



# **FOIAonline 3.0 Public User Guide**

User Guide

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# Revision Log

Date	Version No.	Description	Author	Reviewer	Review Date
7/2/2018	0.1	Draft content to reflect FOIA 3.0	K.Self	A.Davati; S. Teadt	7/2/2018
7/3/2018	1.0	Final	K. Self		

# 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.

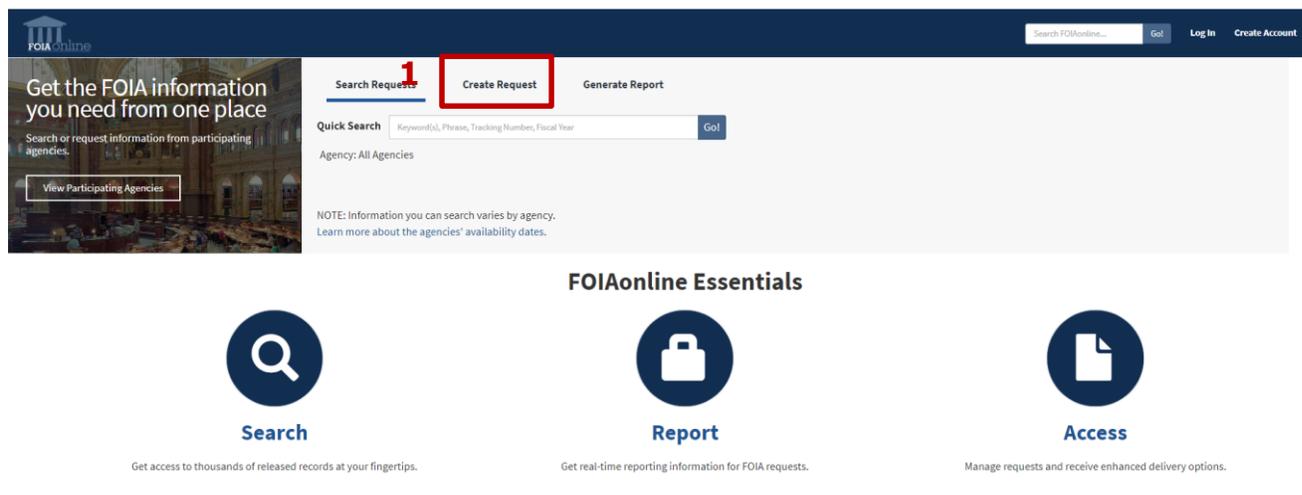
To see the list of current agencies available to submit requests, navigate to the FAQs page in FOIAonline (see Section 0

## Exhibit 5-1 Glossary Page

).

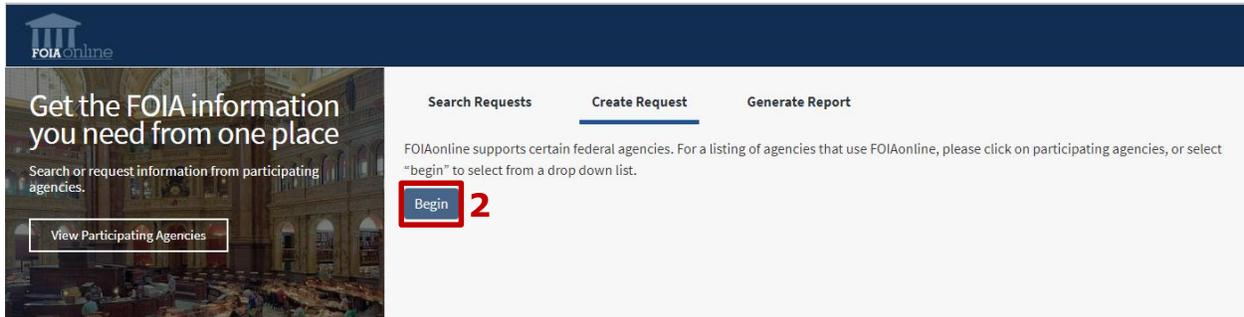
### 1.1 Create Request – Steps

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



## Exhibit 1-1 FOIAonline Home Page - Make a Request

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.*
8. *Optional – Upload any **supporting documents**.*
9. Press the Preview button to display the Preview page.

### New Request

The Freedom of Information Act (FOIA) is a federal law that gives the public the right to make requests for federal agency records. Agencies may withhold information according to [nine exemptions](#) contained in the statute. The FOIA applies only to federal agencies. It does not apply to records held by Congress, the courts, or by state or local government agencies. Each state has its own public access laws that should be consulted for access to state and local records.

\* indicates a required field.

3

**Agency Selection** Collapse -

\* Agency

\* Sub Agency

If you are looking for information regarding a specific property, you may obtain this information immediately without filing a FOIA request by using the MyProperty portal, accessible at <http://www.epa.gov/myproperty>

**Request Type** Collapse -

Request Type

4

**Contact Information** Collapse -

Salutation <input type="text" value="--"/>	Mailing Address Location <input type="text" value="United States/US Territories"/>
* First Name <input type="text"/>	* Address Line 1 <input type="text"/>
Middle Initial <input type="text"/>	Address Line 2 <input type="text"/>
* Last Name <input type="text"/>	* City <input type="text"/>
Email Address <input type="text"/>	* State/Province <input type="text" value="--"/>
Organization <input type="text"/>	* Zip Code/Postal Code <input type="text"/>
Phone Number <input type="text"/>	
Fax Number <input type="text"/>	

5

**Processing Fees** Collapse -

[Why are fees required?](#)

\* Will Pay Up To

6

**Description** Collapse -

\* 0/2000

7

**Request Expedited Processing** Collapse -

Under certain conditions, you may be entitled to have your request processed on an expedited basis. Please see agency specific regulations for the criteria that the agency uses to grant a request for expedited processing.

Make Request?

\* 0/2000

**Request a Fee Waiver** Collapse -

Any FOIA requester may request that all fees associated with the request be waived. Note: some agencies require that fee waiver requests be submitted with the FOIA request. Please see agency-specific regulations for instructions.

Make Request?

8

**Attach Supporting Files** Collapse -

No supporting files have been uploaded.

Drag files here

Attach Supporting Files

9

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.

### Preview Request

The Freedom of Information Act (FOIA) is a federal law that gives the public the right to make requests for federal agency records. Agencies may withhold information according to [nine exemptions](#) contained in the statute. The FOIA applies only to federal agencies. It does not apply to records held by Congress, the courts, or by state or local government agencies. Each state has its own public access laws that should be consulted for access to state and local records.

• indicates a required field.

Agency Selection		Collapse	
Agency	U.S. Environmental Protection Agency Headquarters Office of Administration Environmental Appeals Board		
vgrftbgrngtr			

Request Type		Collapse	
Request Type	FOIA		

Contact Information				Collapse	
Salutation		Mailing Address Location	United States/US Territories		
First Name	John	Address Line 1	111 12th St		
Middle Initial		Address Line 2			
Last Name	Doe	City	Example		
Email Address	john.doe@example.com	State/Province	Virginia		
Organization		Zip Code/Postal Code	22222		
Phone Number					
Fax Number					

Processing Fees		Collapse	
Will Pay Up To	\$25.00		

Description		Collapse	
Description	This is a FOIA request for a specific set of records.		

Request Expedited Processing		Collapse	
Make Request?	Yes		
Justification	I am requesting expedited processing according to this agency's guidelines.		

Request a Fee Waiver		Collapse	
Make Request?	Yes		
Justification	I am requesting a fee waiver according to this agency's guidelines. Please see attached document for more information pertaining to my request.		

Additional Information		Collapse	
Case Number	N/A		
Date of Birth	N/A		

Attach Supporting Files		Collapse	
No supporting files have been uploaded.			

- 11**  I Agree. I have read the [Privacy and Security Notice](#) and agree to the terms set forth.
- I Agree. Affirmation. Pursuant to 28 USC § 1746, I declare and affirm that under penalty of perjury under the laws of the United States of America that all of the foregoing information, statements, and signatures submitted in connection with this request and in any supporting documents are true and correct to the best of my knowledge.

Submit Edit Cancel

**12 10**

### 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.

**14**

Request Confirmation				
Request Information				
Tracking Number	<a href="#">EPA-HQ-2018-001535</a> <b>13</b>	Request Phase	Submitted	
Requester Name	John Doe	Description	This is a FOIA request for a specific set of records.	
Submitted Date	05/17/2018			

**Exhibit 1-5 Request Confirmation 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.

EPA-HQ-2018-001535 Request Details

**Request Information** Collapse ▾

<b>Full Name</b>	Under Agency Review	<b>Date Submitted</b>	05/17/2018
<b>Organization</b>	Under Agency Review	<b>Estimated Date of Completion</b> ⓘ	Undetermined
		<b>Final Disposition</b>	Undetermined

**Description** Collapse ▾

The description of this request is under agency review.

**Released Records** Collapse ▾

Download	Title	Size (MB)	File Type	Release Date
No records have been released yet.				

### Exhibit 1-6 Request Details Page

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.**

#### Contact Us

**Agency Direct Contact Information**

For information regarding a specific FOIA request, contact the agency directly:

- [Defense Logistics Agency](#)
- [Department of Defense - Office of the Inspector General](#)
- [Department of Justice - Executive Office for United States Attorneys](#)
- [Department of Justice - Office of Information Policy](#)
- [Department of the Navy](#)
- [Federal Communications Commission](#)
- [Federal Labor Relations Authority](#)
- [General Services Administration](#)
- [Merit Systems Protection Board](#)
- [National Archives and Records Administration](#)
- [National Labor Relations Board](#)
- [Nuclear Regulatory Commission](#)
- [Office of the Pardon Attorney](#)
- [Pension Benefit Guaranty Corporation](#)
- [Small Business Administration](#)
- [Social Security Administration](#)
- [U.S. Customs and Border Protection](#)
- [U.S. Department of Commerce](#)
- [U.S. Environmental Protection Agency](#)
- [U.S. Parole Commission](#)

### Exhibit 1-7 Contact Us Page

## 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.

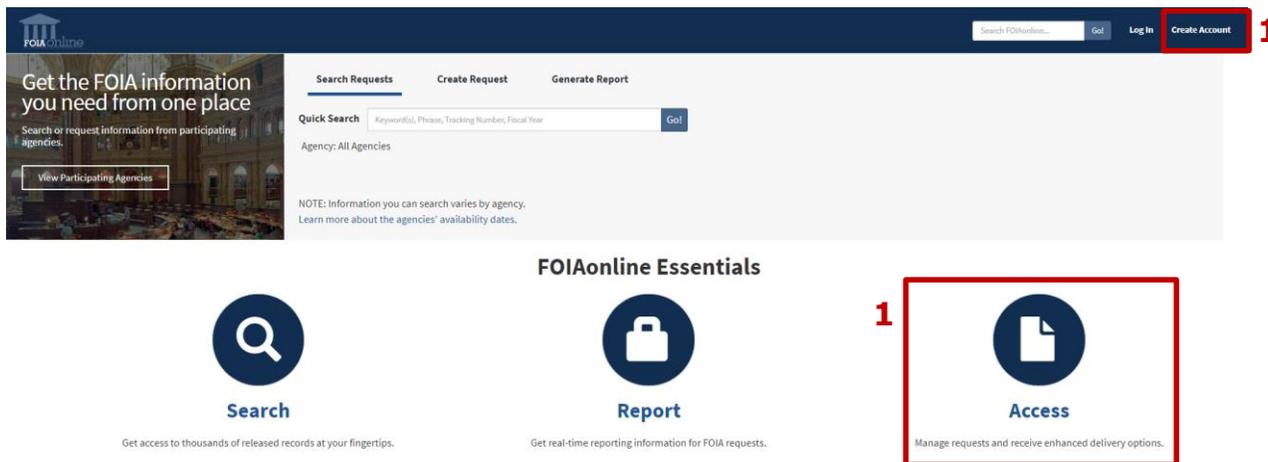
#### *Impact*

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.

**Create a Public Account**

If you are an agency user requesting access to FOIAonline, please contact your FOIA Officer.  
\* indicates a required field.

**User Information** Collapse

<p>2 <b>Salutation</b> <input type="text" value="--"/></p> <p>* <b>First Name</b> <input type="text"/></p> <p><b>Middle Initial</b> <input type="text"/></p> <p>* <b>Last Name</b> <input type="text"/></p> <p><b>Organization</b> <input type="text"/></p> <p>* <b>Email</b> <input type="text"/></p> <p>* <b>Confirm Email</b> <input type="text"/></p> <p><b>SIPR (Alternate Email)</b> <input type="text"/></p> <p><b>Phone Number</b> <input type="text"/></p>	<p><b>DSN (Alternate Phone Number)</b> <input type="text"/></p> <p><b>Fax Number</b> <input type="text"/></p> <p><b>Mailing Address Location</b> <input type="text" value="United States/US Territories"/></p> <p>* <b>Address Line 1</b> <input type="text"/></p> <p><b>Address Line 2</b> <input type="text"/></p> <p>* <b>City</b> <input type="text"/></p> <p>* <b>State/Province</b> <input type="text" value="--"/></p> <p>* <b>Zip Code/Postal Code</b> <input type="text"/></p>
---	---

**Password** Collapse

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

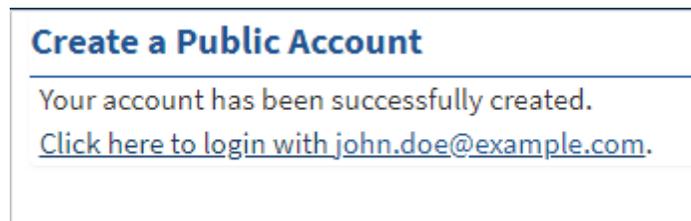
3 \* **Password**

4 \* **Confirm Password**

**Save** **Cancel**

**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.

The screenshot shows a 'Log In' form with a dark blue header. Below the header are two input fields: 'Email' and 'Password', both marked with a red asterisk. A red '2' is next to the 'Email' label, and a red '3' is next to the 'Password' label. At the bottom of the form are two buttons: 'Log In' and 'Forgot Password'. A red '4' is next to the 'Log In' button.

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.

The screenshot shows the top navigation bar with a search box, 'Go!', 'Home', and 'Search' links. A red error message banner at the top right reads: 'Either the email address or password is invalid.' Below the navigation bar is a 'Log In' form with a dark blue header. The form has two input fields: 'Email' (containing 'jdoe@example.com') and 'Password'. A red asterisk is next to both labels. A red '1' is next to the 'Forgot Password' button.

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

\* indicates a required field.

#### Forgot Password

Enter a valid email in the Email Address field. If the email entered matches a system user account, then a temporary password will be sent to that email.

\*Note - PIV/CAC users should contact the FOIAonline helpdesk for login support.

\* **Email Address**

2

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.

 <a href="#">EPA-HQ-2018-001561</a>	Request	Simple	John Doe
Description		I would like to make a request.	
Additional Status		Backlogged	

**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.

**EPA-HQ-2018-001540 Request Details**

Request Details | Correspondence | Financing | Released Records | Appeals

1 Submitted | Evaluation | Assignment | Processing | Closed

**2** Contact Information

Full Name	John Doe	Mailing Address Location	United States/US Territories
Organization		Address Line 1	111 12th St
Email Address	jdoe@example.com	Address Line 2	
Phone Number		City	Example
Fax Number		State/Province	VA
		Zip Code/Postal Code	22222

**3** Request Information

Agency		Request Phase	Submitted
Will Pay Up To	\$25.00	Request Track	Simple
Date Submitted	05/17/2018	Final Disposition	Undetermined
Estimated Date of Completion			

Additional Information

Case Number	N/A
Date of Birth	N/A

Description

Description: FOIA request for records.

**4** Request Expedited Processing

Made Request?	No
---------------	----

**4** Request a Fee Waiver

Made Request?	No
---------------	----

**5** Supporting Files

Download	Attached File Name	Size (MB)	File Type
No attachments have been added.			

Download Selected | Download All

**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.

### EPA-HQ-2018-001540 Request Details

Request Details   Correspondence   Financing   Released Records   Appeals

Submitted   Evaluation   Assignment   Processing   Closed

**Contact Information** Collapse

Full Name	John Doe	Mailing Address Location	United States/US Territories
Organization		Address Line 1	111 12th St
Email Address	jdoe@example.com	Address Line 2	
Phone Number		City	Example
Fax Number		State/Province	Virginia
		Zip Code/Postal Code	22222

**Request Information** Collapse

Agency		Request Phase	Submitted
Will Pay Up To	\$25.00	Request Track	Simple
Date Submitted	05/17/2018	Final Disposition	Undetermined
Estimated Date of Completion			

**Additional Information** Collapse

Case Number	N/A
Date of Birth	N/A

**Description** Collapse

25/2000

FOIA request for records.

**Request Expedited Processing** Collapse

Made Request?	No
---------------	----

**Request a Fee Waiver** Collapse

Made Request?	No
---------------	----

**Supporting Files** Collapse

Attached File Name	Size (MB)	File Type
No attachments have been added.		

**Attach Additional Supporting Files** Collapse

No supporting files have been uploaded.

Drag files here

Select Files

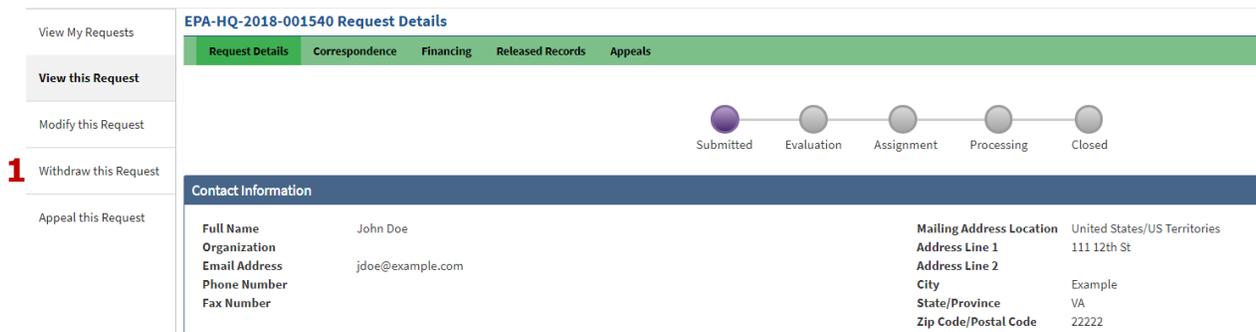
Save   Cancel

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.

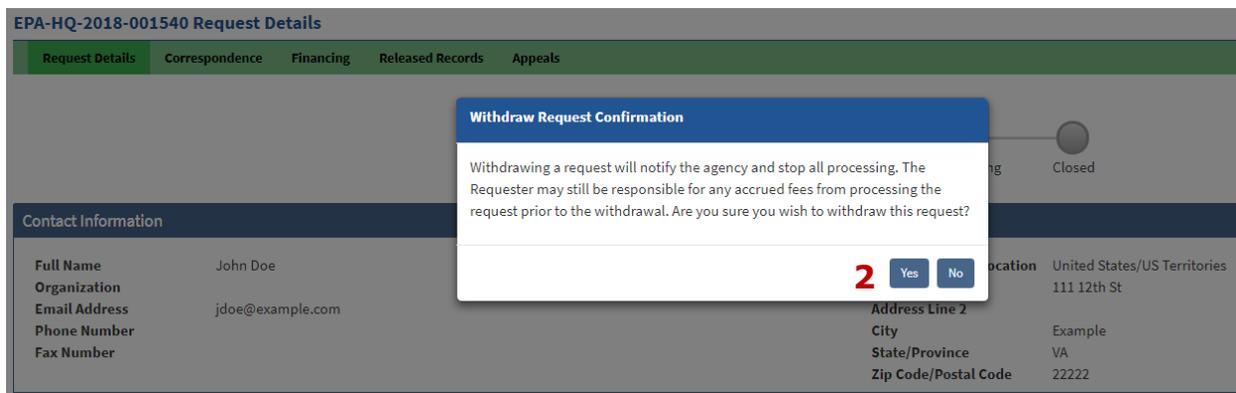


The screenshot shows the 'EPA-HQ-2018-001540 Request Details' page. On the left, a vertical menu contains several options: 'View My Requests', 'View this Request', 'Modify this Request', 'Withdraw this Request' (highlighted with a red '1'), and 'Appeal this Request'. The main content area features a progress bar with five stages: Submitted, Evaluation, Assignment, Processing, and Closed. Below the progress bar is a 'Contact Information' section with the following details:

Full Name	John Doe	Mailing Address Location	United States/US Territories
Organization		Address Line 1	111 12th St
Email Address	jdoe@example.com	Address Line 2	
Phone Number		City	Example
Fax Number		State/Province	VA
		Zip Code/Postal Code	22222

**Exhibit 2-11 Withdraw Request Action**

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



The screenshot shows the same 'EPA-HQ-2018-001540 Request Details' page as Exhibit 2-11, but with a 'Withdraw Request Confirmation' pop-up dialog box overlaid in the center. The dialog box contains the following text: 'Withdrawing a request will notify the agency and stop all processing. The Requester may still be responsible for any accrued fees from processing the request prior to the withdrawal. Are you sure you wish to withdraw this request?'. At the bottom right of the dialog box, there are two buttons: 'Yes' (highlighted with a red '2') and 'No'. The background page is dimmed.

**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.

The screenshot displays two sections of the FOIAonline interface. The top section, titled "Correspondence", shows a table with two entries. The first entry is "FOIA Request EPA-HQ-2018-001540 Submitted" from "System" on "05/17/2018", with a red "2" and a plus icon in the "Detail" column. The second entry is "Clarification Needed" from "EPA Helpdesk T User" on "05/18/2018", with a red "2" and a minus icon. Below the table, the details for the "Clarification Needed" entry are shown, including a subject line "Re: Freedom of Information Act Request No. EPA-HQ-2018-001540" and a body of text explaining the need for clarification. A red "3" is placed to the left of the "Reply" link. The bottom section, titled "Reply", shows a form for replying to the selected correspondence. The subject is "Re: Clarification Needed" and the body is empty. A red "4" is placed to the left of the "Body" label. At the bottom right of the reply form, there is a red "5" next to "Send" and "Cancel" buttons.

Correspondence

Showing 1 to 2 of 2 entries Show 10 entries

Subject	From	Date	Detail
FOIA Request EPA-HQ-2018-001540 Submitted	System	05/17/2018	2 +
Clarification Needed	EPA Helpdesk T User	05/18/2018	2 -

Re: Freedom of Information Act Request No. EPA-HQ-2018-001540

This letter concerns the above-referenced Freedom of Information Act (FOIA) request, received by the U.S. Environmental Protection Agency (EPA or Agency) on [MONTH DAY, YEAR], in which you requested [INSERT directly what the FOIA request stated or accurately paraphrase description of requested records].

The Agency is diligently processing your FOIA request. However, we have questions with respect to the following item(s): [LIST OR DESCRIBE WHAT YOU DON'T UNDERSTAND ABOUT THE REQUEST].

We would like to provide you the opportunity to clarify the records that you are seeking. This FOIA request is tolled until we receive your clarification or modification. Please respond to this request for clarification or modification within ten calendar days from the date of this letter. Once we receive your clarification or modification, we will continue processing your FOIA request. If we do not receive a response from you within this time period, we will consider your request to be voluntarily withdrawn.

Please contact me [OR A STAFF MEMBER] at [EMAIL with your clarification or I can be reached at [TELEPHONE] if you would like to set up a time to further discuss your request.

[Email-20180518172406-Request Clarification Letter.pdf](#)

Reply

Copy to Clipboard Export to CSV Previous 1 Next

Reply

Subject Re: Clarification Needed

Body

Placeholders

Send Cancel

Exhibit 2-13 Reply to Correspondence

## 2.6.4 Pay.gov Payments

Registered requesters can only submit online payments in FOIAonline 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.

The screenshot shows the FOIAonline interface. On the left, a vertical menu lists actions: View this Request, Modify this Request, Withdraw this Request, Appeal this Request, and Make a Payment. The 'Make a Payment' option is highlighted with a red '1'. The main content area has a green header with tabs: Request Details, Correspondence, Financing, Released Records, and Appeals. Below the tabs is a progress bar with five stages: Submitted, Evaluation, Assignment, Processing, and Closed. The 'Assignment' stage is currently active. Below the progress bar are three sections: 'Cost Estimates' (with a 'Collapse' button), 'Invoices' (with a 'Collapse' button), and 'Payments' (with a 'Collapse' button). The 'Invoices' section contains a table with one row: EPA-HQ-2018-001561 Invoice-20180518180223195.pdf, Total Amount Billed: \$61.50, Date Invoice Sent: 05/18/2018. The 'Payments' section contains a table with columns: Payment Date, Payment Amount, Payment Type, Pay.gov Confirmation Number, and Payment Status. Below the table, it says 'No payments have been added.' At the bottom of the 'Payments' section, there is a summary table: Total Invoice Amount: \$61.50, Total Amount Paid: \$0.00, Total Amount Owed: \$61.50.

Exhibit 2-14 Make a Payment VIA Pay.gov

Press the **Yes** button in the popup.

The screenshot shows a popup notification with a blue header that reads 'Redirecting to an external payment website...'. The main text of the popup says 'You will now be redirected to an external website to complete the payment. Would you like to continue?'. At the bottom right of the popup, there are two buttons: 'Yes' and 'No'.

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.

Invoices		
Title	Total Amount Billed	Date Invoice Sent
<a href="#">EPA-HQ-2018-001561 Invoice-20180518180223195.pdf</a>	\$61.50	05/18/2018

### 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.

**Preview Appeal**

\* indicates a required field.

Agency Selection		Collapse	
Agency	U.S. Environmental Protection Agency		

Request Type		Collapse	
Request Type	FOIA		

Contact Information				Collapse	
Salutation		Mailing Address Location	United States/US Territories		
First Name	John	Address Line 1	111 12th St		
Middle Initial		Address Line 2			
Last Name	Doe	City	Example		
Created on Behalf Of		State/Province			
Organization		Zip Code/Postal Code	22222		
Email Address	jdoe@example.com				
Phone Number					
Fax Number					

Request Information				Collapse	
Tracking Number	EPA-HQ-2018-001561	Request Phase	Assignment		
Full Name	John Doe	Request Track	Simple		
Date Submitted	05/18/2018	Final Disposition			

Basis for Appeal		Collapse	
Basis for Appeal	This is an appeal for FOIA Request EPA-HQ-2018-001561.		
<input type="checkbox"/>	Based on Fee Waiver		
<input type="checkbox"/>	Based on Expedited Processing		

Request Expedited Processing		Collapse	
Make Request?	No		

Attach Supporting Files		Collapse	
No supporting files have been uploaded.			

I Agree. I have read the [Privacy and Security Notice](#) and agree to the terms set forth.

I Agree. Affirmation. Pursuant to 28 USC § 1746, I declare and affirm that under penalty of perjury under the laws of the United States of America that all of the foregoing information, statements, and signatures submitted in connection with this request and in any supporting documents are true and correct to the best of my knowledge.

### 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).

Appeal Confirmation			
Original Request Information			
Tracking Number	<a href="#">EPA-HQ-2018-001561</a>	Request Status	Assignment Determination
Requester Name	John Doe	Request Track	Simple
Submitted Date	05/18/2018		
Appeal Information			
Appeal Number	<a href="#">EPA-HQ-2018-001564</a>	Date Appealed	05/18/2018
Requester Name	John Doe	Basis for Appeal	This is an appeal for FOIA Request EPA-HQ-2018-001561.

**Exhibit 2-18 Appeal Confirmation Page**

### 2.8 Registered Requester – Appeal Details Page

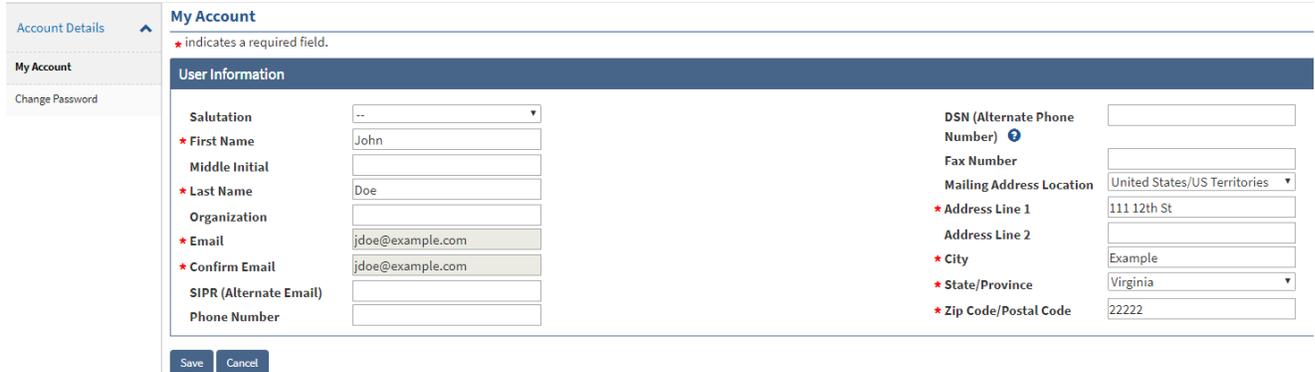
The registered requester’s view of the appeal is similar to the Request Details page (see Section 2.6 Registered Requester - Request Details Page). The phase diagram progresses automatically as the agency user evaluates and processes the appeal.

EPA-HQ-2018-001564 Appeal Details			
Request Details   Correspondence   Financing   Released Records   Appeals			
Contact Information <span style="float: right;">Collapse</span>			
Full Name	John Doe	Mailing Address Location	United States/US Territories
Organization		Address Line 1	111 12th St
Email Address	jdoe@example.com	Address Line 2	
Phone Number		City	Example
Fax Number		State/Province	VA
		Zip Code/Postal Code	22222
Request Information <span style="float: right;">Collapse</span>			
Agency		Request Phase	Submitted
Will Pay Up To	\$0.00	Request Track	
Date Submitted	05/18/2018	Final Disposition	Undetermined
Estimated Date of Completion			
Description <span style="float: right;">Collapse</span>			
Description	This is an appeal for FOIA Request EPA-HQ-2018-001561.		
Request Expedited Processing <span style="float: right;">Collapse</span>			
Made Request?	No		
Request a Fee Waiver <span style="float: right;">Collapse</span>			
Made Request?	No		
Supporting Files <span style="float: right;">Collapse</span>			
Download	Attached File Name	Size (MB)	File Type
No attachments have been added.			
<input type="button" value="Download Selected"/> <input type="button" value="Download All"/>			

**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.



The screenshot shows the 'My Account' page with a left sidebar containing 'Account Details', 'My Account', and 'Change Password'. The main content area is titled 'My Account' and contains a 'User Information' section. A note at the top indicates that an asterisk (\*) denotes a required field. The form includes fields for Salutation, First Name (John), Middle Initial, Last Name (Doe), Organization, Email (jdoe@example.com), Confirm Email (jdoe@example.com), SIPR (Alternate Email), and Phone Number. On the right side, there are fields for DSN (Alternate Phone Number), Fax Number, Mailing Address Location (United States/US Territories), Address Line 1 (111 12th St), Address Line 2, City (Example), State/Province (Virginia), and Zip Code/Postal Code (22222). 'Save' and 'Cancel' buttons are located at the bottom left of the form.

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.

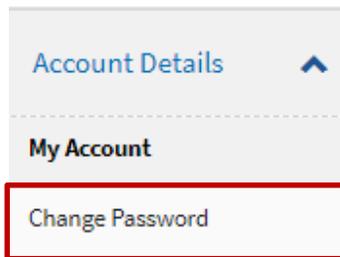


Exhibit 2-21 Change Password Action

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:

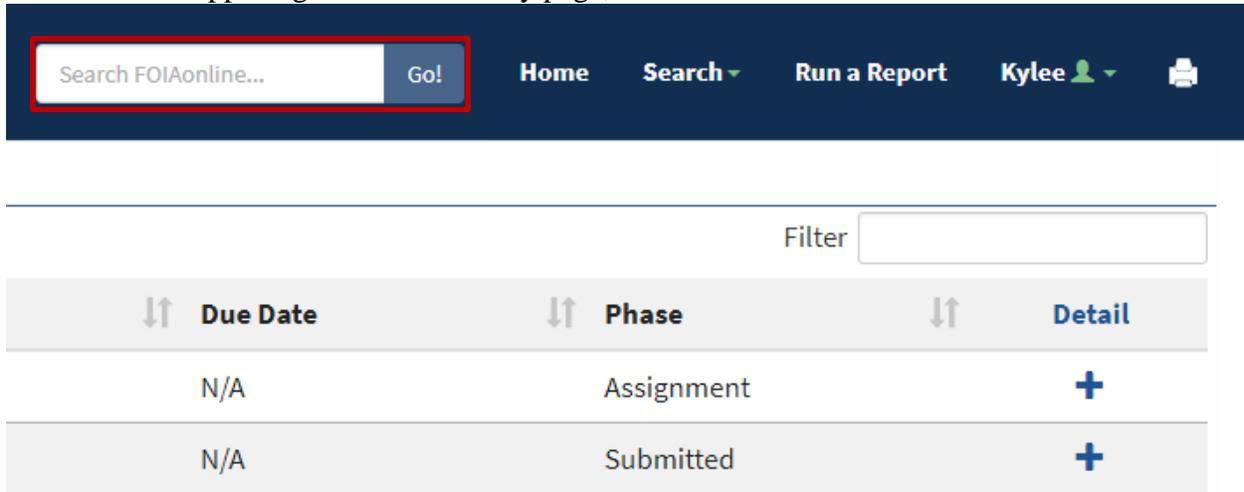
- Upper Case Letters
- Lower Case Letters
- Numbers
- Special Characters

* Email	<input type="text" value="jdoe@example.com"/>
* Current/Temporary Password	<input type="password"/>
* New Password	<input type="password"/>
* Confirm New Password	<input type="password"/>

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.**



The screenshot shows a dark blue navigation bar at the top with a search input field containing "Search FOIAonline..." and a "Go!" button. To the right are links for "Home", "Search", "Run a Report", and a user profile "Kylee". Below the navigation bar is a table with a "Filter" input field. The table has three columns: "Due Date", "Phase", and "Detail". The first row shows "N/A", "Assignment", and a plus sign. The second row shows "N/A", "Submitted", and a plus sign.

↑↓ Due Date	↑↓ Phase	↑↓ Detail
N/A	Assignment	+
N/A	Submitted	+

**Exhibit 3-1 Search Bar**

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](#).

**Keyword Search**

Keyword(s), Phrase, Tracking Number, Fiscal Year

Go!

**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.

#### Quick Search

Enter search criteria into the Keyword Search field. Multiple keywords can be used, which will search using OR logic. To find a request by tracking number, enter the entire number (EPA-2012-000123), or a partial number (000123). Results will include both requests and records that match the entered criteria.

If you can't find what you are looking for, then try [Advanced Search](#).

Keyword Search

The screenshot shows the 'Search Results' interface. On the left, a filter sidebar (1) lists categories like Agency, Type, and Exemptions Used. At the top left, a 'Clear Filters' button (2) is visible. The main table (3) displays search results with columns for Tracking Number, Type, Requester, Requester Organization, Received Date, Due Date, Phase, and Detail. A 'Show' dropdown menu (3) is set to '50 entries'. The first row (5) has a yellow highlight on the Tracking Number 'EPA-2018-000274'. A red box (4) highlights the '+' icon in the Detail column for the first row. At the bottom, 'Copy to Clipboard' and 'Export to CSV' buttons (6) are shown.

Tracking Number	Type	Requester	Requester Organization	Received Date	Due Date	Phase	Detail
EPA-2018-000274	Request	TestRequestCorrespondence TestRequestCorrespondence		02/13/2018	03/14/2018	Closed	+
EPA-2018-000280	Request	TestRequestClosure11 TestRequestClosure11		02/13/2018	03/14/2018	Closed	+
EPA-2018-000981	Request	TestRequestInterim TestRequestInterim		02/13/2018	03/14/2018	Closed	+
EPA-2018-000982	Request	John Smith		02/13/2018	03/14/2018	Closed	+
EPA-2018-000284	Request	Monte Zuma	EPA	02/13/2018		Closed	+
EPA-2018-000288	Request	TestRecordRetention TestRecordRetention		02/14/2018	03/15/2018	Closed	+
EPA-2018-000991	Request	TestRetentions2 TestRetentions2		02/14/2018	03/15/2018	Closed	+
EPA-2018-001020	Request	John Smith		02/14/2018	03/16/2018	Processing	+
EPA-2018-001036	Request	Ahmed Mahfouz		02/15/2018	03/20/2018	Processing	+

Exhibit 3-3 Quick Search Results

### 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

Select search criteria using the Look Up By dropdown and enter/select a value in the corresponding Search For field. Multiple selections can be made in the dropdown, which will search using AND logic, meaning the search results must match all criteria entered. Multiple selections can also be made for specific criteria in the Search For field, which will search using OR logic.

Search Criteria
Collapse

Look Up By

Select One

Requester Name

Search For

Sally

Search Results
Collapse

Showing 1 to 25 of 62 entries    Show  entries

Tracking Number	Type	Requester	Received Date	Due Date	Assigned To	Status	Detail	Request Type
<a href="#">EPA-HQ-2018-001597</a>	Request	Sally Sampson	05/24/2018	06/22/2018	EPA Helpdesk User	Closed		+
<a href="#">EPA-HQ-2018-001594</a>	Request	Sally Sampson	05/24/2018	06/22/2018	EPA Helpdesk User	Closed		+
<a href="#">EPA-HQ-2018-001582</a>	Appeal	Sally Sampson	05/22/2018		EPA-HQ-AO-EAB - Environmental Appeals Board	Initial Evaluation	<input type="checkbox"/> Assign	+
<a href="#">EPA-HQ-2018-001581</a>	Appeal	Sally Sampson	05/22/2018		EPA-HQ-AO-EAB - Environmental Appeals Board	Initial Evaluation	<input type="checkbox"/> Assign	+

**Exhibit 3-4 Advanced Search Results**

## 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.

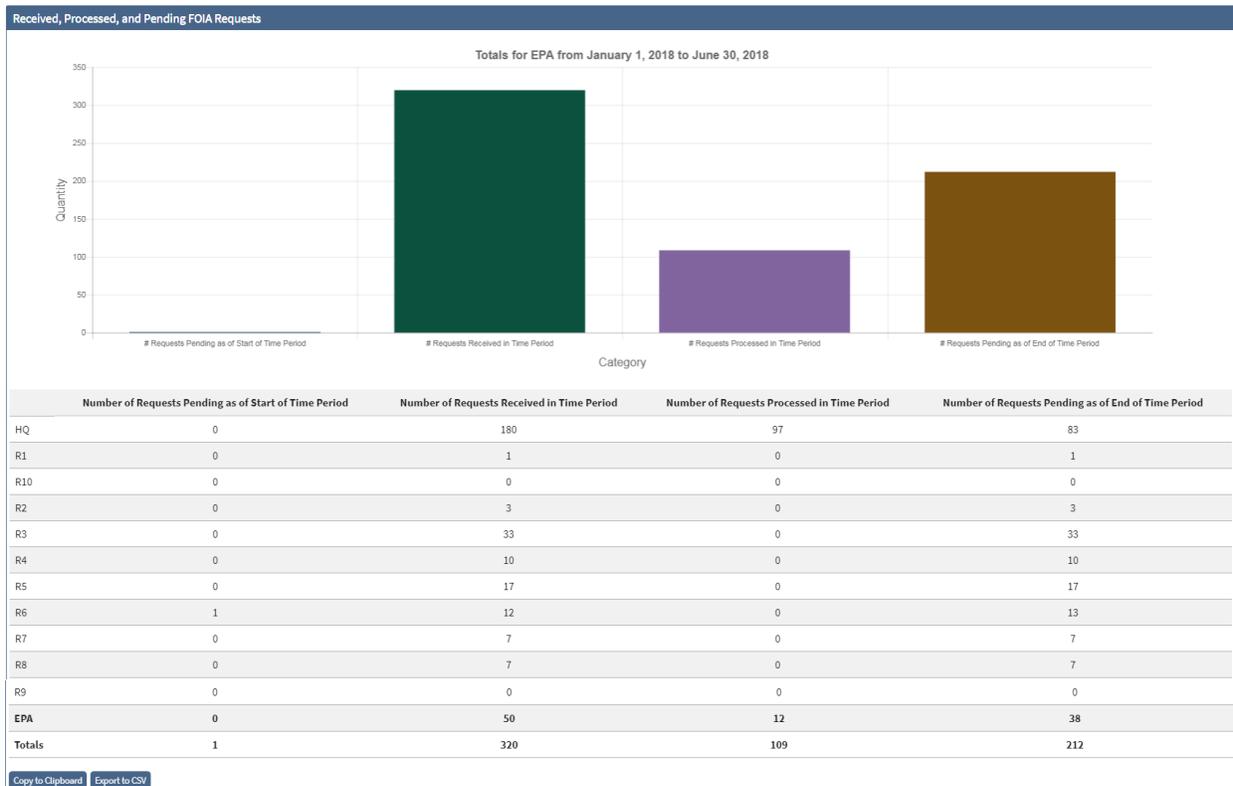
1. Select a **Report Type** from the drop-down.
2. Select an **Agency** to run the report on.
3. Select a **Time Period**.
4. Press the **Generate Report** button to generate the selected report.

The screenshot shows the 'Annual Report' interface. At the top, a header reads 'Annual Report' with a sub-note: 'These contain real-time updates regarding request, referral, appeal, and consultation metrics for FOIAonline participating agencies. They are identical to those produced in the year-end annual report, but can be run for any time period.' Below this is a 'Report Criteria' section with a dark blue header. The form contains three main fields: 'Report Type' (a dropdown menu with 'Requests' selected, marked with a red '1'), 'Agency' (an empty text field, marked with a red '2'), and 'Time Period' (two text boxes for 'From' and 'To' dates, marked with a red '3'). A red '4' is placed next to a 'Generate Report' button at the bottom left of the form.

**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.



### 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, 9<sup>th</sup>, 8<sup>th</sup>, 7<sup>th</sup>, 6<sup>th</sup>, 5<sup>th</sup>, 4<sup>th</sup>, 3<sup>rd</sup>, 2<sup>nd</sup>, 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

The Processing Time report is titled Processed Requests - Response Time for All Processed Perfected Requests and displays in columns for Simple Lowest Days, Simple Highest Days, Complex Lowest Days, Complex Highest Days, Expedited Lowest Days, and Expedited Highest Days.

##### 4.2.4.1 Requests Granted

---

The report is titled Requests Granted - Response Time for Perfected Requests in Which Information Was Granted and displays in columns for Simple Lowest Days, Simple Highest Days, Complex Lowest Days, Complex Highest Days, Expedited Lowest Days, and Expedited Highest Days.

##### 4.2.4.2 Simple Requests

---

The report is titled Simple 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, 121-140 Days, 141-160 Days, 161-180 Days, 181-200 Days, 201-300 Days, 301-400 Days, 401+ Days, and Total.

##### 4.2.4.3 Complex Requests

---

The report is titled Complex 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, 121-140 Days, 141-160 Days, 161-180 Days, 181-200 Days, 201-300 Days, 301-400 Days, 401+ Days, and Total.

##### 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-

140 Days, 141-160 Days, 161-180 Days, 181-200 Days, 201-300 Days, 301-400 Days, 401+ Days, and Total.

#### 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

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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

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

##### 4.2.7.1 FOIA Personnel

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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, 10<sup>th</sup> 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

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

The screenshot shows a web form titled "Report Criteria" with a dark blue header. Below the header, there are four labeled fields: "\* Report Type" (a dropdown menu showing "Requests"), "\* Agency" (a text input field), "\* Previous Time Period" (two text input fields separated by "To"), and "\* Current Time Period" (two text input fields separated by "To"). A red rectangular box highlights the two "To" date fields. At the bottom left of the form is a blue button labeled "Generate Report".

**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.

**Glossary**

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

**Administrative Appeal** - An independent review of the initial determination made in response to a FOIA request. Requesters who are dissatisfied with the response made on their initial request have a statutory right to appeal that initial determination to an office within the agency which will then conduct an independent review.

**Annual FOIA Report** - A report required to be filed each year with the Department of Justice by all federal agencies detailing the agency's administration of the FOIA. Annual FOIA Reports contained detailed statistics on the number of FOIA requests and appeals received, processed, and pending at each agency.

**Backlog** - The number of requests or administrative appeals that are pending beyond the statutory time period for a response.

**Certification of Identity** - To ensure that one person's records are not inadvertently disclosed to another person, individuals requesting records on themselves are asked to certify their identity by signing a sworn statement certifying that they are who they say they are.

**Chief FOIA Officer** - A designated high-level official within each agency who has overall responsibility for the agency's compliance with the FOIA.

Each federal agency is required to have a Chief FOIA Officer, who is responsible for ensuring that their agency is compliant with the FOIA, that their agency is working efficiently on FOIA requests and appeals, and constantly improving how each agency works with the FOIA. While each agency has a Chief FOIA Officer, these officers serve in an oversight position, and are not always the main FOIA contact in each agency.

**Chief FOIA Officer Report** - A report required to be filed with the Department of Justice which details each agency's progress in improving transparency and compliance with the FOIA.

**Commercial Requester** - Any person making a FOIA request that requests information for a use or a purpose that furthers a commercial, trade, or profit interest, which can include furthering those interests through litigation.

**Complex Request** - A FOIA request that an agency anticipates will involve a voluminous amount of material to review or will be time-consuming to process.

**Component** - For agencies that process requests on a decentralized basis, a "component" is an entity, also sometimes referred to as an Office, Division, Bureau, Center, or Directorate, within the agency that processes FOIA requests. The FOIA now requires that agencies include in their Annual FOIA Report data for both the agency overall and for each principal subpart or "component" of that agency.

**Consultation** - When an agency locates a record that contains information of interest to another agency, it will ask for the views of that other agency on the disclosability of the records before any final determination is made. This process is called a "consultation".

### Exhibit 5-1 Glossary Page

### 5.2 FAQs

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

**Frequently Asked Questions**

**About FOIA and FOIAonline**

- [What is the FOIA?](#)
- [What is FOIAonline?](#)
- [Who are the participating agencies in FOIAonline?](#)
- [Will the FOIA libraries \(reading rooms\) of participating agencies still exist once an agency begins participating in FOIAonline?](#)
- [Does FOIAonline comply with section 508?](#)
- [What is the difference between FOIAonline and FOIA.gov?](#)
- [Do I have to pay to file a request?](#)

**Using FOIAonline**

- [What can I do in FOIAonline?](#)
- [What can I find on FOIAonline?](#)
- [Is FOIAonline limited to the agencies in the agency pull-down menus on the site?](#)
- [What are the advantages of registering with FOIAonline?](#)
- [How am I notified when records are available?](#)
- [How long will the records be available for review?](#)
- [Do the reports generated from FOIAonline differ from the federal Agencies/Departments Annual FOIA Reports submitted to the U.S. Department of Justice?](#)
- [What type of information might agencies choose not to post?](#)
- [What do the different phases' bubbles mean \(Submitted, Evaluation, Assignment, Processing, Closed\)?](#)
- [Will FOIAonline prevent me from uploading certain file types?](#)
- [How can I upload documents of file types that are not accepted by FOIAonline?](#)

**How do I...?**

Creating a Request

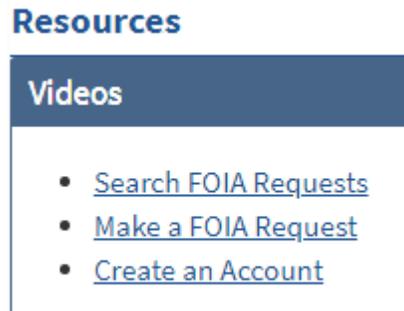
- [Request a fee waiver?](#)
- [Request expedited processing?](#)
- [Include documents or files or other information with my FOIA request?](#)
- [Know if my request was submitted?](#)
- [Track the progress of my request?](#)

### Exhibit 5-2 FAQs Page

## 5.3 Resources

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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.



**Exhibit 5-3 Resources Page**

## 5.4 About

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

**About FOIAonline**

FOIAonline is a FOIA tracking and processing tool for the following Agencies and Offices

- Department of Defense
  - Defense Logistics Agency
  - Department of the Navy
  - Office of the Inspector General
- Department of Justice
  - Executive Office of U.S. Attorneys
  - Office of Information Policy
  - Office of Legal Policy
  - Office of Legislative Affairs
  - Office of Public Affairs
  - Office of the Associate Attorney General
  - Office of the Attorney General
  - Office of the Deputy Attorney General
  - Office of the Pardon Attorney
  - U.S. Parole Commission
- Environmental Protection Agency
- Federal Communication Commission
- Federal Labor Relations Authority
- General Services Administration
- Merit Systems Protection Board
- National Archives and Records Administration
- National Labor Relations Board
- Nuclear Regulatory Commission
- Pension Benefit Guaranty Corporation
- Small Business Administration
- Social Security Administration
- U.S. Customs and Border Protection
- U.S. Department of Commerce

**Guest users may**

- Search of previously released records,
- Generate reports; and,
- Receive records electronically if you provide an email address.

**Registered users may, in addition to the above**

- Track progress on all your requests submitted through FOIAonline via a personal dashboard;
- Communicate directly with the agency at all points in the process;
- Have your contact information pre-populated in future requests;
- Receive notification when the status of your request has changed.

**Exhibit 5-4 About Page**