



# Facility Operator Portal Tutorial

[Dig.okie811.org](https://Dig.okie811.org)

**This tutorial will guide you through registering and logging into the portal as well as how to use the Member Portal features.**

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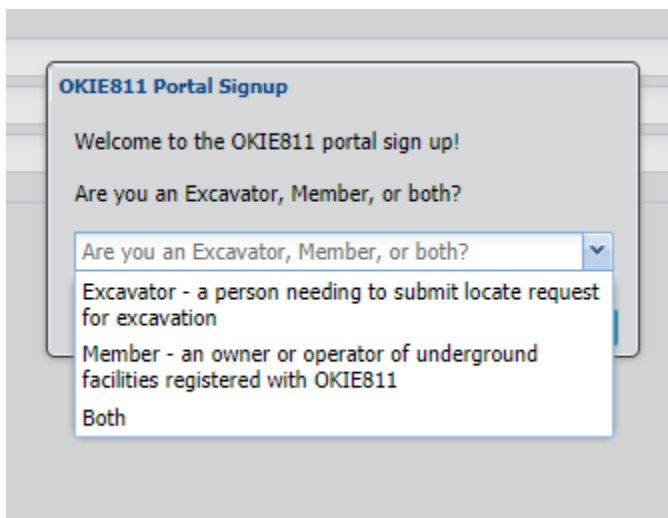
# Registering for the Portal

*The Portal is designed to work with [Mozilla Firefox](#), [Microsoft Edge](#), and [Google Chrome](#). Other browsers are not compatible with some of the new functions and features.*

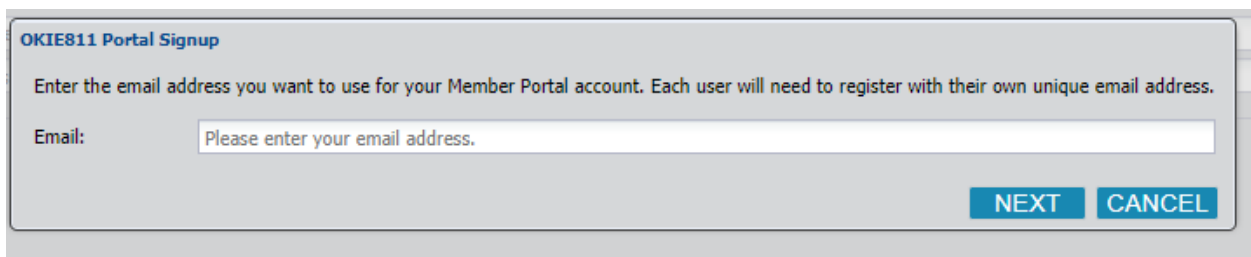
Go to [Dig.okie811.org](http://Dig.okie811.org), then Select **Sign Up** in the top right hand corner of the page.



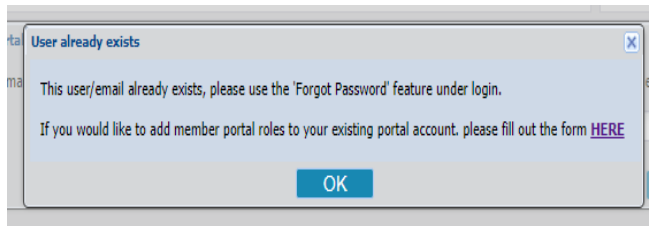
You will see a pop up in the middle of the screen. Please select the option that pertains to your role. **(As a member you should only be selecting the Member or Both option).**



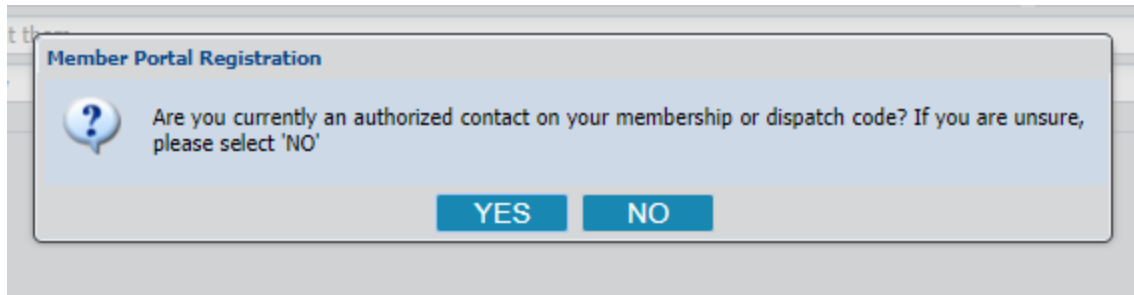
Once you have selected an option you will receive another pop up. Please enter your unique/individual email address here.



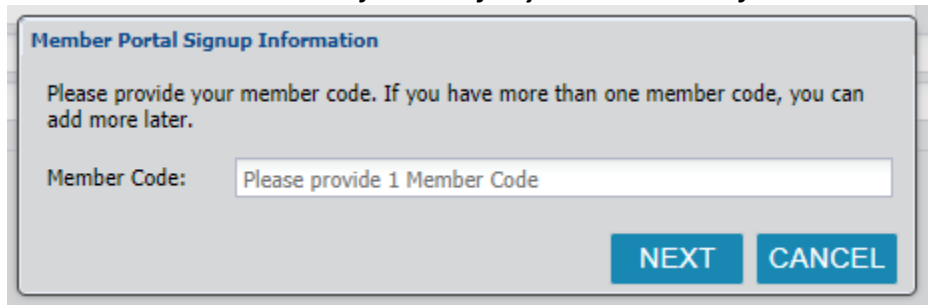
If your email is already registered, you will receive this pop up. Follow the link to complete the existing user form.



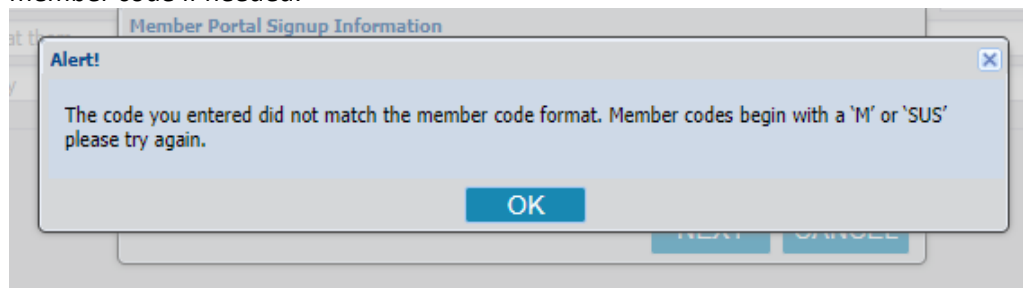
Next you will select if you are an authorized contact. ***If you are not an authorized contact, Member Services will reach out to the authorized contacts for approval before granting access to Member Roles.***



Next you will enter your member code. If you have more than 1 member code, you will be given the option to add additional codes later. ***Your member code starts with "M" and can be found on your annual invoice and in the subject line of any emails received from Member Services.***



If you enter an invalid code, you will receive this message. You can contact Member Services to get your member code if needed.



After entering your Member Code, you will receive a pop up that will display the member Code and Membership Name.

- List all dispatch(s) that should be linked to your account. Separate each code with a comma.
- Then select each feature you will need access to.
- Next select if you are responsible for responding to locate request notifications. If you select yes, additional fields will appear.

A screenshot of the "Member Portal Signup Information" form. It contains the following fields and options:

- Member Code: [Redacted]
- Membership Name: [Redacted]
- Dispatch Codes: [Redacted] (Text below: Please list your dispatch code(s) that should be linked to your account. Separate each code with comma. Ex. T00811, S00811, OKIE811)
- Select Each Feature you will need access to:
  - ☐ Queue
  - ☐ Reports
  - ☐ Positive Response
- Are you responsible for responding to locate request notifications?:
  - ☐ Yes
  - ☐ No

At the bottom are "OK" and "CANCEL" buttons.

### Additional Fields

- Are you currently using a separate response system? Select the option that best fits your organization.
- Please select the facility types you have registered with OKIE811.

A screenshot of a form section with two parts:

- First part: "Are you currently using a separate response system?" with three radio button options: "Yes", "No", and "Unsure".
- Second part: "Select each facility type you have registered with OKIE811. Members are responsible for providing a response for each facility type selected on all locate requests received." followed by a grid of checkboxes:
  - Electric ☐
  - Pipeline ☐
  - Telecom ☐
  - Other ☐
  - Gas ☐
  - Sewer ☐
  - Water ☒

At the bottom right are "OK" and "CANCEL" buttons.

Member Portal Registration Information

Member Code:

MembershipName:

Associate Codes:

Features: Queue, Reports, Positive Response;

Responsible for PR: Yes;

Separate PR System: Unsure;

PR Facilities: Water;


Authorized Contact: true;

Before submitting, if you need to edit any information in the Member Portal Registration fields, simply click **Edit** to make the necessary changes.

In the next 3 sections shown below you will provide your user, contact, and ticket contact information. ***If you submit locate requests this is the information that will be shown on the locate request.***

If the company and ticket contact information are the same you can choose the option to have those fields auto filled.

When you are ready to finish select **Submit** in the top right corner of the page. Once you have submitted your form you will receive a verification email.



CANCEL SUBMIT

User Information

Email:

Verify Email:

Password:  Verify your password.

Name:

Address:

City/State/Zip:

Phone:

Company Information

Name:

Type:

☐ Check here if **Company information** is the same as the **User information**.

Address:

City/State/Zip:

Phone:

Ticket Contact Information

☐ Check here if **Ticket Contact** is the same as the **User information**.

Name:

Phone:

Email:

**Approve your user account by clicking the link within the email. This should be completed within 120 minutes of the time you registered. If you do not receive the email, please check your junk/spam folders. If for any reason you are not able to verify in 120 mins or never received an email, contact Member Services so we can resend your verification email.**

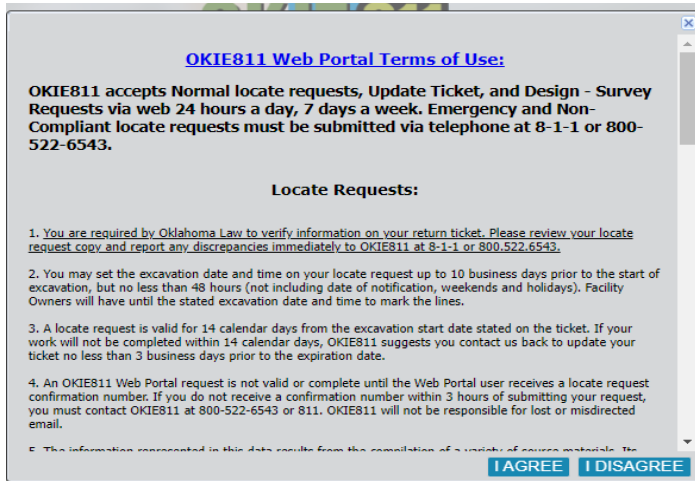
## Logging Into the Portal

Before you can log into the Member Portal you should have received an email with your unique username and instructions on how to log in. **You will not be able to log into the OKIE811 Member Portal until you receive that email.**

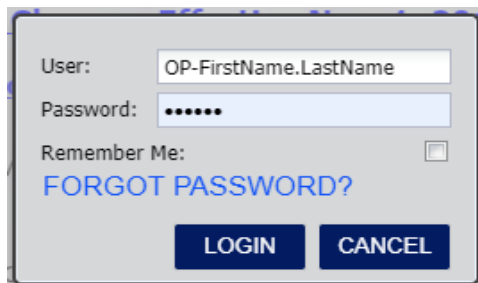
Click **LOGIN** at the top right-hand corner of the page.



Review the OKIE811 Web Portal Terms of Use and click **I Agree**.



Enter your **Username** and **Password**. Your username will be **OP-FirstName.LastName** and can be found in your confirmation email.



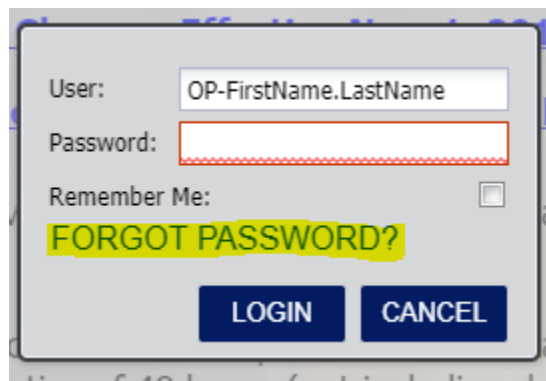
**You are now logged into the Member Portal!** Member Portal Features are in the top left-hand corner of the page. These options reflect the features you selected on your Portal Registration Form. If you would like to change the features linked to your username, please contact Member Services.



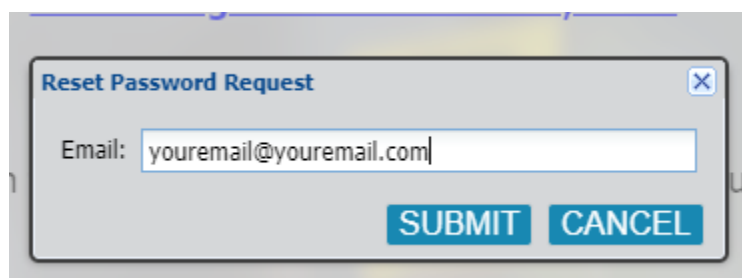
## Forgot Password

If you forget your password or if you are a first-time portal user, you will need to reset your password before you are able to log in.

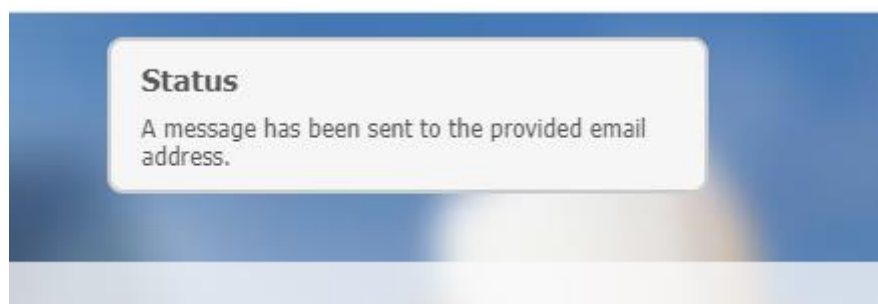
Click **Forgot Password**.



Enter the email address you registered with.



Once you submit, you should see this message.





**Check your email Inbox.** You will see an email like the one shown below. If you have not received the email, please check your Junk folder.

Forgot your password? Inbox x

**OKIE811Portal@callokie.com** <OKIE811Portal@callokie.com>

 to me ▾

Forgot your password to [OKIE811 Portal](#)? Please click the link below to reset it. This password reset is only available for the next 120 minutes.

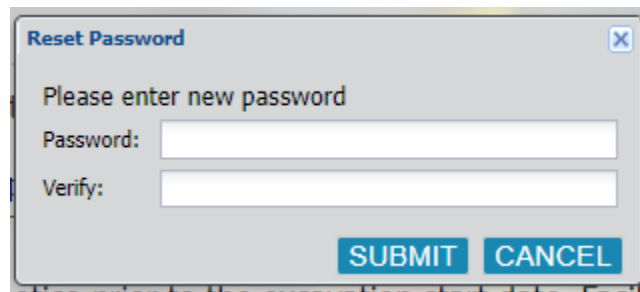
<https://geoappv3.okie811.org/geocall/portal?resetpassword=hxBglKoAz1h/xqYRS2IX>

Please contact us at [okie811portal@okie811.org](mailto:okie811portal@okie811.org) or call us at (800) 522-6543 with any questions, concerns or feedback.

Thank you,

OKIE811 Portal Team

**Click the reset password link** in the email and it will take you to the reset password page. Please remember the reset password link is only available for 120 minutes. Your password must contain at least 8 characters.



A screenshot of a web browser dialog box titled "Reset Password". The dialog has a close button (X) in the top right corner. Inside, it says "Please enter new password". There are two input fields: "Password:" and "Verify:". Below the input fields are two buttons: "SUBMIT" and "CANCEL".

Once you have entered your new password, you will be prompted to Login. **It will show your username and password.** Click **LOGIN**.

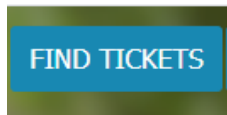


## Find Tickets

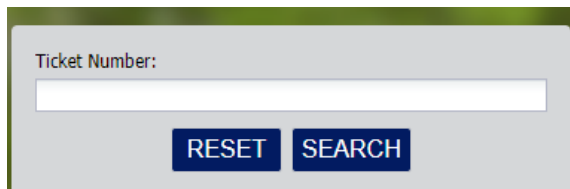
To view ticket details on an existing locate request, you can use the **“Find Tickets”** feature to search existing locate requests.

***You do not have to log in or be a registered user to search by ticket number. To access additional “Find Ticket” features, log into your Member Portal account.***

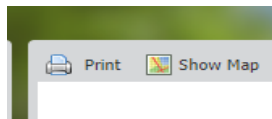
From the OKIE811 Portal home page, click on **“Find Tickets”** in the top left corner.



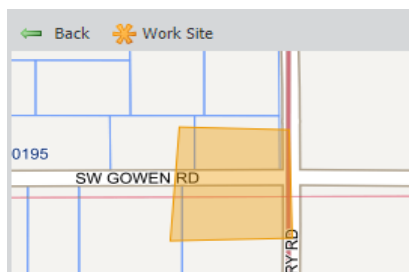
Enter a valid 14-digit ticket number and click on **“Search”**.



The ticket details will be displayed to the right. In this view, you can **“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.



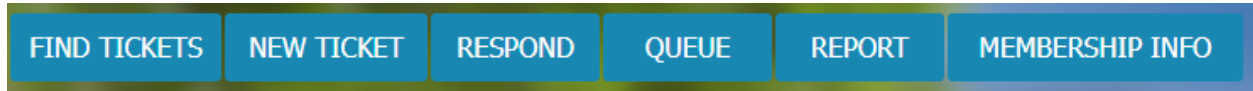
If you pan away from the dig site marking, select **“Work Site”** to zoom back to the marked dig site.

Click **“Back”** to go back to ticket detail's view.

# Queue

The Queue feature allows you to see ticket transmissions for any dispatch codes linked to your username.

Select Queue from the Options available in the top left-hand corner of the page.



After selecting “Queue”, a grey search box will appear on the left side of the screen.

The default results are for the current day.

***To have the best experience with the Queue feature and for optimal results***, consider narrowing your date range and selecting a specific dispatch code. *If the results for your search are too large, you may receive a network timeout message and may be required to try your search again.*

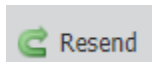
In the Search Box, you have **(3) options** to search for tickets:

1. **Ticket Number:** Enter ticket number to pull up a specific ticket.
2. **Between Date Ranges:**
  - Enter date ranges to generate tickets that were transmitted to ***all dispatch codes linked to your username during specified timeframe***. Date range is limited to search 31 days at a time, going back 3 years from current date.
  - Click “Search” button
3. **By Code:** To only see tickets for a ***specific*** dispatch code linked to your username:
  - First enter a date range
  - Select a dispatch code
  - Click “Search” button

After searching, you will see a **Results List** to the right of the Search Box.

| Page 1 of 2         |           |       |                |             |           |                                   | Export | Resend |
|---------------------|-----------|-------|----------------|-------------|-----------|-----------------------------------|--------|--------|
| Sent                | Code      | Voice | Ticket         | MessageType | Status    | OutputLabel                       |        |        |
| 4/1/2020 9:13:52 AM | S00KIE811 | False | 20040109120020 | Ticket      | Delivered | S00Kie811 Email - Eva             |        |        |
| 4/1/2020 9:13:51 AM | S00KIE811 | False | 20040109120020 | Ticket      | Delivered | S00KIE811 Email - Ashley          |        |        |
| 4/1/2020 9:06:14 AM | T00811    | False | 20040109040019 | Ticket      | Delivered | T00811 Email Test                 |        |        |
| 4/1/2020 9:06:03 AM | S00KIE811 | False | 20040109040019 | Ticket      | Delivered | S00Kie811 Email - Eva             |        |        |
| 4/1/2020 9:06:02 AM | S00KIE811 | False | 20040109040019 | Ticket      | Delivered | S00KIE811 Email - Ashley          |        |        |
| 4/1/2020 8:38:05 AM | T00811    | False | 20040108360018 | Ticket      | Delivered | T00811 Email Test                 |        |        |
| 4/1/2020 8:38:05 AM | S00KIE811 | False | 20040108360018 | Ticket      | Delivered | S00KIE811 Vocal Notify - EM SN... |        |        |
| 4/1/2020 8:37:59 AM | S00KIE811 | False | 20040108360018 | Ticket      | Delivered | S00Kie811 Email - Eva             |        |        |
| 4/1/2020 8:37:55 AM | S00KIE811 | False | 20040108360018 | Ticket      | Delivered | S00KIE811 Email - Ashley          |        |        |
| 4/1/2020 8:36:08 AM | T00811    | False | 20040108340017 | Ticket      | Delivered | T00811 Email Test                 |        |        |
| 4/1/2020 8:35:58 AM | S00KIE811 | False | 20040108340017 | Ticket      | Delivered | S00Kie811 Email - Eva             |        |        |
| 4/1/2020 8:35:57 AM | S00KIE811 | False | 20040108340017 | Ticket      | Delivered | S00KIE811 Email - Ashley          |        |        |
| 4/1/2020 8:33:04 AM | T00811    | False | 20040108310016 | Ticket      | Delivered | T00811 Email Test                 |        |        |

## Results List



You can resend any ticket to a specific output. **Please pay attention to which output you are resending the ticket.** You can **extend the Output Label Column** by clicking and holding the border line on the right side of Output Label box. Drag the line to the right.

| Page 1 of 2         |           |       |                |             |           |                                   |          | Export | Resend |
|---------------------|-----------|-------|----------------|-------------|-----------|-----------------------------------|----------|--------|--------|
| Sent                | Code      | Voice | Ticket         | MessageType | Status    | OutputLabel                       | RetryCou |        |        |
| 4/1/2020 9:06:14 AM | T00811    | False | 20040109040019 | Ticket      | Delivered | T00811 Email Test                 | 0        |        |        |
| 4/1/2020 9:06:03 AM | S00KIE811 | False | 20040109040019 | Ticket      | Delivered | S00Kie811 Email - Eva             | 0        |        |        |
| 4/1/2020 9:06:02 AM | S00KIE811 | False | 20040109040019 | Ticket      | Delivered | S00KIE811 Email - Ashley          | 0        |        |        |
| 4/1/2020 8:38:05 AM | T00811    | False | 20040108360018 | Ticket      | Delivered | T00811 Email Test                 | 0        |        |        |
| 4/1/2020 8:38:05 AM | S00KIE811 | False | 20040108360018 | Ticket      | Delivered | S00KIE811 Vocal Notify - EM SN... | 0        |        |        |
| 4/1/2020 8:37:59 AM | S00KIE811 | False | 20040108360018 | Ticket      | Delivered | S00Kie811 Email - Eva             | 0        |        |        |
| 4/1/2020 8:37:55 AM | S00KIE811 | False | 20040108360018 | Ticket      | Delivered | S00KIE811 Email - Ashley          | 0        |        |        |
| 4/1/2020 8:36:08 AM | T00811    | False | 20040108340017 | Ticket      | Delivered | T00811 Email Test                 | 0        |        |        |
| 4/1/2020 8:35:58 AM | S00KIE811 | False | 20040108340017 | Ticket      | Delivered | S00Kie811 Email - Eva             | 0        |        |        |
| 4/1/2020 8:35:57 AM | S00KIE811 | False | 20040108340017 | Ticket      | Delivered | S00KIE811 Email - Ashley          | 0        |        |        |
| 4/1/2020 8:33:04 AM | T00811    | False | 20040108310016 | Ticket      | Delivered | T00811 Email Test                 | 0        |        |        |
| 4/1/2020 8:33:04 AM | S00KIE811 | False | 20040108310016 | Ticket      | Delivered | S00KIE811 Vocal Notify - EM SN... | 0        |        |        |
| 4/1/2020 8:32:53 AM | S00KIE811 | False | 20040108310016 | Ticket      | Delivered | S00Kie811 Email - Eva             | 0        |        |        |
| 4/1/2020 8:32:52 AM | S00KIE811 | False | 20040108310016 | Ticket      | Delivered | S00KIE811 Email - Ashley          | 0        |        |        |

# Reports

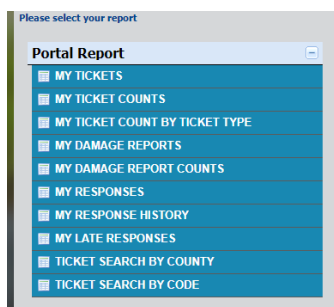
OKIE811 wants to make it easier for members to access the data needed using real time reports. If you want to search for an existing ticket, view your ticket counts or pull a report of ticket details, it's quick and effortless.

To run a report, you must be logged into the Portal.

Click **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 you wish to run.

A pop-up box will appear with search options. Each report has different search options to filter the data.

Enter the information that pertains to your report and select search. Please note that for most reports you may search 31 days at a time. You can view more information about each report in the report description box.

Welcome to Member Reports! Select a report on the left to run the report.

Report Descriptions:

**My Tickets** - This report allows the search of tickets for dispatch codes that your user is linked to. You may search for 31 days at a time, going back 3 years.

**My Ticket Counts** - A count of tickets for a given time range for each of your linked dispatch codes with the option to filter a specific code.

**My Ticket Count by Ticket Type** - A count of tickets for a given time range by ticket type for each of your linked dispatch codes with the option to filter a specific code.

**My Damage Reports** - This report allows the search of damage reports for dispatch codes that your user is linked to. You may search for 31 days at a time, going back 3 years.

**My Damage Report Counts** - A count of Damage Reports for a given time range for each of your linked dispatch codes with the option to filter a specific code.

**My Responses** - This report allows the search of the last response on record for your linked dispatch codes with the option to filter a specific code, facility, and provided response. You may search for 31 days at a time, going back 3 years.

**My Response History** - This report allows the search of all responses provided for your linked dispatch codes with the option to filter a specific code, facility, and provided response. You may search for 31 days at a time, going back 3 years.

**My Late Responses** - This report allows the search of responses where the last response on record was recieved after the Work On Date/time for **normal tickets**, for your linked dispatch codes with the option to filter a specific code, facility, and provided response. You may search for 31 days at a time, going back 3 years.

**Ticket Search by County** - This report returns **ALL** tickets that match search criteria, filtered by a county. You may search for 31 days at a time, going back 3 years.

**Ticket Search by Code** - This report allows the search of all tickets, filtered by a ANY dispatch code. You may search for 31 days at a time, going back 3 years.

Additional Information:

You may search by the quarter section/grid in the reports: My Tickets, My Damage Reports, Ticket Search by County, and Ticket Search by Code. The quarter section/grid should be in the format of "Range Meridian Township Section Quarter" without spaces. Example: 03W112N045E

If there are multiple pages of data in your results, 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.

# Membership Info

Once you have logged into the portal you will go to the **Membership Info Viewer**.



This will bring you to a page with a drop-down selection on the left side that will display all the codes you are linked to. When you select a code, it will show your Dispatch Information which contains authorized contacts, outputs, and positive response configurations.

The dropdown list contains codes linked to OP-Dina.Troutman. The RESET button will bring you back to the main Membership Information page.

Code: OKIE811

**RESET**

**To Verify Membership Information:**

1. Review all dispatch codes:
  - a. If changes needed: Select Update Information and complete Dispatch Update Form
  - b. No changes needed: Select "Information Is Correct"
2. Review registered assets on the [Service Area Editor \(SAE\)](#)
  - a. Log in using the same login information for the Portal.
  - b. You will be able to view any codes that you are attached to for the SAE.
  - c. If you are not seeing any codes, please contact GIS at [GIS@OKIE811.org](mailto:GIS@OKIE811.org)

[CLICK HERE](#) to create a new dispatch code to separate locate request notifications based on geographic location, facility type or new acquired assets.

**OKIE811**  
Know what's below  
Call before you dig.

Membership Information

Print Update Information Information is Correct

### Dispatch Information

OKIE811 Test Code OKIE811

#### Codes

OKIE811

#### Authorized Contacts

|                  |                 |      |                      |                                  |
|------------------|-----------------|------|----------------------|----------------------------------|
| One-Call Contact | Member Services | Main | (405) 840-9955 x7125 | Main: memberservices@okie811.org |
| One-Call Contact | Eva Donahue     | Main | (405) 840-9955 x7171 | Main: DONAHUE.EVA@GMAIL.COM      |
| GIS Contact      | Tyler Dunlap    | Main | (405) 840-9955 x7165 | Main: tyler.r.dunlap@gmail.com   |
| Locator          | Tyler Dunlap    | Main | (405) 840-9955 x7165 | Main: tyler.r.dunlap@gmail.com   |
| One-Call Contact | Ashley Brown    | Main | (405) 840-9955       |                                  |

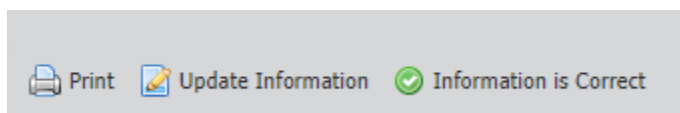
#### Outputs

|         |  |
|---------|--|
| OKIE811 | OKIE811 Primary Output - Email - Member Services |
|         | MailKit  |
|         | To Address: memberservices@okie811.org           |

#### Positive Response Configuration

|         |                       |                          |
|---------|-----------------------|--------------------------|
| OKIE811 | User: PU-tyler.dunlap | Response facility: Sewer |
|         | User: OP-Eva.Donahue  |                          |
| OKIE811 | User: PU-tyler.dunlap | Response facility: Water |
|         | User: OP-Eva.Donahue  |                          |

If any changes are needed, please select **Update Information**, and complete the dispatch update form.

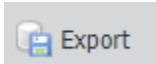


# Portal Tools

## Results List



Arrow Buttons allow you to skip from page to page within the results.



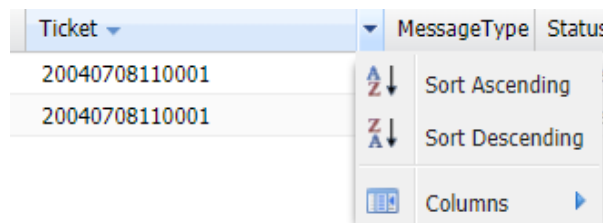
Export allows user to download an Excel file of the results.

## Expanding the Columns

**Expand the columns** by hovering over the line between the column you want to expand and the column to the right, then click and drag to expand the column.

## Sorting the Columns

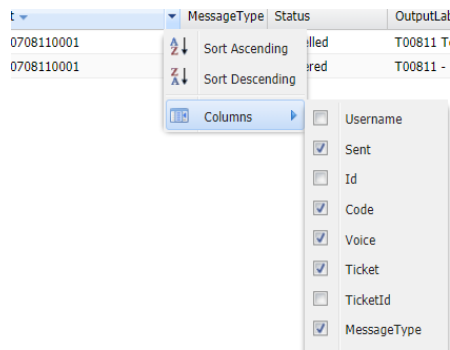
You can **sort each column** into ascending or descending order by double clicking the name of the column or by clicking arrow on the right side of column header.



## Choose which Columns of Data to View

1. Click the arrow on the right side of column header.
2. Hover over the Columns option
3. List of Columns will populate. Check the box next to the columns you would like to be viewed in your Results List.





## Double Click Ticket Number to Open Full View of Ticket

[Back](#)
[Print](#)
[Show Map](#)
[History](#)
[Send To Me](#)
[Send To Email](#)
[Update](#)
[Update - Extend](#)
[Copy](#)

OKIE811 TICKET 20040208140001

Previous:

Source: Voice

Type: Normal

By: abrown

Hours Notice: 72

Date: 4/2/2020 8:15:25 AM

**Geographic Location**

| Latitude  | Longitude  |
|-----------|------------|
| 35.541569 | -97.516416 |
| 35.542411 | -97.514453 |

**Excavator Information**

OKIE811  
6908 N ROBINSON AVE  
OKLAHOMA CITY, OK 73116

Phone: (405) 840-9955  
Contact: ASHLEY BROWN  
Contact Phone: (405) 840-9955  
Contact Email: MEMBERSERVICES@OKIE811.ORG

Type: Contractor  
Caller Name: ASHLEY BROWN  
Caller Phone: (405) 840-9955  
Caller Email: MEMBERSERVICES@OKIE811.ORG  
Callback: (405) 840-9955

**Work Information**

State: OK County: OKLAHOMA Place: OKLAHOMA CITY

Work Date: April 07, 2020 9:30 AM  
Done For: TEST FOR OKIE811  
Street: 6908 N ROBINSON AVE  
Intersection: NW 63RD ST AND BROADWAY EXTENSION  
Extent: OKIE811  
Job Number:

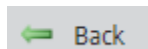
Work Type: Storm Shelter  
Explosives: False  
Directional Boring: False  
Whitened: False  
Multiple Ticket: False  
Access Hours: False

**Driving Directions**

TEST -- INGROUND STORM SHELTER -- TESTING PURPOSES ONLY

**Locate Area**

LOC FROM HOUSE, WEST TO ENTRY GATE -- THIS IS ONLY A TEST



Clicking this arrow will take you to the previous page.

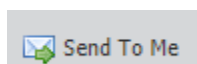


Print this ticket.

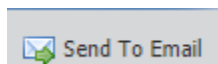


Selecting History will show ticket numbers for locates in a ticket's history.

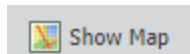
| Ticket History |                |                        |
|----------------|----------------|------------------------|
| Number         | Type           | Created                |
| 20040108070010 | Cancel Request | 04/01/2020 08:07:16 AM |
| 20040107470001 | Normal         | 04/01/2020 07:47:47 AM |



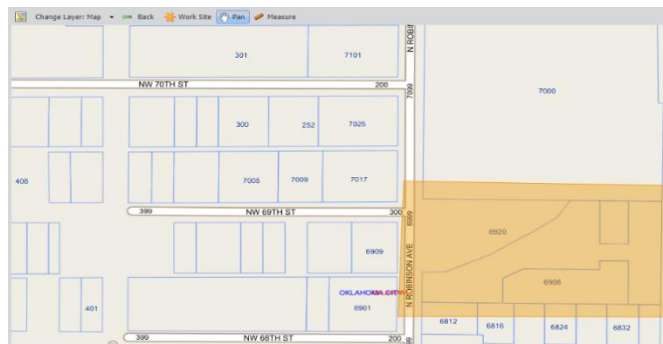
Send a copy of the ticket to the email address associated with your username.



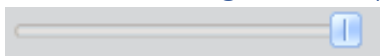
Send an email copy of the ticket to a different valid email address.



Display the work area that was marked on the ticket by our Customer Service Representative.



### Options after selecting Show Map



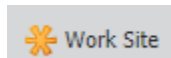
**Zoom Bar** in bottom left corner of screen – Slide left (or spin mouse scroll roll toward you) to **zoom out**. Slide zoom bar to the right (or spin mouse scroll wheel away from you) to **zoom in**.

### To Move Around Map



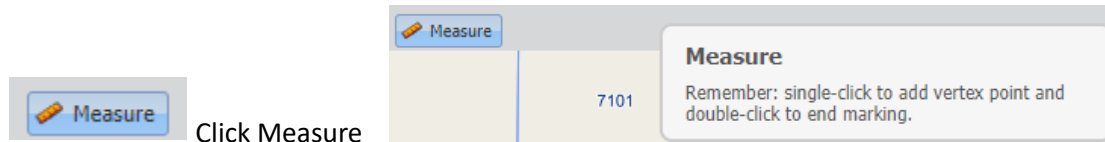
**Pan** will automatically be selected and allows user to move around the map.

Click and hold on an area of the map and move your mouse in any direction.



**Work Site** – Clicking Work Site will take you from where you currently are on the map, back to the work area that was originally marked on the ticket by the Customer Service Representative.

## Measuring Distance

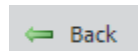


1. Single click on an area to begin measuring. A measuring line will appear. Drag this line in any direction you choose.
2. *To not drag the entire line, single click between your beginning and ending points. The measurement total will continue to be calculated.*
  - *In grey measurement box:*
    - *“Part” reflects distance between (2) single click points.*
    - *“Full” reflects the current distance from the starting point.*
3. Double click to end measuring.

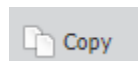
## Clear A Measuring Line

While measuring, right click and a sub menu will appear:

- Pan: This will clear the measurement line
- Measure: Clicking this will allow you to continue measuring



**Back** - Will take you to the Full Ticket View on the previous screen.



Allows you to ***copy information from this ticket into a new ticket to be submitted.***