



Texas Department of Family and Protective Services

General User Guide for Persons Requesting DFPS Case Records

User Guide

DFPS uses a web application that allows requesters to submit and receive feedback about their records requests.

This User Guide is intended to guide persons requesting records with accessing the site, logging in, setting one's own password, and submitting and viewing requests. Features covered by this guide include:

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Application Overview

This application is a **web-based platform** which is accessed through an internet browser.

Files in this application are organized into “**Requests**”. Requestors submit requests that are then forwarded to DFPS Records Management Group (RMG) for processing, researching, redacting, or any other actions RMG may need to take before releasing results back to the user.

Accessing the Site

Public users can access this application here - [Requesting a Copy of a Case Record](#) policy page.

The screenshot shows the website for the Texas Department of Family and Protective Services (DFPS). At the top left is the DFPS logo, a circular emblem with a star and the text 'DFPS'. To its right is the text 'Texas Department of Family and Protective Services'. In the top right corner, there is a search bar with the text 'Search' and a magnifying glass icon, and a link for 'En Español'. Below the search bar are social media icons for Facebook, Twitter, YouTube, and Email, along with a red 'Report Abuse' button. A large blue banner across the top of the page contains the title 'Requesting a Copy of a Case Record' in white text. Below the banner is a breadcrumb trail: 'DFPS Home > Policies > Case Records > This Page'. The main content area is divided into two columns. The left column is titled 'About DFPS' and contains several sections: 'OUR AGENCY' with links for Mission, Vision and Values, News, One Pill Kills, Disaster Resources, Public Meetings, Statewide Intake, Office Directory, Contact Us, and Policies; 'OUR PEOPLE' with links for Council, Executives, Faith-Based Partners, Jobs, and Volunteers & Interns; and 'INFORMATION & STATISTICS' with a link for Annual Report. The right column is titled 'General Information' and contains a paragraph explaining that Adult Protective Services (APS), Child Care Licensing (CCL), and Child Protective Services (CPS) case records are confidential by law and released to people personally involved in the case, or those entities who need the record to carry out professional duties. Below this paragraph is a prompt: 'To help you get the information you need as quickly as possible, please choose one of the following:'. There are two large buttons: a red one labeled 'PERSONAL' with the text 'I want to request a copy of a record for a case in which I was personally involved.' and a blue one labeled 'PROFESSIONAL' with the text 'I want to request a copy of a record to carry out my professional duties.' Below these buttons is a note: 'Note: If you are seeking contract, policy, travel, personnel, or other records or data that are **administrative records**, you will need to follow a different process for requesting them. Learn more about:'. This note is followed by two bullet points with links: 'Case records versus administrative records' and 'Requesting a copy of administrative records'.

Registering an Account

Persons who want to submit a request for DFPS case records need to create an account. In the bottom right of the login screen is a Register button. Click this button to navigate to the Register page.



Register

E-mail Address *

Entity Name

First Name * Last Name *

Street Address *

City * State * Zip Code *

Telephone Number (with area code) * Telephone Extension

[Submit](#)

[Have an account? Log in](#) [Forgot Password?](#)

Fill out the form with the relevant information and then click Submit.

A green circular icon containing a white checkmark, indicating a successful registration.

You have signed up successfully!

Please check your email to verify and set your password.

[Confirm](#)

Set Your Password

Hi jane.smith@dfps.texas.gov

To complete the registration process, please set your password by clicking the button below:

Set Password

If you did not sign up for an account with us, please disregard this email.

Setting Your Password After submitting, you will receive an email to complete the registration process. Clicking the Set Password link in the email will confirm your email and navigate the user to the Set Password page.

You will need to enter the same email, and your new password twice to complete the registration process.

Set password

Email *

Password *

Confirm Password *

Password Policy:

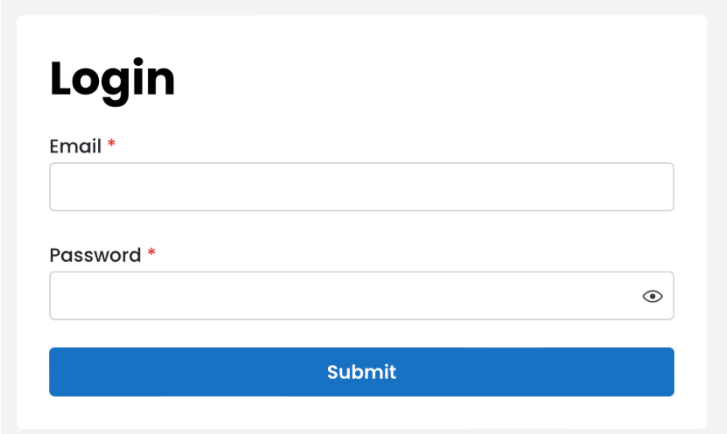
- Minimum length of 12 alphanumeric characters.
- Password must have at least 1 upper case characters.
- Password must have at least 1 lower case characters.
- Password must have at least 2 numeric characters.
- Password must include at least 1 special character from the following list:
!@#%&*()_+~={}|[]~:~';<>?.,/
- Password cannot be one of your last 24 passwords.

Submit

Logging in

To access the application:

- 1) Have a browser window open. (E.g. Edge, Chrome or FireFox.)
- 2) Enter the following URL <https://starrsext.nexternal.us/auth/login> into your browser's address bar. This should take you to the login screen. From there:
 - 3) Enter your Username in the Username field.
 - 4) Enter your Password in the Password field.
Note: Your password will show up as black dots.
 - 5) Click **Login**.



The screenshot shows a login form with the following elements:

- Header:** The word "Login" in a large, bold, black font.
- Email Field:** A text input field labeled "Email *" with a red asterisk.
- Password Field:** A text input field labeled "Password *" with a red asterisk and a small eye icon on the right side.
- Submit Button:** A blue rectangular button with the text "Submit" in white.
- Footer:** Two links at the bottom: "Forgot Password?" on the left and "Register" on the right, both in blue text.

My Requests

The My Request tab shows a list of all the Requests submitted by or released to the requester. If the requester has no requests, then they will be directed to Submit Request.

The screenshot shows a sidebar on the left with four items: 'My Requests' (selected), 'Submit Request', 'Notifications', and 'My Account'. The main content area has a header 'My Requests' and a message: 'No requests found. Please click on [Submit Request](#) to create a request.'

For individuals with at least one Request, the summary view shows the status of each Request.

Clicking a Request focuses the view on that Request.

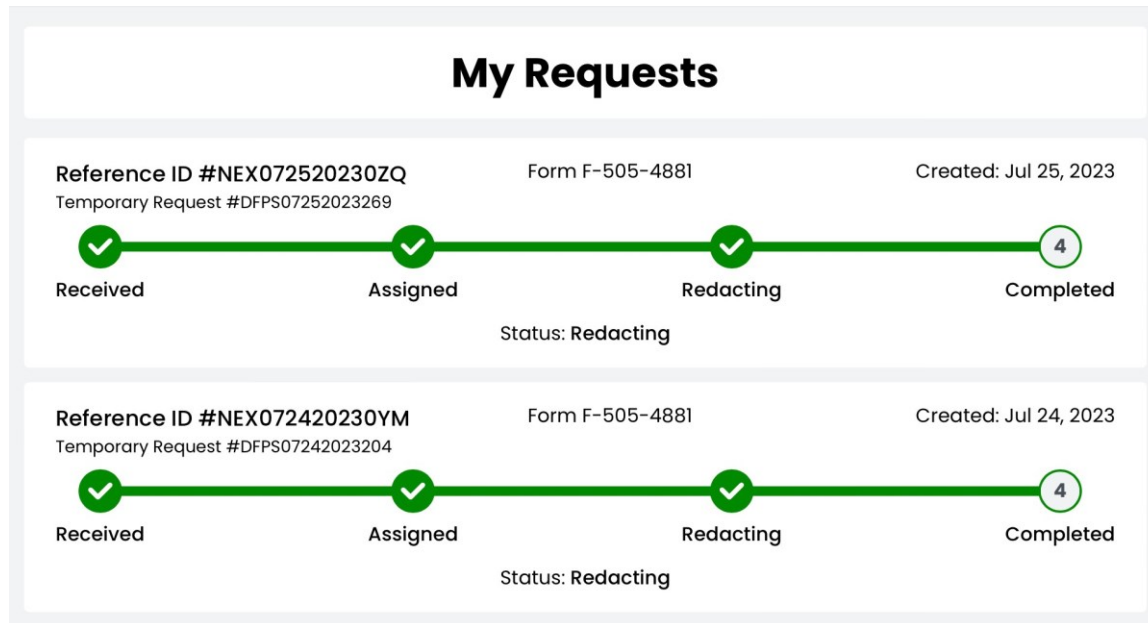
The focused Request view contains the three subtabs: Status, Detail, and Download. You can return to the summary at any time by clicking either *View All Requests* below the focused view, or by clicking the *My Requests* tab in the side bar.

The screenshot shows a focused Request view for Reference ID #NEX072420230YM, Form F-505-4881, created on Jul 24, 2023. The progress bar shows four stages: Received, Assigned, Redacting, and Completed. The 'Completed' stage has a '4' in a circle next to it. Below the progress bar, the 'Status' subtab is active, showing a list of status changes:

Status	Time
Redacting	- 16:52 Jul 24, 2023
Assigned	- 16:01 Jul 24, 2023
Received	- 14:59 Jul 24, 2023

Status

The Status subtab contains a detailed breakdown of the timeline for a Request's processing.



Detail

The Detail subtab contains the information submitted in your original request. This form is read-only and cannot be edited.

Reference ID #NEX072820233CI Form F-505-4881 Created: Jul 28, 2023
Temporary Request #DFPS07282023190

Status **Detail** Download

Purpose: This form is used to request Child Protective Services case record information by Juvenile Service Providers, including Juvenile Justice Agencies, as defined in the Texas Family Code [§58.0051](#) and [§58.101](#), respectively.

Directions: Please enter the requested information below. You may send questions to records@dfps.texas.gov or call customer support at **(512) 929-6764**.

Note: Texas Family Code [§58.0051](#), and Texas Administrative Code [§700.203](#) allow DFPS to give information on open and closed cases to Texas Juvenile Justice Department and Juvenile Probation Departments when a youth is:

- The perpetrator or victim in a confirmed Reason to Believe (RTB) investigation.
- Placed in substitute care with DFPS.
- Receiving family services through DFPS Family Based Safety Services.

A. Requester's Identifying Information

Business E-mail Address * Zip Code *

abryant+test3@neubus.com 78665

First Name * Last Name *

Alex Bryant

Official Entity *

Neubus Inc

Submit Request

To submit a new request, click the *Submit Request* tab.

Once on the *Submit Request* tab, you must first select from the available request types available to them.



- My Requests
- Submit Request**
- Notifications
- My Account

Submit Request

Please select one of the forms below to submit the request.

Form F-505-4880	Request from School Official for Closed School Investigation Report
Form F-505-4881	Request for Case Record Information from Juvenile Service Providers (including Juvenile Justice Agencies)
Form F-505-4882	Request for Case Record Information from Court-Ordered Evaluators
Form F-505-4884	Former Foster Youths Request for Personal Records
Form F-505-4885	Request for DFPS Records
Form F-505-4888	Request for Case Record Information from Law Enforcement

Filling out a Request

When filling out a request, there will be a page with instructions and fields for the user to fill out. Information in the Requester's Identifying Information section will be prefilled with the logged in user's *My Account* information. You can edit this information while filling out the Request Form.

- My Requests
- Submit Request**
- Notifications
- My Account

Telephone Number (with area code) * TX

Telephone Extension

B. Identifying Information to Conduct Records Search

To help us locate the records you need, enter the information pertaining to the juvenile who is receiving services from your organization.

First Name * Last Name *

Date of Birth (MM/DD/YYYY) * Social Security Number DFPS Case Number

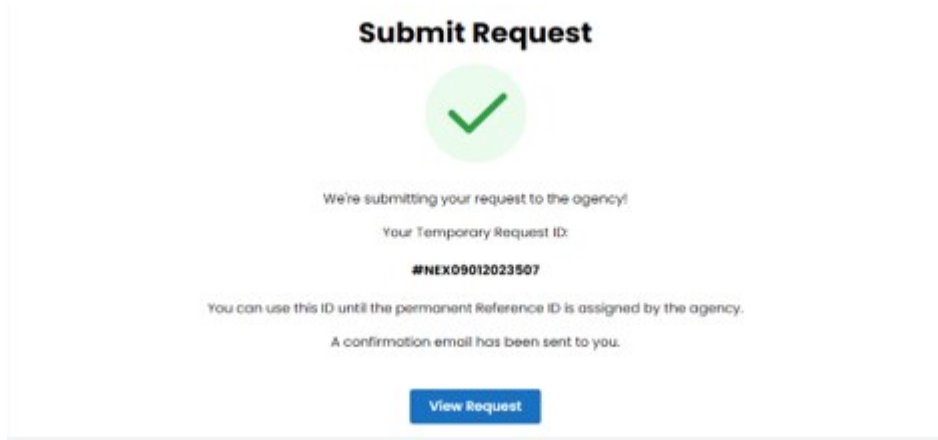
Additional information to assist in search

C. Requester's Affirmation

By typing my name and submitting this form, I affirm the provided information is true and correct to the best of my knowledge and my request is for official purposes.

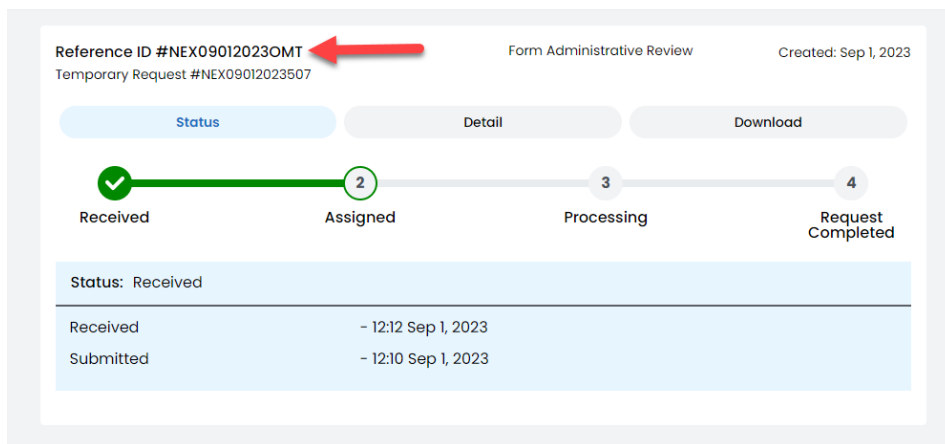
Electronic Signature *
Please type your first and last name.

Once you have finished the form, click *Submit* request in the bottom right corner. Once submitted, you will receive a *Temporary Request ID* on screen and via email.

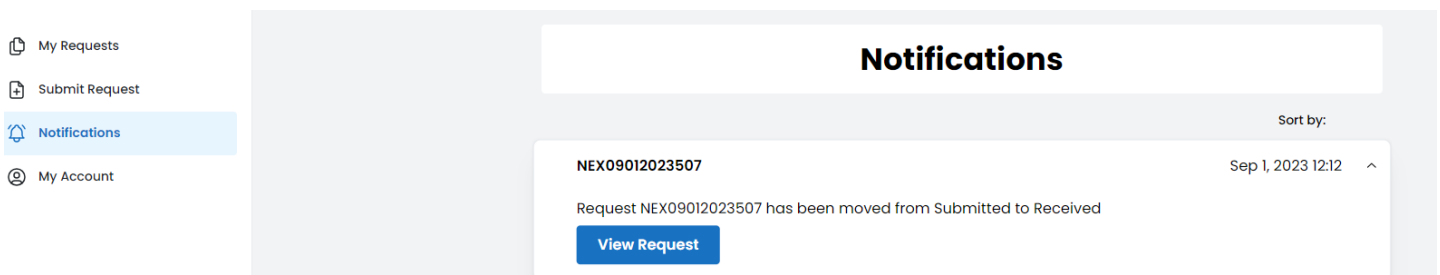


Your *Permanent Reference ID* will appear in the *My Requests* tab.

Notifications



As a Request is processed by RMG, you will get notifications during certain milestones. These notifications will appear in the *Notifications* tab and it will be sent to your email on file. Notifications can be expanded or collapsed by clicking at the top of them. Expanded notifications show more text (if necessary) and contain a button for you to view that request.



My Account

In the My Account tab, you can edit the information used to prefill Requester's Identifying Information, change your password, or upgrade your account security to use Multifactor Authentication (MFA). Your email **cannot** be changed once your account is registered.

The screenshot displays the 'My Account' interface. On the left is a navigation menu with 'My Account' selected. The main content area is titled 'Account Information' and contains several input fields. At the top right of the main area are 'Change Password' and 'Set MFA' buttons. A 'Logout' button is located at the bottom left of the page.

Change Password **Set MFA**

Account Information

E-mail
(This is your log in email, and can not be changed)

jane.smith@dfps.texas.gov

First Name * Middle Initial Last Name *

Jane [] Smith

Entity Name

DFPS

Street Address *

4900 N. Lamar

City * State * Zip code *

AUSTIN TX 78751

Telephone Number (with area code) * Telephone extension

(512) 999-9999 []

Save

Logout