FOIAXpress

OPEXUS

PAL System Configuration Manual

Version 1.1

v11.3.0

September 2023

FX 11.3.0 PAL System Configuration Manual

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Version History

Version	Date	Revision Summary
1.0	8/9/2023	New version for v11.3.0
1.1	9/12/2023	Updated the Security section to reflect new fields on the *Security Configuration* menu.

Contents

1 Introduction

1.1 Scope

The purpose of this manual is to guide the user through configuration settings for the Public Access Link (PAL) application.

1.2 Overview

FOIAXpress PAL facilitates the submission of FOIA (Freedom of Information Act) requests over the internet and allows information to be published to the Electronic Reading Room. FOIAXpress PAL is only supported on SQL Databases.

1.3 Getting Started

Before proceeding with the installation, it is necessary to do the following:

- Install and setup the FOIAXpress application and related components.
- Install the PAL application and related components.
- Configure the SMTP Server to relay email to the email server while using FOIAXpress PAL. The SMTP server must be configured to relay email messages to other domains.

1.4 References

The following resources were used as a reference in preparing this manual:

- FOIAXpress PAL Server Installation Manual
- FOIAXpress Online Manual

2 Enabling PAL Options in FOIAXpress

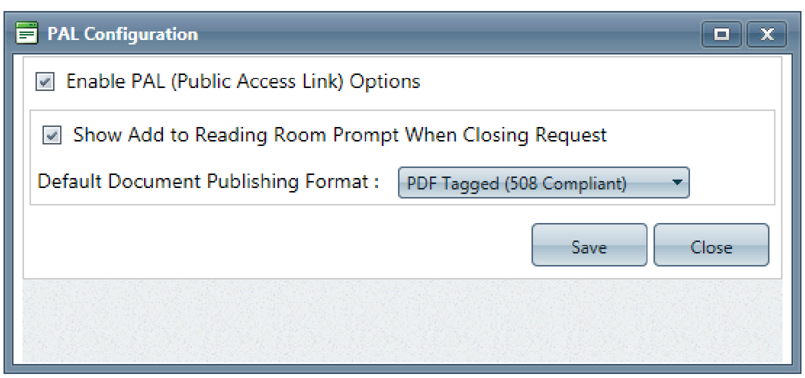
To configure PAL for use, it is necessary to enable PAL and its associated options (**Action Offices**, **Request Types**, **Custom Fields**, **Requester Categories** and **Miscellaneous Fields**) in the FOIAXpress application. By doing this, the information displays in the PAL application.

(!!) Notes:

- **The information in this section expects the FOIAXpress application to be installed and configured for use.**
- **You must be a member of the Admin group to enable PAL options.**
- **For further information concerning PAL options, please refer to the FOIAXpress Online Manual.**

Follow the steps below to enable the FOIAXpress PAL:

1. Log in to the FOIAXpress application as an Administrator.
2. Click Administration > System Configuration > PAL Configuration. The PAL Configuration screen appears.
3. Select the Enable PAL (Public Access Link) Options checkbox.
4. Select the Show Add to Reading Room Prompt When Closing Request checkbox.
5. Select a Default Document Publishing Format.
6. Click Save to retain your modified settings, and then click OK within the confirmation window.

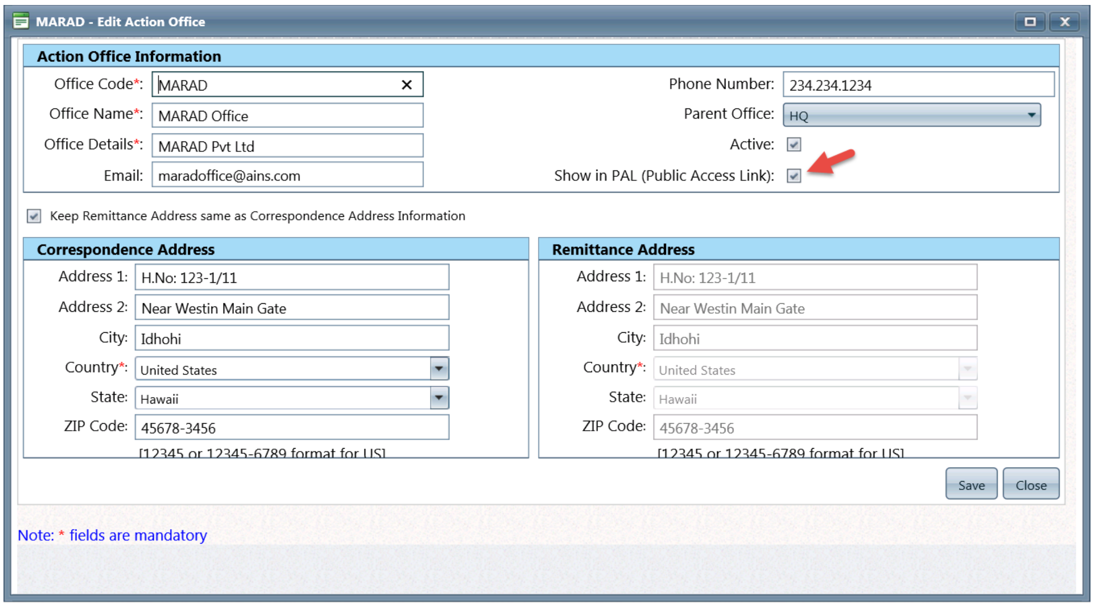


(!!) Note: An option to *Show in PAL* becomes visible for all PAL objects.

2.1 Action Offices

An Action Office is a location (region or department) that shares your instance of FOIAXpress for receiving and responding to FOIA/PA requests. Complete the steps below to configure Action Offices for the PAL:

1. Select Administration > Organization Setup > Action Offices. The *Action Offices* screen appears.
2. In the list, click the **Office Code** you want to configure to *Show in PAL*, and then click the **Show in PAL (Public Access Link)** checkbox, as shown in the image below.

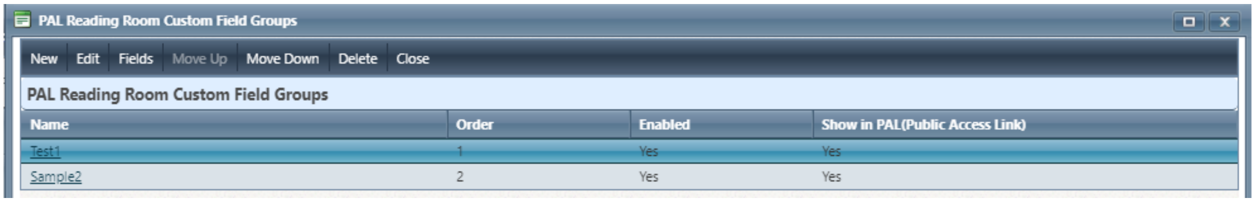


3. Click Save.
4. Click OK to retain your settings.
5. Click OK.
6. Repeat steps 2 through 5 for each Action Office to show in PAL, or click Close when Action Offices are fully configured.

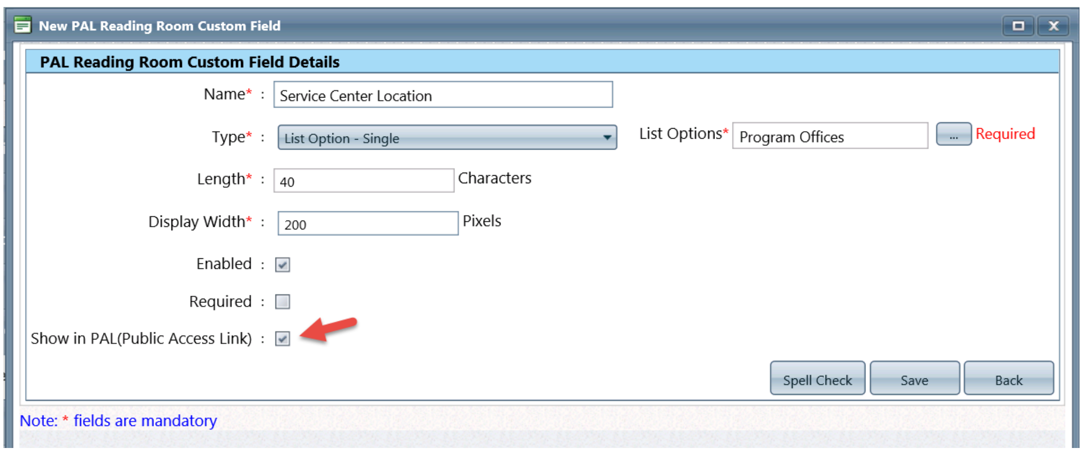
2.2 Custom Fields

Custom Fields are user-defined fields that can be used as an index for search and retrieval of records, as filter criteria in a custom report or used to include information specific to a request, requester, or document that is not covered elsewhere in the application to avoid redundancy. By default, FOIAXpress provides built-in Custom Tabs for Request, Requester and PAL Reading Room, that can be renamed and customized.

1. Select Administration > Document Management > PAL Reading Room Custom Fields. The *PAL Reading Room Custom Field Groups* window appears.



2. In the list of **PAL Reading Room Custom Field Group** names, click the row of the group containing one or more field names you want to configure to Show in PAL, and then click **Fields**.
3. You can also create a new custom field group, or add fields to an existing custom field groups within this screen.
4. In the list of field names, click the field **Name** to configure, and then select the **Show in PAL (Public Access Link)** check box, as shown in the picture below.



(!!) Note: You can click the Move Up and Move Down arrows to configure the order of the Custom Fields that displays in PAL.

5. Click **Save**.
6. Click **OK**.
7. Repeat steps 3 through 5 for each field to configure to *Show in PAL (Public Access Link),* or click **Close**.

2.3 Lookups

Lookups are pre-defined fields configured for most drop down lists in FOIAXpress. Of the different types of fields, the following are used in PAL:

1. Appeal Sub Types
2. Delivery Modes

3. List Options
4. Payment Modes
5. Requester Prefixes
6. Requester Suffixes

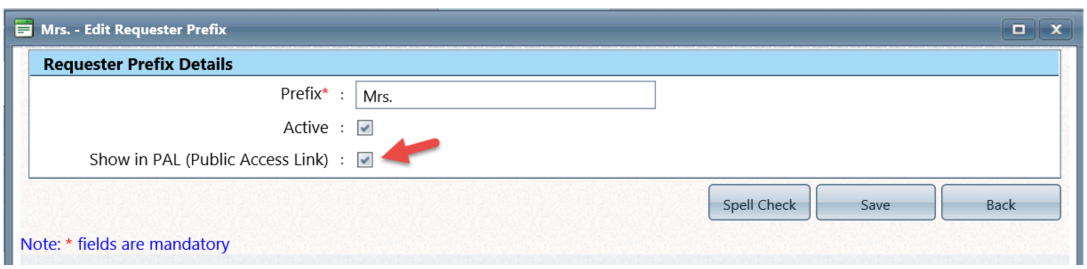
Within the Appeal Sub Types and Delivery Fields menu options, you can create, edit or enable lookups to appear in PAL.

(!!) Notes:

- **List Options are values used in conjunction with Custom Fields in FOIAXpress.**
- **For the purposes of these instructions, Requester Prefixes will be the type of Lookup used.**

Follow the steps below to configure Lookups for PAL:

7. Select **Administration > Lookups > Requester Prefixes**. The *Requester Prefixes* screen appears.
8. In the list of prefixes, click the **Prefix** to show in PAL, and then click the **Show in PAL (Public Access Link)** checkbox, as shown in the picture below.



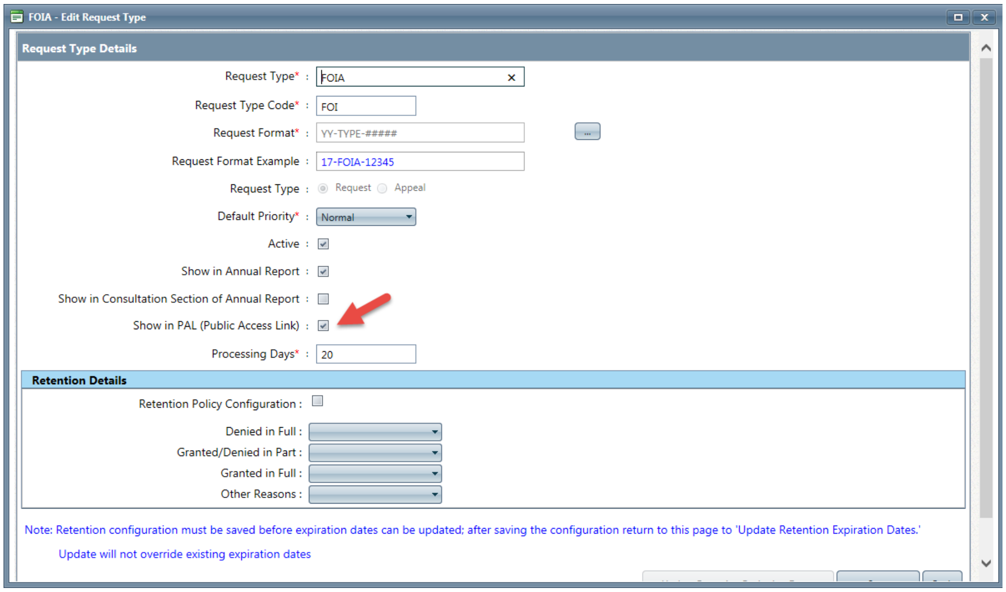
9. Click **Save**.
10. Click **OK**.
11. Repeat steps 2 through 4 for each prefix you want to *Show in PAL* or click **Close**.

2.4 Request Types

FOIAXpress provides you with default request types such as FOIA, PA, or FOIA/PA. Your agency can create new request types, edit existing request types, and delete request types based on their needs.

1. Select Administration > Request Management > Request Types. The *Request Types* screen appears.

2. In the list of Request Type names, click the **Name** you want to configure, and then click the **Show in PAL** (Public Access Link) checkbox, as shown below.

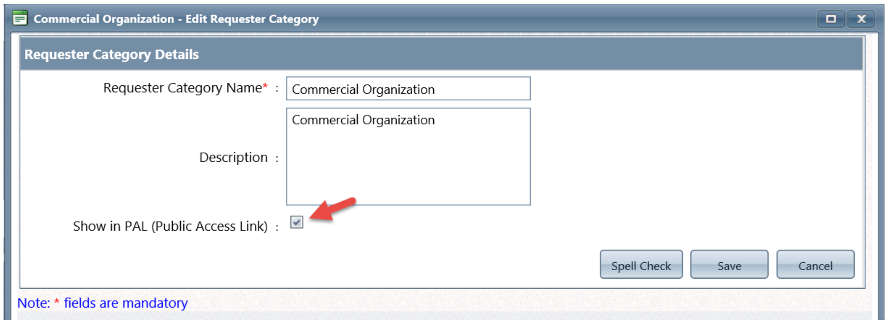


3. Click **Save**.
4. Click **OK** to retain your modifications.
5. Repeat steps 2 through 4 for each Request Type you want to show in PAL, or click **Close**.

2.5 Requester Categories

A requester must be classified in a specific category, known as a Requester Category. The category to which a requester belongs is a qualifying factor for granting a request for waiving the fee and/or expediting a request. FOIAXpress provides default requester categories. Your agency can create new requester categories, edit an existing requester category, and delete requester categories based on their needs.

1. Select Administration > Request Management > Requester Categories. The *Requester Categories* screen appears.
2. In the list, click the **Name of the Requester Category** you want to configure to show in PAL.
3. Click the Show in PAL (Public Access Link) checkbox, and click Save.
4. A verification message appears. Click **OK** to retain the settings.
5. Repeat steps 2 through 4 for each additional Requester Category to show in PAL, or click **Close**.


Commercial Organization - Edit Requester Category
Requester Category Details
Requester Category Name* :
Commercial Organization
Commercial Organization
Description :
Show in PAL (Public Access Link) :
Spell Check
Save
Cancel
Note: * fields are mandatory

3 Setting Up the PAL Application

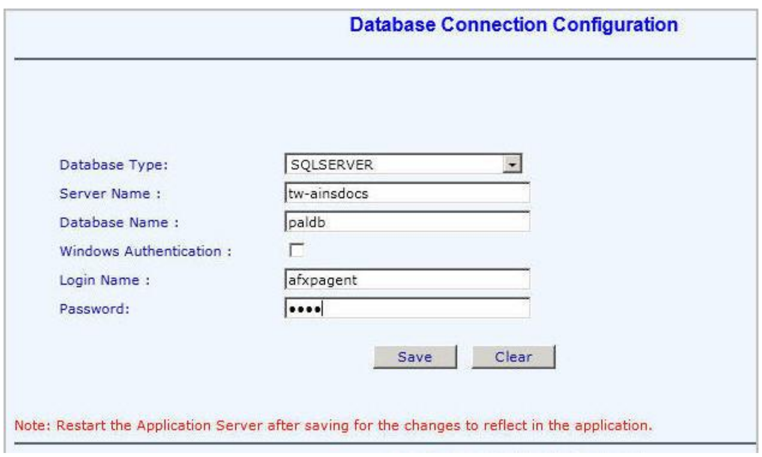
Once the PAL objects have been enabled in FOIAXpress, are synchronized and you can begin setting up the PAL environment.

(!!) Notes:

- **Users must be a member of the Admin group in order to log into the PAL Configuration application.**
- **Users must reboot the server once the configurations are completed in order to reflect the settings in the application.**

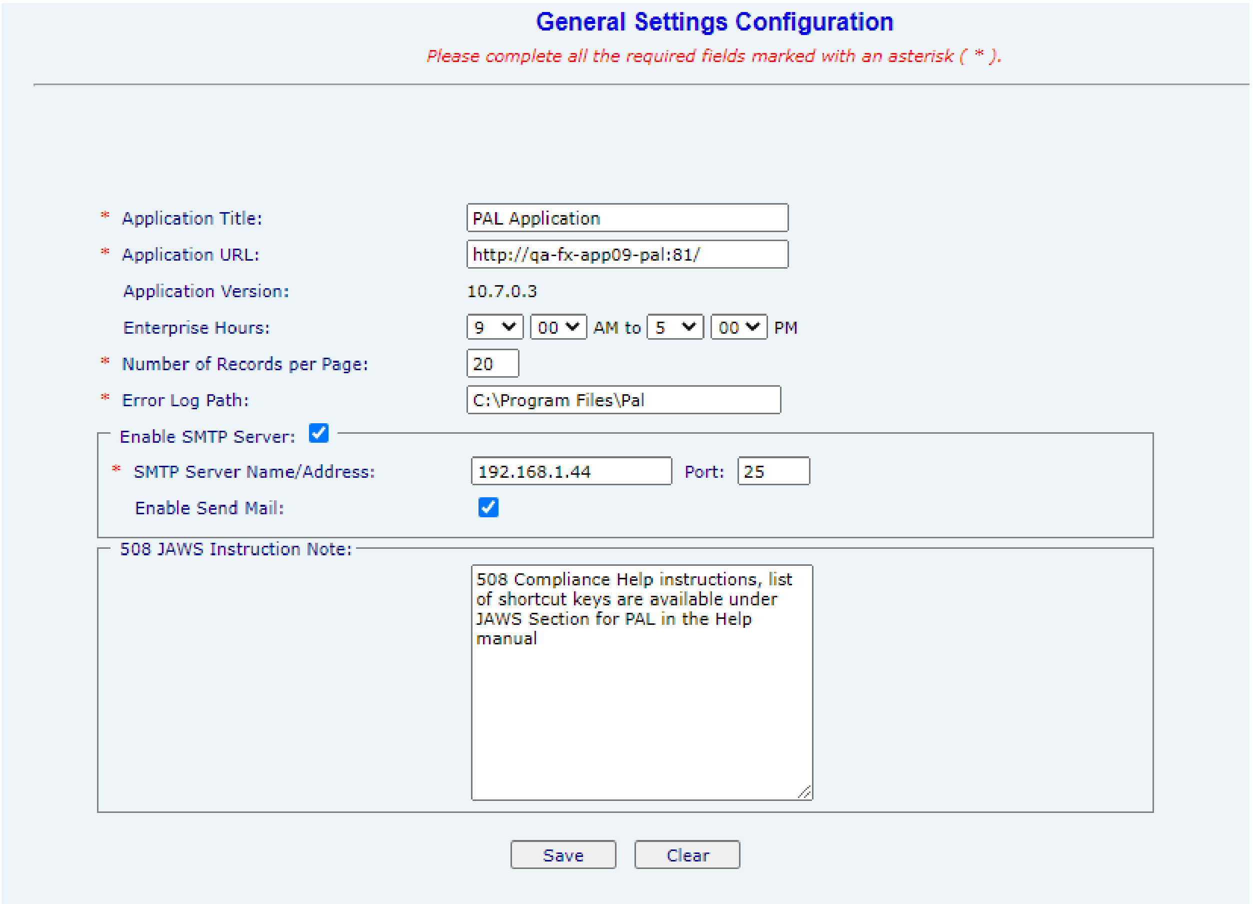
3.1 Database Configuration

The information presented on this screen is automatically populated with data taken from the PAL installation. Updating this screen is unnecessary unless a new PAL database needs to be configured.



3.2 General Settings

The information provided on this screen is specific to your agency.



Enter general information details based on your agency's requirements as outlined in the table below.

6. Click **Save**.
7. A verification message displays. Click **OK** to retain the settings.

Field Name	Description
Application Title	The name of the PAL application as it appears in the title bar of the browser program. "PAL Application" is the default value.
Application URL	The web address for the PAL application. This address appears in the address bar of the browser program.

Field Name	Description
Application Version	The version of the installed application. This field is read-only and not editable.
Enterprise Hours	The time period (in hours) for accepting FOIA requests. Requests submitted after this period will be received the next day the office is open for business.
Number of Records Per Page	The number of lines a requester is able to view after a search is executed. An example is searching documents in the Reading Room.
Error Log Path	Select an output path for the error log file.
Enable SMTP Server	This option allows requesters to receive messages in PAL. When selected, you must enter the **SMTP Server Name/Address** and **Port**.
Enable Send Email	When selected, displays the **Send Email** link in the left panel of the PAL application. This link allows requesters to send a message to the contact email address for the enterprise.
508 JAWS Instructions Note	A brief narrative that directs users to the location for assistance with JAWS.
Save	Accepts and retains the submitted information.
Clear	Removes information entered in the screen.

3.3 Enterprise

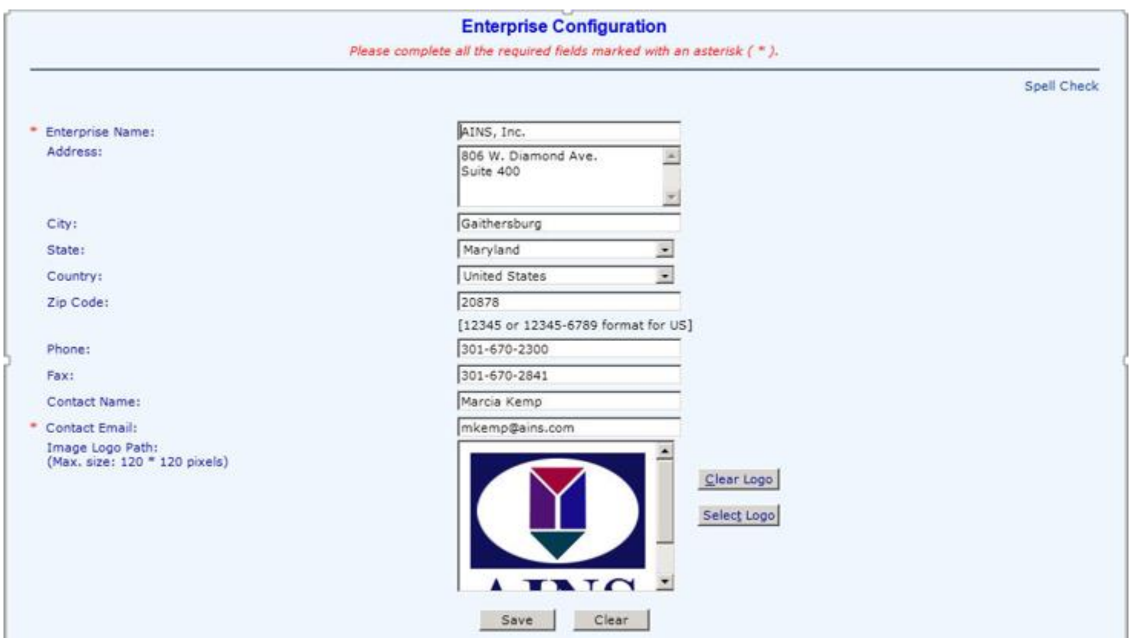
The information on this screen represents the agency's mailing and contact information. Administrators can upload the agency's logo if one exists. By default, the *Enterprise Configuration* screen appears when PAL Configuration is launched.

1. Enter enterprise details, as outlined in the table below:

Field Name	Description
Enterprise Name	The identity of the agency.
Address	The street location of the agency.
City	The name of the city where the agency is located.
State	The name of the state where the agency is located.
Country	The name of the country where the agency is located.
Zip Code	The five or nine digit postal code for the agency.
Phone	The telephone number assigned to the agency.
Fax	The telephone number assigned to the agency's facsimile machine.
Contact Name	The name of the representative for the agency.
Contact Email	The electronic address for all automated email messages sent from PAL.

Field Name	Description
Clear Logo	Prompts the user to verify if the logo should be removed. When acknowledged by the user, the logo is removed, the field is reset and the button becomes disabled.
Select Logo	Allows the user to browse the system for an image file, uploads the file, then displays a portion of the image in the available field. The acceptable file formats are JPG, GIF or BMP.
Save	Accepts information entered on the screen.
Clear	Removes information entered on the screen.

2.
3. A verification message appears. Click OK to retain the settings.
4. Click **Save**.
5. A verification message appears. Click **OK** to retain the settings.



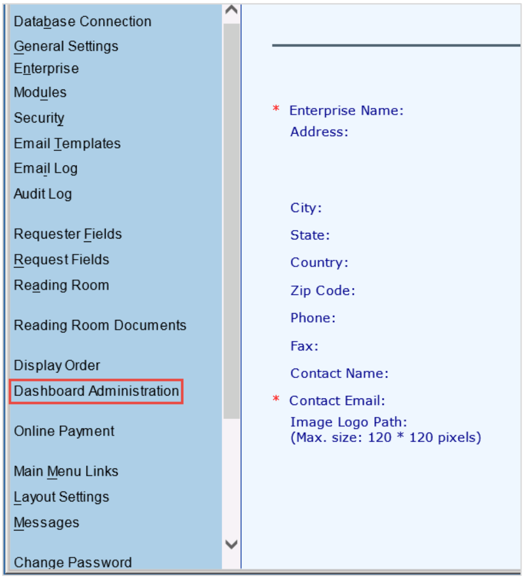
3.4 Modules

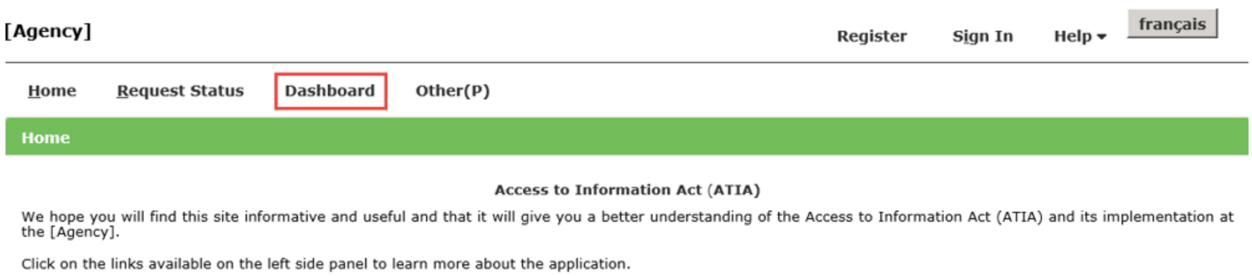
PAL has two modules: *Requester Interface* and *PAL Reading Room*. The *Requester Interface* allows requesters to submit requests, check the status of a request, create a profile and receive documents. The Electronic Reading Room allows FOIA Specialists to publish documents for searching and viewing by the public from within FOIAXpress. The *Dashboard* module allows requesters to generate reports and graphs of data based on pre-configured queries and filtered criteria configured by the PAL administrator.

1. aEnter the locations for Delivered and Electronic Reading Room Documents.
2. Click the **Enable send message to office** option, if required. This option displays the **Compose Message** link in the submitted request which allows requesters to send messages to the FOIA office.
3. Enter the web address for the *Dashboard Administration* and *Dashboard* modules.
4. Click **Save**.
5. A verification message appears. Click **OK** to retain the settings.

6. The **Dashboard Administration** link appears in the left panel of the PAL Configuration application and the **Dashboard** link appears in the *Main Menu* of the PAL application.

(!!) Note: The Dashboard option in Main Menu Links Configuration must be enabled in order for the link to appear in the Main Menu of the PAL application.



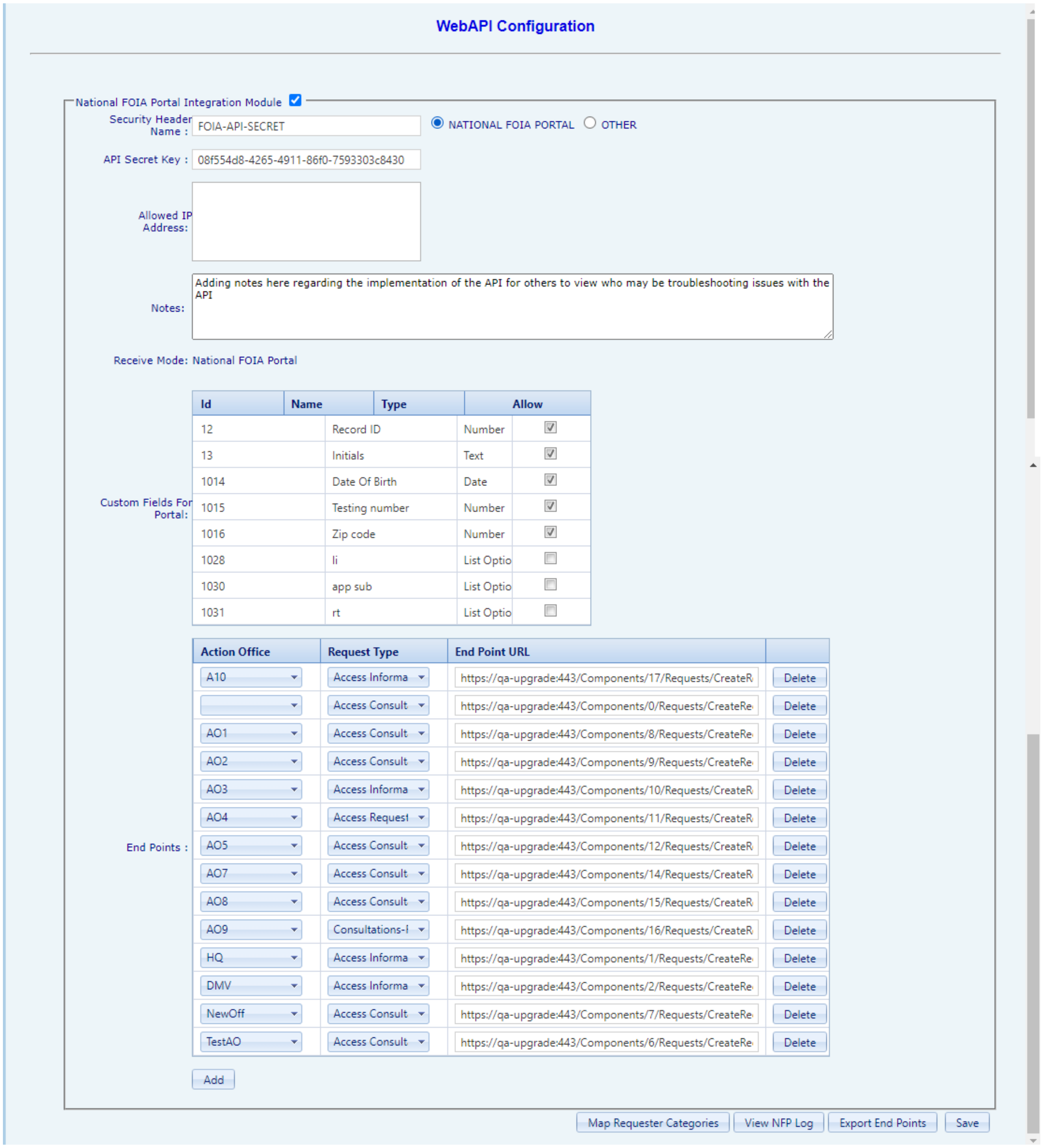


3.5 Web API

By August 31, 2023 all agencies with automated systems must achieve full interoperability via an API to the National FOIA Portal. OPEXUS released the API as an add-on to the FOIAXpress Public Access Link (PAL) as part of its v10.3 release. The API integrates with the FOIAXpress Public Access Link to seamlessly receive a FOIA request from the National FOIA Portal into your Public Access Link, which then populates the request into FOIAXpress where it is processed by your staff. As the request is processed in PAL the requester receives automated status updates and is notified the response is posted for viewing in their private reading room and/or available for download.

Since the API is an add-on, it must be purchased along with PAL if your agency is not currently using PAL. Once purchased, OPEXUS provides the agency with the API submission details to populate in the fields below within your agencies Portal Submission Option configuration. Please remember that you may also need to make some changes to your National FOIA Portal profile when you enable this submission format to ensure requesters submitting their requests through the National FOIA Portal are informed of the new process.

Use the *Web API* screen to configure settings for Web API integration. The *Web API* screen is shown below:



The fields on this screen are described in the table below:

Field	Description
National FOIA Portal Integration Module	Select this checkbox if this configuration is applied to the National FOIA Portal Integration. **(!!) Note: Selecting this option is required to enable the remaining fields on this page**
Security Header Name	Security Header Name associated with the National FOIA Portal. **(!!) Note: if the NATIONAL FOIA PORTAL radio button is selected, this field is locked and cannot be changed. However, if the OTHER radio button is selected, this field can be manually populated.**
API Secret Key	The API Secret Key (use the **Generate** option for key generation.)
Allowed IP Address	The IP address associated with the portal integration.
Notes	Free-text field to capture notes regarding the configuration that is useful to include on this screen.
Custom Fields for Portal	Select the custom fields to enable for the portal. Mark the **checkbox** in the *Allow* column next to each field to be enabled.
End Points	Use the Action Office, Request Type, and End Point URL fields to configure the Web API End Points information. Users can click delete to delete an existing row of End Point information.

After the fields have been completed, click **Save** to save the Web API configuration. Alternatively, click **Export End Points** to export the configuration as an XML document.

3.5.1 Map Requester Categories

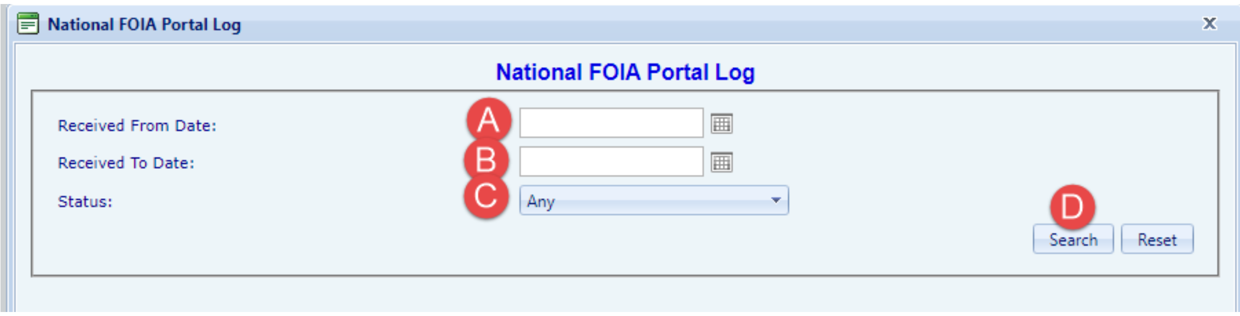
The Web API configuration allows for mapping requester categories to sync with the NFP. The map these categories, navigate to the *Web API* screen, then click **Map Requester Categories** at the bottom of the screen. The *NFP Requester Category Mapping* screen appears as shown below:

The *NFP Requester Category* corresponds to categories used in the NFP. You can also add *Internal Name* and select a *PAL Requester Category* to map. There is also a button to **Delete** a mapping if needed.

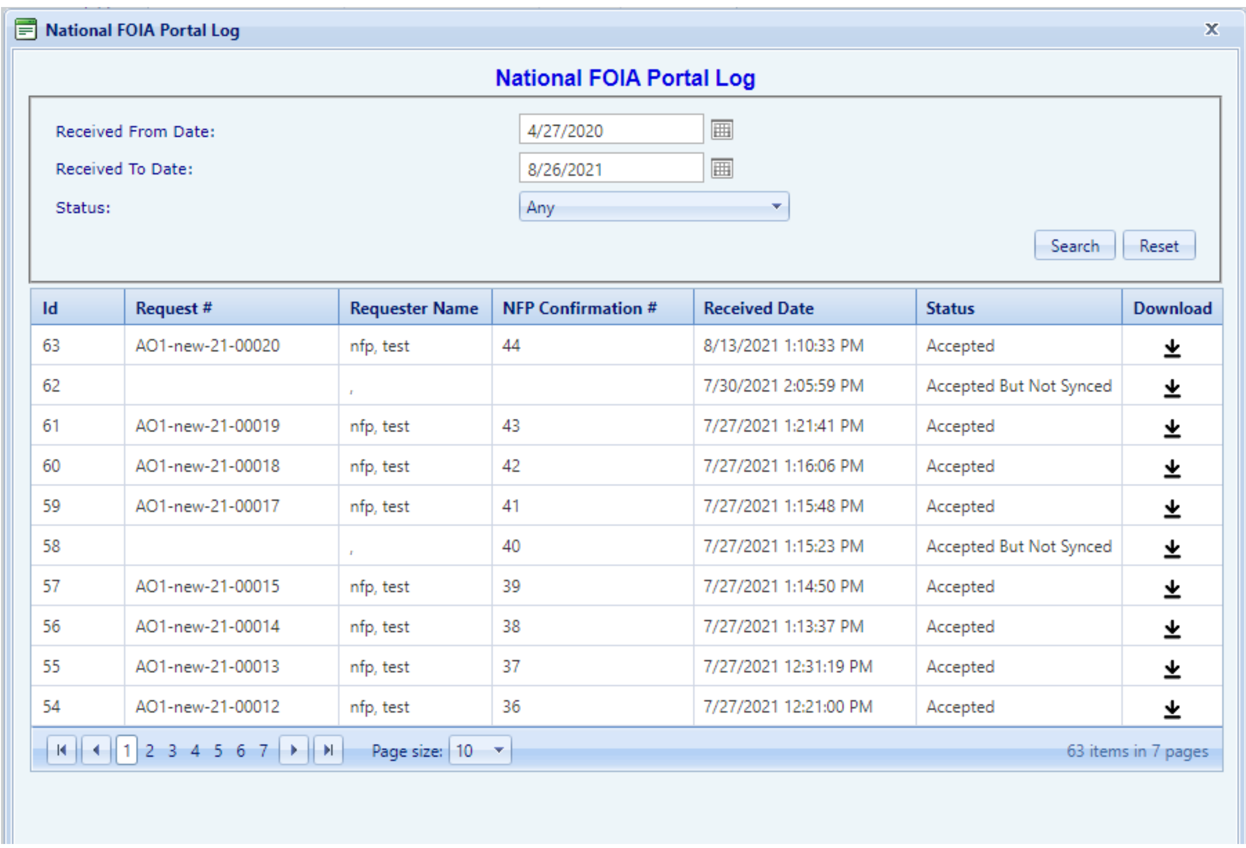
Click **Add** to create additional mappings. Click **Save** to retain any changes made to this screen.

3.5.2 View NFP Log

The *View NFP Log* option allows you to view a log originating from the National FOIA Portal. To view the NFP log, access the *Web API* configuration screen, then click **View NFP Log** at the bottom of the screen. The *National FOIA Portal Log* screen appears as shown below:



Select a date range to display in the log using the (**A**) *Received From Date* and (**B**) *Received To Date* fields. Also select a (**C**) *Status* from the drop-down list. Click (**D**) **Search** to show the results. The log displays as shown in the sample below:



Id	Request #	Requester Name	NFP Confirmation #	Received Date	Status	Download
63	AO1-new-21-00020	nfp, test	44	8/13/2021 1:10:33 PM	Accepted	
62		,		7/30/2021 2:05:59 PM	Accepted But Not Synced	
61	AO1-new-21-00019	nfp, test	43	7/27/2021 1:21:41 PM	Accepted	
60	AO1-new-21-00018	nfp, test	42	7/27/2021 1:16:06 PM	Accepted	
59	AO1-new-21-00017	nfp, test	41	7/27/2021 1:15:48 PM	Accepted	
58		,	40	7/27/2021 1:15:23 PM	Accepted But Not Synced	
57	AO1-new-21-00015	nfp, test	39	7/27/2021 1:14:50 PM	Accepted	
56	AO1-new-21-00014	nfp, test	38	7/27/2021 1:13:37 PM	Accepted	
55	AO1-new-21-00013	nfp, test	37	7/27/2021 12:31:19 PM	Accepted	
54	AO1-new-21-00012	nfp, test	36	7/27/2021 12:21:00 PM	Accepted	

3.6 Security

Since PAL is accessed by the public sector, it is necessary to provide requesters with a secure environment. The *Security Configuration* screen allows the PAL administrator to establish a Password Policy for requesters accessing PAL information and data.

To change default values, enter the following information outlined in the table below:

Field Name	Description
Default values	Administers the system default values and disables the **Password Never Expires** and **User Account Inactivation** options.
Passwords never expire	This checkbox permits passwords to not become invalid.
Passwords are valid for	Specifies how long (in days) the current password can be used. This field becomes disabled when the **Passwords Never Expire** checkbox is selected.
Remind user	Provides a system prompt for a specified number of days before a password is to expire and provides the user the option to change the password. This field becomes disabled when the **Passwords Never Expire** checkbox is selected.
Do not allow reuse of last	This option limits the use of previous passwords used to access PAL.
Password can contain up to	Sets the character length for recurring characters in a password.
Minimum Password length	Sets the lowest number of characters a password can contain.
Password must contain at least (4)	Sets the number of uppercase letters, lowercase letters, special characters and numeric characters that make up the password.

Field Name	Description
Display Visual verification image (CAPTCHA) after	Displays the CAPTCHA security feature during invalid user login attempts.
Login fails after	Sets how many times a user can unsuccessfully attempt to access the system. If the number of attempts exceeds this value, the user account is inactivated by the system.
Session time-out after	Sets how long a user can remain logged into FOIAXpress (in minutes) before the application terminates. The user must login to the application again to continue any activity currently in progress.
Alert user before Session expires for	Sets the time period (in minutes) to remind the user before the session expires. The system will prompt the user when the session is to terminate and provide options to continue or end the session.
User Account Inactivation	Disables a user account for use in PAL. This field becomes disabled when the **Password Never Expires** option is selected.
Inactive user account after	This field is enabled if the **User Account Inactivation** option is selected. This field sets the number of days the account is to remain unusable in PAL.
Username and Password allowed to Match (Partial or Full)	Allows the username and password to have some or all of the same string of characters.

Field Name	Description
Require Temporary Password Update after Login	Allows new users to change the temporary password after logging into PAL for the first time with the temporary password.
Display Visual verification image (CAPTCHA) in Forgot Password page	This checkbox turns on CAPTCHA verification for the Forgot Password feature.
Allow Change Password every	Sets the minimum number of hours allowed between password change attempts.
Apply Password Policy to Administrator	Employs the password policy to the PAL Administrator.
OTP Type for Pal Admin Login	Sets the method through which PAL Configuration users receive OTP. The recommended method is Email.
Admin Login OTP Expiry Time	Sets the number of minutes an OTP will remain active. The recommended time is 10 minutes.
Save	Saves information entered on the screen.
Clear	Removes information entered on the screen.

Security Configuration

*Please complete all the required fields marked with an asterisk(*).*

☑ Default values

Passwords never expire **	: ☐	
* Passwords are valid for **	: 90	days
* Remind user **	: 5	days before password expires
* Do not allow reuse of last	: 12	passwords (including current)
* Password can contain up to	: 2	repeating character(s)
* Minimum Password length	: 8	characters
* Password must contain at least	: 2	uppercase letter(s)
* Password must contain at least	: 2	lowercase letter(s)
* Password must contain at least	: 2	special character(s)
* Password must contain at least	: 2	numeric character(s)
* Display Visual verification image(CAPTCHA) after **	: 3	unsuccessful Sign in attempts
* Login fails after	: 10	invalid login attempts
* Session time-out after	: 15	minutes
* Alert user before Session expires for **	: 1	minutes
User Account Inactivation **	: ☑	
Inactivate user account after **	: 30	days of inactivity
Username and Password Allowed to Match (Partial or Full)	: ☑	
Require Temporary Password Update after Login	: ☐	
Display Visual verification image(CAPTCHA) in Forgot Password page	: ☐	
* Allow Change Password every	: 24	hours
Apply Password Policy to Administrator	: ☑	
OTP Type For Pal Admin Login	: None	
Admin Login OTP Expiry Time	: 5	minutes

Save Clear

Note: Maximum password length allowed is 64 characters.
Total password length constitutes of uppercase, lowercase letters and special, numeric characters.
**: Not applicable to PAL Config Administrators

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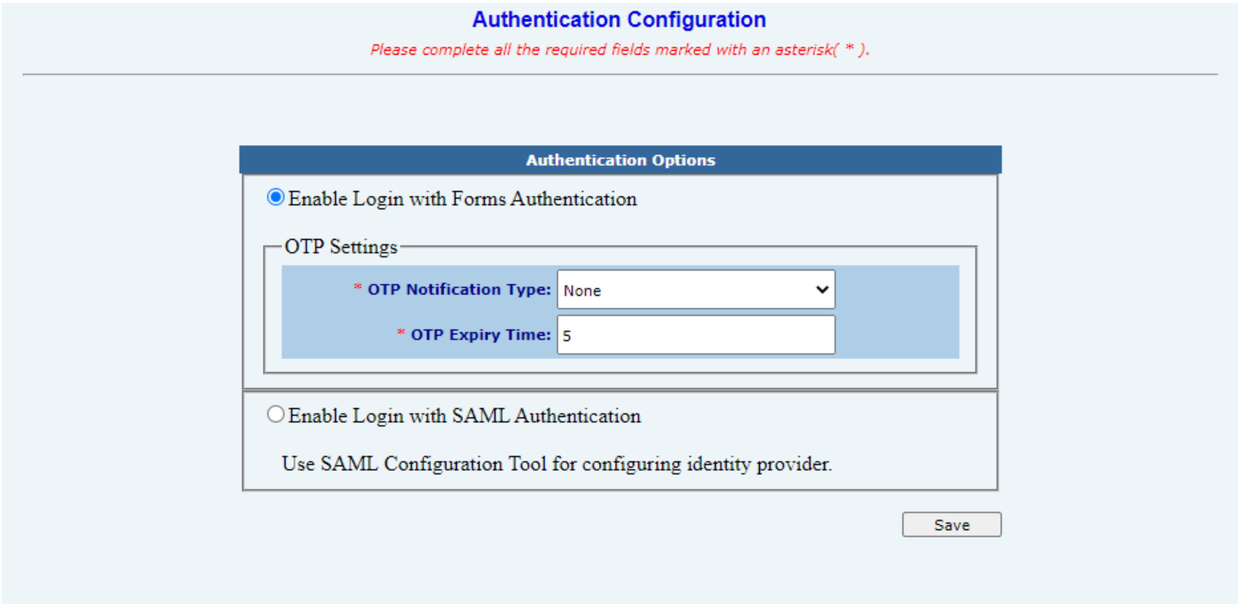
3.7 Authentication

The *Authentication* configuration allows users to enable SAML SSO authentication with Identity Provider for login, as well as form authentication using OTP. Please see the [SAML Login and Proof of Identity Configuration] manual for more information on integrating SAML SSO Authentication in PAL.

The *Authentication Configuration* is shown below:



To enable login using Forms Authentication, select the **Enable Login with Forms Authentication** option. There are additional fields to configure *OTP Settings*, and you are required to select a **OTP Notification Type** (select **None** to disable OTP), as well as the **OTP Expiry Time** (in minutes).

To enable Login with SAML Authentication, select the **Enable Login with SAML Authentication** option, then use the **SAML Configuration Tool** to complete the SAML configuration process. See the *SAML Configuration Tool* document for steps to run this tool.

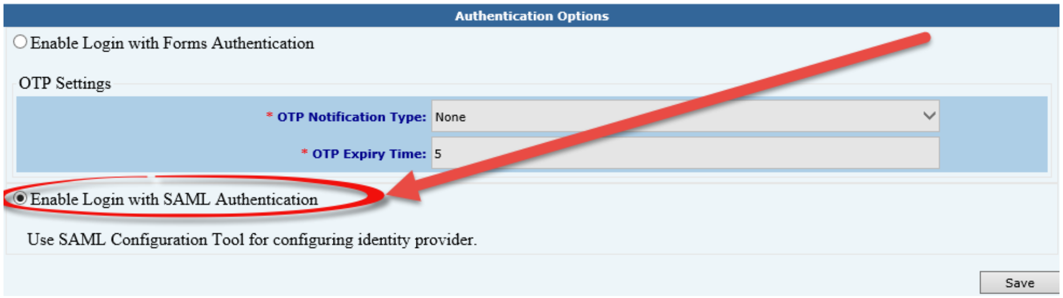
Click **Save** to save any changes made to the *Authentication Configuration*.

3.7.1 Authentication Configuration & Identity Validation

Identity Validation (i.e., Login.gov or ID.me) integration is used to authenticate a requester's proof of identity when submitting a request through PAL. There are two methods of authentication which can be utilized by FX PAL: Identity Assurance Level 1 (IAL1) and Identity Assurance Level 2 (IAL2). IAL1 authenticates via standard Username and Password entry, whereas IAL2 leverages an additional Identity Validation Solution to provide proof of identity.

IAL1 authentication is recommended for general login to PAL to ensure requesters are not required to submit proof of identity, unless they are submitting a request type that requires it. The second level of configuration, IAL2, is enabled only when a request type requiring Proof of Identity is selected.

To configure the SAML authentication method for requesters, navigate to the **PAL Configuration>Authentication**. Within the *Authentication Options* workspace, select the **Enable Login with SAML Authentication** radio button and click **Save**.

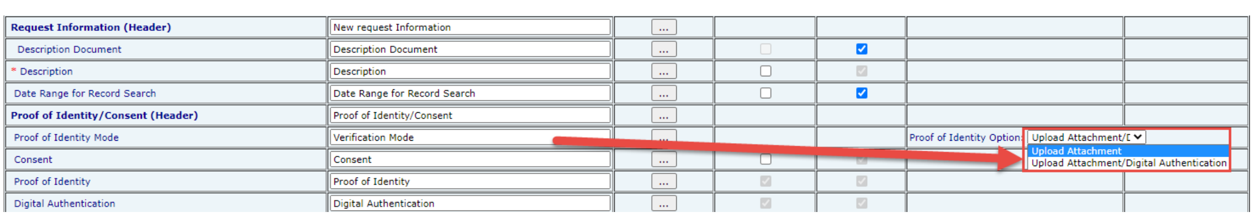


In addition to enabling the Login with SAML Authentication within PAL Configuration, the connection with the identity provider must be configured on the application server.

3.7.2 Identity Validation Options

If a request type within FX is configured to require proof of identity, requesters are forced to submit a proof of identity form. A Proof of Identity and Consent form can be found on every submitting Agency website. A hyperlink to the Agency's Proof of Identity and Consent form can be hosted within the request submission form. Per *OMB M-21-04*, Agencies must be willing to accept this form in electronic format as sufficient proof of identity. Once completed and saved, this authentication form can be uploaded in the *Proof of Identity* attachment workspace in the PAL Submission Form.

If the *Digital Authentication* radio button is selected, a link appears and redirects the requester to Login.gov to login with existing credentials or to create a new user profile. An IAL1 (Username and Password) login is not sufficient to authenticate a requester identity. To provide digital authentication, Login.gov will require an IAL2 profile and will assist the requester with the process of providing their user authentication information. After the requester submits their information, they receive a security code via email or authentication via phone. After successfully completing their validation, the requester is returned to the request submission page, which now has the Proof of Identity validated and will share the validation with the agency upon request submission.



If one of the above Proof of Identity methods is satisfied, the system permits the requester to complete submission of a request.

After a request is received from PAL, the *Request Information* tab features the *Proof of Identity/Consent* workspace, which displays the date the requester's identity validation was received, as well as any attachments provided during request submission. If the request is received via any other submission method, the proof of identity section in FX can be manually updated with the received date and required attachments. If the required information is not provided, the FX requester can use PAL Messages, Email, and/or Letter Templates to request this required information from the requester and stop the clock until Proof of Identity validation is received.

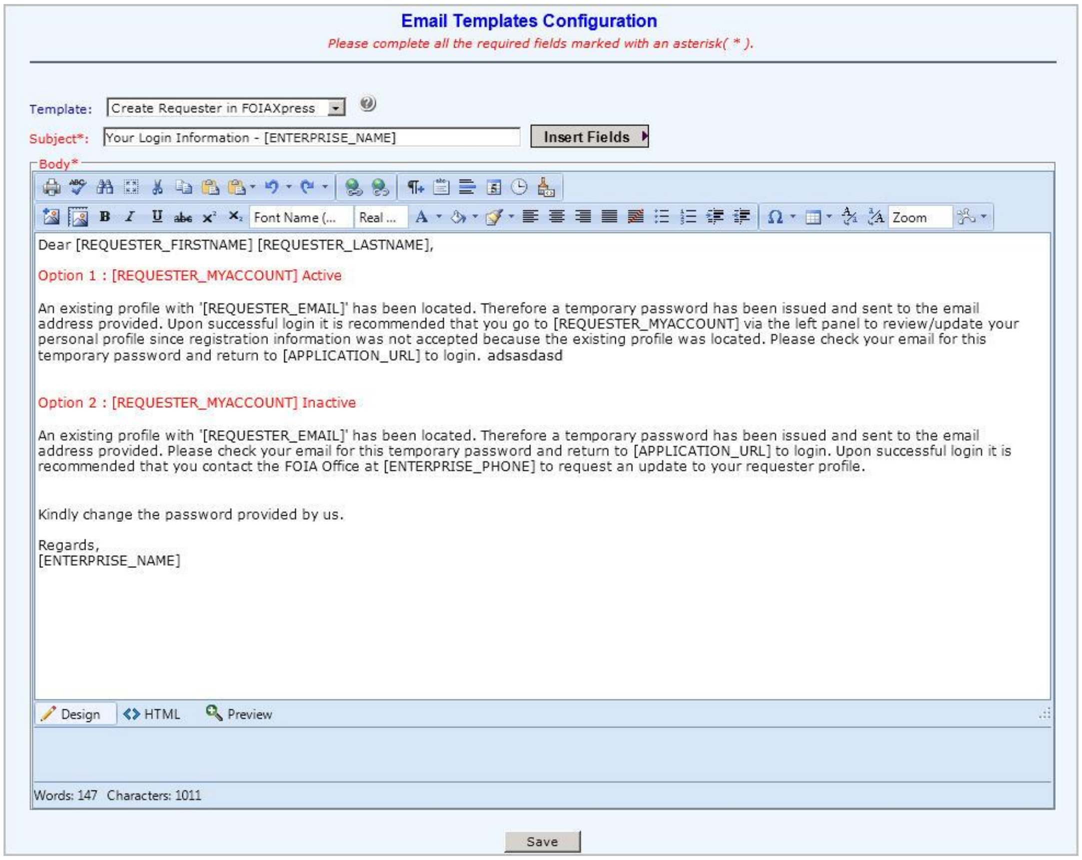
Typically, organizations will satisfy identity requirements using Username and Password or IAL1. If an organization will only be using the application to process FOIA Requests and they do not require proof of identification, they only need to utilize IAL.2.

(!!) Note: For more information about how proof of identity solutions authenticates a requesters identity or how to partner with an identity proofing solution, visit the solutions providers website (Login.gov or ID.me)

3.8 Email Templates

Certain events in PAL trigger an email notice sent to a requester or the FOIA office. These email notices are created from email templates, which represent the automated messages that are sent from PAL. Users with sufficient privileges are able to update the subject and body of the template to suit their agency's requirements.

1. Click Email Templates.
2. Select the type of template from the available list. For an explanation of each template, click the **Question Mark** button.
3. Make any necessary modifications to the subject or body of the template using the available tools provided by the Editor program and preset fields found on the **Insert Fields** menu.
4. Click **Save** to retain the edits to the template.



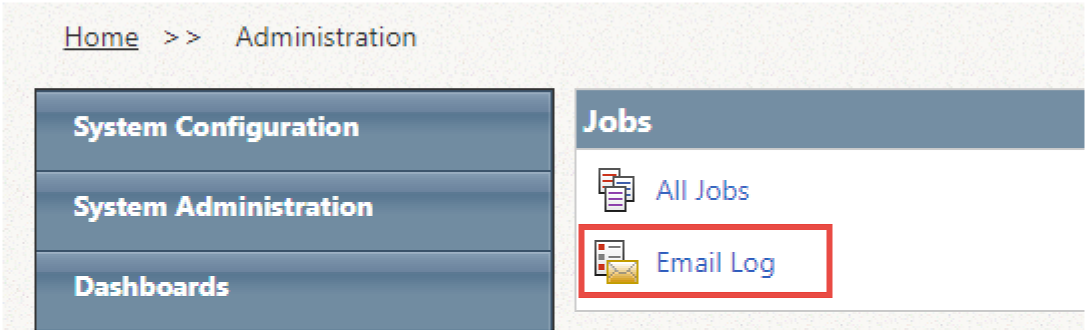
3.9 Email Log

The Email Log tracks messages sent from PAL and is used for reporting and administrative purposes. Administrators can view and print a report of all messages sent based on search criteria.

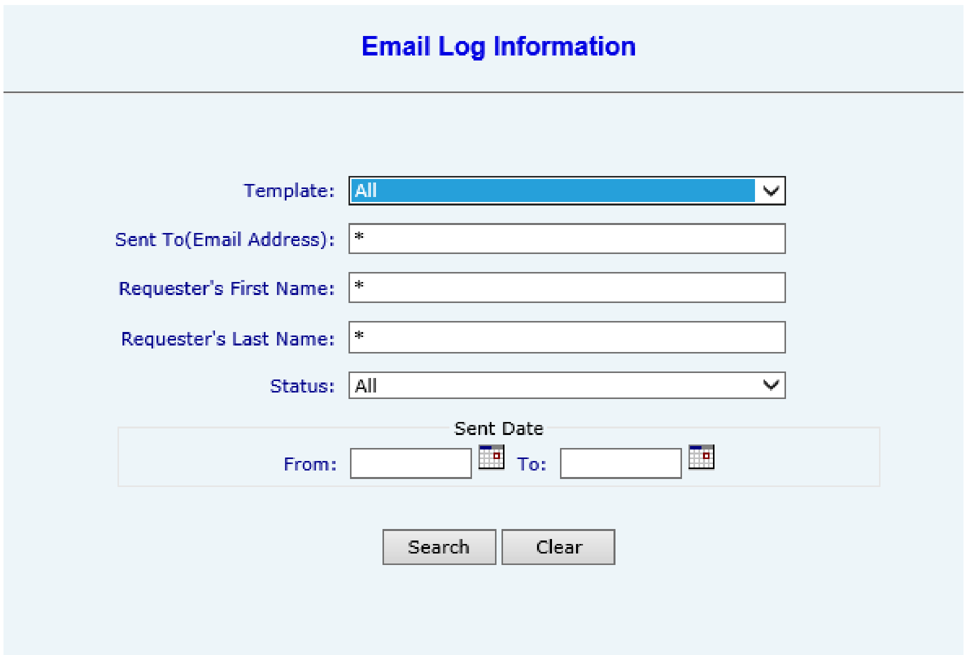
3.9.1 View & Export

Follow the steps below to view and export items from the email log:

1. Navigate to Administration>Jobs.
2. Click Email Log.



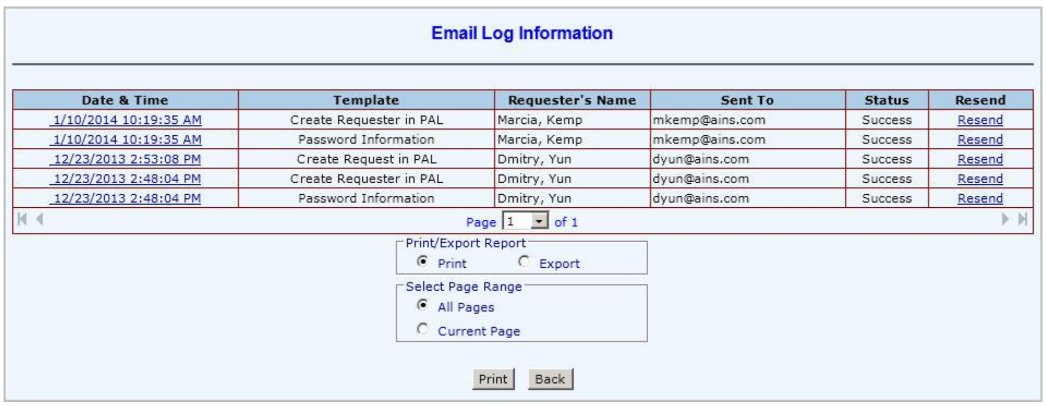
3. Enter search criteria based on the available fields, as described below the following image:



Field	Description
Template	See logs using the specific templates used, from the drop down list.
Sent To (Email Address)	See emails sent to a specific email address.
Requester's First Name	See emails exchanged from a specific requester (using requester's first name.)

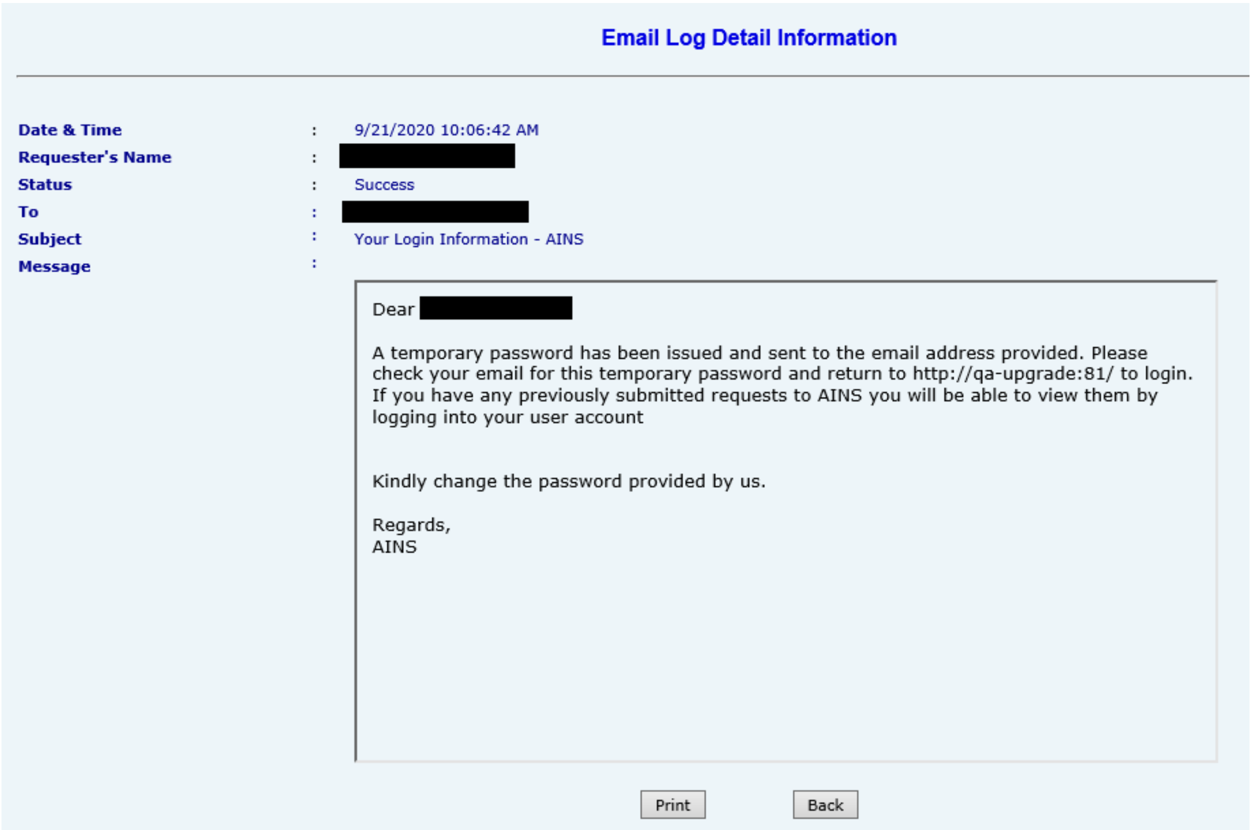
Field	Description
Requester's Last Name	See emails exchanged from a specific requester (using requester's last name.)
Status	Select an email status from the drop down list.
Sent Date	Use the *From* and *To* fields to narrow down log results to a specific date range.

4. Click **Search**. The system executes the search and the screen refreshes to display records that satisfied the search criteria.

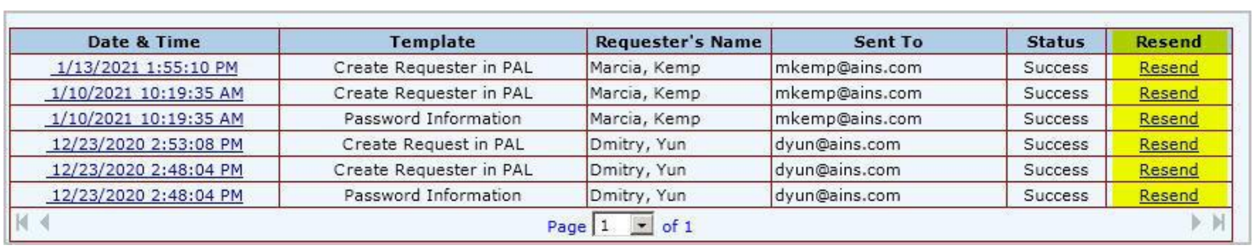


Date & Time	Template	Requester's Name	Sent To	Status	Resend
1/10/2014 10:19:35 AM	Create Requester in PAL	Marcia, Kemp	mkemp@ains.com	Success	Resend
1/10/2014 10:19:35 AM	Password Information	Marcia, Kemp	mkemp@ains.com	Success	Resend
12/23/2013 2:53:08 PM	Create Request in PAL	Dmitry, Yun	dyun@ains.com	Success	Resend
12/23/2013 2:48:04 PM	Create Requester in PAL	Dmitry, Yun	dyun@ains.com	Success	Resend
12/23/2013 2:48:04 PM	Password Information	Dmitry, Yun	dyun@ains.com	Success	Resend

5. Click a link in the **Date & Time** column to view the message, or double click the desired search result. The screen adjusts to display the sent message.



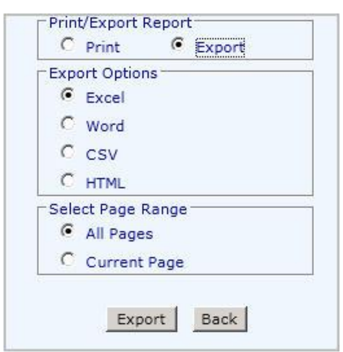
6. Click **Back** to return to the previous screen or click **Print** to send a copy of the message to the local or network printer.
7. Click the **Resend** link to a corresponding message to send the message to the requester again.



Date & Time	Template	Requester's Name	Sent To	Status	Resend
1/13/2021 1:55:10 PM	Create Requester in PAL	Marcia, Kemp	mkemp@ains.com	Success	Resend
1/10/2021 10:19:35 AM	Create Requester in PAL	Marcia, Kemp	mkemp@ains.com	Success	Resend
1/10/2021 10:19:35 AM	Password Information	Marcia, Kemp	mkemp@ains.com	Success	Resend
12/23/2020 2:53:08 PM	Create Request in PAL	Dmitry, Yun	dyun@ains.com	Success	Resend
12/23/2020 2:48:04 PM	Create Requester in PAL	Dmitry, Yun	dyun@ains.com	Success	Resend
12/23/2020 2:48:04 PM	Password Information	Dmitry, Yun	dyun@ains.com	Success	Resend

Page 1 of 1

8. Click **Export** to download a copy of the report to the local or network drive using one of the available formats (Export Options radio buttons).

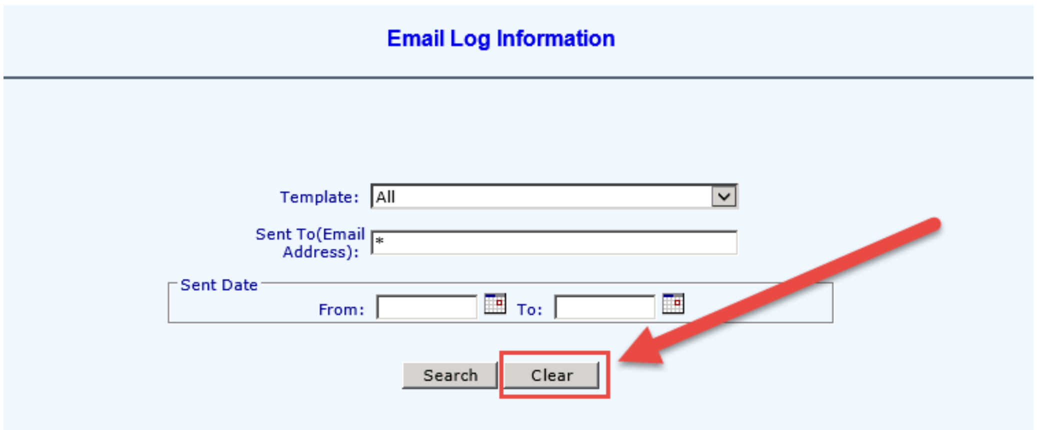


(!!) Note: Users are not able to download the Email Log if they are using a secured environment.

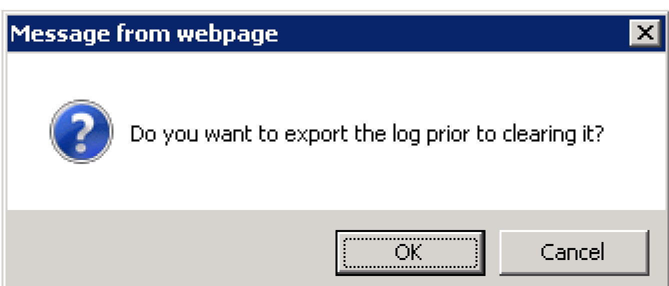
3.9.2 Clear Log

Follow the steps below the clear the email log:

1. Navigate to the *Email Log Information* screen and click **Clear.**



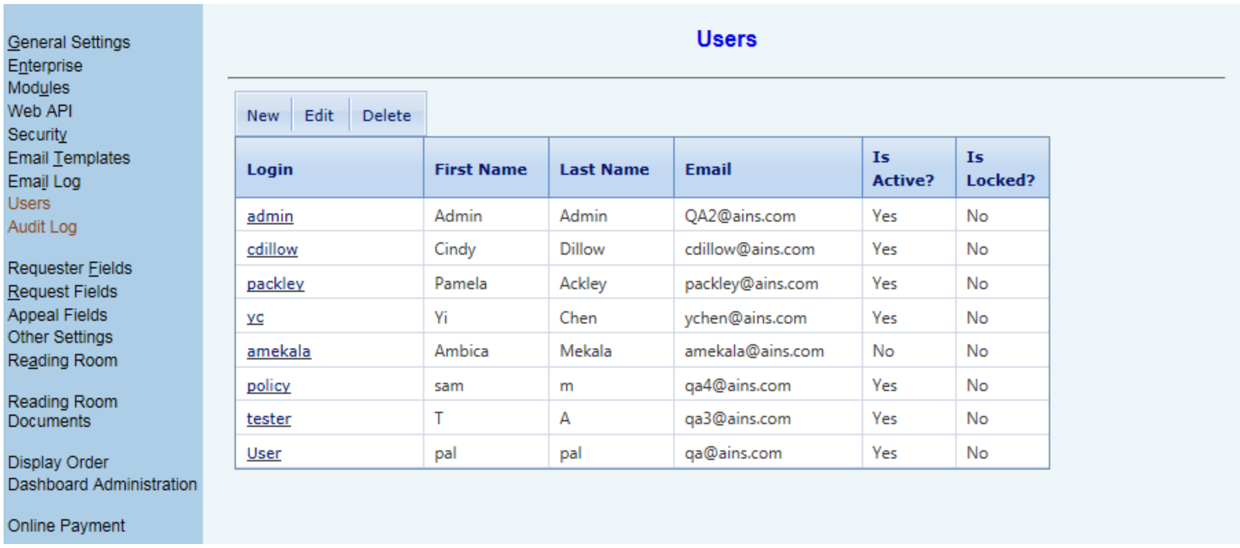
2. The system displays a confirmation message, asking if the user would like to export the log prior to clearing it.
3. To export the log, click **OK** and follow the steps as outlined in the previous section (View & Export).
4. Click **Cancel** to proceed without exporting.



5. After clicking **Cancel** the system displays a verification message, confirming you'd like to clear the log. Click **OK**.
6. After clicking **OK**, the log is automatically cleared. If you selected to export the log, it is automatically downloaded after starting the clear process.

3.10 Users

Provisioned PAL users are managed from the *Users* screen, as shown below:

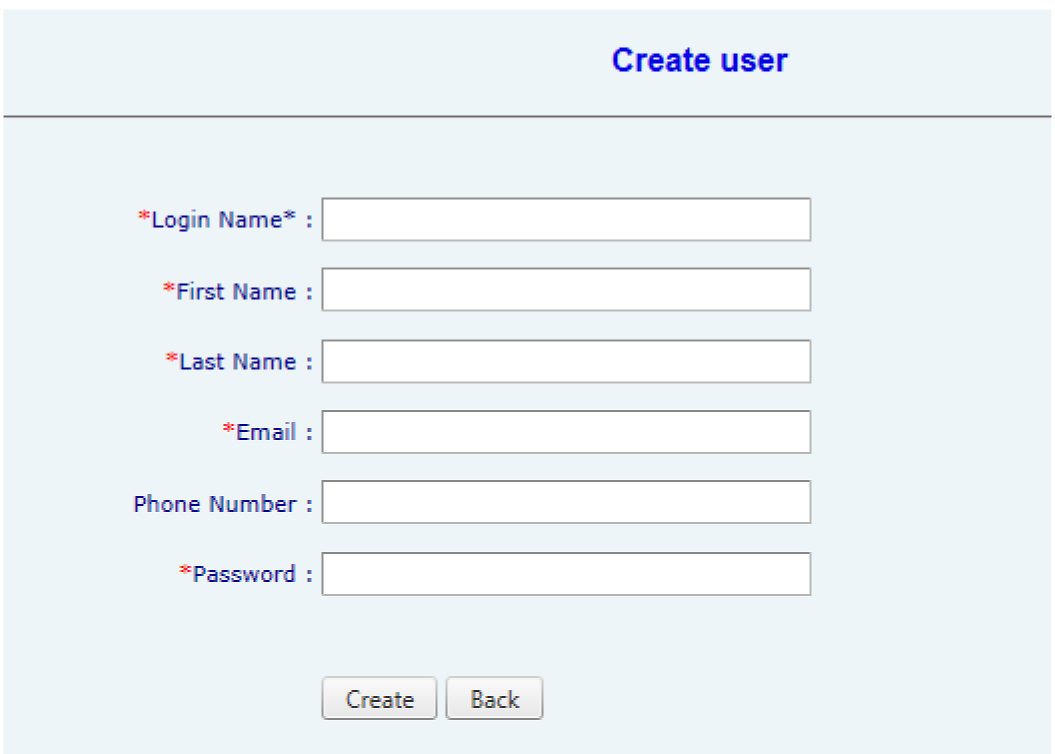


Login	First Name	Last Name	Email	Is Active?	Is Locked?
admin	Admin	Admin	QA2@ains.com	Yes	No
cdillow	Cindy	Dillow	cdillow@ains.com	Yes	No
packley	Pamela	Ackley	packley@ains.com	Yes	No
yc	Yi	Chen	ychen@ains.com	Yes	No
amekala	Ambica	Mekala	amekala@ains.com	No	No
policy	sam	m	qa4@ains.com	Yes	No
tester	T	A	qa3@ains.com	Yes	No
User	pal	pal	qa@ains.com	Yes	No

Administrators can use the **New**, **Edit** and **Delete** buttons to manage PAL users.

Follow the steps below to create a new user:

1. Click **New**. The *Create User* screen appears.

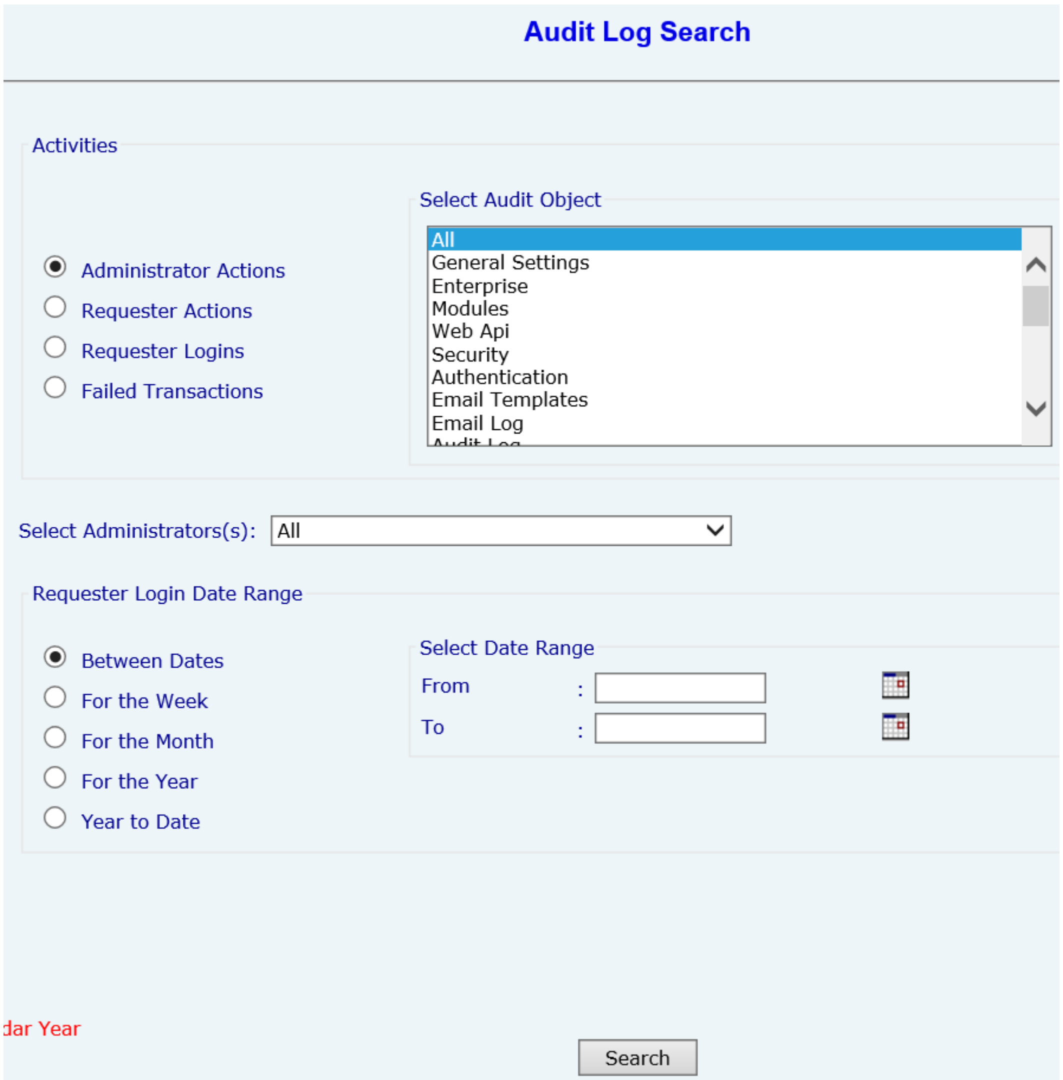


2. Complete the required fields and click **Create.** The new user is created.

(!!) Note: Fields with a red asterisk (*) are mandatory and must be completed.

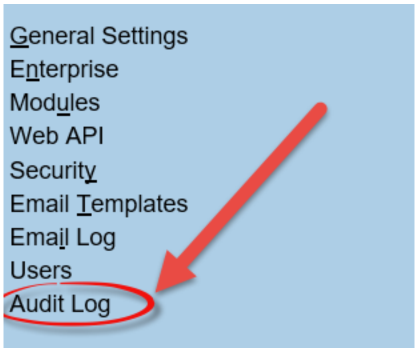
3.11 Audit Log

FX PAL maintains a record which tracks information for requests where payments are made, and requests are not submitted through sync. The Audit Log allows authorized users to complete audit queries based on their desired search criteria, displayed in the images below:



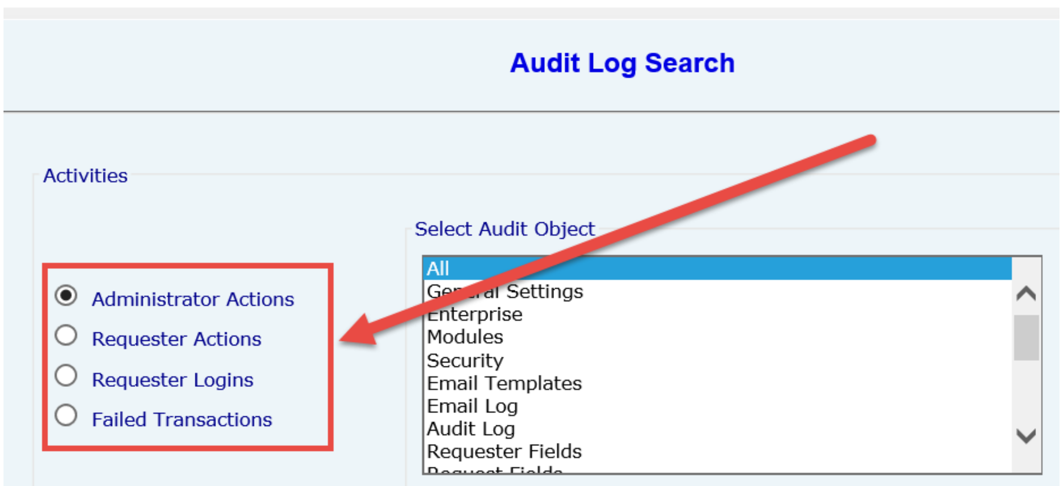
To execute an audit log search:

1. Login to the PAL Configuration page using the administrator account. Click **Audit Log**.



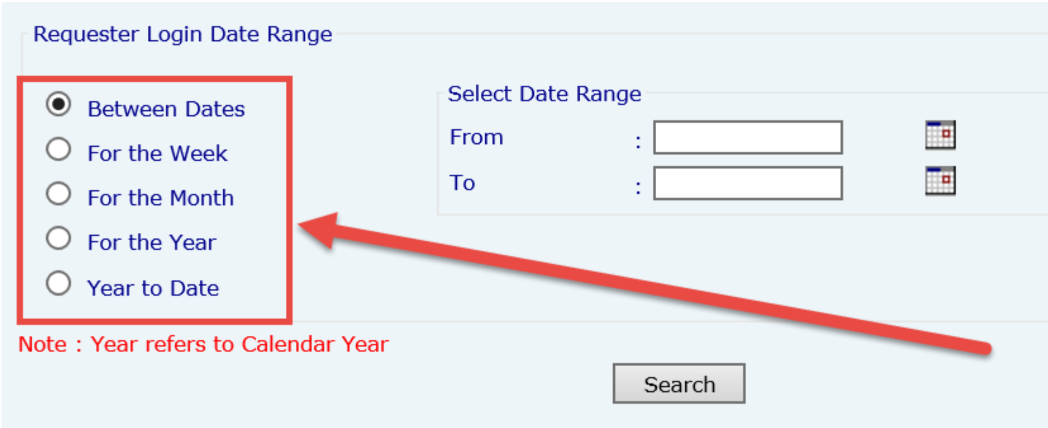
2. The *Audit Log* page appears. Select the desired **Activities** radio button.

(!!) Note: Selecting an *Activities* radio button may change the Audit Objects listed in the workspace.



3. Select the desired **Audit Object** from the list.
4. Select the **Administrator(s)** from the drop down list.
5. Select the **Requester Login Date Range** radio button.

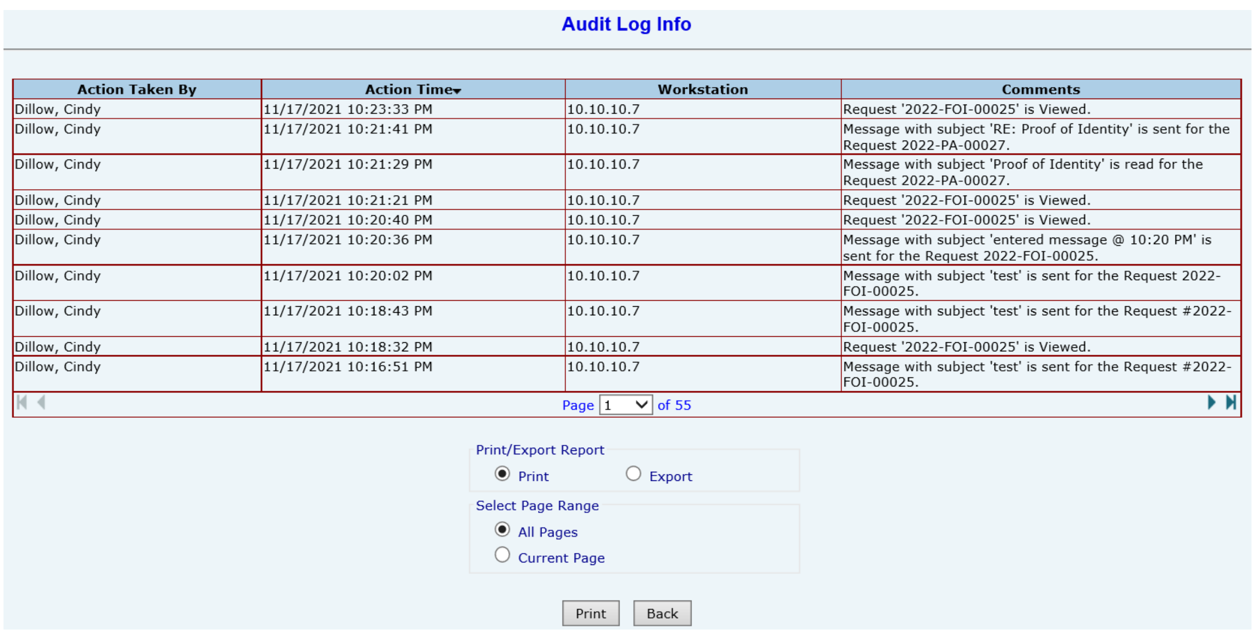
(!!) Note: The *Requester Login Date Range* radio button selection may change the type of Date Range inputs. This procedure uses date picker fields.



6. Complete the **Select Date Range** inputs.
7. Click **Search**. The page refreshes to display results matching the search criteria. Within the search results page you can print or export the results.

After a search has been executed, the application returns results in the format below. The pictured search has returned search results to display the following information:

- Action Taken By
- Action Time
- Workstation
- Comments



Audit Log Info

Action Taken By	Action Time	Workstation	Comments
Dillow, Cindy	11/17/2021 10:23:33 PM	10.10.10.7	Request '2022-FOI-00025' is Viewed.
Dillow, Cindy	11/17/2021 10:21:41 PM	10.10.10.7	Message with subject 'RE: Proof of Identity' is sent for the Request 2022-PA-00027.
Dillow, Cindy	11/17/2021 10:21:29 PM	10.10.10.7	Message with subject 'Proof of Identity' is read for the Request 2022-PA-00027.
Dillow, Cindy	11/17/2021 10:21:21 PM	10.10.10.7	Request '2022-FOI-00025' is Viewed.
Dillow, Cindy	11/17/2021 10:20:40 PM	10.10.10.7	Request '2022-FOI-00025' is Viewed.
Dillow, Cindy	11/17/2021 10:20:36 PM	10.10.10.7	Message with subject 'entered message @ 10:20 PM' is sent for the Request 2022-FOI-00025.
Dillow, Cindy	11/17/2021 10:20:02 PM	10.10.10.7	Message with subject 'test' is sent for the Request 2022-FOI-00025.
Dillow, Cindy	11/17/2021 10:18:43 PM	10.10.10.7	Message with subject 'test' is sent for the Request #2022-FOI-00025.
Dillow, Cindy	11/17/2021 10:18:32 PM	10.10.10.7	Request '2022-FOI-00025' is Viewed.
Dillow, Cindy	11/17/2021 10:16:51 PM	10.10.10.7	Message with subject 'test' is sent for the Request #2022-FOI-00025.

Page 1 of 55

Print/Export Report
Print
Export

Select Page Range
All Pages
Current Page

Print Back

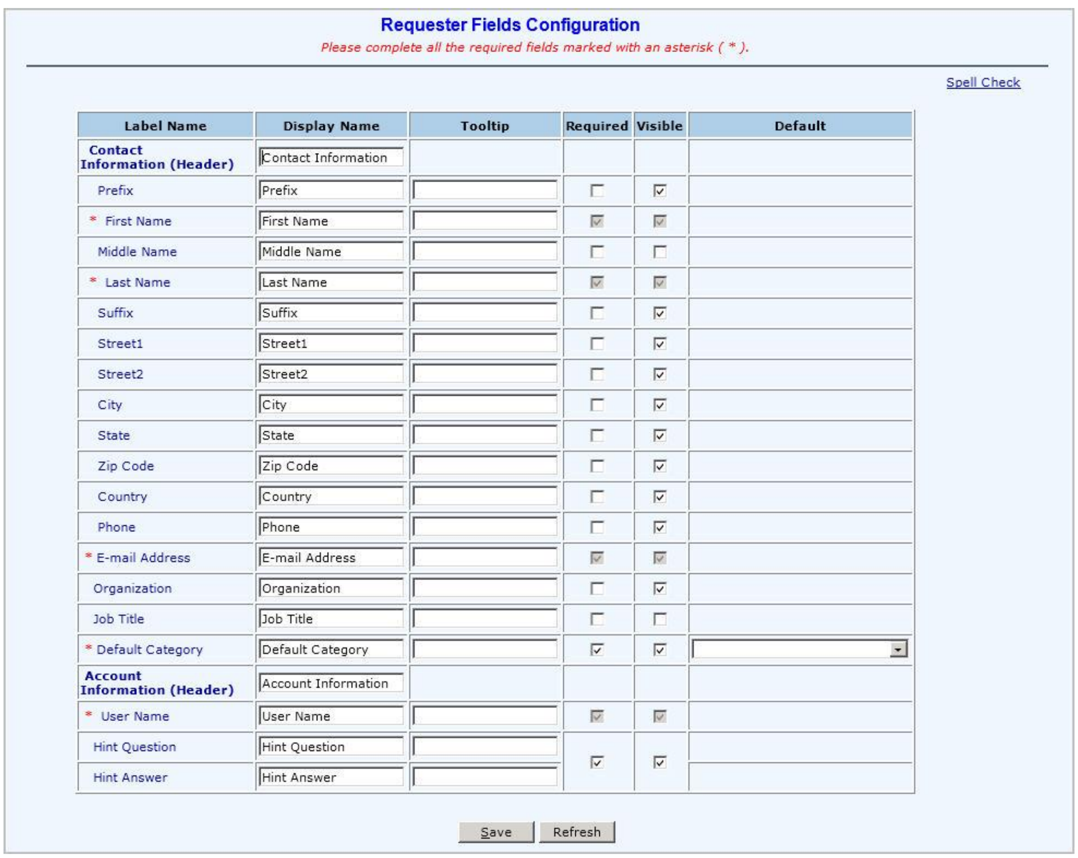
3.12 Requester Fields

The *Requester Fields* screen allows administrators to control which fields are presented to a requester when creating a profile. Fields with a red asterisk (*) are mandatory and must be completed. These fields are not editable and are read-only. Fields with a drop down list can be configured to have a standard value.

1. Click Requester Fields.
2. Indicate the **Required** and **Visible** fields and **Default** values based on your agency's requirements.
3. Enter **Tooltip** information, if required.

(!!) Note: Tooltip information are prompts that users can view when seeking additional information about a field or selection.

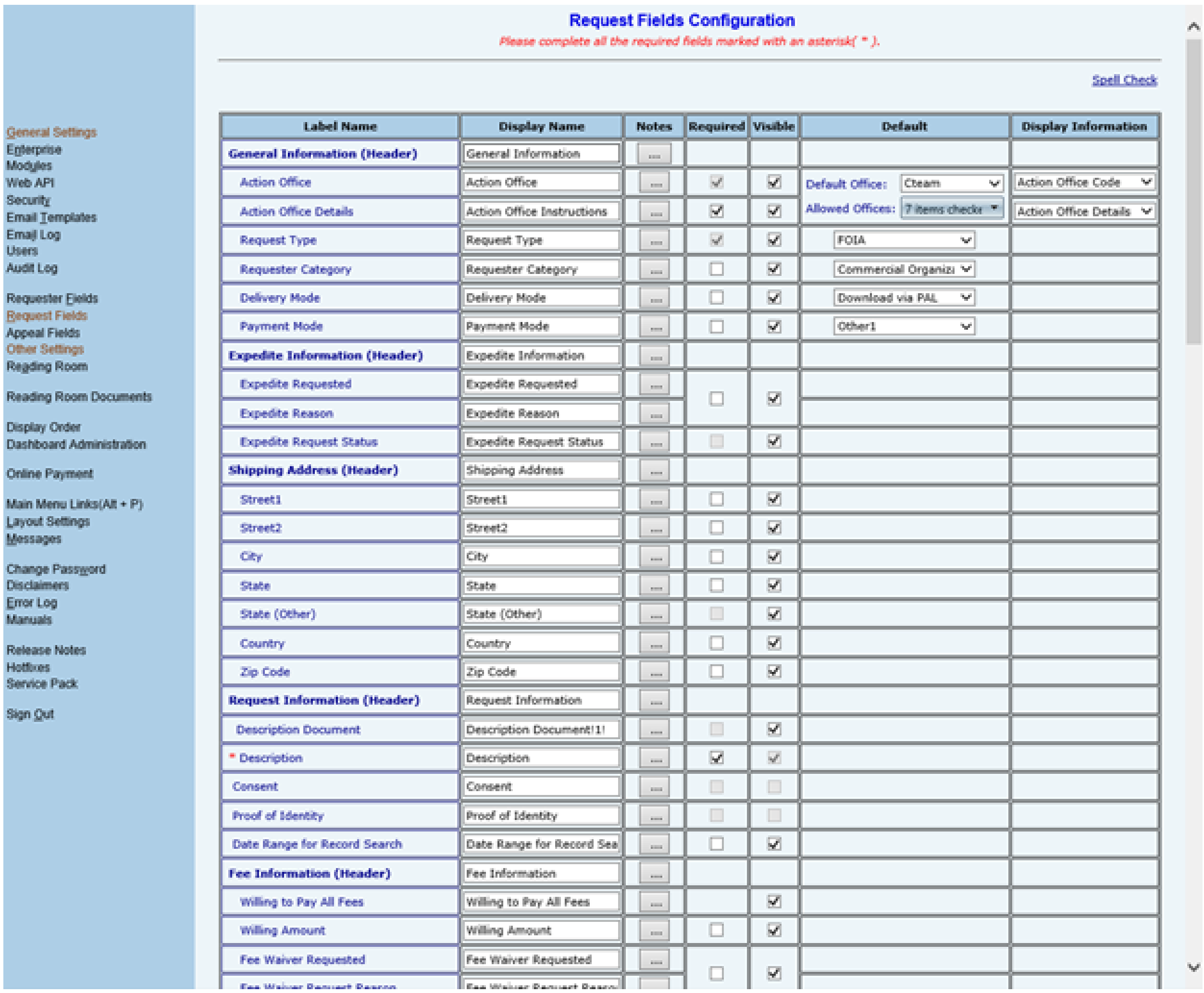
4. Click **Save**.
5. A verification message appears. Click **OK** to retain the settings.
6. Click **Refresh** to reload information on the screen.



3.13 Request Fields

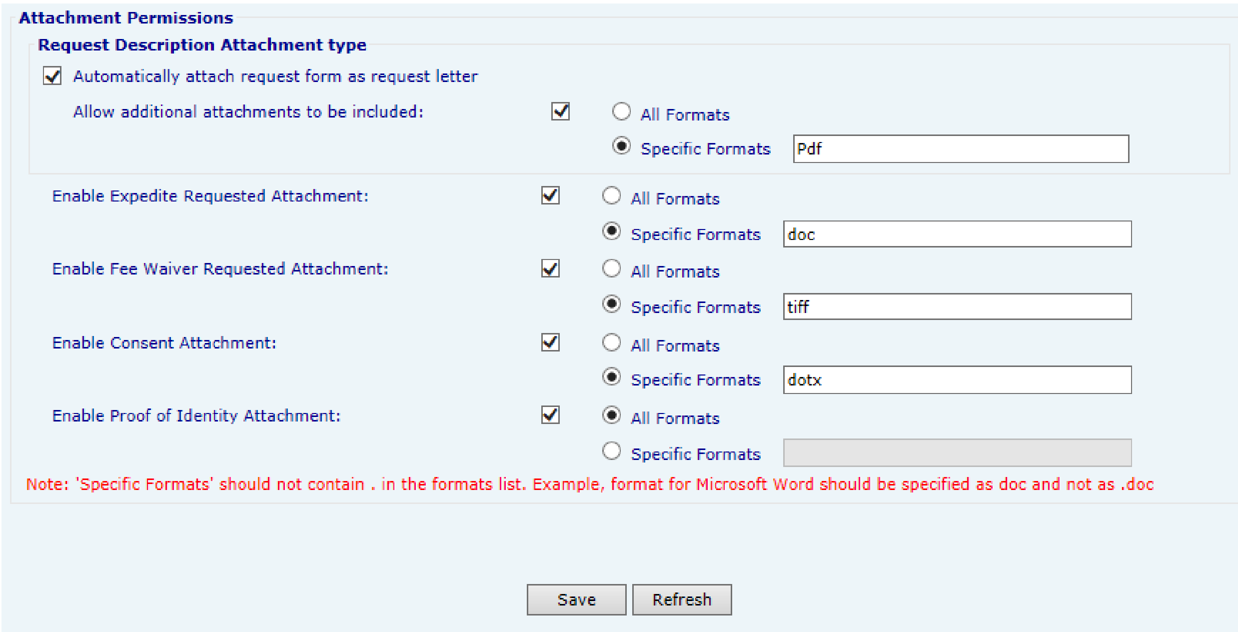
This screen allows administrators to control which fields are presented to a requester when creating a request. Fields with a red asterisk (*) are mandatory and must be completed in order to successfully submit a request. These fields are not editable and are read-only. Fields with a drop down list can be configured to have a set of standard values.

1. Click the **Request Management** link on the left panel. The *Request Management* screen appears.



2. Use the *checkboxes* to indicate **Required** and **Visible** fields, and select any **Default** values based on your agency's requirements for the *General Information*, *Shipping* and *Billing Addresses*, *Request*, *Appeal*, *Fee Information* and *Other Information* sections.
3. Click the **Elipses (...)** button to enter Notes, where applicable. Notes provide a brief explanation of information to the requester.

4. Select options for the **Attachment Permissions** as outlined in the table below. PAL can accept document uploads from requesters in the formats specified, but only if the options are enabled.



Field Name	Description
Automatically attach request form as a request letter	This creates an XML file as the **Request Description Letter** in the *FOIAXpress Correspondence Log*. When selected, reveals the **Allow Additional attachments to be included** option.
Allow Additional attachments to be included	This option activates the **Add Attachments** link in the *Request Details* section of PAL. The document uploaded by the requester is saved as the **Request Description Letter** in the *FOIAXpress Correspondence Log*. **All Formats** allows requesters to submit any file type. **Specific Formats** allows administrators to specify the types of files accepted from a requester.

Field Name	Description
Enable Expedite Requested Attachment	This option activates the **Add Attachments** link in the *Expedite Requested* section of PAL. The document uploaded by the requester is saved as the **Expedite Description Letter** in the *FOIAXpress Correspondence Log*. **All Formats** allows requesters to submit any file type. **Specific Formats** allows administrators to specify the types of files accepted from a requester.
Enable Fee Waiver Requested Attachment	This option activates the **Add Attachments** link in the *Fee Waiver Requested* section of PAL. The document uploaded by the requester is saved as the **Fee Waiver Description Letter** in the *FOIAXpress Correspondence Log*. **All Formats** allows requesters to submit any file type. **Specific Formats** allows administrators to specify the types of files accepted from a requester.
Enable Consent Attachment	This option activates the **Add Attachments** link in the *Consent* section of PAL. The document uploaded by the requester is saved as the **Consent Letter** in the *FOIAXpress Correspondence Log*. **All Formats** allows requesters to submit any file type. **Specific Formats** allows administrators to specify the types of files accepted from a requester.

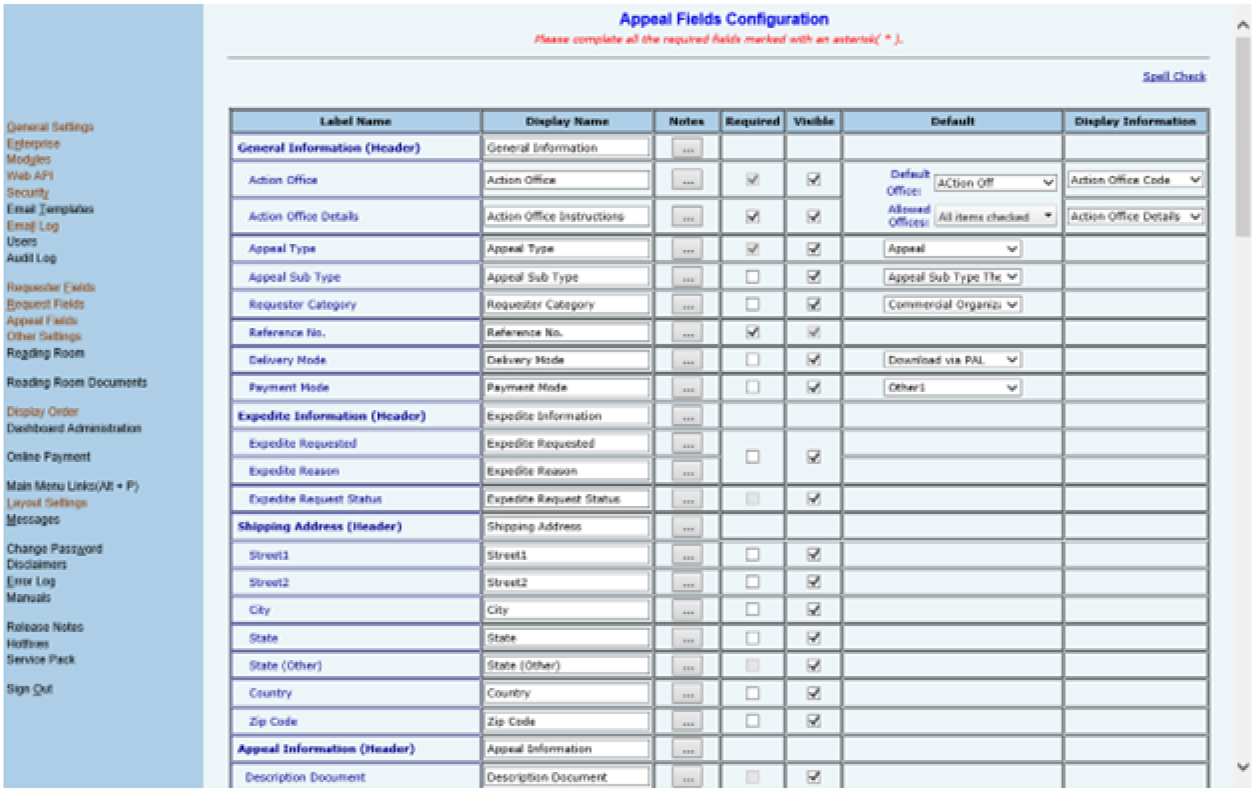
Field Name	Description
Enable Proof of Identity Attachment	This option activates the **Add Attachments** link in the *Proof of Identity* section of PAL. The document uploaded by the requester is saved as the **Proof of Identity Letter** in the *FOIAXpress Correspondence Log*. **All Formats** allows requesters to submit any file type. **Specific Formats** allows administrators to specify the types of files accepted from a requester.

5. Click **Refresh** to reload the original settings.
6. Click **Save** to retain the settings. A verification message appears.
7. Click **OK** to accept the settings and close the message window.

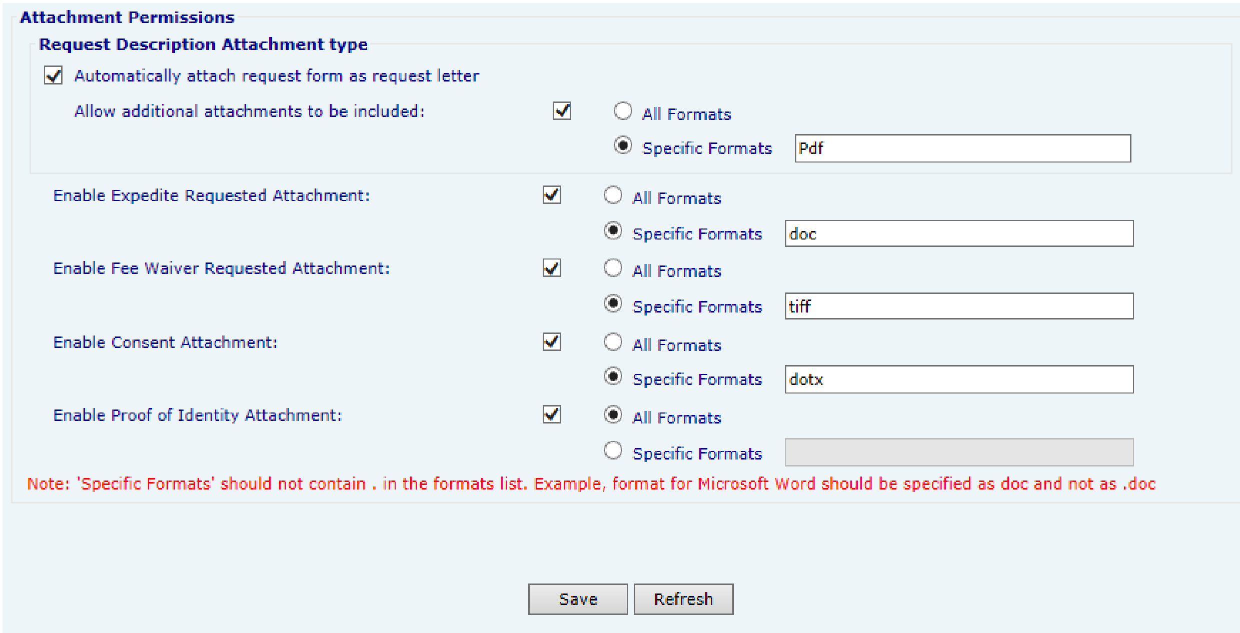
3.14 Appeal Fields

This screen provides administrators the ability to control which fields are presented to a requester when creating an appeal. Fields with a red asterisk (*) are mandatory and must be completed in order to successfully submit an appeal. These fields are not editable and are read-only. Fields with a drop down list can be configured to have a set of standard values.

1. Click the **Appeal Fields** link on the left panel. The *Appeal Fields* screen appears as shown below (a sample portion of the fields are shown):



2. Use the *checkboxes* to indicate **Required** and **Visible** fields, and any **Default** values based on the agency's requirements for the *General Information*, *Shipping* and *Billing Addresses*, *Appeal*, *Fee Information* and *Other Information* sections.
3. Click the **Elipses (...)** button to enter Notes where applicable. Notes provide a brief explanation of information to be provided by the requester.
4. Select options for **Attachment Permissions** as outlined in the table below. PAL can accept document uploads from requesters in formats specified only if the option is enabled.



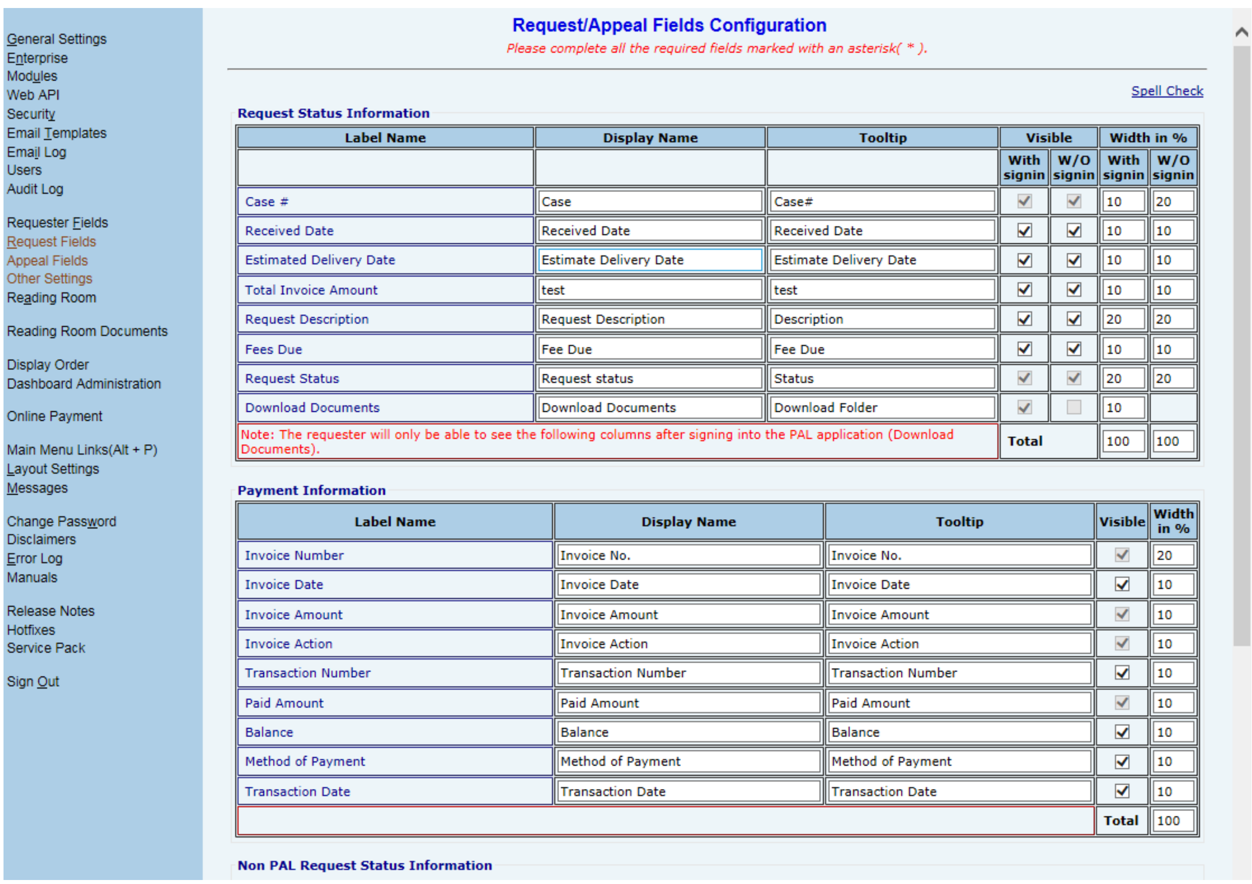
Field Name	Description
Automatically attach request form as a request letter	This will create a XML file as the **Request Description Letter** in the *FOIAXpress Correspondence Log*. When selected, reveals the **Allow Additional attachments to be included** option.
Allow Additional attachments to be included	This option activates the **Add Attachments** link in the *Request Details* section of PAL. The document uploaded by the requester will be saved as the **Request Description Letter** in the *FOIAXpress Correspondence Log*. **All Formats** allows requesters to submit any file type. **Specific Formats** allows administrators to specify the types of files accepted from a requester.

Field Name	Description
Enable Expedite Requested Attachment	This option activates the **Add Attachments** link in the *Expedite Requested* section of PAL. The document uploaded by the requester will be saved as the **Expedite Description Letter** in the *FOIAXpress Correspondence Log*. **All Formats** allows requesters to submit any file type. **Specific Formats** allows administrators to specify the types of files accepted from a requester.
Enable Fee Waiver Requested Attachment	This option activates the **Add Attachments** link in the *Fee Waiver Requested* section of PAL. The document uploaded by the requester will be saved as the **Fee Waiver Description Letter** in the *FOIAXpress Correspondence Log*. **All Formats** allows requesters to submit any file type. **Specific Formats** allows administrators to specify the types of files accepted from a requester.
Enable Consent Attachment	This option activates the **Add Attachments** link in the *Consent* section of PAL. The document uploaded by the requester will be saved as the **Consent Letter** in the *FOIAXpress Correspondence Log*. **All Formats** allows requesters to submit any file type. **Specific Formats** allows administrators to specify the types of files accepted from a requester.
Enable Proof of Identity Attachment	This option activates the **Add Attachments** link in the *Proof of Identity* section of PAL. The document uploaded by the requester will be saved as the **Proof of Identity Letter** in the *FOIAXpress Correspondence Log*. **All Formats** allows requesters to submit any file type. **Specific Formats** allows administrators to specify the types of files accepted from a requester.

5. Click **Refresh** to reload the original settings.
6. Click **Save** to retain the settings. A verification message appears.
7. Click **OK** to accept the settings and close the message window.

3.15 Other Settings

Some settings are shared between both Requests and Appeals submitted via PAL. Use the *Other Settings* screen to adjust these shared settings. The *Other Settings* screen contains settings Request Status Information, Payment Information and more. The *Other Settings* screen is shown below:



1. Select the desired options for the *Request Status Information*. This section allows administrators to control which fields are available when checking the status of a submitted request, if the requester is registered or not. Fields that are grayed-out cannot be modified and are the default fields displayed on the *Request Status* screen. The total width of the displayed fields must equal 100%.

Request Status Information

Label Name	Display Name	Tooltip	Visible		Width in %	
			With signin	W/O signin	With signin	W/O signin
Case #	Case #		☑	☑	20	50
Received Date	Received Date		☐	☐	0	0
Estimated Delivery Date	Estimate Delivery Date		☐	☐	0	0
Total Invoice Amount	Total Invoice Amount		☑	☐	20	0
Request Description	Description		☑	☐	20	0
Fees Due	Fee Due		☐	☐	0	0
Request Status	Status		☑	☑	20	50
Download Documents	Download Folder		☑	☐	20	
Note: The requester will only be able to see the following columns after signing into the PAL application (Request Description, Fees Due, and Download Documents).			Total		100	100

2. Indicate whether or not to **Enable Non PAL Requests Status Information**. This option allows requests submitted to the FOIA office via mail, email, or fax to be tracked online by PAL users that do not have registered profiles.

Non PAL Request Status Information

☑ Enable Non PAL Requests Status Information

Note: Requester will be able to see the Request Status information even if they are not registered with PAL.

3. Indicate whether or not to display **Verification Fields while checking the Request Status information without registering**. This option allows requests submitted to the FOIA office via mail, email, or fax to be tracked online by PAL users that do not have registered profiles, by requiring the case tracking number, requester last name and characters displayed in the distorted image to ensure the request was not submitted by a computer. Non-registered users will have restricted access to fee information and responsive records.

Verification Fields while checking the Request Status information without registering

☑ Enable Last Name

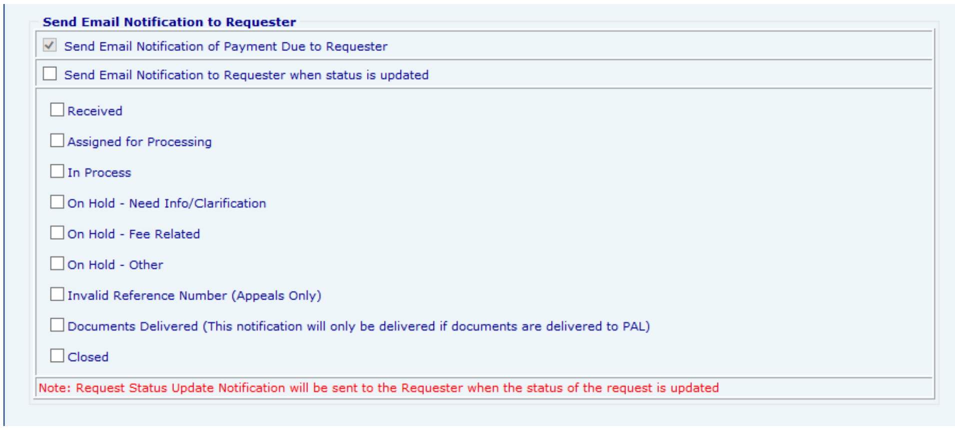
☑ Enable Captcha

4. Indicate whether or not to **Show Requester Details on Request Submission Form**. This option displays the *Requester Details* section with contact information of the registered requester.

Requester Information

☐ Show Requester Details on Request Submission Form

5. Indicate whether to **Send Email Notification to Requester**. This option enables automated notifications sent to the requester when the request is updated to the selected status (es).



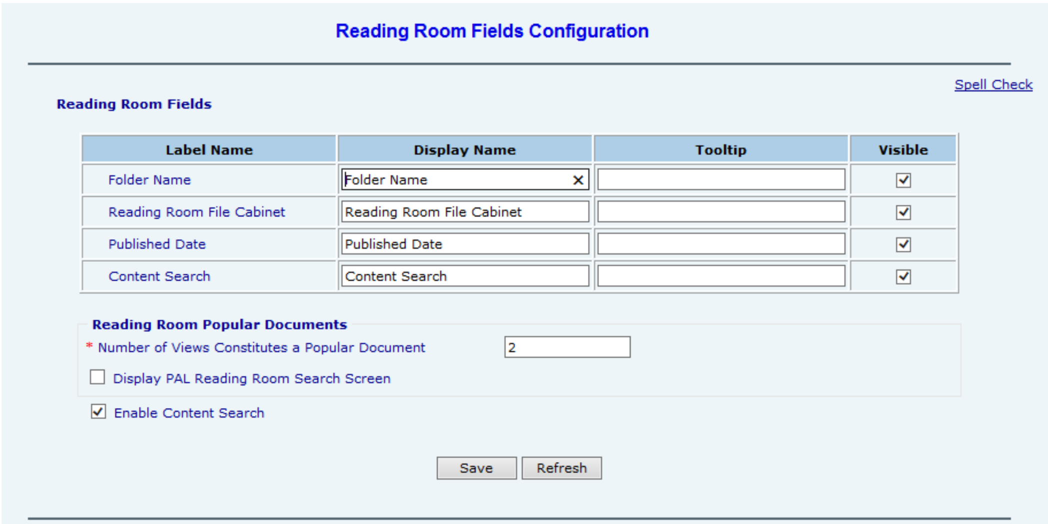
6. Click **Refresh** to reload the original settings.
7. Click **Save** to retain the settings. A verification message appears.
8. Click **OK** to accept the settings and close the message window.

3.16 Reading Room

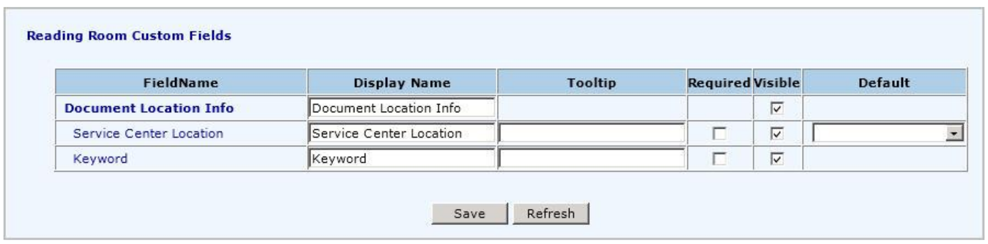
3.16.1 Reading Room Fields Configuration

To access documents in the reading room, requesters must first perform a search. The *Reading Room* screen contains the searchable fields requesters need to complete to retrieve documents.

1. Click Reading Room.
2. Indicate the **Reading Room Fields** you want to be visible in the application.
3. Enter any **Tooltip** information, if required.
4. Accept the default value for the **Number of Views Constitutes a Popular Document** or enter a value. This value represents the number of times a document is viewed before it is considered popular or a frequently requested document.
5. Indicate whether you want to **Display PAL Reading Room Search Screen** for popular documents. This option displays the search screen for the *Reading Room Popular Documents* section in the application. The search information displayed is the same as the information configured for the Reading Room. In order to view the search screen, the **Reading Room Popular Documents** label must be enabled in the *Main Menu Links Configuration* screen.
6. Indicate whether you want to **Enable Content Search**. This option displays the **Content Search** field in the reading room and popular documents search screens. This feature allows users to find a specific string of characters, words, or phrases.



7. The PAL Reading Room can be configured to display custom fields in the search screen. These fields are created and activated for PAL in the FOIAXpress application.



3.16.2 Remote Content Search

The Content Search for the PAL Reading Room can be configured to exist on a separate file repository from the application server. Follow the steps below to enable remote content search:

1. Enable content search per the instructions in the previous section.
2. Create a share folder (UNC path) for PAL Reading Room documents.
3. Add the PAL application pool account to the UNC path created in the previous step, including *Modify* permissions.

(!!) Note: If the PAL website is running with the *Network Service* account, add the system account (domain/computer name$) to the UNC path, including *Modify* permissions.

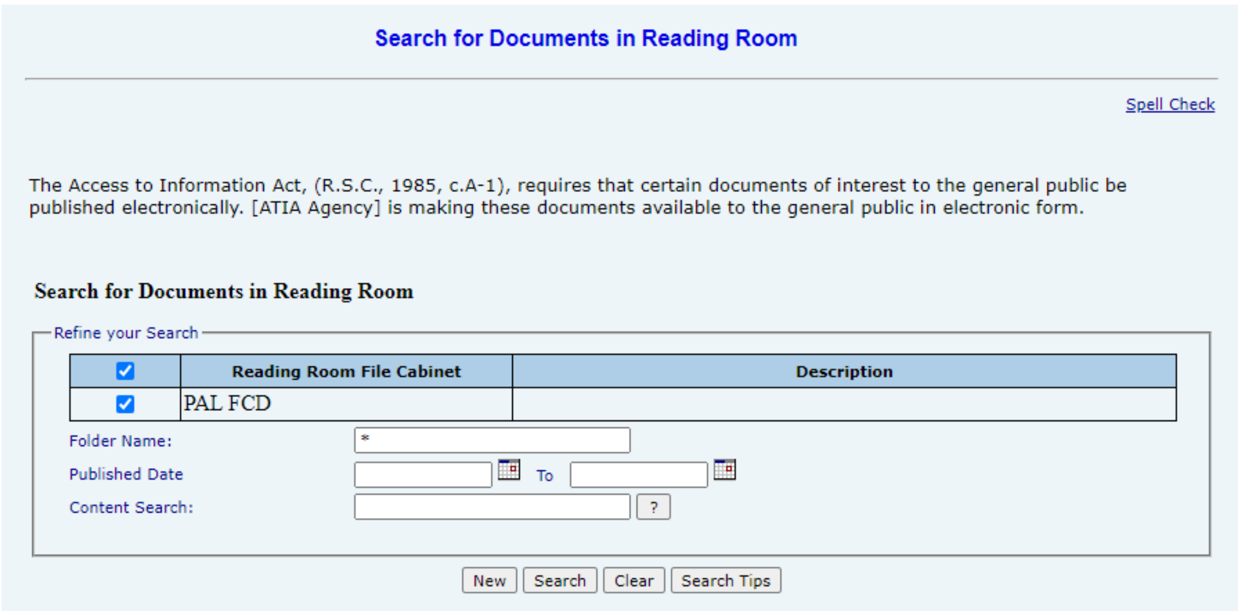
4. Update the path in the *Reading Room* tab under *PAL Configuration*.

3.17 Reading Room Documents

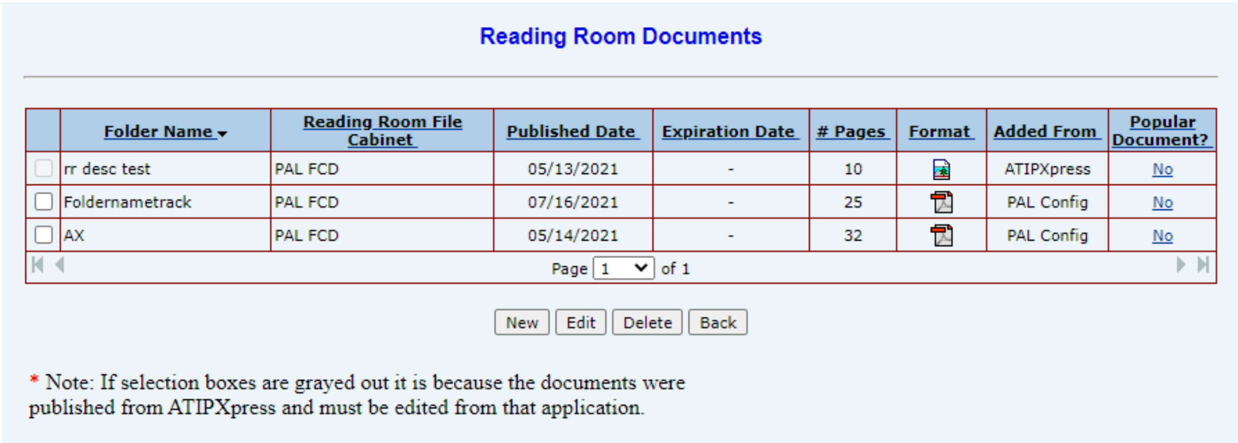
3.17.1 Search Reading Room Documents

The Reading Room Documents search configuration allows you to search for documents added to the Reading Room. To search existing Reading Room documents:

1. Click **Reading Room Documents**. The *Search for Documents in Reading Room* screen appears as shown below:



2. Use the fields on this screen to locate existing documents. You can refine your search using the *Refine Your Search* fields.
3. Select *Reading Room Filing Cabinet(s)* to search from the list.
4. Use the *Folder Name* field to locate a specific folder name.
5. Use the *Published Date* fields to search using a specific date range
6. Search document content using the *Content Search* field.
7. Click **Search** to locate any documents matching the search criteria. The *Reading Room Documents* screen appears as shown in the following example:


Reading Room Documents

	Folder Name	Reading Room File Cabinet	Published Date	Expiration Date	# Pages	Format	Added From	Popular Document?
	rr desc test	PAL FCD	05/13/2021	-	10		ATIPXpress	No
	Foldernametrack	PAL FCD	07/16/2021	-	25		PAL Config	No
	AX	PAL FCD	05/14/2021	-	32		PAL Config	No

Page 1 of 1

New Edit Delete Back

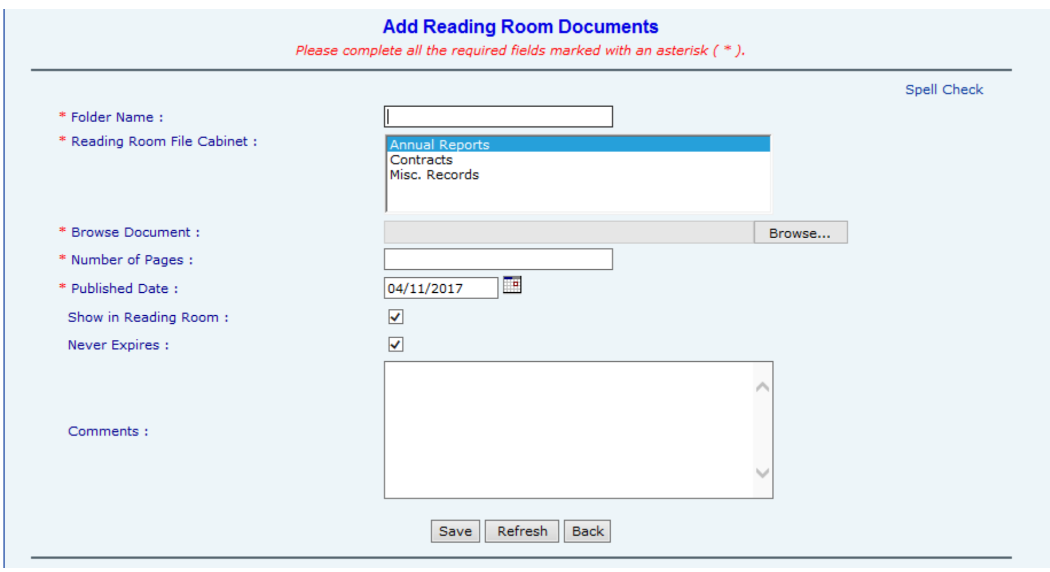
* Note: If selection boxes are grayed out it is because the documents were published from ATIPXpress and must be edited from that application.

8. You can select any of the results from the list and use the buttons to add **New** documents, **Edit** the selected documents, or **Delete** the selected document.

3.17.2 Add Reading Room Documents

You have the option to create and save Reading Room document searches for later use.

1. Click Reading Room Documents.
2. Click **New**. The *Add Reading Room Documents* screen appears.



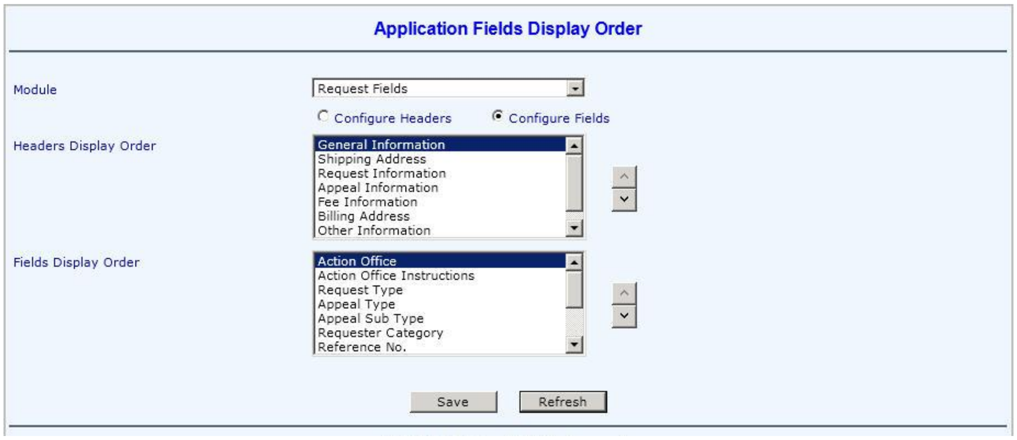
3. Enter the required elements outlined in the table below.
4. Click **Save** when completed.

Field Name	Description
Folder Name	The title given to the document.
Reading Room File Cabinet	Reading Room File Cabinet where the document should be uploaded. Select from the listed options.
Browse Document	Allows the users to locate the file from their local/network drive. The acceptable file formats are PDF, TIFF, ZIP, DOC, XLS, DOCX and XLSX.
Number of Pages	Indicates the size of the document (in pages).
Published Date	Indicates the date the document was published to the Reading Room. Today's date is the default.
Show in Reading Room	Indicates if the document is available in the Reading Room.
Never Expires	Indicates whether or not the document remains in the Reading Room. If unselected, the Administrator is able to determine the date the document expires.
Comments	A brief narrative describing the document.
Refresh	Reloads the screen to its original settings prior to saving.
Back	Returns to the previous screen.

3.18 Display Order

This screen allows administrators the ability to determine the order for **Request**, **Requester**, or **Reading Room** section headers and fields in the application.

1. Click Display Order.
2. Select the desired **Module** from the drop down list.
3. Accept the default option to **Configure Headers** or select **Configure Fields**.
4. The **Headers Display Order** list updates to display only headers based on the selected module.
5. The **Fields Display Order** field is revealed when the **Configure Fields** option is selected and automatically adjusts to display fields based on the selected module and header.
6. Use the **Up** and **Down** arrows to reposition the headers and/or fields.
7. Click **Refresh** to reload the screen with the default settings.
8. Click **Save** to retain the settings.



3.19 Dashboard Administration

This link launches the **Dashboard Administration** application. Please refer to the *PAL Dashboard User Manual* for further information concerning this link.

3.20Online Payment

The online payment option is used to configure the integration between the PAL and an agencies' existing online payment solution (i.e. Pay.gov). When the *Enable Online Payment* option is checked, the drop down list includes the name of the integrated PAL online payment solution and, upon selection, displays the configuration fields required to communicate between PAL and the payment solution.

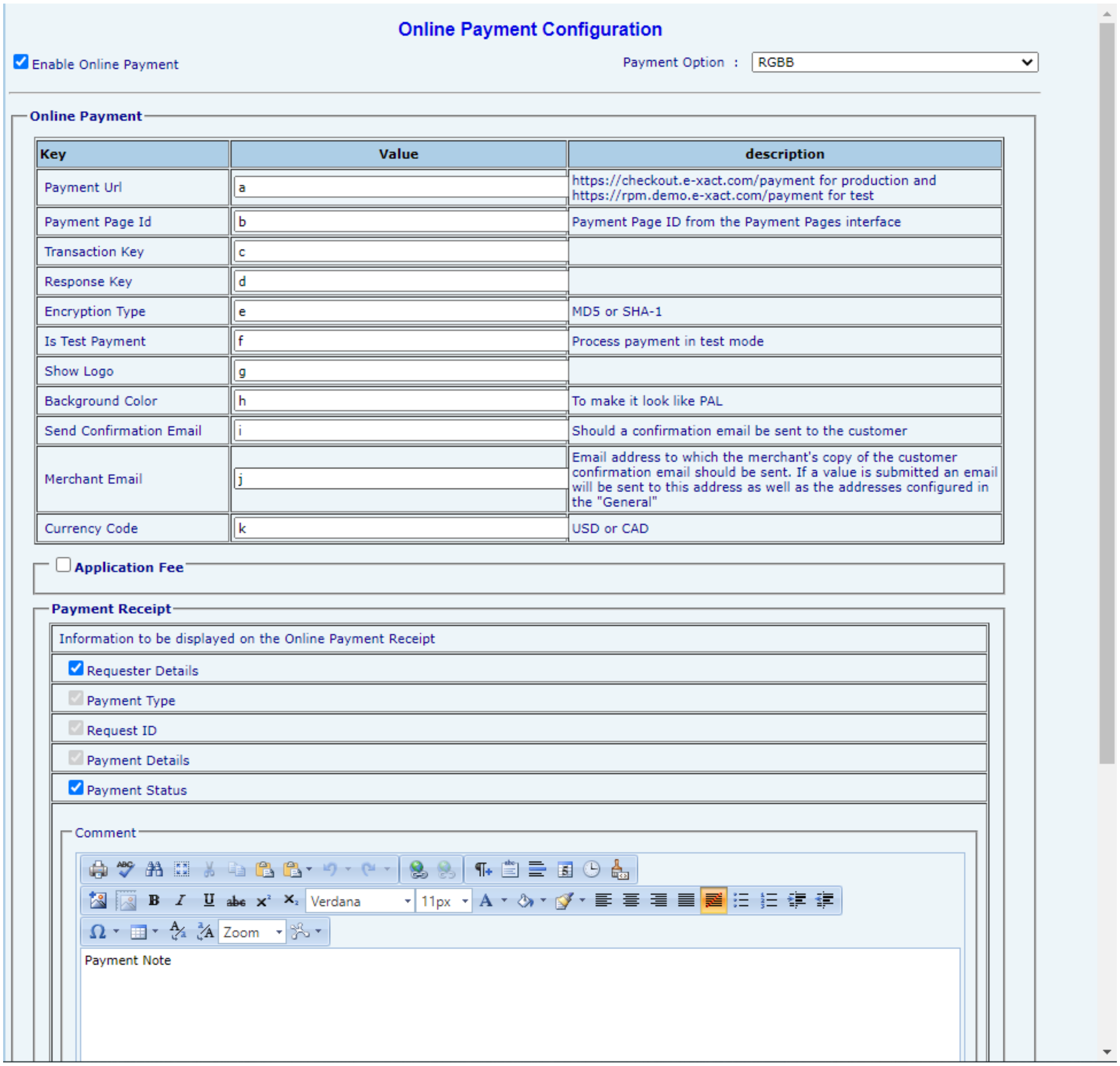
The online payment integration provides the ability for agencies to require payment prior to accepting a request submission and/or providing requesters a method of submitting payment for charges billed to them related to their record request.

In addition, the information the requester sees on their receipt (as triggered by the application) is also configured here. Follow the steps below to configure Online Payments:

(!!) Note: Each PAL integration is different, so different fields may be available for configuration purposes.

9. Click Online Payment.
10. Select the **Enable Online Payment** checkbox to enable the online payment option for your PAL.
11. Under the *Payment Option* drop down list, select the **Payment Option** to enable for PAL. These options are based on the integrated payment solution(s) you have connected to your FOIAXpress application*.*
12. After selecting an available **Payment Option**, additional configuration fields appear to configure the selected payment method.

(!!) Note: The screen below is presented as an example. The fields shown here may not apply to your online payment configuration.



13. After configuring the desired fields as needed, click **Save**.

3.21 Main Menu Links

This screen is used to configure the links available to the requester in the left panel.

1. Click Main Menu Links.
2. Click the checkboxes next to the options to enable in the *Main Menu* of the application.
3. Accept the default **Display Name and Access Key** or modify the information based on your agency's requirements. The Access Key is the keyboard combination used to select a link.
4. For example, **<Alt> + <R>** will select the **Request Status** link.

Main Menu Links Configuration

Spell Check

Enable	Label Name	Display Name	Access Key	Menu Items	Display Order	URL		Open In
Group Menu Items								Add New Group Item
☐	Main Menu Links	Links						Delete
☑	Help Menu Links	Help						Delete
☑	Public Reading Room	Public Reading Room			8			Delete
Main Menu Items								
☑	Change Password	Change Password	W					
☑	Sign In	Sign In	I					
☑	My Account	My Account	A					
☑	Sign Out	Sign Out	U					
☑	Reading Room	Reading Room	G	Public Reading R		ERR/palEleDTypes.aspx	☐	Right Panel
☑	Send Mail	Send Mail	D					
☑	Dashboard	Dashboard		Public Reading R				
☑	Reading Room Popular Documents	Reading Room Popular Documents	E	Public Reading R		ERR/palEleDTypesvisit.aspx	☐	Right Panel
☑	Home	Home	H		1	palHome.aspx	☐	Right Panel
☑	Reference Guide	Reference Guide	F	Links		Request/palFOIAReqSystem.aspx	☐	Right Panel
☑	Other	AINS Website	P		3	http://ains.com	☑	New Window
☑	Requests And Fees	Requests And Fees	Q	Links		Request/palReqsFees.aspx	☐	Right Panel
☑	Exemption Codes	Exemption Codes	X		4	palExemptCodes.aspx	☐	Right Panel
☑	Request Status	Check Request Status	R		5	Request/palConfirmation.aspx	☐	Right Panel
☑	Submit Request	Submit Request	S		6			
☑	Submit Appeal	Submit Appeal	B		7			
☑	Help	Help	L	Help		Request/palFOIAHelp.aspx	☐	Right Panel
☑	Contact Us	Contact Us	T	Help		palContactUs.aspx	☐	Right Panel
☑	JAWS Instructions	JAWS Instructions	J	Help		Request/palFOIAHelp.aspx	☐	Right Panel

Note : Open In option is for configuring external pages only.
: When accesskeys are updated, Help Message should be updated.

Enabling Links

Enable Request Link
○ always ◉ only after Sign In
Enabling Sub Links (When Requester not logged in):
☐ Sign In ☐ Register Now ☐ Submit Request with out registering

Enable Appeal Link:
○ always ◉ only after Sign In
Enabling Sub Links (When Requester not logged in)
☐ Sign In ☐ Register Now ☐ Submit Appeal without registering

Enable Request Status Link:
◉ always ○ only after Sign In
Enabling Sub Links (When Requester not logged in) :
☐ Sign In ☐ Register Now ☐ Check Request Status without registering
Note: When no Sub Link is selected, default option is 'Check Request Status without registering'.

Save Refresh

Note: The alphabets O,C,N and K are already being used as Access Keys in the PAL Application.

5. To access additional options to open a link:
6. Select the checkbox next to a label name. The **Open In** drop down list becomes available.
7. Click the drop-down list and select **Right Panel** to display the link on the right panel or **New Window** to launch a new window when the link is selected.

(!!) Note: Although Administrators have the option to specify an alternate location for opening links, it is not recommended to do so. Keeping the links in the main menu makes it easier for users to navigate within the application.

3.22 Enabling Links

Administrators can determine whether a user must be registered in order to submit a request or an appeal and when the **Submit Request**, **Submit Appeal**, **Request Status** and **Appeal Status** links should appear in the application.

1. Select the desired options based on the information outlined in the table below, as per your agency's requirements.
2. Click **Refresh** to load the screen with the default settings.
3. Click **Save** to retain the updated settings.

Field Name	Description
Enable Request Link	Determines when to display the **Submit Request** link. If **Always** is selected, the link displays at all times. If **Only after Sign In** is selected, the link displays after the user successfully completes registration.
Enable Appeal Link	Determines when to display the **Submit Appeal** link. If **Always** is selected, the link displays at all times. If the **Only after Sign In** radio button is selected, the link displays after the user successfully completes registration.
Enable Request Status Link	Determines when to display the **Request Status** link. If **Always** is selected, the link displays at all times. If the **Only after Sign In** radio button is selected, the link displays after the user successfully completes registration.

Field Name	Description
Enabling Sub Links (When Requester is not logged in):	This option becomes enabled if Always is selected as the preferred method to display any of the above links. Administrators can opt to have all or some of the sub links appear. By default, selecting the *Check Request Status without registering link* checkbox appears in the *Request/Appeal Status* screen if no sub links are selected.

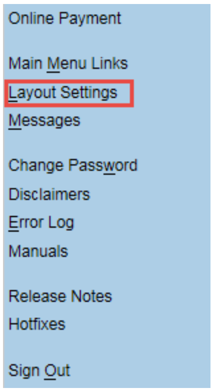
3.23 Layout Settings

This screen provides guidelines for administrators to customize the appearance of the PAL application theme. Administrators can select one of several predetermined themes, or they can customize their own theme using a custom style sheet.

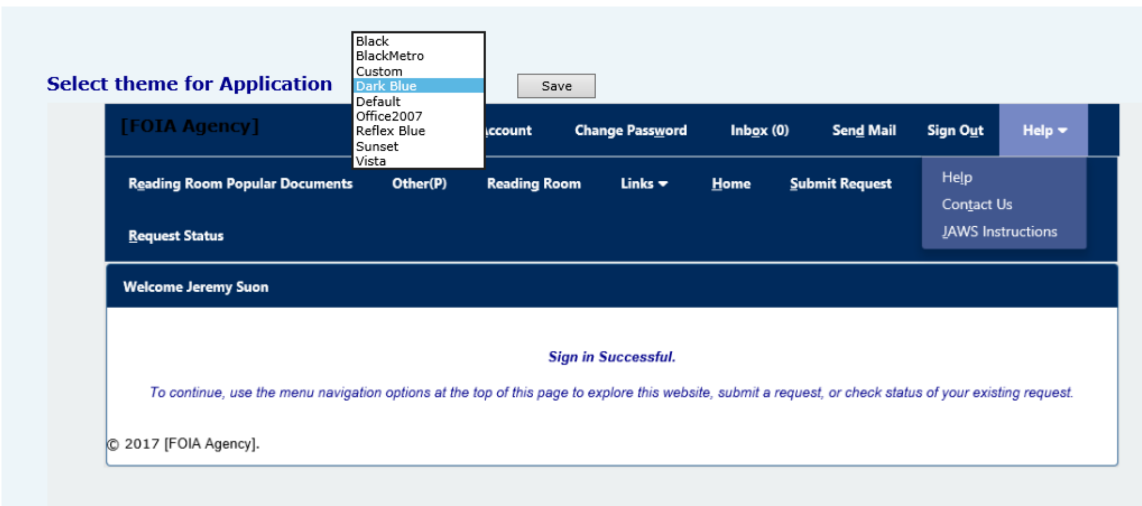
3.23.1 Standard Theme

The PAL configuration offers several out-of-the-box themes to easily select and apply. Follow the steps below to use a built-in theme.

1. Click Layout Settings.



2. Select the theme to apply from the *Select theme for Application* drop down list.



3. If satisfied with the selected theme, click **Save** to apply the changes to the application.
4. A confirmation message displays. Click **OK**.

3.23.2 Custom Theme

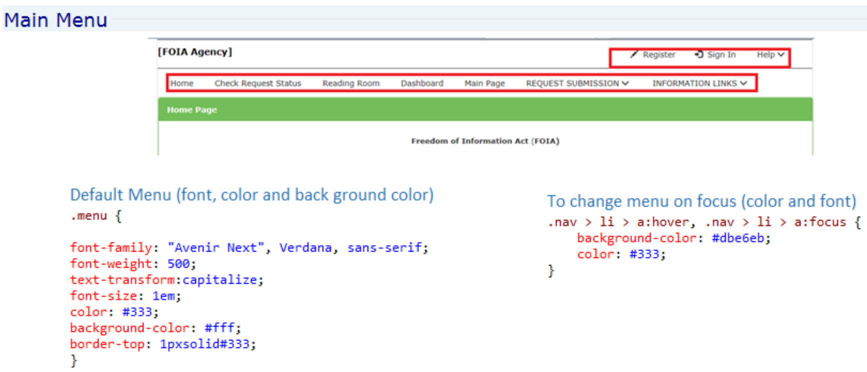
You have the option to customize your own theme using a Cascading Style Sheet (CSS) file. You'll first download the *Custom.css* file, then edit the contents as needed in order to customize the look and feel of your application. Follow the steps below to design a custom PAL theme.

(!!) Note: You will need a working knowledge of CSS in order to create a custom PAL theme

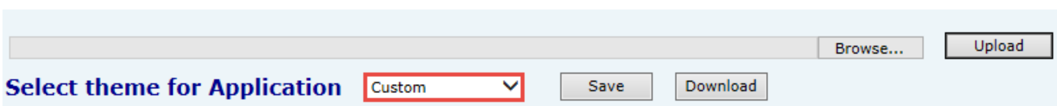
1. Click Layout Settings.
2. Select **Custom** from the *Select theme for Application* drop down list.
3. After selecting **Custom**, buttons will appear with options to **Save** or **Download**. Click **Download** to save the Custom.css file to your local drive

(!!) Note: This file must keep the name Custom.css. If the name is changed, PAL will not be able to read the file and apply custom settings.

4. Open the Custom.css file and edit the style sheet file as needed to apply a custom theme. You will need a working knowledge of CSS to fully customize the style, however a basic guide is included on the *Layout Settings* screen with examples of where and how the CSS file should be edited to produce the desired results. A sample of the *Main Menu* customization options are shown below.



5. When you have configured your Custom.css file and are ready to apply the layout updates, navigate to **Layout Settings** and select the **Custom** theme from the *Select theme for Application* drop down list.



6. Click **Browse**, and navigate to and select the **Custom.css** file to upload.

(!!) Note: This file must be named Custom.css. PAL will not accept a custom theme with any other name.

7. The file path for the selected file appears. Click **Upload** to upload the custom CSS file.

(!!) Note: After a custom theme has been uploaded, you can download this custom style sheet file by clicking Download.

8. Click **Save** to apply the customized theme to your PAL application.
9. A confirmation message appears. Click **OK** to close this window and complete the updates to the layout settings.

3.24Messages

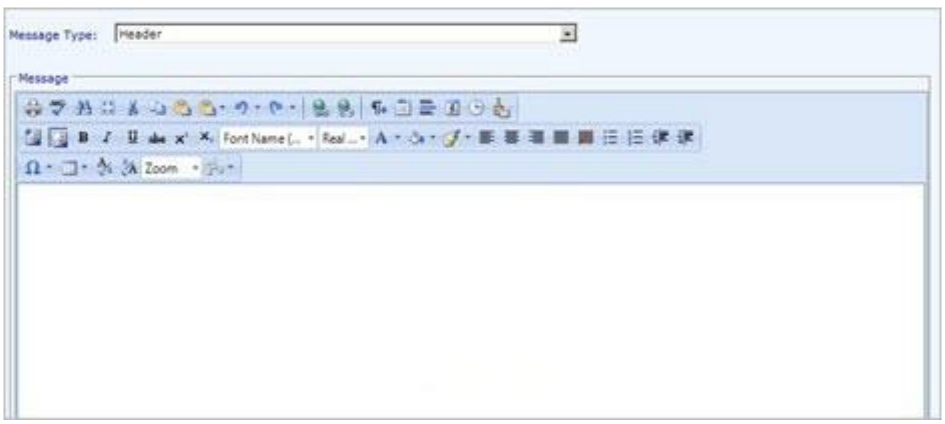
Messages Configuration provides a means for administrators to customize content on various screens within the PAL application. Additionally, the header and footer can be customized to suit your agency.

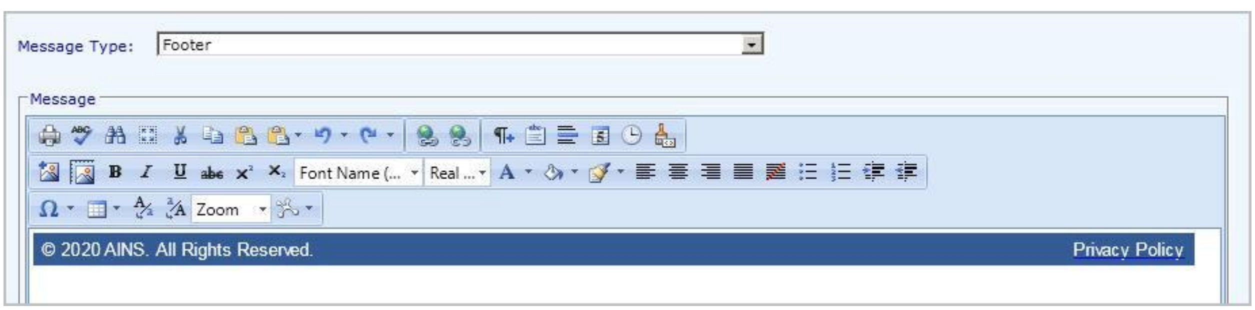
1. Select a **Message Type** from the *Message Type* drop down list.
2. Add or modify content based on agency requirements using the available tools provided by the Editor program.

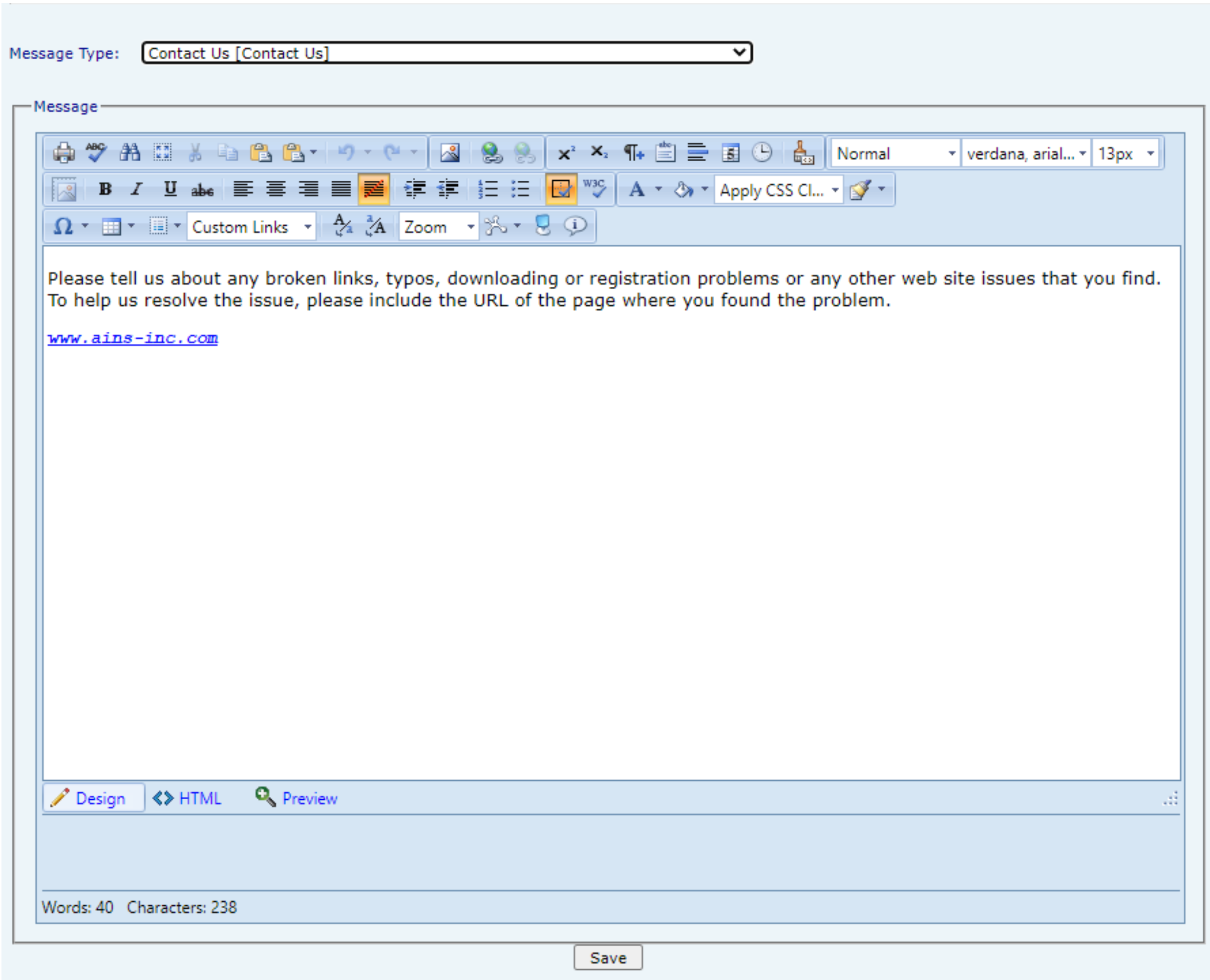
3. Click **Save**. A verification message appears.
4. Click **OK** to accept the content and/or settings.
5. Repeat steps 1 – 4 for each message to configure.

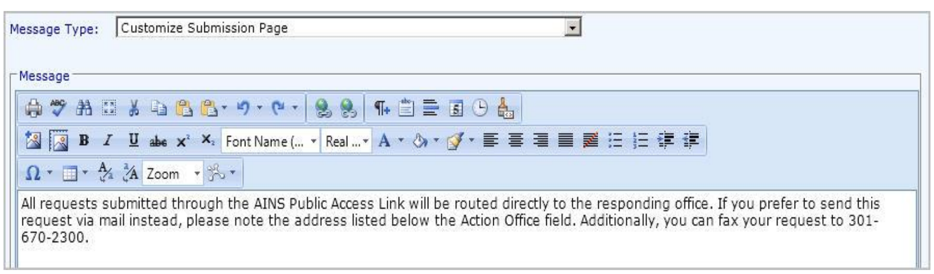
(!!) Notes:

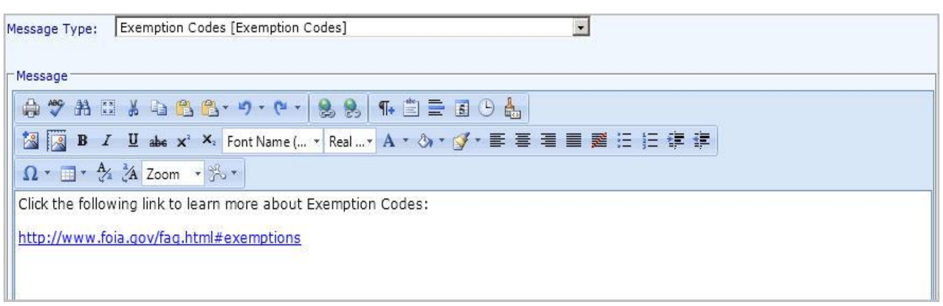
- **The Help message displays the PAL Configuration online manual, and is used by administrators as a reference. The information on this screen is provided by OPEXUS and should not be altered.**
- **You must reboot the application server or reset IIS to update the content and settings reflected in the application.**
- **If your system is configured with more than one server, e.g. load balancing servers, make sure messages are configured on both servers.**

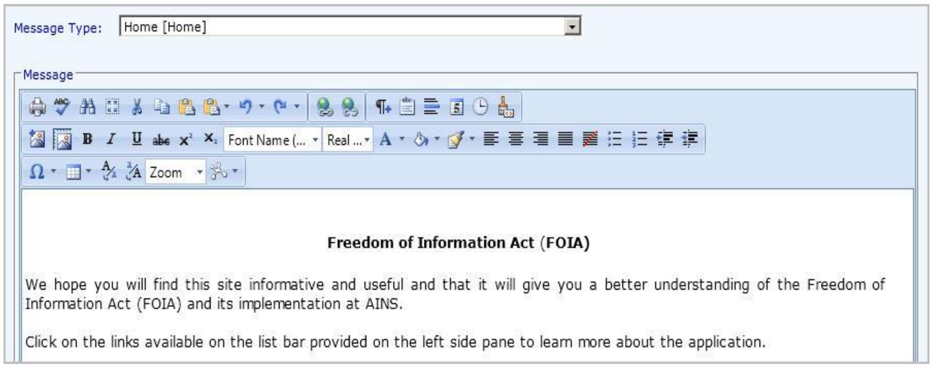




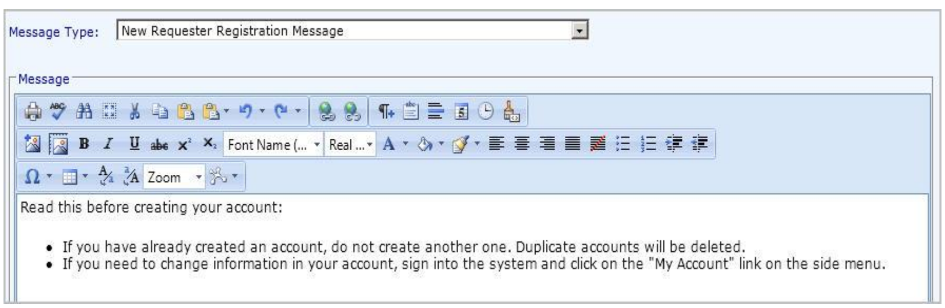

Message Type:
Contact Us [Contact Us]
Message
Normal
verdana, arial...
13px
Apply CSS Cl...
Custom Links
Zoom
Please tell us about any broken links, typos, downloading or registration problems or any other web site issues that you find. To help us resolve the issue, please include the URL of the page where you found the problem.
www.ains-inc.com
Design
HTML
Preview
Words: 40 Characters: 238
Save

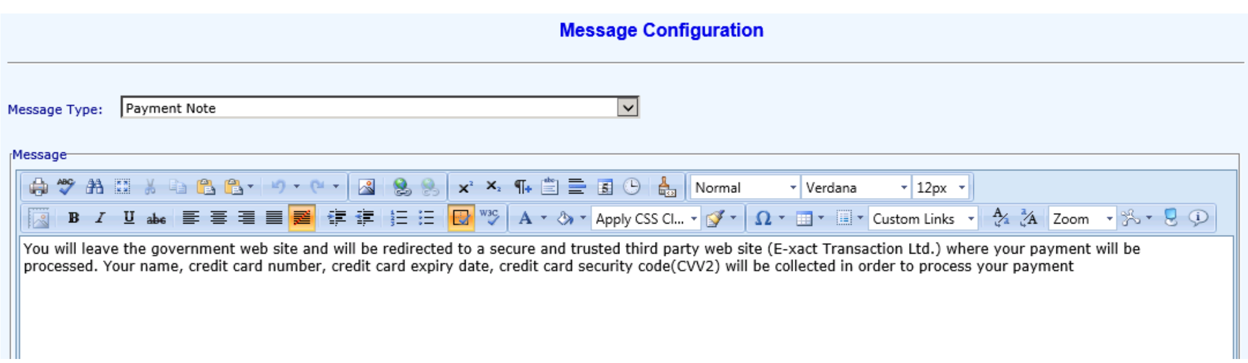

Message Type:
Customize Submission Page
Message
Font Name (...
Real ...
Zoom
All requests submitted through the AINS Public Access Link will be routed directly to the responding office. If you prefer to send this request via mail instead, please note the address listed below the Action Office field. Additionally, you can fax your request to 301-670-2300.

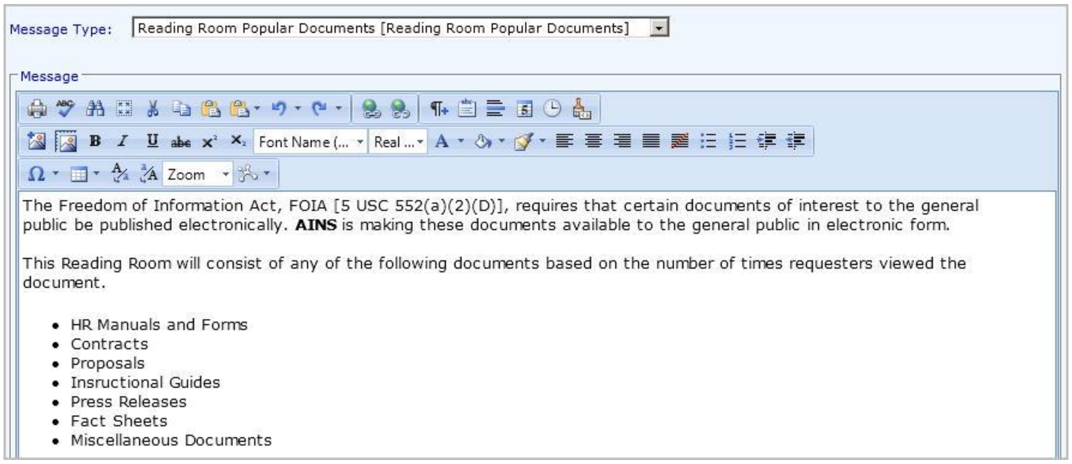

Message Type:
Exemption Codes [Exemption Codes]
Message
Font Name (...
Real ...
Zoom
Click the following link to learn more about Exemption Codes:
http://www.foia.gov/faq.html#exemptions

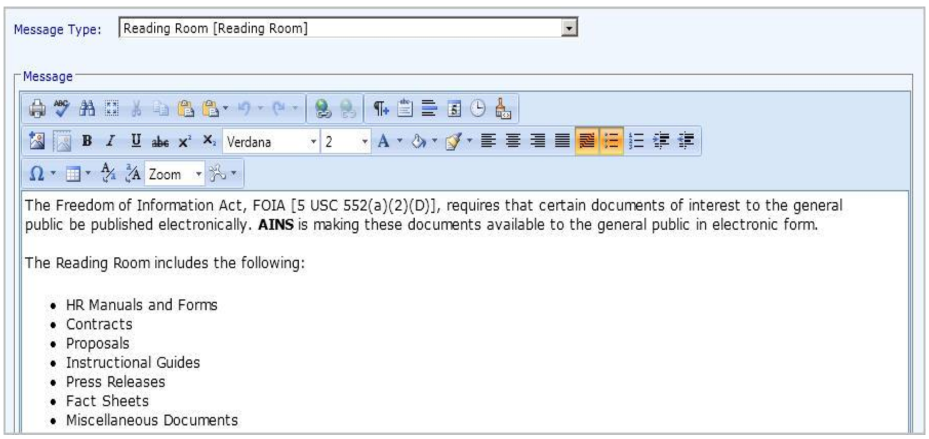

Message Type:
Home [Home]
Message
Font Name (...
Real ...
Zoom
Freedom of Information Act (FOIA)
We hope you will find this site informative and useful and that it will give you a better understanding of the Freedom of Information Act (FOIA) and its implementation at AINS.
Click on the links available on the list bar provided on the left side pane to learn more about the application.


Message Type:
Main Page [Main Page]
Message
Font Name (...
Real ...
Zoom
Welcome to the AINS Public Access Website!
To begin, click the Sign In link on the left panel to register with this site. Once registrered, you can begin submitting requests and appeals.
-OR-
If you have already registered, click on the Request Status or Appeal Status links to view the state of your submiited request or appeal.
We hope you enjoy this site!

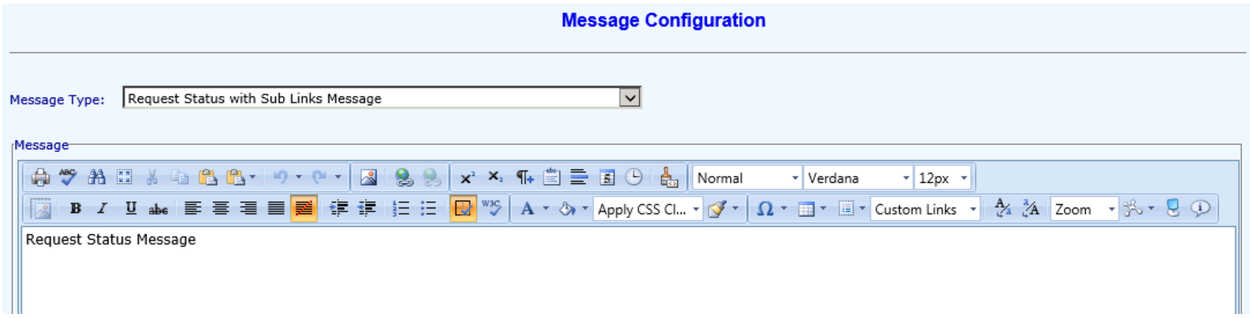

Message Type:
New Requester Registration Message
Message
Font Name (...
Real ...
Zoom
Read this before creating your account:
If you have already created an account, do not create another one. Duplicate accounts will be deleted.
If you need to change information in your account, sign into the system and click on the "My Account" link on the side menu.

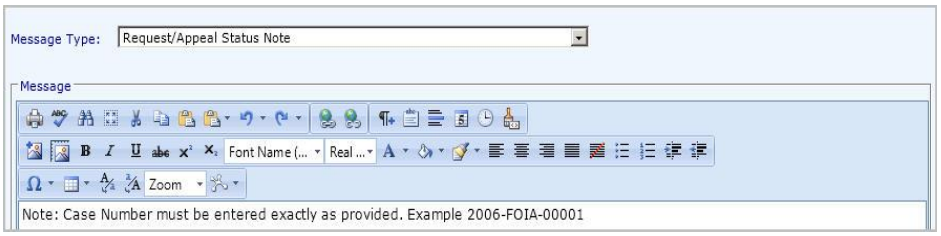

Message Configuration
Message Type:
Payment Note
Message
Normal
Verdana
12px
Apply CSS Cl...
Custom Links
Zoom
You will leave the government web site and will be redirected to a secure and trusted third party web site (E-xact Transaction Ltd.) where your payment will be processed. Your name, credit card number, credit card expiry date, credit card security code(CVV2) will be collected in order to process your payment

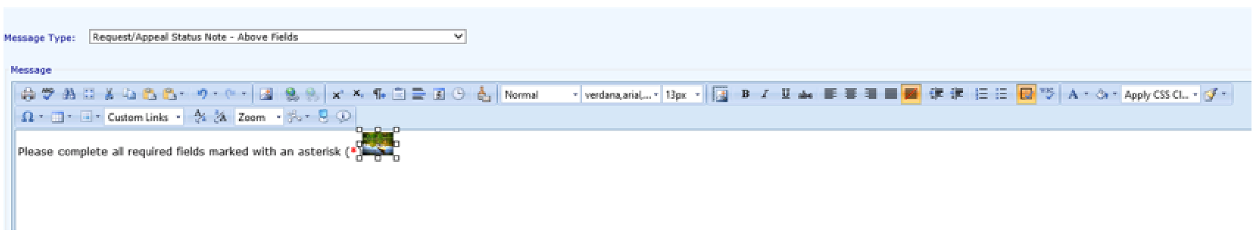

Message Type:
Reading Room Popular Documents [Reading Room Popular Documents]
Message
Font Name (...
Real ...
Zoom
The Freedom of Information Act, FOIA [5 USC 552(a)(2)(D)], requires that certain documents of interest to the general public be published electronically. AINS is making these documents available to the general public in electronic form.
This Reading Room will consist of any of the following documents based on the number of times requesters viewed the document.
HR Manuals and Forms
Contracts
Proposals
Insructional Guides
Press Releases
Fact Sheets
Miscellaneous Documents

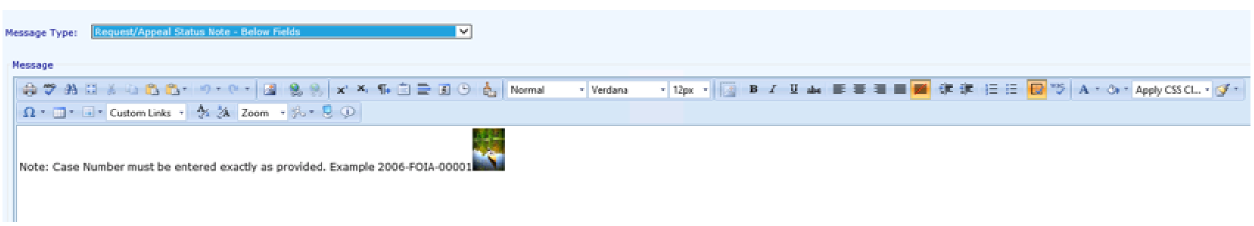

Message Type:
Reading Room [Reading Room]
Message
Verdana
2
Zoom
The Freedom of Information Act, FOIA [5 USC 552(a)(2)(D)], requires that certain documents of interest to the general public be published electronically. AINS is making these documents available to the general public in electronic form.
The Reading Room includes the following:
HR Manuals and Forms
Contracts
Proposals
Instructional Guides
Press Releases
Fact Sheets
Miscellaneous Documents

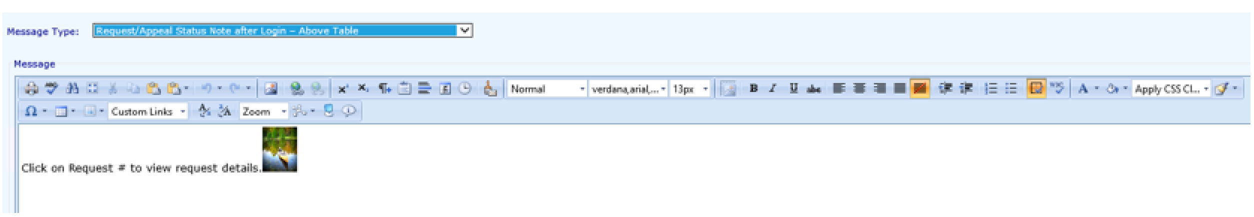

Message Type:
Reference Guide [Reference Guide]
Message
Font Name (...
Real ...
Zoom
Click the link below for information on how to submit a FOIA request or an Appeal.
http://www.foia.gov/about.html

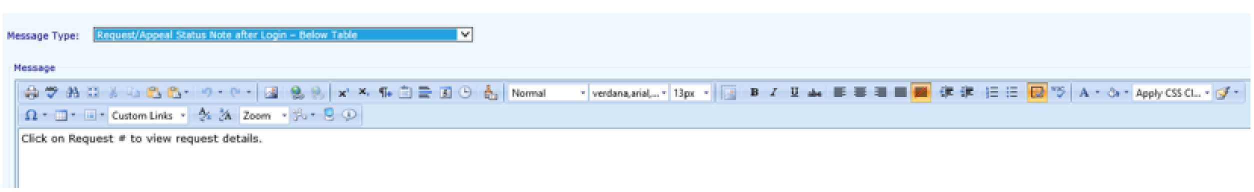

Message Configuration
Message Type:
Request Status with Sub Links Message
Message
Normal
Verdana
12px
Apply CSS Cl...
Custom Links
Zoom
Request Status Message

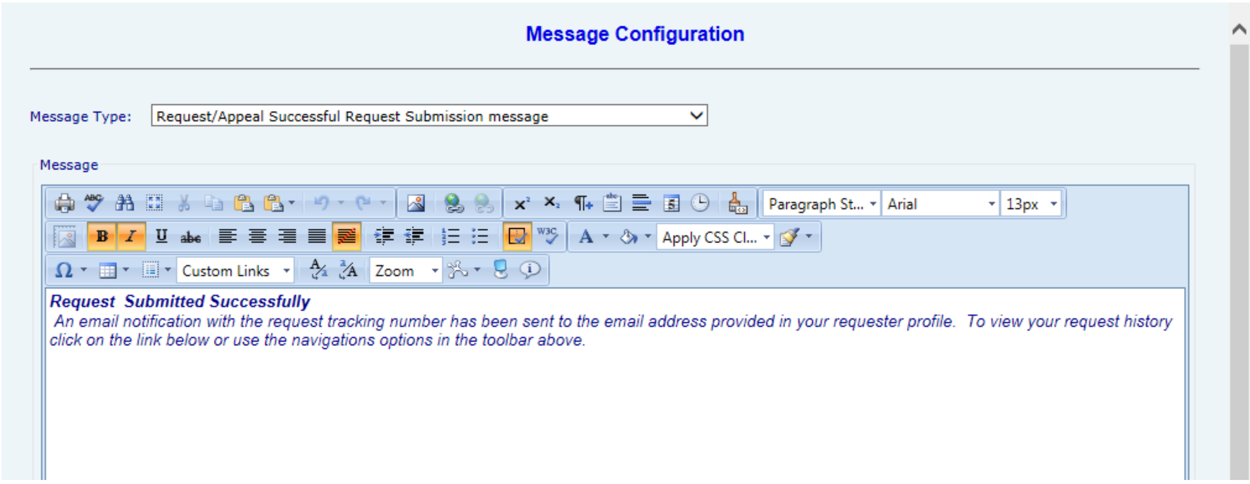

Message Type:
Request/Appeal Status Note
Message
Font Name (...
Real ...
Zoom
Note: Case Number must be entered exactly as provided. Example 2006-FOIA-00001

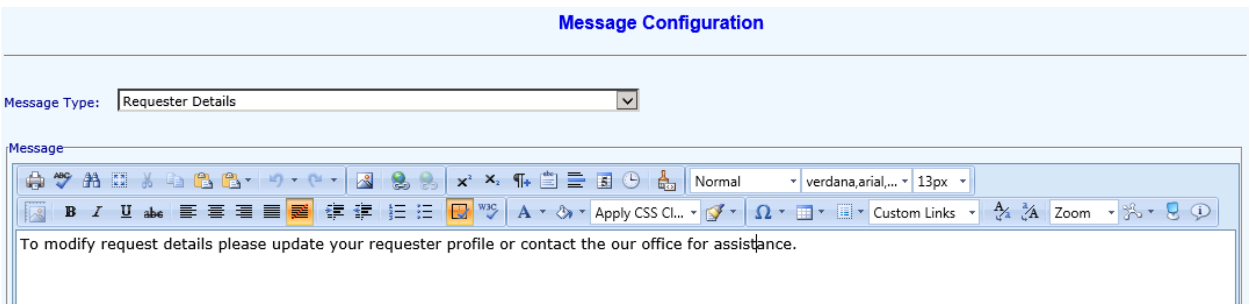

Message Type:
Request/Appeal Status Note - Above Fields
Message
Please complete all required fields marked with an asterisk (*

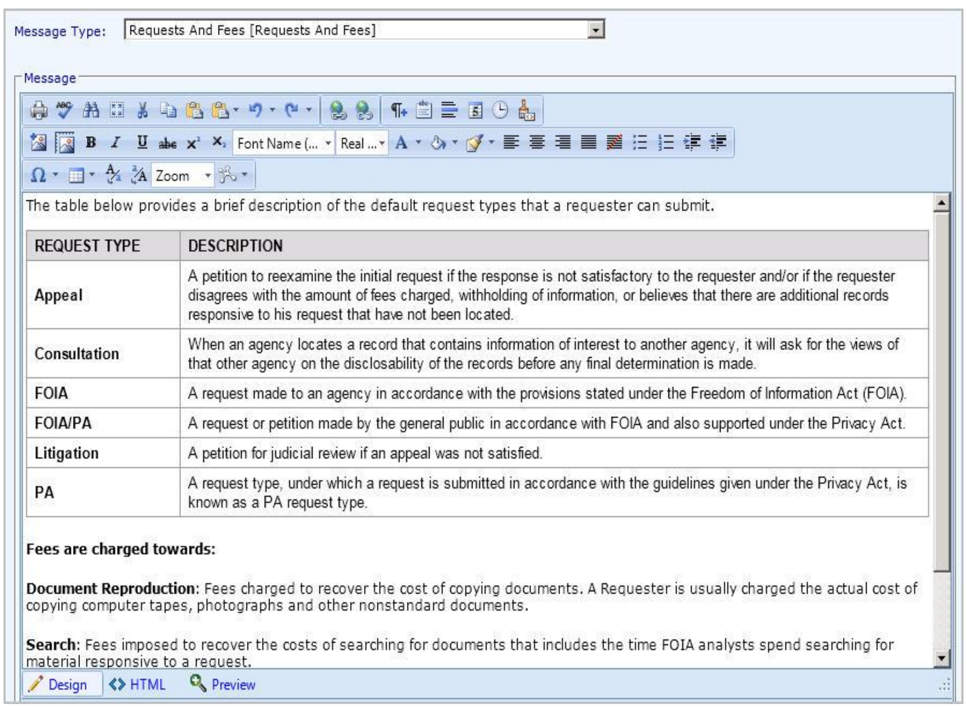

Message Type:
Request/Appeal Status Note - Below Fields
Message
Note: Case Number must be entered exactly as provided. Example 2006-FOIA-00001


Message Type:
Request/Appeal Status Note after Login – Above Table
Message
Click on Request # to view request details.


Message Type:
Request/Appeal Status Note after Login – Below Table
Message
Click on Request # to view request details.







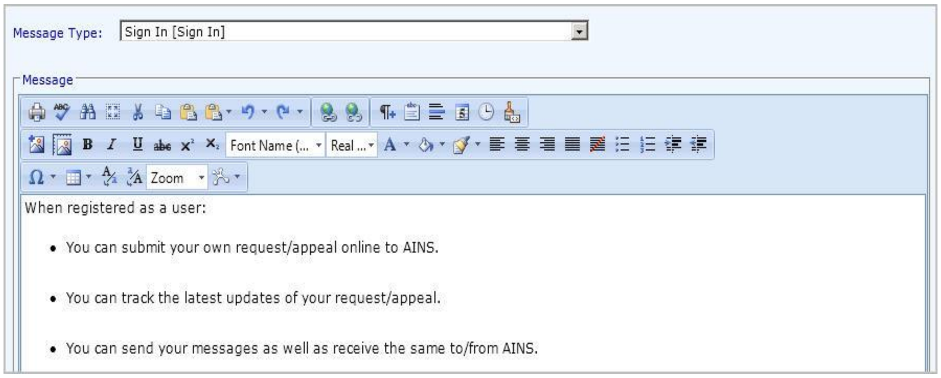
The table below provides a brief description of the default request types that a requester can submit.

REQUEST TYPE	DESCRIPTION
Appeal	A petition to reexamine the initial request if the response is not satisfactory to the requester and/or if the requester disagrees with the amount of fees charged, withholding of information, or believes that there are additional records responsive to his request that have not been located.
Consultation	When an agency locates a record that contains information of interest to another agency, it will ask for the views of that other agency on the disclosability of the records before any final determination is made.
FOIA	A request made to an agency in accordance with the provisions stated under the Freedom of Information Act (FOIA).
FOIA/PA	A request or petition made by the general public in accordance with FOIA and also supported under the Privacy Act.
Litigation	A petition for judicial review if an appeal was not satisfied.
PA	A request type, under which a request is submitted in accordance with the guidelines given under the Privacy Act, is known as a PA request type.

Fees are charged towards:

Document Reproduction: Fees charged to recover the cost of copying documents. A Requester is usually charged the actual cost of copying computer tapes, photographs and other nonstandard documents.

Search: Fees imposed to recover the costs of searching for documents that includes the time FOIA analysts spend searching for material responsive to a request.



3.25 Change Password

There may come a time when it is necessary to change the Administrator's password. The *Change Administrator's Password* screen allows authorized users to create a new password for the PAL Configuration application.

(!!) Notes:

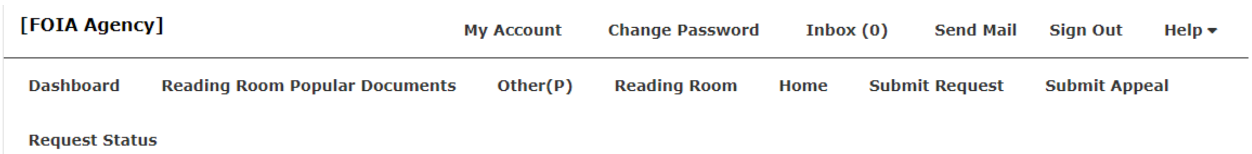
- **The Password Policy created in the Security module must be followed in order to successfully change the password.**
- **Changing the password will affect access to the Dashboard Administration application.**

Follow the steps below to change the Administrator password for PAL:

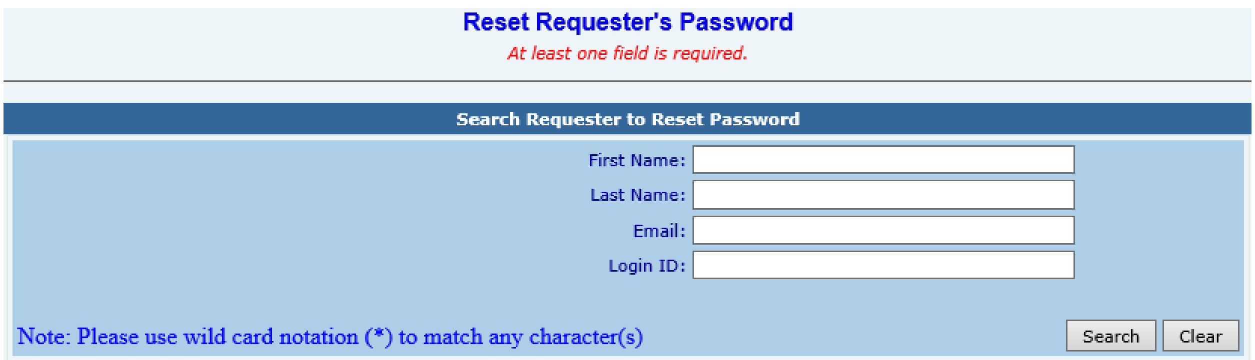
1. Click Change Password.
2. Enter the **Old Password** in the *Old Password* field.
3. Enter the **New Password** in the *New Password* field.
4. Re-enter the **New Password** in the *Confirm Password* field.
5. Click **Submit**.

3.26Reset a Requester Password

If a requester has requested a password reset, complete the following:



1. If you have received requester password reset request, login to the *PAL Configuration* page.
2. Login using the administrator login and password.
3. Click Reset Requesters Password. The Search Requester to Reset Password screen appears.



4. Using the available fields, enter available search information that will help locate the desired requester.

Reset Requester's Password

At least one field is required.

Search Requester to Reset Password

First Name:

Last Name:

Email:

Login ID: *

Note: Please use wild card notation (*) to match any character(s)

Search Clear

First Name	Last Name	Email	Login ID	Action
Ambica	Mekala	amekala@ains.com	amekala	Reset
Nick	Soileau	nsoileau@ains.com	nsoileau	Reset
pradeep	sharma	psharma@ains.com	psharma@ains.com	Reset
AMbica	me	qa1343@ains.com	testerhf2	Reset
Aishwarya	K	akhatwani@ains.com	aishwaryak	Reset
Ambi	M	qa4@ains.com	fd	Reset
sa	as	amekala6@ains.com	testedge	Reset
Auto	Mate	mmilbourne@ains.com	mmilbourne	Reset
Joshua	Moyer	jmoyer@ains.com	Jmoyer	Reset
Blarmin	Shrump	jgatewood@ains.com	jgatewood	Reset

5. After locating the desired requester within the search results page, click the **Reset** button in the Action column for the desired requester.

(!!) Note: You can click an entry in the search results table to highlight it.

6. The screen refreshes, and the banner indicates that the password reset was successful and the desired requester will receive a password reset email. From this point the user will be prompted to reset their password information.

Reset Requester's Password

At least one field is required.

Password has been reset and sent to requester's email.

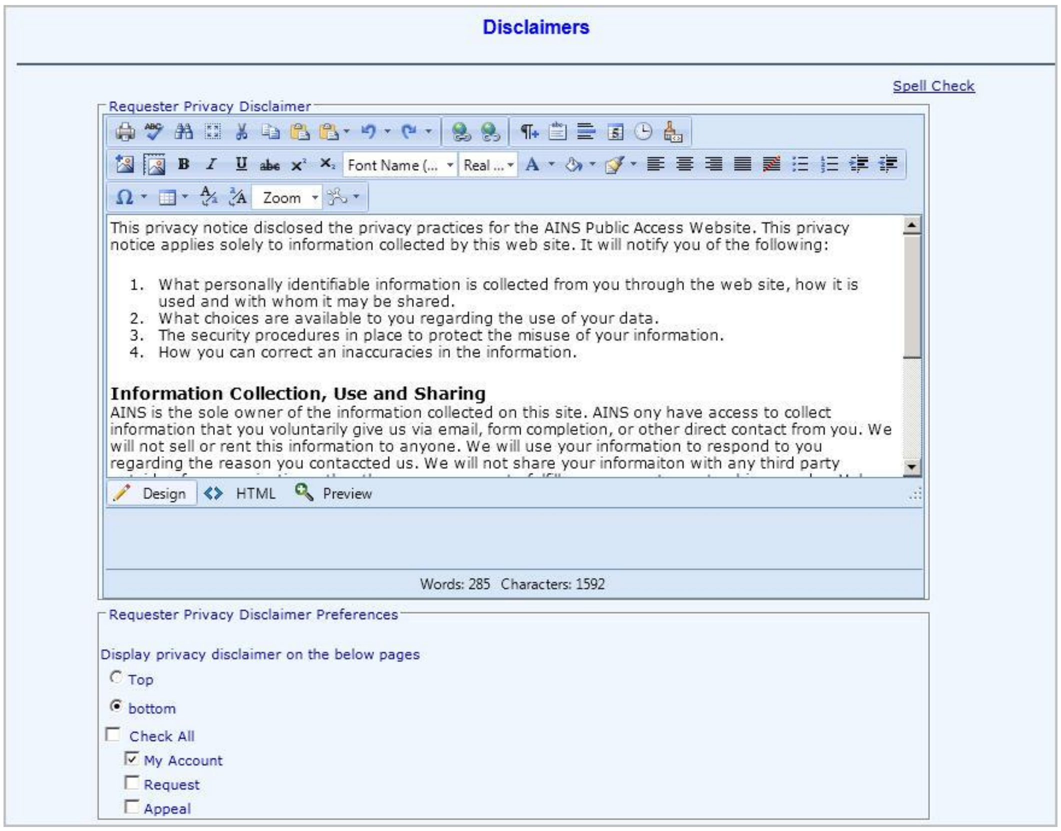
7. The requester must now access their email and complete the password reset process, using their login and temporary password. If password verification questions were set up during account creation the requester will need to answer them to verify their account complete the password reset.

```
Dear [redacted]

Once you login, please change your password to protect your account details.

User Name: [redacted]
Password:
```

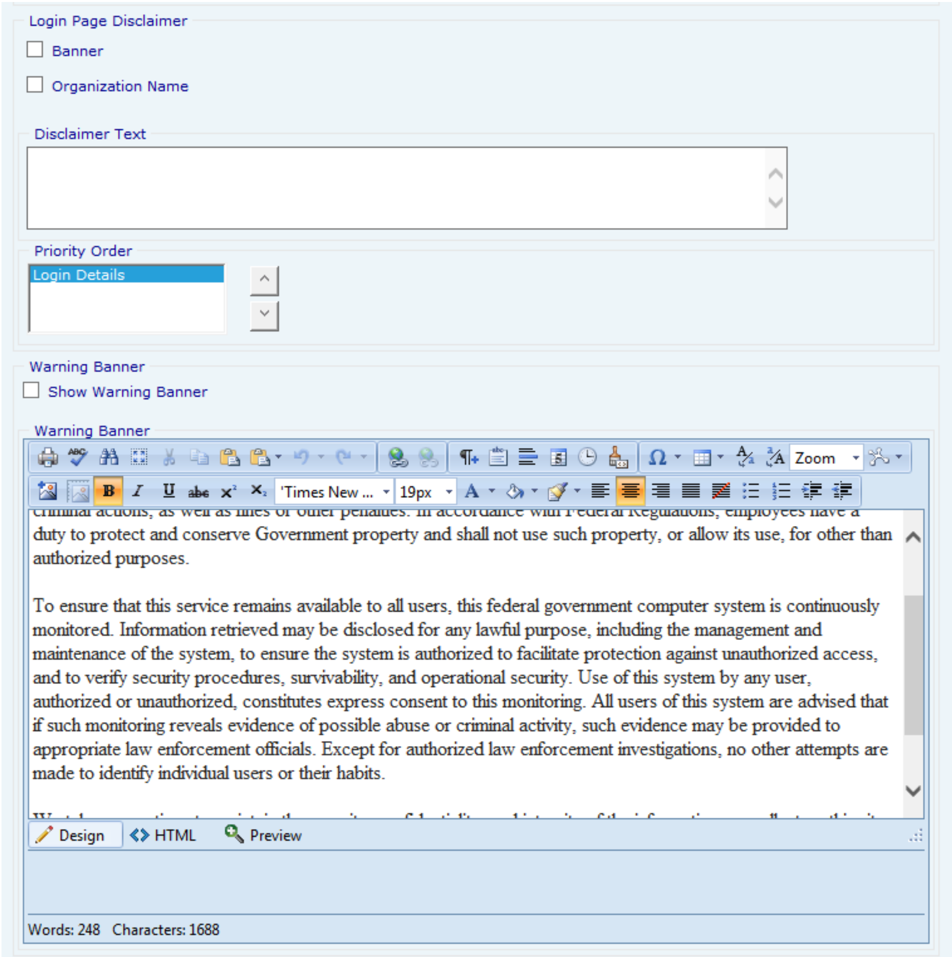
3.27 Disclaimers

Administrators can provide disclaimer information to notify requesters of their agency's policy for collecting personal information.

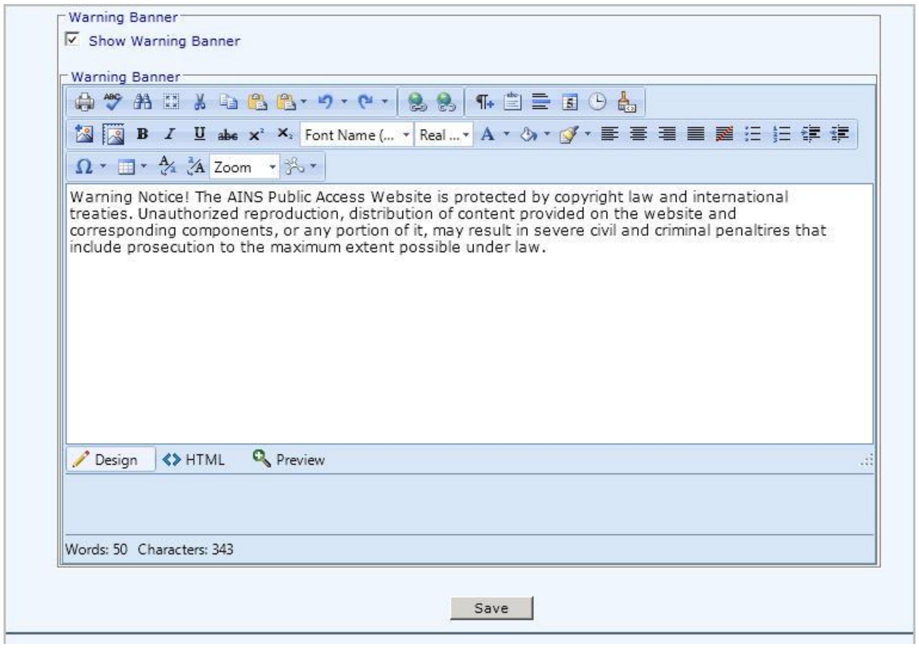
1. Click Disclaimers.
2. Add **Requester Privacy Disclaimer** text based on your agency's requirements using the available tools provided by the Editor program.
3. Select the position for the text to appear on the screen (**Top** or **bottom**).
4. Select which screens you want the text to appear on (**My Account**, **Request**, **and Appeal**).



5. Select the display options for the **Login Page Disclaimer** (**Banner**, **Organization Name**, or **both**). Selecting any one of these items automatically populates the **Priority Order** field.
6. Enter *Login Page* **Disclaimer Text** based on your agency's requirements. The **Disclaimer** option automatically appears in the **Priority Order** field once text is entered.
7. Use the **Up** or **Down** arrows to select the **Priority Order** of the items to appear on the *Login* screen.



8. Select the option to **Show Warning Banner**, if required.
9. If the Warning Banner is displayed, enter the **Warning Banner** text based on your agency's requirements using the Editor program.

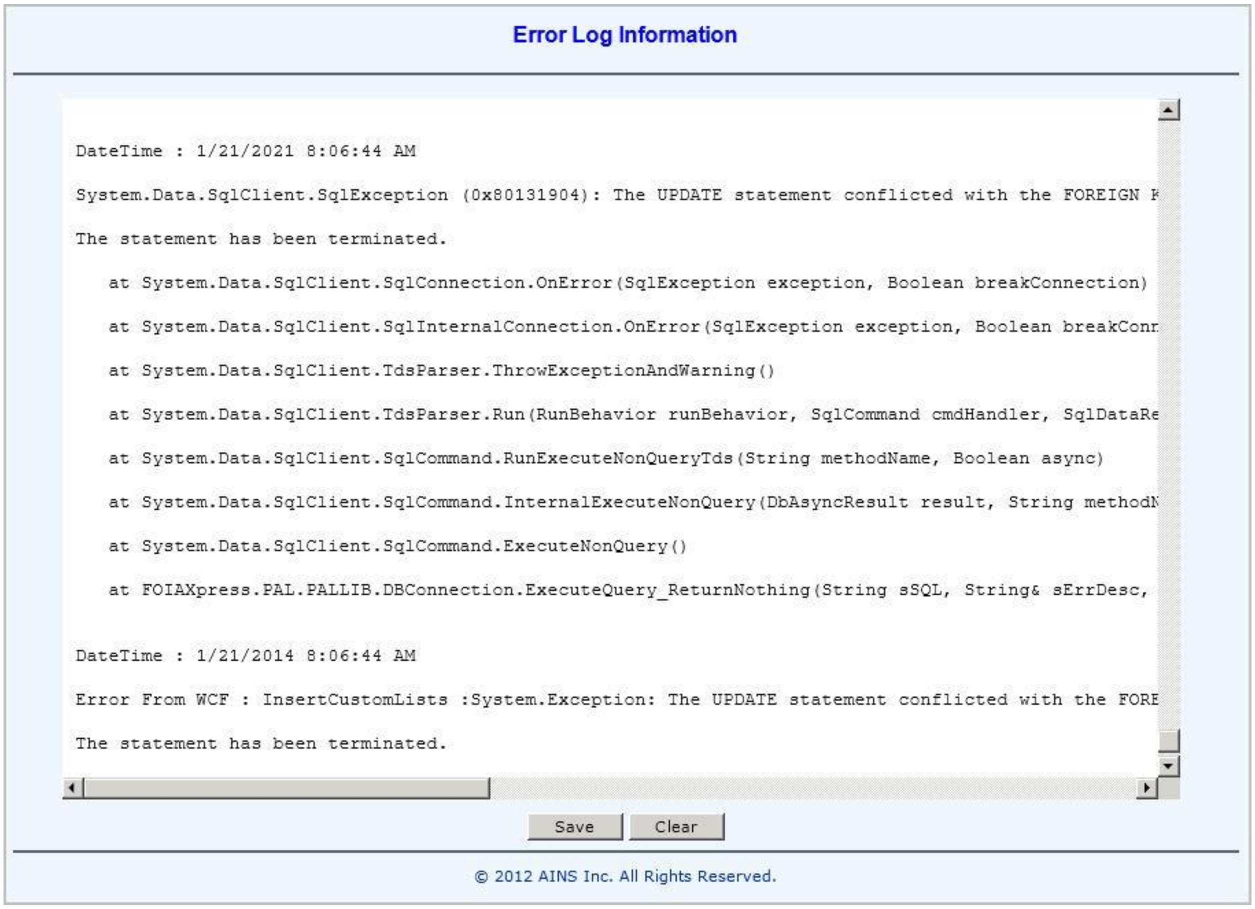


10. Click **Save** to retain the settings.

3.28Error Log

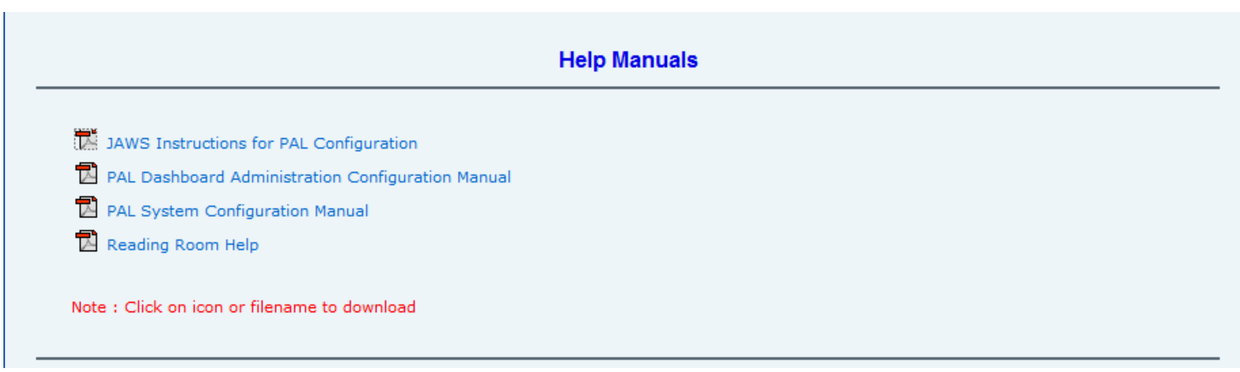
The Error Log provides details to help identify problems and for troubleshooting issues that may arise while using the PAL application.

1. Click Error Log.
2. Click **Clear** to remove the Error Log contents. Make any desired alterations to the Error Log display.
3. Click **Save** to store a copy of the Error Log to your local or network drive.



3.29Manuals

The information presented on this screen is the PAL Configuration online manual. Administrators can utilize this information as a reference when configuring the PAL application. This information is provided by OPEXUS and should not be altered.



4 National FOIA Portal

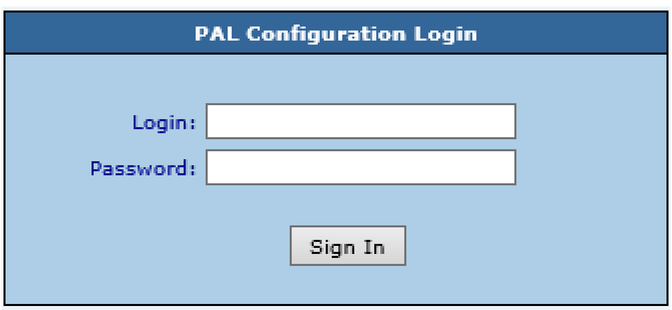
The procedures below describe the two halves of the National FOIA Portal Integration with PAL. First, users must generate the XML file, which determines values which are useful in the later stages of the configuration process. Next, users must use the information contained in this XML file to complete the National FOIA Portal Configuration.

(!!) Note: Only users with Administrator access to the PAL Configuration portal can perform this work.

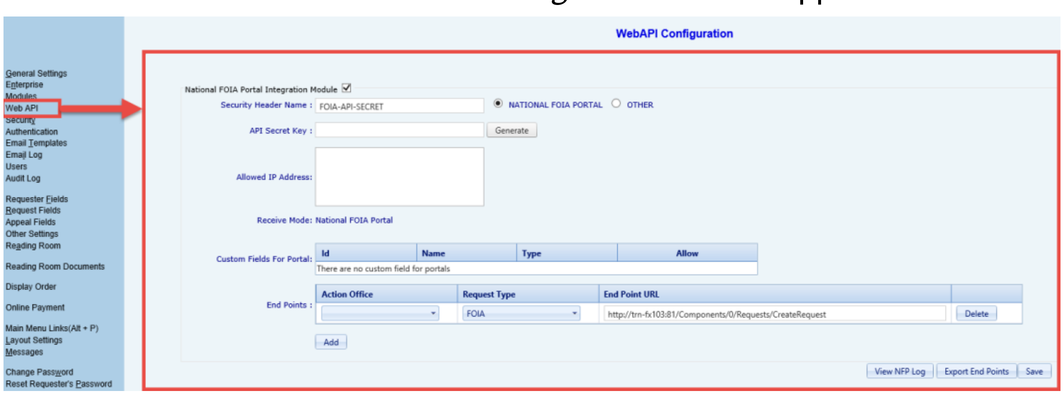
4.1 Integrating PAL with the National FOIA Portal

If your agency purchases a National FOIA Portal integration license, it can perform the integration using the procedures described below:

1. Navigate to your organization's PAL Configuration portal.
2. Enter the **Login ID** into the field.
3. Enter the **Password** into the field.
4. Click **Sign In**.



5. Click **Web API**. The *WebAPI Configuration* screen appears.



6. Complete the fields described in the table below:

Field	Description
Security Header Name	National FOIA Portal sends a header that reads FOIA-API-SECRET with every request. If the header does not match, the request is rejected.
API Secret Key	Clicking the Generate button creates a new secret key. This key is used by National portal to submit a FOIA request securely. If the secret key present in the request does not match with the agency's secret key, the request is rejected.
Allowed API Address	Configure the desired IP addresses. Typically, these are National Portal's IP addresses.
Custom Fields for Portal	If administrators want to capture additional data from the National Portal, they can include Request Custom Fields. Your administrators must work with National FOIA Portal administrators to configure any additional custom fields.
End Points	This is the Action Office receiving the selected request type. Click **Add** to create additional end point workspace entries. Click **Delete** to remove a selected end point workspace entry.

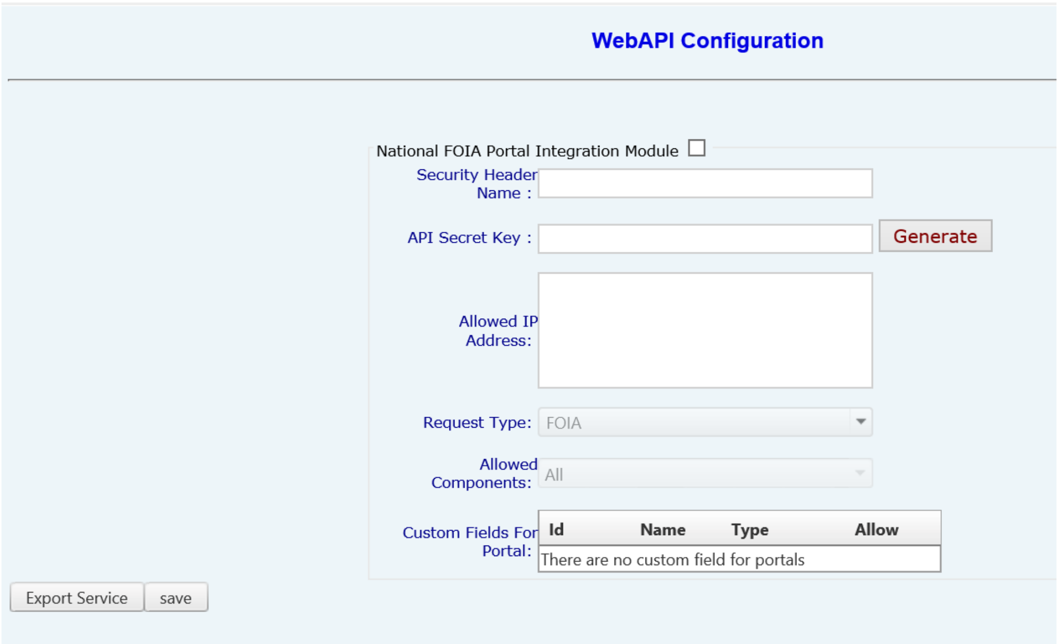
7. Click **Save**.
8. Click **Export Service**. An XML file is generated.

(!!) Note: This XML file contains information such as service end points, action office details, secret key, etc. This content is required for National FOIA Portal Configuration.

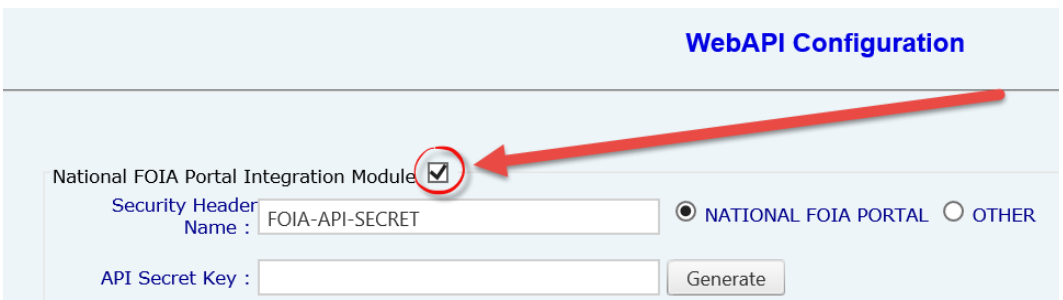
4.2 National FOIA Portal Configuration

Administrators must use the information contained in the XML file generated in the Integrating PAL with the National FOIA Portal section to complete the National FOIA Portal Configuration. To complete the National FOIA Portal Configuration:

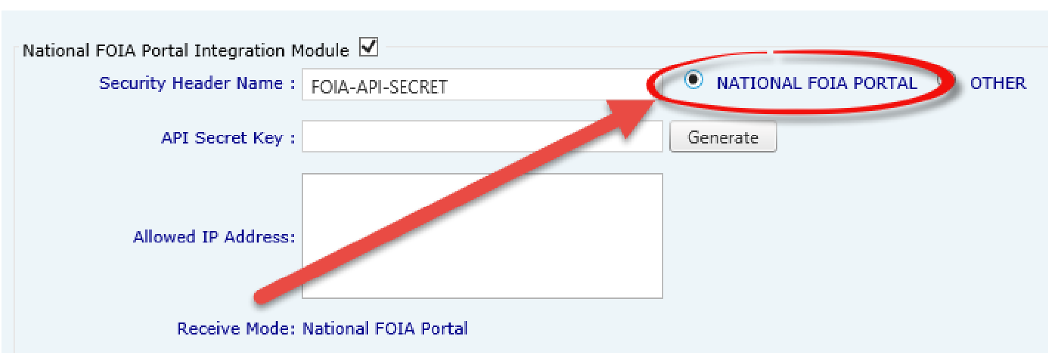
1. Login into National FOIA Portal Configuration page using the Administrator profile.
2. Within the left navigation panel, click **Web API**. The *WebAPI Configuration* screen appears as shown below.



3. Click the **National FOIA Portal Integration Module** checkbox. The page refreshes and the *WebAPI Configuration* fields are now enabled.



4. Ensure the **National FOIA Portal** radio button is selected.



5. Enter the **Security Header Name** in the field.
6. Click **Generate** to create a new API Secret Key. Copy this key to your clipboard.

(!!) Notes:

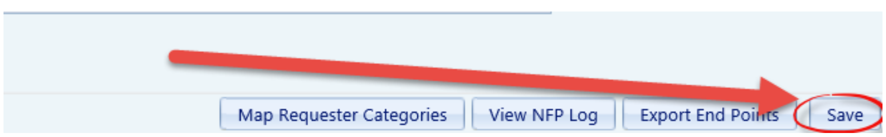
- **The Submission API URL is generated in the PAL Configuration page for each action office. You can locate this information within the XML file exported from PAL configuration.**
- **The API Secret Key is used by National Portal to submit FOIA requests securely. Enter the key in the Submission API Shared Secret field in the Portal Submissions Options page of the National FOIA Portal.**

7. Enter the five **IP Addresses** provided by DOJ in the *Allowed IP Addresses* field.
8. Select the desired **Request Type** from the drop down list. Selections in this field permit ingestion of additional non-FOIA request types.
9. Enter any desired **Notes** in the field.
10. Enter any **Custom Fields** for the Portal in the *Custom Fields for Portal* workspace.

(!!) Note: This can only be performed after the custom fields are configured in FX.

11. Configure the *End Points* by selecting the **Action Office**, **Request Type**, and **End Point URL**. Click **Add** to enter new End Points within the workspace.
12. If desired, click **Export End Points** to export an XML file containing the shared secret key and end point URL required to complete the configuration.
13. Click **Save**. The configuration information is updated.

(!!) Note: The above process needs to be completed for each action office.



5 Sign Out

Click the **Sign Out** link on the left panel to exit PAL Configuration application and return to the login screen. A verification message appears. Click **OK** to continue signing out or **Cancel** to abort exiting the application.

(!!) Note: It is necessary to sign out and reboot the server or reset IIS to have the configurations reflected in PAL.

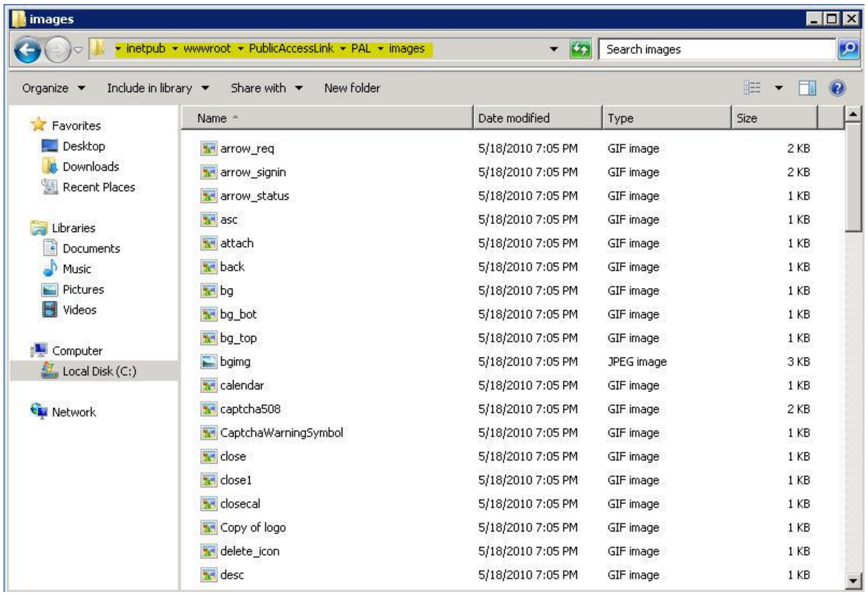
6 Release Notes

Release notes are communication documents shared with customers and clients of OPEXUS, and they detail the changes or enhancements made to the features of PAL. The number of documents varies depending on the type of installation performed. If you have a new installation of PAL, release notes for version 10.1 and above are displayed. However, if PAL was upgraded from one version to another, users may see earlier versions of release notes. Click the document link to open or save a copy to your local/network drive.

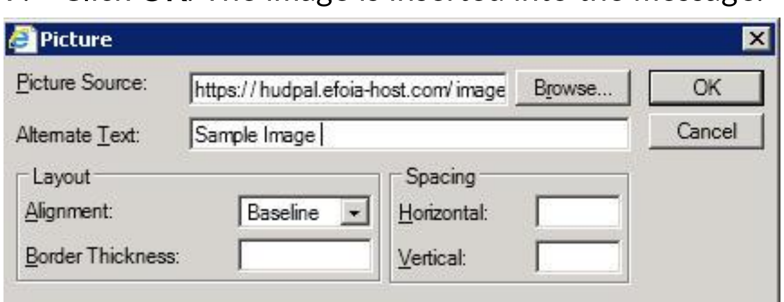
7 Inserting an Image

The instructions in this section assist administrators in the event images must be inserted into messages such as in the *Header*. The recommended file type for images are JPG or JPEG.

1. Add the image(s) to the C:\inetpub\wwwroot\PublicAccess Link\Pal\images folder.



2. Click **Add Image** within the Editor's toolbar. The *Picture* window appears.
3. Enter the URL for public use in the **Picture Source** field. (This is not the PAL Configuration URL.)
4. For example, https://hudpal.efoia-host.com
5. Add a forward slash and the word "images".
6. For example https://hudpal.efoia-host.com/images
7. Add a forward slash and the name of the image to insert into a message. This must be one of the images copied into the location in Step 1.
8. For example, https://hudpal.efoia-host.com/images/testimage.jpg.
9. Click **OK**. The image is inserted into the message.



8 Troubleshooting

Issue	Resolution
PAL Reading Room documents published as .TIF files are not having OCR correctly performed, and the content is not returned in matching search results	To resolve the issue, follow these steps. **(!!) Note: To follow these steps, use the Local Group Policy Editor. To use the Local Group Policy Editor, you must be logged on to the computer by using an account that has administrative permissions.** • Press the Windows key + R to open the Run window. • Type gpedit.msc, and press Enter. • Under Computer Configuration, expand Administrative Templates. • Expand Windows Components, expand Search, and click OCR. • Double-click Force TIFF IFilter to perform OCR for every page in a TIFF document. • In the dialog box that opens, click Enabled, and click OK. • Rebuild the Index.