



**Know what's below. Call before you dig.**

# Getting Ready for Web Ticket Training

Thank you for your interest in the Web Ticket Entry Program! Prior to training please review the following document to ensure your computer is ready for Web Ticket Entry.

Thank You,

Indiana 811

## **VERY IMPORTANT NOTES:**

- You must have Administrative rights on your computer to download items to your computer. If you do not have Admin rights, you will need someone in your IT department to install the download for you.
- You will not be able to use AOL, NETSCAPE, MOZILLA FIREFOX, CHROME, SAFARI or OPERA web browsers without having to minimize and pull up a separate page for Internet Explorer.
- If you have PopUP Blocker it will need to be turned off and your computer will need to be set to accept all Cookies.
- If you have an MSN or YAHOO toolbar you will need to remove it. These toolbars will cause the pages to freeze and will prevent the map from loading.
- If using VISTA, you will need to go to the following link for the service pack to repair the issue:  
<http://usa.autodesk.com/adsk/servlet/item?siteID=123112&id=9454821&linkID=9242099>
- You may need to install the AUTODESK Mapguide viewer. Go to <http://usa.autodesk.com/adsk/servlet/item?siteID=123112&id=9454886&linkID=9242099> and follow the prompts.
- Norton Anti Virus may need to be shut off while downloading maps as it may block the process.
- Viruses, ad ware and spy ware on computers will stop the maps from downloading. To find and remove these for free – go to [www.superantispyware.com](http://www.superantispyware.com).

To utilize the Irth Web Ticket Entry Program you will need to use Internet Explorer 6.0 or above. To determine what version you have, go to your Microsoft Internet Explorer browser, click on the HELP option and select "About Internet Explorer". A screen will be displayed that lets you know what version you have on your computer.

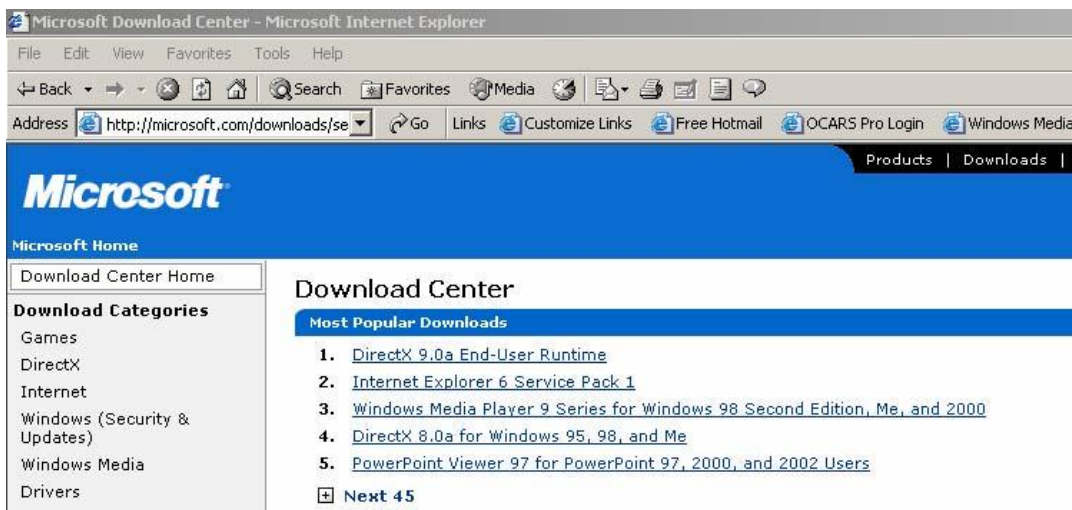


If you have a version that is lower than 6.0, you need to do **one** of the following:

- Upgrade to 6.0 or
- Download the Service Pack 2

This can be accomplished by going to the Microsoft website [www.microsoft.com](http://www.microsoft.com). After you have reached the site go to the Downloads section.

You can then choose to upgrade to 6.0, or download Service Pack 2 (contains a parsing tool that you'll need for mapping).



After you download either 6.0 or the Service Pack, you will have to install these updates. Therefore, make sure that you determine where the download is being stored so you can run the Setup/Install program.

After you have selected the download you want, then this screen will appear. Click on the “Download” link.

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### Internet Explorer 6 Service Pack 1

Download Internet Explorer 6 Service Pack 1 (SP1), which includes a full installation of Internet Explorer 6, to update the core technologies of the browser.

Quick Info	
<b>File Name:</b>	ie6setup.exe
<b>Download Size:</b>	480 KB - 79324 KB
<b>Date Published:</b>	9/9/2002
<b>Version:</b>	6_sp1

**Internet Explorer 6 Service Pack 1**  
English

[Download](#)

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**Change language**

English

The following File Download message will appear. Click on the “Save” button.

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### Internet Explorer 6 Service Pack 1

Download Internet technologies of the

Quick Info	
<b>File Name:</b>	
<b>Download Size:</b>	
<b>Date Published:</b>	
<b>Version:</b>	

**Overview**

Internet Explorer 6 Home Edition and V flexible browsing ex Windows XP, Windc NT® 4.0 Service Pa

**File Download**

Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open or save this file.

File name: ie6setup.exe  
File type: Application  
From: download.microsoft.com

**!** This type of file could harm your computer if it contains malicious code.

Would you like to open the file or save it to your computer?

Always ask before opening this type of file

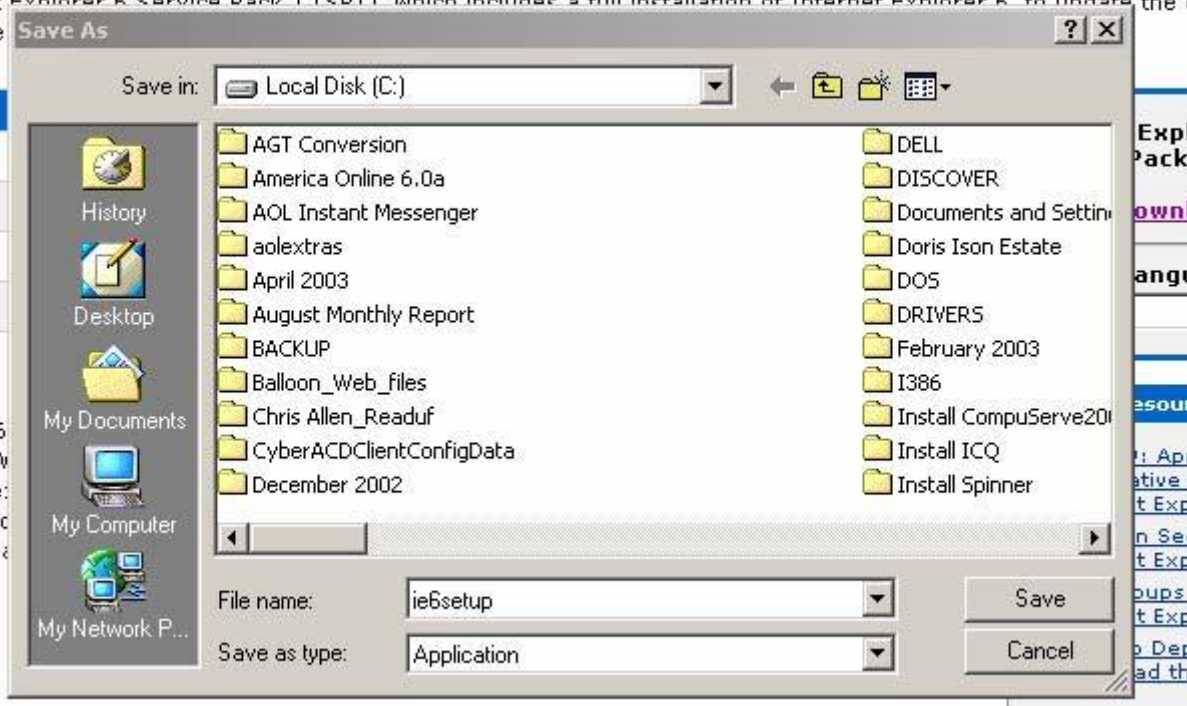
Internet Explorer 6

Windows® XP reliable, and users of d Windows

Make sure that you note where the file is being downloaded, and the name of the file you are downloading. In this example we are downloading the file to the C:/ drive, and the filename is ie6setup.

## Internet Explorer 6 Service Pack 1

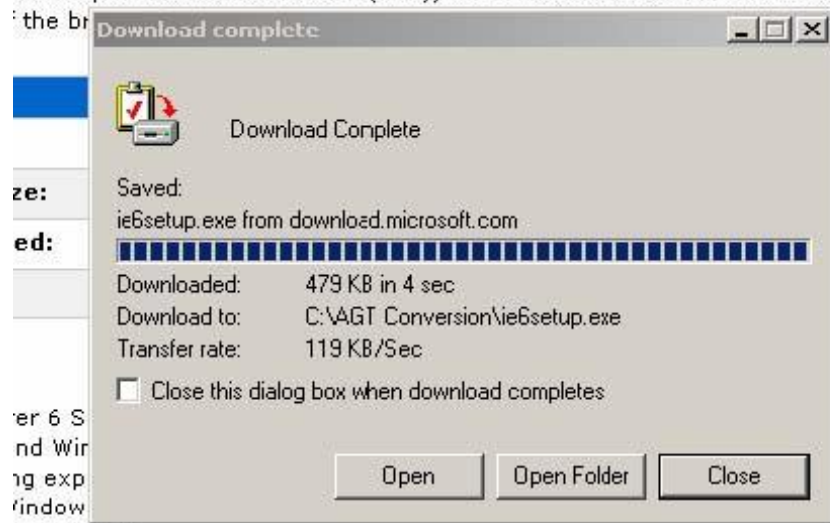
Internet Explorer 6 Service Pack 1 (SP1), which includes a full installation of Internet Explorer 6, to update the content of the browser.



After the download is complete, the following screen will appear:

## Internet Explorer 6 Service Pack 1

Internet Explorer 6 Service Pack 1 (SP1), which includes a full installation of Internet Explorer 6, to update the content of the browser.



Click on the "Open" button to find the setup program.



Double click on the setup program (will be highlighted in blue), and just follow the instructions to install the update.

After you have upgraded your Internet Explorer, go to the Indiana 811 website, which is [www.indiana811.org](http://www.indiana811.org)

Click on the “Excavators” link and then click on “Web Ticket Entry”.

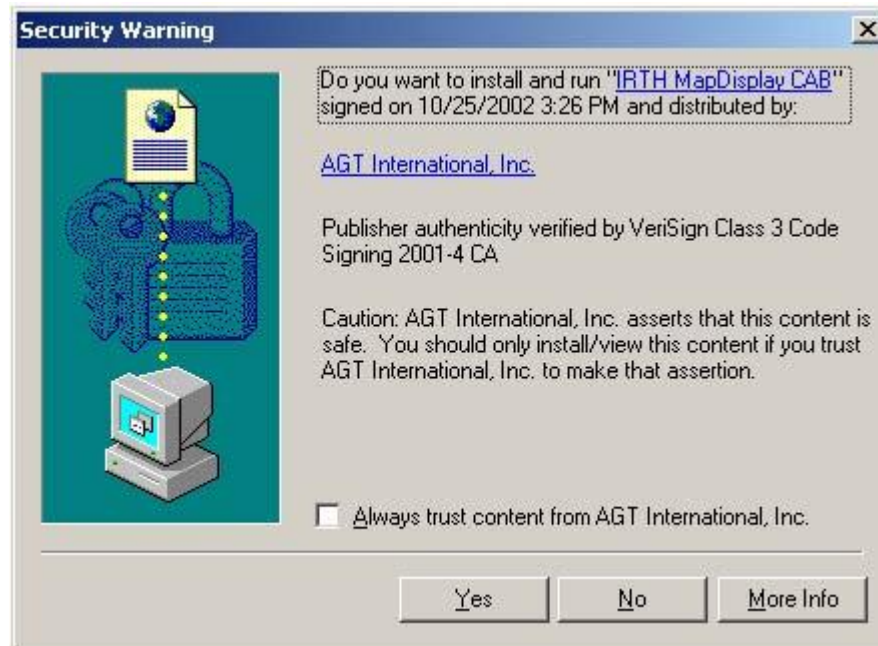


The following screen will appear:



To download the Irth Mapping Software, click on the word “[here](#)”

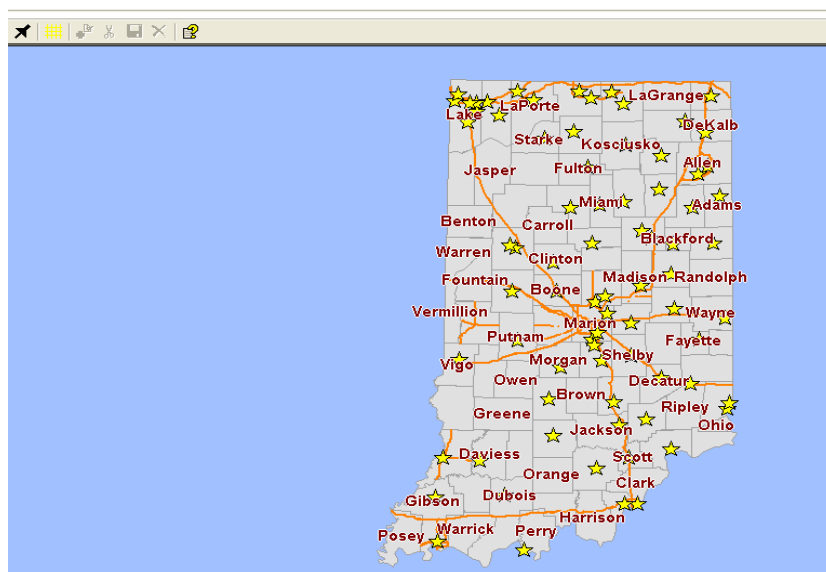
If the software has not been downloaded the “Irth Map Display CAB” download will appear.



Click on “Always trust content from AGT International, Inc.” and then click on “Yes”.

The mapping software will download. Depending on the type of internet connection you have, this could take awhile to download (e.g. up to half hour).

After the software has downloaded you can test it by returning to the login page and clicking on the “Irth Map Display” link. If the download has installed correctly you will see the following:



You may also go to this website to download the viewer directly from Autodesk at <http://usa.autodesk.com/adsk/servlet/item?siteID=123112&id=5303373>

If you have any questions or need assistance please feel free to contact either

Heidi Thompson  
[hthompson@indiana811.org](mailto:hthompson@indiana811.org)  
317-893-1420

OR

Jennette Wright  
[jwright@indiana811.org](mailto:jwright@indiana811.org)  
317-893-1438.

Thank You,

Indiana 811

**Note: If you are having trouble downloading the map into your system you may not have Administrative Rights to download or your security settings might be too high. Please contact your IT person. They will need to install the download for you.**