

Web Portal Users will have the capability to search for their tickets and their company tickets using the **My Ticket & My Company Ticket** feature.

To get started you will need to **Login** to your Portal account. If you do not have an account we recommend that you Sign Up for the Web Portal.



Once you have logged into your account, you will select **Find Tickets** on the top left corner of the page.



Welcome to the Mississippi 811 Web Portal

My Tickets

Allow the user to search for tickets that was created with that user account in the Web Portal. This filter will only work for users that have advanced permissions that fully process their tickets through the Portal.

The My Tickets option will automatically be selected.

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

My Tickets My Company Tickets

Tickets: [dropdown] 1 days [dropdown]

Between: [dropdown] [dropdown]

User: Testing_Gidgit

Dropdown menu options: taken within, needs update within, expire within, 1 day, 2 days, 3 days, 4 days, 5 days, 6 days, 7 days, 8 days, 9 days, 10 days

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

My Tickets My Company Tickets

Tickets: [dropdown] [dropdown]

All of the notices that you have entered for the current date will populate.

Creation	Number	Address	Street	City	County	Excavator	Locate By	UpdateFrom	UpdateTo	Expires
2/6/2017 11:35:49 AM	17020611350001		TEST	GULFPORT	HARRISON	MS 811 INC	2/8/2017 11:35...	2/15/2017 11:3...	2/16/2017 11:3...	2/20/2017 11:3...

To view your notices that were entered on a specific date or multiple dates, you will need to change the date selection.

You will need to select Reset to enter a date range. This option will erase the check mark entered in “My Tickets” and the “Between” dates.

Ticket Number:

Reset Search

You will need to select the date selection next to the “Between” option, re-select “My Tickets” button. Then select “Search” button. The tickets entered on the selected dates will populate. Our system will only allow you to search up to 10 days at a time.

Ticket Number:

Reset **Search**

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

My Tickets My Company Tickets

Tickets:

Between:

User: Testing_Gidgit

Creation	Number	Address	Street	City	County	Excavator	Locate By	UpdateFrom	UpdateTo	Expires
1/5/2017 10:38:58 AM	17010510380003		TEST	HAR	HARRISON	MS 811 INC	1/9/2017 10:38...	1/16/2017 10:3...	1/17/2017 10:3...	1/19/2017 10:3...
1/5/2017 10:38:28 AM	17010510380002		TEST	GULFPORT	HARRISON	MS 811 INC	1/9/2017 10:38...	1/16/2017 10:3...	1/17/2017 10:3...	1/19/2017 10:3...

If you double click on the ticket it will give you the options to Update, Show History, or Print ticket. Also if you want to get back to the original screen you will select the Back button.

Back Print Show Map History Update Copy

MS811 Locate Request

Type: Normal
Ticket #: 17020611350001

Processed: 02/06/17 11:35 AM
Locate By: 02/08/17 11:35 AM
Expires: 02/20/17 11:35 AM
Update From: 2/15/2017 11:35 AM
Update To: 2/16/2017 11:35 AM

Previous Ticket #:

Addition: NO
Correction: NO
Damage: NO
Remark: NO
Update: NO

Company Information

My Company Tickets

My Company ticket allows the user to search for all tickets that were processed in their Company's name. This feature is a great option when updating multiple tickets. This filter will find tickets for the users company no matter how they were submitted. If your company information do not populate you will need to contact contact Joanna Henderson by phone at (601) 362-3887 or by email at member@ms811.org.

Select the box next to the "My Company Tickets" option.

Ticket Number:

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

My Tickets My Company Tickets

Tickets: 1 days

Between: 02/22/2017 02/23/2017

User:

County: Select a county...

Place:

Work Date:

Excavator: MS 811 INC

Click on the arrow on the drop box next to "Tickets". Choose from one of the selections listed which are explained below. In the 2nd box, click on the drop box and select the number of days you would like to use for the search. Keep in mind that you can only search up to 10 days. Click "Search" and all your company notices will populate to the right of the screen.

Tickets: | 10 days

Between: taken within 1 day
needs update within 2 days
expire within 3 days
4 days
5 days
6 days
7 days
8 days
9 days
10 days

Taken Within: date range the ticket was taken within

Needs Update Within: date range when the user should update the ticket

Expire Within: time frame for when the ticket will expire

Ticket Number:

If you double click on the ticket it will give you the options to Update, Show History, or Print ticket. Also if you want to get back to the original screen you will select the Back button.

Back Print Show Map History Update Copy

MS811 Locate Request

Type: Normal
Ticket #: 17020611350001

Processed: 02/06/17 11:35 AM
Locate By: 02/08/17 11:35 AM
Expires: 02/20/17 11:35 AM
Update From: 2/15/2017 11:35 AM
Update To: 2/16/2017 11:35 AM

Addition: NO
Correction: NO
Damage: NO
Remark: NO
Update: NO

Previous Ticket #:

Company Information