Purpose

User accounts allow members and associate members remote access to the MISS DIG 811 PelicanCorp platforms. There are user accounts for both ticket entry and management of underground assets as a facility owner/operator member or contract locator; users that do both can use the same set of login credentials for both the OneCallAccess (OCA) and DamagePreventionPortal (DPP) platforms if set-up is completed correctly.

This document, as well as all training and resources distributed by the Member Services Department, pertains to DamagePreventionPortal (DPP) aspect of user accounts only. It is important to note that tickets cannot be placed on the DamagePreventionPortal (DPP) platform.

Getting Started

To begin the set-up of a user account for either platform, you must first create a OneCallAccess (OCA) account at https://onecall.missdig811.org/ngen.web/Internal/RegisterUser. This ensures that facility owner/operator members or associate members have the option to input ticket using the same account credentials if needed.

Once the OneCallAccess (OCA) account has been created, you must then complete the Member Service Support form at https://fs30.formsite.com/missdig/form27/index.html. The form should be filled out for "Add My Account to the DamagePreventionPortal". Each applicant will need to include which account type they require.

Account Types

Different account types provide different levels of access to the system. It is important to have corresponding DamagePreventionPortal (DPP) access for your role within your organization. The chart below depicts the features available with each account type. It is important to remember that the DamagePreventionPortal (DPP) aspect of your user account is for facility owner/operator or associate member responsibilities only. At a minimum, facility owner/operators not using a third-party must have a Positive Response Posting account.

DamagePreventionPortal User Roles

Account Types	Share Feature (OCA)	AdvancedOneCallExternalUser (OCA)	OneCall	AuthorityViewer	PosR API	PC Admin	Operations: OneCallAccess	Operations: ExploreYourData	Operations: PositiveResponse	Settings: System	Settings: OneCallAccess	Settings: Delegation
	Available Access (R = Read Only; R/W = Read/Write)											
PosR API	-	-	-	-	R/W		-	-	-	-	-	-
*AuthorityViewer	R/W	-	R/W	R/W	-		-	R/W	-	-	R	-
*AuthorityViewer +	R/W	R/W	R/W	R/W	-		-	R/W	-	-	R	-
Positive Response Posting	R/W	-	R/W	-	-		-	R/W	R/W	-	-	-
Positive Response Posting +	R/W	R/W	R/W	-	-		-	R/W	R/W	-	-	-
Explore Your Data	R/W	-	R/W	R	-		-	R/W	-	-	R	-
Explore Your Data +	R/W	R/W	R/W	R	-		-	R/W	-	-	R	-
*Member Admin	R/W	-	R/W	R	-		R/W	R/W	R/W	R	R/W	R/W
*Member Admin +	R/W	R/W	R/W	R	-		R/W	R/W	R/W	R	R/W	R/W
*Member Full	R/W	-	R/W	R/W	-		R/W	R/W	R/W	R	R/W	R/W
*Member Full +	R/W	R/W	R/W	R/W	-		R/W	R/W	R/W	R	R/W	R/W

* indicates required training

Explore Your Data: This account type allows users complete access to Explore Your Data within the DamagePreventionPortal (DPP). Explore Your Data allows users to search tickets received by any stations associated with that account. Exportation of search results is available; however, each export is limited to 1,000 search results at a time. This account type also allows users read-only access to AuthorityViewer so that they may view the area of interest (AOI) of stations associated with their account to see why a ticket may or may not have been received. AuthorityViewer is the program within the DamagePreventionPortal (DPP) that houses the polygon layer that represents the location of a station's underground facilities. These shapes are what trigger ticket delivery to any particular station.

Member Full: This account type allows complete access to all features of the DamagePreventionPortal (DPP).

Member Admin: This account allows complete access to all features of the DamagePreventionPortal (DPP) except for read/write access to AuthorityViewer; access to AuthorityViewer is read-only so that the user can view the area of interest (AOI) of stations associated with their account to see why a ticket may or may not have been received.

Positive Response Posting: This account allows access to Positive Response for posting to tickets received, in addition to Explore Your Data so that all ticket details can be viewed by the user. As a reminder, at minimum, facility owner/operators not using a third-party must have a Positive Response Posting account.

AuthorityViewer: This account type also allows users complete access to AuthorityViewer so that they may view and upload replacement files for AuthorityViewer is the program within the DamagePreventionPortal (DPP) that houses the polygon layer that represents the location of a station's underground facilities. These shapes are what trigger ticket delivery to any particular station.

PosR API: The PosR API account type is exclusively for Positive Response posting in conjunction with a ticket management system (TMS). Direct access to the DamagePreventionPortal is not provided.

"+" Accounts

Account types accompanied by a "+" indicate that the user has completed External Plus Training for ticket entry in OneCallAccess.

Training

MISS DIG 811 requires training for the following account types: Member Full, Member Admin, and AuthorityViewer.

Training is not required, but highly encouraged, for the Explore Your Data or Positive Response Posting account types.

Upon receipt of your Member Service Support form request, the Member Services Department will set up your DamagePreventionPortal (DPP) account and follow-up via email with information on associated training. Training occurs on the MISS DIG 811 learning management system, SkillBuilder. To access this, a separate SkillBuilder account is needed.

For account types that require training, users will be given an account providing limited access to the platform until training is completed. Upon completion, the account will be upgraded to the requested type.

System Access

Understanding of the system access provided by these user accounts is critical prior to account activation.

Specific account types with read/write PC Admin access allow for creation of additional stations and the inactivation/activation of existing stations. Users are strongly cautioned **not** to complete any of these actions, as these changes impact membership fees and receipt of MISS DIG 811 tickets and need to go through the official Member Services Department process.

Additionally, these same account types allow for users to set internal user(s) with station rights per station. If a user is listed under the **Internal user with Station Rights section** for any of the members stations, 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 those 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.

Resources

The Member Services Department has worked hard to ensure users of the DamagePreventionPortal (DPP) have accurate resources. Guides and additional information can be found at resources.missdig811.org. These materials are updated regularly.