



Frequently Asked Questions from Excavators

Do I need training to use OneCallAccess to enter dig and/or design notices?

Training is not required to place a normal 21-day dig ticket or a design ticket in the new system but it is recommended. There are two ways to complete a tutorial of the system. You may attend a two-hour webinar with a Web Ticket Specialist for a thorough tour of the system or complete the brief online tutorial on MISS DIG 811's Online Education site. The online education site requires an account. To log into MISS DIG 811's Online Education site to complete the online training or to register for a webinar, click [here](#). If you do not have an 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 from a basic account to external plus. The requirements for an external plus account are:

- Create a OneCallAccess account. This can be done by clicking *Submit Locate Request* from the home page at MISSDIG811.ORG and then clicking *Sign Up Here*.
- Complete the OneCallAccess External Plus Training module, including the application at the end of the module
- Complete a tutorial webinar on the system. Sign up from the Online Education site.

Do I need to set up an account to place tickets in OneCallAccess?

An account will be created the first time a caller or online user places a ticket. This will allow all users of the OneCallAccess 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, then *Sign Up Here*.

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. We can be reached at webticketdept@missdig811.org or 248-370-6420.

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

The scope of work guidelines for a normal ticket in OneCallAccess is based on the size of the polygon. The system prevents users from creating a polygon that exceeds the scope of work limitation for a normal ticket. Written scope of work guidelines are 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.



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

Currently, users with external plus access may view and retransmit tickets placed by other external plus users from the same company. Users may not log in to check the status of tickets placed by others in positive response. To check the status of tickets placed by other users, go to posr.missdig811.org

Coming soon, users may choose whom to share their tickets with. This will include the ability to check the status of others' tickets by logging into 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 is no longer used. Definitions of each code are viewable in positive response, so users know when it is safe to dig following PA174 requirements.
- Positive Response is viewable by logging into your user account. There is no longer a phone number to call to hear member responses.
- If you are unable to log in to check the status of your request, you may go to posr.missdig811.org for responses to the most recent version of the ticket or contact the MISS DIG 811 Notification Center at 811 or 800-482-7171.

Is the map different in the new system?

The OneCallAccess system uses multiple mapping sources, including google maps and parcel data. Newtin used Tiger data as its main mapping source.

Is there an app for checking positive response or placing tickets?

An app is not available for OneCallAccess. 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.

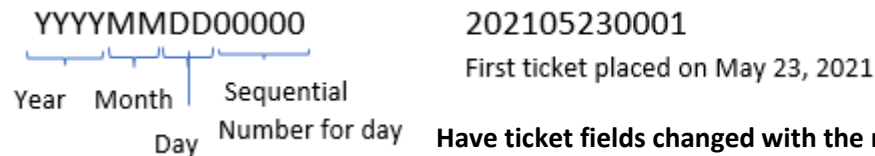
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If I had a full access account in Newtin, would I have the same access in OneCallAccess?

An External Plus account is equivalent to an 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 for training requirements.

Is there a change to ticket numbers that the system generates?

Ticket numbers have been reformatted. They no longer begin with the letter A or B.



Have ticket fields changed with the new system?

Drop-down menus are provided for most ticket fields. There are 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?

Meetings with facility owners/locators may be set up outside of 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 if working near overhead lines.

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

This is not currently available but will be an added feature in the future.