

# FAQ's for EDEN

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## How do I logon to EDEN? My Log in won't work, what should I do?

Log in info

**Logon:** <http://eden.gaupc.com/>

**User name:** Same as you currently use in IRTH

**Temporary Password:** Password1 – you will be prompted to create a new password for your account. Your password will need to be at least 7 alpha/numeric (letters and numbers) characters long.

If you do not have an existing web account you will need to take a web user training class. Training class schedule and registration can be found at this link: [http://www.gaupc.com/edu\\_web\\_entry.asp](http://www.gaupc.com/edu_web_entry.asp)

## I am not getting my locate request number once I've completed my ticket?

All browser pop-up blockers (IE, Yahoo, Google, etc...) must be set to allow pop-ups from EDEN.GAUPC.com

## Why won't my map grid/grids save?

Check your Internet Browser. Currently EDEN only supports Internet Explorer - versions 6, 7, and 8. If running IE8, Compatibility View must be turned on for the GAUPC.com domain. **Note:** *To turn on Compatibility View in IE8 go to the Tools menu > Compatibility View Settings and enter GAUPC.com into the website list.*

## I am unable to change the city name with entering multiple tickets and saving the map data.

When doing multiple tickets and need to change the city but staying in the same county, you will have to re enter the county name for it to allow you to change the city name.

## When I go to the map it keeps "loading."

Press F5 to refresh.

## I don't see my county/city in the drop down box

The drop down boxes in EDEN will only show 10 items. If you do not see the county or city you need, begin typing the name you need. This will pull different results in the drop down list.

## I have hit the verify digsite button at the botton of the locate request page, but nothing happens.

Scroll back up through you ticket. EDEN will not allow you to submit a ticket that is missing required information. Any missing information will need to be filled in to continue.

## Will I still be able to log into IRTH?

UPC Web Entry Users will still be able to log into IRTH, but will ONLY be able to view previously created locate requests beginning December 29, 2009.

No Web User will be able to create, restake, second request or cancel an IRTH locate request once EDEN goes live.

## How do I Restake my IRTH ticket in EDEN?

Beginning on the 29th, all IRTH restakes need to become new EDEN locate requests created in EDEN. A new locate request will need to be created in EDEN.



### How do I cancel or make a second request my IRTH ticket?

To Cancel or send a Second Request on an IRTH ticket starting on December 29th you will have to contact the UPC Call Center's EDEN help desk at **(770) 476-6055**.

### I am in the map but can't see my digsite polygon, nearest cross street or any streets.

On the mapping toolbar select the "Initial Center and Scale" icon.



### I want to print or copy a ticket but it doesn't work.

Go to Locate Request Manager, enter your Locate Request number and select "Get Locate Request List" You will see an option to "print" select this option to print or copy.

### The tab key does not move me to the correct field.

You can't use the "tab" key and the mouse together. When in a field with a dropdown list you must use the arrow keys on your keyboard to select from the list, hit enter for your selection and then hit the tab key to move to the next field. If you select from the list with your mouse and hit the tab key it will move you to the top of the page.

### Why do I keep getting End of Day Audits from sadasupport?

You are still getting their IRTH audits, because you could still receive a 2<sup>nd</sup> request or cancel ticket that was created in IRTH before 12:01 on December 29, 2009. This would be reflected on the audit. IRTH audits won't stop until the last IRTH ticket expires.

### Which PRIS do I access to view member responses to my locate request?

**Please be reminded** that Locate Requests from each system will be unique and ticket numbers will not be duplicated between systems. In order for Members to identify notices originating from EDEN we will limit the middle three digits (i.e. xxxxx-**200**-xxx) of the ticket number to the range of **200-499**, All notices within this range will originate from EDEN and will need to be parsed according to the EDEN notice format, which is below for your review. All other notices (i.e. not in the 200-499 range) will originate from IRTH and should be parsed and responded to as normal.

#### IRTH PRIS

IRTH PRIS will remain open for 21 days after implementation so that tickets submitted up to midnight on the 28th in IRTH will be able to be responded to by utility members and viewed by excavators. Click here to log in to IRTH: <http://irth.gaupc.com/irthinternet/IrthLogin.asp>

#### Tickets that originate from EDEN, need to be responded to, and viewed using EDEN PRIS.

UPC Member Utilities must respond back to notices originating from EDEN into the EDEN PRIS system. The protocols for PRIS responses will remain the same in EDEN as they are in IRTH. The only difference will be the connection addresses for EDEN. The EDEN address for Telnet responses will be PRIS.GAUPC.com instead of IRTH.GAUPC.com. The EDEN address for Web responses will be EDEN.GAUPC.com, using your existing IRTH username and password of MEMBER1.

#### EDEN PRIS

Access EDEN PRIS online, have your EDEN ticket number available and go [www.gaupc.com](http://www.gaupc.com)  
To access EDEN PRIS over the telephone, have your EDEN ticket number available and call **(866) 461-7271**.

### How do I know which system my locate request has come from?

**The notices coming** from each system will be unique and ticket numbers will not be duplicated between systems. In order for Members to identify notices originating from EDEN we will limit the middle three digits (i.e. xxxxx-**200**-xxx) of the ticket number to the range of **200-499**, All notices within this range will originate from EDEN and will need to be parsed according to the EDEN notice format, which is below for your review. All other notices (i.e. not in the 200-499 range) will originate from IRTH and should be parsed and responded to as normal.

