



OneCallAccess Share Feature Guide



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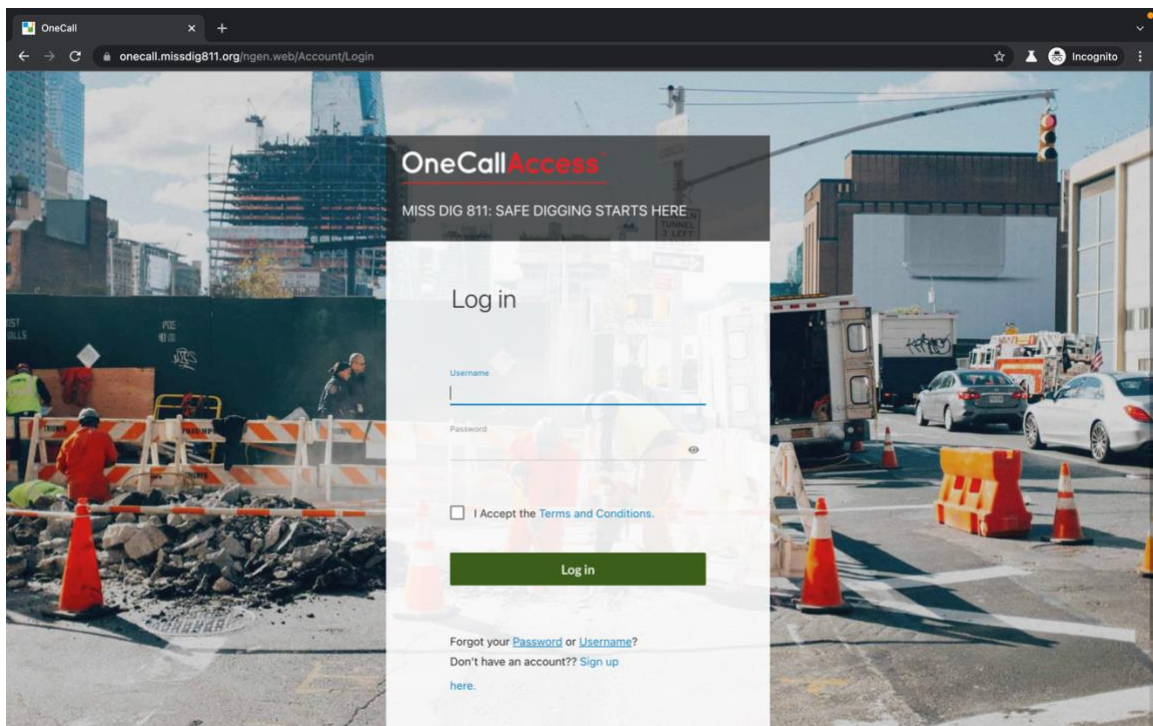
This initial version of the share feature allows External Plus (trained) OneCallAccess users to view and take action on tickets placed by any other users in their assigned company. This feature is not available to OneCallAccess users who have not completed the OneCallAccess External Plus Training in SkillBuilder or attended a OneCallAccess Tutorial Webinar.

If you need to complete External Plus training, please sign into your existing [SkillBuilder](#) account or sign up for a new account. Once your training is complete and you have created a OneCallAccess account, please complete the [application](#) so your account can be upgraded. [OneCallAccess Application](#) Accounts are upgraded within 24 hours on business days.

At this time once your OneCallAccess account has been upgraded to External Plus access you are automatically connected to share tickets with all other External Plus users within your company. If you do not want to view and take action on other users within your company tickets or for other users within your company to view and take action on your tickets on your tickets please complete this [form](#).

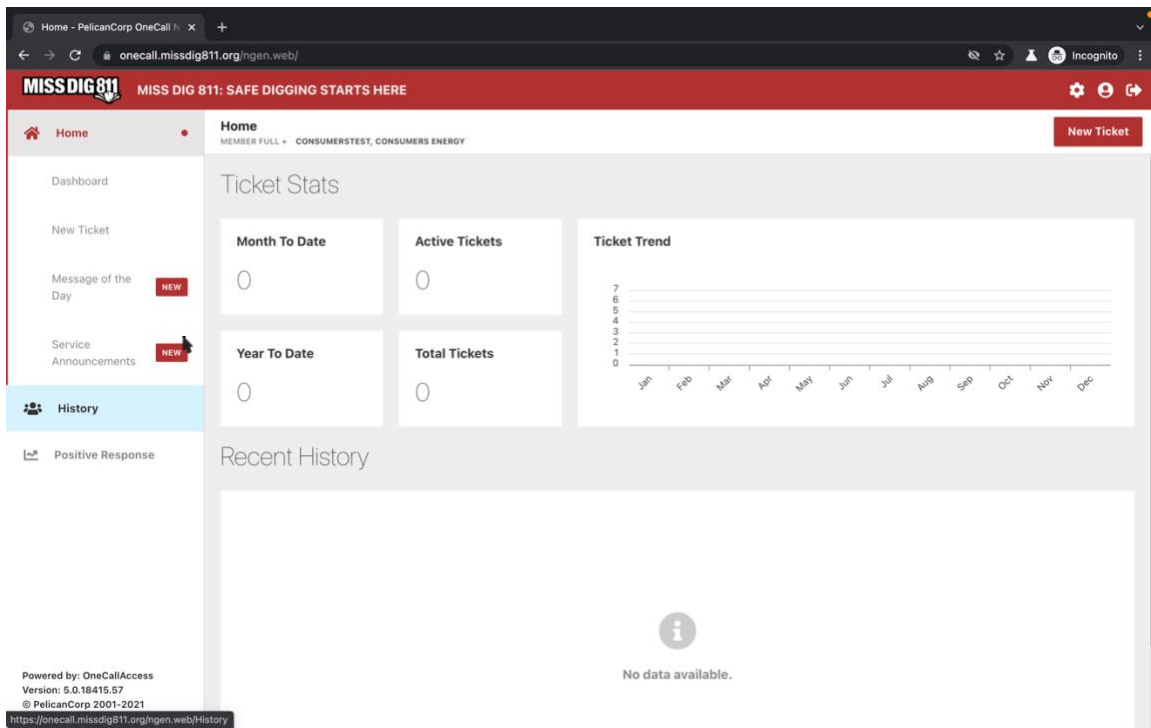
Share Feature Step-by-Step Guide

To view and take action on your own or other users, within your company, tickets you will first need to log into [OneCallAccess](#).

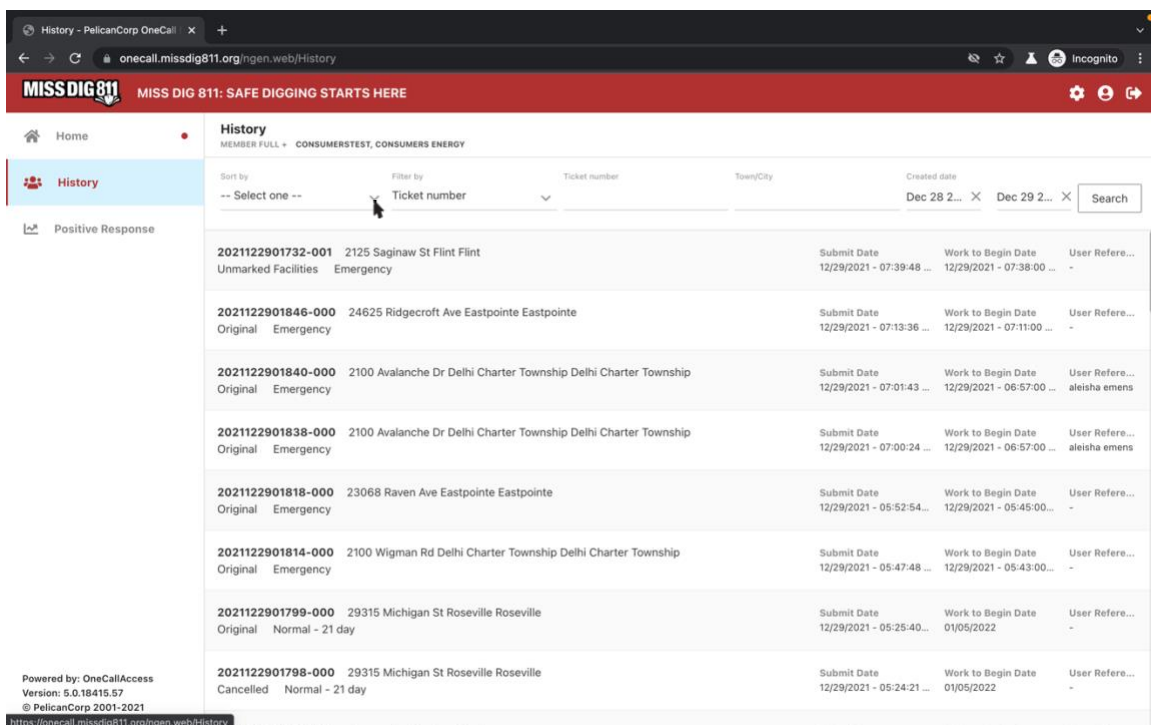




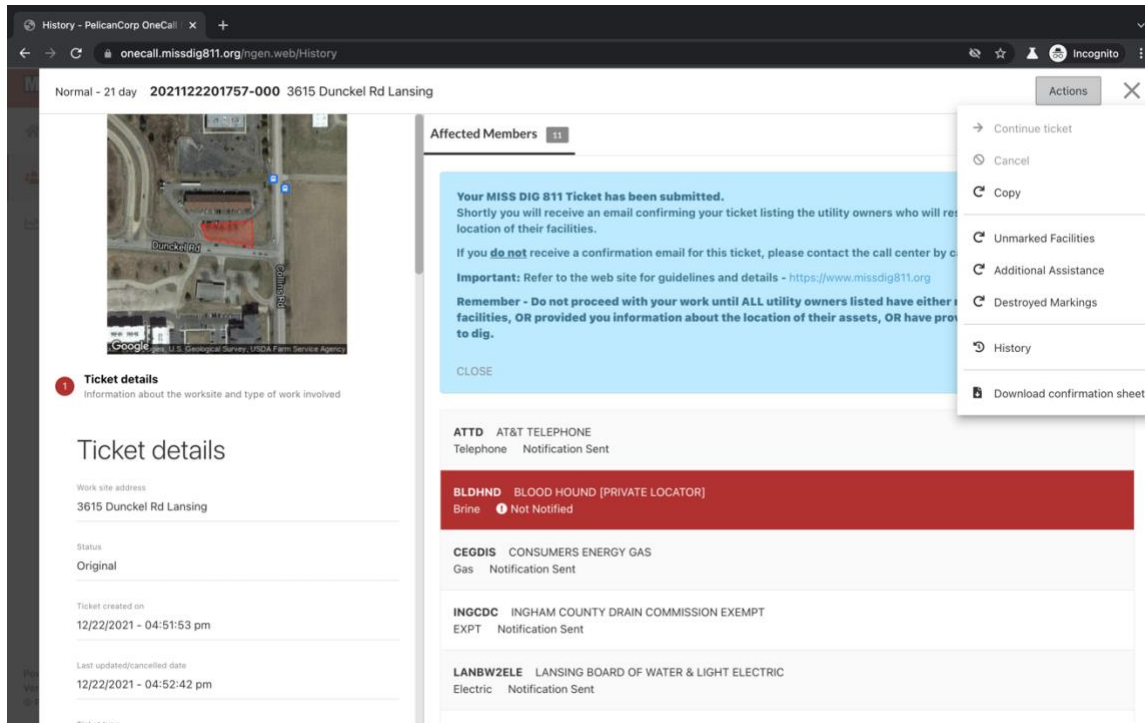
Once logged in, you will be automatically taken to your dashboard. Navigate to the History section on the left side of the page.



Once in History you can use different filters to view all tickets placed by External Plus users within your company who opted to continue to share tickets.



Example of being able to take action on other users tickets.



****Note****

If you take action on another users tickets the positive response(s) for those tickets will be in your account. The current version of the share feature does not extend to PositiveResponse. However, you can currently use posr.missdig811.org to see the most recent member positive responses to the most recent version/revision of any ticket number you enter.

History Sort, Filter, and Search Options

In the history section there are different options to use to sort, filter, and search for tickets placed within your company.



Sort by allows you to sort all tickets pulled by your set filters any of these options.

Ticket number (Ascending)	Ticket type (Descending)
Ticket number (Descending)	Submit Date (Ascending)
Status (Ascending)	Submit Date (Descending)
Status (Descending)	Ticket Start Date (Ascending)
Address (Ascending)	Ticket Start Date (Descending)
Address (Descending)	User Reference (Ascending)
Ticket type (Ascending)	User Reference (Descending)

Filter by allows you to select different filtering options, e.g., Ticket number, Ticket type, or User reference. Ticket number and User reference are free form fields that allow you to enter whatever you are looking for, while ticket type provides a drop down of all the different ticket type options.

Sort by	Filter by	Ticket number
Ticket type (Ascending) ▼	Ticket number ▼	
Sort by	Filter by	Ticket type
Ticket type (Ascending) ▼	Ticket type ▼	-- Select one -- ▼
Sort by	Filter by	User reference
Ticket type (Ascending) ▼	User reference ▼	

MISS DIG 811 Ticket Types	
Normal 21-Day	Normal 180-Day
Project 21-Day	Project 180-Day
Emergency	Concerned Caller*
Short Notice	Damage*
Design	

Town/ City is a free form field that allows you to enter the name of a Town/City where the ticket was placed.

History

MEMBER FULL + CONSUMERSTEST, CONSUMERS ENERGY

Sort by	Filter by	Ticket type	Town/City
Ticket number (Descendi... ▼	Ticket type ▼	-- Select one -- ▼	Flint ▼

Created date allows you to select a start and end search date. This option auto-defaults the start date to yesterday and the end date to today, but you can select any start and end dates from the drop-down calendar.

Town/City

Created date
Dec 28 2... X Dec 29 2... X
Search

Dec 2021							Jan 2022						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4							1
5	6	7	8	9	10	11	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22
26	27	28	29	30	31		23	24	25	26	27	28	29
							30	31					