

Requestor User Guide

Michigan State Police Public Records
Request Portal

Michigan State Police
Records Resource Section

VERSION 1.0
RELEASE DATE: 1/7/2020





/// Welcome

The Michigan State Police (MSP) Records Resource Section (RRS) is proud to announce the launch of the Public Records Request Portal.

The Public Records Request Portal capitalizes on technological advancements and helps the department foster an environment that is open and transparent, so that the citizens of Michigan understand the critical role the MSP plays in maintaining the public safety of all who live, work, and play in this state. The portal also improves the customer service experience for those seeking records from the MSP. The portal allows citizens, and members of the public at large, to directly submit their request for records, track the progress of their request, and download responsive documents, if any, conveniently from their desktop or mobile device.

The portal is the largest operational change to the RRS in the history of the section. We have worked diligently to create a product that is user friendly; however, we know that you will have questions as you explore the portal. In order to assist requestors, the RRS has put together the following user guide, in the hope that this instructional material helps aid you in the process of submitting your request.

Should you have questions, please do not hesitate to contact our section for further assistance. We are here to assist you.

Thank you,

Records Resource Section



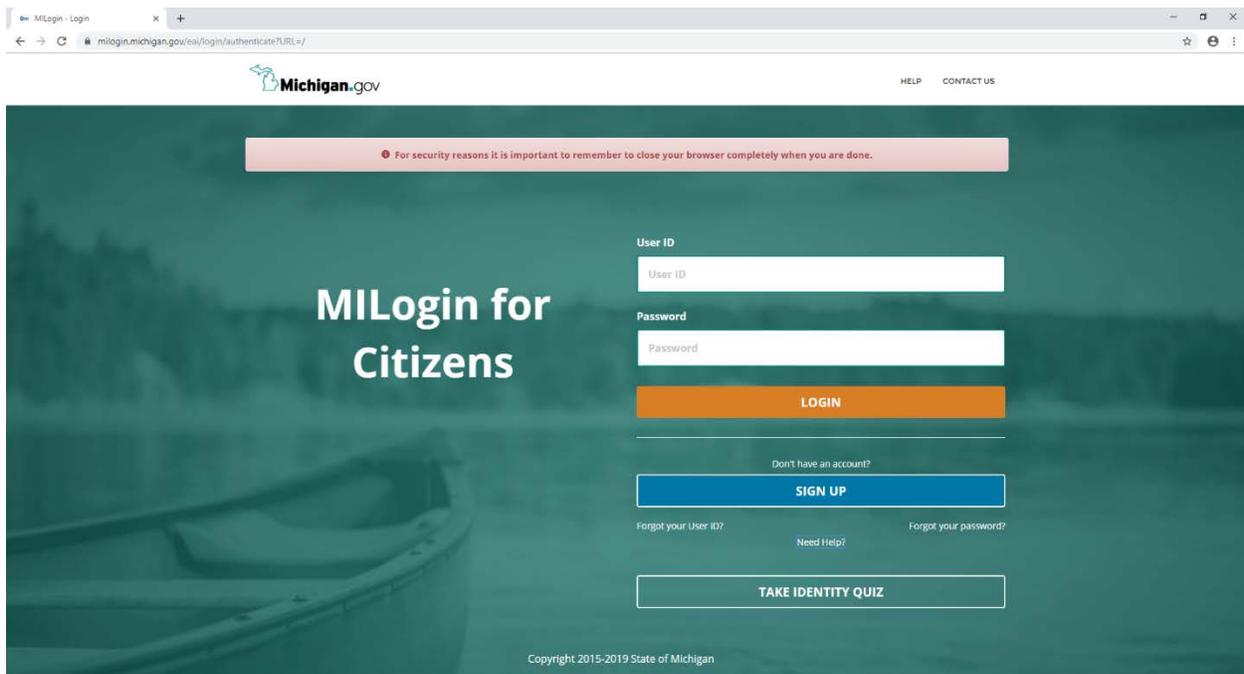
/// Table of contents

<i>MILogin Account</i>	3
<i>Requesting Access</i>	5
<i>Submitting a request</i>	8
<i>Tracking your request</i>	11
<i>Responses & records</i>	12
<i>Published records</i>	13
<i>Notifications</i>	14
<i>Questions or assistance</i>	15

MILogin Account

The Michigan State Police Public Records Request Portal can only be accessed through the MILogin for Citizens website. A MILogin account is free to create and provides you with access to a variety of State of Michigan applications, including the Public Records Request Portal. The portal is accessed through any state approved browser by the navigating to the following web address: [MLogin.michigan.gov](https://mlogin.michigan.gov)

If you already possess a MILogin for Citizens account, enter your User ID and Password and select “login”. If you need assistance, you can select the “Need Help?”. Please avoid creating multiple MILogin accounts. Your MILogin account will be most likely linked to a specific state service when it’s first established, creating another account will break that link. It is easy to reset your forgotten MILogin password if you followed the appropriate registration steps and provided your contact information. If you’ve misplaced or forgotten your MILogin ID, and you provided your email information during the initial registration, you can always locate it using MILogin self-service features.





If you do not have an existing MILogin for Citizens account, select the “sign up” button to walk through the process of creating a new account.

Please do not create a new MILogin account if you already have one to access the following online services: MDHHS MI Bridges, DNR eLicense, MDHHS myHealthButton, MiPage, Michigan Web Account Manager (MiWAM) or Pure Michigan Talent Connect (PMTC). Please use your existing user ID and password from those systems to log into the MILogin portal.

For assistance with MILogin, please visit www.Michigan.gov/MILogin. Please note, the Michigan State Police cannot reset your password or make changes to your account.



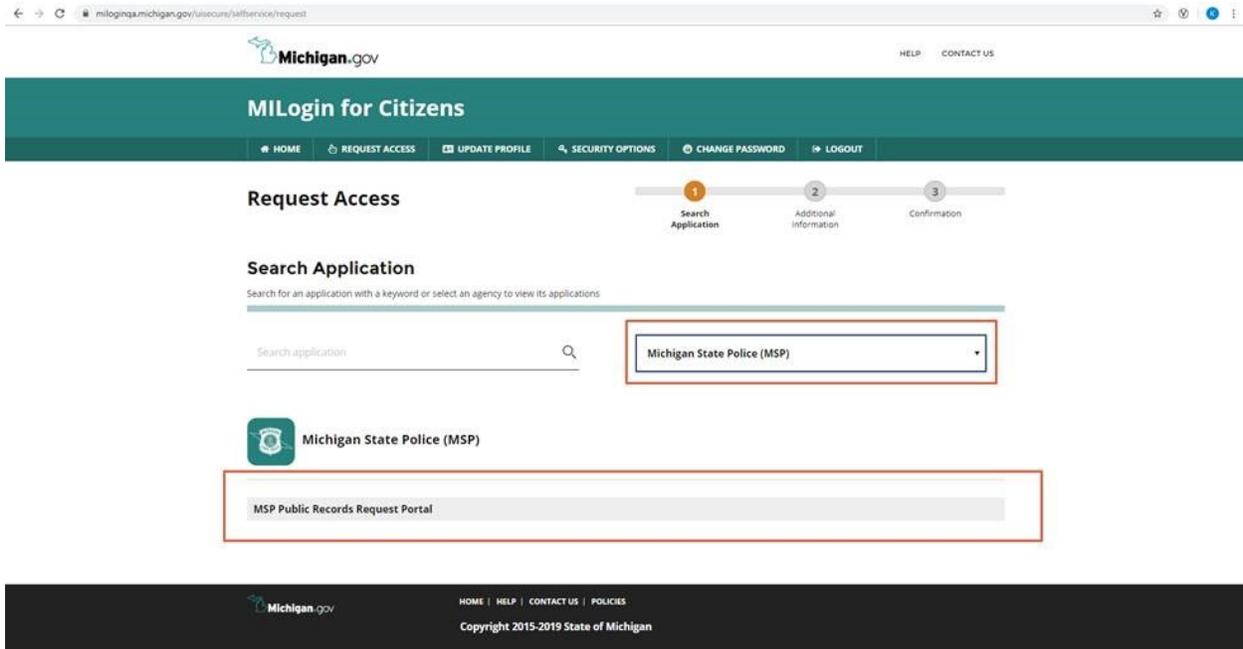
/// Requesting Access

Once you have accessed your MILogin for Citizens account, you will need to request access to the Michigan State Police Public Records Request Portal. Once requested, your access will be immediately granted, and the application will appear on your dashboard. To request access, select the “Request Access” button in the menu below the MILogin for Citizens banner.

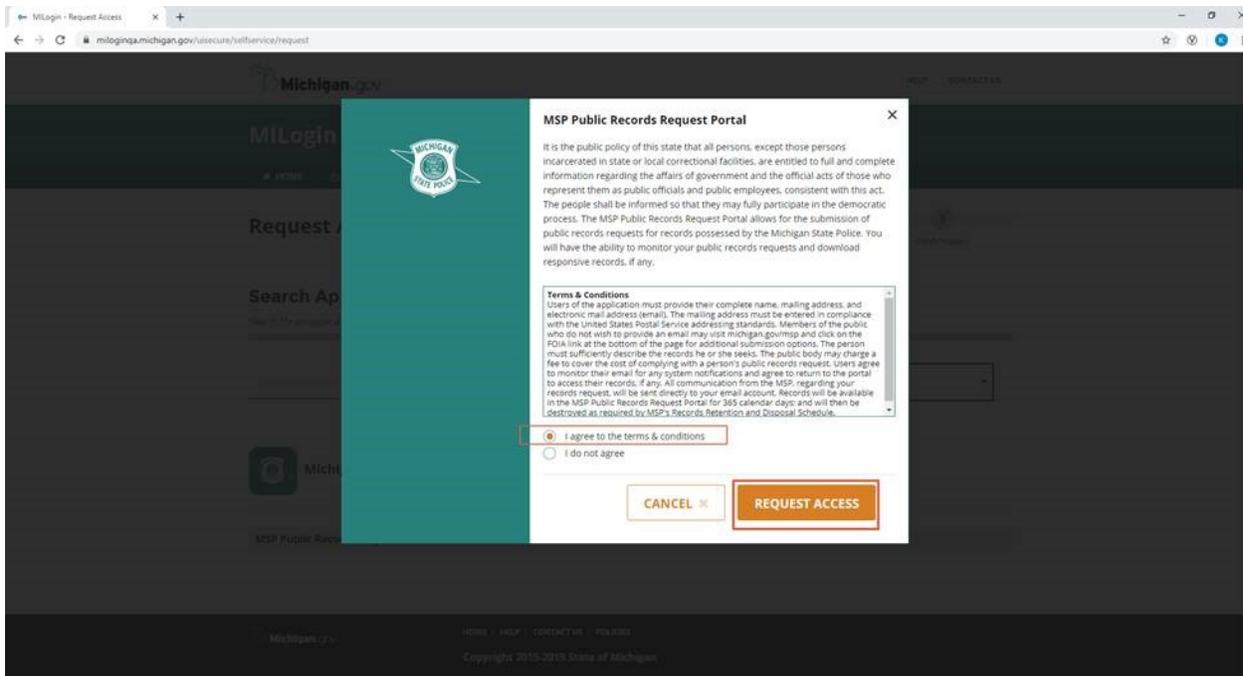
The screenshot shows a web browser window with the URL `miloginqa.michigan.gov/secure/effservice`. The page header includes the Michigan.gov logo and navigation links for HELP and CONTACT US. Below the header is a dark green banner with the text "MILogin for Citizens" and a navigation menu with buttons for HOME, REQUEST ACCESS (highlighted with a red box), UPDATE PROFILE, SECURITY OPTIONS, CHANGE PASSWORD, and LOGOUT. The main content area is titled "Home Page of" and displays a password expiration notice: "Your password will expire in 365 days". Below this, it says "Access your applications by clicking on the application links below" and lists "Michigan Secretary of State (SOS)" with a circular icon and "Secretary of State Online Vehicle Services". The footer contains the Michigan.gov logo, navigation links (HOME | HELP | CONTACT US | POLICIES), and the copyright notice "Copyright 2015-2019 State of Michigan".



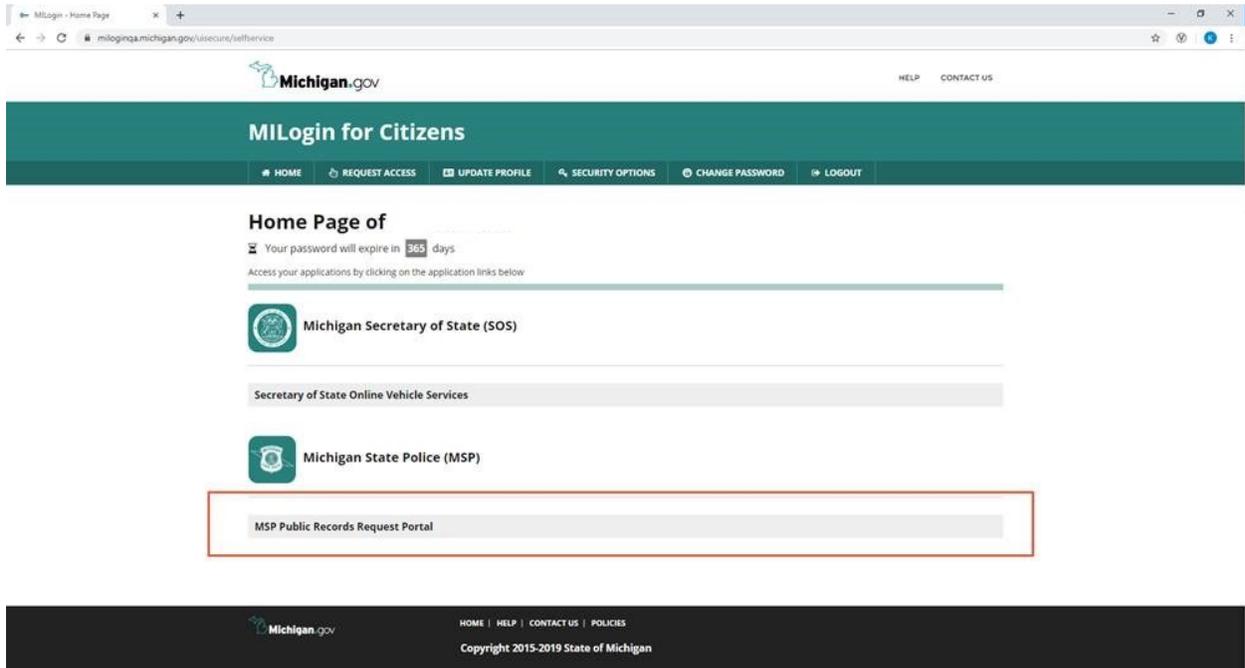
Select “Michigan State Police (MSP) in the dropdown on the right-side. Select the MSP Public Records Request Portal link, which will appear under the Michigan State Police (MSP) header and shield image.



Read the Terms & Conditions and select “I agree to the terms & conditions” and select “Request Access”. If you do not agree to the Terms & Conditions, please visit Michigan.gov/FOIA-MSP for additional submission options.



You will be asked to verify the phone number and email address associated with your account. Once completed, the application request will be automatically approved, and you will receive an email indicating that your request has been approved and you may now access the application through your MILogin account. The application will now appear on your dashboard.



To submit a request, select the MSP Public Records Request Portal link to launch the application, review the Terms & Conditions, and select “Acknowledge/Agree”.



/// Submitting a request

To submit a request, select the MSP Public Records Request Portal link to launch the application, review the Terms & Conditions, and select “Acknowledge/Agree”. Select “New Request” in the upper, right-side of the screen.

The application will guide you through the submission of your request. The first screen will cover requestor information. Please complete as many fields as possible, however, first name, last name, email, and address information are required. Once all the required fields have been completed, the “next” button will become active. Select “next” to move to the second screen.

FOIA Public

My Request **11** New Request Record Search

New Request

Please provide as much information as possible in order to assist in processing your request.

1. Requestor Information 2. Type of Record(s) Requested 3. Additional Information

Requestor Information

Salutation: Mister First Name*: Example Last Name*: Example ** = Required

Phone Number: Email*: example@example.com

Company Name: Example Company

Address Line 1*: One Example Street Address Line 2: Suite 1

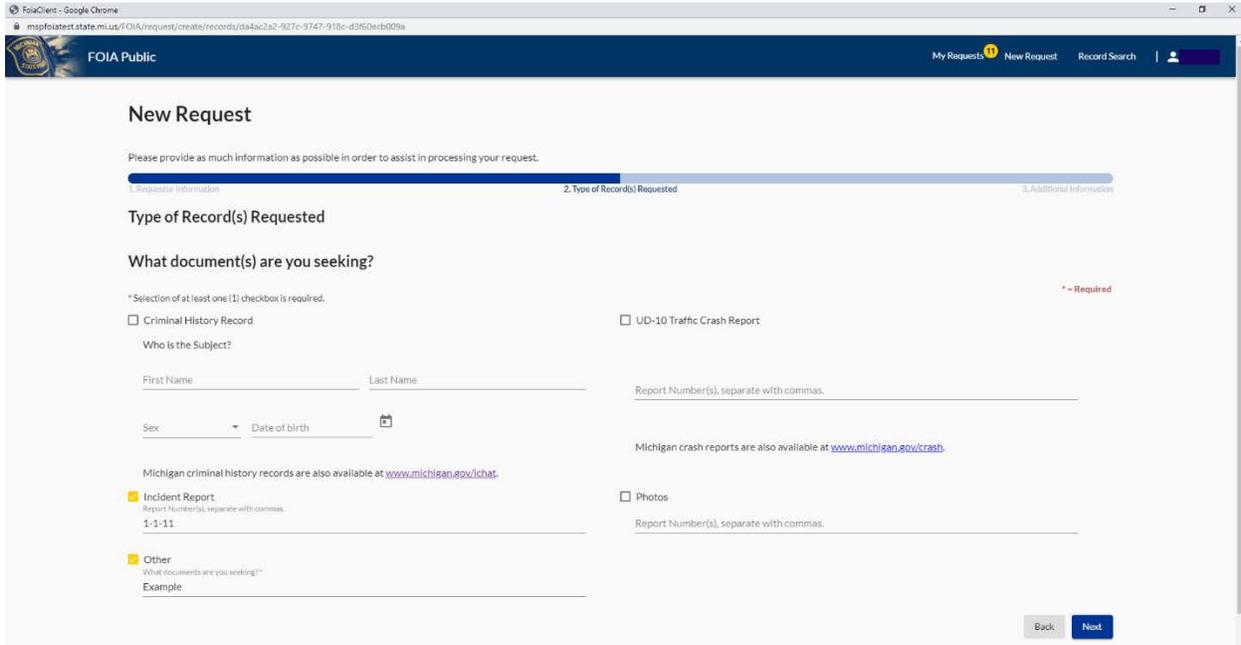
City*: Example City State*: Michigan Country*: United States Zip or Postal Code*: 11111

Claims File or Reference Number: 1111 Name of Client: Example Example Name of Insured:

Cancel Next

Michigan GOV Contact MSP | MSP Home | MI.gov | Policies
Copyright 2019 State of Michigan

The second screen will cover the types of records being requested. Please select the types of records you are requesting. Use the “other” checkbox and text field to request records not commonly requested. Once all the required fields have been completed, the “next” button will become active. Select “next” to move to the third screen.



New Request

Please provide as much information as possible in order to assist in processing your request.

1. Requestor Information | **2. Type of Record(s) Requested** | 3. Additional Information

Type of Record(s) Requested

What document(s) are you seeking? * - Required

* Selection of at least one (1) checkbox is required.

Criminal History Record

Who is the Subject?

First Name _____ Last Name _____

Sex: _____ Date of birth: _____ 

Michigan criminal history records are also available at www.michigan.gov/ichat.

Incident Report

Report Number(s), separate with commas.
1-1-11 _____

UD-10 Traffic Crash Report

Report Number(s), separate with commas.

Michigan crash reports are also available at www.michigan.gov/crash.

Photos

Report Number(s), separate with commas.

Other

What documents are you seeking?
Example _____



The third screen will cover additional information which will assist the MSP in responding to your request. Please complete as many fields as possible with as much detail as possible. Select “submit” to finalize the submission. Once you click submit you will no longer be able to edit your request. You can select “back” to review the previous screens before submission.

FOIA Public

New Request

Please provide as much information as possible in order to assist in processing your request.

1. Requester Information 2. Type of Records Requested 3. Additional Information

Additional Information

First Name Referred to in Record:

Last Name Referred to in Record:

Sex:

Date of Birth:

Driver's License Number:

Date of Event:

Location Of Event:

Event Details:

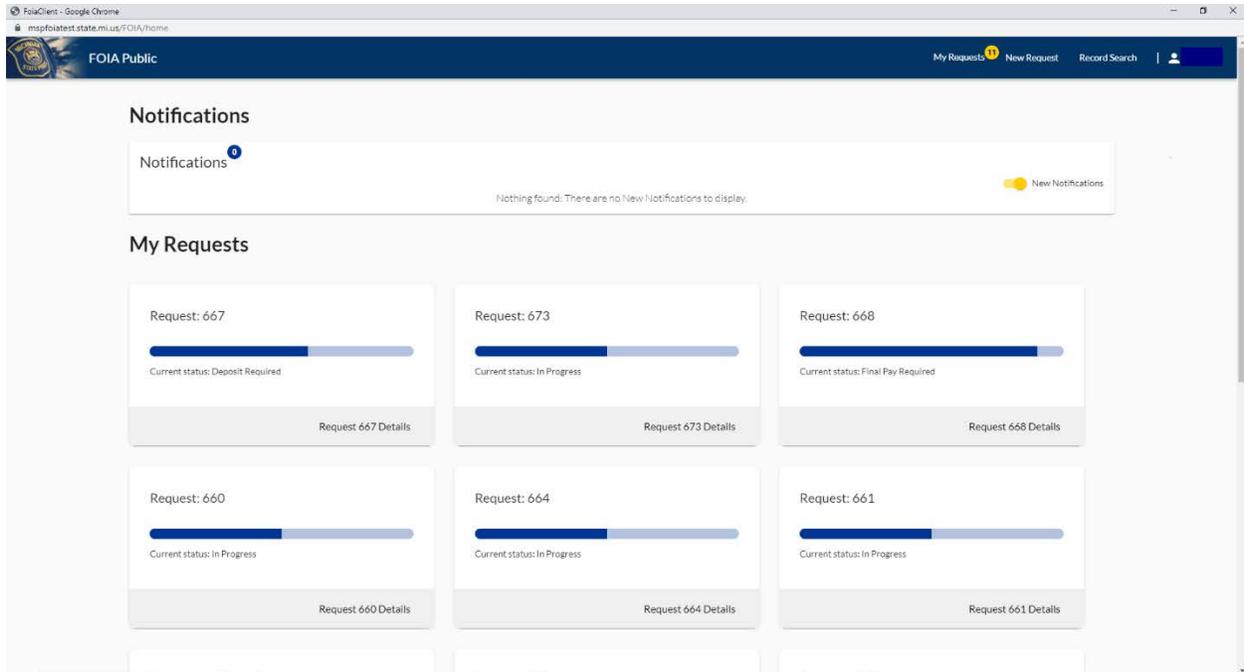
[Back](#) [Submit](#)

Michigan GOV Contact MSP | MSP Home | MI.gov | Policies
Copyright 2019 State of Michigan



/// Tracking your request

Your request can be tracked on your dashboard. You can view the details of your open request by selecting Request Details in the bottom right-side of the request card. Completed requests will appear under “past requests”.





/// Responses & records

Letters and responsive documents will be available in the portal. If your request is still open, the letters and responsive records will be available by selecting “Request Details” in the bottom right-side of the request card. If your request is complete, the letters and responsive records will be available under “past requests”. Responsive records that exceed the technological limits of the system, such as video, audio, or other record types with large file sizes will be mailed on CD, DVD, or flash drive to the address provided at the time of the request, after receipt of payment, if applicable.

Request Details - 673

Name	Claim, File, or Reference Number
Lance Gackstetter	
Request Type(s)	Incident Number(s)
UD10 Traffic	
Company	Client Name
Phone	Name of Insured
Address	
180 WEST LAKE LANSING, EAST LANSING Michigan 48821, US	
Response Letters	
No Response Letters Found	

Michigan.gov | Contact MSP | MSP Home | MI.gov | Policies
Copyright 2019 State of Michigan

To download any letters or records available, select the symbol to the far right with the upward arrow.

Title	Letter Date	
FEE CALCULATION-ESTIMATE	10/03/2019	
FEE-HALF	10/03/2019	



/// Published records

The MSP will publish select records which have been previously requested in compliance with section policy. Those records which are published are accessible to any user with access to the Public Records Request Portal through MILogin. Select “Record Search” in the upper, right-side of the screen. To add additional search options, select the yellow “+” icon in the bottom, right-side corner of the screen. To remove search options, select the red circle at the end of the search line. The search field and operator can be changed to create a custom query.

Record Search

The tool below will search frequently requested public records. Select a search field, an operator, and provide the value you would like to search on. You can add more search criteria to narrow your search by clicking the plus (+) icon in the bottom right corner.

Search Field	Operator	Summary
Summary	Contains	Summary
Search Field		

Search Reset

Michigan GOV Contact MSP | MSP Home | MI.gov | Policies
Copyright 2019 State of Michigan



/// Notifications

The application will send notifications to your dashboard and to your email account whenever the following actions occur:

1. A new request for records is submitted.
2. A deposit is required to complete the processing of your request.
3. A letter has been released to your portal account.
4. A final payment is required prior to releasing the responsive records.
5. Your request has been completed.

The email will not include any letters or records. You will need to return to the Public Records Request Portal, through MILogin, to download your letters or records.

/// Questions or assistance

If you have questions or need assistance, please email MSPRecords@michigan.gov or call us at 517-241-1934. Staff is available Monday – Friday from 8 am to 5 pm with the exception of State holidays.