



# ITICnxt Manual



# Table of Contents

<b>2</b>	<b>Introduction to ITICnxt</b>	<b>29</b>	Route Excavation Tool
<b>4</b>	<b>ITICnxt Quick Start Guide</b>	<b>31</b>	Property Excavation Tool
<b>7</b>	Step 1. Mark Location	<b>33</b>	Street Excavation Tool
<b>11</b>	Step 2. Write Instructions	<b>35</b>	Other Excavation Tool
<b>14</b>	Step 3. Review & Submit	<b>38</b>	<b>Locator Tickets</b>
<b>16</b>	<b>Main Menu</b>	<b>40</b>	Change Status/Locator Menu
<b>18</b>	<b>My Tickets Menu</b>	<b>42</b>	Admin Menu
<b>20</b>	<b>User Settings</b>	<b>43</b>	Locators Menu
<b>20</b>	User Profile Menu	<b>44</b>	Polygon Auto-Assignments
<b>21</b>	Application Settings Menu	<b>46</b>	Rule Based Auto-Assignments
<b>22</b>	Job Profiles	<b>48</b>	Locator Ticket Alerts
<b>24</b>	<b>Advanced Mapping</b>	<b>51</b>	Custom Responses
<b>24</b>	The Map	<b>53</b>	<b>Reports</b>
<b>25</b>	Map View Buttons	<b>54</b>	<b>Quick Notes Menu</b>
<b>26</b>	Advanced Search	<b>55</b>	<b>Design Request System</b>
<b>27</b>	Radius Excavation Tool	<b>61</b>	Converting a Design Information Request into a Design Locate Request

# 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://ia.itic.occinc.com/>

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

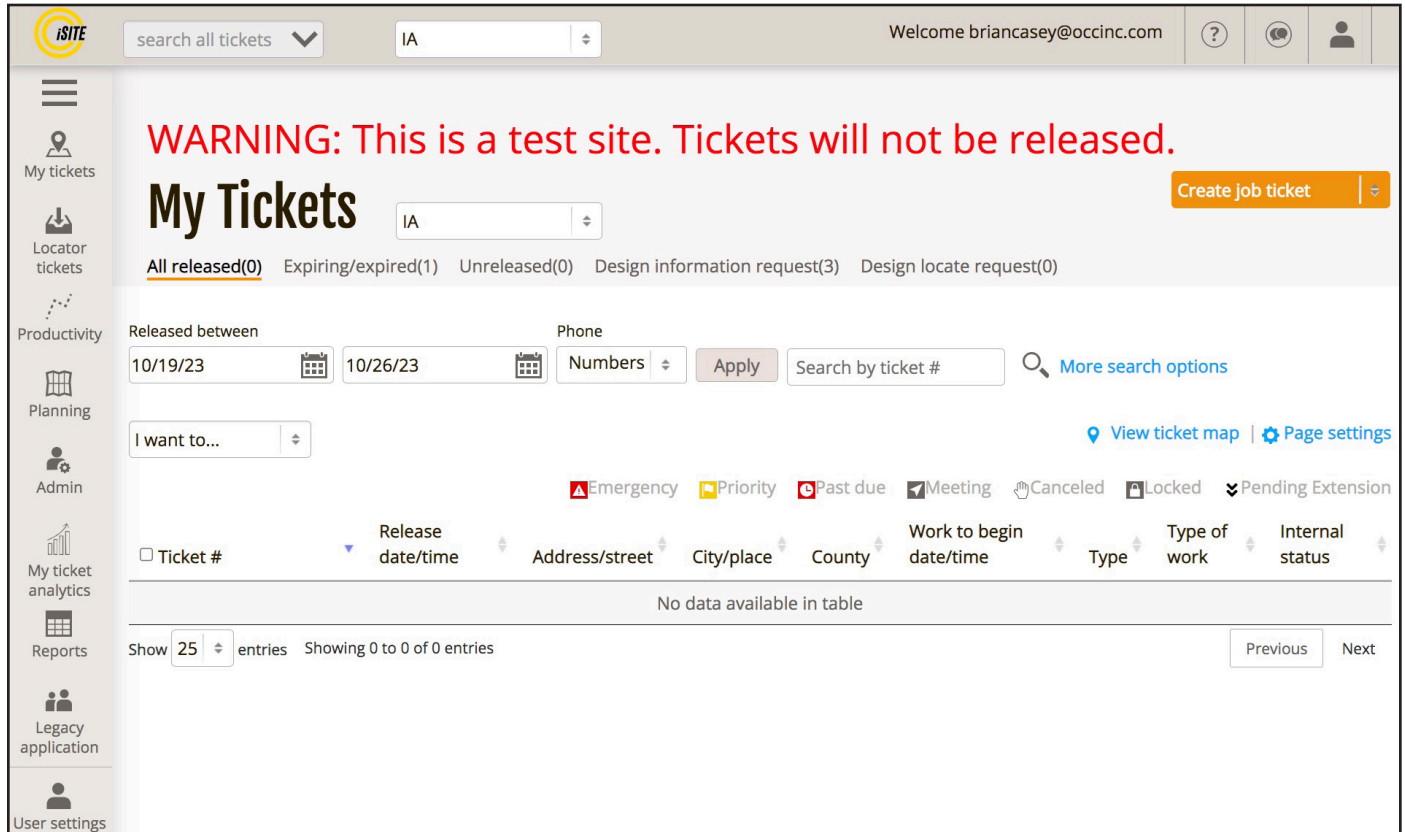
If you have forgotten your login information, you can also click the **Forgot username/password?** link, also located below the login and password fields.

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

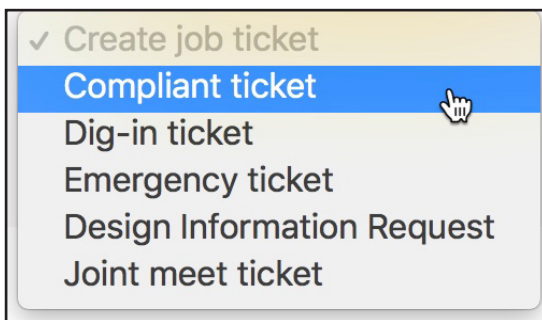
The screenshot shows the ITICnxt login interface. On the left side, there is a vertical sidebar with the "IOWA 811 ONE CALL SM" logo and the text "Iowa One Call". Below this, there are sections for "Logging in" (with instructions for first-time users to register), "Training" (with a link to [ialead@occinc.com](mailto:ialead@occinc.com)), and "Questions?" (with instructions to click a chat button). The main content area on the right is titled "iSITE Ticketing System" and contains a "Log in" section. At the top right of this area is a search bar with the text "Looking for a ticket?" and a "Search" button. The login form includes a "Username" input field, a "Password" input field, and an orange "Log in" button. Below the button, there is a link to "terms and conditions" and two blue links: "Forgot username/password?" and "Register". At the bottom of the main area is a dark button with a question mark icon and the text "Questions? Chat Live Now".

# Landing Page

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



Click the **Create job ticket** menu and select **Compliant 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

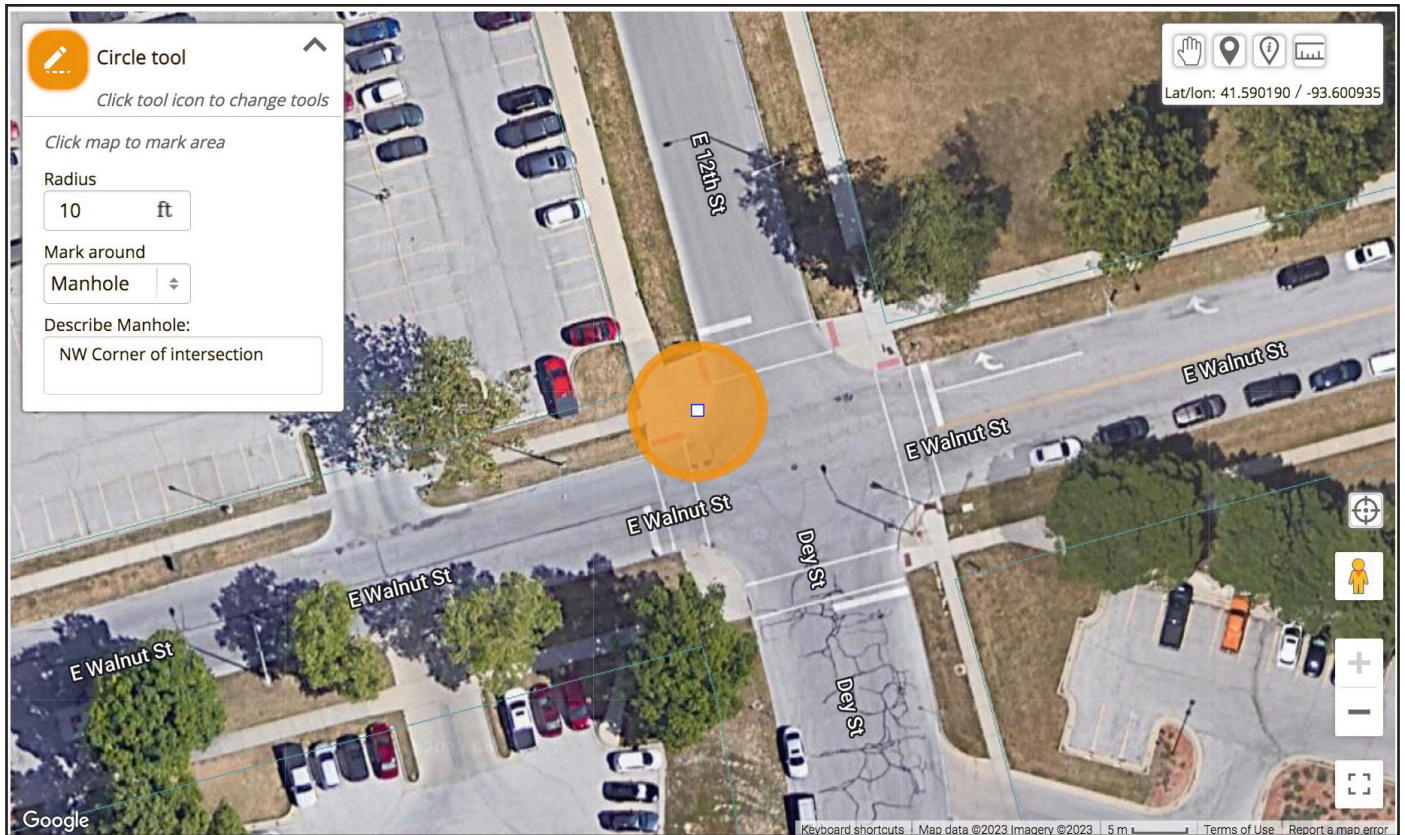
First, you will need to find your worksite on the map. Enter an address, building name, or city/place name in the **Search** field.

iowa state c	
 <b>Iowa State Capitol</b> East Grand Avenue, Des Moines, IA, USA	
 <b>State Center Iowa</b> , USA	
 <b>Iowa State Center</b> Center Drive, Ames, IA, USA	
 <b>Carver Hall Iowa State University</b> , Morrill Road, Ames, IA, USA	
 <b>Iowa State University</b> Ames, IA, USA	

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

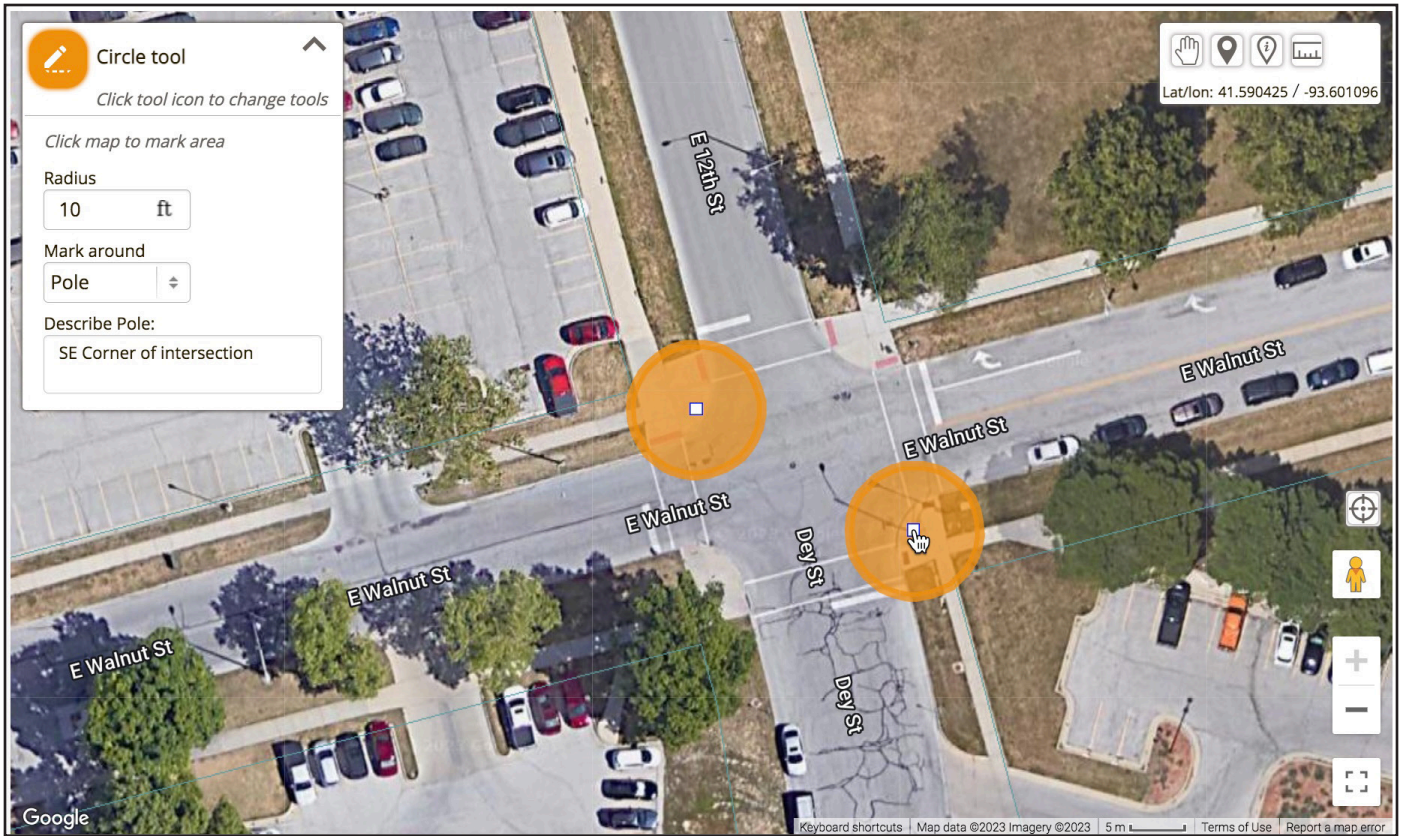
	<b>Select the type of work planned</b>
	<b>Radius excavation</b> Planting trees, placing holes, etc
	<b>Route excavation</b> Trenching/road repairs
	<b>Property excavation</b> Excavation on a specific parcel of land
	<b>Street excavation</b> Select existing street(s) on map to create route
	<b>Other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



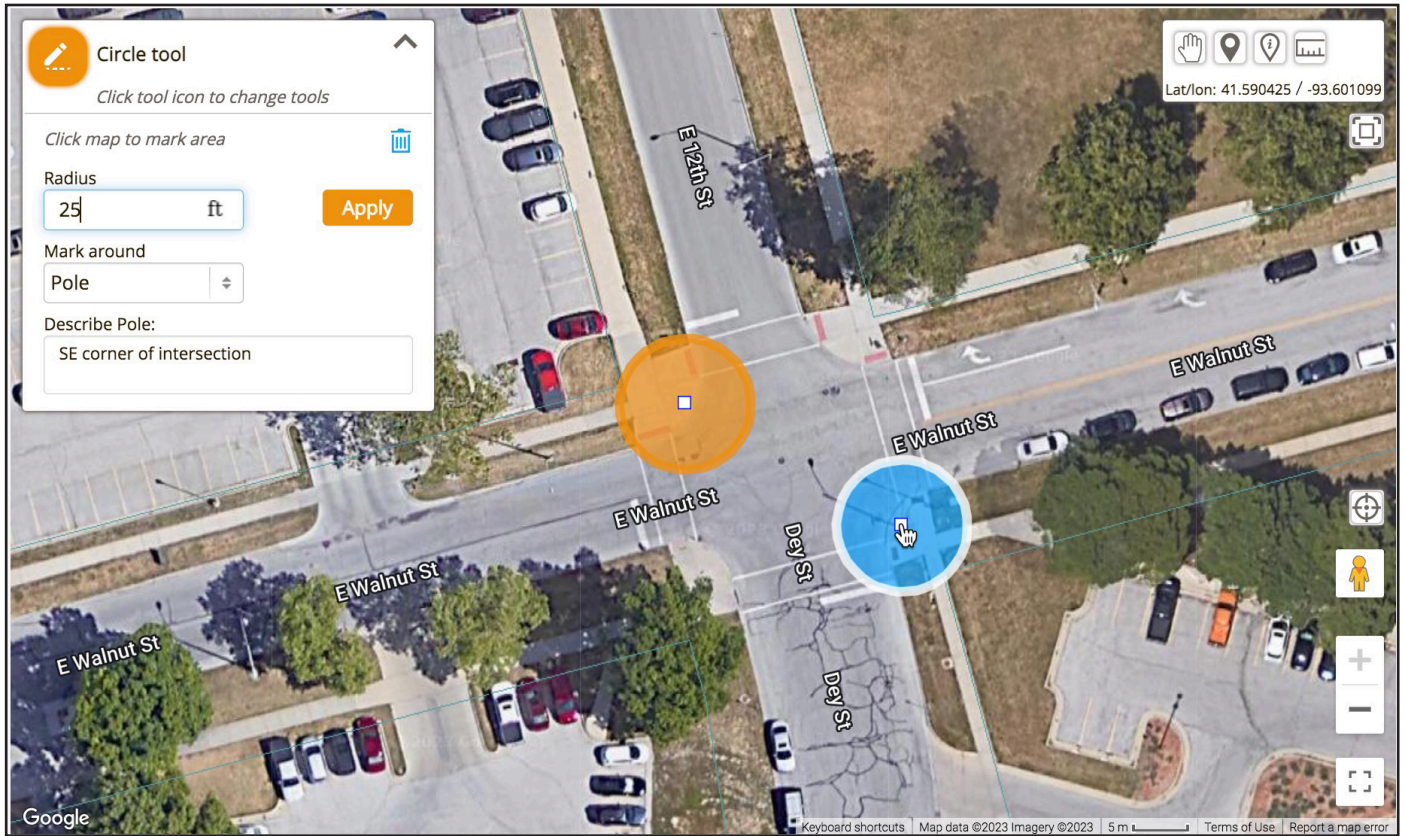


When you select a drawing tool you will be prompted to enter information about the worksite you intend to map out. The required information will vary depending on which tool you choose. Be as accurate as possible.


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



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



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

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

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

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



## Step 2. Write Instructions

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

ITICnxt enters **Location Information** based on the excavation entities you drew on the previous page (you will need to manually select which island the work is taking place on). Carefully review all information in this section, paying particular attention to the **Location of Work** – if ITICnxt has split up your work area into multiple tickets, only describe the area of excavation that corresponds to the mapping on the current ticket/tab.

### Create Job Ticket

1 Mark location 2 Write instructions 3 Review & submit

Job A - ticket 1/1

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

Ticket type: Compliant ticket

Dig site location

\* Indicates required field

County \*  
POLK

City/place \*  
DES MOINES

City limits \*  
Yes

Address

Dig street \*  
E 12TH ST

Nearest intersecting street \*  
E WALNUT ST

Area to be marked \*

THIS TICKET CONTAINS 2 CIRCLES.

THE CENTER OF THE FIRST CIRCLE IS LOCATED 36 FEET NW FROM THE INTERSECTION OF E 12TH ST AND E WALNUT ST. MARK A 10 FT RADIUS AROUND THE MANHOLE - NW CORNER OF INTERSECTION. FROM THE INTERSECTION OF E 12TH ST AND E WALNUT ST, HEAD NORTH ON E 12TH ST FOR 29 FT, HEAD WSW FOR 22 FEET TO THE MANHOLE.

THE CENTER OF THE SECOND CIRCLE IS LOCATED 41 FEET ESE FROM THE INTERSECTION OF E WALNUT ST AND DEY ST. MARK A 25 FT RADIUS AROUND THE POLE - SE CORNER OF INTERSECTION. FROM THE INTERSECTION OF E WALNUT ST AND DEY ST, HEAD EAST ON E WALNUT ST FOR 32 FT, HEAD SSE FOR 24 FEET TO THE POLE.

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

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

### Excavation information ! -

Job profile [Create/edit profiles](#)

Select job profile

Work to begin date \*

Work to begin time \*

A valid start date/time is required

Type of work \*

You must enter the type of work

Work being done for \*

You must enter whom the work is being done for

Area marked in white \*

Area marked in white must be yes or no

Blasting \*

Blasting must be yes or no

Trenching \*

Trenching must be yes or no

Boring \*

Boring must be yes or no

Plowing \*

Plowing must be yes or no

Backhoe \*

Backhoe must be yes or no

Other equipment \*

Other equipment must be yes or no

Duration \*

You must enter a duration

### Excavation information -

Job profile [Create/edit profiles](#)

Select job profile

Work to begin date \*

Work to begin time \*

Type of work \*

Work being done for \*

Area marked in white \*

Blasting \*

Trenching \*

Boring \*

Plowing \*

Backhoe \*

Other equipment \*

Duration \*

Additional email recipient(s)

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

### Caller information ⊖

Caller name \*  Email \*

Phone \*

Company name \*

Address  Street \*

City \*  State \*

Zip \*

Contact  Alt phone

Best time to contact \*  
AM  PM  After 5PM

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

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

### Step 3. Review & Submit

Step 3 is where you conduct a final review of your tickets and submit them to the call center for processing. This is your last opportunity to make changes to the ticket(s). Review the information on each ticket carefully. If everything is correct make sure that each ticket's corresponding **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

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	Work to begin date/time	Action
<input checked="" type="checkbox"/>	Job A - ticket 1/1	E 12TH ST	DEY ST	DES MOINES	POLK	COMPLIANT	07/08/2024 6:00 AM	 

Showing 1 to 1 of 1 entries

# Utility Notification List

You have successfully submitted your ticket(s).

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

## Congratulations!

View my tickets
Start new ticket

✔ Your ticket(s) have been submitted.

Job-ticket#	Address	Cross street	City/place	County	Type	Work to begin date/time	Release date/time
— Job A - ticket 1/1	E 12TH ST	E WALNUT ST	DES MOINES	POLK	COMPLIANT	10/30/2023 9:15 AM	10/26/23 09:03 AM

District	Company	Facility types	Message
CTLIA01	CENTURYLINK		
DMS	DES MOINES, CITY OF SEWER		<p>Ticket 651709260 has been released to the affected utilities. Any private lines or utilities not listed are your responsibility to contact before beginning excavation.</p> <p>Please check your email to see a copy of your ticket including the list of utilities notified.</p> <p>Make sure all information is correct and all utilities have responded before beginning excavation. If changes are needed to the ticket please update the ticket to ensure your dig site(s) are properly covered before digging.</p>
ICN	IOWA COMMUNICATIONS NETWORK		
MC1	MCI		
STI	STATE OF IOWA		
WCG	LEVEL 3 COMMUNICATIONS (FORMER		

Number of districts: 6

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.

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

## My Tickets

All released(6) Expiring/expired(5) Unreleased(0) Design information request(1) Design locate request(1)


Released between: 03/07/24 to 03/11/24 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	City	County	Work to begin date/time	Type	Type of work	Internal status
651711415	03/11/24 02:51 pm	E UNIVERSITY AVE	DES MOINES	POLK	03/18/24 02:00 pm	JOINT MEET LOCATE	LANDSCAPING	
651711414	03/11/24 02:51 pm	E UNIVERSITY AVE	DES MOINES	POLK	03/20/24 02:00 pm	COMPLIANT	LANDSCAPING	
651711413	03/11/24 02:51 pm	E UNIVERSITY AVE	DES MOINES	POLK	03/20/24 02:00 pm	COMPLIANT	LANDSCAPING	
651711412	03/11/24 02:43 pm	E UNIVERSITY AVE	DES MOINES	POLK	03/14/24 11:00 am	JOINT MEET LOCATE	LANDSCAPING	
651711411	03/11/24 02:43 pm	E UNIVERSITY AVE	DES MOINES	POLK	03/18/24 11:00 am	COMPLIANT	LANDSCAPING	
651711410	03/11/24 02:43 pm	E UNIVERSITY AVE	DES MOINES	POLK	03/18/24 11:00 am	COMPLIANT	LANDSCAPING	


Show 25 entries Showing 1 to 6 of 6 entries Previous 1 Next

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.

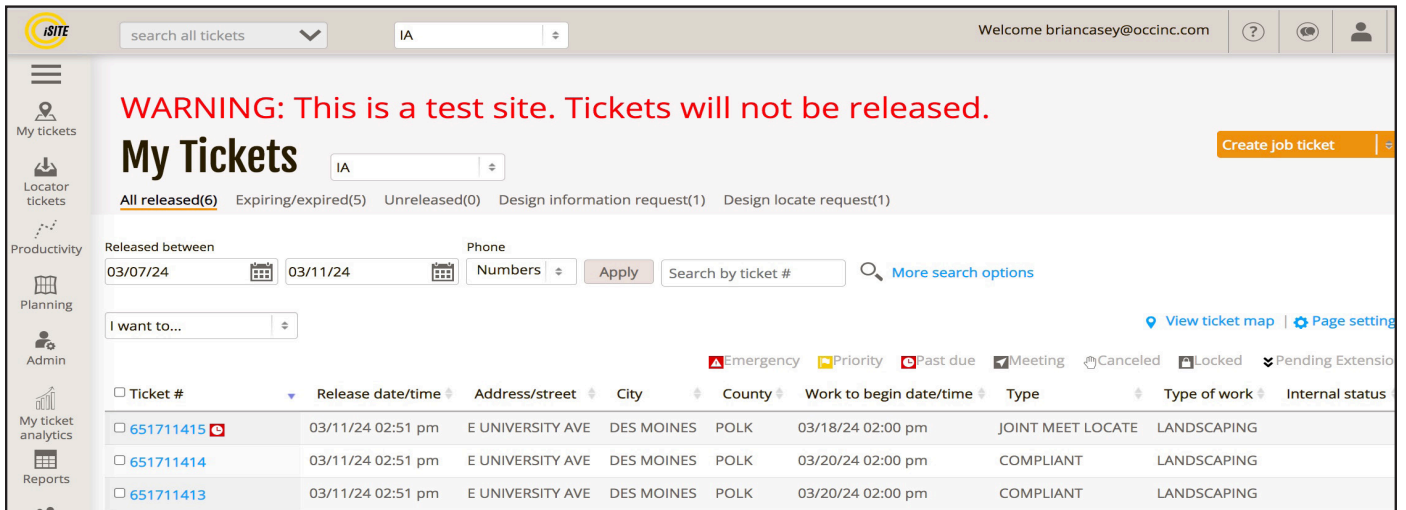
The  button will bring up the **Contact and Help Information** page, where you can find training materials, helpful links and other resources to assist you.

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 iSITE web application interface. At the top, there is a search bar with the text "search all tickets" and a dropdown menu showing "IA". A welcome message "Welcome briancasey@occinc.com" is visible in the top right. A prominent red warning message reads: "WARNING: This is a test site. Tickets will not be released." Below this, the "My Tickets" section features a search bar with "IA" selected and a "Create job ticket" button. A summary bar shows: "All released(6) Expiring/expired(5) Unreleased(0) Design information request(1) Design locate request(1)". There are filters for "Released between" (03/07/24 to 03/11/24) and "Phone" (Numbers). A search bar "Search by ticket #" is present, along with a "More search options" link. A "I want to..." dropdown menu is also visible. The main content is a table of tickets with the following data:

Ticket #	Release date/time	Address/street	City	County	Work to begin date/time	Type	Type of work	Internal status
<input type="checkbox"/> 651711415	03/11/24 02:51 pm	E UNIVERSITY AVE	DES MOINES	POLK	03/18/24 02:00 pm	JOINT MEET LOCATE	LANDSCAPING	
<input type="checkbox"/> 651711414	03/11/24 02:51 pm	E UNIVERSITY AVE	DES MOINES	POLK	03/20/24 02:00 pm	COMPLIANT	LANDSCAPING	
<input type="checkbox"/> 651711413	03/11/24 02:51 pm	E UNIVERSITY AVE	DES MOINES	POLK	03/20/24 02:00 pm	COMPLIANT	LANDSCAPING	

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

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

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

The  allows you to select a ticket action to perform on the selected ticket (Update, Cancel, Dig-In 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
- Compliant ticket**
- Dig-in ticket
- Emergency ticket
- Design Information Request
- Joint meet ticket

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

6 records found

Search place or address

Locate by...

Lat/lon: 41.597408 / -93.558369

Maple St  
Lyon St  
E 30th St  
E 31st St  
E 32nd Ct

Parking

Google

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

# User Settings

## User Profile Menu

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

### Settings & Preferences

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

---

#### User profile

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

---

#### Personal information

Full name	EDDIE DEAN
Phone	5155555555
Email	briancasey@occinc.com

---

#### Company information

IA

Company name	TOREN BROTHERS EXCAVATING
Address	19 ODD
City	TULL
State	IA
Zip code	55120
Phone	5155555555
Fax	

# Application Settings Menu

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

## Settings & Preferences

User profile Application settings [More](#)

### Application features

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

My Tickets ▾

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

IA ▾

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

IA ▾

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

10 ▾

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

Do not show ▾

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

Show ▾

**Save**

# Job Profiles

The Job Profiles feature allows you to create templates that can be used to automatically fill in commonly used information on multiple locate requests. The Job Profiles menu can be accessed through the User Settings menu.

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

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

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

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

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

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

Job profiles [Create job profile](#) IA

Search by profile name

**DES MOINES**

Contact	JAKE CHAMBERS
Alt phone	5555555555
Type of work	INSTALLATION OF FENCE
Work being done for	
Additional email recipients	
Duration	1 DAY
Blasting	NO
Boring	NO
Trenching	NO
Plowing	NO
Backhoe	NO
Other equipment	YES
Area marked in white	NO

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

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

Job profile name

Contact

Alt phone

Type of work

Work being done for

Additional email recipient(s)

Duration

Blasting

Boring

Trenching

Plowing

Backhoe

Other equipment

Area marked in white

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

### Excavation information !

job profile [Create/edit profiles](#)

- ✓ Select job profile DES MOINES
- NEW HOME**
- LAST TICKET

A valid start date/time is required

Work to begin time \*

Type of work \*

You must enter the type of work

Work being done for \*

You must enter whom the work is being done for

Area marked in white \*

Area marked in white must be yes or no

Blasting \*

Blasting must be yes or no

Trenching \*

Trenching must be yes or no

Boring \*

Boring must be yes or no

Plowing \*

Plowing must be yes or no

Backhoe \*

Backhoe must be yes or no

Other equipment \*

Other equipment must be yes or no

Duration \*

You must enter a duration

Additional email recipient(s)

### Excavation information !

job profile [Create/edit profiles](#)

NEW HOME

Work to begin date \*

Work to begin time \*

A valid start date/time is required

Type of work \* EXCAVATE FOUNDAT

Work being done for \*

You must enter whom the work is being done for

Area marked in white \*

Area marked in white must be yes or no

Blasting \* No

Trenching \* No

Boring \* No

Plowing \* No

Backhoe \* Yes

Other equipment \* Yes

Duration \* 1 Week

Additional email recipient(s) FRONTDESK@TORENBROS.COM

### Manage job profiles

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

[+ Create job profile](#)

Job profile name	Action
NEW HOME	
LAST TICKET	
DES MOINES	

No profile selected

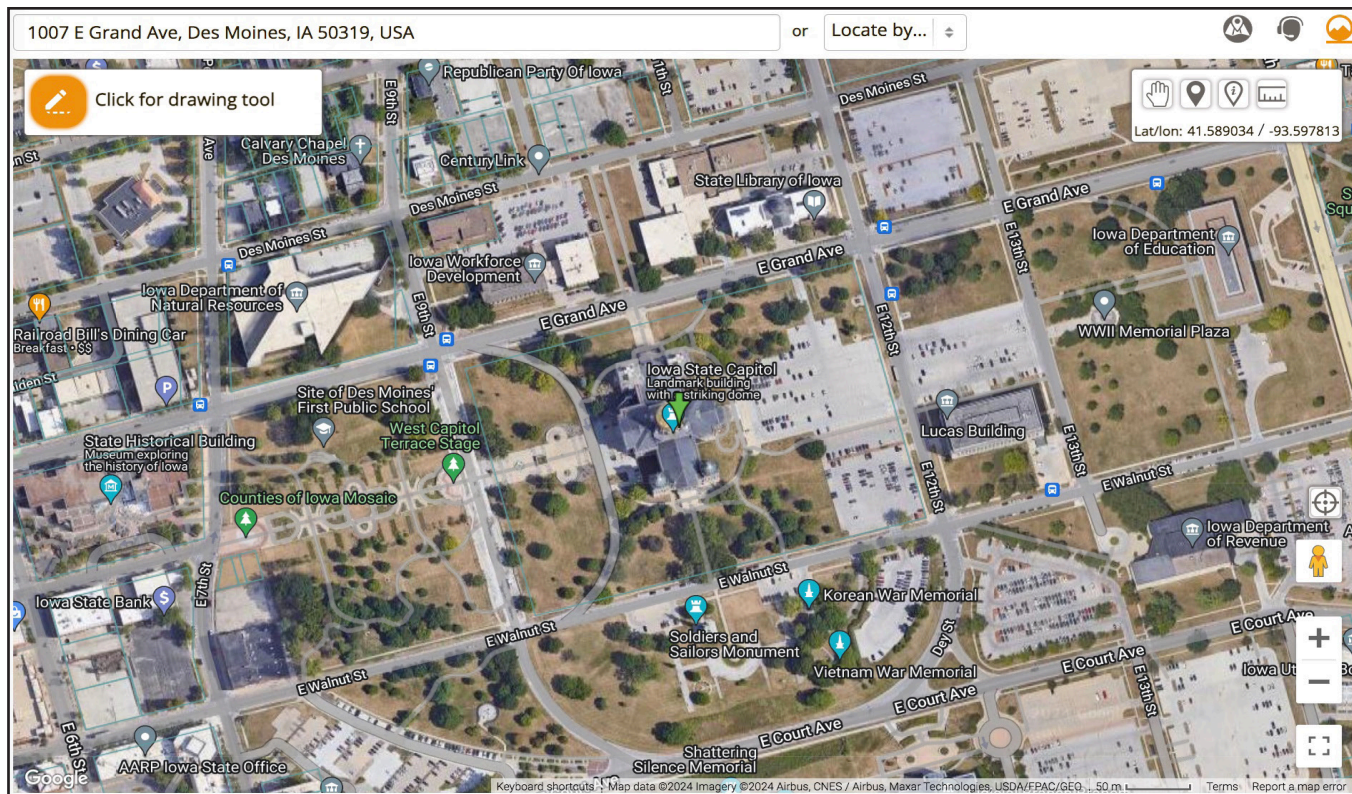
Select a profile or click "Create job profile" to display form



# Advanced Mapping

## The Map

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



## Starting Address Location

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

## Advanced/Alternate Search

Use the Advanced Search tool to find locations that do not appear in the Starting Address Search. You can use the drop-down menu to search by more specific address information, coordinates (GPS, Lat/Long, etc.), or the mapping from a previous locate request. (See page 26 for more info.)

## Map View Buttons

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

## Tool Box

**Stop** – Clicking this will cease whatever mode you are currently using, such as the **Measure** tool or the **Other** drawing tool.

**Placemark** – Place a pin-mark on the map for later reference with this tool. This can be very helpful when used in conjunction with the Measure tool. **NOTE:** Placemarks only last the duration of the session in which they are created.

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

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

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

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

## Drawing Tool Menu

This drop-down menu contains all of the drawing tools you will need to create excavation entities. (See page 27 for more info.)

## Google Street View (“Pegman”)

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

## Zoom In/Out

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

## Full Screen Mode

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

# Advanced Search

Use the **Advanced Search** menu (AKA the “**Locate By...**” menu) if you are unable to find your worksite with the Starting Address Location search.

**Advanced Street Search** – can be used to search for roads and intersections.

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

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

### Advanced Street Search

State:

County/Parish:

City/Place:

Addr:

Street:

Cross Street:

### Coordinate Search

Decimal Lat/Lon  DMS Lat/Lon  GPS  SPCS  UTM

Latitude:

Longitude:

NAD 27  NAD 83

### Ticket Search

State:

Ticket Number:

## Radius Excavation Tool

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

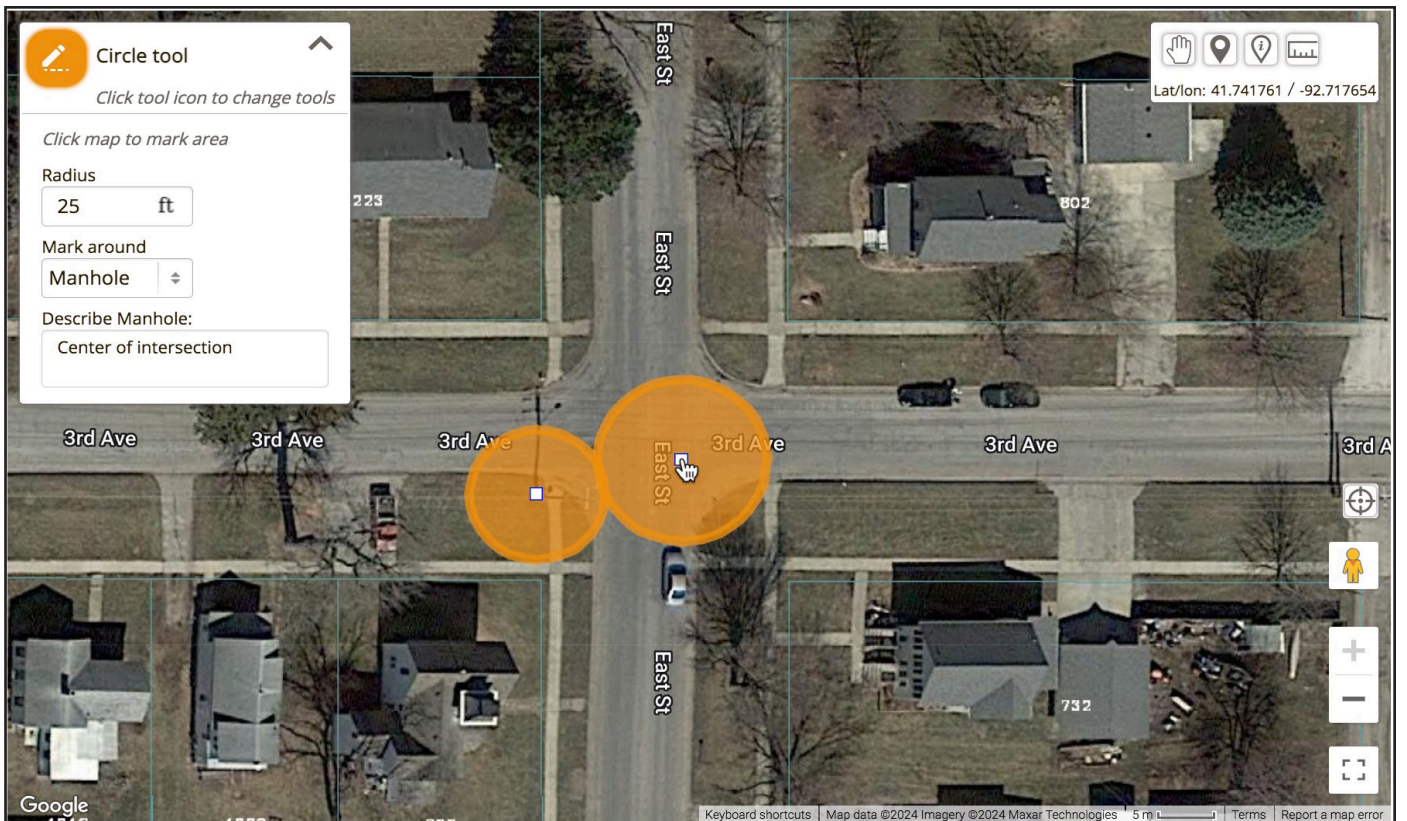
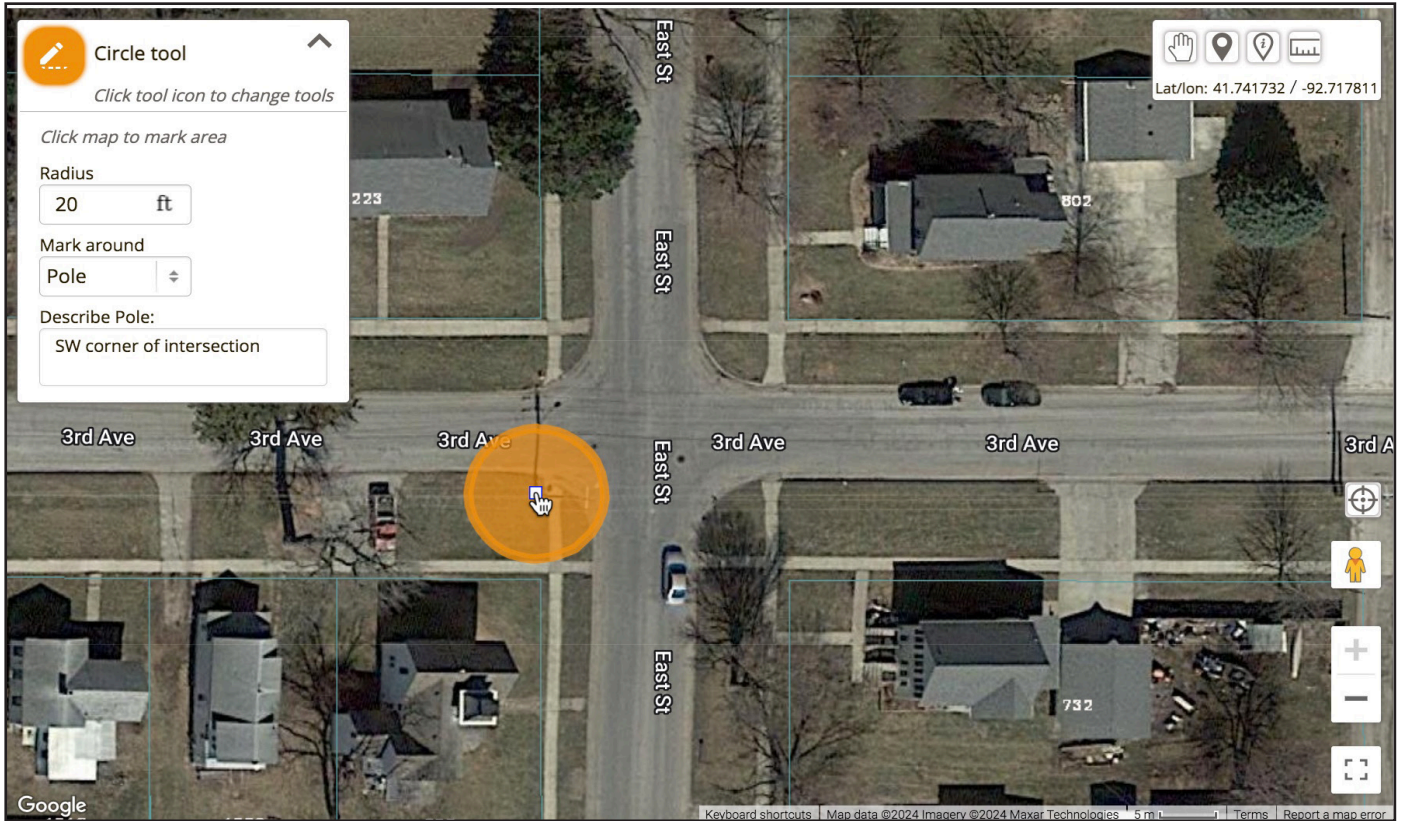
First, access the Drawing Tools menu and choose the **Radius Excavation** tool.

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

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

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

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



# Route Excavation Tool

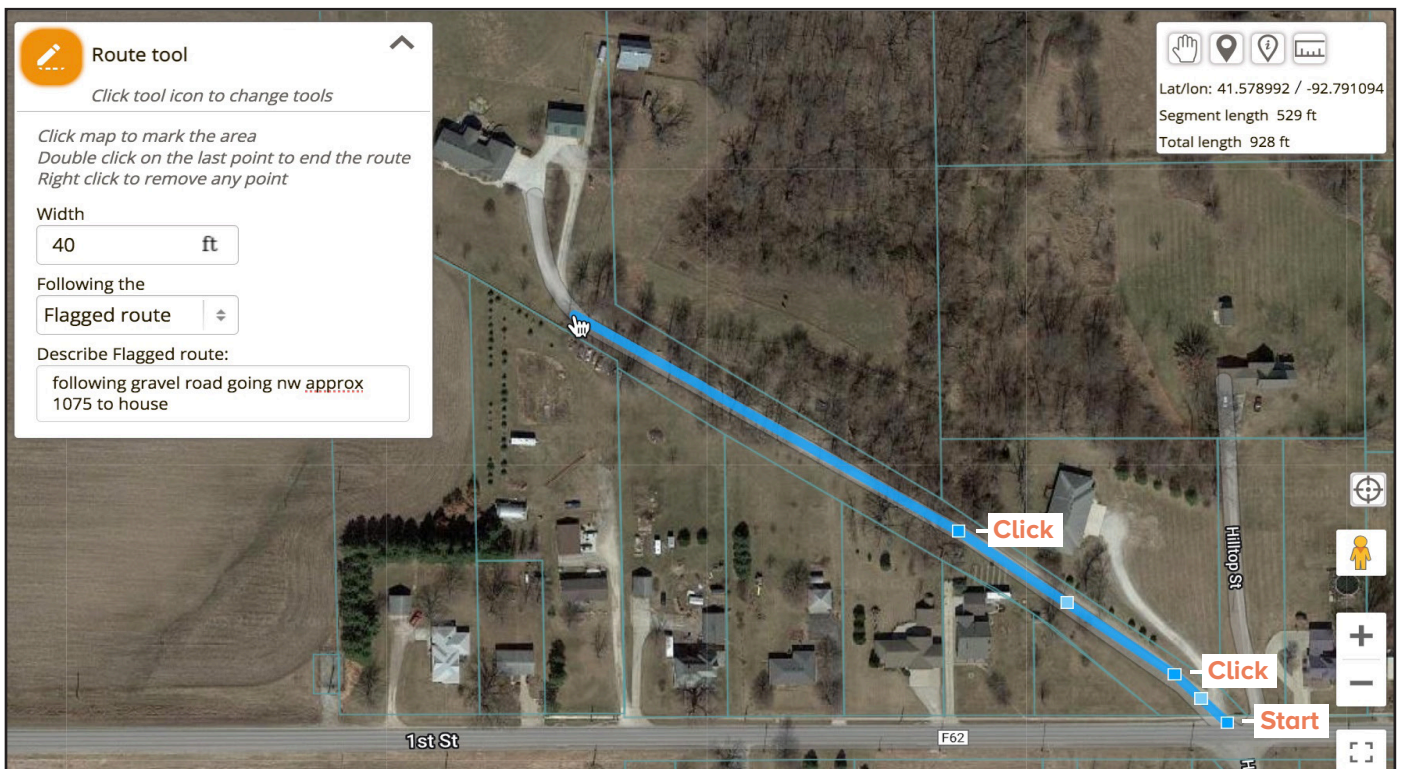
The Route tool allows users to create long, narrow excavation entities. The Route tool is an excellent choice for defining an excavation area when trenching, performing road repair/ replacement, or any other type of work involving a long, narrow excavation area. You can create as many route entities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

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

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

Choose an option from the “Following the” drop-down list. (if none of the provided options fit your type of excavation, choose “Points in the Route”.)

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





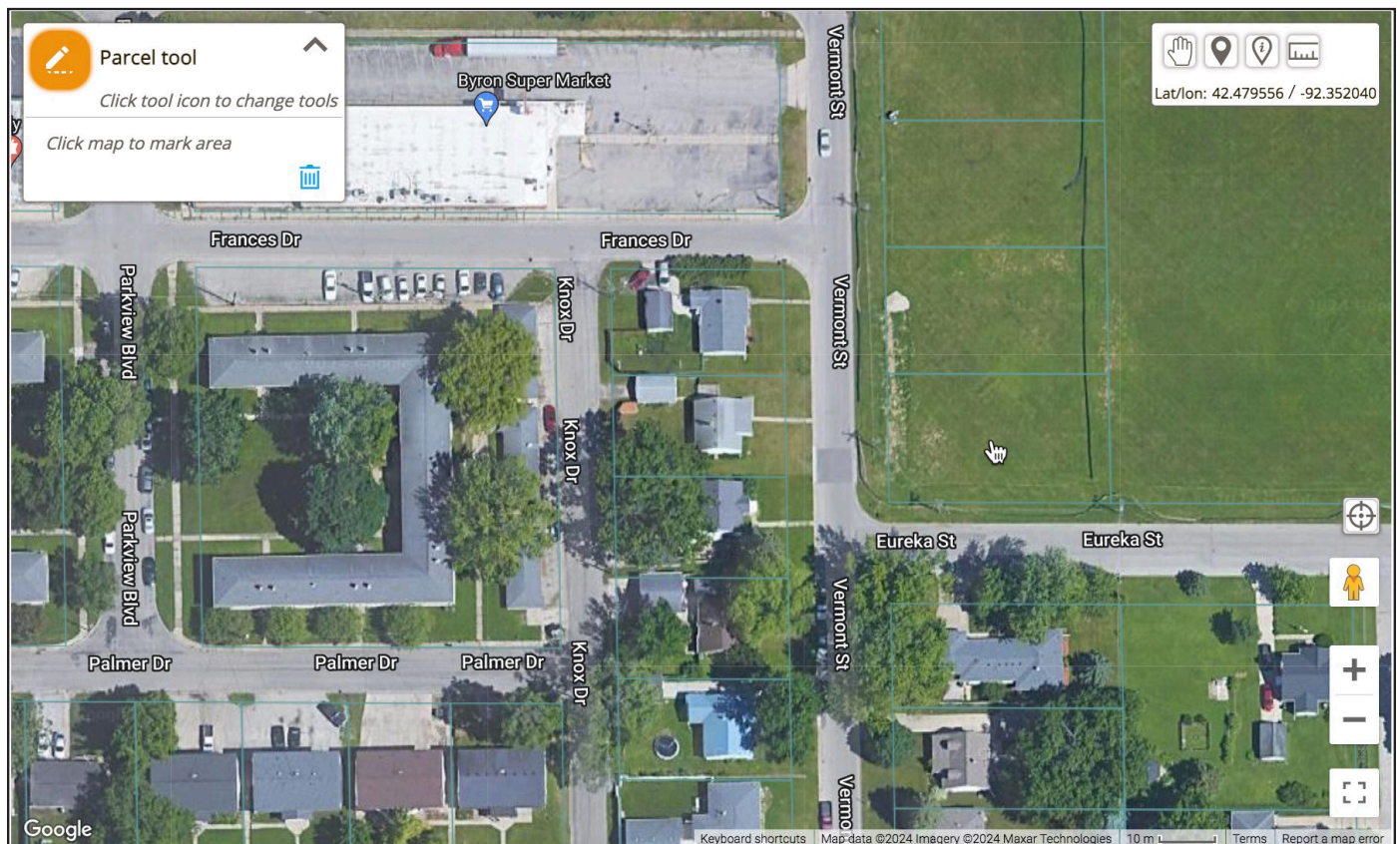
# Property Excavation Tool

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

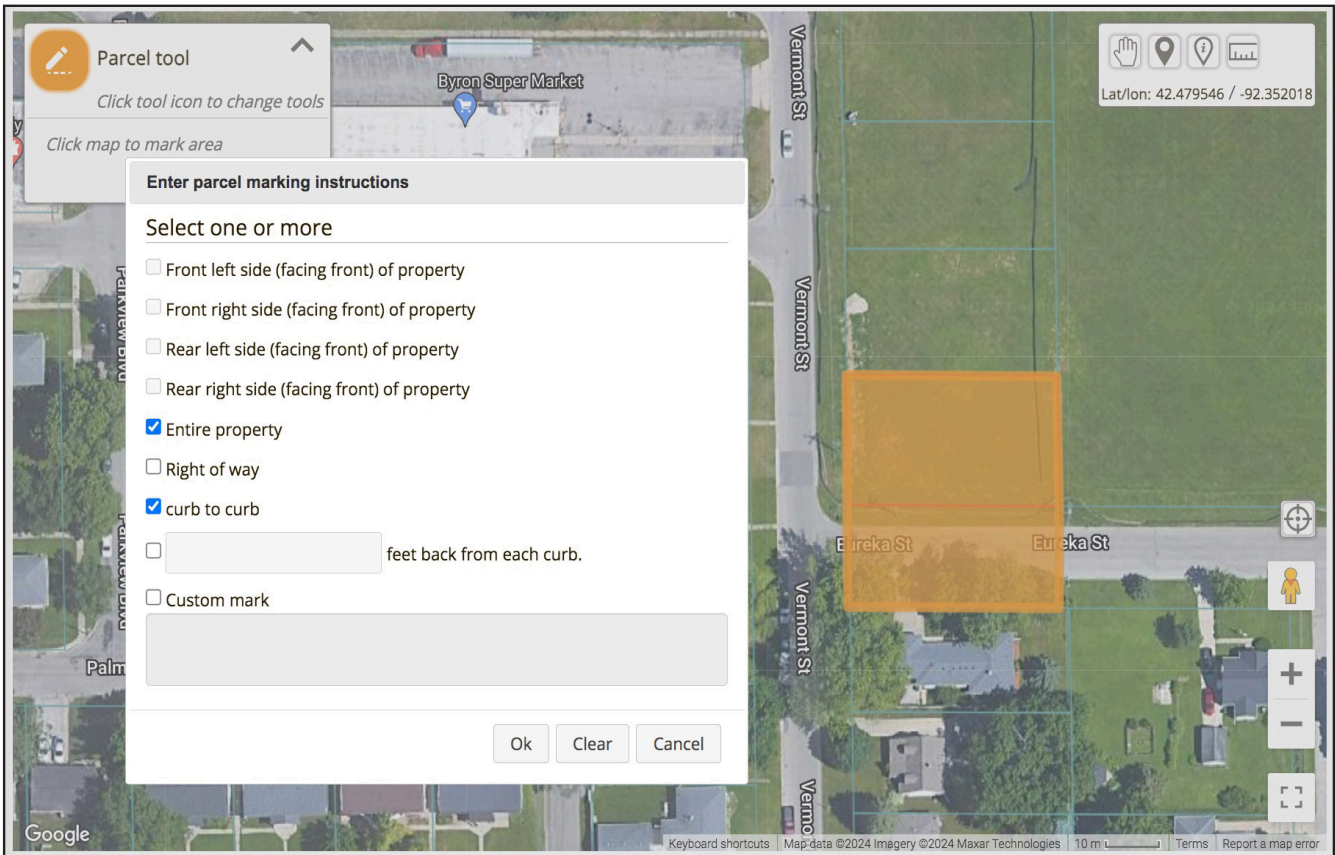
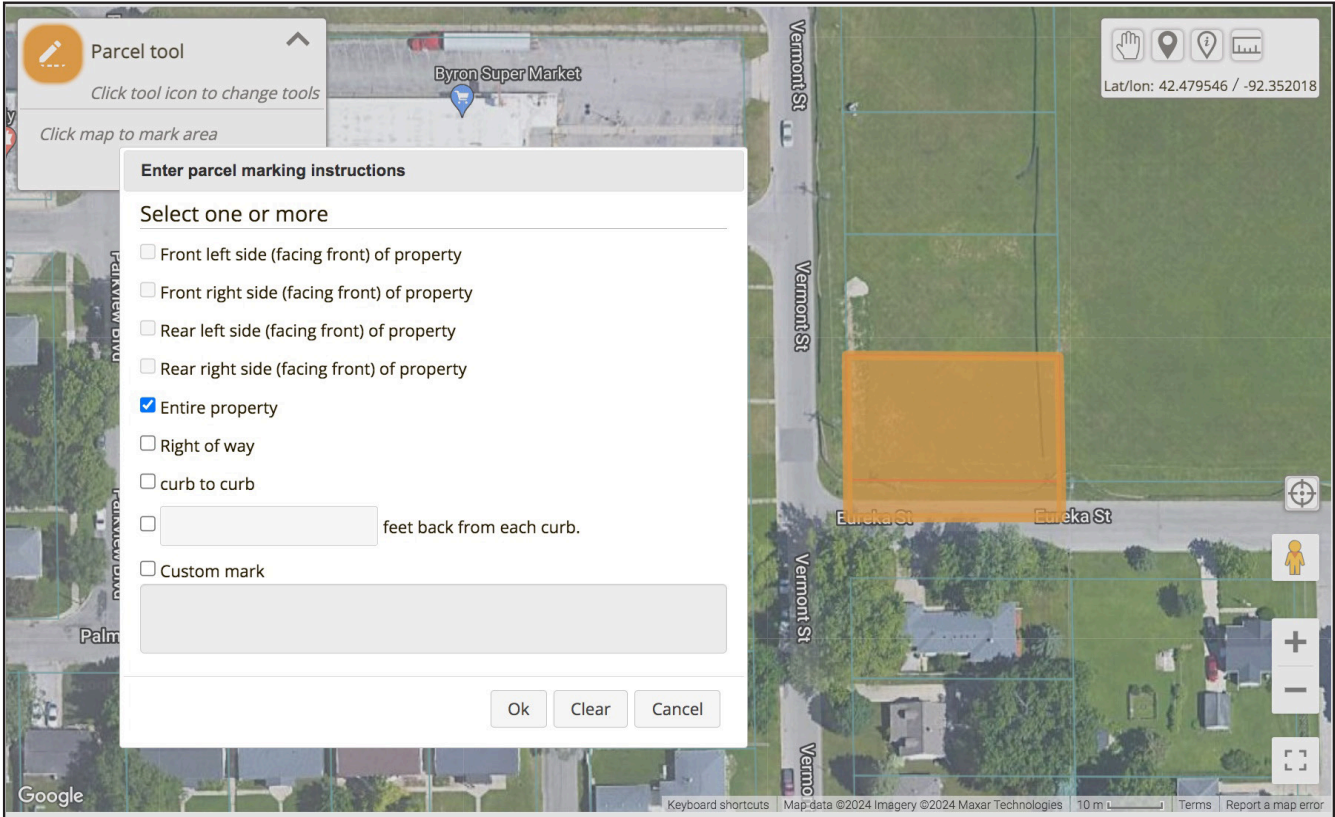
First, access the Drawing Tools menu and choose the **Property Excavation** tool.

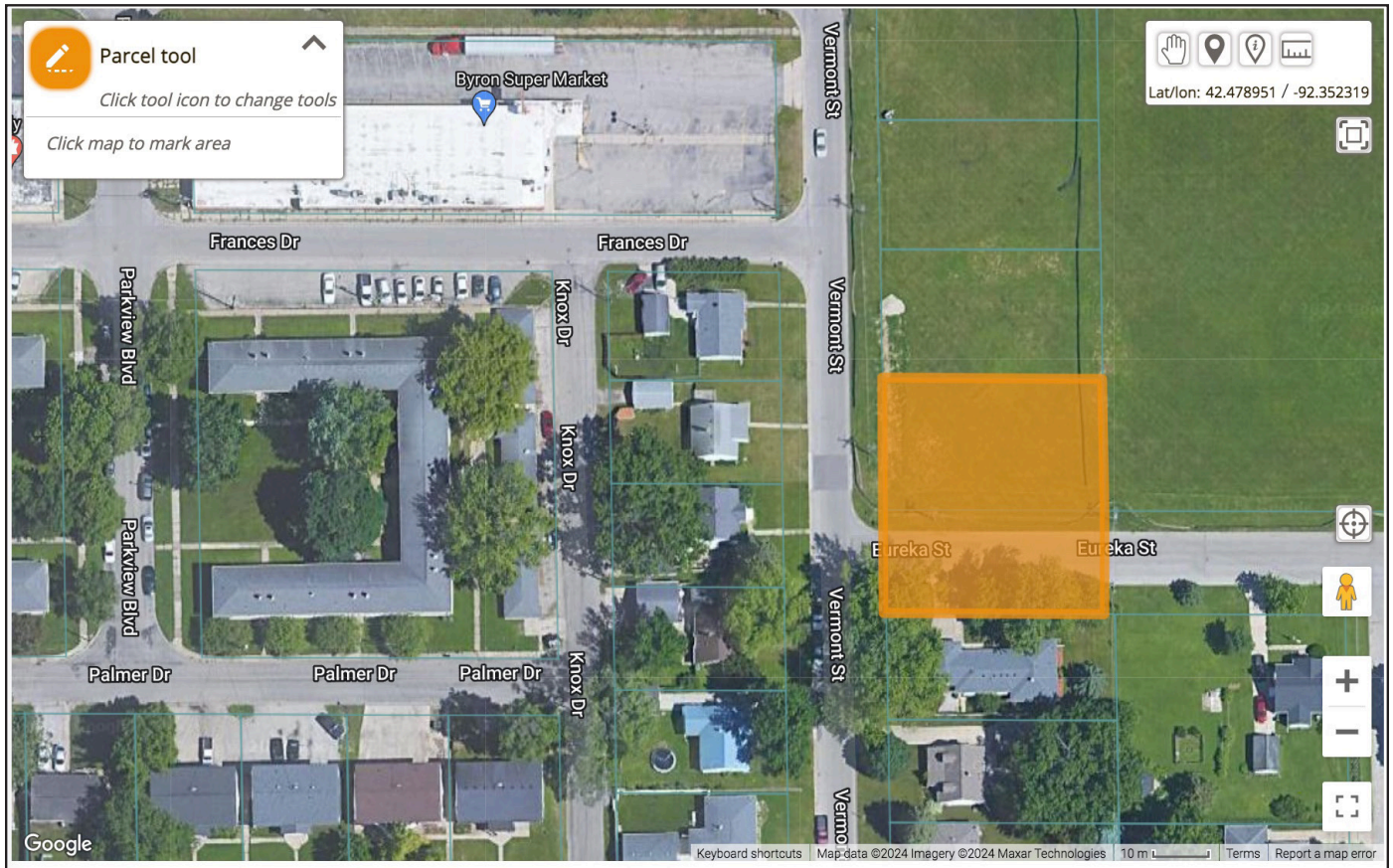
Next, click on the address/property where your work will take place. If parcel data is available, you will be presented with the Parcel excavation menu. Review the list and choose the best option(s) for your worksite. Then click OK. If you need to include additional marking instructions, choose the Custom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

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









## Street Excavation Tool

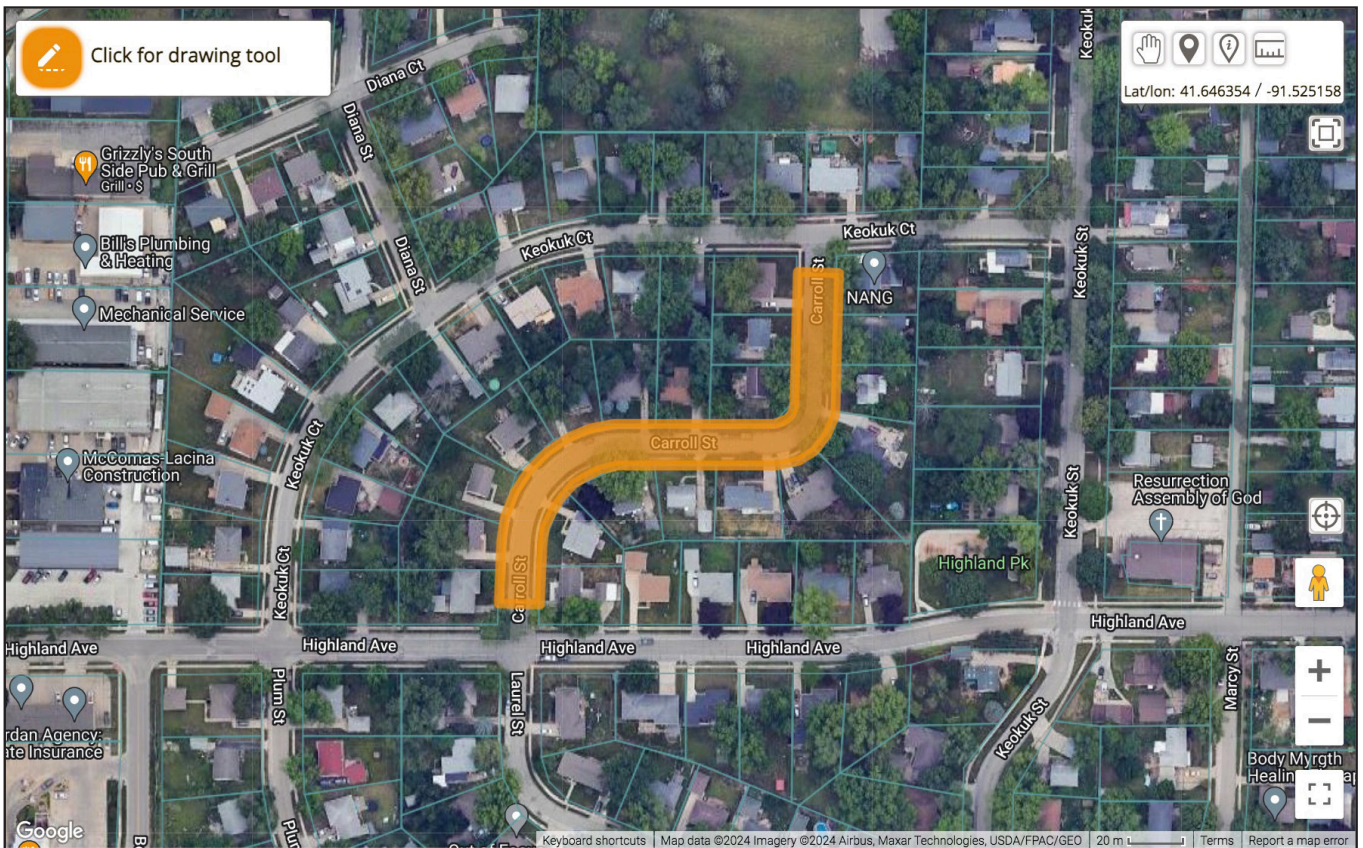
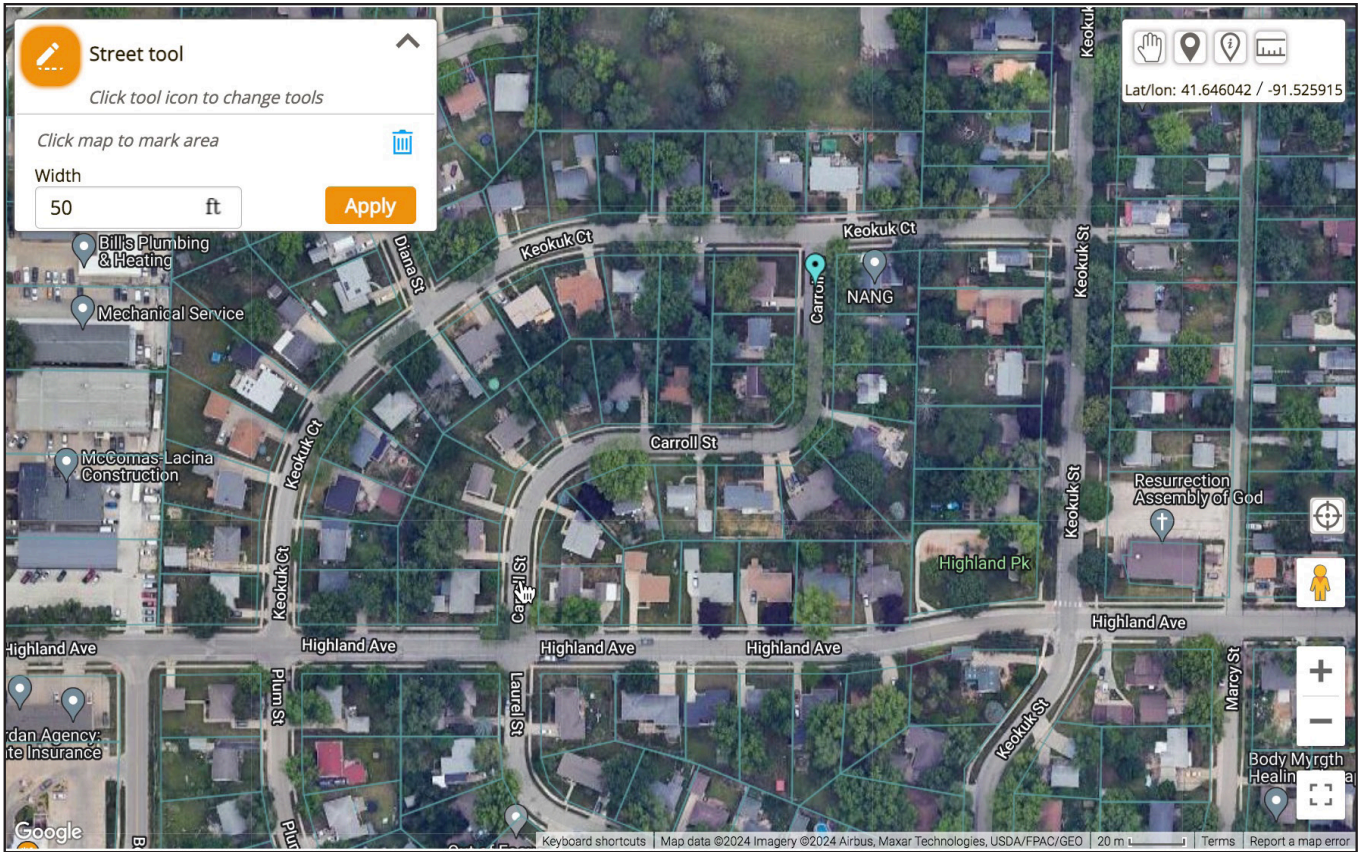
The Street Excavation tool allows users to create excavation entities based on roads and highways. You can create as many Street entities as needed.

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

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

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

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



## Other Tool

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

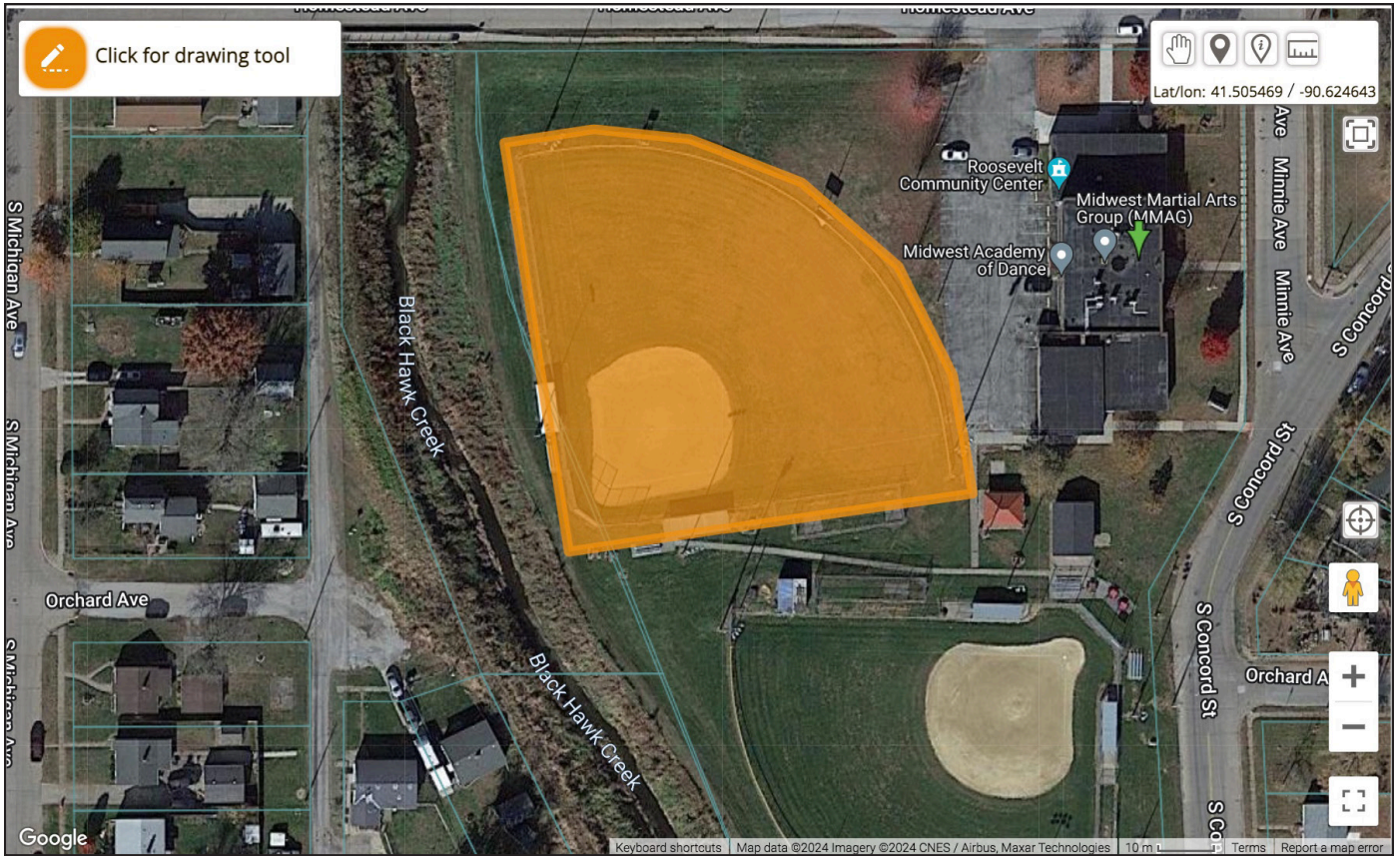
First, access the **Drawing Tools** menu and choose the **Other** tool. After reading and dismissing the pop-up message, begin by making a single click on the map where you would like to set your first point.

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

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

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





Ticket type: Compliant ticket

**Dig site location !** ⊖  
*\* Indicates required field*

County \*

City \* City limits\*  
 Yes

Address

Dig street \*  
  
 You must enter a street name

Nearest intersecting street \*  
  
 You must enter an intersecting street

Area to be marked \*  
  
 You must enter the marking instructions

Remarks

# Locator Tickets

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

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

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

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

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

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

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

The  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.

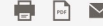
The screenshot displays the iSITE Locator Tickets portal. At the top, there is a search bar with the text "search all tickets" and a dropdown menu showing "IA". The user is logged in as "ia-test01". The main heading is "Locator Tickets". Below this, there are search filters: "Released between" (03/04/24 to 03/18/24), "District" (Districts), and "Filter by" (Without Responses). There is an "Apply" button and a link to "More search options". Below the filters is a dropdown menu labeled "I Want To...". To the right of this menu are links for "View ticket map" and "Print all tickets". The table shows 2 records found. The table columns are: Ticket #, Header, Orig Call, Begin, Street, City, County, State, District, Locator, and Status. The first record is for ticket # 240640045, which is COMPLIANT, dated 2024/03/04 06:49 am, with a begin time of 2024/03/06 08:00 am, located at 0 HWY 2, BENTON TWP, FREMONT, IA, TEST02, and has a status of "Not yet responded". The second record is for ticket # 240780208, which is COMPLIANT, dated 2024/03/18 07:36 am, with a begin time of 2024/03/20 08:00 am, located at STATE HWY 2, BENTON TWP, FREMONT, IA, TEST02, and has a status of "Not yet responded". At the bottom of the table, there is a "Show 10 entries" dropdown and "Showing 1 to 2 of 2 entries". There are "Previous", "1", and "Next" buttons for pagination.

Ticket #	Header	Orig Call	Begin	Street	City	County	State	District	Locator	Status
<input type="checkbox"/> 240640045	COMPLIANT	2024/03/04 06:49 am	2024/03/06 08:00 am	0 HWY 2	BENTON TWP	FREMONT	IA	TEST02		Not yet responded
<input type="checkbox"/> 240780208	COMPLIANT	2024/03/18 07:36 am	2024/03/20 08:00 am	STATE HWY 2	BENTON TWP	FREMONT	IA	TEST02		Not yet responded

# Ticket# 240640045

[Return to ticket list](#)

Status: Not yet responded



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

## Ticket information

Ticket number 240640045  
relocate of [240220503](#)  
Type COMPLIANT  
Op webusr99 / webusr99  
Original call date 03/04/24 06:49 am  
Work to begin date 03/06/24 08:00 am  
Locates shall be completed no later than 03/06/24 08:00 am  
Expiration date 03/23/24 08:00 am

## Dig site location

State IA  
County FREMONT  
City BENTON TWP  
City limits No  
Address 0  
Dig street HWY 2  
Nearest intersecting street DIKE RD  
Area to be marked THIS TICKET CONTAINS 2 CIRCLES.  
THE CE...  
[Show more](#)

Remarks RELOCATE: CUSTOMER IS NOT REQUESTING ANY UTILITIES...  
[Show more](#)

Township BENTON TWP  
Section 30  
Qtr-section SW  
Coordinates for each locate

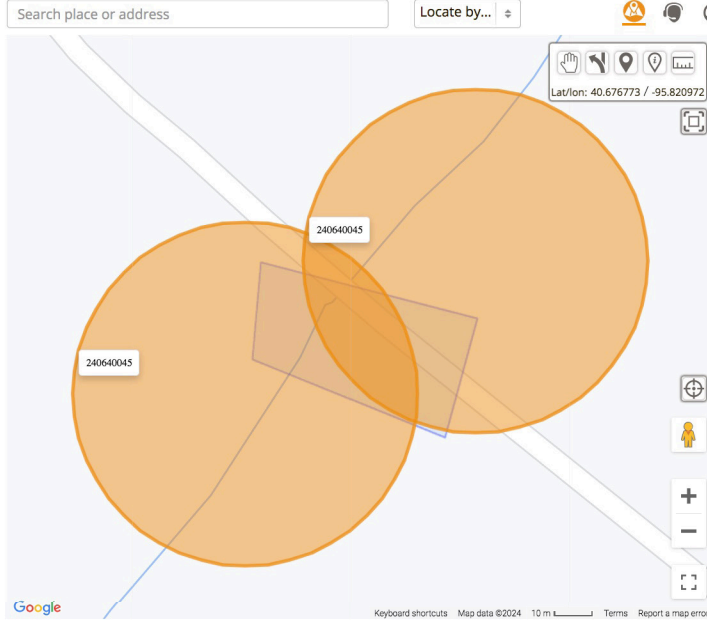
Polygon 1:  
( 40.6774103, -95.8211379 )  
( 40.6773576, -95.8211517 )  
( 40.6773067, -95.8211745 )  
( 40.6772585, -95.8212058 )  
( 40.6772139, -95.8212452 )...  
[Show more](#)

## Excavation information

Type of work TEST 123  
Work being done for TEST  
Area marked in white Yes  
Blasting No  
Trenching No  
Boring No  
Plowing No  
Backhoe Yes  
Other equipment No  
Duration 2 HOUR

## Caller information

Caller name CHRISTIN WEAVER  
Company name IOWA ONE CALL



Legend: ■ Locate polygon  
■ Facility Operator polygon

## Members notified

### Status history

District	Company name	Status
TEST02	ONE CALL CONCEPTS TEST CODE	Not yet responded

Showing 1 to 1 of 1 entries

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

## Ticket history

Date	Type	District	Display	Locator	User
03/04/24 06:50:04 am	Ticket Created				System
03/04/24 06:50:04 am	Ticket Check Response Added	TEST02 ONE CALL CONCEPTS TEST CODE	Not yet responded		System

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.

### Update Public Status for TESTBM

Status

Status comments (250 character limit)

### Add internal notes

Comments (internal)

Cancel Save and... | ▾


### Update assigned locator

Locator


### Update internal status

Open / Close

# Admin Menu

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


## iSite Users Menu

The iSite Users menu allows an administrator to create and manage additional iSite Login IDs for other users. Click the  button to create a new user account.

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


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

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











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

## iSite Users

Create new user



5 results found

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

Showing 1 to 5 of 5 entries

Previous 1 Next

# Locators Menu

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

## Locators

[Locators\(38\)](#) [Polygon auto-assignments\(22\)](#) [Rule based auto-assignments\(14\)](#)

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
united-bnorris	Brandon Norris	none	09/16/22 01:40 pm	<input checked="" type="checkbox"/>	<a href="#">✎</a>
ttt	testtesttest	abc-beckytest	05/18/22 11:04 pm	<input checked="" type="checkbox"/>	<a href="#">✎</a>
ttest	test test	beckymclain@occinc.com	03/28/22 09:58 am	<input checked="" type="checkbox"/>	<a href="#">✎</a>
town	Yolanda	david_butler@occinc.com	03/16/18 09:50 am	<input checked="" type="checkbox"/>	<a href="#">✎</a>
Test12	MDTest12	testing@missutility.net	01/23/23 01:23 pm	<input checked="" type="checkbox"/>	<a href="#">✎</a>
Test1	Waterway	adinc@occinc.com	12/08/21 08:42 am	<input checked="" type="checkbox"/>	<a href="#">✎</a>
Test08	Rodney	david_butler@occinc.com	04/16/19 09:23 am	<input checked="" type="checkbox"/>	<a href="#">✎</a>
TEST03	test	jillhayes@occinc.com	03/03/21 01:28 pm	<input checked="" type="checkbox"/>	<a href="#">✎</a>
TEST	TEST	caitlynw@occinc.com	03/17/20 03:07 pm	<input checked="" type="checkbox"/>	<a href="#">✎</a>
test	test	beckymclain@occinc.com	06/28/23 11:52 am	<input checked="" type="checkbox"/>	<a href="#">✎</a>

Showing 1 to 10 of 38 entries [Previous](#) [1](#) [2](#) [3](#) [4](#) [Next](#)


# Polygon Auto-Assignments

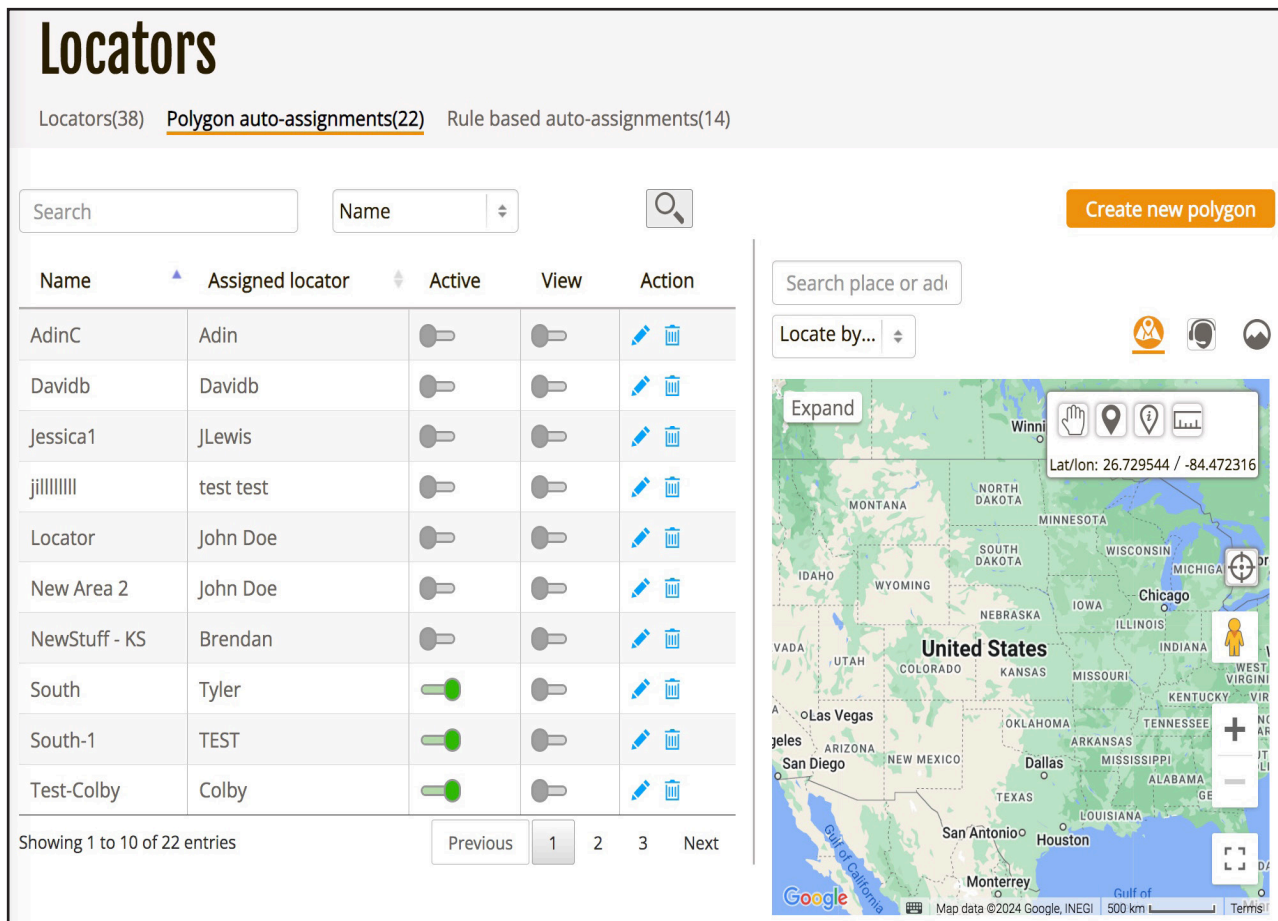
Polygon Auto-Assignments give administrators the ability to automatically assign locate tickets to locators based on the physical location of the work area.

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.



**Locators**

Locators(38) Polygon auto-assignments(22) Rule based auto-assignments(14)

Search  Name  

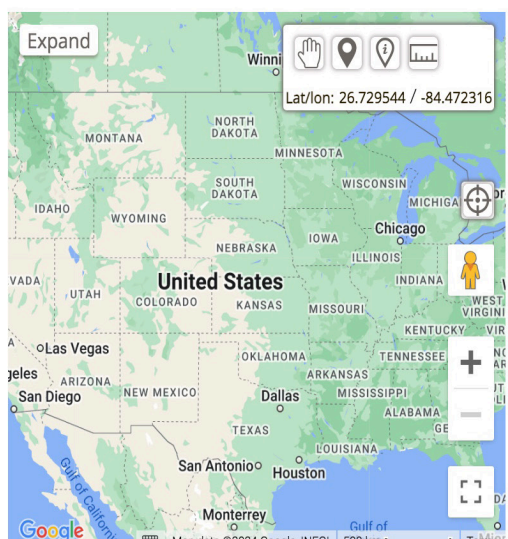
Name	Assigned locator	Active	View	Action
AdinC	Adin	<input type="checkbox"/>	<input type="checkbox"/>	 
Davidb	Davidb	<input type="checkbox"/>	<input type="checkbox"/>	 
Jessica1	JLewis	<input type="checkbox"/>	<input type="checkbox"/>	 
jllllllll	test test	<input type="checkbox"/>	<input type="checkbox"/>	 
Locator	John Doe	<input type="checkbox"/>	<input type="checkbox"/>	 
New Area 2	John Doe	<input type="checkbox"/>	<input type="checkbox"/>	 
NewStuff - KS	Brendan	<input type="checkbox"/>	<input type="checkbox"/>	 
South	Tyler	<input checked="" type="checkbox"/>	<input type="checkbox"/>	 
South-1	TEST	<input checked="" type="checkbox"/>	<input type="checkbox"/>	 
Test-Colby	Colby	<input checked="" type="checkbox"/>	<input type="checkbox"/>	 

Showing 1 to 10 of 22 entries Previous 1 2 3 Next

**Create new polygon**

Search place or address

Locate by...



# Create Polygon Assignment

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

Cancel Save

## Assignment information

Assignment name\*  
DSM - Airport

Assigned locator\*  
Becky

Search place or address

Locate by...

Create Polygon Assignment

Lat/lon: 41.520021 / -93.622198

# Edit Polygon Assignment

Cancel Save

## Assignment information

Assignment name\*  
DSM - Airport

Assigned locator\*  
Becky

Active

District access

District

- ✓ Please select
- IA - TEST04

Add

District	District name	Active
No data available in table		

Showing 0 to 0 of 0 entries

Previous Next

Search place or address

Locate by...

Create Polygon Assignment

Lat/lon: 41.583940 / -93.713982

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.

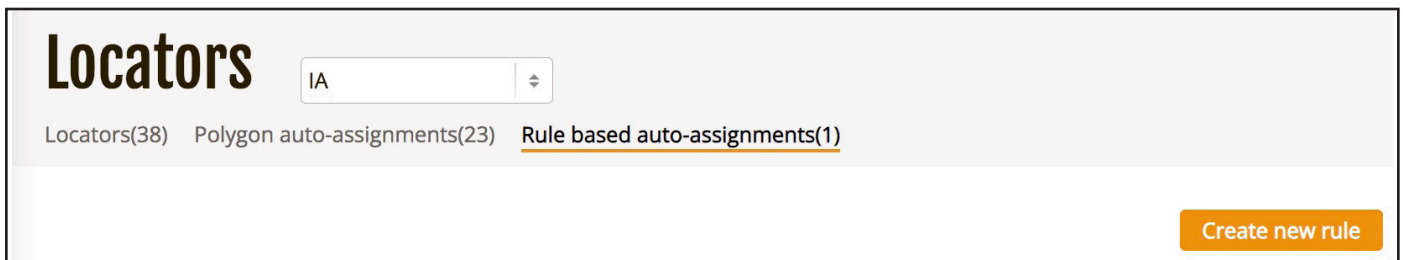
Priority determines the auto-assignments order of operation (if more than one auto-assignment is applicable to a given ticket).

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 managing locators. At the top left, the word "Locators" is displayed in a large, bold, dark font. To its right is a search or filter input field containing the text "IA". Below this, there is a horizontal navigation bar with three items: "Locators(38)", "Polygon auto-assignments(23)", and "Rule based auto-assignments(1)". The "Rule based auto-assignments(1)" item is underlined and highlighted in orange. 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 IA

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

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



## Locator Ticket Alerts

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

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

### District

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

### Alert Name

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

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

### Start Time and End Time\*

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

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

### Day(s) of Week:

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

### Headers

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

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

# Locator Ticket Alerts

Create new alert

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

View by state

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

No data available in table

Showing 0 to 0 of 0 entries

Previous

Next

# Add Ticket Alert

Notifications created in LTM are provided as an additional tool for users of this application. They DO NOT impact the emergency verification methods that are in place at the call center. Please contact the Database Department if emergency verification contact changes are needed. User can only use one notification type at a time (email or text message), but you cannot use both at the same time.

\* 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

<input type="checkbox"/> COMPLIANT	<input type="checkbox"/> DESIGN INFORMATION	<input type="checkbox"/> DESIGN LOCATE	<input type="checkbox"/> DIG-IN
<input checked="" type="checkbox"/> EMERGENCY	<input type="checkbox"/> JOINT MEET LOCATE	<input type="checkbox"/> NON-COMPLIANT	<input type="checkbox"/> NON-RESPONSE

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

IA

View by district

IA - TEST07

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

No data available in table

Showing 0 to 0 of 0 entries

Previous

Next

# Edit Custom Responses

Cancel

Save

\* Indicates required field

State/District \*

IA - TEST07

Order	Question text	Field type	Required	Active
1	Worksite Accessible?	Yes/No ◆	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	Test?	Yes/No ◆	<input type="checkbox"/>	<input type="checkbox"/>

View inactive custom responses

Cancel

Save



# Reports

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

Report name	Description	Action
Closed Tickets	This report provides a list of closed tickets based on the information entered in the search input. This report includes the ticket number, district code, ticket closed date and time, and user name.	<a href="#">Generate</a>
Custom Response	Allows reporting on the customizable custom response fields.	<a href="#">Generate</a>
District Detail	Provides details by district code per day for the provided date range. This includes a summary of tickets received and statuses made.	<a href="#">Generate</a>
District Summary	Provides the Summary by District Code for the Tickets Received and Statuses provided. This report is for Ticket Check centers.	<a href="#">Generate</a>
Excavator Address	List of company and the excavator addresses. Ticket summary based on the information entered in the search input.	<a href="#">Generate</a>
Open Tickets Due	Lists Open Tickets due today.	<a href="#">Generate</a>
Ticket Check Compliance	This report provides on time, late and not responded tickets for a given timeframe, ticket header(s) and district code(s).	<a href="#">Generate</a>
Ticket Count Report	This report provides counts of tickets.	<a href="#">Generate</a>
Ticket Location	The Ticket Location report provides the list of the tickets, call date/time, address, city/place, latitude and longitude information for a selected district code and date range.	<a href="#">Generate</a>
Ticket Marked	This report will give a complete list of the tickets, header, and the provided statuses with their date and method.	<a href="#">Generate</a>

Showing 1 to 10 of 15 entries

[Previous](#) [1](#) [2](#) [Next](#)

# 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"/>

# Design Request System

The Design Request System allows project designers to receive information about underground facilities at a proposed work site and generate a locate request. This section will help designers learn to navigate the web site in order to use the system.

Registered designers can use the site for the following functions, depending on their needs:

**Entering a Design Information Request (DIR)** for member contact information when they are in the planning stages of a job. A DIR provides contact information for facility owners that have underground lines in the area of a design project. Users will be able to enter information about their project, map the area under consideration, and receive contact information for facility owners in the areas of the proposed design.

**Converting a DIR to a Design Locate Request (DLR)** to obtain marks in the field. Once a designer has contacted the facility owners, it is sometimes necessary to have selected utilities locate in all or a specific portion of the design project. This request will allow you to ask specific facility owners to mark underground facilities.

Looking up any of their previously entered **DIRs** or **DLRs**.

**IMPORTANT:** Please note that no excavation can take place on either a DIR or DLR request. Iowa One Call must be notified, and a dig ticket filed before any excavation takes place.



## Getting Started


Iowa One Call's Design Request System allows you to file two types of design tickets:

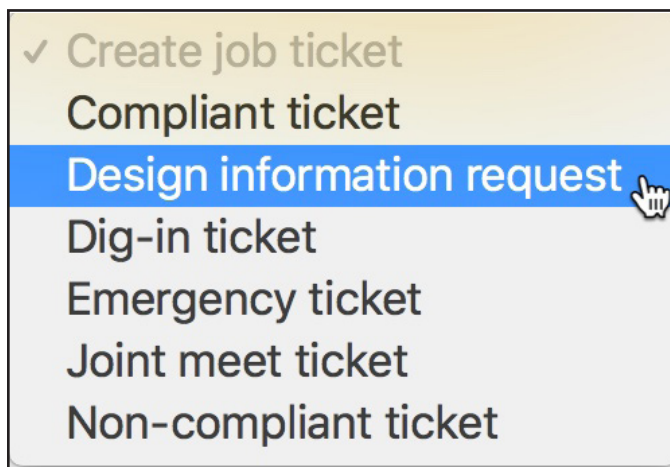
**A Design Information Request**, and/or

**A Design Locate Request**

In order to create a **Design Locate Request (DLR)** you will need to first file a **Design Information Request (DIR)**.

You may only create a DLR by converting an existing DIR that you have already created. Furthermore, you must wait at least 5 business days after filing the DIR before converting it in to a DLR. This gives you the time necessary to contact the facility operators in the area of your project.

The process for filing a Design Information Request is similar to that of a standard 2 full business days ticket. Start by accessing the  menu and select Design Information Ticket.



Map out the work area normally and click **Next** (see page 24 for more info). When you reach Step 2 you will need to manually enter a description of the proposed work area in the **Remarks** field.

# Create Design Information Request

Cancel **Next**  
Edit map

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

Job A - ticket 1/1 !

Complete required fields. Verify accuracy of ticket details and map before submitting. [Form settings](#)

Ticket type: Design information request

Site location ⊖

*\* Indicates required field*

County \*  
BLACK HAWK

City \*  
WATERLOO

City limits \*  
Yes

Address  
1203

Street \*  
WESTERN AVE

Nearest intersecting street \*  
HAWTHORNE AVE

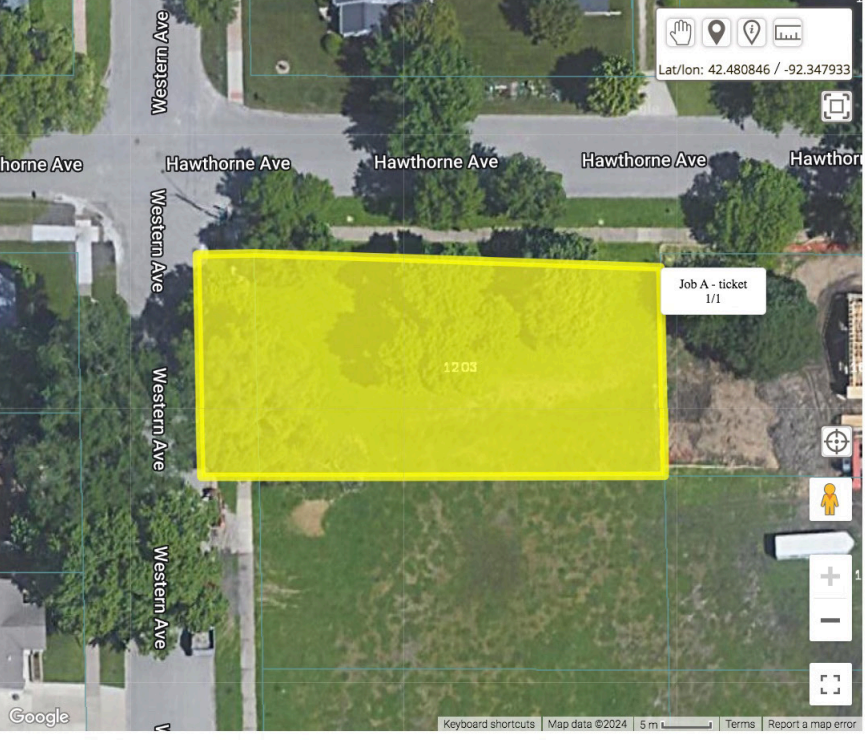
Area to be designed \*  
WORK TO TAKE PLACE ON ENTIRE PROPERTY.

Remarks


Township  Section

Qtr-section NE  NW  SE  SW

**Add Attachment**



Below the Location Information section you will find the Design Information Request section. Enter a name for the project and make sure all contact information is up-to-date. Then click [Next](#)

Remarks <input type="text"/>	
Township <input type="text"/>	Section <input type="text"/>
Qtr-section NE <input type="checkbox"/> NW <input type="checkbox"/> SE <input type="checkbox"/> SW <input type="checkbox"/>	
<a href="#">Add Attachment</a>	
<b>Designer information</b> <span>⊖</span>	
Project title/number * <input type="text" value="Hawthorne Manor"/>	
Caller name * <input type="text" value="EDDIE DEAN"/>	Email * <input type="text" value="briancasey@occinc.com"/>
Phone * <input type="text" value="515-555-5555"/>	
Company name * <input type="text" value="TOREN BROTHERS EXCAVATING"/>	
Address <input type="text" value="19"/>	Street * <input type="text" value="ODD"/>
City * <input type="text" value="TULL"/>	State * <input type="text" value="IA"/>
Zip * <input type="text" value="55120"/>	
Contact <input type="text" value="JAKE CHAMBERS"/>	Alt phone <input type="text" value="555-555-5555"/>
Best time to contact * AM <input checked="" type="checkbox"/> PM <input type="checkbox"/> After 5PM <input type="checkbox"/>	

Step 3 allows you to review the ticket information before submitting. When ready click **Submit Ticket**.

## Create Design Information Request

Cancel
Submit Ticket

1 Mark location
 2 Write instructions
 3 Review & submit

Review ticket information, then click the Submit tickets button

<input checked="" type="checkbox"/>	Job-ticket#	Address	Cross street	City/place	County	Type	Work to begin date/time	Action
<input checked="" type="checkbox"/>	Job A - ticket 1/1	1203 WESTERN AVE	HAWTHORNE AVE	WATERLOO	BLACK HAWK	DESIGN INFORMATION	N/A	

Inquiry Results (This is NOT a Valid Dig Ticket)

District	Company Name	Design Contact	Phone	Email
AT6	MEDIACOM	SCOTT LAGOW	8455449655	clagow@mediacomcc.com
M58E	MIDAMER-ELEC	Adam Streeter	3192914742	astreeter@midamerican.com
M58G	MIDAMER-GAS	jeremy sorensen	3192914728	JJSorensen@midamerican.com
WWW	WATERLOO WATER WORKS	CHAD COON	3192405013	Chad.Coon@waterloo-ia.org

# Congratulations!

✔ Your ticket(s) have been submitted.

View my tickets
Start new ticket

Job-ticket#	Address	Cross street	City/place	County	Type	Work to begin date/time	Release date/time
Job A - ticket 1/1	1203 WESTERN AVE	HAWTHORNE AVE	WATERLOO	BLACK HAWK	DESIGN INFORMATION	N/A	03/20/24 01:15 PM

**Inquiry Results (This is NOT a Valid Dig Ticket)**

District	Company name	Design contact	Phone	Email
AT6	MEDIACOM	SCOTT LAGOW	8455449655	clagow@mediacomcc.com
M58E	MIDAMER-ELEC	Adam Streeter	3192914742	astreeter@midamerican.com
M58G	MIDAMER-GAS	jeremy sorensen	3192914728	JJSorensen@midamerican.com
WWW	WATERLOO WATER WORKS	CHAD COON	3192405013	Chad.Coon@waterloo-ia.org

Your Design Information Reference number 53400200 has been processed and sent.

Please keep the above reference number as proof of your request . This will be needed if you wish to convert it to a Design Locate Request.

Congratulations! You have created a Design Information Request ticket. Your new DIR will appear in the **My Tickets** menu under the **Design Information Requests** tab.

Welcome briancasey@occinc.com
?
🗨️
👤

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

## My Tickets

Create job ticket

All released(13) Expiring/expired(5) Unreleased(0) **Design information request(3)** Design locate request(0)

Released between:   Phone:    [More search options](#)

I want to...

🚨 Emergency
🏆 Priority
🕒 Past due
📅 Meeting
🚫 Canceled
🔒 Locked
⏸ Pending Extension

<input type="checkbox"/> Ticket #	Release date/time	Address/street	City	County	Work to begin date/time	Type	Type of work	Internal status
<input type="checkbox"/> 553400200 <span style="color: red; font-size: 12px;">🚫</span>	02/28/24 10:55 am	1203 WESTERN AVE	WATERLOO	BLACK HAWK	N/A	DESIGN INFORMATION	DESIGN INFORMATION	
<input type="checkbox"/> 553400199 <span style="color: red; font-size: 12px;">🚫</span>	02/28/24 10:45 am	1203 WESTERN AVE	WATERLOO	BLACK HAWK	N/A	DESIGN INFORMATION	DESIGN INFORMATION	

After 5 business days have passed you can convert the **Design Information Request** into a **Design Locate Request**.


# Converting a Design Information Request into a Design Locate Request

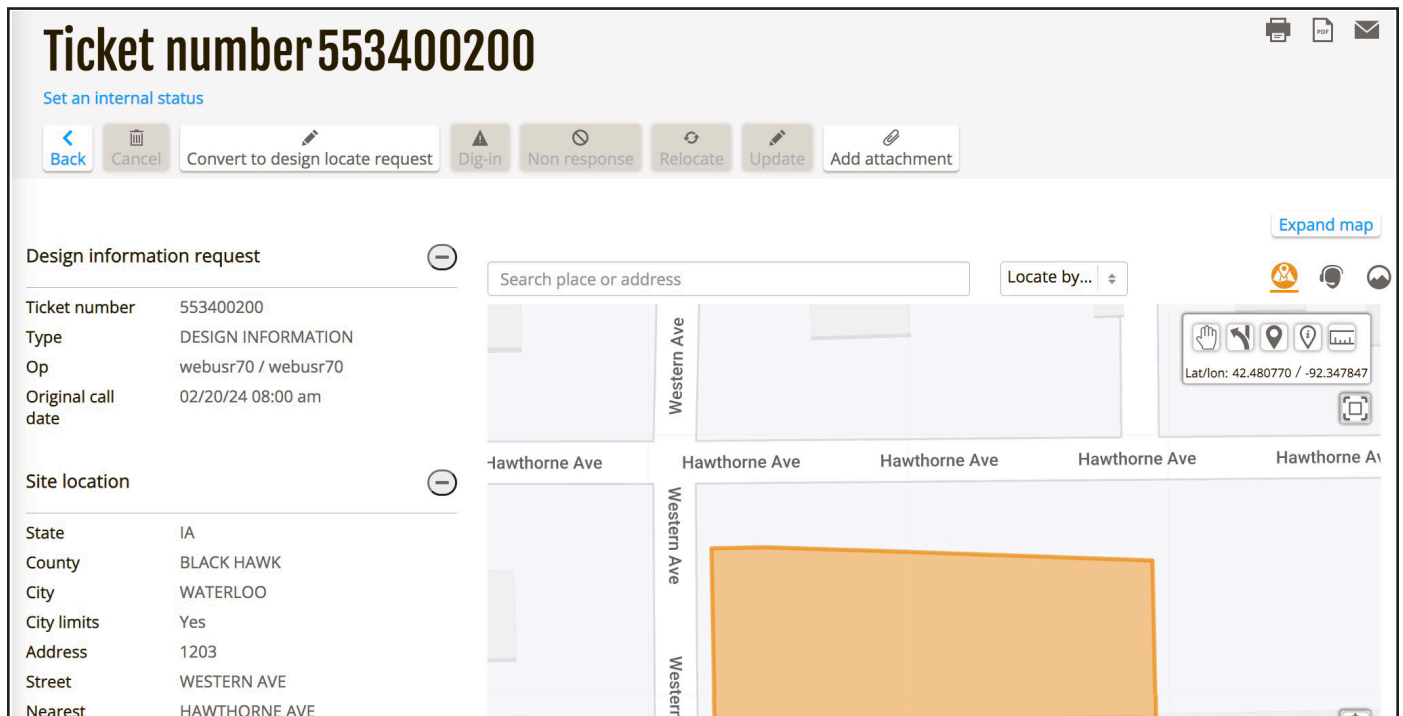
Once you have contacted the facility owners for information, or you find you need to have underground facilities physically marked at a specific location, it is easy to take a DIR and convert it directly into a Design Locate Request.

**NOTE: At least 5 business days must elapse before converting a Design Information Request into a Design Locate Request.**

Please remember that a Design Locate Request should only be initiated when:

1. You have waited the 5 business days.
2. You have spoken to the facility owners, and you are still unclear as to the exact site of a particular underground facility.

To get started click the relevant DIR ticket in the My Tickets Menu. In the View Ticket screen click the  button.



**Ticket number 553400200**

Set an internal status

Back Cancel Convert to design locate request Dig-in Non response Relocate Update Add attachment

Design information request

Ticket number 553400200  
Type DESIGN INFORMATION  
Op webusr70 / webusr70  
Original call date 02/20/24 08:00 am

Site location

State IA  
County BLACK HAWK  
City WATERLOO  
City limits Yes  
Address 1203  
Street WESTERN AVE  
Nearest HAWTHORNE AVE

Search place or address Locate by... Expand map

Lat/lon: 42.480770 / -92.347847

hawthorne Ave Hawthorne Ave Hawthorne Ave Hawthorne Ave Hawthorne Ave

Western Ave Western Ave Western Ave

**Please note that no excavation can take place with a Design Locate Request. You must notify Iowa One Call for a dig ticket.**

# Converting a Design Information Request into a Design Locate Request (Continued)

You will have an opportunity to remap the worksite, or confirm the original mapping.

While the scope of the project can be increased, any increase should be minimized to include only the area in question. For example, your original project may stretch over ½ mile; however, if the area you are concerned about stretches for only 200 feet, then make that clear in the marking instructions.

Once you are satisfied with your mapping, click the “Next” button to continue.

**NOTE:** Your request will require a minimum of 5 business days, rather than 48 hours.

**Submitting a Design Locate Request (DLR) does not guarantee underground facilities will be marked with paint. Each DLR will be handled on a case-by-case basis by the utilities.**

# Converting a Design Information Request into a Design Locate Request (Continued)

You will be given a list of facility owners in the given area. If there are any facility owners who do not need to receive the DLR, un-check their corresponding check box.

When ready, click the “**Next**” button to move to Step 2 – Review & submit.

## Design Locate Request

Cancel Next

1 Update instructions 2 Review & submit

553400200

CREATING DESIGN LOCATE FROM TKT: 553400200

[Form settings](#)

1. Companies to be notified  
INQUIRY RESULTS (THIS IS NOT A VALID DIG TICKET)

<input checked="" type="checkbox"/> Select all	District	Company name	Design contact	Phone	Email
<input type="checkbox"/>	AT6	MEDIACOM	SCOTT LAGOW	8455449655	clagow@mediacomcc.com
<input checked="" type="checkbox"/>	M58E	MIDAMER-ELEC	Adam Streeter	3192914742	astreeter@midamerican.com
<input checked="" type="checkbox"/>	M58G	MIDAMER-GAS	jeremy sorensen	3192914728	JJSorensen@midamerican.com
<input type="checkbox"/>	WWW	WATERLOO WATER WORKS	CHAD COON	3192405013	Chad.Coon@waterloo-ia.org

Number of districts: 4  
Select contact

Ticket type: DESIGN LOCATE

Site location

\* Indicates required field

County \*  
BLACK HAWK

City \*  
WATERLOO

City limits \*  
Yes

Address  
1203

Street \*  
WESTERN AVE

Nearest intersecting street \*  
HAWTHORNE AVE

Area to be designed \*  
MARK W HALF OF LOT.

Remarks  
PROJECT TITLE/NUMBER: Hawthorne Manor

Township  
Section

Qtr-section NE  NW  SE  SW

[Add Attachment](#)

Excavation information

Work to begin date \*  
04/01/2024

Work to begin time \*  
9:00 AM

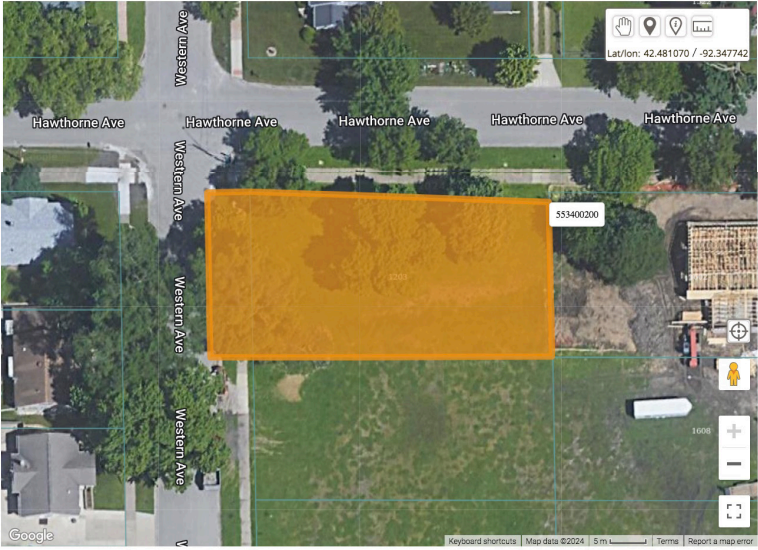
Type of work \*  
DESIGN INFORMATION

Work being done for \*  
VAN DER LINDE CONSTRU

Area marked in white \*  
No

Additional email recipient(s)

Search place or address or Locate by...



Lat/lon: 42.481070 / -92.347742

Google

Keyboard shortcuts | Map data ©2024 | 5 m | Terms | Report a map error



# Converting a Design Information Request into a Design Locate Request (Continued)

Once you are done reviewing your **Design Locate Request** click the **Submit Ticket** button to submit your ticket.

## Design Locate Request

Cancel
Submit Ticket

1 Update instructions
 2 Review & submit

Review ticket information, then click the Submit tickets button

<input checked="" type="checkbox"/>	Job-ticket#	Address	Cross street	City/place	County	Type	Work to begin date/time	Action
<input checked="" type="checkbox"/>	553400200	1203 WESTERN AVE	HAWTHORNE AVE	WATERLOO	BLACK HAWK	DESIGN LOCATE	04/01/2024 9:00 AM	

Inquiry Results (This is NOT a Valid Dig Ticket)

District	Company name	Design contact	Phone	Email
M58E	MIDAMER-ELEC	Adam Streeter	3192914742	astreeter@midamerican.com
M58G	MIDAMER-GAS	jeremy sorensen	3192914728	JJSorensen@midamerican.com

# Converting a Design Information Request into a Design Locate Request (Continued)

Congratulations! You have created a **Design Locate Request** ticket.

## Congratulations!

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

✔ Your design locate request(s) have been submitted.

Job-ticket#	Address	Cross street	City/place	County	Type	Work to begin date/time	Release date/time
553400200	1203 WESTERN AVE	HAWTHORNE AVE	WATERLOO	BLACK HAWK	DESIGN LOCATE	04/01/2024 9:00 AM	03/20/2024 9:50 AM

**Inquiry Results (This is NOT a Valid Dig Ticket)** Your Design Locate Request number 553400232 has been completed!

Please keep the above request number as proof of your request.

THIS IS NOT A VALID DIG TICKET

District	Company name	Design contact	Phone	Email
M58E	MIDAMER-ELEC	Adam Streeter	3192914742	astreeter@midamerican.com
M58G	MIDAMER-GAS	jeremy sorensen	3192914728	JJSorensen@midamerican.com

Your new DLR will appear in the **My Tickets** menu under the Design Locate Requests tab.

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

## My Tickets

[Create job ticket](#)

All released(0)
Expiring/expired(5)
Unreleased(0)
Design information request(0)
Design locate request(1)

Released between:      [More search options](#)

I want to... [View ticket map](#) | [Page settings](#)

▲ Emergency
 ▶ Priority
 ⓧ Past due
 ☑ Meeting
 ✋ Canceled
 🔒 Locked
 ⌵ Pending Extension

<input type="checkbox"/> Ticket #	<input type="text" value="Release date/time"/>	<input type="text" value="Address/street"/>	<input type="text" value="City"/>	<input type="text" value="County"/>	<input type="text" value="Work to begin date/time"/>	<input type="text" value="Type"/>	<input type="text" value="Type of work"/>	<input type="text" value="Internal status"/>
<input type="checkbox"/> 553400232	03/20/24 09:50 am	1203 WESTERN AVE	WATERLOO	BLACK HAWK	04/01/24 09:00 am	DESIGN LOCATE	DESIGN INFORMATION	

Show  entries Showing 1 to 1 of 1 entries

