



Are you tired of waiting on hold? Do you like to do things yourself? Have you been waiting for a convenient, easy-to-use way of processing your locate requests? Well, we have a solution for you.....

Web (E-tickets)!

All you need is a Caller ID #, a password and an internet connection. Don't have a Caller ID # and/or password? Call us to obtain one at 1-800-474-6886. Your new password will activate online within 72 hours, then, you're ready to go! If you already have a Caller ID # your default password will be the last 5 digits of your telephone number. Want to change your password - contact **BC One Call**.

To Process Web (E-tickets):

- Log on to <http://www.bconecall.bc.ca>
- Enter your ID and password
- Fill in the required information about your excavation activity
- Process the ticket

The request will be reviewed by a **BC One Call** customer service representative for accuracy before it is sent to the utility owners. You will receive a confirmation immediately followed by a ticket number, all in the same day.

Web (E-tickets):

- Allow you to do it yourself
- Are very easy to use
- Instant Confirmation - No more waiting for the fax machine!
- Eliminate wait time on the phone, the web (E-ticket) is ready when you are 24/7
- Eliminate having to be asked the same questions repeatedly, as you would on the phone
- Do not require you to listen to scripted waivers, as you would on the phone

Web (E-tickets), like faxes, have the waivers and liabilities written at the bottom of the page. Please review them and your ticket information every time you process a web (E-ticket) and, if there are any questions or concerns, you may contact us at 1-800 474-6886.

How can you go wrong? Try our web (E-ticket) today!



Web Ticket- Desk Top Icon Set Up

1. Go to www.bconecall.bc.ca
2. Click the link labeled “**Locate Request**”
3. On the top of the web page there is a task bar. Click on “**File**” to reveal an option list.
4. Move cursor over “**Send.**” A list of additional options will appear.
5. Click on “**Shortcut to Desktop**”
6. On your desktop will now be an Internet Icon titled “**BC One Call- Submit a Ticket**”
7. When you want to submit a ticket online, simply double click on the Internet Icon indicated in step 6 and you will be taken straight to the locate request page.



How to Create a Web (E-Ticket) Request

◆ Getting Started

Logging Into the Web Site:

Go to www.bconecall.bc.ca and click on the “E-Ticket Request” link.

OR

If you have a shortcut icon available on your desktop, double click on the icon.

All locates requested outside regular working hours (Monday- Friday, 7am-5pm; closed weekends and holidays) will be processed the next business day.

Read the information page to ensure your request meets the specific criteria required for a web (E-Ticket)

◆ Select Homeowner, Excavator with a Caller ID # or Excavator without a Caller ID

In order to advance in the web ticket, you must indicate if you are the homeowner, an excavator with a BC One Call Caller ID # (Frequent Caller) or an excavator without a BC One Call Caller ID # (Infrequent Caller) by selecting the appropriate option.

Homeowner

You are the owner or renter of the property for which you require the location information.

Excavator with a Caller ID # (Contractor/Designer/Engineer/Etc)

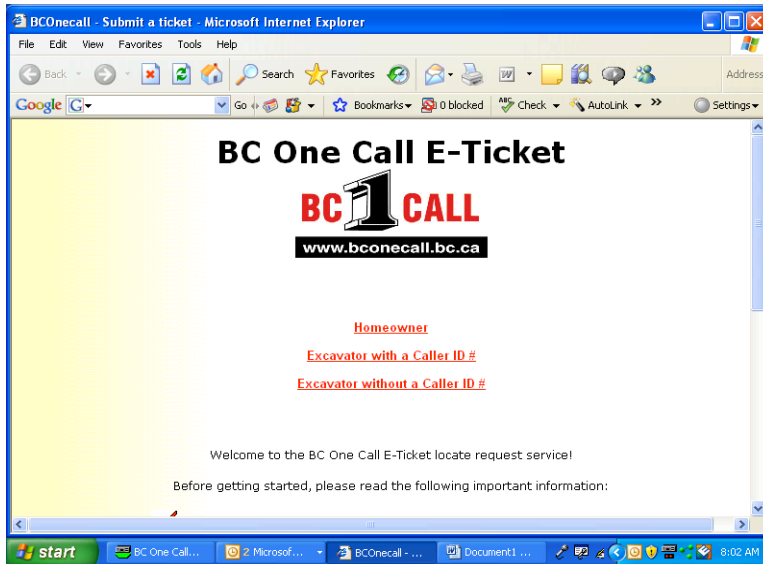
You are a frequent user of the one call system doing excavation or planning/design work for the home or property owner and requesting location information on their behalf.

Excavator without a Caller ID #

You are an infrequent user of the one call system doing excavation or planning/design work for the home or property owner and requesting location information on their behalf.

See Figure 2.1

Figure 2.1



◆ Requesting a City/Town Locate

When the contractor, homeowner, or excavator without an ID # option has been selected, it will bring you to an online form to be completed. All fields with a red asterisk (*) indicate **required** information.

The form is divided into different sections:

Contact Information

If you are frequent user of the one call system and have a Caller ID # entering your BC One Call Caller ID # and password in the appropriate fields it will automatically populate your contractor information. For your convenience your default password will be the last five digits of the main telephone number on your Caller ID # file. Please contact BC One Call if you experience any difficulties with your Caller ID # or password or if you wish to change your password. For Caller ID #'s with multiple users the password can only be changed by the primary caller. It will be the responsibility of the primary caller to ensure all other users of the Caller ID # are aware of the appropriate password.

Homeowners and Excavators without a BC One Call ID # will be required to enter the appropriate information in the required fields which are identified by a red *

See Figure 2.2

Figure 2.2

The screenshot shows a web browser window with a 'Contact Information' form. At the top, there is a red box containing 'Caller ID #' and 'Password' fields, a 'Validate' button, and a note: 'To request your Caller ID # and/or password, please contact BC One Call'. Below this, the form has several sections: '*Contact name:' with a text box and a red 'x' icon; '*Phone:', '*Fax:', '*Cell Phone:', and '*Pager:' each with a dropdown for area code and a text box for the number; '*E-mail:' with a text box; '*Confirm the email:' with a text box; '*Alternate Contact Name:' with a text box; '*Alternate Contact Phone:' with a dropdown for area code and a text box for the number; '*Company:' with a text box; '*Civic #:' and '*Suite #:' with text boxes; '*Street:' with a text box; '*City:' with a text box; 'Province:' with a dropdown menu set to 'BRITISH COLUMBIA'; '*Postal code:' with a text box; and '*Work being done for:' with a text box and a 'Same' button.

Dig Location Information

The Dig Location Information section includes information specific to the dig site location such as: city, street and intersecting streets. Accuracy is critical as it is this information that identifies the members registered within the designated dig area and will ensure the accuracy of the information provided by our members.

City Search

Type in the first few letters of the city or nearest city you plan on doing work in and click the search button. You can also select a city by clicking on the **“List All Cities”** button, **“Select City from List”** drop down menu and click on the appropriate city.

Address Search

You can type in the first few letters in the text box by **“search street name”** and then clicking the search button. If the street name generated is not the correct street select the drop down menu and there will be more options to choose from. You can also select a street by choosing the drop down menu list option. A list will appear; you can then select the street you are doing your work on. The search will enter the street name in the **“Select Street Name from list”** field. If the street does not exist in the search or drop down list, you can manually type it in the **“Specify if not listed”** field.

Intersecting Streets

Choose intersecting streets from the available drop down street options. If the streets do not exist in the drop down option, you can manually type it in the **“Specify if not listed”** field.

See Figure 2.3

Figure 2.3

The screenshot shows a web browser window with a title bar and a standard Windows-style toolbar. The main content area is titled "Dig Location Information" in red. Below the title, there are two main search sections: "City Search" and "Address Search".

City Search: This section offers two methods. The first is a text input field labeled "Search City Name" followed by a "Search" button with a red plus icon. Below it is a "List all cities" button. The second method is "Select City From List", which includes a dropdown menu currently showing "-- MAKE A SEARCH --" and an "OR" label between the two methods.

Address Search: This section is divided into three numbered steps:
1. "Civic #:" with a text input field and a "To" label followed by another text input field.
2. "Street Name:" with a "Search Street Name:" label and a text input field followed by a "Search" button with a red plus icon. Below this is an "OR" label and two radio button options: "Select Street Name from list:" (with a dropdown menu) and "Specify if not listed:" (with a text input field).
3. "Choose TWO streets that intersect the above address:" This step has two columns. The first column has a radio button for "Intersection Street 1:" followed by a dropdown menu and a "Specify if not listed:" text input field. The second column has a radio button for "Intersection Street 2:" followed by a dropdown menu and a "Specify if not listed:" text input field.

Legal Land Description

If digging in a rural Peace River Block area enter the Legal Land Description for your dig area. Legal Land Descriptions consist of Quarter Section, Section, Township, Range and Meridian. Rural locate requests also require the nearest city/town and approximately how far and in what direction the dig site is from the designated city/town to be entered in the Additional Dig Information section.

See Figure 2.4

Figure 2.4

The screenshot shows a web browser window with a title bar and a standard Windows-style toolbar. The main content area is titled "Legal Land Description" in bold. Below the title, there is a text instruction: "You can insert a maximum of 10 land location in per request:". Below this instruction, there are two rows of input fields. The first row has checkboxes for "NE" and "NW", followed by dropdown menus for "Section", "Township", "Range", and "Meridian", and an "Add" button. The second row has checkboxes for "SE" and "SW", followed by dropdown menus for "Section", "Township", "Range", and "Meridian", and a "Rem" button. Below these rows is a text input field labeled "Lot Number/Description :".

Additional Dig Information

The Additional Dig Information section include miscellaneous information such as when the work is to start, work type, are you digging on public or private property and where on the property you will be digging. The Additional Information fields allow you to enter any additional information that you would like to appear on your locate requests

Dig Information

Select and indicate if you are digging on private residential or commercial property only. Also select if you would like to arrange a site meet or be contacted once the work has been completed.

Dig Site Information

Indicate measurements of excavation activity. These fields are not mandatory and can be left blank if unknown.

Other Information

Select information that applies to your locate request.

Work to Begin Date

Indicate when you are planning to commence the work. A drop down option is available for the date and time.

Type of Work

Select from a drop down list what type of work will be carried out at the work site. If there is no option for the type of work you are doing, you can manually type it in the **“Specify if not listed”** area.

Additional Information

This is a free format area to allow additional information about the dig site, work planning, specific requests, etc. Indicating if you are digging on public and/or private property and where on the property you are digging is a required entry in this field.

Help Function

There are red circles with an 'H' at various areas through out this form and when click a help screen will pop up. The help function is designed to make the BC One Call web (E-Ticket) a user friendly process and to inform you of required additional information.

This information is important for accurate member notification, the accuracy of the locate information provided by our members and to ensure you have provided sufficient information to process your request. Inaccurate or insufficient information may delay processing of your locate request.

See Figure 2.5

Figure 2.5

Additional Dig Information

Dig Information

Priv. Res. Priv. Comm. Contact caller to arrange a site meeting
 Contact caller to confirm loc. complete

Dig Site Information

Dig depth MTR Dig width MTR Dig length MTR

Other Information

Planning/design Area is Marked Road Crossing
 Machine Dig Hand Dig Directional Bore

Work To Begin Date

* July 16, 2007

Type of Work

Choose from list: Specify if not listed:
-- CHOOSE A WORK TYPE --

Additional Information

* Additional Dig/ Location Information:
See help for more information

Attach or Create a Sketch

This function allows the user to submit or draw a sketch of the work area to make locating the facilities easier for member companies.

◆ Requesting a Rural Locate

For the most part, a Rural Locate Request is the same as a City Locate Request with the exception of the Dig Location Information. Rural locates are requests for areas that are outside the municipal boundaries of a city or town. All rural locates must include the nearest city/town to the dig location and approximately how far and in what direction the dig site is from the applicable city/town.

Rural Peace River Block locate requests require a legal land description. Insert the Legal Land Description in the area provided and click the “Add” button when the information has been entered. A maximum of 10 Legal Land Descriptions can be entered on each request. Each quarter section is counted as one legal land.

Rural locates outside the Peace River Block require a civic address or other appropriate information such as streets and intersecting streets and/or BCLP Grid information,

Additional information such as Lot Block & Plan numbers, long & lat designations and/or landmarks can be provided and may be beneficial to BC One Call and our members in ensuring information accuracy.

See Figure 2.6

Figure 2.6

Legal Land Description

You can insert a maximum of 10 land location in per request:

NE NW

SE SW Section Township Range Meridian

Lot Number/Description :

◆ Next Section

Once all information has been entered press the “**Next**” button at the bottom of the screen.

This will bring you to a screen where all information will be summarized and available for your review.

You now have three options:

Correct Your Information

This will take you back to the input fields where you can alter, add or delete information as necessary

Send Request

This will submit your web request to **BC One Call**. You will be issued a confirmation number of your web request which you should retain for your records. ***This is not the same as a BC One Call ticket number.*** Ticket confirmation will be emailed to you when your request has been processed by **BC One Call** and will indicate your ticket number, members being notified and any liability statements.

Print

This is an option to print the information displayed on the screen. You may want to print this information for your records.



Frequently Asked Questions

Web and Fax Requests

What are the hours of operation for BC One Call?

BC One Call provides a 24/7 365 days telephone service by calling 1 - 800 474-6886. Locate requests can be faxed 24 hours a day to (604) 451-0344 or you may use the **BC One Call** web (E-ticket) accessed from our web-site www.bconecall.bc.ca. Fax and web requests received after regular business hours (5:00 PM Monday to Friday, weekends and holidays) will be processed the next business day.

What is and how do I get a Caller ID # and password?

If you use the one call service frequently and do not have a caller ID # contact **BC One Call** at 1 800 474-6886 and talk to a customer service representative. The Caller ID # will retain your company information and file with **BC One Call**. Your password will be the last five digits of your main telephone number on your Caller ID #.

How do I know if the ticket has been processed? What if it does not go through?

If you submit a web request you will receive a confirmation number once you submit the information online. ***This is not the same as a BC One Call ticket confirmation number.*** The **BC One Call** ticket confirmation number will be emailed to you once the ticket is processed by **BC One Call**.

If you submit a request by fax you will receive a **BC One Call** ticket confirmation number by fax once the ticket is processed by **BC One Call**. If you do not receive a **BC One Call** ticket confirmation number via email or fax, please contact **BC One Call** at 1-800-474-6886.

How am I contacted once a fax or web request is sent?

You will be contacted with the **BC One Call** ticket confirmation in the same method as the request was sent. If additional information is required or you have indicated that you want the locator to call to arrange a site meet or to notify you when your locate request is completed the members will call you at the number you provide. Please ensure you are providing a contact number where you can be reached during regular business hours.

Where do I go to process a web ticket?

www.bconecall.bc.ca

Click on "E-Ticket Request" link

What is the BC One Call fax number?

(604) 451-0344

Is there a charge for utilizing web or fax requests?

There is no charge for fax or web requests.

Do I need to include all information requested on the online and fax forms?

Complete and accurate information is the key to ensuring **BC One Call** is able to process your request, identify the appropriate members for notification and for our member companies to identify the location of their buried facilities. Inaccurate and/or incomplete information may result in a delay in processing your request.

When submitting fax or web requests ensure all mandatory fields are accurately and legibly completed. All additional information is beneficial to include as it ensures locate and member notification accuracy.

How much notice is required for a web or fax request?

BC One Call's member companies require **three full working days notice excluding Saturdays, Sundays & holidays**. However, if your excavation is of a short notice or emergency nature, please call **BC One Call** immediately at 1-800-474-6886.

Can anyone submit web tickets?

Anyone requesting the location of underground facilities can submit their request using the **BC One Call** web ticket providing your computer has Java installed and your Javascript is enabled. In not [Please click here](#) to install Java

What format of sketch is compatible with the BC One Call web ticket?

Sketches attached to the **BC One Call** web ticket must be in an image format. Both **JPG & PNG** formats are compatible with the **BC One Call** web ticket: