



DPP User Actions Awareness

Required Training

Training is required for the following DamagePreventionPortal user account types:

- AuthorityViewer
- Member Admin/+
- Member Full/+

User actions through these account types can significantly impact receipt of ticket. Therefore, it is necessary to provide education on these accounts because mistakes can be costly. This document serves as reference to the actions and potential consequences of changes available through these accounts.

AuthorityViewer

The area of interest (AOI) of a station dictates where in the State of Michigan tickets are received. This means that when the ticket map (a.k.a. “work polygon”) intersects with the shapes of the live AOI layer, that station will receive the ticket. All active stations must have a “live” AOI layer.

In this regard, it’s crucial to remember that to receive tickets in the areas where your underground facilities are located, the shapes (a.k.a. “layer”) must be live (a.k.a. “active” or “published”) in AuthorityViewer. If you notice an error in your current live layer or that you’ve uploaded an addition to the AOI instead of a replacement layer, you can revert to the previous live layer until you are able to create a new file for upload, assuming that the previous layer is more accurate than what is currently triggering ticket delivery.

As a reminder, AuthorityViewer currently only accepts full replacements of the AOI. Users cannot upload snippets of lines or shapes to add to the existing live layer. If you have additions, please submit them through the [Member Service Support form](#). We can combine these new lines/shapes with your existing live layer to create a replacement upload.

Subscriptions

Subscriptions dictate where tickets are delivered to a specific station. To receive tickets triggered by your AOI, you must have an active email or webhook subscription applied to your active stations. IVR subscriptions are for emergency tickets only and will not suffice as a primary form of ticket delivery.

Be mindful of each subscription’s settings. It is highly encouraged that members have at least one subscription that is 24/7 for all dig ticket types. If you choose to use multiple subscriptions to receive your tickets, please ensure you have coverage 24 hours a day seven days a week so that tickets are not prevented from being delivered.

It is worth repeating that an email or webhook subscription must be applied to all active stations. For example, if you have three active stations (water, storm, and sanitary) but only have a subscription applied to water and storm, you will not receive tickets for your sanitary station and the tickets triggered by that station’s AOI will not appear in Positive Response for posting.



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Stations

Creation

Users should never create new stations without contacting the Member Services Department. This is due to a variety of reasons:

1. Official paperwork is required to complete this for your member file and billing purposes.
2. We have an internal station code naming structure that is ideally followed.
3. It is easy to overlook applying a subscription to the new station or turning on the correct ticket notification settings that work along with existing subscriptions.
4. Going through the Member Services Department ensures accuracy and that your needs are met on this matter.

Activation/Inactivation

Users should never inactivate or activate stations without contacting the Member Services Department for a variety of reasons:

1. Specific documentation is required to inactivate stations due to sale, abandonment, etc. We can then complete membership termination if that is an additional necessary step.
2. Going through the Member Services Department ensures accuracy and that your needs are met on this matter.

Ticket Notification Settings

Ticket notification settings dictate how tickets are received for a specific station. At this time, these settings are applied to a station and not to a subscription. If your organization uses a ticket management system or has a third-party agent using a ticket management system, it's critical not to make changes to the ticket notification settings without consulting the Member Services Department or these third parties to ensure the changes do not impact ticket delivery.

As an example, it may be nice to receive tickets as PDF attachment to one existing Gmail subscription. However, your organization also receives tickets through a ticket management subscription and the PDF attachment may negatively impact how that system receives and processes ticket information.

Internal Users with Station Rights

If a user is listed under the **Internal user with Station Rights** section for a station, it will prohibit them from viewing any other stations to which they have not been assigned. A user not assigned to any station will have access to all stations, which is the default setting per user account. This feature is a way to limit station access and can be applied to organizations that break up their stations by regions or those with a large staff who may not need or want access to all stations owned under the membership.

If you are going to assign an internal user to specific stations, please make sure they are aware of the change to prevent thinking that there is an issue with their user account.



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Delegation

Delegation set up for third-party agents or contract locators must be complete in order for the process to work as expected.

The Member Services Department establishes the delegation from a facility owner/operator (a.k.a. “contracted company”) to a third-party member (a.k.a. “delegate company”), and it is the responsibility of that delegate company to log into DPP to complete the process in three simple steps: 1) Accept the delegation offer, 2) Assign users from your organization to the contracted company, and 3) Assign stations from the contracted company to those user accounts.

If the set-up process is incomplete, the delegate company cannot complete the MISS DIG 811 responsibilities assigned by in the Agent Letter, such as posting to Positive Response.

Conclusion

MISS DIG 811 does not receive alerts when these types of actions are completed; therefore, we do not always catch these actions right away. However, we can pull system logs once notified to determine which user account made changes to reach out for additional education and reduce DPP access if needed.

Detailed guides on aspects of DamagePreventionPortal can be found in users’ SkillBuilder accounts and at resources.missdig811.org.

Contact the Member Services Department through the online [Member Service Support form](#), by email at membersupport@missdig811.org, or (800) 482-7161 with questions regarding DamagePreventionPortal and membership. We are here and happy to assist you with making the most of your MISS DIG 811 membership.

Member Service Support

This form allows members to:

- Activate Excavator PosR Webhook Subscriptions
- Add OCA accounts to DPP
- Request updates to contact information
- Request updates to ticket delivery subscriptions
- Submit AOI files for upload
- Request information on becoming a member

Contact the Member Services Department for invoice inquiries, questions, and troubleshooting

Select one of the following *