

# **Positive Response**

## - Homeowner/Business without a Contractor ID -

#### **Status Portal Access**

- 1. Go to www.digline.com
- 2. Press the Positive Response button to be routed to the Positive Response page, then press the Positive Response Login button to be routed to the Status Portal login.
  - a. Optional bookmark the page or save as a "favorite"

#### <u>Login</u>

• At the bottom-right of the Login box click the "Homeowner login" link

Know what's below. Call before you dig.	Call Before Igou Dig	
	If you already have an E-Ticket user name and password, but it is your first time on the Web Portal, please click the link below: <u>I have an E-Ticket user name and password, and I want to convert my profile to</u> the Web Portal.	
	User name (Email): Password: Log in Eorgot your password? Homeowner login	
	Homeowner Login is for property owners or renters to <u>review their licket status prior</u> to excavation. Member utilities or their agents, municipalities, contractors and other businesses need to register prior to using the Digline 811 Portal.	
	2020 - OneCall Web Portal. All rights reserved.	Version: 1.42.0.14

- You will be redirected to the homeowner login page
- Enter the phone number & email that you provided for the locate request
  - If you have not submitted a locate request your phone and email will not be considered as valid login credentials
  - If you forgot what phone & email you used to submitted, refer to the email confirmation copy of the ticket



 Under the CALLER INFORMATION section the phone and email used for login credentials are listed with the headers "Tel.:" and "Email:"

Know what's below. Call before you dig.	Call Before You Dig	
	Contact info         Please provide your contact information and click the Continue button to access the website.	
	2020 - OneCall Web Portal, All rights reserved.	Version: 1.42.0.7

• Upon successful login you will be directed to the Positive Response "Home" page

	Welcome Homeowner (Homeowner)
	Home
Know what's below. Call before you dig.	Call Before You Dig
Search  Search  Search  Ticket status: Ticket #	Thank you for using the Digline 811 Portal.         - The current Portal is configured for Positive Response only. This will allow users to check the status of their tickets and contact locators if their marks are incomplete or not present.         - We are in the process of developing the Contractor phase of the Portal. This will allow Homeowners, Members and Contractors to submit their locate requests using their own sketches on a Google Maps background.         Digline Locate Policy (Contractor Phase)         - The site you have described and drawn will be the only area located on this request. The utilities listed on the confirmation ticket are the only underground facilities that will be notified. You must notify any other known underground facility owners in the area. Private utility lines such as sprinklers, water or sever lines on private property and power or gas lines beyond the meter will not be marked by the public utilities. Information on private utilities
	and locators is at: <u>http://www.digline.com/homeowners/private-lines-public/</u> . - You are not clear to begin excavation until all known facilities have been marked and the two business days has passed. Once marked, Idaho Code requires you to hand dig with a shovel or soft-dig with air or water pressure within 24 inches on either side of the marked facilities. The depth of underground lines is not guaranteed. Your locate request is valid for 21 days, starting tomorrow, as long as site conditions have not changed.
20	20 - OneCall Web Portal. All rights reserved. Version: 1.42.0.7



### Ticket Search

- 1. On the left side of the Home screen there is a "Search" box
- 2. You can follow the link to the Search Engine for more search parameters or you can enter a specific ticket number into the search field and press the search icon
  - When entering a ticket number you must use the entire 10-digit ticket number
    - If you recorded the ticket number over the phone and were presented with only 6 digits, the "missing" digits correspond with the year the ticket was submitted and always precedes the rest of the ticket number (ex. ticket number provided is 182363, then 10-digit ticket number is 2020182363)
    - If you received an email confirmation, you can find the 10-digit ticket number near the top of the ticket
  - If your account is not associated with a ticket, that ticket will not show up in the ticket search
- 3. The Search parameter is automatically filtered to your specific phone number

								Welcome Ho	meowner (Ho	omeowner)	Log out	
	000				Sea	rch eng	ine					
	811				G							
Knowzadi below.       Call Bopore Double.         Hone   Seach engine   <ul> <li></li></ul>								INC.				
Hone       Search engine         Ticket # A Request date       Work to begin Company name CAY Address # Status         2020100001       2020-03-06 10:22:48 AM 3-11-2020       DIGLINE TEST BOISE 8310       WU         Page 1 of 1 (1 Rems) C [1]       Ticket # : 2:28-2020       Image: Status         Company name:       Company name:       Company name:       Image: Status         Contractor code:       Octor atom       Image: Status       VAP:         WAP:       Image: Status       VAP:       Image: Status         WAP:       Image: Status       Search	Know what's below. Call before you dig.			Call	Bet	ore V	pou I	Dig				
Ticket #       Request date       Work to begin       Company name       Chy       Address #       Ticket #:       2:28:2020       Image: Company name       Image: Contact nam       Image: Contact name	Home   Search engine											
Ticket # A Request date       Work to begin       Company name       City       Address #       I         Z020100001       2020-03-06 10:22:48 AM       3-11-2020       DIGLINE TEST       B015E       8310       W U         Page 1 of 1 (1 items) (1)       I       Image: Company name       Image: Co											Back	
Ticket # △       Request date       Work to begin       Company name       City       Address #       :         2020100001       2020-03-06 10:22:48 AM       3-11-2020       DIGLINE TEST       BOISE       8310       W U         Page 1 of 1 (1 items)        [1]												
2020100001       2020-03-06 10:22:48 AM       3-11-2020       DIGLINE TEST       BOISE       8310       W U         Page 1 of 1 (1 items) (1)       II)       End date:       3-6-2020       V         Company name:       III       IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Ticket # A Reques	st date	Work to begin	Company name	City	Address #	÷ 5	Ticket #:				
Page 1 of 1 (1 items)      End date:     3-6-2020        Company name:        Contractor code:        Contractor code:        Contractor code:        Contractor code:   City:   Cottactor code:   City:   Columnary and the content with the content of the con	2020100001 2020-03-06	10:22:48 AM	3-11-2020	DIGLINE TEST	BOISE	8310	W U	Request date:	2-28-2	2020	~	
Company name: Contact name: Co	Page 1 of 1 (1 items) <	[1] ▷						End date:	3-6-20	)20	~	
Contract name: Contractor code: City: Contact name: City: City: Contact name: City:								Company name:				
Contractor code: City: C								Contact name:				
City:								Contractor code:				
Stret: Address #: Address #: Phone #: 2008) 899-5926 Remarks: WAP:  Reset Export Search								City:				
Address #: Phone #: (208) 899-5926 Remarks: WAP: Reset Export Search								Street:				
Phone #:  (US) 599-5926 Remarks: (WAP: )  Reset Export Search								Address #:				
Reset Export Search								Phone #:		99-5926		
Reset Export Search							Þ	Kemarks:				
Reset Export Search								WAP.				
								Reset	Export		Search	
2020 - OneCall Web Portal, All rights reserved. Version: 1.42.0.7	•			2020 - OneCall W	eb Portal	All rights res	erved.				Version: 1.4	42.0.7

- 4. In the Search Engine you can do a date range search of up to 14 days
  - $\circ$  The 14 days limit includes the start date (request date) & the end date



- The date range parameter is the only other parameter that is accessible to homeowners/business-owners without a Contractor ID and must contain a valid date range unless searching for a specific ticket number
- If you are not using the ticket number as a search parameter make sure to uncheck the parameter check-box so that the field is inactive
- 5. To activate a search parameter the associated check-box must be checked
- 6. If the check-box of a parameter is not checked, that parameter will not be used in the current search (even if there is content in the field)
- 7. When viewing the search results, all pertinent ticket information is available without leaving the search engine.
- 8. Use the "scroll bar" at the bottom of the page to pan the search results
  - Near the middle of the page, in the separator between the search parameter box and the ticket list is an Arrow icon, this can be used to Hide & Unhide the search parameter box for a wider view of the ticket list
- 9. A maximum of 20 ticket results are visible per page
  - Use the "Page Arrows" located at the bottom of the list, to advance and/or retreat between pages or select a page using the page number links
- 10. When you find the desired Ticket, click the link on the Ticket number to advance to the Locate Request View
  - o Ticket Tab
    - Displays all Ticket information



<b>011</b>		Loca	te request v	new		Requ	Ticket #: 2020 est type: REGI	080003 ULAR	
		DIG	i L L		c.	St E Work	art date: 2020 ind date: 2020 to begin: 2020	1-02-17 35 1-02-17 35 1-02-20	28:36 PM 31:33 PM
what's below. Call before you dig.		Call B	ebore Vo	u Dig			in regime core		
ne   Search engine   2020080	003								
							Edit		Back
licket Locate status									
aller Illio		- Contac	+						
Ticket # 202	20080003	* 0	ontact name: JULI	E MAKI	2	Title:			
* ID: 129	78	Alter	mate contact:		2	Ut. ph. #:			
Communication		Contra	ctor						
* Phone #: (20	8) 342-1585	2 * Co	mpany name: DIGI	LINE INC					
Fax #:			* Address: 831			Suite:			
Cell phone #: (20	8) 287-0055	- 40	Street type:	STICK KD STE TOU		Direction:			
* Email: jma	aki@digline.com	2	* City: BOI	SE .					
p			State: ID		*	Zip code:	83709		
* Excavator/owner: DIG	SLINE INC		Type: MEN	ABER					
lig location									
Reg./county: AD	A ,ID								
* City: BO	ISE ,ADA								2
Sub division:									\$
Addrose #1 02	12						Tai		
Address #: 83 * Street: W	12 FAIRVIEW AVE						To:		- 2
Address #: 83 * Street: W * Intersection 1: N1	12 FAIRVIEW AVE MILWAUKEE ST						To:		2
Address #: (83 * Street: (W * Intersection 1: (N) Intersection 2: (N)	12 FAIRVIEW AVE MILWAUKEE ST FAIRMEADOW DR						To:		3
Address #: [83 * Street: [W] Intersection 1: [N] Intersection 2: [N]	12 FAIRVIEW AVE MILWAUKEE ST AIRMEADOW DR						To:		() ()
Addres #: [33 * Street: [W] Thtersection 1: [N] Intersection 2: [N] GPS coordinates	12 FAIRVIEW AVE MILWAUKEE ST AIRMEADOW DR						To:		(5) (5)
Address #: [83 * Street: [W * Intersection 1: [N I Intersection 2: [N I GPS coordinates Latitude: 0	12 FAIRVIEW AVE WILWAUKEE ST AIRMEADOW DR			Longitude: 0			To:		[\$] [\$]
Address #: [83] * Street: W * Intersection 1: [91] Intersection 2: [91] GPS coordinates Lattude: [9]	12 FAIRVIEW AVE MILWAUKEE ST AIRMEADOW DR			Longitude: D			To:		(Š) (Š)
Address #: [83] * Street: W * Intersection 1: [1] Intersection 2: [1] GPS coordinates Lattude: [0] ing Info	12 AIRVIEW AVE MILWAUKEE ST AIRMEADOW DR			Longitude: 0			To:		[5]
Address #: [83] * Street: [W] * Intersection 1: [N] Intersection 2: [N] GPS coordinates Latitude: [0] Rg Info * Details	12 FAIRVIEW AVE MILWAUKEE ST AIRMEADOW DR			Longitude: 0			To:		5 5
Address #: [83] * Street: [W] * Intersection 1: [N] Intersection 2: [N] GPS coordinates Latitude: [0] * Details @ Private property	12 FAIRVIEW AVE MILWAUKEE ST AIRMEADOW DR		Legal given	Longitude: 0	Ing		To:	ler to e meeting	(j)
Address #: [83] * Street: W * Intersection 1: [V1 Intersection 2: [V1] GPS coordinates Latitude: [0] mg info * Details @ Physice property @ Easement	12 FAIRWEW AVE MILWAUKEE ST AIRMEADOW DR Street Hechanical boring	0	Legal given Premarked	Longitude: 0 Blast	ing		To:	ler to e meeting ler after	, (j)
Address F: [33] * Street: W * Intersection 1: [11] Intersection 2: [17] GPS coordinates Latitude: [0] * Details * Private property # Easement * Work to home: * Work to home: * Work to home:	12 TAINIYEW AVE MILWAUKE ST AIRMEADOW DR Street Mechanical boring		Legal given Premarked	Longitude: 0	ing		To: Contact cal arrange sit Contact cal completed	ler to e meeting ler after locate	
Address #: [83] * Street: [W] * Intersection 1: [N] Intersection 2: [N] GPS coordinates Latitude: [0] * Obtails @ Prvate property @ Easement * Work to begin:	12. TARVIEW AVE ALLWALKE ST ALLWALKE ST AL		Legal given Premarked	Longitude: () Biast ype of work: () PAVING	ing		To: Contact cal arrange sis Contact cal completed	ler to meeting locate	
Address #: [33] * Street: [W] = Intersection 1: [N] Intersection 2: [N] GPS coordinates Latitude: [0] * Botals * Details * Work to begin: * Work to begin:	12 TAIRVIEW AVE MILWAVKEE ST AIRMEADOW DR Street Greet Rechanical boring (2-20-2020)		Legal given Premarked * T 8	Longhude: Bast Paring Jaking * Prany Jaking	ING (PUBLIC RD RD LOCATE R		To: Contact cal arrange sis Contact cal completed	ler to e meeting locate	
Address 7: [83] * Street: W * Intersection 1: [N1 Intersection 2: [N1 GPS coordinates Latitude: [0] tog Info * Details W Privile property W Easement * Work to begin: additional info:	12 TARVIEW AVE MILWAUKE ST AIRWEADOW DR Street Street Mechanical boring [2-20-2020		Legal given Premarked P R	Longitude: D Blast ype of work: PAVING * Priorly FTA/DA equest type: pEGULA	IPUBLIC RD IPUBLIC RD		To: Contact cal arrange sit Contact cal completed	ler to mæting locate	
Address F: [33] * Stret: W * Intersection 1: [11] Intersection 2: [11] GPS coordinates Latitude: [0] * Details * Details * Work to begin: ddBonal Info: LOC PARKING LOTTHS15	12 TARVEW AVE AIRWEN AVE AIRWEADOW DR Street Mechanical boring 2-20-2020 E A TEST TICKET ONLY		Legal given Premarked * T R	Longbude: [0]	Ing (PUBLIC RD RD LOCATE R		To: Contact cal arrange sit Contact cal completed	ler to er meeting locate	
Address F: [33] * Strett: [W] * Intersection 1: [N] Intersection 2: [N] GPS coordinates Latitude: [0] * Details * Details * Details * Work to begin: * Work to begin: * Work to begin: * Work to begin:	12 TARVEW AVE ALLWALKE ST ALLWALKE ST ALLWALKE ST ALLWALKE ST ALLWALKE ST ALLWALKE ST ALLWALKE ST Mechanical boring (2-20-2020) A TEST TICKET ONLY		Legal given Premarked * T R	Longtuder () Blast Standard () Blast	Ing (PUBLIC RD RD LOCATE R		To: Contact cal arrange sito Contact cal completed	ler to er meeting locate	
Address #: [83] * Street: W * Interaction 1: [NT Interaction 2: [NT GPS coordinates Latitude: [0] * Brints * Brints * Work to begin: * Work to begin:	12 TARIVEW AVE AIRWAUKE ST AIRMEADOW DR Street Mechanical boring P-20-2020 A TEST TICKET ONLY		Legal given Premarked * T R	Longhude: Blast B	ing (PUBLIC RD RD LOCATE R		To:	ler to mæting locate	
Address 7: [83] * Street: W * Intersection 1: [N1 Intersection 2: [N1 GPS coordinates Latitude: [0] Ng info * Details W Privile property * Work to begin: * Work to begin: Additional info: LOC PARKING LOT THIS IS	12 TARVIEW AVE MILWAUKE ST AIRVIEW AVE STRAELEDOW DR Street Street Mechanical boring (2-20-2020)		Legal given Premarked * T R	Longitude: D Blast Parinty FANDA * Priority FANDA equest type: FEGULA	ing (PUBLIC RD RD LOCATE R		To: Contact cal arrange st Contact cal completed	ier to e meeting ier after locate	
Address F: [83 * Street: W * Intersection 1: [11] Intersection 2: [11] GPS coordinates Latitude: [0] * Details * Private property * Work to begin: * Work to begin: * Mork to begin:	12 TARVIEW AVE ANRIVEM AVE AIRWEADOW DR Street Mechanical boring 2-20-2020		Legal given Premarked • T R	Longbude: [0]	ing (PUBLIC RD RD LOCATE R		To: Contact cal arrange st Contact cal completed	ier to e meeting ler after locate	
Address F: [53] * Stret: [W] * Intersection 1: [N] Intersection 2: [N] GP9 coordinates Latitude: [0] * Details * Details * Work to begin: kidditional Info: Loc PARKING LOT THIS 13 kemarks:	12 TARVIEW AVE ARAVIEW AVE AILWAUKE ST AIRMEADOW DR Street Mechanical boring [:20-2020		Legal given Premarked R	Longtuder D Blast Part Stanton * Priory STANDA equest type: DEGULA	Ing (PUBLIC RD RD LOCATE R		To: To: Contact call	ier to e meeting ier after	
Address #: [93] * Street: W * Intersection 1: [N I Intersection 2: [N I GPS coordinates Corporationales Corporationales * Details * Details * Details * Details * Work to begin: udditional info: LOC PARKING LOT THIS IS temarks:	12. CARLYEN AVE AILWAUKE ST AIRMEADOW DR Street Mechanical boring (2-20-2020)		Premarked	Longtude: D Blast Blast Parry France Parry France Front Parry Front Parry Fron	Ing (PUBLIC RD RD LOCATE R		To: Contact calculater arrange arr	ler to e meeting ler after locate	, (5) (6) (6)
Address F: [83] * Street: W * Intersection 1: W [Intersection 2: N   Intersection 2: N   (GPS coordinates Catholic D * Cetals * Work to begin: * Work to begin: COC PARKING LOT THIS IS iemarks:	12 TARVIEW AVE MILWAUKEE ST ARRIVEADOW DR Street Street Mechanical boring (2-20-2020)		Legal given Premarked R	Longtude: Blast Base Parinty FAMDA Request type: REGULA	Ing (PUBLIC RD RD LOCATE R		To: Contact calculater arrange at a contact calculater arrange at a contact calculater and completed	ler to meeting locate	

- o Locate Status Tab
  - Displays a list of the Members notified on the ticket and their Locate Status
  - A description of all possible Ticket Statuses can be viewed below the Members List in the "Positive response statuses and descriptions" box



			Locate requ	lest view	· · · · · · · · · · · · · · · · · · ·	Tickot #	20200800	102
with the below. Call before you dig.	020080003 1		DIGL Call Before	Dou Dig	Rei	quest type: Start date: End date: k to begin:	20200800 REGULAR 2020-02- 2020-02- 2020-02-	17 3:28:36 PM 17 3:31:33 PM 20
						Edit		Back
Ticket Locate	e status							
Member nam	ie	Station code	Ticket status	Member contact	Closed da	te	La	ast update
IG LINE, INC TEST MEMBER	ર	DIG01	CLEARED / NO CONFLICT	CCAMPBELL@DIGLINE.COM	2020-02-17 12:0	0:00 AM	2020-02	-17 3:37:09 PM
ITY OF BOISE PUBLIC WOR	KS	BOICTY01	CLEARED / NO CONFLICT	(208)-608-7204 ext.			2020-02	-17 3:31:34 PM
ABLE ONE - BOISE/FLATTL	INE LOC	CBL101	CANCELLED	(208)-901-4096 ext.			2020-02	-17 3:31:34 PM
ENTURYLINK/BOISE/SUMM	IT UTILITY SVCS	QLNID001	CLEARED / NO CONFLICT	(800)-283-4237 ext.			2020-02	-17 3:31:34 PM
DAHO POWER CAPITAL/ELM	1	IDPCAPITAL	NOT COMPLETED	(888)-728-9343 ext.			2020-02	-17 3:31:34 PM
SUEZ NORTH AMERICA (WAT	TER)	UWI01	MARKED / COMPLETED	(208)-362-7378 ext.			2020-02	-17 3:31:34 PM
					ſ	Edit	_	
ositive response statuses	and descriptions				L	Luit		Back
ositive response statuses Status	and descriptions					Lun		Back
ositive response statuses Status .OCATE REQUEST SENT	Description The utility has re	eceived notice o	f your intent to excavate.			Luit		Back
ositive response statuses Status .OCATE REQUEST SENT CLEARED / NO CONFLICT	Descriptions The utility has re The utility deter	eceived notice o mined that no n	f your intent to excavate. Iarks are necessary due to no	o underground facility being pre	esent in the describ	ed area of	excavatio	Back
ositive response statuses Status LOCATE REQUEST SENT CLEARED / NO CONFLICT MARKED / COMPLETED	and descriptions       Description       The utility has reading the utility determined to the utility determined to the utility has readed	eceived notice o mined that no n 1arked the area	f your intent to excavate. 1arks are necessary due to no of excavation.	o underground facility being pre	esent in the describ	ed area of	excavatio	Back
ositive response statuses status .OCATE REQUEST SENT CLEARED / NO CONFLICT MARKED / COMPLETED NOT COMPLETED	Description           The utility has re           The utility deter           The utility has ne           The utility has ne           The utility has ne           The utility has ne	eceived notice o mined that no n narked the area xtended their do	f your intent to excavate. 1arks are necessary due to no of excavation. 1e date to mark the area of e	o underground facility being pre excavation as per agreement wit	esent in the describ	ed area of You are no	excavation	Dack On.
ositive response statuses status OCATE REQUEST SENT ILEARED / NO CONFLICT MARKED / COMPLETED NOT COMPLETED	Description           The utility has no           The utility deterning           The utility deterning           The utility has no	eceived notice o mined that no n narked the area xtended their du ct the utility to s	f your intent to excavate. narks are necessary due to no of excavation. Je date to mark the area of e chedule the presence of an c	o underground facility being pre excavation as per agreement wit onsite representative during the	esent in the describ th the requestor. Y excavation. Conta	eed area of 'ou are no	excavation t author ility prio	Back on. rized to r to
OSITIVE RESPONSE STATUSES STATUS OCATE REQUEST SENT CLEARED / NO CONFLICT MARKED / COMPLETED NOT COMPLETED CONTACT UTILITY JNABLE TO LOCATE	Description           Description           The utility has m           The utility deter           The utility has m           The utility has e           excavate.           You must contain           Contact the utilitie	eceived notice o mined that no n narked the area xtended their du tt the utility to s ty for additional	f your intent to excavate. narks are necessary due to nu of excavation. ie date to mark the area of e chedule the presence of an o information on the nature of	o underground facility being pre excavation as per agreement wit onsite representative during the f their issue with this locate. <b>Yo</b>	esent in the describ th the requestor. Y excavation. Conta u are not author	ied area of 'ou are no act the ut	excavation t author ility prio cavate.	Back on. rized to r to
ositive response statuses Status LOCATE REQUEST SENT CLEARED / NO CONFLICT MARKED / COMPLETED NOT COMPLETED CONTACT UTILITY UNABLE TO LOCATE CANCELLED	Descriptions           Description           The utility has r           The utility deter           The utility has r           Contact the utility has r           The locate require	eceived notice o mined that no n narked the area xtended their du ct the utility to s ty for additional est was cancelle	f your intent to excavate. narks are necessary due to nu of excavation. <i>ie</i> date to mark the area of e chedule the presence of an c information on the nature of d by the requestor.	o underground facility being pre excavation as per agreement wit onsite representative during the f their issue with this locate. <b>Yo</b>	esent in the describ th the requestor. Y excavation. Conta u are not author	ied area of You are no act the ut	excavation it author ility prio cavate.	Back on. rized to r to

