

PAL WebPortal

Online Public Access Link for **FOIAXpress**

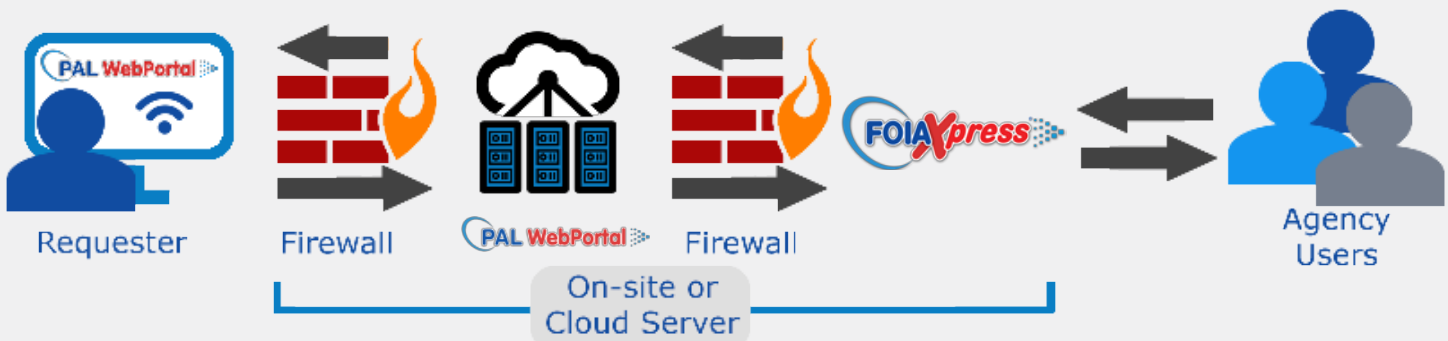
About Public Access Link (PAL)

Public Access Link (PAL) is a public-facing web portal that provides efficient and secure communication between requesters and agencies. PAL Web Portal integrates with our FOIA processing tool, FOIAXpress, to meet all requirements for improving agency disclosure of information.

PAL Web Portal is highly configurable to let your agency pick and choose from the modules you need:

- Reading Room** Proactively post frequently requested data to the public
- User Dashboard** Monitor request cases via a configurable homepage
- Requester Portal** Allow public and requesters to submit electronic requests & appeals
- Request Status** View the status of requests

PAL Requester-Agency Interactions



PAL Portal Benefits for Requesters

- > Immediate request acknowledgment
- > Real-time request status updates
- > Requester-centered online access
- > Ability to view original request
- > Secure PAL account with a unique login ID and password
- > Attach supporting documents to requests
- > Receive responses electronically

PAL Portal Benefits for Admins

- > Completely configurable PAL portal page
- > Quickly post and manage frequently requested records to public reading room
- > Full integration with FOIAXpress
- > Correspond quickly and directly with requesters
- > Automate status notifications
- > No response file size limitations
- > Optional online payment

PAL Payment Connector

The online payment connector is the first online FOIA payment tool of its kind, allowing government agencies to seamlessly accept online payments for FOIA processing. This innovative payment gateway is available as an add-on to the PAL portal, providing connectivity with third-party payment providers. Giving requesters an easy way to submit payment can ensure government recovery of process expenses and speed responsive document delivery.