



# OKIE811 Web Portal Update Ticket Tutorial

[www.okie811.org](http://www.okie811.org)

Updating an existing locate request ticket is quick and easy via the OKIE811 Web Portal!  
Submitting Updates via the Portal will result in an immediate new ticket number, no wait!

To **“Update”** an existing ticket, you must be a registered user.

At the top right corner of the OKIE811 Web Portal home page, **“Login”** to your account.



View and Agree to the OKIE811 Portal Terms of Use.

Select **“Find Tickets”** at the top left corner of the page.



You can update an existing ticket via the 14 digit ticket number or you may select the ticket from your companies' listed tickets in the display. Enter the ticket number into the 'ticket number' field and hit enter on your keyboard or select **“Search”**.

Or you may also update a ticket from the list of your companies' tickets that displays on the right side after logging in. Find the ticket you wish to Update and double-click to view.

Creation	Number	Type	Street	City	County	Should Update By	Good Until
3/26/2018 12:09:06 PM	18032612090004	Normal	E0770 RD	RURAL OF TAL...	DEWEY	4/5/2018 12:00...	4/9/2018 12:00...
3/26/2018 10:14:11 AM	18032610140003	Normal	N Robinson Ave	OKLAHOMA CITY	OKLAHOMA	4/5/2018 12:00...	4/9/2018 12:00...
3/26/2018 9:10:40 AM	18032609100002	Update - Extend	N WESTMINSTE...	JONES	OKLAHOMA	4/5/2018 9:15:...	4/9/2018 9:15:...
3/26/2018 9:08:50 AM	18032609080001	Update - Extend	N WESTMINSTE...	JONES	OKLAHOMA	4/5/2018 9:15:...	4/9/2018 9:15:...
3/23/2018 3:54:18 PM	18032315540006	Normal	HAWKINS ST	CHOCTAW	OKLAHOMA	4/4/2018 12:00...	4/6/2018 12:00...

Once you have selected a ticket number to update, the ticket details will now be displayed.

**OKIE 811 TICKET 1803091538001**

Previous:  
Source: Portal Ticket  
Type: Normal  
By: rfreeman  
Hours Notice: 48  
Date: 3/9/2018 3:38:42 PM

Geographic Location

Latitude	Longitude
35.473601	-97.336675
35.475872	-97.334915

**Response Status As Of Tuesday, March 27, 2018 1:50 PM**

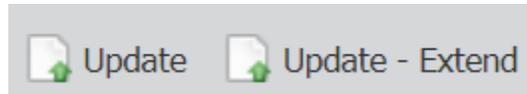
STATUS	CODE	NAME	FACILITIES
--------	------	------	------------

Excavator Information

RENELLE FREEMAN  
6908 N ROBINSON AVE  
OKLAHOMA CITY, OK 73116

Review the ticket details to ensure you have entered the ticket number for the correct dig site and all information is accurate and unchanged.

In the toolbar at the top of the ticket view, there are two types of Update tickets to choose from. “Update” and “Update – Extend”



Select “Update” if you need to extend the ticket for another 10 business days and the lines DO need to be checked/refreshed by the locator.

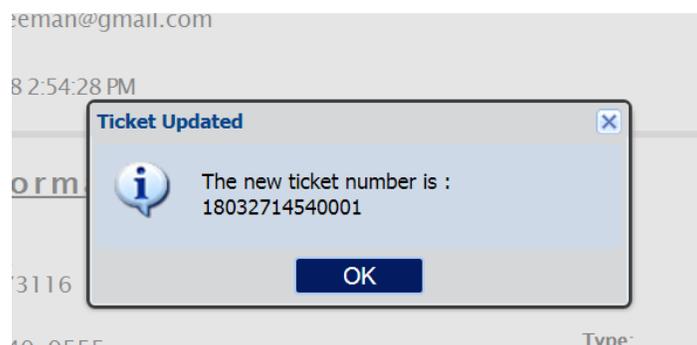
Select “Update – Extend” if you only need to extend the life of the ticket for another 10 business days and the markings are still visible and they DO NOT need to be checked/refreshed by the locator. The locators may or may not return to the site to validate the markings.

Once you have selected the type of Update ticket, you will be presented with a dialogue box to confirm you want to update the ticket.

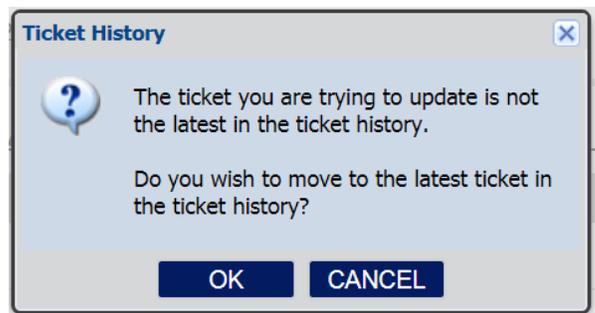
At this point, you also have the ability to change the “Contact” person’s Name, Phone, and Email address if needed. Simply enter the new Contact information. The new contact information will be sent on the new ticket number that is generated. This will not change the email address the copy of the ticket is being sent to.

A dialog box titled 'Update - Extend'. The text inside reads: 'Please be advised that all listed members will receive this update notification. However, you have indicated the members' markings are still visible and do not need to be refreshed. Therefore the members may or may not return to the site to validate the markings, but they still have the full 48 hours to do so. If you do not wish to continue with updating your ticket please select the Cancel option.' Below this is a text area containing 'Update to extend life of ticket only, no need to refresh markings'. Underneath is a bold instruction: 'If the contact information has not changed, you do not need to provide values.' This is followed by three input fields labeled 'Contact:', 'Phone:', and 'Email:'. At the bottom are 'OK' and 'CANCEL' buttons.

Click “OK” to submit the Update ticket – You will be presented with a new ticket number and the ticket details for the new ticket will be displayed on the screen.



If the ticket number you entered is not the newest ticket number in the history, you will be prompted to confirm you wish to move to the newest ticket number.



To confirm, select "OK" and the details of the newest ticket in the history will display on the screen. Review the ticket details to ensure the information is accurate. At this point, you will begin the Update process on the newer ticket by selecting the "Update" or "Update - Extend".

**Please note** - Some ticket types and any ticket that is less than 3 days old or more than 30 days old cannot be updated via the OKIE811 Web Portal.

**If the "Update" or "Update - Extend" buttons are deactivated**, please contact the OKIE811 center to speak with a representative who can assist you.



**Helpful Tip:** If you have a delayed job with an existing ticket number that is more than 30 days old, and you are now ready to work the job, you can use the "Copy" feature in the tool bar at the top of the ticket details to copy that ticket's exact information into a brand new ticket submission. Please make any edits as necessary to the new ticket before submitting.

