Before You Dig Partners

Western Canada's One-Call partners are switching to a new one-call system on **January 11, 2019**. This new software simplifies the process to request a locate and allows one-call centres to process requests automatically, notifying members of proposed ground disturbances faster than ever before!

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New User Profiles

With the new one-call software, your user profile information simplifies the process of submitting a ticket: your contact information is added automatically to each ticket you submit and several ticket fields can be pre-configured in your profile.

Each user must set up a new profile the first time that they use the new system. Current logins and profile information are not migrating to the new system.

Important:
Profiles set up as part of system testing will not carry over once the system goes live in January.

The website portal will open for pre-registration in early December. Profiles set up during pre-registration will be ready to use when the system goes live on January 11, 2019.

Registering as a New User:

When using Before You Dig Partners for the first time, you will need to register your contact details. Click the Register New User link on the Login panel to go to the Registration Page.

Excavator Details:
Enter your name and, if you're requesting locates for your business, enter your company details. If you are a homeowner, you can leave

the company sections blank.

Contact Details:
Provide a Phone Number and Email Address. If you've entered a company name, select your Industry and User Type. Otherwise, select "Homeowner" for each of these fields.

Login Details:
Enter a username and password. Passwords must be **at least six characters** long, and contain letters and numbers.

Security:
A security question is used to verify your identity whenever you phone the contact centre.

Miscellaneous:
You can choose to subscribe to our newsletter.

Excavator Details	?
First Name	
Last Name	
Company	
Contractor ID	
Job Position	

Contact Details	?
Primary Phone #	
Mobile #	
Email	
Confirm Email	
Industry	-- Please Select -- ▼
User Type	-- Please Select -- ▼

Login Details	?
Username	
Generate Password	New Password
Show Password	

Security	?
Security Question	-- Please Select -- ▼
Unique Answer	

Miscellaneous	?
Opt-in for newsletters from Before You Dig Partners?	☐
Terms and Conditions	☐
	Sign Up >

Agree to the Terms and Conditions and click Sign Up.

Before you can submit a ticket and request a locate, you will need to validate your account. Upon completing the user registration, an email is sent to your email address. Click the link provided in the email and then login to your account with your username and password to complete the registration.
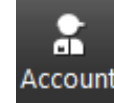
Contractor ID Field:
The Contractor ID field allows users from the same company to view other tickets submitted by that company's users. This will enable companies to track tickets when there are multiple employees submitting requests.

Please Note: the Contractor ID field will be **unavailable** when the system goes live on January 11, 2019. It will be made available at a later date.

Editing Your Profile Information

If you need to edit your contact details, click the **Account** button on the top right-hand side of the screen

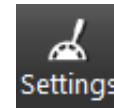once you are logged in. You will see a form similar to the one you used to register.

Important: If your contact information changes, you will need to update the information in your profile before submitting a new ticket and requesting a new locate. The fields are **not editable when entering ticket information** and need to be updated prior to creating a new ticket.

User Profile Settings

There are additional settings that can be set up in each user's profile which, once set up, will automatically generate on each ticket. Pre-configuring these ticket fields is optional. These fields are required on each ticket, so by pre-setting them, users won't need to re-enter the information on each new ticket request.

The pre-set values will show by default on each new ticket but can be manually changed on a ticket-by-ticket basis. This makes the ticket request process faster for excavators who perform the same type of work or who consistently work on the same type of property.

To set up your default settings for your account, click the **Settings** button on the top right-hand side of the screen after logging in.

Available Settings:

The **Province** or **Territory** you work in the most.

The **Ticket Type** you most frequently request.

Type of Work you often perform, or specialize in.

The **Activity** which most frequently requires digging.

Type of **Location** which you most often request locates for.

Remarks which you regularly include regarding your tickets.

Pro Tip: The remarks section can also be used to build a template or layout

for the remarks you will add on each ticket.

Need Help?

Each field has a help bubble that pops up when you click on the field. The help bubbles explain the information that needs to be provided in that field and provide examples.

Multiple **Video Walkthroughs** are available throughout the website. Click the **question mark** at the top of each section to view the video and receive additional information/instructions for that section.

Ticket Testing

Members are encouraged to sign up for ticket testing. By signing up, you will receive test tickets from the new One Call system before the changes going live.

Sign Up for Ticket Testing

Join us for:
Before You Dig Partners Webinar Series

Want to learn more about the new one-call software before it launches in January?

Before You Dig Partners are hosting a series of user webinars for the new one-call software in Western Canada.

Click Here to Sign Up

Thank you again for your time, and for helping us spread the word about the new One Call System in Western Canada. For more information or questions, please reach out to us on our forum at BeforeYouDigPartners.com.

Sincerely,
Sher Kirk, Project Manager

www.BeforeYouDigPartners.com