

## About Web Ticket Entry

- Thank you for your interest in the Web Ticket Entry Program! This program is a free service made available by Indiana 811 and is designed for those who are making multiple locate requests on a daily or weekly basis year round, as well as those who may only make multiple requests during the busy seasons such as spring and summer. Once you become a web user, you will be in control of your tickets. You will be able to submit your own Normal Notice tickets and have access to look up and print off your tickets for 60 days. You will have the ability to submit your own Remark and Job Extension requests as well. However, you will still have some contact with the call center when you need special notice requests such as Emergencies, Damages, 2<sup>nd</sup> Notices, Retransmits or to Cancel a ticket.
- The Web Entry service can be accessed 24 hours a day, 7 days a week via the internet. Please keep in mind the '2 full working days notice' is to be calculated on the next business day if the request is entered during the Call Center's non-business hours. The business hours for the Call Center are Monday thru Friday from 7:00am to 6:00pm ET, excluding weekends and holidays.
- You can access Web Entry from any computer with internet capabilities. Having a web ticket entry account will save you time everyday especially during our busy season, as you will not have to wait in the queue for an operator to assist you, and you will have more control of your locate requests.
- Please have each individual that wishes to complete the training fill out the Web Ticket Entry Application. The training is done as a [Teleconference / Webinar](#), which usually lasts 2 hours, however, it may vary depending on how many questions that you have, how many individuals are present during the training, how comfortable with the computer system you are and if we experience any system issues while we are training. Trainings are available Monday through Friday at either 9:30am or 1:00pm EST. Please do not be discouraged by the time. You are gaining a plethora of information on our system and guidelines when training for employment takes an entire week.

Thank you,

Indiana 811 Web Department