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Document History

Date:	Version Number:	Revision:	By:
10/26/2018	1	Created	Chantel Mapperson
05/08/2019	1.1	Updated – PositiveResponse section	Chantel Hennessy
11/01/2021	2.0	Updated – MISSDIG811	Anthony Willemain
05/21/2022	2.1	Updated – USAN CA-NV	Anthony Willemain

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1. Welcome to DamagePreventionPortal

1.1 What is DamagePreventionPortal?

DamagePreventionPortal is a comprehensive tool for both internal Service Operators and external users:

- Service Operators can utilize various tools to control, monitor, and run their OneCall Service. This ranges from adding and editing users to viewing performance criteria and fixing issues.
- Users can edit their membership details including 'Area of Interest', view and respond to OneCall tickets via PositiveResponse, as well as other self-serve functions relevant to the OneCall Service.

2. Your Account

2.1 Registering with DamagePreventionPortal

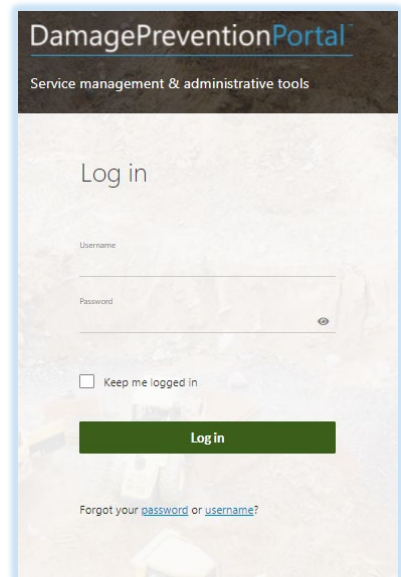
If you are a new user, you will need a OneCallAccess first. If you do not have a OneCallAccess account, you can register yourself with one on this URL [insert production URL here]. Your OneCallAccess account can easily be promoted with access DamagePreventionPortal (DPP) for you by a colleague with Admin rights, or by a member of PelicanCorp staff. There is another option for establishing an account for DamagePreventionPortal. Again, a colleague with Admin rights or PelicanCorp staff can initiate an account for you within the portal. Once the account has been created, you will receive an email with a link to DamagePreventionPortal where you can designate a username and password. You will then be able to log in and begin using the login panel.

2.2 Logging In and Out

To log in, type your username and password in the Log In panel as shown to the right (you can have a password, or your username emailed to you if you have forgotten either of these by clicking the buttons at the bottom of the login panel).

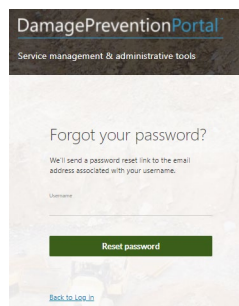
You will automatically be taken to the [Dashboard overview screen](#).

If you cannot remember your password or username, click the links at the bottom of the login panel:



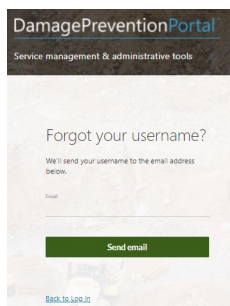
The **password** recovery page appears as below.

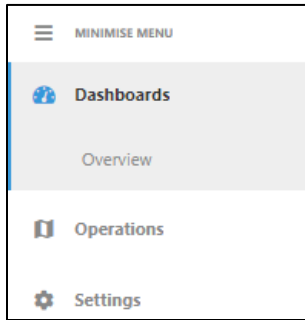
Enter your username and a reset link will be emailed to you.



The **username** recovery page appears as below.

Enter your email address and your username will be sent off to you.



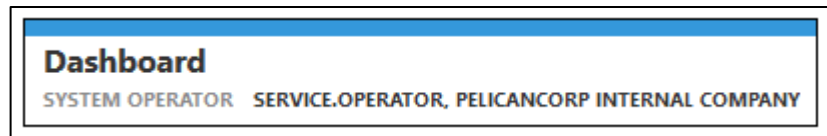


As a call center operator, you can see the [Dashboards](#), [Operations](#), [Reports](#) and [Settings](#) sections, as shown to the left. You will mainly need to use the [Settings](#) section – this is where you [create](#) and [edit companies](#), users, [stations](#), [subscription](#) rules, etc.

Please note that external users will most likely have less functionality than service operators when they log in. Users with admin rights will see the [Settings](#) and [Operations](#) menus, and users without admin rights will only see [Operations](#).

2.3 Your User Details

You can see your details on every page below the page heading:



To log out, click on the **Logout** icon in the top right-hand corner of the blue ribbon:



You can view and edit your user details by clicking on the person icon to the left of the **Logout** button:



It will open in view only. To edit, click the **Edit** pen icon in the top right-hand corner. When you have finished editing, click the **Save** icon in the same place.

 A screenshot of the 'Your profile' page. The title is 'Your profile' with an edit (pencil) icon and a close (X) icon. The page is divided into two main sections: 'Account details' and 'Contact info'.

 Under 'Account details':

- Name: Anthony Willemain
- User name: willemain.a
- Company: PelicanCorp Internal
- Role: PelicanCorpAdmin (with a dropdown arrow)
- Password: masked with dots, with a 'Change' button
- Multi-factor authentication: with 'ACTIVE' and 'INACTIVE' toggle buttons, currently set to 'INACTIVE'.

 Under 'Contact info':

- Email: anthony.willemain@pelicancorp.com
- Phone: 203 - 248 - 5502 (with an info icon)
- Alternative phone (optional): (with an info icon)
- Fax (optional): (with an info icon)

2.4 How to reset your password

To reset your password, open your profile and click on the *Change* button next to the Password field:

Password

●●●●●●●●

Change

3. Dashboards

The Dashboard show an overview of all the users, tickets and their status for the region. The amount and type of data displayed will depend on your role in your company and what your assigned role has access to.

3.1 Terms

MTD = Month to Date

YTD = Year to Date

Tickets = Incoming tickets/requests from customers

Notifications = Notifications sent to Authorities (e.g. utilities) via email, ftp, etc.

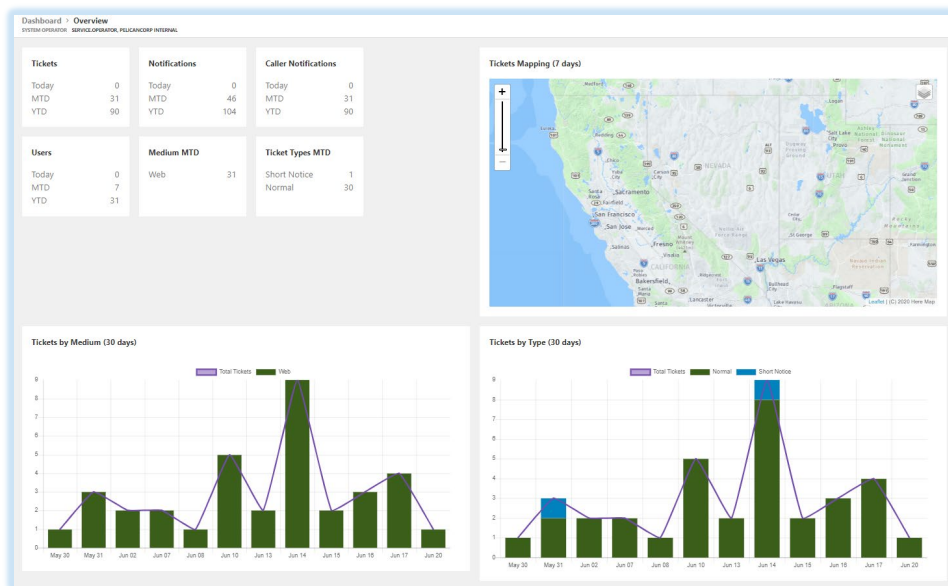
Caller Notifications = Outgoing responses to customers

Please note that all dashboards update approximately every 5 minutes. This can be changed as desired, up to a maximum refresh rate of every 2 minutes.

3.2 Dashboard Overview

The Dashboard is broken up in to the following four quadrants:

1. Ticket and Notification stats (top left)
2. Ticket Mapping (top right)
3. Tickets by Medium (bottom left)
4. Tickets by Type (bottom right)



3.3 Ticket and Notification Stats

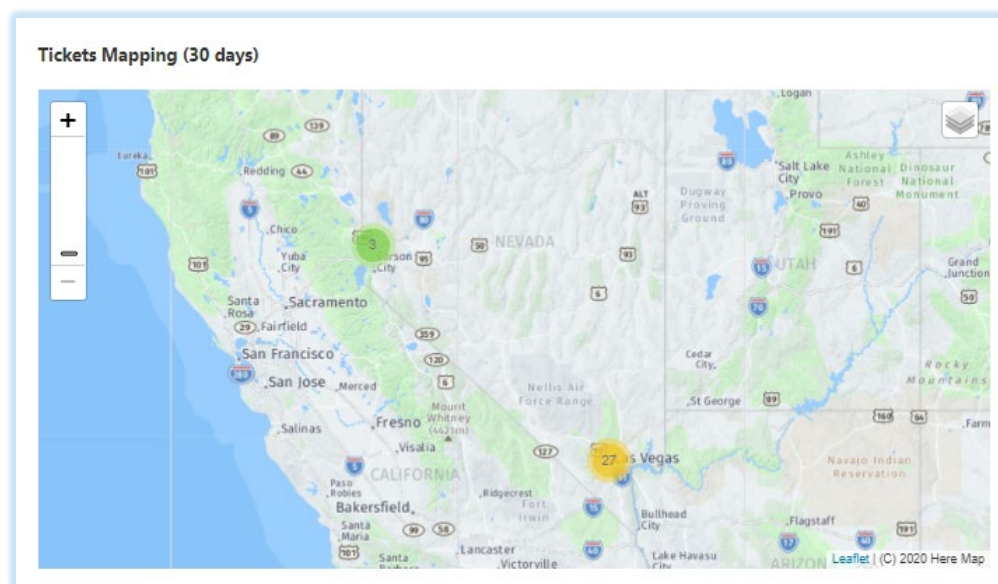
- **Tickets:** total number of tickets – shown for today, for the month to date and for the year to date
- **Overall Notifications:** total number of notifications sent to the relevant asset owner/s – shown for today, for the month to date and for the year to date
- **Caller Notifications:** total number of caller notifications sent to customers – shown for today, for the month to date and for the year to date
- **Users:** total number of new users - shown for today, for the month to date and for the year to date
- **Medium MTD:** total number of tickets for the month to date – shown according to the medium the tickets came in by (Web, Phone, etc.)
- **Ticket Types MTD:** total number of tickets for the month to date – shown according to the Ticket Type

Tickets		Notifications		Caller Notifications	
Today	20	Today	0	Today	20
MTD	20	MTD	0	MTD	20
YTD	364	YTD	0	YTD	352

Users		Medium MTD		Ticket Types MTD	
Today	3	Web	20	Design	2
MTD	3			Emergency	1
YTD	116			Normal - 180 day	1
				Normal - 21 day	14
				Project - 21 day	2

3.4 Ticket Mapping

Showing the location of tickets requested:



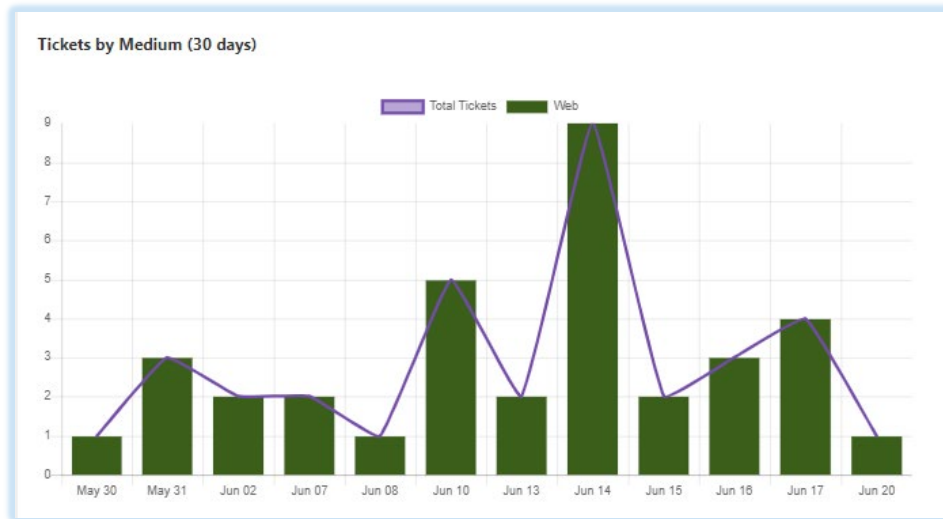
- It shows the location of all the tickets for the last 30 days.
- It can be shown as a heat map and/or cluster map

Please note: zooming in reveals more detail and splits the ticket locations more – to change between heat map and cluster count, simply click the Layers button in the top right corner of the map.

3.5 Tickets by Medium

Showing the total number of tickets with break down into how they were received:

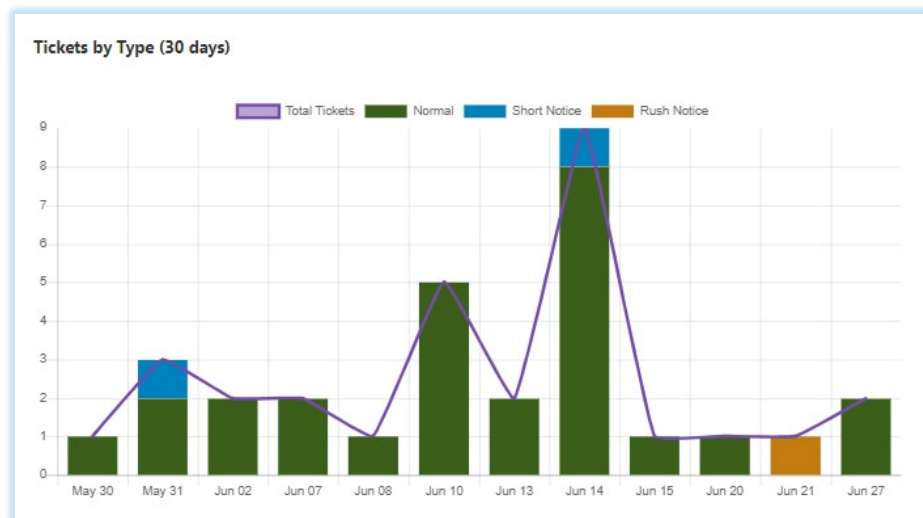
– Web, phone or email



3.6 Tickets by Type

Shows the total number of tickets and then breaks them down into the various ticket types:

– Total Tickets, Normal, Short Notice and Rush Notice

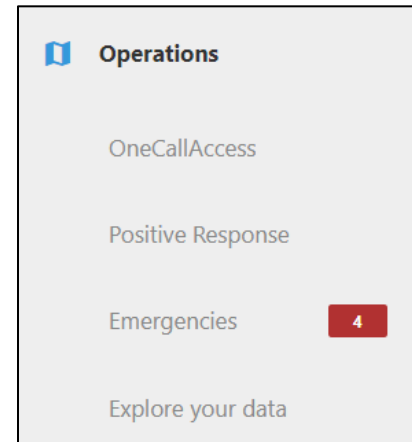


4. Operations

Under Operations are listed all the services the logged in user has been given access to. These can include [OneCallAccess](#), [PositiveResponse](#), and [Emergencies](#).

Through each service, users and service operators can perform various functions and respond to the relevant inquiries. Please see detailed explanations of each service and how to use them below.

As a service operator, for all these services, you will need to search for the company via the search bar at the top to see their details related to each service. Users will not see the search bar as their logins will show only the notifications related to their company.



4.1 OneCallAccess

4.1.1 Ticket Notification Delivery

The default page will show a list of ticket notifications delivered to a utility member. Here, a user can use the filters at the top of the tool bar to filter by Station Code, Date Range, Individual Ticket Number or a Range of Tickets. Date Range uses the Created Date data on tickets. This range defaults to a few days prior to the current date. However, you filter the list of ticket data, you can sort the table according to ticket number in increasing or decreasing order by clicking on the heading.

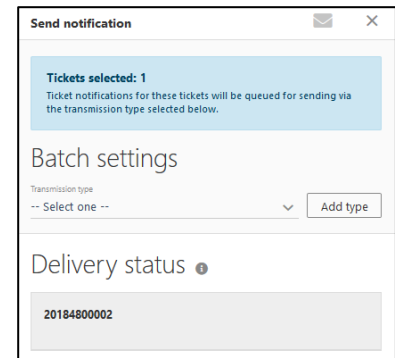
Once you find the one or more tickets you need to resend, simply tick the box to the left of the ticket number and then click the green **'Send Notification'** button at the top right of the screen.

Ticket notification delivery				Summary report delivery	Management tools	Announcements
Stations	Filter by	Created date				
CNSA - California North State Authority	Q Date range	2022 Jun 24 X	2022 Jun 30 X			Send notification
85 results found						
<input type="checkbox"/>	Ticket no.					
<input checked="" type="checkbox"/>	2022053100006-000					
<input type="checkbox"/>	2022053100005-000					
<input type="checkbox"/>	2022053100004-000					

Clicking the **Send Notification** button brings up the following popup (see right):

If you have selected multiple tickets, all the ticket numbers will appear at the bottom of **Delivery Status**. Select what transmission type you would like these notifications to be sent to or add a new transmission type by clicking **Add Type** as required. Then click the envelope in the top right-hand corner of the screen to send.

A small confirmation box will appear at the bottom of the screen saying the resend was successful and the Deliver Status will be updated to show date, time and success of resend (see below):



Send notification

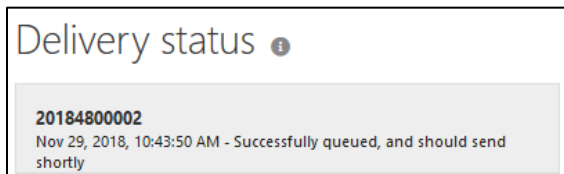
Tickets selected: 1
Ticket notifications for these tickets will be queued for sending via the transmission type selected below.

Batch settings

Transmission type
-- Select one -- Add type

Delivery status

20184800002



Delivery status

20184800002
Nov 29, 2018, 10:43:50 AM - Successfully queued, and should send shortly

This function can be used by both internal and external DPP users pending their assigned user role. Service Operators have the extra function of being able to see ticket notifications for multiple companies. At the top of the screen, you must search for the specific company in the search bar (see below):



Operations > OneCall
SYSTEM OPERATOR SERVICE.OPERATOR1, PELICANCORP INTERNAL COMPANY

Search by company name

This will display the notifications for the first Station Code listed in the company. You can see the notifications for different station codes by clicking on the Station Code drop down menu and choosing the desired one. You can also filter notifications by individual ticket numbers, a range of ticket numbers, and by dates within each station code.

4.1.2 Summary Report Delivery

Summary reports provide daily overviews of how many OneCallAccess tickets have been received for each station code. Each day's summary report will be listed on the table as shown below:

Ticket notification delivery Summary report delivery Management tools Announcements			
Stations CNSA - California North State Authority	Label Include summary reports with 0 ticket	Created date 2022 Jun 24 2022 Jun 30	Send Report
<input type="checkbox"/> Date	Tickets		
<input type="checkbox"/> 2022 Jun 30	0		
<input checked="" type="checkbox"/> 2022 Jun 29	1		
<input type="checkbox"/> 2022 Jun 28	1		

Like with ticket notifications, it will list according to the first station code. It will list the date and the number of tickets successfully received on that date. You can filter by station code, a specific date, or a date range. You can also choose to include or exclude summary reports that have a value of 0 notifications for that date.

To send a report, select the desired date/s and click the **Send Report** button. The status will change to show if it is successful or not:

<input checked="" type="checkbox"/> Date	Tickets	Status
<input checked="" type="checkbox"/> 28 Nov 2018	12	Sending report successful

The report will be sent to the email address provided in the Member Contact details for that station:

Contacts

Member contact ⓘ
Full name _____
Email _____
Phone _____
Emergency Phone _____
Alternate phone (optional) _____
Fax (optional) _____

Member IT contact ⓘ
User name _____
Email _____

Internal users with station rights
User name(s) _____
Select all that apply _____

If you wish to change this destination, you will need to first edit the Station Member Contact email address via Settings > OneCallAccess > Stations. See [Viewing Stations](#) for more information on how to edit.

A sample summary report is displayed below:

From: noreply@peldev.net <noreply@peldev.net>
Sent: Thursday, 31 January 2019 7:13 PM
To: JC <jc@pelcancorp.com>
Subject: Station Code: CA - Total Number of Transmissions for Thursday, 31 January 2019 = 5

Before You Dig Partners
Please DO NOT REPLY TO THIS EMAIL as it has been automatically generated and replies are not monitored. Should you wish to advise Before You Dig Partners of any issues with the attached transmission information, please call one of BC Call 800-474-6886 | AB Call 800-242-3447 | MB Call 800-940-3447.

Station Code: CA - Western Canada Consortium Ltd (Calgary)

Date: 01/31/2019

20190400002 - Relocate
20190400003 - Relocate
20190400004 - Relocate
20190400005 - Original
20190400006 - Relocate

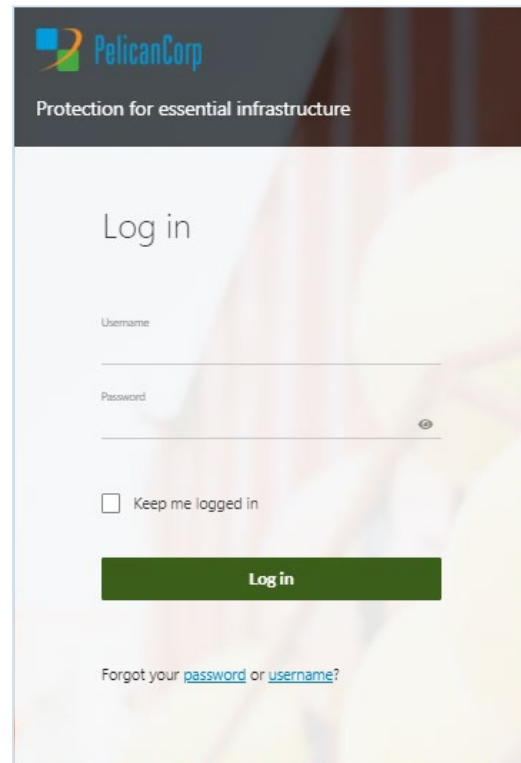
End of List

TOTAL = 0005

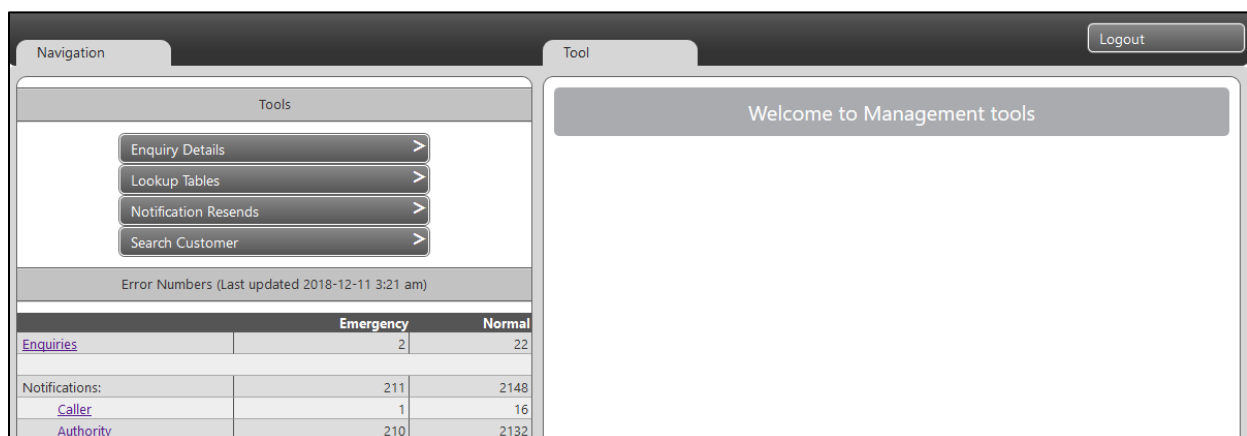
4.1.3 Management Tools (*Service Operators only*)

Management Tools is available to service operators only. With Management Tools you can view stuck tickets, push them through/cancel them, view OneCallAccess users and enable/disable them, or convert them to internal users. Additionally, if you have the permissions, you can modify some OneCallAccess settings in the database.

It will open in a new browser tab and must be logged into separately:



The initial page will be where you navigate to various aspects of Management Tools:



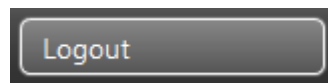
	Emergency	Normal
Enquiries	2	22
Notifications:	211	2148
Caller	1	16
Authority	210	2132

You can navigate to:

- [Enquiry Details](#) – You can see all the details including background details of a particular ticket and can reprocess the ticket from here
- [Lookup Tables](#) – You can create and amend high level groups of OneCall users and manage regional public holidays for the OneCall calendar to operate by
- [Notification Resends](#) – Use this function to resend station code notifications either individually or in batches
- [Search Customer](#) – You can search for any customer, make them internal, deactivate accounts, validate accounts, etc.

Below these buttons is a table overview of failures so that you can see at a glance how many tickets and notifications are stuck or errored. More information on this table is discussed below under “[Dashboard Table](#)”.

To logout of Management Tools, click the *Logout* button in the very top right-hand corner of the screen:



Note: Logging out of Management Tools does not log you out of DamagePreventionPortal.

Enquiry Details

The default view that will appear on the right-hand side will be a blank Enquiry Details page where you can search for the desired ticket:

Enquiry Details																																																																											
Enquiry ID: <input type="text"/>		(Request Number) Legacy Identifier: <input type="text"/>		<input type="button" value="Search"/>		<input type="button" value="Reprocess Enquiry"/>																																																																					
Enquiry Details																																																																											
<table border="1"> <thead> <tr> <th>Property</th> <th>Field</th> </tr> </thead> <tbody> <tr> <td colspan="2">Archived Data</td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td colspan="2">Caller Notifications</td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td colspan="2">Caller Notifications Destination</td> </tr> <tr> <td colspan="2"> </td> </tr> <tr> <td>dsLastUpdateDT</td> <td>ncdCallerDestinationNI</td> <td>ncdNCNotificationNoFK</td> <td>ncdStatusCh</td> <td>dsActiveYN</td> <td>ncdDestinationCH</td> <td>ncdDestinationTypeCH</td> <td colspan="3"> </td> </tr> <tr> <td colspan="10">Authority Notifications</td> </tr> <tr> <td>dsCreatedByCH</td> <td>dsCreatedDT</td> <td>dsLastUpdatedByCH</td> <td>dsLastUpdatedDT</td> <td>dsActiveYN</td> <td>naNotificationNoNI</td> <td>naAOAuthorityLayerIDFK</td> <td>naNotificationTypeCH</td> <td>naMapReferenceCH</td> <td>naStatusCH</td> <td>naLargeScaleYN</td> </tr> <tr> <td colspan="10">Authority Notifications Destinations</td> </tr> <tr> <td>ndNotificationDestNI</td> <td>ndNotificationNoFK</td> <td>dsLastUpdatedDT</td> <td>dsActiveYN</td> <td>ndStatusCH</td> <td>AuthorityDest</td> <td colspan="5"> </td> </tr> </tbody> </table>										Property	Field	Archived Data				Caller Notifications				Caller Notifications Destination				dsLastUpdateDT	ncdCallerDestinationNI	ncdNCNotificationNoFK	ncdStatusCh	dsActiveYN	ncdDestinationCH	ncdDestinationTypeCH				Authority Notifications										dsCreatedByCH	dsCreatedDT	dsLastUpdatedByCH	dsLastUpdatedDT	dsActiveYN	naNotificationNoNI	naAOAuthorityLayerIDFK	naNotificationTypeCH	naMapReferenceCH	naStatusCH	naLargeScaleYN	Authority Notifications Destinations										ndNotificationDestNI	ndNotificationNoFK	dsLastUpdatedDT	dsActiveYN	ndStatusCH	AuthorityDest					
Property	Field																																																																										
Archived Data																																																																											
Caller Notifications																																																																											
Caller Notifications Destination																																																																											
dsLastUpdateDT	ncdCallerDestinationNI	ncdNCNotificationNoFK	ncdStatusCh	dsActiveYN	ncdDestinationCH	ncdDestinationTypeCH																																																																					
Authority Notifications																																																																											
dsCreatedByCH	dsCreatedDT	dsLastUpdatedByCH	dsLastUpdatedDT	dsActiveYN	naNotificationNoNI	naAOAuthorityLayerIDFK	naNotificationTypeCH	naMapReferenceCH	naStatusCH	naLargeScaleYN																																																																	
Authority Notifications Destinations																																																																											
ndNotificationDestNI	ndNotificationNoFK	dsLastUpdatedDT	dsActiveYN	ndStatusCH	AuthorityDest																																																																						

To view the background details of any ticket, put the ticket number into the “(Request Number) Legacy Identifier” field and click *Search*:

(Request Number) Legacy Identifier: <input type="text"/>	<input type="button" value="Search"/>
--	---------------------------------------

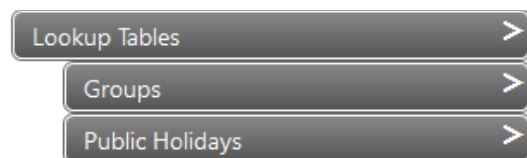
This will bring up all the background ticket details including a GIF, xml, gml, and txt files created by the enquiry and various statuses for various aspects of the ticket. You can download the xml, gml and txt files from here if needed.

From here you can reprocess the ticket which means the old ticket will be cancelled and a new ticket automatically created and submitted with a new ticket number. To do this, click the *Reprocess Enquiry* button:



Lookup Tables

This is where you can access and amend high-level groups of users and public holiday dates. Clicking on *Lookup Tables* reveals a drop-down menu of two buttons – Groups and Public Holidays:



Groups

Groups is where you can create, amend and disable various user types:

Group Master											
<div> <div>Show 10 entries</div> <div>Search:</div> <div>Create</div> </div>											
ID	Active	Name	Internal	Timeout	Limit Jobs	Limit Mins	Limit Block	reCAPTCHA	Last Update By	Last Update Date	Actions
1	<input checked="" type="checkbox"/>	Admin	<input checked="" type="checkbox"/>	720	6	2	<input type="checkbox"/>	<input type="checkbox"/>	Administrator	2008-10-01 6:44:59 PM	Edit
29	<input checked="" type="checkbox"/>	Alberta	<input checked="" type="checkbox"/>	720	6	2	<input type="checkbox"/>	<input type="checkbox"/>	Karl Geppert	2016-01-04 12:00:00 AM	Edit
30	<input checked="" type="checkbox"/>	BritishColumbia	<input checked="" type="checkbox"/>	720	6	2	<input type="checkbox"/>	<input type="checkbox"/>	Karl Geppert	2016-01-04 12:00:00 AM	Edit
15	<input checked="" type="checkbox"/>	External	<input type="checkbox"/>	720	6	2	<input type="checkbox"/>	<input type="checkbox"/>	Administrator	2008-10-02 2:16:33 PM	Edit
14	<input checked="" type="checkbox"/>	Internal	<input checked="" type="checkbox"/>	720	6	2	<input type="checkbox"/>	<input type="checkbox"/>	Administrator	2008-10-01 5:49:46 PM	Edit
<div>Showing 1 to 5 of 5 entries</div> <div>Previous 1 Next</div>											

The groups of user types might be Admin, Internal OneCall Users and External OneCall Users. Each group type has a unique ID shown in the first column. If the group is active or inactive, it will show in the second column. The third column is the group name, while the fourth column shows if users in this group are internal or external users.

Timeout is a count in minutes of how long it takes for users' sessions in that group to timeout after periods of no activity. In this case, all users regardless of group will have their OneCall sessions timeout after 720 minutes of no activity. They will need to login again if they wish to continue the session after this time has passed.

The Limit columns are where you can setup a limit to the maximum number of tickets allowed within a certain time frame. In this case, each user group can submit a maximum of 6 tickets within 2 minutes. If they try to submit more than this in 2 minutes, the user will receive a message stating they have exceeded the limit, and they will just have to wait a minute or two before they can submit more tickets. If Limit Block is activated for a group, it means the user's account will be disabled if this limit is exceeded and they will need to have a service operator re-enable their account to submit more tickets.

reCAPTCHA is an alternative to limit the number of tickets being submit within a short amount of time. This can be turned on for various groups as desired.

All updates are recorded according to the login name and the date and time of the update.

To update a group's details, click the *Edit* button in the last column. This will change that row to become editable:

29	<input checked="" type="checkbox"/>	<input type="text" value="Alberta"/>	<input checked="" type="checkbox"/>	<input type="text" value="720"/>	<input type="text" value="6"/>	<input type="text" value="2"/>	<input type="checkbox"/>	<input type="checkbox"/>	Karl Geppert	2016-01-04 12:00:00 AM	<input type="button" value="Save"/> <input type="button" value="Cancel"/>
----	-------------------------------------	--------------------------------------	-------------------------------------	----------------------------------	--------------------------------	--------------------------------	--------------------------	--------------------------	--------------	------------------------	---

When you have finished editing, click *Save*.

If you want to create a new group, click the *Create* button and a new blank row will appear in the table to be completed:

Create

You can also search the groups according to any value in any column by the search bar under the *Create* button:

Search:

Public Holidays

This is where you can input the various public holidays your entire region will have so that the OneCallAccess calendar will incorporate these when choose the start date:

Public Holiday		
<div> <div>Show 10 entries</div> <div>Search:</div> <div>Create</div> </div>		
Name	Holiday Date	Actions
Christmas Day	25/12/2018	Edit
Boxing Day	26/12/2018	Edit
New Year's Day	01/01/2019	Edit

For example, if you have requested that all enquiries start dates have to be 2 business days from date of submittal, and there is a public holiday at one point during the week, the calendar will extend the start date by one or more days as necessary so as not to include/count this public holiday as a business day.

Important Note: These holidays relate to entire regions, not states/provinces/territories, so local holidays should not be entered here as it will affect all states/provinces/territories. For example, only public holidays consistent across Alberta, British Columbia and Manitoba should be entered here, as the same calendar system is used across all three provinces/territories.

Like in Groups, you can create a new Public Holiday entry by clicking the *Create* button, search for public holidays to see if they're entered via the Search field and edit existing entries by the *Edit* button in the last column of the table.

The table will show the first 10 entries. To see more entries, click the *Next* button or the page number you wish to view in the bottom right-hand corner below the table.

You can also change how many entries are viewed at once by the drop-down menu in the top left-hand corner above the table.

Notification Resends

This section of Management Tools is used for resending OneCallAccess notifications:

- **Resend Caller Notification:** Enter the relevant ticket number in the *Enquiry ID* field to resend the caller notification email to the contractor. Click *Resend Caller Notification* to complete.
- **Resend Authority Notification By Sequence:** To resend a station code notification to a utility member, enter the relevant Notification Number in the *Sequence No* field. Click *Resend Authority Notification* to complete.
- **Resend Authority Notifications for Authority:** This function resends "goodnight" summary reports between the dates entered in the fields below. Enter the Station Code in the *Authority ID* field and select which date(s) the summary reports are required for. Click *Resend Authority Notification* to complete.

Search Customer

This is where you can view any customer and amend their details if needed, validate their account, make them an internal user or remove their internal user status:

Search Customer			
User Name	<input type="text"/>	Contractor ID	<input type="text"/>
User Id	<input type="text"/>	Email	<input type="text"/>
Company	<input type="text"/>	Last Name	<input type="text"/>
		Group ID	<input type="text"/>
			<input type="button" value="Search"/>

You can search by Username, User ID, Company, Email, Last Name or Group ID.

Note: You cannot create users within Management Tools.

Once you have found the user you wish to view, you can edit all fields except for Contractor ID and the Password fields. Editing fields through Management Tools will not change the user's ID, unlike in OneCallAccess.

To make a user an Internal User, tick the "Is Internal" box in their row and assign the relevant Group ID for the internal users (if you are unsure of the correct Group ID number, you can go to Lookup Tables > Groups and see the ID number assigned to the Internal user group). To change an internal user back to an external user, reverse these steps.

If you would like **to make a user inactive**, untick this box.

You can also **validate a user's account** here by clicking on the drop-down menu in the Validated Email column and selecting "Validated".

Once you have finished editing the user, scroll to the end of the table and click *Update* in the very last column. This will save the changes made.

Dashboard Table

This table shows the number of [tickets](#) and [notifications](#) (caller confirmation sheets and utility notifications) that are in a stuck or error state. It splits it into Emergency and Normal tickets/notifications.

The bar at the very top shows the last time the table was updated. The table will not automatically update while you are looking at it, but if you open a new page within Management Tools or refresh the page, the table will update. All tables accessed through these buttons are ordered in increasing ticket number order.

Error Numbers (Last updated 2018-12-10 9:45 am)		
	Emergency	Normal
Enquiries	2	23
Notifications:	140	1555
Caller	1	15
Authority	139	1540

Enquiries

In the Enquiries row, it shows how many tickets are stuck or errored. In this case, 2 emergency tickets and 23 normal tickets are stuck or errored.

Clicking the *Enquiries* button will produce the screen below:

Enquiry Errors

Last Updated: 2018-12-11 2:31:24 PM

Enquiries For Completion

Reprocess Job

Action

Job No	Date	Priority	Status	Action
30614	2018-12-07 10:15:00 AM	Normal	JOB PENDING	<input type="checkbox"/>
29545	2018-11-29 10:49:14 AM	Normal	JOB PENDING	<input type="checkbox"/>
29561	2018-11-29 11:48:37 AM	Normal	JOB PENDING	<input type="checkbox"/>
29564	2018-11-29 11:51:55 AM	Normal	JOB PENDING	<input type="checkbox"/>
29589	2018-11-29 12:22:42 PM	Normal	JOB PENDING	<input type="checkbox"/>
29487	2018-11-28 2:46:20 PM	Emergency	JOB PENDING	<input type="checkbox"/>
29506	2018-11-28 8:38:45 PM	Emergency	JOB PENDING	<input type="checkbox"/>

Enquiries For Reprocessing

Reprocess Job

Action

Job No	Date	Priority	Status	Action
--------	------	----------	--------	--------

Enquiries Without Static Map

Complete Job

Action

Job No	Date	Priority	Status	Action
--------	------	----------	--------	--------

These lists show all the tickets that are either stuck (taking more than 15mins to process to the next stage), or errored (failed). It is split up into 3 sections: **Enquiries For Completion**, **Enquiries For Reprocessing**, and **Enquiries Without Static Map**. Each table will include the OneCall ticket number, the date and time the ticket was submitted, the priority (i.e. if it is an emergency or not), the status and an Action column to select which tickets you want to action. Tickets will be automatically filtered into the relevant table. In this case, all the tickets are relevant only to Enquiries for Completion.

A few minutes after tickets have been actioned, they will disappear from the tables. If they get stuck or fail again, they will reappear. If this happens continually with one ticket, this may need to be escalated to PelicanCorp Global Support.

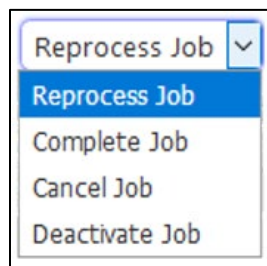
The various statuses that will appear in these three tables are:

- JOB CREATED - Enquiry record created
- JOB OBJECT DESCRIPTION CREATED - Map object record created
- JOB TICKET AUDIT CREATED - Ticket audit record created

- JOB MAP GRIDS CREATED - Map grids created (Or skipped if not required)
- JOB AUTHORITIES INTERSECTED - AOI Intersection has run successfully
- DISABLE EXISTING AUTHORITY NOTIFICATIONS - Disable existing notification authority records (so you don't get duplicates if you retry a job)
- JOB AUTHORITY NOTIFICATION CREATED - NOTIFICATION_AUTHORITY and DESTINATION records created
- DISABLE EXISTING CALLER NOTIFICATIONS - Disable existing notification caller records (so you don't get duplicates if you retry a job)
- JOB PENDING - Only appears for tickets submitted by internal users while they edit the notified utility list
- JOB CALLER NOTIFICATION CREATED - NOTIFICATION_CALLER and DESTINATION records created
- JOB IMAGE PROCESSING - Job has been flagged for image creation (.gif)
- JOB PROCESSED - Image created

Note: if you have a lot of notifications in OPEN or READY, or the enquiry statuses are JOB CALLER NOTIFICATION CREATED, then a good thing to do is to check if the windows services that those processes are running – to do this and check the servers, you may need to escalate to Global Support.

In the **Enquiries for Completion table**, the various actions available are:

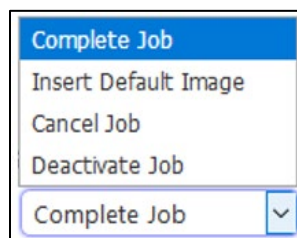


- Reprocess Job – this cancels the old job and automatically resubmits a new one with a new ticket number
- Complete Job – this pushes the job back one step to retry processing, which will hopefully be successful and then automatically continue processing through the system
- Cancel Job – this cancels the job, but the job will still appear in the user's history
- Deactivate Job – this is rarely used, it doesn't cancel the job but removes it from all history and so invisible, it is only stored in the background database.

To action a ticket/s, select the ticket/s you wish to process the same way, select the desired action and then click the **Action** button. You can also action all tickets but ticking the box next to the Action heading

Enquiries For Reprocessing are tickets that have become stuck very early on in the process and do not have an effective status to be pushed back to in order to retry process (like you can do when you action a ticket as "Complete"). These tickets need to be cancelled and resubmitted, cancelled or deactivated. These are the only three options available in the drop down for actioning tickets in this table.

Enquiries Without Static Map are tickets where the GIF map failed to be created. This could be due to an issue at the point where the ticket details try talking with GoogleMaps to process the map. For these tickets, the options for actioning these are:



All actions are as above, with the additional action of Insert Default Image. This will insert a basic image to enable to the ticket to continue processing.

Notifications

The Notifications section shows how many contractor and utility member notifications have failed in total, breaking them down into Caller (contractor) and Authority (member) numbers.

Error Numbers (Last updated 2018-12-10 9:45 am)		
	Emergency	Normal
Enquiries	2	23
Notifications:	140	1555
Caller	1	15
Authority	139	1540

In this case, 140 emergency notifications have failed. Of these 1 was a caller confirmation sheet and 139 were utility notifications. At the same time, 1555 normal notifications have failed – 15 of these were caller confirmation sheets, while 1540 of them are utility notifications.

The various statuses that will appear in these two tables are:

- NOTIFICATION OPEN - Database record has been created and is waiting to be picked up to process. Note that these will not process until the Enquiry is in JOB PROCESSED status.
- NOTIFICATION PROCESSING - Flagged for notification creation
- NOTIFICATION FAILED - Notification creation failed
- NOTIFICATION READY - Notification files have been created, waiting to be picked up to send
- NOTIFICATION SEND PROCESSING - flagged to be sent
- NOTIFICATION SEND FAILED - Notification send failed
- NOTIFICATION SENT - Notification has been sent

B2B Notification Status - No real difference other than the send method i.e. for utility notifications

- NOTIFICATION B2B READY - Notification files have been created, waiting to be picked up to send
- NOTIFICATION B2B RETRIEVED - Notification has been sent

Caller Notifications

Caller Notification Errors				
Last Updated: 2018-12-11 3:17:01 PM				
Complete Notification <input type="button" value="v"/>		<input type="button" value="Action"/>		
Job No	Date	Status	Priority	Action <input type="checkbox"/>
29464	2018-11-27 11:49:31 PM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>
29496	2018-11-28 6:43:27 PM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>
29513	2018-11-29 7:59:19 AM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>
29699	2018-11-29 3:34:34 PM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>
29718	2018-11-29 4:56:32 PM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>
29722	2018-11-29 5:32:42 PM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>
29957	2018-12-04 12:28:44 PM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>
30058	2018-12-04 11:50:36 PM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>
30060	2018-12-05 1:02:23 AM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>
30258	2018-12-06 8:58:10 AM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>
30323	2018-12-06 10:53:09 AM	NOTIFICATION FAILED	Emergency	<input type="checkbox"/>
30537	2018-12-06 10:41:47 PM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>
30728	2018-12-07 1:11:36 PM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>
30819	2018-12-09 3:03:23 PM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>
30821	2018-12-09 3:39:18 PM	NOTIFICATION PROCESSING	Normal	<input type="checkbox"/>
31002	2018-12-11 11:49:31 AM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>
31038	2018-12-11 1:14:24 PM	NOTIFICATION FAILED	Normal	<input type="checkbox"/>

This table shows the caller confirmation sheets that have failed to send or be received. You can either:

Complete Notification

Complete Notification

Deactivate Notification

Complete Notification – pushes the notification back one step to retry and then continue processing if successful

Deactivate Notification – choose this option if you wish to disable the notification from being sent

Authority Notifications

Authority Notification Errors						
Last Updated: 2018-12-11 3:21:34 PM						
<div> <div>Complete Notification</div> <div>Action</div> </div> <div>There are more enquiries waiting for actions.</div>						
Job No	Sequence No	Authority Name	Date	Status	Priority	Action
29461	94377	BC HYDRO - RESTORATION CENTRE	2018-11-27 10:18:00 PM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29466	94399	BC HYDRO - RESTORATION CENTRE	2018-11-28 8:26:35 AM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29467	94403	FORTISBC - GAS	2018-11-28 8:27:40 AM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29468	94407	FORTISBC - GAS	2018-11-28 8:28:09 AM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29470	94411	BC HYDRO - RESTORATION CENTRE	2018-11-28 9:39:21 AM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29470	94412	FORTISBC - GAS	2018-11-28 9:39:21 AM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29491	94530	TELUS COMMUNICATIONS COMPANY	2018-11-28 5:31:05 PM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29493	94539	MANITOBA HYDRO	2018-11-28 5:48:12 PM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29493	94542	TELUS COMMUNICATIONS COMPANY	2018-11-28 5:48:12 PM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29497	94555	BC HYDRO - LOWER MAINLAND	2018-11-28 6:46:32 PM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29497	94556	BELL CANADA	2018-11-28 6:46:32 PM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29497	94559	ROGERS COMMUNICATIONS	2018-11-28 6:46:32 PM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29497	94560	ZAYO CANADA INC	2018-11-28 6:46:32 PM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29499	94566	TELUS COMMUNICATIONS COMPANY	2018-11-28 7:24:01 PM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29501	94575	MANITOBA HYDRO	2018-11-28 8:16:46 PM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29501	94577	TELUS COMMUNICATIONS COMPANY	2018-11-28 8:16:46 PM	NOTIFICATION 82B READY	Normal	<input type="checkbox"/>
29504	94591	MANITOBA HYDRO	2018-11-28 8:24:26 PM	NOTIFICATION 82B READY	Emergency	<input type="checkbox"/>
29505	94596	MANITOBA HYDRO	2018-11-28 8:24:56 PM	NOTIFICATION 82B READY	Emergency	<input type="checkbox"/>
29505	94598	TELUS COMMUNICATIONS COMPANY	2018-11-28 8:24:56 PM	NOTIFICATION 82B READY	Emergency	<input type="checkbox"/>

This table shows the utility notifications that are stuck or failed. It includes extra information like the Sequence Number and the Authority Name. It can only show approximately the oldest 100 notifications that need to be actioned. A warning panel at the top will alert you that not all notifications are showing:

There are more enquiries waiting for actions.

As you action notifications, others not shown will appear in the table at the bottom.

Again, the actions available for these notifications are:

- Complete Notification – pushes the notification back one step to retry and then continue processing if successful
- Deactivate Notification – choose this option if you wish to disable the notification from being sent

4.2 PositiveResponse

PositiveResponse is primarily designed for users allowing them to respond to locate requests from OneCallAccess. Clicking on this service will open the list of Unassigned tickets that are awaiting a response in the first station code. You can sort the table by clicking on the headings to sort by increasing or decreasing values. As with OneCallAccess features, you can filter the table by station code, the Response Code, the date range, individual ticket number, or work location:

Stations		Response code	Search by	Start date	End date	Assign response code
CNSA - California North State Authority		Unassigned	Due by date	Select a date	Select a date	
<input type="checkbox"/> Due by	Response code	Ticket type	Due by date	Ticket no.	Work location	
<input type="checkbox"/>	Unassigned	Normal	Individual ti...	2022040200001-000	1632 ALCL Sacramento	

If there is an unassigned emergency ticket in PositiveResponse, it will be color-coded yellow to differentiate it from non-emergency tickets.

While the table defaults to Unassigned tickets when it is opened, you can view other tickets by changing these filters.

To assign a response code, select the relevant ticket/s and click the *Assign response code* button in the top right corner. A popup will appear (see right):

Select the correct response code from the drop-down menu – a small description will appear for that code so you can double-check you have chosen the right one:

Note: If you are a Service Operator doing this on behalf of a user/company, you must enter an explanatory note.

Once complete, click *Assign response code*. The code will now update on the contractor's PositiveResponse application. The ticket will disappear from the unassigned table and appear in the relevant response code list. You can double-check this by filtering by the response code to see if it appears correctly in that list.

If you have multiple tickets to update, you can "Select all" by clicking the box to the left of 'Due by' title in the first column to save time:



This will select all the tickets in the table. Click the *Assign response code* button and choose the desired code, then click *Assign response code* again. This can also be helpful if you want to update most tickets with the same response code – select all, then unselect the few that you don't want to update and continue with assigning the code.

You can change the response codes as many times as you wish, no matter what the current response code is. Select the ticket and follow the previous steps to assign a new response code. All changes, dates, times, and the user who changed them will be recorded in the contractor's PositiveResponse application.

If you are a Service Operator doing this on behalf of a user/company, you will need to search for the company first in the search bar at the top before bringing up the list of tickets.

Assign response code

Response code
-- Select one --

Notes
E.g. why this response code is being assigned

Assign response code Cancel

Assign response code

Response code
1A

1A
Located + Marked: Underground facilities owned by this company have been identified on site

Notes
E.g. why this response code is being assigned

Assign response code Cancel

4.2.1 PosR Response Codes

Users can assign one of eight Response Codes to a ticket:

LOCATED

1a - Marked: Underground facilities owned by this company have been identified on site.

1b – Plans Sent: Plans or maps identifying the underground facilities owned by this company has been sent.

CLEAR

2a – Clear: No underground facilities in work area.

2b – Pending crossing agreement: Proceed with work once conditions of the crossing agreement are met.

UNMARKED

3a – Private lines: The facilities in the work area are privately owned. It is the responsibility of the owner to identify the location of these lines.

3b – Unmarked: Additional information required before a locate can be completed.

SCHEDULED

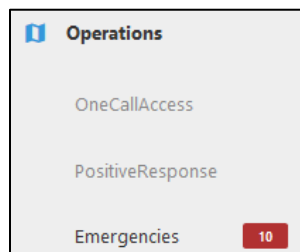
4a- Scheduled: A notice has been sent with a scheduled time for locate completion.

4b – Stand by required: A notice has been sent with a scheduled time for a utility representative to be on site.

Located	Clear	Unmarked	Scheduled
1a - Marked: Underground facilities owned by this company have been identified on site. 1b - Plans sent: Plans or maps identifying the underground facilities owned by this company have been sent.	2a - Clear: No underground facilities in work area. 2b - Pending crossing agreement: Proceed with work once conditions of the crossing agreement are met	3a - Private lines: The facilities in the work area are privately owned. It is the responsibility of the owner to identify the location of these lines. 3b - Unmarked: Additional information required before locate can be completed.	4a - Scheduled: A notice has been sent with a scheduled time for locate completion. 4b - Stand by required: A notice has been sent with a scheduled time for a utility representative to be on site.

4.3 Emergencies (Service Operators only)

The Emergencies operation is available only to service operators. It lists any emergencies or similar tickets that have been submitted via OneCallAccess. This appears only when a station's subscription rule has been setup with a transmission type set as 'Phones', meaning a call center operator will need to ring the company to notify them for each ticket received.



Note: The red number shown next to the Emergencies heading is the number of actual emergency tickets within this section, not the total number of tickets (emergency and other categories) within this section.

The Emergencies screen will default to show all the emergency tickets – i.e. tickets assigned in OneCallAccess as ERT, Emergency, Damage or Cross-Bore:

Operations > Emergencies							
PELICANCORP ADMINISTRATOR AWILLEMMAIN.DPP; PELICANCORP INTERNAL							
Ticket type	Queue type	Filter by	State	Search by ticket no., company name, or station code			
All emergencies o...	Manual	Action required	All				
Attempt timer	Ticket no.	Last updated	Attempts	Ticket type	Province / territ...	Company name	Station code
OVERDUE 15d 4h 22m 44s	2022061500001-0...	Jun 15, 2022, 04:3...	-	Emergency	California	California North S...	CNSA
OVERDUE 14d 20h 2m 46s	2022061500002-0...	Jun 15, 2022, 12:5...	-	Emergency	California	California North S...	CNSA
OVERDUE 13d 17h 57m 33s	2022061600001-0...	Jun 16, 2022, 03:0...	-	Emergency	California	California North S...	CNSA

The most urgent/overdue tickets will be listed at the top of the table, while the newest tickets will appear at the bottom.

The table will list the countdown clock of when the attempt to contact the company is due, the ticket number, when the ticket was last updated, how many attempts have been made to contact the company, the province, the company name and the station code. You can filter the table by Ticket Type (All emergencies which includes all ERT, Emergency, Damage and Cross-Bore tickets; Emergencies which is Emergency tickets only; or Non-Emergencies), Action required (Action required or No action required), the province, or searching for a particular ticket number, company name, or station code.

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4.3.1 How to Action Emergencies

To action or view the details of a ticket, click anywhere on its row in the table. A popup will appear:

Mark Scopece8006422445

Transmission type phone(s)
232123321245454

Company Details

Company
California North State Authority

Station name
California North State Authority

Station code
CNSA

Email
mark.scopece@pelicancorp.com

Phone
8006422444

Alternate Phone

Postal address
4005 Port Chicago Hwy Concord California 94520-1122

Worksite details

Send ticket notificati...

Ticket no.
2022061500002-000

Submitted on
Jun 15, 2022, 12:56:26 PM

Address
port chicago hwy Concord California

Action taken
-- Select one --

Notes

Update status

History

No attempts have been recorded for this phone-out yet.
Once an attempt is recorded, it will be displayed here.

This shows the ticket details at the very top, then the company contact person and number, the company details, the worksite details, and select a range of actions from the Action Taken drop down menu under the Current Attempt heading, as well as the history of attempts/actions taken. The countdown to action deadline or if action is overdue is also visible on this screen under this heading.


If the member says they can't find the notification and ask for it to be resent to them, you can easily do this by clicking the *Send ticket notification* button to the right of the Worksite Details heading:

039 - 217 - 2819

Postal address

Rokeby Street Calgary Alberta RES 211

Worksite details

Send ticket notification 

Ticket no.	Submitted on
20190900074	Fri, Mar 1, 2019, 8:58:42 AM

Address

1918 Kensington Road Nw Calgary Alberta T2N 3R5


Ticket type	Type of work	Onsite activity
Cross-Bore	Sewer	Borings

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Locked Tickets

If a colleague is already viewing a ticket, a padlock symbol will appear next to the ticket number in the table view:

Ticket no


20184800098

If you open the ticket, a warning sign will appear above the Current Attempt heading stating who else is viewing the ticket and you will be unable to select an action to update the ticket:

Warning: This emergency phone-out is locked, because **service.operator1** is currently viewing it. Locked phone-outs cannot be updated.

If the first user viewing the ticket hasn't done anything for 15 minutes, this will time out and you will then be able to edit the ticket status.

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4.3.2 "Action Taken" Options and Their Results

Current attempt

OVERDUE: 2d 20h 29m 3s

Action taken

-- Select one -- ^

Follow-up needed

No answer / busy callback

Voice-mail callback

No follow-up needed (phone-out complete)

Confirmed received

No answer / busy complete

Refused

Relayed information

Voice-mail complete

If you select a Follow-up needed action, the countdown timer will reset. A note is necessary. When you have finished, click the *Update status* button. The status will change, the countdown timer will reset, and the History section will be updated with this attempt information:

Current attempt

1m 0s

Action taken

-- Select one --

Notes

E.g. a brief description of what happened

Update status

History

Thu, Nov 29, 2018, 12:05:13 PM | No answer / busy callback | service.operator1

No voicemail function. Please call back in 10minutes.

The table will have this ticket entry updated and the ticket will be placed at the bottom of the queue:

1m 34s	20184800028	Thu, Nov 29, 2018, 12:05:13 PM	1	Alberta	Western Canada Cons...	CA
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5. Settings

5.1 Your Company Details and Users

To view your company details, go to Settings > System, and click on the Company details tab (the default view will be on the Companies tab which will show all companies using DamagePreventionPortal within your region – companies who login will only be able to see the Company Details and Internal Users tabs which will only have information for their own company if they have admin users rights):

Settings > System

SYSTEM OPERATOR SERVICE.OPERATOR, PELICANCORP INTERNAL COMPANY

Companies

Services

Company details

Internal users

This will show all your company details. You can edit these by clicking on the *Edit* pen icon in the top right-hand corner. When you have finished editing, click the *Save* icon in the same place.

You can also see all the Internal Users created for your company by clicking on the Internal Users tab:

Settings > System

SYSTEM OPERATOR SERVICE.OPERATOR, PELICANCORP INTERNAL COMPANY

Companies

Services

Company details

Internal users

Search by name, user name or email address

New User

Here you can search for users through the search bar at the top or add new users by the *New User* button.

If you wish to view or edit a user from your company, click anywhere on their row in the table. This will bring up the user's details. You can edit these by clicking on the *Edit* pen icon in the top right-hand corner. Depending on your user status, you can change various settings for each user. When you have finished editing, click the *Save* icon in the same place.

To reset the password for another user from your company, click on the *Send password reset* button next to the password field in their Account Details:



This will send the user an email with a link to reset their password.

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5.1.1 How to add a new user to your company

On this Internal Users tab, you can add new users to for your company by clicking on the *New User* button:



A form will appear with the company name automatically pre-filled. Fill in the user's details.

Please note: Upon creation, an email will be sent to the user to setup their own user name and password.

If you want the user to have administrative rights so that they can change the company details and setup other users, turn this function on for them.

Select what services/products that this user will have access to and then click the *Save* icon at the top right-hand corner of the screen. This will add the user and you will be taken back to the Internal Users tab. The new user will appear in the table.

5.1.2 Services (*Service Operators Only*)

This tab shows all the services available in your region for companies to sign up to.

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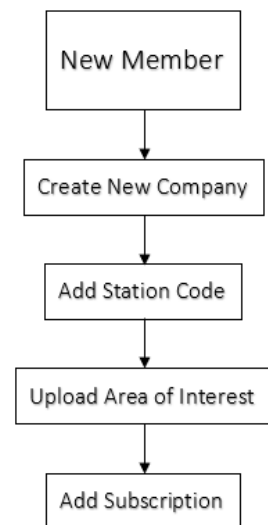
Companies

The overall end-to-end process for setting up a new company in order is:

1. [Create a new company \(Service Operators only\)](#)
2. [Add users for the company \(Service Operators only for first user\)](#)
3. [Setup one or more Stations](#) for the company
4. [Add Areas of Interest for each Station created via Authority Viewer](#)
5. [Add Subscriptions](#) for the Stations

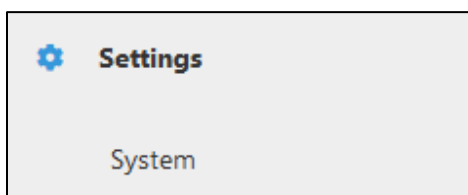
Now the new company is ready to:

- Login and view/amend their own details
- Receive and respond to ticket notifications
- Create and edit Stations and Subscriptions if the user has admin rights



5.2 Adding a New Company (*Service Operators only*)

When someone calls for the first time to setup their company to use DamagePreventionPortal, you will need to do all this for them. To setup a company, click on *Settings* at the bottom of the menu on the left-hand side of the screen. This will bring up the following screen with a default view on the System option and the Companies tab:



Settings > System

SYSTEM OPERATOR SERVICE-OPERATOR, PELICANCORP INTERNAL COMPANY

Companies Services Company details Internal users

Search by company name

New Company

Company name	Street address	Status
1231321	Street	Active
1234 test my immediate appea...	TBD x	Active
22233	e2 23e fgb fgbfg	Active
258 PM 2	258 Post Meridian	Active
4444	Rainbow Rainbow Concepcion Tres NCR 1000000000000000000	Active
67u456u	tyu tyu fgb fgbfg	Active
7-Eleven Stores Pty Ltd	357 Ferntree Gully Rd Mount Waverley VIC 3149	Active
7-Eleven Stores Pty Ltd (NSW)	357 Ferntree Gully Rd Mount Waverly NSW 3149	Active
AAA grade test company	TBD	Active

As an operator, you can see tabs at the top labelled Companies (all DamagePreventionPortal companies in your region), Services (PelicanCorp Services available), Company Details (your company details) and Internal Users (users for your company). Companies logging in as users will only be able to see Company Details and Internal Users tabs.

The default Companies tab lists all the companies signed up to DamagePreventionPortal within your region. This means it will include any company that is registered with OneCallAccess and/or Authority Viewer, etc.

You can search for a company by name in the search bar at the top of the screen, or by scrolling through the list.

To create a Company, click the *New Company* button:

New Company

This will open a form for you to fill in to create the company within the DamagePreventionPortal database.

Note: This does NOT create a station or Utility ID, and it does NOT set up where notifications are sent. All this is done later in the process.

New company

Company settings Internal users

Company details ACTIVE INACTIVE Internal company

Company name Email Phone

Postal address

Street Town / city Province / territory / state ZIP code

Physical address Same as postal address

Street Town / city Province / territory / state ZIP code

Service memberships

OneCall Member Service Positive Response OneCall PelicanPortal Authority Viewer

Cancel Save & continue

On the New Company form:

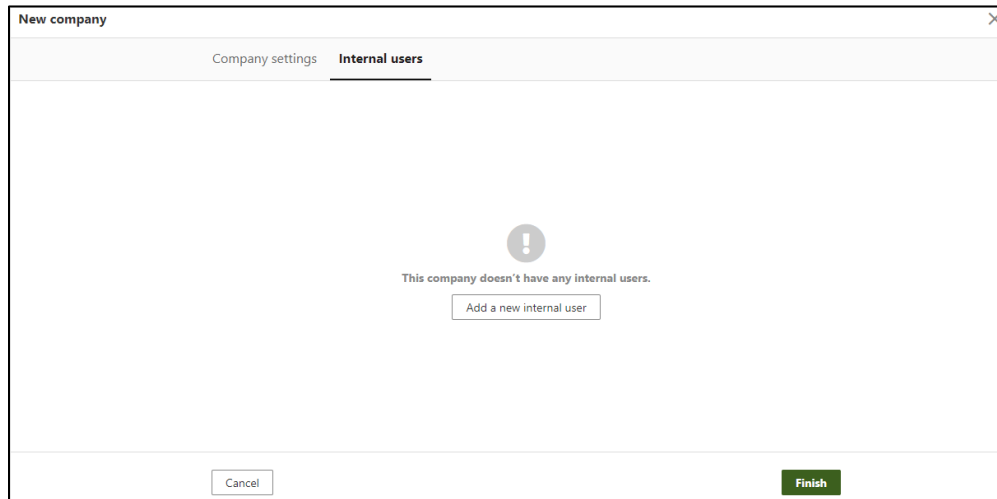
1. Fill in the company details (if the company name is already in the system, an alert will appear stating this)

2. Select what memberships/products the company will need access to by turning these on.
Note: This does not create a OneCallAccess login for the company. The company can only access DamagePreventionPortal OneCallAccess functions, it cannot login to OneCallAccess from the contractors' side to submit tickets.
3. Click **Save & Continue**.

This will automatically take you to the Internal Users tab.

5.3 Adding a New User – Internal Users tab

After creating a new company, you will automatically be taken to the Internal Users tab to create users for this company who can login to DamagePreventionPortal:



Service operators need to create at least one user for the company so that someone can login. The service operator can continue to add other users or leave it for the one user who has admin rights to do the rest of the users for their own company.

Note: If you choose not to create any users at this point, no one from the new company will be able to login to DamagePreventionPortal. You can choose to create some users now or come back and do this later.

To add a new user, click the *Add a new internal user* button. A form will appear with the company name automatically pre-filled. Fill in the user's details. *Note: An email will be sent to the user to setup their own password and username.*

If you want the user to have administrative rights so that they can change the company details and setup other users, turn this function on for them.

Select what services/products that this user will have access to and then click the *Save* icon at the top right-hand corner of the screen. Please note that whilst you can switch on certain services for the user, their accessibility to these will depend on whether the same services are also switched on for their Company overall (e.g. you might switch on Authority Viewer for the user, but if their Company does not have Authority Viewer switched on the user won't be able to use it until the Company also has it turned on). This enables users to be set up beforehand to be ready for when services are switched on for their Company at an organisational level, and not have all their user settings reset.

This will add the user and you will be taken back to the Internal Users tab. The new user will appear in the table:

Company settings **Internal users**

Name	User name	Email	Phone
Chantel	chantel	chantel@pelic...	111 - 111 - 1111

✓ That's all users with the current filters.

You can keep adding users as needed via the *New User* button:

New User

When you have finished adding users, click *Finish*:

Finish

New users can be added at any time in the future as the company processes and employees change. The company and internal users are now setup and ready to use DamagePreventionPortal, and you will now be able to find them in the Companies list.

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5.4 Finding and Editing an Existing Company

Click on Settings, then System, and search for the company in the Companies list. You can either scroll through the list or search by typing in details in the search bar at the top:

Settings > **System**

SYSTEM OPERATOR SERVICE.OPERATOR, PELICANCORP INTERNAL COMPANY

Companies Services Company details Internal users

Click on the company and their details will be opened:

Company settings **Internal users**

Company details ⓘ ☐ Internal

Company name

AAA grade test company

Email

Phone

111 - 111 - 1111

Postal address

Full address

TBD

Physical address

Full address

TBD

Service memberships

Authority Viewer

ON

Positive Response App

ON

OneCall Admin Service

ON

Pelican Portal

ON

OFF

5.4.1 Editing a Company

To edit a company's details, click on Settings, then System, and search for the company in the Companies list. You can either scroll through the list or search by typing in details in the search bar at the top.

Click on the company and their details will be opened. Click the *Edit* pen icon in the top right-hand corner of the screen and it will open their profile in an editable mode:



Once you have finished editing, click the *Save* icon in the top right-hand corner of the screen and the changes will be saved:



Users can also edit their own company details this way.

5.5 Finding and Editing an Existing User

Find the company the user is part of via the Companies tab on the System screen, then open up that company by clicking anywhere on the row in the table.

Note: You cannot find a user unless you know the company they belong to.

Click on the Internal Users tab and click on the user you wish to view:

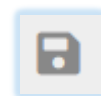
Company settings		Internal users		
Search by user name				New User
Name	User name	Email	Phone	
Alice Alice	null	Alice.Alice@JessicaTest.com	042 - 545 - 5455	
Chantel	cma		111 - 234 - 5678	
Jimmy Jamieson	null	chantel @pelicancorp....	111 - 234 - 5678	
John Smith	null	chantel @pelicancorp....	111 - 234 - 5678	
Karen Bradie	null	chantel @pelicancorp....	111 - 234 - 5678	

5.5.1 Editing a User

Find the company the user is part of via the Companies tab on the System screen, then open that company by clicking anywhere on the row in the table. Click on the Internal Users tab and click on the user you wish to edit. Finally, click on the *Edit* pen icon in the top right-hand corner of the screen and it will open their profile in an editable mode:



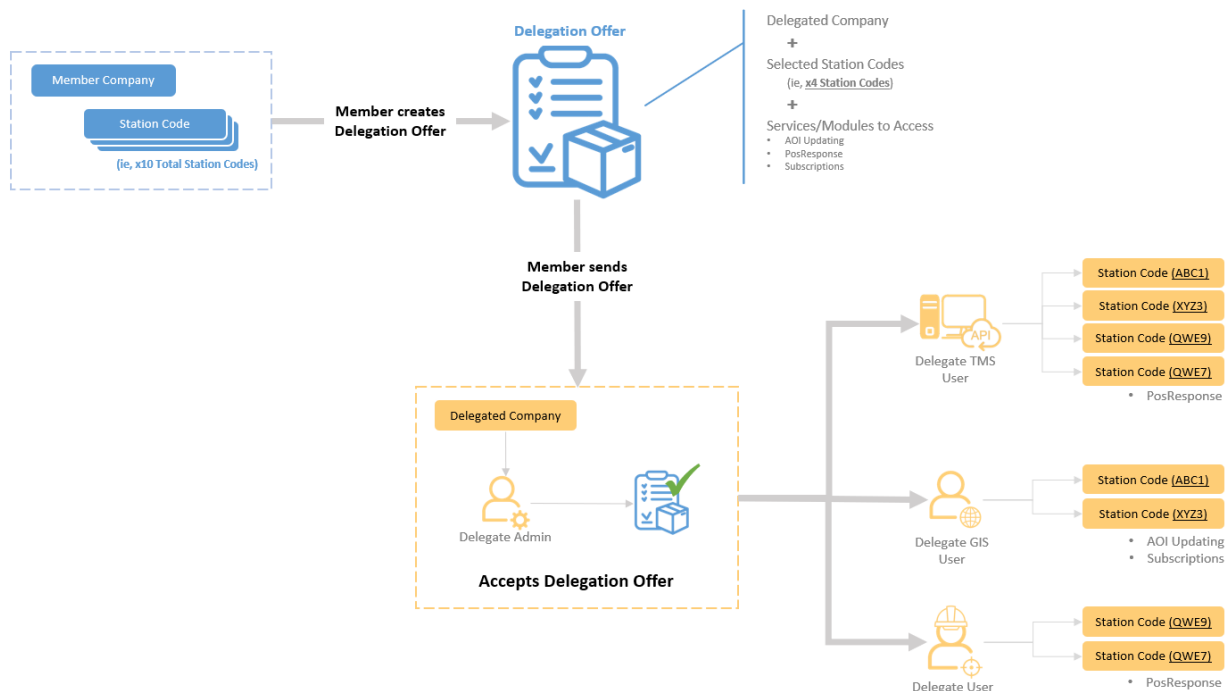
Once you have finished editing, click the *Save* icon in the top right-hand corner of the screen and the changes will be saved:



Users can also edit their own company details this way.

5.6 Delegations

Delegations feature in DamagePreventionPortal is designed to serve Member companies with business relationships with third party contractors or other members acting on their behalf. This could include responding to Positive Response (PosR), updating Areas of Interest (AOI) or managing their membership entirely.



5.6.1 Designating a Company as a Delegate

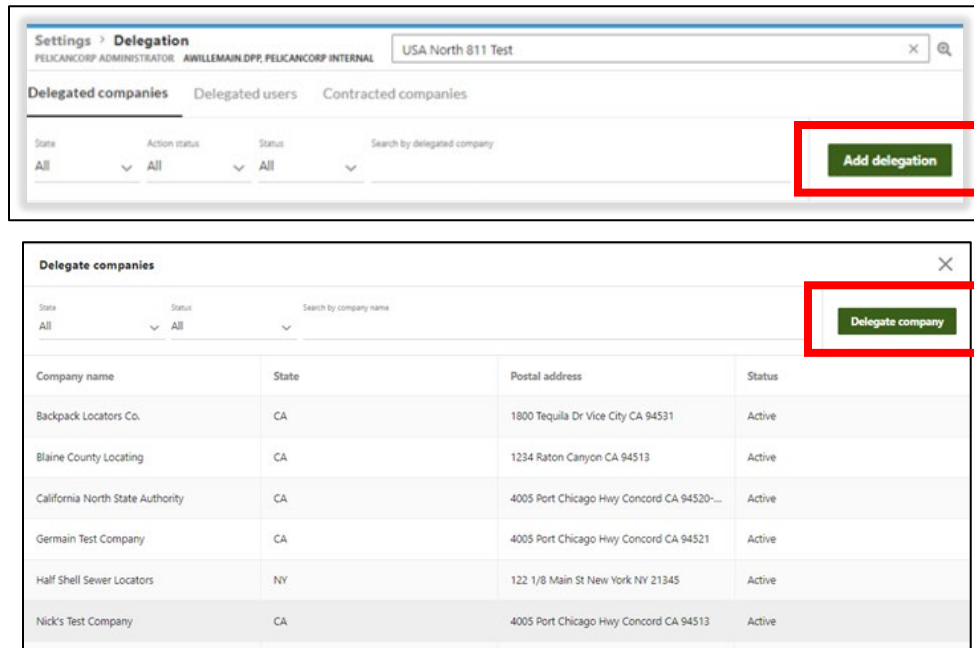
Assigning Delegations to a Delegate company begins with first turning the Delegate option ON for the company being assigned the responsibility to act on behalf of another company. This is done In the SYSTEM section of Settings and can be done by an Internal Admin or Member Admin assigned to the Delegate Company. This Remote Button MUST be ticked on for a Company to be assigned a Delegation.

The screenshot shows the 'Company Details' form with the following fields and options:

- Company Details** (with an 'Edit company details' link)
- ACTIVE** (selected) / **INACTIVE** (unselected)
- ☐ **Internal company**
- ☒ **Delegate company** (highlighted with a red box)
- Company name**: AFTER HOUR EMERGENCY PRINTER
- Email**
- Postal address**

5.6.2 Creating and Assigning a Delegation

The following step can be completed by an Internal Admin or Member Company Admin. In the Delegation tab under Settings, you will need to search for the Member company name looking assigning a delegation to a Delegate company. Click on the company name as it populates in the drop-down. Selecting the company will enable the green 'Add Delegation' button at the top right of the page. *NOTE; this button is not active or clickable until the company assigning the Delegation is found in the search field.*



Click the ADD DELEGATION button. A window will open from the right side of the screen with a list of Delegate Companies. Select the Delegate Company being assigned responsibilities and then the green “DELEGATE COMPANY” button at the top-right.

A Delegate Company will need to be assigned Station Code(s) for their responsibility.

Delegation assignments require a START and END date to be designated. There is a minimum of 1 day and NO maximum.

The Delegate Services will also need to be turned ON for the Delegate Company to have access. These services could include responsibilities to act on behalf of the Member’s - Positive Response, AOI updates, managing subscriptions or API users.

The 'Delegate company' modal window has a title bar with a save icon and a close button. The main content is divided into two sections: 'Company details' and 'Contact info'.

Company details

- Company name: USIC
- Stations: Select all that apply
- Status: ACTIVE (selected) INACTIVE

Contact info

- Email: anthony.willemain@pelicancorp.com

A light blue notification box at the bottom states: 'An email will be sent to this email'. It includes a checkbox for 'Don't show again.' and a 'CLOSE' button.

Delegate Services

OneCall

OneCall:User

ON OFF

POSR

POSR:User

ON OFF

PCAdmin

Settings:OneCallAccess

ON OFF

Operations:PositiveResponse

ON OFF

Delegation date

Start date

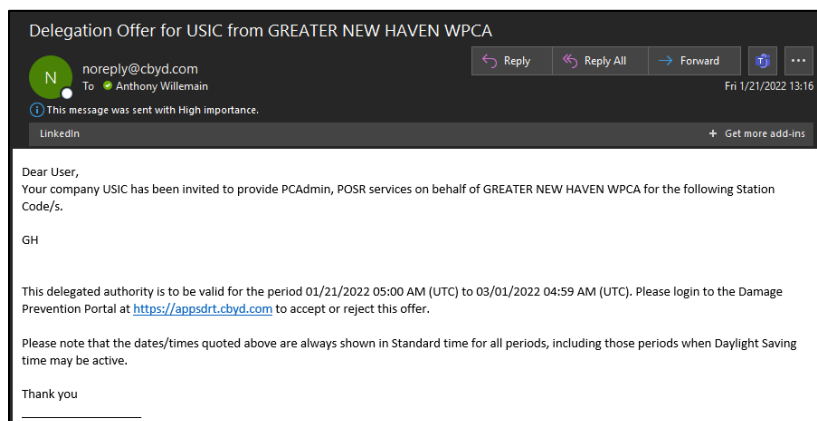
End date

Select a date

Select a date

5.6.3 Accepting the Delegation Assignment

Once a Delegation is created and assigned to a Delegate company by either an Internal Admin or Member Company Admin, the Delegate company will receive the Delegation offer via email.



Only the Delegate Company Admin user will be able to ACCEPT the Delegation offer. *NOTE: the assigned station code(s) and assigned dates will include on the email.* When the Delegate Company Admin logs into DPP, they will need to navigate to the DELGATIONS tab under Settings and click on the offer to open.

Settings > Delegation

MEMBERADMIN USIC.DELEGATE.ACCOUNT, USIC

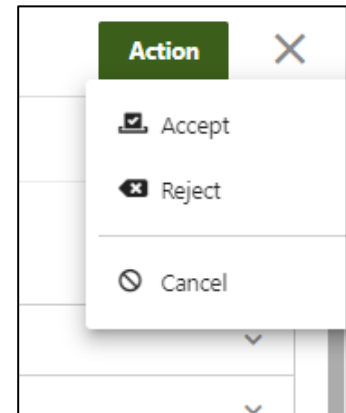
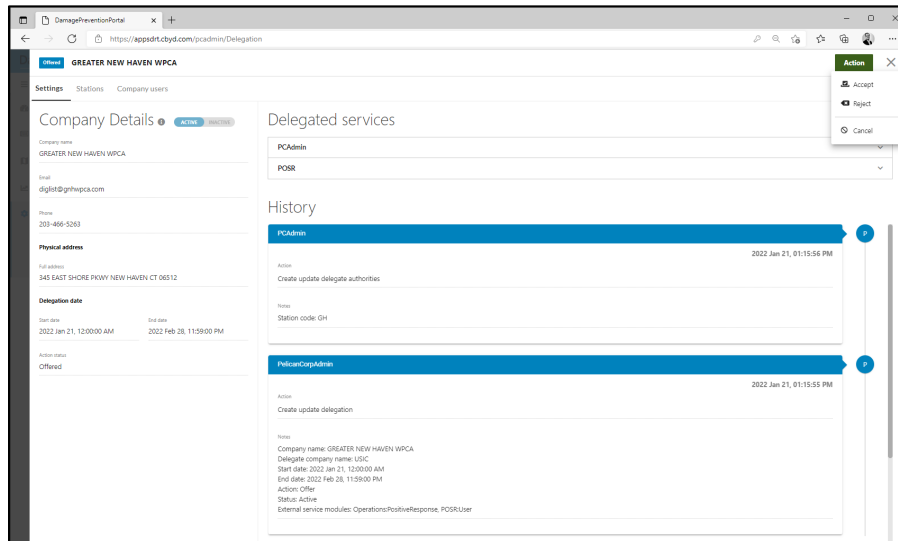
Contracted companies

State	Action status	Status	Search by company name			
All	▼	All	▼	All	▼	
Company	State	Created date	Start date	End date	Status	Action status
GREATER NE...	CT	2022 Jan 21,...	2022 Jan 21,...	2022 Feb 28,...	Active	Offered

✓ That's all the results with the current settings.

The Company User should review the assigned Delegation information and then click the green ACTION button at the top-right of the window. A drop-down menu with ACCEPT, REJECT or CANCEL will appear to select. Another window

will appear if ACCEPT or REJECT is selected for the user to add a note and continue. This NOTE is mandatory to proceed.



Once the Delegate Admin has accepted the Delegation offer from the Member Company, they will need to assign themselves or other Delegate company users to the accepted Delegation. This can ONLY be performed by the Delegate Admin.

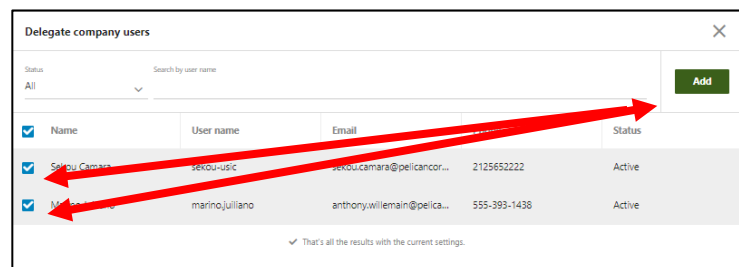
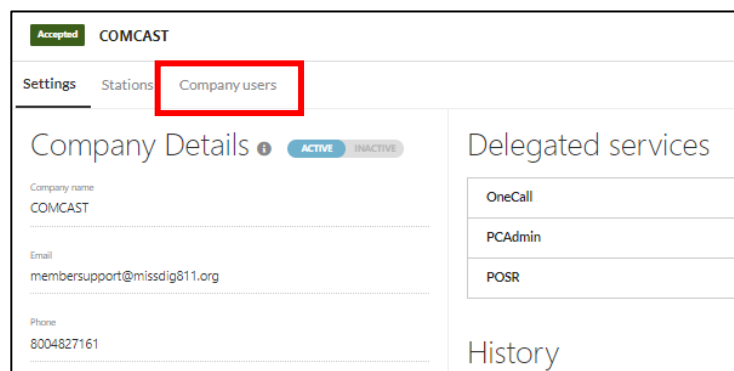
5.6.4 Assigning Users to Delegations

The Delegate Company User will now need to assign a USER to this Delegation.

With the accepted Delegation open, you will see tabs at the top; SETTINGS – STATIONS – COMPANY USERS, click on Company Users to assign users from your company to the Utility who delegated responsibility to act on their behalf.

In the Company Users section, click on the green 'Add Existing Users' button on the right side of the screen. This will open a list of users for your company. Select one or more using the tick button to the left of their name and then the green 'ADD' button on the top right of the screen. This will assign those company users to the delegation assignment.

From the Company users page, you can select the user to assign one or



more station code if the Utility assigning the delegation has multiple station codes. Click the green 'Assign Station' to open the settings tool. Select the station(s) from the drop-down and expand each of the services to turn one the features the user will need access to act on behalf of the utility.

The screenshot shows the 'Company user details' form for Marino Juliano. The 'Assigned stations' section on the right includes a search bar, a status dropdown set to 'All', and a green 'Assign station' button highlighted with a red box. There is also a 'Remove station' button.

The screenshot shows the 'Select station & delegate services' dialog. It has a 'Stations' dropdown set to '-- Select one --'. Under 'Delegated Services', there are three sections: 'OneCall' with a toggle for 'OneCallUser' (ON), 'PCAdmin' with toggles for 'SettingsOneCallAccess' (ON) and 'OperationsPositiveResponse' (ON), and 'POSR' with a toggle for 'POSRUser' (ON).

Assigned Company Users can be removed by selecting the user and the REMOVE button.

The screenshot shows the 'COMCAST' 'Company users' table. It has tabs for 'Settings', 'Stations', and 'Company users'. The 'Company users' tab is active, showing a table with columns: Name, User name, Email, Phone, and Status. There are checkboxes for each user. At the bottom right, there are buttons for 'Add existing user' and 'Remove user'.

<input type="checkbox"/>	Name	User name	Email	Phone	Status
<input type="checkbox"/>	Sekou Camara	sekou-usic	sekou.camara@pelcancor...	2125652222	Active
<input type="checkbox"/>	Marino Juliano	marino.juliano	anthony.willemain@pelica...	555-393-1438	Active

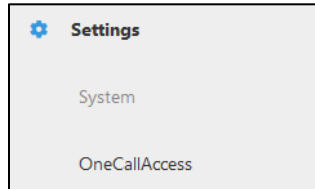
5.7 OneCallAccess

- [Stations](#)
 - [Setting Up Stations](#)
 - [Viewing Stations](#)
 - [How to Make a Station "Active" or "Inactive"](#)
- [Authority Viewer](#)
 - [Data Check Before Uploading an Area of Interest \(AOI\)](#)
 - [Uploading an AOI](#)
 - [Approving, Rejecting and Publishing and AOI](#)

- [Reviewing an Existing AOI](#)
- [Other AuthorityViewer Functions](#)
- [Subscriptions](#)
 - [Setting Up Subscriptions](#)
 - [Viewing Subscriptions](#)
 - [How to Make a Subscription “Active” or “Inactive”](#)
 - [What is the Difference Between the *New Subscription* button and the *Add Subscription Rule* button?](#)

If the company is a OneCallAccess subscriber, you will have turned this on when setting up their company. OneCall members can create/edit their own Stations, upload AOIs, and create/edit Subscriptions through a login that has admin rights, as well as service operators.

To set up a OneCall member’s stations (Utility IDs), click on OneCallAccess under Settings in the left-hand side menu (you may need to search for the company in the search bar at the very top of the screen):



This will open the [Stations](#) / [Subscriptions](#) screen with the default view being on Stations:

 A screenshot of the 'Stations' tab in the 'OneCallAccess' settings. The page has a header with 'Settings > OneCallAccess' and a search bar containing 'PELICANCORP INTERNAL COMPANY 2'. Below the header, there are tabs for 'Stations' and 'Subscriptions'. The 'Stations' tab is active. There is a 'Status' dropdown set to 'All' and a search bar with the placeholder 'Search by station code, station name, or member contact'. A green 'New station' button is in the top right. Below this is a table with 5 columns: 'Station code', 'Status', 'Station name', 'Member contact', and 'Emergency phone'. The table contains 5 rows of data.

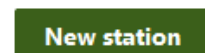
Station code	Status	Station name	Member contact	Emergency phone
GH	Active	Test	Ravi	987 - 498 - 7349
OL	Active	Orange and Lemons II	Full name	123 - 131 - 2332
rt	Active	aaasdad	asdasdasd	123 - 123 - 1239
VH	Active	PELICAN 5:17 PM	Rod Lauro A. Romarate	222 - 222 - 2222
YU	Active	tests	Rod Lauro A. Romarate	222 - 222 - 2222

Note: We recommend setting up Stations before Subscriptions. This is because when setting up a subscription, leaving the Stations field blank will automatically apply the subscription to all current stations, and all stations created in the future.

A station is like a utility ID. A OneCall member can have as many Stations as they require. For example, the company might have multiple offices in different areas that need various stations/IDs. We recommend setting stations up before [Subscriptions](#). This is because when setting up a subscription, leaving the Stations field blank will automatically apply the subscription to all current stations, and all stations created in the future.

5.7.1 Setting Up Stations

You must first create a Station before you can organize what OneCall notifications are sent where ([Subscriptions](#)). Click on the *New Station* button to start this process:



A form will appear for the Station details, the ticket notification settings and the contacts to be entered:

New station

Station Details

ACTIVE INACTIVE

Authority Viewer

Station name

Abbreviated station name (optional)

Station c...

Industry type

-- Select one --

Postal address

Street

Town / city

Province / territory / state

ZIP code

Ticket notification settings

☐ Send daily summary report even when no tickets were received

PDF attachments

ON OFF

GIF attachments

ON OFF

XML attachments

ON OFF

GML attachments

ON OFF

Transmission type

Select all that apply

Add type

Contacts

Member contact ⓘ

Full name

Email

Phone

Emergency Phone

Alternate phone (optional)

Fax (optional)

Member IT contact ⓘ

User name

Email

Internal users with station rights

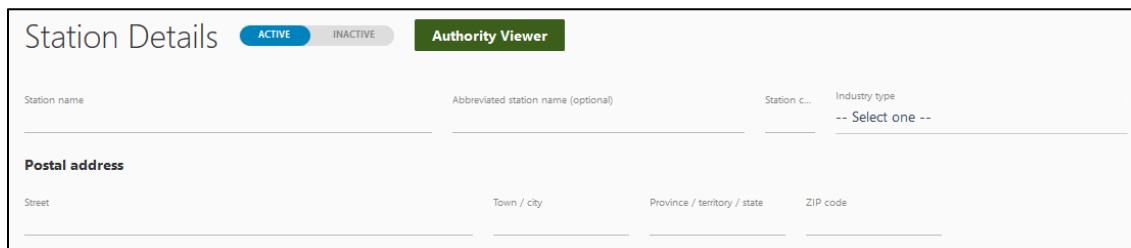
User name(s)

Select all that apply

Note: The Member contact email is used for the OneCall ticket [summary reports](#). Also, if a subscription is created before any stations have been made, the subscription will apply to all stations subsequently created and cannot be edited, only made [inactive](#).

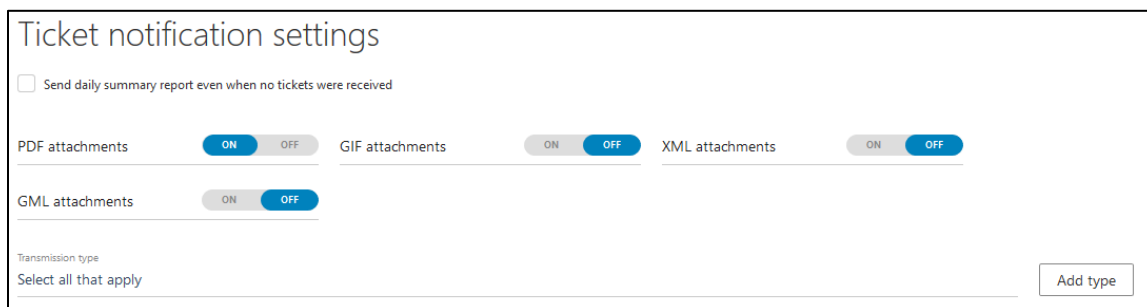
5.7.2 Station Details

Fill in the Station Name (e.g. Company North), the abbreviated name (optional), the Station Code, Industry Type and the Postal Address:



5.7.3 Ticket Notification Settings

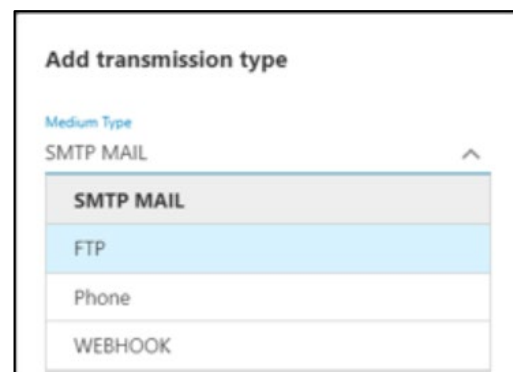
Then select the kind of notifications that the company would like to receive, as well as if they would like a daily summary report sent even if no tickets were submitted by contractors in OneCall. The PDF format will be set as "On" by default but can be turned off. All other formats will need to be manually turned "On" if desired:



Select the transmission type(s). This tells the system how you would like to receive notifications (specific rules of who receives the notifications will be setup later). Multiple transmission types can be selected here. Ticket Summary Reports (AKA Goodnight Reports) will be sent to all email transmission types added to this field. If this is the first time for the company, you will need to Add types first.

Click *Add type* and select what mode they would like notifications to be sent to them:

- SMTP Mail (email) - it will ask you to enter the email address
- FTP
- Phone – this transmission type is currently only used to display tickets in Operations>Emergencies. A warning alert will appear if this is selected.



You can add as many as needed, including adding multiple SMTP Mail types with various email addresses. After you have added the types, you will then need to click on the drop down to select them.

5.7.4 Contacts

Fill in the contacts details - these are the general contacts for the company:

Contacts

Member contact ⓘ

Full name

Email

Phone

Emergency Phone

Alternate phone (optional)

Fax (optional)

Member IT contact ⓘ

User name

Email

Internal users with station rights

User name(s)
Select all that apply

Note: This does not create a user for them so they will NOT be able to login to DamagePreventionPortal.

If needed, you can select for certain users to have Station Rights. This allows the user to change certain station details. Only users who have already been created will appear in this list to be selected. You can add as many users as needed.

If you need another user to be selected for this station, you will need to create them as a user first by going back to Settings > System, click on the Internal Users tab and create a new user via the New User button.

Click on the *Save* icon in the top right-hand corner. The new station will appear in the Stations table. Repeat this process for as many stations as the company needs.

IMPORTANT: Every Station needs an AOI to be added to it for notifications to be successful. This is done by clicking on the *Authority Viewer* button within the Station Details page. The new Station must first be saved, then go back into the station details to access this button. There is one AOI per Station. Please see the Authority Viewer section of this manual for further information.

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5.7.5 Viewing Stations

To view Stations, go to Settings > OneCallAccess, and search for the desired station in the search bar at the top of the page:

Stations Subscriptions

Status
All ▼

Search by station code, station name, or member contact 

New station

The default view will be on Stations, listing All stations. To view only Active or only Inactive stations, select the status drop down and choose the desired option. This will filter the table list to show only these stations. Alternatively, you can search by station code, station name, or member contact in the search bar next to this filter.

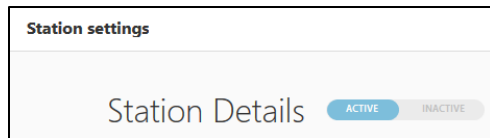
You can sort the table by clicking on the table headings.

To view the station details, click anywhere in its row in the table and it will bring up the Station details. You can edit these if needed by clicking the *Edit* button in the top right-hand corner of the screen. When you are finished editing, click the *Save* icon in the same spot.

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5.7.6 How to Make a Station “Active” or “Inactive”

After you create a station, it will automatically be set as Active. If you wish to change this in the future, open the station details and click the *Active/Inactive* button in the top left corner of the screen to change the status of the station:

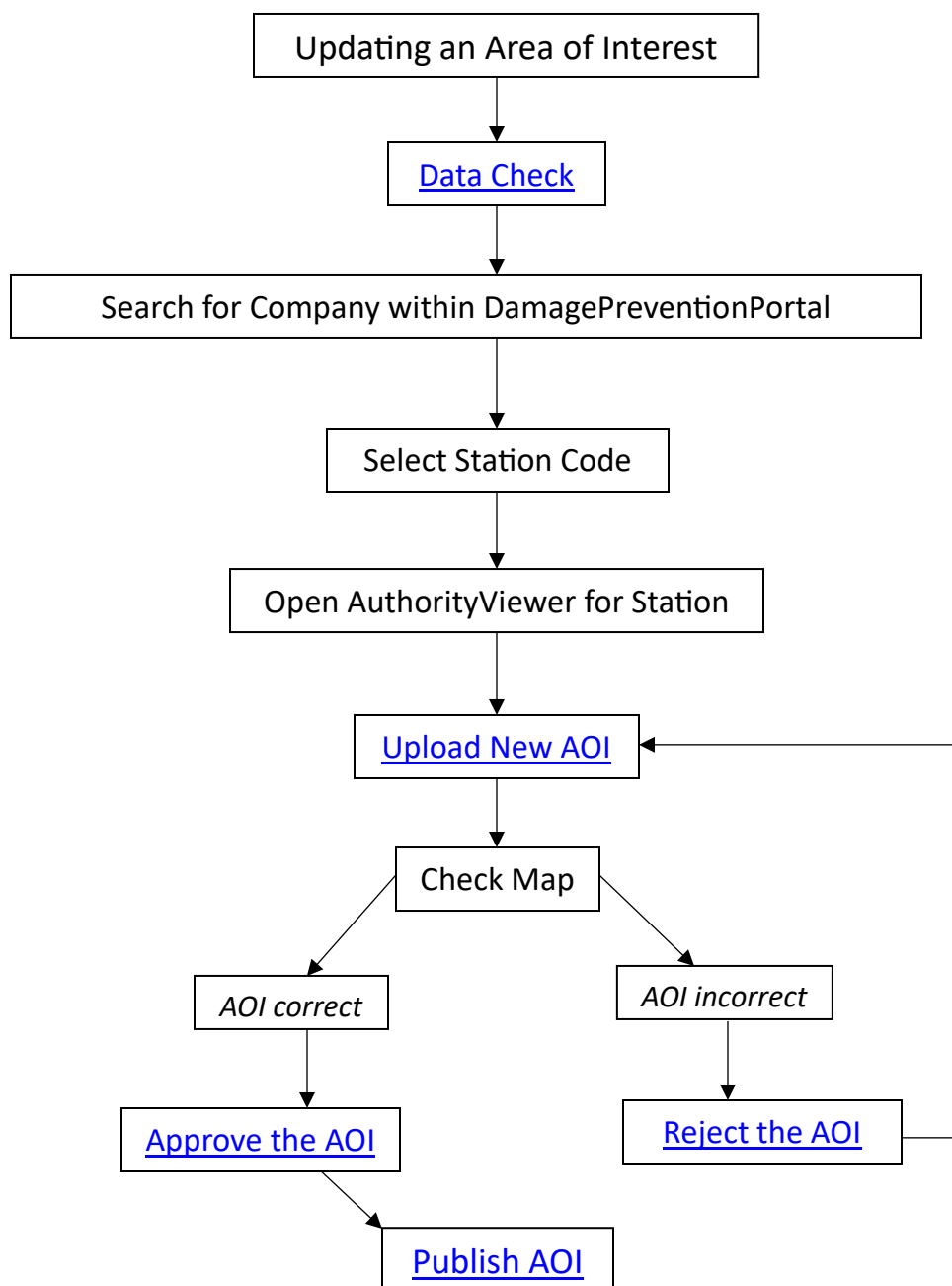


If a station is made “Inactive”, it will not appear on contractor’s confirmation sheets and notifications for this station will not be delivered.

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5.7.7 Authority Viewer

An Area of Interest must be setup for each Station so that notifications are triggered from the OneCall system and sent to the correct destination. Authority Viewer allows you to upload and view a OneCall member’s station Area Of Interest (AOI). Authority Viewer can be accessed from the Station Details view. The flow of steps is:



To access Authority Viewer, go to *Settings > OneCallAccess > Stations*. Search the Company Name and select the relevant Station for which you wish to add/edit an AOI. Each Station has its own individual AOI, so you must find the relevant Station first to access its AOI. Within each Station Details view, click the button in the top right-hand corner of the screen:

Area of interest

A pop-up window will appear (see right) confirming Authority Viewer will launch in a new window. Click *Go to Authority Viewer*.

If the new window does not load, you may need to enable browser pop-ups for the DamagePreventionPortal site.

The Authority Viewer window will load as shown below (this screenshot depicts a new Station that has not yet uploaded an AOI).

You're about to open Authority Viewer in a new window.

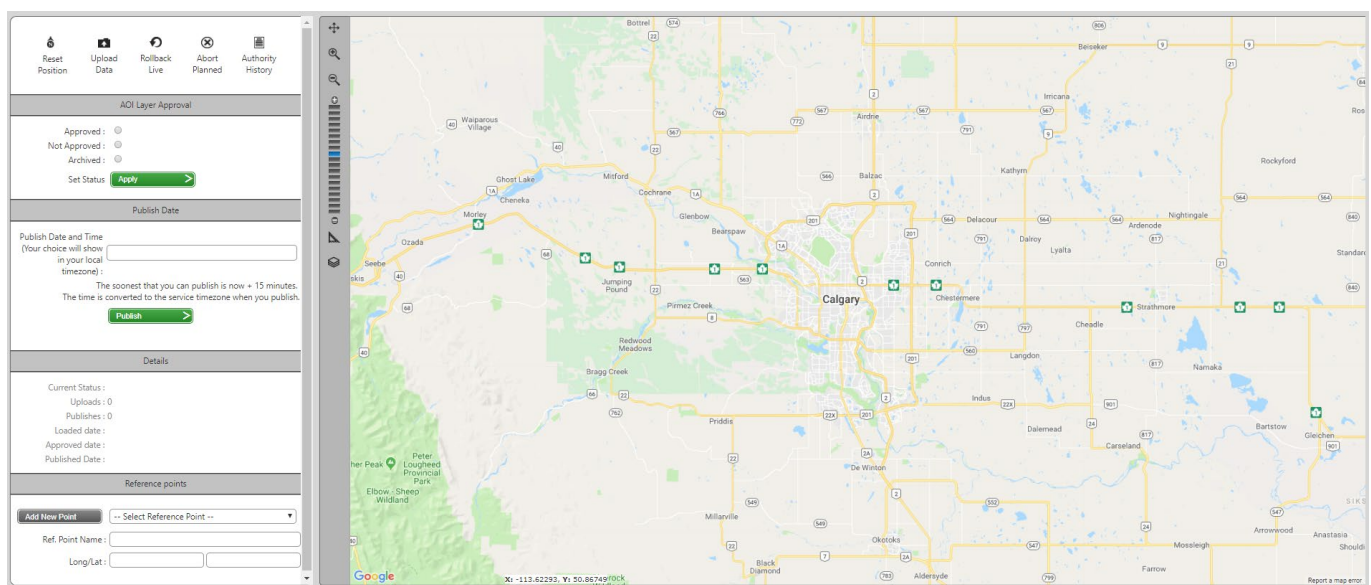
Authority Viewer allows you to manage your organisation's Area of Interest(AOI).

☐ Don't show again.

Go to Authority Viewer

Cancel

This page contains:



- **Function buttons:** the buttons along the top of the left panel provide options to:
 - **Reset Position:** use this to re-center the map, showing the whole AOI, at any time when you have maneuvered around the map (zoomed in/out or panned)
 - **Upload Data:** use this to upload new files for a new/replacement AOI
 - **Rollback Live:** this option will hide the current AOI and replace it with the previous AOI
 - **Abort Planned:** if you have approved a new AOI dataset (but it is not yet Live), this option will prevent it from going live as planned
 - **Authority History:** click this to bring up a window showing the prior actions performed and comments left on the Station's AOIs
- **AOI Layer Approval:** use these options to Approve, Reject, or Archive the currently loaded AOI dataset
- **Publish Date:** use this field to select the date and time for a newly-approved AOI dataset to go live in OneCall
- **Details:** a running tally of how many uploads and publishes there have been for the Station, as well as the status and relevant dates for the current AOI
- **Reference Points:** these can be added to the map to help identify certain locations for future reference
- **Map Display:** use this to view the loaded AOI. Tools are given down the left side to allow you to zoom, measure distances, and switch between base map, satellite and hybrid views, past AOIs and reference points.

When you have finished using AuthorityViewer, click the *Logout* button in the top right-hand corner of the screen.

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5.7.8 Data Check Before Uploading an Area of Interest (AOI)

Before using AuthorityViewer, we recommend a few simple checks be run on the data to ensure it is of a suitable quality.

Open the zip folder and look for:

- What files are in the zip? If there are .pdfs, .xls or other Microsoft files it won't load automatically, these need to be removed
- Is it an ESRI shape file? If so, you need a .shp, .shx, .prj and .dbf
- Is it a MapInfo tab file? If so, you need a .tab, .dat, .map and .id
- Can you open the file successfully with your GIS?
- Is it a polygon? (Not a line or point)
- What projection is it? AuthorityViewer cannot accept CSRS as a projection currently.

If the data looks ok, then load it into AuthorityViewer. FME will run its processes required to update the AOI (see information within [Uploading an AOI](#)).

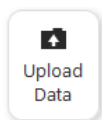
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5.7.9 Uploading an AOI

If you are setting up a new Station for your company, or if your asset area scope has changed or a map error has been discovered, you will need to upload a new Area of Interest (AOI). This is used in the background of OneCall. When a contractor submits a ticket and their map drawing intersects your AOI, your company will be sent a notification. If it doesn't intersect your AOI or you have not setup an AOI, you will not receive any notification for that ticket.

To add an AOI, open Authority Viewer through *Settings > OneCallAccess > Stations > Company Name > Station > Authority Viewer*.

The application will load showing a default map. Click *Upload Data* from the top of the left-hand panel:

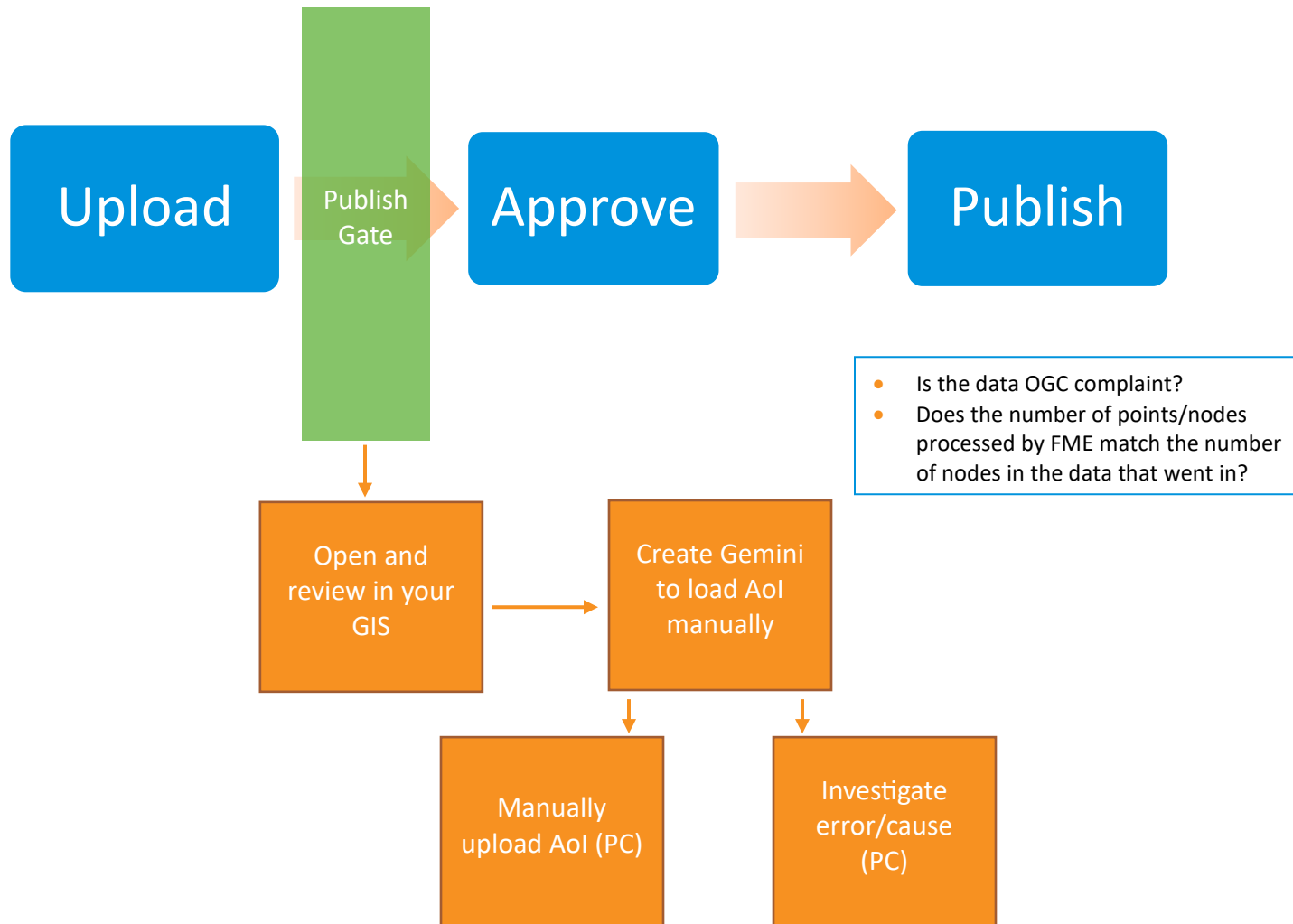


A popup will appear:

A screenshot of a web application popup titled "Upload Data" with a close button (X) in the top right corner. The form contains the following fields: "Data Type" with a dropdown menu showing "Area of Interest"; "File Type" with a dropdown menu showing "TAB"; "File" with a "Choose File" button and the text "No file chosen"; "Name" with an empty text input field; and "Buffer (meters)" with an empty text input field. At the bottom of the form is a green "Upload" button. Below the button, it says "Service time is 2019-03-21 7:30:26 PM (Pacific Standard Time)".

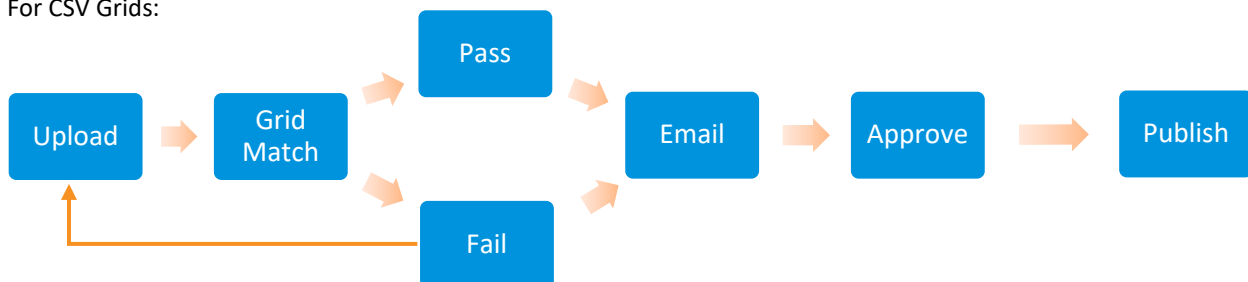
Fill in the form and upload a **zip file** of with either **Shape** OR **Tab** files OR a **CSV** grid file and click *Upload*. A popup will show that the file was successfully uploaded.

An update to an AOI cannot reach the Approve stage if the automatic quality checks at the Publish Gate fail:



This increases the quality of the data, as you will not be able to Approve poor quality data.

For CSV Grids:



The email will provide the recipients with details of which grids passed the Grid Match step and which grids failed. You can review the list and check whether you can fix any issues. For example, typing mistakes. This process can be re-run from the upload step when errors are fixed.

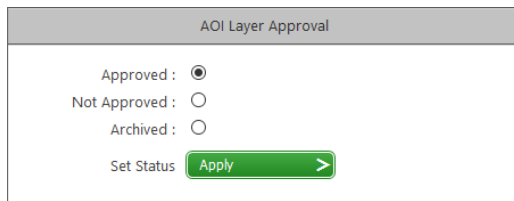
Once the dataset has been uploaded, confirm the AOI is correct by looking at it on the map. The map tools on the left side allow you to zoom in closer to view more detail, measure distances, switch between Street, Satellite, Terrain or Hybrid maps, and include/exclude current and past AOIs and reference points.

Now you can Approve, Reject and Publish the AOI.

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5.7.10 Approving, Rejecting and Publishing an AOI

Once the AOI has successfully uploaded and been checked, you can either Approve or Reject the AOI.



AOI Layer Approval

Approved : ☒

Not Approved : ☐

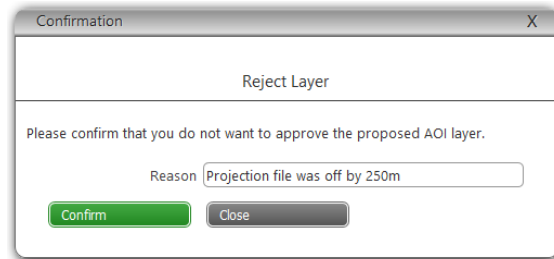
Archived : ☐

Set Status

If the AOI is **correct**, the next step is to provide AOI Layer Approval. From the left-hand panel, select the *Approved* radio button, then click *Apply*. It is up to you if you choose to approve the AOI yourself or if you pass it to the utility at this point for their review and approval.

Your next step is to select the Publish Date (see below).

If the AOI is **incorrect**, select the *Not Approved* radio button, then click *Apply*.



Confirmation

Reject Layer

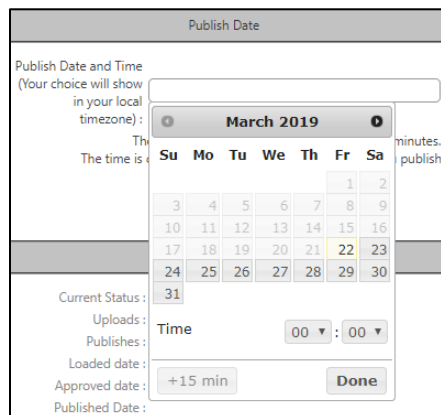
Please confirm that you do not want to approve the proposed AOI layer.

Reason

If you **reject** a layer, you will be required to provide a reason in a pop-up box after clicking *Apply*. The reason you provide will be added to the Authority History log. Enter the details, then click *Confirm*. A new AOI dataset will need to be uploaded to replace the incorrect one.

Once the AOI has been approved, select the **Publish Date**. Click into the field to see a calendar and time drop-down.

You can toggle between months using the arrows at the top of the pop-up. You can choose a date and time in the



Publish Date

Publish Date and Time
(Your choice will show in your local timezone):

The time is

Current Status:

Uploads:

Published:

Loaded date:

Approved date:

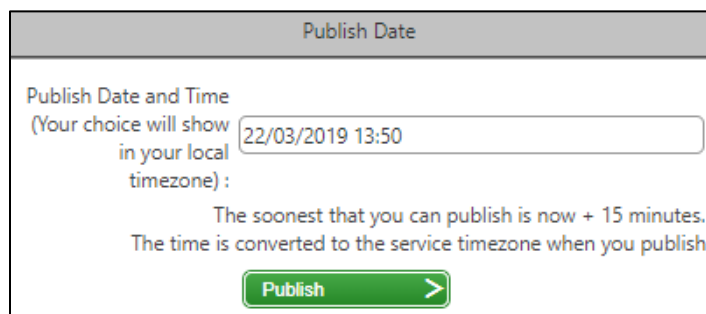
Published Date:

future for the AOI to be published. The earliest that AOIs can be published is 15 minutes from your current time. If you wish to publish the AOI ASAP, click the *+15 min* button which will automatically take the current time from your browser local time and add 15 minutes.

Note: Time will be entered in your local time. When you click *Publish*, the system will automatically convert the time to the Pacific Standard Time (PST) which is the system's time.

If you choose a time that is before 15 minutes from your current time, an error will appear saying you need to select a time that is later than 15 minutes from your current time, but it will show it in Pacific Daylight Time. Simply choose another time at least 15 minutes from your current time and the system will automatically recognize it and convert it to PST time.

Click *Done* once you have made your selection, then click *Publish*:



Publish Date

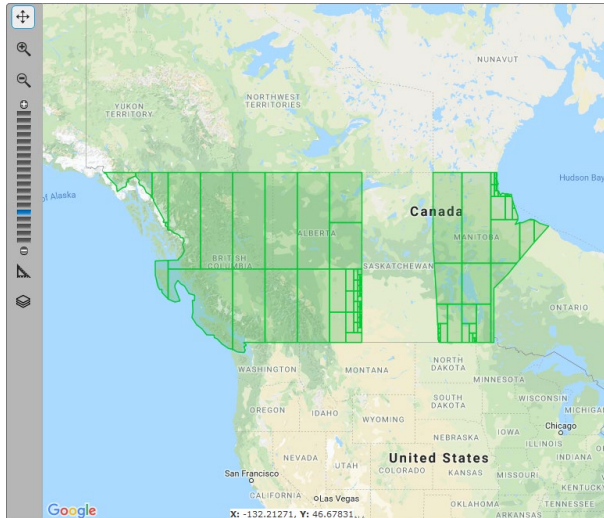
Publish Date and Time
(Your choice will show in your local timezone):

The time is

The soonest that you can publish is now + 15 minutes.
The time is converted to the service timezone when you publish.

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5.7.11 Reviewing an Existing AOI



To review an existing AOI, open Authority Viewer go to *Settings > OneCallAccess > Stations > Company Name > Station > Authority Viewer*.

The application will load showing the current active AOI, outlined in green on the map.

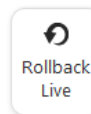
The map tools on the left side allow you to zoom in closer to view more detail, measure distances, switch between Street, Satellite, Terrain or Hybrid maps, and include/exclude current and past AOIs and reference points.

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5.7.12 Other AuthorityViewer Functions

Within Authority Viewer, you now have several options after performing your checks:

- **Upload Data:** if it is found that a new AOI is required, click *Upload Data* to provide an up-to-date dataset (explained in [Uploading an AOI](#))
- **Rollback Live:** if the current live AOI is wrong and you wish to roll back to a previous version, click *Rollback Live* from the top of the left-hand panel. A pop-up will appear, as to the right. You will be required to provide a reason for performing the rollback, which will be added to the Authority History log. Enter the details, then click *Confirm*.
- **Abort Planned:** if you have approved a new AOI dataset (but it is not yet Live), this option will prevent it from going live as planned. Fill in the popup that appears and click *Confirm*. The system will reset to the state it was before uploading the AOI.
- **Authority History:** click this to bring up a window showing the prior actions performed and comments left on the Station's AOIs. You can add new comments only if required by typing the comment in the box and clicking *Add Comment*. Ticking "Show details" shows a history of all the actions as well as the comments. If this is unticked, only comments will be viewable.
- **Reference Points:** these can be added to the map to help identify certain locations for future reference. To add a (new) point, click *Add New Point*. This will change the form to the screenshot shown right:



Fill in the Reference point name that you wish to identify it by, then move your mouse over the map. You will notice a small blue circle around the tip of the arrow of your mouse when it moves over the map. Click on the particular point you wish to capture for future reference. The Long/Lat. fields will automatically fill for this point. Then click *Save*. You can keep adding as many points as you wish. When you have finished adding various points, click *Cancel*. This will take you back to the Reference Points full form with your new reference point/s appear in the drop down list. Now you can select the particular point you wish to see at any time in the future. Simply select the desired point identified by its given name, and the map will automatically zoom in to that location.

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5.7.13 Setting Up Subscriptions

Subscriptions is where you assign who receives what notifications. You can add as many rules as needed for various stations. You can filter the table according to status or search for a particular subscription in the Filter by subscription search bar:

Subscriptions				
Status	Filter by subscriptions			
All	-- Show all --			
		New subscription		Add subscription rule
Subscription name	Stations	Transmission type		Status
Holiday Reception Coverage	1	SMTP MAIL: chantel @peli...		Inactive
John's Inbox	Applicable to all stations.	SMTP MAIL: chantel @peli...		Active
OneCall Tickets	1	SMTP MAIL: @peli...		Active
OneCall Tickets	2	Phone: 111 - 111 - 1111		Active

Note: At least one [station](#) must be setup before subscriptions are added, otherwise the subscription will apply to all subsequent stations and cannot be edited, only made "Inactive".

Click the *New Subscription* button:

New subscription

In the popup form that appears:

1. Enter a Subscription Name
2. Choose a Transmission Type (these were setup before under Ticket Notification Settings) or add a new type if needed
3. Choose the time range for these notifications. You may have multiple rules here to allow notifications to be directed to different places according to the time as required, e.g. you could have notifications sent to one person early in the week/during business hours, and a second person later in the week/outside business hours. There are a couple of ways to go about this:

- **Between Rules:** Use when you want to have notifications sent somewhere *between* certain times, e.g. 9:00AM – 5:00PM notifications are sent to Person A, whilst Person B takes care of notifications after hours.
 - In this case, the rules would be set up like:
Rule 1: Between 12:00AM – 8:59AM – send to Person B
Rule 2: Between 9:00AM – 5:00PM – send to Person A
Rule 3: Between 5:01PM – 11:59PM – send to Person B
- **Outside Of Rules:** Use when you want to have notifications sent somewhere *outside of* certain times, which can help cut down how many rules need to be set. Using the example above:
 - In this case, the rules would be set up like:
Rule 1: Between 9:00AM – 5:00PM – send to Person A

Subscription rule

ACTIVE INACTIVE

Transmission settings

Transmission type

-- Select one --

Add

Edit

Time range

24 hours

12:00 AM

To 11:59 PM

for same day

Ticket notification sent on

Select all that apply, or leave blank to apply to all days

Stations

-- Select one --

Enquiry medium

-- Select one --

Ticket settings

Ticket types

Select all that apply, or leave blank to apply to all ticket types

Priority types

Select all that apply, or leave blank to apply to all priority types

Type of work

Select all that apply, or leave blank to apply to all work types

- Rule 2: Outside 9:00AM – 5:00PM – send to Person B
 - Choose 24/7 if the company always wants all notifications for a particular station to be sent to the one destination.
4. Choose the days they want the times to apply to. If this is left blank, the rule will apply to all days of the week.
 5. Choose the stations they want this rule to apply to (stations were created earlier). If this is left blank, the rule will apply to all stations.
 6. Choose the ticket types they want this rule to apply to. If you select certain ones, then this rule will always apply to these certain ticket types in the future. If new ticket types come through in the future, a new rule will need to be created to incorporate these. If you leave this section blank, the rule will apply to all ticket types for all time.
 7. Choose the work type that you wish this rule to apply to, or leave this section blank for the rule to apply to all work types.
 8. Click the *Save* icon in the top right-hand corner of the screen.

The new subscription will appear in the Subscriptions table.

Note: Once a rule has been created, it cannot be edited or deleted. You can only make it Active or Inactive. If you make a mistake in creating the rule or no longer need the rule, change it to Inactive and create a new rule. This is for audit history reasons.

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5.7.14 Viewing Subscriptions

To view Subscriptions, go to Settings > OneCallAccess, and search for the desired company in the search bar at the top of the page. The default view will be on Stations, so click on the Subscriptions tab to view all subscriptions. You can filter subscriptions by the Subscription name. Choose the desired option from the drop-down list. This will filter the table list to show only these subscriptions. You can sort the table by clicking on the table headings.

The screenshot shows the 'Settings > OneCallAccess' interface. At the top, there's a search bar with 'California North State Authority' entered. Below the search bar, there are two tabs: 'Stations' and 'Subscriptions', with 'Subscriptions' being the active tab. Under the 'Subscriptions' tab, there's a 'Status' filter set to 'Active' and a search bar labeled 'Search by subscription name or station code'. To the right of the search bar, there are two buttons: 'New subscription' and 'Add subscription rule'.

To view the subscription details, click anywhere in its row in the table and it will bring up the specific details for this subscription. These cannot be edited, but you can make a subscription Inactive to turn it off. In these details it will show you which stations it applies to in the “Stations” section above “Ticket Settings”.

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5.7.15 How to Make a Subscription “Active” or “Inactive”

After you make a subscription, it will automatically be set as Active. If you wish to change this in the future, open the subscription details and click the *Active/Inactive* button to change the status of the subscription rule:

The screenshot shows the 'Subscription Details' modal. It has a close button (X) in the top right corner. Inside, there's a 'Subscription name' field with the value 'Test'. Below this, there's a 'Subscription rule' section with two buttons: 'ACTIVE' (highlighted in blue) and 'INACTIVE'.

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What is the Difference Between the *New Subscription* button and the *Add Subscription Rule* button?

New subscription

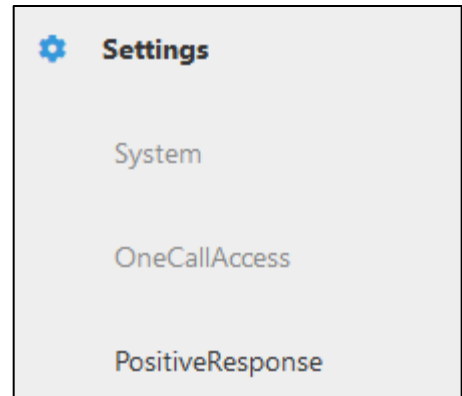
Add subscription rule

The *New Subscription* button is for adding completely new subscriptions from scratch. On the other hand, the *Add subscription rule* button allows you to add a different version of an already existing subscription. If you have filtered the table by a particular subscription and then click this button, it prefills the Subscription Name with the subscription name showing in the table. If you haven't filtered the table, you can search for the subscription name in the search bar at the top of the Add subscription rule panel for you to choose the particular subscription that you would like to add the rule to. All the other settings are for you to set as if you were creating a new subscription.

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5.8 Settings – PositiveResponse

If the company is a PositiveResponse participant and you are a System Operator (with admin rights) of an "Internal" Company (e.g. BYDP SysOps), you will have access to adding and editing response codes for PositiveResponse. You can do this by going to Settings > PositiveResponse:



Here you can view all the response codes. You can also filter these by the Status or search by the response code, short name, or the long name. Clicking on the headings of the table will resort the table according to that heading in ascending or descending order:

Response Codes				
Status All	Search by response code, short name, or long name			New response code
Response code ^	Short name	Long name	Last updated	Status
1A	Marked	Located + Marked: Underground faci...	Wed, Dec 19, 2018, 15:49:33	Active
1B	Plans sent	Located + Plans Sent: Plans or maps ...	Wed, Dec 19, 2018, 15:49:33	Active
2A	Clear	Clear: No underground facilities in w...	Wed, Dec 19, 2018, 15:49:33	Active
2B	Pending crossing agreement	Pending crossing agreement: Procee...	Wed, Dec 19, 2018, 15:49:33	Active
3A	Private lines	Unmarked Private lines: The facilities ...	Wed, Dec 19, 2018, 15:49:33	Active
3B	Unmarked	Unmarked: Additional information re...	Wed, Dec 19, 2018, 15:49:33	Active
4A	Scheduled	Scheduled: A notice has been sent wi...	Wed, Dec 19, 2018, 15:49:33	Active
4B	Stand by required	Scheduled, Stand by required: A noti...	Wed, Dec 19, 2018, 15:49:33	Active
✓ That's all the results with the current filters.				

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5.8.1 Response Codes - Adding, Editing, Making Active or Inactive

To add a new response code, click the *New response code* button in the top right-hand corner. A popup will appear on the right to fill in. By default, the new response code will be Inactive, so remember to change this if you wish it to be Active immediately after you have saved it. Once you have filled it in, click the *Save* icon at the top and it will be added to the Response Code list.

Please note: Once you have created a response code, the code cannot be edited. You can, however, edit the short and long names of the code, and make it active or inactive.

To edit a response code, click on the relevant one in the table. A panel will open on the right showing its details. Click the pencil/*Edit* button in the top to edit it. You can only edit the short and long names of the response code - you cannot edit the code itself. This is also how you make a response code Active or Inactive. Making a code Inactive will remove the code from the list for utilities to select in the future. It will not change the Response Codes provided to contractors by utilities in the past. When you are finished editing, click the *Save* icon at the top. It will be saved and will be immediately available for external utilities to use.