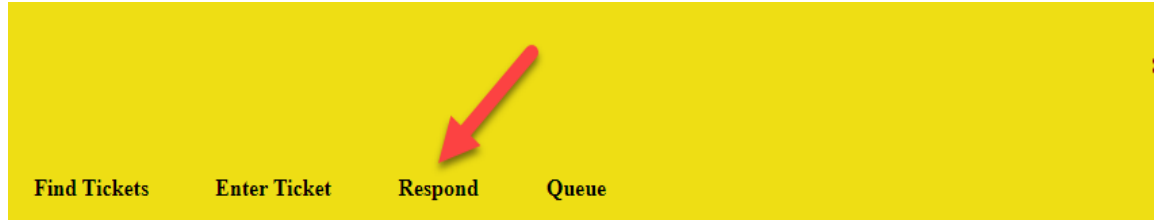


Positive Response Searching Methods

Log into the NM811 Web Portal: <https://geocall.nm811.org/geocall/portal>

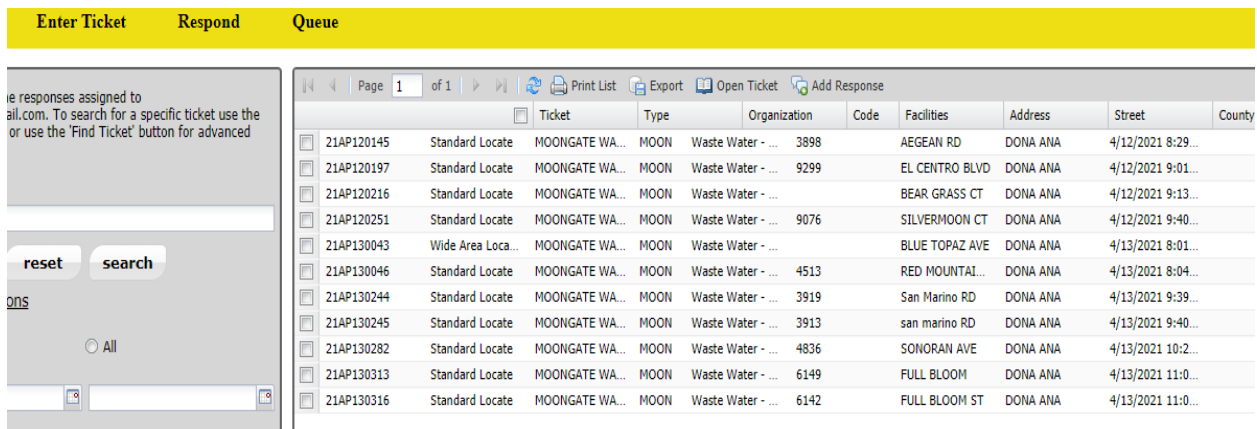
1. Active Ticket Responses:

- a. Select the “Respond” Tab on the upper left side of the Portal



Welcome to the NM811 Web Portal!

- b. All responses that are within the 48 hours, or active response time frame of the ticket type will appear on the right side of the screen.
- i. Any ticket that is not responded to within the required active response time frame will be remove from the respond tab. Please see below for how to search for non-response tickets.

A screenshot of the NM811 Web Portal interface. The top navigation bar is yellow with three tabs: 'Enter Ticket', 'Respond', and 'Queue'. The 'Respond' tab is selected. Below the navigation bar, there is a search panel on the left with a 'reset' button, a 'search' button, and a radio button labeled 'All'. To the right of the search panel is a table of tickets. The table has columns for 'Ticket', 'Type', 'Organization', 'Code', 'Facilities', 'Address', 'Street', and 'County'. The table contains 12 rows of ticket data. Above the table, there are navigation controls including 'Page 1 of 1', 'Print List', 'Export', 'Open Ticket', and 'Add Response'.

- c. To provide response, double click on and open the request.
- d. Review the request to ensure it is the correct ticket.
- e. On the upper right side of the response window, select “Add Response”

Positive Response Searching Methods

Queue

← Back  Print  Show Map  View Log  Copy  Add Response

NM811 LOCATE REQUEST

- f. Select the appropriate response from the drop down and add any needed comments.

Add Response ✕
Facilities:
 Waste Water - Sewer, Water
Action:

UFO Cleared
UFO has determined that no facilities are in the excavation area

Site Marked
UFO has located and marked facilities in the excavation area

Privately Owned Facility
UFO has determined that the facilities in the excavation area belong to the property owner

No Access/Not Marked/Call UFO
UFO was unable to access the excavation area and has not marked. Please contact UFO

Spotted Per Work Plan
UFO has located and marked per the Wide Area Work Plan

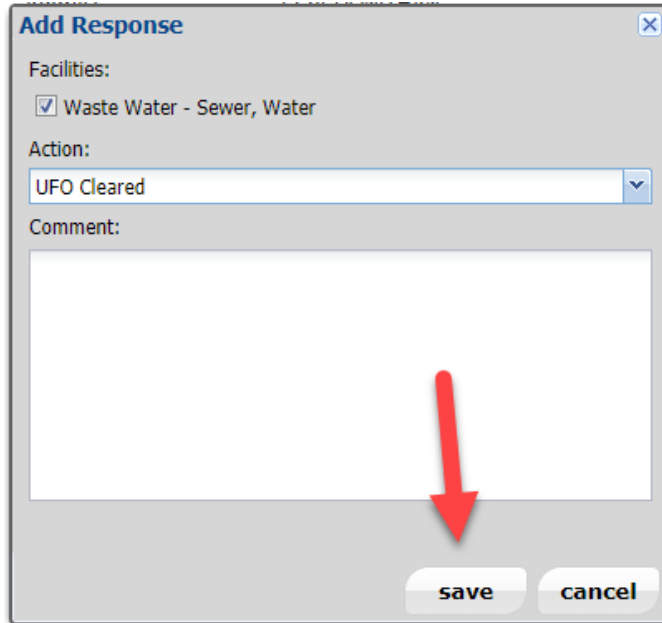
Not Marked/Call UFO
UFO did not mark. Please contact UFO

Bad Address/Not Marked
Address on ticket cannot be found; UFO has not marked

Site Marked/Not Whitelined
UFO has located and marked. Site was not premarked in white

- g. Select "Save"

Positive Response Searching Methods



Add Response

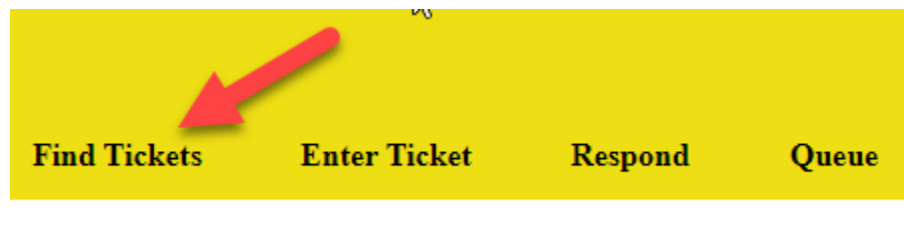
Facilities:
 Waste Water - Sewer, Water

Action:
UFO Cleared

Comment:

save cancel

- h. Once a response has been entered the ticket will be remove from the active queue.
2. Non-active Tickets (Tickets outside of the 48 hours/active response time frame)
 - a. Select “Find Tickets” Tab on the upper left side of the Portal



Positive Response Searching Methods

- b. If available, enter the ticket number that a response is needed on and select search.

Ticket Number: 21MA010001

reset search

Advanced Options

Between: mm/dd/yyyy mm/dd/yyyy

County: Select a county...

Place:

Work Date:

Excavator:

Addr/Str:

Intersection:

Phone:

Code:

- c. The request will appear in the panel on the right side of the search field.
- d. Double click on and open the request.
- e. Review the request to ensure it is the correct ticket.
- f. On the upper right side of the response window, select “Add Response”

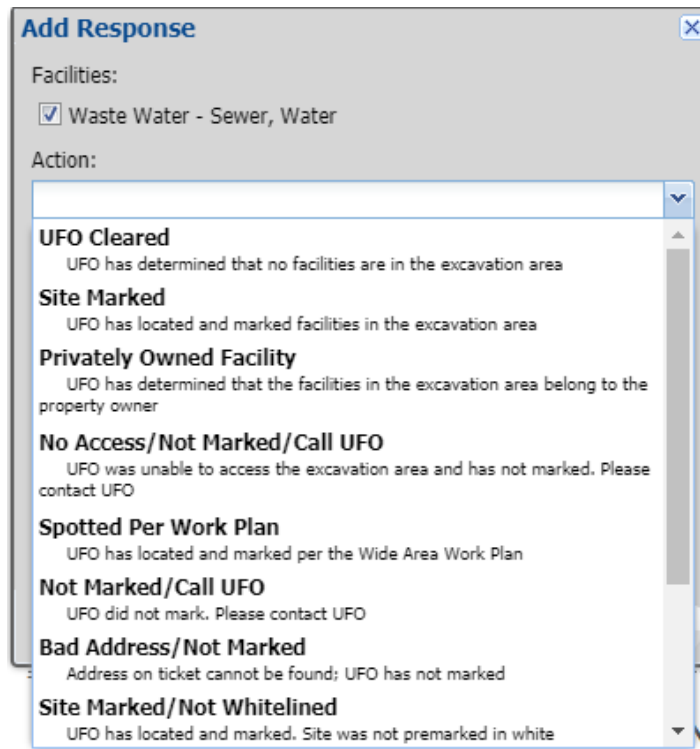
Queue

Back Print Show Map View Log Copy Add Response

NM811 LOCATE REQUEST

Positive Response Searching Methods

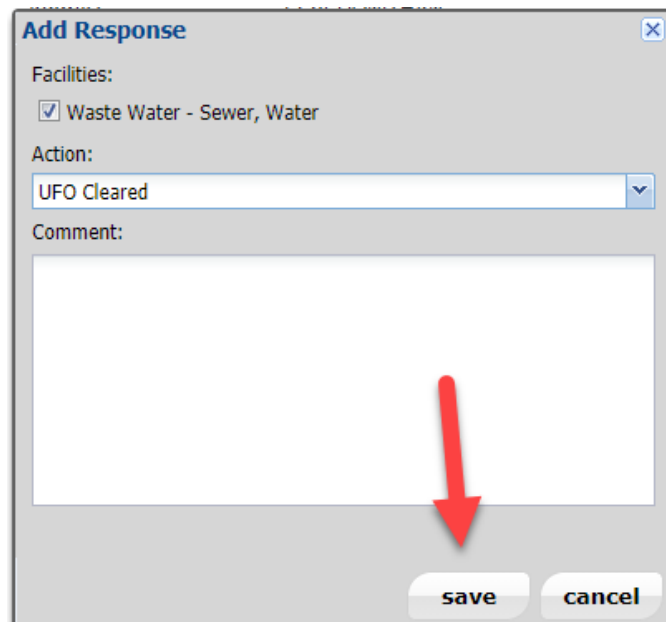
- g. Select the appropriate response from the drop down window and add any needed comments.



The screenshot shows a dialog box titled "Add Response" with a close button (X) in the top right corner. It contains the following sections:

- Facilities:** A checkbox labeled "Waste Water - Sewer, Water" is checked.
- Action:** A dropdown menu is open, displaying a list of response options with their descriptions:
 - UFO Cleared**: UFO has determined that no facilities are in the excavation area
 - Site Marked**: UFO has located and marked facilities in the excavation area
 - Privately Owned Facility**: UFO has determined that the facilities in the excavation area belong to the property owner
 - No Access/Not Marked/Call UFO**: UFO was unable to access the excavation area and has not marked. Please contact UFO
 - Spotted Per Work Plan**: UFO has located and marked per the Wide Area Work Plan
 - Not Marked/Call UFO**: UFO did not mark. Please contact UFO
 - Bad Address/Not Marked**: Address on ticket cannot be found; UFO has not marked
 - Site Marked/Not Whitelined**: UFO has located and marked. Site was not premarked in white

- h. Select "Save"

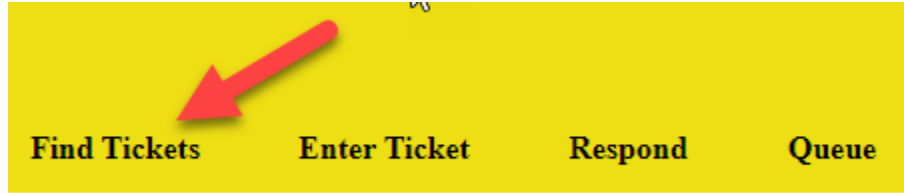


The screenshot shows the same "Add Response" dialog box as in the previous image. The "Action" dropdown menu is now closed and displays "UFO Cleared". Below the dropdown is a large empty text area labeled "Comment:". At the bottom of the dialog box, there are two buttons: "save" and "cancel". A red arrow points directly to the "save" button.

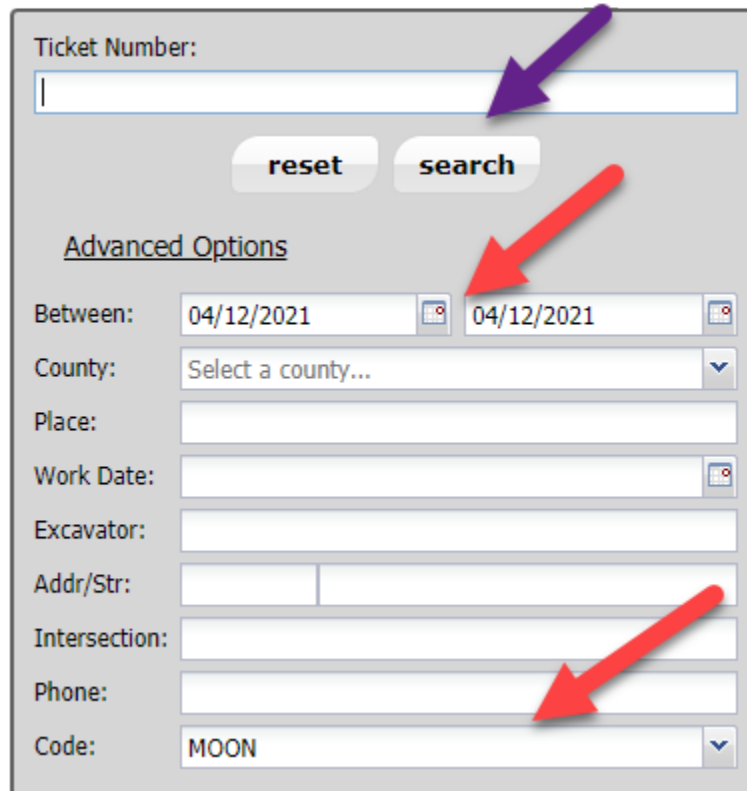
Positive Response Searching Methods

3. Verify Responses

- a. Select “Find Tickets” Tab on the upper left side of the Portal.



- b. Enter a date range in the field called “Between”
- c. Select the code for the company from the drop down box at the bottom of the search field called “Code”
- d. Select Search

A search form with a grey background. At the top is a "Ticket Number:" label and an empty text input field. Below it are "reset" and "search" buttons. A section titled "Advanced Options" contains several fields: "Between:" with two date pickers set to "04/12/2021"; "County:" with a dropdown menu showing "Select a county..."; "Place:" with an empty text input; "Work Date:" with a date picker; "Excavator:" with an empty text input; "Addr/Str:" with two empty text inputs; "Intersection:" with an empty text input; "Phone:" with an empty text input; and "Code:" with a dropdown menu showing "MOON". A purple arrow points to the "Ticket Number" field, a red arrow points to the "search" button, and another red arrow points to the "Code" dropdown menu.

- e. All tickets within that time frame will appear in the panel to the right of the search field.
- f. Double click on and open the ticket

Positive Response Searching Methods

- g. Scroll to the bottom of the request and verify that a response has been entered on the ticket.
- i. A Status of “Open” indicates that the request is still within the 48 hour/ active response period and that no response has been made on the request.

Response Status As Of Tuesday, April 13, 2021 11:57 AM

<u>Status</u>	<u>Code</u>	<u>Name</u>	<u>Facilities</u>
Open	MOON	MOONGATE WATER CO. Water, Waste Water – Sewer INC.	
Closed	QLNS	CENTURYLINK LOCAL NETWORK SOUTH	Phone, Cable, Fiber

- **April 13, 2021**
11:10 AM by
CLINK: Site
Marked

- ii. A Status of “Closed” means that either the 48 hour period has passed or a response was provided. If a response was provided it will be seen on the right side of the request and will designate the response provided.

Response Status As Of Tuesday, April 13, 2021 11:57 AM

<u>Status</u>	<u>Code</u>	<u>Name</u>	<u>Facilities</u>
Open	MOON	MOONGATE WATER CO. Water, Waste Water – Sewer INC.	
Closed	QLNS	CENTURYLINK LOCAL NETWORK SOUTH	Phone, Cable, Fiber

- **April 13, 2021**
11:10 AM by
CLINK: Site
Marked