



ITICnxt

Quick-Start Guide



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

Definition of Terms

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

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

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

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

Parcel: An excavation entity created when a user selects part or all of a parcel of property. Parcel size is often associated with a single address 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://ky.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 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.

Kentucky 811

Kentucky 811

Logging in
If you are a first time user, please click on Register. For all other users, please enter your username and password.

Training
We offer online training for processing your tickets! To schedule, please send an email to kyltm@occinc.com

Questions? Click the Chat button located on this page or at the top right corner of the site when logged in.

iSITE Ticketing System

Log in

Username

Password

Log in

By logging in you agree to our [terms and conditions](#)

[Forgot username/password?](#) [Register](#)

Questions? Chat Live Now

Landing Page

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

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

My Tickets

search all tickets [KY] Welcome briancasey@occinc.com

My tickets: All released(6) Expiring/expired(17) No response(0) Unreleased(0) Violation reported(0)

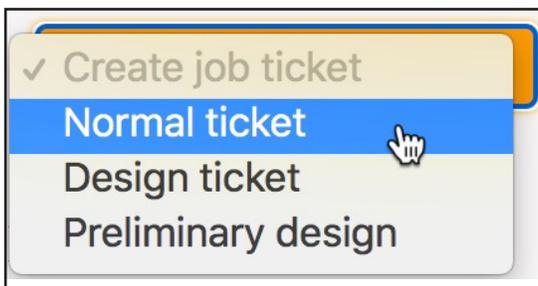
Released between: 08/04/22 to 08/11/22 Phone: Numbers Apply Search by ticket # More search options

I want to... View ticket map Page settings

Ticket #	Release date/time	Address/street	Cross Street	City	County	Start date/time	Type	Type of work
322220005	08/10/22 09:21 am	6809 NALERY WAY	DOMINIQUE DR	LOUISVILLE/JEFFERSON COUNTY METRO GOVERNMENT (BALANCE)	JEFFERSON	08/15/22 08:00 am	NORMAL	INSTALL WATER SERVICE
322220004	08/10/22 09:21 am	142 MULLINS AVE	HURLEY LN	LONDON	LAUREL	08/15/22 08:00 am	NORMAL	INSTALL WATER SERVICE
322220003	08/10/22 09:21 am	NALERY WAY	DOMINIQUE DR	LOUISVILLE/JEFFERSON COUNTY METRO GOVERNMENT (BALANCE)	JEFFERSON	08/15/22 08:00 am	NORMAL	INSTALL WATER SERVICE
322220002	08/10/22 09:21 am	6813 NALERY WAY	DOMINIQUE DR	LOUISVILLE/JEFFERSON COUNTY METRO GOVERNMENT (BALANCE)	JEFFERSON	08/15/22 08:00 am	NORMAL	INSTALL WATER SERVICE
322220001	08/10/22 09:21 am	DOMINIQUE DR	YVONNE CT	LOUISVILLE/JEFFERSON COUNTY METRO GOVERNMENT (BALANCE)	JEFFERSON	08/15/22 08:00 am	NORMAL	INSTALL WATER SERVICE
322210001	08/09/22 02:08 pm	2400 NEWTOWN PIKE	EQUINE CAMPUS RD	LXINGTON-FAYETTE URBAN COUNTY	FAYETTE	08/12/22 12:15 am	NORMAL	TEST

Show 10 entries Showing 1 to 6 of 6 entries Previous 1 Next

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

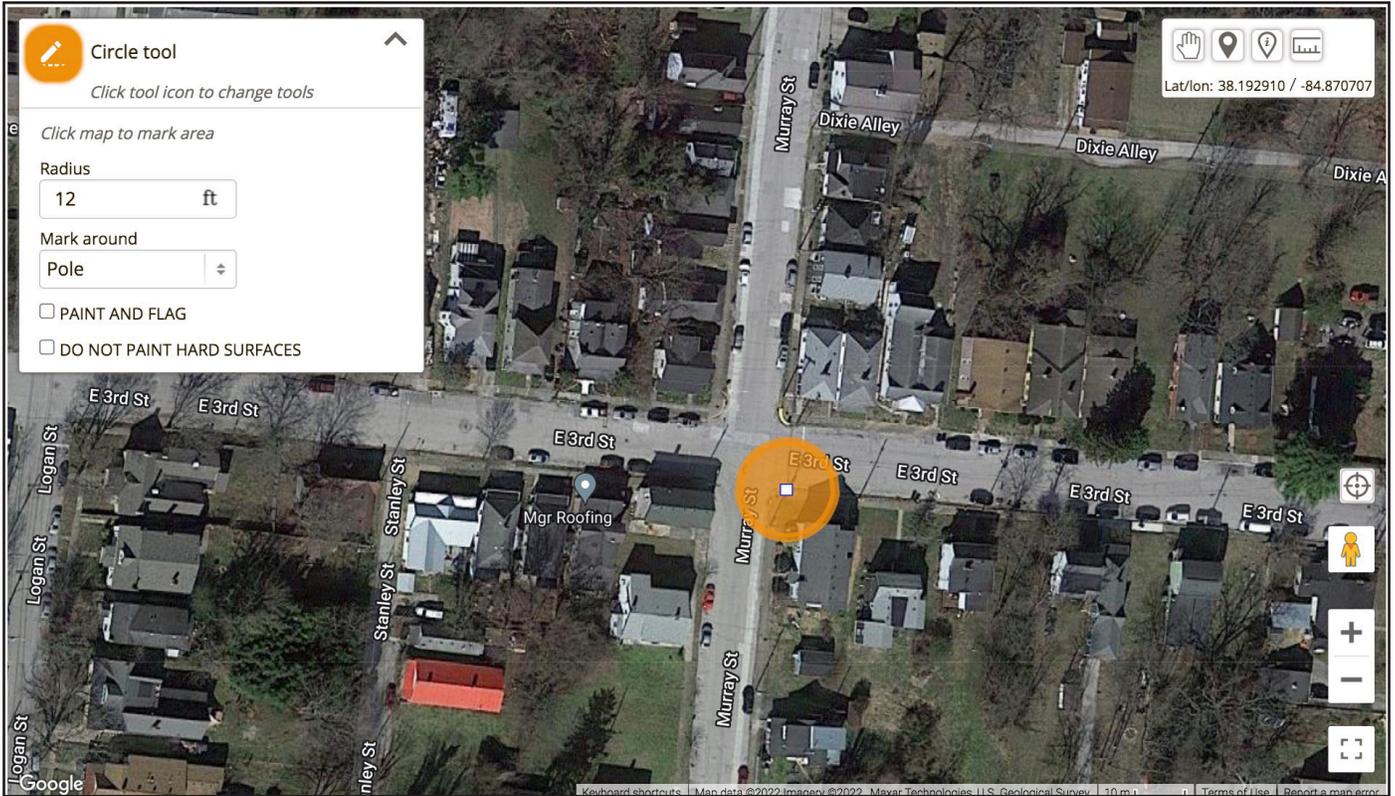
First, you will need to find your worksite on the map. Enter an address, building name, or city/place name in the **Search** field.

-  **Kentucky State University** East Main Street, Frankfort, KY, USA
-  **Kentucky State Capitol** Capitol Avenue, Frankfort, KY, USA
-  **Kentucky State Parks** Mero Street, Frankfort, KY, USA
-  **Kentucky State Police Academy** Coffee Tree Road, Frankfort, KY, USA
-  **Kentucky State Police Headquarters** Versailles Road, Frankfort, KY, USA

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

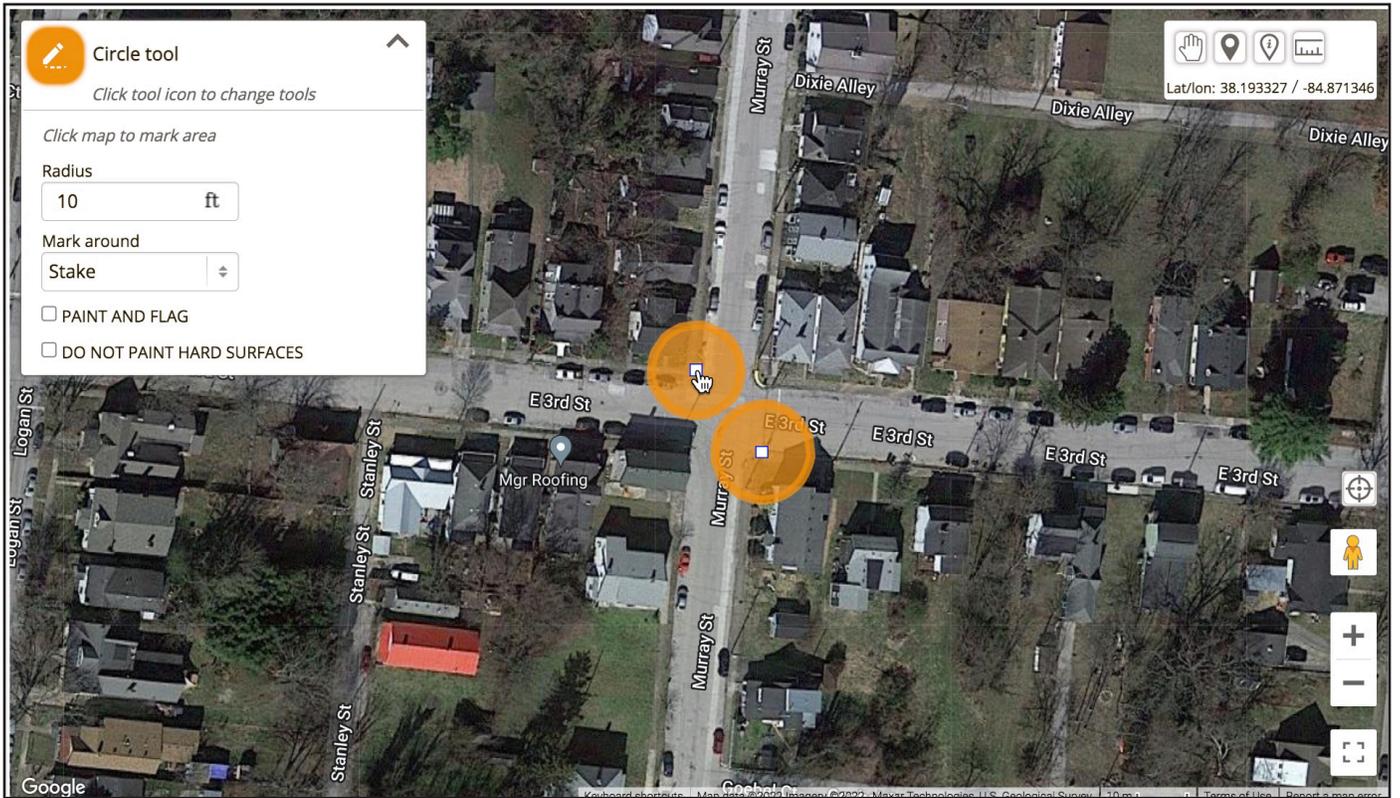
 **Select the type of work planned**

-  **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

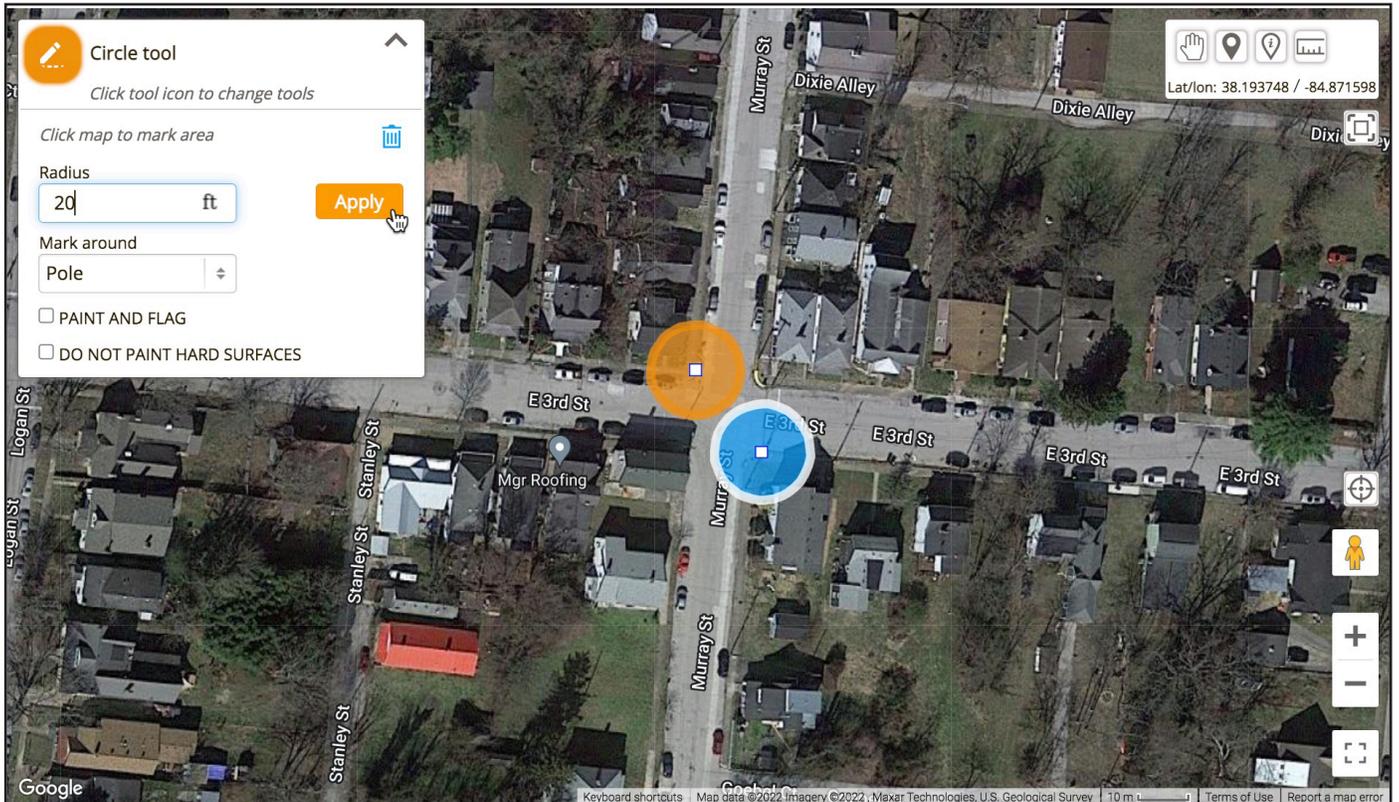


When you select a drawing tool you will be prompted to enter information about the worksite you intend to map out. The required information will vary depending on which tool you choose. Be as accurate as possible.

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  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 Kentucky 811 to make this determination. The tickets appear at the top of the screen. Each tab represents a ticket.

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

Create Job Ticket

1 Mark location 2 Write instructions 3 Review & submit

Apply information to all tickets for the selected job

Job A - ticket 1/2 Job A - ticket 2/2

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

Ticket type: Normal ticket

Location information ⊖

** Indicates required field* *✓ Indicates information applied to all tickets*

County* FRANKLIN City* FRANKFORT

Address #

Street* E 3RD ST

Nearest intersecting street* MURRAY ST

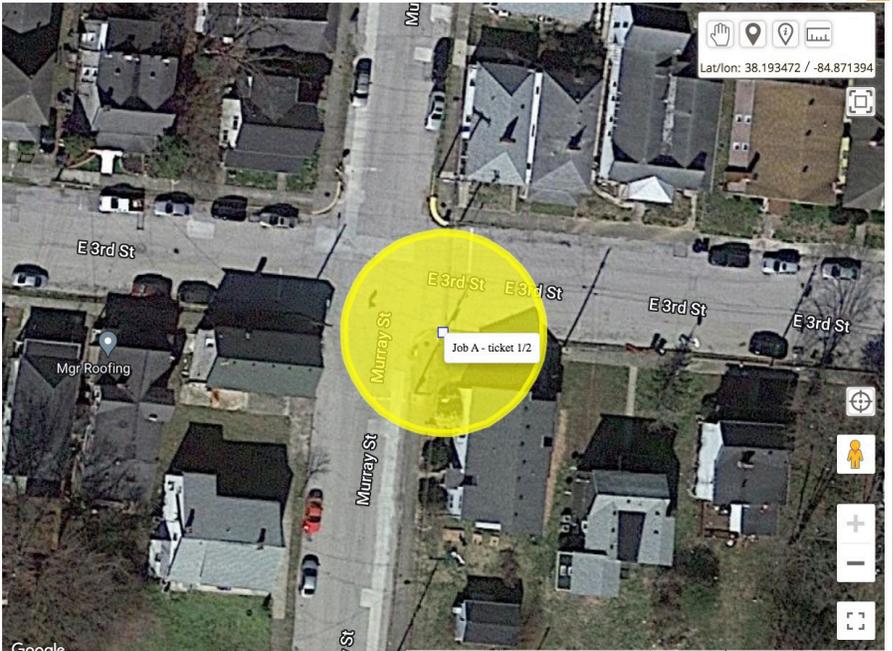
Subdivision Lot

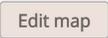
Location description*

FROM THE CENTERLINE OF MURRAY ST AND E 3RD ST, HEAD EAST ON E 3RD ST FOR 26 FT. THEN FROM THE CENTERLINE OF E 3RD ST, HEAD S FOR 19 FEET TO THE POLE. MARK A 20 FT RADIUS AROUND THE POLE.

CENTERPOINT COORDINATES: LAT:38.193178, LON:-84.8711946

Comments

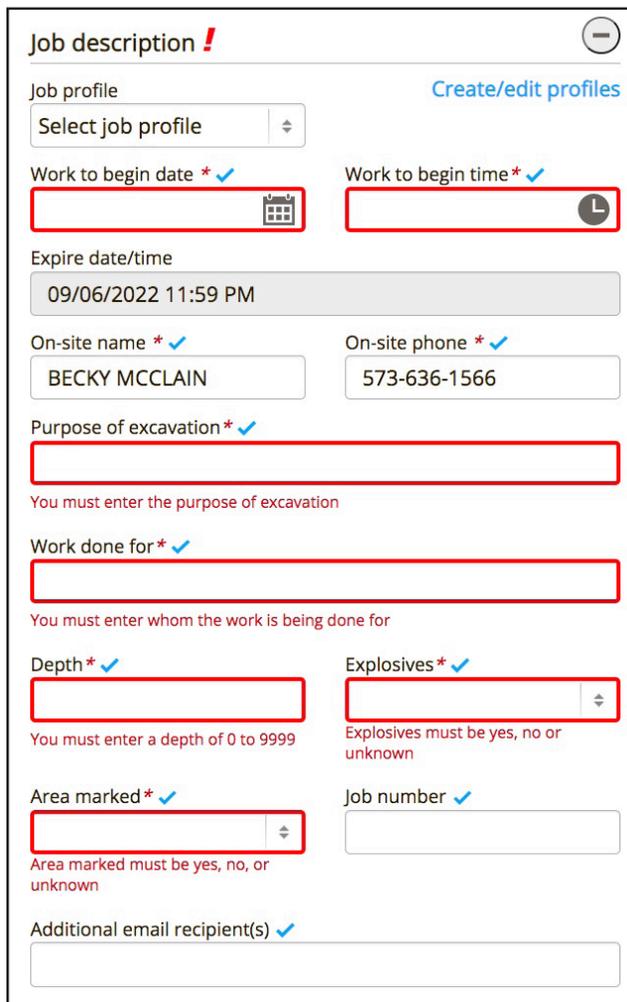


The **Location of Work** should contain explicit marking instructions and driving directions from a nearby intersection. Read both carefully and revise if needed. Both the marking instructions and driving directions must match the ticket's corresponding mapping (shown on the left side of the page). If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

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

Work to begin date * ✓

Work to begin time * ✓

Expire date/time
09/06/2022 11:59 PM

On-site name * ✓ BECKY MCCLAIN

On-site phone * ✓ 573-636-1566

Purpose of excavation * ✓

You must enter the purpose of excavation

Work done for * ✓

You must enter whom the work is being done for

Depth * ✓

You must enter a depth of 0 to 9999

Explosives * ✓

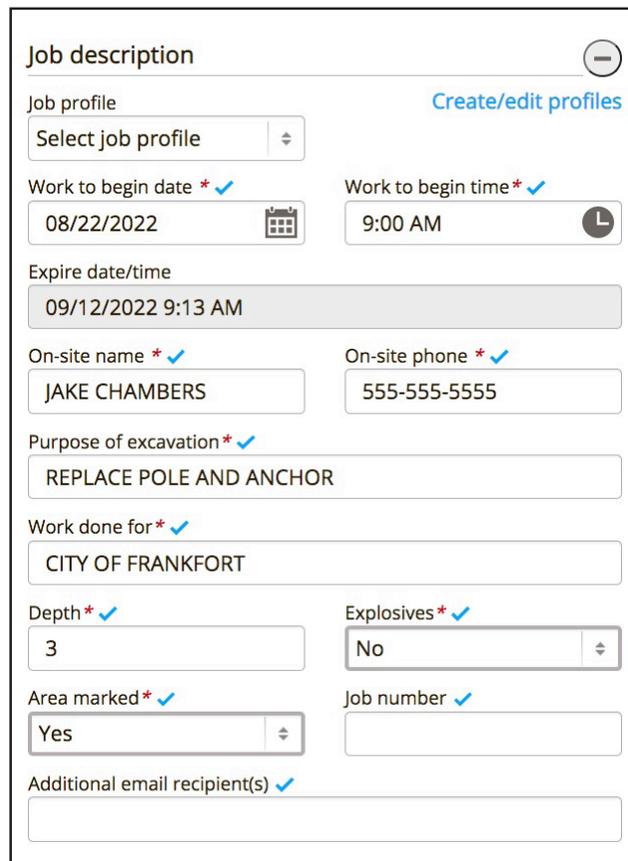
Explosives must be yes, no or unknown

Area marked * ✓

Area marked must be yes, no, or unknown

Job number ✓

Additional email recipient(s) ✓



Job description

Job profile [Create/edit profiles](#)

Select job profile

Work to begin date * ✓ 08/22/2022

Work to begin time * ✓ 9:00 AM

Expire date/time
09/12/2022 9:13 AM

On-site name * ✓ JAKE CHAMBERS

On-site phone * ✓ 555-555-5555

Purpose of excavation * ✓ REPLACE POLE AND ANCHOR

Work done for * ✓ CITY OF FRANKFORT

Depth * ✓ 3

Explosives * ✓ No

Area marked * ✓ Yes

Job number ✓

Additional email recipient(s) ✓

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.

Excavator information

ITIC Username * 	Email address *
<input type="text" value="EDDIE DEAN"/>	<input type="text" value="briancasey@occinc.com"/>
ITIC User Phone No * * *	Ext 
<input type="text" value="555-555-5555"/>	<input type="text"/>
Excavation company * 	
<input type="text" value="TOREN BROTHERS EXCA\"/>	
Address 	Street * 
<input type="text" value="19"/>	<input type="text" value="ODD LN"/>
City * 	State *
<input type="text" value="FEDIC"/>	<input type="text" value="KY"/>
Zip * 	
<input type="text" value="65101"/>	
Excavator phone no * 	Ext 
<input type="text" value="555-555-5555"/>	<input type="text"/>

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 **Checkbox** is checked, then click the **Submit Ticket** button. This will transmit the ticket(s) to the utilities, or to the call center (if any manual changes have been made) for review.

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

Create Job Ticket

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	Start date/time	Action
<input checked="" type="checkbox"/>	Job A - ticket 1/2	E 3RD ST	MURRAY ST	FRANKFORT	FRANKLIN	NORMAL	08/22/2022 9:00 AM	 
<input checked="" type="checkbox"/>	Job A - ticket 2/2	MURRAY ST	E 3RD ST	FRANKFORT	FRANKLIN	NORMAL	08/22/2022 9:00 AM	 

Showing 1 to 2 of 2 entries

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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).

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

My Tickets

Search: KY

Filters: All released(6) Expiring/expired(17) No response(0) Unreleased(0) Violation reported(0)

Released between: 08/04/22 to 08/11/22 | Phone: Numbers | Apply | Search by ticket # | More search options

I want to... | View ticket map | Page settings

Ticket #	Release date/time	Address/street	Cross Street	City	County	Start date/time	Type	Type of work
<input type="checkbox"/> 322220005	08/10/22 09:21 am	6809 NALERY WAY	DOMINIQUE DR	LOUISVILLE/JEFFERSON COUNTY METRO GOVERNMENT (BALANCE)	JEFFERSON	08/15/22 08:00 am	NORMAL	INSTALL WATER SERVICE
<input type="checkbox"/> 322220004	08/10/22 09:21 am	142 MULLINS AVE	HURLEY LN	LONDON	LAUREL	08/15/22 08:00 am	NORMAL	INSTALL WATER SERVICE
<input type="checkbox"/> 322220003	08/10/22 09:21 am	NALERY WAY	DOMINIQUE DR	LOUISVILLE/JEFFERSON COUNTY METRO GOVERNMENT (BALANCE)	JEFFERSON	08/15/22 08:00 am	NORMAL	INSTALL WATER SERVICE
<input type="checkbox"/> 322220002	08/10/22 09:21 am	6813 NALERY WAY	DOMINIQUE DR	LOUISVILLE/JEFFERSON COUNTY METRO GOVERNMENT (BALANCE)	JEFFERSON	08/15/22 08:00 am	NORMAL	INSTALL WATER SERVICE
<input type="checkbox"/> 322220001	08/10/22 09:21 am	DOMINIQUE DR	YVONNE CT	LOUISVILLE/JEFFERSON COUNTY METRO GOVERNMENT (BALANCE)	JEFFERSON	08/15/22 08:00 am	NORMAL	INSTALL WATER SERVICE
<input type="checkbox"/> 322210001	08/09/22 02:08 pm	2400 NEWTOWN PIKE	EQUINE CAMPUS RD	LXINGTON-FAYETTE URBAN COUNTY	FAYETTE	08/12/22 12:15 am	NORMAL	TEST

Show 10 entries | Showing 1 to 6 of 6 entries | Previous 1 Next

This is the end of the Quick Start Guide.

