DIG SAFE WA

DESIGN REQUEST SYSTEM MANUAL

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WELCOME, USER!

Welcome to Dig Safe Washington's online Design Request System.

This program will allow the designer of a project to receive information about underground facilities at a proposed work site and generate a locate request. **This tutorial will help designers learn to navigate the web site in order to use the system.**

Registered designers can use the site for the following functions, depending on their needs:

Entering a Design Information Request (DIR) for member contact information when they are in the planning stages of a job. A DIR provides contact information for facility owners that have underground lines in the area of a design project. Users will be able to enter information about their project, map the area under consideration, and receive contact information for facility owners in the areas of the proposed design.

Converting a DIR to a Design Locate Request (DLR) to obtain marks in the field. Once a designer has contacted the facility owners, it is sometimes necessary to have selected utilities locate in all or a specific portion of the design project. This request will allow you to ask specific facility owners to mark underground facilities.

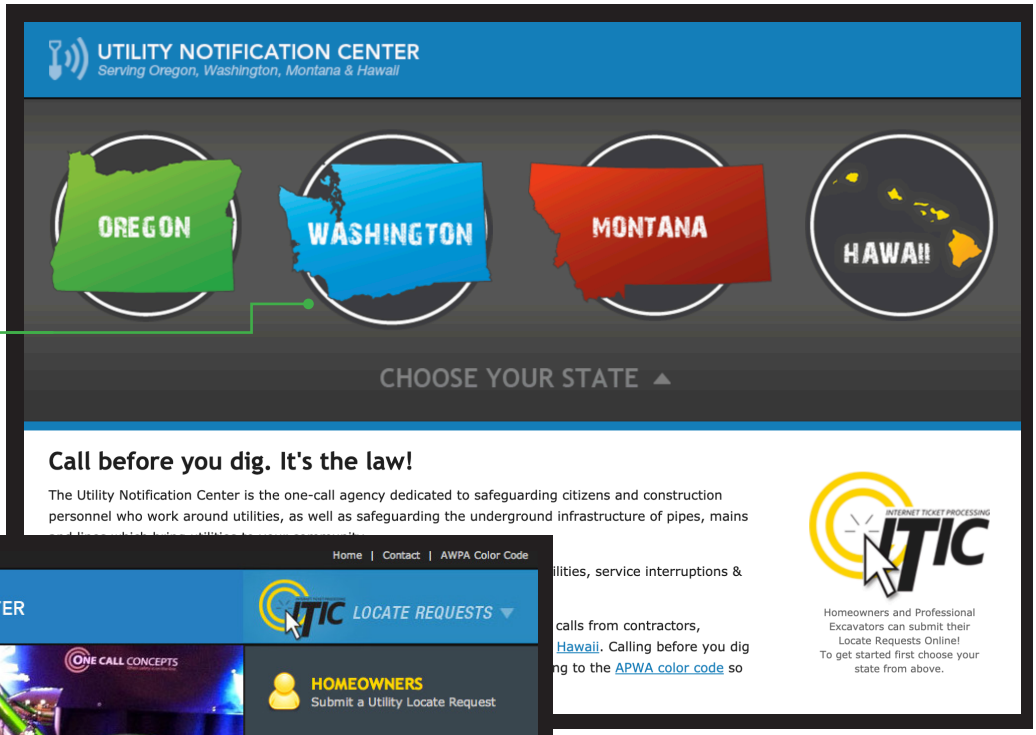
Looking up any of their previously entered DIRs or DLRs.

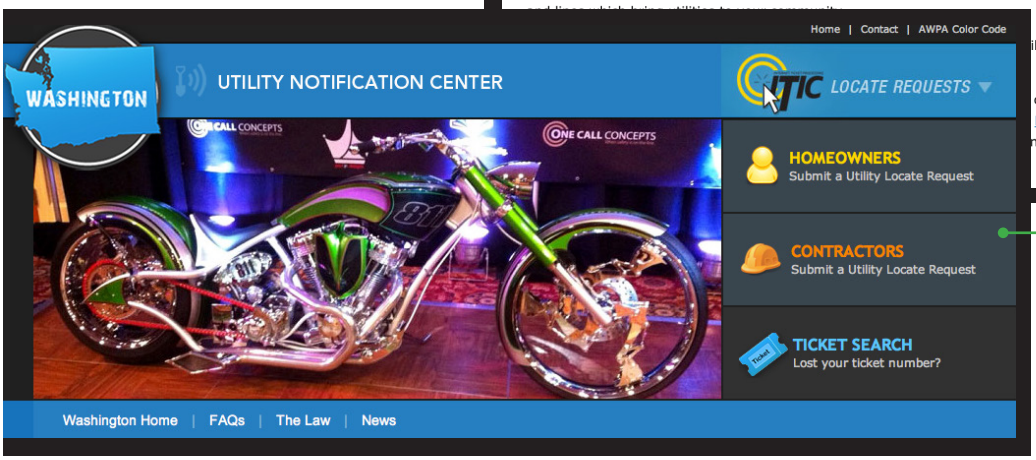
IMPORTANT: Please note that **no excavation** can take place on either a DIR or DLR request. Dig Safe Washington must be notified, and a dig ticket filed before any excavation takes place.

Submitting a Design Locate Request (DLR) does not guarantee underground facilities will be marked with paint. Each DLR will be handled on a case-by-case basis by the utilities.

NAVIGATING TO THE DESIGN REQUEST SYSTEM

Click the **"Washington"** button found at the top of the Utility Notification Center homepage (www.callbeforeyoudig.org).



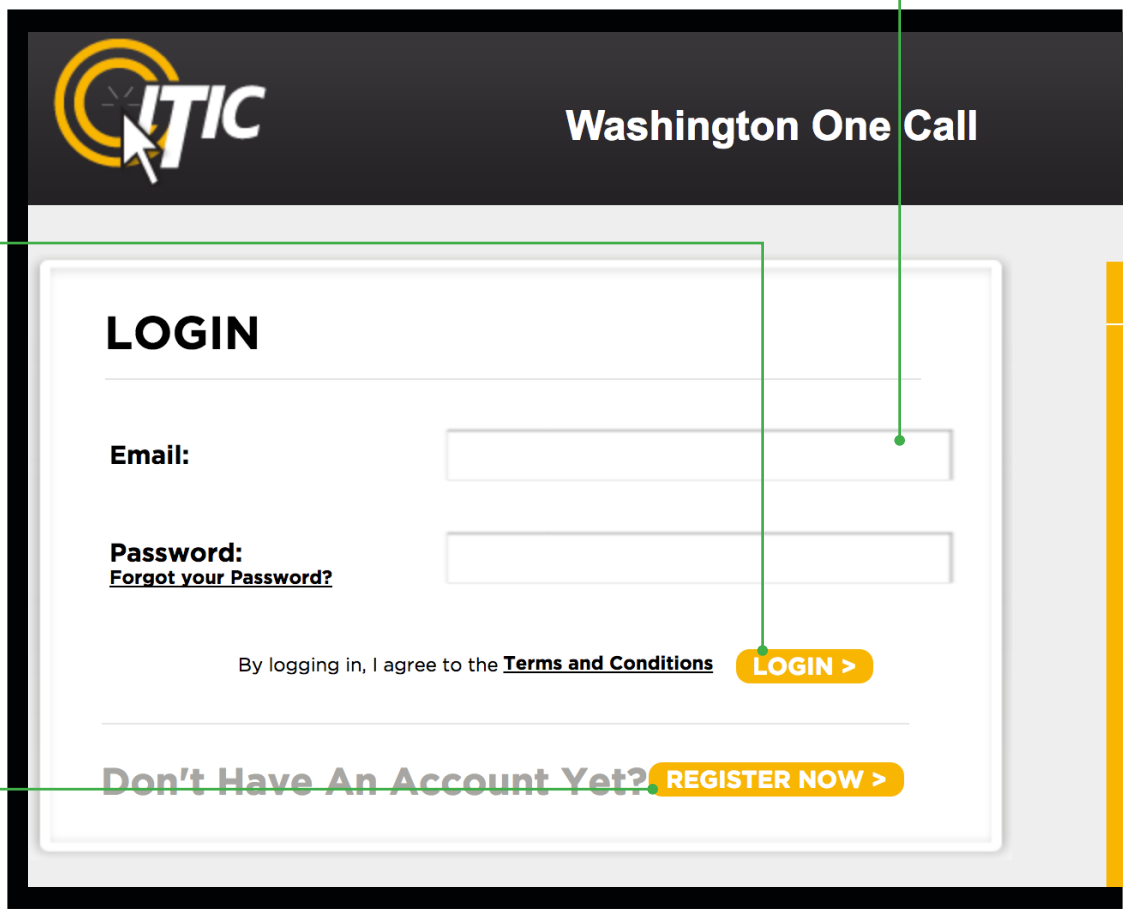


On the next page, click **"Contractors"** button. You will be re-directed to the **Washington One Call ITIC Login Page.**

GET READY TO LOG IN

If a login and password have already been created, enter it in the "**Email**" and "**Password**" fields, then click on the "**Login**" button.

If you are new to the site, you will need to create an account before continuing. This is easily done by clicking on "**Register Now!**" button found just below the sign in area.

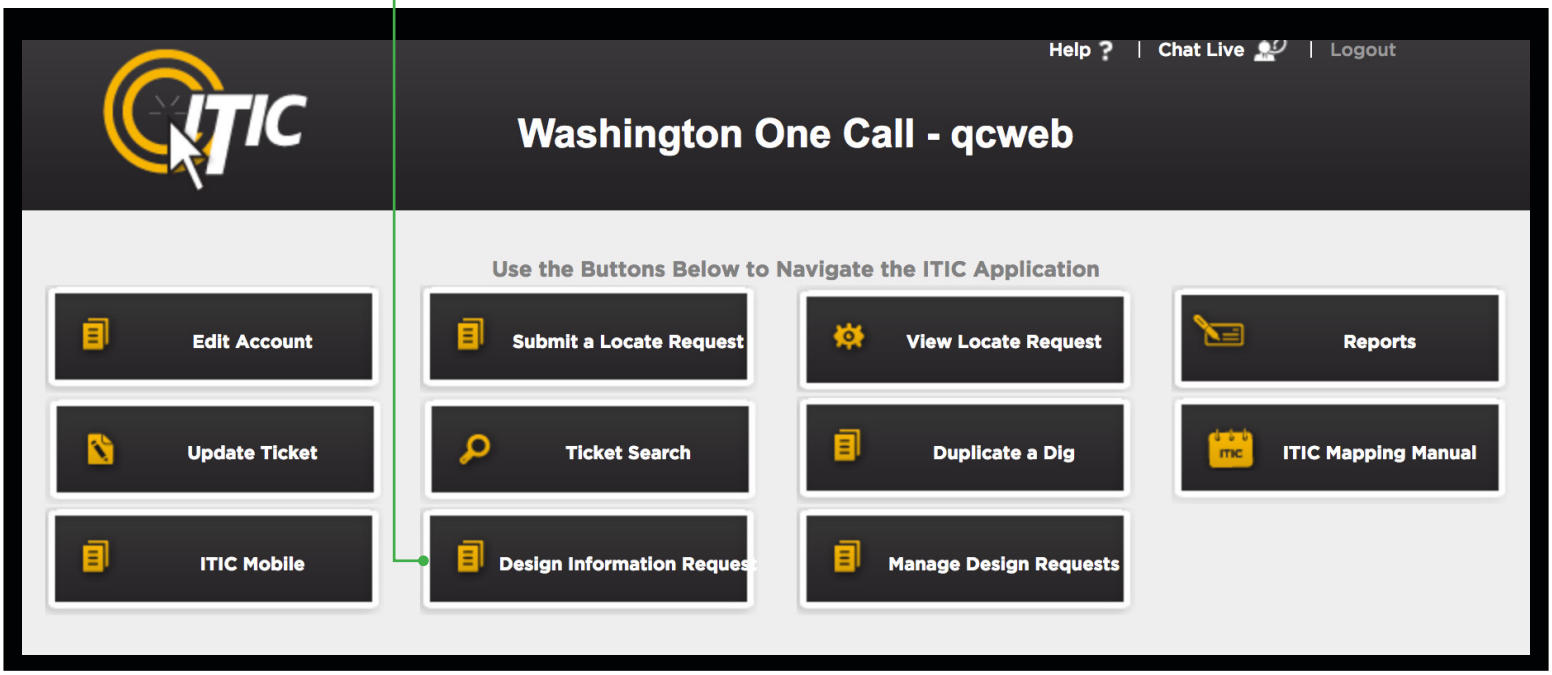


READY TO GO?

After successfully logging into the site, you will be able to choose the next function:

- **Creating a Design Information Request (DIR)**
- **Converting a DIR into a Design Locate Request. (DLR).**

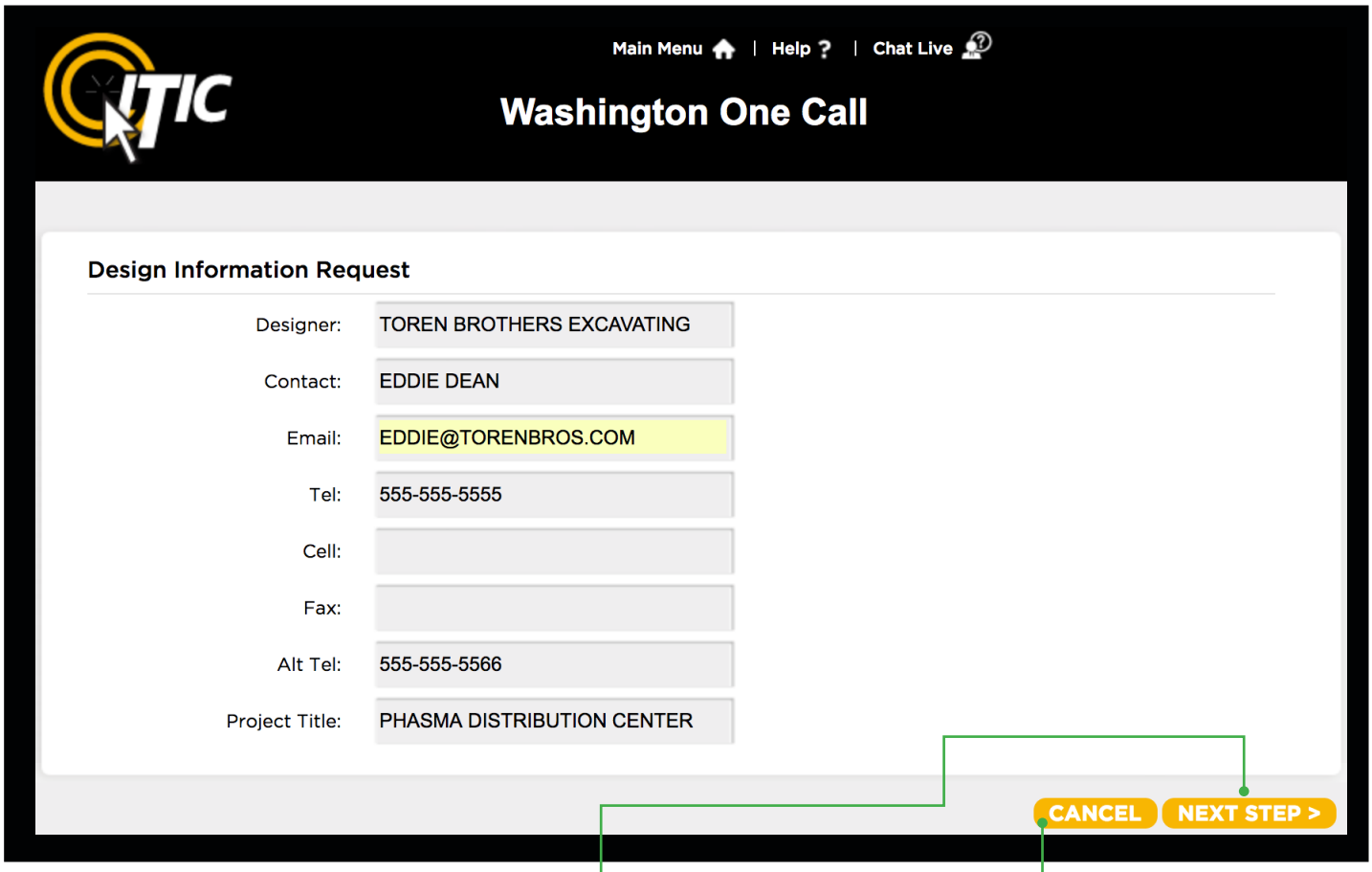
Of course, you need to have created a DIR before you can convert it to a DLR. And at least 5 days must elapse after you create a DIR before you can convert it to a DLR. This gives you the time necessary to contact the facility operators in the area of your project. So we'll look at the process of creating a DIR first. Begin by clicking the "**Design Information Request**" button as shown.



CONTACT INFORMATION

Your contact information will automatically be filled into the first page of the request. You can change this information if required, according to these definitions:

Designer—your company name.
Contact—your name.
Email—your e-mail address.
Tel—your main phone number.
Cel—your cell phone number. (if available)
Fax—your fax number. (if applicable or available)
Alt Tel—an additional contact phone number for you, or someone who is familiar with the project.
Project Title—the name for your job. (e.g. SKYLARK BUILDING PROJECT)
This is to identify the job for future reference.



When you've completed this page, click the "**Next Step**" button to continue.
If you change your mind and want to "back out", click the "**Cancel**" button.

LOCATION INFORMATION

Here's where you describe where your project will take place.

County - Use this drop-down menu to select which county the work will take place in. **NOTE:** only one county per request. If your request crosses county lines, please complete an additional request using the second county name.

City/Place - Use this drop down menu to select the City or place the work will take place in. (Once the County is selected, all cities and townships within that county will be available in the City/Place menu.)

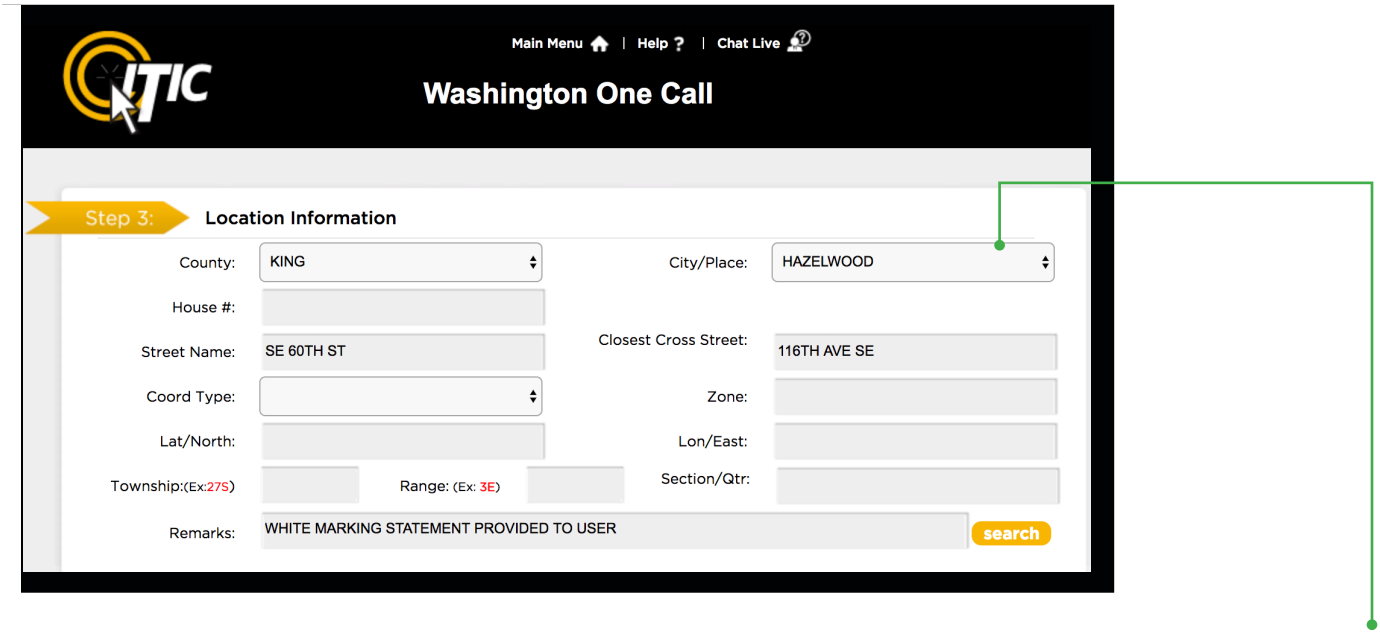
House # (Address) - Enter the number of the address where the work will take place. If there is no physical address, leave this field blank.

Street Name - Enter the street name associated with the address. If there is no address, enter the name of the street in which the project will take place on or along.

Closest Cross Street - Enter the name of the nearest intersecting street to the project, or the intersection at which your project will begin.

Coord Type, Lat/North, Lon/East, Zone - These fields are used to enter Lat/Lon coordinates and require a specific format to obtain accurate results. This information is not required.

Township, Range and Section (TRSQ) - These fields are used to enter Township, Range and Section-Quarter Information (TRSQ). You will need to enter the information in the correct format for accurate results. This information is not required."



Tip: You can type the first letters of the City or Township name and the list will find it for you.

MAP IT

A Brief Introduction

In this section you will learn, in detail, how to use the mapping application to map out your entire area of proposed excavation.

The map will automatically search by the address, intersection, or Lat/Lon provided once you have entered the required ticket information. If the location is found, it will be displayed in the center of the map. Otherwise, you may need to search manually for the correct area. **Once the correct area is found, you will need to draw a polygon on the map to encompass the entire project area. This will determine which utilities appear on the inquiry results list.**

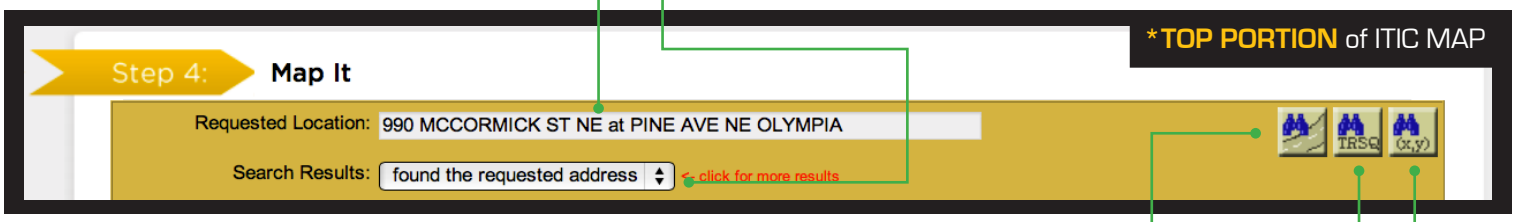
THE MAP

Requested Location

This field will auto - fill the data entered from "Location Information".

Search Results

If ITIC finds one or more matches for your site, the options will be listed here. **Click the drop down list** to view all options and select the correct location. (Not seen in Google View)



Street/Address Search

Use this button to manually search for a specific address, street, intersection, and/or city. (See page 12 for more details)

TRSQ

Use this button to manually search for Township, Range and Section-Quarter. (See page 13 for more details)

Lat/Lon Search

Use this button to manually search for Lat/Lon coordinates. (See page 13 for more details)

FYI

Changing the information in the Street/Address Search box **WILL NOT** change the information entered in the Location Information fields. Make changes to Location Information fields separately.

NEED HELP? **Hours: Mon - Fri 8a - 5p**

Click on the 'Chat Live' icon at the top of any page to chat with a live ITIC specialist while you are processing your locate requests.

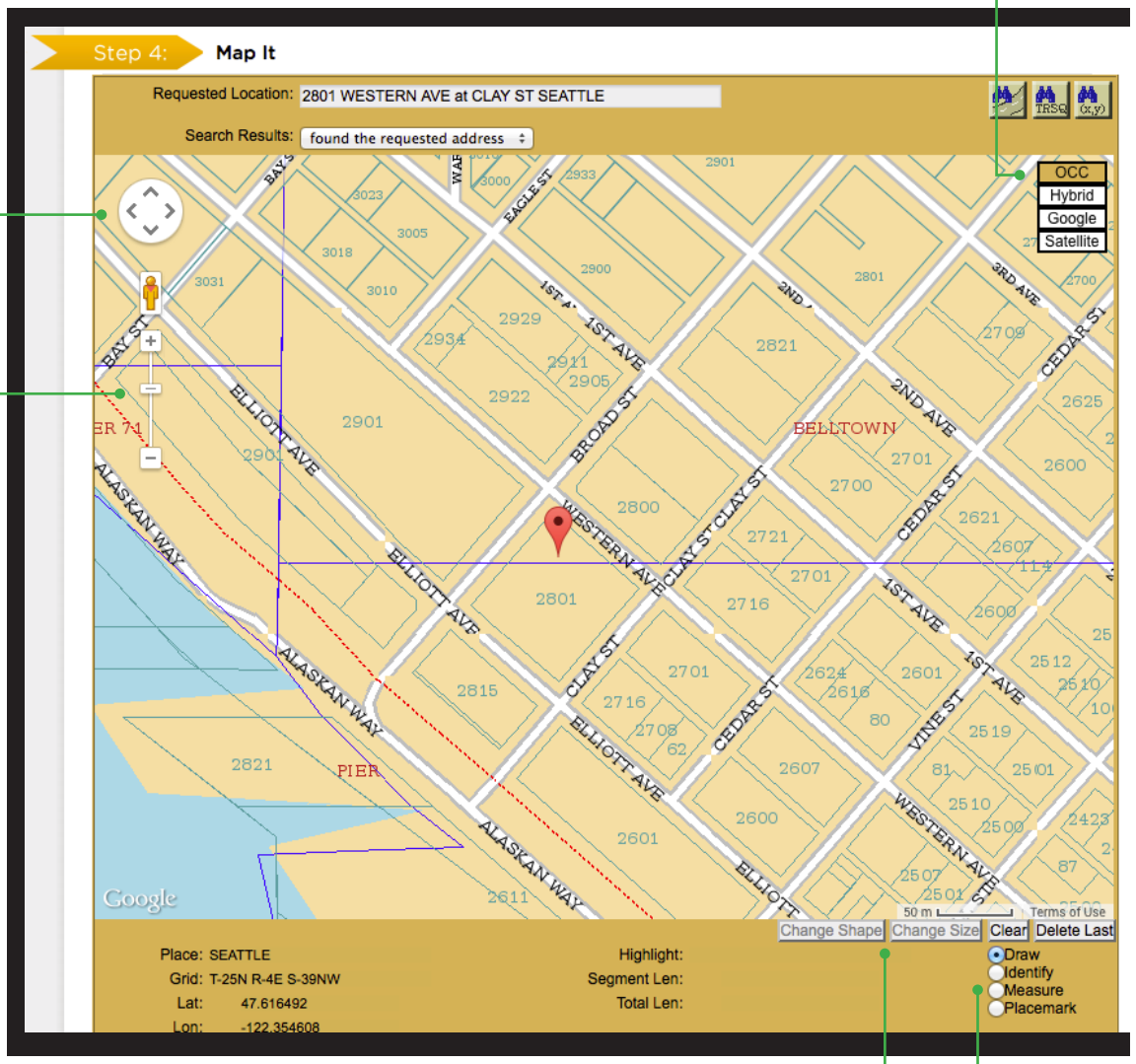
MAP IT - Continued

Directional Button
Click the directional button in the direction you would like the map to move. [You can also "grab" and move the map by holding down the left mouse button.]

Zoom 'In' & 'Out' Bar
Zoom in for more detail by clicking on the plus (+) sign or by dragging the marker up on the bar. **Zoom out** for an increased overall view by clicking on the minus (-) sign or by dragging the marker down on the bar. [You can also zoom in and out by using the middle rolling button on your mouse when your mouse point is on the map.]

Change Shape/Size
Used to change the shape & size of the default polygons.

View
Change the image of the map to the OCC map view (pictured), **Hybrid** View (See page 16 for example) **Satellite** view (See page 16 for example), or **Google** map view. (See page 14 for example)



Draw
Use this function to place points and lines on the map and create an excavation polygon around the your dig site.

Identify
Use this function to identify roads, highways, rivers, creeks, etc., on the map that may not show a name. The name will appear in the bottom section of the map next to "Highlight." Zooming in on the map makes more names visible.

Measure
Use this function to measure the distance between points on the map. Using this tool regularly ensures proper coverage of excavation areas and confirms distances along roads.

Placemark
Use this function to drop a placemark on the map for personal reference. The **Placemark** tool can be very helpful when used in conjunction with the **Measure** tool.

MAP IT - Continued

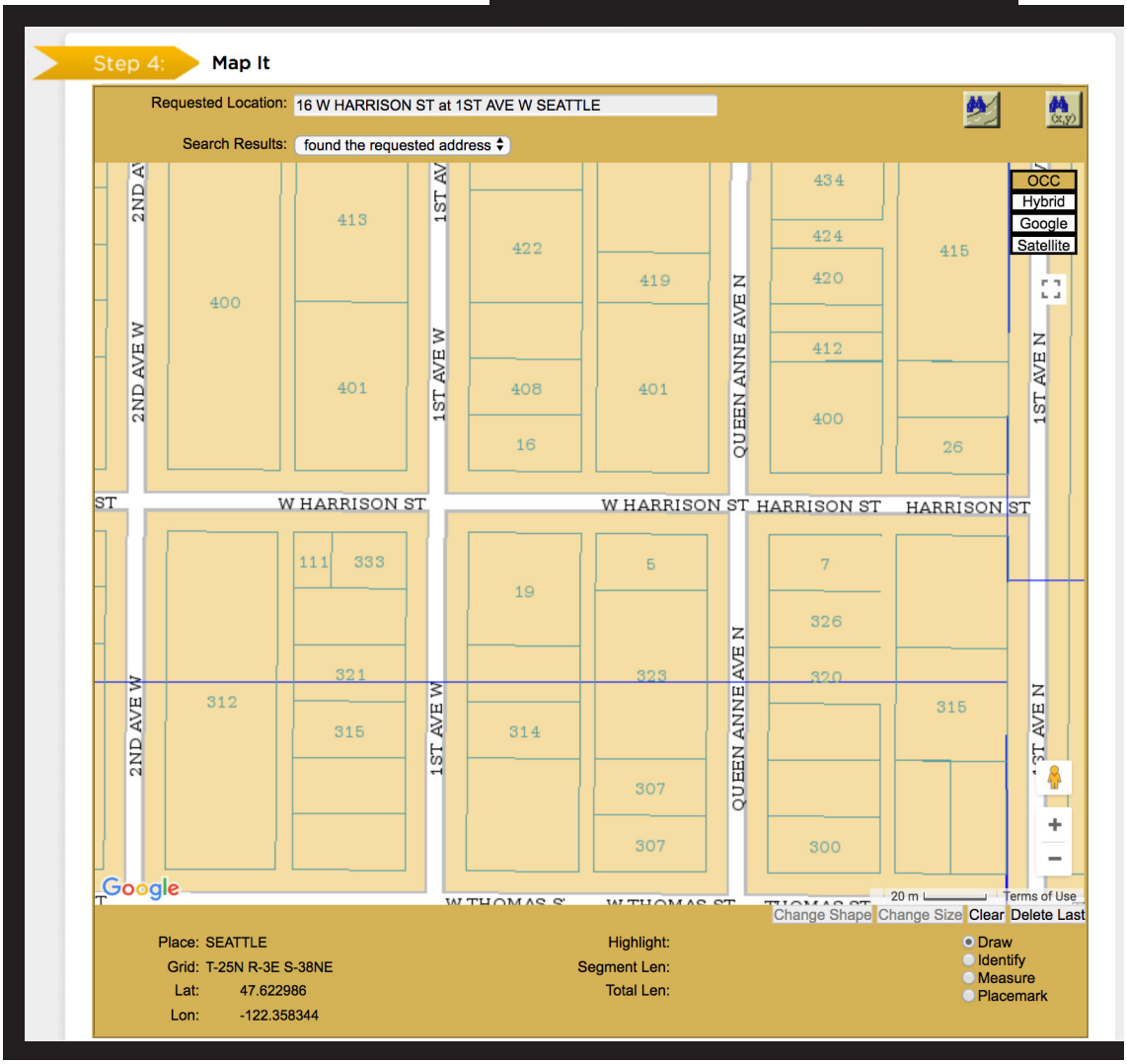
FINDING THE CORRECT LOCATION ON THE MAP

Automatic Address Search

If the system finds an exact match for the address provided (single address only), ITIC will zoom in and display the location in the center of the map (as shown below). Check the following to confirm the system has found the correct location:

- The street name is spelled correctly.
- The nearest intersecting street provided is the closest intersecting street to the jobsite.
- The city currently displayed is the same as the city provided.
- The Search Results drop down for multiple matching options.

MAP: Automatic Address Search



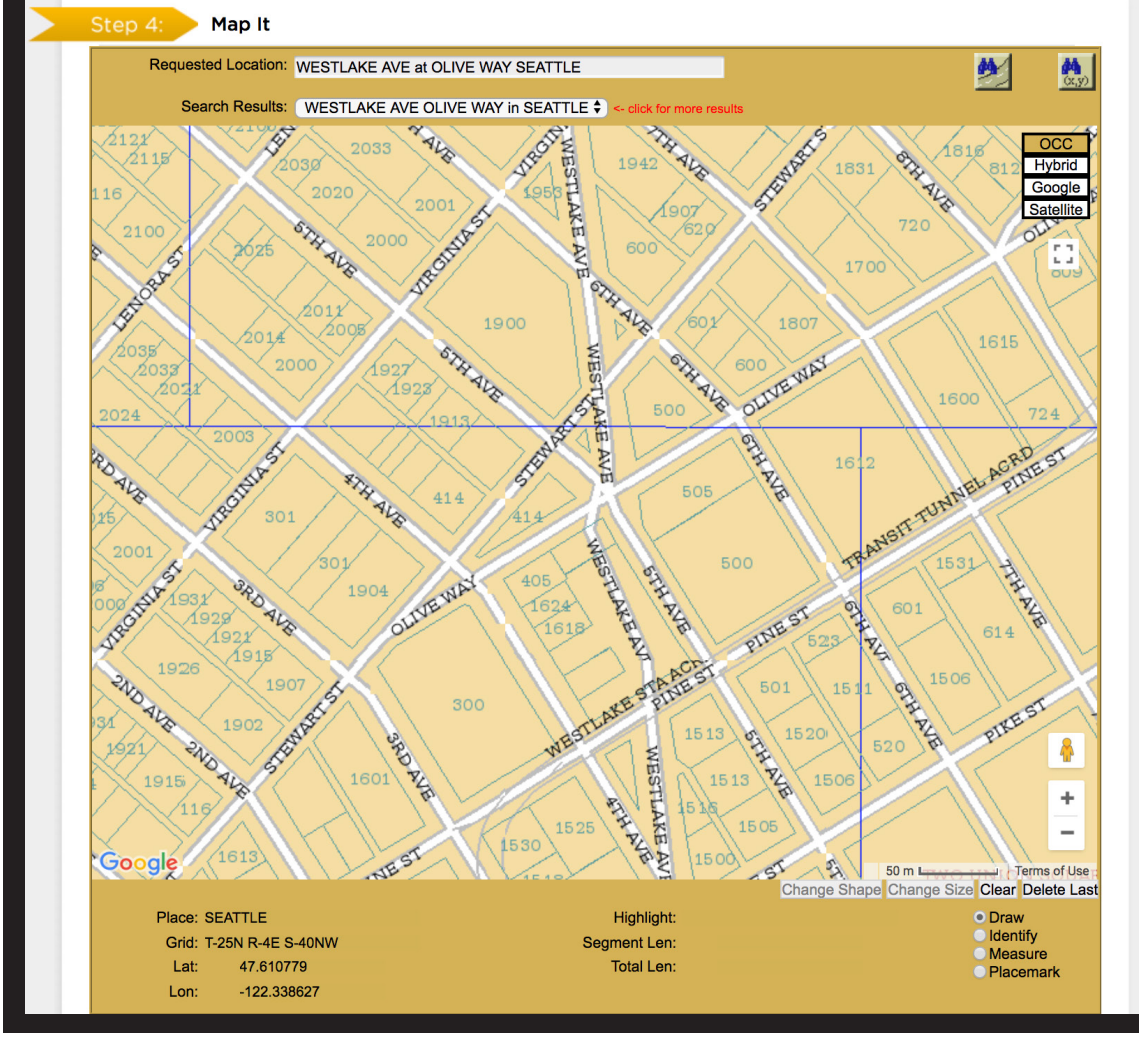
MAP IT - Continued

Automatic Intersection Search

If there is no address or the address was not found, ITIC automatically performs an intersection search. If the intersection is found, ITIC will zoom in and display the intersection in the center of the map (As shown below). Check the following to confirm the system has found the correct location:

- The street names are spelled correctly.
- The nearest intersecting street provided is the closest intersecting street to the jobsite.
- The city currently displayed is the same as the city provided.
- The Search Results drop down for multiple matching options.

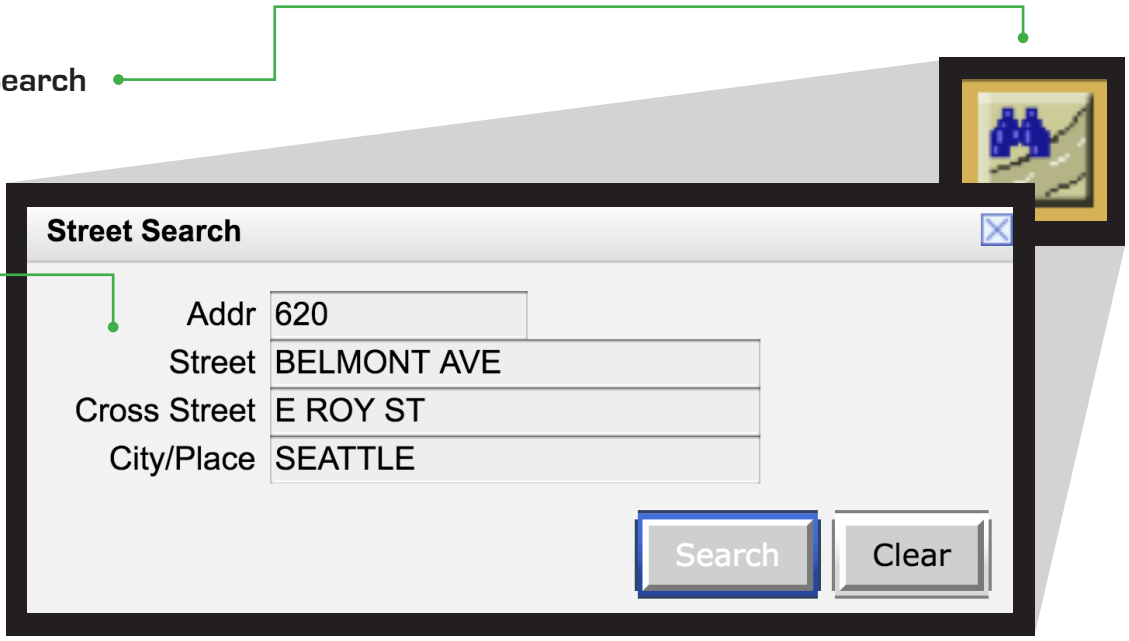
MAP: Automatic Intersection Search



MAP IT - Continued

Manual Street/Address Search
The map will center in the county listed on the ticket.

Use the **Street Search** feature to manually search for the area.



In the **Street Search box**, the fields default with the information entered in the Location Information. This information can be changed in order to search for different areas on the map. Changing this information does **NOT** change the information in the Location Information fields; it only changes your search criteria. You may enter a single street with the city, another intersection with the city, or just the city itself. **If the new data entered is found, it will be centered on the map.**

- If you are working on a street or road with "State", "County", or "Hwy" in the name, and it has an alternate name, **use the alternate name** to expedite the map search.
- If you have a number in the street name (hwy or county road) search only the **number.**

FYI

Changing the information in the Street/Address Search box **WILL NOT** change the information entered in the Location Information fields. Make changes to Location Information fields separately.

NEED HELP? **Hours: Mon - Fri 8a - 5p**

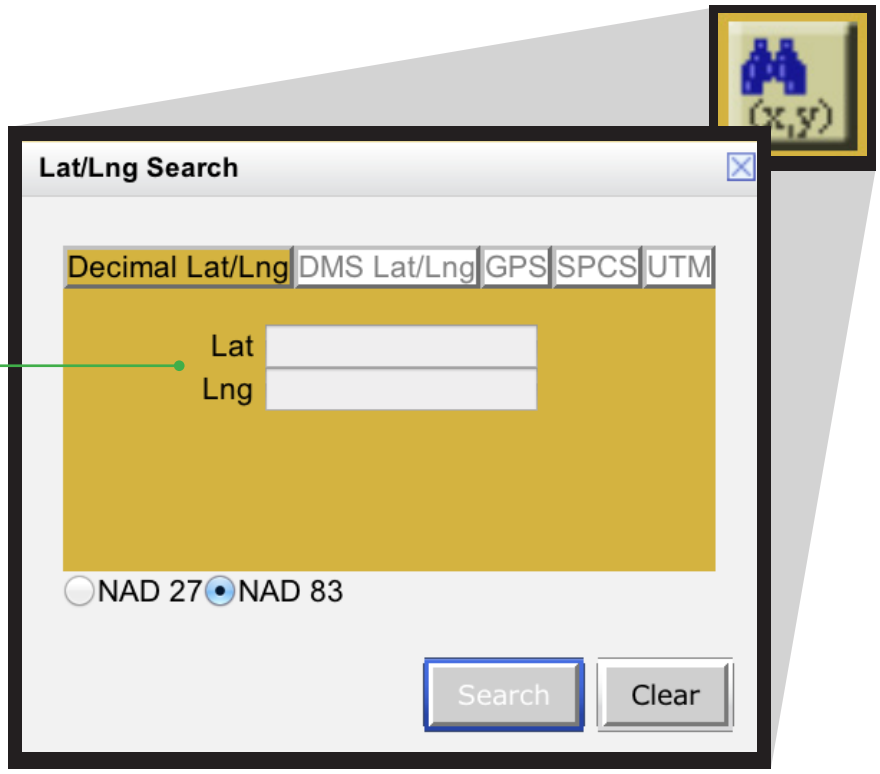
Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

MAP IT - Continued

Search by Latitude/Longitude

ITIC will automatically search accurate coordinates provided on the ticket.
If you wish to do a manual Lat/Lon search **click the "Lat/Lon Search" button**.

Enter the coordinates in the correct format.
The map will center the coordinates on the screen with a point if they are found within the **county** you have provided.



TRSQ

ITIC will automatically search accurate Township, Range & Section ¼ (TRSQ) information provided on the ticket.
If you wish to do a manual TRSQ search, click the "TRSQ" button.

Enter the TRSQ in the correct format. The grid will appear in the center of the screen, if it is found within the county you have provided.

NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p

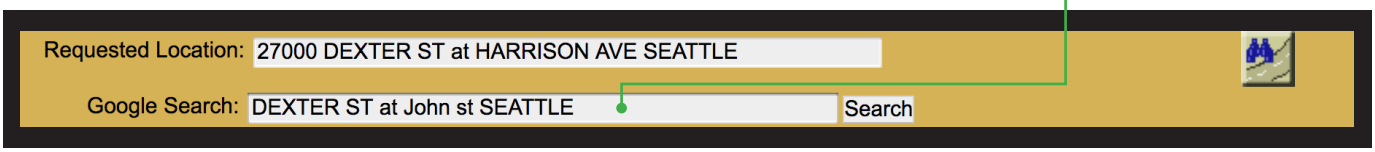
MAP IT - Continued

Manual Google Map Search

If the location is not found automatically by ITIC, you may choose to search **Google**.
Click on the **Google button** to change the map view.

The **Search Results drop-down box** will be replaced with a **Google Search field**. The information in this field is copied from the Requested Location. Click the **search button** to the right of this field to search the location on the Google map.

To search a different intersection, remove the address, street and intersecting street, and leave the city. Then enter the new intersection preceding the city in the format shown below:

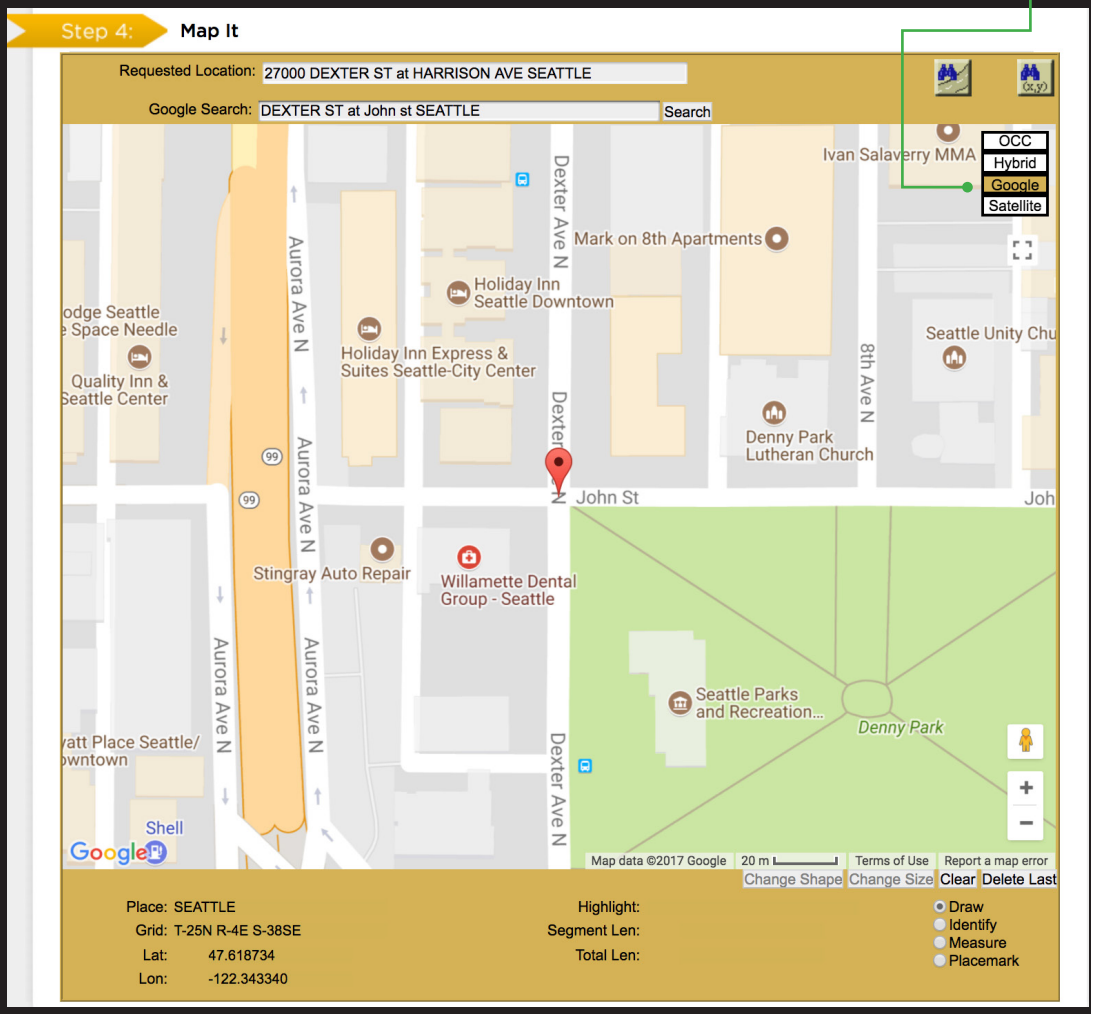


After the location is found, you can draw the polygon on the Google map.

Guidelines for **drawing a polygon** on page __

*If you draw the polygon on the Google map, **you must click the "OCC" (view button) to verify the polygon on the ITIC map before submitting.**

MAP: Manual Google Map Search



NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p

MAP IT - Continued

Hand Drawing the Polygon

Select **"Draw"** and make a **single click** on the map where you would like to set your first point.

(Do not 'drag' the cursor after making a point, the map will move, **click and release** to make points as you go.)

Continue setting points until you completely encompass the entire area of excavation. To close/complete the polygon, simply click the same square point where you began.

Segment Length & Total Length

Segment Length tells you the length of the polygon segment you're working with, Total length tells you the length of the entire polygon SO FAR.

POLYGON
POINTERS

- Enclose the entire area described on your ticket with the polygon.

- Always include the **dig street** within the polygon except when describing a dig site with a distance off a street. If you are unsure, enclose **both sides** of the street.

- The polygon should **ALWAYS** cover the entire distance off the side(s) of the road that the work will extend when digging takes place in or along the road.

HERE'S A TIP

Always check "Place" displayed at the bottom left corner of the map. This will show the city/place your mouse pointer is in. If your cursor is in an off-white area the "Place" will be blank representing that you are outside city limits.

- **Knowing the <u>side of the road</u> (N, E, S or W) and the <u>direction from the nearest intersecting street</u> will assist you in finding the dig site and drawing an accurate polygon.**

MAP IT - Continued

Measuring to a specific point

You can use the draw or measure function to determine distances on the map. Place the first point at the intersection, then click to make points following the road to the end point. Watch 'Total Length' indicator at the bottom of the map. Once you have measured the appropriate distance, click on "draw" (or "clear" if you used the "draw" tool to measure) and draw the polygon to encompass the entire worksite at that point.

If you find that the distance measured on the map is different than the distance you have entered in the Location Description, correct the distance in the Location desciption.

Modifying the Polygon

Place your cursor on any small square found on the polygon border(s) you wish to modify (the modification point). Continue holding the mouse button and stretch the polygon by dragging the point to another position.

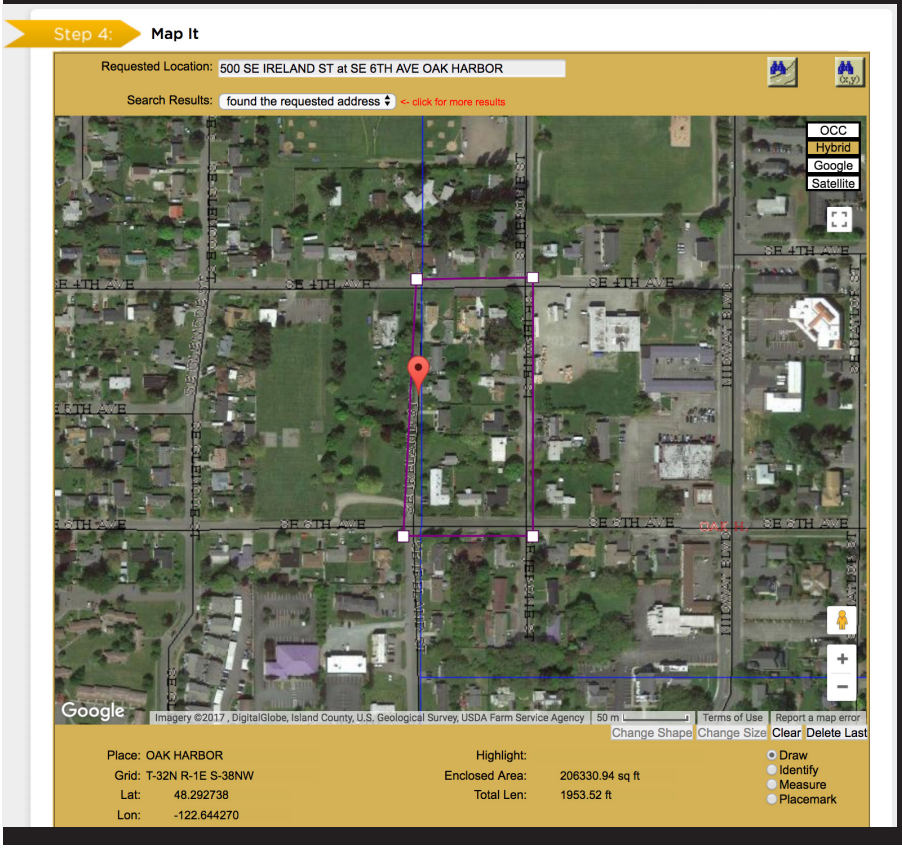
- or -

Click and release to detach the point from the polygon and move the point to a new area on the map. Click the mouse button (right or left) to set the new point. Repeat these steps until you have re-shaped the polygon to encompass the entire excavation area.

Using the Satellite and Hybrid Options to Verify the Location

You can view an aerial map of the site location by clicking the **Satellite** button. Clicking the **Hybrid** button will display satellite imagery overlaid with OCC road map information. The Satellite and Hybrid map views can help you verify that the polygon is in the correct location and large enough to cover your work area. If you need to make changes, click the "**clear**" button and redraw the polygon.

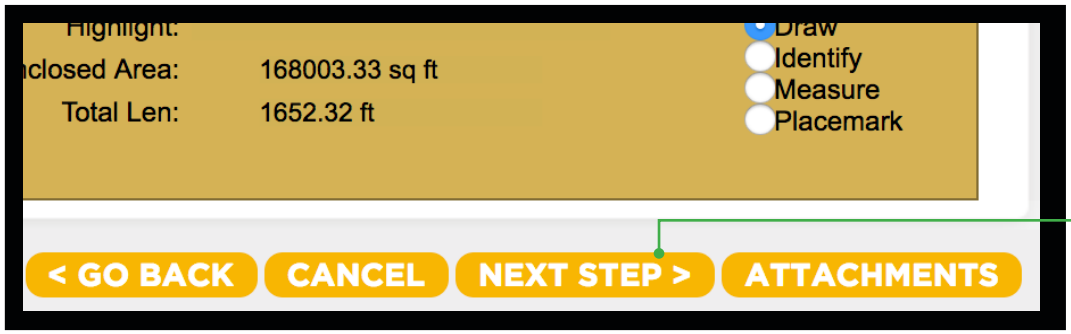
Hybrid View



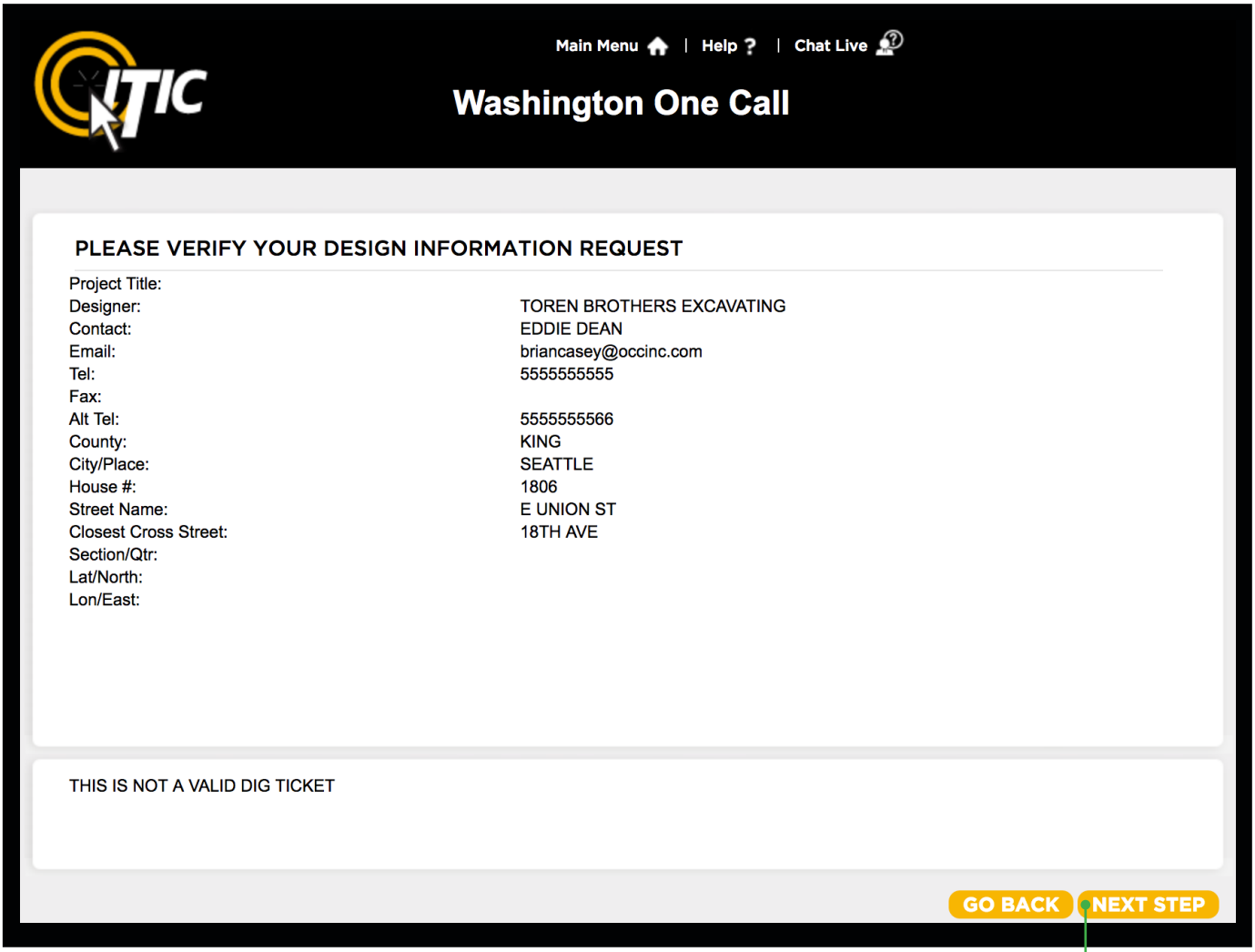
Satellite View

DIR VERIFICATION PAGE

When you have finished mapping, click **Next Step** at the bottom of the page.



This will bring you to the **Design Information Request Verification** page.

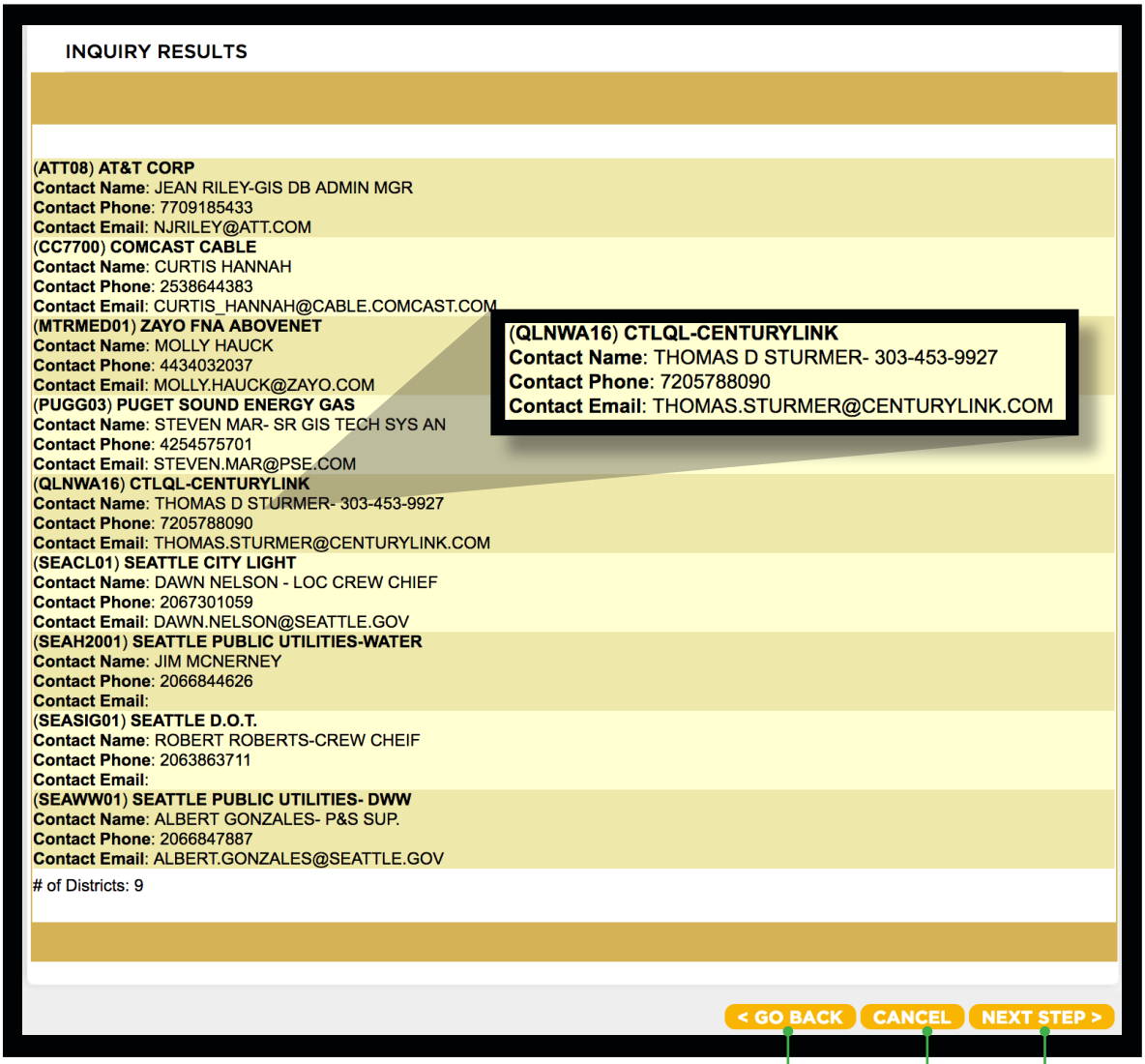


When you are satisfied that all information is correct, click **Next Step.**

INQUIRY RESULTS

You will then see a listing of facility owners registered with Dig Safe Washington in the area chosen. (You will also receive this same list via e-mail once the DIR is completed.) This will provide you with the name of the company, the contact person with that company, and a contact phone number and e-mail for the contact (if on file with the center). **You can print this list for future reference using the print function of your browser.**

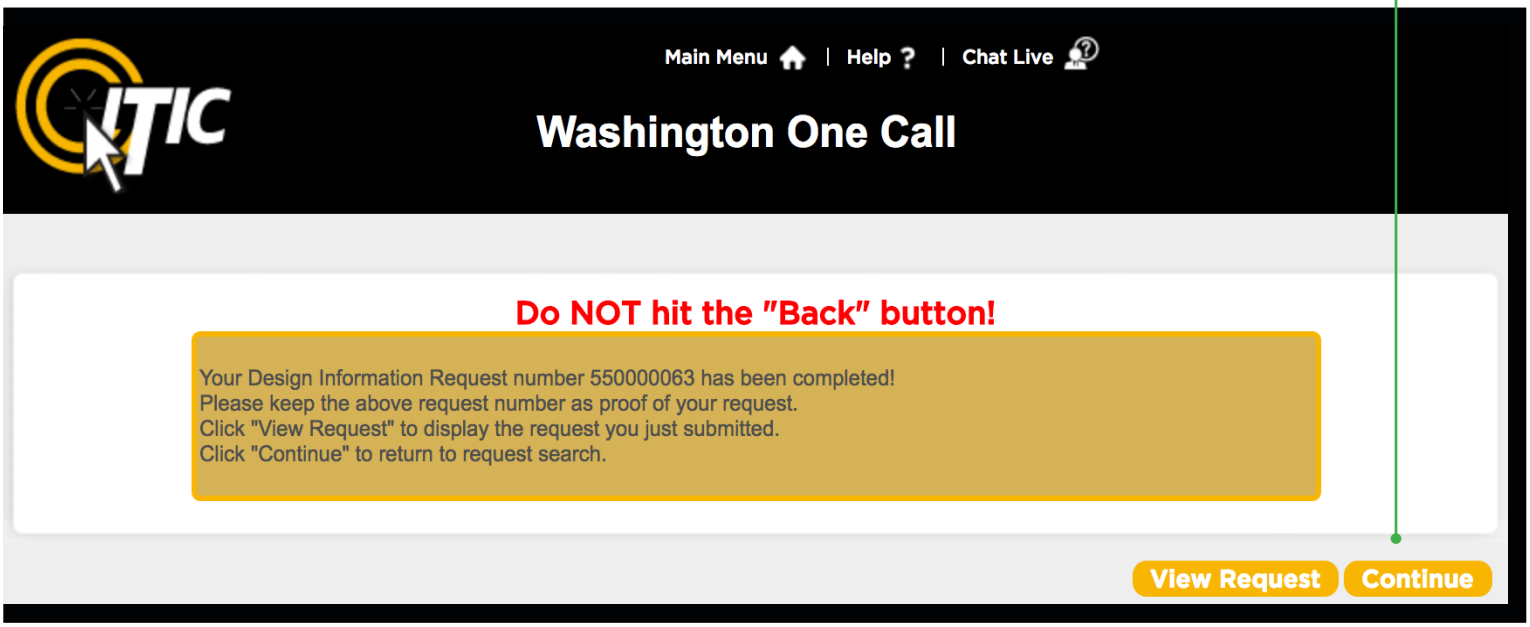
Underground facility owners will not receive this information. It will be your responsibility to contact them and request the information you need for your project.



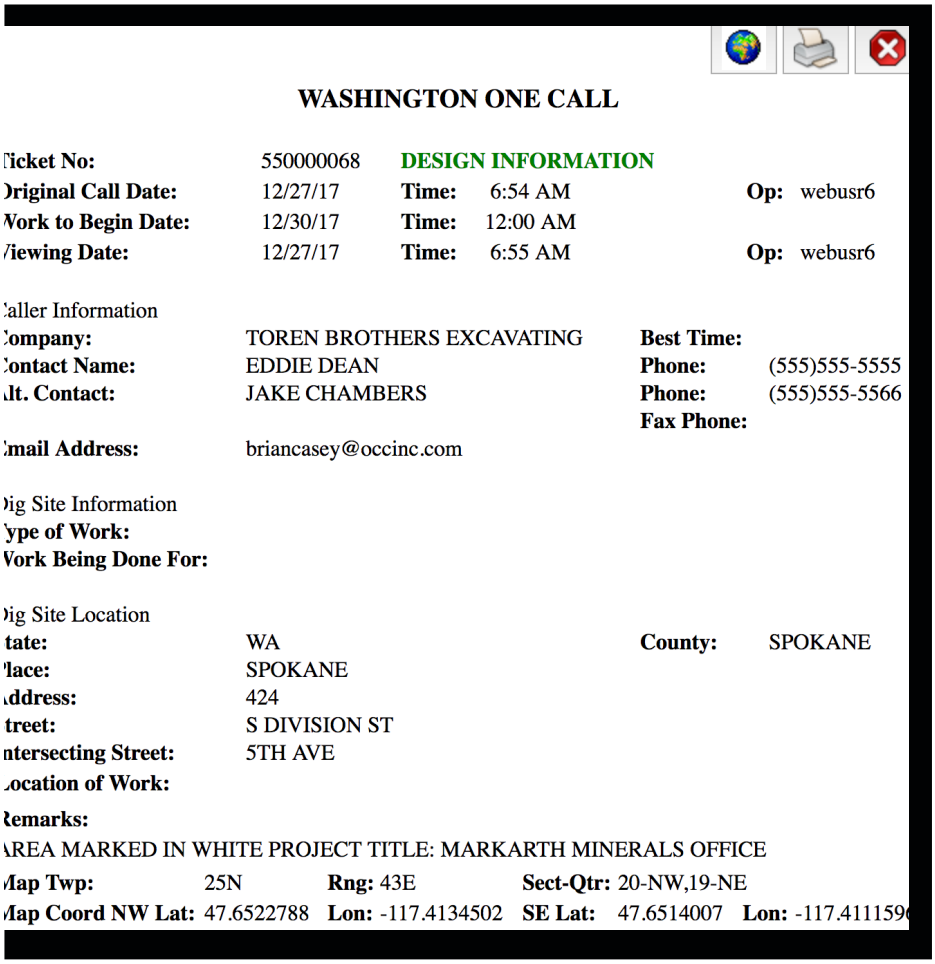
Once you've finished reviewing the list, click "**Next Step**" to continue.
If you want to abandon your work, click the "**Cancel**" button.
If you need to fix something, click the "**Go Back**" button.

REQUEST COMPLETED!

You can choose to **View** your request, or return to the main page by clicking **Continue**. Your request will be saved and can be accessed from the **Manage Design Requests** page.



REQUEST COMPLETED!



WASHINGTON ONE CALL

Ticket No:	550000068	**DESIGN INFORMATION**			
Original Call Date:	12/27/17	**Time:**	6:54 AM	**Op:**	webusr6
Work to Begin Date:	12/30/17	**Time:**	12:00 AM		
Viewing Date:	12/27/17	**Time:**	6:55 AM	**Op:**	webusr6

Caller Information

Company:	TOREN BROTHERS EXCAVATING	**Best Time:**	
Contact Name:	EDDIE DEAN	**Phone:**	(555)555-5555
Alt. Contact:	JAKE CHAMBERS	**Phone:**	(555)555-5566
		Fax Phone:	
Email Address:	briancasey@occinc.com		

Dig Site Information

Type of Work:	
Work Being Done For:	

Dig Site Location

State:	WA	**County:**	SPOKANE
Place:	SPOKANE		
Address:	424		
Street:	S DIVISION ST		
Intersecting Street:	5TH AVE		
Location of Work:			

Remarks:
AREA MARKED IN WHITE PROJECT TITLE: MARKARTH MINERALS OFFICE

Map Twp:	25N	**Rng:**	43E	**Sect-Qtr:**	20-NW,19-NE		
Map Coord NW Lat:	47.6522788	**Lon:**	-117.4134502	**SE Lat:**	47.6514007	**Lon:**	-117.411159

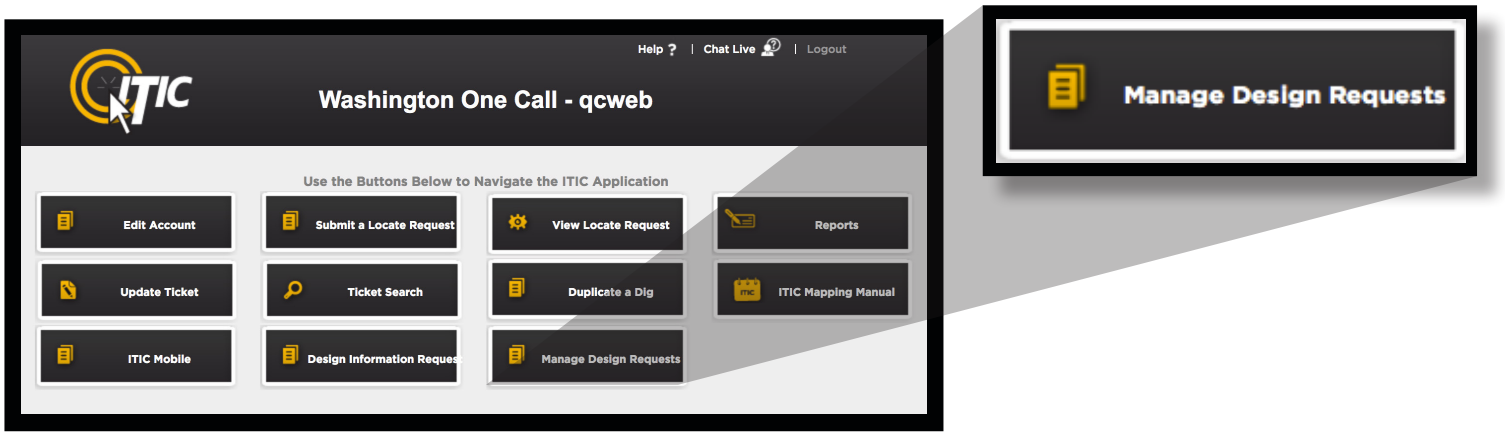
If you wish to view the map associated with your request, click the globe, or "**Show Map**" button. You can also print your request from the "**View Request**" screen. Just click the "**Printer**" button. Once finished, you can click the "**X**" button to go back to the previous window.

Remember, the Design Information request (DIR) does not send the request to the utilities. It is only to provide you with a list of design contacts for those utilities that are participating in the Design Request System.

CONVERTING A DESIGN INFORMATION REQUEST TO A DESIGN LOCATE REQUEST

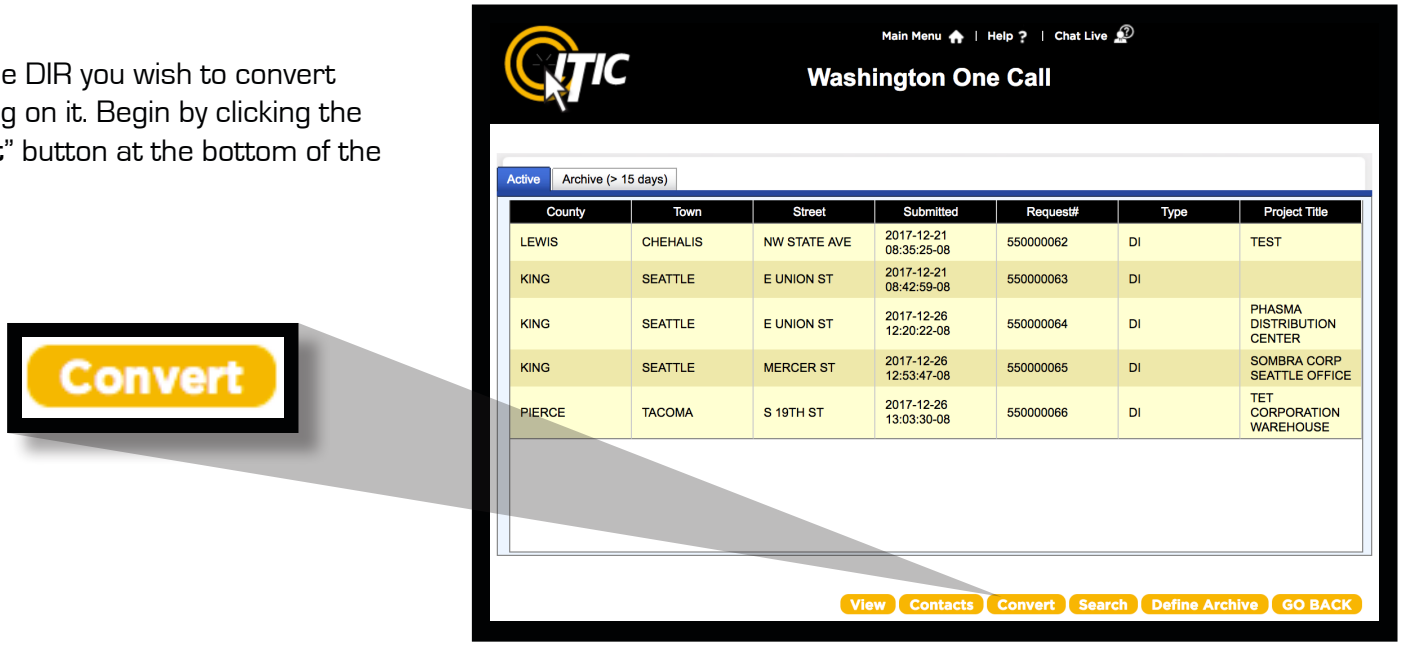
Once you have contacted the facility owners for information, or you find you need to have underground facilities physically marked at a specific location, it is easy to take a DIR and convert it directly into a Design Locate Request. **NOTE: At least 5 business days must elapse before converting a Design Information Request into a Design Locate Request**. Please remember that a Design Locate Request should only be initiated when:

1. You have waited the 5 business days
2. You have spoken to the facility owners, and you are still unclear as to the exact site of a particular underground facility



Please note that **no excavation can take place** with a Design Locate Request. You must notify Dig Safe Washington for a dig ticket.

Select the DIR you wish to convert by clicking on it. Begin by clicking the "**Convert**" button at the bottom of the screen.



Submitting a Design Locate Request (DLR) does not guarantee underground facilities will be marked with paint. Each DLR will be handled on a case-by-case basis by the utilities.

CONVERTING A DESIGN INFORMATION REQUEST TO A DESIGN LOCATE REQUEST - Continued

Fill in the fields as needed (please note that your company's information is already listed in the proper fields).

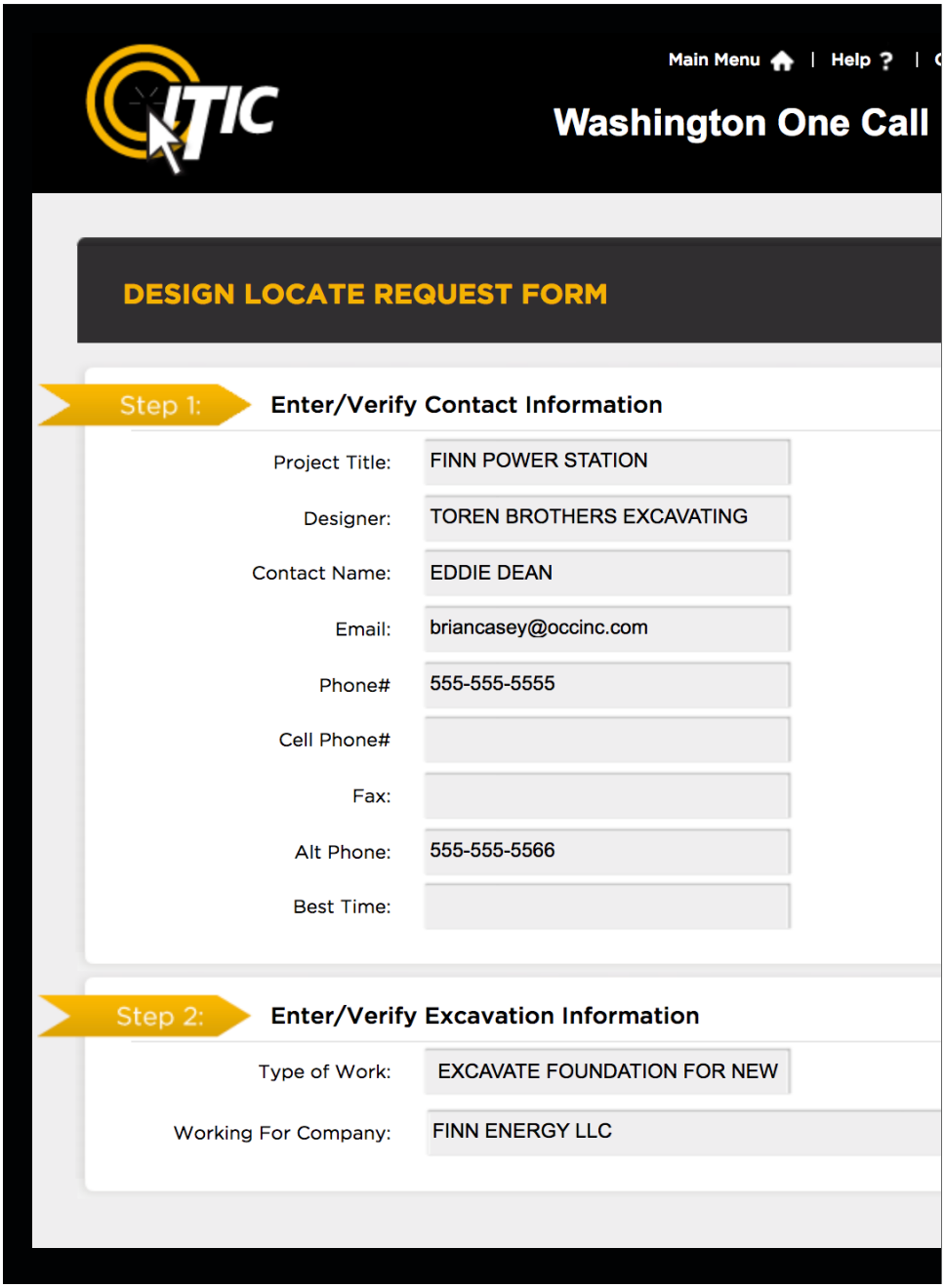
Project Title - Name of the project.

Alt Tel - An additional phone number by which the main contact person can be notified. (optional)

Best Time to Call - The best time frame to contact you.

Working For Company - The entity for which you are doing this design.

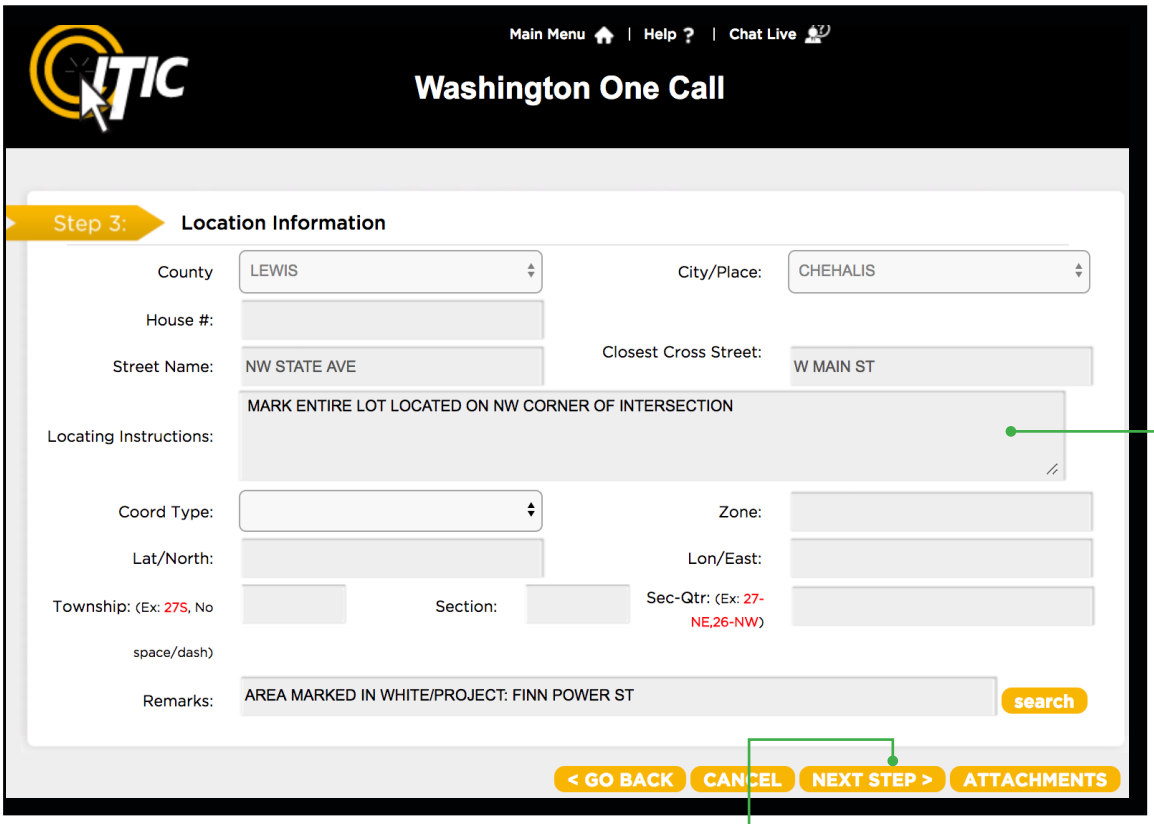
Type of Work - The type of design that is being done.



CONVERTING A DESIGN INFORMATION REQUEST TO A DESIGN LOCATE REQUEST - Continued

Once you've moved on to the next page, you must verify the information that has been transferred from the original DIR. **This information cannot be changed - if it must be changed, you will need to submit a new DIR.**

Please note that, while your location information has been copied into the screen from the original request, several new fields have been added.



NOTE: Do not use punctuation in the **"Locating Instructions"** field.

While the scope of the project can be increased, any increase should be minimized to include only the area in question. For example, your original project may stretch over ½ mile; however, if the area you are concerned about stretches for only 200 feet, then make that clear in the marking instructions.

NOTE: Your request will require a minimum of 5 business days, rather than 48 hours.

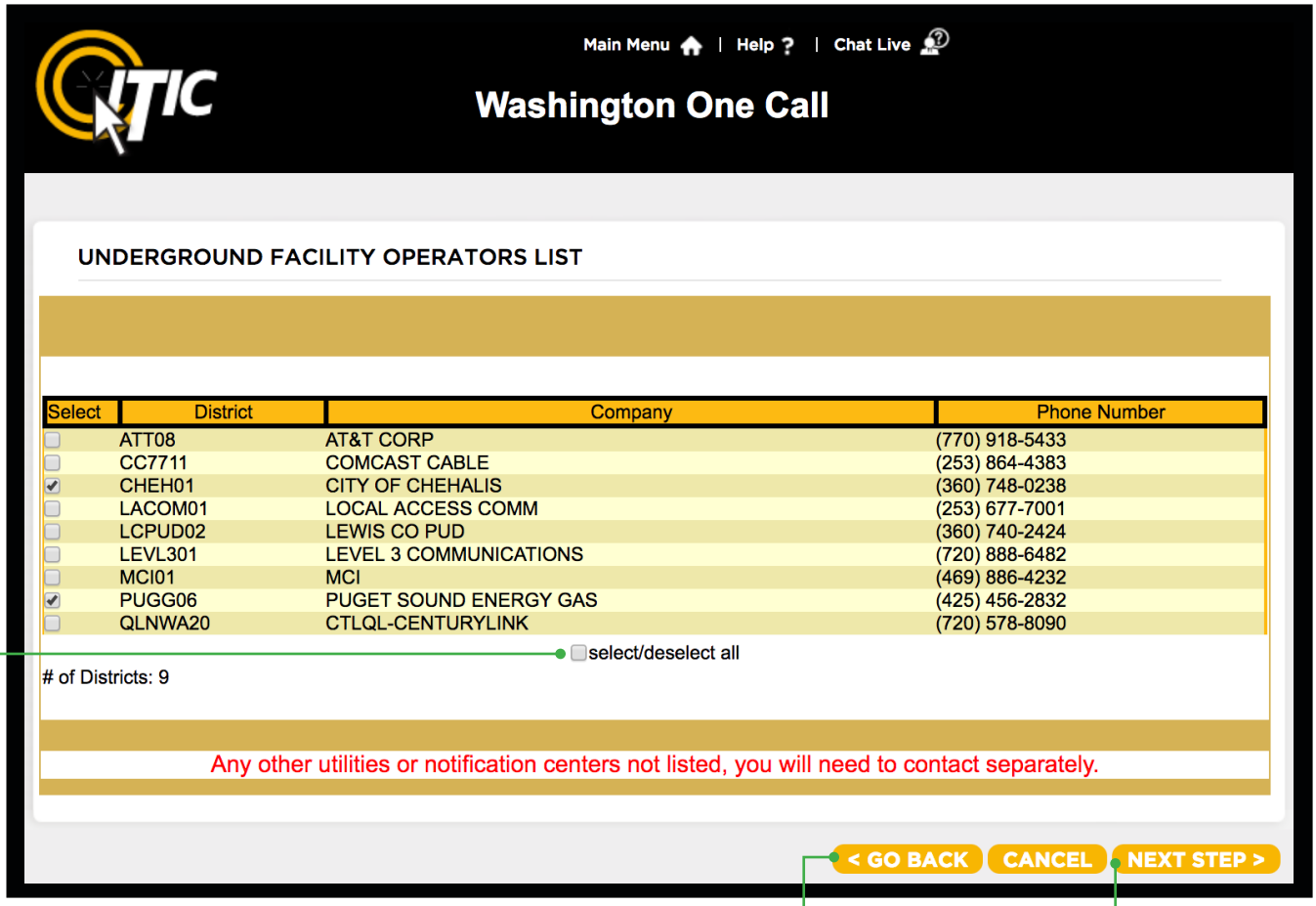
Add specific marking instructions in order for the locate to be completed. The area you have mapped does not affect how the facility owners mark their lines. They will require specific marking instructions before they can go and mark them. You will not be able to request a meeting to show where the markings need to be done.

Once you are satisfied with your request, click "**Next Step**" to continue. As before, you can use the "**Go Back**" button to go back and the "**Cancel**" button to abandon the ticket.

Submitting a Design Locate Request (DLR) does not guarantee underground facilities will be marked with paint. Each DLR will be handled on a case-by-case basis by the utilities.

CONVERTING A DESIGN INFORMATION REQUEST TO A DESIGN LOCATE REQUEST - Continued

Finally, you will be given a list of facility owners in the given area. You can choose the facility owner(s) that you would like to mark lines in the area of your project. To do this, simply check the box on the left side of the specified facility owner. If you need to notify each of them, check the "**select/deselect all**" box. You can also use this box to clear the entire list and start over.



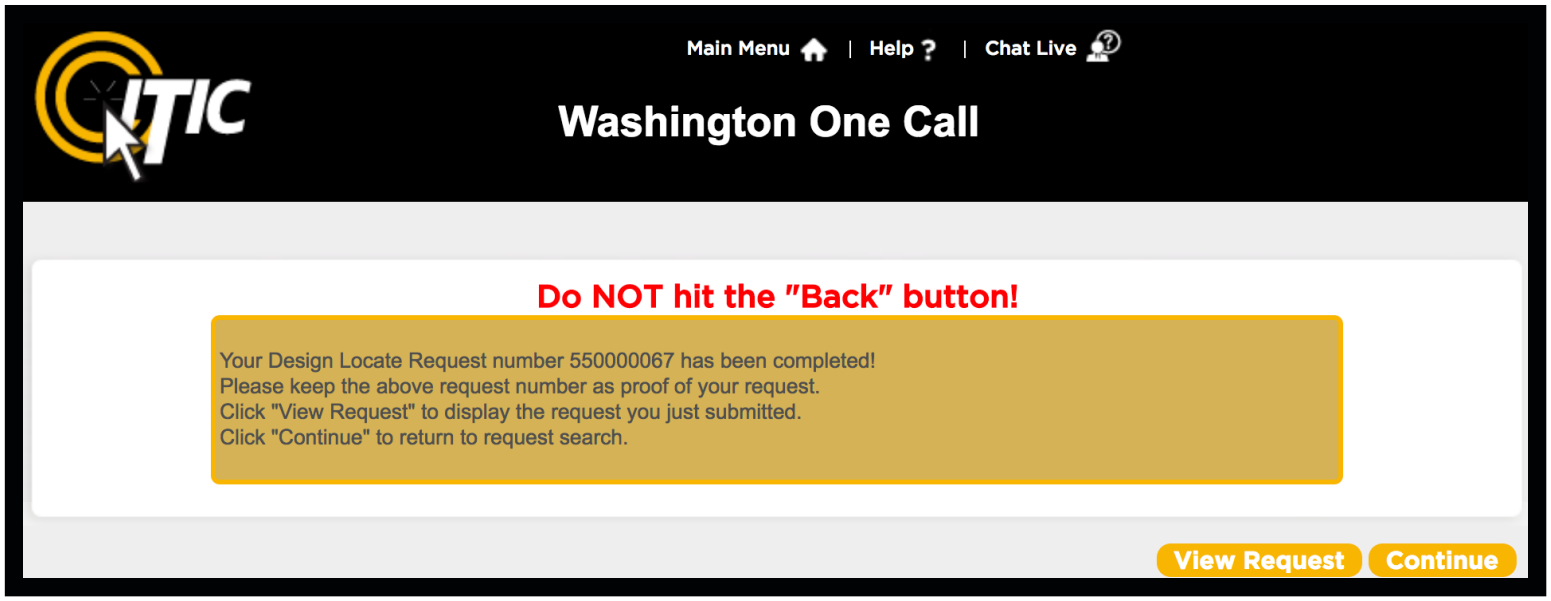
Click "**Next Step**" to continue. If you need to make changes, click the "**Go Back**" button on the window to go back. **DO NOT USE THE BACK BUTTON ON YOUR BROWSER**. The "**Cancel**" button can be used to abandon the ticket.

Submitting a Design Locate Request (DLR) does not guarantee underground facilities will be marked with paint. Each DLR will be handled on a case-by-case basis by the utilities.

REQUEST COMPLETED!

You can choose to view your request or continue back to the main page. Your request has been saved and can be accessed from the main menu.

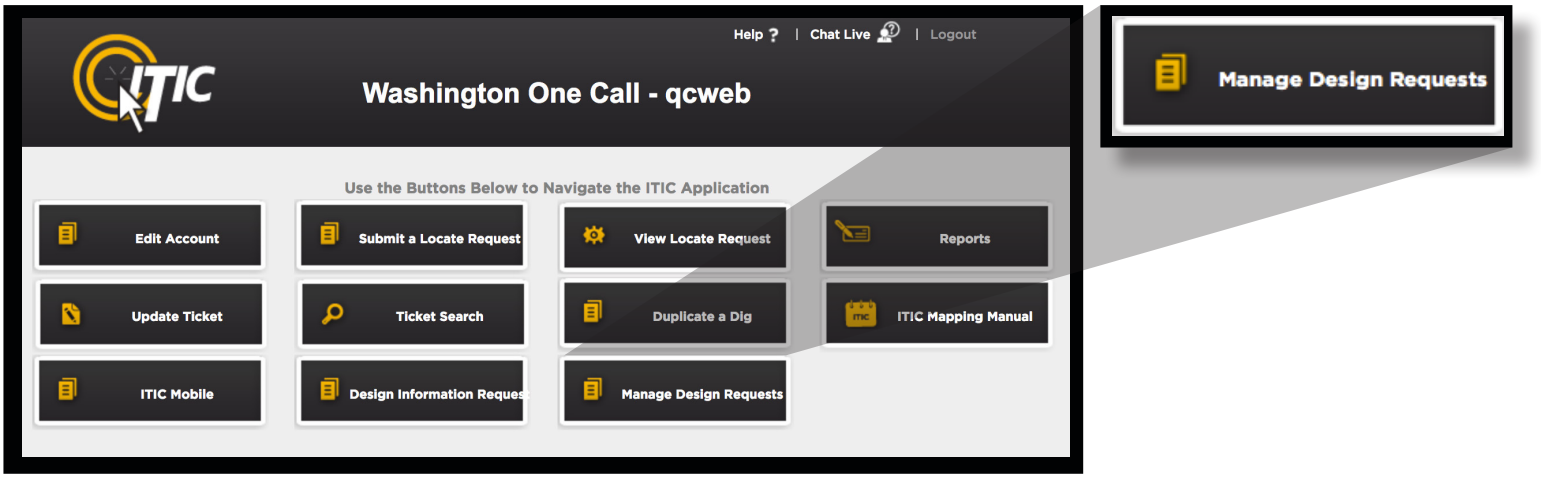
Once you submit the request, you will receive notification of the Design Locate Request via e-mail. **Please note that this is not an actual ticket, and that no excavation can be done using this. If excavation is planned, notify Dig Safe Washington for a routine dig ticket.**



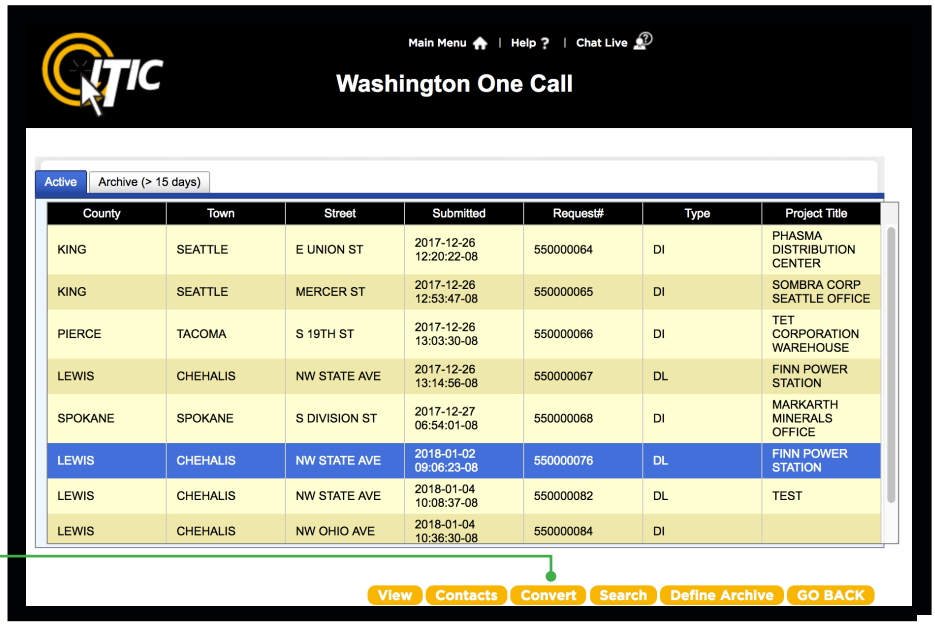
RE-USING A DESIGN LOCATE REQUEST

You may find it necessary to have a different portion of your design area marked than was originally described or you may need an operator to return to the site because marks have been obliterated. If you do, use the existing design locate request to ask for these markings.

Access the list of available requests through the **"Manage Design Requests"** menu button as you did when you first converted the Design Information Request.



Select the DLR you wish to convert by clicking on it. Click the "**Convert**" button at the bottom of the screen. You will be able to access all the editable fields as you did when you first converted the DIR.

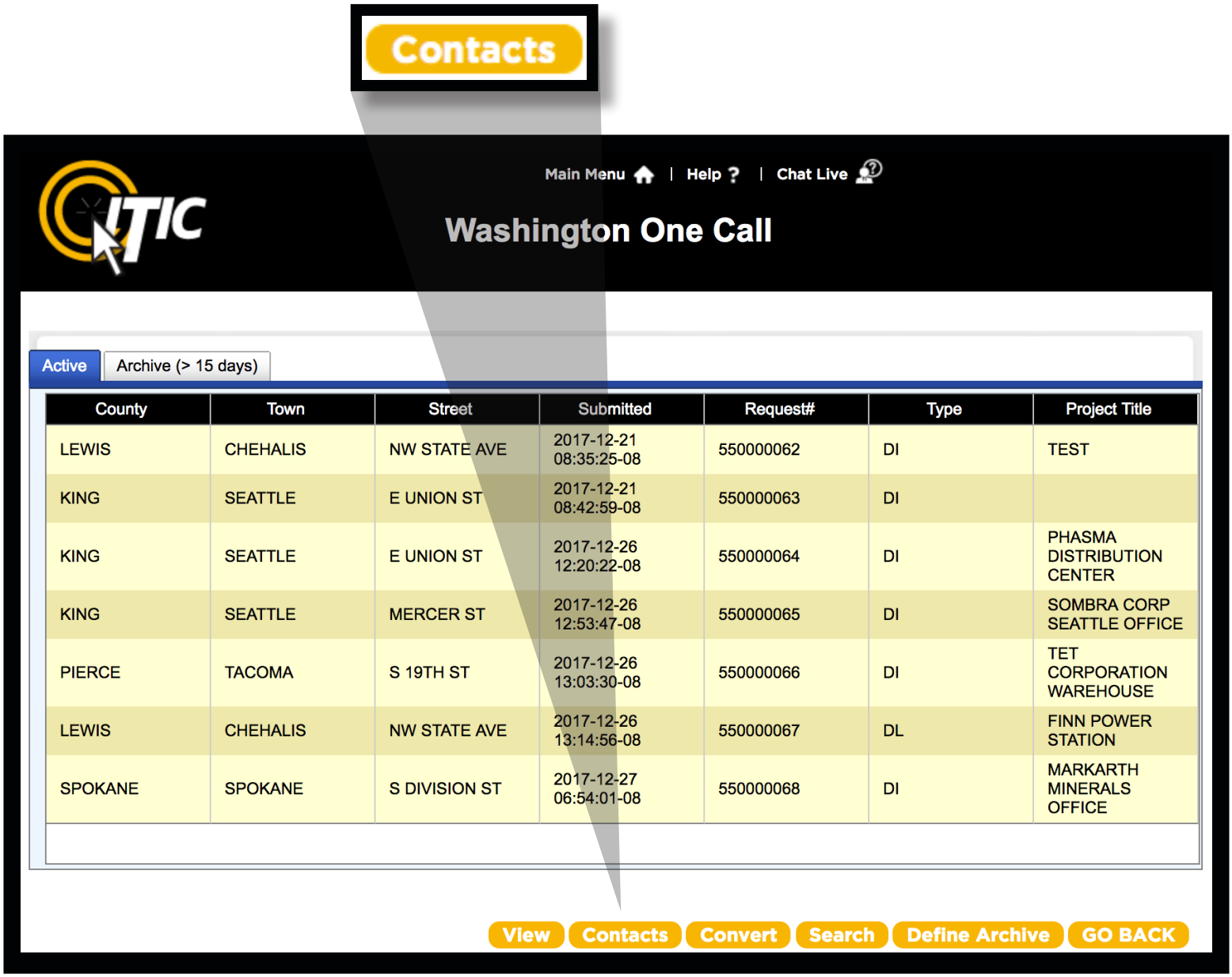


Submitting a Design Locate Request (DLR) does not guarantee underground facilities will be marked with paint. Each DLR will be handled on a case-by-case basis by the utilities.

Remember that **no excavation can take place with a Design Locate Request**. You must notify Dig Safe Washington for a dig ticket.

CONTACTS

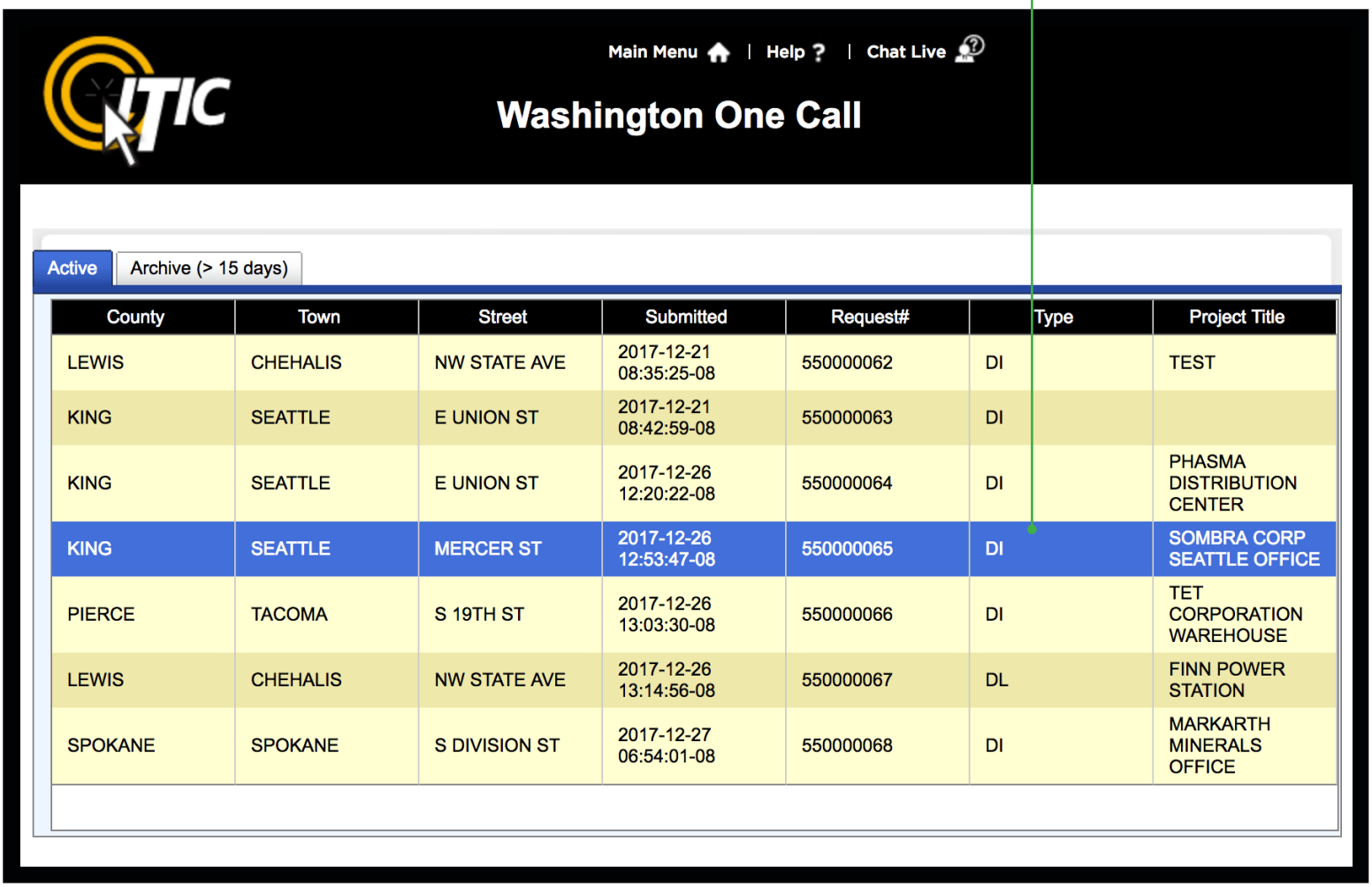
While managing your work, you may need to look up the contact list from a previous ticket. This is easy to do with the "**Contacts**" button on the Manage Design Requests screen.



County	Town	Street	Submitted	Request#	Type	Project Title
LEWIS	CHEHALIS	NW STATE AVE	2017-12-21 08:35:25-08	550000062	DI	TEST
KING	SEATTLE	E UNION ST	2017-12-21 08:42:59-08	550000063	DI	
KING	SEATTLE	E UNION ST	2017-12-26 12:20:22-08	550000064	DI	PHASMA DISTRIBUTION CENTER
KING	SEATTLE	MERCER ST	2017-12-26 12:53:47-08	550000065	DI	SOMBRA CORP SEATTLE OFFICE
PIERCE	TACOMA	S 19TH ST	2017-12-26 13:03:30-08	550000066	DI	TET CORPORATION WAREHOUSE
LEWIS	CHEHALIS	NW STATE AVE	2017-12-26 13:14:56-08	550000067	DL	FINN POWER STATION
SPOKANE	SPOKANE	S DIVISION ST	2017-12-27 06:54:01-08	550000068	DI	MARKARTH MINERALS OFFICE

CONTACTS - Continued

Scroll through the list of Design Requests that appear on your screen. Select the one that you would like to view the contacts for by clicking on it. It will be highlighted in **blue** as shown.



County	Town	Street	Submitted	Request#	Type	Project Title
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LEWIS	CHEHALIS	NW STATE AVE	2017-12-26 13:14:56-08	550000067	DL	FINN POWER STATION
SPOKANE	SPOKANE	S DIVISION ST	2017-12-27 06:54:01-08	550000068	DI	MARKARTH MINERALS OFFICE

CONTACTS - Continued

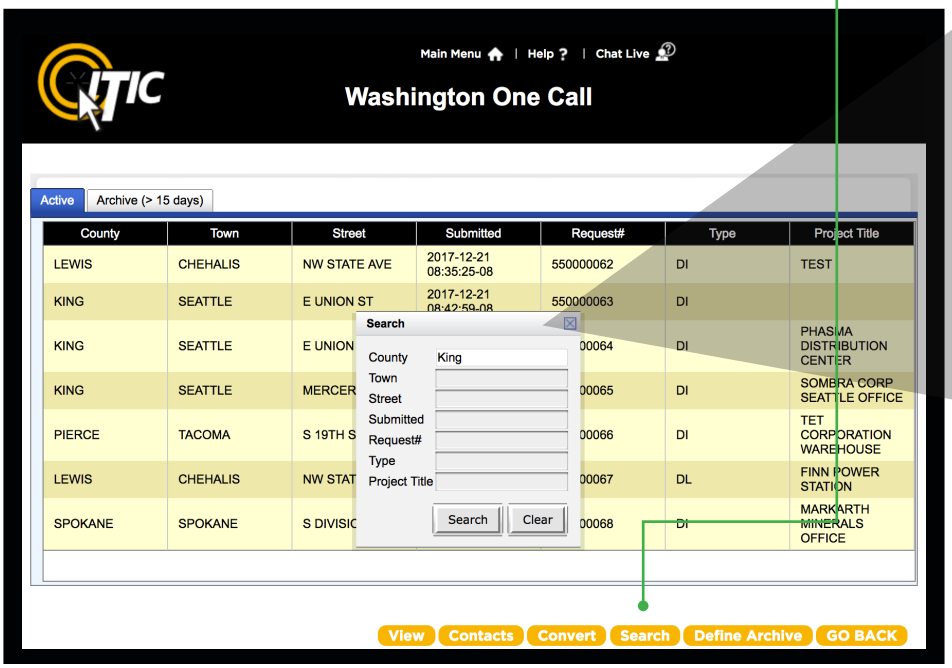
You will be directed to a listing of the companies affected by your request.
You can print this list for future reference using the print function of your browser.

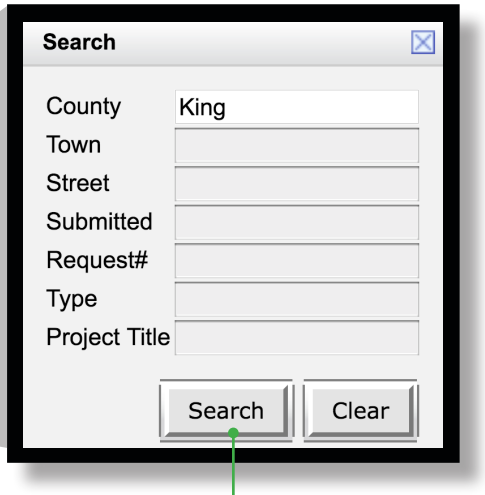
```
Design Inquiry Results for Request # 550000065

( METRAN01 ) METRO TRANSIT
Contact Name : SHERMAN WILLIS
Contact Phone: 2062636580
Contact Email: SHERMAN.WILLIS@KINGCOUNTY.GOV

( KCMTRO01 ) KING CNTY METRO SEWER
Contact Name : SHAUN O'NEIL- SR GIS ANALYST
Contact Phone: 2066841671
Contact Email: SHAUN.ONEIL@KINGCOUNTY.GOV

( MTRMED01 ) ZAYO FNA ABOVENET
Contact Name : MOLLY HAUCK
Contact Phone: 4434032037
Contact Email: MOLLY.HAUCK@ZAYO.COM

( SEACL01 ) SEATTLE CITY LIGHT
Contact Name : DAWN NELSON - LOC CREW CHIEF
Contact Phone: 2067301059
Contact Email: DAWN.NELSON@SEATTLE.GOV

( SEAH2001 ) SEATTLE PUBLIC UTILITIES-WATER
Contact Name : JIM MCNERNEY
Contact Phone: 2066844626
Contact Email:

( SEASIG01 ) SEATTLE D.O.T.
Contact Name : ROBERT ROBERTS-CREW CHEIF
Contact Phone: 2063863711
Contact Email:

( ATTTCI02 )
Contact Name : STEVE HIATT-REG ENG MGR
Contact Phone: 2538644378
Contact Email: STEVE_HIATT@CABLE.COMCAST.COM

( QLNWA16 ) CTLQL-CENTURYLINK
Contact Name : THOMAS D STURMER- 303-453-9927
Contact Phone: 7205788090
```

Once you have finished, click the "**Back**" button on your browser to return to the **Manage Design Requests** menu.

SEARCHING COMPLETED REQUESTS

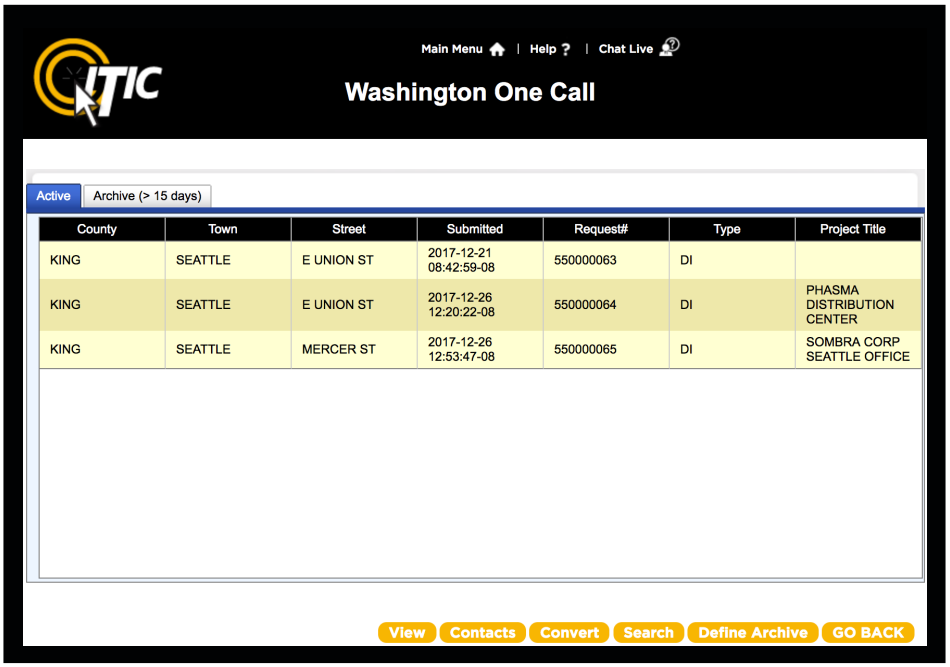
It's easy to search for a previous request. First, click the "**Search**" button at the bottom of the "**Manage Requests**" window.



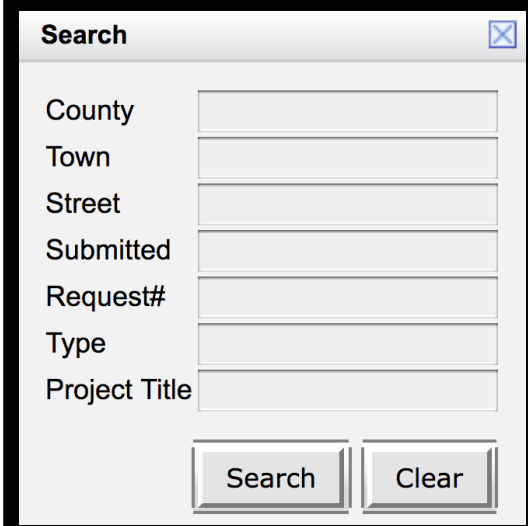


A search window with the list of available fields will pop up.

Fill in any relevant fields and click "**Search**" to view your results.



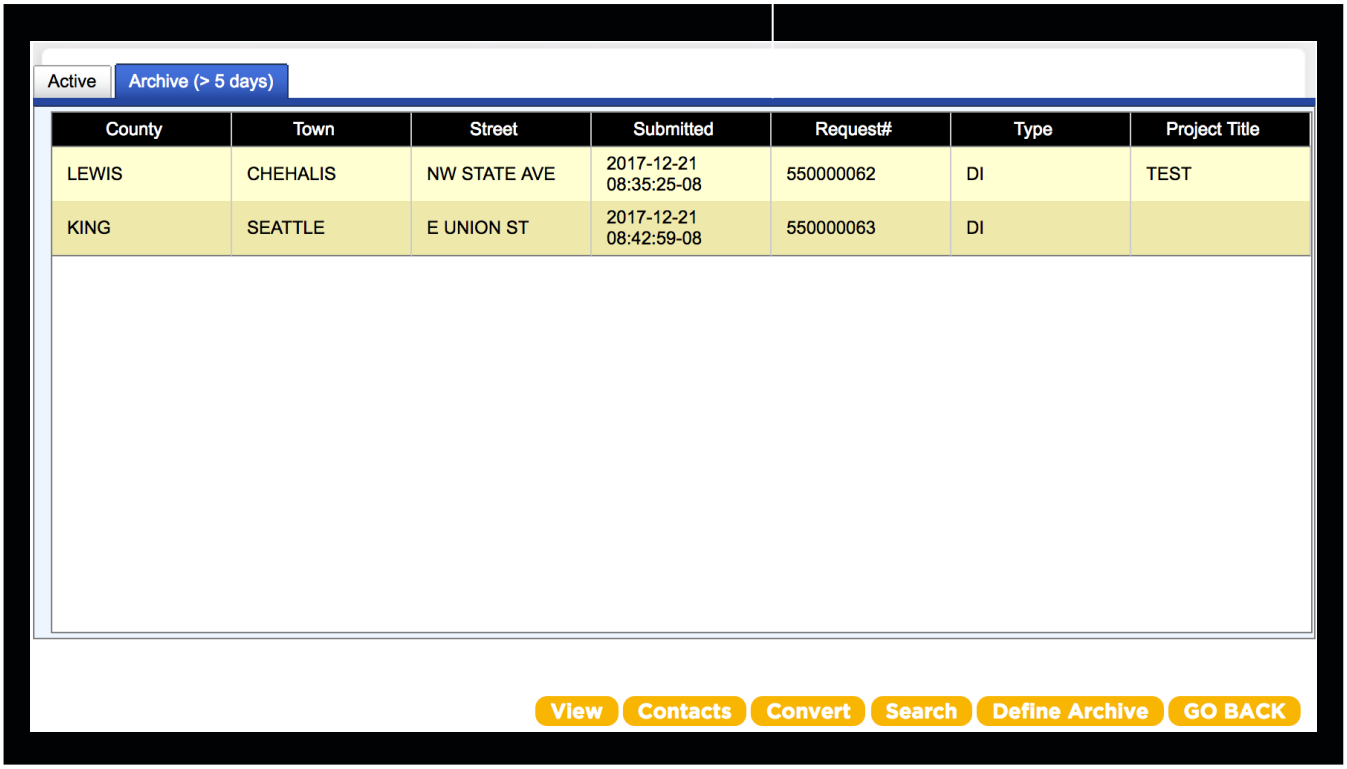
To perform another search, click the "**Clear**" button in the search window. Once the form is cleared, click the "**Search**" button to access all records once again.



You can also restart the searching process by exiting the Manage Design Requests menu and re-entering it.

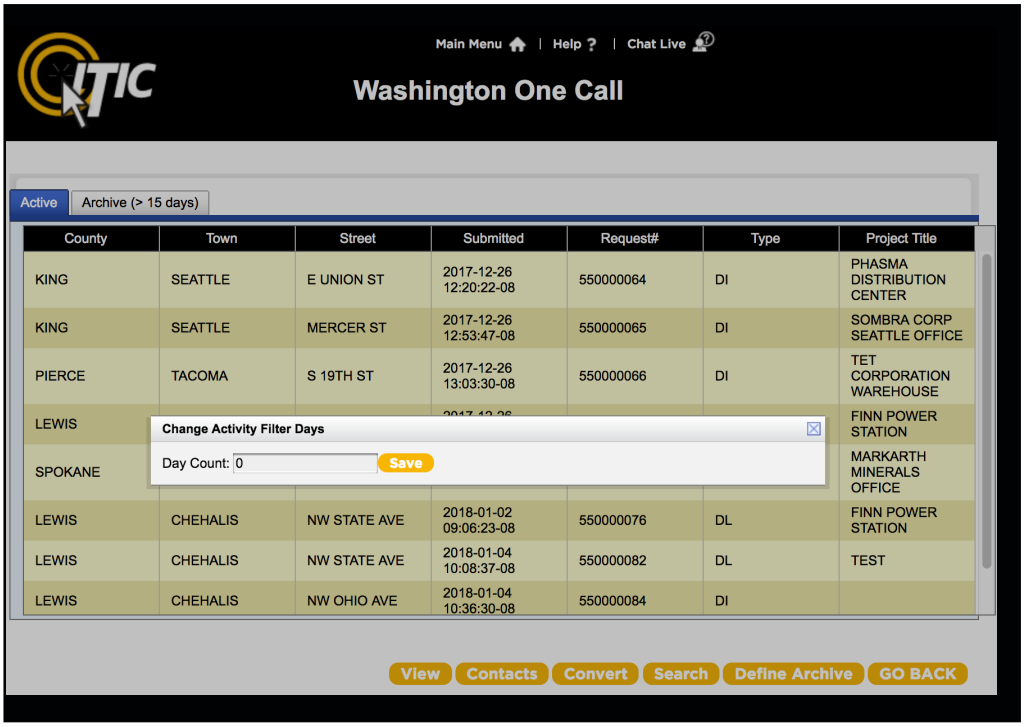
ARCHIVE

The **Archive** feature will automatically store **Design Information Requests** and **Design Locate Requests** of a certain age in the **Archive** section of the **Manage Design Requests** page. You can access your **Archive** section by clicking the **Archive** tab on the **Manage Design Requests** page.



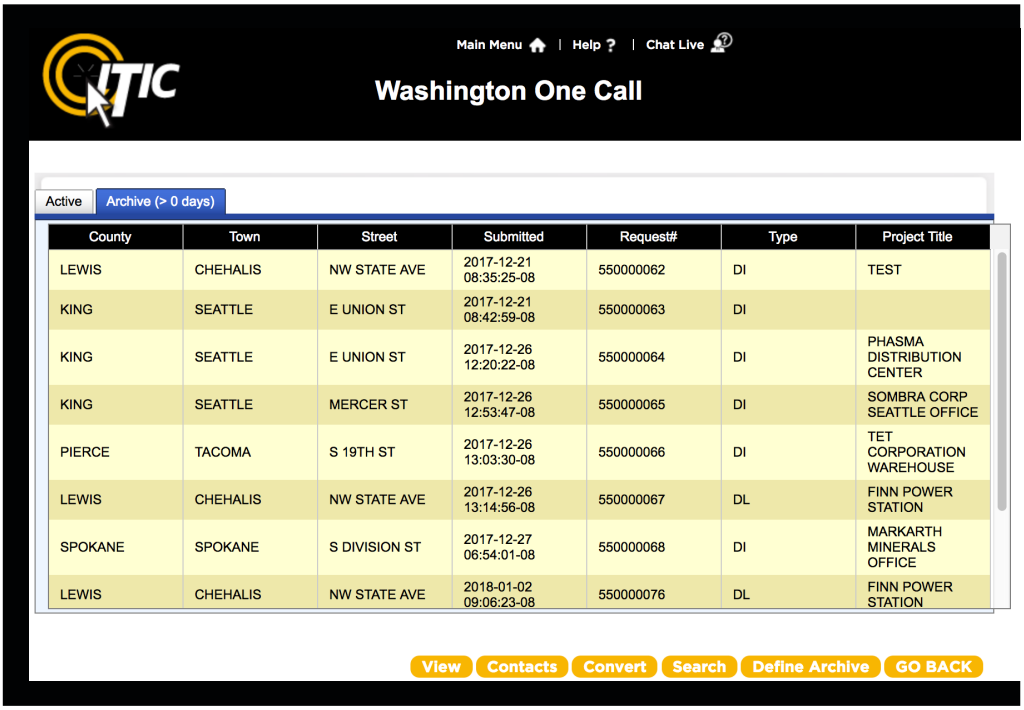
ARCHIVE

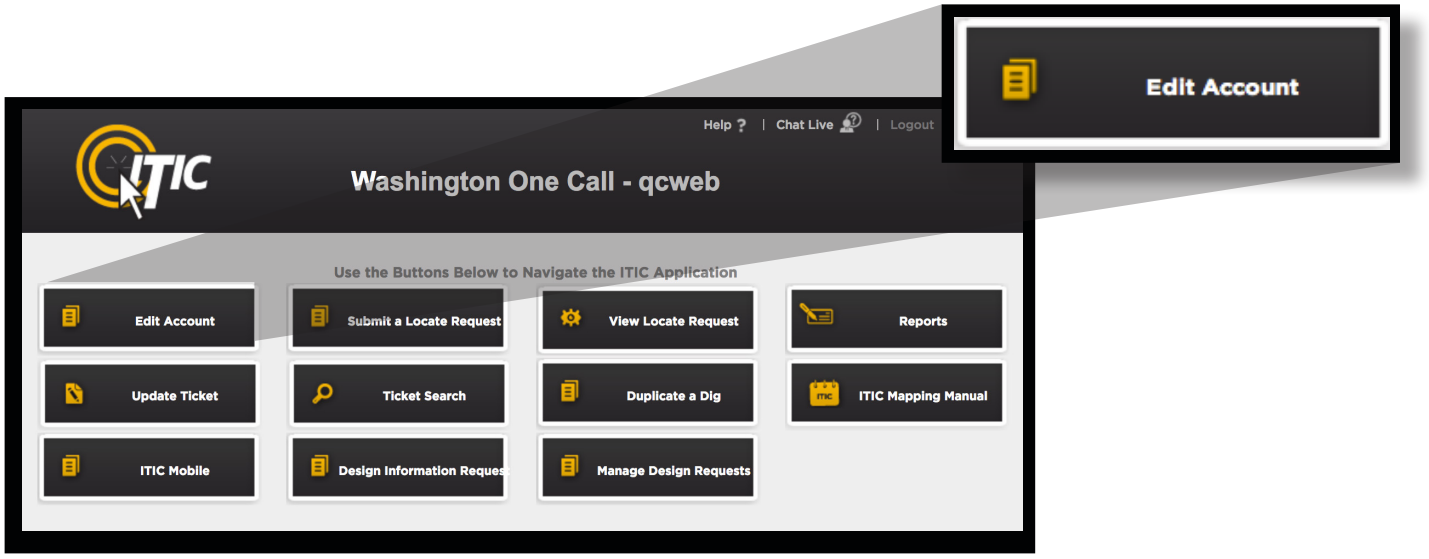
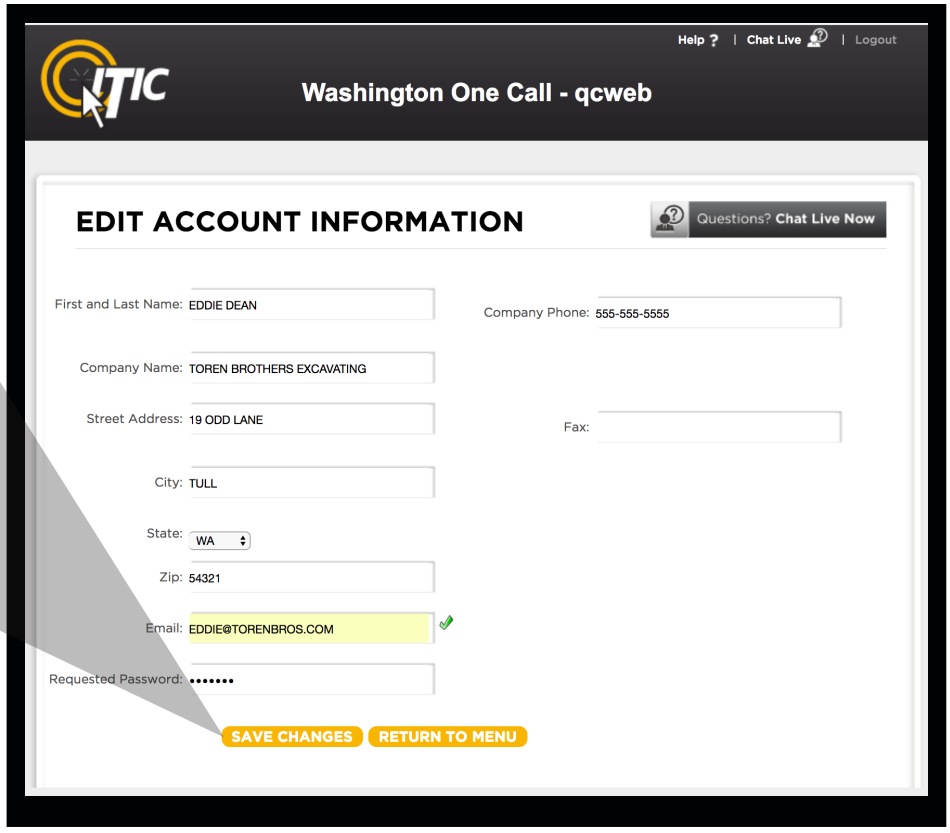
Design Information Requests and **Design Locate Requests** are automatically placed in the Archive section based on how long ago the Design Request was filed. This timeframe will default to 15 days, but can be altered to whatever timeframe you would like by clicking the **"Define Archive"** button.



For instance, setting the Define Archive number to "0" will result in all DIRs and DLRs being placed in the archive section, as all DIRs and DLRs are at least 0 days old.

You may still convert a **Design Information Request** into a **Design Locate Request** from the Archive page, as normal (provided the requisite minimum time has passed).



EDIT YOUR CONTACT INFORMATION

You can use the "**EDIT ACCOUNT**" button to edit your information at any time. Once you have completed your edits, click the "**Save Changes**" button to update your record. **NOTE: Either a Company Phone or Cell Phone is required.**