How to Manually Enter Positive Response in Exactix

For more instructions and tutorial videos, please visit <u>https://indiana811.org/member-utility-exactix-resources/</u>.

To view the tickets that have a Response due:

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

My Service Areas Tickets	s Show Tickets with Response Due within: At hours Show all 											
Service Area Tickets *Created in past 60 days	q. Filter by Ticket Number reset Items / Page Items / Page											
Response Due 🐵 *Due in 48 hours	B→ C	•										Results: 152
Past Due *No response and past due					₹ Response Due							Current Ticket
Tickets on Map		Ticket Type	Utility Type	Response	<u>Date</u> ↓	Ticket Number	Street	Place	▼Service Area	Work Start Date	Company Name	Function
*Created in past 20 days All Responses *Created in past 20 days	: 🗆	Normal Notice	WATER		08/20/2024 07:00 AM	2408150007	I 465	WASHINGTON	TEST1	08/20/2024 07:00 AM	PET STOP OF NORTHWEST INDIANA	New
Created in past 20 days	: 🗆	Normal Notice	STORM		08/20/2024 07:00 AM	2408150007	1 465	WASHINGTON	INDIANAPOLIS, CITY OF	08/20/2024 07:00 AM	PET STOP OF NORTHWEST INDIANA	New
	: 🗆	Normal Notice	OTHER		08/20/2024 07:00 AM	2408150007	I 465	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:
 - o Select the 3 dots (Ellipsis) to the left of the ticket
 - Select Add Response

My Service Areas Tickets	Show Tickets with Response Due within:	🕘 48 hours 🔵 Sh	ow all									
Service Area Tickets *Created in past 60 days	a. Filter by Ticket Number Min & dwarders required 6 7 New 25 b. C. C. De C.								« Previous 1 2 3 4 5 6 7 Next » 25			
Response Due 🐵 *Due in 48 hours									Results: 152			
Past Due *No response and past due			Current	∓ <u>Response Due</u> Date							Current Ticket	
Tickets on Map "Created in past 20 days All Responses *Created in past 20 days	Ticket Type	Utility Type	Response	÷	Ticket Number	Street	<u>Place</u>	∓ Service Area	Work Start Date	Company Name		
	i 🗌 Normal Notice	WATER		08/20/2024 07:00 AM	2408150007	I 465	WASHINGTON	TEST1	08/20/2024 07:00 AM	PET STOP OF NORTHWEST INDIANA	New	
	Add Response Main Notice	STORM		08/20/2024 07:00 AM	2408150007	I 465	WASHINGTON	INDIANAPOLIS, CITY OF	08/20/2024 07:00 AM	PET STOP OF NORTHWEST INDIANA	New	
	View Responses mal Notice	OTHER		08/20/2024 07:00 AM	2408150007	I 465	WASHINGTON	INDIANAPOLIS, CITY OF	08/20/2024 07:00 AM	PET STOP OF NORTHWEST INDIANA	New	
	Print Text	STREETLIGHTS		08/20/2024 07:00 AM	2408150007	I 465	WASHINGTON	INDIANAPOLIS, CITY OF	08/20/2024 07:00 AM	PET STOP OF NORTHWEST	New	

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

☆ Home	2309120004 v0 Status: Released Agent: IN811 Function: New Taken: 09/12/2023 12:13 PM - 12:14 PM Notify By: Address			E List Dashboard
	Ticket Text Service Areas Responses	Deliveries Revisions		 A Find by Ticket Number
	Service Area	<u>Utility Type(</u> \$)	Positive Response	* Manually Added
	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 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 Respor	nse for Ticket 2407190002		
<i>Service Area*</i> TEST1	Ŧ	Utility Type* SEWER	Ŧ
TEST1			
Response* 1	Underground facilities in the proposed excavation	n area have been marked.	
Comment TEST COMMENT			×
		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

☆ Home	2309110013 v0 Statt Agent: IN811 Fund Taken: 09/11/2023 02:05 PM Noti		: Released on: Remark By: Address				E List Dashboard
	Ticket	Text Service A	reas Responses	Deliveries Revisions			A Find by Ticket Number
	Show: O Curren	it Only (2) 🔿 No Respor	nse (0) 💿 All (3)	✓ Include events (1)	Excavator has N	NOT indicated that Work	is Complete. + Add Response
	<u>Status</u>	Date	Service Area	<u>Utility Type</u>	Response	Entry Method	<u>Comments</u>
	Event	09/11/2023 02:05 PM	Version: 0	Remark ticket saved with status Rele	eased and ticket type Normal Notice by a Lo	cal 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	 No underground facilities are in the proposed excavation or design area. 	Web : JILL GAST - MEMBER	
1	Current	09/11/2023 02:12 PM	TEST1 TEST1	SEWER	1: Underground facilities in the proposed excavation area have been marked. <u>add new</u>	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 <u>memberservices@indiana811.org.</u>