



Welcome to Virginia 811's Excavator Response Management Application (ERMA), a cutting-edge digital distribution platform designed to revolutionize the way excavators manage Positive Responses submitted by utility locators.

ERMA improves efficiencies related to excavator interaction with locators through the Positive Response System. Specifically, excavators can now review their Locate Requests and related Positive Responses in an easy-to-navigate menu, while also being able to respond to marking extension requests, also known as Code 60 requests, submitted by locators.

EFFORTLESS CODE 60 MANAGEMENT

Say goodbye to the hassle of managing Code 60 requests via emails.

ERMA simplifies the entire process by allowing excavators to respond to Code 60s directly within the app. This means excavators can handle requests swiftly and efficiently. ERMA enables excavators to grant access to field contacts, allowing them to accept or decline Code 60s even if they were not the individuals who originally submitted the Locate Request. This seamless collaboration ensures that the right people are involved in the decision-making process, enhancing efficiency and reducing misunderstandings. There is even a function excavators can activate to automatically decline Code 60s submitted after 6:00 PM the day before the 7:00 AM Locate Request Due by Date.

REGISTRATION PROCESS

TO GET STARTED WITH ERMA, YOU'LL NEED TO REGISTER FOR AN ACCOUNT.

The process depends on your role:



Excavators Who Create Locate Requests

1. You will need to provide the **same mobile phone number or email address** that you have used on your Locate Requests with Virginia 811.
2. Ensure you have **access to both the valid mobile phone number and email address** entered in order to complete the verification steps.
3. **Download the ERMA app** from your app store.
4. Open the app and select the option to **"Register New Account."**
5. Check both your email inbox and your mobile phone for **one-time passcodes**. Enter these passcodes in the app to complete the verification process.
6. Once verified, you'll have **full access to ERMA's features**.



Field Contacts on Locate Requests

1. You will need to **enter the phone number that is listed as the Field Contact phone number** on relevant Locate Requests when registering for an account.
2. **Download the ERMA app** from your app store.
3. Open the app and select the option to **"Register New Account."**
4. **Provide your preferred email address** for registration.
5. **Look for one-time passcodes** in your email inbox and on your mobile phone. **Enter these codes** in the app to verify your account.
6. Once verified, you'll have **full access to ERMA's features**.

NOTIFICATION SETTINGS

Customizing your notification preferences in ERMA is easy. Here's how you can tailor your notifications to suit your needs:

1. Accessing Notification Settings:

- To configure your notification preferences, start by navigating to your Profile. You can do this by selecting the Profile option at the bottom of the screen.

2. Opting In or Out:

- Within your Profile, you'll find a section labeled "Settings." Here, you can choose to opt in or out of receiving push notifications from ERMA. Toggle this option according to your preference.

3. Batch Notifications at 5:00 PM EST:

- Want to receive notifications all at once? ERMA offers the option to receive batch notifications.

AUTOMATIC CODE 60 REJECTION

ERMA offers a convenient feature that can help you manage Code 60 responses more efficiently. You have the option to automatically reject Code 60 responses submitted after 6:00 PM EST on the business day prior to the Locate Request's Due by Date.

To take advantage of this time-saving feature, follow these steps:

1. Navigate to your Profile within the ERMA app
2. Look for "Automatic Rejection" in the Settings area.
3. Check this option to activate automatic rejection for Code 60 responses submitted after 6pm the day before a Locate Request's Due by Date.

By enabling this feature, ERMA will automatically decline Code 60 responses received after the specified time, helping you maintain project timelines and avoid unnecessary delays.

CONGRATULATIONS!

You're now well-equipped to make the most of ERMA, Virginia 811's Excavator Response Management Application.

To recap, here's what you can do:

- Efficiently manage your Positive Responses, including Code 60 requests.
- Collaborate seamlessly with field contacts on Locate Requests.
- Stay informed with real-time notifications.
- Access the Location Enhanced Ticket Search (LETS) directly within ERMA.
- Review Enhanced Positive Responses.
- Determine which of your tickets are eligible for Updates.

ERMA is here to simplify your excavation project management and streamline Code 60 responses. Download the app now and experience the future of excavation project Positive Response management.



ERMA - Virginia 811
Utilities

GET



VA811 Utilities

HELP & ASSISTANCE

If you ever need assistance or have questions, don't hesitate to reach out to us at helpdeskemailq@va811.com.

Our team is here to help you make the most of ERMA!



ERMA



BASIC FUNCTIONALITY

ERMA offers a wide array of features to streamline your excavation projects and Code 60 management.



Dashboard Access

Upon logging in, you'll be greeted by your personalized dashboard. This central hub provides an overview of your Locate Requests and Code 60 responses.



Viewing Locate Requests

Easily access and review your Locate Requests within the app. Each Locate Request can be expanded into a detailed view by simply tapping on the Locate Request in question. This detailed view provides comprehensive information about each request including relevant dates and times, address information, and responses.



Effortless Code 60 Response Handling

When managing Code 60 responses, ERMA offers flexibility. You can choose to:

- Accept or reject all Code 60 responses on an individual ticket, making batch actions convenient.
- Individually address each Code 60 response for precise control.

Additionally, there's a filter at the top of the dashboard page that enables you to quickly filter down to Locate Requests with Code 60 Action Required.



Real-Time Notifications

Stay up to date with notifications for new Code 60 requests, updates, and responses. ERMA keeps you informed and helps you avoid delays in your projects.



Security and Reliability

Rest assured that ERMA prioritizes the security and confidentiality of your data. Your excavation project information and communications are kept safe and secure.



Launch LETS within the Application

Access the Location Enhanced Ticket Search (LETS) directly within ERMA to access additional information, including mapping, on Locate Requests.



Review Enhanced Positive Response within the Application

Conveniently review Enhanced Positive Responses right from the app, ensuring you have all the information you need at your fingertips.

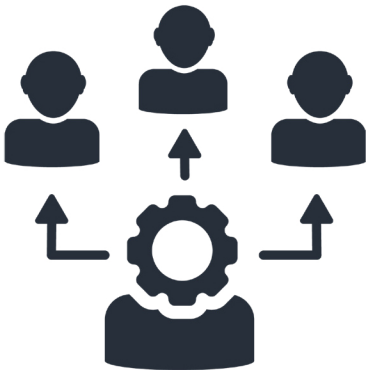


Launch Ticket Revision Express (TRE) for Updates within the Application

A filter is available within the app that allows you to show any tickets that are eligible for Updates; this is made possible via a link to the TRE website where you can easily update tickets.



ADMINISTRATOR FUNCTIONALITY FOR EXCAVATION COMPANIES



This powerful new feature enhances the way companies manage Locate Requests. The Administrator Function allows individuals not directly associated with a Locate Request to monitor and track Locate Requests associated with their company. Additionally, those who are directly managing Locate Requests can now grant permissions for others within their company to access and view the status of Locate Requests.

KEY FEATURES:

1. Administrator Functionality: Company administrators, who may not have their email addresses or phone numbers directly linked to Locate Requests, can now oversee and monitor Locate Requests submitted on behalf of their company.
2. Streamlined Collaboration: Those directly responsible for Locate Requests can effortlessly grant access to other team members within the company, facilitating improved collaboration and real-time visibility into the status of excavation projects.

HOW IT WORKS:

1. For Administrators: Administrators can log in using their company credentials and access a dedicated dashboard. From here, they can view a comprehensive list of all Locate Requests associated with their company, even if their contact details are not directly linked to these requests. This ensures that key stakeholders can stay informed about ongoing excavation projects.
2. For Request Managers: Users who initiate Locate Requests can now easily grant access to colleagues within their organization. This can be done through the app's settings, where they can specify which team members should have viewing privileges for each Locate Request.

BENEFITS:

1. Enhanced Oversight: Company administrators can now have a holistic view of all Locate Requests, improving their ability to oversee and manage excavation projects.
2. Improved Collaboration: Team members can work more efficiently by sharing real-time status updates, reducing the need for manual coordination and communication.
3. Effortless Permissions: Granting access to colleagues is a simple and secure process, ensuring that only authorized individuals can view sensitive project information.