

Sask 1st Call Mobile App Tutorial

Requesting routine locates using your Mobile device is a convenient way for excavators to submit their request at their convenience. Ticket history will be included in the App, including a list of Subscriber companies who will be responding to the locate request.

If your locate is an Emergency or Priority, you must call Sask 1st Call directly at 1-866-828-4888 and speak with a Sask 1 Call Representative.

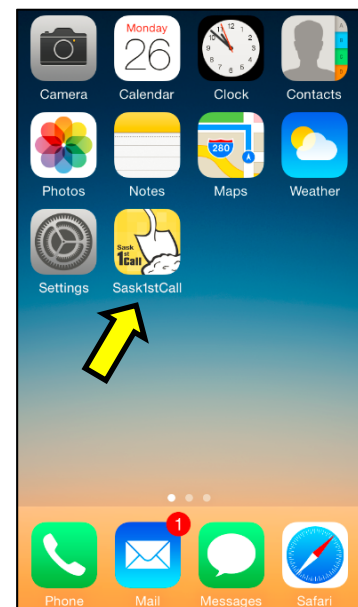


Sask 1st Call Mobile App



Sask 1st Call Mobile App Tutorial

- Download the “Sask 1st Call” App from the Apple or Android Store (no charge)
- The icon will appear on your device

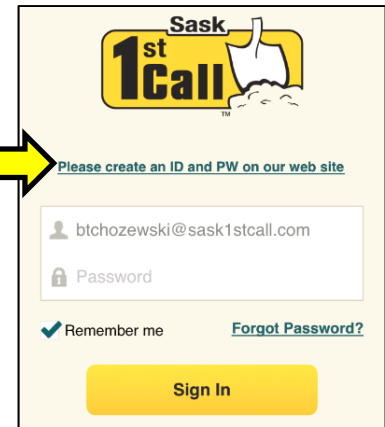


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If you have not yet registered for the App, there is a one-time electronic process to be set up

Click “Please create an ID and PW on our web site”

This sign-in will be the same for requesting locates online at www.sask1stcall.com.



The screenshot shows the Sask 1st Call logo at the top. Below it is a link that says "Please create an ID and PW on our web site". Underneath the link are input fields for "Email" (with the example "btchozewski@sask1stcall.com") and "Password". There are checkboxes for "Remember me" and a link for "Forgot Password?". At the bottom is a yellow "Sign In" button.

NOTE: This opens a web page for you. When your App ID is created you will need to re-open the App Icon to sign in with email address and password

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Scenario A) You have an existing Contractor ID

- 1) Select “**CLICK HERE**”
- 2) Enter Contractor ID & current Password (last 5 #s of main phone #):
- 3) Email will auto-populate. Enter/confirm a password (8 characters including 1 capital and 1 #)

Click here if you already have a contractor ID and password, but this is the first time using this portal.



The screenshot shows a "Login" section with input fields for "User name (email):" and "Password:". Below these fields is a yellow "Log in" button.



The screenshot shows a page titled "Create an account for an existing Web user (step 1/2)". It asks the user to "Please enter the contractor ID and password you used to log in to the former Web applications." There are input fields for "Contractor ID:" and "Password:". At the bottom are yellow "Send" and "Cancel" buttons.



The screenshot shows a page titled "Reset password". It asks the user to "Please type in your new password. This password will be effective for OneCall Web Portal only. Please note that your email address will be used as your user name to log in to the Web application." It also states: "Please make sure your password is at least 8 characters in length and contains at least 1 digit, 1 upper case letter and 1 lower case letter." There are input fields for "User name (email):", "Password:", and "Confirm new password:". At the bottom are yellow "Send" and "Cancel" buttons.

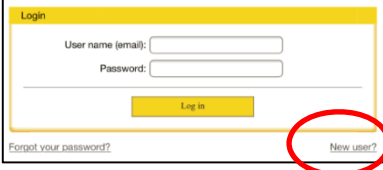
Close this page and open the App Icon to sign in with Email address and new password.

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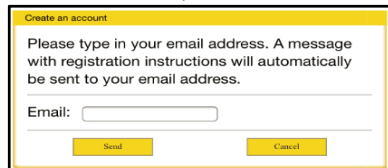
Scenario B) You **DO NOT** have an existing Contractor ID

1) Select “New user”

Click [here](#) if you already have a contractor ID and password, but this is the first time using this portal.



2) Type in your email address, hit “send”



You will see this message

An email with registration instructions has been sent to your email address.

3) You will receive an email from “Tickets” with a URL. Click the URL.

Sask 1st Call Web Portal Account Registration

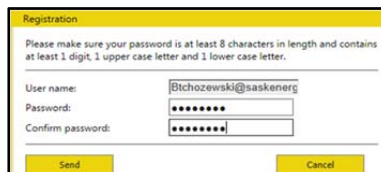
A request has been made to register for Sask 1st Call Web Portal access.

To complete your registration, click the following link:

<http://www.sask1stcall.com/WEBPORTAL/Account/Registration?ul=9322C898D>

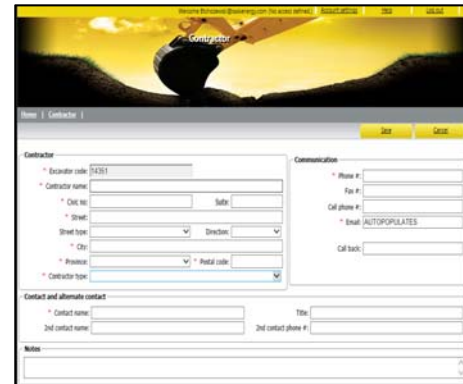
Regards,
Sask 1st Call

4) Enter your email address for User name and create/confirm a password. Click “Send”.



5) Enter all information.

NOTE: Contact name is YOUR name. 2nd contact is for alternate if needed.



Close this page and open the App Icon to sign in with Email address and new password.

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When your email account is set up, open the App icon

Enter your email address and new password

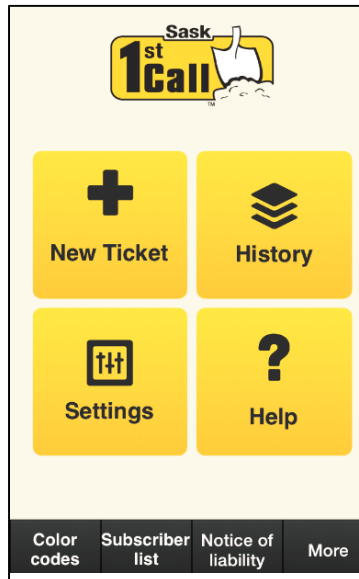
(8 characters, NOT the 5 #s associated with Contractor ID)

Click “Remember me” for email address to be stored

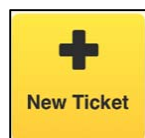


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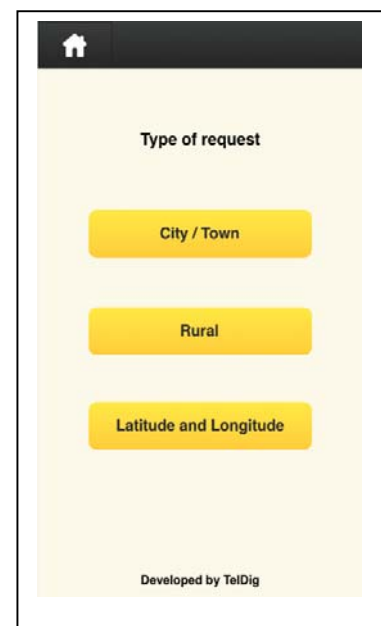
The home page gives several task options



Sask 1st Call Mobile App Tutorial



- To request a locate, select New Ticket
- Select the Type of Request
 - City/Town
 - Rural (Legal Land Location)
 - Latitude/Longitude
- Each selection has different rules built into the App to ensure adequate information is gathered



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City / Town

- Blue fields indicate "Required field". Drop-down options and "free-type" allowed
- "Working For" is always required
- Localize me available (City/Town, Rural & Lat/Long). **This is an approximate find and will require validation and corrections.**
- For City/Town, provide
 - City/Town name
 - Street (be sure to include street type: Street, Avenue, Crescent, etc.)
 - Nearest Intersection mandatory for large cities but recommended for all cities/towns
- When completed, "Next Step"

Step 1/2

Required field

General Information

Working for: HOMEOWNER

Dig Location

Localize me

City: REGINA, SK M

Subdivision:

Address #: 1601

Street: WINNIPEG STREET

Nearest intersection: 9TH AVENUE

Intersection 2: ARCOLA AVENUE

Next Step >

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Rural

- Indicate who you are working for
 - Input nearest Community
 - Click on to enter Legal Land Description, Select Quarter then click in blue "Section"
- Example: NW17-33-20-W3**
- Quarter = NW (others if applicable)
- Section = 17
- Township = 33
- Range = 20
- Meridian = W3
- When complete, click "Add"
 - Up to 8 Quarter Sections allowed per ticket and must be within same Township/Range

Working for:

Nearest community:

Subdivision:

Address #:

QTR Sec Twp Rge Mer

+

Add a Legal Land Description

Quarter :

Section :

Township :

Range :

Meridian :

Cancel Add

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Latitude and Longitude

- Indicate who you are working for
- Input nearest Community
- Enter Latitude and Longitude coordinates
MINIMUM 5 decimal points
- The Legal Land Description(s) will populate when lat/long used in rural areas (200 meter radius from lat/long coordinate to ensure adequate notification). Select ALL options if not 100% confident where your coordinates land
- In larger cities, the civic address will populate
- Smaller cities/towns you will need to input street address

Working for: ▼

Nearest community: ▼

Latitude: 50.44838

Longitude: -104.50333

Nearest community: REGINA, SK M ▼

Subdivision:


Address #:

Street:

Nearest intersection: ▼

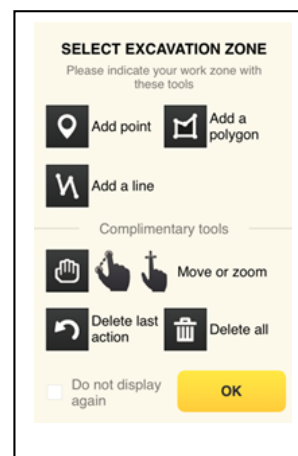
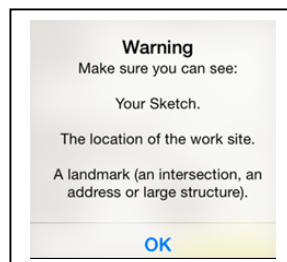
Intersection 2: ▼

QTR	Sec	Twp	Rge	Mer
NW	24	17	19	W2



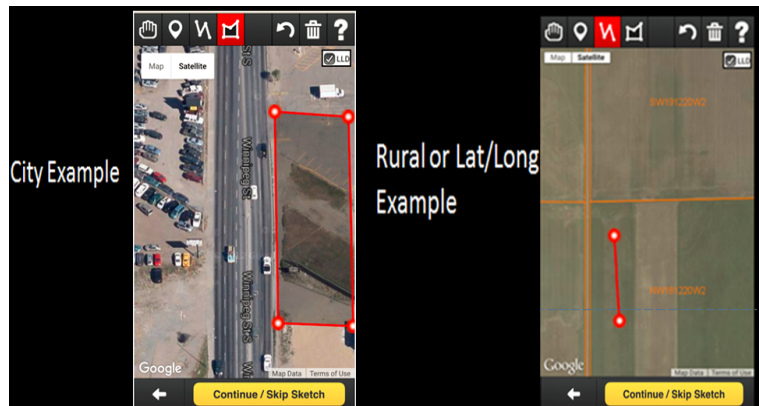
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- The App is linked to Google Maps
- Users are required to identify their work area using a “virtual white lining” tool
- An advisory Warning will appear as well as an Index to explain what each of the icons will perform



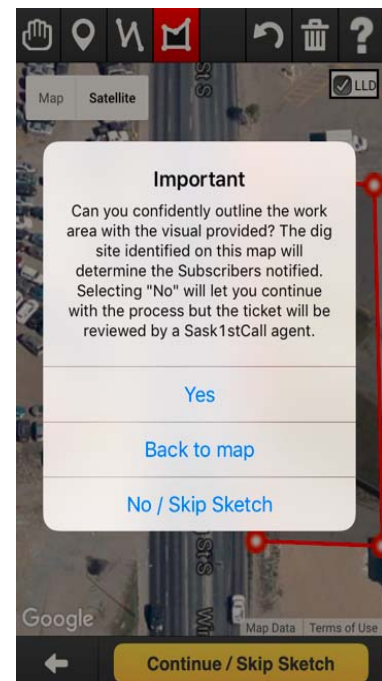
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- Users are able to navigate (zoom/move) to find the work area using Pan (hand) tool. Larger cities should populate the location on the map-if a new area in the city you may need to navigate to the location. In smaller cities/towns you will need to navigate through the city/town to locate your work area. Rural locations will show a grid with the Legal Land Description over quarter sections-you may need to minimize the view to see the desired image.
- Remaining tools allow you to drop a pinpoint, draw a line, or use a polygon. Users can undo their last action or delete all images placed.
- When completed, select "Continue"
- If you do not want to attach a google image with virtual white lining of the work area, click "Continue/Skip"



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- Users are asked if they are able to confidently outline the work area
- When "Yes" is selected, the map image transmits to Subscribers companies with the ticket notification to assist with understanding the work area
- If "No/Skip Sketch" is selected there is no google image sent with the ticket request



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Further information fields:

- Alternate contact information if required (NOTE: This will remain in your future ticket information unless changed)
- Details of work area (select location: front/back, etc.)
- Type of Work (must select from options)
- Work to begin (defaults to two full day requirement). If require locates prior to default, call 1-866-828-4888
- If site meet required, check that box
- Any additional information
- Ability to attach pictures (max. 3), use the camera to take the picture or attach existing one
- When complete, select "Review all data"

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- All ticket data available in one view for validation
- Note: Dig Location is indicated on the right
- Ability to revise Dig Location or General Information (click Pen image) or attachments
- Submit" when ready

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- User will see confirmation the locate request was sent, including the Ticket # assigned to the request
- Sask 1st Call will process the ticket during regular business hours
- User will receive an email when ticket has been processed, and the History field in the App will be updated to show “Processed” and a list of Subscribers notified will be displayed
- When complete, select “Review all data”


Request successfully sent

Your request is

2015 02 0004

Request status


Your request will soon be processed by the call center.

 Main Menu






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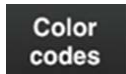
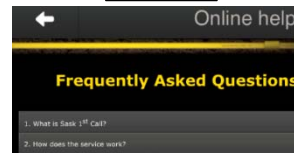
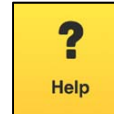
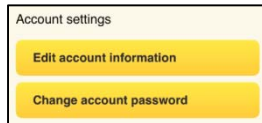
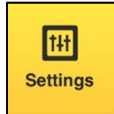
- Users are able to view tickets they have submitted, sortable by Ticket #, Request Date or Work Date (two week window for Request and Work dates) at the top
- Clicking on the ticket will show all information entered by User
- When processed by Sask 1st Call, a green check box will replace the orange timer and a list of Subscribers who will be responding to the locate request will be listed in ticket information (email confirmation also sent to excavator)
- Subscriber/Locator responses DO NOT populate in the APP

 Page 1/1

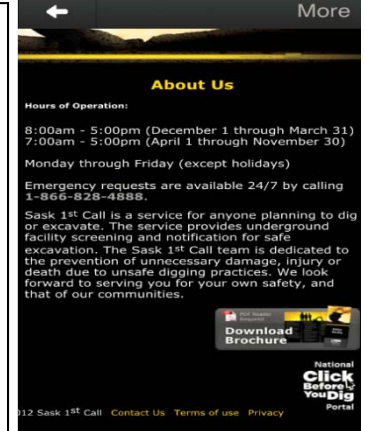
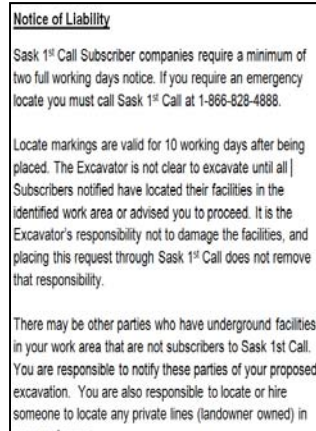
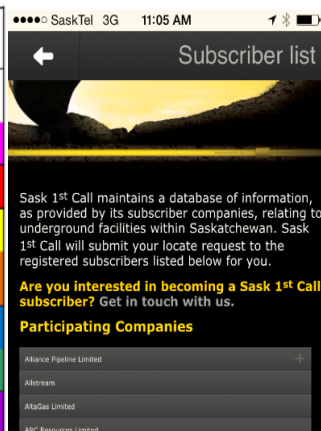
Ticket History (1-4/4)
the last 8 days

Ticket #	Request date	Work date
Search by ticket #		
 Suspended (4)  Processed (0)		
Ticket #	Request date	Work date
2015 02 0004	Request date: 01-08-2015 Work date: 01-13-2015	
WINNIPEG STREET Intersection 1: 9TH AVENUE Intersection 2: ARCOLA AVENUE		
2015 02 0003	Request date: 01-08-2015 Work date: 01-16-2015	
STARLING PLACE Intersection 1: MCVEETY DRIVE Intersection 2:		
2015 02 0002	Request date: 01-05-2015 Work date: 02-03-2015	
TEST		

Other homepage options



Underground Marking Uniform Color Codes
White – proposed excavation (black in winter)
Pink – temporary survey markings
Red – electrical, lighting cables
Yellow – gas, oil, steam
Orange – telephone, cable, TV, signals, alarms
Blue – potable water
Green – sanitary and storm sewer, culverts
Purple – reclaimed water, irrigation, slurry



Sask 1st Call Mobile App Tutorial

For assistance with using the Mobile App,
contact Sask 1st Call during regular operating hours
1-866-828-4888

Hours of Operation:

8am-5pm April through November

8am – 5pm December through March

Emergencies service available 24 hours
Emergencies MUST ALWAYS be called in

Sask 1st Call Mobile App Tutorial

Questions & Answers:

Q: When will my Mobile App request be processed?

A: Sask 1st Call will process all Mobile App requests during regular business hours. If the request is sent after-hours it will be processed next business day. You will receive email confirmation when the ticket is processed and this will update in your "History" within the App as Processed, including a list of the Subscribers notified.

Q: I'm trying to log in with the same information I request web tickets and it's not working. Why?

A: The Mobile App has a different sign-in method which uses email address instead of Contractor ID. Sask 1st Call will be upgrading our Web request option in 2015 to match the App process, which will provide a better tool to our customers.

Q: Can multiple people use the same App sign-in?

A: Yes, provided they have an email address that can be shared amongst employees. People also have the ability to have an Alternate contact listed.

Q: Localize me is not populating my exact location. Why?

A: The Localize me results are dependent on many factors; the device's wifi and GPS ability, when this information is set to reload within the device, how many satellites or cell towers are available, etc. It is the excavators responsibility to ensure the Localize me is accurate and to change the information as required to identify the exact dig location.

Q: Why are Legal Land Descriptions (LLD) showing up when I process a ticket with Latitude/Longitude coordinates?

A: To ensure notification is sent to all Subscribers with facilities near a dig site identified by lat/long coordinates, Sask 1st Call has a 200 meter buffer in rural areas. If you are confident which LLD you are working in, only select that. Otherwise select all.

Q: Why is Sask 1st Call asking people to map the work area in the App?

A: Having the ability to virtually "white line" the work area will help the locators understand where the work is taking place. This does not replace on-the-ground white-lining as that is the most accurate way for locators to be clear on where they need to identify underground facilities.

Q: The google map doesn't go to my exact location in several cities or towns. Why?

A: There are many cities and towns in Sask 1st Call's database that are not mapped at street level. In these communities you will need to navigate to the work area. The map should populate in exact location for these cities: Emerald Park, Estevan, Lloydminster, Melville, Moose Jaw, North Battleford, Prince Albert, Regina, Saskatoon Swift Current, Weyburn, White City, Yorkton, Swift Current, Weyburn, White City, Yorkton. When in a rural location, the map should populate based on the LLD listed.

Q: Will the locators get a copy of the google map I referenced in my request?

A: Users are asked if they are able to confidently outline the work area when they are finished with the google map. If "No" is selected, a Sask 1st Call agent will attempt to validate the information when processing the ticket and the map will not be sent to the locators. When "Yes" is selected, the map image transmits to Subscribers with the ticket notification.

Q: Can I attach a PDF document to the App?

A: No, only pictures can be attached to the App. However, if a PDF is open on your device, you should be able to take a screen shot (if good quality) which will save it as a picture that could be attached. PDFs can be attached to requests submitted online at www.sask1stcall.com.