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Exactix Pro 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 Indiana 811's Online Ticket Support Team at onlineticketsupport@indiana811.org or (317) 893-1464.

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

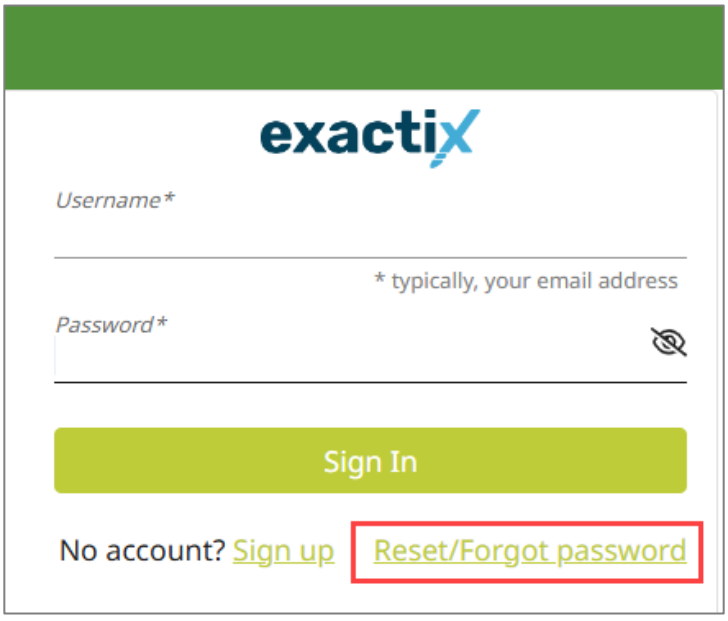
Your online account may be demoted or disabled if:

- 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

General Information

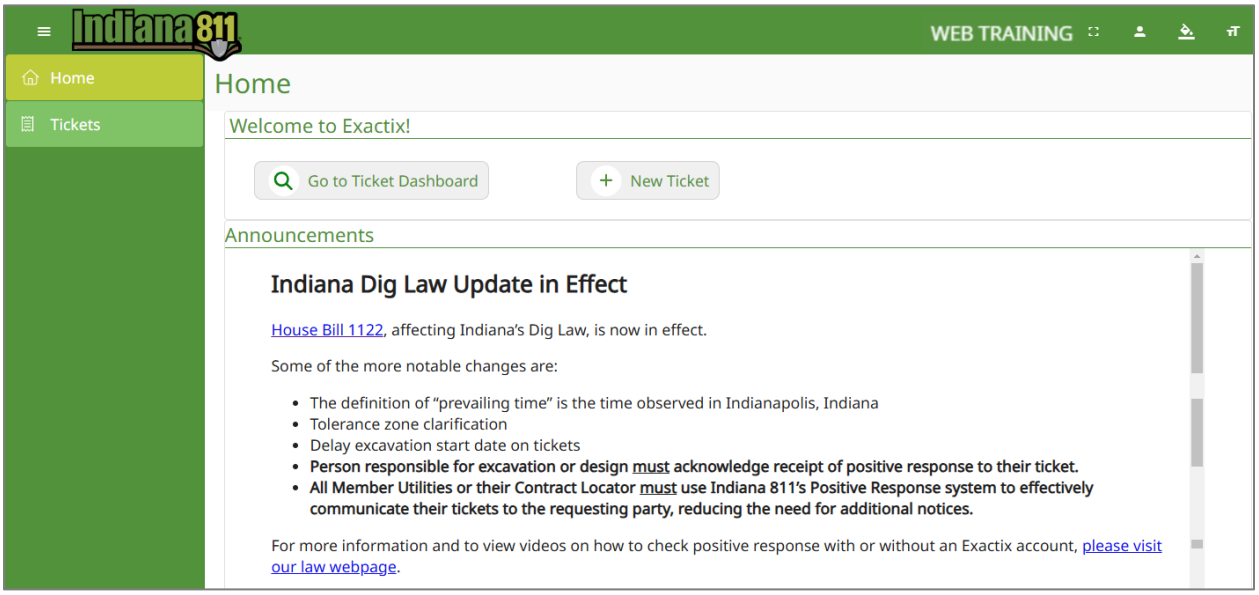
Logging in

The system does not support Internet Explorer. Bookmark the page: https://811.indiana811.org/
You can reset your password from the login page.



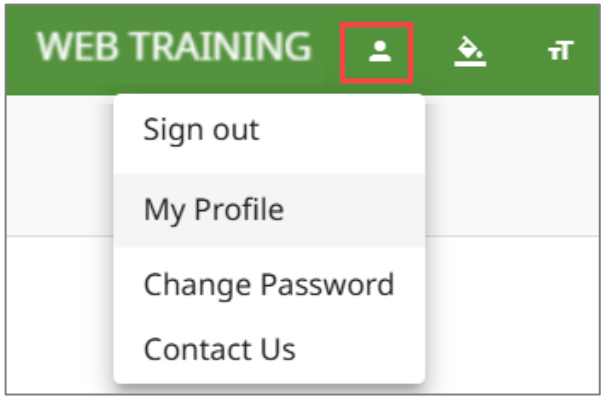
Home Page

View the Announcements section every time you login for important information.



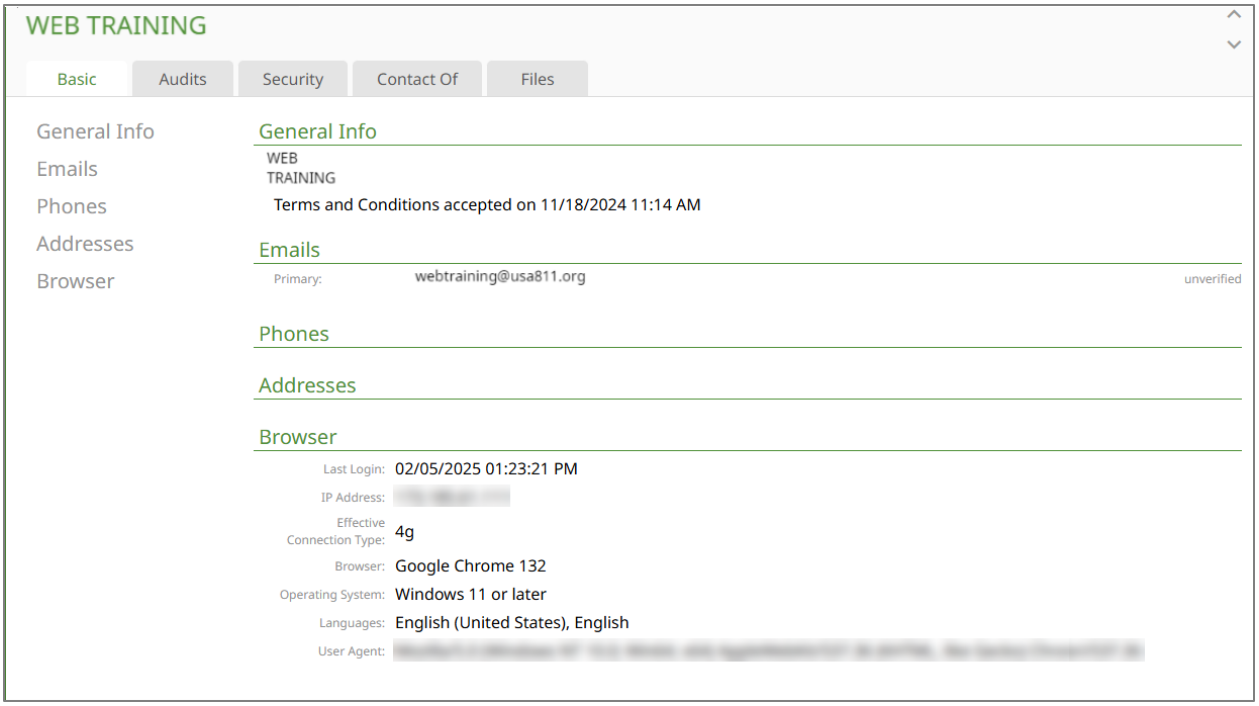
User Action

User Actions will show Sign out, My Profile, Change Password, and Contact Us.



My Profile

My Profile allows you to view your settings. Contact the Online Ticket Support Team to make any changes to your Profile.



Basic– shows the name, email address, phone number, addresses, and browser information that may be specific to you.

Audit – tracks changes made to your profile.

Security – displays information regarding your online account, including the roles you are allowed access to. You can change your email and password from here.
**Contact Online Ticket Support Team if you need to change your username.

Contact Of – displays the company and office you are associated with. If you are associated with more than one company or office, the information will be displayed here.

Files - is currently not utilized

Ticket Types

Dig Tickets

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

- A Dig Ticket is required anytime you plan to excavate, perform demolition or disturb the ground in any way
- Member Utilities are required to provide a Positive Response using Indiana 811's system no later than two (2) full working days, or by the requested start date and time on the ticket, whichever is later
- Dig Tickets expire after 20 calendar days

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 for initial project planning, when scope is being determined.

- Design Inquiries do not create a ticket and are used for informational purposes only
- No digging will be done
- Requires only proposed Site Information
- Map out the proposed area. Legal footage limitations do not apply when using the Design Tool
- Generates a list of affected member utilities within the mapped area and, if available, their contact information
- Can only be completed online

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

Ticket Edit Functions

Additional Notice

Contact Indiana 811 at 811 or 800-382-5544 after viewing Positive Responses within the system if:

- There is no response listed by the requested start date and time
- The response indicates the markings are not complete by the requested start date and time
- The response states to contact Indiana 811
- You have questions concerning the response provided

Remark and Extensions

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 it expires.

- 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

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)
- The mapping on the ticket does not cover the dig site
- A ticket was created in error

Create the new ticket first, then cancel the incorrect ticket. 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 in the following places:

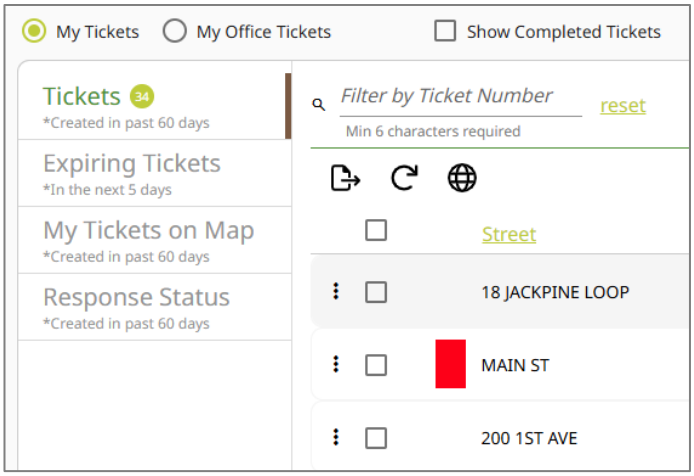
- **Clicking the three (3) dot ellipsis from the ticket dashboard**
- **Within the Ticket or Responses tab of the ticket**

Dashboard and List

Dashboard

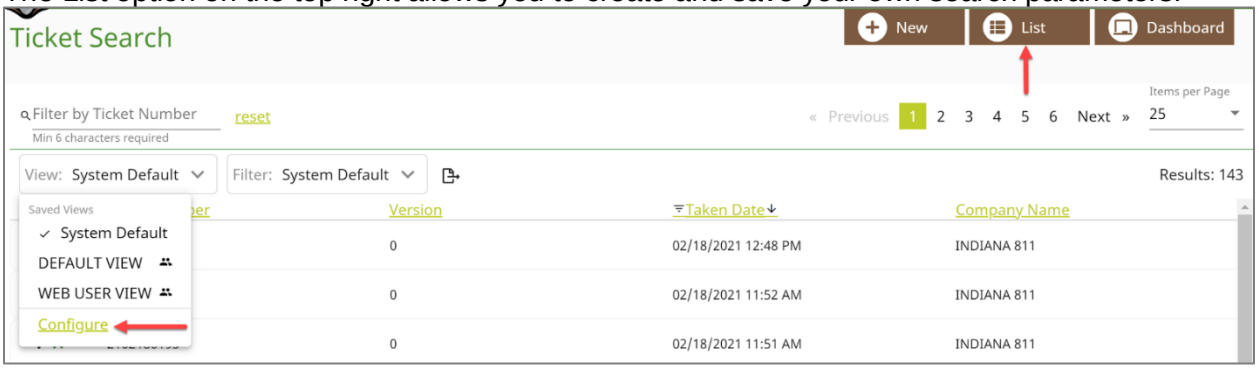
You can view the tickets you submit, tickets submitted by those in your Office, and tickets in which you have been assigned as the Person Excavating. The ticket menu on the left-hand side of the ticket Dashboard screen allows you to filter your tickets, or the tickets of your Office and/or Company. You can view:

- **Tickets:** from the past 60 days
- **Expiring Tickets:** expiring in the next 5 days
- **My Tickets on Map:** Active tickets will be push pinned on the map
- **Response Status:** View response due dates and responses received for your active tickets



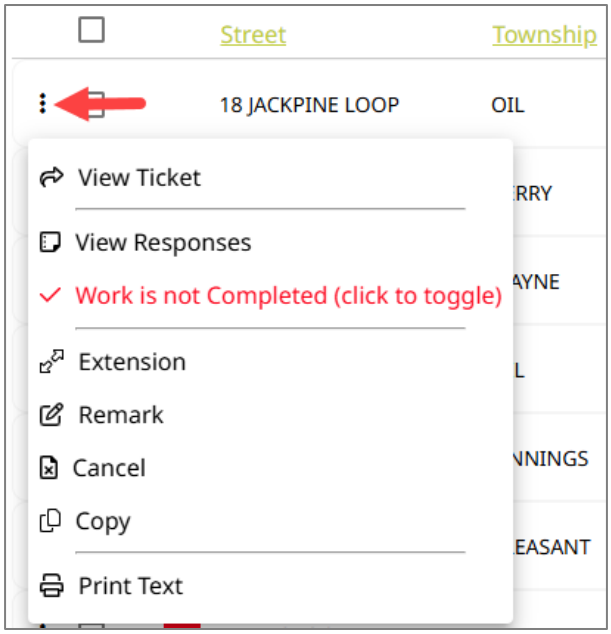
List

The List option on the top right allows you to create and save your own search parameters.



Three-dot ellipsis

Clicking the three-dot ellipsis provides options for the ticket selected from both the Dashboard and List views.

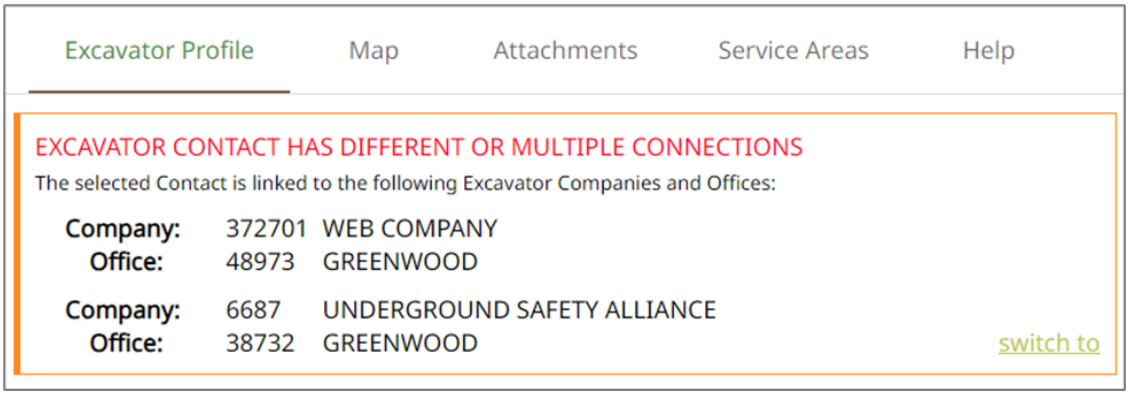


EXCAVATOR SECTION

Verify your information each time when creating a ticket to ensure it is accurate. If anything is incorrect, do not process the ticket and immediately contact the Online Ticket Support Team to have it corrected.

Excavator Profile

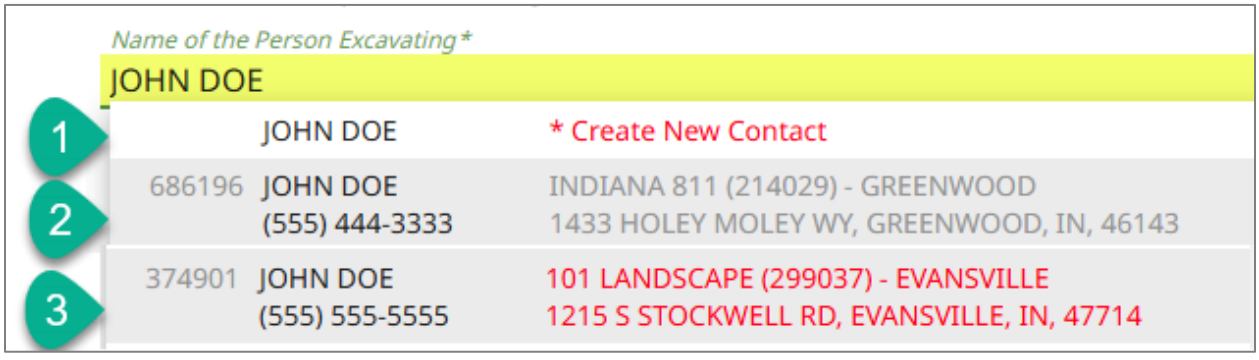
The system will automatically fill in certain fields based on your login information. If you are associated with other Companies or Offices, you can switch between those accounts on the right-hand side.



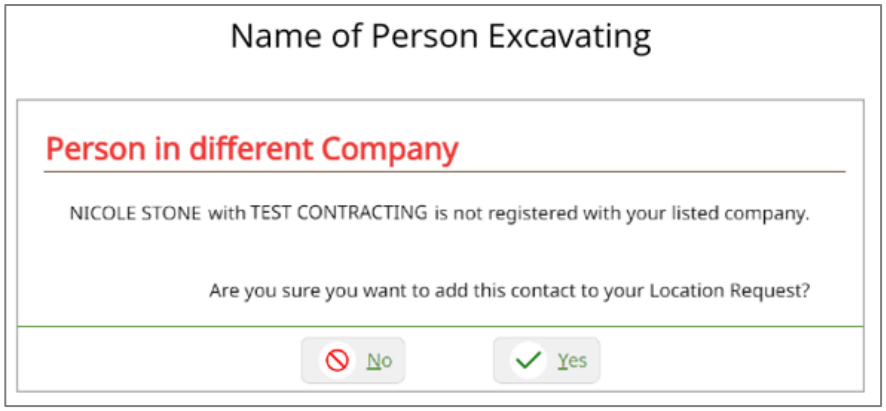
Name of Person Excavating

This is the person who is digging or someone that works for the company digging. Enter the person's first and last name and review the drop-down options provided.

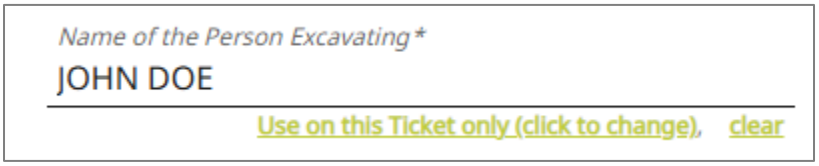
1. Contact is not currently listed with the company digging: Select *Create New Contact
2. Contact is linked to the company and/or office digging: All information is in grey print
3. Contact is not linked to the company digging: Information is in red print



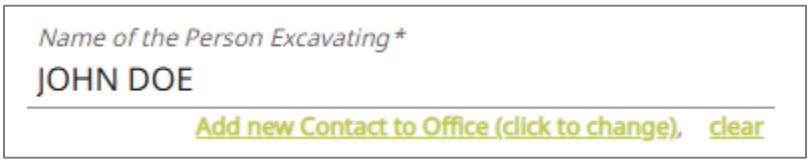
If you select a person that is not associated with your company, you will see a pop-up box to verify you want to add that contact to your ticket. If you select "Yes" and that person has an Online Account, they will be able to view the locate ticket that you created.



If you want the contact to only be used on a single ticket, make sure “Use on this Ticket only” is listed under the Name field.

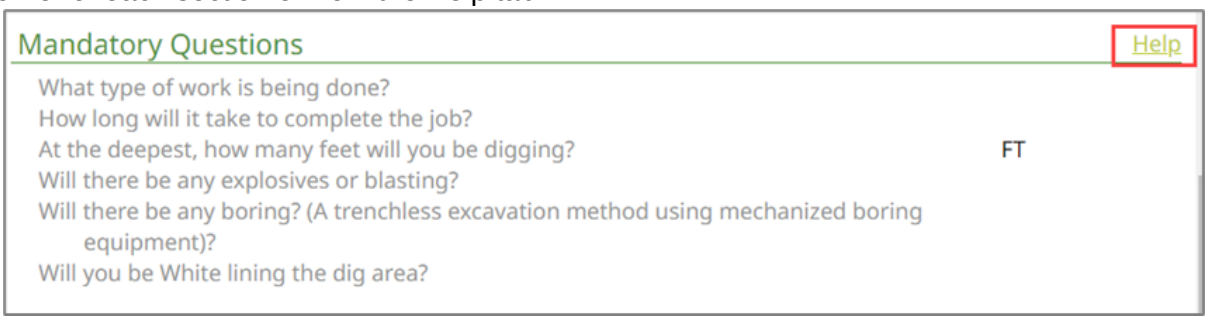


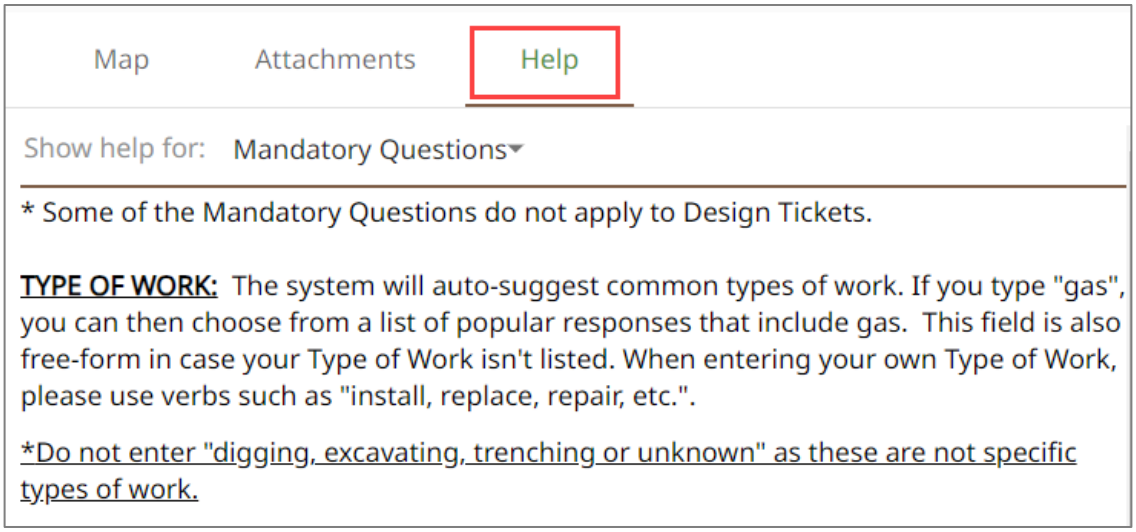
If you want the contact added to your office, click the statement to change it to “Add new Contact to Office”.



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. Access this section by clicking Help in the right corner of each section or from the Help tab.

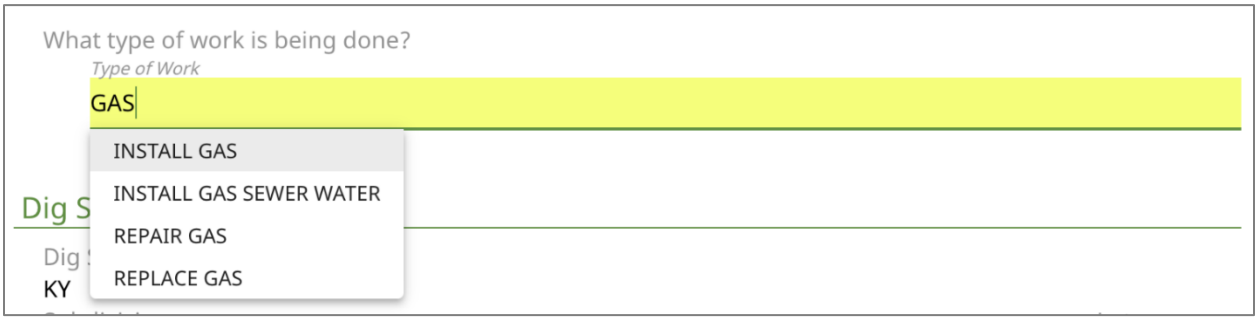




MANDATORY QUESTIONS

Type of Work

There are common types of work pre-loaded for your convenience. Start by entering the noun and a list of possible types of work will auto populate for you to select. You can also enter the type of work if it is not listed.
**Listing only Gas, Digging, Trenching, or Excavating is not acceptable.



Boring Where

List what you will be boring under or along. When boring under or along a road, you must include the road name.
Example: "UNDER DRIVEWAY", "BORING ENTIRE JOB", "ALONG E MAIN ST", "POSSIBLE BORE UNDER W 500 S", “VERTICAL BORING”

DIG SITE INFORMATION

This information applies to all tickets:

- One County – You may only dig in one county per ticket; your Dig Site Description cannot cross the county line.

- One Road Per Ticket – Your ticket may only request one road be located. The only exception is when you are requesting a radius of an intersection.
- Locate – The word LOCATE must be used in the Dig Site Description field on every ticket.

Footage Limits Per ticket

Inside City or Town limits or Within a Subdivision:

- 1500 linear feet along one or both sides of a road including as many properties that are addressed to that road within that distance
- Up to a 200-foot radius of an intersection
- A section of a property or field no larger than 1500 feet by 1500 feet

Outside of City or Town limits:

- 2640 linear feet along one or both sides of a road including as many properties that are addressed to that road within that distance
- Up to a 300-foot radius of an intersection
- A section of a property or Field no larger than2640 feet by 2640 feet

Dig Site Description

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

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.

Abbreviations

Allowable Abbreviations:

- Proper Road Names Example: 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
- Cardinal directions when they are part of a street name Example: N Main St

All other information must be spelled out. All other abbreviations will be treated as incomplete information and could result in the need for a new locate ticket.

Ticket Requirements & Examples by Type

Single Address

Use when requesting markings on a single property/address.

Single Address:

Dig Site Type: Street/Address

Street or Address Field: Will contain the address number and the road name. A single address ticket is the only time an address number is listed in this field.

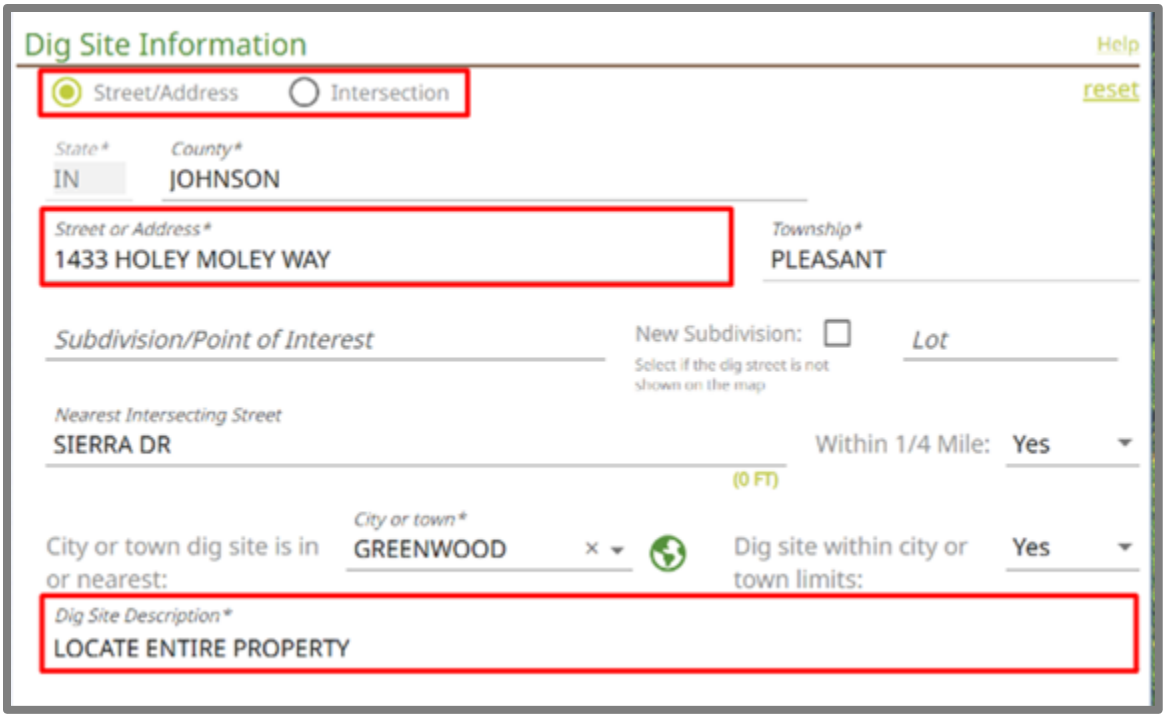
If an address number contains a letter, a half, or you are working at multiple addresses, the address number, or numbers should be left out of the Street or Address field and entered in the Dig Site Description field. Example: 925A or 104 1/2

Dig Site Description Field: Describe the portion of the property where the digging will take place.

Examples: Locate the "*location on property*"

Locate the front of the property

Locate the back yard west of the barn



Multiple Addresses

Use when requesting markings for more than one (1) property addressed to the same road, including when requesting multiple buildings/lots in Apartment complexes or Mobile Home Communities. The distance from the first to last property must fall within the Footage Limits per Ticket.

Multiple Addresses:

Dig Site Type: Street/Address

Street or Address Field: Will contain only the street name. The address numbers will be entered into the Dig Site Description field.

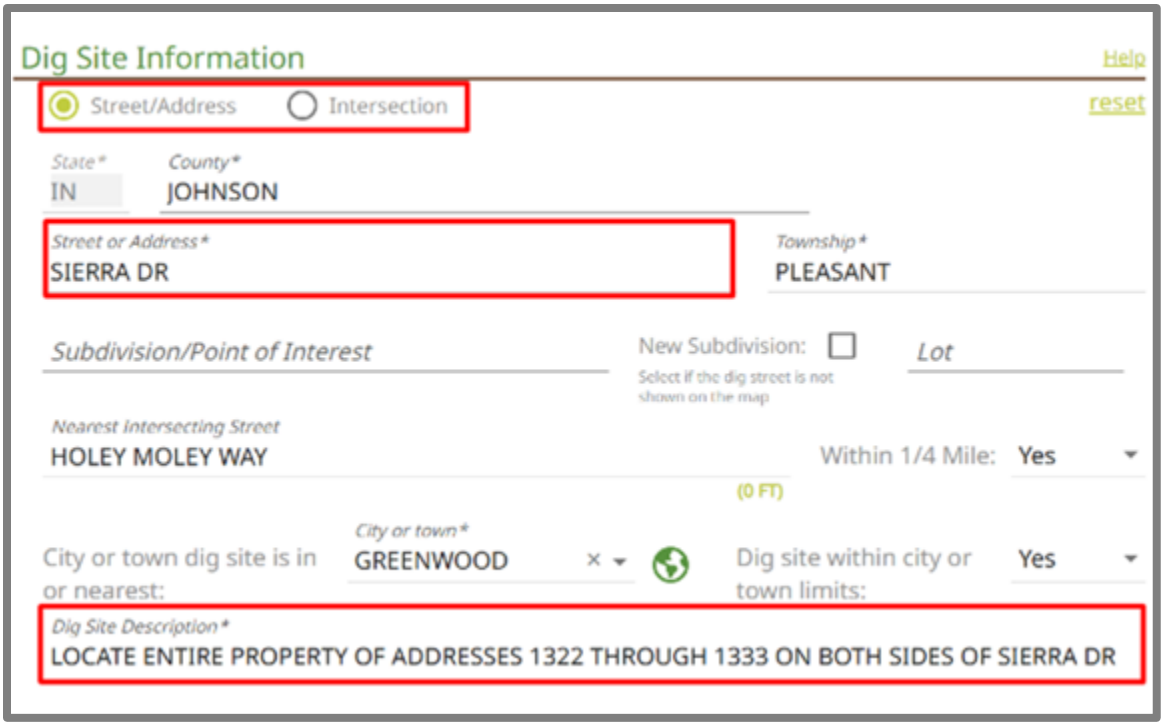
Dig Site Description Field: Either list each address individually or provide the range of addresses, including what side of the road they are on. This field must also describe the areas on the properties where excavation will take place.

Examples: This is for "*addresses*" – Locate the "*location on properties*"

Locate the front of the property at 111 and 115 N Main St

This is for 361 through 381 Lincoln Ln on the south side of the road – Locate the rear and both sides of the properties

Locate entire property of addresses 1622 thru 1637 on both sides of the road



Intersections/Roundabouts

Use when requesting a radius of an intersection, roundabout, or of a point/object that is at or within an intersection. This is the only ticket type that breaks the one road per ticket rule.

Intersection:

Dig Site Type: Intersection

Street Field: Include the name of the first road. The Nearest Intersecting Street field has changed to say Intersecting Street, where you will enter the second road name.

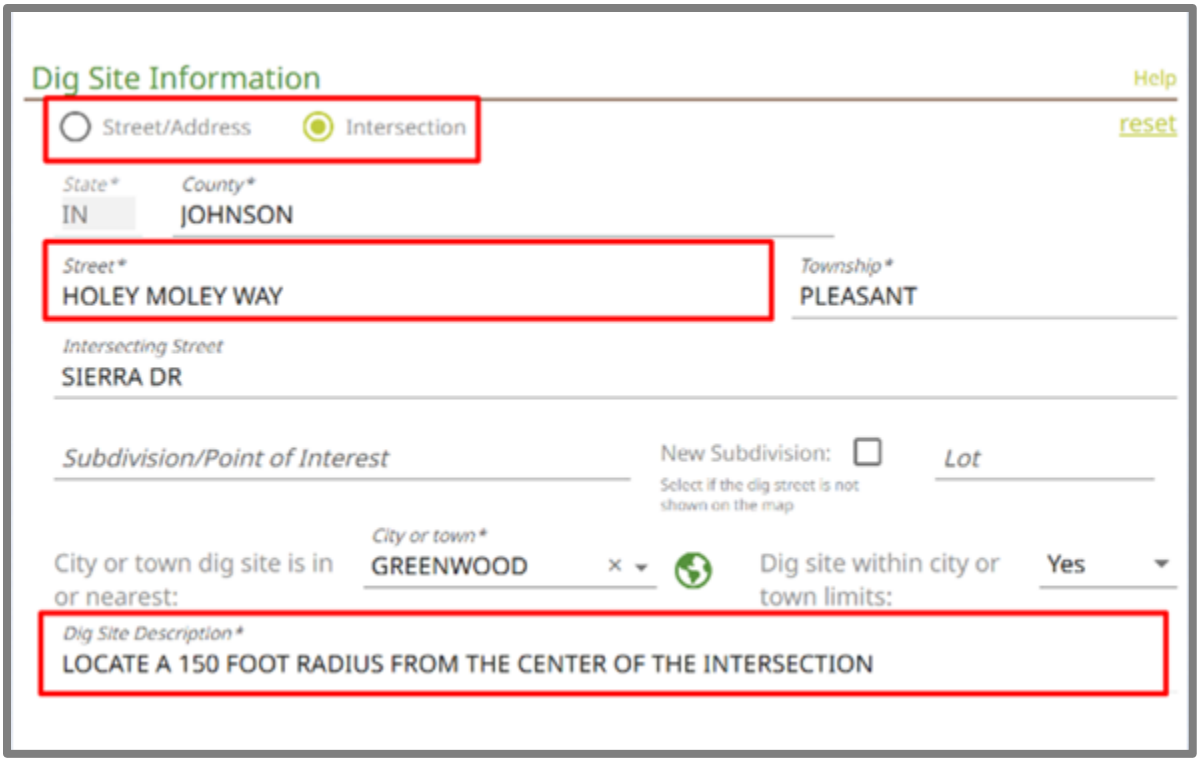
Dig Site Description Field: List the starting point where the measurement will begin, such as the center of the intersection or one of the corners of the intersection. This field should also request the radius distance, how far out from the starting point the locator should mark.

This is the only ticket type that breaks the one road per ticket rule. The max radius is 200 feet inside of city/town/subdivision limits and 300 feet outside of city/town/subdivision limits.

Examples: Locate a *"Distance"* radius of the *"Starting Point"*

Locate a 200 foot radius of the entire intersection

Locate a 20 foot radius of the telephone pole in the northeast corner of the intersection



Along a Road, Alley, Easement, or Right of Way

Use when the dig site is along a road right of way or easement, including railroad tracks, pole lines, pipeline rights of way, unnamed roads, alleys, paths, or other similar areas.

Road, Alley, Easement, or Right of Way:

Dig Site Type: Street/Address

Street or Address Field: Contains the name of the road the digging will be done along, on, or off of. If directions are most easily given from an address, that address should be entered into the Dig Site Description field.

Dig Site Description Field: Should contain the following:

Starting Point – Address or Intersection where the directions will begin.

Direction – The cardinal direction being located or traveled.

Distance – How far along the road, right of way, or easement being requested to locate or travel along.

Side of Road or Easement – The side or sides of the road/ easement where digging will take place.

Travel – Directions and distance to get from the starting point to the Locate Area.

Reference Points – Landmarks the locator can use (poles, pipeline markers, mile markers, GPS coordinates, signs, etc.).

Road Frontage or other Easement:

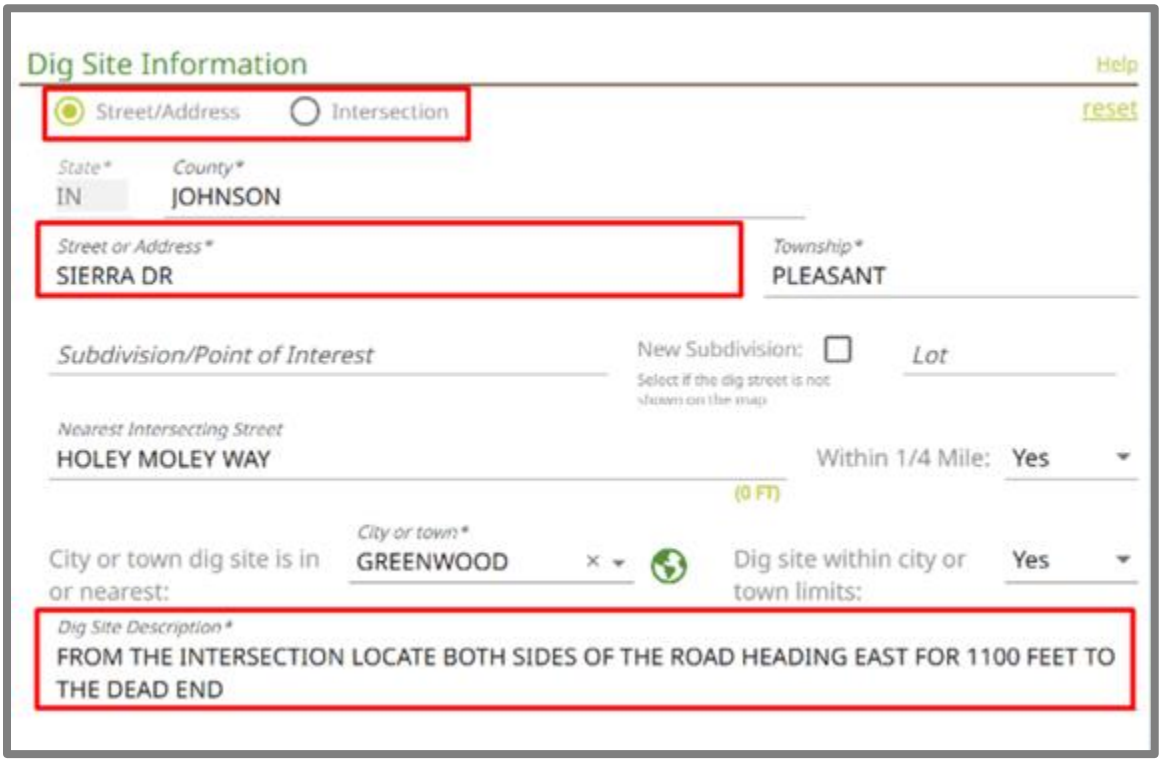
Examples: From the *"Starting point"* – Locate *"Direction"* for *"Distance"* on the *"Side of Road"* side of the road

From the intersection – Locate north for 1500 feet on the east side of the road

From the northern property line of the address 2105 N 900 E - Locate north for 2640 feet on the east side of the road

From the intersection travel north for 1000 feet – from this point locate both sides of the road heading north for 2640 feet

From the intersection travel north for 800 feet to telephone pole number AR1302 on the east side of the road – then travel northeast along the pole line for 1200 feet to pole AR1324 – from this pole locate northeast along both sides of the pole line for 1500 feet ending at pole AR1463



Divided Highways/Roads

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

Divided Road:

Dig Site Type: Street/Address

Street or Address Field: Contains the name of the road the digging will be done on, along, or off of.

Dig Site Description Field: Must contain the following:

Starting Point – Address or Intersection you are giving directions from.

Direction – Direction to locate or travel (West, South, etc.).

Distance – How far you want to locate or travel.

Side of Road – The side or sides of the road to be marked.

Direction of Travel – State which lane(s) you are requesting marked (i.e. Northbound lanes, Eastbound lanes, etc.).

Travel – Directions and distance to the Locate Area.

Reference Points – Landmarks the locator can use (poles, pipeline markers, mile markers, GPS coordinates, signs, etc.).

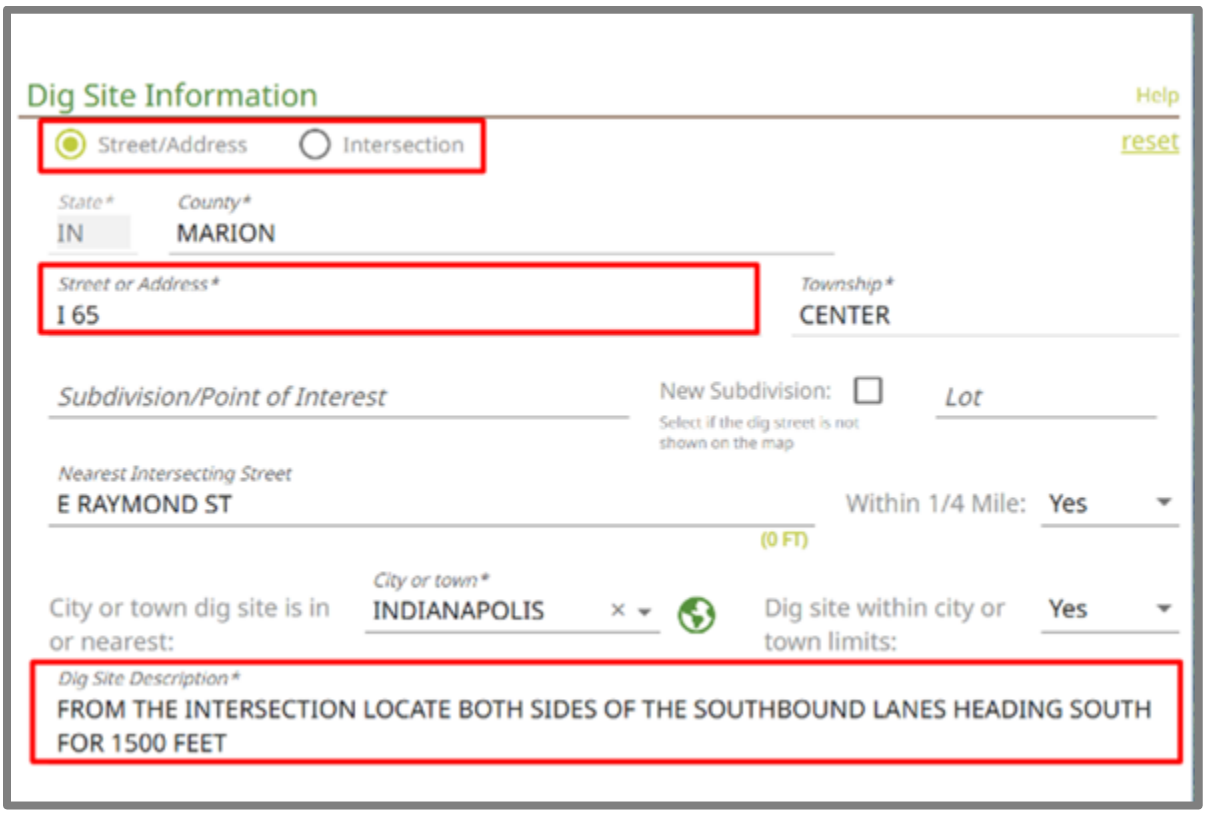
Divided Road:

Examples: From the *"starting point"* – locate *"direction"* on the *"side of road"* side of the *"direction of travel lanes"* for *"distance"*

From the intersection locate north on the east side of the northbound lanes for 1500 feet

From the mailbox at the address 1622 Sleepy Hollow Ln – locate west on both sides of the eastbound lanes for 780 feet

From the intersection travel south for 1500 feet to mile marker 16.5 - from this point locate both sides of the southbound lanes heading south for 1000 feet



Fields/Large Properties

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

Field or property without an address:

Dig Site Type: Street/Address

Street or Address Field: Contains the name of the road the digging will be done along, on, or off of. If directions are most easily given from an address, that address should be entered into the Dig Site Description field.

Dig Site Description Field: Must contain the following:

Starting Point – Address or Intersection where directions begin.

Description of the field – The length and width of the field or property from the starting point. Direction and distance may be used to describe the field/property.

Travel – Directions and distance to get from the starting point.

Reference Points – Landmarks to accurately identify the area being requested (poles, tree line, fence line, GPS coordinates, etc.).

A field/property request may include one road bordering said field or property.

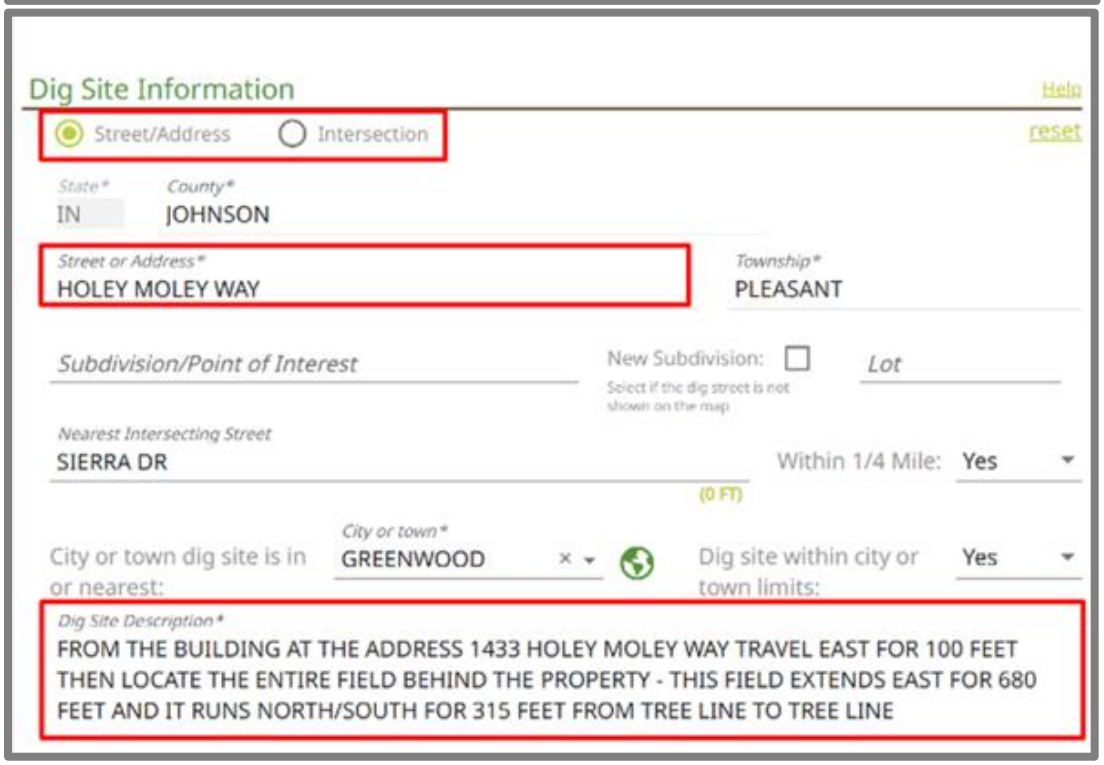
Field or property without an address:

Examples: From the *"starting point"* – Locate *"direction"* on the *"side of road"* side of the road for *"distance"* – including locating *"direction"* into the field for *"distance into the field"* for that entire length

From the intersection locate north on the east side of the road for approx 1000 feet to the fence line – including locating east into the field for approx 1200 feet to the tree line for that entire length

From the driveway at the address 981 Ironside Ln travel east for 1000 feet – then locate the north side of the road heading east for 2640 feet – Locating north into the field for 2640 feet for that entire length

From the intersection travel south for 500 feet then locate both sides of the road heading south for 2640 feet locating west into the field for 2640 feet for the entire distance



Note: Field tickets cannot be Remarked/Extended once they have been developed with established roads (new housing communities). These tickets are to be submitted following the guidelines of Single/Multiple addresses or Road Frontage tickets.

Street or Address Not Found

If the street and/or address in the *Street or Address** field is not found in our system the ticket can still be completed. You will see 'Street not found' or 'Address number not found for this street'. If the information entered is correct, continue to the map and use the search and drawing tools to accurately map and save your dig site. Select a City/Town from the dropdown and continue with your ticket.

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.

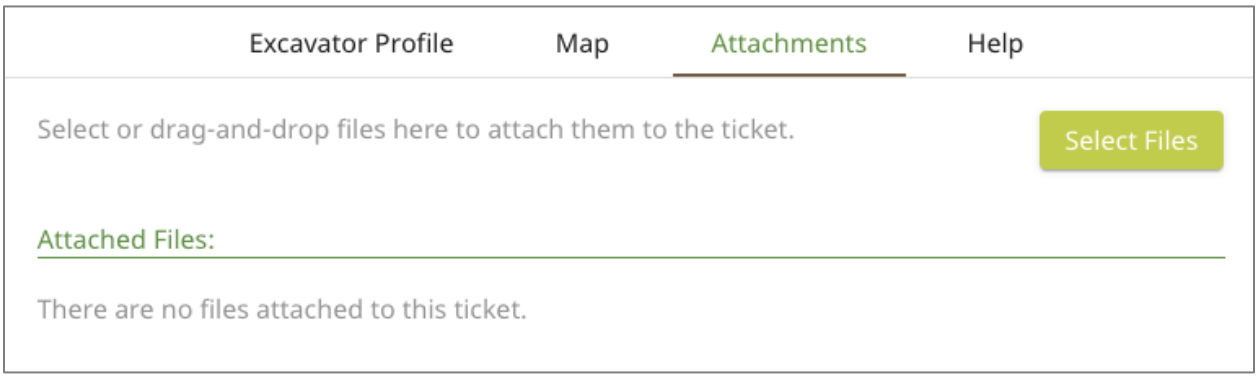
These may only be used as additional references and may not replace clear and complete dig site descriptions.

Attachments

Attachments can be added from the Attachments tab above the map by clicking the **Select Files** button and choosing the file(s) to attach to the ticket. Each file can be no more than 5MB. Unsupported file extensions will return an error message. A list of unsupported extensions can be found here.

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

When using the Copy function on a ticket that has attachments, the attachment will not stay with the ticket. You will need to add the attachment back before releasing the ticket.



Map

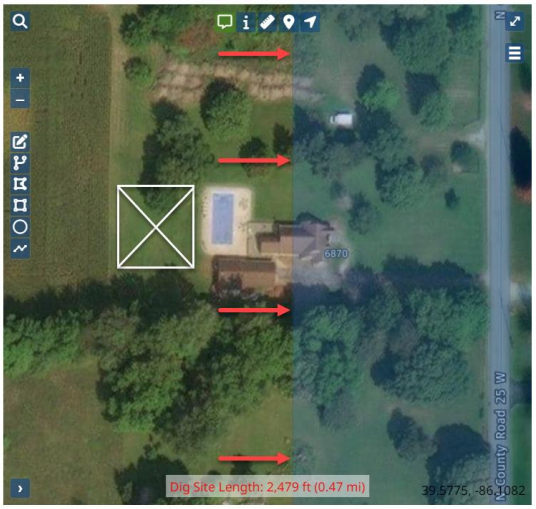
It is imperative that the blue shaded area covers the entire dig site. This determines what Member Utilities are notified on your ticket. **Members do not review the blue shaded area on the map for locating purposes.** For this reason, be sure your Dig Site Description provides complete locate instructions.

If the area selected on the map does not cover the entire dig area or it is mapped too large, use the mapping tools to draw a new area. Save the newly drawn area. This will delete the previous blue shaded area.

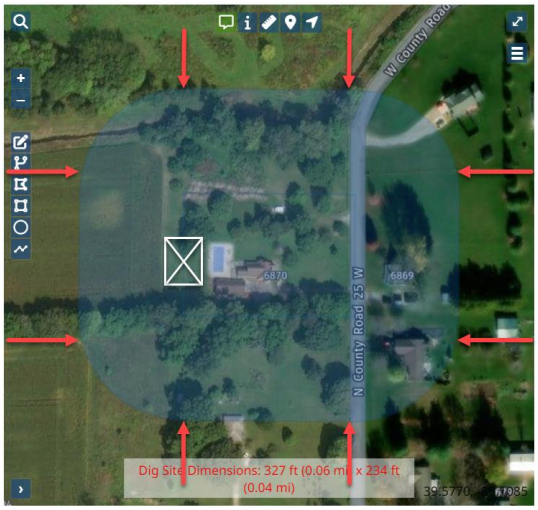
Example:

The Dig Site Description states to locate the area marked in white between the pool and the field. The dig site is more than 200 feet off the road, so the mapping needs to be expanded. The red arrows indicate the edge of the Blue Notification Area. Picture 1 is what the system mapped based on the address provided. Picture 2 shows the newly mapped area covering the entire dig site.

Picture 1



Picture 2

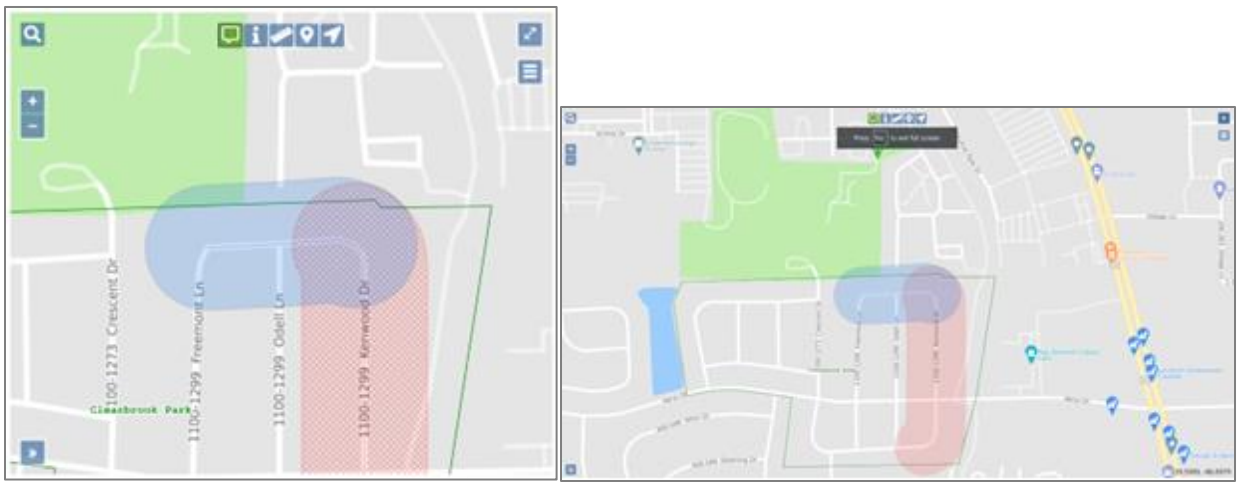


Mapping Features

Note: If your browser is not in full screen mode, the map will not appear unless you click on the **Show Map and side panels-->** link on the right side of your screen. Clicking on the **<--Show Ticket** link will return you to the ticket text. These links can be found at the top of the ticket. Not all tools are available when you are not in full screen mode.

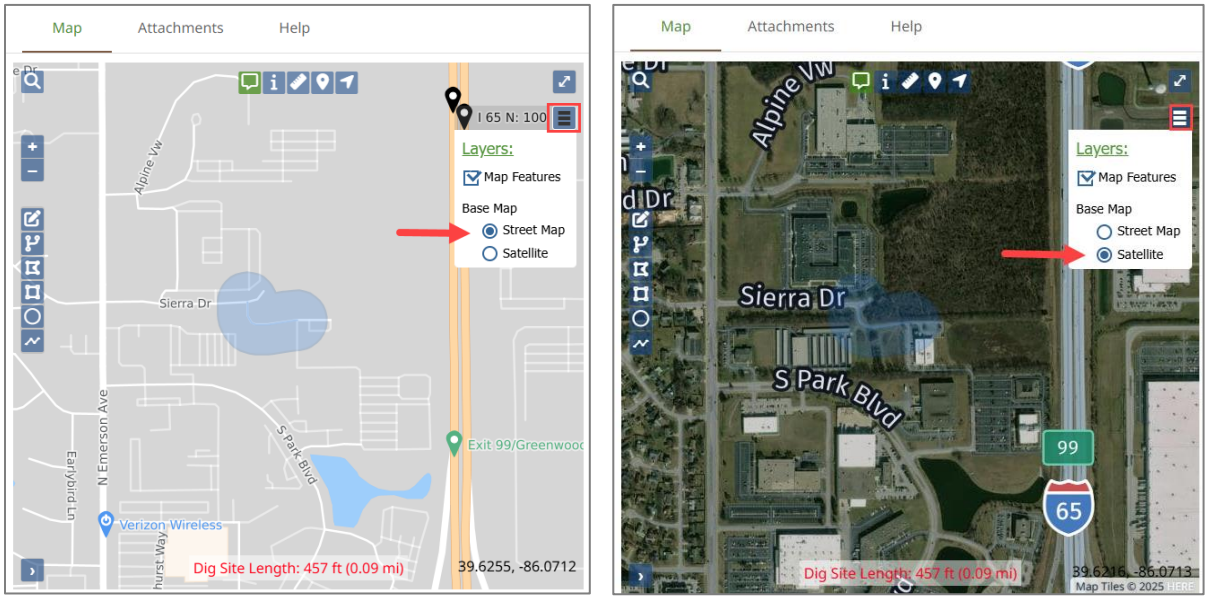
Toggle Full Screen

The Toggle Full Screen icon in the top right corner of the map allows you to expand the map to cover the entire screen. To go back to the normal view, you can hit the Esc key or click on the X icon in the top right corner of the screen.



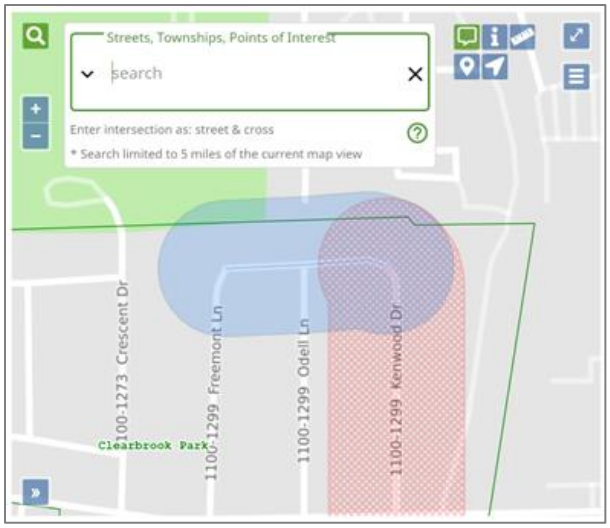
Toggle Base Map

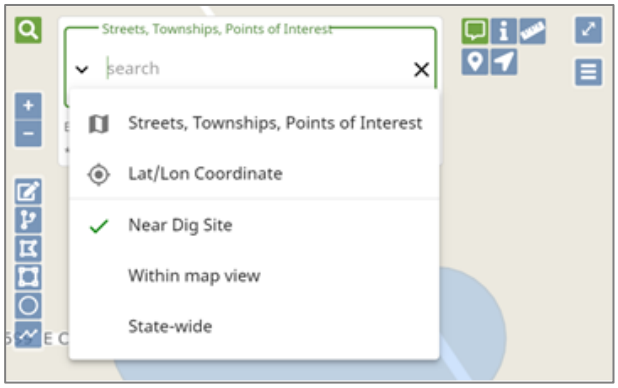
The Toggle Base Map icon on the right side of the map allows you to switch back and forth on the base map from a street view to a satellite view. To toggle between views, click on the Base Map radio buttons.



Search Option

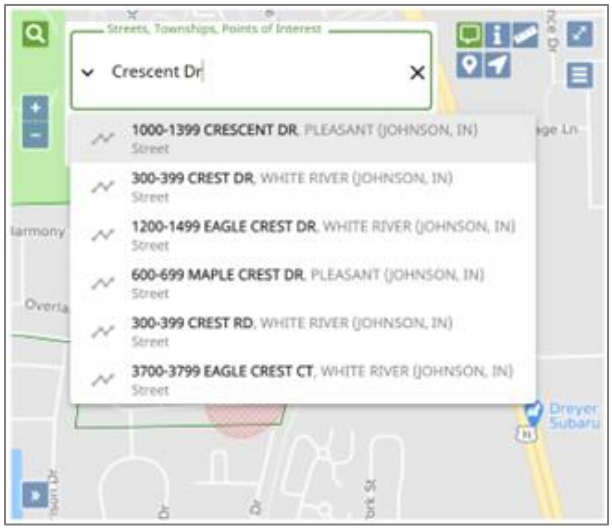
Clicking on the Search icon in the top left corner of the map to search by Streets, Intersections, Townships, Counties, Points of Interest, and Latitude/Longitude Coordinates. Clicking on the Search Icon a second time will close the search box. Click on the drop-down carrot to the left of the word search allows you to set the parameters for the search to Near Dig Site, Within Map View, and State-Wide. Please note that the search automatically defaults to Near Dig Site. You can also determine what you want to search for. This tool is most commonly used to search streets, intersections, Points of Interest, and Lat/Lon coordinates.

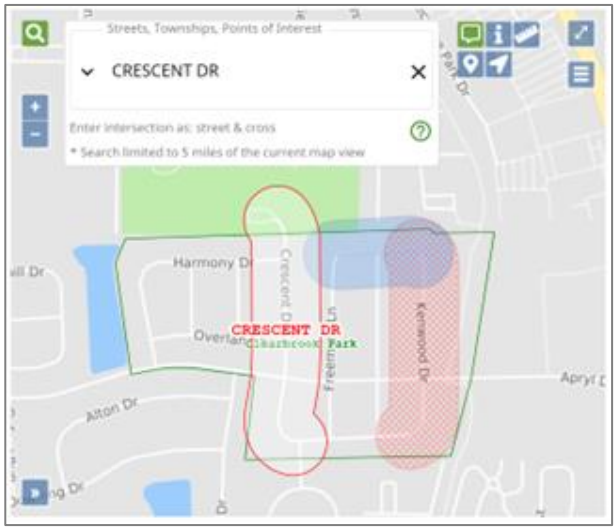




Street/Road

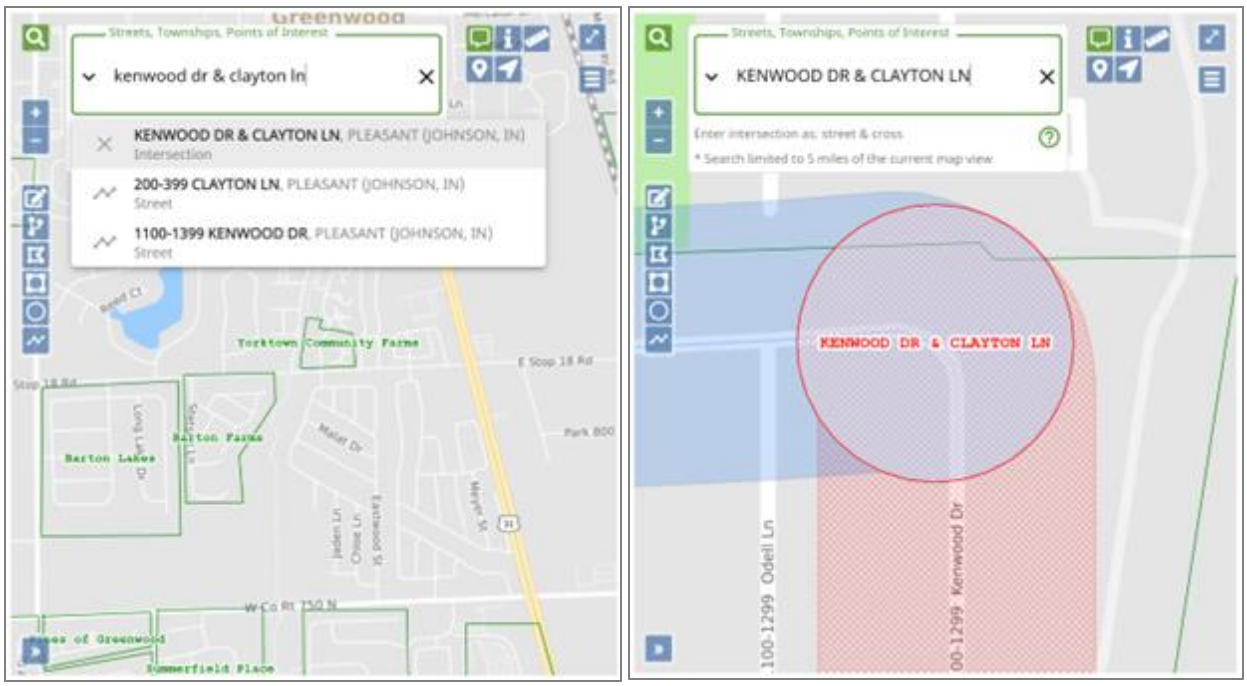
To search for a specific street or road name, you can type in part or all of the name. The search will provide both exact and partial matches. Be sure to select the correct option, as it may not be the first available.





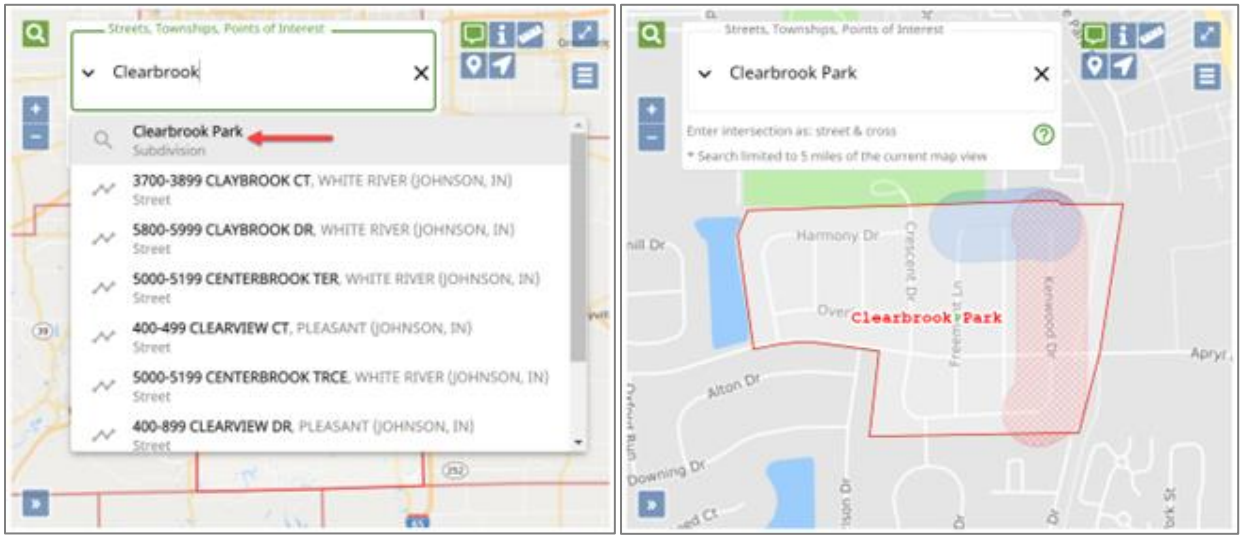
Intersection

To search for an Intersection, you will enter the information in as *street & cross street*. The intersection results are shown with an x symbol in front of the road names.



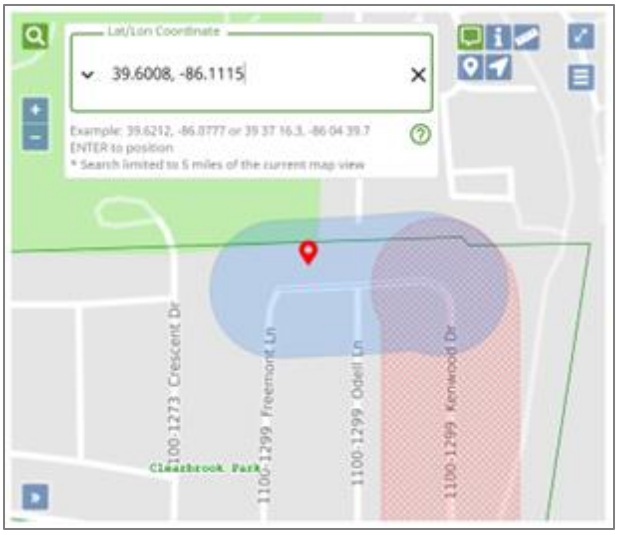
Point of Interest

To search for a Point of Interest (POI), type in the name or part of the name. POI's can be subdivisions, parks, cemeteries, railroads, restaurants, banks, etc. If the POI that you are trying to locate is found, select it and the map will focus on that location.



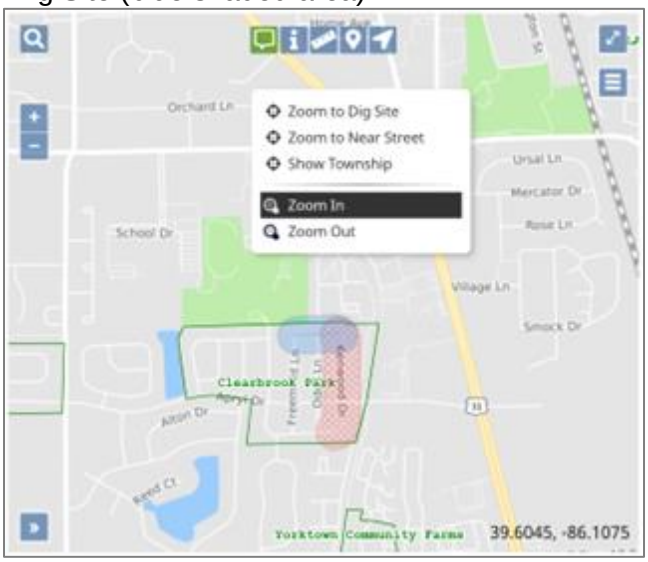
Lat/Lon Coordinates

To find a location using lat/lon coordinates, click on the drop-down carrot and select "Lat/Lon Coordinate". Type in the latitude followed by a comma and then type in the longitude and press the Enter key. Coordinates may not exceed seven digits. When utilizing coordinates in Degrees, Minutes and Seconds, single digit Minutes must be entered using two digits. (ex: 1 minute=01). The location will be noted on the map with a red pushpin icon. If a second coordinate will be entered, manually place a push pin in the location of the first coordinate as it will disappear when the second coordinate is entered.



Zoom In (+), Zoom Out (-)

Use the tool to zoom in or out. You can also right click on the map to Zoom In, Out, Zoom to Near Street or Zoom to Dig Site (blue shaded area)



Note: Left clicking and dragging will move the map.

Show Map Features at the current cursor position

The Show Map Features at the current cursor position icon at the top of the map allows you to hover over a location to see streets with an address range (if present), points of interest, city, township, and county information. When the icon is green, that means that the map information will be displayed for approximately 5 seconds.

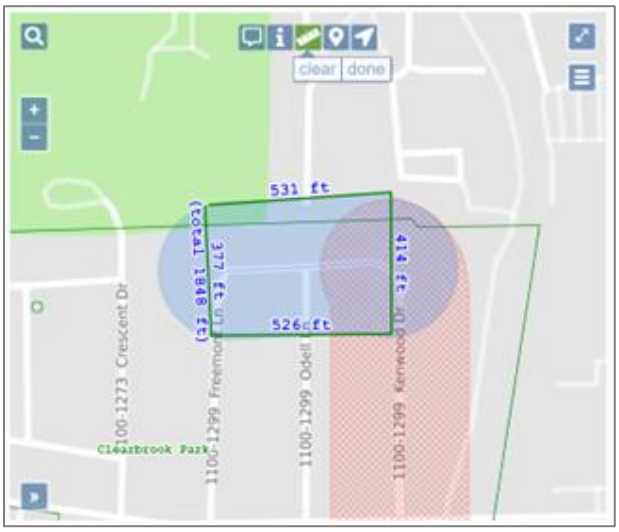
Show Map Information for Location

The Show Map Information for Location icon displays the same information as the Show Map Feature tool. Using this tool allows the information box to remain on the map by left clicking. Click the "x" or “clear” to remove the text box from the map and on “done” when you have finished using this feature.

Ruler

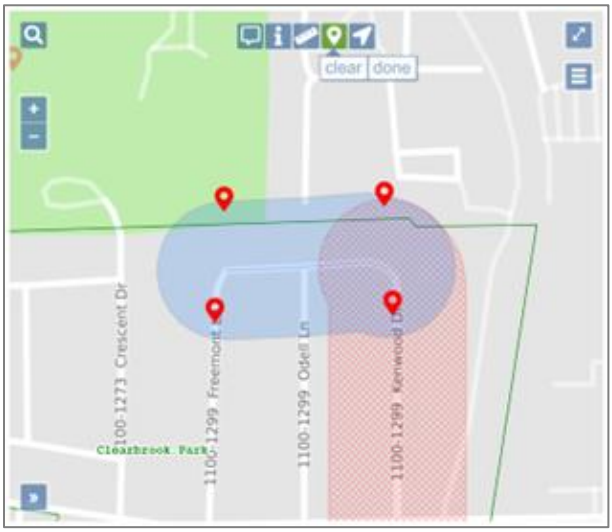
The Ruler icon lets you measure distance. Single left click to start a measurement, single left click to change directions, and double left click to end the measurement. The individual distances and the total footage will be displayed. Click “Clear” to remove all measured

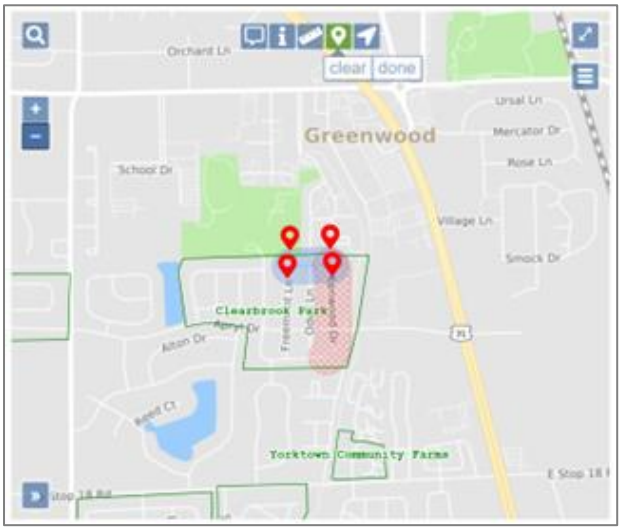
distances and “Done” when you have finished using this feature. If you click “Done”, your measured distances will remain.



Push Pin

The Push Pin icon allows you to place multiple Push Pins on the map to mark locations. They remain visible no matter how far you zoom away from where they are placed. Click “Clear” to remove all push pins and “Done” when you have finished using this feature.
Note: Push Pins do not transfer on any incomplete or released tickets.





Position To Your Current Location

The Position To Your Current Location icon was developed for individuals using mobile devices. When using this feature on a mobile device, your current location will automatically be detected and will be displayed on the map.

Mapping Tools

Please note:

- **The blue shaded area on the map is called the Notification Area. Any member utilities who have reported facilities within this area will be notified of your intent to dig. The system will automatically add a 200 foot buffer to all Notification Areas. Any active tools will turn green once they have been selected.**

- **When the Notification Area is edited on the map, the Save, Cancel/Discard and Undo icons will appear. These tools allow you to Save, Delete, or Remove those changes.**

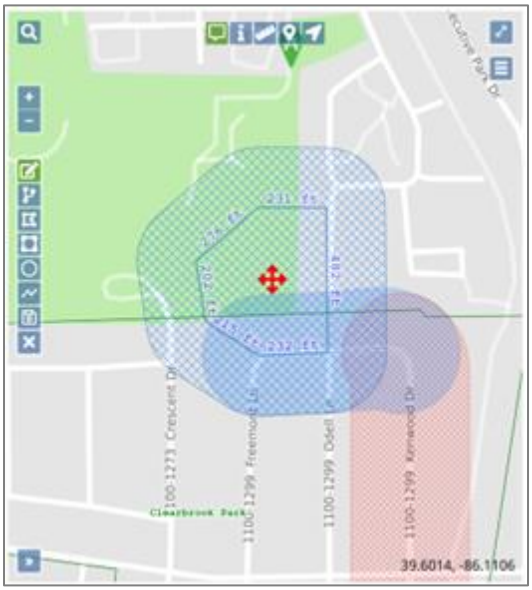
The Save icon will save any changes.

The Cancel/Discard icon will delete any changes, keeping the original notification area intact.

The Undo icon will remove any changes, keeping the original notification area intact.

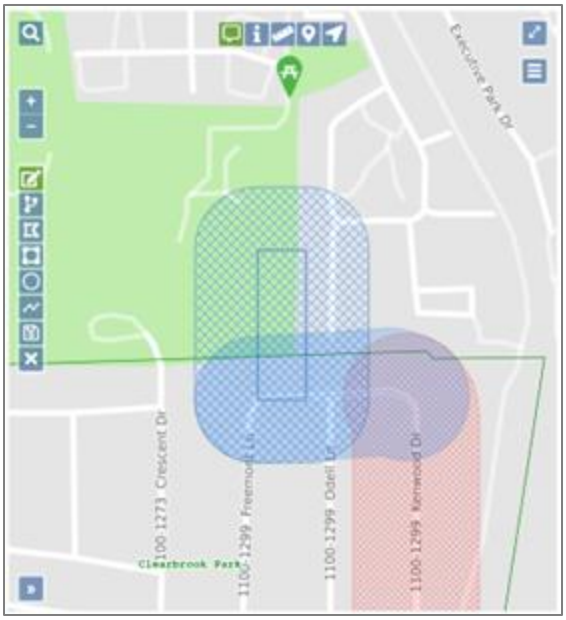
Draw Polygon

The Draw Polygon tool can be used when the dig site is an irregularly shaped area. Once this tool has been selected, left click on the map in the area you wish to notify. Outline the area you want to notify by left clicking on points where the direction changes. When you have finished outlining the area, left click twice to stop drawing. Save, Cancel/Discard, or Undo those changes.



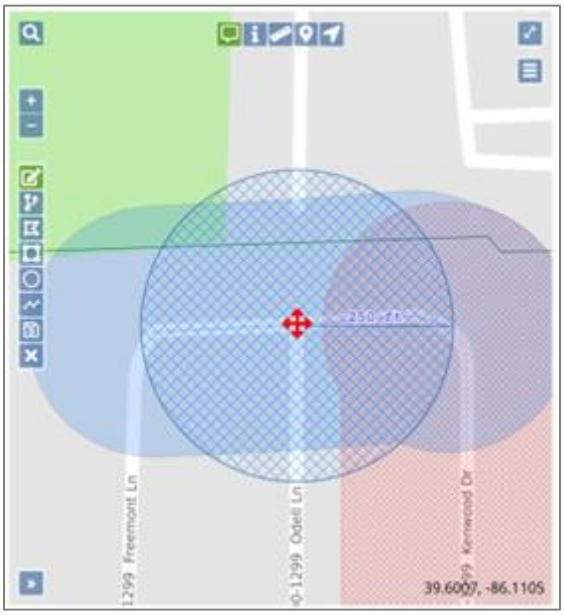
Draw Rectangle

The Rectangle Tool can be used to draw a rectangular or square Notification Area. This tool is useful when the area you need to notify extends more than 200 feet off the road (e.g. into a field, commercial property, or rural residential area). Once this tool has been selected, single click in one corner of your dig site and double left click in the opposite corner. Save, Cancel/Discard, or Undo those changes.



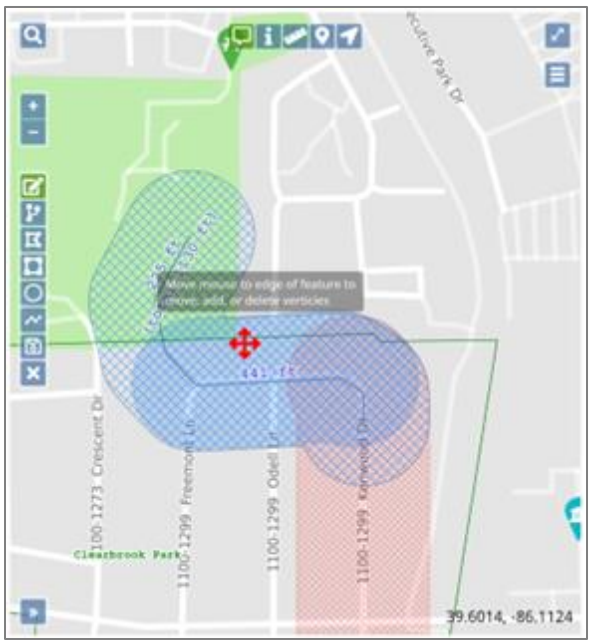
Draw Circle

The Circle can be used to draw a circle with a 200 foot radius or more. To use the automatic 200 foot radius, double left click to place the circle on the map. For a larger radius, single click in the center of the dig site and left click on the outside edge. The new Notification Area will appear with blue hash marks. Save, Cancel/Discard or Undo your changes.



Draw Line

The Draw Line is used to draw a linear Notification Area. To use this tool, single left click along streets or other types of easements such as railroad tracks, creeks, ditches, pipelines, and pole lines. Single left click at any point along the way to change directions. Double left click to complete the drawing. Save, Cancel/Discard, or Undo those changes.


Move mouse to edge of feature to move, add, or delete vertices
441 ft
1100-1273 Crescent Dr
1100-1299 Freemont Ln
1100-1299 Odell Dr
1100-1299 Kenwood Dr
Clearbrook Park
39.6014, -86.1124