# digdat

# digdat Utilities

# Website

## User Guide

# Contents

# Registration



To register all you need to do is navigate to http://utilities.digdat.co.uk/ and click on the 'register now' button shown on the left.

The registration process is split into four steps, the first three are required for access to the digdat website, the fourth step is only relevant to those users who are eligible for statutory access.

*Am I eligible for statutory access?:* To be approved for statutory access you will need to work for, or on behalf of, a local authority, a utility provider or a government body.

## Step 1 – About You

This is information that is about you as an individual within an organisation and will be used for any communications that need to be sent to you. Please ensure you use an email address used solely by you, as shared email addresses will not be accepted for users requiring statutory access.

## Step 2 – About Your Organisation

Information that is relevant to your Organisation. The information you provide here will be verified by our team if a user requires statutory access.

## Step 3 – Terms & Conditions

A security question is required to enable you to reset your password without contacting the support desk. You can also opt-out of various communication methods. The Terms & Conditions must be agreed to before you can access the website.

## Step 4 – Requesting Statutory Access



If you believe that you qualify for statutory access to the digdat system, you will need to complete a Statutory Access request. To apply for access click on the 'Apply' button. You then need to select the provider(s) of the data you require access to from the drop-down box.  At this stage you will be asked to agree to the Terms & Conditions of the provider(s) before your access request will be forwarded to the admin team.

If you are a contractor working on behalf of a local authority or utility provider you will need to provide supporting documentation in the form of a contract with the expiry date and location of works clearly shown. If this information is not provided it will be requested when approving or rejecting your access request.

To request multiple providers, click the blue 'Add another service…' link and keep adding until all providers are listed, then click 'Apply' again. If you would like to add a provider at a later date, this can be requested  from the My Account page.

# Logging In

*Once registered, an email will be sent containing your password. For security purposes it is good practice to change the password regularly. Instructions on resetting your password are included in the FAQ section of this guide.*

To log in to the system please follow either of these instructions:

**1**
- Enter your email address and password into the relevant boxes in the upper right of the homepage



**2**
- Navigate to the Maps page
- Enter your email address and password in to the individual boxes
- Click Log In



*If you're unable to locate your password, please use the 'forgotten your password?' links and use the security question to reset your password.*

# Processing a Map Request

*Navigate to the Maps page and click the Search option.*

## Locating the area
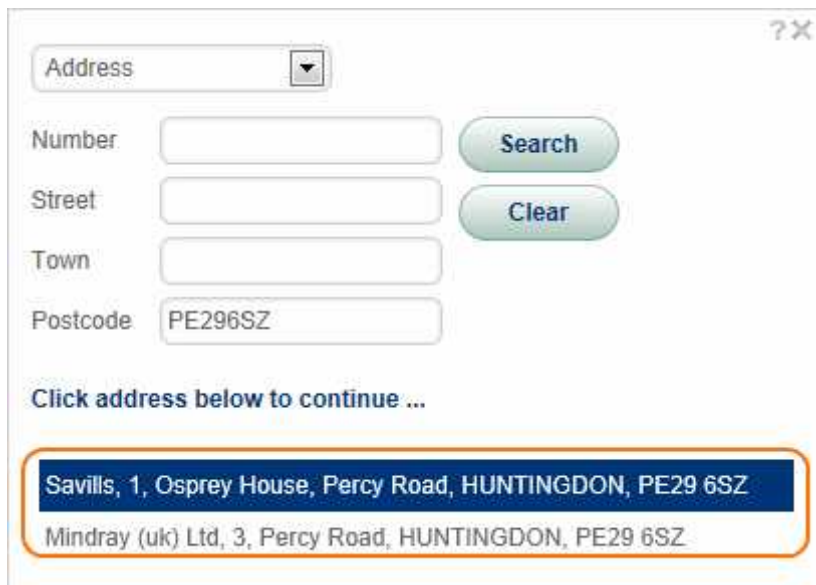
There are three methods for searching on the digdat system;

- postal address
- grid references
- eastings and northings

To change the method of searching, choose the relevant search format from the drop-down menu in the upper-left corner of the Search pop-out.





If you're searching for a property using the Address function you will see the list of results appear. Click on the required property for a map of the area to load.

If the required property does not appear on this list, select a nearby property and navigate to the correct area.

http://utilities.digdat.co.uk
0800 085 8060

# Purchasing a single plot: Non Statutory User Only

*All asset data maps will be shown on a MasterMap background. Statutory users that have an obligation to have access to the asset records will not be charged a fee for this service. Please skip to page 13 to see a guide on processing a statutory request.*

*All non statutory users will be charged a fee for the service provided. All prices will be confirmed after you have selected your chosen maps and proceeded to the 'Confirm Request' page.*

*All users are able to purchase an Ordnance Survey MasterMap, a fee is payable based on the size and density of the area selected. The map displays Ordnance Survey MasterMap background only and will not show utility assets, all fees will be quoted in the 'Confirm Request' page.*

Once the location is displayed in the map window, the list of providers with assets in the area will appear on the left hand side. This list includes providers whose assets are not currently available on digdat. This information is provided to advise the user which organisations may also have assets in the area and to provide the contact details of these companies.

To buy an asset plan, click on the **Buy** button adjacent to the relevant dataset.
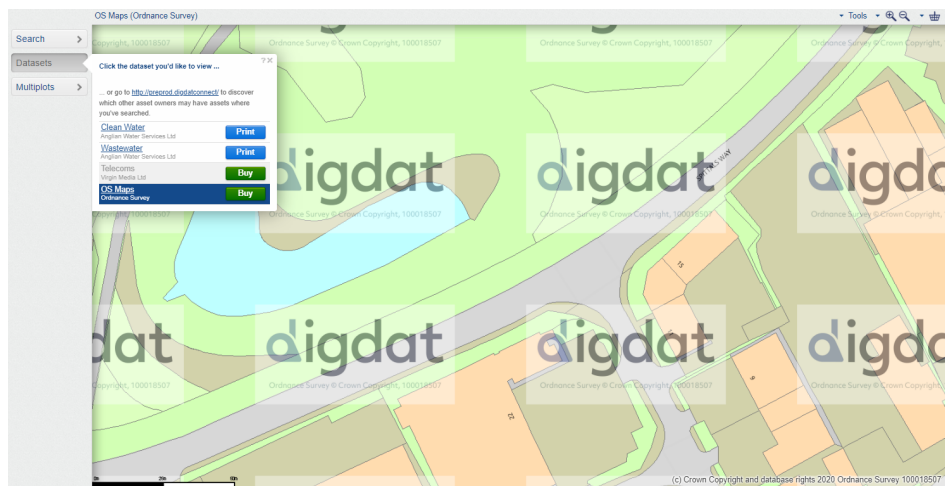
Once you have clicked 'Buy', the Buy Plot Area pop-up will appear on-screen.

- **Title** - E.g. your internal reference. This is mandatory

- **Datasets** - Lists the assets available for purchase in the area you are viewing. OS maps are not needed when you have selected water and/or sewer plans

- **Print Scale** - Scale and orientation of the plot

- **Paper Size** - The size of the page plotted

- **Manhole Report** - Depths/inverts for sewer manholes.

- **Comments** - A free text field for comments relevant to you, these will be displayed on the plans.

http://utilities.digdat.co.uk
0800 085 8060
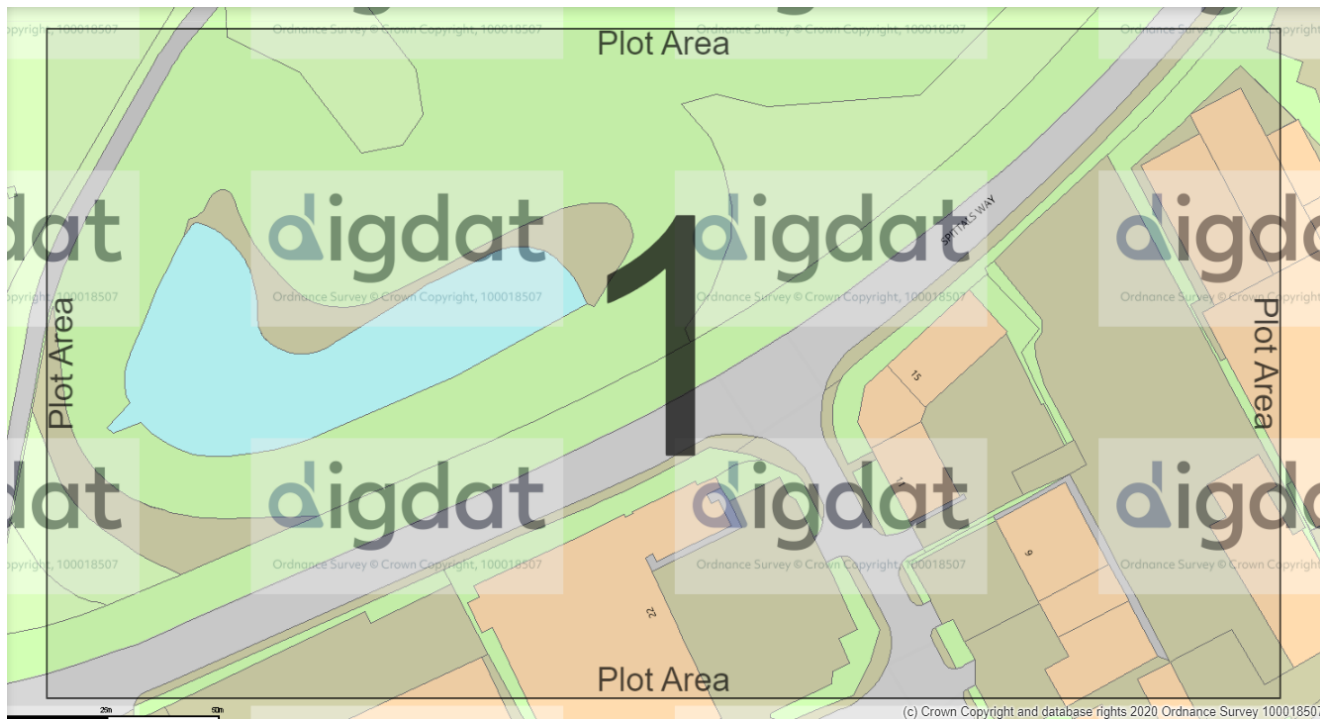
Once you have confirmed the Plot Area, the above plot indicator will appear on the map window.

Only information **within the boundaries of the plot indicator** will be included within the plan that is generated by the system.

The green cross is the centre-point of the property/grid references that you have navigated to. It will not appear on the location plan.

## Amending or deleting plots



If you are unhappy with the location of your plot or do not feel that the required information is within the plot indicator you can amend the location.

To do this click Remove next to the relevant plot request in your Basket.

Once you have removed the plot from your basket it will appear underneath the Multiplots function on the left-hand side of the map window.

To amend the plot, click on the relevant plot number (in the example shown this is #1). This will open another box with the following icons:



Click the blue Edit icon to amend plot details (title, scale etc.).

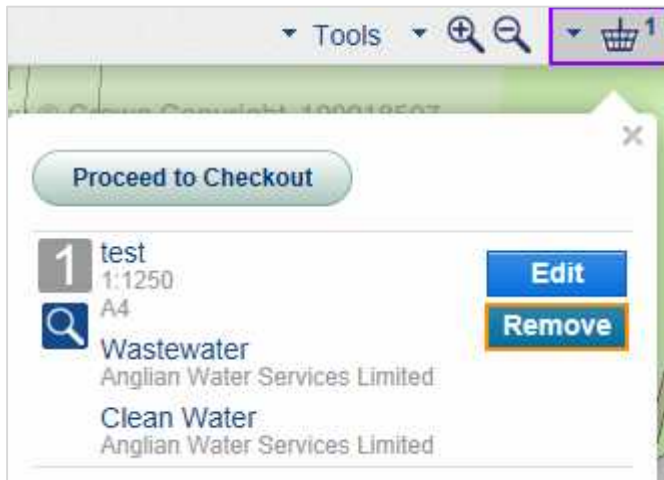If you have navigated away from your plot location, click the Go To Plot Area icon to return to its location.

To delete a plot click on the bin icon and confirm.

To amend the location of a plot click on this icon. The plot indicator border will turn blue and Confirm and Cancel buttons will appear at the top of the mapping screen.

To move the map area within the plot indicator, click and drag on the map window until the required location is captured. Once satisfied that all the information you require will be included, click Confirm at the top.



Once you are happy that the plot is to the correct scale, covers the required location, has the correct title and provides you with the necessary asset information, you can add it to your basket again by clicking the basket icon and re-confirming the information.

# Adding an additional plot location – Large land areas/Multiplots

Some areas of land are too large to fit on a single plot location plan and therefore you may need to order multiple plans to cover the entire area.

The digdat system enables you to complete these requests via the 'Multiplots' function. This option is available on the left hand of the map view.
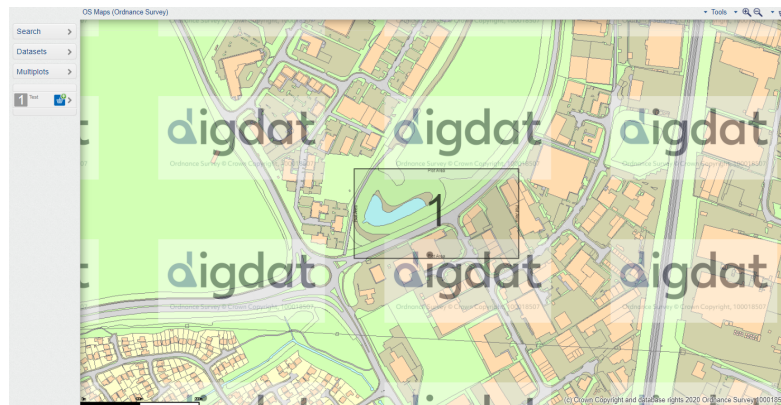


Once you have located the correct area using the Search function (as detailed earlier in this guide), click on the 'Multiplots' function and add your first location plan.

The required area is not covered completely by the A3 plan request. Therefore to cover the entire area it will be necessary to request multiple plot plans.

To do this, select 'Multiplots' again, add additional plot plans and amend their locations until the entire area is covered by the multiple plans.

Below is an example of multiple plans being used to cover the entire required area.
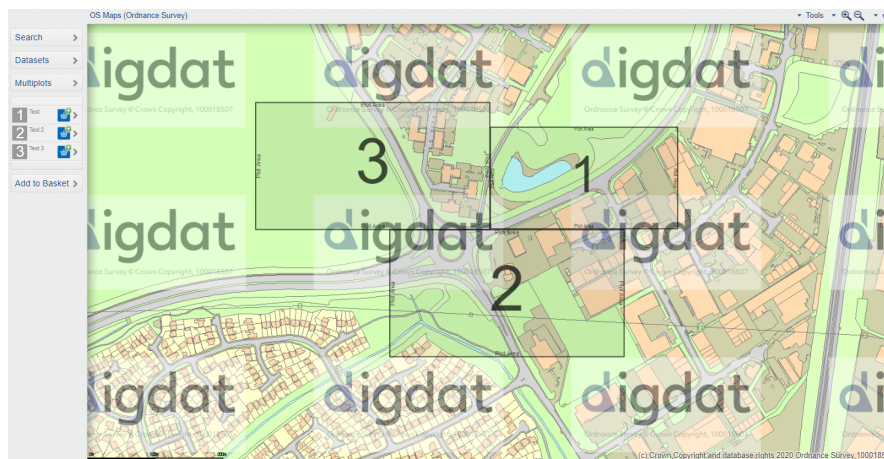


*Note: You can use different paper-sizes to make your request more cost-effective as orders are charged per-plot. The example above uses A2 and A4 paper sizes.*

Once you are happy that the entire area is covered by the plans, you can add them to your basket by clicking the basket icon and re-confirming.

## Amending or deleting plots

To amend a plot click on the relevant plot number (in the example case this is #1). This will open another box with the following icons:

**Edit** — Click the blue Edit icon to amend plot details (title, scale etc.).

🔍 If you have navigated away from your plot location, click the Go To Plot Area icon to return to its location.

🗑 To delete a plot click on the bin icon and confirm.

👆 To amend the location of a plot click on this icon. The plot indicator border will turn blue and Confirm and Cancel buttons will appear at the top of the mapping screen.
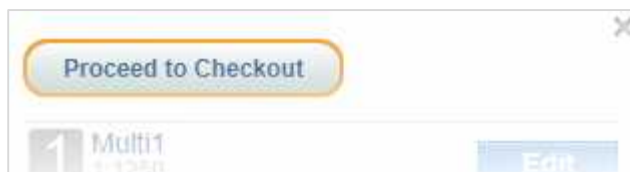
To move the map area within the plot indicator, click and drag on the map window until the required location is captured. Once satisfied that all the information you require will be included, click Confirm at the top.

## Completing your Order

Click on the basket icon and then select Proceed to Checkout once all the required plots have been added to your basket.

The Confirm Request page lists all your



requested plots, if you have requested both water and sewer plans on a single plot, these are shown separately.

**Title -** The title you have given to the plot.

**Data Set –** The data sets requested.

**Assets -** It shows whether assets are present in the plot area. N/A displays if the information is not available for the asset owner.

**Manhole Report -** Was a manhole report requested?

**Background –** The option to select either "Mono" (black/white) or "Colour" background information.

**Delivery Methods Available -** Electronic" (download from website) or "Printed Service" (there are additional costs for printed delivery requests).

**No. of Copies -** Extra copies can be provided at additional cost.

**Price (exc. VAT) -** Price of individual plans prior to other charges (VAT, postal delivery, cheque payment charges).

**Save for Later -** Individual plans and/or entire orders can be saved for a later date, enabling you to quote clients prior to purchase. They can then be accessed from the 'My Plots' page on the website.

**Delete -** Remove the plan request from your order.

**Payment Type -** Credit/Debit Cards are the preferred payment method on digdat. However some accounts have cheque payment functionality enabled, if you require this functionality please email support@digdat.co.uk, but note that cheque payments incur additional charges.

Before continuing to the secure payment website to enter your Credit/Debit card details, it is a business requirement that you agree to the Terms and Conditions relating to the chosen products.

## Downloading your Plots

http://utilities.digdat.co.uk
0800 085 8060

## Card Customer

For Credit/Debit card payments the 'Download Plots' page will appear as below showing your plans and their individual order references. To access individual plans click on the 'Open file' link, however if you wish to view a merged PDF of all the plans, tick each box and click Print all selected.

| Reference | Title | Data Set | Background | Delivery | Status | print all selected |
|-----------|-------|----------|------------|----------|--------|---------------------|
| 1903 - 1 | 2 | Wastewater supplied by Anglian Water Services Limited | Mono | Electronic | Open file ✔ | ☑ |
| 1903 - 2 | 2 | Clean Water supplied by Anglian Water Services Limited | Mono | Electronic | Open file ✔ | ☑ |
| 1903 - 3 | 1 | Wastewater supplied by Anglian Water Services Limited | Mono | Electronic | Open file ✔ | ☑ |
| 1903 - 4 | 1 | Clean Water supplied by Anglian Water Services Limited | Mono | Electronic | Open file ✔ | ☑ |
| 1903 - 5 | 3 | Wastewater supplied by Anglian Water Services Limited | Mono | Electronic | Open file ✔ | ☑ |
| 1903 - 6 | 3 | Clean Water supplied by Anglian Water Services Limited | Mono | Electronic | Open file ✔ | ☑ |

## Status Key

| Symbol | Meaning |
|--------|---------|
| ☀ | Your map is being generated |
| 🕐 | Your map has been scheduled for processing and you will be contacted as soon as it is ready |
| ✔ | Your map is complete, please click the link to view |
| ✖ | Sorry, there was a problem generating your map, please contact support |

The status field indicates the status of each plan. This key clarifies what each status symbol means. In the event of an error please contact digdat support by emailing support@digdat.co.uk or calling 0800 085 8060.

## Cheque Customer

If cheque payment has been requested, you will be taken to the 'Download Plots' page to review your order and be provided with an order reference. An order confirmation email will also be dispatched to you with a remittance advice letter to attach to your cheque.

# Processing a Plan Request : Statutory User Only

As a statutory user on digdat you are entitled to view assets on digdat and are not required to purchase plans of their location. To be approved for statutory access you will need to work for a local authority, a utility provider or a government body. (Please see page 19) to request statutory access after you have registered)

Once your location is displayed in the map window (*see page 5 for information on searching for a required location*), the list of providers with assets in the area will appear on the left hand side. This list includes providers whose assets are not currently available on digdat. This information is provided to advise the user which organisations may have assets in the area and to provide their contact details.

To print a single asset plan, click on the Print button adjacent to the relevant dataset.



*All asset data maps will be shown on an Ordnance Survey MasterMap background. If a map is required <u>without assets</u>, an Ordnance Survey MasterMap can be purchased. A fee is payable based on the size and density of the area selected. All fees will be quoted in the 'Confirm Request' page.*

Once you have clicked Print, the Print Plot Area pop-up will appear on-screen.



- **Title** - E.g. your reference.
- **Datasets** - Lists the assets types that are available to you in the area you are viewing.
- **Print Scale** - The scale of the plot.
- **Paper Size** - The size of the page plotted.
- **Manhole Report** - Depths/inverts for sewer manholes.
- **Comments** - Any comments relevant to you, these will be shown on the plans.

When you are happy with the plot area information, select Print and your browser's PDF viewer will open a merged document of the plans which can then be printed.



*If you are unable to open your location plans, please ensure you download a PDF viewer or update your PDF viewer to its latest version.*

## Adding an additional plot location – Large land areas/Multiplots

Some areas of land are too large to fit on a single plot location plan and therefore you may need to order multiple plans to cover the entire area.

The digdat system enables you to complete these requests via the 'Multiplots' function. This option is available on the left hand of the map view.
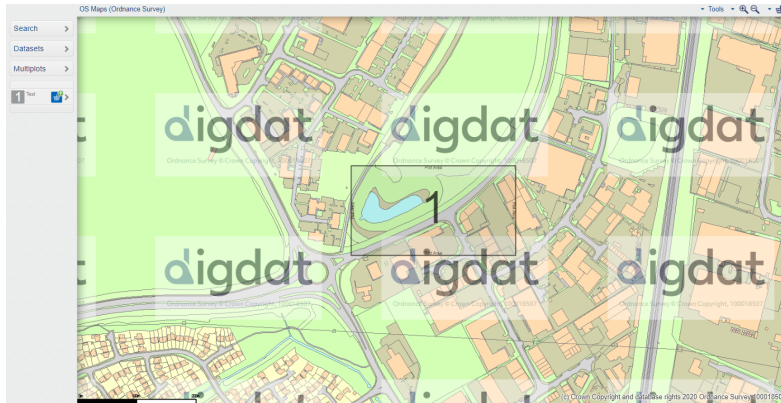


Once you have located the chosen area using the Search function (as instructed on page 5), click on the 'Multiplots' function and add the first location plan.

The required is not covered completely by the A3 plan request, therefore to cover the entire area it will be necessary to request multiple plot plans.

To do this, select 'Multiplots' again, add additional plot plans and amend their locations until the entire area is covered by multiple plans.


## Amending or deleting plots

To amend the plot click on the relevant plot number (in the example case this is #1). This will open another box with the following icons:



Click the blue Edit icon to amend the plot details (title, scale etc.).

If you have navigated away from your plot location, click the Go To Plot Area icon to return to its location.

To delete a plot click on the bin icon and confirm.

To amend the location of a plot click on this icon. The plot indicator border will turn blue and Confirm and Cancel buttons will appear at the top of the mapping screen.

To move your plot, click and drag on the map window until the required location is displayed within the plot indicator box. Once you're happy that all the information required will be included, click Confirm at the top.

http://utilities.digdat.co.uk
0800 085 8060

Below is an example of multiple plans being used to cover the entire required area.
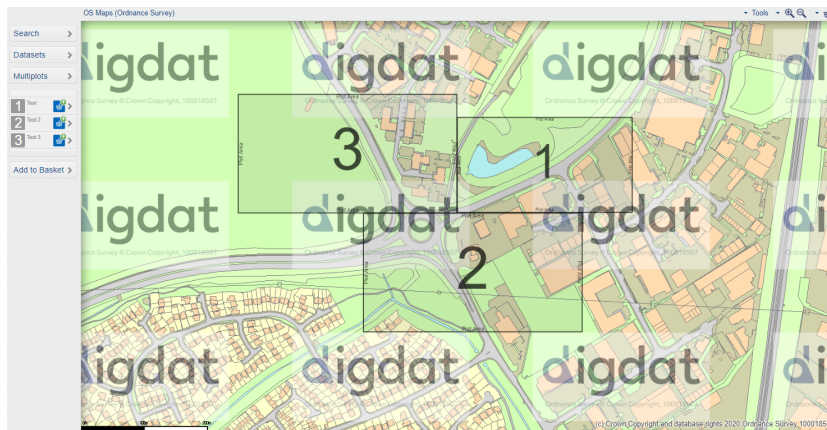


Note: You can use different paper-sizes to reduce needing to over-lap your plans. The example above uses A2 and A4 paper sizes.

Once you are happy that the entire area is covered by your plans, you can add them to your basket by clicking the basket icon and re-confirming.

## Completing Multiple plot orders



Click on the basket icon and then select **Proceed to Checkout** once all your required plots have been added to your basket.

The 'Confirm Request' page lists all your requested plots, if you have requested both water and sewer plans on a single plot, these are shown separately.

## Confirm Request

| Title | Dataset | Assets | Background | Delivery Methods Available | No. of Copies | Price (exc. VAT) | Save for Later | Delete |
|-------|---------|--------|------------|----------------------------|---------------|------------------|----------------|--------|
| Multi 1 | Clean Water supplied by Anglian Water Services Limited | ✓ | Mono ▾ | Download ▾ | 1 ▾ | £0.00 | ⬇ | 🗑 |
| Multi 1 | Wastewater supplied by Anglian Water Services Limited | ✓ | Mono ▾ | Download ▾ | 1 ▾ | £0.00 | ⬇ | 🗑 |
| Multi 2 | Clean Water supplied by Anglian Water Services Limited | No Assets | Mono ▾ | Download ▾ | 1 ▾ | £0.00 | ⬇ | 🗑 |
| Multi 2 | Wastewater supplied by Anglian Water Services Limited | No Assets | Mono ▾ | Download ▾ | 1 ▾ | £0.00 | ⬇ | 🗑 |
| Multi 2 | Telecoms supplied by Virgin Media | N/A | Mono ▾ | Download ▾ | 1 ▾ | £0.00 | ⬇ | 🗑 |
| Multi 3 | Telecoms supplied by Virgin Media | N/A | Mono ▾ | Download ▾ | 1 ▾ | £0.00 | ⬇ | 🗑 |

Select payment type: ○ Cheque **(Additional fee)**
◉ Credit / Debit Card

**Anglian Water Terms and Conditions**
Service pipes, private sewers and drains, and former private sewers and drains transferred to Anglian Water on or after 1 October 2011 are generally not shown. Please tick to agree you have read and agree with the full Terms & Conditions for the product/s selected. Refunds will not be issued once Terms & Conditions are agreed.

**Virgin Media Terms and Conditions**
Please tick to agree you have read and agree with the Terms & Conditions for the product/s selected ☐

| | |
|---|---|
| Print & Postage: | £0.00 |
| Basket Total: | £0.00 |
| VAT (at 20%): | £0.00 |
| Total: | £0.00 |

< Back    Next >

**Title -** The title you have given to the plot.

**Data Set -** The data sets requested

**Assets -** Are assets present in the plot area? (Asset *plans that do not display assets are not charged, but can still be downloaded).*

**Manhole Report -** Was a manhole report requested?

**Background -** The option to select either "Mono" (black/white) or "Colour" background information.

**Delivery Methods Available "**Electronic" (download from website) or "Printed Service" (there are additional costs for printed delivery requests).

**No. of Copies -** Extra copies can be provided at additional cost.

**Price (exc. VAT) -** Price of individual plans prior to other charges (VAT, postal delivery, cheque payment charges).

**Save for Later -** Individual plans and/or entire orders can be saved for a later date. They can then be accessed from the 'My Plots' page on the website.

**Delete -** Remove the plan request from your order.

**Payment Type** as a statutory user you do not need to select a payment type as you are not charged for asset plans. OS Maps are still chargeable.

Before continuing to the 'Download Plots' page you are required to agree to the Terms and Conditions .

# Download Plots

## Order including Ordnance Survey Maps

If you have requested Ordnance Survey Maps and chosen to pay by cheque, you will be taken to the 'Download Plots' page to review your order and be provided with an order reference. An order confirmation email will also be dispatched to you with a remittance advice letter to attach to your cheque. You can still download free asset plans.

## Asset Map only Request

For asset plan only requests the 'Download Plots' page will appear as below, showing your plans and their individual order references. To access individual plans click on the 'Open file' link, however if you wish to view a merged PDF of all the plans, tick each box and click Print all selected.

| Reference | Title | Dataset | Background | Delivery | Status ℹ️ | print all selected |
|-----------|-------|---------|------------|----------|-----------|---------------------|
| 243630 - 1 | Multi 1 | Clean Water supplied by Anglian Water Services Limited | Mono | Download | Open file ✓ | ☑ |
| 243630 - 2 | Multi 1 | Wastewater supplied by Anglian Water Services Limited | Mono | Download | Open file ✓ | ☑ |
| 243630 - 3 | Multi 2 | Clean Water supplied by Anglian Water Services Limited | Mono | Download | Open file ✓ | ☑ |
| 243630 - 4 | Multi 2 | Wastewater supplied by Anglian Water Services Limited | Mono | Download | Open file ✓ | ☑ |
| 243630 - 5 | Multi 2 | Telecoms supplied by Virgin Media | Mono | Download | Open file ✓ | ☑ |
| 243630 - 6 | Multi 3 | Telecoms supplied by Virgin Media | Mono | Download | Open file ✓ | ☑ |

**Status Key**

- Your map is being generated
- Your map has been scheduled for processing and you will be contacted as soon as it is ready
- Your map is complete, please click the link to view
- Sorry, there was a problem generating your map, please contact support

The status field indicates the status of each plan, this key clarifies what each status symbol means and. In the event of an error please contact digdat support by emailing support@digdat.co.uk or calling 0800 085 8060.

# Accessing completed orders

You can access historic orders for a period of up to three months after their production. They are only available for this limited period as we cannot guarantee that the infrastructure or information has not changed since the location plans were produced.



## Orders less than three months old

To access completed orders within the three month period, log in and navigate to the My Plots page. Scroll to Order History and click on the 'view' option of each plan.

## Orders over three months old

To re-order copies of plans that are over three months old, log in and navigate to the My Plots page.

Scroll to Order History and tick "Repeat order" and then click 'Re-order'. This will load the Confirm Request page.

# Requesting additional statutory access

Users who qualify for statutory access and did not request it when registering (or need to request access to additional data sets) can do so via the My Statutory Access tab within My Account section of the website (adjacent to the 'Log Out' option in the upper right of the webpage).



In this example, the user has only previously requested Hartlepool Water and Anglian Water data access. However, they now need to access another data provider's assets.

To do this, they must follow these steps:

- Click 'Apply' to bring up the information below



- Choose the relevant data provider from the drop-down box marked Provider

- Include any supporting documentation

- Describe the documentation

- Click 'Add another service...' if more data providers are required.

- Click apply.

**Once you have completed the additional statutory access request, the support team will review and approve your request as appropriate. Email confirmations are dispatched automatically.**

# Refreshing statutory access

Every statutory access user must refresh their access every 60-days. Ten working days prior to your access expiring, you will receive an email to the email address registered to your account.  This will contain the alphanumeric refresh code.

Once received, log in and navigate to the My Statutory Access page.

Enter the code from the email into the "Enter Refresh Code:" box and click 'submit'. A confirmation of a successful refresh will appear if the code is entered correctly.  You can then continue to use the system for a further 60days. In the event of an issue please contact digdat support by emailing support@digdat.co.uk or calling 0800 085 8060.



If you have not received a refresh code, click on the link underneath the refresh code box and a new email will be dispatched.

# Frequently Asked Questions

## I have been rejected for statutory access, what can I do?

If you feel that you are entitled to statutory access, you can contact the support team by emailing support@digdat.co.uk or calling 0800 085 8060.

If you have been rejected for access due to lack of supporting documentation, you will need to upload a copy of your contract with the local authority/utility provider. This can be done by re-applying for access, just follow the "Requesting Additional statutory access" instructions on page 18 and upload the documentation. An end-date of your contract is required and **must** be shown on your document.

## Our plans only show a digdat logo and no assets

Our asset plans can still be downloaded where there are no assets in the area requested, however we are required by Ordnance Survey to watermark these plans as part of the licensing agreement.

## I have purchased location plans but the area on my plans does not match the area on screen

Remember that the location plans will only display the area highlighted by the plot indicator box. If the plot box does not cover the entire area, you will need to purchase further asset plans.

## I'm not receiving a refresh email and/or password

Please check with your IT department that emails being sent from noreply@digdat.co.uk are not being withheld by a spam filter or firewall. If following this they are still not being received, please contact the support team by emailing support@digdat.co.uk or calling 0800 085 8060.

## My access appears to be restricted to a particular area

The decision to restrict access to the jurisdiction of the local authority is in line with what other utilities provide and obligations under the Water Industry Act, whilst ensuring that you can continue to fulfil all necessary obligations within your Local Authority.

## How can the system be used to confirm whether my development is affected by your apparatus?

As above, the system will indicate whether there are any assets within a particular plot area. If you only have a small area, we suggest requesting the smallest scale and paper size to ensure you're not requesting more information than you require.

## How do I reset my password?

To reset your password while logged in, navigate to your My Account page, and select the My Login tab. Enter your current password in the designated box, then enter your new password and confirm the new password before clicking the "Update" button.

# Contact Us

You can contact the support team using the information below. The service is available Monday to Friday, from 9am to 5pm.

| | |
|---|---|
| **Telephone:** | 0800 085 8060 |
| **Email:** | support@digdat.co.uk |
| **Postal Address:** | Osprey House, 1 Percy Road, Huntingdon, Cambridgeshire, PE29 6SZ |