



IVR User Guide: Posting to Positive Response via Phone

RMAA, RMAF, and RMAP accounts can be used to post to Positive Response via IVR. To use this feature, please contact the Member Services Department at (800) 482-7261 or membersupport@missdig811.org so that the feature may be activated.

Dial 800-763-3888.

You will hear four options to choose from. Select the second option.

1. ***"To obtain the results of a locate, press 1."***
2. ***"To post the results of a locate press 2, press 2."***
3. ***"To listen to the list of valid response codes, press 3."***
4. ***"For help press 0, press *(star) to end this call."***
5. ***"Please enter your member ID number followed by the pound (#) sign."*** Your member ID is the phone number associated with your account.
6. ***"The member ID you have entered is _____. Is this correct? Press 1 for yes and 2 for no."***
7. ***"Please enter the ticket number followed by the pound (#) sign. If the ticket number begins with an A, enter 1 for the letter A. If it begins with a B, enter 2 for the letter B."***
8. ***"The ticket number you have entered is _____. Is this correct? Press 1 for yes and 2 for no."***
9. ***"I will now read back some information on the ticket. Is this correct, press 1; if not, press 2."***
If you have more than one facility type, you will be asked, ***"Are you responding for CODEXXXX? Press 1 for yes and 2 for no."***
10. ***"Please enter the response for this ticket followed by the pound (#) sign."*** You will need to complete this step for each facility type on your account.
11. ***"Do you wish to post a response for another ticket? Press 1 for yes and 2 for no."*** If you select "yes," you will be prompted for the ticket number. If you select "no," you may simply hang up the phone.