ITICnxt Manual
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Introduction to ITICnxt

Welcome to ITICnxt – the future of online ticketing.

We took the technical innovations of ITIC and rebuilt it with the user in mind. We’ve made significant improvements to ITICnxt’s user experience interface. These modifications include easier-to-read fonts for quicker navigation, better contrasting color schemes to enhance legibility and modern icons to better guide the user through the ticket submission process.

ITICnxt’s new user interface features a reorganized tool structure that improves workflow. Additionally, we relocated the navigation to a familiar position that aids veteran and novice users alike.

We’re excited to offer ITICnxt to our partners and believe that this tool will change the way people think about damage prevention. We are confident you will benefit from its ease of use and functionality for increased productivity.
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 (Radius):** 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 (Property):** An excavation entity created when a user selects part or all of a parcel of property. Parcel size is often associated with a single address and does not include the road right of way. Users can extend parcel size with the parcel tool.

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

Turn to the next page to get started.
ITICnxt Quick Start Guide

Logging In

To access ITICnxt point your web browser to https://mn.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 username and hit return, you’ll be logged in to ITICnxt.
Landing Page

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

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, enter marking instructions, 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 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.

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
Step 1. Mark Location

When you select a drawing tool you may be prompted to enter a size in feet, depending on the tool you have selected.

After specifying its size, 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 size 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 the **Apply** to apply your changes to the selected Excavation Entity. Click the **trash can** 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 Gopher State 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. Carefully review the address, street and cross street information to ensure they accurately reflect the worksite. Update or correct this information if necessary. 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.

Enter marking instructions for the worksite, including driving directions (if necessary). Be as detailed as possible. 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 located just above the ticket tab(s).

- **Apply information to all tickets for the selected job**

The **Job Description** is for describing the nature and method of excavation, as well as the time frame of the job. If you have an alternate/field contact person, you can list their information in this section.
**Excavator Information** is drawn from your User Profile. Make sure that your contact information is up to date.

![Excavator Information Table]

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 call center for review. You can also choose to edit , or save the ticket(s).

![Create Job Ticket]

---

Step 3. Review & Submit
Facility Operator Notification List

You have successfully submitted your ticket(s).

You will be presented with the **Facility Operator Notification List**. This page contains a complete list of the Facility Operators who will be notified as a result of your ticket(s) once they have been released from the call center.

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 38 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 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 20 for more info.)

The button provides access to the **Reports** menu. (See page 36 for more info.)

The button provides access to IMAP/Ticket Check and Facility Operator Reports.

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.
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. 302410004), 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. Cancel 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 Menu

- Cancel tickets
- Refresh marks/extend life tickets
- Update/correct tickets
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.
Change Status/Locator Menu

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

District Code
Displays the utility current district code you are working with.

Status Drop-Down Menu
Use this menu to assign a marking status to the ticket.

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

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

Update Assigned Locator
Use the drop-down menu to select a locator to respond to the ticket. (See page 26 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 34 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.
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 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.
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 54 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 areas. Please contact the Database Department if changes to your membership notification area(s) are needed.

Assignment information

Assignment name
SW St Paul

Assigned locator
Rodney

Locate by

Search place or address

Edit Polygon Assignment

Assignment information

Assignment name
SW St Paul

Assigned locator
Rodney

Active

District access

District
MN - TEST03

Add

Showing 1 to 1 of 1 entries
Previous 1 Next
Rule Based Auto-Assignments

Rule Based Auto-Assignments give administrators the ability to automatically assign locate tickets to locators based on information contained in the ticket(s).

To create a new rule-based auto-assignment click the **Create new rule** button.

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

District determines which district will apply to the new rule.

Locator determines which locator will receive the auto-assigned ticket.

Click **Save** when you are ready.

You will be returned to the Rule Based Auto-Assignments menu. You can now add one or more criteria which will trigger the auto-assignment rules. Click **Save** to save your changes.
Add a new rule

Priority
1

District
MN - TEST01

Locator
Brendan

Locators

Locators(24) Polygon auto-assignments(24) Rule based auto-assignments(3)

<table>
<thead>
<tr>
<th>Order</th>
<th>Rule ID</th>
<th>State</th>
<th>District</th>
<th>Locator</th>
<th>Active</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>197404375</td>
<td>MN</td>
<td>TEST01</td>
<td>Brendan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Field</td>
<td>Match</td>
<td></td>
<td>Value</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Type of Request</td>
<td>Contains</td>
<td></td>
<td>EMER</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add/edit conditions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| 1     | 91752121 | MN    | TEST03   |         |        |        |
| Field | Match   |       | Value    |         |        |        |
| Type of Request | Contains |       | EMER    |         |        |        |
| Add/edit conditions |

| 2     | 93008489 | MN    | TTMOC01  | LoganR  |        |        |
| Field | Match   |       | 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:

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.
**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:

<table>
<thead>
<tr>
<th>Weekday</th>
<th>Emergency A</th>
<th>MN</th>
<th>TEST04</th>
<th><a href="mailto:Susannah@TorenBros.com">Susannah@TorenBros.com</a></th>
<th>6515557777</th>
<th>17:00:00</th>
<th>23:59:59</th>
<th>Mon, Tue, Wed, Thu, Fri</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekday</td>
<td>Emergency B</td>
<td>MN</td>
<td>TEST04</td>
<td><a href="mailto:Susannah@TorenBros.com">Susannah@TorenBros.com</a></td>
<td>6515557777</td>
<td>00:00:00</td>
<td>07:59:59</td>
<td>Mon, Tue, Wed, Thu, Fri</td>
</tr>
</tbody>
</table>
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.

Alerts may be sent via email, SMS message or both.

* Indicates required field

State/District*

MN - TEST01

Alert name*

Weekend Emergencies

Email

Susannah@TorenBros.com

SMS provider

6515557777

Start time

End time

24 hour alert

Days of the week*

☐ All ☑ Sun ☐ Mon ☐ Tue

☐ Wed ☐ Thu ☐ Fri ☑ Sat

Ticket headers

☐ BOUNDARY SURVEY ☐ CANCELLATION ☐ EMERGENCY

☐ EXTENDED START TIME ☐ HELP DESK ☐ MEET

☐ NORMAL ☐ OWNER INQUIRY ☐ NON-EXCAVATION

☐ UPDATE-NEW TICKET ☐ UPDATE-CORRECTION
**Custom Responses**

The Custom Responses menu allows you to create additional questions or other data entry fields on your received Locator Tickets. To create a new **Custom Response** click the button.

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

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

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

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

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

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

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

Click the **Save** button to save your changes.
Custom Responses

View by state
MN

View by district
All districts

State   District Code   Number of responses   Date updated   Updated by   Action
MN      TEST01         4                   11/19/20 07:11 pm  unknown
MN      TEST03         6                   11/19/20 07:02 pm  unknown
MN      TEST11         5                   12/17/20 08:51 am  unknown

Showing 1 to 3 of 3 entries

Add Custom Responses

State/District*
MN - TEST02

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

View inactive custom responses

Cancel   Save

* Indicates required field
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.

<table>
<thead>
<tr>
<th>Report name</th>
<th>Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>District Detail</td>
<td>Provides details by district code per day for the provided date range. This includes a summary of tickets received and statuses made.</td>
<td>Generate</td>
</tr>
<tr>
<td>District Summary</td>
<td>Provides the Summary by District Code for the Tickets Received and Statuses provided. This report is for Ticket Check centers.</td>
<td>Generate</td>
</tr>
<tr>
<td>ETM Ticket Location</td>
<td>This report provides the location of tickets.</td>
<td>Generate</td>
</tr>
<tr>
<td>Ticket Check Compliance</td>
<td>This report provides on time, late and not responded tickets for a given timeframe, ticket header(s) and district code(s).</td>
<td>Generate</td>
</tr>
<tr>
<td>Ticket Count Report</td>
<td>This report provides counts of tickets.</td>
<td>Generate</td>
</tr>
<tr>
<td>Ticket Location</td>
<td>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.</td>
<td>Generate</td>
</tr>
<tr>
<td>Ticket Marked</td>
<td>This report will give a complete list of the tickets, header, and the provided statuses with their date and method.</td>
<td>Generate</td>
</tr>
<tr>
<td>Ticket Marked (Enhanced)</td>
<td>This report will give a complete list of the tickets, header, and the provided statuses with their date and method.</td>
<td>Generate</td>
</tr>
<tr>
<td>Ticket Status Detail</td>
<td>This report will give a complete list of the tickets, header, and the provided statuses with their date and method. This version also includes the time of submission.</td>
<td>Generate</td>
</tr>
<tr>
<td>Work Done For</td>
<td>This report provides a list of ticket fields based on the information entered in the search input. This report includes the ticket number, update of ticket number, ticket header, original call date and time, work to begin date and time, company, member notified, district code, status, and status date and time.</td>
<td>Generate</td>
</tr>
</tbody>
</table>

Showing 1 to 10 of 10 entries
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.

![User Profile Menu](image_url)
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 button to save your changes.
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 **Save** 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.
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.

Search Place or Address

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).

Locate by...

Use the Locate by... tool to find locations that do not appear in the Search Place or Address. 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 44 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 Search Place or Address, 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 46 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.
Locate by...

Use the Locate by... if you are unable to find your worksite with the Search Place or Address.

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.
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.

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

You can continue placing circular excavation entities by clicking on the map.
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.

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.
Route Excavation Tool

Click tool icon to change tools

Click map to mark the area
Double click on the last point to end the route
Right click to remove any point

Width

12 ft

Click

Click

Click

Click

Start

Click for drawing tool
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, one quarter of the property will be highlighted. You may click additional quadrants to select or deselect them.

If necessary, you may also use the extend function to expand the parcel entity beyond its pre-set boundaries. First, activate the **Extend** function. Then click outside the parcel’s boundaries. The Parcel Entity will expand 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.
Street Excavation Tool
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** 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.