



SMS notification services are currently disrupted and our team is working diligently to resolve the issue as quickly as possible. Learn more on the CivicPlus Status Page.



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NextRequest > Requesters > Submit & Manage Your Requests

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We are excited to announce the launch of [updated product names, logs, and headers](#) within our user interfaces as part of the CivicPlus® Solution Rebranding initiative. These changes mark the first step toward creating a cohesive and seamless user experience across all solutions in our portfolio. As part of this transition, users may notice minor design updates. While the functionality you rely on remains unchanged, we are in the process of updating screenshots and other resources on our Help Centers to reflect the new branding. We appreciate your patience and understanding as we work to complete these updates.

Download Your Records

Updated: 4 months ago

Follow

There are two ways that you can download your documents.

Important Notes

- You can still download your records even if the request was closed. If the request was closed it means the agency considers your request fulfilled on their end. The documents can still be accessed.
- Remember to sign in to your solution in order to download the record from the portal.

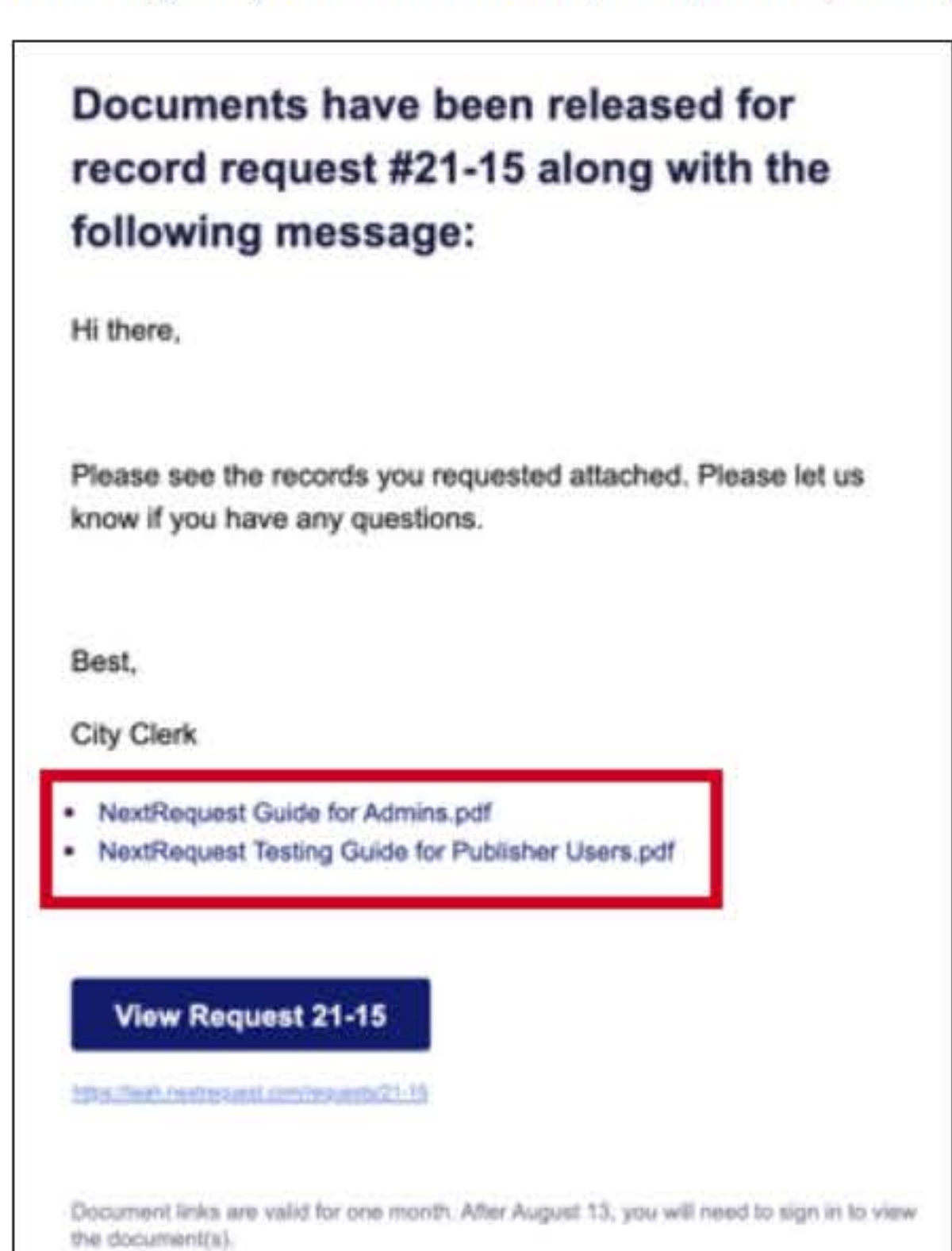
Article Navigation

- [Download Records From an Email Notification](#)
- [Download Records From the Portal](#)

Not finding what you are looking for? [View additional requester resources.](#)

Download Records From an Email Notification

If the agency uses document pickup links, then you can click on the file names in the notification email that was sent.



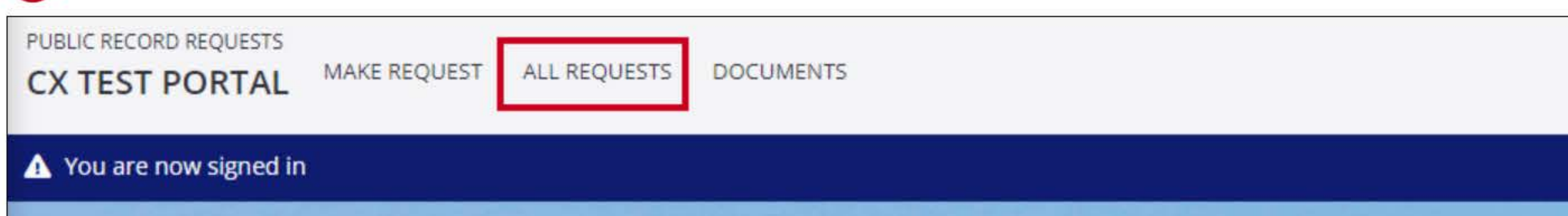
Once you click on the names of the files they will download to your device. You may need to approve the download depending on your settings.

Note: These links expire after 30 days, the expiration date is noted at the bottom of the email. If it's past the expiration date you can log in to the portal and download your files at any time.

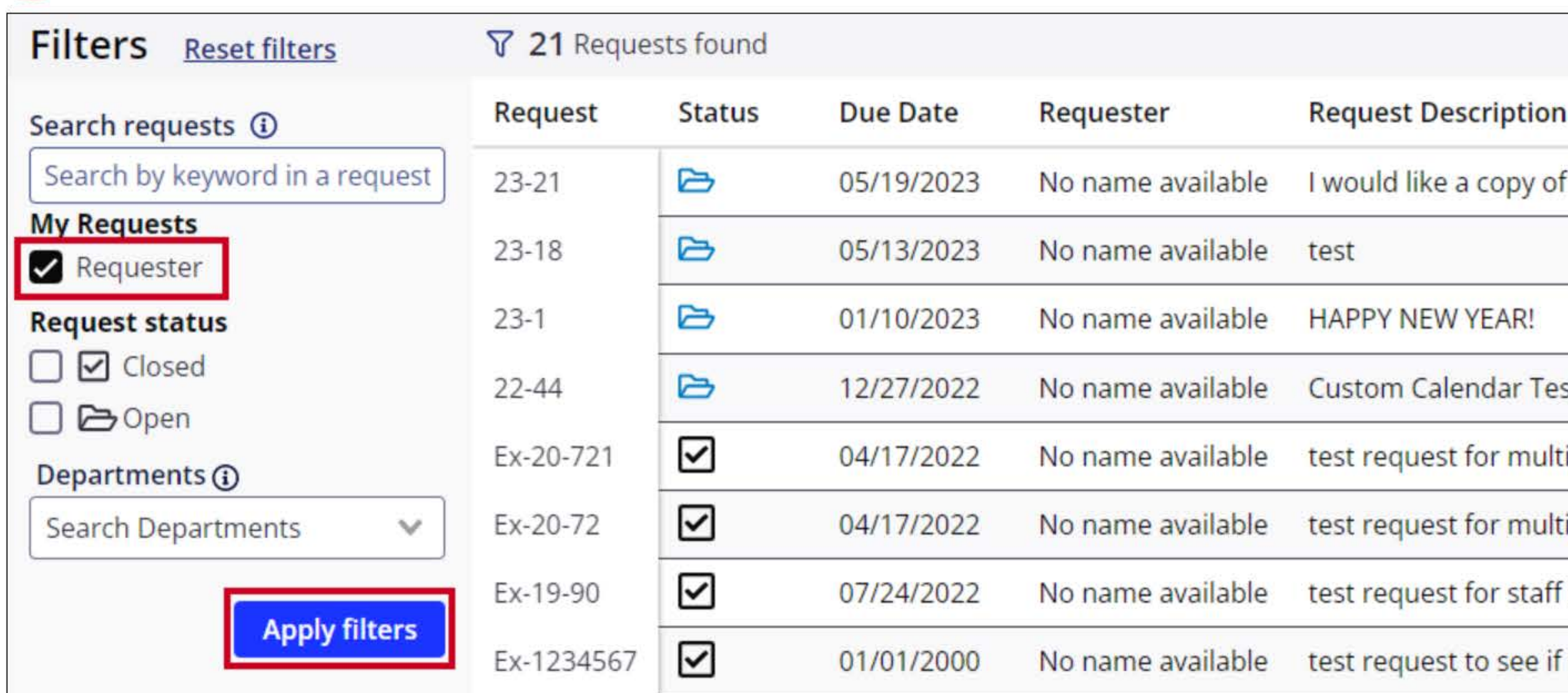
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Download Records From the Portal

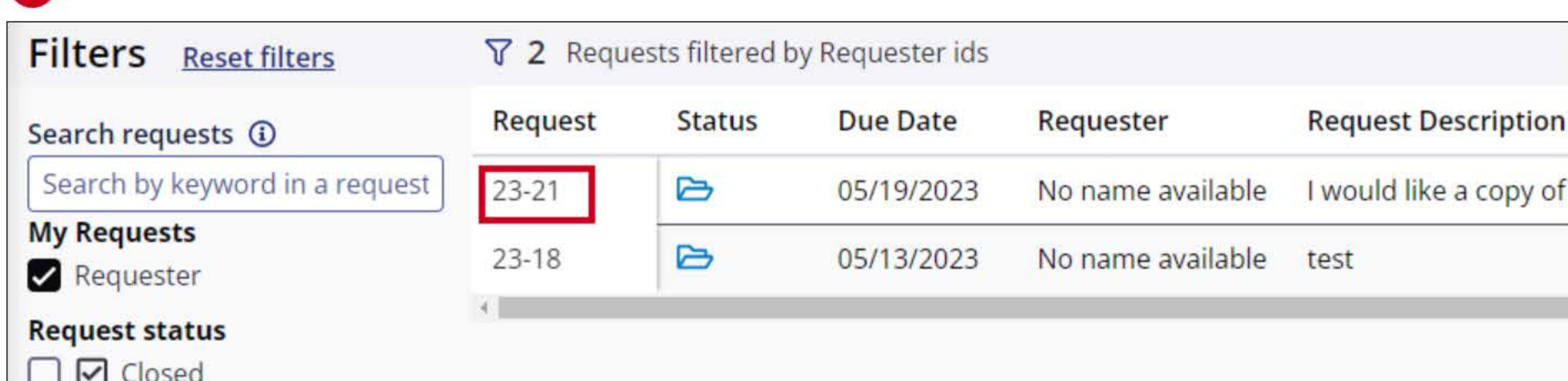
- Log in to the portal as the requester user
- Navigate to the **All Requests** tab



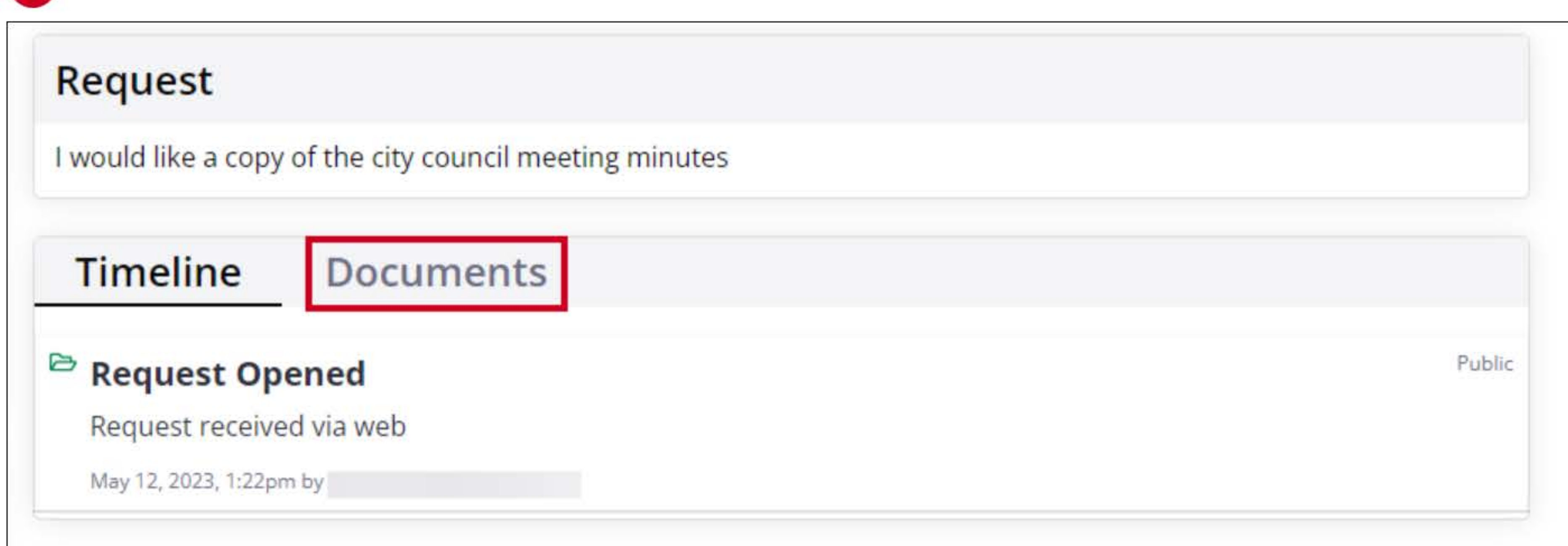
- Click on the **Requester** filter under My Requests and click the **Apply Filters** button:



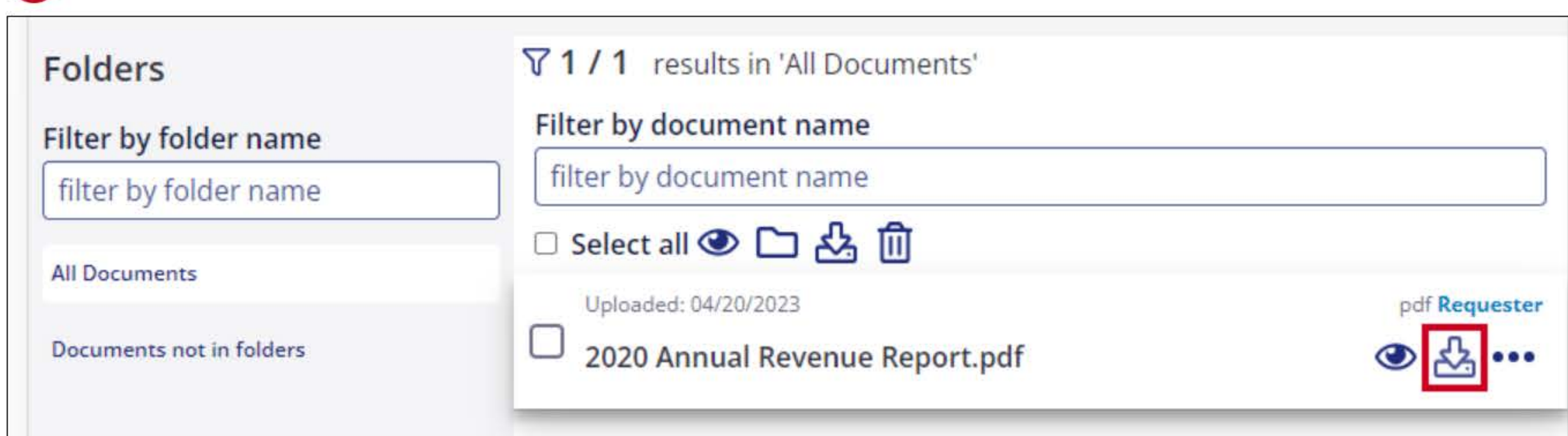
- Click the **request number** in the table's Request column to open the request



- Select the **Documents** tab

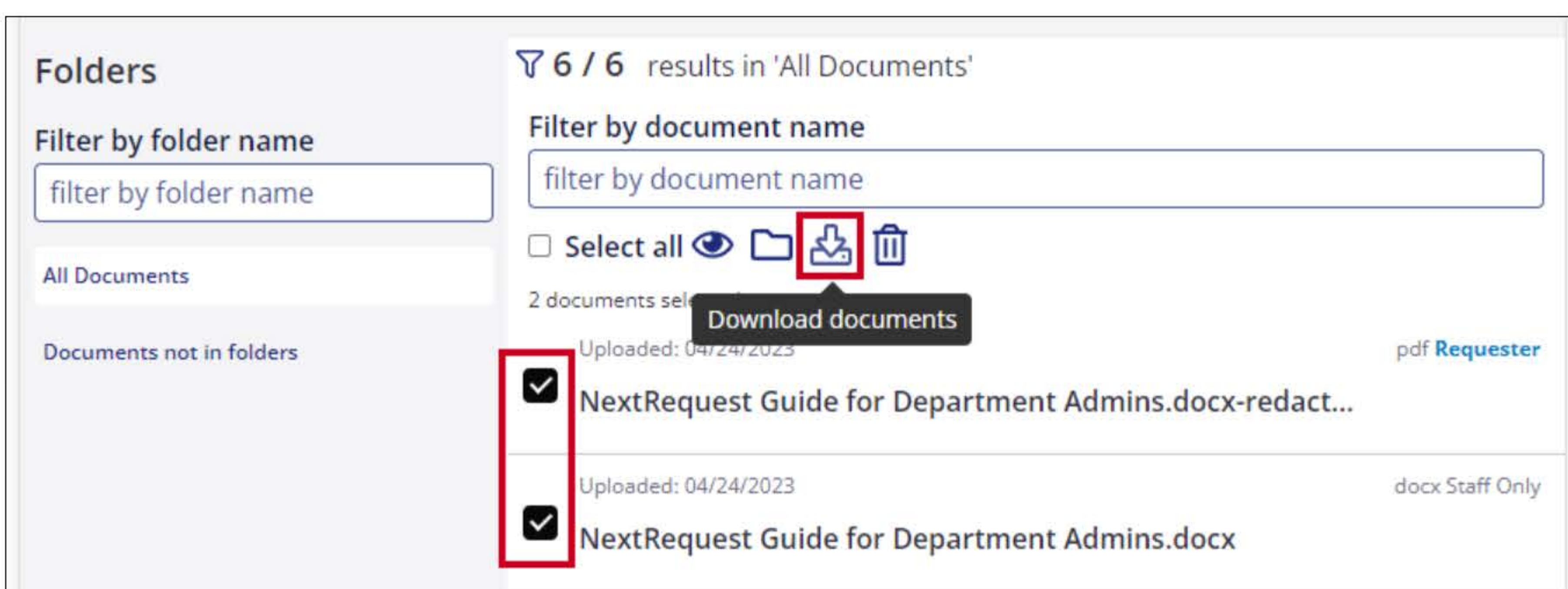


- Click the **download icon** next to the document(s) you wish to save to your computer



Note: If you're unable to access the documents the first thing to check is if you are **logged in**. Some requests are public but the documents are private, meaning that you can get to the request itself without being able to see the documents.

- Check the boxes next to multiple documents and click the **Download documents** icon at the top of the list



- This will create and download a ZIP file to your computer/device

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0 comments

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