

## Pro Tips for Existing Web Account Holders

### Help Section:

For more information on each section, click on the Help tab:

Excavator Profile	Map	Attachments	Help
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The system will automatically fill in certain fields based on your login information. If you are associated with other Companies or Offices, you can switch between those accounts on the right-hand side.

### Type of Work:

There are types of work that have been pre-loaded for your convenience. To narrow your choices, type the noun instead of the verb. Ex: "Gas" will return all results that include gas. You have the option to type the response if it is not found in the list.

What type of work is being done?  
*Type of Work*

GAS

- INSTALL GAS
- INSTALL GAS SEWER WATER
- REPAIR GAS
- REPLACE GAS

Dig S  
Dig  
KY

### Dig Site Description:

Similar to type of work, type the noun instead of the verb. Ex: "Front" will return all results that include front. You have the option to type the response if it is not found in the list.

*Dig Site Description*

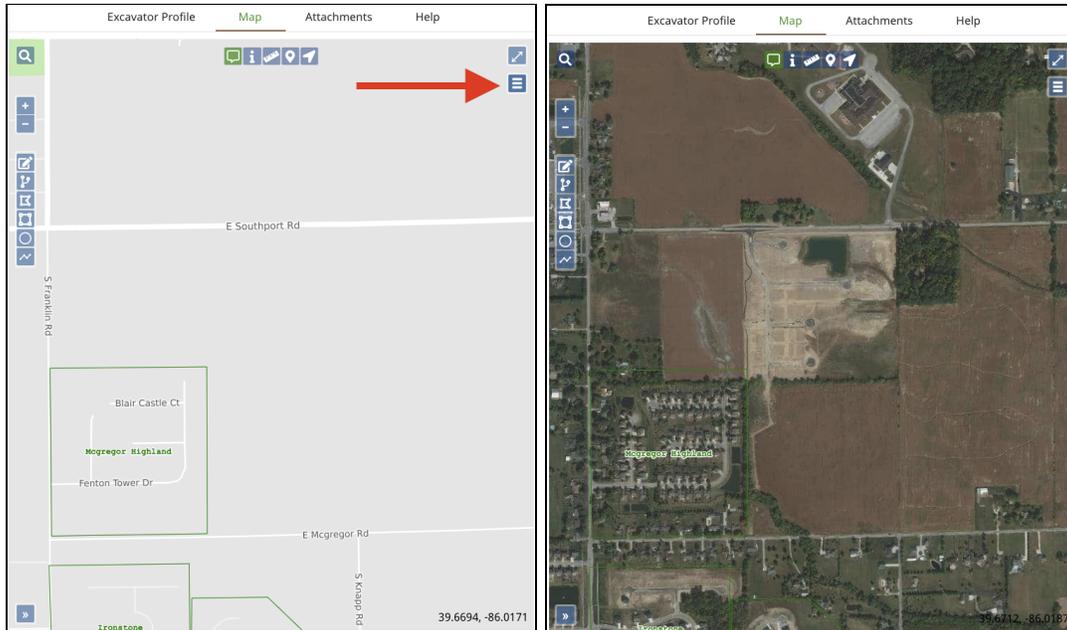
FRONT

- LOCATE FRONT AND BOTH SIDES OF PROPERTY
- LOCATE FRONT OF PROPERTY
- LOCATE FRONT OF PROPERTY AND BOTH SIDES OF THE STREET

Save/Continue

## Map:

Satellite view is available to help you select the notification area. Please see the additional mapping documents for more information on the mapping tools and features. You can also find this information at <https://www.indiana811.org/exactix> or <https://www.kentucky811.org/exactix>.



## Attachments:

Web users may include attachments to **help** describe their dig site. **The attachment(s) do not replace the mandatory dig site description on the ticket.** The maximum size allowed is 5MB and not all file types are accepted. A list of unsupported extensions can be found [here](#).

Excavator Profile	Map	Attachments	Help
Select or drag-and-drop files here to attach them to the ticket.			
<a href="#">Select Files</a>			
<b>Attached Files:</b>			
There are no files attached to this ticket.			

## Viewing Your Tickets:

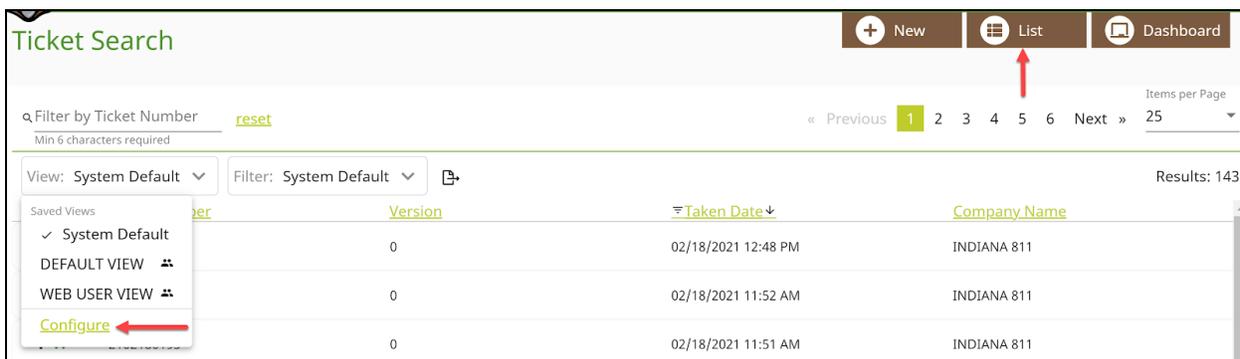
You are able to view all of the tickets you submit, as well as those tickets in which you have been assigned as the Person Excavating. You also have access to view all tickets submitted by those in your Office and/or Company.

The ticket menu on the left-hand side of the ticket dashboard screen allows you to filter your tickets, or the tickets of your Office and/or Company.

Here, you can click to view:

- Tickets from the past 60 days
- Tickets close to expiring
- Tickets on a map (using your current location)
- View the response status of tickets

If you select the List option in the top right hand side of the screen you can create and save your own search parameters.



The screenshot shows the 'Ticket Search' interface. At the top, there are buttons for 'New', 'List', and 'Dashboard'. Below these is a search bar with the text 'Filter by Ticket Number' and a 'reset' link. To the right of the search bar is a pagination control with 'Previous', '1', '2', '3', '4', '5', '6', 'Next', and 'Items per Page' set to '25'. Below the search bar is a 'View: System Default' dropdown menu. The dropdown menu is open, showing 'System Default', 'DEFAULT VIEW', 'WEB USER VIEW', and 'Configure'. A red arrow points to the 'Configure' option. Below the dropdown is a table of tickets with columns for 'Number', 'Version', 'Taken Date', and 'Company Name'. The table contains three rows of data.

Number	Version	Taken Date	Company Name
0	0	02/18/2021 12:48 PM	INDIANA 811
0	0	02/18/2021 11:52 AM	INDIANA 811
0	0	02/18/2021 11:51 AM	INDIANA 811

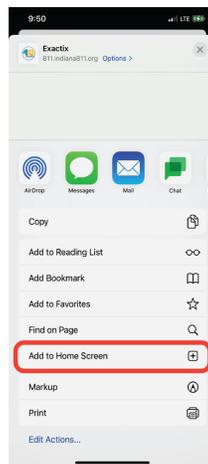
## Mobile:

- Web Account Holders entering a ticket on a tablet will have the same features as when entering tickets on a computer by visiting the website ([811.indiana811.org](http://811.indiana811.org) or [811.kentucky811.org](http://811.kentucky811.org)).
- Features available from your smartphone are:
  - View tickets
  - View Positive Response
  - Enter Positive Response (dependent on your permissions)
- Exactix is designed for mobile use and can be set up to function like an app. To add the shortcut to your home screen, please see the instructions below for the IOS system. If you are an Android user, simply conduct an internet search on how to add a website as a shortcut for your phone/tablet type and follow those instructions.

1. Launch **Safari** on your iPhone or iPad.
2. Navigate to the site that you want to create a Home screen shortcut to.  
<https://811.indiana811.org>  
<https://811.kentucky811.org>
3. Tap the **Share** icon (the square with an arrow pointing out of it) at the bottom of the screen.



4. Scroll down to the list of actions and tap **Add to Home Screen**. (If you don't see the action, scroll to the bottom and tap **Edit Actions**, then tap **Add** next to the **Add to Home Screen** action. After that, you'll be able to select it from the Share Sheet.)



5. Tap **Add** in the top-right corner of the screen.

