Member Response (PRIS) – Mobile App

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.*
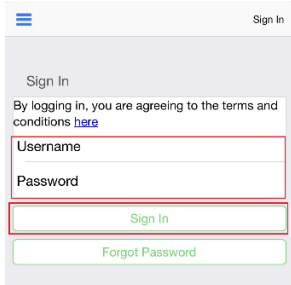
    Mobile App Minimum OS Versions:
    iOS – 10.3
    Android – 8.0
    a. iPhone or iPad: *click here*
    b. Android devices: *click here*

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.
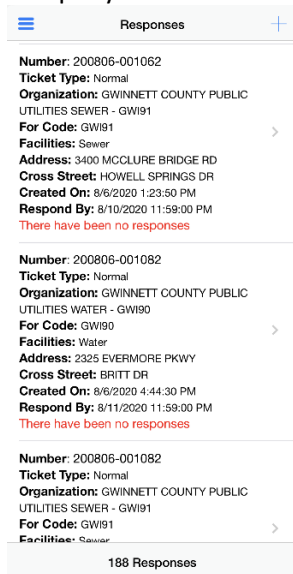

2. Select a **Ticket** or **Tickets** needing a response from the list to highlight them in grey. You may respond to multiple tickets at one time, but all selected tickets must be the same ticket type.

3. Select **+** at the top right-hand corner of the page.
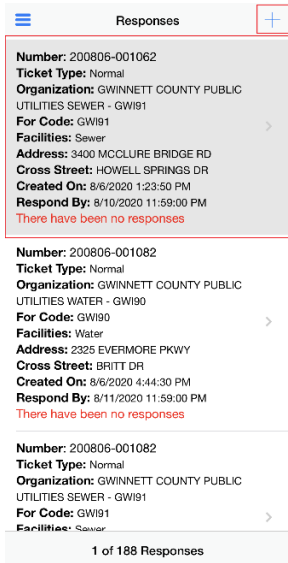
4. Select **Action** for the list of response codes, choose your **Response** from the drop down and select **Done**.

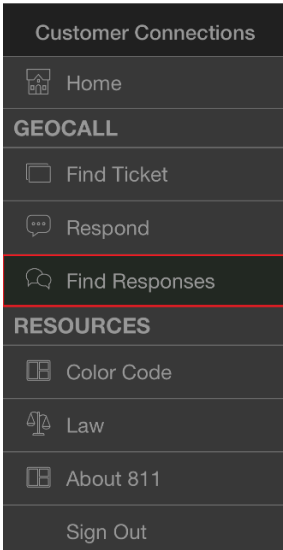5. Select the **Respond** button to save your response.
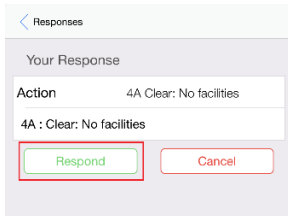
6. This will take you back to your list of tickets requiring a response.

➢ **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.

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.

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

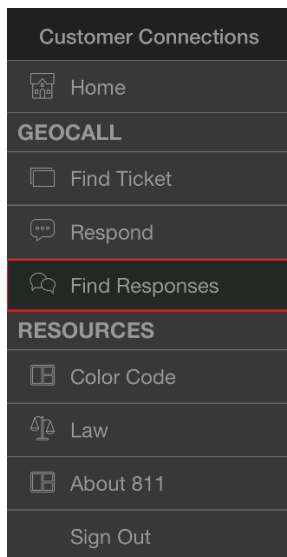8. Select the **Respond** button to save your response.
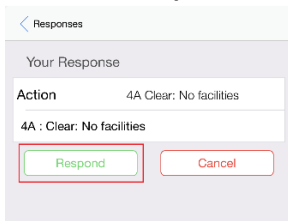
➢ **Find Responses - Search by Date Range**

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


2. Select **Find Responses**.

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

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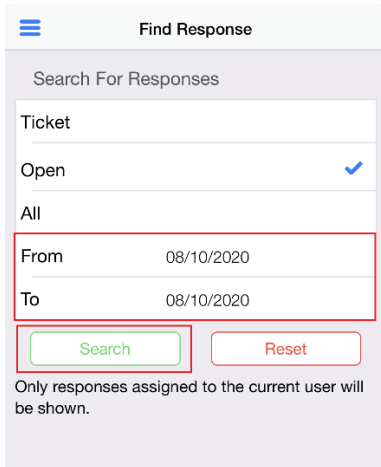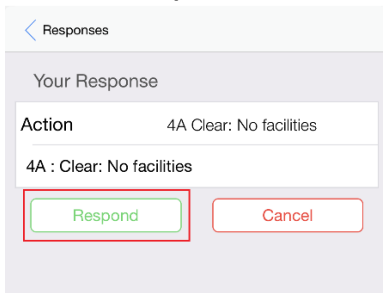
6. Select a **Ticket** or **Tickets** needing a response from the list to highlight them in grey. You may respond to multiple tickets or service area codes at one time, but all selected tickets must be the same ticket type.

7. Select **+** at the top right-hand corner of the page.
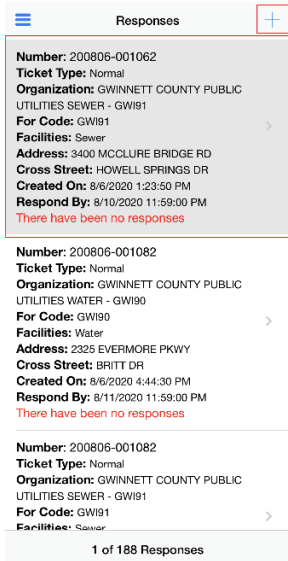
8. Select **Action** for the list of response codes, choose your **Response** and select **Done**.
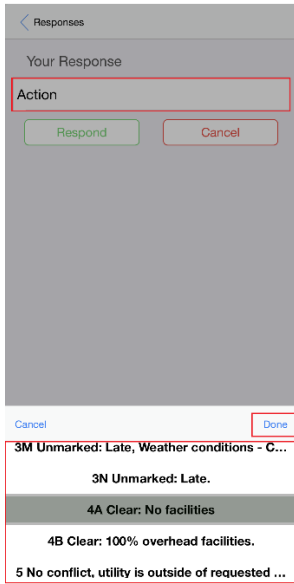
9. Select the **Respond** button to save your response.

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