

# In the Trenches

Know what's below.  
Call **MISS DIG 811**  
before you dig.



December, 2021 vol. 18

***OneCallAccess Launches***  
***December 14th at 10:00 PM***



# Excavators and OneCallAccess

The new OneCallAccess ticket entry platform, coming December 14th at 10:00 PM, allows excavators to submit dig and design tickets, view ticket history, and check Positive Response from one location. There will no longer be separate locations for e-Locate, RTE, Collaborative Design, or e-Plan tickets. One login provides access to all ticket types.



The OneCallAccess video series is available in SkillBuilder. Log into your SkillBuilder account and click the **OneCallAccess Tutorial (Plan/Ticket Entry/Positive Response)** tile. The videos cover creating an account, logging in, ticket types, accessing ticket history, placing tickets, taking an action on a ticket, and checking Positive Response.

If you have an account and are having trouble logging in to SkillBuilder, please contact [lportelli@missdig811.org](mailto:lportelli@missdig811.org). Do not create a new account. If you would like to view the videos but do not have a SkillBuilder account, click the link below, then click Create Account. <https://missdig811.skillbuilder.co/sign-in>

Current RTE users with emergency, project, and full access accounts may log into SkillBuilder on December 6th and complete the **OneCallAccess External Plus** training. External Plus users may place emergency, normal 21-day, normal 180-day, project 21-day, project, 180-day, short notice, and retransmit tickets. More information will be sent to current RTE users on Monday, December 6th.

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Those who prefer an interactive approach to training may attend a webinar. To register for a webinar, click on the associated link.



## Webinars

[Friday, December 3rd, 1:00 pm to 2:30 pm](#)

[Tuesday, December 7th, 8 am-9:30 am](#)

[Wednesday, December 8th, 8 am-9:30 am](#)

[Thursday, December 9th, 8 am-9:30 am](#)

[Friday, December 10th, 1 pm-2:30 pm](#)

[Monday, December 13th, 1 pm-2:30 pm](#)

[Tuesday, December 21st, 1 pm-2:30 pm](#)

Please reach out to our Web Ticket department at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org) with questions or clarification.

\*Those individuals who complete the OneCallAccess Tutorial in SkillBuilder and those who attend a OneCallAccess webinar will have access to a test server upon completion of training\*

## *Navigating OneCallAccess*

### **OneCallAccess:**

Welcome to the OneCallAccess ticket entry platform. This information is designed to help get you started and assist you in navigating the system with ease as well as understanding ticket criteria.



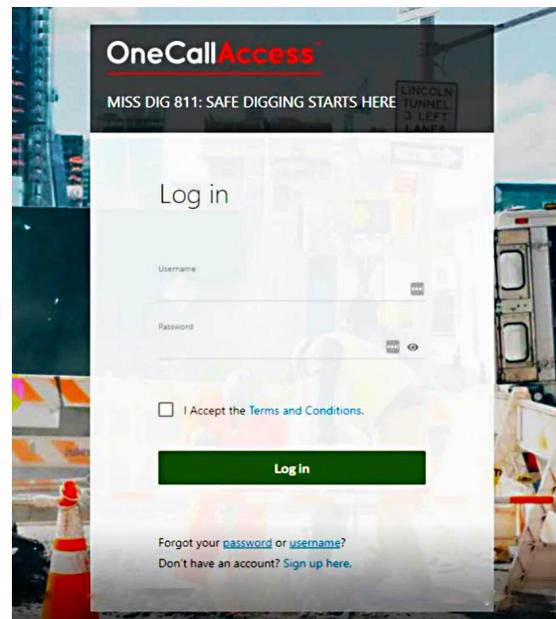
OneCallAccess is a one-login system for homeowners, excavators, and project planners alike. It provides a hub for users to create new tickets for work that is ready to begin or is still in the planning stage, along with the ability to check the history of previous tickets and review the status of an active ticket.

The information provided here will help you to create an account and login to OneCallAccess, successfully navigate the system and revise the information in the user settings and user profile.

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### **Creating an account and Logging In:**

Let's start from the beginning and log in. If you're a new user, you will need to create a new account. Click the link to sign up and remember to verify your account with the automatic email that is sent afterward. Once the account is created, enter your username and password. Make sure the Terms and Conditions box is checked before clicking the Login button.



# Dashboard and Menu:

**MISS DIG 811** MISS DIG 811: SAFE DIGGING STARTS HERE

Internal User Actions Home SERVICE OPERATOR CGOODARD@MISSDIG811.ORG, MISS DIG 811 New Ticket

Search User  
Register User  
Ticket Search  
Home  
History  
Positive Response

### Ticket Stats

|               |                |
|---------------|----------------|
| Month To Date | Active Tickets |
| 0             | 0              |
| Year To Date  | Total Tickets  |
| 7             | 7              |

### Ticket Trend

Line chart showing ticket counts by month from Jan to Dec. The count for Nov is 7.

### Recent History

| ID                | Address                                      | Original | Normal       | Days     | Submit Date              | Ticket Start Date | User Reference |
|-------------------|--|----------|--------------|----------|--------------------------|-------------------|----------------|
| 2021113000041-001 | 11347 Miles Rd Belvidere Belvidere           | Original | Normal       | - 21 day | 11/30/2021 - 12:50:10 pm | 12/03/2021        | -              |
| 2021113000041-000 | 11347 Miles Rd Belvidere Belvidere           | Original | Normal       | - 21 day | 11/30/2021 - 12:46:27 pm | 12/13/2021        | -              |
| 2021113000039-000 | 19417 Hampton Dr Macomb Macomb               | Original | Normal       | - 21 day | 11/30/2021 - 12:39:01 pm | 12/14/2021        | -              |
| 2021113000038-000 | 7315 Geraldine Cir swartz creek swartz creek | Original | Short Notice |          | 11/30/2021 - 12:29:49 pm | 12/03/2021        | -              |
| 2021113000026-000 | 1036 W Eleven Mile Rd Berkley Berkley        | Original | Normal       | - 21 day | 11/30/2021 - 11:17:34 am | 12/08/2021        | -              |

Powered by OneCallAccess  
Version: 5.0.18268.48  
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Upon logging in, you will then be greeted by the OneCallAccess dashboard. Here you get the general layout of ticket statistics and recent ticket history. On the left side of the screen, you will see a menu with a list of options. Some of these options may appear different over time as new tools and features are added to the system, but this menu will help you navigate the system just the same. Within this menu, you will find the ability to create a ticket, check the history of prior tickets, and check the status of your ticket by clicking Positive Response.

**MISS DIG 811** MISS DIG 811: SAFE DIGGING STARTS HERE

Home USER: DBOWEN@MISSDIG811.ORG, --NOT LISTED--

Dashboard Ticket Stats

New Ticket  
Message of the Day NEW  
Service Announcements NEW  
History  
Positive Response

### Ticket Stats

|               |                |
|---------------|----------------|
| Month To Date | Active Tickets |
| 5             | 4              |
| Year To Date  | Total Tickets  |
| 5             | 5              |

### Ticket Trend

Line chart showing ticket counts by month from Jan to Dec. The count for Nov is 4.

### Recent History

Table with 5 entries (partially visible).

## User Settings:

Located at the upper right corner of the screen, you will find the User Settings, User Profile, and the logout icons. The User Settings allows you to enter and edit ticket details that will automatically populate when creating a new ticket. The user still has the option to adjust these details when placing a ticket, but it will help save time for tickets where these details are the same. Click the Save icon after entering or updating your ticket details.

**MISS DIG 811** MISS DIG 811: SAFE DIGGING STARTS HERE

Home SERVICE OPERATOR CGOODARD@MISSDIG811.ORG, MISS DIG 811 New Ticket

Search User  
Register User  
Ticket Search  
Home  
History  
Positive Response

### Ticket Stats

|               |                |
|---------------|----------------|
| Month To Date | Active Tickets |
| 0             | 0              |
| Year To Date  | Total Tickets  |
| 7             | 7              |

### Ticket Trend

Line chart showing ticket counts by month from Jan to Dec. The count for Nov is 7.

### Recent History

| ID                | Address                                      | Original | Normal       | Days     | Submit Date              | Ticket Start Date | User Reference |
|-------------------|--|----------|--------------|----------|--------------------------|-------------------|----------------|
| 2021113000041-001 | 11347 Miles Rd Belvidere Belvidere           | Original | Normal       | - 21 day | 11/30/2021 - 12:50:10 pm | 12/03/2021        | -              |
| 2021113000041-000 | 11347 Miles Rd Belvidere Belvidere           | Original | Normal       | - 21 day | 11/30/2021 - 12:46:27 pm | 12/13/2021        | -              |
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Powered by OneCallAccess  
Version: 5.0.18268.48  
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**- Enter/Edit ticket details that will autofill certain fields**

**- User may change information after autofill**

**- Click "save" when finished**

The background shows a 'Settings' form with fields for Ticket type (Normal - 21 day), Type of work, Activity, Excavation method, Excavation depth, User reference, Working on behalf of (Local Government, Utility, Other), and Name of utility/authority.

### User Profile:

Clicking User Profile lets you edit details of the account, including the user's information, Contact Details, Login details, and security.

The screenshot shows the 'Internal User Actions' page for a user named 'SERVICEMASTER'. It features 'Ticket Stats' (Month To Date: 0, Year To Date: 7), a 'Ticket Trend' graph, and a 'Recent History' table with columns for Ticket ID, Address, Submit Date, Ticket Start Date, and User Reference.

A callout box with a hand icon points to the 'User profile' and 'New Ticket' buttons in the top right corner of the page.

If you would like to view the video tutorial on OneCallAccess click the link below, then Login or click Create Account. <https://missdig811.skillbuilder.co/sign-in>



# *Ticket Types*

***There will be two types of OneCallAccess users***



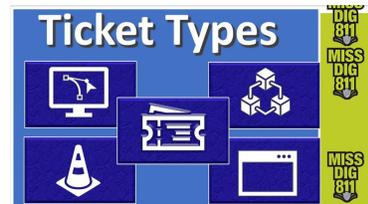
The EXTERNAL user will be able to place:

- Normal Design(Single Address)
- Normal 21 Day

The EXTERNAL PLUS user can place:

- Normal 21 Day
- Project 21 Day
- Normal 180 Day
- Project 180 Day
- Emergency
- Short Notice

If you would like to view the video tutorial on Ticket Types click the link below, then Login or click Create Account. <https://missdig811.skillbuilder.co/sign-in>



## **How to Place a Ticket**

**There are 4 steps to place a new dig notice**

### **1. Enter details of your project**

- Type of ticket you're placing
- Type of work you're doing
- Start and completion dates

**Step 1:** Enter the details of your project. This step covers the type of ticket you will be placing, the type of work you're doing, your ticket start and completion dates, and other common inquiries. Once you've filled all the necessary fields, click "Next".

### **2. Enter location of your dig site**

- Address
- Street
- Intersection
- GPS Coordinates

**Step 2:** The next step is where you will enter the location of your dig site. You're able to search for a location using an address, street, intersection, and GPS coordinates. Once you've entered your info, click "Search" to pull up the location on the map.

## The Map:

At this point in creating the dig notice, you will need to place a polygon on the map. The polygon is crucial in notifying utilities. If the polygon does not cover the entire work area, then there is a possibility that one or more facilities may not be told of the work you're doing or you may end up with the wrong location marked. It also has dual function, serving in the form of virtual white lining. So if you're working in the parking lot of a property then the polygon could serve as a description of the work location.



### 3. Confirm dig site

- Enter city, township, or village
- Enter 1 or 2 of nearest cross-streets
- Lot numbers/Subdivision names

**Step 3:** After finishing with Step 2, click Next and confirm the site for Step 3. Here is where you will enter the city, township, or village that the site is located in. This is the step where you will also enter one or two of the nearest cross-streets to the site. You can also enter lot numbers or subdivision names. Once you have finished, click Next.

### 4. Remarks and confirmation

- Additional notes and info



**Step 4:** This last step is where you can enter any notes or additional information regarding the project that wasn't already included or is specific to the project. Finish up the request by checking the boxes and clicking "Submit". – Things to include gate code or access point or business name.

If you would like to view the video tutorial on How to Place a Ticket click the link below, then Login or click Create Account. <https://missdig811.skillbuilder.co/sign-in>



## Positive Response

Positive Response is the system used by facility owners and hired contract locators to post a status on their marking of a ticket. All facilities must indicate that

it is safe to dig before an excavator can begin their project.

Once a request has been submitted, how long do I have to wait before I can start digging?

You should wait until the Work Legal Start Date and Time that is presented on the ticket. This time frame will range from three hours to almost three working days, even up to 14 calendar days, depending on how far in advance the requestor placed the ticket.

**PositiveResponse™**

2021113000026-000 1036 W Eleven Mile Rd Berkley

**Ticket Open**

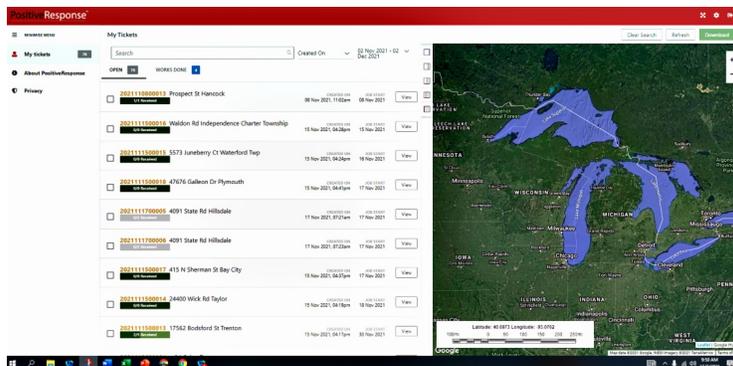
**6/6 RECEIVED**

Start date: 08 Dec 2021  
Created on: 30 Nov 2021, 11:17 AM  
Downloaded at: 02 Dec 2021, 09:17 AM

Created by: ColleenGoddard

Reference:

| UTILITY NAME                                 | RESPONSE CODE | FULL DESCRIPTION  | STATION CODE | RECEIVED              |
|--|---------------|---|--------------|-----------------------|
| AT&T TELEPHONE                               | 000           | Do NOT dig: Legal start date and time has not started. This is a system-generated response. | ATTD         | 30 Nov 2021, 11:18 AM |
| CONSUMERS ENERGY DESIGN                      | 000           | Do NOT dig: Legal start date and time has not started. This is a system-generated response. | DSGCE        | 30 Nov 2021, 11:18 AM |
| CONSUMERS ENERGY GAS                         | 000           | Do NOT dig: Legal start date and time has not started. This is a system-generated response. | CEGDIS       | 30 Nov 2021, 11:18 AM |
| Gruzowski Fiber                              | 000           | Do NOT dig: Legal start date and time has not started. This is a system-generated response. | GRUZFBR      | 30 Nov 2021, 11:18 AM |
| USIC SUB-SETT TESTING                        | 000           | Do NOT dig: Legal start date and time has not started. This is a system-generated response. | USICTEST1    | 30 Nov 2021, 11:18 AM |
| UTILITY RESOURCE GROUP, LLC SUB-SETT TESTING | 000           | Do NOT dig: Legal start date and time has not started. This is a system-generated response. | URGTEST      | 30 Nov 2021, 11:18 AM |



To check Positive Response, log into your account, and click Positive Response from the home page. Open tickets will appear on the main page in positive response. Scroll down to select the ticket in question.

If you would like to view the video tutorial on Positive Response click the link below, then Login or click Create Account. <https://missdig811.skillbuilder.co/sign-in>



# Ticket Actions

Once you log in to your account and select a ticket, you will notice a tab at the upper right corner that says "Actions". Click, and a list will drop down and you will get a slew of options from making modifications on your request to downloading a copy of your dig notice.

Normal - 21 Nov 2021 11:20:00-000 1036 W Eleven Mile Rd Auburn Hills

**Actions**

- Connect
- Update
- Cancel
- Copy
- Revoke
- Propose
- Unmarked Facilities
- Additional Assistance
- Overlaid Markings
- History
- Download confirmation sheet

**From Modifying a Ticket to Downloading a Copy**

OCA 5 Ticket Actions (1)

MISSDIG811

# Ticket Actions



Ticket Action options include : Ticket History, Continue, Update, Corrections, Relocate, and Retransmits which include: Additional Assistance Unmarked Facilities Destroyed Markings

If you would like to view the video tutorial on Ticket Actions click the link below, then Login or click Create Account. <https://missdig811.skillbuilder.co/sign-in>



## ANNOUNCEMENT!

MISS DIG 811 will be changing platforms on December 14th, 2021 at 10:00 PM.

Effective December 1st, 2021 members will **NOT** be able to make non-emergency updates to:

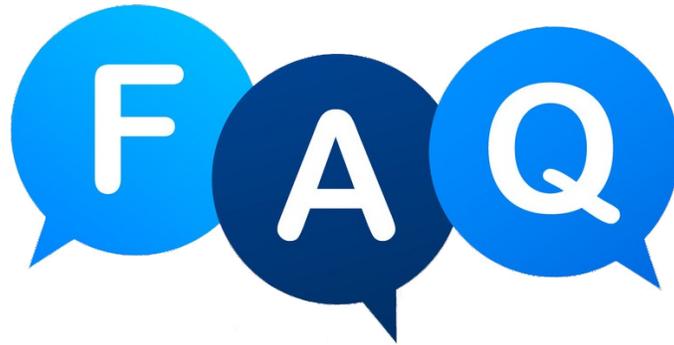
- ticket delivery,
- contact information
- database (whether by map editing access or shape file upload)

This blackout period is to ensure that the Member Services team has adequate time to upload any changes made by members into the PelicanCorp system prior to the changeover on December 14, 2021.

Changes made to after-hour call-outs will need to be communicated to Member Support for the changes to be reflected on the new system. The form for communicating changes can be found on all web pages under the member section of the MISS DIG 811 website, [www.missdig811.org/members](http://www.missdig811.org/members)

If you experience delivery or database issues after the changeover occurs on December 14th at 10:00 PM, please contact the Member Services Department at (800) 482-7161 or [membersupport@missdig811.org](mailto:membersupport@missdig811.org).

We appreciate your patience as we complete the final steps of the system transition and address each member's concerns as it arises.



## *About OneCall Access*

### General:

- All related documents and available user guides can be found at [pelican.missdig811.org](http://pelican.missdig811.org). Additional guides are being created and will be added upon availability.
- The platform change does not affect the requirements on MISS DIG 811, facility owner/operators, or those excavating, as laid out in Michigan's Public Act 174 of 2013.
- All user account credentials will be provided to members prior to the changeover.
- All changes to contact information and ticket delivery will be made through a form available to members on the MISS DIG 811 website.

### Members:

#### Ticket Delivery

- Tickets will be delivered by station code (a.k.a. facility or design code) and will no longer filter through a locator code. A member can have multiple deliveries (a.k.a. subscriptions) per station code.
- We expect most members to receive tickets through email, though webhook

delivery is also available.

- Delivery options also include phone (IVR), which can be used for emergency tickets only. After-hours callouts are no longer directly influenced by contact information. To receive an [optional] IVR phone call for emergency ticket notifications, the member would provide a cellphone number to be input as an additional subscription.

§ Text message (SMS) ticket delivery is no longer available, nor is SMS notification for after-hours.

- Delivery formats are plain text, PDF attachment, or XML attachment. GIF and GML attachments are offered to supplement plain text and XML for the ticket map data.

- Plain text and PDF cannot be combined per station code.

#### Positive Response

- Positive Response posting can be completed either through an online user account or API.
- All Positive Response codes require a comment.

### Mapping:

- Members will now be able to upload shape files of their databases directly to AuthorityViewer, which is the mapping program available in DamagePreventionPortal.

- The AuthorityViewer program does not have self-mapping tools. All files will need to be generated outside of AuthorityViewer.

- We highly recommend using Google Maps; a corresponding guide can be found online.

- Members will maintain access to the Newtin Member Polygon Maintenance software until further notice, so mapping can continue in this program and the Member Services Department will export the database file and upload into AuthorityViewer on behalf of the member.

- The work area polygon on tickets has decreased from 250 feet to 75 feet. We encourage members to ensure accuracy of their databases.



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***To stay up to date on the latest information, go to***  
***[pelican.missdig811.org](http://pelican.missdig811.org)***



**PELICANCORP  
AND MISS DIG  
SYSTEM, INC.  
PARTNER TO  
STRENGTHEN  
NOTIFICATION  
SERVICES**

# PelicanCorp

PelicanCorp is the Global Leader in Damage Prevention Solutions built specifically for the protection of essential infrastructure. PelicanCorp connects people, applications, and devices through a unified platform to help industry

professionals manage risk and build quality projects—safely, on time, and within budget. PelicanCorp has a diversified business model built on 40 years of experience protecting billions of dollars of global assets. PelicanCorp is headquartered in Melbourne, Australia, with offices and operations around the globe. Learn more at [www.PelicanCorp.com](http://www.PelicanCorp.com) or follow [PelicanCorp on LinkedIn](#).

To learn more about OneCallAccess, visit [PelicanCorp.com](http://PelicanCorp.com).

MISS DIG System, Inc. is a Michigan Non-Profit Corporation that operates as the Underground Utility Safety Notification System for the entire state. MISS DIG 811 has received over 26 million locate requests resulting in nearly 277 million transmissions since 1970. This free service is provided to homeowners, excavators, municipalities, and utility companies. The mission of MISS DIG 811 is to safeguard the public, environment, property, and utility infrastructures and promote utility damage prevention through quality, cost-effective processes for our customers. Learn more at [missdig811.org](http://missdig811.org)



# MISS DIG 811

MISS DIG 811 would like to thank all Excavators, Locators, and Facility Owner/Operators for their patience during this time of transition. As in any new process growing pains will occur. The goal is to keep everybody safe so that they can go home at the end of the shift. Thank you.



Be Smart

Be Safe

Call MISS DIG 811 before you dig

