

## 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:

- Click on the Response Due filter to the left from the Tickets Dashboard

	Ticket Type	Utility Type	Current Response	Response Due Date	Ticket Number	Street	Place	Service Area	Work Start Date	Company Name	Current Ticket Function
<input type="checkbox"/>	Normal Notice	WATER		08/20/2024 07:00 AM	2408150007	1465	WASHINGTON	TEST1	08/20/2024 07:00 AM	PET STOP OF NORTHWEST INDIANA	New
<input type="checkbox"/>	Normal Notice	STORM		08/20/2024 07:00 AM	2408150007	1465	WASHINGTON	INDIANAPOLIS, CITY OF	08/20/2024 07:00 AM	PET STOP OF NORTHWEST INDIANA	New
<input type="checkbox"/>	Normal Notice	OTHER		08/20/2024 07:00 AM	2408150007	1465	WASHINGTON	INDIANAPOLIS, CITY OF	08/20/2024 07:00 AM	PET STOP OF NORTHWEST INDIANA	New

### To Add a Response (2 options):

- From the 3-dot ellipsis:
  - Select the 3 dots (Ellipsis) to the left of the ticket
  - Select Add Response

	Ticket Type	Utility Type	Current Response	Response Due Date	Ticket Number	Street	Place	Service Area	Work Start Date	Company Name	Current Ticket Function
<input type="checkbox"/>	Normal Notice	WATER		08/20/2024 07:00 AM	2408150007	1465	WASHINGTON	TEST1	08/20/2024 07:00 AM	PET STOP OF NORTHWEST INDIANA	New
<input type="checkbox"/>	Normal Notice	STORM		08/20/2024 07:00 AM	2408150007	1465	WASHINGTON	INDIANAPOLIS, CITY OF	08/20/2024 07:00 AM	PET STOP OF NORTHWEST INDIANA	New
<input type="checkbox"/>	Normal Notice	OTHER		08/20/2024 07:00 AM	2408150007	1465	WASHINGTON	INDIANAPOLIS, CITY OF	08/20/2024 07:00 AM	PET STOP OF NORTHWEST INDIANA	New
<input type="checkbox"/>	Normal Notice	STREETLIGHTS		08/20/2024 07:00 AM	2408150007	1465	WASHINGTON	INDIANAPOLIS, CITY OF	08/20/2024 07:00 AM	PET STOP OF NORTHWEST INDIANA	New

- Click within the ticket to open the ticket
  - Click on the Service Area tab
  - Select Add New next to the Service Area

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	<a href="#">add new</a>

### To enter a Response:

- If you have more than one Service Area on that ticket, select the correct code 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 2407190002

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

2309110013 v0 Status: Released Agent: IN811 Function: Remark Taken: 09/11/2023 02:05 PM Notify By: Address

Ticket Text Service Areas Responses Deliveries Revisions

Show:  Current Only (2)  No Response (0)  All (3)  Include events (1) Excavator has NOT indicated that Work is Complete. + Add Response

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. <a href="#">add new</a>	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.	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. <a href="#">add new</a>	Web : JILL GAST - MEMBER	

\* Based on your membership setup, an additional column for Utility Type might appear. Members can provide a single response for the Service Area or multiple responses for each utility type. For any modifications, please email [memberservices@indiana811.org](mailto:memberservices@indiana811.org).