

Public Record Request User Guide

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Introduction

Overview of osTicket

osTicket is a ticketing system that has been customized to streamline public record requests for the AZ Department of Health Services. It enables users to submit tickets via the web form, which are then managed through an intuitive interface.

This guide is designed to help requesters understand the system, including how to submit and manage their record requests, or “tickets” efficiently.

Accessing the System

Signing in

1. Open your web browser and navigate to the portal: <https://recordsrequest.azdhs.gov/>
2. Click on the **Sign In** button.
3. Enter your email address and password.
4. Click **Sign in** to access your dashboard.

Resetting Your Password

1. On the login page, click **Forgot My Password**.
 2. Enter your registered email address.
 3. Follow the instructions in the password reset email to create a new password.
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3. Submitting a Ticket

Step-by-Step Guide to Creating a Ticket

1. Click **Open a New Ticket** from the dashboard or the **Create a new request button** if you're not signed in.

2. Complete the submission form:
 - a. If you are seeking a medical record, you are required to attach a notarized release of information form. This can be found [here](#).
 - b. If you are requesting emails, please include the start and end date of your search, as well as keywords or names. For example, all emails that Jane Doe sent from Jan 1, 2025 - Jan 30, 2025.
 - c. If the records you are seeking do not require dates, please put today's date for the most current information.
 - d. Note that commercial records and records over 25mb will have an associated fee
 3. Click **Submit** to send your request.
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4. Tracking and Managing Tickets

Viewing Your Open and Closed Tickets

- Click **My Tickets** on the dashboard to see a list of your submitted requests.
- Use filters to view **Open**, **Closed**, or **All** tickets.

Checking Ticket Status & Responses

- Each ticket has a **status** (e.g., Open, In Progress, Closed).
- Click on a ticket to view responses from support staff.

Replying to Ticket Updates

- Open the ticket and scroll to the **Response Section**.
- Type your message and click **Post Reply**.

Closing a Ticket (if necessary)

- If you want to cancel your request, you can **close the ticket** by replying to the ticket (see above).
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6. FAQs & Support

Common Issues and Solutions

- **Not receiving email notifications?** Check your spam folder and ensure that notifications are enabled.

- **Can't log in?** Reset your password or contact support.
- **Need to update ticket details?** Open the ticket and add a new comment with the additional information.

Contacting Support for Further Assistance

If you need additional help, reach out to acr@azdhs.gov.