



OCA External User Guide

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This manual is intended to provide instruction to external users of the OneCallAccess program for placing and managing design and dig notices in the state of Michigan.

The information contained in this manual includes a description of system functions, capabilities, and step-by-step procedures for use of the OneCallAccess program.



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How MISS DIG 811 Works

Public Act 174 of 2013 established guidelines for the protection of underground facilities prior to excavating or blasting. This law is also known as the MISS DIG Underground Facility Damage Prevention Safety Act. Public Act 174 may be viewed in its entirety on the About page of the MISS DIG 811 website. Dig and Design Notice Overview.

Dig and Design Notice Overview

A dig notice may be placed between 3 working days and 14 calendar days prior to excavation or blasting by using the OneCallAccess online program or by contacting the MISS DIG 811 Notification Center at 811 or 800-482-7171. OneCallAccess is available at MISSDIG811.ORG. A dig notice contains dig site information that is sent to member facility owners/operators in the area of excavation or blasting. Facility owners/operators are required to respond to a dig notice by supplying facility information so informed decisions can be made regarding excavation.

When facility information is needed for the planning of a project, a design notice may be completed. A dig notice is required prior to digging, even when a design notice was placed. The same platform is used for placing design and dig notices.

Prior to submitting a dig or design notice, a user account is created in OneCallAccess (OCA). Each person using the OneCallAccess program should create their own account. OCA accounts may be accessed by going to the MISS DIG 811 website at MISSDIG811.ORG. Users may also review and manage their profile and requests in OneCallAccess.

Important information regarding the polygon and other information collected on a ticket.

The polygon(s) transmitted on a MISS DIG 811 tickets represent Public Act 174 of 2013 Section 5. (2) (b) "A description of the proposed area of blasting or excavation, including the street address and a property description".

Excavators providing a dig notice to MISS DIG 811 communicate their area of excavation by either creating a polygon of the dig site location or communicating the area to a MISS DIG 811 representative who in turn completes a polygon. The polygon is transmitted on the MISS DIG 811 ticket to the facility owners. The polygon reflects the area the excavator has designated to MISS DIG 811 as the excavation/blasting area to be located and marked. Positive Responses provided are for the entire area covered under the polygon associated with the ticket.

Address information is also collected and provided in the dig ticket. Facility Owners and/or Operators are responsible for determining the precise area to mark their facilities in response to the dig ticket, whether by locating either the entire property of the address of the dig ticket, or only the polygon area determined by the excavator.

Additional information provided on a ticket such as remarks, Latitude and Longitude are there to assist locators in understanding the polygon, they do not replace or alter the area represented by the address and polygon.



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After Submitting a Ticket

Upon submitting a dig or design notice to MISS DIG 811, a ticket with a unique ticket number is generated. Facility owners shall respond to a dig or design ticket by the work legal start date and time on the ticket. Tickets may be viewed and managed by logging into OneCallAccess.

The following requirements must be met prior to digging.

The work legal start date and time has arrived. Facility owners/operators are required to respond to a request by the work legal start date and time. State law prohibits digging prior to the work legal start date, even if all facility owners/operators have responded.

Facility Owners/Operators have responded that it is safe to dig. Facility owners/operators should respond to a ticket by the work legal start date/time.

If a response is unclear, reach out to the facility owner/operator prior to digging. To view contact information for facility owners, download the job pack by clicking Download on the upper right side of the Positive Response page.

If a facility owner is non-responsive or has not completed marking by the response due date & time, retransmit the ticket for Unmarked Facility.

Field conditions indicate it is safe to dig. If conditions appear unsafe or if the response posted by a facility owner/operator does not match the field conditions, do not dig until the issue is resolved. A ticket should be retransmitted when any of the following conditions exist, as paraphrased from PA 174 section 5. (9):

Visible evidence of a facility with no visible marks.

Lack of positive response.

A response from a facility owner/operator indicating the presence of a facility with no visible marks.

The following Uniform Color Code system is adopted nationwide by the American Public Works Association (APWA) for the marking of underground facilities. Facility owners/operators will mark the approximate location using stakes, flags, paint, or other suitable material.

Markings may be removed upon completion of your job after you have verified there are no other jobs in the area that are using the same markings.

	Proposed Excavation
	Temporary Survey Markings
	Electric Power Lines, Cables, Conduit and Lighting Cables
	Gas, Oil, Steam, Petroleum or Gaseous Materials
	Communication, Alarm or Signal Lines, Cables or Conduit
	Potable Water
	Reclaimed Water, Irrigation and Slurry Lines
	Sewers and Drain Lines



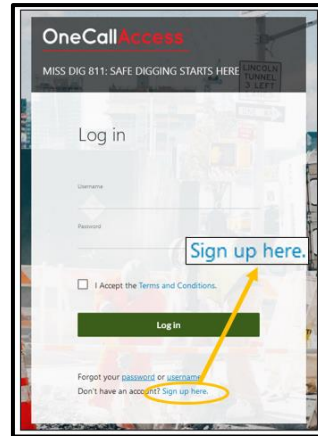
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Creating a User Account

A new user account is created prior to submitting the first ticket. To create a new user account, go to MISSDIG811.ORG and click *Submit Locate Request*.

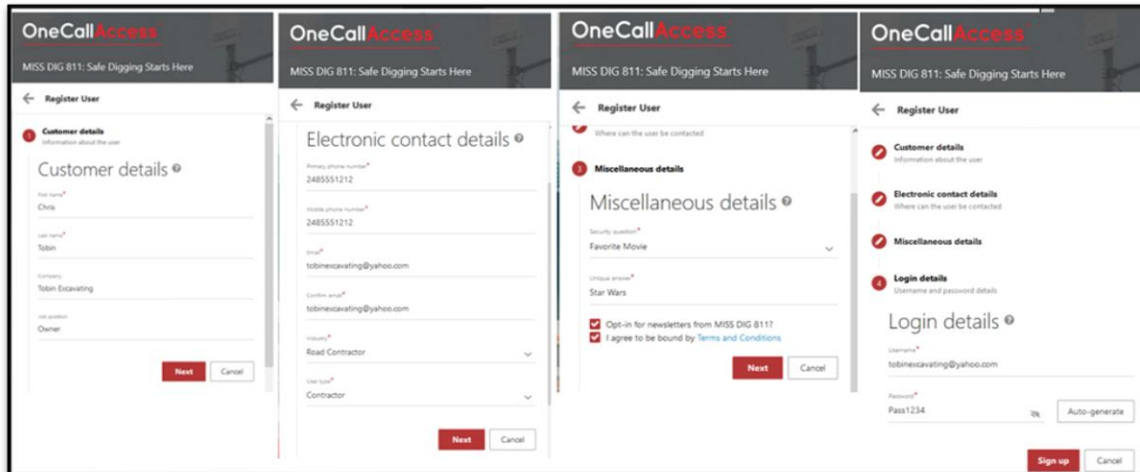
Setting Up User Profile

The log in page will appear. Click *Sign up Here*.

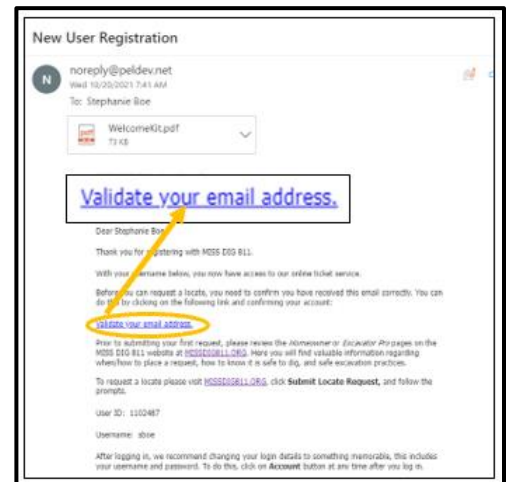


Enter Customer Details to include company contact information.

Company names are listed in alphabetical order. Start to type your company name until it appears. If your company is not in the list, choose -Not Listed-. If you choose Not Listed, MISS DIG 811 will reach out to you to get your company name added to the list.



Once an account is created, an email will be sent with a link to *validate your email address*. Validating the email will allow ticket confirmations to be emailed to the new user and tickets to be created with the account. The new user may log into their account once the email has been validated.

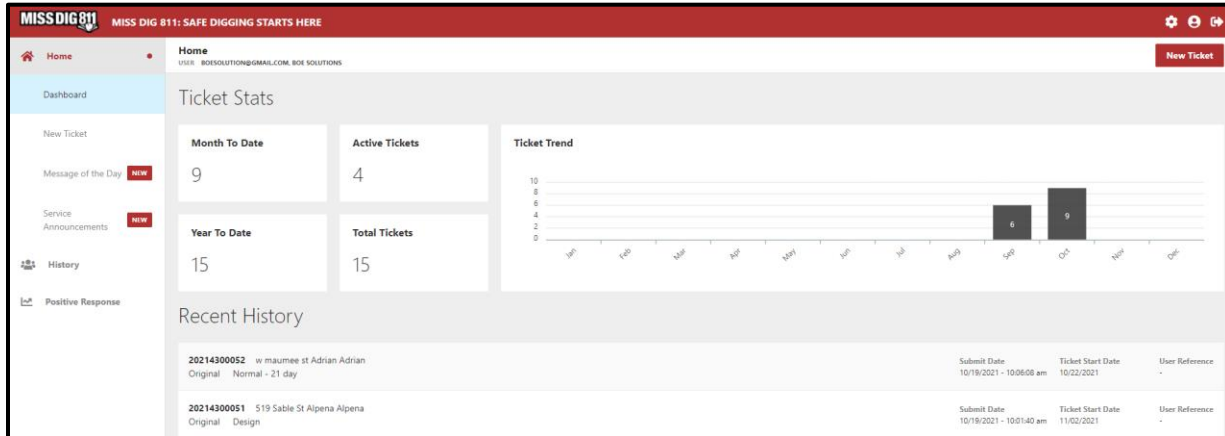




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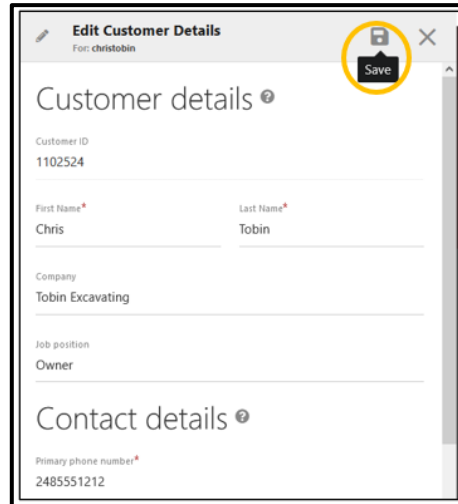
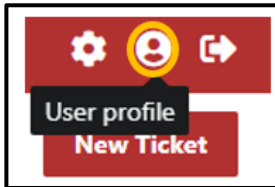
Logging In for The First Time

Upon logging in, the HOME page will display, also known as the Dashboard. From the Dashboard, tickets stats and history can be viewed, contact information can be updated, and certain ticket fields may be pre-populated to save the user time from entering the same information on every ticket. MISS DIG 811 may send messages or service announcements to users. The system will indicate when there is a new message. Positive Response, the program to check ticket status, may be accessed from the Home Page as well.



Updating Your Contact Information

Contact information may be updated by clicking on the *User Profile* icon located on the upper right side of the home page. Make changes to the necessary fields and click *Save* to keep the changes.



Username

Username may not be changed. If you require a new username, a new account must be created.

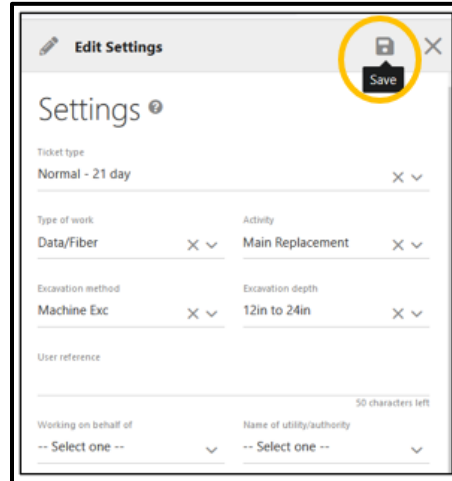
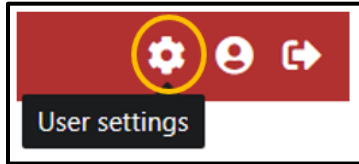
Multi-factor Authentication

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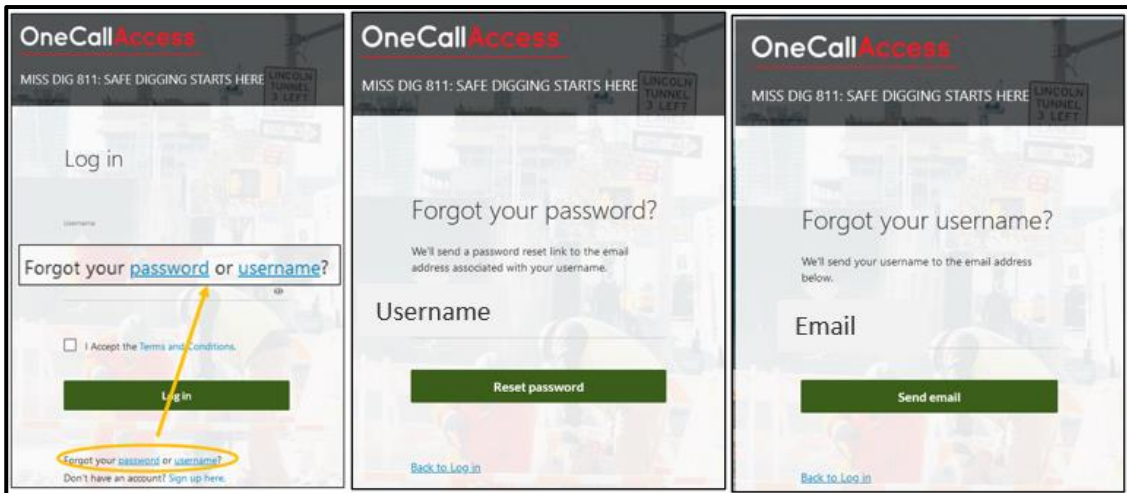
The system is currently not set up for multi-factor authentication. The default setting is INACTIVE. Do not change this setting at this time or the system will prevent you from logging in.

Creating Default Settings for Ticket Entry

If the same type of work is performed regularly, default answers may be pre-set to certain ticket entry questions. These answers may be edited when placing a ticket. Click on the *Settings* icon located on the upper right side of the ticket entry screen, enter data into the appropriate fields and click *Save*.



Recovering a Username or Password

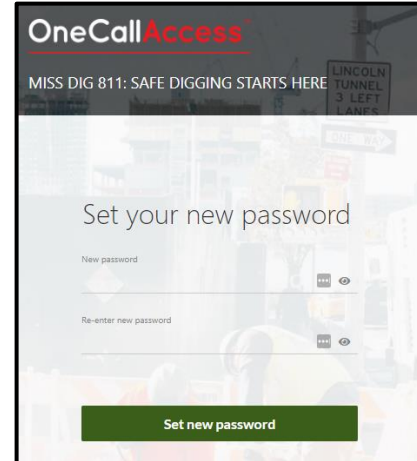
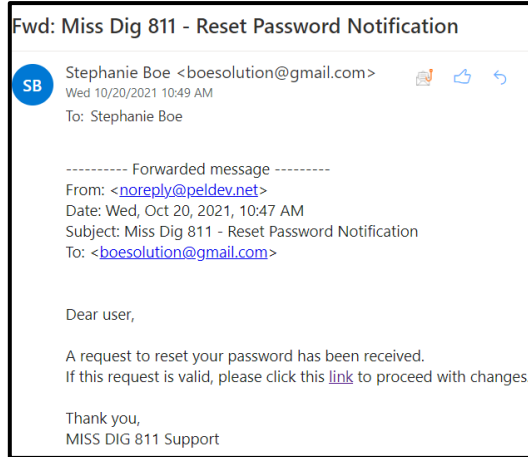


To retrieve a username or to retrieve (reset) your password, go to the MISS DIG 811 website at MISSDIG811.ORG and click *Submit Locate Request*. At the bottom of the log in box, click on *password* or *username*. To retrieve a password, a username is required. To retrieve a username, an email address is required.

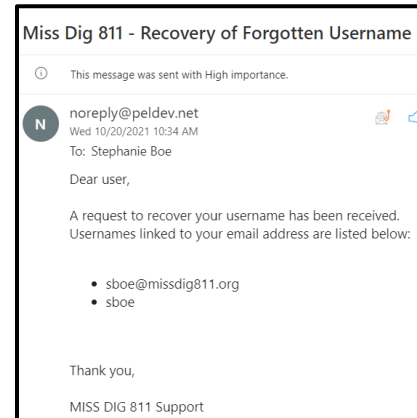


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Resetting Password- An email is sent requiring the user to click a link, allowing the password to be updated. You may also change a password from User Profile on the home page of OCA.

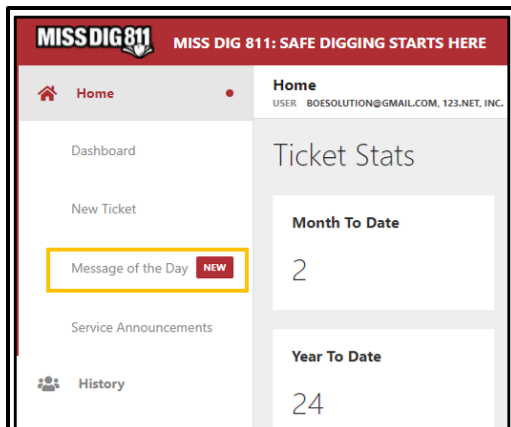


Resetting Username- An email is sent with the accounts associated with the email address entered.



Message of the Day and Service Announcements

MISS DIG 811 will occasionally send messages regarding the system or MISS DIG 811 related information. Look for “New” messages daily.

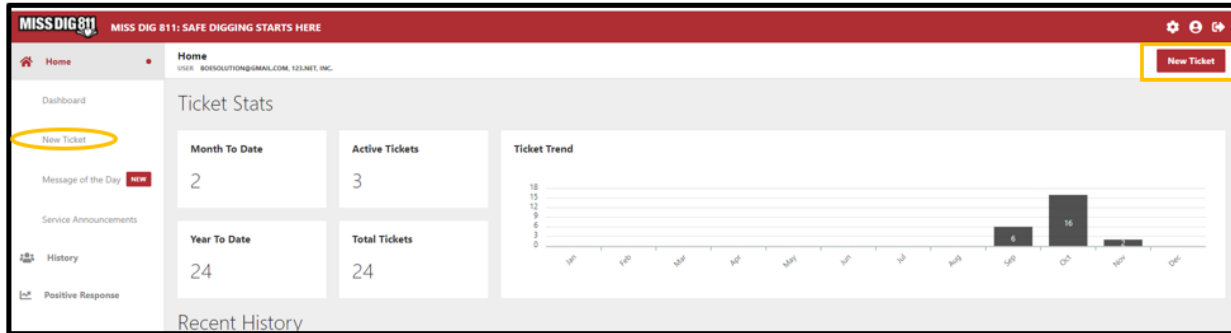




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Creating a New Ticket-Entering Ticket Details

To create a new dig or design ticket, click New Ticket on the Home page.

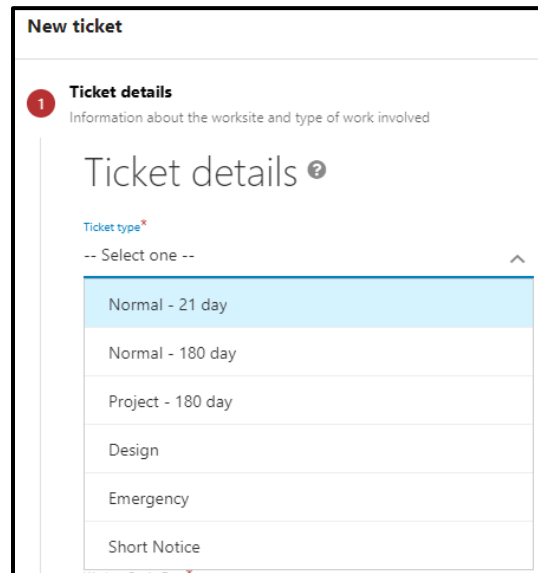


Ticket Types and Scope of Work

The first ticket field is the ticket type. There are two main categories of tickets: Dig and Design.

A dig ticket may be placed between three working days and fourteen calendars prior to digging or disturbing the ground. There are multiple types of dig tickets: Normal 21-day, Normal 180-day, Emergency, Short Notice, Concerned Caller, and Damage. An explanation of each ticket may be viewed below.

Design tickets are for the planning phase of a project: Digging may not occur because of a design ticket. Facility owner/operators must respond within 10 working days. The response to a design ticket is not to mark any facilities but to provide general information regarding the location of underground facilities. However, if a facility owner or operator does not have drawings or records that show the location of a facility, the facility owner/operator shall mark that facility under the procedures described in Section 7 of PA 174.



Ticket types are based on multiple factors including the urgency, and duration of the project being performed. New, untrained users have two ticket choices available to them: Normal 21-day (dig ticket) and Design.

Normal 21-day tickets are for jobs that are up to 1,320 linear feet in any direction, with a maximum of 20,000 sq. ft in urban areas. The limit in rural areas is up to 2,640 linear feet in any direction, with a maximum area of 50,000 sq. ft.

Design tickets are for the planning phase of a project. These jobs are not marked by locators. Instead, records or drawings of facilities are emailed to you.



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For excavators who would like access to other ticket types and retransmit tickets, go to the [MISS DIG 811 Website](#), click Excavator Pros and choose Excavator Training. There are three steps required for an External Plus account, which provides you access Normal 21-day, Normal 180-day, Project 180-day, emergency, short notice, and retransmitting tickets.

Create an OCA account

Complete OCA External Plus Module in [MISS DIG 811's Online Education site](#).

Complete an OCA tutorial webinar. Sign up on [MISS Dig 811's Online Education site](#).

Upon completion of training, an excavator will be given an external plus account and may place Normal 21-day, Normal 180-day, Project 180-day, Emergency, Short Notice, and retransmit tickets. Online training is required for all External Plus users.

Below is an explanation of each ticket type.

Design Ticket

Type	Description	Urban Limits	Rural Limits
Design	For planning purposes only. Facility information is emailed to the requestor; site is not typically marked.	Up to 2 sq. miles	Up to 2 sq. miles

Dig Tickets

Type	Description	Urban Limits	Rural Limits
Normal 21-Day	21 days or less to complete; most single address tickets will be classified as normal 21-day tickets. May be placed by all users. This is the most common ticket type. No written scope of work guidelines	Up to 1,320 linear feet in any direction, maximum of 20,000 sq. ft.	Up to 2,640 linear feet in any direction, maximum of 50,000 sq. ft.
Normal 180-Day	Jobs that take over 21 days of digging to complete. May be placed by MISS DIG 811 operators or external plus users.	Up to 1,320 linear feet in any direction, maximum of 20,000 sq. ft.	Up to 2,640 linear feet in any direction, maximum of 50,000 sq. ft.
Project 180-Day	Larger jobs that take over 21 days of digging to complete. Written scope of work shown below; may be placed by MISS DIG 811 operators or external plus users.	20,001 – 1,742,400 sq. ft., maximum of 1,320 feet in any direction. Written Guidelines	50,001 – 6,969,600 sq. ft., maximum of 2,640 linear feet in any direction Written Guidelines



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Emergency	Requiring a response in less than three working days due to danger to life, health, property, or environment, or to restore governmental services, utility services, or transportation; may be placed by MISS DIG 811 operators or external plus users.	Up to 1,320 linear feet in any direction, maximum of 1,742,400 sq. ft.	Up to 2,640 linear feet in any direction, maximum of 6,969,600 sq. ft.
Short Notice	Requesting a response in less than three working days but not meeting emergency criteria. This type of ticket is discouraged; it is not legal to dig prior to the work legal start date on the ticket. May be placed by MISS DIG 811 operators or external plus users.	Up to 1,320 linear feet in any direction, maximum of 20,000 sq. ft. Written Guidelines	Up to 2,640 linear feet in any direction, maximum of 50,000 sq. ft. Written Guidelines
Concerned Caller	Placed by a concerned party when excavation is taking place, but no ticket is found; facility owner/operators are not required to post a response.		
Damage	For informational purposes only, affected members must still be directly notified of the damage. Contact 911 if there is danger to life, health, or property.		

Scope of Work Equivalent

One mile is 5,280 ft.

½ mile is 2,640 ft.

¼ mile is 1,320 ft.



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Normal Ticket Polygon Equivalents

Urban - 20,000 Sq. Ft.	Rural - 50,000 Sq. Ft.
1,320 ft. x 15.5 ft.	2,640 ft. x 19.93 ft.
1,000 ft. x 20 ft.	2,000 ft. x 25 ft.
500 ft. x 40 ft.	1,320 ft. x 37.87 ft.
100 ft. x 200 ft.	1,000 ft. x 50 ft.
500 ft. x 40 ft.	500 ft. x 100 ft.
100 ft. x 200 ft.	100 ft. x 500 ft.
90 ft. x 222 ft.	90 ft. x 555 ft.
80 ft. x 250 ft.	80 ft. x 625 ft.
70 ft. x 285 ft.	70 ft. x 714 ft.
60 ft. x 332 ft.	60 ft. x 833 ft.
50 ft. x 400 ft.	50 ft. x 1,000 ft.
40 ft. x 500 ft.	40 ft. x 1,250 ft.
30 ft. x 665 ft.	30 ft. x 1,666 ft.

Written Scope of Work Guidelines

Urban Areas

- One street per ticket
- Divided roads: traffic-bound in each direction on a separate ticket.
- Up to 200ft radius of intersections
- Up to 10 addresses per ticket within 1,320 linear ft.
- Up to 5 buildings within 1,320 linear ft.

Rural Areas

- One street per ticket
- Divided roads: traffic-bound in each direction on a separate ticket.
- Up to 200ft radius of intersections
- Up to 10 addresses per ticket within 2,640 linear ft.
- Up to 5 buildings within 2,640 linear ft.

Signage Scope of Work

Tickets should include the following:

Single Location

A polygon that accurately depicts the precise dig location. GPS coordinates of the sign location may be used to pinpoint its precise location on the map.



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A description of the location. This may be a wooden stake, existing sign, paint, or other identifiable mark. This information may be entered in the “Is the area pre-marked?” field or written in the Remarks field. This is not necessary if the polygon accurately describes the dig location (not oversized).

If the polygon is precise and is an accurate depiction of the dig location, enter SEE POLYGON in the Remarks field.

The approximate distance the sign is from the nearest intersecting roads, address, AND which side of the road it is located on. This is not necessary if the polygon accurately describes the dig location (not oversized).

Up to a 20ft radius may be requested of the sign location using the polygon or a written description if the polygon is oversized.

Multiple Sign Locations

The map currently allows one polygon to be created. When multiple sign locations are requested on a single ticket, the polygon must cover all locations, resulting in an oversized polygon that requires the excavator to provide a written description of each sign location. A future enhancement to the OneCallAccess platform will allow the excavator to create multiple polygons.

A polygon that covers all sign locations.

A description of each location. This may be a wooden stake, existing sign, paint, or other identifiable mark. This information may be entered in the “Is the area pre-marked?” field or written in the Remarks field.

The number of locations (not approximate number) on each side of the road is required.

The approximate distance of each sign location from the nearest intersection roads, address, or from a previously noted location AND which side of the road it is located on.

Up to a 20ft radius may be requested around each location.

ACCEPTABLE WRITTEN INSTRUCTIONS

LOCATE 10FT RADIUS OF 3 WOODEN STKS LOC 1) 500FT N OF MAIN ST ON E SD OF PARK AVE LOC 2) 700FT N OF MAIN ST ON W SD OF PARK AVE LOC 3) 500FT N OF LOC 2

LOCATE 10FT RADIUS OF 5 WOOD STKS LOC ON E SD OF RD FIRST STK IS LOC APX 550FT S OF MAIN ST. REMAINING 4 STKS CONTINUE SOUTH APX EVERY 550FT

NOT ACCEPTABLE

LOCATE 10FT RADIUS OF WOOD STK LOC BET 500FT & 600FT S OF MAIN ST ON E SD OF PARK AVE
(MISSING PRECISE LOCATION OF WOOD STK)



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LOCATE 10FT RADIUS OF STAKES, SIGNPOSTS AND PAVEMENT PAINTED WHITE ON BTH SDS OF PARK AVE BET MAIN ST & ELM ST (MISSING PRECISE LOCATION OF EACH STK, SIGNPOST OR PAINT MARKING, THE NUMBER OF LOCATIONS, AND SIDE OF ROAD)

LOCATE BTH SDS OF PARK AVE BET MAIN ST & ELM ST (MISSING PRECISE LOCATION(S))

Sign locations must be marked prior to submitting a locate request. Signs may be identified with white or brown paint, an existing sign or stake with ribbon, or other identifiable marking. Do not use utility or survey colors.

If a map of the work location is available, indicate that in the Remarks field.

**The Remarks field is limited to 400 characters. The remarks field is used for the original ticket and any subsequent retransmits. Do not exceed 300 characters on the original ticket. DO NOT REMOVE ANY INFORMATION IN FROM PREVIOUS VERSIONS OF THE TICKET. ADD NEW INFORMATION TO THE TOP OF THE REMARKS FIELD. **

Type of Work and Activity

The type of work drop-down menu contains a list of work categories including CATV, Construction, Driveway, Electric, Groundwork, Sewer, Telephone and more. The activity list is populated based off the type of work chosen. For example, if Sewer was chosen as the work type, the user would have a variety of activities related to sewer to choose from including Septic System, Service Install, Catch Basin.

If multiple work types and/or activities are being performed, additional ones may be written in the Remarks field prior to submitting the ticket.

The image shows a screenshot of a web form with two dropdown menus. The first dropdown is labeled 'Type of work*' and has 'Sewer' selected. The second dropdown is labeled 'Activity*' and has 'Main Repair' selected. Both dropdowns have a downward-pointing chevron icon.

Excavation Method and Depth

Choose the excavation method that best describes the work. An explanation of excavation methods can be found on the Excavation Pros Reference Material page on the MISS DIG 811 website.

Choose the maximum depth of digging.

The image shows a screenshot of a web form with two dropdown menus. The first dropdown is labeled 'Excavation method*' and has 'Vacuum Excavation' selected. The second dropdown is labeled 'Excavation depth*' and has '24in to 48in' selected. Both dropdowns have a downward-pointing chevron icon.



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Ticket Dates

There are four dates that are displayed on every ticket. Work to Begin Date and Work Completion Date are inputted by the user. The Work Legal Start Date and Work Expiration Date (Ticket Expiration) are calculated based on the ticket type and PA 174 requirements.

An excavator may choose a Work to Begin Date between 3 working days and 14 calendar days from the date the excavator places the ticket. Choose a begin date that accurately reflects the expected excavation date. It is not recommended to use the default setting of 3 working days if your work will not begin at that time.

Work to Begin Date- The date the user will begin digging or planning.

Work Completion Date- The date the user expects to complete digging or planning.

Work Legal Start Date-This is auto-generated based on the ticket type and the chosen Work to Begin Date. This is the date the ticket becomes active and digging may commence following PA 174 requirements.

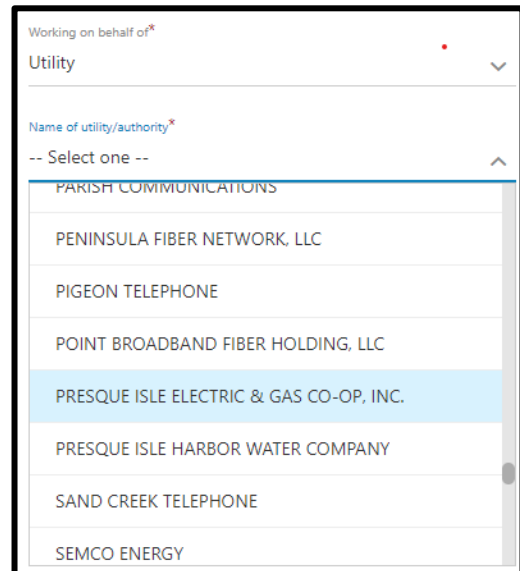
Work Expiration Date (Ticket Expiration)-The date the ticket expires based on the ticket type, Work to Begin Date and/or the Work Legal Start Date and PA 174 requirements.

User Reference- The user may include internal reference information, such as a job number or customer name. This field is optional.

Working on Behalf of & Name of Utility/Authority

When the user is performing work for a MISS DIG 811 Member, such as a utility company or municipality, *Local Government* or *Utility* may be chosen from the drop-down menu. *Other* is chosen when work is not being performed for a MISS Dig 811 Member.

The Name of Utility/Authority provides the user with a list of municipalities or utility companies based on the answer to the Working on Behalf of. If *Other* was selected, Contractor (subcontractor), Homeowner, or Other Business are the selections.





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Onsite Contact Company, Name, and Phone

Onsite Contact Company (excavator doing work) is pre-populated from the company field in the User's Profile. This field may be edited. Enter the company or person performing the work if the company pre-set into the field is incorrect.

Onsite Contact Name & Phone- When there is an additional contact person, other than the user, enter their contact details.

Require a Private Locate?

Public facility providers mark their lines through the MISS DIG 811 process. It is the responsibility of the excavator to ensure private lines are marked prior to digging. This may include lines to outbuildings, outdoor lighting on residential lots or private lines on school or hospital campuses, churches, or shopping centers.

Choosing Yes will send the ticket to a private locating company(s) in the area who are MISS DIG 811 members. The private locating company will reach out to the excavator with more information regarding their service. Private utility locating is a fee-based service. Clicking Yes is not a contract for service.

Is the area pre-marked?

If the excavator has marked the dig site prior to submitting a dig notice, that may be indicated by choosing from the drop-down menu.

Outdoor Pet on Property?

Outdoor pets may interfere with the locator's ability to access or mark a site. If there is an outdoor pet on the property, click Yes. The locator can contact the property owner prior to entering the property to ensure their safety.

Work is in a Body of Water?

Clicking Yes to working in a body of water will alert the facility owners that additional contact or coordination may be required to mark the site.

Creating a new ticket-Mapping the Work Location

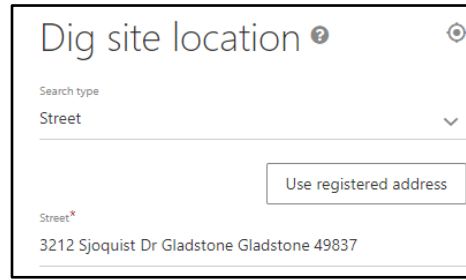
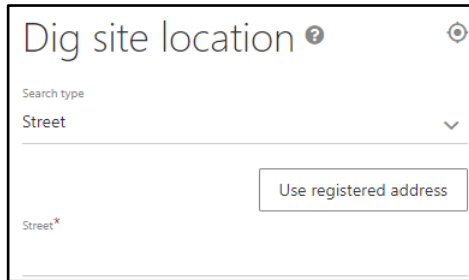
A polygon is drawn to depict the work location. The polygon size is limited by the ticket type chosen. There are three ways to search for the work location on the map.

Finding the work location-Performing a Search

Street- To find the location using an address or street. Enter the address including the address number, street, city/township/village. Choices may appear under the Street field. Click on the appropriate choice or click Search.

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***If you are doing work at the address saved in the User Profile Setting in your account, you can click on the button “Use Registered Address” and the saved address will be populated into the street field. Once the address is populated in the Street field, a blue target will display the searched for results on the map.



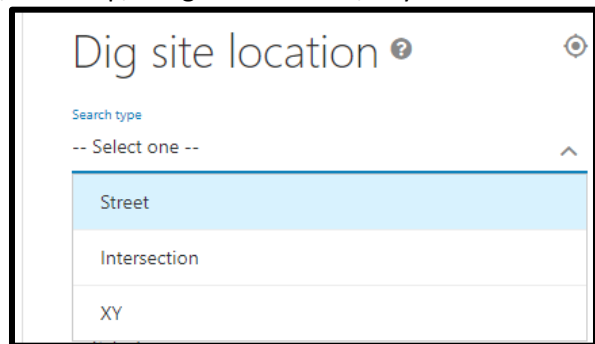
Intersection- Search for the work location using a nearby intersection. Enter the intersecting roads in the First Street and Second Street fields. Enter the city/township/village in the Town/City field and click SEARCH.

XY- GPS coordinates. Enter the Longitude and Latitude in the fields and click Search.

The map will populate upon performing a search. If the work location is not viewable on the map, the map may be moved or zoomed for a better view.

To move the map, click and hold the left clicker, dragging the map to the desired location. Release the left clicker to discontinue moving the map.

Zooming may be performed by the mouse wheel or clicking the +/- icon on the upper left side of the map.




Mapping the Work Location

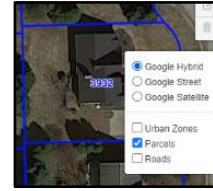
The work location is mapped and sent to facility owners/locators as part of all dig and design requests. Mapping the work location is done by drawing a polygon(s) over the dig site.

The polygon(s) must cover the entire dig site and be as precise and accurate as possible. This information is used by facility owners/locators to locate and mark their facilities at the indicated dig site. Inaccurate polygons may prevent the dig site from being marked.


Member facility owners are notified based on the location of the polygon(s). If the polygon does not cover the entire dig site, the system may fail to notify the correct facility owners of your job.

Mapping Tools


Map Layers- Google Hybrid is the default map layer. To view other layers that will assist with finding the work location, click on the layer icon  located in the upper right side of the map.



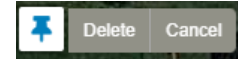
The parcel layer will display parcel information and aid in locating addresses.


Ruler- To measure, click on the protractor  symbol. Click on the map to begin measuring. Drag the mouse to the desired location. Click to change directions, if needed. The distance will appear in footage as the mouse is moved along the map. Double click to discontinue measuring.

Push Pin- Push pins may be set on the map as placeholders. Pins are for the excavator's use only and are not transmitted with the ticket. Facility owners/locators do not see the pins placed on the map. The user may perform multiple searches without losing previous search data by setting pins to mark reference points.


To pin locations on the map, click on the Push Pin icon  to activate. A colored push pin will appear at the end of the mouse cursor. Click on the map at the desired location(s) to place the pin(s).

When finished pinning the location(s), click Cancel to deactivate the push pin tool or click on another tool to begin using the next tool. To delete a push pin on the map, click on the Push Pin icon, click Delete and select the desired push pin to be removed.




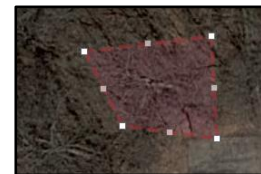
Polygon- The polygon tool is the standard drawing tool. Click the polygon icon. 

Click on the map to begin drawing. Click to change directions. To complete drawing, click on the beginning point.

Circle- The circle tool may be used to draw a circle around an object. Click the circle icon. 

Click and hold the left clicker on the mouse. Drag the mouse to the desired location and release the left clicker.

Edit- To edit the polygon, click the edit icon.  White points will appear around the polygon. Click on a point to adjust the size and shape. When resizing is complete, click *Finish* to save the changes. Click *Cancel* to exit the edit function without saving.



Delete- To delete the polygon and measurements, click the trash icon, then click *Clear All*.



Covering the Dig Site with a Single Polygon

Most job sites can be represented with a single polygon. To create a polygon, select either the polygon or circle tool to activate it.



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Two drawing tools are available for covering the work location, the polygon tool and circle tool. A drawing tool must be selected (activated) prior to creating a new shape.



Polygon Tool- The polygon tool is the more versatile drawing tool as it can be used to draw most shapes. Once the tool is activated, click on the map to begin drawing. Move the mouse to each corner of the shape and click to change directions. To complete drawing, click on the beginning point.



Circle Tool- Is best suited for creating a circle around smaller or circular objects. Once the tool is activated, click at the center of the desired object. Hold the left clicker on the mouse and drag the mouse to the desired location and release. Be sure to read the measurement of the circle. If it is measuring in diameter, the total diameter must be doubled to equal the radius of the object.

The polygon should cover the dig site completely while being as precise as possible. Drawing an oversized polygon is discouraged. If an oversized polygon is necessary, a description of the precise dig site within the polygon must be written in the Additional Information-Remarks field at the bottom of the ticket.

Below are a few examples of tickets completed with a single polygon.

Example 1

The replacement of a driveway and sidewalk to the home.



Example 2

A stretch of road that is being replaced.

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Example 3

The removal of a tree, roots, and stump grinding.



Creating Multiple Polygons

Multiple polygons may be created for jobs with multiple dig sites. Up to 15 polygons may be created per ticket.

To create a polygon, select either the polygon or circle tool.



Polygon Tool- The polygon tool is the more versatile drawing tool as it can be used to draw most shapes. Once the tool is activated, click on the map to begin drawing. Move the mouse to each corner of the shape and click to change directions. To complete drawing, click on the beginning point.



Circle Tool- Is best suited for covering a dig site that is around smaller or circular objects. Once the tool is activated, click at the center of the desired object. Hold the left clicker on the mouse and drag the mouse to the desired location and release. Be sure to read the measurement of the circle. If it is measuring in diameter, the total diameter must be doubled to equal the radius of the object.

After the first shape is drawn, click either the polygon or circle tool to activate it and draw the next shape on the map. Repeat the process for each additional shape. Each polygon should cover the associated dig site completely while being as precise as possible.

Drawing an oversized polygon is discouraged. If the polygon(s) cover areas outside/beyond of the proposed dig site, a description of the precise dig site must be written in the Additional Information-Remarks field at the bottom of the ticket.

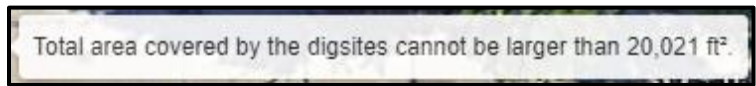
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Each polygon created is assigned a number. Up to 15 polygons may be created per ticket. When more than one polygon is created on the map, an area highlighted in blue will appear that connects the polygons. The blue highlighted area, or bounding geometry, is used to calculate the total area of the job.

***The red polygons determine which facility owners receive the request and which areas are to be located. The blue shape is not a work location polygon and is not used by facility owners/locators to determine the dig site. ***

The measurement/area of each circle/polygon and the total area of the job may be viewed in the Dig Site Location section. This will include the diameter of a circle, the area of a polygon, and the total area of the blue highlighted area.

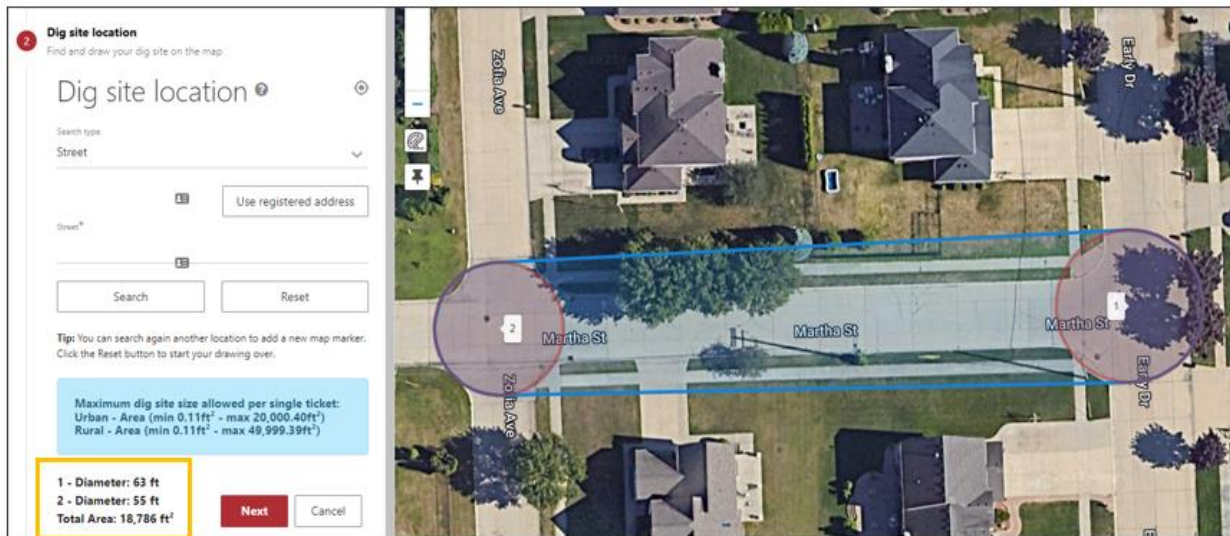
If the area highlighted in blue does not meet the size requirements for the ticket type selected and work zone, an error will appear on the screen indicating the error.



Below are examples of tickets created with multiple polygons.

Example 1

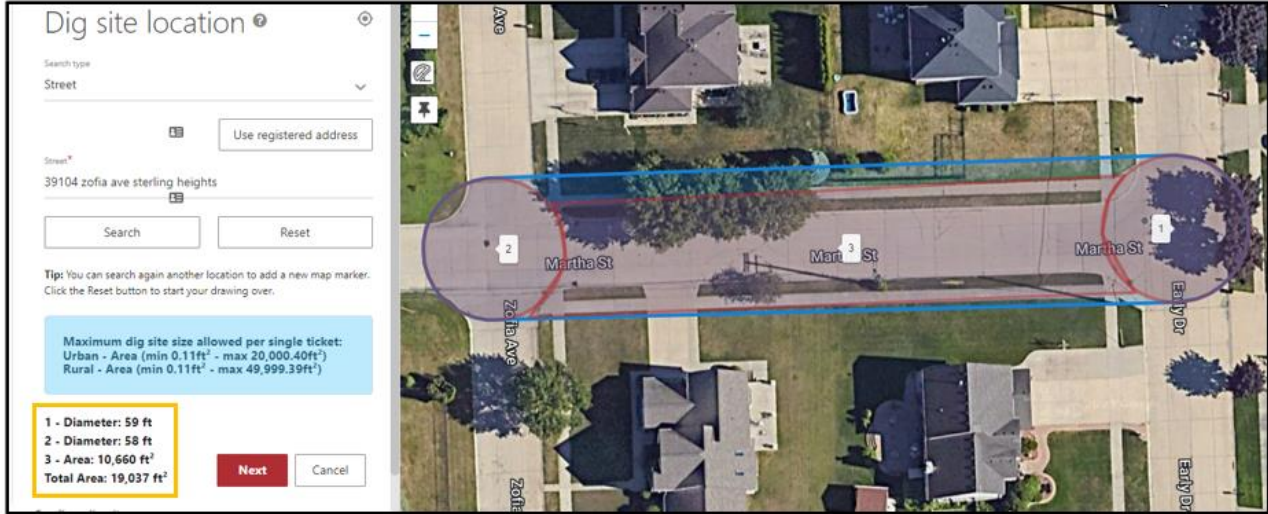
The reconstruction of two intersections.



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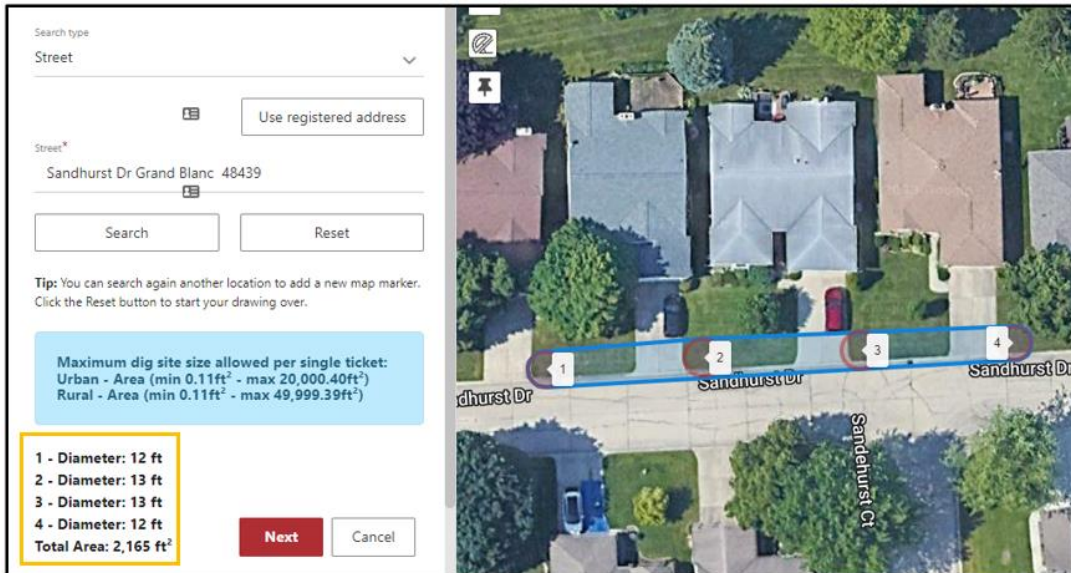
Example 2

Road Reconstruction Including Intersections



Example 3

Installing multiple mailboxes.



Example 4

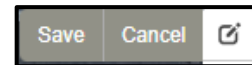
The front yard at two addresses.



Editing and Deleting the Polygon/Circle

To edit a polygon, click the Edit icon located just above the trash can icon on the upper right side of the map.

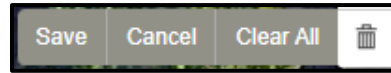
White edit points will appear around the polygons on the map. Click on a point to adjust the size and shape. When resizing is complete, click *Save* to save the changes. Click *Cancel* to exit the edit function without saving.





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To delete polygons on the map, click on the Trash Bin icon and select the desired polygon(s) to be removed. Click Save next to the Trash Bin icon to save the changes made.



If a polygon was removed by mistake or is needed, click Cancel to restore the polygons and map to the former state.

If all polygons needed to be removed, click Clear All to remove all the polygons and clear the map.

Confirm Dig Site

Enter the location of the dig site. The information entered in the Dig Site Location section for finding the dig site does not always auto-populate into the Confirm Dig Site section. The information entered in the Confirm Dig Site section is included on the ticket. Be sure the streets, addresses, city/town are relevant to the work location.

Street- Enter the address or addresses. If work does not take place at an addressed location, enter the nearest street to the dig site.

Town/City- Enter the city, township, or village of the work location.

Nearest Cross Street- Enter the nearest cross street to the work location.

2nd Nearest Cross Street- Provide another near cross street. This field is optional but encouraged.

Lot Number/Subdivision Name- Enter lot numbers or a subdivision name, when applicable.

Click NEXT.

Additional Information

The additional information section contains the Remarks-Additional Details field. Enter information not previously included on the ticket in the Remarks field; this may include driving instructions, additional work types, excavation methods, or any information necessary to aid the facility owners/operators in responding to the ticket.

If the polygon is overdrawn (covers more than the precise dig site), a written description of the dig site must be provided in the Remarks field. Facility owners and locators benefit from additional details in this field, especially if the worksite is difficult to locate. Please consider including relevant information in this field. If the polygon accurately and precisely depicts the work location, you can enter "**See Polygon**".

Tick Box- Read the information and click in the box to agree to the terms prior to submitting a ticket.

Click Submit.

The ticket details appear on the screen along with the members who will receive the ticket. An email confirmation of the ticket is sent to the user's email address upon submitting a ticket.

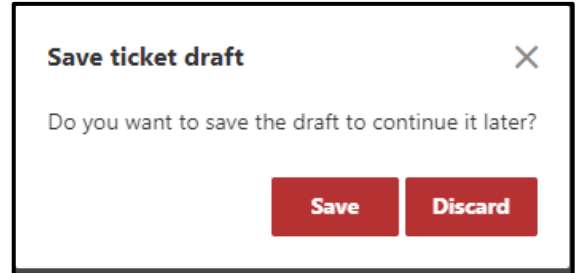
Save Ticket Draft

An unfinished ticket may be saved as a draft.

While the user is entering information into the fields and moves forward or back one step, the system automatically saves the ticket as a draft.

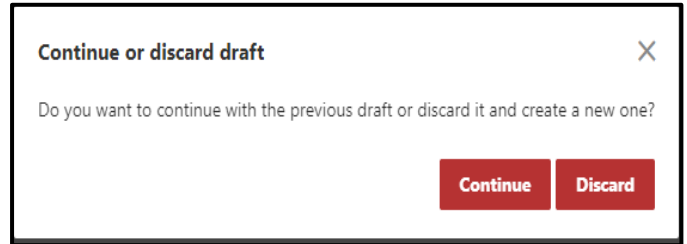
When the user attempts to close the ticket entry window before submitting, a box will display a message asking if they want to save or discard this draft of the ticket. Only a single ticket draft may be saved at a time.

***A draft will not be saved if a new ticket was created using the Copy or Continue feature or any other action based on a previous ticket. ***



The save ticket draft feature can only be accessed by the owner of the individual account. A saved ticket draft cannot be accessed by others even internal users such as Notification Service Representatives.

To access the saved ticket draft, click on the New Ticket button on either the home page or on the ticket details page of a submitted ticket. A box will display a message asking if the user wants to continue with the saved draft or discard the draft. Selecting continue, the new ticket window will appear with the fields and sections previously entered and saved. Selecting discard, removes the saved draft from the system and the new ticket window will display.



Ticket History

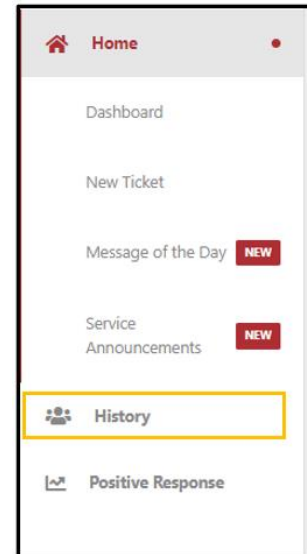
Ticket history may be viewed by clicking History on the left side of the Home page.

A search may be conducted by using a ticket number, town/city, date, ticket type, or user reference.

To search by date, choose a beginning and ending date range and click Submit. When searching by any other criteria, a valid date is required for the search.

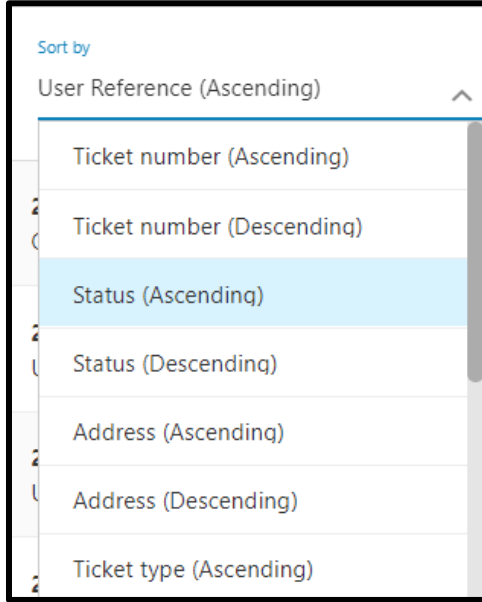
To search by Ticket Number, Ticket Type, or User Reference, choose the appropriate category from the Filter By drop down menu and enter the details in the next field. Click Search

Search results will be displayed on the screen. Click on the desired ticket to bring up the ticket details.



Tickets can be sorted by ticket number, status, address, ticket type, submit date, work to begin date or user reference by choosing from the *Sort By* drop down menu.

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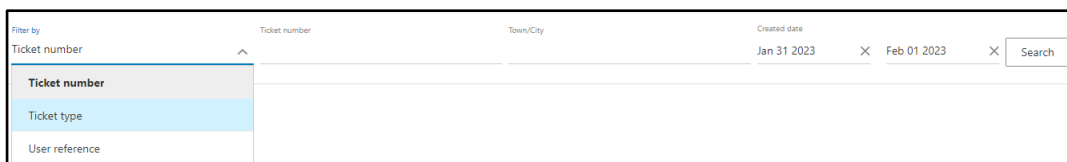
Export Tickets

Ticket history information can be exported into a CSV file. A search may be conducted by using a ticket number, town/city, date, ticket type, or user reference.

- 1) To search by date, choose a beginning and ending date range and click Search. **When searching by any other criteria, a valid date is required for the search or date criteria may be removed by clicking the “x” next to the date fields.**



- 2) To search by Ticket Number, Ticket Type, or User Reference, choose the appropriate category from the Filter By drop down menu and enter the details in the next field. **When searching by any of the above criteria, a valid date is required for the search.**



- 3) Click *Search*
- 4) Search results will be displayed on the screen.
- 5) Once the searched for tickets are displayed, click Export to download a CSV file.
- 6) Open the file to view ticket information from all displayed searched for tickets in an Excel Spreadsheet.



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7) The CSV file will contain the ticket and revision number, the username of the person that placed the ticket, user reference, a previous ticket number if the ticket was created by using the copy or continue action from a previous ticket and work site location details.

Ticket No	Revision	User Refer	Username	Company	Ticket Status	Previous Ticket No	Ticket Creation Date	Work to Begin Date	Work Legal Start Date	Work Expiration Date	Work Site Address	Nearest Cross Street
20230201	0	Bay Electric	patpyp@missdig811.org	Original	2023020100001-000	Wednesday, February 1, 2023 8:43:41 AM	Friday, February 10, 2023 8:00:00 AM	Friday, February 10, 2023 8:00:00 AM	Friday, February 10, 2023 8:00:00 AM	Friday, March 3, 2023 11:59:59 PM	20805 Kraft Blvd Roseville 48066	Little Mack ave
20230201	0	Bay Electric	patpyp@missdig811.org	Original		Wednesday, February 1, 2023 8:35:26 AM	Friday, February 10, 2023 8:00:00 AM	Friday, February 10, 2023 8:00:00 AM	Friday, February 10, 2023 8:00:00 AM	Friday, March 3, 2023 11:59:59 PM	20805 Kraft Blvd Roseville 48066	Little Mack ave
20230131	0	patpyp@missdig811.org	Original			Tuesday, January 31, 2023 10:53:33 AM	Friday, February 3, 2023 10:53:33 AM	Friday, February 3, 2023 10:53:33 AM	Friday, February 24, 2023 11:59:59 PM	Friday, February 24, 2023 11:59:59 PM	1234 VALLEY CREEK DR Inland Township 49643	BUCKHORN TRAIL
20230131	0	patpyp@missdig811.org	Original		2023013100042-000	Tuesday, January 31, 2023 10:41:33 AM	Thursday, February 9, 2023 7:00:00 AM	Thursday, February 9, 2023 7:00:00 AM	Thursday, February 9, 2023 7:00:00 AM	Thursday, March 2, 2023 11:59:59 PM	TELEGRAPH RD Bedford Charter Twp 48239	W CHICAGO
20230131	0	patpyp@missdig811.org	Original			Tuesday, January 31, 2023 10:36:17 AM	Friday, February 3, 2023 10:36:17 AM	Friday, February 3, 2023 10:36:17 AM	Friday, February 3, 2023 10:36:17 AM	Wednesday, August 2, 2023 11:59:59 PM	TELEGRAPH RD Bedford Charter Twp 48239	W CHICAGO
20230131	0	patpyp@missdig811.org	Original		2023013100040-000	Tuesday, January 31, 2023 10:19:09 AM	Friday, February 3, 2023 10:15:00 AM	Friday, February 3, 2023 10:15:00 AM	Friday, February 3, 2023 10:15:00 AM	Friday, February 24, 2023 11:59:59 PM	Early Dr Sterling Heights 48313	MARTHA ST
20230131	0	patpyp@missdig811.org	Original			Tuesday, January 31, 2023 10:14:46 AM	Friday, February 3, 2023 10:14:46 AM	Friday, February 3, 2023 10:14:46 AM	Friday, February 3, 2023 10:14:46 AM	Friday, February 24, 2023 11:59:59 PM	Early Dr Sterling Heights 48313	MARTHA ST
20230131	0	patpyp@missdig811.org	Original			Tuesday, January 31, 2023 10:03:36 AM	Tuesday, February 7, 2023 8:00:00 AM	Tuesday, February 7, 2023 8:00:00 AM	Tuesday, February 7, 2023 8:00:00 AM	Tuesday, February 28, 2023 11:59:59 PM	193104 Duffie Ave Sterling Heights 48313	EARLY DR

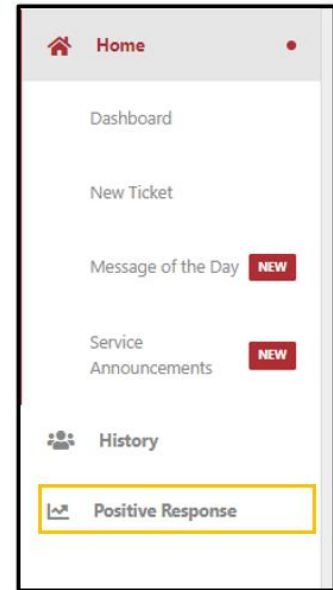
Positive Response

Positive Response is the platform used to relay the status a ticket. Facility owners are required to post a response for all dig tickets regarding the marking of their facilities. Excavators are required to check Positive Response prior to digging.

Facility owners/operators are required to provide a response to design tickets, but it is not mandatory the response is posted in Positive Response.

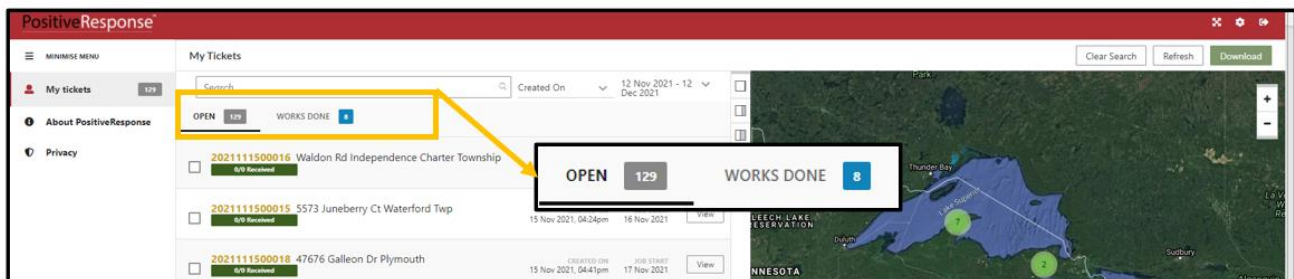
Positive Response is accessed from the Home page in OneCallAccess by clicking Positive Response.

The Positive Response main page contains a list of Open tickets, a map showing where open tickets are located within the state, a search field and a download button.



OPEN/WORKS DONE- Tickets are added to positive response upon submission. They are categorized as OPEN until the user chooses to designate them as WORKS DONE or they are cancelled. All open tickets appear on the home page.

A ticket may be categorized as WORKS DONE after the ticket has expired. This will remove it from the Home page Open list. WORKS DONE tickets may be viewed at any time by clicking WORKS DONE on the home page of positive response.



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To view facility owner/operator postings, choose a ticket from the list or enter the ticket number in the Search field. The most recent version of the ticket will be displayed.

Facility responses can be seen on the left side of the page. The status wheel indicates how many facility owners/locators have responded to the request. When the status wheel indicates all facility owners have posted a response, excavators are required to open each response to view the comments. This is done by clicking on the box associated with each member/station code.

The screenshot displays the OCA External User Guide interface. At the top, a ticket overview for request 202111500013-001 is shown, including the start date (30 Nov 2021), creation date (15 Nov 2021, 04:17 pm), and a status wheel indicating 2/5 responses received. Below this is a list of responses from various facility owners, including Utility Resource Group, DTE Energy, AT&T Telephone, Gruzowski Fiber, and USIC Sub-Sett Testing. A satellite map on the right shows the location of the ticket. A detailed view of the first response from Utility Resource Group is shown on the right, including the request number, assignment details, code (001), full description, and notes.

Asset Owner	Response Code	Station Code	Received
UTILITY RESOURCE GROUP, LLC SUB...	001	URCTEST	01 Dec
DTE ENERGY (GAS) GAS	001	MGCC26	01 Dec
AT&T TELEPHONE	999	ATTD	08 Dec
Gruzowski Fiber	999	GRUZFR	08 Dec
USIC SUB-SETT TESTING	999	USICTEST1	08 Dec

Job Packet & Internal Notes

A job packet may be printed or downloaded by clicking Download on the upper right side of the Positive Response page. The job packet includes a PDF copy of the ticket and the positive response postings provided by the facility owners/operators. This may be shared with crews in the field.

Internal Notes along with attachments may be added by clicking *Add Internal Note*. These notes are for the excavator's reference and are not shared with facility owners/locators. Notes can be seen on the left side of the page beneath the member responses. These notes are also viewable in the job packet.



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Works Done

To designate a job as “Works Done” and remove it from the OPEN list on the home page, click Works Done. This action does not cancel the ticket, however cancelled tickets are displayed in the Works Done category.

POSR.MISSDIG811.ORG

Ticket responses may be viewed by anyone by going to posr.missdig811.org and entering the ticket number and clicking enter on the keyboard. The positive response postings to the most recent version of the ticket are displayed.

Positive Response Codes

An explanation of each positive response code may be found on the Excavator Pros Reference Materials page on the MISS DIG 811 website or below.

Normal 21-Day, Project 21-Day, Normal 180-Day, Project 180-Day, Short Notice, Emergency, Unmarked Facilities, Additional Assistance, and Destroyed Markings	
001 – NO CONFLICT	Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation.
002 – MARKED	Dig with caution following PA 174 requirements: Facilities have been marked.
003 – NOT COMPLETE	Do NOT dig: Locating was not completed because more time is needed; coordination or assistance required to complete the locating of the facility.
004 – MARKED UTILITY REQUIRED ONSITE	Dig with caution following PA 174 requirements: Facility owner/operator required to be on-site when excavating within the noted scope of work for this specific facility.

Design <i>(Positive Response by member not required)</i>	
201 – NO FACILITIES IN DRAWN POLYGON	No facilities in mapped/drawn polygon
202 – TASK COMPLETED	Facility owner/operator sent record drawings to design
203 – MARKING REQUIRED	As designed in PA 174 Section 6a paragraph (3)



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Auto-Responses (System-Generated): Design

204 – DESIGNING NEAR MDOT R-O-W	Review the right-of-way maps here . If project encroaches MDOT property, contact the appropriate Transportation Service Center (TSC) for MDOT infrastructure information. Current TSC maps and contacts .
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Auto-Responses (System-Generated): Normal 21-Day, Project 21-Day, Normal 180-Day, Project 180-Day, Short Notice, Emergency, Unmarked Facilities, Additional Assistance, and Destroyed Markings

000 – RESPONSE PENDING	Do not dig: Legal start date and time has not started. This is a system-generated response.
010 – EXEMPT FROM MARKING	Dig with caution following PA 174 requirements. As defined in PA 174 Section 460.727 Sec. 7 (9). This is a system-generated response.
011 – NO MEMBERS IN WORK POLYGON	Dig with caution following PA 174 requirements. There are no member facility owner/operators to notify in the drawn polygon. This is a system-generated response.
012 – POSSIBLE ABANDONED FACILITY	Dig with caution following PA 174 requirements. There may be an abandoned facility in the proposed excavation area. This is a system-generated response.
013 – CANCELED TICKET	Do not dig. The dig notice was canceled. This is a system-generated response.
020 – WORKING NEAR MDOT R-O-W	Dig with caution following PA 174 requirements. Review the right-of-way maps here . If project encroaches MDOT property, contact the appropriate Transportation Service Center (TSC) for MDOT infrastructure information. Current TSC maps and contacts .
999 – HAS NOT RESPONDED	Do not dig: Facility owner/operator did not provide a response by the response due date and time. Retransmit ticket for unmarked facilities. This is a system-generated response.



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Private Locator Responses	
301 – CONTACTED REQUESTOR	No locate performed
302 – CONTACTED REQUESTOR	Locate performed

Excavator Positive Response Check
Excavators required to check off a box on Positive Response page before placing a RXMT to confirm they checked before beginning per PA 174

Ticket Actions

After a ticket is submitted, circumstances may require a ticket to be canceled, updated, or retransmitted. This guide provides instructions to perform each action. The actions contained in this manual are currently available in the OneCallAccess system (OCA). Additional actions may be added in future OneCallAccess updates.

Retransmitting a Ticket

A Ticket may be retransmitted because of marking issues only at this time. Retransmitting a ticket does not change the ticket number. Retransmitting a ticket results in an update to the version or revision number. The revision number is found after the dash at the end of the ticket number. An example of an original ticket number is 202111200003-000. No revision exists on an original ticket, so the revision number is -000. The first revision would result in a change to the version or revision number 202111200003-001.

Tickets with erroneous information may not be retransmitted to correct the issue. To correct an error, the ticket is canceled and replaced. A ticket may be canceled up to the work legal start date on the ticket.

Updating the field contact information or adding details to aid the locator in finding or accessing the site is acceptable when retransmitting a ticket. This information may include driving instructions, an access point to the dig site, or a gate code. Updates to the type of work, activity, or work location are not acceptable. These changes would require a replacement ticket.

Positive Response must be reviewed prior to transmitting a ticket for Unmarked Facilities, Destroyed Markings, or Additional Assistance. Specify which facility owners/operators are required to respond to the request based on positive response postings and field conditions. It is not acceptable to request a response from all facility owners/operators as a replacement for checking positive response.

A ticket may be retransmitted after the work legal start date of the most recent revision of the ticket. The work legal start date can be found on the ticket.

Destroyed Markings

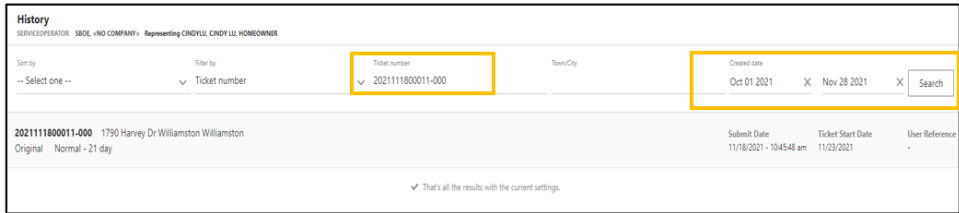
When markings are removed, destroyed, or are no longer visible or reliable, a ticket may be retransmitted for destroyed markings. Facility owners are required to respond within 24 hours on business days.

WHO: All Users of the system

WHEN: Between the work legal start date and the work expiration date (minus 24 hours).

PROCEDURES

- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- 2) Click History to search for the ticket if it is not found in recent history.
- 3) Enter the ticket number with the most recent revision number, and the date (or date range) the most recent revision of the ticket was placed.
- 4) Click search.
- 5) Click on the ticket to display the ticket details.
- 6) Click Actions on the upper right side of the page.

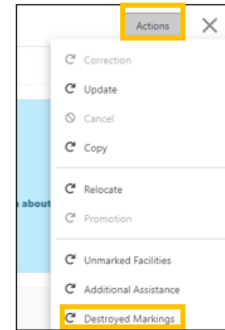


- 7) Choose Destroyed Markings – ticket will open.
- 8) Enter a Work Completion Date. This should not be date after the expiration date of the ticket.
- 9) Review the field contact. Adjust as necessary.

In the Remarks field enter the revision number and the station code(s) of the member(s) OR the facility type (gas, electric) needed to remark. **DO NOT REMOVE ANY INFORMATION FROM PREVIOUS VERSIONS OF THE TICKET. ADD NEW INFORMATION TO THE TOP OF THE REMARKS FIELD.**

Please use the MISS DIG 811 approved abbreviations list located on the Excavator Pros Reference Material page on the MISS DIG 811 website or at the bottom of this guide. There is a limit of 400 characters. The station codes can be found in

Positive Response. If the chosen Work to Begin date is NOW, provide the crew status: CREW ON SITE or CREW EN ROUTE.



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If a portion of the job needs to be remarked, specify the location. EX: Markings were removed at a single address that is part of a ticket with five addresses. Specify which address requires remarking.

Remarks - Additional Details*

001-TEL & GAS AT 101 MAIN ST
LOCATE ENTIRE LOT AT ADDRES 101, 103, 105, 107

325 characters left

Additional retransmits should be added to the top of the remarks field.

Remarks - Additional Details*

002-GRUZFBR
001-ATTD & CEGDIS
SEE POLYGON

359 characters left

10) Click Submit- the summary page will display. The ticket status is Destroyed Markings. A confirmation email is sent.

Unmarked Facilities

- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- 2) Click History to search for the ticket if it is not found in recent history.
- 3) Enter the ticket number with the most recent revision number, and the date (or date range) the most recent revision of the ticket was placed.
- 4) Click search.
- 5) Click on the ticket to display the ticket details.

History
SERVICEOPERATOR: SBOE -NO COMPANY- Representing CINDY LUI, HOMEOWNER

Sort by: -- Select one -- Filter by: Ticket number

Ticket number: 2021111800011-000

Created date: Oct 01 2021 - Nov 28 2021

Search

2021111800011-000	1750 Harvey Dr Williamston Williamston	Submit Date	Ticket Start Date	User Reference
Original	Normal - 21 day	11/18/2021 - 10:45:48 am	11/23/2021	-

That's all the results with the current settings.

- 6) Click Actions on the upper right side of the page.
- 7) Choose Unmarked Facilities – ticket will open.
- 8) Enter a Work to Begin Date. This is the date and time the crew will be back on the job site.
- 9) Enter a Work Completion Date.
- 10) Review the field contact. Adjust as necessary.
- 11) In the Remarks field enter the revision number of the request, the facility type (gas, elec) or the station code(s) of the member(s) needed.

Actions X

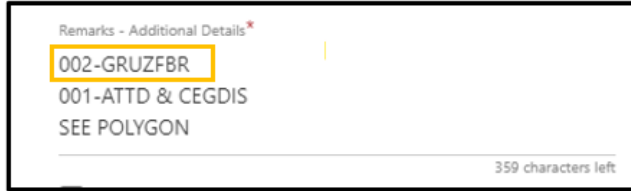
- Correction
- Update
- Cancel
- Copy
- Relocate
- Promotion
- Unmarked Facilities**
- Additional Assistance
- Destroyed Markings

DO NOT REMOVE ANY INFORMATION FROM PREVIOUS VERSIONS OF THE TICKET. ADD NEW INFORMATION TO THE TOP OF THE REMARKS FIELD. Please use the MISS DIG 811 approved abbreviations list located on the Excavator Pros Reference Material page on the MISS DIG 811 website or at the bottom of this guide. There is a limit of 400 characters. The station



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codes can be found in Positive Response. If the chosen Work to Begin date is NOW, provide the crew status: CREW ON SITE or CREW EN ROUTE.



12) The ticket details will display. The ticket status is Unmarked Facilities. A confirmation email is sent.

Additional Assistance

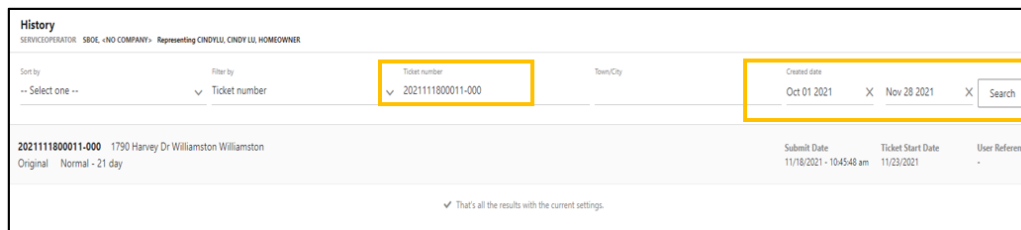
The site was marked, and the contractor has hand dug as required by law, but no line was found within the approximate location of the marking. Facility owners have three working hours to respond

WHO: External Plus and Internal Users

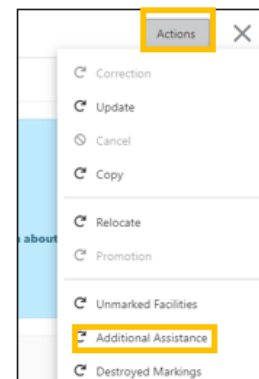
WHEN: After the Work Legal Start Date of the previous version of the ticket

Procedures

- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- 2) Click History to search for the ticket if it is not found in recent history.
- 3) Enter the ticket number and the most recent revision number, and the date (or date range) the most recent revision of the ticket was placed.
- 4) Click search.
- 5) Click on the ticket to display the ticket details.



- 6) Click Actions on the upper right side of the page.
- 7) Choose Additional Assistance – ticket will open.
- 8) Enter a Work to Begin Date. This is the date and time the crew will be back on the job site.
- 9) Enter a Work Completion Date.
- 10) Review the field contact. Adjust as necessary.
- 11) In the Remarks field enter the revision number of the request, the name of the facility owner (Consumers Energy gas) or the station code(s) of the member(s) needed to remark. **DO NOT REMOVE ANY INFORMATION FROM PREVIOUS VERSIONS OF THE TICKET. ADD NEW INFORMATION TO THE TOP OF THE REMARKS FIELD. Please use the MISS DIG 811 approved abbreviations list located on the Excavator Pros Reference Material page**





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on the **MISS DIG 811 website** or at the **bottom of this guide**. There is a limit of 400 characters. The station codes can be found in Positive Response. If the chosen Work to Begin date is NOW, provide the crew status: CREW ON SITE or CREW EN ROUTE.

Remarks - Additional Details*

002- CONSUMERS ENERGY GAS CREW ON SITE

001-ATTD
PET SUPPLY PLUS LOCATE 10FT RADIUS OF STK IN FRT OF
PROP

294 characters left

12) The ticket details will be displayed. The ticket status is Additional Assistance. A confirmation email is sent.

Copy

The copy feature duplicates ticket information from a chosen ticket to make a new one. All fields may be edited.

Who: All users of the system

When: A ticket may be copied any time after the original ticket was placed.

Procedures

- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- 2) Click History to search for the ticket if it is not found in recent history.
- 3) Enter the reference ticket number, including the revision-000, and the date (or date range) the reference ticket was placed.
- 4) Click search.
- 5) Click on the ticket to display the ticket details.
- 6) Click Actions on the upper right side of the page.
- 7) Choose Copy – ticket will open.
- 8) Edit appropriate fields.
- 9) The new ticket does not reference the copied ticket. If the user would like to reference the copied ticket, enter the reference ticket number in the remarks field.

Remarks - Additional Details

Previous ticket 2021103100151

371 characters left

10) Click Submit.

11) Ticket details will display. A confirmation email is sent.

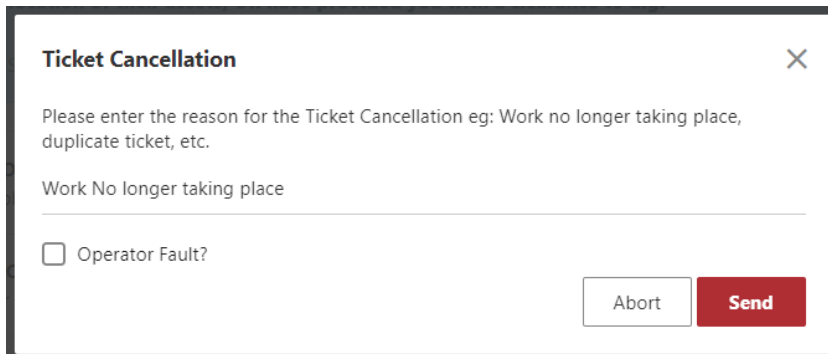
Cancel

A ticket may be canceled because work is no longer taking place, there is an error on the ticket or because there is a duplicate ticket for the job.

Who: All users of the system

When: Up to the Work Legal Start Date on the ticket

- 1) If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- 2) Click History to search for the ticket if it is not found in recent history.
- 3) Enter the ticket number, including the revision number -000, and the date (or date range) the ticket was placed.
- 4) Click search.
- 5) Click on the ticket to display the ticket details.
- 6) Click Actions on the upper right side of the page.
- 7) Choose Cancel – A pop up box will display.
- 8) Enter the reason for the cancellation.
- 9) Click Send



The screenshot shows a 'Ticket Cancellation' dialog box with a close button (X) in the top right corner. The text inside reads: 'Please enter the reason for the Ticket Cancellation eg: Work no longer taking place, duplicate ticket, etc.' Below this is a text input field containing 'Work No longer taking place'. Underneath the input field is a checkbox labeled 'Operator Fault?'. At the bottom right of the dialog are two buttons: 'Abort' and 'Send'.

- 10) The ticket details will display. The ticket status is Cancelled.

Continue

When a job is too large to fit into a single ticket, the continue ticket feature makes it easy to create multiple tickets. The work polygon from the chosen ticket is visible on the map so the user can easily create a new polygon that picks up where the other ticket left off. The original ticket number is referenced on the continued ticket once submitted.

Who: All users of the system

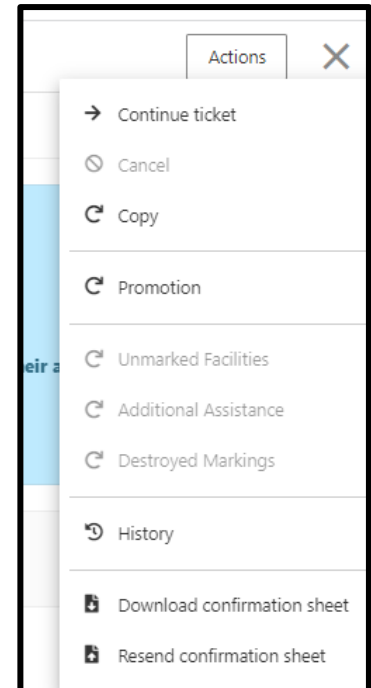
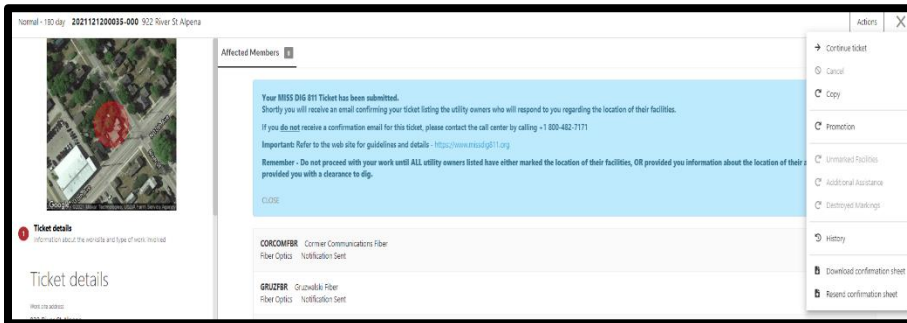
When: Anytime

- 1) Continue ticket may be chosen immediately after a ticket is placed. When the ticket summary page appears upon submitting a ticket, click Actions from the upper right side of the page.
- 2) Click Continue Ticket



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- a. If the continue ticket feature is not chosen upon submitting a ticket, the reference ticket can be found in Recent History or History. If the ticket is one of the last five tickets placed, click on the ticket under Recent History on the Home page of OCA to display the ticket.
- b. Click History to search for the ticket if it is not found in recent history.
- c. Enter the ticket number, including the revision number -000, and the date (or date range) the ticket was placed.
- d. Click *search*.
- e. Click on the ticket to display the ticket details.
- f. Click *Actions* on the upper right side of the page.
- g. Click *Continue Ticket*



- 3) Review ticket details and adjust as needed.
- 4) Click Next to go to section 2 Dig Site Location
 - a. The polygon from the reference ticket is visible. Create a polygon that covers the next portion of the project.
 - b. Click *Next*
- 5) Enter the location information in the Confirm Dig Site. This information is included on the ticket.
- 6) Click *Next*
- 7) Enter Remarks, if needed.
- 8) Check the agreement boxes.
- 9) Click *Submit*. The previous ticket is referenced on the new ticket.

MISS DIG 811 APPROVED ABBREVIATIONS LIST

Please use the MISS DIG 811 approved abbreviations list in the Remarks – Additional Details field to limit the characters used when additional information needs to be conveyed to the locators. This field is limited to 400 characters. The remarks field is used for the original ticket and any subsequent retransmits. Please do not exceed 300 characters on the original ticket, in case retransmits are needed after the Work Legal Dig Start Date.

****Previous information cannot be removed from the Remarks – Additional Details field when retransmitted information is added to this field. Please refer to the Ticket Actions Procedures on the**



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Excavator Pros Reference Material page on the MISS DIG 811 website if you are unsure on how to place a retransmit.

**When placing requests on OneCallAccess, only use the abbreviations on this MISS DIG 811 approved list and please don't try to create new abbreviations as this may confuse the locators.

ADDN	addition	COMM	commission
ADDL	additional	COMMUN	communication
ADDR	address	CONDO	condominium
AKA	also known as	CONST	construction
ALT	alternate	CONTR	contractor
ANCH	anchor	COR	corner
&	and	CORP	corporation
APT	apartment	CORR	correction
APPT	appointment	CRK	creek
APX	approximately	CT	court
ASAP	as soon as possible	CUST	customer
AVAIL	available	CY	city
AVE	avenue	DEMOL	demolish
BEG	begin/beginning	DIR	direction
BET	between	DR	drive
BK	back	DRWY	driveway
BLDG	building	E	east
BLDR	builder	E/B	east bound
BLK	block	ELEC	electric
BLVD	boulevard	ELEM	elementary
BRKN	broken	EMERG	emergency
BSMT	basement	ENCL	enclosure
BTH	both	ENGR	engineering
C/L	center line	ENTR	entrance
CATV	cable television	ESMT	easement
CHNG	change	ESP	especially
CIR	circle	ESTS	estates
CLR	clear	EXC	excavation
CNTY	county	EXIST	existing
CO	company	EXT	extension
FACIL	facilities	PK	park
FRM	from	PKG	parking
FRT	front	PKWY	parkway



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FT	foot or feet	PLBG	plumbing
FTG	footing	PLC	place
GRD	ground	PLS	please
HI PRESS	high pressure	PROP	property
HLS	hills	PT	point
HSE	house	PVMT	pavement
HTG	heating	PWR	power
HTS	heights	PVT	private
HWY	highway	QUAD	quadrant
HYDT	hydrant	QUEST	question
IFO	in front of	RELOC	relocate
INC	incorporated	REMV	remove
INFO	information	REPLC	replace
INSTL	install	REPR	repair
INTER	intersection	REQ	request
INVIS	invisible	RESID	residence
IRRIG	irrigation	RD	road
LNDSCP	landscape	REST	restaurant
LK	lake or leak	RESTK	restake
LN	lane	R-O-W	right of way
LOC	location	RR	railroad
LTD	limited	S	south
MAINT	maintenance	S/B	south bound
MKT	market	SANI	sanitary
MI	mile	SEC	section
MOB HM PK	mobile home park	SD	side
MT	mount/mountain	SDWLK	sidewalk
MTR	meter	SERV	service
N	north	SHRS	shores
N/B	north bound	SPRINK	sprinkler
NR	near	ST	street
OPP	opposite	STA	station
PED	pedestal	STK	stake
P/L	property line	STKG	staking
SUB	subdivision	UNKN	unknown
SWR	sewer	UTILS	utilities
SYS	system	VAC	vacant



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TEL	telephone	VLG	village
TEMP	temporary	W	west
TERM	terminal	W/	with
TKT	ticket	W/B	west bound
TRANSF	transformer	WDS	woods
TRANSM	transmission	WMB	water main break
TRANSP	transplant	WO	work order
THRU	through	WRK	work
TRL	trail	WRKG	working
TRLR	trailer	WTR	water
TRAX	tracks (rr trax)	X-ST	cross street
TWP	township	XWAY	expressway
UG	underground	YD	yard