

## 360 Status Visibility

### What is changing?

Previously, on any locate request created, Members of Ontario One Call notified on a ticket were able to see only their own status on that specific locate request.

As of August 16<sup>th</sup>, 2018 Ontario One Call has released a feature which allows members to see the status of all other members on tickets where they are notified (status updates are the responsibility of the individual members).

This is a read only feature, changes to these statuses can only be made by owners of the corresponding station codes.

Ticket		Locate status			
Member name	Station code	Ticket status	Contact	Renegotiated date	Closed date
PVS FOR TORONTO	TOR1	CASE ACQUITTEMENT/ CLEARED CB	<a href="#">(877)</a>		
TORONTO SEWER	TOR1	CASE ACQUITTEMENT/ CLEARED CB	@TORONTO.CA		

### Why Change?

This change is intended to streamline visibility for members on the status of the locates by all members notified.

Please note, members still have 5 business days to complete standard locates and 2 hours for emergency locates, and compliance with these timeframes is not dependent on the updating of the statuses in the system by other members.