

Alberta One Call Mandatory Attachments

Alberta One-Call locate requests placed on line will soon require supplemental attachments. We expect the software change to take effect in the last week of June or beginning of July. The attachment can be a sketch drawn on the submission page map, an uploaded attachment that clarifies the work area, or both. Supplemental attachments decrease the risk of damage by giving the locators a clear visual indication of where the work is taking place.

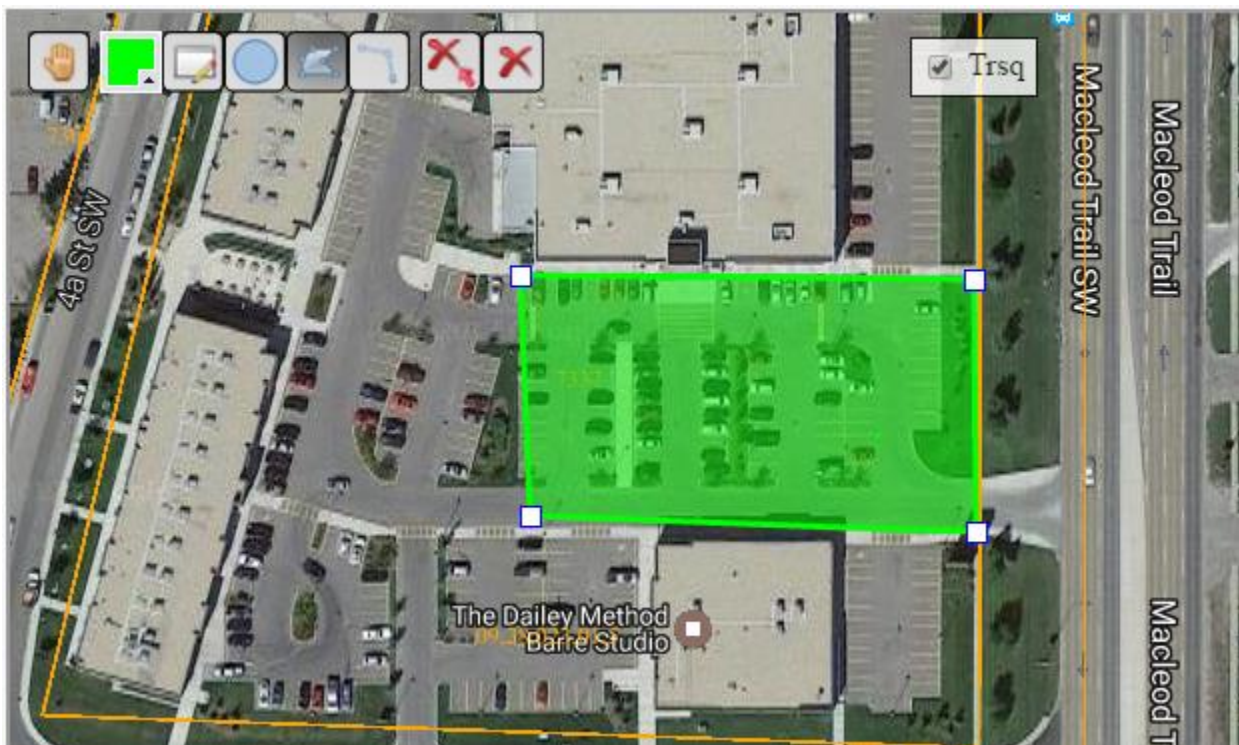
Please note: Attachments and maps are meant to supplement the information on your ticket, not replace it. A full written description of your dig area is still required for the One Call centre to process your request.

An attachment can include a hand drawn representation of your dig location using the On Line Mapping Tool **and/or** an Uploaded Image or File.

On Line Mapping Tool

This can be used when your identified dig location loads automatically into the on line submission page. For detailed instructions on processing your locate request online click here

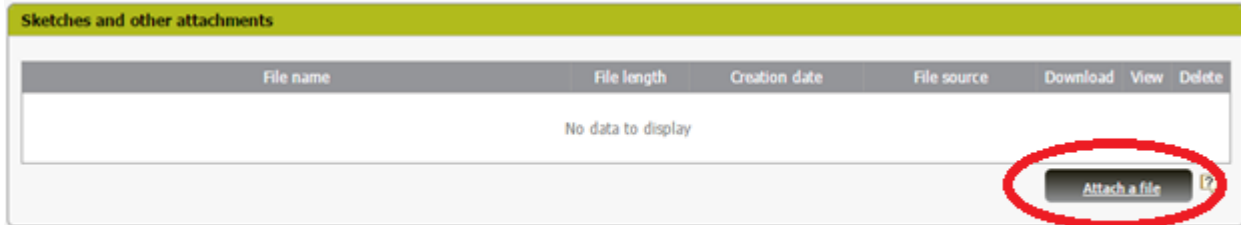
<http://albertaonecall.com/media/uploads/documents/AOC-Online%20Request%20Process%20V3.pdf>



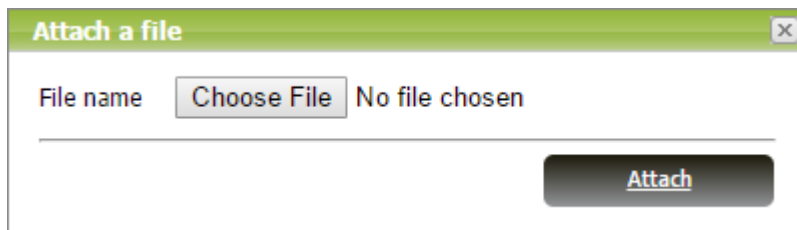
Uploaded Image or File

You can attach a PDF file or an image (BMP, GIF, PNG, TIFF). Maximum size 5mb.

First select Attach a file



Choose your file and select Attach



Please note: You can use either or both methods when submitting your locate request. An attachment must be included with your request in order to process your ticket.

Utilize on line Chat for assistance when required. You can also email info@albertaonecall.com to request training.

To initiate live Chat

The live chat is available during business hours, to initiate a chat click the chat box in the bottom right hand corner of the web page you're currently on.

