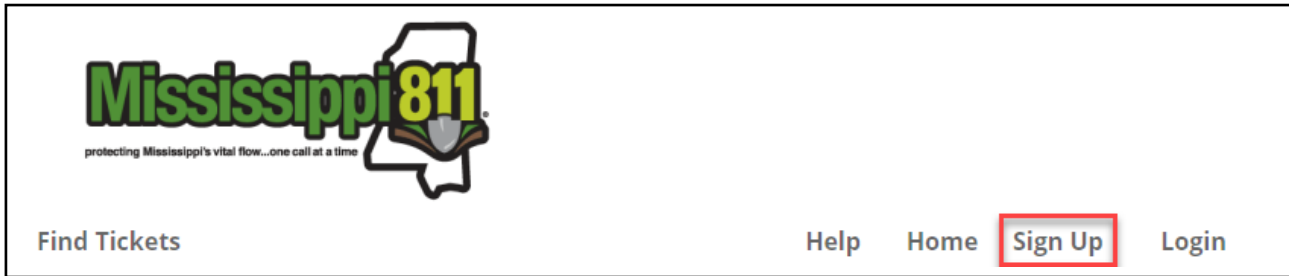


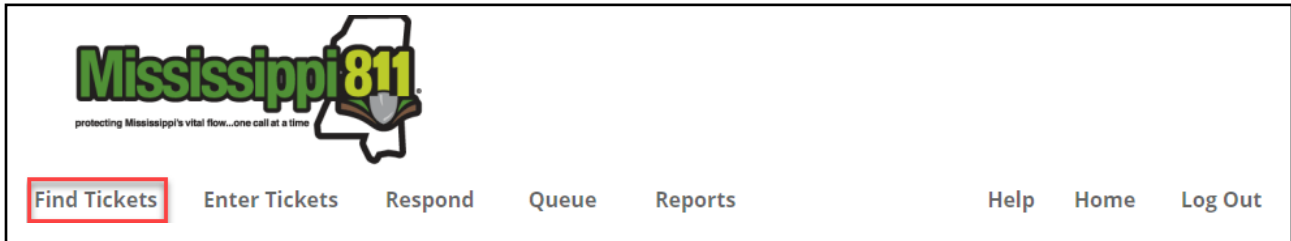
Update Ticket

The Update Ticket feature allows Portal users the capability to extend an existing ticket for an additional 14 calendar days and inform the member utility companies that the site needs to be re-marked.

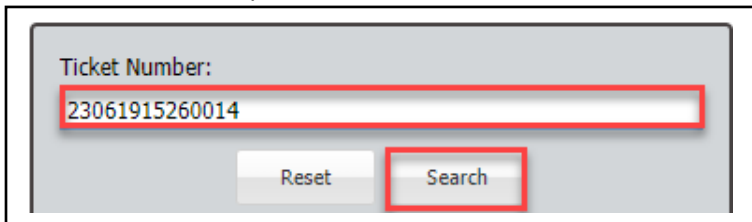
- Log into your Portal account or sign up for an account at <https://geocall.ms811.org/geocall/portal>.



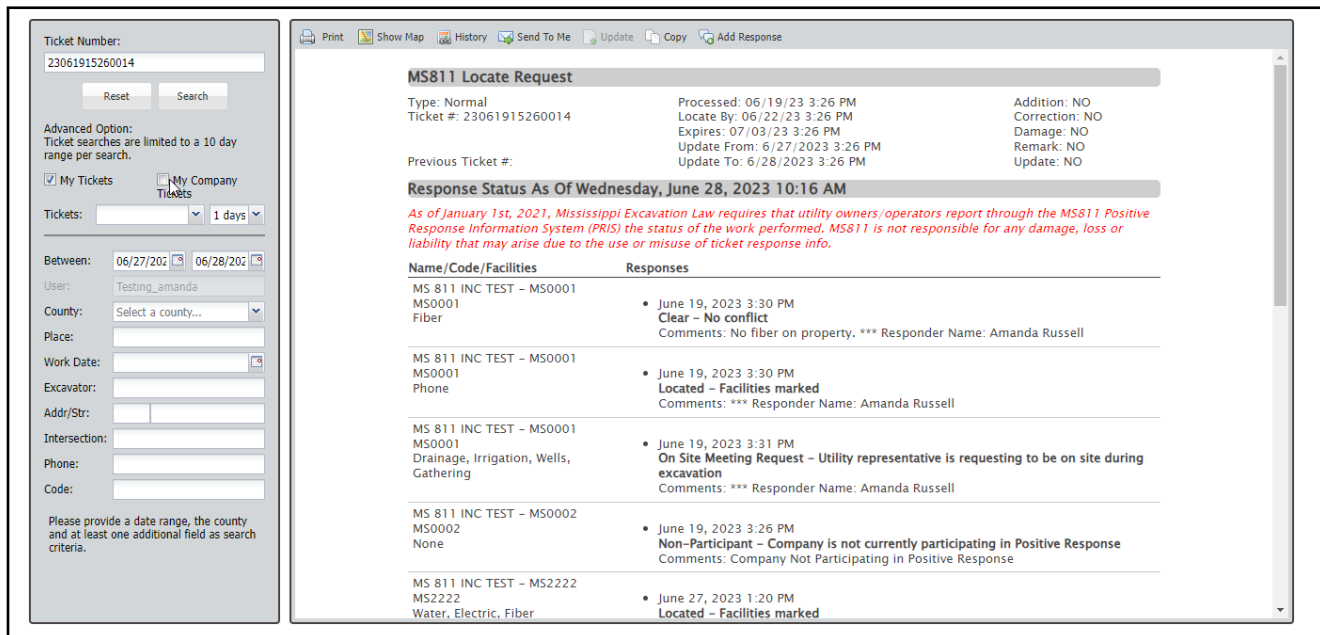
- Once logged in select Find Tickets.



- Enter ticket # to be updated → Click Search.

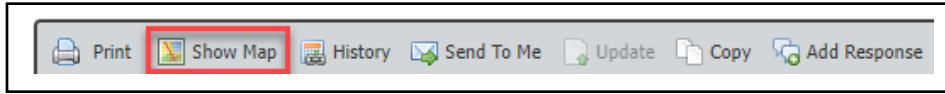


- The information for the ticket # entered will be displayed in the panel on the right.

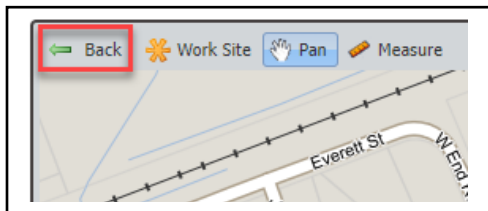


- Review the ticket information to ensure that you are updating the correct ticket.

- Select Show Map to see where the excavation site was marked.



- Click Back to return to the ticket.



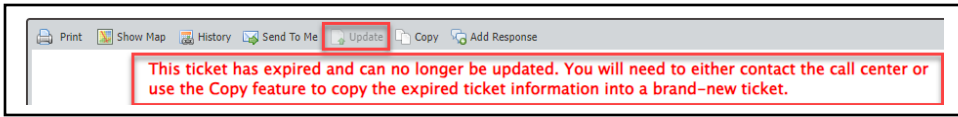
- Click Update



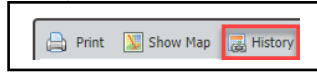
- A message will be displayed instructing you to do one of the following:
 - If you have waited the time required, but all utilities have not been marked or markings are incomplete → **STOP** → Click Cancel → Call MS811 to have your request processed as a "No Response" or "Unmarked" ticket. Notified utilities will have 2 hours to respond.
 - If excavation work is incomplete and markings have been destroyed → Click OK to submit a request for lines to be re-marked within 3 working days → A new ticket # will be issued.

Troubleshooting:

- If the Update button is not accessible and a message stating the ticket cannot be updated is displayed do the following:



- Solution 1: Clear browser history → Log out → Log back in to see if the issue is resolved.
- Solution 2: Click the History button and make sure you are updating the most recent ticket.
 - If not, double-click on the most recent ticket → Proceed with the update.



Number	Type	Created	Taken
23061416310025	Normal	06/14/2023 04:31:47 PM	Testing_amanda
23060917370008	Normal	06/09/2023 05:37:41 PM	MS_AmandaR

- Solution 3: If a newer ticket is not listed in the history, the ticket has expired. **It is advised that you stop excavation, and do not resume until all the lines have been remarked.**
 - Submit a new locate request → Click Copy → Review information → Click Submit.
- Solution 4: If you attempt to update a ticket that has not expired but the update period has passed, you will be required to have the utilities re-marked within 3 working days. **It is advised that you stop excavation, and do not resume until all the lines have been remarked.** Always update at least 3 working days prior to expiration to prevent a gap in ticket coverage.
 - Click OK → Review information → Click Submit → A new ticket # will be issued.

Advanced Search (optional):

- If you do not have the ticket # use the advanced search option.
- Click Reset → Check My Tickets if the ticket is a ticket submitted through your portal account or My Company Tickets if it was submitted by someone else with your company → Select a date range Between: 06/16/2023 06/17/2023 (10-day range limit per search) → Enter any other information that may narrow down the search results (County, Place, etc.) → Click Search → Matching tickets will be displayed → Proceed with the update process.

Ticket Number:

Reset Search

Advanced Option:
Ticket searches are limited to a 10 day range per search.

My Tickets My Company Tickets

Tickets:

Between: 06/16/2023 06/17/2023

User:

County: HARRISON

Place: PASS CHRISTIAN

Work Date:

Excavator: MS 811 INC

Addr/Str:

Intersection:

Phone:

Code:

Please provide a date range, the county and at least one additional field as search criteria.

Contact the [MS811 Team](#) at (601) 362-3887 or (601) 368-1150 if you have questions about updating a locate request ticket.