



# Ontario One Call Service Announcement

## Attention Stakeholders E-Ticket/WAP/DTE Retiring

Below you will find information regarding logging into the Web Portal for the first time. Please review this carefully and use our training videos to assist you through the steps. Please note that migrating or creating accounts for the Web Portal will **only** be available beginning on December 1<sup>st</sup>, after the launch.

### **Members of ON1Call (owners of underground infrastructure);**

Members of ON1Call already have a **main station code** and password previously setup during your registration with ON1Call. This is most often used for updating Maps on the Web. This information is used to migrate to a new login for the Web Portal.

1. Begin by viewing our training video for “Logging in and Migrating your Account” - <https://www.youtube.com/watch?v=VLmVh2Ou6h4&list=PLvrJGhfbuERTfpx-nos7XkP6tsh7cliwo>
2. You will use the “I have a user name and password for the Web applications but it’s my first visit on the Web Portal” link. Training for this begins at 2 minutes and 42 seconds of the video above.
3. Only one email address can be migrated directly by you, if you have additional emails you would like to set up for your station code, please email us at [memberservices@on1call.com](mailto:memberservices@on1call.com)
4. If you are not sure what your password for the main station code is, please contact us at [memberservices@on1call.com](mailto:memberservices@on1call.com)

### **Questions**

If you are having difficulty setting up or migrating your account, please contact us at [solutions@on1call.com](mailto:solutions@on1call.com).