



## Exactix Pro Quick Reference Guide

The information in this document will serve as a reference when submitting a request on your Exactix Pro account. If there are questions about any of the information below, please contact the Indiana 811's Online Ticket Support Team at [onlineticketssupport@indiana811.org](mailto:onlineticketssupport@indiana811.org) or (317) 893-1464.

Damages, Emergencies, and Additional Notices must be submitted through our Contact Center at: 811 or (800) 382-5544.

### Logging in

For easy access, bookmark the Login Page: [811.Indiana811.org](http://811.Indiana811.org)

This system does not support Internet Explorer. Please make sure you are using one of these approved browsers:

- Google Chrome
- Firefox
- Microsoft Edge
- Safari

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.

If you need your password reset, you may do so on the Exactix login page.

### Important Account Information

Your Web Account may be demoted or disabled if:

- You share your account
- No tickets are entered within the previous calendar year
- You are contacted by 811 due to ticket concerns and you do not respond back, and/or correct the issue

## Dig Tickets

A Normal Notice (Dig Ticket) is required by IC 8-1-26 to request markings for the purpose of digging.

- Member Utilities have two (2) full working days to respond
- Member Utilities may respond to the ticket through a Phone Call, Fax, Email, Paint or Flags on the ground, or through Indiana 811's System
- Dig Tickets expire after 20 calendar days
- A Dig Ticket is required anytime you plan to scratch the surface of the earth, regardless of how deep the digging will be

## Design Tickets

A Design Notice (Design Ticket) is a notification made in preparation for bidding, preconstruction engineering, or other advance planning efforts.

- Member Utilities have ten (10) full working days to respond
- Design Tickets cannot be submitted for a Remark or Extension
- A company may not submit more than two (2) Design Tickets for the same area in any given one hundred eighty (180) day period
- Design Tickets may not be used for excavation purposes. A Dig Ticket must be submitted before digging can commence

## Design Inquiry

A Design Inquiry (Design Tool Inquiry) is utilized in the very beginning stages of planning and is used to obtain a list of Member Utilities within an area.

- Design Inquiries are for informational purposes only and are not sent out to any Member Utilities
- Not subject to legal footage limitations
- An area is drawn on the map, and Exactix will generate a list of the Member Utilities within this drawn area
- Utilities may provide contact information
- Must be completed online

**\*Need to have Design Ticket and/or Design Inquiry functions added to your Exactix Pro account? Contact the Indiana 811 Online Ticket Support Team for further assistance.**

## Additional Notice

If the Member Utilities have not responded to the ticket by the Proper Notice/Start Date and time, or if there is confusion about the Positive Response that was provided, an Additional Notice may be called in to the Contact Center at 811 or (800) 382-5544.

Be prepared with the ticket number, and a list of the utilities that require response/clarification.

## Remarking/Extending Your Dig Ticket

A Remark is submitted if the markings have been disturbed, damaged, or are no longer visible. Excavation or demolition may not continue until each affected member provides an updated response for the proposed location.

An Extension is submitted when the markings from the previous ticket are still visible in the dig area, but the digging will not be completed by the 20-day expiration date/time. The prior ticket remains valid until expired.

- Both options provide a new Ticket Number and are sent to Member Utilities
- The new ticket will be active for twenty (20) calendar days from the creation date
- Both Remarks and Extensions must be created at least two (2) full working days prior to the original ticket expiration date/time

If the Dig Ticket is past the update date, it may still be Copied and submitted as a new Dig Ticket.

## Canceling a Ticket

Reasons to Cancel a ticket include, but are not limited to:

- Incorrect Address or Dig Site Information
- Incorrect ticket type (Submitted a Dig Ticket, instead of a Design Ticket)
- A ticket was created in error

If needed, be sure to create the new ticket before canceling the incorrect ticket, as the system will ask for the new ticket number when you Cancel.

**\*\*Do not Cancel a ticket because the work has been completed. The “Work is Completed” feature may be utilized to help manage tickets and reduce unnecessary renewals. This can be found within the Responses tab or by clicking the three (3) dot ellipsis from the ticket dashboard.\*\***

## Dig Site Type

**Intersection:** Only to be used when the dig site is at or within an intersection or roundabout. For example when requesting a radius of an intersection, or of an object such as a pole or sign in the corner of an intersection.

**Street/Address:** To be used for all other dig site locations including single or multiple addresses, road frontage, fields, vacant lots, pole lines, railroad tracks, etc.

## Dig Site Description Requirements

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

**County Lines:** Only one county may be requested per ticket. A request should stop at the county line. Additional ticket(s) should be created for any digging in the new county.

**One Road Per Ticket:** May only request one road be marked per ticket.

## Footage Limits Per ticket

### **Within an incorporated area (Inside City/Town/Subdivisions):**

- 1500 feet along one or both sides of a road including as many properties addressed to that road within that distance
- Up to a 200 foot radius of an intersection
- Fields or properties up to 1500 feet by 1500 feet

### **Outside of incorporated areas (Outside of Cities/Towns/Subdivisions):**

- 2640 feet along one or both sides of a road including as many properties addressed to that road within that distance
- Up to a 300 foot radius of an intersection
- Fields or properties up to 2640 feet by 2640 feet

## Abbreviations

Allowable Abbreviations:

- Proper Road Names. Ex: N 900 E, E Main St, CO RT 100, US RT 40, IN RT 37
- Approximately may be shortened to APPROX
- Feet or foot may be shortened to FT

Any other abbreviation will be treated as incomplete information as it could be misunderstood. Spell out your instructions so that the locator understands the area you are requesting to be marked.

**\*Cardinal directions of North, South, East, West, etc. must be spelled out when not part of a road name.**

# Ticket Requirements & Examples by Type

## Single Address

Use when requesting markings on a single property/address.

Street/Address field: List the property address and road name in this field.

- This is the only time an address should be listed in the Street/Address field.
- If the address number contains letters/spaces/punctuation, only list the road name in the Street/Address field and include the full address in the Dig Site Description field instead.

**Dig Site Description:** The part of the property where the digging will be done.

**Format:** Locate the Location on property

### **Examples:**

- Locate the front yard of the property
- Locate entire property of address 123 ½ Main St
- When facing property from the street - Locate the right side of property

## Multiple Addresses

Use when requesting markings for more than one (1) property addressed to the same road.

- The distance from the first to last property must fall within Footage Limits per Ticket.

**Street/Address field:** Only the road name is to be entered in this field. List complete addresses in the Dig Site Description field.

**Dig Site Description:** Must include all individual addresses, or address range along with the part of the properties where digging will be done. If using an address range, the side of the road the addresses are on must be included.

**Format:** This is for Addresses - Locate the Location on the properties

### **Examples:**

- This is for 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
- Locate the front of property for address 113 Main St - to include locating the east side of property for address 117 Main St

## Intersections

Use when requesting a radius of an intersection or roundabout, or of a point or object that is at or within an intersection.

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

**Two Roads:** Roads are to be listed in the Street/Address and Cross Street fields.

**Dig Site Description:** Instructions must include a radius of how many feet out from your starting point the locator should mark. Include if this is for the entire intersection or a specific half, corner or area at an intersection.

**Format:** 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
- Locate a 75 foot radius of the southern half of the intersection

## Along a Road

Use when the dig site is along a road right of way or easement.

**Street/Address field:** List the road the digging will be on, along, or off of.

**Nearest Intersecting Street field:** List the road the request is to begin at or travel from. If the requested area begins at an address, list the street that intersects or Ts into the dig street closest to the dig site area.

**Dig Site Description:** Instructions are required to include the starting point for the dig site, direction and distance along the road, and the side of road the digging is on.

**Format:** From the Starting point - Locate Direction for Distance on the Side of Road, side of the road **OR** From the Starting point - Travel Direction for Distance - Then 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 address 2105 N 900 E - Locate north for 1500 feet on the east side of the road
- From the intersection - Travel south 250 feet then Locate south for 600 feet on the west side of road
- From the intersection - Locate a 30 foot radius of all poles on the east side of road heading north for 1000 feet – There are 6 poles within this distance

## Divided Highways/Roads

Use when requesting markings along a road that is divided by a median or permanent structure.

**Street/Address field:** List the road the digging will be on, along or off of.

**Nearest Intersecting Street field:** List the road the request is to begin at or to travel from to reach the start of the dig site. If the dig site begins at an address, list the street that intersects or Ts into the dig street closest to the dig site area.

**Dig Site Description:** Instructions are required to include the starting point for the dig site, direction and distance along the road, the side of lane the digging is on and the direction of traffic for the lane(s) where digging will be on or along.

**Format:** From the Starting point - Locate Direction on the Side of Road side of the Direction of traffic lane(s) 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
- From the intersection - Locate a 20 foot radius of all poles on the east side of the northbound lane going north for 750 feet

## Fields/Large Properties

Use when the dig site is within a field, open area or larger property.

**Street/Address field:** List the road the field is along.

**Nearest Intersecting Street field:** List the road to begin at or travel from.

**Dig Site Description:** Instructions must include a clear starting point, direction and distance along the road, the side of road digging will be along, and direction and distance to extend off the road into the field.

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

- From the intersection - Locate south on the west side of road for 1200 feet including extending west for 700 feet for that entire distance - Only digging in open field - exclude all properties within this distance

### **Areas that do not follow along a named road**

Use when requesting markings along an easement or right of way other than a road. Such as railroad tracks, pole lines, pipeline rights of way, unnamed roads, alleys, paths, or other similar areas.

**Street/Address field:** List the road to travel on to get to the start of the request.

**Nearest Intersection Street field:** List the road making the intersection to begin at or travel from.

**Dig Site Description:** Instructions must first be given from the nearest intersection or address to the easement or right of way the digging will be along. Additional travel instructions along the easement or right of way to get to the requested area may be required. Instructions must include starting point, travel directions, direction of dig, distance, and side of easement/right of way.

**Format:** From the Starting point - Travel Direction for Distance feet to the Type of Easement/Right of way - Locate Direction on the Side of easement for Distance along easement feet

### **Examples:**

- From the intersection - Travel south approx 150 feet to the railroad tracks - Locate west along both sides of the railroad tracks for 1500 feet
- From the intersection - Travel west approx 2300 feet to pipeline right of way marker - starting on the north side of road Locate a 30 foot wide path going north for 750 feet
- Starting at and including pole number 111-123 on the southeast corner of 456 Tuttle Dr - Locate a 15 foot radius of all poles going west for 1000 feet following the pole line. There are 6 poles within this distance.

### **Additional Dig Site Description Information**

Additional information such as GPS coordinates, landmarks, mile markers, etc. may be included with the instructions to further assist with the dig ticket request.

These may only be used as additional references and may not replace clear and complete dig site descriptions.



## Attachments

Attachments can be added from the Attachments tab above the map by selecting the **Select Files** button and choosing the file or files to attach to the ticket. Each file can be no more than 5mb.

These may only be used as additional references and may not replace clear and complete dig site descriptions.

## Map

Member Utilities have provided Indiana 811 with the areas in which they provide service and where they will need to be notified when someone is digging close to their facilities.

The area you highlight in blue on the map will determine which Member Utilities will receive a copy of the ticket. The map must be reviewed and confirmed on each ticket to ensure the entire dig site is highlighted.

Not all Member Utilities will see the map that you draw. The information for all areas you are requesting must be included in the Dig Site Description field of the ticket.

It is vitally important that the entire dig site be covered in blue to ensure all utilities within this area are being notified.

Highlighting the wrong area on the map may lead to utilities not being notified of your request, which could ultimately result in a damage.

If the area selected on the map by the system does not cover the entire area where you will be digging or is too large, use one of the six tools on the left side of the map to create a new highlighted area. Make sure to save this newly selected area. The **Save** button will appear under the map drawing tools once the new area has been selected. \*Saving a new map will delete the previous blue shaded area.

### **Example:**

The Dig Site Description on this ticket requests that the utilities locate the area between the pool and the field. The area is marked in white. The red arrows point out the edge of the Blue Notification Area. This is the mapping that was generated by the Exactix system. However, this property sits further off the road, therefore requires that the mapping be extended to cover the dig site. The second picture shows the corrected mapping.

