

## Establishing Free Member Codes

MISS DIG 811 is offering to waive the set-up fee and any associated transmission fees for additional temporary locator codes and member codes for the use of the work moratorium “019” auto-response. See “Temporary Positive Response Best Practice” for more information on this temporary Positive Response code.

**Medical Facility Work Moratorium Codes** are free of charge to protect local hospitals and temporary medical sites during the COVID-19 Pandemic. This code will contain a mapped notification area of the locations that are impacted by the moratorium. When a MISS DIG 811 ticket is placed in any of these areas, the member is notified. This member code will have the “019” automatic Positive Response.

Ticket delivery formats include both email and text message. As always, each code can contain only one ticket delivery destination. Additional codes can be set up by location or for additional delivery. You may also opt not to receive tickets, or to use a secondary delivery code for emergency tickets in the area. Members will be able to use their Remote Member Access (RMA) account to monitor and respond to tickets.

To set up a code, please complete the [Member Information and Ticket Delivery Set-Up form](#) and provide an updated [Member Facility Types sheet](#) that includes “Land Use” among the other facilities you own. If you want to take advantage of the additional codes for delivery, please complete the [Authorization for Email Msg](#) form for additional email delivery or the [Authorization for Txt Msg](#) form for additional text messages. Forms can be located by selecting the “Resources” tab and then expanding the “Additional Membership Forms” section. These forms can be returned to [membersupport@missdig811.org](mailto:membersupport@missdig811.org).

**Locator Codes** can be used by members to increase the number of locations to which a ticket is delivered. Ticket delivery formats include both email and text message. The use of these codes is beneficial for organizations that choose to shut down office operations. As always, each code can contain one ticket delivery destination; ticket delivery can go directly to an employee’s personal email or cell phone. Members can also use their Remote Member Access (RMA) account to monitor and respond to tickets.

To set up an additional code for email delivery, please complete the [Member Information and Ticket Delivery Set-Up](#) form. If you would like to establish a code for text message delivery, the [Authorization to Transmit Additional Locate Information by Text Message](#) form should be completed. These forms can be returned to [membersupport@missdig811.org](mailto:membersupport@missdig811.org).

If you’re looking to reduce in office staff, consider the use of additional RMA accounts. Each employee assisting with locates could be responding directly through his or her own account. This will provide timely data back to the excavator and provides members with data on ticket responses. For temporary RMA accounts, please input “Temporary RMA account” in the final field of the application. Accounts can be created by selecting the Complete an Application(s) button at the bottom of the [Remote Access](#) webpage.

For both temporary codes and RMA accounts, the Member Services Department will track creation and follow up with members to terminate access and codes once the current situation is resolved.

If you have any additional questions, please contact the Member Services Department at [membersupport@missdig811.org](mailto:membersupport@missdig811.org) or (800) 482-7161.