

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

The screenshot shows the 'My Service Areas Tickets' dashboard. The 'Response Due' filter is active, showing tickets with a response due within 48 hours. The table lists several tickets, including those for SEWER and WATER utilities in various locations like VAN BUREN, BRAZIL, and CLAY.

Ticket Type	Utility Type	Current Response	Response Due Date	Ticket Number	Street	Place	Service Area	Work Start Date	Company Name	Current Ticket Function
Normal Notice	SEWER		09/14/2023 12:30 PM	2309120004	878 E STATE ST	VAN BUREN	TEST1	09/14/2023 12:30 PM	INDIANA 811	New
Normal Notice	WATER		09/14/2023 12:30 PM	2309120004	878 E STATE ST	VAN BUREN	TEST1	09/14/2023 12:30 PM	INDIANA 811	New
Normal Notice	SEWER		09/14/2023 12:30 PM	2309120003	5899 J VARNES RD	BRAZIL	TEST1	09/14/2023 12:30 PM		New
Normal Notice	WATER		09/14/2023 12:30 PM	2309120003	5899 J VARNES RD	BRAZIL	TEST1	09/14/2023 12:30 PM		New
Normal Notice	SEWER		09/14/2023 12:30 PM	2309120002	5008 T C STEELE LN	CLAY	TEST1	09/14/2023 12:30 PM	UNDERGR... SAFETY ALLIANCE	New
Normal Notice	WATER		09/14/2023 12:30 PM	2309120002	5008 T C STEELE LN	CLAY	TEST1	09/14/2023 12:30 PM	UNDERGR... SAFETY ALLIANCE	New
Normal Notice	SEWER		09/14/2023 12:30 PM	2309120001	1002 ELM ST	WASHING...	TEST1	09/14/2023 12:30 PM	TEST CONTRAC...	New
Normal Notice	WATER		09/14/2023 12:30 PM	2309120001	1002 ELM ST	WASHING...	TEST1	09/14/2023 12:30 PM	TEST CONTRAC...	New

To open the Response dialogue box:

- Click on the Service Area tab
- Select Add New

The screenshot shows the ticket detail page for '2309120004 v0'. The 'Service Areas' tab is active, displaying a table of service areas and utility types. A red asterisk indicates a manually added response.

Service Area	Utility Type(s)	Positive Response
AT&T - DISTRIBUTION	COMMUNICATIONS	
CENTERPOINT ENERGY (SOUTH) (FORMERLY VECTREN)	GAS	
MERCHANTS & FARMERS TELEPHONE	TELEPHONE	
VEEDERSBURG, TOWN OF	ELECTRIC, SEWER, WATER	
* TEST1	SEWER, WATER	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

Add Response for Ticket 2309120004

*Service Area**
TEST1

*Utility Type**
SEWER

*Response**
1

Underground facilities in the proposed excavation area have been marked.

Comment
TEST COMMENT

Cancel Save & Add another Save

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

Status	Date	Service Area	Utility Type	Response	Entry Method	Comments
Event	09/11/2023 02:05 PM	Version: 0		Remark ticket saved with status Released and ticket type Normal Notice by a Local User.		
Current	09/11/2023 02:12 PM	TEST1 TEST1	WATER	1: Underground facilities in the proposed excavation area have been marked. add new	Web : JILL GAST - MEMBER	TEST COMMENT
	09/11/2023 02:12 PM	TEST1 TEST1	SEWER	2: No underground facilities are in the proposed excavation or design area. add new	Web : JILL GAST - MEMBER	
Current	09/11/2023 02:12 PM	TEST1 TEST1	SEWER	1: Underground facilities in the proposed excavation area have been marked. add new	Web : JILL GAST - MEMBER	

* 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.