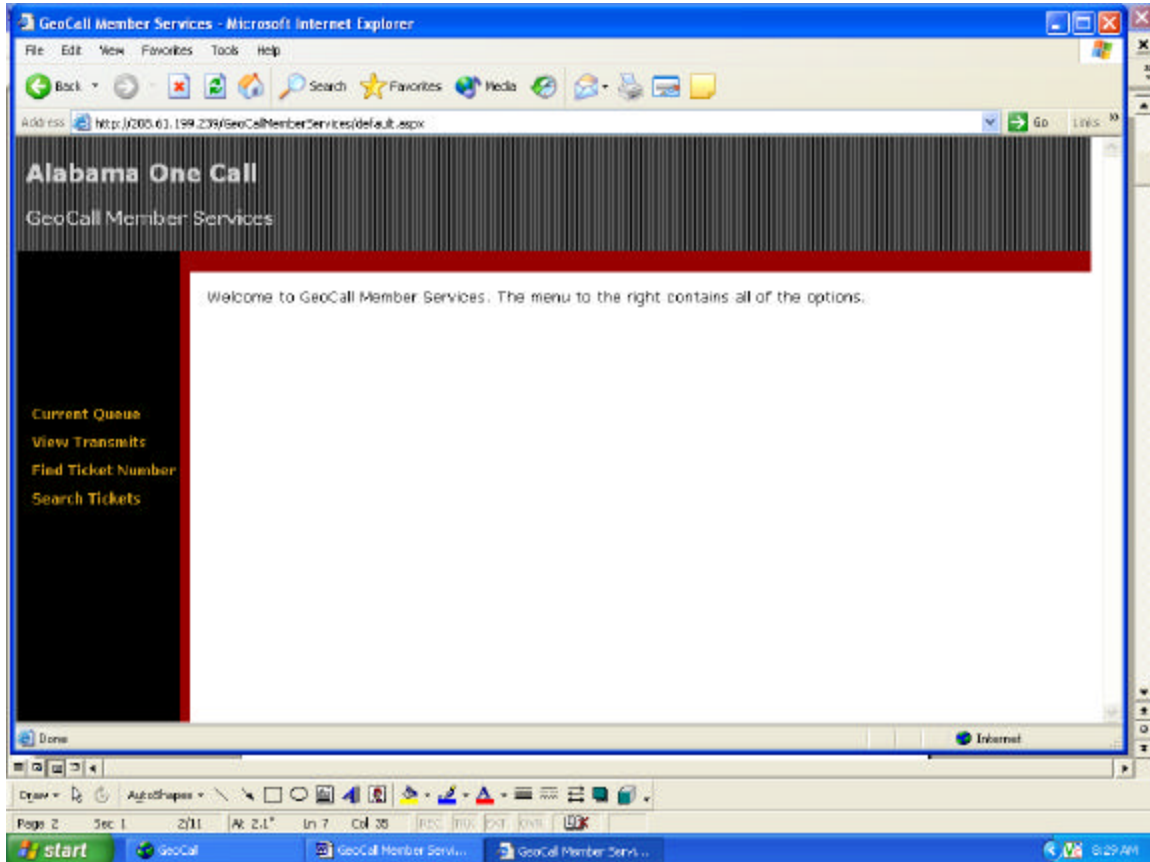




## GeoCall Member Access Manual

## Logging Into GeoCall Member Access

You can connect to the Member Service screen by clicking on the link on the homepage of Alabama One Call at <http://www.al11call.com>. After clicking on the link and reaching the page as shown below, we suggest you save this to your favorites since this is the direct link to this application.



From this main page there are several options:

**Current Queue** – which show any locate requests currently in queue for delivery to your member code.

**View Transmits** – allows you to view locate requests transmitted to you on a particular date. You can also resend tickets to your receiving device from this page.

**Find Ticket Number** – allows you to search for a locate request with a specified ticket number.

**Search Tickets** – allows you to search for locate requests for a specific date range and search parameters. To help narrow the search on the database files, you will be required to enter a minimum of two search parameters (i.e. date range and county).

To begin using the application, you will be required to enter your member code and assigned password. For documentation purposes, we suggest you enter that information here to refer back to later.

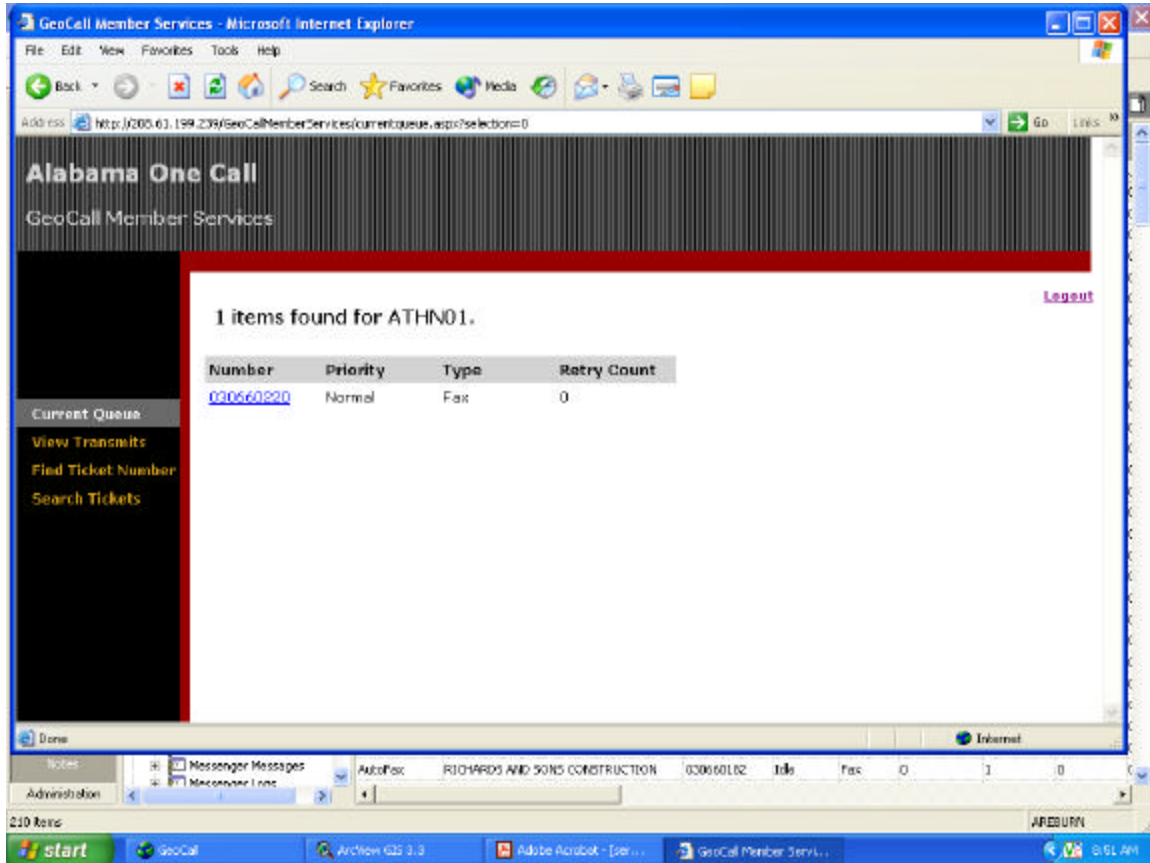
Member Code: \_\_\_\_\_

Password: \_\_\_\_\_

To get the sign in screen, click on any of the options in the left hand column.

**NOTE:** *If you do not receive copies of your locate requests (i.e. they deliver to a contract locator only) you will not see anything in the current queue or view transmit options due to you not technically receiving transmissions. However you will be able to utilize the Find Ticket Number and Search Ticket option.*

## CURRENT QUEUE

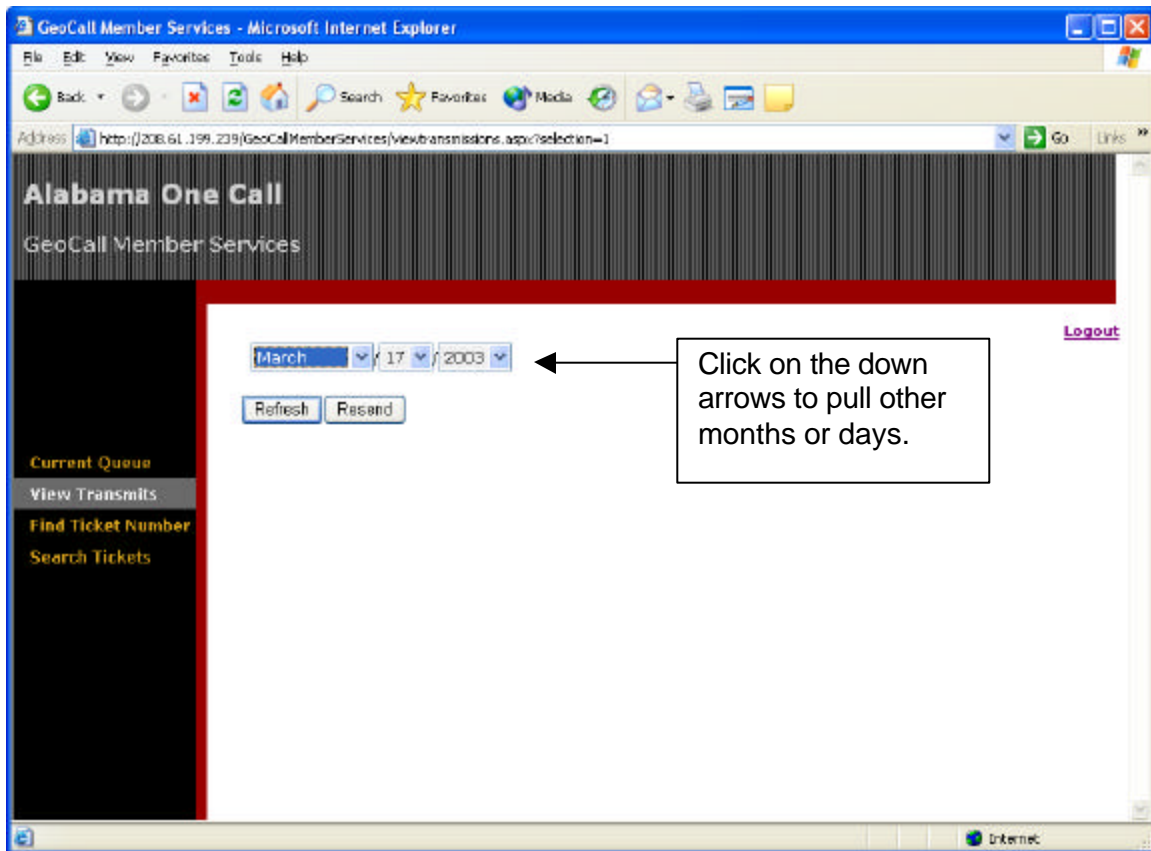


This view will show any tickets currently in queue to deliver to you. The following information will be listed:

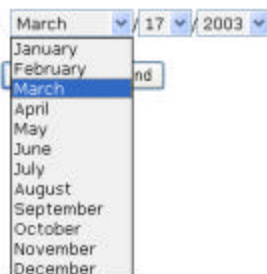
- Number – the ticket number. You can click on the ticket number hyperlink to view the ticket information directly.
- Priority – if the ticket in queue is Normal, Short Notice, Emergency, etc.
- Type – how you are receiving your notifications (fax, email, data)
- Retry Count – how many times the system has tried to deliver this request to you.

## VIEW TRANSMITS

In the View Transmits mode, you will see the following screen:



To view transmissions for a particular date, select the date you wish to view and click **REFRESH**. If you need to see a month or day other than the default month that comes up on the screen, click the down arrow on the side of the Month bar or Date bar listed to move to another selection.



Once you click **REFRESH**, a list of locate requests transmitted to you for that date will be brought up.

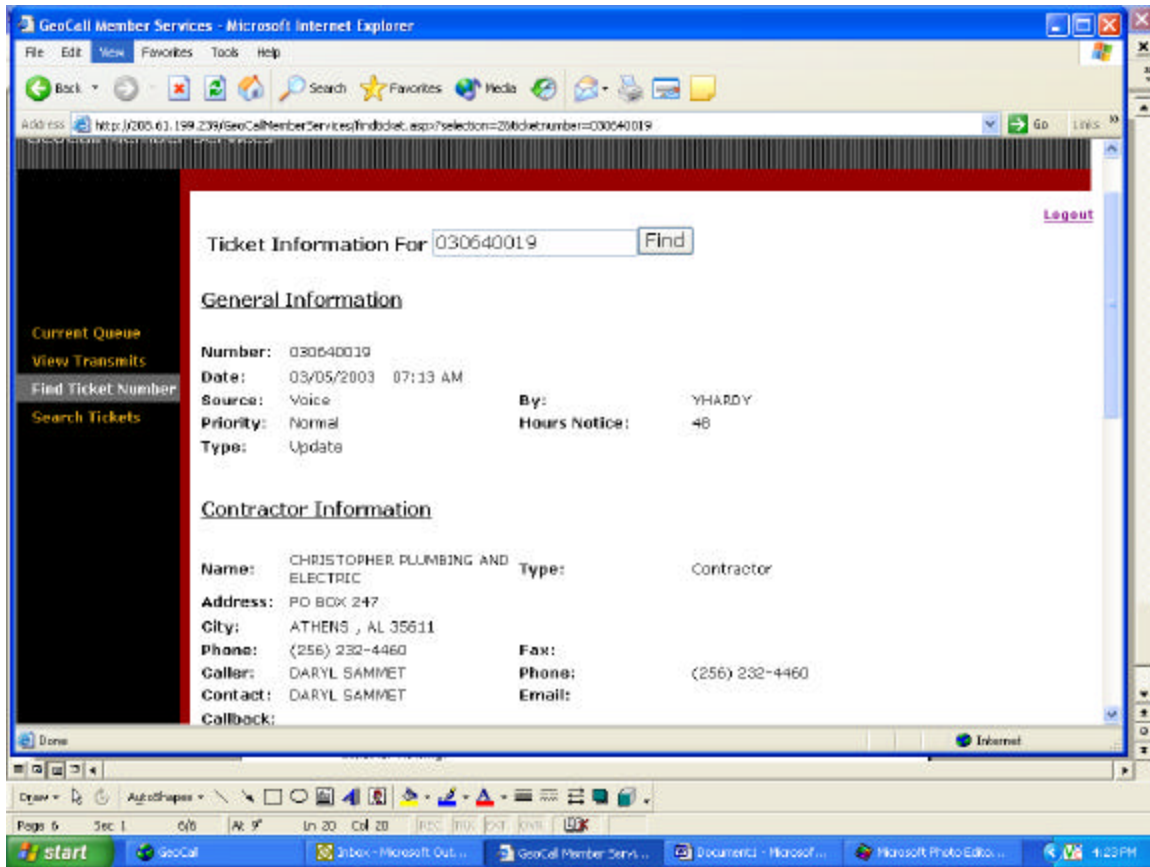
The screenshot shows a web browser window titled "GeoCall Member Services - Microsoft Internet Explorer". The address bar displays "http://208.61.199.239/GeoCallMemberServices/viewtransmissions.aspx?selection=1&FromDate=2003\_03\_12". The page header includes "Alabama One Call" and "GeoCall Member Services". A navigation menu on the left contains "Current Queue", "View Transmits", "Find Ticket Number", and "Search Tickets". The main content area shows a date selector for "March 12 2003" and buttons for "Refresh" and "Resend". Below this, it states "54 items found for MCIT01." and displays a table of transmission records.

Number	Status	Sequence	Priority	Type	Retry Count	Resend
<a href="#">Audit</a>	Delivered	0	Priority	Email	0	<input type="checkbox"/>
<a href="#">030710008</a>	Delivered	1	Normal	Email	0	<input type="checkbox"/>
<a href="#">030710043</a>	Delivered	2	Normal	Email	0	<input type="checkbox"/>
<a href="#">030710092</a>	Delivered	3	Normal	Email	0	<input type="checkbox"/>
<a href="#">030710114</a>	Delivered	4	Normal	Email	0	<input type="checkbox"/>
<a href="#">030710159</a>	Delivered	5	Normal	Email	0	<input type="checkbox"/>
<a href="#">030710163</a>	Delivered	6	Emergency	Email	0	<input type="checkbox"/>
<a href="#">030710235</a>	Delivered	7	Normal	Email	0	<input type="checkbox"/>
<a href="#">030710263</a>	Delivered	8	Normal	Email	0	<input type="checkbox"/>

On this screen you will see the following:

- Ticket Number
- Status (delivered, failed, etc.)
- Sequence Number
- Priority (Normal, Short Notice, Emergency)
- Type – how it delivered to you (fax, email, data)
- Retry County – how often that ticket tried to deliver before it was successful
- Resend – this is the box to click to have the corresponding ticket retransmitted to you.

From this screen, you can click on the ticket number and it will hyperlink to that ticket for viewing.



You can also enter a ticket number on this screen and click **FIND** if there is another specific ticket number you would like to view.

If you click on the **AUDIT** link, you will not see the printout of the previous day audit. Essentially by viewing this screen, you are seeing your audit for the previous day.

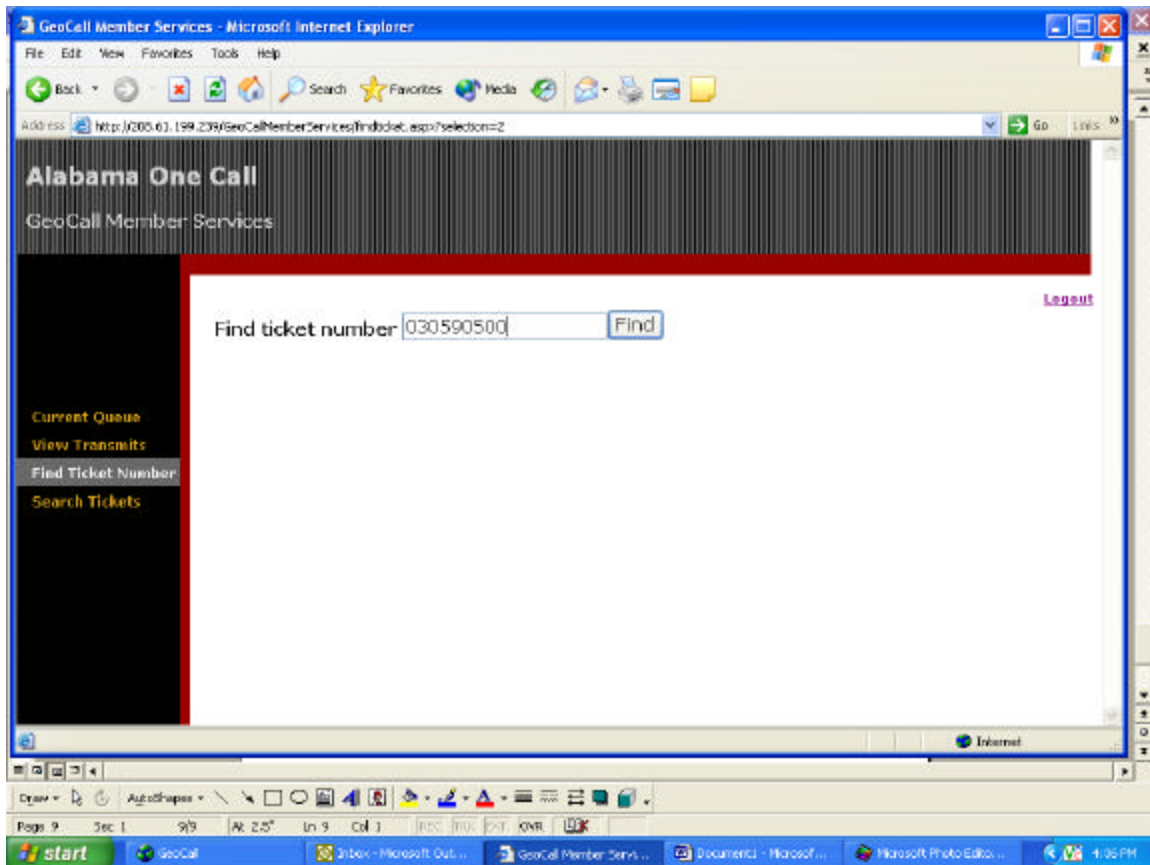
If you missed transmissions of particular locate requests for the date being viewed, you can click the box under the RESEND column and then click the **RESEND** tab under the calendar and GeoCall will automatically resend those requests to your receiving device. It will queue out as many locate requests as selected in the RESEND column.

**NOTE: if you have a receiving device that does not have a large buffer, we suggest that you do not re-queue out more than ten tickets at a time. Allow them to deliver to you before queuing out additional resend tickets so to not overrun your buffer.**

## RESEACHING TICKETS

From the GeoCall Member Access program, you have two ways to search for a locate request.

If you know the ticket number you wish to find, click on the **FIND TICKET NUMBER** in the left hand column.



This screen allows for entering that ticket number then selecting **FIND** to view the ticket. Once you click **FIND**, the ticket information will be displayed as shown above with clicking the ticket hyperlink. Not only will the ticket information be shown but also the Dispatch Center Codes and Member Names who were notified on that particular request.

<b>Members</b>			
<b>Code</b>	<b>Name</b>	<b>Suppressed</b>	<b>Added</b>
BEMC01	Baldwin County Electric Co-op	False	False
GULF01	Gulf Telephone Company	False	False
MCIT01	MCI/Worldcom	False	False
RBDL01	Robertsdale, City of	False	False
RVUT02	Riviera Utilities - Foley	False	False
MDCM02	Mediacom - 02	False	False
WLCM01	Williams One Call Services	False	False

This information will show:

- Dispatch Center Code
- Dispatch Center Member Name
- Suppressed – whether that ticket was not sent to that member because they had asked to be suppressed from all tickets called in by the designated contractor. For example: some member choose not to receive copies of locate requests they call in.
- Added – if the member was manually added to the notification list by the CSR or Remote Ticket Entry User.

Or if you do not know the ticket number, you can search by the **SEARCH TICKETS** option. This allows for you to search for a locate request on the following parameters:

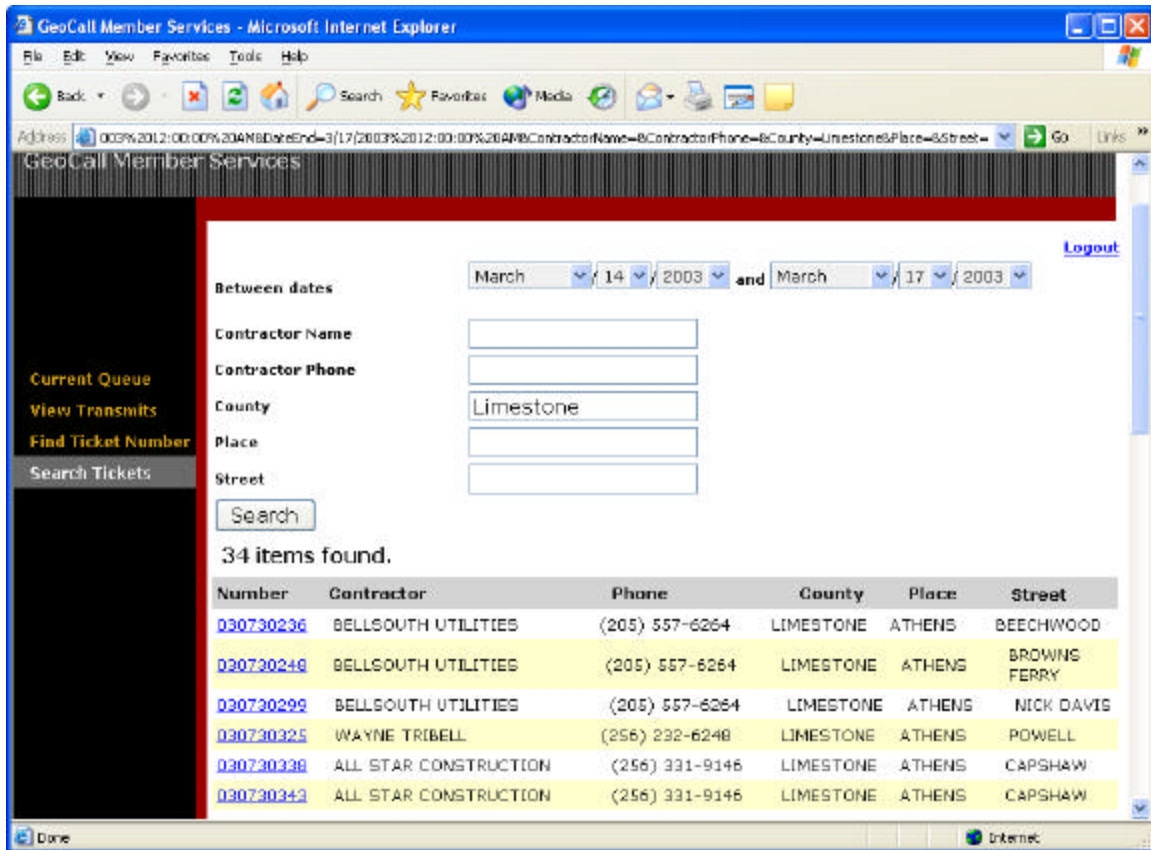
- Date Range – you can only search for tickets ranging a month at a time. You can search for different months but on separate search functions. This is to minimize any overload on the system for large search parameters.
- Contractor Name
- Contractor Phone – this must be entered in the format that GeoCall archives the telephone field to ensure proper look up. The telephone number should be entered as (205) 414-1840.
- County
- Place
- Street

The screenshot displays the 'GeoCall Member Services' web application. The browser window shows the URL 'http://208.61.199.239/GeoCallMemberServices/searchtickets.aspx?selection=3'. The page header reads 'Alabama One Call' and 'GeoCall Member Services'. A navigation menu on the left includes 'Current Queue', 'View Transmits', 'Find Ticket Number', and 'Search Tickets'. The main search area contains the following fields and controls:

- Between dates:** March 14, 2003 and March 17, 2003
- Contractor Name:**
- Contractor Phone:**
- County:**
- Place:**
- Street:**
- Search:**
- Logout:** [Logout](#)

At least two of these search parameters must be entered to begin the lookup process. Again, we require two search parameters to narrow down any major database searches that might slow down the operations of the system.

Once these designated fields are entered, click on **SEARCH**.



From this screen, you can view the locate requests that match your search parameters and the following selections from the locate requests are noted:

- Locate Request Number
- Contractor Name
- Contractor Phone Number
- County Name
- Place Name
- Street Name

Again, if you click on the hyperlink for the ticket number listed, the application will display that locate request in full.

Once you are ready to leave the Member Access program, you can click **LOGOUT** in the top right hand corner. This will take you back to the main screen in case you also need to view information for another member code you are responsible for, or you can close out of the internet window to exit the program completely.