MISS DIG 811

DamagePrevention Portal

Overview

Contents

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Terms Used

Term	Definition
Area of Interest (AOI)	Represents the location(s) of a facility owner/operator's underground facilities and is a layer contained within each station.
AuthorityViewer	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.
Contracted Company(ies)	The company, or companies, who have delegated access to third-party company.
DamagePreventionPortal (DPP)	The platform used by members to access and manage their membership; also used by the MISS DIG 811 Member Services Department.
Delegate Company(ies)	The third-party company, or companies, that access has been delegated to by a facility owner/operator member.
Delegation	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.
Explore Your Data	Feature of DamagePreventionPortal that allows authorized users to search and review tickets received; data export available.
Interactive Voice Response (IVR)	Type of subscription offered to members for receipt of emergency tickets only; notification received via automated callout.
KML/KMZ File	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.
Layer	A layer contains features (polygons) that represent the AOI of a station.
Member Service Support Form	Online form used internally by department to collect varying information from members.
OneCallAccess (OCA)	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.
Pelican/PelicanCorp	PelicanCorp is the creator of the DamagePreventionPortal and OneCallAccess; they are typically referred to as our "vendor."
Positive Response	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.
Re-send	The act of resending a ticket already received by a facility owner/operator member or their contract locator; done through DamagePreventionPortal; not a retransmit.

SHP File	The shapefile format is a geospatial vector data format for geographic information system software; can be uploaded into AuthorityViewer.
SkillBuilder	The MISS DIG 811 learning management system used to provide online training. SkillBuilder user accounts are separate from OCA and DPP accounts.
Station	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."
Station Code	A unique identifier assigned to each station; should follow standard naming procedure to summarize company name and facility type.
Subscription	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.
Summary Report	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.
Ticket	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.
Ticket Management System (TMS)	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.
Transmission	A transmission is a delivery of a single ticket and revision number combination through a unique subscription.
User Account	Account associated with each membership that allows authorized users to access and manage membership through the DamagePreventionPortal; starts in OneCallAccess.
Work Polygon	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.

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.

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 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. 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_

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)										
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
	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.

- ***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. 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.

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.

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

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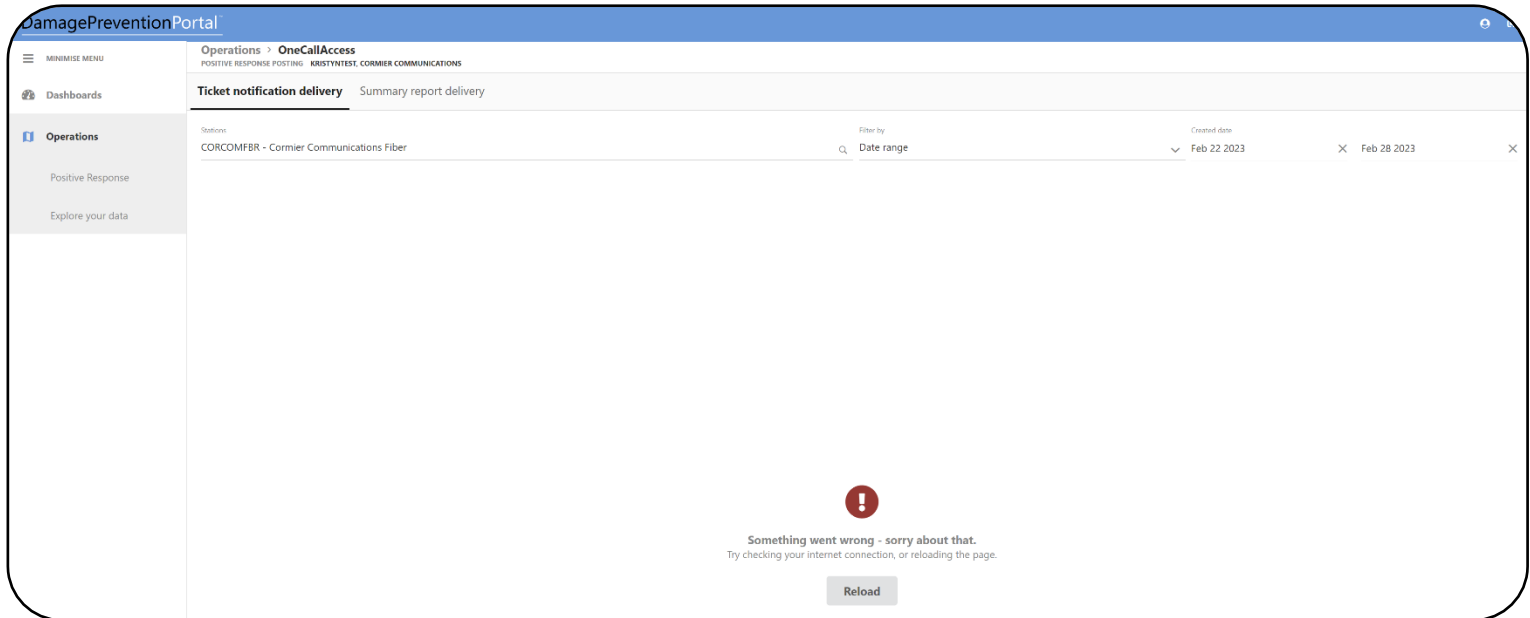
It's important to remember that your DPP menus and options may look slightly different depending on your user account type.

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.
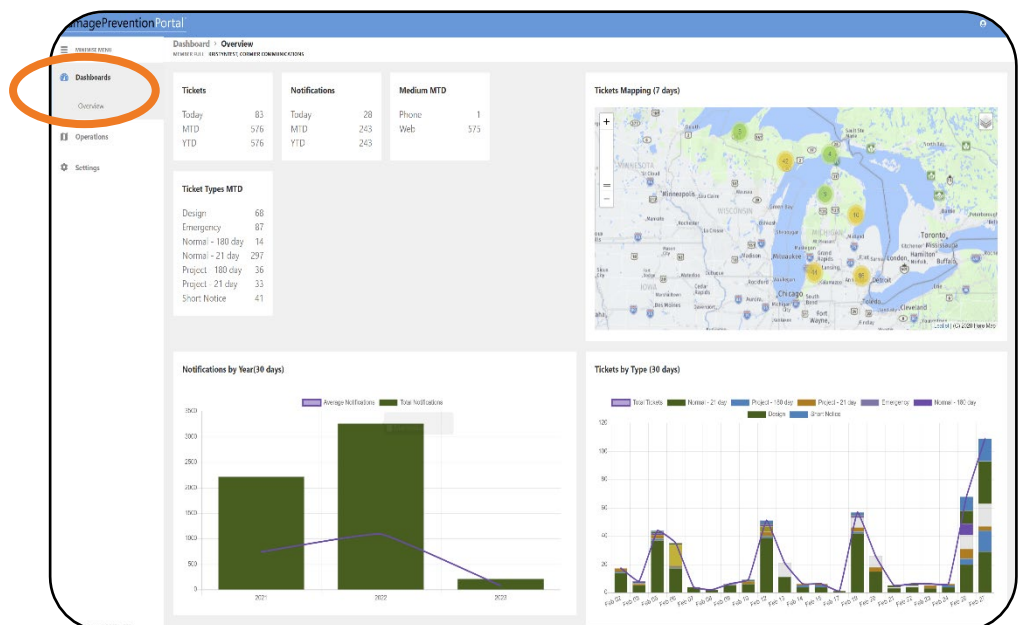
Operations

Operations is the second menu listed on the sidebar.
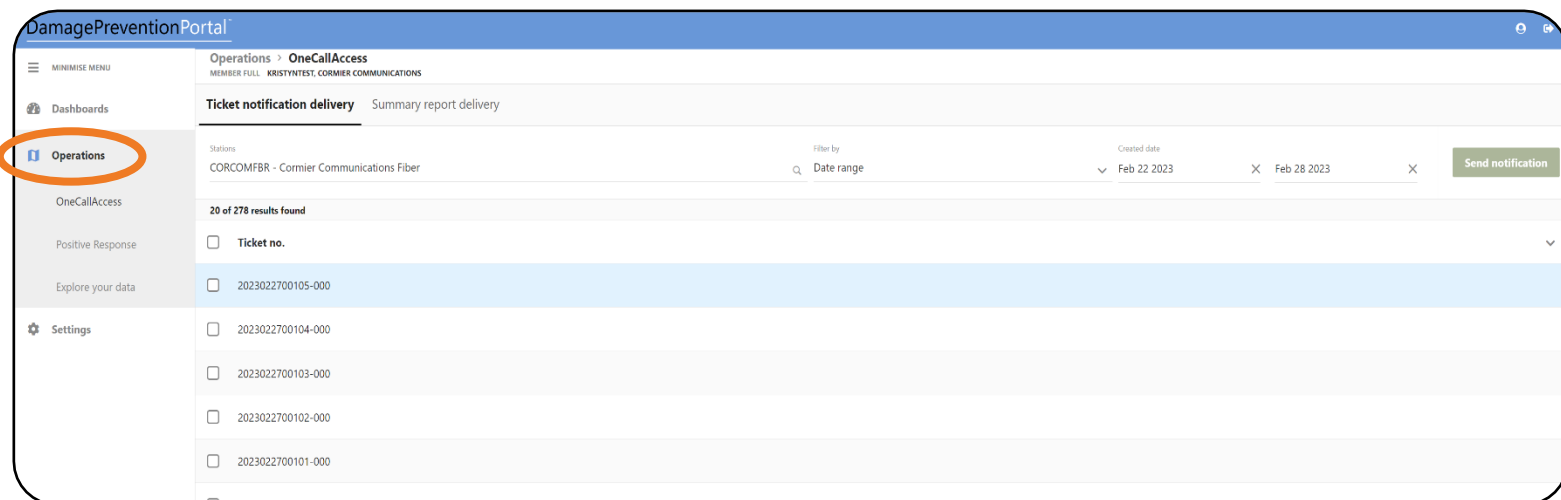
OneCallAccess

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.

<div align="center">

Re-send ≠ Retransmit

</div>

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.

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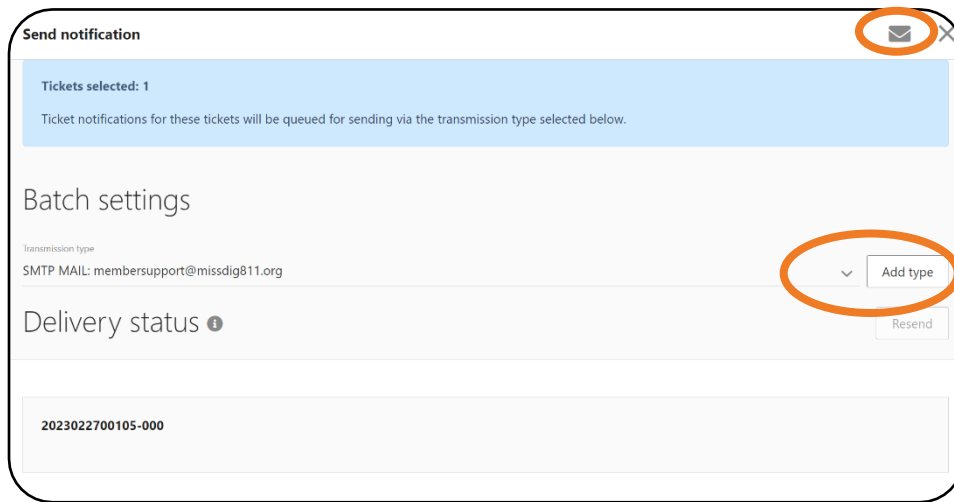
When creating a date range to filter, click on and hold the beginning date and drag the blue highlight to the chosen end date. Then click **Apply**.

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

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**

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.
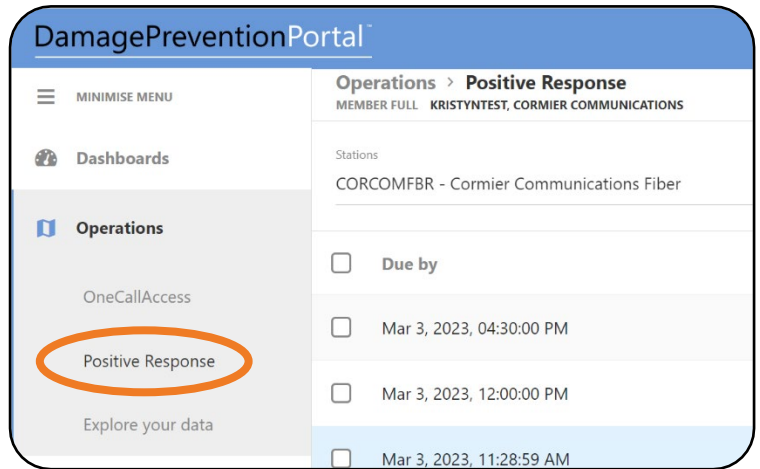
By clicking on the **Stations** field, you can select different stations (if available) from the dropdown menu for posting. Note that inactive stations associated with the membership will also appear on this list.
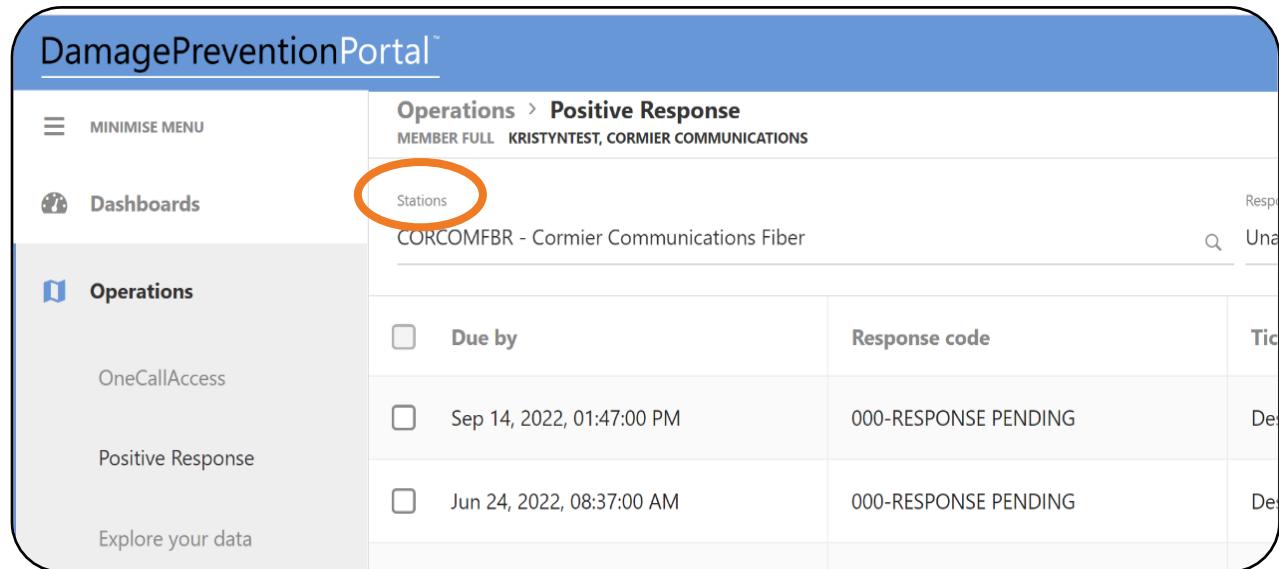
Tickets will be available for reference under **Positive Response** for six years. The **Response Code** dropdown menu has multiple options for filtering tickets.
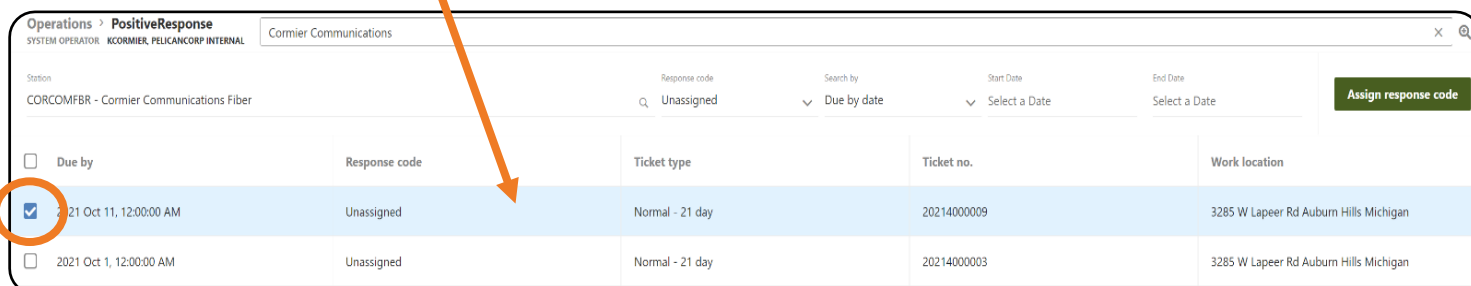
To view open or past-due dig tickets only, user can filter by "unassigned" from the **Response Code** dropdown menu. Emergency tickets are shown in red text. Design tickets can be found by selecting "design."

Posting Responses
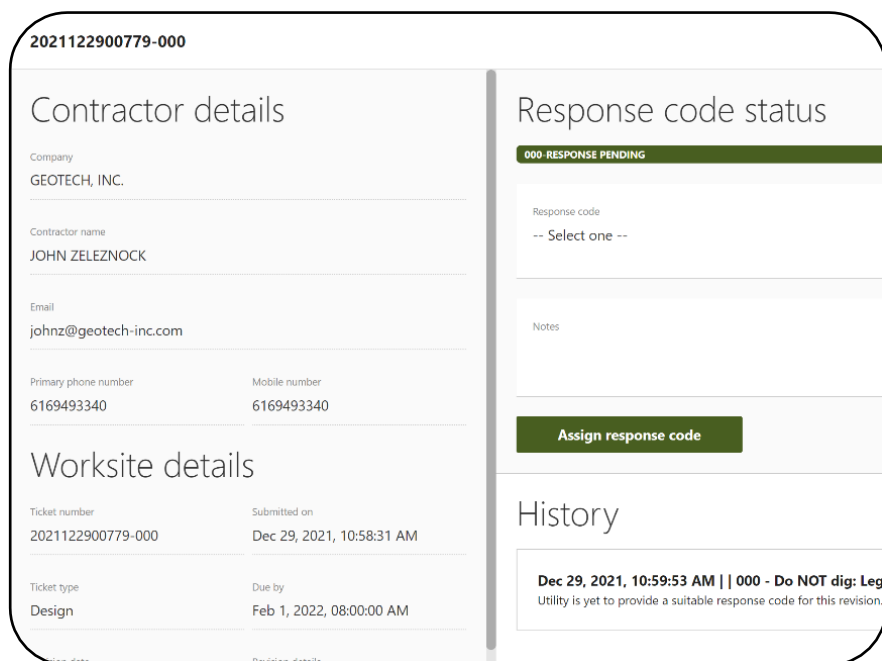
Single Response

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

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.

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.

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

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.

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.

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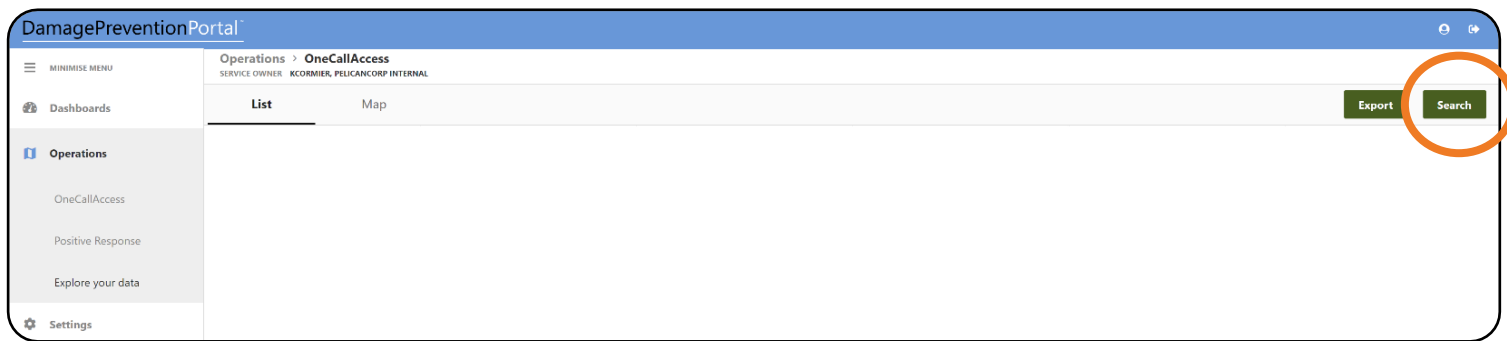
From here, you can input an array of search criteria to retrieve tickets.

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 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.

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

Exports are limited to 1,000 results are 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?**.
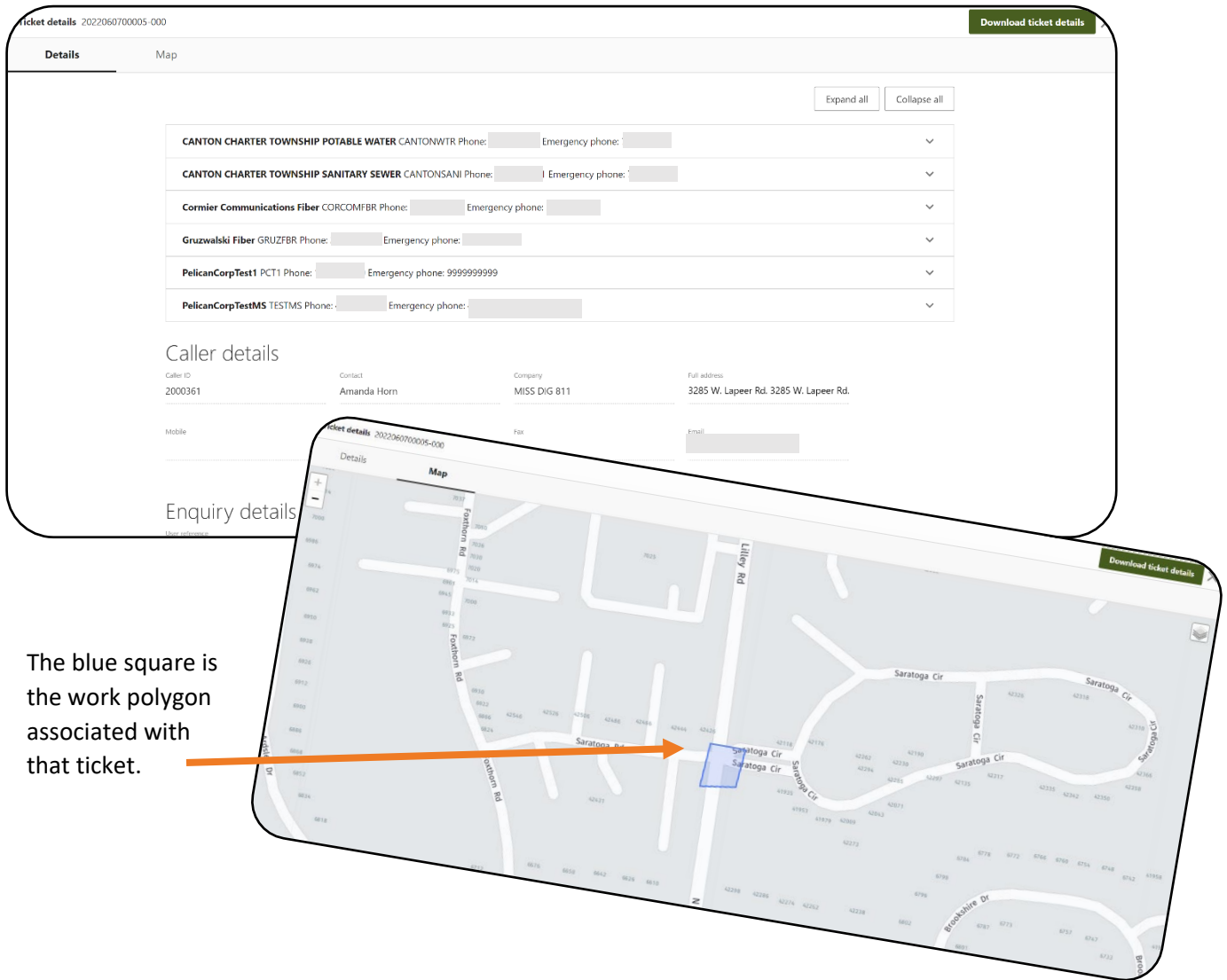
The file should appear wherever your web downloads are normally located and can be renamed.

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 blue square is the work polygon associated with that ticket.

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

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**.

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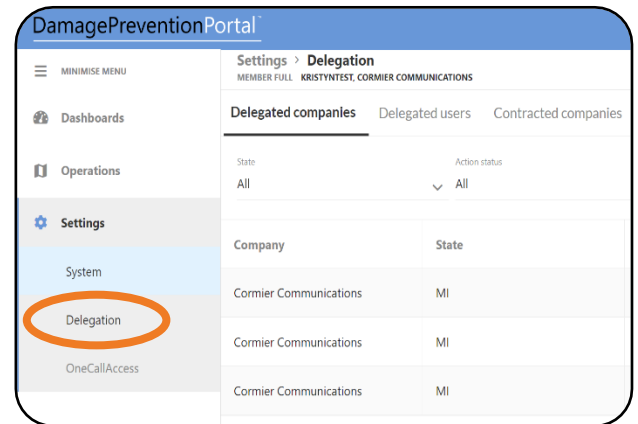
Delegation is the second section under the **Settings** menu. All settings associated with this feature reside here.

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."

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.

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

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 <u>not</u> change the facility owner's delivery subscription. These changes happen at the facility owners' station level.
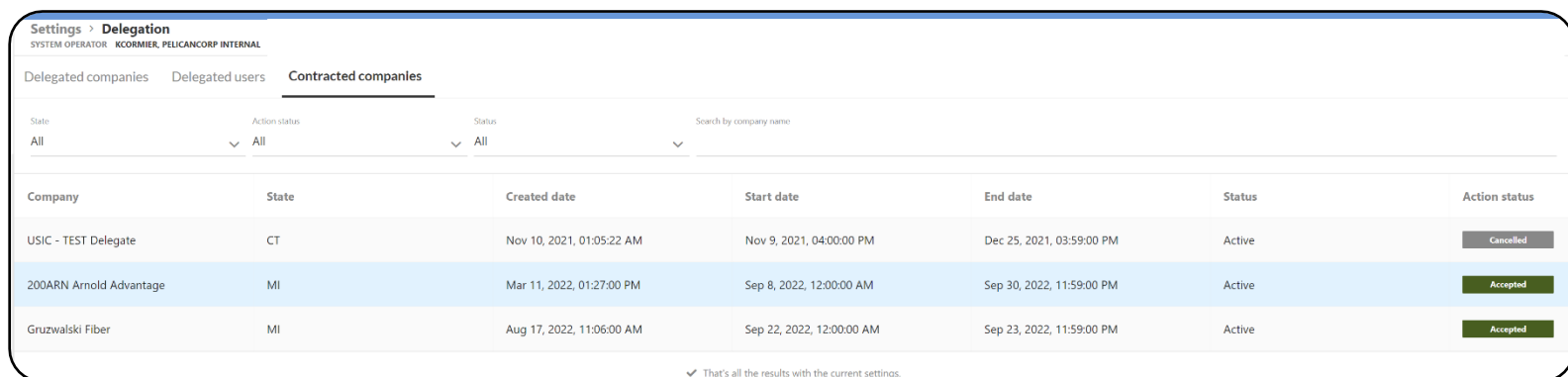
Add Users to Your Contracted Companies

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.

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
Gruzwalski Fiber	MI	Aug 17, 2022, 11:06:00 AM	Sep 22, 2022, 12:00:00 AM	Sep 23, 2022, 11:59:00 PM	Active	Accepted

Settings › Delegation
SYSTEM OPERATOR   KCORMIER, PELICANCORP INTERNAL
Delegated companies   Delegated users   **Contracted companies**
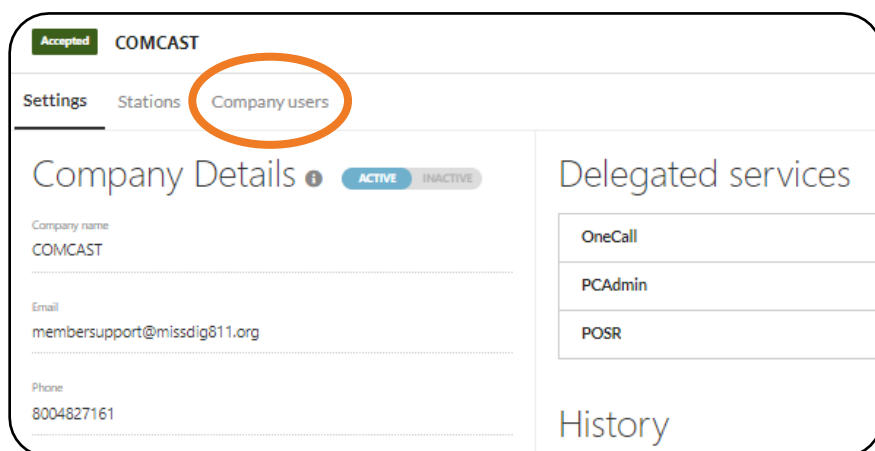
This will open a **Settings** window from the right side of the screen.

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.

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**.

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.

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

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.

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

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.

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.

Removing Users

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

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

OneCallAccess

OneCallAccess under the **Settings** menu functions differently than what is included under the **Operations** menu.
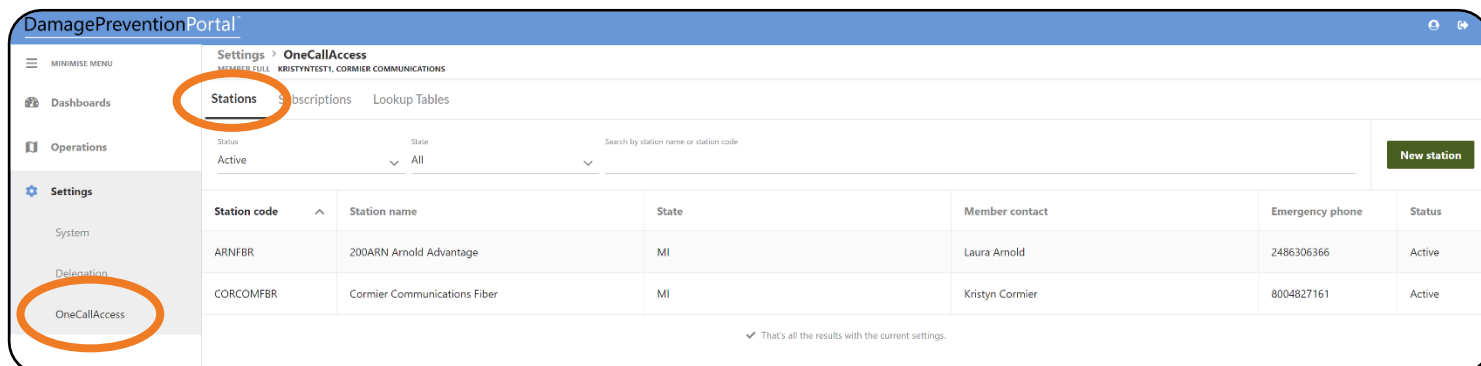
Settings: OneCallAccess enables authorized users to view their stations and subscriptions, and view/edit their AOIs.

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.

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.

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

Station Details

This section displays the following information:

- **Station name**, which is [generally] compromised 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 on-boarding documents; can be changed if desired.

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

Users should <u>never</u> 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 <u>never</u> inactivate or activate stations. Changes to this information must come through the Member Services Department.

Ticket Notification Settings

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

Ticket Notification Settings		
Option	*Recommended For*	*Description*
Plain Text	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
PDF Attachment	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
XML Attachment	Newer ticket management systems	Data that can be consumed by most ticket management systems; includes TXT email body.
GML Attachment	Newer ticket management systems	Drawn dig site only in Geographical Markup Language; supplemental, not the ticket
GIF Attachment	Newer ticket management systems and members receiving plain text.	Image of drawn dig site overlayed 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.

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.
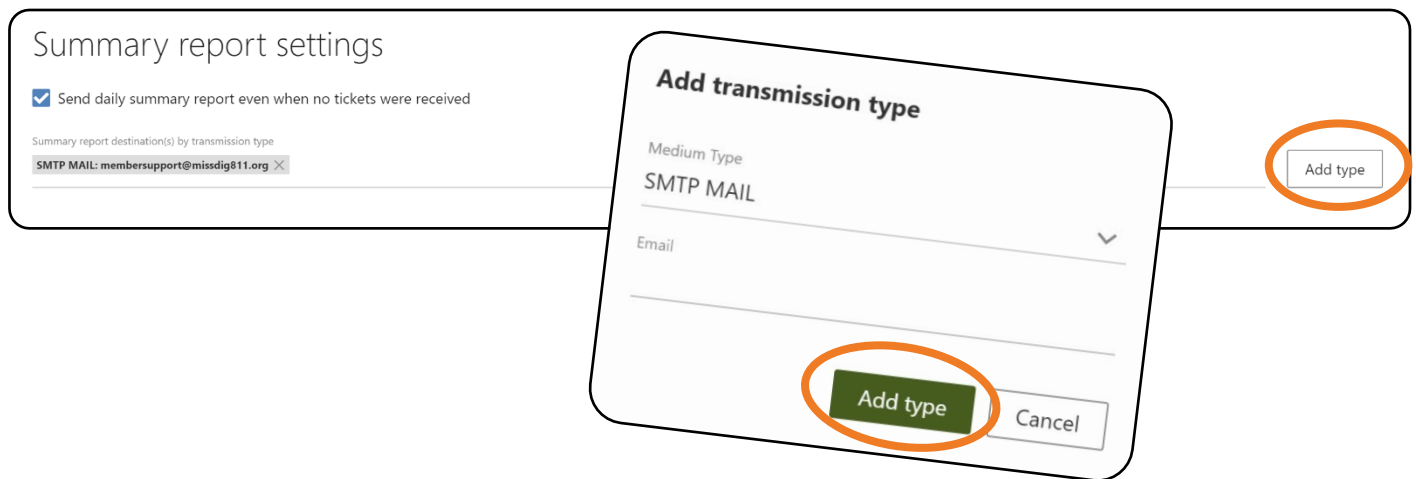
Summary Report Settings

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

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 inWhen 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	Email	Phone	Emergency phone	Fax (optional)
Kristyn Cormier	membersupport@missdig811.org	(800) 482 - 7161	(800) 482 - 7161	

Member IT contact ⓘ

Full name	Email
Laura Arnold	membersupport@missdig811.org
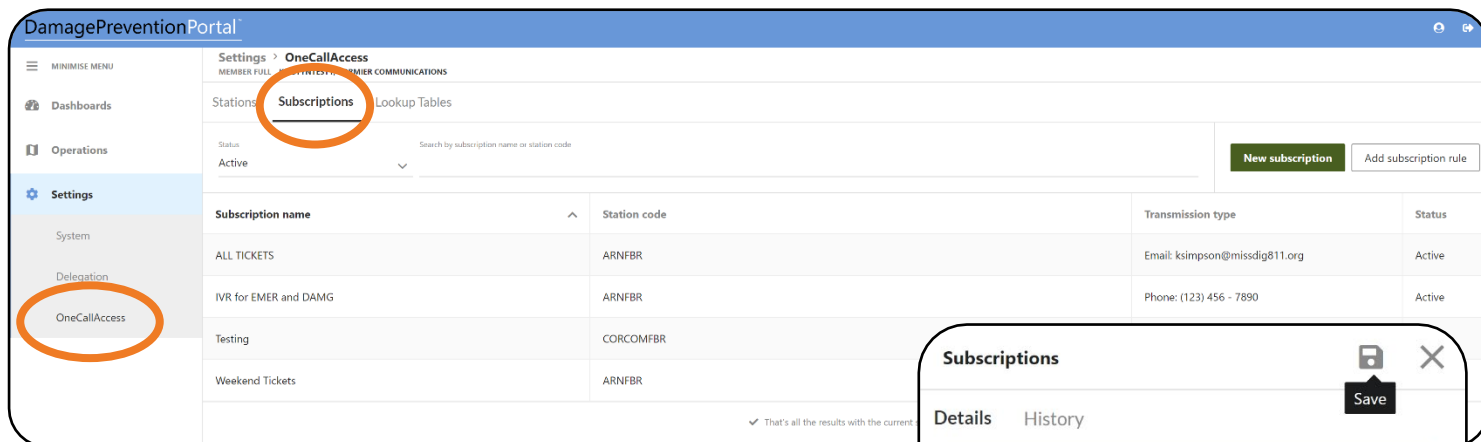
Member Admin and Full user account types have access to create new stations and activate/inactivate existing stations.

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.

Members can have multiple subscriptions that are based on transmission type, time range, days of the week, stations, and ticket types.
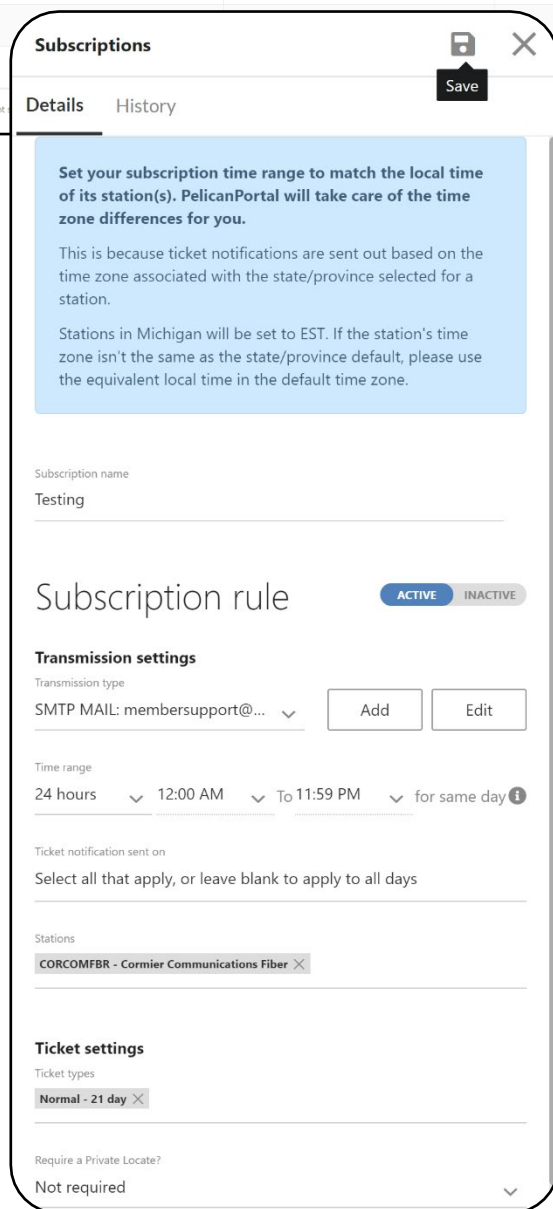
IVR (phone) subscriptions can be used for Emergency, Damage, Concerned Caller, and Short Notice tickets only.

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.

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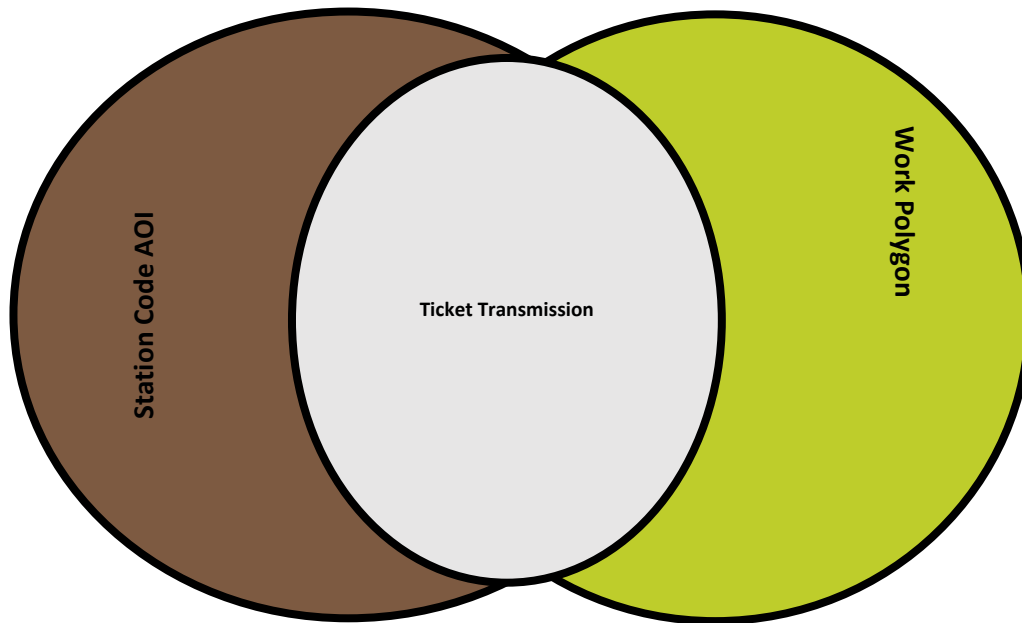
AuthorityViewer is entirely web-based and does not require download and installation. This program does not contain drawing tools; all shapes must be created outside of AuthorityViewer in other programs such as GIS software or Google Maps. Refer to the *PelicanCorp GIS Standards 2022* document at resources.missdig811.org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

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

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

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

Station settings

Station details ACTIVE INACTIVE

History   Area of interest

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

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.
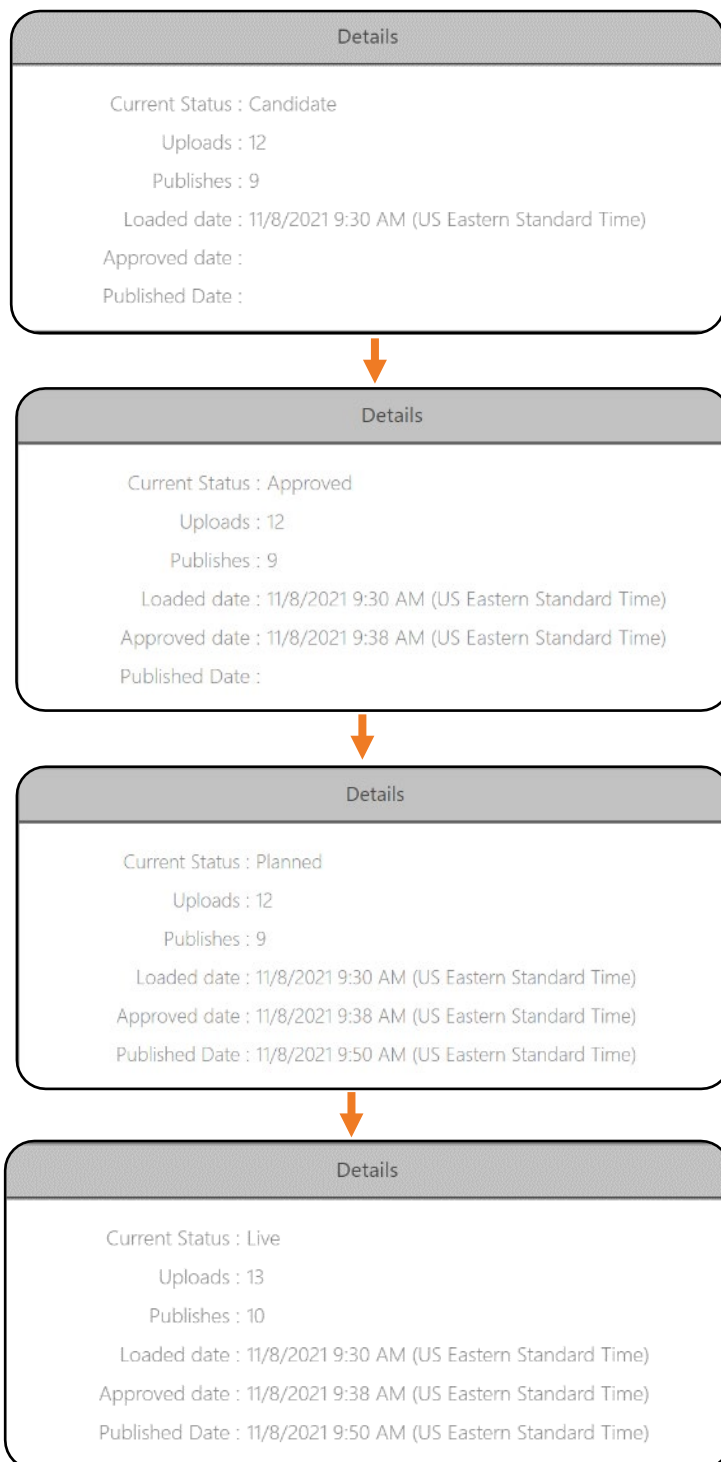

Layers

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**.

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.

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.

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.
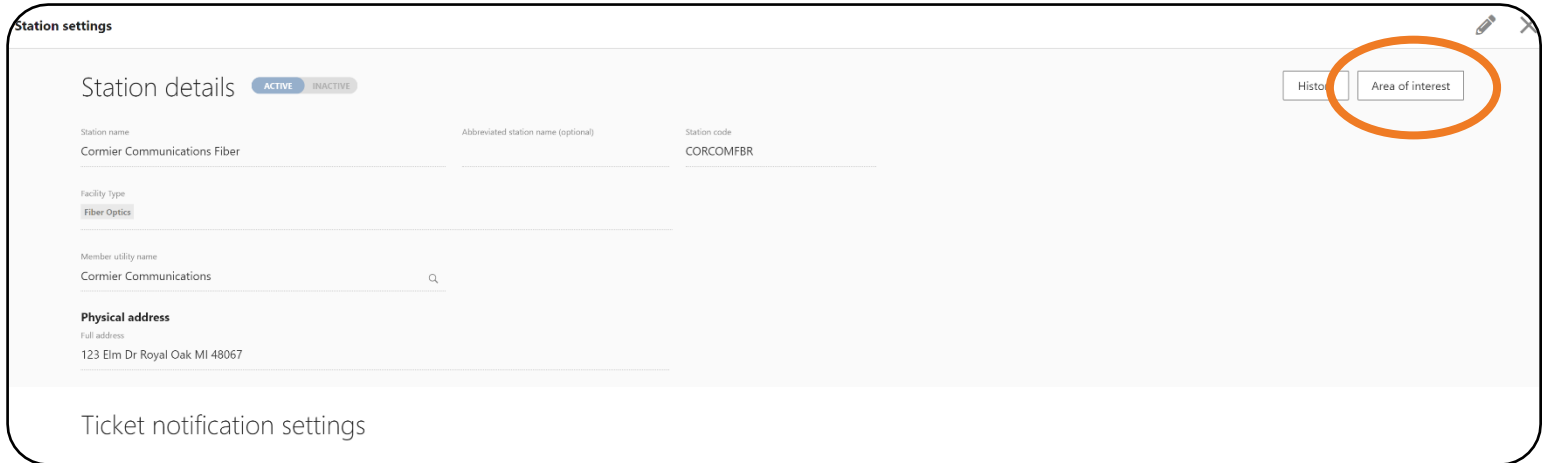

When the **Show Details** box is checked, you can view the timeline of recent activity within AuthorityViewer.

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.
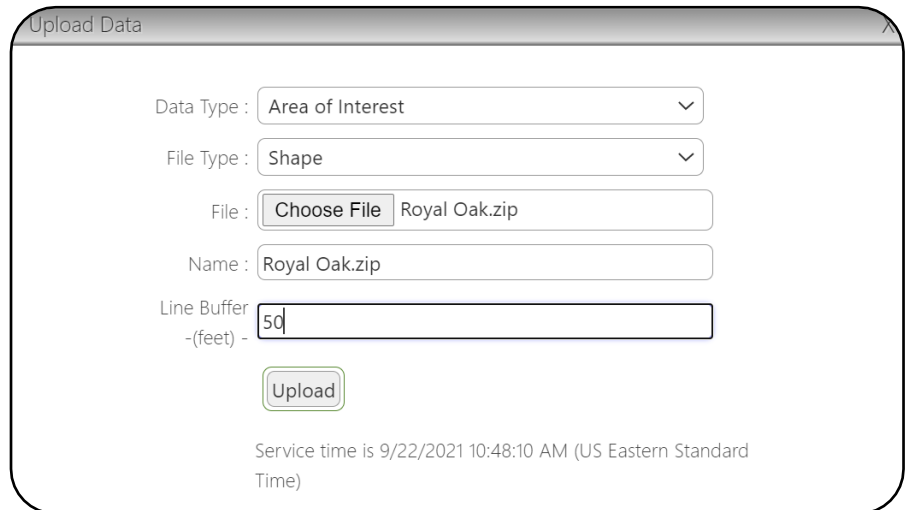

To upload a file, click the **Upload Data** icon.

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 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.

At the present time, files uploaded <u>replace</u> 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 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.
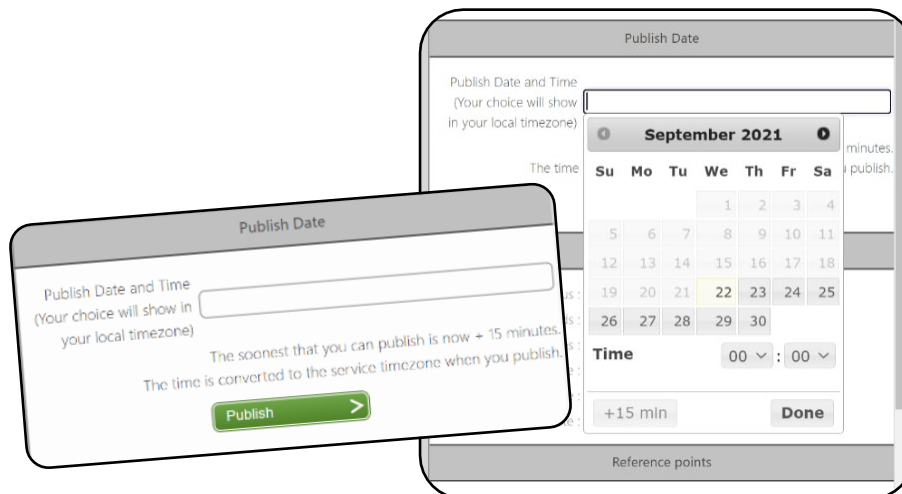

Once the candidate file becomes approved, you can set a publication date/time. The earliest a file can be published is 15 minutes out from the time your AuthorityViewer session began.

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

Conclusion

This completes the DamagePreventionPortal overview. As a reminder, more detailed guides on each part touched upon here are available 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.

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]