



## Frequently Asked Questions from Excavators

### **Will I need training to use the new system?**

Training is not required to place a normal ticket in the new system. Training will be available beginning in December to show the program's features and how to get the most out of it.

Training will be required for those users who place emergency or long-term tickets, for larger scope tickets, or for those who retransmit tickets. We will reach out to Remote Ticket Entry (RTE) users who have emergency or full access accounts to begin training in December.

### **Do I need to set up an account to place tickets in the new system?**

An account will be created the first time a caller or online user places a ticket. This will allow all users of the MISS DIG 811 system to log in and check positive response, view ticket history, or create and edit tickets. We will be working with RTE Full Access users and users with emergency capabilities in November/early December to get accounts set up early. All other users may create an account by clicking **Submit Locate Request** on the home page of MISS DIG 811's website at [missdig811.org](http://missdig811.org) beginning December 15<sup>th</sup>.

### **Who can I contact if I need assistance setting up my account or placing tickets?**

Please contact the MISS DIG 811 Web Ticket Department for assistance currently. We can be reached at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org) or 248-724-5845.

### **Are the Scope of Work Guidelines changing?**

The scope of work guidelines are being updated and will go into effect on December 15<sup>th</sup>. The new scope of work guidelines for a normal ticket will be based on the size of the polygon. The system will prevent you from creating a polygon that exceeds the scope of work limitation for a normal ticket. Written scope of work guidelines will be in place for larger scope tickets. The tentative guidelines can be found at [pelican.missdig811.org](http://pelican.missdig811.org)

### **Will others from my company be able to see my tickets?**

The feature of sharing tickets with others will not be available when we switch to the new system in December. It will be a feature in the coming months.

### **Does the system require a unique email address for each user?**

A shared email address may be used for multiple accounts. The username for each account must be unique.



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## Will Positive Response remain the same?

There are a few changes to Positive Response in the new system.

- The number of positive response codes has been reduced. To see an updated list of codes, go to [pelican.missdig811.org](http://pelican.missdig811.org).
- The color-coding system that you may be familiar with will not be used. Thorough definitions of each code will be viewable in positive response, so you know when it is safe to dig following PA174 requirements.
- Positive Response will be viewable by logging into your user account. There will no longer be a phone number you can call to hear positive response postings.
- If you are unable to log in to check the status of your request, you may contact the MISS DIG 811 Notification Center.

## Will the map be different in the new system?

Multiple mapping resources will be available, including google maps and the parcel data you currently have access to in Newtin.

## Will there be an app for checking positive response or placing tickets?

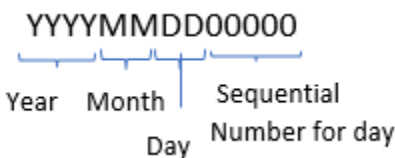
There is not an app for features of the new system. The system is user friendly in multiple formats including on a desktop, laptop, tablet, or phone. One log-in is needed to create a ticket, view ticket history, or check positive response.

## If I have a full access account now, will I have the same access in the new system?

An External Plus account is equivalent to a RTE Full Access account. Current RTE users will be offered training for an External Plus account in December. If training is completed before December 15, you will have full access as soon as the new system is active.

## Will there be a change to ticket numbers the system generates?

Ticket numbers will be reformatted. They will no longer begin with the letter A or B.



202105230001  
First ticket placed on May 23, 2021



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### **Are the ticket fields going to remain the same in the new system?**

Drop-down menus will be provided for most ticket fields. There will be additional ticket fields, such as Excavation Depth and Excavation Method.

### **How do I place a Joint-Meet ticket in the new system?**

Meeting tickets are going away. This includes the current Joint-Meet and Marine Meet tickets. Meetings may be set up separate from the MISS DIG 811 system. Contact information for facility owners will be included with the ticket. You can indicate you are working in a body of water on the ticket, but this will not prompt a meeting.

### **If I provide an email address, will the system send me an email confirmation of my ticket?**

An email address will be required for all accounts. When a ticket is generated, an email will be sent to the user with a PDF attachment of the ticket.

**Can I still place an overhead assistance request through MISS DIG 811?** The overhead assistance request will no longer be placed via the MISS DIG 811 system. Contact the facility owner directly.