# Sign Up

- To sign up for a Portal account, begin by going to https://geocall.ms811.org/geocall/portal
- Click on the **Sign Up** button located in the top right-hand corner of the welcome screen.

| Help | Home | Sign Up | Login |
| --- | --- | --- | --- |

- The **Mississippi 811 Web Portal and Mobile App Usage Agreement** will be displayed.

**Mississippi 811 Web Portal and Mobile App Usage Agreement**

The Mississippi 811, Inc.(MS811) Web Portal and Mobile App are made available as a convenience to Mississippi excavators, member utility companies and contract locating companies.

**Submitting Tickets**

As a user of the MS811 Web Portal and or Mobile App, I will supply the requested contact information accurately as well as a valid email address to where processed locate requests confirmations will be sent.

Most Locate requests that are submitted through the MS811 Web Portal or Mobile App, between 7:00am and 4:00pm, Monday through Friday excluding observed holidays, will be processed by MS811 on the same business day. Most requests submitted, after 4:00pm, Monday through Friday or on observed holidays will be processed on the next business day. I understand that failure to supply complete, accurate information may cause a delay in the processing of my locate request.

I understand that locate request tickets submitted through the MS811 Web Portal or Mobile App are not valid or complete until I receive email confirmation (in the form of the processed locate request ticket) from MS811. I will be responsible for verifying that the information contained in the email confirmation is accurate and complete. I understand that I should contact MS811 if I do not receive a locate request email confirmation within 2 working days of the submission.

I assume all responsibility and agree to only submit locate requests through the MS811 Web Portal or Mobile App that are in compliance with MS state law and will be responsible for timely notification and for the accuracy and completeness of the locate request information that I submit.

I understand that I should notify any utility companies that are not in compliance with state law, as well as, any governmental and/or Railroad permit offices.

Most utility companies will only mark up to their meter or the property line if there is no meter. Privately owned lines, such as natural gas, electric, water, sewer and propane service lines may not be located by the member utility. I understand that I will be responsible for having these lines located.

Locate request numbers are valid for 14 calendar days from the date and time it is processed or entered into the system by MS811. I understand that should my excavation exceed this expiration, I will need to renew the notification with MS811, at least 2 and not more than 3 working days prior to the expiration and that I must allow the utility owners 2 working days to re-mark the lines.

**Utilizing Map**

| I Agree | I Disagree |
| --- | --- |

- Click **I Agree** to accept the terms of the agreement.
- Complete the form

**User Information**

Email:
Verify Email: Verify your email address.
Password: Enter a password. | Verify your password.
Name: First Name | Last Name
Address:
Cty/St/Zip:
Phone: Just type the numbers, we'll format them. | Extension

**Company Information**

Name: If you are not representing a company, just use your name.
Type:
☐ **Company information** is the same as the **User information**.
Address:
Cty/St/Zip:
Phone: Just type the numbers, we'll format them. | Extension
Comment: If you are a member, try to provide some information about your membership such as your member code to help us configure your account.
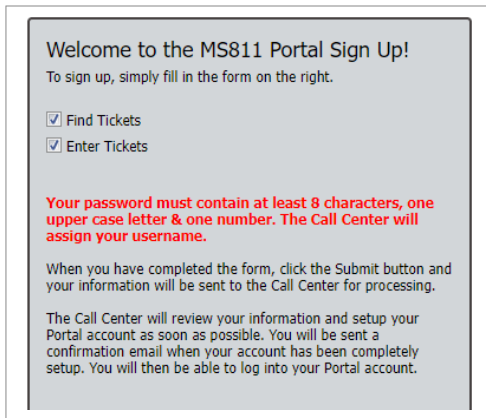
**Ticket Contact Information**

☐ **Ticket Contact** is the same as the **User information**.
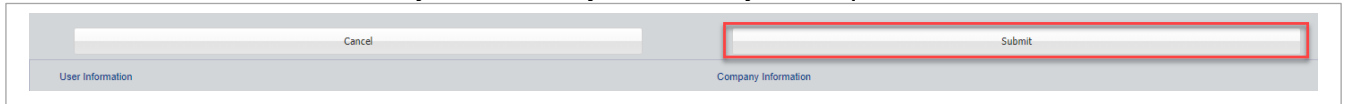Name: First Name | Last Name
Phone: Just type the numbers, we'll format them. | Extension
Email: | Callback: Enter an alternate phone number.

- Select the Portal features that you would like to have access to.

> **Welcome to the MS811 Portal Sign Up!**
> To sign up, simply fill in the form on the right.
>
> ☑ Find Tickets
> ☑ Enter Tickets
>
> **Your password must contain at least 8 characters, one upper case letter & one number. The Call Center will assign your username.**
>
> When you have completed the form, click the Submit button and your information will be sent to the Call Center for processing.
>
> The Call Center will review your information and setup your Portal account as soon as possible. You will be sent a confirmation email when your account has been completely setup. You will then be able to log into your Portal account.

- Click the **Submit** button when you are ready to submit your request.

| Cancel | Submit |
|---|---|
| User Information | Company Information |

- MS811 will review your information and set up your account.
- When your account has been activated MS811 will send you an email confirmation. *(You will not be able to log in until you receive this confirmation)*
- Member utility companies will be assigned the following portal features in addition to the Find and Enter Ticket features:
  - **Advanced Ticket Search** - Search for locate request tickets using filters.
  - **Respond** - Submit response information to the MS811 Positive Response Information System (PRIS).
  - **Queue** – Resend locate request tickets to your company.
  - **Report** – Access various reports designed for members.