

Georgia 811 Web User Policy

Scope

The purpose of this policy is to define standards for web users. Web users are defined as stakeholders who have access to create tickets through Georgia 811's Online Ticketing System.

Web users are responsible for producing accurate information and adhering to ticket creation guidelines, rules and policies while utilizing the ticketing system.

Standards

These standards apply to existing and future web users of the Georgia 811 Online Ticketing System.

1. Web users are required to complete Georgia 811's Online Ticket Creation Training course in order to receive login credentials.
2. Login credentials are solely for the use of the trained individual for whom they were assigned, and misuse will result in the deactivation of the web account.

Georgia 811 identifies misuse as: sharing account credentials; assuming a former web user's credentials; or not adhering to Georgia 811 policies and procedures, Public Service Commission (PSC) Rules or the Georgia Underground Facility Protection Act (GUFPA).

3. Web user contact information must be current and accurate for the associated company at all times. The following is required: web user's first and last name, phone number, email address, company name and company address.
4. Web users are required to respond timely to Georgia 811's phone calls and/or emails.
5. Web users are subject to quality audits to ensure ticket creation compliance, and the results will be communicated to the web user by phone and/or email.

Web User continuing education training may be required as a result of Georgia 811's quality audit.

Ticket Automation - BOT

A BOT is considered any software application that runs automated tasks.

BOT connection to a web user's account must adhere to the standards outlined in the Georgia 811 Ticket Automation (BOT) Policy. Georgia 811 reserves the right to immediately terminate web user access for unauthorized BOTs connected to the ticketing system.

To request approval prior to connecting a BOT, contact the Web Help Desk for a *BOT Request Approval Form* at WebHelpDesk@Georgia811.com or by dialing (770) 476-6050.

Georgia 811 Policies and Compliance

Web Users are required to adhere to Georgia 811 policies and procedures, Public Service Commission (PSC) Rules and the Georgia Underground Facility Protection Act (GUFPA).

- [Georgia 811 Ticket Creation Training Manual](#)
- [Georgia 811 Sufficient Particularity Policy](#)
- [Georgia 811 Ticket Size Policy](#)
- [Georgia Underground Facility Protection Act \(GUFPA\)](#)
- [Georgia 811 Large Project Rule](#)
- [Georgia 811 Ticket Automation \(BOT\) Policy](#)

Failure to comply with this policy may lead to temporary or permanent deactivation of the web user's account.