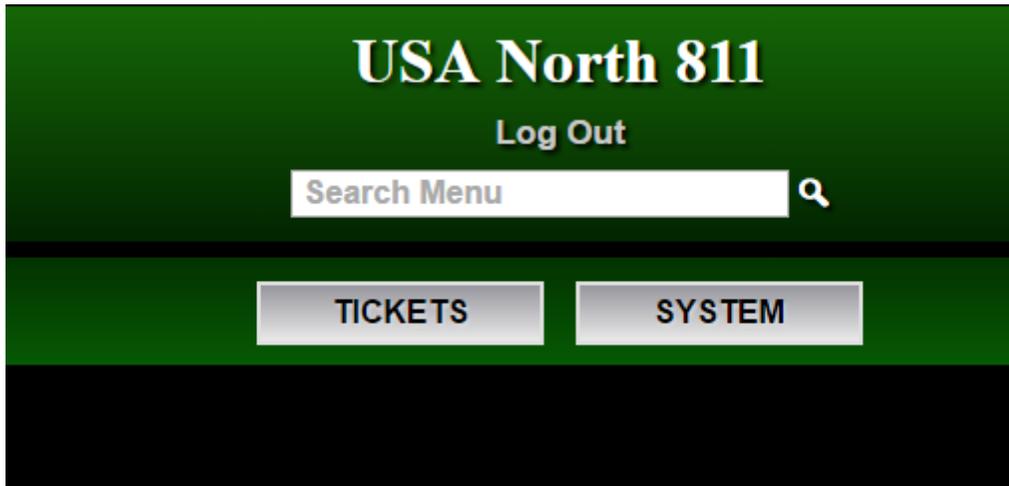# Getting started

In our experience Google Chrome is the browser that works best with this program.

Go to www.usanorth811.org and then click on Utility Operators. Once there click on Service Area Registration/Member Contact Update, this will take you to the login screen. Enter your username and password. This will take you to the Menu page.

Select SYSTEM to move on. This will give you 2 options, Member Polygon Maintenance and Member Shape Upload.
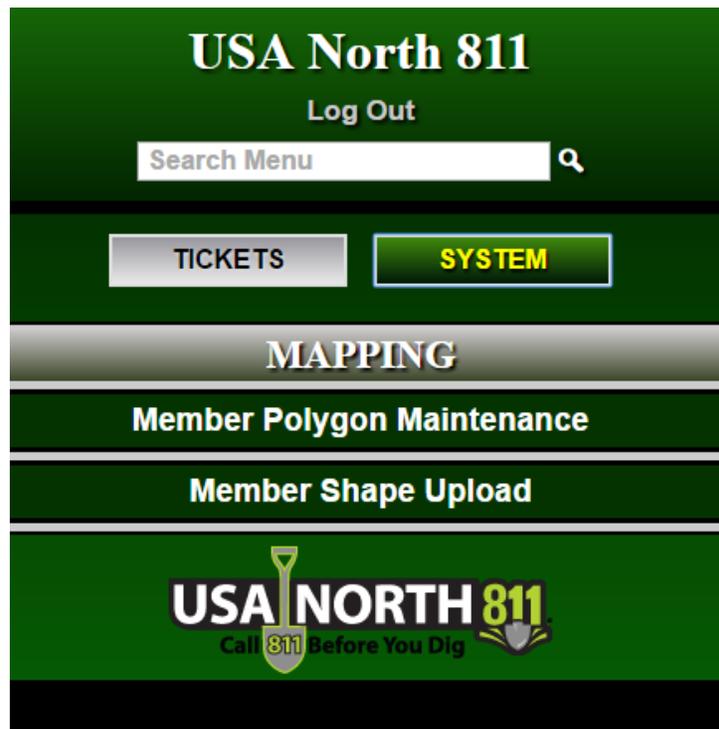
The easier of the 2 to navigate is Member Shape Upload so we'll discuss that first.

Member Shape Upload

Click on Member Shape Upload and it will display the following screen

Choose the member Code that you will be uploading shape files for. Enter your Name and E-Mail, and then click on Choose File for the .Shp, .Shx, and .Dbf File options. Once you have chosen the appropriate files and click the SUBMIT button.

YOUR SHAPE FILES NEED TO COVER YOUR ENTIRE SERVICE AREA AND NOT ONLY ADJUSTMENTS TO IT.

You will need to submit a SAR verification form to let us know that you have uploaded shape files of your service area. You can find the SAR verification form here… http://usanorth811.org/service-area-registration-sar-verification-form/

YOUR SERVICE AREA WILL NOT BE UPDATED UNTIL YOU HAVE SUBMITTED A VERIFICATION FORM.
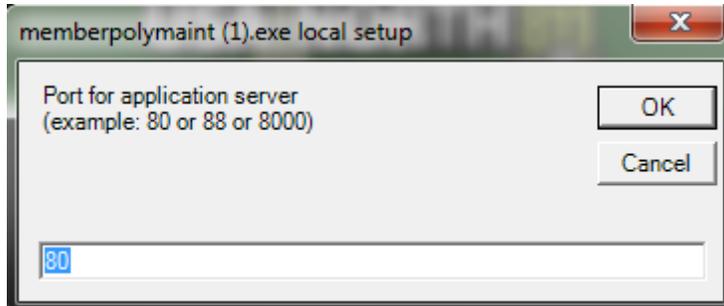
Member Polygon Maintenance

Clicking on Member Polygon Maintenance will automatically start downloading the .exe file that's used to run the program. When it's been downloaded select the file and hit run.

Note: You do not want to download multiple copies of this file as multiple versions will not run. Instead, move the file to a folder or your desktop and use it each time you need to access the program.
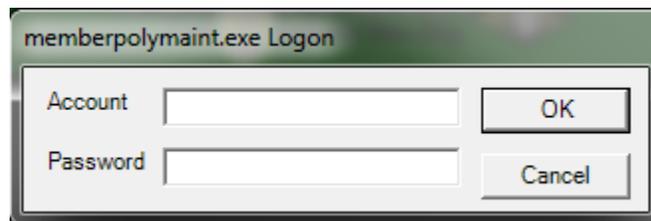
After you click run the following screen will appear asking for the Path to the application server. The screenshot below displays the text you need to enter.
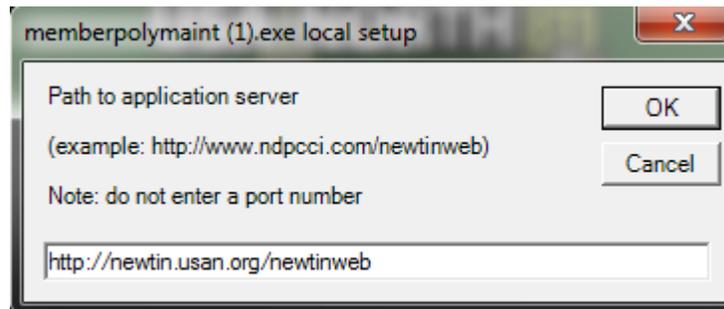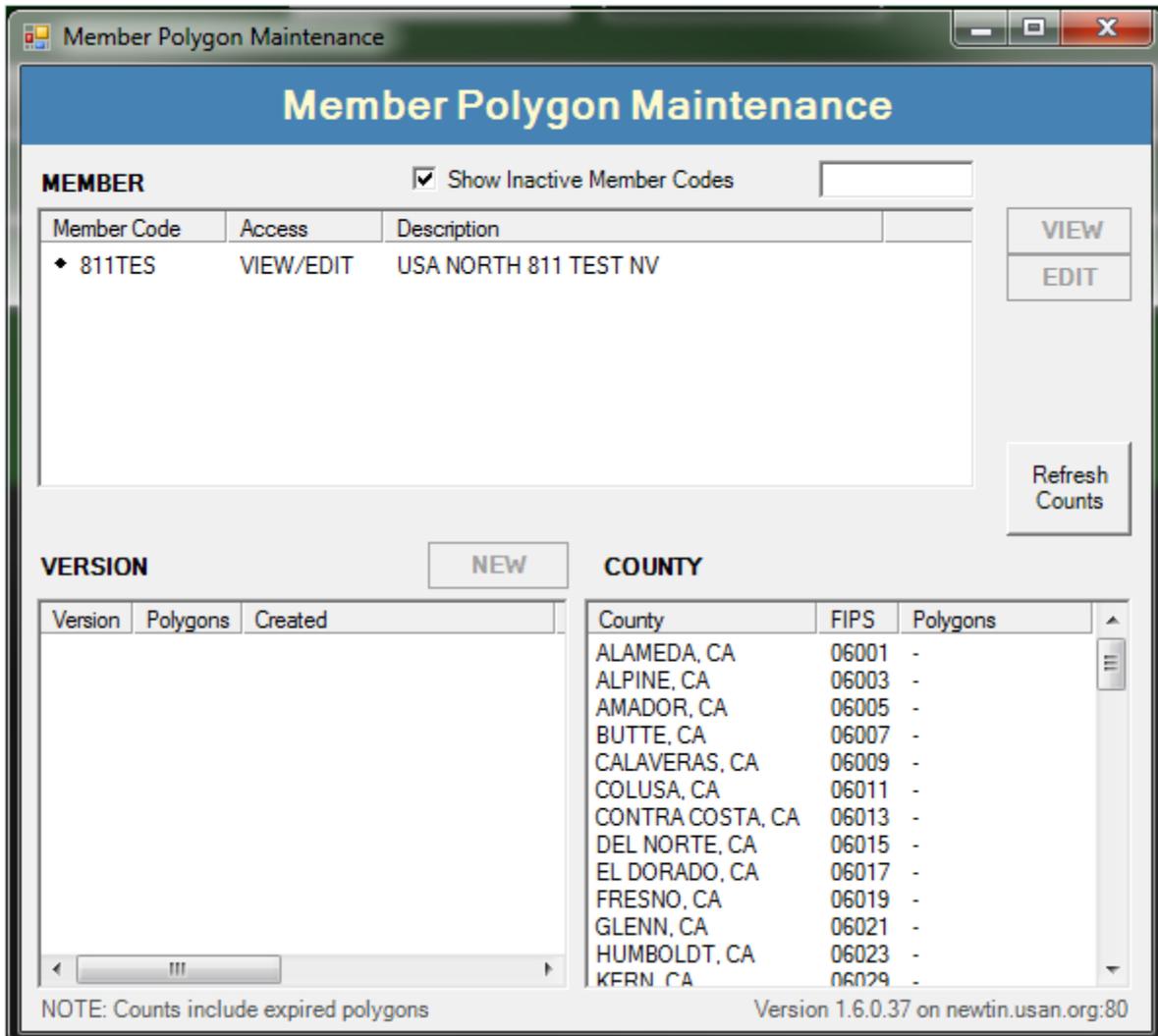

Click ok and the following popup will appear. 80 should already be entered for you so simply click OK to continue on.

This will bring up a login screen. Enter your username and password and select OK.

This will bring up the Member Polygon Maintenance program window.

Member Polygon Maintenance

MEMBER   ☑ Show Inactive Member Codes

Member Code	Access	Description		VIEW
◆ 811TES	VIEW/EDIT	USA NORTH 811 TEST NV		EDIT

Refresh Counts

VERSION   NEW   **COUNTY**

Version	Polygons	Created

County	FIPS	Polygons
ALAMEDA, CA	06001	-
ALPINE, CA	06003	-
AMADOR, CA	06005	-
BUTTE, CA	06007	-
CALAVERAS, CA	06009	-
COLUSA, CA	06011	-
CONTRA COSTA, CA	06013	-
DEL NORTE, CA	06015	-
EL DORADO, CA	06017	-
FRESNO, CA	06019	-
GLENN, CA	06021	-
HUMBOLDT, CA	06023	-
KERN, CA	06029	-

NOTE: Counts include expired polygons   Version 1.6.0.37 on newtin.usan.org:80

If you have multiple codes they will be displayed in the Member section. If you wish to narrow down to a particular code you can enter it in the box located to the right of the Show Inactive Member Codes. The system should begin narrowing down the options based on what you type. You can also scroll through your member codes if needed.

Clicking on a Member Code will display the current version of your Service Area (indicated by a black diamond), along with older versions of your Service Area. Previous versions of your Service Area are not editable, but they can be viewed. (See screenshot below)

Viewing your existing service area

To view the service area associated with a particular code, select which version you want to look at from the list, then choose the county you want to look at. Note: You can only view one county at a time for any given Service Area. Counties that have mapping in them will be highlighted yellow.

Click the View button to bring up the map.

Creating a New Service Area

The system will not allow you to make any changes to your current Active Service Area. This is a safeguard in case you make a mistake while making adjustments. As such, you will need to create a new version that you can modify however you wish.

To create a new Service Area, select a version that will be the basis for it. (Your choice will be limited to the current Active version or any version after that. Any versions that exist prior to the Active version can only be viewed). If you choose the Active version, the mapping will reflect what you currently receive tickets for. Once you've made your selection click the NEW button. This will bring up a confirmation screen. Select OK to move on.
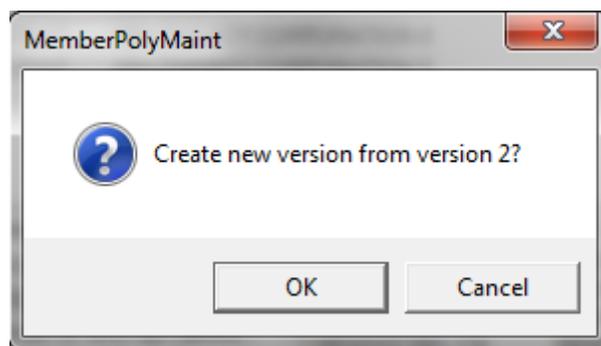
Another popup will appear letting you know that your new version was successfully created.
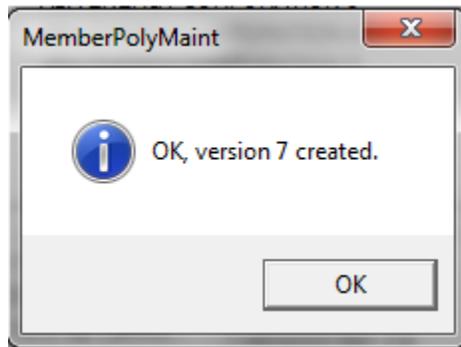
Clicking OK will return you back the menu.

Editing Your Service Area

Now that you have a new version to work off of you can now begin to make changes to it. You will only be able to make changes one county at a time so this could be a lengthy process if you have a large service area that covers multiple counties.
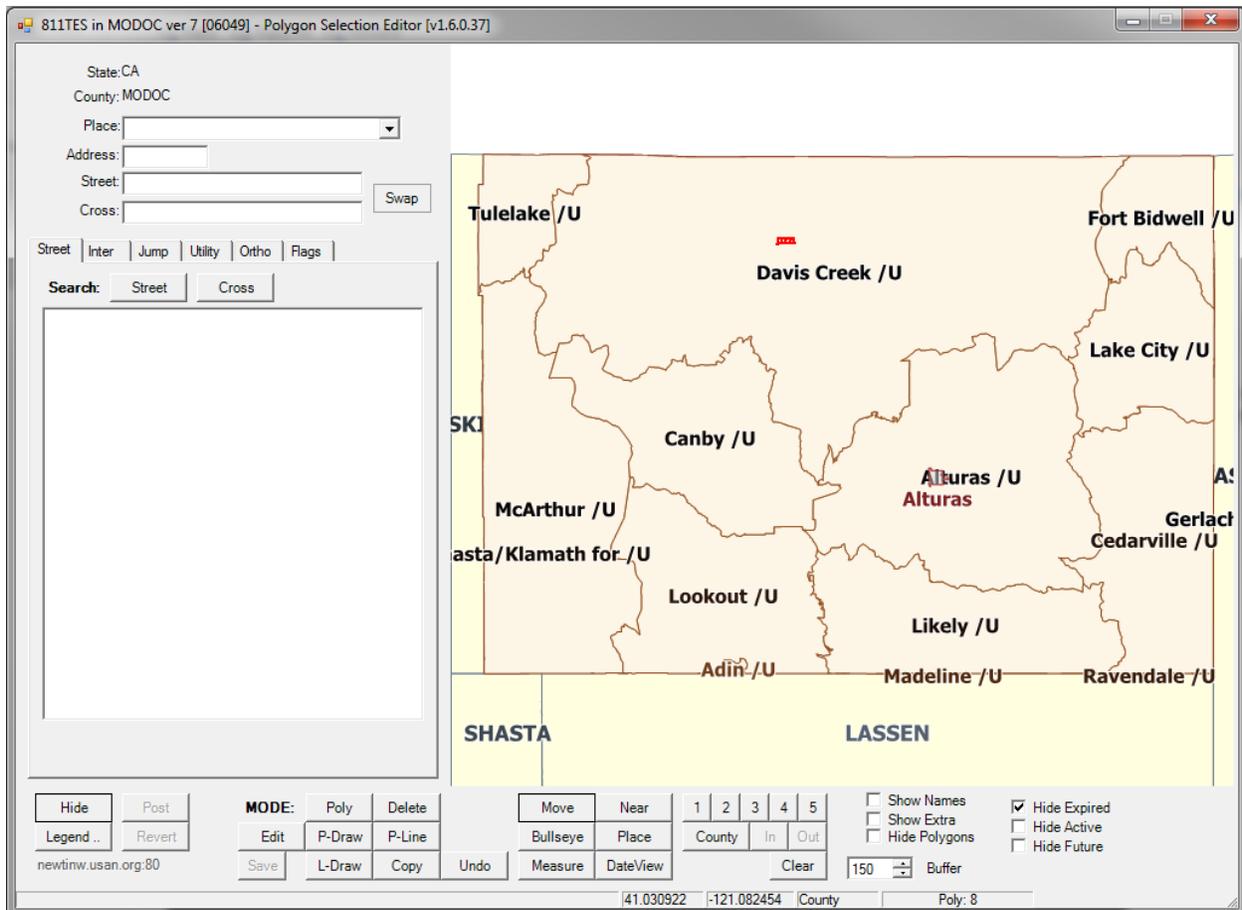
To begin select the version you want to make adjustments to. Then choose the county.

With your selections made click the EDIT button. This will display the map along with the tools you'll be using.

If you have mapping in the county you are going to edit it will be displayed on the map as a red area. The tools on the left hand side of the page are used to navigate the map. In order to search you will need to select a Place from the dropdown box. Use the street box to bring up a particular street.

The Inter (Intersection) tab works much the same as the Street tab only it focuses on the intersection of the 2 streets listed.

The Jump tab will allow you to enter gps coordinates into the map. The map will display a red cross to mark the results.

The Utility tab will allow you to save or print an image of your service area for the selected county.

The Hide button will close the search panel and give you a larger view of the map.

Navigating the Map

The map defaults to the Move button. To move the map all you need to do is click on the map and the map will center on the cursor.

To zoom in you will left click and drag out a box or click the In button.

To zoom out you will right click and drag out a box or click the Out button.

The Place button will highlight and display the city/unincorporated area along with the name of the area.

The Measure tool can be used to measure distances on the map.

The County button will take you to an overview of the county.

The 1 through 5 buttons are preset zoom levels.

Drawing out the map

There are 7 different tools that can be used to draw out your map. They are:

1. Poly Tool-Perhaps the easiest of the tools to use. Select Poly and then outline your area by left clicking once to start your mapping. You can then left click multiple times to cover your entire area. To finish double click. The system will prompt you to name the polygon. This is not required and can be left blank. Each of the tools will prompt you to do this, but naming polygons is never required.
2. P-Draw-The P-Draw tool allows you to use your mouse to draw your service area out as if the cursor were a pencil. Left click and hold and move the mouse to draw out the area you want. When you release the left mouse button the system will encompass the area you drew out connecting it back to your starting point.
3. L-Draw-The L-Draw tool will allow you to draw out freehand lines on the map that the system will then buffer out to whatever distance is listed in the Buffer box. We recommend at least having a 200 foot buffer.
4. P-Line-The P-Line tool will allow you to draw out straight lines on the map that the system will then buffer out with the distance set in the Buffer box. To start left click once, move the mouse and you will see a line stretch out from there. You can create bend points in the line by left clicking a single time. To finish double click the left mouse button. We recommend at least a 200 foot buffer.
5. Edit-The Edit tool allows you to adjust an existing polygon. Click on an existing polygon and then you can left click and drag to maneuver the polygon from a corner. After you've made your changes be sure to click the Save button (located beneath the Edit button) to lock your changes in place. Selecting either the Edit button again or the Undo button before clicking Save will revert the polygon to its initial state.
6. Delete/Undo-The Delete/Undo tools can be used to remove grids from an existing polygon by clicking on them.
7. Copy-Do not use the Copy tool.

Once you have made all of your adjustments to the map that you need to make click the Post button. This will bring up the Confirm popup.

If you wish to undo all the changes you've made you can use the Revert button. Which will undo all the changes you've made during the session.
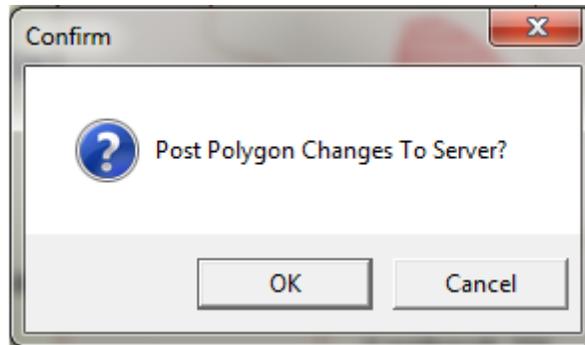
Click OK to proceed and the following popup will display.
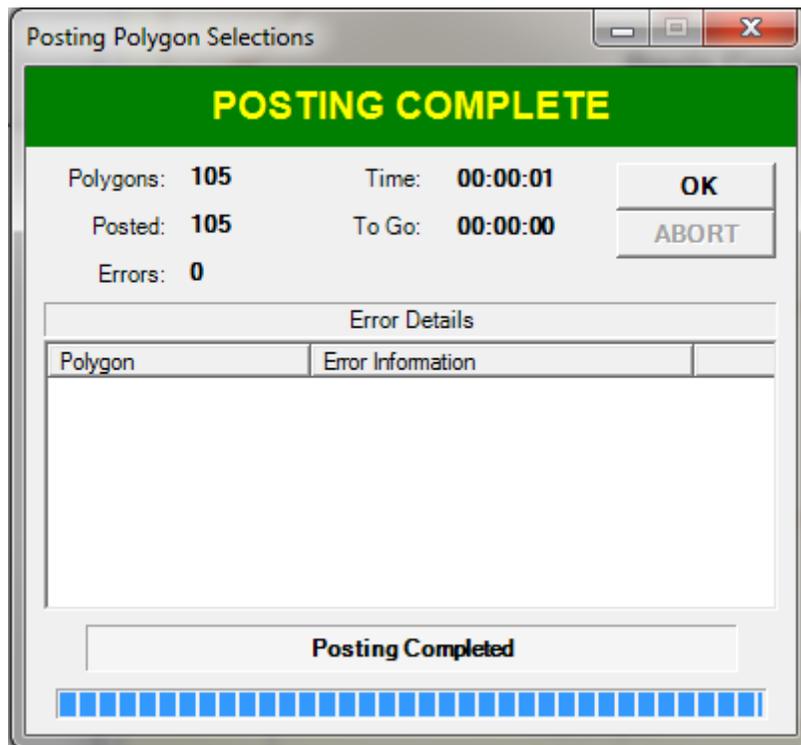
Once the posting has completed click the OK button.

You've completed your mapping. If your Service Area covers multiple counties you will need to repeat this process for each county. Once you are done you will need to send us the SAR verification form. This can be found at http://usanorth811.org/service-area-registration-sar-verification-form/ Fill out the form with your information. Member Code will be a 6 letter/number code that is a variation on your company name. Also make sure to note the Version number on the form so we know which version of your mapping to activate.

Discard Changes

Revert/Undo all changes made during this session?

OK   Cancel
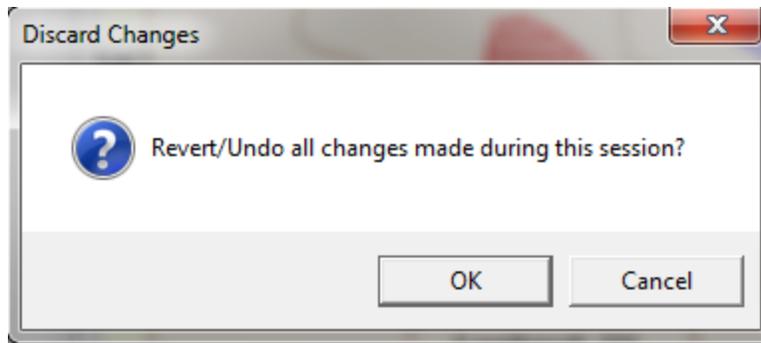
If you have any questions please contact the Operations Dept at USA North 811 by dialing 800-640-5137 ext 2235 or 2338.