

# THE **MISSDIG811** MEMBER OUTREACH

APRIL 2025

ISSUE 17

*One Ticket, One Team*



## **April is National Safe Digging Month!**

Keep your digging season safe from start to finish and win some \$\$!  
MISS DIG 811 is hosting a Facebook contest every week in April with a chance  
to win a \$100 Home Depot gift card.  
Visit MISS DIG 811 on Facebook for details.

## **MISS DIG 811 is adding the County field back to our ticketing system to improve accuracy and usability, and Phase II has begun.**

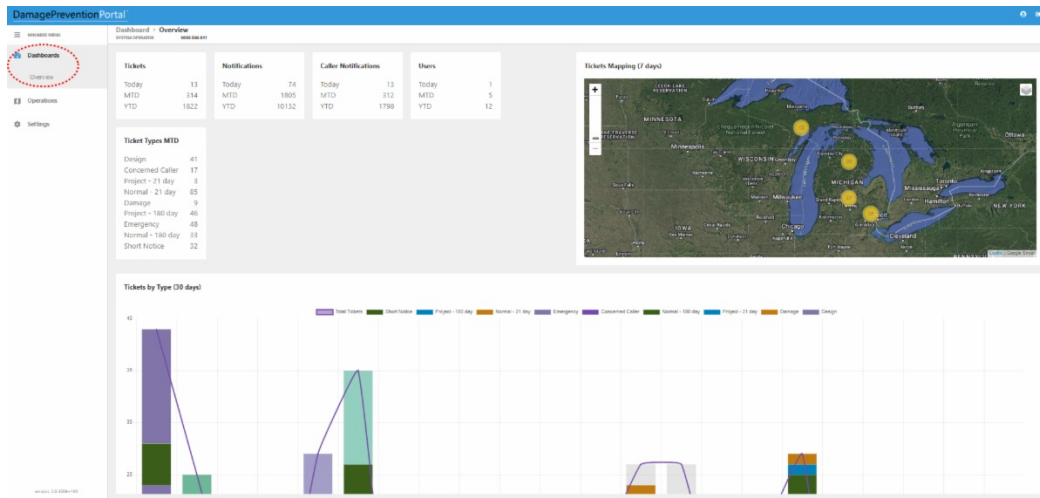
As a reminder, Phase II is the implementation of the County field on PDF and XML ticket attachments and plain text in the email body on our test/pre-production server. The primary focus is to ensure members who receive ticket details via XML attachments and plain text in the email body have the necessary information to configure their systems for receipt of the new data and that any configuration changes necessary can be completed by the live/production server launch date (TBA). Visit our **News & Updates webpage** to download the data mapping packet and stay to date as this phase progresses.

**Testing is to begin approximately April 17. Have questions?**

**Contact the Member Services Department:**

- (800) 482-7161
- [membersupport@missdig811.org](mailto:membersupport@missdig811.org)
- <https://missdig.co/MSSForm>

Our next system update will see the activation of the *Dashboards:Overview* module in DamagePreventionPortal. Data associated with stations under your membership will populate here. It is intended for a real-time general analysis of your data and not as a reporting tool. Note that data seen here may differ from data generated through our standard reports options and even *Explore Your Data* results, as the databases utilized pull at different frequencies (i.e., *Dashboards:Overview* is updated less frequently than other data.). Third-party companies (a.k.a. "agents") will not see data associated with their customers' stations.



Additionally, the landing page for each DPP user account is now customized for that role. Previously, the default landing page upon login was *Operations:OneCallAccess*, which resulted in an error message for account types without access to that module. We hope this change enhances your user experience and makes navigating the portal more clear.

DPP User Account Type	DPP Landing Page
Authority Viewer/+	Settings:OneCallAccess
Positive Response Posting/+	Operations:PositiveResponse
Member Admin/+	Settings:OneCallAccess
Explore Your Data/+	Operations:ExploreYourData
Member Full/+	Settings:System
State Manager	Operations:ExploreYourData

### MISS DIG 811 System Holidays

The MISS DIG 811 Administration Office is closed for the following holidays:

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• New Year's Eve</li> <li>• New Year's Day</li> <li>• Martin Luther King, Jr. Day</li> <li>• Memorial Day</li> <li>• Fourth of July</li> </ul> | <ul style="list-style-type: none"> <li>• Labor Day</li> <li>• Thanksgiving Day</li> <li>• Day after Thanksgiving</li> <li>• Christmas Eve</li> <li>• Christmas Day</li> </ul> |
|---|---|

For any holidays that are not considered "system" holidays, please email [membersupport@missdig811.org](mailto:membersupport@missdig811.org) before each of those days individually, and let us know that you will be closed. We will add that day to your IVR subscriptions, so you are called for any emergencies and remove it once it has passed. We cannot add extra holidays to the system, so they are handled automatically.



Join Quality Control (formerly Web Ticket)  
for the Monthly OCA Forum



**APRIL Topic: Scope-of-Work Guidelines**

**Date: Tuesday, April 29th at 1:00 PM**

Register through MISS DIG 811's online education site, SkillBuilder, under  
*MISS DIG 811 Tools and Programs, OneCallAccess*, in your learning plan.

Login to  
SkillBuilder

If you have any issues, call or email Quality Control:  
[webticketdept@missdig811.org](mailto:webticketdept@missdig811.org) or (248) 370-6420.



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NEWS & UPDATES



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down on this website page.

## Attention: Be a MISS DIG 811 Advocate

Please share the link or QR Code above with someone that you think may  
want to attend but may not receive this email contact.



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