Ticket Creation Tips

Excavator Profile

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.

Excavator Profile	Map	Attachments	Service Areas	Help

EXCAVATOR CONTACT HAS DIFFERENT OR MULTIPLE CONNECTIONS

The selected Contact is linked to the following Excavator Companies and Offices:

Company:	372701	WEB COMPANY
Office:	48973	GREENWOOD
Company:	6687	UNDERGROUND SAFETY ALLIANCE
Office:	38732	GREENWOOD

switch to

Help Section

The Help section will provide valuable information to assist in creating a ticket. The information will change based on each section of the ticket. You can access this section by clicking Help in the right corner of each section or from the Help tab.

Mandatory Questions   Help

What type of work is being done?
How long will it take to complete the job?
At the deepest, how many feet will you be digging?   FT
Will there be any explosives or blasting?
Will there be any boring? (A trenchless excavation method using mechanized boring equipment)?
Will you be White lining the dig area?

Map	Attachments	Help

Show help for: Mandatory Questions▾

* Some of the Mandatory Questions do not apply to Design Tickets.

TYPE OF WORK: The system will auto-suggest common types of work. If you type "gas", you can then choose from a list of popular responses that include gas. This field is also free-form in case your Type of Work isn't listed. When entering your own Type of Work, please use verbs such as "install, replace, repair, etc.".

*Do not enter "digging, excavating, trenching or unknown" as these are not specific types of work.

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 also have the option to enter the type of work if it is not listed.

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 the Type of Work field, the Dig Site Description filed will show pre-loaded results, when typing in a key word. You also have the option to type the description if it is not listed.
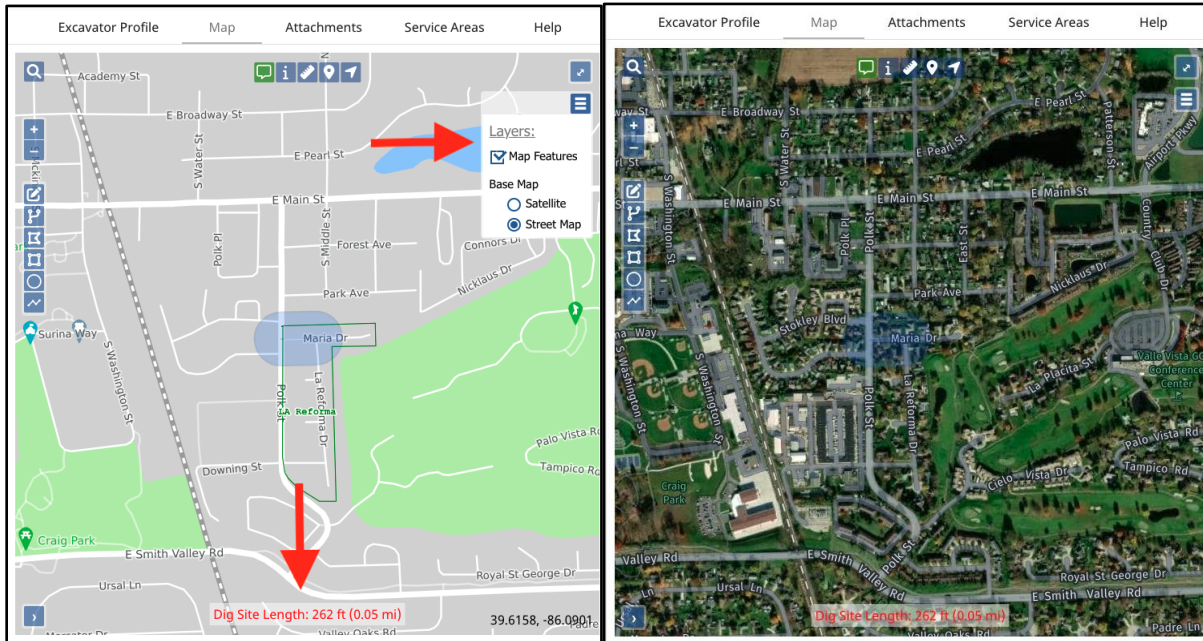
Dig Site Description

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.

Viewing Your Tickets

You are able to view the tickets you submit, tickets submitted by those in your Office, and tickets in which you have been assigned as the Person Excavating. 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
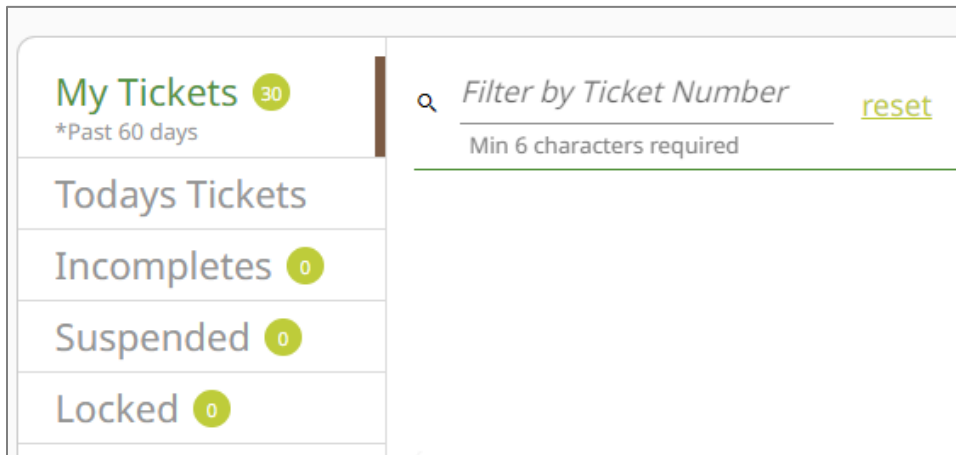
The List option in the top right allows you to create and save your own search parameters.
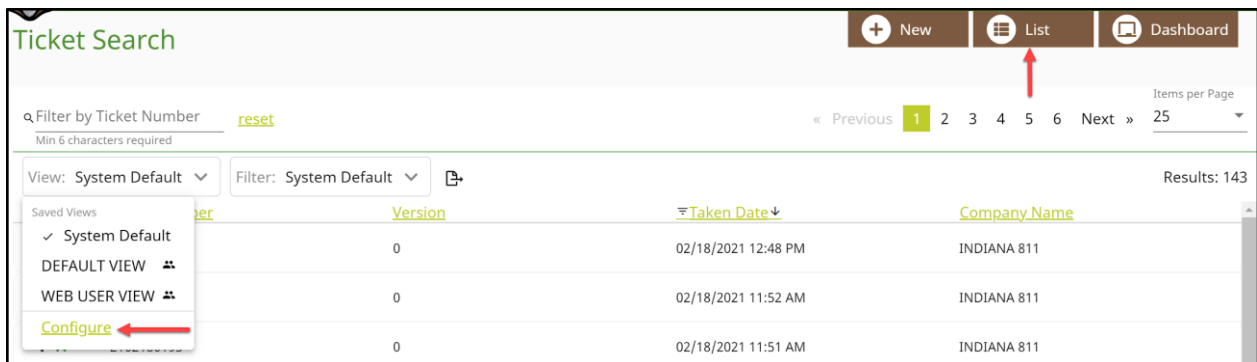
<u>Mobile</u>

All features including ticket entry are available when accessing 811.indiana811.org from a tablet or smartphone.

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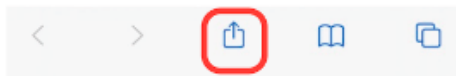
4. Scroll down to the list of actions and tap **Add to Home Screen**. (If you don't see the action, scroll to the bottom and tap **Edit Actions**, then tap **Add** next to the **Add to Home Screen** action. After that, you'll be able to select it from the Share Sheet.)
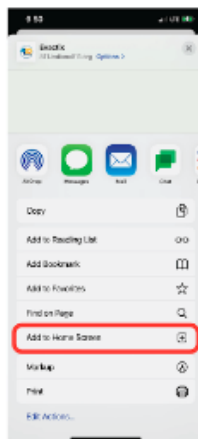
5. Tap **Add** in the top-right corner of the screen.