

# THE **MISSDIG811** MEMBER OUTREACH

MAY 2025

ISSUE 18

## One Ticket, One Team

### DamagePreventionPortal (DPP) Landing Pages

The last system update included an enhancement to user roles and their designated landing page in DPP. The DPP user role will determine which section, or module, of DPP you will "land on" upon logging in, providing a more targeted, user-friendly experience.

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

### Annual Membership Review

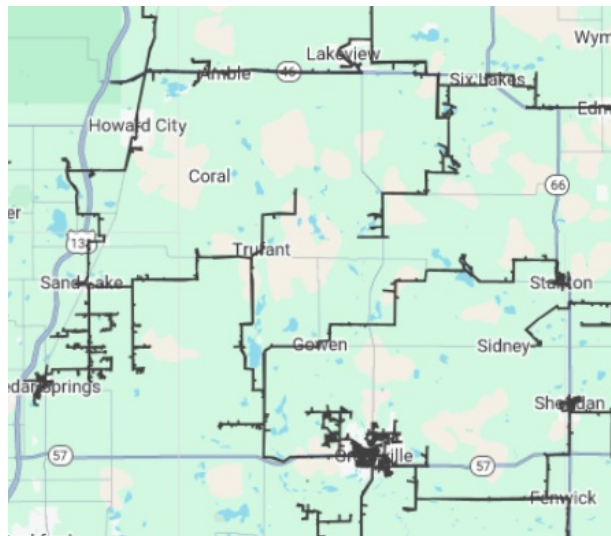
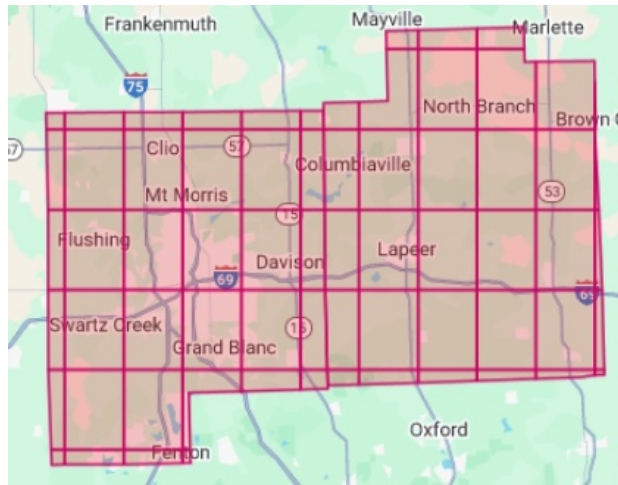
It's important to review your membership set-up periodically throughout the year. Not only does this help ensure contact information is accurate and that tickets are being sent to where they're needed, it also helps you know what to expect when annual invoices are received.

As a reminder, the MISS DIG 811 annual membership fee for facility owner/operator members is based on the number of transmissions received. A transmission is a delivery of a single ticket and revision number combination (e.g., 2024112100285-000) through a unique ticket delivery subscription. A subscription can be a phone number, email address, or webhook URL. For billing purposes, a unique transmission can often include a ticket-revision number combination to multiple station codes under a membership (i.e., if you receive the same ticket-revision for three of your station codes to the same email address, it will be counted as one transmission).

If you are concerned about the number of ticket transmissions received, we encourage you to review the following, for they both impact transmission count:

- Subscriptions: The number of unique ticket delivery subscriptions under a membership may impact the number of associated transmissions. For example, if a member has all tickets for all four station codes going to ten unique subscriptions, they will likely have a higher transmission count.
- Area of Interest (AOI): Each station must have an active AOI, as this is what triggers both a station to appear on a ticket and the transmission (a.k.a. "delivery") of a ticket. When shapes within the AOI intersect with the work polygon(s) drawn on tickets, a member

receives that ticket. In general, stations with a large and/or very general AOI (below in pink) are likely to receive more transmissions that require a "001-No Conflict" Positive Response. MISS DIG 811 encourages members to create AOI files specific to each of their stations and the underground facilities they represent; keeping the AOI up-to-date and precise (below in black) ensures members receive all tickets needed while simultaneously preventing over-notification.



Another important reason to review your membership information is to confirm that when an employee is no longer with your organization or should no longer have the ability to access DPP and/or OneCallAccess (OCA), the Member Services Department is alerted so that we can inactivate the user account or adjust settings. Additionally, contact and delivery information for your station codes may need to be updated in light of these changes.

Please take time to review your stations, ticket delivery subscriptions, and DPP user account information. You will need a Member Full or Member Admin account to access this information in DPP. If no one within your organization has either account type, or you would like to request a list of active user accounts or have any questions, please contact [membersupport@missdig811.org](mailto:membersupport@missdig811.org).

**Log into DamagePreventionPortal  
(DPP)**

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**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 updated as this phase progresses.

**Testing on our pre-production server is available. Have questions?**

**Contact the Member Services Department:**

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



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



**May Topic:**

**When to use the 180-day Ticket Types**

**Date: Thursday, May 29th at 9:00 AM**

Register through MISS DIG 811's online education site, SkillBuilder, under *MISS DIG 811 Tools and Programs* 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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