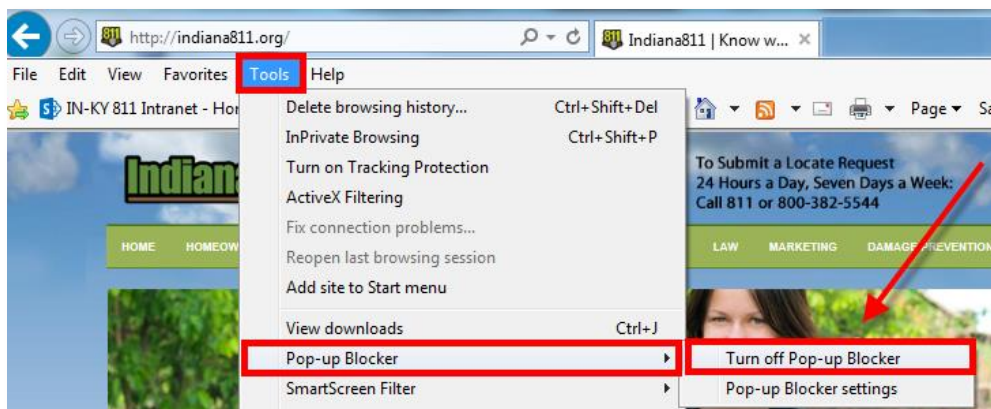


811NOW Trouble Shooting

Common Problems

- **Email Address** - If you did not receive an e-mail containing the password/validation code, please check your Spam folder. Also, confirm that the e-mail you submitted was typed correctly.
- **Password/Validation Code** - Passwords are case sensitive. Please COPY and PASTE the password from the e-mail to the password/validation field.
- **Disable Pop Up Blocker** - The pop-up blocker must be turned off. This can normally be found under the "Tools" or "Settings" section of their browser (see examples below for Internet Explorer, Chrome and Safari browsers). If the browser you are using isn't one of the examples provided below, please conduct a search using Google to find instructions for your browser (e.g. pop up blocker Firefox, etc.), and you should be able to find instructions on how to turn the pop up blocker off.

Internet Explorer



Chrome

Block or allow pop-ups in Chrome

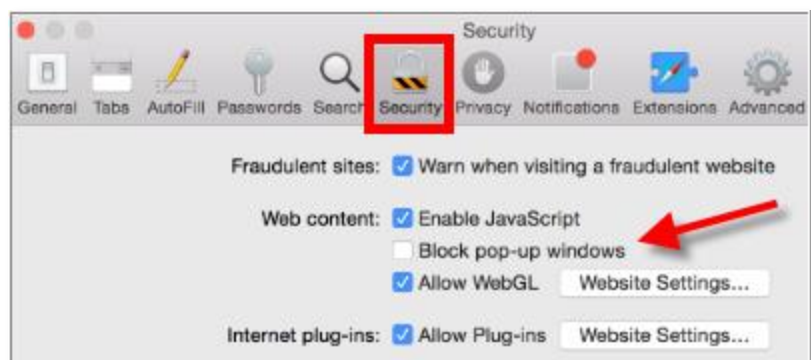
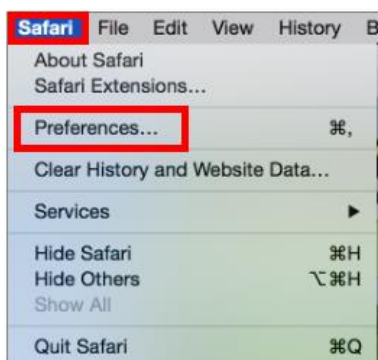
To block or allow pop-ups on your **mobile device**:

1. Open the Chrome menu
2. Touch **Settings**.
3. Touch **Site settings**.
4. Touch **Pop-ups** and then turn them on or off.

To block or allow pop-ups on your **computer**:

1. In the top-right corner of Chrome, click the Chrome menu .
2. Select **Settings**.
3. Click **Show advanced settings**.
4. Under "Privacy," click the **Content settings** button.
5. Under "Pop-ups," select **Do not allow any site to show pop-ups (recommended)** or **Allow all sites to show pop-ups**.

Safari



Address You Are Entering

Note: If you have not disabled the pop-up blocker on your browser, you will not see the error messages below, and will not be able to complete the locate request. Once you disable the pop up blocker on your browser you will be able to continue.

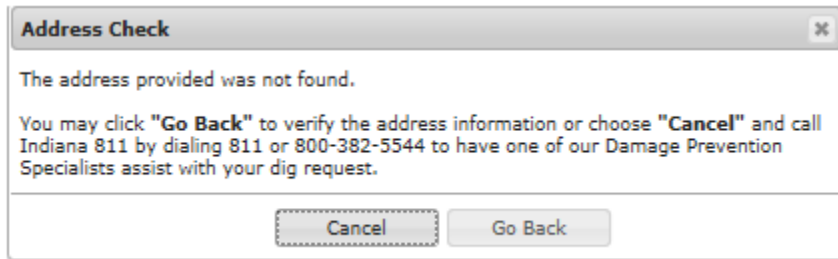
- **Abbreviations** - If your address is not being accepted, please make sure you are using the following abbreviations:
 - Interstate: Enter "I" applicable # (I 65).
 - County Road: Enter "CO RT" applicable # (CO RT 100).
 - State Road: Enter "IN RT" applicable # (IN RT 5).
 - United States Highway: Enter "US RT" applicable # (US RT 40).
 - Directional Prefix/Suffix: Enter: N, S, E, W, etc.
 - Road Types: Enter appropriate abbreviation: RD, ST, AVE, etc.

Please see our website for additional abbreviations

▪ [Helpful Street and Road Abbreviations\(CLICK HERE\)](#)



- **Address Check Message** - If you receive an, "Address Check" message, this mean the address you have entered cannot be found on our maps. The system is working correctly and you will have to submit the ticket through the call center.



- **Street Search** - If you receive a "Street Search" message, this could mean the street is misspelled, the Road Type (ST, RD, DR, etc.) was not abbreviated correctly OR it was not entered into the correct field. Check your entry and possible options found by the system, or submit the ticket through the call center.

Street Search

Search for the street to use on the ticket.

Search Parameters:

State: County: Place: Type of Place:

From: To: Dir prefix: Street: Type: Dir Suffix:

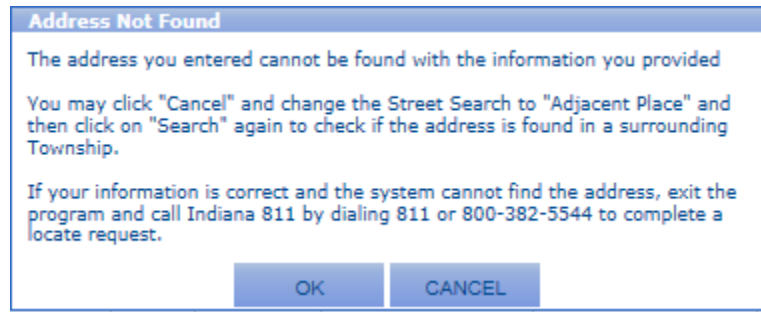
Best Match Close Spelling Adjacent Places Exact Match

Search Results:

Common Among All Results: IN, JOHNSON, White River Township

Match %	From	To	Prefix	Street	Street Type	Suffix	
80				CHANCERY	BLVD		Use
80	600	1599		CHASE	BLVD		Use
75	3600	3899		CHANCELLOR	DR		Use
75	5001	5599		CHANCERY	BLVD		Use
75	3800	3999		CHANTRY	WAY		Use
75	200	299		CHAPEL	PL		Use
75	1100	1199		CHARLESTON	LN		Use

- **Address Not Found Message** - If you receive an, “**Address Not Found**” message, this means the address is found within an adjacent place. Please use the Adjacent Place Search or submit the ticket through the call center.



Street Search
Search for the street to use on the ticket.

Search Parameters:

State: County: Place: Type of Place:
 IN JOHNSON WHITE RIVER Township

From: To: Dir prefix: Street: Type: Dir Suffix:
 0000 < Blank > SMITH VALLEY RD < Blank > **Search**

Best Match
 Close Spelling
 Adjacent Places
 Exact Match

Search Results:
Common Among All Results: IN, JOHNSON, White River Township

Match %	From	To	Prefix	Street	Street Type	Suffix	
98			/	SMITH VALLEY	RD	/	Use
95	976	1799	/	SMITH VALLEY	RD	/	Use
95	3000	5499	/	SMITH VALLEY	RD	/	Use
90			W	SMITH VALLEY	RD		Use
85	976	1799	W	SMITH VALLEY	RD		Use
85	3000	6599	W	SMITH VALLEY	RD		Use
85	7900	7999	W	SMITH VALLEY	RD		Use

- **Digsite Limit Error Message** - If you receive a “**Digsite Limit Error**” message, this means the address you are digging at is included in an address range that is too large and exceeds 6 grids on the map. The system is working correctly and you will have to submit the ticket through the call center.

