
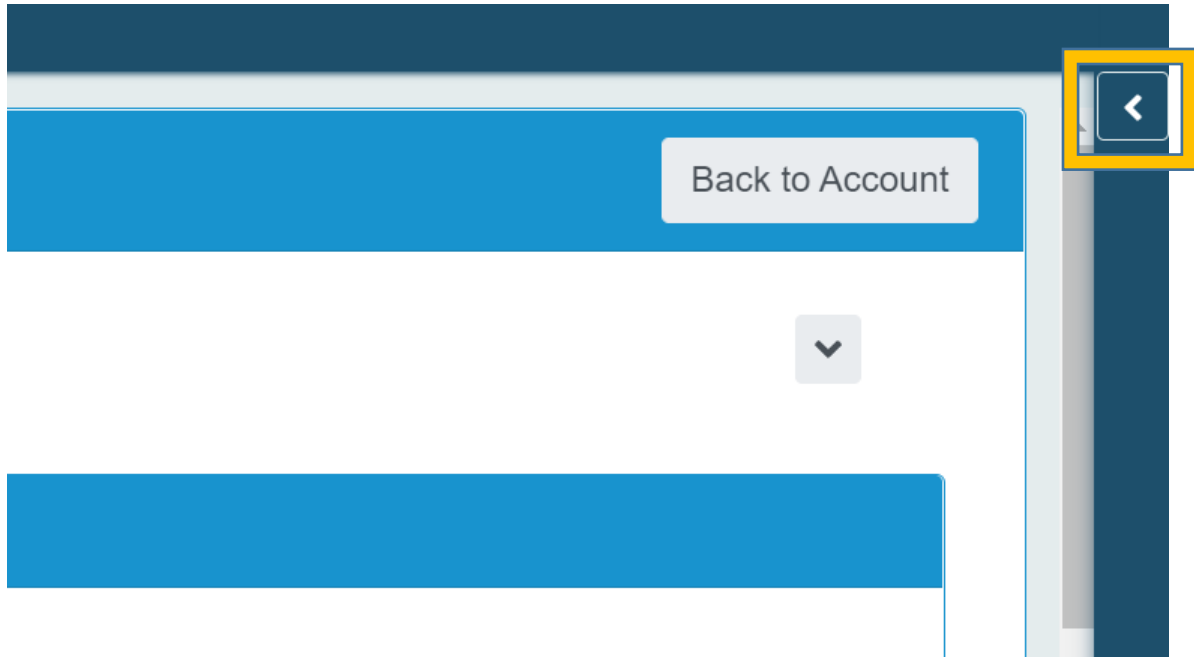
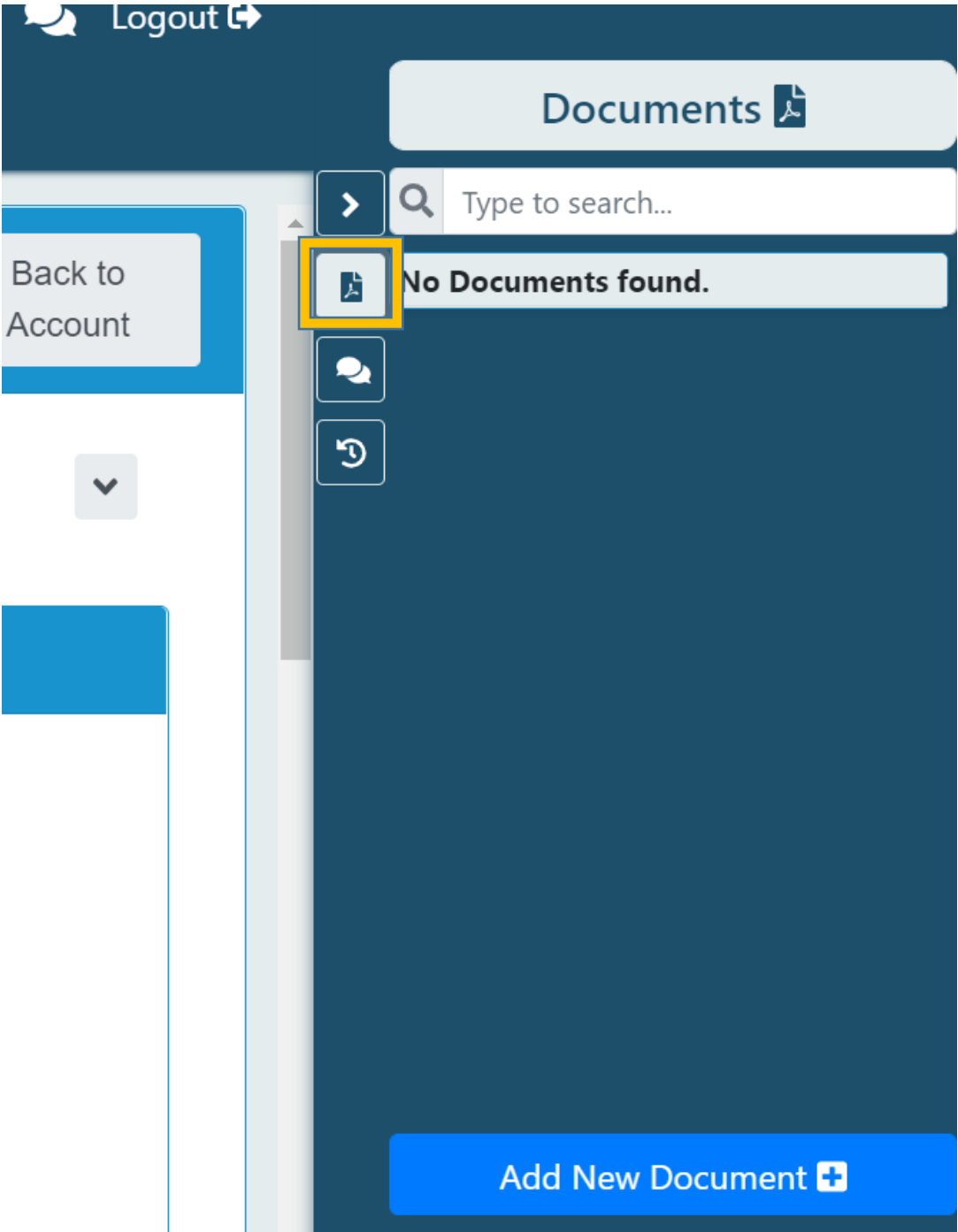


How To Add a Document, Send a Message, or view your Account History in the OPTO System

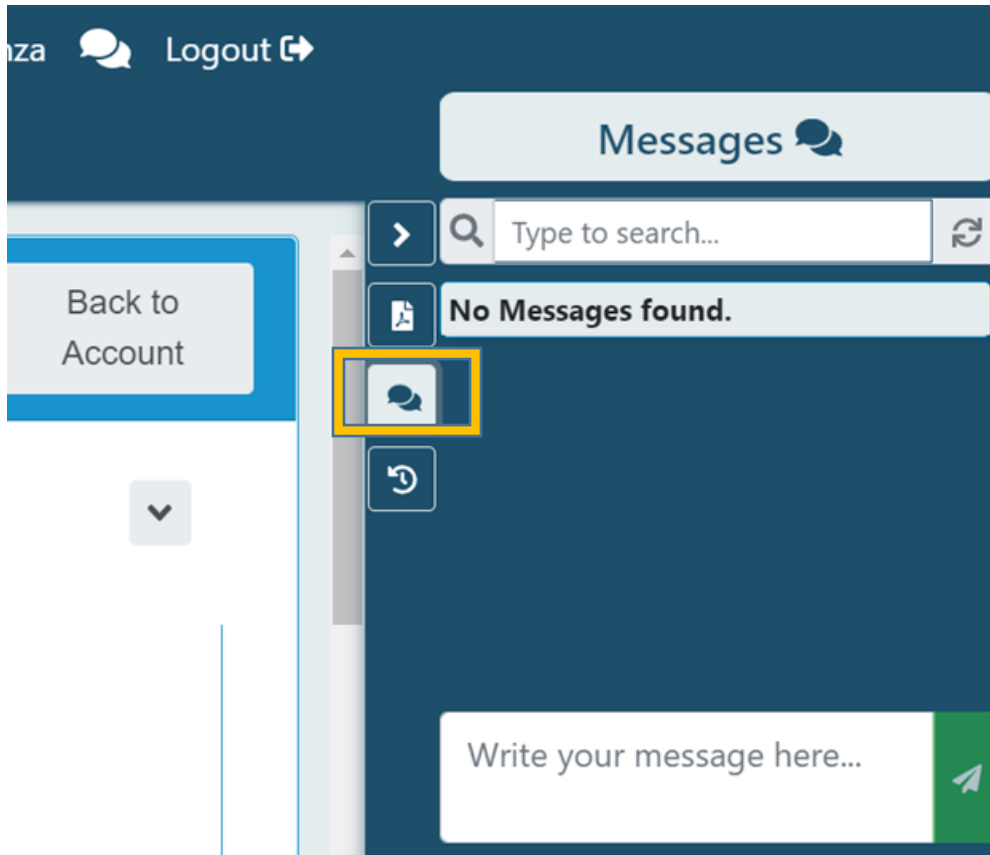
In the first screenshot below, there is a picture of a typical account window in OPTO. You will see that on the far right side, this symbol  appears:



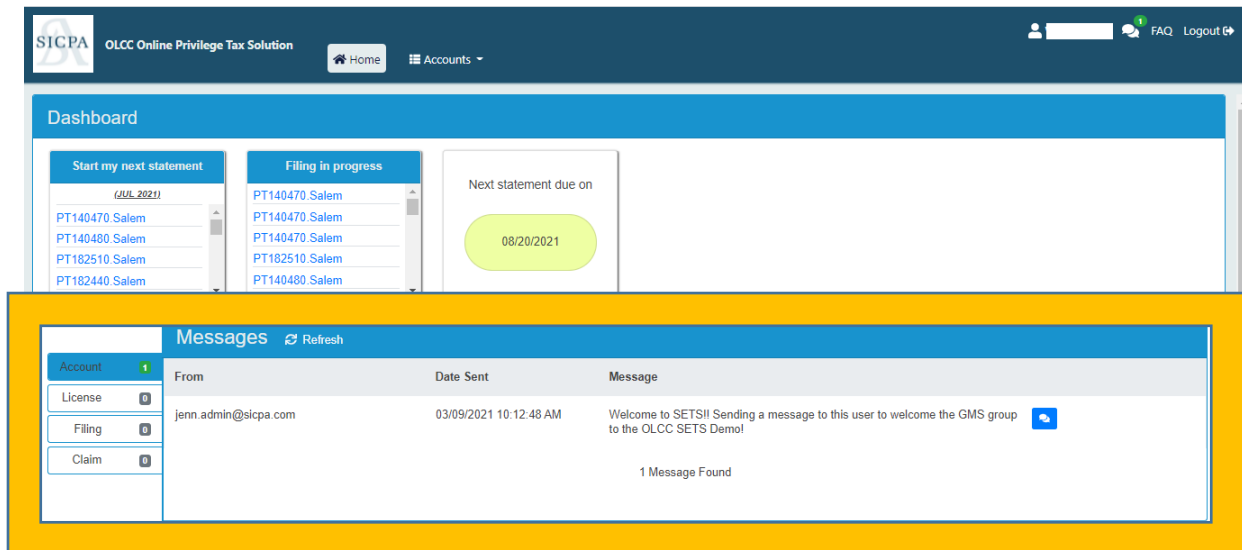
Click on the symbol to open the panel and reveal tabs that allow you to attach documents or send messages. The tab on top allows you to upload attachments that are viewable in the system by you, your coworkers and the OLCC users.



The second tab from the top allows you to access Messages. To send a message to the OLCC, select this tab and type your message in the box at the bottom of the panel. We will respond as soon as possible. When the OLCC responds, you will be able to access their response in this tab.



You can also see all unread messages on your dashboard in the messages panel



The bottom tab provides a history of actions taken that is specific to the location that you are in. For example, If you are inside the detail of a license, you would see when your license was approved, or when changes were made to your license.

Another example: If you are inside the detail of a tax return, you would see information specific to that tax return.

