AUDIOVISUAL SERVICES PROVIDED BY

MASON
PRIVATE LOCATING

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

Midwest
DAMAGE PREVENTION TRAINING CONFERENCE
2023 • FRENCH LICK, IN

Maximize Your Pro-ductivity with Exactix Pro Ticket Entry

Presented by: Kristin Swank
Web Training Specialist
Indiana 811

Midwest DAMAGE PREVENTION Training Conference Indiana811

THIS SESSION IS SPONSORED BY

ON THE SPOT
UTILITY RESOURCES LLC

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

A little about me……and why you should listen to me.

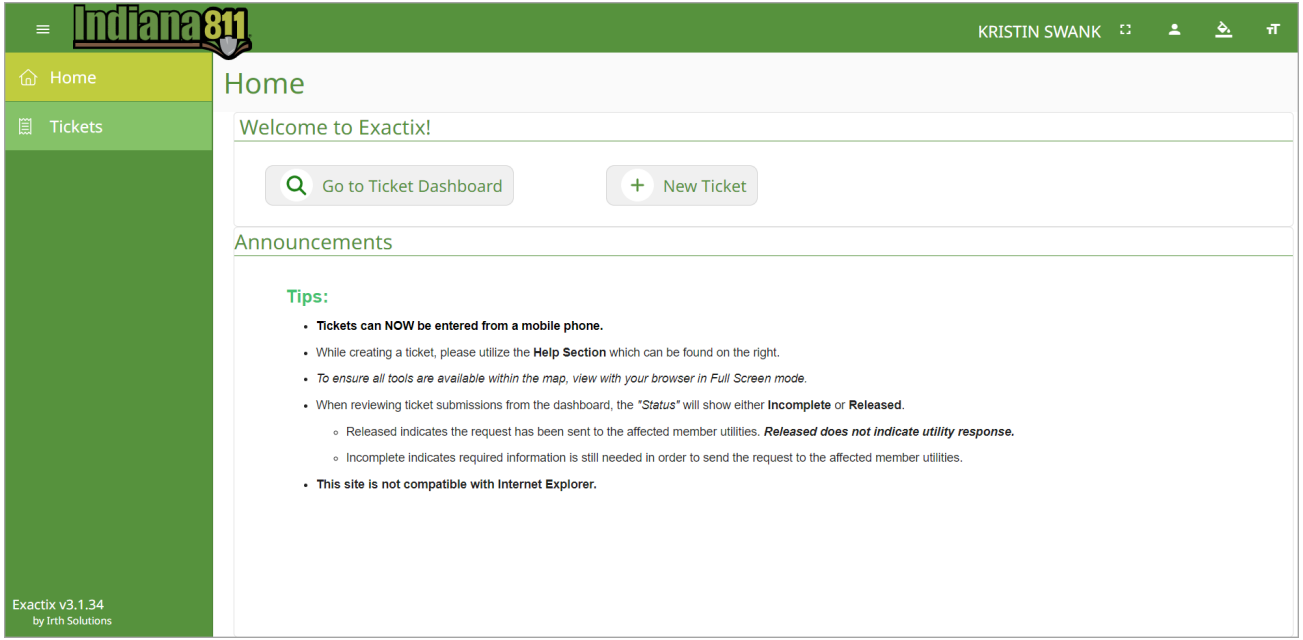
Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

FREE!!!

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

The Exactix Pro Ticket Entry System



Midwest Damage Prevention Training Conference Indiana811

Webinar with a Trainer!

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

NEW AND IMPROVED!

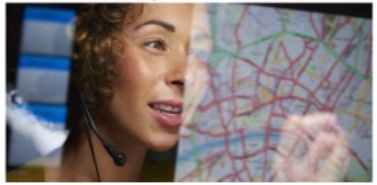
Online (Self-guided)

Indiana 811 Exactix Pro Training

Last completed: Sep 21, 2023

Register Free

exactix



About This Training

Welcome to the Indiana 811 Exactix Pro training. The Exactix Pro resource allows excavators to create tickets using a computer, tablet, or mobile phone. There are many benefits of entering tickets on an Exactix Pro account, including the ability to view, print, copy, remark, extend, and cancel tickets you and others within your office created, all online, all without a phone call.

Each individual wanting to be set up with an Exactix Pro account will need to complete the training course on their own. **The name in which you are registered is the only name that will receive credit for completing the course, and it should not be a company name.** The course will take users through nine (9) interactive modules with videos that demonstrate Exactix Pro ticket entry. The eighth (8th) module is an exam. There is a module AFTER the exam that must also be completed. All course material must be completed prior to Exactix Pro account activation. If there are any questions, please contact the Web Department at WebTraining@usa811.org.

Upon completion of the course, please email the Web Department at WebTraining@usa811.org to have your account activated.

What You'll Learn

- ☑ Indiana 811 Web Ticket Entry - This course will cover all the pertinent information to enter your own Normal Notice locate requests on the Web Ticket Entry system.

To complete this training:

9

Complete 9 modules

Instructors

Kristin Swank

Ben Lievertz

Nicole Bousum

Midwest Damage Prevention Training Conference Indiana811

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

Excavator Information

Help

Excavator ID: 376036

Company ID: 6687

What is the best phone number to reach you?

Primary Phone*: (317) 893-1464

Caller or person creating:

Name*: KRISTIN SWANK

Caller Type*: CONTRACTOR

Company digging:

Company Name*: UNDERGROUND SAFETY ALLIANCE

Office Name*: GREENWOOD

Mailing address of the person or company digging:

Address: 1433 HOLEY WAY

City*: GREENWOOD

State*: IN

Zip: 46143

Email: WEBTRAINING@USA811.ORG

Fax

for a copy of this request and possible utility response

Who is the work being done for?*

Job ID

- [ ] Same as person or company digging
- [ ] Same as person creating

Name of the Person Excavating*

Type*

Phone*

- [ ] Same as person creating

Dates & Information

Help

Ticket Type: Normal Notice
Requested Start Date and Time: 10/02/2023 12:30 PM
Hours Notice: 48
Expires on: 10/18/2023
Update by: 10/16/2023
Notes/Remarks:

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?

Dig Site Information

Help

Dig Site Type: Street/Address
IN
Subdivision/Point of Interest:
New Subdivision: No Lot:
Near:
Within 1/4 Mile: No
City or town dig site is in or nearest:
Dig site within city or town limits:
Dig Site Description:

Is the entire dig site located within the blue shaded area on the map? (This determines which Member Utilities will be notified)

confirm*

Midwest Damage Prevention Training Conference Indiana811

Excavator Information

Excavator Information

Help

Excavator ID: 376036

Company ID: 6687

What is the best phone number to reach you?

Primary Phone*: (317) 893-1464

Caller or person creating:

Name*: KRISTIN SWANK

Caller Type*: CONTRACTOR

Company digging:

Company Name*: UNDERGROUND SAFETY ALLIANCE

Office Name*: GREENWOOD

Mailing address of the person or company digging:

Address: 1433 HOLEY WAY

City*: GREENWOOD

State*: IN

Zip: 46143

Email: WEBTRAINING@USA811.ORG

for a copy of this request and possible utility response

Fax

Who is the work being done for?*

Job ID

- [ ] Same as person or company digging
- [ ] Same as person creating

Name of the Person Excavating*

Type*

Phone*

- [ ] Same as person creating

Midwest Damage Prevention Training Conference
Indiana811

Dates & Information

Dates & Information

Help

Ticket Type: Normal Notice

State Law requires that you give the member utilities two (2) full working days to mark the property. Proper Notice is: 10/02/2023 12:30 PM Eastern Time.

Requested Start Date and Time: 10/02/2023, 12:30 PM

Your ticket expires on 10/18/2023. If the digging will not be completed by that date, please UPDATE your ticket by 10/16/2023 OR sooner if the markings are no longer visible or the work location has changed.

Hours Notice: 48 Expires on: 10/18/2023 Update by: 10/16/2023

Notes/Remarks

Midwest Damage Prevention Training Conference

Mandatory Questions

Mandatory Questions

What type of work is being done?

*Type of Work**

How long will it take to complete the job? *How long**

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

Will there be any explosives or blasting? *Explosives**

Will there be any boring? *Boring**

A trenchless excavation method using mechanized boring equipment.

If there is boring, where will it be done?

Boring where?

Ex: Under Main St, Along Main St, under sidewalk/driveway

Will you be White lining the dig area? *White Lined**

"White lining" means the act of marking the route or boundary of a proposed excavation or demolition with white paint, flags, or stakes, or a combination of white paint, flags, and stakes.

Midwest Damage Prevention Training Conference Indiana811

Dig Site Information

Dig Site Information

Help

reset

(•) Street/Address ( ) Intersection

State* IN

County*

Street/Address*

Township*

Subdivision/Point of Interest

New Subdivision: ☐

Select if the dig street is not shown on the map

Lot

Nearest Intersecting Street

Within 1/4 Mile:

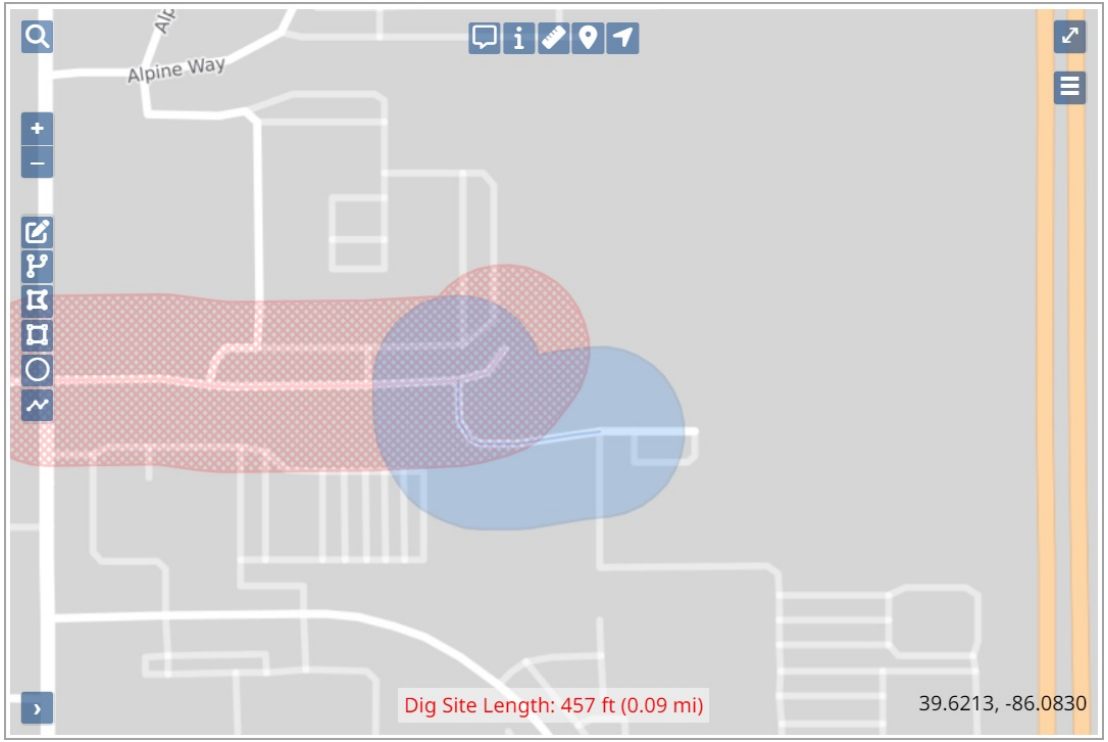
City or town dig site is in or nearest: City or town*

Dig site within city or town limits:

Dig Site Description*

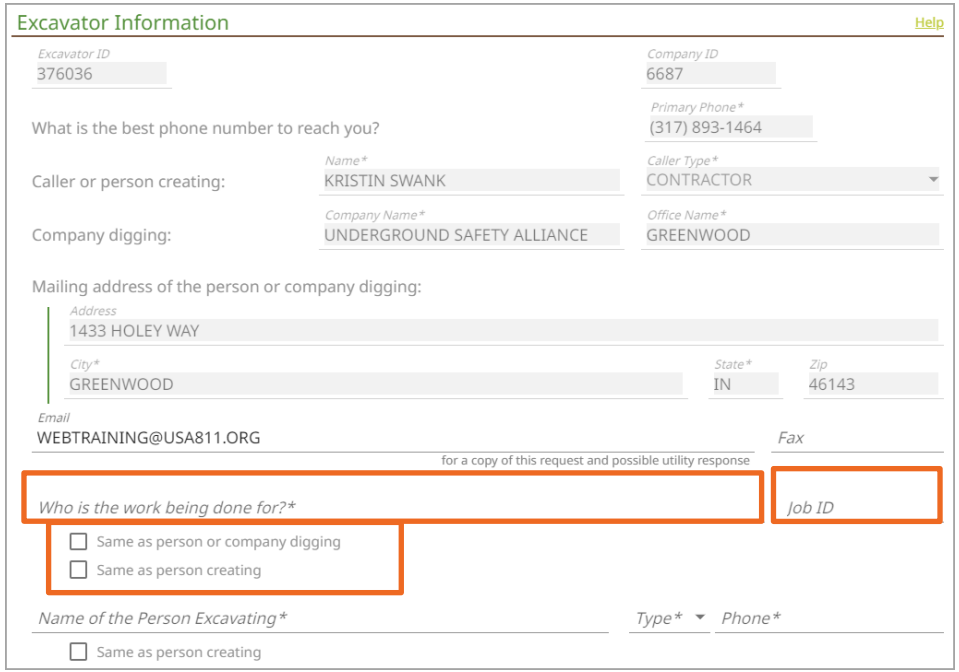
Midwest Damage Prevention Training Conference Indiana811

Map



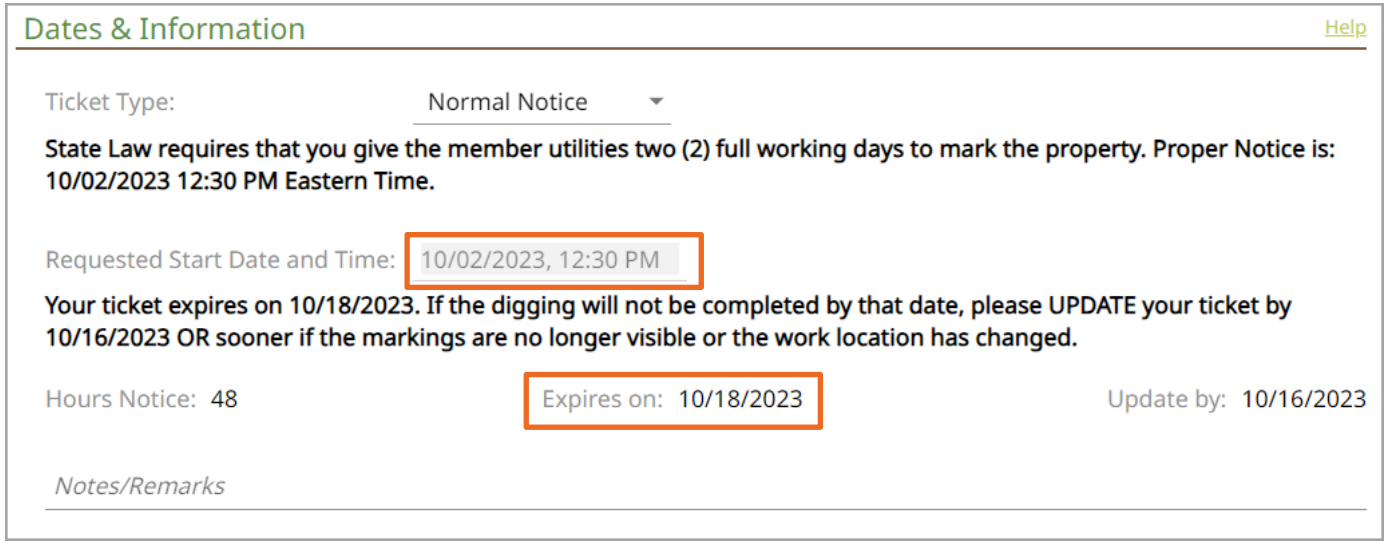
Midwest Damage Prevention Training Conference
Indiana811

Excavator Information



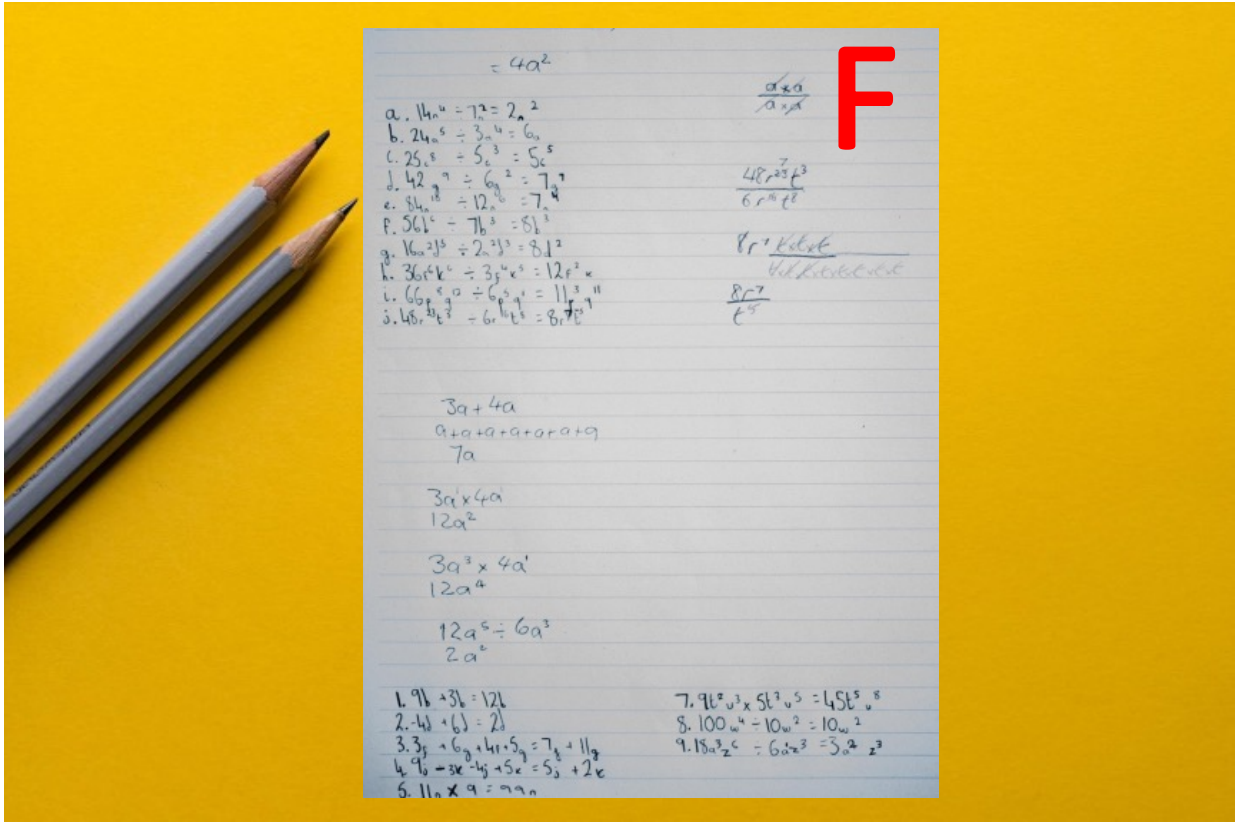
This can be a wonderful way to link together multiple tickets for one job. The Job ID is a searchable field, meaning that when an ID is entered into this field, you can utilize that Job ID to find all associated tickets for a job in the Ticket Dashboard and Ticket List searches.

Dates & Information



There have been no updates to the Dates & Information section, but the system will provide the Proper Notice start date and time, and I would like to point out that the system automatically calculates the 20 calendar days to the expiration date.

Midwest Damage Prevention Training Conference Indiana811



Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

Dates & Information

Dates & Information

Help

Ticket Type: Normal Notice

State Law requires that you give the member utilities two (2) full working days to mark the property. Proper Notice is: 10/02/2023 12:30 PM Eastern Time.

Requested Start Date and Time: 10/02/2023, 12:30 PM

Your ticket expires on 10/18/2023. If the digging will not be completed by that date, please UPDATE your ticket by 10/16/2023 OR sooner if the markings are no longer visible or the work location has changed.

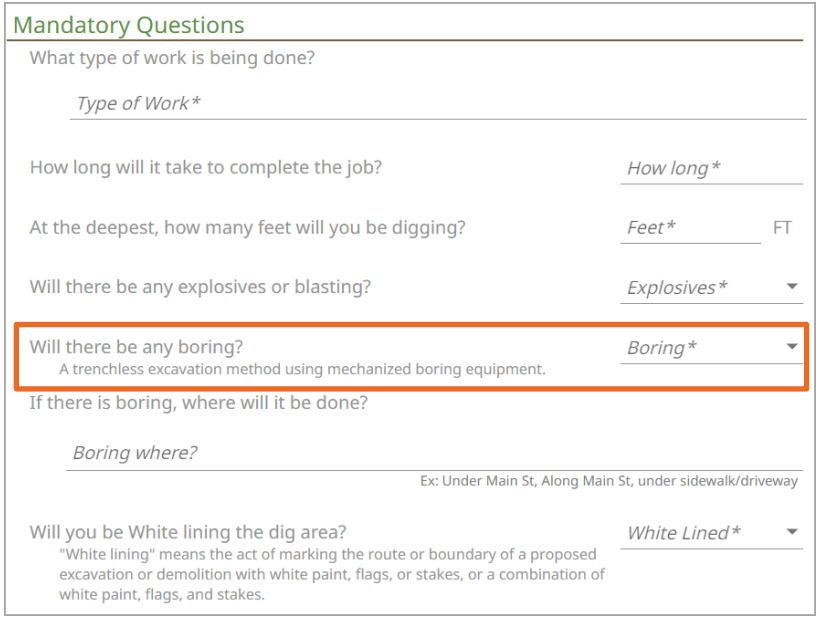
Hours Notice: 48 Expires on: 10/18/2023 Update by: 10/16/2023

Notes/Remarks

It will also calculate the Update By date for me as well!

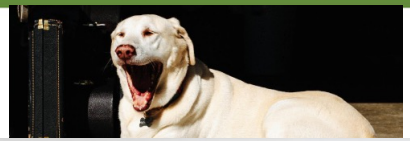
Midwest Damage Prevention Training Conference Indiana811

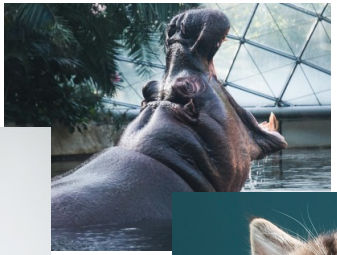
Mandatory Questions

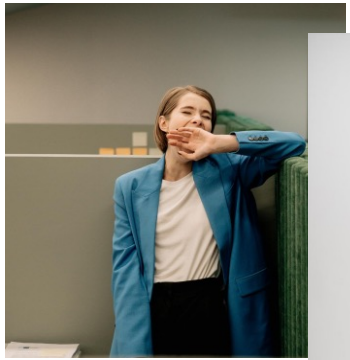


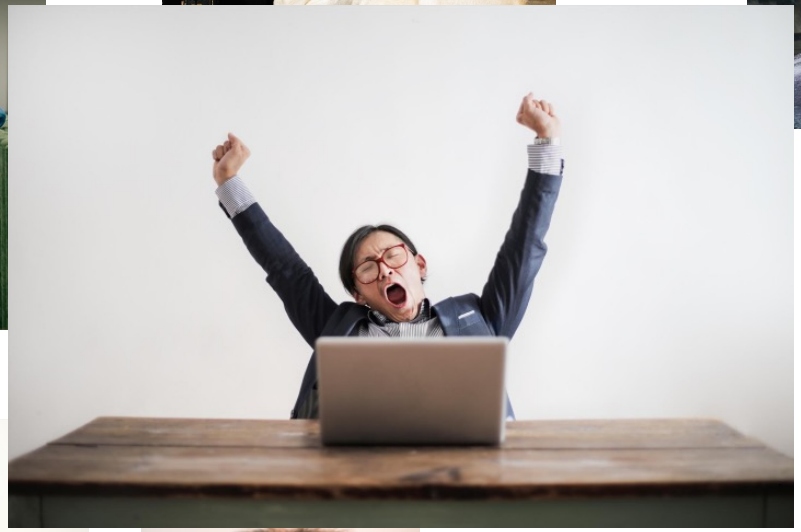
The Mandatory Questions section has been rearranged to a more streamlined order. Member Utilities would like to know some basic information about the types of work being done and how. This section is self-explanatory and often describes what the question is asking. For example, the question “Will there be any boring?” is asked.

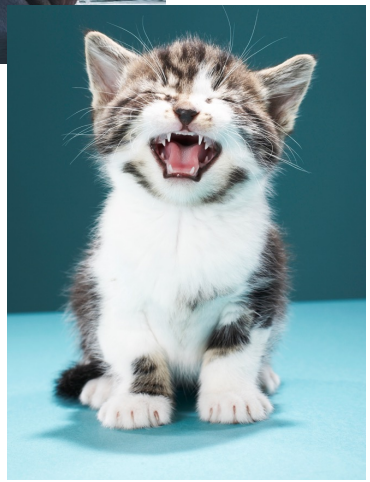
Midwest Damage Prevention Training Conference Indiana811

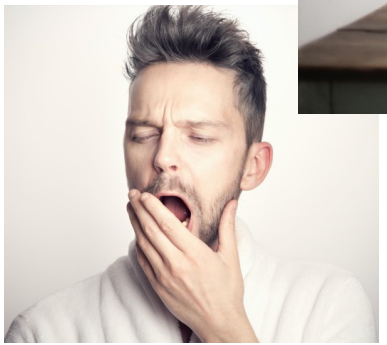


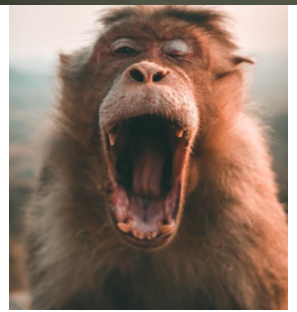












Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

Mandatory Questions

Mandatory Questions

What type of work is being done?

*Type of Work**

How long will it take to complete the job? *How long**

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

Will there be any explosives or blasting? *Explosives**

Will there be any boring? *Boring**

A trenchless excavation method using mechanized boring equipment.

If there is boring, where will it be done?

Boring where?

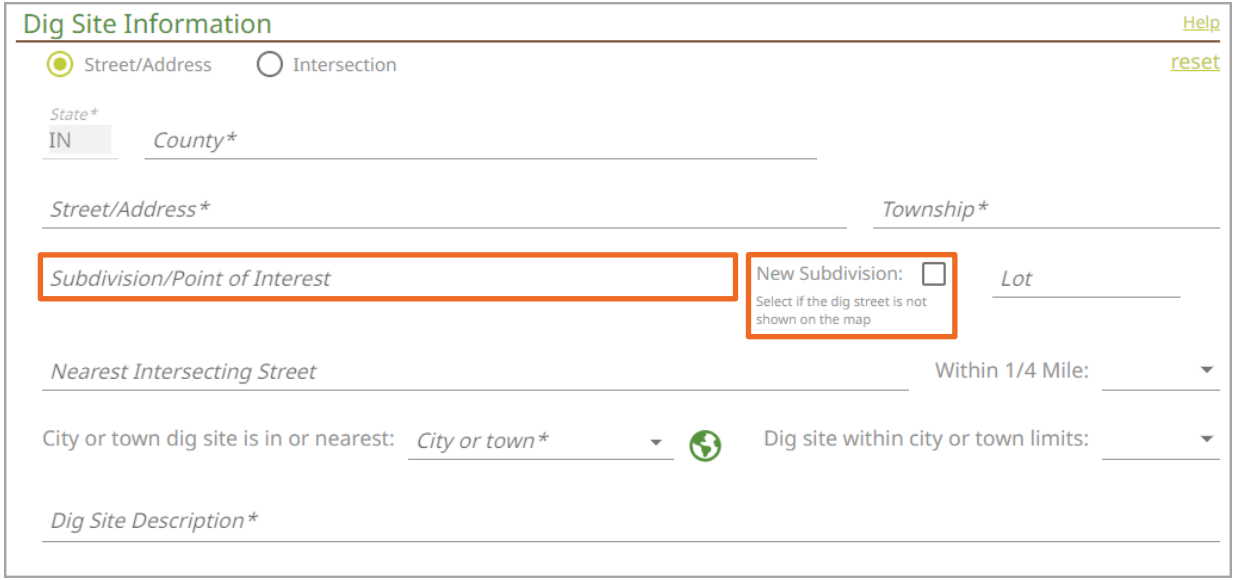
Ex: Under Main St, Along Main St, under sidewalk/driveway

Will you be White lining the dig area? *White Lined**

"White lining" means the act of marking the route or boundary of a proposed excavation or demolition with white paint, flags, or stakes, or a combination of white paint, flags, and stakes.

Midwest Damage Prevention Training Conference Indiana811

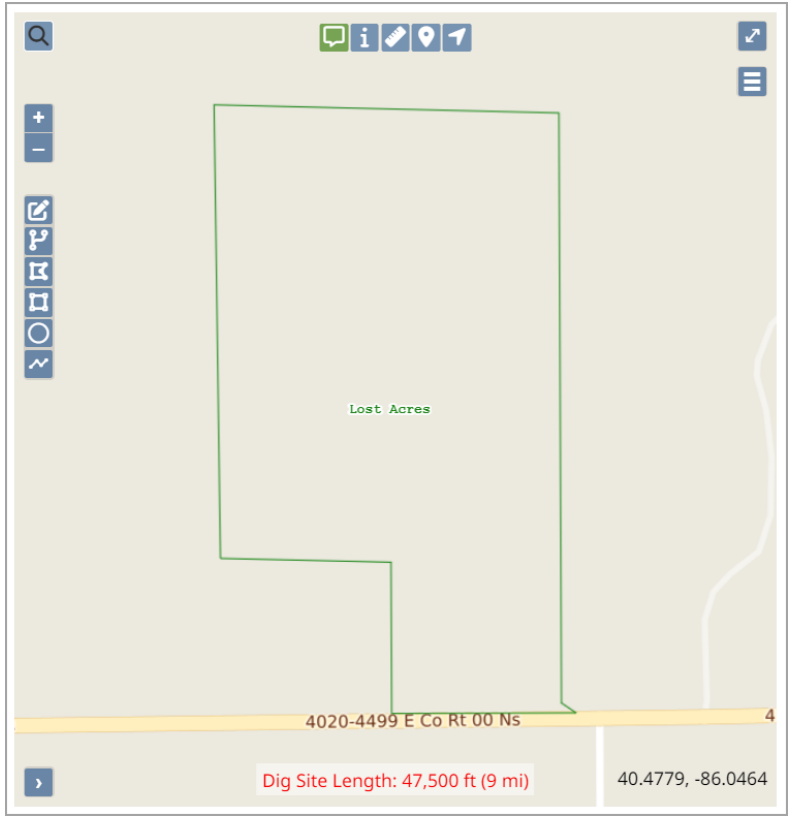
Dig Site Information



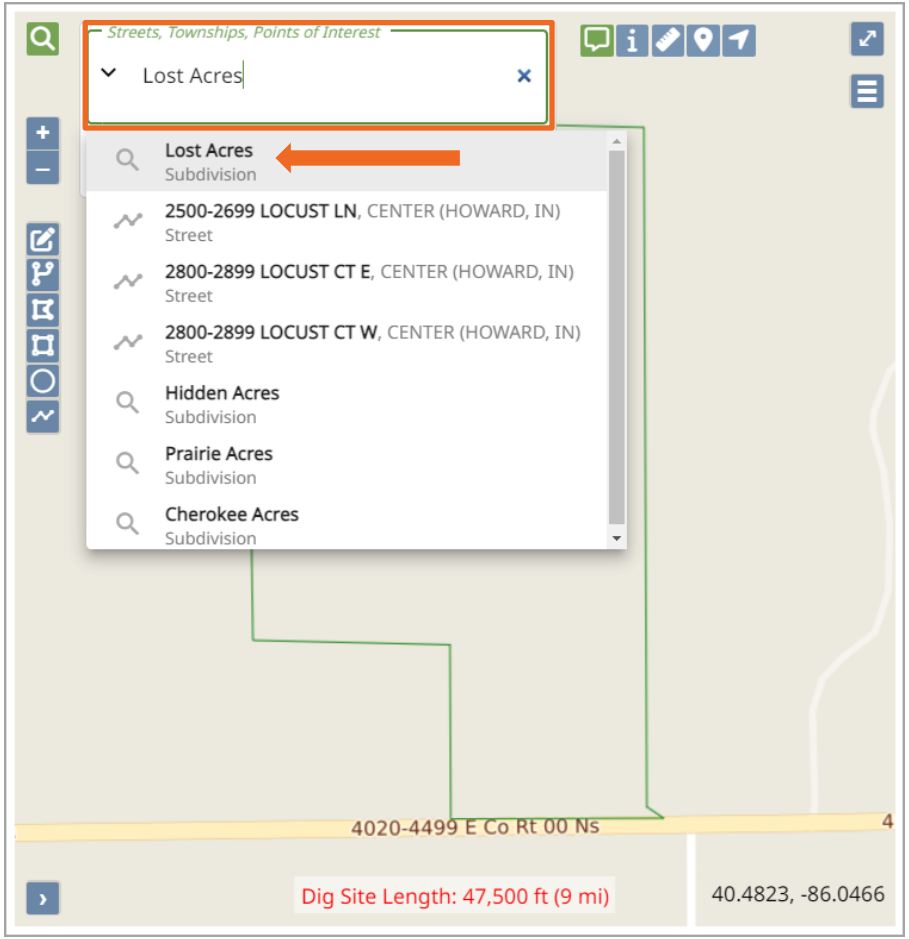
The Dig Site Information section is one of the most important pieces of the dig ticket. This is where we tell the Member Utility locators where we would like them to locate. If we do not provide a complete description here, the locators will not be able to mark the buried facilities correctly.

Midwest Damage Prevention Training Conference Indiana811

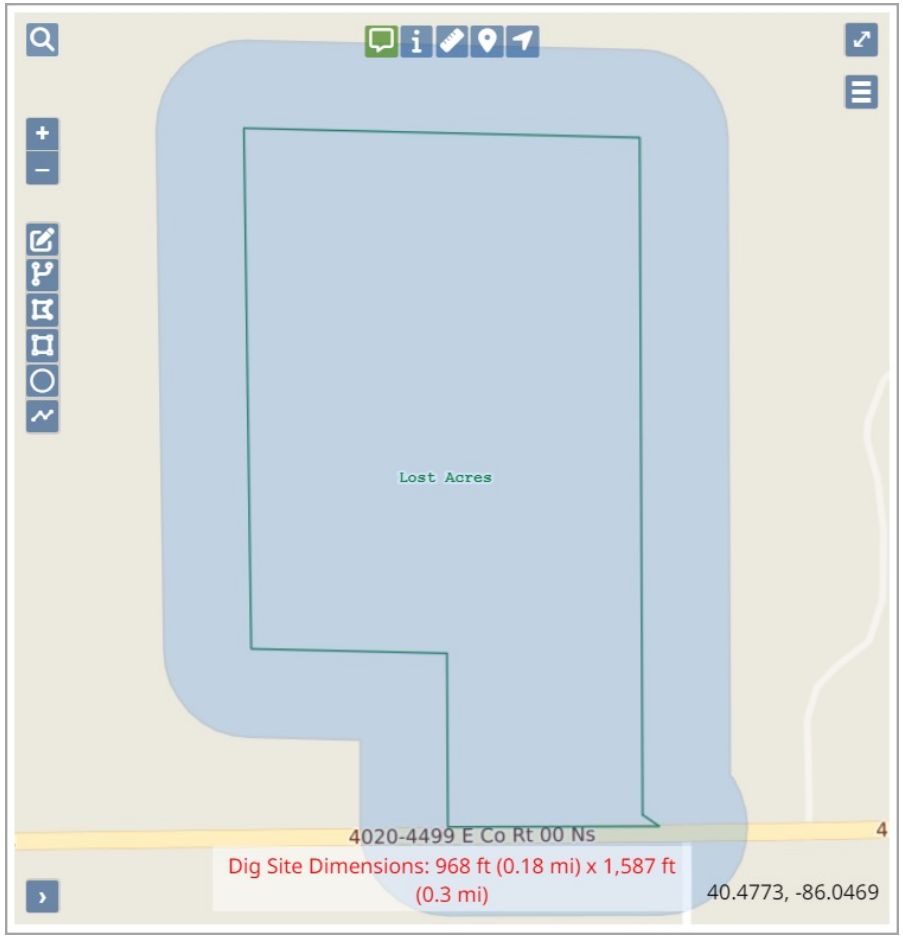
Added Subdivision Borders



Midwest Damage Prevention Training Conference Indiana811



Midwest Damage Prevention Training Conference Indiana811



Midwest Damage Prevention Training Conference Indiana811

NORMAL NOTICE

Ticket : 2309180004 Date: 09/18/2023 Time: 12:39 Oper: INDIANA811 Chan:000

State: IN Cnty: JOHNSON Twp: PLEASANT
Cityname: GREENWOOD Inside: Y Near: N
Subdivision: INDIANA 811

Address : 1433
Street : HOLEY MOLEY WAY
Cross 1 : SIERRA DR   Within 1/4 mile: Y
Location: LOCATE THE EAST SIDE OF PROPERTY EXTENDING EAST OF THE BUILDING FOR 200 FEET NO DIGGING WILL BE DONE INTO THE PARKING LOTS ON THE NORTH AND SOUTH SIDES OF THE BUILDING
:
Grids   : 3937C8604B   3937D8604B
Boundary: n 39.622022   s 39.620454   w -86.078171   e -86.076008

Work type : INSTALL FENCE/GATE
Done for : INDIANA 811
Start date: 09/20/2023 Time: 13:00 Hours notice: 48/048 Priority: NORM
Ug/Oh/Both: U Blasting: N Boring: N Railroad: N Emergency: N
Duration : 1 WEEK   Depth: 3 FT

Company : UNDERGROUND SAFETY ALLIANCE Type: CONT
Co addr : 1433 HOLEY WAY
City   : GREENWOOD State: IN Zip: 46143
Caller : KRISTIN SWANK Phone: (317)893-1464
Contact : KRISTIN SWANK - OFFICE Phone:
BestTime:
Mobile : (317)893-1464
Email   : WEBTRAINING@USA811.ORG

Remarks : All tickets are taken and processed on Eastern Daylight Time
Will you be white-lining the dig site area? YES
Job Number: 1622
:

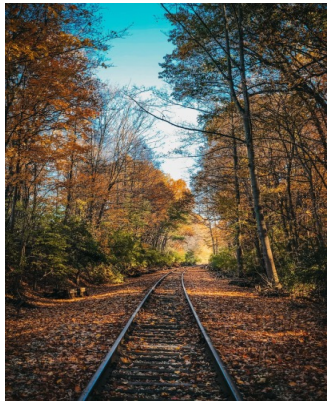
Submitted date: 09/18/2023 Time: 12:39
Members: ID0002 ID1062 ID1254 ID1257 ID1443 ID4378 ID4379 ID4636 ID8240 SBCIN TEST1

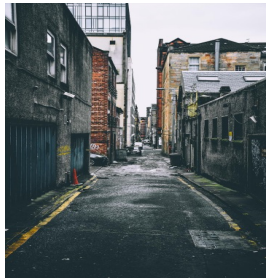
Midwest Damage Prevention Training Conference Indiana811

Single Property or Multiple Properties

Where am I digging?

Midwest Damage Prevention Training Conference Indiana811





Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

At a minimum:

1. Starting Point
2. Direction
3. Distance
4. Side of Road

Midwest Damage Prevention Training Conference Indiana811

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

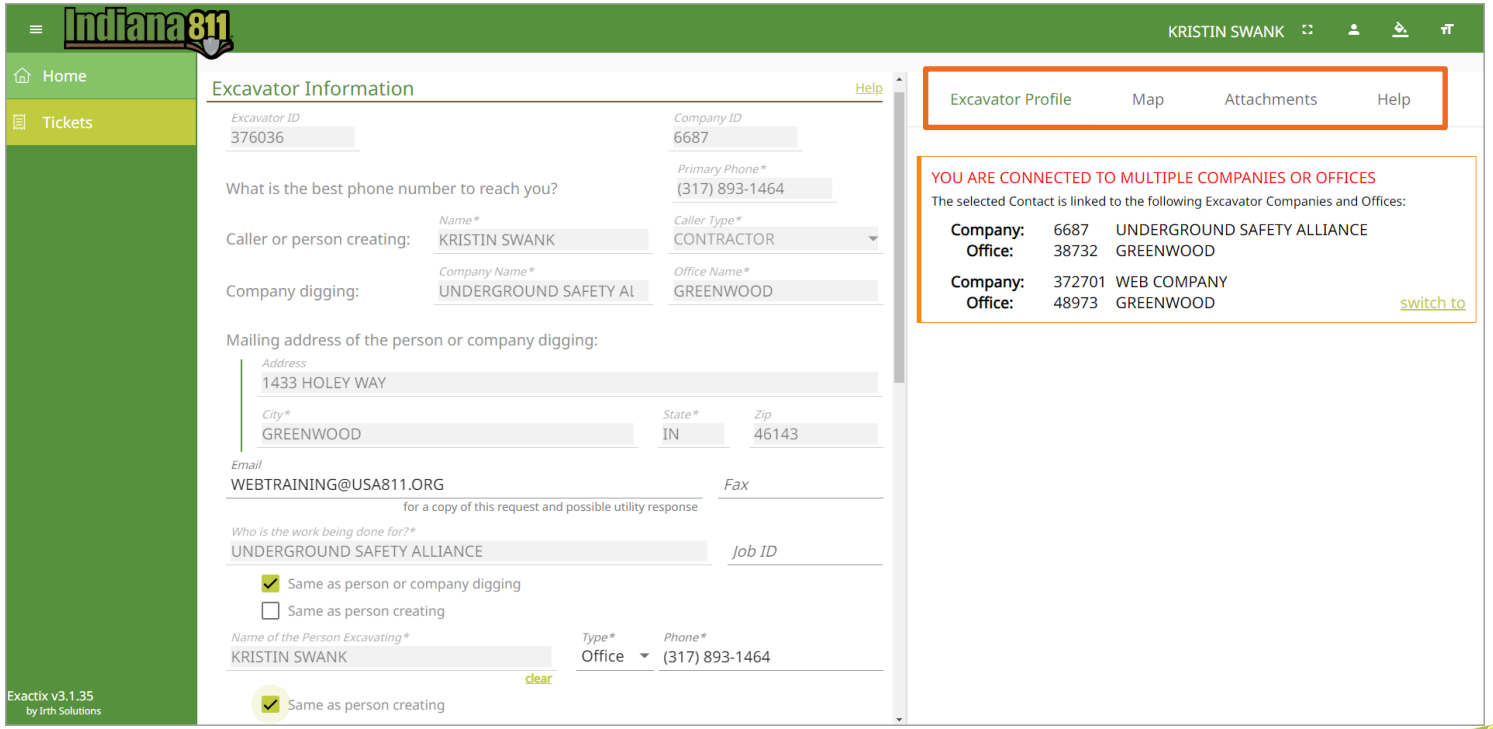
At a minimum:

1. Starting Point
2. Direction
3. Distance
4. Side of Road

+ the width and depth of said field

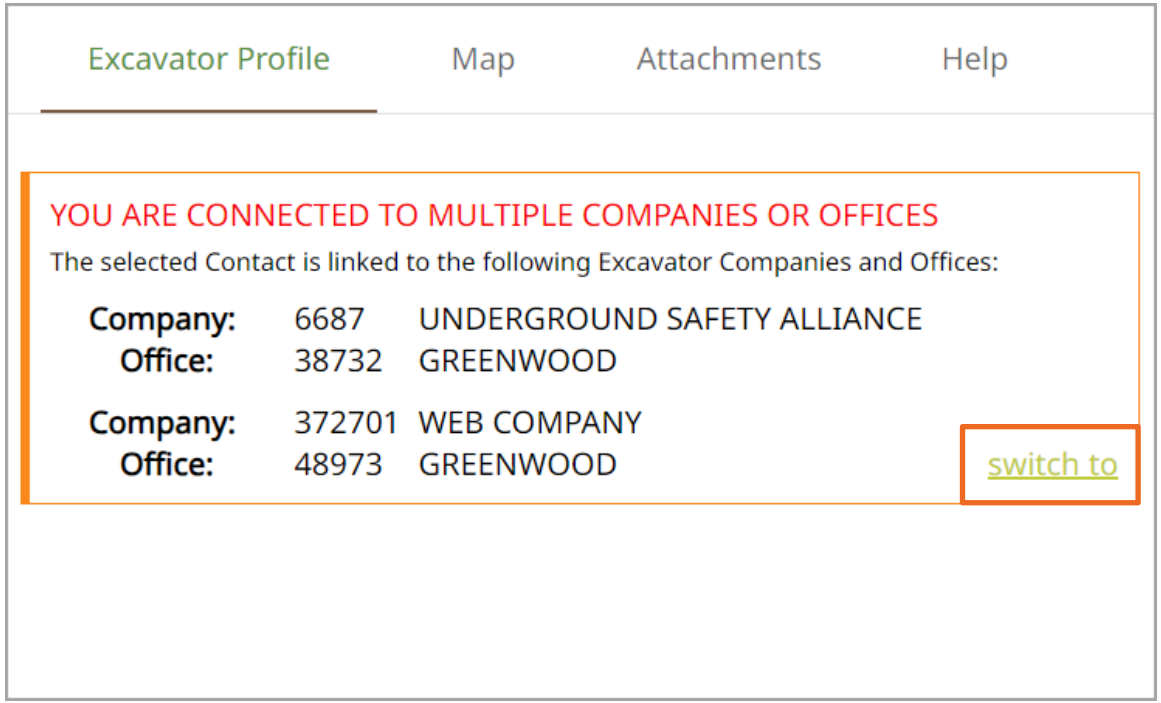
Midwest Damage Prevention Training Conference Indiana811

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811



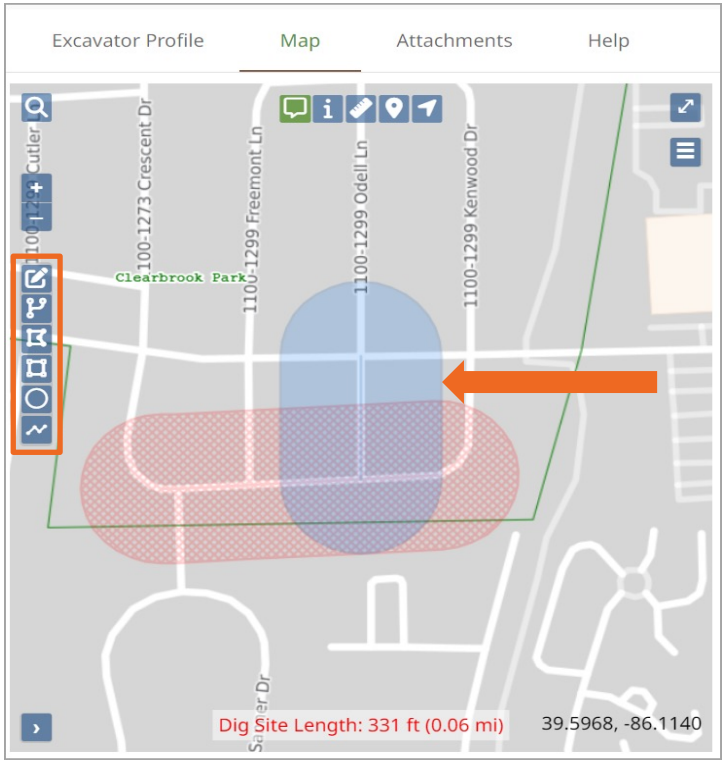
Midwest DAMAGE PREVENTION Training Conference Indiana811

Excavator Profile Tab

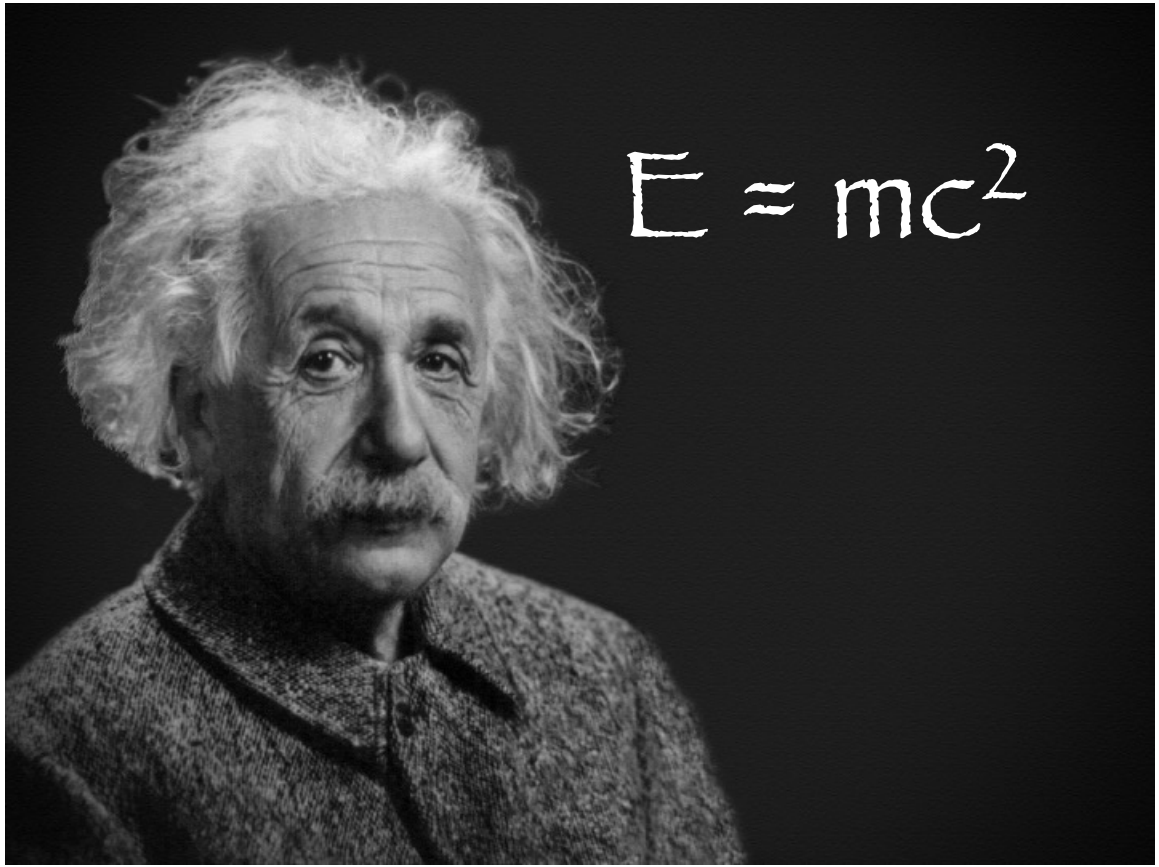


The excavator profile tab will only appear if you work for multiple companies or offices. It will allow you to enter locate tickets on behalf of these offices. You can easily switch between them.

Map Tab

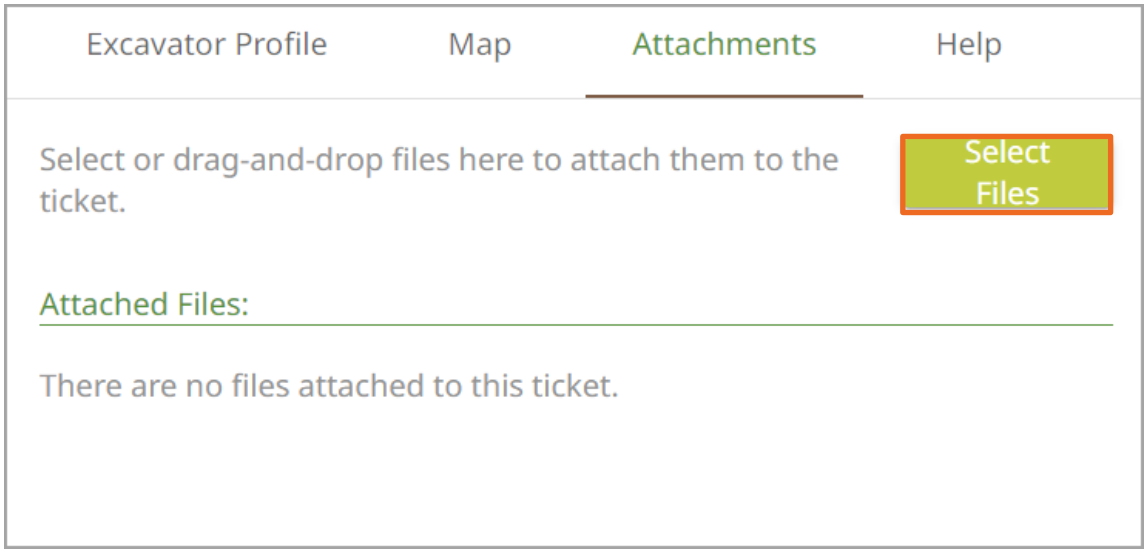


The Notification Area will determine which Member Utilities will be Notified on this ticket.



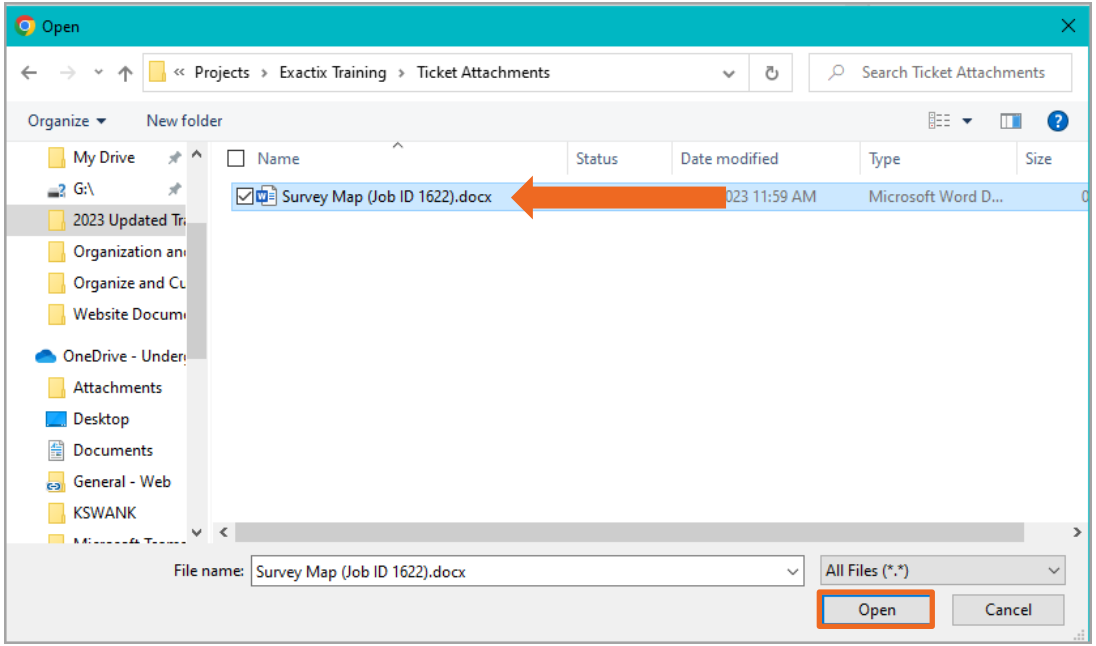
Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

Attachments Tab



The ticket entry system will allow me to add attachments to my tickets. The attachment(s) can be a map or any helpful information for the locators. Attachments together must be five megabytes or less. To add an attachment, I will press the “Select Files” button.

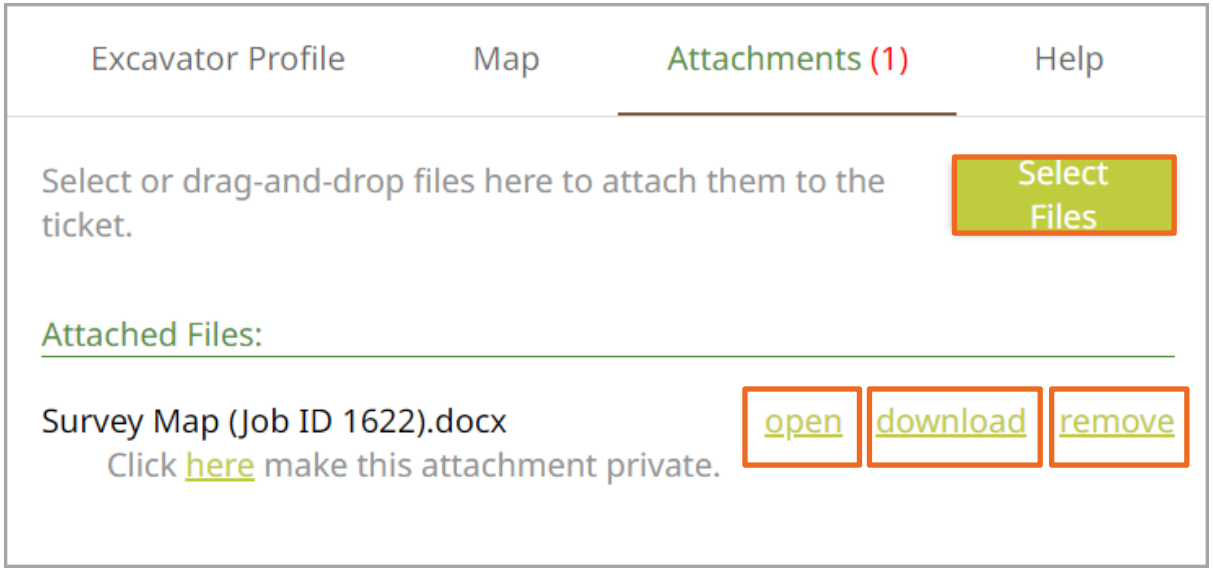
Attachments Tab



I will find the file I want to attach and click “Open.” Now I can see the file I attached.

Midwest Damage Prevention Training Conference Indianapolis

Attachments Tab



I may add another file, if needed, provided all files combined are less than five megabytes. I may choose to open, download, or remove the attachment. Please know that we cannot guarantee the Member Utility locators will see or utilize the attachments. Providing an attachment does not negate the need for a complete description of the dig site location in the dig site description field on the ticket.

Help Tab

Excavator Profile | Map | Attachments (1) | Help

Show help for: Excavator Information

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.

Note: You must contact the Indiana 811 Web Ticket Department to make changes to any fields that you aren't able to access.

Note: Damages, Emergencies, Joint Meets, and Additional Notices can not be completed online. Please call the Contact Center at 811 or 800-382-5544 for completion.

EXCAVATOR ID: This unique identification number is how your tickets are linked to your web account. If you need to call into the Contact Center, be sure to use your Excavator ID so those tickets are accessible to you online. Do not share your Excavator ID with others.

COMPANY ID: A unique identification number for your company. This number should be used by anyone in your office.

EMAIL ADDRESS: Member Utilities may use this address to communicate the response status of your locate request. It is also used to send you an electronic copy of your ticket.

WORK DONE FOR: This is the person or company that hired your company to do the work. Utilities and Municipalities will often list themselves.

NAME OF THE PERSON EXCAVATING: It is preferred that this person will be

Midwest Damage Prevention Training Conference Indiana811

Help Tab

Excavator Profile | Map | Attachments (1) | Help

Show help for: Excavator Information

- Excavator Information ✓
- Dates & Information
- Mandatory Questions
- Dig Site Information

The system will a…n fields based on your login information. If y…ther Companies or Offices, you can switch betwe…e right-hand side.

Note: You must …Web Ticket Department to make changes to any f… to access.

Note: Damages,…ts, and Additional Notices can not be completed or…tact Center at 811 or 800-382-5544 for completion.

EXCAVATOR ID: This unique identification number is how your tickets are linked to your web account. If you need to call into the Contact Center, be sure to use your Excavator ID so those tickets are accessible to you online. Do not share your Excavator ID with others.

COMPANY ID: A unique identification number for your company. This number should be used by anyone in your office.

EMAIL ADDRESS: Member Utilities may use this address to communicate the response status of your locate request. It is also used to send you an electronic copy of your ticket.

WORK DONE FOR: This is the person or company that hired your company to do the work. Utilities and Municipalities will often list themselves.

NAME OF THE PERSON EXCAVATING: It is preferred that this person will be

Midwest Damage Prevention Training Conference Indiana811

Help Tab

Excavator Profile | Map | Attachments (1) | Help

Show help for: Dig Site Information

DIG SITE TYPE: Choose between either Street/Address or Intersection. Only use intersection when the digging will take place at or within the four corners of the intersection (radius). Use the Street/Address type when digging is at an address ***or*** on, along or off of a street.

STREET/ADDRESS FIELD: This field is used to indicate the address and/or street name where the digging will take place. The system will give suggestions based on what is being entered - if the location matches, press enter or click on the correct option to autofill.

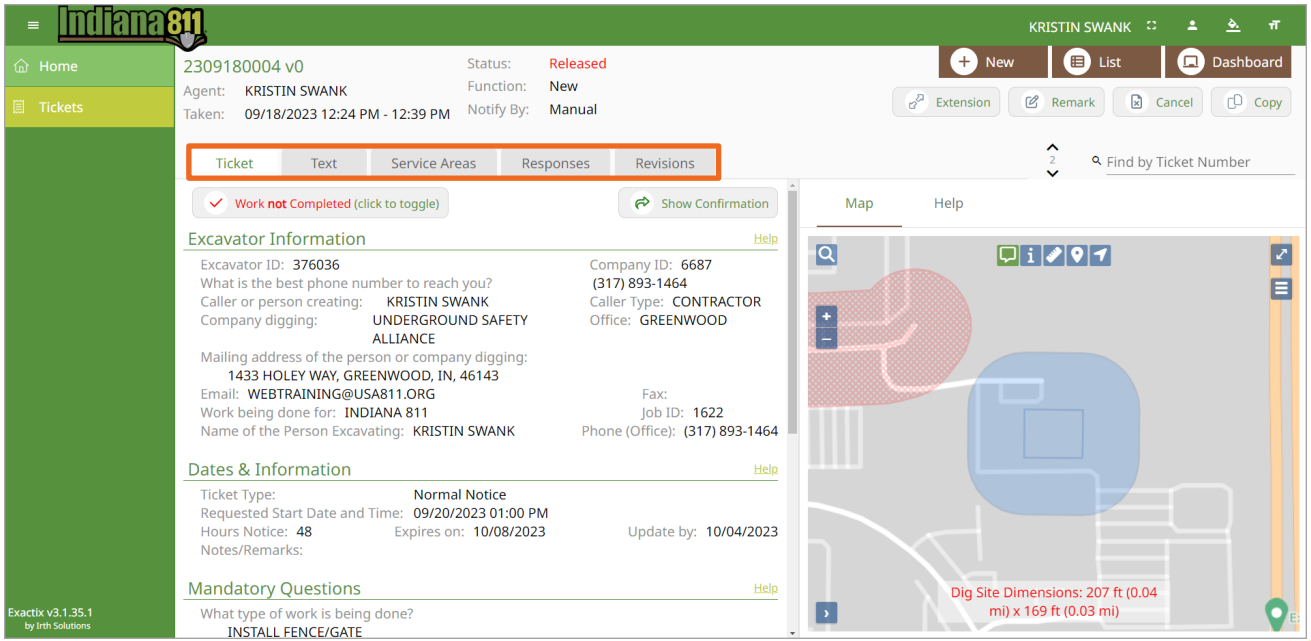
***No Address / Road / Easement / Right-of-Way / Cross Country / Field Tickets:** When digging on a property without an address, digging along a road, right-of-way, or easement, when locating cross country such as following a pole line, pipeline, railroad track, etc., or when digging in a field, enter only the road name the digging will take place on, along, or off of in this field.

***Single Address Tickets:** If the digging stays completely within one (1) single address, list the address and street name here. Example: 123 E Main St. Note: If the address includes a reference (Building B, Unit 12), fraction (1/2) , or Letter (204B), list only the street name in the Street/Address field and note the address(es) information in the Dig Site Description field.

***Directions from an Address:** If directions to the dig location are best given from an address, list only the street name in the Street/Address field and note the address and directions from the address in the Dig Site

Midwest Damage Prevention Training Conference Indiana811

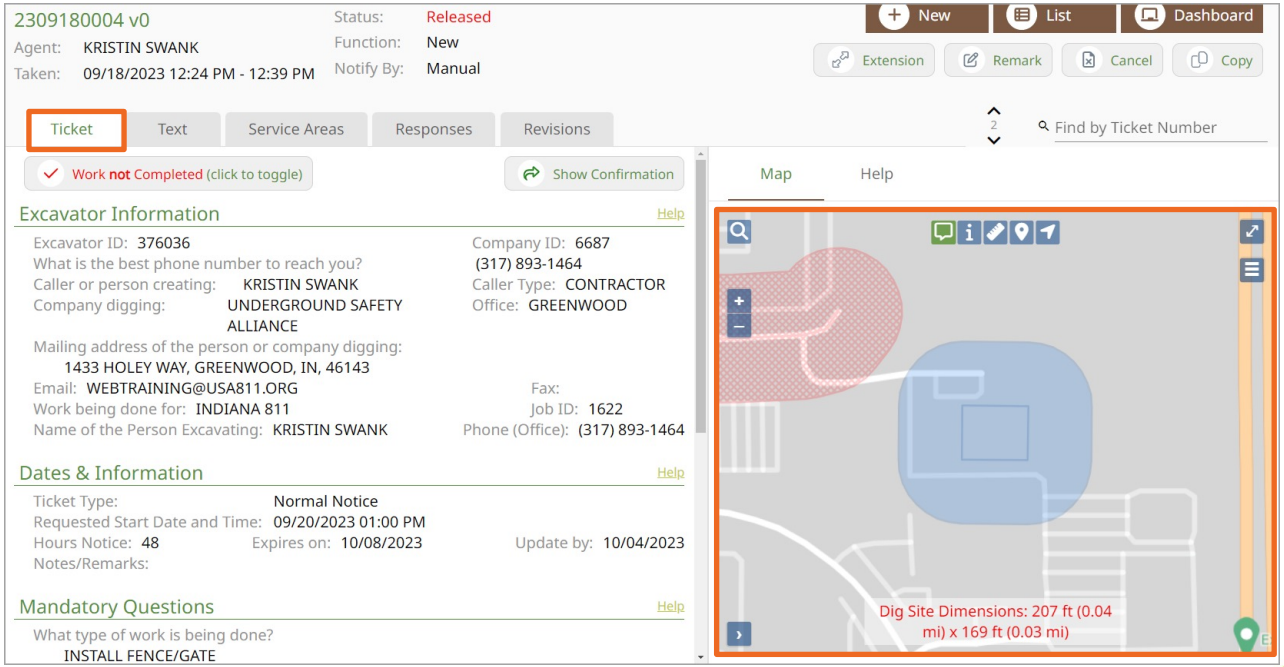
Ticket Tabs



Once a ticket has been completed, there will be a series of tabs which will allow me to find helpful information.

Midwest Damage Prevention Training Conference
Indiana811

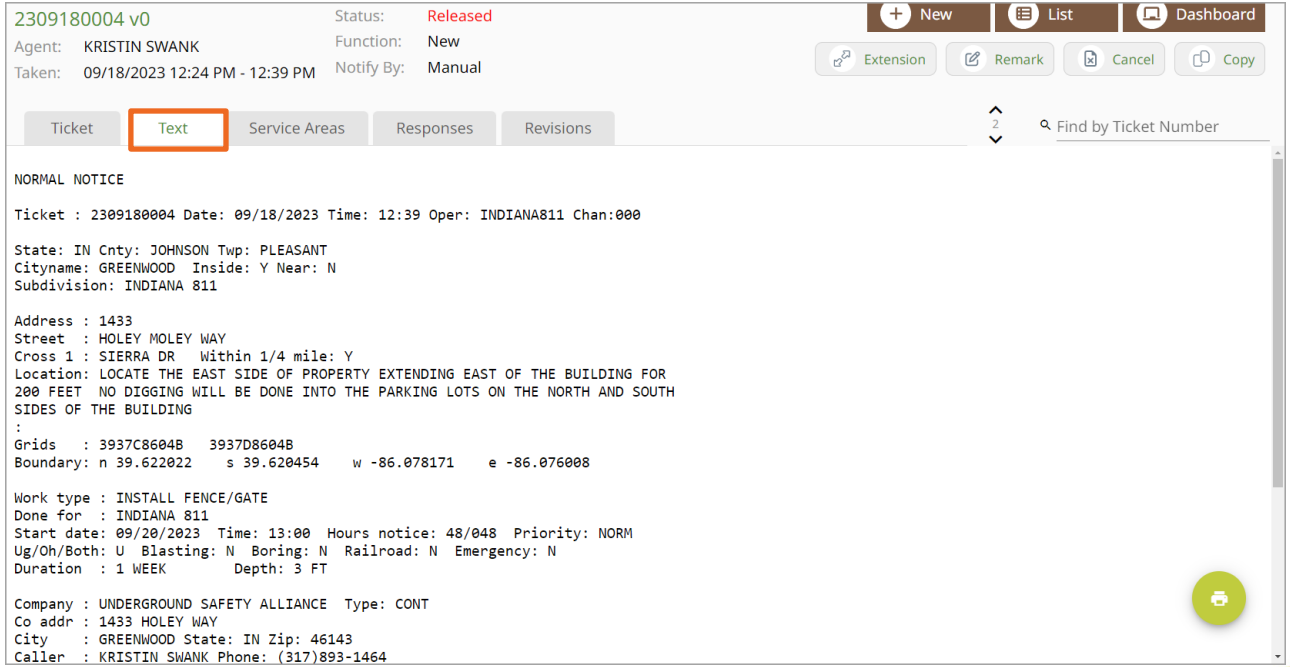
Ticket Tab



The Ticket tab shows a summary of all information entered on a Released ticket with the option to expand each section. It will also show the Notification area on the map.

Midwest Damage Prevention Training Conference Indiana811

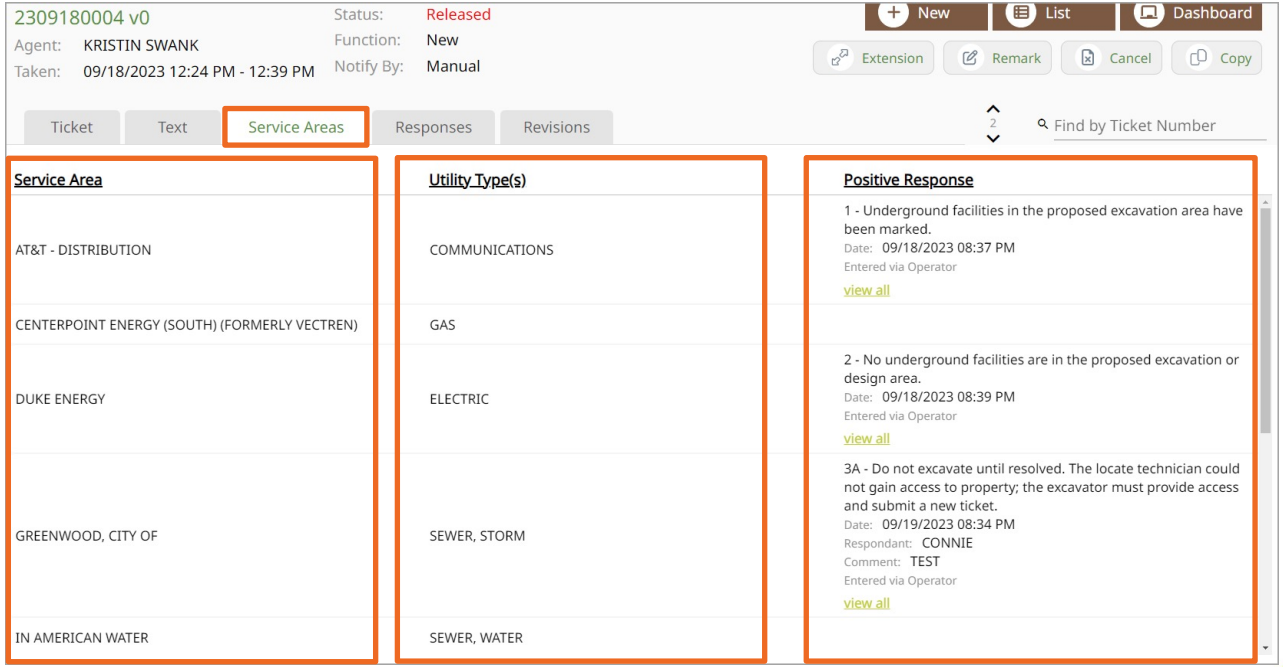
Text Tab



The Text tab allows me to view the contents of a ticket as Member Utilities and their locators see it. It does not include an image of the map or Notification Area.

Midwest Damage Prevention Training Conference Indiana811

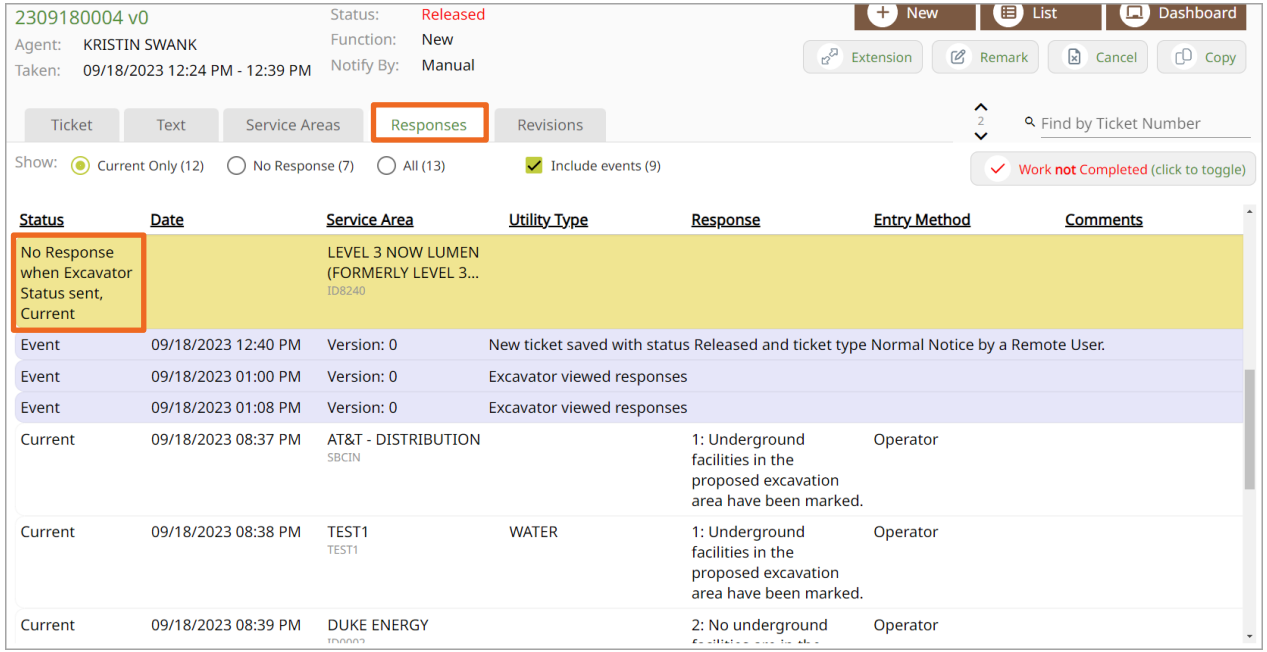
Service Areas Tab



The Service Areas tab shows a list of all Member Utilities that were notified on the ticket, as well as the utility type. If Member Utilities use Indiana 811's Positive Response System, I will see those responses here.

Midwest Damage Prevention Training Conference

Responses Tab

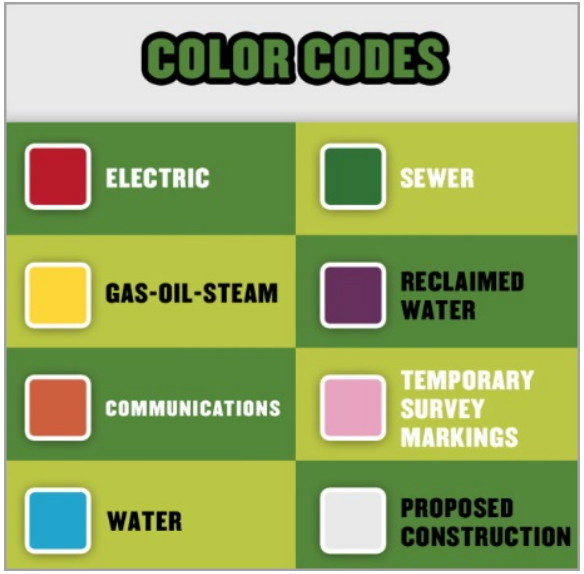


Status	Date	Service Area	Utility Type	Response	Entry Method	Comments
No Response when Excavator Status sent, Current		LEVEL 3 NOW LUMEN (FORMERLY LEVEL 3... ID8240				
Event	09/18/2023 12:40 PM	Version: 0	New ticket saved with status Released and ticket type Normal Notice by a Remote User.			
Event	09/18/2023 01:00 PM	Version: 0	Excavator viewed responses			
Event	09/18/2023 01:08 PM	Version: 0	Excavator viewed responses			
Current	09/18/2023 08:37 PM	AT&T - DISTRIBUTION SBCIN		1: Underground facilities in the proposed excavation area have been marked.	Operator	
Current	09/18/2023 08:38 PM	TEST1 TEST1	WATER	1: Underground facilities in the proposed excavation area have been marked.	Operator	
Current	09/18/2023 08:39 PM	DUKE ENERGY		2: No underground	Operator	

The Responses tab shows an expanded view of Positive Responses, including events for the ticket. A "No Response" does not mean that Member Utilities have not responded, only that they have not responded through Indiana 811's Response system

Midwest Damage Prevention Training Conference Indiana811

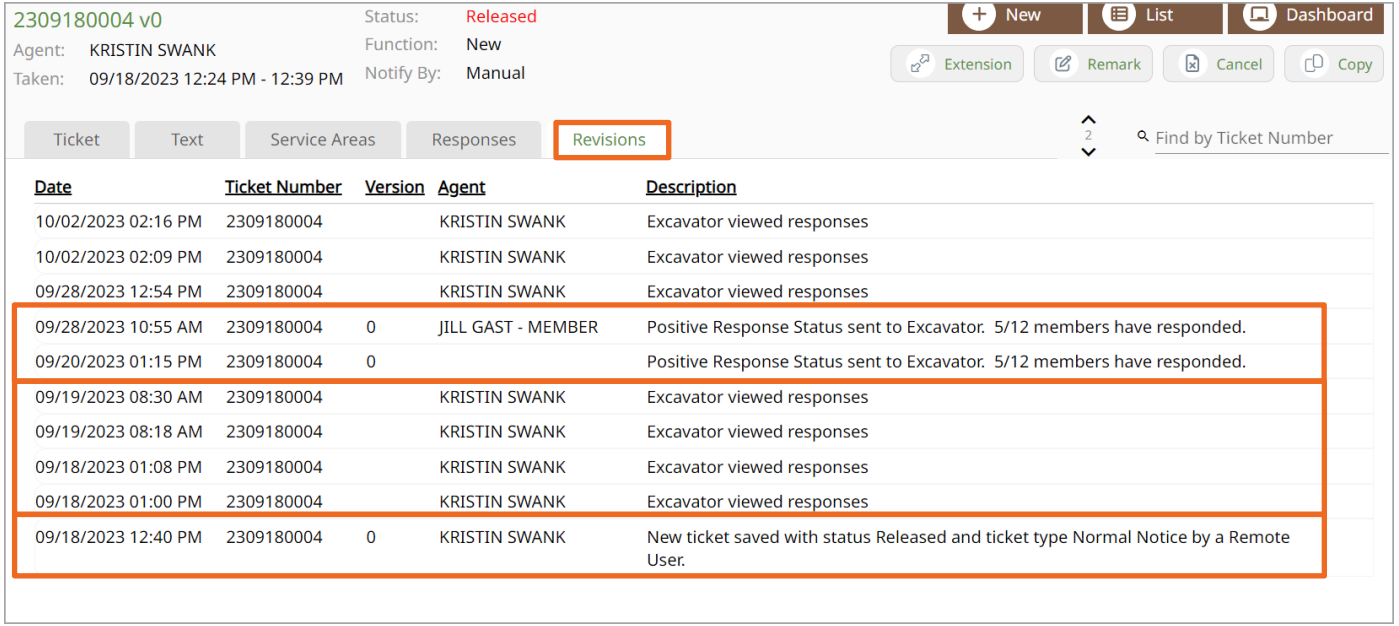
Responses Tab



Remember that the Member Utilities may respond by phone call, email, Indiana 811's online response system, or by physically marking the dig site with paint and/or flags.

Midwest Damage Prevention Training Conference

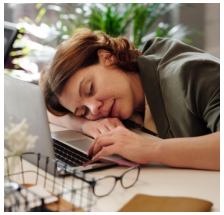
Revisions Tab

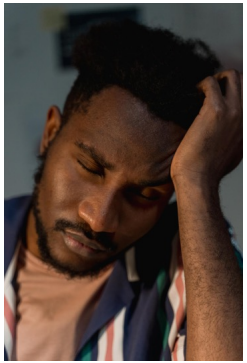


Date	Ticket Number	Version	Agent	Description
10/02/2023 02:16 PM	2309180004		KRISTIN SWANK	Excavator viewed responses
10/02/2023 02:09 PM	2309180004		KRISTIN SWANK	Excavator viewed responses
09/28/2023 12:54 PM	2309180004		KRISTIN SWANK	Excavator viewed responses
09/28/2023 10:55 AM	2309180004	0	JILL GAST - MEMBER	Positive Response Status sent to Excavator. 5/12 members have responded.
09/20/2023 01:15 PM	2309180004	0		Positive Response Status sent to Excavator. 5/12 members have responded.
09/19/2023 08:30 AM	2309180004		KRISTIN SWANK	Excavator viewed responses
09/19/2023 08:18 AM	2309180004		KRISTIN SWANK	Excavator viewed responses
09/18/2023 01:08 PM	2309180004		KRISTIN SWANK	Excavator viewed responses
09/18/2023 01:00 PM	2309180004		KRISTIN SWANK	Excavator viewed responses
09/18/2023 12:40 PM	2309180004	0	KRISTIN SWANK	New ticket saved with status Released and ticket type Normal Notice by a Remote User.

The Revisions tab allows me to see when the ticket was saved, when responses were viewed, as well as any edits or updates done to the ticket.

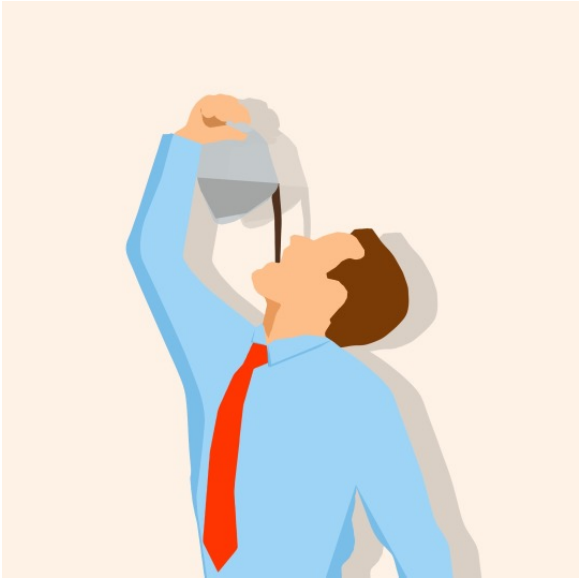
Midwest Damage Prevention Training Conference Indiana811





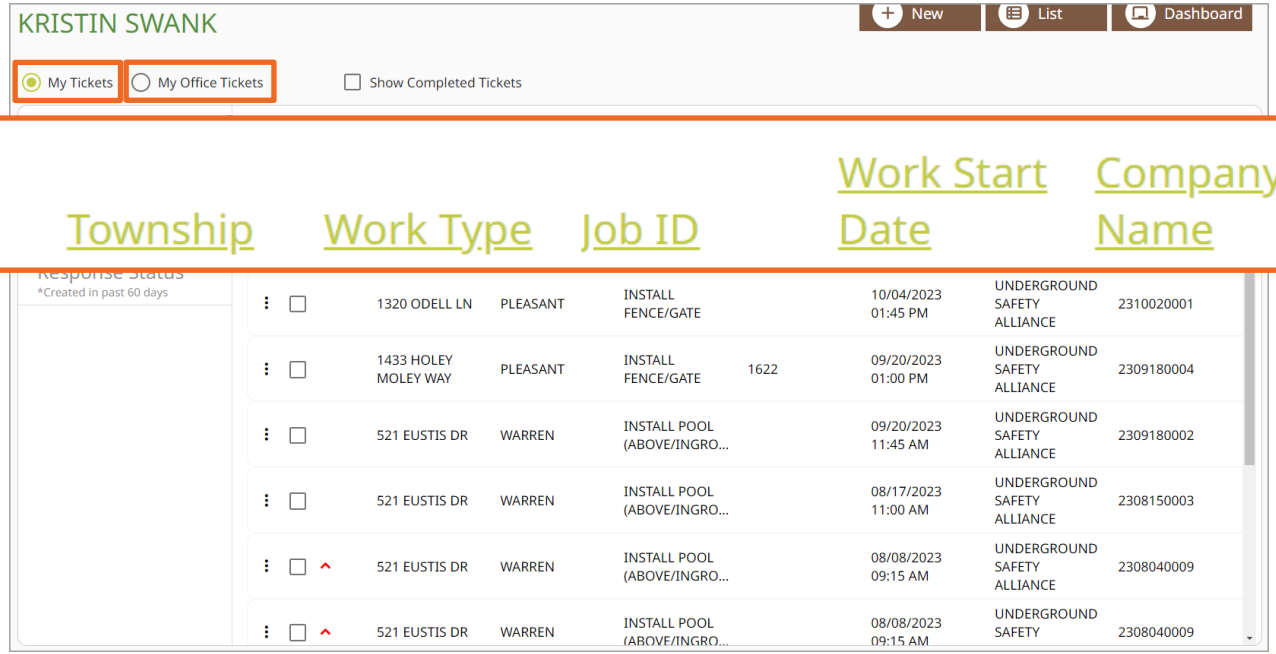
Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

TIME TO WAKE UP!!!



Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

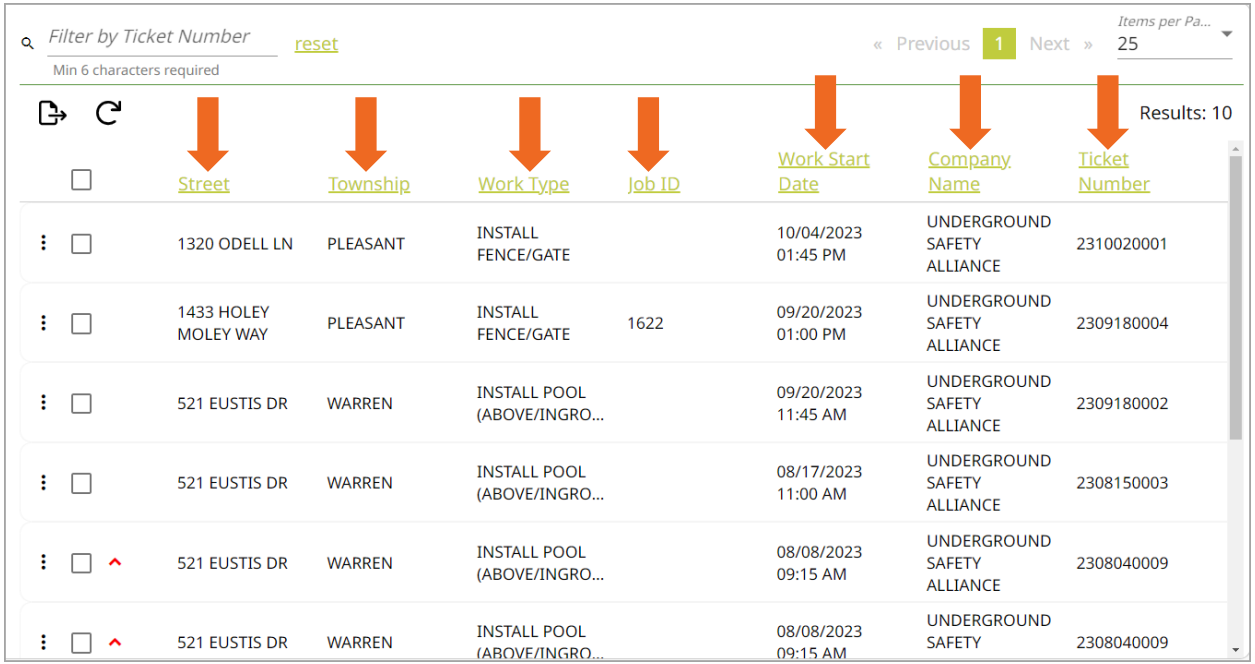
Dashboard View



From my Dashboard, I can search from predetermined information on tickets I have created, or my office has created. Those columns are Street, Township, Work Type, Job ID, Work Start Date, Company Name and Ticket Number.

Midwest Damage Prevention Training Conference Indiana811

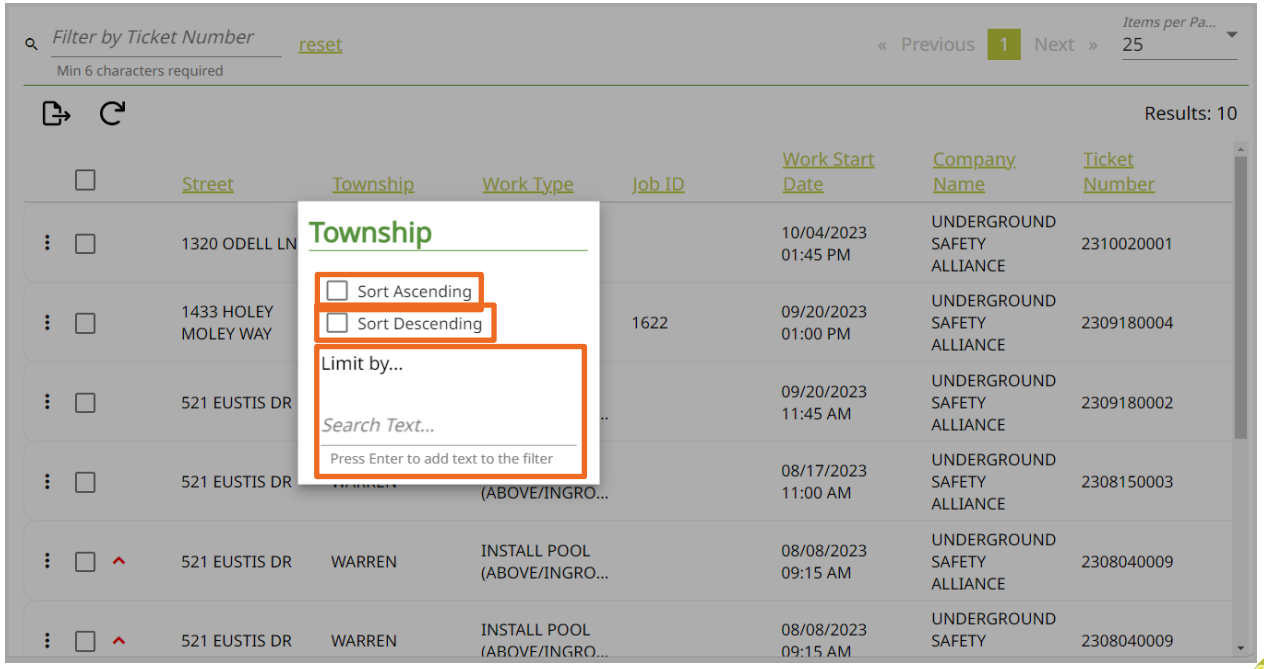
Searching Within Columns



I can search within each column by clicking the green title.

Midwest Damage Prevention Training Conference Indiana811

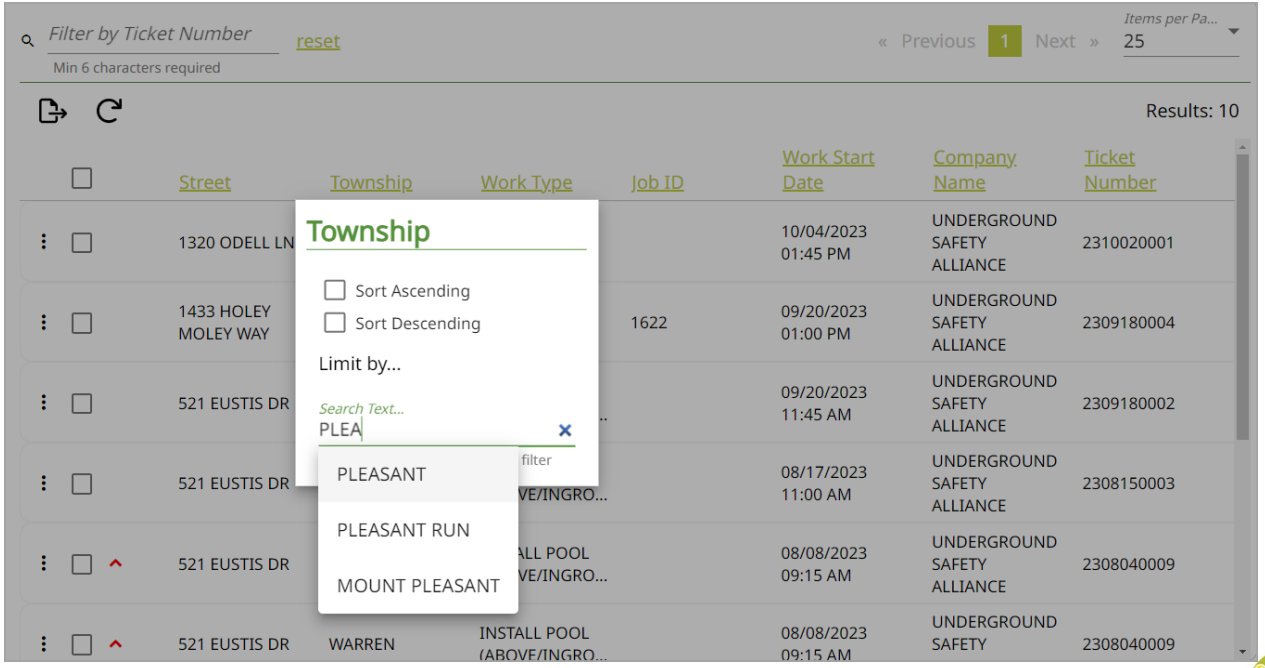
Searching Within Columns



For example, clicking on the word Township will show options to Sort Ascending, Sort Descending, or Limit By.

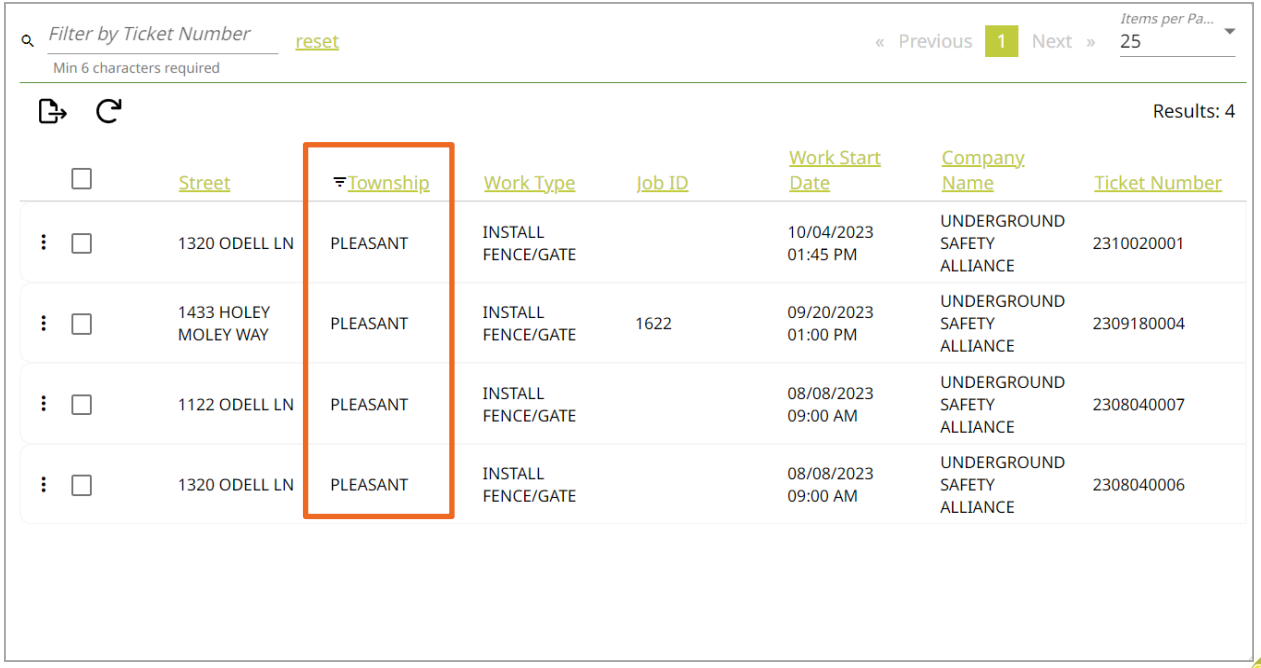
Midwest Damage Prevention Training Conference
Indiana811

Searching Within Columns



Typing in “Pleasant” will show only tickets in Pleasant township.

Searching Within Columns

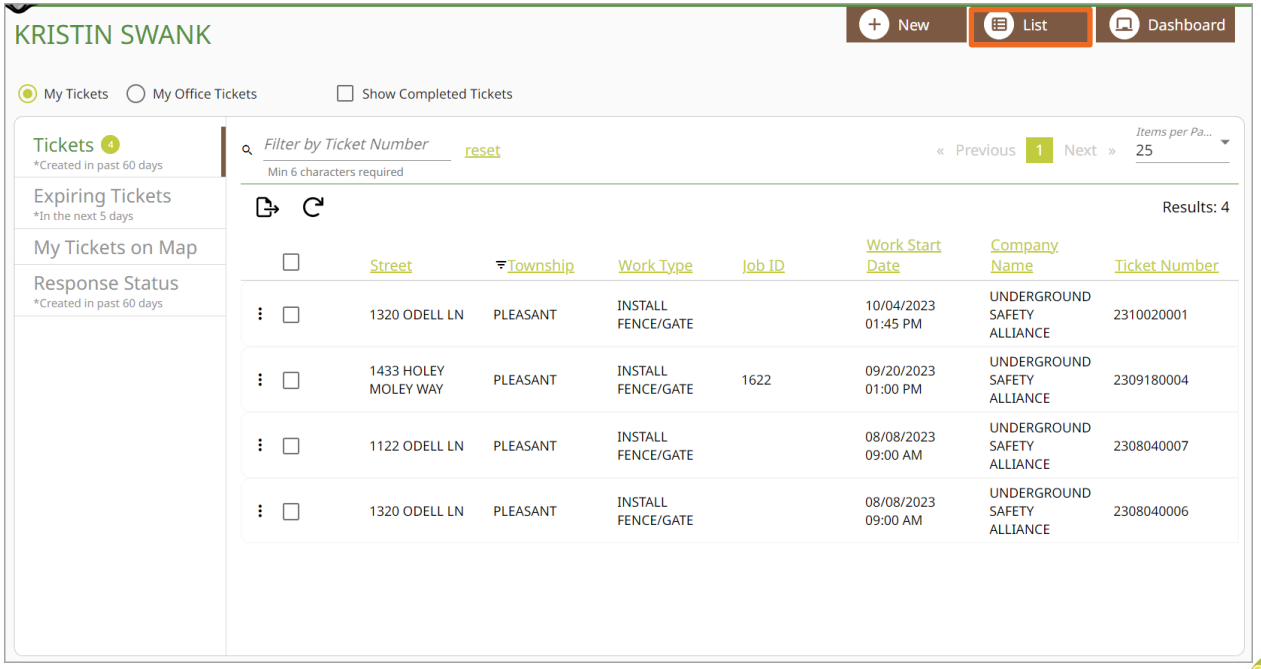


Street	Township	Work Type	Job ID	Work Start Date	Company Name	Ticket Number
1320 ODELL LN	PLEASANT	INSTALL FENCE/GATE		10/04/2023 01:45 PM	UNDERGROUND SAFETY ALLIANCE	2310020001
1433 HOLEY MOLEY WAY	PLEASANT	INSTALL FENCE/GATE	1622	09/20/2023 01:00 PM	UNDERGROUND SAFETY ALLIANCE	2309180004
1122 ODELL LN	PLEASANT	INSTALL FENCE/GATE		08/08/2023 09:00 AM	UNDERGROUND SAFETY ALLIANCE	2308040007
1320 ODELL LN	PLEASANT	INSTALL FENCE/GATE		08/08/2023 09:00 AM	UNDERGROUND SAFETY ALLIANCE	2308040006

Typing in “Pleasant” will show only tickets in Pleasant township.

Midwest Damage Prevention Training Conference Indiana811

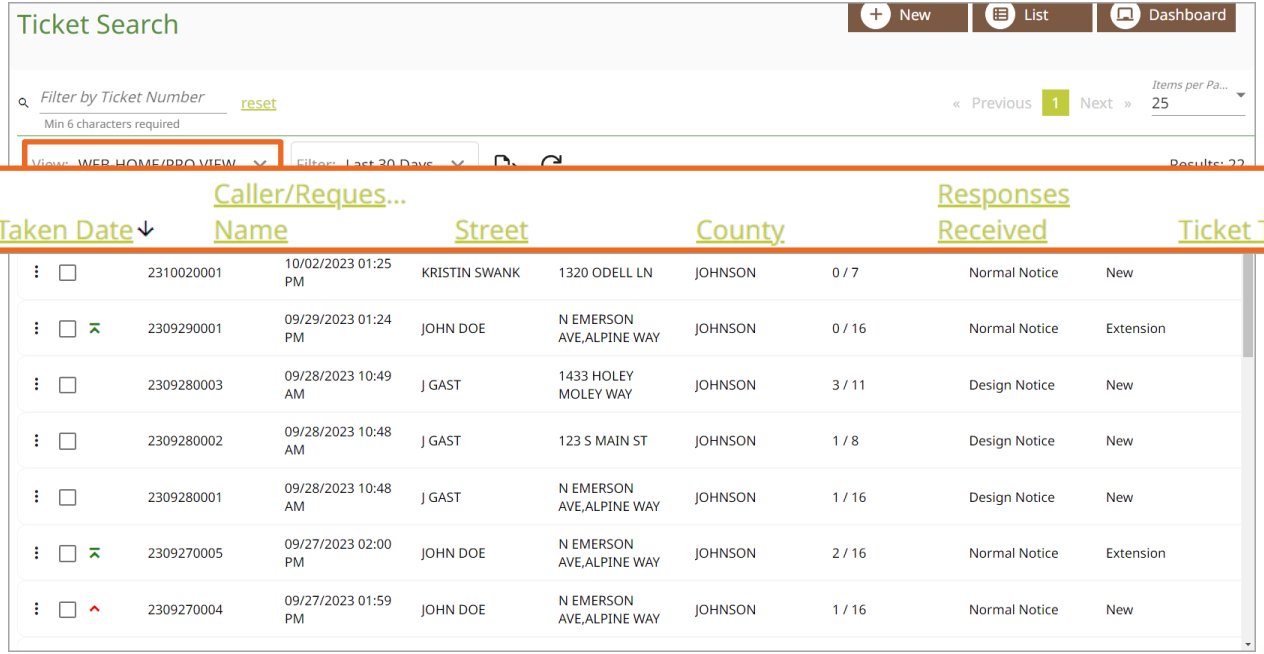
The List View



I also have the option of going to the List view.

Midwest Damage Prevention Training Conference Indiana811

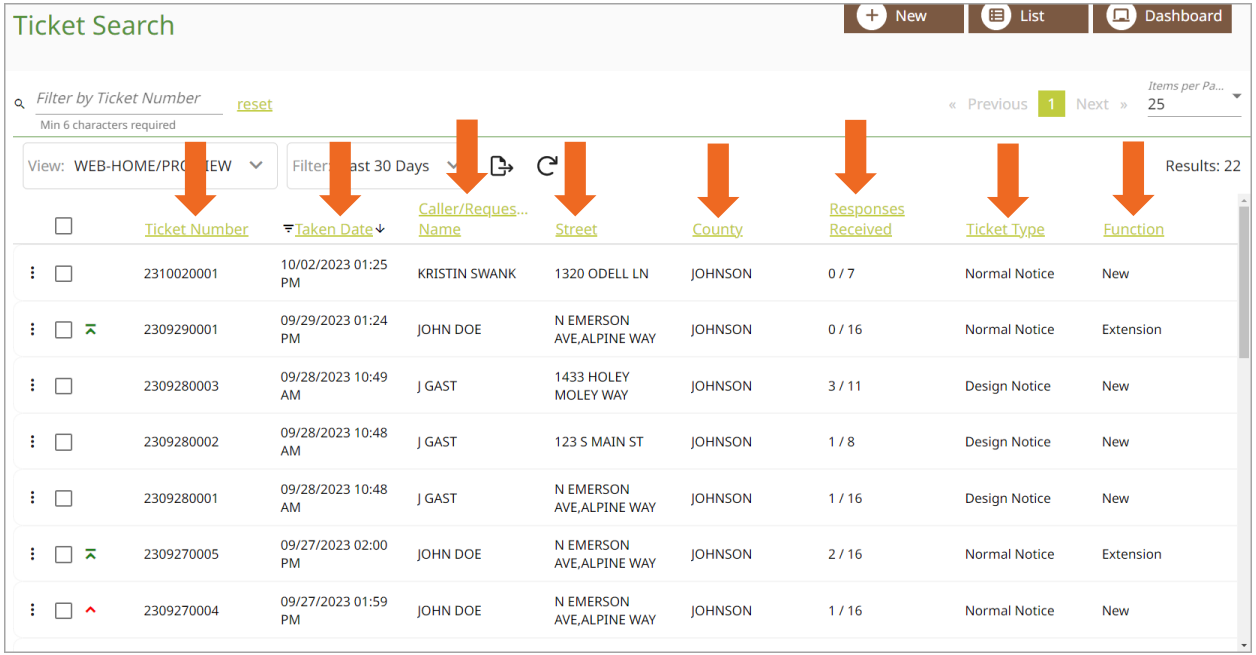
The List View



The List view will give me the ability to create customized views. The default List view is the Web-Home/Pro View, containing columns for Ticket Number, Taken Date, Caller/Requestor Name, Street, County, Responses Received, Ticket Type, and Function.

Midwest Damage Prevention Training Conference Indiana811

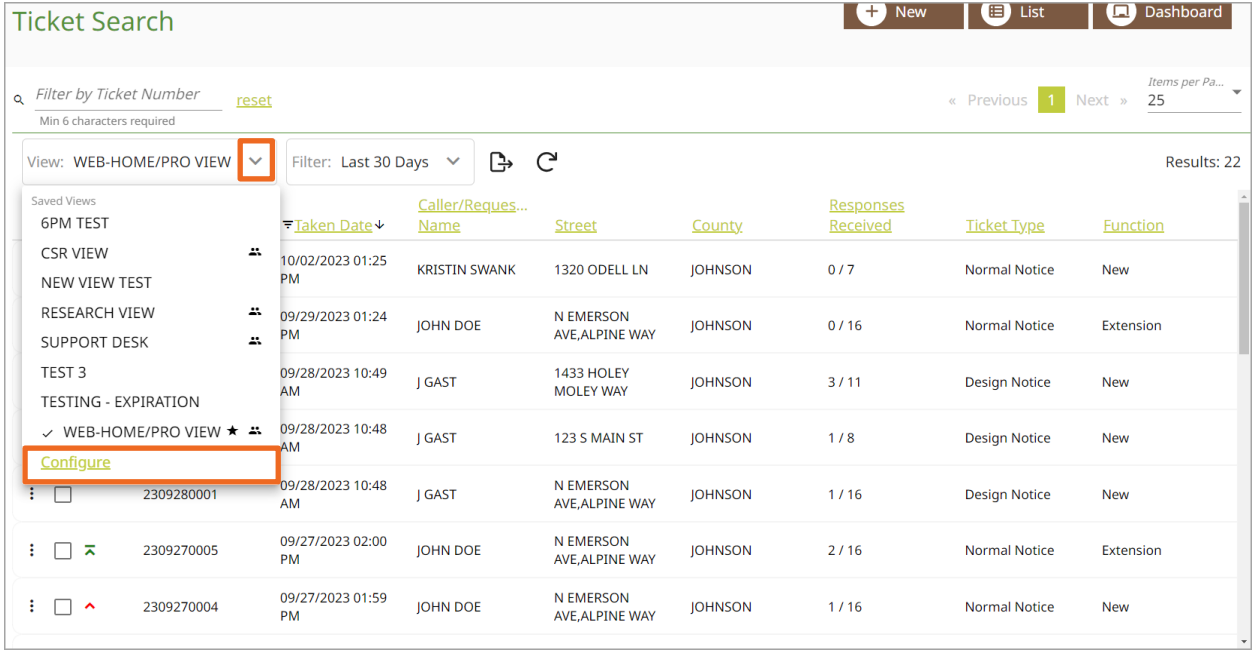
The List View



I can search within each of these columns, as I did on the Dashboard view. Or I can create my own view.

Midwest Damage Prevention Training Conference Indiana811

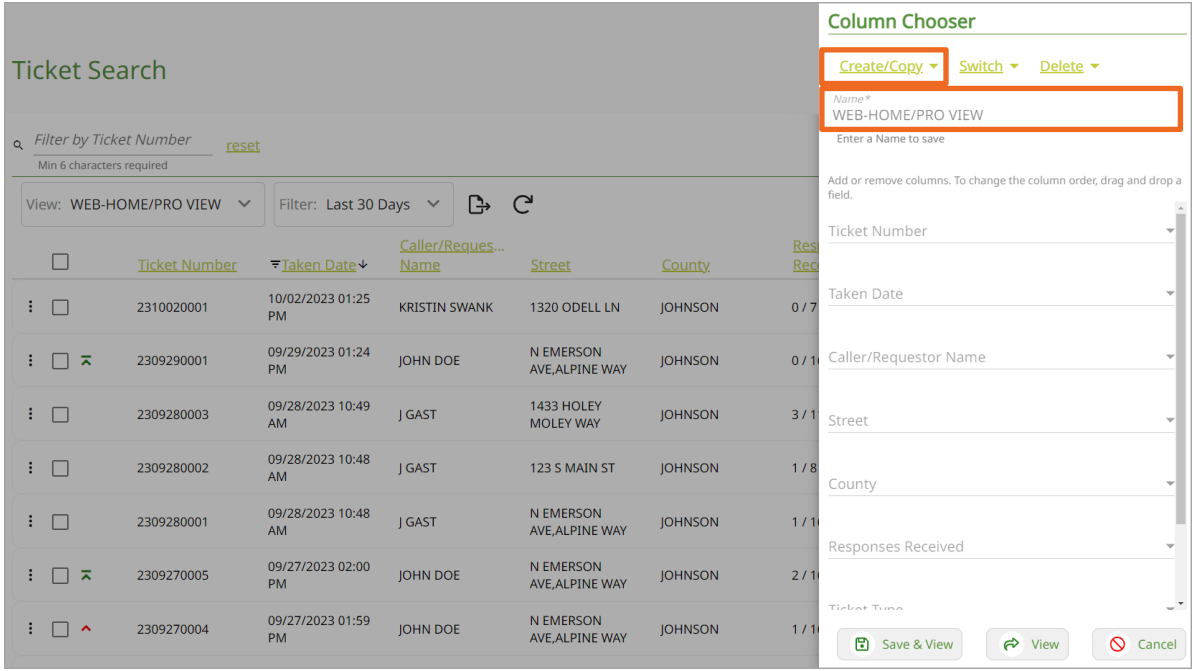
The List View



Clicking on the down arrow will supply more saved views and will allow me to create a view of my own. To personalize my ticket view, I will click on the green word “configure”.

Midwest Damage Prevention Training Conference Indiana

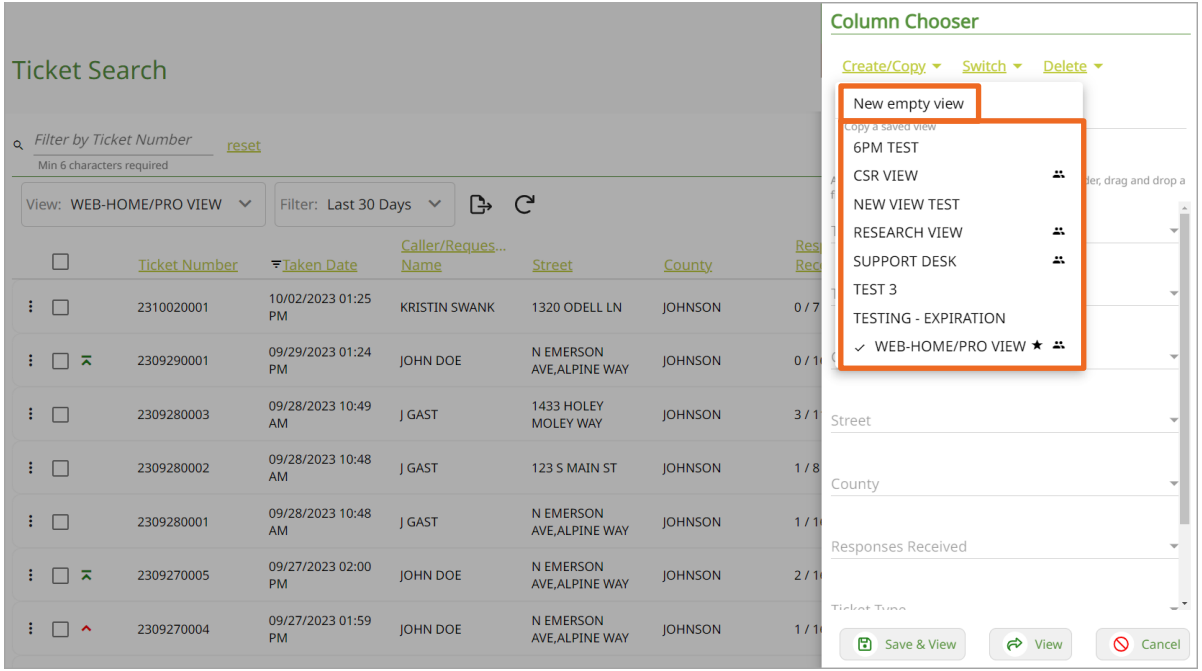
The List View



A panel will open on the right side of the screen. This panel will show the existing View. Select Create/Copy to create a new view, or to copy an existing view in order to make changes.

Midwest Damage Prevention Training Conference Indiana811

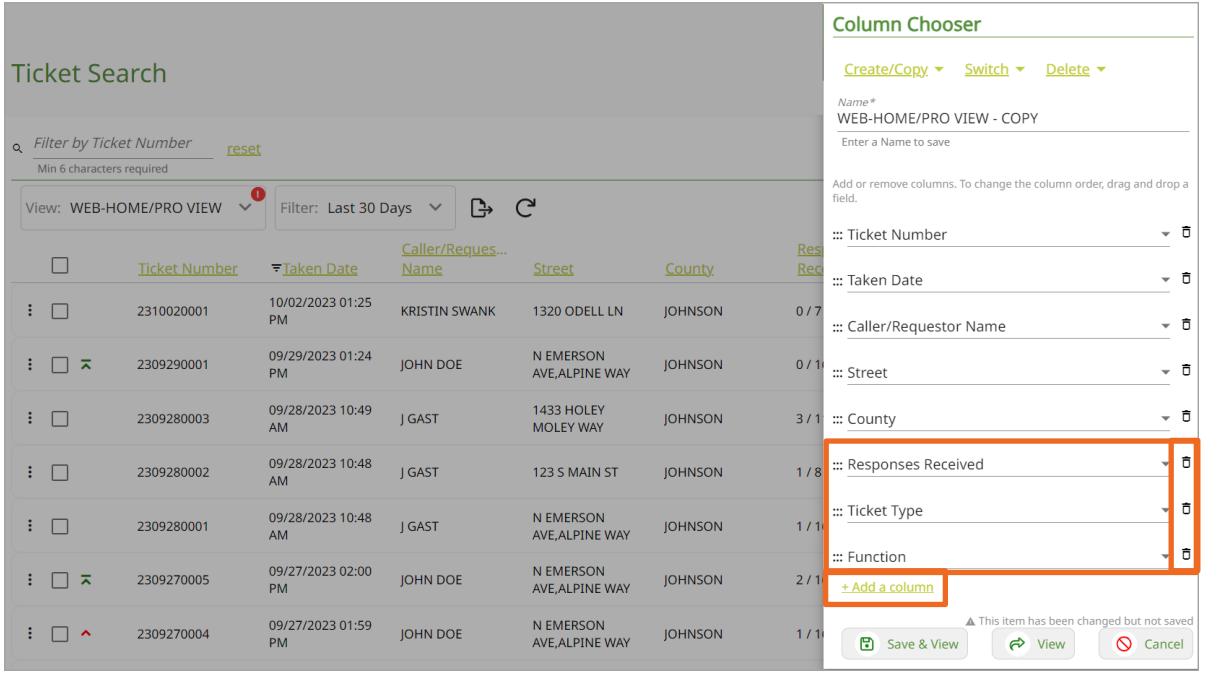
The List View



A panel will open on the right side of the screen. This panel will show the existing View. Select Create/Copy to create a new view, or to copy an existing view in order to make changes.

Midwest Damage Prevention Training Conference Indiana811

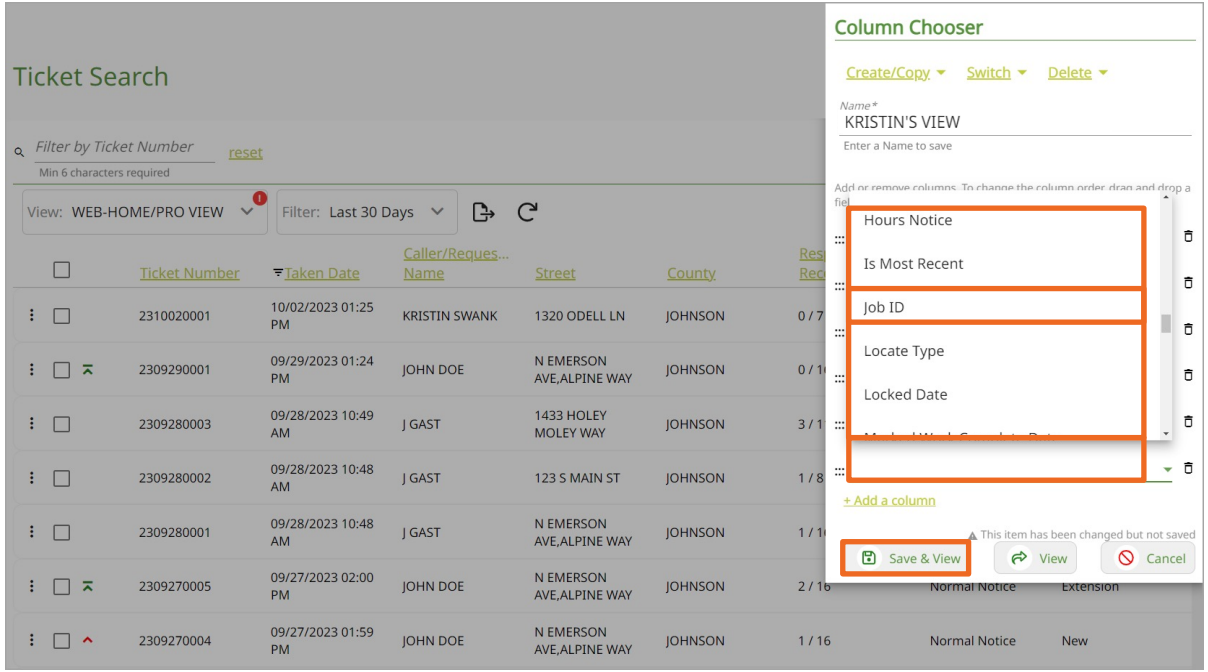
The List View



I have copied the Web View, however, I am not interested in seeing the Responses Received, the Ticket Type, or the Function. I will click on the trash can icon to the right of the column name. I would like to add another search column, so I will select + Add a column.

Midwest Damage Prevention Training Conference Indiana

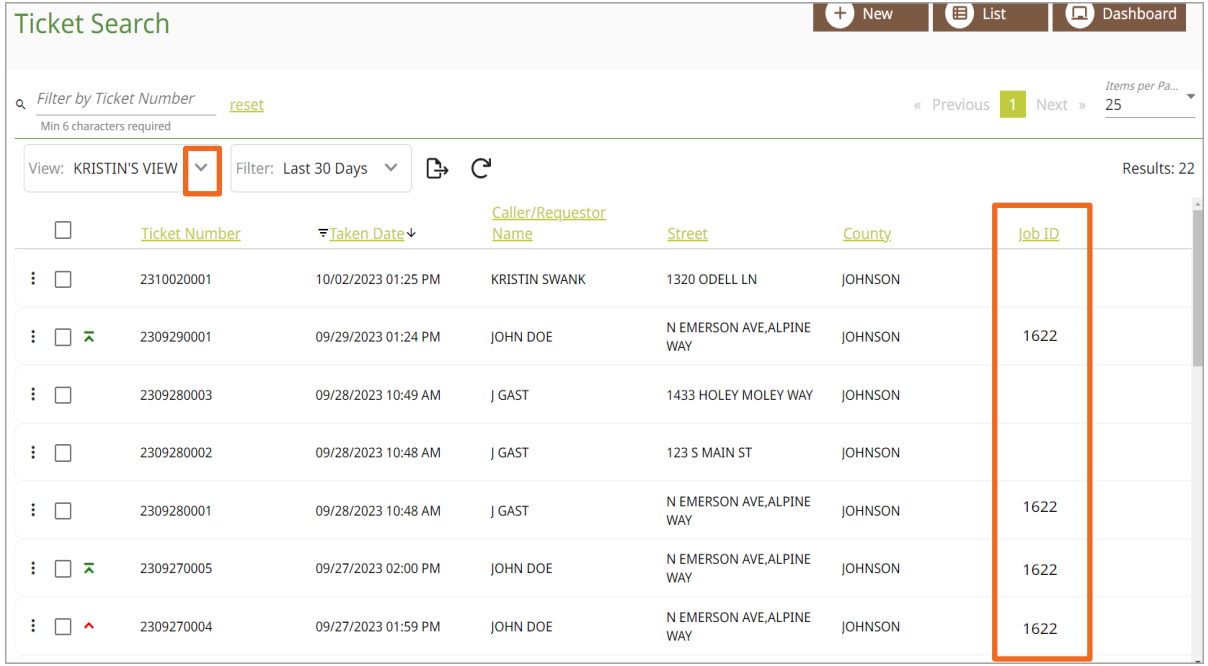
The List View



The empty column has a list of several items to choose from. I would like to add a column for the Job ID. I will rename the search “Kristin’s View” and select Save & View. I can now access this personalized view from the drop-down in the future.

Midwest Damage Prevention Training Conference Indiana

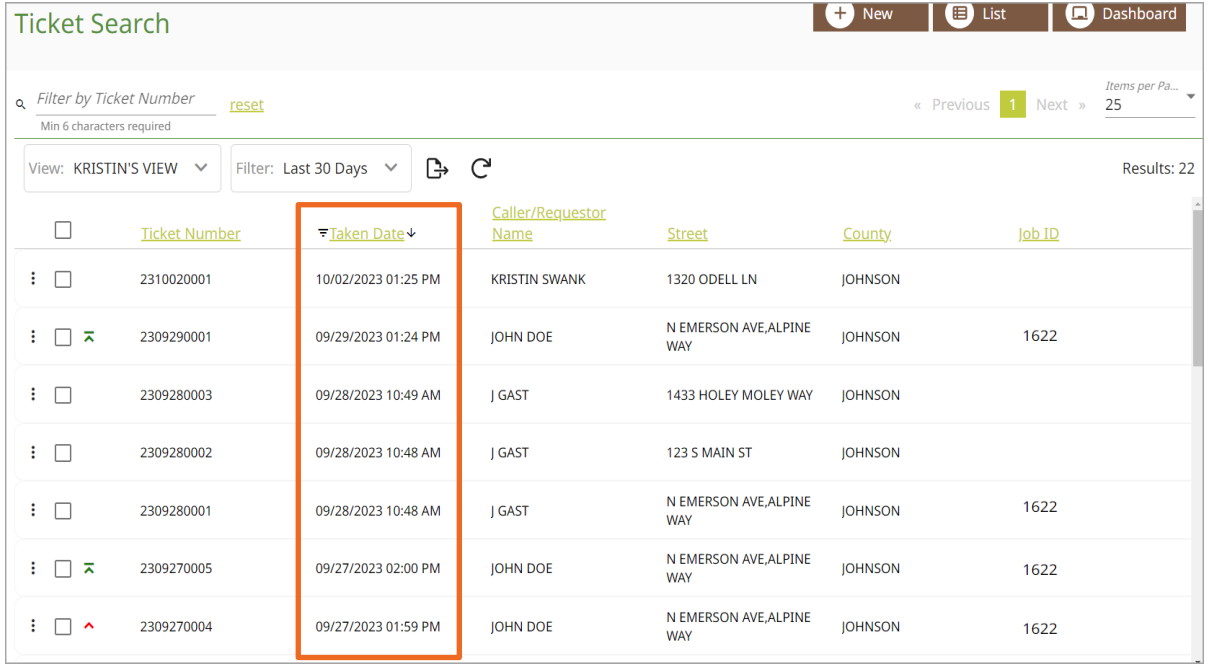
The List View



The empty column has a list of several items to choose from. I would like to add a column for the Job ID. I will rename the search “Kristin’s View” and select Save & View. I can now access this personalized view from the drop-down in the future.

Midwest Damage Prevention Training Conference Indiana

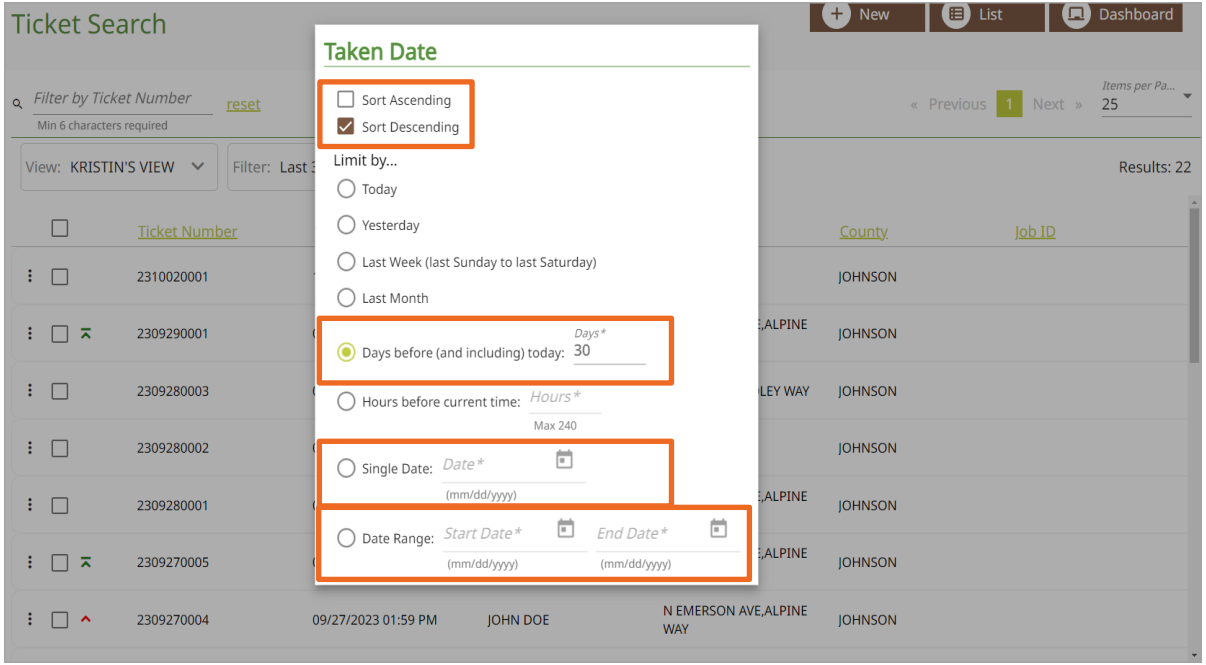
The List View



If I would like to search for a ticket by the date it was created, I can click on Taken Date.

Midwest Damage Prevention Training Conference Indiana811

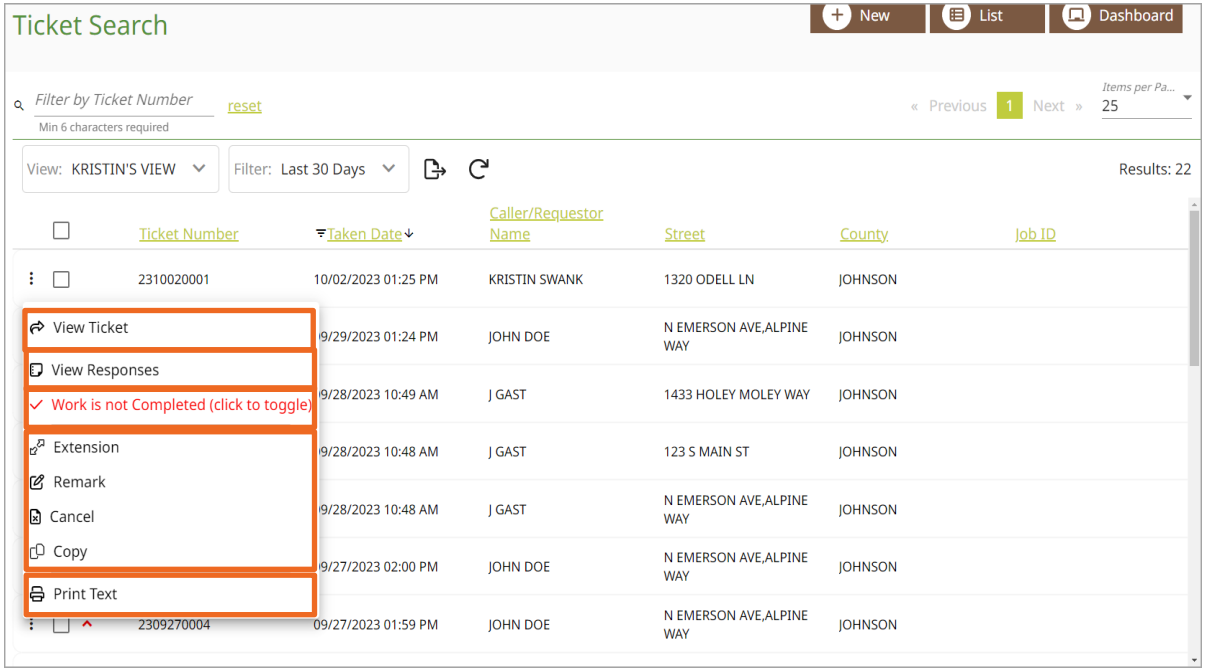
The List View



This will allow me to Sort Ascending or Descending, and to search by a number of days before, by a single date, by a date range, and more.

Midwest Damage Prevention Training Conference Indiana

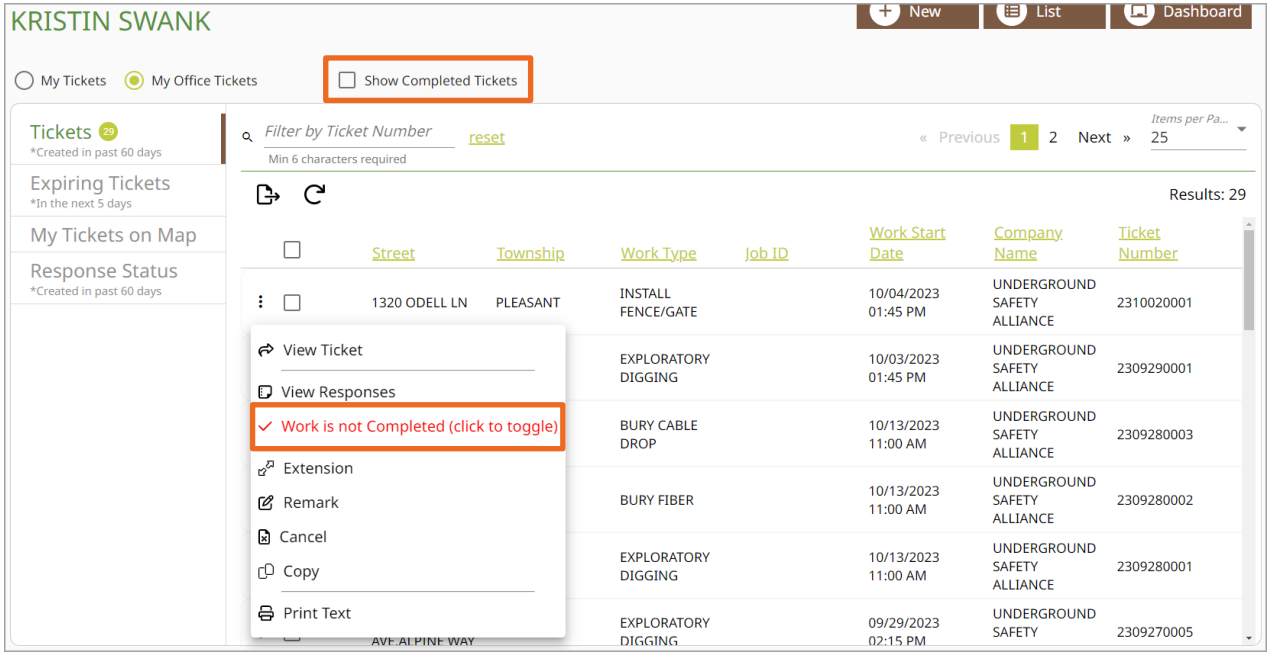
The List View



Clicking on the three-dot ellipsis to the left of each ticket number will provide you with multiple options. You can View the ticket, View Responses, mark a ticket as Complete, Print the ticket, as well as Extend, Remark, Cancel, or Copy the ticket.

Midwest Damage Prevention Training Conference Indiana811

Marking as Complete



The Exactix system allows myself, as well as others in my office, to mark a ticket as Complete. This means that no further work is taking place on the job site. This will hide the ticket from my Dashboard view, unless I choose Show Completed tickets.

Midwest Damage Prevention Training Conference Indiana811

Marking as Complete

Confirm Work Complete

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

This means that no further work is taking place on the job site. 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.

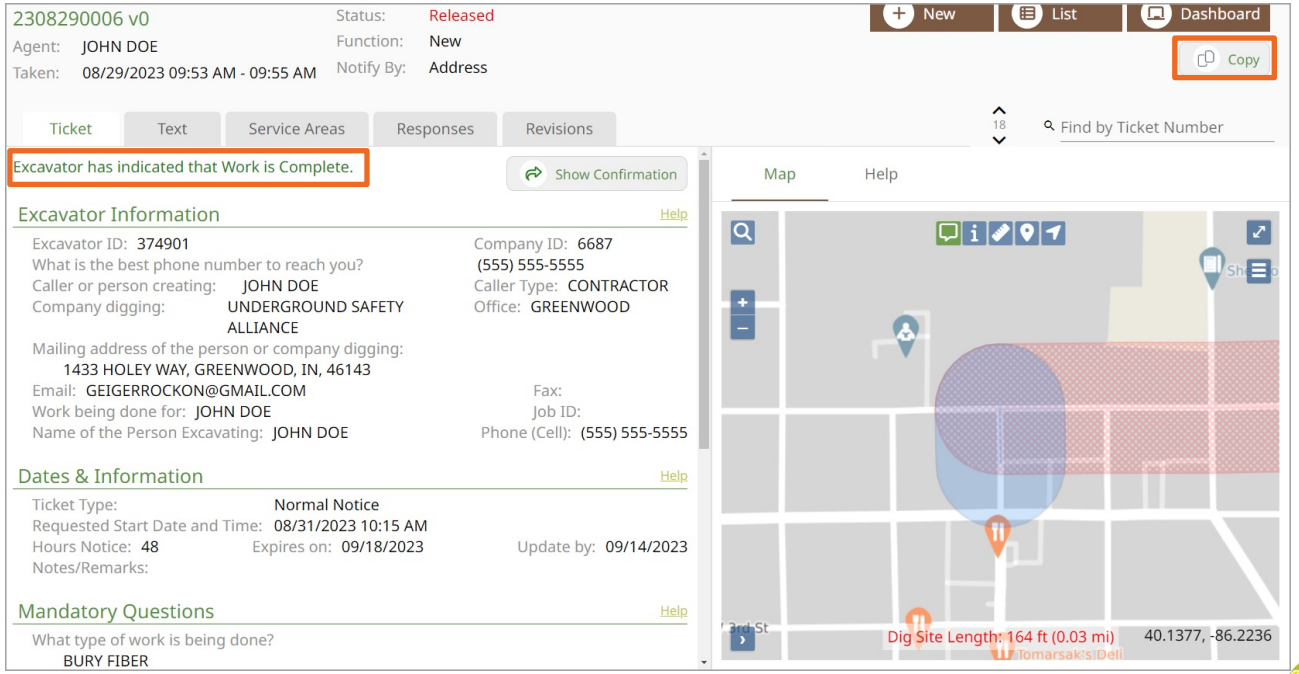
To re-open, click the "**Work is Completed"** button to toggle back.

Cancel OK

Marking a ticket as Complete does not send any notifications to Member Utilities. I can, however, use it as a means of communication and organization within my own company. Once a ticket has been marked as Complete, I only have 45 minutes to change it back to Not Complete.

Midwest Damage Prevention Training Conference Indiana811

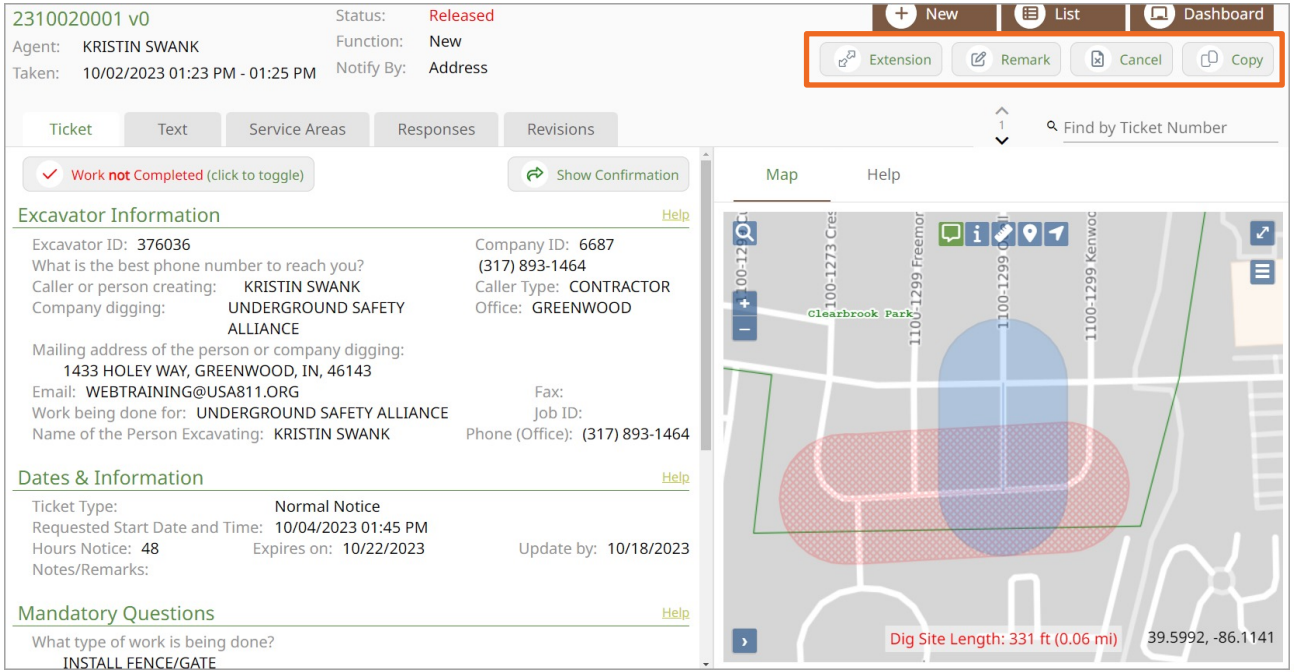
Marking as Complete



When a ticket is marked as Complete, the only available ticket function is to Copy the ticket. Marking as Complete can make working as a team much easier and prevent unnecessary Extensions or Remarks.

Midwest Damage Prevention Training Conference Indiana

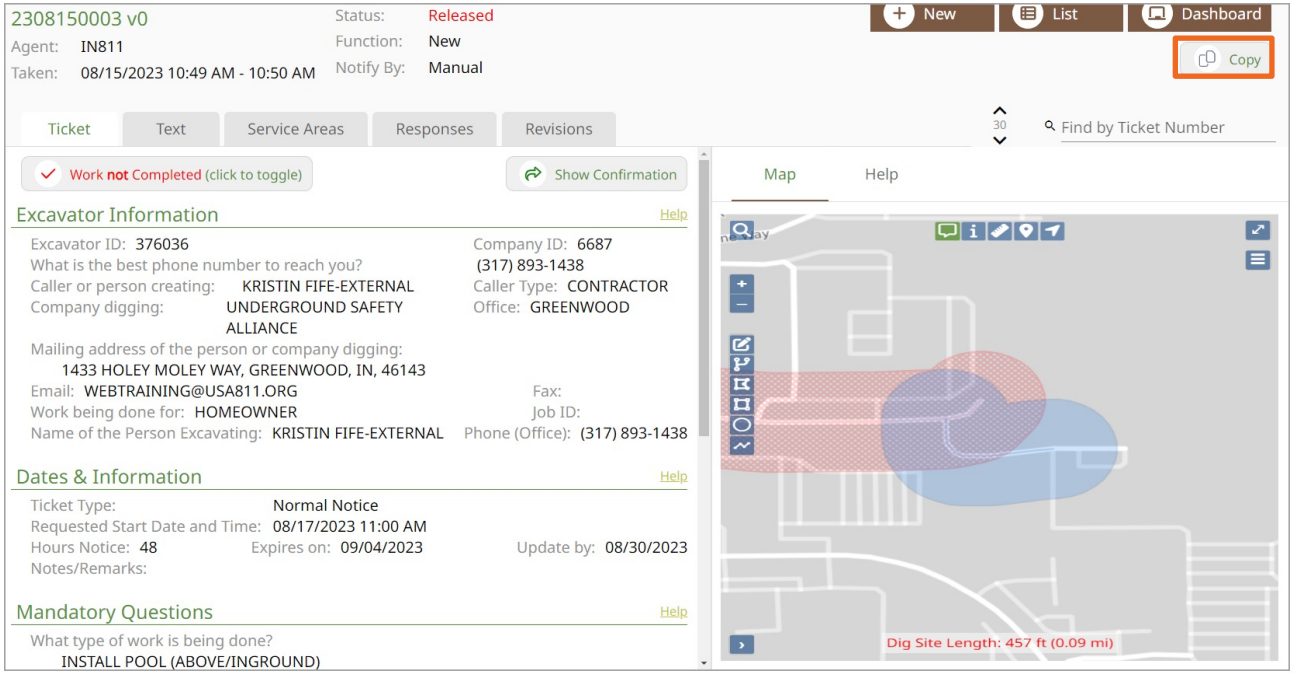
Additional Functions



When I have a ticket open, the top right corner of the screen will show buttons for additional functions, including Extension, Remark, Cancel, and Copy.

Midwest Damage Prevention Training Conference Indiana811

Additional Functions



Some options may not be available depending on the status of my ticket, such as only being able to Copy a ticket that has been marked as complete. If my ticket is expired, or past the update by date, I will not have the option to select Extension or Remark, only Copy.

Midwest Damage Prevention Training Conference Indiana811

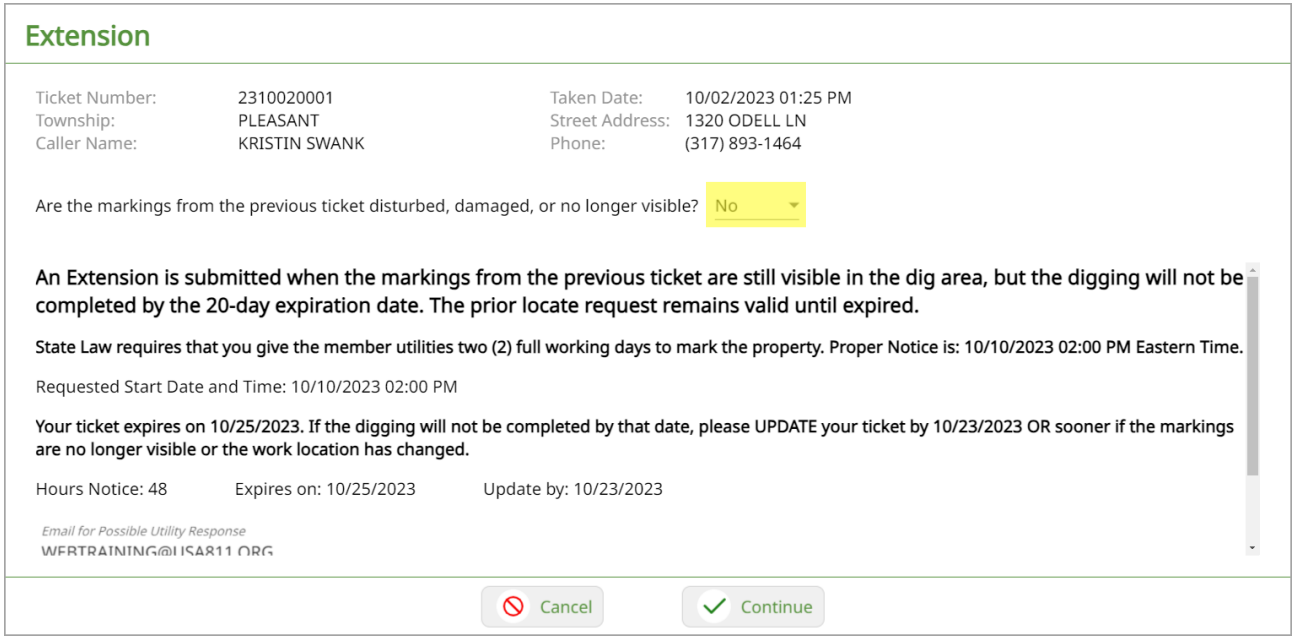
Extension

An Extension may be created when:

- All Member Utilities have responded.
- The markings from the previous ticket are still visible in the dig area.
- The digging will not be completed by the 20-day expiration date.
- It is no later than two full working days before the ticket expiration date.

Midwest Damage Prevention Training Conference Indiana811

Extension



An Extension will create a new ticket with all of the information from the previous ticket. If anything has changed with the dig location, you would need to create a new ticket, not an Extension. And if the markings from the Member Utilities are damaged or disturbed, that would require a ticket be Remarked instead of Extended.

Midwest Damage Prevention Training Conference Indiana811

Remark

Remark stands for Re-Mark, meaning a request to have the dig location marked again. A Remark may be created when:

- All Member Utilities have provided Positive Response to the ticket, by either locating the dig site or by providing an all clear.
- The utility markings have been disturbed, damaged or are no longer visible
- It is no later than two full working days before the ticket expiration date.

Midwest Damage Prevention Training Conference Indiana811

Remark

Remark

Ticket Number:	2310020001	Taken Date:	10/02/2023 01:25 PM
Township:	PLEASANT	Street Address:	1320 ODELL LN
Caller Name:	KRISTIN SWANK	Phone:	(317) 893-1464

Are the markings from the previous ticket disturbed, damaged, or no longer visible? Yes

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.

State Law requires that you give the member utilities two (2) full working days to mark the property. Proper Notice is: 10/10/2023 02:00 PM Eastern Time.

Requested Start Date and Time: 10/10/2023 02:00 PM

Your ticket expires on 10/25/2023. If the digging will not be completed by that date, please UPDATE your ticket by 10/23/2023 OR sooner if the markings are no longer visible or the work location has changed.

Hours Notice: 48 Expires on: 10/25/2023 Update by: 10/23/2023

Email for Possible Utility Response

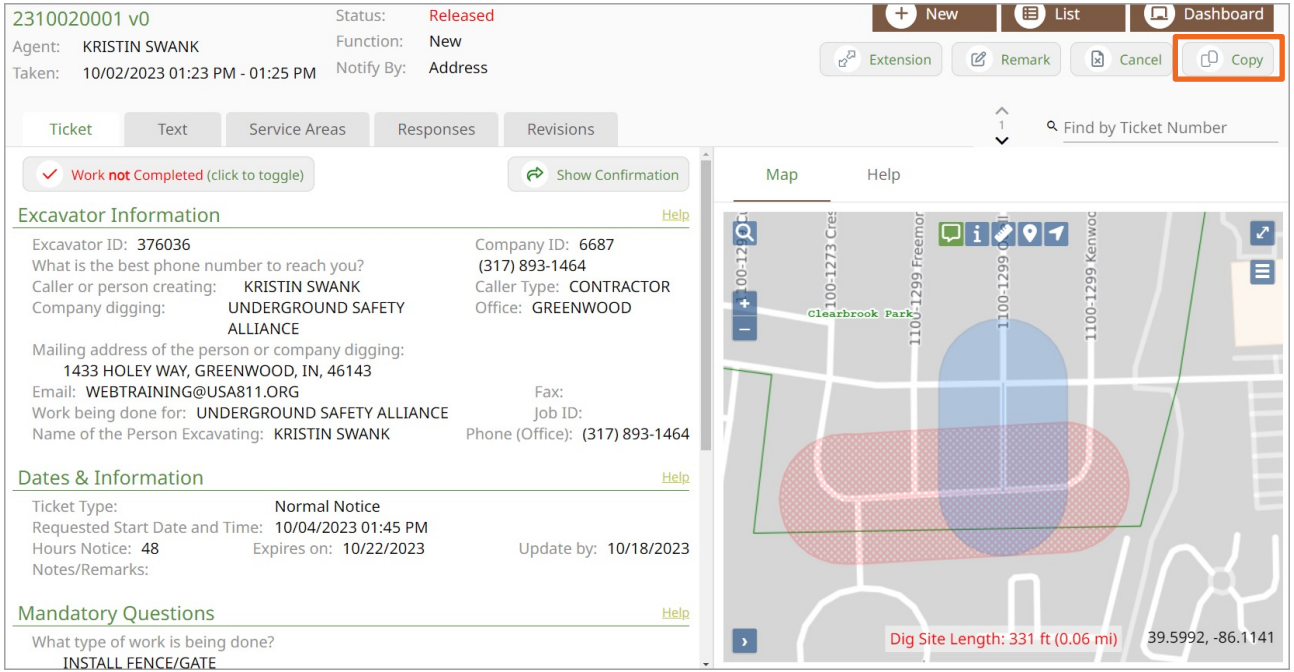
WEBTRAINING@USA811.ORG

Cancel Continue

A Remark will create a new ticket number. The Member Utilities will have two full working days to respond, and the Remark ticket will expire 20 calendar days from the creation date.

Midwest Damage Prevention Training Conference Indiana811

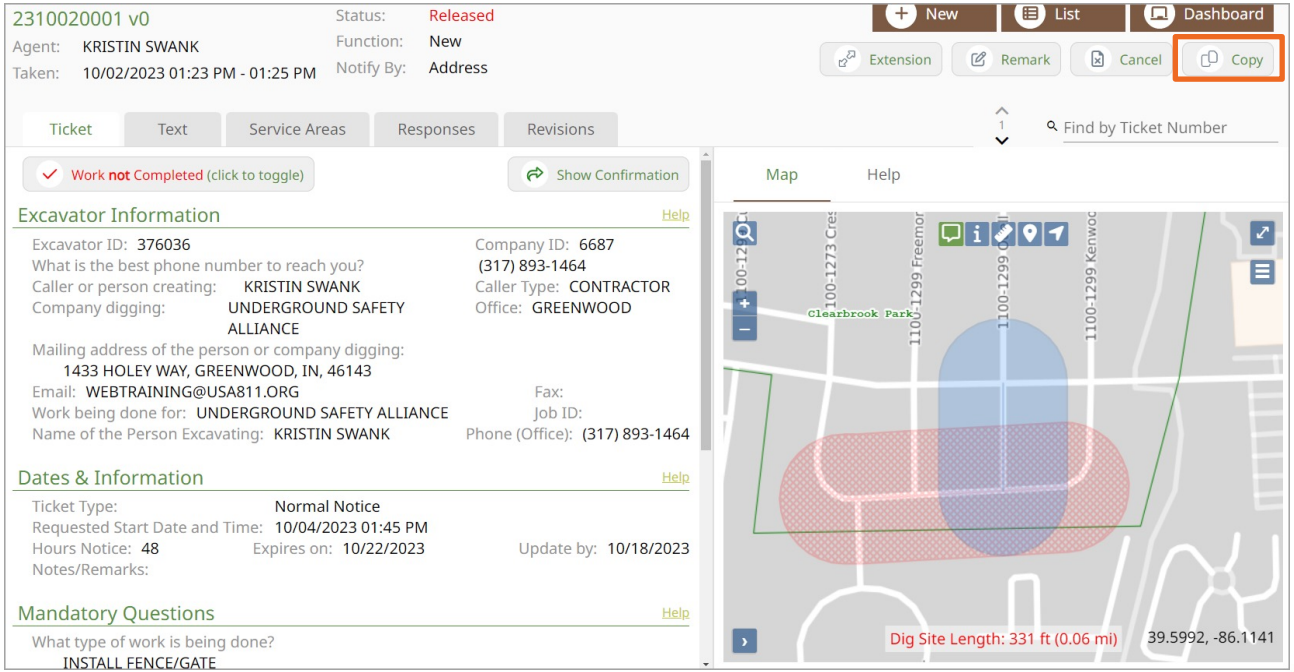
Copy



Selecting the Copy option will input all of the original ticket information into a new ticket form. This feature can be helpful when a ticket has expired and can no longer be Extended or Remarked, or the original ticket was incorrect, and a new ticket must be created.

Midwest Damage Prevention Training Conference Indiana811

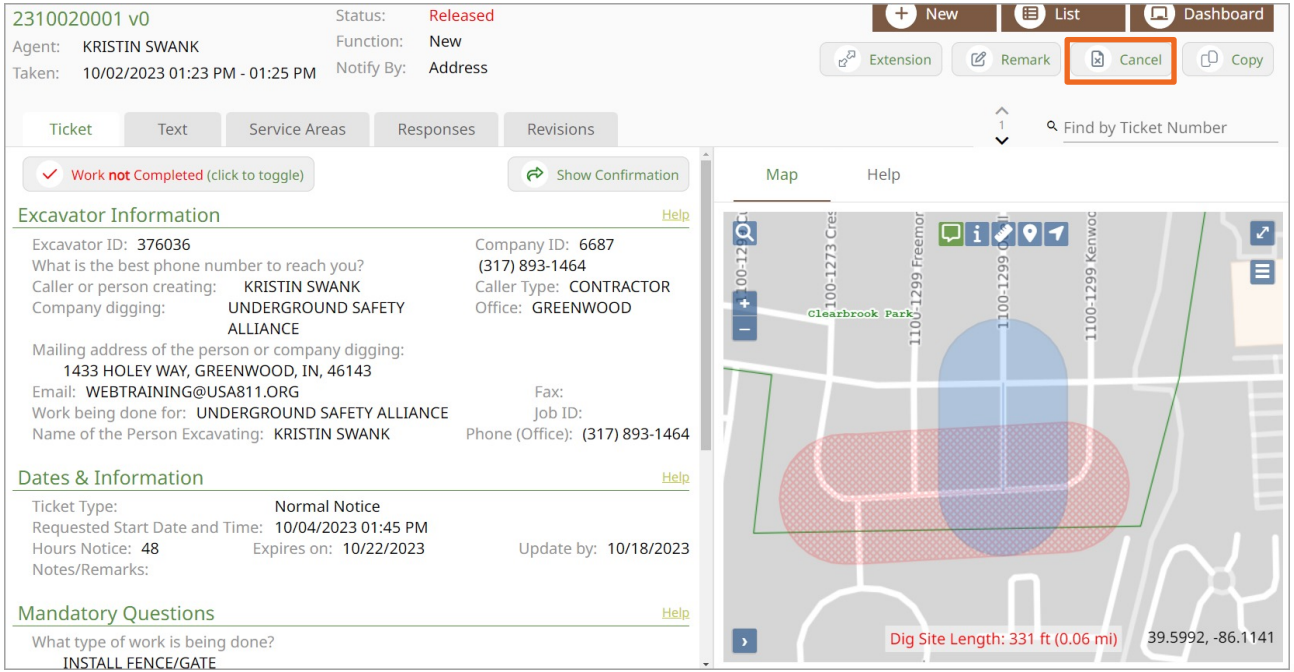
Copy



The incorrect ticket can be Copied, and the corrections made before releasing the new ticket and cancelling the original.

Midwest Damage Prevention Training Conference Indiana

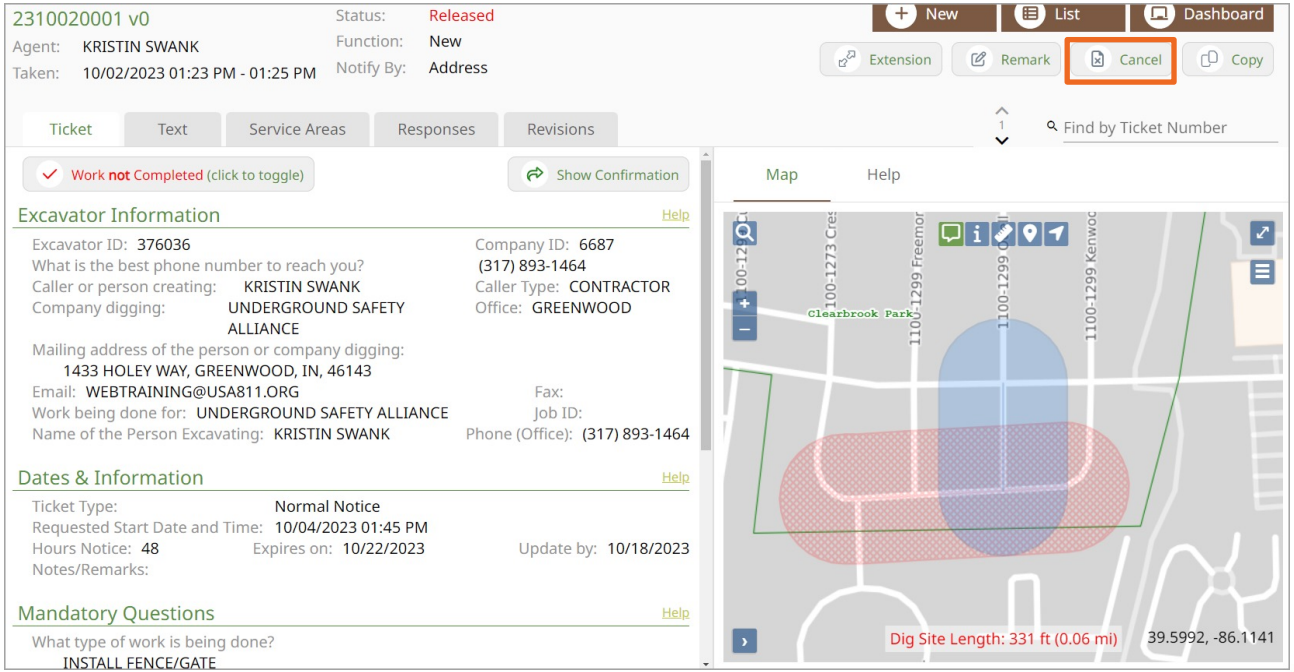
Cancel



Sometimes mistakes are made, or changes occur, and this might require a ticket cancellation. These reasons include incorrect information was entered on the ticket, or the job has been postponed or canceled.

Midwest Damage Prevention Training Conference Indiana811

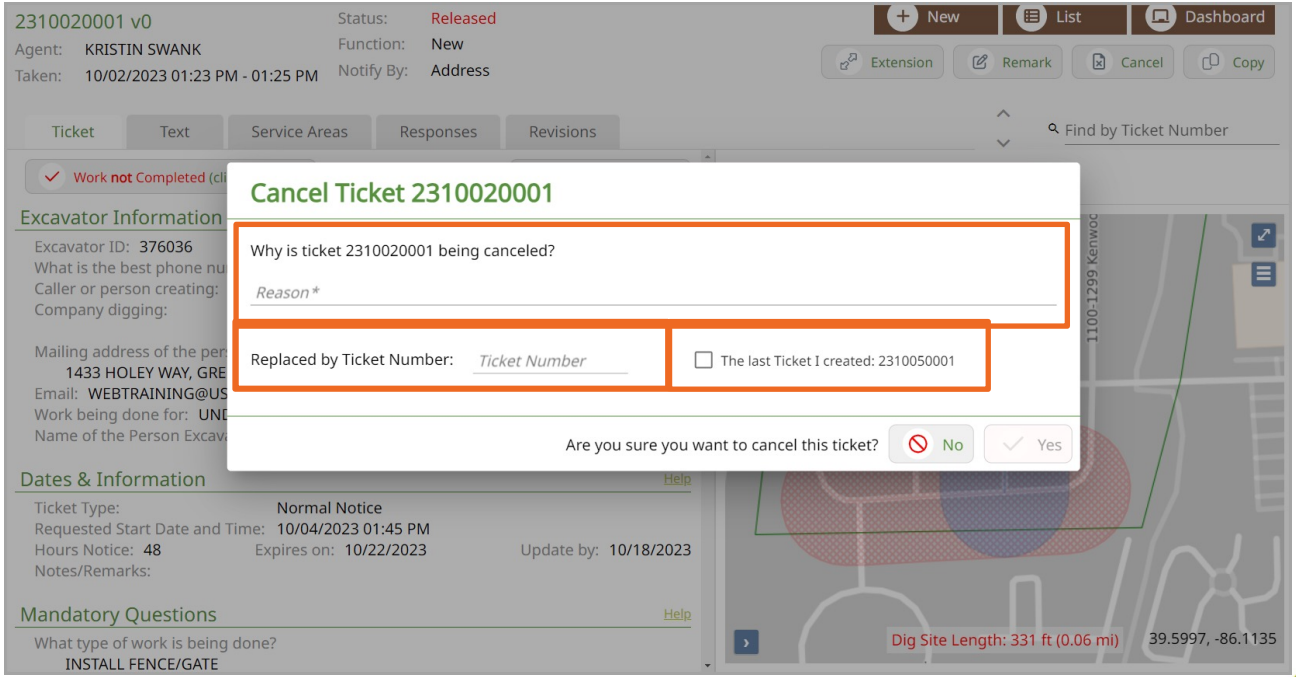
Cancel



If the ticket will be canceled due to incorrect information and a replacement ticket is needed, I will create the new ticket before canceling the existing one.

Midwest Damage Prevention Training Conference Indiana811

Cancel



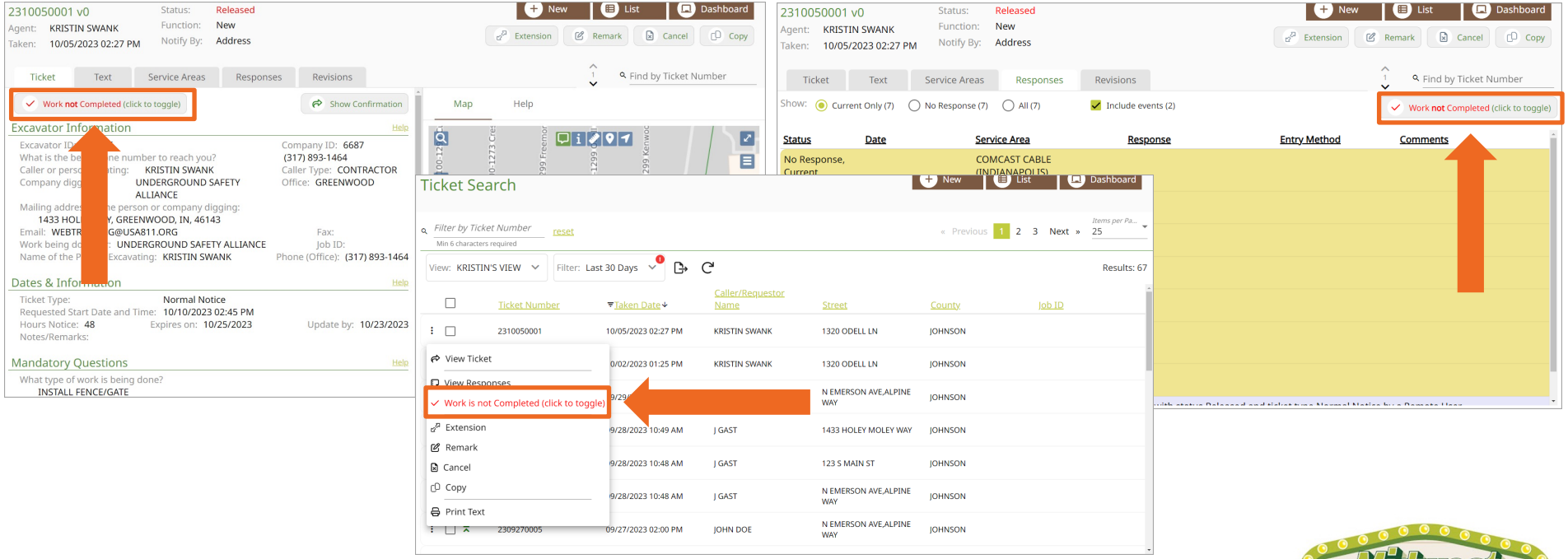
I will be asked to provide the reason for cancellation and the replacement ticket number during the Cancel process (if applicable). If the last ticket I created was the replacement, I can use the check box to indicate this. If not, I will need to manually type in the replacement ticket number.

Midwest Damage Prevention Training Conference Indiana811

DO NOT CANCEL A TICKET ONCE THE WORK HAS BEEN COMPLETED.

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

Cancel



Instead, I can utilize the “Work is Completed” feature to help manage my tickets and reduce unnecessary renewals. I can find this feature from the Ticket and Responses tab or by clicking the 3-dot ellipsis from the ticket Dashboard.

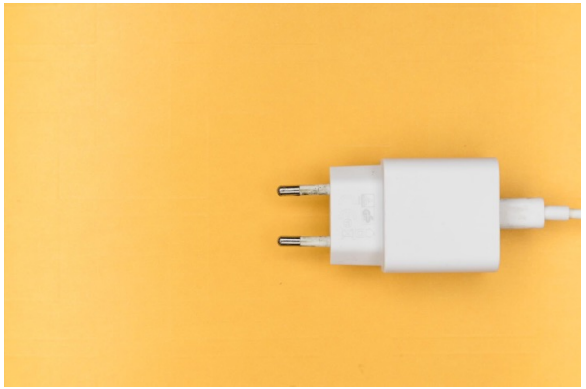
Midwest Damage Prevention Training Conference Indianapolis

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

The Exactix online ticket entry system allows you to work on tickets that have been created by you...

...but it also allows you to work on tickets that have been created by others in your office.

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811



Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

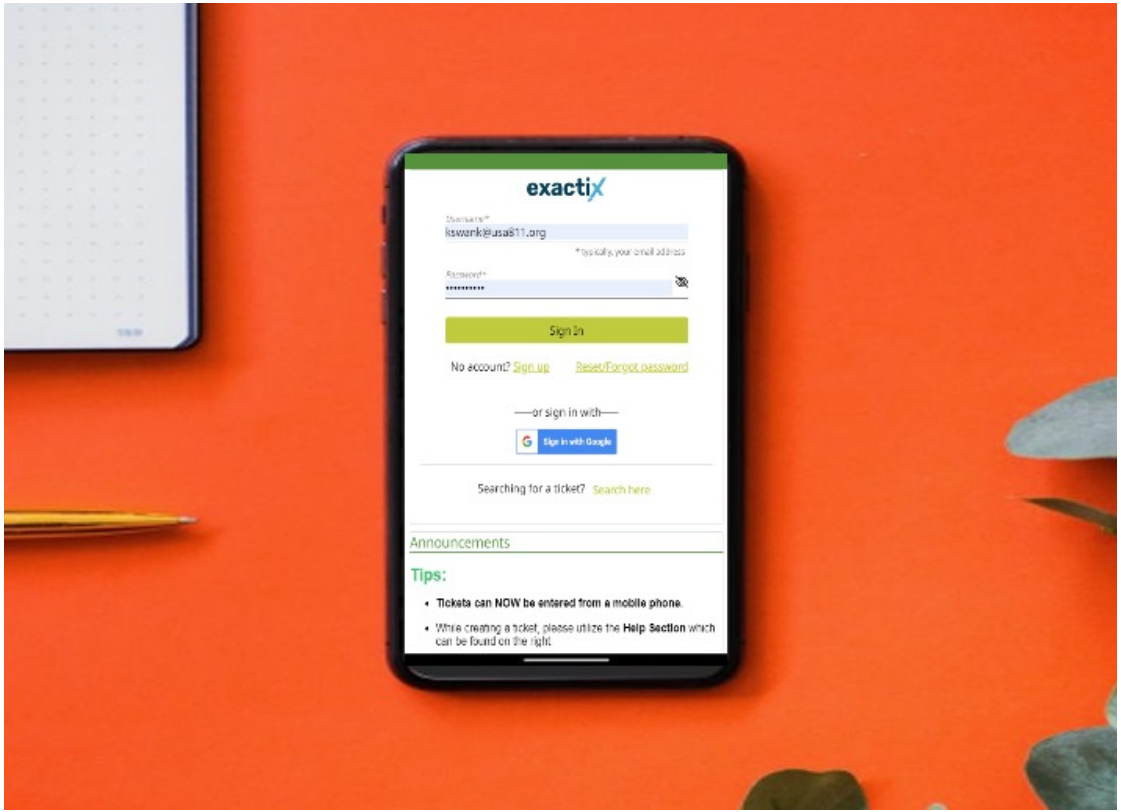
Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

We do NOT allow the sharing of accounts.

Midwest Damage Prevention Training Conference Indiana811

HOORAY FOR UPGRADES!!!!



Midwest Damage Prevention Training Conference
Indiana811

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

Online (Self-guided)

Indiana 811 Exactix Pro Training

Register Free

About This Training

Welcome to the Indiana 811 Exactix Pro training. The Exactix Pro resource allows excavators to create tickets using a computer, tablet, or mobile phone. There are many benefits of entering tickets on an Exactix Pro account, including the ability to view, print, copy, remark, extend, and cancel tickets you and others within your office created, all online, all without a phone call.

Each individual wanting to be set up with an Exactix Pro account will need to complete the training course on their own. **The name in which you are registered is the only name that will receive credit for completing the course, and it should not be a company name.** The course will take users through nine (9) interactive modules with videos that demonstrate Exactix Pro ticket entry. The eighth (8th) module is an exam. There is a module AFTER the exam that must also be completed. All course material must be completed prior to Exactix Pro account activation. If there are any questions, please contact the Web Department at WebTraining@usa811.org.

Upon completion of the course, please email the Web Department at WebTraining@usa811.org to have your account activated.

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

Exactix Pro Online
Ticket Entry

INSERT QR CODE

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

APPLAUSE!!!

Midwest
DAMAGE PREVENTION
Training Conference
Indiana811

Exactix Pro Online
Ticket Entry

INSERT QR CODE

WebTraining@usa811.org

(317) 893-1464

Midwest Damage Prevention Training Conference Indiana811