REQUEST DRAWING TO LOCATE UNDERGROUND FACILITIES
Updated August 6, 2015

PURPOSE
Request Drawings to Locate Underground Facilities is an online application developed to provide an automated way to request drawings of Metro Vancouver underground facilities.

HOW TO USE?
1. **Register** – Before you can use the system, you need to create an account.
2. **Make a New Request** – Electronic Form.
   - **Update Profile** – Updating Client’s Information
   - **Forgot Password** – Resetting your password

System Flow
HOW TO REGISTER FOR AN ACCOUNT?

1. At the Home page menu, click “Register”.

2. The registration form will open. Please complete the registration form and remember your password.

3. After completing all the required fields, click the “Register” button to complete the registration process.

   - Fields marked with a red vertical bar are mandatory.
**NEW USER REGISTRATION**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name</td>
<td>Flore</td>
</tr>
<tr>
<td>Password</td>
<td>***********</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>***********</td>
</tr>
<tr>
<td>First Name</td>
<td>Flore</td>
</tr>
<tr>
<td>Last Name</td>
<td>Vui.m</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:floevault@gmail.com">floevault@gmail.com</a></td>
</tr>
<tr>
<td>Secondary Email</td>
<td><a href="mailto:common.email@gbyconstruction.com">common.email@gbyconstruction.com</a></td>
</tr>
<tr>
<td>Company Name</td>
<td>GBY Construction Co.</td>
</tr>
<tr>
<td>Business Description</td>
<td>Consulting Firm</td>
</tr>
<tr>
<td>Address Line 1</td>
<td>43310 Kingway</td>
</tr>
<tr>
<td>Address Line 2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>Burnaby</td>
</tr>
<tr>
<td>Province</td>
<td>BC, British Columbia</td>
</tr>
<tr>
<td>Postal Code</td>
<td>V5H 4GB</td>
</tr>
<tr>
<td>Phone Number</td>
<td>(604) 432-6404</td>
</tr>
<tr>
<td>Secondary Phone Number</td>
<td>(604) 412-6200</td>
</tr>
</tbody>
</table>

**Note:** For common email address or other recipient
4. **Confirmation of successful registration** - upon successful registration, an email confirmation will be sent to the email address per your registration form. Follow the instructions in your email to log on to make a request.

5. Review your information as stated in the email confirmation. If there is an erroneous information, you may update your information using the [Update Profile](#).

6. Saved the email confirmation for your reference and record.

**Note: Registration is only done once.**

Example of email confirmation:

```
From: Test.Drafting.Vault@metrovancouver.org
Sent: Thursday, July 30, 2015 10:02 AM
To: florevault@gmail.com
Subject: New Account Created on Metro Vancouver’s Request Drawings to Locate Underground Facilities site

Hello Flore,
Welcome!
This email is to confirm that you have registered an account with Metro Vancouver’s Request Drawings to Locate Underground Facilities site. You can login to your account at [https://tstwebapps.gvrd.bc.ca/FLORE/](https://tstwebapps.gvrd.bc.ca/FLORE/) to submit your drawing request.

User Name: Flore Vault
Company Name: GBY Construction Co.
Business Description: Consulting Firm
First Name: Flore
Last Name: Vault
Email: florevault@gmail.com
Secondary Email: common.email@gbyconstruction.com
Phone: (604) 432-6404
Secondary Phone: (604) 432-6200
Address Line 1: 4330 Kingsway
Address Line 2:
City: Burnaby
Province: BC - British Columbia
Postal Code: V5H 4G8

Should you ever encounter problems with your account or forget your password, please email us at Test.Drafting.Vault@metrovancouver.org.

Thanks,
Metro Vancouver Drafting Vault

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HOW TO MAKE A REQUEST?

1. At the Home page, click on Make a New Request Button.

   ![Make a New Request](image)
   - Request a facility locate drawing by completing an online form.

2. The system will prompt you to Log-on. Enter your User Name or Email address and password

   ![Log On](image)
   - **Log On**

   **PLEASE LOG ON USING YOUR EMAIL ADDRESS AND PASSWORD.**

   ![Log On Form](image)
   - **Log On**
   - **Required fields are marked red:**
   - **User Name or Email**
   - **Password**

   ![Register as new user](image)
   - **Register as new user**

   ![Reset your password](image)
   - **Reset your password**

3. After Logging on, the system will go directly to the New Request Form. Enter all the required informations.

   - Fields marked with a red vertical bar are mandatory.

   ![New Request Form](image)
Request Drawings to Locate Underground Facilities

New Request

PLEASE ENTER ALL THE REQUIRED FIELDS TO REQUEST A NEW FACILITY LOCATE DRAWING

NEW REQUEST DETAILS

Required fields are marked red:

Contact Information

Contact Name: Floreo Vault
Email: floreoVault@gmail.com
Email CC: common.email@gbyconstruction.com
Phone: (604) 432 6404

Work Location Information

Purpose of Request: Design
Description of Work: New Building
Project Name: Building Annex
Civic Number: 4830
Street: Kingsway
City: Burnaby
Nearest Intersecting Street: Kathleen Avenue
Work Site (attach map): C:/OCE/4050 Kingsway, Burnaby
Project Owner (Work Being Done For): City of Burnaby
Comments: For Design Purposes Only

Send the Request

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Contact Information

The fields in the section will be populated using the information from the user profile.

Work Location Information

Purpose of Request
- Choose from the drop down box selection. If your purpose is not in the predefined choices then select “Other” and a field called “Other Purpose” will appear and needs to be filled in.

Description of Work
- Describe the type of work to be done. Example: Drill Test Holes, Gas Line

Project Name
- Name of your project

Civic Number
- Enter street number of your work site
- If there is only a general block location, enter the information in the “Comments” field at the bottom of the form
- **If there are more than one address location, make a separate request**

Street
- Enter street name of your work site

City
- Choose from the drop down box selection. If your city is not in the predefined choices then your location is not under the Metro Vancouver’s jurisdiction

Nearest Intersecting Street
- The name of the nearest street intersecting the street where the work will be done

Work Site (attach map)
- Attach plan of your work site
  - A single file with maximum file size of 1.5 MB can be attached
  - Acceptable file types include: PDF, GIF, JPG, JPEG, BMP, TIFF, PNG, TIF

Project Owner (Work Being Done For)
- Name of your contractor

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Comments

- This is where the block location details should be entered or use this field to enter additional information

4. When all fields have been completed, click “Send the Request” button.

5. An email acknowledgement will be sent to your email. Take note of the Request Number and saved the email as your record of successful request submission.

Example of the receipt acknowledgement email:

From: Test.Drafting.Vault@metrovancouver.org
Sent: Thursday, July 30, 2015 10:43 AM
To: florevault@gmail.com
CC: common.email@gbyconstruction.com
Subject: Request #150055 - You have submitted a new request to locate underground facilities: 4330 Kingsway, Burnaby

Hello Flore,

Request # 150055

Company: GBY Construction Co. Purpose: Design
Contact Name: Flore Vault Project Name: Building Annex
Contact Email: florevault@gmail.com Worksite: 4330 Kingsway, Burnaby
Email CC: common.email@gbyconstruction.com Nearest Intersection: Kathleen Avenue
Phone: (604) 432-6404 Worksite Map: 4310 Kingsway, Burnaby.pdf
Requested By: Flore Vault Requested On: Jul 30, 2015 10:43 AM

Project Owner (Work Being Done For): City of Burnaby
Work Description: New Building
Comments: For Design Purposes Only

This email is to confirm the receipt of your request. You should receive your drawing information within five (5) business days (i.e. excluding Saturdays, Sundays and Public Holidays). You are reminded that you must also contact all other affected parties, including other municipalities and utility owners, who may have underground facilities in the area.

Sincerely,

Metro Vancouver Drafting Vault

Depending on the volume of requests, it will take up to 5 business days to process your request and a response email will be sent to you. If you do not hear from us after 5 business days, you may contact us at Drafting.Vault@metrovancouver.org
HOW TO RESET YOUR PASSWORD?

1. If you have an account already but have forgotten your password, click the “Reset your password” button at the Log On screen.
2. The Password Reset window opens. Enter the email address you used for the account and click “Get a New Password” button.

![Password Reset window](image)

This message will appear at the bottom of the screen:

**PLEASE CHECK YOUR EMAIL FOR THE PASSWORD RESET LINK**

3. Go to your email and check for subject line “Reset your password for Metro Vancouver’s Request Drawings to Locate Underground Facilities site”.

Example of email:

![Example email](image)
4. Click on “Reset Password Link”, this will open the reset password page. Enter new password and confirm it by retyping the new password in the Confirm Password field.

5. Click “Save Your New Password” button and this message will appear at the bottom of the screen.

Password Successfully Changed
HOW TO UPDATE USER PROFILE?

1. From the Home screen, click “UPDATE PROFILE” in the menu. After the window opens, click “Edit Your Profile”.

2. Enter update or changes in your information.

   *All fields can be edited except for the “User Name” field.*
3. Click “Save” when the updates are completed.