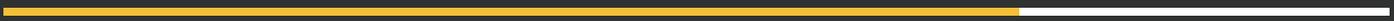




# ITICnxt Manual



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# Introduction to ITICnxt

## Welcome to ITICnxt – the future of online ticketing.

Online ticketing systems have required users to spend their time entering text information before allowing them to do the all-important work of finding their dig site on a map. As we considered ways to improve the online ticketing process, we became convinced that if users identified their dig site on the map first, nearly all text entry could be automated. As our research in modernizing on-line ticketing continued, we found other ways to save the user time and effort by building the notification center's business rules into the system.

One of the biggest differences you will notice from the very first time you use ITICnxt is that identifying your dig site starts, not ends, with an aerial photo of your work area. After minimal text entry, easy-to-use tools allow you to specify each individual dig location within your work area. Once you have specified all the work areas, ITICnxt automatically divides or combines them into the appropriate number of tickets, each one complete with text-based location information. That's right - ITICnxt presents you with completed tickets for your review.

We believe ITICnxt will change the way people think about damage prevention. For the very first time, ITIC:

**Starts the process with an aerial photo.** Use the width of streets, the location of buildings, and the location of other geographic features to help identify where you are digging in relation to the actual conditions at your work site.

**Uses the information contained in the notification center's base map.** ITICnxt helps you complete your ticket, allowing you to fully concentrate on identifying the precise location where you will dig instead of entering text.

**Gives you the means to precisely define the area in which your work will take place.** We've eliminated the need to "go broad" or "over-cover" your work site. Each individual excavation site you define will be compared with the notification center's database so only affected operators are notified.

This manual is divided into two sections. The first is a "quick start" that covers the basics of using ITICnxt to file your locate requests. Long-time ITIC users may be more comfortable starting here. The second section provides more detailed information about ITICnxt's advanced features. With that in mind, all users will benefit from reviewing some of the new terms and ideas used in discussing the creation of online tickets with ITICnxt.

## Definition of Terms

**Session:** A period of user interaction with ITICnxt characterized by defining one or more excavation entities which subsequently results in the creation of one or more tickets.

**Excavation Entity:** A circle, route, parcel, GPS generated polygon or free-hand polygon representing an area of excavation (see below). The ITICnxt user creates a discrete excavation entity during a session as they identify the limits of an area of work. Users can create as many excavation entities as necessary during a single session.

**Route:** An excavation entity created when a user selects a series of points on a map that form a continuous line. The line is converted into an excavation entity based on the “width” specified by the user.

**Circle:** An excavation entity created when a user selects a point on a map that is then converted into a circle based on the length of the radius requested by the user.

**Parcel:** An excavation entity created when a user selects part or all of a parcel of property. Parcel size is often associated with a single address and does not include the road right of way. Users can extend parcel size with the “parcel” tool.

**NOTE:** Available parcel data may be limited in some areas.

Turn to the next page to get started.

# ITICnxt Quick Start Guide

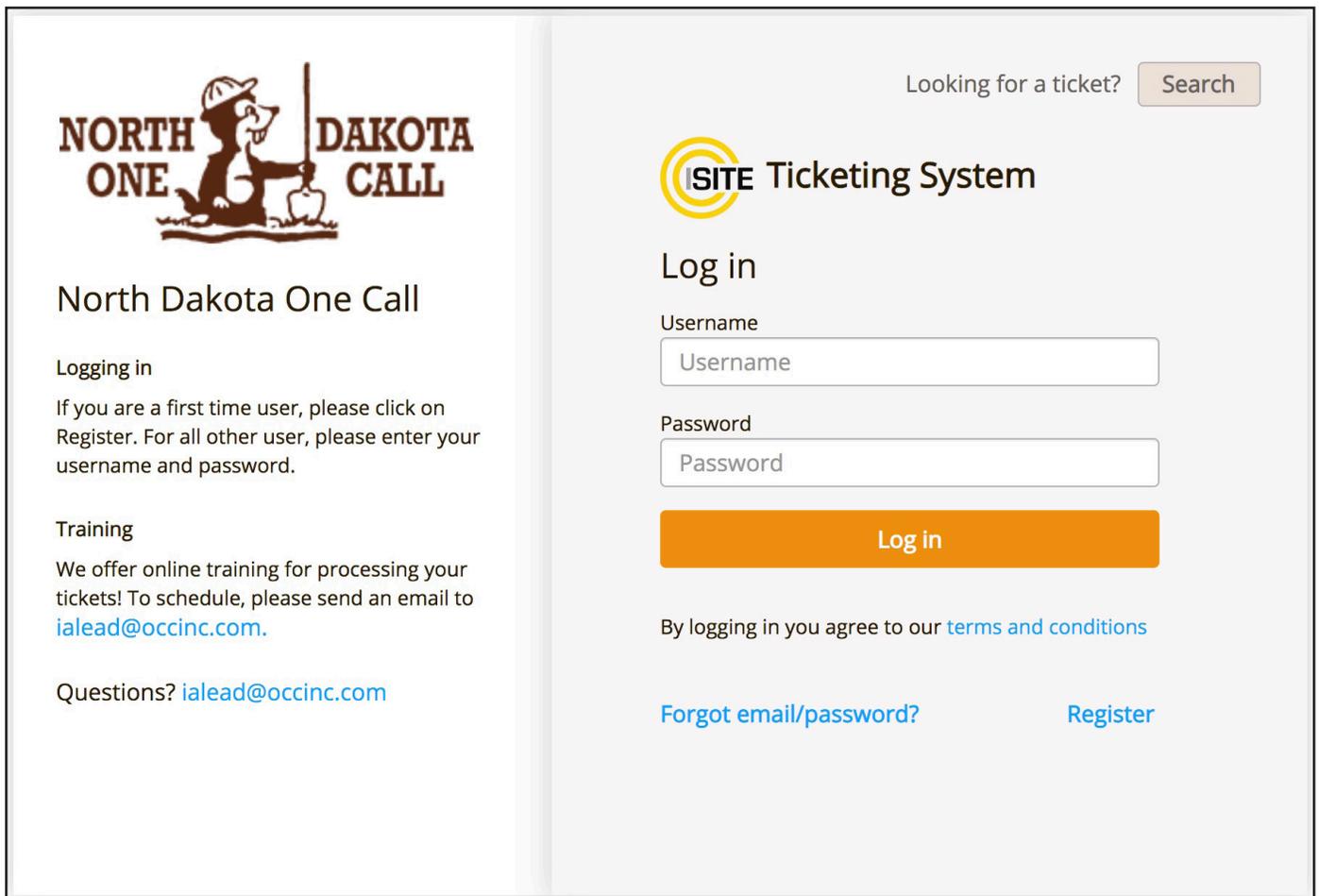
## Logging In

To access ITICnxt point your web browser to <https://nd.iticnxt.occinc.com/>

If you do not already have an ITICnxt login, click the **Register** button located below the login and password fields.

If you have forgotten your login information, you can also click the **Forgot email/password** link, also located below the login and password fields.

Once you enter your password and login and hit return, you'll be logged in to the sandbox.



Looking for a ticket?

**NORTH ONE DAKOTA CALL**

### North Dakota One Call

**Logging in**  
If you are a first time user, please click on Register. For all other user, please enter your username and password.

**Training**  
We offer online training for processing your tickets! To schedule, please send an email to [ialead@occinc.com](mailto:ialead@occinc.com).

Questions? [ialead@occinc.com](mailto:ialead@occinc.com)

**ISITE** Ticketing System

### Log in

Username

Password

By logging in you agree to our [terms and conditions](#)

[Forgot email/password?](#) [Register](#)

# Landing Page

To get started click the **My Tickets** button. Use the state drop-down menu to select ND.

The screenshot shows the 'My Tickets' interface. At the top, there is a search bar and a state dropdown menu set to 'ND'. Below this, the 'My Tickets' section displays a list of tickets. The table has the following columns: Ticket #, Release date/time, Address/street, Cross Street, City/place, County, Start date/time, Type, and Type of work. The first few rows of the table are as follows:

Ticket #	Release date/time	Address/street	Cross Street	City/place	County	Start date/time	Type	Type of work
28166094	06/06/19 09:11 am	1308 N 11TH ST	BRAMAN AVE	BISMARCK	BURLEIGH	06/11/19 12:01 am	LORG RESPOT	TEST
28166092	06/06/19 08:43 am	1233 W HIGHLAND ACRE RD	W COULEE RD	BISMARCK	BURLEIGH	06/11/19 12:01 am	LORG RESPOT	TEST
28166084	06/05/19 12:23 pm	1325 11TH ST N	13TH AVE N	FARGO	CASS	06/08/19 12:01 am	LORG RESPOT	TEST
28166083	06/05/19 12:06 pm	1325 11TH ST N	13TH AVE N	FARGO	CASS	06/08/19 12:01 am	LORG RESPOT	TEST
28166079	06/05/19 10:36 am	5TH ST NE	11TH AVE NE	DENHOFF CDP	SHERIDAN	06/08/19 12:01 am	LORG RESPOT	TEST
28166077	06/05/19 10:30 am	1325 11TH ST N	13TH AVE N	FARGO	CASS	06/08/19 12:01 am	LORQ ROUTINE	TEST
28166076	06/05/19 09:04 am	5TH ST NE	11TH AVE NE	DENHOFF CDP	SHERIDAN	06/08/19 12:01 am	LORQ ROUTINE	TEST
28166075	06/05/19 09:14 am	5TH ST NE	11TH AVE NE	DENHOFF CDP	SHERIDAN	06/08/19 12:01 am	LORQ ROUTINE	TEST

Click the “Create Job Ticket” menu and select “Normal Ticket”

The 'Create Job Ticket' menu is shown with the following steps and options:

- 1 Mark location
- 2 Write instructions
- 3 Review & submit

The options are:

- ✓ Create job ticket
- Normal ticket
- Survey ticket

The **My Tickets** module contains a database of all tickets you have filed with your account.

# Workflow Process

There are 3 major steps in the locate filing process:

## **Step 1 – Mark Location**

Here you will locate and map out your work area(s) by drawing one or more shapes on the map (“excavation entities”).

## **Step 2 – Write Instructions**

Here you will verify the automatically generated ticket information, and make any additions or alterations as necessary.

## **Step 3 – Review & Submit**

Here you will review all of your ticket information and submit the locate request(s) to the call center for review & distribution to the effected facility operators.

## Step 1. Mark Location

First, you will need to find your worksite on the map. Enter an address, building name, or city/place name in the Search field. (If your initial search does not find your worksite you can perform an advanced search – see page 43 for more details.)

Find the job location and mark the excavation area with the drawing tools.

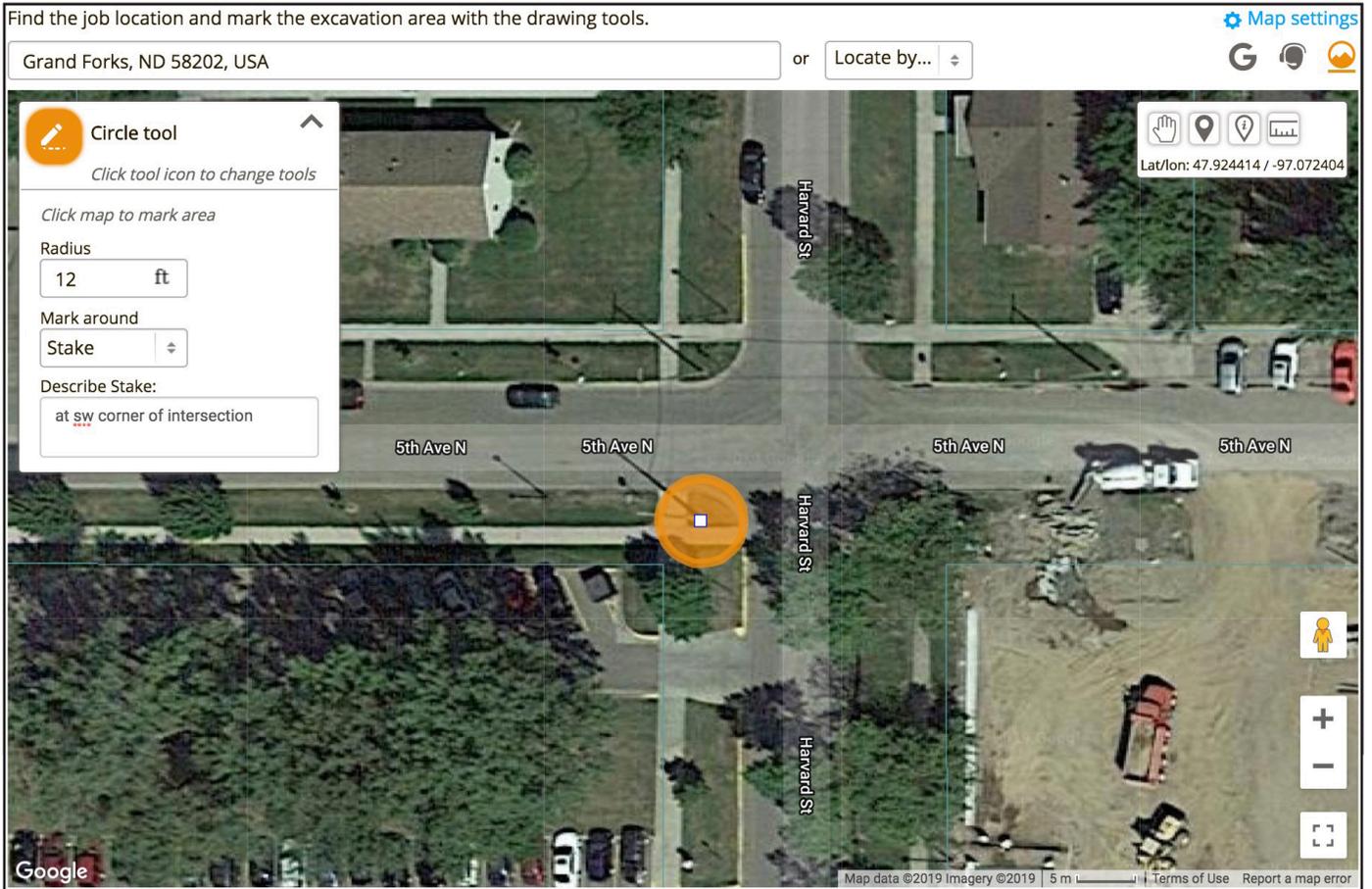
-  **University of North Dakota** Grand Forks, ND, USA 
-  **University of North Dakota Bookstore** Hamline Street, Grand Forks, ND, USA
-  **University of North Dakota Medical Education Center** Elm Street North, Fargo, ND, USA
-  **University of North Dakota: School of Medicine and Health Sciences** North Columbia Road, Grand...
-  **University of North Dakota** Schafer Street, Bismarck, ND, USA

Once you have found the correct location, select a drawing tool from the Drawing Tool menu\*. (See page 47 for a more detailed look at Drawing Tools.)

**NOTE:** Drawing tools are only available when you are zoomed in close enough on the map. If the tool you are looking for does not appear in the menu, zoom in until it appears.

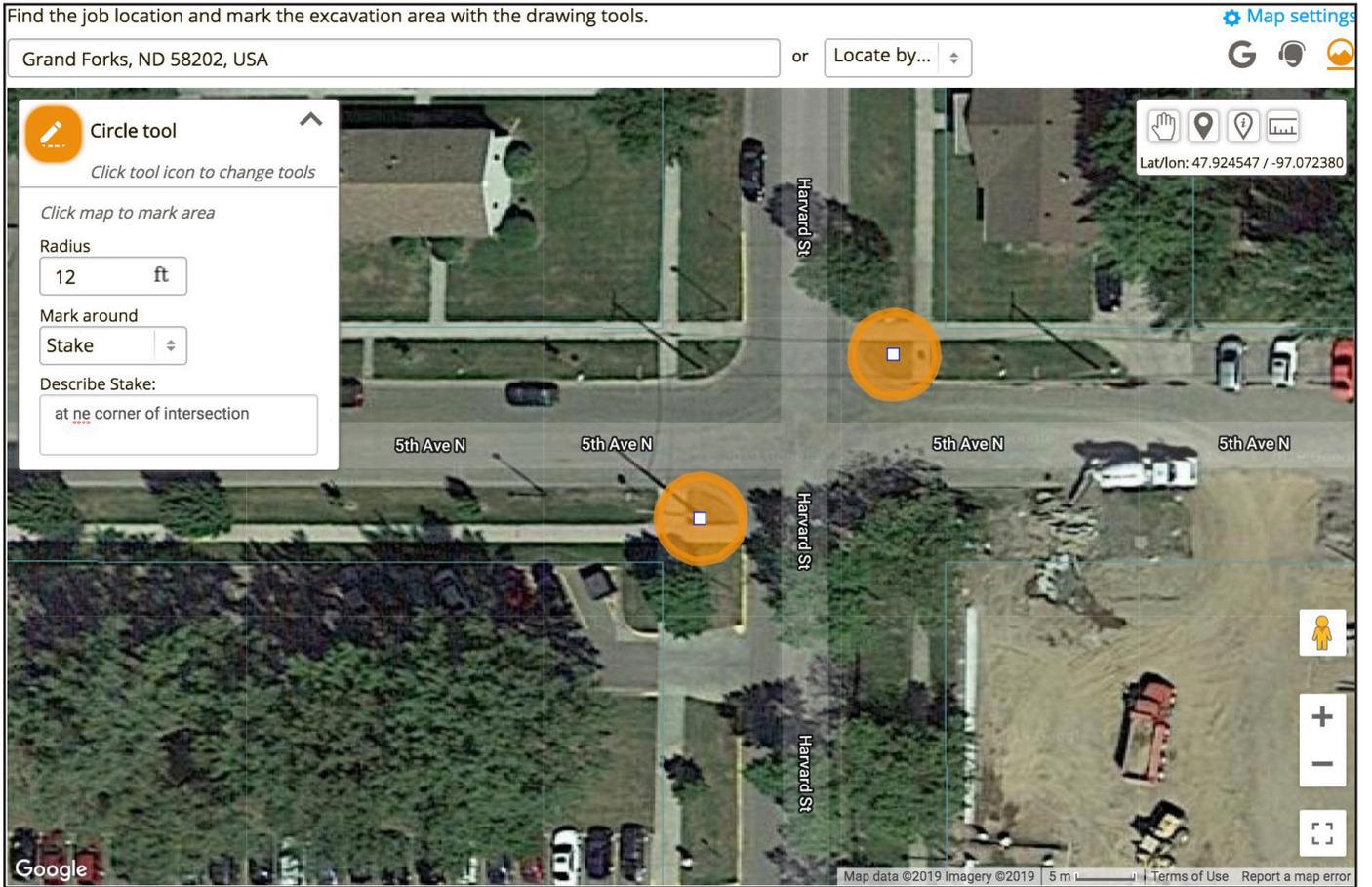
 **Select the type of work planned**

-  **Radius excavation**  
Planting trees, placing holes, etc
-  **Route excavation**  
Trenching/road repairs
-  **Property excavation**  
Excavation on a specific parcel of land
-  **Street excavation**  
Select existing street(s) on map to create route
-  **Other**  
Define an irregularly-shaped excavation area
-  **Upload shape file**  
Apply a pre-defined shape to the map

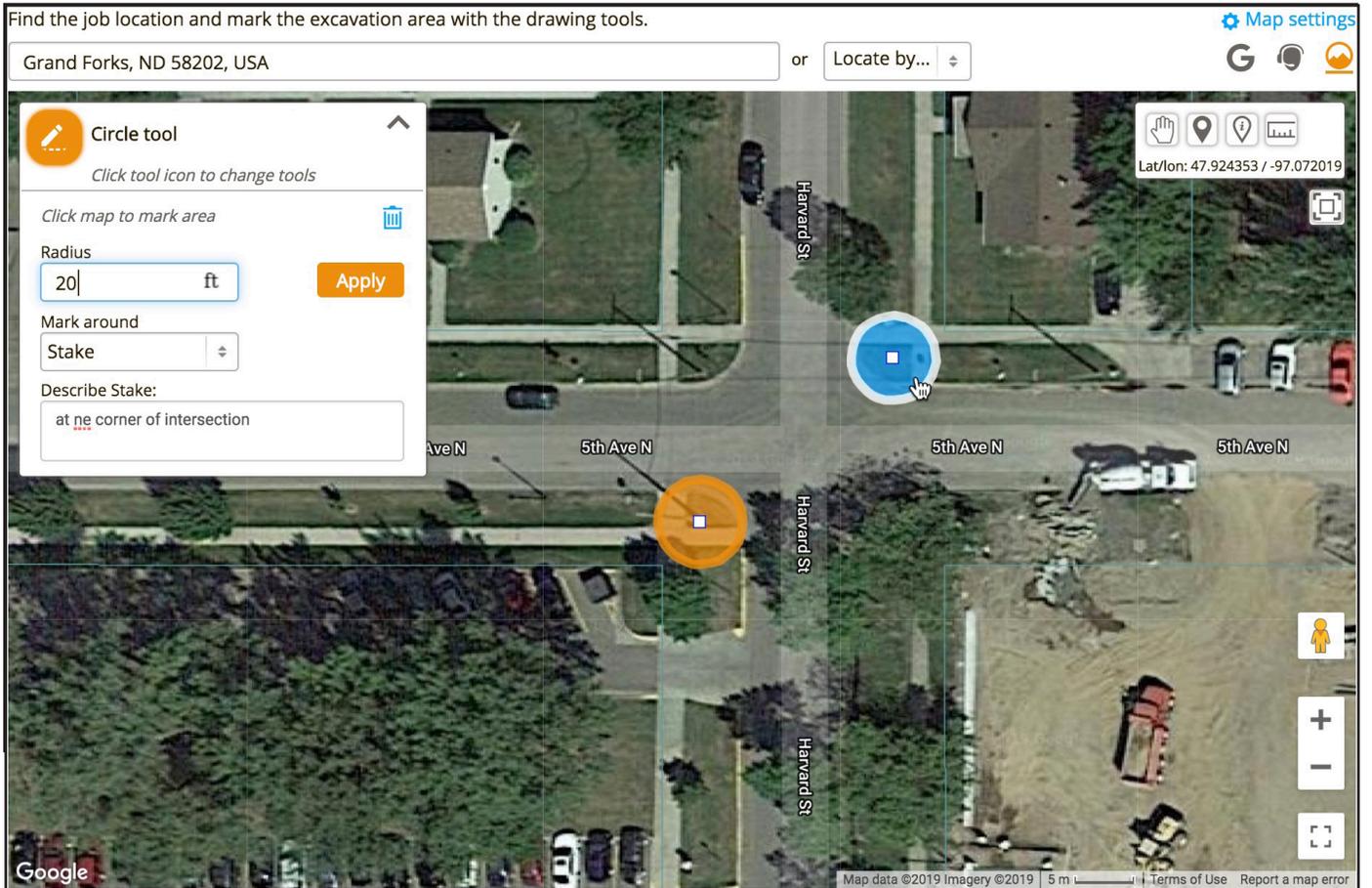


When you select a drawing tool you will be prompted to enter information about the worksite you intend to map out. The required information will vary depending on which tool you choose. Be as accurate as possible.

After entering the required information, place an excavation entity by clicking on the map.



You can continue placing excavation entities on the map. Make sure to update the excavation entity's information if necessary.



If you make a mistake you can edit or delete any entity in the current session by clicking on it. (You'll need to make sure you don't have a drawing tool selected.)

Click **Apply** to apply your changes to the selected Excavation Entity. Click the  to delete the excavation entity.

When you have finished mapping your worksite(s) click the **Next** button.

This will take you to **Step 2**.



## Step 2. Write Instructions

ITICnxt calculates the most efficient way to break up or combine the excavation entities you have created and assign them to locate requests. ITICnxt automatically applies the business rules as established by North Dakota One Call to make this determination. The tickets appear at the top of the screen. Each tab represents a ticket.

ITICnxt enters **Location Information** based on the excavation entities you drew on the previous page. Carefully review all information in this section, paying particular attention to the **Location Description** – if ITICnxt has split up your work area into multiple tickets, only describe the area of excavation that corresponds to the mapping on the current ticket/tab.

### Create Job Ticket

Cancel Next  
Edit map

1 Mark location 2 Write instructions 3 Review & submit

Apply information to all tickets

Job A - ticket 1/2 Job A - ticket 2/2

Enter marking instructions and job details. [Form settings](#)

Ticket type: Normal ticket

Location information  
\* Indicates required field ✓ Indicates information applied to all tickets

City/place \* County \*  
GRAND FORKS GRAND FORKS

Street number  
Street name \*  
5TH AVE N

Nearest intersecting street \*  
HARVARD ST

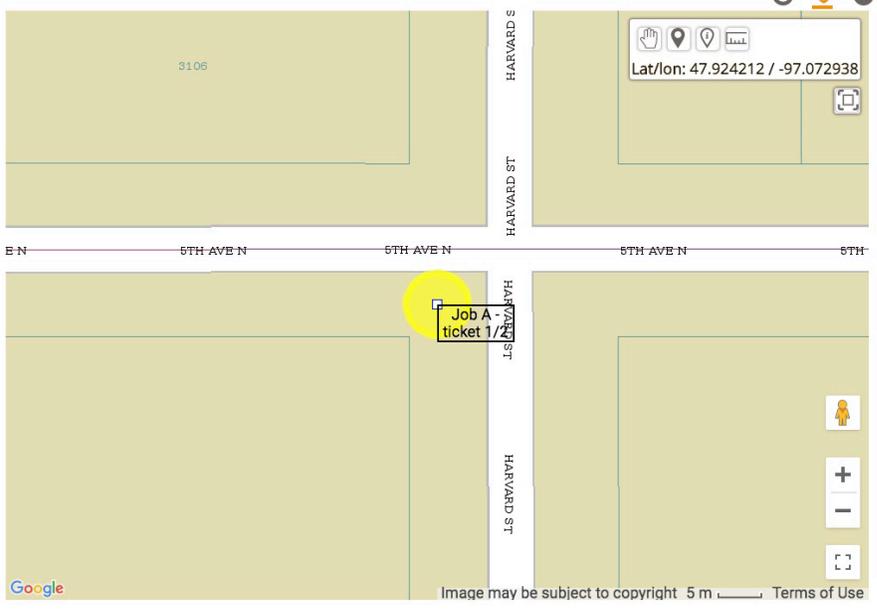
City limits \*  
Yes

Location description \*  
Mark a 12 FT radius around the Stake - at sw corner of intersection.  
From the intersection of 5TH AVE N and HARVARD ST, head west on 5th Ave N toward Oxford St for 29 ft, head S for 20 feet to the Stake.

Additional information  
Add Attachment

Job description !  
Excavator information +

Select the date and time when crew will be on site to begin excavation. Start times can be selected between 8am and 5pm and must provide at least 48 hours notice (excluding weekends and holidays).



The screenshot shows a Google Maps interface with a yellow circle highlighting the excavation site at the intersection of 5th Ave N and Harvard St. A label 'Job A - ticket 1/2' is placed over the site. The map includes street names (5TH AVE N, HARVARD ST), a coordinate box (Lat/lon: 47.924212 / -97.072938), and a '3106' address marker. The map is zoomed in to show the intersection area.

The **Location Description** should contain explicit marking instructions and driving directions from a nearby intersection. Read both carefully and revise as needed. Both the marking instructions and driving directions must match the ticket's corresponding mapping (shown on the left side of the page). If you need to re-map the area click the  button.

**NOTE:** Group Edit mode allows you to make changes to all tickets in the current session simultaneously. To toggle group edit mode on & off, click the checkbox.

**Apply information to all tickets**

The **Job Description** is for describing the nature and method of excavation, as well as the time frame of the job. If you have an alternate/field contact person, you can list their information in this section.

### Job description !

Job profile Create/edit profiles

Select job profile

Start date \* ✓ 06/18/2019 Start time \* ✓ 12:01 AM

Alt contact name ✓ JAKE CHAMBERS Alt contact phone ✓ 701-555-6666

Purpose of excavation \* ✓  Work done for \* ✓

You must enter the purpose of excavation You must enter whom the work is being done for

Additional email recipient(s)

Explosives \* ✓  Tunneling or boring \* ✓

Explosives must be yes or no Tunnel/bore must be yes or no

White Lining \*  Depth \* ✓

You must enter the white lining You must enter a depth

### Job description

Job profile Create/edit profiles

Select job profile

Start date \* ✓ 06/19/2019 Start time \* ✓ 9:00 AM

Alt contact name ✓ JAKE CHAMBERS Alt contact phone ✓ 701-555-6666

Purpose of excavation \* ✓ SIGN INSTALLATION Work done for \* ✓ CITY OF GRAND FORKS

Additional email recipient(s)

Explosives \* ✓ No Tunneling or boring \* ✓ No

White Lining \* Project Staking Depth \* ✓ 3FT

**Job Profiles** are templates you can create to save time when filing multiple locate requests. (See page 40 for more info.)

**Excavator Information** is drawn from your User Profile. Make sure that your contact information is up to date. (For more information on User Profile, see page 38.)

Excavator information <span>⊖</span>	
ITIC Username * ✓ EDDIE DEAN	Email * briancasey@occinc.com
ITIC User Phone No * 701-555-1919	Ext ✓ 
Excavation company * ✓ TOREN BROTHERS CONST	Cell number ✓ 
Address * ✓ 19	Street * ✓ ODD
City/place * ✓ FEDIC	State * ND
Zip code * ✓ 12345-6789	Fax ✓ 701-555-1111

When you are certain all ticket information is accurate, tab over to the next ticket and repeat the process. Once you have completed and reviewed all tickets in the session click the **Next** button.

This will take you to **Step 3**.

### Step 3. Review & Submit

Step 3 is where you conduct a final review of your tickets and submit them to the call center for processing. This is your last opportunity to make changes to the ticket(s). Review the information on each ticket carefully. If everything is correct make sure that each ticket's corresponding **Check** box is checked, then click the **Submit Ticket** button. This will transmit the tickets to the call center for review and distribution.

You can also choose to edit  , save  or delete  the ticket(s).

## Create Job Ticket

Cancel **Submit Ticket**

① Mark location ② Write instructions ③ **Review & submit**

Review ticket information, then click the Submit tickets button

I want to.. ▾

<input checked="" type="checkbox"/>	Job-ticket#	Address	Cross street	City/place	County	Type	Start date/time	Action
<input checked="" type="checkbox"/>	Job A - ticket 1/2	5TH AVE N	HARVARD ST	GRAND FORKS	GRAND FORKS	LORQ ROUTINE	06/19/2019 9:00 AM	  
<input checked="" type="checkbox"/>	Job A - ticket 2/2	5TH AVE N	HARVARD ST	GRAND FORKS	GRAND FORKS	LORQ ROUTINE	06/19/2019 9:00 AM	  

Showing 1 to 2 of 2 entries

Previous 1 Next

# Utility Notification List

You have successfully submitted your ticket(s).

You will be presented with the **Utility Notification List**. This page contains a complete list of the Facility Operators who will be notified as a result of your ticket(s).

## Congratulations!

[View my tickets](#)
[Start new ticket](#)

✔ Your ticket(s) have been submitted

Job-ticket#	Address	Cross street	City/place	County	Type	Start date/time	Release date/time
— Job A - ticket 1/2	5TH AVE N	HARVARD ST	GRAND FORKS	GRAND FORKS	LORQ ROUTINE	06/19/2019 9:00 AM	06/13/2019 12:09 PM
District	Company	Facility types		Message			
CTLND01	CTLQL-CENTURYLINK			<p>Ticket 28166196 has been completed.</p> <p>Make sure all facility operators have responded before beginning excavation.</p> <p>You will receive an email with a copy of your ticket. Please check it for accuracy.</p> <p>Check your excavation area for private facilities which are not marked with a call to the call center.</p>			
DCN03	DAKOTA CARRIER NETWORK						
GRNDFK01	CITY OF GRAND FORKS						
GRNDFK02	CITY OF GRAND FORKS WATER						
NDXCEL03	XCEL ENERGY						
TCIND01	MIDCONTINENT COMMUNICATIO						
UND01	UNIVERSITY OF NORTH DAKOT						
UNDTL01	UND TELECOMMUNICATIONS						
Number of districts: 8							
— Job A - ticket 2/2	5TH AVE N	HARVARD ST	GRAND FORKS	GRAND FORKS	LORQ ROUTINE	06/19/2019 9:00 AM	06/13/2019 12:09 PM
District	Company	Facility types		Message			
CTLND01	CTLQL-CENTURYLINK			<p>Ticket 28166197 has been completed.</p> <p>Make sure all facility operators have responded before beginning excavation.</p> <p>You will receive an email with a copy of your ticket. Please check it for accuracy.</p> <p>Check your excavation area for private facilities which are not marked with a call to the call center.</p>			
GRNDFK01	CITY OF GRAND FORKS						
GRNDFK02	CITY OF GRAND FORKS WATER						
NDXCEL03	XCEL ENERGY						
TCIND01	MIDCONTINENT COMMUNICATIO						
UND01	UNIVERSITY OF NORTH DAKOT						
UNDTL01	UND TELECOMMUNICATIONS						
Number of districts: 7							

This is the end of the Quick Start Guide.

# Main Menu

Upon logging in to ITICnxt you will be presented with the main ITICnxt menu, as well as your default starting module (My Tickets, Locator Tickets, etc.). (See page 39 to see how to change your default module.)

At the top of the screen you can access the ticket search function (formerly referred to as Search & Status). As usual, numerous search parameters are available.

The screenshot displays the 'My Tickets' interface. At the top, there is a search bar with 'Search all tickets' and a dropdown menu. The user is logged in as 'briancasey@occinc.com'. The main heading is 'My Tickets' with a dropdown menu set to 'ND'. Below this, there are filters for 'All released(10)', 'Expiring/expired(2)', 'No response(0)', 'Unreleased(0)', and 'Violation reported(0)'. A search filter for 'Released between' shows dates '06/03/19' and '06/04/19' with an 'Apply' button. There is also a 'Search by ticket #' field and a 'More search options' link. A 'Create job ticket' button is in the top right. The main table lists tickets with the following data:

Ticket #	Release date/time	Address/street	Cross Street	City/place	County	Start date/time	Type	Purpose of excavation
28166073	06/05/19 10:30 am	1325 11TH ST N	13TH AVE N	FARGO	CASS	06/06/19 12:01 am	LORQ RESPOT	TEST
28166071	06/03/19 02:33 pm	1233 W HIGHLAND ACRE RD	W COULEE RD	BISMARCK	BURLEIGH	06/06/19 12:15 pm	LORQ ROUTINE	TEST
28166070	06/03/19 02:30 pm	1308 N 11TH ST	BRAMAN AVE	BISMARCK	BURLEIGH	06/06/19 12:01 am	LORQ ROUTINE	TEST
28166069	06/03/19 02:21 pm	1325 11TH ST N	13TH AVE N	FARGO	CASS	06/06/19 04:30 pm	LORQ ROUTINE	TEST
28166068	06/03/19 02:18 pm	1300 N 11TH ST	BRAMAN AVE	BISMARCK	BURLEIGH	06/06/19 04:01 pm	LORQ ROUTINE	TEST
28166067	06/03/19 02:16 pm	1137 27 ST N	27TH ST N	FARGO	CASS	06/06/19 12:01 am	LORQ ROUTINE	TEST
28166064	06/03/19 02:02 pm	1910 DYKE AVE	N 19TH ST	GRAND FORKS	GRAND FORKS	06/06/19 03:45 pm	LORQ ROUTINE	TEST

The  button provides access to the **My Tickets** menu, which contains the complete list of tickets filed through your account. This is also where you can Create a New Ticket. (See page 5 for more info.)

The  button provides access to the **Locator Tickets** menu, where you can find a complete list of the Locator Tickets you've received (if any). (See page 20 for more info.)

The  button provides access to the **Reports** menu. (See page 37 for more info.)

The  button provides access to the old ITIC platform, **ITIC 2**.

The  button will bring up your account settings – the **User Profile, Application Settings,** and **Job Profiles** menus can be accessed through here. You can also choose to **Log Out** from here.

The  button provides access to the **My Messages** page, where you will find any relevant communication from the call center.

The  button will bring up the **Contact and Help Information** page, where you can find training materials, helpful links and other resources to assist you.

The  button will log you out of ITICnxt.

The  button provides access to Live Help Chat, allowing you to consult with a call center professional directly.

The  button provides access to the Contact Email menu, providing a direct email link to the call center's Help Desk.

The  button will provide the best phone number to call for assistance from call center staff.

# My Tickets Menu

The **My Tickets** menu contains all locate requests you have previously filed in ITICnxt.

You can filter or sort this list in a number of ways using the menus at the top of the page.

The state drop-down menu allows you to navigate between different states you operate in.

The date range menu will limit the ticket list to those tickets filed within a specific date range.

Find a specific ticket using the   option.

Clicking the “More Search Options” link will bring up a list of filtering criteria based on specific information on the tickets, such as the address, street name, or type of ticket.

Clicking  [View ticket map](#) will display all currently listed tickets on the map.

Accessing the  [Page settings](#) menu will allow you to customize what information is displayed for each ticket in the **My Tickets** menu.

Click on a ticket number to view the individual ticket.

The  menu allows you to perform ticket actions to multiple tickets in a single session.

To use this function, make sure each relevant ticket is “checked” (e.g.  [28166197](#) ), then choose the ticket action from the “I want to...” menu. Then click the button that appears next to the “I want to...” menu (e.g.   [Relocate/re-spot tickets](#) ) to begin the process.

Access the [Create job ticket](#)  menu to begin filing a new locate request. (See page 5 for more info.)

SITE Search all tickets ND Welcome briancasey@occinc.com

# My Tickets

ND

Create job ticket

All released(2) Expiring/expired(11) No response(0) Unreleased(1) Violation reported(0)

Released between 06/13/19 06/25/19 Apply Search by ticket # More search options

I want to... View ticket map Page settings

Emergency Priority Past due Meeting Canceled Locked Pending Extension

Ticket #	Release date/time	Address/street	Cross Street	City/place	County	Start date/time	Type	Type of work
28166197	06/13/19 12:09 pm	5TH AVE N	HARVARD ST	GRAND FORKS	GRAND FORKS	06/19/19 09:00 am	LORQ ROUTINE	SIGN INSTALLATION
28166196	06/13/19 12:09 pm	5TH AVE N	HARVARD ST	GRAND FORKS	GRAND FORKS	06/19/19 09:00 am	LORQ ROUTINE	SIGN INSTALLATION

Showing 1 to 2 of 2 entries Previous 1 Next

Released between 06/13/19 06/25/19 Apply Search by ticket # More search options

View ticket list Tab and table setting

Emergency Due Now < 2 Hours 2+ Hours 4+ Hours 24+ Hours 48+ Hours

2 records found

Search place or address Search Locate by...

Lat/lon: 47.924409 / -97.072073

✓ I want to...

Cancel tickets

Relocate/re-spot tickets

Update tickets

# Locator Tickets

The Locator Tickets section contains a complete list of all locator tickets received by your account. You can sort them in a number of ways.

The “**Released Between**” menu will narrow the ticket list based on when the tickets were released.

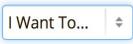
The “**Districts**” menu allows you to display only those tickets associated with a specific utility district.

The “**Filter by**” menu allows you to narrow the ticket list based on **Marking Status**.

Once you’ve made your menu choices, hit the  button to display the new ticket list.

Click [More search options](#) for more precise search options.

Clicking [View ticket map](#) will display the currently selected tickets on the map. This feature can be useful for planning out multiple locating jobs in one trip.

The  menu allows you to **Status** or **Print** multiple tickets simultaneously.

Click a **Ticket Number** to view an individual ticket. Viewing an individual Locator Ticket allows you to **Add File Attachments** or access the **Change Status/Locator** menu.

SITE Search all tickets ND Welcome ccec-rness

# Locator Tickets

1 unviewed emergency ticket

All tickets(119) Open Emergency(2) Due today(2) Due next business day(0) Unassigned(2)

Released between: 07/01/19 to 07/03/19 District: Districts Filter by: Open Apply More search options

I Want To... View ticket map Print all tickets Page settings

86 records found

Ticket #	Header	Orig Call	Begin	Street	City	County	Company	Type of Work	Locator	Status
19075278	EMER EMERGENCY	2019/07/01 04:35 pm	2019/07/01 04:45 pm	3235 OAK RIDGE LOOP E	WEST FARGO	CASS	OAK RIDGE OFFICE PARK	THE EMERGENCY REPAIR OF A CURB STOP	Fargo Fargo	Marked
19075309	EMER EMERGENCY	2019/07/01 05:24 pm	2019/07/02 08:00 am	4106 124TH AVE S	PLEASANT TWP	CASS	RANDALLS EXCAVATING	EMERGENCY REPAIR OF WATER LEAK	Kindred Kindred	Not yet responded
19074491	LORQ MODIFY	2019/07/01 06:04 am	2019/07/04 12:01 am	12TH AVE NW	WEST FARGO	CASS	SPAIN EXCAVATING	INSTALL STORM SEWER/ MOVE FIRE HYDRANT	Fargo Fargo	Not yet responded
19074549	LORQ ROUTINE	2019/07/01 07:00 am	2019/07/04 12:01 am	6623 SMYLLIE LN S	FARGO	CASS	JERRY'S EXCAVATING	INSTALL ELECTRIC SECONDARY	Fargo Fargo	Not yet responded
19074550	LORQ ROUTINE	2019/07/01 07:02 am	2019/07/04 12:01 am	6651 SMYLLIE LN S	FARGO	CASS	JERRY'S EXCAVATING	INSTALL ELECTRIC SECONDARY	Fargo Fargo	Not yet responded
19074598	LORQ RESPOT	2019/07/01 08:02 am	2019/07/04 12:01 am	3955 40TH AVE S	FARGO	CASS	RHINO CONTRACTING INC	INSTALLING DROP	Fargo Fargo	Marked

After clicking on a ticket number you will be presented with a page containing all available ticket information. From here you can access the **Change Status/Locator** menu. You may also **Upload File Attachments** to a locator ticket.

# Ticket#19074677

[Return to ticket list](#)

Status: Not yet responded

Locator: Arthur - Arthur



[Add attachment](#) [Change status/locator](#)

## Ticket information

Ticket number 19074677  
 Original call date 07/01/19 09:01 am  
 Work to begin date 07/15/19 12:01 am  
 Expiration date 08/05/19 12:00 am  
 Type LORQ ROUTINE  
 Past work start N  
 Locked N  
 Past due time N

## Excavator information

Company name DEANN KRUPICH  
 Type HOMEOWNER  
 Address 260 6TH ST  
 GARDNER, ND 58036  
 Caller DEANN KRUPICH  
 Caller phone 701-238-6171  
 Email address [dkrupich@midco.net](mailto:dkrupich@midco.net)

## Excavation information

Type of work PLANTING TREE/REMOVCVE SHED  
 Work being done for DEANN KRUPICH  
 Explosives N  
 Tunnel/Bore N  
 Depth 5FT  
 White lining OTHER

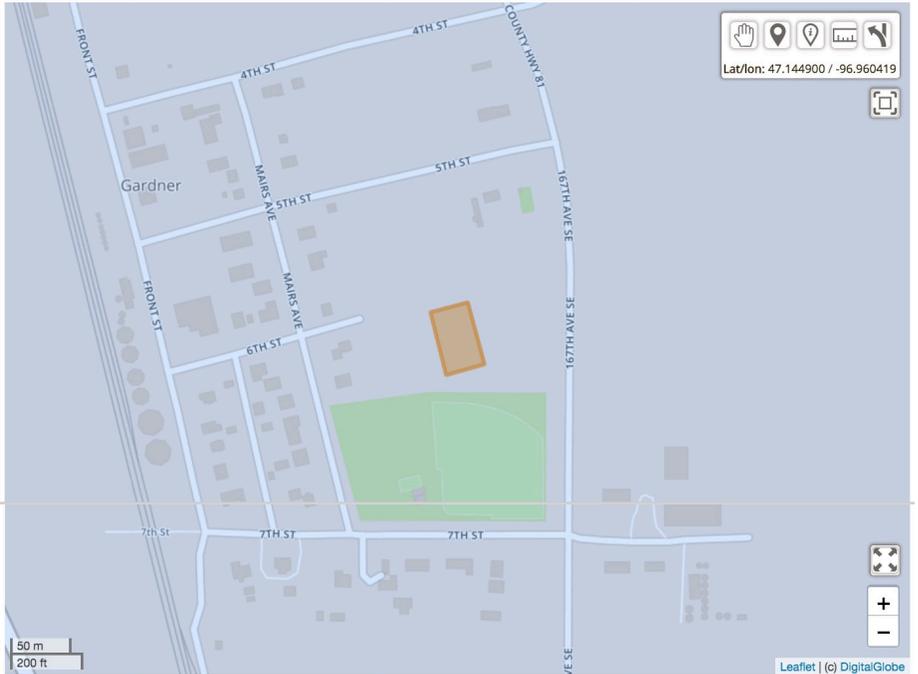
## Location information

State ND  
 County CASS  
 City/place GARDNER  
 City limits Y  
 Address 260  
 Street 6TH ST  
 Intersecting street CO HWY 81  
 Location of work MARK THE BACKYARD, THE EAST SIDE OF THE HOUSE AND ...  
[Show more](#)  
 Remarks  
 Map Twp 142N  
 Rng 50W  
 Sect-qtr 2-NE  
 Map Coord  
 NW Lat 47.1463168  
 Lon -96.9648083  
 SE Lat 47.1457840  
 Lon -96.9642210

Search place or address

Search

[Expand map](#)  
[Hide district polygons](#)



## Ticket history

Date	Type	District	Display	Locator	User
07/01/19 09:07:16 am	Ticket Created				System
07/01/19 09:07:16 am	Ticket Check Response Added	CASELE01 CASS COUNTY ELECTRIC COOP	Not yet responded		System
07/01/19 09:07:16 am	Locator Assigned	CASELE01 CASS COUNTY ELECTRIC COOP		Arthur	System

Showing 1 to 3 of 3 entries

[Previous](#) [1](#) [Next](#)

## Members notified

[Status history](#)

District	Company name	Marking concerns	Damage	Customer service	Utility types	Status
HALSTD01	HALSTAD TELEPHONE COMPANY			218-568-4744		Not yet responded
CASELE01	CASS COUNTY ELECTRIC COOP			701-356-4471		Not yet responded

Showing 1 to 2 of 2 entries

[Previous](#) [1](#) [Next](#)

## Change Status/Locator Menu

The Change Status/Locator menu is your primary avenue for interacting with a locator ticket. From this menu you may assign a marking status, assign a locator to respond to the ticket, and add internal or external notes to the ticket.

### **District Code**

Displays the utility current district code you are working with.

### **Status Drop-Down Menu**

Use this menu to assign a marking status to the ticket.

### **Status Comments**

You may enter status comments in this field. Status comments will be made available to the excavator when the ticket's marking status is updated.

### **Add Internal Notes**

You may use this field to add internal (private) notes to the ticket.

### **Update Assigned Locator**

Use the drop-down menu to select a locator to respond to the ticket. (See page 26 for information on creating locator IDs for your account.)

### **Update Internal Status**

Use this drop-down menu to "Close" or "Open" the ticket.

### **Add Custom Responses**

This area is reserved for any custom responses you have created for your account. (See page 35 for more info.)

## Save and...

Use this menu to implement the changes you have made to the locator ticket.

- **Save and Return** will save changes and return you to the ticket list.
- **Save and Stay on Page** will save changes and remain on the current ticket.
- **Save and Go to Next Ticket** will save changes and display the next ticket on your ticket list.

**ALERT!: Save your work!** If you do not choose an option from the “Save and...” menu, any changes you make to the current ticket will be lost.

### Update Public Status for CASELE01

Status  
Please select

Status comments (250 character limit)

Test test2 test3 test5 test4

### Add internal notes

Comments (internal)

Test1

Cancel Save and...

### Update assigned locator

Locator  
ValleyCity - Valley City

### Update internal status

Open / Close  
Open

### Add custom responses

Action Code? (C) (F)

P  
--

FP)  
--

# Admin Menu

The  **Admin Menu** allows you to make account adjustments that pertain to the **Locator Tickets** section of ITICnxt.

## iSite Users Menu

The iSite Users menu allows an administrator to create and manage additional iSite Login IDs for other users.

Click the  button to create a new user account.

The **Search** function allows you to search by username or email address.

The **Active** column allows you to activate or deactivate a user.

The **Edit** button (  ) allows you to edit the corresponding user account.

The **Clone** button (  ) allows you to make a “clone” of the corresponding user account, helping you save time when setting up multiple user accounts.

## iSite Users

Create new user

39 results found

Username	Email	State access	Quick notes/Print footer	Active	Action
ccec-aeul	aeul@kwh.com	ND	<a href="#">View</a>	<input checked="" type="checkbox"/>	
ccec-amahlum	amahlum@kwh.com	ND	<a href="#">View</a>	<input checked="" type="checkbox"/>	
ccec-arthur	rbutler@kwh.com	ND	<a href="#">View</a>	<input checked="" type="checkbox"/>	
ccec-bcasey	bcasey@kwh.com	ND	<a href="#">View</a>	<input checked="" type="checkbox"/>	
ccec-dwawrzyniak	dwawrzyniak@kwh.com	ND	<a href="#">View</a>	<input checked="" type="checkbox"/>	
ccec-fargo	bpowell@kwh.com	ND	<a href="#">View</a>	<input checked="" type="checkbox"/>	
ccec-kindred	tschock@kwh.com	ND	<a href="#">View</a>	<input checked="" type="checkbox"/>	
ccec-lisbon	msauby@kwh.com	ND	<a href="#">View</a>	<input checked="" type="checkbox"/>	
ccec-nniskanen	nniskanen@kwh.com	ND	<a href="#">View</a>	<input checked="" type="checkbox"/>	
ccec-phumann	phumann@kwh.com	ND	<a href="#">View</a>	<input checked="" type="checkbox"/>	

Showing 1 to 10 of 39 entries

Previous 1 2 3 4 Next

# Locators Menu

The Locators menu allows you to set up locators so you can assign them to incoming locator tickets. It also allows the creation of **Auto-Assignments**, which will automatically assign locator tickets to specific locators based on pre-set criteria.

## Locators

Locators(31) Polygon auto-assignments(26) Rule based auto-assignments(3)

Creating locators lets your company assign a user to locate tickets. Locators can be automatically assigned to tickets by geographic area (polygon), or by identifying specific tickets (text rules). Create new locator

Search  Locator code  

Locator code	Locator name	Assigned to	Date updated	Active	Action
VG-Zach	Vannguard-Zach Myers		04/19/16 12:57 pm	<input checked="" type="checkbox"/>	
VG-Timothy	Vannguard-Timothy Nugent		04/19/16 12:57 pm	<input checked="" type="checkbox"/>	
VG-Scott	Vannguard-Scott Zajac		04/19/16 12:57 pm	<input checked="" type="checkbox"/>	
VG-Robert	Vannguard-Robert Schneck		04/19/16 12:56 pm	<input checked="" type="checkbox"/>	
VG-Mishelle	Vannguard-Mishelle Richards		04/19/16 12:56 pm	<input checked="" type="checkbox"/>	
VG-Mikkel	Vannguard-Mikkel Jorde		04/19/16 12:56 pm	<input checked="" type="checkbox"/>	
VG-Mike	Vannguard-Mike McArthur		04/19/16 12:56 pm	<input checked="" type="checkbox"/>	

# Polygon Auto-Assignments

Polygon Auto-Assignments give administrators the ability to automatically assign locate tickets to locators based on the physical location of the work area.

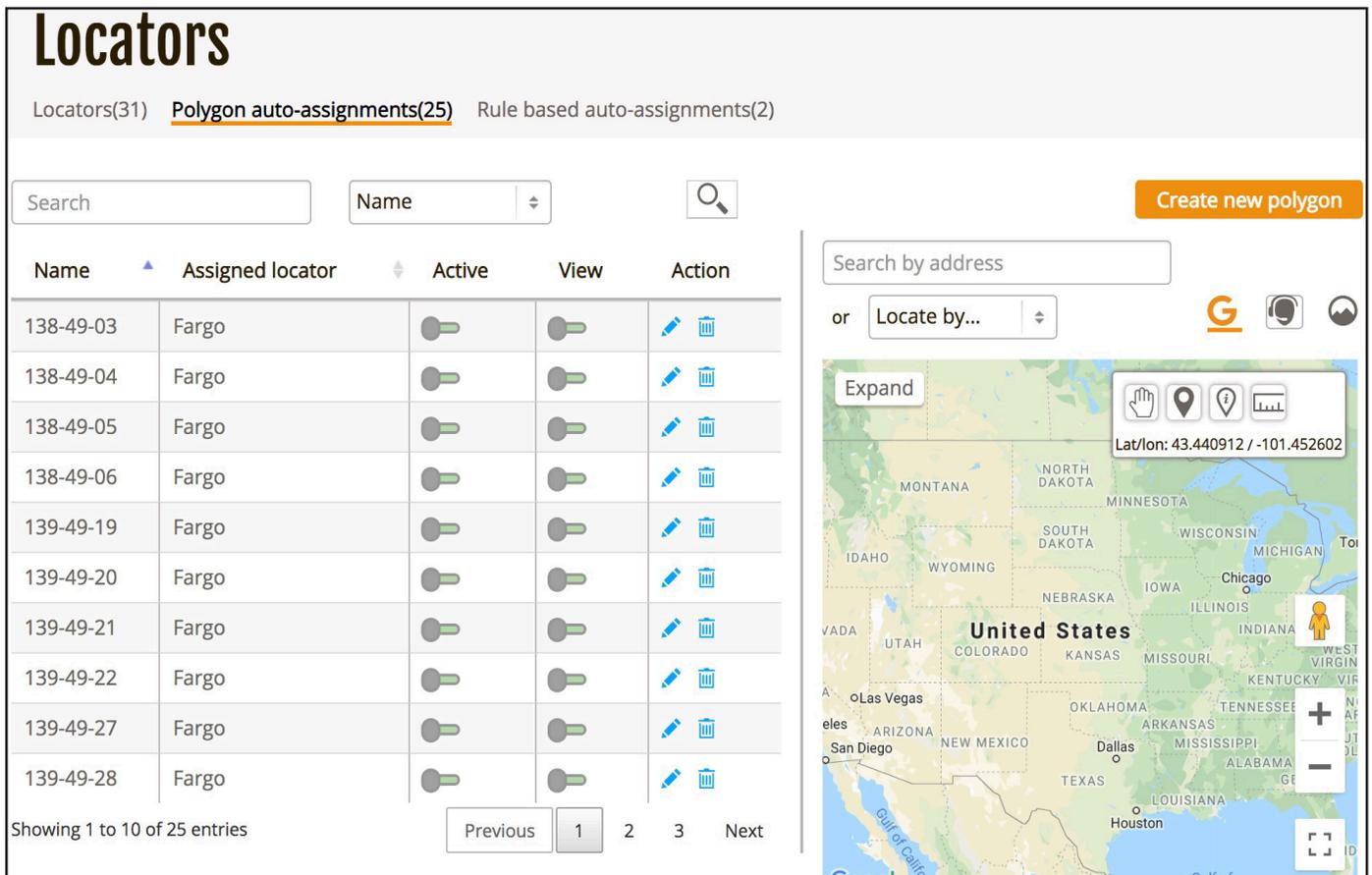
To create a new polygon auto-assignment click the **Create new polygon** button.

Enter a name for the new polygon in the **Assignment Name** field, and select an existing Locator using the **Assigned Locator** drop-down menu.

Find and map out the auto-assignment area using the map interface. Drawing the auto-assignment polygon works the same as the “Other” draw tool in ITIC. (See page 55 for more info.)

Click the **Save** button to save your changes and move on to the **Edit Polygon Assignment** menu.

Next, assign a locating district to the auto-assignment using the **District Access** menu. Then click **Save** again. That’s it! You can return to this menu at any time by clicking the corresponding Edit button (  ) on the **Polygon Auto-Assignments** menu.



Name	Assigned locator	Active	View	Action
138-49-03	Fargo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
138-49-04	Fargo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
138-49-05	Fargo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
138-49-06	Fargo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
139-49-19	Fargo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
139-49-20	Fargo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
139-49-21	Fargo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
139-49-22	Fargo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
139-49-27	Fargo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
139-49-28	Fargo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Showing 1 to 10 of 25 entries

Previous 1 2 3 Next

# Create Polygon Assignment

*Creating an auto-assignment polygon ONLY dictates which tickets a locator will have access to in LTM. Auto-assignment polygons created in this application have no impact on your membership notification area(s). Please contact the Database Department if changes to your membership notification area(s) are needed.*

## Assignment information

Assignment name\*

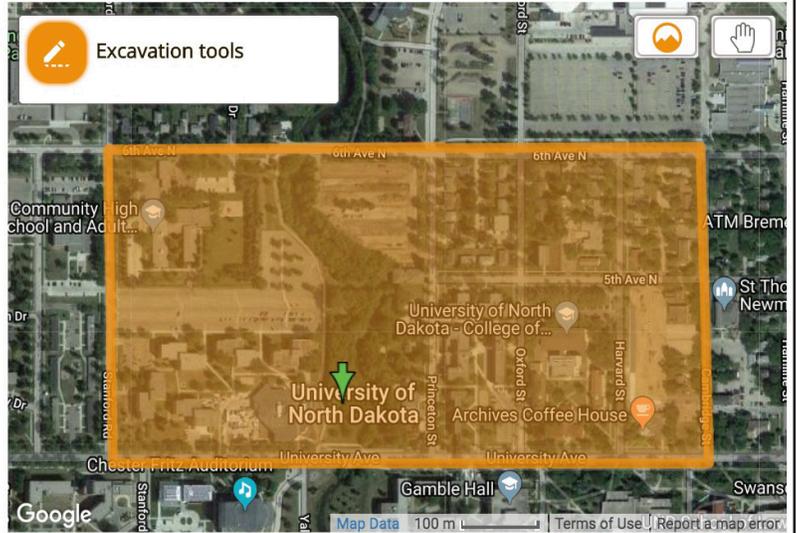
U of ND North

Assigned locator\*

Arthur

Grand Forks, ND 58202, USA

or Locate by...



# Edit Polygon Assignment

Cancel

Save

## Assignment information

Assignment name\*

U of ND North

Assigned locator\*

Arthur

Active



## District access

District

Please select

Add

District

District name

Active

No data available in table

Showing 0 to 0 of 0 entries

Previous

Next

Search by address

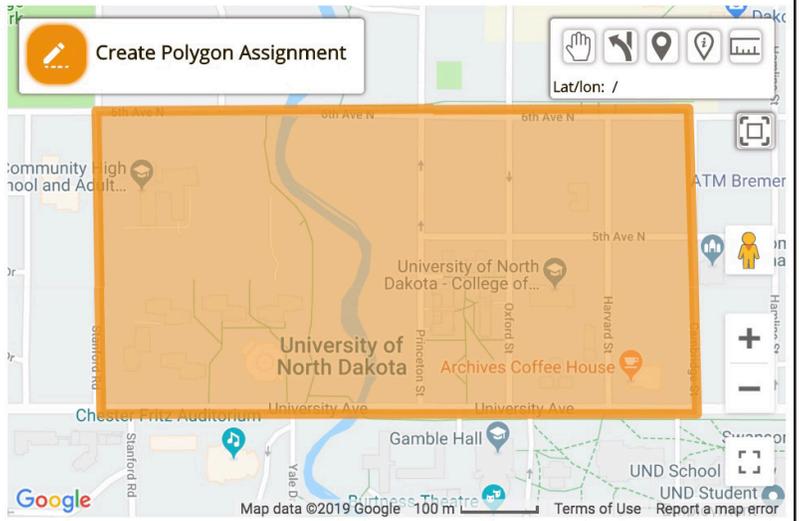


or Locate by...



Create Polygon Assignment

Lat/lon: /



# Rule Based Auto-Assignments

Rule Based Auto-Assignments give administrators the ability to automatically assign locate tickets to locators based on information contained in the ticket(s).

To create a new rule-based auto-assignment click the [Create new rule](#) button.

Priority determines the auto-assignments order of operation (if more than one auto-assignment is applicable to a given ticket).

District determines which district will apply to the new rule.

Locator determines which locator will receive the auto-assigned ticket.

Click **Save** when you are ready.

You will be returned to the Rule Based Auto-Assignments menu. You can now add one or more criteria which will trigger the auto-assignment rules. Click **Save** to save your changes.

## Locators

ND

Locators(31) Polygon auto-assignments(26) Rule based auto-assignments(2)

[Create new rule](#)

Order	Rule ID	State	District	Locator	Active	Action
1	193652971	ND	CASELE01	Ron Ness	<input checked="" type="checkbox"/>	<a href="#">Edit</a> <a href="#">Delete</a>
Field		Match		Value		
Depth		Equals		1		
Explosives		Equals		Y		
Work Done For		Contains		cass		
<a href="#">Add/edit conditions</a>						
2	193652985	ND	CASELE01	Beau Hanson	<input checked="" type="checkbox"/>	<a href="#">Edit</a> <a href="#">Delete</a>
Field		Match		Value		
Type of Request		Starts With		DIG		
<a href="#">Add/edit conditions</a>						

## Add a new rule ✕

Priority

District

Locator

3	193653658	ND	CASELE01	Arthur	<input checked="" type="checkbox"/>		
Field	Match	Value					
<input type="text" value="Type of Request"/>	<input type="text" value="Equals"/>	<input type="text" value="Emergency"/>					
<input type="button" value="Cancel"/> <input type="button" value="Add"/> <input type="button" value="Save"/>							

# Locator Ticket Alerts

Locator Ticket Alerts is an optional system that will automatically notify you via SMS (text message), or email when certain types of Locator Tickets are received.

To create a new **Alert** click the **Create new alert** button. This will take you to the **Add Ticket Alert** menu.

## District

Use the drop-down menu to select the relevant district code.

## Alert Name

Choose a name for the new **Alert**.

You may choose to be alerted via Email, SMS (text) message, or both. If choosing SMS, be sure to select your Mobile Service Provider from the drop-down menu.

## Start Time and End Time\*

Enter the timeframe you would like to receive alerts. Make sure to enter Start and End Times in the following format:

## Day(s) of Week:

Use the check boxes to specify what day(s) of the week you would like to receive alerts.

## Headers

Use the check boxes to specify the type of ticket(s) that will trigger an alert.

When you are ready, click **Save** . Your new Alert will now appear on the **Locator Ticket Alerts** menu.

**\*NOTE:** The timeframe for each Ticket Alert cannot cross the midnight (24:00:00) mark. For example, if you wanted to receive a notification anytime an emergency is submitted between the hours of 5pm and 8am Mon-Fri you will need to set up two notifications, one for 5pm-11:59:59pm Mon-Fri and another for 12am-7:59:59am Mon-Fri, as shown in this example:

After Hours Emergency (A)	ND	CASELE01	Susannah@TorenBros.com	5555555555	17:00:00	23:59:59	Mon, Tue, Wed, Thu, Fri	<input checked="" type="checkbox"/>	
After Hours Emergency (B)	ND	CASELE01	Susannah@TorenBros.com	5555555555	00:00:00	07:59:59	Mon, Tue, Wed, Thu, Fri	<input checked="" type="checkbox"/>	

## Locator Ticket Alerts Create new alert

Alerts send notification messages via email or SMS when certain ticket types are received by the system.

View by state

Name	State	District code	Email	Phone	Start time	End time	Week days	Active	Action
	ND	CASELE01	mark@occinc.com		00:00:00	23:59:59	Mon	<input checked="" type="checkbox"/>	
	ND	CASELE01	sbuxton@occinc.com	4435688799	17:00:00	18:00:00	Sun, Mon	<input checked="" type="checkbox"/>	
chris1	ND	CASELE01	christinw@occinc.com		00:00:00	23:59:59	All	<input checked="" type="checkbox"/>	
sbuxton	ND	CASELE01	sbuxton@occinc.com	4107336451	08:00:00	15:00:00	Fri	<input checked="" type="checkbox"/>	
shanb	ND	CASELE01	sbuxton@occinc.com	4107336451	08:00:00	15:00:00	Sun, Thu	<input checked="" type="checkbox"/>	

Showing 1 to 5 of 5 entries

# Add Ticket Alert

Notifications created in LTM are provided as an additional tool for users of this application. They DO NOT impact the emergency verification methods that are in place at the call center. Please contact the Database Department if emergency verification contact changes are needed. Alerts may be sent via email, SMS message or both.

\* Indicates required field

State/District \*

ND - CASELE01

Alert name \*

Weekend Emergency

Email

Susannah@TorenBros.c

SMS provider

(☪)

SMS phone

5555555555

Start time

0:0

End time

0:00.00

24 hour alert

Days of the week \*

All  Sun  Mon  Tue  
 Wed  Thu  Fri  Sat

Ticket headers

EMER EMERGENCY  
 LORQ MODIFY

LORQ RESPOT  
 LORQ ROUTINE

LORQ EXTENDED START  
 SURVEY

LORQ MEET

## Custom Responses

The Custom Responses menu allows you to create additional questions or other data entry fields on your received Locator Tickets. To create a new **Custom Response** click the  button.

Select the relevant notification district from the drop-down menu.

The **Order** number will determine what order custom responses will appear on the ticket (if there are more than one).

Enter the text of the question in the **Question Text** field.

Choose the type of answer available to the new question. You may choose from **Yes/No**, an open **Number** field, or an open **Text** field.

You can make the new question a required question by ticking the **Required** check box.

You can choose to activate or de-activate the Custom Response by ticking (or un-ticking) the **Active** check box.

You may add additional Custom Response questions by clicking the  button.

Click the  button to save your changes.

# Custom Responses

Create new response set

View by state

View by district

State ▲	District Code ▼	Number of responses ▼	Date updated ▼	Updated by ▼	Action ▼
ND	BRTCAB01	9	2015-12-12 16:13:43.918285-06	unknown	
ND	CASELE01	15	2019-02-21 11:03:09.559433-06	unknown	

Showing 1 to 2 of 2 entries

Previous 1 Next

## Add Custom Responses

Cancel Save

\* Indicates required field

State/District\*

Order

Question text

Field type

Required

Active



Cancel Save

# Reports

The **Reports** section provides options for running reports on several different aspects of ITICnxt. The types of available Reports will vary depending on your level of customer access, and can be exported in a variety of file formats (.pdf, .xml, etc.). Reports may be accessed via the ITICnxt menu bar on the left side of the page.

Reports		
Report name	Description	Action
District Detail	Provides details by district code per day for the provided date range. This includes a summary of tickets received and statuses made.	<a href="#">Generate</a>
District Summary	Provides the Summary by District Code for the Tickets Received and Statuses provided. This report is for Ticket Check centers.	<a href="#">Generate</a>
ETM Ticket Location	This report provides the location of tickets.	<a href="#">Generate</a>
Ticket Check Compliance	This report provides on time, late and not responded tickets for a given timeframe, ticket header(s) and district code(s).	<a href="#">Generate</a>
Ticket Count Report	This report provides counts of tickets.	<a href="#">Generate</a>
Ticket Location	The Ticket Location report provides the list of the tickets, call date/time, address, city/place, latitude and longitude information for a selected district code and date range.	<a href="#">Generate</a>
Ticket Marked	This report will give a complete list of the tickets, header, and the provided statuses with their date and method.	<a href="#">Generate</a>
Work Done For	This report provides a list of ticket fields based on the information entered in the search input. This report includes the ticket number, update of ticket number, ticket header, original call date and time, work to begin date and time, county, address, street, type of work, work being done for, company, member notified, district code, status, and status date and time.	<a href="#">Generate</a>

Showing 1 to 8 of 8 entries

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# User Settings

## User Profile Menu

The **User Profile Menu** contains your ITICnxt username and password, as well as contact information for you and your company. You can edit any of the information in this section by clicking the corresponding **Edit** button.

## Settings & Preferences

ND ▾

[User profile](#) [Application settings](#) [More](#)

### User profile

User name/email	briancasey@occinc.com
Password	*****

[Edit](#)

### Personal information

Full name	EDDIE DEAN
Phone	7015551919
Email	EDDIE@TORENBROS.COM

[Edit](#)

### Company information

Company name	TOREN BROTHERS CONSTRUCTION
Address	19 ODD LN
City	FEDIC
State	ND
ZIP Code	12345-6789
Phone	7015555555
Fax	7015551111

[Edit](#)

# Application Settings Menu

The Application Settings menu allows you to adjust your landing screen upon logging in to ITICnxt, as well as the default state you're presented with when initially accessing the My Tickets and Locator Tickets sections. Use the drop-down menus to make any necessary adjustments, and click the **Save** button to save your changes.

## Settings & Preferences

ND ▾

User profile Application settings [More](#)

### Application features

**Default feature**  
Select the feature you see after log in

My Tickets ▾

**My tickets default state**  
Select the state you want to always access in My tickets

ND ▾

**Locator tickets default state**  
Select the state you want to always access in Locator tickets

ND ▾

**Save**

## Job Profiles

The Job Profiles feature allows you to create templates that can be used to automatically fill in commonly used information on multiple locate requests.

The Job Profiles menu can be accessed through the User Settings menu.

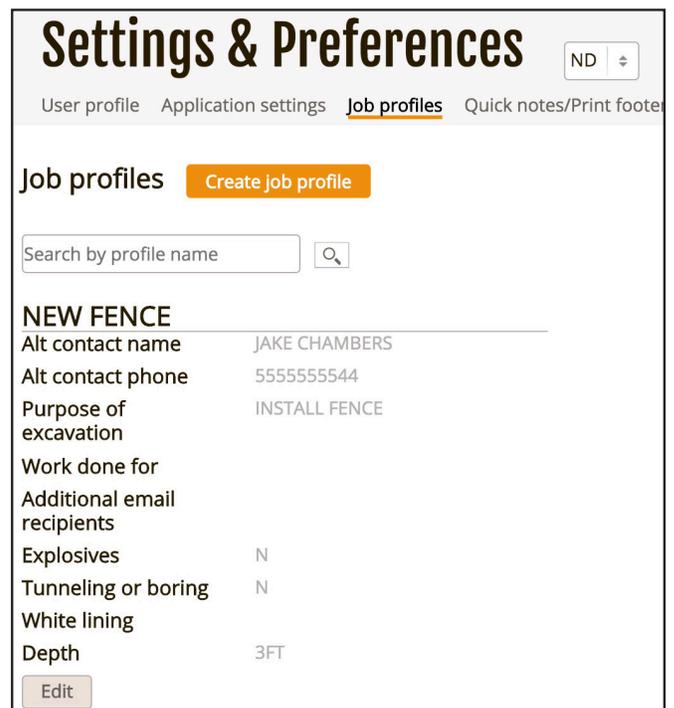
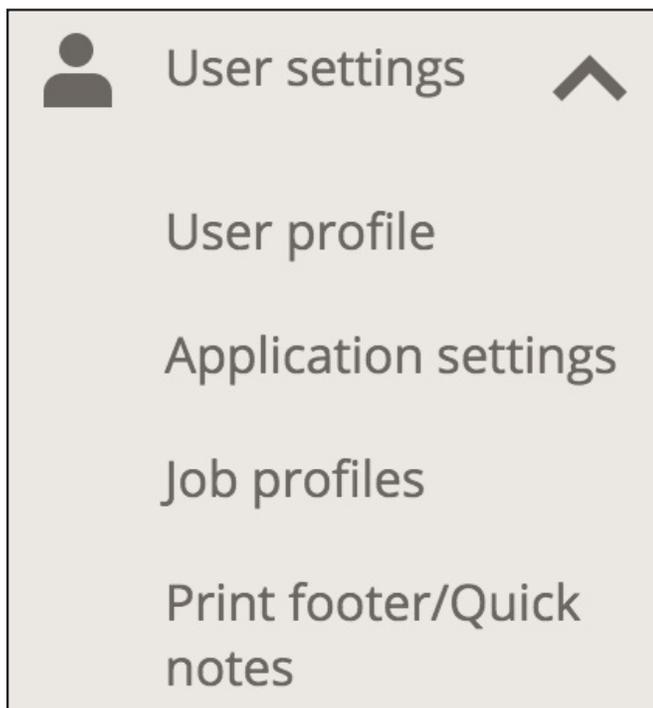
The Job Profiles menu will contain all Job Profiles currently saved to your account.

To create a new Job Profile click the [Create job profile](#) button.

All fields are optional. You can enter as little or as much information as you like. When you have finished filling out all necessary fields click the **Save** button.

Now you can use the new profile when you reach Step 2 (“Write Instructions”) of the ticket creation process. Click the **Select Job Profile** menu found at the top of the Job Description section. Selecting a job profile will automatically fill in relevant fields with the data saved in the job profile you chose.

You can also access the **Manage Profiles** menu by clicking the [Create/edit profiles](#) link. This menu allows you to create, edit or delete job profiles without having to abandon the ticket(s) you are currently working on.



# Settings & Preferences

User profile Application settings **Job profiles** Quick notes/Print footer

Job profile name  
Landscaping

Alt contact name

Alt contact phone  
000-000-0000

Purpose of excavation  
Landscaping

Work done for

Additional email recipient(s)  
FrontDesk@TorenBros.com

Explosives  
N

Tunneling or boring  
N

White lining

Depth  
1FT 6IN

Cancel Create

## Job description !

Job profile [Create/edit profiles](#)

✓ Select job profile  
NEW FENCE  
**LANDSCAPING**  
07/01/2019

Start time \*  
9:01 AM

Alt contact name  
EDDIE DEAN

Alt contact phone  
7015559999

Purpose of excavation \*  
[Redacted]  
You must enter the purpose of excavation

Work done for \*  
[Redacted]  
You must enter whom the work is being done for

Additional email recipient(s)

Explosives \*  
[Redacted]  
Explosives must be yes or no

Tunneling or boring \*  
[Redacted]  
Tunnel/bore must be yes or no

White Lining \*  
[Redacted]  
You must enter the white lining

Depth \*  
[Redacted]  
You must enter a depth

## Job description !

Job profile [Create/edit profiles](#)  
LANDSCAPING

Start date \*  
07/01/2019

Start time \*  
9:01 AM

Alt contact name

Alt contact phone

Purpose of excavation \*  
LANDSCAPING

Work done for \*  
[Redacted]  
You must enter whom the work is being done for

Additional email recipient(s)  
FRONTDESK@TORENBROS.COM

Explosives \*  
No

Tunneling or boring \*  
No

White Lining \*  
[Redacted]  
You must enter the white lining

Depth \*  
1FT 6IN

## Manage job profiles

Select a job profile to edit or create a new job profile

[+ Create job profile](#)

Search:

Job profile name	Action
LANDSCAPING	<a href="#">Edit</a> <a href="#">Delete</a>
NEW FENCE	<a href="#">Edit</a> <a href="#">Delete</a>

Showing 1 to 2 of 2 entries  
[Previous](#) [Next](#)

No profile selected

Select a profile or click "Create job profile" to display form

## Quick Notes Menu

The Quick Notes feature allows you to create quick note buttons, which in turn allow you to enter commonly used notes in the Notes section of a ticket with a single click.

To create a Quick Note choose an empty quick note slot and fill out the appropriate fields.

### Order

The Order field will determine what order the quick notes button(s) appear on the ticket interface.

### Button Name

The Button Name field will determine the name of the button as it appears on the ticket interface.

### Button Notes

The Button Notes field will determine what information is added in the **Notes** section of the ticket when the quick note button is clicked.

When you are ready, click **Save** to save your changes.

### Quick notes

Quick notes are shortcuts that display in the notes area on the ticket detail screen. Create quick notes if the same message is often entered when statusing tickets.

#### Public notes

Order	Button name	Button note
<input type="text" value="1"/>	<input type="text" value="Dog in Yard"/>	<input type="text" value="Dog in yard - make conta"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>

# Advanced Mapping

## The Map

The map interface is where you will locate and map out your work areas for locate requests. The map contains a number of tools to help you precisely and accurately map out your locate requests.

## Starting Address Location

Use this search field to find an address, or the name of a business or municipal building that can serve as the starting point for your excavation(s).

### \*Advanced/Alternate Search

Use the Advanced Search tool to find locations that do not appear in the Starting Address Search. You can use the drop-down menu to search by more specific address information, coordinates (GPS, Lat/Long, etc.), map grids, or the mapping from a previous locate request. (See page 45 for more info.)

## Map View Buttons

Change the image of the map to the Call Center map view, Google map view, or Satellite view (pictured). Satellite view is the recommended map view when creating excavation entities.

## Tool Box

**Stop** – Clicking this will cease whatever mode you are currently using, such as Measure or Draw Polygon.

**Placemark** – Place a pin-mark on the map for later reference with this tool. This can be very helpful when used in conjunction with the Measure tool.

**NOTE:** Placemarks only last the duration of the session in which they are created.

**Identify** – Identify map features that do not display a name (such as roads, highways, etc.) with this tool. The name will appear in just above the Starting Address Location search bar, next to “Highlight.” The Identify tool is also useful for identifying the address range of a specific block.

**NOTE:** Zooming in on the map makes more names visible.

**Measure** – Use this tool to measure the distance between points on the map. Get in the habit of using this tool regularly to ensure proper coverage of excavation areas and confirm distances along roads. The measurements will appear at the bottom of the Tool Box. “Segment Length” refers to the distance between the last point you placed on the map and your cursor’s current location. “Total Length” refers to the distance between the first point you placed on the map and your cursor’s current location.

**Lat/lon** – Displays the latitude/longitude coordinates of your cursor’s current location.

## **Drawing Tool Menu**

This drop-down menu contains all of the drawing tools you will need to create excavation entities. (See page 47 for more info.)

## **Google Street View (“Pegman”)**

Click and drag Pegman on to the map to open Google street view.

## **Zoom In/Out**

Use these buttons to zoom in or out on the map.

## **Full Screen Mode**

Click this button to enter full screen mode. Press Esc to exit.

Ticket type: Normal ticket

Find the job location and mark the excavation area with the drawing tools.

[Map settings](#)

1420 8th St N, Fargo, ND 58102, USA

or



## Advanced Search

Use the Advanced Search if you are unable to find your worksite with the Starting Address Location search.

## Advanced Street

Search can be used to search for roads and intersections.

## Coordinate

Search can be used for latitude/longitude, GPS, and other coordinate type formats.

## Grid

Search can be used to search by TRSQ, Mapsco or other map grids.

## Prev Ticket

Search can be used to show the excavation entities from previously filed tickets.

or **Locate by...** ▾

- Advanced Street
- Coordinate
- Grid
- Prev Ticket

**Coordinate Search** ✕

**Decimal Lat/Lng** | DMS Lat/Lng | GPS | SPCS | UTM

Latitude:

Longitude:

NAD 27     NAD 83

**Advanced Street Search** ✕

State:  

County/Parish:  

City/Place:  

Addr:

Street:  

Cross Street:

The screenshot shows a 'Grid Search' dialog box with the following fields and values:

- State: ND
- Township: 156N
- Section: 24
- Range: 82W
- Quarter: NW

Buttons at the bottom: Search, Clear, Cancel.

## Radius Excavation Tool

The **Radius Excavation** tool allows users to create circular excavation entities with a pre-determined radius. The Radius tool is an excellent choice for jobs involving pole installation, tree planting, or any other type of work where a circle best describes the work area. You can create as many circle entities as needed.

First, access the Drawing Tools menu and choose the **Radius Excavation** tool.

Next, enter the radius (in feet) needed to contain your work site.

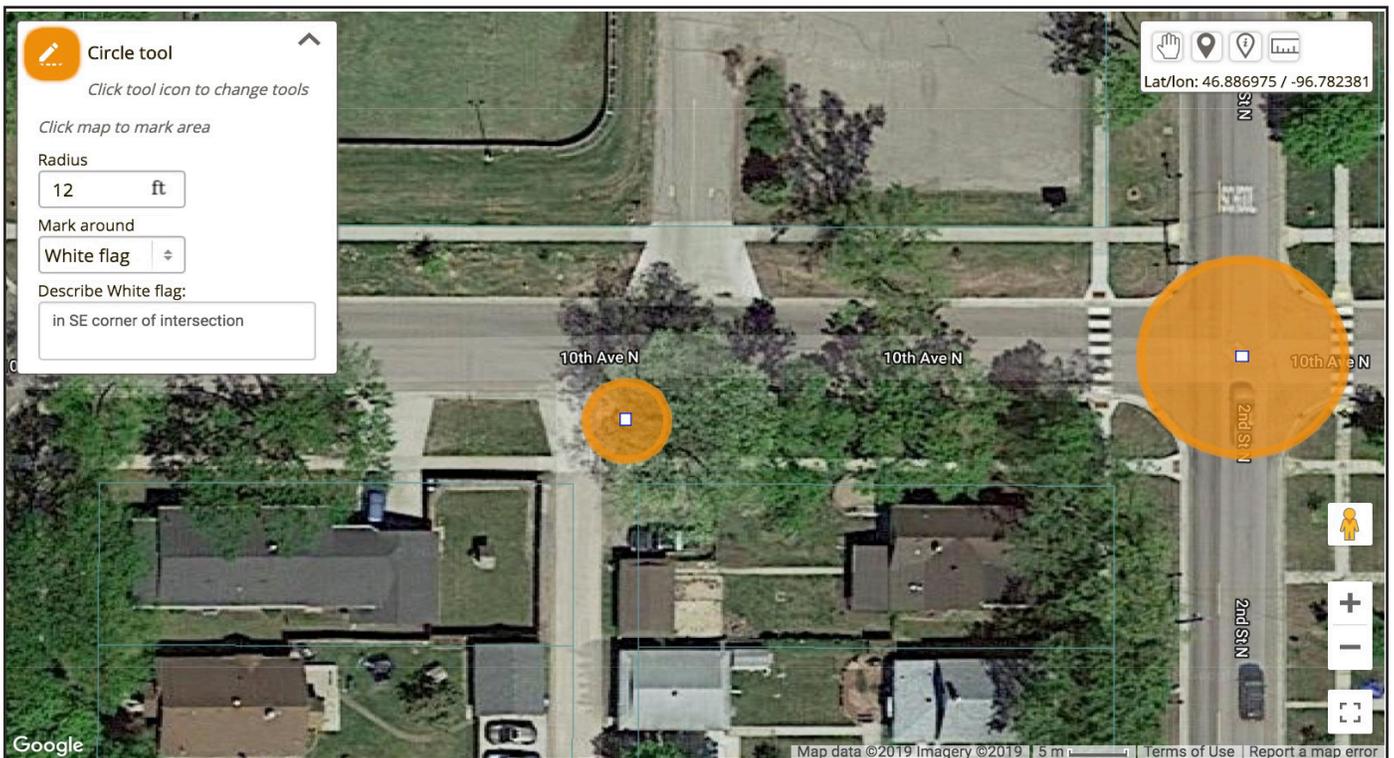
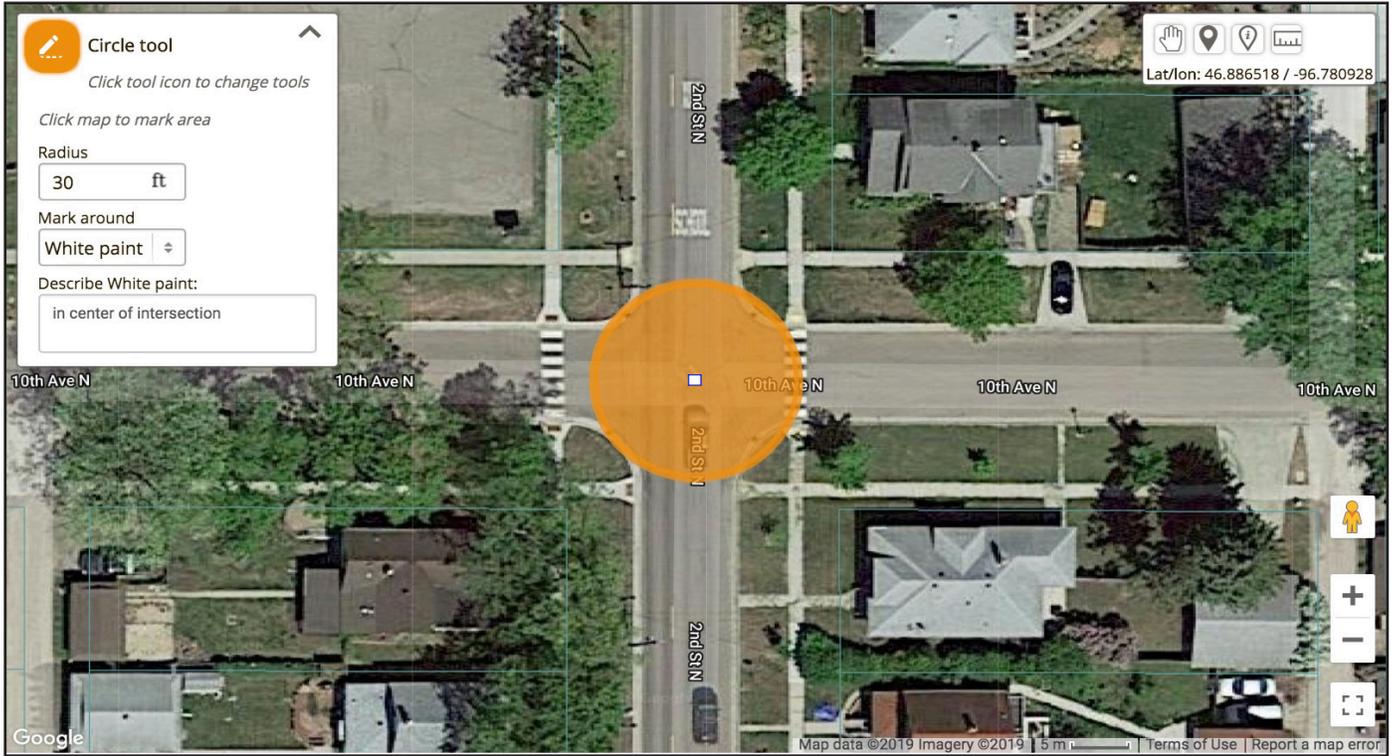
Choose an option from the “Around the” drop-down list (if none of the provided options fit your type of excavation, choose Custom Response\*).

Then enter the details describing the option you chose.

Now you can place the circle entity by clicking on the map.

You can continue placing circular excavation entities by clicking on the map. Make sure to update the entity’s marking instructions if necessary.

**\*Custom Response** - The “Around the” drop-down list contains the most popular choices but those choices won’t always fit for the type of work you are performing. If the appropriate object is not present in the drop-down list, choose Custom Response and fill out the Custom Response value field. You will then need to enter details describing the item you listed in the Custom Response field. If you would like this choice to be included in your drop-down list for future tickets, place a check in the Save for Future Tickets box. Then click Add to Drop-Down.



# Route Excavation Tool

The Route tool allows users to create long, narrow excavation entities. The Route tool is an excellent choice for defining an excavation area when trenching, performing road repair/ replacement, or any other type of work involving a long, narrow excavation area. You can create as many route entities as needed.

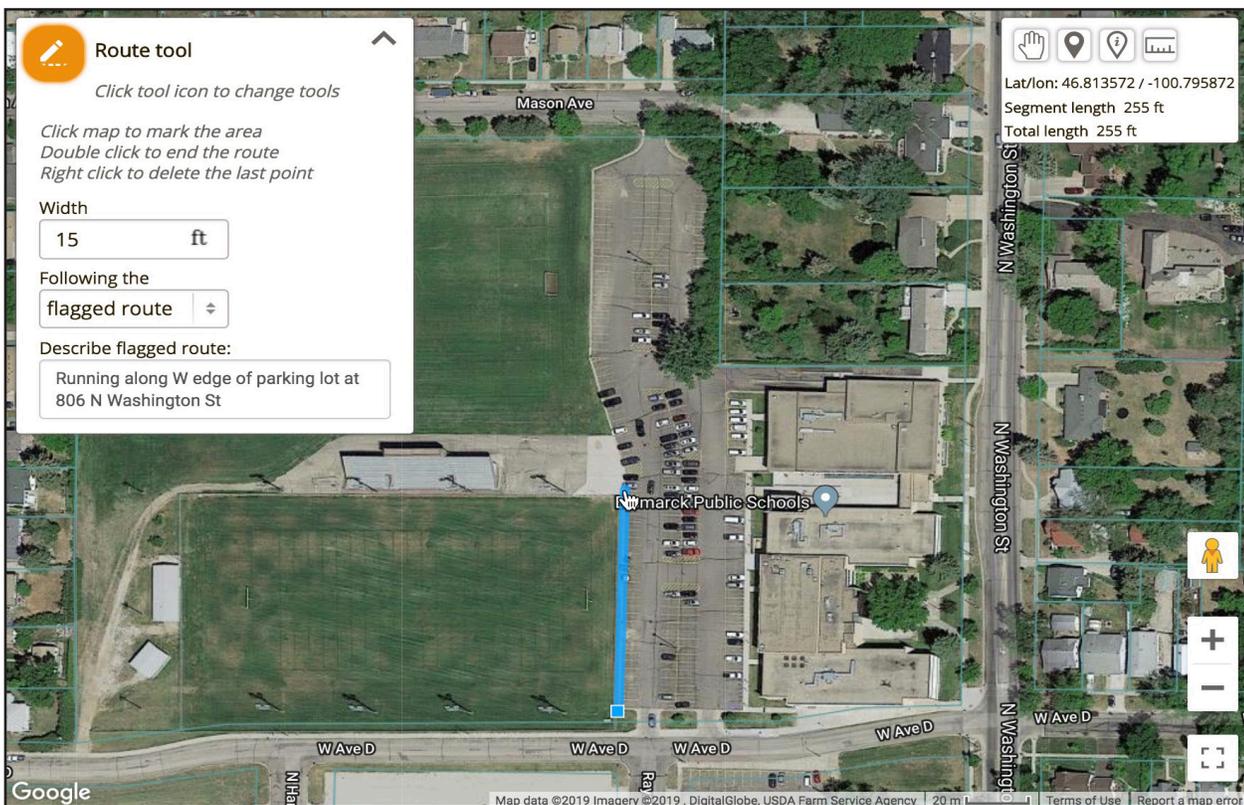
First, access the Drawing Tools menu and choose the **Route Excavation** tool.

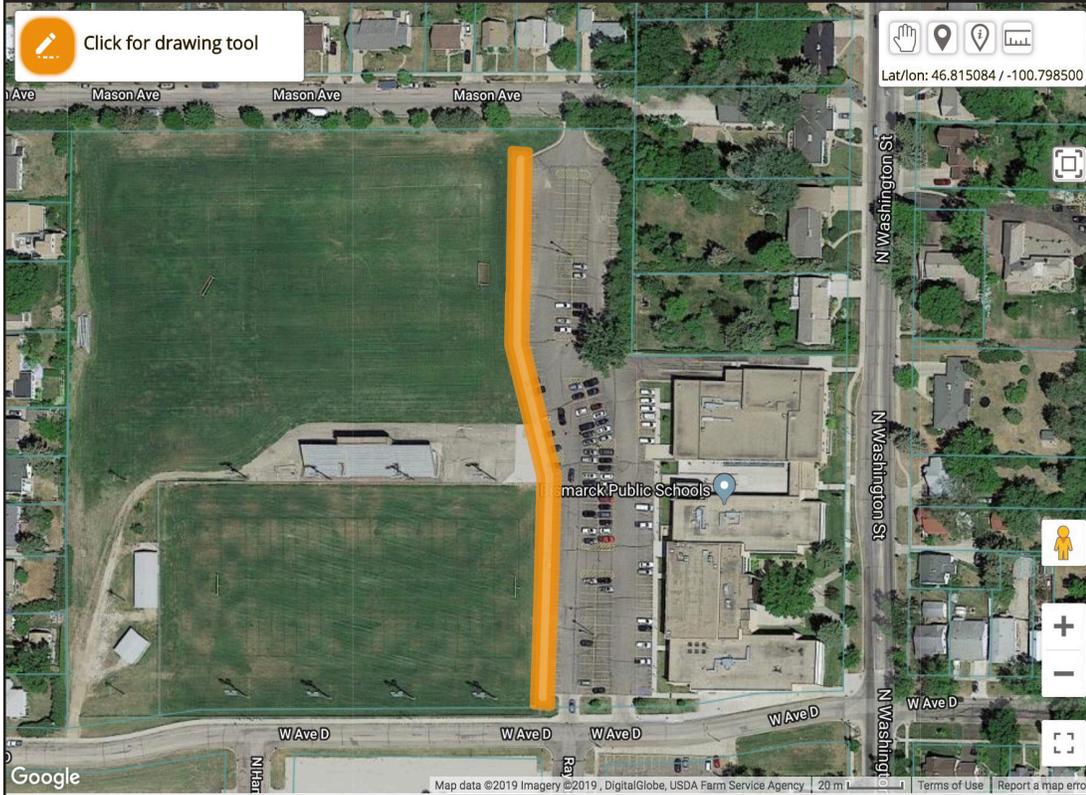
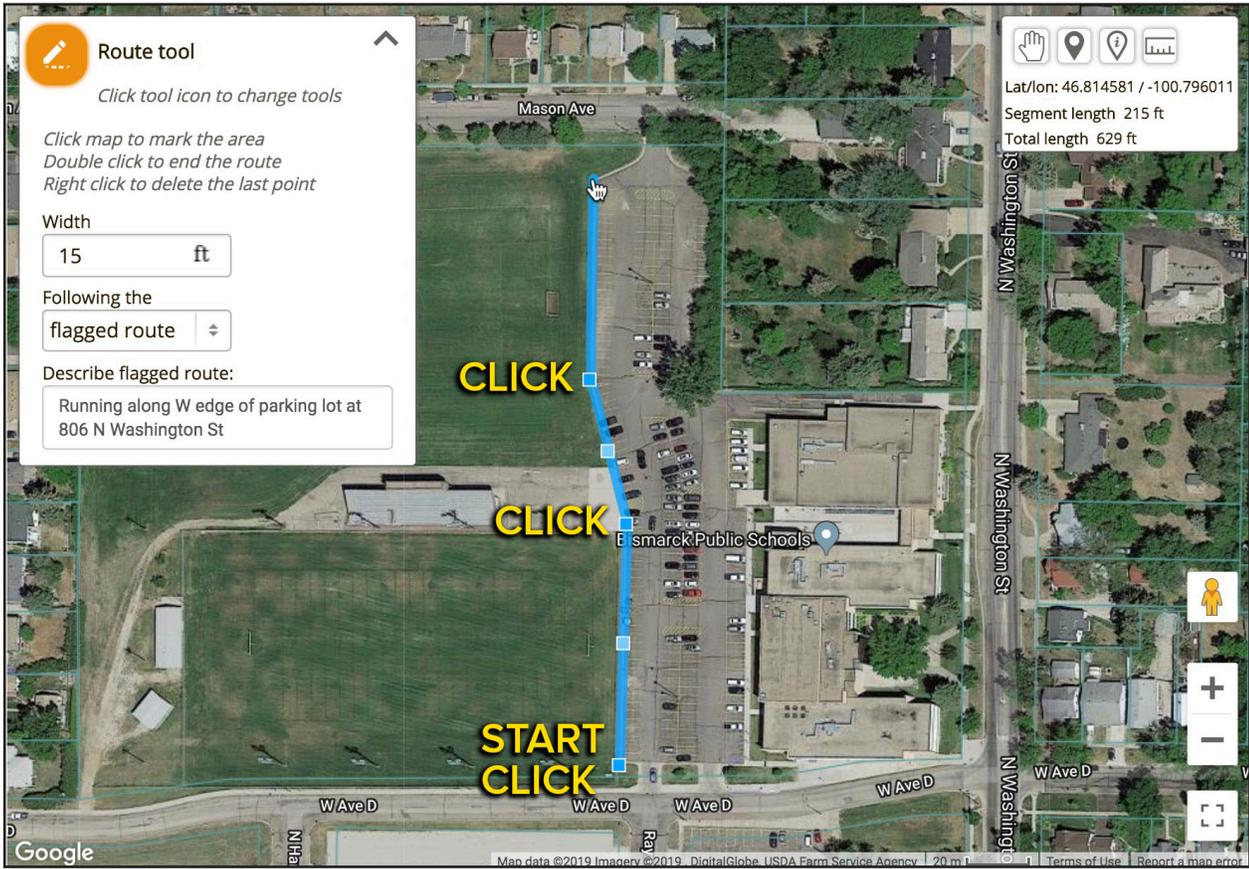
Next, enter the width (in feet) needed to contain your work site.

Choose an option from the “Following the” drop-down list. (if none of the provided options fit your type of excavation, choose Custom Response\*.)

Then enter details describing the option you chose.

Now click on the map where you would like to begin your route. Move the mouse to the next turning point in your route and click again. Continue this process until your entire route has been covered, then double-click on the final point in your route.





# Property Excavation Tool

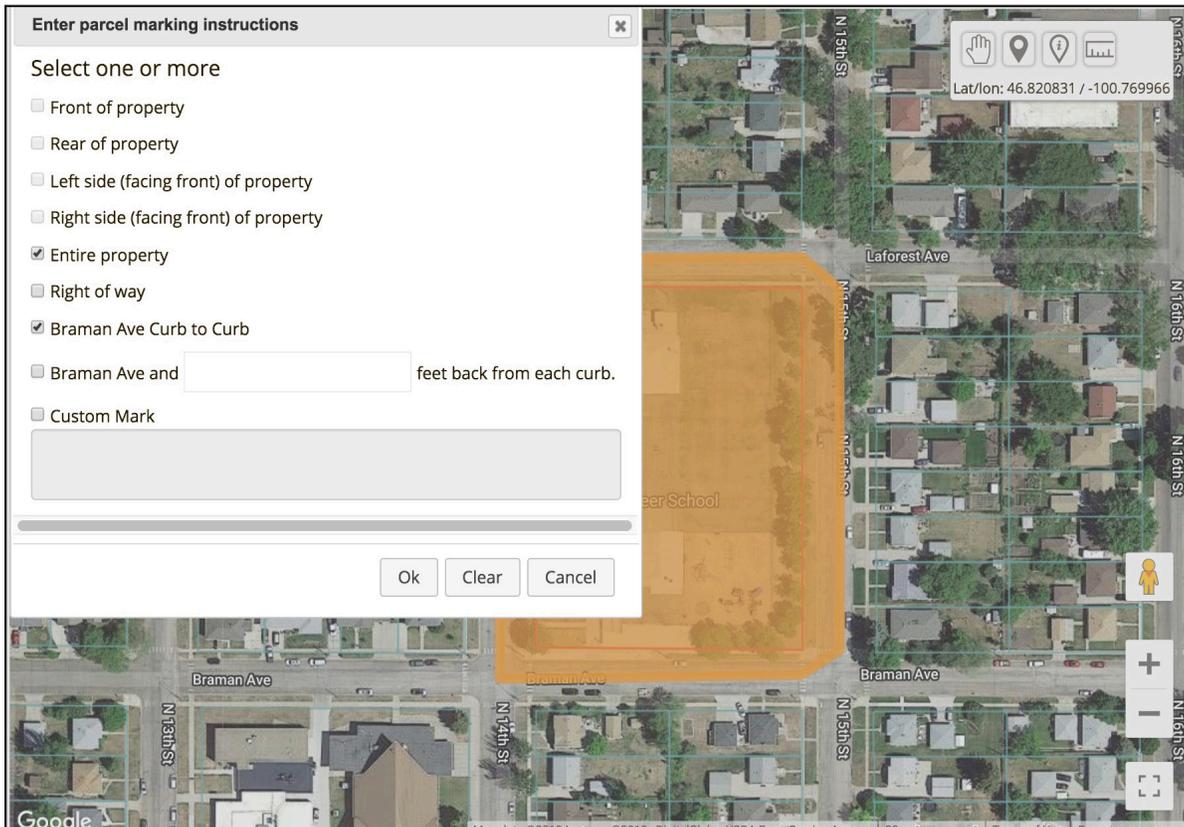
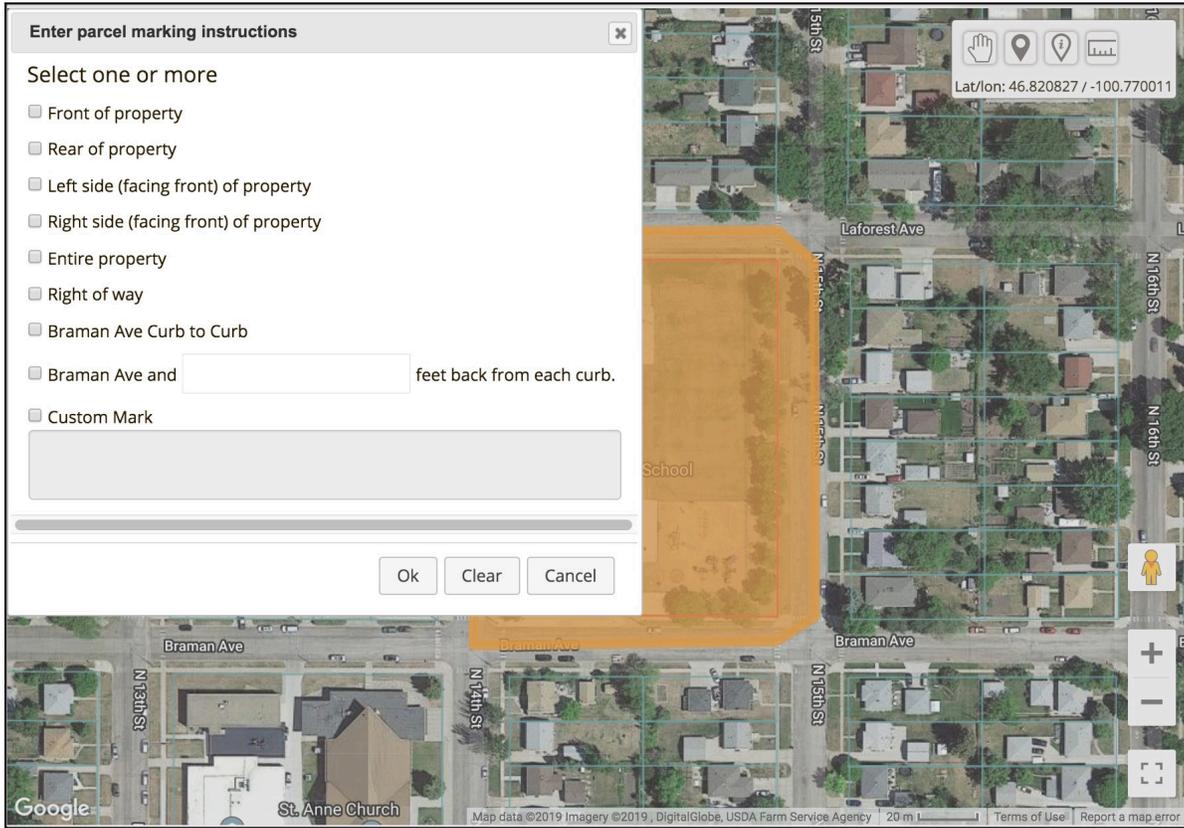
The **Property Excavation** tool allows users to create excavation entities based on available parcel data. You can create as many Property entities as needed. (The Property Excavation tool will only be visible in areas where parcel data is available. Also, the Property Excavation tool will only appear if you are zoomed in close enough on the map. If the Property Excavation tool is not available, first ensure you are zoomed in enough. If still unavailable, please choose a different tool that will contain your entire area of excavation.)

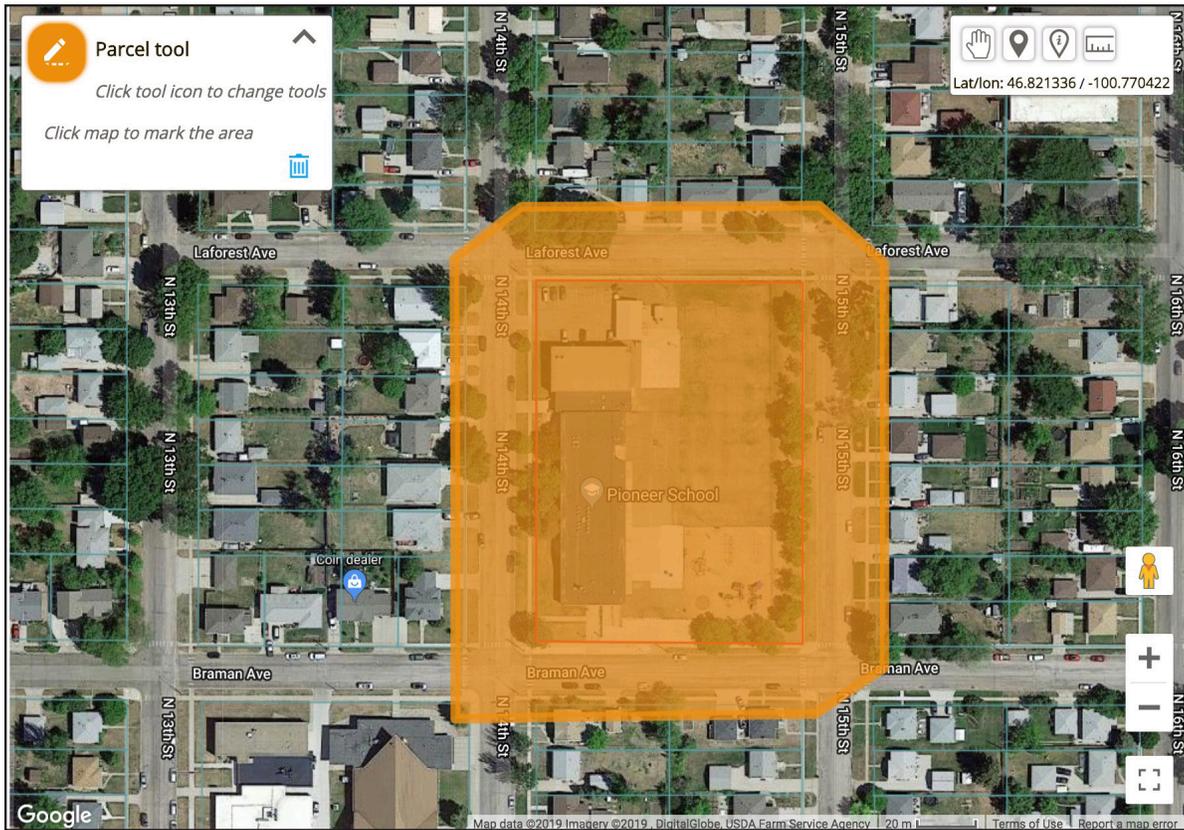
First, access the Drawing Tools menu and choose the **Property Excavation** tool.

Next, click on the address/property where your work will take place. If parcel data is available, you will be presented with the Parcel excavation menu. Review the list and choose the best option(s) for your worksite. Then click OK.

If you need to include additional marking instructions, choose the Custom Mark option and enter those instructions. If you are working in the street or across the street from the address, you must choose the “Dig Street Curb to Curb” or “Dig Street and XX feet back from each curb” option. Choosing either of these options will expand the excavation entity accordingly.







## Street Excavation Tool

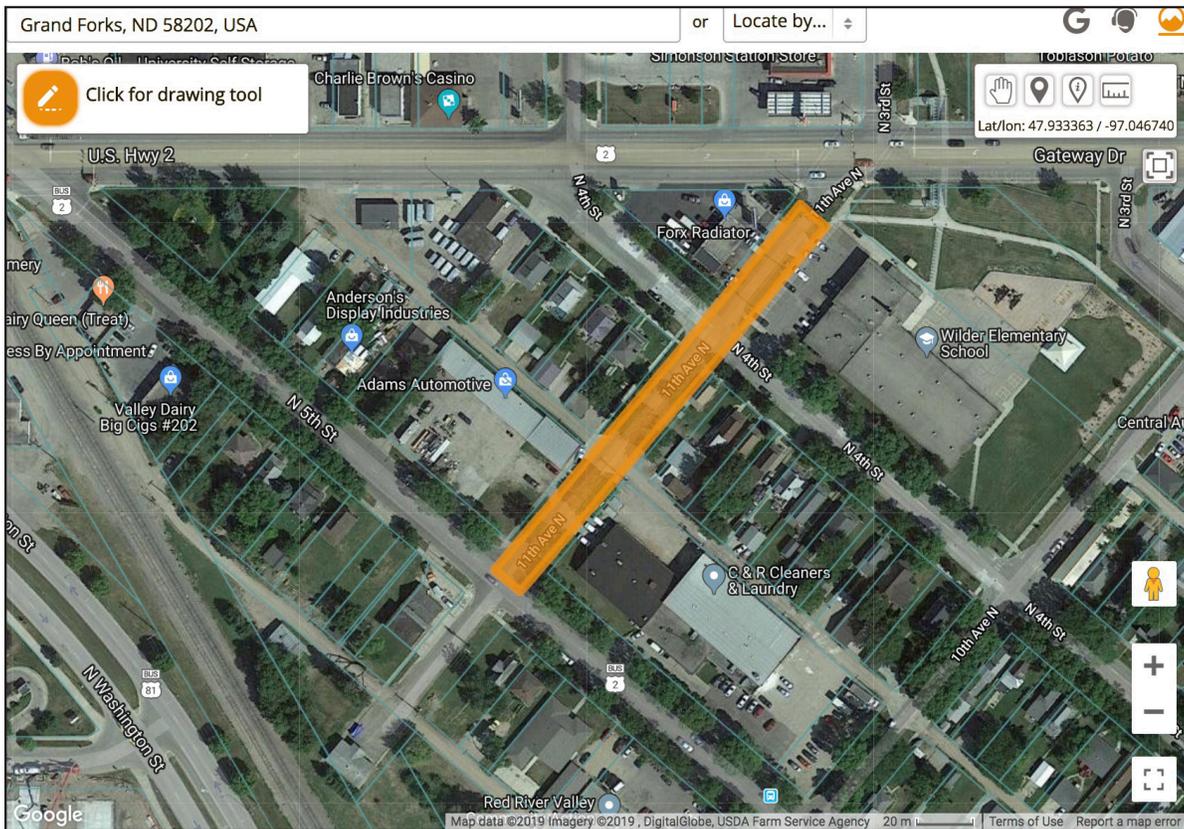
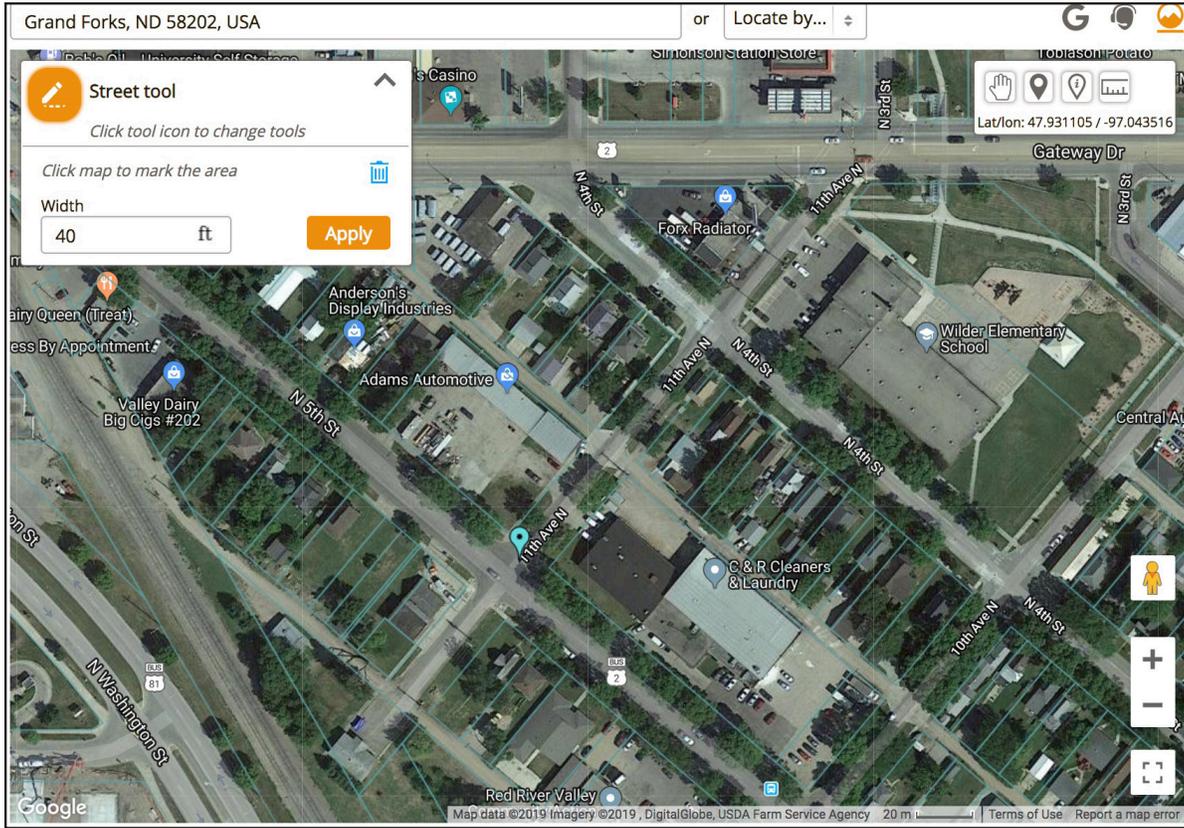
The Street Excavation tool allows users to create excavation entities based on roads and highways. You can create as many Street entities as needed.

First, access the Drawing Tools menu and choose the **Street Excavation** tool.

Next, enter the width (in feet) needed to contain your work site.

Click on the centerline of the road at the starting point of your excavation and then click on the centerline of the road at the ending point of your work\*. Clicking the ending point will convert the selected features to an excavation entity with the width you had previously designated.

\* When using the Street Excavation tool all work must be limited to one street.



## Other Excavation Tool

The **Other Excavation** tool is reserved for situations where no other excavation entity will properly cover the dig site. The Other Excavation tool allows you to “free-hand” draw an excavation entity.

First, access the Drawing Tools menu and choose the **Other Excavation** tool.

First click the **Create Polygon** button. After reading and dismissing the pop-up message, begin by making a single click on the map where you would like to set your first point.

Continue setting points until you completely encompass the entire area of excavation. To close out the polygon, click on the same point where you began.

You will be presented with a Polygon Information pop-up, which you will need to complete before proceeding further. If you have an address, enter the numerical portion of the address in the Address field and enter the street name in the Street field. Enter the name of the nearest intersecting street in the Cross Street field. Enter the marking instructions (along with any other useful information) in the Marking Instructions field. Finally, enter driving directions in the Driving Directions field. Then click Ok.

**PLEASE NOTE:** All “polygon” tickets will be held and reviewed by notification center staff. If the ticket does not contain the necessary information, or if the described area is not contained within the polygon, the ticket will be sent back to you to be processed correctly.

