



The information in this document will help prepare you for the training class and will serve as a reference as you begin entering locate requests. If there are questions about any of the information below, please address them during the training.

Logging in for the first time:

For easy access, bookmark the Login Page: 811.Indiana811.org

This system does not support Internet Explorer. Please make sure you are using one of these approved browsers. It is also recommended to enable auto-updates in your browser to make sure you are receiving the most up-to-date security and feature updates.

- Google Chrome
- Firefox
- Microsoft Edge
- Safari

Shortly after completing the training session, you will receive an email which will contain the link to register your account.

Contact us:

Our goal is for you to dig safely and legally. Need help with Dig Site Description or editing the Map? Need to Cancel a ticket? Have any other questions? We want to help.

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If you need your password reset, you may do so on the login page or contact

WebTraining@usa811.org.

Call Damages, Emergencies, or Additional Notices into the Call Center at:

811 or (800) 382-5544.

Process For Dig and Design Tickets:

- 1) The Dig Site is researched to gather all information necessary to submit the ticket.
- 2) The ticket is created in the Call Center or on an Exactix Home or Exactix Pro account.
 - The Ticket is sent to all Member utilities listed.
 - Each Utility will respond to the ticket through a Phone Call, Fax, Email, Markings on the ground, or via the [Ticket Search](#) online found on the [Login Page](#).
 - The utilities have two full working days to respond to a Dig Ticket or ten full working days for a Design Ticket. If the utilities have not responded by the Start Date and time, an Additional Notice can be submitted through the call center.
- 3) Once all utilities have responded to your Dig Ticket, safe digging may begin. No digging may be done on a Design Ticket. Dig Tickets expire 20 calendar days from the date they are created.

Extending Your Dig Ticket:

When a ticket will expire before the job is completed, selecting Remark or Job Extension on the top right side of the opened ticket will create a new ticket for the same location. Both options provide a new Ticket Number, which will be active for 20 calendar days from the creation date. Remarks and Extensions must be created at least two full working days prior to the original ticket expiration date.

- Request a Remark at any time during the life of the ticket when the markings are no longer clear.
- A Job Extension is created towards the end of the ticket life **if all markings are still visible and the work is not yet complete.**

If the Dig Ticket is past the update date, it may still be Copied and submitted as a new Dig Ticket. A ticket can be copied for up to two years from its creation date.

Additional Information:

Allowable Abbreviations:

- 1) Proper Road Names. *Ex: N 900 E*
- 2) Approximately may be shortened to APPROX

Any other abbreviation will be treated as incomplete information. If a ticket states "Locate pl to pl" PL could stand for Property Line, Pole Line, Pipeline, Place, Plaza, Parking Lot, or many other options. Spell out your instructions so that the locator knows exactly what needs to be located.

Your Web Account will be deactivated if:

- 1) You share your account.
- 2) No tickets are entered between April 1 and Oct 31.
- 3) We contact you in regards to ticket concerns, and you do not respond to us, and/or correct the issue.

Dig Site Description Requirements:

Locate - The word LOCATE must be used in the Dig Site Description field on every ticket.

County Lines - Do not cross County Lines with locate instructions or mapping.

One Road Per Ticket - May only request one road located per ticket.

Footage limits per ticket Inside City/Town/Subdivision limits: 1500 feet along one or both sides of a road including as many properties addressed to that road within that distance or up to a 200 foot radius of the intersection. May not request a section of a property or field larger than 1500 feet by 1500 feet.

Footage limits per ticket Outside City/Town/Subdivision: 2640 feet along one or both sides of a road including as many properties addressed to that road within that distance or up to a 300 foot radius of an intersection. May not request a section of a property or field larger than 2640 feet by 2640 feet.

Single Address Ticket: (Dig Site Type: Street/Address)

Address - The only time an Address Number is listed in the Street/Address field.

Location on the property - The part of the property that should be located.

Multiple Address Ticket: (Dig Site Type: Street/Address)

Addresses - Listed in the Dig Site Description field. Must include side of road if not all addresses are listed. *Ex: 201 through 251 on the east side of the road*

Location on the properties - The part of the properties that should be located.

Intersection ticket: (Dig Site Type: Intersection)

Two Roads - This is the only ticket type that breaks the one road per ticket rule.

Starting point - Where to begin the measurement *Ex: Center of intersection/northeast corner/west side, etc.* If not specified, locators measure from the center of intersection.

Radius Distance - How many feet out from your starting point the locator should mark.

Road Frontage ticket: (Dig Site Type: Street/Address)

Starting Point - A location on an Address or an Intersection you are giving directions from. Must be listed in the Dig Site Description field. *Ex: Driveway of 123 N Main St.*

Direction - The way you are locating or traveling (*North, South, East, West, etc.*).

Distance - How far you want to locate or travel.

Side of Road - The side or sides of the road you are requesting marked.

'Dig Site Description' instructions may also need to include:

Travel - Directions and distance to get from the starting point to the Locate area.

Reference Points - Landmarks the locator can use to keep on track (*Poles, pipeline markers, mile markers, signs, etc.*).

Direction of traffic - Must be listed if there is a median or other permanent raised divider. Only one direction of traffic may be requested on each divided road ticket.

Fields - Must include approximate length and width of field.

GPS Coordinates - Direction and Distance must be given from an address or intersection. Please use Decimal Coordinates only.

Dig Site Description Examples:

Intersection:

Locate a Distance radius of the Starting point

Examples:

- Locate a 200 foot radius of the intersection
- Locate a 20 foot radius of the telephone pole in the northeast corner of the intersection

Single Address:

Locate the Location on property

Examples:

- Locate the front yard of the property
- Locate the back yard west of the barn

Multiple Addresses:

This is for Addresses - Locate the Location on the properties

Examples:

- This is for the properties at 111 and 115 N Main St - Locate the front yards of the properties
- This is for 111 through 131 N Main St on the south side of the road only - Locate the front yards of the properties

Road Frontage:

From the Starting point - Locate Direction for Distance on the Side of Road side of the road

Examples:

- From the intersection - Locate north for 1500 feet on the east side of the road
- From the northern property line of the property at 2105 N 900 E - Locate north for 1500 feet on the east side of the road

Travel:

From the Starting point travel Direction for Distance - From this point locate Side of road heading Direction for Distance

Examples:

- From the intersection travel north for 1000 feet - From this point locate both sides of the road heading north for 2640 feet
- From the address 936 1st Ave travel north for 800 feet then travel northeast along the pole line for 1200 feet - From this point Locate northeast along the pole line for 1500 feet

Reference Points:

From the Starting point travel Direction for Distance to Reference Point - From this Reference Point locate Side of road heading Direction for Distance

Examples:

- From the address 2105 N 900 E travel south for 550 feet to pole number 123 - From this pole locate the west side of the road heading south for 2314 feet
- From the intersection travel north for 800 feet to the telephone pole AR1302 on the east side of the road then travel northeast along the pole line for 1200 feet to pole AR1324 - from that point Locate northeast along the pole line for 1500 feet ending at pole AS1463

Direction of travel (Divided roads):

From the Starting point - Locate Direction on the Side of road side of the Direction of lane for Distance

Examples:

- From the intersection Locate north on the east side of the northbound lanes for 1500 feet
- From the address 1622 Sleepy Hollow Lane - Locate west on both sides of the eastbound lanes for 780 feet

Fields:

From the Starting point - Locate Direction on the Side of road for Distance along road - including Locating Direction into the field for Distance into the field for that entire length

Examples:

- From the intersection Locate north on the east side of the road for approx 1000 feet including locating east into the field for approx 1200 feet for that entire length
- From the driveway at the address 981 Ironside Ln travel east for 1000 feet - then Locate the north side of the road heading east for 2640 feet - Locating north into the field for 2640 feet for that entire length