FOIAonline 3.0 Public User Guide

User Guide
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## Revision Log

<table>
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<tr>
<th>Date</th>
<th>Version No.</th>
<th>Description</th>
<th>Author</th>
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<td>7/2/2018</td>
<td>0.1</td>
<td>Draft content to reflect FOIA 3.0</td>
<td>K.Self</td>
<td>A.Davati; S. Teadt</td>
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<td>1.0</td>
<td>Final</td>
<td>K. Self</td>
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1 Submitting a Request
The public benefits from submitting requests to fewer government websites, tracking the status of requests, and searching and reviewing public requests and agency responses. Participating agencies benefit through storing requests and responses in a repository for reuse, and report generation.

Account creation is highly recommended. Please see Section 2.1, Benefits of an Account, for more information. Some agencies only release records online directly to the requester, meaning that you must have an account in order to receive releasable records online from some agencies.

To see the list of current agencies available to submit requests, navigate to the FAQs page in FOIAonline (see Section 0).

Exhibit 5-1 Glossary Page

1.1 Create Request – Steps

1. While on the FOIAonline Home page, click the Create Request header.

2. To create a request as a guest user, press the Begin button to advance.
   a. Continuing as a guest is only recommended if this is a one-time request submission. If you would like additional functionality and tracking (see Section 2.1 Benefits of an Account), then click the Create an Account link in the upper right corner of the page and submit a request as a registered requester.
Exhibit 1-2 Guest Request Creation

1.1.1 New Request Page

On this page (see Error! Reference source not found.) enter, at minimum, the required fields (distinguishable with an asterisk). If a fee waiver or expedited processing request is made, then the corresponding justification fields are required. Attach files to send along with the request by pressing the Select Files button to launch a popup, which allows the user to select multiple files from the computer’s hard drive. You can also drag and drop desired files into the Attach Supporting Files section. Files display in a table in the Attach Supporting Files section, with a removal option.

3. Select an Agency to route the request.
   a. Some agencies require you to select a Sub-Agency for more direct routing of the request.
   b. If you need additional assistance, access the selected agency’s FOIA website using the link.

4. Enter your Contact Information. If an email address is provided, then a system confirmation email is sent with the tracking number.
   a. Providing an email address also allows the agency user to correspond and send releasable documents via email.

5. Enter a numerical amount in the Will Pay Up To field for any possible fees incurred during processing.

6. Enter the Description regarding the records requested.
   a. Do NOT enter PII in your description. The agency will contact you directly if they need any additional information for processing.

7. Optional – If requesting either a fee waiver and/or expedited processing, then switch the applicable drop-down menus to Yes. This will display a free text field for you to enter the justification.


9. Press the Preview button to display the Preview page.
Exhibit 1-3 New Request Page
1.1.2 Preview Request Page

The Preview Request page offers the user one final chance to review the information entered before submission (see Error! Reference source not found.).

10. Optional - Press the Edit Request button to edit any information.

11. Check the Privacy Act and Request Affirmation checkboxes, indicating you agree to the Privacy Act Statement and that all information is true to the best of your knowledge.

12. Press the Submit button to submit the request online and send it to the agency for evaluation.

Exhibit 1-4 Preview Request Page
1.1.3 Request Confirmation Page

The Request Confirmation page (see *Error! Reference source not found.*) contains a summary of the created request, including the unique tracking number that is generated.

13. Click the tracking number link to display the Request Details page (see *Error! Reference source not found.*).

    a. If the requester does not have a registered user account, then the Request Details page will only display publicly available information.

14. Press the FOIAonline icon to return to the Home page.
Upon submission, the public Request Details (Error! Reference source not found.) page does not provide much information. It is up to the discretion of the agency user to release the name, organization, request description, and supporting files. The Phase Diagram automatically shifts as work is performed on the request:

- **Submitted** – The request for records has been submitted to the agency and is awaiting review.
- **Evaluation** – The agency is in the process of reviewing the request to determine if the description of records is sufficient.
- **Assignment** – The agency is routing the request to the appropriate agency employee to search for records and process the request.
- **Processing** – An agency employee is searching for records, assessing potential responsive records, making necessary redactions, and coordinating with other agency employees.
- **Closed** – The request has been processed and any responsive records have been released to the requester and/or public, as appropriate.

To inquire about the status of your request, visit the Contact Us link at the bottom of any page in order to view a list of the agencies’ FOIA contacts, as shown Error! Reference source not found. in Error! Reference source not found.
2 Registered Requesters

2.1 Benefits of an Account

A public user with an account has the ability to:

- View and track all previously created requests in a centralized dashboard.
- Have the User Information pre-populate upon request creation.
- Communicate within the system to agency users.
- View Fee Estimates requested.
- View an outstanding balance and invoice on a request.
- Make payments via pay.gov for agencies configured with pay.gov.
- Create appeals for previously created requests via the system.
- Withdraw or modify a request.

Impact

A system account allows records to be delivered to the requester electronically, which reduces reliance on paper and reduces copying costs. Since some agencies only release responsive records directly to the requester, account creation is highly recommended.

2.2 Account Creation

1. Press either the Create an Account link or the Access icon on the Home Page.

![Exhibit 2-1 FOIAonline Home Page]
2. Enter your contact information into the **User Information** section.
3. Enter and confirm your **password**.
4. Press the **Save** button to create the account.

Exhibit 2-2 Create a Public Account Page

The Confirmation page displays when the account has been successfully created.

Exhibit 2-3 Account Confirmation Page
2.3 Logging In

1. From the Home Page, click **Log In** in the top right.
2. Enter your email address in the **Email** field.
3. Enter your password in the **Password** field.
4. Press the **Log In** button.

![Login Section](image)

**Exhibit 2-4 Login Section**

2.4 Forgot Password

If an invalid attempt to sign in is made via the Login Section, then an error message displays (see **Error! Reference source not found.** Login Error). The system only allows 5 unsuccessful login attempts within one hour before users are locked out of the system for a duration of 30 minutes.

1. Press the **Forgot Password** button to display the Forgot Password page.

![Login Error](image)

**Exhibit 2-5 Login Error**

2. Enter the associated email address and press the **Send** button to receive a temporary password via email. Enter the email address and the temporary password into the Login Section and press the **Log In** button.

![Forgot Password Page](image)

**Exhibit 2-6 Forgot Password Page**
The Change Password page displays upon signing in with the temporary password (see Section 2.9.1 Change Password). A user receives an invalid login message when entering a password that was used within the previous 24 passwords.

2.5 My Requests Dashboard

After signing in to the registered user account, the My Requests dashboard displays. This dashboard provides a central location for all requests and appeals that are created by the user. If a registered user signs into the system and has not yet created a request, then the text “You have not created any cases.” displays.

Exhibit 2-7 My Requests Dashboard

Layout

The My Requests dashboard displays requests and appeals in the following columns: Tracking Number, Type, Track, Submitted, Due Date, Phase, and Detail. The actions that display in the left-side menu are: View My Requests, Submit a Request, Appeal a Request, Search Requests, and Run a Report. Clicking the FOIAonline icon will always return the user to the dashboard.

The number of maximum items that display at one time defaults to 25, but this can be changed by clicking the Show Entries drop-down and selecting 5, 10, 25, 50, or All. Changing the number of entries shown is a one-time change and does not save after navigating away from the dashboard.

Requests that have additional statuses such as new correspondence, awaiting payment, or backlogged display an exclamation point icon next to the tracking number.

Exhibit 2-8 Additional Status

Sorting

The dashboard default sorts by the Submitted date. All columns except for Detail are sortable by clicking the column headers.

Table Actions

- Clicking the Detail column header expands/collapses the Description for each of the rows.
- Clicking the plus icon in the Detail column expands/collapses the individual row’s Description.
- Clicking the Tracking Number link takes the user to the Details page.
2.6 Registered Requester - Request Details Page

The Request Details page displays additional information that is available to a public user, as shown in Error! Reference source not found..

1. The Phase Diagram displays at the top of the page, indicating where in the process the request is currently.
2. The Contact Information section displays the registered requester’s contact information, which can be modified within the My Account tab (see Section 2.9 Edit Account).
3. Detailed information related specifically to the request can be found in the Request Information section.
4. The status of Fee Waivers and Expedited Processing displays in the Request a Fee Waiver and Request Expedited Processing section, if they exist.
5. Supporting Files that were uploaded during the creation of the request display in the Supporting Files section of the request, if they exist.
6. Correspondence between the agency and requester display in the Correspondence tab.
7. Released responsive records display in the Released Records tab. Records released to the public display as “Request – Public.” Records released to only the requester display as “Request – Direct.” These records released “direct” will never be publicly searchable/available.

Exhibit 2-9 Registered Requester - Request Details Page
2.6.1 Modify Request Description

1. Modify a request by clicking the **Modify this Request** action from the left-side menu while on a request.
2. Modify the editable **Description** field.
3. Optional – attach files to the **Supporting Files** section.
4. Press the **Save** button to save the modified description.
   a. The agency user processing the request is automatically notified of the update.

---

**Exhibit 2-10 Editable Request Details Page**
2.6.2 Withdraw Request

Withdrawing a request from within FOIAonline sends a notification to the agency user of the action, prompting the user to close the request. Fees may still be applied to a withdrawn request, depending on how much search and/or review time has been applied to the request.

1. Click the **Withdraw this Request** action from the left-side menu.

![Withdraw Request Action](image)

**Exhibit 2-11 Withdraw Request Action**

2. Press Yes in the Withdraw Request Confirmation pop-up.

![Withdraw Request Confirmation](image)

**Exhibit 2-12 Withdraw Request Confirmation**

A confirmation message of the withdrawal displays at the top of the dashboard. Withdrawing a request sends an email to the agency individual assigned to process the request, and also logs the withdrawal in the Correspondence section of the case file (see Section 2.6.3 Correspondence). The withdrawn request’s phase will display as “Processing” until the request is manually closed by the agency. Depending on the amount of fees that have accrued between the submittal and the time of withdrawal, the requester may still receive an invoice.
2.6.3 Correspondence

1. On the Request Details page, click the Correspondence menu option.
2. Correspondence sent to the requester can be accessed in the Correspondence section. To view details and attachments associated with a specific correspondence file click the **blue plus icon** in the Details column.
3. Click the **Reply** link to expand the Reply section.
   a. The Reply link does not display for system automated correspondence.
4. Enter text into the **Body** of the Reply section.
5. Press the **Send** button to send the correspondence within the system.

Exhibit 2-13 Reply to Correspondence
2.6.4 Pay.gov Payments

Registered requesters can only submit online payments in FOIAsOnline if the agency is configured to accept pay.gov payments. An agency is configured to accept pay.gov payments if you see the “Make Payment” action in the left-side menu. This option only displays if there is an outstanding balance on a request.

The Payments section stores a log of both manual and pay.gov payments made toward the Total Amount Billed. Agency users have the ability to enter manual payments received from a requester offline. Manual payments entered by an agency user will display within this table.

1. Click the Make Payment action.

![Exhibit 2-14 Make a Payment VIA Pay.gov]

Press the Yes button in the popup.

![Exhibit 2-15 Pay.gov Notification]
Once in Pay.gov, enter your payment information and submit the online payment. FOIAonline will automatically update with the information.

Once full payment has been made and the Total Amount Owed equals $0.00, the Make Payment action will no longer display.

The Total Amount Owed equals the Total Invoice Amount minus Payments made.

Fee Estimates that are sent from an agency user display separately from invoices. Estimates marked as required for payment will affect the Total Amount Owed and display Make Payment action. An invoice that is sent with an Interim Release or Final Disposition Notice will override any Fee Estimates.

The most recent Total Amount Billed and its Date Sent display in the Invoice section of the Financing tab.

<table>
<thead>
<tr>
<th>Title</th>
<th>Total Amount Billed</th>
<th>Date Invoice Sent</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP-0D-2010-005510 Invoice-2210501010822155.pdf</td>
<td>$613.90</td>
<td>01/26/2010</td>
</tr>
</tbody>
</table>

**Exhibit 2-16 Invoices Section**

2.7   Appeal Creation

Only users with a registered account have the ability to appeal a request that they previously submitted. In order to create an appeal, access the Appeal Existing Request page by clicking the Appeal this Request action available in the left-side menu when viewing a request.

2.7.1   Appeal Existing Request Page

On the Appeal Existing request page, a public user enters, at minimum, the required fields (distinguishable with an asterisk). Attach files to send with the appeal by pressing the Select Files button to launch a popup, which allows the user to select multiple files from the computer’s hard drive, or by dragging and dropping the desired files into the Attach Supporting Files section. Files display in a table in the Attach Supporting Files section, with a removal option.
2.7.2 Preview Appeal Page

The Preview Appeal page offers the user a final chance to review the information entered before submission.

1. **Optional** - Edit the appeal by pressing the *Edit* button to return to the Appeal Existing Request page.
2. Check the **affirmation checkboxes**.
3. Press the **Submit** button to display the Appeal Confirmation page.

Exhibit 2-17 Preview Appeal
2.7.3 Appeal Confirmation Page

The Appeal Confirmation page contains a summary of the created appeal, including the unique tracking number that is generated.

1. Click the tracking number link to display the registered requester’s view of the Appeal Details page (see Section 2.8 Registered Requester).

<table>
<thead>
<tr>
<th>Original Request Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tracking Number</td>
</tr>
<tr>
<td>Requester Name</td>
</tr>
<tr>
<td>Submitted Date</td>
</tr>
<tr>
<td>Request Status</td>
</tr>
<tr>
<td>Request Track</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appeal Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeal Number</td>
</tr>
<tr>
<td>Requester Name</td>
</tr>
<tr>
<td>Date Appealed</td>
</tr>
<tr>
<td>Basis for Appeal</td>
</tr>
</tbody>
</table>

Exhibit 2-18 Appeal Confirmation Page

2.8 Registered Requester – Appeal Details Page

The registered requester’s view of the appeal is similar to the Request Details page (see Section 2.6 Registered Requester - Request Details Page). The phase diagram progresses automatically as the agency user evaluates and processes the appeal.

Exhibit 2-19 Registered Requester - Appeal Details
2.9  Edit Account

From the drop-down in the top right corner, click the **My Account** link to display the My Account page. Update the User Information section (the information that displays automatically when creating a request) and press the **Save** button.

![Exhibit 2-20 My Account Page]

2.9.1  Change Password

The **Change Password** page, is accessed by either logging in for the first time after receiving a temporary password, logging in after your password expires, or by selecting the **Change Password** action from the left-side menu.

![Exhibit 2-21 Change Password Action]
The Change Password page requires the email address, old password, and the new password (twice for validation). Pressing the Save button sets the new password and restarts the 60-day expiration clock.

**Change Password**

Once you change your password it will expire in 60 days.

* indicates a required field.

### Change Password

Password must be at least 12 characters and contain at least 3 of the following character types:
- Upper Case Letters
- Lower Case Letters
- Numbers
- Special Characters

<table>
<thead>
<tr>
<th>Email</th>
<th><a href="mailto:jdoe@example.com">jdoe@example.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Current/Temporary Password</td>
<td></td>
</tr>
<tr>
<td>New Password</td>
<td></td>
</tr>
<tr>
<td>Confirm New Password</td>
<td></td>
</tr>
</tbody>
</table>

**Exhibit 2-22 Change Password Page**
3 Searching

A public user can search for all previously created requests, appeals, referrals, and any publicly available responsive records in two ways: Quick Search and Advanced Search. A user can also skip the Search pages and quickly access search results by entering criteria in the text field that is located on the upper right corner of every page, see Error! Reference source not found..

Once criteria such as a keyword, tracking number, date, etc. are entered in the text field, press the Go button to begin the search.

3.1.1 Quick Search

Users can run a Quick Search from the Home page by typing in the search bar under the Search Requests tab or by clicking the Search Requests icon and typing into the search bar on that page.

Quick Search

Enter search criteria into the Keyword Search field. Multiple keywords can be used, which will search using OR logic. records that match the entered criteria.

If you can't find what you are looking for, then try Advanced Search.

Exhibit 3-2 Quick Search Page
3.1.1.1 Search Results

Search results display in a table with the following columns: Tracking Number, Type, Requester, Requester Organization, Received Date, Due Date, Phase and Detail. Each column can be sorted, with the exception of the Detail column, by clicking the column header.

1. Selecting the filters on the left-hand side filter the table of results.
2. Remove the selected filters either by clicking the ‘X’ on the filters as they appear at the top of the table or by pressing the Clear Filters button on the left.
3. The Show Entries drop-down can filter results to display 5, 10, 25, 50, or All at a time. Pagination buttons exist at the bottom of the table. The search term(s) entered are highlighted in the Search Results table.
4. Clicking the Detail column header expands the Description row of all of the search results.
5. Clicking the Tracking Number link for a request in the Search Results table displays the Request Details page.
6. Export options display beneath the Search Results table.
3.1.2 Advanced Search

To run an advanced search, users must click the **Advanced Search** link on the Quick Search page. Here you can search on a variety of customized criteria by selecting the desired input from the Look Up By drop-down and entering the appropriate information in the corresponding Search For field. The Look Up By drop-down includes inputs for:

1. Tracking Number
2. Legacy Tracking Number
3. Requester Name
4. Requester Organization
5. Received Date
6. Perfected Date
7. Due Date
8. Closed Date
9. Agency
10. Phase
11. Track
12. Type
13. Appeal Disposition
14. Request Disposition
15. Exemptions Used
16. Statutes Used
17. Subtypes Used
18. Open
19. On Hold
20. Overdue
21. Time to Process

The results of the search appear very similar to those of the Quick Search, but do not have filters along the left-hand side or the filter bar in the top-right corner.

![Advanced Search Results](image-url)
4 Reports

Public users are able to run reports through selections in three different areas: Report Type, Agency, and Time Period.

Report Type displays metrics from the Annual Report through the use of graphs and charts. The available options are:

1. Exemption 3 Statutes
2. Requests (Disposition, Exemptions)
3. Appeals (Disposition, Exemptions, Disposition Other Than Exemptions, Disposition “Other” Reasons, Response Time, Ten Oldest Appeals)
4. Processing Time (Requests Granted, Simple Requests, Complex Requests, Expedited Requests, Pending Requests, Ten Oldest Requests)
5. Expedited Processing
6. Fee Waiver
7. Administration (FOIA Personnel, FOIA Costs)
8. Backlog
9. Consultations (Ten Oldest Consultations)
10. Comparisons (Requests, Requests Backlogged, Administrative Appeals, Appeals Backlogged)

4.1 Report Criteria

The Time Period provides From and To date entry fields so the report information can be specified down to the day. Clicking either entry field opens a date picker for the selection of the appropriate time period.

1. Select a **Report Type** from the drop-down.
2. Select an **Agency** to run the report on.
3. Select a **Time Period**.
4. Press the **Generate Report** button to generate the selected report.

---

**Exhibit 4-1 Report Criteria**
4.2 Description of Public Reports

The Public has access to a variety of reports including: Requests, Exemptions, Appeals, Processing Time, Fee Waiver, Administration, Backlog, Consultations, and Comparisons reports. Each report, if applicable, displays both a bar graph and a table of the data. Each category of information displays in the bar graph in its own color, and all data displays in a table below the bar graph. Data can be exported to the clipboard or a CSV file by clicking the corresponding button on the bottom of the table.

<table>
<thead>
<tr>
<th>Requested, Processed, and Pending FOIA Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Totals for EPA from January 1, 2018 to June 30, 2018</td>
</tr>
<tr>
<td>Category</td>
</tr>
<tr>
<td>----------</td>
</tr>
<tr>
<td>EPA</td>
</tr>
<tr>
<td>Totals</td>
</tr>
</tbody>
</table>

**Exhibit 4-2 Public Report**

4.2.1 Exemption 3 Statutes

The report is titled Exemption 3 Statutes and displays only a chart with the columns Statute, Type of Information Withheld, Case Citation, Number of Times Relied Upon per Component, and Total Number of Times Relied upon by Agency.

4.2.2 Requests

There are 3 types of Request reports: Requests, Disposition, and Exemptions.

The Requests report is titled Received, Processed, and Pending FOIA Requests and displays in columns for Number of Requests Pending as of Start of the Time Period, Number of Requests Received in the Time Period, Number of Requests Processed in the Time Period, and Number of Requests Pending as of End of the Time Period.
4.2.2.1 Disposition

The report is titled Dispositions of FOIA Requests – All Processed Requests and displays in columns for Full Grants, Partial Grants/Partial Denials, Full Denials Based on Exemptions, and Full Denials Based on Reasons Other than Exemptions.

4.2.2.2 Exemptions

The report is titled Dispositions of FOIA Requests – Number of Times Exemptions Applied and displays in columns for Ex.1, Ex. 2, Ex. 3, Ex. 4, Ex. 5, Ex. 6, Ex. 7(A), Ex. 7(B), Ex. 7(C), Ex. 7(D), Ex. 7(E), Ex. 7(F), Ex. 8, and Ex. 9.

4.2.3 Appeals

There are 7 types of Appeal reports:

1. Appeals
2. Disposition
3. Exemptions
4. Disposition Other Than Exemptions
5. Disposition “Other” Reasons
6. Response Time
7. Ten Oldest Appeals

The Appeals report is titled Received, Processed and Pending Administrative Appeals and displays in columns for Number of Appeals Pending as of Start of the Time Period, Number of Appeals Received in the Time Period, Number of Appeals Processed in the Time Period, and Number of Appeals Pending as of End of the Time Period.

4.2.3.1 Disposition

The bar graph is titled Dispositions of Administrative Appeals -- All Processed Appeals and displays in columns for Affirmed, Partially Affirmed & Partially Reserved/Remanded, Completely Reserved/Remanded, and Closed for Other Reasons.

4.2.3.2 Exemptions

The bar graph is titled Appeal Determinations - Based on the Use of a FOIA Exemption and displays in columns for Ex.1, Ex. 2, Ex. 3, Ex. 4, Ex. 5, Ex. 6, Ex. 7(A), Ex. 7(B), Ex. 7(C), Ex. 7(D), Ex. 7(E), Ex. 7(F), Ex. 8, and Ex. 9.

4.2.3.3 Disposition Other Than Exemptions

The bar graph is titled Appeal Determinations Based on Reasons Other Than the Use of a FOIA Exemption and displays in columns for No Records, Records Referred at Initial Request Level, Request Withdrawn, Fee-Related Reason, Records Not Reasonably Described, Improper Request for Other Reasons, Not Agency Record, Duplicate Request or Appeal, Request in Litigation, Appeal Based Solely on Denial for Expedited Processing, and Other.

4.2.3.4 Disposition “Other” Reasons

There is no graph for Disposition “Other” Reasons and instead a chart displays with the columns Component, Description, Number of Times Used, and Total.
4.2.3.5 Response Time

The bar graph is titled Response Time for Administrative Appeals and displays in columns for Median Number of Days, Average Number of Days, Lowest Number of Days, and Highest Number of Days.

4.2.3.6 Ten Oldest Appeals

There is no graph for Ten Oldest Pending and instead a chart displays with the columns, Component 10th Oldest and Number of Days Pending, 9th, 8th, 7th, 6th, 5th, 4th, 3rd, 2nd, and Oldest and Number of Days Pending.

4.2.4 Processing Time

There are 7 types of Processing Time reports:

1. Processing Time
2. Requests Granted
3. Simple Requests
4. Complex Requests
5. Expedited Requests
6. Pending Requests
7. Ten Oldest Requests


4.2.4.1 Requests Granted


4.2.4.2 Simple Requests


4.2.4.3 Complex Requests


4.2.4.4 Expedited Requests

The report is titled Expedited Requests -- Response Time in Day Increments and displays in columns for 1-20 Days, 21-40 Days, 41-60 Days, 61-80 Days, 81-100 Days, 101-120 Days, 121-

### 4.2.4.5 Pending Requests

The report is titled Pending Requests - All Pending Perfected Requests and displays in columns for Simple Number Pending, Simple Median Days, Simple Average Days, Complex Number Pending, Complex Median Days, Complex Average Days, Expedited Number Pending, Expedited Median Days, and Expedited Average Days.

### 4.2.4.6 Ten Oldest Requests

The report is titled Pending Requests - Ten Oldest Pending Perfected Requests and displays only a chart with the columns Component, 10th Oldest and Number of Days Pending, 9th, 8th, 7th, 6th, 5th, 4th, 3rd, 2nd, and Oldest and Number of Days Pending.

### 4.2.5 Expedited Processing

The report is titled Requests for Expedited Processing and displays in columns for Number of Granted, Number of Denied, Median Number of Days to Adjudicate, Average Number of Days to Adjudicate, and Number Adjudicated Within Ten Days.

### 4.2.6 Fee Waiver

The report is titled Requests for Fee Waivers and displays in columns for Number of Granted, Number of Denied, Median Number of Days to Adjudicate, and Average Number of Days to Adjudicate.

### 4.2.7 Administration

There are 2 types of Administration reports: FOIA Personnel and FOIA Costs.

#### 4.2.7.1 FOIA Personnel

The report is titled FOIA Personnel and displays in columns for Number of Full-Time FOIA Employees, Number of Equivalent Full-Time FOIA Employees, and Total Number of Full-Time FOIA Staff.

#### 4.2.7.2 FOIA Costs

The report is titled Total Costs and Fees and displays in columns for Processing Costs and Fees Collected.

### 4.2.8 Backlog

The report is titled Backlogged Requests and Appeals and displays in columns for Number of Backlogged Requests as of the End of Time Period and Number of Backlogged Appeals as of End of Time Period.

### 4.2.9 Consultations

There are 2 types of Consultations reports: Consultations and Ten Oldest Consultations. The Consultations report is titled Consultations on FOIA Requests Received, Processed and Pending Consultations and displays in columns for Number of Consultations Pending as of Start of the Time Period, Number of Consultations Received in Time Period, Number of Consultations Processed in Time Period, and Number of Consultations Pending as of End of Time Period.
4.2.9.1 Ten Oldest Consultations

The report is titled Pending Consultations - Ten Oldest Pending Consultations and displays only a chart displays with the columns Component, 10th Oldest and Number of Days Pending, 9th, 8th, 7th, 6th, 5th, 4th, 3rd, 2nd, and Oldest and Number of Days Pending.

4.2.10 Comparisons

Selecting Comparisons from the Report Type drop-down menu expands two new date fields: Previous Time Period and Current Time Period.

<table>
<thead>
<tr>
<th>Report Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Report Type</td>
</tr>
<tr>
<td>* Agency</td>
</tr>
<tr>
<td>* Previous Time Period</td>
</tr>
<tr>
<td>* Current Time Period</td>
</tr>
</tbody>
</table>

Exhibit 4-3 Comparisons Report Dates

There are 4 types of Comparisons reports: Requests, Requests Backlogged, Administrative Appeals, and Appeals Backlogged.

4.2.10.1 Requests

The Requests report is titled Number of Requests Received and Processed Comparison and displays in columns for Number of Requests Received During Previous Time Period, Number of Requests Received During Current Time Period, Number of Requests Processed During Previous Time Period, and Number of Requests Processed During Current Time Period.

4.2.10.2 Requests Backlogged

The report is titled Number of Backlogged Requests Received and Processed Comparison and displays in columns for Number of Backlogged Requests as of End of Previous Time Period and Number of Backlogged Requests as of End of Current Time Period.

4.2.10.3 Administrative Appeals

The report is titled Number of Administrative Appeals Received and Processed Comparison and displays in columns for Number of Appeals Received During Previous Time Period, Number of Appeals Received During Current Time Period, Number of Appeals Processed During Previous Time Period, and Number of Appeals Processed During Current Time Period.

4.2.10.4 Appeals Backlogged

The report is titled Number of Backlogged Appeals Received and Processed Comparison and displays in columns for Number of Backlogged Appeals as of End of Previous Time Period and Number of Backlogged Appeals as of End of Current Time Period.
5  Quick Links

The Glossary, FAQs, Resources, and About quick links display at the bottom of every page.

5.1  Glossary

The Glossary page displays the FOIA.gov glossary with quick links at the top of the page to jump within the page.

Exhibit 5-1 Glossary Page

5.2  FAQs

The FAQs page contains answers to Frequently Asked Questions about the FOIA and FOIAonline.

Exhibit 5-2 FAQs Page
5.3 Resources

The Resources page contains videos on how to search for FOIA requests, make FOIA requests and create an account. The Public User Guide can also be found on this page.

**Resources**

**Videos**

- Search FOIA Requests
- Make a FOIA Request
- Create an Account

Exhibit 5-3 Resources Page

5.4 About

The About page offers the user more information concerning the agencies that use FOIAonline and the capabilities of guest users and registered users.

Exhibit 5-4 About Page