



**Explore Your  
Data**



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# EXPLORE YOUR DATA

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## Disclaimer

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## What It Is

Explore Your Data allows members to search and view tickets delivered to any station codes associated with their user account.

There are no system confinements limiting access; tickets will always be searchable here regardless of their age.

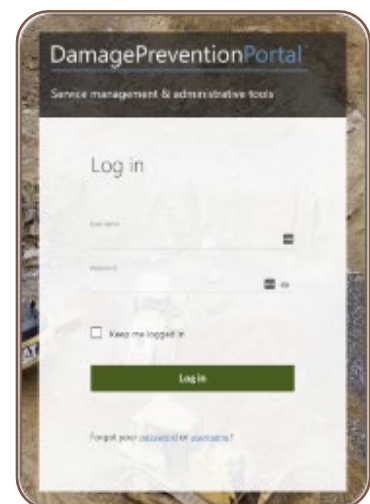
## How To

### Getting Started

The user logs into their DamagePreventionPortal (DPP) account at [dpp.missdig811.org](http://dpp.missdig811.org). Enter username and password.

If the user would like to remain logged in, check the box labeled "Keep me logged in." *Please take your organization's security measures into account.*

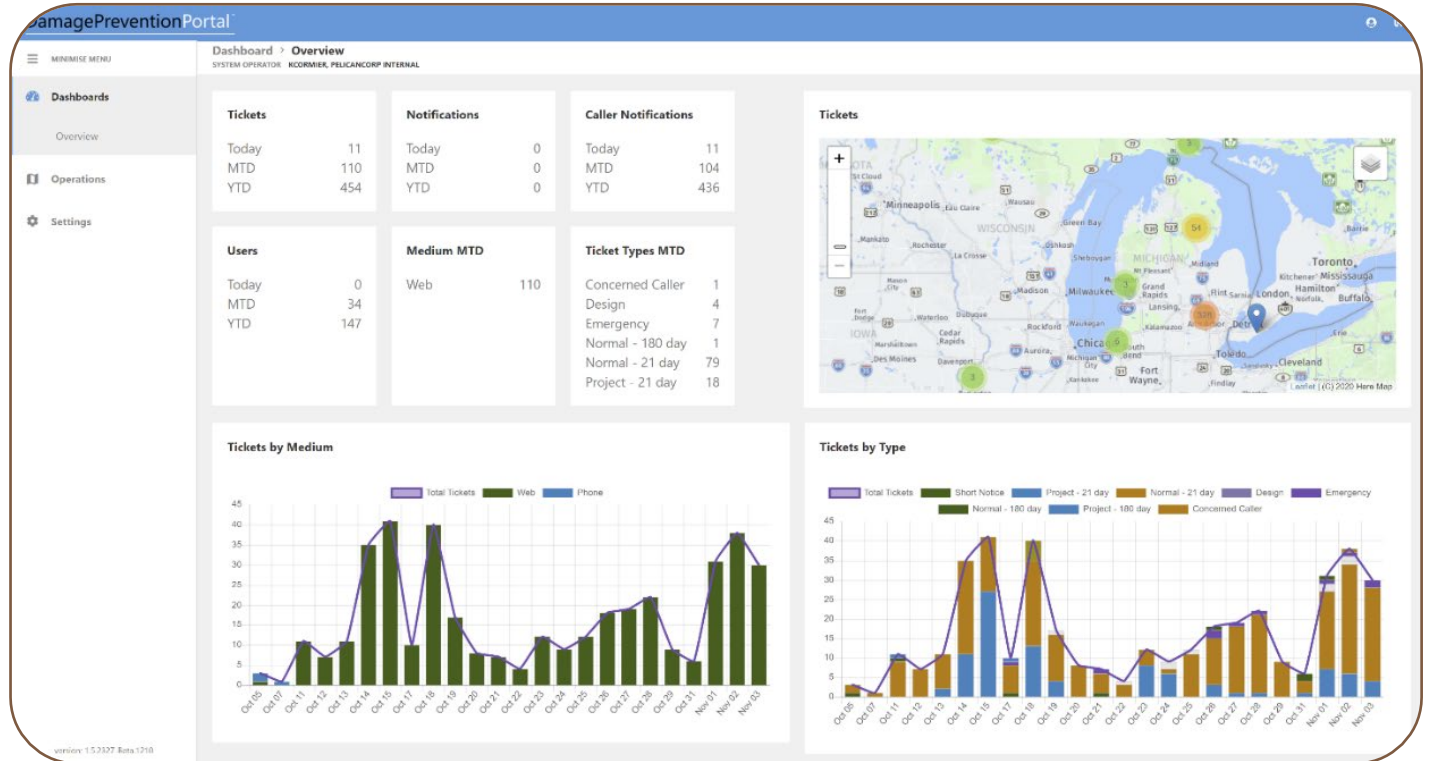
If the user has forgotten your username or password, click on the appropriate links at the bottom of the login box. All confirmation or reset emails will be sent from [OCARS\\_PRO@missdig.org](mailto:OCARS_PRO@missdig.org).





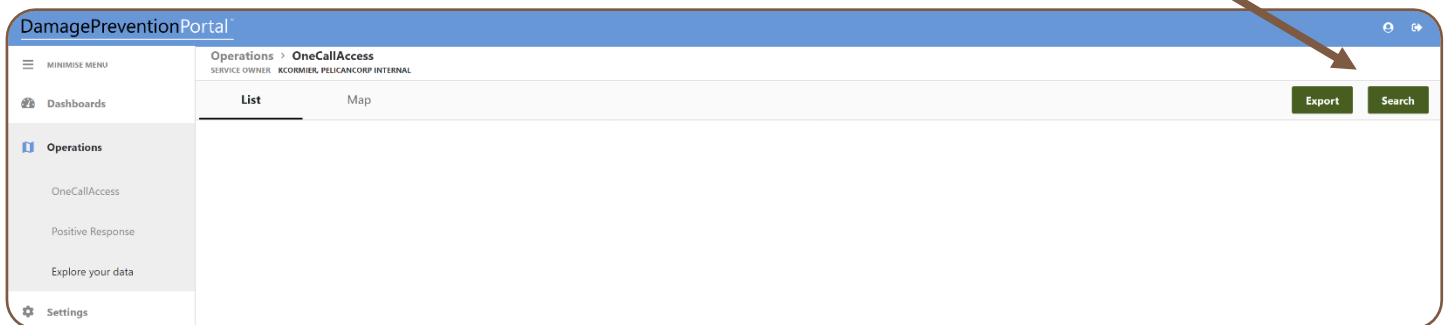
# EXPLORE YOUR DATA

Upon successful login, the user will see the **Dashboards** menu and the **Overview** screen. This screen provides an overview of tickets received for the membership the account is associated with.



## Ticket Search

Select **Explore Your Data**, which is the second option under the Operations menu. Tickets will not be visible immediately upon selecting Explore Your Data. The user must click the green **Search** button in the top-right corner.



From here, the user can input an array of search criteria to retrieve tickets.

The simplest search would be to select “OneCall” from the **Data Source** menu and click the magnifying glass icon.

This will bring up all tickets received by the codes associated with the user account.

**Search**
🔍 ✕

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Data source  
OneCall

---

Medium  
Press Enter to add this tag.

---

Ticket type  
Press Enter to add this tag.

---

Type of work  
Press Enter to add this tag.

---

Activity  
Press Enter to add this tag.

---

Working on behalf of  
-- Select one --

---

Working on behalf of utility/authority name  
-- Select one --

---

Request no.

## Search Results

When the tickets have populated the screen, the user can double-click on the highlighted row to open the ticket details and map.

Operations > OneCallAccess  
SYSTEM OPERATOR: KCORMIER, PELICANCORP INTERNAL

List
Map

Export
Search

Ticket type	Ticket no.	Address	Type of work	Start date	Caller name
Normal - 21 day	2022060700005-000	N Lilley Rd Canton	CATV	Jun 10, 2022, 01:28:00 PM	Amanda Horn
Normal - 21 day	2022060700004-000	ford rd Canton	CATV	Jun 10, 2022, 01:28:00 PM	Amanda Horn
Emergency	2022060700003-000	6489 14th St N Kalamazoo	Water	Jun 7, 2022, 11:41:00 AM	Patty Preston
Normal - 21 day	2022060700002-000	123 Francis St Jackson	Construction	Jun 10, 2022, 11:38:00 AM	Brett Tylutki
Normal - 21 day	2022060700001-000	PORTER RD White Lake Charter ...	Groundwork	Jun 10, 2022, 11:01:00 AM	Patty Preston
Emergency	2022060600013-000	EMERY ST Detroit	Water	Jun 7, 2022, 07:00:00 AM	Patty Preston
Project - 21 day	2022060600012-000	HALL RD MOORLAND TOWNS...	Poles/Holes	Jun 9, 2022, 02:25:00 PM	Patty Preston

If the user only wants only the information from the fields as shown on the ticket search results screen for whatever search criteria entered, the user can click the green **Export** button in the top-right corner.

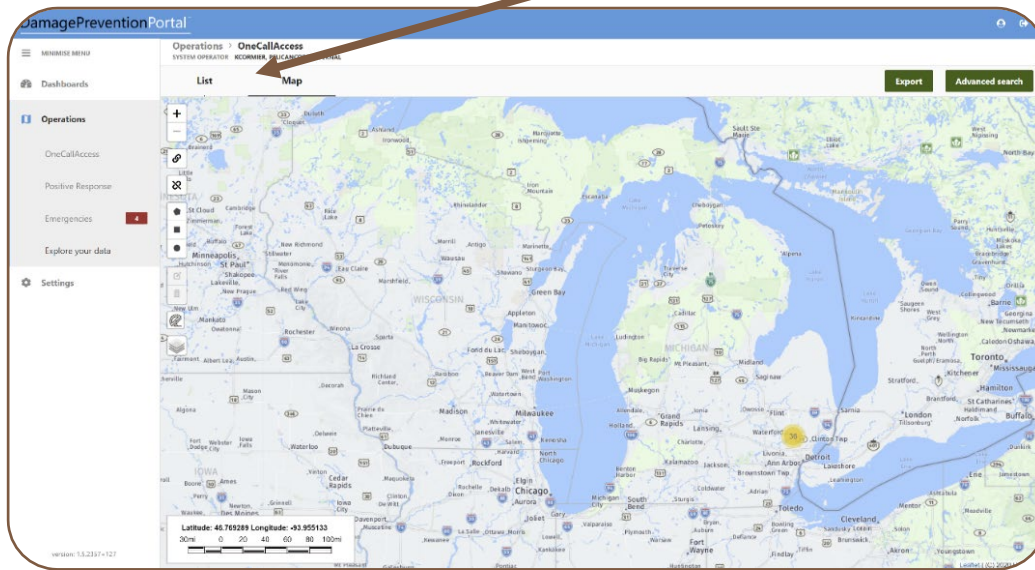
The download is a CSV file labeled *RapData.csv*. It should appear wherever the user’s web downloads are normally located. The file can be renamed after download.



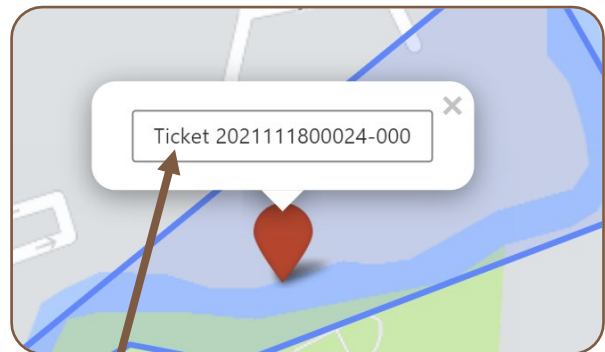
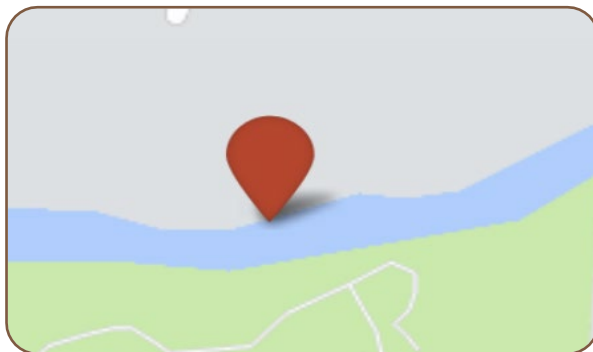
Note there is a 1,000-result cap on each search and export, so high-volume members may need to break up annual searches by months.

## Map

In addition to viewing a list of tickets from the search criteria, the user can also see a ticket map. To toggle between the two options, the user can click **List** or **Map**.



On the Map view, once the user zooms in on the targeted map areas, they will see red pins. Each red pin represents a ticket, and the user can see the respective ticket number by clicking on the pin. The blue shape that appears on the map is the work polygon for the selected ticket. In an area where there is more than one ticket, or ticket version, multiple red pins linked together will appear.



The user can then open the ticket details by clicking on the ticket number provided.

## Ticket Details

After double-clicking on the desired ticket, from either the results list or map, the user can view the ticket details and map.

The screenshot displays the 'Ticket details' page for ticket ID 2022060700005-000. It features a 'Details' tab and a 'Map' tab. A 'Download ticket details' button is visible in the top right corner. Below the tabs is a list of service providers with expand/collapse icons:

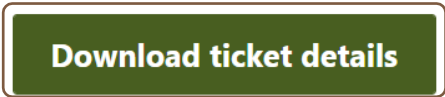
- CANTON CHARTER TOWNSHIP POTABLE WATER CANTONWTR Phone: 7343971011 Emergency phone: 7343971011
- CANTON CHARTER TOWNSHIP SANITARY SEWER CANTONSANI Phone: 7343971011 Emergency phone: 7343971011
- Cormier Communications Fiber CORCOMFBR Phone: 248370-6442 Emergency phone: 2486887133
- Gruzowski Fiber GRUZFBR Phone: 2483706413 Emergency phone: 2483706413
- PelicanCorpTest1 PCT1 Phone: 1234567890 Emergency phone: 9999999999
- PelicanCorpTestMS TESTMS Phone: 4115151515 Emergency phone: 4189481314

Below the list is the 'Caller details' section:

Caller ID	Contact	Company	Full address
2000361	Amanda Horn	MISS DIG 811	3285 W. Lapeer Rd. 3285 W. Lapeer Rd.
Mobile			email
			ahorn@missdig811.org

The 'Map' section shows a street map with a blue square highlighting the location at the intersection of Saratoga Cir and another street. A 'Download ticket details' button is also present in the top right corner of the map view.

To retrieve a copy of this ticket, the user can click the green **Download Ticket Details** button.



The download is a PDF. The file can be renamed after download.