



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”

Login

- At the bottom-right of the Login box click the “Homeowner login” link

- 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:”

- Upon successful login you will be directed to the Positive Response “Home” page

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.



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

Search engine

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

Home | Search engine |

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

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Ticket #:

Request date: 2-28-2020

End date: 3-6-2020

Company name:

Contact name:

Contractor code:

City:

Street:

Address #:

Phone #: (208) 899-5926

Remarks:

WAP:

Reset Export Search

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4. In the Search Engine you can do a date range search of up to 14 days
 - 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
 - Ticket Tab
 - Displays all Ticket information



Welcome webmaster@digline.com (Member) | Account settings | Log out

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

Locate request view
DIGLINE INC.
Call Before You Dig

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

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Ticket | Locate status

Caller info

Ticket #: 2020080003
ID: 12978

Contact
Contact name: JULIE MAKI
Alternate contact:
Title:
Alt. ph. #:

Communication
Phone #: (208) 342-1585
Fax #:
Cell phone #: (208) 287-0055
Pager:
Email: jimaki@digline.com
Excavator/owner: DIGLINE INC

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./country: ADA_ID
City: BOISE ADA
Sub division:

Address #: 8312
Street: W FAIRVIEW AVE
To:
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 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





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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)	UWI01	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.

