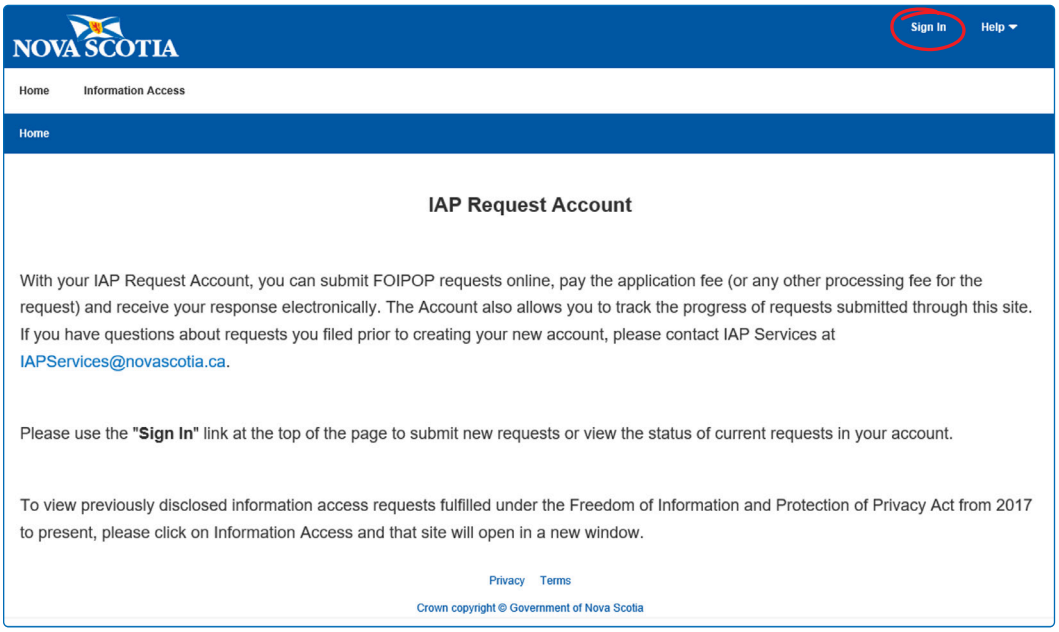
User Guide
IAP Request Account / Public Access Link (PAL)

NOVA SCOTIA

IAP Request Account – Public Access Link (PAL) 1

With your IAP Request Account, you can submit new FOIPOP requests online, pay your application fee (or any other processing fee for the request) and receive your response electronically. The account also allows you to track the progress of your request and see (or search) previous requests that you have made through this online account.

Create Your Account at IAPRequest.novascotia.ca



Once you click on “Sign In”, you will be directed to the Nova Scotia Login System.
If you already have an account created, you can use that account to access this system.
If you do not have an account already, you will need to create an account. You can find out more about the Nova Scotia Login System here: Nova Scotia Login System.

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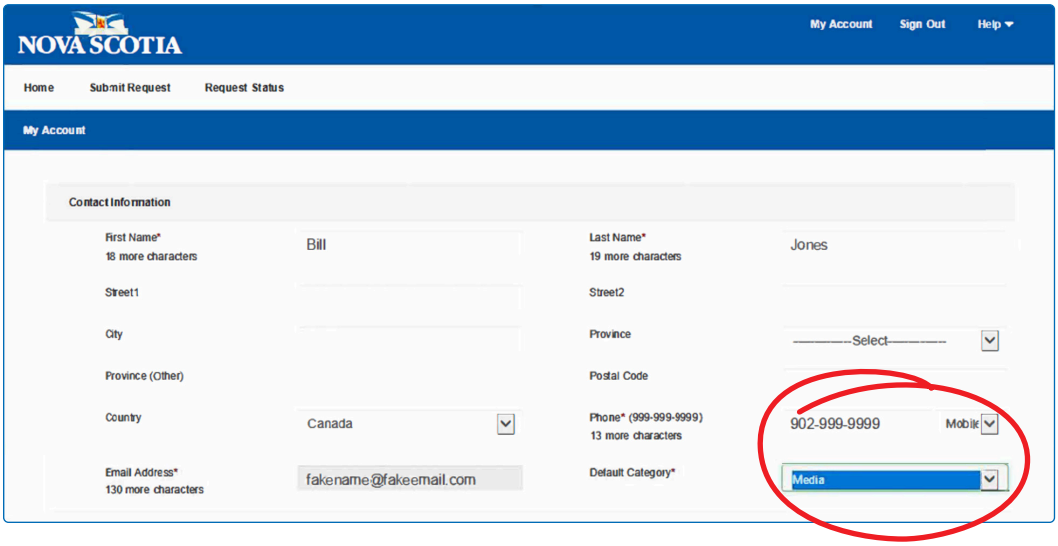
IAP Request Account – Public Access Link (PAL) 2

The Nova Scotia Login System will pre-populate your name and email address into the IAP Request Account. You will need to provide your phone number and Default Category (i.e. media, Private Individual /Public, etc.) to complete your profile in the My Account section.

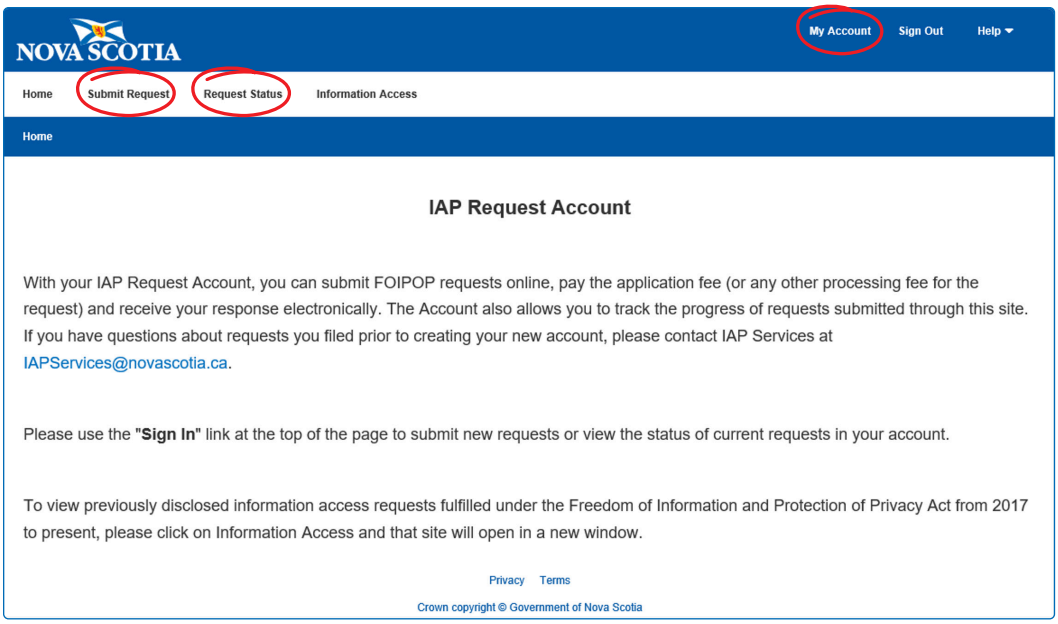
> **TIP** If you would like to get your FOIPOP responses in paper form (instead of receiving them online), you will need to provide your full mailing address to your account information.

Once you have created your profile, you will be able to log into the account at any time from any device.

The user name and password to sign into the IAP Request Account are managed by the Nova Scotia Login System. If you forget either one, please follow the instructions on their site.



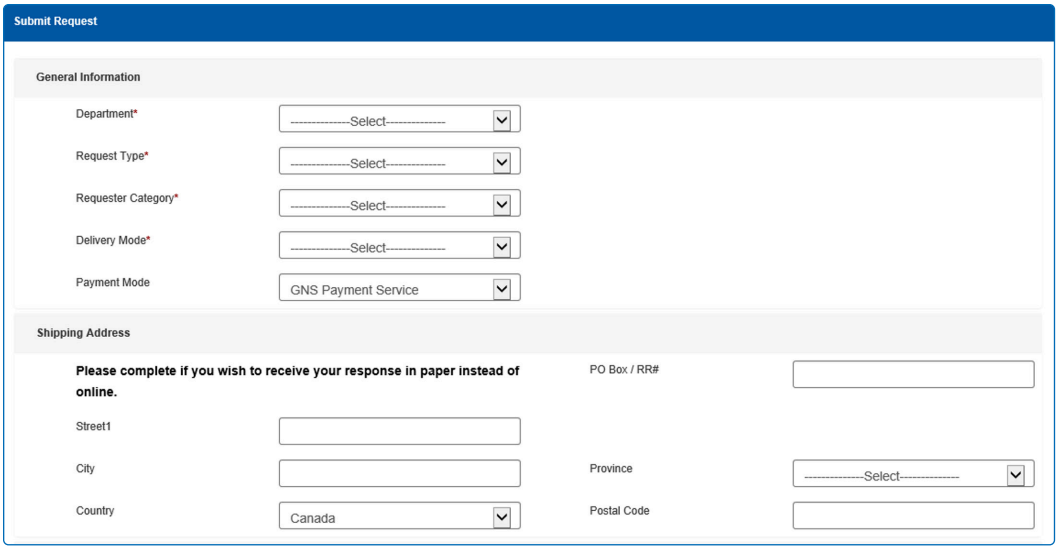
Once logged into your account, you can Search your previous requests made in through this account, View your request status, Submit a new request for information or View/Edit your profile.



1. Request Status:

a. In this section, you can browse the list of all requests you have submitted using this online account. From the list, you can click any file and get full details on the status of the request and see any documents that have been sent to you for each file.
b. If you need to pay a fee for your request, this information will be displayed in the “Fee Information” section of your request. You can select the fee and pay it online by clicking the “Pay Now” button. Fees can be paid online using Interac Online, Visa, Mastercard or American Express.

c. Contact information for the IAP Administrator who is processing your request is in correspondence you will have received on the request. If you have questions about the status of your application, you can call or email the IAP Administrator directly or contact IAPServices@novascotia.ca.



2. Submit Request:

a. When you want to submit a new FOIPOP request, you will be asked to choose the department to which you wish to submit your request. Use the drop-down menu to select the appropriate government department. If you are unsure of what department would hold the records, it is best to contact IAP Services before you begin to find out which department to send your request to. You can email IAP Services at IAPServices@novascotia.ca or call 844-424-2985 (toll-free in Nova Scotia) or 902-424-2985 (local calls in Halifax Regional Municipality). You can also contact the IAP Administrators for a Department to confirm that the Department will hold the record you are requesting at https://beta.novascotia.ca/get-help-information-access-foipop-request .

b. Next, choose the Request Type. If you are asking for just your own personal information, select “Personal Information;” if you are looking for both personal and general information select “Personal & General information.” If your request does not involve personal information select “General Information.” There is a mandatory $5.00 application fee for General requests and Personal/General requests. There is no fee for requests that involve only your own personal information.

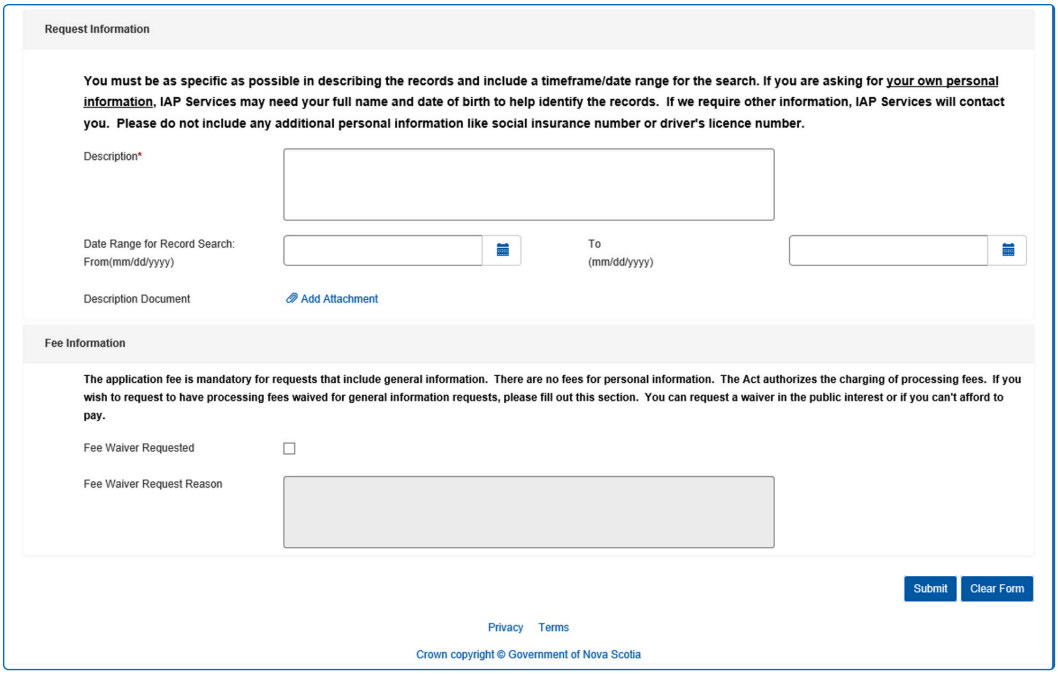
2. Submit Request *(continued)*:

c. Choose your Requester Category from the drop-down menu (e.g. Media, Business, Public/ Private Individual etc.).

d. You can also choose the way you would like to receive the response to your request in the drop-down list under "Delivery Mode:" You can choose to receive a paper copy of the records via regular mail; receive an electronic copy of the records through the online account (PAL); or via email. If you prefer to receive a paper copy, please provide a shipping address so that they can be mailed to you.

e. Next, you must enter a description of the records you are requesting. You must be as specific as possible in describing the records and include a timeframe/date range for the search. If you are asking for your own personal information, you may wish to include your date of birth as this helps the Department identify the records easily and quickly. If IAP Services requires more information or clarification for your request, we will contact you directly and your request will be placed on hold until the clarification is provided. **Please do not include any additional personal information like social insurance number or driver's license.**

TIP The system will be sending you emails with correspondence and it may wind up in your spam folder. You should check your spam folder to make sure you don't miss it.



2. Submit Request *(continued)*:

f. Submitting a new request is the place where you can upload documents for IAP Services if you want to provide additional information to help process your request. This may be the case if you are acting on behalf of someone else and we need a consent form to ensure we have the necessary permission to process the request. If you need help attaching information in your profile, please contact IAPServices@novascotia.ca.

g. Finally, if you believe that you have grounds to request a fee waiver for this request – in the event that processing fees may be required – you can check "yes" (see Section 11 of the FOIPOP Act for details related to fees and fee waivers). No fees are charged for Personal Information requests). If there are no grounds for a fee waiver, select "no."

h. When all the information has been entered, click "Submit" to send in your request.

2. Submit Request *(continued)*:

i. If an application fee is required, you will immediately be transferred to the payment page (which will open as new window). You must pay the $5.00 application fee to proceed. Once the fees are paid, your new file details will be visible, including Request Number and description of your request.

j. Request intakes are processed at IAP Services on the first business day following receipt of your application. Public Bodies have 30 days in which to respond to your request (or longer with approved extensions). Until your request is processed through our intake process the status of the file will display “Received.” Once it has completed intake, the status will update to “Assigned for Processing”.

3. My Account:

a. In this section of your account, you can view, edit or update your personal profile information, including your name, address, phone number or email address.