OKIE811 Web Portal "Find Tickets" Tutorial

www.okie811.org

If you would like to view the ticket details on an existing locate request ticket, its simple! You can use the OKIE811 Web Portal **"Find Tickets"** feature to search existing locate request tickets.

*You do not have to log in or be a registered user to search by ticket number.

From the OKIE811 Web Portal home page, click on **"Find Tickets"** in the top left corner.

Enter a valid 14 digit ticket number and hit Enter on your keyboard or click on "Search". The ticket details will display to the right.
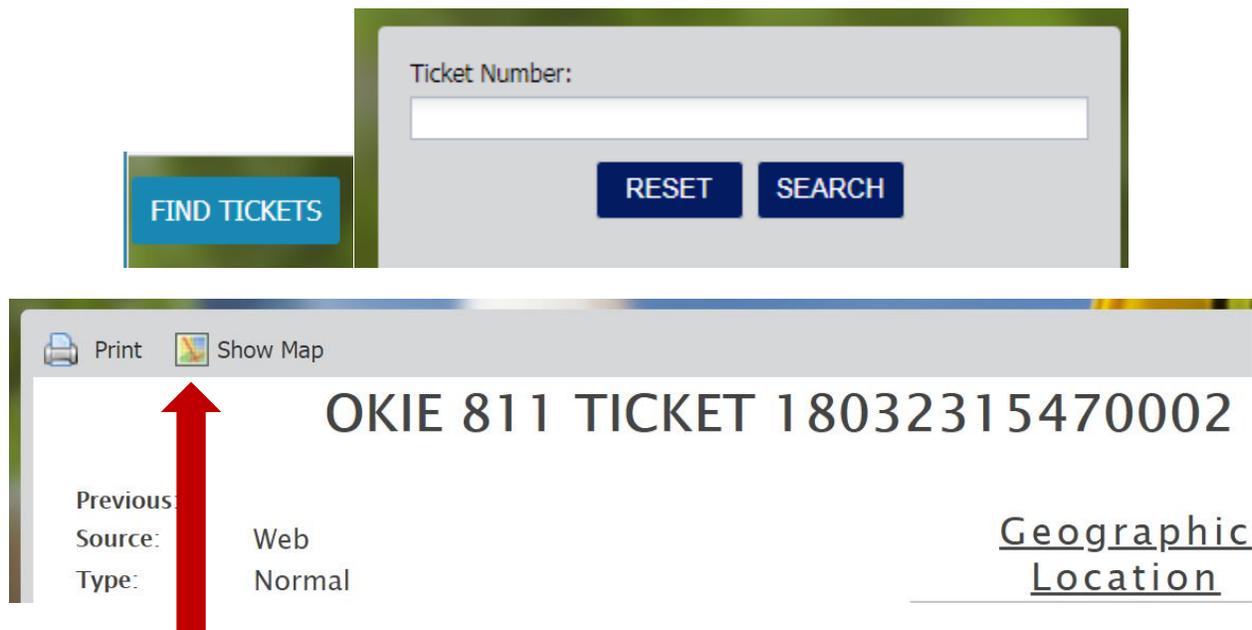
In this view, you have the ability to **"Print"** the ticket or **"Show Map"**.

Selecting **"Show Map"** will take you to a map view. This indicates the dig site marked by the OKIE811 CSR or the Excavator based on the work site information on the ticket. All OKIE811 Members registered within this marking are notified on the OKIE811 Locate Request.
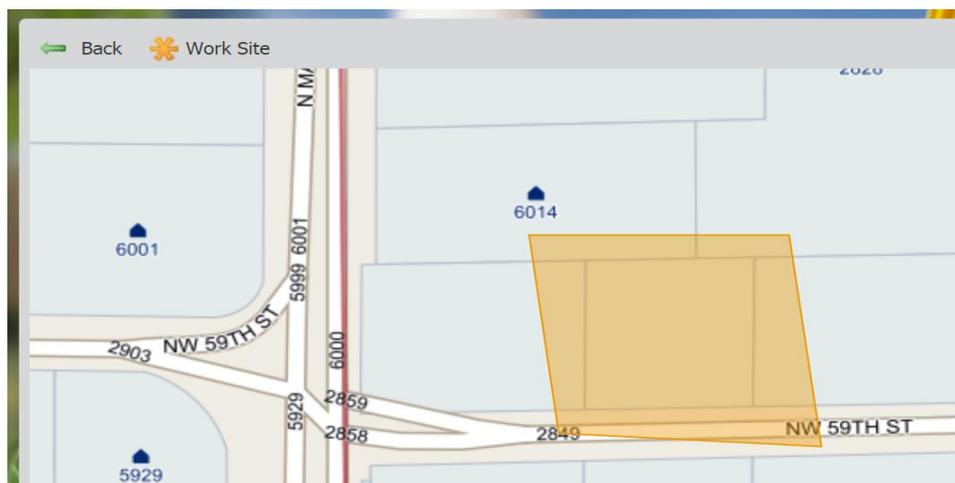
If you pan away from the dig site marking, select **"Work Site"** to zoom back to the marked dig site.

Click **"Back"** to go back to the ticket details view.

As a registered OKIE811 Web Portal user, you have access to **additional "Find Tickets" features** and searches that may be very helpful to you or your company. From the OKIE811 Web Portal home page, simply click on the **"Login"** tab in the upper right corner to login to your OKIE811 Web Portal account. Once you are logged in, click on **"Find Tickets"** at the top left corner of the page.

You may enter a 14 digit ticket number to start your search as described above. Additionally, you now have access to your companies' tickets processed within the last 30 days along with some other searching tools. This list of existing tickets will automatically display on the right.

In the toolbar at the top of display window, you will see the **total number of pages included in the search.** On the upper right corner of the display, you can see the **total amount of tickets found**. There are 25 tickets listed per page. If there are multiple pages, use the blue arrows in the toolbar to switch between pages.

Click the blue circle to **"refresh"** the list as needed.

Click on **"Export"** to export the list of tickets to a spreadsheet.

To quickly and easily **sort through the list of tickets**, there are several columns that contain the ticket data, much like a spreadsheet. Data such as: **"Creation", "Number", "Address"**, etc.
Each column can be sorted by clicking directly on the column header or using the drop down arrow on the right side of the column to choose **"Sort Ascending"** or **"Sort Descending"**. On the drop down arrow, you also have the ability to choose to remove or add some columns to customize to your needs. Click on **"Columns"** to check or uncheck the column you want to see or remove.

On the left panel, you have **advanced search options** that will enable you to search your company's tickets within 1-30 days. You have the option to search by tickets **"taken within", "needs update within" or "expire within"** to narrow down your results. Choose the option that best suits the search you need to perform, and then select the date range.


You also have other searching options. **Search by County, Place, Address, Street, Intersection, or Phone.**

Enter the data you wish to search in the corresponding field. For the Place, Address, Street, and Intersection fields, results will display for any ticket that contains the data you entered in that field. For the County field and Phone field, the exact information must be entered for the search to return results. The Phone number field only needs to include the 10 digit phone number, no parenthesis, spaces, or dashes are necessary.


Any results found that match your search will display in a list to the right.

You can **view the ticket details** of any ticket in the list, by double-clicking to select the ticket from the list. Once the ticket is open, you will have access to additional features in the toolbar at the top of the ticket.
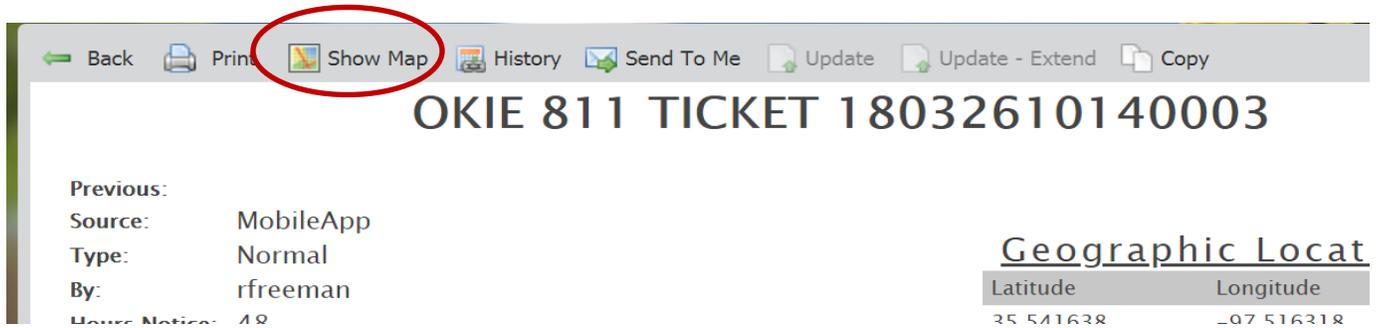
"Show Map" will take you to a map view. This indicates the dig site marked by the OKIE811 CSR or the Excavator based on the work site information on the ticket. All OKIE811 Members registered within this marking are notified on the OKIE811 Locate Request.
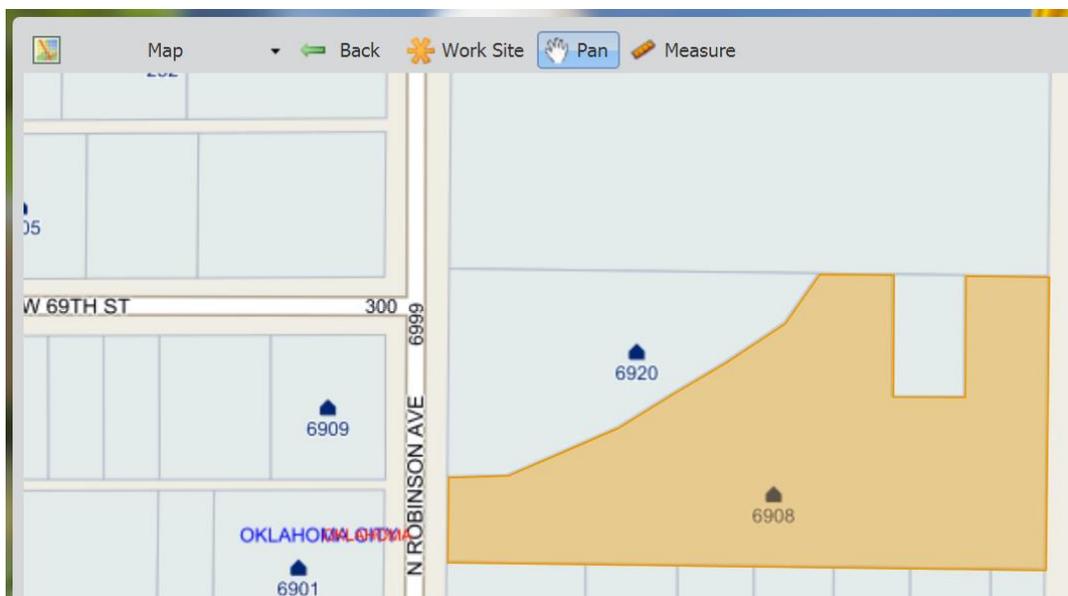
You can view additional **mapping layers** by clicking on the drop-down arrow on the right side of the **"Change Layers"** button. The mapping layers are the same as what you would use when submitting a ticket via the OKIE811 Web Portal.
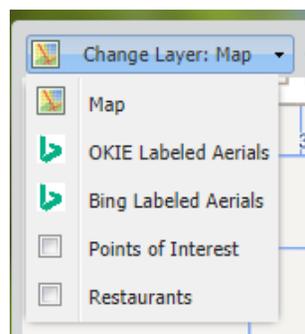

The **"Map"** layer – The data represented here is maintained by OKIE811.

The **"OKIE Labeled Aerials"** layer– The aerial picture belongs to Bing Maps. All map data such as streets, address points, etc. are maintained by OKIE811.

The **"Bing Labeled Aerials"** – All aerial and map data represented here belongs to Bing Maps.

- If you pan away from the dig site marking, select **"Work Site"** to zoom back to the marked dig site.
- Use **"Pan"** to navigate the map by clicking and dragging your mouse.
- Use **"Measure"** to measure a distance in miles, feet, or yards. Single-click to start the measurement, double-click to end the measurement. The distance will display in a box while you are measuring.
- Click **"Back"** to go back to the ticket details view.
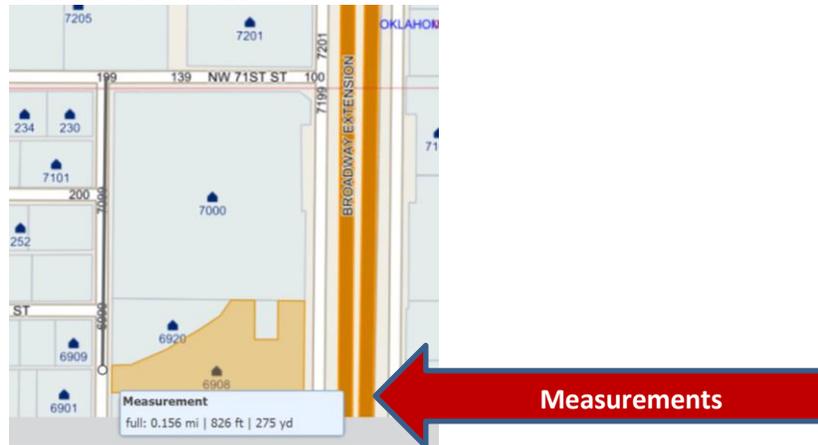
Once back to the ticket view, you can view the history of an existing locate request by clicking on the **"History"** button. The history would include the original ticket number and any additional ticket number listed for the entire history of that original ticket. This would normally include any "Update" or "Update – Extend" tickets. To view the ticket details and access the other features of any ticket in the history list, double-click the ticket.

Are you having trouble finding a ticket in your email? You can use **"Send to Me"** to resend the existing ticket to the logged in user's email address.

Use the "Send to Email" button to send existing ticket to any email address.
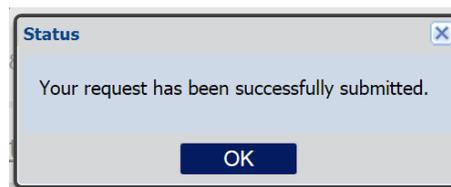
Do you have a job that was delayed, but the existing ticket cannot be updated? Use the **"Copy"** button to copy an existing ticket's details into a brand new ticket. Be sure to make any necessary edits before submitting the ticket.

Use the **"Update"** and **"Update – Extend"** buttons to update existing tickets for jobs that are ongoing.

Select **"Update"** to Update the ticket for another 10 business days and have locators go back to the site to check/remark the underground facilities.

Update   Update - Extend
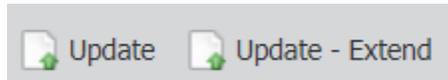
Select **"Update – Extend"** button to update existing tickets for jobs that are ongoing. "Update – Extend" updates the ticket for another 10 business days and lets the locators know the markings on site are still visible and do not need to be checked/remarked.