

# Excavators/Homeowners

One-Call of Wyoming, Inc., OneCallAccess ticketing system (brought to us by Pelican Corp. and Pass Word, Inc.) is a **FREE** service that allows for the convenience of submitting locate tickets online. SKIP the hold time, do your ticket online!

## Some benefits of OneCallAccess:

- Available 24x7x365
- Immediate processing from your own computer, smart phone, or tablet.
- Ideal for excavations that require multiple tickets from the same excavator. Duplicating information from your first ticket carries over to the next, saving time and possible typos/mistakes.
- Record keeping is made easy because you are emailed a confirmation of your ticket number, start date/time, and notified utilities.
- Virtual White-line your intended excavation area.
  - **\*IF** you choose to **phone** in your locate request by dialing 811 (1-800-849-2486 if calling from out of state), you are required by law to **physically white line** your intended excavation site\*.

The interactive website allows users with an account to enter the following:

## Dig Location Requests:

- Routine Tickets
- Emergency Tickets and Damage reporting (Must Call the Notification Center)
- Ticket Renewal
- Research and View Your Tickets as well as History submission
- Update/Manage Your Account
- Configure Default Ticket Settings
- Retrieve Confirmation of Previous Tickets

## Quick Guide for New Online Users

The following quick guide will help you get online and working faster than ever before.

### 1. Go online and register

All Excavators and Homeowners go to [www.onecallofwyoming.com](http://www.onecallofwyoming.com) and click the “Web Ticket Form” button (nothing from the old web ticketing system was carried over or “automatically transferred” for any user). The registration process requires some information from you for ticket updates to be sent to you or to allow facility operators/locators to communicate with you directly. **\*\*Be sure to read the help bubbles associated with each field/drop down\*\***

## 2. You are ready!

Once you have successfully gone through the easy registration process, you will receive an email to confirm your registration. You then login and you arrive at the New Ticket Console. You can now begin a new ticket, view past tickets you created, and manage your registration information with One-Call of Wyoming.

## 3. Describe your ticket

Now you need to describe the details of your excavation. The dates you are working (minimum of 2 business days and not more than 14 business days required prior to excavation per state law), the nature of the work. As well as any particulars of the type of work you are doing and what method you will use to complete the work. All of this helps the utilities determine how to best help you in completing a safe excavation.

## 4. Map your ticket

MOST IMPORTANTLY everyone needs to understand where the work is being done. What you draw, is your virtual white-line and is your intended excavation site, draw accurately. You can do this now by searching for a location by legal address, latitude, and longitude (GPS), TRSQ and then draw your intended excavation site on the map. Additional notes and details help utilities understand your project and the location in which the excavation will be taking place.

## 5. Confirmation

AFTER you have successfully submitted your ticket you will see a list of utilities that will be notified that are registered with One-Call of Wyoming within the intended excavation area. Keep in mind that they may contact you directly to clarify anything about your ticket or coordinate when the utility locates will be completed. ALWAYS be cognizant of privately owned utilities and the responsibility that you as the excavator must get those located as well. Visit our website, [www.onecallofwyoming.com](http://www.onecallofwyoming.com), click on Private Locate Education for more information. Once you have received your ticket locate number, this is how you know your ticket has been successfully submitted and you will receive an email confirmation as well.

### **Remember!**

**Follow Wyoming State Laws for all excavations! Do not begin excavation work until all utilities, including privately owned, have either marked their facilities, or have contacted you directly!**

[www.onecallofwyoming.com](http://www.onecallofwyoming.com)