



OKIE811 Portal

Ticket Search By Code Tutorial

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Ticket Search By Code Tutorial

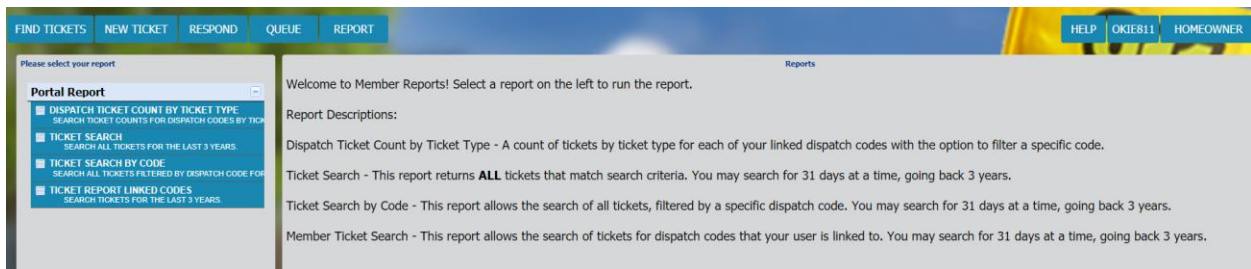
OKIE811 wants to make it easier for members to access the data needed using real time reports. If you want to search for an existing ticket, view your ticket counts or pull a report of ticket details, it's quick and effortless. This tutorial will guide you through the process of running each report.

To run a report, you must first **LOGIN** to your account at top right corner of the page

Click on **REPORT** at the top left corner of the page

From the reports page, you will see a list of the reports and a description of each report.

The name of the report on the left side panel is how you will start the report.



Simply click on the name of the report.

Ticket Search by Code - This report allows the search of all tickets, filtered by a specific dispatch code.

Please note that the **Code and County fields are required**, and you may only search up to 31 days at a time, going back as far as 3 years.

You should see a box with multiple fields you can use to filter the data.

On the next page is an example of the search box you will see.

Code:

Ticket Number:

Ticket Type:

Company Name:

County*:

Place:

House Number:

Street Name:

Nearest Major Intersection:

Done For:

Work Type:

First Created Date:

Last Created Date:

Enter the Dispatch Code, County and any other information you have, including the date range. The more information you can provide the more precise your search results will be.

Below is an example of Ticket Search By Code Results.

You can click the ticket number to view the ticket.

- ***A new window will open*** and the ticket will be displayed with additional options.

If there are multiple pages of data, you can click the arrows to navigate through the pages.

You may sort the data by clicking on the column headers.

Click "Export" to export data into a .CSV file.

Ticket Number	Old Ticket Number	Ticket Type	Company Name	County*	Place
19051308260002		Normal	OKIE811	OKLAHOMA	OKLAHOMA CITY
19051010270002		Normal	OKIE811	OKLAHOMA	JONES
19051010220001		Normal	OKIE811	OKLAHOMA	OKLAHOMA CITY
19050808450001		Normal	OKIE811	OKLAHOMA	OKLAHOMA CITY
19043015270001		Normal	OKIE811	OKLAHOMA	OKLAHOMA CITY