

Welcome to the MISS DIG 811 PelicanCorp DamagePreventionPortal for membership maintenance!

Creating a User Account

OneCallAccess

MISS DIG 811 is now utilizing the OneCallAccess ticket entry platform for placing dig and design notices.

All user accounts, except API, should start in OneCallAccess.

On the Newtin platform, there were RTE (Remote Ticket Entry) and RMA (Remote Member Access) accounts. On the new Pelican platform, there are now OCA (OneCallAccess) and DPP (DamagePreventionPortal) accounts. OCA accounts are for ticket entry and checking Positive Response on those tickets, and the DPP accounts are for member maintenance such as posting to Positive Response, updating AOIs, and viewing contact or subscription information.

All accounts must first be created within OCA.

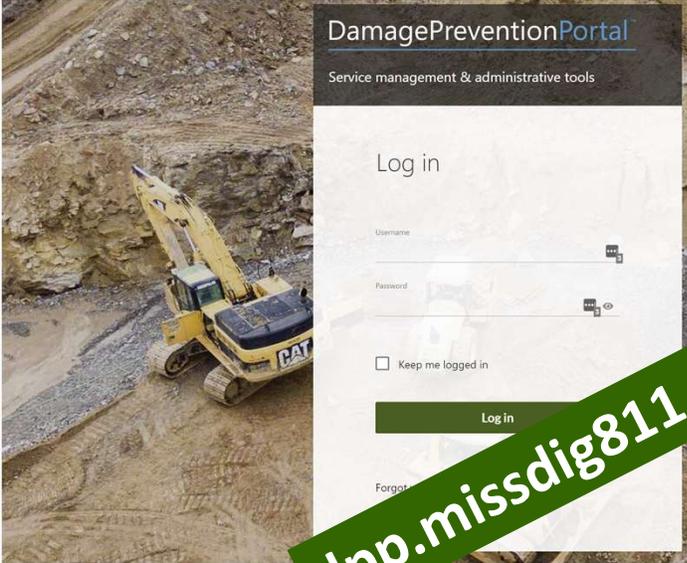
Through the Portal

User profiles are pulled from One Call to Damage Prevention through the "portal".

This will allow your username and password to be the same for both sides of the process.



Regardless of the account type, it should first be created in OneCallAccess—even if the user doesn't need to place tickets. After creation in OCA, the Member Services Department will "pull" the account into the DamagePreventionPortal and link it to the appropriate organization. The user can tell us which account type they need within DPP.



DamagePreventionPortal
Service management & administrative tools

Log in

Username

Password

Keep me logged in

Log in

Forgot

dpp.missdig811.org

DamagePreventionPortal

The DamagePreventionPortal provides member access to the MISS DIG 811 System to research and query tickets, post Positive Responses, and view member notification areas.

User guides for the DamagePreventionPortal and its various features can be found at resources.missdig811.org.

oca.missdig811.org

DON'T HAVE AN ACCOUNT?? SIGN UP
HERE.

Create your user account
at <https://onecall.missdig811.org/ngen.web/Internal/RegisterUser>.

Tips: Company names come from a dropdown menu for consistency. The phone number fields require dashes.

If you need access to the DamagePreventionPortal, please complete the Member Service Support form at <https://fs30.formsite.com/missdig/form27/index.html> for "Promote My OCA User Account".

Stations & Subscriptions

Station Codes

FORMERLY REFERRED TO AS "MEMBER CODES", "FACILITY CODES", OR "LOCATOR CODES"

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

Subscriptions

Formerly referred to as "delivery" or a "locator code".

Subscriptions are associated with the facility owner.

Locators do not have subscription through a locator code.

It is many to many relationship; not a many to one.

Ticket format is dictated by station settings.

The screenshot shows the 'Subscriptions' configuration page. At the top, there are tabs for 'Details' and 'History'. A blue callout box contains the following text: '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.' Below this, the 'Subscription name' is 'GRUZFBR'. The 'Subscription rule' is set to 'ACTIVE'. Under 'Transmission settings', the 'Transmission type' is 'SMTP MAIL: lamold@missdig811.org'. The 'Time range' is set to '24 hours' from '12:00 AM' to '11:59 PM' for 'same day'. The 'Ticket notification sent on' is set to 'Select all that apply, or leave blank to apply to all days'. Under 'Stations', two stations are listed: 'GRUZFBR - Gruzowski Fiber' and 'GRUZFPH - Gruzowski Phone'. Under 'Ticket settings', the 'Ticket types' are set to 'Select all that apply, or leave blank to apply to all ticket types'. The 'Require a Private Locator?' option is set to 'Not required'.

A subscription is a single ticket delivery destination. A subscription is applied to a station code, rather than the station code housing the subscription. Subscriptions can be applied to multiple station codes, and members can have multiple subscriptions at a time. Subscriptions can be for an email address, a direct phone line, or webhook. Ticket delivery is no longer bound by MISS DIG 811 business hours; members can opt to change the time range, days, and ticket types per subscription. Unlike in the Newtin system, IVR callouts are considered part of subscriptions rather than contact information; members can opt to receive emergency tickets via IVR callouts.

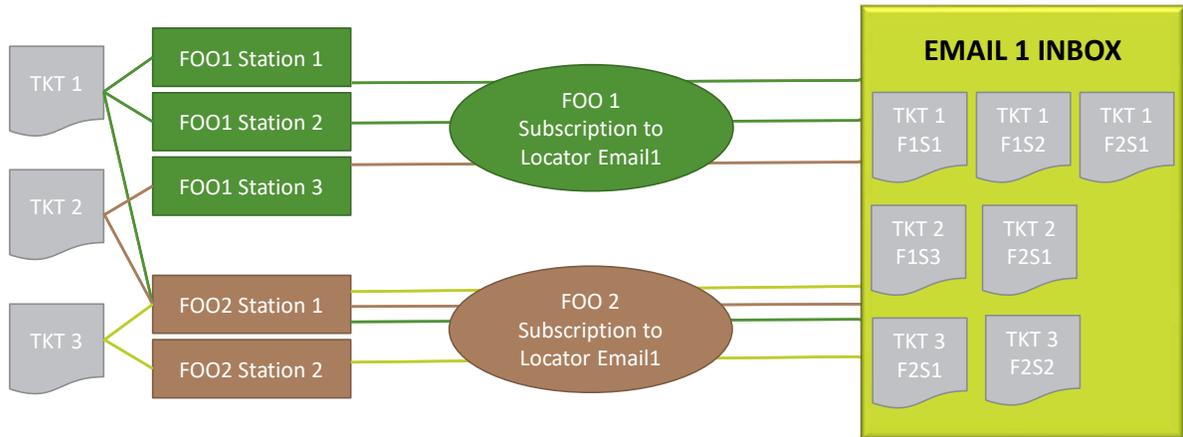


In the Pelican system, the Member Company is the starting point for each membership. A member company can have multiple station codes, each representing an underground facility type. Every station code can have multiple subscriptions (a.k.a. "ticket deliveries"), which is where the transmissions per station code are calculated. Each station code has a Summary Report that can be sent to multiple destinations.

Delegations & Contracted Companies

In the DamagePreventionPortal, the facility owner/operator-agent relationship is called "Delegations".

Delegations Subscriptions



In the facility owner/operator-contract locator relationship, the subscription is unique to the facility owner/operator rather than the contract locator. This allows the facility owner/operator to always see the destination of their tickets, even when contracting out to a third party.

With subscriptions in general, the final destination will receive a copy of each ticket per station code that subscription is applied to.

Settings > Delegation
MEMBER ADMIN | MARINO, JULIANO, USIC - TEST DELEGATE

Delegated companies | Delegated users | Contracted companies

State: All | Action status: All | Status: All | Search by delegated company

DamagePreventionPortal

Settings > Delegation
SYSTEM OPERATOR | SERVICE OPERATOR, PELICANCO

Delegated companies | Delegated u

State: All | Action status: All

Settings

System

Delegation

OneCallAccess

Positive Response

Delegated Access

In the DamagePreventionPortal, the facility owner/operator-agent relationship is called "Delegations". Specific user accounts within the facility owner/operator and associate contract locator member companies can manage this feature. A FOO can delegate to a third party. The facility owner/operator member, or the Member Servics Department, assigns the delegation to the third party company that has also been established in the DamagePreventionPortal.

Settings > Delegation
MEMBER ADMIN MARIKOJULIANO USIC - TEST DELGATE

Delegated companies Delegated users Contracted companies

State Action status Status Search by company name
All All All

Company	State	Created date	Start date	End date	Status	Action status
Comier Communicati...	MI	Nov 8, 2021, 03:01:03 ...	Nov 10, 2021, 12:00:0...	Dec 31, 2021, 11:59:0...	Active	Accepted
				12:00:0...	Active	Accepted
				12:00:0...	Active	Accepted
				12:00:0...	Active	Accepted

Accepted COMCAST

Settings Stations **Company users**

Company Details **ACTIVE** INACTIVE

Company name
COMCAST

Email
membersupport@missdig811.org

Phone
8004827161

Delegated services

- OneCall
- PCAdmin
- POSR

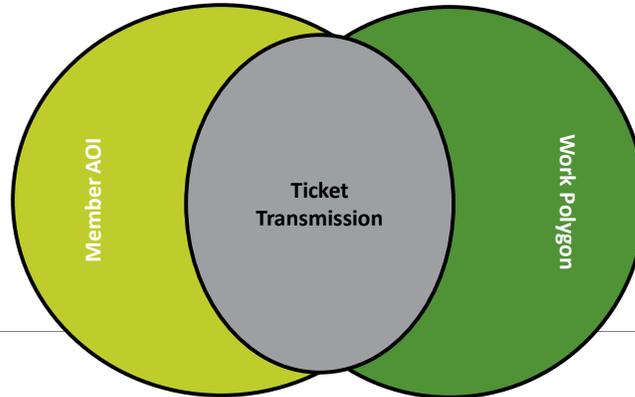
History

The delegation from the facility owner/operator member can be for all or specific codes and for all or specific MISS DIG 811 responsibilities. There is also the option to set the delegation to expire on a specific date. The third party must then log into their user account(s) and accept the delegations offer. They will then assign user(s) to those codes. Different users can have different access per code.

Area of Interest

AOI

CONTRACTORS ARE LIMITED TO 400 CHARACTERS TO COMMUNICATE ADDITIONAL STAKING INFORMATION. **GONE ARE THE DAYS OF OVER-DRAWING A POLYGON ON A TICKET ONLY TO DESCRIBE A VERY PRECISE AREA THAT NEEDS TO BE LOCATED.**



THE POLYGON(S) TRANSMITTED ON A MISS DIG 811 TICKET REPRESENT PUBLIC ACT 174 OF 2013 SECTION 5. (2) (B) "A DESCRIPTION OF THE PROPOSED AREA OF BLASTING OR EXCAVATION, INCLUDING THE STREET ADDRESS AND A PROPERTY DESCRIPTION".

Why did you get the ticket? Your AOI intersects with the work area. Station codes with large, general AOIs will most likely receive more "No Conflict" tickets. The 250-foot buffer automatically assigned to work area polygons on tickets has been reduced to 30 feet, so accurate AOIs from facility owner/operator members are more important than ever. We don't want members to be over-notified, but we also don't want members to miss any necessary tickets.

Station Details

Control Centre/Station/Platform

Physical address

Ticket notification settings

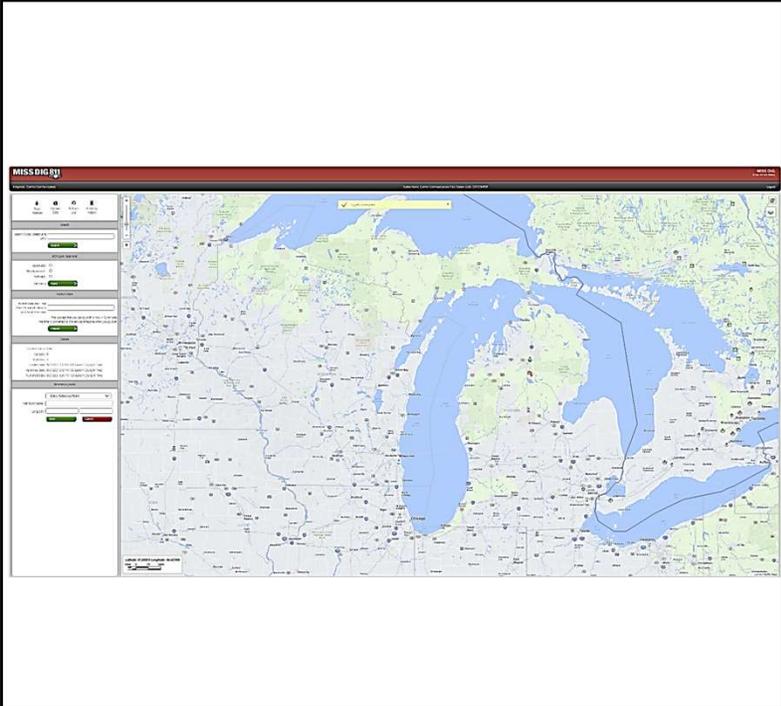
Summary report settings

Contacts

Area of interest

UNDER THE STATION
FOR FULL AND AUTHORITYVIEWER USERS

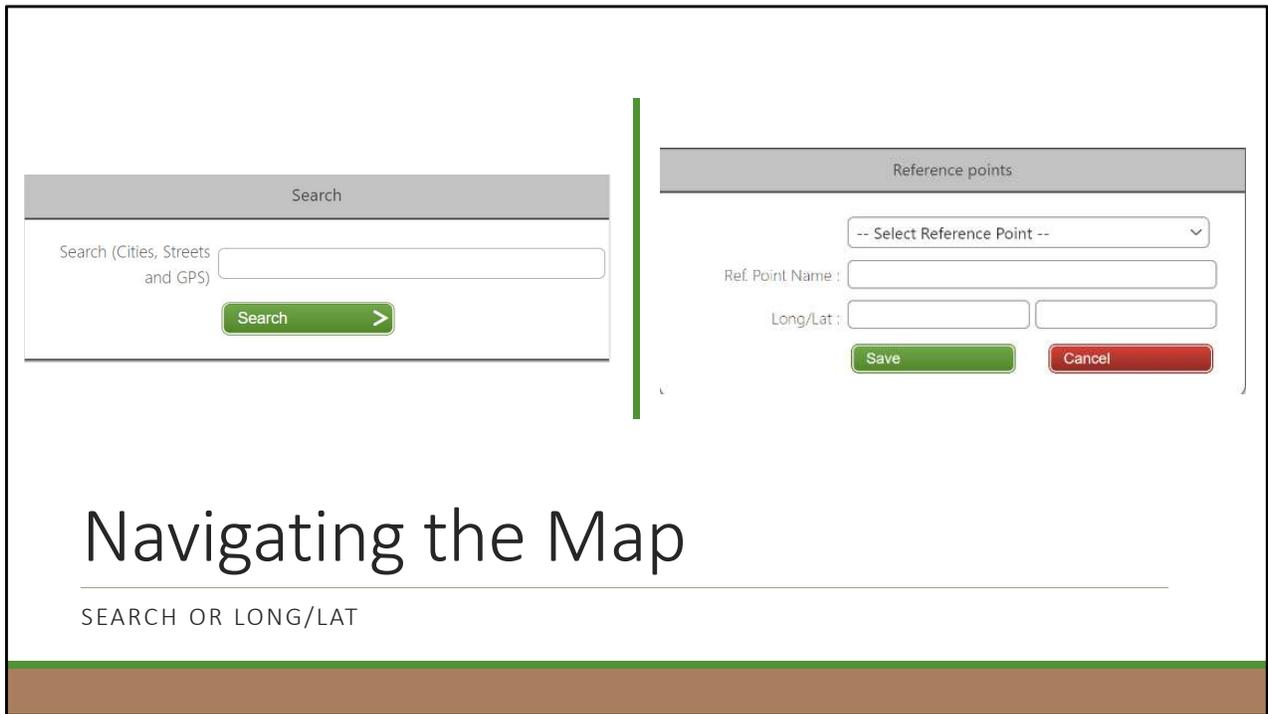
Viewing and editing the AOI is done at a station code level.



Authority Viewer

OPENS IN A NEW TAB
WEB PROGRAM;NOT .EXE
CANNOT EDIT IN PROGRAM

AuthorityViewer is the Pelican program that allows users to view/edit their AOIs. Unlike the Newtin Member Polygon Maintenance program, AuthorityViewer is not an executable (downloadable) software and does not allow in-program editing. Members who do not have GIS software are highly encouraged to use Google Maps to create AOI files; it is a very user-friendly option.



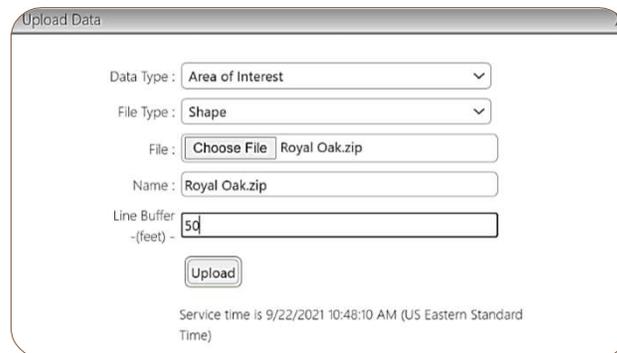
The map in AuthorityViewer can be viewed by manual navigation, searching by city, street, or GPS coordinates, and by using reference points.

Uploading a File

ZIPPED FILE MUST INCLUDE:

- .SHP
- .SHX
- .PRJ
- .DBF

CAN ADD A BUFFER



Upload Data

Data Type:

File Type:

File:

Name:

Line Buffer
- (feet)

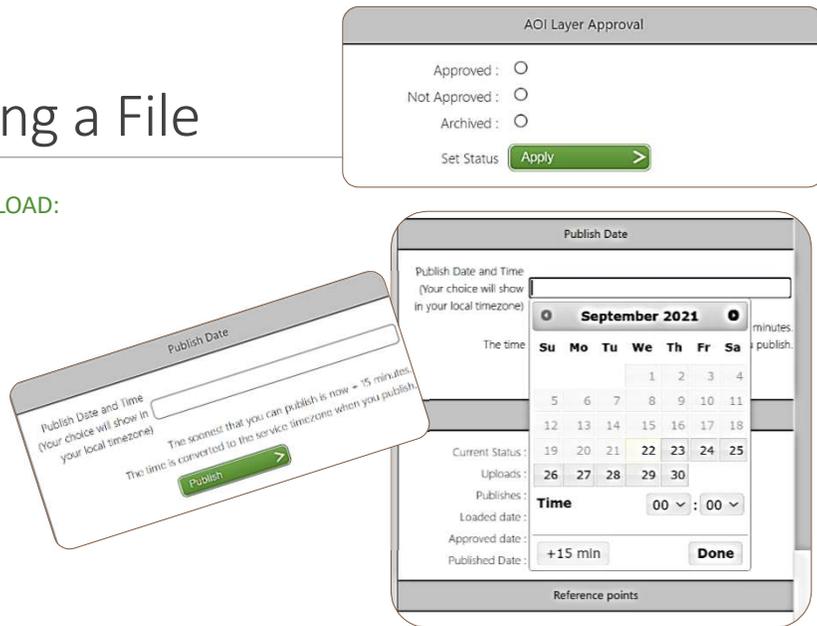
Service time is 9/22/2021 10:48:10 AM (US Eastern Standard Time)

At this time, AuthorityViewer accepts TAB and SHP files for upload. We are anticipating that KML and KMZ files will be an option in the future. The upload must be a full replacement of the existing AOI. When uploading a SHP file, the user must compress the four GIS types of SHP, SHX, PRJ, and DBF into a zipped folder. A buffer can be added to the file at the time of upload if desired. Please keep in mind that MISS DIG 811 recommends nothing less than 30 feet on line and point data.

Uploading a File

STAGES OF AN UPLOAD:

- Loading
- Candidate Layer
- Approved
- Published
- Previous
- Archived



1. **Candidate:** The most recently uploaded file that has not yet been approved for publication. This will show up in red.
2. **Approved:** The most recently uploaded file that has been approved and can be scheduled for publication. This will show up in “dark” orange.
3. **Planned:** The most recently uploaded file that has been scheduled for publication (a.k.a activation). This will show up in blue.
4. **Active:** The active file that is determining ticket

delivery. This will show up in green.

5. *Previous*: The direct previous file that is inactive. This will show up in “light” orange.
6. *Archived*: All other previously active files that are inactive. Archived layers will not show up on the map but can be downloaded if retrieval is needed.

Details



The Details section of AuthorityViewer shows the progress of the layer that the user is working on as explained in the previous slide.

Layers

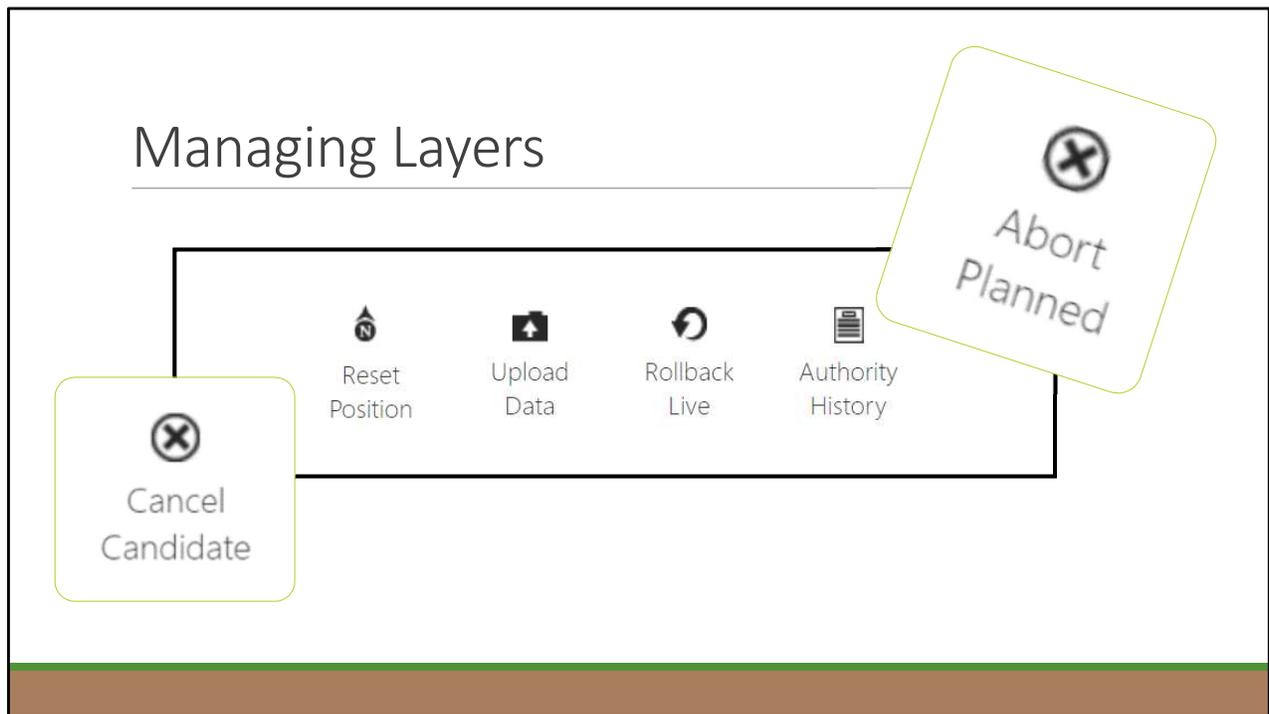


Layers menu:

- HERE Maps
- Google Street
- Google Hybrid
- Google Satellite

- 4511 Live (2021/11/05 09:07) f-26-29-22361761_fRPfoT7V_21_1025_ZAYOMI_U_3UPDATE_MI_bf.zip 4511
- 4504 Previous (2021/11/02 09:25) corcomfbr.zip 4504
- 4503 Archived (2021/11/02 08:36) AHOffice.zip 4503
- 36 Archived (2021/10/15 14:31) 360NET.zip 36
- 11 Archived (2021/09/21 15:17) New folder.zip 11
- 9 Archived (2021/09/15 08:20) Shape File.zip 9
- 6 Archived (2021/09/14 15:27) CORCOM_9.14.21.zip 6

Within AuthorityViewer, the map can be viewed by layers. Users have the option to have a base map view of HERE Maps, Google Street, Google Hybrid, and Google Satellite. The user then has the option to overlay their own map layers on top of the chosen base map. Users have the "Live" layer, which is their current active map layer that controls which tickets are received. Additionally, there is the "Previous" layer option, which is the formerly active layer directly prior to the Live layer; users can rollback to this layer if needed. After that, users can view all previous layers, which are shown as "Archived" layers. Users can download a copy of any of their layers shown in this menu.



Reset Position: Resets map to the default view

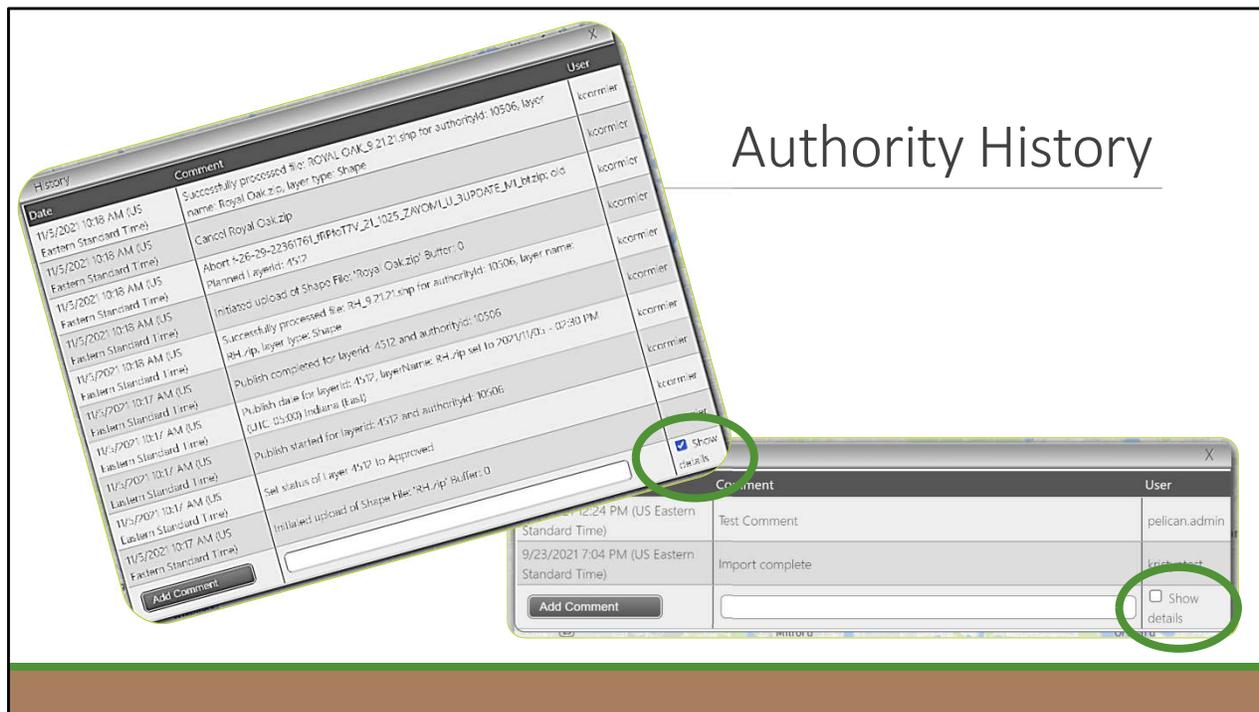
Upload Data: Begins the file upload process.

Rollback Live: Reverts the AOI to the previous layer.

Cancel Candidate: Cancels the candidate layer that has been uploaded for approval and removes it from AuthorityViewer.

Abort Planned: Cancels the planned layer from being published and demotes to an approved layer that can be then be selected for “Not Approved” to remove from

AuthorityViewer. The current active file will remain as-is.



Authority History: Enables user to keep notes and view the timeline of [recent] activity.

When the **Show Details** box is checked, the user can view the timeline of recent activity within AuthorityViewer. Unchecking the box will allow the user to see all comments added. To add additional comments, click the **Add Comment** button.