

Step-by-Step Instructions for the South Dakota 811 Smartphone App

Downloading the App

The South Dakota 811 app is available free in the Apple App Store. Search for South Dakota 811. Download the app.

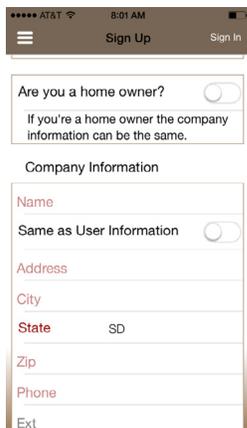
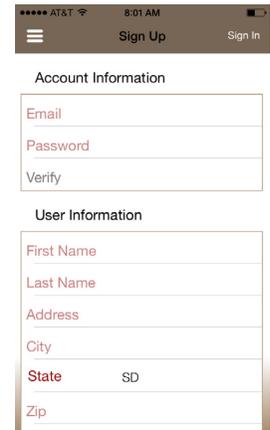


Signing Up for the App



1. If you're already a Portal user, your Portal ID will work on the Smartphone apps and you can click on *Sign In*.
2. If you need to create a log in, click on *Sign Up*.

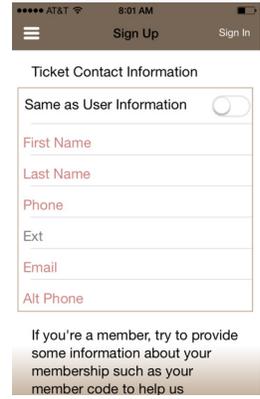
3. Enter your *Account Information*: email address, select a password and verify your password.
4. Enter your *User Information*: name, address and phone.



5. Indicate if you will be requesting locates for your personal property; if so, click that you are a *Home Owner*.
6. Enter your *Company Information*. If this is the same as your *User Information*, click on the button indicating this.



7. **Ticket Contact Information:** If the primary contact is different from the User Information, please enter it here, or click *Same as User Information*.
8. An alternate contact number is required, if you only have one phone number, please enter it again.
9. If you are a member of South Dakota 811, please provide additional information so we can properly classify your account.
10. Hit *Sign Up*.



Once you're signed in, you'll see this screen.

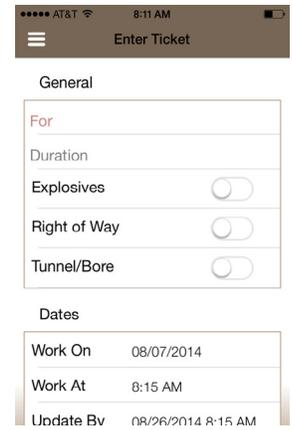
Entering a New Ticket

Please note: Only normal tickets can be submitted through the mobile app. Use the Portal or call the contact center for all other ticket types.



1. Click on *Enter Tickets*.
2. A new ticket will appear with your contact information at the top. Hit *Edit* if you want to make any changes to this information.

3. **General Information:** Enter who the work is being done for and how long it will take to complete the work.
4. The default setting on Explosives, White Paint and Tunnel/ Bore is no. If any of these conditions are true, select the appropriate button.
5. **Dates:** This is preset to the earliest compliant date and time.



6. **Work Site Area:** Please enter the county and city or closest city to where the work is taking place. Both of these fields have drop down menus for your convenience.

7. **Work Site Street**

- o Address number: (If there is no address number, leave blank. If there are multiple addresses, enter 0 and list all of them in the remarks.)
- o Prefix: (North, South, etc., if appropriate)
- o Street Name:
- o Type: Dr, Ln, Rd, Blvd, St, etc
- o Suffix: (North, South, etc., if appropriate)
- o Closest Intersecting Street: This is the closest street, not the closest major street.

8. **Work Site Details:**

- o Directions: For all locates except those with a physical address within city limits, driving directions must be provided. When providing driving directions, please begin with a known intersection and provide directions (N, W, E, W, NW, etc.) and distance for each segment of the directions.
- o Remarks: For all locates except those with a physical address within city limits where you are requesting that the entire property be located, you must describe the area you need the locators to mark. Provide information like the size of the work area, how far and which direction the work site is from the road, any information the locators need to accurately mark your work area.

9. **Location Details:** Pressing *Get Current Location* gives you the GPS coordinates for your current location. This information is for Contact Center use only and does not replace the need for driving directions. (The accuracy of this information varies by which version of Smartphone you're using, your cell carrier, and the cell towers closest to your location.)
10. **Extra Information:**
- o **Nature of Work:** Enter the kind of work you are doing, for instance, drilling pad location, new pipeline, replacing water line, building a fence, landscaping.
 - o **Depth:** Indicate how deep you will be digging.
 - o **TRSQ:** If you can, please provide the entire TRSP. This is not required.
11. **Submit:** Your locate request is transmitted to the Contact Center for processing. You'll receive your ticket number via email in two hours or less.



You can use *Find Tickets* to view an existing ticket to see which utilities have been notified and the ticket expiration date. You can also Update an existing ticket.

Updating a Ticket



Find Tickets

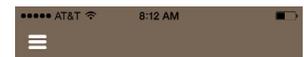
Enter Tickets



1. Sign In.
2. Select *Find Tickets*.



3. Enter the South Dakota 811 Ticket Number.
4. Hit *Search*.



Ticket By Number

Ticket Number

Search

Reset



5. Please check the ticket to make sure it is the ticket you wish to Update and that all of the information on the original ticket is correct. You may view the map by hitting *Show Map* in the dark area above the ticket number.
6. Hit *Update*.



Ticket: 1421778249

Source: Voice
Type: Normal
Old Ticket:
Date: 08/05/2014 08:12 am
Update By: 08/26/2014 08:15 am
Expires On: 08/28/2014 08:15 am

Work Information

State: SD
County: BROWN
Place: ABERDEEN
Work Date: 08/07/2014 08:15 am
Street: 1242 PARK VILLAGE
Intersection: US HWY 281 S
Done For: MICHELLE MILLER
Duration: 2 DAYS

7. There's a screen asking you to confirm that this is the ticket you want to Update. Hit *Update*.

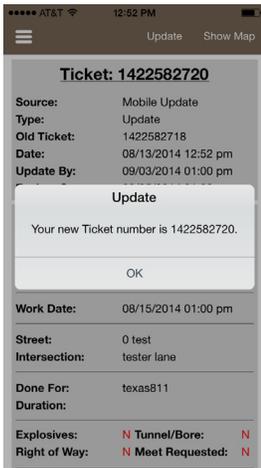


Please confirm you wish to update this ticket, or select cancel.

Update

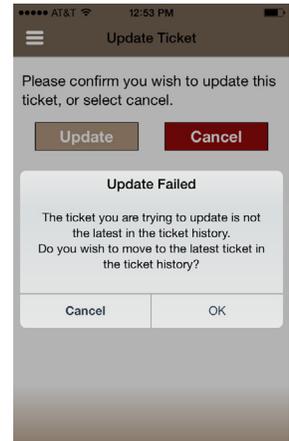
Cancel





8. You'll receive the Updated ticket #.
9. If you cannot press Update because it is grayed out, the ticket you want to update is not eligible to be updated. When this happens call the Contact Center or CHAT for assistance.

10. Occasionally you'll receive a pop up screen that indicates that the ticket number you provided has been previously updated and this is not the most recent ticket number for that job. You will be asked if you'd like to Update the most recent ticket number. Press *ok*, and that ticket will appear on your screen and you can Update that ticket.



If you need additional information, you can contact Remote Applications at Remoteapps@sd811.com or 888-776-6077 during business hours, contact CHAT from the Portal screen on your computer from 7:00 am to 7:00 pm Monday through Friday, or the Contact Center at any time.



**Know what's below.
 Call before you dig.**