



Placing Your Request Online

These instructions walk you through submitting **Routine** locate requests online. A routine request can be for a single dig site location, multiple locations or for a large excavation project. You will receive a response to a Routine request from the facility owners in 3-5 business days.

Emergency locate requests must be called in to 1-800-940-3447 and facility owners will respond as soon as possible.

GETTING STARTED

Go to ClickBeforeYouDigMB.com

Click the **Submit** button located under "*Submit A Locate Request*" button in the centre-right of the page.

Accept Disclaimer

Read the disclaimer, then click the "*I have read and accept the above disclaimer*" button to proceed.

A screenshot of a web form titled "SUBMIT A LOCATE REQUEST". The form has a green header and contains several paragraphs of text. At the bottom, there is a green button with the text "I have read and accept the above disclaimer." which is circled in red. Below the button, there is a green link for emergency requests: "To submit an emergency locate request via phone, contact us at: 1.800.940.3447".

SUBMIT A LOCATE REQUEST

Please Read This Page Carefully

A locate request submitted from this site is not considered processed until you have received an email containing a Ticket Number and a list of utility owners we have notified on your behalf.

You are not clear to excavate until all utilities have been located. It is the excavator's responsibility to make sure there is no damage to the located utilities during excavation, and placing a request with ClickBeforeYouDigMB.com does not remove that responsibility.

A Minimum of Three Full Working Days Notice is Required.

ClickBeforeYouDigMB.com reserves the right, in its absolute discretion, to reject a locate request placed through this site if it deems that request unacceptable.

ClickBeforeYouDigMB.com will not be liable or responsible for lost, misdirected or unprocessed requests submitted from this site.

To place your request, please click below.

I have read and accept the above disclaimer.

To submit an emergency locate request via phone, contact us at:
1.800.940.3447

LOGGING IN

Homeowner or One-time user

If you are a homeowner requesting locates for your own property, or if you are not going to require locates on a regular basis, Then select the first button: *Request a locate*:

You will be asked to enter your phone number and email address before you continue to the request form.

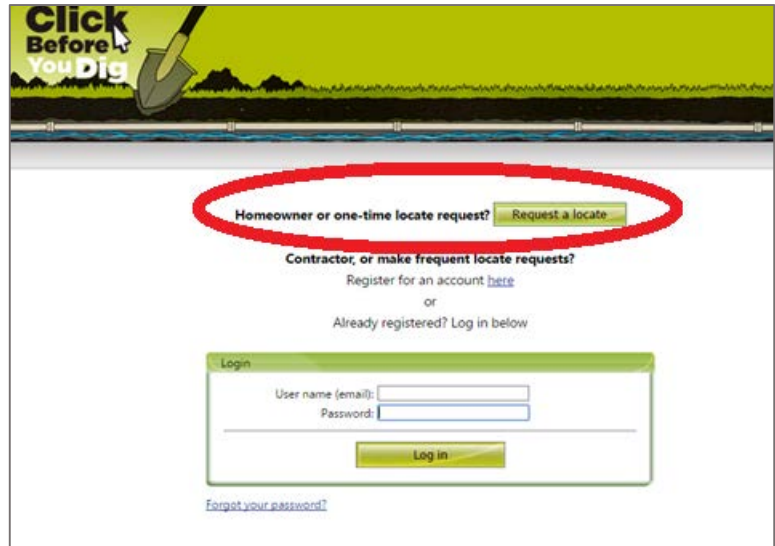


Contact info

Please provide your contact information and click the Continue button to access the website.

Phone #:

Email:



Click Before You Dig

Homeowner or one-time locate request?

Contractor, or make frequent locate requests?

Register for an account [here](#)

or

Already registered? Log in below

Login

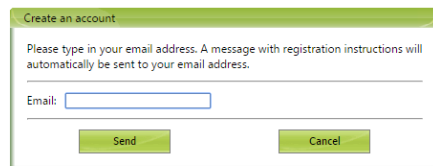
User name (email):

Password:

[Forgot your password?](#)

First time, new user

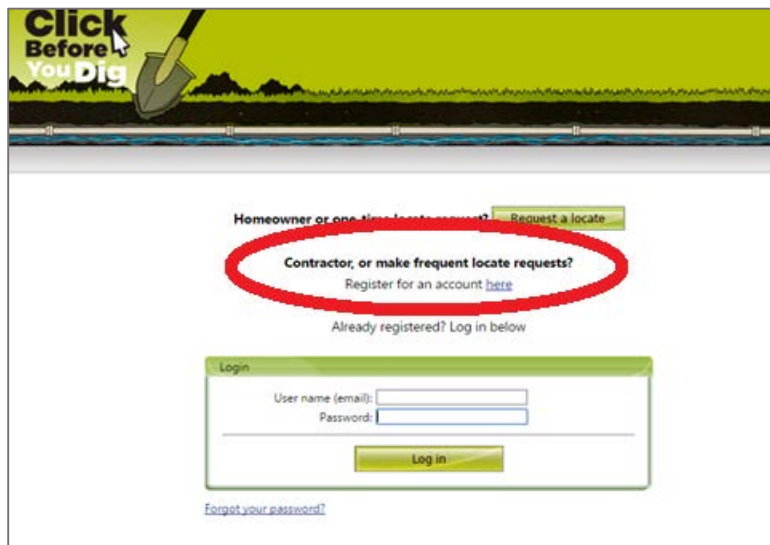
1. If you are a new to the site and will make frequent locate requests, register for an account by clicking the [here](#) link:
2. Enter your email address in the pop-up window.



Create an account

Please type in your email address. A message with registration instructions will automatically be sent to your email address.

Email:



Click Before You Dig

Homeowner or one-time locate request?

Contractor, or make frequent locate requests?

Register for an account [here](#)

Already registered? Log in below

Login

User name (email):

Password:

[Forgot your password?](#)

3. The system will send an email to you automatically. Click the link in the email to set up your account.

4. Choose a password and select *Send*:

Registration

Please make sure your password is at least 8 characters in length and contains at least 1 digit, 1 upper case letter and 1 lower case letter.

User name:

Password:

Confirm password:

5. Enter your contact information. This information is stored under your account and will be pre-filled out for you on your locate requests.

Click Before You Dig Contractor

Home Contractor

Contractor

* Excavator code: 11359

* Company name: MY DEMO COMPANY

Address: Suite:

Street:

Street type: Direction:

City:

Province: Postal code:

* Contractor type: CONTRACTOR

Communication

* Phone #: (204) 555-4732

Fax #:

Cell phone #:

* Email: demo@demo.ca

Call back:

Contact and alternate contact

* Contact name: JILL CONTRACTOR Title:

2nd contact name: JOE CONTRACTOR x 2nd contact phone #:

Notes

Select Save at the top of the page when you have completed the information.

Registered User Login

Enter your email address and password.

Select Log In to begin entering a new locate request.

Click Before You Dig

Homeowner or one-time locate request?

Contractor, or make frequent locate requests?

Register for an account [here](#)

or

Already registered? Log in below

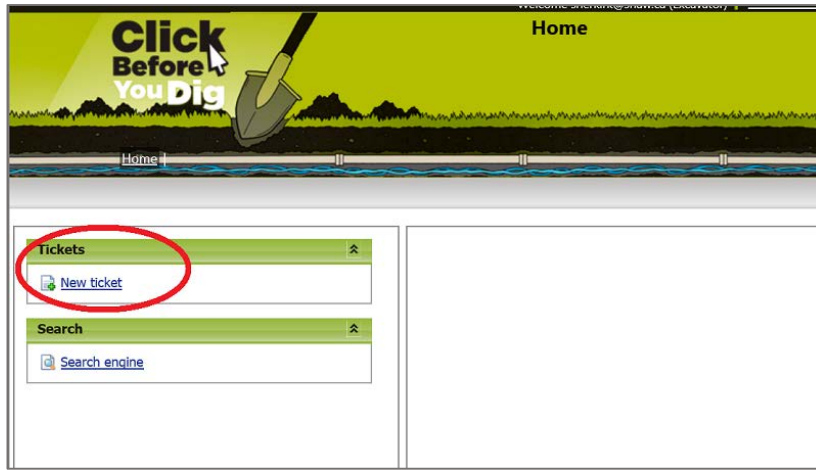
User name (email):

Password:

[Forgot your password?](#)

STARTING A NEW REQUEST

Select *New Ticket* from the left hand side menu.



COMPLETING THE REQUEST FORM (Creating a “ticket”)

NOTE: A locate request ticket is a legal document, and information will only be discussed with those indicated on the request.

Required information is indicated with a red asterisk. *

Excavator Information

A screenshot of the 'Excavator information' form. It contains several sections: 'Project #' with a text field and a dropdown for 'ID'; 'Contact information' with fields for 'Primary contact phone #', 'Alternate contact phone #', 'On-site contact phone #', 'Email', and 'Working for'; 'Excavator' with dropdowns for 'Primary contact' and 'Alternate contact'; and 'Company information' with a dropdown for 'Company name' and a dropdown for 'Type'. A 'Save' button is at the bottom.

Project # If you are requesting locates for multiple work sites related to one large project, enter a number or code to identify the project and link multiple tickets together.

ID or Primary Contact If you are a registered user, start typing your name in the field and select your name from the list of users if you have more than one account; OR enter your ID number in the *ID* field. Your contact information will auto-populate.

Alternate Contact Enter the name of another person who can be contacted regarding your request

Alternate Contact Phone # Enter the phone number of the person entered in *Alternate Contact*; OR enter an alternate number where you can be reached.

On-site Contact Phone # Enter the phone number where someone at the dig site can be reached by the locators

Email Address Enter the address where the confirmation of your ticket and instructions will be sent. Facility owners may also use this address to contact you for more information about your request.

Working For Use the pull-down menu to select who you are doing the work for, or type in the name of the company or person who hired you to do the work.

Company Name Enter your company name. If you are not a contractor, enter your full name again or the word HOMEOWNER if you are the owner/resident at the site.

Type Select the option from the drop-down that best describes your stakeholder role. Note: Member is used by companies who own underground lines registered with CBYD-MB.

Dig Location

Google search bar




Dig location

Search dig site location:

Examples:

- 510 Main St, Winnipeg, MB R3B 1B9
- Winnipeg Cinematheque, Arthur Street, Winnipeg, MB

City or Town Dig Sites: Type in the address, town name and/or intersection where the work is taking place. Select from the list as it appears or complete the information and ENTER to open up the Dig Location fields.



Dig location

Search dig site location: 510

- 510 Portage Avenue, Winnipeg, MB, Canada
- 510 Main Street, Winnipeg, MB, Canada
- 510 Kenaston Boulevard, Winnipeg, MB, Canada
- 510 Regent Avenue West, Winnipeg, MB, Canada
- 510 Notre Dame Avenue, Winnipeg, MB, Canada

You may provide street information

Legal Land Description (rural)

Quarter Section

powered by Google

Rural Dig Sites: If you are working outside the boundary of a city, town or hamlet, you can type the word **Rural** and ENTER to open up the Dig Location fields.



Dig location

Search dig site location: rural

Examples:

- 510 Main St, Winnipeg, MB R3B 1B9
- Winnipeg Cinematheque, Arthur Street, Winnipeg, MB

Instructions: If your dig site is inside the boundary of a City, Town or Village, enter the Place name and an address or intersection. If your dig site is outside an urban municipality, enter the word "rural" and provide the Legal Land Description (Quarter Section, Township, Range and Meridian) below.

* Place name or "Rural"

If rural - nearest town or subdivision name:

Building or house #:

Street:

Cross street:

Warning

No address was found based on the Dig location field.

OK Add Remove

Dig Location – Inside a City or Town (outside a City or Town, skip down to Dig Location – Rural)

Dig location

Search dig site location: 510 Portage Avenue East, Winnipeg, MB, Canada

Examples:

- 510 Main St, Winnipeg, MB R3B 1B9
- Winnipeg Cinematheque, Arthur Street, Winnipeg, MB

Instructions: If your dig site is inside the boundary of a City, Town or Village, enter the Place Name and an address or intersection. If your dig site is outside an urban municipality, enter the word "rural" and provide the Legal Land Description (Quarter Section, Township, Range and Meridian) below.

Place name or "Rural": WINNIPEG, MB [?]

If rural - nearest town or subdivision name: [?]

Building or house #: 510 [Click Add to enter additional addresses on the same street \(Max. 10\).](#)

Street: PORTAGE AVE [?]

Cross street: ST MARY AVE [?]

Second cross street (optional): SPENCE ST [?]

You must provide an intersection (street and at least one cross street) if there is no building number.

Place Name or "Rural" Enter the name of the city, town or hamlet where the work is taking place. Select the correct place from the drop-down as you type.

Building or House # If you are working at a specific address, enter the house or building number.

Street Enter the street name of the address, or enter the first street of an intersection if you are not digging at a specific address.

Cross Street If you are digging at an intersection, enter the second street. If you are digging at a specific address, you may enter the nearest cross street (optional).

TIP: If you entered the entire address in the Google search bar in the previous step, these fields will be auto-populated for you as long as the address is valid.

Dig Location - Rural Sites

If you are digging outside the boundary of a city or town, type "Rural" into the *Place Name* field, and the name of the closest town in the *Nearest Town* field:

Instructions: If your dig site is inside the boundary of a City, Town or Village, enter the Place Name and an address or intersection. If your dig site is outside an urban municipality, enter the word "rural" and provide the Legal Land Description (Quarter Section, Township, Range and Meridian) below.

* Place name or "Rural": ?
Nearest town: ?

* Building or house #: Click Add to enter additional addresses on the same street (Max. 10).
Street: ?
Cross street: ?
Second cross street (optional): ?

You must provide an intersection (street and at least one cross street) if there is no building number.

For Rural requests, the building number and street fields may be left blank, but the information is helpful to the locators if it is known.

Legal Land Description

All rural requests require a Legal Land Description (LLD) in order to be processed.

TIP: If you do not know the LLD, it can be obtained from Rural Municipality offices or from a Real Property Report or utility bill. It is also known as "the long legal" and is expressed as a Quarter-section, Section, Township, Range and Meridian. (e.g. NE-08-101-17-E2)

To enter your LLD click the add button in the *Legal Land Description* area:

You may provide street information for a rural locate request, but a Legal Land Description is still required.

Legal Land Description (required information on a rural locate request)

Quarter Section	Section	TownShip	Range	Meridian	Delete	Edit
No data to display						

Instructions: Click Add then enter the Legal Land Description. You may add up to 10 connected quarter sections on one request. Note that the meridian must be entered as a letter and number. Example: West of the second meridian is entered as W2.

Add

A pop-up window will be displayed where you can enter the LLD.

Quarter is a drop down menu. You may select a single or multiple quarter-sections by checking the box beside each one.

Meridian requires both a letter and a number. For example, if the location is west of the 1st meridian, enter “W1”.

Once you have entered your LLD click the *Add* button to include the location on your request. You may enter up to 10 quarter sections on each Routine request but the Quarters must be adjacent to one another.

Once you select *Add* the LLD will be displayed on the request as per below and the map will zoom to the correct LLD as long as it’s valid.

Legal Land Description (required information on a rural locate request)							
Quarter	Section	TownShip	Range	Meridian	Delete	Edit	
NE	12	01	01	W1	Delete	Edit	

Instructions: Click Add then enter the Legal Land Description. You may add up to 10 connected quarter sections on one request. Note that the meridian must be entered as a letter and number. Example: West of the second meridian is entered as W2.

Add

Adding a Sketch (Optional, but recommended)

If the address or LLD you have entered is recognized by the system, the map window will show the correct location.

If you choose, you can draw a representation of your dig area using the tools above the map. There are instructions on how to use the tools in the top left corner of the map window.

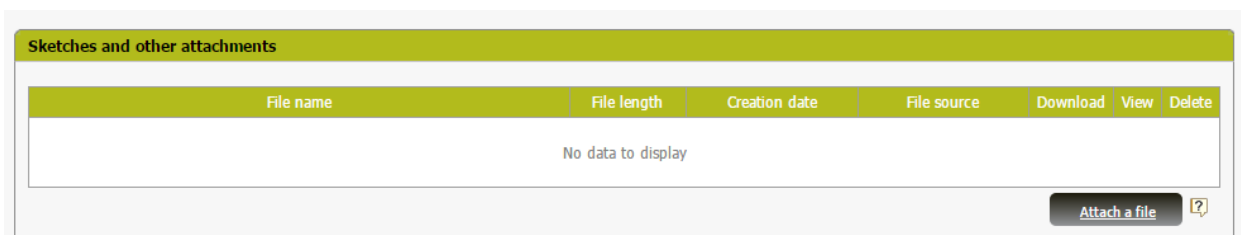


Click *Attach Sketch* on the bottom left of the map if you want to add the map image to your request. This map will be sent to utility companies along with your locate request.

File Attachments

If you would like to add your own file as an attachment to the request (.PDF, .JPG, .GIF, .BMP, .TIFF or .PNG), click *Attach a File* and select your file.

You can submit multiple locations on an attachment. The files must be no larger than 5Mb each but there is no limit to how many files can be attached per ticket.



Dig Info

Dig info

Excavation dimensions ?

Length: m Dir.: Width: m Depth: m

*** Details (please make sure you select at least one property type)** ?

<input type="checkbox"/> Public property	<input type="checkbox"/> Priv. res.	<input type="checkbox"/> Premarked site - white paint ?	<input type="checkbox"/> Restricted access to site ?
<input type="checkbox"/> Vacant lot	<input type="checkbox"/> Priv. comm.	<input type="checkbox"/> Premarked site - staked	<input type="checkbox"/> Request to meet locator ?

* Planned excavation date: * Type of work:

Facility owners require a minimum of 3 working days notice. Note Locates valid for 14 days. * Priority:

Earliest locate response date: Request type:

On or before the Locate Response Date, facility owners will either provide locates, OR will provide a clearance, OR will contact you to arrange a future date to provide locates. Block #: Lot #: Plan #:

Estimate duration of appt. to complete locates: Hrs ?

Additional info: (max. 300 characters)

Use Additional Information to include details like driving directions, details about access restrictions or special instructions for the locators.

* Where on the property:(max. 44 characters)

Describe where at the address or from the intersection the work is taking place. Examples NE fence line, 300 m west of intersection, etc. Use Additional Information if you need more space.

Dig info

Excavation dimensions ?

Length: m Dir.: Width: m Depth: m

Enter information to identify the scope of your work area. *Direction* specifies what direction from the address or intersection the dig area extends.

All tickets are required to have their property type identified.

*** Details (please make sure you select at least one property type)** ?

<input type="checkbox"/> Public property	<input type="checkbox"/> Priv. res.	<input type="checkbox"/> Premarked site - white paint ?	<input type="checkbox"/> Restricted access to site ?
<input type="checkbox"/> Vacant lot	<input type="checkbox"/> Priv. comm.	<input type="checkbox"/> Premarked site - staked	<input type="checkbox"/> Request to meet locator ?

Please check all boxes that apply to your location information.

Restricted access to site Check if there any conditions present that will prevent the locators from accessing the area (including locked gates, security sign-in required, loose dogs on property, etc....)

Vacant lot The Lot, Block and Plan numbers of the vacant lot are required.

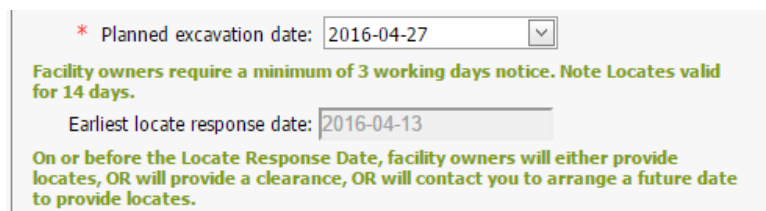
Block #: Lot #: Plan #:

Locate Dates

Planned Excavation Date Enter the date you prefer to start the excavation. You must select a start date later than the *Earliest Response Date* shown in the field below.

Notified facility owners require a minimum of 3 full working to respond to a Routine request and a minimum of 5 full working days to respond to a Project request or a request requiring more than one hour of a locator's time to mark.

TIP: The date cutover is at 12 noon every work day. For example, if a locate is sent on Monday at 9 AM, the earliest response date will be Thursday; however, if sent on Monday at 2 PM, the estimated response date will be Friday. The more notice you can give the locators, the more likely you are to have locates completed prior to your preferred excavation date.



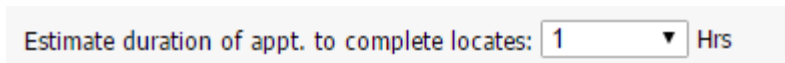
* Planned excavation date: ▼

Facility owners require a minimum of 3 working days notice. Note Locates valid for 14 days.

Earliest locate response date:

On or before the Locate Response Date, facility owners will either provide locates, OR will provide a clearance, OR will contact you to arrange a future date to provide locates.

Estimate duration of appt to complete locates



Estimate duration of appt. to complete locates: ▼ Hrs

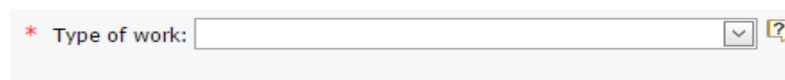
This field is used to help the utility companies schedule appointments.

If you are able to estimate how long the locator will need onsite please select the amount of time from the drop down. If you believe the locate appointment will take less than 1 hour, leave the field as the default of 1 hour.

TIP: If your excavation will take place on more than a single lot or location, the time required should reflect more than the default 1 hour.

The maximum time allowed per ticket is 8 hours. If you believe the job will require more time please see ROUTINE-PROJECT instructions below.

Type of Work



* Type of work: ▼ ?

Type of work is a mandatory field. Select a type of work from the drop down menu or enter the type of work manually.

The information must be specific as to the type of excavation or the purpose of the excavation. (i.e. Generic terms such as "Digging", "Excavation" and "Holes" will not be accepted)

Where On The Property

Where On The Property Enter specific information regarding the area of excavation, such as a

distance from an intersection or what part of the site should be located. (e.g. NE corner, Rear yard, etc....)

Priority

Routine A ticket for a single location or dig site.

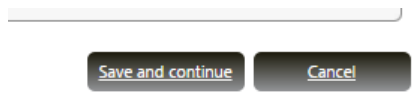
Routine Project A ticket which requires more than the minimum 1 hour appointment time to mark, either because of a large work area, or because the ticket will be part of a larger project containing multiple locate requests.

Additional Information

Additional Info List restrictions that may block a locator from working, additional direction for the locator or any other important information pertaining to the dig location or locate request.

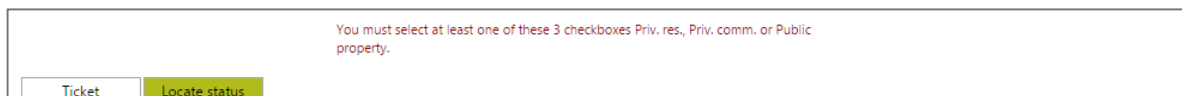
Important: If your request includes Public Property, you must enter specifically where, in which direction, and how far you will be working on public property. Failing to properly include this information may cause a delay in processing your request, or the failure to notify critical utilities.

COMPLETE THE REQUEST



Click *Save and Continue* once all required fields have been completed. *Cancel* will delete your request.

If there were any errors on your locate request an error message will appear at the top of the page in red letting you know what needs to be corrected.



Confirmation Page

Review all information for accuracy, then click the *Submit Request* button on the bottom right of the page.

If changes need to be made click the *Delete* button on the top right of the page to delete all dig information and take you back to the ticket entry screen

Confirmation page
Please confirm all information is correct, then select Submit request to send your request to our contact center to be processed.

Contractor code: 0

Excavator
Primary contact: test
Alternate contact:

Contact information
Primary contact phone #: (403) 333-3333
Alternate contact phone #:
On-site contact phone #:
Email: nhulstem@albertaonecall.com

Company information
Company name: HOMEOWNER
Type: HOMEOWNER

Ticket #	Place name or "Rural"	Building or house #	Street	Cross street	Second cross street (optional)	Edit
	BACON RIDGE MB	Civic #123	PROVINCIAL RD 278	PROVINCIAL RD 278		Edit

Submit request

TICKET NUMBER

Your request has now been submitted to the Contact Centre where it will be processed and sent to any affected facility owners.

You will receive a copy of your processed ticket via email, as well as important information about the next steps and which facility owners have been requested to respond to your request.

Contact us at info@clickbeforeyoudigmb.com or via online chat if you have not received a confirmation email within a business day.

Read the final page carefully. Print the information and record your unique confirmation number.

Important Information - Please print and keep a copy
Your request has been submitted to Click Before You Dig MB (CBYDMB) to be processed.
Your submission confirmation number is: 2016150881

Once your request has been processed, you will receive a copy of your Locate Request Ticket via email within the next 2-4 hours.
Note: After business hours, your ticket will be emailed back to you in the first 2 hours of the next business day.
Please check your ticket email for errors and send any corrections required to info@clickbeforeyoudigmb.com as soon as possible.

Facility owners who are notified of your intent to dig will be listed at the bottom of your Locate Request Ticket. Those facility owners notified will contact you by the Locate Response Date to arrange to mark their underground lines. Facility owners who are registered members of the Click Before You Dig MB service who are not listed as notified on your Locate Request Ticket do not have a facility registered within your dig area.

Remember that NOT ALL OWNERS OF UNDERGROUND FACILITIES ARE REGISTERED WITH CBYDMB. You may have to contact some facility owners directly if they are not members of our service and you think they are in your dig area.

Make another request Finish

If you wish to place another request, click *Make Another Request*
If you are finished, click *Finish* to take you back to the home page.