Positive Response Searching Methods

Log into the NM811 Web Portal: https://geocall.nm811.org/geocall/portal
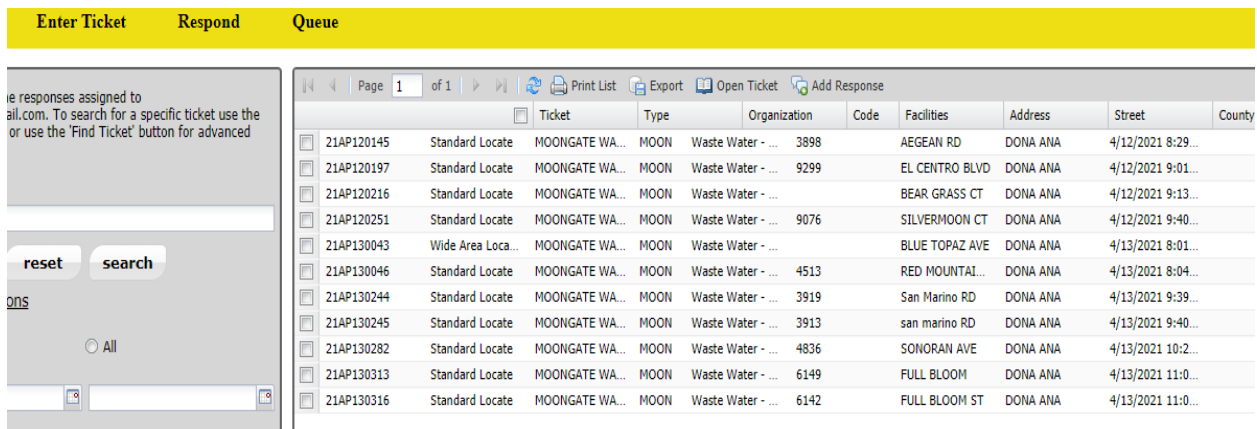
1. Active Ticket Responses:

   a. Select the "Respond" Tab on the upper left side of the Portal

   Find Tickets   Enter Ticket   Respond   Queue
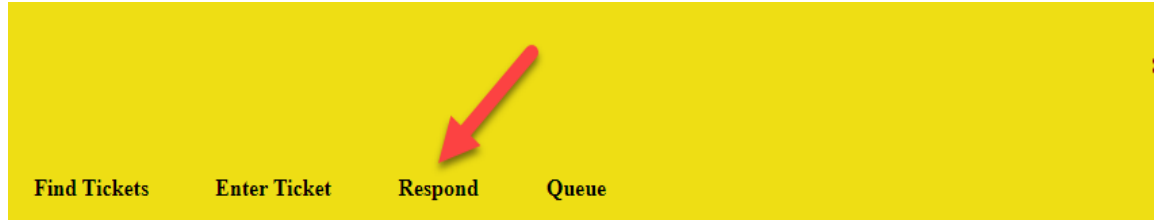
   Welcome to the NM811 Web Portal!

   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.

   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"

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
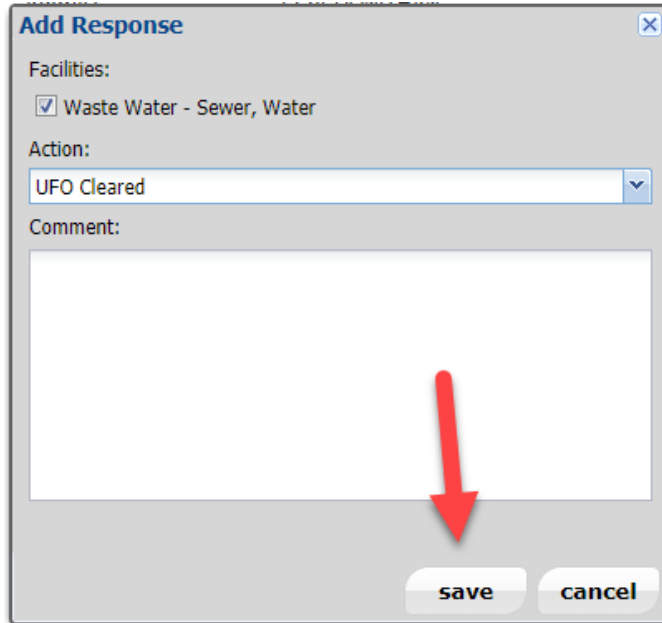 UFO has located and marked per the Wide Area Work Plan

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"

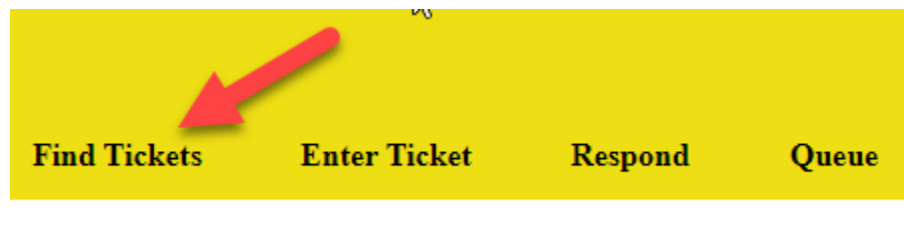   h.   Once a response has been entered the ticket will be remove from the active queue.

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

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.

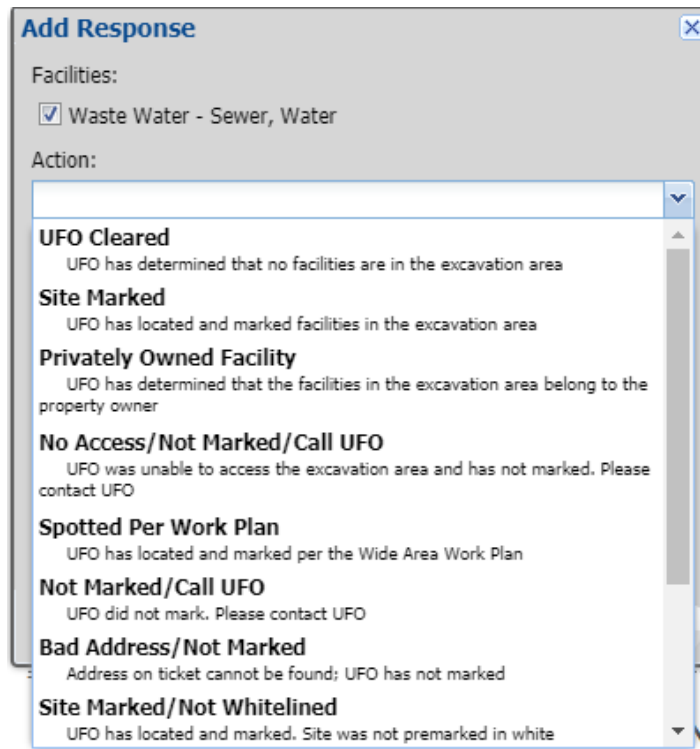f. On the upper right side of the response window, select "Add Response"

Queue

← Back   🖨 Print   Show Map   View Log   Copy   Add Response

NM811 LOCATE REQUEST
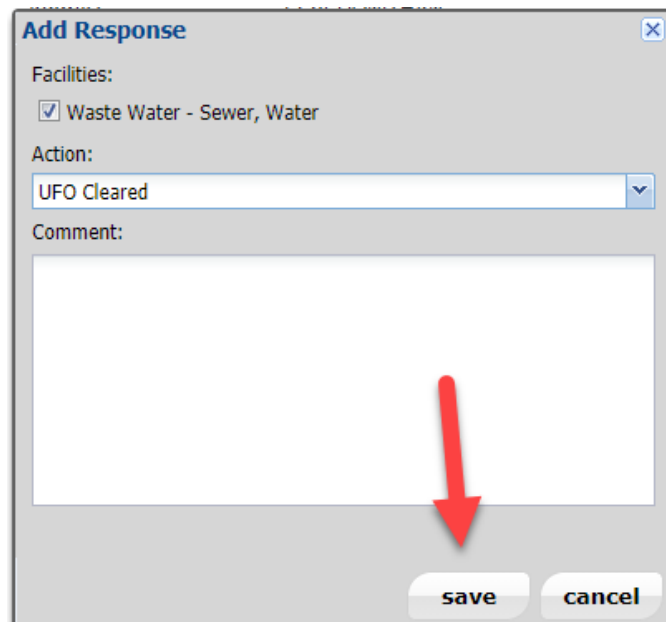
g. Select the appropriate response from the drop down window and add any needed comments.

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
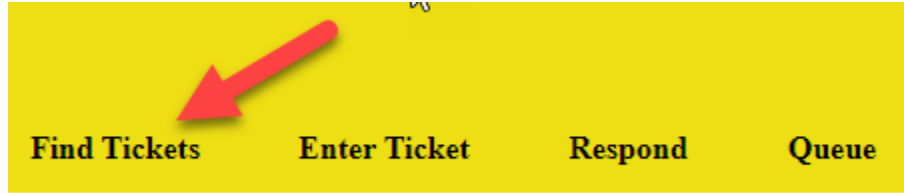UFO has located and marked. Site was not premarked in white

h. Select "Save"

Add Response

Facilities:

☑ Waste Water - Sewer, Water

Action:

UFO Cleared

Comment:
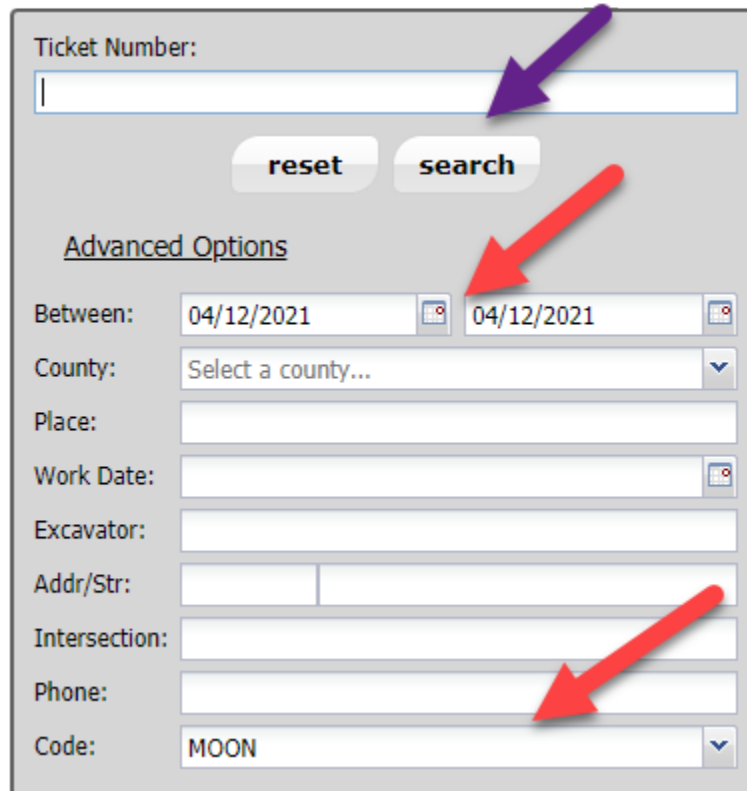
save   cancel

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

    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

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.

Status	Code	Name	Facilities
Open	MOON	MOONGATE WATER CO. INC.	Water, Waste Water – Sewer
Closed	QLNS	CENTURYLINK LOCAL NETWORK SOUTH	Phone, Cable, Fiber
		• April 13, 2021 11:10 AM by CLINK: Site Marked	

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

    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.

Status	Code	Name	Facilities
Open	MOON	MOONGATE WATER CO. INC.	Water, Waste Water – Sewer
Closed	QLNS	CENTURYLINK LOCAL NETWORK SOUTH	Phone, Cable, Fiber
		• April 13, 2021 11:10 AM by CLINK: Site Marked	