



# 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 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.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 click **Log in**, 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](mailto: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

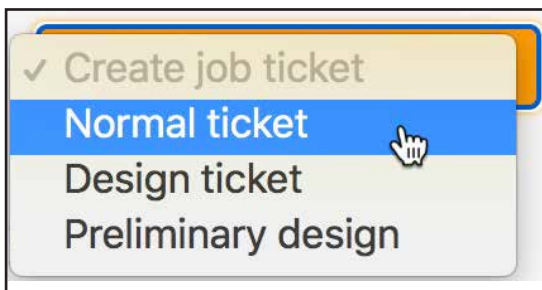
# Landing Page

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

The screenshot shows the 'My Tickets' portal interface. At the top, there is a search bar with 'search all tickets' and a state dropdown menu set to 'KY'. A warning message reads: 'WARNING: This is a test site. Tickets will not be released.' Below this, the 'My Tickets' section features a 'Create job ticket' button and a state dropdown menu set to 'KY'. The interface includes filters for 'Released between' (08/04/22 to 08/11/22) and 'Phone' (Numbers). A table of tickets is displayed with columns for Ticket #, Release date/time, Address/street, Cross Street, City, County, Start date/time, Type, and Type of work. The table contains six entries, including tickets for 'INSTALL WATER SERVICE' and 'TEST'. A sidebar on the left contains navigation options like 'My tickets', 'Locator tickets', 'Admin', 'Reports', 'Legacy application', 'User settings', 'Messages', 'Help and support', and 'Log out'. At the bottom, there is a pagination control showing 'Showing 1 to 6 of 6 entries'.

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	LEXINGTON-FAYETTE URBAN COUNTY	FAYETTE	08/12/22 12:15 am	NORMAL	TEST

Click the **Create job ticket** menu and select **Normal ticket**.



The **My Tickets** portal contains a database of all tickets you have processed - both over the phone and online.

# 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

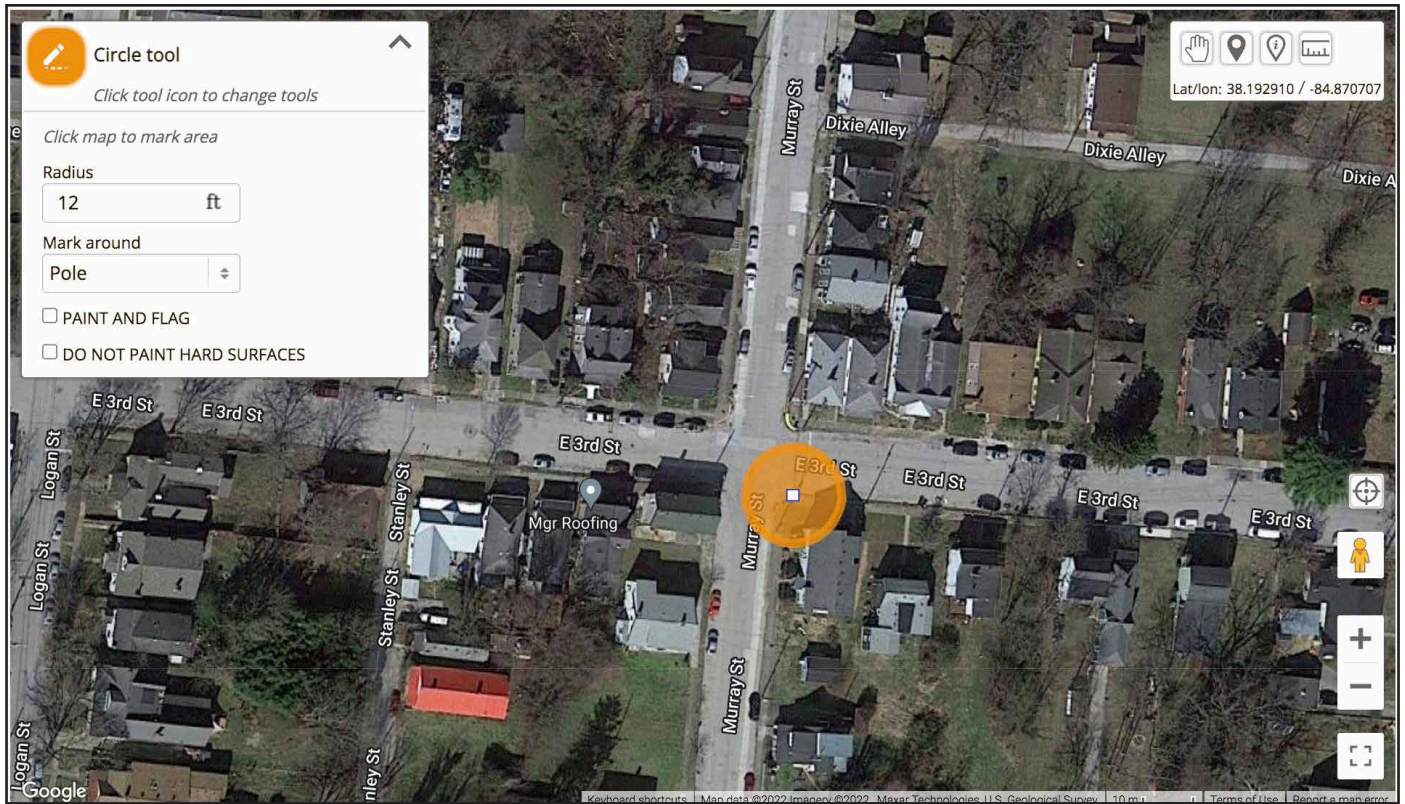
First, you will need to find your worksite on the map. Enter an address, building name, or city/place name in the **Search** field. Select an option from the drop-down list and the map will zoom in to that location.

Kentucky state	
	<b>Kentucky State University</b> East Main Street, Frankfort, KY, USA
	<b>Kentucky State Capitol</b> Capitol Avenue, Frankfort, KY, USA
	<b>Kentucky State Parks</b> Mero Street, Frankfort, KY, USA
	<b>Kentucky State Police Academy</b> Coffee Tree Road, Frankfort, KY, USA
	<b>Kentucky State Police Headquarters</b> Versailles Road, Frankfort, KY, USA

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

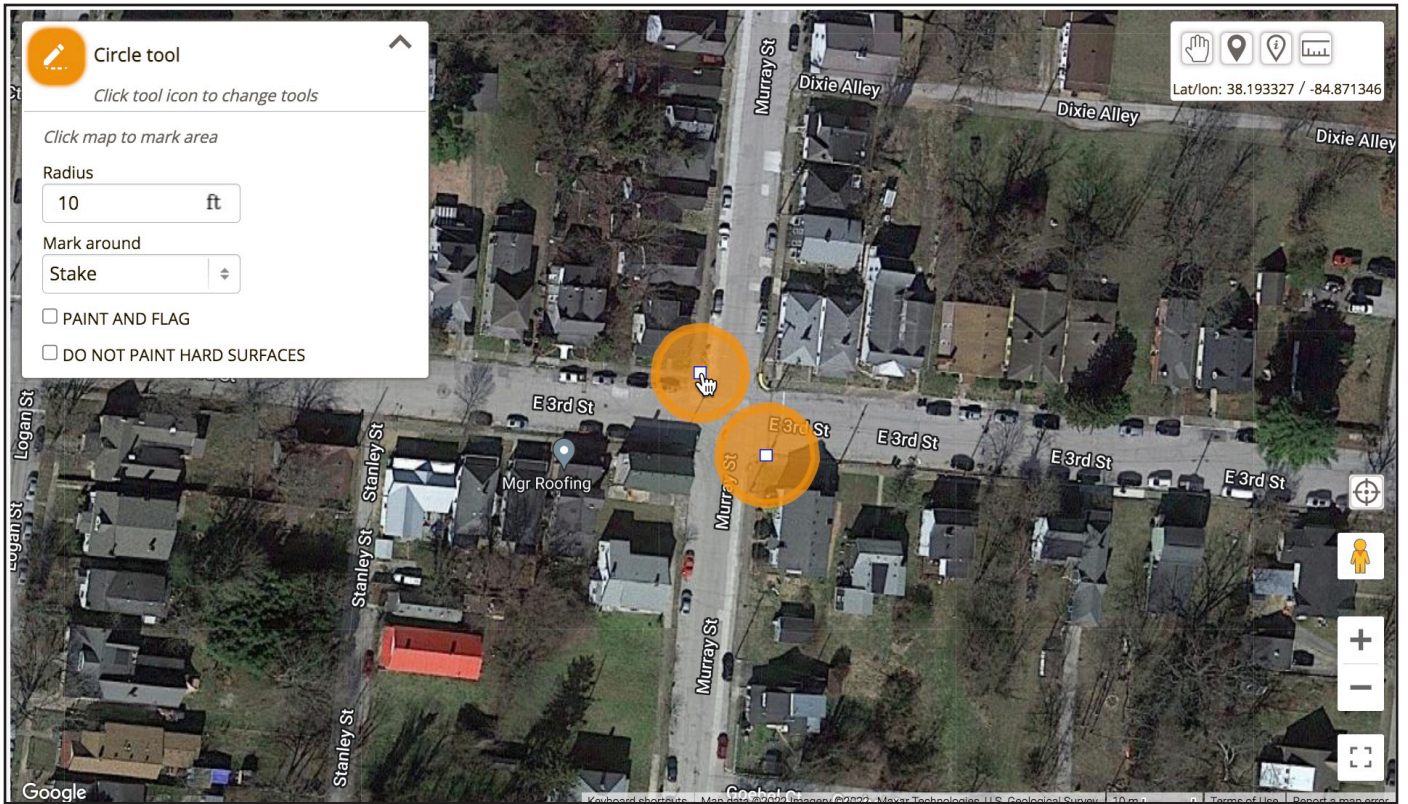
	<b>Select the type of work planned</b>
	<b>Radius excavation</b> Planting trees, placing holes, etc
	<b>Route excavation</b> Trenching/road repairs
	<b>Property excavation</b> Excavation on a specific parcel of land
	<b>Street excavation</b> Select existing street(s) on map to create route
	<b>Other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



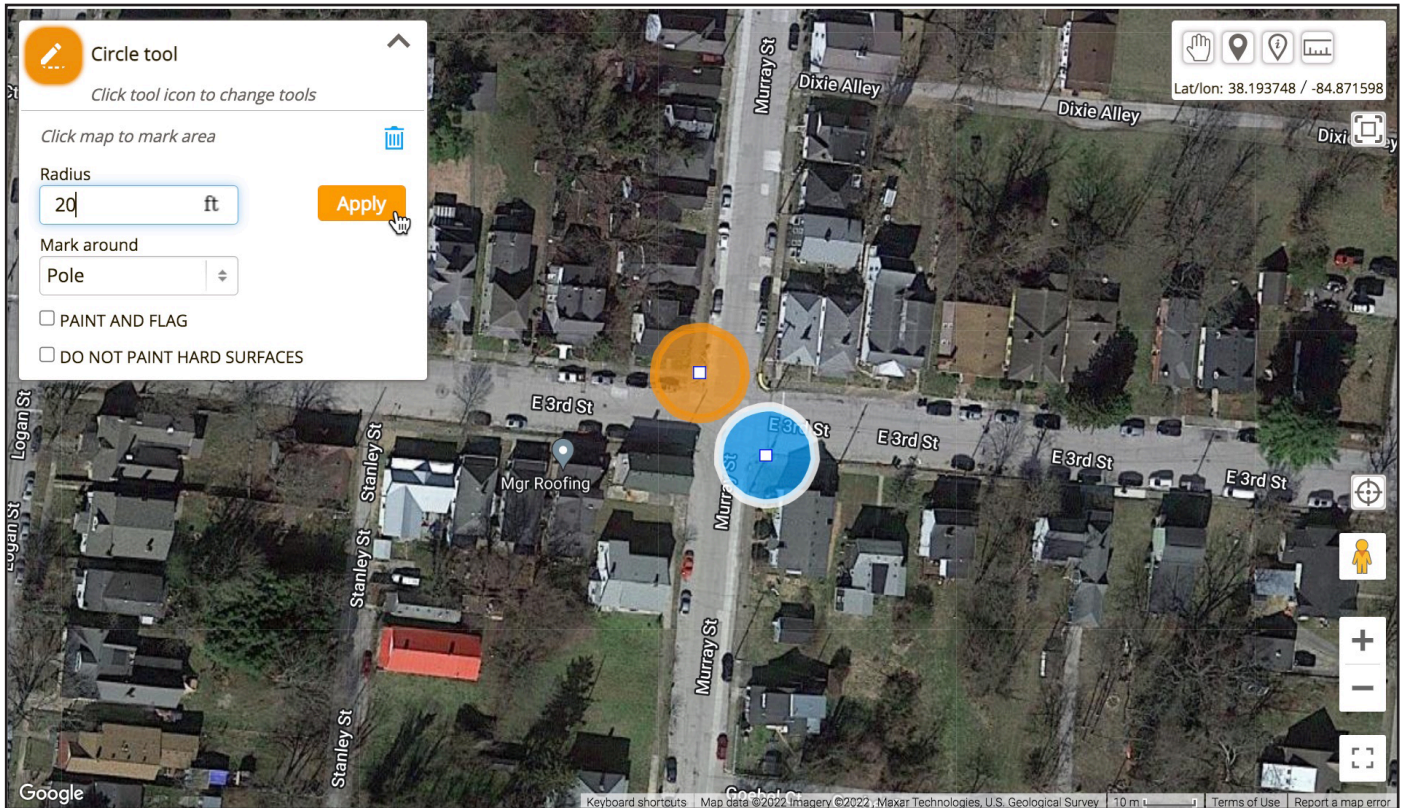


When you select a drawing tool you will be prompted to enter information about the worksite you intend to map out. The required information will vary depending on which tool you choose. Be as accurate as possible.



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



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



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

Click  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

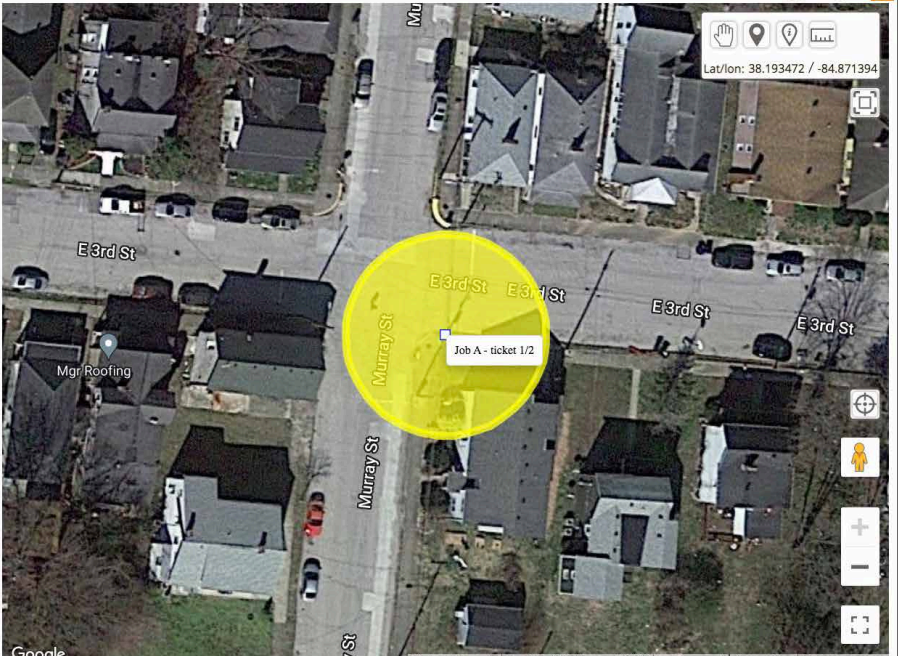
Subdivision Lot

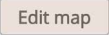
Location description\*

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

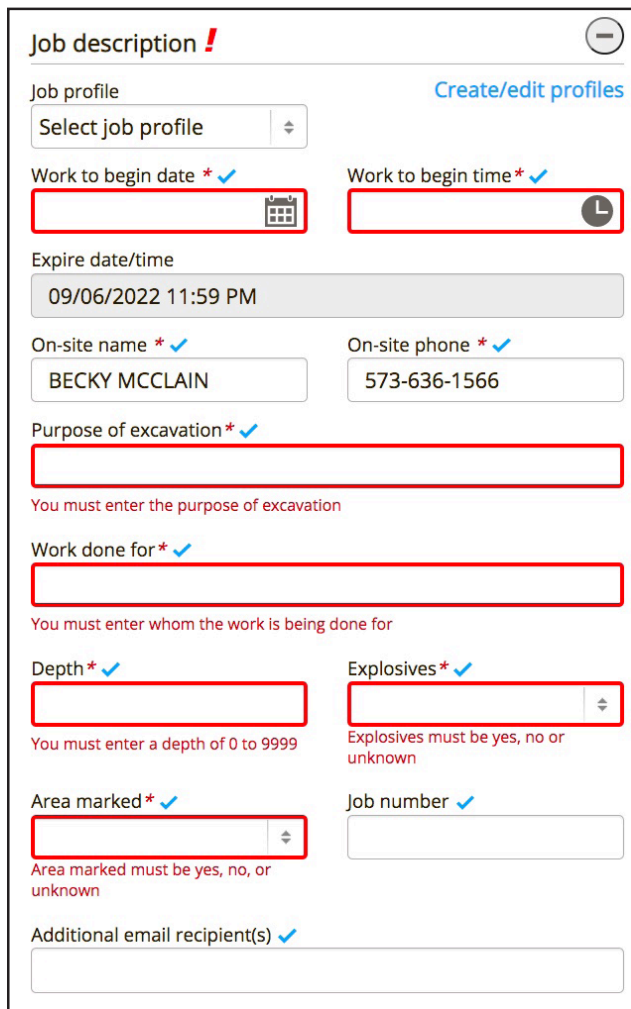


The **Location of Work** should contain explicit marking instructions and driving directions from a nearby intersection. Read both carefully and revise if needed. Both the marking instructions and driving directions must match the ticket's corresponding mapping (shown on the right side of the page). 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 \* ✓

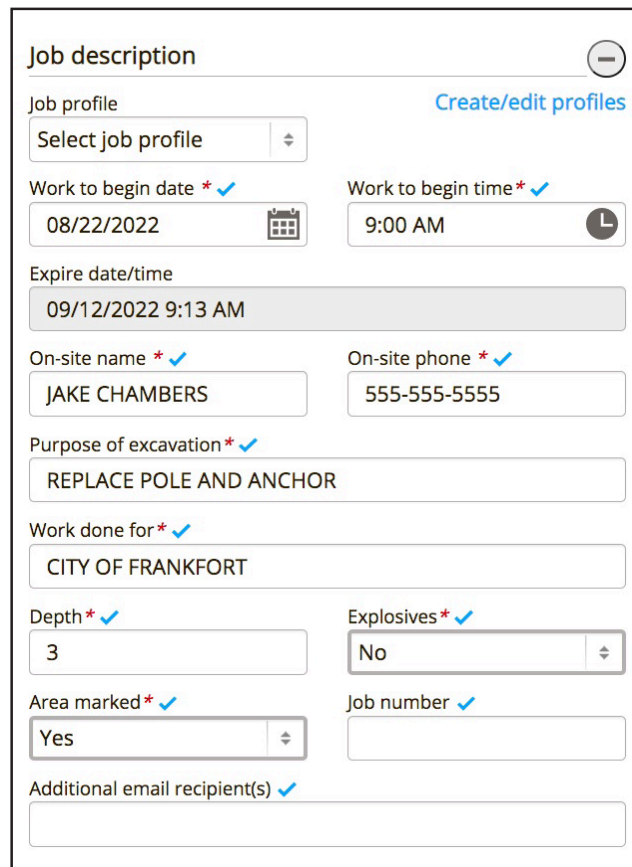
Explosives must be yes, no or unknown

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 by auto-populating ticket information based on the profile you choose.

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

### Excavator information ⊖

ITIC Username * ✓ EDDIE DEAN	Email address * briancasey@occinc.com
ITIC User Phone No * * * 555-555-5555	Ext ✓ 
Excavation company * ✓ TOREN BROTHERS EXCA\	
Address ✓ 19	Street * ✓ ODD LN
City * ✓ FEDIC	State * KY
Zip * ✓ 65101	
Excavator phone no * ✓ 555-555-5555	Ext ✓ 

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 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

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 Kentucky 811 member 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	Start date/time	Release date/time
— Job A - ticket 1/2	E 3RD ST	MURRAY ST	FRANKFORT	FRANKLIN	NORMAL	08/22/2022 9:00 AM	08/11/22 12:21 PM
District	Company	Utility type		Message			
0093	FRANKFORT PLANT BOARD			Ticket 322230003 has been completed.  Please check your email to see a copy of your ticket including the list of utilities notified.  Make sure all utilities have responded before beginning excavation.			
0139	AT&T DISTRIBUTION						
0211	FRANKFORT SEWER						
2623	COLUMBIA GAS						
Number of districts: 4							
— Job A - ticket 2/2	MURRAY ST	E 3RD ST	FRANKFORT	FRANKLIN	NORMAL	08/22/2022 9:00 AM	08/11/22 12:21 PM
District	Company	Facility types		Message			
0093	FRANKFORT PLANT BOARD			Ticket 322230002 has been completed.  Please check your email to see a copy of your ticket including the list of utilities notified.  Make sure all utilities have responded before beginning excavation.			
0139	AT&T DISTRIBUTION						
0211	FRANKFORT SEWER						
2623	COLUMBIA GAS						
Number of districts: 4							

This is the end of the Quick Start Guide.

\* If the locate request is sent to the call center for further review, you will not be presented with a list of utilities on this page.




# 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 screenshot displays the 'My Tickets' page in the ITICnxt system. At the top, there is a search bar for all tickets, currently set to 'KY'. A red warning banner states: 'WARNING: This is a test site. Tickets will not be released.' Below this, the 'My Tickets' section shows a summary: 'All released(18) Expiring/expired(40) Second notice(0) Unreleased(0) Violation reported(0)'. Search filters include 'Released between' (09/21/22 to 09/21/22) and 'Phone' (Numbers). A 'Create job ticket' button is visible in the top right. The main area contains a table of tickets with columns for Ticket #, Release date/time, Address/street, Cross Street, City, County, Start date/time, Type, and Type of work. The table lists 9 tickets, all with 'DUNNVILLE RD' as the address and 'FLOYD ROY RD' as the cross street. The ticket types include NORMAL, EMERGENCY, and DAMAGE. At the bottom, there is a pagination control showing 'Showing 1 to 9 of 9 entries' and 'Previous 1 Next'.


Ticket #	Release date/time	Address/street	Cross Street	City	County	Start date/time	Type	Type of work
322490226	09/21/22 04:49 pm	DUNNVILLE RD	FLOYD ROY RD	COLUMBIA	ADAIR	09/24/22 12:00 am	NORMAL	TESTING
322490224	09/21/22 12:48 pm	DUNNVILLE RD	FLOYD ROY RD	COLUMBIA	ADAIR	09/24/22 12:00 am	NORMAL	TESTING
322490220	09/21/22 10:47 am	DUNNVILLE RD	FLOYD ROY RD	COLUMBIA	ADAIR	09/24/22 12:00 am	NORMAL	TESTING
322490217	09/21/22 10:35 am	DUNNVILLE RD	FLOYD ROY RD	COLUMBIA	ADAIR	09/21/22 12:45 pm	EMERGENCY	TESTING
322490215	09/21/22 10:34 am	DUNNVILLE RD	FLOYD ROY RD	COLUMBIA	ADAIR	09/24/22 12:00 am	NORMAL	TESTING
322490210	09/21/22 10:31 am	DUNNVILLE RD	FLOYD ROY RD	COLUMBIA	ADAIR	10/06/22 12:00 am	DESIGN	TEST
322490209	09/21/22 10:31 am	DUNNVILLE RD	FLOYD ROY RD	COLUMBIA	ADAIR	09/24/22 12:00 am	NORMAL	TESTING
322490208	09/21/22 10:31 am	DUNNVILLE RD	FLOYD ROY RD	COLUMBIA	ADAIR	09/21/22 10:45 am	DAMAGE	TESTING
322490207	09/21/22 10:31 am	DUNNVILLE RD	FLOYD ROY RD	COLUMBIA	ADAIR	09/21/22 12:45 pm	EMERGENCY	TESTING

The  button provides access to the **My Tickets** menu, which contains the complete list of tickets filed through your account. This is also where you can Create a New Ticket. (See page 5 for more info.)


The  button provides access to the **Locator Tickets** menu, where you can find a complete list of the Locator Tickets you've received (if any). (See page 38 for more info.)

The  Reports button provides access to the **Reports** menu. (See page 53 for more info.)

The  Legacy application button provides access to the previous version of ITIC.

The  button will bring up your account settings – the **User Profile, Application Settings,** and **Job Profiles** menus can be accessed through here. You can also choose to **Log Out** from here.

The  button provides access to the **My Messages** page, where you will find any relevant communication from the call center.

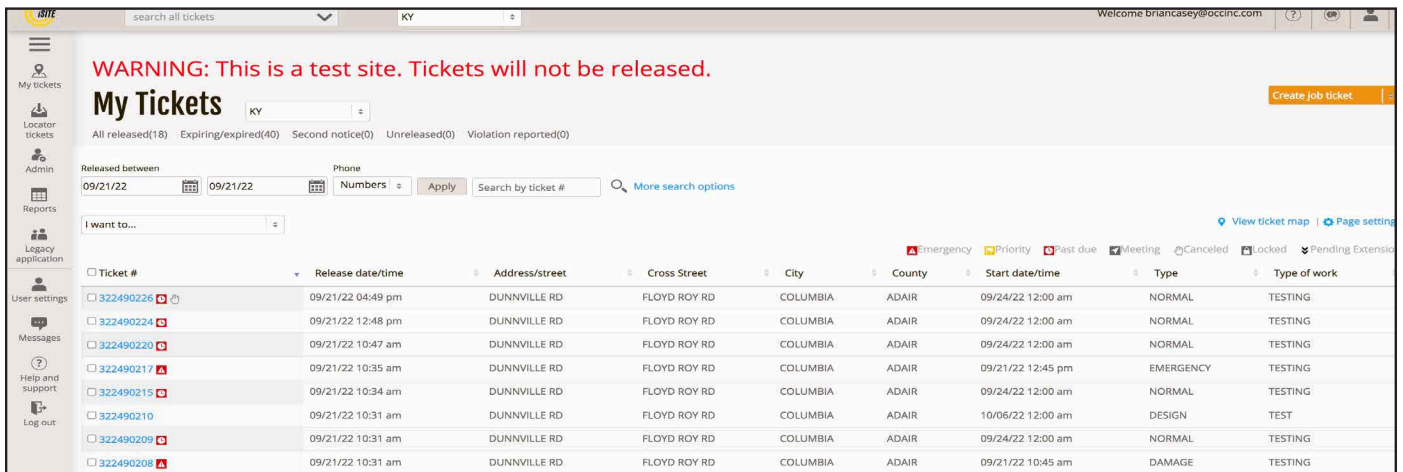
The  button will bring up the **Contact and Help Information** page, where you can find training materials, helpful links and other resources to assist you.

The  button will log you out of ITICnxt.

The  button provides access to Live Help Chat, allowing you to consult with a call center professional directly.

# My Tickets Menu

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



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

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

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

The  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.   ) to begin the process.

Access the  menu to begin filing a new locate request. (See page 5 for more info.)

# My Tickets

KY

Create job ticket

All released(11) Expiring/expired(40) No response(0) Unreleased(1) Violation reported(0)

Released between: 09/05/22 - 09/09/22 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

17 records found

Search place or address Locate by...

Map showing Lexington, KY area with various locations and ticket markers. Locations include University Club of Kentucky, Two Brothers Garden Center, Masterson Station Park, Locust Trace Agriscience Center, Donamire Farm, The Thoroughbred Center, Lexington Country Club, Ramada by Wyndham Lexington North Hotel, Walmart Supercenter, The Academies of Bryan Station, Buds Gun Shop & Range KY, Sam's Club, Walmart Supercenter, Winchester Rd, Greenbrier Golf & Country, Macedonia Christian Church, Lexington B. Grass Army Club, Hisle Farm Park, The Home Depot, The Campbell House Lexington, Curio..., Red Mile, Mary Todd Lincoln House, McConnell Springs, The Lexington Cemetery, Saddle Club, Keeneland Track Kitchen, Blue Grass Airport, University of Kentucky, Lexington Manor, Ashland, Henry Clay State, and The Home Depot. Ticket markers are shown in red and green.

✓ Create job ticket

Normal ticket

Design ticket

Preliminary design

A screenshot of a menu with four options: 'Create job ticket', 'Normal ticket', 'Design ticket', and 'Preliminary design'. The 'Normal ticket' option is highlighted in blue, and a hand cursor is pointing at it.

# User Settings

## User Profile Menu

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

### Settings & Preferences

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

---

#### User profile

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

---

#### Personal information

Full name	EDDIE DEAN
Phone	5555555555
Email	briancasey@occinc.com

---

#### Company information

Company name	TOREN BROTHERS EXCAVATING
Address	19 ODD LN
City	FEDIC
State	KY
Zip code	65101
Phone	5555555555
Fax	

# Application Settings Menu

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

## Settings & Preferences

User profile Application settings Job profiles Quick notes

### 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

KY ▾

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

KY ▾

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

10 ▾

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

Show ▾

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

Do not show ▾

**Save**

## Job Profiles

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

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

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

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

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

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

### Settings & Preferences

User profile Application settings Job profiles Quick notes

Job profiles [Create job profile](#) KY

Search by profile name

#### LANDSCAPING

On-site name	JAKE CHAMBERS
On-site phone	5555554444
Type of work	LANDSCAPING
Work done for	
Additional email recipients	FRONTDESK@TORENBROS.COM
Explosives	N
Area marked	
Depth (ft)	

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

### Settings & Preferences

User profile Application settings Job profiles Quick notes

Job profile name

On-site name

On-site phone

Type of work

Work done for

Additional email recipient(s)

Explosives  Area marked

Depth (ft)

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

**Job description !** ⊖

Job profile Create/edit profiles

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

Work to begin time\*

Expire date/time  
10/19/2022 11:59 PM

On-site name\*  On-site phone\*

Type of work\*

You must enter the type of work

Work done for\*

You must enter whom the work is being done for

Depth (ft)\*  Explosives\*

You must enter a depth of 0 to 9999 Explosives must be yes, no or unknown

Area marked\*  Job number

Area marked must be yes, no, or unknown

Additional email recipient(s)

**Job description !** ⊖

Job profile Create/edit profiles

NEW HOME

Work to begin date\*  Work to begin time\*

Expire date/time  
10/19/2022 11:59 PM

On-site name\*  On-site phone\*

Type of work\*  
EXCAVATE FOUNDATION FOR NEW HOME CONSTRUCTIC

Work done for\*

You must enter whom the work is being done for

Depth (ft)\*  Explosives\*

You must enter a depth of 0 to 9999

Area marked\*  Job number

Area marked must be yes, no, or unknown

Additional email recipient(s)  
FRONTDESK@TORENBROS.COM

**Manage job profiles** ✕

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

[+ Create job profile](#)

Job profile name	Action
LANDSCAPING	
LAST TICKET	
NEW HOME	

Showing 1 to 3 of 3 entries  
[Previous](#) [Next](#)

Job profile name

On-site name

On-site phone

Type of work

Work done for

Additional email recipient(s)

Explosives

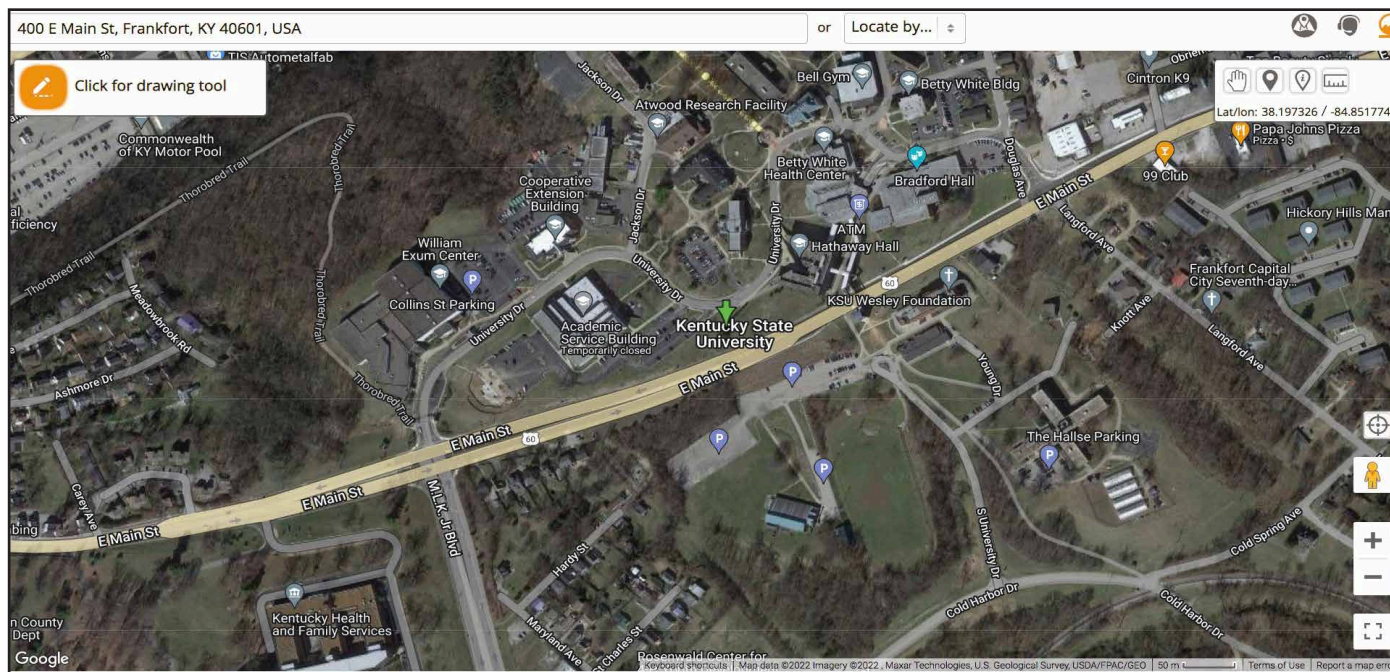
Area marked  Depth (ft)



# Advanced Mapping

## The Map

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



## Starting Address Location

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

## Advanced/Alternate Search

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

## Map View Buttons

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

## Tool Box

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

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

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

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

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

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

## Drawing Tool Menu

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

## Google Street View (“Pegman”)

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

## Zoom In/Out

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

## Full Screen Mode

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

## Advanced Search

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

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

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

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

### Advanced Street Search

State:

County/Parish:

City/Place:

Addr:

Street:

Cross Street:

### Coordinate Search

Decimal Lat/Lon  DMS Lat/Lon  GPS  SPCS  UTM

Latitude:

Longitude:

NAD 27  NAD 83

### Ticket Search

State:

Ticket Number:

## Radius Excavation Tool

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

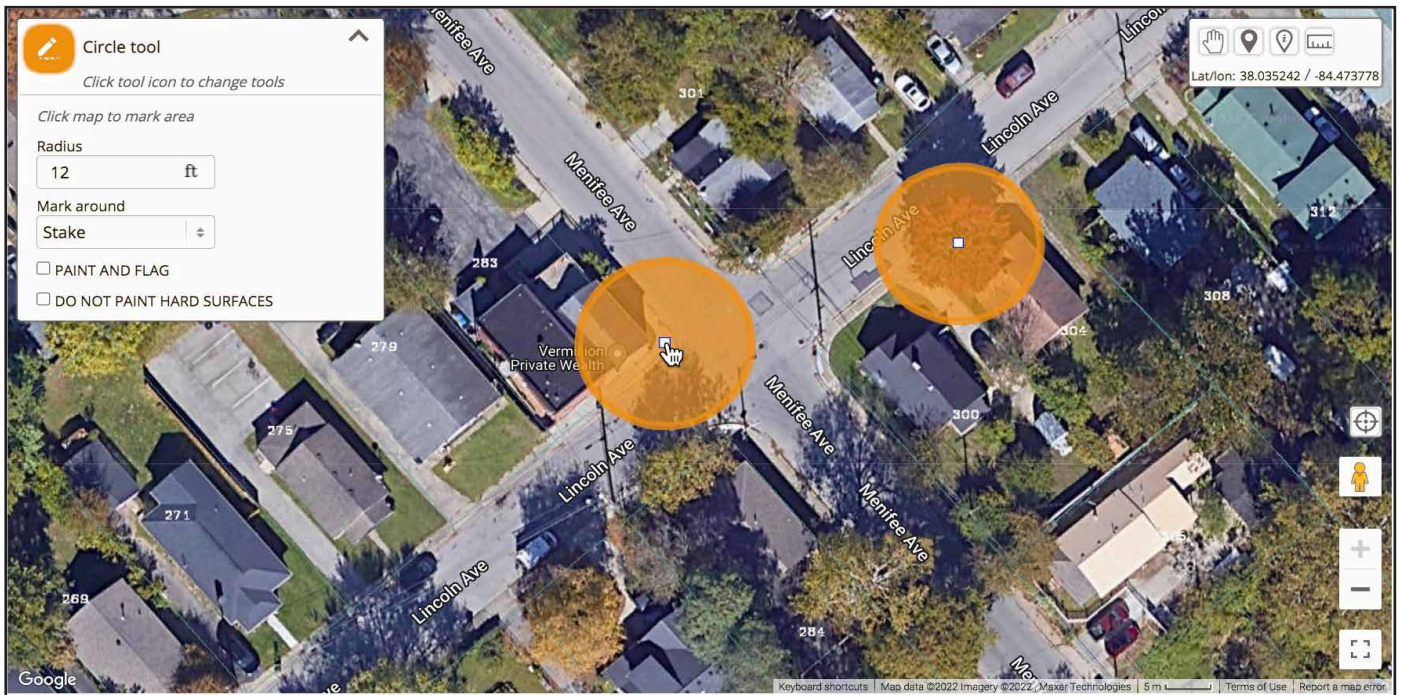
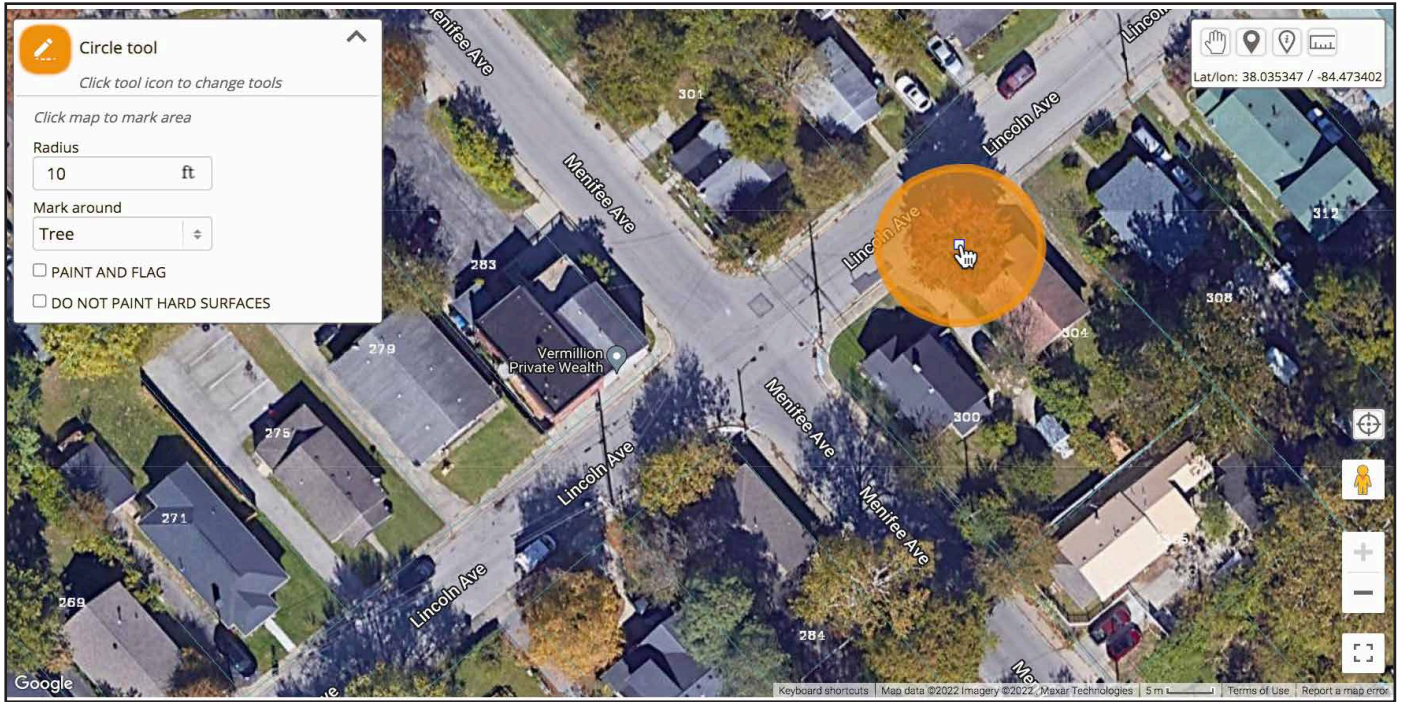
First, access the Drawing Tools menu and choose the **Radius Excavation** tool.

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

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

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

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



# Route Excavation Tool

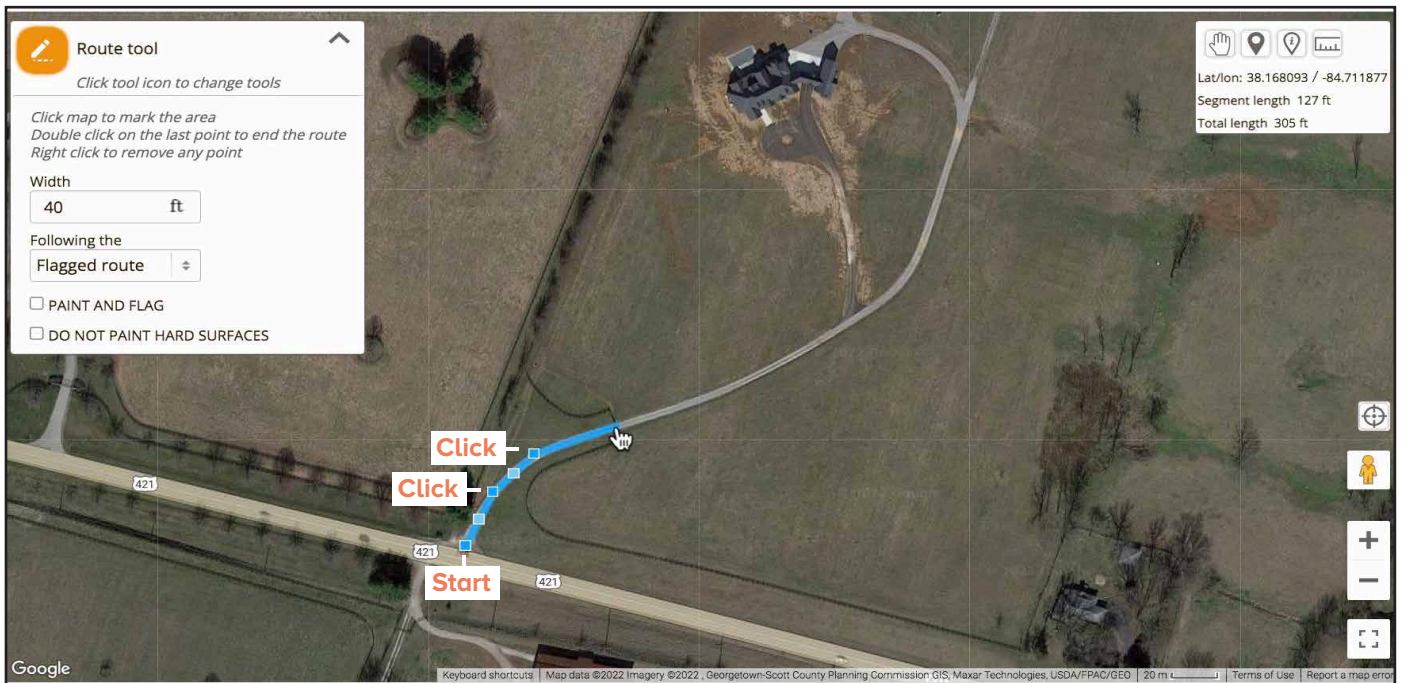
The Route tool allows users to create long, narrow excavation entities. The Route tool is an excellent choice for defining an excavation area when trenching, performing road repair/ replacement, or any other type of work involving a long, narrow excavation area. You can create as many route entities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

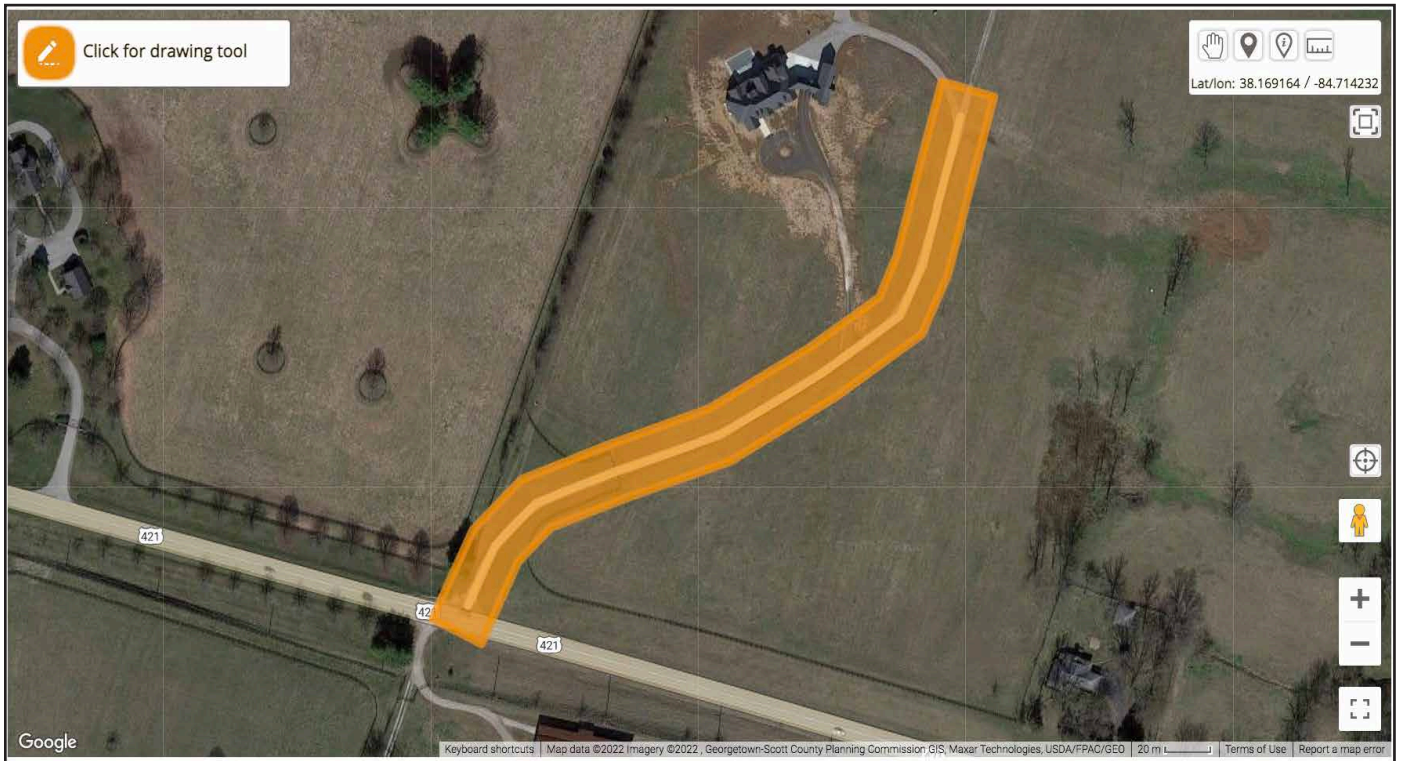
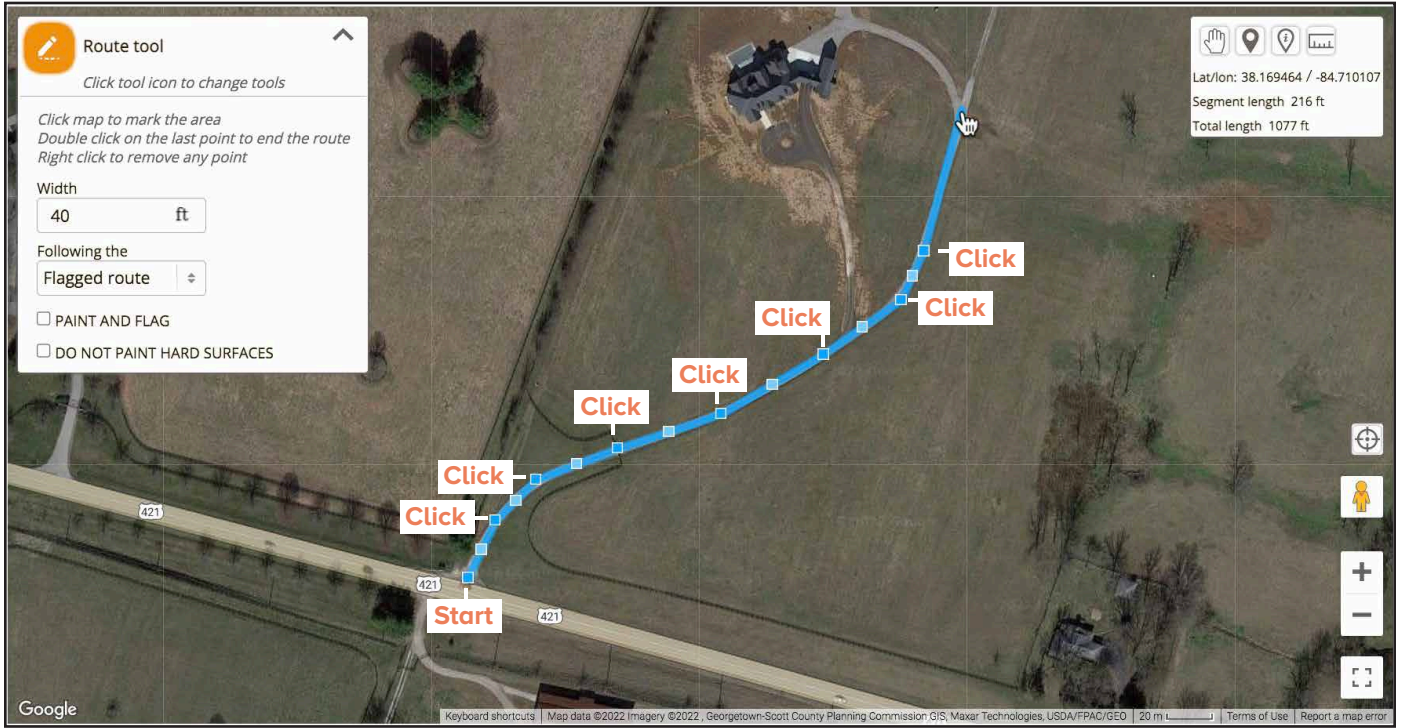
First, access the Drawing Tools menu and choose the **Route Excavation** tool.

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

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

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





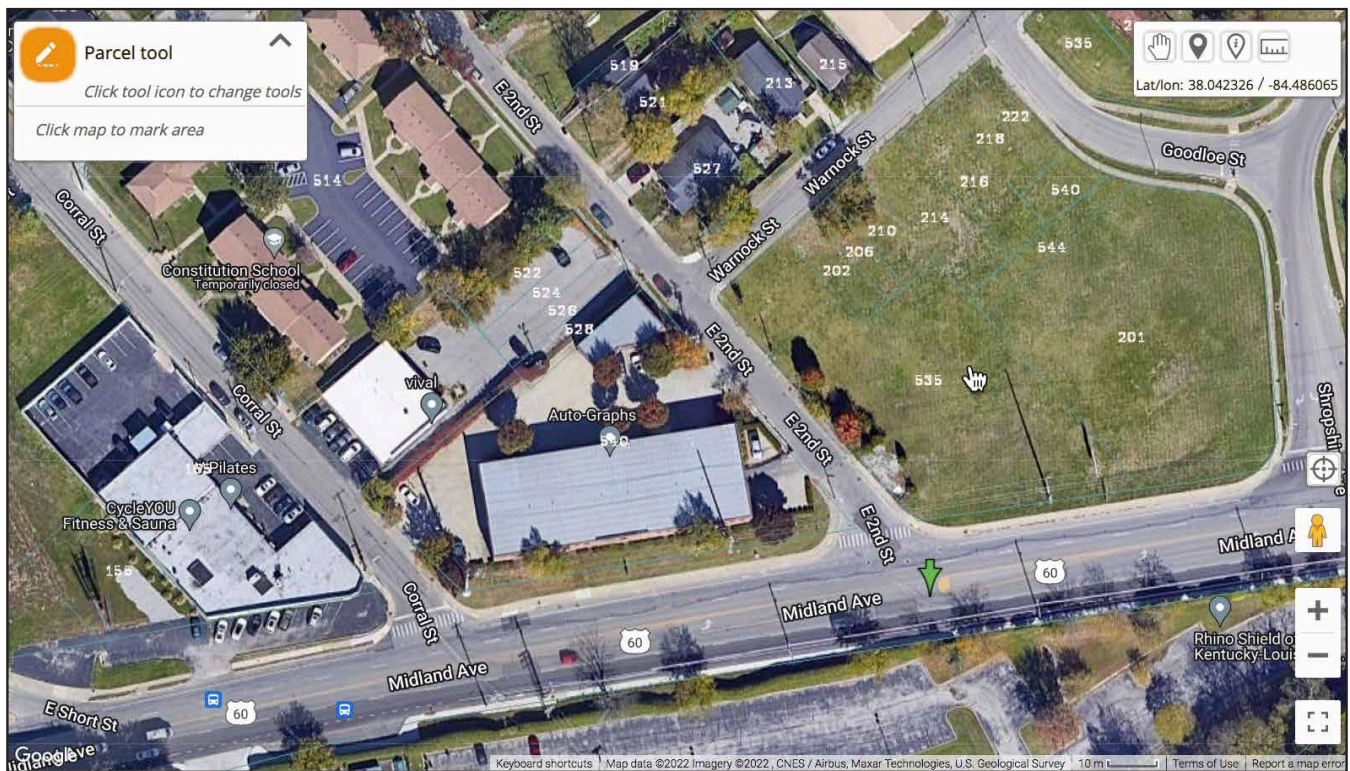
# Property Excavation Tool

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

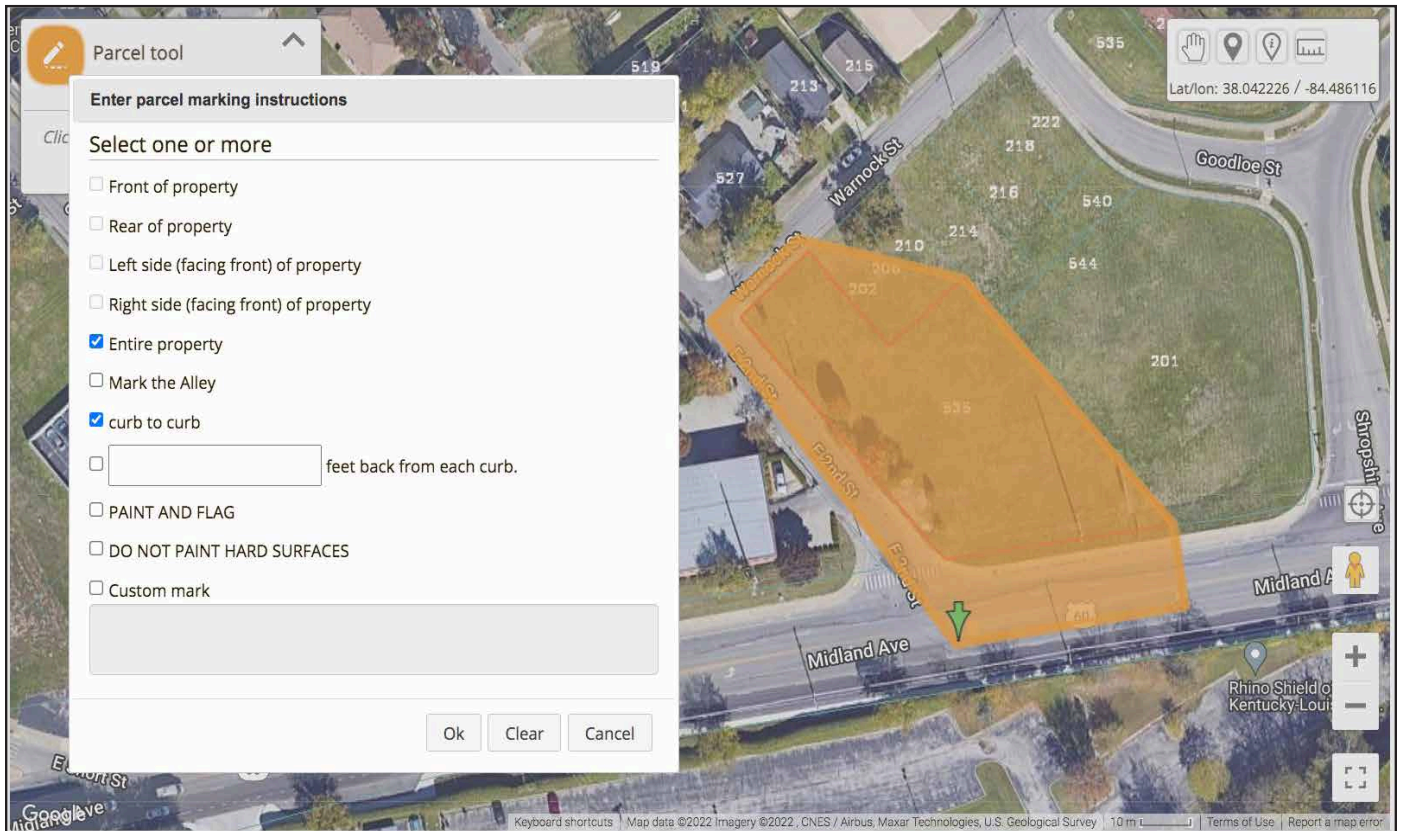
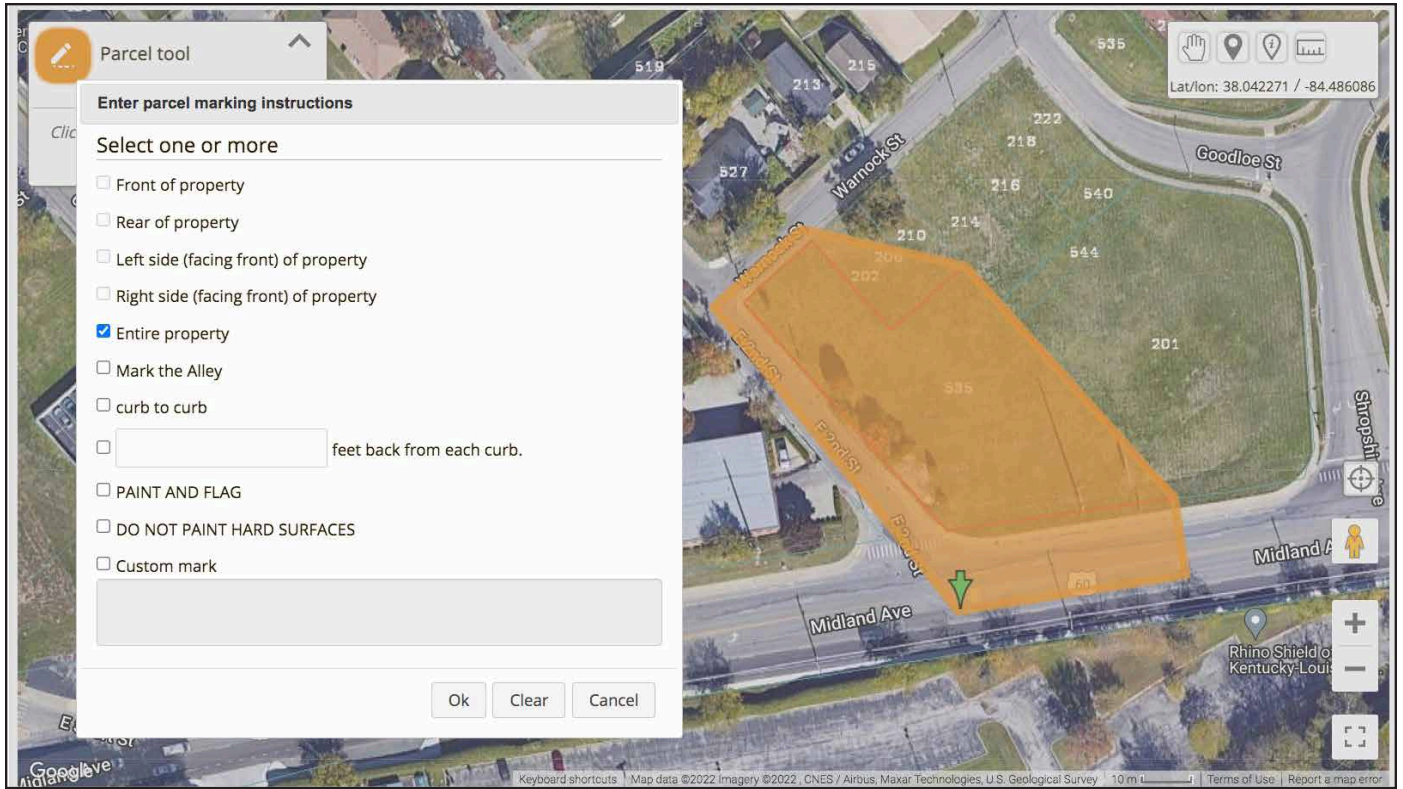
First, access the Drawing Tools menu and choose the **Property Excavation** tool.

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

If you are working in the street or across the street from the address, 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

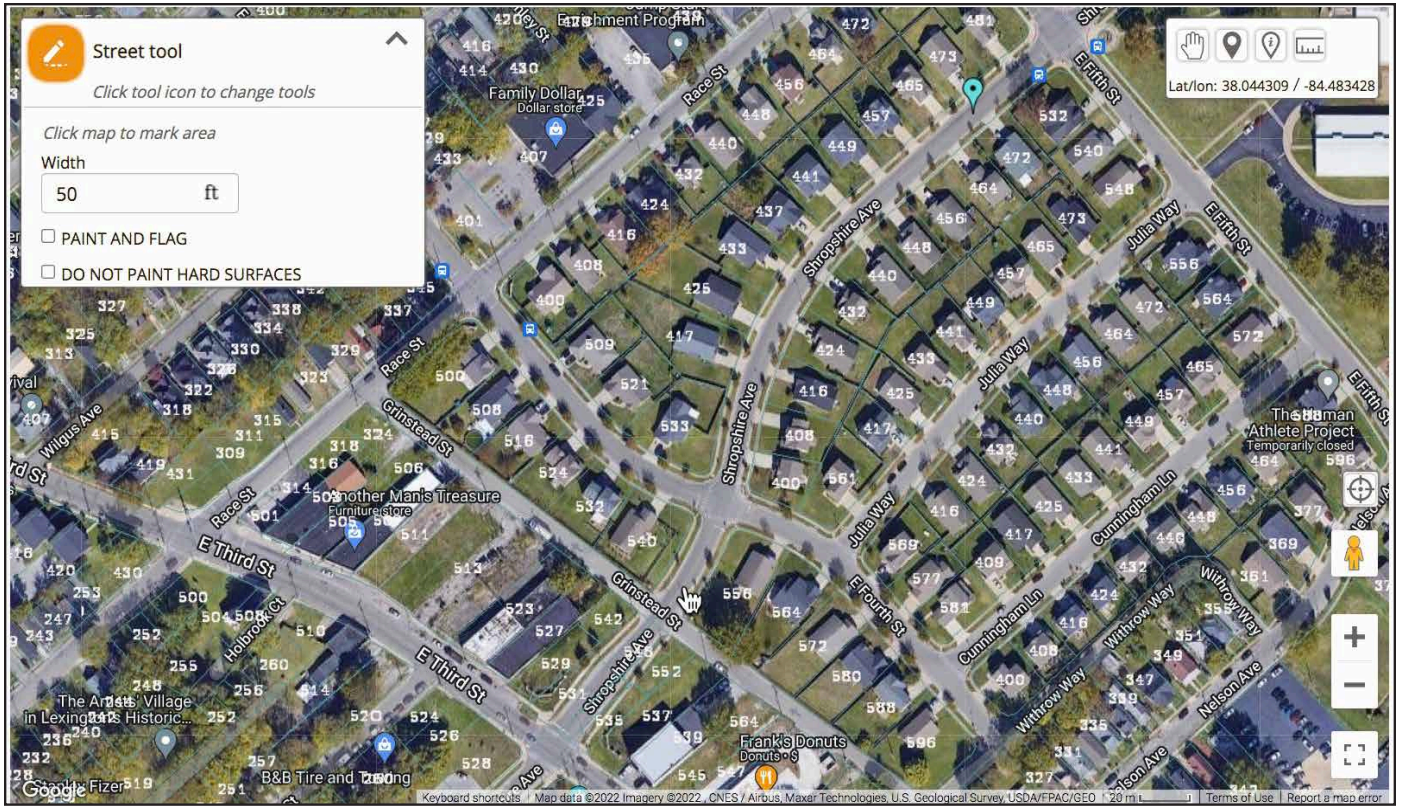
The Street Excavation tool allows users to create excavation entities based on roads and highways. You can create as many Street entities as needed.

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 Tool

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

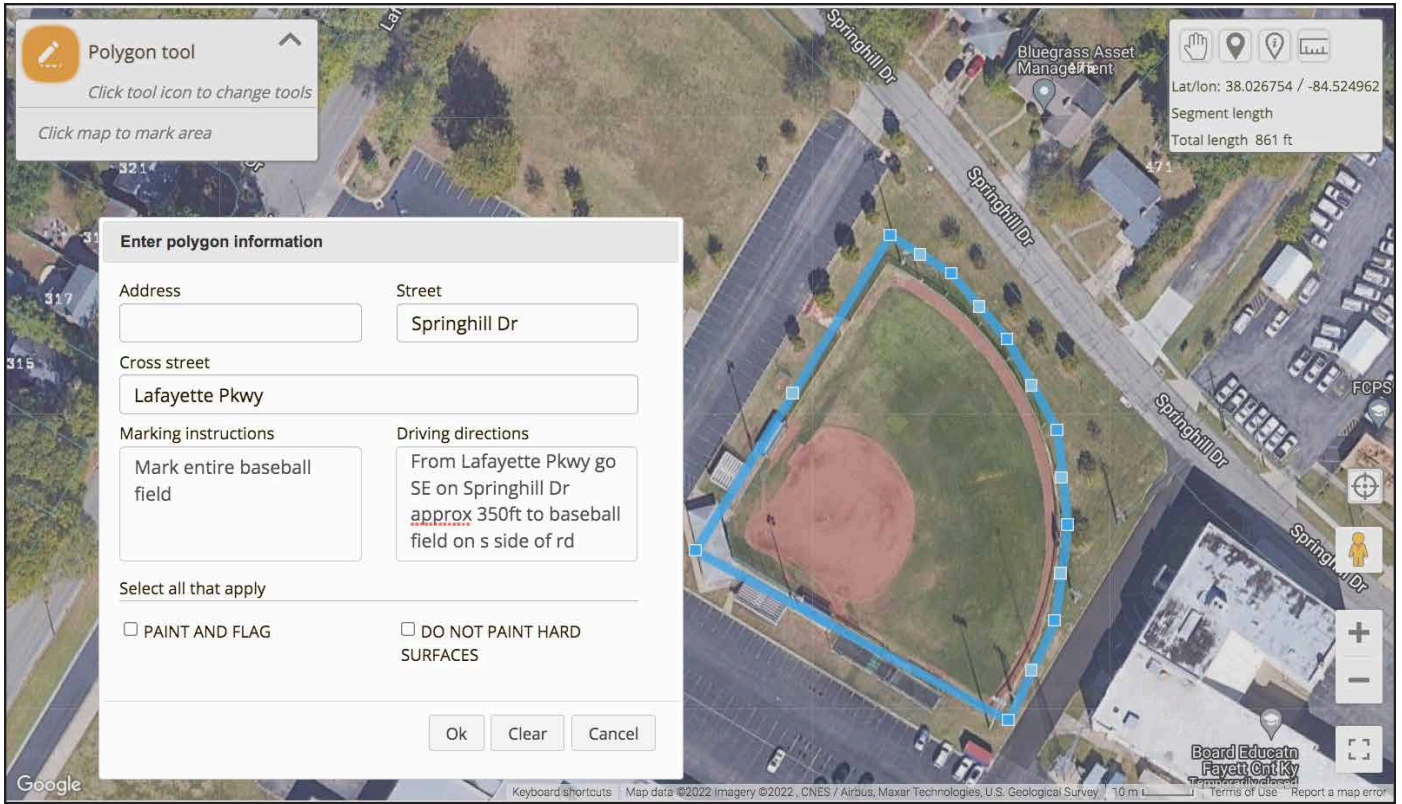
First, access the **Drawing Tools** menu and choose the **Other** tool. After reading and dismissing the pop-up message, begin by making a single click on the map where you would like to set your first point.

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

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

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

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

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

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

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

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

The  menu allows you to **Status**, **Assign**, **Print**, or **Email** multiple tickets simultaneously.

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

The screenshot shows the iSITE Locator Tickets portal. At the top, there is a search bar with "search all tickets" and a dropdown menu, and a "KY" dropdown. The user is logged in as "Welcome ky-testing". The main heading is "Locator Tickets" with a notification for "13 unviewed emergency tickets". Below this, there are filters for "Released between" (09/20/22 to 09/20/22), "District" (Districts), and "Filter by" (All Tickets in Production). There is an "Apply" button and a link to "More search options". Below the filters, there is a "I Want To..." dropdown menu and links for "View ticket map", "Print all tickets", and "Page settings". The main content area shows "1 records found" and a table of tickets. The table has columns for Ticket #, Header, Orig Call, Begin, Street, City, County, State, District, Locator, and Status. One ticket is listed with Ticket # 322490139, Header NORMAL, Orig Call 2022/09/20 10:54 pm, Begin 2022/09/23 12:00 am, Street DUNNVILLE RD, City COLUMBIA, County ADAIR, State KY, District TESTBM, and Status No Conflict. At the bottom, there is a "Show 10 entries" dropdown and a pagination control showing "Showing 1 to 1 of 1 entries" with "Previous", "1", and "Next" buttons.

Ticket #	Header	Orig Call	Begin	Street	City	County	State	District	Locator	Status
<input type="checkbox"/> 322490139	NORMAL	2022/09/20 10:54 pm	2022/09/23 12:00 am	DUNNVILLE RD	COLUMBIA	ADAIR	KY	TESTBM		No Conflict

# Ticket# 322490139

[Return to ticket list](#)

Status: No Conflict

Locator: Not Assigned



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

[Expand map](#)  
[Hide district polygons](#)

## Ticket information

Ticket no 322490139  
Request date 09/20/22 10:54 pm  
Start date 09/23/22 12:00 am  
Expiration date 10/11/22 11:59 pm  
Type NORMAL  
CALL  
Past work start Y  
Locked N  
Past due time Y

## Excavator information

Excavator name ONE CALL CONCEPTS  
Address 123 TEST TEST  
TEST TEST, KY 12345  
Company phone 573-636-1550  
Requested by KENTUCKY TESTER  
Phone 573-636-1550  
On-site name CATHERINE ADAMS  
On-site phone 000-000-0000  
Contact email [kyitic@occinc.com](mailto:kyitic@occinc.com)

## Excavation information

Type of work TESTING  
Work done for TEST  
Explosives N  
Area marked Y  
Depth (ft) 6  
Job name/number

## Location information

State KY  
County ADAIR  
City COLUMBIA  
Address  
Street DUNNVILLE RD  
Nearest intersecting street FLOYD ROY RD  
Location of work FROM THE CENTERLINE OF FLOYD ROY RD AND DUNNVILLE ...  
[Show more](#)  
Comments CORRECTION: ASDGSDG  
Map Coord  
NW Lat 37.1935043  
Lon -85.0885799  
SE Lat 37.1931209  
Lon -85.0880987

Search place or address  [Locate by...](#)

Lat/lon: 37.192611 / -85.087401

Google Keyboard shortcuts Map data ©2022 10 m Terms of Use Report a map error

Legend: ● Locate polygon  
■ Facility Operator polygon

## Ticket history

Date	Type	District	Display	Locator	User
09/21/22 12:37:53 pm	Ticket Check Response Added	TESTBM OCC TEST	No Conflict		ky-testing
09/20/22 10:57:55 pm	Ticket Correction				System
09/20/22 05:30:37 pm	Ticket Created				System
09/20/22 05:30:37 pm	Ticket Check Response Added	TESTBM OCC TEST	Not yet responded		System

Showing 1 to 4 of 4 entries

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

## Members notified

### Status history

District	Utility name	Utility types	Status
TESTBM	OCC TEST	TEST	No Conflict

Showing 1 to 1 of 1 entries

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



## Change Status/Locator Menu

The change status/locator menu is your primary avenue for implementing actions to locator tickets. From this menu you may assign a ticket status, assign a locator to respond to the ticket, and add internal/external notes to the ticket.

### District Code

Displays the utility current district code you are working with.

### Status Drop-Down Menu

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

### Status Comments

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

### Add Internal Notes

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

### Update Assigned Locator

Use the drop-down menu to select a locator to respond to the ticket. (See page 43 for information on creating locator IDs for your account.)

### Update Internal Status

Use this drop-down menu to **Close** or **Open** the ticket.

### Add Custom Responses

This area is reserved for any custom responses you have created for your account. (See page 51 for more info.)

## Save and...

Use this menu to implement the changes you have made to the locator ticket.

- **Save and Return** will save changes and return you to the ticket list.
- **Save and Stay on Page** will save changes and remain on the current ticket.
- **Save and Go to Next Ticket** will save changes and display the next ticket on your ticket list.

**ALERT!: Save your work!** If you do not choose an option from the “Save and...” menu, any changes you make to the current ticket will be lost.

### Update Public Status for TESTBM

Status

Status comments (250 character limit)

### Add internal notes

Comments (internal)

Cancel Save and... | ▾


### Update assigned locator

Locator


### Update internal status

Open / Close

# Admin Menu


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


## iSite Users Menu

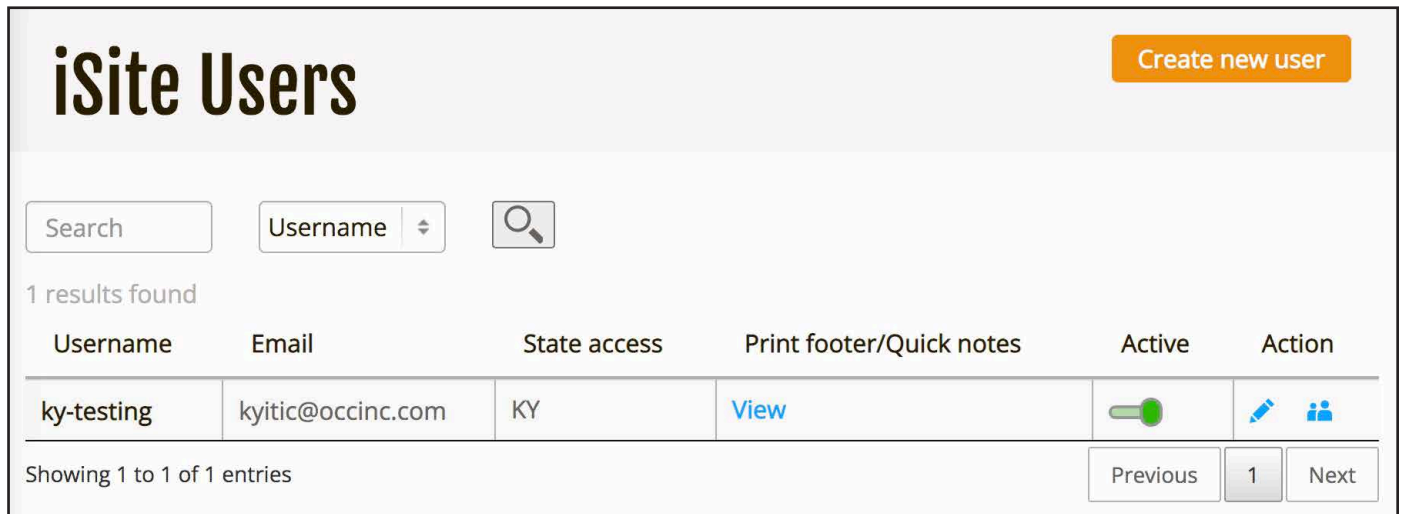
The iSite Users menu allows an administrator to create and manage additional iSite Login IDs for other users. Click the  button to create a new user account.

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

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

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



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



**iSite Users** [Create new user](#)

Search  Username

1 results found

Username	Email	State access	Print footer/Quick notes	Active	Action
ky-testing	kyitic@occinc.com	KY	<a href="#">View</a>	<input checked="" type="checkbox"/>	 

Showing 1 to 1 of 1 entries

# Locators Menu

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

## Locators

Locators(2) Polygon auto-assignments(0) Rule based auto-assignments(0)

Creating locators lets your company assign a user to locate tickets. Locators can be automatically assigned to tickets by geographic area (polygon), or by identifying specific tickets (text rules). Create new locator

Search  Locator coc

Locator code	Locator name	Assigned to	Date updated	Active	Action
Sean	Sean C	Sean-Cassidy	09/29/22 08:14 am	<input checked="" type="checkbox"/>	
lctr1	Locator 1		09/28/22 05:31 pm	<input checked="" type="checkbox"/>	

Showing 1 to 2 of 2 entries Previous 1 Next


# Polygon Auto-Assignments

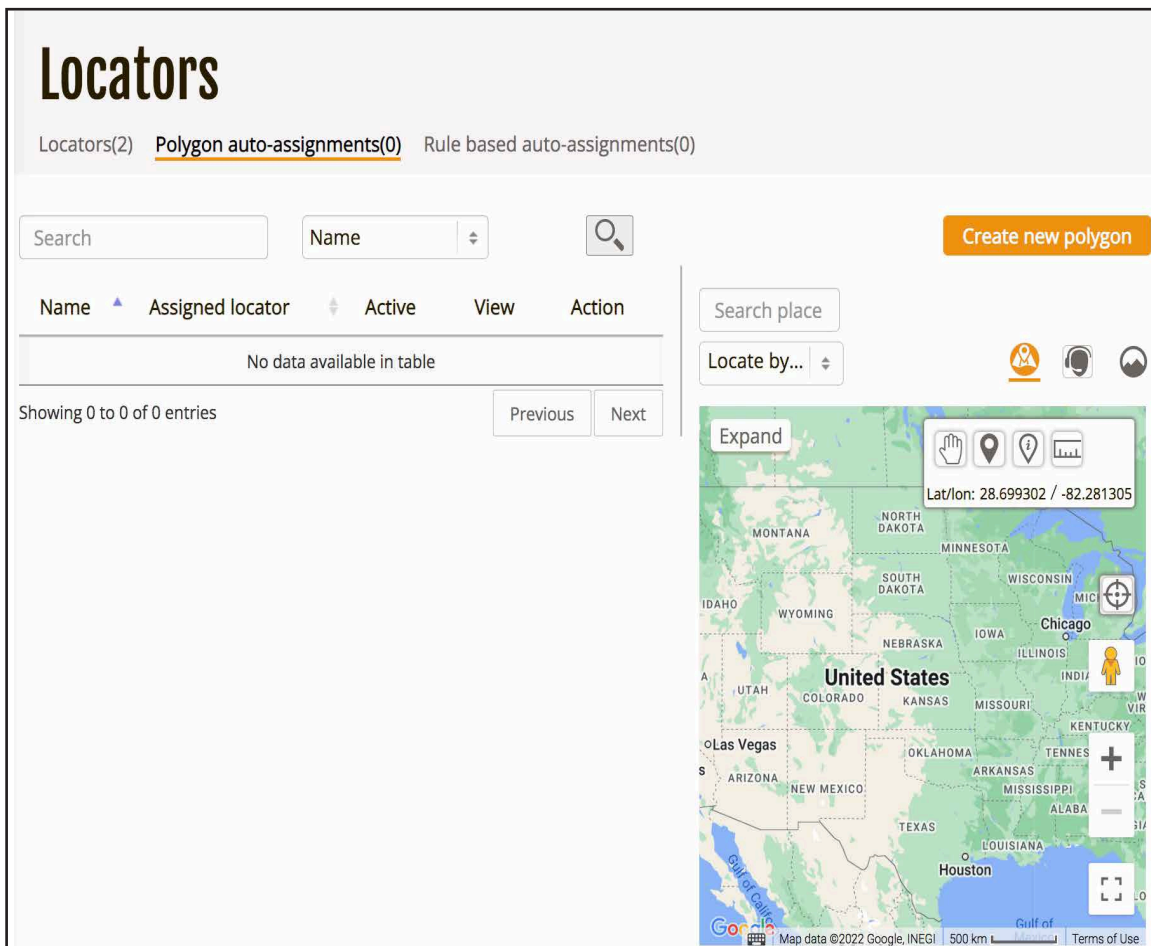
Polygon Auto-Assignments give administrators the ability to automatically assign locate tickets to locators based on the physical location of the work area.

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\*  
Georgetown

Assigned locator\*  
Sean C

Search place or address

Locate by...

Lat/lon: 38.300359 / -84.733082

Legend: ■ Auto Assignment area  
■ Facility Operator polygon

# Edit Polygon Assignment

Cancel Save

## Assignment information

Assignment name\*  
Georgetown

Assigned locator\*  
Sean C

Active

### District access

District  
Please select Add

District	District name	Active
No data available in table		

Showing 0 to 0 of 0 entries

Previous Next

Search place or address

Locate by...

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.

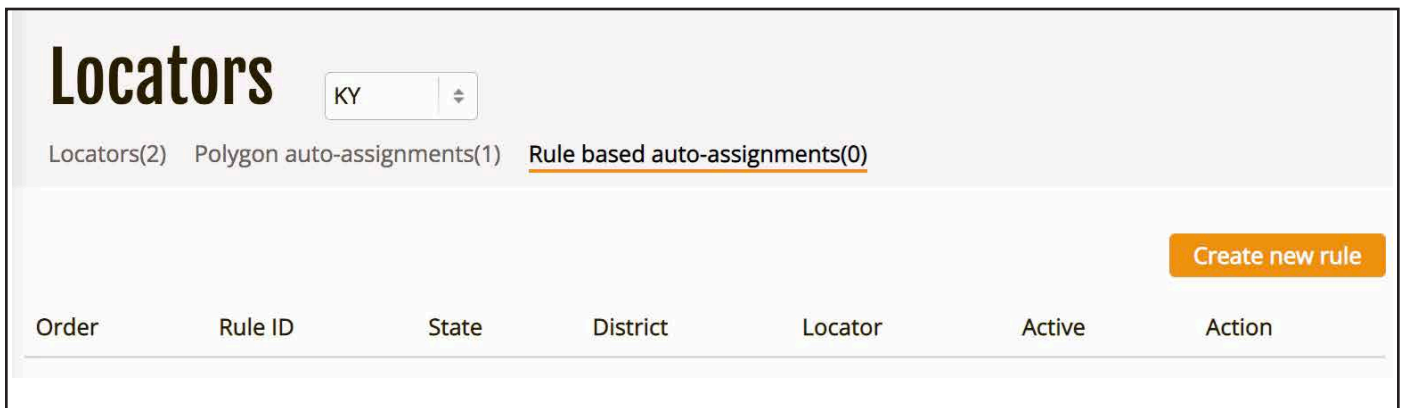
Priority determines the auto-assignments order of operation (if more than one auto-assignment is applicable to a given ticket).

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.



The screenshot shows the 'Locators' interface. At the top left, the word 'Locators' is displayed in a large, bold font. To its right is a dropdown menu showing 'KY'. Below this, there are three tabs: 'Locators(2)', 'Polygon auto-assignments(1)', and 'Rule based auto-assignments(0)'. The 'Rule based auto-assignments(0)' tab is currently selected and underlined. In the top right corner of the interface, there is an orange button labeled 'Create new rule'. Below the tabs is a table with the following columns: 'Order', 'Rule ID', 'State', 'District', 'Locator', 'Active', and 'Action'. The table is currently empty.

### Add a new rule ✕

Priority

District

Locator

## Locators KY

Locators(2) Polygon auto-assignments(1) Rule based auto-assignments(1)

[Create new rule](#)

Order	Rule ID	State	District	Locator	Active	Action
1	209737101	KY	TESTBM	Sean C	<input checked="" type="checkbox"/>	

Field	Match	Value
<input type="text" value="Explosives"/>	<input type="text" value="Contains"/>	<input type="text" value="Y"/>



## Locator Ticket Alerts

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

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

### District

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

### Alert Name

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

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

### Start Time and End Time\*

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

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

### Day(s) of Week:

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

### Headers

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

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

# Locator Ticket Alerts

Create new alert

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

View by state

KY

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

No data available in table

Showing 0 to 0 of 0 entries

Previous

Next

# Add Ticket Alert

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

\* Indicates required field

State/District\*

Alert name\*

Email

SMS provider

Start time

24 hour alert

Days of the week\*  
 All  Sun  Mon  Tue  
 Wed  Thu  Fri  Sat


Ticket headers

DAMAGE  DESIGN  EMERGENCY  FIBER TO THE PREMISE  
 IN PROGRESS  NORMAL  ON-SITE EXPOSED FACILITY  PRELIMINARY DESIGN

**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	KY	TESTBM		5555555555	17:00:00	23:59:59	Mon, Tue, Wed, Thu, Fri	<input checked="" type="checkbox"/>
Weekday Emergency B	KY	TESTBM		5555555555	00:00:00	07:59:59	Mon, Tue, Wed, Thu, Fri	<input checked="" type="checkbox"/>

## 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  button to save your changes.

# Custom Responses

Create new response set

View by state

KY

View by district

All districts

State

District Code

Number of responses

Date updated

Updated by

Action

No data available in table

Showing 0 to 0 of 0 entries

Previous

Next

## Add Custom Responses

Cancel

Save

\* Indicates required field

State/District\*

KY - TESTBM

Order

1

Question text

Worksite Accessible?

Field type

Yes/No

Required Active



View inactive custom responses

Cancel

Save

# Reports

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

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

Showing 1 to 10 of 15 entries

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# Quick Notes Menu

The **Quick Notes** feature allows you to create quick note buttons, which in turn allow you to enter commonly used notes in the Notes section of a ticket with a single click.

To create a Quick Note choose an empty quick note slot and fill out the appropriate fields.

## Order

The Order field will determine what order the quick notes button(s) appear on the ticket interface.

## Button Name

The Button Name field will determine the name of the button as it appears on the ticket interface.

## Button Notes

The Button Notes field will determine what information is added in the **Notes** section of the ticket when the quick note button is clicked.

When you are ready, click **Save** to save your changes.

### Quick notes

Quick notes are shortcuts that display in the notes area on the ticket detail screen. Create quick notes if the same message is often entered when statusing tickets.

#### Public notes

Order	Button name	Button note
<input type="text" value="1"/>	<input type="text" value="Dog in Yard"/>	<input type="text" value="Dog in Yard - make conta"/>
<input type="text" value="2"/>	<input type="text" value="Secure Site"/>	<input type="text" value="Secure Site - Check in w/"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>

