

Ticket Creation Tips

Excavator Profile

The system will automatically populate certain fields based on your login information. If you are associated with other Companies or Offices, you can switch between them using the account options on the right-hand side of the screen.

Excavator Profile	Map	Attachments	Service Areas	Help
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EXCAVATOR CONTACT HAS DIFFERENT OR MULTIPLE CONNECTIONS
The selected Contact is linked to the following Excavator Companies and Offices:

Company:	372701	WEB COMPANY
Office:	48973	GREENWOOD
Company:	6687	UNDERGROUND SAFETY ALLIANCE
Office:	38732	GREENWOOD

[switch to](#)

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
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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
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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.

Type of Work

This field includes preloaded options for your convenience. To narrow the results, enter what you are working on rather than an action such as installing or replacing. Ex: "Gas" will display all options that include gas. You also have the option to enter the type of work if it is not listed.

What type of work is being done?
Type of Work

GAS

- INSTALL GAS
- INSTALL GAS SEWER WATER
- REPAIR GAS
- REPLACE GAS

Dig S
Dig
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Dig Site Description

Similar to the Type of Work field, the Dig Site Description field displays preloaded options as you enter a keyword. You also have the option to type the description if it is not listed.

Dig Site Description

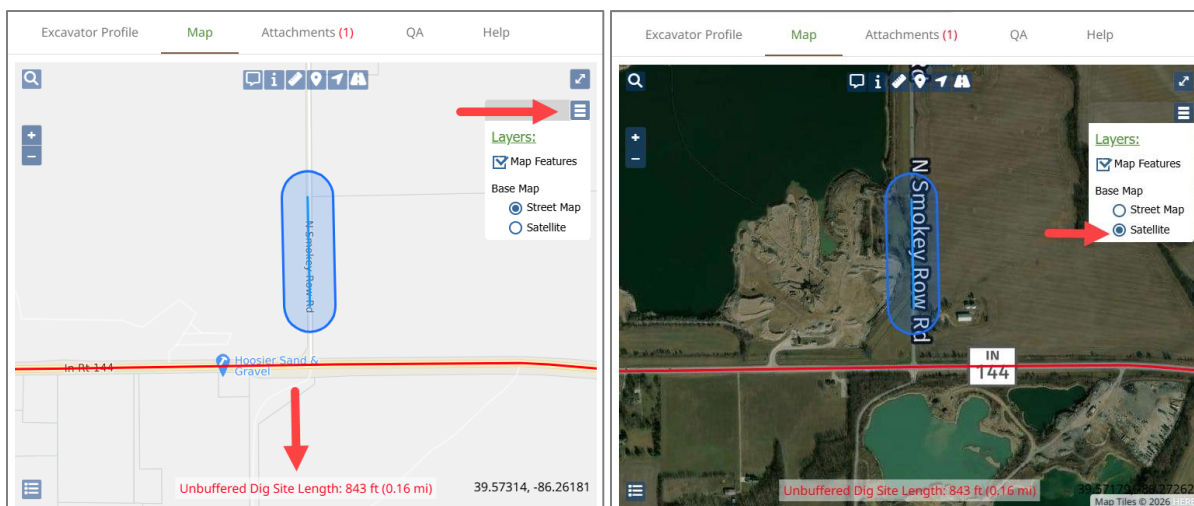
FRONT

- LOCATE FRONT AND BOTH SIDES OF PROPERTY
- LOCATE FRONT OF PROPERTY
- LOCATE FRONT OF PROPERTY AND BOTH SIDES OF THE STREET

Save/Continue

Map

Satellite view is available to help you select the Notification Area. The dimensions of the dig site are displayed at the bottom of the map. For additional guidance on available mapping tools and features, refer to the Mapping documents.



Attachments

Online users may include attachments to **help** describe their dig site. **Attachments do not replace the required Dig Site Description on the ticket.** Attachments are limited to 5MB, and not all file types are accepted. Completed tickets will also include a system generated attachment of the blue Notification Area **for reference only**. The attachment will be noted in the Remarks field on the Text tab.

Excavator Profile	Map	Attachments	Help
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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.

Excavator Profile	Map	Attachments (3)	Help
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Ticket Attachments:

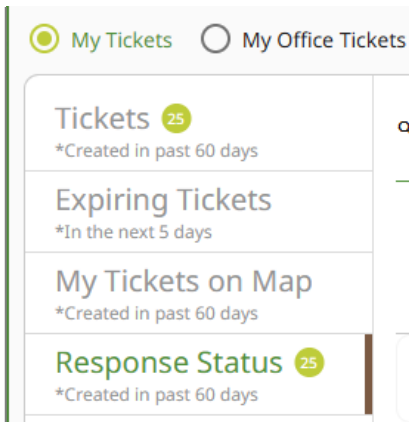
File: Picture1.png Click here make this file private.	open download
File: Screenshot 2026-03-18 at 10.00.54AM.png Click here make this file private.	open download
File: TicketMap-26090800010-0.jpeg	open download

Viewing Your Tickets

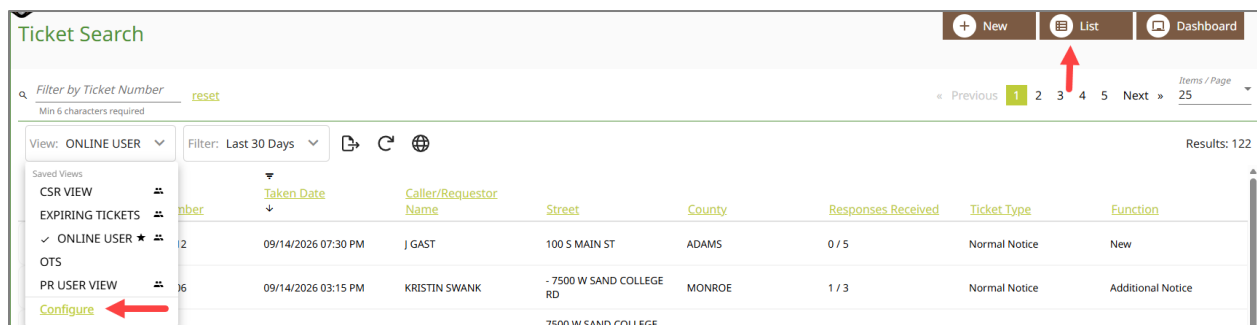
From the Dashboard, you can view tickets that you have submitted, tickets submitted by others in your Office, and tickets where you are listed as the Name of Person Excavating.

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

- Tickets in the past 60 days
- Tickets expiring in the next 5 days
- Tickets on a map (using your current location)
- Response status of tickets



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



Mobile

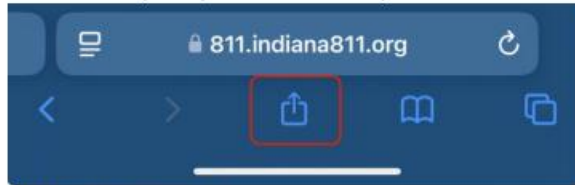
All features including ticket entry are available when accessing 811.indiana811.org from a tablet or smartphone.

Exactix is designed for mobile use and can be set up to function like an app.

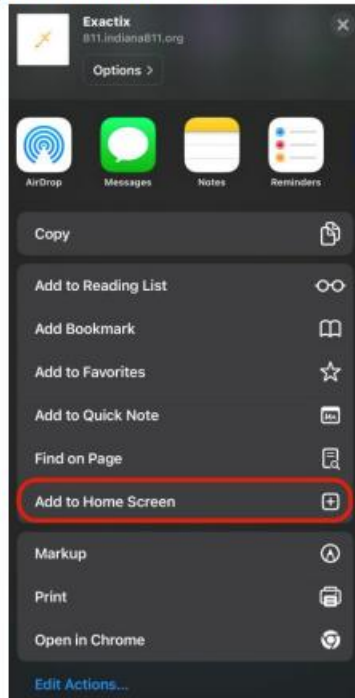
- Android: Search the internet on how to add a website as a shortcut for your phone/tablet type and follow those instructions.

- IOS/Apple: Use the instructions below:

- Launch **Safari** on your iPhone or iPad
- Navigate to <https://811.indiana811.org>
- Tap the **Share** icon (the square with an arrow) at the bottom of the screen



- Select **Add to Home Screen**.
 - If you do not see this option, scroll to the bottom and:
 - Select **Edit Actions**
 - Click the **Plus sign** next to the Add to Home Screen action which will now allow you to select from Share



- Tap Add in the top right corner of the screen

