



# DIGGING IN TO BEST PRACTICES

## Performing Corrections & Updates

### What you need to know..

Excavators can make a change to their request after it has been processed, but prior to the work to begin date as stated on the request. Depending on the information that is being revised the system will perform a correction or an update.

### Corrections:

The system will perform a “correction” when you only make changes to the Contact Information section of a request. The request number will remain the same when a correction is made.

### Updates:

If any information in the map selection, dig location & dig location information sections of a request is changed, the existing locate request will be cancelled. The system will issue a new locate request as an “update” with a new request number.

### How to Perform a Correction/Update:

- Begin by searching for the request number you would like to correct/update using the “Request Search” bar found on the homepage of the web portal.
- Click on the green request number that needs editing in the sidebar on the left side of the page.
- Select “Edit Request” at the top of the locate and click “Correction” from the menu that appears.
- The web portal will now reopen your request and you can make your changes as required.
- Once you are finished making your adjustments scroll to the bottom of the request and then click on “Next Step Review”.
- Once you have reviewed your changes click on “Submit My Request” to process the changes with Ontario One Call.

### Reasons Why the Edit Button May Not Be Available:

- Excavators cannot make changes to requests that have not processed. This includes requests that are suspended for review, or are in Long Term Suspend.
- Tickets cannot be amended after the work to begin date. Members are expected to have provided a response by this date and therefore the parameters cannot be changed.

Tell us what you are doing!

Request Search

I am NOT digging yet  
I want to...

I AM digging  
I want to...

Create a Design and Planning Request

Create a Locate Request

