

# In the Trenches

Know what's below.  
**Call MISS DIG**  
before you dig.



April Newsletter vol. 23

## **April, National Safe Digging Month**

National Safe Digging Month serves as a reminder to all people who excavate or dig in the state of Michigan to contact MISS DIG 811. This process helps prevent injuries, property damage, and inconvenient utility outages.



***Are You Ready to Place  
Tickets for the Dig Season?***

The time is NOW to make sure your accounts are set up

# in OneCallAccess and DamagePreventionPortal!

## Be prepared for the start of the busy dig season and April is Safe Digging Month!

If you or your employees need user accounts in the new system, please complete the following steps:

- Have the new user create

DPP Member User Roles								
		User Account Type						
		Explore Your Data	Member Full	*Member Full+	Member Admin	*Member Admin+	Positive Response Posting	AuthorityViewer
Access Available (R- Read & W- Write)	One Call	-	-	R/W	-	R/W	-	-
	Authority Viewer	-	R/W	R/W	-	-	-	R/W
	PCAdmin	-	-	-	-	-	-	-
	Operations:Emergencies	-	R	R	R	R	R	-
	Operations:ExploreYourData	R/W	R/W	R/W	R/W	R/W	R	R
	Operations: OneCall Access	-	R/W	R/W	R/W	R/W	-	-
	Operations Positive Response	-	R/W	R/W	R/W	R/W	R/W	-
	Settings: Delegations	-	R/W	R/W	R/W	R/W	-	-
	Settings:OneCallAccess	-	R	R	R	R	-	-
	Settings:System	-	R	R	R	R	-	-
	Settings:PositiveResponse	-	-	-	-	-	-	-
	PosR API	-	-	-	-	-	-	R/W

\*Member+ roles will be assigned by a MISS DIG 811 employee after ticket entry training has been completed by a crossover user.

a OneCallAccess account at <https://onecall.missdig811.org/ngen.web/INTERNAL/RegisterUser>. The user must have an account in OneCallAccess for us to add their account to the DamagePreventionPortal (DPP).

- Once the OneCallAccess account has been created, the employee should then complete the Member Service Support form at <https://fs30.formsite.com/missdig/form27/index.html> for "Promote My OCA Account to the DamagePreventionPortal". Each applicant will need to include which type of user role, or "access type", they require. A chart is below for reference.

Upon receipt of the promotion request, the Member Services Department will set up the account and follow-up via email.

Once you have received the email that your DPP account has been confirmed, please follow these instructions:

To log into the DamagePreventionPortal (member user account), please visit [dpp.missdig811.org](http://dpp.missdig811.org) and use the credentials you assigned.

If you have any issues logging in, please select "forgot password" to have a reset link sent to your email address. The email address of [OCARS\\_PRO@missdig.org](mailto:OCARS_PRO@missdig.org) is used to send MISS DIG 811 tickets, password reset requests, and account registration emails.

We strongly encourage use of Google Chrome to access this account.

If issues persist, please email [membersupport@missdig811.org](mailto:membersupport@missdig811.org) with subject line "Log-In Error".

User guides and resources are available at [resources.missdig811.org](http://resources.missdig811.org).



## Creating a OneCallAccess Account

Users of the OneCallAccess ticket entry platform will create a user account prior to submitting their first ticket. To create an account, click *Submit Locate Request* from the home page of the MISS DIG 811 website, then click *Sign Up Here*.

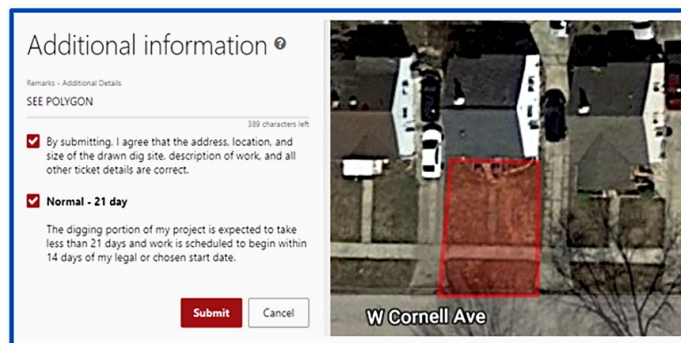
The user's company name is chosen as part of the sign-up process. Users may type their company name to find it from the list of companies. HOMEOWNER is a selection for users placing tickets for work at their property. If your company name is not listed, chose NOT LISTED. To get a company added to the list, email the Web Ticket department at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org).

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# The MISS DIG 811 Web Ticket Department

## "See Polygon"

The polygon created by the excavator serves two purposes; it determines which members receive the ticket and can also be used as a description of the dig site. When the polygon is an accurate depiction of the dig site, a written description of the dig site is not necessary. In these instances, SEE POLYGON is entered in the REMARKS field to indicate to the facility owners/locators that the polygon accurately describes the dig site.



For questions please reach out to the Web Ticket Department at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org) or 248-370-6420

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## Quick Links & Training

- Some quick links are now available to access the ticket entry platform and to view resources.
  - [OCA.MISSDIG811.ORG](https://OCA.MISSDIG811.ORG) -Log-in page for OneCallAccess
  - [DPP.MISSDIG811.ORG](https://DPP.MISSDIG811.ORG) - Log-in page for the Damage Prevention Portal

- for members.
- [REFERENCE.MISSDIG811.ORG](https://reference.missdig811.org) -Resource page for excavators. Here users can find user guides, best practices, ticket types, scope of work guidelines, announcements, and more.
- [RESOURCES.MISSDIG811.ORG](https://resources.missdig811.org) -Resource page for members that includes manuals, guides, and forms.
- [POSR.MISSDIG811.ORG](https://posr.missdig811.org) - Shows the Positive Response posting to the most recent version of a ticket

## **Training for the OneCallAccess:**

New OneCallAccess users have basic access to the ticket entry platform and can place normal 21-day tickets and design tickets. To create an account by clicking Submit Locate Request from the home page at [MISSDIG811.ORG](https://missdig811.org) then clicking Sign Up Here.

- Normal 21-day tickets are for jobs that 20,000 sq ft or less in urban areas. That is equivalent to a 200ft X 100f lot. The limit in rural areas is 50,000 sq ft or less.
- 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.

It is recommended all new users attend a **OneCallAccess Tutorial Webinar**. This class provides a thorough tour of the system, showing users how to place tickets, view ticket history, and check positive response. The webinar lasts approximately two hours. To sign up for a webinar, log into your SkillBuilder account. If you do not have a SkillBuilder account, you may create one from the following link.

<https://missdig811.skillbuilder.co/sign-in> Once logged into SkillBuilder, scroll down to the OneCallAccess content located in the MISS DIG 811 Tools and Programs Section. Click **OneCallAccess Tutorial Webinar** to sign up.

For users who want access to place tickets for larger jobs, 180-day tickets, emergency tickets, and retransmit tickets, an External Plus account is needed. There are three requirements for an External Plus account.

1. Create a OneCallAccess account. This can be done by clicking Submit Locate Request from the home page at [MISSDIG811.ORG](https://missdig811.org) then clicking Sign Up Here.
2. Attend a **OneCallAccess Tutorial Webinar**. Sign up in SkillBuilder. Class lasts approximately 2 hours.
3. Complete the **OneCallAccess External Plus Training 1-13-22** module in SkillBuilder. This is done online at your own convenience and takes approximately an hour to complete. At the end of the module, complete the application. Accounts are upgraded within 48 hours on business days after all requirements are met.

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**To register for a webinar, click on the**



**SkillBuilder link below:**

<https://missdig811.skillbuilder.co/sign-in>



### **Webinars:**

**Friday, April 1st, 9:00 am to 11:00 am**  
**Tuesday, April 5th, 9:00 am to 11:00 am**  
**Wednesday, April 6th, 1:00 pm to 3:00 pm**  
**Thursday, April 7th, 1:00 pm to 3:00 pm**  
**Monday, April 11th, 1:00 pm to 3:00 pm**  
**Tuesday, April 12th, 1:00 pm to 3:00 pm**  
**Friday, April 15th, 9:00 am to 11:00 am**  
**Monday, April 18th, 1:00 pm to 3:00 pm**  
**Tuesday, April 19th, 9:00 am to 11:00 am**  
**Thursday, April 21st, 1:00 pm to 3:00 pm**  
**Monday, April 25th, 1:00 pm to 3:00 pm**  
**Tuesday, April 26th, 9:00 am to 11:00 am**  
**Wednesday, April 27th, 9:00 am to 11:00 am**

Please reach out to our Web Ticket department  
at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org) with questions or clarification.

If you have an account and are having trouble logging in to SkillBuilder,  
please contact [lportelli@missdig811.org](mailto:lportelli@missdig811.org). Do not create a new account. If  
you would like to view the videos but do not have a SkillBuilder account,  
click the link below, then click Create  
Account. <https://missdig811.skillbuilder.co/sign-in>

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#### **Assistance from the Web Ticket Department:**

We will continue to keep you up to date on the latest changes to the system. Thanks  
for your patience as we navigate these changes. The Web Ticket Department is  
available for ticket assistance Monday through Friday from 7:00 am to 5:00 pm.  
Please don't hesitate to contact us with ticket questions at:  
[webticketdept@missdig811.org](mailto:webticketdept@missdig811.org)

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**The Education Department**



The NEW MISS DIG 811 Safe Excavation Practices Certification Online 1-26-22 course has been updated and is ready and waiting in SkillBuilder! Take the 2-hour course online at [missdig811.skillbuilder.co](https://missdig811.skillbuilder.co).

If you have attended (by request only) a MISS DIG 811 Safe Excavation Practices Certification (LIVE) Workshop, the procedure for becoming MISS DIG 811 Certified has changed:

After being marked Attended by the Education Specialist, usually within 24 hours of attending the workshop, you must log in to [missdig811.skillbuilder.co](https://missdig811.skillbuilder.co) to complete the Final Exam before you complete your Certification.

- Login to SkillBuilder at [missdig811.skillbuilder.co](https://missdig811.skillbuilder.co).
- On your Learning Plan, click on the **NEW Safe Excavation Practices Certification Workshop 1-28-22** tile.
- Click **SEP Final Exam** on the Learning Path.
- You must receive a score of 70% or higher to pass the Final Exam.
- Certification is good for one year.
- You are MISS DIG 811 Certified if you have completed and passed the Online, Live Workshop, **OR** Webinar course. You do not have to complete all three.

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## The Member Services Department

The MISS DIG 811 office will be open on Friday, April 15, 2022. However, we recognize that some of our members may be closed this day in observance of Good Friday. Please email the Member Services Department at [membersupport@missdig811.org](mailto:membersupport@missdig811.org) if you would like to receive emergency IVR callouts all day this day.



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### **Logging into the Damage Prevention Portal:**

To log into the Damage Prevention Portal (member user account), use the credentials



that were previously provided via email. If you have any issues logging in, please select “forgot password” to have a reset link sent to your email address. If issues persist, please email [membersupport@missdig811.org](mailto:membersupport@missdig811.org) with subject line Log-In Error.

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## Need Help?

Please contact the Member Services Department. With the increase in traffic to the department we are encouraging emails to [membersupport@missdig811.org](mailto:membersupport@missdig811.org) and kindly ask that you use the below subject lines so team members can prioritize needs and efficiently divide the workload for the quickest resolution for each member. Anticipated issues or areas of concern:

Issue/Concern	Subject Line
Not Receiving Tickets	Delivery Issue
Noticed IVR subscription is outdated	Use <a href="#">Member Services Support Form</a> to provide updated delivery information.
Cannot Log-In (after password reset)	Log-In Error
Cannot Post to Positive Response	Positive Response Issue
Receiving Errors on PosR API	PosR API Issue
Not Receiving Summary Report	Summary Report

## What's the Dirt?

MISS DIG 811 is proud to announce TWO NEW PROGRAMS to benefit the excavating community and to reduce damages.

MISS DIG 811 recognizes the challenges that Facility Owner/Operators', Excavators, and Locators face every day in meeting the increase demands for locates. MISS DIG 811's offers two new pilot programs to address these concerns...

### JOINT PROJECT LOCATOR and MAINTAIN THE MARKS

Both programs work hand in hand with the Gold Shovel Standard and MISS DIG 811 to ensure public safety, timely and accurate locates, and proper use of Public Act 174.

**-The goal is to minimize damages-**

(GSS is not required but preferred/encouraged, to the point MISS DIG 811 is willing to pick up the monthly fees from GSS for 12-18 months)



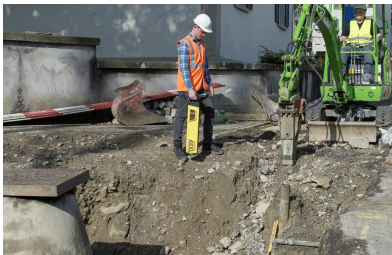
**Joint Project Locator**



**Maintain the Marks**

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# Joint Project Locator (JPL)



MISS DIG 811 acknowledges that there are concerns when it comes to locating utilities, especially on larger jobs or projects. Timeliness, quality staking, and accurate communication seem to be the cause of these concerns. MISS DIG 811's solution to these concerns is quite simple, the Joint Project Locator (JPL).

The benefits of the JPL are:

- Minimize damages
- Locator familiar with the project
- Effective use of Project Tickets
- Reduce downtime

The participating contractor(s) will receive many benefits from the Joint Project Locate Program and as with any journey, it always starts with someone taking the first step. Will that someone be you?

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# Maintain the Marks (MtM)

MtM program arose from today's fast-paced world of excavation and utility locating causing damages and downtime claims by:

- Mismarked or unmarked utilities
- No hand exposing of utilities
- Improper use of the MISS DIG 811 system when submitting dig notices
- Improper coding and documentation on tickets



The Maintain the Marks program is a two-week training for contractors to become MEA OQ certified locators. Enabling the project to continue without delays and without danger. The MtM program will not change liabilities. It still falls on the party



responsible for causing the damage. However, by joining this program the contractor will still receive benefits such as:

- Minimize damages
- MEA OQ certified locator on staff
- No more waiting for locates
- Reduce downtime

These programs can work in unison or independently.

Contact Harry Carr at [hcarr@missdig811.org](mailto:hcarr@missdig811.org) or the Education Department at [education@missdig811.org](mailto:education@missdig811.org) for more information.

## Community Outreach



MISS DIG 811 would like to thank everyone who attended our Live Workshops and Webinars covering the new MISS DIG 811 / PelicanCorp System!!

If you were not able to attend one of our Spring Sessions, we have a recorded version of the webinar that anyone can listen to. You can access it on our Learning Management System, [SkillBuilder](#). It is listed under MISS DIG 811 Community Outreach labeled MISS DIG 811/PelicanCorp OCA & DPP Overview (Recorded Webinar)

If you have questions about any of the [OneCallAccess](#) content you can contact [WebTicketDept](#), and about any of the [DamagePreventionPortal](#) content can contact [MemberSuport](#).

