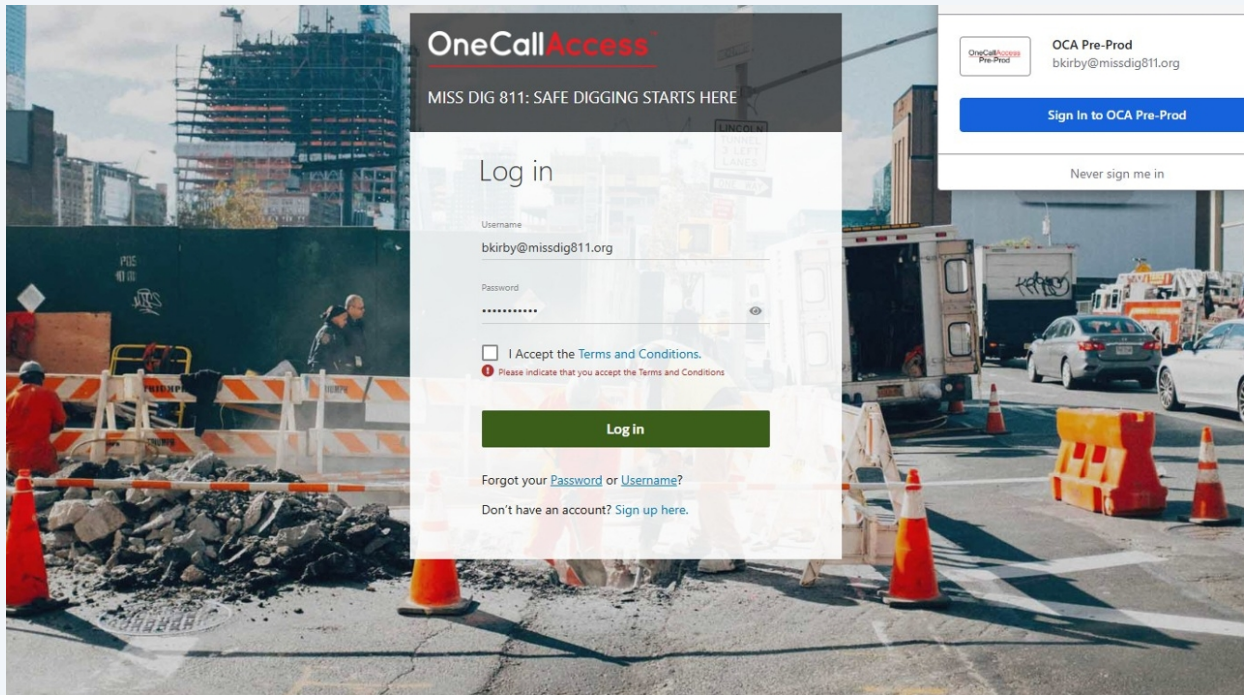


How to Submit a Normal 21-Day Dig Ticket

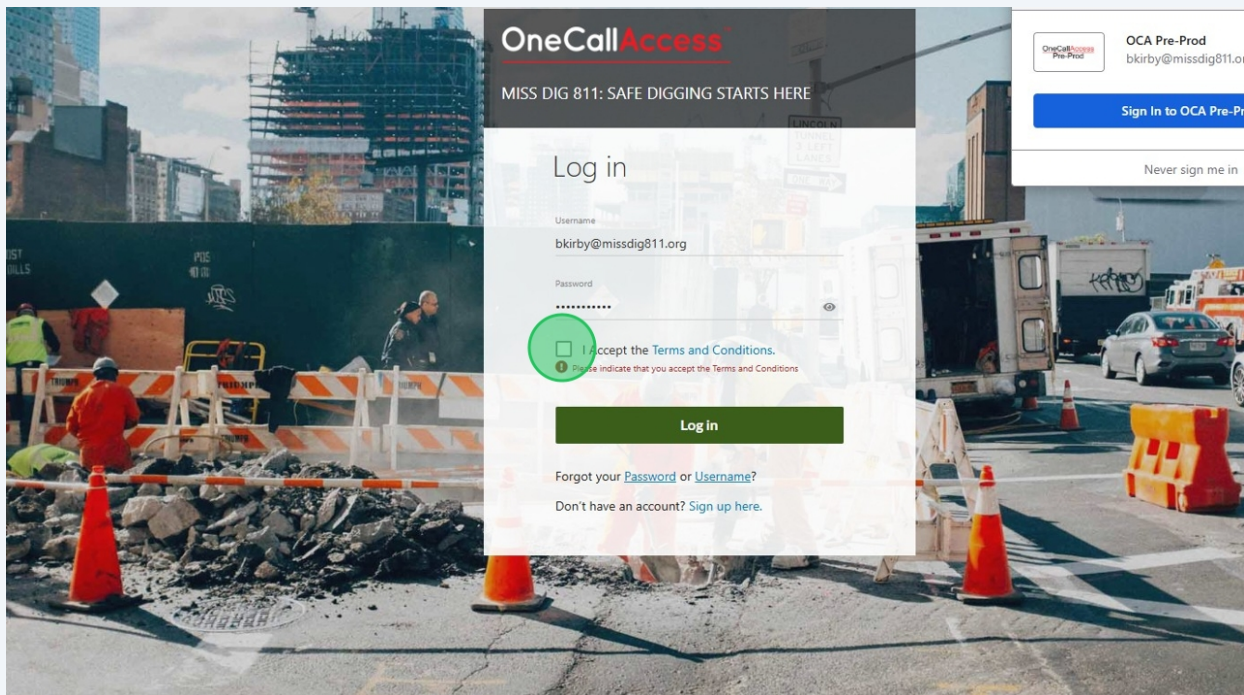


1

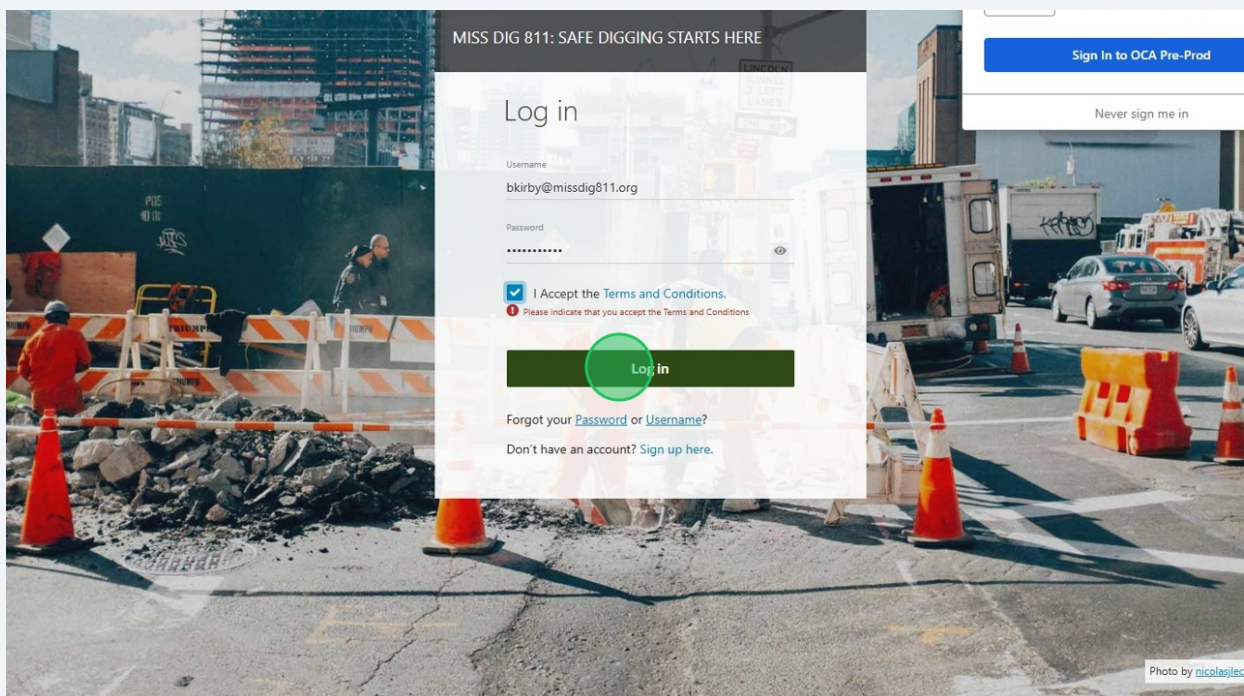
Navigate to <https://onecall.missdig811.org/ngen.web//Account/Login> or www.missdig811.org and click on "SUBMIT REQUEST / LOG INTO OCA".



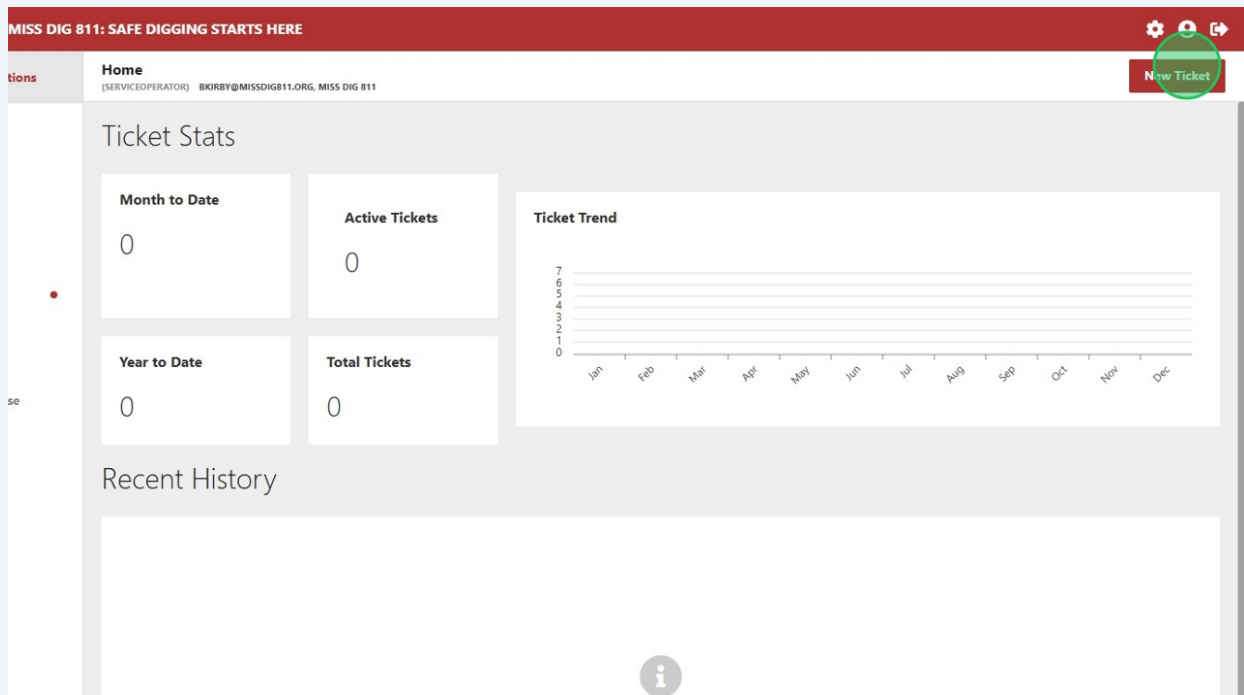
2 Click "I Accept the Terms and Conditions."



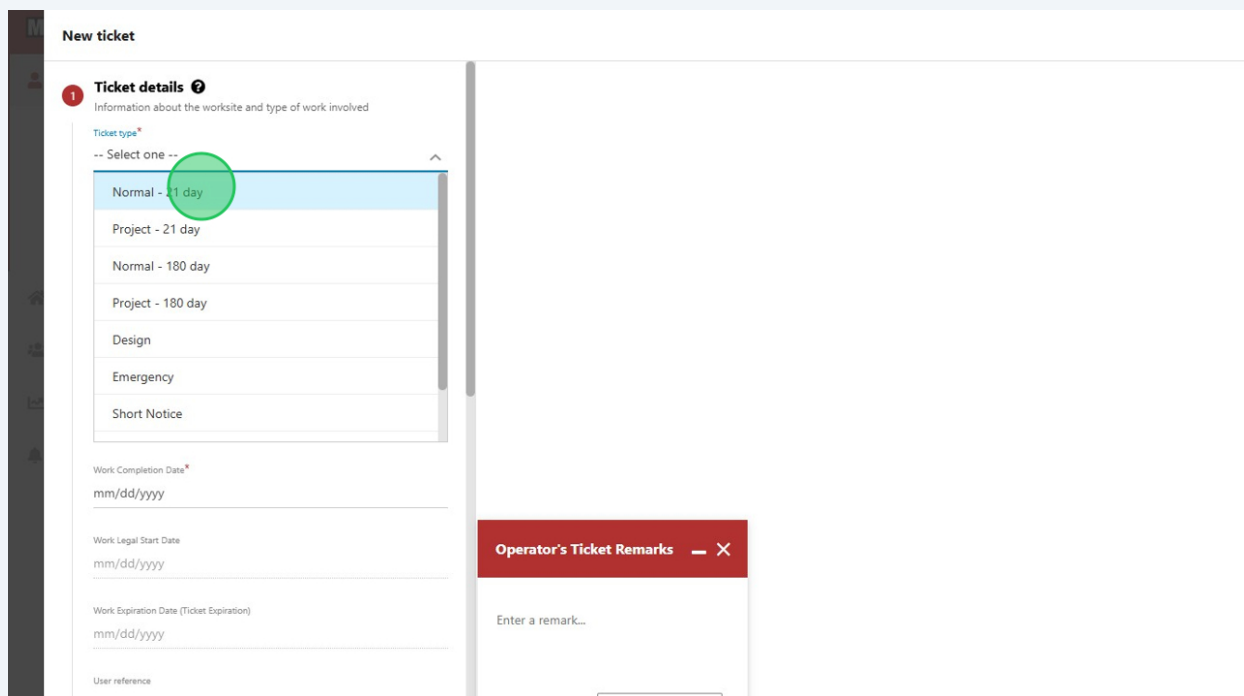
3 Click "Log in"



4 Click "New Ticket"



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



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 — ✕

Enter a remark...

Copy to Remarks

7 Select the Activity from the dropdown menu.

Ticket 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
50 characters left

Working on behalf of*
-- Select one --

Name of utility/authority

Operator's Ticket Remarks — ✕

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
50 characters left

Working on behalf of*
-- Select one --

Name of utility/authority

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

Operator's Ticket Remarks

Enter a remark...

Copy to Remarks

9

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

New ticket

Normal - <1 day

Type of work*
Driveway

Activity*
Parking Lot/Area

Excavation method*
Not Known

Excavation depth*
-- Select one --

- <12in
- 12in to 24in
- 24in to 48in
- >48in
- 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 (Ticket Expiration)
Dec 08 2025 11:59 PM

User reference
50 characters left

Working on behalf of*
-- Select one --

Operator's Ticket Remarks

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 a ticket form with the following fields and values:

- 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 (highlighted with a green circle)
- Work Legal Start Date: Nov 17 2025 04:05 PM
- Work Expiration Date (Ticket Expiration): Dec 08 2025 11:59 PM
- User reference: (empty)
- Working on behalf of*: -- Select one --
- Name of utility/authority: (empty)

On the right, there is a red header for "Operator's Ticket Remarks" and a text input field "Enter a remark..." with a "Copy to Remarks" button below it.

11

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

The screenshot shows the same ticket form as in step 10, but with the "Working on behalf of*" dropdown menu open. The options are:

- BETTERCLOUD
- BIZMETRIX CONSULTIN LLC
- Contractor (Subcontractor only)
- Gruzowski Fiber
- Homeowner (highlighted with a green circle)
- Other Business
- USA NORTH 811

The dropdown menu is also labeled "-- Select one --". Below the dropdown, the "Onsite Contact Company (Excavator Doing Work)*" field is filled with "MISS DIG 811". The "Operator's Ticket Remarks" section is also visible on the right.

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

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

Operator's Ticket Remarks

Enter a remark...

Copy to Remarks

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

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

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Operator's Ticket Remarks — ×

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

Use registered address

Street*

Search Reset

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 ?
Information not previously included

Operator's Ticket Remarks — ×

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

4 Information not previously included

Operator's Ticket Remarks — ✕

Enter a remark...

Copy to Remarks

17 Click "Draw a polygon"

Ticket details ⓘ
about the worksite and type of work involved

Dig site location ⓘ
Find your dig site on the map

Use registered address

417 Seymour Ave Lansing 48933

Search Reset

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 ⓘ

Show map instruction Operator's Notes ✕

Astrologer spiritual healer Psychic Sango Inc.

MISS DIG 611

Mato

Seymour Ave

18

Tails ⓘ
about the worksite and type of work involved

Location ⓘ
w your dig site on the map

Use registered address

our Ave Lansing 48933

Search

Reset

search again another location to add a new map marker.
et button to start your drawing over.

um 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 ⓘ
not previously included

19

2

Dig site location ?

Find and draw your dig site on the map

Search type

Street

Use registered address

Street*

417 Seymour Ave Lansing 48933

Search

Reset

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)

#1 - Area: 6,979ft²

Next

Cancel

3

Confirm dig site ?

Based on the dig site drawn on the map

4

Additional information ?

Information not previously included

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20 Add the Nearest cross street.

New ticket

Street (Address)*
417 Seymour Ave 55 characters left

Town/City*
Lansing 43 characters left

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

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

Latitude: 42.737977 Longitude: -84.556610

Map data © 2025 Imagery © 2025 A

21 Click "Next"

Town/City*
Lansing 43 characters left

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

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

Latitude: 42.737977 Longitude: -84.556610

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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Show map instruction

Open

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*

☒ 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.

400 characters left / 8 lines left

☐ 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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12

24

Click the "Normal - 21 day" field. 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."

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

☒ **Confirm dig site** ?
 Based on the dig site drawn on the map

☒ **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

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25

Click "Submit"

☒ Based on the dig site drawn on the map

☒ **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

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