



Delegation



DELEGATION

Contents

| | |
|--|----|
| Disclaimer..... | 3 |
| Terms Used | 4 |
| General..... | 5 |
| How To | 6 |
| Get Started..... | 6 |
| Navigate to Delegation | 7 |
| Inside Delegation | 7 |
| Accept a Delegation | 7 |
| Assign Users to Contracted Companies | 9 |
| Assign Stations to User Accounts..... | 11 |
| Remove Users | 13 |
| Conclusion..... | 13 |



DELEGATION

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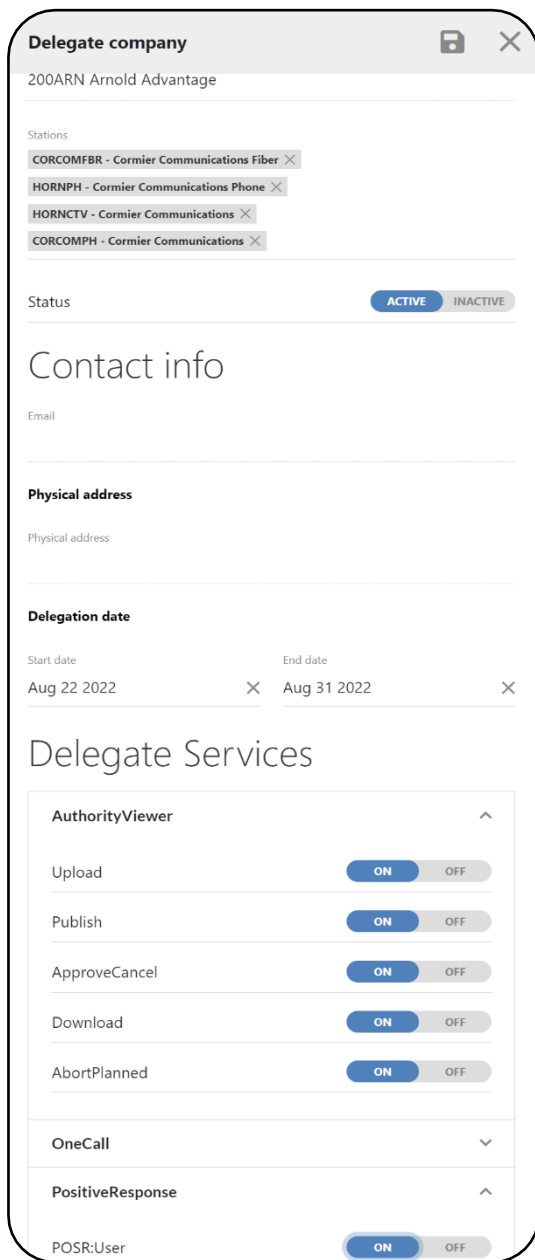
DELEGATION

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>Delegated Service(s)</i> | The specific MISS DIG 811 responsibilities associated with a delegation; include AuthorityViewer, PosR, and PC Admin functions. |
| <i>Explore Your Data</i> | Feature of DamagePreventionPortal that allows authorized users to search and review tickets received; data export available. |
| <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>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>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>User Account</i> | Account associated with each membership that allows authorized users to access and manage membership through the DamagePreventionPortal; starts in OneCallAccess. A PosR API user account is for posting to Positive Response via API only. |

General

“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”).



Delegate company

200ARN Arnold Advantage

Stations

- CORCOMFBR - Cormier Communications Fiber
- HORNPH - Cormier Communications Phone
- HORNCTV - Cormier Communications
- CORCOMPH - Cormier Communications

Status: **ACTIVE** INACTIVE

Contact info

Email

Physical address

Physical address

Delegation date

Start date: Aug 22 2022 End date: Aug 31 2022

Delegate Services

- AuthorityViewer
 - Upload: ON
 - Publish: ON
 - ApproveCancel: ON
 - Download: ON
 - AbortPlanned: ON
- OneCall
- PositiveResponse
- POSR:User: ON

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.

These responsibilities are referred to as **Delegate Services** in DamagePreventionPortal and include 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.

Upon receipt of an **Agent Letter** from the facility owner/operator member, the Member Services Department will initiate the delegation set-up in the DamagePreventionPortal between the involved parties.

The delegation from the facility owner/operator member can be made for all or specific stations and for all or specific MISS DIG 811 responsibilities (a.k.a. **Delegate Services**) based on the **Agent Letter**.

A user from the third-party company must then log in to complete set-up.

How To

If the information in the **Company Details** section of the user's organization is accurate, they may receive the following email when a delegation has been established:

Dear User,
Your company Cormier Communications has been invited to provide OneCall, PCAdmin, PositiveResponse, AuthorityViewer services on behalf of Gruzowski Fiber for the following Station Code/s.

GRUZFBR
GRUZPH

This delegated authority is to be valid for the period 08/16/2022 10:00 AM (UTC-05:00) Indiana (East) to 08/31/2022 09:59 AM (UTC-05:00) Indiana (East). Please login to the Damage Prevention Portal at <https://appspreprod2.missdig811.org/pcadmin> to accept or reject this offer.

Please note that the dates/times quoted above are always shown in Standard time for all periods, including those periods when Daylight Saving time may be active.

Thank you,

MISS DIG 811 Support

Regardless, to accept a delegation and complete set-up, a user must log into their enabled DPP user account.

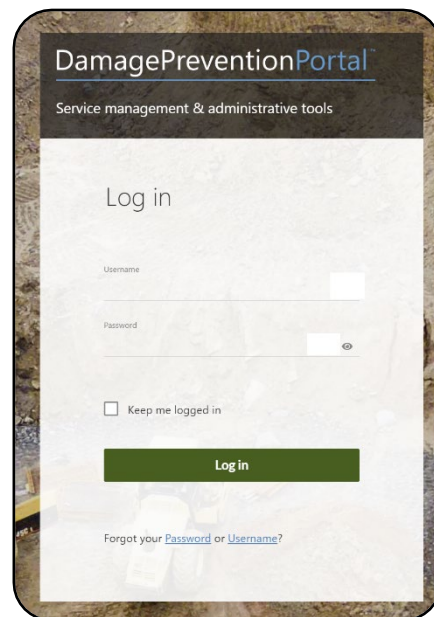
Get Started

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.

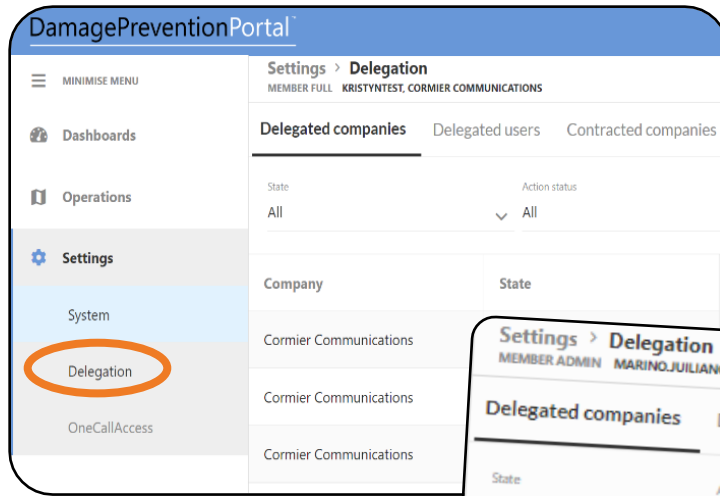
Member Admin/+ and Member Full/+ user account types enable access to Delegation.



DELEGATION

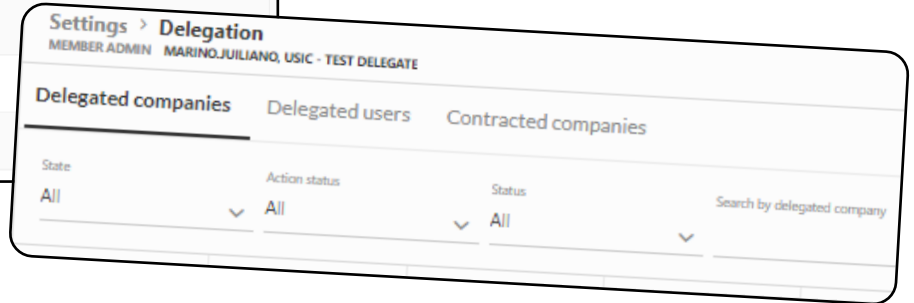
Navigate to Delegation

Expand the **Settings** menu on the left sidebar and select **Delegation**. All settings associated with this feature reside here.



Once you have opened **Delegation**, a new page will appear with three tabs:

1. **Delegated Companies**
2. **Delegated Users**
3. **Contracted Companies**



Inside Delegation

Accept a Delegation

As a third party acting on behalf of a facility owner/operator member, open the **Contracted Companies** tab. These are the settings associated with companies who have delegated access to your organization.

| Settings > Delegation | | | | | | |
|--|-----------------|---------------------------|---------------------------|---------------------------|--------|---------------|
| MEMBER FULL KRISTYNTST, CORMIER COMMUNICATIONS | | | | | | |
| 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 | Cancelled |
| 200ARN Arnold Advantage | MI | Mar 11, 2022, 01:27:00 PM | Mar 11, 2022, 12:00:00 AM | Mar 31, 2022, 11:59:00 PM | Active | Accepted |
| Gruzowski Fiber | MI | Aug 17, 2022, 11:06:00 AM | Aug 17, 2022, 12:00:00 AM | Aug 31, 2022, 11:59:00 PM | Active | Offered |

If a facility owner/operator member has just delegated access, the delegation will be listed as “offered.”

Select the delegation to open.

DELEGATION

Here, under the default **Settings** tab, you can see the contracted company's information and the MISS DIG 811 services that they have delegated.

Under the **Stations** tab, you can see which of the contracted company's stations your company has been given access to.

Company Details **ACTIVE** **INACTIVE**

Company name: Gruzowski Fiber

Email: kmgruzowski@gmail.com

Phone: 248-370-6400

Physical address

Full address: 3285 Lapeer Rd W Auburn Hills MI 48326

Delegation date Australia/Melbourne +10:00 (US Eastern Standard Time)

Start date: Aug 17, 2022, 12:00:00 AM End date: Aug 31, 2022, 11:59:00 PM

Action status: Offered

Delegated services

OneCall

PCAdmin

Settings:OneCallAccess **ON** **OFF** Operations:PositiveResponse **ON** **OFF**

PositiveResponse

POSR:User **ON** **OFF**

AuthorityViewer

Upload **ON** **OFF** AbortPlanned **ON** **OFF**

Publish **ON** **OFF** ApproveCancel **ON** **OFF**

Download **ON** **OFF**

Stations

| Station code | Station name | Status |
|--------------|-----------------|----------|
| GRUZFBR | Gruzowski Fiber | Active |
| GRUZPH | Gruzowski Phone | Inactive |

Click the green **Action** button in the upper right-hand corner.

From here, you can accept, reject, or cancel the delegation.

Accepting the delegation will give you the ability to assign the new customer to internal employees and API user accounts.

Accepting the delegation does not change the facility owner's delivery subscription. These changes happen at the facility owners' station level through delegated services.

Action

☒ Accept

☒ Reject

☐ Cancel

DELEGATION

Assign Users to Contracted Companies

As the delegate company, you must now add your internal users so they can be assigned access to stations. Users are not assigned automatically because the company may not want *all* internal users on DamagePreventionPortal to work with the contracted companies.

Once the delegation has been accepted, select the same facility owner/operator member from the list of **Contracted Companies**.

Settings > Delegation

MEMBER ADMIN MARINO JULIANO, USIC - TEST DELEGATE

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 |
|------------------------|-------|---------------------------|--------------------------|---------------------------|--------|---------------|
| Cormier Communicati... | MI | Nov 8, 2021, 03:01:03 ... | Nov 10, 2021, 12:00:0... | Dec 31, 2021, 11:59:0... | Active | Accepted |
| PelicanCorpTest1 | MI | Nov 10, 2021, 09:41:3... | Nov 16, 2021, 12:00:0... | Dec 31, 2021, 11:59:0... | Active | Accepted |
| Gruzowski Fiber | MI | Nov 10, 2021, 03:20:5... | Nov 10, 2021, 12:00:0... | Dec 31, 2022, 11:59:0... | Active | Accepted |
| COMCAST | MI | Dec 16, 2021, 03:21:5... | Dec 16, 2021, 12:00:0... | Jan 31, 2022, 11:59:00... | Active | Accepted |

This will open a **Settings** window from the right side of the screen. Here, you will see tabs at the top: **Settings**, **Stations**, and **Company Users**.

Settings displays *Company Details*, *Delegated Services*, and *History* associated with the delegation a user is viewing. **Stations** shows which stations have been included.

Accepted COMCAST

Settings Stations Company users

Company Details ⓘ

ACTIVE INACTIVE

Company name

COMCAST

Email

membersupport@missdig811.org

Phone

8004827161

Delegated services

OneCall

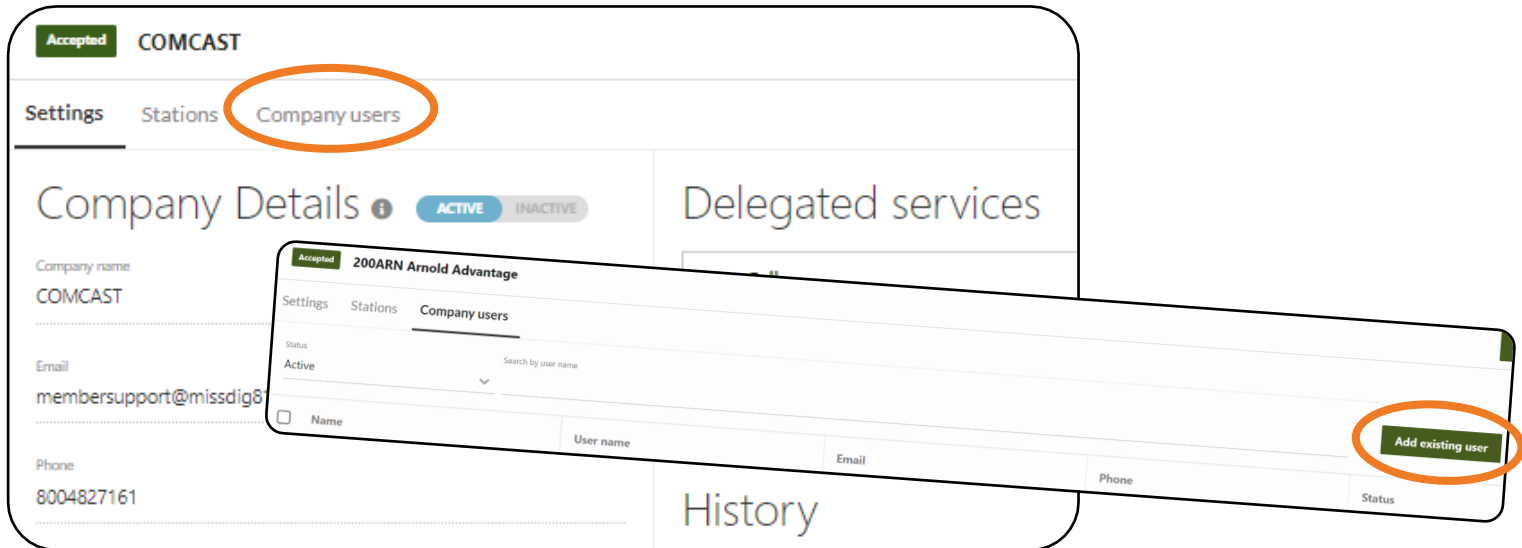
PCAdmin

POSR

History

DELEGATION

Click **Company Users** to assign internal users from your organization to the facility owner/operator member (your company's customer). Here, you will then click on the green **Add Existing Users** button on the right side of the screen. [If you've already completed this, a list of users will populate.]



Accepted COMCAST

Settings Stations **Company users**

Company Details **ACTIVE** **INACTIVE** Delegated services

Company name
COMCAST

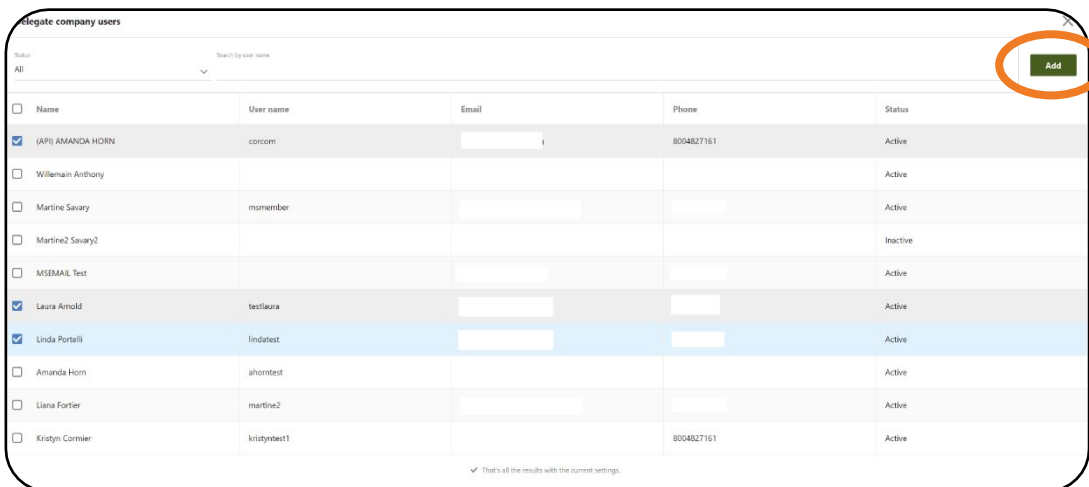
Email
membersupport@missdig811.com

Phone
8004827161

History

Add existing user

This will open a list of users for your company.



Delegate company users

Status: All

Search by user name

| <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 | member | | | 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 | ahornest | | | 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

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

All users added will now show up under the **Company Users** tab.

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



DELEGATION

Assign Stations to User Accounts

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

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

Accepted 200ARN Arnold Advantage

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 type="checkbox"/> | Kristyn Cormier | kristyntest | | | Active |

That's all the results with the current settings.

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

Company user details

Account details

Name: Kristyn Cormier

Company: OneCallDefaultCompany

Role: Member Full

Status: ACTIVE

Contact info

Physical address

Assigned stations

Status: All

Search by station name or station code

Assign station Remove station

| <input type="checkbox"/> | Station code | Station name | Status |
|--------------------------|--------------|-------------------------|--------|
| <input type="checkbox"/> | ARNFBR | 200ARN Arnold Advantage | Active |

That's all the results with the current settings.

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

You should now see all stations and delegated services included in the delegation.

Each field can be expanded by clicking the dropdown arrow.

Select station & delegate services

Stations

ARNFBR - 200ARN Arnold Advantage

Delegated Services

PCAdmin

PositiveResponse

AuthorityViewer

DELEGATION

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*.

- **AuthorityViewer:** Access to this tool gives the ability to view and/or edit the assigned stations' Areas of Interest (AOI). The AOI is the GIS data applied to each station to signify the boundaries in which they should be notified of excavation. The delegate company can be given all access to the AuthorityViewer tool or specific permissions. Users with this access should also be given PCAdmin access to OneCallAccess and ExploreYourData for optimal use of their account type.
- **PositiveResponse:** Ability to post and edit response to PosR via PosR API on their behalf. This service should be turned on if the user is a PosR API account.
- **PCAdmin:** DamagePreventionPortal access
 - **Settings:OneCallAccess:** Ability to the assign delegate company to view/edit at the station codes level. This includes notification formats, subscriptions, and access to AuthorityViewer.
 - **Operations:PositiveResponse:** Ability to post and edit response to PosR on their behalf. Users with this access should also receive access to Explore Your Data for optimal use of their account type.
 - **Operations:ExploreYouData:** Ability to use EYD ticket search feature to see tickets transmitted to assigned stations in the delegation.

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

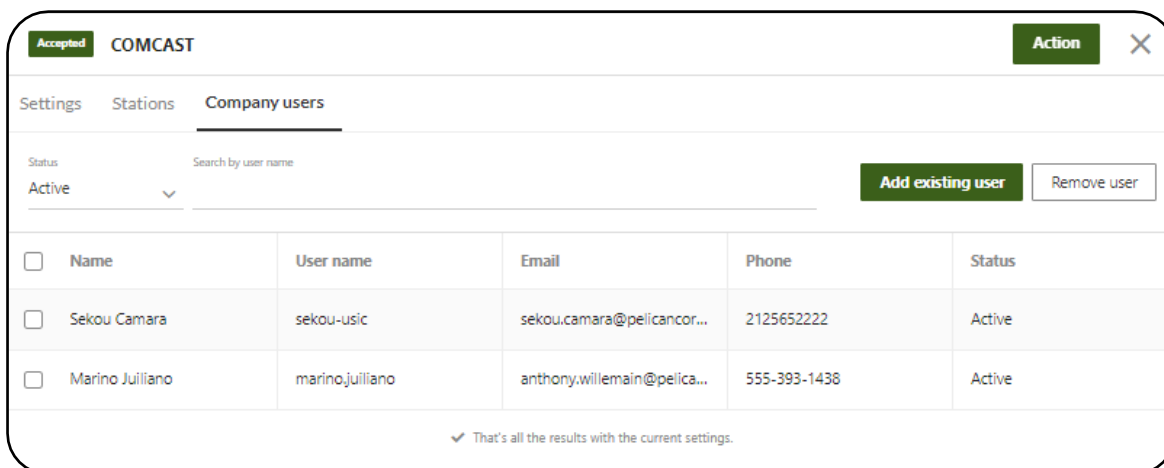
Click the save icon to complete the set up.



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

Remove Users

Assigned users can be removed as needed. From the **Company Users** tab, select the checkbox next to the user you want to remove and then click the **Remove User** button.



The screenshot shows a web interface for managing users. At the top, there's a header with 'Accepted' and 'COMCAST'. Below it, there are tabs for 'Settings', 'Stations', and 'Company users'. The 'Company users' tab is selected. On the left, there's a 'Status' dropdown menu set to 'Active'. On the right, there are buttons for 'Add existing user' and 'Remove user'. Below this is a table with columns: Name, User name, Email, Phone, and Status. There are two users listed: Sekou Camara and Marino Julliano. Each user has a checkbox in the 'Name' column. At the bottom, there's a message: 'That's all the results with the current settings.'

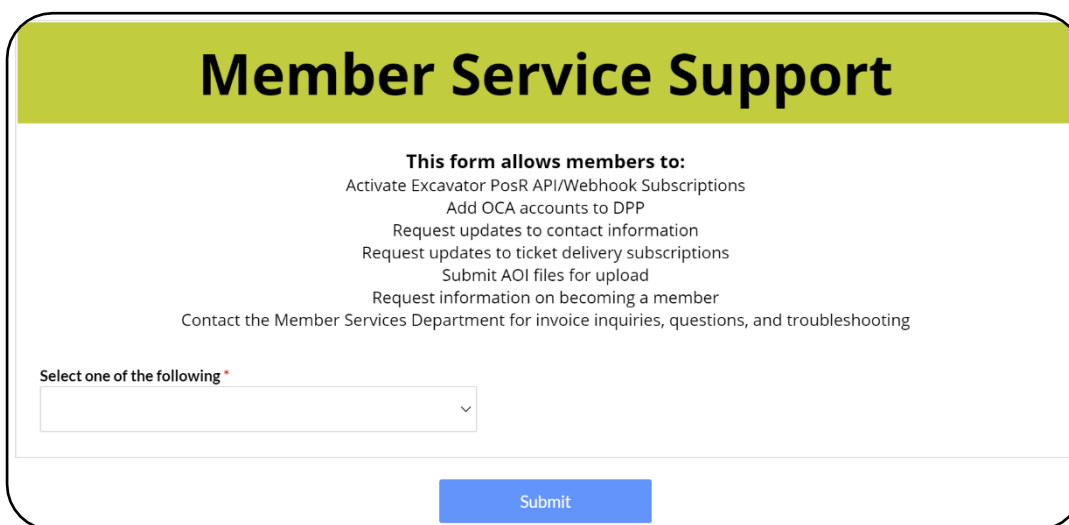
| <input type="checkbox"/> | Name | User name | Email | Phone | Status |
|--------------------------|-----------------|-----------------|-----------------------------|--------------|--------|
| <input type="checkbox"/> | Sekou Camara | sekou-usic | sekou.camara@pellicancor... | 2125652222 | Active |
| <input type="checkbox"/> | Marino Julliano | marino,julliano | anthony.willemain@pelica... | 555-393-1438 | Active |

Conclusion

This completes the Delegation instructional guide.

As a reminder, detailed guides on additional aspects of DamagePreventionPortal can be found 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.



The screenshot shows a form titled 'Member Service Support'. Below the title, there's a list of services the form allows members to request: Activate Excavator PosR API/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, and Contact the Member Services Department for invoice inquiries, questions, and troubleshooting. Below this list is a dropdown menu with the text 'Select one of the following *'. At the bottom, there's a blue 'Submit' button.