


# MEMBER SERVICE AREA MAPPING



## Viewing Database

To log into the Member Service Area Mapping go to [www.tennessee811.com](http://www.tennessee811.com)




Click on  and enter your user name and password. If you do not have a user name & password, please call the center to request access to the site.

*Note: Please do not let anyone use your login information. If there is someone else in your company that would like to have access to the application, please have them request access and we will assign them their own personal login information.*

Shown here is the login screen for the Newer Version 4 of the software.

A screenshot of the MSAM Login screen. The background is a light green with a pattern of white hexagons. At the top left, there is a logo for Tennessee 811 member service area mapping. The main content area is a white box with a dark grey header that says "MSAM Login". Below the header, it says "Welcome to Member Service Area Mapping!". There are two input fields: "User ID:" and "Password:". Below the input fields is a green "Login" button. At the bottom of the input fields, there is a small link that says "Need login help?".

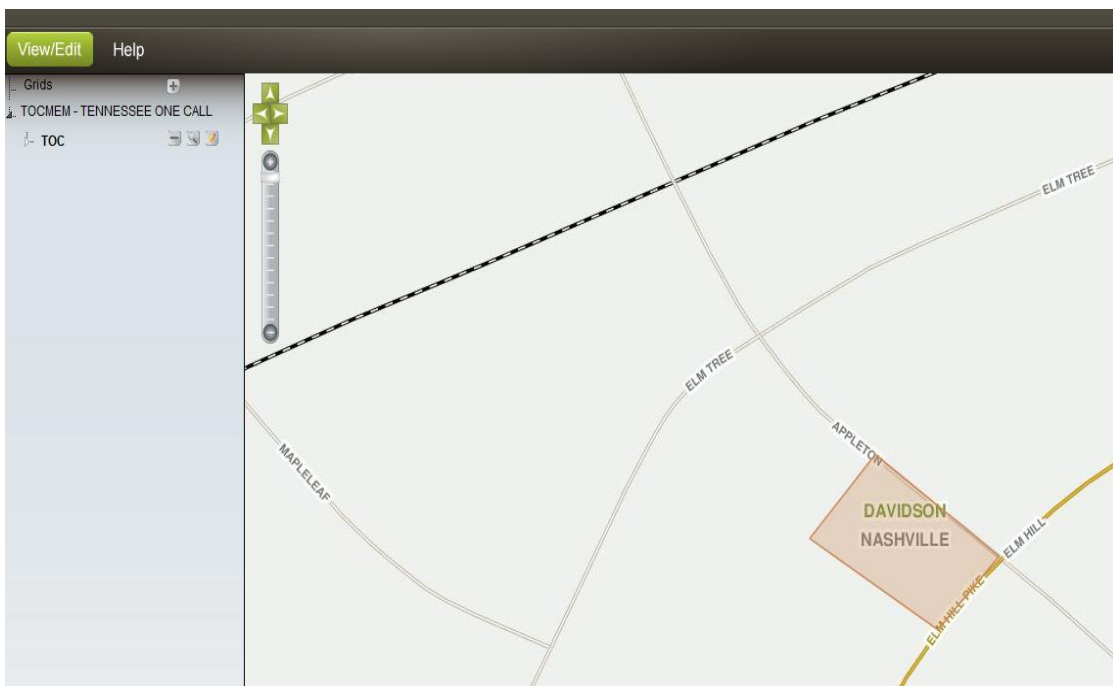


Once you have logged on to the site, click on the  tab. The screen will refresh and a list of your member dispatch codes (DC) will show up on the left column. Click the PLUS button and the map will zoom in to your coverage area. If you have more than one dispatch code (DC), you can continue clicking on the PLUS buttons to display more service areas.

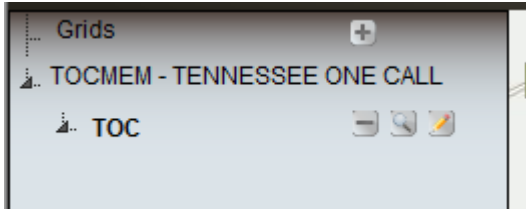
*We advise that you don't open too many areas at one time due to possible confusion that may result, even though multiple service areas will show in a variety of color schemes.*



Clicking on the plus button will open, zoom and prepare the map for viewing as shown here.



Clicking certain buttons on the left column, dispatch code area, allows for more functionality.



The **plus button next to the “grids” layer** turns on or off the grid layer.

The **minus button** turns off your service areas.

The **magnifier button** zooms to your service area(s).

The **pencil button** begin an editing session, which we will cover below.



In this view the following tools are available for navigating the map



- Use the pan tool to move the map.



- Use the zoom tool to zoom to an area on the map.



- Use the globe tool to zoom back to the full extent of the map.



- Use the measure tool to measure distance in feet and miles.



- Click to zoom to latitude / longitude.



- Click to zoom to an address.

**Zoom to Lat/Long (Click to drag)**

Latitude:

Longitude:

Search for a lat/lon using the following formats:  
DD.FFF  
DD:MM.FFF  
DD:MM:SS  
DD:MM:SS.FFF

**Zoom to Address (Click to drag)**

Street:

City:

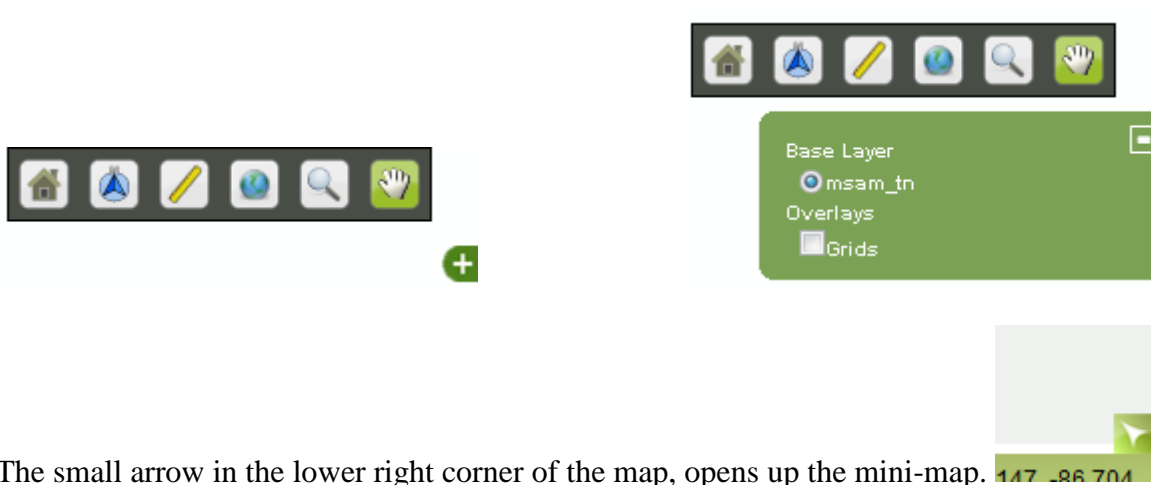
County:



- The scale bar allows panning or zooming levels.

Certain layers of the map show up at certain zoom levels so you may need to zoom in closer in order to see them.

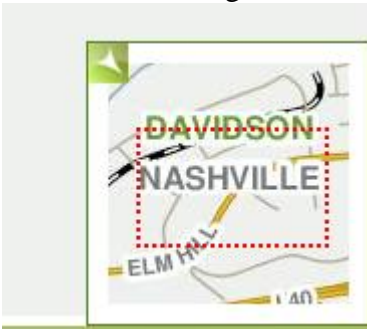
Clicking on the Plus Button on the right side near the toolbar allows you to turn on or off certain layers.



The small arrow in the lower right corner of the map, opens up the mini-map.

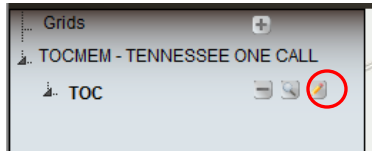
Once open, the mini map allows you to pan much quicker than using the normal pan tool. The mini map gives you an overview of the region in which you are working and allows you to pan quickly to regions outside of the viewable area on your screen.

Just click and drag the red outline on the mini-map, and the main map will follow.



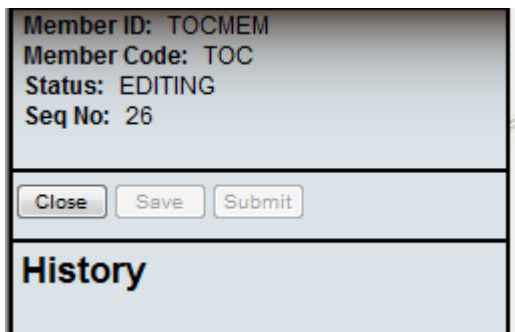
## **Editing Your Database:**

**Note:** We do not automatically set you up as an editor, unless you have requested us to do so. If you are not set up as an editor and wish to have this feature turned on, contact the GIS department at 615-367-1110.



Clicking on the **Pencil button**, opens an edit session.

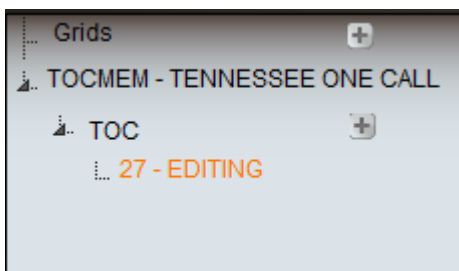
This section will replace your previous view and show you that you are in editing mode.



If you have multiple DC's (Dispatch Centers), click on the pencil button next to the code that you wish to edit. This starts an editing session. Once your edits are complete and you have saved them. You may start editing another DC by clicking on the pencil button next to that code. Only one DC can be edited at a time. To avoid confusion we suggest you turn off the display for the DC code that you are not editing.

If you are unsure what DC you need to edit, contact the GIS department (615-367-1110) to find out what areas are covered by each of your DC.

If you exit an edit session after hitting SAVE, and then later decide to continue editing, you will notice a status box showing the instance of where you left off.




The editing tool bar will appear across the top of the map.




Note: You will be able to submit edits in the form of points, lines or polygons. Your current database will always show up as polygon. After your edits have been approved and the new database has been loaded into MSAM, you will see that the edits have been merged into the existing coverage area.

**Please note that we will use whatever buffer you presently have around your existing database and apply that same buffer to your new edits.** (Of course, this would only apply to points and lines since a polygon doesn't need a buffer.)


### Submitting updates using POINTS

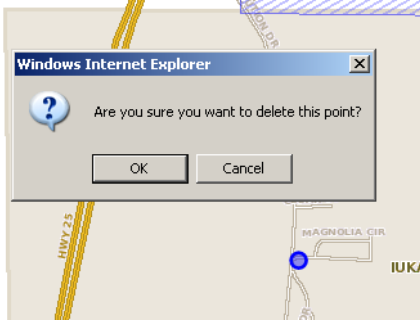
- Zoom to the area on the map you wish to update.
- Click on the Draw Point  button.
- Single click the point on the map where you want the point added. Repeat to add multiple points.



- If you wish to move a point that you added in the wrong place click the “Modify Map Object Button” .
- Click on the point that you want to move (point will turn blue).




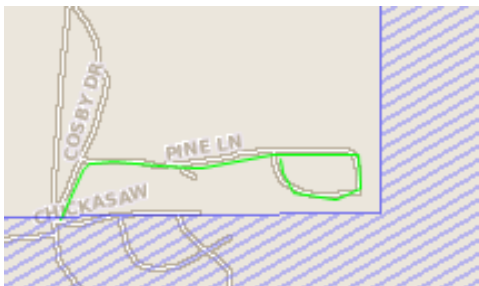
- Left click and hold with your mouse while hovering over the selected point to pick up and move the point to the correct place.
- If you wish to remove a point that you added, click the “Delete Map Object Button” .
- Click on the point you want removed.
- A box will appear asking if you are sure you want to delete this point.




- Click .

### Submitting updates using LINES


- Zoom to the area on the map you wish to update.
- Click on the Draw Line  button.
- Single click the point on the map where you want to start drawing your line, then as you move your mouse you can continue to single click to give shape to your line. When you have reached the ending point of your line double click to complete the line. Repeat to add multiple lines.

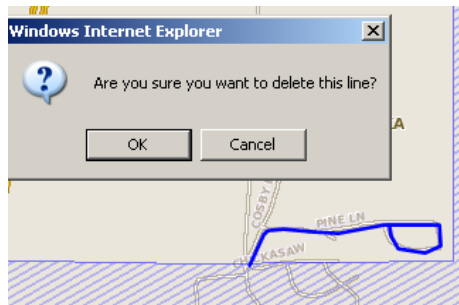


- If you wish to make adjustments to your line, click the “Modify Map Object Button” .

- Click on the line that you want to adjust (points will appear along the line).




- Hover over the point on the line you wish to move.
- A set of arrows will appear over the point.
- Single click that point and hold with your mouse while hovering over the selected point to pick up and move the point to the correct place.
- If you wish to remove a line you added, click the “Delete Map Object” button 
- Click on the line you want removed.
- A box will appear asking if you are sure you want to delete this point.

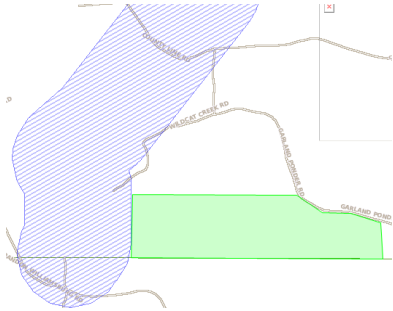



- Click

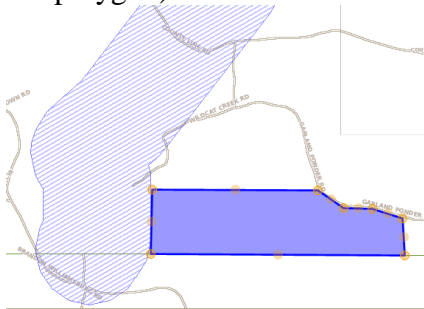
### **Submitting updates using POLYGONS**

#### **Adding a Polygon**

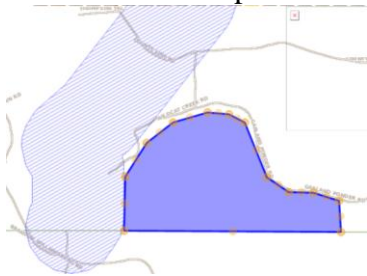
- Zoom to the area on the map you wish to update.
- Click on the Draw Addition Polygon  button.
- Single click the point on the map where you want to start drawing your polygon, then as you move your mouse you can continue to single click to give shape to your polygon. When you have reached the ending point of your polygon double click to complete the polygon. Repeat to add multiple polygons.





- If you wish to make adjustments to your polygon click the “Modify Map Object Button” 
- Click on the polygon that you want to adjust (points will appear along the outside edge of the polygon).



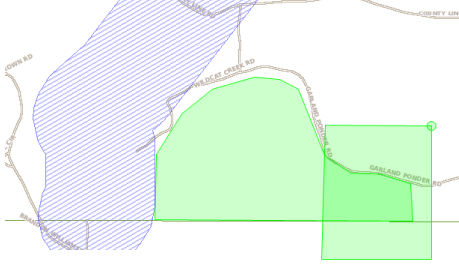
- Hover over the point on the polygon you wish to move.
- A set of arrows will appear over the point.
- Single click that point and hold with your mouse while hovering over the selected point to pick up and move the point to the correct place.



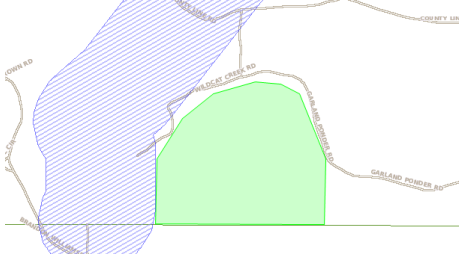
- If you wish to remove a polygon you added, click the “Delete Map Object” button .
- Click on the polygon you want removed.
- A box will appear asking if you are sure you want to delete this polygon.
- Click .

- If you only need to remove part of a polygon you added, click the clip addition polygon  button.


- Single click the point on the map where you want to start clipping the polygon, then as you move your mouse you can continue to single click to give shape to your polygon. When you have reached the ending point of where you want to clip the polygon double click.

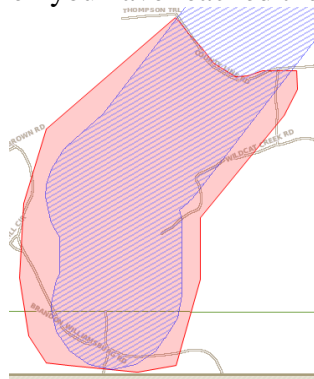


- The area you wanted clip should now be removed from the polygon.





### Clipping your existing service area buffer

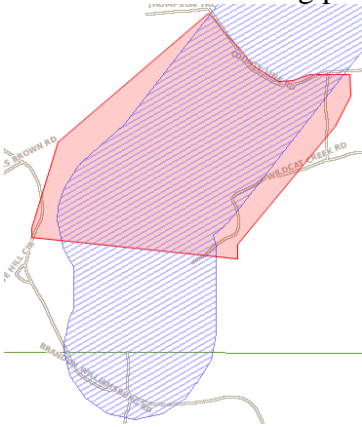
- Zoom to the area of your service area polygon that you want to clip.
- Click on the draw subtraction polygon  button.
- Single click the point on the map where you want to start clipping the service area polygon, then as you move your mouse you can continue to single click to give shape to your polygon. When you have reached the ending point of where you want to clip the polygon


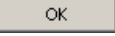


double click.


- If you wish to make adjustments to a subtraction polygon “Modify Map Object Button” 
- Click on the subtraction polygon that you want to adjust (points will appear along the outside edge of the polygon).

- Hover over the point on the polygon you wish to move.
- A set of arrows will appear over the point.
- Single click that point and hold with your mouse while hovering over the selected point to pick up and move the point to the correct place.
- If you drew your subtraction polygon to big and want to remove large area from it click the clip subtraction polygon .
- Single click the point on the map where you want to start clipping the subtraction polygon, then as you move your mouse you can continue to single click to give shape to your polygon. When you have reached the ending point of where you want to clip the subtraction polygon double click.



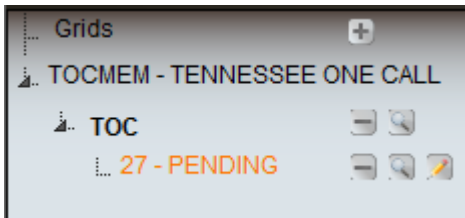
- If you wish to completely remove a subtraction polygon you added, click the delete  button.
- A box will appear asking if you are sure you want to delete this polygon.
- Click .

### **Saving your Change Requests**

- Click the  button under change requests.

Member ID: TOCMEM Member Code: TOC Status: EDITING Seq No: 27
<input type="button" value="Cancel"/> <input type="button" value="Save"/> <input type="button" value="Delete"/> <input type="button" value="Submit"/>
<b>History</b>

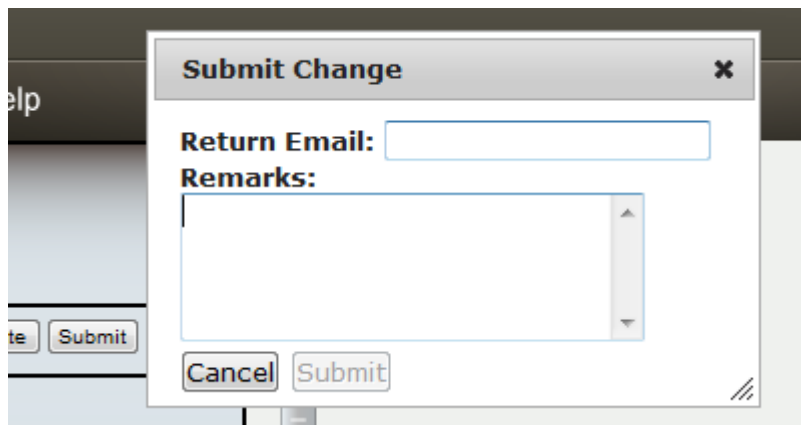
- It should now say pending beside your Member and DC codes under change requests.

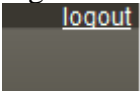


When you save your edits you can return to modify or add additional changes to them. This can be done until you SUBMIT your changes to Tennessee One Call for processing.

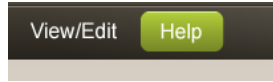
### Submitting your Change Requests

- Instead of clicking SAVE, you would click the SUBMIT button.
- A Submit Change Request box will appear.



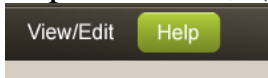
- You can enter a message to be submitted with you change request under remarks.
- Make sure to enter your email and when done, click SUBMIT.
- Once finished with your editing session, Click on the Logout button in the upper right hand corner of your map window .
- To fully log out you must also close your browser.
- The GIS department will now review your change requests.
- You will receive an email from the GIS department telling you when your updates will be posted back to the site.

- To review this pdf manual from within the MSAM interface, click on the Help button located next to VIEW/EDIT on the left-hand corner of the map window



**NOTE:** When you submit your edits and the GIS dept. uploads the data, it will become active in our production environment and be available for your review the following day. So it is very important that you take your time when making any changes so they are correct the first time. After reviewing your changes, you can always re-submit a change if you feel the first attempt is not correct.

If you have any questions, concerns or suggestions, feel free to contact the GIS Department at, (615) 367-1110, or by clicking on the **HELP** button on the site.



\*\*\* Edits may not be processed on the same day they are submitted \*\*\*

Disclaimer – For complete and accurate coverage, remember to provide us any changes to your database as they occur. You are welcome to use this MSAM site, fax or email them to us at any time and we will be happy to update your database(s). All changes will be completed as soon as possible. Changes are not valid until you receive confirmation from us.