



Frequently Asked Questions from Excavators

Will I need training to use the new system?

Training is not required to place a normal 21-day ticket in the new system but is recommended. There are two ways to complete a tutorial of the system. You may attend a webinar with a Web Ticket Specialist or complete the online tutorial in SkillBuilder. SkillBuilder is MISS DIG 811's Learning Management tool for training. It does require an account. To log into SkillBuilder to complete the online training or to register for a webinar, click [here](#). If you do not have a SkillBuilder account, you may create one from the log-in page.

Training is required for those users who place emergency or long-term tickets, for larger scope tickets, or for those who retransmit tickets. Once training is complete, the account will be upgraded to an external plus account. The requirements for an external plus account are:

- Complete a tutorial webinar of the system. Sign up in SkillBuilder
- Complete the OneCallAccess External Plus Training module in SkillBuilder
- Complete the application at the end of the External Plus Training Module

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. Users may create their own account by clicking **Submit Locate Request** from the home page of MISS DIG 811's website at missdig811.org.

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 or 248-370-3420.

Are the Scope of Work Guidelines different in OneCallAccess than in Newtin?

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 project tickets, which are for larger jobs. The scope of work limitations can be found on the Excavator Pros Reference Material page of the MISS DIG 811 website.

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

Currently, users with external plus access may view and act on tickets placed by other external plus users from the same company. This does not include the ability to check positive response. To check the status of tickets placed by other users, go to posr.missdig811.org



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Coming soon, users may choose who to share their tickets with. This will include the ability to check the status of others' tickets in Positive Response.

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.

Has Positive Response changed?

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 the Excavator Pros Reference Material page.
- 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.

Is the map different in the new system?

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

Is there 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 had a full access account in Newtin, will I have the same access in the new system?

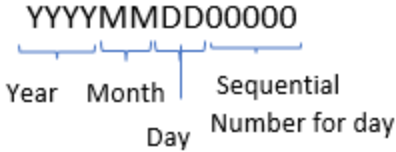
An External Plus account is equivalent to a RTE Full Access account. Training for an external plus account is required. Go to the Excavator Pros-Excavator Training page on the MISS DIG 811 website.

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.



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202105230001
First ticket placed on May 23, 2021

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. You can view a ticket field comparison table from the Excavator Pros Reference Material page of the MISS DIG 811 website.

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

There are no meeting tickets in OneCallAccess. Meetings may be set up separate from the MISS DIG 811 system. Contact information for facility owners will be included with the ticket.

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

An email address is highly recommended 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 requests are no longer placed via the MISS DIG 811 system. Contact the facility owner directly.

Can documents such as maps or drawings be uploaded with the ticket?

This is not a feature of the system, implemented in December 2021, but might be an added feature in the future.