



# **DamagePrevention Portal Overview**



# DPP OVERVIEW

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## Terms Used

Term	Definition
<i>Area of Interest (AOI)</i>	Represents the location(s) of a facility owner/operator's underground facilities and is a layer contained within each station.
<i>AuthorityViewer</i>	Web-based program within DamagePreventionPortal that allows authorized users to view and update an AOI. Updates are completed by replacement file uploads only; no drawing tools.
<i>Contracted Company(ies)</i>	The company, or companies, who have delegated access to third-party company.
<i>DamagePreventionPortal (DPP)</i>	The platform used by members to access and manage their membership; also used by the MISS DIG 811 Member Services Department.
<i>Delegate Company(ies)</i>	The third-party company, or companies, that access has been delegated to by a facility owner/operator member.
<i>Delegation</i>	The relationship in the system between a facility owner/operator member and a third-party (a.k.a. "agent", "delegate company"); can be set up for access to AuthorityViewer, PosR API, and PC Admin functions such as Positive Response posting, Explore Your Data, and the ability to update station settings and subscriptions.
<i>Explore Your Data</i>	Feature of DamagePreventionPortal that allows authorized users to search and review tickets received; data export available.
<i>Interactive Voice Response (IVR)</i>	Type of subscription offered to members for receipt of emergency tickets only; notification received via automated callout.
<i>KML/KMZ File</i>	Keyhole Markup Language is an XML notation for expressing geographic annotation and visualization within two-dimensional maps and three-dimensional Earth browsers. KML was developed for use with Google Earth. A KMZ file is a Zip-compressed .KML file that stores map locations viewable in various geographic information systems (GIS) applications. Can be uploaded into AuthorityViewer.
<i>Layer</i>	A layer contains features (polygons) that represent the AOI of a station.
<i>Member Service Support Form</i>	Online form used internally by department to collect varying information from members.
<i>OneCallAccess (OCA)</i>	Ticket entry platform used to place dig and design tickets; used internally by Notification Center NSRs or by external users. Excavators can use to search tickets placed and check Positive Response.
<i>Pelican/PelicanCorp</i>	PelicanCorp is the creator of the DamagePreventionPortal and OneCallAccess; they are typically referred to as our "vendor."
<i>Positive Response</i>	Sec. 3. (x) "Positive response" means the procedure administered by the notification system to allow excavators to determine whether all facility owners or facility operators contacted under a ticket have responded in accordance with this act.
<i>Re-send</i>	The act of resending a ticket already received by a facility owner/operator member or their contract locator; done through DamagePreventionPortal; not a retransmit.



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<i>SHP File</i>	The shapefile format is a geospatial vector data format for geographic information system software; can be uploaded into AuthorityViewer.
<i>SkillBuilder</i>	The MISS DIG 811 learning management system used to provide online training. SkillBuilder user accounts are separate from OCA and DPP accounts.
<i>Station</i>	Essentially an asset on the DamagePreventionPortal under a membership; stations are most often per separate facility type but some members use stations to break up a single-facility-type-asset into regions; only one facility type can be applied to a station; contains ticket notification settings, Summary Report settings, contact information, and area of interest. Each station is assigned a unique identifier called a "station code."
<i>Station Code</i>	A unique identifier assigned to each station; should follow standard naming procedure to summarize company name and facility type.
<i>Subscription</i>	One of the possibly many deliveries to a member based on ticket criteria and destination; applied to station(s); can be email, IVR, or webhook.
<i>Summary Report</i>	Provides summary of tickets received per station per day; can be empty; sent automatically by the system if a station includes email addresses under Summary Report Settings.
<i>Ticket</i>	A communication from MISS DIG 811 to a facility owner/operator or their third party requesting the marking of underground facilities, based on information provided by an excavator in a dig notice.
<i>Ticket Management System (TMS)</i>	Software often used by members for management of MISS DIG 811 tickets received; provides a range of functionality and features, including automated ticket screening, routing and dispatching, automated Positive Response (via PosR API), accurate geo-location mapping, document and image attachments, mobile optimization, customizable workflows, reporting and more. It also offers integration with internal and external systems.
<i>Transmission</i>	A transmission is a delivery of a single ticket and revision number combination through a unique subscription.
<i>User Account</i>	Account associated with each membership that allows authorized users to access and manage membership through the DamagePreventionPortal; starts in OneCallAccess.
<i>Work Polygon</i>	The polygon drawn by a MISS DIG 811 NSR or external user on each ticket placed depicting the work/dig location; the work polygon is intended as virtual white lining.



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## General

DamagePreventionPortal is the platform created by PelicanCorp that enables facility owner/operator members and their third-party contractors to maintain their MISS DIG 811 responsibilities as required by Public Act 174.

Users can log into their account to post to Positive Response, review station contact and subscription information, update the area of interest (AOI) for each station, and access tickets.

DamagePreventionPortal is web-based and requires no download.

This document is an overview of the platform. More detailed descriptions of DamagePreventionPortal features are available at [resources.missdig811.org](https://resources.missdig811.org).

## Get Started

### User Accounts

DamagePreventionPortal access is an “upgrade” to a OneCallAccess account that allows the same login credentials to be used on both platforms.

OneCallAccess is the ticket entry platform for placing tickets, searching tickets placed, and checking Positive Response on tickets placed. DamagePreventionPortal is for viewing and responding to tickets received, among other asset maintenance features; tickets cannot be placed through DamagePreventionPortal. User accounts on both platforms are intended to be specific to an individual.

If a user already has a OneCallAccess account, complete the [Member Service Support form](#) located at the bottom of the webpages in the **Member Utilities** section of [MISSDIG811.org](https://MISSDIG811.org) to have the account added to the DamagePreventionPortal.

### New Users

New users must establish a OneCallAccess account first at <https://onecall.missdig811.org/ngen.web/Internal/RegisterUser>.

Account registration emails will be sent from [OCARS\\_PRO@missdig.org](mailto:OCARS_PRO@missdig.org). New users will receive the following, or similar, registration email to complete their account set-up:

*Thank you for registering with MISS DIG 811.*

*With your username below, you now have access to our online ticket service.*

*Before you can request a locate, you need to confirm you have received this email correctly. You can do this by clicking on the following link and confirming your account:*

*Validate your email address.*

*Prior to submitting your first request, please review the Homeowners or Excavation Pro pages on the MISS DIG 811 website at MISSDIG811.ORG. Here you will find valuable information regarding when/how to place a request, how to know it is safe to dig, and safe excavation practices.*

*To request a locate please visit MISSDIG811.ORG, click Submit Locate Request, and follow the prompts.*

*User ID: 2000453*

*Username: Test*

*After logging in, we recommend changing your login details to something memorable, this includes your username and password. To do this, click on the user profile icon in the upper-right corner of the home page.*

*Please refer to the MISS DIG 811 guidelines for more details on our service, safe excavation and how to ensure you lodge your MISS DIG 811 ticket correctly.*

*All users of this service acknowledge and agree that they have read and understood the terms and disclaimers on which this service is provided, which is set out at [www.missdig811.org](https://www.missdig811.org)*

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## Account Types

Available user account types are shown in the chart below. Training provided by the Member Services Department is required for certain account types (\*), though all users are encouraged to complete the associated SkillBuilder learning paths.

DamagePreventionPortal User Roles													
		Available Access (R = Read Only; R/W = Read/Write)											
		Share Feature (OCA)	AdvancedOneCallExternalUser (OCA)	OneCall	AuthorityViewer	PosR API	PC Admin	Operations: OneCallAccess	Operations: ExploreYourData	Operations: PositiveResponse	Settings: System	Settings: OneCallAccess	Settings: Delegation
Account Types	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

- **PosR API:** Read/write access to posting to Positive Response through API only, typically via a ticket management system; no login to DPP.
- **\*AuthorityViewer:** Read/write access to both Operations:Explore Your Data and AuthorityViewer; read-only access to Settings:OneCallAccess in order to view associated stations and open AuthorityViewer.
- **\*AuthorityViewer +:** In addition to the features of an AuthorityViewer account, the "+" indicates the user also possesses the Advanced External Plus features within OneCallAccess. Advanced External Plus requires additional training provided by our Web Ticket Department.
- **Positive Response Posting:** Read/write access to both Operations:Explore Your Data and Operations:PositiveResponse.
- **Positive Response Posting +:** In addition to the features of a Positive Response Posting account, the "+" indicates the user also possesses the Advanced External Plus features within OneCallAccess. Advanced External Plus requires additional training provided by our Web Ticket Department.
- **Explore Your Data:** Read/write access to Operations: Explore Your Data; read-only access to AuthorityViewer; read-only access to Settings: OneCallAccess in order to view associated stations and open AuthorityViewer.
- **Explore Your Data +:** In addition to the features of an Explore Your Data account, the "+" indicates the user also possesses the Advanced External Plus features within OneCallAccess. Advanced External Plus requires additional training provided by our Web Ticket Department.



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- **\*Member Admin:** Read/write access to all PC Admin functions involving Operations, Settings: OneCallAccess, and Settings: Delegation; read-only access to AuthorityViewer; read-only access to Settings: System to view Company Details information.
- **\*Member Admin+:** In addition to the features of a Member Admin account, the “+” indicates the user also possesses the Advanced External Plus features within OneCallAccess. Advanced External Plus requires additional training provided by our Web Ticket Department.
- **\*Member Full:** Read/Write access to AuthorityViewer and all PC Admin functions involving Operations, Settings :OneCallAccess, and Settings: Delegation; read-only access to Settings: System to view Company Details information.
- **\*Member Full+:** In addition to the features of a Member Full account, the “+” indicates the user also possesses the Advanced External Plus features within OneCallAccess. Advanced External Plus requires additional training provided by our Web Ticket Department.

## Log In

Log into your DamagePreventionPortal (DPP) account at [dpp.missdig811.org](http://dpp.missdig811.org). Enter username and password.

If you would like to remain logged in, check the box labeled **Keep me logged in**. *Please take your organization’s security measures into account.*

If you have forgotten your username or password, click on the appropriate links at the bottom of the login box. All confirmation or reset emails will be sent from [OCARS\\_PRO@missdig.org](mailto:OCARS_PRO@missdig.org).

## Inside the Platform

### Default View

Upon successful login, you will see the default view of the **Operations** menu on the **OneCallAccess** page. This feature allows you to re-send tickets received by stations that are associated with your account.





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For Member Admin/+ and Member Full/+ user account types, the page will be displayed as shown below.

DamagePreventionPortal

MINIMISE MENU

Dashboards

Operations

OneCallAccess

Positive Response

Explore your data

Settings

version: 1.5.2759+257

Operations > OneCallAccess

MEMBER FULL JEAN1987, GRUZWALSKI FIBER

Ticket notification delivery

Summary report delivery

Stations

GRUZFBR - Gruzowski Fiber

Filter by

Date range

Created date

Oct 01 2022

Oct 07 2022

Send notification

20 of 328 results found

☐

Ticket no.

☐

2022100700003-000

☐

2022100700002-000

☐

2022100600088-000

☐

2022100600015-000

☐

2022100500055-000

☐

2022100500054-000

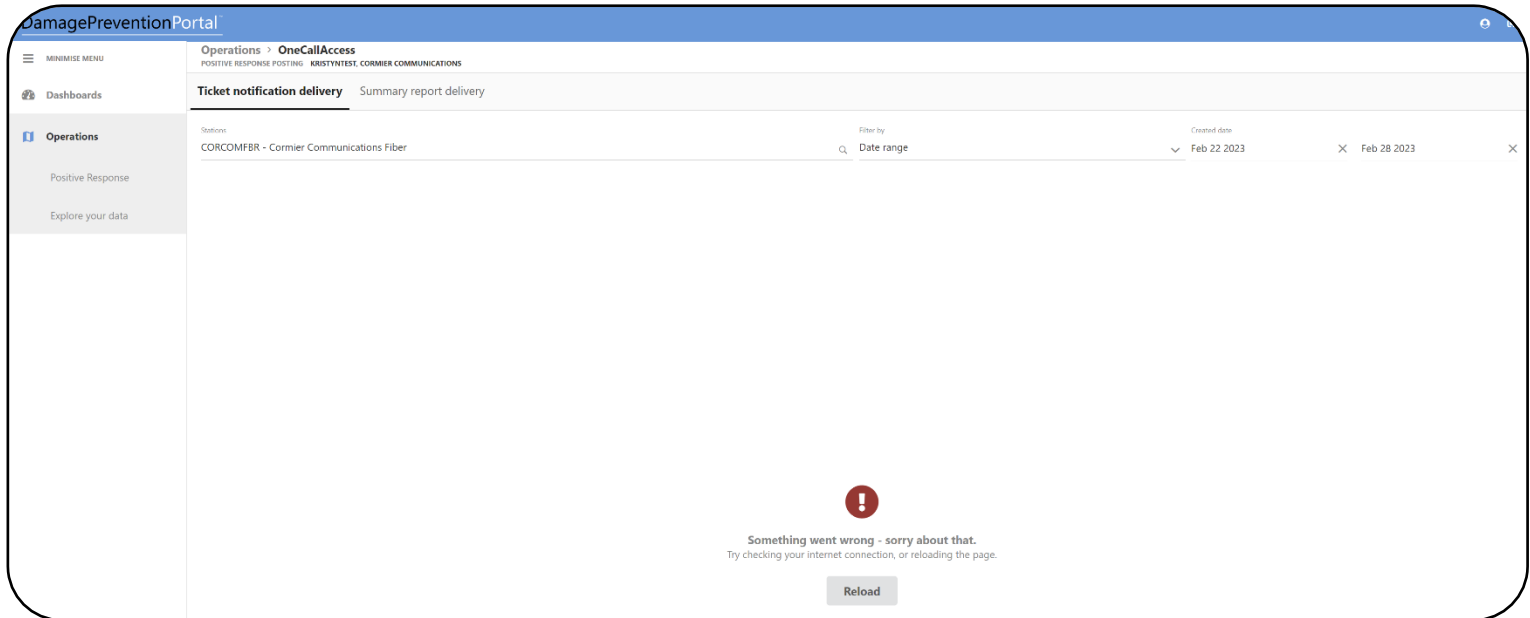
Date: 10/9/2023

Document: DPP Overview

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If an account type does not have **Operations:OneCallAccess** enabled, the user will likely see the following screen. This does not mean there is an error with the account.



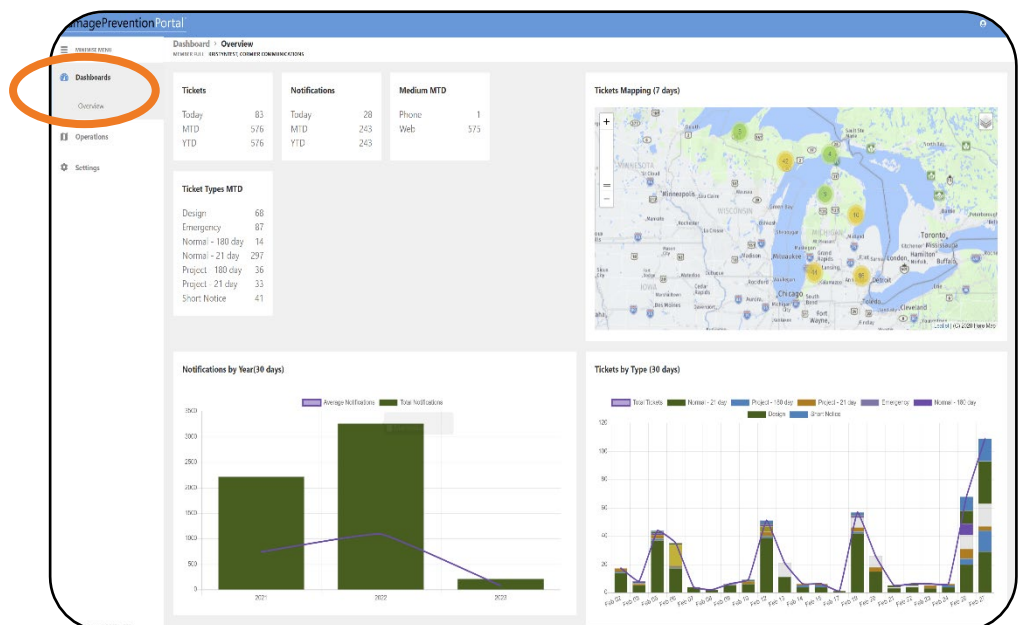
It's important to remember that your DPP menus and options may look slightly different depending on your user account type.

## Dashboards

### Overview

The first menu listed on the sidebar is **Dashboards**, which currently contains only the **Overview** page. This provides an overview of the tickets received for the membership the user account is associated with. It does not reflect tickets for stations included via Delegation (i.e., contracted companies).

The data here can be used for generic internal reporting needs.

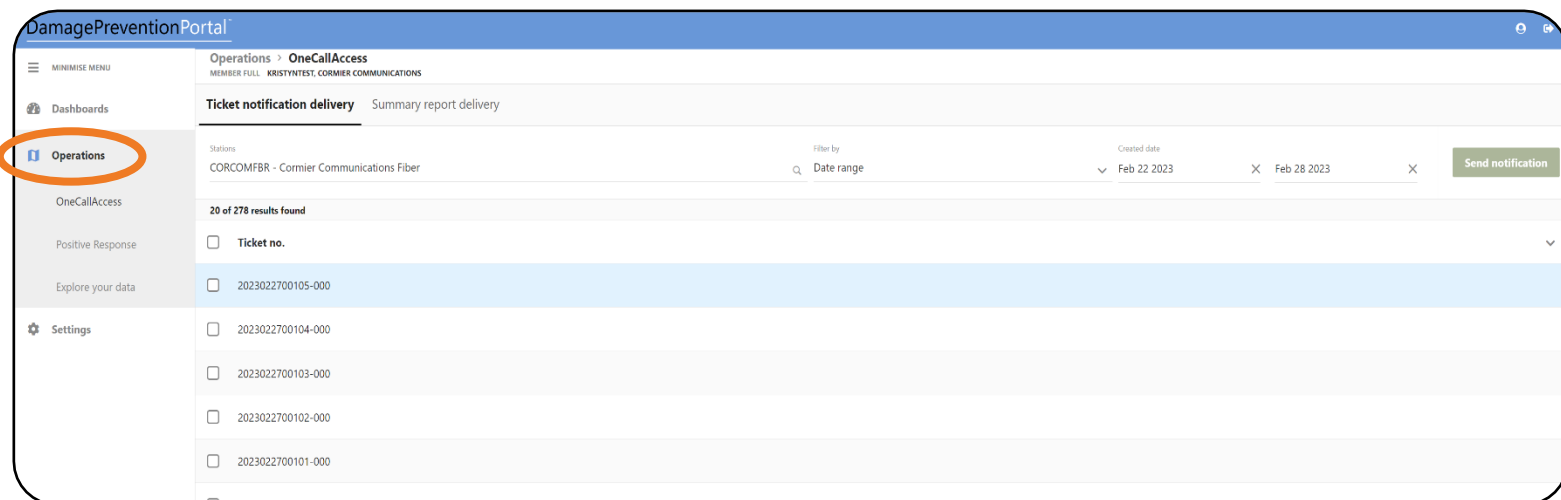




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## Operations

**Operations** is the second menu listed on the sidebar.



## OneCallAccess

The first option (and the login default view) under the **Operations** menu is **OneCallAccess**.

As mentioned, this page allows you to re-send copies of tickets received. Tickets can be generated here by station code and filtered by date range, ticket number, or ticket range.

This section should not be confused with the OCA ticket entry platform and retransmitting tickets.

Re-send ≠ Retransmit

Tickets can be re-sent for a variety of reasons to any email address.

It is important to remember that tickets will be re-sent in the ticket notification setting (a.k.a. “format”) in which they were originally generated. This means that if the station you’re re-sending a ticket to originally received that ticket number as a PDF attachment, the re-send will also be of the PDF attachment even if you’ve changed ticket notification settings since the original ticket was created.

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## Resending Tickets and Summary Reports

### Tickets

Select the **Ticket Notification Delivery** tab.

In the **Stations** field, select the station code shown to generate a dropdown menu of all other station codes associated with your account.

Under **Filter By**, select your desired choice. In this example, we are filtering by date range.

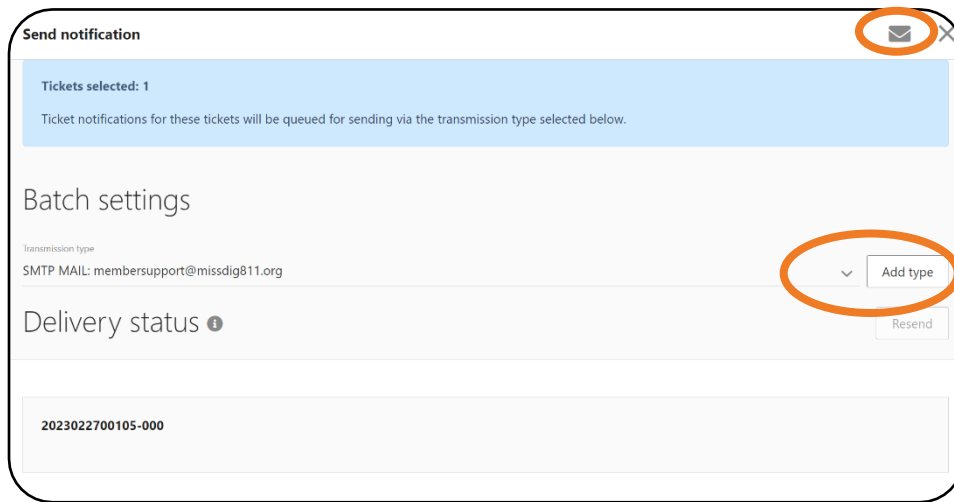
When creating a date range to filter, click on and hold the beginning date and drag the blue highlight to the chosen end date. Then click **Apply**.

From the results generated, select the desired ticket(s) for re-send and click the green **Send notification** button.

Ticket no.
<input checked="" type="checkbox"/> 2023062700085-000
<input type="checkbox"/> 2023062700070-000
<input checked="" type="checkbox"/> 2023062700045-000
<input type="checkbox"/> 2023062700028-000
<input type="checkbox"/> 2023062700008-000
<input type="checkbox"/> 2023062700001-000

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You will now be able to choose the transmission type (a.k.a. “subscription” or email address) of the re-send, either from existing subscriptions or by inputting a new one. If you choose an existing subscription from the list, make sure it’s accurate before completing the re-send.



Click the **envelope icon** to complete the re-send process.

## Why Re-Send a Ticket?

1

*The ticket may have been deleted or overlooked by the original recipient.*

*Ticket delivery error or failure may have occurred.*

2

3

*The ticket may need to be sent to an additional destination after the fact.*

*Ticket delivery may need to be tested if error has occurred, etc.*

4

# DPP OVERVIEW

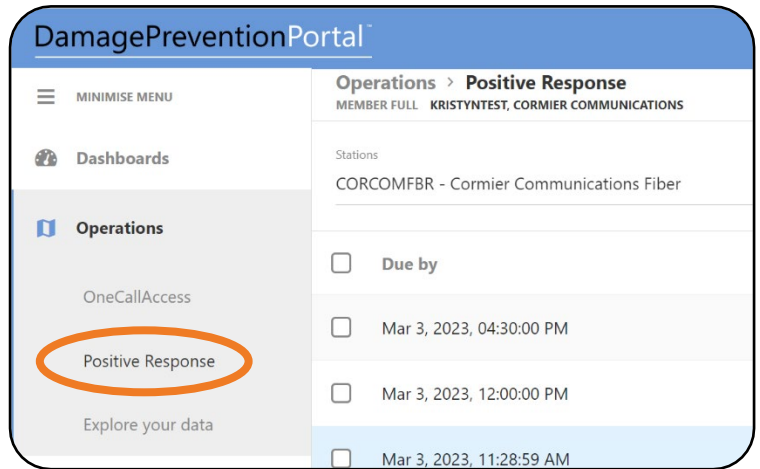
## Positive Response

Facility owner/operator members or their contract locators must post for each of their stations on a ticket and must post to all tickets received. When tickets with multiple work site polygons are received, posting is completed for the ticket as a whole and not each individual polygon.

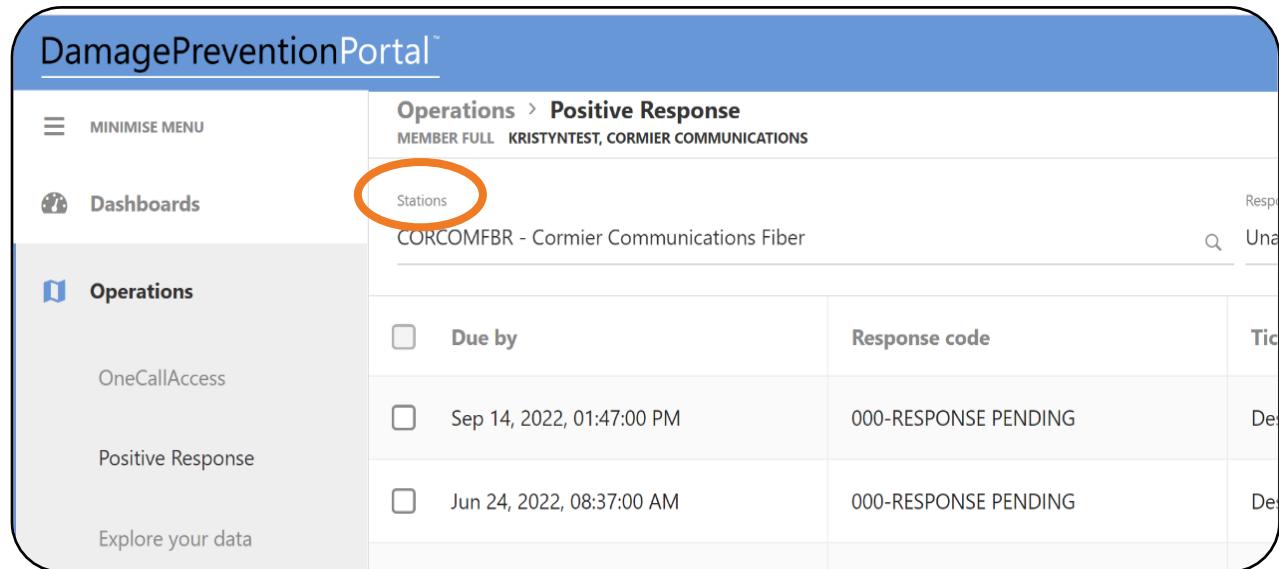
### Locating Tickets

Select **Positive Response** under the **Operations** menu.

Tickets appear here per station.



By clicking on the **Stations** field, you can select different stations (if available) from the dropdown menu for posting. Note that inactive stations associated with the membership will also appear on this list.



Tickets will be available for reference under **Positive Response** for six years. The **Response Code** dropdown menu has multiple options for filtering tickets.



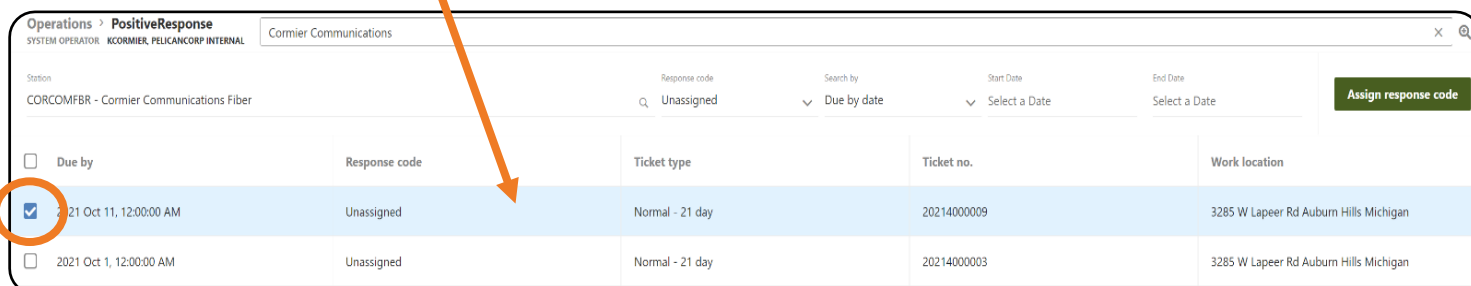
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To view open or past-due dig tickets only, user can filter by “unassigned” from the **Response Code** dropdown menu. Emergency tickets are shown in red text. Design tickets can be found by selecting “design.”

## Posting Responses

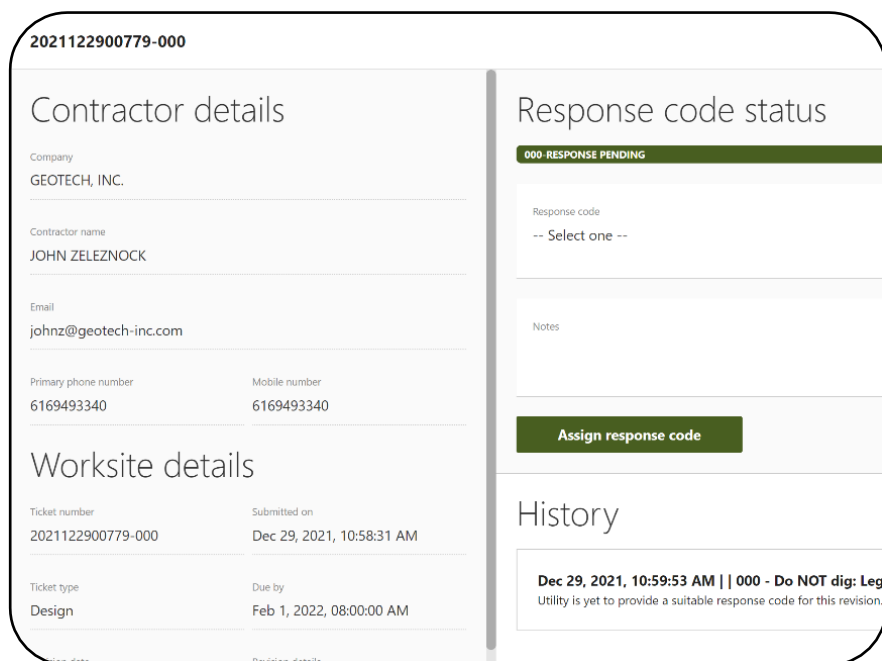
### Single Response

Click on the highlighted row displaying the ticket number you would like to post a response to or select the checkbox beside it.



Due by	Response code	Ticket type	Ticket no.	Work location
<input checked="" type="checkbox"/> 21 Oct 11, 12:00:00 AM	Unassigned	Normal - 21 day	2021400009	3285 W Lapeer Rd Auburn Hills Michigan
<input type="checkbox"/> 2021 Oct 1, 12:00:00 AM	Unassigned	Normal - 21 day	2021400003	3285 W Lapeer Rd Auburn Hills Michigan

When a single ticket is selected for posting, you will first see the ticket details and then select the applicable code from the **Response Code** dropdown menu.



**2021122900779-000**

### Contractor details

Company  
GEOTECH, INC.

Contractor name  
JOHN ZELENKO

Email  
johnz@geotech-inc.com

Primary phone number  
6169493340

Mobile number  
6169493340

### Worksite details

Ticket number  
2021122900779-000

Submitted on  
Dec 29, 2021, 10:58:31 AM

Ticket type  
Design

Due by  
Feb 1, 2022, 08:00:00 AM

### Response code status

000 - RESPONSE PENDING

Response code  
-- Select one --

Notes

Assign response code

### History

Dec 29, 2021, 10:59:53 AM || 000 - Do NOT dig: Leg  
Utility is yet to provide a suitable response code for this revision.

Once a selection has been made, you are required to input comments into the **Notes** field. Use of comments is required with every Positive Response code.

For all response codes other than “003 – Not Complete”, you can input your initials or reiterate the Positive Response code meaning (i.e., For “001 – No Conflict” a user could input *KC* or *No Conflict*). Contact information needs to be included when using “003”.

An example response for code “003 – Not Complete” would be:

*LM for John Miller 5/3 at 10:00am. Please contact Mary Smith at 248-867-5309.*

or

*Located E side of rd., escalated to locate high priority line on W side. We can be reached at 248-867-5309.*



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Once the code has been selected and comments entered, click the green **Assign Response Code** button.

Assign response code

## Bulk Responses

You can post to more than one ticket at a time if the same response code and comment are being used.

Select the checkboxes of all the tickets you want to post a response to.

Operations > Positive Response  
SYSTEM OPERATOR: KCORMIER, PELICANCORP INTERNAL  
Cormier Communications

Stations: CORCOMFBR - Cormier Communications Fiber

Response code: Unassigned  
Search by: Due by date  
Start date: Select a date  
End date: Select a date

Assign response code

Due by	Response code	Ticket type	Ticket no.	Work location
<input checked="" type="checkbox"/> 2021 Nov 9, 12:00:00 AM	Unassigned	Project - 21 day	2021110400023-000	3285 W Lapeer Rd Auburn Hills
<input checked="" type="checkbox"/> 2021 Nov 9, 12:00:00 AM	Unassigned	Normal - 21 day	2021110400024-000	3285, 3295 W Lapeer Rd Auburn Hills
<input type="checkbox"/> 2021 Nov 9, 12:00:00 AM	Unassigned	Normal - 21 day	2021110400025-000	3671 Waldon Rd Orion Charter Township
<input checked="" type="checkbox"/> 2021 Oct 18, 12:00:00 AM	Unassigned	Normal - 21 day	20214200020	3285 W Lapeer Rd Auburn Hills
<input checked="" type="checkbox"/> 2021 Oct 1, 12:00:00 AM	Unassigned	Normal - 21 day	20214000003	3285 W Lapeer Rd Auburn Hills Michigan

Once the appropriate selections have been made, click the green **Assign Response Code** button near the top right corner.

You will then have the option to select the Positive Response code for all tickets from the **Response Code** dropdown menu.

Once a selection has been made, you are required to input comments into the **Notes** field.

Again, use of comments is required with every Positive Response code.

### Reminder:

*If you are a third party posting on behalf of multiple facility owner/operator members, be sure that the correct station has been selected prior to completing a post.*

## Assign response code

Tickets selected: 7

These tickets will all be assigned the response code selected below.

1

Response code

001 - NO CONFLICT

Notes

2

Clear

3

Assign response code

Cancel



## Explore Your Data

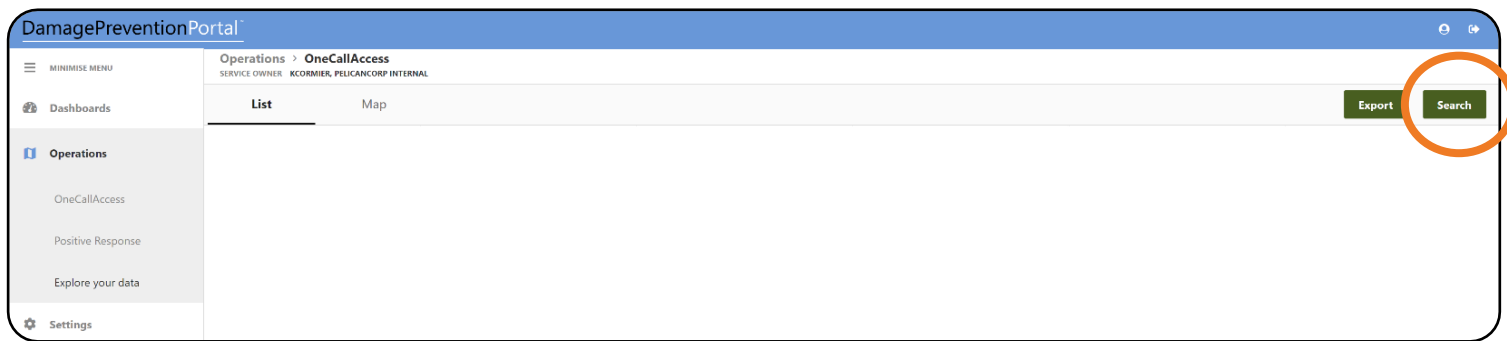
**Explore Your Data** allows users to search and view tickets delivered to any stations associated with their user account.

Tickets will be searchable here for six years.

### Ticket Search

Select **Explore Your Data**, which is the third option under the **Operations** menu.

Tickets will not be visible immediately upon selecting **Explore Your Data**. You will need to click the green **Search** button in the top-right corner.



From here, you can input an array of search criteria to retrieve tickets.

The simplest search would be to select “OneCall” from the **Data Source** menu and click the **magnifying glass icon**. This will bring up all tickets received by the stations associated with the user account.

Search

Data source

OneCall

Medium

Press Enter to add this tag.

Ticket type

Press Enter to add this tag.

Type of work

Press Enter to add this tag.

Activity

Press Enter to add this tag.

Working on behalf of

-- Select one --

Working on behalf of utility/authority name

-- Select one --

Request no.

Revision Number

Station name

Station code

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## Search Results

Once the tickets have populated the screen, you can double-click the highlighted row to open details and the map associated with that ticket.

As a whole, search results can be viewed as a list or interactive map.

Operations > OneCallAccess

SYSTEM OPERATOR - KORMIER, DELCANCORP INTERNAL

List

Map

Export

Search

Ticket type	Ticket no.	Address	Type of work	Start date	Caller name
Normal - 21 day	2022060700005-000	N Lilley Rd Canton	CATV	Jun 10, 2022, 01:28:00 PM	Amanda Horn
Normal - 21 day	2022060700004-000	ford rd Canton	CATV	Jun 10, 2022, 01:28:00 PM	Amanda Horn
Emergency	2022060700003-000	6489 14th St N Kalamazoo	Water	Jun 7, 2022, 11:41:00 AM	Patty Preston
Normal - 21 day	2022060700002-000	123 Francis St Jackson	Construction	Jun 10, 2022, 11:38:00 AM	Brett Tylutki
Normal - 21 day	2022060700001-000	PORTER RD White Lake Charter ...	Groundwork	Jun 10, 2022, 11:01:00 AM	Patty Preston
Emergency	2022060600013-000	EMERY ST Detroit	Water	Jun 7, 2022, 07:00:00 AM	Patty Preston
Project - 21 day	2022060600012-000	HALL RD MOORLAND TOWNS...	Poles/Holes	Jun 9, 2022, 02:25:00 PM	Patty Preston

You can export search results by clicking the green **Export** button in the top-right corner.

Exports are limited to 1,000 results at a time, so when searching a high ticket volume or large date range, you may need to break up searches into smaller increments.

The download is a .CSV file labeled *RapData.csv*.

Output columns included are **Ticket Type**, **Ticket**, **Address**, **Type of Work**, **Start Date**, **Caller Name**, **Working on Behalf of**, **Authority Name**, **Station code**, and **Is the area pre-marked?**.

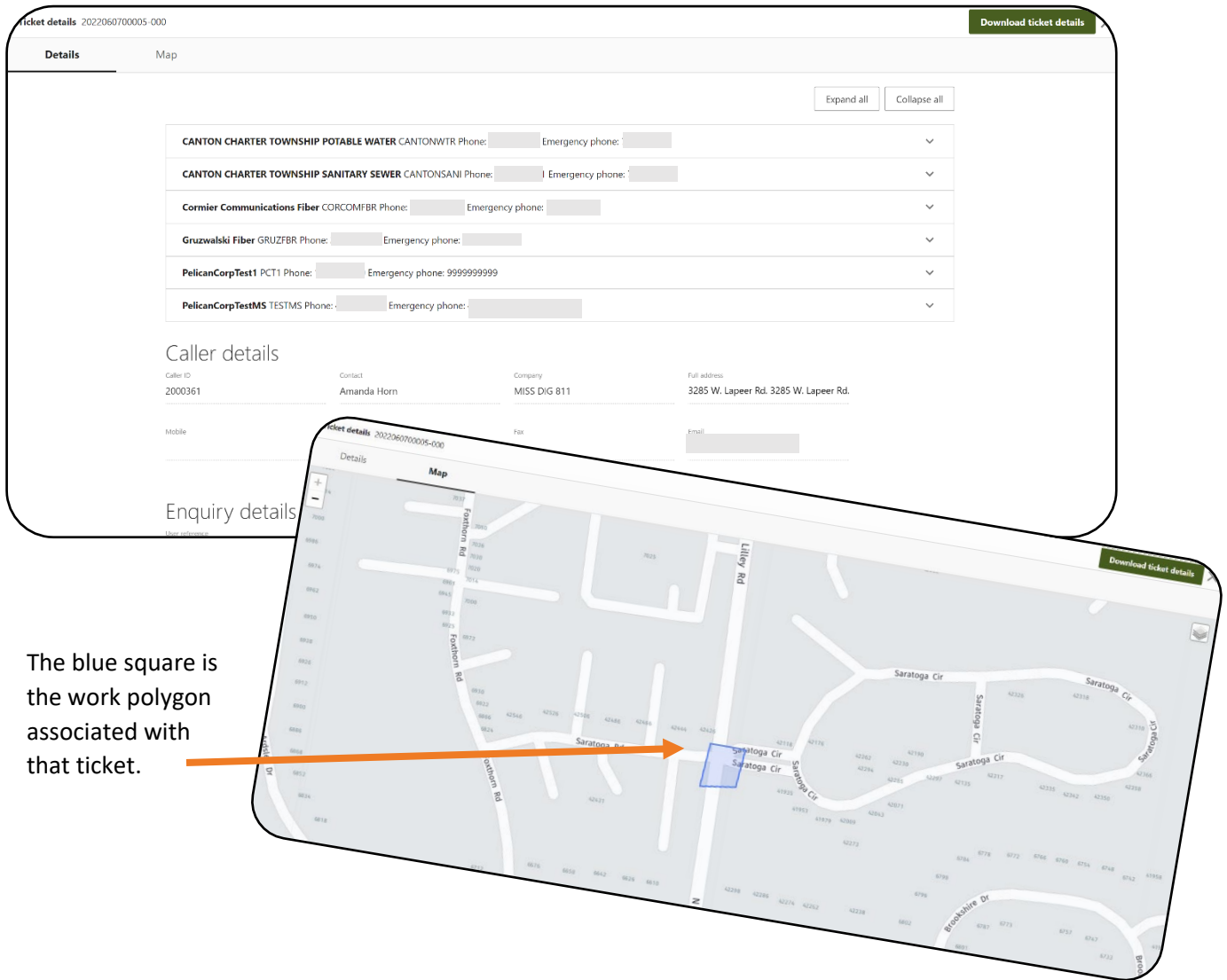
The file should appear wherever your web downloads are normally located and can be renamed.



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## Ticket Details

After double-clicking on the desired ticket, from either the results list or map, you can view the ticket details and map.



The screenshot displays the 'Ticket details' page for ticket 2022060700005-000. The interface includes a 'Details' tab and a 'Map' tab. The 'Details' tab shows a list of tickets with columns for 'Ticket ID', 'Company', 'Phone', and 'Emergency phone'. The 'Map' tab shows a map of the area with a blue square indicating the work polygon. An orange arrow points to this blue square with the text: 'The blue square is the work polygon associated with that ticket.'

**ticket details 2022060700005-000** [Download ticket details](#)

**Details** **Map**

[Expand all](#) [Collapse all](#)

<b>CANTON CHARTER TOWNSHIP POTABLE WATER</b> CANTONWTR Phone: [redacted] Emergency phone: [redacted]	▼
<b>CANTON CHARTER TOWNSHIP SANITARY SEWER</b> CANTONSANI Phone: [redacted] Emergency phone: [redacted]	▼
<b>Cornier Communications Fiber</b> CORCOMFBR Phone: [redacted] Emergency phone: [redacted]	▼
<b>Gruzowski Fiber</b> GRUZFBR Phone: [redacted] Emergency phone: [redacted]	▼
<b>PelicanCorpTest1</b> PCT1 Phone: [redacted] Emergency phone: 9999999999	▼
<b>PelicanCorpTestMS</b> TESTMS Phone: [redacted] Emergency phone: [redacted]	▼

**Caller details**

Caller ID	Contact	Company	Full address
2000361	Amanda Horn	MISS DIG 811	3285 W. Lapeer Rd. 3285 W. Lapeer Rd.

**Enquiry details**

Mobile [redacted] Fax [redacted] Email [redacted]

**Map**

[Download ticket details](#)

To retrieve a copy of this ticket, click the green **Download Ticket Details** button.

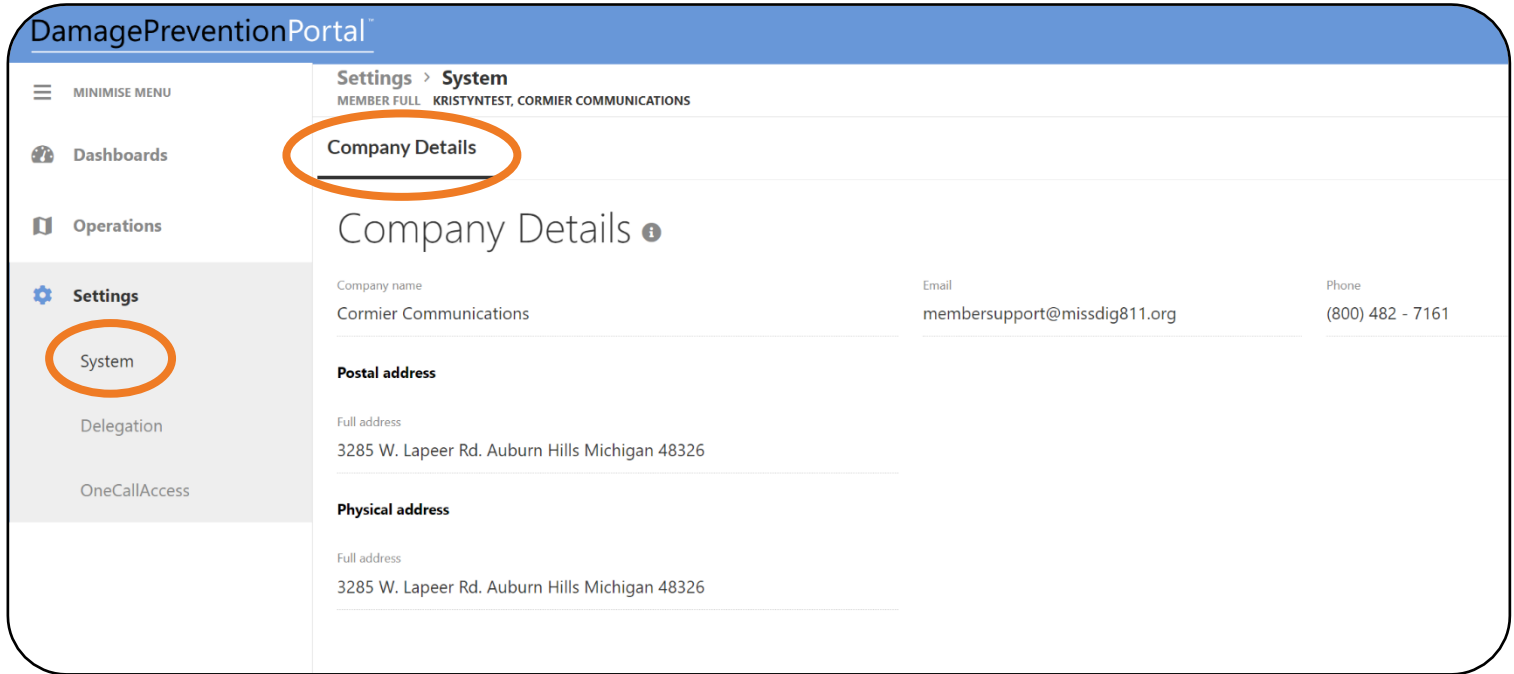
**Download ticket details**

The file should appear wherever your web downloads are normally located and can be renamed.

## Settings

### System

The first option under the **Settings** menu is **System**. Only Member Admin/+ and Member Full/+ can view **Settings**.



The screenshot shows the 'DamagePreventionPortal' interface. On the left is a sidebar menu with options: MINIMISE MENU, Dashboards, Operations, Settings (highlighted with an orange circle), and System (also highlighted with an orange circle). The main content area is titled 'Settings > System' and shows 'MEMBER FULL KRISTYNTTEST, CORMIER COMMUNICATIONS'. Below this is a 'Company Details' section, which is also highlighted with an orange circle. The 'Company Details' section includes fields for Company name (Cormier Communications), Email (membersupport@missdig811.org), Phone ((800) 482 - 7161), Postal address (3285 W. Lapeer Rd. Auburn Hills Michigan 48326), and Physical address (3285 W. Lapeer Rd. Auburn Hills Michigan 48326).

This allows users to view their **Company Details** as input from their membership paperwork.

The contact information on this page may be for a billing contact but should always, at the very least, contain information for a contact associated with the actual membership and not a third party.

**Updates to this information can only be requested through the online [Member Service Support form](#). Changes will be made during normal business hours.**

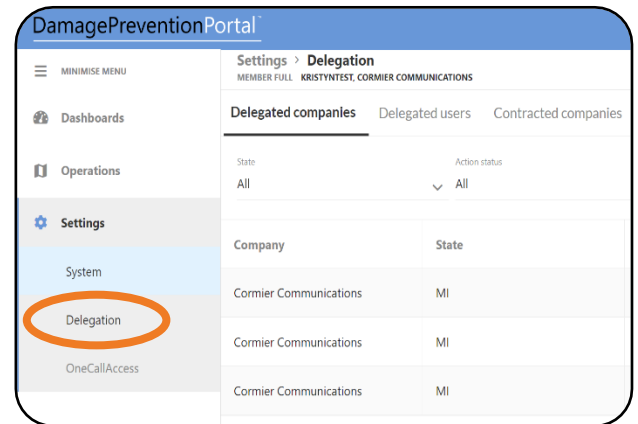
## Delegation

“Delegation” is the term used for the relationship in the system between a facility owner/operator member and third-party contract locator (a.k.a. “agent”, “delegate company”).

Delegation to a third party can be set up for access to AuthorityViewer, PosR API, and PC Admin functions such as Positive Response posting, Explore Your Data, and the ability to update station settings and subscriptions.

### Navigate to Delegation

Before any action can occur, the facility owner/operator member must return the appropriate documentation. The **Agent Letter** details which delegated company has been authorized for specific MISS DIG 811 responsibilities and to which stations this authorization is applied.



**Delegation** is the second section under the **Settings** menu. All settings associated with this feature reside here.

Upon receipt of an **Agent Letter** from the facility owner/operator member, the Member Services Department will begin setting up the delegation in DamagePreventionPortal. This is called an “offer.”

Settings > Delegation

SYSTEM OPERATOR KCORMIER, PELICANCORP INTERNAL

Delegated companies

Delegated users

Contracted companies

State

All

Action status

All

Status

All

Search by delegated company

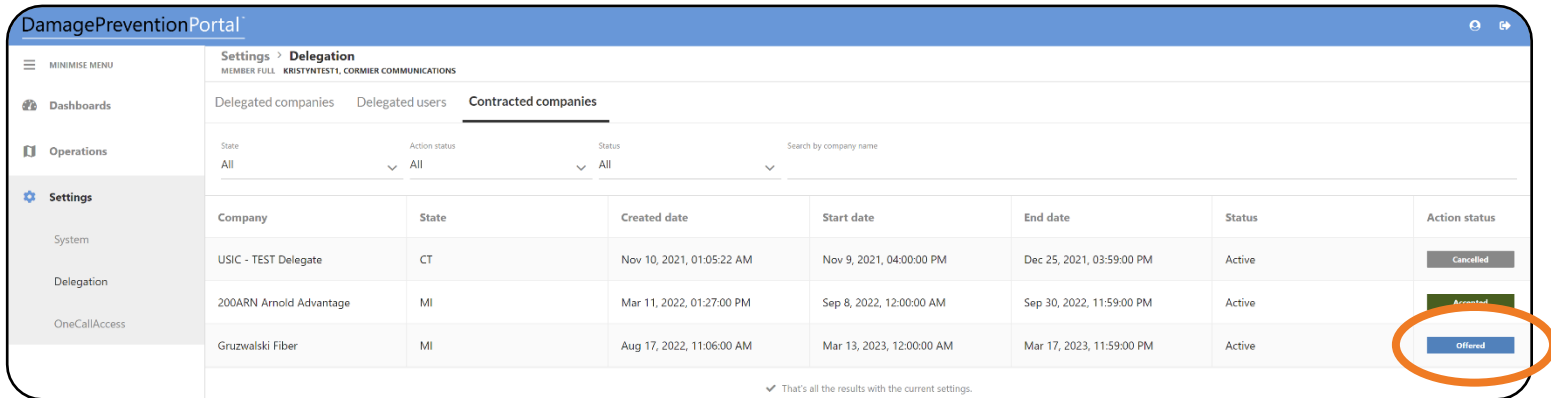
Add delegation

Company	State	Delegated to company	Created date	Start date	End date	Status	Action status
Cormier Communications	MI	USIC - TEST Delegate	Nov 9, 2021, 07:01:03 AM	Nov 10, 2021, 12:00:00 AM	Jan 1, 2022, 11:59:00 PM	Active	Cancelled
Cormier Communications	MI	Kass City	Mar 16, 2022, 03:28:00 PM	Mar 16, 2022, 12:00:00 AM	Mar 16, 2050, 11:59:00 PM	Active	Accepted
Cormier Communications	MI	200ARN Arnold Advantage	Aug 22, 2022, 09:40:00 AM	Aug 22, 2022, 12:00:00 AM	Aug 31, 2022, 11:59:00 PM	Active	Cancelled

✓ That's all the results with the current settings.

# DPP OVERVIEW

Next, a user from the delegate company must log into DPP to accept the offer and assign users to both the contracted company (a.k.a. “facility owner/operator member”) and that company’s station(s). Below are the steps.



DamagePreventionPortal

Settings > Delegation  
MEMBER FULL KRISTYNTSTY, CORMIER COMMUNICATIONS

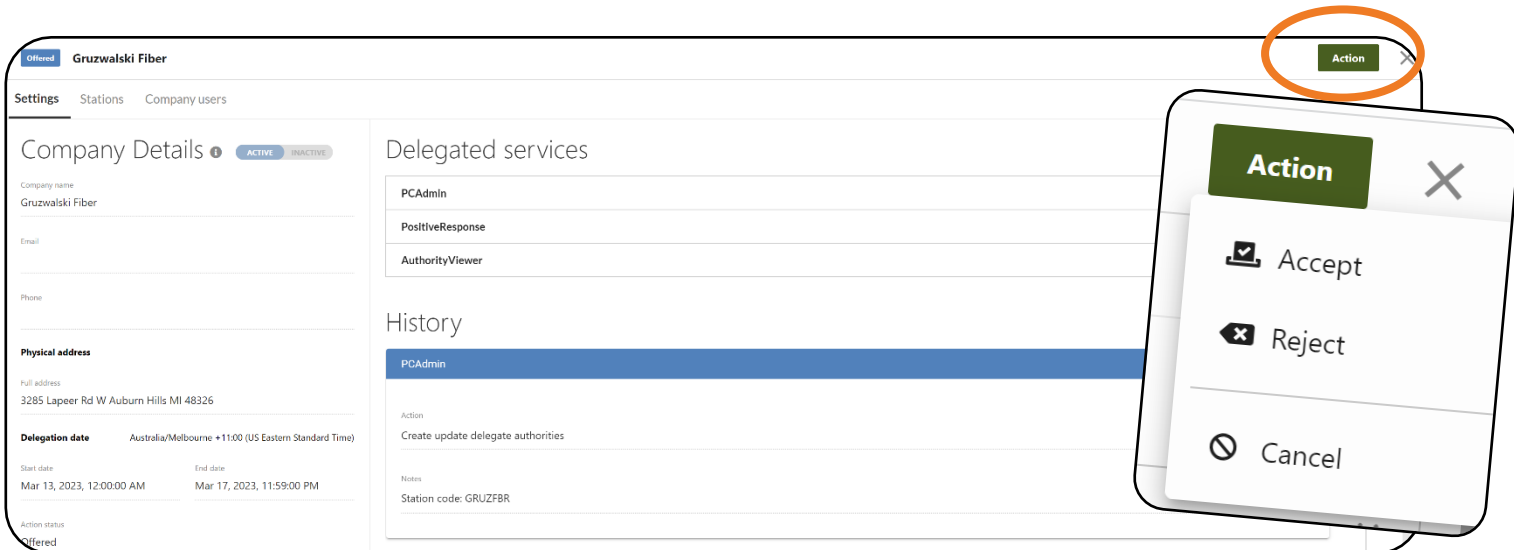
Delegated companies Delegated users **Contracted companies**

State All Action status All Status All Search by company name

Company	State	Created date	Start date	End date	Status	Action status
USIC - TEST Delegate	CT	Nov 10, 2021, 01:05:22 AM	Nov 9, 2021, 04:00:00 PM	Dec 25, 2021, 03:59:00 PM	Active	Cancelled
200ARN Arnold Advantage	MI	Mar 11, 2022, 01:27:00 PM	Sep 8, 2022, 12:00:00 AM	Sep 30, 2022, 11:59:00 PM	Active	Accepted
Gruzowski Fiber	MI	Aug 17, 2022, 11:06:00 AM	Mar 13, 2023, 12:00:00 AM	Mar 17, 2023, 11:59:00 PM	Active	Offered

✓ That's all the results with the current settings.

Once the Member Services Department has set up the delegation, it will show up as “offered.”



Offered Gruzowski Fiber

Settings Stations Company users

Company Details **ACTIVE** INACTIVE

Company name  
Gruzowski Fiber

Email

Phone

Physical address  
Full address  
3285 Lapeer Rd W Auburn Hills MI 48326

Delegation date Australia/Melbourne +11:00 (US Eastern Standard Time)  
Start date Mar 13, 2023, 12:00:00 AM End date Mar 17, 2023, 11:59:00 PM

Action status  
Offered

Delegated services

PCAdmin  
PositiveResponse  
AuthorityViewer

History

PCAdmin  
Action  
Create update delegate authorities  
Notes  
Station code: GRUZFBR

Action

Accept  
Reject  
Cancel

Select this delegation to open and then click the green **Action** button in the upper right-hand corner.

From here, you can accept or reject the offer.

An offer should be rejected if the delegated services are incorrect.

Accepting the offer does not change the facility owner’s delivery subscription.  
These changes happen at the facility owners’ station level.

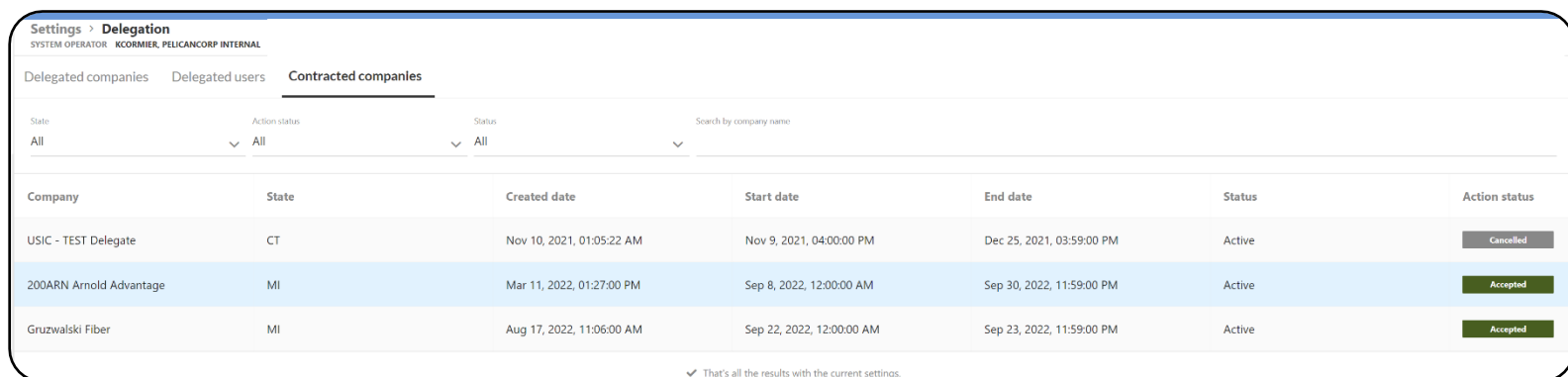
# DPP OVERVIEW

## Add Users to Your Contracted Companies

You must now add internal users from your company. These are users that are often already in DPP under your company name.

Users are not assigned automatically because the delegate company may not want all its internal users on DamagePreventionPortal to work with the contracted companies.

Under the **Contracted Companies** tab, select the facility owner/operator member that has delegated your organization responsibility.



Settings > Delegation  
SYSTEM OPERATOR KCORMIER, PELICANCORP INTERNAL

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
USIC - TEST Delegate	CT	Nov 10, 2021, 01:05:22 AM	Nov 9, 2021, 04:00:00 PM	Dec 25, 2021, 03:59:00 PM	Active	<button>Cancelled</button>
200ARN Arnold Advantage	MI	Mar 11, 2022, 01:27:00 PM	Sep 8, 2022, 12:00:00 AM	Sep 30, 2022, 11:59:00 PM	Active	<button>Accepted</button>
Gruzowski Fiber	MI	Aug 17, 2022, 11:06:00 AM	Sep 22, 2022, 12:00:00 AM	Sep 23, 2022, 11:59:00 PM	Active	<button>Accepted</button>

✓ That's all the results with the current settings.

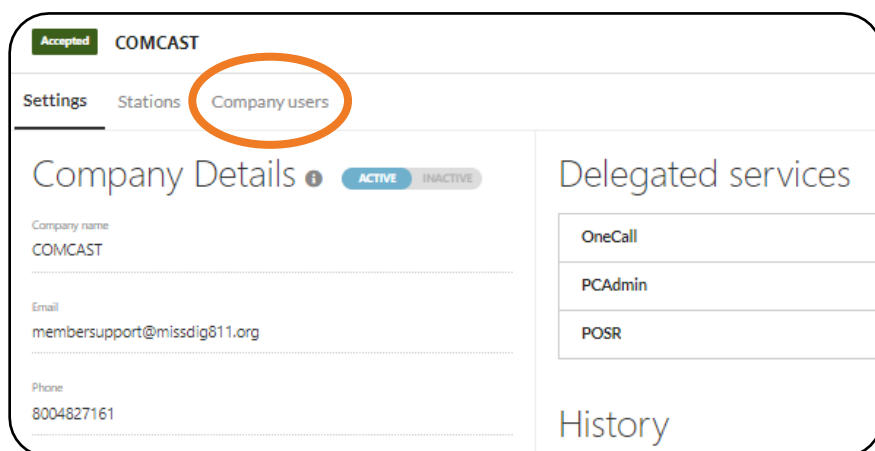
This will open a **Settings** window from the right side of the screen.

You will see tabs at the top: **Settings**, **Stations**, and **Company Users**.

**Settings** provides Company Details, Delegated Services, and History of the delegation you are viewing.  
**Stations** shows which stations have been included in that delegation.

Click **Company Users** to assign users from your organization to this specific contracted company.

In the **Company Users** section, click on the green **Add Existing Users** button on the right side of the screen.



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



## DPP OVERVIEW

This will open a list of users you've assigned to this contracted company. If you have not yet completed this, the list will be empty. To add users, click **Add existing user**.

Accepted 200ARN Arnold Advantage Action X

Settings Stations Company users

Status Search by user name

Active

Add existing user Remove user

<input type="checkbox"/>	Name	User name	Email	Phone	Status
--------------------------	------	-----------	-------	-------	--------

This will open a list of all users under your company.

Select one or more using the checkbox and then click the green **Add** button on the top right of the screen.

delegate company users

Status Search by user name

All

<input type="checkbox"/>	Name	User name	Email	Phone	Status
<input checked="" type="checkbox"/>	(API) AMANDA HORN	corcom		8004827161	Active
<input type="checkbox"/>	Willemain Anthony				Active
<input type="checkbox"/>	Martine Savary	msmember			Active
<input type="checkbox"/>	Martine2 Savary2				Inactive
<input type="checkbox"/>	MSEMAIL Test				Active
<input checked="" type="checkbox"/>	Laura Arnold	testlaura			Active
<input checked="" type="checkbox"/>	Linda Portelli	lindatest			Active
<input type="checkbox"/>	Amanda Horn	ahorntest			Active
<input type="checkbox"/>	Liana Fortier	martine2			Active
<input type="checkbox"/>	Kristyn Cormier	kristyntest1		8004827161	Active

✓ That's all the results with the current settings.

Add

If your organization posts to Positive Response using API, you must add your PosR API account at this stage.





# DPP OVERVIEW

## Assigning Stations to User Accounts

Users within the organization will not be able to see the customers' stations until they've been assigned access. This is the final step.

From the **Company Users** page, click on user to begin.

Name	User name	Email	Phone	Status
Kristyn Cormier	kristyntest			Active

This will open the **Company User Details** page.

Station code	Station name	Status
ARNFBR	200ARN Arnold Advantage	Active

Click the **Assign Station** button, which opens the **Select Station & Delegate Services** window.

You will be able to see all stations and delegated services included in the delegation offer.

Each field can be expanded by clicking the dropdown arrow.

Stations

ARNFBR - 200ARN Arnold Advantage

Delegated Services

- PCAdmin
- PositiveResponse
- AuthorityViewer

# DPP OVERVIEW

Select a station from the dropdown menu and expand each of the **Delegated Services** categories to view the options within.

Turn on services that user account will need to access, whether it be *Read & Write* or *Read Only*.

Click the save icon to complete the set up.



This step should be repeated for each station that a user needs to access.

Delegated Services

PCAdmin

Settings:OneCallAccess
Read & Write
Read Only
OFF

Operations:PositiveResponse
Read & Write
Read Only
OFF

Operations:ExploreYourData
Read & Write
Read Only
OFF

PositiveResponse

POSR\User
Read & Write
Read Only
OFF

AuthorityViewer

Upload
Read & Write
Read Only
OFF

AbortPlanned
Read & Write
Read Only
OFF

Publish
Read & Write
Read Only
OFF

ApproveCancel
Read & Write
Read Only
OFF

Download
Read & Write
Read Only
OFF

## Removing Users

Assigned users can be removed as needed due to reassignment or employment status.

Select the checkbox next to the user you want to remove and then click the **Remove User** button.

Accepted
COMCAST
Action
X

Settings
Stations
Company users

Status
Active
Search by user name
Add existing user
Remove user

<input type="checkbox"/>	Name	User name	Email	Phone	Status
<input checked="" type="checkbox"/>	Sekou Camara	sekou-usic	sekou.camara@pelicanor...	2125652222	Active
<input type="checkbox"/>	Marino Juliano	marinojuliano	anthony.willemain@pelica...	555-393-1438	Active

That's all the results with the current settings.

# DPP OVERVIEW

## OneCallAccess

**OneCallAccess** under the **Settings** menu functions differently than what is included under the **Operations** menu.

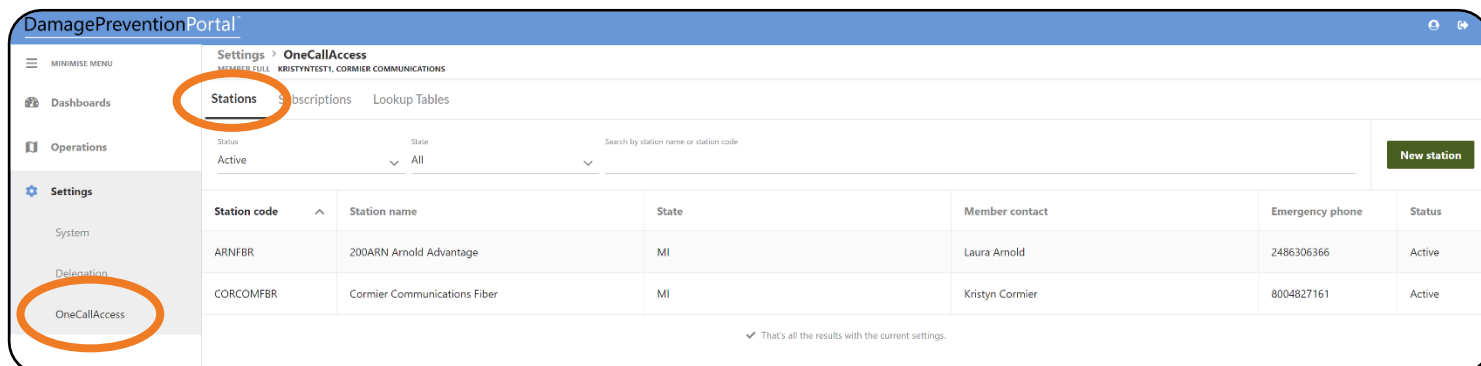
**Settings: OneCallAccess** enables authorized users to view their stations and subscriptions, and view/edit their AOIs.

Neither OneCallAccess option within DamagePreventionPortal allows for ticket entry; that is done through a separate platform.

## Stations

Facility owner/operator members have stations that represent each specific facility type they own/operate. A station is an asset on DamagePreventionPortal under a membership that are most often per separate facility type; however, some members use stations to break up a single-facility-type-asset into regions. Only one facility type can be applied to a station.

Stations are filtered by status and state (Michigan). If a user has a large quantity of stations, they can search by the station code, station code name, or station contact.



The screenshot shows the 'DamagePreventionPortal' interface. On the left sidebar, the 'OneCallAccess' option is circled in orange. The main content area shows the 'Settings' page for 'OneCallAccess'. The 'Stations' tab is selected, and a table of stations is displayed. The table has columns for Station code, Station name, State, Member contact, Emergency phone, and Status. Two stations are listed: ARNFBR (200ARN Arnold Advantage, MI, Laura Arnold, 2486306366, Active) and CORCOMFBR (Cormier Communications Fiber, MI, Kristyn Cormier, 8004827161, Active). A 'New station' button is visible in the top right corner of the table area.

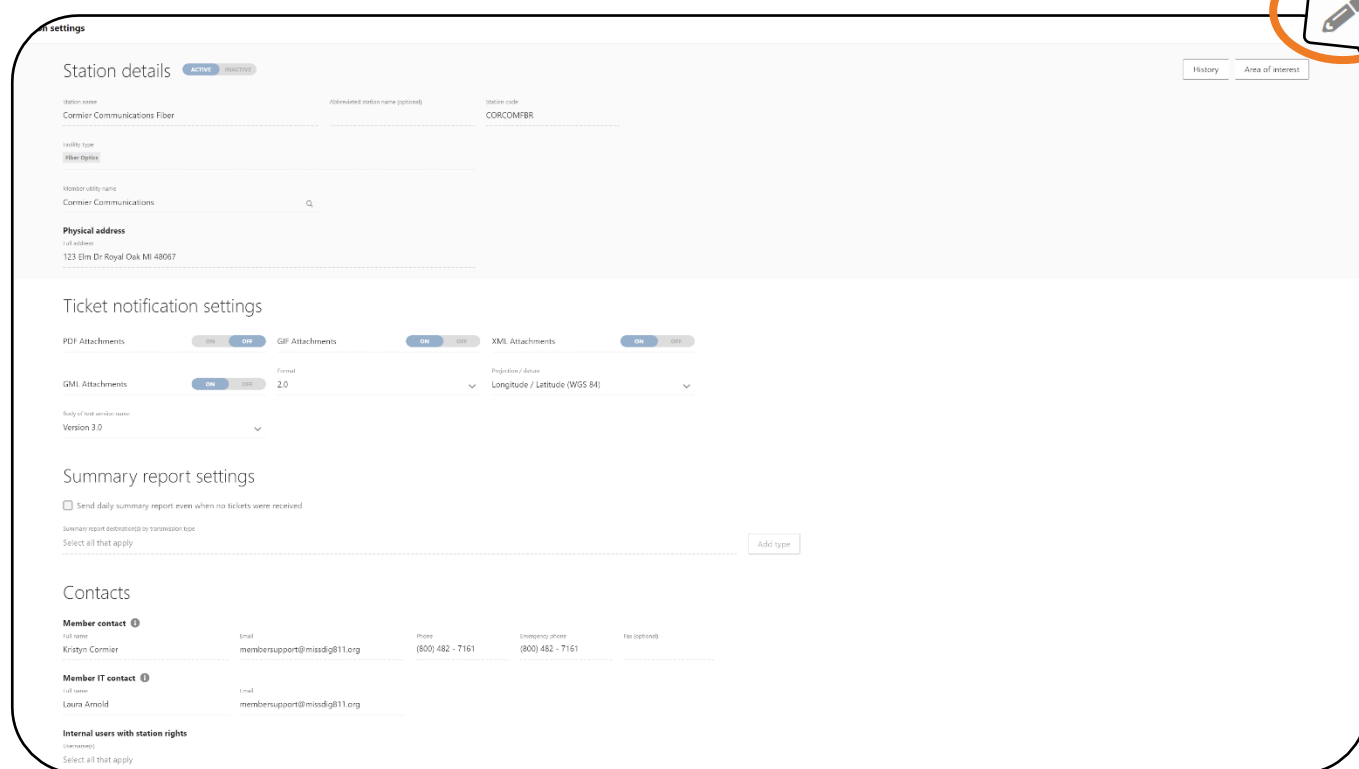
Station code	Station name	State	Member contact	Emergency phone	Status
ARNFBR	200ARN Arnold Advantage	MI	Laura Arnold	2486306366	Active
CORCOMFBR	Cormier Communications Fiber	MI	Kristyn Cormier	8004827161	Active

Click on a station from the list to view **Station Settings**.

Station settings can be updated 24/7 with the appropriate user account access type or through the online **Member Service Support form** during normal business hours.

# DPP OVERVIEW

If editing through a user account, click the **pencil icon** to begin making changes.

**Station details** ACTIVE INACTIVE

Station name: Corrier Communications Fiber

Station code: CORCOMFBR

Facility type: Fiber Optics

Member utility name: Corrier Communications

**Physical address**

123 Elm Dr Royal Oak MI 48067

**Ticket notification settings**

PDF Attachments: ☒ ON ☐ OFF

GIF Attachments: ☒ ON ☐ OFF

XML Attachments: ☒ ON ☐ OFF

GML Attachments: ☒ ON ☐ OFF

Format: 2.0

Projection / datum: Longitude / Latitude (WGS 84)

Body of text version name: Version 3.0

**Summary report settings**

☐ Send daily summary report even when no tickets were received

Summary report destinations by transmission type

Select all that apply

**Contacts**

**Member contact**

Full name: Kristyn Corrier

Email: membersupport@missdig811.org

Phone: (800) 482 - 7161

Emergency phone: (800) 482 - 7161

Fax (optional):

**Member IT contact**

Full name: Laura Arnold

Email: membersupport@missdig811.org

**Internal users with station rights**

Select all that apply

## Station Details

This section displays the following information:

- **Station name**, which is [generally] comprised of the member company name and the facility type.
- **Station code**, which is [generally] generated by company name and the facility type abbreviation. This cannot be edited.
- **Facility type**, which is the underground facility type designation.
- **Physical address**, which is defaulted to an address on file associated with the membership onboarding documents; can be changed if desired.

Once the **pencil icon** has been clicked, you can revise all fields except for **Station Code**.

**Users should never change the Member Utility Name, Facility Type, or Station Name, as these are established from official documentation submitted through the Member Services Department. Users should also never inactivate or activate stations. Changes to this information must come through the Member Services Department.**



# DPP OVERVIEW

## Ticket Notification Settings

This section displays options for ticket formatting. Ticket formatting is applicable per station.

Ticket Notification Settings		
Option	Recommended For	Description
<b>Plain Text</b>	Older, “line by line” parsing ticket management systems	Text format of ticket solely in the body of the email; not a text message; cannot be received with a PDF attachment
<b>PDF Attachment</b>	Members without a ticket management system	Ticket information and map; easy for printing or online viewing; use of PDF voids plain text in the email body
<b>XML Attachment</b>	Newer ticket management systems	Data that can be consumed by most ticket management systems; includes TXT email body.
<b>GML Attachment</b>	Newer ticket management systems	Drawn dig site only in Geographical Markup Language; supplemental, not the ticket
<b>GIF Attachment</b>	Newer ticket management systems and members receiving plain text.	Image of drawn dig site overlaid on a base map (e.g., Google); supplemental, not the ticket.

A PDF attachment is the default selection. Users cannot receive PDF attachments with plain text in the email body.

Plain text in the email body will appear if all other options are turned off, as well as when the XML, GML, or GIF attachments are selected.

All users not receiving PDF attachments should receive a GIF or GML attachment, or both, so that the ticket work polygon is received. The XML and plain text contain lat./long. coordinates that is for the centroid of the ticket work polygon or bounding geometry connecting multiple work polygons, but this information is not reliable for locating underground facilities accurately.

### Ticket notification settings

PDF Attachments

ON

OFF

GIF Attachments

ON

OFF

XML Attachments

ON

OFF

GML Attachments

ON

OFF

Format

2.0

▼

Projection / datum

Longitude / Latitude (WGS 84)

▼

# DPP OVERVIEW

Once the **pencil icon** has been clicked, you can turn any ticket notification setting attachment on or off.

When making changes to the ticket notification settings, first confirm internally the formatting is compatible with all your delivery destinations, especially if your organization uses a ticket management system. The **Projection/Datum** field should remain as is.

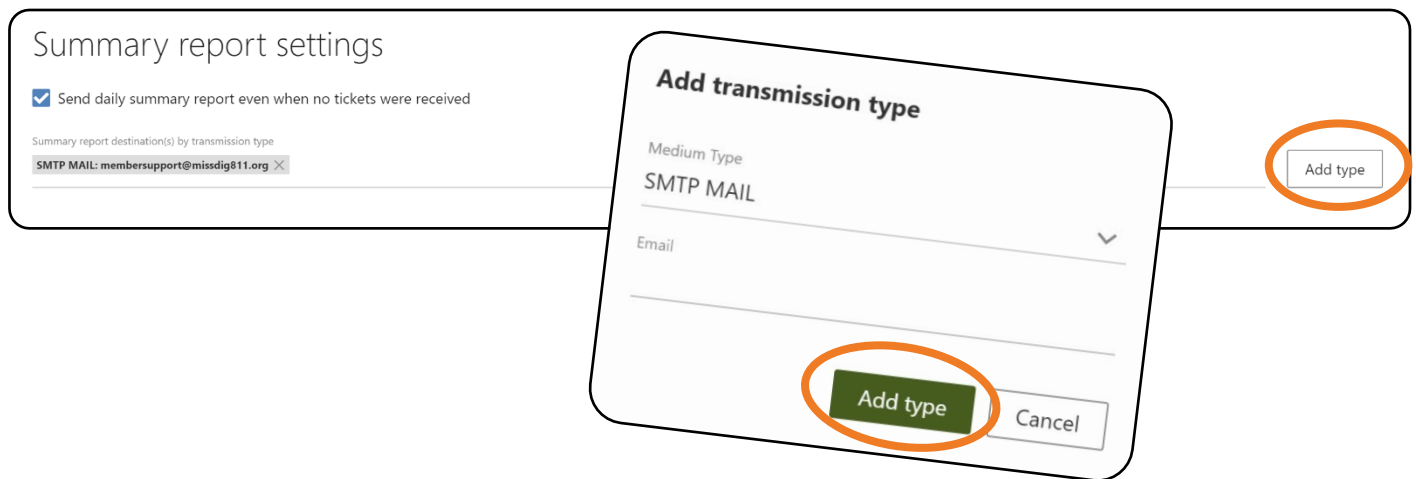
## Summary Report Settings

This section displays the settings of the daily ticket summary reports received by members per station.

- Members can choose to receive a summary report regardless of whether they receive tickets in a day.
- Members can also choose the destination of their summary report.
  - Multiple destinations can be input.
- Summary reports are sent in the plain text format.

Once the **pencil icon** has been clicked, you can add or remove email address underneath **Summary report destination(s) by transmission type** for receipt of Summary Reports.

If the delivery email is already associated with your account, it will populate when you start to type it in. If this is a new email, select **Add Type** and the **Add transmission type** window will appear.



The screenshot shows the 'Summary report settings' interface. At the top, there is a checkbox labeled 'Send daily summary report even when no tickets were received' which is checked. Below this, there is a section titled 'Summary report destination(s) by transmission type'. A text input field contains 'SMTP MAIL: membersupport@missdig811.org' with a small 'X' icon to its right. To the right of this field, there is a button labeled 'Add type' which is circled in orange. Overlaid on the right side of the settings panel is a modal window titled 'Add transmission type'. This modal has a dropdown menu for 'Medium Type' with 'SMTP MAIL' selected. Below the dropdown is an 'Email' input field. At the bottom of the modal, there are two buttons: 'Add type' (highlighted with an orange circle) and 'Cancel'.

The **Medium Type** should always be **SMTP MAIL**, which is an email address.

# DPP OVERVIEW

## Contacts

Contact Types		
Company Details	Member Contact	Member IT Contact
This information is associated directly with the membership and is ideally the billing address and general contact email/phone.	This is the primary contact for both the Member Services Department and excavators. This contact type requires a name, email address, phone number, and emergency/alt. phone number. The number in the PHONE field appears on tickets for excavators. The number in the EMERGENCY PHONE field may be provided to excavators upon contacting the Member Services Department when the PHONE information is invalid or unsuccessful.	This is the secondary contact for the Member Services Department; excavators cannot see this information and MISS DIG 811 will not provide this information to an individual outside of the organization unless we receive permission. This contact type requires a name and email address. Members may want to use IT/Technology Department information here for troubleshooting issues, but it can also be used to provide alternate contact information should the primary contact be unavailable.

Once the **pencil icon** has been clicked, you can update the **Member Contact** and **Member IT Contact information**. All fields, except **Fax**, must be filled in. When updates to **Station Details**, **Ticket Transmission Settings**, **Summary Report Settings**, or **Contacts** are complete, the user must click the **save icon** in the top-right corner to ensure the changes are saved to the system.



Contacts

Member contact ⓘ

Full name

Kristyn Cormier

Email

membersupport@missdig811.org

Phone

(800) 482 - 7161

Emergency phone

(800) 482 - 7161

Fax (optional)

Member IT contact ⓘ

Full name

Laura Arnold

Email

membersupport@missdig811.org

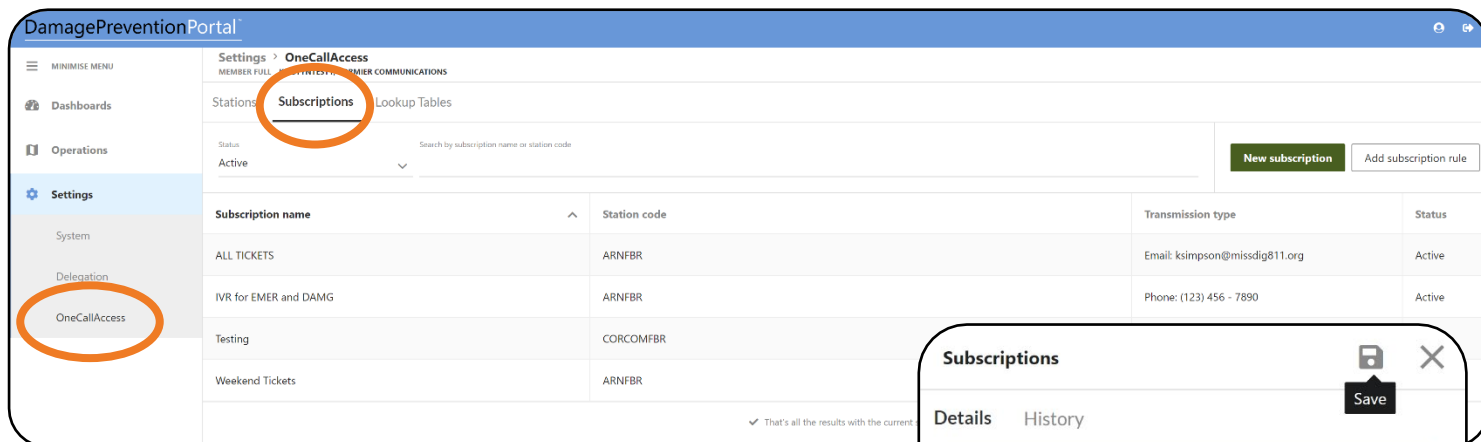
**Member Admin and Full user account types have access to create new stations and activate/inactivate existing stations.**

**These actions should NEVER be completed.**

**If you need to create a new station or want to activate/inactivate existing stations, please follow procedure by contacting the Member Services Department.**

## Subscriptions

Subscriptions are essentially a member's ticket delivery destination(s). Members can view their subscriptions under **OneCallAccess** by clicking **Subscriptions**. Subscriptions are filtered by status and can be searched by subscription name or applied station code.



Subscription name	Station code	Transmission type	Status
ALL TICKETS	ARNFBR	Email: ksimpson@missdig811.org	Active
IVR for EMER and DAMG	ARNFBR	Phone: (123) 456 - 7890	Active
Testing	CORCOMFBR		
Weekend Tickets	ARNFBR		

Members can have multiple subscriptions that are based on transmission type, time range, days of the week, stations, and ticket types.

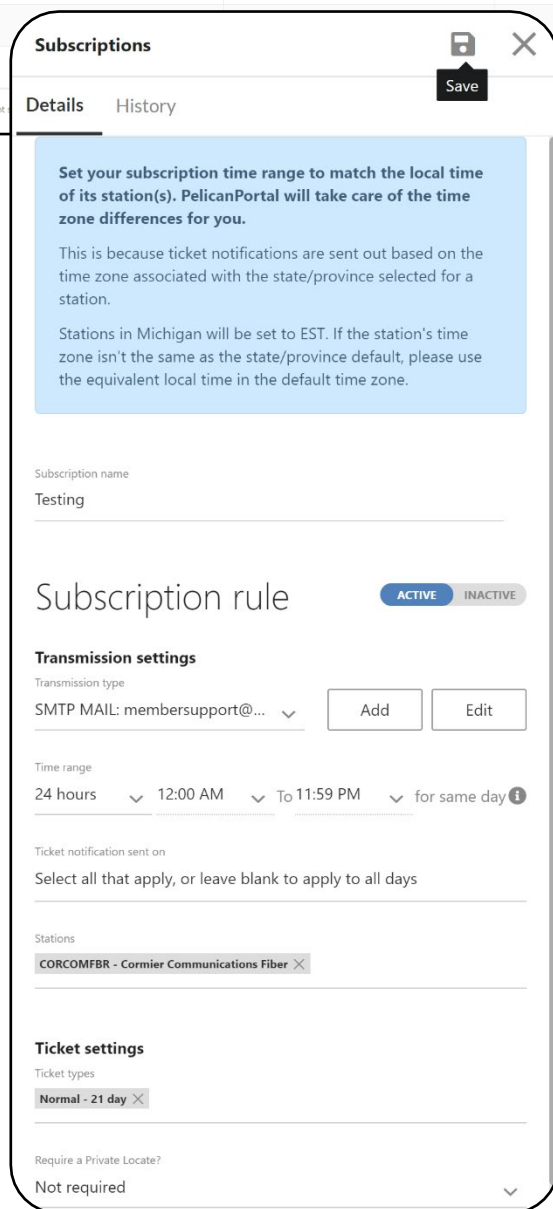
IVR (phone) subscriptions can be used for Emergency, Damage, Concerned Caller, and Short Notice tickets only.

Webhook ticket delivery is also available. Information on this is available online or by contacting the Member Services Department. Webhook is primarily for use by members using a ticket management system.

Transmissions to a unique subscription may impact your annual invoice. For questions about this, please contact the Member Services Department.

**Subscriptions can be changed 24/7 with the appropriate user account access type or through the online [Member Service Support form](#) during normal business hours.**

**If your user account is enabled to edit subscriptions, it's crucial not to inactivate all subscriptions. Doing so will impact ticket receipt and ability to see tickets under Positive Response for posting.**



**Subscriptions**

Details History

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.

Subscription name: Testing

**Subscription rule** ACTIVE INACTIVE

**Transmission settings**

Transmission type: SMTP MAIL: membersupport@... Add Edit

Time range: 24 hours 12:00 AM To 11:59 PM for same day

Ticket notification sent on: Select all that apply, or leave blank to apply to all days

Stations: CORCOMFBR - Cormier Communications Fiber

**Ticket settings**

Ticket types: Normal - 21 day

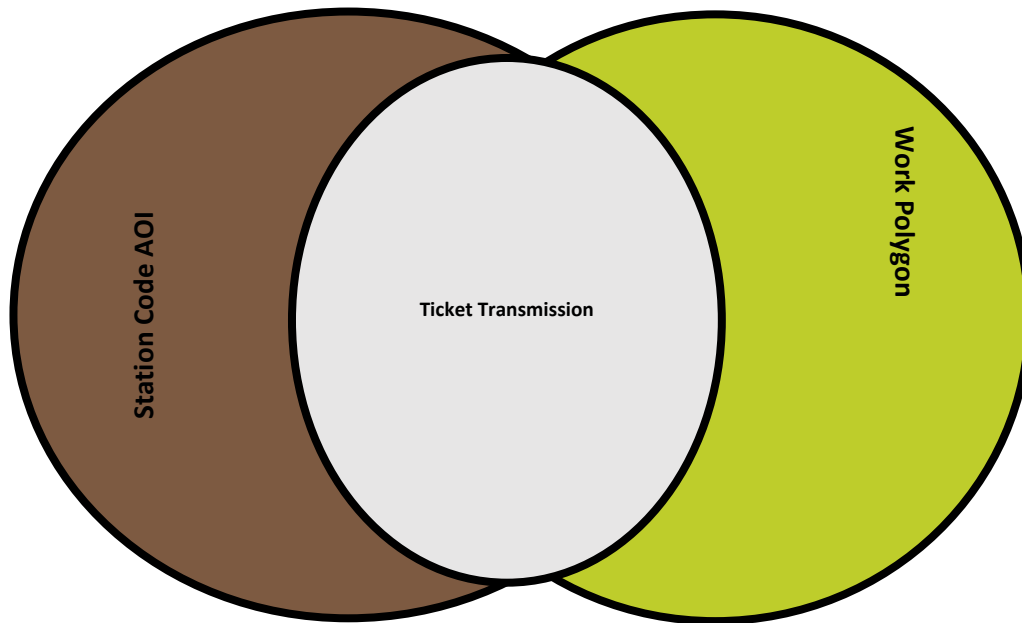
Require a Private Locate?: Not required



## AuthorityViewer

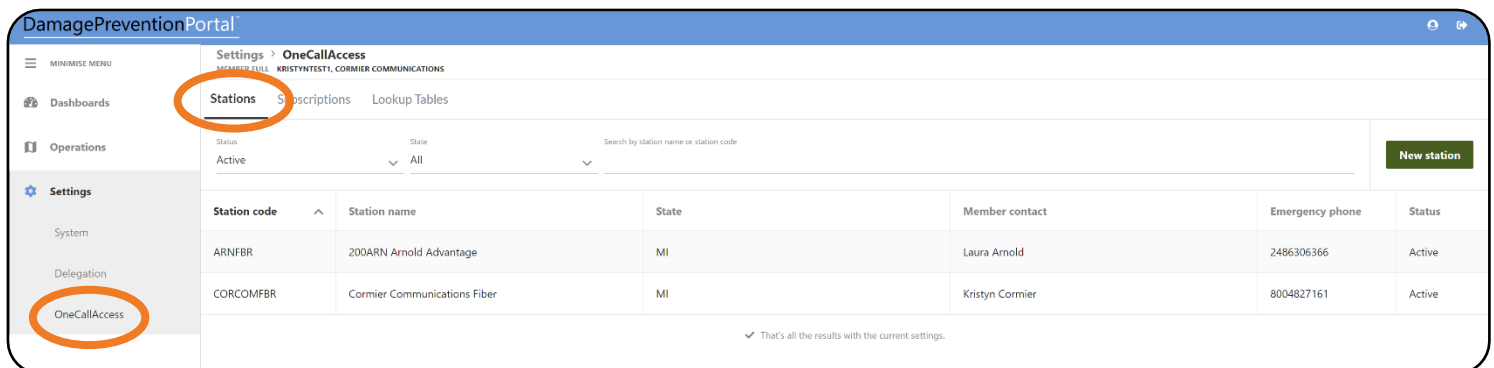
**AuthorityViewer** is the program within DamagePreventionPortal that allows users to view their area of interest (AOI) and upload replacement files per individual station associated with their user account.

This AOI is what triggers transmission (a.k.a. “delivery”) of tickets when it intersects with the work polygon drawn on tickets.



AuthorityViewer is entirely web-based and does not require download and installation. This program does not contain drawing tools; all shapes must be created outside of AuthorityViewer in other programs such as GIS software or Google Maps. Refer to the *PelicanCorp GIS Standards 2022* document at [resources.missdig811.org](https://resources.missdig811.org) for specifications.

To access the program, click on **OneCallAccess** under the **Settings** menu and select the [default] **Stations** tab.



The screenshot shows the DamagePreventionPortal interface. On the left sidebar, the 'Settings' menu is expanded, and 'OneCallAccess' is highlighted. In the main content area, the 'Stations' tab is selected under the 'OneCallAccess' header. The interface displays a table of stations with columns for Station code, Station name, State, Member contact, Emergency phone, and Status. Two stations are listed: ARNFBR (200ARN Arnold Advantage, MI, Laura Arnold, 2486306366, Active) and CORCOMFBR (Cormier Communications Fiber, MI, Kristyn Cormier, 8004827161, Active). A 'New station' button is visible in the top right corner of the table area.

Station code	Station name	State	Member contact	Emergency phone	Status
ARNFBR	200ARN Arnold Advantage	MI	Laura Arnold	2486306366	Active
CORCOMFBR	Cormier Communications Fiber	MI	Kristyn Cormier	8004827161	Active

To view or edit an AOI, first open the desired station.

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From here, you will click the white **Area of Interest** button to open AuthorityViewer.

Station settings

Station details

ACTIVE

INACTIVE

Station name

Cormier Communications Fiber

Abbreviated station name (optional)

Station code

CORCOMFBR

Facility type

Fiber Optics

Member utility name

Cormier Communications

Physical address

Full address

123 Elm Dr Royal Oak MI 48067

History

Area of interest


Ticket notification settings

## Navigating the Program


### Tools

Users have access to the following tools:


- **Reset Position:** Resets map to the default view.
- **Upload Data:** Begins the file upload process.
- **Rollback Live:** Reverts the AOI to the previously live layer.
- **Authority History:** Enables user to keep notes and view a recent timeline of activity.




Reset  
Position



Upload  
Data



Rollback  
Live



Authority  
History

Search

## The Map

Users can navigate the map to view shapes by inputting location information into the **Search** field. The information can be entered just as it would be when using Google Maps. You can also insert navigational Lat./Long. reference points in the **Reference Points** section.



The illustration shows two overlapping UI components. The background component is a 'Search' box with a title bar, a text input field labeled 'Search (Cities, Streets and GPS)', and a green 'Search' button with a right-pointing arrow. The foreground component is a 'Reference points' dialog box, tilted slightly. It has a title bar, a dropdown menu labeled '-- Select Reference Point --', a text input field labeled 'Ref. Point Name :', two text input fields labeled 'Long/Lat :', a green 'Save' button, and a red 'Cancel' button.

## Layers

### Names and Progression

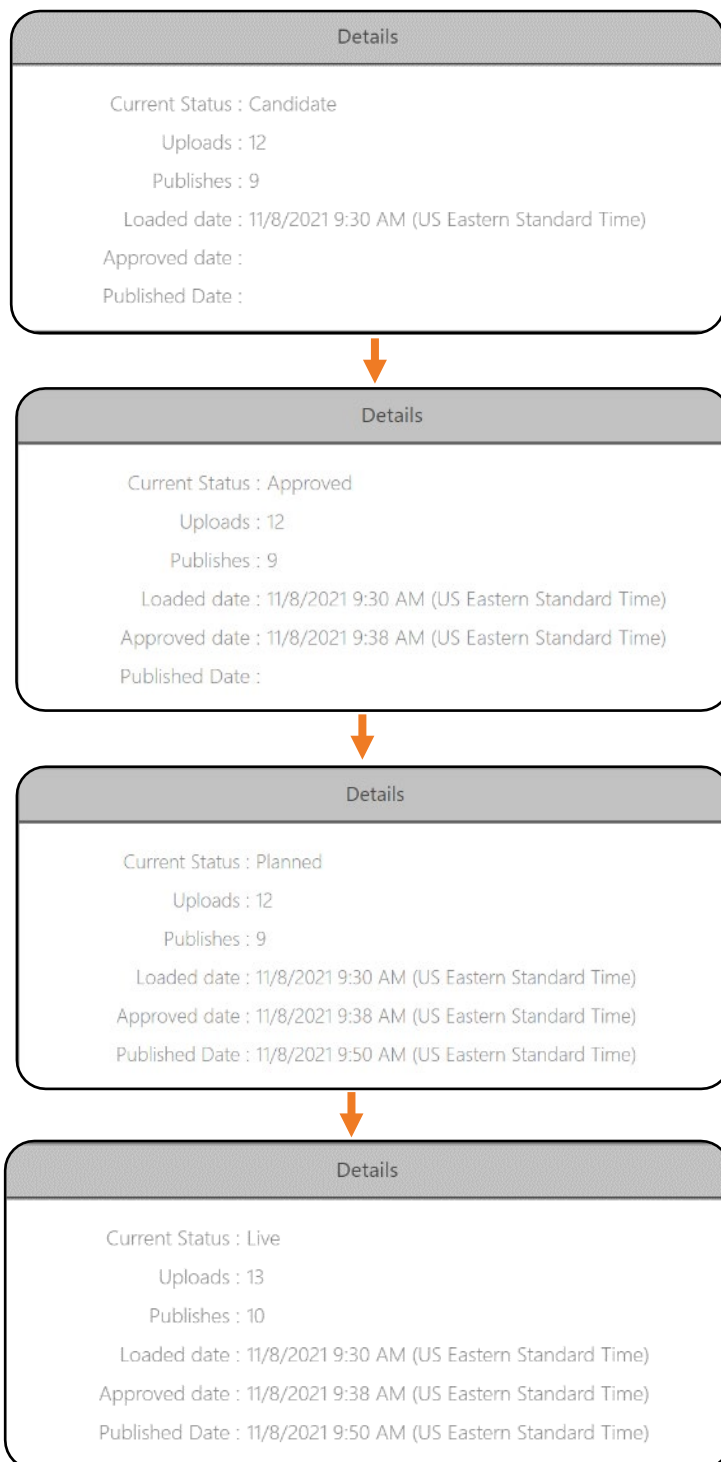
AuthorityViewer categorizes and displays files that have been uploaded as different “layers”. The layer type indicates the status or phase of an uploaded file. Layers can be turned on and off for viewing, but the records/files remain in AuthorityViewer.

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 **orange**.
3. **Planned:** The most recently uploaded file that has been scheduled for publication. This will show up in **blue**.
4. **Live:** The active file that determines ticket delivery. This will show up in **green**.
5. **Previous:** The direct previous file that is inactive. This will show up in **orange**.
6. **Archived:** All other previously active files that are inactive. Archived layers will show up in **black**.

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The **Details** section provides information on the progression of layers, from *candidate* to *live*, so that you can keep track of your work.

Example: When you upload a candidate layer, information on that layer will be populated here, including the **Current Status** (as “candidate”) and the **Loaded Date**. Once that candidate layer is approved, the **Current Status** will change to “Approved” and the **Approved Date** will become visible. This will continue through to a live layer.



# DPP OVERVIEW

## Viewing

Layers of the map can be viewed by clicking the **Layer** button located near the top-right corner of the map. Visible layers include map views and uploaded files from the user.



☒ HERE Maps
   
☐ Google Street
   
☐ Google Hybrid
   
☐ Google Satellite

☒ Approved 4608
  
☐ 4585 Live (2022/11/01 09:34) Whole State Testing 4585
  
☒ 4581 Previous (2022/09/15 09:10) AOILayer\_4511\_EPSG4326.zip 4581
  
☐ 4580 Archived (2022/08/24 08:30) f-26-29-25048388\_pRMIE8h3\_UNIVCW.zip 4580
  
☐ 4579 Archived (2022/08/23 09:20) AOILayer\_6010\_EPSG4326.zip 4579
  
☐ 4578 Archived (2022/08/22 16:54) AOILayer\_6010\_EPSG4326.zip 4578
  
☐ 4547 Archived (2021/11/23 08:04) whole state.zip 4547
  
☐ 4515 Archived (2021/11/10 11:26) RH.zip 4515

Different map layers (a.k.a. "views")

All existing layers associated with the station; users can turn viewing on/off for different layers by clicking the checkbox.

Each layer is titled in the following format:

**[AOI ID] [Layer Type] [Date/Time of Upload] [File Name]**

The AOI ID is a unique identifier assigned to a layer by the Pelican system.

Users can download a copy of each layer by clicking the grey box showing the AOI ID.

## Authority History

Authority History enables you and other users with access to keep notes and view the timeline of [recent] activity.

Date	Comment	User
11/4/2021 12:24 PM (US Eastern Standard Time)	Test Comment	pelican.admin
9/23/2021 7:04 PM (US Eastern Standard Time)	Import complete	kristin.test

☐ Show details

Date	Comment	User
11/5/2021 10:18 AM (US Eastern Standard Time)	Successfully processed file: ROYAL_OAK.zip for authorityId: 10506, layer name: Royal Oak.zip, layer type: Shape	acommer
11/5/2021 10:18 AM (US Eastern Standard Time)	Cancel Royal Oak.zip	acommer
11/5/2021 10:18 AM (US Eastern Standard Time)	Abort 426-29-22307610Pho7TV_21_025_ZAVOMLUL3UPDATE_MLHztp.ols	acommer
11/5/2021 10:18 AM (US Eastern Standard Time)	Planned LayerId: 4512	acommer
11/5/2021 10:18 AM (US Eastern Standard Time)	Initiated upload of Shape File: Royal Oak.zip Buffer: 0	acommer
11/5/2021 10:18 AM (US Eastern Standard Time)	Successfully processed file: RH_0_21_21.zip for authorityId: 83006, layer name: RH.zip, layer type: Shape	acommer
11/5/2021 10:17 AM (US Eastern Standard Time)	Publish completed for layerId: 4512 and authorityId: 10506	acommer
11/5/2021 10:17 AM (US Eastern Standard Time)	Publish done for layerId: 4512, layerName: RH.zip set to 2021/11/05 - 07:02 PM, UTM: 05,000 Indiana (East)	acommer
11/5/2021 10:17 AM (US Eastern Standard Time)	Publish started for layerId: 4512 and authorityId: 10506	acommer
11/5/2021 10:17 AM (US Eastern Standard Time)	Set status of layer: 4512 to Approved	acommer
11/5/2021 10:17 AM (US Eastern Standard Time)	Initiated upload of Shape File: RH.zip Buffer: 0	acommer

☒ Show details

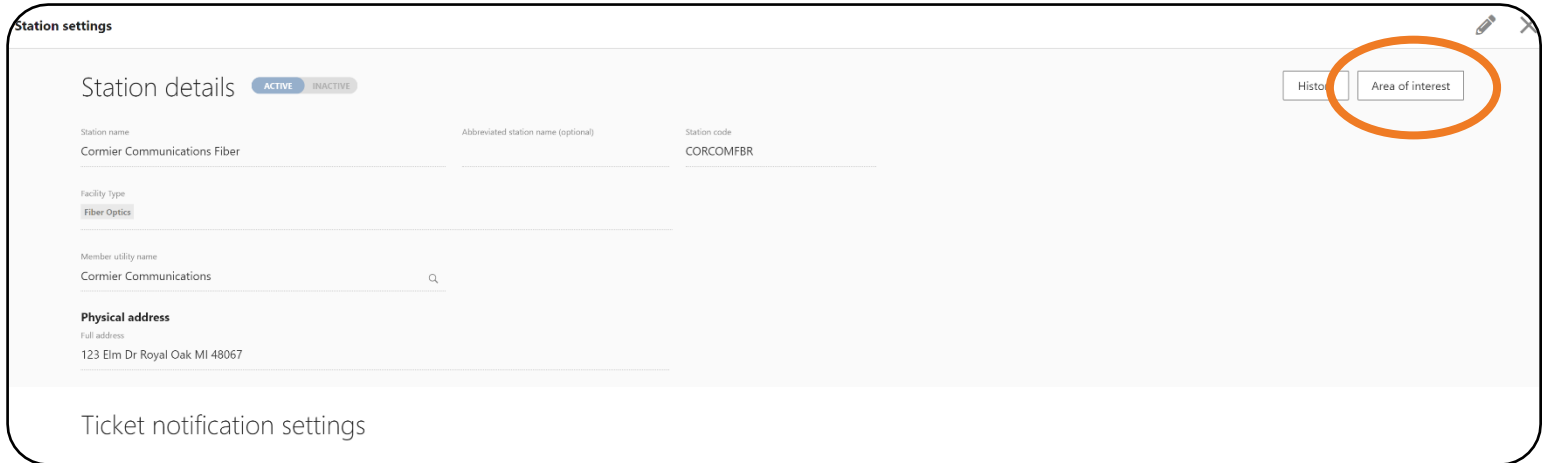
When the **Show Details** box is checked, you can view the timeline of recent activity within AuthorityViewer.

Unchecking the box will allow you see all comments added. To add additional comments, click the **Add Comment** button.

## Uploading a File

To view or edit an AOI, first open the desired station.

Then click the white **Area of Interest** button, which will open AuthorityViewer.



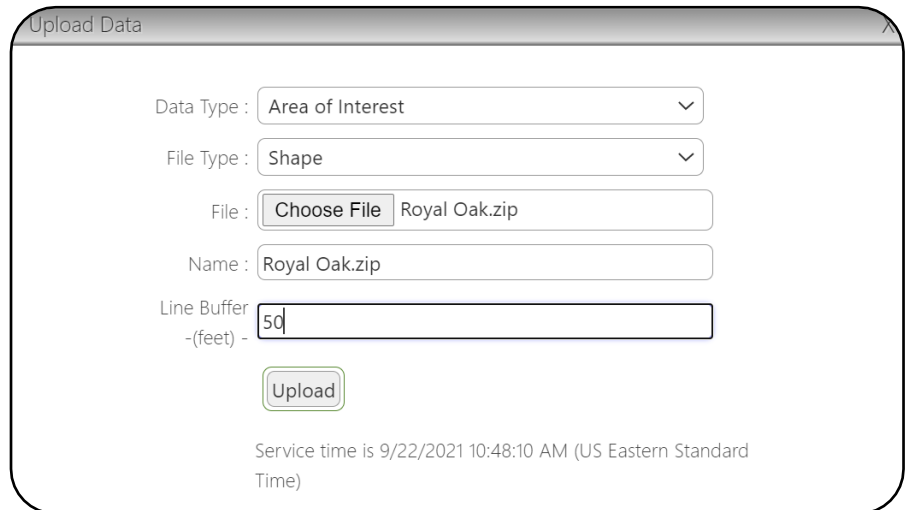
The screenshot shows the 'Station settings' interface. At the top right, there are two buttons: 'History' and 'Area of Interest'. The 'Area of Interest' button is highlighted with an orange circle. Below the buttons, the 'Station details' section is visible, showing fields for Station name, Abbreviated station name (optional), Station code, Facility Type, Member utility name, and Physical address. The 'Ticket notification settings' section is partially visible at the bottom.

To upload a file, click the **Upload Data** icon.

When uploading a shape file type, users must attach a compressed folder containing the following file extensions: .SHP, .PRJ, .SHX, and .DBF.

Users can also upload TAB files and KML/KMZ files in compressed folders, respectively.

You can upload files containing lines or polygons.



The screenshot shows the 'Upload Data' dialog box. It contains the following fields and controls:

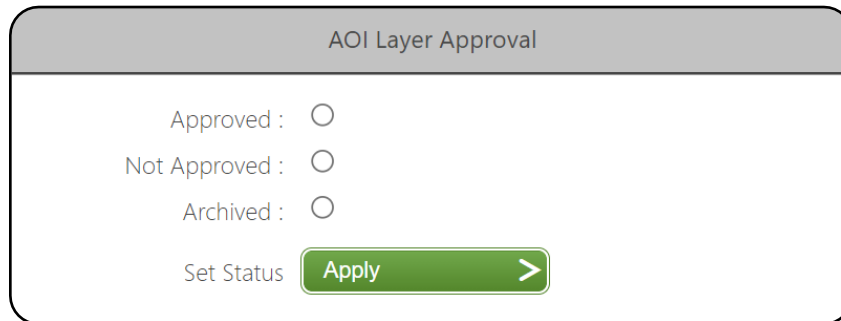
- Data Type:** A dropdown menu set to 'Area of Interest'.
- File Type:** A dropdown menu set to 'Shape'.
- File:** A text input field with a 'Choose File' button and the text 'Royal Oak.zip'.
- Name:** A text input field with the text 'Royal Oak.zip'.
- Line Buffer:** A text input field with the value '50' and a unit indicator '-(feet) -'.
- Upload:** A button to submit the data.
- Service time:** A timestamp '9/22/2021 10:48:10 AM (US Eastern Standard Time)'.

The system imposes a minimum 1-foot buffer on line and point data; however, MISS DIG 811 recommends the use of a minimum 100-foot buffer. If you choose to use a buffer size below the recommended amount, please consider that ticket delivery is triggered by the intersection of the work polygon drawn by the excavator or MISS DIG 811 NSR, which now uses buffer size of only 75 feet to determine which members should receive the ticket. This 75-foot buffer is not seen by the excavator or facility owner/operator member.

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At the present time, files uploaded replace the active AOI entirely. The system does not allow for additions to existing layers. If you do not have the ability to create a replacement file, please use the [Member Service Support form](#) located on the **Member Utilities** page of MISS DIG 811 website at [missdig811.org](http://missdig811.org) to submit the file(s).

Once the file is uploaded, it becomes a “candidate” for approval. You approve the candidate file before it can be published on the server.



AOI Layer Approval

Approved : ☐

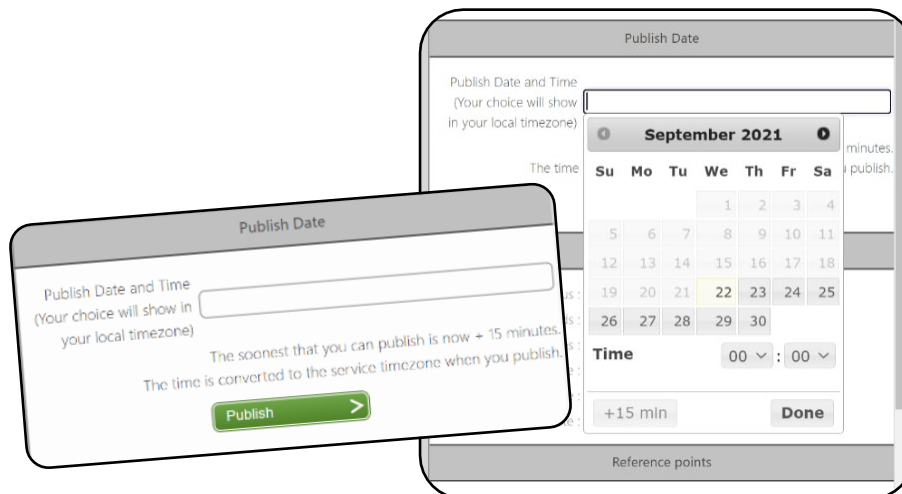
Not Approved : ☐

Archived : ☐

Set Status Apply >

Once the candidate file becomes approved, you can set a publication date/time. The earliest a file can be published is 15 minutes out from the time your AuthorityViewer session began.

It is at that publication date/time that the file upload becomes active and will impact receipt of tickets.



Publish Date

Publish Date and Time  
(Your choice will show in your local timezone)

The time

The soonest that you can publish is now + 15 minutes.  
The time is converted to the service timezone when you publish.

Publish >

Publish Date

September 2021

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Time 00 : 00

+15 min Done

Reference points



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## Conclusion

This completes the DamagePreventionPortal overview. As a reminder, more detailed guides on each part touched upon here are available at [resources.missdig811.org](https://resources.missdig811.org).

Contact the Member Services Department through the online [Member Service Support form](#), by email at [membersupport@missdig811.org](mailto:membersupport@missdig811.org), or (800) 482-7161 with questions regarding DamagePreventionPortal and 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 \*

Submit