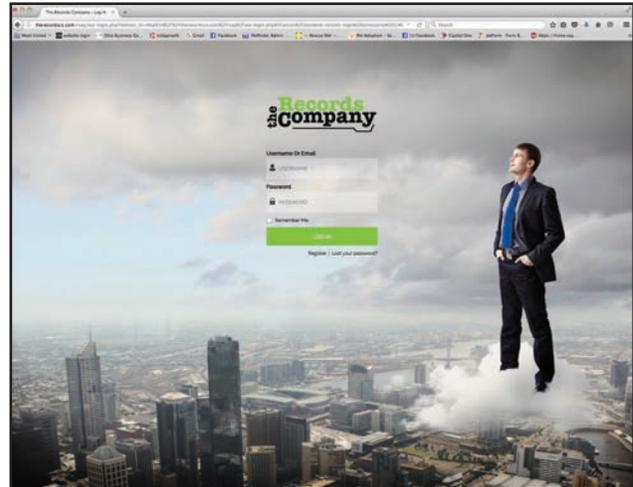# Submit a Request ...The Easy Way.
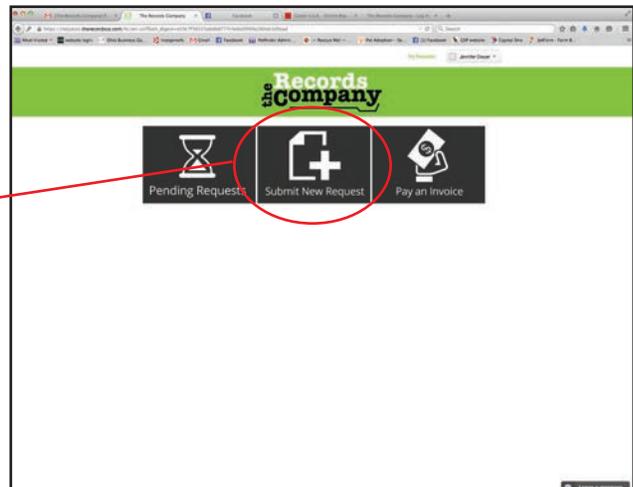
Reliable. Secure. Advanced.

Whether submitting one request or multiple, use this handy guide to easily navigate your way through the process.
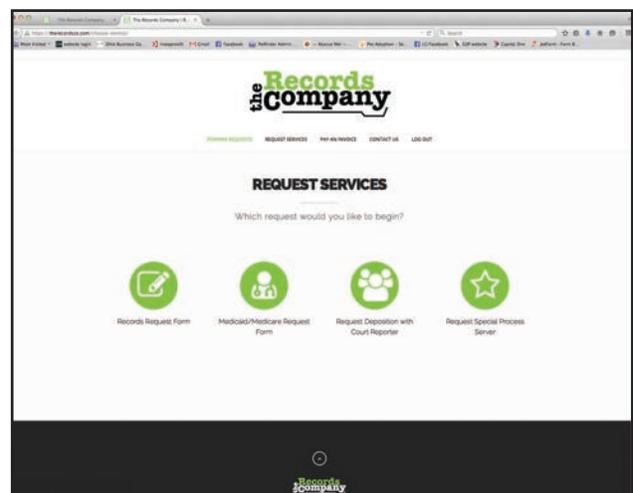

First make sure you are logged into your account. From the home screen, click on 'Registered? Login Now' button in the main area to be directed to this login screen. If you haven't created an account yet, you must first create one by clicking this same button then clicking 'Register' (below the green button) once you see the screen to your right.

To start your request click on the 'submit new request' button.

You will be taken to this screen where you click on the green circle of the type of request you would like to submit.

Submit a Request ...The Easy Way.

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Getting started doesn't have to be difficult. Follow these simple steps to set up your account and start submitting requests.

Fill in the fields to process your request. All fields with an asterisk (*) are required to be filled in for us to process your request properly. The green progress bar at the top will be completely green when you get to the last page of your request.

Click the 'next' button to continue.

Continue filling out your information being sure to fill in **all** asterisked fields.

Click the 'next' button to continue.

Continue filling out your information being sure to fill in **all** asterisked fields.

Click the 'next' button to continue.

Submit a Request ...The Easy Way.

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Submitting requests is easy if you follow these simple steps.

Continue filling out your information being sure to fill in **all** asterisked fields.

Click the 'next' button to continue.

Enter your billing information by selecting an account on file or creating a new account. Then hit next.

Review all of your entries before hitting submit.

Submit a Request ...The Easy Way.

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Submitting requests is easy if you follow these simple steps.

Once you hit submit, you will receive this confirmation screen. A request ticket will be created in the online system within 24 hours of request submission. Once this is created, you will receive an email from our team.

After receiving this email, you will be able to view the status of your request via your client portal at any time by logging into the system directly via The Records Company website.
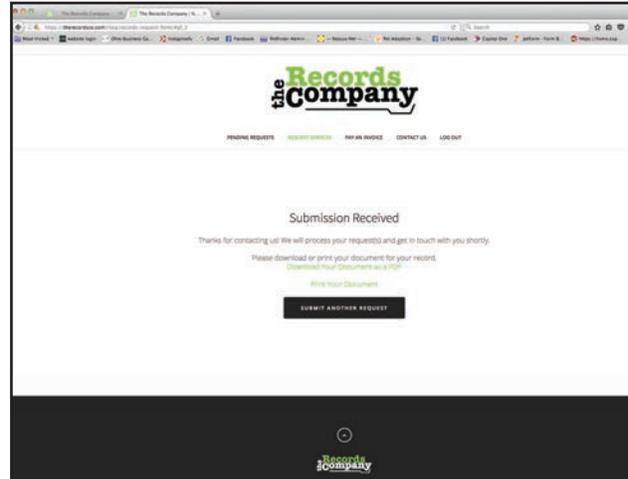
To view your request status, first login to the system (see step one). Once logged in, click on the 'pending requests' icon.

You can click on the request directly to view details.
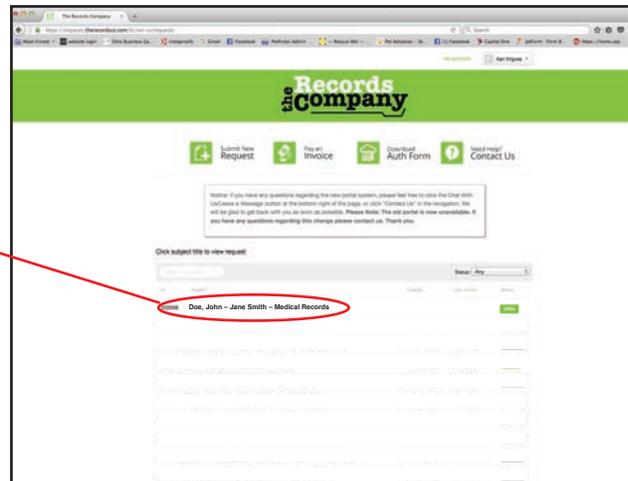
After clicking on the request, you will see a screen similar to this. From here you can submit comments and view detailed status information.