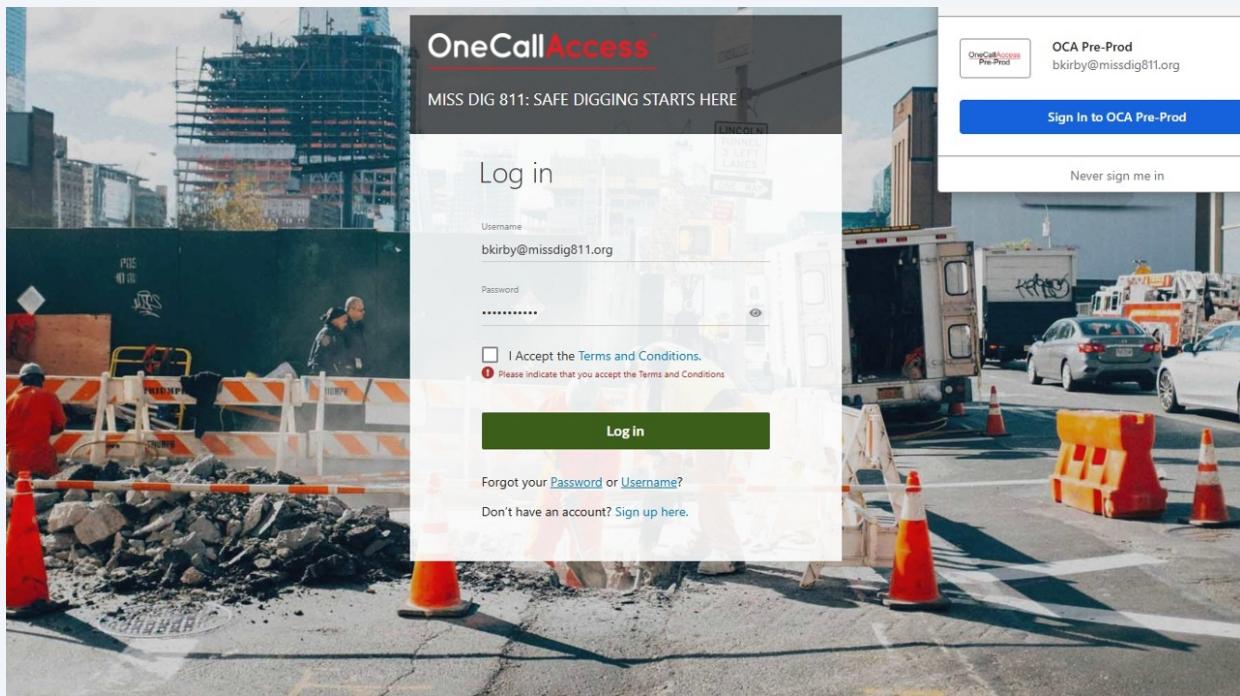


How to Submit a Normal 21-Day Dig Ticket

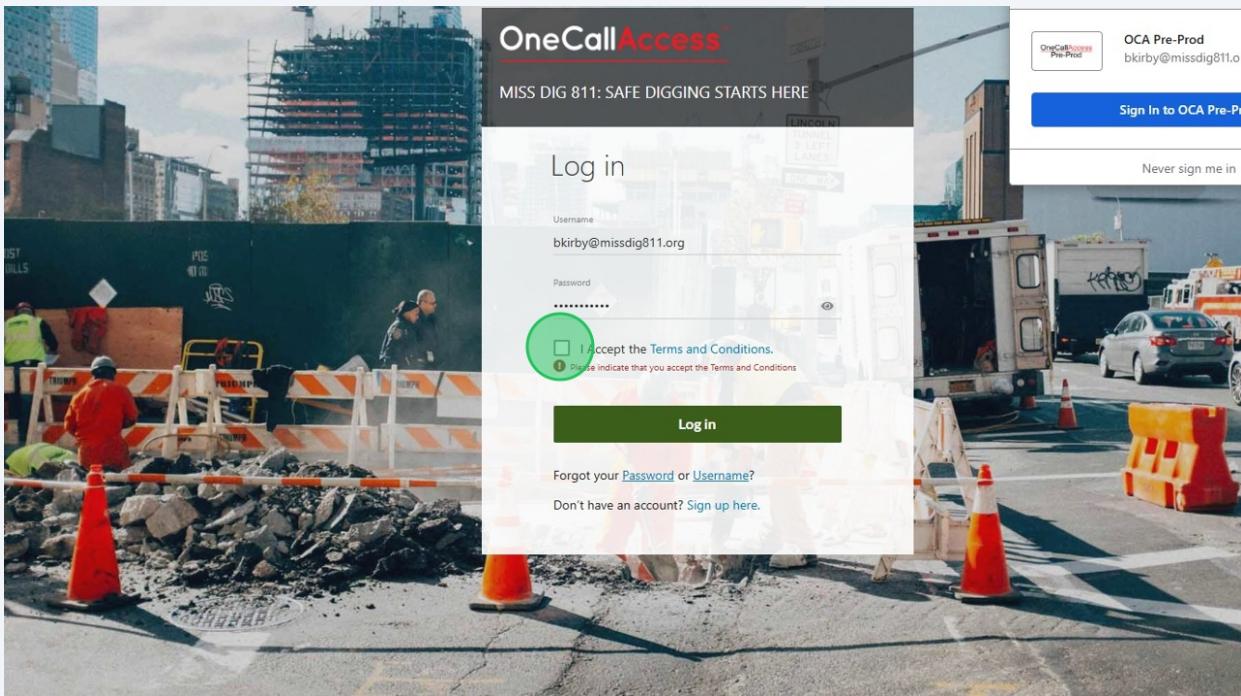


1

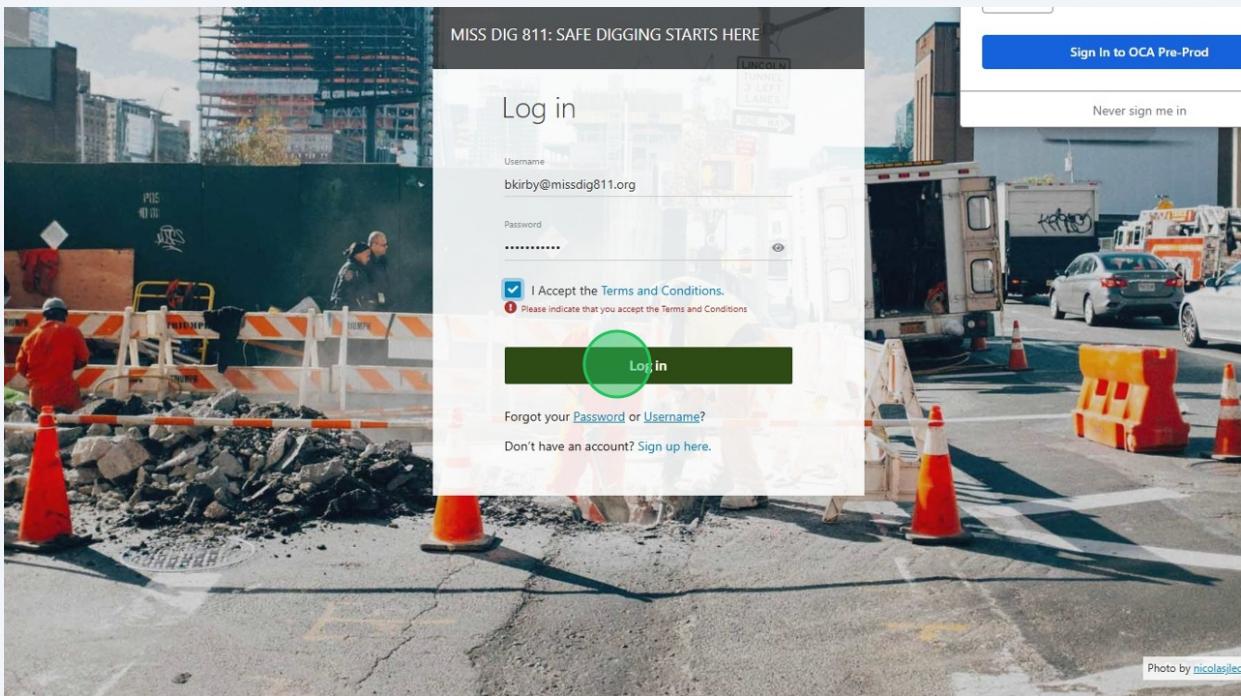
Navigate to <https://onecall.missdig811.org/ngen.web//Account/Login> or www.missdig811.org and click on "SUBMIT REQUEST / LOG INTO OCA".



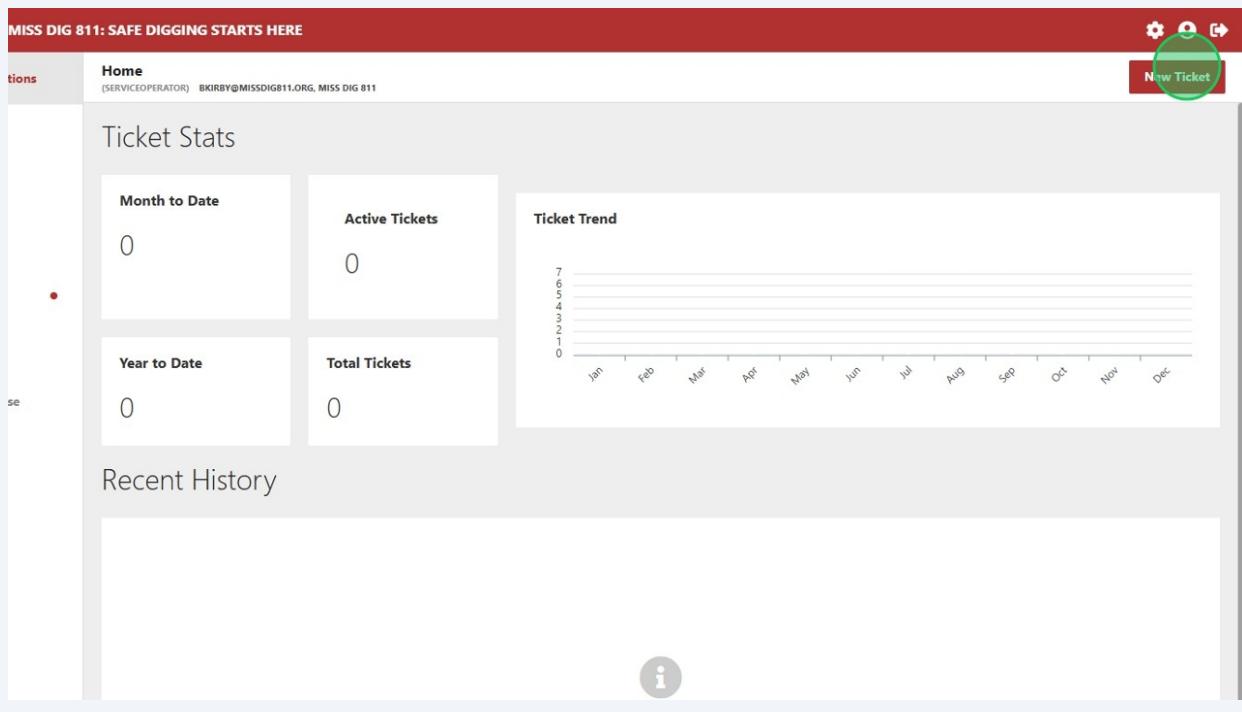
2 Click "I Accept the Terms and Conditions."



3 Click "Log in"



4 Click "New Ticket"



MISS DIG 811: SAFE DIGGING STARTS HERE

Home (SERVICEOPERATOR) BKIRBY@MISSDIG811.ORG, MISS DIG 811

New Ticket

Ticket Stats

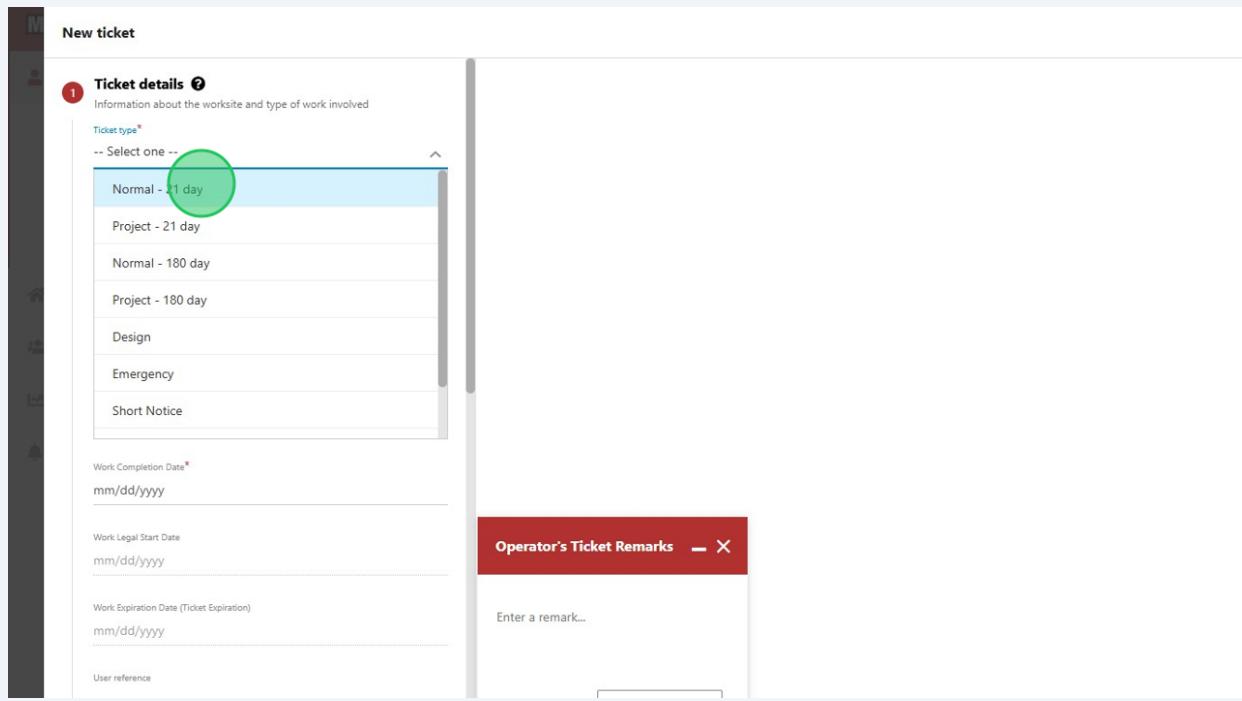
Month to Date: 0 Active Tickets: 0

Year to Date: 0 Total Tickets: 0

Ticket Trend

Recent History

5 Click "Normal - 21 day" under Ticket details.



New ticket

Ticket details Information about the worksite and type of work involved

Ticket type*

-- Select one --

- Normal - 21 day
- Project - 21 day
- Normal - 180 day
- Project - 180 day
- Design
- Emergency
- Short Notice

Work Completion Date* mm/dd/yyyy

Work Legal Start Date mm/dd/yyyy

Work Expiration Date (Ticket Expiration) mm/dd/yyyy

User reference

Operator's Ticket Remarks Enter a remark...

6 Select the Type of work from the dropdown menu.

New ticket

1 Ticket details ⓘ
Information about the worksite and type of work involved

Ticket type*
Normal - 21 day

Type of work*
-- Select one --

- CATV
- Construction
- Data/Fiber
- Driveway**
- Electric
- Gas
- Groundwork

Work Legal Start Date
Nov 17 2025 04:05 PM

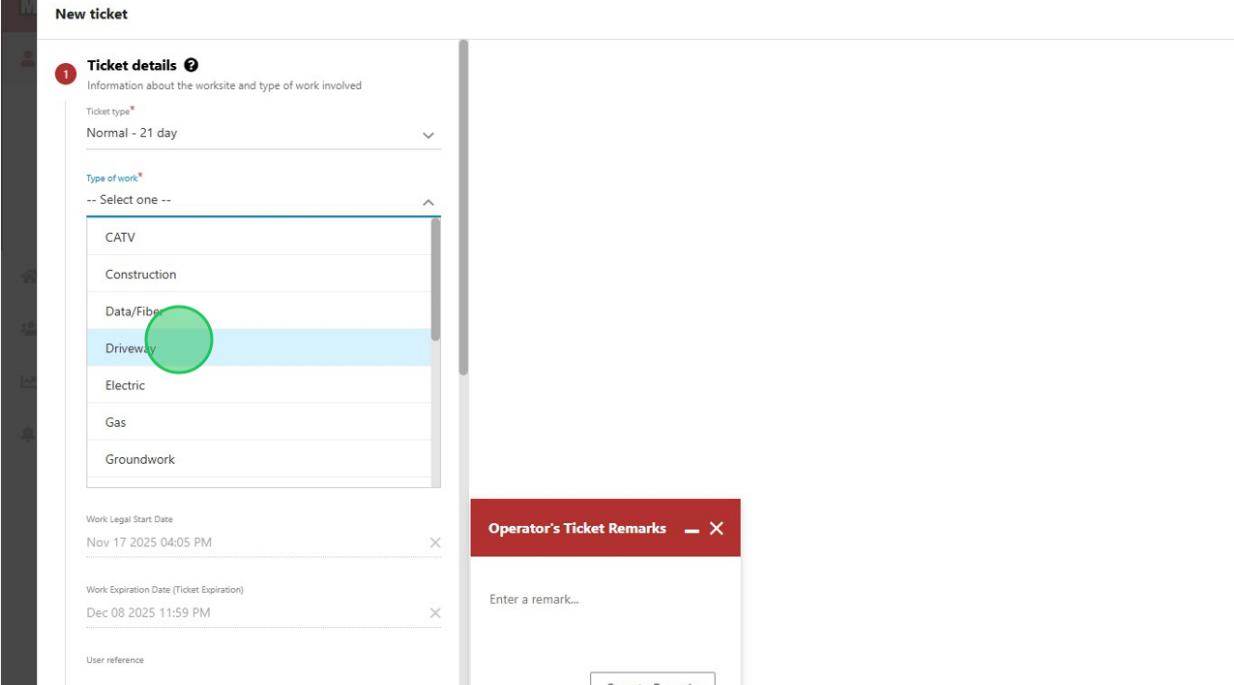
Work Expiration Date (Ticket Expiration)
Dec 08 2025 11:59 PM

User reference

Operator's Ticket Remarks — X

Enter a remark...

[Copy to Remarks](#)



7 Select the Activity from the dropdown menu.

1 Work type
Normal - 21 day

Type of work*
Driveway

Activity*
-- Select one --

- Ditching
- Grading/Leveling
- Installation
- Other
- Parking Lot/Area**
- Paving
- Relocate

Work Expiration Date (Ticket Expiration)
Dec 08 2025 11:59 PM

User reference

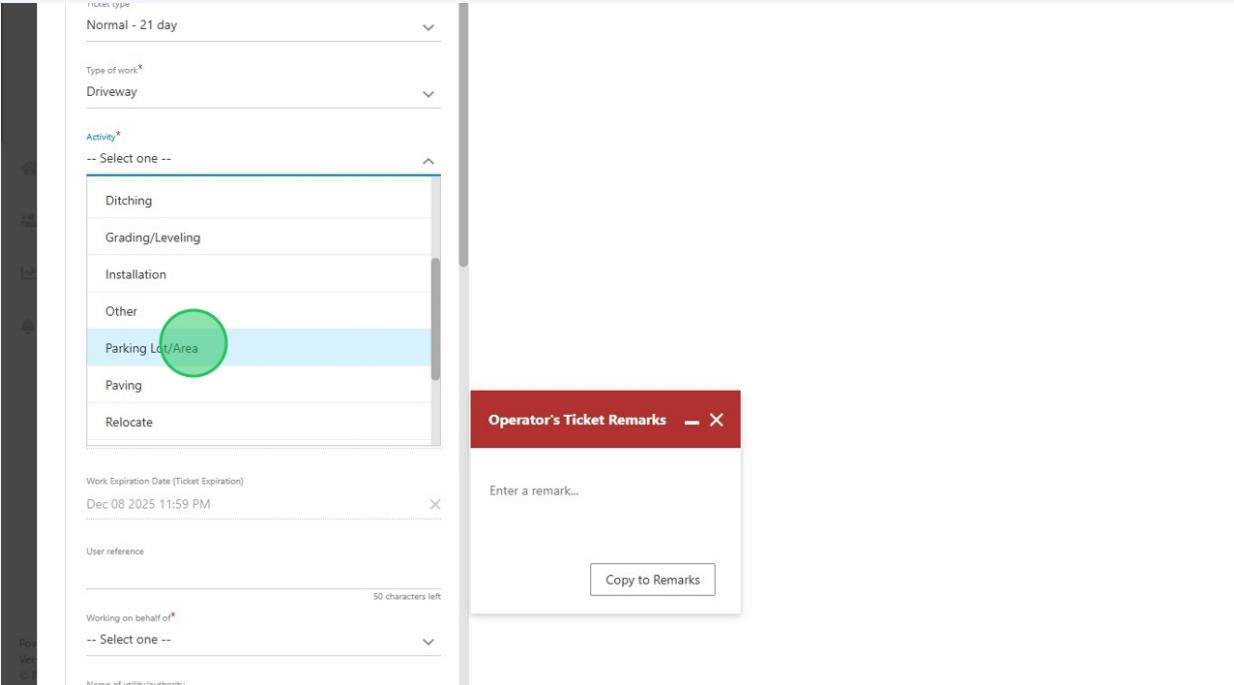
Working on behalf of*
-- Select one --

Name of utility/authority

Operator's Ticket Remarks — X

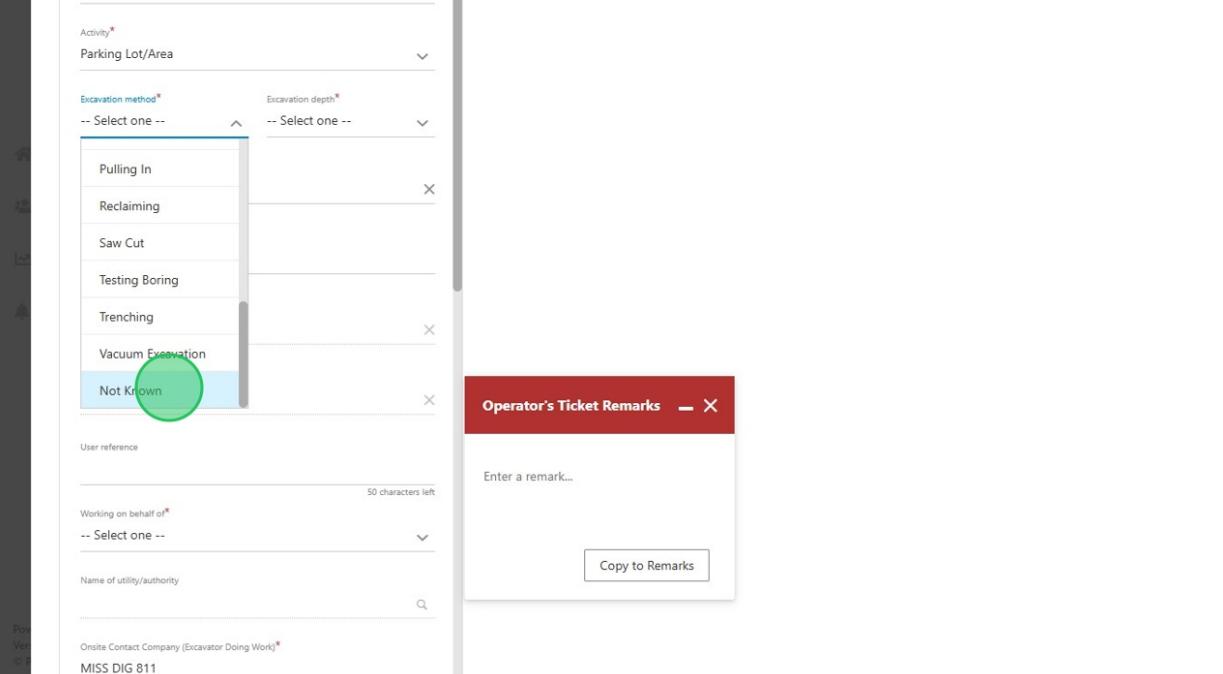
Enter a remark...

[Copy to Remarks](#)



8

Select the Excavation method. Choose "Not Known" if you are unsure.



Activity*
Parking Lot/Area

Excavation method*
-- Select one --

- Pulling In
- Reclaiming
- Saw Cut
- Testing Boring
- Trenching
- Vacuum Excavation
- Not Known**

Excavation depth*
-- Select one --

User reference

Working on behalf of*
-- Select one --

Name of utility/authority

Onsite Contact Company (Excavator Doing Work)*
MISS DIG 811

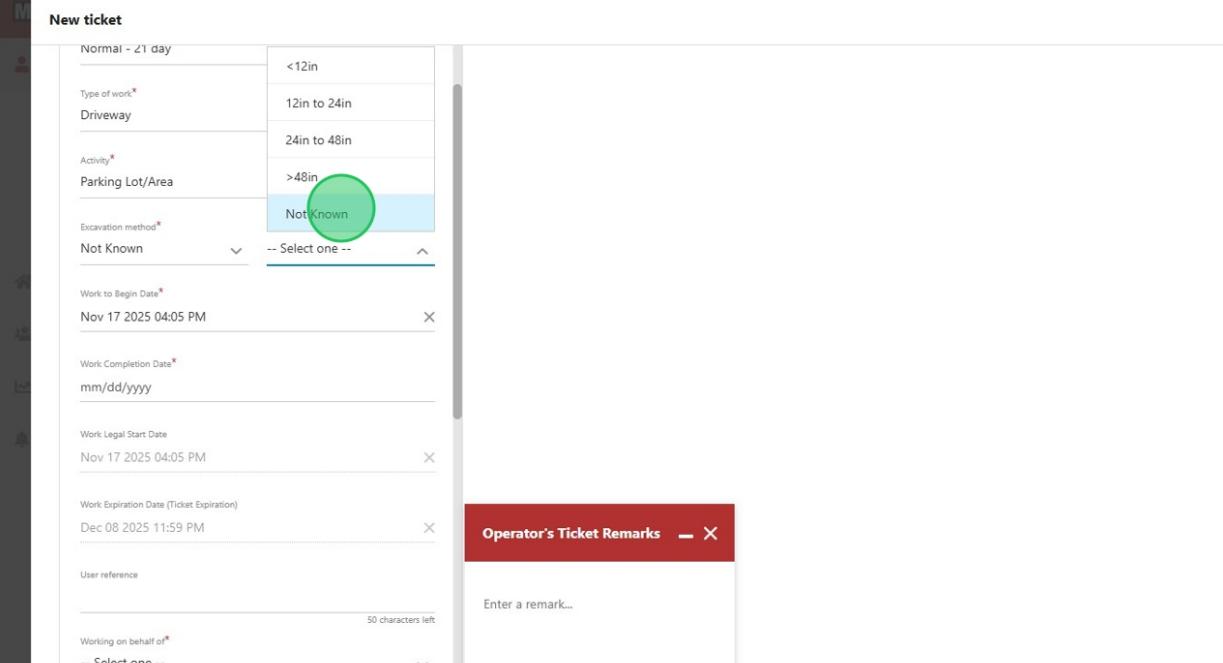
Operator's Ticket Remarks — X

Enter a remark...

Copy to Remarks

9

Select the Excavation Depth. Select "Not Known" if you are unsure.



New ticket

Normal - 21 day

Type of work*
Driveway

Activity*
Parking Lot/Area

Excavation method*
Not Known

Excavation depth*
-- Select one --

Work to Begin Date*
Nov 17 2025 04:05 PM

Work Completion Date*
mm/dd/yyyy

Work Legal Start Date
Nov 17 2025 04:05 PM

Work Expiration Date (Ticket Expiration)
Dec 08 2025 11:59 PM

User reference

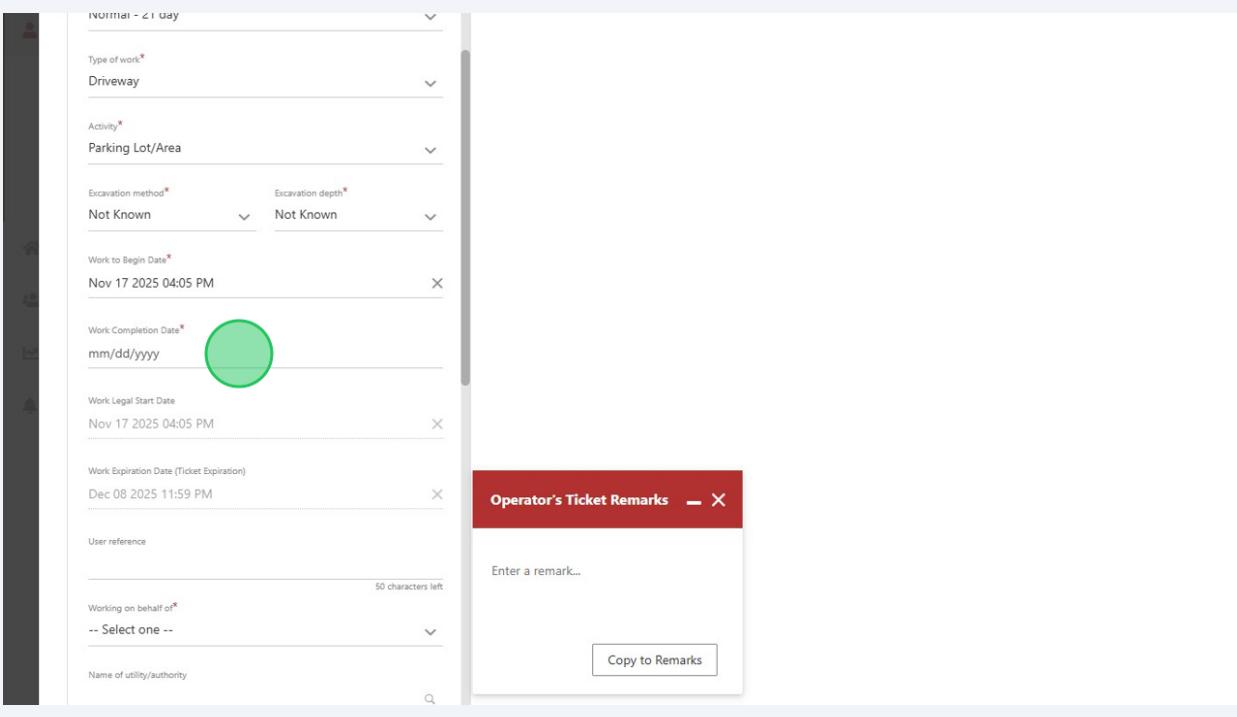
Working on behalf of*
-- Select one --

Operator's Ticket Remarks — X

Enter a remark...

10

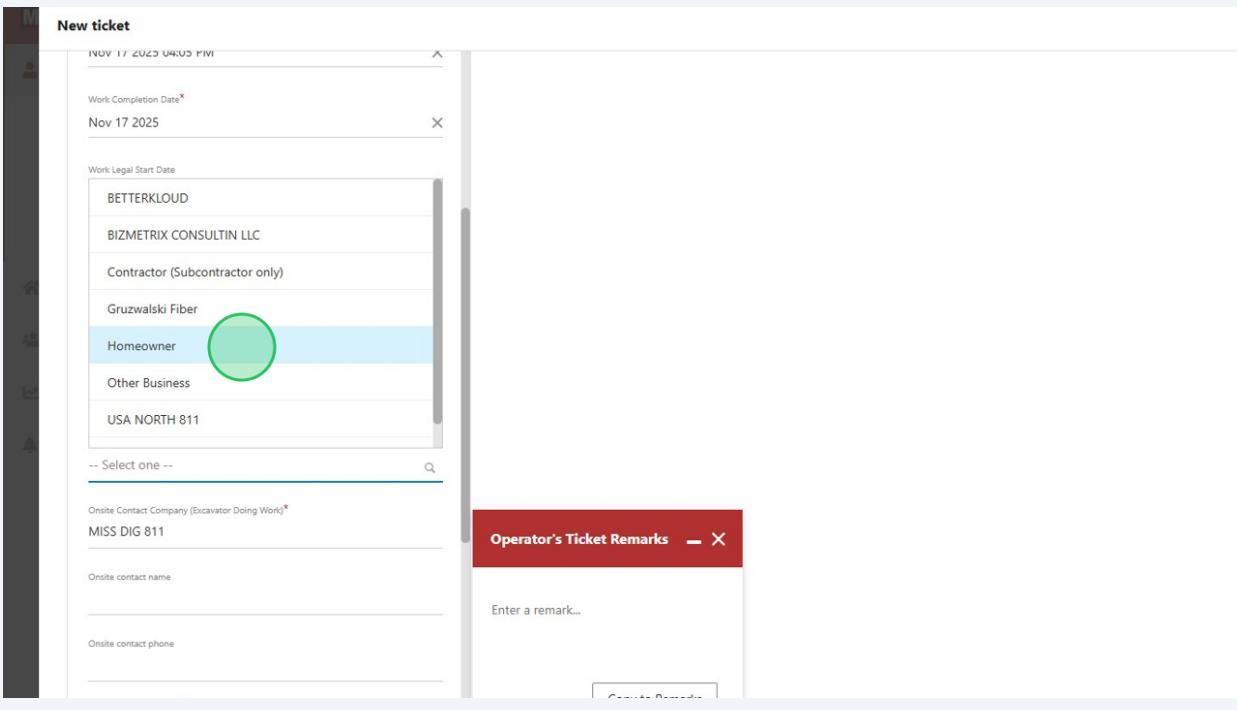
Select a completion date. While the completion date is required, it will not affect any part of your ticket. It is for informational purposes only.



The screenshot shows the 'New ticket' form with various fields. The 'Work Completion Date' field is highlighted with a green circle. The form includes fields for Type of work (Driveway), Activity (Parking Lot/Area), Excavation method (Not Known), Excavation depth (Not Known), Work to Begin Date (Nov 17 2025 04:05 PM), Work Completion Date (mm/dd/yyyy), Work Legal Start Date (Nov 17 2025 04:05 PM), Work Expiration Date (Dec 08 2025 11:59 PM), User reference, Working on behalf of (a dropdown menu with 'Homeowner' selected), and Name of utility/authority. A red box labeled 'Operator's Ticket Remarks' contains a placeholder 'Enter a remark...' and a 'Copy to Remarks' button.

11

In the Working on behalf of field, select "Homeowner".



The screenshot shows the 'New ticket' form with the 'Working on behalf of' dropdown menu open. The 'Homeowner' option is highlighted with a green circle. Other options in the list include BETTERKLOUD, BIZMETRIX CONSULTIN LLC, Contractor (Subcontractor only), Gruzwalski Fiber, Other Business, and USA NORTH 811. The rest of the form is identical to the previous screenshot, including the red 'Operator's Ticket Remarks' box.

12 Choose the answer for "Is the area pre-marked?"

Other

Name of utility/authority*
Homeowner

Onsite Contact Company (Excavator Doing Work)*
MISS DIG 811

Onsite contact name

Onsite contact phone

Is the area pre-marked?*
-- Select one --

Require a private locate?*
YES NO

Outdoor pet on property?*
YES NO

Work is in a body of water?*
YES NO

Next **Cancel**

2 **Dig site location** Find and draw your dig site on the map

Operator's Ticket Remarks

Enter a remark...

Copy to Remarks

13 Select Yes or No for the following questions.

Onsite Contact Company (Excavator Doing Work)*
MISS DIG 811

Onsite contact name

Onsite contact phone

Is the area pre-marked?*
No

Require a private locate?*
YES NO

Outdoor pet on property?*
YES NO

Work is in a body of water?*
YES NO

Next **Cancel**

2 **Dig site location** Find and draw your dig site on the map

3 **Confirm dig site** Based on the dig site drawn on the map

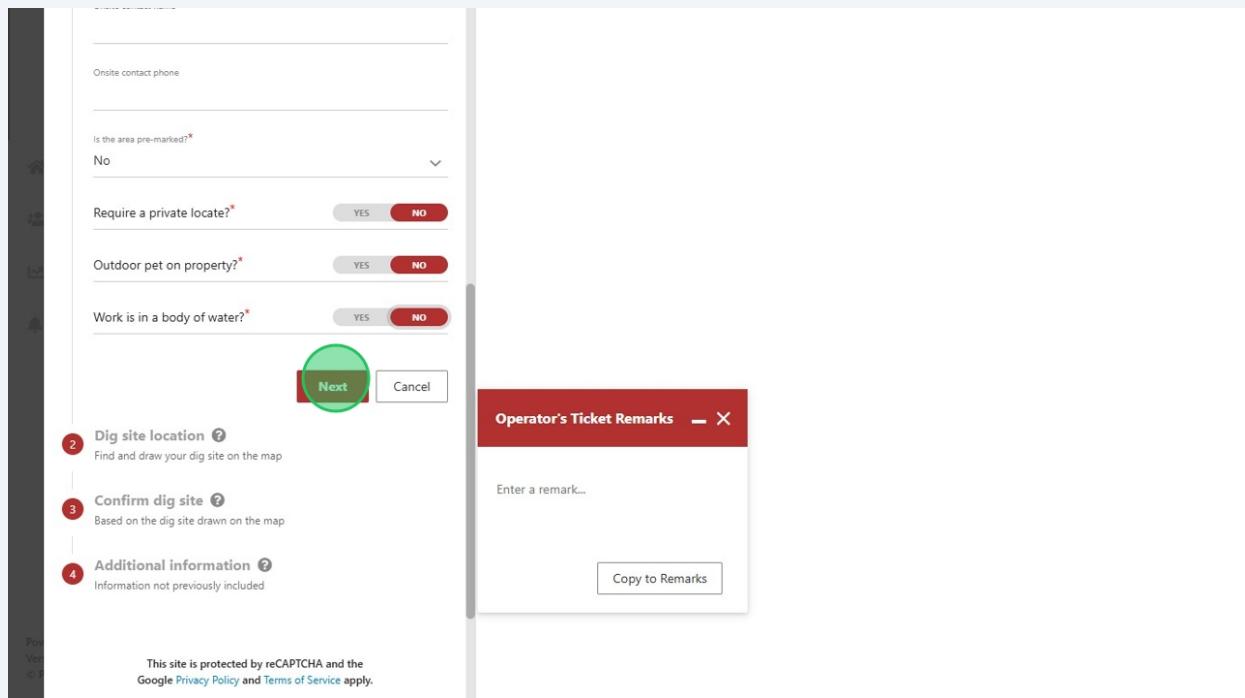
4 **Additional information** Information not previously included

Operator's Ticket Remarks

Enter a remark...

Copy to Remarks

14 Click "Next"



Onsite contact phone

Is the area pre-marked?*
No

Require a private locate?*
YES NO

Outdoor pet on property?*
YES NO

Work is in a body of water?*
YES NO

Next **Cancel**

2 Dig site location ⓘ
Find and draw your dig site on the map

3 Confirm dig site ⓘ
Based on the dig site drawn on the map

4 Additional information ⓘ
Information not previously included

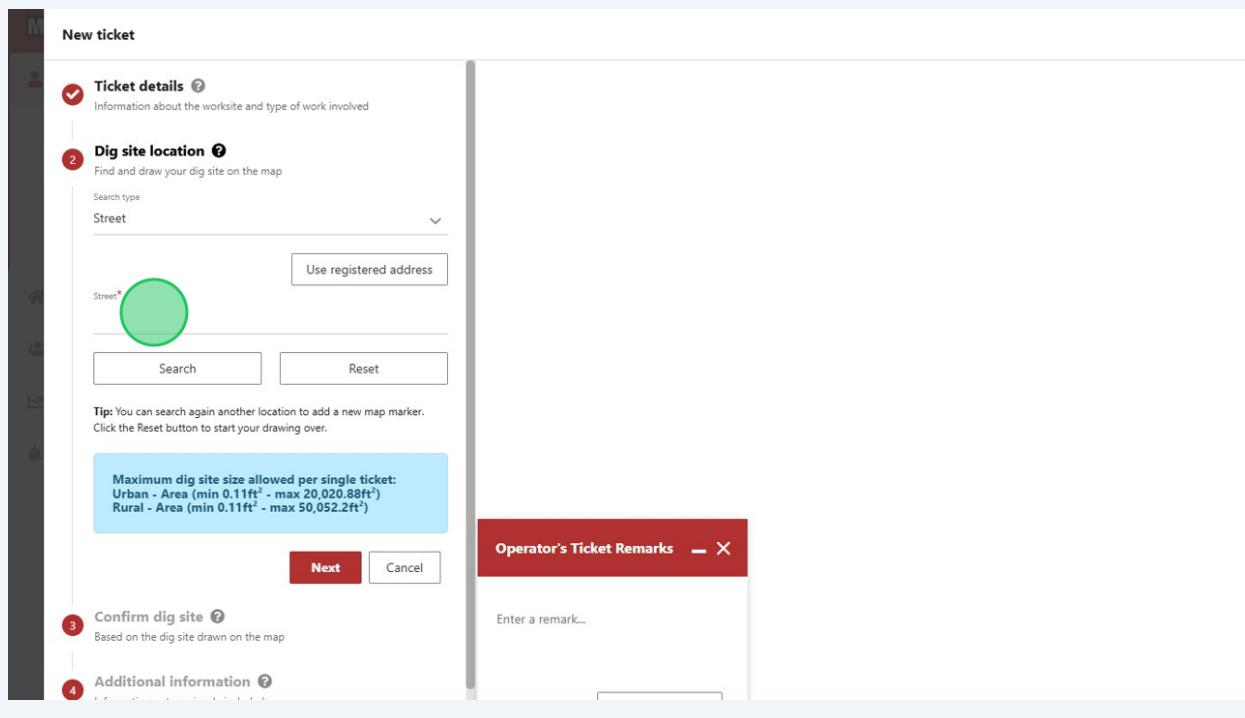
This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Operator's Ticket Remarks **X**

Enter a remark...

Copy to Remarks

15 Type the address here and click on Search.



New ticket

1 **Ticket details** ⓘ
Information about the worksite and type of work involved

2 **Dig site location** ⓘ
Find and draw your dig site on the map

Search type
Street

Street* **Search** **Reset** **Use registered address**

Tip: You can search again another location to add a new map marker. Click the Reset button to start your drawing over.

Maximum dig site size allowed per single ticket:
Urban - Area (min 0.11ft² - max 20,020.88ft²)
Rural - Area (min 0.11ft² - max 50,052.2ft²)

Next **Cancel**

3 **Confirm dig site** ⓘ
Based on the dig site drawn on the map

4 **Additional information** ⓘ

Operator's Ticket Remarks **X**

Enter a remark...

16 Select the address from the dropdown menu.

New ticket

1 **Ticket details** ?
Information about the worksite and type of work involved

2 **Dig site location** ?
Find and draw your dig site on the map

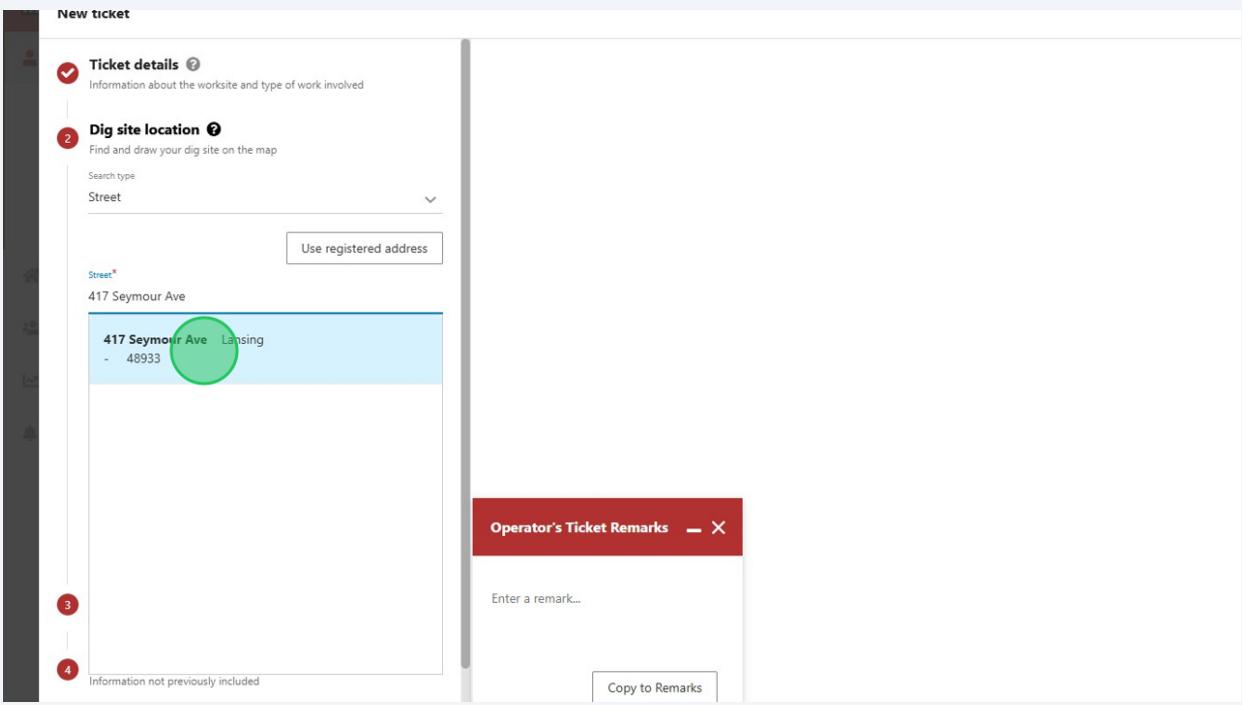
Search type
Street
Use registered address

Street*
417 Seymour Ave
417 Seymour Ave Lansing
- 48933

3 **Operator's Ticket Remarks** — X

Enter a remark...

4 Information not previously included Copy to Remarks



17 Click "Draw a polygon"

Tickets ?
about the worksite and type of work involved

Location ?
Find your dig site on the map

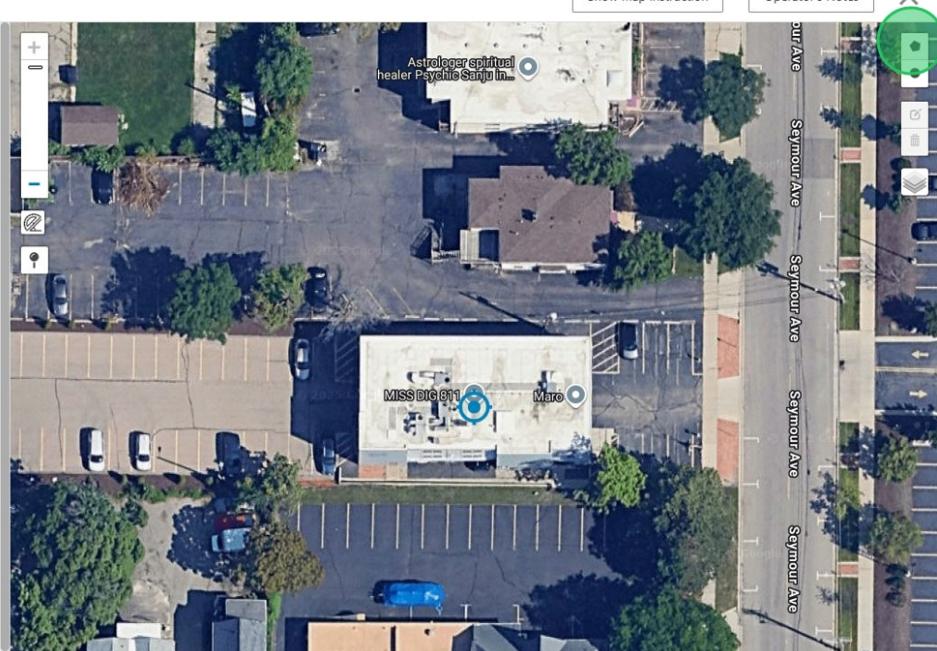
Search Use registered address
our Ave Lansing 48933
Search again another location to add a new map marker. Click button to start your drawing over.

Maximum dig site size allowed per single ticket:
Area (min 0.11ft² - max 20,020.88ft²)
Area (min 0.11ft² - max 50,052.2ft²)

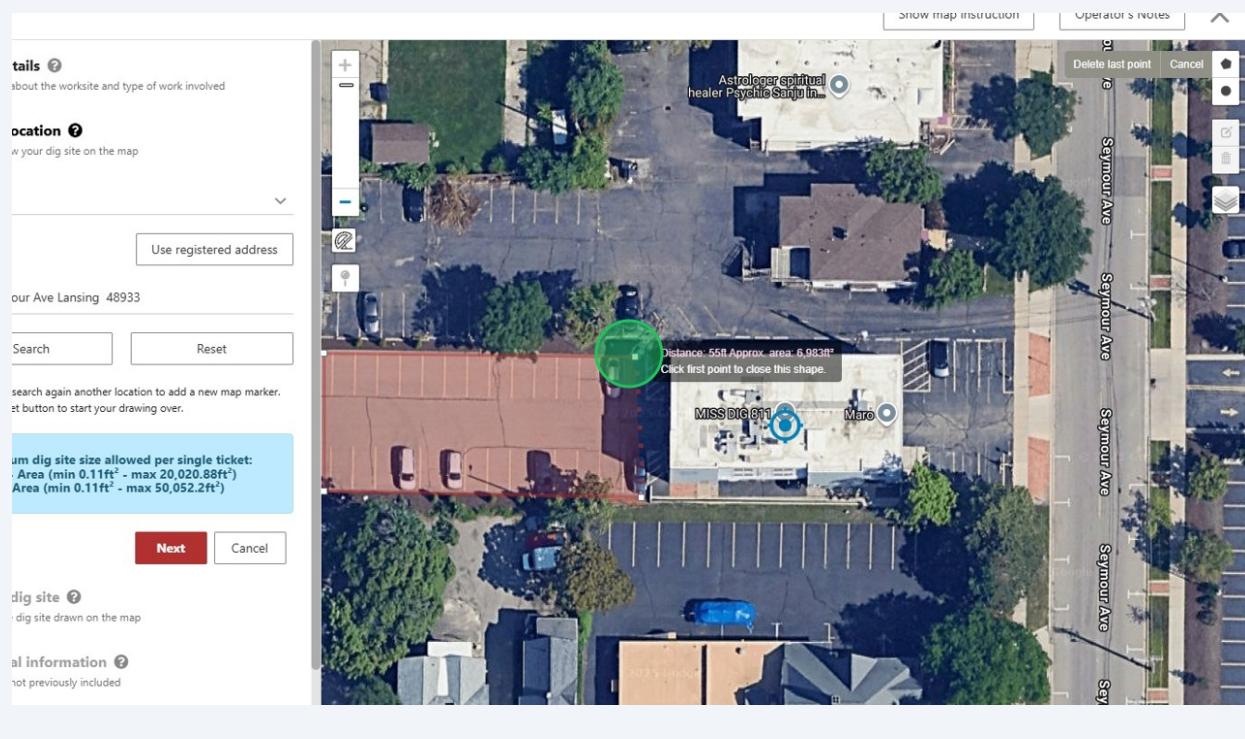
Next **Cancel**

Dig site ?
dig site drawn on the map

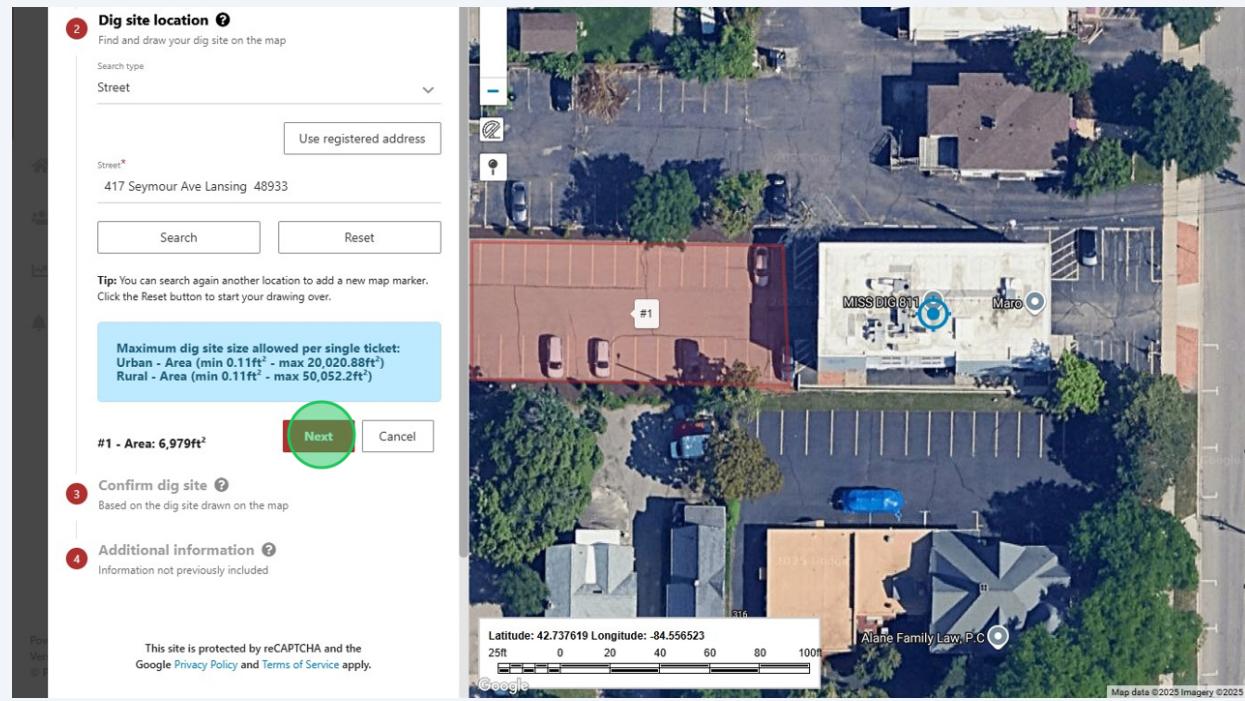
Additional information ?



18 Once the polygon is drawn, click on the starting point to complete the polygon.



19 Click "Next"



20 Add the Nearest cross street.

New ticket

Street (Address)*
417 Seymour Ave

Town/City*
Lansing

County*
Ingham County

Nearest cross street*
W Genesee St

2nd Nearest cross street

Lot Number/Subdivision Name

Force address to be valid

Next **Cancel**

④ Additional information ?
Information not previously included

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Latitude: 42.737977 Longitude: -84.556610

21 Click "Next"

Town/City*
Lansing

County*
Ingham County

Nearest cross street*
W Genesee St

2nd Nearest cross street

Lot Number/Subdivision Name

Force address to be valid

Next **Cancel**

④ Additional information ?
Information not previously included

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Latitude: 42.737977 Longitude: -84.556610

25ft 0 20 40 60 80 100m

Google Map data ©2025 Imagery ©2025 A

22

Fill in the Additional information field. If the polygon accurately and completely describes the work area then type "See Polygon".

New ticket

Dig site location Find and draw your dig site on the map

Confirm dig site Based on the dig site drawn on the map

4 Additional information Information not previously included

Remarks - Additional Details*
See Polygon
389 characters left / 8 lines left

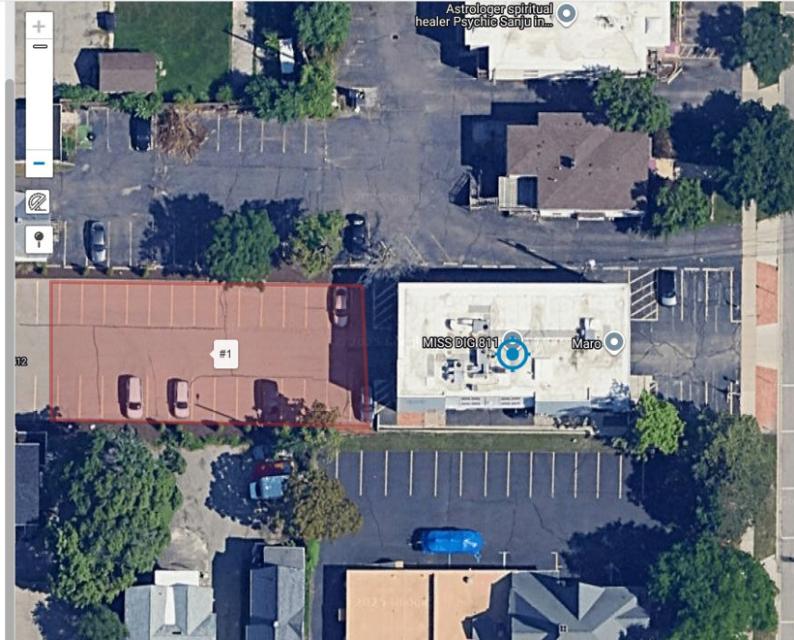
By submitting, I agree that the address, location, and size of the drawn dig site, description of work, and all other ticket details are correct.

Normal - 21 day
The digging portion of my project is expected to take less than 21 days and work is scheduled to begin within 14 days of my legal or chosen start date.

[View affected authorities](#)

Submit **Cancel**

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23

Click the "By submitting, I agree that the address, location, and size of the drawn dig site, description of work, and all other ticket details are correct." field.

Ticket details Information about the worksite and type of work involved

Dig site location Find and draw your dig site on the map

Confirm dig site Based on the dig site drawn on the map

4 Additional information Information not previously included

Remarks - Additional Details*
See Polygon
400 characters left / 8 lines left

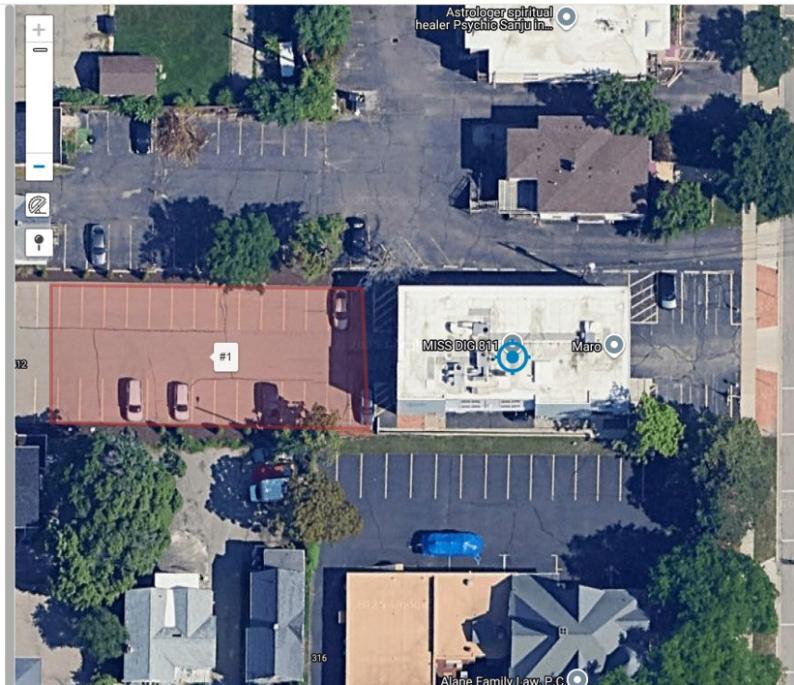
By submitting, I agree that the address, location, and size of the drawn dig site, description of work, and all other ticket details are correct.

Normal - 21 day
The digging portion of my project is expected to take less than 21 days and work is scheduled to begin within 14 days of my legal or chosen start date.

[View affected authorities](#)

Submit **Cancel**

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24

Click the "Normal - 21 dayThe digging portion of my project is expected to take less than 21 days and work is scheduled to begin within 14 days of my legal or chosen start date." field.

Dig site location Find and draw your dig site on the map

Confirm dig site Based on the dig site drawn on the map

4 Additional information Information not previously included

Remarks - Additional Details*

400 characters left / 8 lines left

By submitting, I agree that the address, location, and size of the drawn dig site, description of work, and all other ticket details are correct.

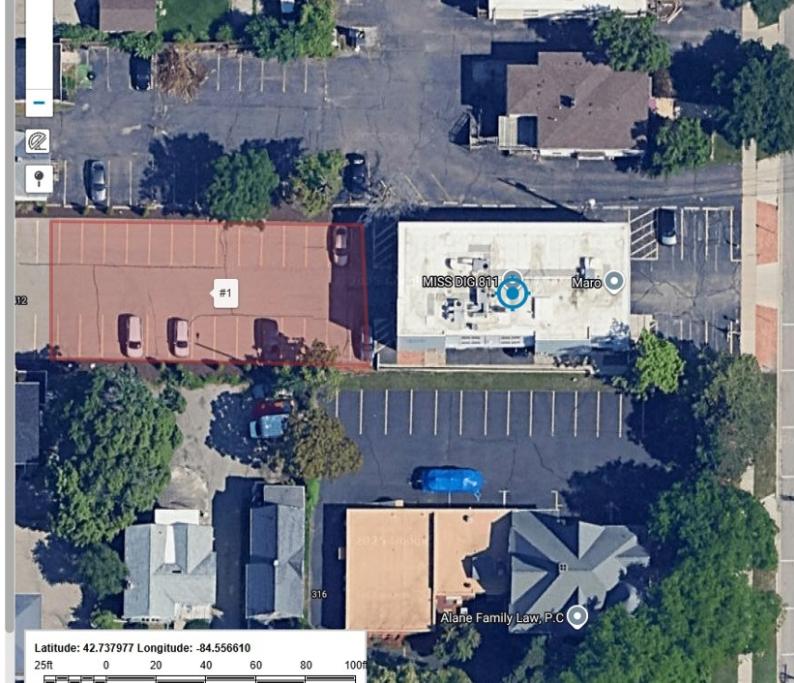
Normal - 21 day

The digging portion of my project is expected to take less than 21 days and work is scheduled to begin within 14 days of my legal or chosen start date.

[View affected authorities](#)

Submit **Cancel**

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Latitude: 42.737977 Longitude: -84.556610
25ft 0 20 40 60 80 100ft

25

Click "Submit"

Based on the dig site drawn on the map

4 Additional information Information not previously included

Remarks - Additional Details*

389 characters left / 8 lines left

By submitting, I agree that the address, location, and size of the drawn dig site, description of work, and all other ticket details are correct.

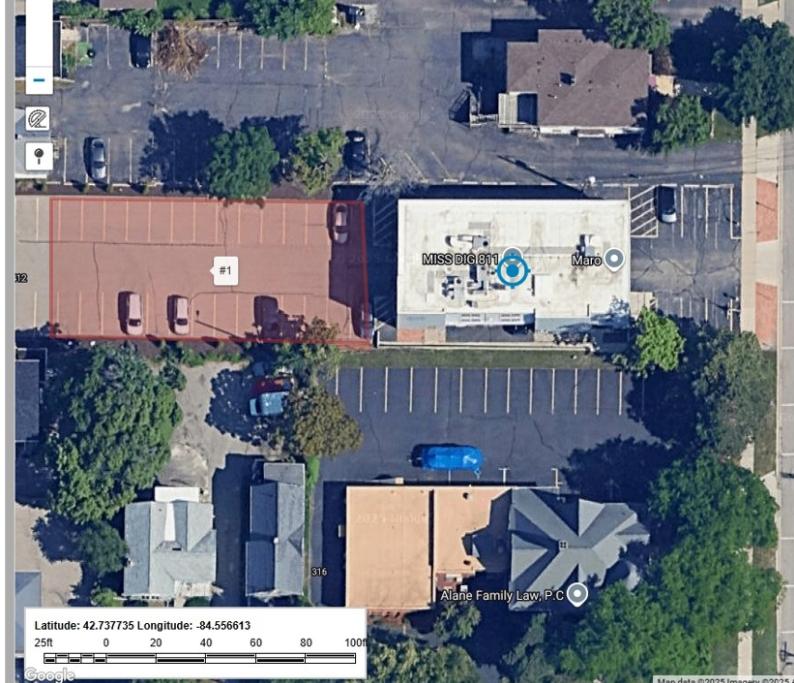
Normal - 21 day

The digging portion of my project is expected to take less than 21 days and work is scheduled to begin within 14 days of my legal or chosen start date.

[View affected authorities](#)

Submit **Cancel**

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Latitude: 42.737735 Longitude: -84.556613
25ft 0 20 40 60 80 100ft

Map data ©2025 Imagery ©2025 A