



# Member Response (PRIS) – Mobile App

Georgia 811

11/2/2020

The Positive Response Information System (PRIS) is an automated system serving two functions. It allows the Georgia 811 utility member to respond to each individual ticket providing information on whether underground facilities are present or not present. It also allows the excavator to check the responses to their tickets.

**Georgia 811 Mobile App**

1. Using the appropriate link below, download the Georgia 811 Mobile App to your mobile device. *The following are the minimum OS versions, keeping in mind this is subject to change as OS versions upgrade.*

*Mobile App Minimum OS Versions:*

*iOS – 10.3*

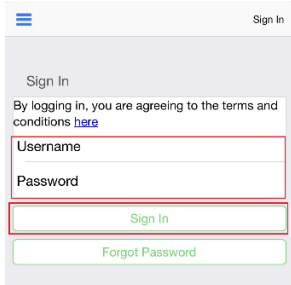
*Android – 8.0*

- a. iPhone or iPad: [click here](#)
- b. Android devices: [click here](#)

2. Open the **App** and select **Sign In**.



3. Enter your **Username** and **Password**, select the **Sign In** button.



4. You will have the following search options:

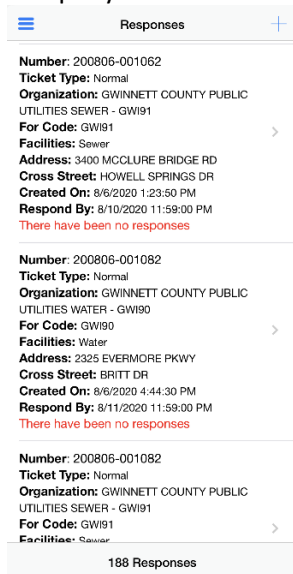


- a. **Find Tickets** – This allows the user the ability to view responses for a specific ticket. This does not provide the user the ability to respond to tickets.
- b. **Respond** – This will provide the user with a list of tickets that are due a response, have not been responded to and have not expired. The tickets may be listed multiple times if they have more than one Service Area Code listed on it for your company.

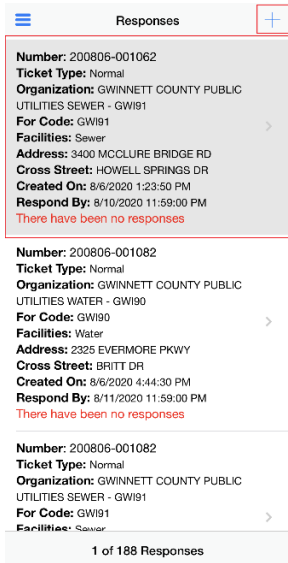
## Responding to Tickets

### ➤ Respond

1. Select **Respond**. Once on the Respond page, you will notice a list of tickets. These are tickets that are due a response, have not been responded to and have not expired. The tickets may be listed multiple times if they have more than one Service Area Code listed on it for your company.



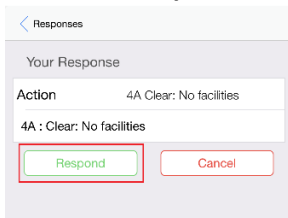
2. Select a **Ticket** or **Tickets** needing a response from the list to highlight them in grey. You may respond to multiple tickets at one time, but all selected tickets must be the same ticket type.
3. Select **+** at the top right-hand corner of the page.



- 4. Select **Action** for the list of response codes, choose your **Response** from the drop down and select **Done**.



- 5. Select the **Respond** button to save your response.



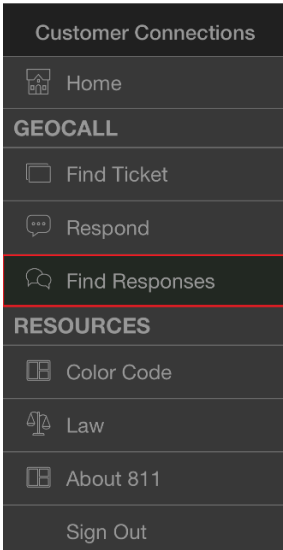
6. This will take you back to your list of tickets requiring a response.

➤ **Find Responses - Search by Ticket Number**

1. Select **Menu** icon at top left corner.



2. Select **Find Responses**.



3. Enter the **Ticket number** into the ticket field.
4. Select **Search**. A ticket may be listed multiple times in the search results if it has more than one Service Area Code listed on it for your company.

Find Response

Search For Responses

Ticket 200806-001062

Open

All

From 08/10/2020

To 08/10/2020

Search Reset

Only responses assigned to the current user will be shown.

5. Select the **Ticket** to highlight it in grey. You may respond to multiple service area codes at one time by selecting each one from the list.
6. Select **+** at the top right-hand corner of the page.

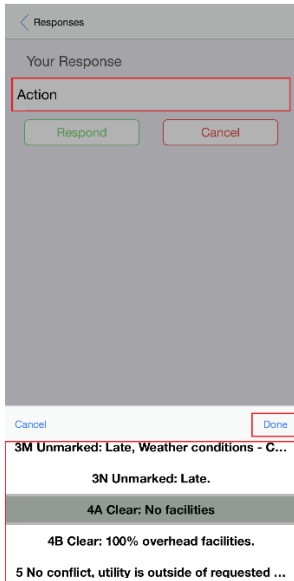
Search Responses

Number: 200806-001062  
 Ticket Type: Normal  
 Organization: GWINNETT COUNTY PUBLIC UTILITIES  
 For Code: GW190  
 Facilities: Water  
 Address: 3400 MCCLURE BRIDGE RD  
 Cross Street: HOWELL SPRINGS DR  
 Created On: 8/6/2020 1:23:50 PM  
 Respond By: 8/10/2020 11:59:00 PM  
 There have been no responses

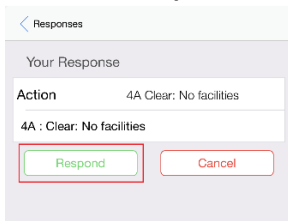
Number: 200806-001062  
 Ticket Type: Normal  
 Organization: GWINNETT COUNTY PUBLIC UTILITIES  
 For Code: GW191  
 Facilities: Sewer  
 Address: 3400 MCCLURE BRIDGE RD  
 Cross Street: HOWELL SPRINGS DR  
 Created On: 8/6/2020 1:23:50 PM  
 Respond By: 8/10/2020 11:59:00 PM  
 There have been no responses

1 of 2 Responses

7. Select **Action** for the list of response codes, choose your **Response** from the drop down and select **Done**.



8. Select the **Respond** button to save your response.

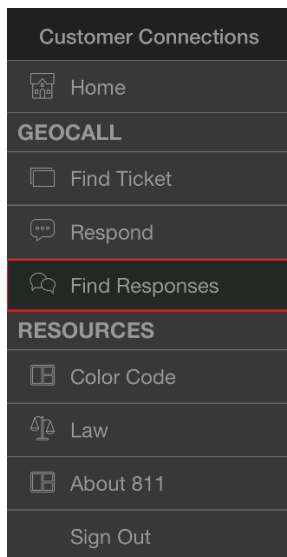


➤ **Find Responses - Search by Date Range**

1. Select **Menu** icon at top left corner.



2. Select **Find Responses**.

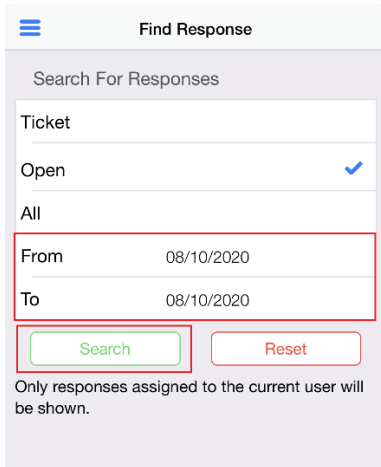


### 3. Select **Open** or **All**.

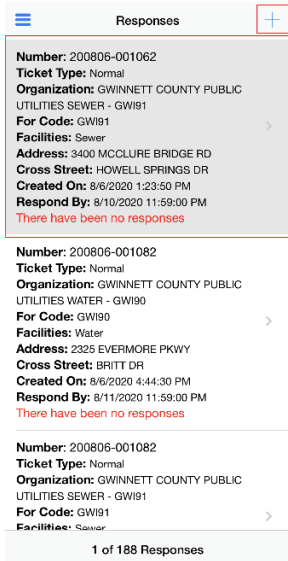
 A screenshot of the 'Find Response' search interface. At the top is a hamburger menu icon and the title 'Find Response'. Below is a search bar labeled 'Search For Responses'. Underneath is a 'Ticket' section with two radio buttons: 'Open' (selected with a blue checkmark) and 'All'. Below the radio buttons are 'From' and 'To' date pickers, both set to '08/10/2020'. At the bottom are 'Search' and 'Reset' buttons. A note at the very bottom states: 'Only responses assigned to the current user will be shown.'

- a. If you select **Open**, it will pull all tickets that include service area codes that are associated to the user for the selected date range that have not been responded to.
  - b. If you select **All**, it will pull all tickets that include service area codes that are associated to the user for the selected date range.
4. Select a **Date Range**. (*This is the ticket Creation Date*)
  5. Select **Search**. A ticket may be listed multiple times in the search results if it has more than one Service Area Code listed on it for your company.

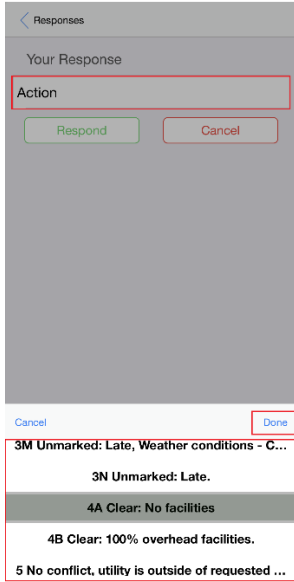




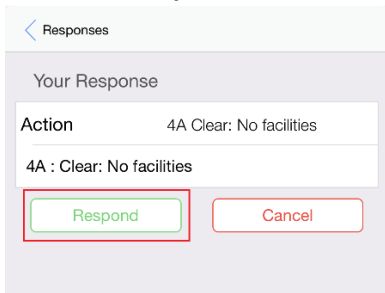
6. Select a **Ticket** or **Tickets** needing a response from the list to highlight them in grey. You may respond to multiple tickets or service area codes at one time, but all selected tickets must be the same ticket type.
7. Select **+** at the top right-hand corner of the page.



8. Select **Action** for the list of response codes, choose your **Response** and select **Done**.



9. Select the **Respond** button to save your response.



10. This will take you back to your list of tickets requiring a response.