

THE **MISSDIG811** MEMBER OUTREACH

MARCH 2026

ISSUE 28



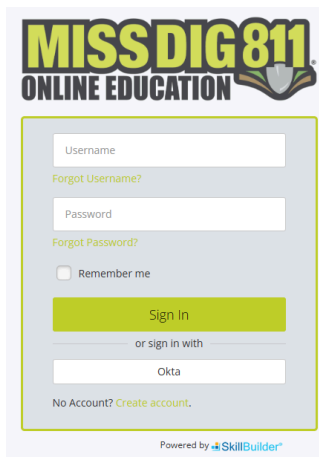
Dig Season is Upon Us! Are You Ready? Let's Double-Check Your Info!

Please take a moment to review your contact information. A phone number for each station code in receipt of a ticket is provided to the excavator by email in the PDF attachment under *Utility Owner Details*. The information here is intended for use by the excavators for locating and Positive Response questions and concerns, so it's crucial to ensure it's up to date.

If you have a Member Admin/+ or Member Full/+ account, you can update this information yourself by logging in to [DamagePreventionPortal \(DPP\)](#) under Settings > OneCallAccess, and then clicking on the line for each station. Click on the pencil to edit the information, and remember to save your updates. You can also request changes through the [Member Services Support Form](#).

Note that contact updates do not impact ticket delivery subscriptions (including after-hours) or associated DamagePreventionPortal (DPP) accounts.

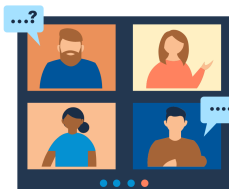
If an employee is no longer with your organization or should no longer have the ability to access DamagePreventionPortal (DPP) and/or OneCallAccess (OCA), please alert Member Services.



Membership Training Update

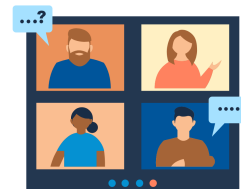
We're excited to share that updated membership training will soon be available in SkillBuilder. Our External Affairs Department has been working diligently to create a user-friendly experience that reflects recent system updates and introduces brand-new content.

Our goal is to make training more accessible and engaging, empowering users to complete the learning path aligned with their DamagePreventionPortal (DPP) account type. Through this enhanced training, members can gain a deeper understanding of their membership and the full value of the MISS DIG 811 System.



Quarterly Forum: Ready for Dig Season?

Join Quality Control
Wednesday, March 18th at 9:00 AM EST
for the first quarterly forum of this year on
Ticket Entry Best Practices!



Register through MISS DIG 811's online education site, SkillBuilder, under **OneCallAccess Training, Monthly Forum** in your learning plan.

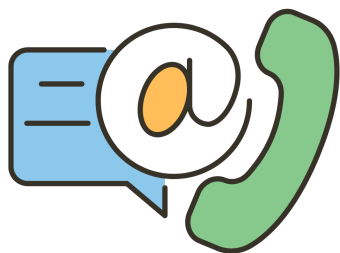
Log in to SkillBuilder

If you have any problems or questions, call or email Quality Control:
webticketdept@missdig811.org or (248) 370-6420.

FOR RESOURCES

Click Here

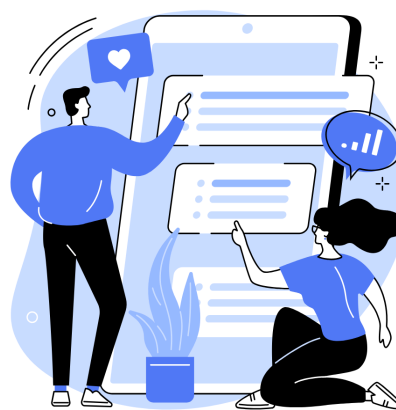
All issues of the newsletter (plus guides, videos, and more) are available on this webpage.



Want to get in touch with Member Services?

We are available Monday through Friday
from 7:00am to 5:00pm.

membersupport@missdig811.org
(800) 482-7161
<https://missdig.co/MSSForm>



Got a minute? Tell us what you think!

Membership Survey

Attention: Be a MISS DIG 811 Advocate!

Please share the QR code with someone that you think may want to receive news and updates from MISS DIG 811.



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