MISS DIG 811

ExploreYourData

Contents

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Terms Used

Term	Definition
DamagePreventionPortal (DPP)	The platform used by members to access and manage their membership; also used by the MISS DIG 811 Member Services Department.
ExploreYourData	Feature of DamagePreventionPortal that allows authorized users to search and review tickets received; data export available.
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."
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.
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.
Transmission	A transmission is a delivery of a single ticket and revision number through a single 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.

EXPLOREYOURDATA

General

ExploreYourData 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. 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.

User account types with access to ExploreYourData are Member Full/+, Member Admin/+, ExploreYourData/+, Positive Response Posting/+, and AuthorityViewer.
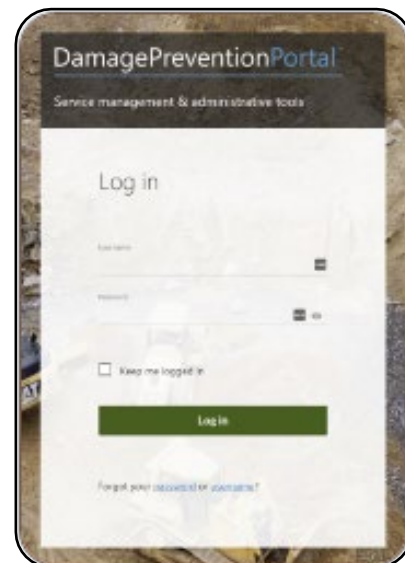
Navigate to ExploreYourData

Select **ExploreYourData**, which is the third option under the **Operations** menu.

Tickets will not be visible immediately upon selecting **ExploreYourData**.
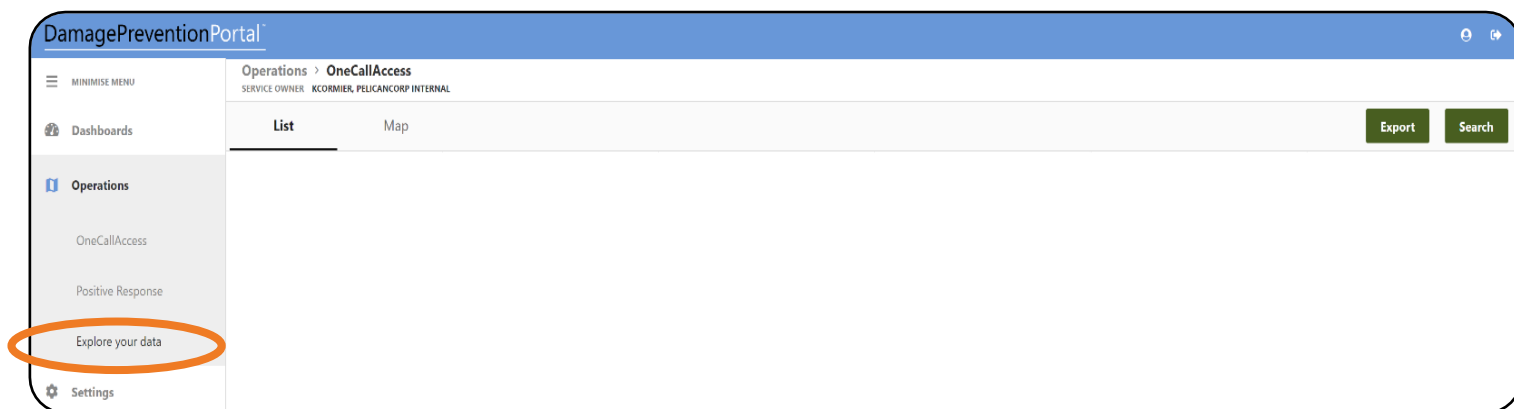
Inside ExploreYourData

Ticket Search

Click the green **Search** button in the top-right corner.
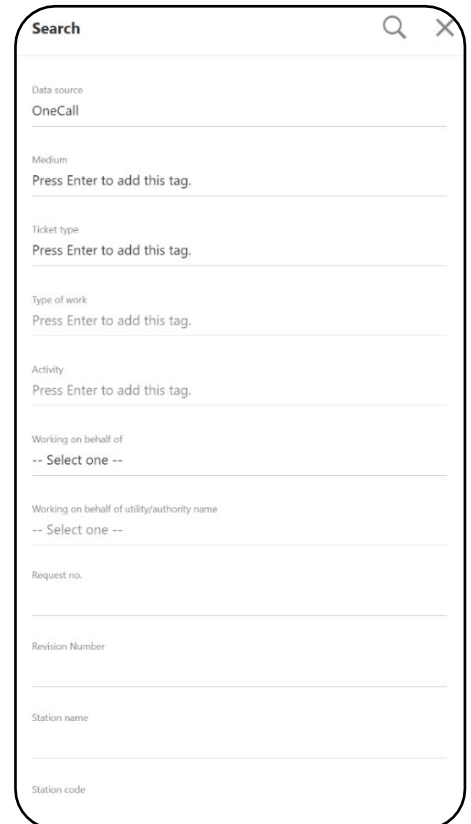
From here, you can input an array of search criteria to retrieve tickets.

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**
- **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**

Search Results

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

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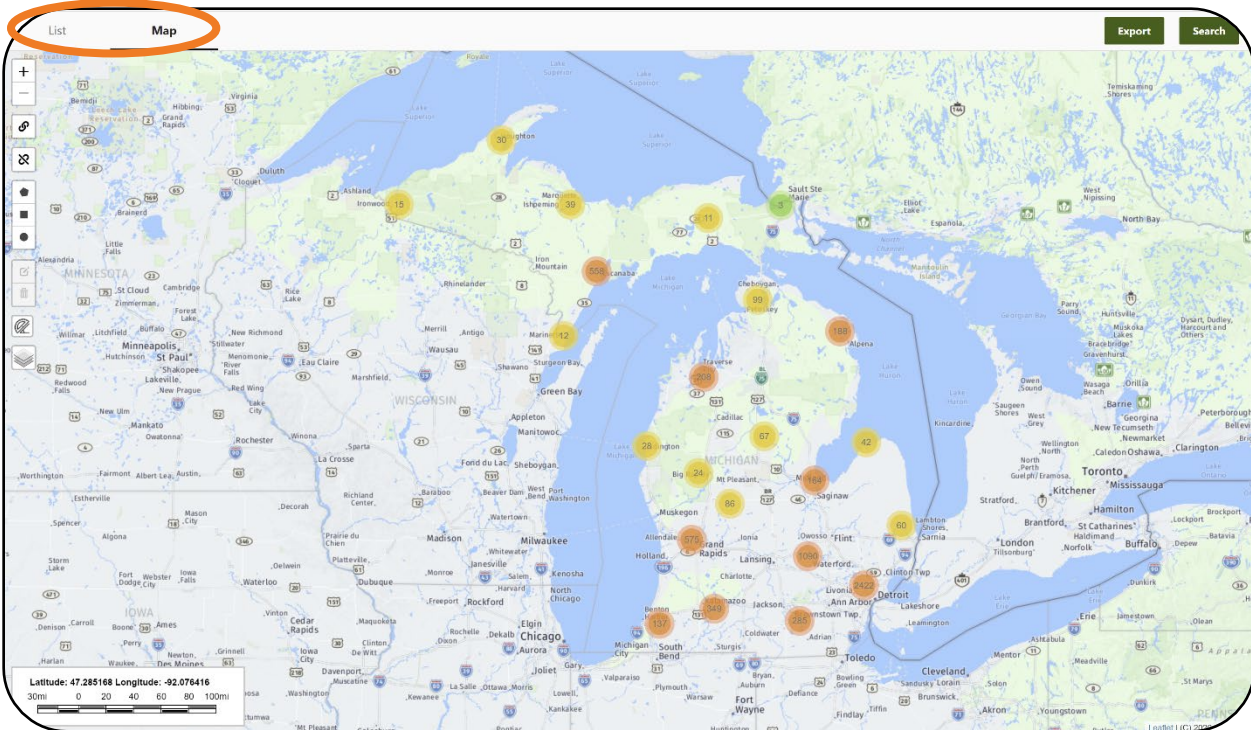
On the **Map** view, red pins will appear as you zoom in on the targeted map areas. Each red pin represents a ticket, and you can see the respective ticket number by clicking on that pin. The blue shape that appears on the map is the work polygon for the selected ticket. In an area where there is more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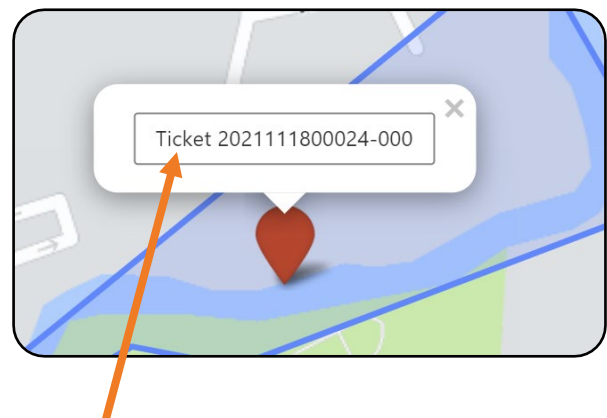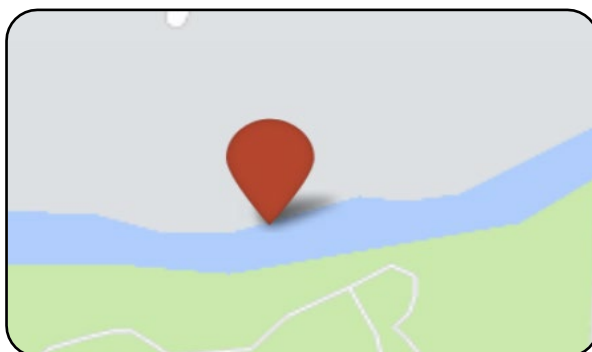
You can then open the ticket details by clicking on the ticket number provided.

Toolbar

On the Map view, users have a toolbar on the left side of the map.

1. **Zoom In/Zoom Out:** Zoom in and out of map
2. ~~**Add/Remove WMS Layer:** Add or remove a "Web Map Service" layer if available to you (not provided by MISS DIG 811)~~
3. **Draw Polygon/Square/Circle:** Draw shapes around groups of tickets on the map to narrow down search results in both the List and Map views (max. size is 38.61mi^2).
4. **Edit/Remove Layer:** Edit or remove any shapes drawn
5. **Ruler:** Measure distances between points on the map
6. **View Map Layers:** Allows user to toggle on and off available map layers
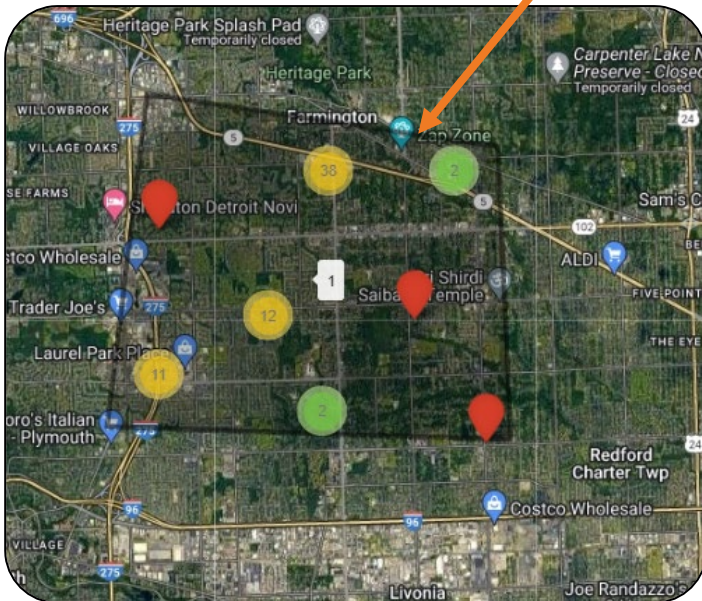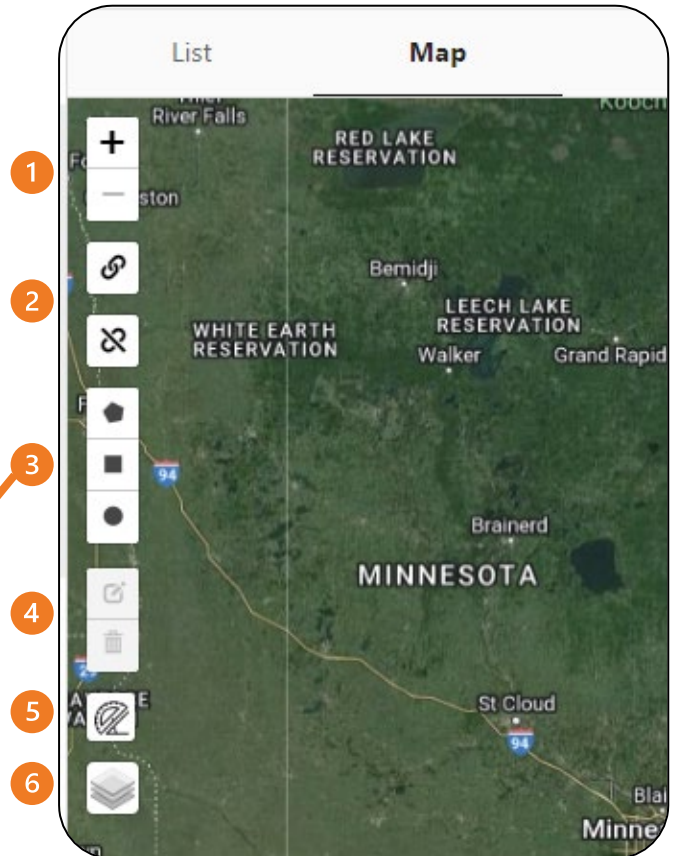
Ticket Details

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

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**.

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.

Conclusion

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