

NextRequest – User Guide

Emails from NextRequest

Initial Email

After your request has been submitted you should receive an email from cityoftemptx@public-records-requests.com. This is an automatic reply from our portal, NextRequest.

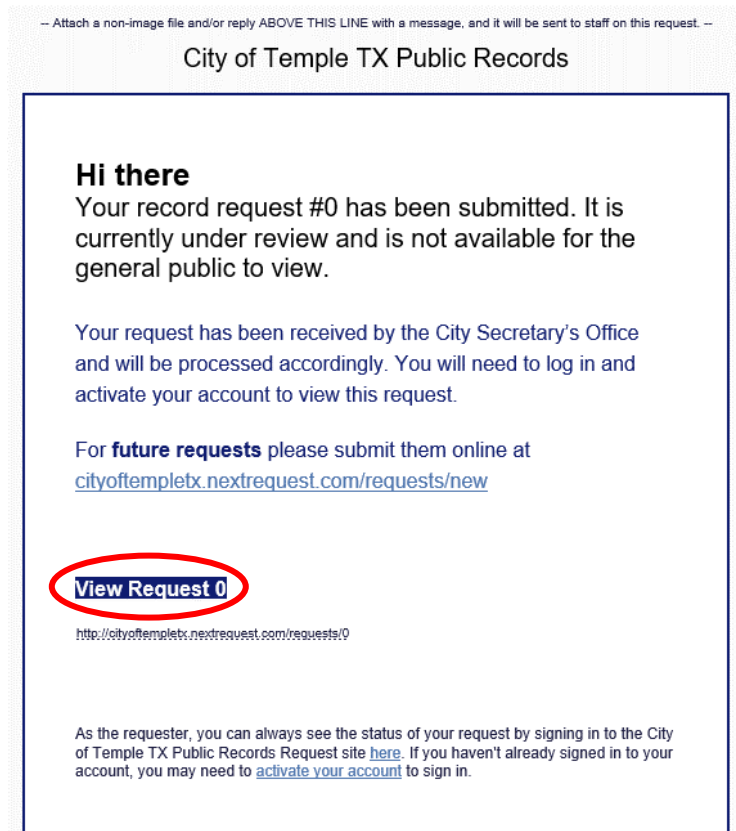
Any email you receive from cityoftemptx@public-records-requests.com should include a View Request button that will take you to your request page within NextRequest.

Documents Released Email

Receiving this email means that you have been given access to document/s related to your request.

Clicking the document name will open it in NextRequest.

As always clicking View Request will take you to your request page.

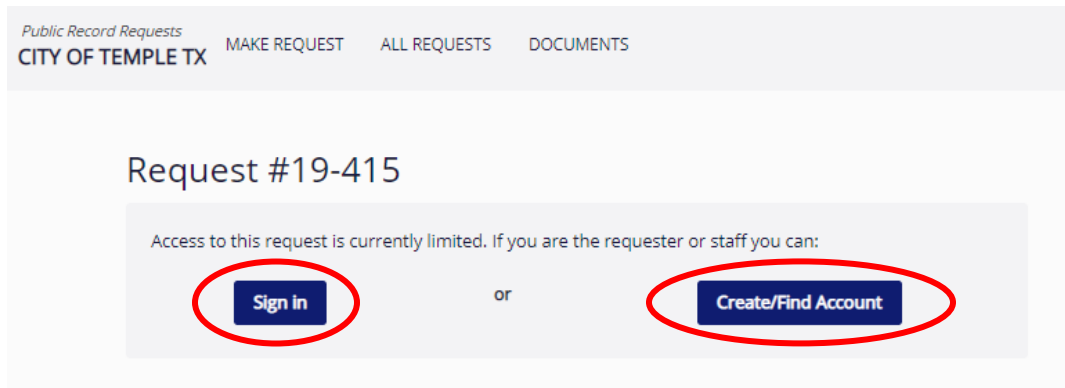


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View Request

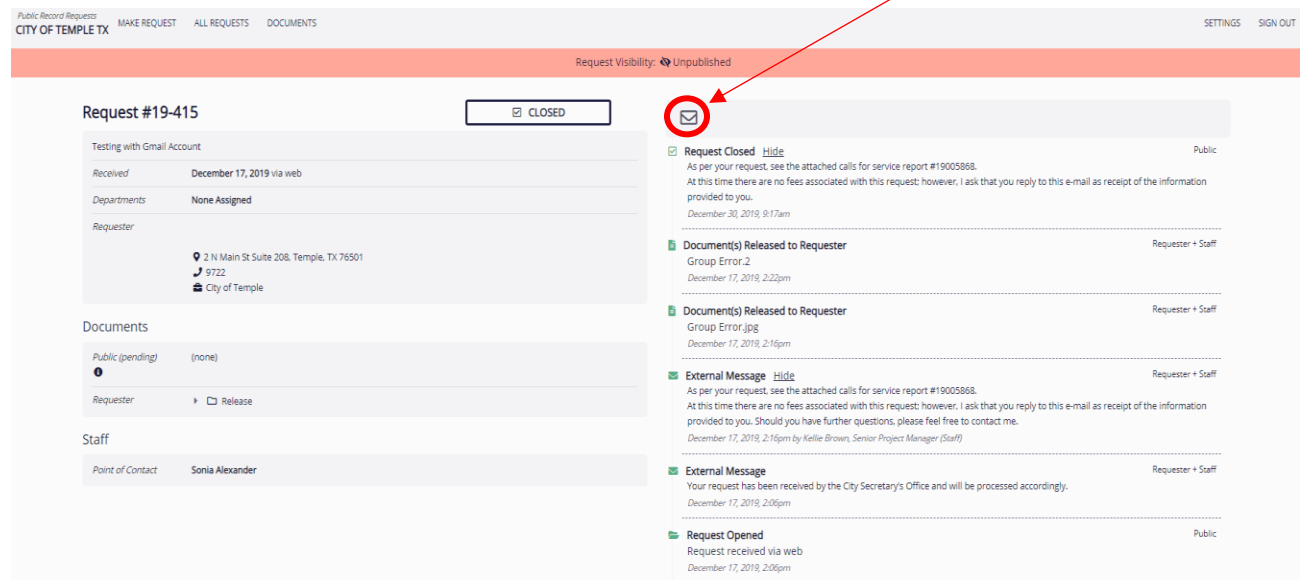
Logging In

If you are not logged in to NextRequest you will be brought to this screen where you will need to login or create an account to continue.



Messages

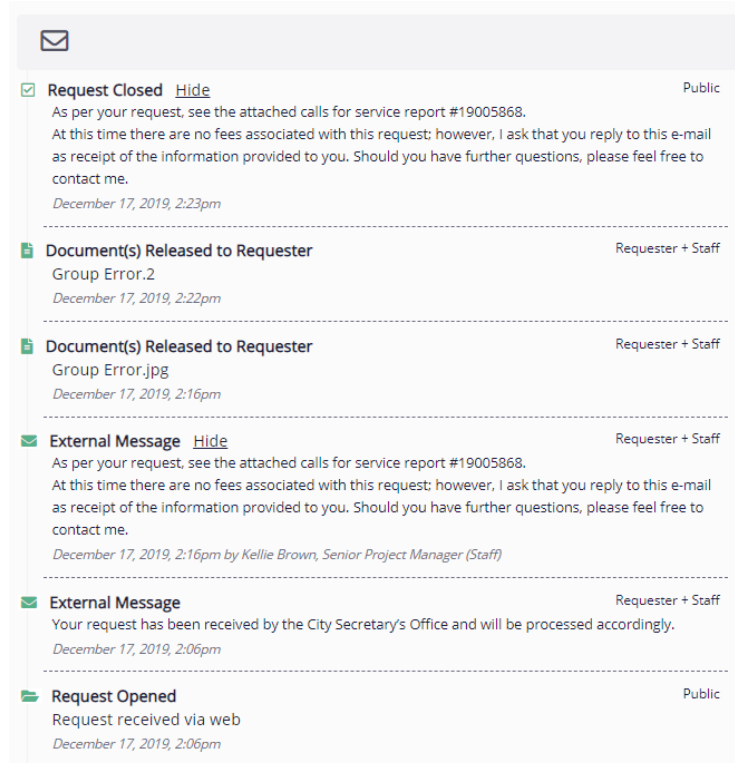
Once you have logged in you will be brought to your request page. Clicking the envelope will allow you to send us a message about your request.



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Updates

On the left-hand side, you will see a timeline that lists all the changes that have been made, including messages that have been sent and documents that have been uploaded.

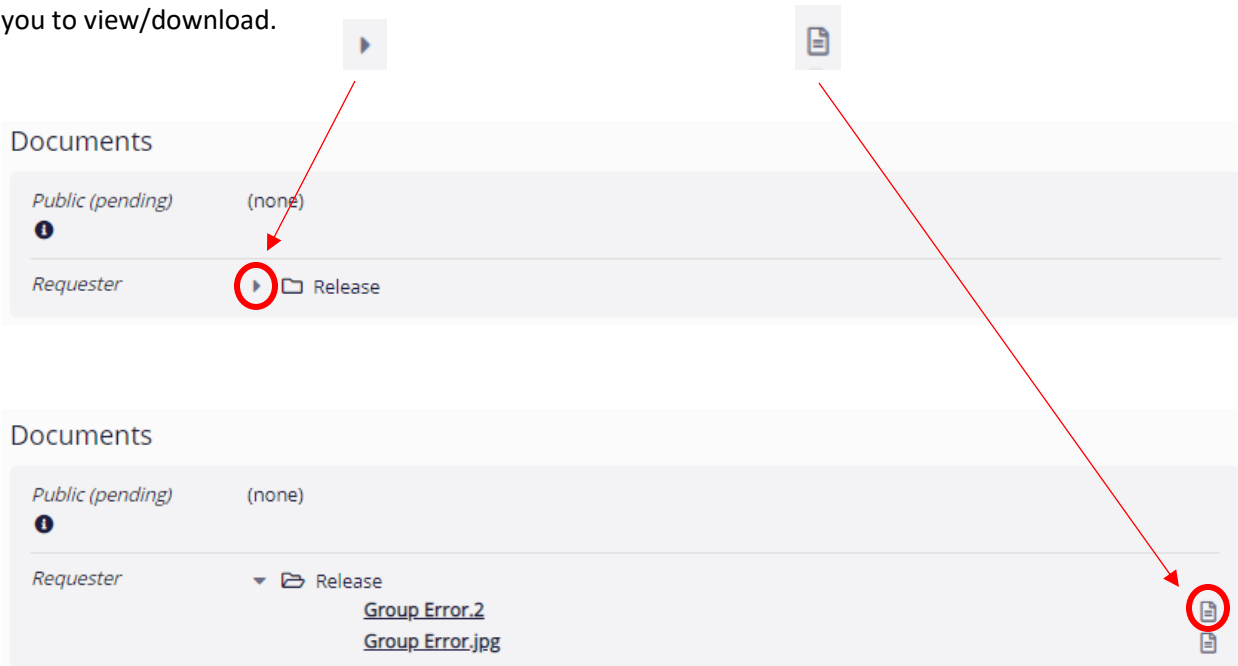


The screenshot shows a vertical timeline of updates for a request. At the top is an envelope icon. The updates are as follows:

- Request Closed** (Public): "As per your request, see the attached calls for service report #19005868. At this time there are no fees associated with this request; however, I ask that you reply to this e-mail as receipt of the information provided to you. Should you have further questions, please feel free to contact me." (December 17, 2019, 2:23pm)
- Document(s) Released to Requester** (Requester + Staff): "Group Error.2" (December 17, 2019, 2:22pm)
- Document(s) Released to Requester** (Requester + Staff): "Group Error.jpg" (December 17, 2019, 2:16pm)
- External Message** (Requester + Staff): "As per your request, see the attached calls for service report #19005868. At this time there are no fees associated with this request; however, I ask that you reply to this e-mail as receipt of the information provided to you. Should you have further questions, please feel free to contact me." (December 17, 2019, 2:16pm by Kellie Brown, Senior Project Manager (Staff))
- External Message** (Requester + Staff): "Your request has been received by the City Secretary's Office and will be processed accordingly." (December 17, 2019, 2:06pm)
- Request Opened** (Public): "Request received via web" (December 17, 2019, 2:06pm)

Documents

On the right-hand side, you will see all documents that have been released to you. If the documents are in a folder you can click the arrow to open the folder. Clicking the paper icon will open the document for you to view/download.



The first screenshot shows a 'Documents' section with a 'Requester' row. A red circle highlights a right-pointing arrow next to the 'Release' folder name. A red arrow points from this circle to the top of the second screenshot.

The second screenshot shows the same 'Documents' section, but the 'Release' folder is expanded. A red circle highlights a document icon next to the file names 'Group Error.2' and 'Group Error.jpg'. A red arrow points from this circle to the top of the first screenshot.