



# 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 online 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 excavation site you define will be compared with the notification center's database so only affected operators are notified.

## 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://la.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 username/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.

The screenshot shows the login interface for the Louisiana 811 iSITE Ticketing System. On the left, there is a sidebar with the Louisiana 811 logo and navigation links for 'Logging in', 'Training', and 'Questions?'. The main content area features a search bar at the top right, the 'iSITE Ticketing System' logo, and a 'Log in' section with input fields for 'Username' and 'Password', a 'Log in' button, and links for 'Forgot username/password?' and 'Register'. At the bottom, there is a 'Questions? Chat Live Now' button.

**Louisiana 811**  
LOUISIANA811.COM

Looking for a ticket?

**iSITE** Ticketing System

**Log in**

Username

Password

**Log in**

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

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

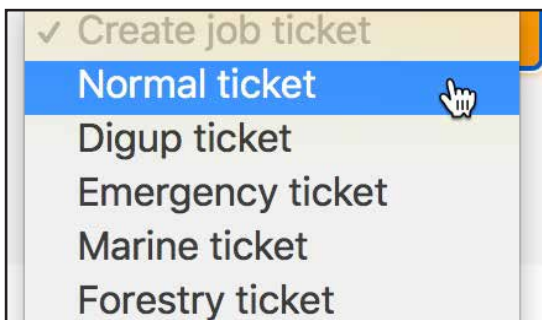
Questions? **Chat Live Now**

# Landing Page

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

The screenshot shows the iSITE 'My Tickets' landing page. At the top, there is a search bar for 'search all tickets' and a state dropdown menu set to 'LA'. A warning message reads: 'WARNING: This is a test site. Tickets will not be released.' Below this is the 'My Tickets' header with a state dropdown set to 'LA' and a 'Create job ticket' button. The page displays search filters for 'Released between' (07/18/24 to 07/25/24) and 'Phone Numbers'. A table of tickets is shown with columns: Ticket #, Release date/time, Address/street, City, Parish, Work to begin date/time, Type, Type of work, and Internal status. One ticket is listed with ID 340000901, release date 07/25/24 10:58 am, address NOEL RD, city LEWISBURG, parish ST. LANDRY, and work to begin date 07/30/24 07:00 am. The page also includes a 'View ticket map' link, 'Page settings', and a status filter bar with options like Emergency, Priority, Past due, Meeting, Canceled, Locked, and Pending Extension.

Click the **Create job ticket** menu and select **Normal Ticket**.



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

# Workflow Process

There are three 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 be sent directly to the affected facility operators or to the call center for review.






## 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.

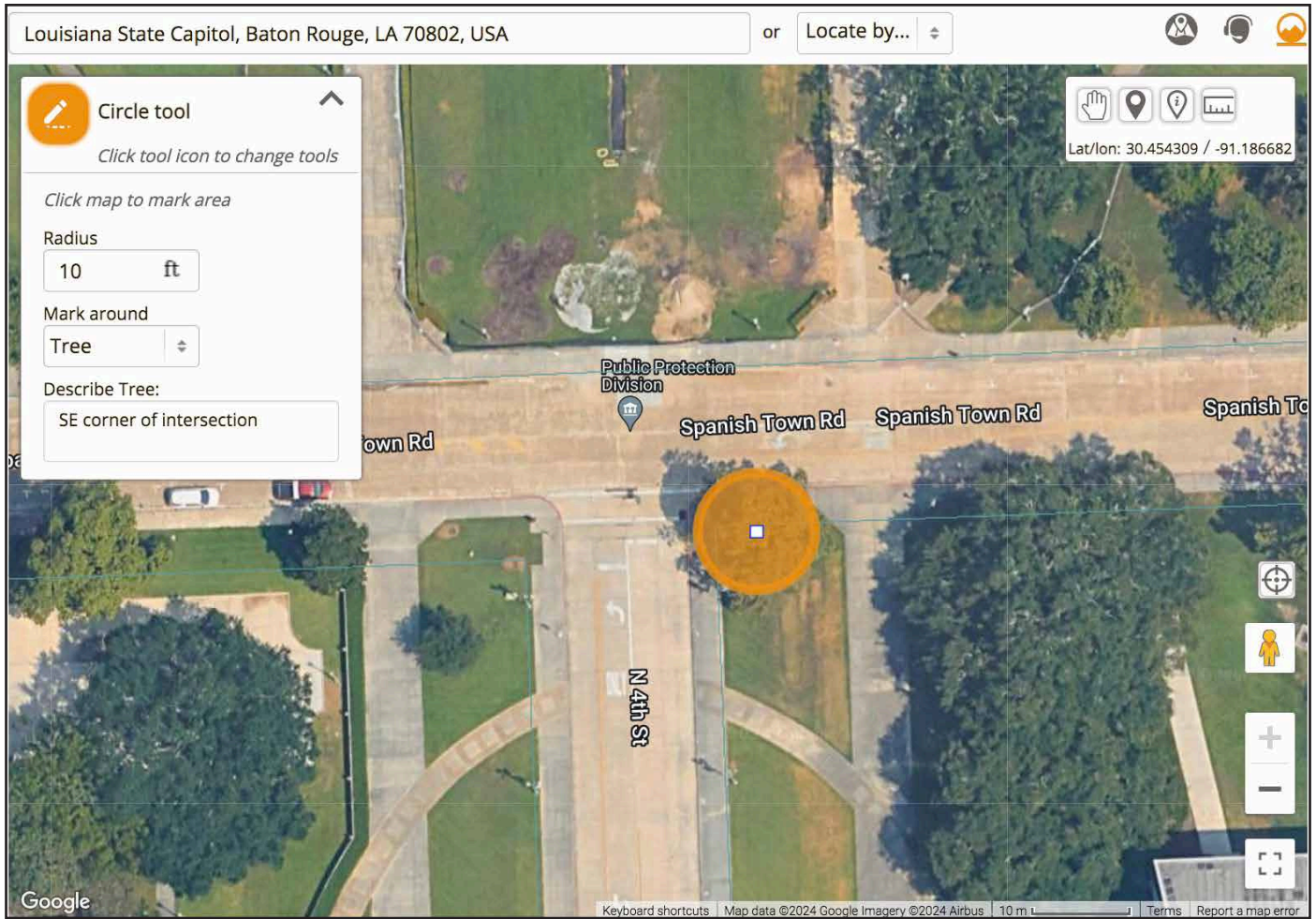
-  **Louisiana State Capitol** Baton Rouge, LA, USA 
-  **Louisiana State Capitol** North 3rd Street, Baton Rouge, LA, USA
-  **State Capitol Drive** Baton Rouge, Louisiana, USA
-  **Louisiana State Capitol Senate Chamber** North 3rd Street, Baton Rouge, LA, USA
-  **Capitol Park Museum** North 4th Street, Baton Rouge, LA, USA

Once you have found the correct location, select a drawing tool from the **Drawing Tool** menu.

 **Select the type of work planned**  

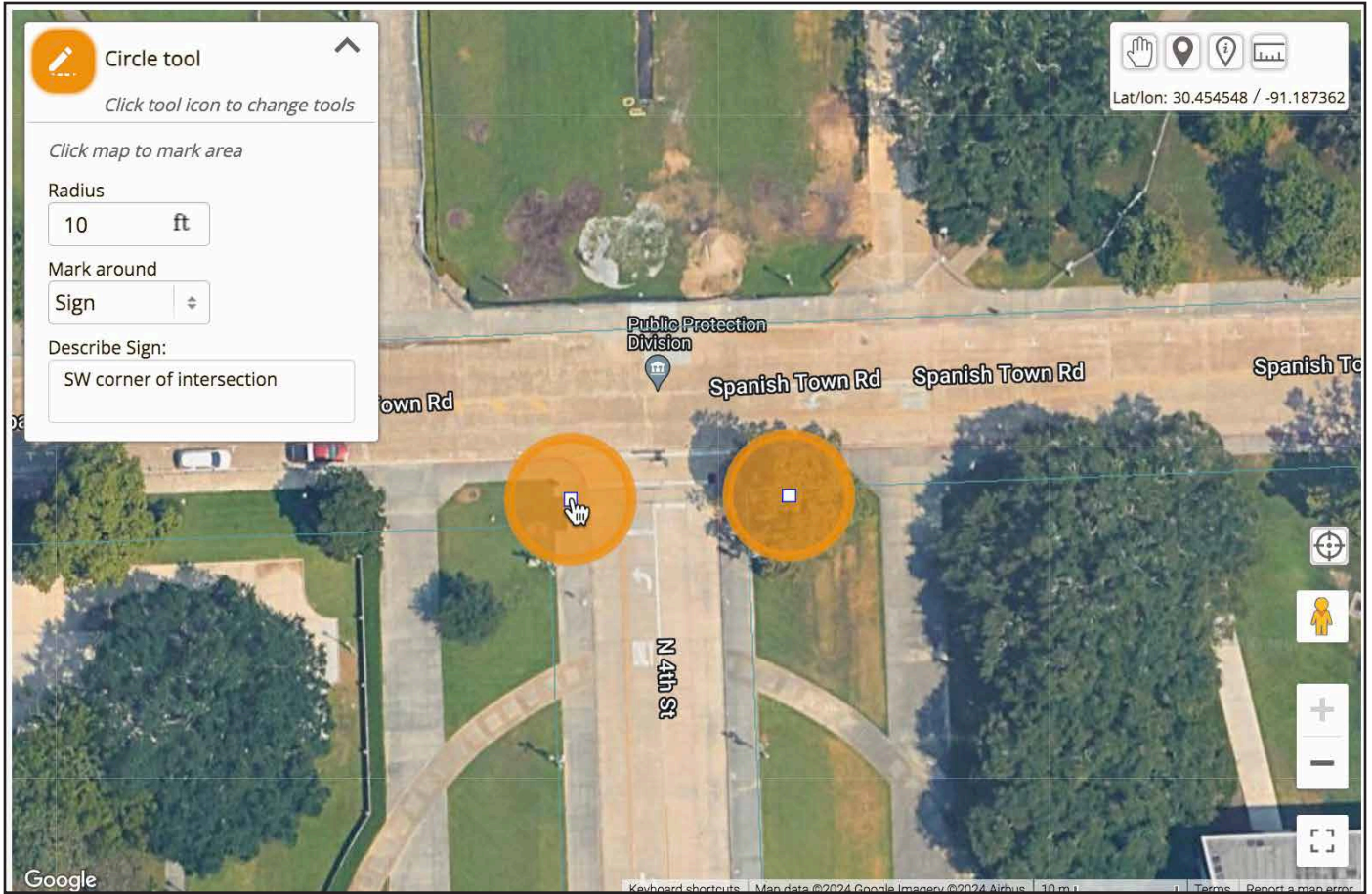
-  **Radius excavation**  
Planting trees, placing holes, etc
-  **Route excavation**  
Trenching/road repairs
-  **Property excavation**  
Excavation on a specific parcel of land
-  **Street excavation**  
Select existing street(s) on map to create route
-  **Other**  
Define an irregularly-shaped excavation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



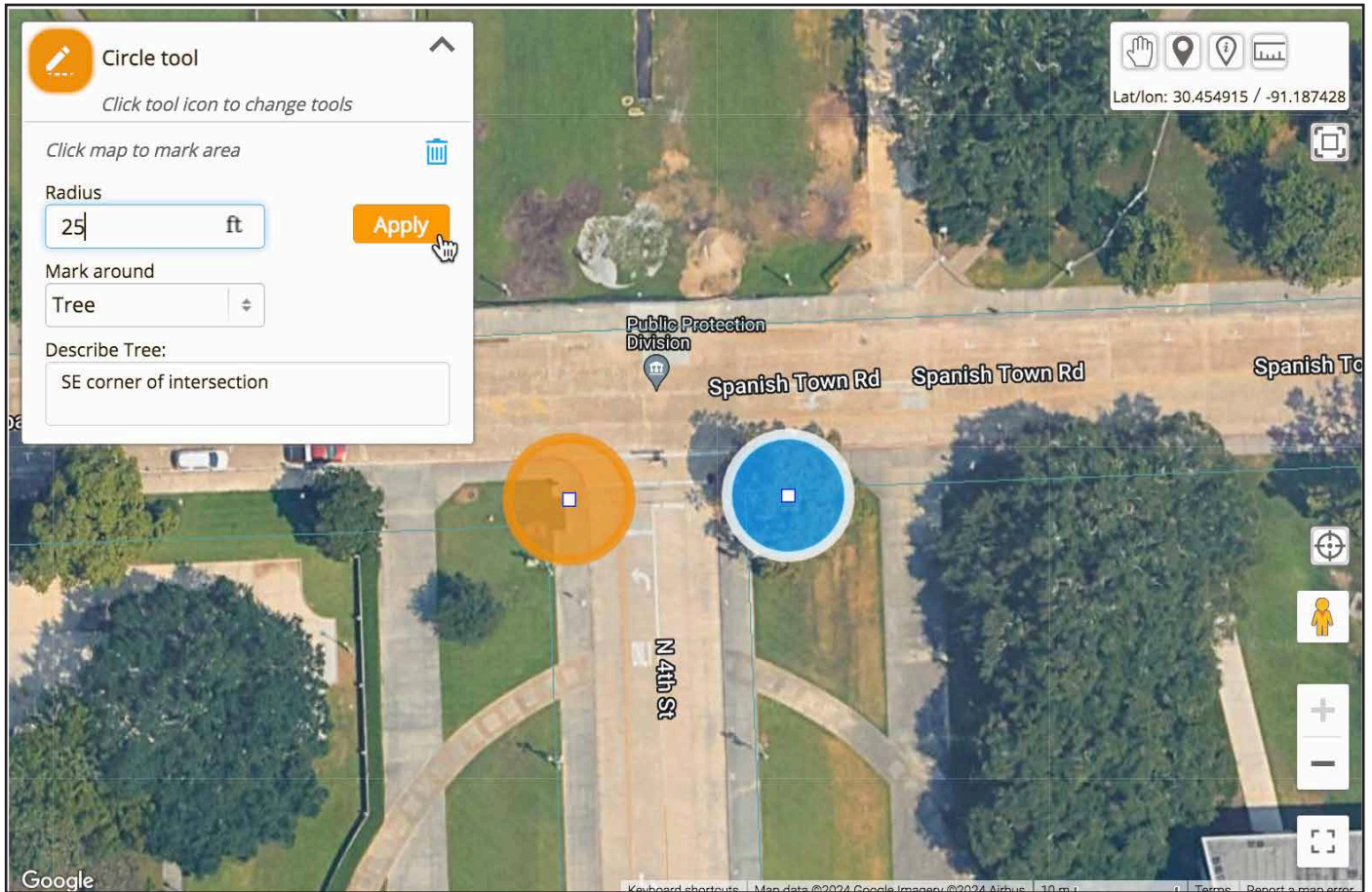


When you select a drawing tool you will be prompted to enter information about the worksite you intend to map out. The required information will vary depending on which tool you choose. Be as accurate as possible.


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 Louisiana 811 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 (you will need to manually select which island the work is taking place on). Carefully review all information in this section, paying particular attention to the **Location of Work** – 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

1 Mark location 2 Write instructions 3 Review & submit

Job A - ticket 1/1

Complete required fields. Verify accuracy of ticket details and map before submitting.

Ticket type: Normal ticket

**Location information**

\*Indicates required field

Parish\* EAST BATON ROUGE City\* BATON ROUGE

Address #

Street\* N 4TH ST

Intersecting street\* SPANISH TOWN RD

**Specific location of work\***


THIS TICKET CONTAINS 2 CIRCLES.

THE CENTER OF THE FIRST CIRCLE IS LOCATED AT 660 N 4TH ST. MARK A 25 FT RADIUS AROUND THE TREE - SE CORNER OF INTERSECTION.  
DIRECTIONS: FROM THE INTERSECTION OF N 4TH ST AND SPANISH TOWN RD, HEAD EAST ON SPANISH TOWN RD FOR 39 FT HEAD S FOR 37 FT TO THE TREE.

CENTERPOINT COORDINATES: LAT:30.4545496, LON:-91.1871369

THE CENTER OF THE SECOND CIRCLE IS LOCATED NEAR 701 N 4TH ST. MARK A 10 FT RADIUS AROUND THE SIGN - SW CORNER OF INTERSECTION.  
DIRECTIONS: FROM THE INTERSECTION OF N 4TH ST AND SPANISH TOWN RD, HEAD WEST ON SPANISH TOWN RD FOR 29 FT HEAD S FOR 34 FT TO THE SIGN.

CENTERPOINT COORDINATES: LAT:30.4545461, LON:-91.1873636



The **Location of Work** should contain explicit marking instructions and driving directions from a nearby intersection. Read both carefully and revise if 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 [Edit map](#) button.

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

Work to begin date\* 08/20/2024

Work to begin time\* 7:00 AM

Mark by date\* 08/20/2024 07:00

Expiration Date\* 09/09/2024 07:00 AM

Onsite name\* EDDIE DEAN

Onsite phone\* 555-555-5555

Type of work\*

You must enter the type of work

Work being done for\*

You must enter whom the work is being done for

Duration\*

Directional boring\*

Boring must be yes or no

Explosives\*

Explosives must be yes or no

Additional email recipient(s)

### Job description

Job profile [Create/edit profiles](#)

Select job profile

Work to begin date\* 08/20/2024

Work to begin time\* 7:00 AM

Mark by date\* 08/20/2024 07:00

Expiration Date\* 09/09/2024 07:00 AM

Onsite name\* EDDIE DEAN

Onsite phone\* 555-555-5555

Type of work\* ROAD CONSTRUCTION

Work being done for\* CITY OF BATON ROUGE

Duration\* 2 Days

Directional boring\* No


Explosives\* No

Additional email recipient(s)

**Excavator Information** is drawn from your User Profile. Make sure that your contact information is up to date.

### Excavator information

Contact name *	Email address *
<input type="text" value="EDDIE DEAN"/>	<input type="text" value="briancasey@occinc.com"/>
Phone *	Ext
<input type="text" value="225-275-3700"/>	<input type="text"/>
Company name *	
<input type="text" value="TOREN BROTHERS EXCAV"/>	
Address	Street *
<input type="text" value="19"/>	<input type="text" value="ODD"/>
City *	State *
<input type="text" value="TULL"/>	<input type="text" value="LA"/>
Zip *	
<input type="text" value="76543"/>	

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  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 **Checkbox** is checked, then click the **Submit Ticket** button. This will transmit the ticket(s) to the utilities, or to the call center (if any manual changes have been made) for review.

You can also choose to edit  , or save  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 ticket button

I want to.. ▾

<input checked="" type="checkbox"/>	Job-ticket#	Address	Cross street	City/place	County	Type	Work to begin date/time	Action
<input checked="" type="checkbox"/>	Job A - ticket 1/1	N 4TH ST	SPANISH TOWN RD	BATON ROUGE	EAST BATON ROUGE	2 FULL BUSINESS DAYS	08/20/2024 7:00 AM	

Showing 1 to 1 of 1 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!

Your ticket(s) have been submitted.

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

Job-ticket#	Address	Cross street	City/place	County	Type	Work to begin date/time	Release date/time
— Job A - ticket 1/1	N 4TH ST	SPANISH TOWN RD	BATON ROUGE	EAST BATON ROUGE	2 FULL BUSINESS DAYS	08/20/2024 7:00 AM	08/15/24 02:09 PM

District	Company	Message
BRW01	BATON ROUGE WATER	Ticket 340001142 has been released to the affected utilities. Any private lines or utilities not listed are your responsibility to contact before beginning excavation. State law requires that you give the member utilities 2 Full Business days notice to mark the lines. The ticket is valid for 20 Calendar days from the mark by date and time, as long as the marks are visible.
EBRGE01	ENTERGY GULF STATES	
LA01	AT&T DISTRIBUTION	
LEVEL01	LEVEL 3 COMMUNICATIONS	
OSB01	OFFICE OF STATE BLDGS	

Number of districts: 5

Please check your email to see a copy of your ticket including the list of utilities notified.

Make sure all information is correct and all utilities have responded before beginning excavation. If changes are needed to the ticket please update the ticket to ensure the dig site(s) are properly covered before digging.

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). (See page 21 to see how to change your default module.)

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


The screenshot displays the ITICnxt 'My Tickets' interface. At the top, a search bar contains 'LA' and the user is logged in as 'briancasey@occinc.com'. A prominent red warning message states: 'WARNING: This is a test site. Tickets will not be released.' Below this, the 'My Tickets' section shows 'All released(4) Expiring/expired(4)'. A sidebar on the left contains navigation icons for My tickets, Locator tickets, Productivity, Planning, Admin, My ticket analytics, Reports, Legacy application, User settings, and Messages. The main content area features search filters for 'Released between' (08/12/24 to 08/12/24) and 'Phone' (Numbers). A table lists four released tickets with columns for Ticket #, Release date/time, Address/street, City, Parish, Work to begin date/time, Type, Type of work, and Internal status. The tickets are: 340001079 (TREE REMOVAL), 340001078 (REPAIR SEWER LINE), 340001077 (TREE REMOVAL), and 340001076 (REPAIR SEWER LINE). At the bottom, it shows 'Showing 1 to 4 of 4 entries' and navigation buttons for 'Previous', '1', and 'Next'.


<input type="checkbox"/> Ticket #	Release date/time	Address/street	City	Parish	Work to begin date/time	Type	Type of work	Internal status
<input type="checkbox"/> 340001079	08/12/24 02:38 pm	660 N 4TH ST	BATON ROUGE	EAST BATON ROUGE	08/15/24 07:00 am	2 FULL BUSINESS DAYS	TREE REMOVAL	
<input type="checkbox"/> 340001078	08/12/24 02:38 pm	801 NORTH ST	BATON ROUGE	EAST BATON ROUGE	08/15/24 07:00 am	2 FULL BUSINESS DAYS	REPAIR SEWER LINE	
<input type="checkbox"/> 340001077	08/12/24 02:24 pm	660 N 4TH ST	BATON ROUGE	EAST BATON ROUGE	08/15/24 07:00 am	2 FULL BUSINESS DAYS	TREE REMOVAL	
<input type="checkbox"/> 340001076	08/12/24 02:24 pm	801 NORTH ST	BATON ROUGE	EAST BATON ROUGE	08/15/24 07:00 am	2 FULL BUSINESS DAYS	REPAIR SEWER LINE	

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 38 for more info.)

The  button provides access to the **Reports** menu. (See page 53 for more info.)

The  button provides access to the previous version of ITIC.

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.

# My Tickets Menu

The **My Tickets** menu contains all locate requests you have previously filed. You can filter or sort this list in a number of ways using the menus at the top of the page. The state dropdown 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.

The screenshot shows the 'My Tickets' interface. At the top, there is a search bar with 'LA' selected and a 'Welcome brian Casey@occinc.com' message. A red warning banner reads: 'WARNING: This is a test site. Tickets will not be released.' Below this is the 'My Tickets' header with a state dropdown set to 'LA' and a 'Create job ticket' button. The interface includes filters for 'Released between' (08/12/24 to 08/12/24), 'Phone Numbers', and 'Search by ticket #'. A 'More search options' link is available. A table of tickets is displayed with columns for Ticket #, Release date/time, Address/street, City, Parish, Work to begin date/time, Type, Type of work, and Internal status. Three tickets are listed, all with '2 FULL BUSINESS DAYS' type and 'TREE REMOVAL' or 'REPAIR SEWER LINE' type of work.

Ticket #	Release date/time	Address/street	City	Parish	Work to begin date/time	Type	Type of work	Internal status
<input type="checkbox"/> 340001079	08/12/24 02:38 pm	660 N 4TH ST	BATON ROUGE	EAST BATON ROUGE	08/15/24 07:00 am	2 FULL BUSINESS DAYS	TREE REMOVAL	
<input type="checkbox"/> 340001078	08/12/24 02:38 pm	801 NORTH ST	BATON ROUGE	EAST BATON ROUGE	08/15/24 07:00 am	2 FULL BUSINESS DAYS	REPAIR SEWER LINE	
<input type="checkbox"/> 340001077	08/12/24 02:24	660 N 4TH ST	BATON ROUGE	EAST BATON ROUGE	08/15/24 07:00 am	2 FULL BUSINESS DAYS	TREE REMOVAL	

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  allows you to select a ticket action to perform on the selected ticket (2nd Request, Cancel, or Update).

To use this function, make sure each relevant ticket is “checked” (e.g.  560005810 ), 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.   ) to begin the process.

Access the  menu to begin filing a new locate request. (See page 5 for more info.)

✓ Create job ticket

**Normal ticket**

Digup ticket

Emergency ticket

Marine ticket

Forestry ticket

Agriculture

Released between  
 08/12/24 08/12/24 Apply Search by ticket More search options

View ticket list Page settings

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

4 records found

Search place or address Locate by...

Lat/lon: 30.452569 / -91.187440

Keyboard shortcuts Map data ©2024 Google 20 m Terms Report a map error

# 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  button.

### Settings & Preferences

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

---

#### User profile

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

---

#### Personal information

Full name	EDDIE DEAN
Phone	2252753700
Email	briancasey@occinc.com

---

#### Company information

LA

Company name	TOREN BROTHERS EXCAVATING
Address	19 ODD
City	TULL
State	LA
Zip code	76543
Phone	2252753700
Fax	

# 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

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

LA ▾

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

LA ▾

**Ticket table record display default**  
Select the default amount of tickets to display in tables

10 ▾

**Marking instructions pop-up display default**  
Select to manage the appearance of pop-up during ticket creation

Do not show ▾

**Multiple excavation pop-up display default**  
Select to manage the appearance of pop-up during ticket creation

Show ▾

**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 **Create** 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 [Less](#)

[Job profiles](#)  
Quick notes

**Job profiles** [Create job profile](#) LA

Search by profile name

NEW FENCE	
Onsite name	JAKE CHAMBERS
Onsite phone	5555555555
Type of work	INSTALLATION OF FENCE
Work being done for	JIMMY HOMEOWNER
Duration	
Directional boring	
Explosives	NO
Additional email recipients	

[Edit](#) [Remove](#)

**Settings & Preferences**  
User profile Application settings [Less](#)

[Job profiles](#)  
Quick notes

Job profile name

Onsite name

Onsite phone

Type of work

Work being done for

Duration

Directional boring

Explosives

Additional email recipient(s)

[Cancel](#) [Create](#)

**Job description !** ⊖

Job profile [Create/edit profiles](#)

✓ Select job profile  
 NEW FENCE  
**NEW HOME** 👤  
 LAST TICKET

Work to begin time\*  
7:00 AM ⌚

Work to begin date\*  
10/14/2024 📅

Expiration Date\*  
11/03/2024 07:00 📅

Mark by date\*  
10/14/2024 07:00 📅

Onsite name\*  
EDDIE DEAN

Onsite phone\*  
555-555-5555

Type of work\*  
  
You must enter the type of work

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

Duration\*

Directional boring\*  Explosives\*   
Boring must be yes or no Explosives must be yes or no

Additional email recipient(s)

**Job description !** ⊖

Job profile [Create/edit profiles](#)

NEW HOME ⌵

Work to begin time\*  
7:00 AM ⌚

Work to begin date\*  
10/14/2024 📅

Expiration Date\*  
11/03/2024 07:00 📅

Mark by date\*  
10/14/2024 07:00 📅

Onsite name\*  
EDDIE DEAN

Onsite phone\*  
555-555-5555

Type of work\*  
EXCAVATE FOUNDATION FOR NEW HOME CON

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

Duration\*  
0

Directional boring\*  Explosives\* No   
Boring must be yes or no

Additional email recipient(s)  
FrontDesk@TorenBros.com

**Manage job profiles**

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

[+ Create job profile](#)

Job profile name	Action
NEW HOME	<a href="#">✎</a> <a href="#">🗑️</a>
NEW FENCE	<a href="#">✎</a> <a href="#">🗑️</a>
LAST TICKET	<a href="#">✎</a> <a href="#">🗑️</a>

No profile selected

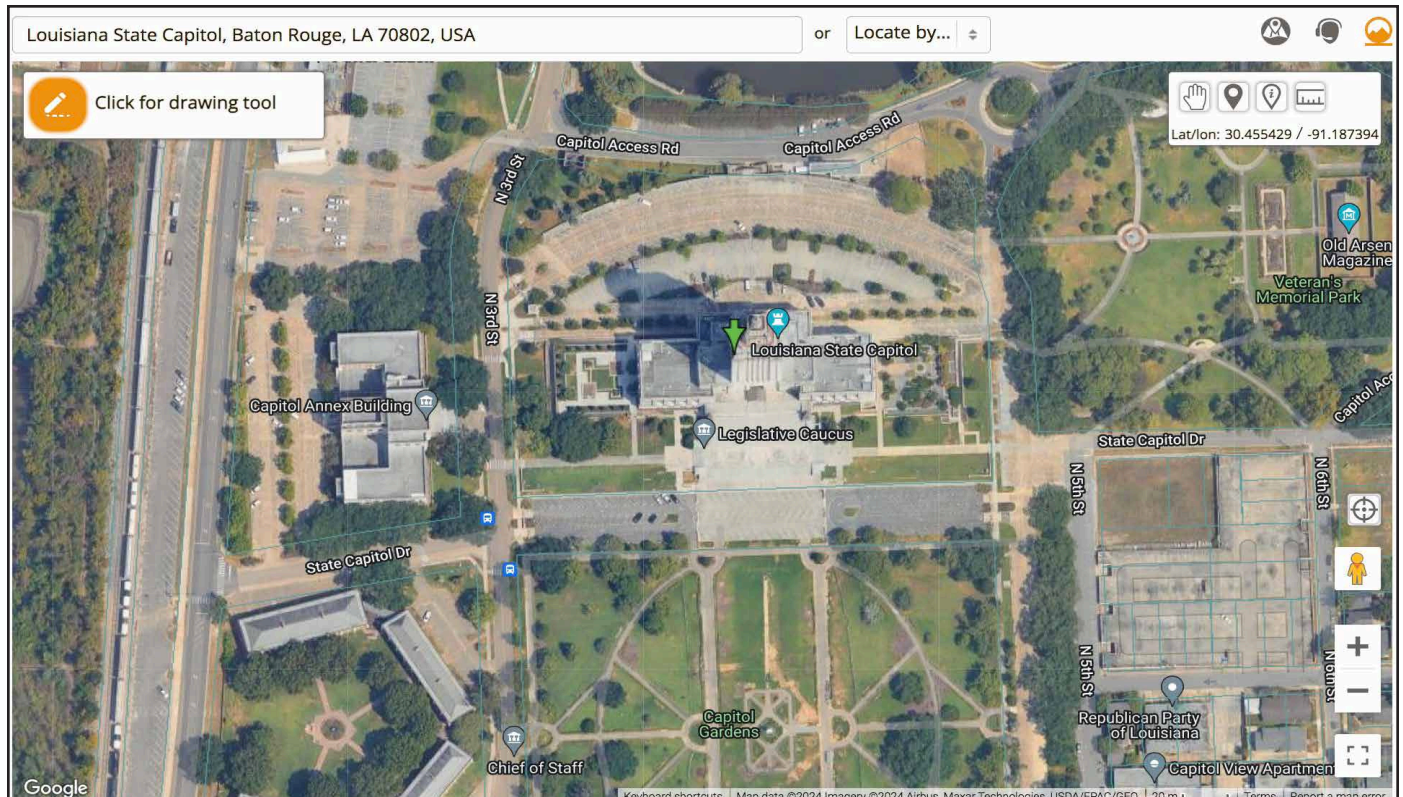
Select a profile or click "Create job profile" to display form



# 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.), or the mapping from a previous locate request. (See page 26 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 the **Measure** tool or the **Other** drawing tool.

**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 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 27 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.

## Advanced Search

Use the **Advanced Search** menu (AKA the “**Locate By...**” menu) 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.

**Prev Ticket Search** – can be used to show the excavation entities from previously filed tickets.

### Advanced Street Search

State:

County/Parish:

City/Place:

Addr:

Street:

Cross Street:

### Coordinate Search

Decimal Lat/Lon  DMS Lat/Lon  GPS  SPCS  UTM

Latitude:

Longitude:

NAD 27  NAD 83

### Ticket Search

State:

Ticket Number:

## 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.

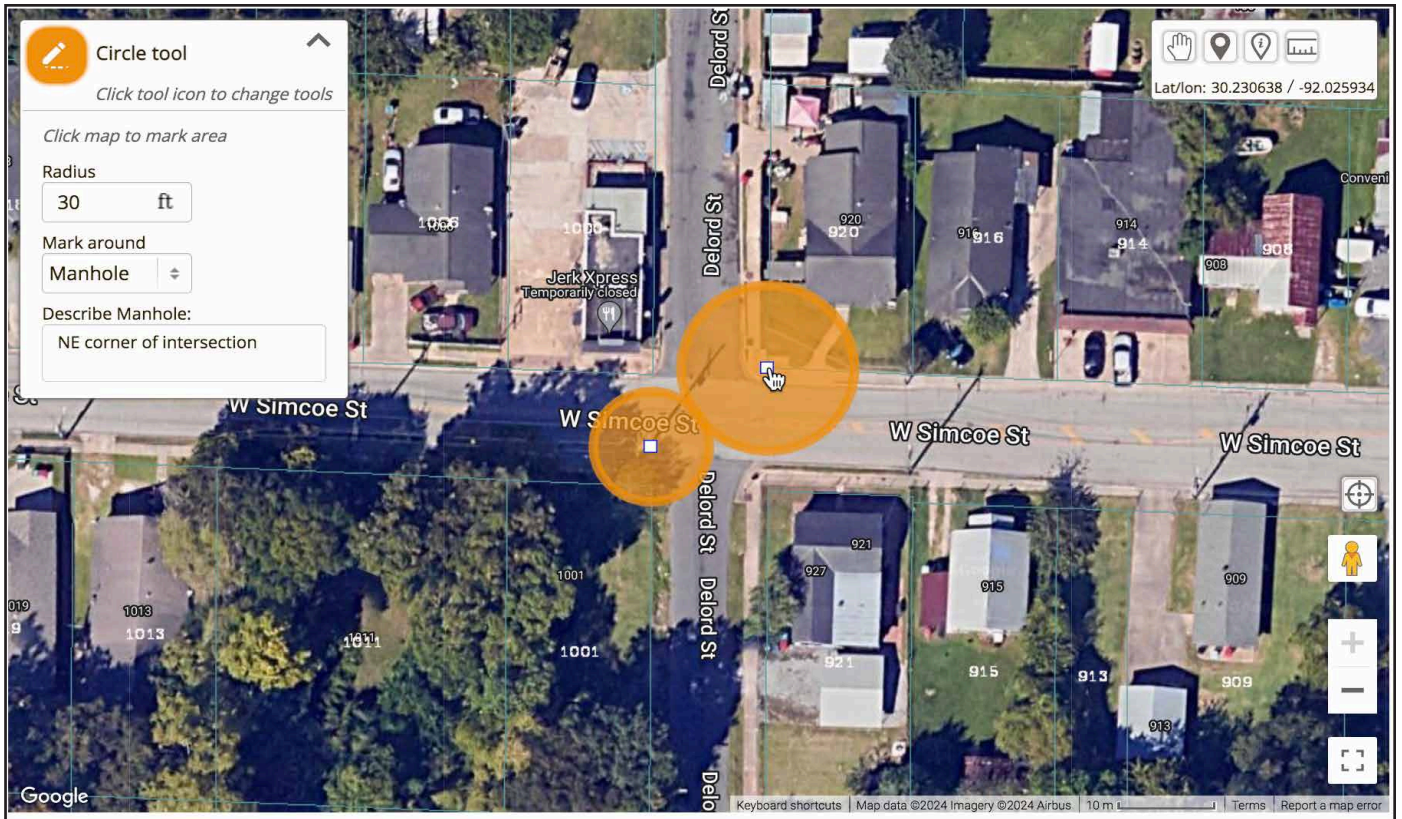
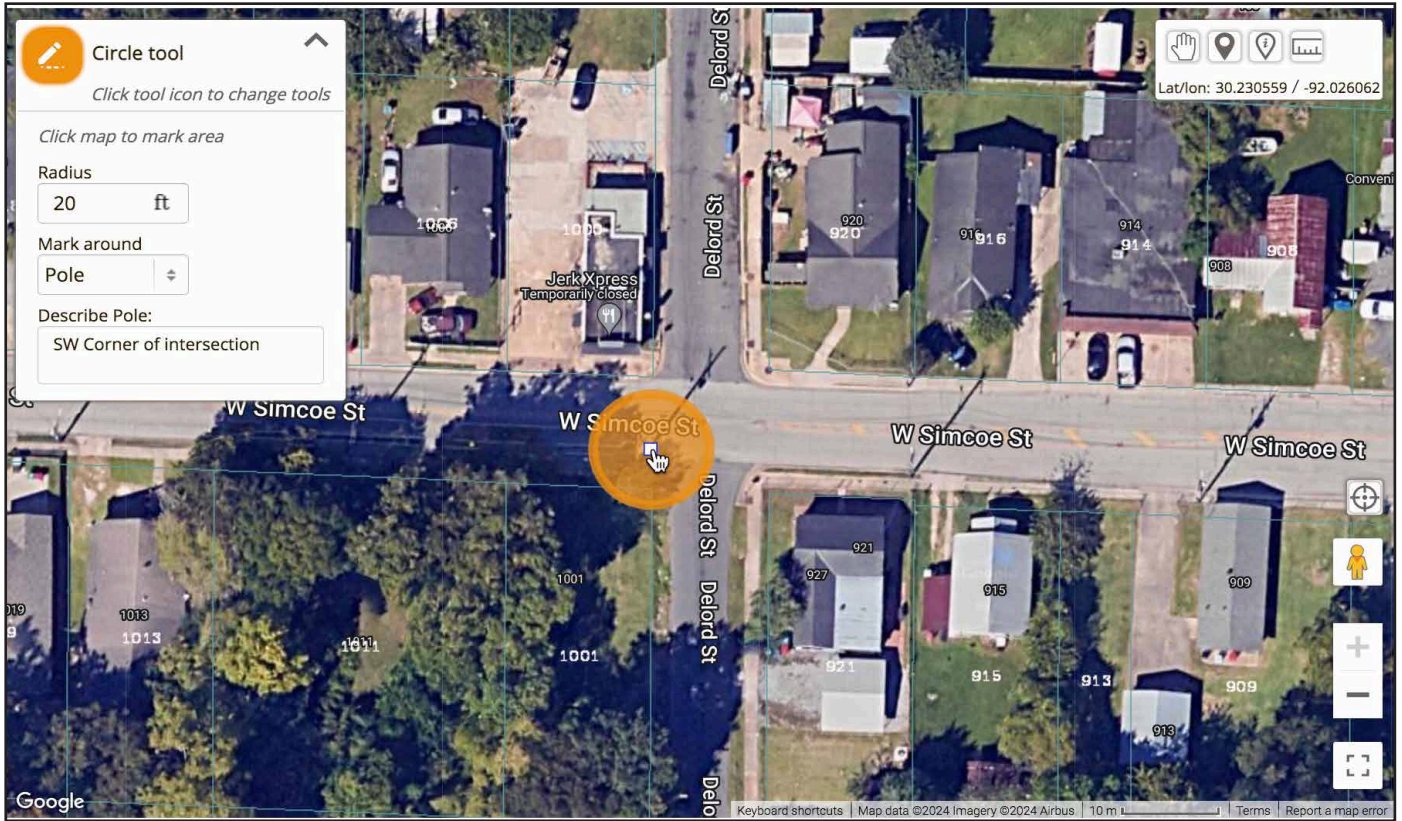
First, access the Drawing Tools menu and choose the **Radius Excavation** tool.

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

Choose an option from the “Mark around” drop-down list (if none of the provided options fit your type of excavation, choose “Other”).

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.



# Route Excavation Tool

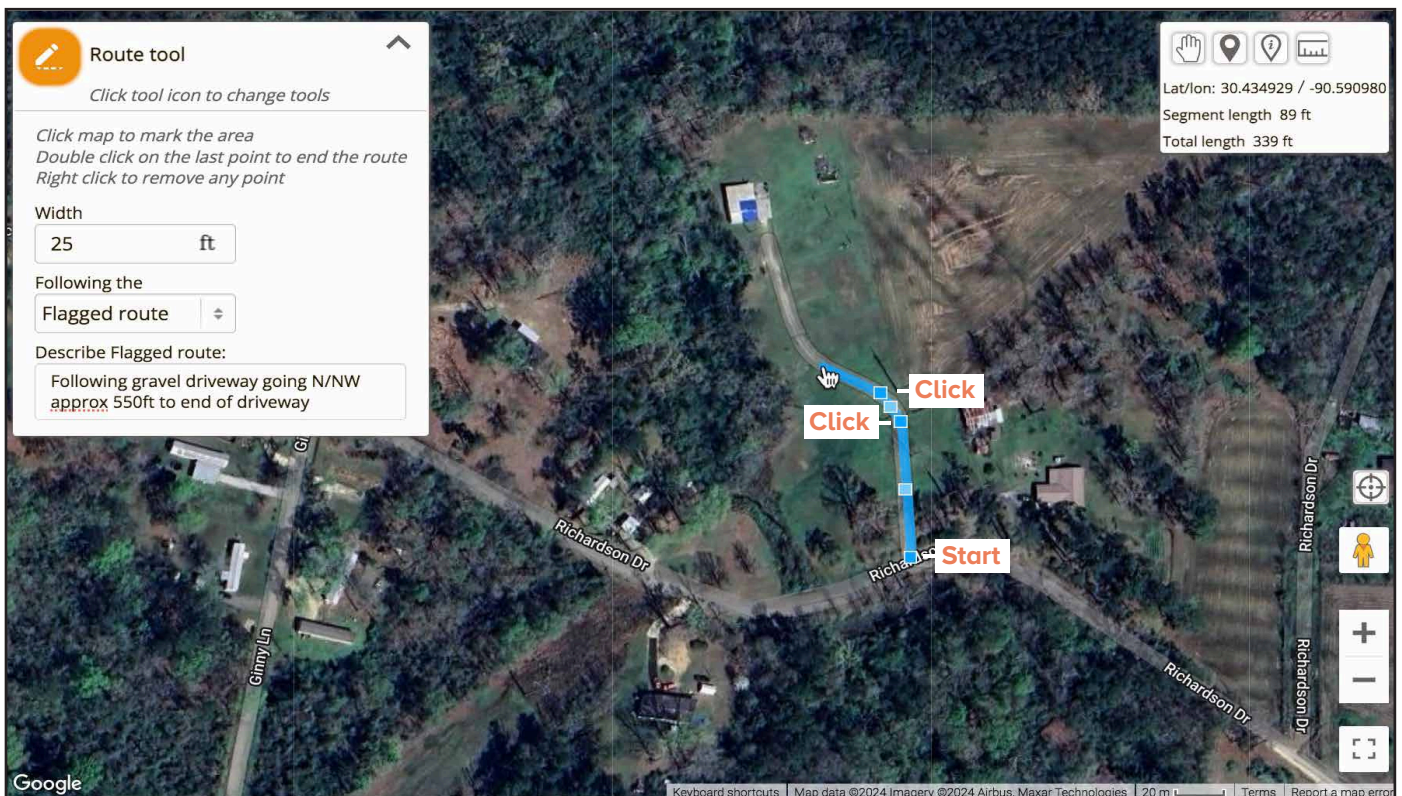
The Route tool allows users to create long, narrow excavation entities. The Route tool is an excellent choice for defining an excavation area when trenching, performing road repair/ replacement, or any other type of work involving a long, narrow excavation area. You can create as many route entities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

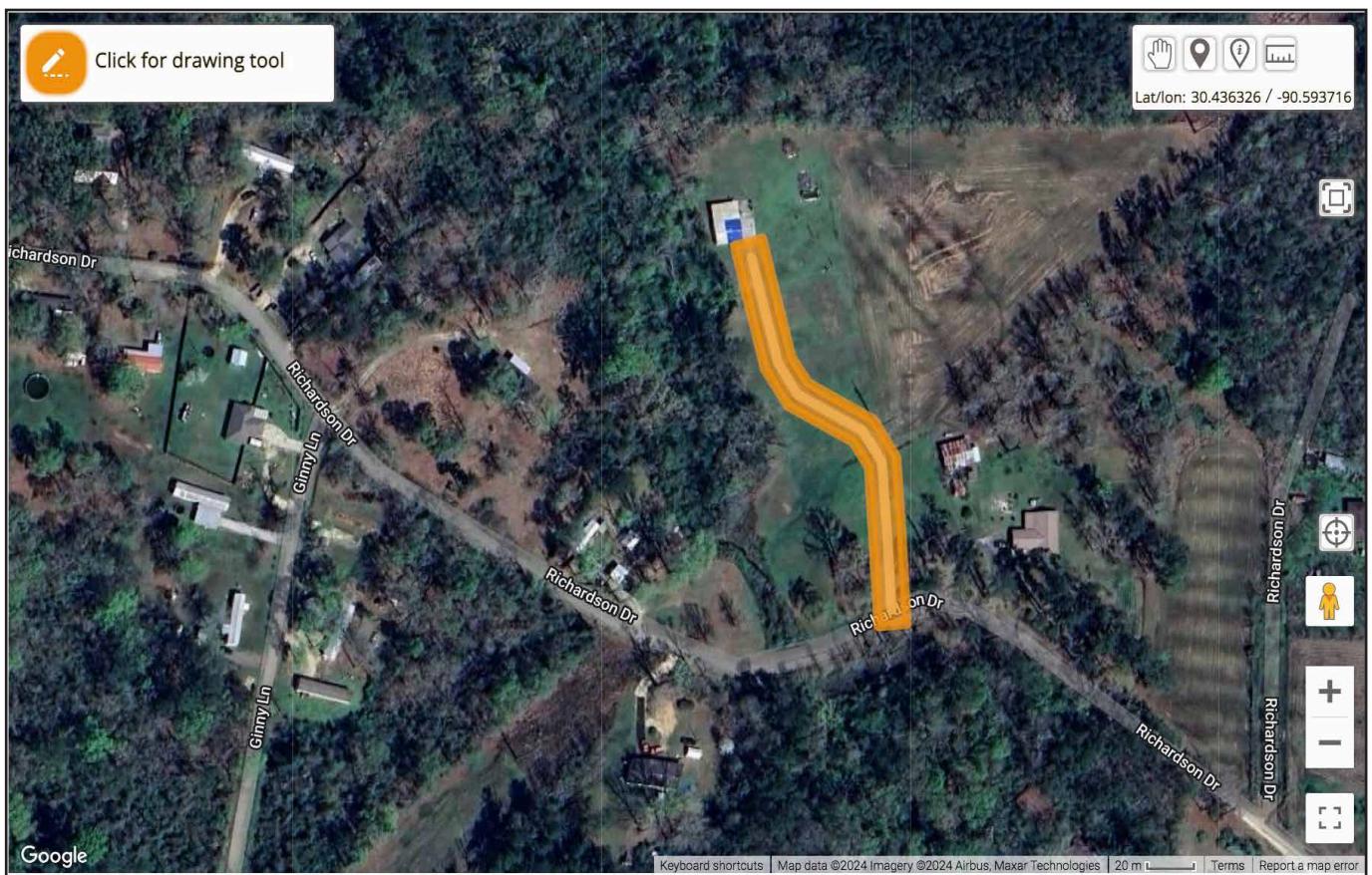
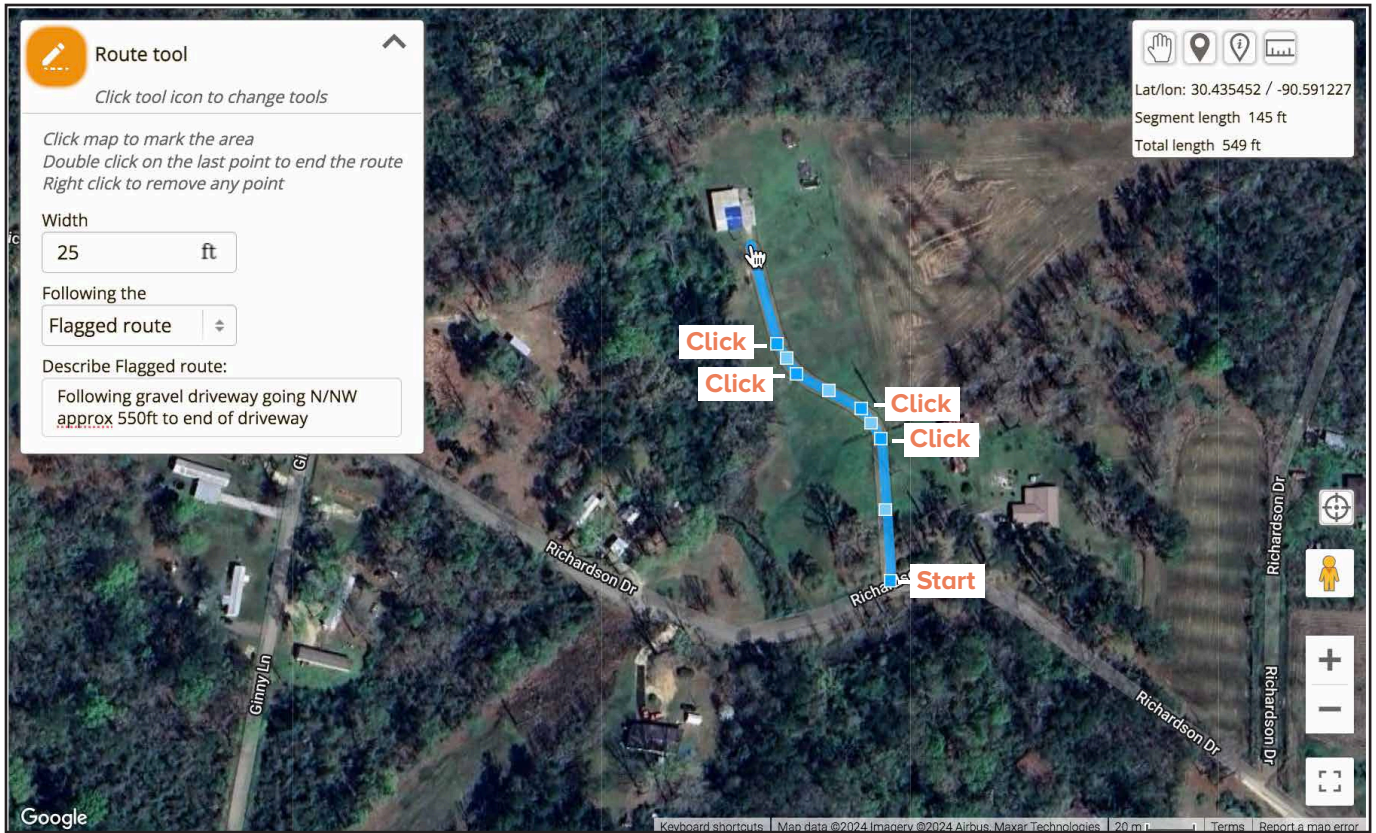
First, access the Drawing Tools menu and choose the **Route Excavation** tool.

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 “Points in the Route”).

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.





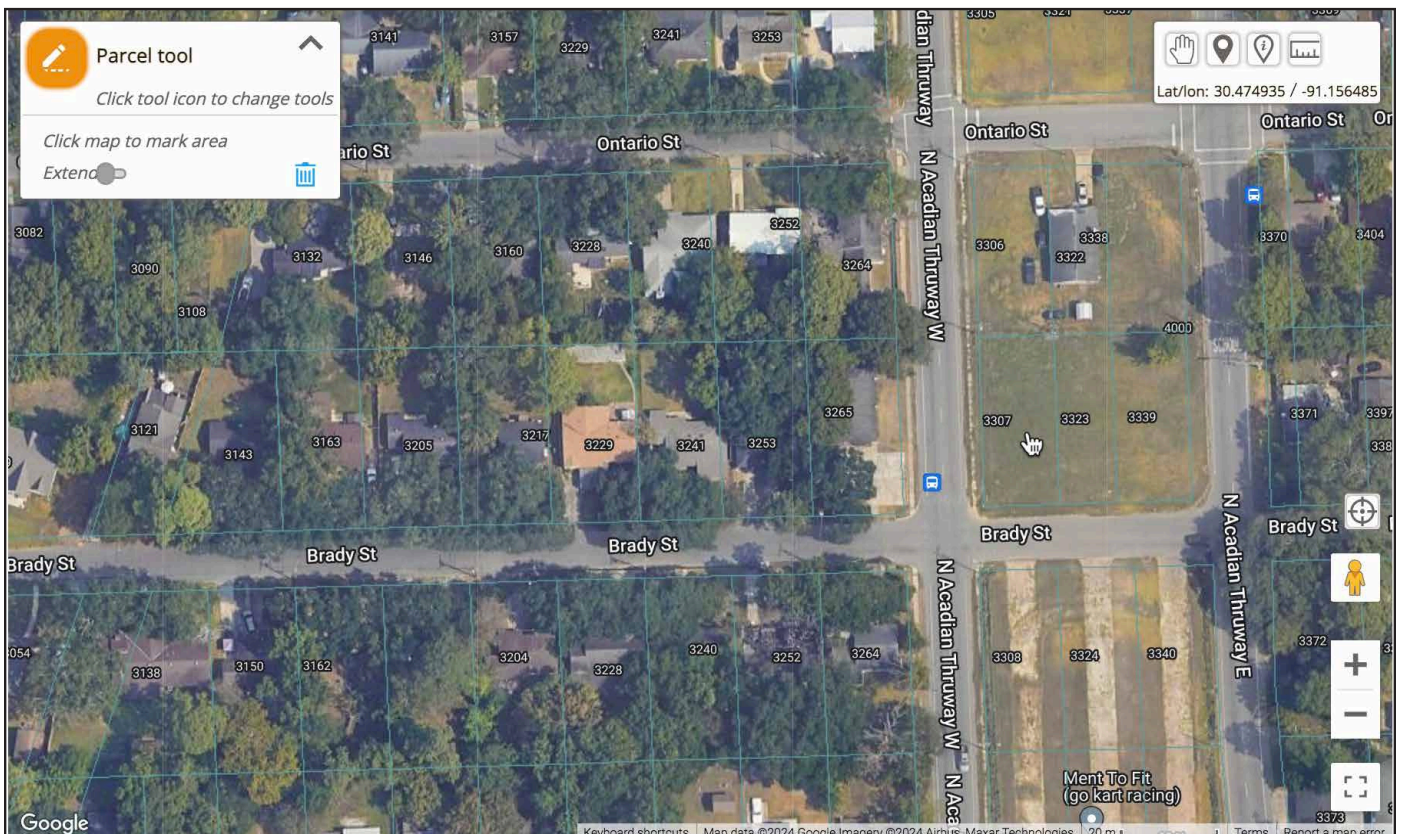
# Property Excavation Tool

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.)

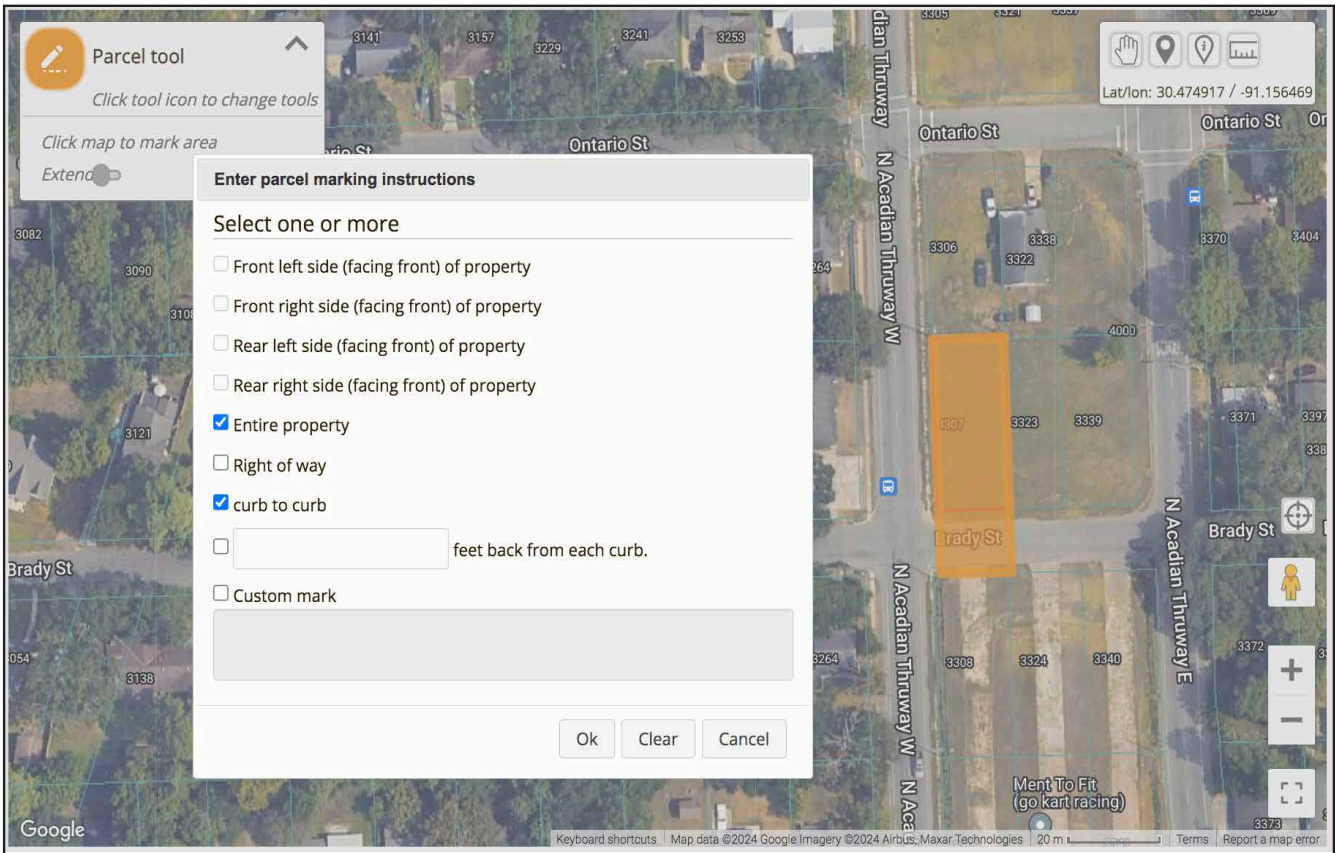
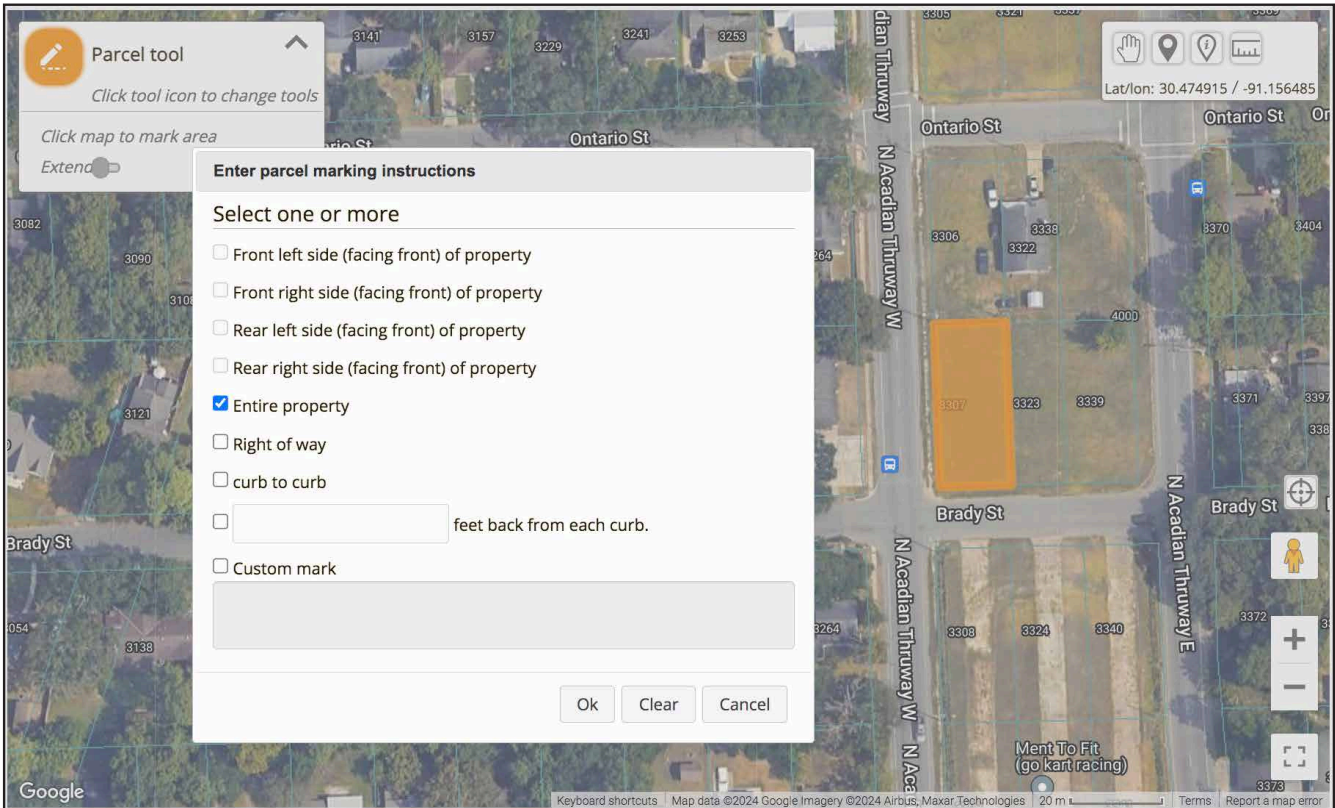
First, access the Drawing Tools menu and choose the **Property Excavation** tool.

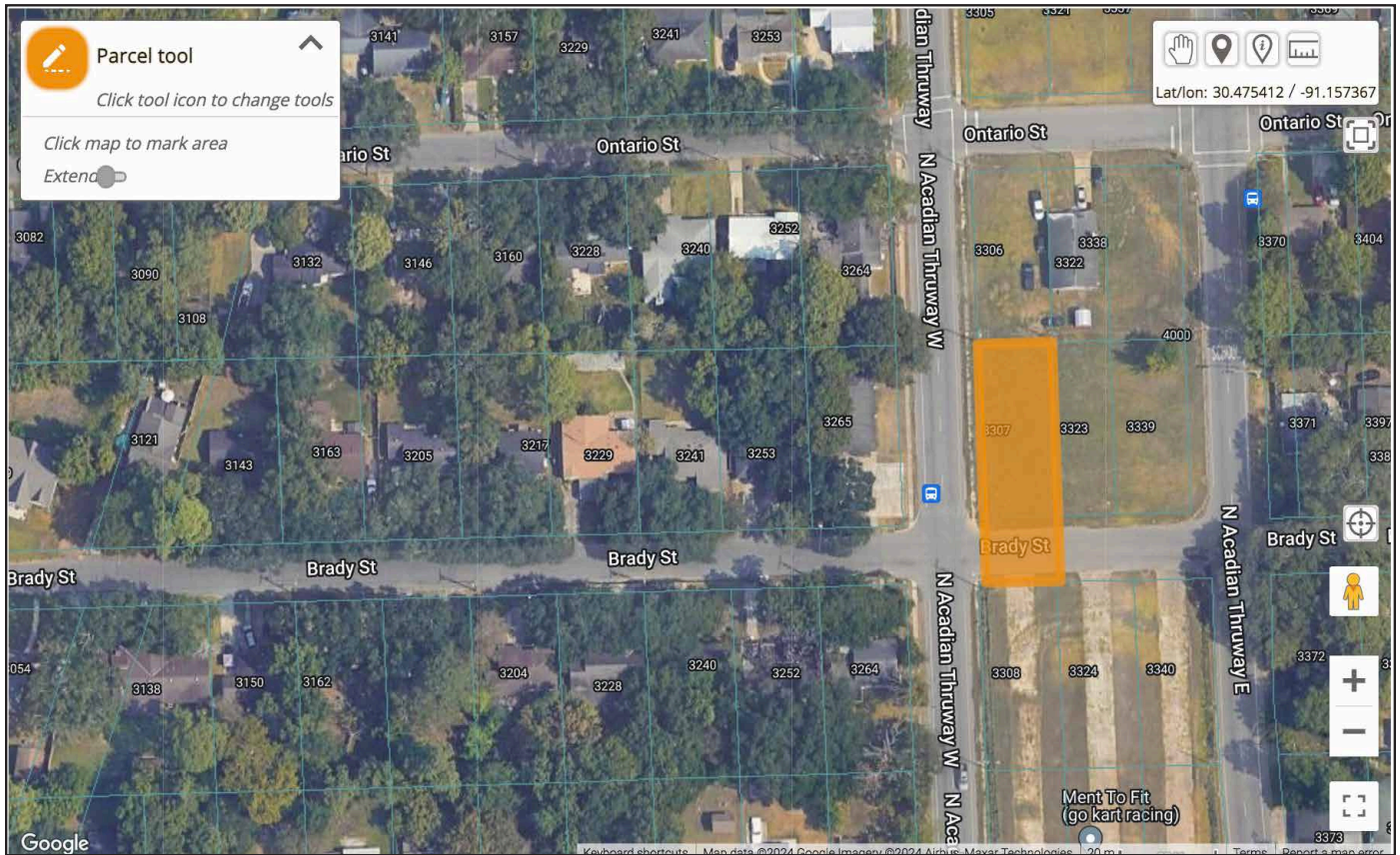
Next, click on the address/property where your work will take place. If parcel data is available, you will be presented with the Parcel excavation menu. Review the list and choose the best option(s) for your worksite. Then click OK. If you need to include additional marking instructions, choose the Custom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

If you are working in the street or across the street from the address be sure to click “Right of Way,” “Curb to Curb,” or “\_\_\_\_\_ ft back from each curb.” Choosing any of these options will expand the excavation entity accordingly.









## Street Excavation Tool

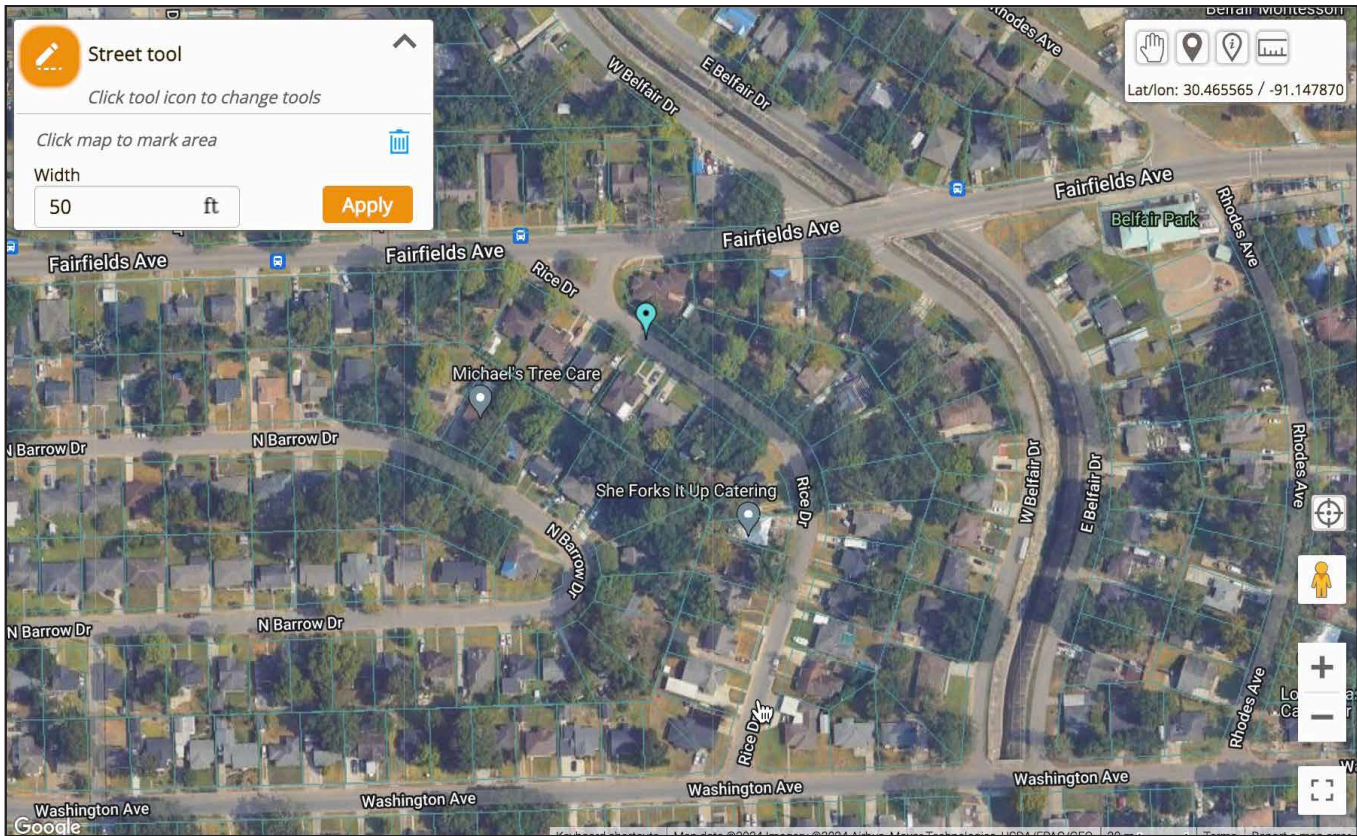
The Street Excavation tool allows users to create excavation entities based on roads and highways. You can create as many Street entities as needed.

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 Tool

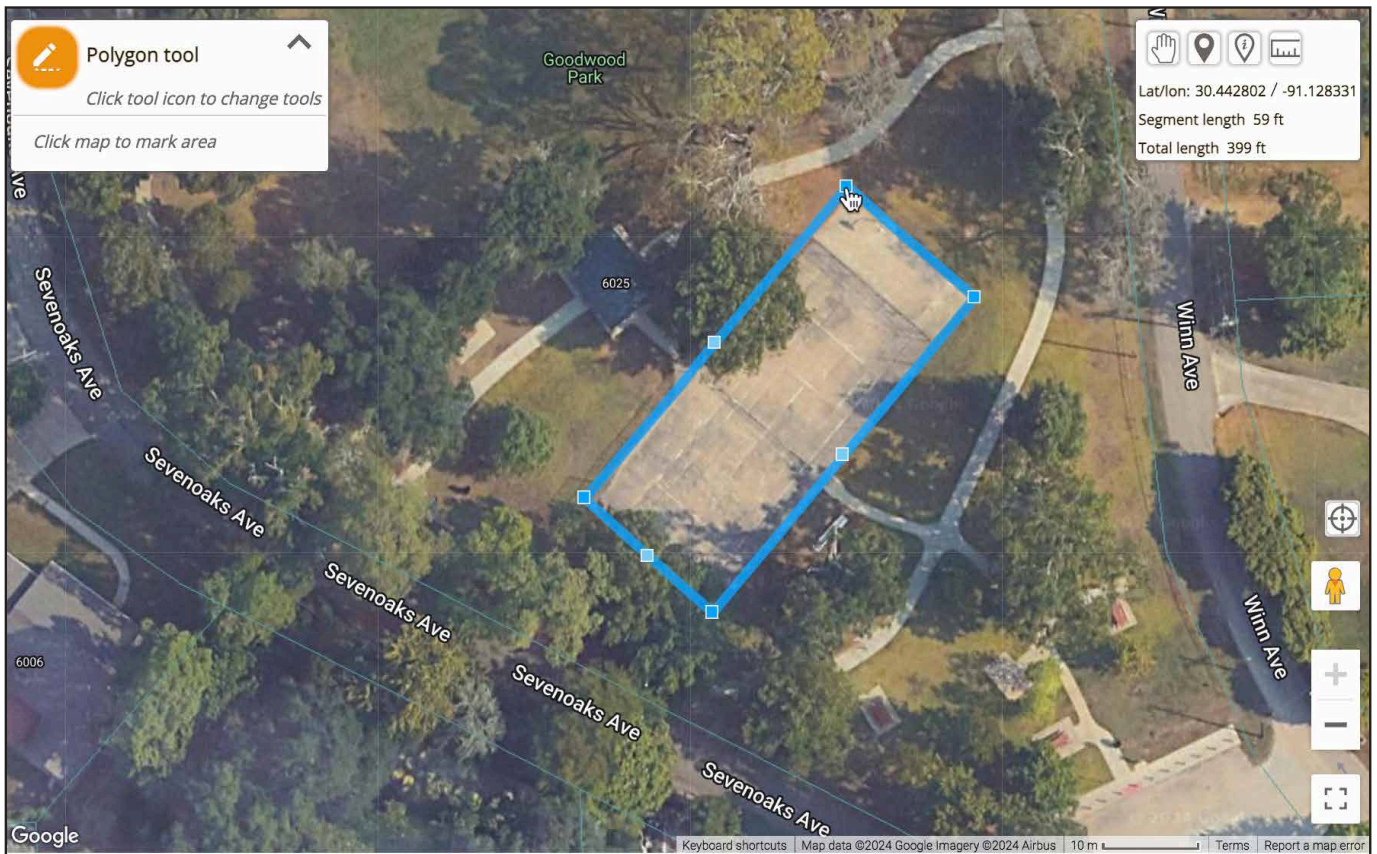
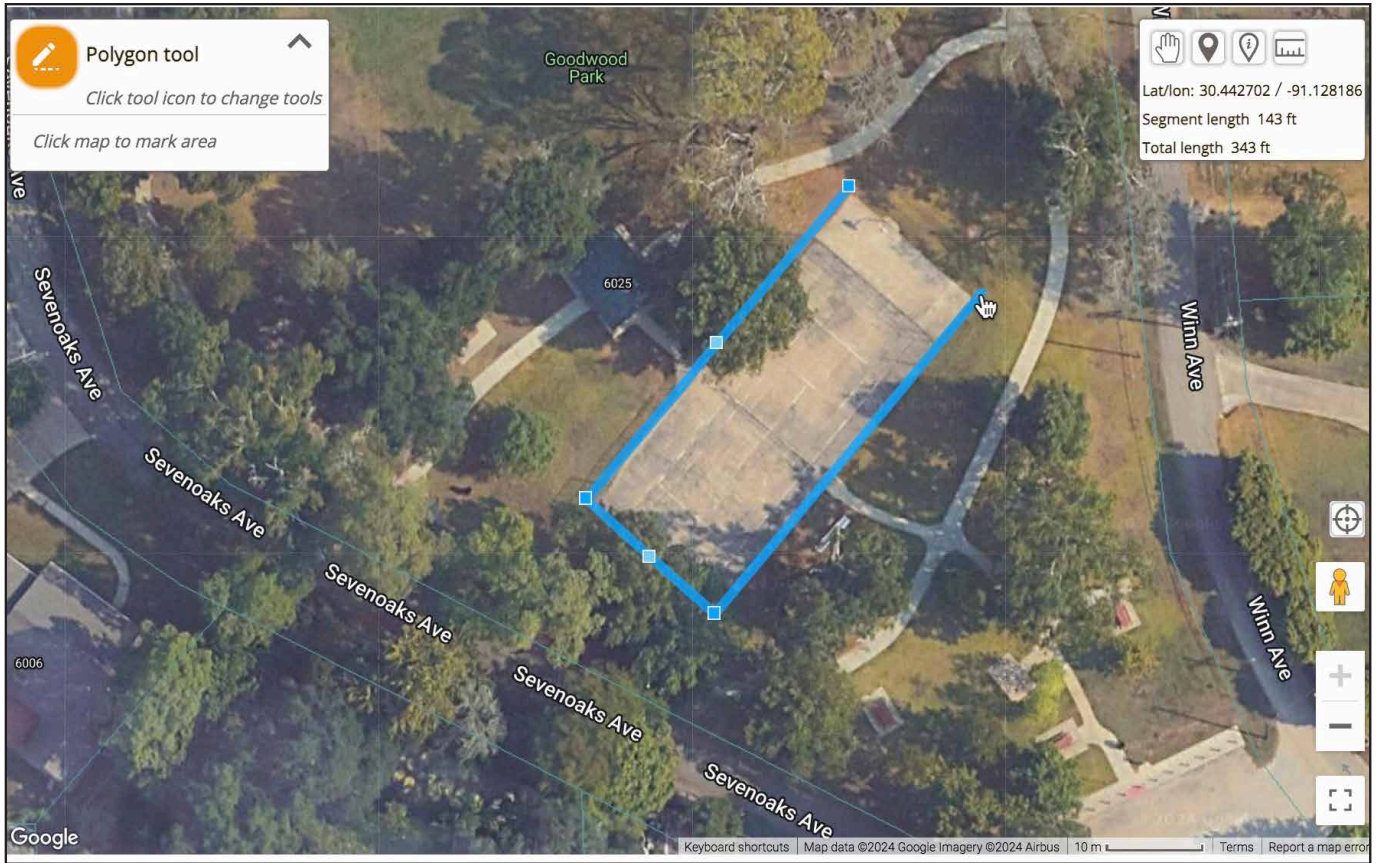
The **Other** tool is reserved for situations where no other excavation entity will properly cover the dig site. The Other tool allows you to “free-hand” draw an excavation entity.

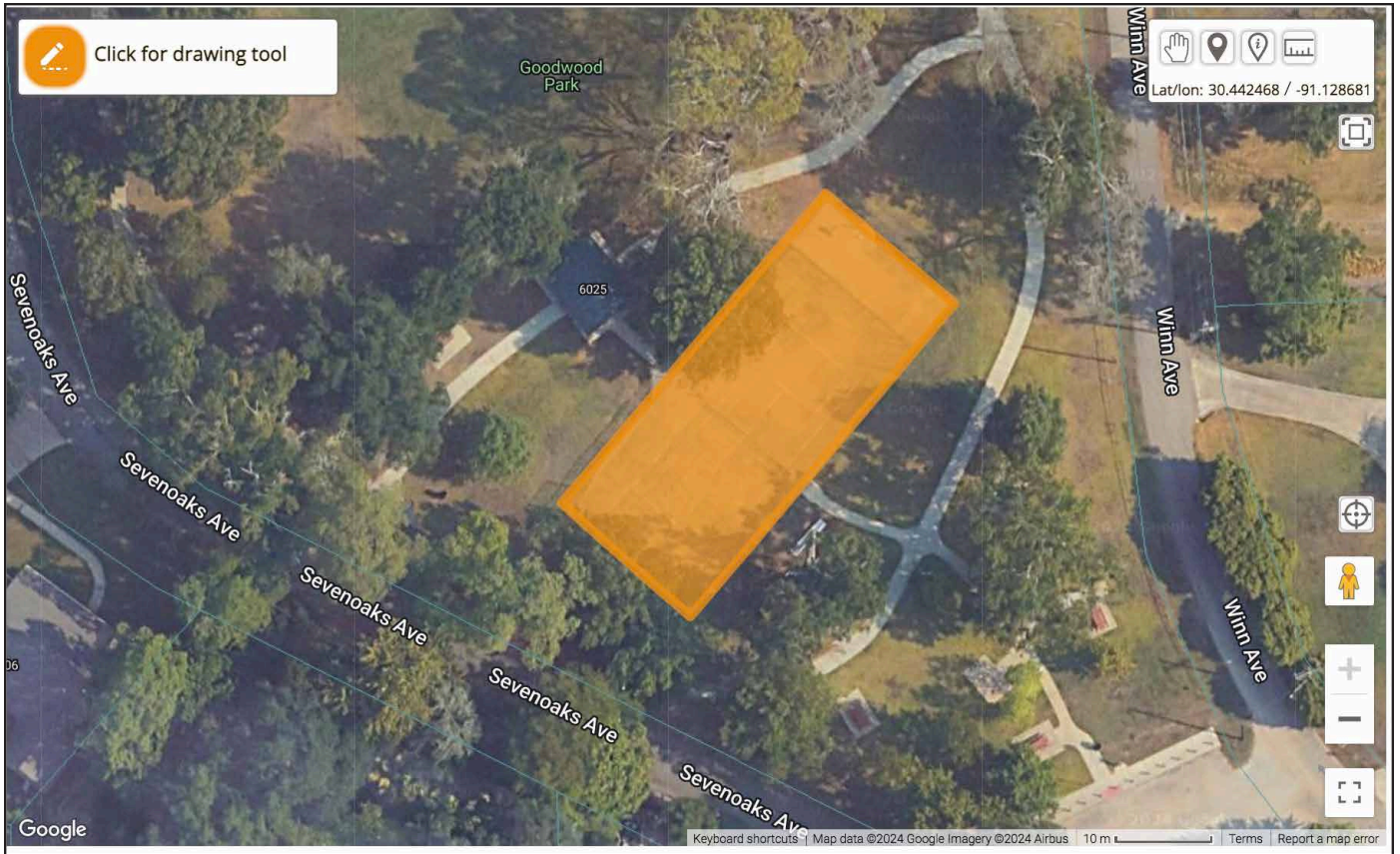
First, access the **Drawing Tools** menu and choose the **Other** tool. After reading and dismissing the pop-up message, begin by making a single click on the map where you would like to set your first point.

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.

ITICnxt will automatically fill out most location information based on the polygon you have drawn. Carefully review the **Address, Street, Intersecting Street** and **Specific Location of Work** fields for accuracy. If changes are necessary you can edit any field by hand.

**PLEASE NOTE:** In the event of any ambiguity, discrepancy, or confusion between a written description and an illustration, the written description provided by the excavator or demolisher shall be considered the location of work.





**Ticket type:** Normal ticket

**Location information**

\* Indicates required field

Parish\*  City\*

Address #

Street\*

Intersecting street\*

**Specific location of work\***

THE FIRST POINT OF THE EXCAVATION POLYGON IS LOCATED APPROXIMATELY 515 FT WNW FROM THE INTERSECTION OF SEVENOAKS AVE AND GOODWOOD AVE. FROM THE FIRST POINT (POINT 1), PROCEED APPROXIMATELY 59 FT NW TO POINT 2; FROM THAT POINT APPROXIMATELY 140 FT NE TO POINT 3; FROM THAT POINT APPROXIMATELY 58 FT SE TO POINT 4; THEN PROCEEDING BACK TO THE STARTING POINT. THE EXCAVATION SITE IS CONTAINED WITHIN THIS BOUNDARY.

POINT 1: LAT: 30.4424011 LONG: -91.1284780  
 POINT 2: LAT: 30.4425086 LONG: -91.1286189  
 POINT 3: LAT: 30.4428012 LONG: -91.1283305  
 POINT 4: LAT: 30.4426971 LONG: -91.1281897

DIRECTIONS: THE FOLLOWING ARE GOOGLE DRIVING DIRECTIONS TO THE EXCAVATION SITE:  
 FROM THE INTERSECTION OF SEVENOAKS AVE AND GOODWOOD AVE, HEAD NORTHWEST ON SEVENOAKS AVE TOWARD GOODWOOD AVE FOR 49 FT. CONTINUE ONTO WINN AVE FOR 0.157 MI. TURN LEFT ONTO ESPLANADE AVE FOR 0.117 MI. TURN LEFT ONTO SEVENOAKS AVE FOR 0.186 MI. FROM THIS POINT, HEAD NNE APPROXIMATELY 49 FT TO THE SITE.

# Locator Tickets

The **Locator Tickets** portal contains a complete list of all locator tickets received for the district code(s) associated with your account. You can sort them in a number of ways.

The **Released Between** menus 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  allows you to Change status/locator, Email 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.

The screenshot shows the IRIE Locator Tickets portal. At the top, there is a search bar for all tickets, a district dropdown set to 'LA', and a user welcome message 'Welcome la-test01'. The main heading is 'Locator Tickets' with a sub-note '25 unviewed emergency tickets' and 'All tickets(37) Open Emergency(0)'. Below this are filter menus for 'Released between' (09/03/24 to 09/06/24), 'District' (Districts), and 'Filter by' (All Tickets in Production). An 'Apply' button and a link to 'More search options' are present. A 'I Want To...' dropdown is also visible. On the right, there are links for 'View ticket map', 'Print all tickets', and 'Page settings'. A table of 4 records is shown with columns: Ticket #, Header, Orig Call, Begin, Street, City, County, State, District, Locator, and Status. The records are for '2 FULL BUSINESS DAYS' tickets in Baton Rouge, LA, with various street addresses and 'Clear/No Conflict in Area of Excavation' status.

Ticket #	Header	Orig Call	Begin	Street	City	County	State	District	Locator	Status
<a href="#">240504931</a>	2 FULL BUSINESS DAYS	2024/09/03 08:41 am	2024/09/06 07:00 am	10123 AVE E	BATON ROUGE	EAST BATON ROUGE	LA	TEST01	Baton Rouge Shana	Clear/No Conflict in Area of Excavation
<a href="#">240505648</a>	2 FULL BUSINESS DAYS	2024/09/03 10:42 am	2024/09/06 07:00 am	T B HEARNDON AVE	BATON ROUGE	EAST BATON ROUGE	LA	TEST01	Baton Rouge Shana	Clear/No Conflict in Area of Excavation
<a href="#">240506233</a>	2 FULL BUSINESS DAYS	2024/09/03 01:06 pm	2024/09/06 07:00 am	MILLS AVE	BATON ROUGE	EAST BATON ROUGE	LA	TEST01	Baton Rouge Shana	Clear/No Conflict in Area of Excavation
<a href="#">240506234</a>	2 FULL BUSINESS DAYS	2024/09/03 01:06 pm	2024/09/06 07:00 am	JONES L HUNT ST	BATON ROUGE	EAST BATON ROUGE	LA	TEST01	Baton Rouge Shana	Clear/No Conflict in Area of Excavation

# Ticket# 240506233

[Return to ticket list](#)

Status: Clear/No Conflict in Area of Excavation

Locator: Baton Rouge - Shana



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

## Ticket information

Ticket no 240506233  
 Relocated by 240544623  
 Original call date 09/03/24 01:06 pm  
 Work to begin date 09/06/24 07:00 am  
 Mark by date 09/06/24 07:00 am  
 Expiration date 09/26/24 07:00 am  
 Ticket type 2 FULL BUSINESS DAYS  
 Ticket origin NextGen  
 Past work start Y  
 Locked Y  
 Past due time Y

## Location information

State LA  
 Parish EAST BATON ROUGE  
 City BATON ROUGE  
 Address #  
 Street MILLS AVE  
 Nearest intersecting street AVE K  
 Specific location of work MARK 42.5 FT EITHER SIDE OF THE ROUTE MARKED IN WH...

## Remarks

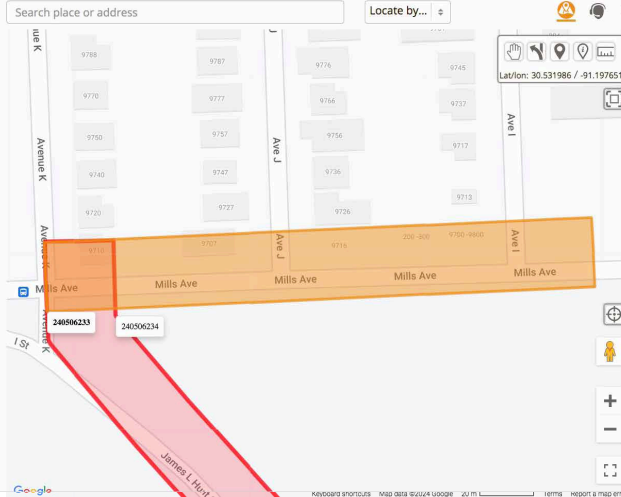
Map Coord  
 NW Lat 30.5328168  
 Lon -91.1996882  
 SE Lat 30.5324986  
 Lon -91.1975393

## Excavation information

Onsite name FORREST DEMARS  
 Onsite phone 225-330-9811  
 Type of work INSTALL WATER LINE  
 Work being done for BATON ROUGE WATER CO.  
 Duration 5 HOURS  
 Directional boring Y  
 Explosives N

## Excavator information

Company name BATON ROUGE WATER CO.  
 Contact name FORREST DEMARS  
 Phone 225-952-7674  
 Email address [forrestd@batonrougewater.com](mailto:forrestd@batonrougewater.com)



Legend:  
 Locate polygon  
 Facility Operator polygon  
 Related ticket polygon  
 Hide Related Polygons

## Ticket history

Date	Type	District	Display	Locator	User
09/26/24 07:25:02 am	Ticket Locked	TEST01	TEST CODE		System
09/26/24 07:00:03 am	Ticket Locked	TEST01	TEST CODE		System
09/19/24 03:45:55 pm	Locator Assigned	TEST01	TEST CODE	Shana	la-test01
09/19/24 03:45:55 pm	Ticket Closed	TEST01	TEST CODE		la-test01
09/19/24 03:45:55 pm	Ticket Check Response Added	TEST01	TEST CODE		la-test01
09/19/24 03:45:55 pm	Ticket Status-EMAIL				System
09/19/24 12:04:03 am	Subsequent No Response	TEST01	TEST CODE		System
09/18/24 12:04:03 am	Subsequent No Response	TEST01	TEST CODE		System
09/17/24 12:04:03 am	Subsequent No Response	TEST01	TEST CODE		System
09/14/24 12:04:03 am	Subsequent No Response	TEST01	TEST CODE		System

Showing 1 to 10 of 20 entries

Previous 1 2 Next

## Members notified

### Status history

District	Company name	Marking concerns	Damage	Customer service	Utility types
BRW01	BATON ROUGE WATER			225-928-1000	
EBRDPW01	EBRCITY PAR SEWER			225-389-4858	
EBRGE01	ENERGY GULF STATES			225-291-2793	
LA01	AT&T DISTRIBUTION				
SUBR01	SOUTHERN UNIVERSITY AT B R			225-771-2803	
TEST01	TEST CODE	999-999-9999		111-111-1111	

Showing 1 to 6 of 6 entries

Previous 1 Next



## Change Status/Locator Menu

The change status/locator menu is your primary avenue for implementing actions to locator tickets. From this menu you may assign a ticket status, assign a locator to respond to the ticket, and add internal/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 43 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 51 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 TEST01

Status

Status comments (250 character limit)

### Add internal notes

Comments (internal)

Cancel Save and... | ▾

### Update assigned locator

Locator


### Update internal status

Open / Close


### Add custom responses

:

# 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



5 results found

Username	Email	State access	Print footer/Quick notes	Active	Action
BrianCaseyIdaho	briancasey@occinc.com		<a href="#">View</a>	<input checked="" type="checkbox"/>	 
briancasey3@occinc.com	briancasey@occinc.com	MN, ND, TX	<a href="#">View</a>	<input checked="" type="checkbox"/>	 
briancasey@occinc.com	briancasey@occinc.com	WA, MD, MN, MO, MT, ND, NE, NY, OR, DE, HI, IA, KS, KY, LA	<a href="#">View</a>	<input checked="" type="checkbox"/>	 
brianl@occinc.com	brianl@occinc.com	HI, KY, MT, NY, OR, WA, IA	<a href="#">View</a>	<input checked="" type="checkbox"/>	 
mobrianw	bwilliams@occinc.com	MO	<a href="#">View</a>	<input checked="" type="checkbox"/>	 

Showing 1 to 5 of 5 entries

Previous 1 Next

# Locators Menu

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

## Locators

[Locators\(8\)](#) [Polygon auto-assignments\(6\)](#) [Rule based auto-assignments\(0\)](#)

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
TEST01	Josh	la-test01	03/15/23 08:17 am	<input type="checkbox"/>	<input type="button" value="Edit"/>
Port Allen	Nakeytha	la-test01	09/03/19 12:17 pm	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>
Port Allen	Darlisha	la-test01	01/04/24 09:58 am	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>
Kim - NW dist	Kim B	la-test01	03/15/23 08:17 am	<input type="checkbox"/>	<input type="button" value="Edit"/>
Kevin B - SW dist	Kevin B	la-test01	04/08/21 02:33 pm	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>
Evangeline	KELLEN	la-shana	08/31/23 10:12 am	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>
DENHAM SPRINGS	DENHAM SPRINGS	la-test01	09/09/24 01:27 pm	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>
Baton Rouge	Shana	la-test01	09/03/19 12:17 pm	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>

Showing 1 to 8 of 8 entries Previous 1 Next


# Polygon Auto-Assignments

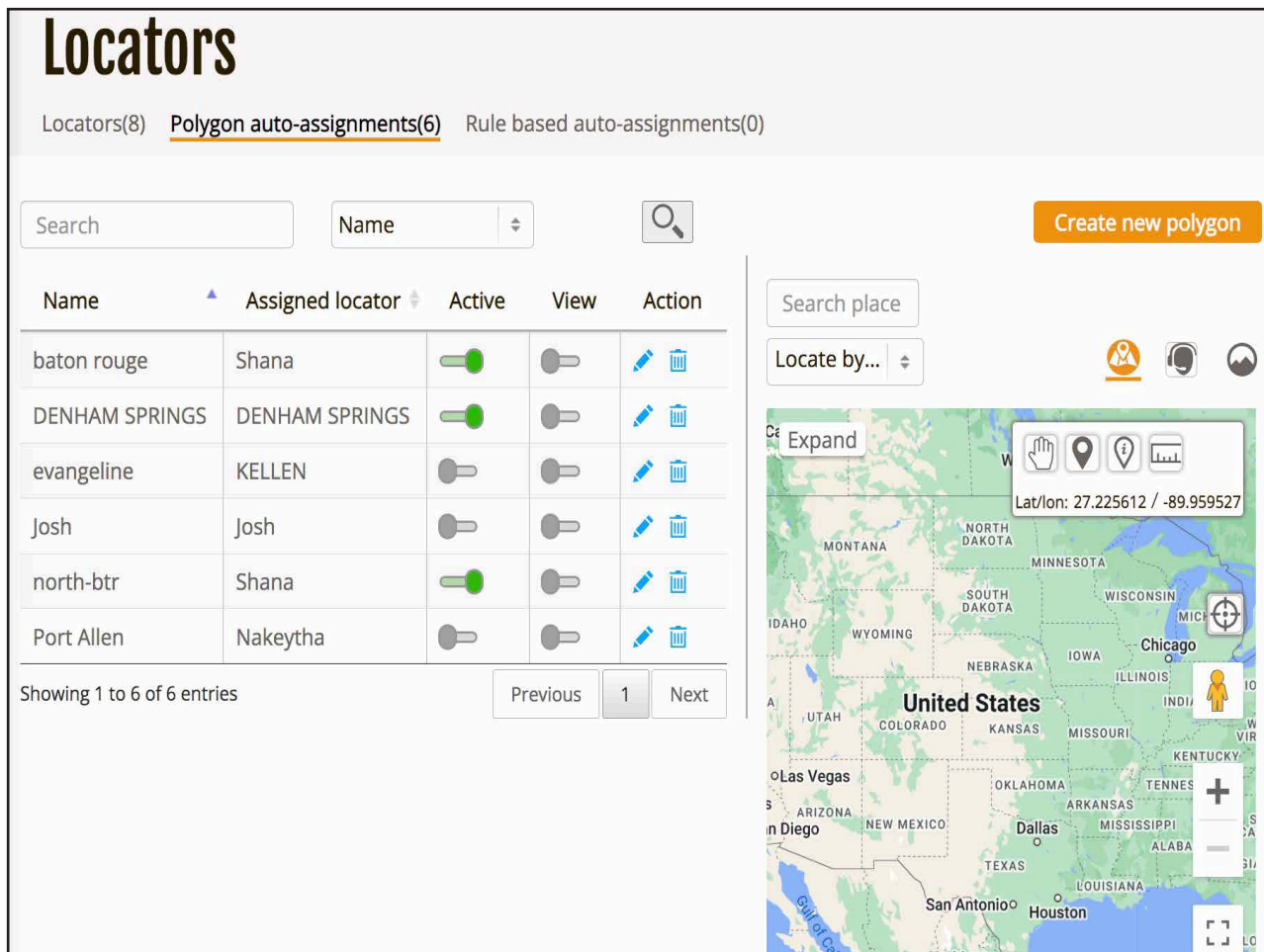
Polygon Auto-Assignments give administrators the ability to automatically assign locate tickets to locators based on the physical location of the work area.

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 35 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.



The screenshot displays the 'Locators' management interface. At the top, there are tabs for 'Locators(8)', 'Polygon auto-assignments(6)', and 'Rule based auto-assignments(0)'. Below the tabs is a search bar and a 'Name' dropdown menu. A table lists the locators with columns for Name, Assigned locator, Active status, View, and Action. The 'Action' column contains edit and delete icons. To the right of the table is a map interface with a 'Search place' input, a 'Locate by...' dropdown, and a 'Create new polygon' button. The map shows the United States with a location marker at Chicago, displaying coordinates: Lat/lon: 27.225612 / -89.959527. The map includes various navigation and zoom controls.

Name	Assigned locator	Active	View	Action
baton rouge	Shana	<input checked="" type="checkbox"/>	<input type="checkbox"/>	 
DENHAM SPRINGS	DENHAM SPRINGS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	 
evangeline	KELLEN	<input type="checkbox"/>	<input type="checkbox"/>	 
Josh	Josh	<input type="checkbox"/>	<input type="checkbox"/>	 
north-btr	Shana	<input checked="" type="checkbox"/>	<input type="checkbox"/>	 
Port Allen	Nakeytha	<input type="checkbox"/>	<input type="checkbox"/>	 

# 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.*

Cancel Save

## Assignment information

Assignment name\*  
BTR Airport

Assigned locator\*  
Shana

9430 Jackie Cochran Dr, Baton Rouge

Locate by...

Lat/lon: 30.554986 / -91.191879

# Edit Polygon Assignment

Cancel Save

## Assignment information

Assignment name\*  
BTR Airport

Assigned locator\*  
Shana

Active

### District access

District

✓ Please select	Add	
LA - TEST01		
District	District name	Active

No data available in table

Showing 0 to 0 of 0 entries

Previous Next

Search place or address

Locate by...

Lat/lon: 30.506744 / -91.191850

Legend: ■ Auto Assignment area ■ Facility Operator polygon

## 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.

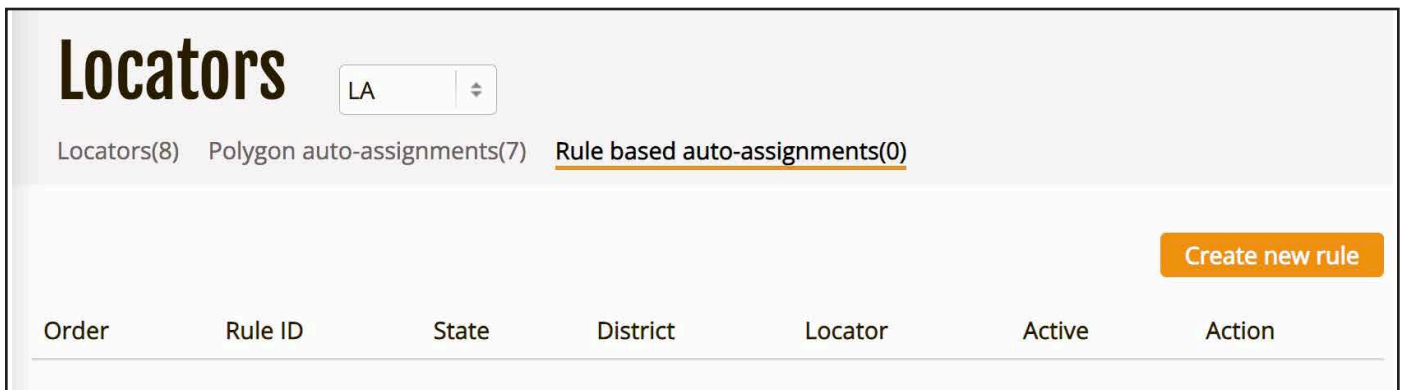
Priority determines the auto-assignments order of operation (if more than one auto-assignment is applicable to a given ticket).

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 click [Add/edit conditions](#) to add one or more criteria which will trigger the auto-assignment rules. Click **Save** to save your changes.



The screenshot shows the 'Locators' interface. At the top left, the word 'Locators' is displayed in a large, bold font. To its right is a dropdown menu showing 'LA'. Below this, there are three tabs: 'Locators(8)', 'Polygon auto-assignments(7)', and 'Rule based auto-assignments(0)'. The 'Rule based auto-assignments(0)' tab is currently selected and underlined. In the top right corner of the interface, there is an orange button labeled 'Create new rule'. Below the tabs is a table with the following columns: 'Order', 'Rule ID', 'State', 'District', 'Locator', 'Active', and 'Action'. The table is currently empty.

### Add a new rule

Priority

District

Locator

## Locators

LA

Locators(8) Polygon auto-assignments(7) Rule based auto-assignments(1)

Order	Rule ID	State	District	Locator	Active	Action
1	257559895	LA	TEST01	Shana	<input checked="" type="checkbox"/>	
Field		Match		Value		
<input type="text" value="Explosives"/>		<input type="text" value="Contains"/>		<input type="text" value="Y"/>		
<input type="button" value="Add/edit conditions"/>						



# 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:

Start time	End time
<input type="text" value="17:00:0"/>	<input type="text" value="23:59:59"/>

## 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.

# 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

LA

Name	State	District code	Email	Phone	Start time	End time	Week days	Active
	LA	TEST01	nwdarlisha@occinc.com	2252753700	16:00:00	06:59:00	All	<input checked="" type="checkbox"/>

Showing 1 to 1 of 1 entries

Previous

1

Next

# 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.

User can only use one notification type at a time (email or text message), but you cannot use both at the same time.

Cancel

Save

\* Indicates required field

State/District \*

LA - TEST01

Alert name \*

Weekend Emergency

Email

name@domain.com

SMS

SMS phone

provider

(📍)

555-555-3333

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

2 FULL BUSINESS DAYS

96 HOURS NOTICE

ADDED INFO

AGRICULTURE

CANCELLED

DIG-IN

EMERGENCY

FORESTRY

MARINE

UPDATE


UPDATE AGRICULTURE

UPDATE FORESTRY

**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:

Weekday Emergency A	LA	TEST01		5555551111	17:00:00	23:59:59	Mon, Tue, Wed, Thu, Fri	<input checked="" type="checkbox"/>
Weekday Emergency B	LA	TEST01		5555551111	00:00:00	07:59:59	Mon, Tue, Wed, Thu, Fri	<input checked="" type="checkbox"/>

## 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 de-activate (or activate) the Custom Response using the slider in the **Active** column.

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

LA

View by district

All districts

State	District Code	Number of responses	Date updated	Updated by	Action
LA	TEST01	1			

Showing 1 to 1 of 1 entries

Previous 1 Next

# Add Custom Responses

Cancel

Save

\* Indicates required field

State/District\*

LA - TEST01

Order

2

Question text

Worksite Accessible?

Field type

Yes/No

Required

Active



View inactive custom responses

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.

Report name	Description	Action
Closed Tickets	This report provides a list of closed tickets based on the information entered in the search input. This report includes the ticket number, district code, ticket closed date and time, and user name.	<a href="#">Generate</a>
Custom Response	Allows reporting on the customizable custom response fields.	<a href="#">Generate</a>
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>
Excavator Address	List of company and the excavator addresses. Ticket summary based on the information entered in the search input.	<a href="#">Generate</a>
Open Tickets Due	Lists Open Tickets due today.	<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>

Showing 1 to 10 of 15 entries

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# 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="2"/>	<input type="text" value="Secure Site"/>	<input type="text" value="Secure Site - Check in w/"/>
<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"/>

