



# 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. 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

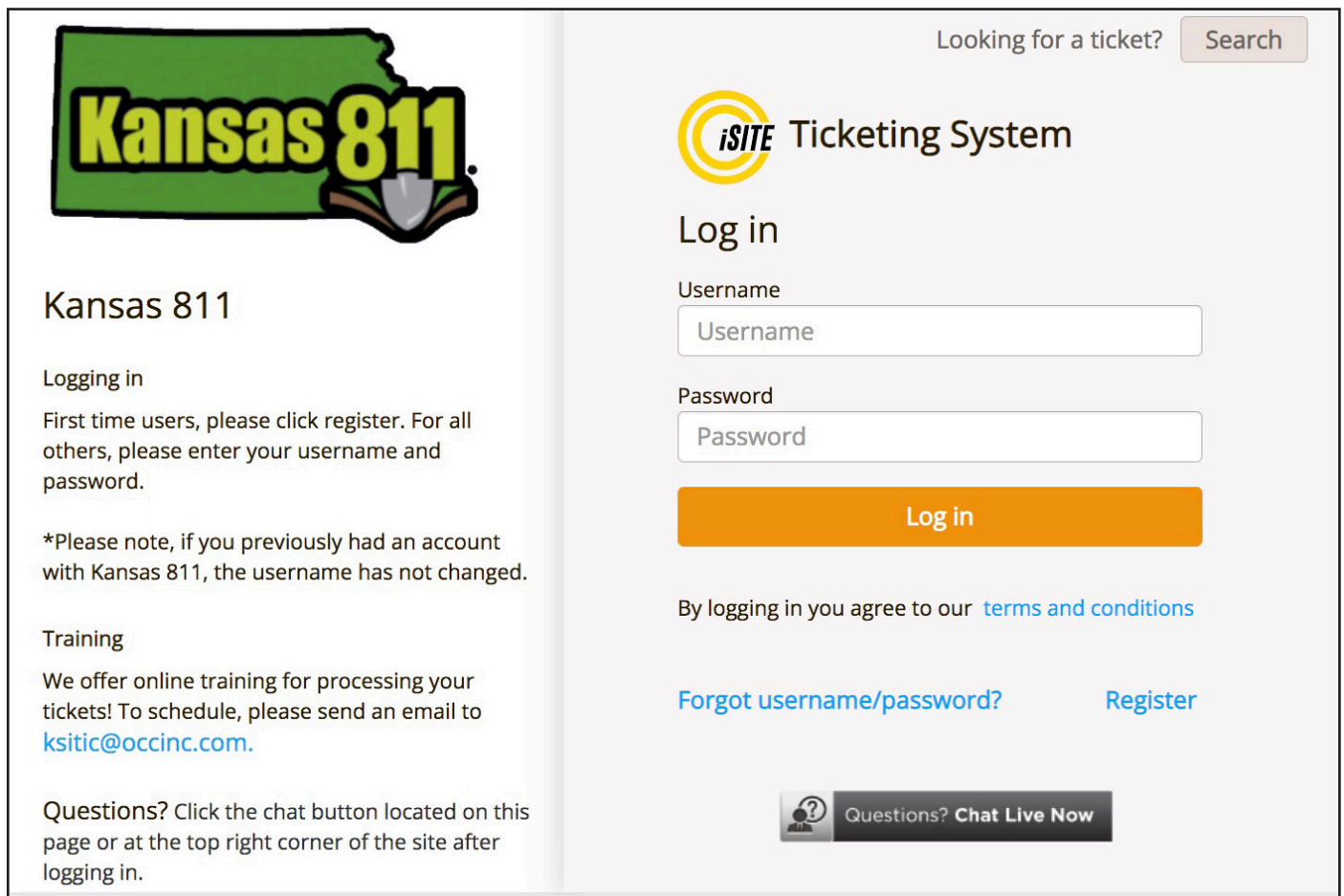
## Logging In

To access ITICnxt point your web browser to <https://ks.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.



Looking for a ticket?

# Kansas 811

**Kansas 811**

**Logging in**  
First time users, please click register. For all others, please enter your username and password.

\*Please note, if you previously had an account with Kansas 811, the username has not changed.

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

Questions? Click the chat button located on this page or at the top right corner of the site after logging in.

## 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 KS.

**WARNING: This is a test site. Tickets will not be released.**

## My Tickets

KS

Create job ticket

All released(2) Expiring/expired(0) Non response(0) Unreleased(0) Violation reported(0)

Released between: 04/19/23 to 04/26/23 Phone: Numbers Apply Search by ticket # More search options

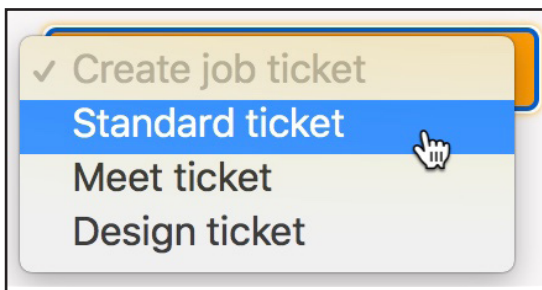
I want to... View ticket map Page settings

Emergency Priority Past due Meeting Canceled Locked Pending Extension

Ticket #	Release date/time	Address/street	Cross Street	City	County	Start date/time	Type	Type of work
<input type="checkbox"/> 33000628	04/24/23 02:48 pm	SW VAN BUREN ST	SW 8TH AVE	TOPEKA	SHAWNEE	05/01/23 09:01 am	STANDARD	STUMP REMOVAL
<input type="checkbox"/> 33000627	04/24/23 02:48 pm	SW HARRISON ST	SW 9TH ST	TOPEKA	SHAWNEE	05/01/23 09:01 am	STANDARD	SIGN REPLACEMENT

Show 10 entries Showing 1 to 2 of 2 entries Previous 1 Next

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






-  **Kansas State University** Manhattan, KS, USA 
-  **Kansas State University College of Engineering** Platt Street, Manhattan, KS, USA
-  **Kansas State Veterinary Diagnostic Laboratory** Denison Avenue, Manhattan, KS, USA
-  **Kansas State University Foundation** Kimball Avenue, Manhattan, KS, USA
-  **Kansas State University Parking Services** North Martin Luther King Jr. Drive, Manhattan, KS, USA

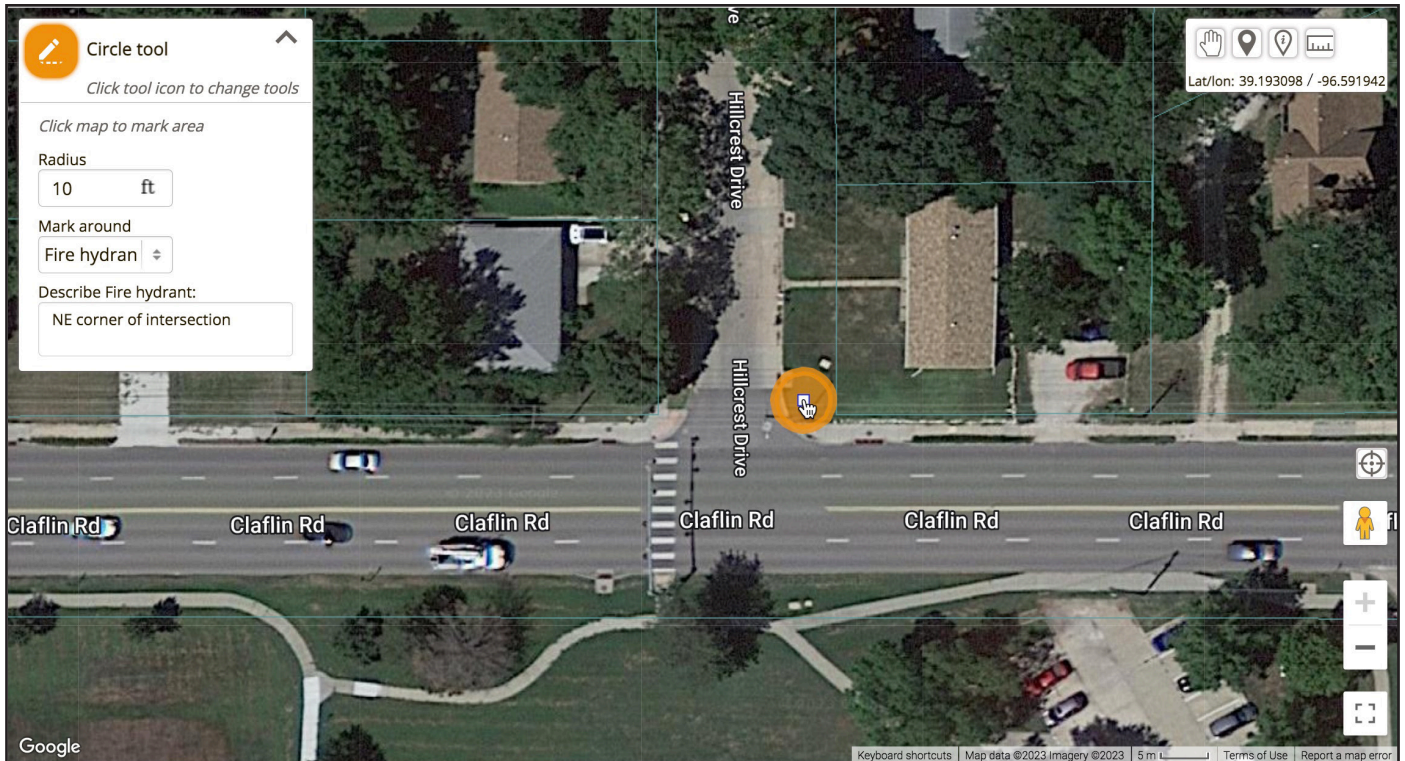
powered by

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

 **Select the type of work planned**  

---

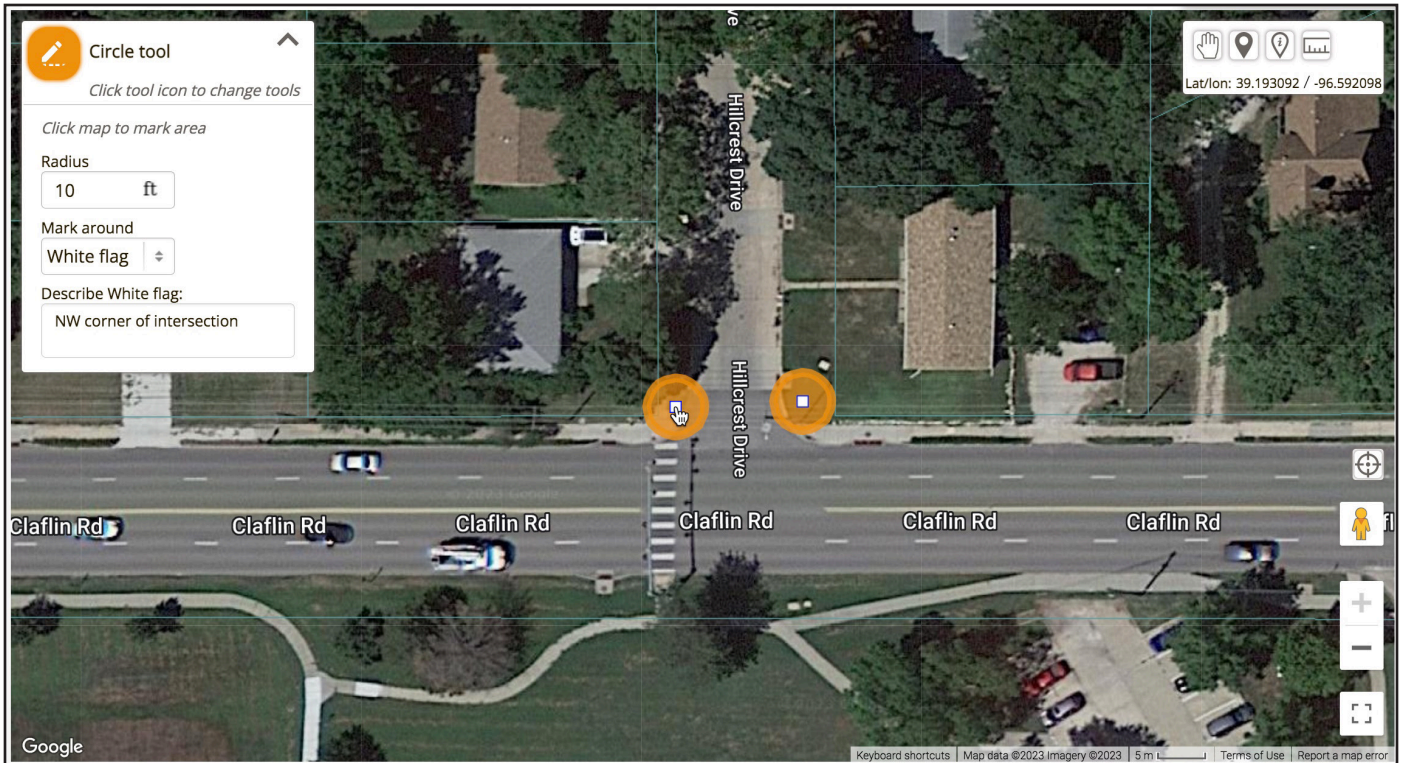
-  **Radius excavation**  
Planting trees, placing holes, etc
-  **Route excavation**  
Trenching/road repairs
-  **Property excavation**  
Excavation on a specific parcel of land
-  **Street excavation**  
Select existing street(s) on map to create route
-  **Other**  
Define an irregularly-shaped excavation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

# Create Job Ticket

Cancel Next

1 Mark location 2 Write instructions 3 Review & submit

Job A - ticket 1/1 !

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

Ticket type: Standard ticket

Location information ⊖

*\* Indicates required field*

City/place\*  County\*

House#

Street\*

Intersecting street\*

Location of work\*

THIS TICKET CONTAINS 2 CIRCLES.


THE CENTER OF THE FIRST CIRCLE IS LOCATED NEAR 1400 HILLCREST DR. MARK A 20 FT RADIUS AROUND THE FIRE HYDRANT - NE CORNER OF INTERSECTION.

FROM THE INTERSECTION OF HILLCREST DR AND CLAFLIN RD, HEAD NORTH ON HILLCREST DRIVE FOR 39 FT, HEAD E FOR 22 FEET TO THE FIRE HYDRANT.

THE CENTER OF THE SECOND CIRCLE IS LOCATED NEAR 1403 HILLCREST DR. MARK A 10 FT RADIUS AROUND THE WHITE FLAG - NW CORNER OF INTERSECTION.

FROM THE INTERSECTION OF HILLCREST DR AND CLAFLIN RD, HEAD NORTH ON HILLCREST DRIVE FOR 39 FT, HEAD W FOR 22 FEET TO THE WHITE FLAG.

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**.

[Cancel](#) [Next](#)

## 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 Kansas 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

Cancel New Edit ma

1 Mark location 2 Write instructions 3 Review & submit

Job A - ticket 1/1

Enter marking instructions and job details. Form settings

Ticket type: Standard ticket

**Location information**

\* Indicates required field

City/place\* MANHATTAN County\* RILEY

House #

Street\* HILLCREST DR

Intersecting street\* CLAFLIN RD

Location of work\*

THIS TICKET CONTAINS 2 CIRCLES.

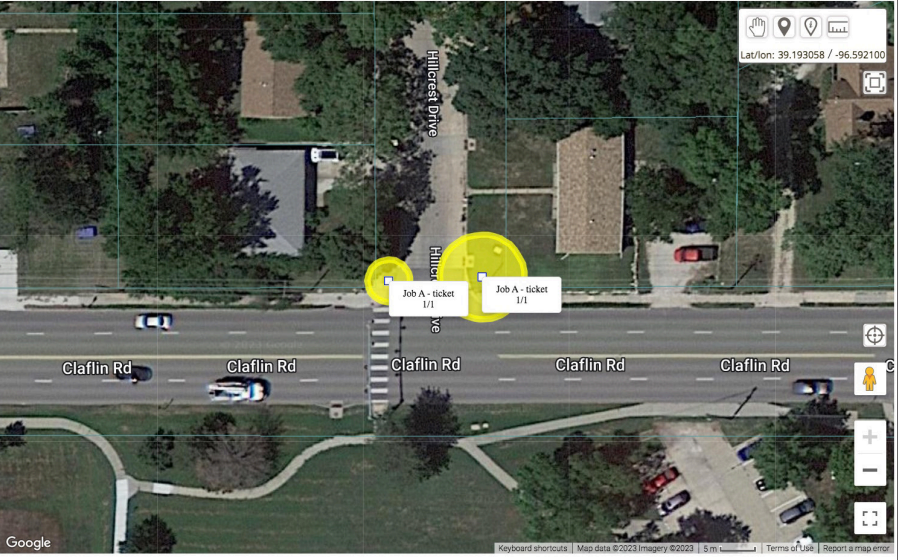
THE CENTER OF THE FIRST CIRCLE IS LOCATED NEAR 1400 HILLCREST DR. MARK A 20 FT RADIUS AROUND THE FIRE HYDRANT - NE CORNER OF INTERSECTION.

FROM THE INTERSECTION OF HILLCREST DR AND CLAFLIN RD, HEAD NORTH ON HILLCREST DRIVE FOR 39 FT, HEAD E FOR 22 FEET TO THE FIRE HYDRANT.

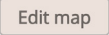
THE CENTER OF THE SECOND CIRCLE IS LOCATED NEAR 1403 HILLCREST DR. MARK A 10 FT RADIUS AROUND THE WHITE FLAG - NW CORNER OF INTERSECTION.

FROM THE INTERSECTION OF HILLCREST DR AND CLAFLIN RD, HEAD NORTH ON HILLCREST DRIVE FOR 39 FT, HEAD W FOR 22 FEET TO THE WHITE FLAG.

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






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 right side of the page). If you need to re-map the area click the  button.


**NOTE: Group Edit** mode allows you to apply the same Job Description information and Excavator Information to all tickets. 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. 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\* 

At\*  

Alt contact

Phone no

Type of work\*

You must enter the purpose of excavation

Work being done for\*

You must enter whom the work is being done for

Duration\*


You must enter a duration

Explosives\*


Explosives must be yes or no


Trenchless excavation\*


Trenchless excavation must be yes or no

**Job description** 

Job profile [Create/edit profiles](#)

Select job profile 

Work to begin date\* 


At\*  


Alt contact


Phone no

Type of work\*

Work being done for\*

Duration\*  Day(s) 

Explosives\*  

Trenchless excavation\*  

**Job Profiles** are templates you can create to save time when filing multiple locate requests.

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

### Excavator information

Contact *	Phone No *
Eddie Dean	316-123-4567
Ext	
Company *	
ONE CALL CONCEPTS, IN	
Address	Street *
8100	22ND
City *	State *
WICHITA	KS
Zip code	Email address *
67226	briancasey@occinc.com
Fax	
316-687-0029	

When you are certain all ticket information is accurate, tab over to the next ticket and verify that all information is correct. If you did not select Group Edit on the first ticket, complete Job Description and make any necessary changes to Excavator Information. Once you have completed and reviewed all tickets in the session click the **Next** button.

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

### Step 3. Review & Submit

Step 3 is where you conduct a final review of your tickets and submit them to the call center for processing. This is your last opportunity to make changes to the ticket(s). Review the information on each ticket carefully. If everything is correct make sure that each ticket's corresponding **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 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	HILLCREST DR	CLAFLIN RD	MANHATTAN	RILEY	STANDARD	05/08/2023 9:01 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 Kansas 811 members who the call center will notify, as well as those you may be instructed to notify directly.

## 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	HILLCREST DR	CLAFLIN RD	MANHATTAN	RILEY	STANDARD	05/08/2023 9:01 AM	04/27/23 02:00 PM

District	Company	Facility types	Message
ATT301	ATT DISTRIBUTION		Ticket number 33000648 has been submitted.  Your ticket has been transmitted to the affected Tier 1 utilities. Please note the above ticket number for future reference regarding your request.  A copy of the ticket will be sent to the email provided on the request. Remember, you must contact all Tier 2 & Tier 3 member utilities and any other non-member utilities directly.  Please be sure to check the ticket for accuracy and contact us immediately if changes are needed. If you don't receive a copy of the ticket by the next business day after submission, please contact the call center immediately.
COXRL01	COX COMMUNICATIONS		
KANGAS65	KANSAS GAS SERVICE		
KFN01	KANSAS FIBER NETWORK (KFN		
KSUTEL01	KSU TELECOMM		
MANHAT01	CITY OF MANHATTAN		
WAMEGO01	WAMEGO TELECOMM		

Number of districts: 7

This is the end of the Quick Start Guide.

# Main Menu


Upon logging in to ITICnxt you will be presented with the main ITICnxt menu, as well as your default starting module (My Tickets, Locator Tickets). (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, there is a search bar with 'KS' entered and a 'search all tickets' dropdown. 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 a filter for 'KS' and a 'Create job ticket' button. The interface includes various filters and search options, such as 'Released between' (04/28/23 to 04/30/23), 'Phone Numbers', and 'Search by ticket #'. A table of tickets is displayed with the following data:


Ticket #	Release date/time	Address/street	Cross Street	City	County	Start date/time	Type	Type of work
23227374	04/29/23 01:43 pm	RD 2	RD DD	ST. FRANCIS	CHEYENNE	05/04/23 12:01 am	STANDARD	TEST TICKET
23227370	04/29/23 01:35 pm	RD 2	RD DD	ST. FRANCIS	CHEYENNE	04/29/23 01:45 pm	EMERGENCY	EMERGENCY TEST ITICNXT
23226988	04/28/23 04:14 pm	RD 2	RD DD	ST. FRANCIS	CHEYENNE	05/03/23 12:01 am	STANDARD	TEST
23226966	04/28/23 04:01 pm	RD 2	RD DD	ST. FRANCIS	CHEYENNE	05/03/23 12:01 am	STANDARD	TEST


At the bottom of the table, it shows 'Show 10 entries' and 'Showing 1 to 4 of 4 entries'. Navigation buttons for 'Previous', '1', and 'Next' are visible.

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 'KS' entered and a 'Welcome briancasey@occinc.com' message. A red warning banner reads: 'WARNING: This is a test site. Tickets will not be released.' Below this, the 'My Tickets' section has a state dropdown set to 'KS' and a 'Create job ticket' button. There are filters for 'Released between' (04/28/23 to 04/30/23) and 'Phone' (Numbers). A search bar 'Search by ticket #' is also present. A table of tickets is displayed with columns: Ticket #, Release date/time, Address/street, Cross Street, City, County, Start date/time, Type, and Type of work. Three tickets are listed, with the first one selected.

Ticket #	Release date/time	Address/street	Cross Street	City	County	Start date/time	Type	Type of work
<input checked="" type="checkbox"/> 23227374	04/29/23 01:43 pm	RD 2	RD DD	ST. FRANCIS	CHEYENNE	05/04/23 12:01 am	STANDARD	TEST TICKET
<input type="checkbox"/> 23227370	04/29/23 01:35 pm	RD 2	RD DD	ST. FRANCIS	CHEYENNE	04/29/23 01:45 pm	EMERGENCY	EMERGENCY TEST ITICNXT
<input type="checkbox"/> 23226988	04/28/23 04:14 pm	RD 2	RD DD	ST. FRANCIS	CHEYENNE	05/03/23 12:01 am	STANDARD	TEST

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 select a ticket action to perform on the selected ticket (*Update ticket or Non response*).

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
- Standard ticket**
- Meet ticket
- Design ticket

4 records found

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

Search place or address

Locate by...

View ticket list | Page settings

Lat/lon: 39.994529 / -102.030084

Google



# 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	3161234567
Email	briancasey@occinc.com

---

#### Company information

Company name	ONE CALL CONCEPTS, INC
Address	8100 22ND
City	WICHITA
State	KS
Zip code	67226
Phone	
Fax	3166870029

# 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

KS

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

HI

**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

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](#) KS

Search by profile name

**NEW FENCE**

Alt. contact	JAKE CHAMBERS
Alt. phone	5555555566
Type of work	INSTALLATION OF FENCE
Work being done for	PATRICK DANVILLE
Duration	1 DAY
Explosives	N
Trenchless excav	N

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

### Settings & Preferences

User profile Application settings Job profiles Quick notes

Job profile name

Alt. contact

Alt. phone

Type of work

Work being done for

Duration

Explosives

Trenchless excav

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

### Job description ! ⊖

Job profile Create/edit profiles

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

Alt contact:

Phone no:

At\*:  ⌚

Type of work \*:

You must enter the purpose of excavation

Work being done for \*:

You must enter whom the work is being done for

Duration \*:

You must enter a duration

Explosives \*:

Explosives must be yes or no

Trenchless excavation \*:

Trenchless excavation must be yes or no

### Job description ! ⊖

Job profile Create/edit profiles

NEW HOME ⏏

Work to begin date \*:  📅

At\*:  ⌚

Alt contact:

Phone no:

Type of work \*:

Work being done for \*:

You must enter whom the work is being done for

Duration \*:

You must enter a duration

Explosives \*:  ⏏

Trenchless excavation \*:  ⏏

### Manage job profiles ✕

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

+ Create job profile

Job profile name	Action
LAST TICKET	<span>✎</span> <span>🗑</span>
NEW FENCE	<span>✎</span> <span>🗑</span>
NEW HOME	<span>✎</span> <span>🗑</span>

Showing 1 to 3 of 3 entries  
[Previous](#) [Next](#)

Job profile name:

Alt. contact:

Alt. phone:

Type of work:

Work being done for:

Duration:

Explosives:

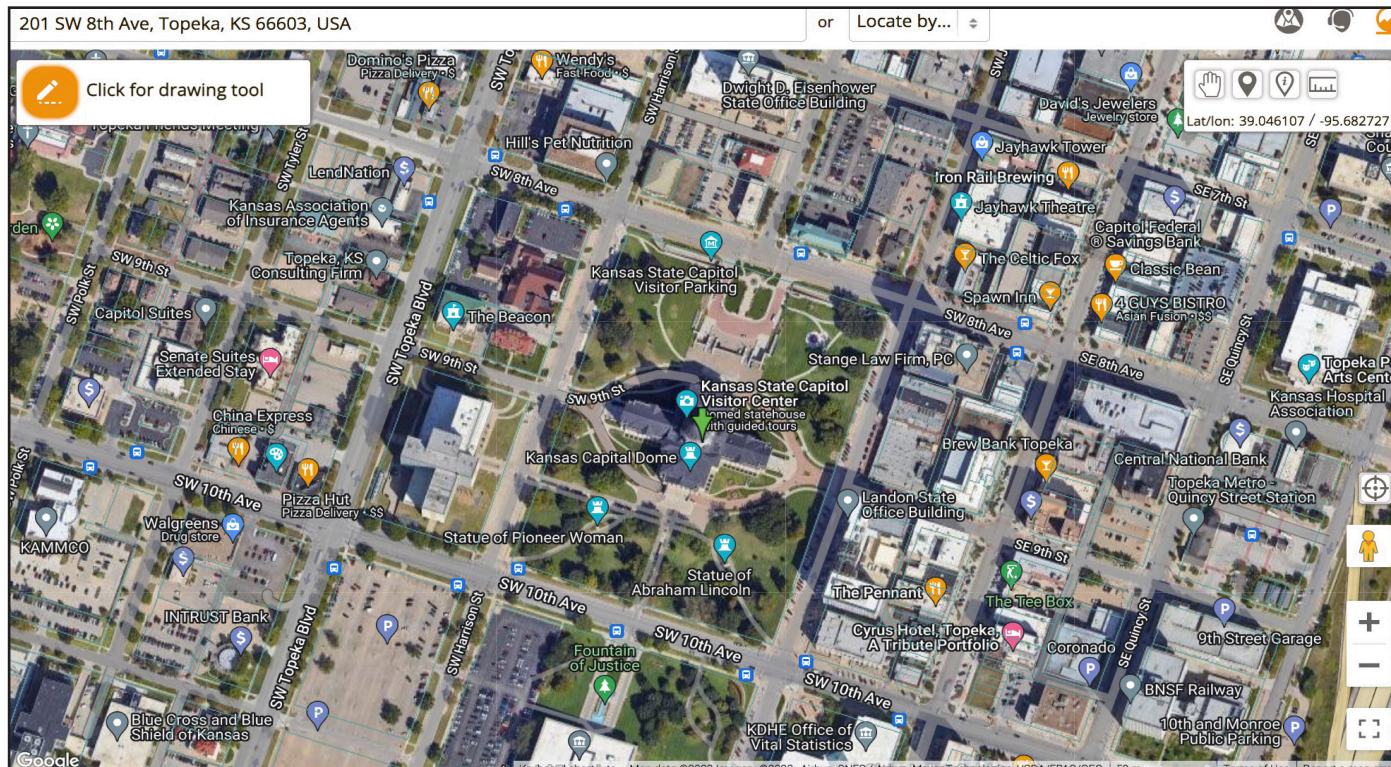
Trenchless excav:



# 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.

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

### 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

### Grid Search

TRSQ  TSQ  MAPSCO/Keymap  Autogen  US National Grid

State:

Township:  Range:

Section:  Quarter:

## 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.

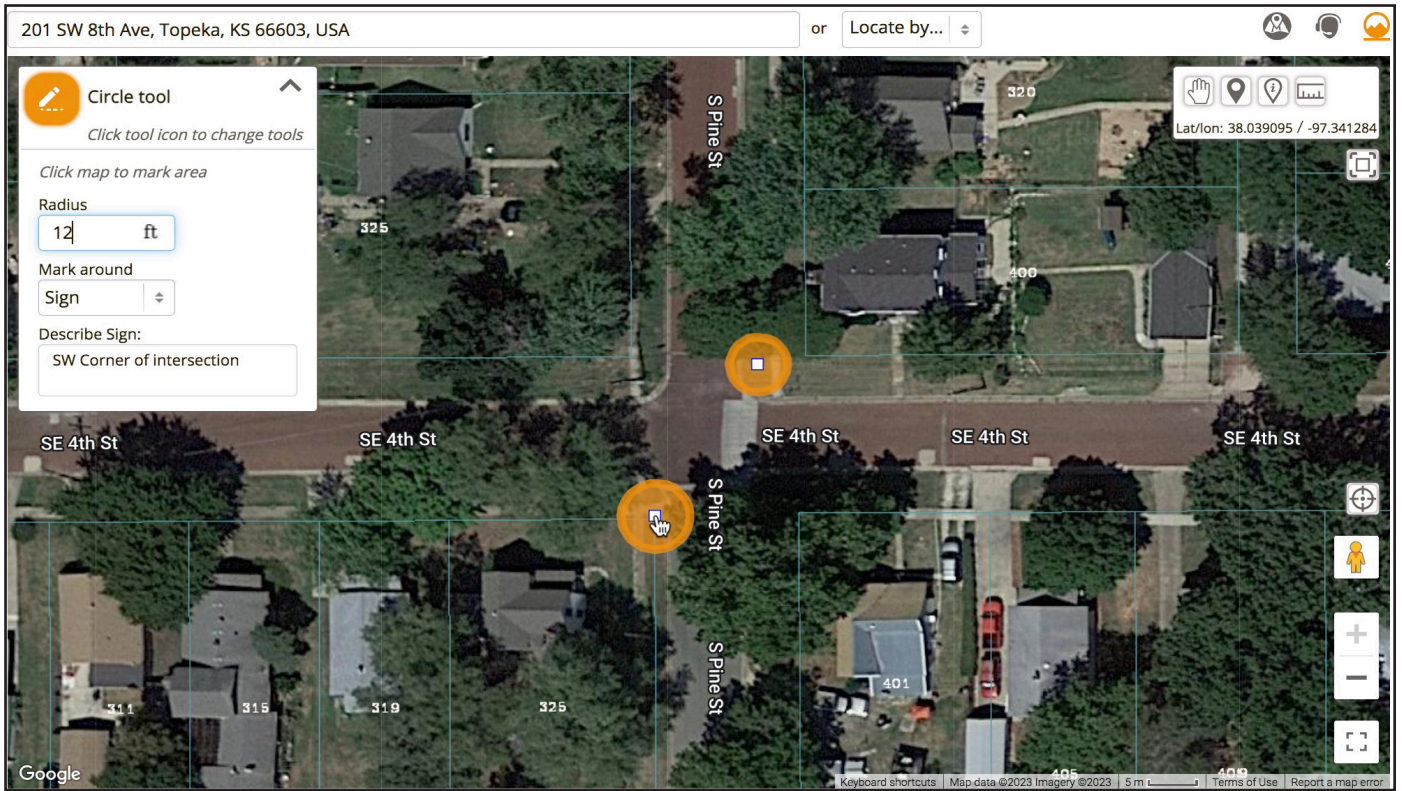
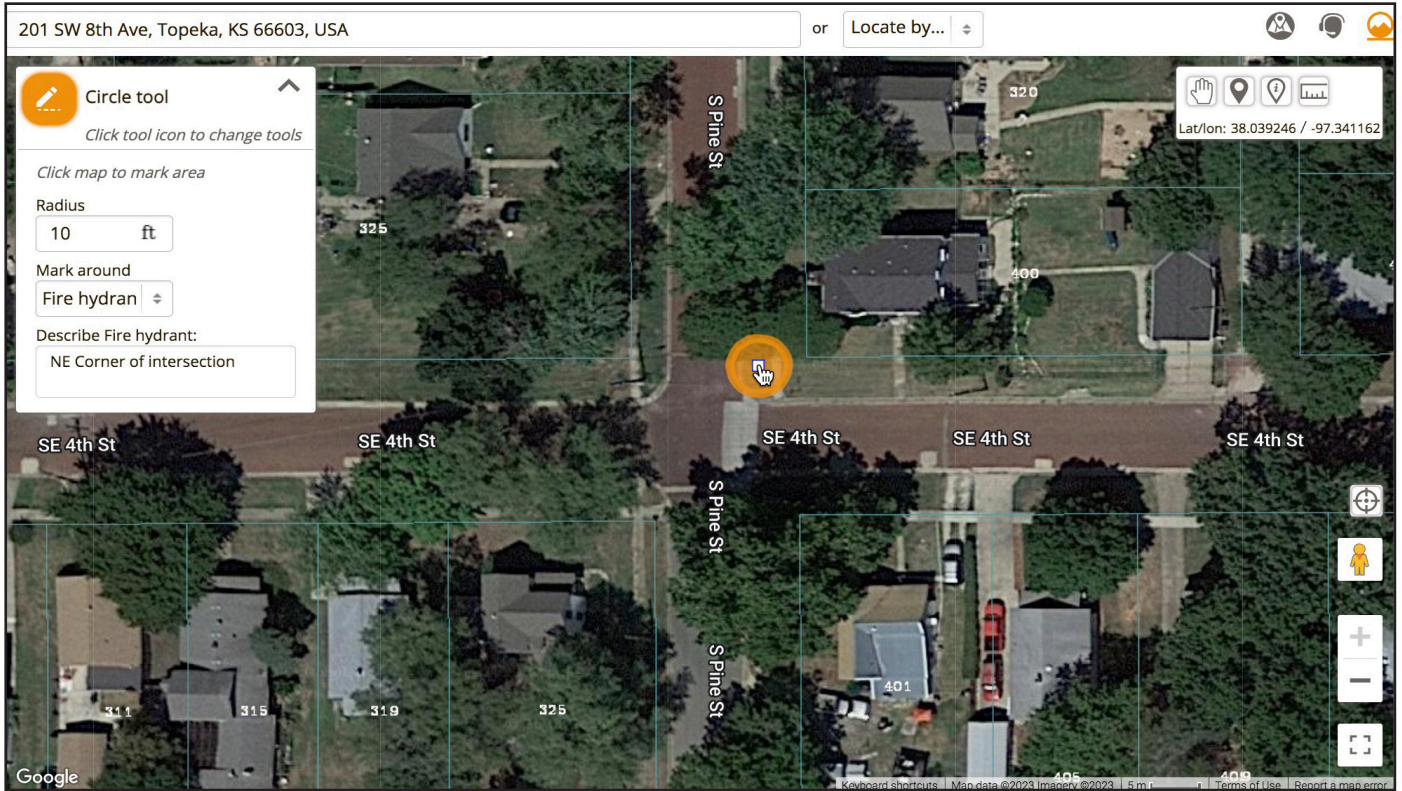
Next, enter the radius (in feet) needed to contain your work site.

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

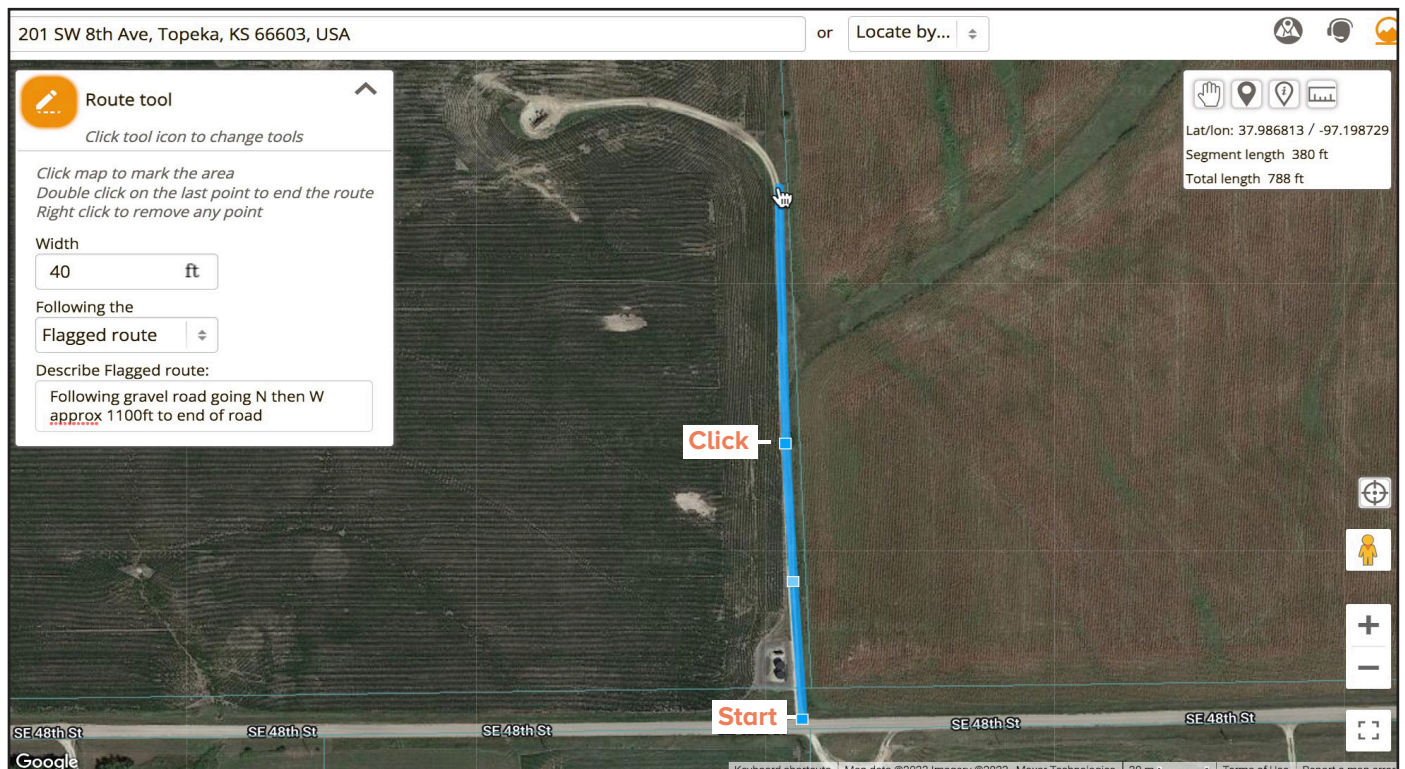
The Route tool allows users to create long, narrow excavation entities. The Route tool is an excellent choice for defining an excavation area when trenching, performing road repair/ replacement, or any other type of work involving a long, narrow excavation area. You can create as many route entities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

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

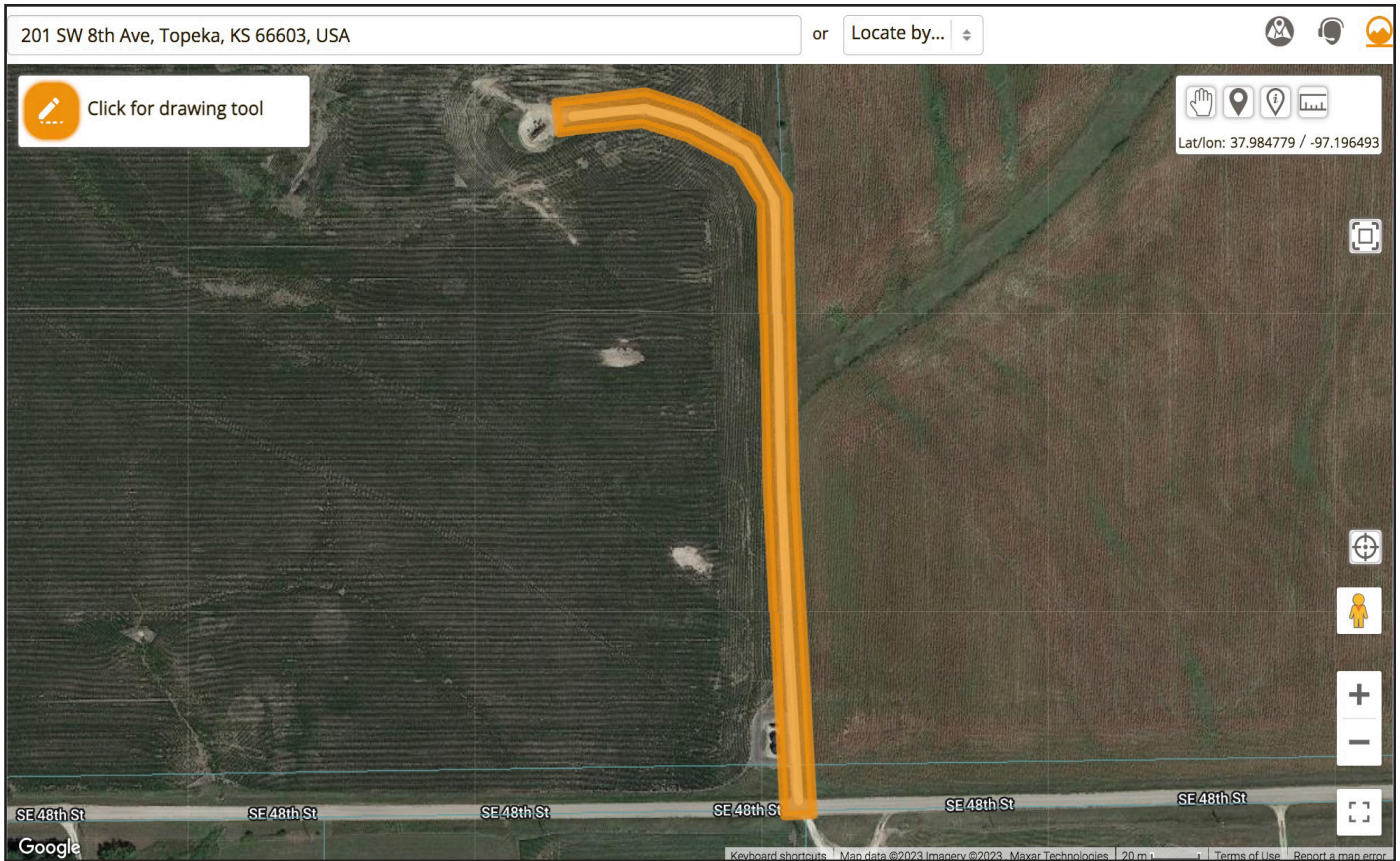
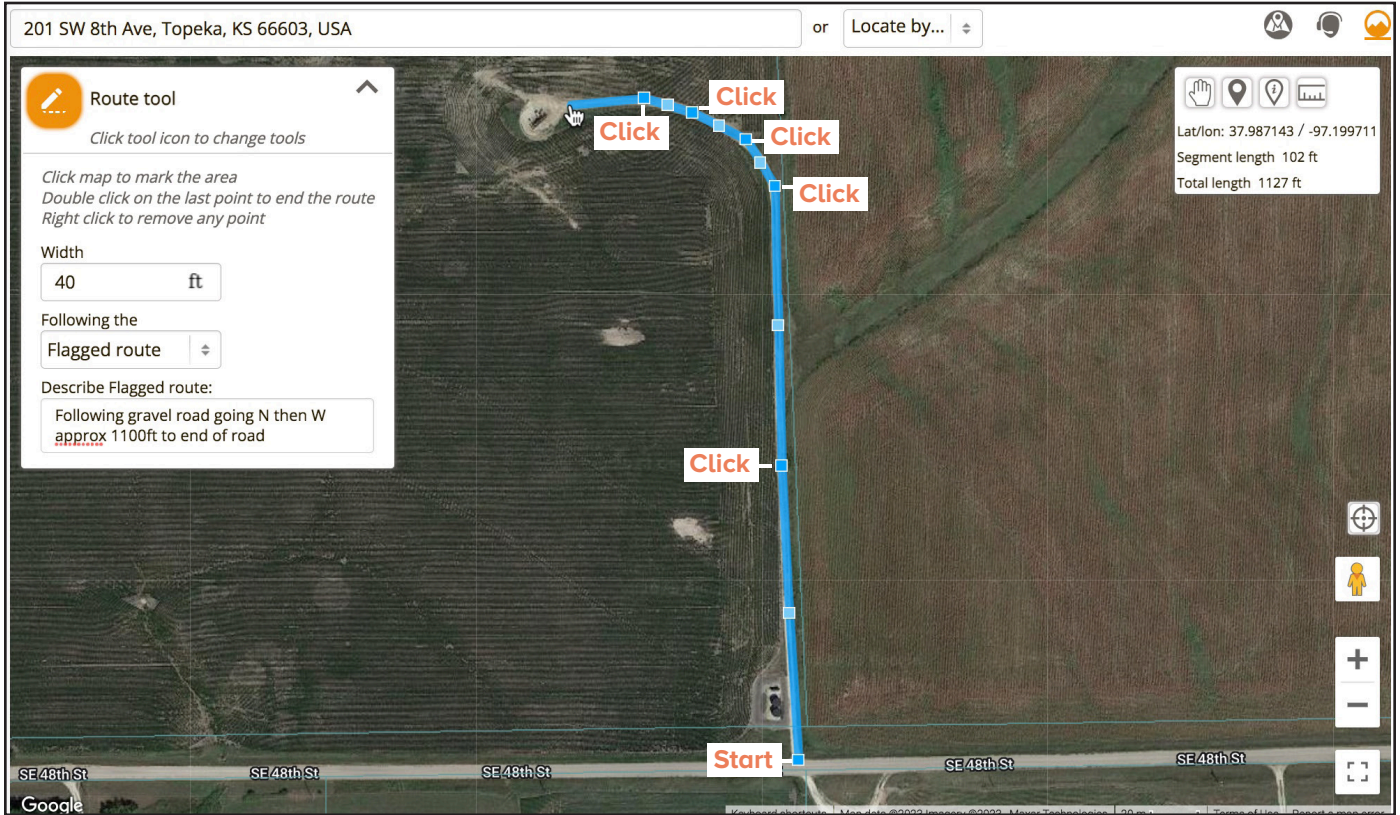
Next, enter the width (in feet) needed to contain your work site.

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.









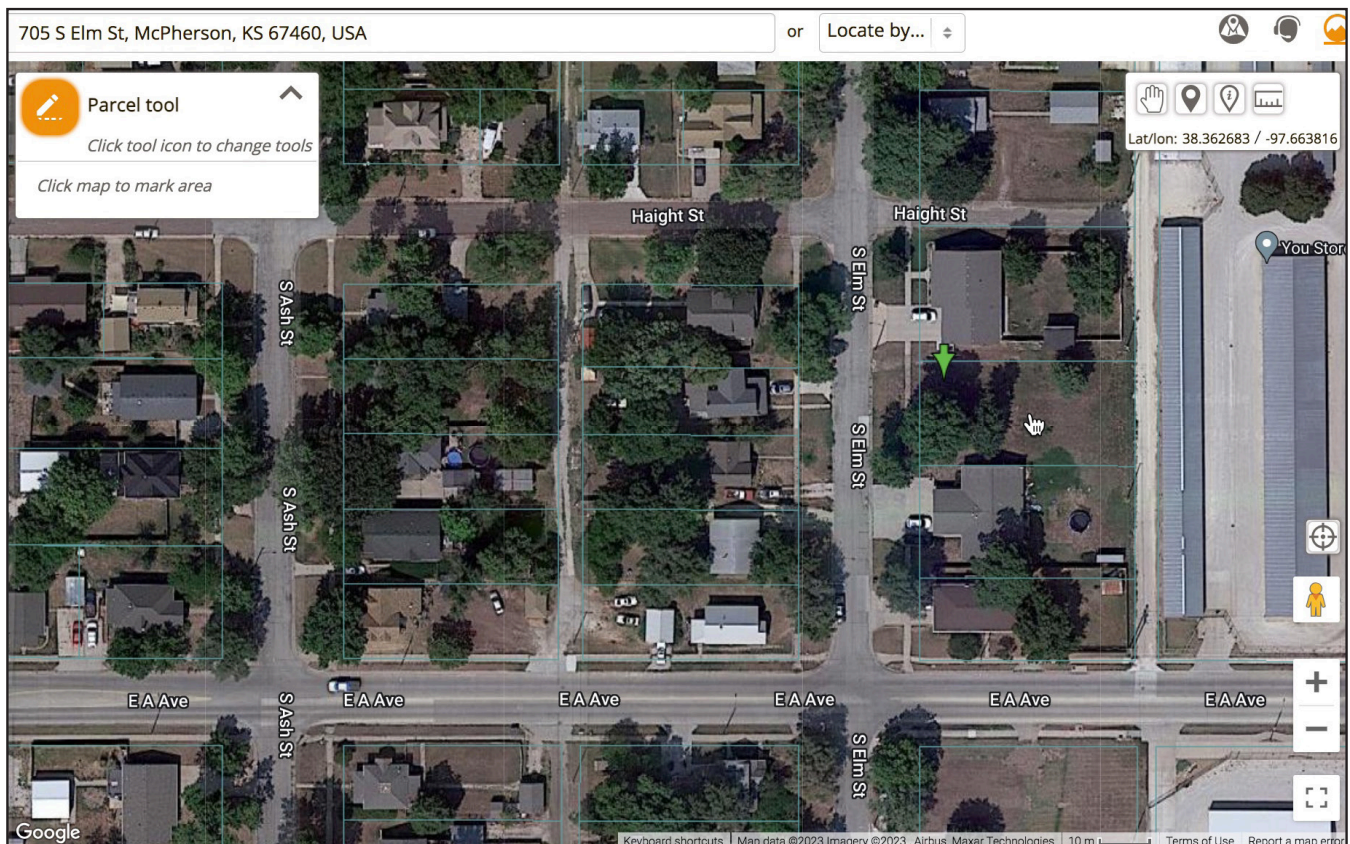
# Property Excavation Tool

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.)

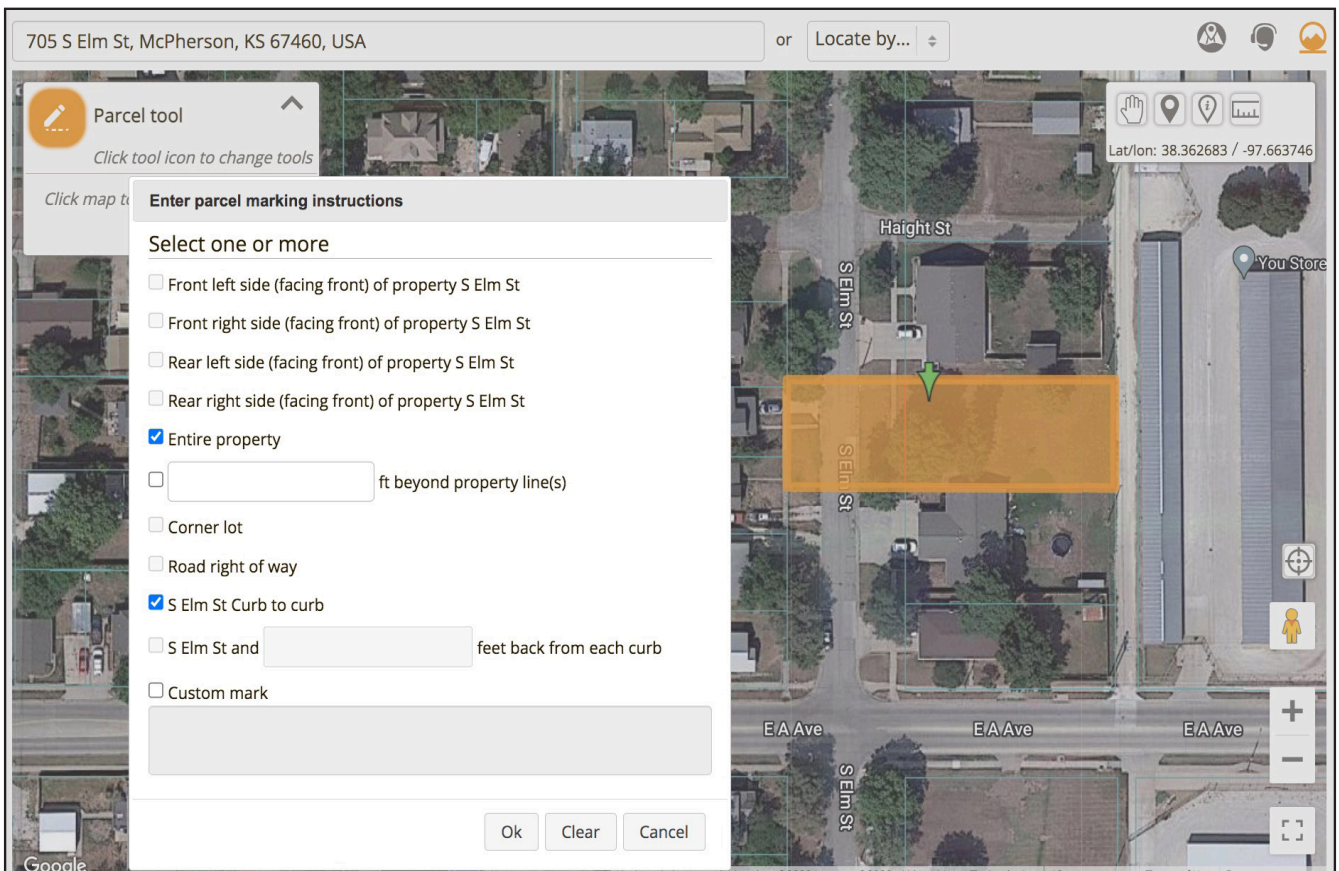
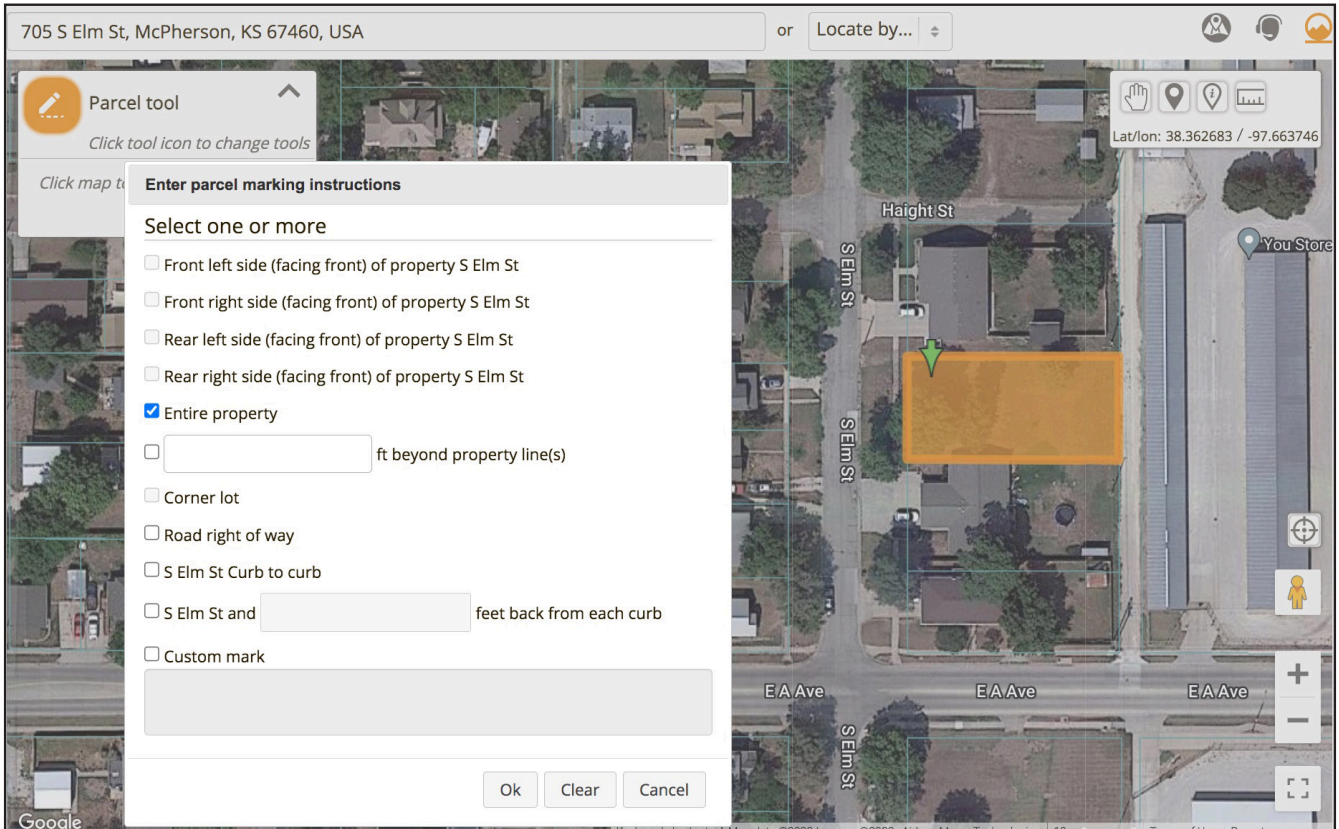
First, access the Drawing Tools menu and choose the **Property Excavation** tool.

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.

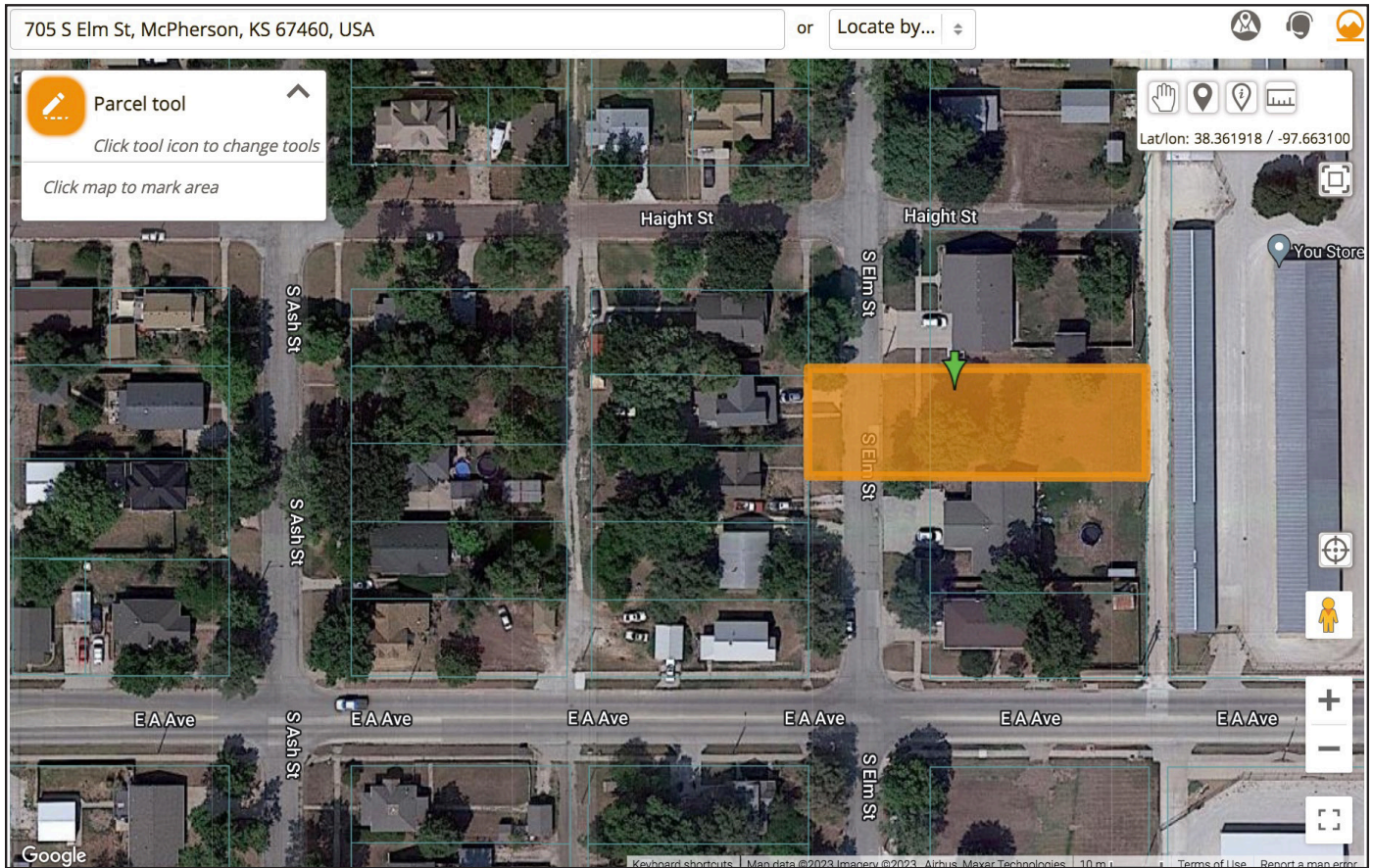
If you are working in the street or across the street from the address be sure to click “Road Right of Way,” “[Dig Street] Curb to Curb,” or “[Dig Street] and \_\_\_\_\_ ft back from each curb”. Choosing any of these options will expand the excavation entity accordingly.











## 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.

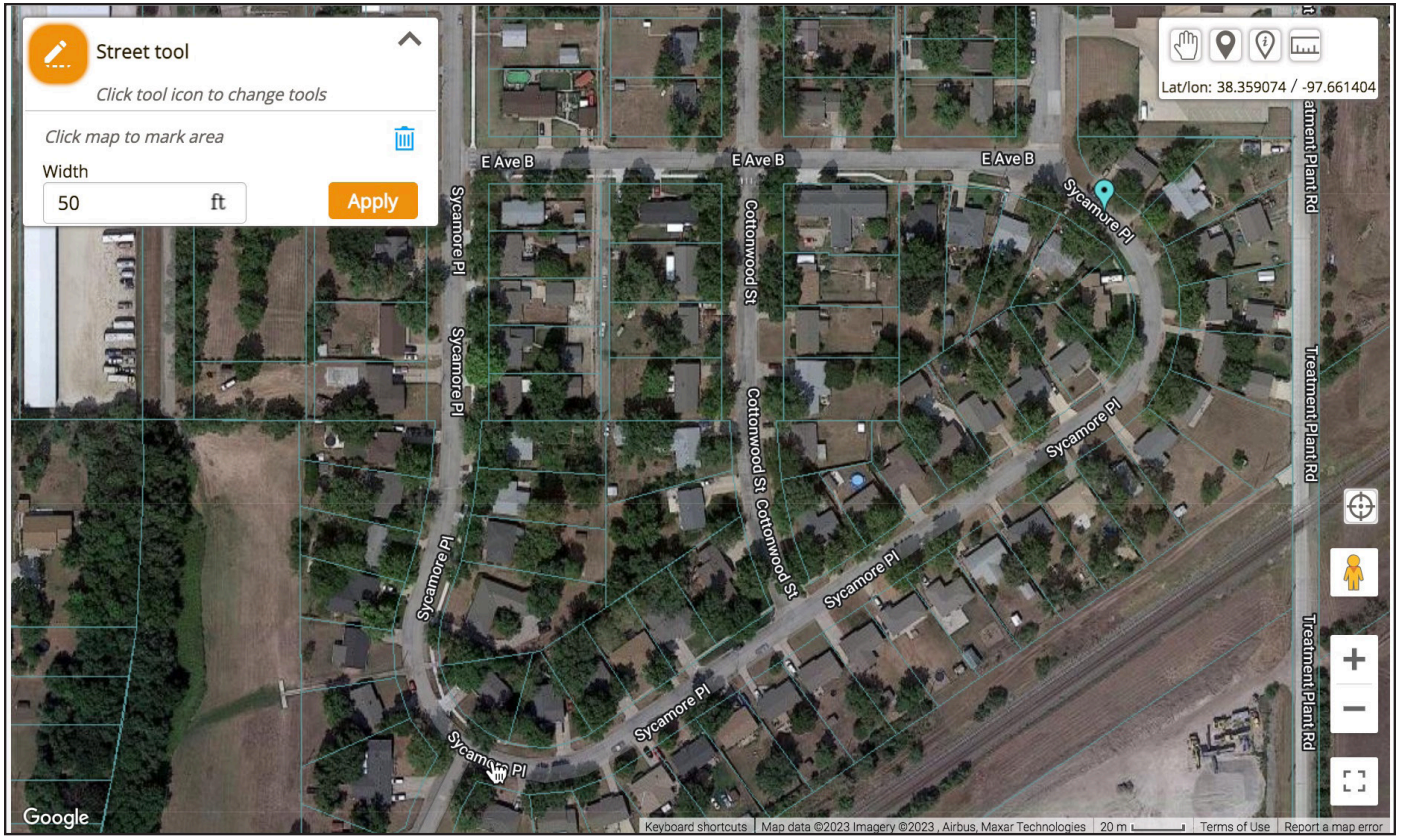
First, access the Drawing Tools menu and choose the **Street Excavation** tool.

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.

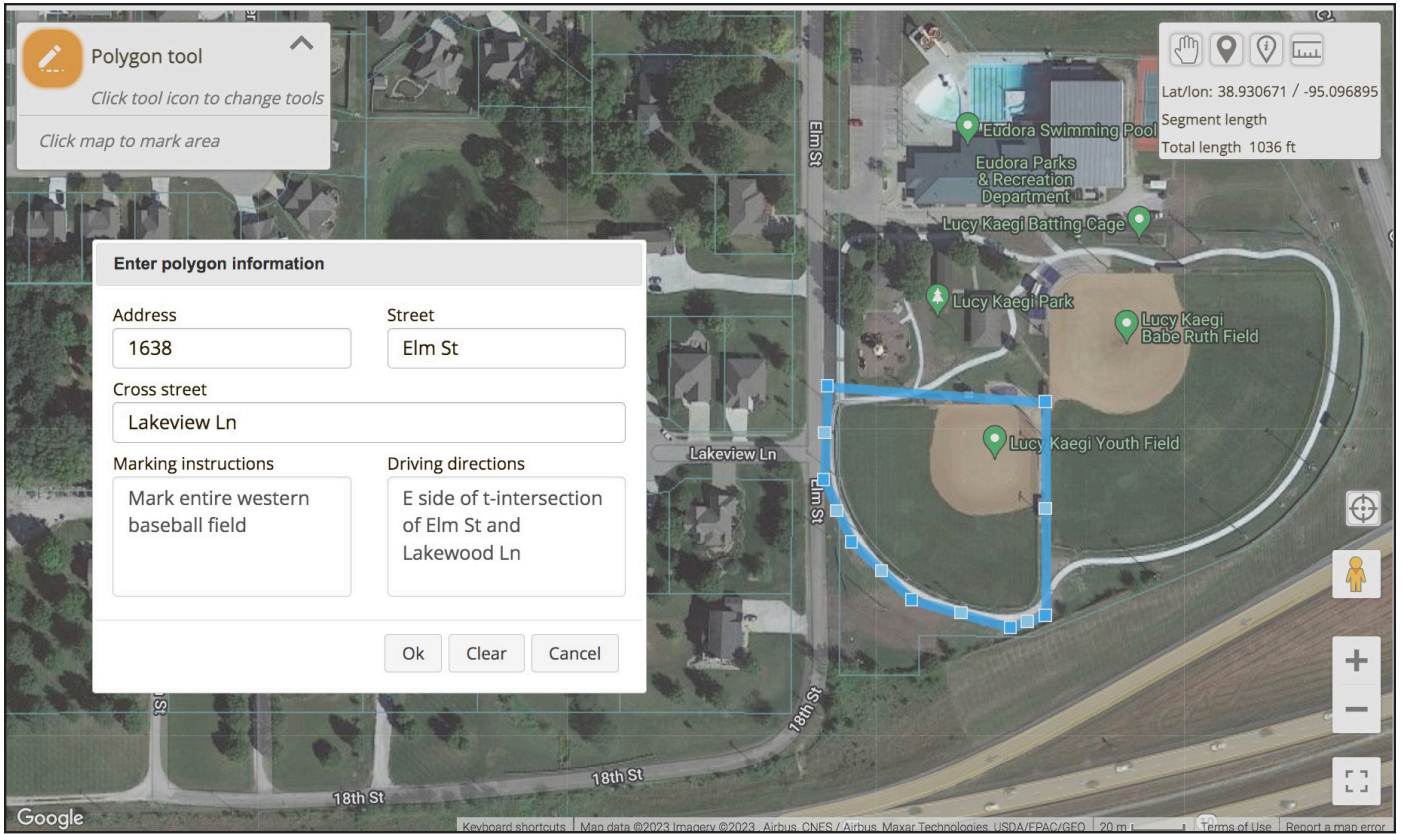
You will be presented with a Polygon Information pop-up, which you will need to complete before proceeding further. If you have an address, enter the numerical portion of the address in the Address field and enter the street name in the Street field. Enter the name of the nearest intersecting street in the Cross Street field. Enter the marking instructions (along with any other useful information) in the Marking Instructions field. If there is no address provided for the dig site, enter driving directions intersection in the Driving Directions field.

**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.









# 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** menu will narrow the ticket list based on when the tickets were released.

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

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

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

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

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

The  menu allows you to **Status**, **Assign**, **Print**, or **Email** 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 iSITE web application interface for 'Locator Tickets'. At the top, there is a search bar for 'search all tickets' and a user welcome message 'Welcome jlewis@occinc.com'. The main heading is 'Locator Tickets' with a sub-header 'All tickets(7)'. Below this, there are filter sections: 'Released between' (01/01/23 to 07/31/23), '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 menu is also visible. Below the filters, there are links for 'View ticket map', 'Print all tickets', and 'Page settings'. A table of 7 records is displayed with columns: Ticket #, Header, Orig Call, Begin, Street, City, County, Locator, and Status. The status for all records is 'Not yet responded'. A legend at the top of the table identifies icons for Emergency, Priority, Past due, Updated, Meeting, Canceled, and Locked.

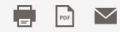
Ticket #	Header	Orig Call	Begin	Street	City	County	Locator	Status
23326002	STANDARD	2023/06/15 07:53 pm	2023/06/20 12:01 am	RD BB	ST. FRANCIS	CHEYENNE		Not yet responded
33001702	STANDARD	2023/04/21 11:46 am	2023/04/28 12:01 am	18290 W 157TH ST	OLATHE	JOHNSON	Haysville Davidb	Not yet responded
33002436	STANDARD	2023/06/21 01:27 pm	2023/06/24 12:01 am	RD 2	ST. FRANCIS	CHEYENNE		Not yet responded
33002437	STANDARD	2023/06/21 01:32 pm	2023/06/24 12:01 am	RD 2	ST. FRANCIS	CHEYENNE		Not yet responded
33002438	STANDARD	2023/06/21 01:34 pm	2023/06/24 12:01 am	RD DD	ST. FRANCIS	CHEYENNE		Not yet responded
33002456	STANDARD	2023/06/22 11:52 am	2023/06/27 12:01 am	RD 2	ST. FRANCIS	CHEYENNE		Not yet responded



# Ticket# 33002436

[Return to ticket list](#)

Status: Not yet responded  
Locator: Not Assigned



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

## Ticket information

Ticket no 33002436  
Original call date 06/21/23 01:27 pm  
Work to begin date 06/24/23 12:01 am  
Type STANDARD CALL  
Op ksjessi / ksjessi  
Past work start Y  
Locked Y  
Past due time Y

## Excavator information

Company name OCC  
Contact name JESSICA LEWIS  
Phone 316-712-1854  
Caller address 8100 E 22ND WICHITA, KS 67226  
Email [jessica.lewis13@gmail.com](mailto:jessica.lewis13@gmail.com)

## Excavation information

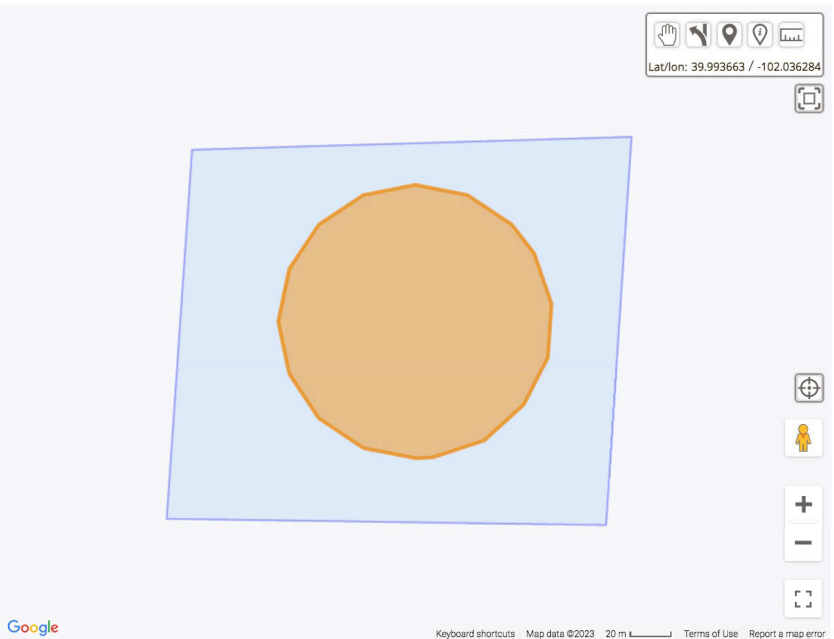
Type of work LEVEL GROUND  
Work being done for ONEOK  
Explosives N  
Trenchless excav N  
Duration 1 DAY

## Location information

State KS  
County CHEYENNE  
City ST. FRANCIS  
Address  
Street RD 2  
Intersecting street RD Y  
Location of work FROM RD Y, FOLLOW RD 2 GOING N FOR APPROX 5 MILES ... [Show more](#)  
Remarks  
Caller Twp 1S  
Rng 42W  
Sect-Qtr 4  
Map Twp 1S  
Rng 42W  
Sect-qtr 4-5E  
Map Coord  
NW Lat 39.9947735  
Lon -102.0346997  
SE Lat 39.9935553  
Lon -102.0331163

Search place or address

Locate by...



Legend: ■ Locate polygon ■ Facility Operator polygon

## Ticket history

Date	Type	District	Display	Locator	User
07/12/23 07:20:03 am	Ticket Locked	TEST07 --DO NOT ANNOUNCE--			System
06/21/23 01:57:30 pm	Ticket Created				System
06/21/23 01:57:30 pm	Ticket Check Response Added	TEST07 --DO NOT ANNOUNCE--	Not yet responded		System

Showing 1 to 3 of 3 entries

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

## Member information

### Status history

Company name	District	Type	Status
-- DO NOT ANNOUNCE --	MDC		Does not participate in Ticket Check
--DO NOT ANNOUNCE--	TEST07		Not yet responded

Showing 1 to 2 of 2 entries

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

## Change Status/Locator Menu

The change status/locator menu is your primary avenue for 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.

### Add internal notes

Comments (internal)

### Update assigned locator

Locator


  

### Update internal status


Open / Close

Cancel Save and... | ▾

# 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 <span style="float: right;"><a href="#">Create new user</a></span>					
<input type="text" value="Search"/>		<input type="text" value="Username"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
199 results found					
Username	Email	State access	Print footer/Quick notes	Active	Action
1brendan@occinc.com	brendan@occinc.com		<a href="#">View</a>	<input checked="" type="checkbox"/>	
4none@yahoo.com	4none@yahoo.com	MO, NE	<a href="#">View</a>	<input checked="" type="checkbox"/>	
AccountTESTAdin	adinc@occinc.com	NY	<a href="#">View</a>	<input checked="" type="checkbox"/>	
BrianCaseyIdaho	briancasey@occinc.com		<a href="#">View</a>	<input checked="" type="checkbox"/>	
DavidButler	david_butler@occinc.com	WA	<a href="#">View</a>	<input checked="" type="checkbox"/>	
RMtesting	aswigert@occinc.com	IA, NE, HI, NJ, DE, KS, TX, LA, MD, MN, MO, MT, ND, WA, OR, NY	<a href="#">View</a>	<input checked="" type="checkbox"/>	
Test07-NY	david_butler@occinc.com	NY	<a href="#">View</a>	<input checked="" type="checkbox"/>	
Test123@test123.com	Test123@test123.com	MN	<a href="#">View</a>	<input checked="" type="checkbox"/>	
Testdavid1	david_butler@occinc.com	NY	<a href="#">View</a>	<input checked="" type="checkbox"/>	
Testdavid2	david_butler@occinc.com		<a href="#">View</a>	<input checked="" type="checkbox"/>	

# 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\(35\)](#) [Polygon auto-assignments\(29\)](#) [Rule based auto-assignments\(1\)](#)

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
ac	Adin	adinc@occinc.com	03/04/21 03:42 pm	<input type="checkbox"/>	<input type="button" value="Edit"/>
321123	test-caitlyn		05/26/23 09:56 am	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>
123	Brendan	1brendan@occinc.com	03/02/21 03:38 pm	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>
1	test	caitlynw@occinc.com	07/20/21 08:54 am	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>
			07/20/21 08:52 am	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>

Showing 31 to 35 of 35 entries Previous 1 2 3 4 Next


# Polygon Auto-Assignments

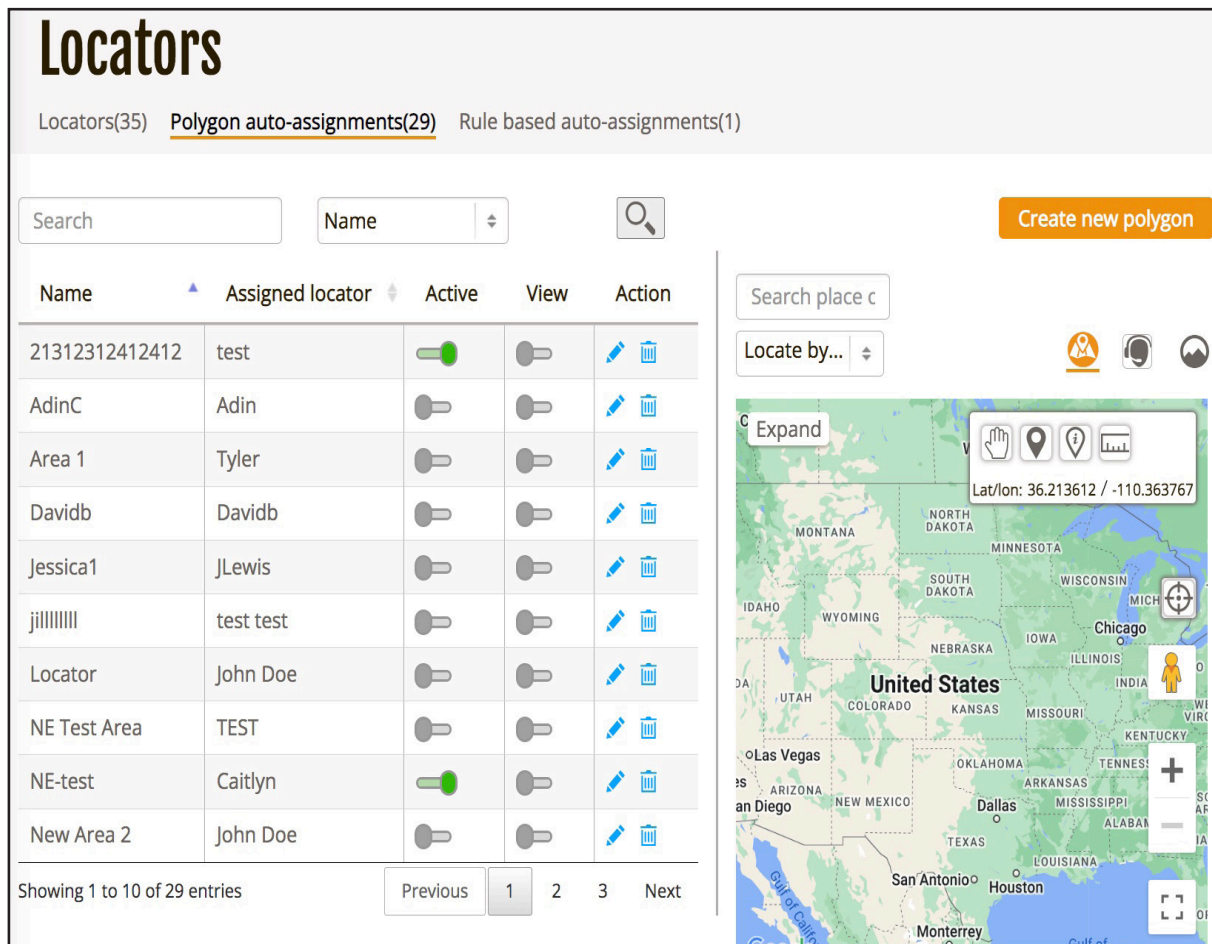
Polygon Auto-Assignments give administrators the ability to automatically assign locate tickets to locators based on the physical location of the work area.





















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.



Name	Assigned locator	Active	View	Action
21312312412412	test	<input checked="" type="checkbox"/>	<input type="checkbox"/>	 
AdinC	Adin	<input type="checkbox"/>	<input type="checkbox"/>	 
Area 1	Tyler	<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"/>	 

# 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

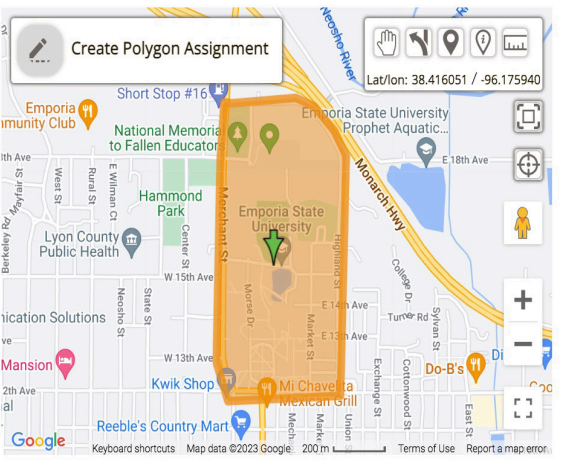
## Assignment information

Assignment name\*

Assigned locator\*

1 Kellogg Cir, Emporia, KS 66801, USA

Locate by...



# Edit Polygon Assignment

Cancel Save

## Assignment information

Assignment name\*

Assigned locator\*

Active



### District access

District

Please select  
 KS - TEST07

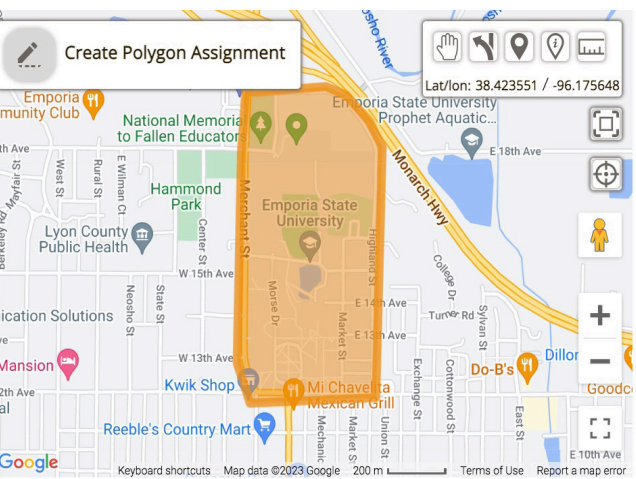
District    District name    Active

No data available in table

Showing 0 to 0 of 0 entries

Search place or address

Locate by...



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.

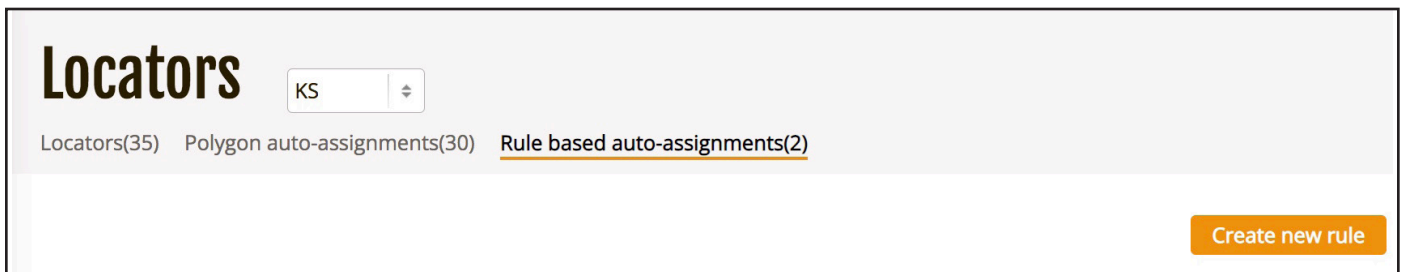
Priority determines the auto-assignments order of operation (if more than one auto-assignment is applicable to a given ticket).

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 a web interface for 'Locators'. At the top left, the word 'Locators' is displayed in a large, bold font. To its right is a dropdown menu with 'KS' selected. Below this, there are three navigation links: 'Locators(35)', 'Polygon auto-assignments(30)', and 'Rule based auto-assignments(2)'. The 'Rule based auto-assignments(2)' link is underlined. In the bottom right corner of the interface, there is an orange button labeled 'Create new rule'.

### Add a new rule ✕

Priority

District

Locator

## Locators KS

Locators(35) Polygon auto-assignments(30) Rule based auto-assignments(2)

[Create new rule](#)

Order	Rule ID	State	District	Locator	Active	Action
1	229932097	KS	TEST07	Davidb	<input checked="" type="checkbox"/>	<a href="#">✎</a> <a href="#">🗑</a>
Field		Match		Value		
Explosives		Equals		?		
<input type="button" value="Add/edit conditions"/>						
1	230079692	KS	TEST07	John Doe	<input checked="" type="checkbox"/>	<a href="#">✎</a> <a href="#">🗑</a>
Field		Match		Value		
Boring		Contains		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

KS

Name	State	District code	Email	Phone	Start time	End time	Week days	Active	Action
	KS	TEST07		3163930861	12:00:00	16:00:00	All	<input checked="" type="checkbox"/>	
	KS	TEST07	adinc@occinc.com	3163930861	12:00:00	16:00:00	All	<input checked="" type="checkbox"/>	
	KS	TEST07		3168416035	08:00:00	17:00:00	Mon	<input checked="" type="checkbox"/>	
	KS	TEST07	adinc@occinc.com		12:00:00	16:00:00	All	<input checked="" type="checkbox"/>	
test	KS	TEST07	adinc@occinc.com	3163930861	12:00:00	16:00:00	All	<input checked="" type="checkbox"/>	
Test	KS	TEST07	adinc@occinc.com		12:00:00	16:00:00	All	<input checked="" type="checkbox"/>	
test	KS	TEST07		3163930861	12:00:00	16:00:00	All	<input checked="" type="checkbox"/>	

Showing 1 to 7 of 7 entries

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# 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.

\* Indicates required field

State/District\*

Alert name\*

Email

SMS provider

SMS phone

Start time

End time

24 hour alert

### Days of the week\*

- All
  Sun
  Mon
  Tue  
 Wed
  Thu
  Fri
  Sat

### Ticket headers


- DAMAGE
  DESIGN
  EMERGENCY
  MEET  
 NON-COMPLIANCE
  NON-RESPONSE
  STANDARD

**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	KS	TEST07		5555555555	17:00:00	23:59:59	Mon, Tue, Wed, Thu, Fri	
Weekday Emergency B	KS	TEST07		5555555555	00:00:00	07:59:59	Mon, Tue, Wed, Thu, Fri	



## 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

KS

View by district

KS - TEST07

State ▲ District Code ◆ Number of responses ◆ Date updated ◆ Updated by ◆ Action ◆

No data available in table

Showing 0 to 0 of 0 entries

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# Edit Custom Responses

Cancel

Save

\* Indicates required field

State/District\*

KS - TEST07

Order

Question text

Field type

Required Active

1

Worksite Accessible?

Yes/No

2

Test?

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"/>



