\*) next to them are required. All other pieces of requested information are optional.

Please thoroughly read the information provided in the online portal, as it will help guide you through the process. When making your request, please include as much detailed information as you can. This will help County staff identify and locate the records you are requesting more quickly.

If you request a fee waiver, please select the relevant waiver in the correct field. You may be asked to answer questions regarding your fee waiver request, so be sure to provide detailed answers.

Please note, when you submit a request, you will receive an email from the Multnomah County Records Request Center acknowledging your request. If you do not receive this email, check your spam or junk folders. If it is not there, contact the team for help via the contact information provided above.

In some cases, County staff may reach out to you asking for further clarification. This email will come from the **Multnomah County Records Request Center**. Please respond promptly to avoid any delays in fulfilling your request.

Some requests may require an additional release form prior to records being sent. If needed, these will be sent to you via email from the Multnomah County Records Request Center. Please fill out and return these forms promptly to avoid any delays in fulfilling your request.

## Communications Requesting Your Requests

### My Records Center

Login here to check the status of requests you have submitted or to update your customer account information.

[View My Requests](#)  
Click above to access requests submitted.

[View My Invoices](#)  
Click above to view your invoice history.

[Edit Customer Account Information](#)  
Click above to access and update your customer account information.

After you submit your request, all subsequent communications from the County will be via email. Beyond the initial acknowledgment of your request, these emails may include notification of an invoice, questions to help the County clarify your request to better find the records you are seeking, notification of the acceptance or denial of a fee waiver, and notification that your records are ready. If you don't receive any of these emails from the Multnomah County Public Records Request Center, check your spam/junk folder.

You can review and respond to these emails by going to My Records Center, clicking on View My Requests, and then clicking on Details for the relevant request. You can also view the current status of your request and other information this way.

## Accessing Your Records

When your request is fulfilled, the County will send you a notification email. Your records can then be viewed either via a link in the email or by going to **My Records Center**, clicking on **View My Requests**, and then clicking on **View File(s)** for the relevant request. The files will appear on the top of the screen. You can download them by clicking on **Download All**, or you can open them individually by clicking on a file name.