

GovQA Records Requests How To as the Requestor

Your request has been processed and your records are available via GovQA.

Once done you will be able to see your records and you can also request future records via the same portal.

In order to access them you will need to go to the Norcom 911 website (link below)

[https://norcom911.govqa.us/WEBAPP/_rs/\(S\(3qq1qzqeitahx1u0jb1xtkzs\)\)/login.aspx](https://norcom911.govqa.us/WEBAPP/_rs/(S(3qq1qzqeitahx1u0jb1xtkzs))/login.aspx)

Then you will need to create an account if you have not already done so. (yellow)

If you want to submit a request click on the **Blue**

If you want to review/see your finished Records Requests click on the **RED**

Once you have set up the initial account you will just need to log in each time to see your records and to Submit new requests.

You can also “chat” back and forth on the same records request so it’s like an email but it’s an internal one via GovQA.

Example, you asked for 911 Audio initially but now realize you need the Cad logs as well. You can go in to the initial request and “send me a message” that says

“I also need cad logs” and I can process them in the same request.

I do ask that if it’s a new Request you enter that separately as a new request for tracking purposes.



NORCOM 911 Public Records Center

Main Menu

- Home
- FAQs
- Submit a Request**
- My Request Center

FAQs

See All FAQs

Are public records requests confidential?

How are the five business days calculated when responding to a public records request?

Can NORCOM 911 utilize an installment methodology to respond to my records request?

What public information is exempt from disclosure?

Must NORCOM 911 create a document when responding to a specific request for public disclosure?

Login

If you have used this service previously, please log in. If this is your first online request, please create an account and provide as much contact information as possible. By creating an account, you will have the ability to track and monitor your public records requests. All communication from the agency will be sent directly to your email account.

Login

Email Address:*

Password:*

Submit

[Forgot your password?](#)

First time users, please click below:

Create Account

By logging in, you agree to GovQA's [Privacy Policy](#) and [Terms of Use](#).

Next: In order to see the records, log in via **My Request Center**, and select the request you need. It will bring up a **list of the attachments** I processed and released to you. Then select **“download all”**, it will start to download but will only **show 1 item** in the lower left corner. On the far lower right of your screen it will say **“show all”**. Select that and you will be able to see the list of downloaded items & pull up all the records. (It seems to work the best in Google Chrome, but also works with Internet Explorer)

The screenshot shows the NORCOM 911 Public Records Center interface. On the left is a 'Main Menu' with links for Home, FAQs, Submit a Request, and My Request Center. The main content area displays a 'Request / Incident Summary' for a 'Public Records Request'. The description states that NORCOM 911 provides access to public records in compliance with applicable laws and statutes of the State of Washington. The request details include: Request Type: Public Records Request; Description: NORCOM 911 provides access to public records in compliance with applicable laws and statutes of the State of Washington. In accordance with the public records law, NORCOM 911 has five business days to respond to a request for public records; Contact E-Mail: jrobertson@bellevuewa.gov; Reference No: P000269-060220; Status: Full Release.

Below the summary is a table of files for download:

Files:	UPLOAD DATE	File Name
	06/02/2020	cad_log_PD_20-26-2020-06-02-2020.pdf
	06/02/2020	cad_log_FD_20-26-2020-06-02-2020.pdf
	06/02/2020	911_Audio_20-26-2020-06-02-2020.wav

Additional information includes: Type of Records: 911 Call Audio, CAD log (paper record of computer-aided dispatch log); Date of Incident: 06/01/2020; Type of Incident: Homicide.

At the bottom of the page, a file named 'cad_log_PD_20-26-2020-06-02-2020.pdf' is shown in a download bar on the left, and a 'Show all' button is on the right.

If you have any issues or questions, please don't hesitate to email or call me. Thank you,



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