ITICnxt Manual

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Introduction to ITICnxt

Welcome to ITICnxt – the future of online ticketing.

Online ticketing systems have required users to spend their time entering text information before allowing them to do the all-important work of finding their dig site on a map. As we considered ways to improve the online ticketing process, we became convinced that if users identified their dig site on the map first, nearly all text entry could be automated. As our research in modernizing online ticketing continued, we found other ways to save the user time and effort by building the notification center's business rules into the system.

One of the biggest differences you will notice from the very first time you use ITICnxt is that identifying your dig site starts, not ends, with an aerial photo of your work area. After minimal text entry, easy-to-use tools allow you to specify each individual dig location within your work area. Once you have specified all the work areas, ITICnxt automatically divides or combines them into the appropriate number of tickets, each one complete with text-based location information. That's right: ITICnxt presents you with completed tickets for your review.

We believe ITICnxt will change the way people think about damage prevention. For the very first time, ITIC:

Starts the process with an aerial photo. Use the width of streets, the location of buildings, and the location of other geographic features to help identify where you are digging in relation to the actual conditions at your work site.

Uses the information contained in the notification center's base map. ITICnxt helps you complete your ticket, allowing you to fully concentrate on identifying the precise location where you will dig instead of entering text.

Gives you the means to <u>precisely</u> define the area in which your work will take place. We've eliminated the need to go broad or over-cover your work site. Each excavation site you define will be compared with the notification center's database so only affected operators are notified.

Definition of Terms

Session: A period of user interaction with ITICnxt characterized by defining one or more excavation entities which subsequently results in the creation of one or more tickets.

Excavation Entity: A circle, route, parcel, GPS generated polygon or free-hand polygon representing an area of excavation (see below). The ITICnxt user creates a discrete excavation entity during a session as they identify the limits of an area of work. Users can create as many excavation entities as necessary during a single session.

Route: An excavation entity created when a user selects a series of points on a map that form a continuous line. The line is converted into an excavation entity based on the width specified by the user.

Circle: An excavation entity created when a user selects a point on a map that is then converted into a circle based on the length of the radius requested by the user.

Parcel: An excavation entity created when a user selects part or all of a parcel of property. Parcel size is often associated with a single address and does not include the road right of way. Users can extend parcel size with the parcel tool.

NOTE: Available parcel data may be limited in some areas.

Turn to the next page to get started.

ITICnxt Quick Start Guide

Logging In

To access ITICnxt point your web browser to http://mo.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.

Landing Page

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

Click the **Create job ticket** menu and select
Normal ticket.
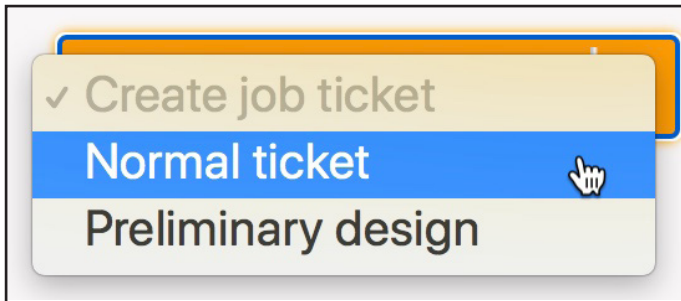
The **My Tickets** module contains a database of all tickets you have filed with your account.

Workflow Process

There are three major steps in the locate filing process:

Step 1 – Mark Location

Here you will locate and map out your work area(s) by drawing one or more shapes on the map (excavation entities).

Step 2 – Write Instructions

Here you will verify the automatically generated ticket information, and make any additions or alterations as necessary.

Step 3 – Review & Submit

Here you will review all of your ticket information and submit the locate request(s) to be sent directly to the affected facility operators or to the call center for review.

Step 1. Mark Location

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

missouri state cap|
📍 **Missouri State Cap**itol West Capitol Avenue, Jefferson City, MO, USA
📍 **Missouri State Cap**itol Jefferson City, MO, USA
📍 **Missouri State Cap**itol Jefferson City, MO, USA
📍 First **Missouri State Cap**itol State Historic Site South Main Street, Saint Charles, MO, USA
📍 **State** Highway A **Cap**e Girardeau, **Missouri**, USA

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

Select the type of work planned

Radius excavation
Planting trees, placing holes, etc

Route excavation
Trenching/road repairs

Property excavation
Excavation on a specific parcel of land

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

Other
Define an irregularly-shaped excavation area
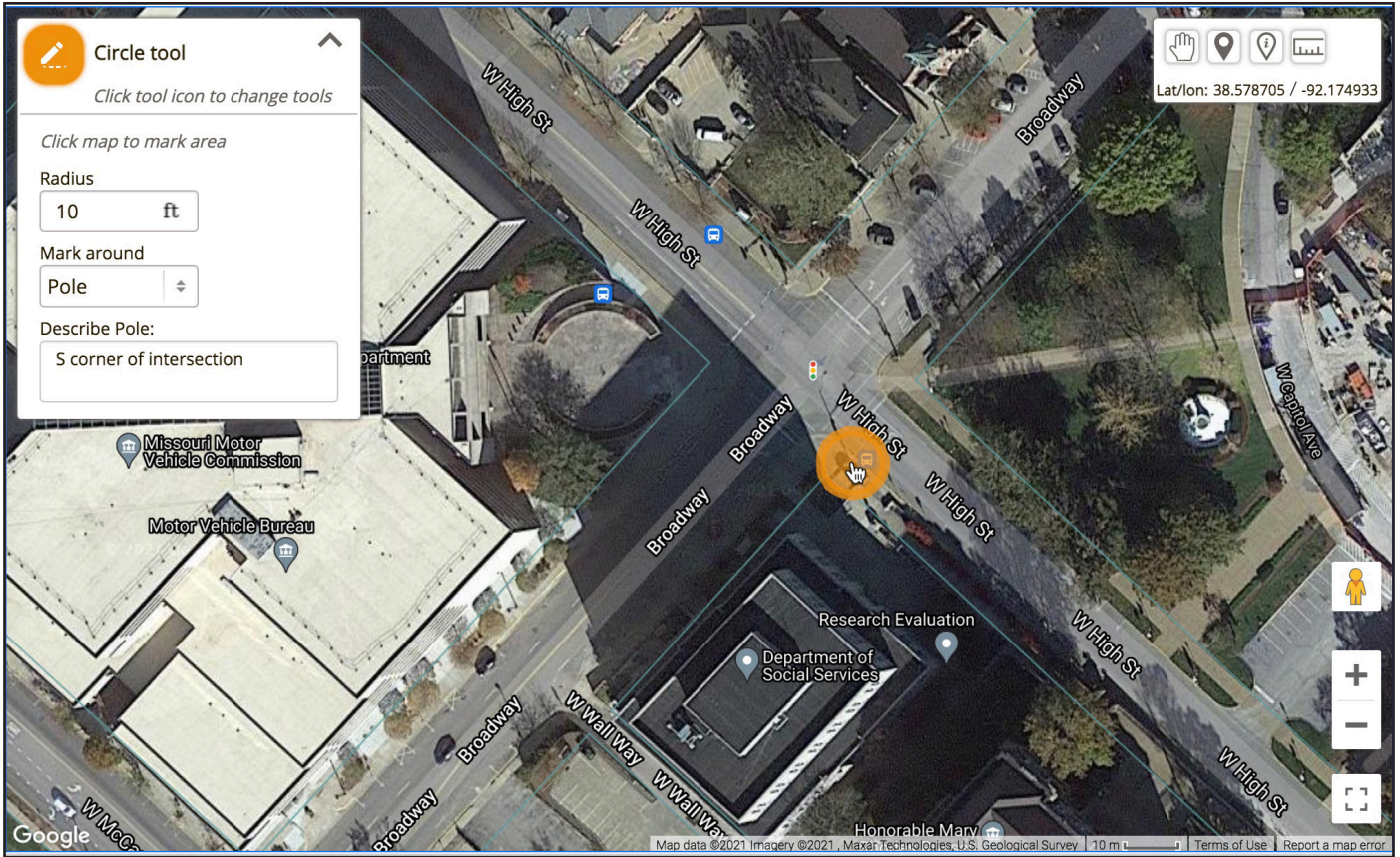
When you select a drawing tool you will be prompted to enter information about the worksite you intend to map out. The required information will vary depending on which tool you choose. Be as accurate as possible.

After entering the required information, place an excavation entity by clicking on the map.
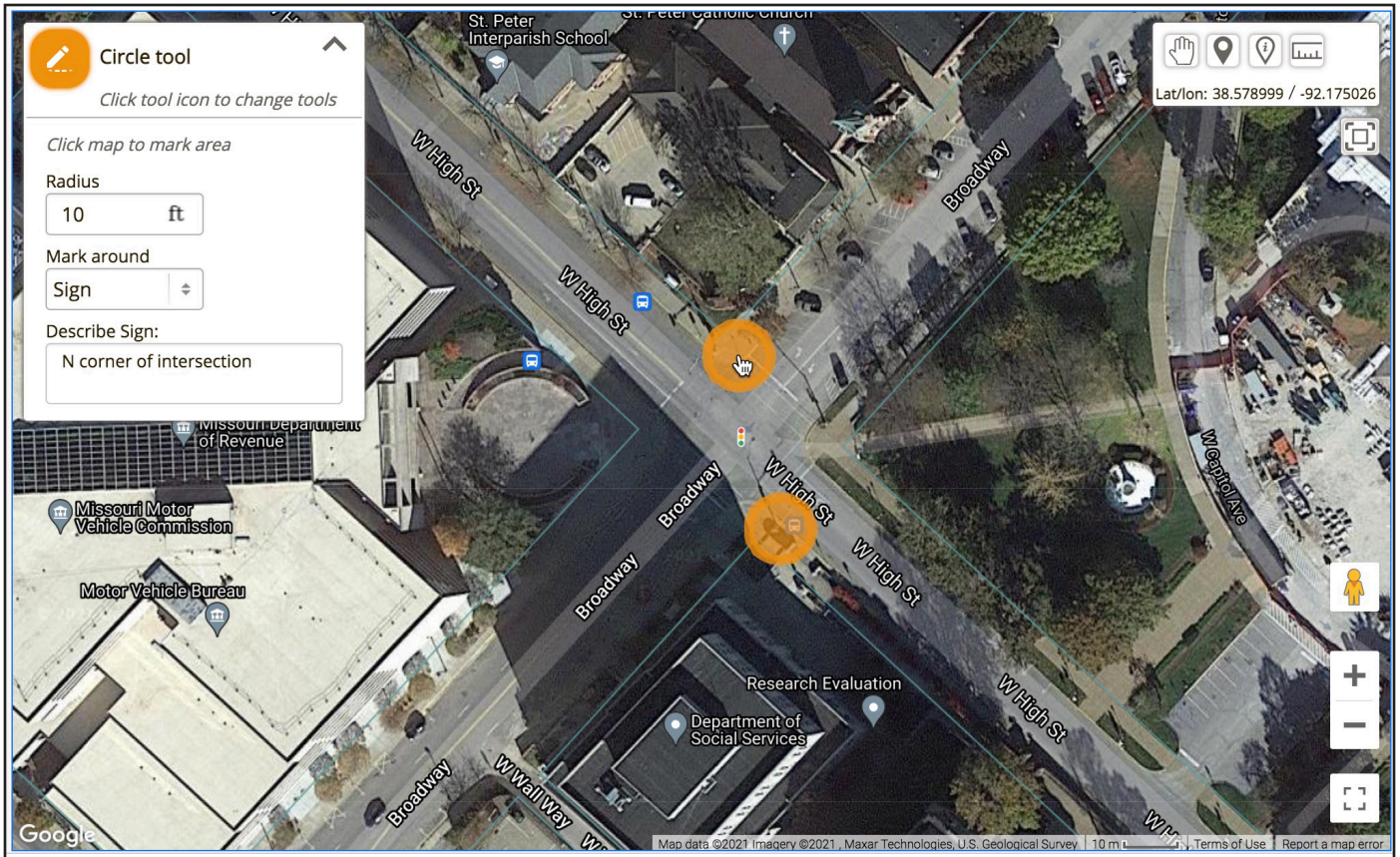
You can continue placing excavation entities on the map. Make sure to update the excavation entity's information if necessary.
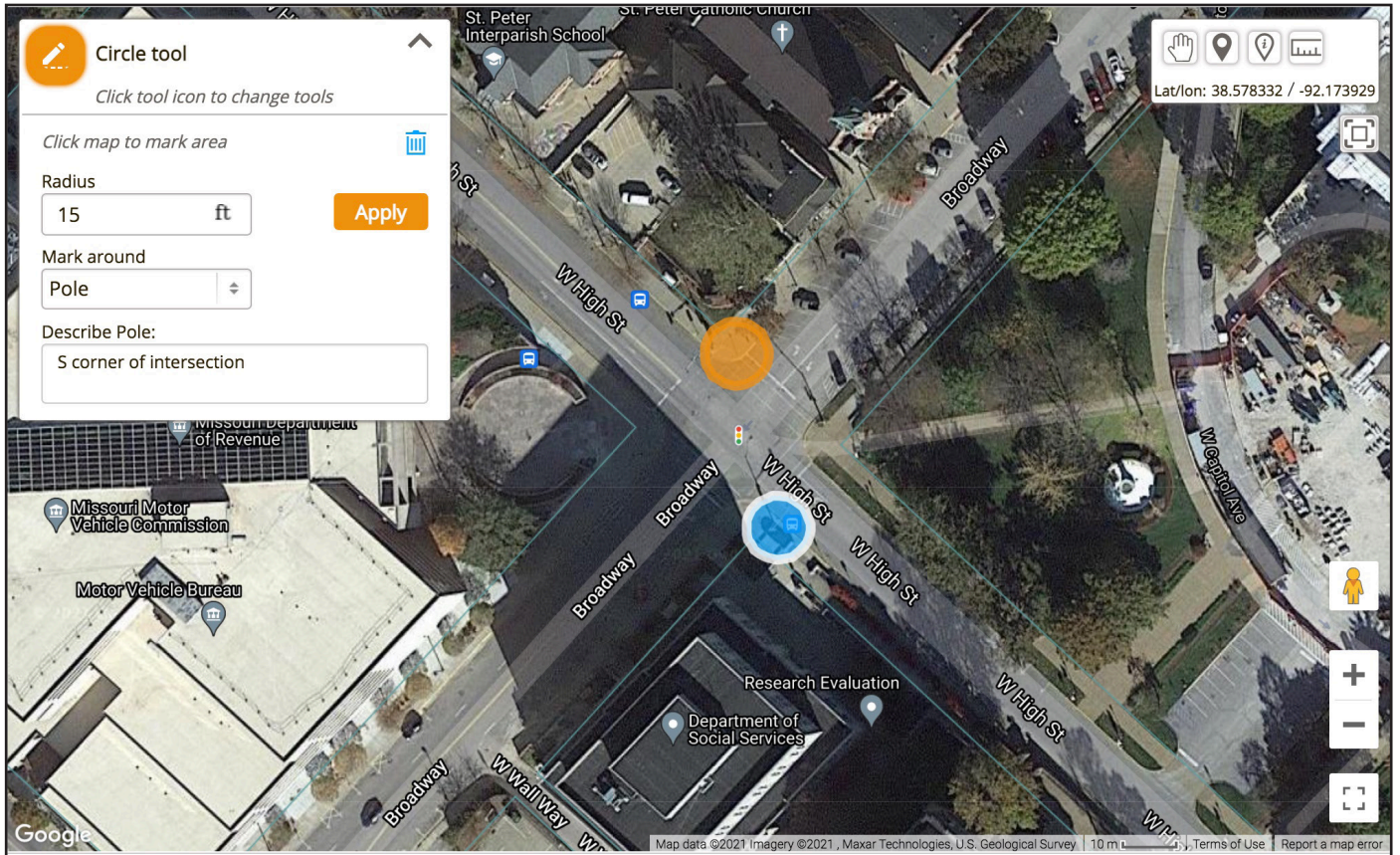
If you make a mistake, you can edit or delete any entity in the current session by clicking on it. (You'll need to make sure you don't have a drawing tool selected.)

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

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

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

Step 2. Write Instructions

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

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

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.

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

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

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

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

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).

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).

This is the end of the Quick Start Guide.

Main Menu

Upon logging in to ITICnxt you will be presented with the main ITICnxt menu, as well as your default starting module (My Tickets, Locator Tickets). (See page 21 to see how to change your default module.)

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

The ![location icon] 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 ![download icon] 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 ![Reports icon] button provides access to the **Reports** menu. (See page 54 for more info.)

The ![Legacy application icon] button provides access to the previous version of ITIC.

The ![person icon] 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 ![message icon] button provides access to the **My Messages** page, where you will find any relevant communication from the call center.

The ![question mark icon] 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 ![logout icon] button will log you out of ITICnxt.

The ![chat icon] button provides access to Live Help Chat, allowing you to consult with a call center professional directly.

My Tickets Menu

The **My Tickets** menu contains all locate requests you have previously filed. You can filter or sort this list in a number of ways using the menus at the top of the page. The state dropdown menu allows you to navigate between different states you operate in. The date range menu will limit the ticket list to those tickets filed within a specific date range.

Find a specific ticket using the [Search by ticket #] 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 [I want to...] menu allows you to perform ticket actions to multiple tickets in a single session.

To use this function, make sure each relevant ticket is "checked" (e.g. ☑ 560005810), then choose the ticket action from the "I want to..." menu. Then click the button that appears next to the "I want to..." menu (e.g. [Update/correct tickets] [Update/correct tickets]) to begin the process.

Access the [Create job ticket] menu to begin filing a new locate request. (See page 5 for more info.)

My Tickets

MO ⬍

All released(167)   Expiring/expired(525)   No response(50)   Unreleased(0)   Violation reported(0)

Create job ticket ⬍

Released between

08/26/21 📅   09/02/21 📅   Apply   Search by ticket 🔍   More search options

📍 View ticket list | ⚙ Page settings

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

9 records found

Search place or address   Locate by... ⬍
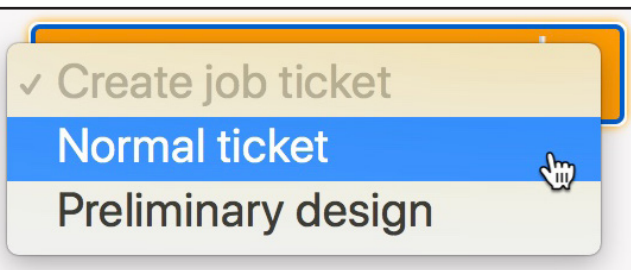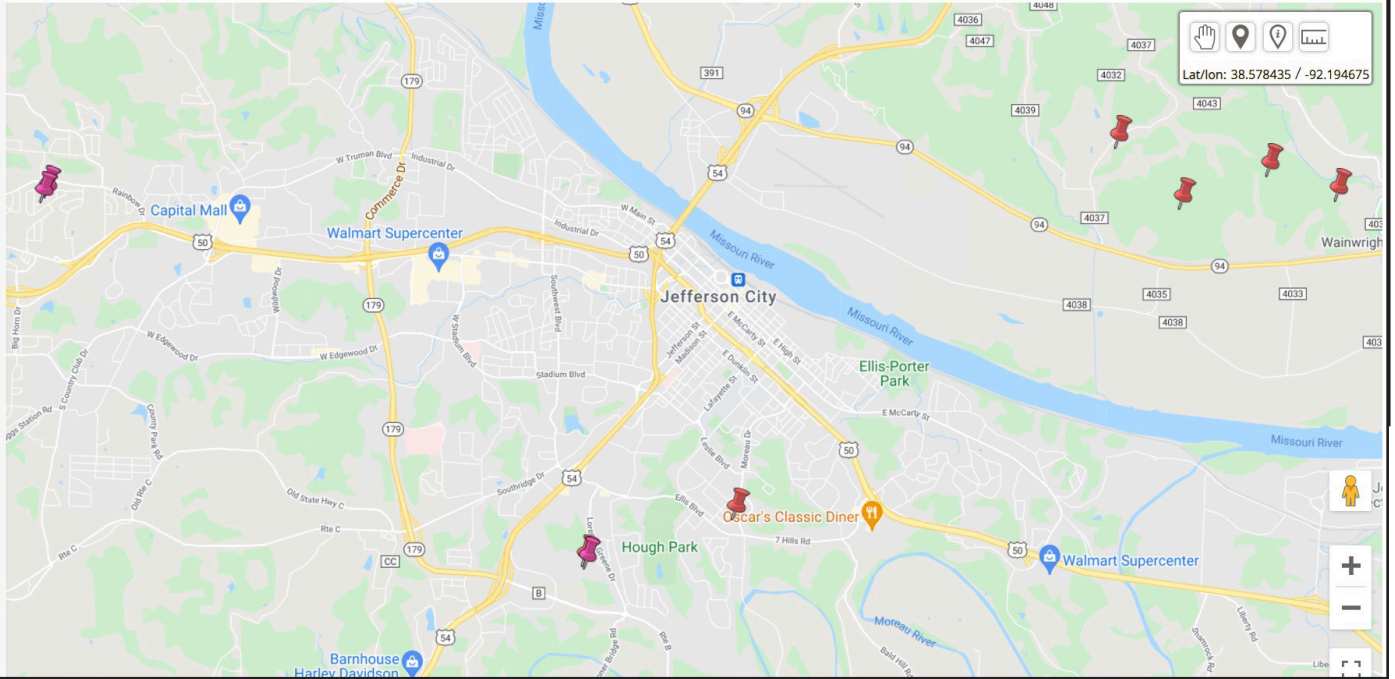
User Settings

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 [Edit] button.

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

MO ▲▼

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

MO ▲▼

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

10 ▲▼

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.

Job description ❗

Job profile   Create/edit profiles

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

Work to begin time *

On-site name *   On-site phone *

JAKE CHAMBERS   5555555555

Purpose of excavation *

You must enter the purpose of excavation

Job number   Work done for *

You must enter whom the work is being done for

Type of equipment *

Type of equipment is required

Explosives *   Trenchless excavation

Explosives must be yes or no   Trenchless excavation must be yes or no

---

Job description ❗

Job profile   Create/edit profiles

NEW HOME

Work to begin date *   Work to begin time *

On-site name *   On-site phone *

SUSANNAH DEAN   555-555-8888

Purpose of excavation *

EXCAVATION FOUNDATION FOR NEW HOME CONSTRUCT

Job number   Work done for *

You must enter whom the work is being done for

Type of equipment *

Type of equipment is required

Explosives *   Trenchless excavation

No   No

Area marked *   Depth *

Manage job profiles ✕

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

+ Create job profile

Job profile name	Action
LANDSCAPING	✏️ 🗑️
LAST TICKET	✏️ 🗑️
NEW HOME	✏️ 🗑️

Showing 1 to 3 of 3 entries
Previous 1 Next

Job profile name

NEW HOME

Onsite contact

SUSANNAH DEAN

Phone

555-555-8888

Purpose of excavation

EXCAVATION FOUNDATION FOR

Equipment

Work being done for

Additional email recipient(s)

FRONTDESK@TORENBROS.COM

Explosives

N

Trenchless excav   Area marked

NO   N

Advanced Mapping

The Map

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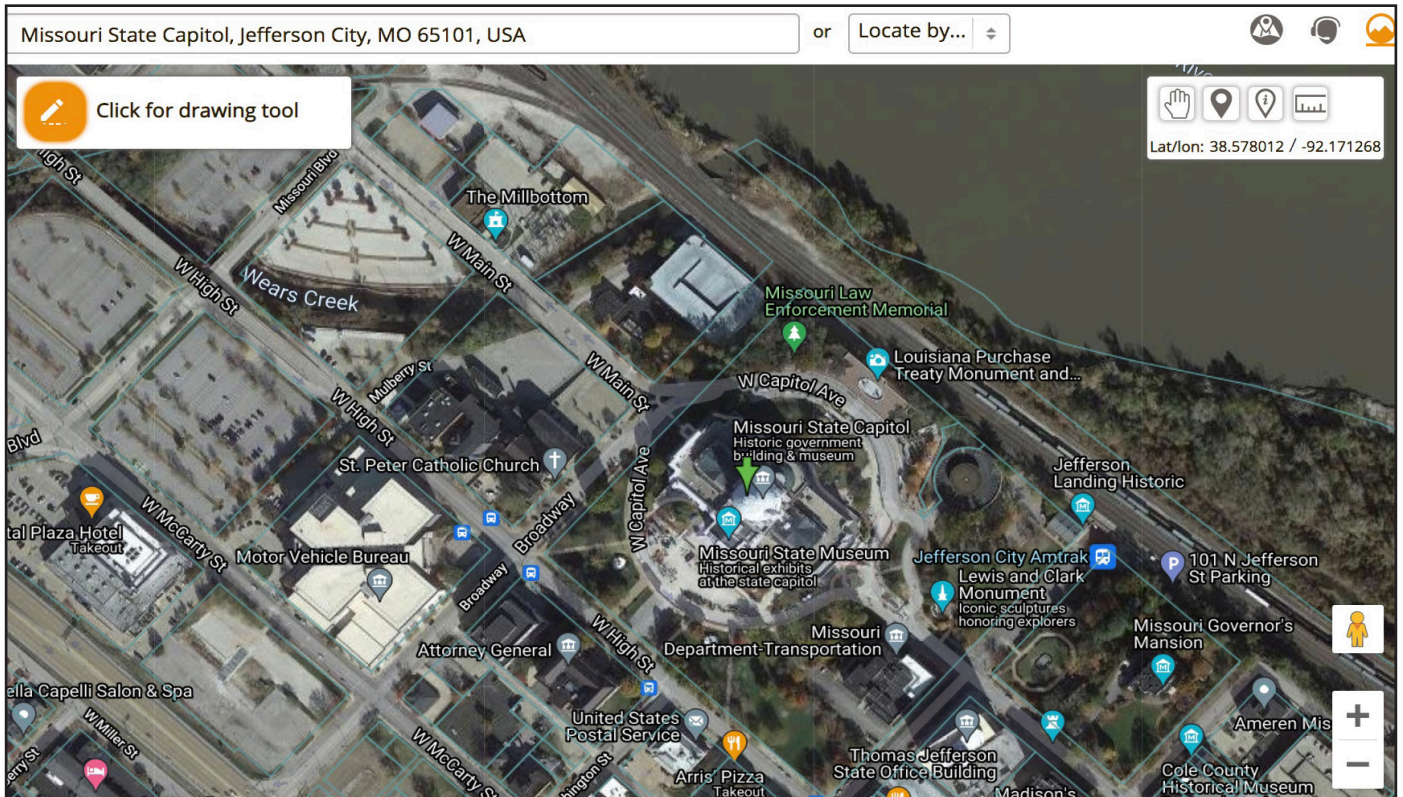
Starting Address Location

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

*Advanced/Alternate Search

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

Map View Buttons

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

Tool Box

Stop – Clicking this will cease whatever mode you are currently using, such as Measure or Draw Polygon.

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

Identify – Identify map features that do not display a name (such as roads, highways, etc.) with this tool. The name will appear in just above the Starting Address Location search bar, next to "Highlight." The Identify tool is also useful for identifying the address range of a specific block **NOTE:** Zooming in on the map makes more names visible.

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

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

Drawing Tool Menu

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

Google Street View ("Pegman")

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

Zoom In/Out

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

Full Screen Mode

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

Advanced Search

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

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

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

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

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

Advanced Street Search	
State:	MO
County/Parish:	
City/Place:	
Addr:	
Street:	S JEFFERSON
Cross Street:	E PORTLAND

Search   Clear   Cancel

Coordinate Search				
Decimal Lat/Lon	DMS Lat/Lon	GPS	SPCS	UTM
Latitude:	37.464741			
Longitude:	-91.106235			

○ NAD 27   ● NAD 83

Search   Clear   Cancel

Grid Search				
TRSQ	TSQ	MAPSCO/Keymap	Autogen	US National Grid
State:	OR			
Township:	6S	Range:	6E	
Section:	16	Quarter:	SE	

Search   Clear   Cancel

Ticket Search	
State:	MO
Ticket Number:	212563818

Search   Clear   Cancel

Radius Excavation Tool

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

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

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

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

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

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

*Custom Response** - The "Around the" drop-down list contains the most popular choices but those choices won't always fit for the type of work you are performing. If the appropriate object is not present in the drop-down list, choose Custom Response and fill out the Custom Response value field. You will then need to enter details describing the item you listed in the Custom Response field. If you would like this choice to be included in your drop-down list for future tickets, place a check in the Save response box. Then click the Save button.
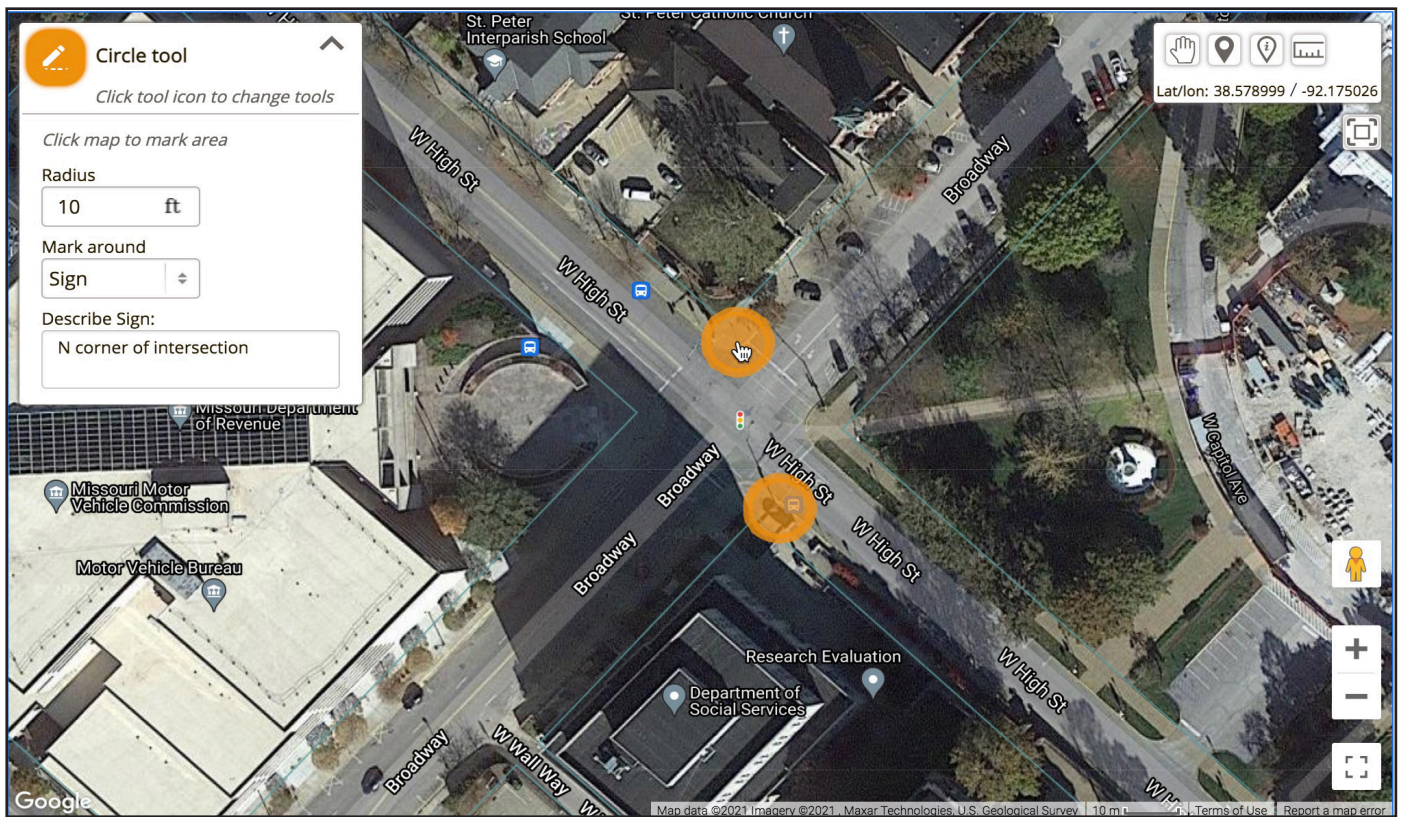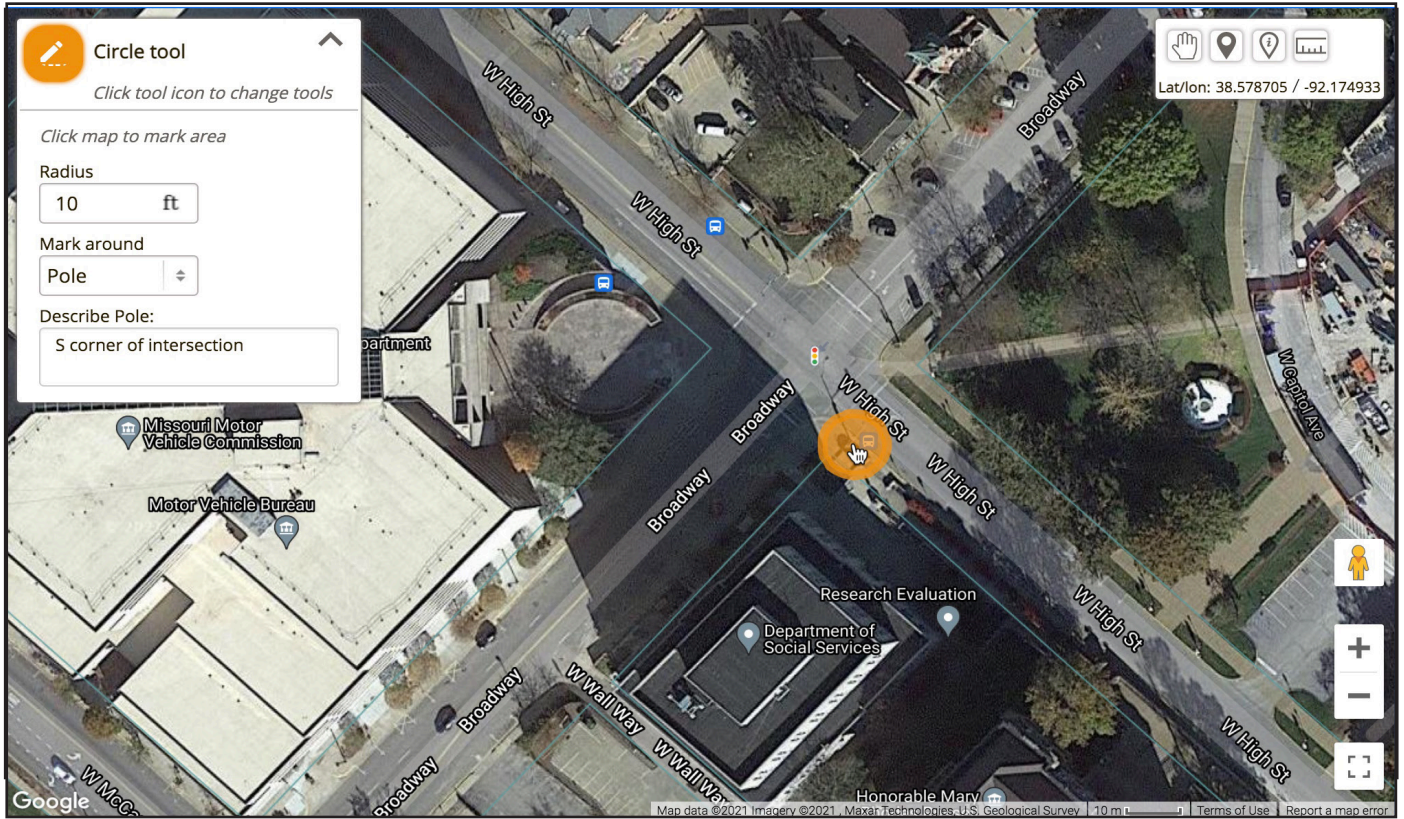
Route Excavation Tool

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

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

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

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

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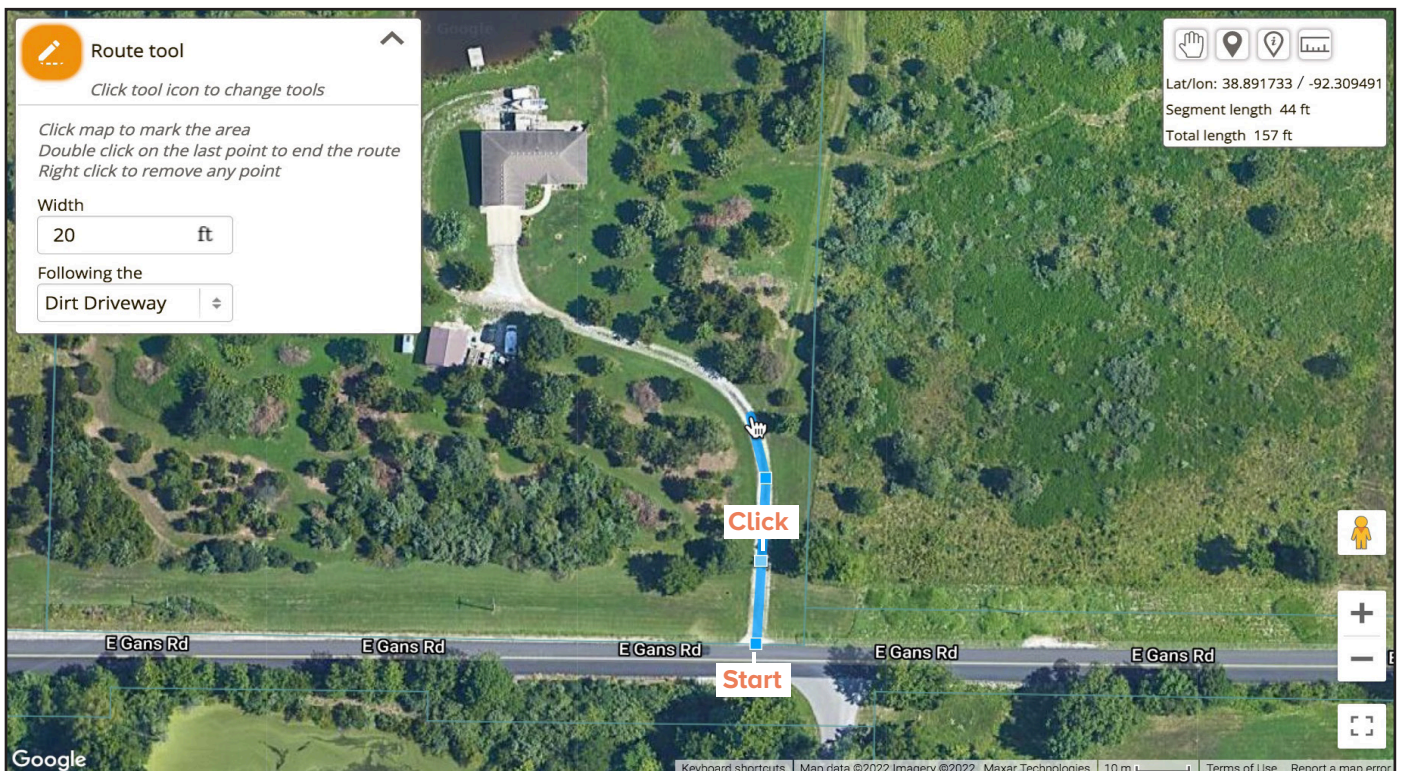
Property Excavation Tool

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

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

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

If you are working in the street or across the street from the address, you must choose the "curb to curb" or "____ feet back from each curb" option. Choosing either of these options will expand the excavation entity accordingly.
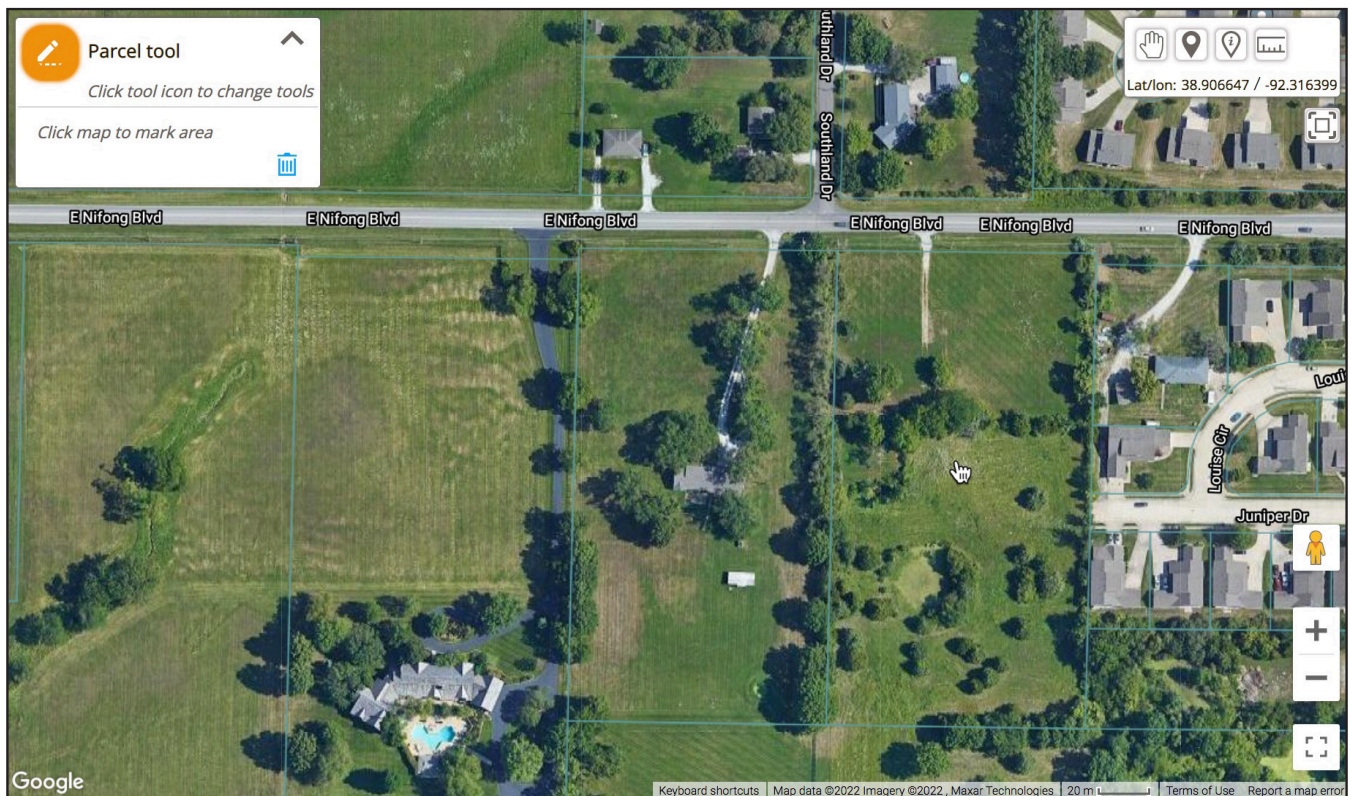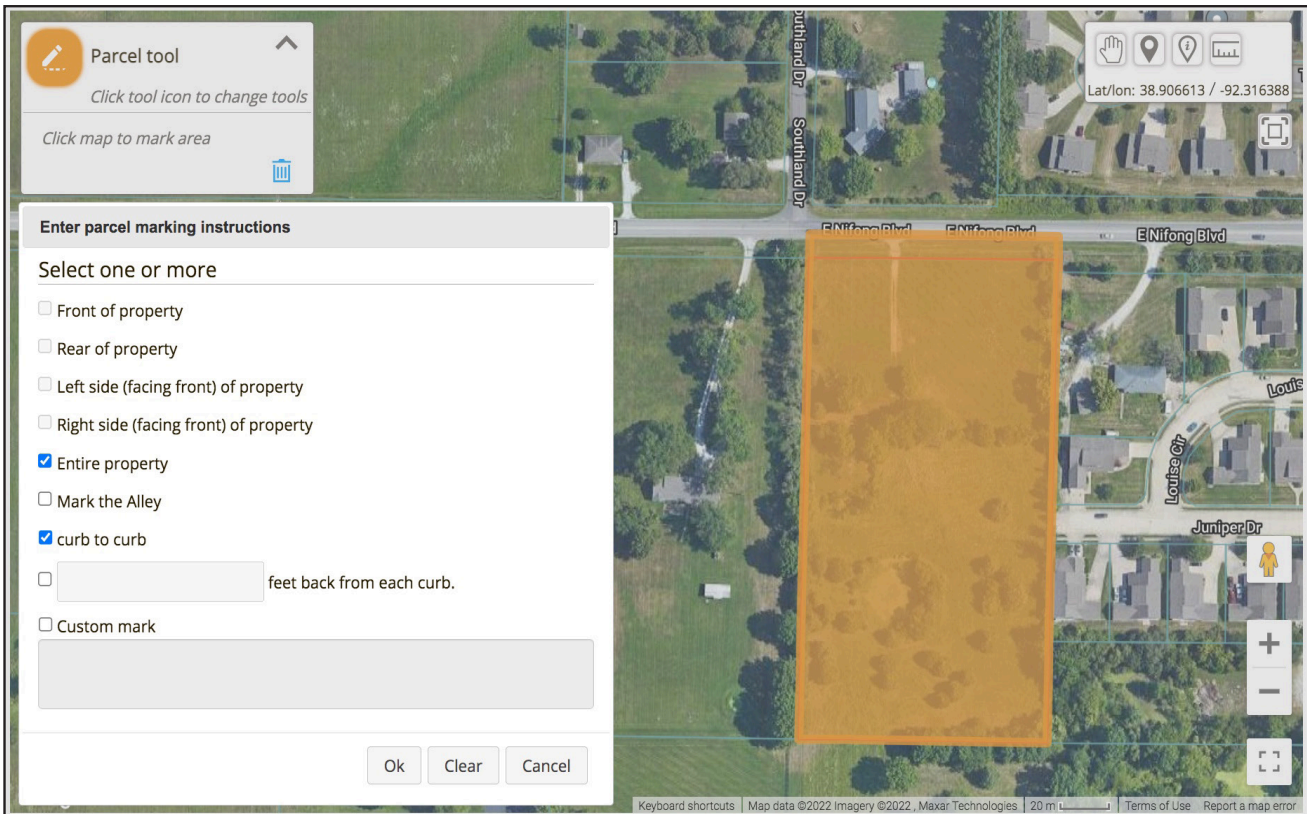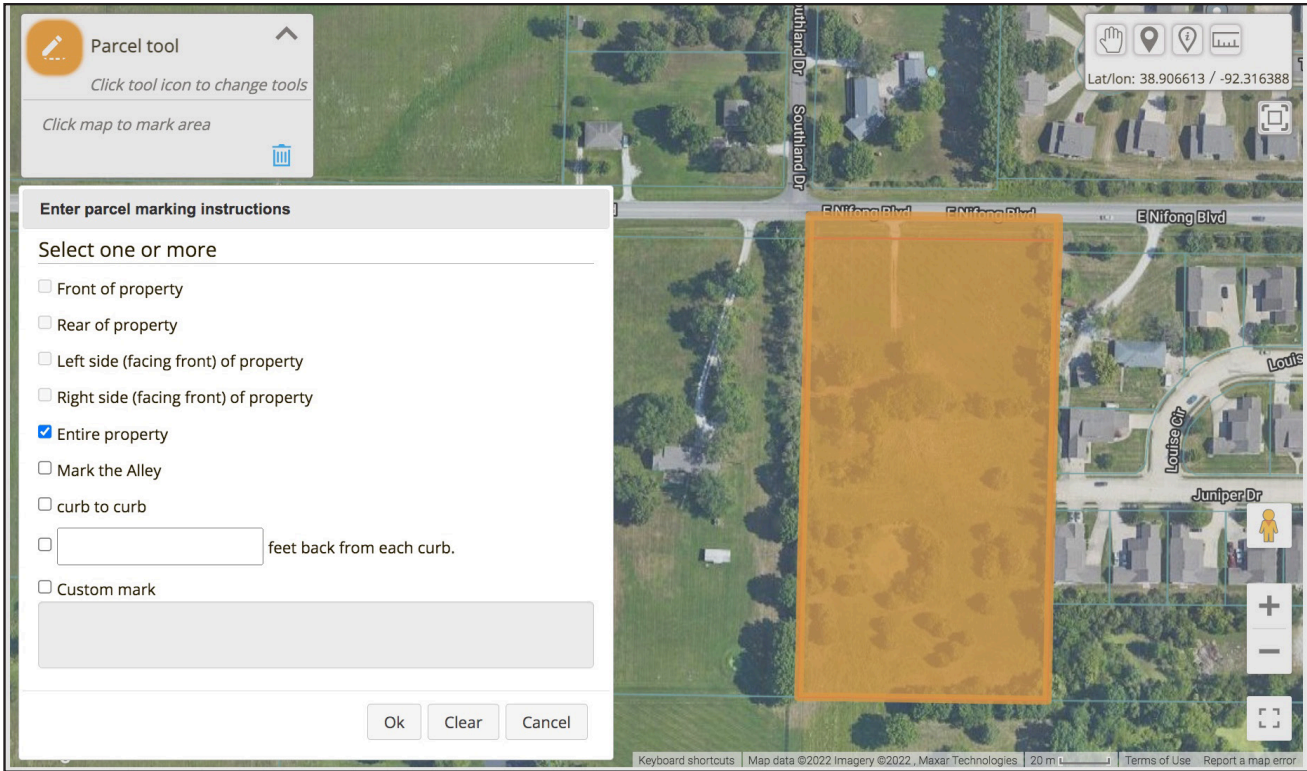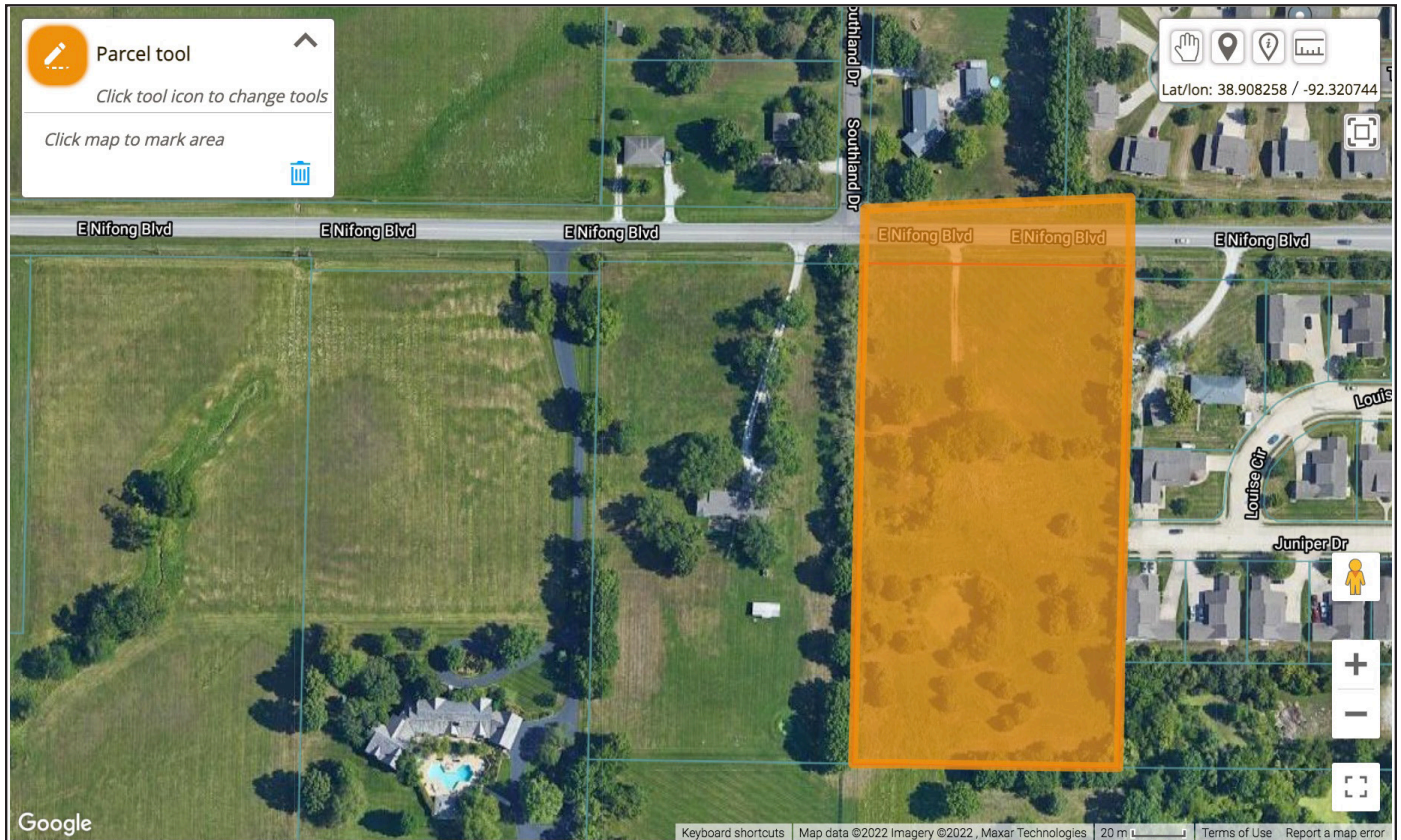
Street Excavation Tool

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.
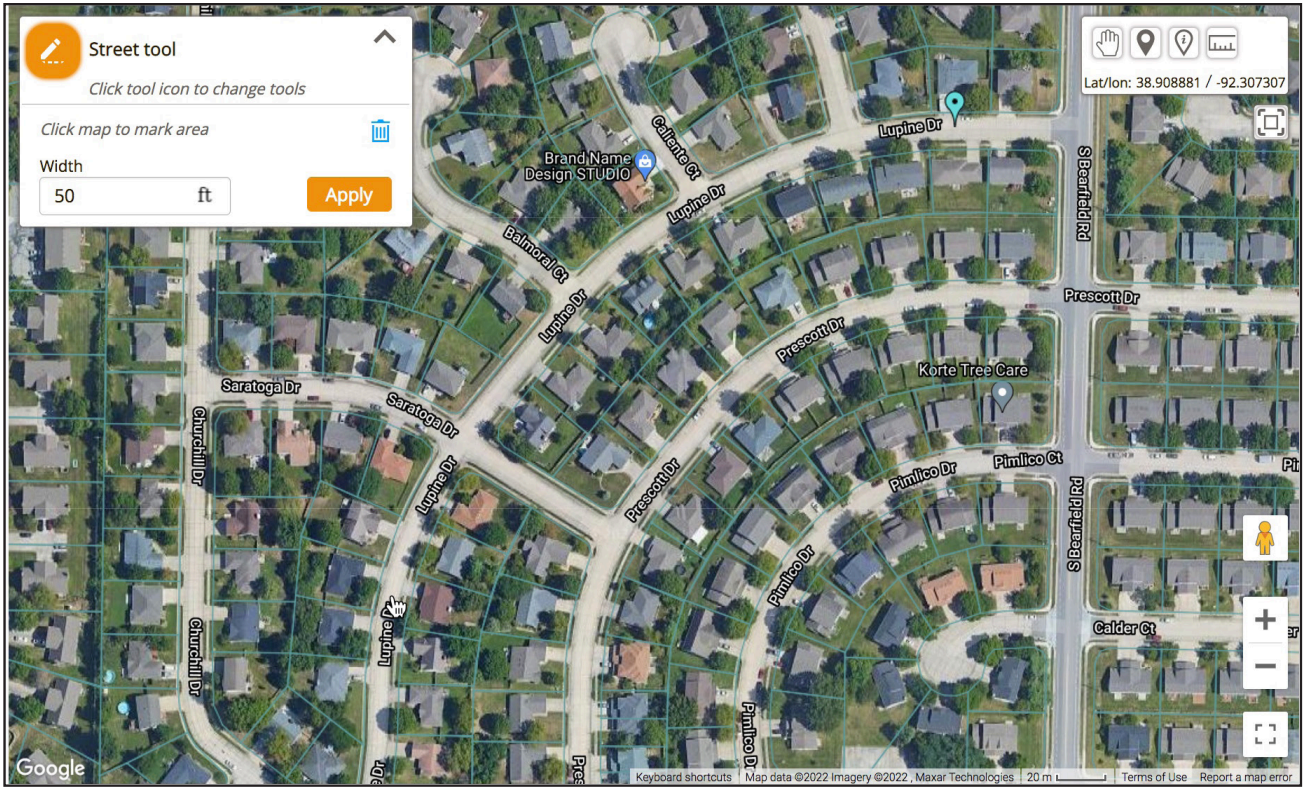
Other Excavation Tool

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

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

First select the **Other Polygon** button. After reading and dismissing the pop-up message, begin by making a single click on the map where you would like to set your first point.

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

You will be presented with a Polygon Information pop-up, which you will need to complete before proceeding further. If you have an address, enter the numerical portion of the address in the Address field and enter the street name in the Street field. Enter the name of the nearest intersecting street in the Cross Street field. Enter the marking instructions (along with any other useful information) in the Marking Instructions field. Finally, enter driving directions in the Driving Directions field. Then click Ok.

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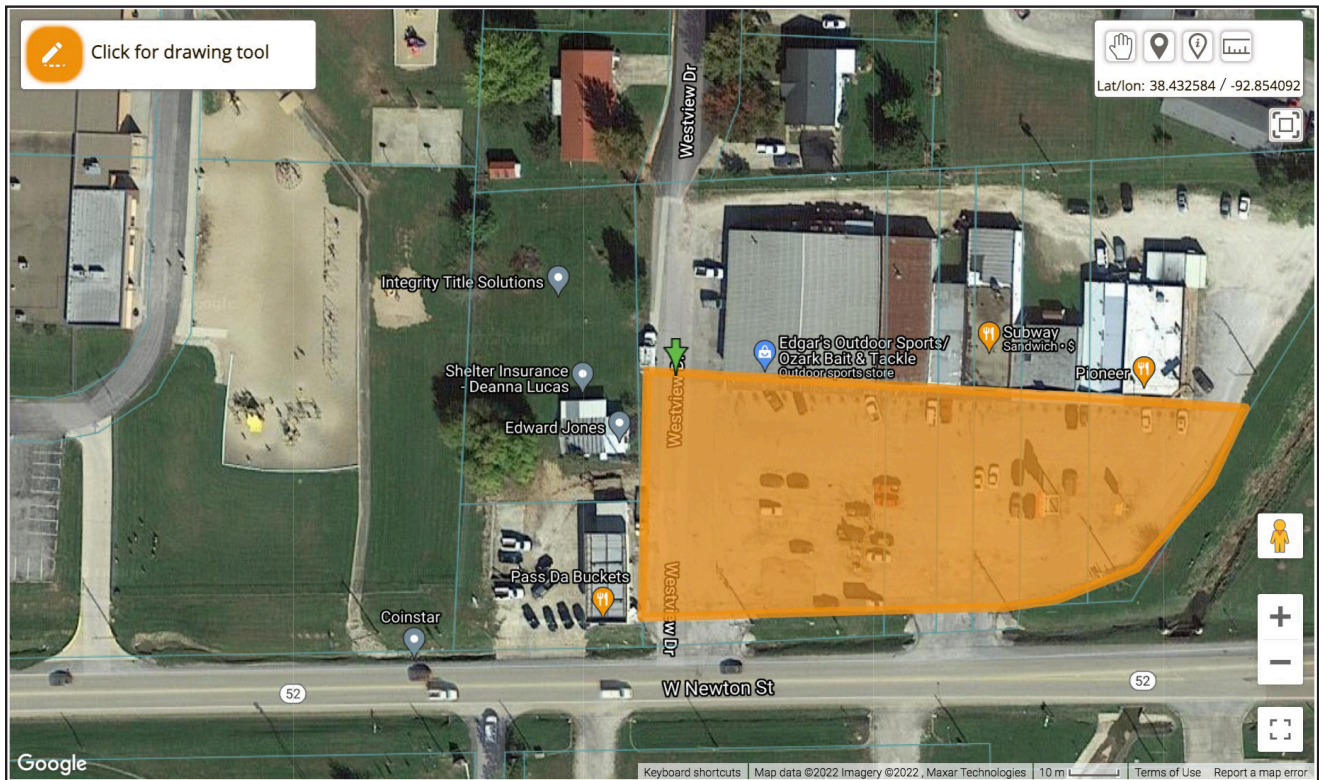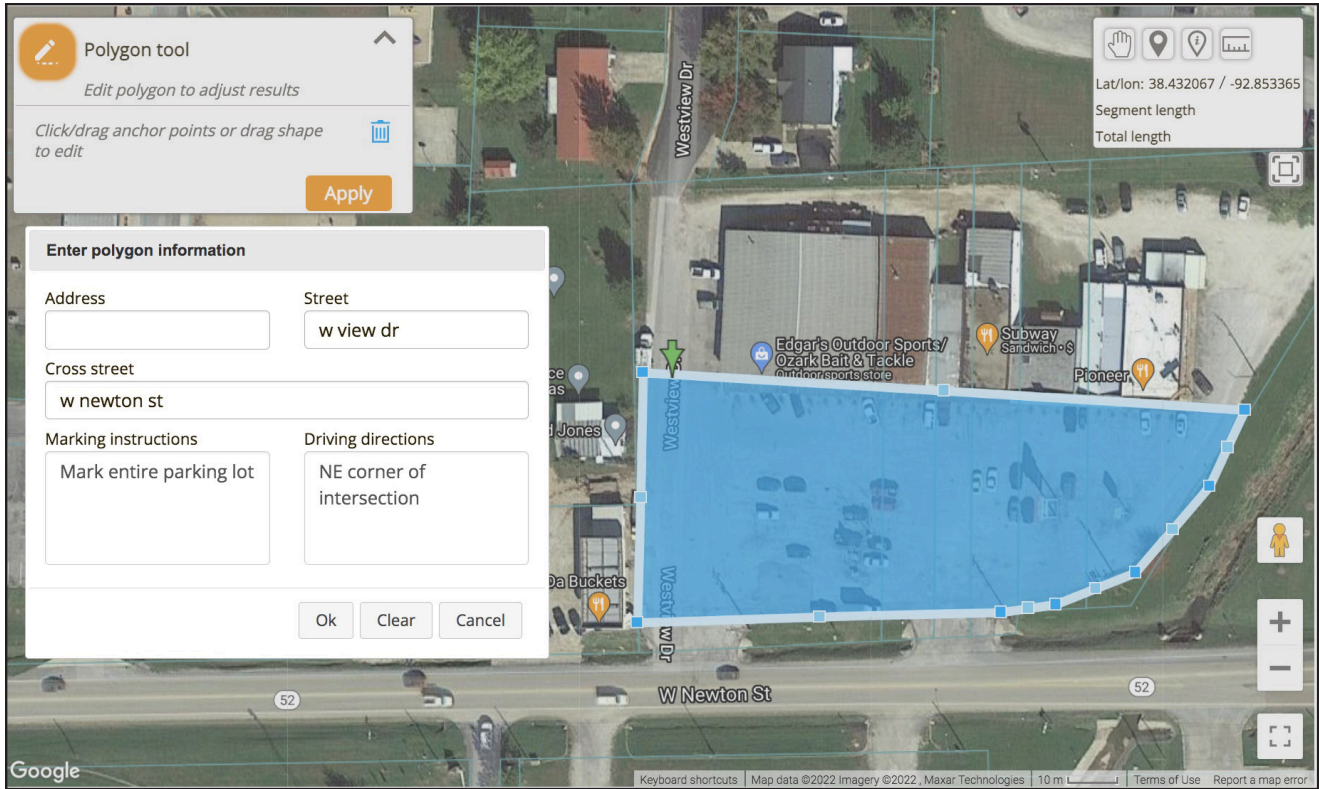
Locator Tickets

The **Locator Tickets** section contains a complete list of all locator tickets received by your account. You can sort them in a number of ways.

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

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

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

Once you've made your menu choices, hit the [Apply] 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 [I Want To... ⇕] menu allows you to **Status** or **Print** multiple tickets simultaneously.

Click a **Ticket Number** to view an individual ticket. Viewing an individual Locator Ticket allows you to **Add File Attachments** or access the **Change Status/Locator** menu.

After clicking on a ticket number you will be presented with a page containing all available ticket information. From here you can access the **Change Status/Locator** menu. You may also **Upload File Attachments** to a locator ticket.

Ticket#220042070

Status: Not yet responded
Locator: Not Assigned

Add attachment | Change status/locator | Report compliance issue | Request extension

Hide district polygons   Expand map

Ticket information ⊖

Ticket no	220042070
Job number	
	Canceled
Cancellation of	220042060
Previous status	Clear/No conflict
Original call date	01/04/22 01:45 pm
Start date	01/04/22 04:00 pm
Type	INCORRECT LOCATE CALL
Map reference	
Past work start	Y
Locked	N
Past due time	Y

Caller information

Caller name	MO AND NE TESTER
Phone	573-636-1550

Excavator information ⊖

Excavator name	OCC TESTING
Address	824 WEATHERED ROCK JEFFERSON CITY, MO 65101
Phone	573-636-1550
Onsite contact	TESTER
Phone	573-636-1550
Contact email	moitic@occinc.com

Excavation information ⊖

Type of work	TEST TICKET - TEST TICKET
Work being done for	TEST TICKET - TEST TICKET
Explosives	N
Trenchless excavation	NO
Area marked	N
Depth	LESS 6IN
Equipment	TEST TICKET - TEST TICKET

Location information ⊖

State	MO
County	SCHUYLER
City	GLENWOOD
City limits	N
Address	11789 COCHRANS DR
At	307TH AVE
Location of work	FROM THE CENTERLINES OF COCHRANS RD AND 307TH AVE,... Show more
Remarks	CANCEL: TEST
Map Coord	
NW Lat	40.5875098
Lon	-92.6925145
SE Lat	40.5849328

Search place or address | Locate by... ⬍

Lat/lon: 40.584210 / -92.695427
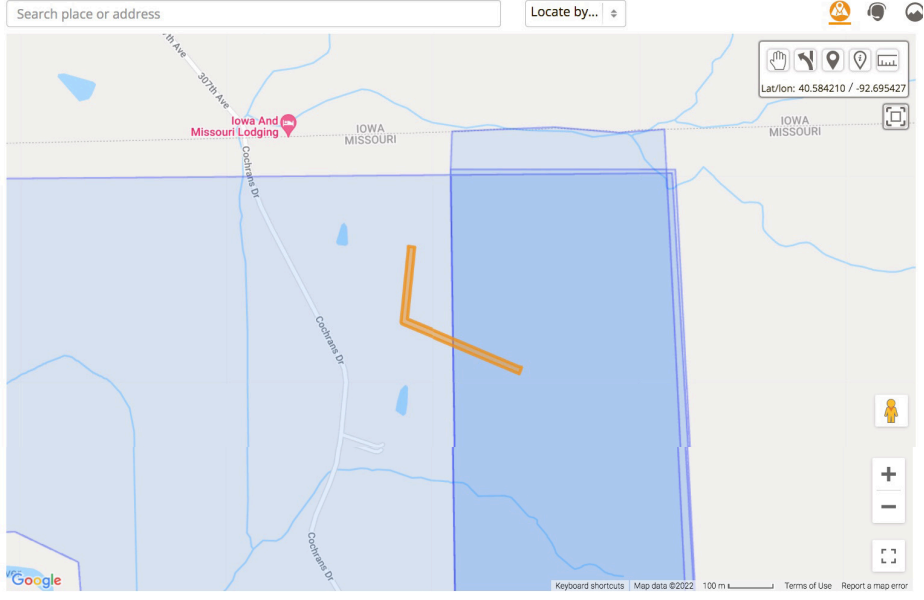
Legend:
- ▬ Locate polygon
- ▭ Facility Operator polygon

Keyboard shortcuts | Map data ©2022 | 100 m | Terms of Use | Report a map error

Ticket history

Date	Type	District	Display	Locator	User
01/26/22 01:11:03 am	Ticket Closed	TEST04 TEST04			System
01/04/22 01:47:52 pm	Ticket Cancelled				System
01/04/22 01:47:06 pm	Ticket Created				System

Showing 1 to 3 of 3 entries   Previous | 1 | Next

Members notified

Status history

	District	Company name	Utility types	Status	
📍	TEST04	TEST04		Not yet responded	
View	TEST02	TEST02		Does not participate in Ticket Check	
View	TESTBM	TEST FOR BECKY M ONLY		Does not participate in Ticket Check	

Showing 1 to 3 of 3 entries   Previous | 1 | Next

Change Status/Locator Menu

The Change Status/Locator menu is your primary avenue for interacting with a locator ticket. From this menu you may assign a marking status, assign a locator to respond to the ticket and add internal/external notes to the ticket.

District Code

Displays the utility current district code you are working with.

Status Drop-Down Menu

Use this menu to assign a marking status to the ticket.

Status Comments

You may enter status comments in this field. Status comments will be made available to the excavator when the ticket's marking status is updated.

Add Internal Notes

You may use this field to add internal (private) notes to the ticket.

Update Assigned Locator

Use the drop-down menu to select a locator to respond to the ticket.

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.

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.

Admin Menu

The ![admin icon] **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 **Create new user** 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.

Locators Menu

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

Locators

Locators(24)   Polygon auto-assignments(24)   Rule based auto-assignments(8)

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

Locator code ▼	Locator name	Assigned to	Date updated	Active	Action
ac	Adin	adinc@occinc.com	12/02/19 02:23 pm	⬤	✏
2015	Adin	adinc@occinc.com	11/07/19 04:12 pm	⬤	✏
123	Brendan	brendan@occinc.com	12/23/19 04:17 pm	⬤	✏
020493	LoganR	loganrivers@occinc.com	08/08/19 02:25 pm	⬤	✏

Showing 21 to 24 of 24 entries   Previous   1   2   3   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.
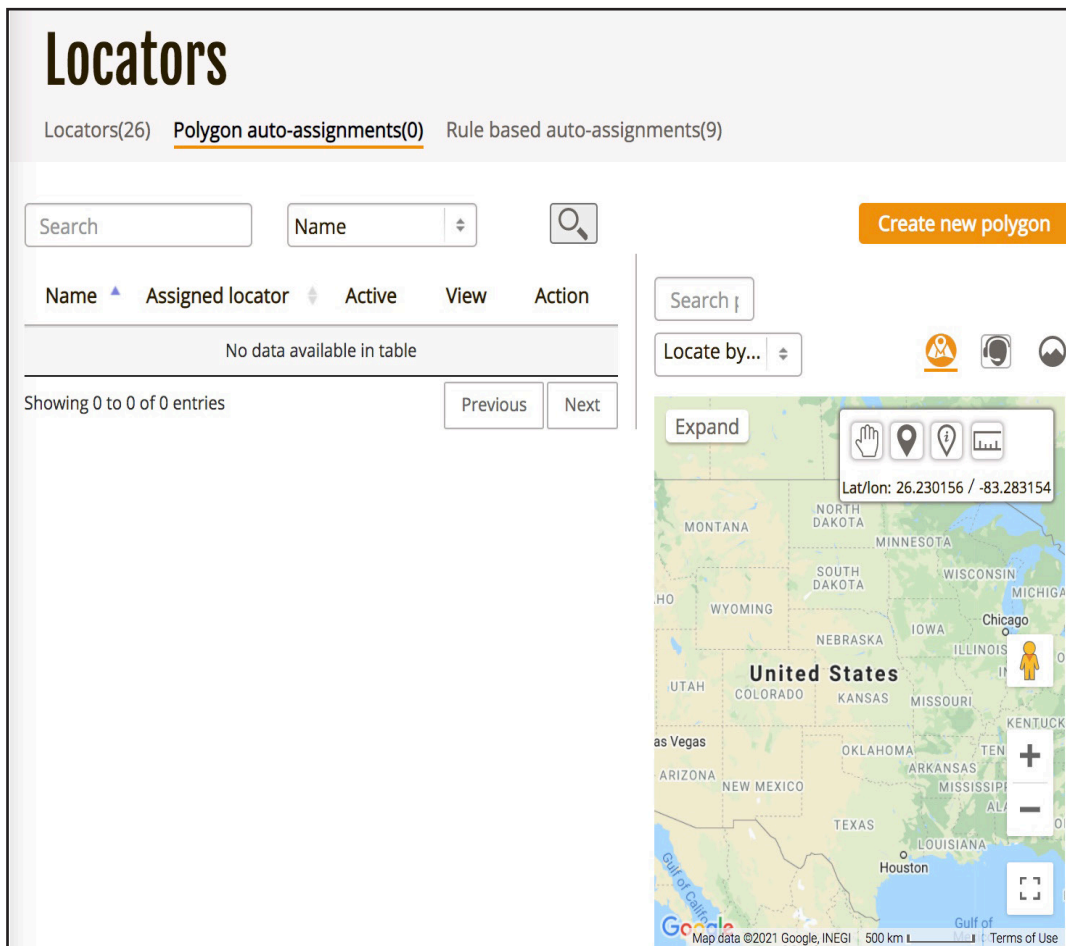
Create Polygon Assignment

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*

Olivette/Ladue

Assigned locator*

LoganR

Search place or address

Locate by...

Create Polygon Assignment

Lat/lon: 38.697402 / -90.414480

Edit Polygon Assignment

Cancel   Save

Assignment information

Assignment name*

Olivette/Ladue

Assigned locator*

LoganR

Active

District access

District

✓ Please select
  MO – TEST02
  MO – TEST04
  MO – TESTBM
  NE – TEST04
  NE – TESTBM

Add

name   Active

available in table

Showing 0 to 0 of 0 entries

Previous   Next

Search place or address

Locate by...

Create Polygon Assignment

Lat/lon: /

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.

Locators

MO

Locators(31)   Polygon auto-assignments(25)   Rule based auto-assignments(2)

Create new rule

Order	Rule ID	State	District	Locator	Active	Action

Add a new rule ✕

Priority

> 3

District

> MO - TEST02 ⬍

Locator

> LoganR ⬍

Cancel   **Add**

Locators   MO ⬍

Locators(31)   Polygon auto-assignments(25)   <u>Rule based auto-assignments(3)</u>

Create new rule

Order	Rule ID	State	District	Locator	Active	Action
1	131544558	MO	ALLTL8E	Becky	⬤	✏️ 🗑️

Field	Match	Value
Depth	Equals	2ft 6in
Type of Work	Equals	test123

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 17:00:0   End time 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

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

View by state

MO	⬍

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

Cancel   Save

* Indicates required field

State/District *

MO - TEST02

Alert name *

Weekend Emergency

Email

name@domain.com

SMS provider   SMS phone

(2 ⬍   5555557777

Start time   End time

0:0(0:00.00

☑ 24 hour alert

Days of the week *

☐ All   ☑ Sun   ☐ Mon   ☐ Tue
☐ Wed   ☐ Thu   ☐ Fri   ☑ Sat

Ticket headers

☐ DESIGN	☐ DESIGN-NO UTILITIES	☐ DIG UP	☑ EMERGENCY
☐ EXTENDED START TIME	☐ GAS ODOR	☐ INCORRECT LOCATE	☐ NO RESPONSE
☐ NON COMPLIANCE	☐ RENEWAL	☐ RENEWAL-CONSTRUCTION	☐ RENEWAL-NOT STARTING
☐ ROUTINE	☐ TONE REQUEST		

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	MO	TEST02		5555557777	17:00:00	23:59:59	Mon, Tue, Wed, Thu, Fri	⬤
Weekday Emergency B	MO	TEST02		5555557777	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 Create new response set button.

Select the relevant notification district from the drop-down menu.

The **Order** number will determine what order custom responses will appear on the ticket (if there are more than one).

Enter the text of the question in the **Question Text** field.

Choose the type of answer available to the new question. You may choose from **Yes/No**, an open **Number** field, or an open **Text** field.

You can make the new question a required question by ticking the **Required** check box.

You can choose to activate or de-activate the Custom Response by ticking (or un-ticking) the **Active** check box.

You may add additional Custom Response questions by clicking the ➕ button.

Click the Save button to save your changes.

Custom Responses

Create new response set

View by state
MO

View by district
MO - TEST02

State	District Code	Number of responses	Date updated	Updated by	Action
MO	TEST02	1			✏
MO	TEST04	4	12/27/19 03:13 pm		✏

Showing 1 to 2 of 2 entries

Previous | 1 | Next

Add Custom Responses

Cancel | Save

*Indicates required field

State/District *
MO - TEST02

Order	Question text	Field type	Required	Active
2	Worksite Accessible?	Yes/No	☑	➕

View inactive custom responses

Cancel | Save

Reports

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

Reports

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

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.