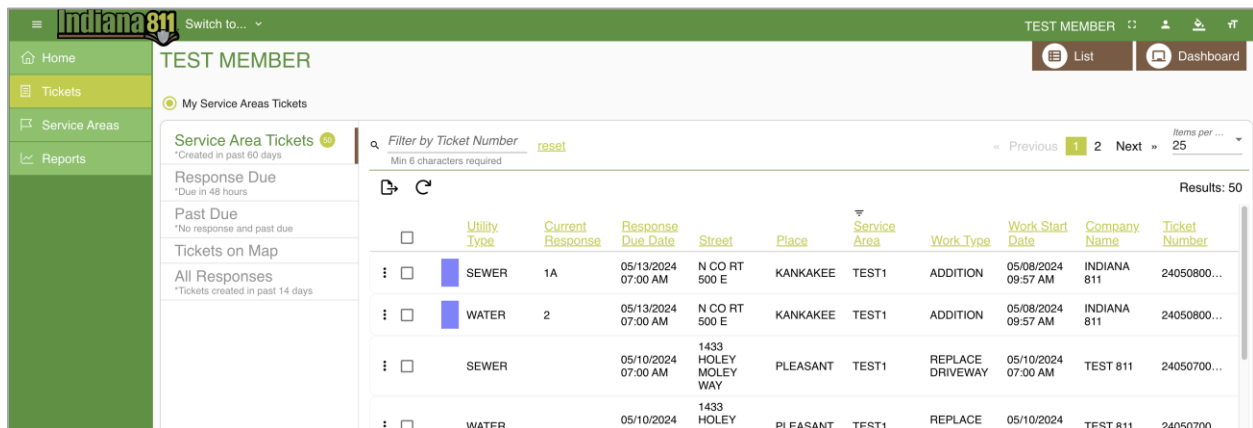


View Service Area Tickets

After logging in, click on the **Tickets** option in the menu on the **left-hand side** of your screen.

Note: You can export any list by clicking on the **export icon** .



Indiana 811 Switch to... TEST MEMBER

Home Tickets Service Areas Reports

My Service Areas Tickets

Service Area Tickets
*Created in past 60 days

Filter by Ticket Number
Min 6 characters required

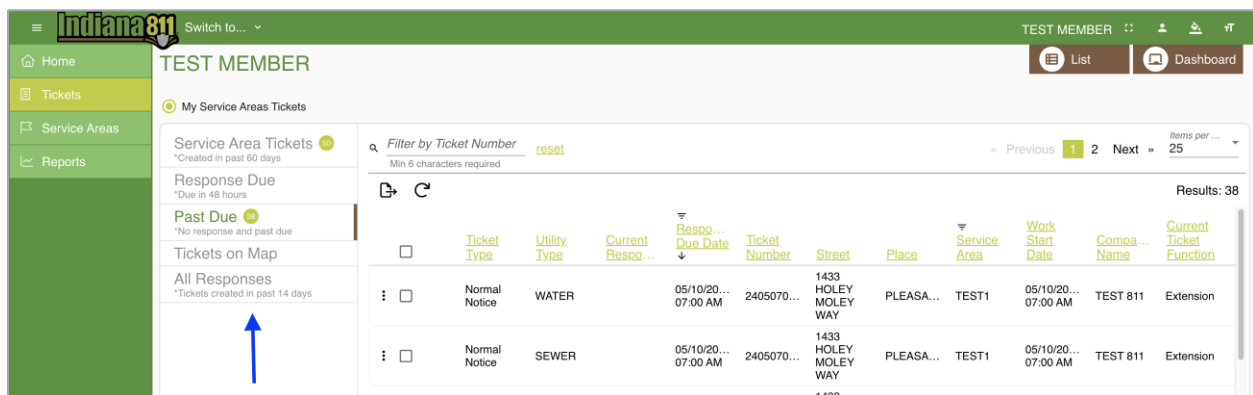
Previous 1 2 Next Items per ... 25

Results: 50

	Utility Type	Current Response	Response Due Date	Street	Place	Service Area	Work Type	Work Start Date	Company Name	Ticket Number
☐	SEWER	1A	05/13/2024 07:00 AM	N CO RT 500 E	KANKAKEE	TEST1	ADDITION	05/08/2024 09:57 AM	INDIANA 811	24050800...
☐	WATER	2	05/13/2024 07:00 AM	N CO RT 500 E	KANKAKEE	TEST1	ADDITION	05/08/2024 09:57 AM	INDIANA 811	24050800...
☐	SEWER		05/10/2024 07:00 AM	1433 HOLEY MOLEY WAY	PLEASANT	TEST1	REPLACE DRIVEWAY	05/10/2024 07:00 AM	TEST 811	24050700...
☐	WATER		05/10/2024 07:00 AM	1433 HOLEY MOLEY WAY	PLEASANT	TEST1	REPLACE DRIVEWAY	05/10/2024 07:00 AM	TEST 811	24050700...

You can use filters to view tickets based on the following criteria:

- **Service Area Tickets:** Created within the last 60 days. You can choose how many items to display per page.
- **Response Due:** Require a response within the next 48 hours.
- **Past Due:** Responses are overdue and require a closed response code.
- **Tickets on Map:** If you're in Indiana, view tickets from the past 20 days on the map using your current location.
- **All Responses:** Shows tickets created in the last 20 days.



Indiana 811 Switch to... TEST MEMBER

Home Tickets Service Areas Reports

My Service Areas Tickets

Service Area Tickets
*Created in past 60 days

Filter by Ticket Number
Min 6 characters required

Previous 1 2 Next Items per ... 25

Results: 38

	Ticket Type	Utility Type	Current Response	Response Due Date	Ticket Number	Street	Place	Service Area	Work Start Date	Company Name	Current Ticket Function
☐	Normal Notice	WATER		05/10/2024 07:00 AM	24050700...	1433 HOLEY MOLEY WAY	PLEASANT	TEST1	05/10/2024 07:00 AM	TEST 811	Extension
☐	Normal Notice	SEWER		05/10/2024 07:00 AM	24050700...	1433 HOLEY MOLEY WAY	PLEASANT	TEST1	05/10/2024 07:00 AM	TEST 811	Extension

Search Service Area Tickets

- Click **List** to see all tickets.
- Use the **View** drop-down to select **Research View**.
- Additional view options are available, and you can also create a custom view.
- Filters are configurable to help narrow down results

Home

Tickets

Service Areas

Ticket Search

Filter by Ticket Number

reset

Min 6 characters required

View: System Default

Filter: System Default

System Default

RESEARCH VIEW

WEB USER VIEW

Configure

Items per Page

25

« Previous 1 Next »

Results: 7

	Version	Taken Date	Company Name
2103120003	0	03/12/2021 01:27 PM	
2103120004	0	03/12/2021 01:25 PM	SHEWMAKER TRUCKING INCORPORATED
2103120005	0	03/12/2021 10:19 AM	G AND W CONTRACTORS
2103120006	0	03/12/2021 10:17 AM	LOUISVILLE WATER COMPANY
2103090025	1	03/12/2021 10:16 AM	TICOM ENTERPRISES
2103120004	0	03/12/2021 10:15 AM	
2103120003	0	03/12/2021 10:15 AM	THE GINN GROUP

You can filter data by clicking on any column header and entering search criteria. You may enter information in one or multiple columns.

Note: When filtering the Street column, enter only the street name—**do not include the street type**.

For example:

- Instead of “Main St”, enter Main.

Home

Tickets

Service Areas

Ticket Search

[reset](#)

Min 6 characters required

View: RESEARCH VIEW

Filter: System Default

	Ticket Num...	Version	Num Notices	Taken Date	Ticket Type	Com... ID	Funct...	Com... Name	Work Done By	Caller... Name	Create Source	Digsite Enter... Type	
:	21031...	0	1	03/12/... 01:27 PM	Normal Notice		New		TEST COMP...	JILL GAST	Local User	Street/...	7850 TANN... LN

List

Dashboard

Street

☐ Sort Ascending
 ☐ Sort Descending

Limit by...

Hit Enter to add text to the filter

Results: 7

Service Areas

Once you locate the ticket, **click anywhere in its row** to open the ticket details.

At the top of the ticket information panel, you'll see several tabs—be sure to review them for additional details and options.

Home Tickets Service Areas Reports

26060900003 v0 Status: Released Agent: NIKKI PHARRIS-PRO Function: New Taken: 06/09/2026 03:42 PM - 03:43 PM Notify By: Address

Ticket Text Service Areas Responses Deliveries Revisions

Work not Completed (click to toggle) Show Confirmation

Excavator Information

Excavator ID: 686155 Company ID: 6687
What is the best phone number to reach you? (502) 493-3539
Caller or person creating: NIKKI PHARRIS-PRO Caller Type: CONTRACTOR
Company digging: UNDERGROUND SAFETY ALLIANCE Office: GREENWOOD
Mailing address of the person or company digging: 1433 HOLEY WAY, GREENWOOD, IN, 46143
Email: Fax:
Work being done for: UNDERGROUND SAFETY ALLIANCE Job ID:
Name of the Person Excavating: NIKKI PHARRIS-PRO Phone: (502) 493-3539

Dates & Information

Ticket Type: Normal Notice
Requested Start Date and Time: 06/12/2026 07:00 AM
Expires on: 06/29/2026 11:59 PM Update by: 06/25/2026 06:59 AM

Map QA (Pending) Help

Find by Ticket Number

All tickets will include an attachment showing the mapped dig site, along with any additional attachments provided by the excavator. These can be accessed from the **Attachments** tab located next to the **Map** tab in the ticket view.

Excavator Profile Map Attachments (1) QA Help

Attachments:

File: Book.xlsx open download
Click [here](#) make this file private.