

THE **MISSDIG811** MEMBER OUTREACH

FEBRUARY 15, 2024

ISSUE 3

The **Member Outreach** monthly newsletter was created exclusively as a member communication tool to inform of updates, notifications, outages, and other helpful information to assist users of our system. If you know of someone who would also like to be on our mailing list, please click on the button below to access the Member Service Support Form and select Sign up for The Member Outreach newsletter.

**Member Service Support
Form**

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SYSTEM UPDATE

OneCallAccess Updates

- CIRCLE TOOL MEASUREMENT
 - THE CIRCLE TOOL MEASURING PREVIOUSLY ONLY SHOWED DIAMETER. NOW, IT SHOWS THE RADIUS AND DIAMETER.
- HELP INFORMATION
 - THE HELP ICONS NOW STAND OUT, SO WON'T BE OVERLOOKED.
 - A MAP BASICS VIDEO LINK CAN BE FOUND IN THE BLUE SHOW MAP INSTRUCTION BOX.
- WORK LEGAL START DATE ON EMERGENCY TICKETS.
 - THE WORK LEGAL START DATE (WLS) FOR EMERGENCY TICKETS PLACED LATE ON WEEKENDS IS NOW CORRECTLY CALCULATED.
- ARROW KEYS
 - WHEN PRESSING THE ARROW KEYS WHILE MEASURING OR DRAWING ON THE MAP, THE DIG SITE WILL NOT BE REMOVED.
- PUSH PIN
 - THE PUSH PIN WILL NOW BE EASILY SEEN.
- XY SEARCH METHOD
 - NOW LABELED AS COORDINATE SEARCH. THIS WILL NOW BE A SINGLE SEARCH FIELD INSTEAD OF A SEPARATE X AND A SEPARATE Y FIELD. THE SEARCH WILL NOW START WITH LATITUDE FOLLOWED BY LONGITUDE.

DamagePreventionPortal Updates

- DELEGATED SERVICES OPTIONS
 - WE CAN NOW OFFER DELEGATED USERS THE ABILITY TO RESEND THEMSELVES TICKETS OR SUMMARY REPORTS.



DamagePreventionPortal™

After updates are made to the system, it is not uncommon to see errors due to cache and cookie settings.

If you are experiencing issues logging into the DamagePreventionPortal, please revisit dpp.missdig811.org and press [Ctrl] + [F5] on your keyboard to refresh your Internet 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. This is called a "hard refresh."

Additionally, please make sure the web browser you're using is the most updated version

available.



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