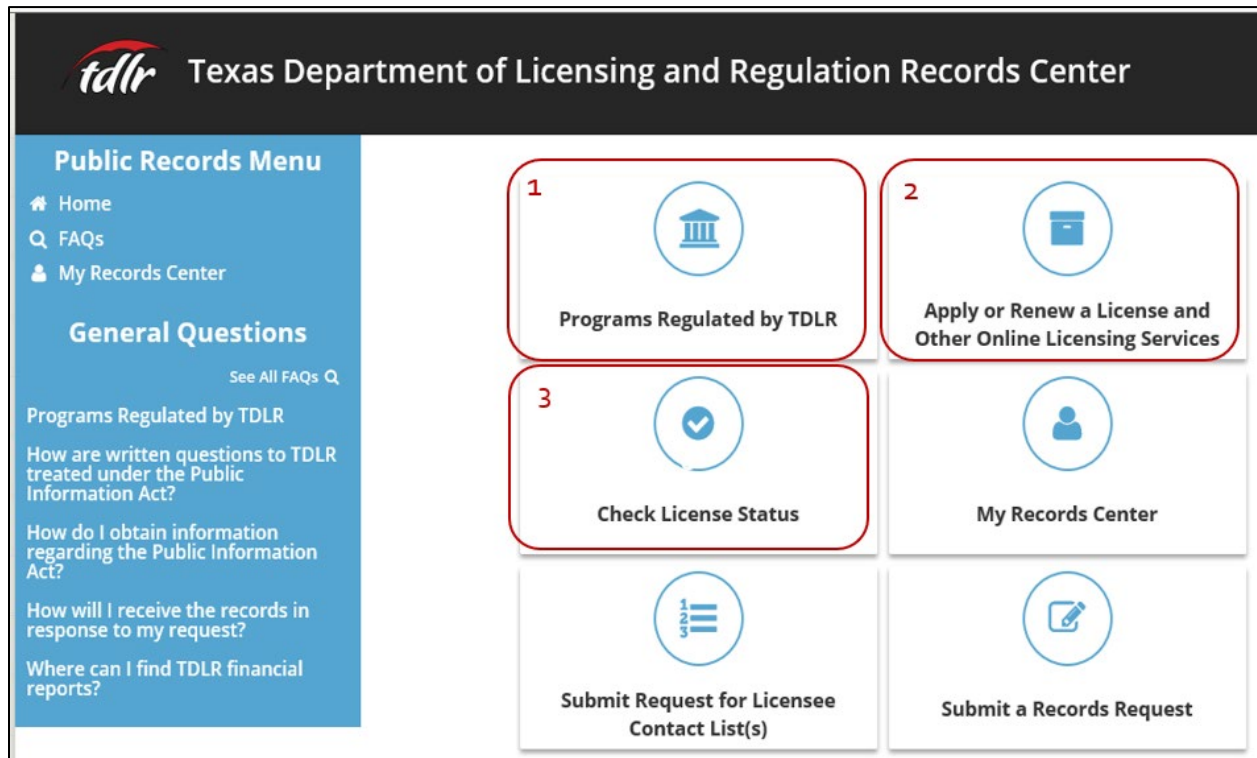


Guide for Using the Texas Department of Licensing and Regulation Public Information/Open Records Request Center

Welcome to the Texas Department of Licensing and Regulations Public Information/Open Records Request Records Center. This platform will allow you to submit your public information/open records request to the Texas Department of Licensing and Regulations (TDLR). The TDLR Records Center can be accessed at: [TDLR Records Center](#)

The following are functions that you may use to obtain the information you are seeking:

TDLR Records Center Home Page

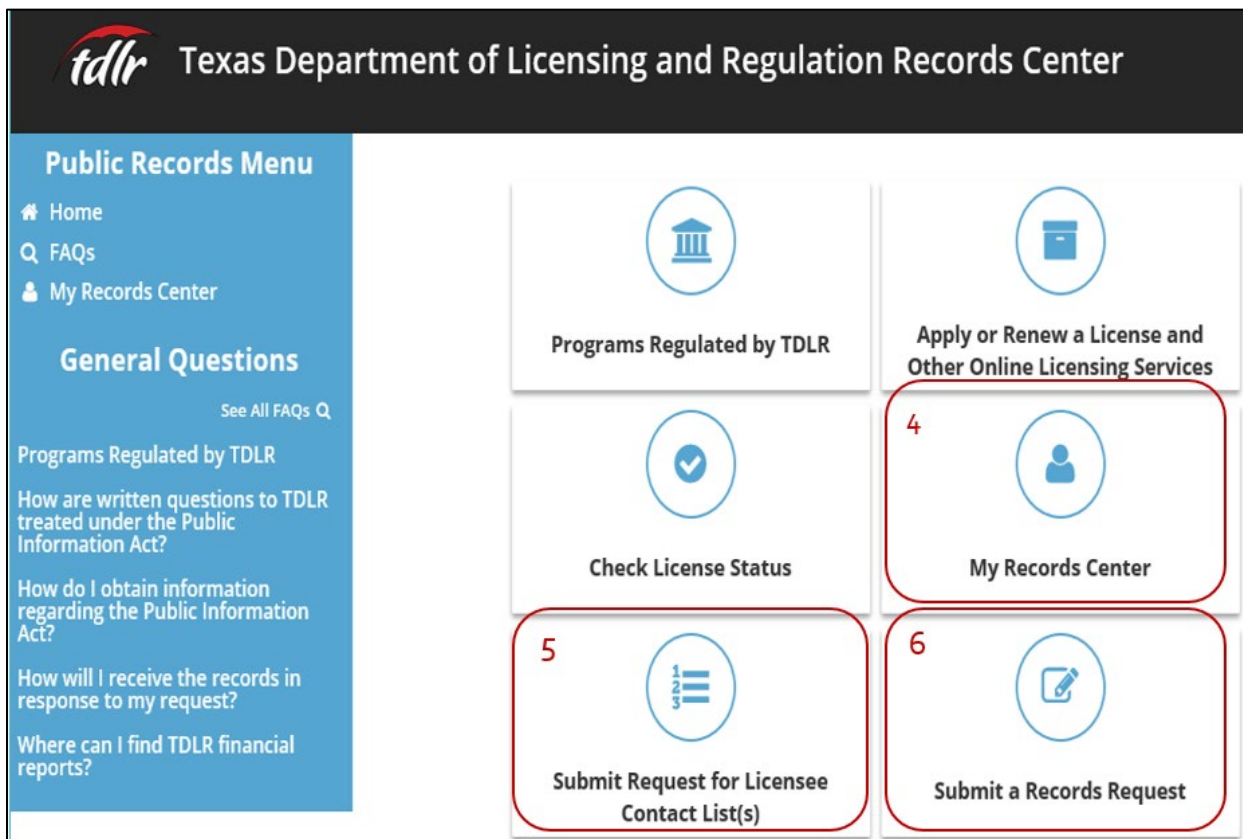


Options 1, 2, and 3

The highlighted options above will allow you to obtain a list of **Programs Regulated by TDLR** (**Option 1**); information about how to **Apply or Renew a License** (**Option 2**); and check the status of your license application or renewal by choosing **Check License Status** (**Option 3**) without logging into the Records Center.

You will also note that there are *frequently asked questions* in the blue area to the left of the screen.

Options 4, 5, and 6



Option 5: Submit Request for Licensee Contact List(s): This is a more effective and convenient way for you to request a mailing list or directory information for TDLR licensees.

Option 6: Submit a Records Request: This is the most effective and efficient means for requesting other records maintained by TDLR.

New Users Only: How to Create a New Account:

Once you choose **Submit Request for Licensee Contact List(s)** (**Option 5 above**) *OR* **Submit a Records Request** (**Option 6 above**) for the first time, you will be prompted to provide an email address, password, first name, last name, address information if available. The only required fields that you have to fill in are your email address, password that you choose, your first name, and your last name. All fields with a * must be completed to process your registration and submit your request(s).

When you finish filling out the form (pictured below), you will want to go ahead and enter in the unique **CAPTCHA code** (example below). Then you will choose **Create Account**.

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. You will be able to track the progress of your request by logging in to your account.

Email Address:*

Password:*

Submit

If you don't know or have forgotten your password, click here.

New User? Click below to create a new account.

Create Account

My Information

Please complete as much information as possible. It will provide additional ways to contact you about your requested records, along with more ways to receive documents.

Email Address:*

Password:*

Confirm Password:*

First Name:

Last Name:

Phone:

Address 1:

Address 2:

City:

State:

Zip:

Company Name:

If Applicable

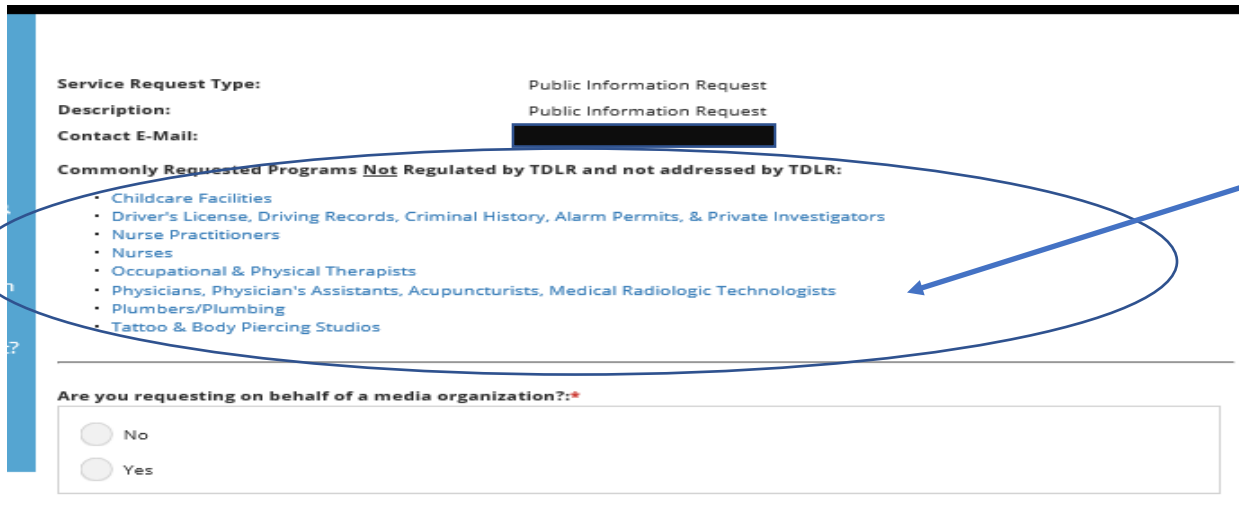
Fax:

Enter CAPTCHA code:

Submit

How to Submit Your Request

The top of this page includes a list of programs that are **NOT** regulated by TDLR but frequently submitted to TDLR in error. If the information you are requesting is on this list, please click on that Program (i.e, Childcare Facility) and you should be directed to the website for the agency that regulates that program.



The screenshot shows a web form with the following fields:

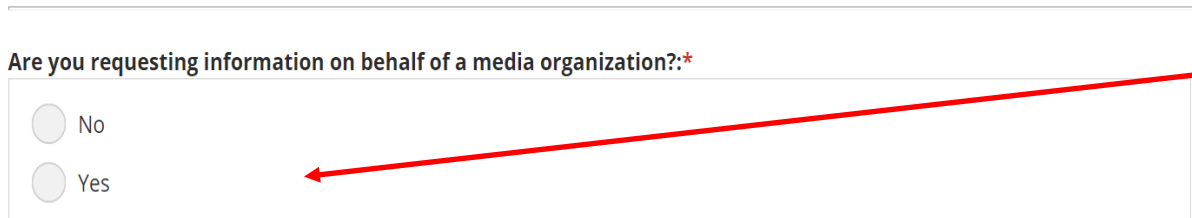
- Service Request Type:** Public Information Request
- Description:** Public Information Request
- Contact E-Mail:** [Redacted]
- Commonly Requested Programs Not Regulated by TDLR and not addressed by TDLR:**
 - Childcare Facilities
 - Driver's License, Driving Records, Criminal History, Alarm Permits, & Private Investigators
 - Nurse Practitioners
 - Nurses
 - Occupational & Physical Therapists
 - Physicians, Physician's Assistants, Acupuncturists, Medical Radiologic Technologists
 - Plumbers/Plumbing
 - Tattoo & Body Piercing Studios
- Are you requesting on behalf of a media organization?:***
 - No
 - Yes

A blue oval highlights the list of programs, and a blue arrow points from a text box on the right to this list.

List of Program-related requests TDLR commonly receives that are **NOT** regulated by TDLR

If you are sure that TDLR is the regulating agency for the records you seek, please complete the form beginning with *Are you requesting information on behalf of a media organization?*

Please complete all required areas and as many areas as possible to help you best define your request and assist us in processing it. Once you have completed the form, please **check the box to Agree**; enter the and enter in the unique **CAPTCHA code** (example below), and choose **Submit**.



Are you requesting information on behalf of a media organization?:*

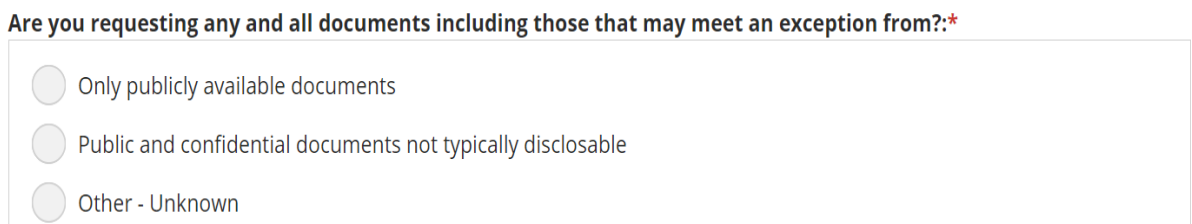
No

Yes

A red arrow points from a text box on the right to the radio buttons.

Once you confirm that you want records maintained by TDLR, please begin completing the form here.

Section 1 - Clarify Whether You Seek Confidential Records



Are you requesting any and all documents including those that may meet an exception from?:*

Only publicly available documents

Public and confidential documents not typically disclosable

Other - Unknown

Section 2 - Authorization to Obtain Records

How are you authorized to obtain records?:*

- I am an individual seeking records on myself
- I am an attorney representing the following client
- I am seeking records about someone other than myself
- Another Government Entity seeking intergovernmental transfer
- Other - Unknown

Section 3 - Specify the Type(s) of Records You Seek

Are you looking for information or documentation about a licensee?:*

- No Yes

Additional information about the records you seek:

Describe the record(s) requested here. Be as specific as possible. Failure to provide specific information may result in the delay of fulfilling your request. Please provide all information you have concerning your request.

Section 4 - Delivery Instructions

Preferred Method to Receive Records:*

Electronic Via Records Center

I Agree:*

By checking the "I Agree" box, you agree and acknowledge your electronic signature is valid and binding in the same force and effect as a handwritten signature.

If you have any documents that may assist in responding to your request, please attach here:

Attachments:

Upload files

Check this box to **Agree**

If you wish to attach files or documents with your request, please do so by choosing the **Attach** option.

Enter CAPTCHA code:

Enter CAPTCHA code

Click on Submit

Once you choose **Submit** you will receive a message from TDLR acknowledging receipt of your request. And you will be able to check the status of your request the next time you log in by clicking on **Option 4 (My Records Center)**, as described below.

Registered Users

Option 4: My Records Center: Allows you to check the status of your request and obtain the records you requested after your account through the TDLR Records Center as set forth above. You will be able to enter the **My Records Center** to check the status of a previously submitted request, review communications from the TDLR Open Records Team regarding your request, or retrieve records.

In order to sign-in to the TDLR Records Center, you will enter your previously registered email address and the password you chose when you registered.

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. You will be able to track the progress of your request by logging in to your account.

Email Address:*

Password:*

Submit

[If you don't know or have forgotten your password, click here.](#)

New User? Click below to create a new account.

Create Account

Click here if you forgot your password

Once you sign in you will see the “**My Records Center**” page (below) where you will be able to view the status of your requests, correspondence related to your request, retrieve records, and submit payment for records if you received an invoice.

Public Records Menu

- [Home](#)
- [FAQs](#)
- [My Records Center](#)

General Questions

[See All FAQs](#)

[Programs Regulated by TDLR](#)

[How do I Submit a Records Request?](#)

[How do I make an online payment?](#)

[How are written questions to TDLR treated under the Public Information Act?](#)

My Records Center

Login here to check the status of requests you have submitted or to update your customer account information.

[View My Requests](#)

Click above to access requests submitted.

[View My Payments](#)

Click above to view payment history.

[View My Invoices](#)

Click above to view your invoice history.

[Edit Customer Account Information](#)

Click above to access and update your customer account information.

Please note that TDLR will respond to your request as soon as possible. However, we often experience a high volume of requests; therefore, please do not anticipate a response until after 5-10 business days after submitting your request. ***Please do not submit a duplicate request;*** instead, please check **My Records Center** and your email inbox (including your junk mail) before contacting us a second time about the status of your request.

Thank you for using the TDLR Records Center for you Texas Public Information (Open Records) Act requests.