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# 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*





*THIS SESSION IS SPONSORED BY*



**ON THE SPOT**  
UTILITY RESOURCES LLC



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

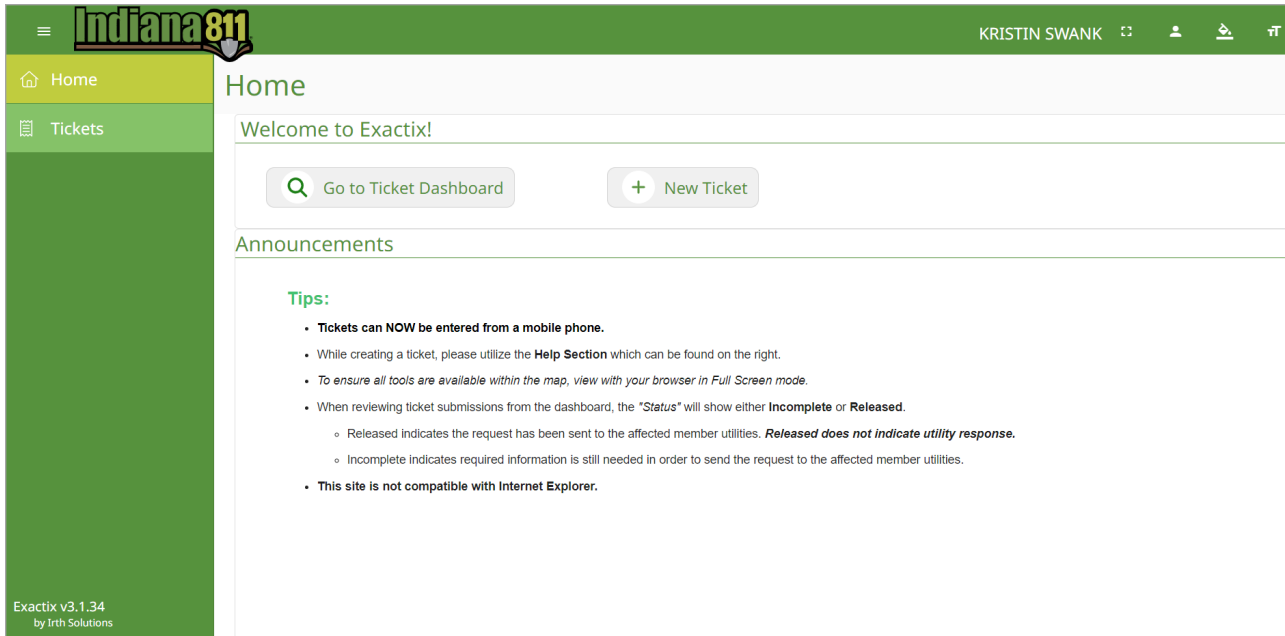




# FREE!!!



# The Exactix Pro Ticket Entry System



The screenshot shows the user interface of the Exactix Pro Ticket Entry System. At the top, there is a green header with the "Indiana 811" logo on the left and the user name "KRISTIN SWANK" along with navigation icons on the right. A left sidebar contains "Home" and "Tickets" options. The main content area is titled "Home" and includes a "Welcome to Exactix!" message. Below this are two buttons: "Go to Ticket Dashboard" and "New Ticket". An "Announcements" section follows, containing a "Tips:" heading and a bulleted list of instructions. At the bottom left of the dashboard, it says "Exactix v3.1.34 by Irth Solutions".

**Indiana 811**

KRISTIN SWANK

Home

Tickets

Welcome to Exactix!

Go to Ticket Dashboard

New Ticket

Announcements

**Tips:**

- Tickets can **NOW** be entered from a mobile phone.
- While creating a ticket, please utilize the **Help Section** which can be found on the right.
- To ensure all tools are available within the map, view with your browser in Full Screen mode.
- When reviewing ticket submissions from the dashboard, the "Status" will show either **Incomplete** or **Released**.
  - Released indicates the request has been sent to the affected member utilities. **Released does not indicate utility response.**
  - Incomplete indicates required information is still needed in order to send the request to the affected member utilities.
- This site is not compatible with Internet Explorer.

Exactix v3.1.34  
by Irth Solutions



# Webinar with a Trainer!





# NEW AND IMPROVED!





Online (Self-guided)

## Indiana 811 Exactix Pro Training

Last completed Sep 21, 2023

**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](mailto:WebTraining@usa811.org).

Upon completion of the course, please email the Web Department at [WebTraining@usa811.org](mailto: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
- Nicola Bousum





### 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  
Notes/Remarks:

Expires on: 10/18/2023

Update by: 10/16/2023

### 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:

Near:

City or town dig site is in or nearest:

Dig Site Description:

New Subdivision: No Lot:

Within 1/4 Mile: No

Dig site within city or town limits:

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

confirm\* ▾



# 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      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

## 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



# 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?

A trenchless excavation method using mechanized boring equipment.

Boring\* ▼

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 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.

White Lined\* ▼



# Dig Site Information

## Dig Site Information [Help](#)

Street/Address    Intersection [reset](#)

State\*  County\*

Street/Address\*  Township\*

Subdivision/Point of Interest  New Subdivision:  Lot   
Select if the dig street is not shown on the map

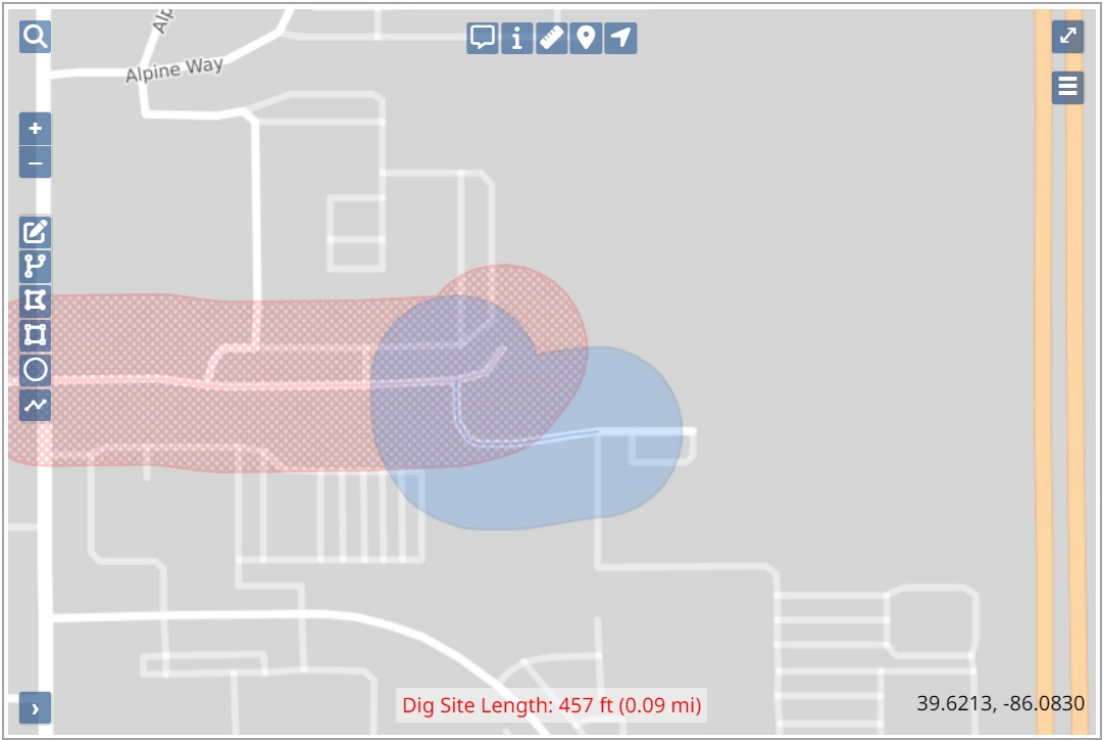
Nearest Intersecting Street  Within 1/4 Mile:

City or town dig site is in or nearest:   Dig site within city or town limits:

Dig Site Description\*



# Map





# 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	Fax	
for a copy of this request and possible utility response		
Who is the work being done for?*		Job ID
<input type="checkbox"/> Same as person or company digging		
<input type="checkbox"/> Same as person creating		
Name of the Person Excavating*	Type* ▾	Phone*
<input type="checkbox"/> Same as person creating		



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

[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:

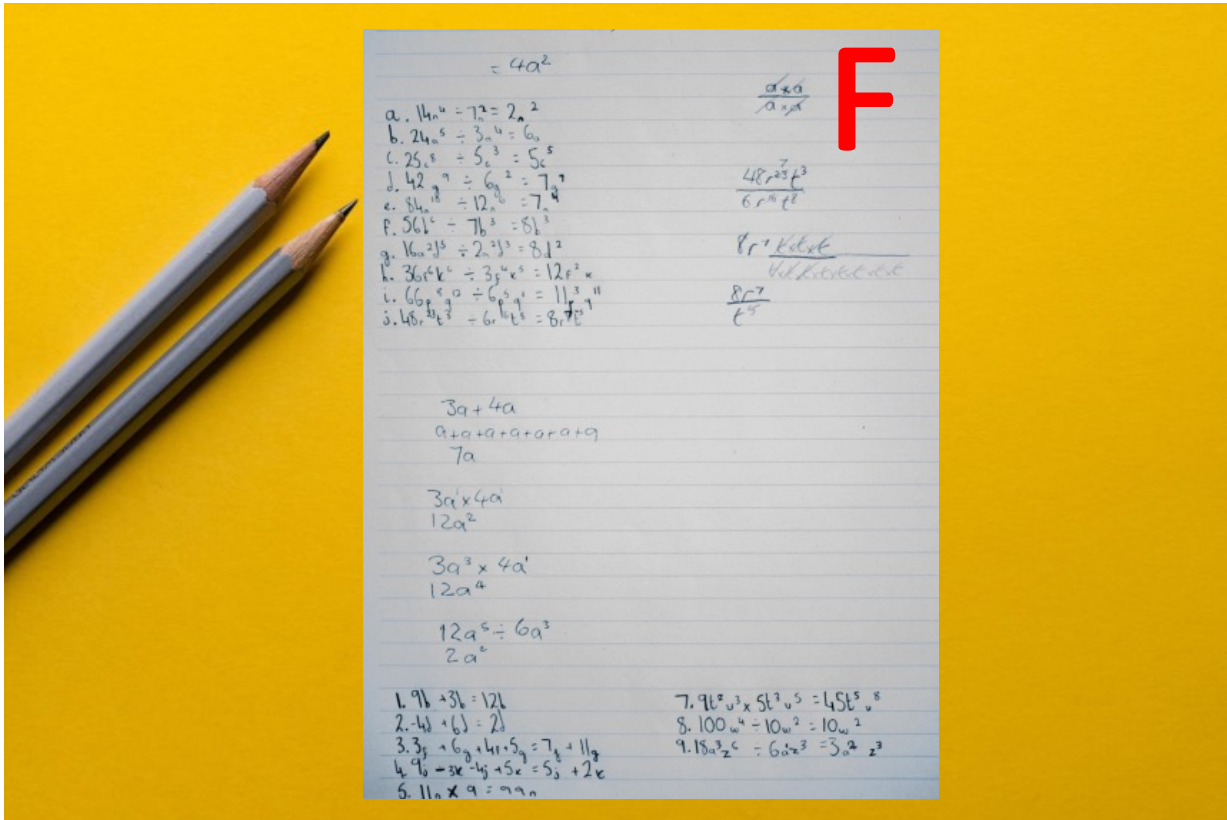
Your ticket expires on 10/18/2023. If the digging will not be completed by that date, please UPDATE your ticket by 10/16/2023 OR sooner if the markings are no longer visible or the work location has changed.

Hours Notice: 48  Update by: 10/16/2023

*Notes/Remarks*

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.





$$= 4a^2$$

a.  $14a^4 \div 7^2 = 2a^2$

b.  $24a^6 \div 3a^4 = 6a^2$

c.  $25a^8 \div 5a^3 = 5a^5$

d.  $42a^9 \div 6a^2 = 7a^7$

e.  $84a^8 \div 12a^3 = 7a^5$

f.  $56a^6 \div 7b^3 = 8a^3$

g.  $16a^2b^5 \div 2^2b^3 = 8a^2b^2$

h.  $36a^4b^6 \div 3a^2b^3 = 12a^2b^3$

i.  $66a^4b^9 \div 6a^2b^4 = 11a^2b^5$

j.  $48a^4b^8 \div 6a^2b^4 = 8a^2b^4$

$$\frac{a \times a}{a \times a}$$

F

$$\frac{48r^2s^3p^3}{6r^2t^2}$$

*Pr' Kabit*  
*Vikramaditya*

$$\frac{8r^2}{t^2}$$

$$3a + 4a$$

$$a + a + a + a + a + a$$

$$7a$$

$$3a \times 4a$$

$$12a^2$$

$$3a^3 \times 4a^1$$

$$12a^4$$

$$12a^5 \div 6a^3$$

$$2a^2$$

1.  $9b + 3b = 12b$

2.  $4j + 6j = 10j$

3.  $3p + 6q + 4r + 5s = 7p + 11q$

4.  $7y - 3x - 4z + 5x = 5z + 2x$

5.  $11a \times 9 = 99a$

7.  $7t^5v^3 \times 5t^2v^5 = 45t^7v^8$

8.  $100w^4 \div 10w^2 = 10w^2$

9.  $18a^2c \div 6a^2 = 3c$



# 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!

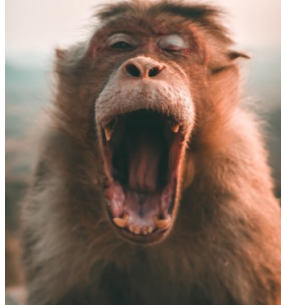
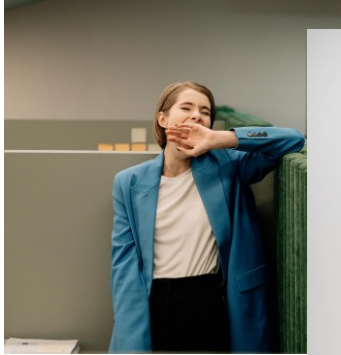
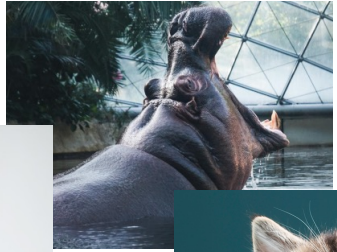


# Mandatory Questions

Mandatory Questions	
What type of work is being done?	<input type="text" value="Type of Work*"/>
How long will it take to complete the job?	<input type="text" value="How long*"/>
At the deepest, how many feet will you be digging?	<input type="text" value="Feet*"/> FT
Will there be any explosives or blasting?	<input type="text" value="Explosives*"/> ▼
Will there be any boring? A trenchless excavation method using mechanized boring equipment.	<input type="text" value="Boring*"/> ▼
If there is boring, where will it be done?	<input type="text" value="Boring where?"/>
	Ex: Under Main St, Along Main St, under sidewalk/driveway
Will you be White lining the dig area? "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.	<input type="text" value="White Lined*"/> ▼

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.





# 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.



# Dig Site Information

## Dig Site Information [Help](#)


Street/Address    Intersection [reset](#)

State\*  County\* \_\_\_\_\_

Street/Address\* \_\_\_\_\_ Township\* \_\_\_\_\_

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:   Dig site within city or town limits: \_\_\_\_\_

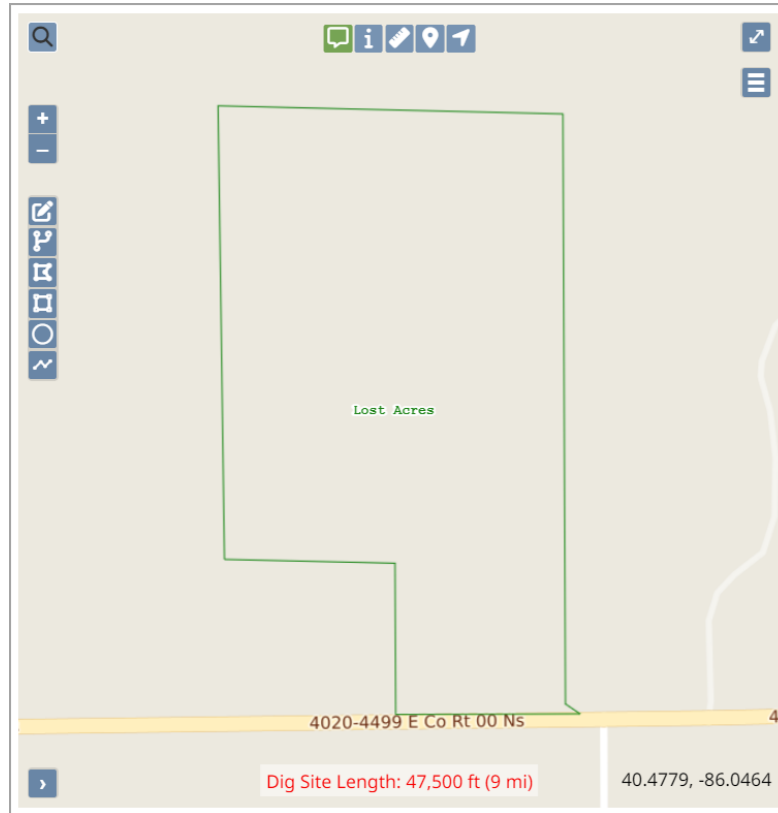
Dig Site Description\* \_\_\_\_\_

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.





# Added Subdivision Borders



Streets, Townships, Points of Interest

▼ Lost Acres

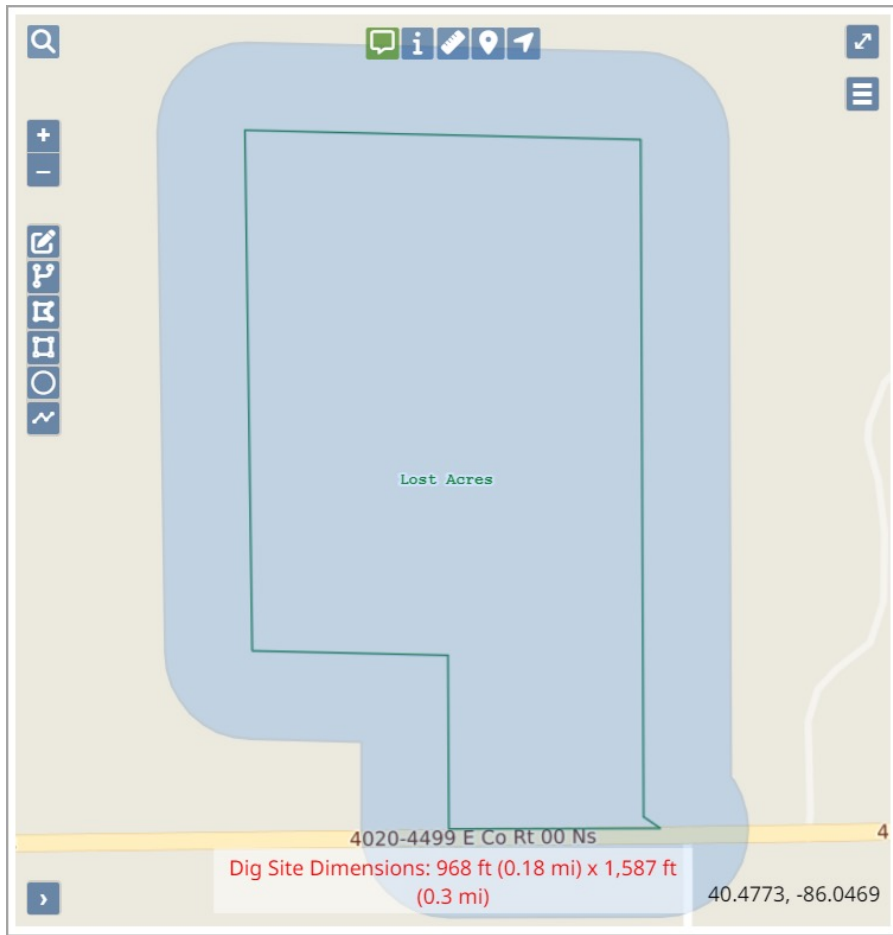
- Lost Acres Subdivision
- 2500-2699 LOCUST LN, CENTER (HOWARD, IN) Street
- 2800-2899 LOCUST CT E, CENTER (HOWARD, IN) Street
- 2800-2899 LOCUST CT W, CENTER (HOWARD, IN) Street
- Hidden Acres Subdivision
- Prairie Acres Subdivision
- Cherokee Acres Subdivision

4020-4499 E Co Rt 00 Ns

Dig Site Length: 47,500 ft (9 mi)

40.4823, -86.0466

A screenshot of a map application interface. At the top, a search bar contains the text "Lost Acres" and is highlighted with a red box. Below the search bar, a list of search results is displayed, with "Lost Acres Subdivision" at the top, indicated by a red arrow. The list includes several street addresses in Center, Indiana, and other subdivisions. A green line on the map below the list indicates a path or boundary. At the bottom of the map, a yellow bar represents a dig site, labeled "4020-4499 E Co Rt 00 Ns". Below this bar, the text "Dig Site Length: 47,500 ft (9 mi)" is shown in red. To the right of the dig site bar, the coordinates "40.4823, -86.0466" are displayed. The interface includes various navigation and utility icons on the left and right sides.



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

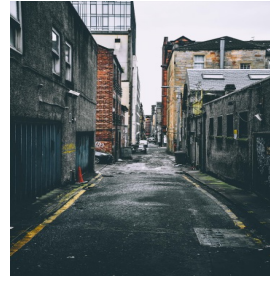
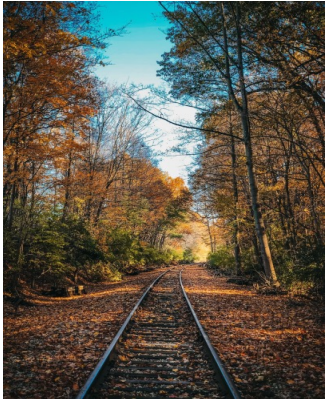


# Single Property or Multiple Properties



Where am I digging?





At a minimum:

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





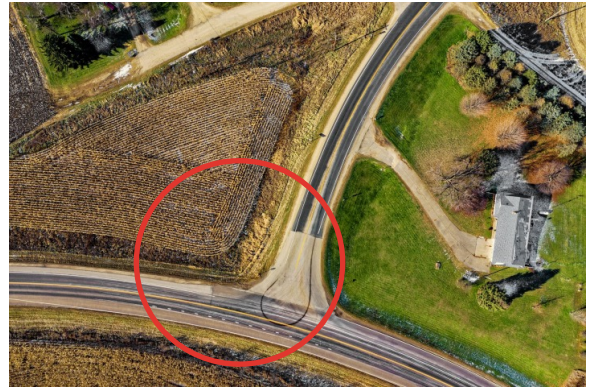


At a minimum:

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

+ the width and depth of  
said field





Home

Tickets

### Excavator Information

[Help](#)

Excavator ID: 376036 Company ID: 6687

What is the best phone number to reach you? (317) 893-1464

Caller or person creating: KRISTIN SWANK (Name\*) CONTRACTOR (Caller Type\*)

Company digging: UNDERGROUND SAFETY AL (Company Name\*) GREENWOOD (Office Name\*)

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?\*: UNDERGROUND SAFETY ALLIANCE Job ID:

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

Name of the Person Excavating\*: KRISTIN SWANK Type\*: Office Phone\*: (317) 893-1464

- Same as person creating

Excavator Profile    Map    Attachments    Help

**YOU ARE CONNECTED TO MULTIPLE COMPANIES OR OFFICES**  
 The selected Contact is linked to the following Excavator Companies and Offices:

<b>Company:</b> 6687	UNDERGROUND SAFETY ALLIANCE
<b>Office:</b> 38732	GREENWOOD
<b>Company:</b> 372701	WEB COMPANY
<b>Office:</b> 48973	GREENWOOD

[switch to](#)



# Excavator Profile Tab

Excavator Profile    Map    Attachments    Help

**YOU ARE CONNECTED TO MULTIPLE COMPANIES OR OFFICES**

The selected Contact is linked to the following Excavator Companies and Offices:

<b>Company:</b>	6687	UNDERGROUND SAFETY ALLIANCE
<b>Office:</b>	38732	GREENWOOD
<b>Company:</b>	372701	WEB COMPANY
<b>Office:</b>	48973	GREENWOOD

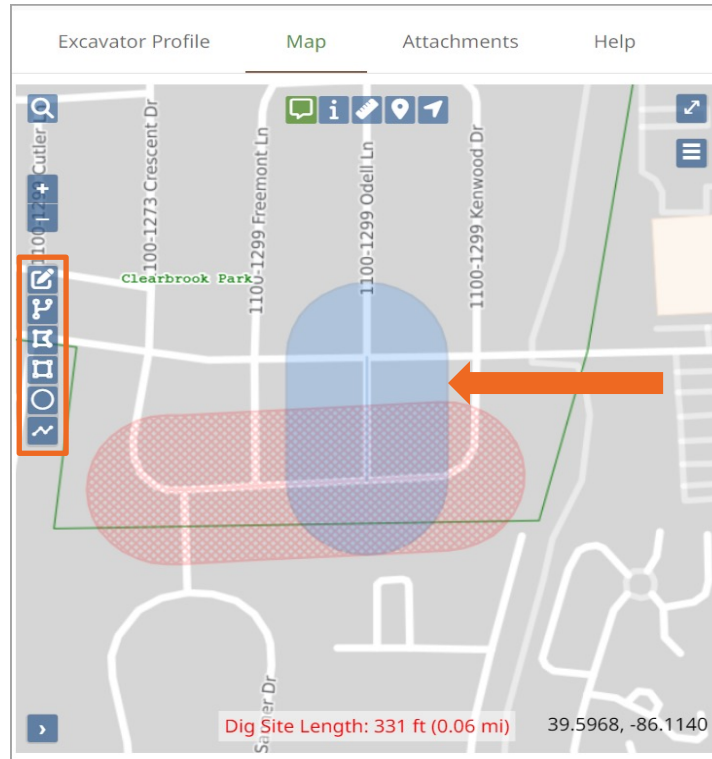
[switch to](#)



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.

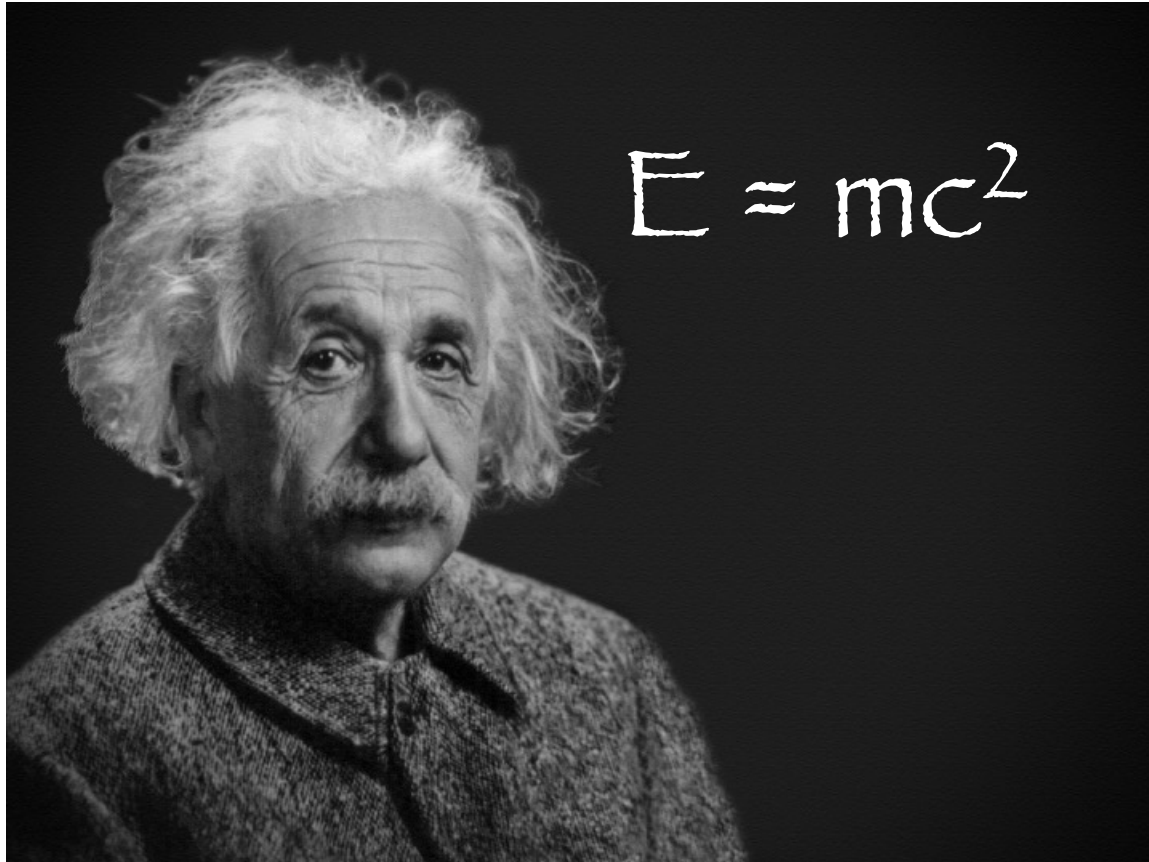


# Map Tab



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





# Attachments Tab

Excavator Profile	Map	<b>Attachments</b>	Help
-------------------	-----	--------------------	------

Select or drag-and-drop files here to attach them to the ticket.

**Select Files**

Attached Files:

---

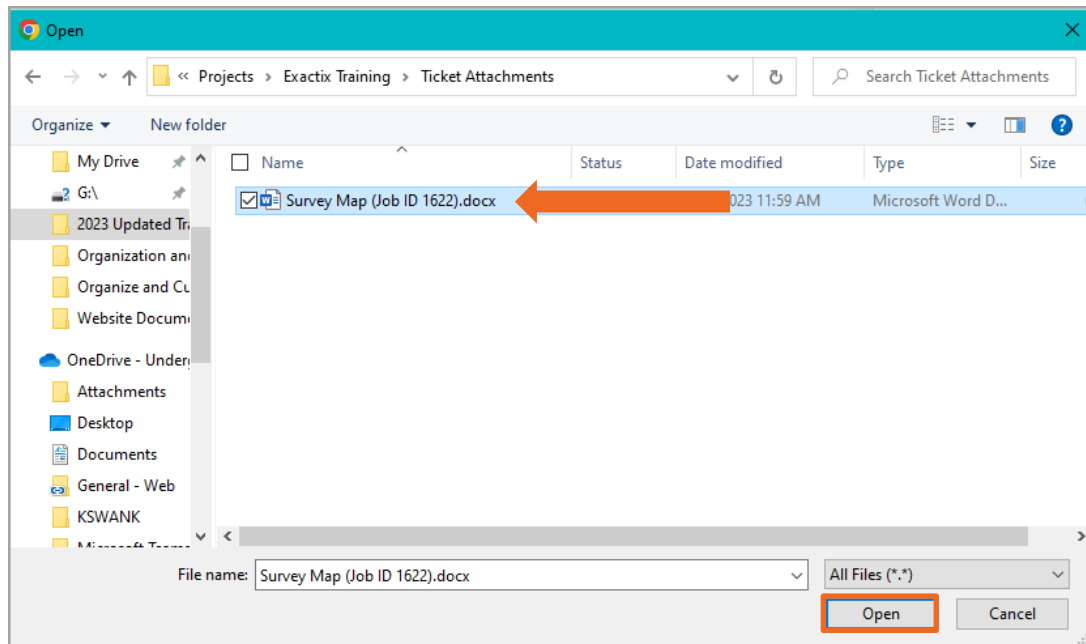
There are no files attached to this ticket.



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.





# Attachments Tab

Excavator Profile	Map	Attachments (1)	Help	
Select or drag-and-drop files here to attach them to the ticket.			Select Files	
<u>Attached Files:</u>				
Survey Map (Job ID 1622).docx		<a href="#">open</a>	<a href="#">download</a>	<a href="#">remove</a>
Click <a href="#">here</a> make this attachment private.				

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



# 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 allow you to select different fields based on your login information. If you are logged in as a Utility or other Companies or Offices, you can switch between them on the right-hand side.

**Note:** You must contact the [Web Ticket Department](#) to make changes to any fields that are mandatory to access.

**Note:** Damages, Dig Site Information, and Additional Notices can not be completed or updated through 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



# 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



# Ticket Tabs

The screenshot displays the Indiana 811 web application interface. At the top, the user is logged in as KRISTIN SWANK. The main content area shows a ticket with ID 2309180004 v0, which is in a 'Released' status. The agent is KRISTIN SWANK, and the ticket was taken on 09/18/2023 from 12:24 PM to 12:39 PM. The function is 'New' and the notify type is 'Manual'. A row of tabs is visible, with 'Ticket' selected and highlighted by a red box. Other tabs include 'Text', 'Service Areas', 'Responses', and 'Revisions'. Below the tabs, there is a 'Work not Completed' toggle and a 'Show Confirmation' button. The 'Excavator Information' section provides details such as Excavator ID (376036), Company ID (6687), and contact information for KRISTIN SWANK at UNDERGROUND SAFETY ALLIANCE. The 'Dates & Information' section shows the ticket type as 'Normal Notice', requested start time as 09/20/2023 01:00 PM, and an expiration date of 10/08/2023. The 'Mandatory Questions' section indicates the work being done is 'INSTALL FENCE/GATE'. On the right side, there is a map showing the location of the site with dimensions of 207 ft (0.04 mi) x 169 ft (0.03 mi).



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



# Ticket Tab

2309180004 v0      Status: **Released**

Agent: KRISTIN SWANK      Function: **New**

Taken: 09/18/2023 12:24 PM - 12:39 PM      Notify By: **Manual**

[+ New](#)   [List](#)   [Dashboard](#)

[Extension](#)   [Remark](#)   [Cancel](#)   [Copy](#)

**Ticket**   Text   Service Areas   Responses   Revisions

Find by Ticket Number

**Work not Completed** (click to toggle)   [Show Confirmation](#)

### Excavator Information [Help](#)

Excavator ID: 376036	Company ID: 6687
What is the best phone number to reach you?	(317) 893-1464
Caller or person creating: KRISTIN SWANK	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: WEBTRAINING@USA811.ORG	Fax:
Work being done for: INDIANA 811	Job ID: 1622
Name of the Person Excavating: KRISTIN SWANK	Phone (Office): (317) 893-1464

### Dates & Information [Help](#)

Ticket Type: Normal Notice

Requested Start Date and Time: 09/20/2023 01:00 PM

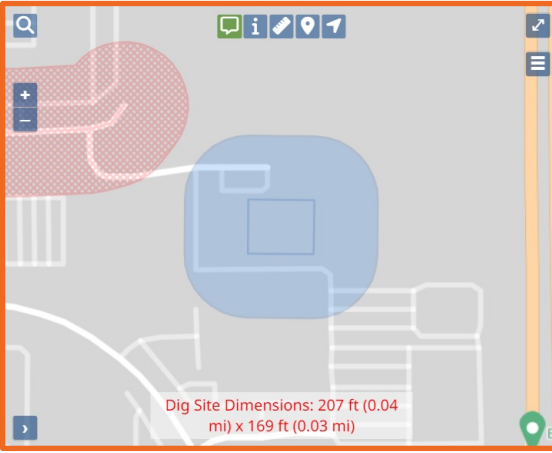
Hours Notice: 48      Expires on: 10/08/2023      Update by: 10/04/2023

Notes/Remarks:

### Mandatory Questions [Help](#)

What type of work is being done?  
INSTALL FENCE/GATE

Map   Help



Dig Site Dimensions: 207 ft (0.04 mi) x 169 ft (0.03 mi)



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.



# Text Tab

2309180004 v0      Status: Released  
Agent: KRISTIN SWANK      Function: New  
Taken: 09/18/2023 12:24 PM - 12:39 PM      Notify By: Manual

+ New    List    Dashboard

Extension    Remark    Cancel    Copy

Ticket    **Text**    Service Areas    Responses    Revisions

Find by Ticket Number

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



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.



# Service Areas Tab

2309180004 v0      Status: Released      + New      List      Dashboard  
Agent: KRISTIN SWANK      Function: New      Extension      Remark      Cancel      Copy  
Taken: 09/18/2023 12:24 PM - 12:39 PM      Notify By: Manual

Ticket    Text    **Service Areas**    Responses    Revisions    Find by Ticket Number

Service Area	Utility Type(s)	Positive Response
AT&T - DISTRIBUTION	COMMUNICATIONS	1 - Underground facilities in the proposed excavation area have been marked. Date: 09/18/2023 08:37 PM Entered via Operator <a href="#">view all</a>
CENTERPOINT ENERGY (SOUTH) (FORMERLY VECTREN)	GAS	
DUKE ENERGY	ELECTRIC	2 - No underground facilities are in the proposed excavation or design area. Date: 09/18/2023 08:39 PM Entered via Operator <a href="#">view all</a>
GREENWOOD, CITY OF	SEWER, STORM	3A - Do not excavate until resolved. The locate technician could not gain access to property; the excavator must provide access and submit a new ticket. Date: 09/19/2023 08:34 PM Respondant: CONNIE Comment: TEST Entered via Operator <a href="#">view all</a>
IN AMERICAN WATER	SEWER, WATER	

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.





# Responses Tab

2309180004 v0      Status: **Released**  
Agent: KRISTIN SWANK      Function: **New**  
Taken: 09/18/2023 12:24 PM - 12:39 PM      Notify By: **Manual**

+ New    List    Dashboard

Extension    Remark    Cancel    Copy

Ticket    Text    Service Areas    **Responses**    Revisions

Find by Ticket Number









Show:  Current Only (12)     No Response (7)     All (13)     Include events (9)     Work not Completed (click to toggle)

Status	Date	Service Area	Utility Type	Response	Entry Method	Comments
No Response when Excavator Status sent, Current		LEVEL 3 NOW LUMEN (FORMERLY LEVEL 3... ID6240				
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



# Responses Tab

COLOR CODES	
 <b>ELECTRIC</b>	 <b>SEWER</b>
 <b>GAS-OIL-STEAM</b>	 <b>RECLAIMED WATER</b>
 <b>COMMUNICATIONS</b>	 <b>TEMPORARY SURVEY MARKINGS</b>
 <b>WATER</b>	 <b>PROPOSED CONSTRUCTION</b>

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.



# Revisions Tab

2309180004 v0      Status: **Released**      + New      List      Dashboard

Agent: KRISTIN SWANK      Function: **New**

Taken: 09/18/2023 12:24 PM - 12:39 PM      Notify By: **Manual**      Extension      Remark      Cancel      Copy

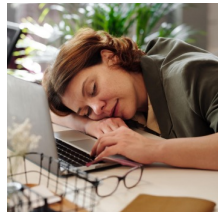
Ticket      Text      Service Areas      Responses      **Revisions**      Find by Ticket Number

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.

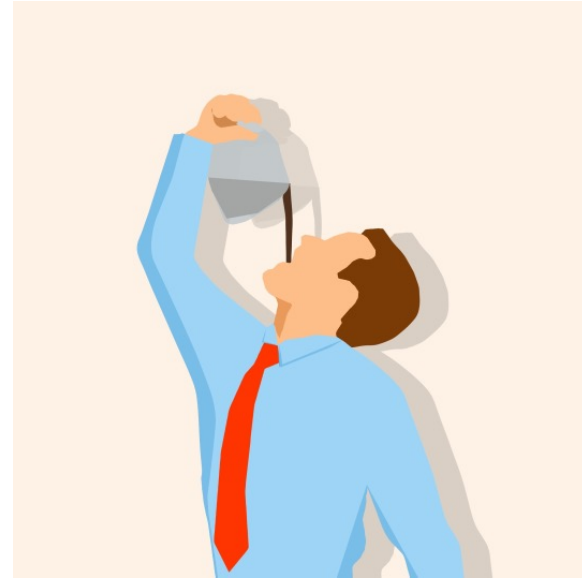
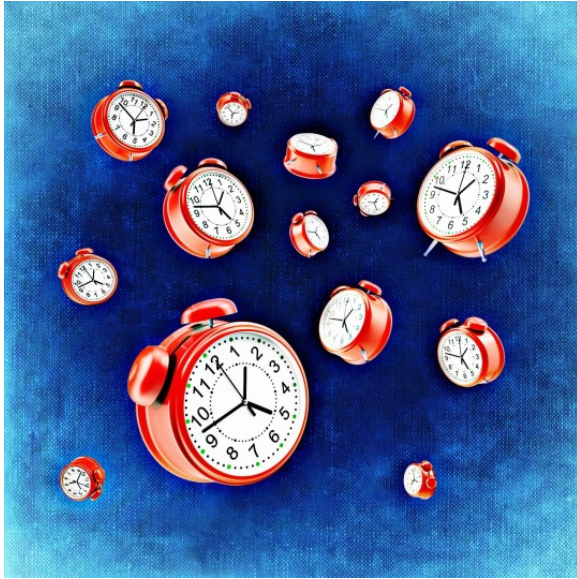


The Revisions tab allows me to see when the ticket was saved, when responses were viewed, as well as any edits or updates done to the ticket.





# TIME TO WAKE UP!!!



# Dashboard View

KRISTIN SWANK + New List Dashboard

My Tickets  My Office Tickets  Show Completed Tickets

Street      Township      Work Type      Job ID      Work Start Date      Company Name      Ticket Number

Street	Township	Work Type	Job ID	Work Start Date	Company Name	Ticket Number
				10/04/2023 01:45 PM	UNDERGROUND SAFETY ALLIANCE	2310020001
			1622	09/20/2023 01:00 PM	UNDERGROUND SAFETY ALLIANCE	2309180004
				09/20/2023 11:45 AM	UNDERGROUND SAFETY ALLIANCE	2309180002
				08/17/2023 11:00 AM	UNDERGROUND SAFETY ALLIANCE	2308150003
				08/08/2023 09:15 AM	UNDERGROUND SAFETY ALLIANCE	2308040009
				08/08/2023 09:15 AM	UNDERGROUND SAFETY	2308040009

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.



# Searching Within Columns

Filter by Ticket Number [reset](#) « Previous 1 Next » Items per Pa... 25

Min 6 characters required

Results: 10

<input type="checkbox"/>	<a href="#">Street</a>	<a href="#">Township</a>	<a href="#">Work Type</a>	<a href="#">Job ID</a>	<a href="#">Work Start Date</a>	<a href="#">Company Name</a>	<a href="#">Ticket Number</a>
<input type="checkbox"/>	1320 ODELL LN	PLEASANT	INSTALL FENCE/GATE		10/04/2023 01:45 PM	UNDERGROUND SAFETY ALLIANCE	2310020001
<input type="checkbox"/>	1433 HOLEY MOLEY WAY	PLEASANT	INSTALL FENCE/GATE	1622	09/20/2023 01:00 PM	UNDERGROUND SAFETY ALLIANCE	2309180004
<input type="checkbox"/>	521 EUSTIS DR	WARREN	INSTALL POOL (ABOVE/INGRO...		09/20/2023 11:45 AM	UNDERGROUND SAFETY ALLIANCE	2309180002
<input type="checkbox"/>	521 EUSTIS DR	WARREN	INSTALL POOL (ABOVE/INGRO...		08/17/2023 11:00 AM	UNDERGROUND SAFETY ALLIANCE	2308150003
<input type="checkbox"/>	521 EUSTIS DR	WARREN	INSTALL POOL (ABOVE/INGRO...		08/08/2023 09:15 AM	UNDERGROUND SAFETY ALLIANCE	2308040009
<input type="checkbox"/>	521 EUSTIS DR	WARREN	INSTALL POOL (ABOVE/INGRO...		08/08/2023 09:15 AM	UNDERGROUND SAFETY ALLIANCE	2308040009

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



# Searching Within Columns

Filter by Ticket Number  [reset](#) Items per Pa... 25

Min 6 characters required

Results: 10

<input type="checkbox"/>	<u>Street</u>	<u>Township</u>	<u>Work Type</u>	<u>Job ID</u>	<u>Work Start Date</u>	<u>Company Name</u>	<u>Ticket Number</u>
<input type="checkbox"/>	1320 ODELL LN				10/04/2023 01:45 PM	UNDERGROUND SAFETY ALLIANCE	2310020001
<input type="checkbox"/>	1433 HOLEY MOLEY WAY			1622	09/20/2023 01:00 PM	UNDERGROUND SAFETY ALLIANCE	2309180004
<input type="checkbox"/>	521 EUSTIS DR				09/20/2023 11:45 AM	UNDERGROUND SAFETY ALLIANCE	2309180002
<input type="checkbox"/>	521 EUSTIS DR		(ABOVE/INGRO...		08/17/2023 11:00 AM	UNDERGROUND SAFETY ALLIANCE	2308150003
<input type="checkbox"/>	521 EUSTIS DR	WARREN	INSTALL POOL (ABOVE/INGRO...		08/08/2023 09:15 AM	UNDERGROUND SAFETY ALLIANCE	2308040009
<input type="checkbox"/>	521 EUSTIS DR	WARREN	INSTALL POOL (ABOVE/INGRO...		08/08/2023 09:15 AM	UNDERGROUND SAFETY ALLIANCE	2308040009

**Township**

Sort Ascending

Sort Descending

Limit by...

Search Text...

Press Enter to add text to the filter

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





# Searching Within Columns

Filter by Ticket Number [reset](#) « Previous 1 Next » Items per Page 25  
Min 6 characters required

Results: 10

<input type="checkbox"/>	<u>Street</u>	<u>Township</u>	<u>Work Type</u>	<u>Job ID</u>	<u>Work Start Date</u>	<u>Company Name</u>	<u>Ticket Number</u>
<input type="checkbox"/>	1320 ODELL LN				10/04/2023 01:45 PM	UNDERGROUND SAFETY ALLIANCE	231002001
<input type="checkbox"/>	1433 HOLEY MOLEY WAY			1622	09/20/2023 01:00 PM	UNDERGROUND SAFETY ALLIANCE	2309180004
<input type="checkbox"/>	521 EUSTIS DR				09/20/2023 11:45 AM	UNDERGROUND SAFETY ALLIANCE	2309180002
<input type="checkbox"/>	521 EUSTIS DR				08/17/2023 11:00 AM	UNDERGROUND SAFETY ALLIANCE	2308150003
<input type="checkbox"/>	521 EUSTIS DR				08/08/2023 09:15 AM	UNDERGROUND SAFETY ALLIANCE	2308040009
<input type="checkbox"/>	521 EUSTIS DR	WARREN	INSTALL POOL (ABOVE/INGRO...		08/08/2023 09:15 AM	UNDERGROUND SAFETY	2308040009

**Township**

Sort Ascending  
 Sort Descending

Limit by...

Search Text...  
PLEA

filter

- PLEASANT
- PLEASANT RUN
- MOUNT PLEASANT

Typing in "Pleasant" will show only tickets in Pleasant township.



# Searching Within Columns

Filter by Ticket Number [reset](#) Items per Page: 25

Min 6 characters required

Results: 4

<input type="checkbox"/>	<u>Street</u>	<input type="text" value="Pleasant"/>	<u>Work Type</u>	<u>Job ID</u>	<u>Work Start Date</u>	<u>Company Name</u>	<u>Ticket Number</u>
<input type="checkbox"/>	1320 ODELL LN	PLEASANT	INSTALL FENCE/GATE		10/04/2023 01:45 PM	UNDERGROUND SAFETY ALLIANCE	2310020001
<input type="checkbox"/>	1433 HOLEY MOLEY WAY	PLEASANT	INSTALL FENCE/GATE	1622	09/20/2023 01:00 PM	UNDERGROUND SAFETY ALLIANCE	2309180004
<input type="checkbox"/>	1122 ODELL LN	PLEASANT	INSTALL FENCE/GATE		08/08/2023 09:00 AM	UNDERGROUND SAFETY ALLIANCE	2308040007
<input type="checkbox"/>	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.



# The List View

KRISTIN SWANK

+ New **List** Dashboard

My Tickets  My Office Tickets  Show Completed Tickets

Tickets <sup>4</sup>  
\*Created in past 60 days

Expiring Tickets  
\*In the next 5 days

My Tickets on Map

Response Status  
\*Created in past 60 days

Filter by Ticket Number [reset](#)  
Min 6 characters required

« Previous **1** Next » *Items per Pa...* 25

Results: 4

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

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



# The List View

Ticket Search

+ New List Dashboard

Filter by Ticket Number [reset](#) Items per Page 25

Min 6 characters required

View: WEB\_HOME/PRO VIEW Filter: Last 30 Days Results: 22

Ticket Number	Taken Date	Caller/Requestor Name	Street	County	Responses Received	Ticket Type	Function
<input type="checkbox"/>	2310020001	10/02/2023 01:25 PM	KRISTIN SWANK	1320 ODELL LN	JOHNSON	0 / 7	Normal Notice New
<input type="checkbox"/>	2309290001	09/29/2023 01:24 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	0 / 16	Normal Notice Extension
<input type="checkbox"/>	2309280003	09/28/2023 10:49 AM	J GAST	1433 HOLEY MOLEY WAY	JOHNSON	3 / 11	Design Notice New
<input type="checkbox"/>	2309280002	09/28/2023 10:48 AM	J GAST	123 S MAIN ST	JOHNSON	1 / 8	Design Notice New
<input type="checkbox"/>	2309280001	09/28/2023 10:48 AM	J GAST	N EMERSON AVE,ALPINE WAY	JOHNSON	1 / 16	Design Notice New
<input type="checkbox"/>	2309270005	09/27/2023 02:00 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	2 / 16	Normal Notice Extension
<input type="checkbox"/>	2309270004	09/27/2023 01:59 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	1 / 16	Normal Notice New



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.



# The List View

Ticket Search

+ New List Dashboard

Filter by Ticket Number [reset](#) Items per Pa... 25

Min 6 characters required

View: WEB-HOME/PRO...EW Filter: Last 30 Days Results: 22

<input type="checkbox"/>	<u>Ticket Number</u>	<u>Taken Date</u>	<u>Caller/Reques... Name</u>	<u>Street</u>	<u>County</u>	<u>Responses Received</u>	<u>Ticket Type</u>	<u>Function</u>
<input type="checkbox"/>	2310020001	10/02/2023 01:25 PM	KRISTIN SWANK	1320 ODELL LN	JOHNSON	0 / 7	Normal Notice	New
<input type="checkbox"/>	2309290001	09/29/2023 01:24 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	0 / 16	Normal Notice	Extension
<input type="checkbox"/>	2309280003	09/28/2023 10:49 AM	J GAST	1433 HOLEY MOLEY WAY	JOHNSON	3 / 11	Design Notice	New
<input type="checkbox"/>	2309280002	09/28/2023 10:48 AM	J GAST	123 S MAIN ST	JOHNSON	1 / 8	Design Notice	New
<input type="checkbox"/>	2309280001	09/28/2023 10:48 AM	J GAST	N EMERSON AVE,ALPINE WAY	JOHNSON	1 / 16	Design Notice	New
<input type="checkbox"/>	2309270005	09/27/2023 02:00 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	2 / 16	Normal Notice	Extension
<input type="checkbox"/>	2309270004	09/27/2023 01:59 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	1 / 16	Normal Notice	New

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



# The List View

Ticket Search

+ New List Dashboard

Filter by Ticket Number [reset](#) Items per Page 25

Min 6 characters required

View: WEB-HOME/PRO VIEW Filter: Last 30 Days Results: 22

Saved Views

- 6PM TEST
- CSR VIEW
- NEW VIEW TEST
- RESEARCH VIEW
- SUPPORT DESK
- TEST 3
- TESTING - EXPIRATION
- ✓ WEB-HOME/PRO VIEW ★ [Configure](#)

Taken Date	Caller/Reques... Name	Street	County	Responses Received	Ticket Type	Function
10/02/2023 01:25 PM	KRISTIN SWANK	1320 ODELL LN	JOHNSON	0 / 7	Normal Notice	New
09/29/2023 01:24 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	0 / 16	Normal Notice	Extension
09/28/2023 10:49 AM	J GAST	1433 HOLEY MOLEY WAY	JOHNSON	3 / 11	Design Notice	New
09/28/2023 10:48 AM	J GAST	123 S MAIN ST	JOHNSON	1 / 8	Design Notice	New
09/28/2023 10:48 AM	J GAST	N EMERSON AVE,ALPINE WAY	JOHNSON	1 / 16	Design Notice	New
09/27/2023 02:00 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	2 / 16	Normal Notice	Extension
09/27/2023 01:59 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	1 / 16	Normal Notice	New

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”.



# The List View

**Ticket Search**

Filter by Ticket Number [reset](#)  
Min 6 characters required

View: WEB-HOME/PRO VIEW Filter: Last 30 Days

<input type="checkbox"/>	Ticket Number	Taken Date	Caller/Reques... Name	Street	County	Res Rec
<input type="checkbox"/>	2310020001	10/02/2023 01:25 PM	KRISTIN SWANK	1320 ODELL LN	JOHNSON	0 / 7
<input type="checkbox"/>	2309290001	09/29/2023 01:24 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	0 / 1
<input type="checkbox"/>	2309280003	09/28/2023 10:49 AM	J GAST	1433 HOLEY MOLEY WAY	JOHNSON	3 / 1
<input type="checkbox"/>	2309280002	09/28/2023 10:48 AM	J GAST	123 S MAIN ST	JOHNSON	1 / 8
<input type="checkbox"/>	2309280001	09/28/2023 10:48 AM	J GAST	N EMERSON AVE,ALPINE WAY	JOHNSON	1 / 1
<input type="checkbox"/>	2309270005	09/27/2023 02:00 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	2 / 1
<input type="checkbox"/>	2309270004	09/27/2023 01:59 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	1 / 1

**Column Chooser**

Create/Copy Switch Delete

Name\*  
WEB-HOME/PRO VIEW  
Enter a Name to save

Add or remove columns. To change the column order, drag and drop a field.

Ticket Number

Taken Date

Caller/Requestor Name

Street

County

Responses Received

Ticket Time

Save & View View Cancel

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.



# The List View

Ticket Search

Filter by Ticket Number [reset](#)  
Min 6 characters required

View: WEB-HOME/PRO VIEW Filter: Last 30 Days

<input type="checkbox"/>	Ticket Number	Taken Date	Caller/Regues... Name	Street	County	Res Rec
<input type="checkbox"/>	2310020001	10/02/2023 01:25 PM	KRISTIN SWANK	1320 ODELL LN	JOHNSON	0 / 7
<input type="checkbox"/>	2309290001	09/29/2023 01:24 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	0 / 1
<input type="checkbox"/>	2309280003	09/28/2023 10:49 AM	J GAST	1433 HOLEY MOLEY WAY	JOHNSON	3 / 1
<input type="checkbox"/>	2309280002	09/28/2023 10:48 AM	J GAST	123 S MAIN ST	JOHNSON	1 / 8
<input type="checkbox"/>	2309280001	09/28/2023 10:48 AM	J GAST	N EMERSON AVE,ALPINE WAY	JOHNSON	1 / 1
<input type="checkbox"/>	2309270005	09/27/2023 02:00 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	2 / 1
<input type="checkbox"/>	2309270004	09/27/2023 01:59 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	1 / 1

Column Chooser

Create/Copy Switch Delete

New empty view

Copy a saved view

- 6PM TEST
- CSR VIEW
- NEW VIEW TEST
- RESEARCH VIEW
- SUPPORT DESK
- TEST 3
- TESTING - EXPIRATION
- ✓ WEB-HOME/PRO VIEW ★

Street

County

Responses Received

Ticket Type

Save & View View Cancel

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.







# The List View

Ticket Search

Filter by Ticket Number [reset](#)  
Min 6 characters required

View: WEB-HOME/PRO VIEW <sup>1</sup> Filter: Last 30 Days  

<input type="checkbox"/>	Ticket Number	Taken Date	Caller/Requestor Name	Street	County	Responses Received
<input type="checkbox"/>	2310020001	10/02/2023 01:25 PM	KRISTIN SWANK	1320 ODELL LN	JOHNSON	0 / 7
<input type="checkbox"/>	2309290001	09/29/2023 01:24 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	0 / 1
<input type="checkbox"/>	2309280003	09/28/2023 10:49 AM	J GAST	1433 HOLEY MOLEY WAY	JOHNSON	3 / 1
<input type="checkbox"/>	2309280002	09/28/2023 10:48 AM	J GAST	123 S MAIN ST	JOHNSON	1 / 8
<input type="checkbox"/>	2309280001	09/28/2023 10:48 AM	J GAST	N EMERSON AVE,ALPINE WAY	JOHNSON	1 / 1
<input type="checkbox"/>	2309270005	09/27/2023 02:00 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	2 / 1
<input type="checkbox"/>	2309270004	09/27/2023 01:59 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	1 / 1

### Column Chooser

[Create/Copy](#) [Switch](#) [Delete](#)

Name\*  
WEB-HOME/PRO VIEW - COPY

Enter a Name to save

Add or remove columns. To change the column order, drag and drop a field.

- Ticket Number
- Taken Date
- Caller/Requestor Name
- Street
- County
- Responses Received
- Ticket Type
- Function

[+ Add a column](#)

▲ This item has been changed but not saved

[Save & View](#) [View](#) [Cancel](#)

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.



# The List View

Ticket Search

Filter by Ticket Number [reset](#)  
Min 6 characters required

View: WEB-HOME/PRO VIEW 1 Filter: Last 30 Days ↶ ↷

<input type="checkbox"/>	Ticket Number	Taken Date	Caller/Requester Name	Street	County	Res Rec
<input type="checkbox"/>	2310020001	10/02/2023 01:25 PM	KRISTIN SWANK	1320 ODELL LN	JOHNSON	0 / 7
<input type="checkbox"/>	2309290001	09/29/2023 01:24 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	0 / 1
<input type="checkbox"/>	2309280003	09/28/2023 10:49 AM	J GAST	1433 HOLEY MOLEY WAY	JOHNSON	3 / 1
<input type="checkbox"/>	2309280002	09/28/2023 10:48 AM	J GAST	123 S MAIN ST	JOHNSON	1 / 8
<input type="checkbox"/>	2309280001	09/28/2023 10:48 AM	J GAST	N EMERSON AVE,ALPINE WAY	JOHNSON	1 / 1
<input type="checkbox"/>	2309270005	09/27/2023 02:00 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	2 / 16
<input type="checkbox"/>	2309270004	09/27/2023 01:59 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	1 / 16

### Column Chooser

Create/Copy ▼ Switch ▼ Delete ▼

Name\*  
KRISTIN'S VIEW  
Enter a Name to save

Add or remove columns. To change the column order drag and drop a field.

- Hours Notice
- Is Most Recent
- Job ID
- Locate Type
- Locked Date

+ Add a column

This item has been changed but not saved

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.



# The List View

Ticket Search New List Dashboard

Filter by Ticket Number  [reset](#) Items per Page: 1 / 25

Min 6 characters required

View: KRISTIN'S VIEW  Filter: Last 30 Days

Results: 22

<input type="checkbox"/>	<u>Ticket Number</u>	<u>Taken Date</u> ↓	<u>Caller/Requestor Name</u>	<u>Street</u>	<u>County</u>	<u>Job ID</u>
<input type="checkbox"/>	2310020001	10/02/2023 01:25 PM	KRISTIN SWANK	1320 ODELL LN	JOHNSON	
<input type="checkbox"/>	2309290001	09/29/2023 01:24 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	1622
<input type="checkbox"/>	2309280003	09/28/2023 10:49 AM	J GAST	1433 HOLLEY MOLEY WAY	JOHNSON	
<input type="checkbox"/>	2309280002	09/28/2023 10:48 AM	J GAST	123 S MAIN ST	JOHNSON	
<input type="checkbox"/>	2309280001	09/28/2023 10:48 AM	J GAST	N EMERSON AVE,ALPINE WAY	JOHNSON	1622
<input type="checkbox"/>	2309270005	09/27/2023 02:00 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	1622
<input type="checkbox"/>	2309270004	09/27/2023 01:59 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	1622

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.



# The List View

Ticket Search + New List Dashboard

Filter by Ticket Number  [reset](#) Items per Page: 25

Min 6 characters required

View: KRISTIN'S VIEW Filter: Last 30 Days 🔗 🔄 Results: 22

<input type="checkbox"/>	<a href="#">Ticket Number</a>	<a href="#">Taken Date</a> ↓	<a href="#">Caller/Requestor Name</a>	<a href="#">Street</a>	<a href="#">County</a>	<a href="#">Job ID</a>
<input type="checkbox"/>	2310020001	10/02/2023 01:25 PM	KRISTIN SWANK	1320 ODELL LN	JOHNSON	
<input type="checkbox"/>	2309290001	09/29/2023 01:24 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	1622
<input type="checkbox"/>	2309280003	09/28/2023 10:49 AM	J GAST	1433 HOLLEY MOLEY WAY	JOHNSON	
<input type="checkbox"/>	2309280002	09/28/2023 10:48 AM	J GAST	123 S MAIN ST	JOHNSON	
<input type="checkbox"/>	2309280001	09/28/2023 10:48 AM	J GAST	N EMERSON AVE,ALPINE WAY	JOHNSON	1622
<input type="checkbox"/>	2309270005	09/27/2023 02:00 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	1622
<input type="checkbox"/>	2309270004	09/27/2023 01:59 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	1622

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



# The List View

The screenshot shows a 'Ticket Search' interface with a 'Taken Date' filter menu open. The menu options are:

- Sort Ascending
- Sort Descending
- Limit by...
  - Today
  - Yesterday
  - Last Week (last Sunday to last Saturday)
  - Last Month
  - Days before (and including) today: 30
  - Hours before current time: Hours\* (Max 240)
  - Single Date: Date\* (mm/dd/yyyy)
  - Date Range: Start Date\* (mm/dd/yyyy) End Date\* (mm/dd/yyyy)

The background shows a table of tickets with columns for Ticket Number, County, and Job ID. The 'Taken Date' filter is currently set to 'Sort Descending' and 'Days before (and including) today: 30'.

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.



# The List View

Ticket Search New List Dashboard

Filter by Ticket Number reset Items per Page: 25

Min 6 characters required

View: KRISTIN'S VIEW Filter: Last 30 Days ↗ ↻ Results: 22

<input type="checkbox"/>	Ticket Number	Taken Date	Caller/Requestor Name	Street	County	Job ID
<input type="checkbox"/>	2310020001	10/02/2023 01:25 PM	KRISTIN SWANK	1320 ODELL LN	JOHNSON	
<input type="checkbox"/>		9/29/2023 01:24 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	
<input checked="" type="checkbox"/>		9/28/2023 10:49 AM	J GAST	1433 HOLEY MOLEY WAY	JOHNSON	
<input type="checkbox"/>		9/28/2023 10:48 AM	J GAST	123 S MAIN ST	JOHNSON	
<input type="checkbox"/>		9/28/2023 10:48 AM	J GAST	N EMERSON AVE,ALPINE WAY	JOHNSON	
<input type="checkbox"/>		9/27/2023 02:00 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	
<input type="checkbox"/>	2309270004	09/27/2023 01:59 PM	JOHN DOE	N EMERSON AVE,ALPINE WAY	JOHNSON	

- View Ticket
- View Responses
- Work is not Completed (click to toggle)
- Extension
- Remark
- Cancel
- Copy
- Print Text

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.



# Marking as Complete

KRISTIN SWANK

+ New List Dashboard

My Tickets  My Office Tickets  Show Completed Tickets

Tickets 29  
\*Created in past 60 days

Expiring Tickets  
\*In the next 5 days

My Tickets on Map

Response Status  
\*Created in past 60 days

Filter by Ticket Number [reset](#)  
Min 6 characters required

« Previous 1 2 Next » Items per Page 25

Results: 29

<input type="checkbox"/>	Street	Township	Work Type	Job ID	Work Start Date	Company Name	Ticket Number
<input type="checkbox"/>	1320 ODELL LN	PLEASANT	INSTALL FENCE/GATE		10/04/2023 01:45 PM	UNDERGROUND SAFETY ALLIANCE	2310020001
<input type="checkbox"/>			EXPLORATORY DIGGING		10/03/2023 01:45 PM	UNDERGROUND SAFETY ALLIANCE	2309290001
<input checked="" type="checkbox"/>			BURY CABLE DROP		10/13/2023 11:00 AM	UNDERGROUND SAFETY ALLIANCE	2309280003
<input type="checkbox"/>			BURY FIBER		10/13/2023 11:00 AM	UNDERGROUND SAFETY ALLIANCE	2309280002
<input type="checkbox"/>			EXPLORATORY DIGGING		10/13/2023 11:00 AM	UNDERGROUND SAFETY ALLIANCE	2309280001
<input type="checkbox"/>			EXPLORATORY DIGGING		09/29/2023 02:15 PM	UNDERGROUND SAFETY	2309270005

View Ticket

View Responses

Work is not Completed (click to toggle)

Extension

Remark

Cancel

Copy

Print Text

AVE AT PINE WAY

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.



# 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.





# Marking as Complete

2308290006 v0 Status: Released  
Agent: JOHN DOE Function: New  
Taken: 08/29/2023 09:53 AM - 09:55 AM Notify By: Address

Copy

Ticket Text Service Areas Responses Revisions

Excavator has indicated that Work is Complete.

Show Confirmation

Map Help

Excavator Information

Excavator ID: 374901 Company ID: 6687  
What is the best phone number to reach you? (555) 555-5555  
Caller or person creating: JOHN DOE 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: GEIGERROCKON@GMAIL.COM Fax:  
Work being done for: JOHN DOE Job ID:  
Name of the Person Excavating: JOHN DOE Phone (Cell): (555) 555-5555

Dates & Information

Ticket Type: Normal Notice  
Requested Start Date and Time: 08/31/2023 10:15 AM  
Hours Notice: 48 Expires on: 09/18/2023 Update by: 09/14/2023  
Notes/Remarks:

Mandatory Questions

What type of work is being done?  
BURY FIBER

Dig Site Length: 164 ft (0.03 mi) 40.1377, -86.2236  
Tomarsak's Deli

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.



# Additional Functions

2310020001 v0      Status: **Released**      + New      List      Dashboard

Agent: KRISTIN SWANK      Function: **New**

Taken: 10/02/2023 01:23 PM - 01:25 PM      Notify By: **Address**

Extension      Remark      Cancel      Copy

Ticket      Text      Service Areas      Responses      Revisions      Find by Ticket Number

Work not Completed (click to toggle)      Show Confirmation

### Excavator Information

Excavator ID: 376036      Company ID: 6687  
What is the best phone number to reach you?      (317) 893-1464  
Caller or person creating: KRISTIN SWANK      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: WEBTRAINING@USA811.ORG      Fax:  
Work being done for: UNDERGROUND SAFETY ALLIANCE      Job ID:  
Name of the Person Excavating: KRISTIN SWANK      Phone (Office): (317) 893-1464

### Dates & Information

Ticket Type: Normal Notice  
Requested Start Date and Time: 10/04/2023 01:45 PM  
Hours Notice: 48      Expires on: 10/22/2023      Update by: 10/18/2023  
Notes/Remarks:

### Mandatory Questions

What type of work is being done?  
INSTALL FENCE/GATE

Map      Help

Dig Site Length: 331 ft (0.06 mi)      39.5992, -86.1141



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.



# Additional Functions

2308150003 v0      Status: **Released**      + New      List      Dashboard

Agent: **IN811**      Function: **New**

Taken: **08/15/2023 10:49 AM - 10:50 AM**      Notify By: **Manual**      Copy

Ticket    Text    Service Areas    Responses    Revisions

✓ **Work not Completed** (click to toggle)      Show Confirmation

### Excavator Information [Help](#)

Excavator ID: <b>376036</b>	Company ID: <b>6687</b>
What is the best phone number to reach you?	<b>(317) 893-1438</b>
Caller or person creating: <b>KRISTIN FIFE-EXTERNAL</b>	Caller Type: <b>CONTRACTOR</b>
Company digging: <b>UNDERGROUND SAFETY ALLIANCE</b>	Office: <b>GREENWOOD</b>
Mailing address of the person or company digging: <b>1433 HOLEY MOLEY WAY, GREENWOOD, IN, 46143</b>	
Email: <b>WEBTRAINING@USA811.ORG</b>	Fax:
Work being done for: <b>HOMEOWNER</b>	Job ID:
Name of the Person Excavating: <b>KRISTIN FIFE-EXTERNAL</b>	Phone (Office): <b>(317) 893-1438</b>

### Dates & Information [Help](#)

Ticket Type: **Normal Notice**

Requested Start Date and Time: **08/17/2023 11:00 AM**

Hours Notice: **48**      Expires on: **09/04/2023**      Update by: **08/30/2023**

Notes/Remarks:

### Mandatory Questions [Help](#)

What type of work is being done?  
**INSTALL POOL (ABOVE/INGROUND)**

Map    Help

Dig Site Length: 457 ft (0.09 mi)



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.



# 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.



# Extension

**Extension**

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?

An Extension is submitted when the markings from the previous ticket are still visible in the dig area, but the digging will not be completed by the 20-day expiration date. The prior locate request remains valid until expired.

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*  
WFRTRAINING@IISAR11.ORG

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 Remarketed instead of Extended.



# 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.



# 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?

**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*  
WFRTRAINING@IISA811.ORG



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.



# Copy

2310020001 v0      Status: **Released**      + New      List      Dashboard

Agent: KRISTIN SWANK      Function: **New**

Taken: 10/02/2023 01:23 PM - 01:25 PM      Notify By: **Address**      Extension      Remark      Cancel      **Copy**

Ticket      Text      Service Areas      Responses      Revisions      Find by Ticket Number

✓ **Work not Completed** (click to toggle)      Show Confirmation

### Excavator Information

Excavator ID: 376036      Company ID: 6687  
What is the best phone number to reach you?      (317) 893-1464  
Caller or person creating: KRISTIN SWANK      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: WEBTRAINING@USA811.ORG      Fax:  
Work being done for: UNDERGROUND SAFETY ALLIANCE      Job ID:  
Name of the Person Excavating: KRISTIN SWANK      Phone (Office): (317) 893-1464

### Dates & Information

Ticket Type: Normal Notice  
Requested Start Date and Time: 10/04/2023 01:45 PM  
Hours Notice: 48      Expires on: 10/22/2023      Update by: 10/18/2023  
Notes/Remarks:

### Mandatory Questions

What type of work is being done?  
INSTALL FENCE/GATE

Map      Help

Dig Site Length: 331 ft (0.06 mi)      39.5992, -86.1141



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.





# Copy

2310020001 v0      Status: **Released**      + New      List      Dashboard

Agent: KRISTIN SWANK      Function: **New**      Extension      Remark      Cancel      **Copy**

Taken: 10/02/2023 01:23 PM - 01:25 PM      Notify By: **Address**

Ticket      Text      Service Areas      Responses      Revisions      Find by Ticket Number

✓ **Work not Completed** (click to toggle)      Show Confirmation

### Excavator Information

Excavator ID: 376036      Company ID: 6687  
What is the best phone number to reach you?      (317) 893-1464  
Caller or person creating: KRISTIN SWANK      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: WEBTRAINING@USA811.ORG      Fax:  
Work being done for: UNDERGROUND SAFETY ALLIANCE      Job ID:  
Name of the Person Excavating: KRISTIN SWANK      Phone (Office): (317) 893-1464

### Dates & Information

Ticket Type: Normal Notice  
Requested Start Date and Time: 10/04/2023 01:45 PM  
Hours Notice: 48      Expires on: 10/22/2023      Update by: 10/18/2023  
Notes/Remarks:

### Mandatory Questions

What type of work is being done?  
INSTALL FENCE/GATE

Map      Help

Dig Site Length: 331 ft (0.06 mi)      39.5992, -86.1141

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



# Cancel

2310020001 v0      Status: **Released**      + New      List      Dashboard

Agent: KRISTIN SWANK      Function: **New**      Extension      Remark      **Cancel**      Copy

Taken: 10/02/2023 01:23 PM - 01:25 PM      Notify By: **Address**

Ticket      Text      Service Areas      Responses      Revisions      Find by Ticket Number

✓ **Work not Completed** (click to toggle)      Show Confirmation

### Excavator Information

Excavator ID: 376036      Company ID: 6687  
What is the best phone number to reach you?      (317) 893-1464  
Caller or person creating: KRISTIN SWANK      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: WEBTRAINING@USA811.ORG      Fax:  
Work being done for: UNDERGROUND SAFETY ALLIANCE      Job ID:  
Name of the Person Excavating: KRISTIN SWANK      Phone (Office): (317) 893-1464

### Dates & Information

Ticket Type: Normal Notice  
Requested Start Date and Time: 10/04/2023 01:45 PM  
Hours Notice: 48      Expires on: 10/22/2023      Update by: 10/18/2023  
Notes/Remarks:

### Mandatory Questions

What type of work is being done?  
INSTALL FENCE/GATE

Map      Help

Dig Site Length: 331 ft (0.06 mi)      39.5992, -86.1141



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.



# Cancel

2310020001 v0 Status: Released  
Agent: KRISTIN SWANK Function: New  
Taken: 10/02/2023 01:23 PM - 01:25 PM Notify By: Address

Extension Remark **Cancel** Copy

Ticket Text Service Areas Responses Revisions

Work not Completed (click to toggle) Show Confirmation

### Excavator Information

Excavator ID: 376036 Company ID: 6687  
What is the best phone number to reach you? (317) 893-1464  
Caller or person creating: KRISTIN SWANK 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: WEBTRAINING@USA811.ORG Fax:  
Work being done for: UNDERGROUND SAFETY ALLIANCE Job ID:  
Name of the Person Excavating: KRISTIN SWANK Phone (Office): (317) 893-1464

### Dates & Information

Ticket Type: Normal Notice  
Requested Start Date and Time: 10/04/2023 01:45 PM  
Hours Notice: 48 Expires on: 10/22/2023 Update by: 10/18/2023  
Notes/Remarks:

### Mandatory Questions

What type of work is being done?  
INSTALL FENCE/GATE

Map Help

100-1273 Cree Clearbrook Park 1100-1299 Freeman 1100-1299 Kenwood

Dig Site Length: 331 ft (0.06 mi) 39.5992, -86.1141



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.



# Cancel

2310020001 v0 Status: Released  
Agent: KRISTIN SWANK Function: New  
Taken: 10/02/2023 01:23 PM - 01:25 PM Notify By: Address

+ New List Dashboard  
Extension Remark Cancel Copy

Ticket Text Service Areas Responses Revisions Find by Ticket Number

Work not Completed (d)

### Cancel Ticket 2310020001

Why is ticket 2310020001 being canceled?  
*Reason\**

Replaced by Ticket Number:   The last Ticket I created: 2310050001

Are you sure you want to cancel this ticket?

Excavator Information  
Excavator ID: 376036  
What is the best phone nu  
Caller or person creating:  
Company digging:

Mailing address of the per  
1433 HOLEY WAY, GRE  
Email: WEBTRAINING@US  
Work being done for: UN  
Name of the Person Excav

Dates & Information  
Ticket Type: Normal Notice  
Requested Start Date and Time: 10/04/2023 01:45 PM  
Hours Notice: 48 Expires on: 10/22/2023 Update by: 10/18/2023  
Notes/Remarks:

Mandatory Questions  
What type of work is being done?  
INSTALL FENCE/GATE

Dig Site Length: 331 ft (0.06 mi) 39.5997, -86.1135



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.



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



# Cancel

The screenshot displays a ticket management interface for ticket 2310050001 v0. The ticket is in a 'Released' status. The interface includes tabs for Ticket, Text, Service Areas, Responses, and Revisions. A red box highlights the 'Work not Completed (click to toggle)' button in the top left. A map shows the location of the ticket. A 'Ticket Search' window is open, displaying a table of search results with columns for Ticket Number, Taken Date, Caller/Requestor Name, Street, County, and Job ID. A red box highlights the 'Work is not Completed (click to toggle)' button in the bottom left of the search results. A red arrow points to the 'Work is not Completed (click to toggle)' button in the top right of the interface.

2310050001 v0 Status: Released  
Agent: KRISTIN SWANK Function: New  
Taken: 10/05/2023 02:27 PM Notify By: Address

Excavator Information  
Excavator ID: 1433 HOLY GREENWOOD, IN, 46143  
Company ID: 6687 (317) 893-1464  
Caller or person digging: KRISTIN SWANK  
Company digger: UNDERGROUND SAFETY ALLIANCE  
Mailing address: 1433 HOLY GREENWOOD, IN, 46143  
Email: WEBTR@GUS811.ORG  
Work being done: UNDERGROUND SAFETY ALLIANCE  
Name of the person excavating: KRISTIN SWANK  
Company ID: 6687 (317) 893-1464  
Office: GREENWOOD

Dates & Information  
Ticket Type: Normal Notice  
Requested Start Date and Time: 10/10/2023 02:45 PM  
Hours Notice: 48 Expires on: 10/25/2023  
Update by: 10/23/2023

Mandatory Questions  
What type of work is being done?  
INSTALL FENCE/GATE

Ticket Search  
Filter by Ticket Number  
View: KRISTIN'S VIEW Filter: Last 30 Days  
Results: 67

Ticket Number	Taken Date	Caller/Requestor Name	Street	County	Job ID
2310050001	10/05/2023 02:27 PM	KRISTIN SWANK	1320 ODELL LN	JOHNSON	
2309270005	09/27/2023 02:00 PM	JOHN DOE	N EMERSON AVE/ALPINE WAY	JOHNSON	

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.



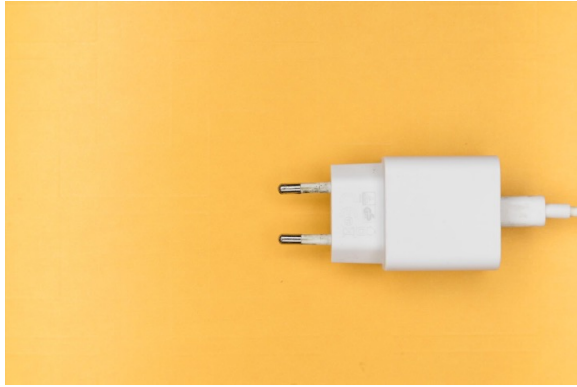


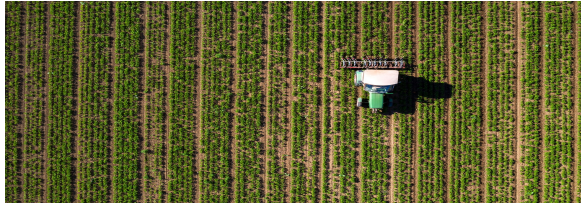
The Exactix online ticket entry system allows you to work on tickets that have been created by you...

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









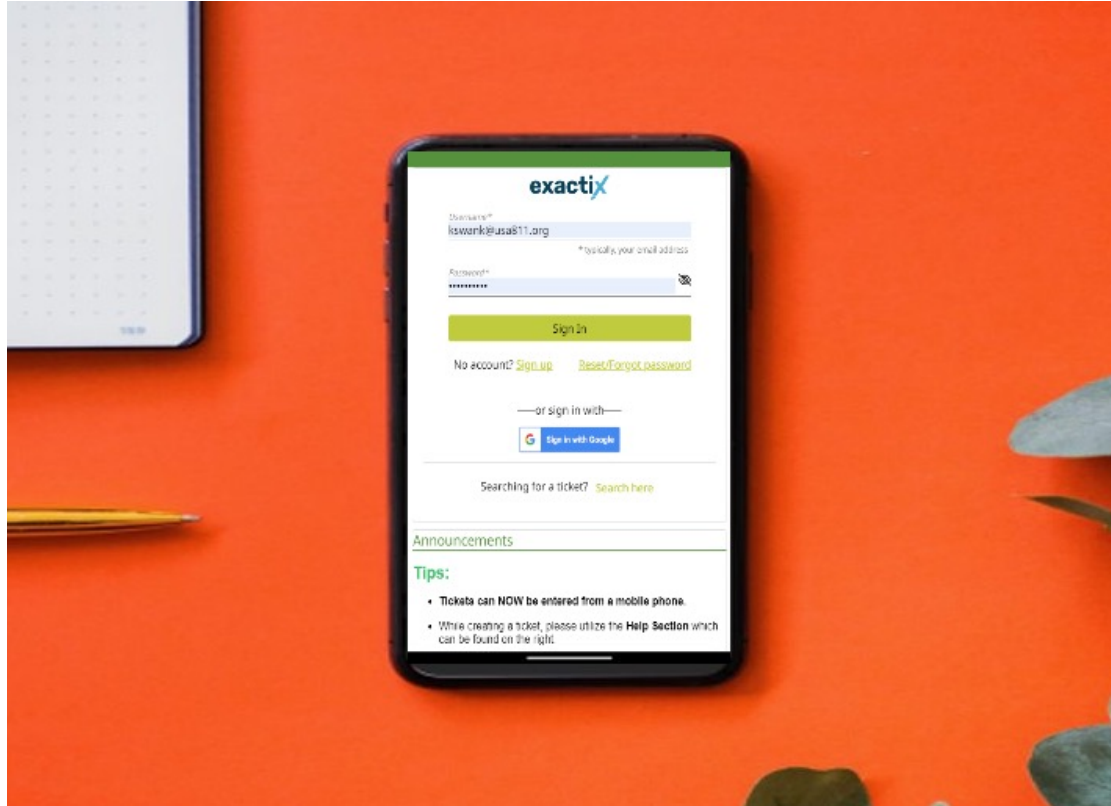




**We do NOT allow the sharing of accounts.**



# HOORAY FOR UPGRADES!!!!



SIGN ME  
UP!!!

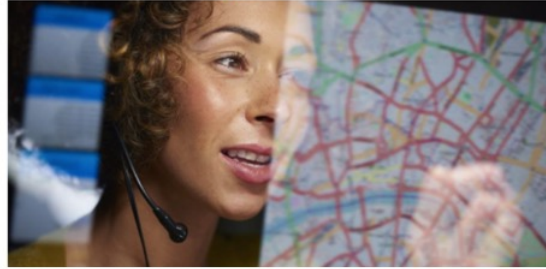


Online (Self-guided)

## Indiana 811 Exactix Pro Training

**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](mailto:WebTraining@usa811.org).

Upon completion of the course, please email the Web Department at [WebTraining@usa811.org](mailto:WebTraining@usa811.org) to have your account activated.







# Exactix Pro Online Ticket Entry

**\*\*INSERT QR CODE\*\***





# APPLAUSE!!!



# Exactix Pro Online Ticket Entry

**\*\*INSERT QR CODE\*\***

[WebTraining@usa811.org](mailto:WebTraining@usa811.org)  
(317) 893-1464

