



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 on-line 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 individual excavation site you define will be compared with the notification center's database so only affected operators are notified.

This manual is divided into two sections. The first is a "quick start" that covers the basics of using ITICnxt to file your locate requests. Long-time ITIC users may be more comfortable starting here. The second section provides more detailed information about ITICnxt's advanced features. With that in mind, all users will benefit from reviewing some of the new terms and ideas used in discussing the creation of online tickets with ITICnxt.

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

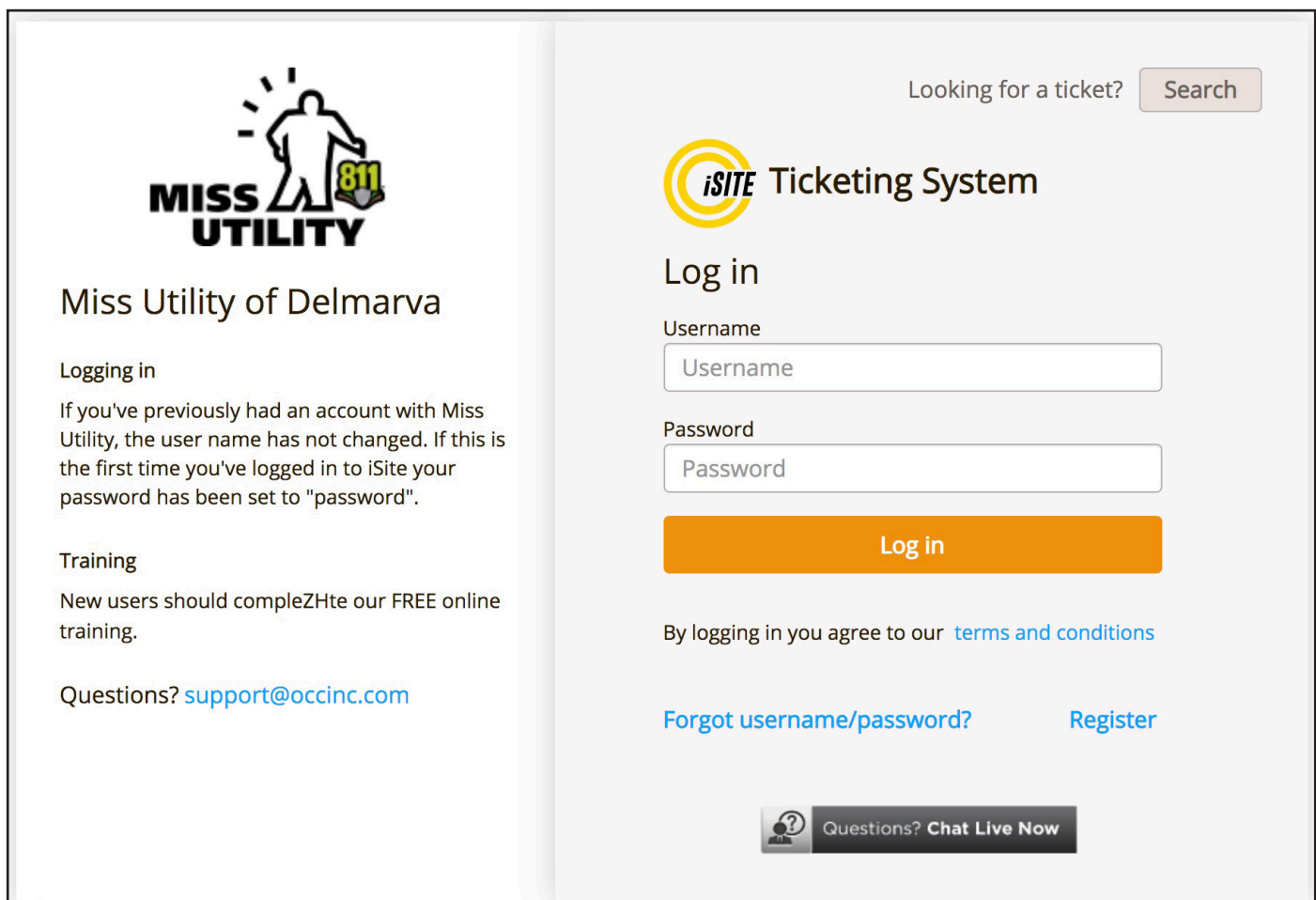
Logging In

To access ITICnxt point your web browser to <https://de.sandbox.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 email/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 to the sandbox.



The screenshot shows the login interface for the Miss Utility of Delmarva iSITE Ticketing System. On the left, there is a logo for Miss Utility of Delmarva featuring a stylized figure holding a sign with '811'. Below the logo, the text reads 'Miss Utility of Delmarva'. Underneath, there are sections for 'Logging in' (explaining that usernames are unchanged and the first-time password is 'password'), 'Training' (mentioning free online training), and 'Questions?' with the email support@occinc.com. On the right, there is a search bar with the text 'Looking for a ticket?' and a 'Search' button. Below that is the 'iSITE Ticketing System' logo and the heading 'Log in'. There are two input fields: 'Username' and 'Password'. Below the fields is an orange 'Log in' button. At the bottom of the right section, there are links for 'Forgot username/password?' and 'Register', and a 'Questions? Chat Live Now' button with a question mark icon.

Landing Page

To get started click the **My Tickets** button. Use the state drop-down menu to select DE or MD – Eastern Shore.

search all tickets DE Welcome briancasey@occinc.com

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

My Tickets

DE Create job ticket

All released(2) Expiring/expired(15) No response(0) Unreleased(0) Violation reported(0)

Released between 03/12/21 03/19/21 Phone Numbers Apply Search by ticket # More search options

I want to... View ticket map Page settings

Emergency Priority Past due Meeting Canceled Locked Pending Extension

Ticket #	Release date/time	Address/street	Cross Street	Place	County	Response due by	Type	Type of work
310760002	03/17/21 04:38 pm	S DUPONT HWY	PLYMOUTH RD	VIOLA	KENT	03/22/21 07:00 am	STANDARD	NEW BUILDING CONSTRUCTION
310760001	03/17/21 04:37 pm	MILL ST	EAST ST	HARRINGTON	KENT	03/22/21 07:00 am	STANDARD	NEW HOME CONSTRUCTION

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

Click the “**Create Job Ticket**” menu and select “**Standard Ticket**”

- ✓ Create job ticket
- Standard ticket
- Emergency ticket
- Insufficient notice
- Meeting ticket
- Short Notice
- Designer ticket
- FTTP ticket
- FIOS ticket

The **My Tickets** module contains a database of all tickets you have filed with your account.

Workflow Process

There are 3 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 the call center for review & distribution to the effected facility operators.

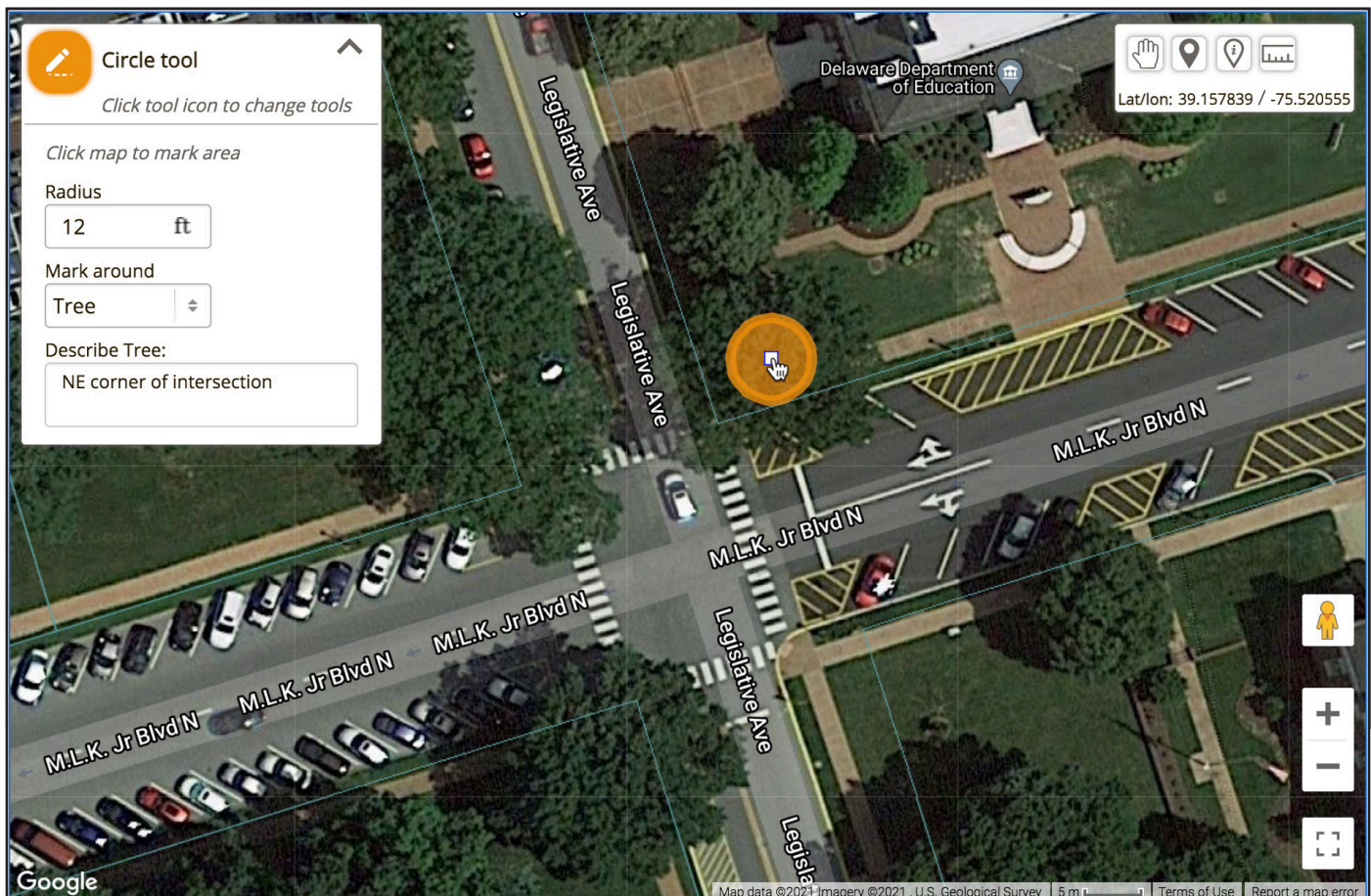
Step 1. Mark Location

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

Delaware state ca		
	Delaware State Capitol - Legislative Hall Legislative Avenue, Dover, DE, USA	
	Delaware State Capitol Legislative Avenue, Dover, DE, USA	
	Delaware Canal State Park Lodi Hill Road, Upper Black Eddy, PA, USA	
	Delaware Seashore State Park South Campground Coastal Highway, Bethany Beach, ...	
	State Park Campground Road Wilmington, Delaware, USA	

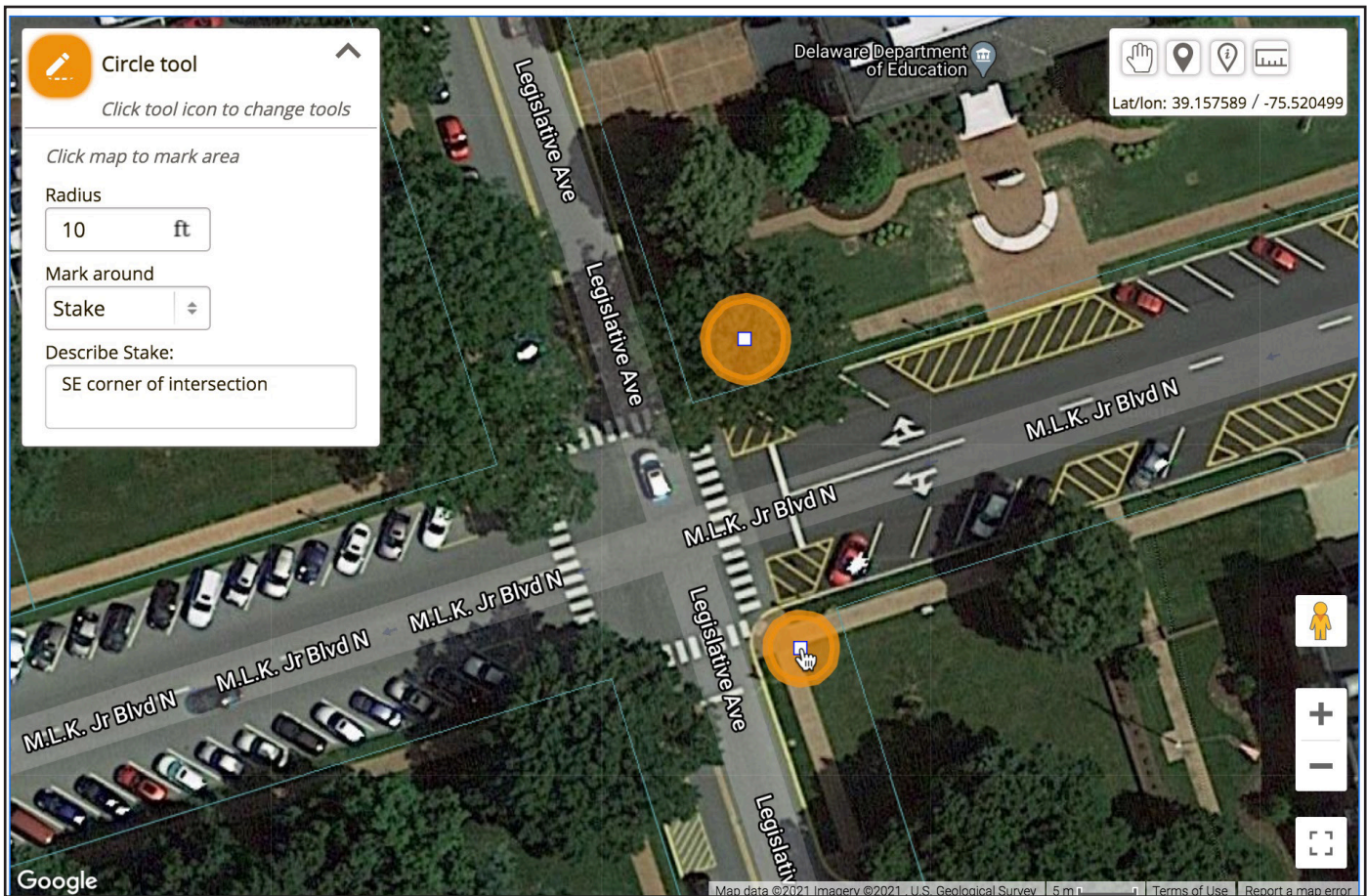
Once you have found the correct location, select a drawing tool from the **Drawing Tool** menu.

	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

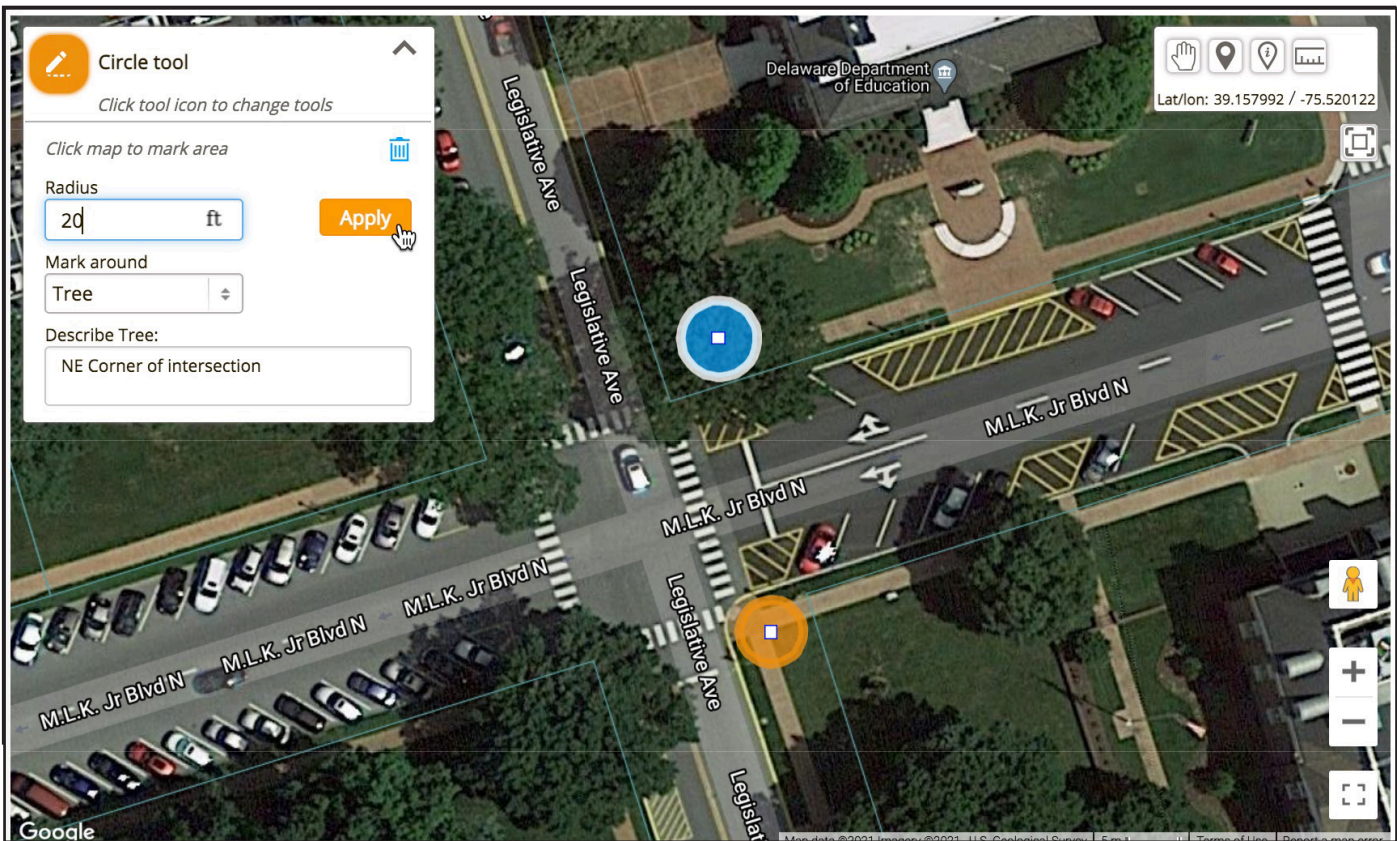


When you select a drawing tool you will be prompted to enter information about the worksite you intend to map out. The required information will vary depending on which tool you choose. Be as accurate as possible.


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 Miss Utility 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 **Extent of Work** – if ITICnxt has split up your work area into multiple tickets, only describe the area of excavation that corresponds to the mapping on the current ticket/tab.

Create Job Ticket

Cancel Next
Edit map

1 Mark location 2 Write instructions 3 Review & submit

Apply information to all tickets for the selected job

Job A - ticket 1/1 Job B - ticket 1/1

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

Ticket type: Standard ticket

Location information

* Indicates required field Indicates information applied to all tickets

Place * DOVER County * KENT

Subdivision

Address 121

Address/street * MARTIN LUTHER KING JR BLVD

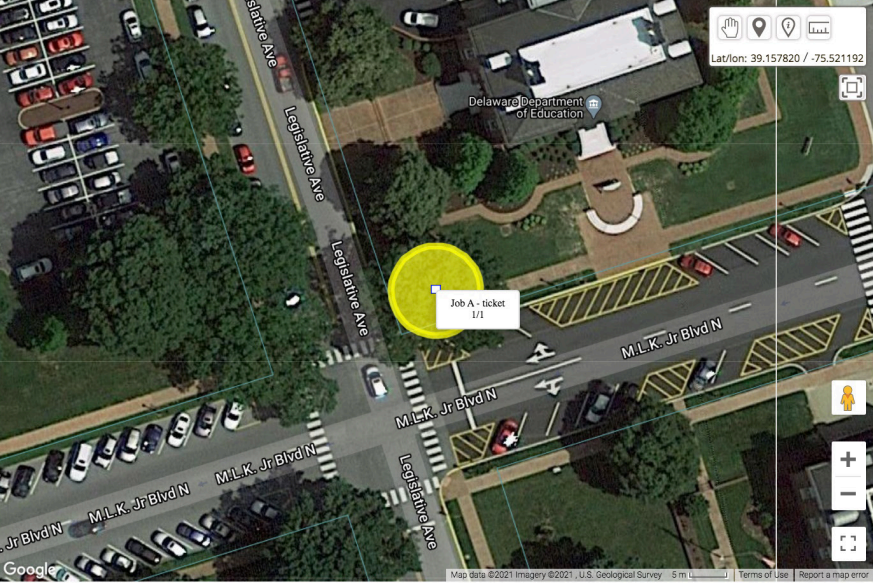
Intersecting street * DUKE OF YORK ST

Extent of work * MARK A 20 FT RADIUS AROUND THE TREE - NE CORNER OF INTERSECTION.

Remarks

[Add Attachment](#)

Job description !



Map data ©2021 Imagery ©2021, U.S. Geological Survey 5 m Lat/lon: 39.157820 / -75.521192

The **Extent of Work** should contain explicit marking instructions and driving directions from a nearby intersection. Read both carefully and revise as 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 button.

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

Apply information to all tickets for the selected job

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

Job description !

Job profile [Create/edit profiles](#)
Select job profile

Response due by date At

Job site contact ✓ Phone ✓

Type of work * ✓ Work being done for * ✓
You must enter the type of work You must enter the work being done for

Additional email recipient(s)

Permit Job number

Explosives * ✓ Trenchless * ✓
Explosives must be YES or NO Trenchless must be YES, NO, or UNKNOWN.

Job description

Job profile [Create/edit profiles](#)
Select job profile

Response due by date At

Job site contact ✓ Phone ✓

Type of work * ✓ Work being done for * ✓










Additional email recipient(s)


Permit Job number

Explosives * ✓ Trenchless * ✓

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

Excavator information

Username * 	Email address *
<input type="text" value="SUSANNAH DEAN"/>	<input type="text" value="Susannah@Torenf"/>
Phone * 	Ext 
<input type="text" value="410-555-5555"/>	<input type="text"/>
Best time	
<input type="text"/>	
Company name * 	
<input type="text" value="TOREN BROS CONSTRUCTION"/>	
Fax 	
<input type="text" value="410-712-5555"/>	
Address 	Street * 
<input type="text" value="19"/>	<input type="text" value="ODD LANE"/>
City/place * 	State *
<input type="text" value="TULL"/>	<input type="text" value="MD"/>
Zip code * 	
<input type="text" value="21076"/>	

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  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 **Check** box is checked, then click the **Submit Ticket** button. This will transmit the tickets to the call center for review and distribution.

You can also choose to edit , or save  the ticket(s).



Create Job Ticket

Cancel **Submit Ticket**

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

Review ticket information, then click the Submit tickets button

I want to.. ▾

<input checked="" type="checkbox"/>	Job-ticket#	Address	Cross street	City/place	County	Type	Response due by	Action
<input checked="" type="checkbox"/>	Job A - ticket 1/1	121 MARTIN LUTHER KING JR BLVD	DUKE OF YORK ST	DOVER	KENT	STANDARD	03/24/2021 7:00 AM	
<input checked="" type="checkbox"/>	Job B - ticket 1/1	LEGISLATIVE AVE	DUKE OF YORK ST	DOVER	KENT	STANDARD	03/24/2021 7:00 AM	

Showing 1 to 2 of 2 entries

Previous 1 Next

Utility Notification List

You have successfully submitted your ticket(s).

You will be presented with the **Utility Notification List**. This page contains a complete list of 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	Response due by	Release date/time
— Job A - ticket 1/1	121 MARTIN LUTHER KING JR BLVD	DUKE OF YORK ST	DOVER	KENT	STANDARD	03/24/2021 7:00 AM	03/19/2021 10:40 AM
District	Company	Facility types	Message				
CDE01	COMCAST/CABLE PROTECTION		Ticket 310780002 has been completed.				
CDOV02	CITY OF DOVER/W LOCCO		Make sure all facility operators have responded before beginning excavation.				
CUDE02	CHESAPEAKE UTILITIES		You will receive an email with a copy of your ticket. Please check it for accuracy.				
DNREC	DE DEPT OF NAT RESOURCES		Check your excavation area for private facilities which are not marked with a call to the call center.				
SDHY24	DELAWARE DEPT OF TRANS						
VKNTD	VERIZON						
Number of districts: 6							
— Job B - ticket 1/1	LEGISLATIVE AVE	DUKE OF YORK ST	DOVER	KENT	STANDARD	03/24/2021 7:00 AM	03/19/2021 10:40 AM
District	Company	Facility types	Message				
CDE01	COMCAST/CABLE PROTECTION		Ticket 310780001 has been completed.				
CDOV02	CITY OF DOVER/W LOCCO		Make sure all facility operators have responded before beginning excavation.				
CUDE02	CHESAPEAKE UTILITIES		You will receive an email with a copy of your ticket. Please check it for accuracy.				
VKNTD	VERIZON		Check your excavation area for private facilities which are not marked with a call to the call center.				

This is the end of the Quick Start Guide.

