



Positive Response

- Contractor/Business with 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”

Account Setup

If you have already completed the Account Setup skip to the Login Section

1. Above the “Login Box” click the link for “I have an E-Ticket user name and password, and I want to convert my profile to the Web Portal.”
 - a. You will be redirected to the “Create an account for an existing Web user” process

2. Step 1/3; The Credentials are as follows:
 - a. **Contractor ID** = Contractor ID # (same as Username in the E-Ticket Search or User ID for submitting an online ticket)
 - b. **Password** = Same password as submitting an online ticket and the E-Ticket Search



- i. Contact Digline via phone (800-342-1585 Opt. 2) if you require your ID & Password or if you wish to be set up with an ID & Password
3. Press the “Send” button
 - a. If you typed your information correctly you will advance to Step 2/3
4. Step 2/3; In the **User Name (Email)** field enter the email address you wish to use for your Positive Response login. (Use of a “group” email is recommended for ease of maintenance)
5. Press the “Send” button
 - a. You will receive a “Confirmation Email” asking to verify the email address by clicking a verification link
 - i. Make sure to check your spam folder if not received within 5 minutes
6. Step 3/3; Upon verification you will be redirected to create a new password
 - a. The new password must be at least 8 characters long and contain at least 1 upper case letter, 1 lower case letter & 1 digit (number)

The image displays three sequential screenshots of the Digline web portal's account creation process for an existing user.

Step 1/3: Create an account for an existing Web user (step 1/3)
 The header includes the 811 logo and the Digline INC. logo with the tagline "Call Before You Dig". The main content area shows a form titled "Create an account for an existing Web user (step 1/3)". It instructs the user to "Please enter the user name and password you used to log in to the former Web applications." The form contains two input fields: "Contractor ID" and "Password", followed by "Send" and "Cancel" buttons.

Step 2/3: Create an account for an existing Web user (step 2/3)
 The header is identical to Step 1. The main content area shows a form titled "Provide new user name". It instructs the user to "Please type in your email address, which will be used as your user name to log in to the Web application. A message with instructions on how to complete the registration will automatically be sent to this address." The form contains one input field: "User name (Email)", followed by "Send" and "Cancel" buttons.

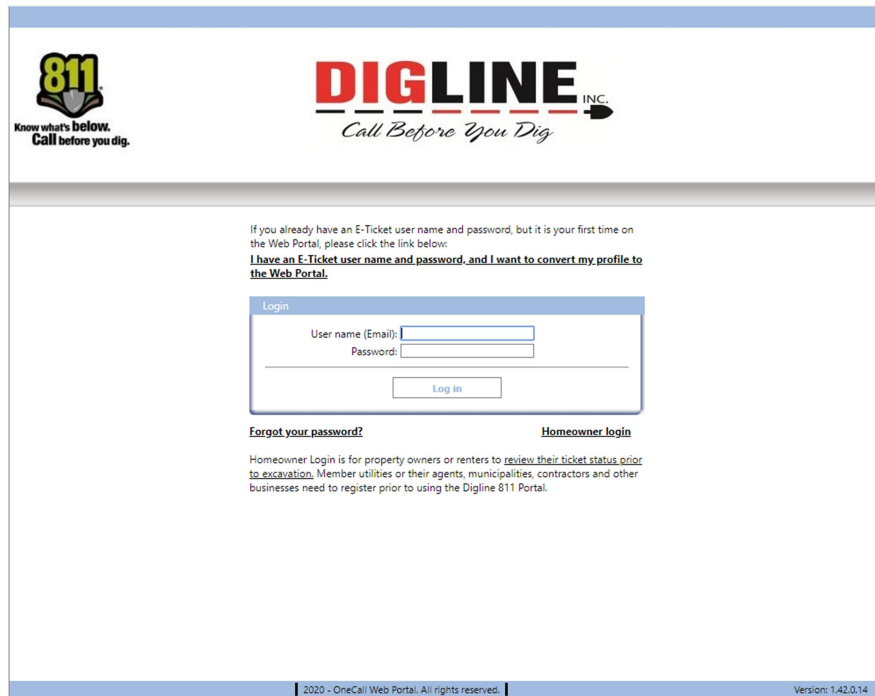
Step 3/3: Create an account for an existing Web user (step 3/3)
 The header is identical to Step 1. The main content area shows a form titled "Create password". It instructs the user to "Please type in your new password. This password will be effective for OneCall Web Portal only. Please note that your email address will be used as your user name to log in to the Web application. Please make sure your password is at least 8 characters in length and contains at least 1 digit, 1 upper case letter and 1 lower case letter." The form contains three input fields: "User name (Email)" (pre-filled with "webmaps@digline.com"), "Password", and "Confirm new password", followed by "Send" and "Cancel" buttons.

Each screenshot includes a footer with the text "© 2020 - OneCall Web Portal. All rights reserved." and the version number "Version: 1.42.0.7".

***Note – once an account has been created in association with a Contractor ID, another account cannot be created using the same Contractor ID. To associate multiple users with a single Contractor ID please contact Digline Administration.**

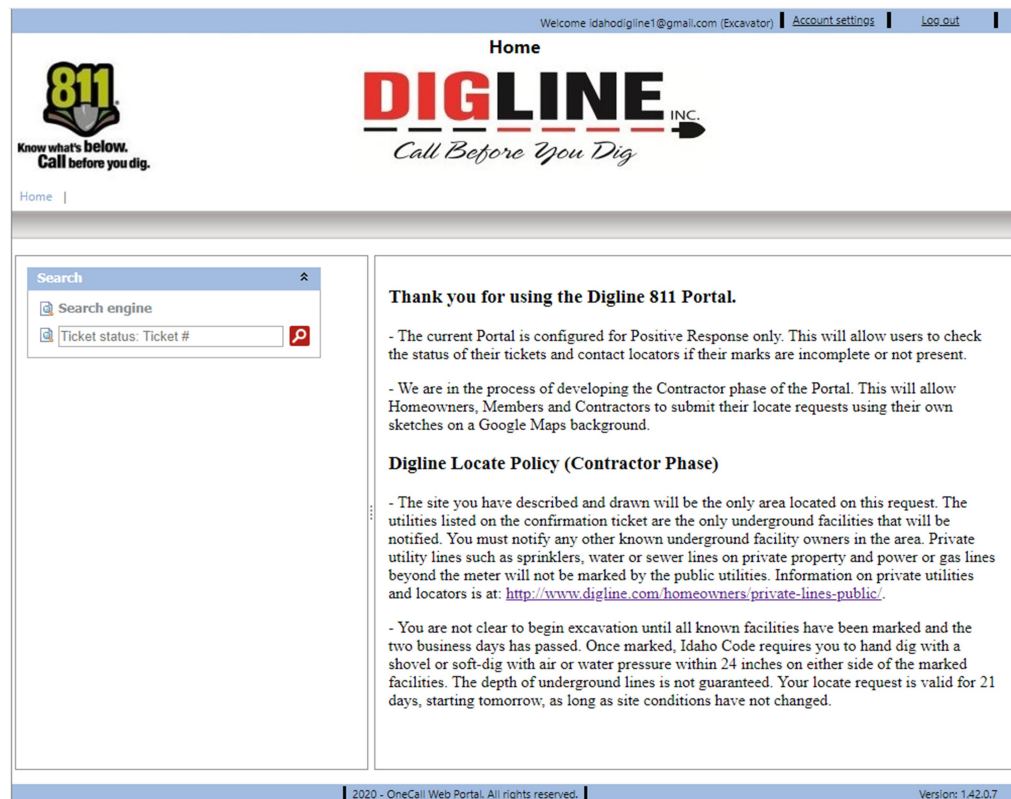


Status Portal Login



The screenshot shows the login page for the Digline 811 Status Portal. At the top left is the 811 logo with the text "Know what's below. Call before you dig." At the top center is the Digline INC. logo with the tagline "Call Before You Dig". Below the logos, there is a message: "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: [I have an E-Ticket user name and password, and I want to convert my profile to the Web Portal.](#)". Below this message is a login form with fields for "User name (Email):" and "Password:", and a "Log in" button. Below the form are links for "Forgot your password?" and "Homeowner login". Below these links is a paragraph: "Homeowner Login is for property owners or renters to review their ticket status prior to excavation. Member utilities or their agents, municipalities, contractors and other businesses need to register prior to using the Digline 811 Portal." At the bottom of the page, there is a footer with the text "© 2020 - OneCall Web Portal. All rights reserved." and "Version: 1.42.0.14".

- Enter your user name (email) and password to login
 - Upon successful login you will be directed to the Positive Response “Home” page



The screenshot shows the Home page of the Digline 811 Status Portal. At the top, there is a navigation bar with the text "Welcome idahodigline1@gmail.com (Excavator) | Account settings | Log out |". Below the navigation bar is the 811 logo and the Digline INC. logo. Below the logos is a search bar with the text "Search" and a magnifying glass icon. Below the search bar is a search engine dropdown menu with the text "Search engine" and a search icon. Below the search engine dropdown menu is a search input field with the text "Ticket status: Ticket #" and a search icon. Below the search input field is a search results section with the text "Thank you for using the Digline 811 Portal." and a list of bullet points: "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 sewer 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: <http://www.digline.com/homeowners/private-lines-public/>.", "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." At the bottom of the page, there is a footer with the text "© 2020 - OneCall Web Portal. All rights reserved." and "Version: 1.42.0.7".



- If you have forgotten your password click on the “Forgot your password?” link
- Enter your User Name (Email) and you will receive an email with instructions on how to reset your password
 - If you don’t have an account setup with the provided email you will receive the following message: “The application failed to identify your user name.”



Search Engine (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



Welcome idahodigline1@gmail.com (Excavator) | Account settings | Log out

Home

DIGLINE INC.
Call Before You Dig

Home |

Search engine

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 sewer 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: <http://www.digline.com/homeowners/private-lines-public/>.
- 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.

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3. Search parameters are automatically filtered to your specific Excavator associations (for more information about Excavator associations go to the Account Settings section)
4. In the “Excavator” Search Engine you can do a date range search of up to 14 days
 - The date range parameter must always be selected and contain a valid date range unless searching for a specific ticket number

Welcome idahodigline1@gmail.com (Excavator) | Account settings | Log out

Search engine

DIGLINE INC.
Call Before You Dig

Home | Search engine |

Back

Ticket #	Request date	Work to begin	Company name	City
2020080004	2020-02-21 9:40:53 AM	2-26-2020	DIGLINE INC - TESTING ONLY	NAMPA
2020080005	2020-02-21 9:41:52 AM	2-26-2020	DIGLINE INC - TESTING ONLY	BOISE
2020080006	2020-02-21 9:42:42 AM	2-26-2020	DIGLINE INC - TESTING ONLY	SALMON

Page 1 of 1 (3 items) [1]

Ticket #:

Request date: ☒ 2-16-2020

End date: ☒ 2-28-2020

Company name: ☒ DIGLINE INC - TESTING ON

Contact name: ☐

Contractor code: ☒ 7777

City:

Street:

Address #:

Remarks:

WAP:

Reset Export Search

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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
 - *The “Export” button found at the bottom of the search parameters list can be used to export the ticket list to an Excel file
- 10. When you find the desired Ticket, click the link on the Ticket number to advance to the Locate Request View
 - Ticket Tab
 - Displays all Ticket information


*The Export function mentioned above can be utilized for various forms of ticket reporting as all of the ticket details (aside from the member statuses) are included in the exported Excel file. Note: All tickets present in the ticket search are included in the export file; therefore the report is not limited by ticket count but only by the date range parameter





811
Know what's below.
Call before you dig.

Locate request view



DIGLINE INC.
Call Before You Dig

Welcome webmaps@digline.com (Member) | [Account settings](#) | [Log out](#)

Ticket #: 2020080003
Request type: REGULAR
Start date: 2020-02-17 3:28:36 PM
End date: 2020-02-17 3:31:33 PM
Work to begin: 2020-02-20

Home | Search engine | 2020080003 |

[Edit](#)
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Ticket
Locate status

Caller info

Ticket #: 2020080003

* ID: 12978

Communication

* Phone #: (208) 342-1585 [?]

Fax #:

Cell phone #: (208) 287-0055 [?]

Pager:

* Email: jmaki@digline.com [?]

* Excavator/owner: DIGLINE INC

Contact

* Contact name: JULIE MAKI [?]

Alternate contact: [?] Alt. ph. #:

Contractor

* Company name: DIGLINE INC

* Address: 8310 Suite:

* Street: W USTICK RD STE 100

Street type: Direction:

* City: BOISE

State: ID * Zip code: 83709

Type: MEMBER

Dig location

Reg./county: ADA, ID

* City: BOISE, ADA [?]

Sub division: [?]

Address #: 8312 To:

* Street: W FAIRVIEW AVE [?]

* Intersection 1: N MILWAUKEE ST [?]

Intersection 2: N FAIRMEADOW DR

GPS coordinates

Latitude: 0 Longitude: 0

Dig info

*** Details**

☒ Private property
☒ Easement

☐ Street
☐ Mechanical boring

☐ Legal given
☐ Premarked

☐ Blasting

☐ Contact caller to arrange site meeting [?]
☐ Contact caller after completed locate

* Work to begin: 2-20-2020

* Type of work: PAVING (PUBLIC RD) [?]

* Priority: STANDARD LOCATE

Request type: REGULAR

Additional info:
LOC PARKING LOT THIS IS A TEST TICKET ONLY


Remarks:

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- Locate Status Tab
 - Displays a list of the Members notified on the ticket
 - Status Descriptions are posted below the Notified Utility list



811
Know what's below.
Call before you dig.

Locate request view



DIGLINE INC.
Call Before You Dig

Welcome webmaps@digline.com (Member) | [Account settings](#) | [Log out](#)

Ticket #: 2020080003
Request type: REGULAR
Start date: 2020-02-17 3:28:36 PM
End date: 2020-02-17 3:31:33 PM
Work to begin: 2020-02-20

Home | Search engine | 2020080003 |

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Ticket

Locate status

Member name	Station code	Ticket status	Member contact	Closed date	Last update
DIG LINE, INC TEST MEMBER	DIG01	CLEARED / NO CONFLICT	CCAMPBELL@DIGLINE.COM	2020-02-17 12:00:00 AM	2020-02-17 3:37:09 PM
CITY OF BOISE PUBLIC WORKS	BOICTY01	CLEARED / NO CONFLICT	(208)-608-7204 ext.		2020-02-17 3:31:34 PM
CABLE ONE - BOISE/FLATLINE LOC	CBL101	CANCELLED	(208)-901-4096 ext.		2020-02-17 3:31:34 PM
CENTURYLINK/BOISE/SUMMIT UTILITY SVCS	QLNID001	CLEARED / NO CONFLICT	(800)-283-4237 ext.		2020-02-17 3:31:34 PM
IDAHO POWER CAPITAL/ELM	IDPCAPITAL	NOT COMPLETED	(888)-728-9343 ext.		2020-02-17 3:31:34 PM
SUEZ NORTH AMERICA (WATER)	UW101	MARKED / COMPLETED	(208)-362-7378 ext.		2020-02-17 3:31:34 PM

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Positive response statuses and descriptions

Status	Description
LOCATE REQUEST SENT	The utility has received notice of your intent to excavate.
CLEARED / NO CONFLICT	The utility determined that no marks are necessary due to no underground facility being present in the described area of excavation.
MARKED / COMPLETED	The utility has marked the area of excavation.
NOT COMPLETED	The utility has extended their due date to mark the area of excavation as per agreement with the requestor. You are not authorized to excavate.
CONTACT UTILITY	You must contact the utility to schedule the presence of an onsite representative during the excavation. Contact the utility prior to excavation.
UNABLE TO LOCATE	Contact the utility for additional information on the nature of their issue with this locate. You are not authorized to excavate.
CANCELLED	The locate request was cancelled by the requestor.
NOT AVAILABLE	This utility does not participate in positive response or uses other means to respond. Contact the utility and/or check the site for markings prior to excavation.

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Account Settings

The Account Settings link is found at the top-right corner in the header section after login

- Change Password Tab
 - Allows you to change your password (same password guidelines used when creating the account must be followed)
 - Allows you to change the email used as the account username

The screenshot shows the 'Account settings' page with the 'Change password' tab selected. The page header includes the 811 logo, the DIGLINE INC. logo, and a welcome message. The user's email is displayed as 'User name: idanodigline@gmail.com'. The page contains a form with three input fields: 'User name', 'Password', and 'Confirm password'. The 'User name' field is pre-filled with 'idandigline@gmail.com'. The footer shows the copyright notice '© 2020 - OneCall Web Portal. All rights reserved.' and the version number 'Version: 1.42.37'.

- Excavators Tab
 - Shows a list of all associated Excavator Codes (Contractor IDs)
 - To have your account associated with additional Excavator Codes please contact Digline Administration via phone Derrick (208-287-0054) or Julie (208-287-0055) or email (webmaps@digline.com)

The screenshot shows the 'Account settings' page with the 'Excavators' tab selected. The page header is identical to the previous screenshot. Below the header, there is a table listing associated excavator codes. The table has four columns: 'Company name', 'Excavator code', 'Contact name', and 'Phone #'. The footer is also identical to the previous screenshot.

Company name	Excavator code	Contact name	Phone #
DIGLINE INC - TESTING ONLY	7777	DERRICK RACE	2082870054

- To get back to the Home page you can press the Back button near the top-right side or click the Home link near the top-left side of the page

