



**Explore Your  
Data**



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# EXPLORE YOUR DATA

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# EXPLORE YOUR DATA

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# EXPLORE YOUR DATA

## Terms Used

Term	Definition
<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>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>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>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>Transmission</i>	A transmission is a delivery of a single ticket and revision number through a single 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.

## General

Explore Your Data allows users to search and view tickets received by any stations associated with their DPP account. Tickets are searchable here for six years.

## How To

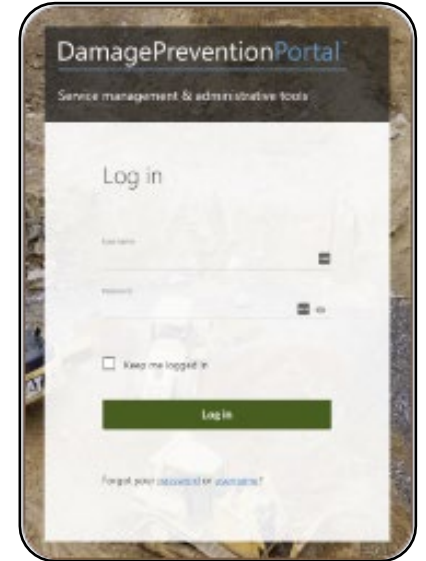
### Get Started

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).

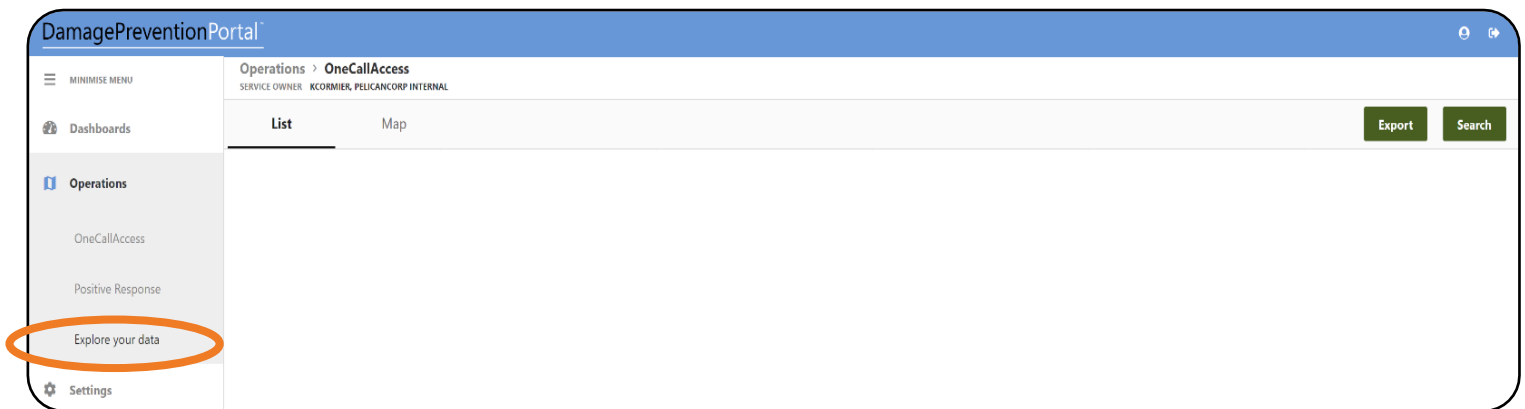
User account types with access to Explore Your Data are Member Full/+, Member Admin/+, Explore Your Data/+, Positive Response Posting/+, and AuthorityViewer.



### Navigate to Explore Your Data

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

Tickets will not be visible immediately upon selecting **Explore Your Data**.



## Inside Explore Your Data

### Ticket Search

Click the green **Search** button in the top-right corner.

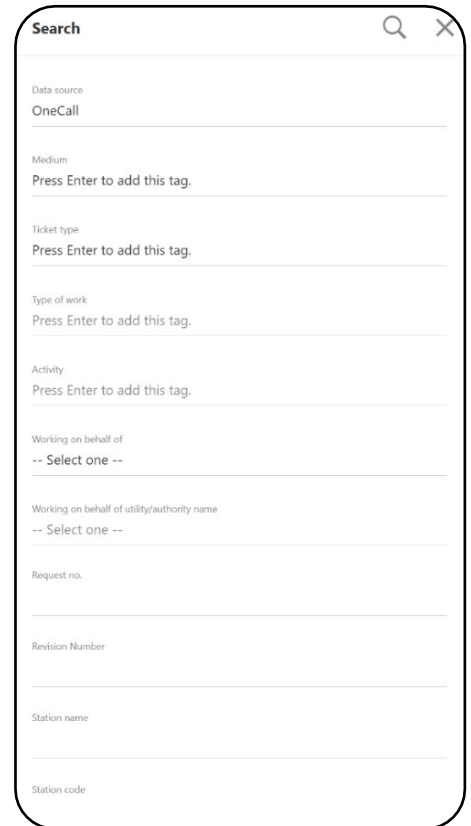
From here, you can input an array of search criteria to retrieve tickets.

The simplest search is 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.

Below is a list of available search criteria, which are directly associated with ticket fields:

- **Data Source**
- **Ticket Type**
- **Type of Work**
- **Activity**
- **Working on Behalf of**
- **Working on Behalf of Utility/Authority Name**
- **Request No.**
- **Revision Number**
- **Station Name**
- **Station Code**
- **Manually Excluded**
- **Is the Area Pre-Marked?**
- **State**
- **Status**
- **Work to Begin Date**
- **Work Completion Date**
- **Ticket Created On**
- **Legal Start Date**
- **Caller Name**
- **Street Name**
- **Town/City**
- **User Reference**
- **User Type**
- **Excavation Method**
- **Depth**
- **Outdoor Pet on Property?**
- **Require a Private Locate?**
- **Work Is in Body of Water?**
- **Company**
- **Additional Info**



The screenshot shows a search interface with a title bar containing a search icon and a close button. Below the title bar are several search criteria fields, each with a label and a text input area. The fields are: Data source (with 'OneCall' entered), Medium (with 'Press Enter to add this tag.'), Ticket type (with 'Press Enter to add this tag.'), Type of work (with 'Press Enter to add this tag.'), Activity (with 'Press Enter to add this tag.'), Working on behalf of (with '-- Select one --'), Working on behalf of utility/authority name (with '-- Select one --'), Request no., Revision Number, Station name, and Station code.

# EXPLORE YOUR DATA

## Search Results

Once tickets have populated the screen, double-click on the desired ticket [highlighted row] to open the ticket details and map.

Operations > OneCallAccess  
SYSTEM OPERATOR: KCORMIER, PELICANCORP INTERNAL

List Map Export Search

Ticket type	Ticket no.	Address	Type of work	Start date	Caller name
Normal - 21 day	2022060700005-000	N Wiley 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.

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

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



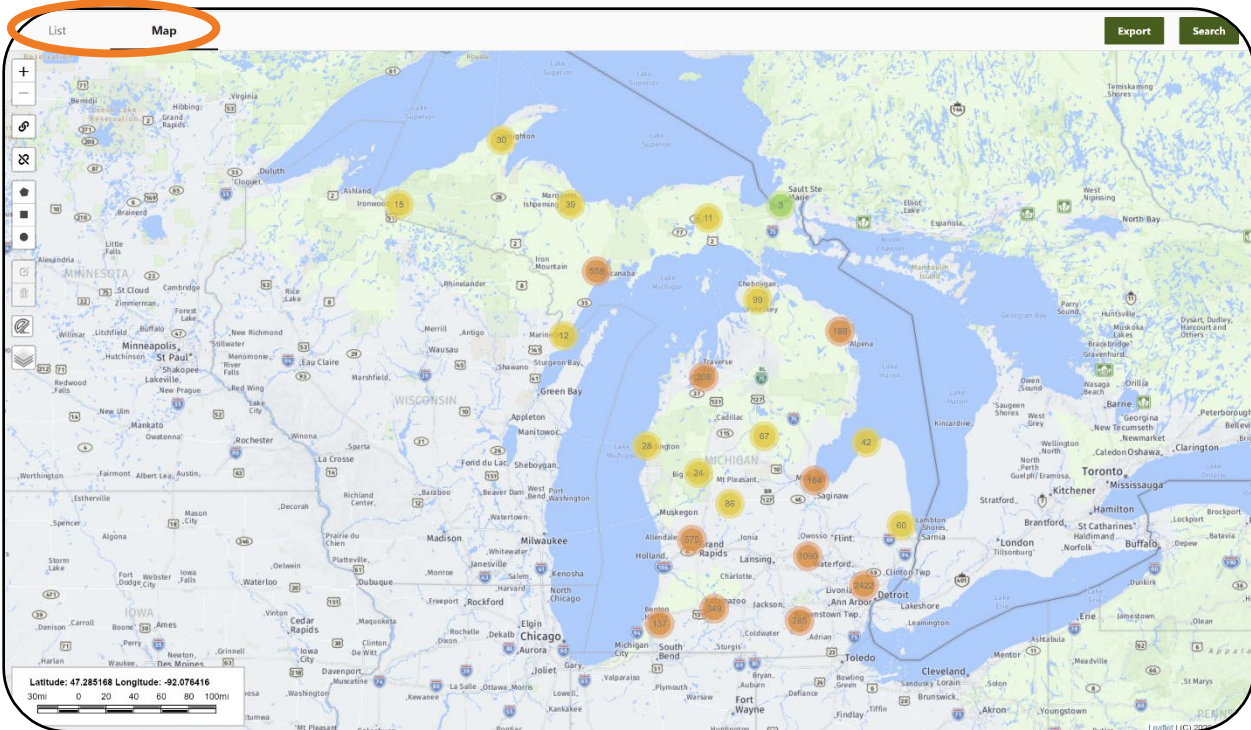
Output columns included are **Ticket Type**, **Ticket**, **Address**, **Type of Work**, **Start Date**, **Caller Name**, **Working on Behalf of**, **Authority Name**, **Station code**, and **Is the area pre-marked?**.

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

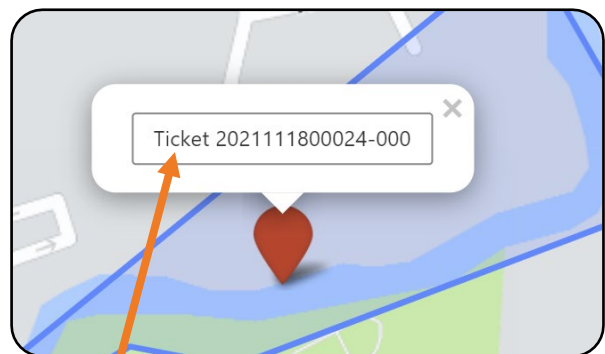
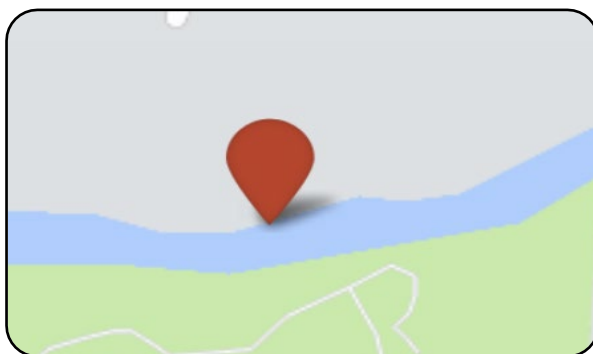
## Map

In addition to viewing a list of tickets from the search criteria, you can also see a “heat map.”

To toggle between the two options, click **List** or **Map**



On the **Map** view, red pins will appear as you zoom in on the targeted map areas. Each red pin represents a ticket, and you can see the respective ticket number by clicking on that pin. The blue shape that appears on the map is the work polygon for the selected ticket. In an area where there is more than one ticket, or ticket version, multiple red pins linked together will appear.



You can then open the ticket details by clicking on the ticket number provided.





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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 shows the 'Ticket details' page for ticket ID 202306200058-000. It features a 'Details' tab and a 'Map' tab. The 'Details' section includes:

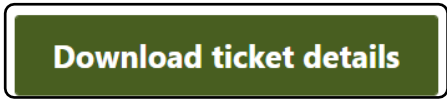
- Caller details:** Caller ID: 2000361, Contact: Amanda Horn, Company: MISS DIG 811, Mobile: 123-123-1234, Email: sh...@missdig811.org
- Enquiry details:** Working on behalf of authority: Other Business, Priority: Normal, Medium: Web, Request Classification: m-21, Permitted Working Work: MISS DIG 811
- Excavation Method:** Grinding, In the area pre-marked?: No, Created date: Tue, Jun 20, 2023, 02:23:54 PM, Start date: Fri, Jun 23, 2023, 02:23:54 PM, Ingot start date: Jun 23, 2023, 02:23:54 PM, End date: Jun 25, 2023, 12:00:00 AM
- Full address:** 349 N Lake George Rd Attica 48412, Ticket type: Normal - 21 day, Type of work: CATV, Activity: Main Pa, Work location: [blank], Depth: [blank]
- Other fields:** Create Contact Name, Create Contact Number, Lot Number / Subdivision Name, Notes/Description of work: testing

Buttons for 'Expand all' and 'Collapse all' are visible at the top right of the details section.

Contact information for stations associated with your user account that received the ticket can be viewed by clicking **Expand All** or a station's individual dropdown arrow. This contact information is pulled from Station Details under **Settings:OneCallAccess**.

The screenshot shows the 'Map' view of the ticket details page. It displays a street map with a blue highlight on Saratoga Cir. The map includes street names like Fontham Rd, Lily Rd, Saratoga Rd, Saratoga Cir, and Brookshire Dr. A 'Download ticket details' button is visible in the top right corner.

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



The download is a PDF. The file can be renamed after download.



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## Conclusion

This completes the Explore Your Data overview. As a reminder, more detailed guides on additional aspects of DamagePreventionPortal 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