



Indiana 811

Exactix Pro Reference Guide

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Version 5

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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 onlineticketssupport@indiana811.org or (317) 893-1464.

Damages must be submitted through our Contact Center at 811 or (800) 382-5544.

Your online account may be demoted or disabled if:

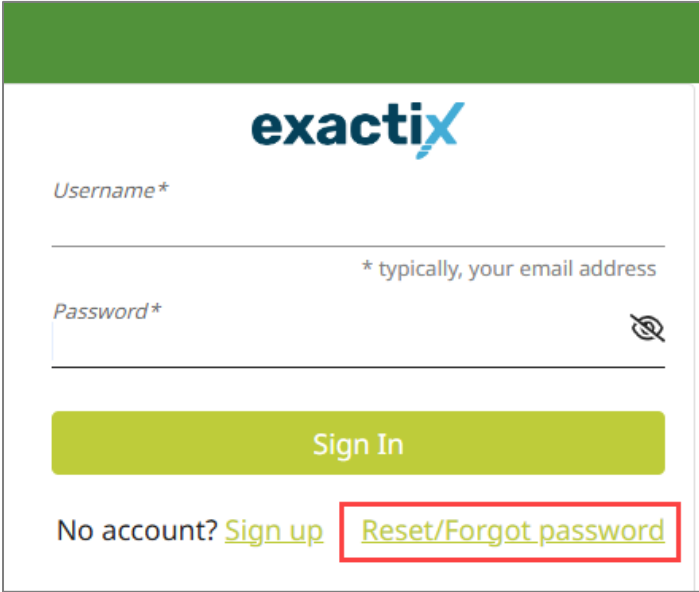
- You share your account
- No tickets are entered within the previous calendar year
- You are contacted by 811 due to ticket concerns and you do not respond back, and/or correct the issue

General Information

Logging in

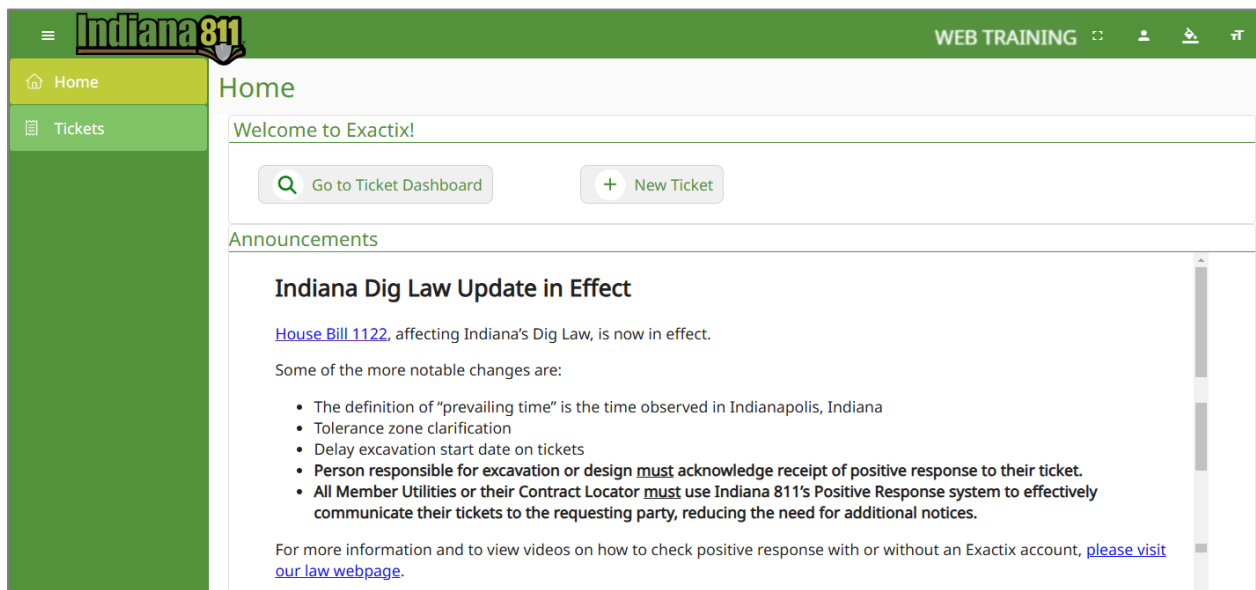
The system does not support Internet Explorer. Bookmark the page: <https://811.indiana811.org/>

You can reset your password from the login page.

The image shows a login form for the Exactix system. At the top is a green header bar. Below it, the 'exactix' logo is centered. The form contains two input fields: 'Username*' and 'Password*'. The 'Username*' field has a hint '* typically, your email address' to its right. The 'Password*' field has a toggle icon (an eye with a slash) to its right. Below the input fields is a green 'Sign In' button. At the bottom, there is a link 'No account? Sign up' and a link 'Reset/Forgot password' which is highlighted with a red rectangular border.

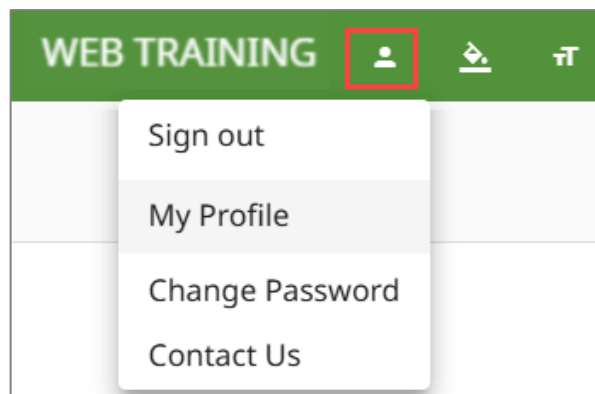
Home Page

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.

WEB TRAINING

Basic

Audits

Security

Contact Of

Files

General Info

General Info

WEB TRAINING

Terms and Conditions accepted on 11/18/2024 11:14 AM

Emails

Emails

Primary: webtraining@usa811.org

unverified

Phones

Phones

Addresses

Addresses

Browser

Browser

Last Login: 02/05/2025 01:23:21 PM

IP Address:

Effective Connection Type: 4g

Browser: Google Chrome 132

Operating System: Windows 11 or later

Languages: English (United States), English

User Agent:

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

Normal Notice Tickets

A Normal Notice dig ticket is to request markings for the purpose of excavation or demolition.

- 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.
- A Normal Notice ticket expires after 20 calendar days.

Emergency Tickets

An Emergency dig ticket allows markings to be requested before the minimum two full working day notice for the purpose of emergency excavation or demolition. **The Emergency role is designated for Pros who consistently submit high-quality online tickets. The addition of this role is at the discretion of Indiana 811.**

- A person performing an emergency excavation or demolition is one who is involved with repairs or improvements that involve an imminent danger to life, health, property, or loss of service.
- A person that knowingly provides false notice of an emergency excavation or demolition may be subject to a civil penalty up to \$1,000.
- An Emergency ticket expires after 20 calendar days.

Joint Meet Tickets

A Joint Meet ticket is a one-time request for a meet to exchange information such as maps, plans, or schedules, and to openly discuss the project.

- Joint Meets do not meet the legal requirements of a locate request and will not produce locates.
- Member Utilities are under no obligation to attend the requested meeting.
- A Normal Notice ticket will need to be processed prior to excavation/demolition taking place.

Design Tickets

A Design Notice 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.
- 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.
- Legal footage limitations do not apply when using the Design Tool.
- Map out the proposed area to generate a list of affected Member Utilities and if available, their contact information.

- Can only be completed online.

***Interested in adding Emergency or Joint Meet functions to your Pro account? Contact the Online Ticket Support Team to determine eligibility.**

***To enable Design Ticket or Design Inquiry functions in your Pro account, click [here](#) to complete the request form.**

Ticket Edit Functions

Additional Notice

An Additional Notice is a notice sent to Member Utilities when Positive Response has not been satisfied on a dig ticket under the following scenarios:

- There is no response listed by the requested start date and time.
- The response provided by the requested start date and time is not a “Closed” code.
[Positive Response Codes List](#)
- The response states to contact Indiana 811.
- You have questions concerning the response provided.
- An Additional Notice can be processed on a ticket after the Requested Start Date and Time and before the Expiration Date and Time.
 - An Additional Notice on an Emergency can be issued once 2 hours and 15 minutes have passed since the ticket was created, and it is past the Requested Start Date and Time.

Creating an Additional Notice:

- Access the appropriate ticket and select Additional Notice.
- Confirm that the blue shaded area fully covers the requested dig site.
- Select Save/Continue.
- Review the Suppressed column.
 - Member Utilities that have not provided a Positive Response OR have an “Open” Positive Response, will automatically display as “No” and will receive the Additional Notice.
 - Member Utilities marked “Yes” (highlighted in red) are suppressed and will **not** receive the Additional Notice.
 - If a Member Utility has provided a “Closed” Positive Response that appears incorrect, select “Un-Suppress” next to the utility to change the status from Yes to No, allowing the notice to be sent.
- The Additional Notice will be sent only to utilities marked “**No**” with a white background in the suppressed column.

*** To enable the Additional Notice function in your Pro account, click [here](#) to complete the required training.**

Copying a Ticket

The Copy function is used when an existing ticket needs to be updated. A Copy transfers all information from the original ticket into a new ticket and allows you to update any field as needed. Always review the copied information for accuracy - especially the locate instructions. Be sure to update the instructions so you only request marking for the areas where work is **not** completed.

Use the Copy function when:

- The work will not be completed by the expiration date.
- Markings have been disturbed, damaged, or are no longer visible.
- Your ticket has expired.
- You previously marked the ticket as Complete but need to dig on the site again.
- The original ticket contains errors, and a corrected ticket must be created.
 - Make all corrections before releasing the new ticket and canceling the original.
- You are updating a coworker's ticket.
 - This will update the Excavator information to reflect your details.

Additional notes:

- Active tickets remain valid until they expire, as long as the markings are still visible.
- If the markings are not visible, you must stop digging and create a new locate request.
- **If the original ticket includes attachments, they will not transfer when using Copy. You will need to re-attach all necessary files before releasing the new 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).
- The mapping on the ticket does not cover the dig site.
- A ticket was created in error.

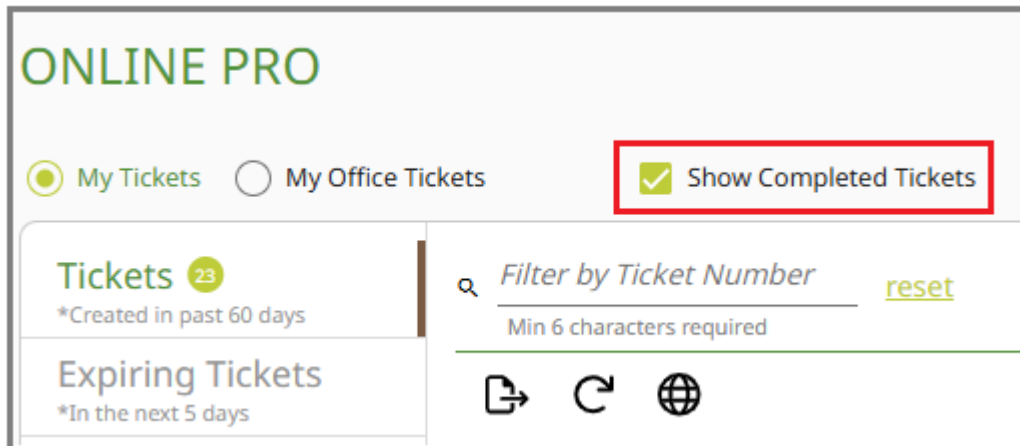
Create the new ticket first, then cancel the incorrect ticket. The system will ask for the new ticket number when you Cancel.

Do not Cancel a ticket if digging has been completed. Instead, mark the ticket as Work Completed.

Marking a Ticket as Work Completed

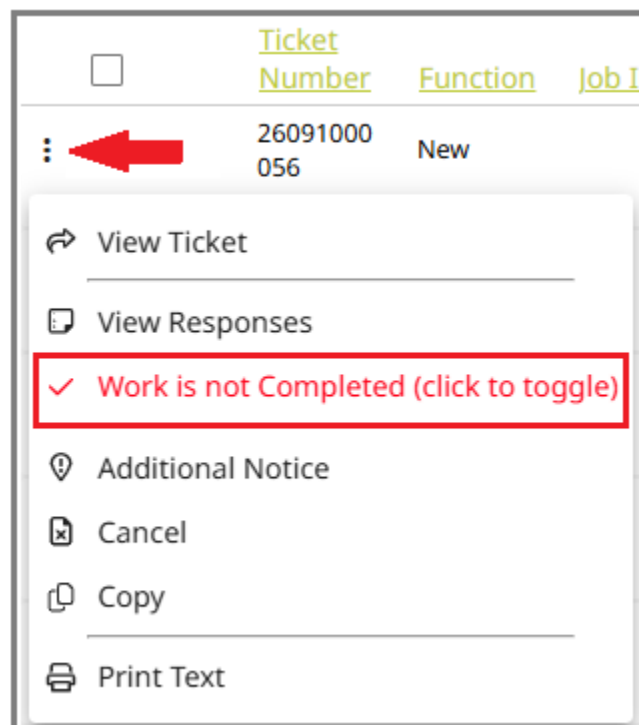
The **Work Completed** function can be used to help manage tickets and reduce unnecessary renewals. Mark a ticket as **Work Completed** when the excavation associated with the locate request has been completed and no further digging will take place.

Tickets marked as **Work Completed** will no longer appear on the Ticket Dashboard unless the "Show Completed Tickets" box is checked.



The **Work Completed** option can be accessed from either of the following locations:

- From the Ticket Dashboard, click the three-dot ellipsis (⋮) for the ticket
- From within the ticket, select Work Completed from the Ticket or Responses tab.



26091500040 v0

Status: Released

Agent: IN811

Function: New

Taken: 09/15/2026 04:41 PM - 04:42 PM

Notify By: Parcel

Ticket

Text

Service Areas

Responses

Revisions

✓ Work not Completed (click to toggle)

Excavator Information

Ticket

Text

Service Areas

Responses

Revisions

30

Find by Ticket Number

Show: ☒ Current Only (7) ☐ No Response (0) ☐ No Complete Response (1) ☐ All (14)

☒ Include events (5)

✓ Work not Completed (click to toggle)

Selecting “OK” on the disclaimer below will mark the ticket as Work Completed. If the ticket is marked complete by mistake, you have **45 minutes** to change the status back to **Work Not Completed**. After the 45-minute window has passed, the ticket cannot be changed back, and only the Copy option will be available.

Confirm Work Complete

You are about to close this locate notice as **Work Complete**.

This means that no further digging is taking place on this ticket. If this is a mistake, please click **Cancel** to go back to the locate request.

Once you click **OK**, you will only have 45 minutes to re-open the ticket if completed in error. After 45 minutes, a new locate request will need to be processed.

To re-open, click the **Work is Completed** button to toggle back.

Cancel

OK

Marking a ticket as Work Completed does not notify the Member Utilities. If utility markings are no longer needed - for example, because the ticket was created in error, contains incorrect information, or the work has been postponed – the ticket should be Cancelled instead.

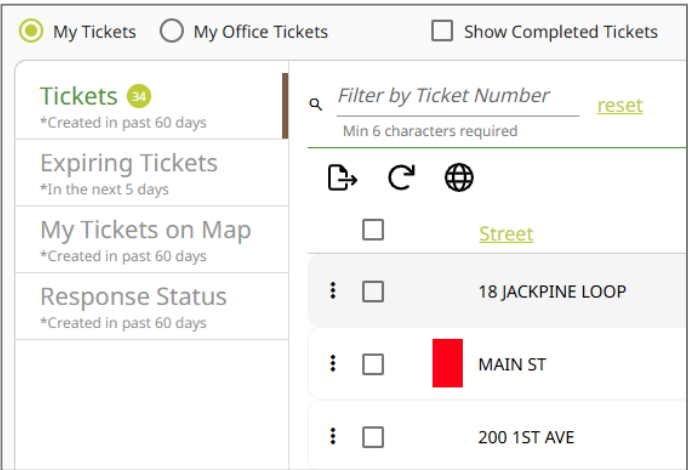
Dashboard and List

Dashboard

You can view tickets that you have submitted, tickets submitted by others in your Office, and tickets where you are listed as the Name of Person Excavating.

Use the Ticket menu on the left side of the Dashboard to filter the tickets by:

- **Tickets:** Created in the past 60 days
- **Expiring Tickets:** 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 “Closed” responses received for your active tickets



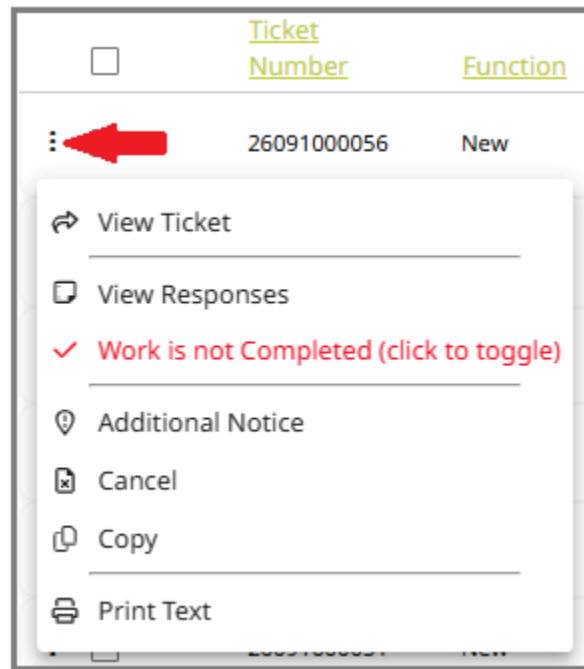
List

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

A screenshot of the Ticket Search interface. At the top, there are three buttons: '+ New', 'List' (selected), and 'Dashboard'. Below these is a search bar 'Filter by Ticket Number' with a 'reset' link and a note 'Min 6 characters required'. To the right of the search bar is a pagination control with 'Previous', '1' (selected), '2', '3', '4', '5', '6', 'Next', and 'Items / Page 25'. Below the search bar is a table with columns: 'View: ONLINE USER', 'Filter: Last 30 Days', 'Taken Date', 'Caller/Requestor Name', 'Street', 'County', 'Responses Received', 'Ticket Type', and 'Function'. The table contains four rows of ticket data. The first row is highlighted with a red square. The second row is highlighted with a red square. The third row is highlighted with a red square. The fourth row is highlighted with a red square. The table also includes a 'Saved Views' section on the left with options: 'CSR VIEW', 'EXPIRING TICKETS', 'ONLINE USER' (selected), and 'PR USER VIEW'. There is a 'Configure' link below the 'ONLINE USER' option. The table also includes a 'Results: 132' label on the right.

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.

Excavator Profile	Map	Attachments	Service Areas	Help												
EXCAVATOR CONTACT HAS DIFFERENT OR MULTIPLE CONNECTIONS The selected Contact is linked to the following Excavator Companies and Offices: <table> <tbody> <tr> <td>Company:</td> <td>372701</td> <td>WEB COMPANY</td> </tr> <tr> <td>Office:</td> <td>48973</td> <td>GREENWOOD</td> </tr> <tr> <td>Company:</td> <td>6687</td> <td>UNDERGROUND SAFETY ALLIANCE</td> </tr> <tr> <td>Office:</td> <td>38732</td> <td>GREENWOOD</td> </tr> </tbody> </table> switch to					Company:	372701	WEB COMPANY	Office:	48973	GREENWOOD	Company:	6687	UNDERGROUND SAFETY ALLIANCE	Office:	38732	GREENWOOD
Company:	372701	WEB COMPANY														
Office:	48973	GREENWOOD														
Company:	6687	UNDERGROUND SAFETY ALLIANCE														
Office:	38732	GREENWOOD														

Name of Person Excavating

This is the person who is digging or an employee of the company that is listed in the *Company Name* field of the ticket. 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 associated with the company listed as digging: Information is in red print.

Name of the Person Excavating*		
1	JOHN DOE	
2	JOHN DOE	* Create New Contact
3	686196 JOHN DOE (555) 444-3333	INDIANA 811 (214029) - GREENWOOD 1433 HOLEY MOLEY WY, GREENWOOD, IN, 46143
	374901 JOHN DOE (555) 555-5555	101 LANDSCAPE (299037) - EVANSVILLE 1215 S STOCKWELL RD, EVANSVILLE, IN, 47714

If you select the "Create New Contact" option and want the contact to only be used on this current ticket and not linked to the company, make sure "Use on this Ticket only" is listed under the Name of Person Excavating field.

Name of the Person Excavating*
JOHN DOE
Use on this Ticket only (click to change) , clear

If you want the contact added to your office and saved as a drop-down option for future use, click the statement to change it to "Add new Contact to Office".

Name of the Person Excavating*
JOHN DOE
Add new Contact to Office (click to change) , clear

If you select a person that is not associated with the company that is listed as digging, 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.

Name of Person Excavating

Person in different Company

NICOLE STONE with TEST CONTRACTING is not registered with your listed company.

Are you sure you want to add this contact to your Location Request?

 No
 Yes

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 of Person Excavating field.

*Name of the Person Excavating **

JOHN DOE

[Use on this Ticket only \(click to change\),](#) [clear](#)

If you want the contact added/linked to your office, click the statement to change it to “Link to Office”.

*Name of the Person Excavating **

JOHN DOE

[Link to Office \(click to change\),](#) [clear](#)

Help Section

The Help section will provide information to assist in creating a ticket. The guidance displayed will change based on each section of the ticket you are working in. Access this section by clicking **Help** in the right corner of each section or from the Help tab.

Mandatory Questions

Help

What type of work is being done?

How long will it take to complete the job?

At the deepest, how many feet will you be digging? FT

Will there be any explosives or blasting?

Will there be any boring? (A trenchless excavation method using mechanized boring equipment)?

Will you be White lining the dig area?

Map
Attachments
Help

Show help for: Mandatory Questions▼

* Some of the Mandatory Questions do not apply to Design Tickets.

TYPE OF WORK: The system will auto-suggest common types of work. If you type "gas", you can then choose from a list of popular responses that include gas. This field is also free-form in case your Type of Work isn't listed. When entering your own Type of Work, please use verbs such as "install, replace, repair, etc."

*Do not enter "digging, excavating, trenching or unknown" as these are not specific types of work.

MANDATORY QUESTIONS

Type of Work

There are common types of work pre-loaded for your convenience. To narrow the results, enter what you are working on rather than an action such as installing or replacing. You can also enter the type of work if it is not listed.

**Listing only Gas, Digging, Trenching, or Excavating is not acceptable.

What type of work is being done?

Type of Work

GAS

INSTALL GAS

INSTALL GAS SEWER WATER

REPAIR GAS

REPLACE GAS

Dig S

Dig:

KY

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.

Footage Limits Per ticket

Inside City or Town limits or Within a Subdivision:

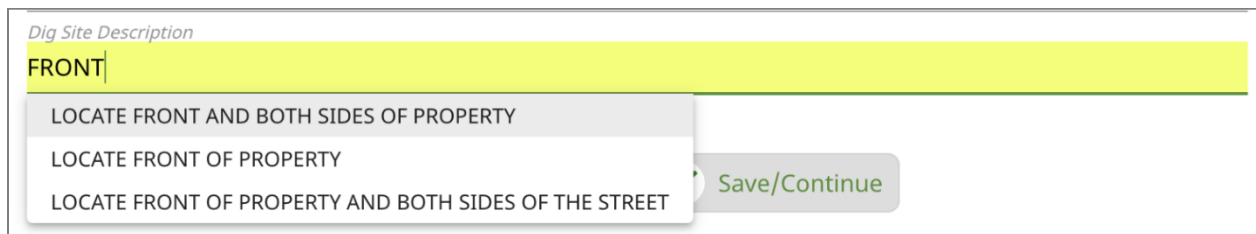
- 1500 linear feet along one or both sides of a road including as many properties that are addressed to that road within that distance
- Up to a 200-foot radius of an intersection
- A section of a property or field no larger than 1500 feet by 1500 feet

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 than 2640 feet by 2640 feet

Dig Site Description

Like the Type of Work field, the Dig Site Description field 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.**



The screenshot shows a web form with a label "Dig Site Description" above a text input field. The input field contains the word "FRONT". A dropdown menu is open below the input field, displaying three suggestions: "LOCATE FRONT AND BOTH SIDES OF PROPERTY", "LOCATE FRONT OF PROPERTY", and "LOCATE FRONT OF PROPERTY AND BOTH SIDES OF THE STREET". To the right of the dropdown menu is a green button labeled "Save/Continue".

Dig Site Description Requirements

The Dig Site Description instructions must be clear and complete, containing all required information for the specific type of ticket.

The word LOCATE must be used in the Dig Site Description field on every 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 (Do not use an apostrophe in place of “Feet” or “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

A single address dig site is when excavation is confined to a single addressed property. These tickets may not extend into other properties.

Single Address:

Dig Site Type: Street/Address

Street or Address Field: contains the address number, and street name. A single address ticket is the only time an address number can be listed in this field.

Dig Site Description Field: describes the part of the property where the digging will take place, and should always state the word “locate”, before the description.

Example: LOCATE THE FRONT OF THE PROPERTY

Always define “left and right” descriptions, from the perspective of facing the property from the dig street. This should be stated in your instructions.

Example: WHEN FACING THE PROPERTY FROM THE DIG STREET LOCATE A 30 FOOT RADIUS AROUND THE TREE IN THE FRONT RIGHT CORNER

Single Address:

If the dig site is a corner property, the entire property, including all easements, can be requested on one ticket. This includes the easement along the addressed street and Nearest Intersecting Street. However, locates cannot continue into the roadway of the Nearest Intersecting Street.

Example: *Dig Site is a corner property at 1122 N Emerson Rd,*
Dig Site Description: LOCATE THE ENTIRE PROPERTY INCLUDING ALONG THE EASEMENT OF N EMERSON RD AND S PARK BLVD

Dig Site Information

[Help](#)☒ Street/Address☐ Intersection[clear manual dig site map](#)[reset](#)

State*

IN

County*

JOHNSON

Street or Address*

1433 HOLEY MOLEY WAY

Township*

PLEASANT

Subdivision/Point of Interest

New Subdivision: ☐

Lot

Select if the dig street is not shown on the map

Nearest Intersecting Street

SIERRA DR

Within 1/4 Mile: Yes ▼

(119 FT)

City or town dig site is in or nearest:

City or town*

GREENWOOD

x ▼



Dig site within city or town limits: Yes ▼

Dig Site Description*

WHEN FACING PROPERTY FROM THE DIG STREET LOCATE LEFT SIDE OF PROPERTY

Single Address:

When an address number contains a letter or a half, leave the Dig Site Type as Street/Address – listing only the road name in the Street/Address field. Note the address in the Dig Site Description field, along with a clear description of where the digging will take place.

Dig Site Information		Help
☒ Street/Address	☐ Intersection	reset
State*	County*	
IN	JOHNSON	
Street or Address*	Township*	
E BROADWAY DR	PLEASANT	
Subdivision/Point of Interest	New Subdivision: ☐ Lot	
	Select if the dig street is not shown on the map	
Nearest Intersecting Street	Within 1/4 Mile: Yes	▼
ALEXANDER ST	(0 FT)	
City or town dig site is in or nearest:	City or town* × ▼	Dig site within city or town limits: Yes ▼
	GREENWOOD	
Dig Site Description*		
LOCATE THE REAR OF ADDRESS 925A E BROADWAY DR		

Multiple Addresses

For multiple properties addressed to the same road, including apartment buildings or mobile home lots, the distance from the first to last property must meet Footage Limits per Ticket guidelines.

Multiple Addresses:

Dig Site Type: Street/Address

Street or Address Field: will contain the street name only.

Dig Site Description Field: will include all addresses (or a range specifying the side of the road) along with where on the properties the digging will take place. Remember to state the word "locate" before the description.

Examples:

ADDRESSES 111 AND 115 N MAIN ST – LOCATE THE FRONT OF PROPERTIES ALONG THE ROAD

ADDRESSES 361 THROUGH 381 LINCOLN LN – LOCATE THE REAR AND BOTH SIDES OF THE ADDRESSES ON THE SOUTH SIDE OF THE ROAD

ADDRESSES 1622 THROUGH 1637 – LOCATE THE ENTIRE PROPERTIES

Dig Site Information

[Help](#)☒ Street/Address☐ Intersection[reset](#)

State*

IN

County*

JOHNSON

Street or Address*

SIERRA DR

Township*

PLEASANT

Subdivision/Point of Interest

New Subdivision: ☐

Lot

Select if the dig street is not shown on the map

Nearest Intersecting Street

HOLEY MOLEY WAY

Within 1/4 Mile: Yes



(0 FT)

City or town dig site is in or nearest:

City or town*

GREENWOOD



Dig site within city or town limits:

Yes



Dig Site Description*

ADDRESSES 1322 AND 1324 AND 1326 SIERRA DR - LOCATE THE FRONT OF PROPERTIES AND BOTH SIDES OF STREET FROM RIGHT OF WAY TO RIGHT OF WAY

Lot Numbers

The Lot field can only be utilized for one lot, which can include letters and/or numbers, not exceeding 6 characters. **Do not enter apartment, suite or building numbers, or any other descriptions such as “clubhouse”, “Common Area/C.A.”, “see comments”, “n/a”, etc.**

If digging on multiple lots, leave the Lot field blank and list the lot numbers in the Dig Site Description field. If using lot numbers without an address, ensure the lots are marked or provide distance and direction from the Nearest Intersecting Street. Lot numbers are not required but are recommended for new subdivisions or mobile home parks when addresses are unavailable.

Dig Site Information

[Help](#)[reset](#)

☒ Street/Address ☐ Intersection

State*
IN

County*
JOHNSON

Street or Address*
HOLEY MOLEY WAY

Township*
PLEASANT

Subdivision/Point of Interest

New Subdivision: ☐

Lot

Select if the dig street is not shown on the map

Nearest Intersecting Street
SIERRA DR

Within 1/4 Mile: Yes

City or town dig site is in or nearest: GREENWOOD

Dig site within city or town limits: Yes

Dig Site Description*
LOCATE ENTIRE PROPERTY OF LOT NUMBERS 1-5 ON BOTH SIDES OF HOLEY MOLEY WAY

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.

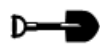
Intersection/Roundabout:

Dig Site Type: Intersection

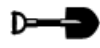
The Street or Address Field: will change to Street.

Nearest Intersecting Street Field: will change to Intersecting Street.

Dig Site Description Field:



The starting point for the dig area (for example, the center of the intersection or a specific corner).



The radius distance to be marked, measured from the starting point.

Intersection tickets are the only ticket type that allow more than one road on a single ticket.

Examples:

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

Dig Site Information

[Help](#)

Street/Address



Intersection

[reset](#)

State*

IN

County*

JOHNSON

Street*

HOLEY MOLEY WAY

Township*

PLEASANT

Intersecting Street

SIERRA DR

Subdivision/Point of Interest

New Subdivision: ☐

Lot

Select if the dig street is not
shown on the map

City or town dig site is in
or nearest:

City or town*

GREENWOOD



Dig site within city or
town limits:

Yes



Dig Site Description*

LOCATE A 150 FOOT RADIUS FROM THE CENTER 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: should contain the name of the road the work is taking place on, along, or off of.

The **Nearest Intersecting Street** field should contain the road from which your directions begin.

If directions are most easily provided from an address, enter the address in the **Dig Site Description** field.

Dig Site Description Requirements:

Starting Point – For addresses, include a landmark such as a driveway, mailbox, or property line.

For intersections, specify the corner or the center of the intersection.

If the digging does not begin at either, provide travel instructions from an address or intersection to the start of the dig site.

Direction – The Cardinal direction to travel and/or locate (North, South, East, or West).

Distance – The length of the requested locate area or the distance being traveled along the road, right-of-way, or easement.

Side of Road or Easement – Identify the side or sides where excavation will occur.

Reference Points (if applicable) – Include landmarks or identifiers that will help the locator find the work area, such as utility poles, pipeline markers, mile markers, signs, GPS coordinates, or other visible features.

Road Frontage or other Easement:

Examples:

FROM THE INTERSECTION – LOCATE NORTH 1500 FEET ON THE EAST SIDE OF THE ROAD

FROM THE NORTHERN PROPERTY LINE OF THE ADDRESS 2105 N 900 E - LOCATE NORTH 2640 FEET ON THE EAST SIDE OF THE ROAD

FROM THE INTERSECTION TRAVEL SOUTH 1000 FEET – LOCATE SOUTH 2640 FEET ON BOTH SIDES OF THE ROAD

FROM THE INTERSECTION TRAVEL NORTH 800 FEET TO TELEPHONE POLE NUMBER AR1302 ON THE EAST SIDE OF THE ROAD – TRAVEL NORTHEAST 1200 FEET ALONG THE POLE LINE TO POLE AR1324 – TRAVEL NORTHEAST 1500 FEET ALONG THE POLE LINE TO POLE AR1463 - LOCATE A 50 FOOT RADIUS AROUND EACH POLE

Dig Site Information

[Help](#)

Street/Address



Intersection

[reset](#)

State*

IN

County*

JOHNSON

Street or Address*

SIERRA DR

Township*

PLEASANT

Subdivision/Point of Interest

New Subdivision: ☐

Lot

Select if the dig street is not shown on the map

Nearest Intersecting Street

HOLEY MOLEY WAY

Within 1/4 Mile: Yes ▼

(0 FT)

City or town dig site is in or nearest:

City or town*

GREENWOOD



Dig site within city or town limits:

Yes ▼

Dig Site Description*

FROM THE INTERSECTION LOCATE BOTH SIDES OF THE ROAD HEADING EAST FOR 1100 FEET TO THE DEAD END

Interstates

Interstates have at least two lanes in each direction and are primarily accessed through interchanges. Each direction of travel is treated as a separate road. When submitting a locate request for both directions of travel, each set of lanes must be entered on a separate ticket.

Interstates:

Dig Site Type: Street/Address

Street or Address Field: contains the name of the interstate where the work will take place.

Dig Site Description Requirements:

Starting Point – If starting at an interchange, provide directions from the overpass or underpass.

If not starting at an interchange, provide travel instructions from the overpass or underpass to the start of the dig site.

Direction – The Cardinal direction to travel and/or locate (North, South, East, and West).

Distance – The length of the requested locate area or the distance being traveled along the road, right-of-way, or easement.

Side of Road or Easement – Identify the set of lanes (northbound, southbound, eastbound, or westbound) and the side(s) of the lanes where excavation will occur.

Reference Points (if applicable) – Include landmarks or identifiers that will help the locator find the work area, such as utility poles, pipeline markers, mile markers, signs, GPS coordinates, or other visible features.

Interstates:

Examples:

FROM THE INTERSECTION LOCATE NORTH ON THE EAST SIDE OF THE NORTHBOUND LANES FOR 1500 FEET

FROM THE END OF THE ON-RAMP FROM MICHIGAN RD TO I 465 EAST – LOCATE EAST ON BOTH SIDES OF THE EASTBOUND LANES FOR 780 FEET

FROM THE INTERSECTION TRAVEL SOUTH FOR 1500 FEET TO MILE MARKER 16.5 - LOCATE BOTH SIDES OF THE SOUTHBOUND LANES HEADING SOUTH FOR 1000 FEET

Ticket 1

Dig Site Information

[Help](#)☒ Street/Address☐ Intersection[reset](#)

State*

County*

IN

MARION

Street or Address*

I 65

Township*

CENTER

Subdivision/Point of Interest

New Subdivision: ☐

Lot

Select if the dig street is not shown on the map

Nearest Intersecting Street

E RAYMOND ST

Within 1/4 Mile: Yes



(0 FT)

City or town dig site is in or nearest:

City or town*

INDIANAPOLIS



Dig site within city or town limits:

Yes



Dig Site Description*

FROM THE INTERSECTION LOCATE BOTH SIDES OF THE SOUTHBOUND LANES HEADING SOUTH FOR 1500 FEET

Ticket 2 – Dig Site Description

Dig Site Description*

FROM THE INTERSECTION LOCATE BOTH SIDES OF THE NORTHBOUND LANES HEADING SOUTH FOR 1500 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 field or property is on, along, or off of. If directions are most easily given from a nearby address, include that address in the Dig Site Description field.

The Dig Site Description Requirements:

Starting Point – The address, intersection, or other identifiable location where directions begin.

Field or Property Description:

-  A clear description of the field or property
-  The length and width of the field or property from the starting point
-  Direction and distance may be used to describe the field or property.

Travel Directions and Reference Points (if needed) – You may also include travel instructions, landmarks, or identifiers that will help the locator find the dig site.

If the field or property is bordered by two roads and digging occurs in the easement, right of way, or roadway of the road listed in the Nearest Intersecting Street field, an additional ticket must be entered for that road.

Field or property without an address:

Examples:

FROM THE INTERSECTION - LOCATE NORTH ON THE EAST SIDE OF THE ROAD FOR 1000 FEET TO THE FENCE LINE - EXTENDING EAST INTO THE FIELD FOR 1200 FEET TO THE TREE LINE FOR THE ENTIRE DISTANCE

FROM THE DRIVEWAY AT 981 IRONSIDE LN TRAVEL EAST FOR 1000 FEET - LOCATE THE NORTH SIDE OF THE ROAD HEADING EAST FOR 2640 FEET - EXTENDING NORTH INTO THE FIELD FOR 2640 FEET FOR THE ENTIRE DISTANCE

FROM THE INTERSECTION TRAVEL SOUTH FOR 500 FEET - LOCATE BOTH SIDES OF THE ROAD SOUTH FOR 2640 FEET EXTENDING WEST INTO THE FIELD FOR 2640 FEET FOR THE ENTIRE DISTANCE

Dig Site Information

[Help](#)

Street/Address



Intersection

[reset](#)

State*

IN

County*

JOHNSON

Street or Address*

HOLEY MOLEY WAY

Township*

PLEASANT

Subdivision/Point of Interest

New Subdivision: ☐

Lot

Select if the dig street is not shown on the map

Nearest Intersecting Street

SIERRA DR

Within 1/4 Mile: Yes



(0 FT)

City or town dig site is in or nearest:

City or town*

GREENWOOD



Dig site within city or town limits:

Yes



Dig Site Description*

FROM THE BUILDING AT THE ADDRESS 1433 HOLEY MOLEY WAY TRAVEL EAST FOR 100 FEET THEN LOCATE THE ENTIRE FIELD BEHIND THE PROPERTY - THIS FIELD EXTENDS EAST FOR 680 FEET AND IT RUNS NORTH/SOUTH FOR 315 FEET FROM TREE LINE TO TREE LINE

Note: Once field tickets have been developed with established roads (new housing communities), they are to be updated 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.

<i>Street or Address*</i> 100 SMILEY CT	<i>Street or Address*</i> 100 SMITH ST
Street not found	Address number not found for this street

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.

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.

Excavator Profile	Map	Attachments	Help
Select or drag-and-drop files here to attach them to the ticket. Select Files			
Attached Files: There are no files attached to this ticket.			

MAP

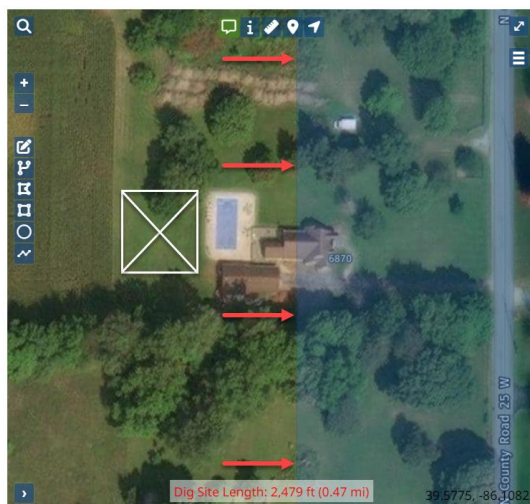
It is imperative that the blue shaded area covers the entire dig site. This determines what Member Utilities are notified on your ticket. **Members do not review the blue shaded area on the map for locating purposes.** For this reason, be sure your Dig Site Description provides complete locate instructions.

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

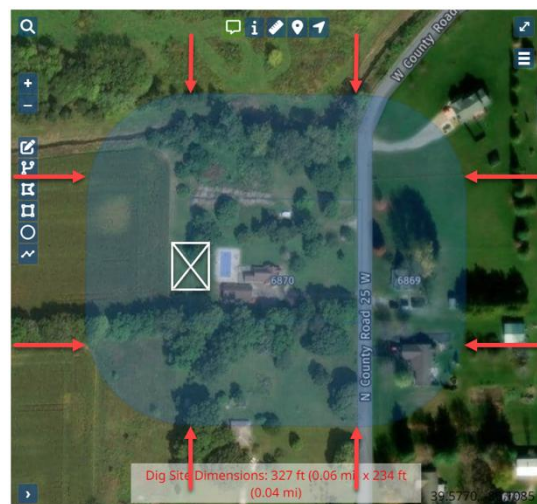
Example:

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

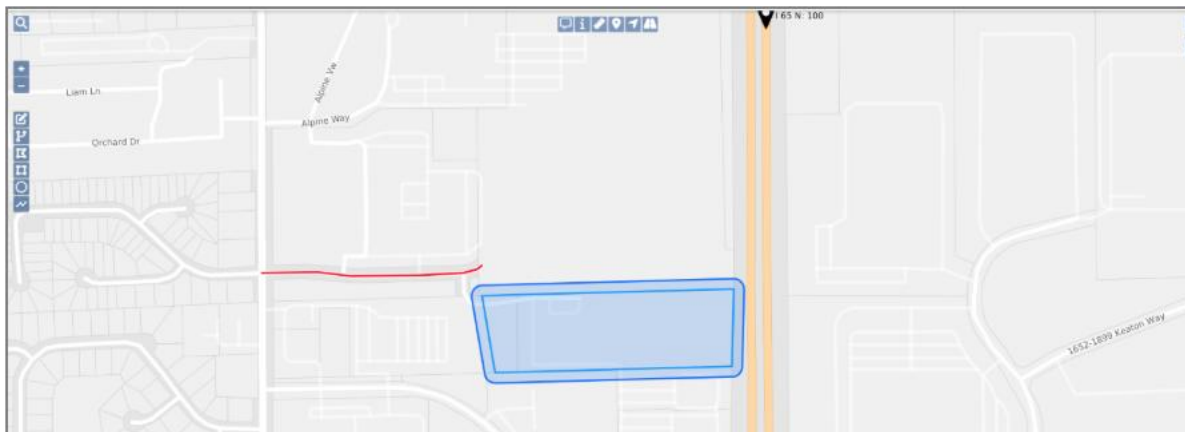


Mapping Features

Note: If your browser is not in full screen mode, the map will not automatically appear. Click the **Show Map and side panels-->** link in the top right of the screen. To return to the ticket text, click the **<--Show Ticket** link. Not all tools are available when the browser is not in full screen mode.

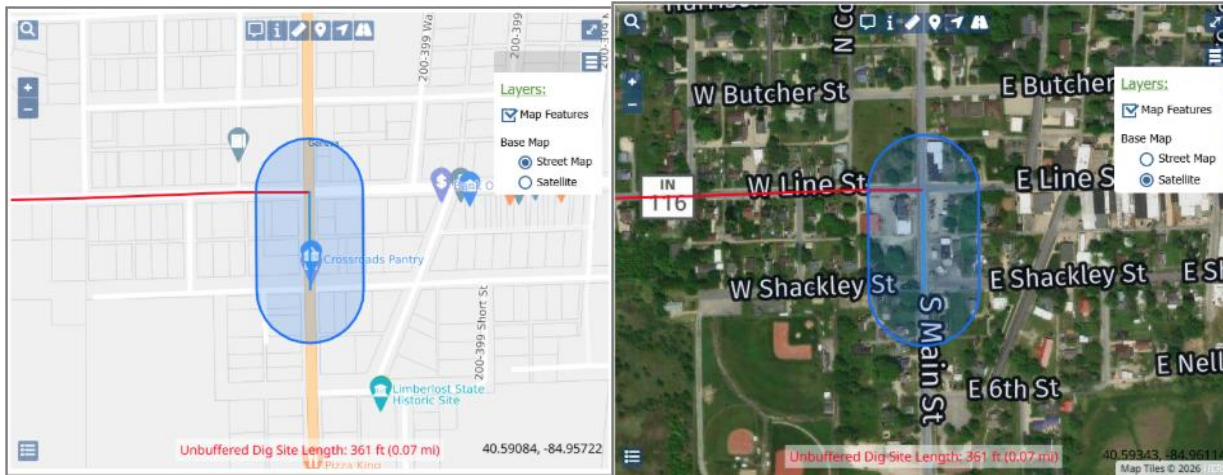
Toggle Full Screen

Use the **Toggle Full Screen** icon in the upper-right corner of the map to expand the map to fill the entire screen. To return to the normal view, press the **Esc** or click the **X** in the upper-right corner of the screen.



Toggle Base Map

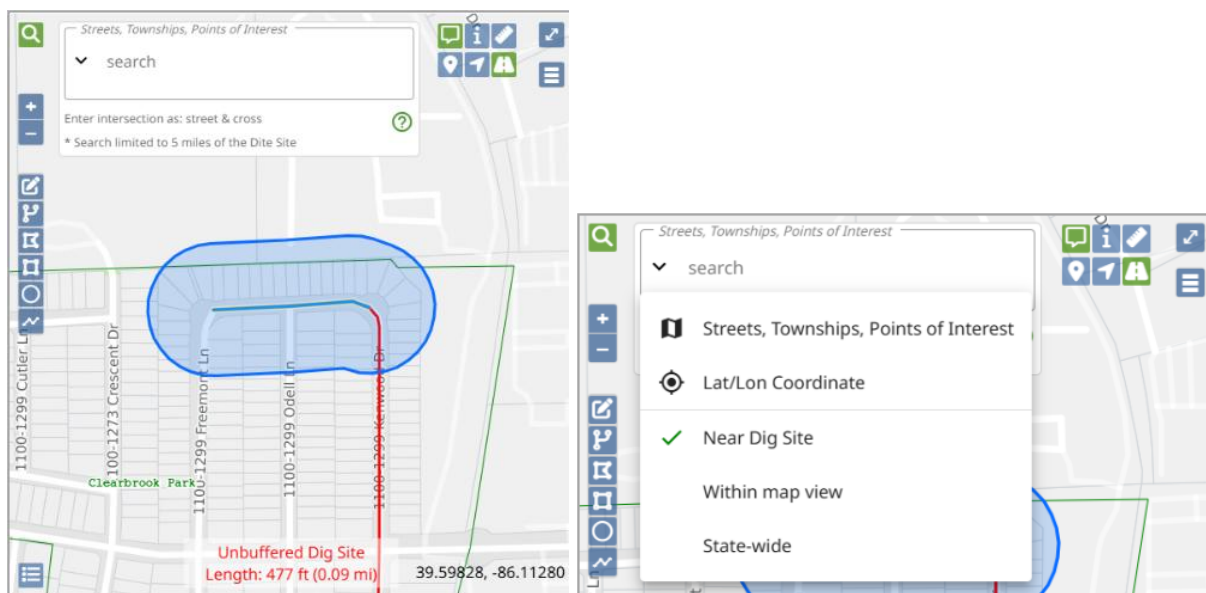
Use the **Toggle Base Map** in the upper-right corner of the map to switch between street and aerial views.



Search Option

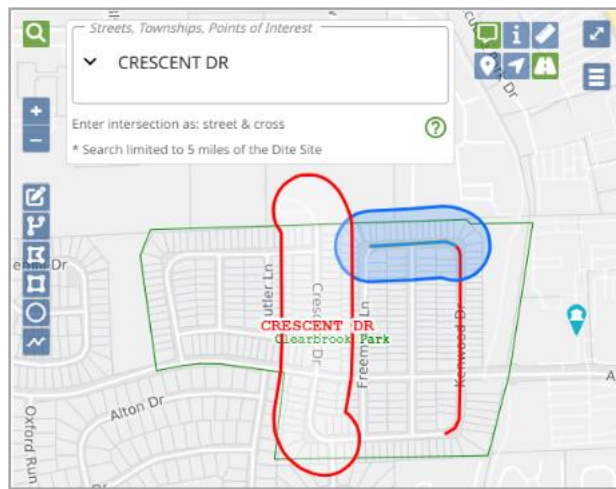
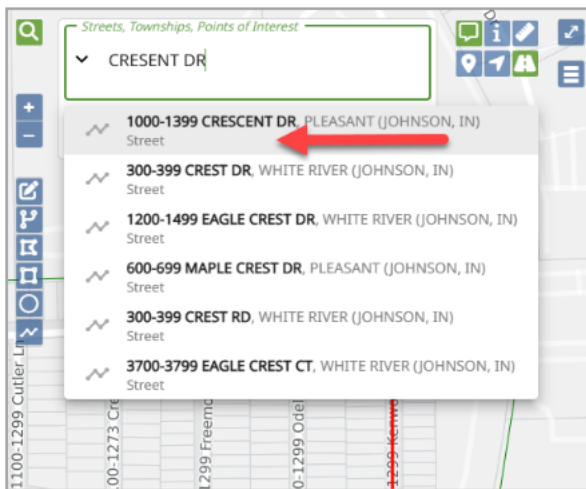
Click **Search** in the upper-left corner of the map to search for streets, intersections, townships, counties, points of interest, or latitude/longitude coordinates. Click **Search** again to close the search box.

Click the drop-down arrow to set the search parameters to “Near Dig Site”, “Within Map View”, or “State-Wide”. The search defaults to “Near Dig Site”.



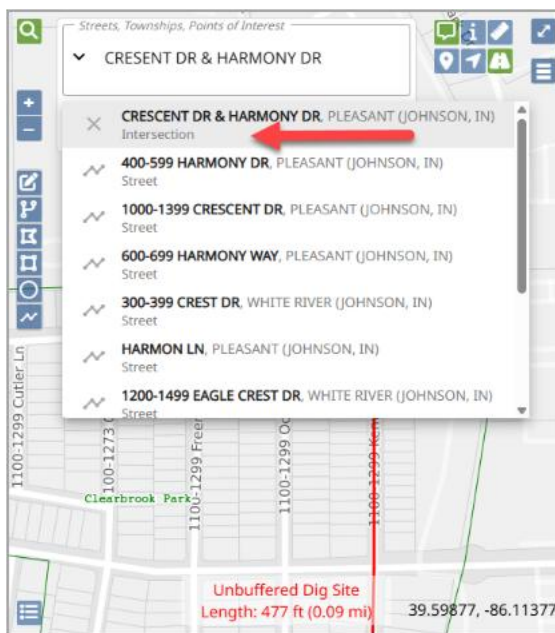
Street/Road

To search for a specific street or road, enter part or all of the name. The search results will include both exact and partial matches. Street results are identified by a road icon, with the associated county shown in the parentheses. Be sure to select the correct result, as it may not appear first in the list.



Intersection

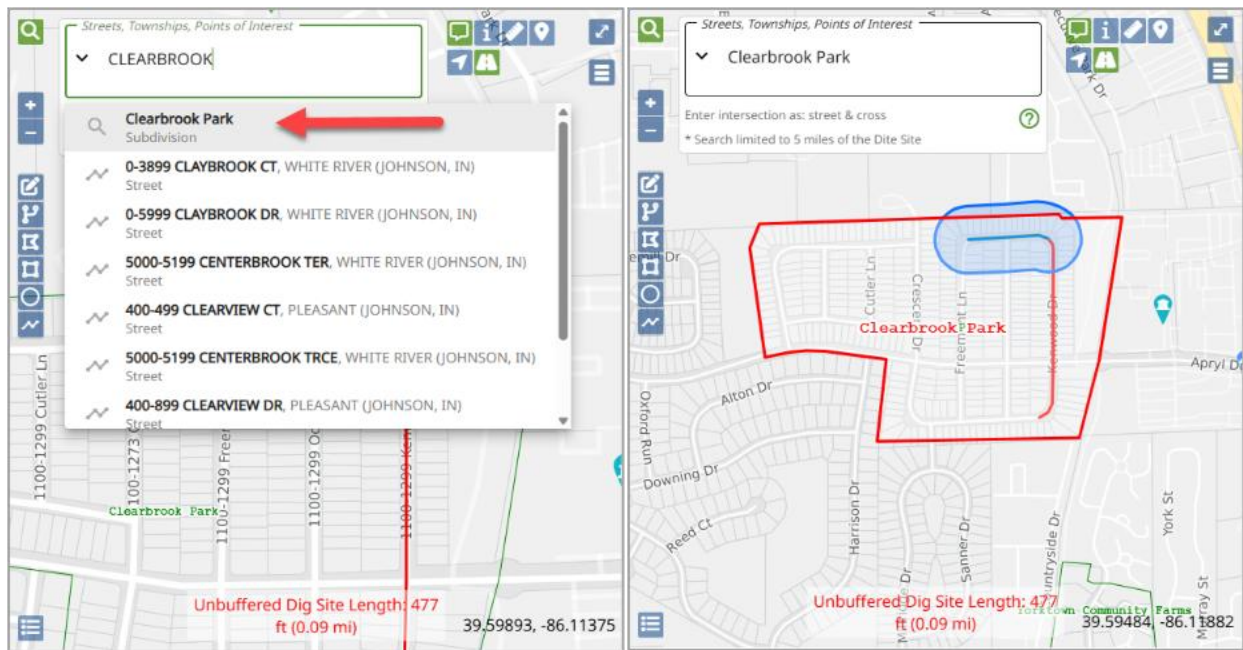
To search for an intersection, enter the street names separated by an "&" symbol. Intersection results are identified by an "X" symbol to the left of the street names, with the associated county shown in the parentheses.



Point of Interest

To search for a Point of Interest (POI), enter part or all of the name. POI's may include subdivisions, parks, cemeteries, railroads, restaurants, banks, and other landmarks. POI results are identified by a magnifying glass icon.

Always verify the location using surrounding streets and the township or city, as multiple POI or subdivisions may have the same or similar names.



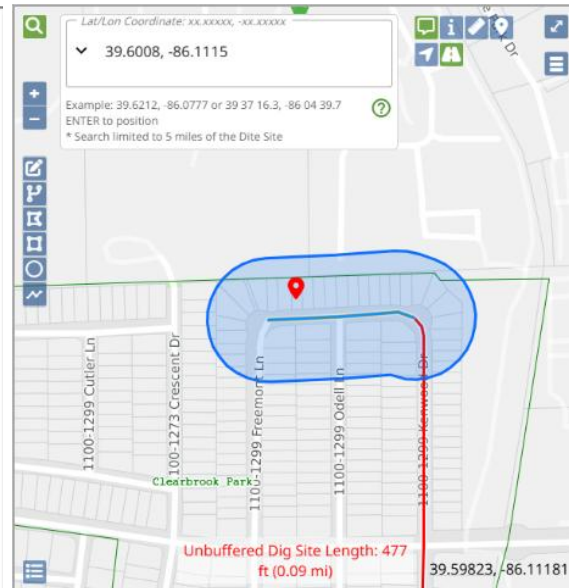
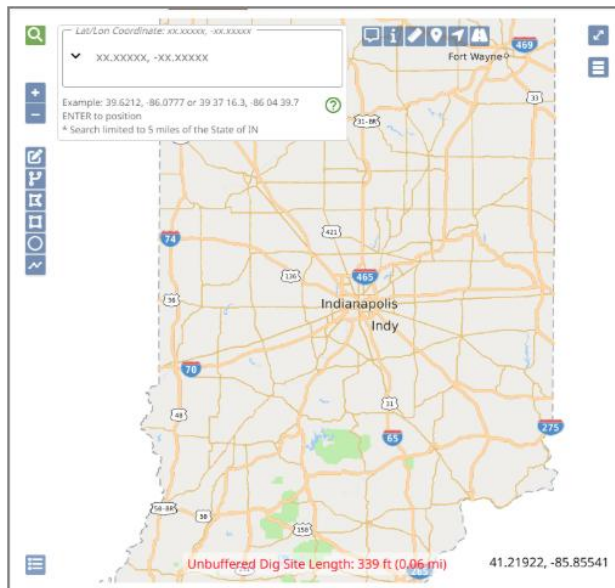
Lat/Lon Coordinates

Click on the drop-down arrow next to the “Search” and select “Lat/Lon Coordinate”. Enter the latitude, followed by a comma, then the longitude, and press Enter.

The location will appear on the map with a red pushpin. If you need to search additional coordinates, manually place a pushpin at the first location before entering the next coordinate, as the previous search will disappear.

Coordinates may not exceed seven digits. When entering coordinates in Degrees, Minutes, and Seconds, single-digit Minutes must be entered using two digits. (ex: 1 minute=01).

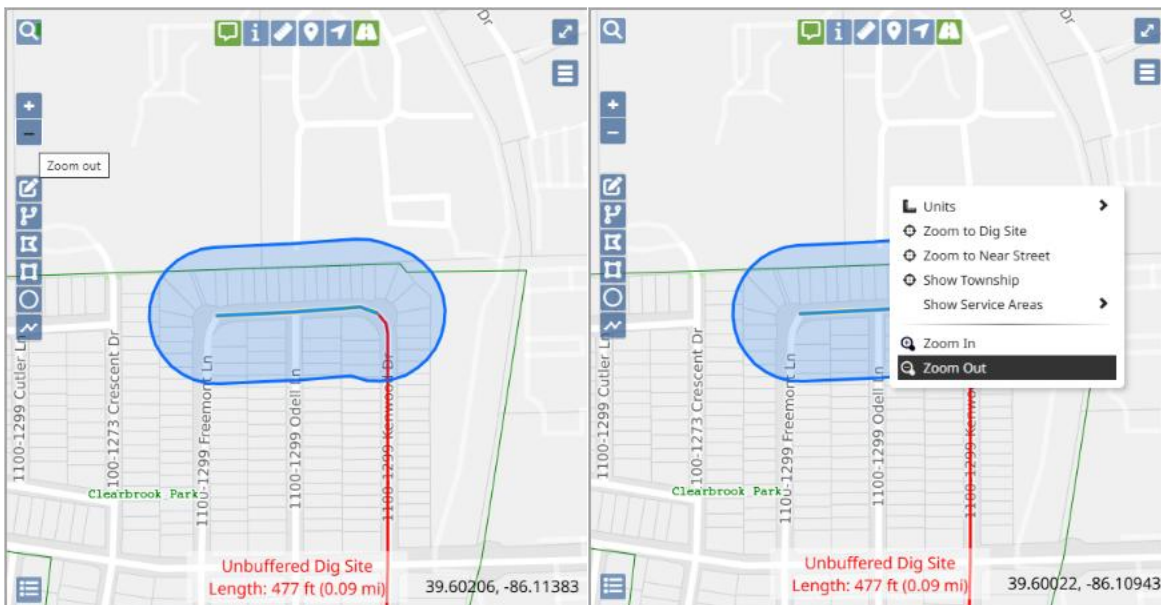
Important: Searching GPS coordinates on the map does not provide those coordinates to the Member Utilities. If GPS coordinates are being used as reference points for the locate, they must also be included in the **Dig Site Description**.



Zoom In (+), Zoom Out (-)

Use the (+) and (-) buttons in the upper-left corner of the map to zoom in or out. You can also:

- Use the mouse wheel to zoom in and out
- Right click the map and select “Zoom In” or “Zoom Out”
- Click and hold the left mouse button, then drag to move the map to a different area

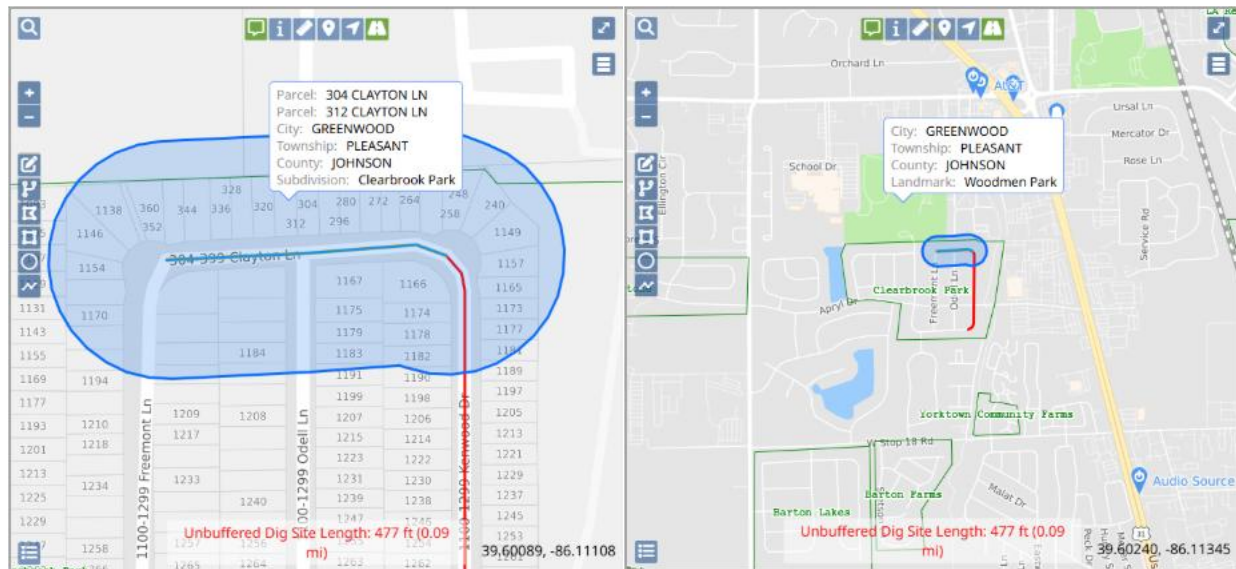


Show Map Features at the current cursor position

Using **Show Map Features at the current cursor position**, located at the top center of the map, to view additional information about a location by hovering over it.

Available information may include parcel data, street address ranges, city, township, county, subdivisions, parks, schools, and other map layers.

When the icon is green, map information will display at the cursor location for approximately 5 seconds.

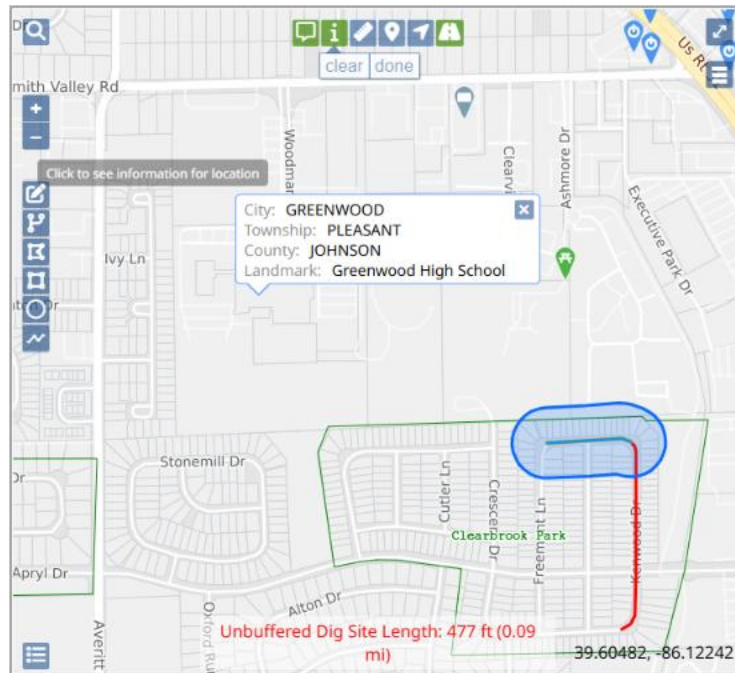


Show Map Information for Location

Use **Show Map Information for Location**, located at the top center of the map, to click a specific location and display the same details available through **Show Map Features**.

Unlike **Show Map Features**, which displays information temporarily as you hover over the map, **Show Map Information for Location** keeps the information displayed for the selected location until you clear it.

Click “x” or “clear” to remove the information from the map. Click “done” when you have finished using this feature.

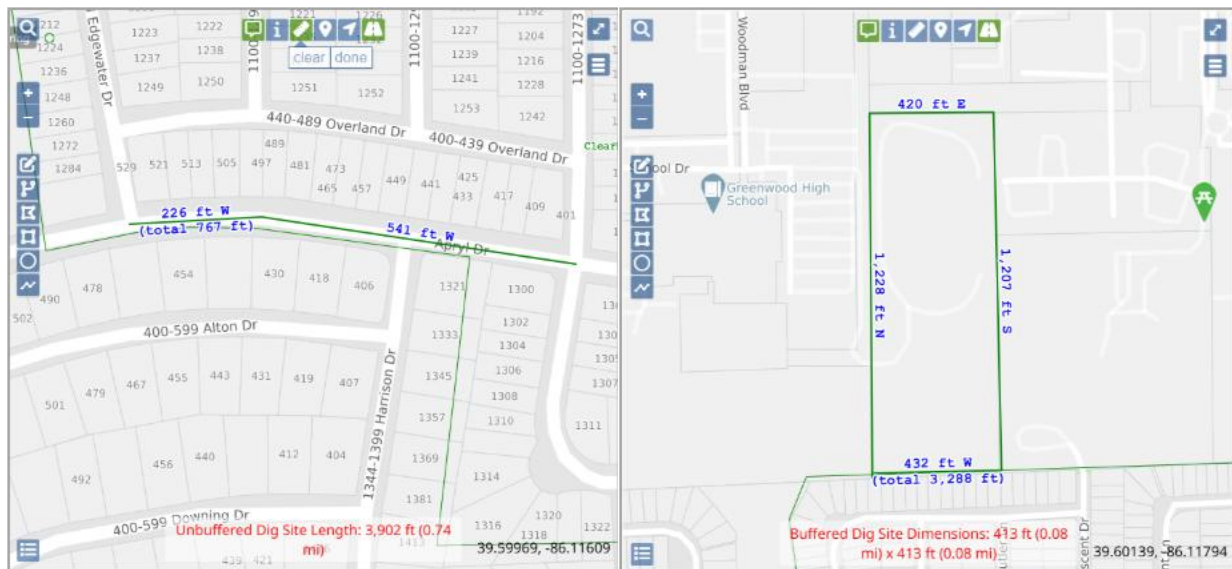


Ruler

Use the **Ruler**, located at the top center of the map, to measure distances such as along a road, between intersections, or from a road into a field.

Single left click to begin measuring. Single left click again to change directions or add another segment. Double left click to end the measurement.

The map will display the distance and compass direction for each segment, along with the total distance. Click "Clear" to remove all measurements. Click "Done" to exit the Ruler tool while keeping your measurements visible on the map.

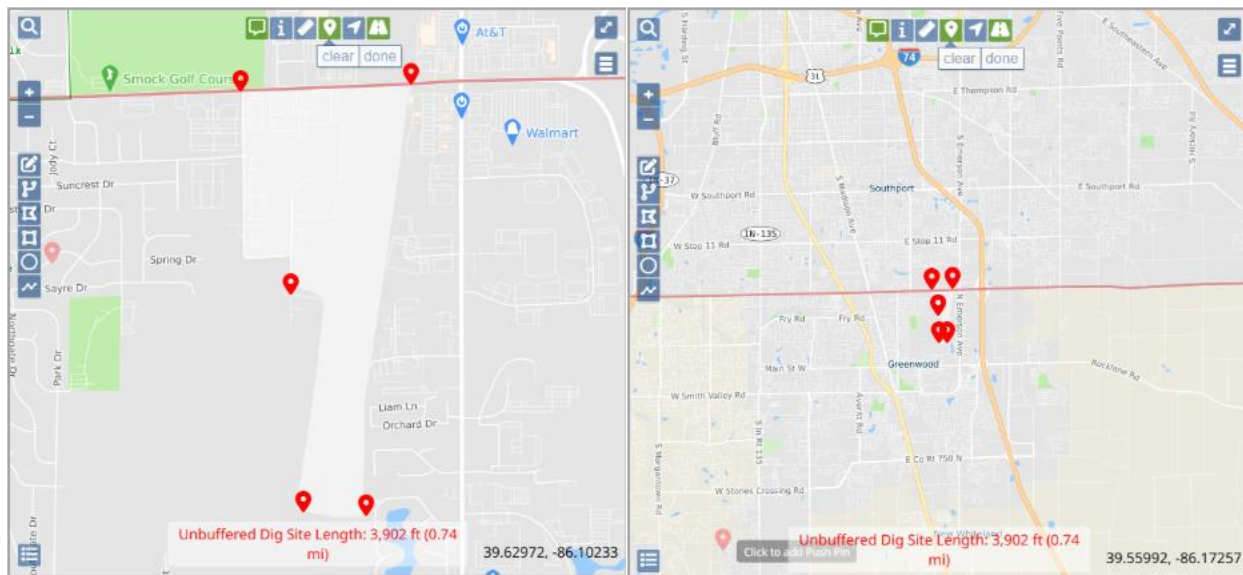


Push Pin

Use the **Push Pin**, located at the top center of the map, to mark one or more locations. Push pins remain visible on the map even as you zoom in or out.

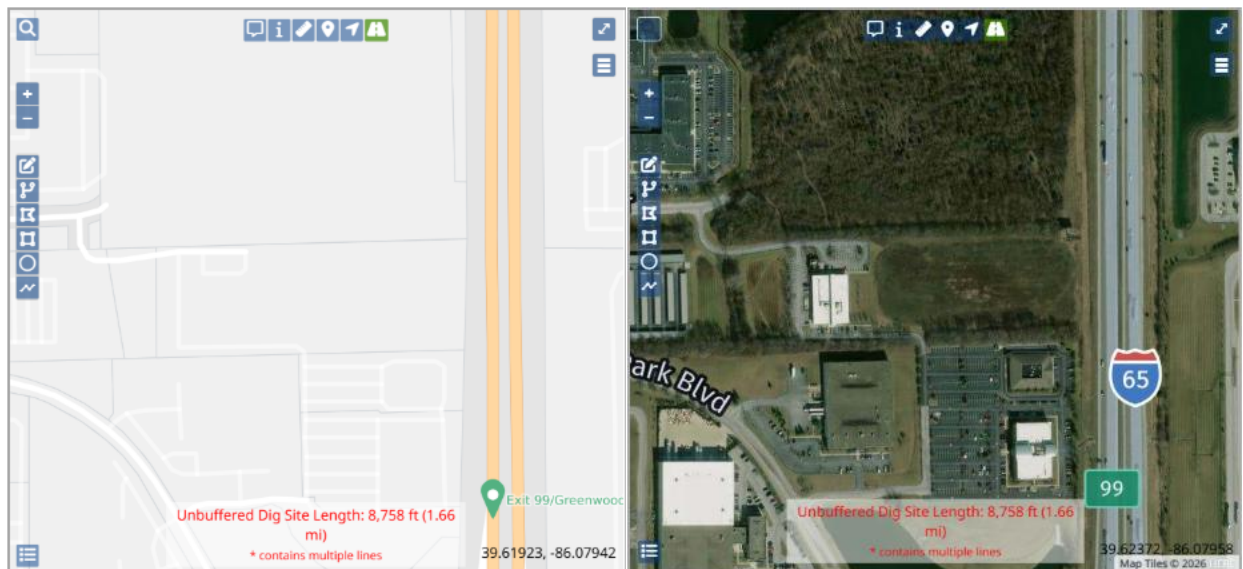
Push pins can be used as reference points when drawing the blue Notification Area. They are not included on completed tickets or the attached street map.

Click “Clear” to remove all pushpins. Click “Done” to exit the Push Pin tool while keeping the push pins visible on the map.



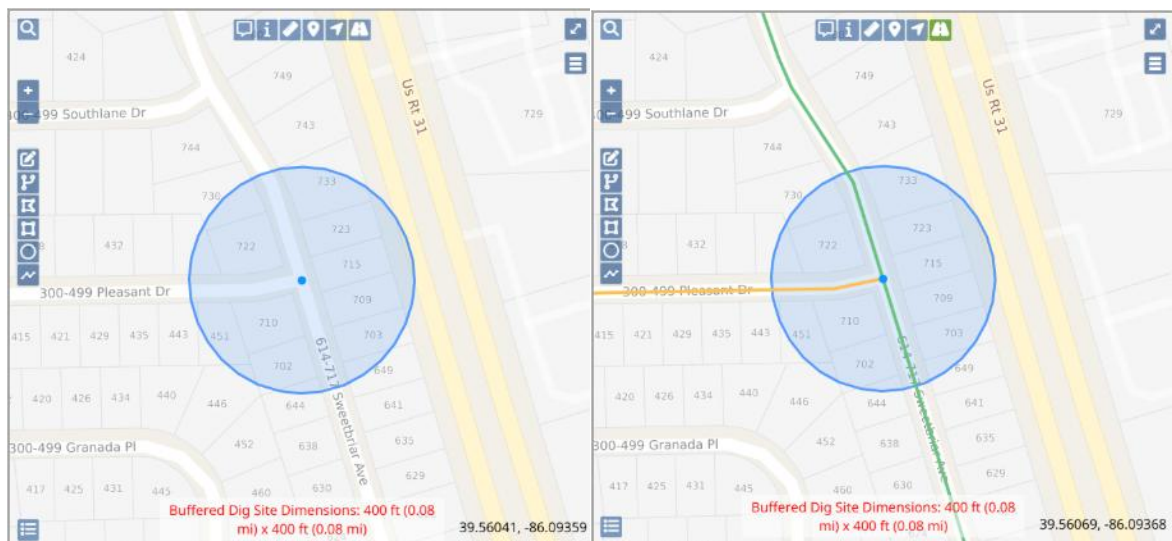
Position To Your Current Location

Use **Position To Your Current Location**, located at the top center of the map, when submitting a ticket on site from a mobile device. This feature detects your current location and displays it on the map.



Highlight Streets

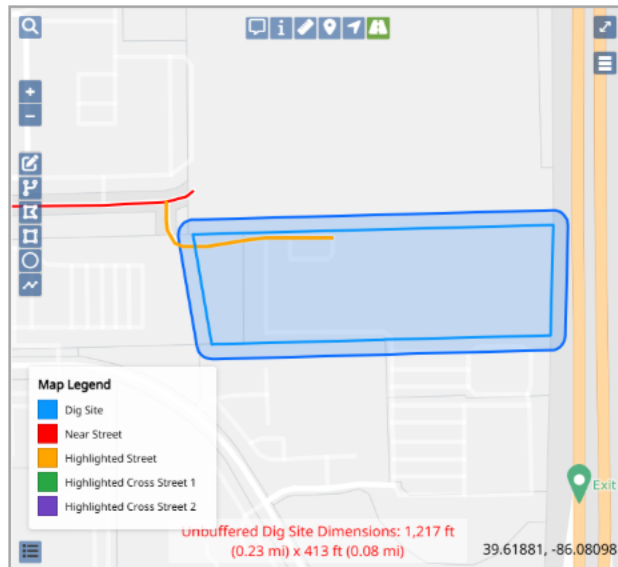
The **Highlighted Streets** icon, located at the top center of the map, to show or hide highlighted streets. It is recommended that highlighted streets remain visible while mapping.



Overview Map

The **Map Legend** icon opens the legend.

-  **Dig Site:** Mapped dig area
-  **Near Street:** Nearest Intersecting Street
-  **Highlighted Street:** Dig Street that extends outside of the Dig Site
-  **Highlighted Cross Street 1:** (only utilized on Intersection Dig Site Type)
-  **Highlighted Cross Street 1:** (not utilized)



Mapping Tools

- **Please note:**
- If your browser is not in full screen mode, the map will not automatically appear. Click the **Show Map and side panels-->** link in the top right of the screen. To return to the ticket text, click the **<--Show Ticket** link. Not all tools are available when the browser is not in full screen mode.
- The blue shaded area on the map is the **Notification Area**. Member Utilities that have reported facilities within this area will be notified of the intent to dig.
- The **Notification Area** should extend beyond the boundaries of the dig site. To provide this additional coverage, the mapping tools automatically add a **200-foot buffer** to all drawn areas.
- When a mapping tool is selected and active, the tool will appear **green**.
- When the Notification Area is edited, the Save, Cancel/Discard, and Undo icons will appear.

 The **Save** icon will save any changes.

 The **Cancel/Discard** icon deletes any changes, keeping the original notification area intact.

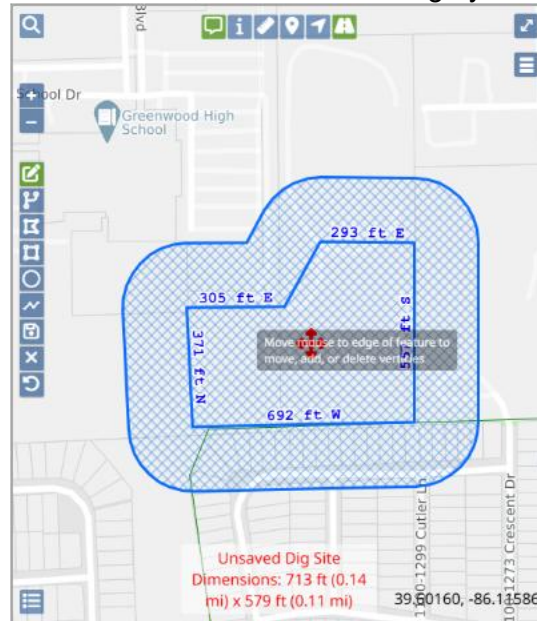
 The **Undo** icon will remove any changes, keeping the original notification area intact.

Draw Polygon

Use the **Draw Polygon** tool to create a Notification Area for an irregularly shaped dig site.

Left-click on the map to begin drawing, then continue left-clicking at each point where the boundary changes direction. Double-click the final point to complete the Notification Area. The system will automatically apply a 200-foot buffer.

When finished, use Save, Cancel/Discard, or Undo to manage your changes.

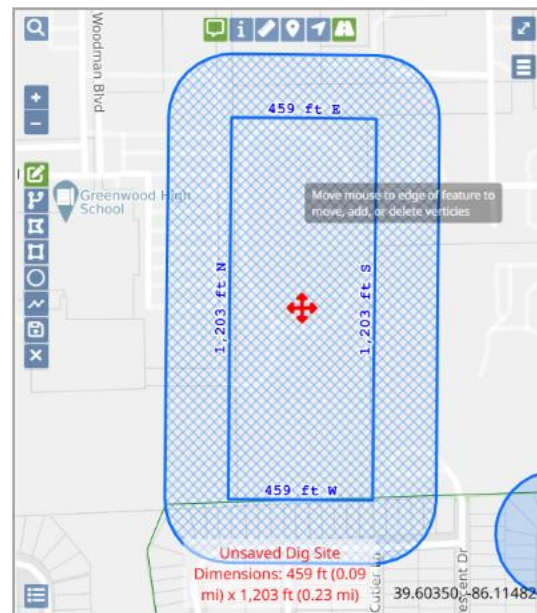


Draw Rectangle

Use the **Rectangle Tool** to draw a rectangular or square Notification Area. This tool is useful when the area extends more than 200 feet from the road, such as into a field, commercial property, rural residential property, or other large areas.

Left-click and move your cursor until the drawing covers the entire requested area. Click again to complete the drawing. The system will automatically apply a 200-foot buffer.

When finished, use Save, Cancel/Discard, or Undo to manage your changes.

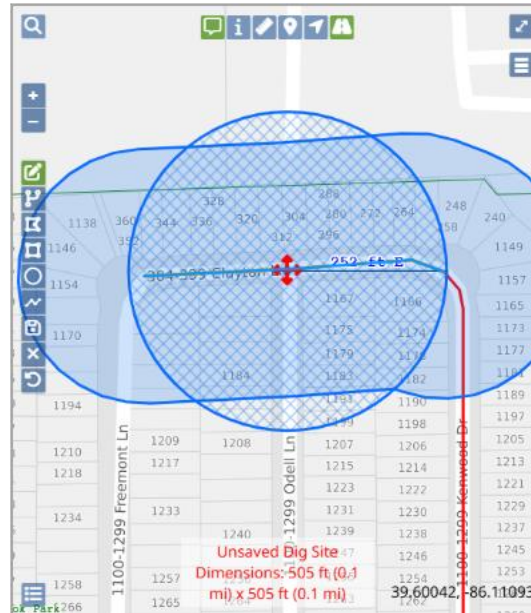


Draw Circle

Use the **Circle Tool** to draw a Notification Area with a radius of 200 feet or more.

To create the standard 200-foot radius, double-click the desired location on the map. To create a larger circle, single-click the center of the dig site, then click the outer edge to set the desired radius.

The new Notification Area will appear with blue hash marks. When finished, use Save, Cancel/Discard, or Undo to manage your changes.

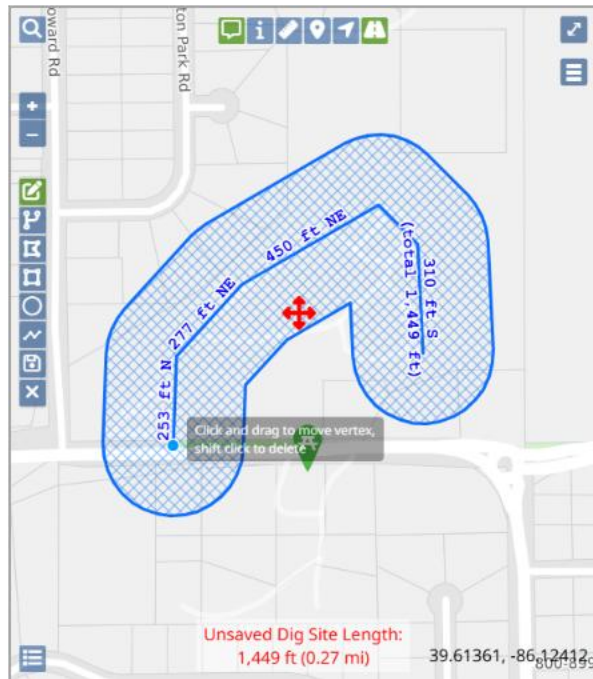


Draw Line

Use the **Draw Line** tool to create a linear Notification Area along streets or other easements, such as railroad tracks, creeks, ditches, pipelines, or pole lines.

Single-click on the map to begin drawing, then continue single-clicking at each point where the line changes direction. Double-click the final point to complete the Notification Area. The system will automatically apply a 200-foot buffer.

When finished, use Save, Cancel/Discard, or Undo to manage your changes.



POSITIVE RESPONSE

Viewing Positive Response

Before work begins, the person responsible for the excavation must review all Positive Responses in Indiana 811's Exactix system. Exactix automatically records when the responses have been viewed.

To review **Positive Responses**:

- Log in to your Exactix account and select the **Responses** tab.
- Use the "**Current Only**" filter to view the most up-to-date information.

The **Revisions** tab will document when responses have been viewed.

If you have not received responses from all Member Utilities by the requested start date and time on the ticket, or if you believe a Member Utility response or marking is incorrect, you will need to create an Additional Notice.