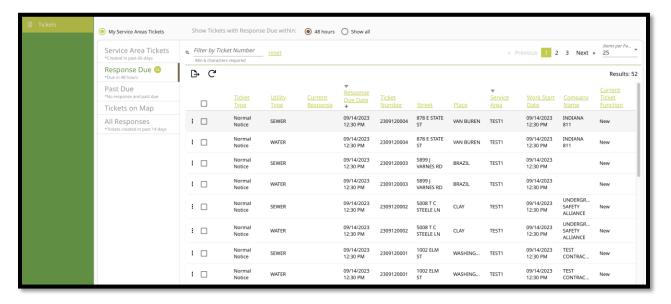# How to Manually Enter Positive Response in Exactix

For more instructions and tutorial videos, please visit https://indiana811.org/member-utility-exactix-resources/.
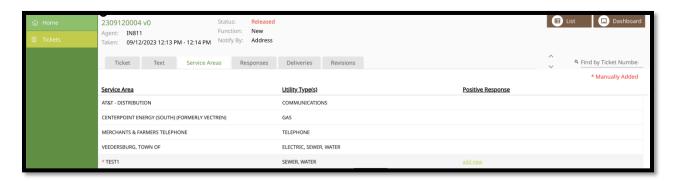
To view the tickets that have a Response due:
- From the Tickets Dashboard, click on the Response Due filter to the left
- Select the 3 dots (Ellipsis) to the left of the ticket or click within the ticket to open the ticket
- Open the Response dialogue box directly from the ellipsis with the Add Response option
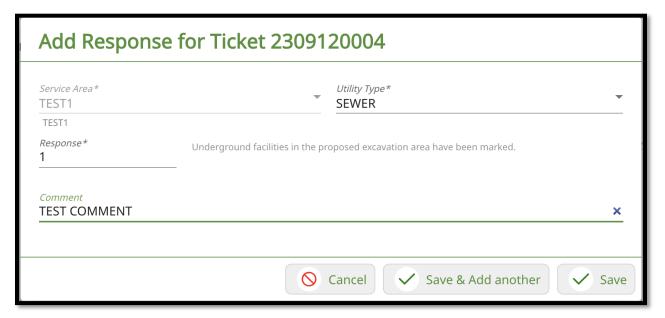

To open the Response dialogue box:
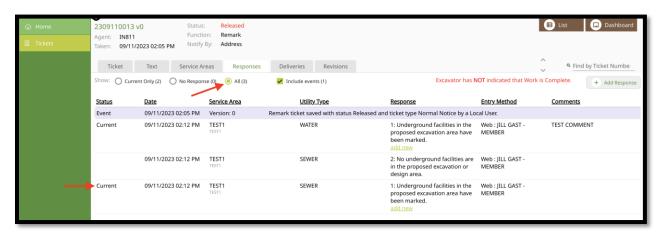- Click on the Service Area tab
- Select Add New

To enter a Response:

- If there is more than one Service Area code that you have access to on that ticket, select the correct Service Area from the drop down
- If applicable, pick the Utility Type*
- From the drop down, select the correct Response code
- Enter an optional comment
- Click Save or to add an additional code to that ticket, click Save & Add another

To view all Responses:

- Click on the Responses tab
- Click on All next to Show. All Responses are recorded
- The most recent response will show Current in the Status column

* Depending how your membership is configured, you may see an extra column for Utility Type. Our Members can either enter one response for the Service Area or multiple responses for each utility type. If you would like to make changes, please email memberservices@usa811.org.