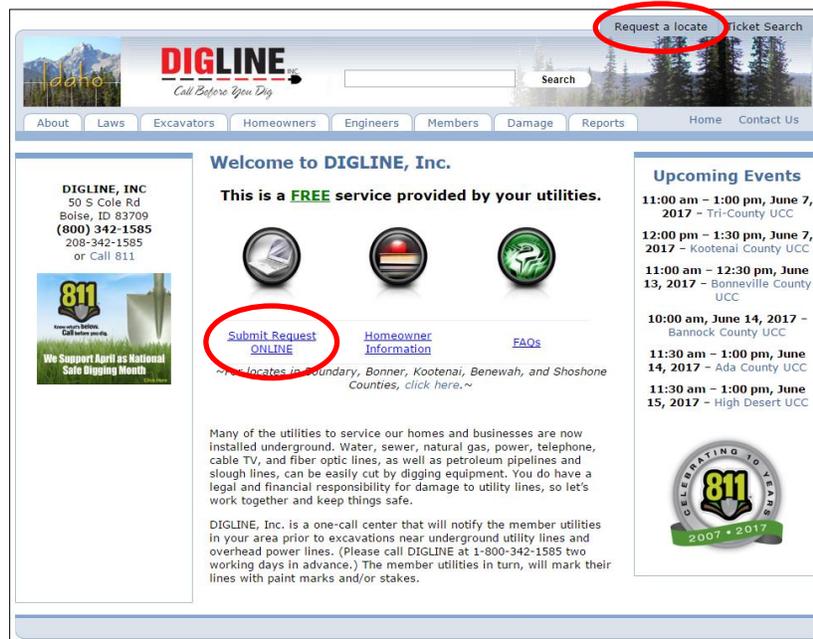


DIGLINE Online Submission Guide

Getting Started

Clicking on either 1) the *Submit Request Online* link in the center of the DIGLINE homepage or 2) the *Request a Locate* link at the top right corner of the header will open a new internet browser tab to the *Line Locate Request Form*.



Entering the Form

LINE LOCATE REQUEST FORM

IF YOU HAVE AN **EMERGENCY REQUEST** DO NOT USE THIS FORM.
CALL 1-800-342-1585

PLEASE READ THE NOTICE BELOW,
AND SELECT ONE OF THE FOLLOWING

[Excavator with an ID number](#)

When you arrive at the page with the above heading, read the notice below the links and **click the checkbox at the bottom before clicking one of the links**. Clicking a link before clicking the checkbox will result in an error message.

1. Click on the appropriate link to go to the correct submission form.
 - a. **Excavator with an ID number:** Use this link if you have a DIGLINE Contractor ID and password, which are usually assigned to frequent callers. If you have forgotten your credentials, please call us to retrieve or reset them.
 - b. **Excavator without an ID number:** Use this link if you are excavating for someone else but do not have a DIGLINE Contractor ID.
 - c. **Homeowner:** Use this link if you are the property owner or occupant.

Excavator's Information

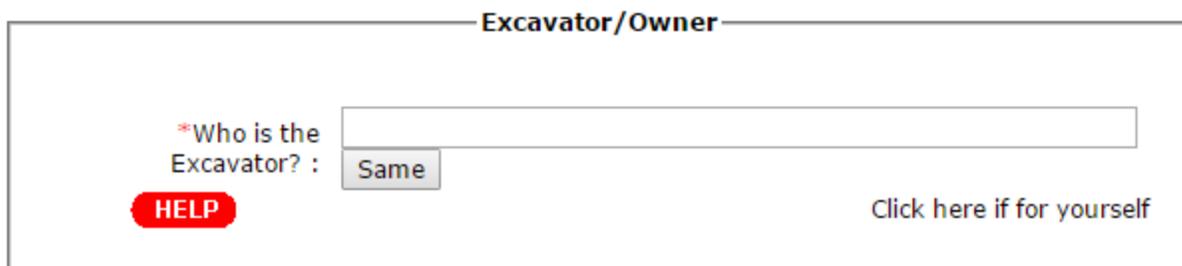
1. If you have a Contractor ID, enter it here along with your password.



The screenshot shows a login form with two input fields: "User ID" and "Password". Below the "Password" field is an "Enter" button. To the right of the fields, there is a text prompt: "If you forgot your ID or password, contact us at 1-800-342-1585".

Your DIGLINE Contractor ID is the 1- to 5-digit number you were assigned by one of our CSAs. Your password is the last four digits of the primary phone number associated with that ID number. If your password will not work, please call us.

- a. **If you are a Homeowner or a Contractor without an ID**, please note that the *Excavator's Information* box is for Contractors' business information, not for the location where the work will take place. Save yourself some time and fill out only the required fields (marked with red asterisks [*]) here.
2. Click *Enter*. The *Excavator's Information* box should automatically populate. You may change the information in any field, and it will affect only this request. It will not change the information associated with the ID number. **Important:** If any information for this ID number needs to be permanently updated, please call us.
 3. Enter the project's Excavator or Owner.



The screenshot shows a form titled "Excavator/Owner". It contains a text input field with the label "*Who is the Excavator?:". Below the input field is a "Same" button. To the left of the input field is a red "HELP" button. To the right of the input field is a link that says "Click here if for yourself".

- A. If another entity will be doing the digging for you, enter the name of that entity. For example, "Excavator – Bob's Digging Service."
- B. If your company will be doing the digging, enter the name of the entity for whom you are doing the work. For example, "Homeowner – Joe Smith."

Dig Site Physical Location

City/County Search

1. Search for the city where the work will take place.



The screenshot shows a form titled "City/County Search". It contains a text input field with the label "*Search by City or County Name:". To the right of the input field is a "Search" button and a red "HELP" button. Below the input field is a dropdown menu with the label "And select one in this list:" and the selected option "EAGLE ,ADA". Below the dropdown menu is a "Note" that says "Note : If you get the message 'No city found', please enter the next nearest town to the dig area." At the bottom of the form is a text input field with the label "Subdivision/Lot/Block:".

Type the first few letters of the city's name. If this is in an unincorporated area, enter the city that would be closest to the work's location.

- Click *Search*, and then use the dropdown menu to choose the correct city.
Important: Be sure to choose the correct county, which might not be the default county for that city. For instance, most requests for the city of Boise will require you to manually choose Ada county, not Boise county, which comes up as the default.
- Subdivision/Lot/Block: This optional field is for parcel legal descriptions. The information can be very helpful in cases where locators may have trouble identifying the correct address or where an address may not yet have been assigned, e.g., in new subdivisions. However, in most cases, this information is not necessary.

Address

This is the location where the work will take place.

Address

1. Address Number:

2. *Street Name:

Search Street Name:

THEN

Select Street Name from list:

OR

Specify if not listed:

3. Choose TWO streets that intersect the above address:

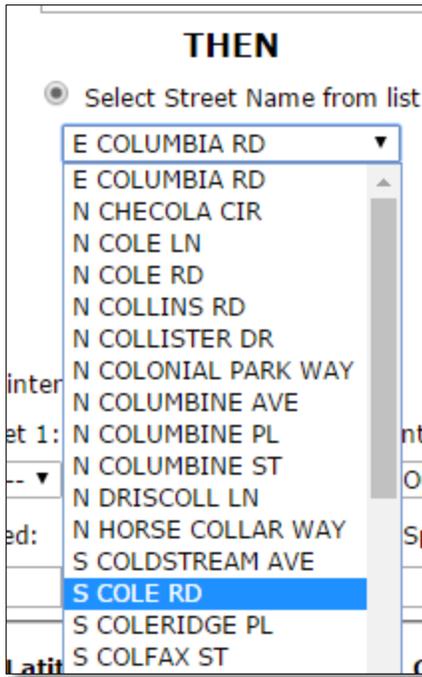
<p>* <input checked="" type="radio"/> Intersection Street 1: <input type="text"/></p> <p><input type="radio"/> Specify if not listed: <input type="text"/></p>	<p><input checked="" type="radio"/> Intersection Street 2: <input type="text"/></p> <p><input type="radio"/> Specify if not listed: <input type="text"/></p>
--	--

- Enter the civic number of the property where the work will take place. Not all requests will have an address. If your address contains a unit or apartment designation (e.g., 521A or 1051-102), enter the first number here and add the unit or apartment information (e.g., Unit A or Apt 102) in the *Remarks* field below.
- Enter the primary street on which the work will take place.
 - As with the City entry earlier, it will be easier to type the first few letters of the street name, click *Search*, and use the dropdown list (the arrow on the field's right side) to choose the correct street.
 - Use 4–5 letters from the main portion of the street's name, without directions or suffixes. If you are looking for a highway (Interstate 84, for instance) or numbered street, just type the digits (84).
 - For example, to find "50 South Cole Road," the best practice would be the following:

1. Address Number:

2. *Street Name:

Search Street Name:



- d. If the street name is not available in the dropdown list, you may type it manually into the *Specify if not listed* field.
3. Once you have chosen the correct street, click the dropdown list for *Intersection Street 1*.

The image shows a form section titled "3. Choose TWO streets that intersect". There are two radio buttons. The first one is selected and is labeled "Intersection Street 1:". Below it is a dropdown menu with the text "-- CHOOSE A STREET --". The second radio button is unselected and is labeled "Specify if not listed:".

The list will include all of the streets that intersect the primary street you chose. Please choose the nearest cross-street to the address you have entered, not the nearest major street.

- a. If you manually entered a primary street, using the *Specify if not listed* field, you will have to manually enter your intersecting street(s) as well.
- b. If necessary, choose another cross-street in Intersection Street 2. Usually this option is only necessary for projects being performed in the road between two intersections.

Latitude and Longitude

This optional information can be very useful if an address is unclear or unknown or if the closest intersection to a project is a significant distance away.

(Optional) Latitude and Longitude (GPS) Coordinates

GPS Coordinates must be NAD83 or WGS84 HELP and in decimal format

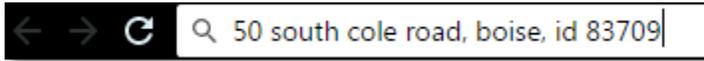
Idaho - Boise airport is at coordinate
LAT: 43.568010 and **LONG: -116.223475**

Latitude:

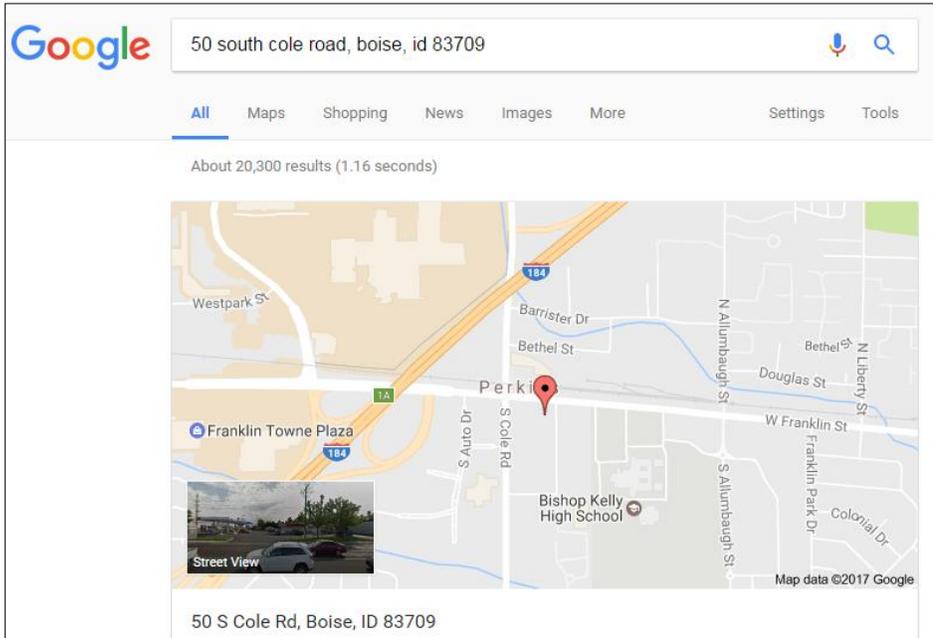
Longitude:

1. If you have the coordinates for the project's location, please type them in decimal format.
 - a. While we can accept Degrees-Minutes-Seconds format over the phone, this web form does not process that format correctly.

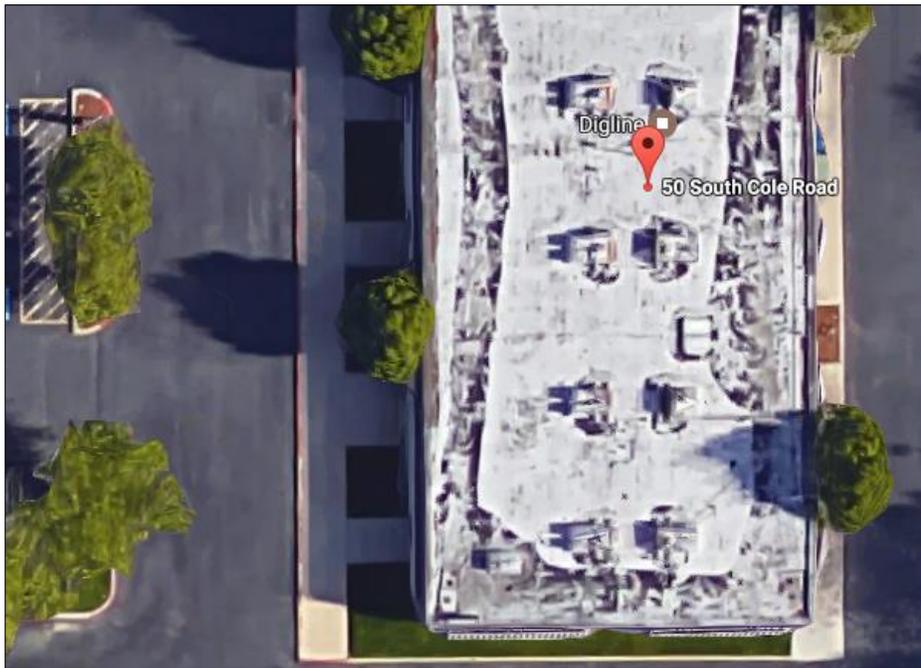
2. If you do not currently have GPS coordinates but would like to provide us with them for your locate request, Google Maps provides an easy way to obtain the coordinates:
 - a. Type the address or intersection (including city and state) into Google's URL search bar, and hit *Enter* to search.



- b. Open the map by clicking on it or the *Maps* tab below the search bar.

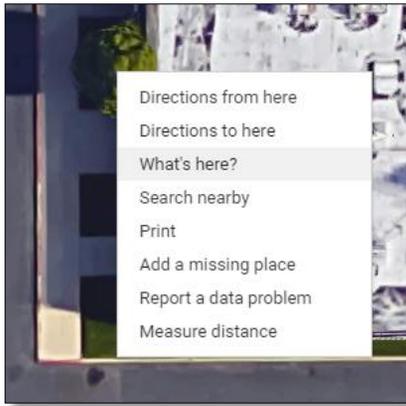


- c. Find the correct location, and use the zoom tools and satellite view to identify your project area as closely as possible.



- d. Right-click on the project area.

- e. Choose *What's here?* from the popup menu.



- f. Copy the GPS coordinates from the dialog box that appears at the bottom of the screen.



- g. Paste them into the locate request web form.

Latitude:

Longitude:

Legal Land Description

As with GPS data, the Township/Range/Section/Quarter-section information is optional but can be very helpful, especially if there is no address or if the streets did not come up in our database. If you have this information, follow the instructions below the input fields to submit it with your request.

Legal Land Description-Township/Range/Section/Quarter-section (TRSQ or Grid)

You can insert a maximum of 4 adjacent quarter sections per locate request into the box on the right

NE NW Section Township Range Meridian

SE SW W8

To add a description to the list box on the right, enter the values in the boxes on the left and then click on the ADD button. To remove a description from the list box, select the description and click on the REM button

Note: REM stands for *Remove* and is used to remove information entered erroneously.

Dig Site Information

Work Start Date

Select the time and date you plan to begin the project.

Work Start Date

* May ▼ 17 ▼ , 2017 ▼ Hour: 09 ▼ : 00 ▼

Locators are allowed 2 business days to mark utilities for a Standard locate request. Thus, this field will default in our system to 2 business days from the time you submit the request. However, that 2-business-day locate time will not actually begin until we process the request.

Please note that on busy days, there may be up to a three-hour difference between when we receive the request and when we can process it. For this reason, only Standard locate requests may be submitted via the web form. We can accept Emergencies, Priorities, Second Requests, and Meet Requests only by phone.

Work Type

Please choose an available work type from the dropdown list.

Work Type

* Choose from list: HELP Specify if not listed:

1. This list includes most project types for which we receive locate requests. Please choose the one that best fits your reason for excavation.
2. If you cannot find an exact match, choose the closest one and note any differences in the *Remarks* field below.

Important Notes:

- *Public* work types are for projects that will be done in the public right-of-way (road or alley), and *Private* work types are for projects on private property. All locate requests will include utility easements.
- Work types beginning with Z are no longer active in our system and are maintained only for historical documentation. If you choose one of these work types, we will revise the request with the closest match from our active work types.
- You may choose to manually input your work type in the *Specify if not listed* field. If you do so, we will revise the request with the closest match from our active work types.

Checkbox Options

Please select any of the options that apply to your project.

Select all of these that apply

Dig Site is on Private Property

Dig Site is in Street Right of Way

Directional/Mechanical Boring will be done

Dig Site Premarked in White

Blasting with explosives will be used

Request Only - No digging taking place HELP

Important: The American Public Works Association (APWA) standard method for Premarking an intended excavation area is by using white paint. If you Premark your excavation area with anything other than white paint, please note the different material or color in the *Remarks* field below.

Spotting/Marking

The fields in this box provide specific instructions for the locators about what areas need to be marked.

Spotting / Marking HELP

*Digging Instructions:

Remarks:

Digging Instructions

Please describe on what part of the property the utility lines need to be located. In other words, where exactly will the digging take place? Specific instructions, along with Premarking, help the locators get their work done faster.

- There is a 250-character limit (about 3.5 lines of text) in this field.
- Examples of common instructions include:
 - “Locate entire property: front, back, and both sides”
 - “Locate front of property, out to and including the entire Right of Way”
 - “Locate 3’ to either side of west property line for fence install”
 - “Locate 15’ radius around stake for tree planting”
 - “Locate entire Right of Way of S Cole Rd from W Franklin Rd to W Thunderbolt Dr.”

Remarks

Please note any information that may be helpful for the locators.

- There is a 150-character limit (about 2 lines of text) in this field.
- Common examples include:
 - “Dogs in yard”
 - “Premarked with stakes”
 - “Gate lock code is #####”
 - “Access property via footbridge over canal”

Optional Sketch

You have the option to attach a map image of the area to your request. Be warned, this is the most frequently troublesome part of the form.

- The file can be a JPG or PNG no larger than 1 MB.
- The recommended image dimensions are 770 pixels wide by 550 pixels high.
- Maps in color will be converted to grayscale.
- Highly detailed maps will lose resolution when transmitted via the fax systems many of our members are still using.
- In short, keep it simple. Black-and-white line drawings work best.

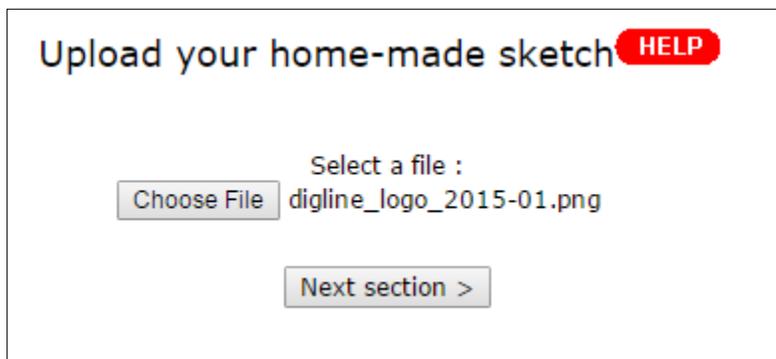
If you would like to attach a map or sketch, click the checkbox.

Next Section

Click the *Next Section* button. If any required fields were left blank, you will return to the request form, which will have a note asking you to complete these fields before moving forward.

If you have not chosen to attach a sketch, proceed to the *Final Review and Submission* section, below.

If you have chosen to attach a sketch, you will arrive at this page:



Upload your home-made sketch **HELP**

Choose File Select a file : digline_logo_2015-01.png

Next section >

Click the *Choose File* button, browse for the correct file on your computer, and once it is selected, click the *Next Section* button.

Important: If you receive an error message after attaching your image and clicking *Next Section*, your picture is too large in size or dimensions. Use an image-editing software to reduce your file's size or dimensions. Then use your browser's *Back* arrow to go back to the previous screen, where you can load the new image.

Final Review and Submission

You should now arrive at the information verification page, which has this note at the top:

This request was not sent yet. You need to click on the SEND REQUEST button at the bottom of this page.

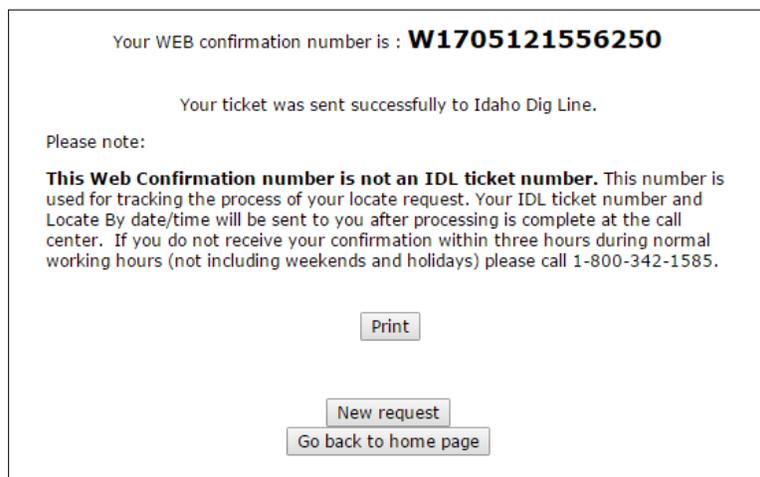
Please make sure all the information you have entered is correct. Then read the *Important Notice* at the bottom of the page.

- If the *Important Notice* text is too small, copy and paste it into a word-processing program in order to increase the font to a readable size. The information it provides is very important.
- If you need to make any changes to your request, click the *Correct Your Information* button to return to the Editing page.
- If you have attached a sketch, you will see the preview here. If necessary, click the *Modify the sketch* button to choose a different file.

Once everything is correct, click the *Send Request* button.

Confirmation Page

After submitting the request, you will arrive at a confirmation page, which includes a web confirmation number.



Your WEB confirmation number is : **W1705121556250**

Your ticket was sent successfully to Idaho Dig Line.

Please note:

This Web Confirmation number is not an IDL ticket number. This number is used for tracking the process of your locate request. Your IDL ticket number and Locate By date/time will be sent to you after processing is complete at the call center. If you do not receive your confirmation within three hours during normal working hours (not including weekends and holidays) please call 1-800-342-1585.

Print

New request

Go back to home page

This confirmation number means that the request has been sent to our office for verification. **This is not an Idaho DIGLINE Ticket number.** This number is used only for tracking your request. Your actual ticket number will be sent with a copy of the final ticket via email once we have processed your request.

Please allow up to 3 hours for our staff to process the ticket. If you do not receive a copy of the ticket within 3 hours, feel free to call us.

If you wish to submit another request, click the *New Request* button. You will return to the beginning of the web form, and the contact information you entered previously will still be there.

Additional Notes

- Only Standard locate requests may be submitted via the web form. We can accept Emergencies, Priorities, Second Requests, and Meet Requests only by phone.
- *Help* buttons next to certain fields throughout the web form will open a popup dialog box with information about those particular fields.
- Fields marked with red asterisks (*) are required. If any of those fields is left blank, the system will not process the request.
- While maps of the project can be very helpful, it is important to accurately describe the dig site in the *Digging Instructions* field even if you have attached a map.