



Positive Response

- Members & Locating Companies -

Locate 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

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

DIGLINE INC.
Call Before You 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:
[I have an E-Ticket user name and password, and I want to convert my profile to the Web Portal.](#)

Login

User name (Email):

Password:

[Forgot your password?](#) [Homeowner login](#)

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.

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2. Step 1/3; The Credentials are as follows:
 - a. **Contractor ID** = Digline Member Code
 - b. **Password** = Digline Account Number



* Contact Derrick (208-287-0054) or Julie (208-287-0055) or email (webmaps@digline.com) if you require your Member Code or Account Number *

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 participation. (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 User Name (Email) & Password established during this process will be the same values used for the User Name & Password parameters in the Authenticate function found in the Web Service Documentation for automating positive response

The image displays three sequential screenshots of the Digline web portal's account creation interface. Each screenshot features the 811 logo and the slogan 'Call Before You Dig'.

- Step 1/3:** The header reads 'Create an account for an existing Web user (step 1/3)'. The form prompts the user to 'Please enter the user name and password you used to log in to the former Web applications.' It includes fields for 'Contractor ID' and 'Password', with 'Send' and 'Cancel' buttons.
- Step 2/3:** The header reads 'Create an account for an existing Web user (step 2/3)'. The form prompts the user to 'Provide new user name' and 'Please type in your email address, which will be used as your user name to log in to the Web application.' It includes a 'User name (Email)' field, with 'Send' and 'Cancel' buttons.
- Step 3/3:** The header reads 'Create an account for an existing Web user (step 3/3)'. The form prompts the user to 'Create password' and 'Please type in your new password. This password will be effective for OneCall Web Portal only.' It includes fields for 'User name (Email)' (pre-filled with 'webmaps@digline.com'), 'Password', and 'Confirm new password', with 'Send' and 'Cancel' buttons.

Each screenshot also 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 Member Code, another account cannot be created using the same Member Code. To associate multiple users with a single Member Code 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 explaining the Homeowner Login process: "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 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: "Thank you for using the Digline 811 Portal." Below this message are two paragraphs of text. The first paragraph states: "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." The second paragraph states: "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." Below these paragraphs is a section titled "Digline Locate Policy (Contractor Phase)". This section contains two paragraphs of text. The first paragraph states: "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/>." The second paragraph states: "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 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.”

The screenshot shows the DIGLINE web portal interface. At the top, there is a header with the 811 logo on the left and the DIGLINE logo with the tagline "Call Before You Dig" on the right. Below the header, there is a central form titled "Reset password". The form contains the text "Please enter your user name (email) and we will locate your account." followed by a text input field labeled "User name (Email)". Below the input field are two buttons: "Send" and "Cancel". At the bottom of the page, there is a footer with the text "© 2020 - DIGLINE Web Portal. All rights reserved." and "Version 1.42.0.7".

Search Engine (Ticket Search)

1. On the left side of the Home screen there is a “Search” box
2. You can follow the link(s) 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 isn’t associated with a ticket (either by being the requester or by receiving a locate request), that ticket will not show up in the ticket search



Home | Welcome webmaps@digline.com | Member | Account settings | Log out

811
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Home |

Search
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 Member or Excavator associations (for more information about Member/Excavator associations go to the Account Settings section)
 - The Member & Excavator Search Engines will show up with their respective designation only if your user account is associated with both a Member Code and a Contractor ID; otherwise you will only see a single Search Engine with no designation

Search engine | Welcome webmaps@digline.com | Member | Account settings | Log out

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Home | Search engine | Back

Ticket #	Request date	Work to begin	Company name	City
2020-08-00001	2020-02-17 2:50:08 PM	2-20-2020	HOMEOWNER-JULIE	BOISE
2020-08-00002	2020-02-17 2:55:05 PM	2-20-2020	INTERMOUNTAIN GAS COMPANY	BOISE
2020-08-00003	2020-02-17 3:28:36 PM	2-20-2020	DIGLINE INC.	BOISE
2020-09-00002	2020-02-26 9:50:18 AM	2-29-2020	HOMEOWNER - RACE	UCON

Page 1 of 1 (4 Rems) [1]

Ticket #:
 Request date: ☒ 2-7-2020
 End date: ☐ 3-6-2020
 Company name:
 Contact name:
 Contractor code:
 City:
 Street:
 Address #:
 Phone #:
 Remarks:
 Priority:
 Type of work:
 Request type:
 WAR:
 Ticket status:

Reset Export Search

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4. In the "Member" Search Engine you can do a date range search of up to 30 days.
 - The date range parameter must always be selected and contain a valid date range unless searching for a specific ticket number.
5. 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.
- 6. To activate a search parameter the associated check-box must be checked
- 7. 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)
- 8. When viewing the search results, all pertinent ticket information is available without leaving the search engine.
- 9. 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
- 10. 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.
- 11. 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.



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

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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 Back

Ticket Locate status

Caller info

Ticket #: 2020080003
* ID: 12978

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

Communication
* Phone #: (208) 342-1585
Fax #:
Cell phone #: (208) 287-0055
Pager:
* Email: jmaki@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./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:

Edit Back

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○ Locate Status Tab


- Displays a list of the Members notified on the ticket.
 - Although you can view all Member Status's you can only make edits to your associated Station Code (Member Code)



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



Locate request view



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
Back

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)	UNW101	MARKED / COMPLETED	(208)-362-7378 ext.		2020-02-17 3:31:34 PM

Edit
Back

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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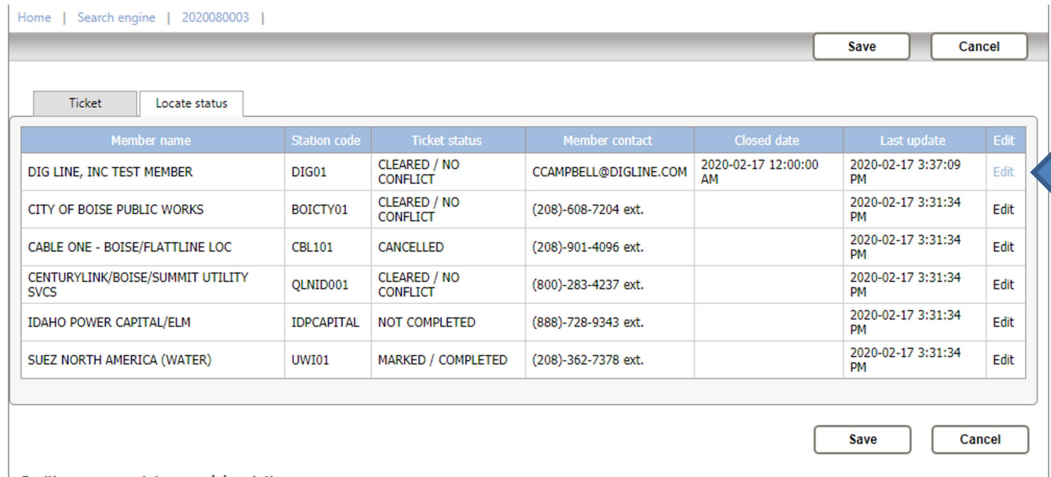


Locate Status Updates

The following takes place on the Locate Status Tab mentioned in the Ticket Search section

1. To Edit/Update a Locate Status

- a. Press the Edit button near the top-right side of the page, This will enable the “Edit” column in the Member List
- b. Press the Edit link for your corresponding record, this will open the Status modification box



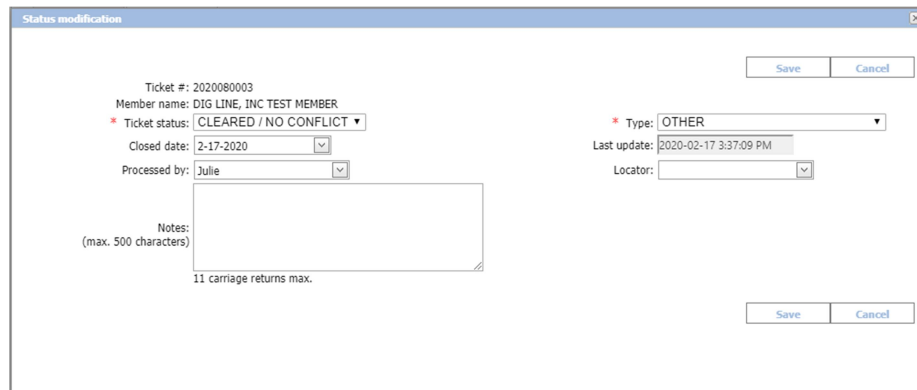
Home | Search engine | 2020080003 |

Save Cancel

Ticket Locate status

Member name	Station code	Ticket status	Member contact	Closed date	Last update	Edit
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	Edit
CITY OF BOISE PUBLIC WORKS	BOICTY01	CLEARED / NO CONFLICT	(208)-608-7204 ext.		2020-02-17 3:31:34 PM	Edit
CABLE ONE - BOISE/FLATLINE LOC	CBL101	CANCELLED	(208)-901-4096 ext.		2020-02-17 3:31:34 PM	Edit
CENTURYLINK/BOISE/SUMMIT UTILITY SVCS	QLNID001	CLEARED / NO CONFLICT	(800)-283-4237 ext.		2020-02-17 3:31:34 PM	Edit
IDAHO POWER CAPITAL/ELM	IDPCAPITAL	NOT COMPLETED	(888)-728-9343 ext.		2020-02-17 3:31:34 PM	Edit
SUEZ NORTH AMERICA (WATER)	UWI01	MARKED / COMPLETED	(208)-362-7378 ext.		2020-02-17 3:31:34 PM	Edit

Save Cancel



Status modification

Ticket #: 2020080003

Member name: DIG LINE, INC TEST MEMBER

* Ticket status: CLEARED / NO CONFLICT

Closed date: 2-17-2020

Processed by: Julie

Notes:
(max. 500 characters)
11 carriage returns max.

* Type: OTHER

Last update: 2020-02-17 3:37:09 PM

Locator:

Save Cancel

Save Cancel

- c. All Status modifications require that a Ticket Status be selected and the Utility “Type” to be entered (mandatory fields are marked with a red asterisk “*”)
- d. Select the appropriate Ticket Status from the dropdown list
 - i. Descriptions of available Status’s are shown under the Member List of every ticket in the Positive Response Statuses and Descriptions box
 - ii. “Locate Request Sent” is the default status for all Members currently participating via Digline’s Positive Response service
 - iii. “Not Available” is the default status for all Members who participate in positive response via alternate methods or do not participate in positive response altogether
 - iv. “Cancelled” and “Disabled” are for Digline use only



- v. Depending on the status selected you may be required to provide more information
 - 1. “Marked/Complete” and “Cleared/No Conflict” both require the Closed Date field to be set
 - a. Closed Date is the date the locate was completed
 - 2. “Not Complete”, “Contact Utility” & “Unable to Locate” require a description or explanation be given in the Notes field
- e. The “Processed by” and “Locator” fields are available for use but are not mandatory
 - i. Recommended for use if multiple users have access to the same login credentials
- f. The “Last Update” field is a system auto-field that keeps record of the timestamps for each update
- g. After filling out the required & desired fields press the “Save” button for the update to be accepted

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 displays the 'Account settings' page for a user named 'webmaps@digline.com'. The page is titled 'Account settings - Change password'. It features a form with three input fields: 'User name' (pre-filled with 'webmaps@digline.com'), 'Password', and 'Confirm password'. The page also includes a navigation bar with 'Home' and 'Account settings' links, and a footer with copyright information and version details.



- **Excavators Tab**

- Shows a list of all associated Contractor IDs (Excavator Codes)
- To have your account associated with an Excavator code(s) please contact Derrick (208-287-0054) or Julie (208-287-0055) or email (webmaps@digline.com)
 - Please provide a list of all desired Contractor ID's



- **Members Tab**

- Shows a list of associated Station Codes (Member Codes) and the Company Name(s) as it appears in Digline's ticketing system
 - Though an Edit button is available, Members do not have the ability to add or remove Member Code associations
 - If a single user is in charge of multiple Member Codes contact Derrick (208-287-0054) or Julie (208-287-0055) or email (webmaps@digline.com) to have your user name associated with all corresponding Member Codes.



- 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 under the 811 logo

