

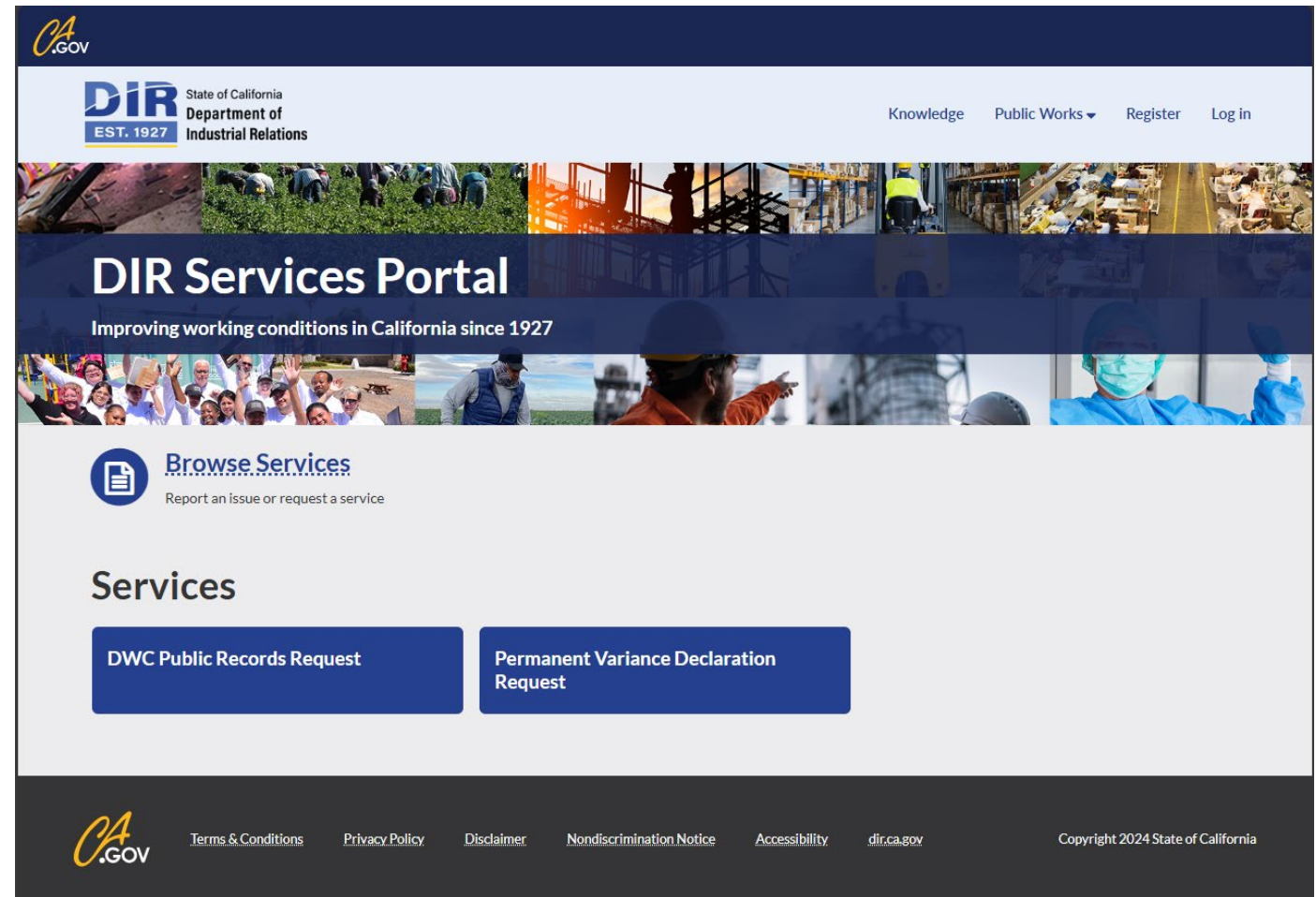
Registration Guide

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

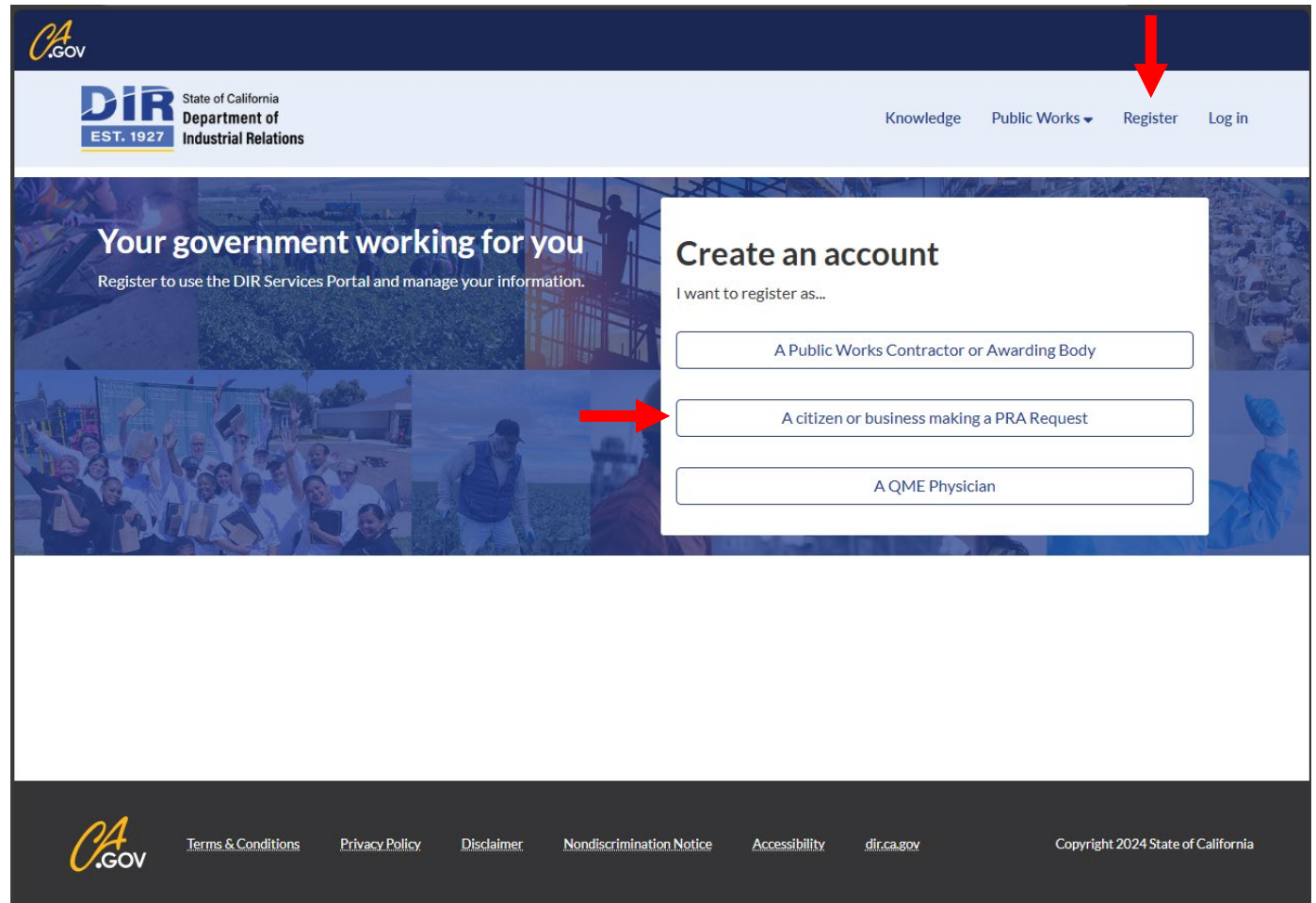


Getting Started

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 citizen or business making a PRA Request”



The screenshot shows the DIR (Department of Industrial Relations) Services Portal. At the top, the CA.GOV logo is on the left, and the DIR logo with 'EST. 1927' is in the center. To the right of the DIR logo is the text 'State of California Department of Industrial Relations'. Further right are links for 'Knowledge', 'Public Works', 'Register', and 'Log in'. A red arrow points to the 'Register' link. Below the header is a banner with the text 'Your government working for you' and 'Register to use the DIR Services Portal and manage your information.' On the right side of the banner is a 'Create an account' form. The form has the heading 'Create an account' and the text 'I want to register as...'. Below this text are three radio button options: 'A Public Works Contractor or Awarding Body', 'A citizen or business making a PRA Request', and 'A QME Physician'. A red arrow points to the 'A citizen or business making a PRA Request' option. At the bottom of the page is a footer with the CA.GOV logo, links for 'Terms & Conditions', 'Privacy Policy', 'Disclaimer', 'Nondiscrimination Notice', 'Accessibility', and 'dir.ca.gov', and the text 'Copyright 2024 State of California'.

Selecting an Account Type

Select “A citizen” if:

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

Select “A business contact” 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.

Select “A new business” if:

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

The screenshot shows the DIR Services Portal registration page. At the top, there is a dark blue header with the CA.GOV logo on the left and navigation links for Knowledge, Public Works, Register, and Log in on the right. Below the header is a light blue banner with the DIR logo (EST. 1927) and the text 'State of California Department of Industrial Relations'. The main content area has a blue background with a grid of images. On the left, a yellow box titled 'Your government working for you' contains instructions for three account types: 'Select a citizen if:', 'Select a business contact if:', and 'Select a new business if:'. On the right, a white box titled 'Create an account' has the text 'I want to register as...' followed by three buttons: 'A citizen', 'A business contact', and 'A new business'.

CA.GOV

DIR EST. 1927 State of California Department of Industrial Relations

Knowledge Public Works Register Log in

Your government working for you
Register to use the DIR Services Portal and manage your information.

Select a citizen if:
You need to make requests as an individual. Use your personal email for this account.

Select a business contact 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.

Select a new business if:
Your business has NOT been previously registered or does not have a business registration code.

Create an account
I want to register as...

A citizen

A business contact

A new business

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Citizen Registration

To register as an individual citizen:

1. Select “A citizen”
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.

CA.GOV State of California
DIR Department of Industrial Relations
EST. 1927

Knowledge Public Works Register Log in

Your government working for you

Register to use the DIR Services Portal and manage your information.

Select a citizen if:
You need to make requests as an individual. Use your personal email for this account.

Select a business contact 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.

Select a new business if:
Your business has NOT been previously registered or does not have a business registration code.

Create an account

I want to register as...

A citizen

A business contact

A new business

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Business Contact Registration

To register as a business contact:

1. Select “A business contact”
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.

The screenshot shows the DIR Services Portal registration page. At the top, the CA.GOV logo is on the left, and the DIR State of California Department of Industrial Relations logo is in the center. Navigation links for Knowledge, Public Works, Register, and Log in are on the right. The main content area features a yellow box titled 'Your government working for you' with instructions for selecting a citizen, a business contact, or a new business. A red arrow points from the 'Select a business contact if:' section to the 'A business contact' button in the 'Create an account' form. The footer contains the CA.GOV logo, links to Terms & Conditions, Privacy Policy, Disclaimer, Nondiscrimination Notice, Accessibility, and the website URL dir.ca.gov, along with a copyright notice for 2024.

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DIR State of California
Department of
Industrial Relations
EST. 1927

Knowledge Public Works Register Log in

Your government working for you
Register to use the DIR Services Portal and manage your information.

Select a citizen if:
You need to make requests as an individual. Use your personal email for this account.

Select a business contact 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.

Select a new business if:
Your business has NOT been previously registered or does not have a business registration code.

Create an account
I want to register as...

A citizen

A business contact

A new business

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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.

The screenshot shows the DIR Services Portal registration page. At the top, there is a header with the CA.GOV logo, the DIR logo (State of California Department of Industrial Relations, EST. 1927), and navigation links for Knowledge, Public Works, Register, and Log in. The main content area features a yellow box on the left titled "Your government working for you" with instructions on how to register as a citizen, business contact, or new business. A red arrow points from the "Select a new business if:" section to the "A new business" option in the "Create an account" form on the right. The form also includes options for "A citizen" and "A business contact". The footer contains the CA.GOV logo, links for Terms & Conditions, Privacy Policy, Disclaimer, Nondiscrimination Notice, Accessibility, and the website URL dir.ca.gov, along with a copyright notice for 2024 State of California.

CA.GOV State of California
DIR Department of Industrial Relations
EST. 1927

Knowledge Public Works Register Log in

Your government working for you
Register to use the DIR Services Portal and manage your information.

Select a citizen if:
You need to make requests as an individual. Use your personal email for this account.

Select a business contact 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.

Select a new business if:
Your business has NOT been previously registered or does not have a business registration code.

Create an account
I want to register as...

A citizen

A business contact

A new business

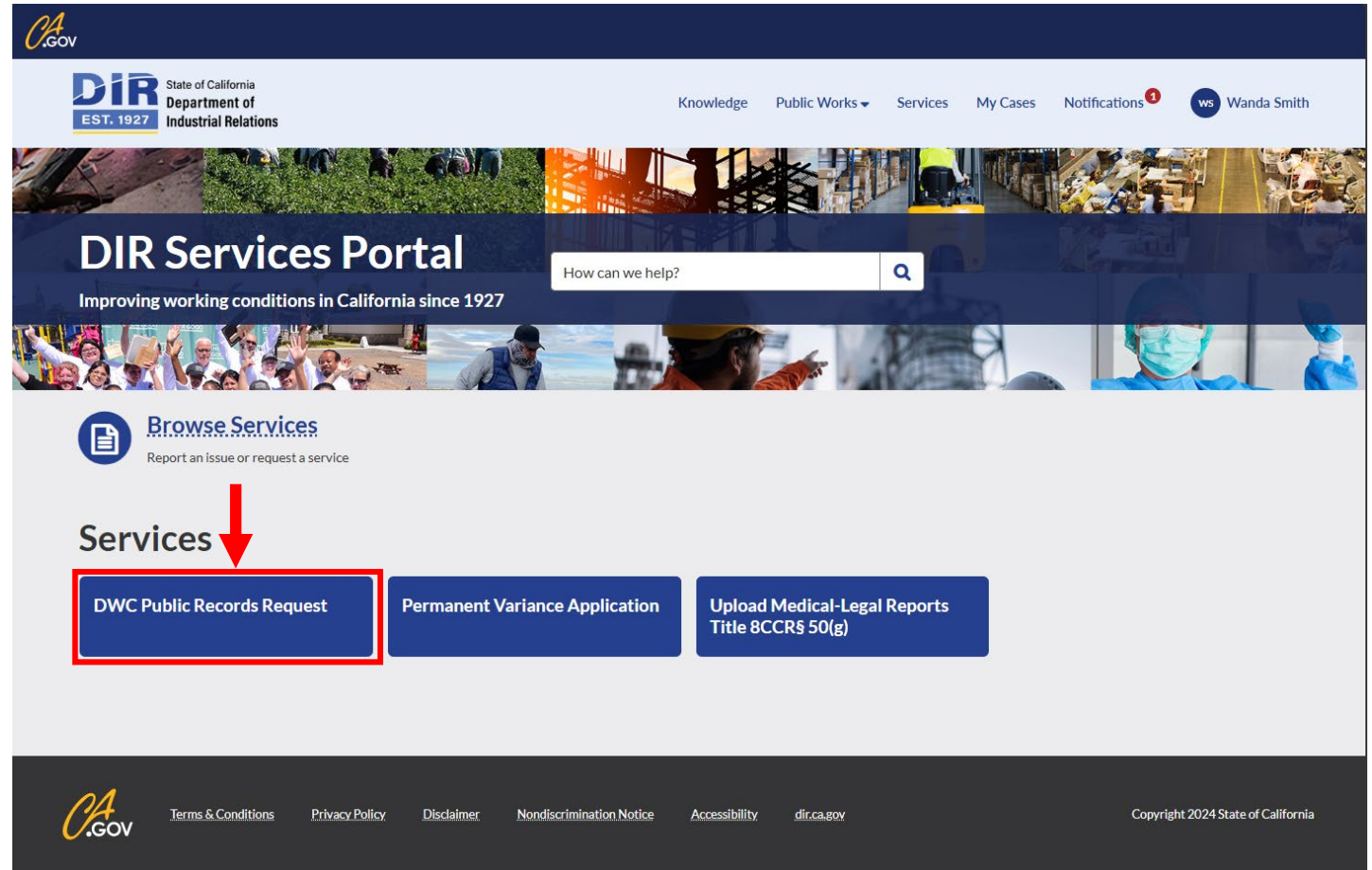
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Submitting a DWC Public Records Request

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

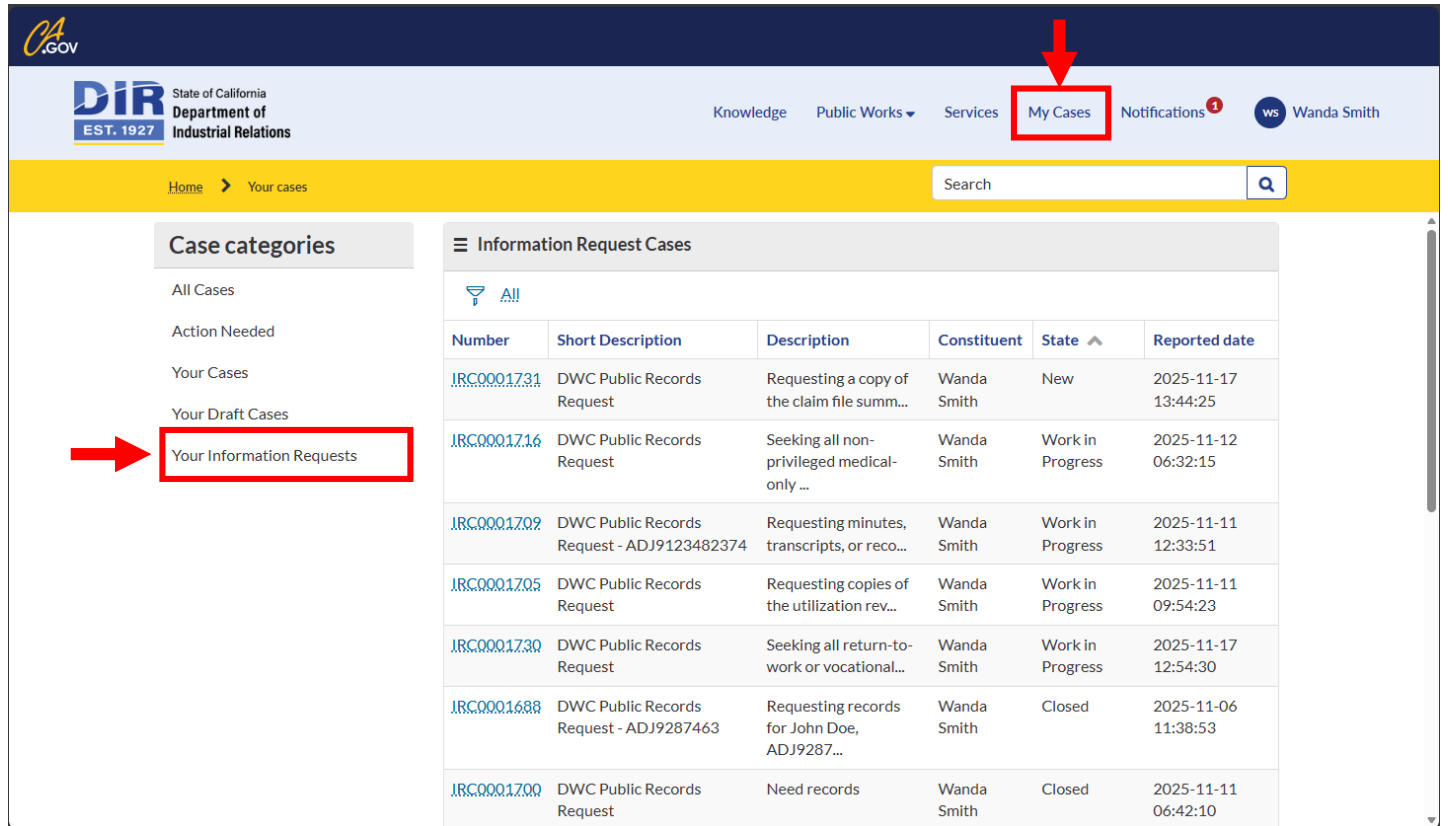
To view the status of your DWC public records request:

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.



The screenshot shows the DIR State of California Department of Industrial Relations website. The top navigation bar includes links for Knowledge, Public Works, Services, My Cases (highlighted with a red box and a red arrow), Notifications (with a red indicator), and a user profile for Wanda Smith. The left sidebar shows a list of Case categories: All Cases, Action Needed, Your Cases, Your Draft Cases, and Your Information Requests (highlighted with a red box and a red arrow). The main content area displays a table of Information Request Cases.

Number	Short Description	Description	Constituent	State	Reported date
JRC0001731	DWC Public Records Request	Requesting a copy of the claim file summ...	Wanda Smith	New	2025-11-17 13:44:25
JRC0001716	DWC Public Records Request	Seeking all non-privileged medical-only ...	Wanda Smith	Work in Progress	2025-11-12 06:32:15
JRC0001709	DWC Public Records Request - ADJ9123482374	Requesting minutes, transcripts, or reco...	Wanda Smith	Work in Progress	2025-11-11 12:33:51
JRC0001705	DWC Public Records Request	Requesting copies of the utilization rev...	Wanda Smith	Work in Progress	2025-11-11 09:54:23
JRC0001730	DWC Public Records Request	Seeking all return-to-work or vocational...	Wanda Smith	Work in Progress	2025-11-17 12:54:30
JRC0001688	DWC Public Records Request - ADJ9287463	Requesting records for John Doe, ADJ9287...	Wanda Smith	Closed	2025-11-06 11:38:53
JRC0001700	DWC Public Records Request	Need records	Wanda Smith	Closed	2025-11-11 06:42:10

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.

The screenshot displays the 'DWC Public Records Request' portal. At the top, the header includes the 'DIR' logo (State of California Department of Industrial Relations, EST. 1927) and navigation links: Knowledge, Public Works, Services, My Cases, Notifications (with a red badge), and a user profile for Wanda Smith. Below the header, a yellow bar shows the breadcrumb 'Home > My Request - IRC0001731'. The main content area features a table with request details: Number (IRC0001731), Created (21h ago), Updated (21m ago), and State (New). Below this is a dark blue banner with the title 'DWC Public Records Request'. A summary box shows the Constituent (Wanda Smith), Preferred communication (Email), and Fees (\$0.00). The 'Activity' tab is selected, showing a message input field with a 'Post' button and an attachment icon. Below the input field, a message from Wanda Smith is displayed, stating 'IRC0001731 Created' with a timestamp of '21h ago'. A green circular button with the text 'Start' is visible at the bottom left of the activity section.