

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 what you are working on instead of installing, replacing, etc. Ex: "Gas" will return all results that include gas. You have the option to enter the type of work if it is not listed.

What type of work is being done?
Type of Work

Dig S
Dig
KY

GAS

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

Dig Site Description:

Similar to type of work. Ex: "Front" will return all results that include front. You have the option to type the description if it is not listed.

Dig Site Description

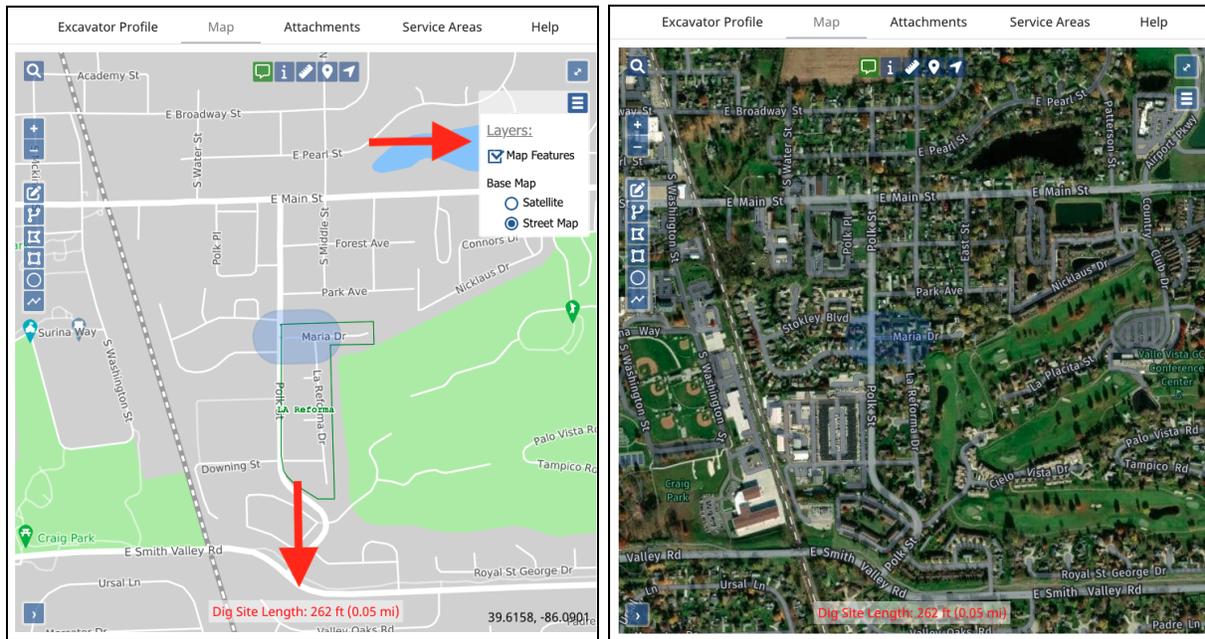
FRONT

- 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. The dig site dimensions are displayed at the bottom of the map. Please see the additional mapping documents for more information on the mapping tools and features.



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](#).

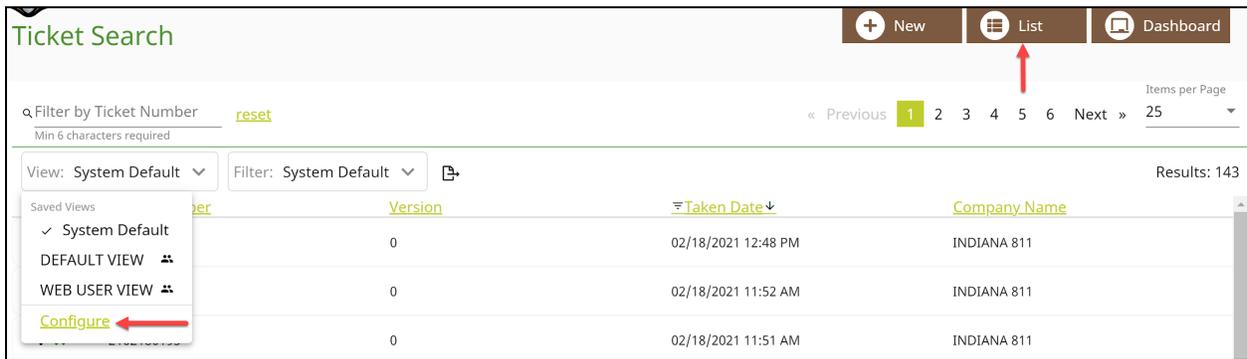
Excavator Profile	Map	Attachments	Help
Select or drag-and-drop files here to attach them to the ticket.			
<input type="button" value="Select Files"/>			
Attached Files:			
There are no files attached to this ticket.			

Viewing Your Tickets:

You are able to view the tickets you submit, the tickets in which you have been assigned as the Person Excavating, and the tickets submitted by those in your Office. 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. You can 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

The List option in the top right allows you to create and save your own search parameters.



The screenshot displays the 'Ticket Search' interface. At the top right, there are three navigation buttons: 'New', 'List', and 'Dashboard'. A red arrow points to the 'List' button. Below the navigation bar, there is a search filter 'Filter by Ticket Number' with a 'reset' link and a 'Min 6 characters required' note. To the right of the search bar is a pagination control showing '« Previous 1 2 3 4 5 6 Next »' and 'Items per Page 25'. Below the search bar, there are two dropdown menus: 'View: System Default' and 'Filter: System Default'. A 'Saved Views' dropdown menu is open, showing 'System Default', 'DEFAULT VIEW', 'WEB USER VIEW', and 'Configure' (with a red arrow pointing to it). Below these elements is a table with the following columns: 'Number', 'Version', 'Taken Date', and 'Company Name'. The table contains three rows of data:

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

Mobile:

- All features including ticket entry are available when accessing 811.indiana811.org from a tablet.
- From your smartphone, users can view tickets, view Positive Response, and enter Positive Response (depending 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.

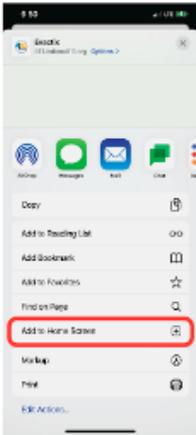
1. Launch **Safari** on your iPhone or iPad.

2. Navigate to the site that you want to create a Home screen shortcut to.
<https://811.indiana811.org>

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.

