



Station Settings & Subscriptions



STATION SETTINGS & SUBSCRIPTIONS

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STATION SETTINGS & SUBSCRIPTIONS

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STATION SETTINGS & SUBSCRIPTIONS

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>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>Interactive Voice Response (IVR)</i>	Type of subscription offered to members for receipt of emergency tickets only; notification received via automated callout.
<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 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>Ticket Notification Setting</i>	The format in which MISS DIG 811 tickets are received.
<i>Transmission</i>	A transmission is the 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.



STATION SETTINGS & SUBSCRIPTIONS

General

Stations are what were formerly known as member/facility/locator codes. There is one facility type per station. Stations house settings such as station details, station code, ticket notification settings, Summary Report settings, contact information, and the area of interest (AOI).

Ticket settings are dictated by a station and not by the individual subscription. A subscription is a single ticket delivery destination that is applied to a facility owner/operator's station(s).

Subscriptions can be applied to multiple stations, and members can have multiple active subscriptions at a time. Subscriptions can be for an email address, a direct phone line, or webhook. Ticket delivery is not limited by MISS DIG 811 business hours; members can opt to change the time range, days, and ticket types per subscription. IVR emergency ticket callouts are considered part of subscriptions rather than contact information.

There must always be an active primary subscription (email or webhook) for receipt of MISS DIG 811 tickets. If no active subscription exists, tickets will not appear in Positive Response for posting. IVR is not sufficient subscription for receipt of all ticket types.

While browsing, you may notice inactive stations that begin with *DSG-*. These are design-only stations that were transferred over from our previous system/platform. The stations must remain inactive, as they are no longer needed for receipt of design tickets.

Stations should never be activated, inactivated, or created without going through the Member Services Department. We must ensure the appropriate documentation is collected and that all processes are followed correctly to avoid a negative impact on ticket receipt.

How To

Log In

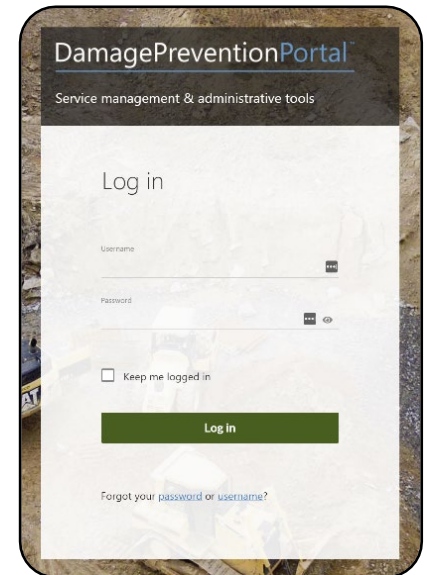
Log into your DamagePreventionPortal (DPP) account at dpp.missdig811.org.

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.

User account types with access to view station settings and subscriptions under Settings:OneCallAccess include AuthorityViewer and Explore Your Data/+. However, only Member Admin/+ and Member Full/+ account types allow for read/write access.



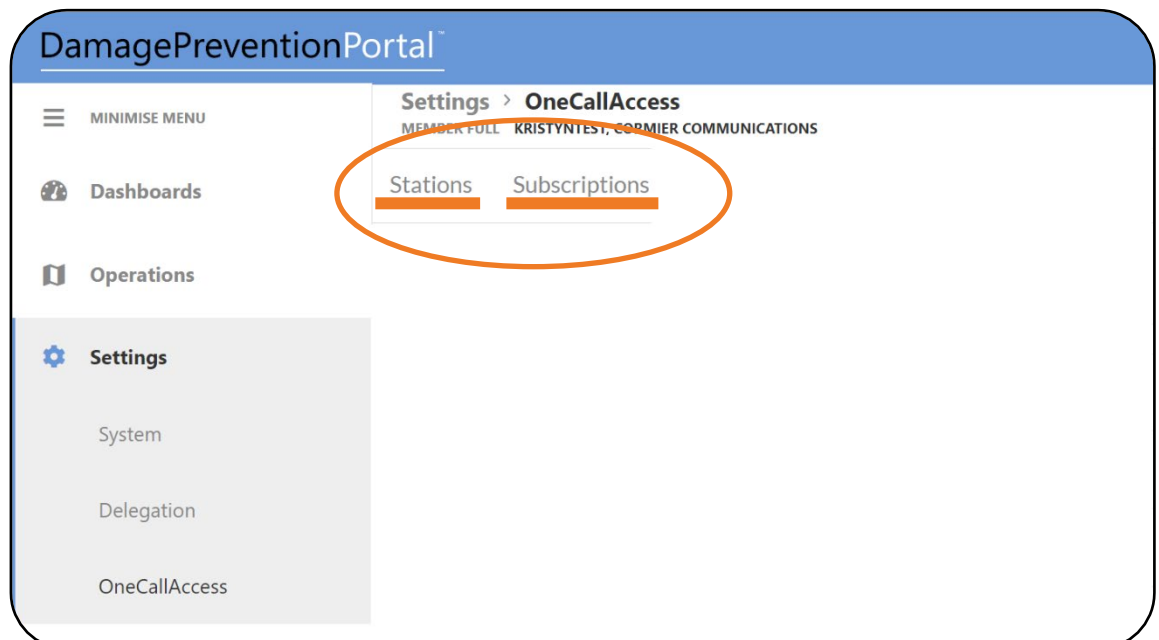
Navigate to Settings:OneCallAccess

OneCallAccess under the **Settings** menu functions differently than under the **Operations** menu.

Here, you can view/edit your stations, subscriptions, and AOIs. Again, this menu option is not to be confused with the OneCallAccess platform for ticket entry.

After clicking **OneCallAccess**, you’ll see a new page with **Stations** and **Subscriptions** tabs.

You can toggle between the two to open station and subscription information.



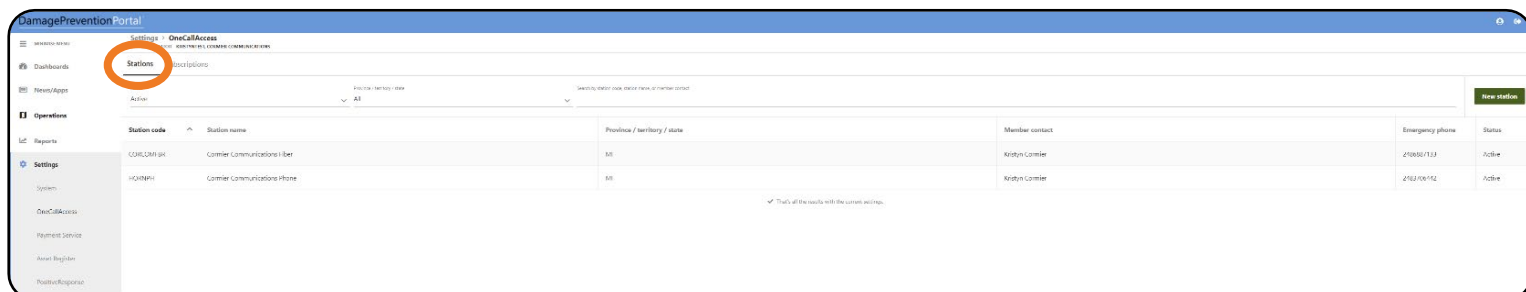
Inside Settings:OneCallAccess

Station Settings

As a facility owner/operator member, you have stations that represent each specific facility/industry type you own/operate. Contract locator associate members with the private locate add-on may also have stations used to receive private locates.

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

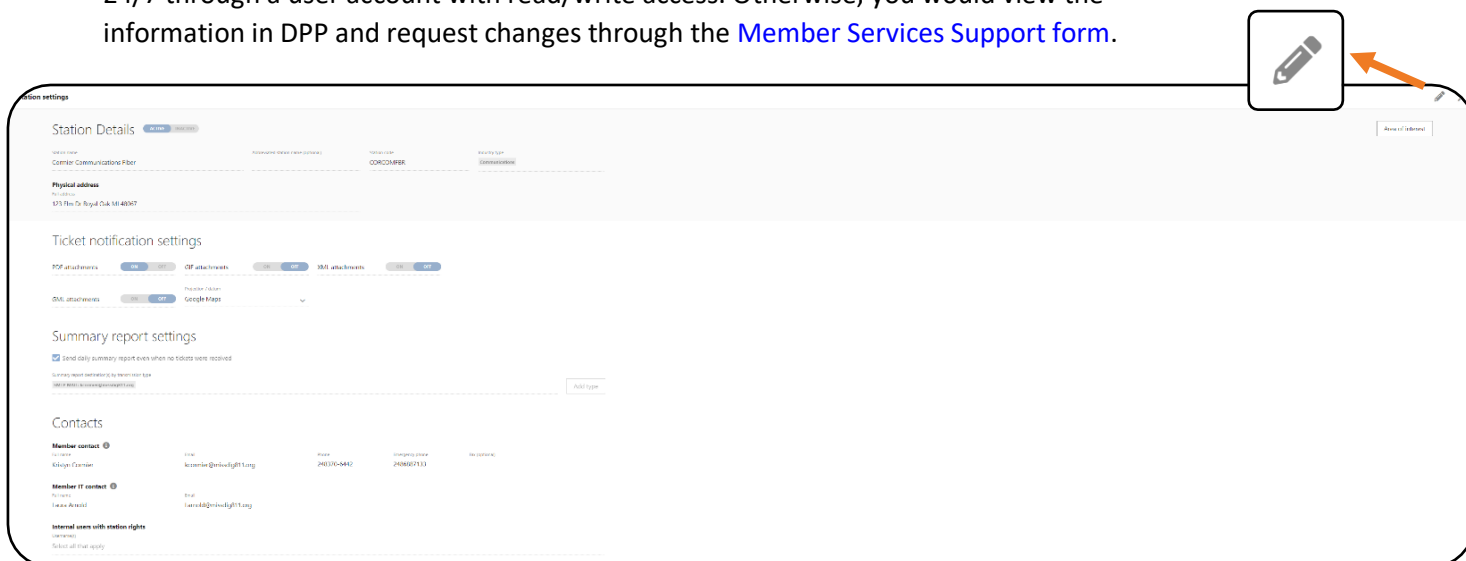
Click on a station code to view **Station Settings**.



Editing Station Settings

The different sections shown in **Station Settings** are discussed in depth over the next couple of pages.

If editing through a user account, click the **pencil icon** to begin making changes. Changes can be made 24/7 through a user account with read/write access. Otherwise, you would view the information in DPP and request changes through the [Member Services Support form](#).



As a reminder, stations should never be activated, inactivated, or created without going through the Member Services Department.



STATION SETTINGS & SUBSCRIPTIONS

Station Details

This section displays the following information.

- **Station Name** is [generally] comprised of the member company name and facility type. This should not be edited.
- **Abbreviated Station Name [Optional]** is an optional field to input an abbreviated station name.
- **Station Code** is [generally] generated by the member company name and facility type abbreviation. This cannot be edited.
- **Facility Type** is the underground facility type designation of that station. There is one type per station. This should not be edited.
- **Member Utility Name** is the member company that the station belongs to. The member company name is pulled from **Settings:System**; it is not a freeform field. This should ever be edited. If there is a sale of assets, please contact the Member Services Department.
- **Physical Address** defaults to the address provided in the membership on-boarding documents. This can be edited.

Station name	Abbreviated station name (optional)	Station code
Cormier Communications Fiber		CORCOMFBR
Facility Type		
Fiber Optics X		
Member utility name		
Cormier Communications		
Physical address		
Street	Town / city	State
123 Elm Dr	Royal Oak	Michigan
		Zipcode
		48067

Though these fields are editable, users should never change the Member Utility Name, Facility Type, or Station Name. These are established from official documentation submitted through the Member Services Department.



STATION SETTINGS & SUBSCRIPTIONS

Ticket Notification Settings

This section displays your options for ticket formatting. Ticket formatting is applied to each individual 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.

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, as some systems may not be able to accept a PDF attachment.

Additionally, not all ticket notification settings contain the ticket map, so it is crucial to select options that allow you to receive all ticket information.

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)

▼

STATION SETTINGS & SUBSCRIPTIONS

The **Projection/Datum** field should always be set to “Longitude/Latitude (WGS 84)”.

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 tickets were received in a single day.
- Members can choose the destination of their summary report. It does not have to match their subscription(s).
 - Multiple destinations can be input.
- Summary reports are sent in plain text format.

You can add or remove “transmission types” for receipt of Summary Reports. This is essentially an email address.

If the email address to which you want to send Summary Reports has already been entered into the system, either as a previous Summary Report transmission type or a subscription, it will appear as an option to select by simply click in the field below the **Summary Report Destination(s) By Transmission Type** heading. If there are no existing transmission types, the placeholder “Select All that Apply” will appear.

If the transmission type for summary reports is not listed, click **Add Type** to generate a new pop-up window.

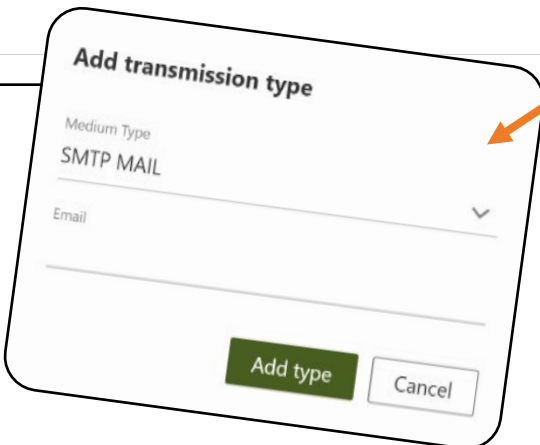
Summary report settings

☒ Send daily summary report even when no tickets were received

Summary report destination(s) by transmission type
 SMTP MAIL: membersupport@missdig811.org

The **Medium Type** will be “SMTP MAIL,” which is an email address.

Once the new email address has been entered, click **Add-Type**. That email address will automatically appear under **Summary Report Destination(s) By Transmission Type**.



The pop-up window titled "Add transmission type" contains a "Medium Type" dropdown menu with "SMTP MAIL" selected, an "Email" input field, and "Add type" and "Cancel" buttons. An orange arrow points from the "Add type" button in the main settings area to the "Add type" button in the pop-up window.



STATION SETTINGS & SUBSCRIPTIONS

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.

You can update the **Member Contact** and **Member IT Contact information**. All fields, except **Fax**, must be filled in.

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

When updates to Station Details, Ticket Transmission Settings, Summary Report Settings, or Contacts are complete, click the **save icon** in the top-right corner to ensure the changes are saved to the system.





STATION SETTINGS & SUBSCRIPTIONS

Subscriptions

Subscriptions are essentially a member's ticket delivery destination(s). They are filtered by status and can be searched by subscription name or an applicable station code.

Settings > OneCallAccess
MEMBER FULL KRISTYNTST1, CORMIER COMMUNICATIONS

Stations **Subscriptions**

Status: Active Search by subscription name or station code

New subscription Add subscription rule

Subscription name	Station code	Transmission type	Status
CORMCOMFBR	CORMCOMFBR	Email: membersupport@missdig811.org	Active
IVR Weekend Kristyn	CORMCOMFBR, CCPL, ARNFBR, HORNPB, HORNCTV, CORCOMPH	Phone: (000) 000 - 0000	Active
IVR Weeknights Kristyn	CORMCOMFBR, CCPL, ARNFBR, HORNPB, HORNCTV, CORCOMPH	Phone: (000) 000 - 0000	Active

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

Members can have multiple subscriptions that are based on email address, phone number, day of the week, time of day, and ticket type.

Subscriptions, which include after-hours notifications, can be changed 24/7 with the appropriate user account access type or through the online [Member Service Support Form](#) during normal business hours.

IVR (phone) subscriptions deliver Emergency, Damage, Concerned Caller, and Short Notice tickets only.

Webhook transmission type 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.

Editing Subscriptions

Adding New Subscription

To begin adding a new subscription, click the green **New Subscription** button.

portal

Settings > OneCallAccess
MEMBER FULL KRISTYNTST1, CORMIER COMMUNICATIONS

Stations Subscriptions Lookup Tables

Status: Active Search by subscription name or station code

New subscription Add subscription rule

Subscription name	Station code	Transmission type	Status
GRUZFBR	GRUZFBR	Email: damageprevention@missdig811.org	Active

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

STATION SETTINGS & SUBSCRIPTIONS

This will generate a new window to the right side of the screen to input the details.

The following fields should be input:

- **Subscription Name:** This is what the subscription will be known by (e.g., Primary 24/7) should you need to discuss it with the Member Services Department; also used to differentiate between multiple subscriptions.
- **Transmission Type:** Choose whether this subscription will be email (SMTP mail), IVR (phone), or webhook.
- **Time Range:** Users have the option to select *24 hours*, *Between*, and *Outside Of* for ticket receipt timeframe. The default setting is 24 hours.
 - **Between:** Between the hours set on the established days of the week. Ex. *Your organization wants to receive emergency callouts during the lunch hour, so you would select Between 11:30am and 1:30pm, Monday through Friday.*
 - **Outside Of:** Outside of the hours set on the established days of the week. Ex. *You want to receive after-hours emergency callouts, so you would select Outside of 8:00am and 5:00pm, Monday through Friday.*
- **Ticket Notifications Sent On:** Select the days of the week this subscription applies to; leaving this blank will default to all.
- **Stations:** Select the specific station codes under this company that this subscription applies to; leaving this blank will default to all.
- **Ticket Types:** Select the ticket types this subscription should receive; leaving this blank will default to all ticket types.
- **Require a Private Locator?** Primarily for use by private locator associate members, this option allows the user to choose whether this subscription is only for tickets that require a private locate.

New subscription

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

Subscription belongs to

Gruzowski Fiber

Subscription rule

ACTIVE INACTIVE

Transmission settings

Transmission type

-- Select one --

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

-- Select one --

Ticket settings

Ticket types

Select all that apply, or leave blank to apply to all ticket types

Require a Private Locate?

Not required

STATION SETTINGS & SUBSCRIPTIONS

Updating Existing Subscription

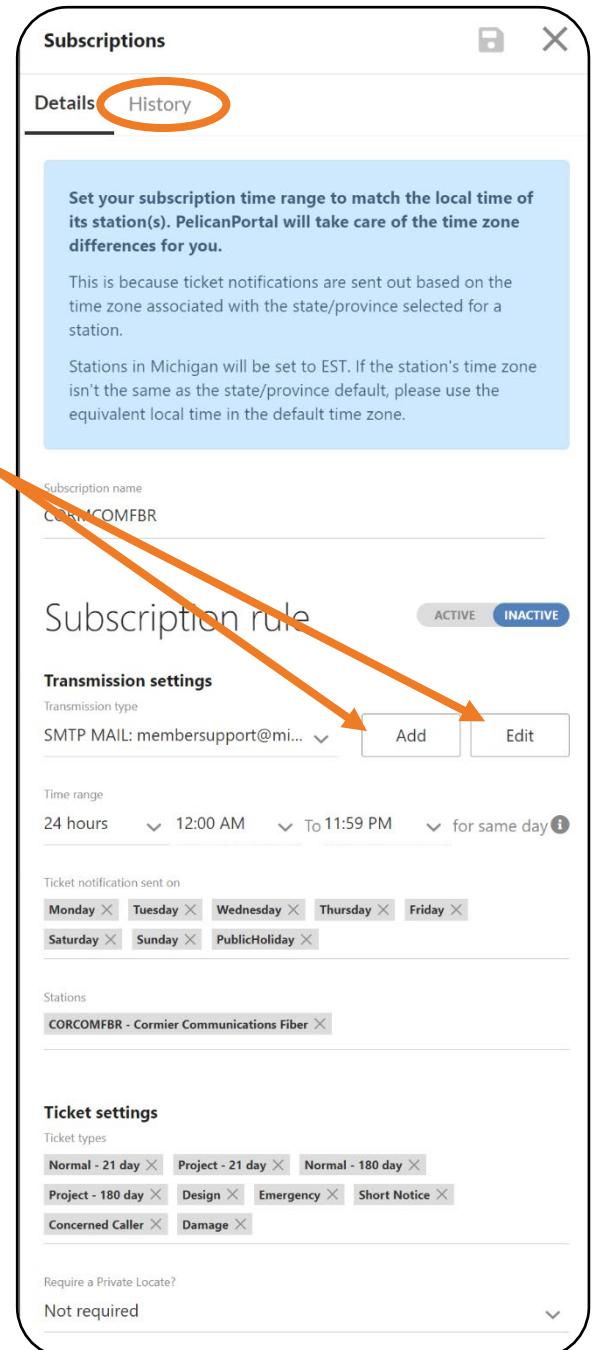
To begin updating an existing subscription, click on the subscription you wish to edit from the general list. The user can filter subscriptions between *All*, *Inactive*, and *Active*.

This will generate a new window to the right side of the screen to update the details.

The subscription will contain the aforementioned fields that can be changed. These are shown under the **Details** tab.

When updating an existing subscription, the user has the option to **Add** a different type entirely or **Edit** the existing type.

When looking at existing subscriptions, the user can also view a **History** tab, which shows changes made prior to.



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
CORCOMFBR

Subscription rule ACTIVE INACTIVE

Transmission settings

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

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

Ticket notification sent on
Monday Tuesday Wednesday Thursday Friday
Saturday Sunday PublicHoliday

Stations
CORCOMFBR - Cormier Communications Fiber

Ticket settings

Ticket types
Normal - 21 day Project - 21 day Normal - 180 day
Project - 180 day Design Emergency Short Notice
Concerned Caller Damage

Require a Private Locate?
Not required

Regardless of whether you are working on a new or existing subscription, be sure to update whether the subscription should be active or inactive before signing out.



STATION SETTINGS & SUBSCRIPTIONS

IVR Subscriptions

When a *phone* transmission type is input under **Transmission Settings**, a box labeled *Subscribe to Auto Phone-Outs* will appear. This box must be checked to receive IVR callouts.

☐ Subscribe to auto phone-outs

IVR subscriptions can only be used for Emergency, Concerned Caller, Damage, and Short Notice ticket types. An IVR subscription is not sufficient for receipt of all ticket types.

Warning: Phone transmissions are only applicable to emergency ticket types, which are: Emergency, Concerned Caller, Damage, and Short Notice.

Conclusion

This completes the Station Settings & Subscriptions 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.

Member Service Support

This form allows members to:

- Activate Excavator PosR Webhook Subscriptions in OCA Account(s)
- Add OCA accounts to DPP
- Request information on becoming a member
- Request report(s) of data related to your membership
- Request update(s) to contact information
- Request update(s) to Summary Report destination(s)
- Request updates(s) to ticket delivery subscriptions
- Submit AOI files for upload into AuthorityViewer
- Contact the Member Services Department for invoice inquiries, questions, & troubleshooting
- Request subscription to *The Member Outreach* newsletter

Select one of the following *

Submit