

Positive Response for Excavators & Homeowners





Positive Response is used as a communication tool where a Positive Response indicates the status of a locate.

- ❑ This helps excavators understand when locate markings are completed or provide a notice that there are no underground facilities in the vicinity of the excavation site.
- ❑ Damage Prevention Agents, homeowners, and excavators can review the response status of a locate request.
- ❑ Positive Responses can be viewed at any time and place.

Positive Response makes it easy to share and work together.

South Dakota 811

South Dakota 811 Members and Excavators:

We are continuing to monitor COVID-19 and the impact here in South Dakota. South Dakota 811 would like to assure everyone that its first priority during these uncertain times is the safety of everyone involved.

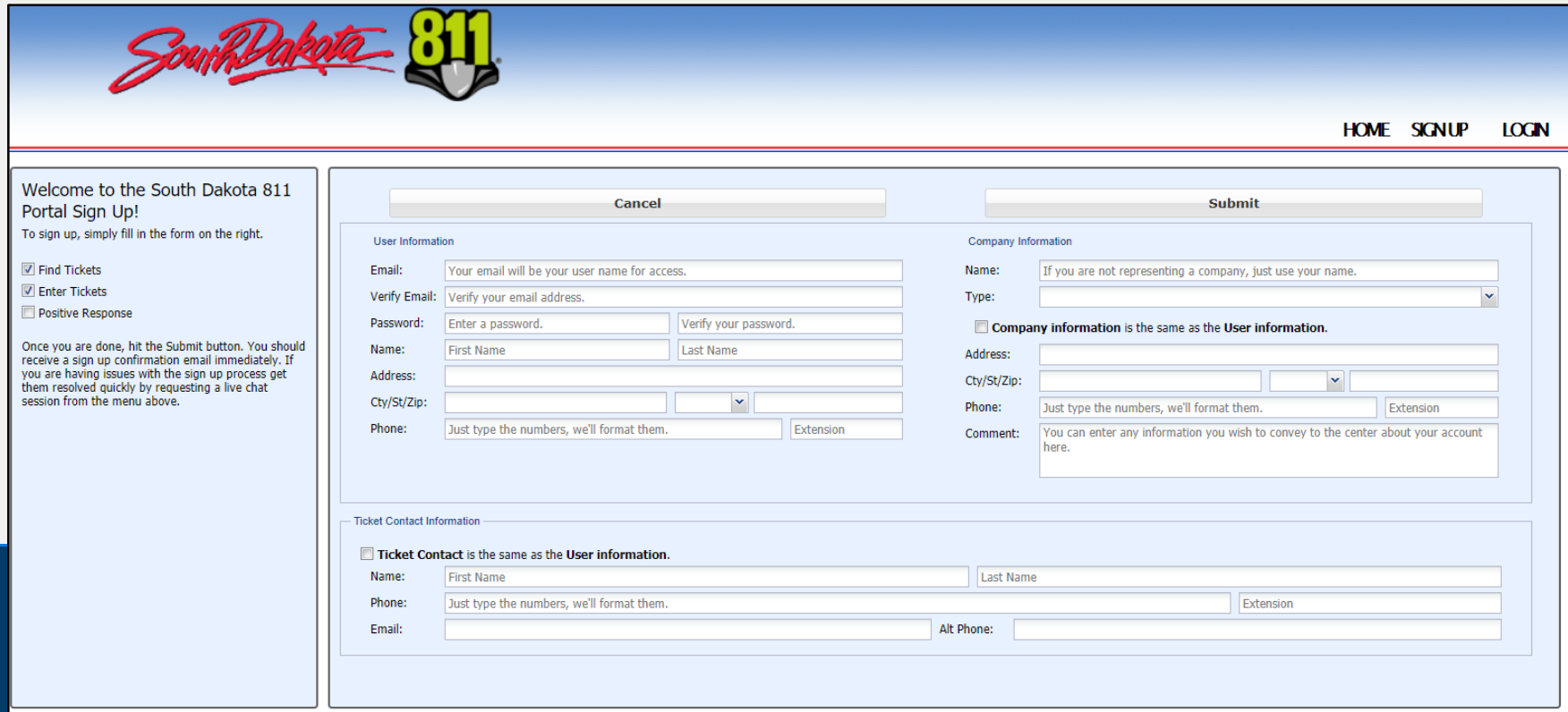
Thankfully, we have the ability to continue operating by receiving and processing calls. Our on-line Portal is operational and the entire 811 Center staff is available to answer any questions and to address any concerns.

Most employees at the 811 Center are telecommuting from home this week, and the Center is actively working to ensure the remainder of its employees will soon have the same ability to work from home.

South Dakota 811 plays a critical role in public safety, and we understand our members and excavators are counting on us to protect their infrastructure and keep everyone safe. South Dakota 811 will keep our operations going and continue with our mission.

Signing Up for the Portal

- Visit sdonecall.com
- Scroll down and select the link [South Dakota 811 Web Portal](#)
- Select "SignUp" (located at the top right corner)
- Fill in the information



The screenshot shows the South Dakota 811 Portal Sign Up page. At the top left is the "South Dakota 811" logo. At the top right are navigation links for "HOME", "SIGNUP", and "LOGIN". The main content area is divided into two columns. The left column contains a welcome message and three checkboxes: "Find Tickets" (checked), "Enter Tickets" (checked), and "Positive Response" (unchecked). Below these is a paragraph of instructions. The right column contains a sign-up form with two columns of fields. The top row has "Cancel" and "Submit" buttons. The "User Information" section includes fields for Email, Verify Email, Password (with a verify field), Name (First and Last), Address, City/St/Zip, and Phone. The "Company Information" section includes fields for Name, Type, Address, City/St/Zip, Phone, and a Comment box. There is a checkbox to link company information to user information. A "Ticket Contact Information" section at the bottom includes fields for Name, Phone, and Email, with a checkbox to link this information to the user information.

Welcome to the South Dakota 811 Portal Sign Up!
To sign up, simply fill in the form on the right.

Find Tickets
 Enter Tickets
 Positive Response

Once you are done, hit the Submit button. You should receive a sign up confirmation email immediately. If you are having issues with the sign up process get them resolved quickly by requesting a live chat session from the menu above.

Cancel **Submit**

User Information

Email: Your email will be your user name for access.
Verify Email: Verify your email address.
Password: Enter a password. Verify your password.
Name: First Name Last Name
Address:
City/St/Zip:
Phone: Just type the numbers, we'll format them. Extension

Company Information

Name: If you are not representing a company, just use your name.
Type:
 Company information is the same as the User information.
Address:
City/St/Zip:
Phone: Just type the numbers, we'll format them. Extension
Comment: You can enter any information you wish to convey to the center about your account here.

Ticket Contact Information

Ticket Contact is the same as the User information.
Name: First Name Last Name
Phone: Just type the numbers, we'll format them. Extension
Email: Alt Phone:

Understanding Positive Responses

- ❑ Additional details Facility Operators may have added for the excavator.
- ❑ A final action is one that closes the response and will not indicate any further responses. If the action is not final, the assumption is that the final response will be made at a later time.
- ❑ Damage Prevention Agents also have the capability of providing callers with the information listed on the Positive Response history.

Positive Responses indicate the worksite is marked but there are no physical markings on the jobsite. What is the next step?

- ❑ Confirm the information on the ticket is correct and they were not given a different location.
- ❑ Confirm if any responses were clear. If so, the utility company did not have direct conflict.

A Portal account is needed to view responses to a ticket.

TICKET 2001587831

Ticket Number: 2001587831 Old Ticket:
 Source: Voice Type: Normal
 Date: 1/15/2020 3:10 PM
 Update By: 2/5/2020 3:15 PM Expires On: 2/7/2020 3:15 PM

RESPONSE STATUS AS OF WEDNESDAY, JANUARY 15, 2020 3:10 PM

STATUS	CODE	NAME
Closed	A4B	Alliance Communications • January 15, 2020 3:10 PM by geocall.testuser: Located The line has been marked.

Action	Description	Final
Located	Facilities marked	True
Clear	No conflict	True
In conflict	Facility representative must be on site during excavation	
Locate delayed		False
Cannot locate	Contact facility	False
Located to meter only	Private property beyond meter not located	True

If you have any questions contact us!

sdonecall.com Training@sd811.com (888) 776-6077