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

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

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

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

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

* 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)