

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 you having to login 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 or Mobile App

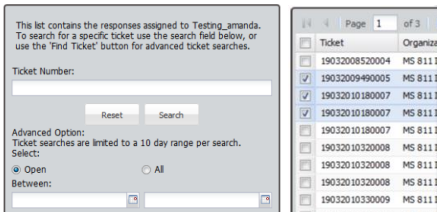
In order to submit response information to the MS811 PR system, you will need a Web Portal/Mobile App account. Your account must also have PR permissions assigned. If you do not have a Web Portal account or if you do not see "Response" listed as a menu item when logged into your account, contact [Joanna Henderson](#) at (601) 368-1150 or [Gidgit Reed](#) at (601) 362-7581.


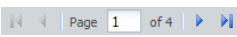

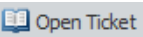
- Go to the MS811 Web Portal at <https://geocall.ms811.org/geocall/portal> or open the Mobile App and login using your PR account credentials.

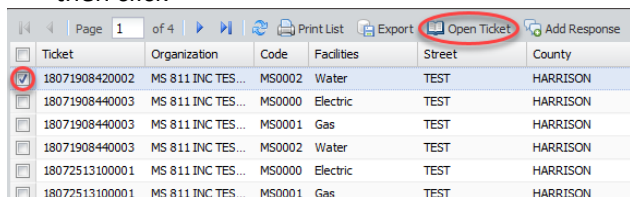
Note: Your PR account login info. may be different than the login info. you are using to submit tickets.

Responding via Portal

- Click Respond 
- Open tickets assigned to you will display in panel on right. (Open tickets are tickets you have not responded to yet)





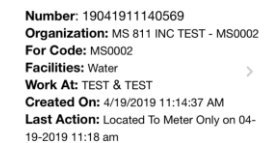
- Click  to refresh & display any new items.
- If there are multiple pages of results, use  buttons to navigate pages.
- Use  button to export results to Excel.
- To view full ticket details, check box to left of ticket then click 




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

Responding via Mobile App

- Click  button
- Click 
- Open tickets assigned to you will be displayed.



- 2 Responses
- Swipe down to refresh.  Release to refresh... Last Updated: 04/15/2019 09:30AM
- Swipe up to scroll through items.
- Click > button to view full ticket details.



Responding via Portal

- Verify ticket info.

This ticket has expired and can no longer be updated. You will need to either contact the call center or use the Copy feature to copy the expired ticket information into a brand-new ticket.

MS811 Locate Request

Type: Normal Processed: 07/19/18 8:42 AM Addition: NO
 Ticket #: 18071908420002 Locate By: 07/23/18 8:42 AM Correction: NO
 Expires: 08/02/18 8:42 AM Damage: NO
 Update From: 7/29/2018 11:59 PM Remark: NO
 Update To: 7/30/2018 11:59 PM 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
 Caller: AMANDA RUSSELL Phone: (601) 368-1150
 Email: gis@ms811.org Fax: (601) 981-9027
 Contact: AMANDA RUSSELL Phone: (601) 362-4322
 Email: gis@ms811.org Direct: (601) 368-1150

Work Information

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

- Click to return to responses list.
- You can respond to one or multiple tickets at once.
- Select ticket(s) you want to respond to.

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...

OR

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...

- When you have ticket(s) selected that you want to respond to, click .
- Only select multiple tickets at once if they all require the same response.
- Select 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
By law the operator has an additional 2 working days to locate due to lines are only locatable by excavation

Located To Meter Only
Private property beyond meter not located

Save Cancel

Responding via Mobile App

- Verify ticket info.

Responses

Ticket: 19041912420680

Previous Ticket #:

Type: Normal Date Taken: 04/19/2019 12:42 pm
 Addition: N Correction: N
 Remark: N Update: N
 Damage: N Update To: 5/1/2019 12:42 PM
 Update From: 4/30/2019 12:42 PM

Responses

MS 811 INC TEST - MS0000
 MS0000 for Electric
 Last Action: (none)

MS 811 INC TEST - MS0001
 MS0001 for Gas
 Last Action: (none)

MS 811 INC TEST - MS0002
 MS0002 for Water

- Click to return to responses list.
- You can respond to one or multiple tickets at once.
- Select ticket(s) you want to respond to (selected items turn gray in iOS & blue in Android. number of tickets selected will display at bottom of screen).

Responses

Number: 19041912380677
 Organization: MS 811 INC TEST - MS0002
 For Code: MS0002
 Facilities: Water
 Work At: TEST & TEST
 Created On: 4/19/2019 12:38:38 PM
 There have been no responses

Number: 19041912420680
 Organization: MS 811 INC TEST - MS0002
 For Code: MS0002
 Facilities: Water
 Work At: TEST & TEST
 Created On: 4/19/2019 12:42:15 PM
 There have been no responses

Number: 19041912420681
 Organization: MS 811 INC TEST - MS0002
 For Code: MS0002
 Facilities: Water
 Work At: TEST & TEST

1 of 4 Responses

- When you have ticket(s) selected that you want to respond to, click .
- Only select multiple tickets at once if they all require the same response.
- Select the appropriate response Action (**required**).

Responses

Your Response

Action: Clear

Comment

Cancel Done

Located

Clear

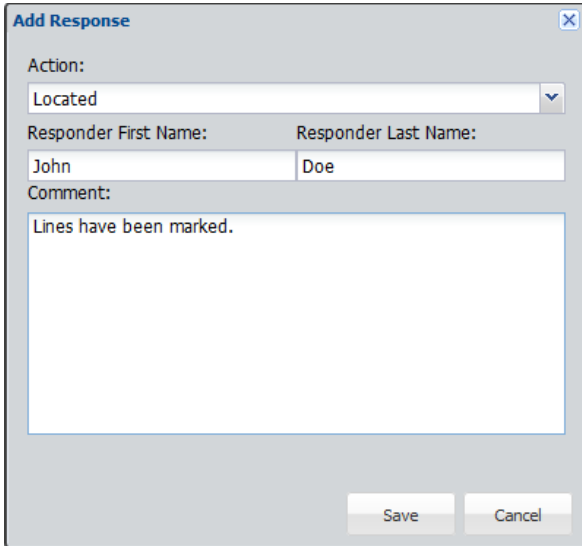
On Site Meeting Request

Locate Delayed

Located To Meter Only

Responding via Portal

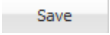
- The person submitting the response info. will need enter their first & last name (**required**).
- Entering comments is not required; however, if there is any information you would like to convey to the excavator you may enter that information into the Comments field.



The screenshot shows a web form titled "Add Response" with a close button (X) in the top right corner. The form contains the following fields:

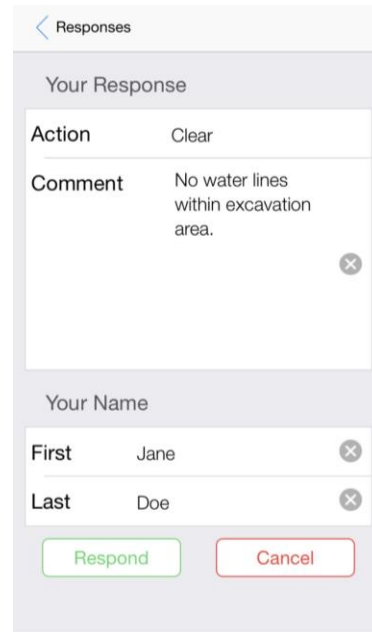
- Action:** A dropdown menu with "Located" selected.
- Responder First Name:** A text input field containing "John".
- Responder Last Name:** A text input field containing "Doe".
- Comment:** A large text area containing the text "Lines have been marked."

At the bottom of the form, there are two buttons: "Save" and "Cancel".

- Click  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.

Responding via Mobile App


- The person submitting the response info. will need 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.



The screenshot shows a mobile app interface for responding to a ticket. The screen is titled "Responses" with a back arrow on the left. The main section is "Your Response" and contains the following fields:

- Action:** A dropdown menu with "Clear" selected.
- Comment:** A text area containing the text "No water lines within excavation area." with a close button (X) on the right.
- Your Name:** Two text input fields: "First" containing "Jane" and "Last" containing "Doe", each with a close button (X) on the right.

At the bottom of the form, there are two buttons: "Respond" (green) and "Cancel" (red).

- Click  to submit the response.
- You will then be taken back to the Response menu. The ticket(s) you just responded to will no longer be listed.

Filtering Responses

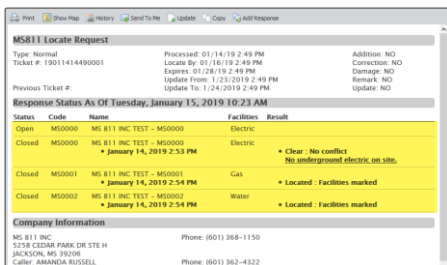
Filtering Responses via Portal

- Click **Respond**
- To find a single ticket, enter the ticket number
 Ticket Number: & click .
- 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.

Responses within:
<input type="text" value="1"/>
<input type="radio"/> 1 day
<input type="radio"/> 2 days
<input type="radio"/> 3 days
<input type="radio"/> 4 days
<input type="radio"/> 5 days
<input type="radio"/> 6 days
<input type="radio"/> 7 days
<input type="radio"/> 8 days
<input type="radio"/> 9 days
<input type="radio"/> 10 days
 - Select **Between dates (10-day limit per search)**.

Between:
<input type="text" value="04/01/2019"/> <input type="text" value="04/11/2019"/>

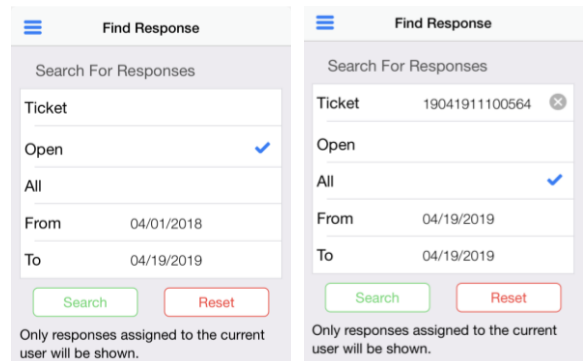
- Click once you have selected the desired filters.
- Click any time you need to reset the filters.
- You will be able to select items from the menu &:
 - Submit a new response
 - Modify an existing response
 - View the last action response
- Current responses are found on the top portion of



the ticket.

Filtering Responses via Mobile App

- Click
- To find a single ticket, enter the ticket number
 Ticket: & click .
- To search through your open & closed responses by date range:
 - Select Open or All



- Select a From & To date range for the dates in question (10 day limit per search).
- Click once you have selected the desired filters.
- Click any time you need to reset the filters.
- Search results will display in the Responses menu.
 - You will be able to select items from the menu &:
 - Submit a new response
 - Modify an existing response
 - View the last action response

Number: 19041912420680
 Organization: MS 811 INC TEST - MS0002
 For Code: MS0002
 Facilities: Water
 Work At: TEST & TEST
 Created On: 4/19/2019 12:42:15 PM
 There have been no responses

Number: 19041911100564
 Organization: MS 811 INC TEST - MS0002
 For Code: MS0002
 Facilities: Water
 Work At: TEST & TEST
 Created On: 4/19/2019 11:10:37 AM
 Last Action: Located on 04-19-2019 11:15 am

Response Actions

The following are the list of Response Actions you will select from when submitting Positive Response information.

Response Actions	Description
Located	Facilities marked
Clear	No conflict
On Site Meeting Request	Utility representative is requesting to be on site during excavation
Locate Delayed	By law the operator has an additional 2 working days to locate due to lines are only locatable by excavation
Located to Meter Only	Private property beyond meter not located

The MS811 Positive Response System can improve communication between the excavator and utility/facility operator. However, there is a chance the excavator may not see the response information you have entered into the PR system. For example, they may not have access to the Portal or Mobile App or they did not provide an email address for us to send response status information to. Until submitting response information to the MS811 PR system is required by law, you are still required to notify the excavator, directly when selecting the following Response Actions.

1. **Clear**
2. **On Site Meeting Request** (MS811 will not set up the meeting for you)
3. **Locate Delayed**

Locate Delayed

You should only select this action if your lines can only be located by excavation. Once the lines have been located through excavation, you will need to select the ticket & change the response status to “Located”, for the response to be closed.

System Response Actions

The following are a list of Response Actions that used by the MS811 PR system only.

Response Actions	Description
No Response	Utility did not submit response
Non-Participant	Company is not currently participating in Positive Response

No Response

The system will automatically select “No Response” as the Response Action for any responses open at the time a ticket expires (14 calendar days from creation).

Non-Participant

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.

Contact Us

Contact [Joanna Henderson](#) at (601) 362-3887 or [Gidgit Reed](#) at (601) 362-7581, if you have questions or concerns about Positive Response.