



## Pelican Updates Tonight!

Pelican Sprint 25 will be deployed overnight on February 1, 2023. The sprint includes 10 system improvements. As always if you see any issues or have feedback for improvement to the platforms, please let MISS DIG 811 know. Let's build a MISS DIG 811 for Everyone!

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### Changes Affecting OCA

**History Changes Due to Profile Update:** This fix will address a user not being able to see a new ticket in the history page after the user profile or username is changed.

**History Export Ticket Button:** On the History page an Export button will be added to the left of the search button. This will make it easier for excavators to organize and manage their tickets in excel.

**Homeowner Address in Dig Location Search Field:** To resolve when a homeowner or business is doing work on their own property and the internal agent must enter or query the address twice. A new button, User Registered Address, has been added to step two near the address search which will populate the address registered to the user's account.

**Moving of the Map Instructions:** For ease of use, after the map instructions are closed, the button will be moved to the map header instead of on the map.

**PosR WebHook:** The excavator Positive Response WebHook is available on

production.

## Changes Affecting DPP

**Explore Your Data Fields Updated:** Some of the irrelevant fields have been removed from Explore Your Data's search feature. The fields include Fax, Lot, Block, Plan, and LOC in Road.

**Ticket Notification Delivery Search Changes:** Changes have been made to the query so the system now returns all matching tickets and each revision of the ticket.

## Changes Affecting Both

**Positive Response Changes in Works Done:** Two updates prior, additional filter options were added to Positive Response with the intent of not crowding the Unassigned default page. The system had been allowing an excavator to list a ticket as done, thus moving it to the Works Done filter prior to the ticket expiration date. This made it challenging for a facility owner to locate all tickets still requiring their response. The update will prohibit a ticket from being marked complete by the excavator until the expiration date.

**Work Legal Date Must Not be Before Work to Begin Date:** The issue was that in some instances the Legal start date is earlier than the enquiry date. Work Legal Start Date and Work to Begin Date need to be calculated off the time the ticket was submitted and not the time it was started.

**Work to Begin and Work Legal Start Date and Time:** This is an intermittent issue and difficult to test; however, no issues have been reported since Pelican deployed the Ticket Integrity Check.

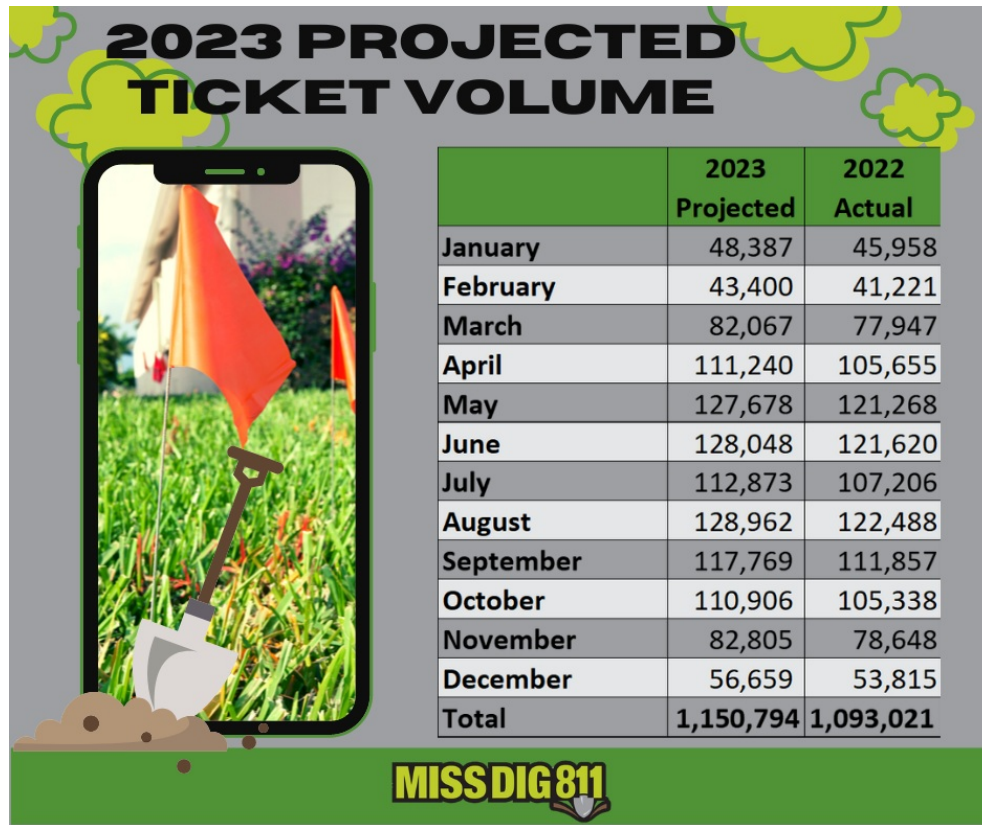
## Helpful Tips Following an Update

It is not uncommon after a major website change to see errors due to cache and cookie settings. If you are experiencing an issue logging into the DamagePreventionPortal or OneCallAccess, please revisit the site, DPP.MISSDIG811.ORG or OCA.MISSDIG811.ORG, and press {Ctrl}+[F5] on your keyboard to refresh your browser. In most browsers, pressing Ctrl+F5 will force the browser to retrieve the webpage from the server instead of loading it from the cache. Additionally, if you are not using Google Chrome as your browser, we highly recommend this.

*These updates will occur overnight on February 1, 2023.*

**If you have any issues and you are a member call or email:**

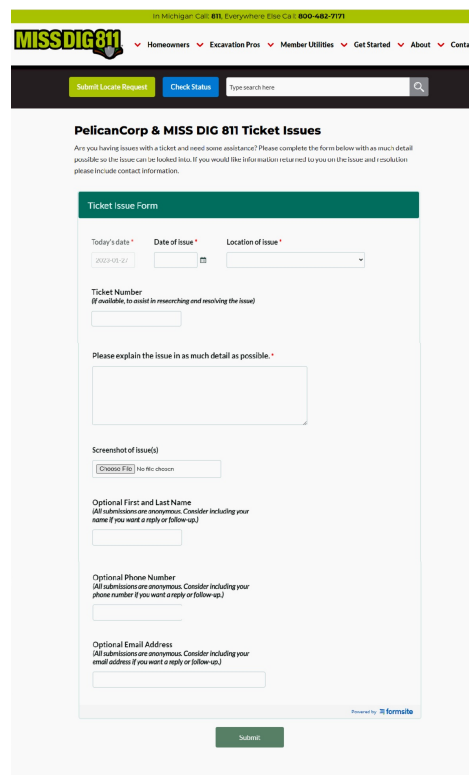
**Member Services:** [membersupport@missdig811.org](mailto:membersupport@missdig811.org) or 1-800-482-7161



## Experiencing problems with a ticket?

Let us know by filling out the Ticket Issue Form located on the Contact Us page of the MISS DIG 811 website.

If you're a contractor who needs assistance placing a request or a facility owner/locator concerned about the quality of a request you've received, the ticket issue form is a great way to reach MISS DIG 811. Each request is reviewed and routed to the department best able to assist with the issue or inquiry.



In Michigan Call 811. Everywhere Else Call 800-482-7171

**MISS DIG 811** Homeowners Excavation Pros Member Utilities Get Started About Contact

Submit Local Request Check Status Type search here

**PelicanCorp & MISS DIG 811 Ticket Issues**

Are you having issues with a ticket and need some assistance? Please complete the form below with as much detail possible so the issue can be tracked into. If you would like the information returned to you on the issue and resolution please include contact information.

**Ticket Issue Form**

Today's date \*  Date of issue \*  Location of issue \*

Ticket Number (If available, to assist in researching and resolving the issue)

Please explain the issue in as much detail as possible. \*

Screenshot of issue(s)  
 No file chosen

Optional First and Last Name (All submissions are anonymous. Consider including your name if you want a reply or follow-up.)

Optional Phone Number (All submissions are anonymous. Consider including your phone number if you want a reply or follow-up.)

Optional Email Address (All submissions are anonymous. Consider including your email address if you want a reply or follow-up.)

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## OneCallAccess Forum

The OCA Forum topic for February is:

# Mapping Tools

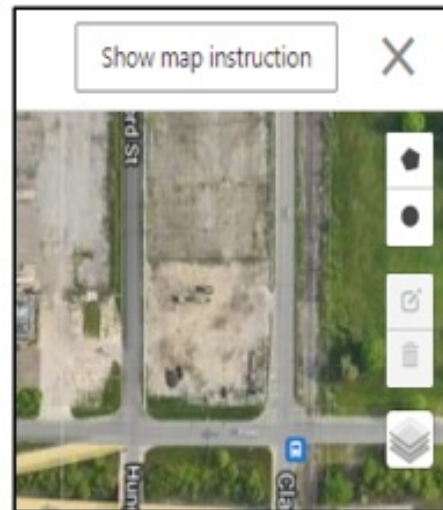
## February 28th at 9:00 AM

The Topic of discussion is Mapping Tools.

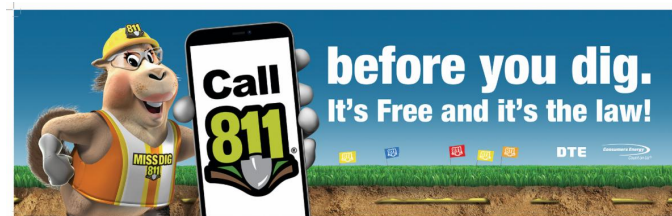
Register in MISS DIG 811's Online Education Site (aka SkillBuilder) under MISS DIG 811 Tools and Programs, OneCallAccess in your learning plan.

Registration:

<https://missdig811.skillbuilder/sign-in>



Contact the Web Ticket Department at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org) with any questions.



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