

Single Address Web Users

A complete how-to guide for
Homeowners/DIYers

This guide will be updated in the near future



IF YOU DIG · U811

What's new

- Dig Safely New York is now UDig NY, with a new logo, and a new tagline: Safe Digging Starts Here.
- Our website, **UDigNY.org**, has been fully redesigned to better meet the needs of professionals, DIYers and members.
- Exactix can now be accessed at **Exactix.UDigNY.org**.

What isn't changing

- There have been no changes to the fundamental process for submitting location requests via 811 or Exactix and you do not need to resubmit any previous location requests.
- If you have an existing Exactix or Coursettra account, your account and login credentials remain unchanged.
- Our team of friendly Damage Prevention Representatives and Field Representatives are still here and can't wait to continue working with you.
- Our commitment to protect the public through education and quality communication with excavators and underground utility operators remains as strong as ever.

A Complete how-to guide for Single Address Web Users

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A Complete how-to guide for Homeowners/DIYer

About this Guide

Exactix is Dig Safely New York, Inc.'s one-call platform for ticket management and Location Request submission. The software offers a rich mix of features and security that make it the most optimal one-call platform in the country. With easy mapping features, type-ahead fields, customization to manage work, and access to real-time utility response information, Exactix makes the Location Request process simpler for the Homeowner/DIYer, and the One-Call Center.

The purpose of this guide is to outline how a Homeowner/DIYer can utilize Dig Safely New York's Exactix software to plan, assign, track, and manage their Location Requests and respective projects. While reading this guide, you will quickly discover that this software is not just meant for those that submit Location Requests. The platform can also be utilized by companies as small as one, to as large as one million, to manage projects more efficiently and effectively while complying with New York State's laws.

exactix



How to
Register for an Exactix Account

How to Register for an Exactix Account

Creating a New Account

Never been a web user with Dig Safely New York, Inc.?

If you have never been a web user with Dig Safely New York, Inc., you will need to create a new account.

To create a new account, visit Exactix.DigSafelyNewYork.com

Here, you will see a login page. Underneath the **Sign In** button, click on the **No account? Sign up** link.

After clicking **Sign Up**, your screen will change to the New User Registration page. This page is used to create new accounts in the Exactix software for an Excavator or a Homeowner.

Following the steps to create an account.

How to Register for an Exactix Account

Creating a New Account

First, enter a unique email address in the first field. Then, confirm that email address in the second field.

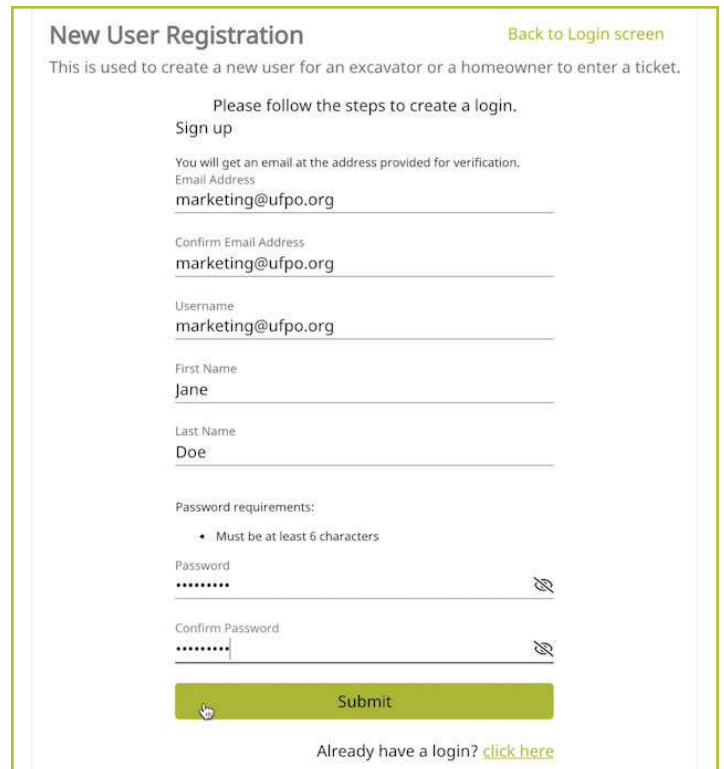
Next, you will be asked to create a username. Dig Safely New York recommends making your unique email address your username to assist you in remembering your login information.

The fourth and fifth fields are for your first and last name, respectively.

Finally, you will be asked to create a password. Ensure that your password is at least six (6) characters in length. Confirm the password you created, then click the **Submit** button.

Please note, if you forget your password, you will need to know your username to recover it. This is one reason Dig Safely New York recommends using your unique email address as the username.

After you click the **Submit** button, you will need to confirm your login and email address. To do this, the system will send you an email from **mail@4iqidentity.com** with a unique code.



New User Registration [Back to Login screen](#)

This is used to create a new user for an excavator or a homeowner to enter a ticket.

Please follow the steps to create a login.

Sign up

You will get an email at the address provided for verification.

Email Address
marketing@ufpo.org

Confirm Email Address
marketing@ufpo.org

Username
marketing@ufpo.org

First Name
Jane

Last Name
Doe

Password requirements:

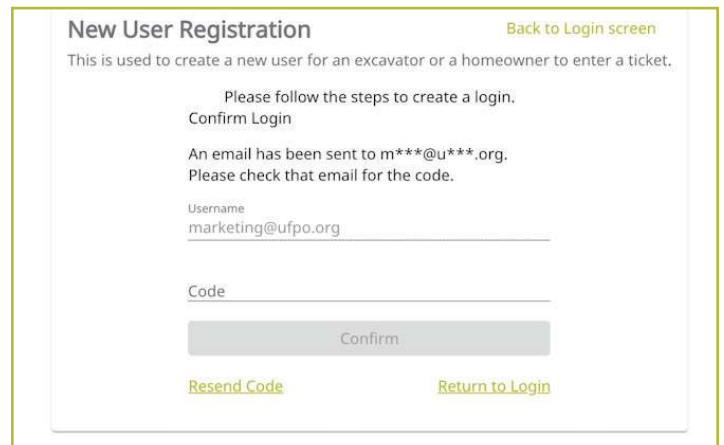
- Must be at least 6 characters

Password

Confirm Password

Submit

Already have a login? [click here](#)



New User Registration [Back to Login screen](#)

This is used to create a new user for an excavator or a homeowner to enter a ticket.

Please follow the steps to create a login.

Confirm Login

An email has been sent to m***@u***.org.
Please check that email for the code.

Username
marketing@ufpo.org

Code

Confirm

[Resend Code](#) [Return to Login](#)

How to Register for an Exactix Account

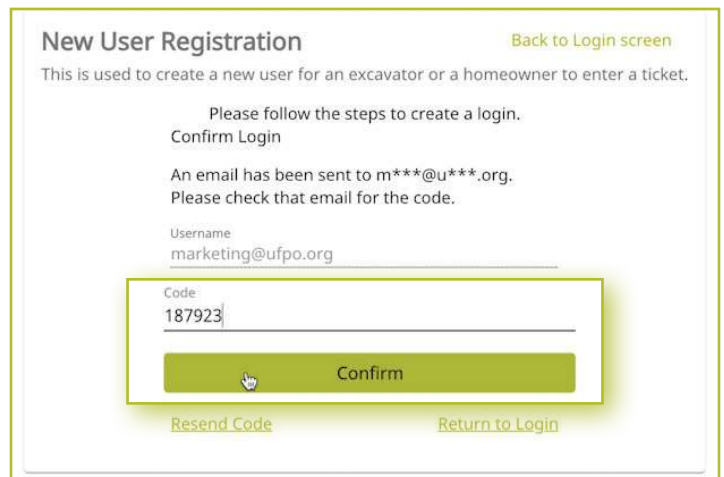
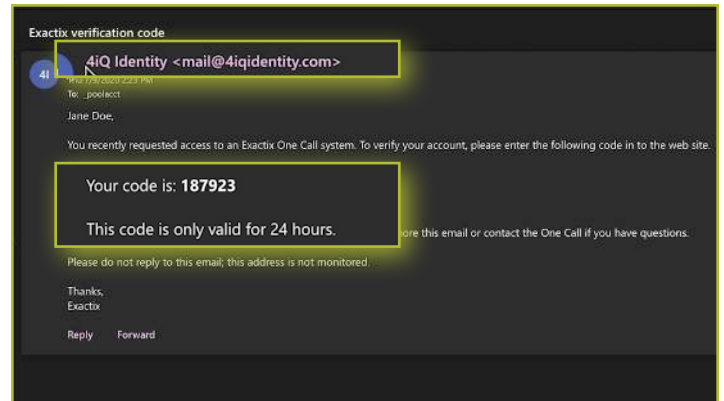
Creating a New Account

In a separate browser window or tab, check your email in which you used for the account creation, for the system email from **mail@4iqidentity.com**.

Read the email and write down or copy the code.

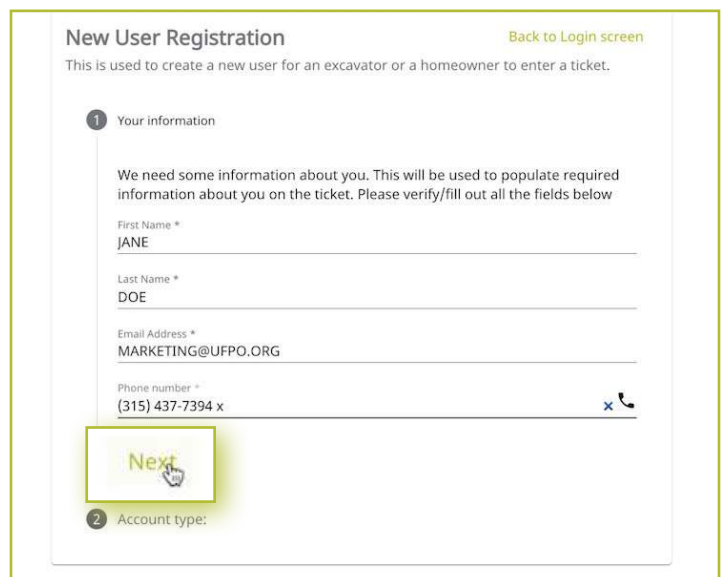
Go back to the account creation page, which has been prepopulated with the username you created, and type in or paste in your code. Please note, your code is only valid for 24 hours.

After you enter your code, click the **Confirm** button.



Next, verify your information once more by typing in your first name, last name, email address, and phone number into the fields on the screen. This information will help simplify the Location Request submission process and be prepopulated into the contact information fields on the Location Request creation form within the system.

Once you have completed that, click the green **Next** text, located under the phone number field.



How to Register for an Exactix Account

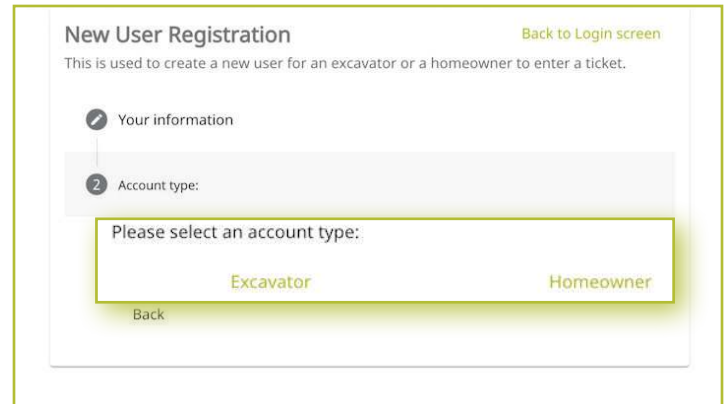
Creating a New Account

The account type is the next step in the account creation. You can choose from the options of **Excavator** or **Homeowner**.

Choose the **Homeowner** option for your account type, you will be asked to provide your home address, including the county.

Then, you will be asked if you have any previous tickets. If you do, enter the ticket number and the phone number associated with that ticket so that the system can link your account with any previous tickets and give you access to it. The ticket number field is not required. The phone number field is required.

After completing these two steps, click the green **Next** text at the bottom of the form.



The screenshot shows the 'New User Registration' form. At the top right is a link 'Back to Login screen'. Below the title, it says 'This is used to create a new user for an excavator or a homeowner to enter a ticket.' There are two numbered steps: '1 Your information' (completed) and '2 Account type:'. Under step 2, there is a prompt 'Please select an account type:' and two buttons: 'Excavator' and 'Homeowner'. A 'Back' button is located at the bottom left of the selection area.

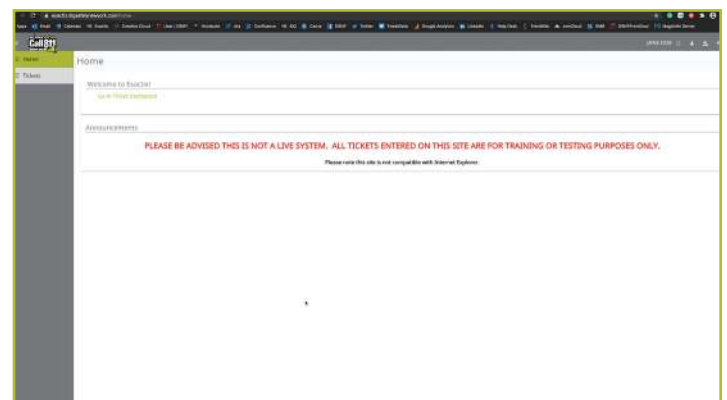
Your last step in the account creation is to verify all your submitted information. If you need to edit any of the information, click the **Back** text at the bottom for the form. If the information is correct, click the green **Submit** text at the bottom of the form.



The screenshot shows the 'Excavator Review' form, step 5. It prompts the user to 'Please review the summary of the information below. If it is correct, click 'Submit' to finish registration.' The summary includes: One Call Center: DIG SAFELY NEW YORK; First name: JANE; Last name: DOE; Email address: MARKETING@UFPO.ORG; Phone number: (315) 437-7394; Excavator company: DIG SAFELY NEW YORK; Excavator address: 6706 COLLAMER ROAD, EAST SYRACUSE, NY 13057, ONONDAGA. At the bottom are 'Back' and 'Submit' buttons.

After clicking **Submit**, you will be redirected to your new Exactix account home screen.

Please ensure that you keep your username and password in a safe place for future reference.



The screenshot shows the Exactix account home screen. It features a navigation menu on the left with 'Home' and 'Tickets' options. The main content area displays a 'Welcome to Exactix!' message, a 'Log in / Forgot your password?' link, and a red warning banner that reads: 'PLEASE BE ADVISED THIS IS NOT A LIVE SYSTEM. ALL TICKETS ENTERED ON THIS SITE ARE FOR TRAINING OR TESTING PURPOSES ONLY.' Below the banner, there is a note: 'Please note this site is not compatible with Internet Explorer.'

How to Register for an Exactix Account

Creating a New Account :: Existing Web User

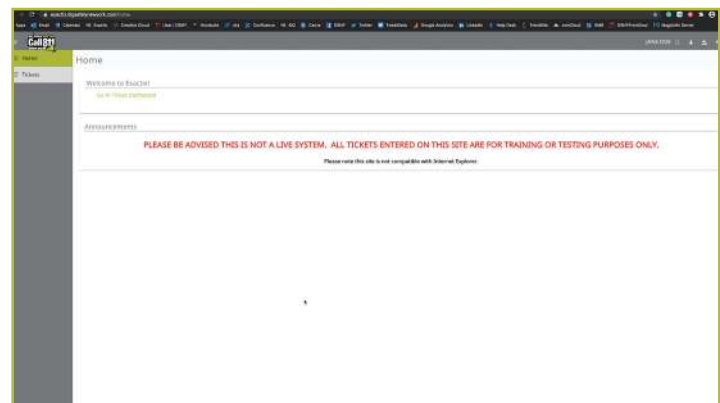
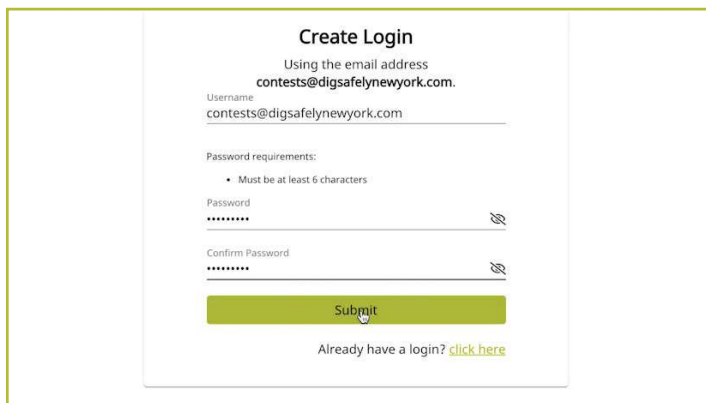
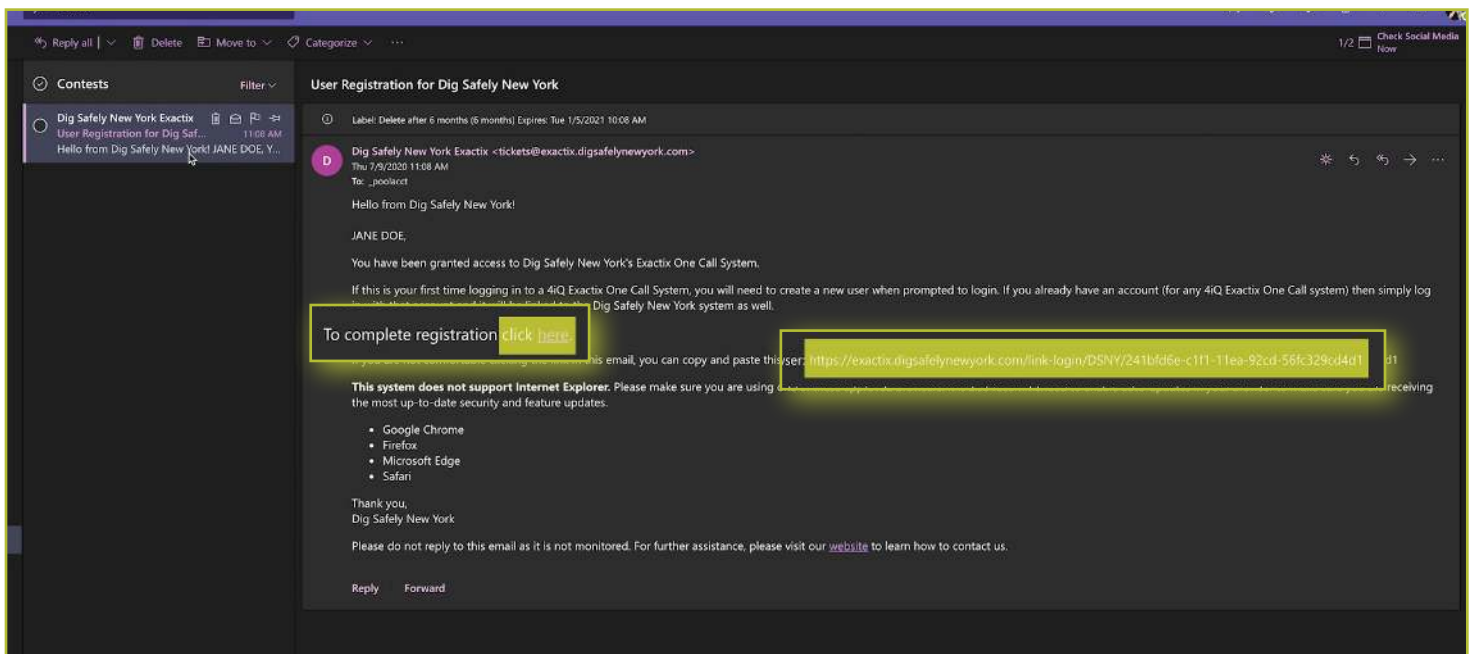
If you had an existing web account with Dig Safely New York for submitting location requests or responding to location requests, you will receive an email from **Tickets@Exactix.DigSafelyNewYork.com**. Log into your email and look for the invitation.

Once you receive the email, read through it and click on the link to set up your account. Should you prefer, you can copy and paste the link into a new browser tab or window. The link will bring you to an Exactix account creation page where you will need to create a password.

Because you already had a web account within Dig Safely New York's old one-call platform, your password creation will link and verify your imported information into the new system.

After creating your password and clicking the **Submit** button, you will be redirected to your new Exactix account home screen.

Please ensure that you keep your username and password in a safe place for future reference.



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How to
Use and Navigate Your Dashboard

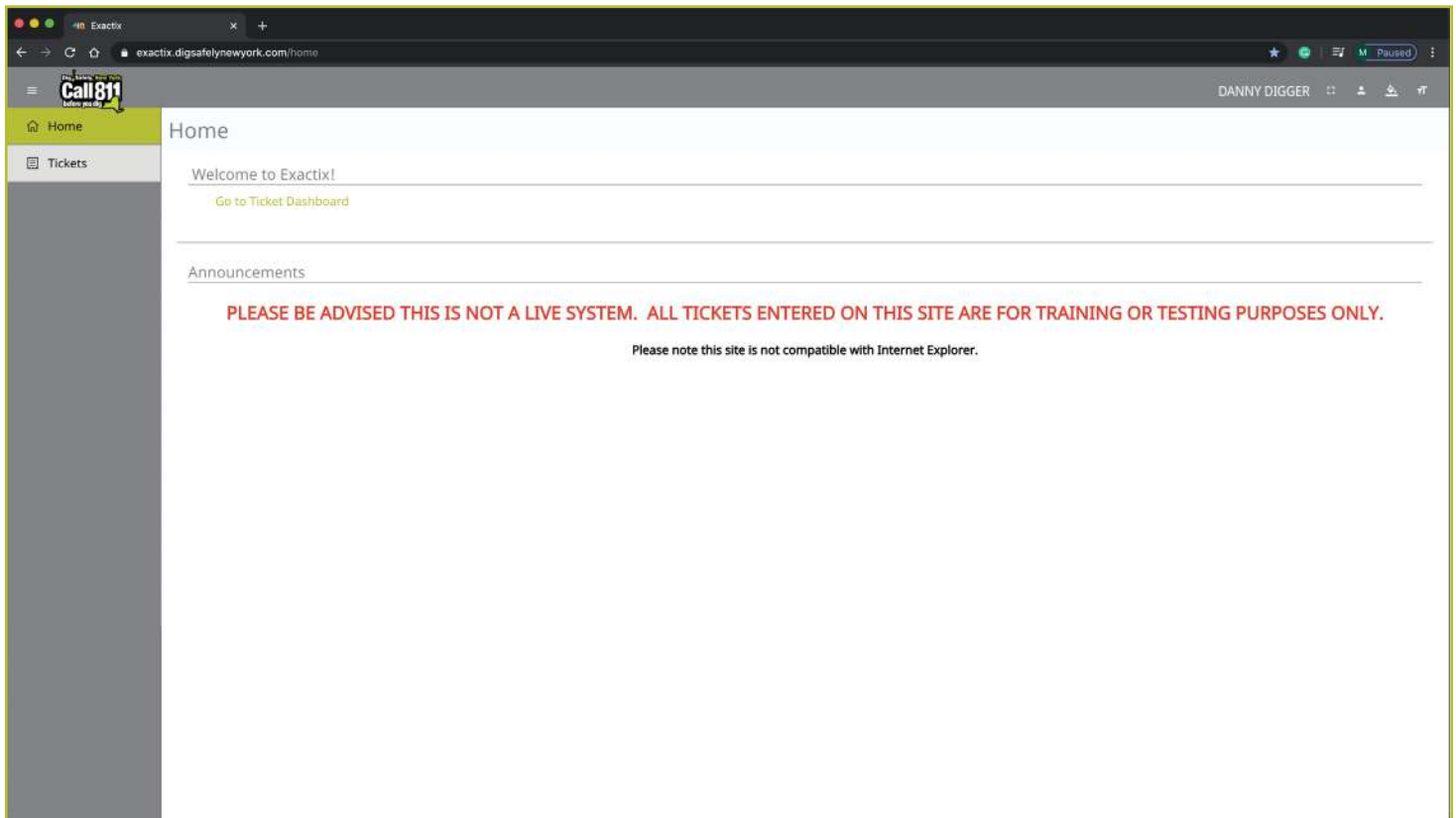
How to use and Navigate Your Dashboard

Getting Started

Once you have an Exactix account and log in, you will see your dashboard. The dashboard is your **home screen** for your Exactix account.

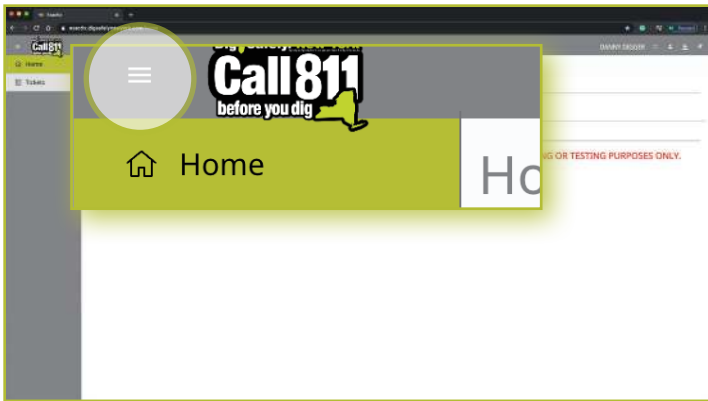
Let us review what the dashboard allows you to do.

When you first log into your Exactix account, you will land on your **home screen**. This screen will have information, news, and/or alerts that Dig Safely New York may need you to be aware of.



How to use and Navigate Your Dashboard

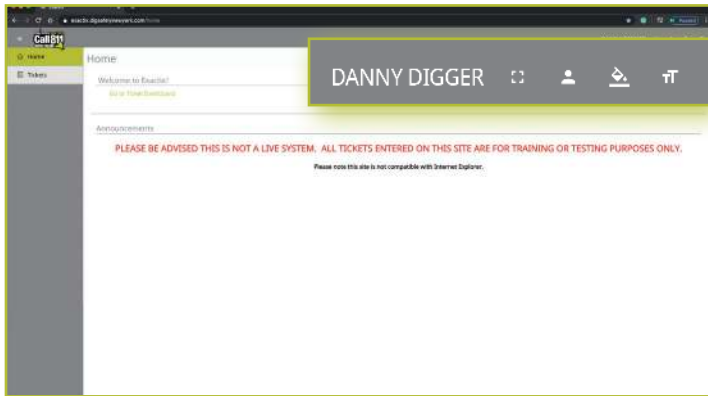
Dashboard Icons and what they do





Let's take a look at some other features that are available on your dashboard.


In the top left-hand corner, you will see three parallel lines. This is your menu icon and can be used to expand or collapse your main menu to show just icons, or the icons with text. You can also simply hover over the menu to have a quick view of your options. Taking your cursor off the bar will result in the menu collapsing to just show you the icons. Click on the three lines to keep the menu expanded.


In the top right-hand corner, you will see your name with four icons next to it. These icons represent different options on how you can view your dashboard. Hovering your mouse over each icon will explain what each mean.

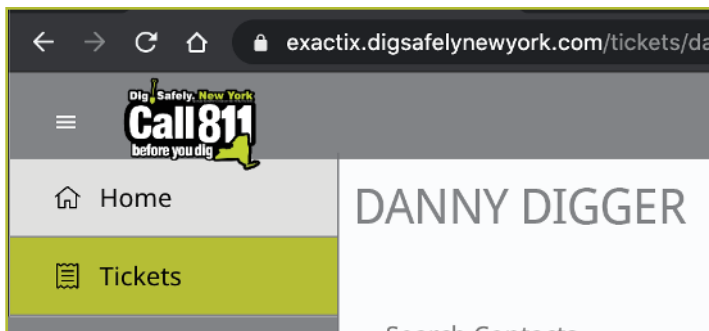


 The first icon allows you to toggle to a full screen view.

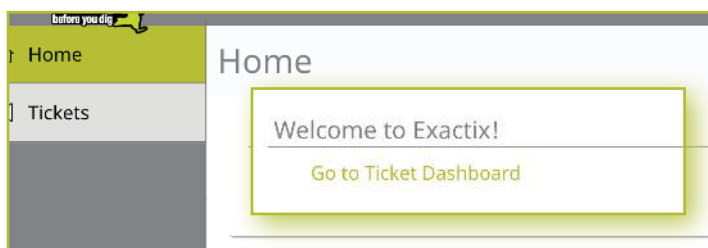
 The second icon gives you options to manage your profile within the system and log out of your account. These are called User Actions.

 The third icon allows you to change the theme color of the dashboard. Dig Safely New York has preset a default theme to match its brand colors. There are several other options for you to choose from, should you wish.

 Finally, the fourth icon allows you to change the size of the text within your dashboard.



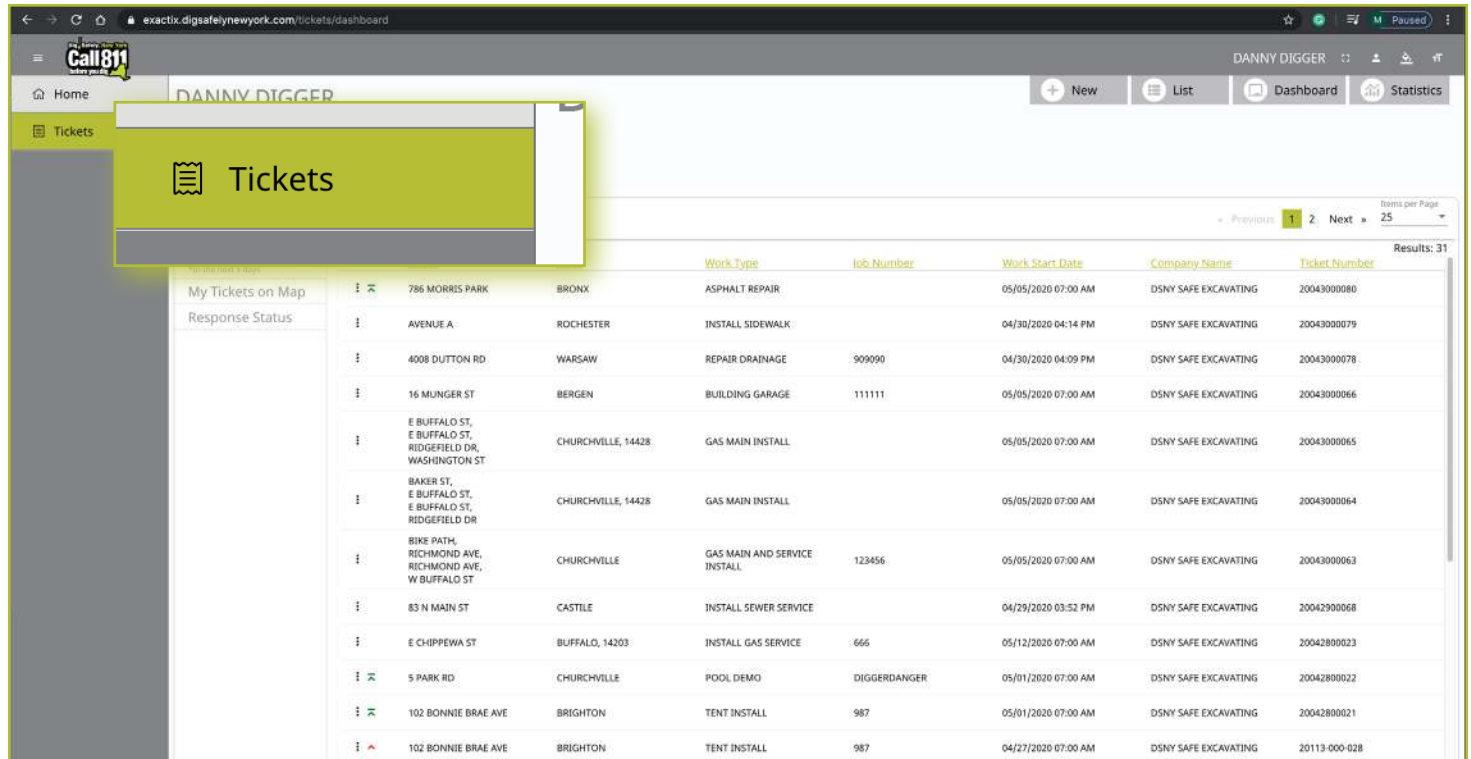
After you read any alerts on the home screen, you can click on the **Tickets** tab in the left-hand menu, or on the **Go to Ticket Dashboard** text on the home screen.



How to use and Navigate Your Dashboard

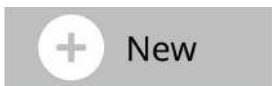
The Ticket Menu

Your **Tickets** tab allows you to view the Location Requests you have submitted.

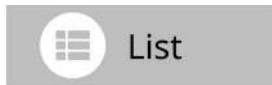


This Menu reveals three (3) new options located under the four (4) icons to the right of your name. These new options include **New**, **List**, and **Dashboard**. Let's review.

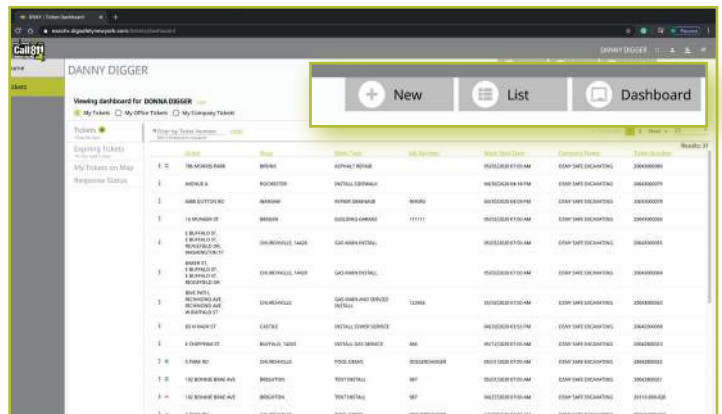
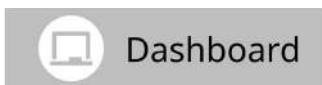
The **New** button brings you the Location Request creation screen.



The **List** button allows you to search through and for tickets you have permissions to view.



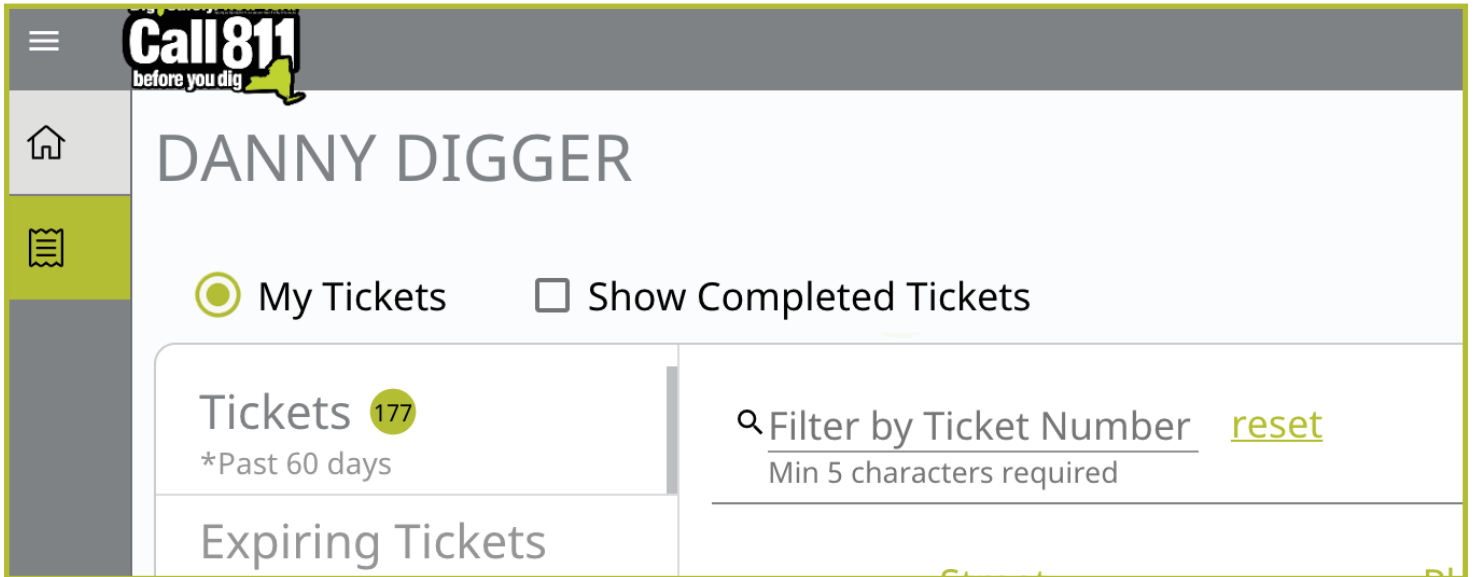
The **Dashboard** button will bring you back to your ticket dashboard screen view.



How to use and Navigate Your Dashboard

Viewing your Tickets

You will be able to view all Location Requests you submit, as well as those Location Requests in which you have been assigned as a field contact. You can gain access to view all Location Requests submitted by those in your Office and/or Company with additional roles, which is outlined in the Roles and Permissions section of this guide.

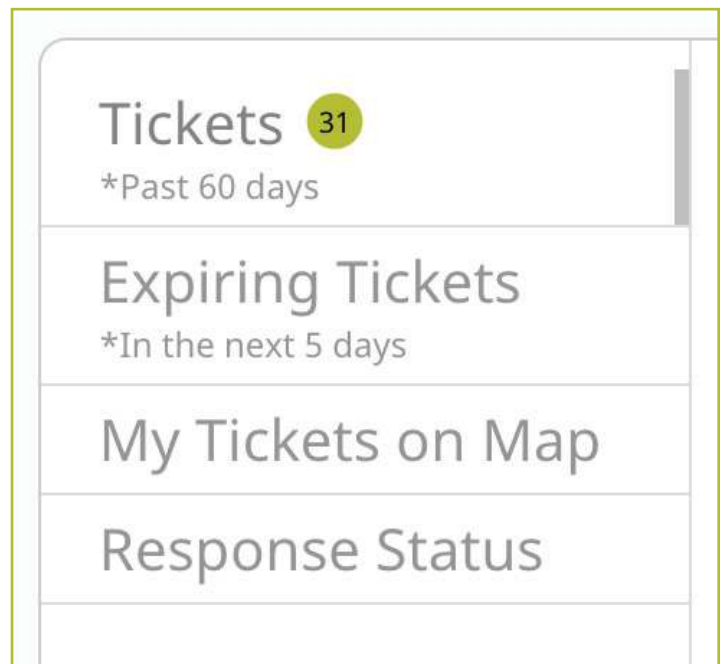


You also have a secondary ticket menu on the left-hand side on this ticket dashboard screen, which you can use to filter your tickets, or the tickets of your Office and/or Company (based on permissions).

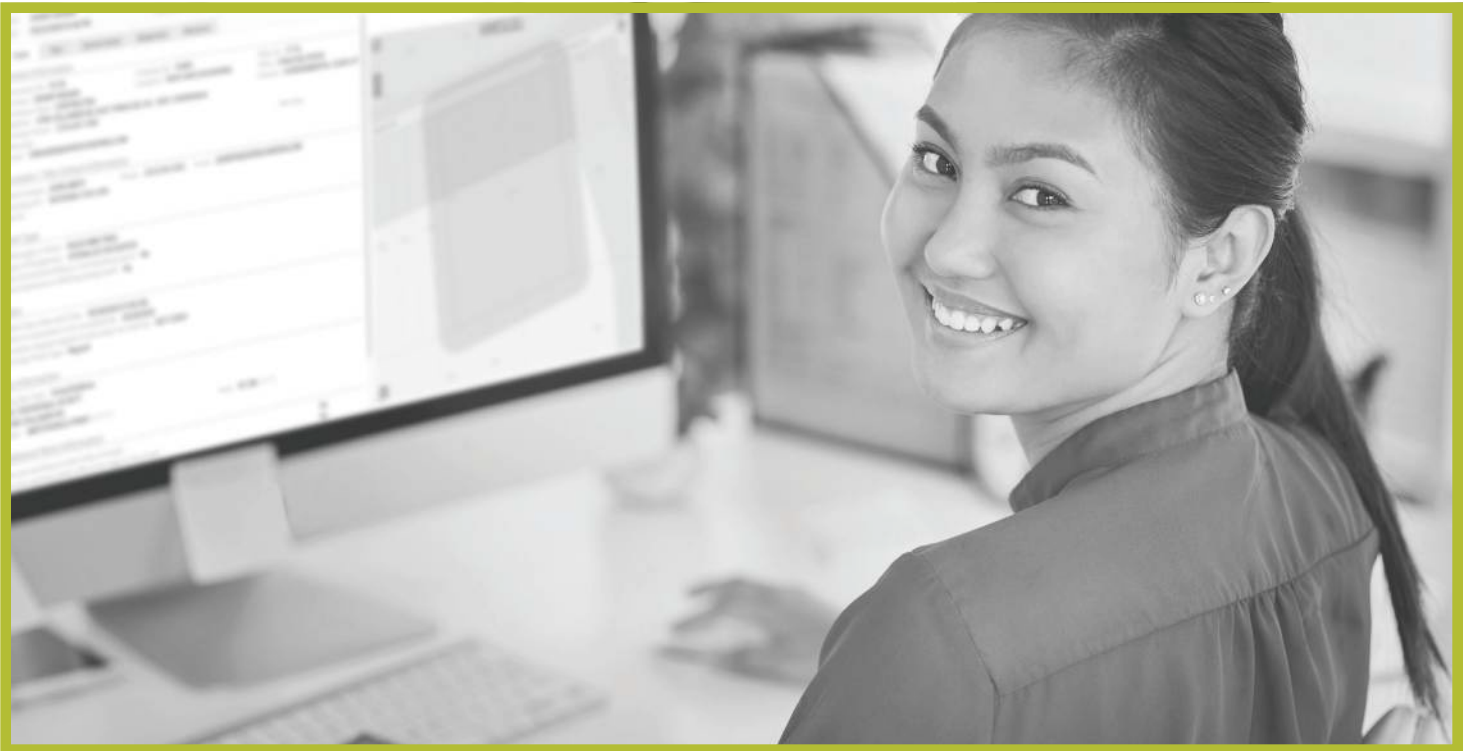
Here, you can click to view:

- Tickets from the past 60 days
- Tickets close to expiring
- Tickets on a map (using your current location)
- View the response status of tickets

We will review how you can interact with each of these filtered views later in this guide.



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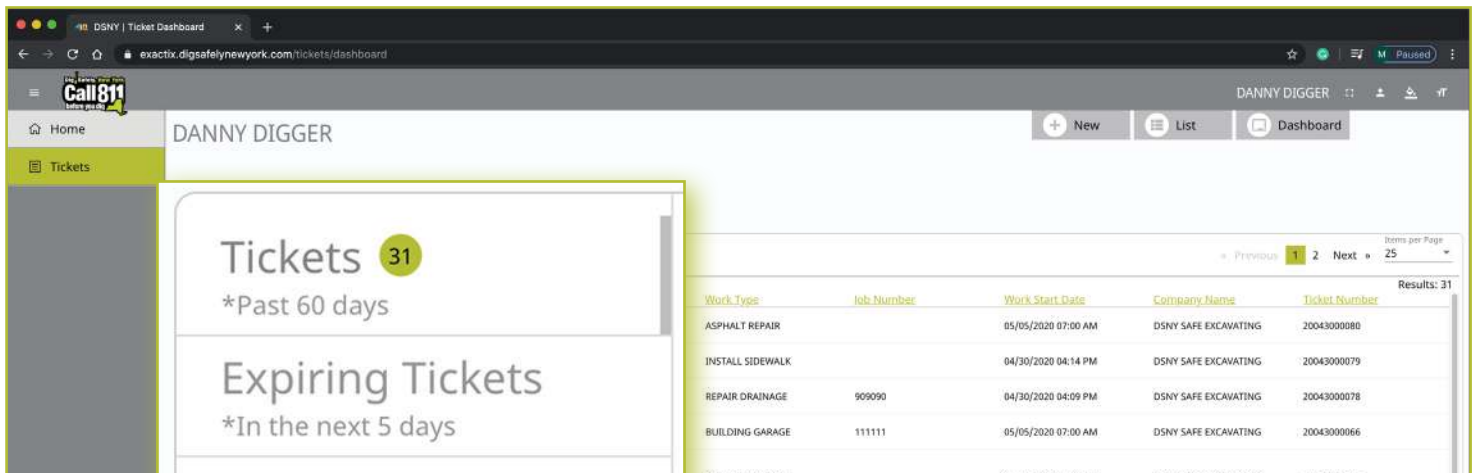
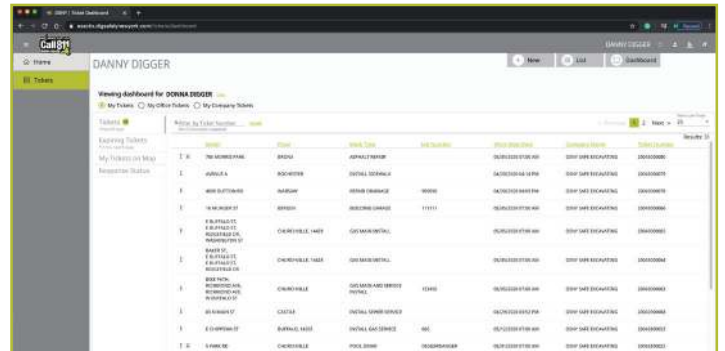
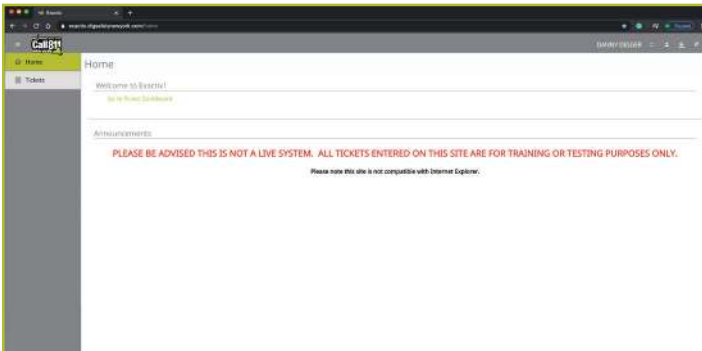
How to Utilize the
Secondary Ticket Menu

How to Utilize the Secondary Ticket Menu

Getting Started

In the previous section, we reviewed the features available on your home screen and ticket dashboard.

Let's take a closer look at the secondary ticket menu.



The secondary ticket menu on the left-hand side on the ticket dashboard screen allows you to filter your tickets. Here, you can click to view:

- All tickets from the past 60 days
- Expiring tickets
- Tickets on map
- Response status of tickets

Let's take a closer look at each option.

How to Utilize the Secondary Ticket Menu

Recent Tickets

The screenshot shows the 'Tickets' menu with a search filter and a list of tickets. The list includes columns for Street, Place, Work Type, Job Number, Work Start Date, Company Name, and Ticket Number. The first three tickets are highlighted.

Street	Place	Work Type	Job Number	Work Start Date	Company Name	Ticket Number
786 MORRIS PARK	BRONX	ASPHALT REPAIR		05/05/2020 07:00 AM	DSNY SAFE EXCAVATING	20043000080
AVENUE A	ROCHESTER	INSTALL SIDEWALK		04/30/2020 04:14 PM	DSNY SAFE EXCAVATING	20043000079
4008 DUTTON RD	WARSAW	REPAIR DRAINAGE	909090	04/30/2020 04:09 PM	DSNY SAFE EXCAVATING	20043000078

Clicking on the **Tickets** tab will allow you to view all tickets created within the last 60 days.

Tickets are displayed using a default filter showing the columns of:

- Street
- Place
- Work Type
- Job Number
- Work Start Date
- Company Name
- Ticket Number

Clicking on each of these titles will allow you to change the order in which your tickets are displayed based on column title. For example, if you click on **Work Start Date**, you will see a pop up that allows you to customize the way your tickets are being displayed.

We will discuss how you can configure your default filtered view for tickets later in this guide.

The 'Work Start Date' filter pop-up includes the following options:

- Sort Ascending
- Sort Descending
- Limit by...
 - All Dates
 - Today
 - Yesterday
 - Last Week (Last Sunday to last Saturday)
 - Last Month
 - Past Days (Max is 60)
 - Past Hours (Max is 24)
 - Single Date (mm/dd/yyyy)
 - Date Range (mm/dd/yyyy) (mm/dd/yyyy)

The 'Street' filter pop-up includes the following options:

- Sort Ascending
- Sort Descending
- Limit by...
-
- Hit Enter to add text to the filter

How to Utilize the Secondary Ticket Menu

Expiring Tickets & Tickets on Map

Clicking on the **Expiring Tickets** tab in the secondary ticket menu will allow you to view all tickets that will be expiring in the next five (5) days. This gives you the opportunity to set job priorities for yourself.

Expiring Tickets ¹⁰ <small>*In the next 5 days</small>	Expires Date	Street	Place	Work Type
My Tickets on Map	05/11/2020 11:59 PM	MYERS RD, MYERS RD, RT 55, RT 55	NEVERSINK, 12765	
Response Status	05/11/2020 11:59 PM	MYERS RD, MYERS RD, RT 55, RT 55	NEVERSINK, 12765	TRENCHING
	05/11/2020 11:59 PM	MYERS RD, MYERS RD, RT 55, RT 55	NEVERSINK, 12765	TRENCHING
	05/11/2020 11:59 PM	MYERS RD, MYERS RD, RT 55, RT 55	NEVERSINK, 12765	TRENCHING
		MYERS RD,		

The **Response Status** tab allows you to get a quick view your tickets based on when the responses are due and how many responses have been received from the notified utilities.

Response Status ⁵⁴	Expires Date	Responses	Street	Place	Work Type
	05/07/2020 05:00 AM	0 / 5	39 HUSCHKE RD	HURLEYVILLE, 12747	OIL TANK REMOVAL
	04/30/2020 10:33 AM	0 / 6	217 RICHARD CT	MOUNT IVY	SITE WORK LANDSCAPING
	05/01/2020 10:12 AM	0 / 5	11 LINDBERGH RD	STONY POINT	SITE WORK
	05/05/2020 05:00 AM	0 / 14	RT 42, RT 42, RT 42, RT 42	MONTECELLO, 12701	PIPELINE INSTALL
	05/04/2020 05:00 AM	0 / 3	83 N MAIN ST	CASTILE	INSTALL SEWER SERVICE

How to Utilize the Secondary Ticket Menu

Ticket Responses

Clicking on each individual ticket on this screen gives you a detailed ticket view. Using the grey tabs at the top of the ticket allows you to view:

- The entire ticket with the map
- Ticket text
- Utilities notified
(The term Service Areas are the same as Utilities Notified)
- Responses received
- Versions of the ticket

The screenshot displays the DSNY Ticket Dashboard for ticket 20050100021 v0. The ticket status is 'Complete' and the function is 'Damaged or Discovered Line'. The agent is Karen Smith, and the ticket was taken on 05/01/2020 at 06:47 AM. The notification method is 'Manual'.

The ticket details are organized into several sections:

- Contact Information:** Excavator ID: 60866, Company ID: 153676, Office ID: 15167. Contact: DANNY DIGGER, Company: DSNY SAFE EXCAVATING, Office: DSNY SAFE EXCAVATING - SYRACUSE, Industry: GAS UTILITY.
- Company Information:** Company Type: CONTRACTOR, Address: 3890 SOUTH STREET RD, MARCELLUS, NY, 13108, Primary Phone: (123) 555-1234, Alternate Cell: (123) 555-5678, Email: DDIGGER@SAFEEXCAVATING.COM.
- Excavator / Site Contact Information:** Field Contact: DON JOES, Working For: NYSEG, Job ID: TYUJO, Phone: (123) 555-4321, Email: DJ@SAFEEXCAVATIO.
- Work Type:** What type of Work: ELECTRIC SERVICE REPAIR, Type of Equipment: MINI EXCAVATOR, Any Explosives or Blasting being used? No.
- Dates:** Work Start Date and Time: 05/01/2020 06:47 AM, Work is estimated to be completed by: 05/01/2020.

The right side of the dashboard features a map showing the site location. The map includes an 'Excavator Profile' and 'Map' view. The site is located near E Raynor Ave and 33-99 Forestry Dr. The map shows a blue shaded area representing the service area and a red shaded area representing the excavation site. The map also shows nearby buildings like the Physics Bldg and Heroy.

How to Utilize the Secondary Ticket Menu

Searching for Tickets

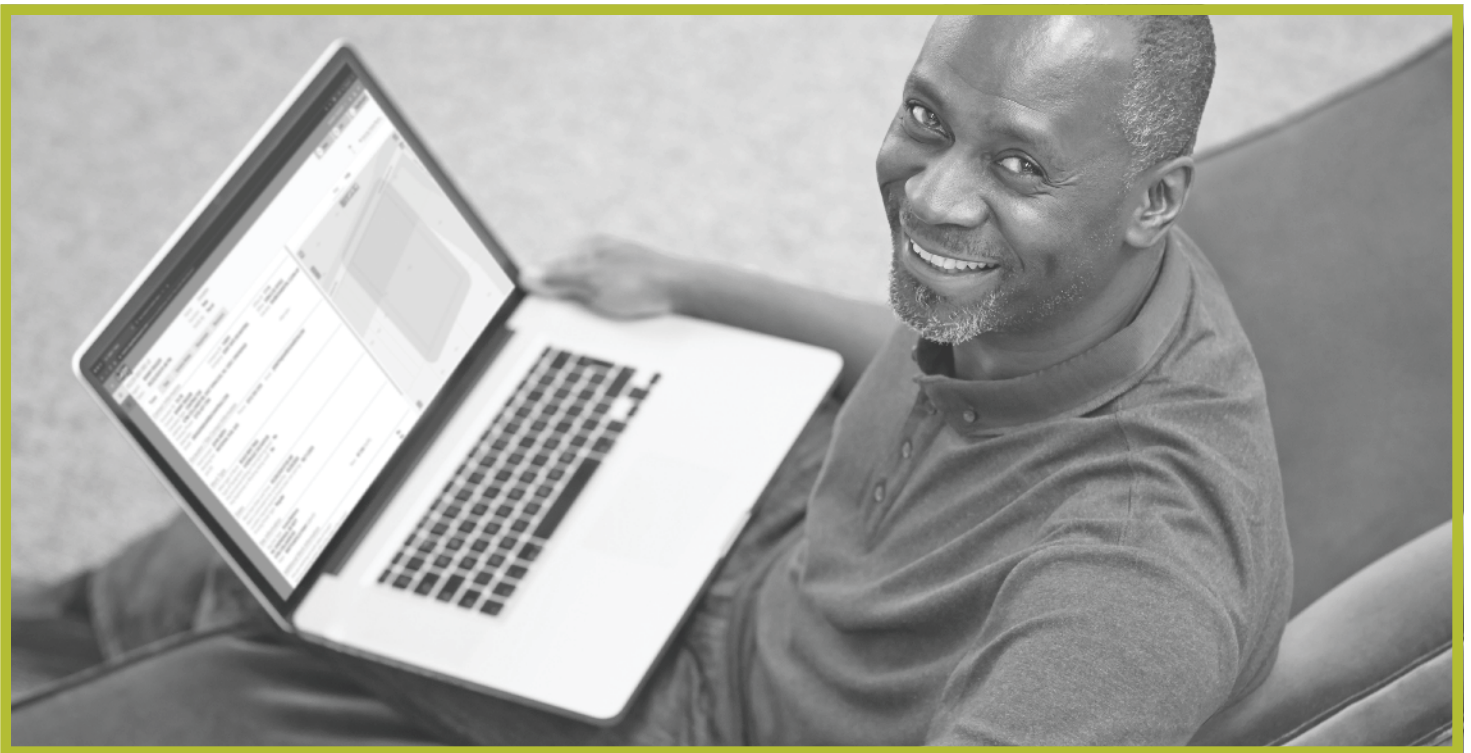
If you have a specific Location Request you would like to view and you know the ticket number, use the **Filter by Ticket Number** search box to locate the ticket.

To refresh your dashboard view or search for a new Location Request, click the **Reset** text to the right of the search box.

The screenshot shows the DSNY Ticket Dashboard interface. The user is logged in as DANNY DIGGER. The dashboard is for DONNA DIGGER. The search filter 'Filter by Ticket Number' is highlighted with a yellow box, and the 'reset' link is visible to its right. The table below shows a list of tickets with columns for job number, work start date, company name, and ticket number.

job Number	Work Start Date	Company Name	Ticket Number
	05/05/2020 07:00 AM	DSNY SAFE EXCAVATING	20043000080
	04/30/2020 04:14 PM	DSNY SAFE EXCAVATING	20043000079
909090	04/30/2020 04:09 PM	DSNY SAFE EXCAVATING	20043000078
111111	05/05/2020 07:00 AM	DSNY SAFE EXCAVATING	20043000066
	05/05/2020 07:00 AM	DSNY SAFE EXCAVATING	20043000065
	05/05/2020 07:00 AM	DSNY SAFE EXCAVATING	20043000064
123456	05/05/2020 07:00 AM	DSNY SAFE EXCAVATING	20043000063
	04/29/2020 03:52 PM	DSNY SAFE EXCAVATING	20042900068
666	05/12/2020 07:00 AM	DSNY SAFE EXCAVATING	20042800023
DIGGERDANGER	05/01/2020 07:00 AM	DSNY SAFE EXCAVATING	20042800022
987	05/01/2020 07:00 AM	DSNY SAFE EXCAVATING	20042800021
987	04/27/2020 07:00 AM	DSNY SAFE EXCAVATING	20113-000-028
DIGGERDANGER	04/27/2020 07:00 AM	DSNY SAFE EXCAVATING	20113-000-027

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How to Utilize the
**Homeowners/DIYers
Single Address Role**

Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Explanation of Role

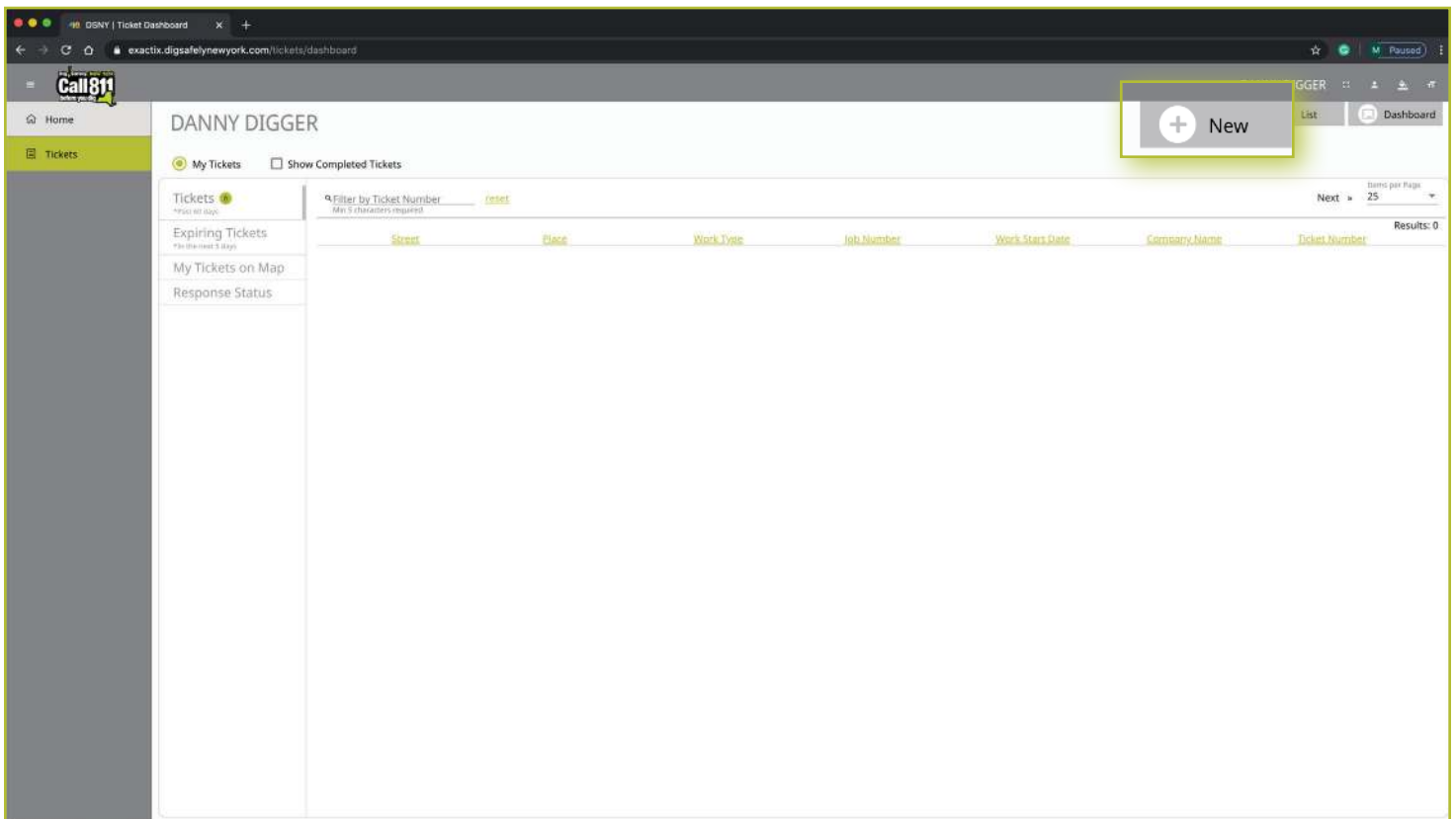
If you create your own Exactix account you will be automatically entered into the Homeowner/DIYers—Single Address Role. This role is intended for a Homeowner/DIYer that places an occasional Location Request. To obtain more permissions, contact the Dig Safely New York Web Services Team.

Users in the Homeowner/DIYers—Single Address Role have access to submit Regular/Legal Location Requests with dig sites being at a Street/Address only.

Within the ticket dashboard, the Homeowner/DIYers—Single Address Role gives users the permission to view all Location Requests placed by that user, as well as view all Automated Positive Responses (APR) for those Location Requests.

Let's take a visual look at how a user in the Homeowner/DIYers—Single Address Role would submit a Regular/Legal Location Request and utilize the ticket dashboard.

To start a new Location Request, click on the **New** button under your name in the upper right-hand corner of the dashboard.



Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

Contact Information

After you select **New**, you will be brought to the Location Request creation screen. You will start with the Contact Information section. Every web user will have contact information pre-populated into the section based on your account profile information.

Contact fields for a Homeowner/DIYer differ from a Contractor/Excavator in this role. Note the blank field in the image below. Registered Homeowner/DIYers will not have:

- Excavator ID
- Company ID
- Office ID
- Company Name
- Office Name

The fields that are greyed out cannot be altered. If any of this information is incorrect, please contact Dig Safely New York's Web Services Team to update your contact information.

Fields that can be changed are not greyed out. These include **Alternate Contact** information and **Email**.

The screenshot displays the 'Contact Information' form in a web browser. The form is pre-populated with the following data:

Field	Value
Excavator ID	[Greyed out]
Company ID	[Greyed out]
Office ID	[Greyed out]
Contact Name	KAREN SMITH
Company Name	[Greyed out]
Office Name	[Greyed out]
Company Type	HOMEOWNER
Address 1	123 CHESTNUT ROAD
Address 2	[Greyed out]
City	KIRKVILLE
State	NY
Zip	13082
Primary Phone	(123) 555-1234
Type	[Greyed out]
Alternate Contact #	[Greyed out]
Email	KARENSMITH@SAFETYMAIL.COM

Below the contact information, there are sections for 'Who are you doing the Work for', 'Job ID if you have one', 'Information about your Project', and 'What type of Equipment?'. The 'Information about your Project' section includes a dropdown for 'Is the dig area marked in white?' (Yes/No) and a dropdown for 'Any Explosives or Blasting being used?' (Blasting).

Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

Alternate Contact

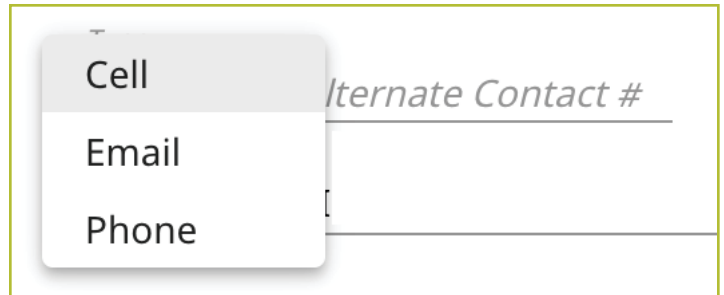
These fields can be populated with other means of contacting you, such as a **Cell, Email or Phone** number. Simply change the type of contact using the drop-down options and type in the information, like a cell phone number, that matches the type you have selected.

If you select a contact type and put in the respective response, but change your mind and would like to leave this field blank, use your keyboard to delete the number or email you have inserted and also delete the type of contact you have selected. Deleting the type of contact you have selected by using your keyboard will change the field back to "Type."

Email

This field can also be changed to show another email address that you would like to use for the purposes of that specific Location Request.

Please Note: Both Dig Safely New York and locators for underground facility owners/operators may use this information to contact you with information, problems, or questions. It is important that you keep your contact information accurate and up to date.



A screenshot of a web form. On the left, a dropdown menu is open, showing three options: "Cell", "Email", and "Phone". The "Cell" option is currently selected and highlighted. To the right of the dropdown is an input field labeled "Alternate Contact #". The input field is currently empty.



A screenshot of a web form. On the left, a dropdown menu is open, showing the option "Cell" selected. To the right of the dropdown is an input field labeled "Alternate Contact #". The input field is currently empty.



A screenshot of a web form. On the left, a dropdown menu is open, showing the option "Email" selected. To the right of the dropdown is an input field labeled "Email". The input field contains the email address "NSMITH@SAFEEXCAVATING.COM".

Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

Excavator / Site Contact Information

There are two questions in this section for those users registered into the system as a Homeowner. These questions are regarding who is doing the work.

Excavator / Site Contact Information

Are you doing the Work?

Who is doing the work:

Are you Doing the Work

If you will be doing the work yourself as a homeowner, please answer this question with the **Yes** option. By answering yes, you are not required to answer the next question and you can move to the “Information about your Project” section of the Location Request form.

If you have hired a contractor to do this work, please answer this question with the **No** option. Then, please answer the following question, “Who is doing the work.”

Who is Doing the Work

This is a type ahead field. If you have hired a contractor to do the work, begin typing the name of the company then choose from the list provided.

If the name of the company you have hired is not on the provided list, you can continue typing without selecting an option to populate this field with the name of your hired company or contractor.

Please note, if you have hired a contractor, that person or company needs to place their own Location Request for the jobsite, per New York State law.

Excavator / Site Contact Information

Are you doing the Work?

Who is doing the work:

Excavator / Site Contact Information

Are you doing the Work?

Who is doing the work:

Excavator / Site Contact Information

Are you doing the Work?

Who is doing the work:

Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

Information about your Project

Now, we move on to the **Information about your Project** section of the form. Here you will be asked specific questions regarding your impending project.

Information about your Project

Is the dig area marked in white? Yes/No ▼

Any Explosives or Blasting being used? Blasting ▼

What type of Equipment?

Any horizontal drilling or boring being done? Boring ▼

Depth of Excavation: Depth Units ▼

Work Site Dimensions: Length: Length Units ▼ Width: Width Units ▼

Is the Dig Area Marked in White

Marking a jobsite in white using paint or flags allows a utility locator to easily identify areas that must be located for underground utilities. Select from the options of **Yes**, **No**, or **Unknown** to answer this question. This information is passed along to the utility companies so that their utility locators know what they are looking for on the jobsite. If the area is marked in a color other than white, please answer this question with the **No** response and note in the comments field at the bottom of the Location Request creation form that the area is marked in a specific color (i.e., work area is marked in black).

Any Explosives or Blasting being used

This is a yes/no question. If you plan to use any explosives, like dynamite, during your job, please select **Yes**.

Information about your Project

Is the dig area marked in white? Yes
No
Unknown

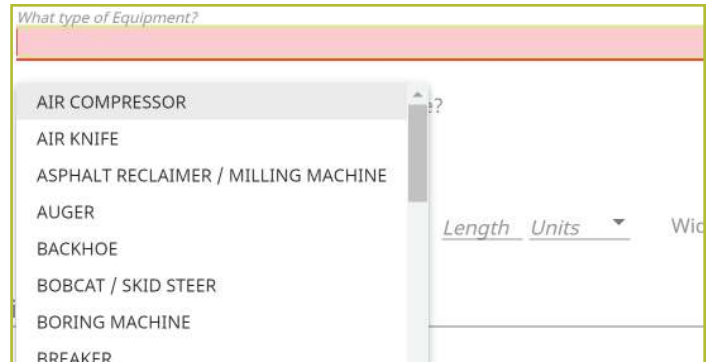
Any Explosives or Blasting being used?

Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

What Type of Equipment

This question is asking what type of equipment will be used to perform your job. For example, you can type in hand tools, auger, or backhoe, in this field. Once you begin typing, a list of possible matches will populate for you to choose from. You can select the equipment from the dropdown menu by clicking it or pressing **enter/return** on your keyboard. You can enter more than one type of equipment. You should include all equipment that will be used for this job.

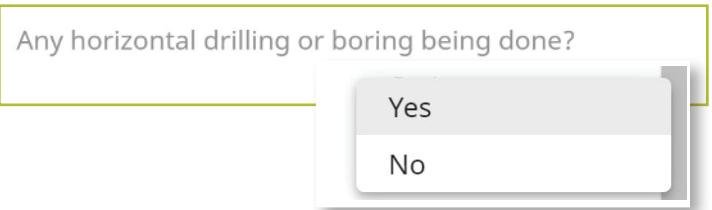


A screenshot of a web form titled "What type of Equipment?". A dropdown menu is open, displaying a list of equipment types: AIR COMPRESSOR, AIR KNIFE, ASPHALT RECLAIMER / MILLING MACHINE, AUGER, BACKHOE, BOBCAT / SKID STEER, BORING MACHINE, and BREAKER. To the right of the dropdown, there are labels for "Length", "Units", and "Width".

Any Horizontal Drilling or Boring being done

Directional drilling or boring is drilling into the ground to create a horizontal hole without distributing the surface of the ground. This technique is often used to install underground utility lines without digging a trench.

This is a yes/no question. If you or your contractor will be using equipment for directional drilling or boring on your jobsite, please answer **Yes** to this question using the dropdown options.



A screenshot of a web form with the question "Any horizontal drilling or boring being done?". A dropdown menu is open, showing two options: "Yes" and "No".

Depth

In this field, type in how deep you plan to dig for your project. This should be a numeric answer. The unit dropdown can be changed to reflect the unit of measure that you need to indicate how deep you are digging. Unit options include **Feet, Inches, Yards, Miles and Meters**.

If you are not certain of the depth you will be digging, leave this blank.

If you type in a response and change your mind and would like to leave this field blank, use your keyboard to delete the number you have inserted and also the unit you have selected. Deleting the unit you have selected using your keyboard will change the field back to "Units".



A screenshot of a web form showing a "Depth" field. A dropdown menu is open, listing unit options: Feet, Inches, Yards, Miles, and Meters. To the left of the dropdown, there are labels for "Length" and "Units". To the right, there is a "Width" field with a label "Width:".

Roles and Permissions as an Exactix Web User

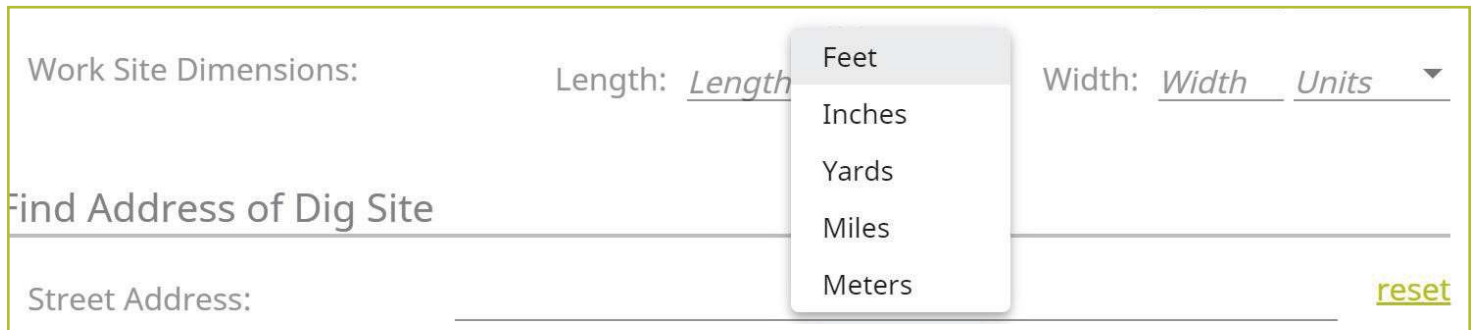
Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

Work Site Dimensions

Similar to the depth, use the length and width fields to indicate the dimensions of your work area. This should be the approximate size of the entire dig area, not just the size of the hole or trench you plan to dig. This should be a numeric answer. The unit dropdown can be changed to reflect the unit of measure needed. Unit options include **Feet, Inches, Yards, Miles and Meters.**

If you are not certain of the length or width of your work area, leave these fields blank.

If you type in a response and change your mind and would like to leave one or both of these fields blank, use your keyboard to delete the number you have inserted and also the unit you have selected. Deleting the unit you have selected using your keyboard will change the field back to “Units.”



The screenshot shows a web form titled "Work Site Dimensions:". It contains two input fields: "Length: Length" and "Width: Width Units". A dropdown menu is open over the "Units" field, listing the following options: "Feet", "Inches", "Yards", "Miles", and "Meters". Below the "Width" field is a "reset" button. To the left of the form is a section titled "Find Address of Dig Site" with a "Street Address:" label and an input field.

Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

Find Address of Dig Site

The next group of questions in the Location Request creation form are for the Dig Site area.

Find Address of Dig Site

Street Address: _____ [reset](#)

City/Place, County, State: Place _____ County _____ NY

Near Street: Nearest Intersecting Str...

Where on the lot will you be digging? Check all that apply:

<input type="checkbox"/> Entire Property	<input type="checkbox"/> Rear of Property
<input type="checkbox"/> Front of Property	<input type="checkbox"/> Left Side of Property, as Facing
<input type="checkbox"/> Perimeter of Property	<input type="checkbox"/> Right Side of Property, as Facing
<input type="checkbox"/> Work in Driveway Area	<input type="checkbox"/> Include Street to Centerline
<input type="checkbox"/> Work in Sidewalk Area	

* If additional locate instructions are necessary, type them in the comments below.

Are you working on both sides of street? Yes/No ▼

Are you working within 25ft of the edge of the street? Yes/No ▼

What type of digging work will be occurring at this address?

Type of Digging

When do you plan to start your work? 06/03/2020, 07:00 AM 📅

Estimated Work Complete Date: 06/03/2020 📅

Location request expires if work does not start by: 06/17/2020

Please enter any additional comments you have about the work you are doing including any necessary community gate codes or other access information:

Comments ▲▼

Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

Street Address

Enter the address where you will be digging. As you start typing in the address or street name, a list of potential matches will appear in the dropdown, with the closest matches being at the top. Select the option in which your address is included in the range, by using your mouse to click on the correct match. Note that the Place and County are also displayed with the address and will be automatically populated in the following fields by selecting your address range.

The screenshot shows the 'Find Address of Dig Site' form. The 'Street Address' field contains '54 ED HILL RD' and has a 'reset' link to its right. The 'City/Place, County, State' field contains 'FREEVILLE' and 'TOMPKINS' with 'NY' to the right. A dropdown menu is open, showing a list of address suggestions such as '1-499 ED HILL RD, DRYDEN (TOMPKINS, NY)'. Below the dropdown, there are checkboxes for 'Where on the lot will you be digging?' and a text area for 'Near Street:'. The 'reset' link is highlighted in yellow.

Once you select your address, you will notice the map to the right of the Location Request creation form will change and the address you have selected will be blue.

If you have made a mistake, and would like to start over again on the address selection, or need to change the address, click the **Reset** text located next to the **Street Address** field.

This screenshot shows the 'Find Address of Dig Site' form with a map on the right. The 'Street Address' field now contains '119 ED HILL RD' and has a 'reset' link. The 'City/Place, County, State' field contains 'FREEVILLE' and 'TOMPKINS' with 'NY' to the right. The 'Near Street' field contains 'Nearest Intersecting Street'. The 'Where on the lot will you be digging?' section has several checkboxes. The 'Are you working on both sides of street?' and 'Are you working within 25ft of the edge of the street?' fields have 'Yes/No' dropdown menus. The 'What type of digging work will be occurring at this address?' field has a 'Type of Digging' dropdown menu. The 'When do you plan to start your work?' field contains '06/04/2020, 07:00 AM' and the 'Estimated Work Complete Date' field contains '06/04/2020'. The 'Location request expires if work does not start by:' field contains '06/18/2020'. The map on the right shows a blue rectangle highlighting the selected address '119' on '119 Ed Hill Rd'.

Roles and Permissions as an Exactix Web User

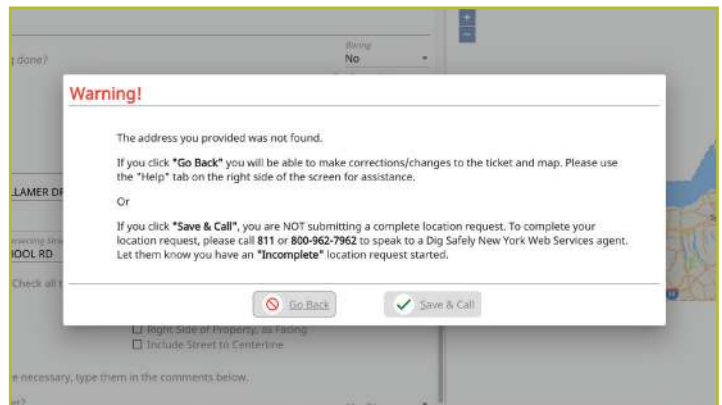
Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

City/Place, County, State

The City/Place, County and State fields will all be populated based on your address selection. If your address was not found, you will see a red error message that reads, “The address you provided was not found.” You cannot place a Location Request utilizing this online service if your address is not found. If you attempt to type in an address that is not found on the map and manually populate the City/Place and County fields, you will still receive a warning error that states, “The address you provided was not found,” upon trying **Save/Continue**.

If you cannot locate your address using this form, please call 811 to speak to a Damage Prevention Representative. The Damage Prevention Representative will assist in finalizing a Location Request for your job.

Place	County	NY
FREEVILLE	TOMPKINS	



Near Street

If your **Street Address** and **Place** was found, then a list of the **Nearest Intersecting Streets** will be displayed once you click in the field. These choices also display the distance (in Feet) from the address of your dig site. Please select the correct match from the dropdown list. Selecting your **Near Street** will also change your map. Your **Near Street** will be highlighted in red. You may have to use the zoom out feature on the map to verify the location of your near street. Use the “ - ” icon on the left side of the map to zoom out. You can use the “ + ” icon above it to zoom back into the property you have selected as your jobsite.



Where on the lot will you be digging

(Check All That Apply)

Simply use your mouse to select where on the property you will be doing your work. If you are working on the entire property, there is no need to select other options that include the property. You may opt to select, **Include Street to Centerline** with the **Entire Property** option, though, depending on your project.

If additional locate instructions are necessary, use the **Comments** field at the bottom of the form.

Where on the lot will you be digging? Check all that apply:

- | | |
|------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Entire Property | <input type="checkbox"/> Rear of Property |
| <input type="checkbox"/> Front of Property | <input type="checkbox"/> Left Side of Property, as Facing |
| <input type="checkbox"/> Perimeter of Property | <input type="checkbox"/> Right Side of Property, as Facing |
| <input type="checkbox"/> Work in Driveway Area | <input type="checkbox"/> Include Street to Centerline |
| <input type="checkbox"/> Work in Sidewalk Area | |

* If additional locate instructions are necessary, type them in the comments below.

Roles and Permissions as an Exactix Web User

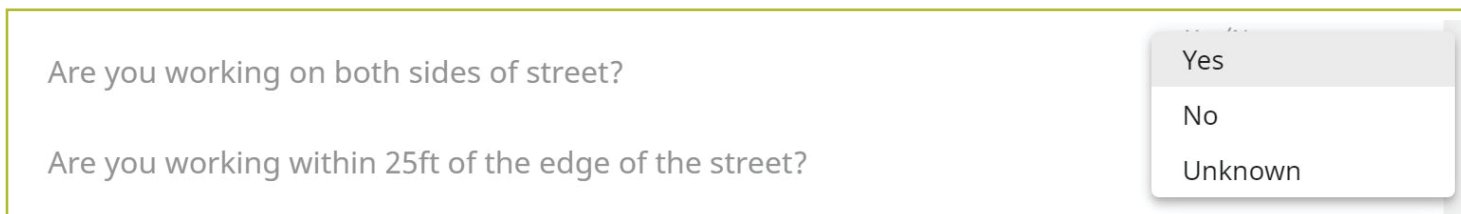
Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

Are you Working on Both Sides of the Street

The “both sides of the street” question directly impacts the mapping and utilities notified. Select the dropdown to click, **Yes**, **No**, or **Unknown**. If you select **Yes** or **Unknown**, you will notice the highlighted blue dig site area on the map (to the right of the Location Request creation form) will increase in size to account for the work on both sides of the street.

Are you working within 25ft of the street

Your answer to this question will notify impacted utilities if your work is being performed within 25 feet of the street. Select the dropdown to click, **Yes**, **No**, or **Unknown** to answer this question.



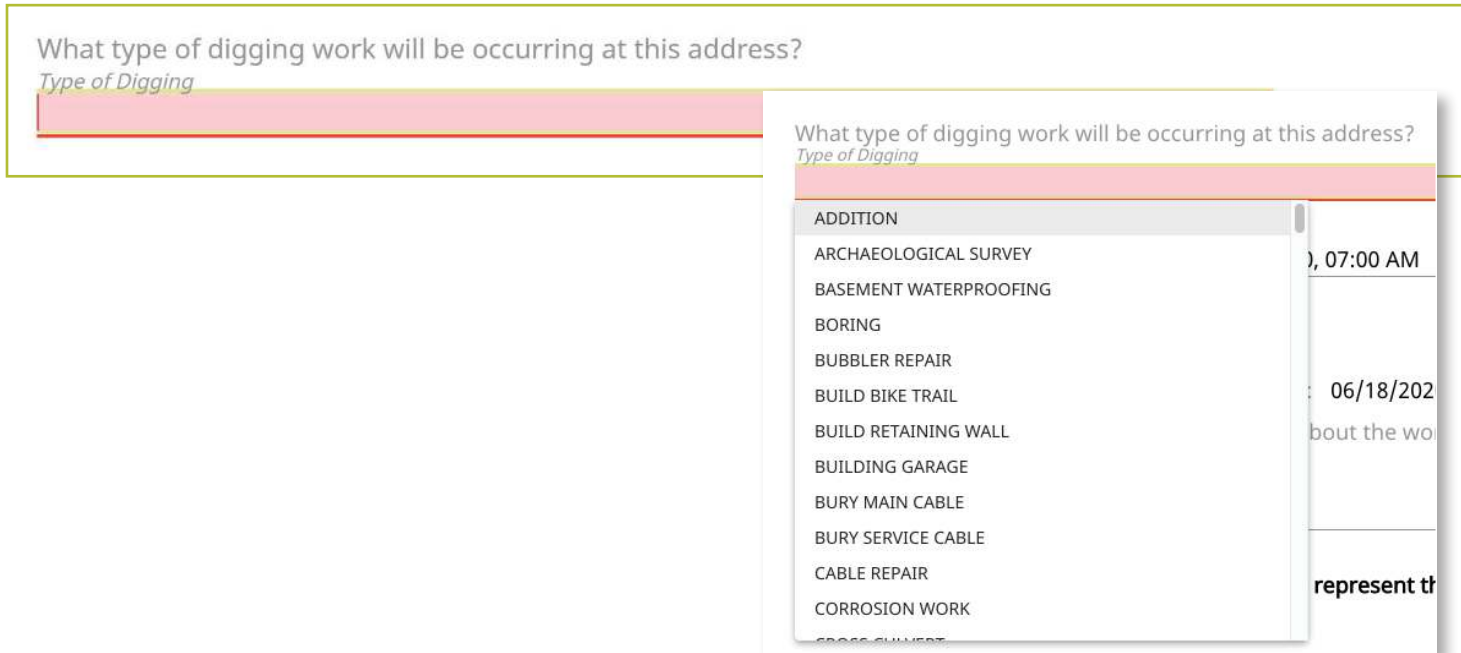
Are you working on both sides of street?

Are you working within 25ft of the edge of the street?

- Yes
- No
- Unknown

What Type of Digging will be Occurring at this Address

This question allows you to inform the utility companies of the type of work you will be performing. Examples include, but are not limited to, installing a fence, installing a driveway, replacing a mailbox, basement waterproofing, ditching, etc. In this field you can either select from the dropdown the type of work you are doing, or you can enter a type that is not listed. You can access the dropdown list by either clicking in the box, or by typing in the first few letters of the work type you are doing. Make sure you select the offered type of work by clicking on your selection or pressing **enter/return** on your keyboard.



What type of digging work will be occurring at this address?

Type of Digging

- ADDITION
- ARCHAEOLOGICAL SURVEY
- BASEMENT WATERPROOFING
- BORING
- BUBBLER REPAIR
- BUILD BIKE TRAIL
- BUILD RETAINING WALL
- BUILDING GARAGE
- BURY MAIN CABLE
- BURY SERVICE CABLE
- CABLE REPAIR
- CORROSION WORK
- CROSS-CURB

Roles and Permissions as an Exactix Web User


Homeowner/DIYer—Single Address Role :: Submitting a New Location Request


Work Start Date and Time

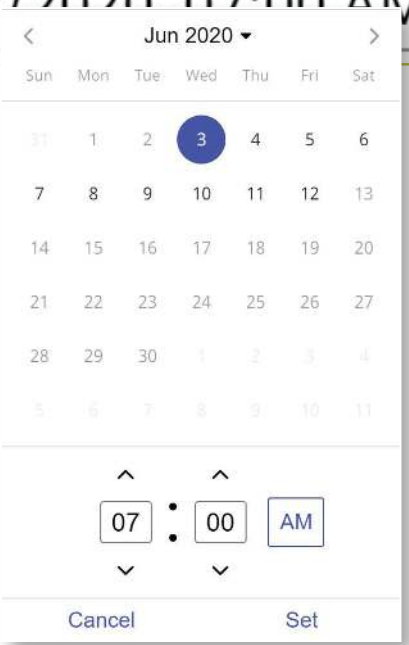
By law, Member Utilities have at least two (2) full working/business days to reply to your Location Request. Therefore, your work start date/time is automatically filled to the first legal start date possible based on the date you are filling out your Location Request. **Please note**, holidays and weekends are not included in the working/business day calculation and therefore may impact your first legal start date. To change your work start date, click on the calendar icon and click on the date you plan to start your work.

By law, your start date must be within ten (10) working/business days of when you place your Location Request.

The form will not allow you to select a date outside of this range. Your available date options will be black in color. Unavailable dates will be greyed out. If you need to change the start time of your planned work, within the calendar icon, use the arrows located above and below the designated time to change the time forward or backward.

When do you plan to start your work? 06/03/2020, 07:00 AM 

06/03/2020 07:00 AM 



Jun 2020


Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

07 : 00 AM

Cancel Set

Estimated Work Complete Date

In this field you will identify the date that you think your work will be completed. This date will be automatically populated with your selected work start date. If you want to change your estimated work completion date and/or time, click the calendar icon and click on the appropriate date. Use the arrows located by the month at the top of the calendar to view more future dates.

Estimated Work Complete Date: 06/03/2020 

Location Request Expires if Work does not Start By

Because utility markings can deteriorate/fade over time, your Location Request will have an expiration date if work is not started. You cannot alter this date in the form because it is based on your selected work start date/time. If you do not begin your work by the expiration date indicated in this field, you will need to submit a new Location Request.

Location request expires if work does not start by: 06/17/2020

Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

Comments

The **Comments** field is used to place any additional information or instructions to be sent on to the Member Utilities. For example, “A map is available to locators upon request.” Or, “This is a gated community. The gate code to access the property is 0000.”

Please enter any additional comments you have about the work you are doing including any necessary community gate codes or other access information:

Comments



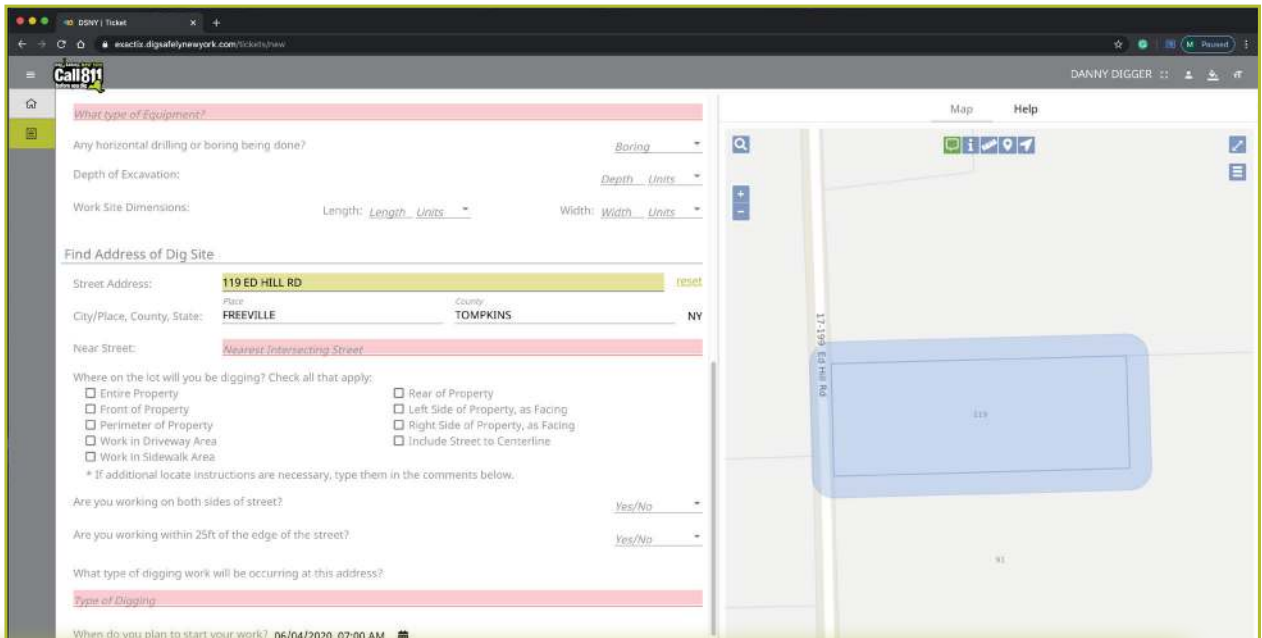
Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

The last question on the form requires you to verify that your map matches your dig site.

Does the blue shaded area on the map accurately represent the exact location of the dig site address provided?

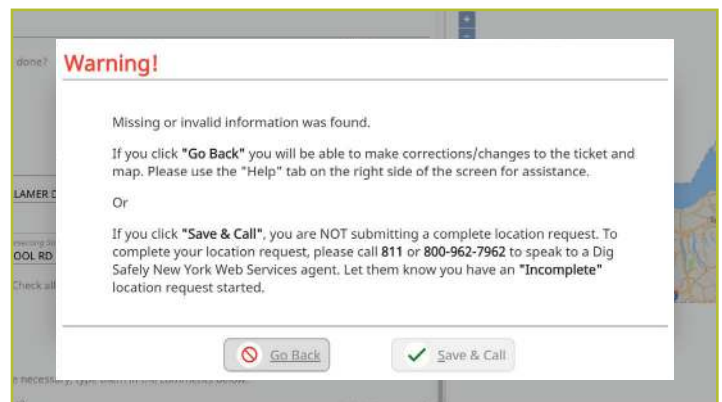
Review your map to the right of the Location Request creation form. If your map accurately matches the location information you have entered into the form, answer this question using the **Yes** option in the dropdown.



Does the blue shaded area on the map accurately represent the exact location of the dig site address provided? confirm



Should you select **No**, that the blue shaded area does not cover your dig site, you will see the following warning pop up on your screen. You can go back to the ticket to make corrections to the dig site location by clicking the **Go Back** button at the bottom of the pop-up. You can also choose to save the Location Request as is and call 811 to speak to a Dig Safely New York Damage Prevention Representative, who will assist you in finalizing your request.



Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

Completing your Location Request

Once you have verified that all the information is correct, as well as the dig site mapping, you can click the **Save/Continue** button at the bottom of the form/screen.

If at any time before you save your ticket you want to cancel the request, then click on the **Discard** button at the bottom of the form/screen.

DSNY | Ticket
exactix.digsafelynewyork.com/tickets/new
Call 811
DANNY DIGGER

Find Address of Dig Site

Street Address: _____ reset

City/Place, County, State: Place _____ County _____ NY

Near Street: Nearest Intersecting Street _____

Where on the lot will you be digging? Check all that apply:

<input type="checkbox"/> Entire Property	<input type="checkbox"/> Rear of Property
<input type="checkbox"/> Front of Property	<input type="checkbox"/> Left Side of Property, as Facing
<input type="checkbox"/> Perimeter of Property	<input type="checkbox"/> Right Side of Property, as Facing
<input type="checkbox"/> Work in Driveway Area	<input type="checkbox"/> Include Street to Centerline
<input type="checkbox"/> Work in Sidewalk Area	

*. If additional locate instructions are necessary, type them in the comments below.

Are you working on both sides of the street? _____ Yes/No

Are you working within 25ft of the edge of the street? _____ Yes/No

What type of digging work will be occurring at this address?

Type of Digging

When do you plan to start your work? 06/04/2020, 07:00 AM 📅

Estimated Work Complete Date: 06/04/2020 📅

Location request expires if work does not start by: 06/18/2020

Please enter any additional comments you have about the work you are doing including any necessary community gate codes or other access information:

Comments

Save/Continue Discard

Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

Verify Location

Once you click on the **Save/Continue** button, you will be taken to the Verify Location screen. Please review the information on this page and click on the **Above Information is Correct** button at the bottom. If you need to make corrections, you can click on the **Back to Ticket** button.

Call811 DANNY DIGGER

Verify Location

Excavator / Site Contact Information
Job ID: CUSTOM FIELD Who are you working for: DIG SAFELY NEW YORK CALL CENTER

Work Type
What type of Work: INSTALL FENCE
Type of Equipment: HAND TOOLS, AUGER, POST HOLE DIGGER
Any horizontal drilling or boring being done? No
Any blasting or explosives being used? No

Dates
Work Start Date and Time: 06/08/2020 7:00 AM Estimated Work Complete Date: 06/12/2020
Location request expires if work does not start by: 06/22/2020
Priority/Ticket Type: Regular

Work Site Information
Dig Site Type: Street/Address
State: NY County: ONONDAGA Place: DE WITT
Street / Address: 6706 COLLAMER RD
Nearest Intersecting Street: BRITTONFIELD PKWY

Additional Work Information
Are you working on both sides of the street? No
Are you working within 25ft of the edge of the street? Yes
Is the excavation site marked in white? Yes
Locate Instructions: FRONT OF PROPERTY

6701 6701
6703 Collamer Rd
6710-6725 Collamer Rd
6706
6680 6682 6700
5063
5001

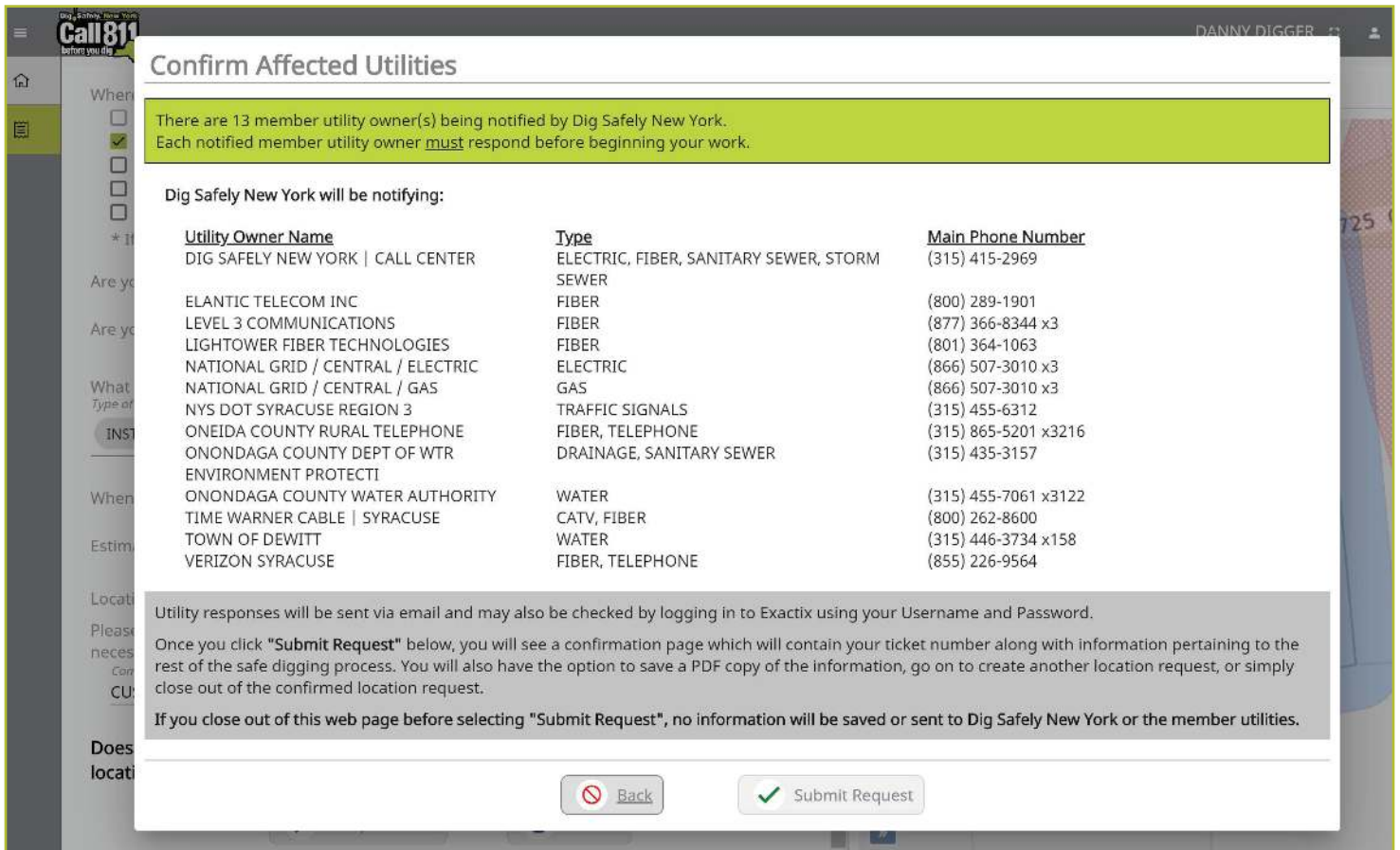
Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

Confirm Affected Utilities

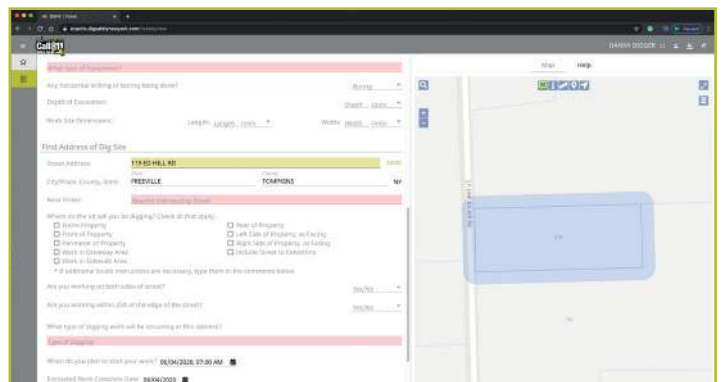
Once you have verified the information is correct, you will go to the Confirm Affected Utilities screen. This screen will list the Member Utilities that will be notified regarding your Location Request.

To finalize your submission, click on the **Submit Request** button on the bottom.



Need to Review your Ticket?

If you want to review the ticket information again before sending your request, you can click on the **Back** button. This will take you back to the main screen where you can revise your Location Request if necessary. When you are ready to submit, then click on the **Submit Request** button.



Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

Location Request Confirmation

After clicking on the **Send Ticket** button, the following screen will appear that confirms your ticket has been saved and provides you with:

- Your Ticket Number
- A copy of your mapped dig site
- The affected utilities list

This screen also gives you the option to:

- Review the Next Steps in the Location Request/811 One-Call Process
- Print/Download the Next Steps
- Create Another Location Request
- Exit the screen

Call811 before you dig

Thank you for contacting Dig Safely New York, Inc.
Below is a copy of your map created using the Exactix web submission option and the list of utilities being notified.
Your Ticket Number is 06010-000-004

Service Areas

- DIG SAFELY NEW YORK | CALL CENTER
DIG SAFELY NY
- ELANTIC TELECOM INC
ELANTIC TELECOM
- LEVEL 3 COMMUNICATIONS
LEVEL 3 COMMUN
- LIGHTTOWER FIBER TECHNOLOGIES
LIGHTTOWER FIBER TECH
- NATIONAL GRID / CENTRAL / ELECTRIC
NAT GRID / CENTRAL / ELECTRIC
- NATIONAL GRID / CENTRAL / GAS
NAT GRID / CENTRAL / GAS
- NYS DOT SYRACUSE REGION 3
NYS DOT TFC SYR
- ONONDAGA COUNTY WATER AUTHORITY
OCWA
- ONEIDA COUNTY RURAL TELEPHONE

NOW LET'S REVIEW THE NEXT STEPS.

[Continue to Steps](#) [Print/Download Steps](#) [+ Create Another Locate Request](#) [No, Thank you](#)

Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

Review the Next Steps

The Homeowner/DIYers—Single Address Role gives users educational tips and information regarding the steps of the One-Call Notification process after Location Request submission. These steps outline information regarding:

- Property access
- When a person can dig
- Utility responses
- What utilities will be marked
- Private utilities
- What to do if Utilities have not responded
- Important reminders to dig safely
- The importance of the ticket number
- Making edits to a submitted Location Request
- What to do if your markings are not visible
- How to report damages
- What to do if there is a gas leak

The screenshot shows the 'LOCATION REQUEST CONFIRMATION - NEXT STEPS' page for Step 1: PROPERTY ACCESS. The page features the Call 811 logo and the ticket number 06010-000-004. A large image of a residential street is on the left. The text on the right explains the requirements for property access, including removing pets, providing gate codes, and ensuring gates are unlocked. Navigation buttons for 'Previous', 'Next', 'Print/Download Steps', and 'Create Another Locate Request' are at the bottom.

The screenshot shows the 'LOCATION REQUEST CONFIRMATION - NEXT STEPS' page for Step 3: WHEN CAN I DIG?. The page features the Call 811 logo and the ticket number 06010-000-004. A large image of workers digging is on the left. The text on the right explains when digging can begin after utility markings and business days. Navigation buttons for 'Previous', 'Next', 'Print/Download Steps', and 'Create Another Locate Request' are at the bottom.

The screenshot shows the 'LOCATION REQUEST CONFIRMATION - NEXT STEPS' page for Step 7: I NEED TO CHANGE SOMETHING ON MY LOCATION REQUEST / MY MARKINGS ARE NO LONGER VISIBLE. The page features the Call 811 logo and the ticket number 06010-000-004. A large image of a woman on a headset is on the left. The text on the right provides instructions on how to correct a location request or report missing markings. Navigation buttons for 'Previous', 'Next', 'Print/Download Steps', and 'Create Another Locate Request' are at the bottom.


The screenshot shows the 'LOCATION REQUEST CONFIRMATION - NEXT STEPS' page for Step 10: WHAT TO DO IF THERE IS A GAS LEAK?. The page features the Call 811 logo and the ticket number 06010-000-004. A large image of a 'WARNING PETROLEUM PIPELINE' sign is on the left. The text on the right lists safety instructions for gas leaks, such as stopping work, leaving the area, and reporting the leak to 911. Navigation buttons for 'Previous', 'Next', 'Print/Download Steps', and 'Create Another Locate Request' are at the bottom.

Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request








To scroll through the steps, click the **Next** button on the bottom of the screen. At any time, you can click on the **Back** button to review the previous step/information, click on the **Print/Download Steps** button to generate a PDF of the steps, click on the **Create Another Locate Request** button to start a new ticket, or the **No, Thank You** button to exit the screen.

LOCATION REQUEST CONFIRMATION - NEXT STEPS

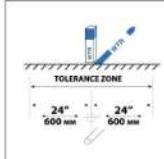
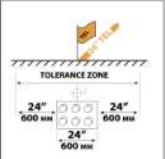


Your Ticket Number is 06010-000-004

1. Color codes

 Proposed Excavation	 Communications, Alarm, Signal Lines, Etc. or Unknown
 Temporary Survey Markings	 Potable Water
 Sewer & Storm Lines, Gas, Oil, Water, Firewater & Unknown Services	 Recycled Water, Irrigation & Storm Lines, Plantation, Sewer
	 Sewer & Storm Lines

3. Tolerance Zone



Click the "Next" button at the bottom to continue to the next step. To go back, click on the "Previous" button. For a PDF of all the steps, use Location Request 14a and the number.

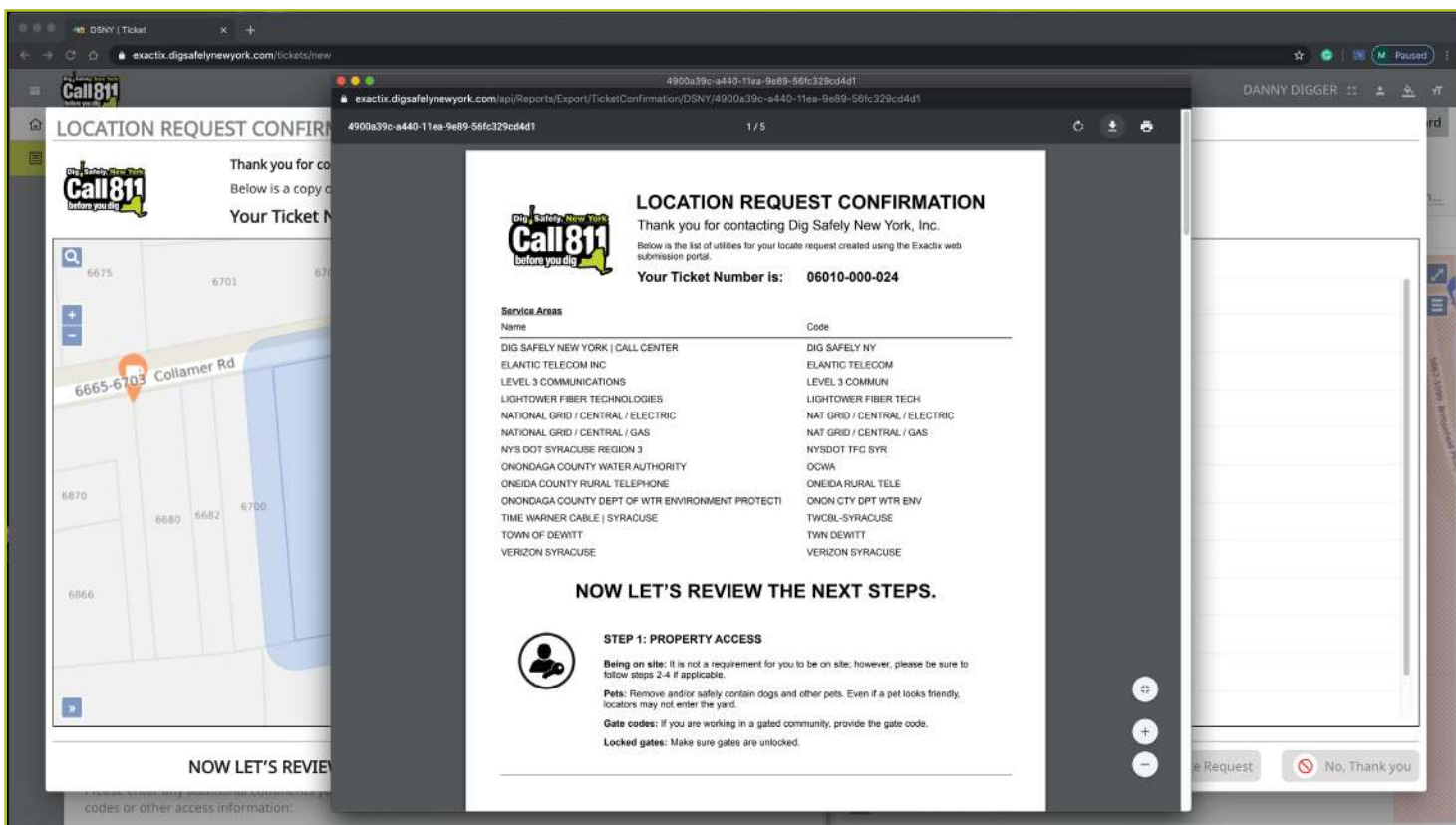
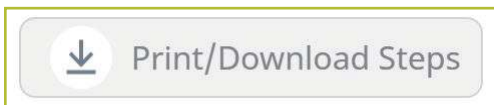
NOW LET'S REVIEW THE NEXT STEPS.

[Previous](#) [Next](#) [Print/Download Steps](#) [+ Create Another Locate Request](#) [No, Thank you](#)

Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Submitting a New Location Request

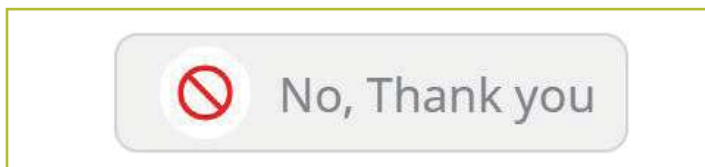
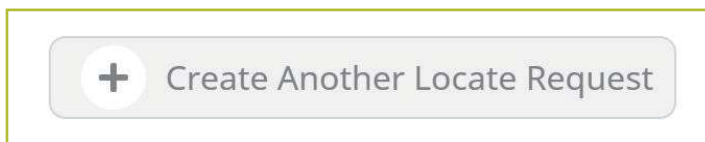
The **Print/Download Steps** button generates a printer-friendly PDF of the next steps and also includes your ticket number and affected utilities list.



More Locates?

If you have more locates to enter, then you can click on the **Create Another Locate Request** button.

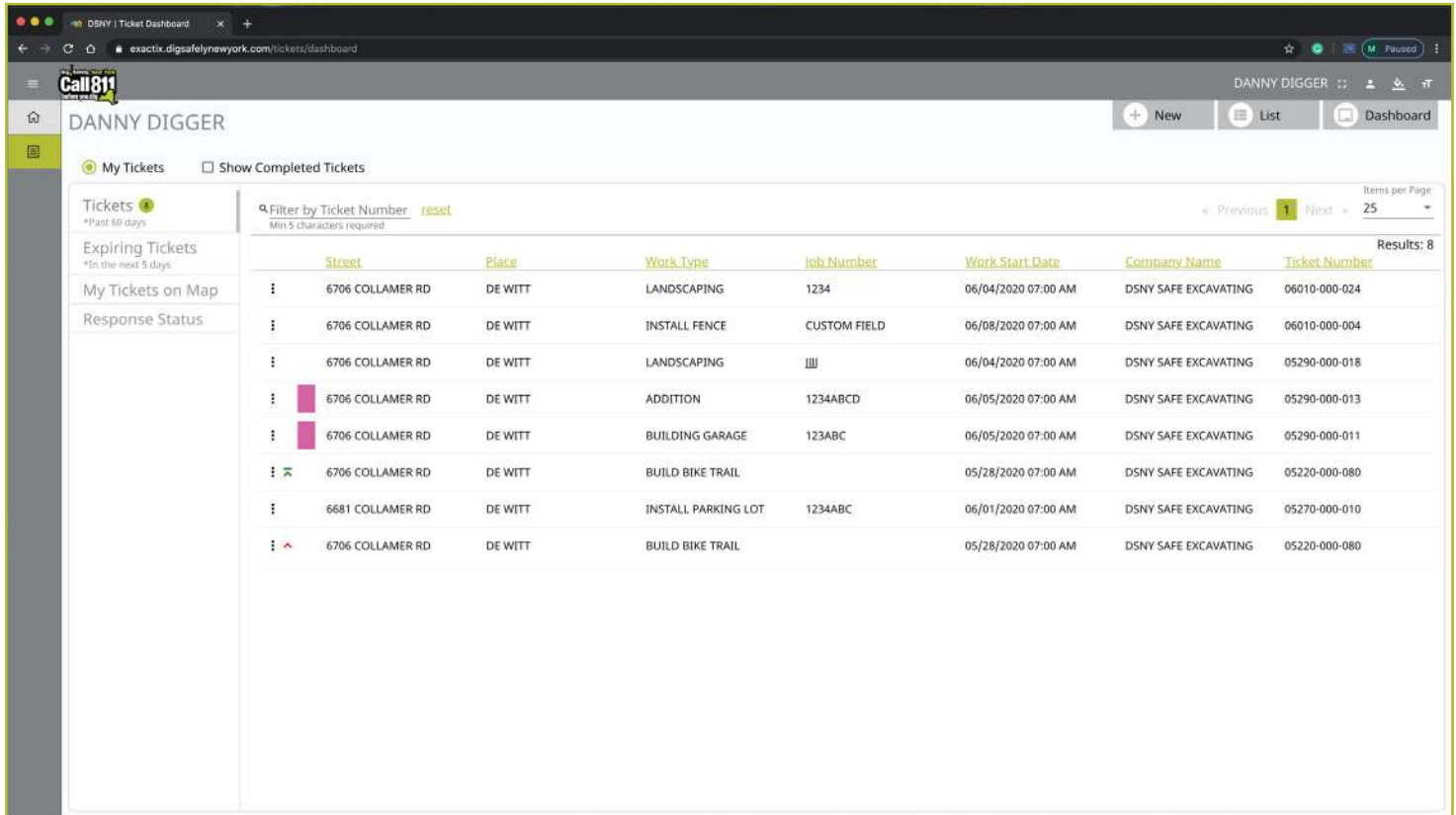
If you are done, then click on the **No, Thank You** button and you will be taken back to a screen displaying the last Location Request you entered.



Roles and Permissions as an Exactix Web User

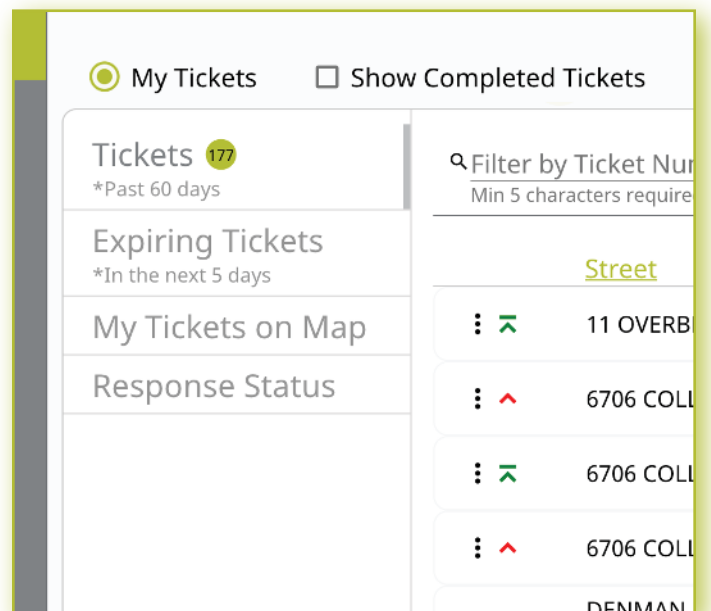
Homeowner/DIYer—Single Address Role :: Utilizing the Ticket Dashboard

As a web user in the Homeowner/DIYers—Single Address Role, your ticket dashboard allows you to view tickets you have submitted and tickets assigned to you. This means that if someone selects you as a Field Contact, you will be able to view this ticket and its respective utility responses.



You also have the secondary ticket menu on the left-hand side of the ticket dashboard screen, in which you can use to filter your tickets. Here, you can click to view:

- All tickets from the past 60 days
- Tickets close to expiring
- Tickets on a map (using your current location)
- Response status of tickets



Roles and Permissions as an Exactix Web User

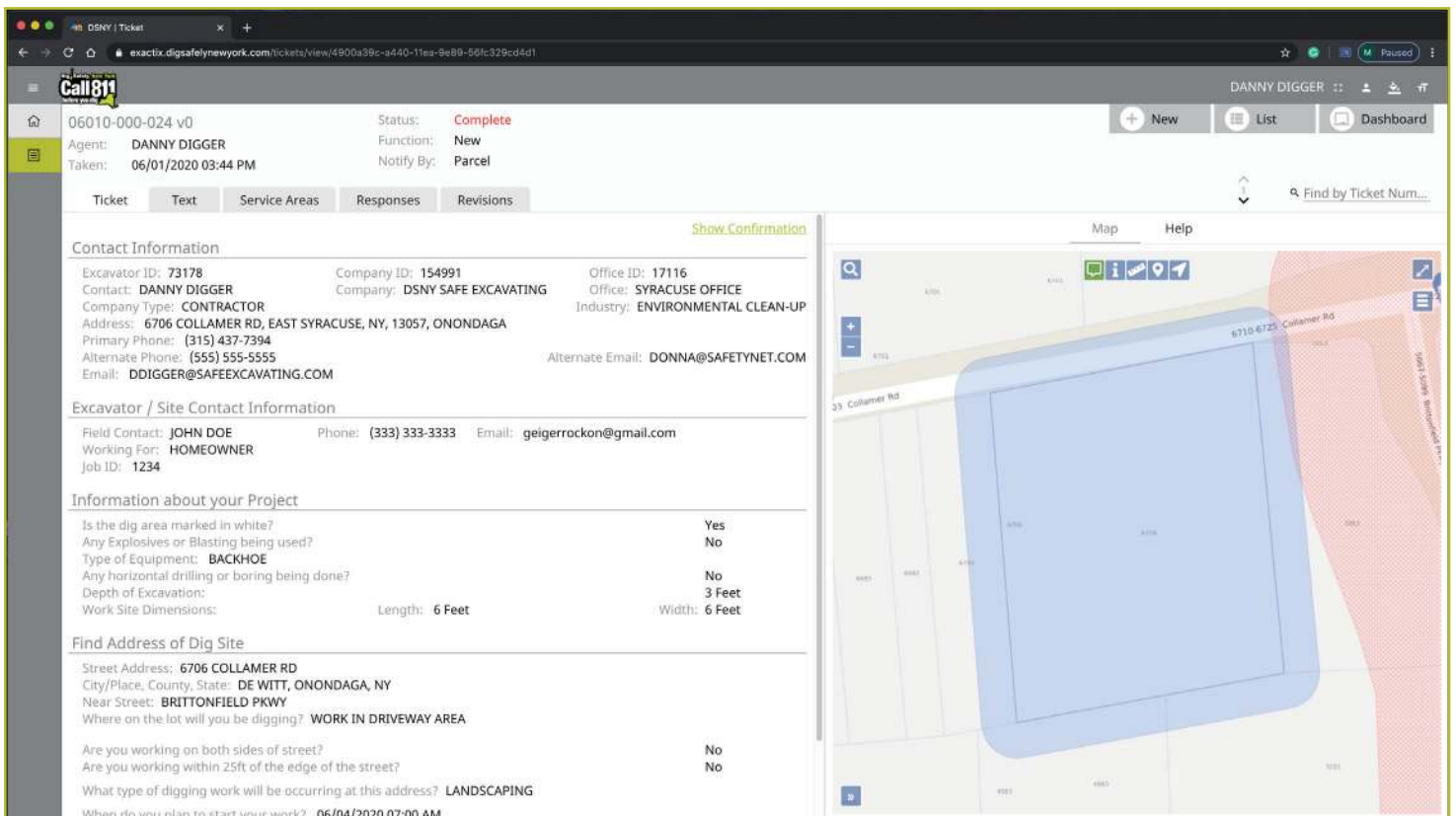
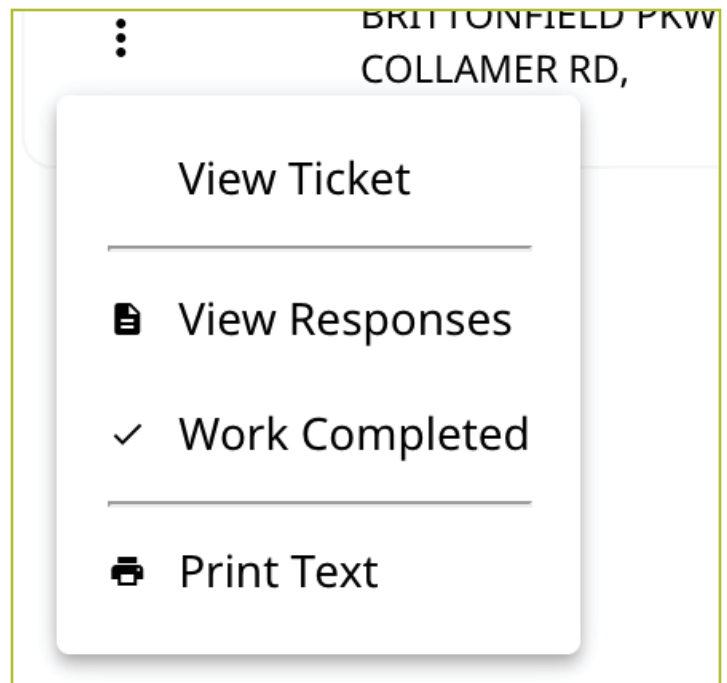
Homeowner/DIYer—Single Address Role :: Utilizing the Ticket Dashboard

Clicking the three dots next to a ticket gives you the option to quickly view certain aspects as well as take a few quick actions on that ticket.

For those tickets in your dashboard, you can use the three-dot menu to:

- View the Ticket
- View the Utility Responses
- Mark your work as completed
- Print the Ticket Text

Clicking the **View Ticket** option in the three-dot menu will take you to the full ticket that was submitted.



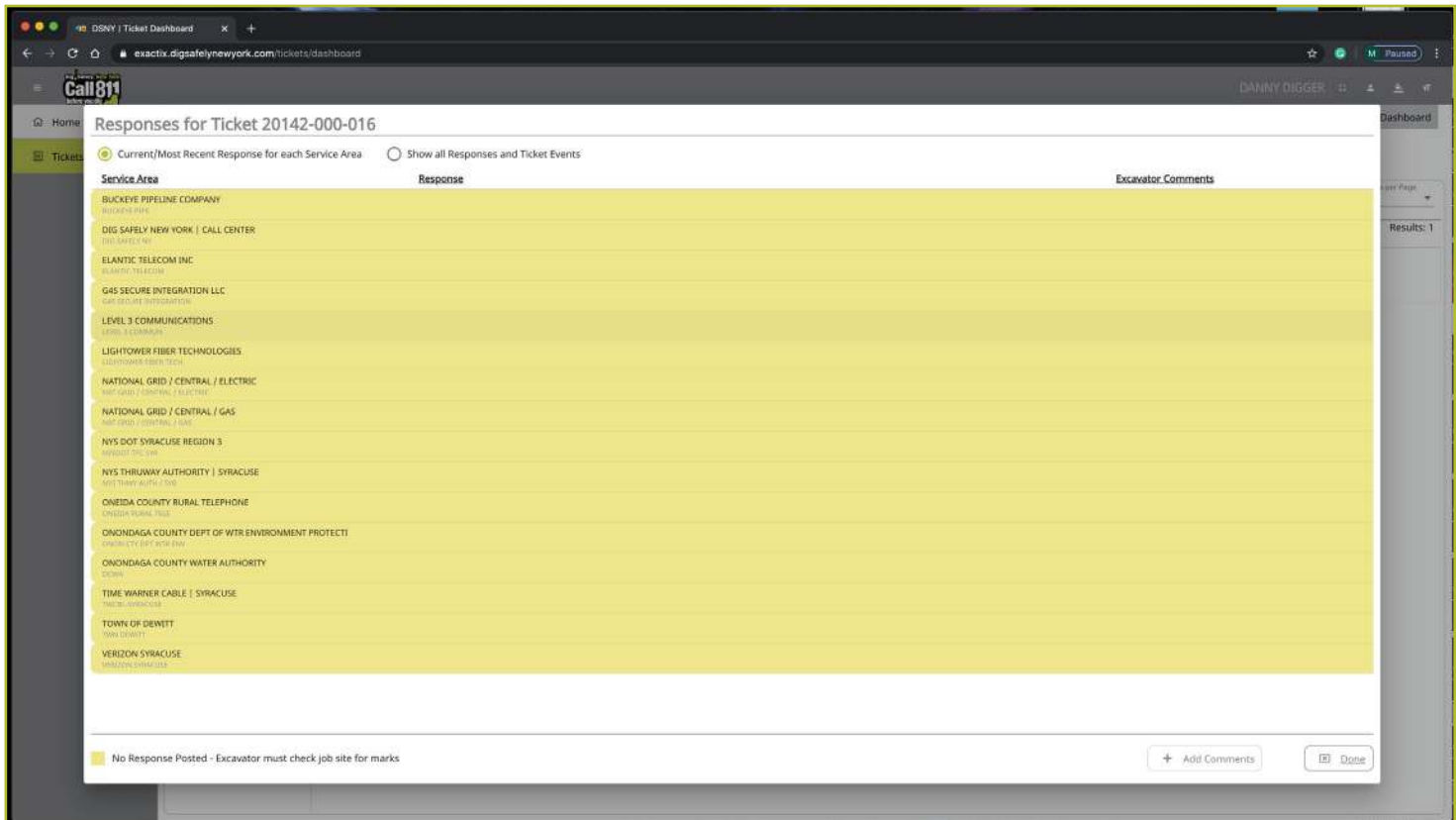
Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Utilizing the Ticket Dashboard

Clicking **View Responses** in the three-dot menu will pop up a new window over your dashboard to display that ticket's responses.

Remember, the term *Service Area* is the same as *Utilities Notified*.

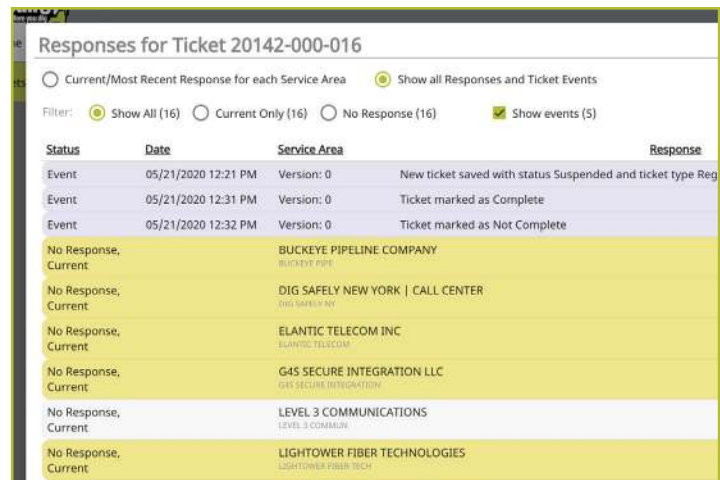
In this window, you can see which utilities were notified, what their response is, and any comments left during their responses. If a utility has yet to respond, their row will be highlighted in yellow.



By default, you are viewing the current/most recent response for each Service Area. You can choose to **show all responses and ticket events** at the top of the window. This will generate an audit list on the ticket and responses.

You will see:

- When the ticket was created
- Any new versions created
- When responses were viewed
- When utilities entered responses
- And more

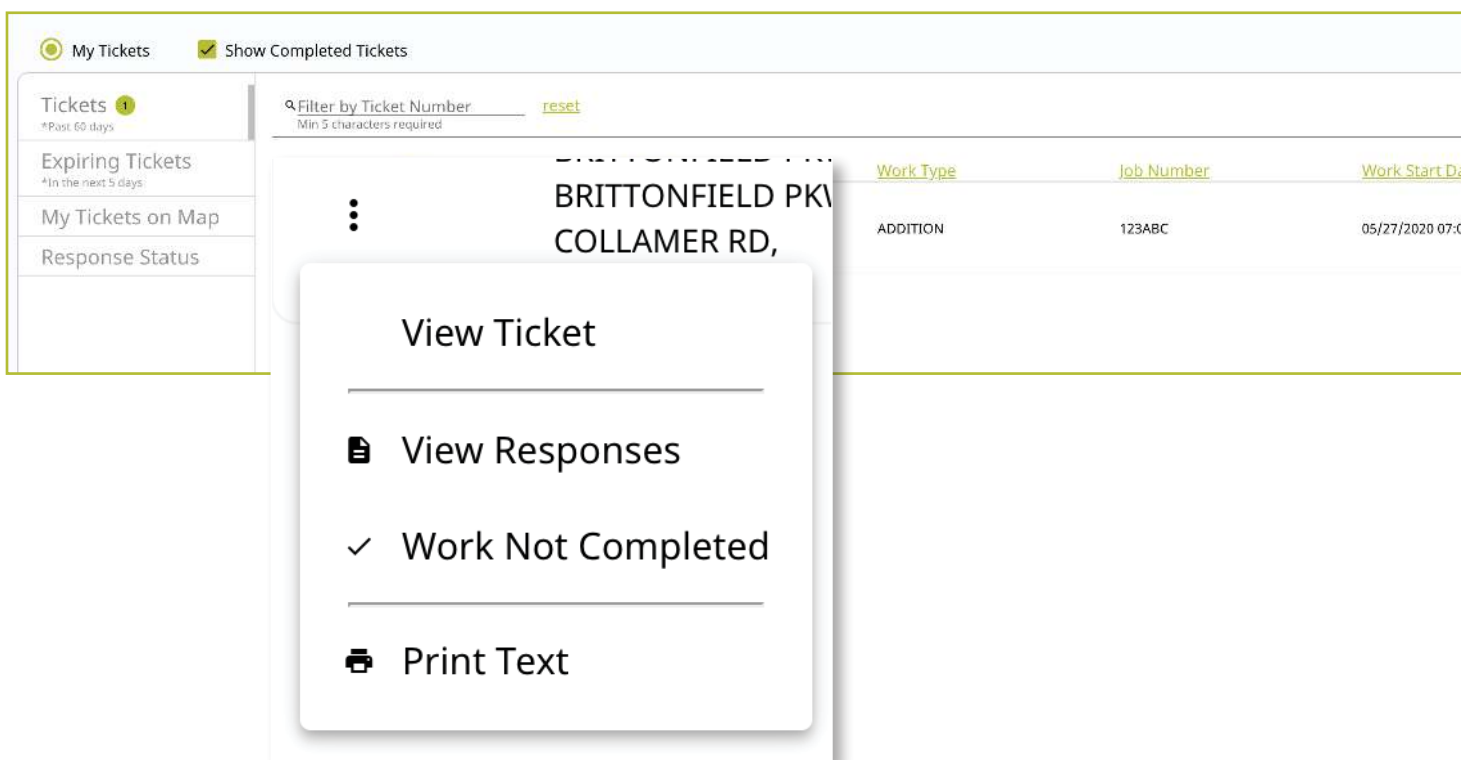
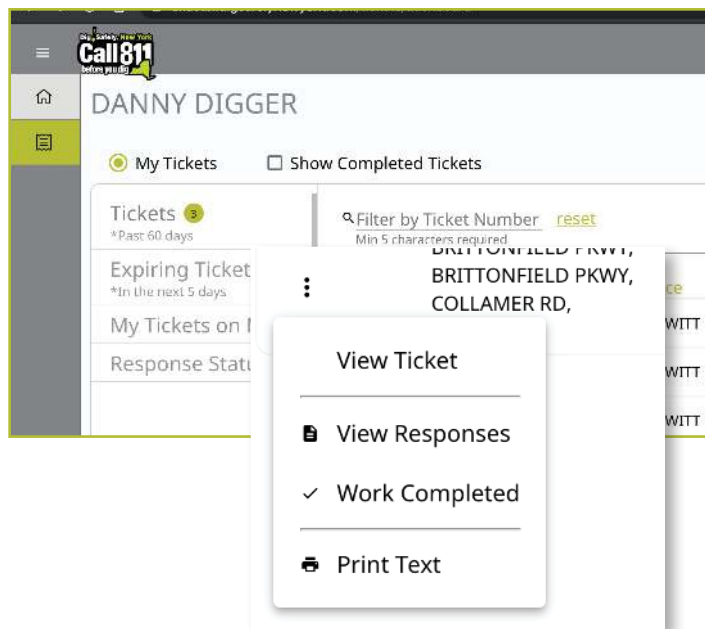


Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Utilizing the Ticket Dashboard

Clicking the **Work Completed** option in the three-dot menu allows you to remove a ticket from your dashboard. By clicking this, you are stating that you have completed the work on this Location Request. To add tickets that you have marked as **Work Completed** back to your dashboard view, click on the **Show Completed Tickets** checkbox above your ticket list.

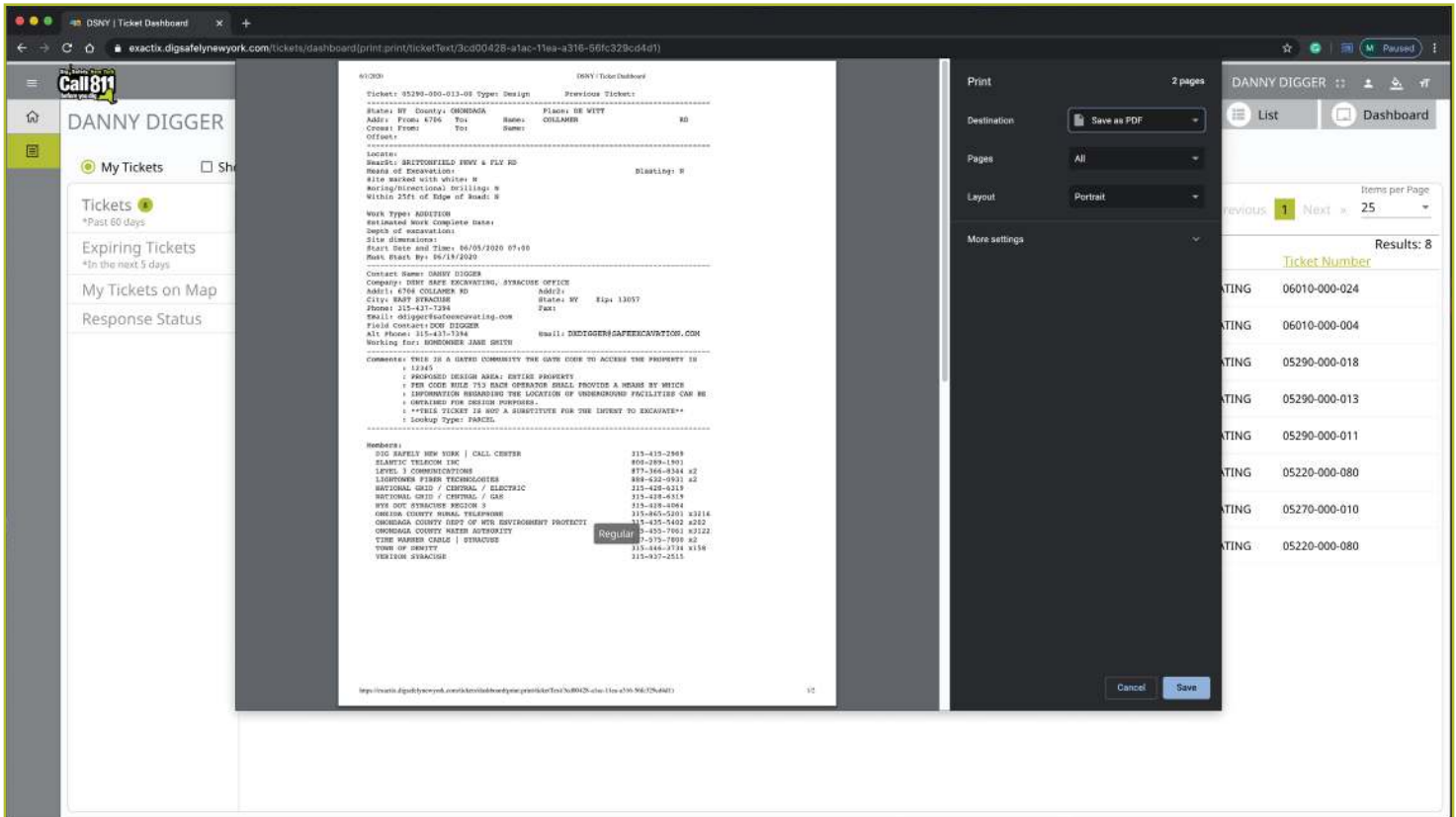
If you accidentally mark a ticket as **Work Completed**, find the ticket by clicking the **Show Completed Tickets** checkbox to bring all your tickets back to your dashboard view. Then, click on the three-dot menu for that ticket and click, **Work Not Completed**. Now your ticket will remain in your dashboard.

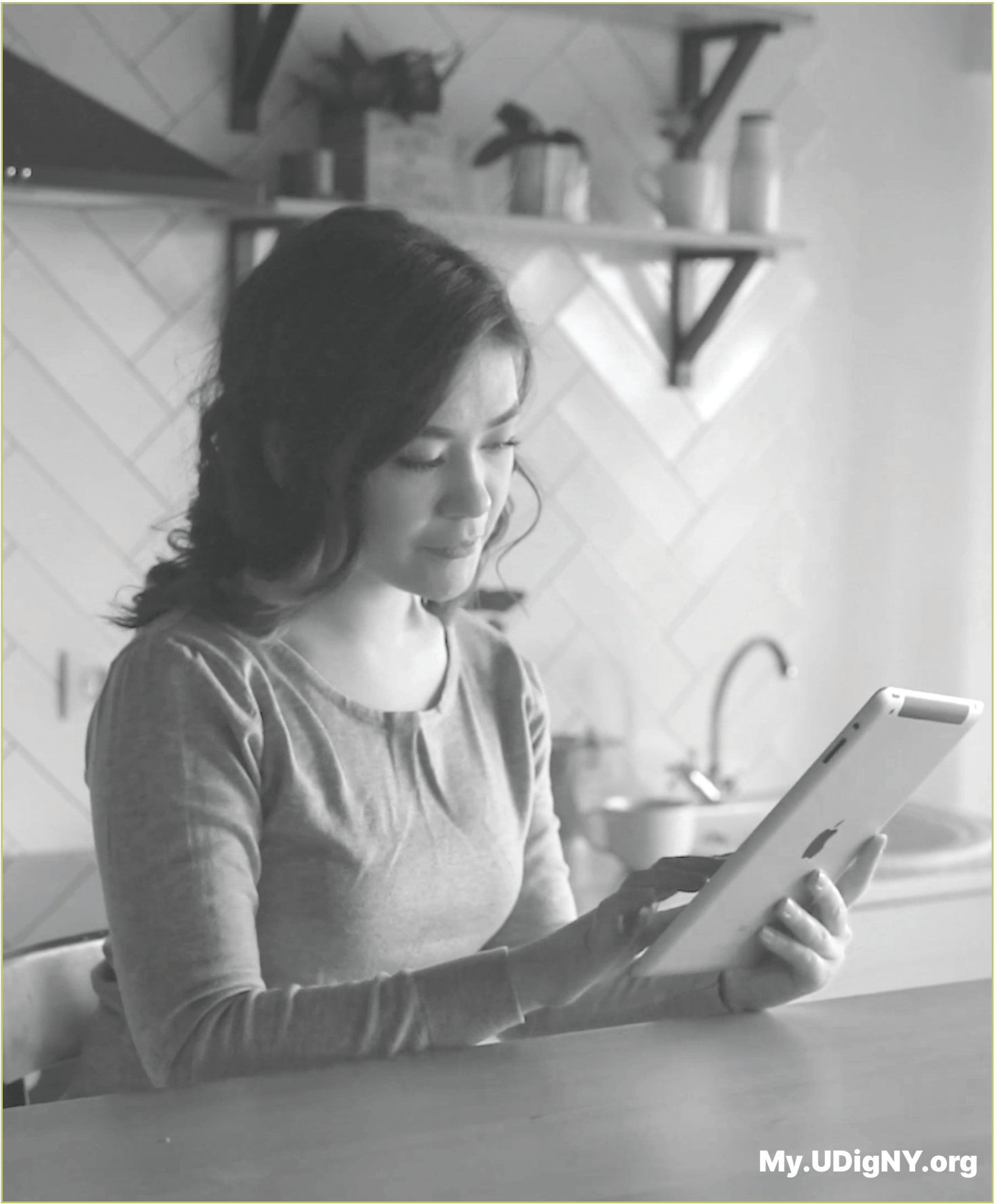


Roles and Permissions as an Exactix Web User

Homeowner/DIYer—Single Address Role :: Utilizing the Ticket Dashboard

Clicking on the **Print Text** option in the three-dot menu will generate a print window with that ticket text. Ticket text is a consolidated version of the Location Request form you completed. It does not include the map. When this window is generated, you can choose to change the destination of the print device. This allows you to select **Save as PDF** instead of sending the document to a printer.





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