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FOR IMMEDIATE RELEASE

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## Heads up to media: TDLR launches new open records request portal

**AUSTIN** – The Texas Department of Licensing and Regulation has launched a new online portal, the [TDLR Open Records Center](#), for accepting and processing requests for records under the Texas Public Information Act.

TDLR processes thousands of open records request per year, and the online portal should help speed up the fulfilment process when compared with emailing, faxing or mailing in open records requests.

The user-friendly online portal includes self-service options to:

- submit a request,
- track its progress,
- access correspondence related to the request,
- pay for records online if expenses are incurred in fulfilling the request (and as allowed under the Texas Public Information Act), and
- download the requested records once they are available.

Requests can still be made by email, fax or mail, but TDLR encourages users to take advantage of the online portal because it should reduce the amount of time they must wait for the request to be processed and the information provided.

### About TDLR

*TDLR provides regulatory oversight for a broad range of occupations, businesses, facilities, and equipment in Texas. The agency protects the health and safety of Texans by ensuring they are served by qualified, licensed professionals. Inspections of individuals, businesses, and equipment are done on a regular basis to safeguard the public. Currently, the agency regulates 39 business and occupational licensing programs with more than 1,000,000 licensees across the state.*

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TDLR Customer Service | (512) 463-6599 | Toll-Free (in Texas) | (800) 803-9202 | Relay Texas-TDD: (800) 735-2989

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Visit TDLR's [website](#) for more information and resources. You can search the [TDLR licensee database](#), and also find [past violations](#) in which a final order was issued against companies or individuals. TDLR's Customer Service line is available anytime between 7 a.m. until 6 p.m., Monday through Friday, at 1-800-803-9202. TDLR representatives are fluent in English, Spanish and Vietnamese.

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