

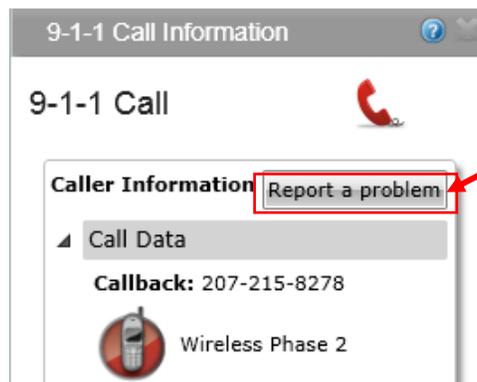
PERFORMANCE ALERT



***** REPORTING LOCATION DISCREPANCY OR MISROUTE*****

When it is necessary to report a Location Discrepancy or Misroute, the following steps will assist you with the paperless process through the GeoLynx Map. This process can be completed while the call is still plotted on your map or later, if necessary.

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 presents the last 25 calls into the PSAP



Note: If the 911 Call Information panel is not present on the screen after pulling a call from the map grid, click on the **911** link in the Features Tool Bar to re-present the panel.



The **Report a Problem** window will appear on your screen

1. In the **Report a Problem** dialog box, under What was the problem, select one or more of the following:
 - a. **Call Misroute**
 - b. **No Record Found**
 - c. **Incorrect ALI**
 - d. **Map Problem**
2. Make corrections in the “Corrections” fields on the right side of the form.
3. Complete the **PSAP Name** and **Calltaker** fields.
4. In the **Comments** box, add a detailed description of the change/s needed.
5. Click the **Save** button. This will send the discrepancy to the ESCB to be resolved.

Note: Once the discrepancies 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.