



Station Settings & Subscriptions



STATION SETTINGS & SUBSCRIPTIONS

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STATION SETTINGS & SUBSCRIPTIONS

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What It Is

Stations are what has been formerly known as member/facility/locator codes. There is one facility type per stations. Stations house station settings such as station details, station code, ticket notification settings, Summary Report settings, and contact information, as well as the area of interest (AOI).

At this time, ticket settings are dictated by a station and not by the individual subscription.

A subscription is a single ticket delivery destination. A subscription is applied to a facility owner/operator's station(s). Subscriptions can be applied to multiple stations, and members can have multiple active subscriptions at a time. Subscriptions can be for an email address, a direct phone line, or webhook. Ticket delivery is not by MISS DIG 811 business hours; members can opt to change the time range, days, and ticket types per subscription. IVR emergency ticket callouts are considered part of subscriptions rather than contact information.

How To

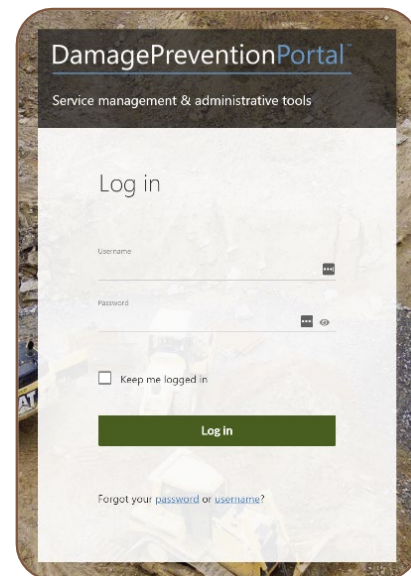
Logging In

The user logs into their DamagePortalPrevention (DPP) account at dpp.missdig811.org.

Enter the 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.*

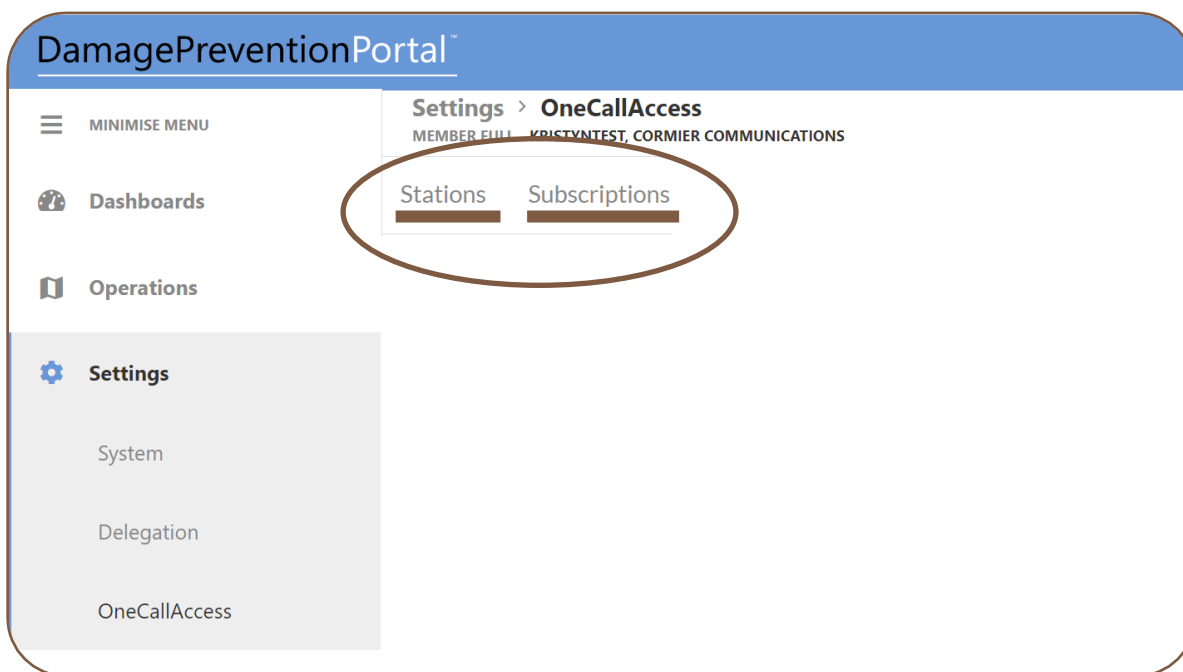
If the user has forgotten their username or password, click on the appropriate links at the bottom of the login box. All confirmation or reset emails will be sent from OCARS_PRO@missdig.org.



OneCallAccess

OneCallAccess under the Settings menu functions differently than under the **Operations** menu.

Here, a user can view/edit their stations, subscriptions, and AOIs. Again, this menu option is not to be confused with the OneCallAccess for ticket entry. After clicking OneCallAccess, the user will see a new page with **Stations** and **Subscriptions** tabs. The user can toggle between the two.





STATION SETTINGS & SUBSCRIPTIONS

Station Settings

Members will have stations that represent each specific facility/industry type they own/operate.

Stations are filtered by status and state (Michigan). If a user has a large quantity of stations, they can search by the station code, station name, or station contact.

Click on a station code to view **Station Settings**

Station code	Station name	Province / territory / state	Member contact	Emergency phone	Status
CORCOM FH	Corlier Communications Fiber	MI	Kristyn Corlier	248/687-1113	Active
CORCOM PH	Corlier Communications Phone	MI	Kristyn Corlier	248/687-1113	Active

The information contained within the station code can be changed 24/7 with the appropriate user account access type or through the online Member Service Support Form during normal business hours. Station codes should never be inactivated.

If editing through a user account, click the “Edit” pencil icon to begin making changes.

Station Details

Station name: Corlier Communications Fiber

Physical address: 121 Elm St Royal Oak MI 48067

Ticket notification settings

PDF attachments: ☒ ON ☐ OFF ☐ OFF ☐ OFF ☐ OFF ☐ OFF ☐ OFF

Email attachments: ☒ ON ☐ OFF ☐ OFF ☐ OFF ☐ OFF ☐ OFF ☐ OFF

SMS attachments: ☒ ON ☐ OFF ☐ OFF ☐ OFF ☐ OFF ☐ OFF ☐ OFF

Summary report settings

☒ Send daily summary report even when no tickets were received

Contacts

Member contact: Kristyn Corlier (Email: kcorlier@corlier811.com, Phone: 248/687-1113, Mobile: 248/687-1113)

Member IT contact: Kristyn Corlier (Email: kcorlier@corlier811.com, Phone: 248/687-1113)



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Station Details

This section displays the following information:

- **Station name**, which is [generally] comprised of the member company name and the facility type.
- **Station code**, as it was in the previous Newtin system, which is [generally] generated by company name and the facility type abbreviation. This cannot be edited.
- **Facility type**, which is the underground facility type designation.
- **Physical address**, which is defaulted to an address on file associated with the membership onboarding documents; can be changed if desired.

Once the “Edit” pencil icon has been clicked, the user can revise all fields except for **Station Code**.

Station name	Abbreviated station name (optional)		Station code
Cormier Communications Fiber			CORCOMFBR
Facility Type			
Fiber Optics X			
Member utility name			
Cormier Communications Q			
Physical address			
Street	Town / city	State	Zipcode
123 Elm Dr	Royal Oak	Michigan V	48067

Though these fields are editable, users are encouraged not to change the **Member Utility Name**, **Facility Type**, or **Station Name**, as these are established from official documentation submitted through the Member Services Department.

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Ticket Notification Settings

This section displays a member's options for ticket formatting. Ticket formatting is applicable per station code. A plain text email is the default selection; it will also appear when the XML format is selected. *PDF and plain text cannot be combined per station code.*

NotificationAccess Ticket Formatting			
OPTION	RECOMMENDED FOR	DESCRIPTION	HUMAN READABLE
TXT	Older, "line by line" parsing ticket management systems	Text format of ticket solely in the body of the email; not a text message	Yes
PDF Attachment	Members without a ticket management system	Ticket information and map; easy for printing or online viewing	Yes
XML Attachment	Newer ticket management systems	Data that can be consumed by most ticket management systems	Yes
GML Attachment	Newer ticket management systems	Drawn dig site only in Geographical Markup Language; supplemental, not the ticket	No
GIF Attachment	Newer ticket management systems	Image of drawn dig site overlayed on a base map (e.g., Google); supplemental, not the ticket	Yes

Once the "Edit" pencil icon has been clicked, the user can turn any ticket notification setting attachment on or off. When making changes to the ticket notification settings, first confirm internally the formatting is compatible with all your delivery destinations, especially if your organization uses a ticket management system.

The **Projection/Datum** field should remain as is.

Ticket notification settings

PDF Attachments

ON OFF

GIF Attachments

ON OFF

XML Attachments

ON OFF

GML Attachments

ON OFF

Format

2.0

Projection / datum

Longitude / Latitude (WGS 84)

Summary Report Settings

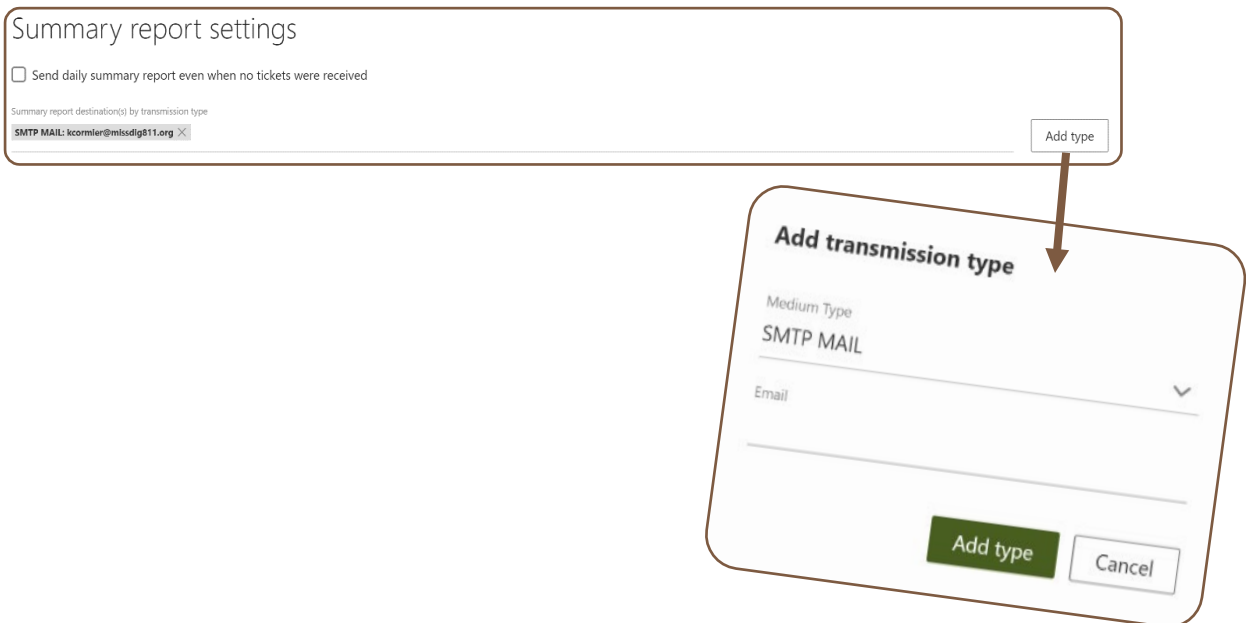
This section displays the settings of the daily ticket summary reports received by members per station code.

- Members can choose to receive a summary report regardless of whether they receive tickets in a day.
- Members can also choose the destination of their summary report. It does not have to match their subscription(s).
 - Multiple destinations can be input.
- Summary reports are sent in plain text format.

Once the “Edit” pencil icon has been clicked, the user can add or remove “transmission types” for receipt of Summary Reports.

If the transmission destination already exists in the system as part of a current or former subscription, you can simply click on the summary report line to select any existing destinations. If there are no current Summary Report deliveries placeholder “Select All that Apply” will appear on the line.

If the destination for summary reports is not listed, click “Add type”. The **Medium Type** will be “SMTP MAIL,” which is an email address.



Summary report settings

☐ Send daily summary report even when no tickets were received

Summary report destination(s) by transmission type

SMTP MAIL: kcorrier@missdig811.org

Add type

Add transmission type

Medium Type

SMTP MAIL

Email

Add type Cancel

STATION SETTINGS & SUBSCRIPTIONS

Contacts

Contact Types		
Company Details	Member Contact	Member IT Contact
This information is associated directly with the membership and should be billing information, if available.	This information is available at a station code-level. It is the primary contact for the Member Services Department and excavators. This contact type requires a name, email address, and phone numbers. This information is the same across all ticket types, including design. The Emergency Phone is <i>not</i> related to emergency ticket IVR callouts.	This information is available at a station code-level. It is the secondary contact for the Member Services Department; excavators cannot see this information. This contact type requires a name and email address. Members may want to use IT/Technology Department information here for troubleshooting issues, but it can also be used to provide alternate contact information should the primary contact be unavailable.

Once the “Edit” pencil icon has been clicked, the user can update the **Member Contact** and **Member IT Contact information**. All fields, except **Fax**, must be filled in.

Contacts

Member contact ⓘ

Full name

Kristyn Cormier

Email

kcormier@missdig811.org

Phone

(248) 370 - 6442

Emergency phone

(248) 688 - 7133

Fax (optional)

Member IT contact ⓘ

Full name

Laura Arnold

Email

Larnold@missdig811.org

Internal users with station rights

Username(s)

Select all that apply

When updates to Station Details, Ticket Transmission Settings, Summary Report Settings, or Contacts are complete, the user must click the “Save” icon in the top-right corner to ensure the changes are saved to the system.





STATION SETTINGS & SUBSCRIPTIONS

Subscriptions

Subscriptions are essentially a member's ticket delivery destination(s). Members can view their subscriptions under OneCallAccess by clicking **Subscriptions**. Subscriptions are filtered by status and can be searched by subscription name or the applicable station code.

DamagePreventionPortal

Settings > OneCallAccess

SYSTEM OPERATOR: KCOMMER, PELICANCORP INTERNAL Cormier Communications

Station: **Subscriptions**

Status: All Search by subscription name or station code

New subscription Add subscription rule

Subscription name	Station codes	Transmission type	Status
24/7	CORCOMFBR, HORNPH, CORCOMPH	Email: kcomier@missdig811.org	Active
EMAIL TO CARRIER 3	CORCOMFBR	Email: 2486887133@VTEXT.COM	Inactive
EMER EMAIL TO CARRIER	CORCOMFBR	Email: 2484664828@txt.att.net	Inactive
EMER EMAIL TO CARRIER 2	CORCOMFBR	Email: 2486306366@TXT.ATT.NET	Inactive
EMER PHONE	CORCOMFBR, HORNPH, CORCOMPH	Phone: 2486887133	Inactive

✓ That's all the results with the current settings.

Members can have multiple subscriptions that are based on email address, phone number, day of the week, time of day, and ticket type.

IVR (phone) subscriptions can only deliver emergency tickets.

Subscriptions, which include whatever the member has designated for after-hours notifications, can be changed 24/7 with the appropriate user account access type or through the online Member Service Support Form during normal business hours.

Webhook transmission type is also available. Information on this is available online or by contacting the Member Services Department. Webhook is primarily for use by members using a ticket management system.



STATION SETTINGS & SUBSCRIPTIONS

Adding New Subscription

To begin adding a new subscription, click the green **New Subscription** button.

portal

Settings > OneCallAccess

MEMBER FULL KRISTYNTTEST, CORMIER COMMUNICATIONS

Stations Subscriptions Lookup Tables

Status Search by subscription name or station code

Active

New subscription Add subscription rule

Subscription name	Station code	Transmission type	Status
GRUZFBR	GRUZFBR	Email: damageprevention@missdig811.org	Active

That's all the results with the current settings.

New subscription

Set your subscription time range to match the local time of its station(s). PelicanPortal will take care of the time zone differences for you.

This is because ticket notifications are sent out based on the time zone associated with the state/province selected for a station.

Stations in Michigan will be set to EST. If the station's time zone isn't the same as the state/province default, please use the equivalent local time in the default time zone.

Subscription name

Subscription rule

ACTIVE INACTIVE

Transmission settings

Transmission type

-- Select one --

Time range

24 hours 12:00 AM To 11:59 PM for same day

Ticket notification sent on

Select all that apply, or leave blank to apply to all days

Stations

-- Select one --

Ticket settings

Ticket types

Select all that apply, or leave blank to apply to all ticket types

Require a Private Locator?

Not required

This will generate a new window to the right side of the screen to input the details.

The following fields should be input:

- **Subscription Name:** This is what the subscription will be known by (e.g., Primary 24/7) should you need to discuss it with the Member Services Department; also used differentiate between multiple subscriptions.
- **Transmission Type:** Choose whether this subscription will be email (SMTP mail), IVR (phone), or webhook.
- **Time Range:** Users have the option to select *24 hours*, *Between*, and *Outside* of for ticket receipt timeframe. The default setting is 24 hours.
- **Ticket Notifications Sent On:** Select the days of the week this subscription applies to; leaving this blank will default to all.
- **Stations:** Select the specific station codes under this company that this subscription applies to; leaving this blank will default to all.
- **Ticket Types:** Select the ticket types this subscription applies to; leaving this blank will default to all.
- **Require a Private Locator?** Primarily for use by private locator associate members, this option allows the user to choose whether this subscription is only for tickets that require a private locate.

STATION SETTINGS & SUBSCRIPTIONS

Editing Existing Subscription

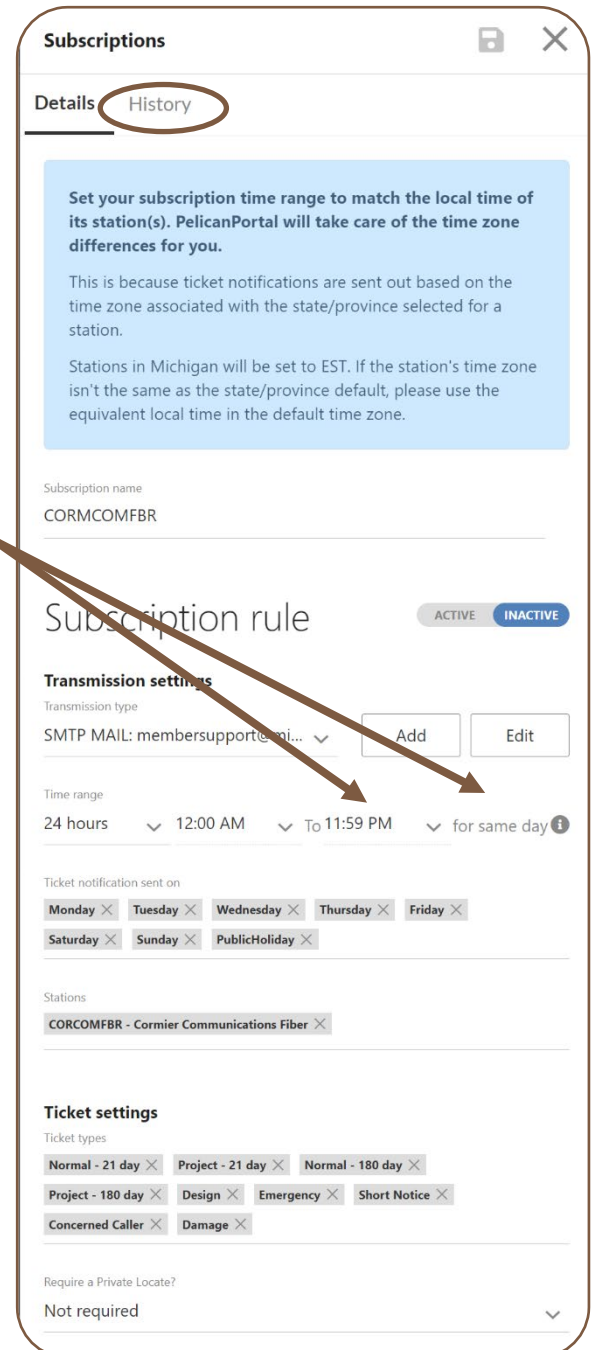
To begin updating an existing subscription, click on the subscription you wish to edit from the general list. The user can filter subscriptions between **All**, **Inactive**, and **Active**.

This will generate a new window to the right side of the screen to update the details.

The subscription will contain the aforementioned fields that can be changed. These are shown under the **Details** tab.

When updating an existing subscription, the user has the option to **Add** a different type entirely or **Edit** the existing type.

When looking at existing subscriptions, the user also has the ability to view a **History** tab, which shows changes made prior to.



Subscriptions

Details **History**

Set your subscription time range to match the local time of its station(s). PelicanPortal will take care of the time zone differences for you.

This is because ticket notifications are sent out based on the time zone associated with the state/province selected for a station.

Stations in Michigan will be set to EST. If the station's time zone isn't the same as the state/province default, please use the equivalent local time in the default time zone.

Subscription name
CORMCOMFBR

Subscription rule **ACTIVE** **INACTIVE**

Transmission settings

Transmission type
SMTP MAIL: membersupport@mi... **Add** **Edit**

Time range
24 hours 12:00 AM To 11:59 PM for same day ⓘ

Ticket notification sent on
Monday Tuesday Wednesday Thursday Friday
Saturday Sunday PublicHoliday

Stations
CORMCOMFBR - Cormier Communications Fiber

Ticket settings

Ticket types
Normal - 21 day Project - 21 day Normal - 180 day
Project - 180 day Design Emergency Short Notice
Concerned Caller Damage

Require a Private Locate?
Not required

Regardless of whether you are working on a new or existing subscription, be sure to update whether the subscription should be active or inactive before signing out.