

City of Austin Public Records Center

Accessing the Public Records Center

Access the [Public Records Center](#) to submit a public information request as well as retrieve documents regarding your public information request.



1. Select the Austin Police Department Records if you are seeking non-City of Austin information.
2. Select Austin Police Department Records.



Create a Customer Account & Submit a Request

The screenshot shows the Austin Texas Public Records Center website. At the top, there is a header with the logo 'austintexas.gov' and a cityscape background. Below the header, the title 'Public Records Center' is displayed. On the left side, there is a 'Public Records Menu' with links for Home, Submit a Request, My Request Center, Public Records Archive, Trending Topics, and Logout. Below the menu is an 'FAQs' section with a search bar and two questions: 'How can I make a Public Information Act request?' and 'How much does it cost to make a Public Information Request?'. The main content area contains a paragraph of instructions: '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. If you have used this service previously, please log in. If you have forgotten your password, please [CLICK HERE](#). Please note: **Any information you submit to the City of Austin may be subject to the Public Information Act.**' Below this text are two input fields for 'Email Address:*' and 'Password:*', a 'Submit' button, and a 'Create Account' button. A 'New User? Click below to create a new account.' link is also present.

3. Click the Create Account button to create an account. If you already have an account, simply login. Submitting a request from an account, informs the Austin Police Department who to release records to. Requestors with accounts are also able to track the progress of their current and previous requests.

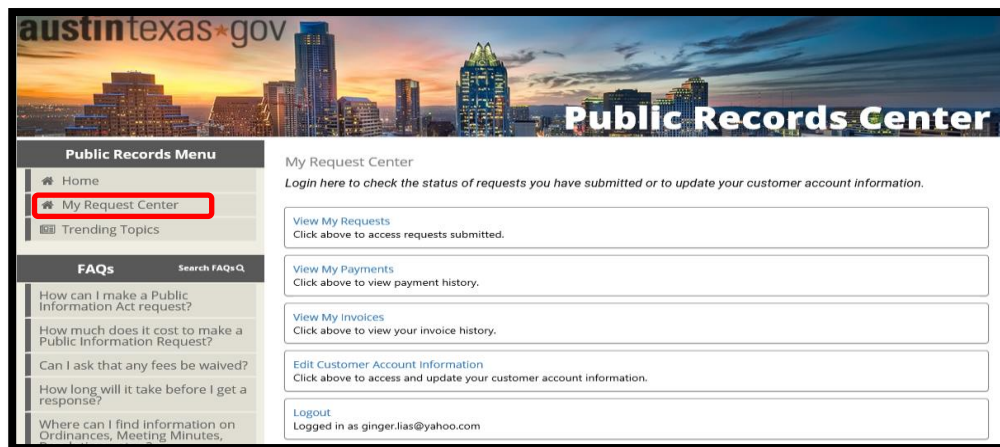
Forgot your username/password? Select "[CLICK HERE](#)" in the paragraph to recover.

4. Fill out the form with as many details as possible regarding the records you are requesting.
5. Accept the Terms and Conditions
6. Enter the CAPTCHA Code
7. Click the Submit Button

** Once the submit button is clicked, an onscreen confirmation message is provided. A confirmation email is sent to the provided email address.

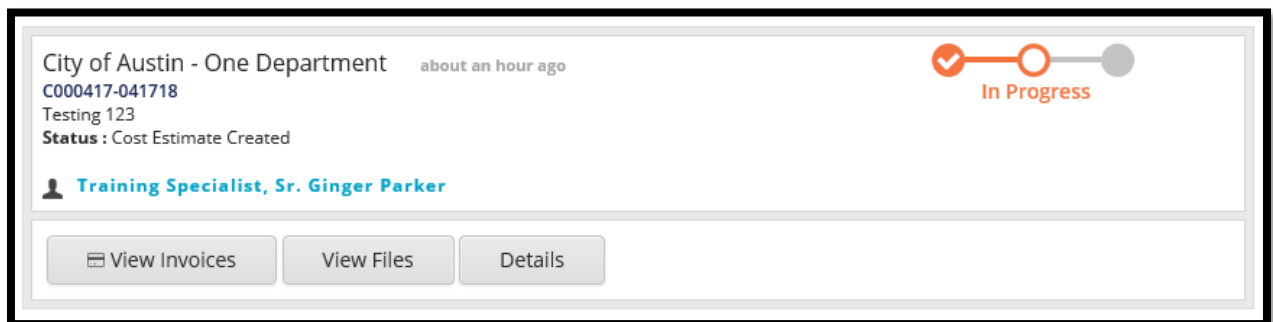
My Request Center

Once you log in, you can use the My Request Center to check the status of submitted invoices, view any outstanding invoices and edit customer account information.



View My Requests

View the history of submitted requests. Each request has a status bar on the right side of the screen. The full details of the request can be found on the left side of the screen by clicking the details button.



Send a Message

Click the details button, then, click the “New Message” button to send a message to the public information request team.

Pay Invoices

If a request has an associated invoice, click the “View Invoices” button. Then select the invoice link and see the associated fees for this request. There are options to Print or Download a PDF version of the invoice. To provide payment, click the “Make Payment” button.

Released Files

If files have been made available in response to your request, click on the view file button to access the files. You may also download a copy of the PDF files.

Using FAQs, Public Records Archive and Trending Topics

FAQs, Public Records Archive and Trending Topics are all designed to help you quickly obtain information and save time by proactively providing information to the public in an easy to find location.



Public Records Archive

The Public Records Archive publishes information requests previously received by the City of Austin. Click the Public Records Archive link and perform a keyword search to locate useful documents.

Trending Topics

Trending Topics proactively provide current information to the public and allows insight to topics that are currently happening within the City of Austin.

FAQs

FAQ's may answer your questions about public information requests, charges or where to find certain documents online.

View all FAQs in the panel on the left.

