



CALL BEFORE YOU DIG, INC. CONNECTICUT

OneCallAccess External User Guide

Abstract

This manual is intended to provide instruction to external users of the OneCallAccess program for placing and managing locate request tickets in the state of Connecticut. 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 Call Before You Dig Works

Locate Request (Ticket) Notice Overview

In 1977, the Department of Public Utility Control sponsored legislation to establish a mandatory, state-wide one-call system - Public Act 77-350, codified as [Connecticut General Statutes §16-345, et. seq.](#) Regulations that implement the program are contained in [Regulations of Connecticut State Agencies §16-345-1, et. seq.](#)

You must submit a locate request ticket at least two full working days but not more than 30 days before any excavation starts. (Excluding holidays and weekends)

A locate request ticket 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 ticket 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 & survey request may be completed. A locate request ticket is required prior to digging, even if a design and survey request was placed. There is a separate platform used for placing design & survey tickets. Prior to submitting a locate request ticket or design request, 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 Call Before You Dig website at www.cbyd.com. Users may also review and manage their profile and requests in OneCallAccess.

Excavators providing a dig notice to Call Before You Dig (CBYD) communicate their area of excavation by either highlighting a polygon of the dig site location or communicating the area to a Call Before You Dig representative who in turn completes a polygon on their behalf. The polygon is transmitted on the Call Before You Dig ticket to the facility owners. The polygon reflects the area the excavator has designated to CBYD as the excavation/blasting area to be located and marked. Positive Responses provided are for the area covered under the polygon in conjunction with the details included with the ticket. Address information is 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 information, including the highlighted dig site area polygon AND the remarks/details described on the ticket.

After Submitting A Ticket

Upon submitting a locate request ticket to CBYD, a unique ticket number is generated and you will receive a ticket confirmation via email. Facility owners shall respond to locate request tickets by the work start date on the ticket. Tickets may be viewed and managed by logging into OneCallAccess.

The following requirements must be met prior to digging.

1. The work start date has arrived. Facility owners/operators are required to respond to a request by the work start date. State law prohibits digging prior to the work start date, even if all facility owners/operators have responded.
2. Facility Owners/Operators have provided a positive response. A response can include: a marking on the dig site where facilities are located or indication that there are no facilities in conflict with the excavation site or pre-marked area (using paint, flags or other suitable material), a digital response via CBYD's PositiveResponse program, or other form of direct communication to the excavator. Facility owners/operators should respond to a ticket by the work start date.

If a response is unclear, or you have not received a response from a utility by your work start date-reach out to the facility owner/operator directly prior to digging using the information provided on your ticket confirmation.

3. 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.

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.

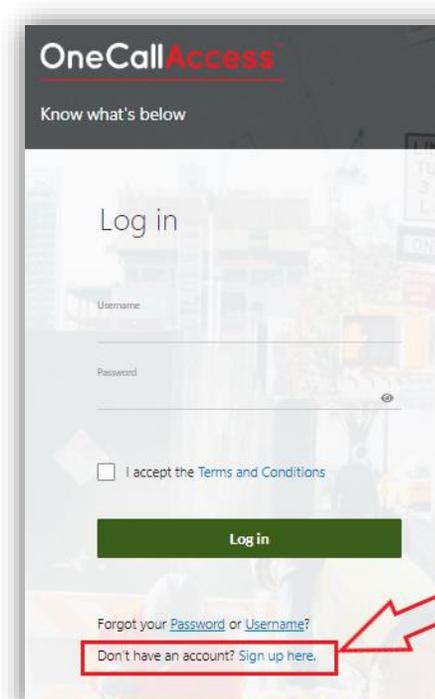


Creating a User Account

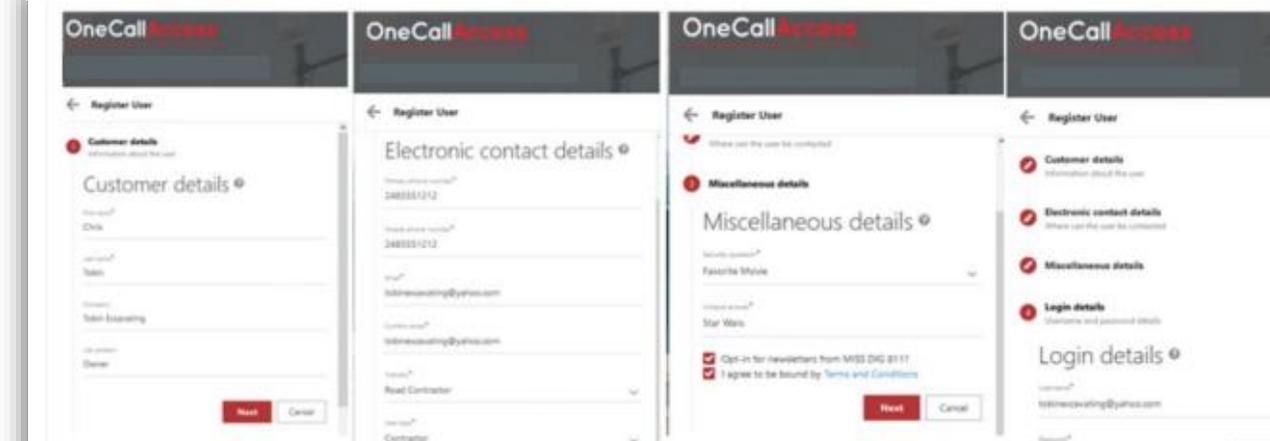
A new user account needs to be created prior to submitting your first ticket. To create a new user account, go to CBYD.COM and click E-TICKET LOGIN.

Setting Up User Profile

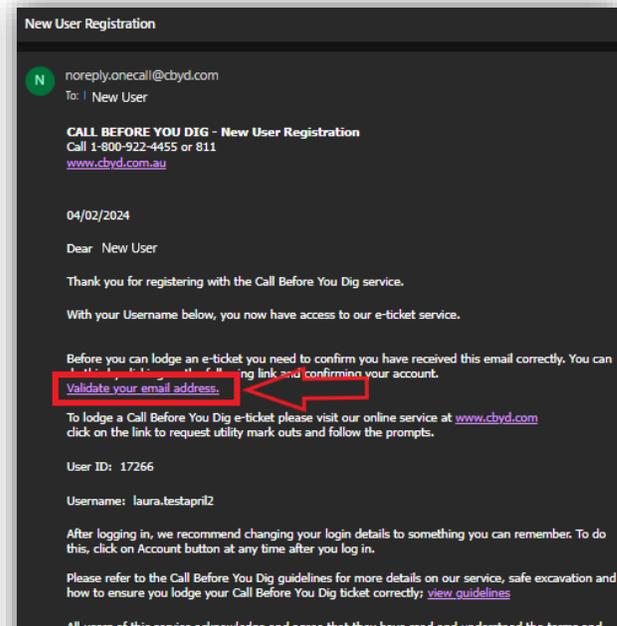
The log in page will appear. Click “*Sign up Here.*”



Enter customer contact details including company details. If you are a homeowner, leave any company information fields blank, and fill in required details.



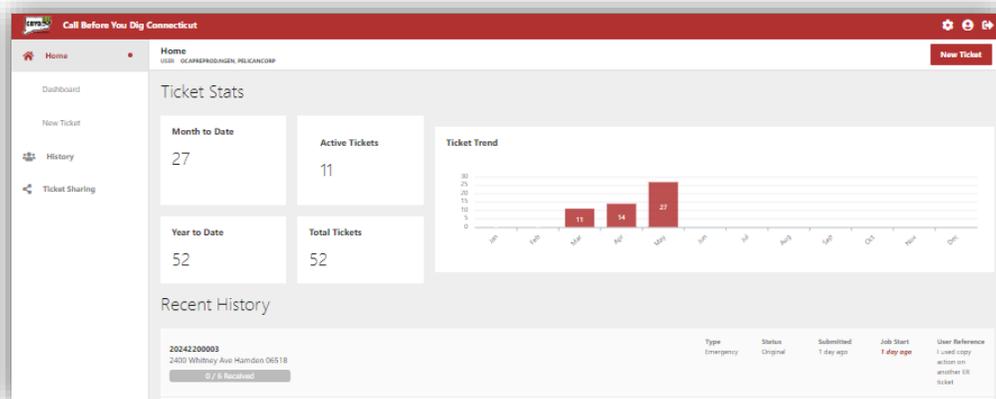
Once your account is created, a New User Registration email will be sent with a link to validate your account. Validating the email will allow ticket confirmations to be emailed to the new user and tickets to be created with the account. The new user may log into their account once the email has been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



Logging in for the first time

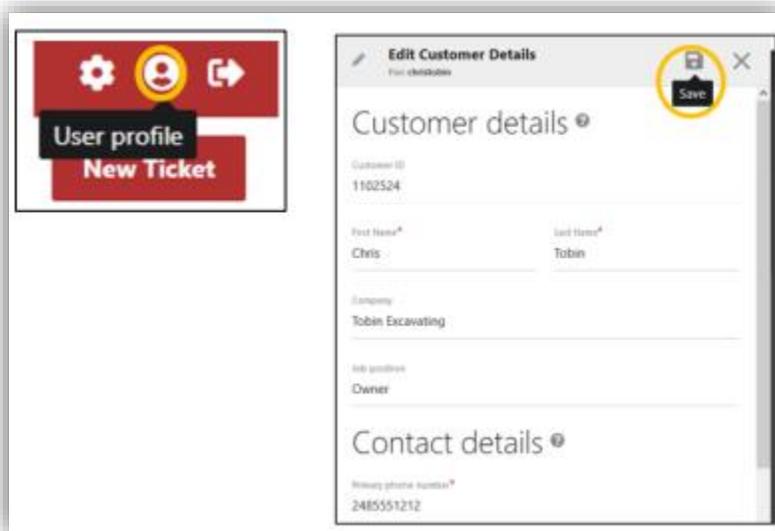
Upon logging in, the HOME page will display, also known as the Dashboard. From the Dashboard, ticket stats and history can be viewed, contact information can be updated, and certain ticket fields may be pre-populated to save the user time from entering the same information on every ticket.

PositiveResponse, the program to check ticket status has been integrated into the ticket details on your confirmation page within the interface.



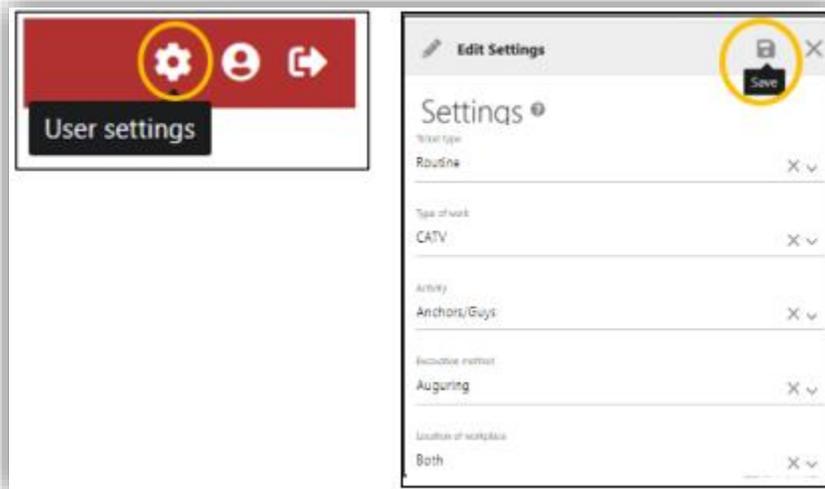
Updating Your contact information

Contact information may be updated anytime 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.



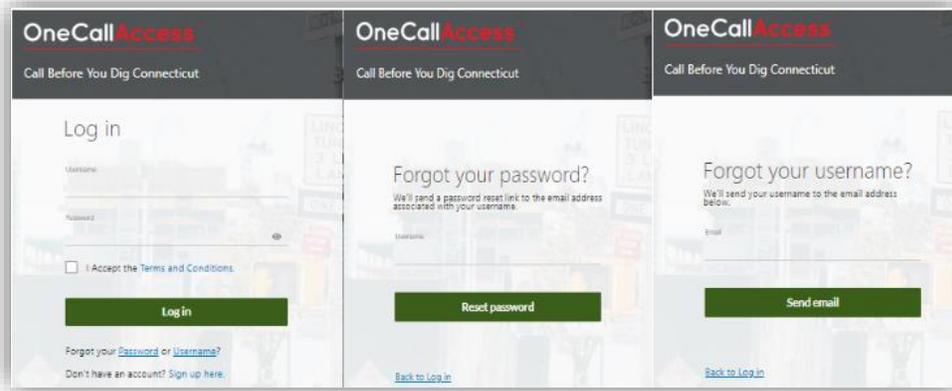
Creating Default Settings for Ticket Entry

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 home page, enter data into the appropriate fields and click *Save*.

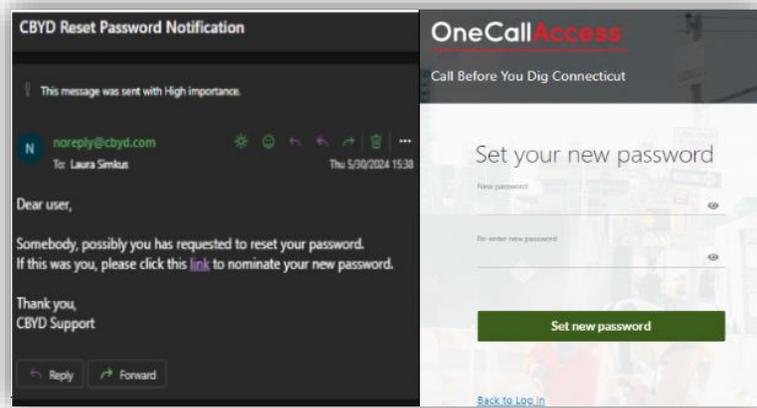


Recovering a Username or Password

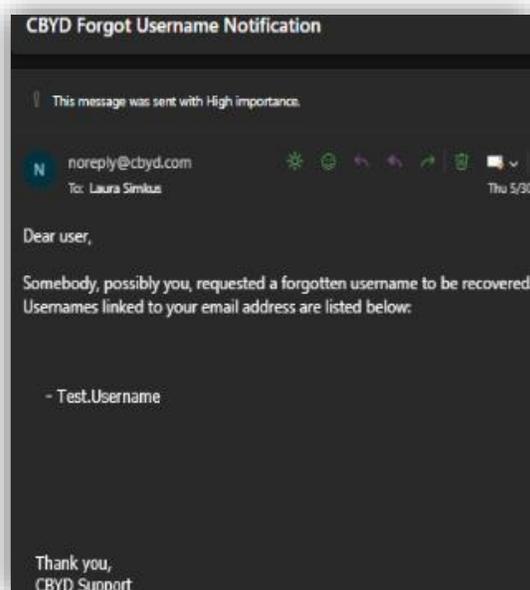
To retrieve a username or to reset your password, go to the CBYD website at www.CBYD.com and click *E-Ticket Login*. At the bottom of the login box, click on *password* or *username*. To retrieve a password, a username is required. To retrieve a username, an email address is required.



Resetting Password- An email is sent to the user to click a link, allowing the password to be updated.

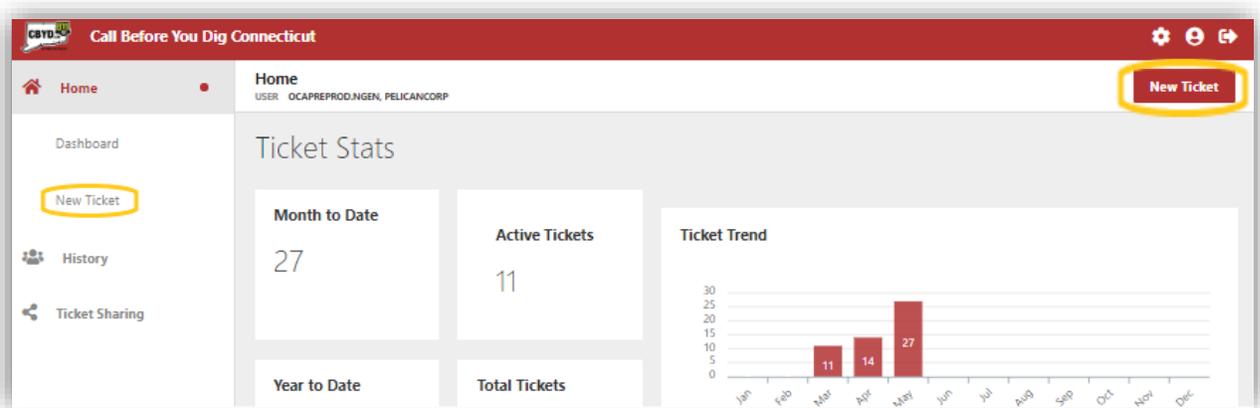


Resetting Username- An email is sent with the accounts associated with the email address entered.



Creating a New Ticket-Entering Ticket Details

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



Ticket Types

The screenshot shows the 'Ticket details' form. The title is 'Ticket details' with a red '1' icon. Below the title is the subtitle 'Information about the work site, and the type of work involved'. The form contains three fields: 'Ticket type*' (a dropdown menu with 'Routine' selected), 'Activity*' (a dropdown menu with '-- Select one --'), and 'Excavation method*' (a text input field).

The first ticket field is the ticket type. There are two categories of tickets; Routine and Emergency. Ticket types are based on the nature of the work. Both ticket types expire 30 calendar days from date of entry.

Routine - Regular scheduled work to begin within 30 days of ticket entry. Requires a minimum of two full working days advance notice prior to any digging.

Emergency - A ticket requiring urgent response less than the routine two full working days notice due to danger to life, health, property, interruption of operation of a major plant, or to assure continuity of public utility service.

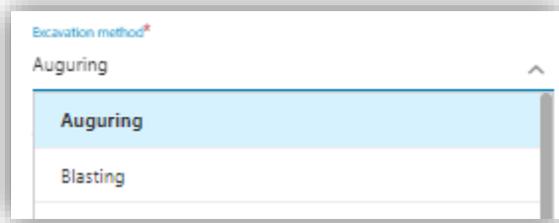
Type of Work and Activity

The type of work drop-down menu contains a list of work categories including CATV, Construction, Data/Fiber, Electric, Groundwork, Sewer and more. The activity list is populated based on the type of work chosen. For example, if Sewer was chosen at the work type, the user would have a variety of

activities related to sewer to choose from including main install, man hole, service install and more. If multiple work types and/or activities are being performed, additional ones may be written in the Notes/Project Description field prior to submitting the ticket. We encourage you to select the most invasive type of work as the main selection from the drop-down menu.

Excavation Method

Choose the excavation method that best describes the work. Choices include Auguring, Blasting, Drilling and more.



Ticket Dates

There are three dates displayed on every ticket. The Job Start Date and the Job Completion date are inputted by the user. The Ticket Expiry Date (Ticket Expiration) is calculated based on the ticket type.

Job Start- The date the user is planning to begin digging. This is the date that the member utilities are required to respond by.

Job Completion- The date the user expects to complete digging.

Ticket Expiry- The date the ticket expires based on the ticket type. Routine and Emergency tickets expire 30 calendar days from the date of entry.

User Reference

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

Excavator Doing Work

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.

Location of Workplace

This field indicates whether the work will take place on Private Property (includes public spaces), Roadway or Both.

Is the area Pre-Marked?

If the excavator has marked the dig site prior to submitting their dig ticket in a certain manner, that may be indicated by choosing from the drop-down menu. **Pre-Marking with white paint, flags or stakes is REQUIRED in Connecticut, and areas should be pre-marked prior to submitting a ticket.**

Creating a New Ticket- Mapping Work Location

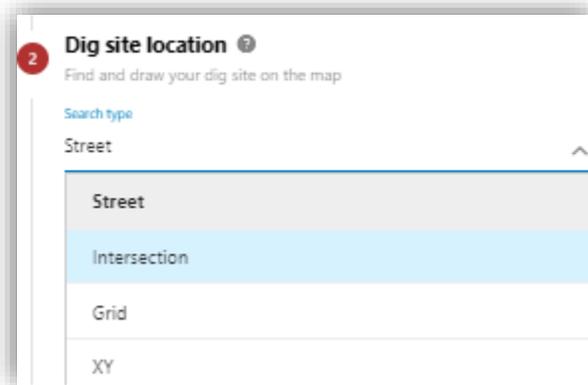
A polygon, circle or line is drawn to depict the work location. The size is limited to 2500ft per single ticket. There are three primary ways to search for the work location on the map.

Finding the work location

Street- To find the location using an address or street. Enter the address including the address number, street, town/city. Suggestions may appear under the Street field. Click on the appropriate choice OR click SEARCH.

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

XY- GPS Coordinates. Enter the Longitude and Latitude in the fields and click SEARCH.



Mapping the Work Location

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 your left mouse button, dragging the map to the desired location. Release the left mouse button 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 Tools

Map Layers- Google Satellite is the default map later. 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.

Rules- To measure distance click on 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.

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 the drawing, click on the beginning point.

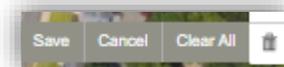
Circle- The circle tool may be used to draw a circle around an object. Click the circle icon.  Click and hold the left mouse button. Drag the mouse until the circle is the desired size and release the left mouse button.

Line- The line tool can be used to mark a length of road work, fencing or other work. Click on the line tool symbol . Click and release the left mouse button to draw your first point, then move your mouse to the end point then double click the left mouse button to end.

Edit- To edit a drawn shape, click the edit icon.  White points will appear around your drawn shape. 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 drawn shape and measurements, click the trash can icon, then click Clear All.



Once a shape is drawn on the map that represents the dig location, click **Next** in the Dig Site Location section on the left side of the screen.

Confirm Dig Site

Enter the location of the dig site. The information entered in the Dig Site Location for searching for your dig site does not always auto-populate into the Confirm Dig Site section.

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

Suburb/Town - Enter the main city/town of the work location. Note, if the area is in a suburb of another town, enter the main town name (ex. Cos Cob should be entered as Greenwich, Lakeville should be entered as Salisbury)

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

Notes: Project Description

Enter information not previously included on the ticket in the Notes:Project Description field. This should include information about the scope and location of the work, including a description of where the work is taking place on the property, if you are working a specific area in the street, driving directions, footage and compass direction to reach the work area from the intersection, additional

work types, excavation methods, or any information necessary to aid the facility owners/operators in responding to the ticket.

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

Click 

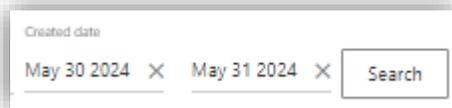
The ticket details appear on the screen along with the members who will receive the ticket. An email confirmation of the ticket is sent to the user's email address upon submitting a ticket.

Ticket History

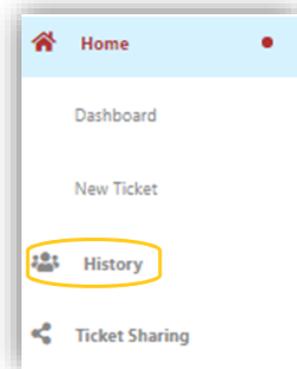
Ticket history may be viewed by clicking History on the left side of the Home page.

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

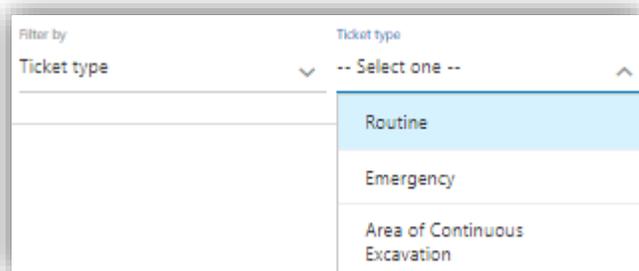
- 1) To search by Date, choose a beginning and ending date range and click Search. When searching by any other criteria, a valid date range is required for the search.



Created date
May 30 2024 X May 31 2024 X Search



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



Filter by Ticket type

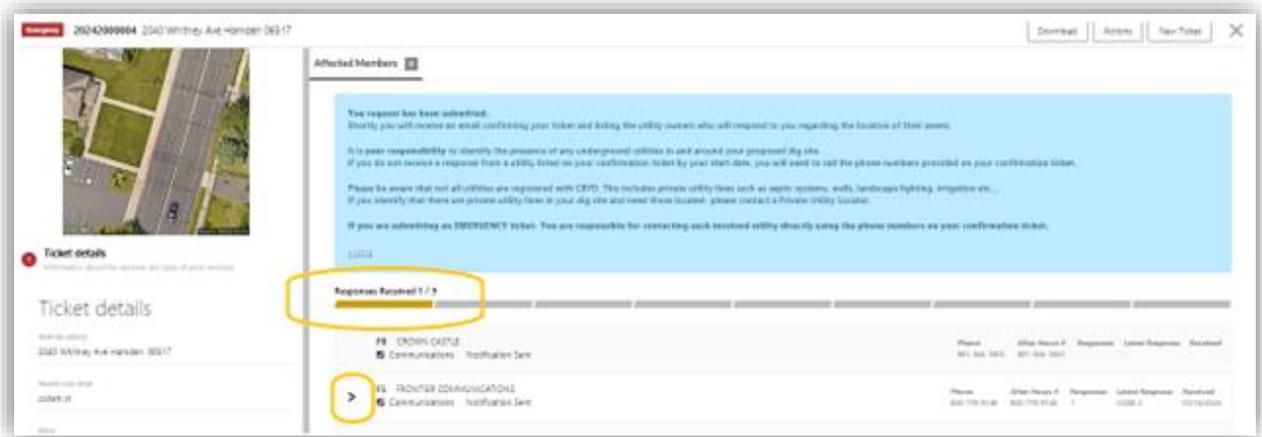
Ticket type -- Select one --

- Routine
- Emergency
- Area of Continuous Excavation

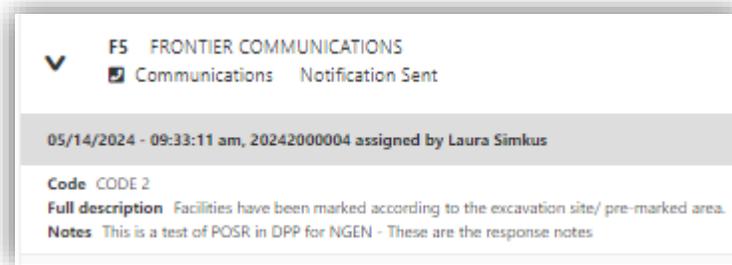
Positive Response

Positive Response is the platform used to relay the status of a ticket. Facility owners that participate in CBYD's Positive Response are required to post a response for dig tickets regarding the marking of their facilities. Excavators are required to check for positive responses prior to digging. For utilities that do not participate in this platform, you should expect a marking on the property or other direct communication from the utility.

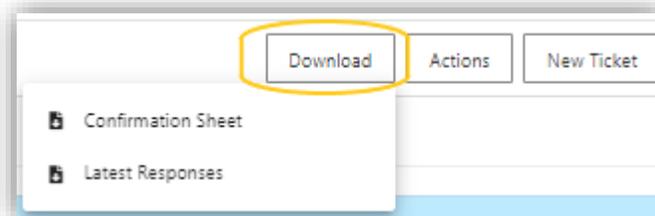
Positive Response is accessed by selecting a ticket from your history and viewing the confirmation page. When a utility has posted a response, you will see a > symbol next to the utility name, as well as a count of how many utilities have responded in the status bar above the utility list.



When you click the > symbol, you can view the response code and notes provided by the utility.



You can download and print a copy of the confirmation sheet and latest responses received by clicking the Download button on the top-right corner of the page.



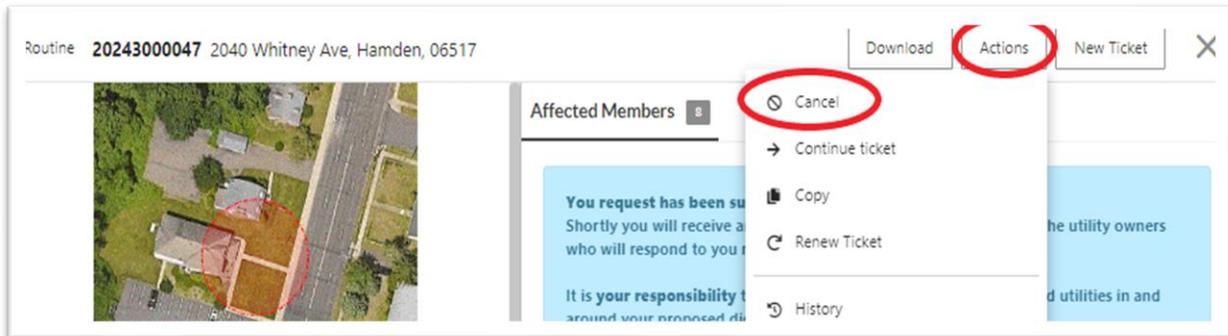
Ticket Actions

Users are able to perform a number of different Actions on an existing ticket.

Cancel

If a ticket is no longer needed, users can select the “Cancel” ticket action

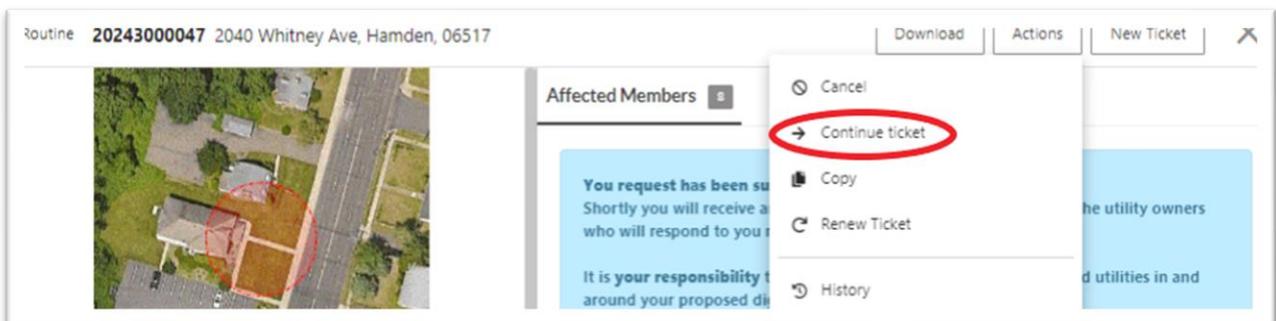
Select the ticket from your history that you wish to cancel. Click the “Actions” button on the top-right corner, then “Cancel”. This will send a notification to all utilities that your ticket has been cancelled, and when you view your ticket history, the status for that ticket will show as “Cancelled”.



Continue Ticket

This action should only be used for large jobs that exceed 2500ft.

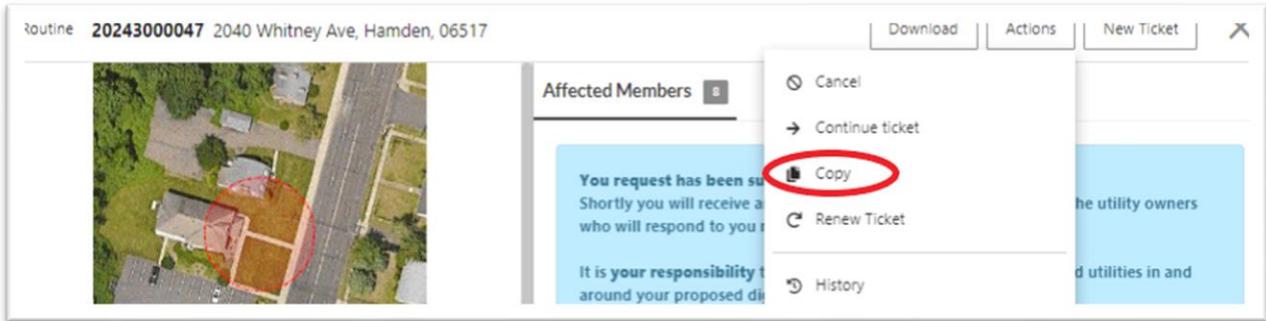
After submitting the first 2500ft section of your large job, click “Continue Ticket” from the Actions menu. This carries over the information from the last ticket and allows you to map the next section of your job while keeping the two tickets linked in the OneCall system.



Only submit tickets for the work that you will be performing in the next 30 days. You should only submit tickets for large jobs if you have already coordinated pre-planning with the town(s) and they are anticipating the tickets-otherwise you may run into delays with receiving utility responses due to the size of the job and resources available.

Copy

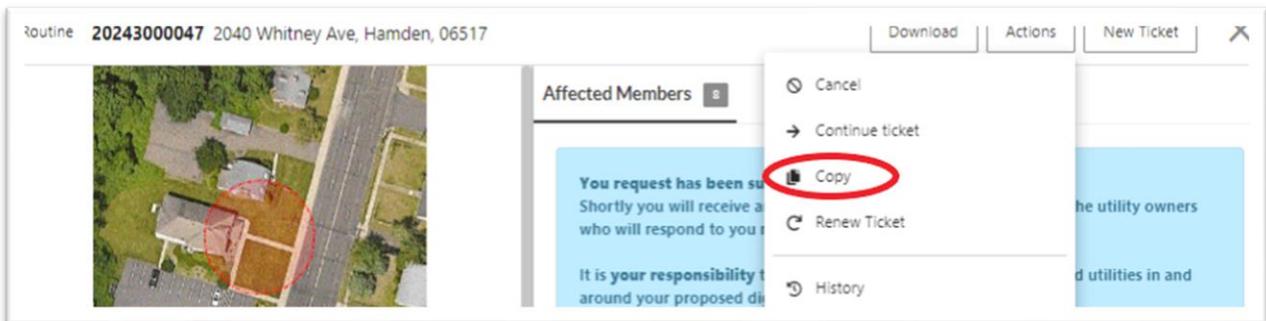
This replaces what was previously known as “Create From Existing”.



This action copies all of the information from a previously submitted ticket, and transfers it into a new ticket. You can then edit/modify any details of the ticket before submitting. This is a great time-saving feature for those who frequently do the same type of tickets.

Renew Ticket

If a job is going to take longer to complete than the 30-day life of the original ticket, and the scope and location of work has not changed, then the user can “Renew” their ticket before its expiration and that allows them an additional 30 days for work to take place from the date of renewal.

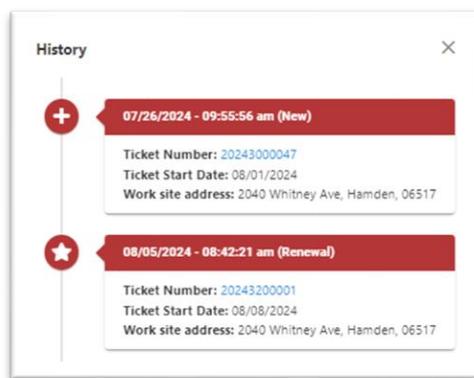
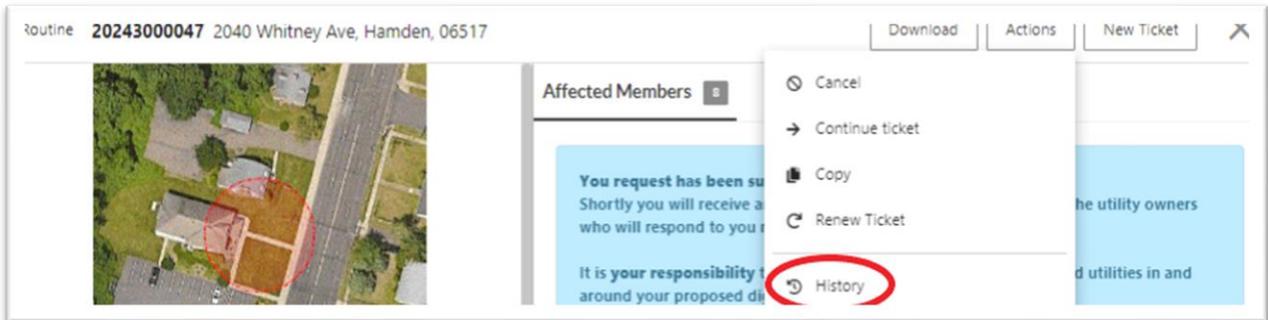


From the “Actions” menu, click “Renew Ticket”. Select your new start and completion dates and submit. This creates an exact replica of the original ticket and issues a new ticket number, but it is linked to the original ticket in the CBYD system.

Important Note: You cannot modify any information on a Renewal ticket- if the scope, location or other information has changed, you will need to submit a NEW ticket.

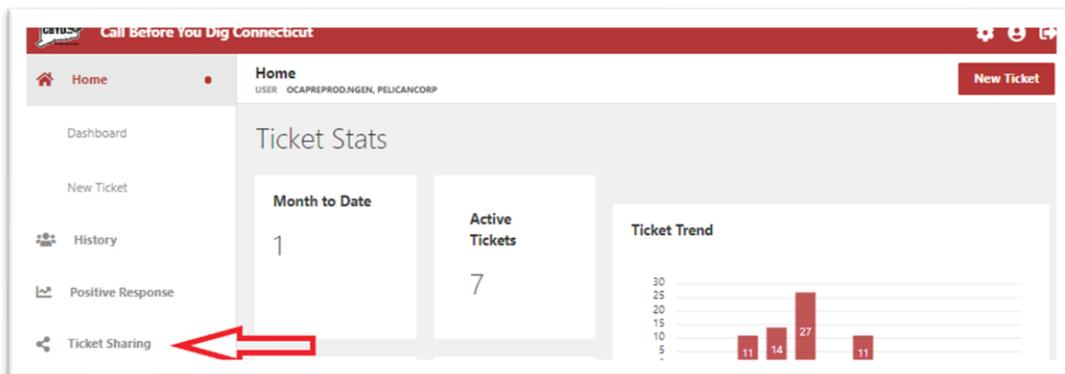
History

Users can view previous actions performed on a single ticket by clicking the “History” button from the “Actions” menu.



Ticket Sharing

Click the “Ticket Sharing” button in the left-side menu



Then click “Action” on the top-right corner

Ticket Sharing
 USER: OCAPREPROD.NGEN, PELICANCORP

Sort by: -- Select one -- Status: -- Select one -- Filter by: Shared by user Shared by user: Start date: mm... End date: mm... Advanced search **Action**

Fill in either the username OR email address for the user that you would like to share your tickets with, select a timeframe that you would like to share tickets, permissions for that person to have (*Read Only or Read/Write*) and whether you want to share your entire ticket history OR just tickets created after you initiate sharing with them. Then hit the “Save” icon at the top-right corner. This will send a notification to that user to accept your invitation to share your tickets. *If you selected “Read/Write” permissions, this user can perform any actions on a ticket that you can, including Renew, Copy, Cancel or Continue tickets, on your behalf.*

Share ticket [Close]

To start sharing ticket, please input username(s) OR email(s). Separate username/emails with semi-colon to add share to more than one user.

Status* **ACTIVE** INACTIVE

User name*

Email*
coworker@company.com

Start date
Aug 05 2024

End date
Aug 31 2024

Permissions* **READ/WRITE** READ ONLY

Share link access*
All tickets