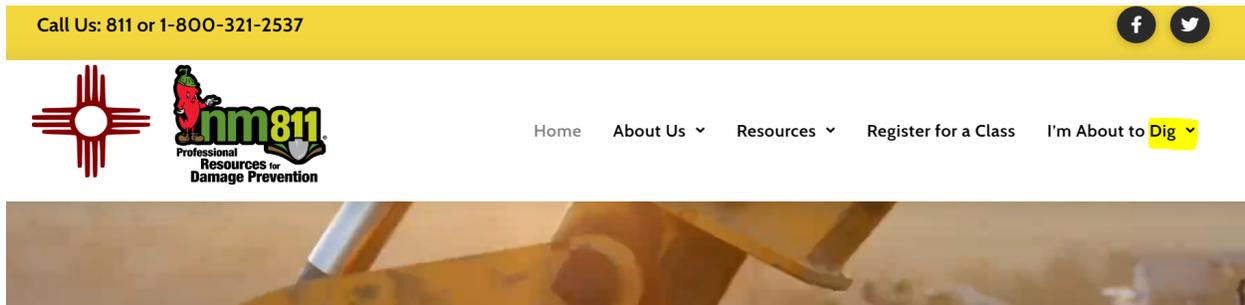




## Web Portal: Sign-Up Instructions

1. Make sure you have clicked on “I’m About to Dig” button on the right-hand side of NM811’s web page.



2. Once on the Excavator page, select “I’m About to Dig”



3. Click on **Sign Up** in the upper right-hand corner.



Welcome to the NM811 Web Portal.

If this is your *FIRST* visit to the new portal, you will need to read the following documents:

- [Sign-up Instructions](#)
  - [Instructions to Submit a Locate Request](#)
  - [Positive Response Instructions \(NM811 Underground Facility Operators only\)](#)
- NOTE: Positive Response is NOT automatically set up - please wait for the email that confirms that positive response is configured.

Pay special attention to the information in the Left-Hand panel on the screen. Make sure to select the appropriate boxes. As you select, additional fields will be available.

## Find Tickets

### Welcome to 811 sign up!

To sign up, simply check the features you want to be able to access on the site and fill in the form on the right. The center may need to contact you for further information

- Find Tickets
- Enter Tickets
- Queue
- Positive Response

Once you are done, hit the Submit button and your information will be sent to the center for processing. Shortly, you should receive a signup confirmation email.

To begin using the site, click the link in the email to activate your account. All of the features may not initially be available to you but the center will contact you with details as you are configured for additional services.

a. **Find Tickets** – be able to search for tickets in the portal and review positive response.

b. **Enter Tickets** – be able to enter locate requests in the portal, including Standard, Bid, Design, and Road Maintenance Locates.

c. **Queue** – For NM811 Member Underground Facility Owners (UFOs) only – look at the ticket queue for your member codes.

d. **Positive Response** – For NM811 Member UFOs only – provide positive response for a locate request.

Fill out the required information in the box(es) provided depending on your selection from above. Some areas will have Checkboxes that will pre-populate information based on previously entered information.

a. User Information

b. Company Information

c. Ticket Contact Information

d. Transmission Information: for NM811 Member UFOs only – List the Codes (Station/CDC) for which you need to provide positive response.

e. Positive Response Please note what type of facility you are responding for.

Once you have completed all the information, click on the “**submit**” button in the upper right corner of the form, you will receive a pop-up notification (make sure you have pop-ups allowed in your browser settings).

The screenshot shows a web form with a yellow navigation bar at the top containing links for Help, Home, Home Owner, Sign Up, and Login. The form itself has a grey background and is divided into two main sections: 'User Information' and 'Company Information'. The 'User Information' section includes fields for Email, Verify Email, Password (with a 'Verify your password' sub-field), Name (split into First Name and Last Name), Address, City/State/Zip (with a dropdown for State), and Phone (with an 'Extension' sub-field). The 'Company Information' section includes fields for Name, Type (with a dropdown), Address, City/State/Zip (with a dropdown for State), Phone (with an 'Extension' sub-field), and a Comment field. A checkbox labeled 'Company information is the same as the User information.' is located between the two sections. At the top of the form, there are 'cancel' and 'submit' buttons.

Within a few minutes you should receive an email that will allow you to activate your account, click on the link in the email to activate your account, login to the portal after activation using your email username and password. Please Note: if you are setting up positive response, a staff member at NM811 will have to manually set up your positive response. If you are unable to access positive response within two (2) hours of signing up during normal business hours (M-F 7AM to 5PM), please send an email to [membership@nm811.org](mailto:membership@nm811.org).