

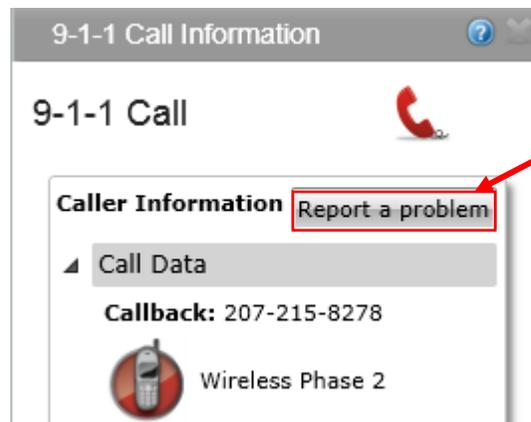
# PERFORMANCE ALERT



## \*\*\*\*\* REPORTING LOCATION DISCREPANCY OR MISROUTE \*\*\*\*\*

The following steps will assist you with the new paperless process located in the GeoLynx Map when it is necessary to report a Location Discrepancy or Misroute. This process can be completed while the call is still plotted on your map or later. It is recommended that you make a discrepancy report as soon as possible.

1. Click on the **Report a problem** button in the 9-1-1 Call Information panel.
  - a. For a previous 9-1-1 call you will select the call from the map grid and the 9-1-1 Call Information panel will display, if available. The map grid displays the last 25 calls into the PSAP.



**Note:** If the 9-1-1 Call Information panel is not present on the screen after pulling a call from the map grid, click on the **9-1-1** link in the Features Tool Bar to re-display the panel.





Note: Once the discrepancy is saved it will display in the Cases Tab within the Grid accessed by selecting **Discrepancies** from the Features Tool Bar.

**Please contact the Emergency 9-1-1 Center 1 (866) 984-3911 with any system issues.**