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.



• Enter ticket # to be updated \rightarrow Click Search.

Ticket Number:			
23061915260014			
	Reset	Search	

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

23061915260014	MS811 Locate Request				
Reset Search Advanced Option: Ticket searches are limited to a 10 day	Type: Normal Ticket #: 23061915260014	Processed: 06/19/23 3:26 PM Locate By: 06/22/23 3:26 PM Expires: 07/03/23 3:26 PM Undate From: 6/27/2023 3:26 PM	Addition: NO Correction: NO Damage: NO Remark: NO		
range per search.	Previous Ticket #:	Update To: 6/28/2023 3:26 PM	Update: NO		
My Tickets My Company Tickets	Response Status As Of Wed	Response Status As Of Wednesday, June 28, 2023 10:16 AM			
Tickets: Y 1 days Y	As of January 1st, 2021, Mississip Response Information System (PR liability that may arise due to the	As of January 1st, 2021, Mississippi Excavation Law requires that utility owners/operators report through the MS811 Positive Response Information System (PRIS) the status of the work performed, MS811 is not responsible for any damage, loss or Jiability that may arise due to the use or misuse of ticket response info.			
Between: 06/27/202 06/28/202	Name/Code/Facilities	Responses			
User: Testing_amanda County: Select a county Place:	MS 811 INC TEST – MS0001 MS0001 Fiber	 June 19, 2023 3:30 PM Clear – No conflict Comments: No fiber on property. *** Responder 1 	Name: Amanda Russell		
Work Date: 3 Excavator: Addr/Str.	MS 811 INC TEST – MS0001 MS0001 Phone	 June 19, 2023 3:30 PM Located – Facilities marked Comments: *** Responder Name: Amanda Russel 	I		
Intersection: Phone: Code:	MS 811 INC TEST – MS0001 MS0001 Drainage, Irrigation, Wells, Gathering	 June 19, 2023 3:31 PM On Site Meeting Request – Utility representative is excavation Comments: *** Responder Name: Amanda Russel 	s requesting to be on site during		
Please provide a date range, the county and at least one additional field as search criteria.	MS 811 INC TEST – MS0002 MS0002 None	 June 19, 2023 3:26 PM Non-Participant – Company is not currently parti Comments: Company Not Participating in Positive 	c ipating in Positive Response e Response		
	MS 811 INC TEST – MS2222 MS2222 Water, Electric, Fiber	 June 27, 2023 1:20 PM Located – Facilities marked 			

• 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:

 Print
 Show Map
 History
 Send To Me
 Update
 Copy
 Copy
 Add Response

 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.

- Solution 1: Clear browser history \rightarrow Log out \rightarrow 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.

Ticket History			
Number	Туре	Created 👻	Taken
23061416310025	Normal	06/14/2023 04:31:47 PM	Testing_amanda
23060917370008	Normal	06/09/2023 05:37:41 PM	MS_AmandaR
			Close

- 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 \rightarrow Click Copy \rightarrow Review information \rightarrow 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 $OK \rightarrow Review$ information $\rightarrow Click Submit \rightarrow A$ new ticket # will be issued.

Advanced Search (optional):

• If you do not have the ticket # use the advanced search option.

📄 Print 🛛 💹 Show Maj

• Click Reset \rightarrow Check \checkmark My Tickets if the ticket is a ticket submitted through your portal account or \checkmark My Company Tickets if it

was submitted by someone else with your company \rightarrow Select a date range Between: 06/16/2023 06/17/2023 (10-day range limit per search) \rightarrow Enter any other information that may narrow down the search results (County,

Place, etc.) \rightarrow Click Search \rightarrow Matching tickets will be displayed \rightarrow Proceed with the update process.

	Reset Search	
Advanced Op Ticket search	tion: es are limited to a 10 day range per search.	
My Tickets	My Company Tickets	
Ticketer		
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:		

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