Web Portal Users with will have the capability to search for their tickets and their company tickets using the **My Ticket & My Company Ticket** feature.

To get started you will need to **Login** to your Portal account. If you do not have an account, we recommend that you Sign Up for the Web Portal.

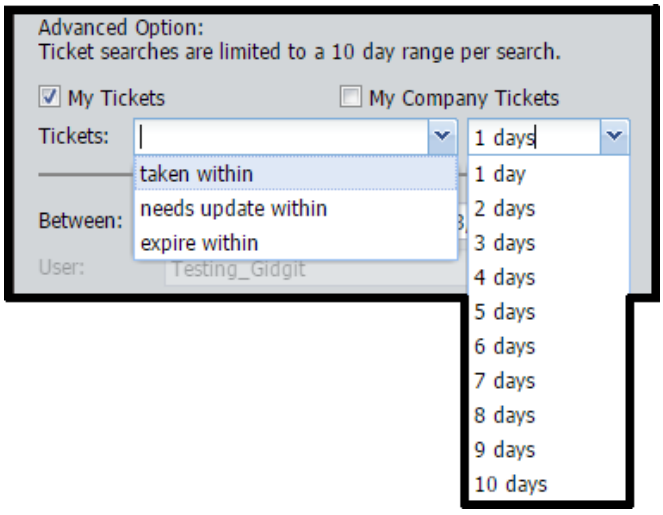
Once you have logged into your account, you will select **Find Tickets** on the top left corner of the page.

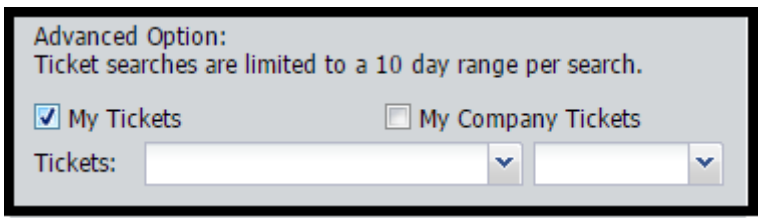
Welcome to the Mississippi 811 Web Portal

My Tickets

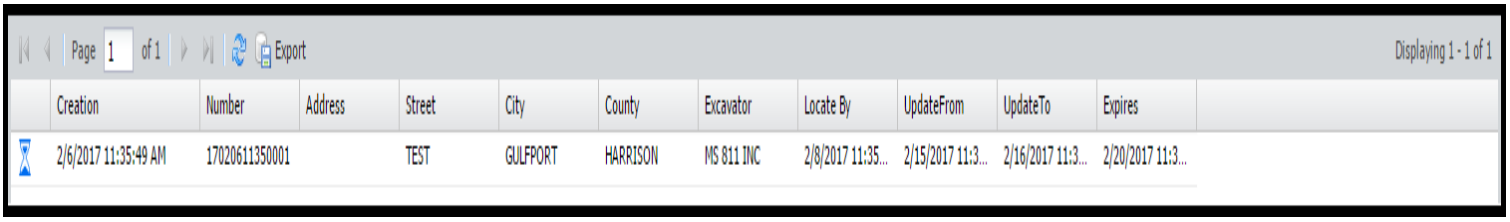
Allow the user to search for tickets that was created with that user account in the Web Portal. This filter will only work for users that have advanced permissions that fully process their tickets through the Portal.

The My Tickets option will automatically be selected.



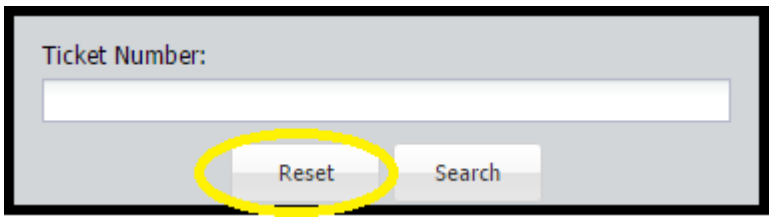


All of the notices that you have entered for the current date will populate.

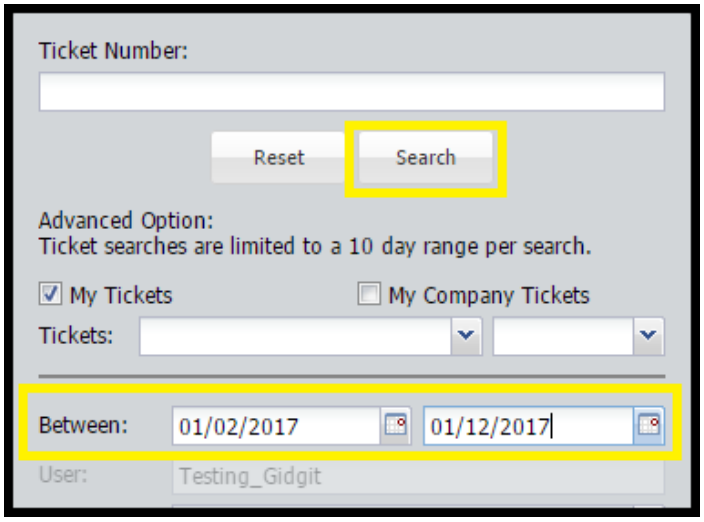


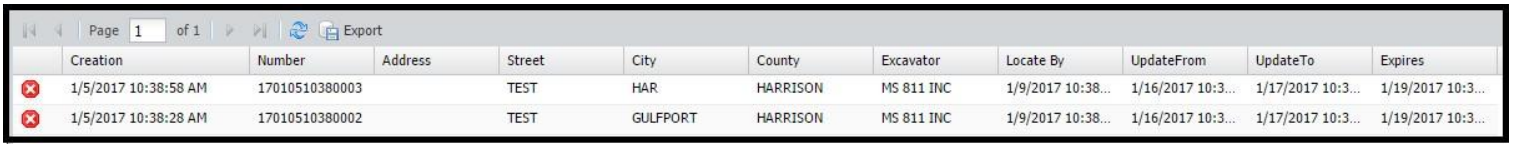
To view your notices that were entered on a specific date or multiple dates, you will need to change the date selection.

You will need to select Reset to enter a date range. This option will erase the check mark entered in “My Tickets” and the “Between” dates.



You will need to select the date selection next to the “Between” option, re-select “My Tickets “button. Then select “Search” button. The tickets entered on the selected dates will populate. Our system will only allow you to search up to 10 days at a time.



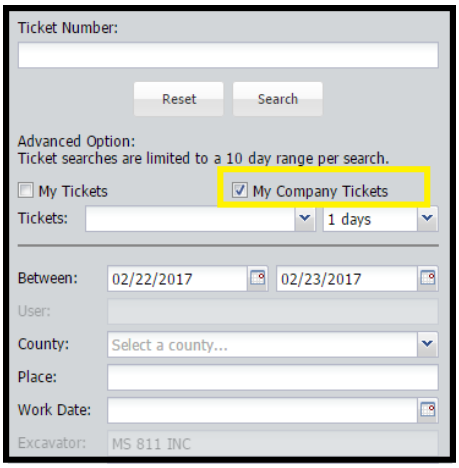


If you double click on the ticket it will give you the options to Update, Show History, or Print ticket. Also if you want to get back to the original screen you will select the Back button.

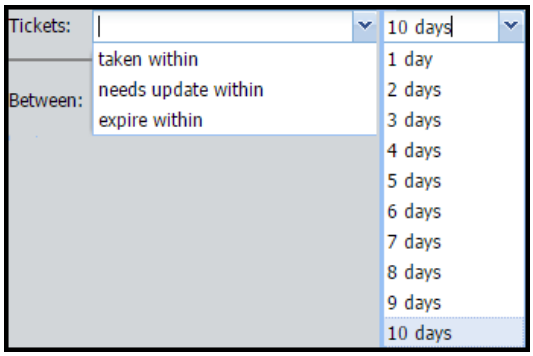
My Company Tickets

My Company ticket allows the user to search for all tickets that were processed in their Company's name. This feature is a great option when updating multiple tickets. This filter will find tickets for the user's company no matter how they were submitted. If your company information do not populate you will need to contact contact Joanna Henderson by phone at (601) 362-3887 or by email at joanna.henderson@ms811.org.

Select the box next to the "My Company Tickets" option.



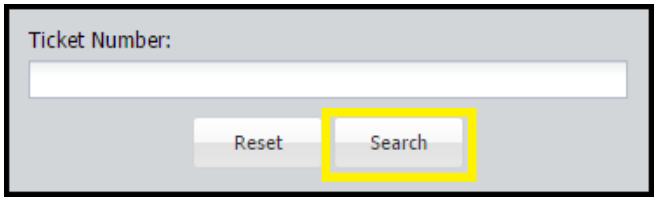
Click on the arrow on the drop box next to "Tickets". Choose from one of the selections listed which are explained below. In the 2nd box, click on the drop box and select the number of days you would like to use for the search. Keep in mind that you can only search up to 10 days. Click "Search" and all your company notices will populate to the right of the screen.



Taken Within: date range the ticket was taken within

Needs Update Within: date range when the user should update the ticket

Expire Within: time frame for when the ticket will expire



If you double click on the ticket it will give you the options to Update, Show History, or Print ticket. Also if you want to get back to the original screen you will select the Back button.