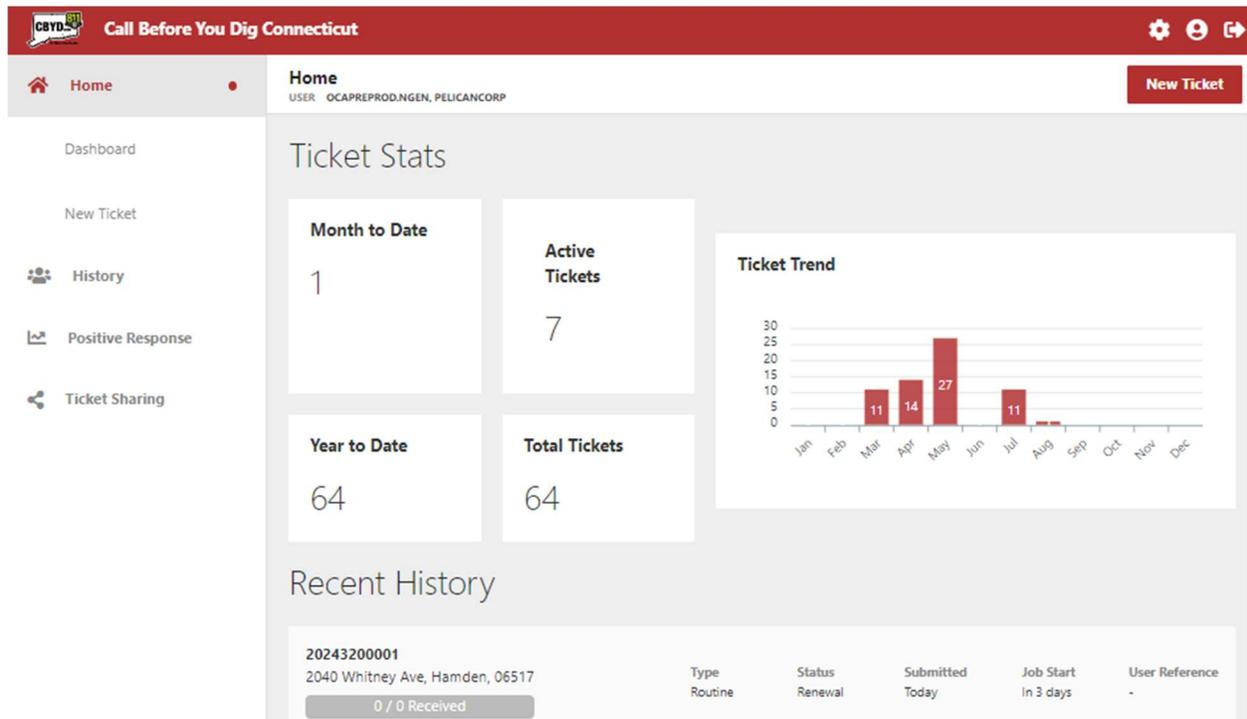


Call Before You Dig's OneCallAccess E-Ticket system updates Sept 2024!

Here are some highlights of what is new and how to navigate commonly used functions:

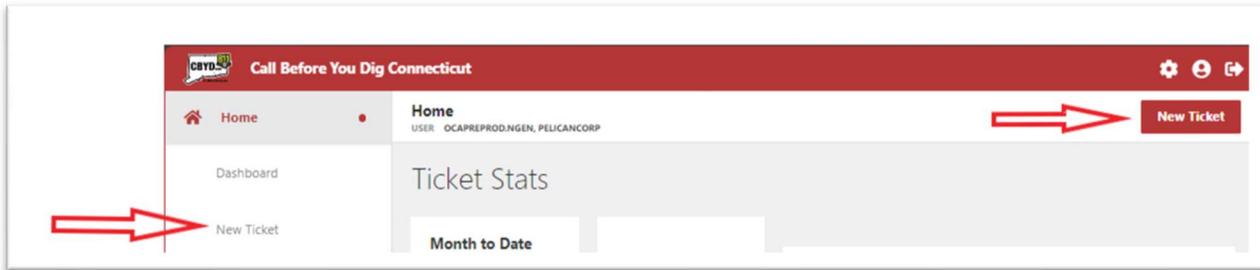
1. The user interface has been redesigned:



2. Users are now able to Cancel tickets themselves online.
3. Users can now share their tickets with other OneCallAccess users.
4. The new "Copy" ticket action replaces the former "Create From Existing". *This action copies over all of the drop-down menu 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.*
5. We are now using Google Maps as our base map layer.

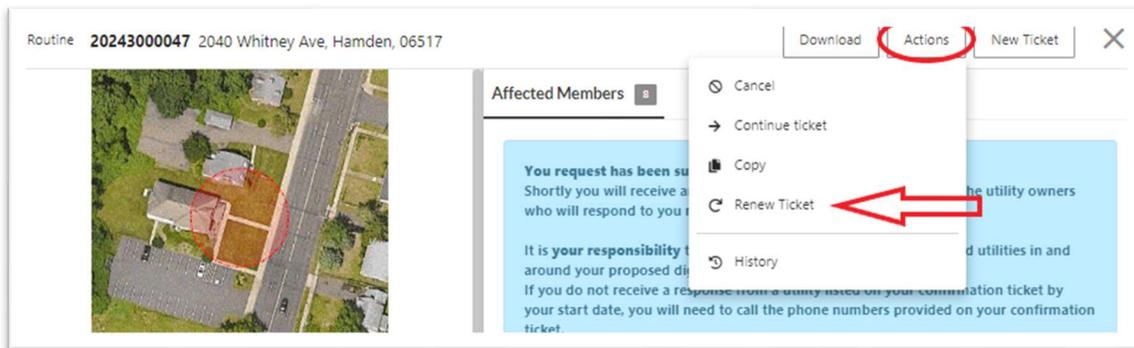
How do I...

1) Enter a New Ticket:



Click the "New Ticket" button either in the left-side menu, or on the top-right corner of your screen.

2) Renew a Ticket:



First- Navigate to the ticket you would like to renew by clicking on the ticket in your recent history, or by clicking the "History" button in the left-side menu and performing a search for the specific ticket.

Second- Once you have selected the ticket you would like to renew, click on the "Actions" button at the top-right corner of the screen and select "Renew Ticket". Then review the ticket information and submit your renewal. *Note: You can only renew a ticket once the start date has passed, and you should only renew a ticket that you are planning to be actively working on in the next 30 days.*

3) View PositiveResponse:

The screenshot shows the 'Call Before You Dig Connecticut' dashboard. The top navigation bar includes a home icon, the text 'Call Before You Dig Connecticut', and user information: 'Home', 'USER: OCAPREPROD.NGEN, PELICANCORP', and a 'New Ticket' button. The left sidebar contains a menu with 'Dashboard', 'New Ticket', 'History', 'Positive Response', and 'Ticket Sharing'. The 'Positive Response' item is highlighted with a red arrow. The main content area displays 'Ticket Stats' with two cards: 'Month to Date' showing '1' and 'Active Tickets' showing '7'. To the right is a 'Ticket Trend' bar chart with data points: 11, 14, 27, 11.

Click the "Positive Response" button on the left-side menu and perform a search for any ticket that you would like to view responses for. Select the ticket from your search results and click on each utility name to view their responses.

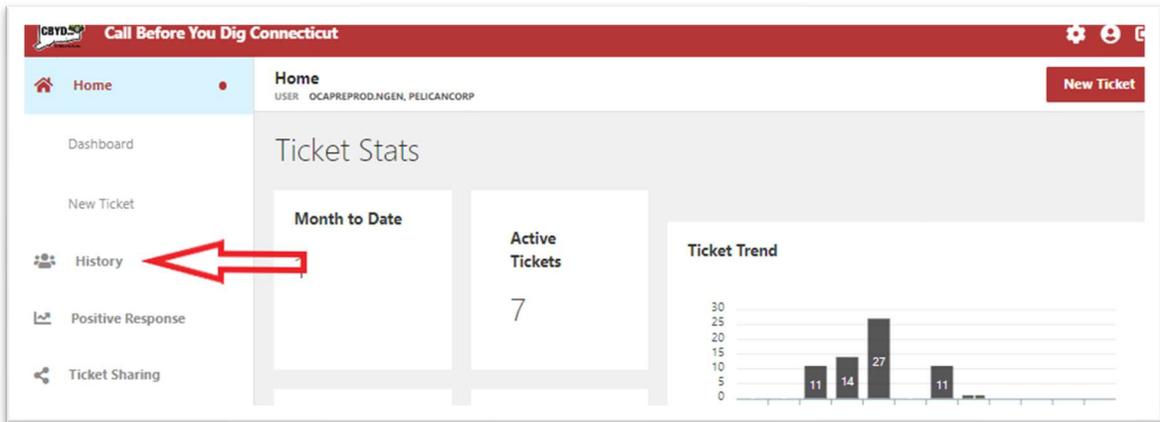
The screenshot shows a ticket detail page for '20243000039 85 Howe St, New Haven, 06511'. The top right has 'Send reminders' and 'Download' buttons, with 'Send reminders' circled in red. The page includes a progress indicator '0/5 RECEIVED', a 'Ticket Open' status, and a 'Works Done' status. It shows the start date '30 Jul 2024' and creation time '25 Jul 2024, 11:21 AM'. A search bar is present with the text 'Search by Asset Owner or Station Code'. Below is a table of utilities:

	RESPONSE CODE	STATION CODE	RECEIVED
<input type="checkbox"/> CITY OF NEW HAVEN TRAFFIC & PARK... Not Positive Response utility	-	W6	-
<input checked="" type="checkbox"/> FRONTIER COMMUNICATIONS	-	F5	-
<input checked="" type="checkbox"/> GREATER NEW HAVEN WPCA	-	GH	-

The background of the page shows a map of the area with streets like Dwight Street, Elm Street, and Edgewood Avenue.

If your start date has passed and you have not received a PositiveResponse from a certain utility, you may the tick box next to that utility and then click "Send Reminders" on the top-right corner of the screen to remind the utility that you are still awaiting their response.

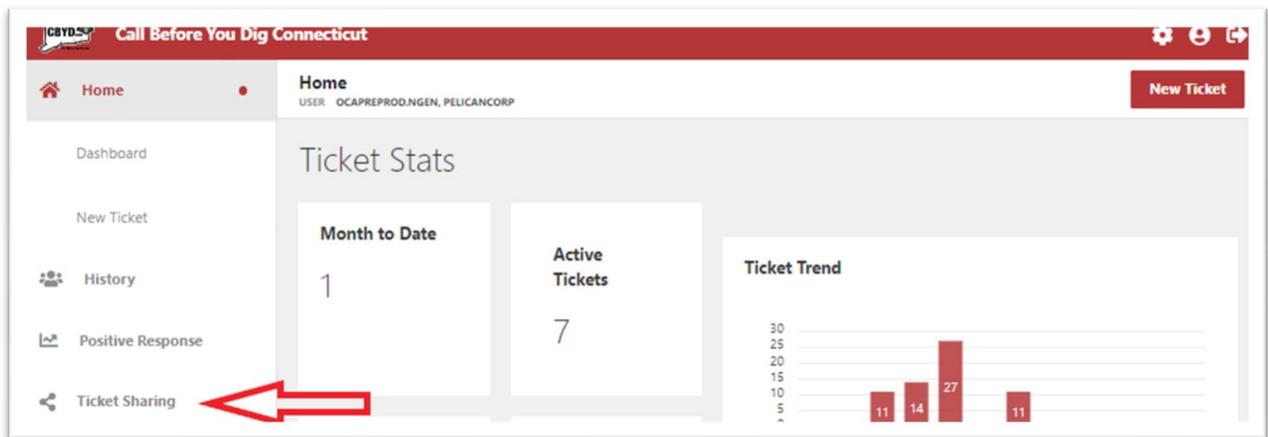
4) View My Ticket History:



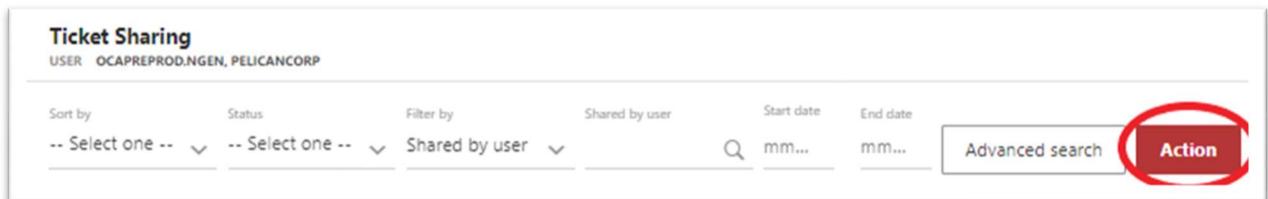
Click the “History” button on the left-side menu and you can perform a search for any of your ticket history utilizing several different search filters.

5) Share my tickets with a co-worker:

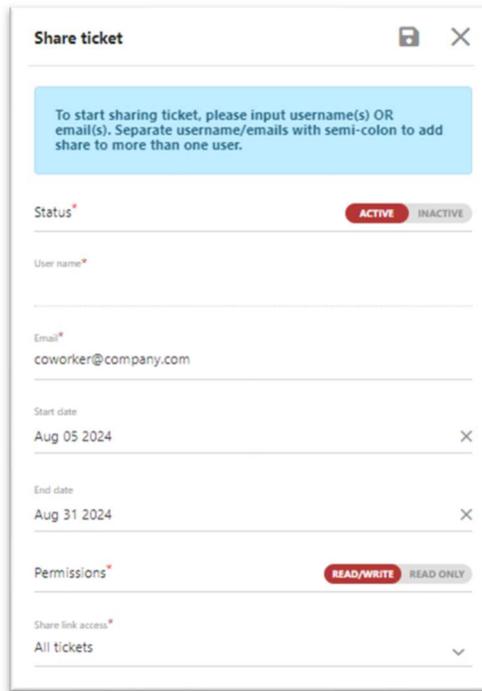
Click the “Ticket Sharing” button in the left-side menu



Then click “Action” on the top-right corner



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 [lock icon] [close icon]

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 [close icon]

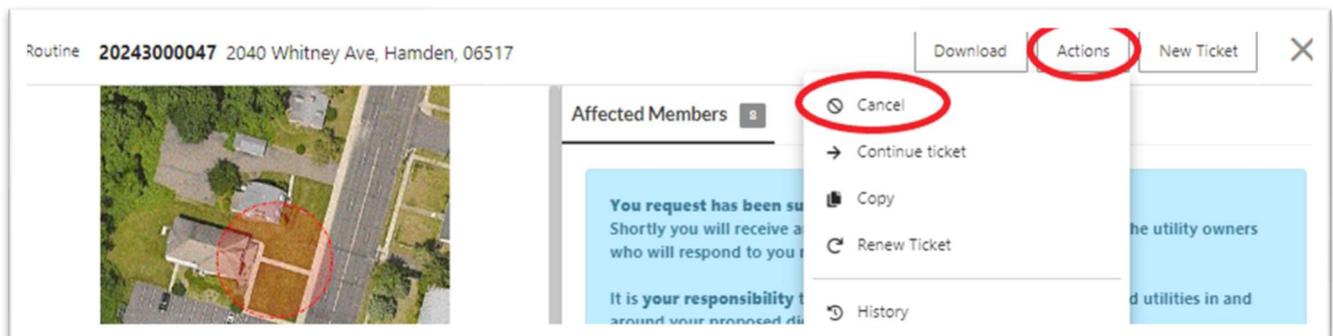
End date
Aug 31 2024 [close icon]

Permissions* **READ/WRITE** READ ONLY

Share link access*
All tickets [dropdown arrow]

6) Cancel a Ticket:

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”.



Routine **20243000047** 2040 Whitney Ave, Hamden, 06517 [Download] **Actions** [New Ticket] [close icon]

Affected Members [dropdown arrow]

- Cancel**
- Continue ticket
- Copy
- Renew Ticket
- History

You request has been su
Shortly you will receive a
who will respond to you

It is your responsibility t
around your proposed di

the utility owners

d utilities in and