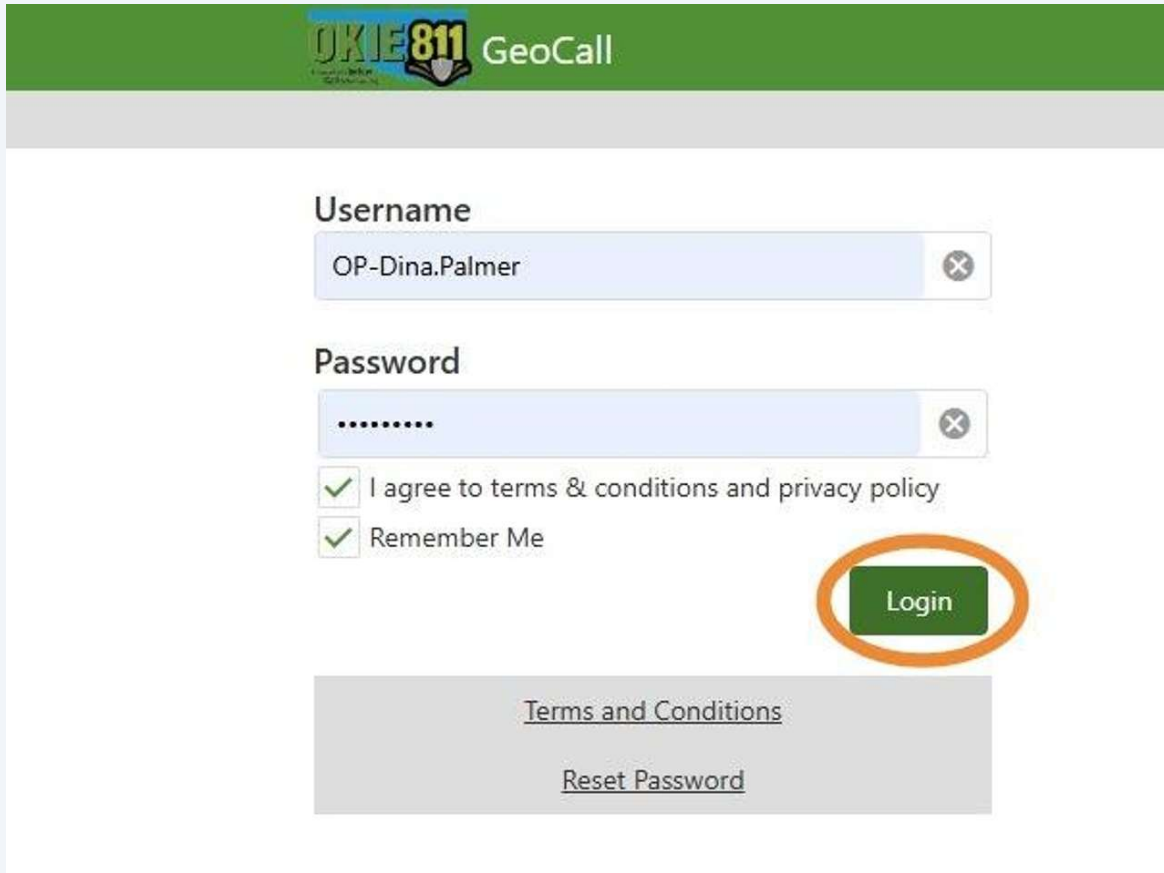


# NEW PORTAL - Positive Response March 2025

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



The screenshot shows the OKIE811 GeoCall login interface. At the top is a green header with the OKIE811 logo and the text "GeoCall". Below the header is a light gray bar. The main content area is white and contains the following elements:

- Username:** A text input field containing "OP-Dina.Palmer" with a clear button (X) on the right.
- Password:** A password input field with masked characters (dots) and a clear button (X) on the right.
- ☒ I agree to terms & conditions and privacy policy
- ☒ Remember Me
- Login:** A green button with the text "Login", which is circled in orange.
- Footer:** A gray bar containing two links: [Terms and Conditions](#) and [Reset 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.

The screenshot shows the OKIE811 GeoCall portal. At the top is a green header with the OKIE811 logo and 'GeoCall' text. To the right is a 'Quick Ticket Search' bar with a magnifying glass icon. Below the header, the main content area is divided into two sections. The first section, 'My Responses', is highlighted with an orange box. It contains an 'Add Response' button and a table with columns: Ticket, Ticket Type, Facilities, C..., Organization, Street, County, Created, and City. The table has a search bar in the first row and several rows of data below. The second section, 'My Tickets', is also highlighted with an orange box. It contains a 'View' dropdown, 'Add', 'Create', and 'Print' buttons, and a table with columns: Creation, WorkOn, Number, Address, Street, City, ShouldUpd..., GoodUntil, Job Number, and Excavator. The table has a search bar in the first row and several rows of data below. On the right side of the dashboard, there is a blue vertical button labeled 'Chat With Us!'. At the bottom of the 'My Responses' section, it says 'Page 1 of 552 (2760 items)' with a pagination bar showing '1 2 3 4 5 ... 552'.

3

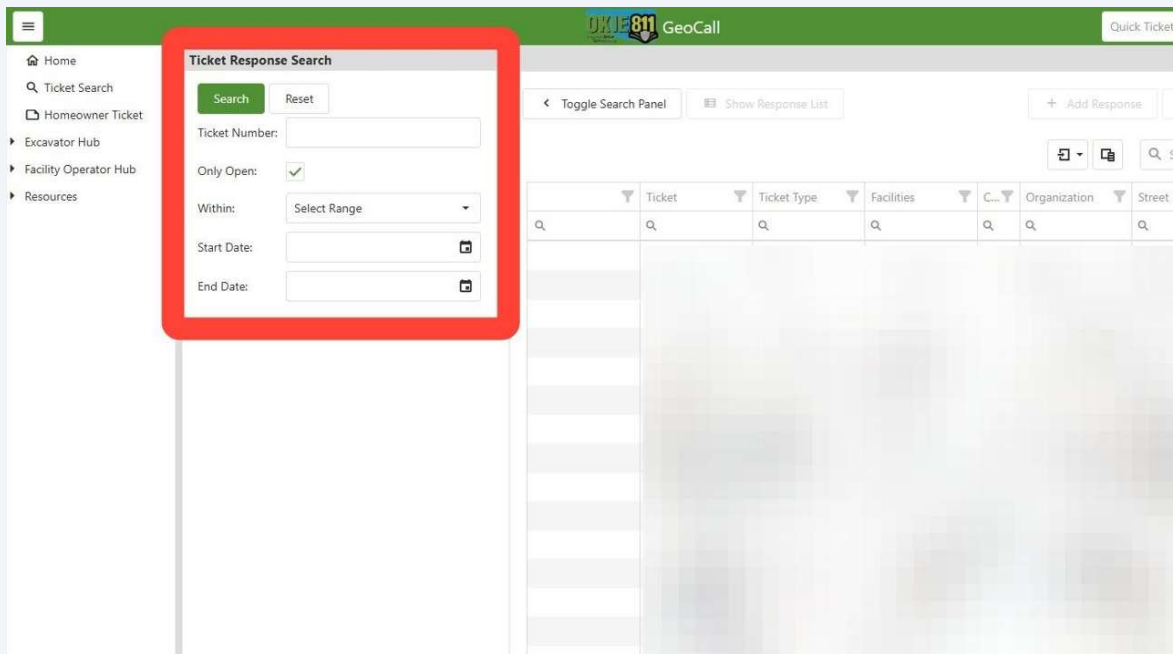
Click "Facility Operator Hub"

The screenshot shows the OKIE811 Portal Home Dashboard. At the top is a green header with the OKIE811 logo and 'GeoCall' text. To the right is a 'Quick Ticket Search' bar with a magnifying glass icon. Below the header, the main content area is divided into two sections. The first section, 'Welcome to the OKIE811 Portal Home Dashboard', contains a paragraph about a State of Emergency (SOE) and a link to 'SOE.OKIE811.org'. Below this paragraph are five green buttons: 'Create Ticket', 'Ticket Search', 'Excavator Hub', 'Facility Operator Hub', and 'Homeowner Ticket'. The 'Facility Operator Hub' button is highlighted with an orange circle. Below the buttons is a note: '\* Some features may only be accessible on a mobile device, while others are only accessible on desktop.' The second section, 'My Responses', is highlighted with an orange box. It contains an 'Add Response' button and a table with columns: Ticket, Ticket Type, Facilities, C..., Organization, Street, County, Created, and City. The table has a search bar in the first row and several rows of data below. On the right side of the dashboard, there is a blue vertical button labeled 'Chat With Us!'. At the bottom of the 'My Responses' section, it says 'Page 1 of 552 (2760 items)' with a pagination bar showing '1 2 3 4 5 ... 552'.

#### 4 Click "Submit Positive Response"



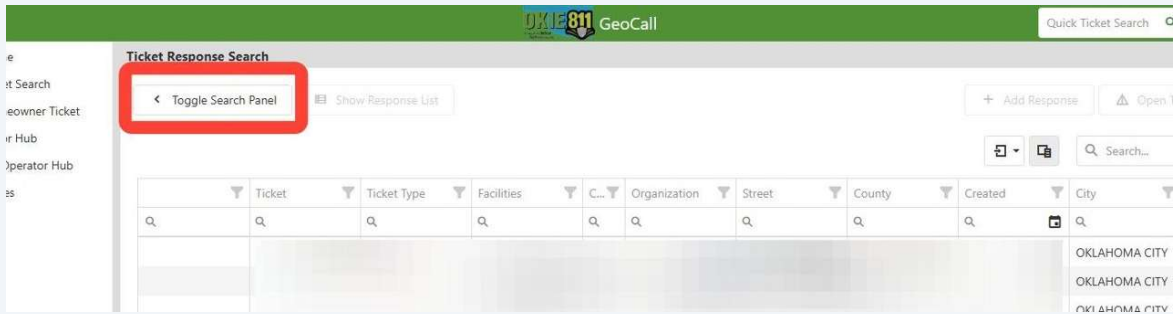
#### 5 On the Positive Response Page, you have the full list of open requests and the option to search for tickets.



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.

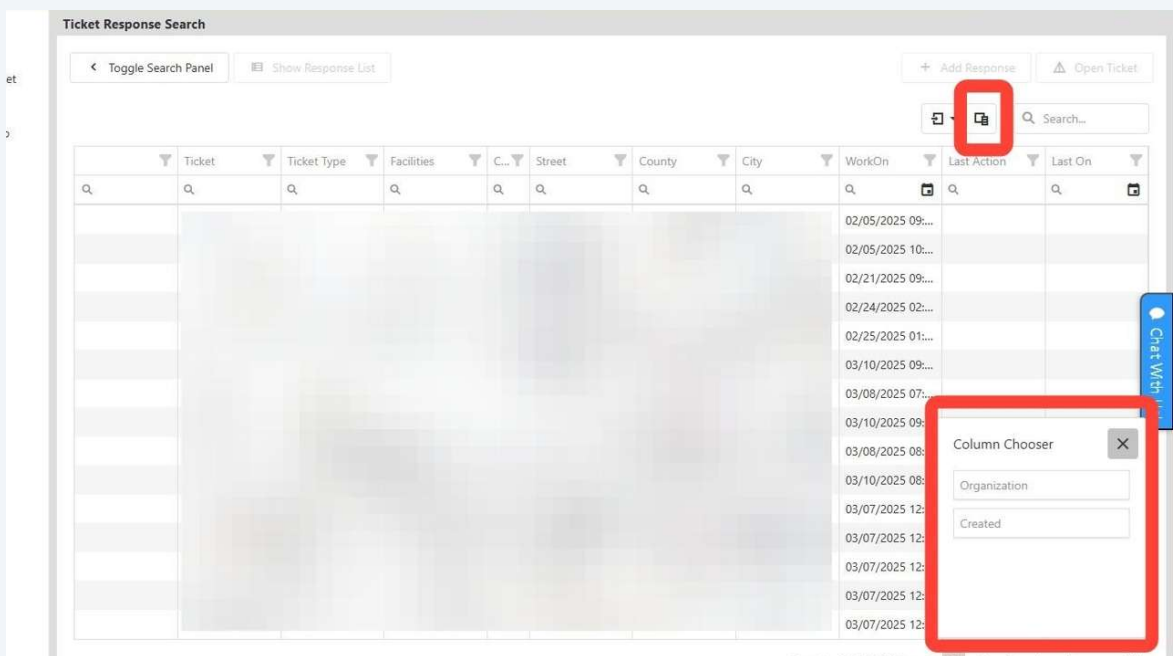
6

**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.



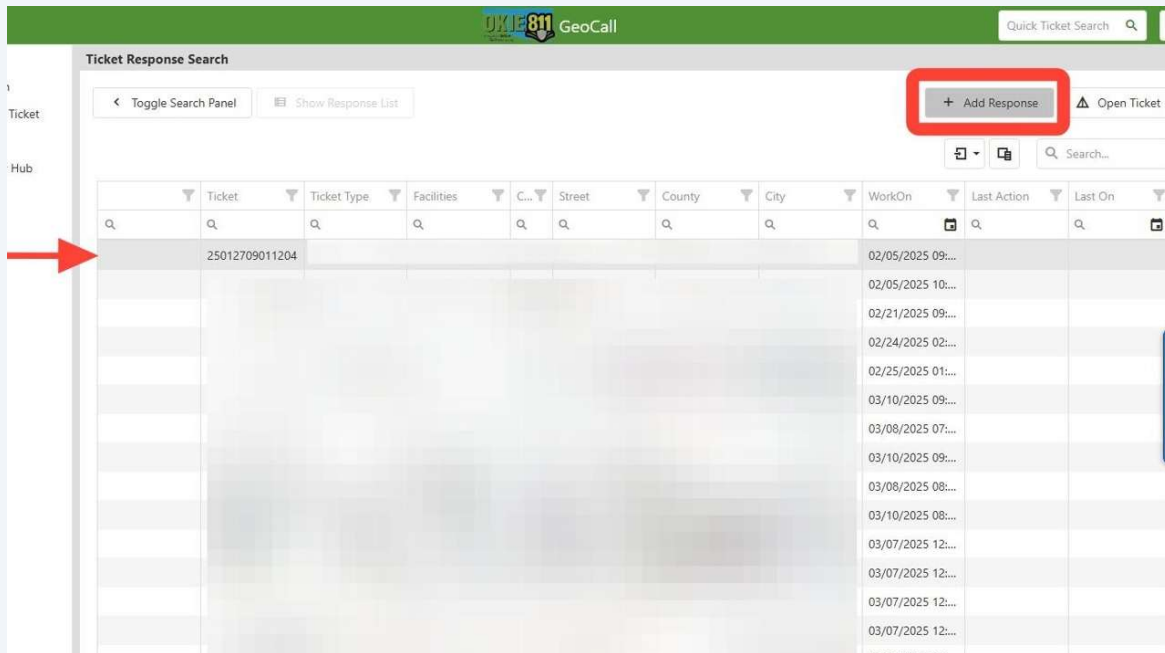
7

**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.



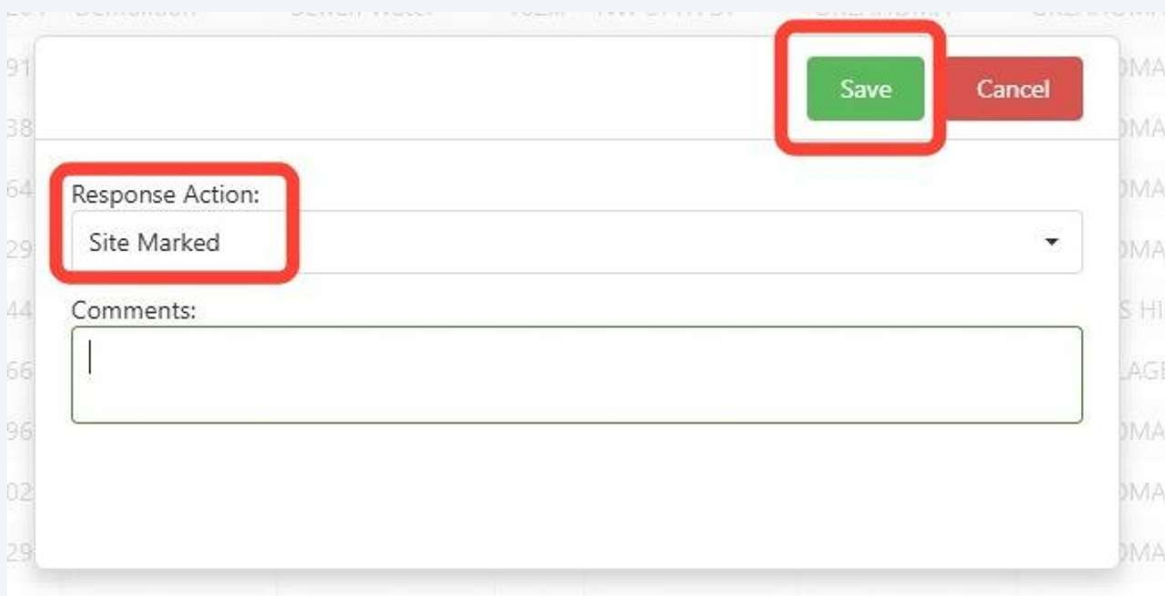
8

**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**.



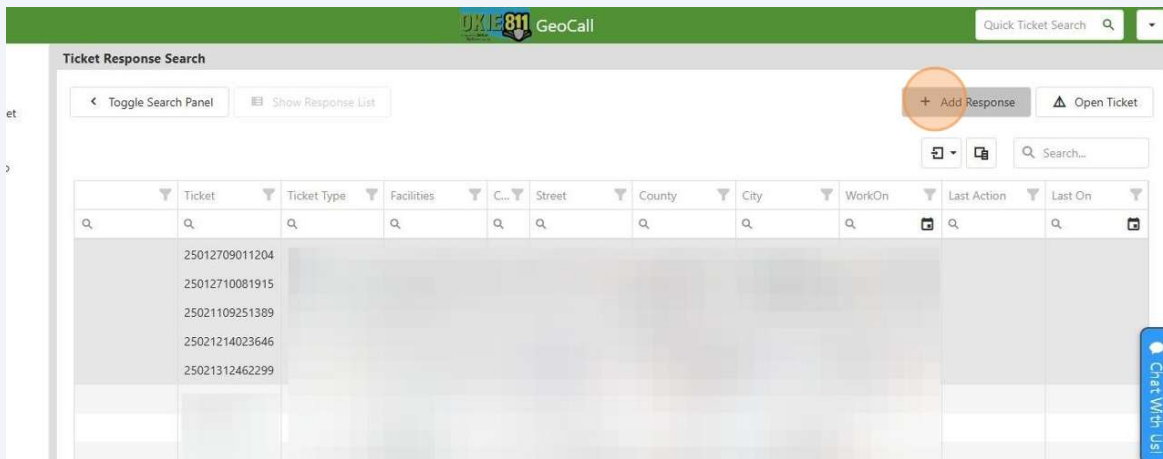
10

**Please Note:** The icon in each column is a **filter**, not a selection tool. Use it to refine your view, not to select items.

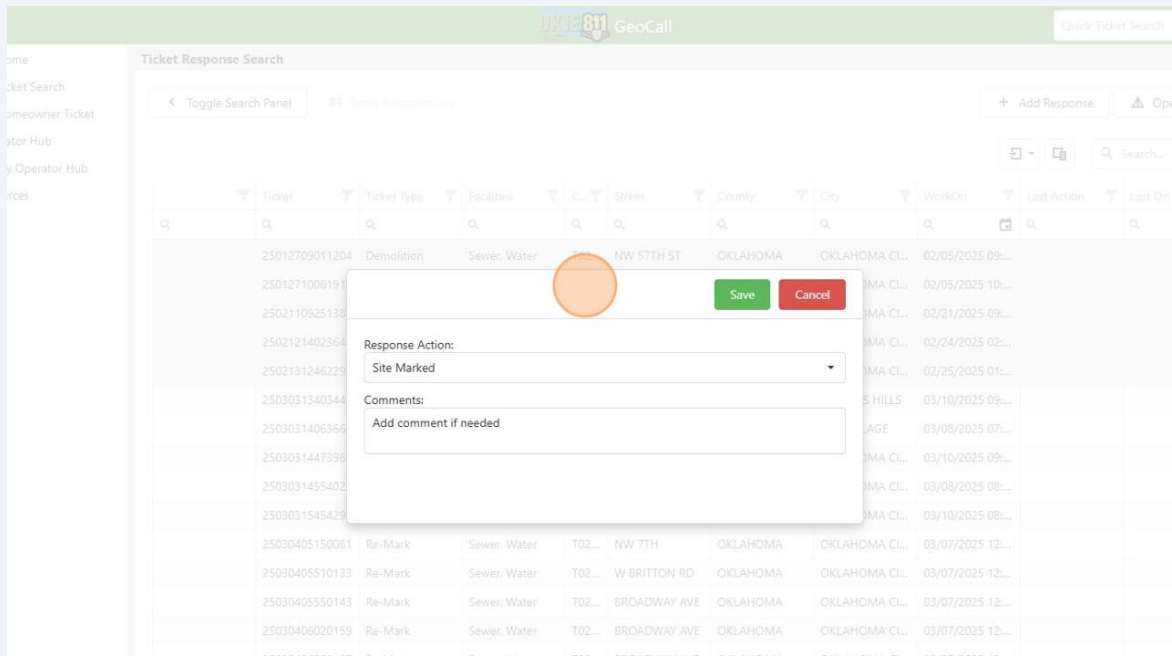


11

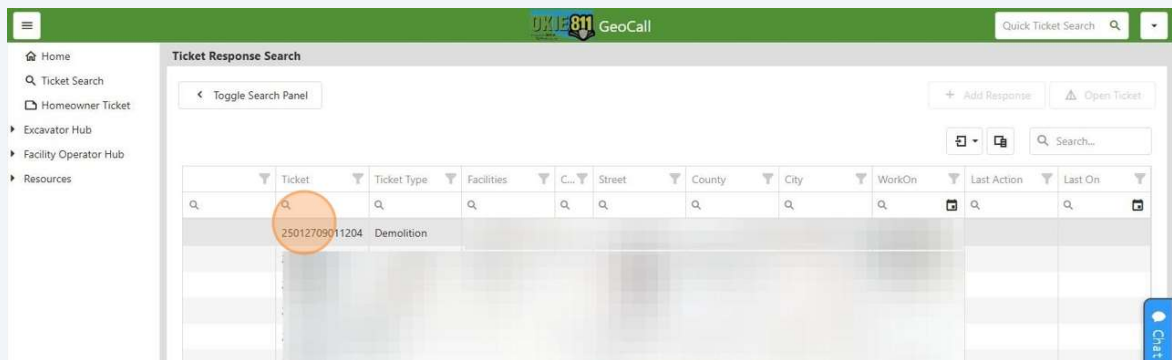
To respond to multiple tickets, you can **"Shift+Click"** the tickets and then select **"Add Response"**.



- 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.

OKIE811 GeoCall

Quick Ticket

Ticket Response Search

< Toggle Search Panel Show Response List

View Add Create Print

OKIE811 Normal 25030313403446

Previous:  
Source: Voice  
Type: Normal  
Update by: 03/19/25

By:  
Hours Notice:  
Created:  
Expires:

Excavator Information

Phone:  
Contact:  
Contact Phone:  
Contact Email:

Type:  
Caller Name:  
Caller Phone:  
Caller Email:  
Callback:

Work Information

State:  
County:  
Place:  
Work Date:

Type: Sewer - Service Line  
Done For: HOMEOWNER  
Est. Completion: 03/12/2025  
Date:

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

OKIE811 GeoCall

Quick Ticket Search

Ticket Response Search

< Toggle Search Panel Show Response List

View Add Create Print

OKIE811 Normal 25030313403446

Previous:  
Source: Voice  
Type: Normal  
Update by: 03/19/25

By:  
Hours Notice:  
Created:  
Expires:

Excavator Information



**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.

