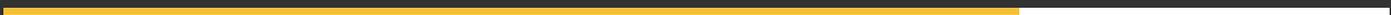




# ITICnxt Manual



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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://id.itic.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.

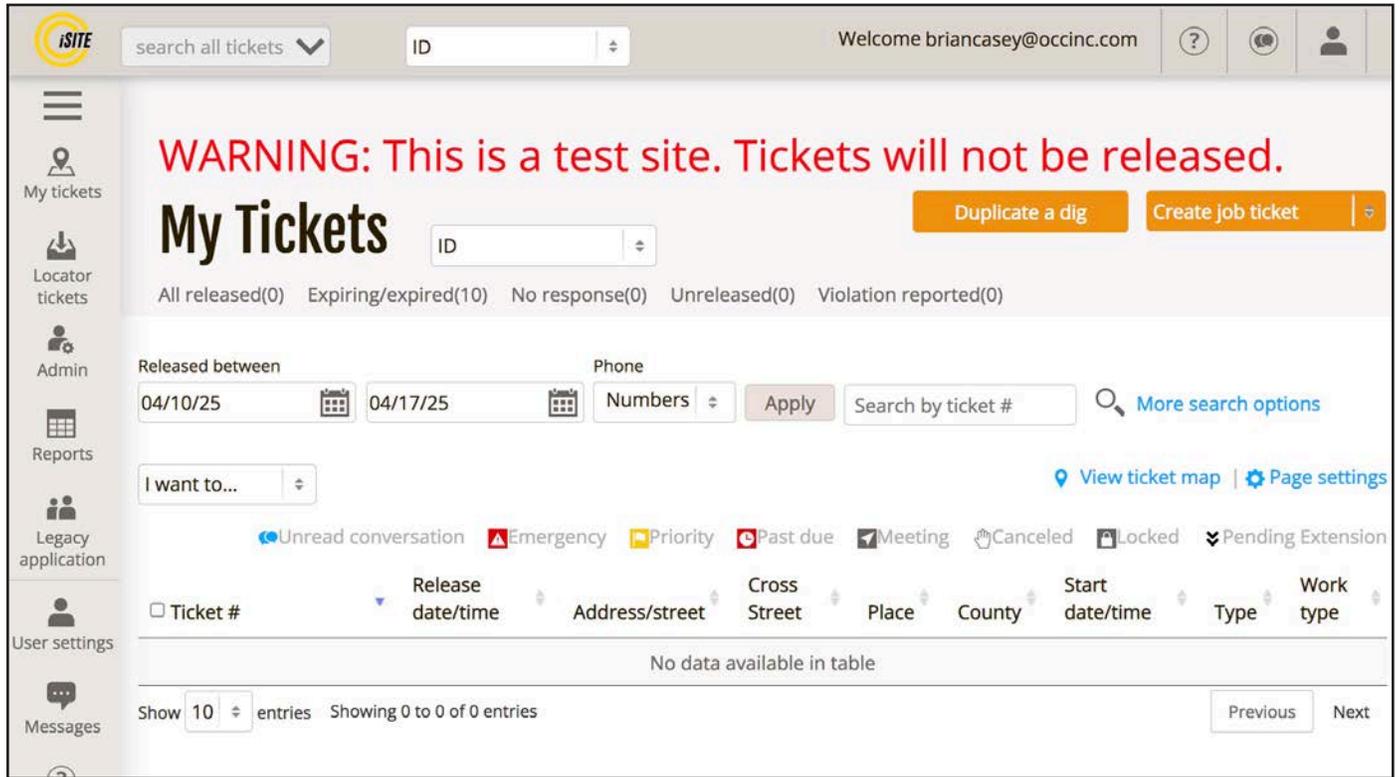
Once you enter your password and login and hit return, you'll be logged in to the sandbox.

The screenshot shows the ITICnxt login interface. On the left side, there is a logo for 'Dig Safe North Idaho 811' featuring a shovel and a landscape. Below the logo, the text 'Dig Safe North Idaho 811' is displayed. Underneath, there are sections for 'Logging in' (with instructions for first-time users to register) and 'Training' (with information about online training and contact email [nwitic@occinc.com](mailto:nwitic@occinc.com)). At the bottom left, there is a 'Questions?' link with the same email address.

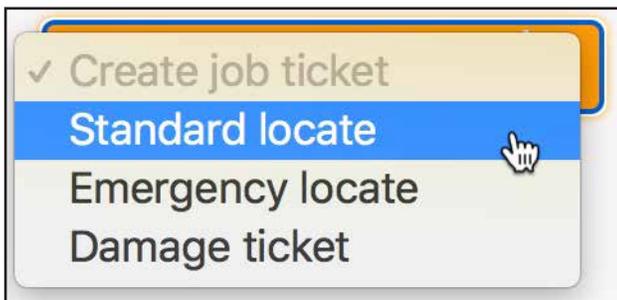
On the right side, the page is titled 'iSITE Ticketing System'. At the top right, there is a search bar with the text 'Looking for a ticket?' and a 'Search' button. Below the title, there is a 'Log in' section with two input fields: 'Username' and 'Password'. An orange 'Log in' button is positioned below these fields. Underneath the button, there is a link: 'By logging in you agree to our [terms and conditions](#)'. At the bottom of the login section, there are two links: 'Forgot username/password?' and 'Register'. At the very bottom of the page, there is a 'Chat Live Now' button with a question mark icon.

# Landing Page

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



Click the **Create job ticket** menu and select **Standard locate**.



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.

---

 **Coeur d'Alene Public Library** East Front Avenue, Coeur d'Alene, ID, USA 

 **Coeur d'Alene Public Golf Club** Fairway Drive, Coeur d'Alene, ID, USA

 **Coeur D'Alene Public Works** East Mullan Avenue, Coeur d'Alene, ID, USA

 **Coeur d'Alene Public Schools** North Northwood Center Court, Coeur d'Alene, ID, USA

 **Idaho State Public Defender - Kootenai Office** Northwest Boulevard, Coeur d'Alene, ID...

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

 **Select the type of work planned**

---

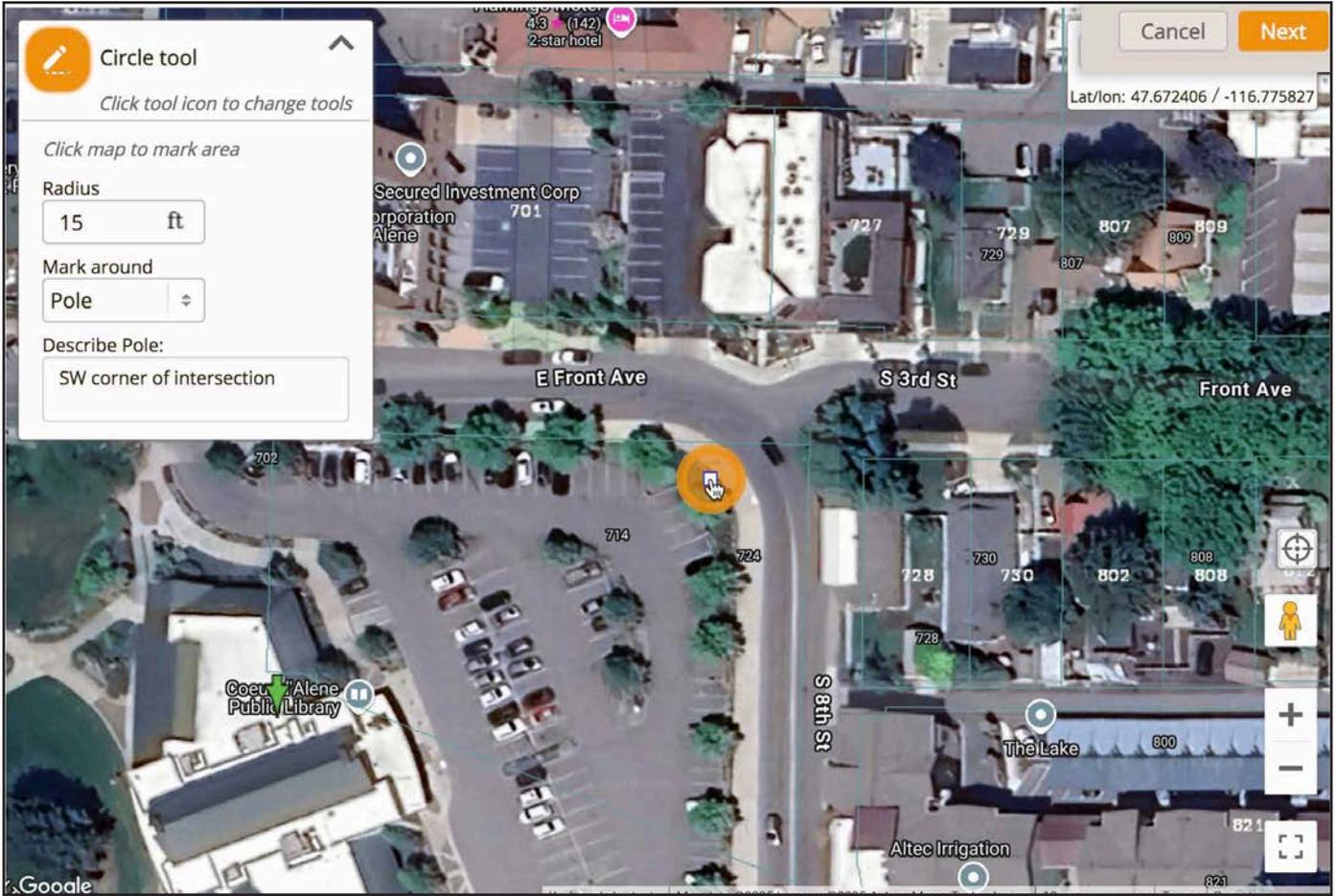
 **Radius excavation**  
Planting trees, placing holes, etc

 **Route excavation**  
Trenching/road repairs

 **Property excavation**  
Excavation on a specific parcel of land

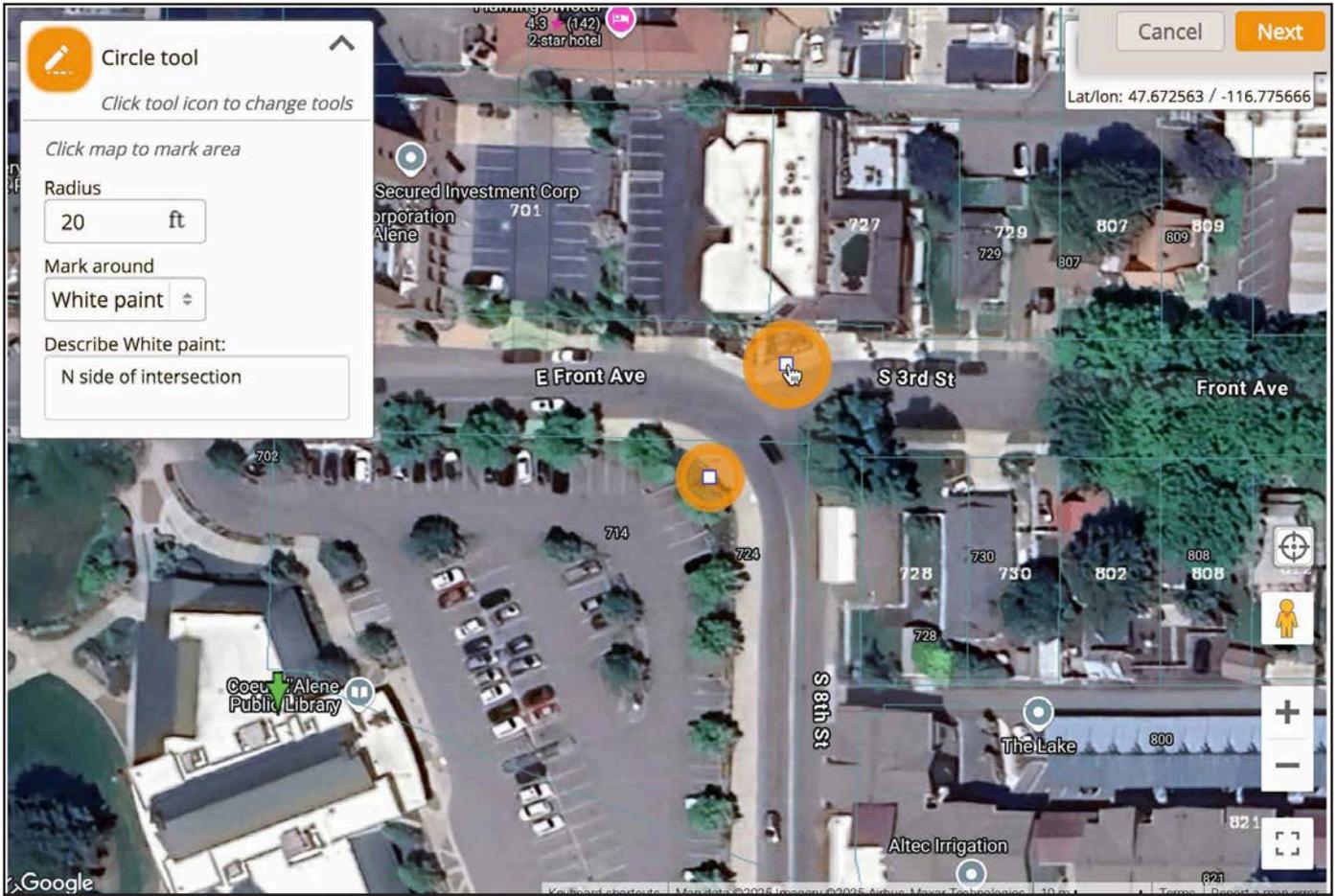
 **Street excavation**  
Select existing street(s) on map to create route

 **Other**  
Define an irregularly-shaped excavation area

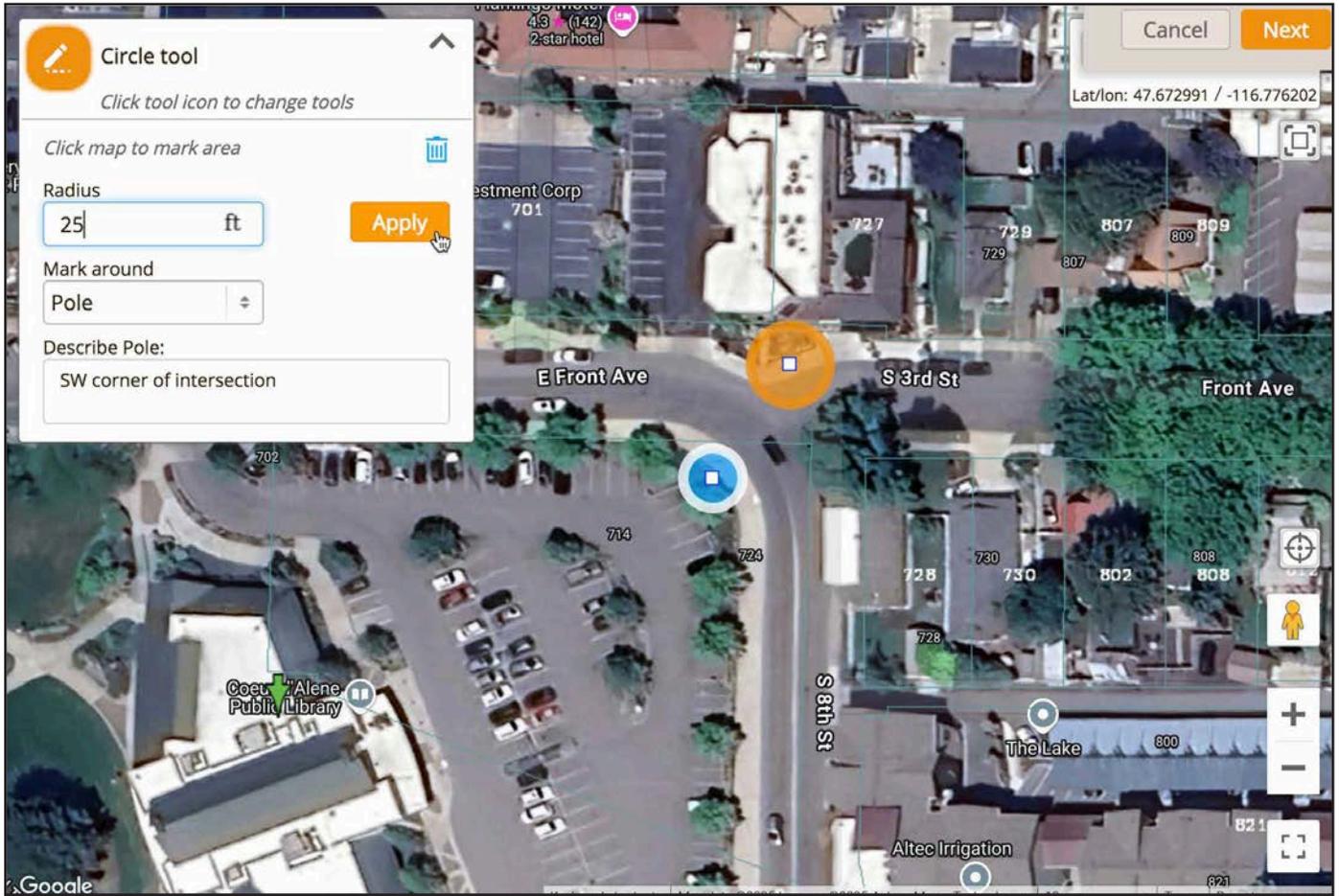


When you select a drawing tool you will be prompted to enter information about the worksite you intend to map out. The required information will vary depending on which tool you choose. Be as accurate as possible.

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 Dig Safe North Idaho 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. 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

Apply information to all tickets for the selected job

Job A - ticket 1/1 Job B - ticket 1/1

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

Ticket type: Standard locate

Location information

County: KOOTENAI City/Place: COEUR D'ALENE

Street no: Street name: E FRONT AVE

Nearest intersecting street: S 8TH ST

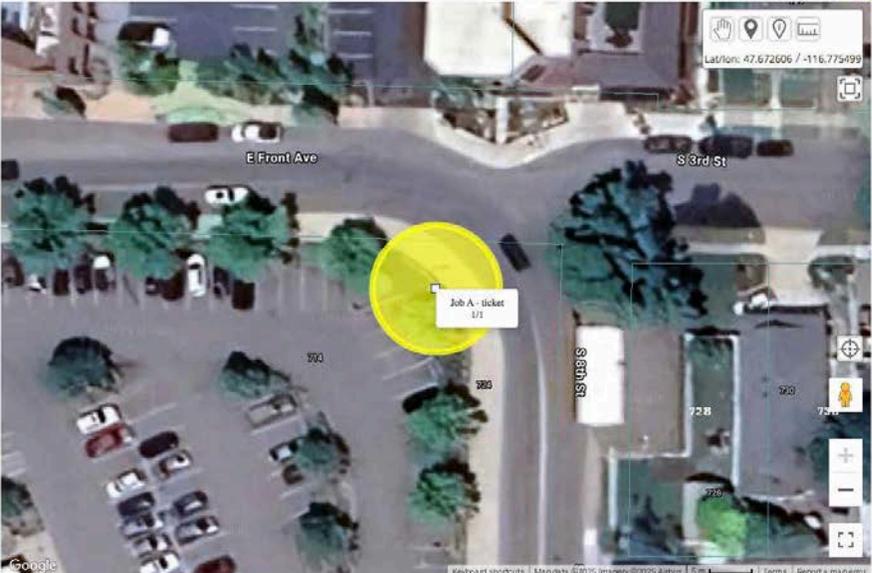
2nd intersecting street: S 7TH ST

Coord type: Lat/North Township: (Ex: 27S) Range: (Ex: 3E)

Spotting/marketing instructions \*

MARKING INSTRUCTIONS:  
MARK A 25 FT RADIUS AROUND THE POLE - SW CORNER OF INTERSECTION.

CALL CENTER MAP DRIVING DIRECTIONS:  
FROM THE INTERSECTION OF E FRONT AVE AND S 8TH ST, HEAD WEST ON E FRONT AVE FOR 57 FT. HEAD S FOR 53 FT TO THE POLE.

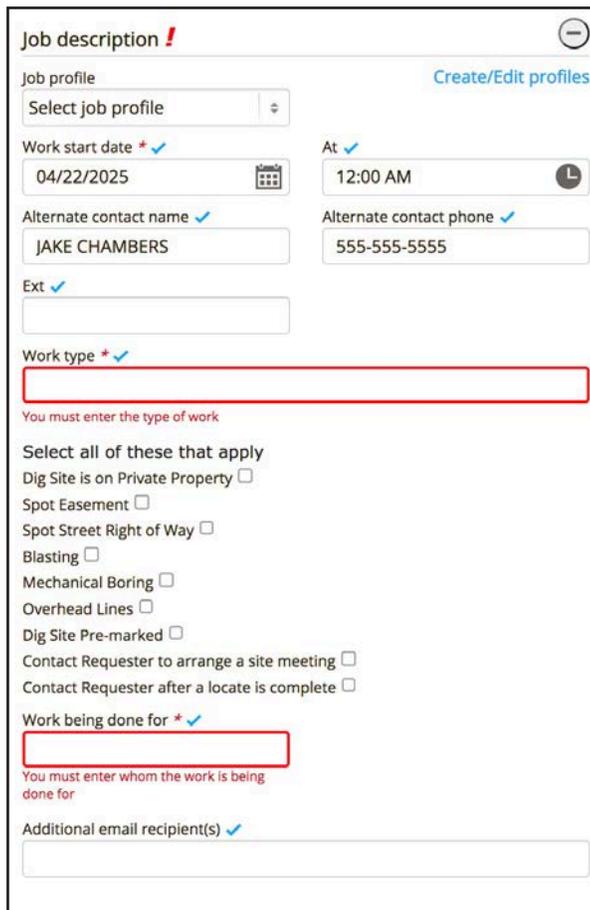


The **Location of Work** should contain explicit marking instructions and driving directions from a nearby intersection. Read both carefully and revise if needed. Both the marking instructions and driving directions must match the ticket's corresponding mapping (shown on the left side of the page). If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

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

Apply information to all tickets for the selected job

The **Job Description** is for describing the nature and method of excavation, as well as the time frame of the job. Be sure to tick any relevant check-boxes. 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 start date \* ✓

At ✓

Alternate contact name ✓

Alternate contact phone ✓

Ext ✓

Work type \* ✓

You must enter the type of work

Select all of these that apply

Dig Site is on Private Property

Spot Easement

Spot Street Right of Way

Blasting

Mechanical Boring

Overhead Lines

Dig Site Pre-marked

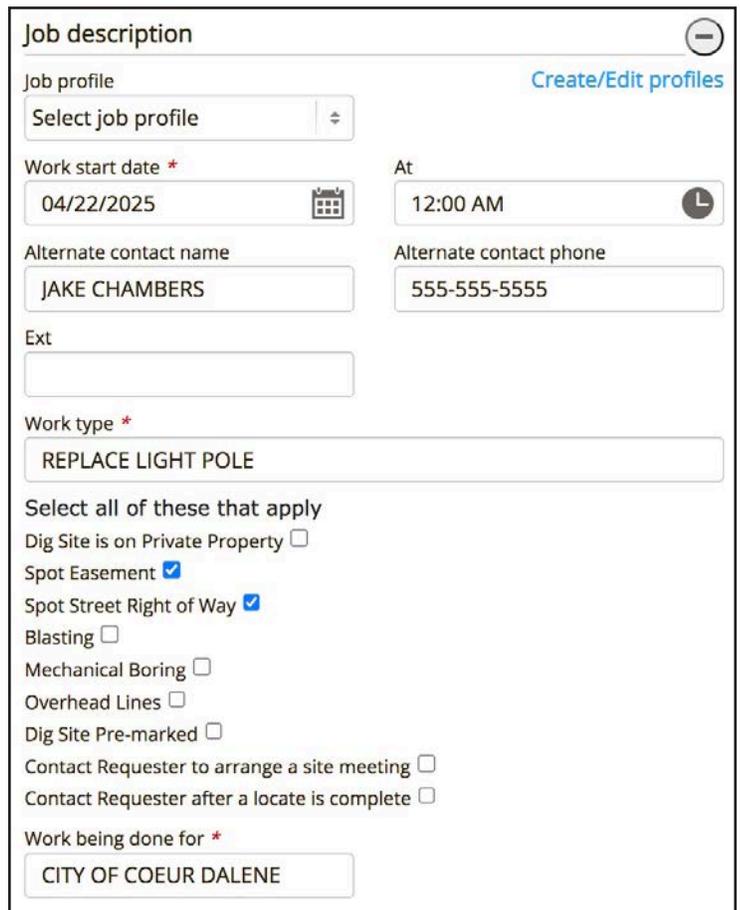
Contact Requester to arrange a site meeting

Contact Requester after a locate is complete

Work being done for \* ✓

You must enter whom the work is being done for

Additional email recipient(s) ✓



Job description ⊖

Job profile Create/Edit profiles

Select job profile

Work start date \*

At

Alternate contact name

Alternate contact phone

Ext

Work type \*

Select all of these that apply

Dig Site is on Private Property

Spot Easement

Spot Street Right of Way

Blasting

Mechanical Boring

Overhead Lines

Dig Site Pre-marked

Contact Requester to arrange a site meeting

Contact Requester after a locate is complete

Work being done for \*

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

### Excavator information

|                 |                           |                           |                       |
|-----------------|---------------------------|---------------------------|-----------------------|
| Contact name *  | EDDIE DEAN                | Email (ITIC user email) * | briancasey@occinc.com |
| Daytime phone * | 503-232-1980              | Ext                       |                       |
| Best time       | Morning                   |                           |                       |
| Company name *  | TOREN BROTHERS EXCAVATING |                           |                       |
| Fax no          |                           |                           |                       |
| Address *       | 19                        | Street or PO Box *        | ODD LN                |
| City *          | TULL                      | State *                   | ID                    |
| Zip *           | 83815                     | Cell phone                |                       |
| Pager           |                           | Ext                       |                       |

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 tickets**

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 1/1 | E FRONT AVE | S 8TH ST     | COEUR D'ALENE | KOOTENAI | STANDARD LOCATE | 04/22/2025 12:00 AM |       |
| <input checked="" type="checkbox"/> | Job B - ticket 1/1 | E FRONT AVE | S 8TH ST     | COEUR D'ALENE | KOOTENAI | STANDARD LOCATE | 04/22/2025 12:00 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 1/1   | E FRONT AVE                    | S 8TH ST       | COEUR D'ALENE | KOOTENAI  | STANDARD LOCATE | 04/22/2025 12:00 AM | 04/17/25 08:51 AM |
| District               | Company                        | Facility types |               | Message   |                 |                     |                   |
| AVCDA01                | AVISTA UTILITIES               |                |               |   |                 |                     |                   |
| AVCDA02                | AVISTA UTILITIES               |                |               | Ticket 351060001 has been completed.  |                 |                     |                   |
| CDAWW01                | CITY OF COEUR D ALENE WASTEWAT |                |               | You will receive an email with a copy of your ticket. Please check it for accuracy. |                 |                     |                   |
| CICDA01                | CITY OF COEUR D ALENE WATER DP |                |               |   |                 |                     |                   |
| FAT01                  | FATBEAM LLC                    |                |               |   |                 |                     |                   |
| TDS01                  | TDS METROCOM LLC               |                |               |   |                 |                     |                   |
| ZIPID01                | ZIPLY FIBER                    |                |               |   |                 |                     |                   |
| Number of districts: 7 |                                |                |               |   |                 |                     |                   |
| — Job B - ticket 1/1   | E FRONT AVE                    | S 8TH ST       | COEUR D'ALENE | KOOTENAI  | STANDARD LOCATE | 04/22/2025 12:00 AM | 04/17/25 08:51 AM |
| District               | Company                        | Facility types |               | Message   |                 |                     |                   |
| AVCDA01                | AVISTA UTILITIES               |                |               |   |                 |                     |                   |
| AVCDA02                | AVISTA UTILITIES               |                |               | Ticket 351060002 has been completed.  |                 |                     |                   |
| CDAWW01                | CITY OF COEUR D ALENE WASTEWAT |                |               | You will receive an email with a copy of your ticket. Please check it for accuracy. |                 |                     |                   |
| CICDA01                | CITY OF COEUR D ALENE WATER DP |                |               |   |                 |                     |                   |
| TDS01                  | TDS METROCOM LLC               |                |               |   |                 |                     |                   |
| ZIPID01                | ZIPLY FIBER                    |                |               |   |                 |                     |                   |

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' main menu. At the top, there is a navigation bar with the iSITE logo, a search bar labeled 'search all tickets', and a user profile section for 'briancasey@occinc.com'. A prominent red warning banner reads: 'WARNING: This is a test site. Tickets will not be released.' Below this, the 'My Tickets' section features a sub-search bar and buttons for 'Duplicate a dig' and 'Create job ticket'. A summary row shows ticket counts: 'All released(0)', 'Expiring/expired(10)', 'No response(0)', 'Unreleased(0)', and 'Violation reported(0)'. The main search area includes filters for 'Released between' (04/10/25 to 04/17/25) and 'Phone' (Numbers). There are also buttons for 'Apply', 'Search by ticket #', and 'More search options'. Below the search filters, there are links for 'View ticket map' and 'Page settings'. A row of status filters includes 'Unread conversation', 'Emergency', 'Priority', 'Past due', 'Meeting', 'Canceled', 'Locked', and 'Pending Extension'. A table header is visible with columns: 'Ticket #', 'Release date/time', 'Address/street', 'Cross Street', 'Place', 'County', 'Start date/time', 'Type', and 'Work type'. The table content area displays 'No data available in table'. At the bottom, there is a pagination control showing 'Show 10 entries' and 'Showing 0 to 0 of 0 entries', with 'Previous' and 'Next' buttons.

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 54 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.

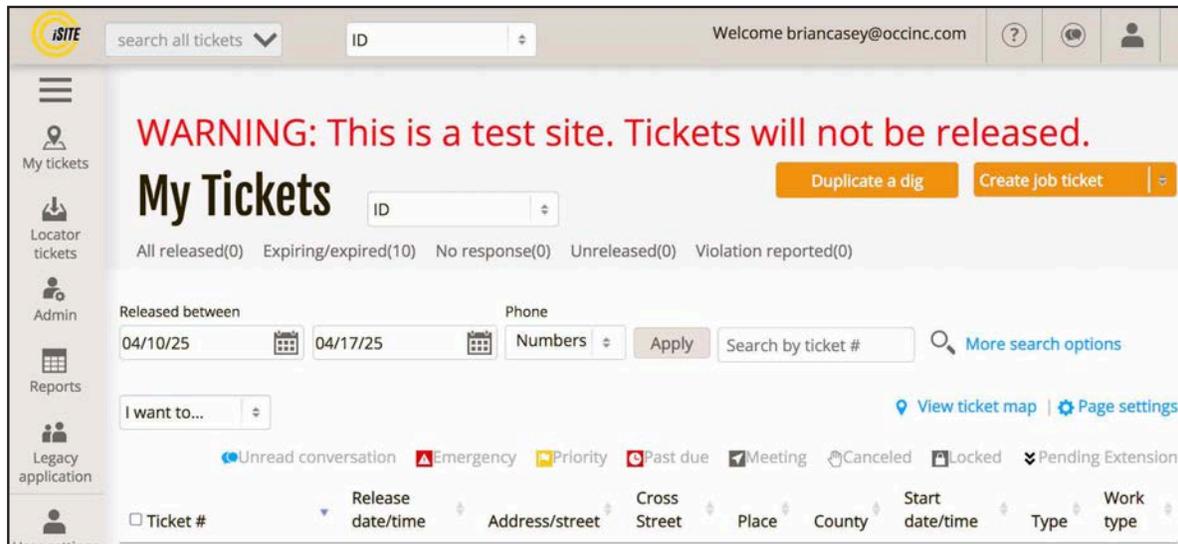
The  button will bring up the **Contact and Help Information** page, where you can find training materials, helpful links and other resources to assist you.

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.



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.  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.)

# My Tickets

Create job ticket

ID

All released(3) Expiring/expired(29) No response(0) Unreleased(0) Violation reported(0)

Released between  
 05/06/25  05/06/25

[View ticket list](#) | [Page settings](#)

3 records found

Google

Keyboard shortcuts: Map data ©2025 Google 2 km

- ✓ Create job ticket
- Standard locate** 
- Emergency locate
- Meet
- Pre-Design Rqst

# 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](#)

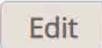
#### User profile

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



#### Personal information

|           |                       |
|-----------|-----------------------|
| Full name | EDDIE DEAN            |
| Phone     | 5035555555            |
| Email     | briancasey@occinc.com |



#### Company information

ID 

|              |                         |
|--------------|-------------------------|
| Company name | ONE CALL CONCEPTS, INC. |
| Address      | 19 ODD LN               |
| City         | TULL                    |
| State        | ID                      |
| Zip code     | 83815                   |
| Phone        |                         |
| 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

ID ▾

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

ID ▾

**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

Do not 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 **Job profiles** Quick notes

Job profiles [Create job profile](#) ID

Search by profile name

**NEW HOME**

|  |   |
|--|---|
| Alternate contact name                       | SUSANNAH DEAN                                 |
| Alternate contact phone                      | 2085557777                                    |
| Ext  |   |
| Work type                                    | EXCAVATE FOUNDATION FOR NEW HOME CONSTRUCTION |
| Work being done for                          |   |
| Additional email recipients                  | FRONTDESK@TORENBROS.C...                      |
| Dig site is on private property              | YES   |
| Spot easement                                | YES   |
| Blasting                                     | NO  |
| Mechanical boring                            |   |
| Overhead lines                               |   |
| Spot street right of way                     |   |
| Dig site pre-marked                          |   |
| Contact requester to arrange a site meeting  |   |
| Contact requester after a locate is complete | YES   |

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

**Settings & Preferences**  
User profile Application settings **Job profiles** Quick notes

Job profile name

Alternate contact name

Alternate contact phone

Ext

Work type

Work being done for

Additional email recipient(s)

|   |  |
|---|--|
| Dig site is on private property <input type="text"/>                          | Spot easement <input type="text"/>                               |
| Blasting <input type="text"/>   | Mechanical boring <input type="text"/>                           |
| Overhead lines <input type="text"/>   | Spot street right of way <input type="text"/>                    |
| Dig site pre-marked <input type="text"/>                                      | Contact requester to arrange a site meeting <input type="text"/> |
| Contact requester after a locate is complete <input type="text" value="Yes"/> |  |

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

**Job description !** ⊖

Job profile Create/Edit profiles

- ✓ Select job profile
- LANDSCAPING**
- NEW HOME
- LAST TICKET

At: 12:00 AM ⌚

Alternate contact name: SUSANNAH DEAN

Alternate contact phone: 208-555-7777

Ext:

Work type \*

You must enter the type of work

Select all of these that apply

- Dig Site is on Private Property
- Spot Easement
- Spot Street Right of Way
- Blasting
- Mechanical Boring
- Overhead Lines
- Dig Site Pre-marked
- Contact Requester to arrange a site meeting
- Contact Requester after a locate is complete

Work being done for \*

You must enter whom the work is being done for

Additional email recipient(s)

**Job description !** ⊖

Job profile Create/Edit profiles

LANDSCAPING

Work start date \* 06/03/2025 📅

At: 12:00 AM ⌚

Alternate contact name: JAKE CHAMBERS

Alternate contact phone: 208-555-9999

Ext:

Work type \* LANDSCAPING

Select all of these that apply

- Dig Site is on Private Property
- Spot Easement
- Spot Street Right of Way
- Blasting
- Mechanical Boring
- Overhead Lines
- Dig Site Pre-marked
- Contact Requester to arrange a site meeting
- Contact Requester after a locate is complete

Work being done for \*

You must enter whom the work is being done for

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         |        |
| LAST TICKET      |        |
| LANDSCAPING      |        |

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 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 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.

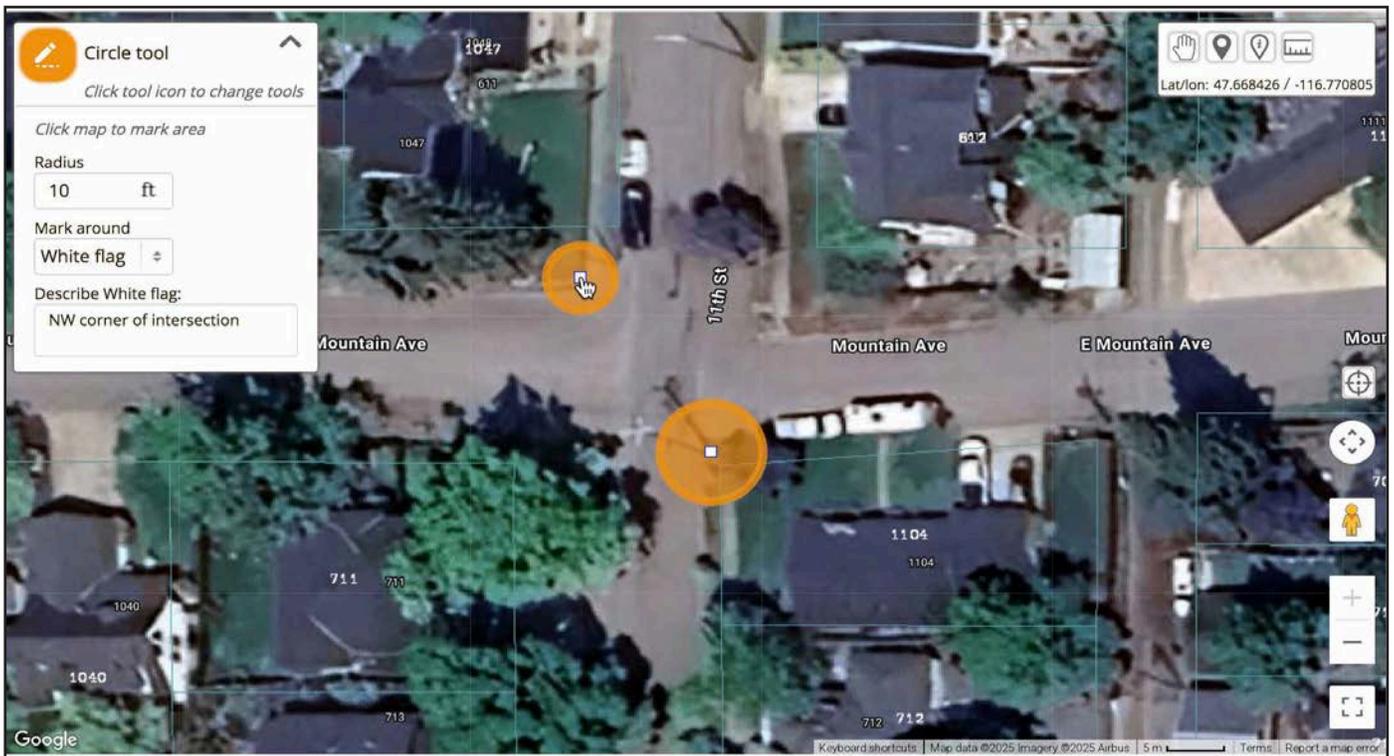
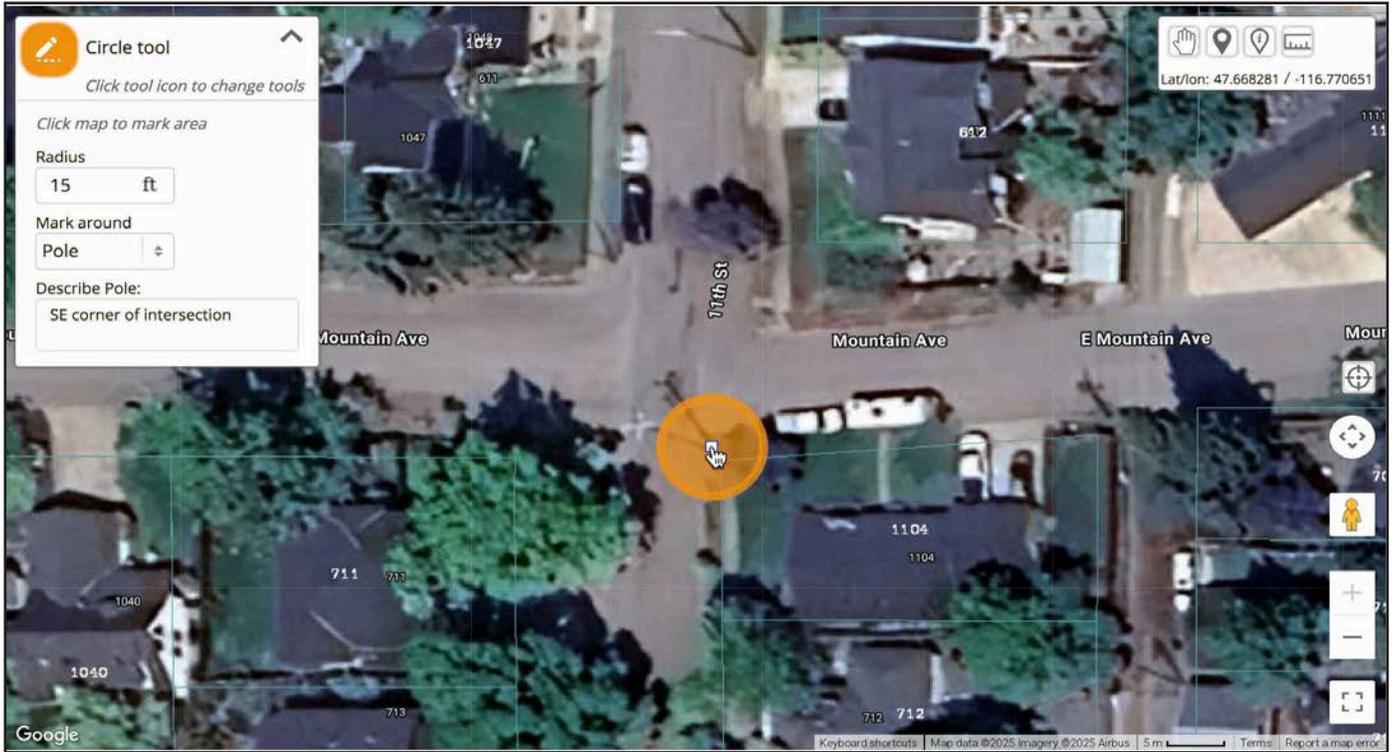
Next, enter the radius (in feet) needed to contain your work site.

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

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 “Mark around” 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 response box. Then click the Save button.



# Route Excavation Tool

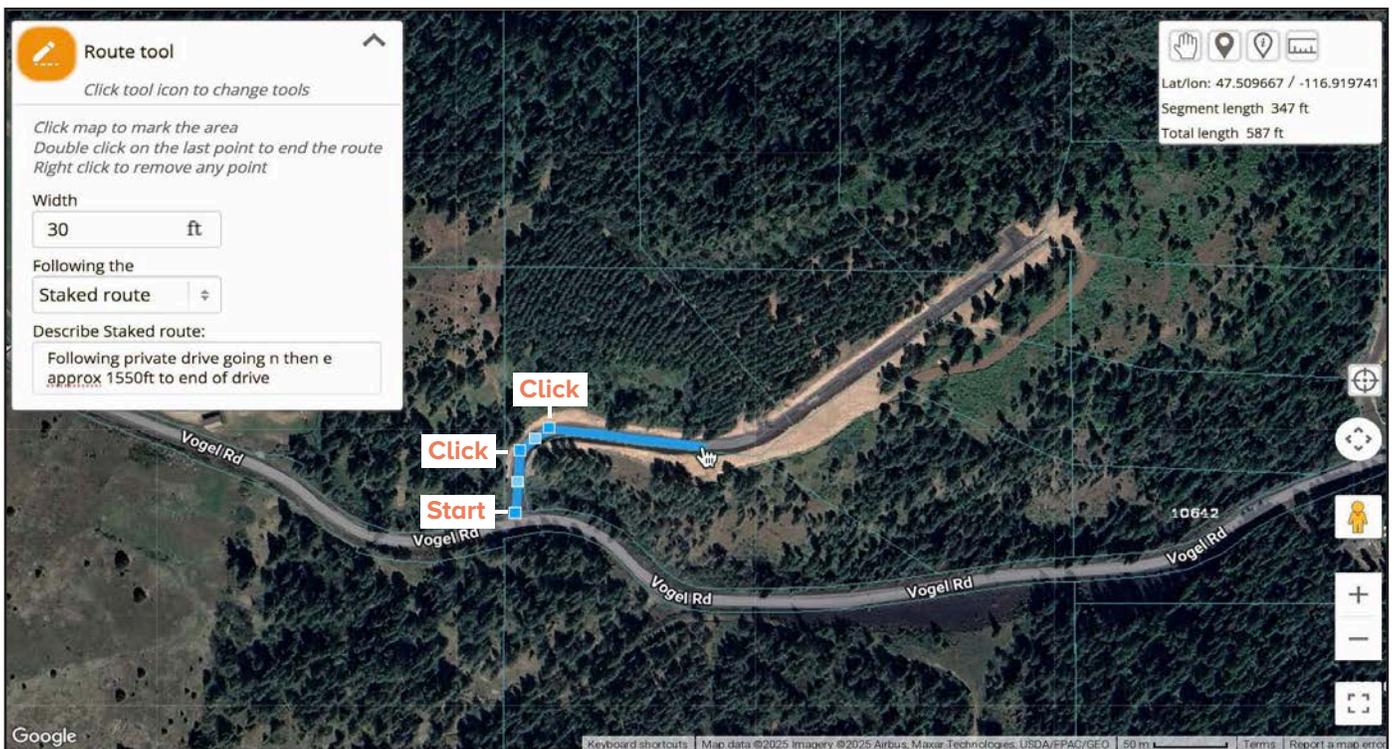
The Route tool allows users to create long, narrow excavation entities. The Route tool is an excellent choice for defining an excavation area when trenching, performing road repair/ replacement, or any other type of work involving a long, narrow excavation area. You can create as many route entities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

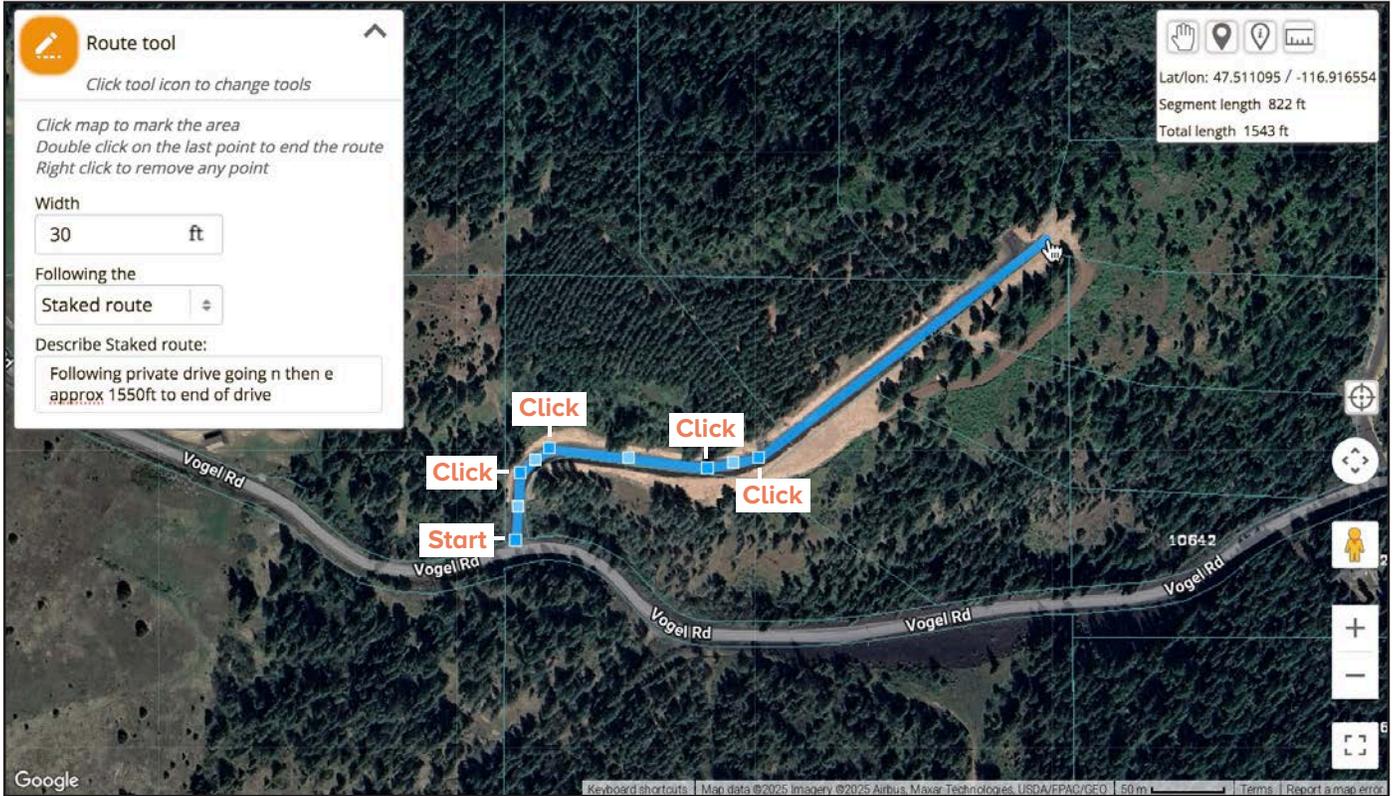
First, access the Drawing Tools menu and choose the **Route Excavation** tool.

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\*.)

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

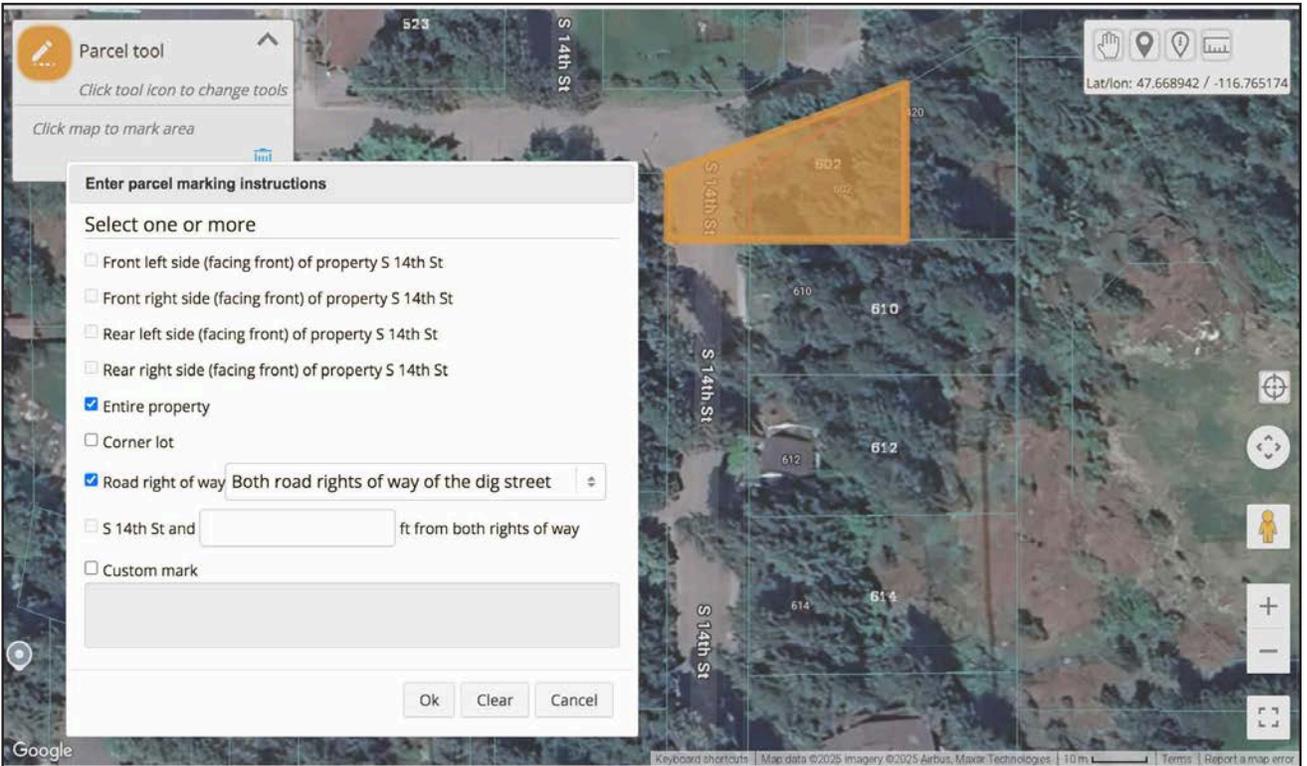
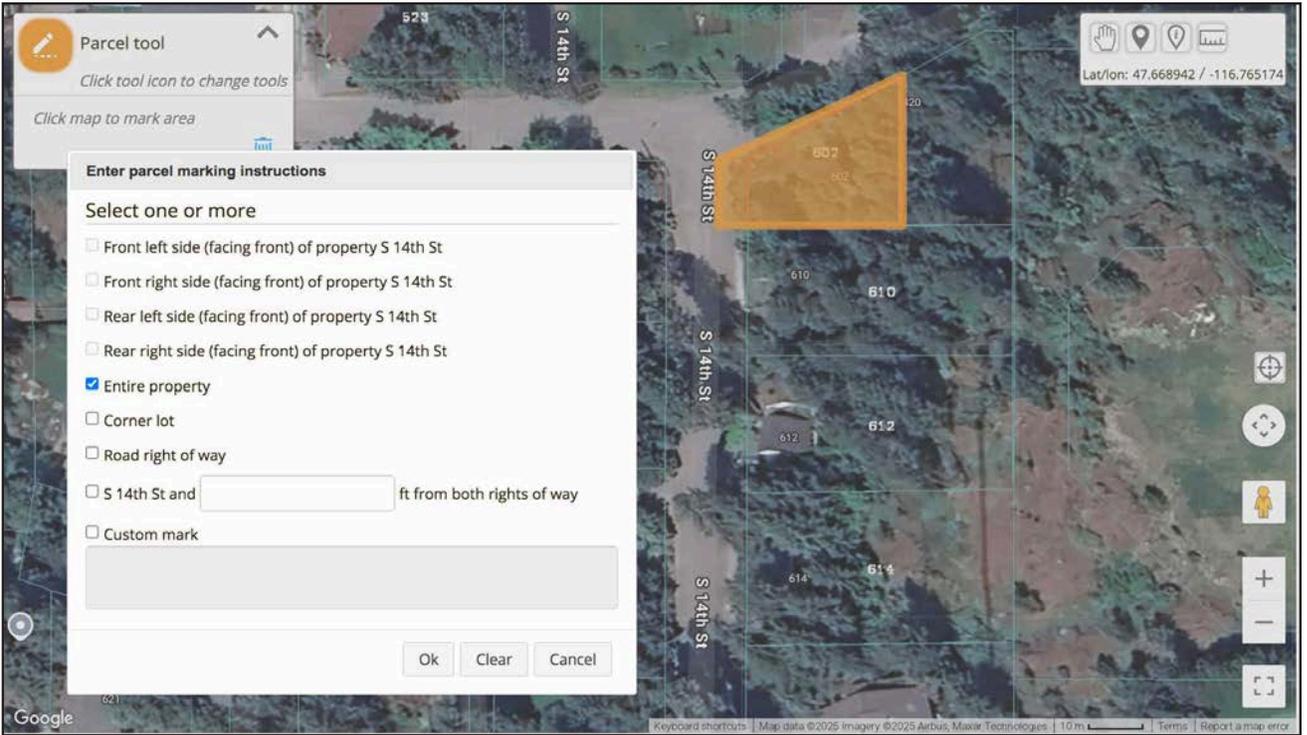
The **Property Excavation** tool allows users to create excavation entities based on available parcel data. You can create as many Property entities as needed. (The Property Excavation tool will only be visible in areas where parcel data is available. Also, the Property Excavation tool will only appear 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.)

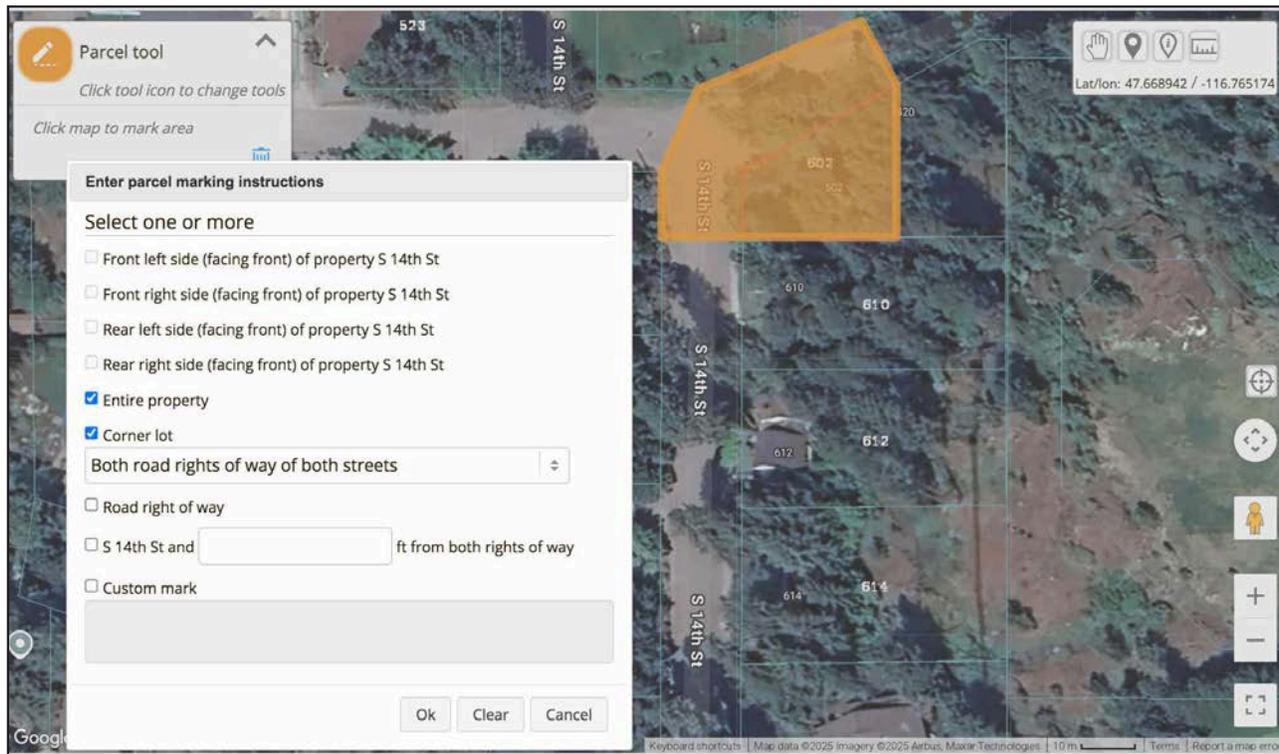
First, access the Drawing Tools menu and choose the **Property Excavation** tool.

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 “Road right of way ” or “(dig street) and \_\_\_\_\_ ft from both rights of way” option. Choosing either of these options will expand the excavation entity accordingly. If the work area is on a corner lot and you need to include the side street road right of way, chose the Corner Lot option to enable a corresponding drop-down menu.







## Street Excavation Tool

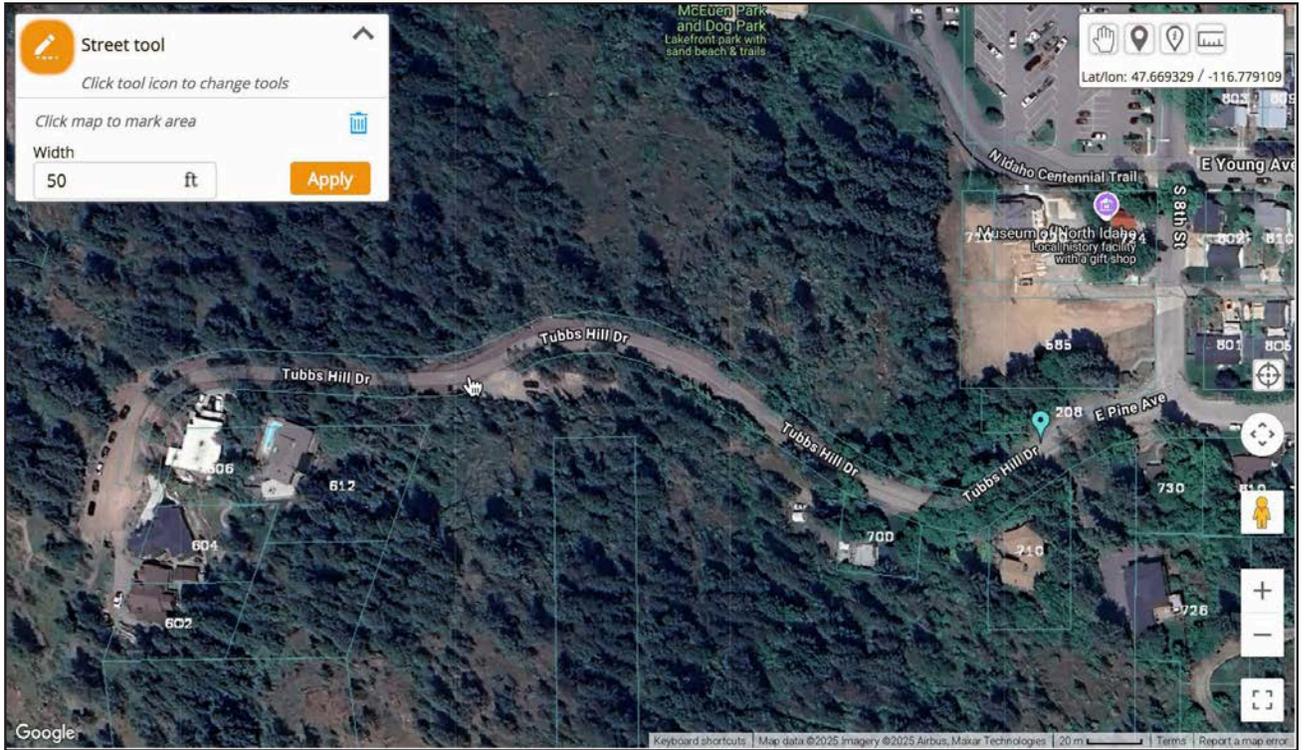
The Street Excavation tool allows users to create excavation entities based on roads and highways. You can create as many Street entities as needed.

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.

When using the Other tool you will be required to manually enter Location Information on Step 2 including the Street Number/Address (if applicable), the Street Name, the Nearest Intersecting Street, and the Spotting/Marking instructions. If no address is available for the worksite you must include driving directions from the nearest intersecting street as well.

**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.





Ticket type: Standard locate

**Location information !**

\* Indicates required field

County \*  City/place \*

Street no

Street name \*

You must enter a street name

Nearest intersecting street \*

You must enter the cross street

2nd intersecting street

Coord type  Zone

Lat/north  Lon/east

Township: (Ex: 27S)  Range: (Ex: 3E)

Sect-qr: (Ex: 27-NE,26-NW)

Spotting/markings instructions \*

# 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** 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  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.

# Locator Tickets

340 unviewed emergency tickets

All tickets(464) Open Emergency(0) Due today(0) Due next business day(0) Unassigned(0)

Released between: 05/01/25 to 05/15/25 | District: Districts | Filter by: All Tickets in Production | Apply | More search options

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

464 records found | Unread conversation | Emergency | Priority | Past due | Updated | Meeting | Canceled | Locked | Pending Extension

| Ticket #  | Header           | Orig Call           | Begin               | Street                | City          | District | Locator | Status            |
|-----------|------------------|---------------------|---------------------|-----------------------|---------------|----------|---------|-------------------|
| 251260085 | EMERGENCY LOCATE | 2025/05/06 11:51 am | 2025/05/06 12:00 pm | 30701 S HWY 97        | HARRISON      | AVCDA01  |         | Clear/No Conflict |
| 251280059 | EMERGENCY LOCATE | 2025/05/08 02:09 pm | 2025/05/08 02:15 pm | 5334 N CYNTHIA ST     | COEUR D'ALENE | AVCDA01  |         | Clear/No Conflict |
| 251290023 | EMERGENCY LOCATE | 2025/05/09 10:06 am | 2025/05/09 02:15 pm | 1002 HIGHWOOD         | COEUR D'ALENE | AVCDA01  |         | Clear/No Conflict |
| 251290025 | EMERGENCY LOCATE | 2025/05/09 10:11 am | 2025/05/09 10:15 am | 505 E HARRISON AVE    | COEUR D'ALENE | AVCDA01  |         | Clear/No Conflict |
| 251290030 | EMERGENCY LOCATE | 2025/05/09 10:39 am | 2025/05/09 10:45 am | N CHISHOLM CT         | POST FALLS    | AVCDA01  |         | Clear/No Conflict |
| 251290051 | EMERGENCY LOCATE | 2025/05/09 12:52 pm | 2025/05/09 01:00 pm | 1102 E HIGHWOOD LN    | COEUR D'ALENE | AVCDA01  |         | Clear/No Conflict |
| 251330056 | EMERGENCY LOCATE | 2025/05/13 10:25 am | 2025/05/13 10:30 am | 5334 N CYNTHIA ST     | COEUR D'ALENE | AVCDA01  |         | Clear/No Conflict |
| 251340081 | EMERGENCY LOCATE | 2025/05/14 12:18 pm | 2025/05/14 12:30 pm | 4137 S BEACON HILL CT | COEUR D'ALENE | AVCDA01  |         | Marked/Completed  |
| 251350040 | EMERGENCY LOCATE | 2025/05/15 10:41 am | 2025/05/15 10:45 am | 119 E FOSTER AVE      | COEUR D'ALENE | AVCDA01  |         | Clear/No Conflict |
| 251340065 | MEET             | 2025/05/14 09:55 am | 2025/05/17 12:00 am | 3344 W BEAN AVE       | HAYDEN        | AVCDA01  |         | Clear/No Conflict |

Show 10 entries | Showing 1 to 10 of 464 entries | Previous | 1 | 2 | 3 | 4 | 5 | ... | 47 | Next

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# 251260014

[Return to ticket list](#)

Status: Not Yet Responded  
 Locator: Not Assigned



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

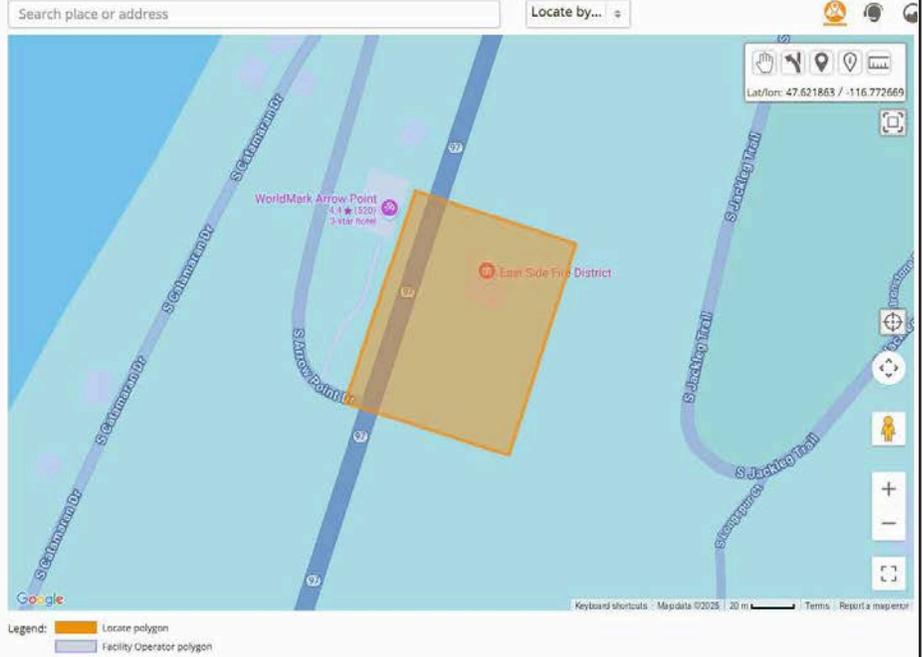
[Hide district polygons](#) [Expand map](#)

## Ticket information

Ticket number: 251260014  
 Original call date: 05/06/25 07:10 am  
 Work to begin date: 05/09/25 12:00 am  
 Expiration date: 06/04/25 12:00 am  
 Type/header: STANDARD LOCATE CALL

## Location information

State: ID  
 County: KOOTENAI  
 City/place: HARRISON  
 Street no: 20338  
 Street name: S HWY 97  
 Nearest intersecting street: S ARROW POINT DR  
 2nd intersecting street: E MOCKINGBIRD LOOP  
 Spotting/marking instructions: MARK APX 10FT EITHER SIDE OF THE DRIVEWAY APPROACH...  
 Remarks: [Show more](#)  
 Map Coord:  
 NW Lat: 47.6231513  
 Lon: -116.7710129  
 SE Lat: 47.6220145  
 Lon: -116.7695394



## Excavation information

Work type: INSTALL CULVERT  
 Work being done for: EAST SIDE FIRE DIST.  
 Dig site pre-marked: Y

## Excavator information

Company name: PRIME TIME CONSTRUCTION  
 Contact name: BRAD KLIKA  
 Email: [primetimeconex@gmail.com](mailto:primetimeconex@gmail.com)  
 Daytime phone: 208-818-6909  
 Alternate contact name: NONE

## Attachments

| Date                       | File Name | Description | Private |
|----------------------------|-----------|-------------|---------|
| No data available in table |           |             |         |

Showing 0 to 0 of 0 entries [Previous](#) [Next](#)

## Ticket history

| Date                 | Type                        | District                 | Display           | Locator | User   |
|----------------------|-----------------------------|--------------------------|-------------------|---------|--------|
| 05/21/25 01:11:03 am | Ticket Closed               | AVCDA01 AVISTA UTILITIES |                   |         | System |
| 05/09/25 12:00:04 am | Ticket Status-EMAIL         |                          |                   |         | System |
| 05/06/25 11:41:27 am | Ticket Check Response Added | AVCDA01 AVISTA UTILITIES | Clear/No Conflict |         | id-elm |
| 05/06/25 07:15:00 am | Ticket Created              |                          |                   |         | System |
| 05/06/25 07:15:00 am | Ticket Check Response Added | AVCDA01 AVISTA UTILITIES | Not Yet Responded |         | System |

Showing 1 to 5 of 5 entries [Previous](#) [1](#) [Next](#)

## Members notified

### Status history

| District | Company name                   | Marking concerns | Customer service | Repair       | Status            |
|----------|--------------------------------|------------------|------------------|--------------|-------------------|
| AVCDA02  | AVISTA UTILITIES               | 888-728-9343     | 800-227-9187     | 800-227-9187 | Clear/No Conflict |
| NKWAT01  | NORTH KOOTENAI WATER SEWER DIS | 208-661-2713     | 208-687-6593     | 208-687-6593 | Not Yet Responded |
| ZIPID01  | ZIPLY FIBER                    | 800-778-9140     | 866-947-5995     | 866-947-5995 | Marked/Completed  |
| AVCDA01  | AVISTA UTILITIES               | 888-728-9343     | 800-227-9187     | 800-227-9187 | Clear/No Conflict |

Showing 1 to 4 of 4 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/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 44 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 52 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 AVCDA01

Status

Please select

Status comments (250 character limit)

Add internal notes

Comments (internal)

Cancel Save and...

### Update assigned locator

Locator

Please select

### Update internal status

Open / Close

Close

# 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

36 results found

| Username       | Email                  | State access   | Print footer/Quick notes | Active                              | Action |
|----------------|------------------------|--|--------------------------|-------------------------------------|--------|
| occ-michellewa | micheller@occinc.com   | WA   | <a href="#">View</a>     | <input checked="" type="checkbox"/> |        |
| occ-nyhelp     | nyhelp@occinc.com      | NY   | <a href="#">View</a>     | <input checked="" type="checkbox"/> |        |
| occ-sbuxton    | sbuxton@occinc.com     | IA, ND   | <a href="#">View</a>     | <input checked="" type="checkbox"/> |        |
| occ-support    | support@occinc.com     | TX, KY, MD, MN, NY, IA, ND, Non OCC States, LA, MO, NJ, OR, NE, MT, DE, WA, ID, KS, HI | <a href="#">View</a>     | <input checked="" type="checkbox"/> |        |
| occ-tnesheim   | tyler@occinc.com       | MO   | <a href="#">View</a>     | <input checked="" type="checkbox"/> |        |
| occ-dparks     | dparks@missutility.net | MD, DE   | <a href="#">View</a>     | <input type="checkbox"/>            |        |

Showing 31 to 36 of 36 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\(41\)](#) [Polygon auto-assignments\(18\)](#) [Rule based auto-assignments\(7\)](#)

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                              |
|--------------|--------------|-----------------------------|-------------------|-------------------------------------|-------------------------------------|
| Locator 5    | John Doe     | marcus@occinc.com           | 06/02/17 03:58 pm | <input checked="" type="checkbox"/> | <input type="button" value="Edit"/> |
| Locator 3    | Test         | crvignola1@cougars.ccis.edu | 05/11/16 02:46 pm | <input type="checkbox"/>            | <input type="button" value="Edit"/> |
| Locator 2    | Becky        | beckydale76@yahoo.com       | 12/12/16 10:01 am | <input checked="" type="checkbox"/> | <input type="button" value="Edit"/> |
| Locator 1    | Tyler        | occ-tnesheim                | 02/01/16 11:58 pm | <input checked="" type="checkbox"/> | <input type="button" value="Edit"/> |

Showing 1 to 4 of 4 entries Previous 1 Next

# Polygon Auto-Assignments

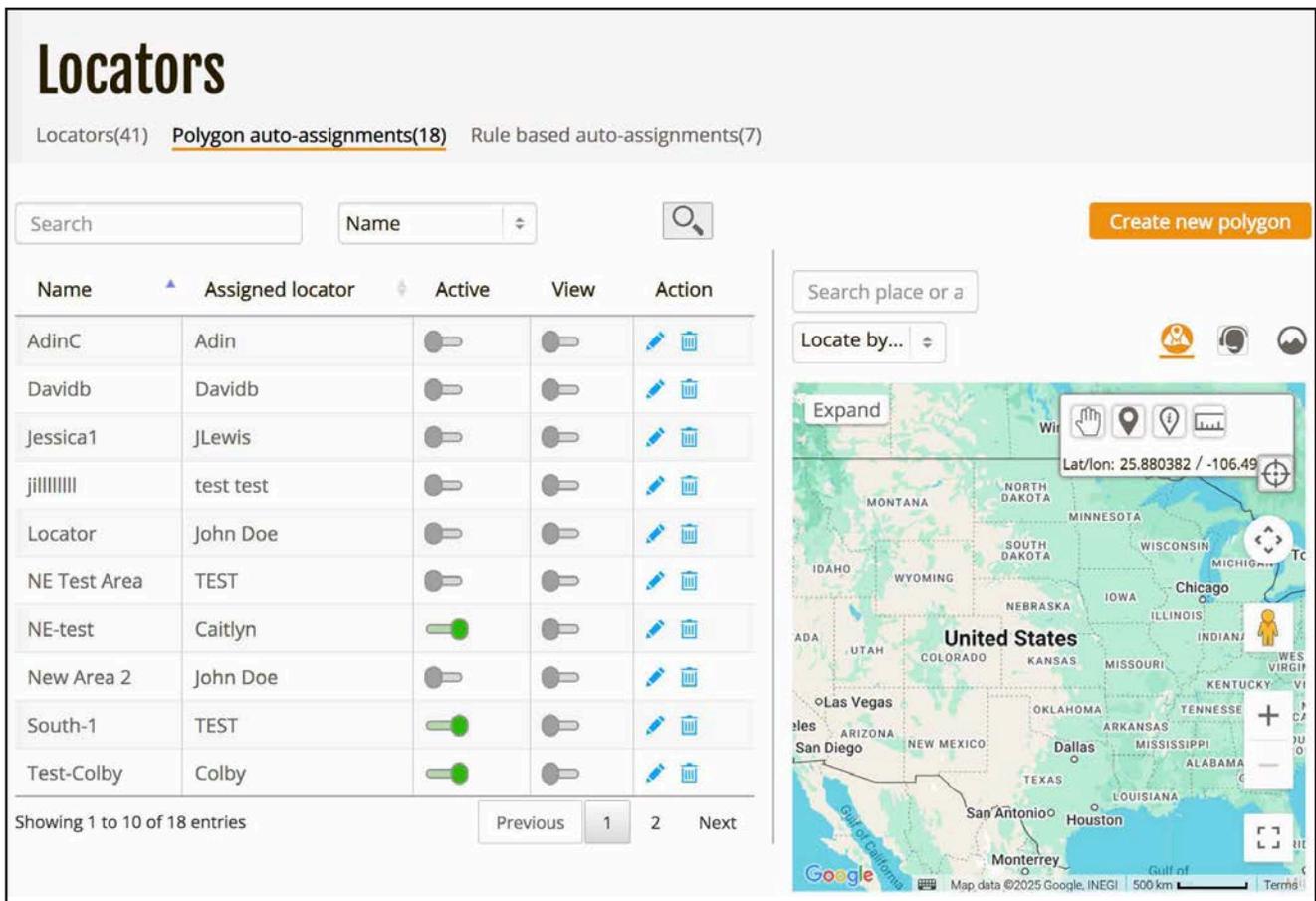
Polygon Auto-Assignments give administrators the ability to automatically assign locate tickets to locators based on the physical location of the work area.

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.



**Locators**

Locators(41) Polygon auto-assignments(18) Rule based auto-assignments(7)

Search  Name  

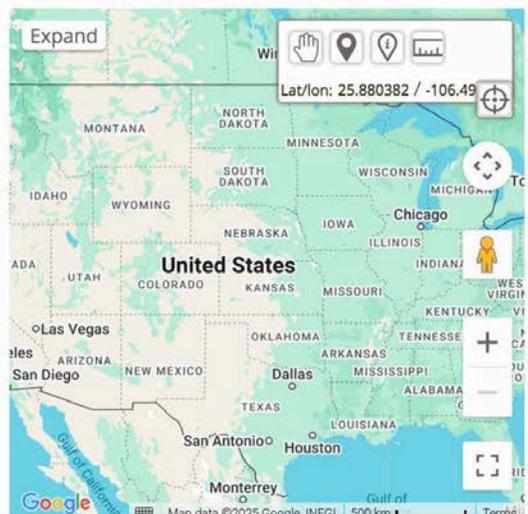
| Name         | Assigned locator | Active                              | View                     | Action  |
|--------------|------------------|-------------------------------------|--------------------------|---|
| AdinC        | Adin             | <input type="checkbox"/>            | <input type="checkbox"/> |   |
| Davidb       | Davidb           | <input type="checkbox"/>            | <input type="checkbox"/> |   |
| Jessica1     | JLewis           | <input type="checkbox"/>            | <input type="checkbox"/> |   |
| jlllllllll   | test test        | <input type="checkbox"/>            | <input type="checkbox"/> |   |
| Locator      | John Doe         | <input type="checkbox"/>            | <input type="checkbox"/> |   |
| NE Test Area | TEST             | <input type="checkbox"/>            | <input type="checkbox"/> |   |
| NE-test      | Caitlyn          | <input checked="" type="checkbox"/> | <input type="checkbox"/> |   |
| New Area 2   | John Doe         | <input type="checkbox"/>            | <input type="checkbox"/> |   |
| South-1      | TEST             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |   |
| Test-Colby   | Colby            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |   |

Showing 1 to 10 of 18 entries Previous 1 2 Next

**Create new polygon**

Search place or a

Locate by...



# 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\*  
Highlands

Assigned locator\*  
John Doe

Coeur d'Alene, ID, USA

Locate by...



# Edit Polygon Assignment

## Assignment information

Assignment name\*  
Highlands

Assigned locator\*  
John Doe

Active



### District access

| District        | Name | Active |
|-----------------|------|--------|
| ✓ Please select |      |        |
| HI - TEST01     |      |        |
| ID - AVCDA01    |      |        |
| OR - GRESH01    |      |        |
| OR - TEST01     |      |        |
| WA - 3LAKES01   |      |        |
| WA - AVCO101    |      |        |
| WA - TEST02     |      |        |

Search place or address

Locate by...



Legend: Auto Assignment area (orange), Facility Operator polygon (blue)

## 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.

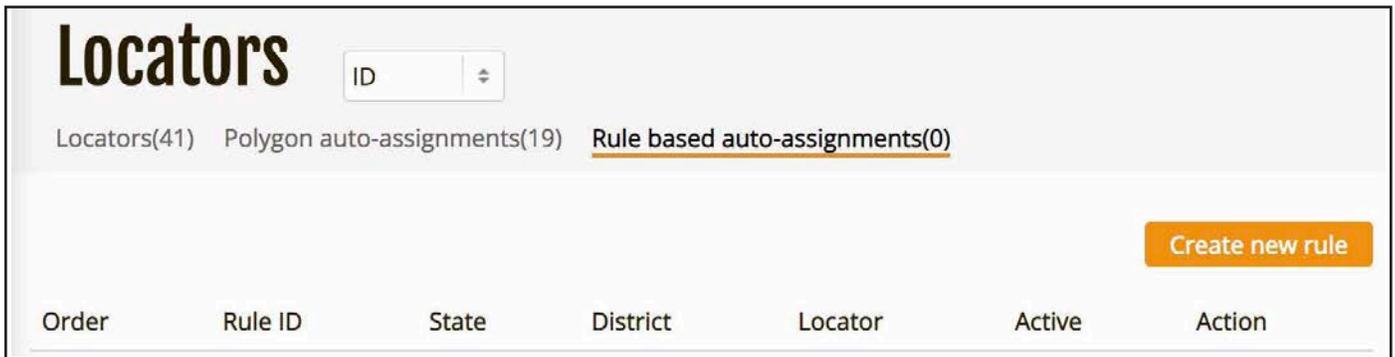
Priority determines the auto-assignments order of operation (if more than one auto-assignment is applicable to a given ticket).

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.



The screenshot shows a web interface for managing locators. At the top left, the word "Locators" is displayed in a large, bold font. To its right is a search bar with the text "ID" and a dropdown arrow. Below this, there are three tabs: "Locators(41)", "Polygon auto-assignments(19)", 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, a table is visible with the following columns: "Order", "Rule ID", "State", "District", "Locator", "Active", and "Action".

## Add a new rule

Priority

District

Locator

# Locators

ID

Locators(41) Polygon auto-assignments(19) Rule based auto-assignments(1)

| Order | Rule ID   | State | District | Locator  | Active                              | Action |
|-------|-----------|-------|----------|----------|-------------------------------------|--------|
| 1     | 253857059 | ID    | AVCDA01  | John Doe | <input checked="" type="checkbox"/> |        |

Field:  Match:  Value:

# 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  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 . 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

ID

Name ▲ State ⚙ District code ⚙ Email ⚙ Phone ⚙ Start time ⚙ End time ⚙ Week days ⚙ Active ⚙ Action ⚙

No data available in table

Showing 0 to 0 of 0 entries

Previous

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 \*

ID - AVCDA01

Alert name \*

Weekend Emergency

Email

name@domain.com

SMS provider

(:)

SMS phone

208-555-5555

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

EMERGENCY LOCATE

MEET

PRE-DESIGN RQST

STANDARD LOCATE

**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:

| Name                | State | District code | Email | Phone      | Start time | End time | Week days               | Active                              | Action |
|---------------------|-------|---------------|-------|------------|------------|----------|-------------------------|-------------------------------------|--------|
| Weekday Emergency A | ID    | AVCDA01       |       | 2085555555 | 17:00:00   | 23:59:59 | Mon, Tue, Wed, Thu, Fri | <input checked="" type="checkbox"/> |        |
| Weekday Emergency B | ID    | AVCDA01       |       | 2085555555 | 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 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

ID

View by district

All districts

State

District Code

Number of responses

Date updated

Updated by

Action

No data available in table

Showing 0 to 0 of 0 entries

Previous

Next

## Add Custom Responses

Cancel

Save

\* Indicates required field

State/District \*

ID - AVCDA01

Order

Question text

Field type

Required Active

1

Worksite Accessible?

Yes/No



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.

| Reports                 |  |                          |
|-------------------------|--|--------------------------|
| 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"/>                                   |

