WaterOne

Water District No. 1 of Johnson County

LINE LOCATE APPLICATION

QUICK START GUIDE

To ensure you don't hit a water line when you're digging, request a WaterOne locate.

A WaterOne service person will evaluate your request and issue an "all clear" or do a site visit to locate and mark WaterOne infrastructure in your excavation area.

WaterOne's online Line Locate Application is an easy to use tool to manage your locate request. This Quick Start Guide covers how to set up an account an get started.

Need more help? Check out the video walkthrough at **waterone.org/locates**.

GETTING STARTED

This section provides the detailed steps to login to the **Line Locate** portal. Users can either log into the portal as a guest or register their user ID and log in as a registered user. Using a guest login, users can create and submit requests. Additional application features are available to registered users.

1. **Guest Login**

   A guest user can create/submit locate requests only. Follow the steps below to login to the application as a guest user:

   A. Navigate to the application login screen using appropriate URL.
   B. Click **Continue as a Guest** link to open the Line Locate Portal home screen.
   C. Terms & Conditions Agreement.

2. **Register/Create Account**

   Users that perform frequent or periodic locate requests can create a registered user account for locate request submissions. Follow the steps below to create a registered user account:

   A. Navigate to the application login screen using appropriate URL.
   B. Select **Click to Register** link to open the registration page.
   C. Enter all required field information (marked with red asterisk) and optional field information as necessary.
   D. Review **Terms and Conditions** and add checkmark in checkbox.
   E. Press **Click to Register** button to create registered account. An email will be sent to the registered email.
   F. Verify the email account by opening the email sent to the registered email account and clicking on the **Verify** link.
   G. Upon successful registration, the Line Locate Portal home screen will display.

3. **Registered User Login**

   A registered user can submit locate requests as well as view/update submitted requests. Follow the steps below to login to the application as a registered user:

   A. Navigate to the application login screen using appropriate URL.
   B. Enter the registered **Email Address**.
   C. Enter the registered **Password**.
   D. Check the **Remember Me** option to save user login credentials.
   E. Click **Let's Go** button to access the Line Locate Portal.

4. **Forgot Password**

   Follow the steps below to create new login password.

   A. Navigate to the application login screen using appropriate URL.
   B. Click the **Forgot your Password** link to open the Forgot Password page.

C. Enter the appropriate registered **email address** and press **Submit** button. Detailed steps to create new password will be sent to the registered email address.

D. Click **Let's Go** button to access the Line Locate Portal.

5. Change Password

Follow the steps below to change user password.

A. Click on the **Profile** icon in the top right corner and select the **Change Password** option.
B. Enter the current **Password**.
C. Enter the **New Password**.
D. Retype the new password in the **Confirmation** field.
E. Select **Save** to change password.

6. Update Account Profile

Follow the steps below to update user account profile.

A. Click on the **'Profile'** icon in the top right corner and select the **Edit Profile** option.
B. Make the necessary modifications in the appropriate fields.
C. Select **Save** to update profile.

CREATING NEW REQUESTS

Select the **Request a Locate** tab on the **Home** screen and follow the steps below to create a new locate request.

1. Section 1: Enter the **address** of the locate. Suggested addresses will display as more information is typed. Select the desired address and press the **Search** icon. The map will zoom to the specified address. The address details of the selected location will auto-populate in the **Address or Intersection of Work being done** field.
2. Enter detailed description in the **Locate Description** field.
3. Section 2: Click on the desired **redline** tool, then **mark** the area on the map where digging should occur. *Note:* The Redlining area must *be smaller than 50,000 sq. ft.*
4. Enter all required **Contact** Information:
   a. Field Contact Name and Phone – the person/phone number to be contacted with any questions.
   b. Requester Name, Address, City, State, Mobile # and Email Address - auto-populated with the logged in registered user information.
5. Press **Submit** button to submit the locate request. A Confirmation message will display, and a notification email will be sent to the registered email address. The status of this request will be **Pending** until approval from WaterOne.

Note: When creating a locate request, if no pipes exist in/around the buffer of the redline area, the status of the request will automatically update to **Complete.**

MANAGING PREVIOUS REQUESTS

Registered users can login to the Locate Request Portal and view previous requests that has been submitted with their user ID. (Users cannot search for requests submitted by other users.) Line Locate Requests are classified into the following three status groups:

- **Pending** - Locate requests which are awaiting approval from WaterOne.
- **Complete** - Locate requests which have been approved by WaterOne**.**
- **Cancelled** - Locate requests which are cancelled by the request owner.

1. **Filter Previous Requests**

   Perform the following steps to filter locate requests for a designated time-period/request status:

   A. Select **Previous Requests** from the Home screen**.**
   B. Click **Filter** ⛛ icon.
   C. Select **From** and **To** dates if necessary to view requests within a certain time period.
   D. Select the appropriate **Request Status** to perform a status-based search.
   E. Click **Go** button to display all locate requests that meet the filtered search criteria.

2. **Search Previous Requests**

   Perform the following steps to search for a specific locate request by locate number.

   A. Select **Previous Requests** from the Home screen**.**
   B. Enter the desired **locate request number** in the search field and either press the **Search** button or hit **Enter**. The specified locate request appears in the panel.

3. **Cancel Request**

   Only locate requests with a status of '**Pending'** can be canceled. Perform the following steps to cancel a pending locate request:

   A. Search the desired locate request. Expand the locate request card and press **Cancel Request** button.
   B. Confirmation message to cancel the request appears. Press **OK** button to confirm cancelling locate request.

4. **Update Previous Request**

   Perform the following steps to request an **update** if a work extension is needed. ***Note:*** *Extension requests can only be done for locate requests with status as 'Complete'.*

   A. Locate the applicable request in the '**Previous Requests**' list and click inside request card to expand the details.
   B. Select **Update Request** button. Detailed information of the locate request appears.
   C. Enter the **Field Contact Name** and **Field Contact Number.**
   D. Press **Submit** button to save the changes. A new request (including the changes) is created and the status of the new request will be **Pending** until either cleared or completed by WaterOne.

TOOLBAR

Tool	Title	Description
+	Zoom in	Zoom in to the map view.
—	Zoom out	Zoom out of the map view.
⊞	Basemap	Allows users to select a preferred basemap layer from four options: Open Street Map (default); Topographic; Streets; Imagery with Labels.
⌂	Home	Provides the ability to zoom the map to the default map view location. If user zooms in/out within the map and would like to return to the default map view, they would click on this button.
⧉	Legends	Provides the description of locate request application icons.
⌁	Measure	Length or area calculated in specified units. Used to establish a point of reference on a map. For example, where is 300' from north east corner of intersection?