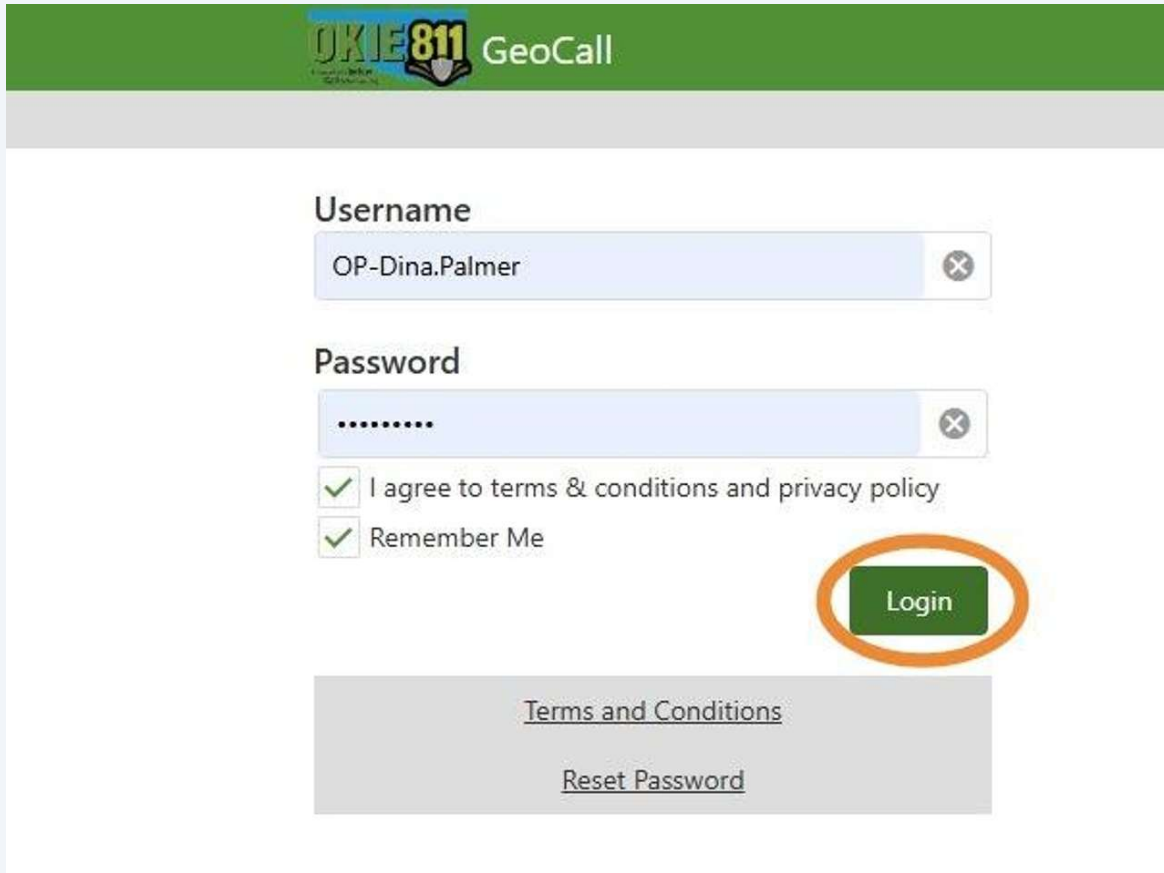# NEW PORTAL - Positive Response March 2025

1   Go to GIS.OKIE811.ORG, log in with your "OP" username and existing password.

2 On the Home Page you will see My Responses and My Tickets. These are a high level view of your open requests. This is NOT the full list! You do need to go to the Submit Positive Response page to view the full list.

3 Click "Facility Operator Hub"

4 Click "Submit Positive Response"

5 On the Positive Response Page, you have the full list of open requests and the option to search for tickets.
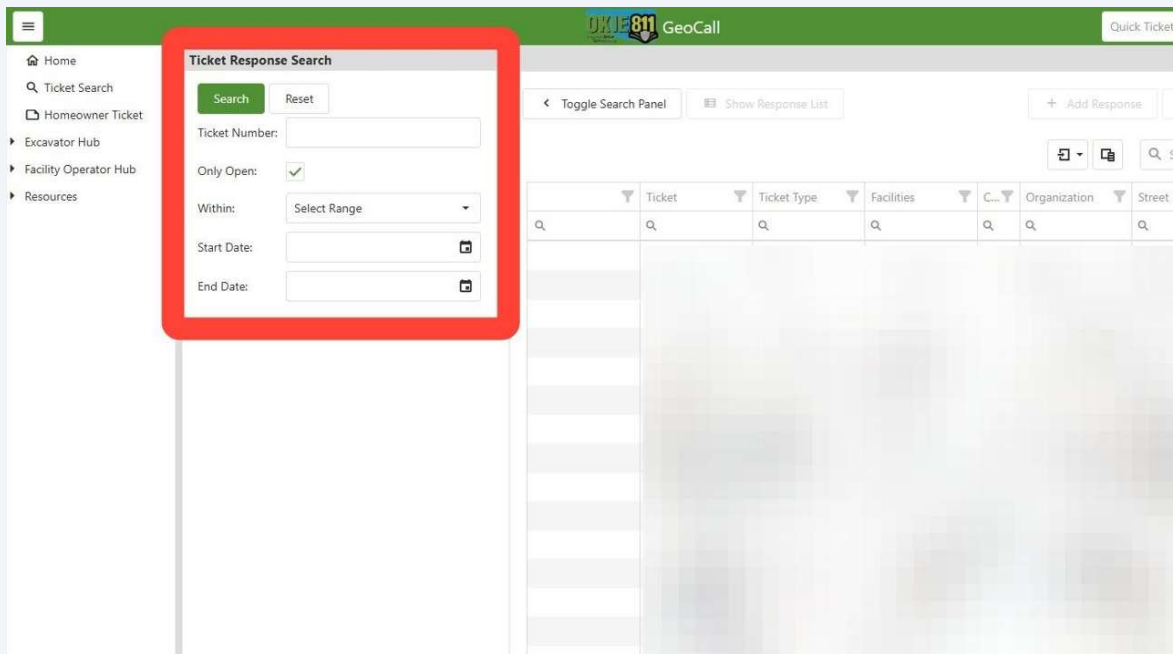
Tip! You can customize your screen here by using the Toggle Search Panel or the Column Chooser! Please Note: These changes are not permanent and will default back to normal upon logging out.
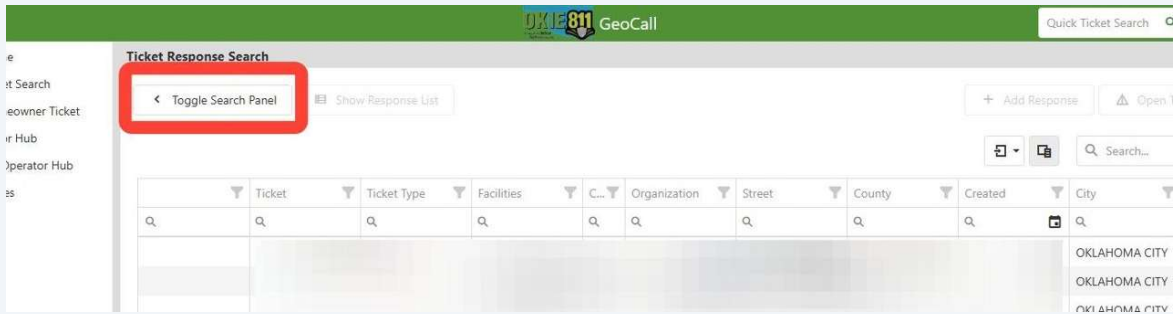
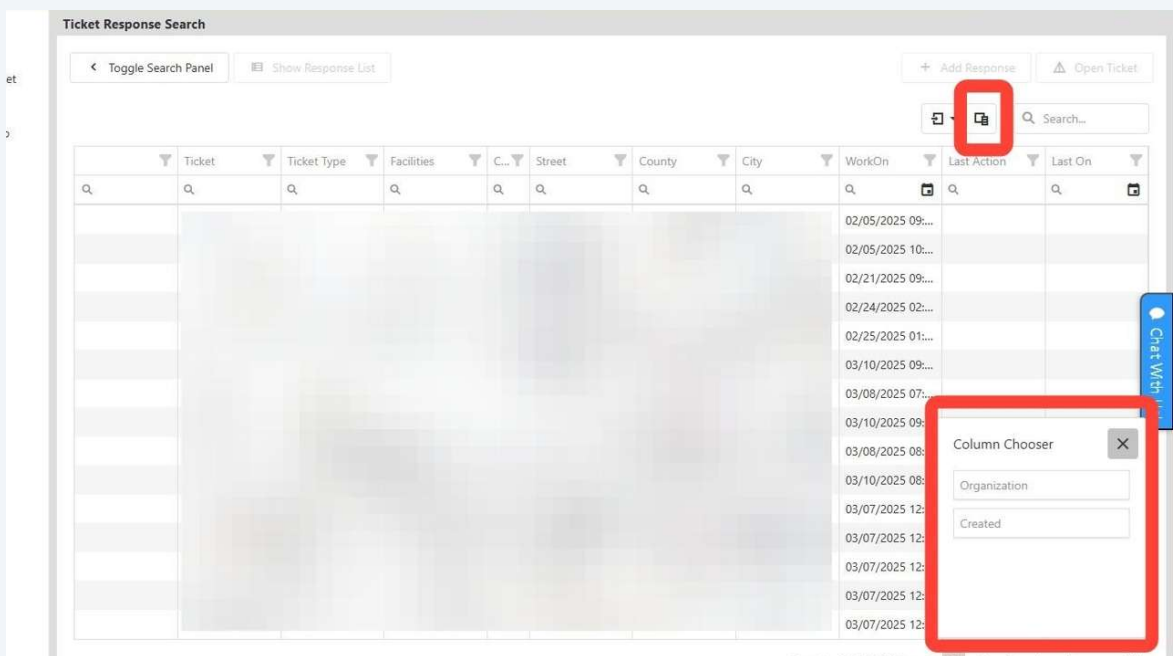**6** **TOGGLE SEARCH PANEL:** To hide the search options and expand the **Open Ticket List** view, use the **Toggle Search Panel** button. This will provide a larger workspace for reviewing tickets.
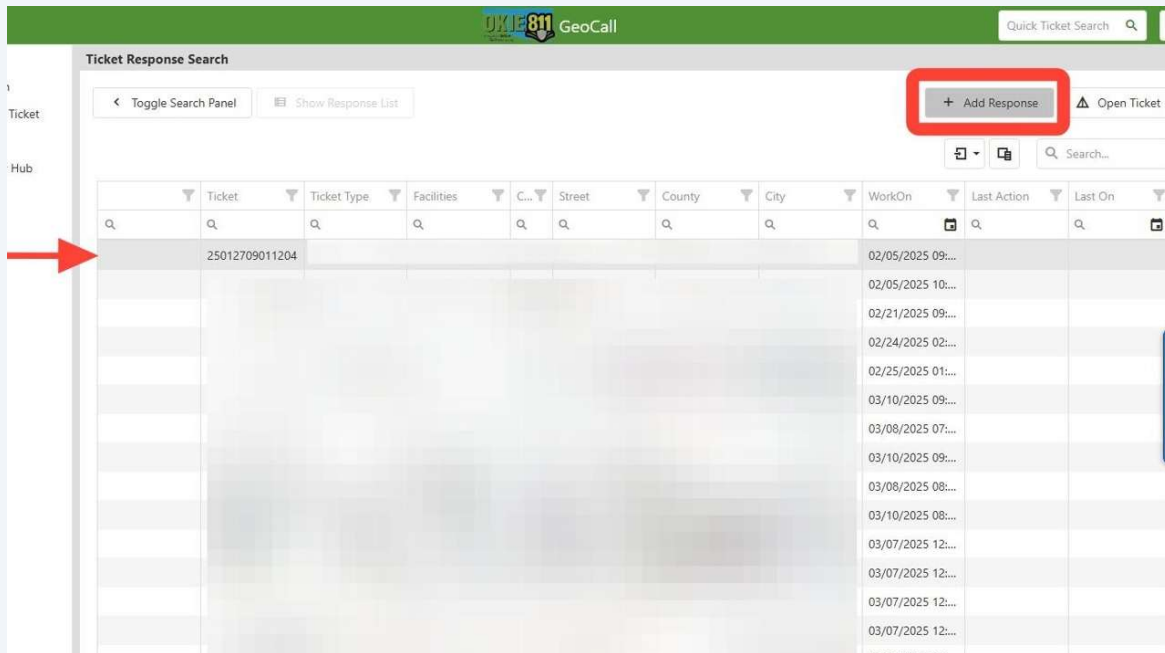

7 **COLUMN CHOOSER:** To customize your view, click the **Column Chooser** option and drag and drop columns into the box to remove them. This allows you to display only the information you need.
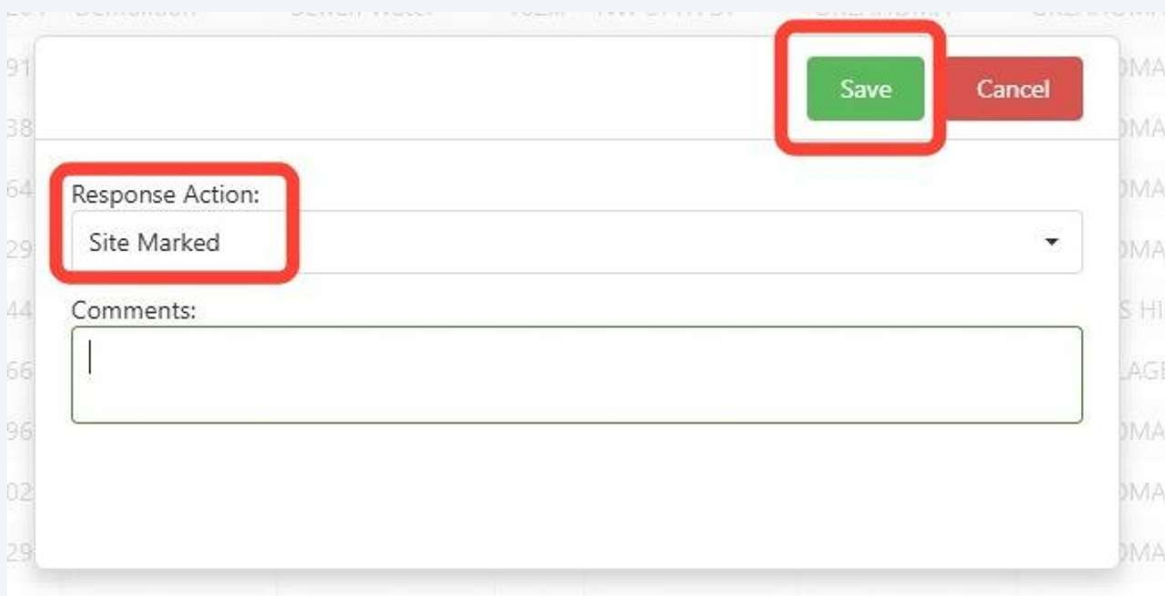
8   **ADD RESPONSE:** Select a ticket to highlight it in gray, then click **"+Add Response"** to proceed.

9   Select **Response Action**, add comments if needed and select **SAVE**.
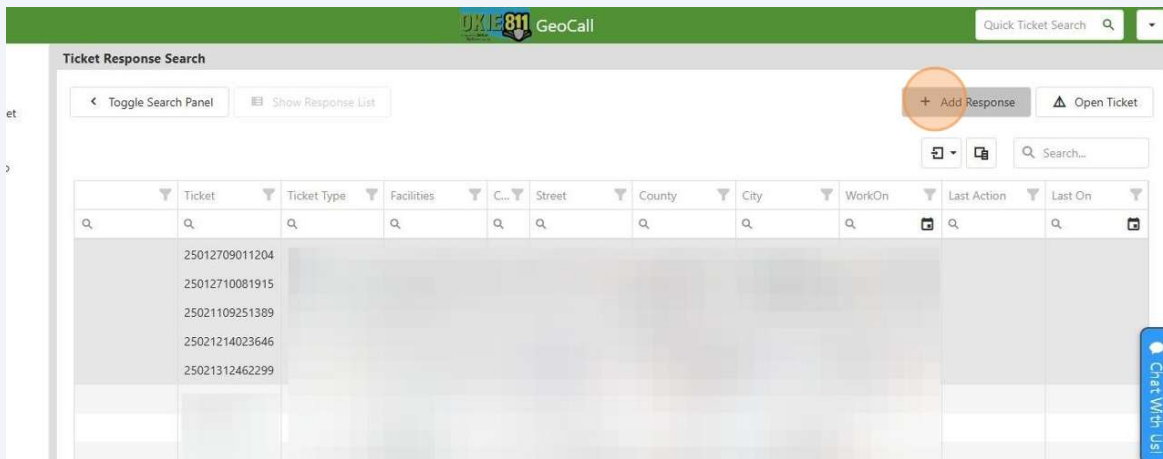
10 **Please Note:** The icon in each column is a **filter**, not a selection tool. Use it to refine your view, not to select items.
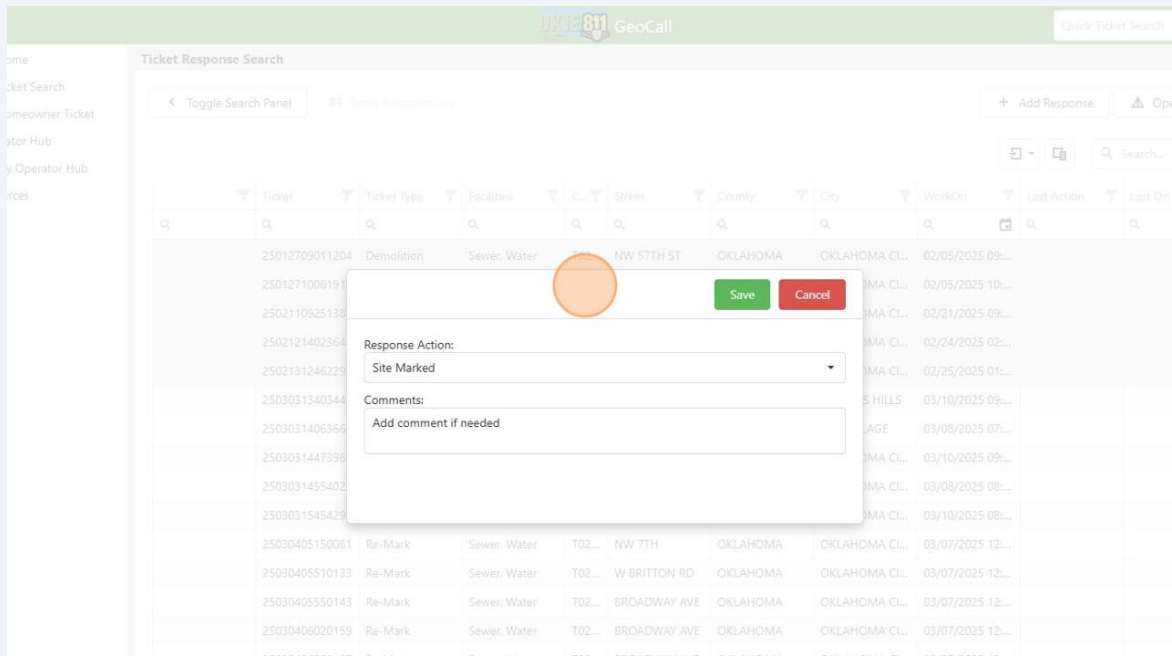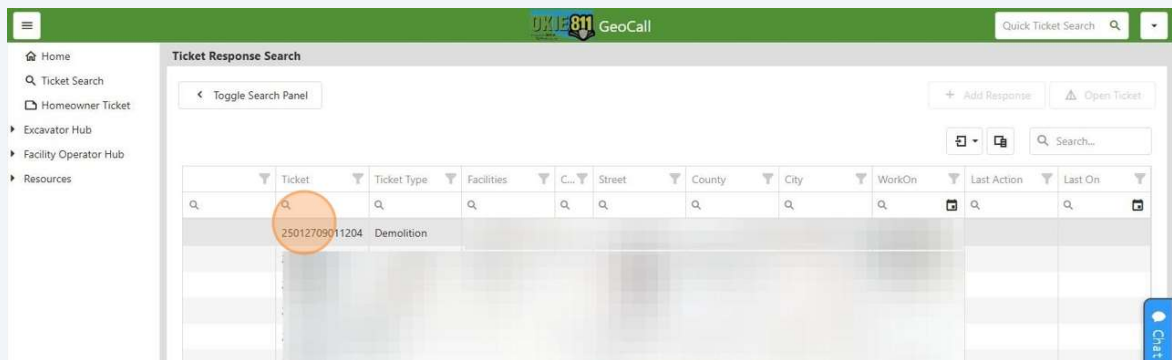

11 To respond to multiple tickets, you can **"Shift+Click"** the tickets and then select **"+Add Response"**.

12   This will add the **SAME** response to all selected tickets.

13   To view the ticket view simply double-click a ticket number.

14 This allows you to view all ticket details.

15 To Add a response in ticket view simply select **Add**. To navigate back to your list select **Show Response List**.

ⓘ **Tip!** Scroll to the bottom of the ticket to use our **Service Area Snapshot**! This tool helps you visualize where your lines intersect with the work site polygon.

16 **SERVICE AREA SNAPSHOT:** In ticket view scroll to bottom of ticket and select your dispatch code from the drop-down box.