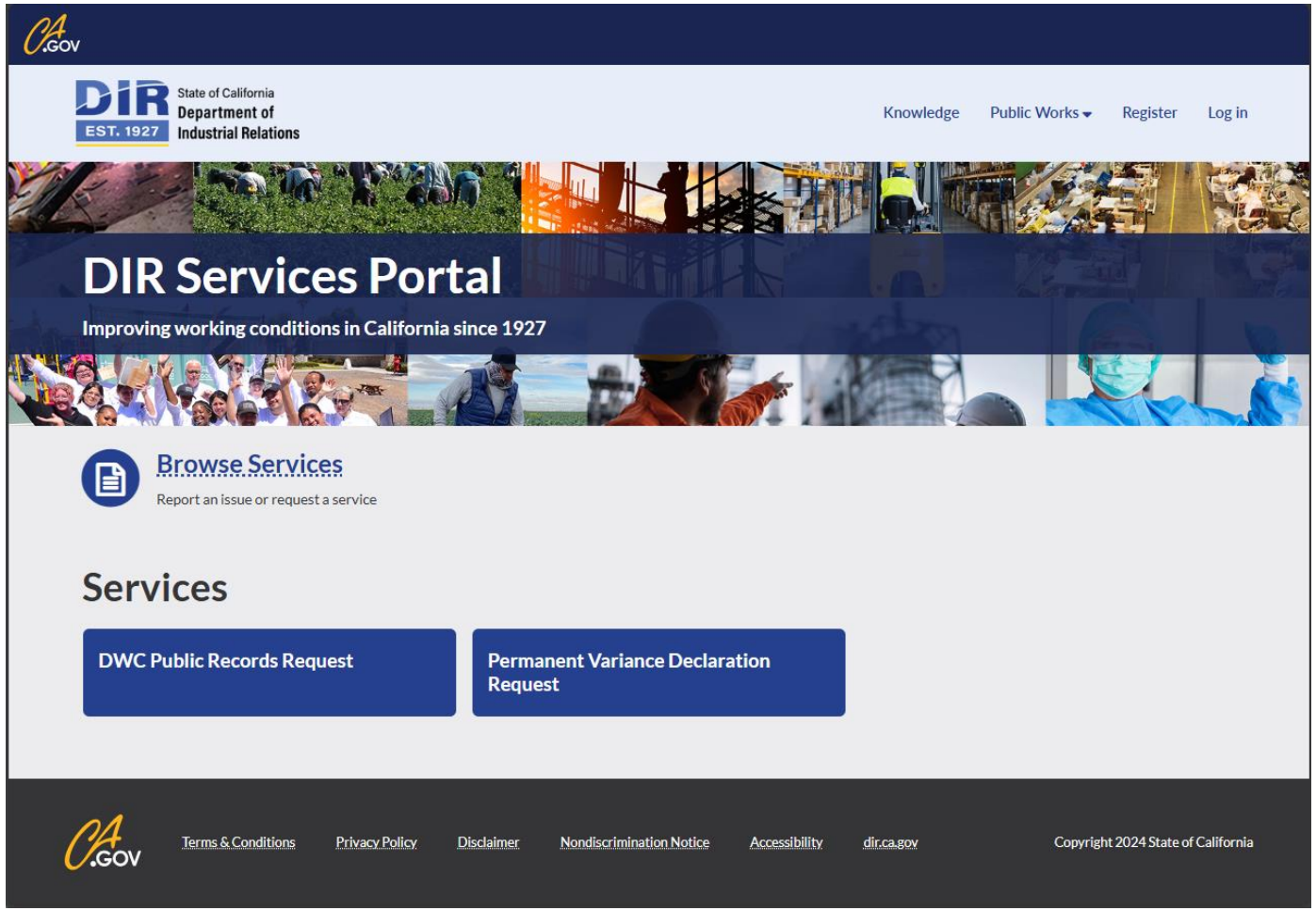
Registration Guide

Department of Industrial Relations (DIR) Services Portal

DIR Services Portal

Individuals and businesses can register for an account in the DIR Services Portal to:

- Submit public records requests to the Division of Workers' Compensation (DWC)
- Track the status of requests
- Process payment for requested records
- Download requested records

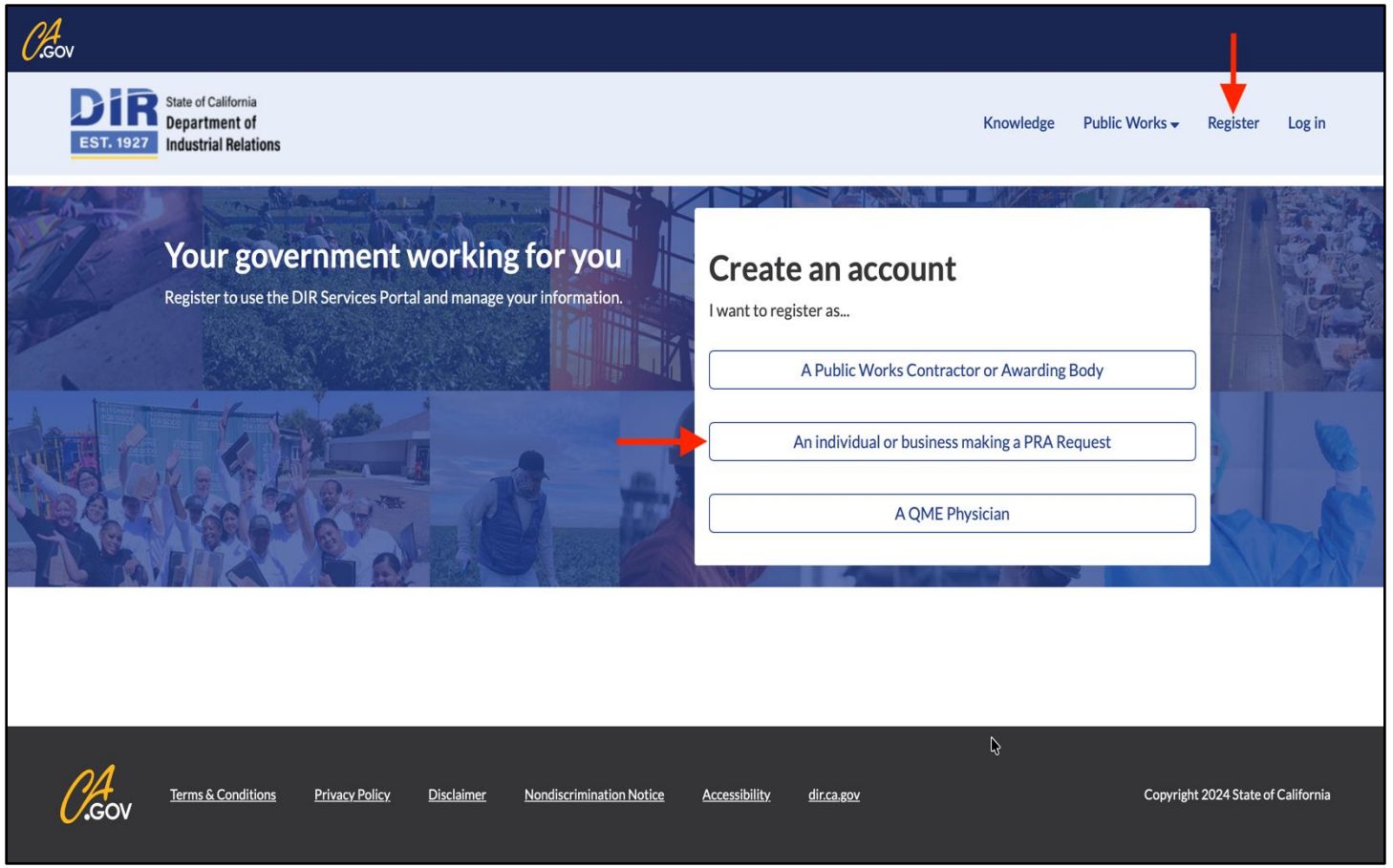


Getting Started

An email address is required when registering for an account. An email address can only be associated with a single account.

To begin registering for a new account to submit and track PRA requests:

1. Navigate to https://services.dir.ca.gov/gsp
2. Click “Register”
3. Select “A individual or business making a PRA Request”



Selecting an Account Type

Select “An individual” if:

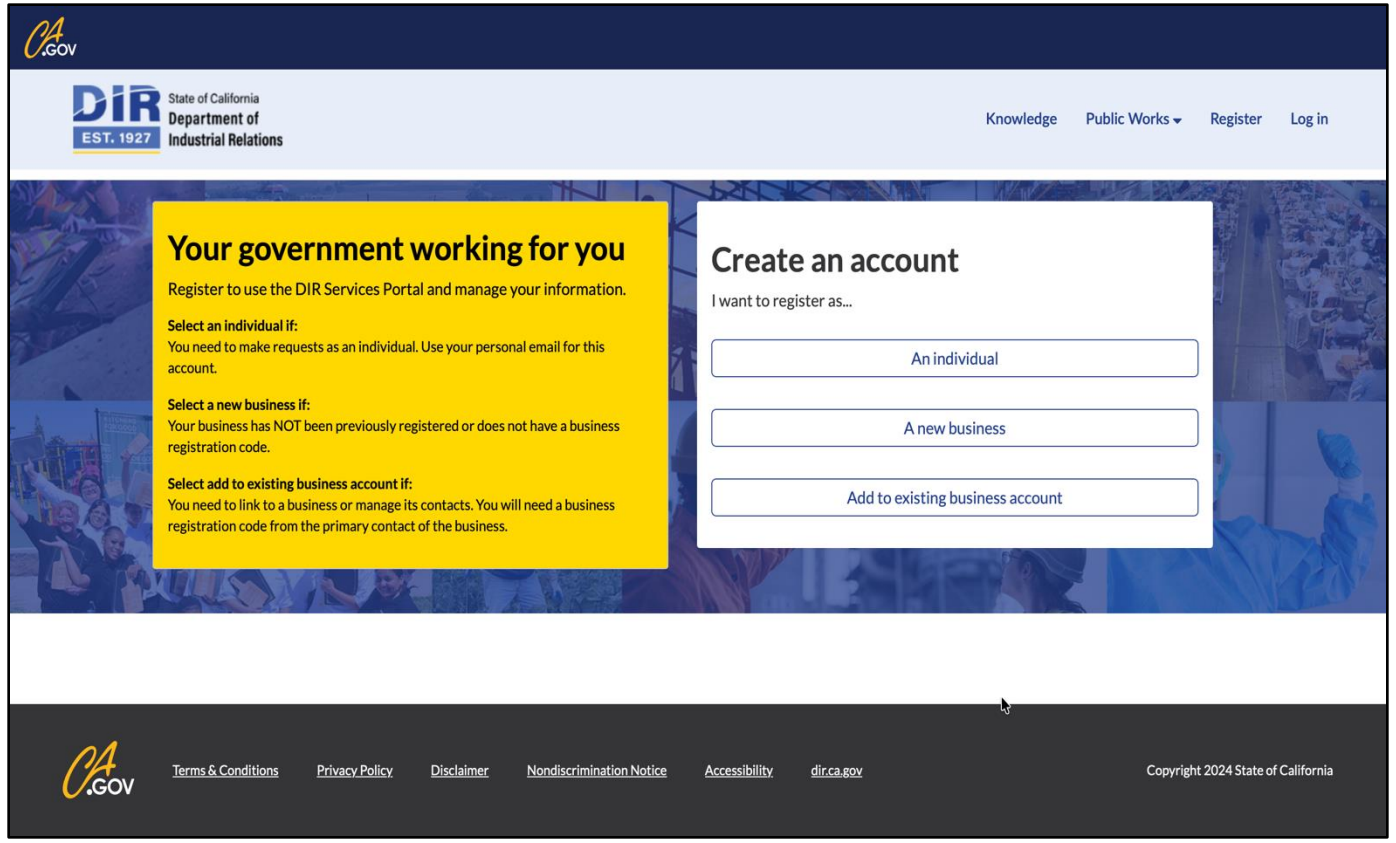
You need to make requests as an individual. Use your personal email for this account.

Select “A new business” if:

Your business has NOT been previously registered or does not have a business registration code.

Select “Add to existing business account” if:

You need to link to a business or manage its contacts. You will need a business registration code from the primary contact of the business.

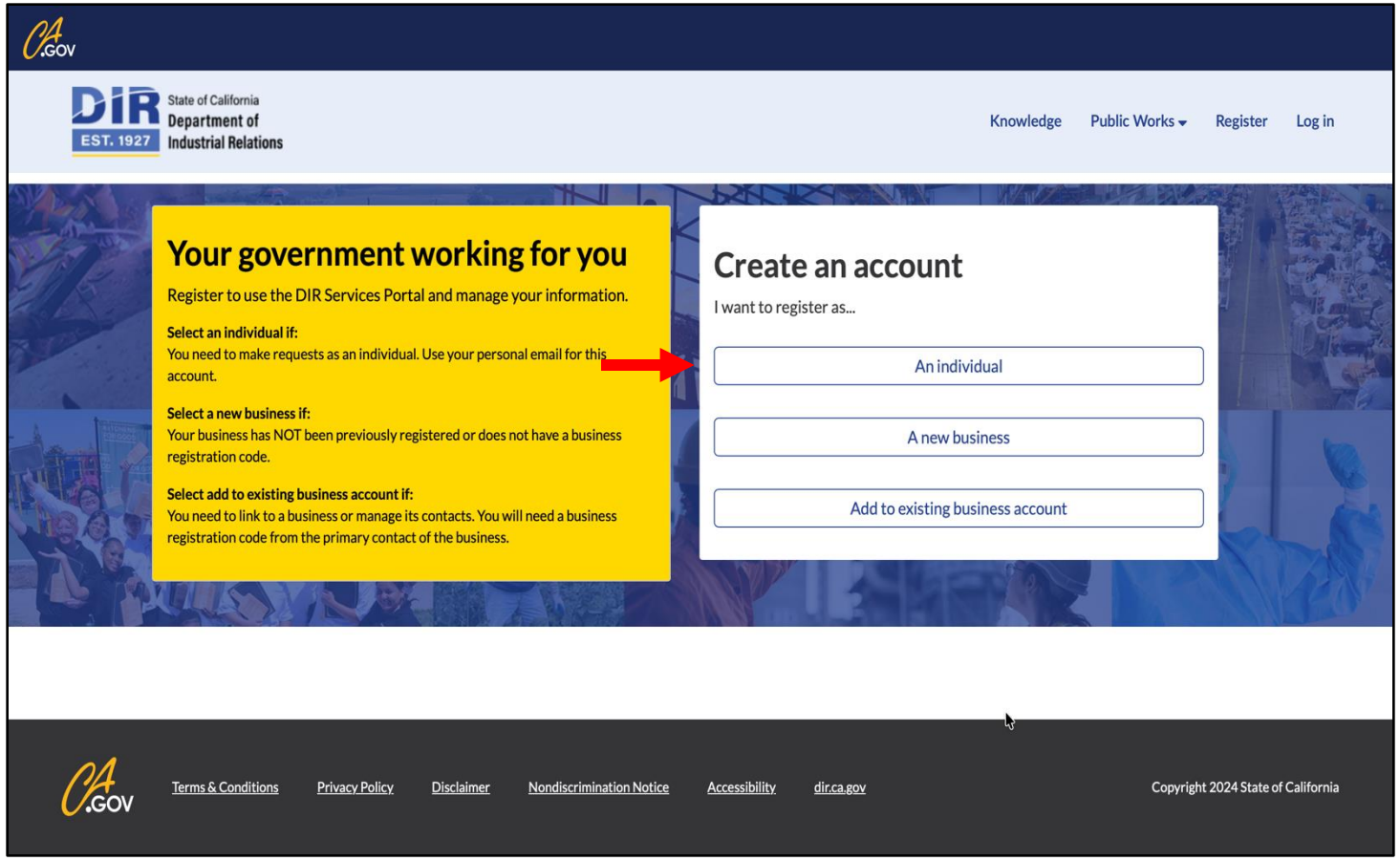


Individual Registration

To register as an individual:

1. Select “An individual”
2. Fill out and submit the registration form
3. Click “Verify Email” in the verification email you receive

Once you have successfully verified your email address, you can log in and start using the DIR Services Portal.



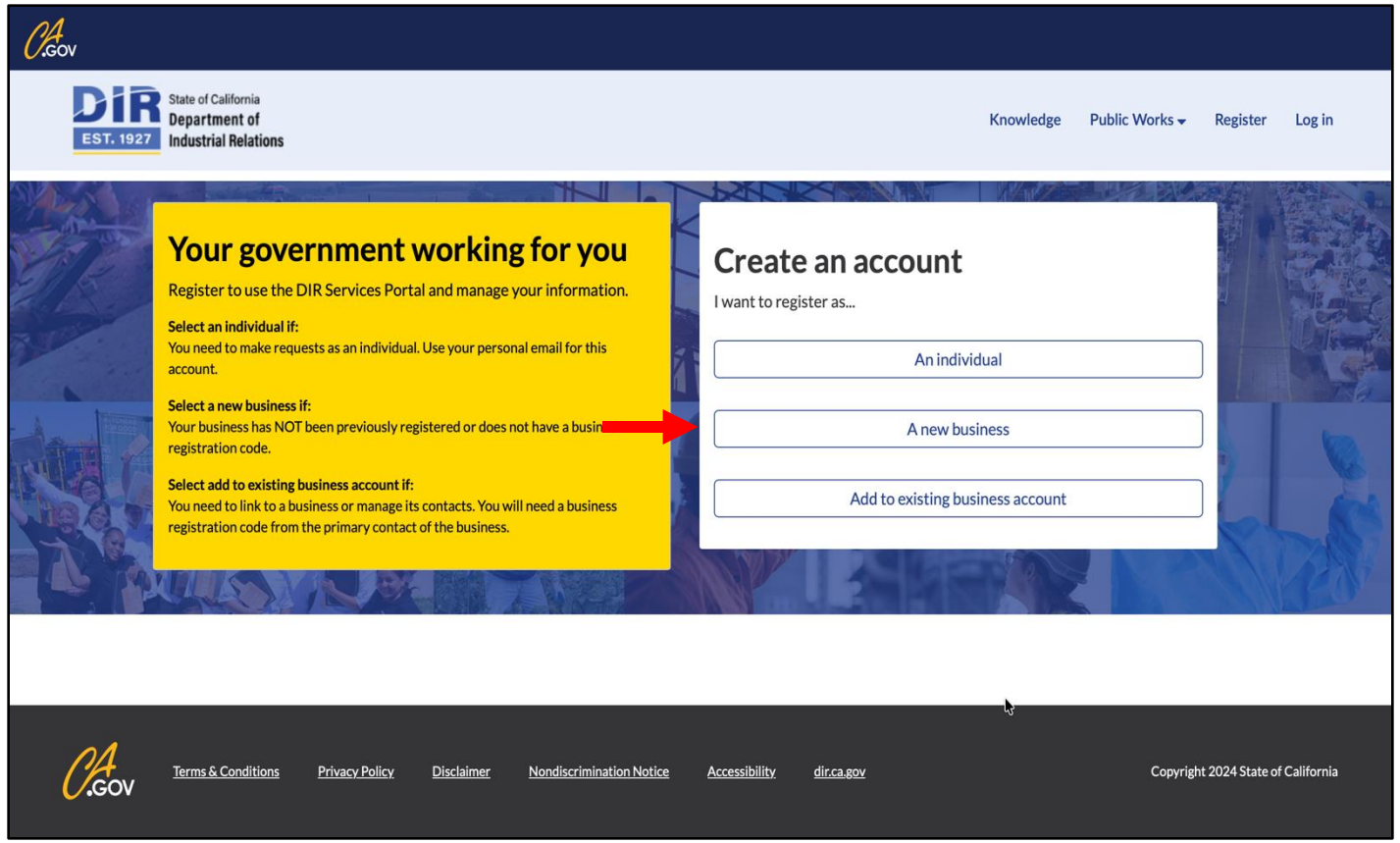
Business Registration

To register a new business:

1. Select “A New Business”
2. Complete and submit the registration form
3. Keep track of the registration code you enter
4. Wait for your business registration request to be approved

Once your registration request is approved by the Department of Industrial Relations (DIR), the business’s primary contact will receive an email with login credentials.

The primary contact can share the registration code with other employees, allowing them to register as business contacts.

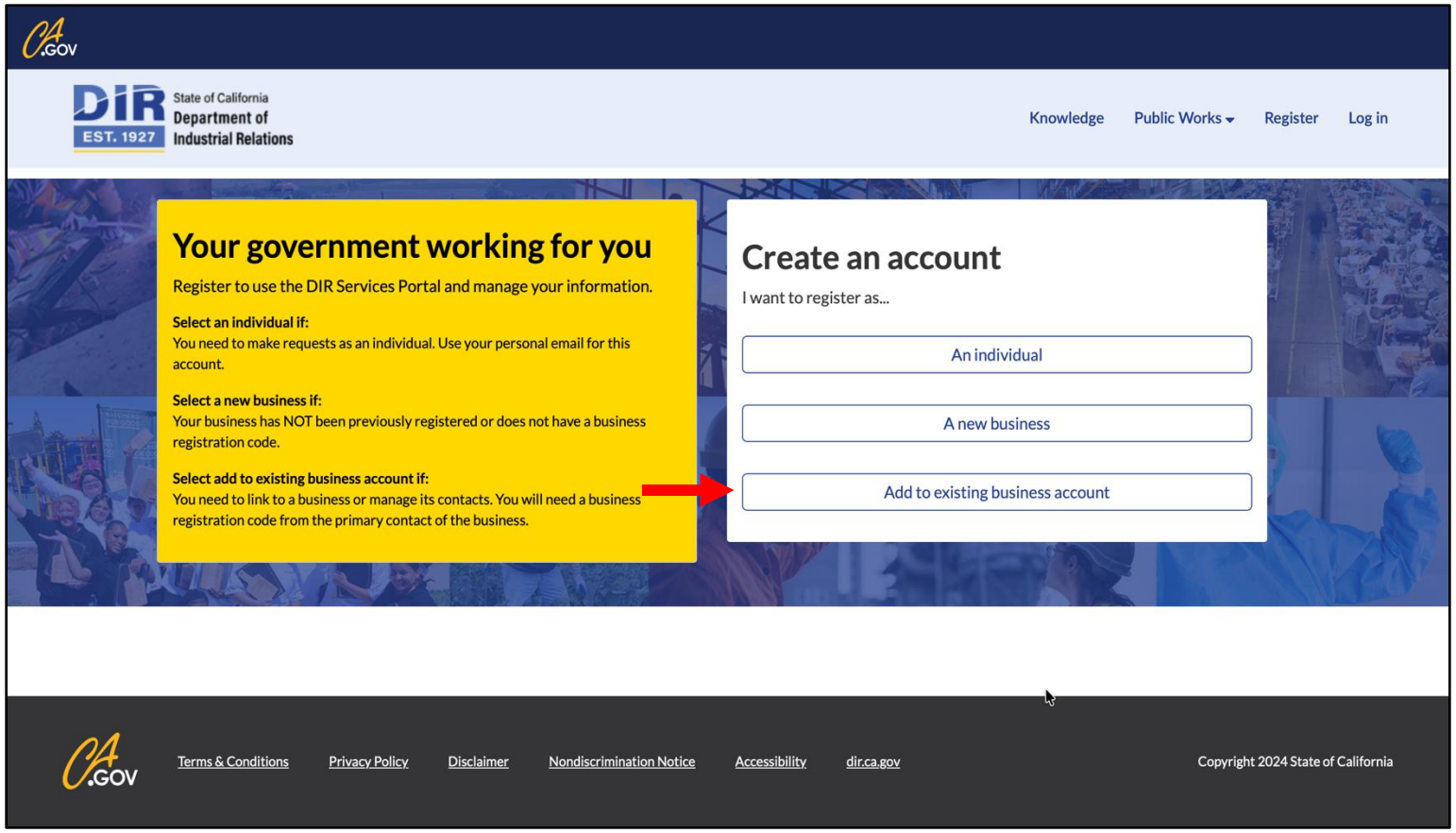


Add To Existing Business Account

To register as a business contact:

1. Select “Add to existing business account”
2. Fill out and submit the registration form using the registration code provided by the primary contact of the business
3. Wait for your registration request to be approved

Once your business's primary contact approves your registration request, you will receive an email containing your login credentials.

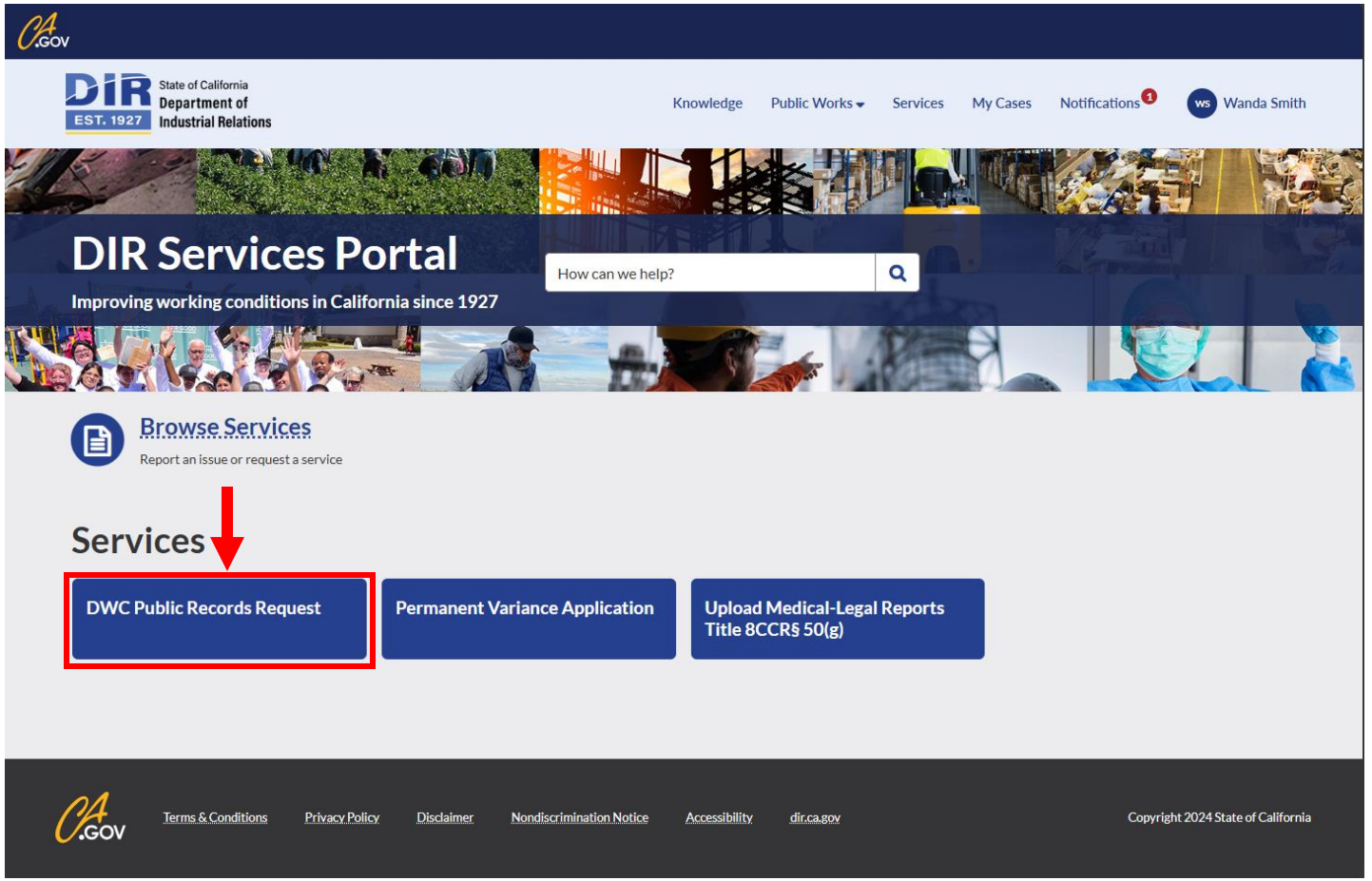


Submitting a DWC Public Records Request

After registering for an account, you can submit a request for public records from the Division of Workers' Compensation (DWC) through the DIR Services Portal.

To submit a DWC public records request:

1. Log in to the DIR Services Portal
2. Click the "DWC Public Records Request" tile
3. Complete and submit the request form



Tracking the Status of a Request

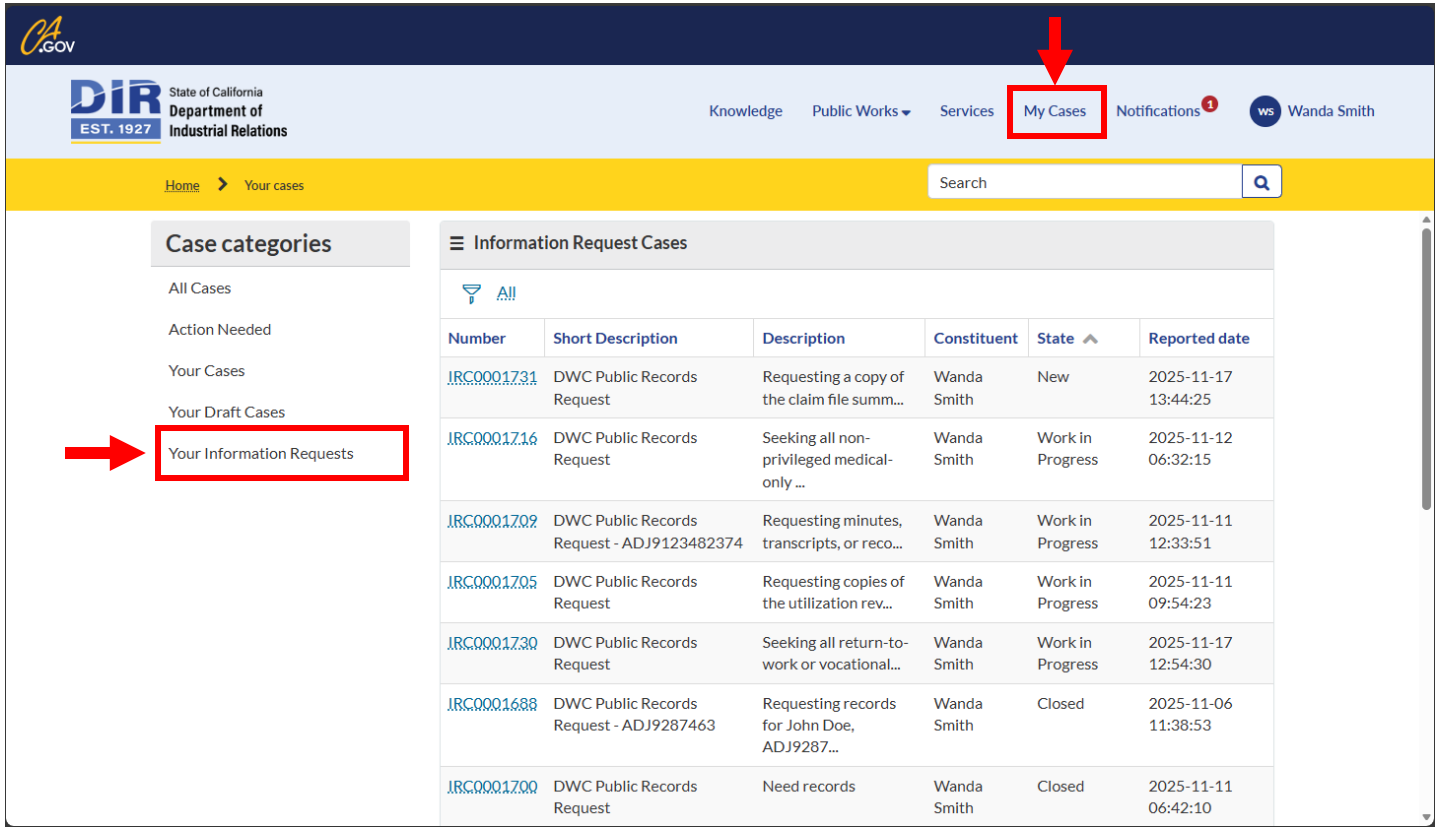
To view the status of your DWC public records request:

1. Click “My Cases” in the navigation menu
2. Click the “Your Information Requests” category

The list provides an overview of each request, including the current state.

Select a request from the list to view more detailed request information, respond to messages from DWC staff, and more.

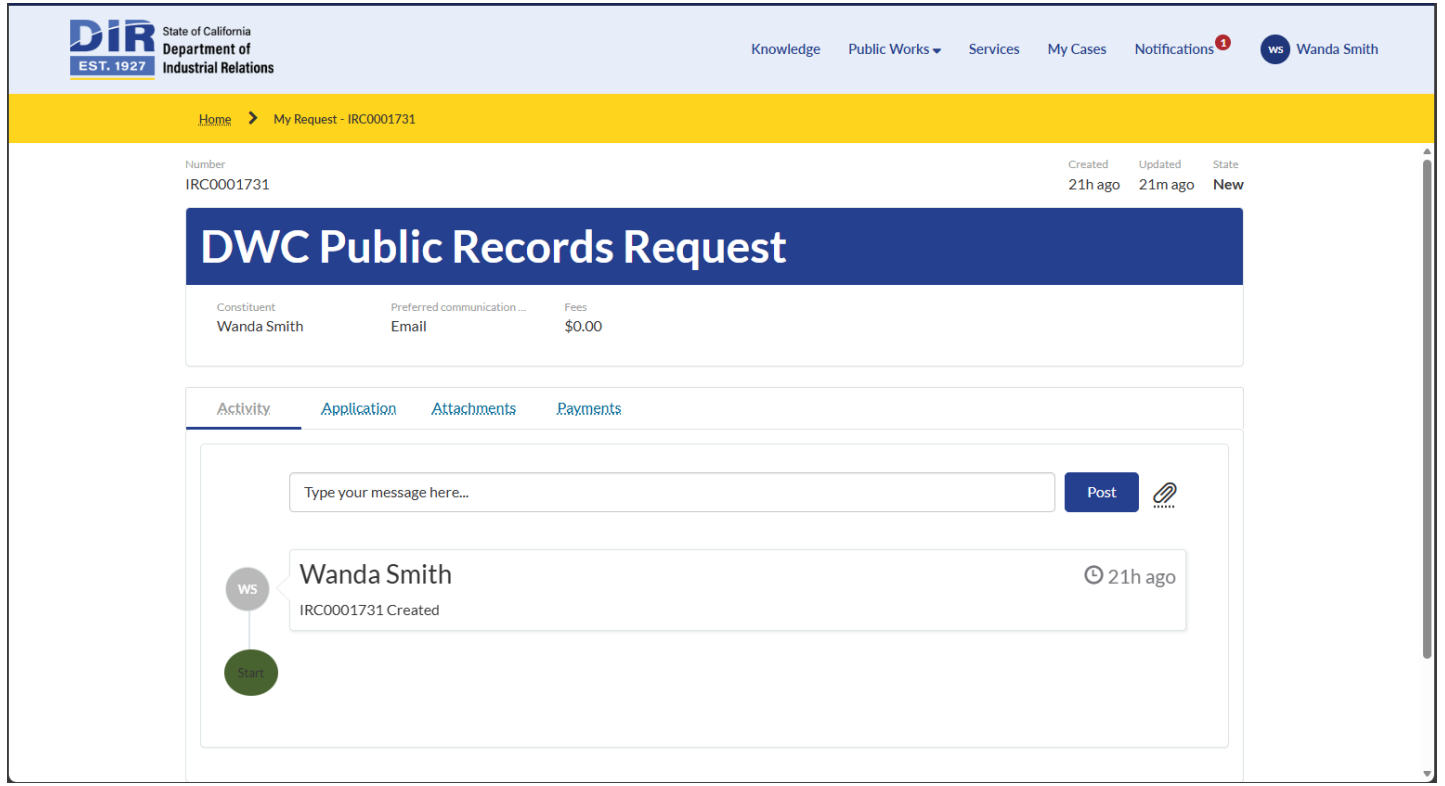
An indicator is displayed next to the "Notifications" navigation menu item when DWC staff requests additional information or there is a payment related to your request.



Viewing a Request

The **Activity** tab lets you view and respond to communication from DWC staff. Comments can no longer be added after your request is closed.

The **Application** tab displays a copy of the request form you submitted, or one submitted on your behalf by DWC staff.

The **Attachments** tab lets you to view and download attachments added by you or DWC staff, including any requested records that are available for download.

The **Payments** tab lets you view and pay any fees associated with your request using credit card or ACH, if applicable.