



# 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!

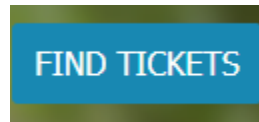
To “**Update**” an existing ticket, you must be a registered user.

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. 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.

The screenshot shows a search interface on the left with a 'Ticket Number:' field, 'RESET', and 'SEARCH' buttons. Below it are 'Advanced Options' and a checkbox for 'My Company Tickets'. On the right is a table of tickets with the following data:

Creation	Number	Type	Street	City	County	ShouldUpdateBy	GoodUntil
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.

The screenshot shows a toolbar at the top with icons for Back, Print, Show Map, History, Send To Me, Send To Email, Update, Copy, and 2nd Notice. Below the toolbar is the title 'OKIE811 TICKET 23061306590151'. The ticket details are as follows:

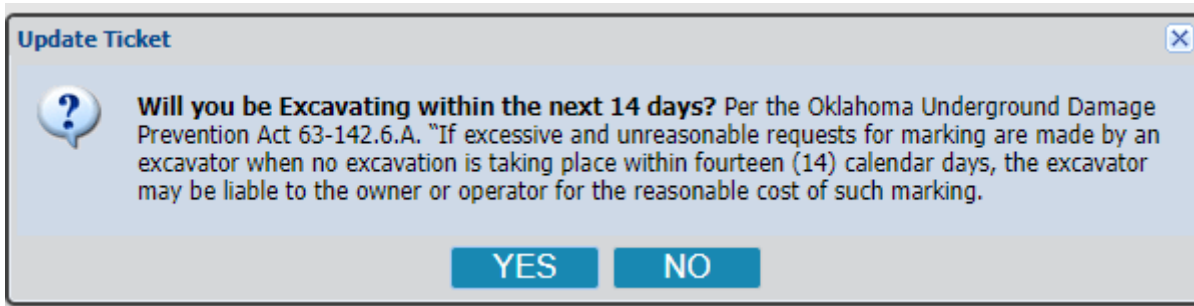
Previous:  
Source: Portal Direct  
Type: Normal  
By:  
Hours Notice: 75  
Created Date: 6/13/2023 6:59:38 AM  
Work Date: 6/16/2023 10:00:00 AM  
Update by: 06/27/23  
Expires: 06/29/23

**Important:** 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, click “**Update**”.

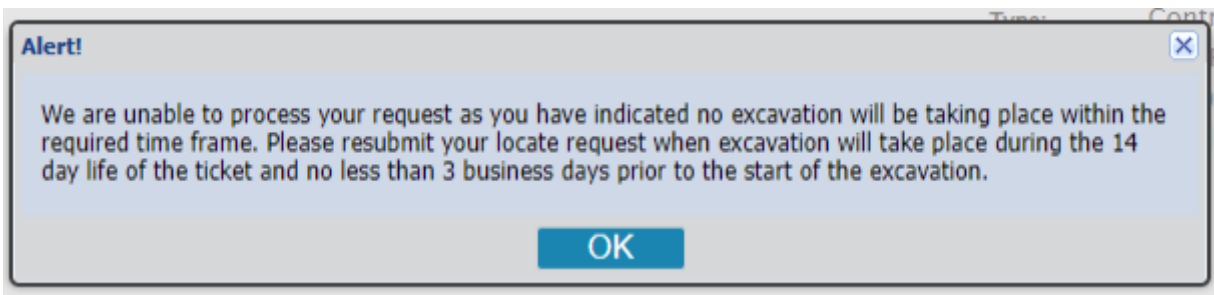


Then you will be presented with a dialogue box to confirm you will be excavating within the next 14 days.

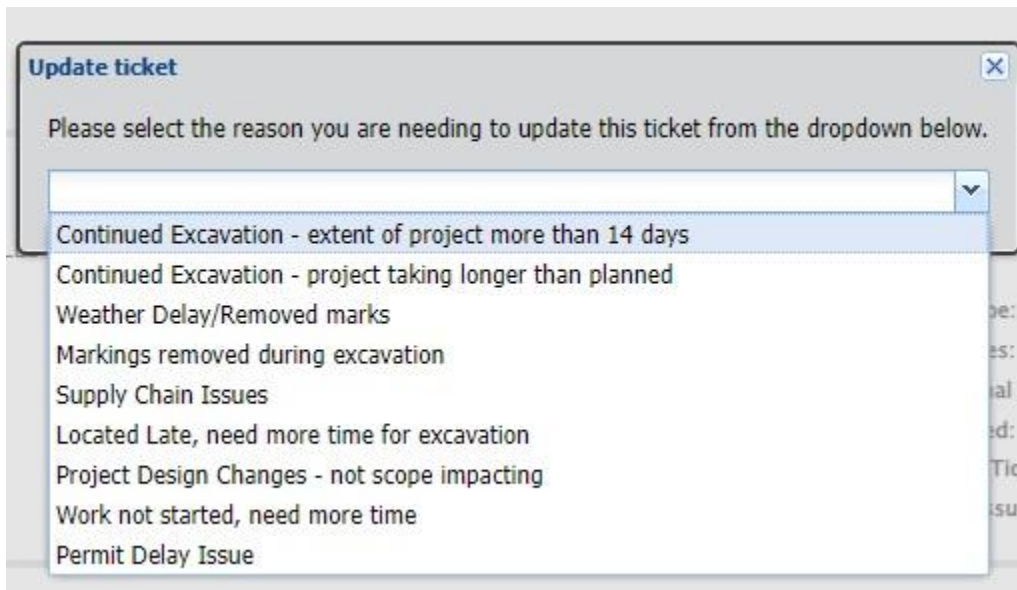


Yes, you are excavating within the next 14 days – Choose Yes to continue with Update.

No, you are not excavating within the next 14 days – Choose No.



Once you select "Yes", then you will be prompted to select the reason for the update.



Next you will be asked if you need the markings refreshed.

**Update Ticket**

Do you need markings refreshed?

YES NO

Click **“Yes”** to continue with updating to have the markings refreshed.

Click **“No”** if you only need to extend the life of the ticket for another 14 calendar 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.

**Update Ticket**

You have stated that you don't need markings refreshed. By clicking "Yes" you are attesting that all marks are still clearly visible and you don't need facility operators to revisit and re-mark the dig site. Select "No" to request that marks be refreshed.

YES NO

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.

**Update Ticket**

Please confirm you wish to update this ticket, or select cancel.

**If any of the contact information has changed, please click the edit button below.**

**EDIT CONTACT INFORMATION**

OK CANCEL

**Edit Contact Information**

**Please input updated contact information below. If the information did not change, you can leave the field blank.**

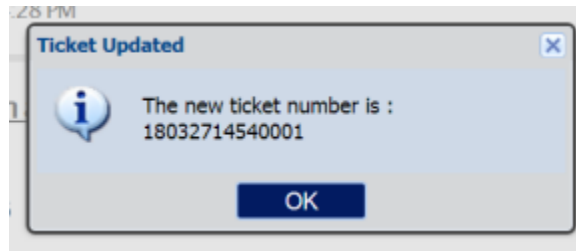
Contact:

Phone:

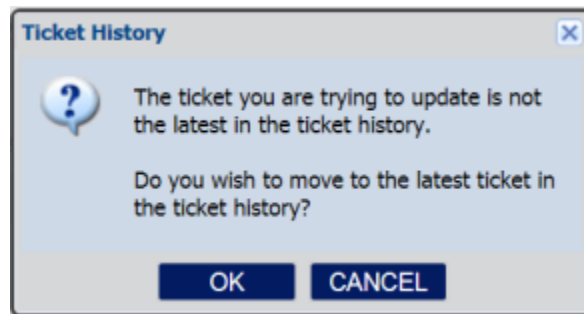
Email:

OK CANCEL

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**” button.

**Please note** - Some tickets cannot be updated via the OKIE811 Portal. To update a ticket via the Portal, the ticket must be a Normal, Update, Remark, Correction, or Non-Compliant ticket type. Additionally, a ticket cannot be updated before the Work Date on the ticket or if the current date is more than 30 days past the Work Date.

**If the “Update” button is deactivated**, please contact the OKIE811 center to speak with a representative who can assist you.



**Helpful Tip:** If you have a delayed job and the OKIE811 Portal is not allowing you to Update, but 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.

