



# Contact Updates User Guide

Updates to your contact information can be made through the RMAA, RMAF, and RMAL accounts.

1 To begin, either go to [newtin.missdig.org](http://newtin.missdig.org) or go to our website at [www.missdig811.org](http://www.missdig811.org) and select *Member Login*.

Please do not bookmark the direct link.

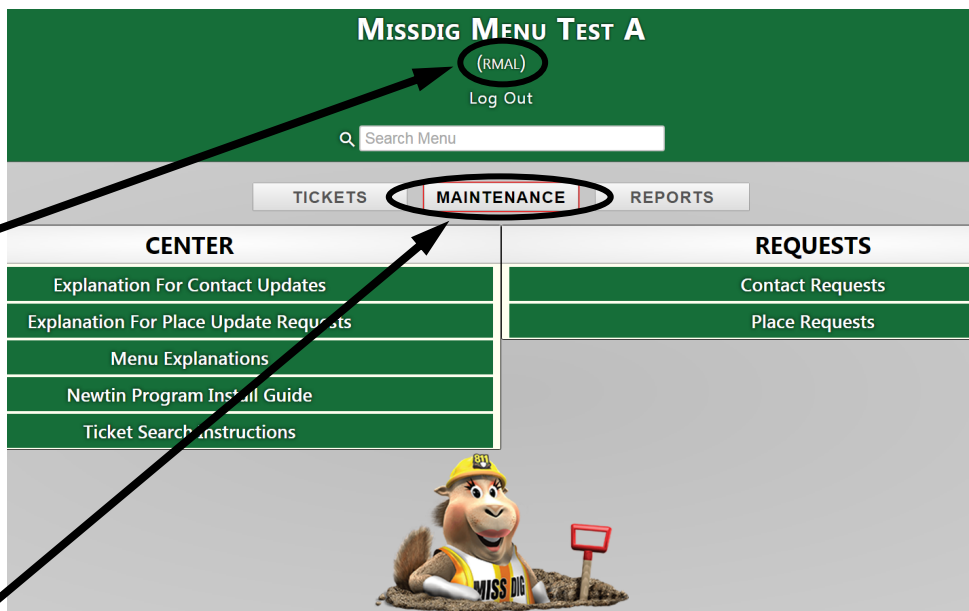
2 This will bring you to a login screen that can be used to log into *any* RMA account. Enter the login credentials for your RMAA, RMAF, or RMAL account. This information was emailed to you upon activation of your account. Note that the password is case sensitive.



Click *Submit*.

3 Once you are logged in, the sub-header of the account main menu should read **(RMAA)**, **(RMAF)**, or **(RMAL)**.

4 To update contacts information, click the *Maintenance* button on the menu bar. This brings you to the Maintenance page where you can make Contact Requests.



## When to Update Contact Information

Your personnel and/or their contact information; i.e. name, phone, email, etc. has changed.

An **AFTER-HOURS** contact name or number has changed *either permanently or temporarily; i.e. vacation.*

5

From the Maintenance page, click "Contact Requests" to view or edit your member contacts by code. It is very important that you review the contact information for all of your codes so that nothing is missed. You can select each code from the Member code drop-down menu.

6

To begin, click the arrow in the Member code drop-down menu and highlight the code you wish to review or edit.

Click the "Refresh" button to show all existing contact information for that code.

7

Click "Add" when available if you wish to add information to a blank category. Then click "Add" at the bottom of the page to complete the addition. If you only want to edit contact information, skip to Step 8.

ALTERNATE	Add
No data for this contact type	
DATABASE	Add
No data for this contact type	
ENGINEERING	Add
No data for this contact type	

8

Click "Edit" located under the Pending column to make a change or delete existing information. A new split-screen will appear: *Current vs. Change*. Make changes or deletions under the Change column.

Click "Request Changes" at the bottom of the page to complete the request for change. With the exception of changes to after-hours information, requested changes are pending until accepted by MISS DIG 811. You may receive an email confirming acceptance of the changes. The after-hours changes are implemented automatically.

### Contact Maintenance Requests

Exit		
Member code	TESTANTON	Lookup Refresh
TESTANTON		
RECEIVING LOCATION		
	Current	Pending
Contact	MELISSA	Edit
Phone	248-000-0000	
Name	MISS DIG SYSTEM INC	
Address1	3285 LAPEER ROAD WEST	
Address2		
City	AUBURN HILLS	
State	MI	
Zip	48326	
Title	TEST	
Fax		
Pager		
Cell		
Email	melissara@missdig811.org	
ALTERNATE		
	Current	Pending
Contact	CATHY	Edit
Phone	248-000-0000	
Name	MISS DIG SYSTEM	
Address1	3285 LAPEER ROAD WEST	
Address2		
City	AUBURN HILLS	
State	MI	
Zip	48326	
Title	TEST	
Fax		
Pager		
Cell		
Email		

Edit RCVR contact for CATHY		
	Current	Change
Contact	CATHY	CATHY
Phone	248-000-0000	248-000-0000 x
Name	MISS DIG SYSTEM INC	MISS DIG SYSTEM INC
Address1	3285 LAPEER ROAD WEST	3285 LAPEER ROAD WEST
Address2		
City	AUBURN HILLS	AUBURN HILLS
State	MI	MI
Zip	48326	48326
Title	TEST	TEST
Fax		x
Pager		x
Cell		x
Email	CMDENDEL@MISSDIG.ORG	CMDENDEL@MISSDIG.ORG
		Request changes Cancel

**Updates to contact information do not effect ticket delivery. For ticket delivery changes, please email [membersupport@missdig811.org](mailto:membersupport@missdig811.org).**

## Contact Field Explanations

<b>Receiving Location</b>	<p>Include company name, mailing address, and phone numbers of a <i>daytime</i> contact person for ticket receipt or staking issues.</p> <p>A design code requires only a single contact. Use the Receiving Location field, as no other information is needed.</p>	
<b>Alternate</b>	<p>The field provides <i>alternate</i> daytime contact information, should the Receiving Location contact be unavailable.</p>	
<b>Database</b>	<p>This is information for the person authorized for mapping the database and making place updates.</p>	
<b>Engineering</b>	<p>This is ideally design ticket contact information.</p>	
<b>Damage</b>	<p>Information used when MISS DIG 811 is contacted by someone who has damaged a line. MISS DIG 811 will keep access to this number limited to MISS DIG 811 personnel and will provide to the caller only.</p>	
<b>After-Hours</b> <i>*4:00pm—8:00am the following workday, M-F, and all day weekends and holidays.</i>	<p>Up to two phone numbers for after-hours emergency phone calls (IVR) and up to five cell phone numbers for after-hours emergency text messages (SMS) can be used per code.</p> <p>The IVR phone number must be attended during off-hours with the ability to respond to prompts from our IVR system for emergency tickets.</p> <p>Please provide the name of the contact, if available. If the phone number rotates between on-call employees, please make the contact name "On Call Phone."</p>	<p>All after-hours phone numbers provided will be called and/or texted Simultaneously.</p>

Click the "Test" button after adding an SMS contact and phone number to send a test text message to the contact.