

Submitting Response Information

Note: This feature is only available to member utility companies.

Responding via Ticket Management System


If set up to do so, response information can be automatically submitted through your ticket management system to the MS811 Positive Response (PR) system rather than having to log in to a separate system to do so.

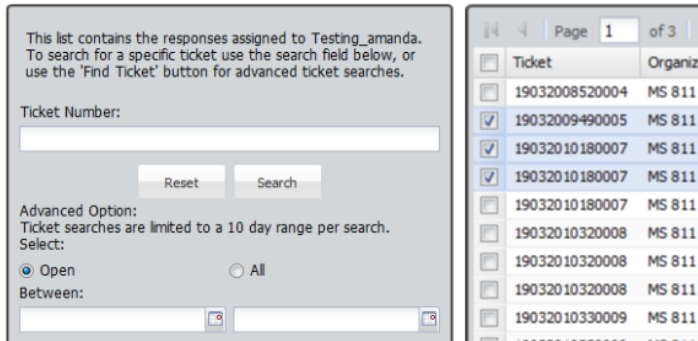
If your company is using a ticket management system that is not yet set up to submit response information to the MS811 PR system, contact [Amanda Russell](#) or [Joanna Henderson](#) at (601) 368-1150.


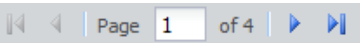


Responding via MS811 Web Portal

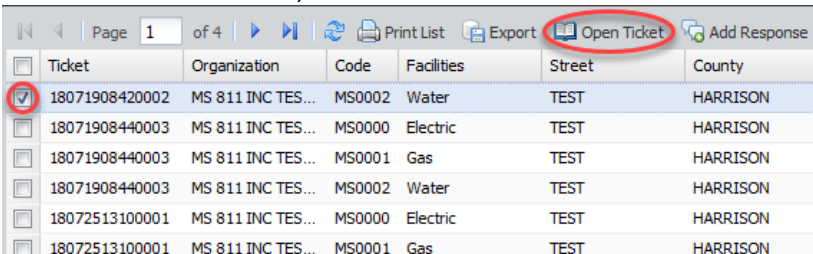
In order to submit response information to the MS811 PR system, you will need a Web Portal account. Your account must also have PR permissions assigned. If you do not have a Web Portal account or if you do not see "Response" listed as a menu item when logged into your account, contact [Joanna Henderson](#) at (601) 362-3887 or [Chasberdee Sample](#) at (601) 362-2851.

- Go to the MS811 Web Portal at <https://geocall.ms811.org/geocall/portal> and log in using your PR account credentials.
 - Note: Your PR account login info. may be different than the login info. you are using to submit tickets.*

- Click Respond 
- Open tickets assigned to you will display in panel on right.



- Click  to refresh & display any new items.
- If there are multiple pages of results, use  buttons to navigate pages.
- Use  **Export** button to export results to Excel.
- To view full ticket details, check box to left of ticket then click  **Open Ticket**



Ticket	Organization	Code	Facilities	Street	County	
<input checked="" type="checkbox"/>	18071908420002	MS 811 INC TES...	MS0002	Water	TEST	HARRISON
<input type="checkbox"/>	18071908440003	MS 811 INC TES...	MS0000	Electric	TEST	HARRISON
<input type="checkbox"/>	18071908440003	MS 811 INC TES...	MS0001	Gas	TEST	HARRISON
<input type="checkbox"/>	18071908440003	MS 811 INC TES...	MS0002	Water	TEST	HARRISON
<input type="checkbox"/>	18072513100001	MS 811 INC TES...	MS0000	Electric	TEST	HARRISON
<input type="checkbox"/>	18072513100001	MS 811 INC TES...	MS0001	Gas	TEST	HARRISON

- Verify ticket info.

MS811 Locate Request

Type: Normal
Ticket #: 18071908420002
Processed: 07/19/18 8:42 AM
Locate By: 07/23/18 8:42 AM
Expires: 08/02/18 8:42 AM
Update From: 7/29/2018 11:59 PM
Update To: 7/30/2018 11:59 PM
Addition: NO
Correction: NO
Damage: NO
Remark: NO
Update: NO

Previous Ticket #:

Response Status As Of Monday, April 15, 2019 10:37 AM

Status	Code	Name	Facilities	Result
Closed	MS0000	MS 811 INC TEST - MS0000 • October 10, 2018 8:48 AM	Electric	• Clear : No conflict Testing
Closed	MS0001	MS 811 INC TEST - MS0001 • October 10, 2018 8:48 AM	Gas	• Clear : No conflict Testing
Closed	MS0002	MS 811 INC TEST - MS0002 • January 15, 2019 10:17 AM	Water	• Located : Facilities marked Lines have been marked.

Company Information

MS 811 INC
5258 CEDAR PARK DR STE H
JACKSON, MS 39206
Phone: (601) 368-1150

Caller: AMANDA RUSSELL
Email: gis@ms811.org
Phone: (601) 362-4322
Fax: (601) 981-9027

Contact: AMANDA RUSSELL
Email: gis@ms811.org
Phone: (601) 362-4322
Direct: (601) 368-1150

Work Information

Proposed Work Date: 7/23/2018 8:45:00 AM
Work Type: ELECTRIC SECURITY LIGHT/POLE
Duration: TEST
Explosives: NO

- Click to return to the responses list.

Ticket	Organization
<input checked="" type="checkbox"/> 18071908420002	MS 811 INC TES...
<input type="checkbox"/> 18071908440003	MS 811 INC TES...
<input type="checkbox"/> 18071908440003	MS 811 INC TES...

Ticket	Organization
<input checked="" type="checkbox"/> 18071908420002	MS 811 INC TES...
<input checked="" type="checkbox"/> 18071908440003	MS 811 INC TES...
<input checked="" type="checkbox"/> 18071908440003	MS 811 INC TES...
<input checked="" type="checkbox"/> 18071908440003	MS 811 INC TES...
<input checked="" type="checkbox"/> 18072513100001	MS 811 INC TES...
<input type="checkbox"/> 18072513100001	MS 811 INC TES...
<input type="checkbox"/> 18072513100001	MS 811 INC TES...

- Select the ticket(s) to which you want to respond.
 - Only select multiple tickets simultaneously if they all require the same response.

- Click Add Response

- Select the appropriate response Action (required).

Add Response

Action:

Located
Facilities marked

Clear
No conflict

On Site Meeting Request
Utility representative is requesting to be on site during excavation

Locate Delayed
Locate Delayed

Located To Meter Only
Private property beyond meter not located

Save Cancel

- The person submitting the response info. will need to enter their first & last name (**required**).
- Entering comments is not required; however, if there is any information you would like to convey to the excavator you may enter that information into the Comments field.

- Click **Save** to submit the response.
- Once you Save, the screen will refresh and only the remaining Open tickets will be displayed. The ticket(s) you just responded to will no longer be listed.

Filtering Responses

- Click **Respond**

- To find a single ticket, enter the ticket number **19032009500006** & click **Search**.
- Search through all your responses using any combination of the following filters:
 - Select **Open** to search through open responses only
 - Select **All** to search through both open & closed responses.
 - Select **My Responses** to search through responses entered through your account.
 - Select **My Company Responses** to search through responses entered by anyone in your company.

- Select number of days to filter responses within.
- Select between dates (10-day limit per search).
- Click **Search** once you have selected the desired filters.
- Click **Reset** any time you need to reset the filters.

- You can select items from the menu to submit a new response or view the last response action.
- Current responses are found on the top portion of the ticket.

MS811 Locate Request

Type: Normal
Ticket #: 19011414490001

Processed: 01/14/19 2:49 PM
Locate By: 01/16/19 2:49 PM
Expires: 01/28/19 2:49 PM
Update From: 1/23/2019 2:49 PM
Update To: 1/24/2019 2:49 PM

Addition: NO
Correction: NO
Damage: NO
Remark: NO
Update: NO

Previous Ticket #:

Response Status As Of Tuesday, January 15, 2019 10:23 AM

Status	Code	Name	Facilities	Result
Open	MS0000	MS 811 INC TEST - MS0000	Electric	
Closed	MS0000	MS 811 INC TEST - MS0000 • January 14, 2019 2:53 PM	Electric	• Clear : No conflict • No underground electric on site.
Closed	MS0001	MS 811 INC TEST - MS0001 • January 14, 2019 2:54 PM	Gas	• Located : Facilities marked
Closed	MS0002	MS 811 INC TEST - MS0002 • January 14, 2019 2:54 PM	Water	• Located : Facilities marked

Company Information

MS 811 INC
5258 CEDAR PARK DR STE H
JACKSON, MS 39206
Caller: AMANDA RUSSELL
Phone: (601) 368-1150
Phone: (601) 362-4322
Fax: (601) 361-6037

- Once you Save, the screen will refresh and only the remaining Open tickets will be displayed. The ticket(s) you just responded to will no longer be listed.

Search Options

- The search options on the left side of the screen will help you narrow down the displayed responses.
 - If you do NOT enter any information in the search window, the result pane will only show Open tickets.

This list contains the responses assigned to Testing_amanda.
To search for a specific ticket use the search field below, or use the 'Find Ticket' button for advanced ticket searches.

Ticket Number:

Advanced Option:
Ticket searches are limited to a 10 day range per search.
Select:
 Open All

Between:

Response Actions

The following is the list of Response Actions you will be able to select from when submitting Positive Response info.

Response Actions	Description	Notes
Located	Facilities marked	
Clear	No conflict	
On Site Meeting Request	Utility representative is requesting to be on site during excavation	
Locate Delayed	Locate Delayed	When this action is selected the ticket will remain open until you submit a "Located" response for the ticket.
Located to Meter Only	Private property beyond meter not located	

System Response Actions

The following is the list of Response Actions used by the MS811 PRIS system only.

Response Actions	Description	Notes
No Response	Utility did not submit response by the required locate by date and time	The system will automatically select "No Response" as the Response Action when the utility does not submit a response by the required locate by date and time.
Non-Participant	Company is not currently participating in Positive Response	The system will automatically select "Non-Participant" as the Response Action for any members that are not set up to enter response information. This happens as soon as the ticket is created. This lets the excavator know that this member will not be submitting response information to the PR system at this time.
Cancelled	Request was cancelled by excavator	When a ticket is processed as a "Cancel Req" the system automatically submits this response action for the both the "Cancel Req" ticket and the previous ticket the excavator requested to be canceled.

Contact Us

Contact [Joanna Henderson](#) at (601) 362-3887 or [Chasberdee Sample](#) at (601) 362-2851, if you have Positive Response questions.