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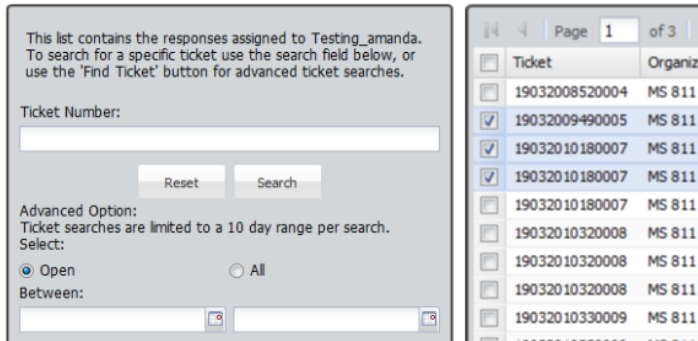
If your company is using a ticket management system that is not yet set up to submit response information to the MS811 PR system, contact Amanda Russell or Joanna Henderson at (601) 368-1150.
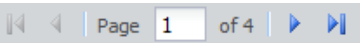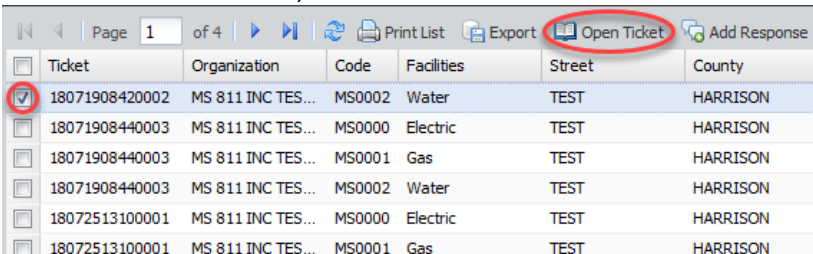
Responding via MS811 Web Portal

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 [icon] to refresh & display any new items.
- If there are multiple pages of results, use [navigation buttons] 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]

- Verify ticket info.

- Click ⬅ **Back** to return to the responses list.

- Select the ticket(s) to which you want to respond. OR
  - Only select multiple tickets simultaneously if they all require the same response.
- Click 🗐 **Add Response**
- Select the appropriate response Action (required).

- 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.

Add Response

Action:
Located

Responder First Name: Responder Last Name:
John   Doe

Comment:
Lines have been marked.

Save   Cancel

- 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 **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.

  Responses within:

  1 day
  2 days
  3 days
  4 days
  5 days
  6 days
  7 days
  8 days
  9 days
  10 days

  - Select number of days to filter responses within.

  Between:
  04/01/2019   04/11/2019

  - 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.

- 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.

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.