ONE CALL CONCEPTS

ITICnxt Manual

ITIC nxt

MISS UTILITY

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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: ITIC nxt presents you with completed tickets for your review.

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

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

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

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

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://md.iticnxt.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.

Landing Page

To get started click the **My Tickets** button. Use the state drop-down menu to select MD.
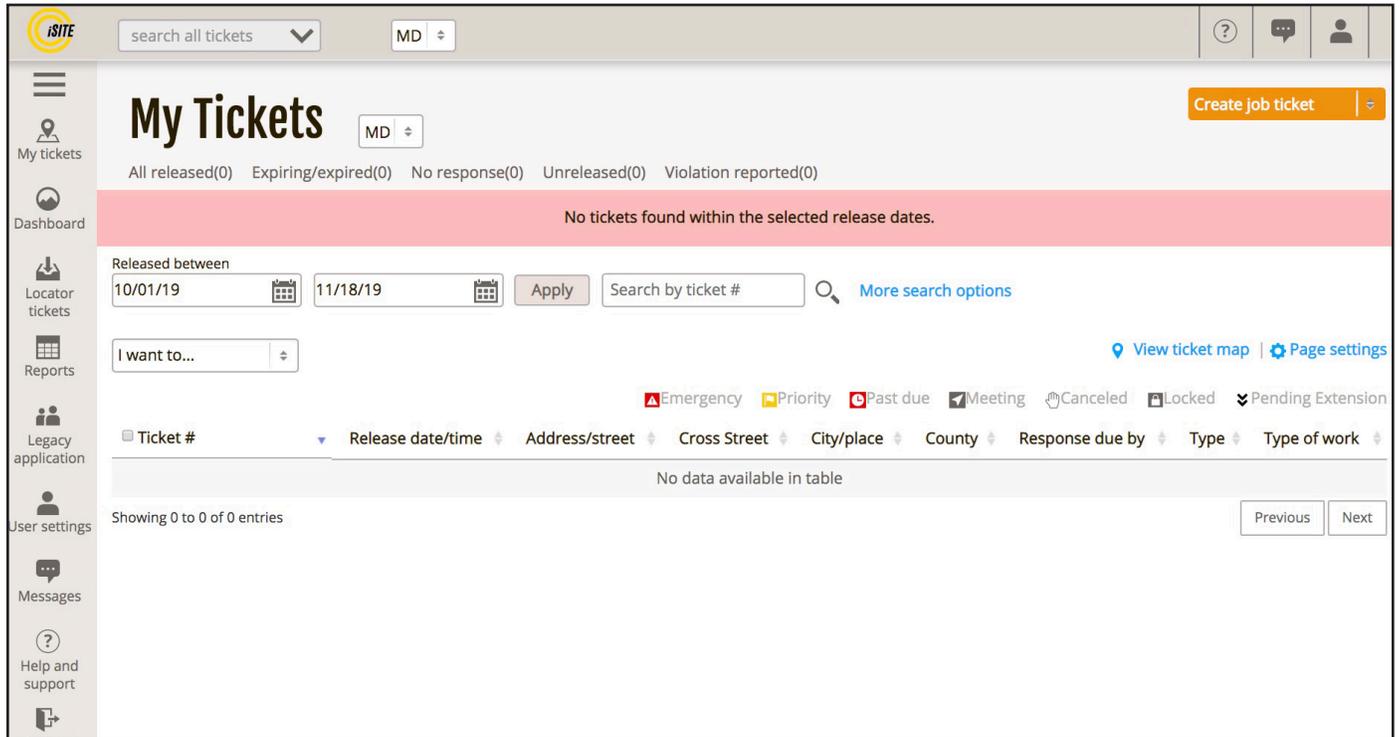
Click the **Create Job Ticket** menu and select **Normal Ticket.**
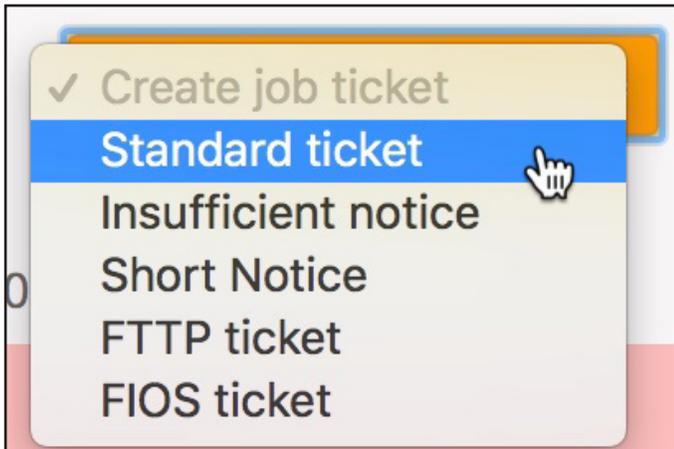
The **My Tickets** module contains a database of all tickets you have filed with your account.

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 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. (If your initial search does not find your worksite you can perform an advanced search – see page 42 for more details.)


Once you have found the correct location, select a drawing tool from the **Drawing Tool** menu*. (See page 46 for a more detailed look at **Drawing Tools**.)
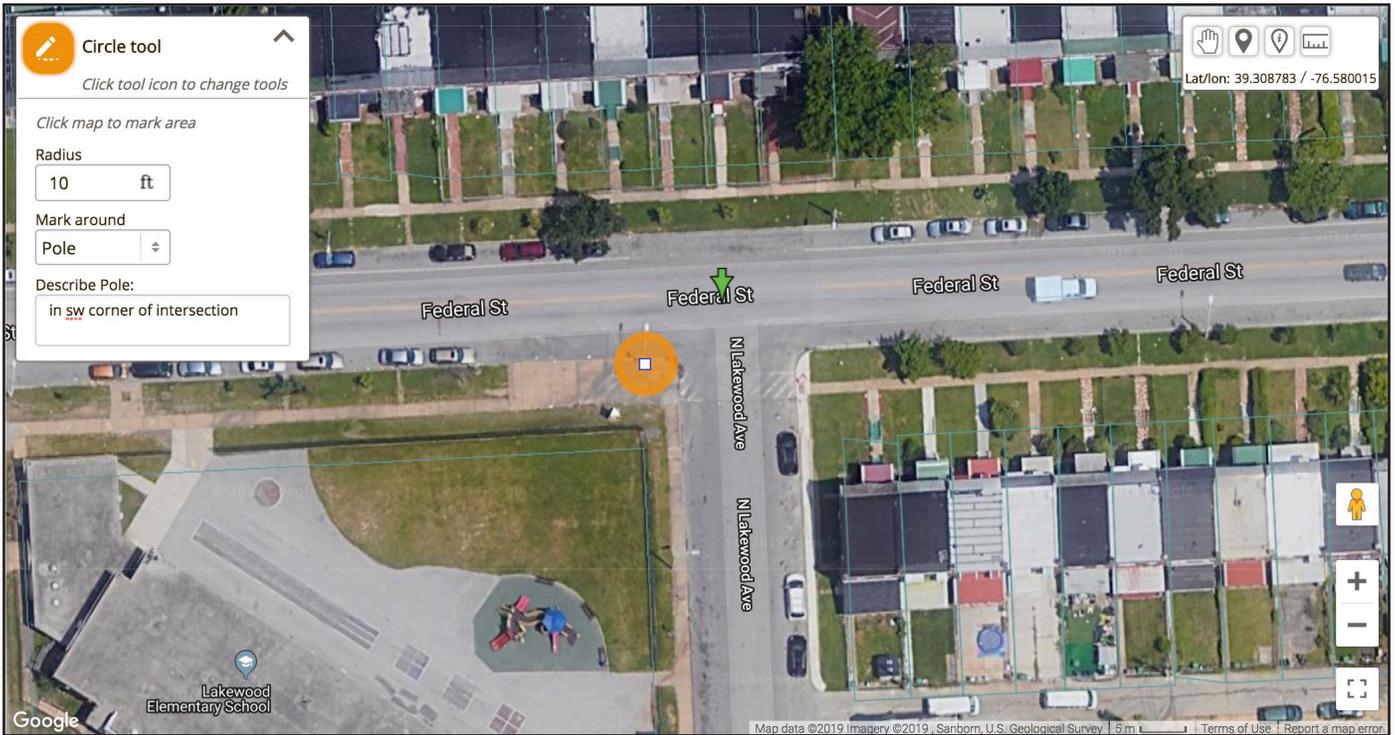
When you select a drawing tool you will be prompted to enter information about the worksite you intend to map out. The required information will vary depending on which tool you choose. Be as accurate as possible.

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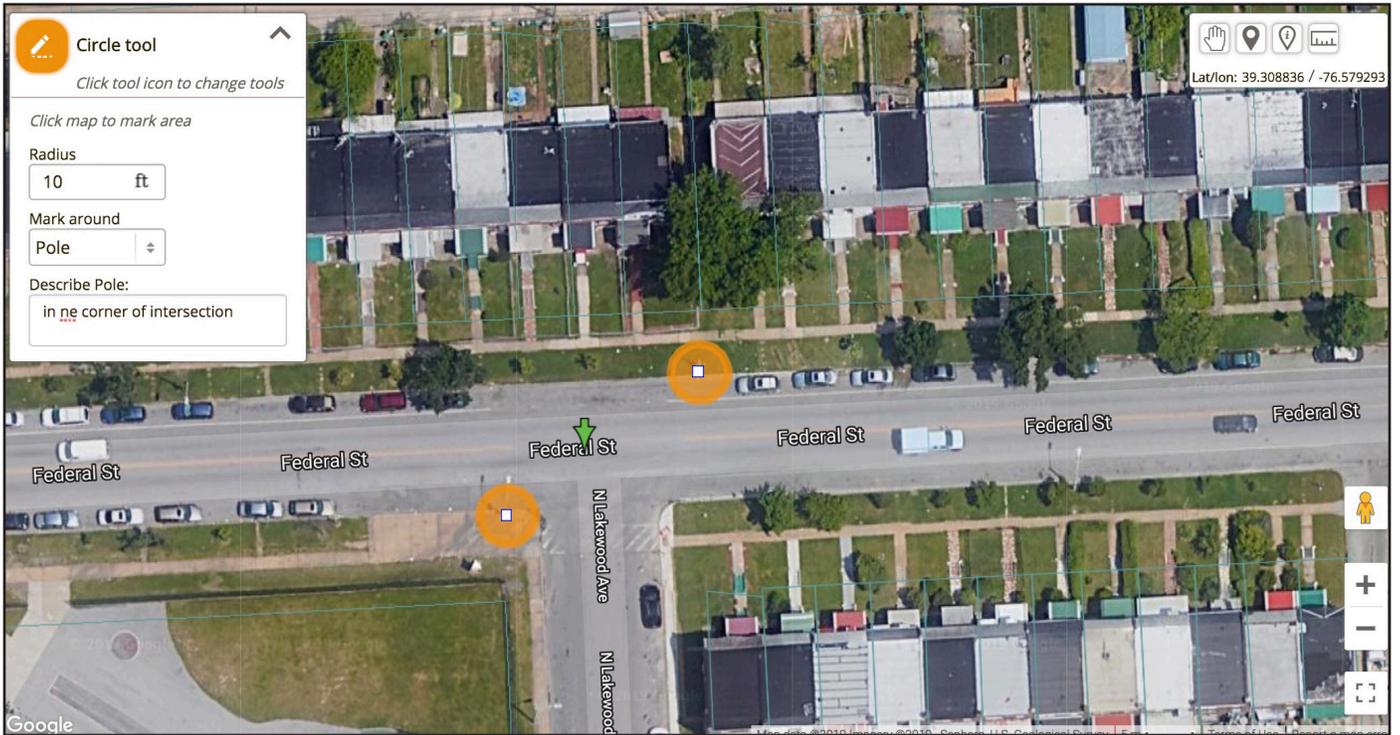
You can continue placing excavation entities on the map. Make sure to update the excavation entity's information if necessary.
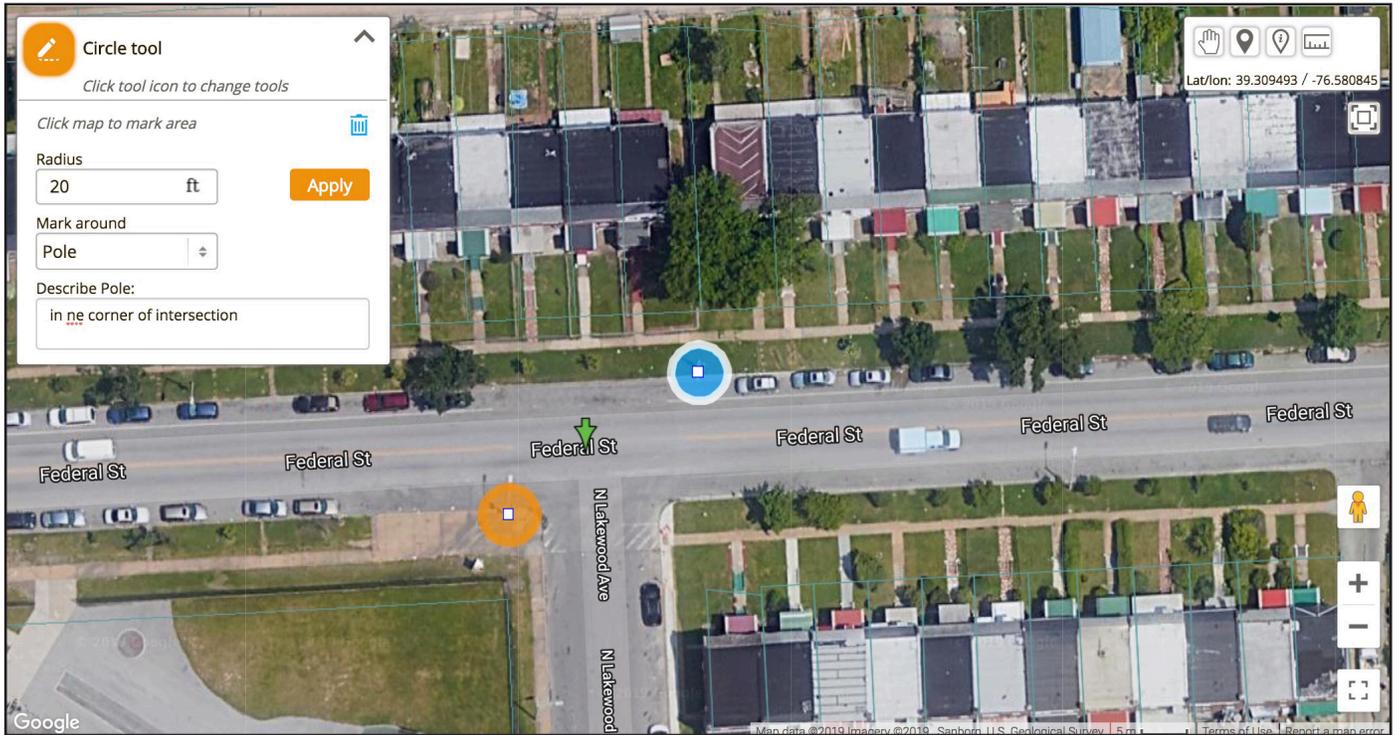
If you make a mistake, you can edit or delete any entity in the current session by clicking on it. (You'll need to make sure you don't have a drawing tool selected.)

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.

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 [Edit map] button.

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

☑ Apply information to all tickets

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 description	
Job profile · Create/edit profiles		Job profile · Create/edit profiles	
Select job profile ⇕		Select job profile ⇕	
Response due by / **At**		**Response due by** / **At**	
11/22/2019 📅	11:59 PM 🕐	11/22/2019 📅	11:59 PM 🕐
Expiration Date		**Expiration Date**	
12/10/2019 11:59 PM		12/10/2019 11:59 PM	
Job site contact name	Phone	Job site contact name	Phone
JAKE CHAMBERS	555-555-5566	JAKE CHAMBERS	555-555-5566
Type of work * ✔	Work being done for * ✔	Type of work * ✔	Work being done for * ✔
[ ]	[ ]	REPLACE LIGHT POL	CITY OF BALTIMORE
You must enter the type of work	You must enter the work being done for		
Additional email recipient(s)		Additional email recipient(s)	
[ ]		[ ]	
Permit	Job #	Permit	Job #
[ ]	[ ]	[ ]	[ ]
Explosives * ✔	Trenchless * ✔	Explosives * ✔	Trenchless * ✔
[⇕]	[⇕]	NO ⇕	NO ⇕
Explosives must be YES or NO	Trenchless must be YES, NO, or UNKNOWN.		

Job Profiles are templates you can create to save time when filing multiple locate requests. (See page 39 for more info.)

Excavator Information is drawn from your User Profile. Make sure that your contact information is up to date. (For more information on User Profile, see page 37.)

Excavator information	⊖
Username * ✔	**Email** *
EDDIE DEAN	Eddie@TorenBros.c(
Phone * ✔	**Ext** ✔
555-555-5555	
Best time	
Company * ✔	
TOREN BROTHERS CONSTRUCTION	
Company phone * ✔	**Fax** ✔
555-555-5555	
Address ✔	**Street** * ✔
19	ODD LANE
City/place * ✔	**State** *
TULL	MD
Zip code * ✔	
12345	

When you are certain all ticket information is accurate, tab over to the next ticket and repeat the process. Once you have completed and reviewed all tickets in the session click the Next button.

This will take you to **Step 3.**

Step 3. Review & Submit

Step 3 is where you conduct a final review of your tickets and submit them to the call center for processing. This is your last opportunity to make changes to the ticket(s). Review the information on each ticket carefully. If everything is correct make sure that each ticket's corresponding **Checkbox** is checked, then click the **Submit Ticket** button. This will transmit the tickets to the call center for review and distribution.

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

Utility Notification List

You have successfully submitted your ticket(s).

You will be presented with the **Utility Notification List**. This page contains a complete list of the Facility Operators who will be notified as a result of your ticket(s).

Congratulations!

✓ 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	E FEDERAL ST	N LAKEWOOD AVE	BALTIMORE	BALTIMORE CITY	STANDARD	11/22/2019 11:59 PM	IN REVIEW

District	Company	Message
BGEBC	BGE ELECTRIC-USIC	This request for ticket has been sent to the call center for review.
BGEBCG	BGE GAS-USIC	Once your ticket is complete you will receive an email with a ticket number, list of facility operators being notified and summary of your ticket. Please check it for accuracy.
CBW02	BALTIMORE CITY DPW-PRO CO	Make sure all facility operators have responded before beginning excavation.
TMN01	24/7 MID-ATLANTIC/PRO COM	Check your excavation area for private facilities which are not marked with a call to the call center.

Number of districts: 4

Job-ticket#	Address	Cross street	City/place	County	Type	Response due by	Release date/time
— Job B - ticket 1/1	E FEDERAL ST	N LAKEWOOD AVE	BALTIMORE	BALTIMORE CITY	STANDARD	11/22/2019 11:59 PM	IN REVIEW

District	Company	Message
BGEBC	BGE ELECTRIC-USIC	This request for ticket has been sent to the call center for review.
BGEBCG	BGE GAS-USIC	Once your ticket is complete you will receive an email with a ticket number, list of facility operators being notified and summary of your ticket. Please check it for accuracy.
CBW02	BALTIMORE CITY DPW-PRO CO	Make sure all facility operators have responded before beginning excavation.
TMN01	24/7 MID-ATLANTIC/PRO COM	Check your excavation area for private facilities which are not marked with a call to the call center.

Number of districts: 4

This is the end of the Quick Start Guide.

Main Menu

Upon logging in to ITICnxt you will be presented with the main ITICnxt menu, as well as your default starting module (My Tickets, Locator Tickets). (See page 38 to see how to change your default module.)

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

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

The ![download icon] button provides access to the **Locator Tickets** menu, where you can find a complete list of the Locator Tickets you've received (if any). (See page 20 for more info.)

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

The ![Legacy application icon] button provides access to the old ITIC platform, **ITIC 2**.

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

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

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

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

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

The ![email icon] button provides access to the Contact Email menu, providing a direct email link to the call center's Help Desk.

The ![phone icon] button will provide the best phone number to call for assistance from call center staff.

My Tickets Menu

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

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

Clicking **View ticket map** will display all currently listed tickets on the map.

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

The [I want to...] menu allows you to perform ticket actions to multiple tickets in a single session.

To use this function, make sure each relevant ticket is "checked" (e.g. ☑ 28166197), then choose the ticket action from the "I want to..." menu. Then click the button that appears next to the "I want to..." menu (e.g. [Update tickets] [Update tickets]) to begin the process.

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

My Tickets

MD ⬍

All released(5)　Expiring/expired(5)　No response(0)　Unreleased(0)　Violation reported(0)

Released between
10/01/19 📅　12/01/19 📅　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

6 records found

Search place or address　Search　Locate by... ⬍
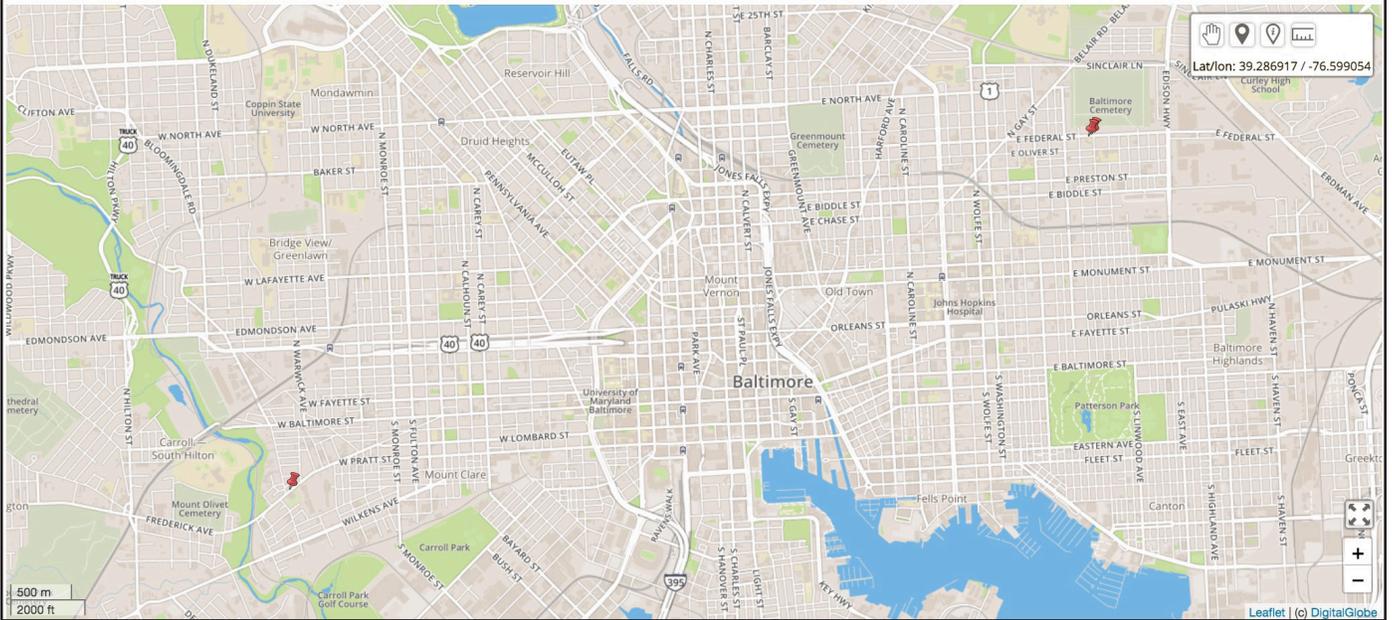
Locator Tickets

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

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

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

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

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

Click More search options for more precise search options.

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

The [I Want To... ⇕] menu allows you to **Status** or **Print** multiple tickets simultaneously.

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

Locator Tickets

⚠ *12 unviewed emergency tickets*

All tickets(675)   Open Emergency(0)   Due today(552)   Due next business day(553)   Unassigned(553)

Released between   District   Filter by
12/11/19   📅   12/11/19   📅 | Districts ⇕ | | All Tickets in Production ⇕ | [Apply]   More search options

| I Want To... ⇕ | 📍 View ticket map | 🖨 Print all tickets | ⚙ Page settings

126 records found   ⚠ Emergency 🟦 Priority 🕐 Past due 🔄 Updated ✈ Meeting 👆 Canceled 🔒 Locked

☐ Ticket #	Header	Orig Call	Begin	Street	City	County	State	District	Locator	Status
☐ 19854334 ⚠🕐	EMERGENCY	2019/12/11 03:08 am	2019/12/11 03:15 am	13TH ST NW	WASHINGTON	NW	DC	PEPCODC		Marked
☐ 19854364 ⚠🕐	EMERGENCY	2019/12/11 06:01 am	2019/12/11 06:30 am	S DAKOTA AVE NE	NE	NE	DC	PEPCODC		Marked
☐ 19854501 ⚠🔒🕐	EMERGENCY	2019/12/11 07:14 am	2019/12/11 07:15 am	637 GALLATIN ST NW	NW	NW	DC	PEPCODC		Clear/No conflict
☐ 19854605 ⚠🕐	EMERGENCY	2019/12/11 07:33 am	2019/12/11 07:45 am	1429 COLUMBIA RD NW	NW	NW	DC	PEPCODC		Marked
☐ 19854613 ⚠🕐	EMERGENCY	2019/12/11 07:36 am	2019/12/11 07:45 am	606 A ST NE	NE	NE	DC	PEPCODC		Marked
☐ 19854761 ⚠🕐	EMERGENCY	2019/12/11 08:03 am	2019/12/11 08:15 am	1501 COLUMBIA RD NW	NW	NW	DC	PEPCODC		Marked
☐ 19854794 ⚠🔒🕐	EMERGENCY	2019/12/11 08:06 am	2019/12/11 08:15 am	2622 NORTHAMPTON ST NW	NW	NW	DC	PEPCODC		Clear/No conflict
☐ 19854814 ⚠🔒🕐	EMERGENCY	2019/12/11 08:13	2019/12/11 08:15	6709 13TH PL NW	NW	NW	DC	PEPCODC		Clear/No

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

Ticket#19854613

Status: Not yet responded
Locator: Not Assigned

Add attachment | Change status/locator

Hide district polygons   Expand map

Ticket information

Ticket number	19854613
Original call date	12/11/19 07:36 am
Response due by	12/11/19 07:45 am
Expiration date	01/03/20 07:45 am
Type	EMERGENCY CALL
Past work start	Y
Locked	N
Past due time	N

Excavator information

Company	HENKELS AND MCCOY
Address	1020 BATAVIA FARM ROAD ROSEDALE, MD 21237
Caller	JOSUE VASQUEZ
Phone	443-425-9324
Job site contact name	JOSUE VASQUEZ
Phone	443-678-2483
Email	ibenitez@Henkels.com

Excavation information

Type of work	REPLACEMENT OF GAS SERVICE EMER
Work being done for	WASHINGTON GAS
Explosives	N
Job #	
Permit	
Trenchless	

Location information

State	DC
County	NE
City/place	NE
Address	606
Street	A ST NE
Intersecting street	6TH ST NE
Extent of work	LOCATE ENTIRE PROPERTY FROM CURB TO CURB
Comments	EMERGENCY CREW ETA 8:05AM
Map Coord	
NW Lat	38.8916324
Lon	-76.9979969
SE Lat	38.8906801
Lon	-76.9977835

Lat/lon: 38.891034 / -76.998839

20 m
50 ft

Leaflet | (c) DigitalGlobe
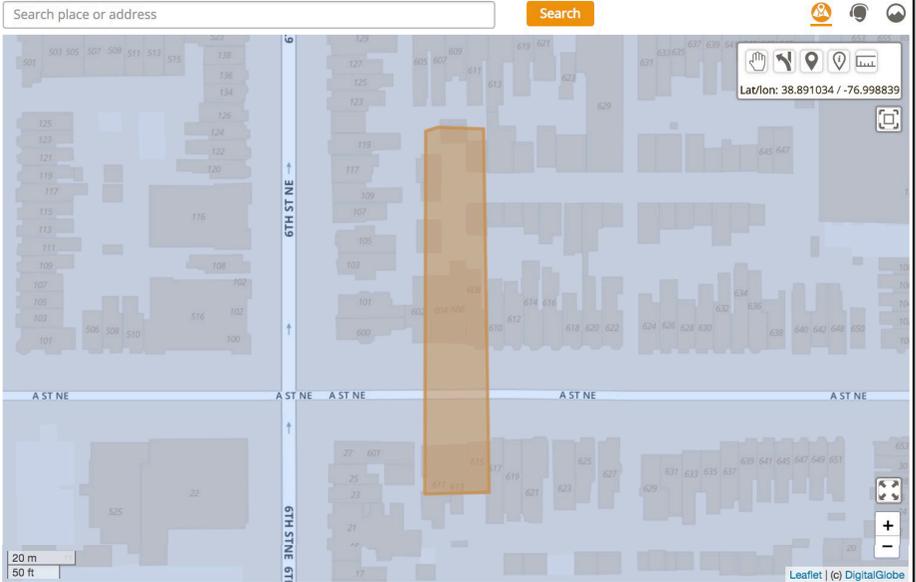
Ticket history

Date	Type	District	Display	Locator	User
12/11/19 06:15:08 pm	Ticket Status-EMAIL				System
12/11/19 09:26:36 am	Ticket Check Response Added	PEPCODC PEPCO/DCI UTILITY LOCATING	Marked		dc-dci
12/11/19 07:41:06 am	Ticket Closed	PEPCODC PEPCO/DCI UTILITY LOCATING			pepco-fweese
12/11/19 07:39:35 am	Ticket Created				System
12/11/19 07:39:35 am	Ticket Check Response Added	PEPCODC PEPCO/DCI UTILITY LOCATING	Not yet responded		System

Showing 1 to 5 of 5 entries

Previous | 1 | Next

Members notified

Status history

	District	Company name	Marking concerns	Damage	Customer service	Status
	COMDC	COMCAST OF DC	804-562-3409	877-359-1821	888-739-1379	Clear/No conflict
	VDC	VERIZON	800-634-4385	888-496-1588	800-837-4966	Clear/No conflict
	WASA02	DC WTR & SWR/DCI UTILITY LOCAT	800-634-4385			Marked
	WGL07	WASHINGTON GAS-UTILIQUEST	703-754-2116	703-750-1000	703-750-1000	Marked (Response by Utiliquest)
	PEPCODC	PEPCO/DCI UTILITY LOCATING	800-634-4385	202-833-7500	202-388-2195	Marked

Showing 1 to 8 of 8 entries

Previous | 1 | Next

Change Status/Locator Menu

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

District Code

Displays the utility current district code you are working with.

Status Drop-Down Menu

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

Status Comments

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

Add Internal Notes

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

Update Assigned Locator

Use the drop-down menu to select a locator to respond to the ticket. (See page 26 for information on creating locator IDs for your account.)

Update Internal Status

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

Add Custom Responses

This area is reserved for any custom responses you have created for your account. (See page 34 for more info.)

Save and…

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

- **Save and Return** will save changes and return you to the ticket list.

- **Save and Stay on Page** will save changes and remain on the current ticket.

- **Save and Go to Next Ticket** will save changes and display the next ticket on your ticket list.

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

Admin Menu

The ![admin icon] **Admin Menu** allows you to make account adjustments that pertain to the **Locator Tickets** section of ITICnxt.

iSite Users Menu

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

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

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

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

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

iSite Users

Search [   ] Username [⇅] 🔍

52 results found

Username	Email	State access	Print footer/Quick notes	Active	Action
albert.mosley@exeloncorp.com	albert.mosley@exeloncorp.com	MD, DE	View	⬤	✏️ 👥
amy.swanger@pepcoholdings.com	amy.swanger@pepcoholdings.com	DE, MD	View	⬤	✏️ 👥
bridget.jones@exeloncorp.com	bridget.jones@exeloncorp.com	MD, DE	View	⬤	✏️ 👥
chad.gillespie@exeloncorp.com	chad.gillespie@exeloncorp.com	MD, DE	View	⬤	✏️ 👥
Dwilson	ddwilson@pepco.com	MD	View	⬤	✏️ 👥
jason.cardenosa@exeloncorp.com	jason.cardenosa@exeloncorp.com	DE, MD	View	⬤	✏️ 👥
keith.butler@exeloncorp.com	keith.butler@exeloncorp.com	MD, DE	View	⬤	✏️ 👥
lashawn.johnson@exeloncorp.com	bridget.jones@exeloncorp.com	DE, MD	View	⬤	✏️ 👥
paula.james@atlanticcityelectric.com	paula.james@atlanticcityelectric.com		View	⬤	✏️ 👥
paula.james@exeloncorp.com	paula.james@atlanticcityelectric.com	DE, MD	View	⬤	✏️ 👥

Showing 1 to 10 of 52 entries

Previous | 1 | 2 | 3 | 4 | 5 | 6 | Next

Locators Menu

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

Locators

Locators(3)   Polygon auto-assignments(294)   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

Locator code ▼	Locator name ⇕	Assigned to ⇕	Date updated ⇕	Active	Action
PTL-SOUTH	PTL-SOUTH	pepco-blamb	02/07/19 02:05 pm	⬤	✏
PTL-NW	PTL-NW	pepco-wfittsjr	02/07/19 02:05 pm	⬤	✏
PTL-NE	PTL-NE	pepco-fweese	02/07/19 02:04 pm	⬤	✏

Showing 1 to 3 of 3 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 54 for more info.) Click the **Save** button to save your changes and move on to the **Edit Polygon Assignment** menu.

Next, assign a locating district to the auto-assignment using the **District Access** menu. Then click **Save** again. That's it! You can return to this menu at any time by clicking the corresponding **Edit** button (✏) on the **Polygon Auto-Assignments** menu.

Create Polygon Assignment

Creating an auto-assignment polygon ONLY dictates which tickets a locator will have access to in LTM. Auto-assignment polygons created in this application have no impact on your membership notification area(s). Please contact the Database Department if changes to your membership notification area(s) are needed.

Cancel   Save

Assignment information

Assignment name*

Edgemere

Assigned locator*

PTL-NE

Locate by...
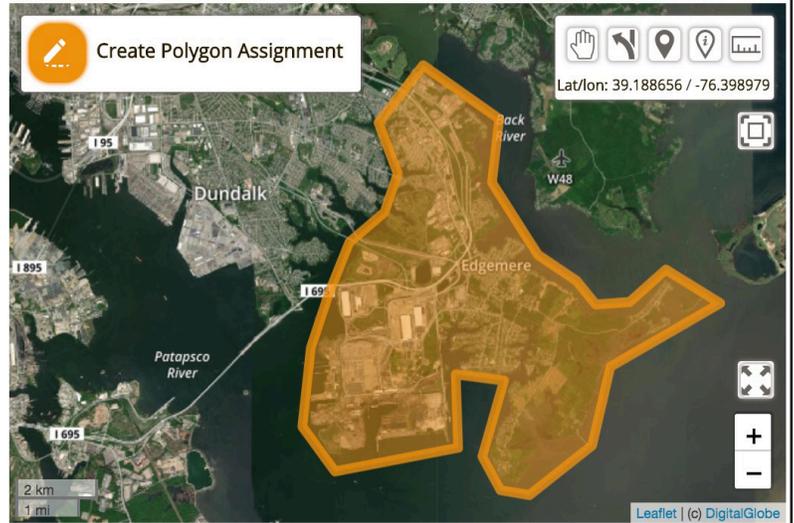
Create Polygon Assignment

Lat/lon: 39.188656 / -76.398979

Edit Polygon Assignment

Cancel   Save

Assignment information

Assignment name*

Edgemere

Assigned locator*

PTL-NE

Active

District access

District

MD - PEPCOMC   Add

District		District name		Active	
MD - PEPCOMC		PEPCO/UTILIQUEST			

Showing 1 to 1 of 1 entries   Previous   1   Next

Locate by...

Create Polygon Assignment

Lat/lon: 39.191262 / -76.378800
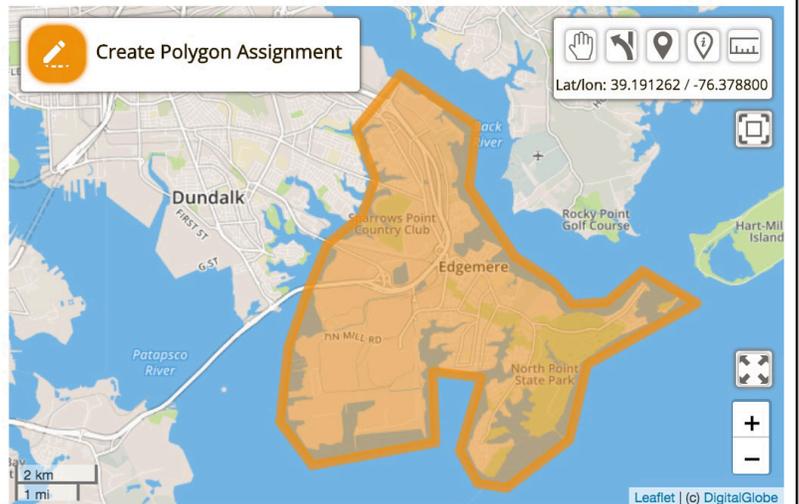
Rule Based Auto-Assignments

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

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

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

District determines which district will apply to the new rule.

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

Click **Save** when you are ready.

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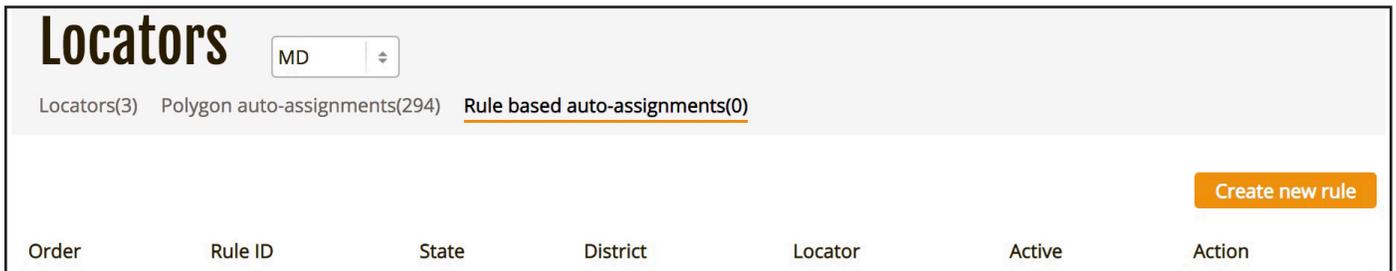
Add a new rule   ✕

Priority

| 1 |

District

| MD - PEPCOMC   ⬍ |

Locator

| PTL-NE   ⬍ |

Cancel   **Add**

Locators

| MD ⬍ |

Locators(3)   Polygon auto-assignments(294)   **Rule based auto-assignments(1)**

Create new rule

Order	Rule ID	State	District	Locator	Active	Action
1	219335814	MD	PEPCOMC	PTL-NE	🟢	✏️ 🗑️

Field		Match		Value		
Type of Request ⬍		Equals ⬍		Emergency		💾 🗑️

Cancel   Add

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
17:00:00 | 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.

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:

Name	State	District code	Email	Phone	Start time	End time	Week days	Active
Weekday Emergency A	MD	PEPCOMC	Susannah@TorenBros.com	5555551111	17:00:00	23:59:59	Mon, Tue, Wed, Thu, Fri	
Weekday Emergency B	MD	PEPCOMC	Susannah@TorenBros.com	5555551111	00:00:00	07:59:59	Mon, Tue, Wed, Thu, Fri	

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

MD

Name	State	District code	Email	Phone	Start time	End time	Week days	Active	Action
Design Tickets	MD	PEPCOMC	FrontDesk@TorenBros.com		00:00:00	23:59:59	All		✏️
Short Notice	MD	PEPCOMC		5555555555	00:00:00	23:59:59	All		✏️
Weekday Emergency A	MD	PEPCOMC	Susannah@TorenBros.com	5555551111	17:00:00	23:59:59	Mon, Tue, Wed, Thu, Fri		✏️
Weekday Emergency B	MD	PEPCOMC	Susannah@TorenBros.com	5555551111	00:00:00	07:59:59	Mon, Tue, Wed, Thu, Fri		✏️

Showing 1 to 4 of 4 entries

Previous | 1 | 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.
Alerts may be sent via email, SMS message or both.

Cancel   **Save**

* Indicates required field

State/District *

MD - PEPCOMC

Alert name *

Weekend Emergency

Email

Susannah@TorenBros.com

SMS provider   SMS phone

(2) /   5555551111

Start time   End time

0:00.0   0:00.00

☑ 24 hour alert

Days of the week *

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

Ticket headers

☑ DAMAGE   ☐ DESIGNER   ☑ EMERGENCY   ☐ FIOS
☐ FTTP   ☐ INSUFFICIENT NOTICE ☐ OMBN   ☐ SHORT NOTICE
☐ STANDARD

Custom Responses

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

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

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

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

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

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

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

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

Click the Save button to save your changes.

Custom Responses

Create new response set

View by state
NE ⬍

View by district
All districts ⬍

State ▲	District Code	Number of responses	Date updated	Updated by	Action
NE	TEST04	1	2019-09-27 14:44:27.462613-05	unknown	✏️

Showing 1 to 1 of 1 entries

Previous | 1 | Next

Add Custom Responses

Cancel Save

Indicates required field

State/District *
MD - PEPCOMC ⬍

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

Cancel Save

Reports

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

Reports

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

Showing 1 to 10 of 10 entries

Previous | 1 | Next

User Settings

User Profile Menu

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

Settings & Preferences		
User profile Application settings More		

User profile

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

| Edit |

Personal information

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

| Edit |

Company information   MD ⇕

Company name	TOREN BROTHERS CONSTRUCTION
Address	19 ODD LANE
City	TULL
State	MD
ZIP Code	12345
Phone	5555555555
Fax	

| Edit |

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.

Job Profiles

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

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

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

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

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

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

Job description ❗

Job profile   Create/edit profiles

✓ Select job profile
LANDSCAPING
NEW FENCE
LAST TICKET

At

11:59 PM 🕐

Expiration Date

12/30/2019 11:59 PM

Job site contact name	Phone
JAKE CHAMBERS	555-555-5566

Type of work *

You must enter the type of work

Work being done for *

You must enter the work being done for

Additional email recipient(s)

Permit	Job #

Explosives *

Explosives must be YES or NO

Trenchless *

Trenchless must be YES, NO, or UNKNOWN.

Job description ❗

Job profile   Create/edit profiles

LANDSCAPING ↕

Response due by	At
12/13/2019 📅	11:59 PM 🕐

Expiration Date

12/30/2019 11:59 PM

Job site contact name	Phone
EDDIE DEAN	555-555-7777

Type of work *

LANDSCAPING

Work being done for *

You must enter the work being done for

Additional email recipient(s)

FRONTDESK@TORENBROS.COM

Permit	Job #

Explosives *

NO ↕

Trenchless *

NO ↕

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 FENCE	✏️ 🗑️

Showing 1 to 3 of 3 entries
Previous 1 Next

Job profile name

Job site contact name

Phone

000-000-0000

Type of work

Work being done for

Additional email recipient(s)

Explosives	Trenchless
↕	↕

Cancel   **Save**

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.

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 44 for more info.)

Map View Buttons

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

Tool Box

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

Placemark – Place a pin-mark on the map for later reference with this tool. This can be very helpful when used in conjunction with the Measure tool.

NOTE: Placemarks only last the duration of the session in which they are created.

Identify – Identify map features that do not display a name (such as roads, highways, etc.) with this tool. The name will appear in just above the 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 46 for more info.)

Google Street View ("Pegman")

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

Zoom In/Out

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

Full Screen Mode

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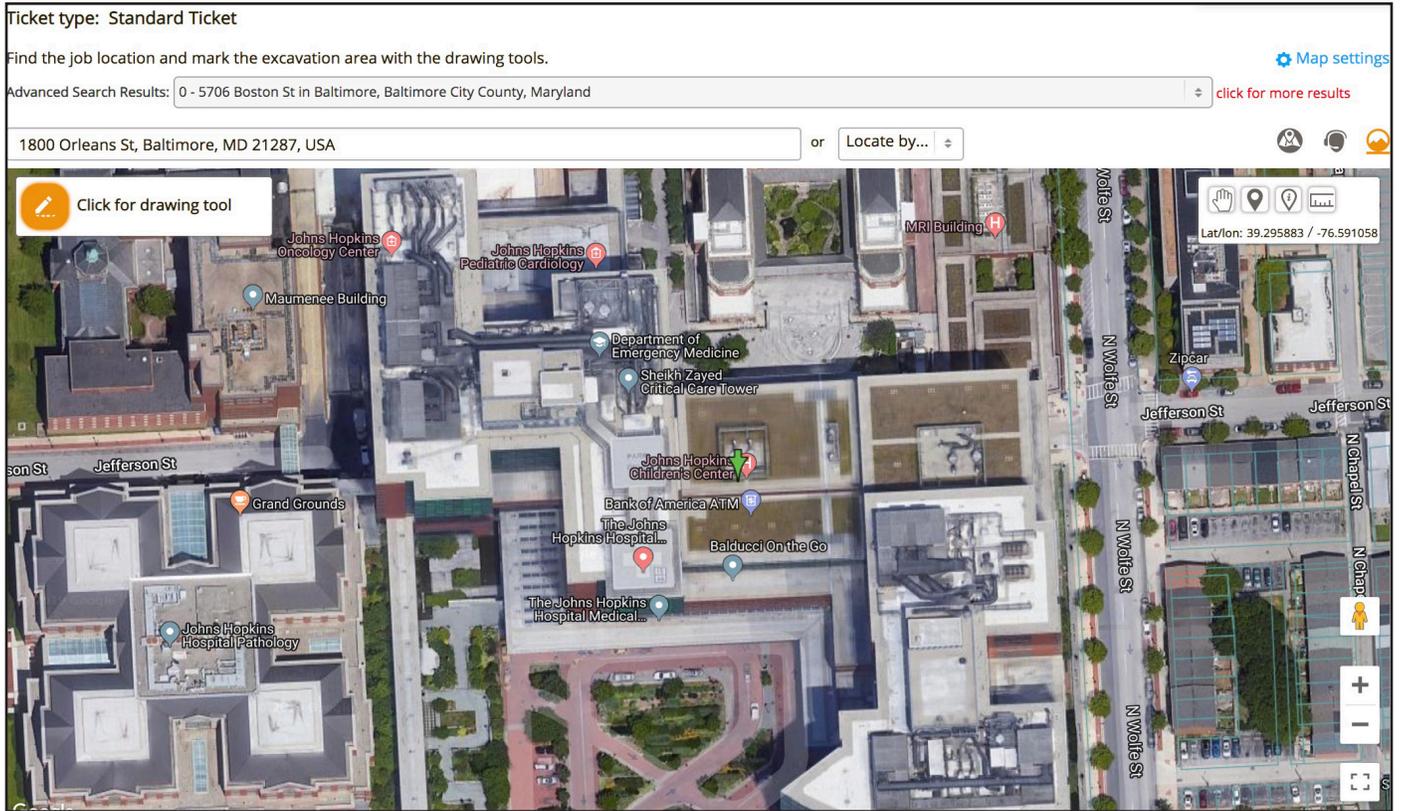
Advanced Search

Use the **Advanced Search** if you are unable to find your worksite with the Starting Address Location search.

Advanced Street

Search can be used to search for roads and intersections.

Coordinate

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

Grid

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

Prev Ticket

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

Coordinate Search ✖

| Decimal Lat/Lon | DMS Lat/Lon | GPS | SPCS | UTM |

Latitude: 39.361227

Longitude: -76.631536

○ NAD 27   ● NAD 83

Search   Clear   Cancel

Advanced Street Search ✖

State: MD

County/Parish:

City/Place: BALTIMORE

Addr:

Street: OLD YORK RD

Cross Street: CATER AVE

Search   Clear   Cancel

Radius Excavation Tool

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

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

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

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

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

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

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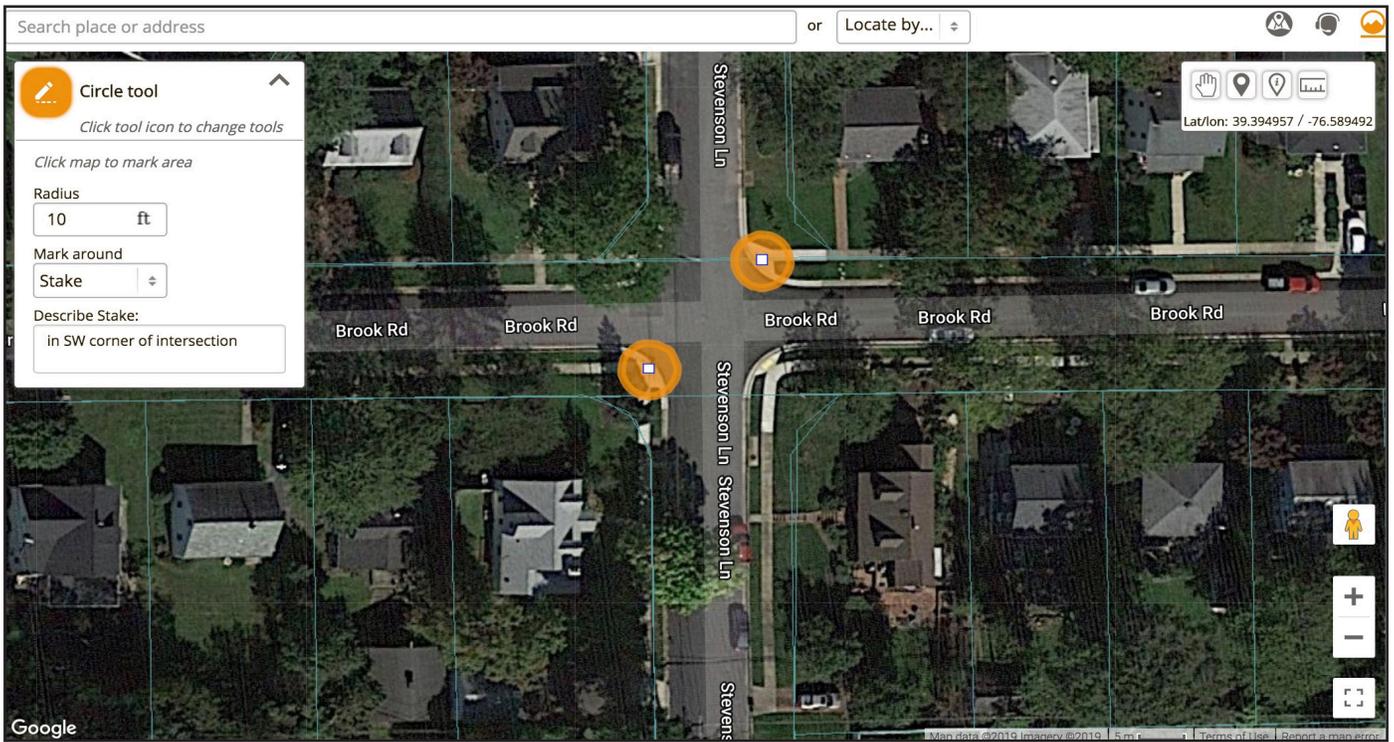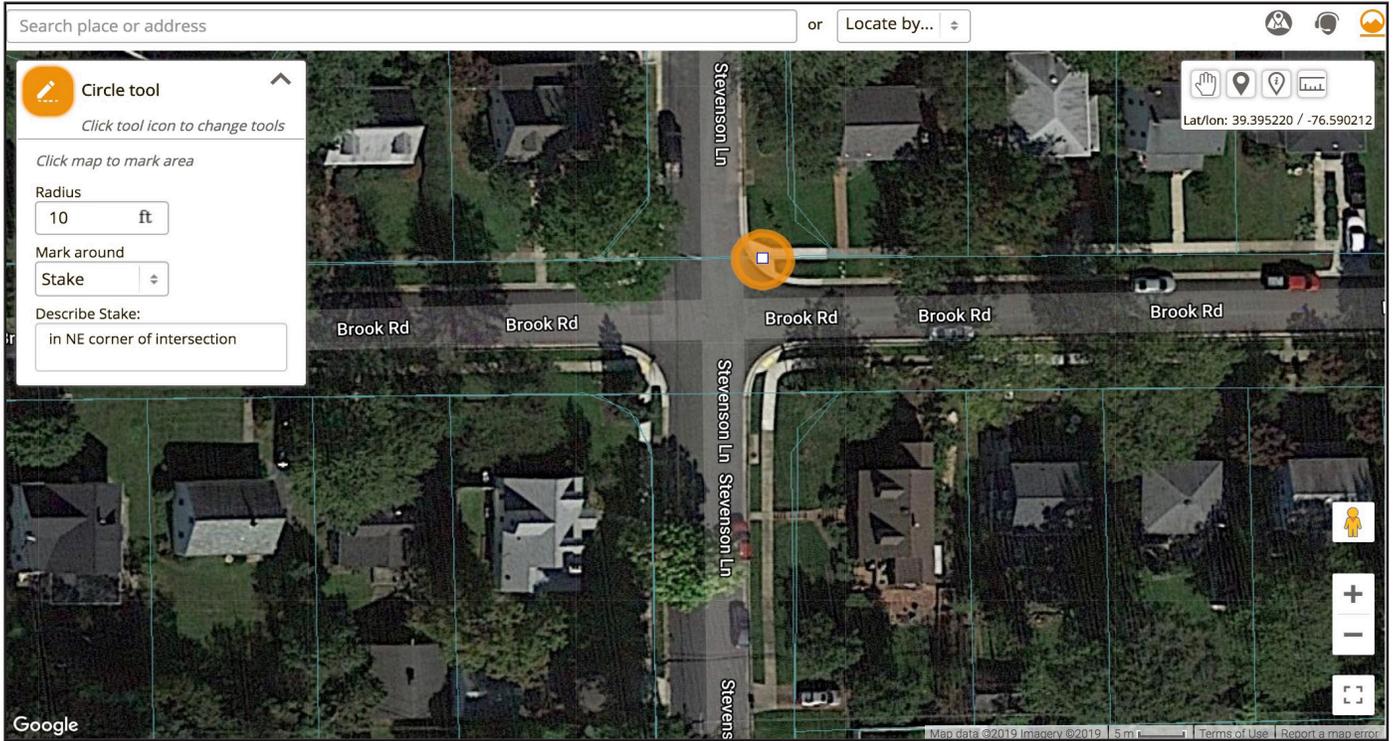
Route Excavation Tool

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

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

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

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

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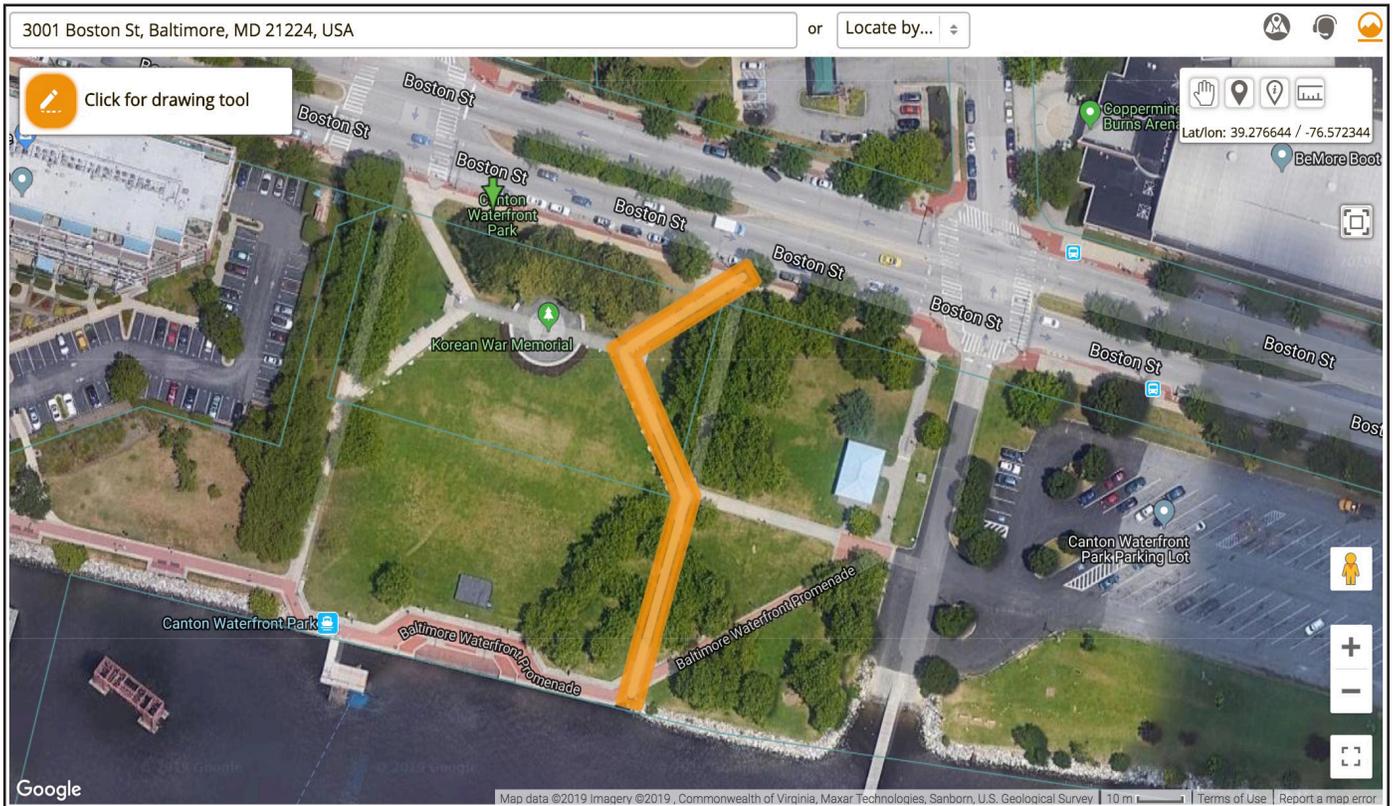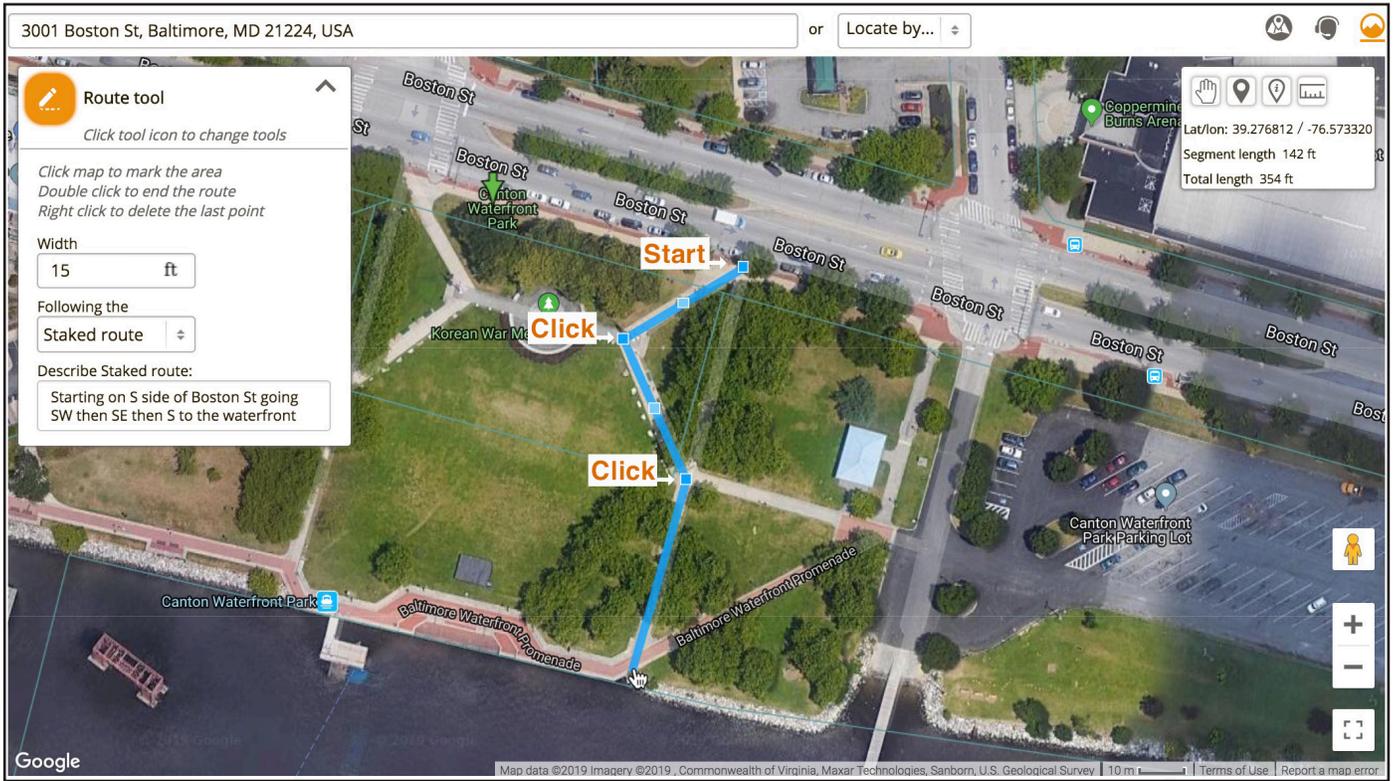
Property Excavation Tool

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

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

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

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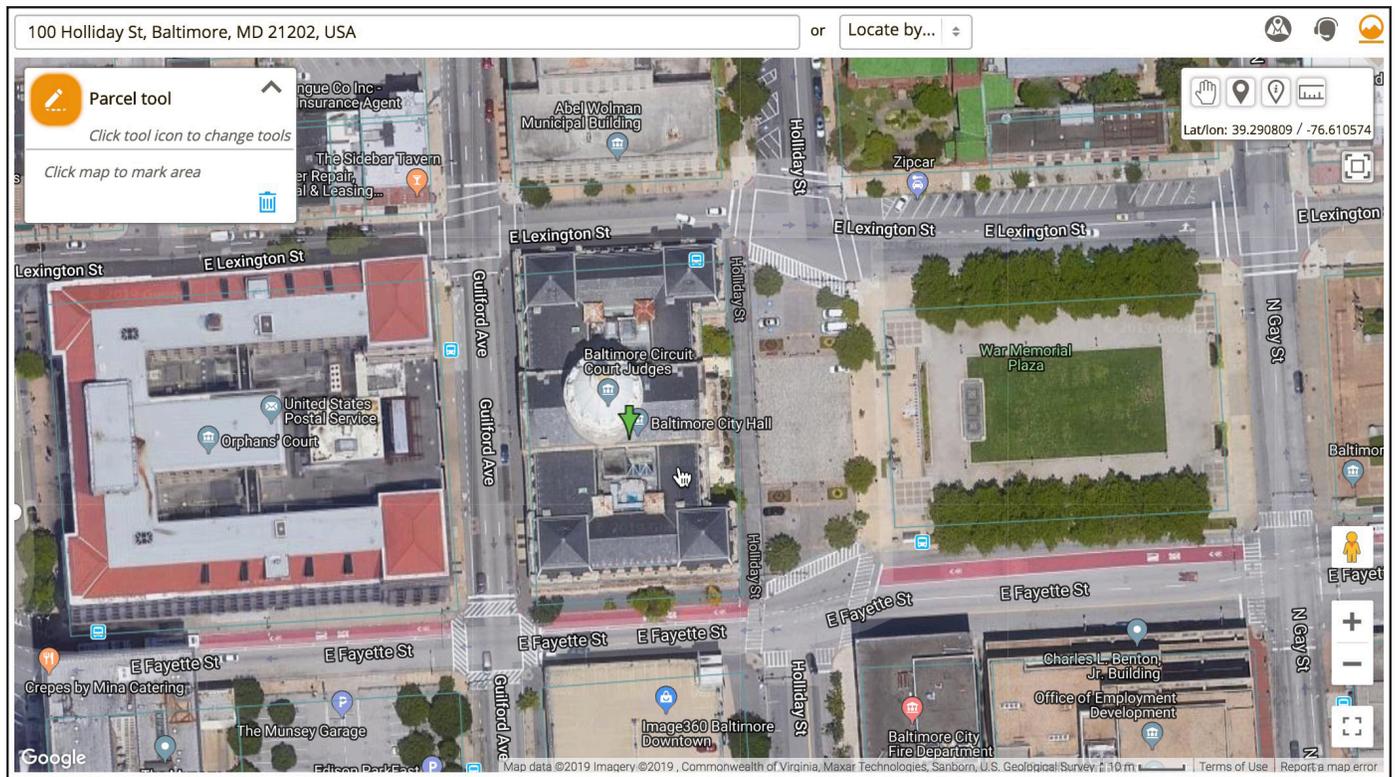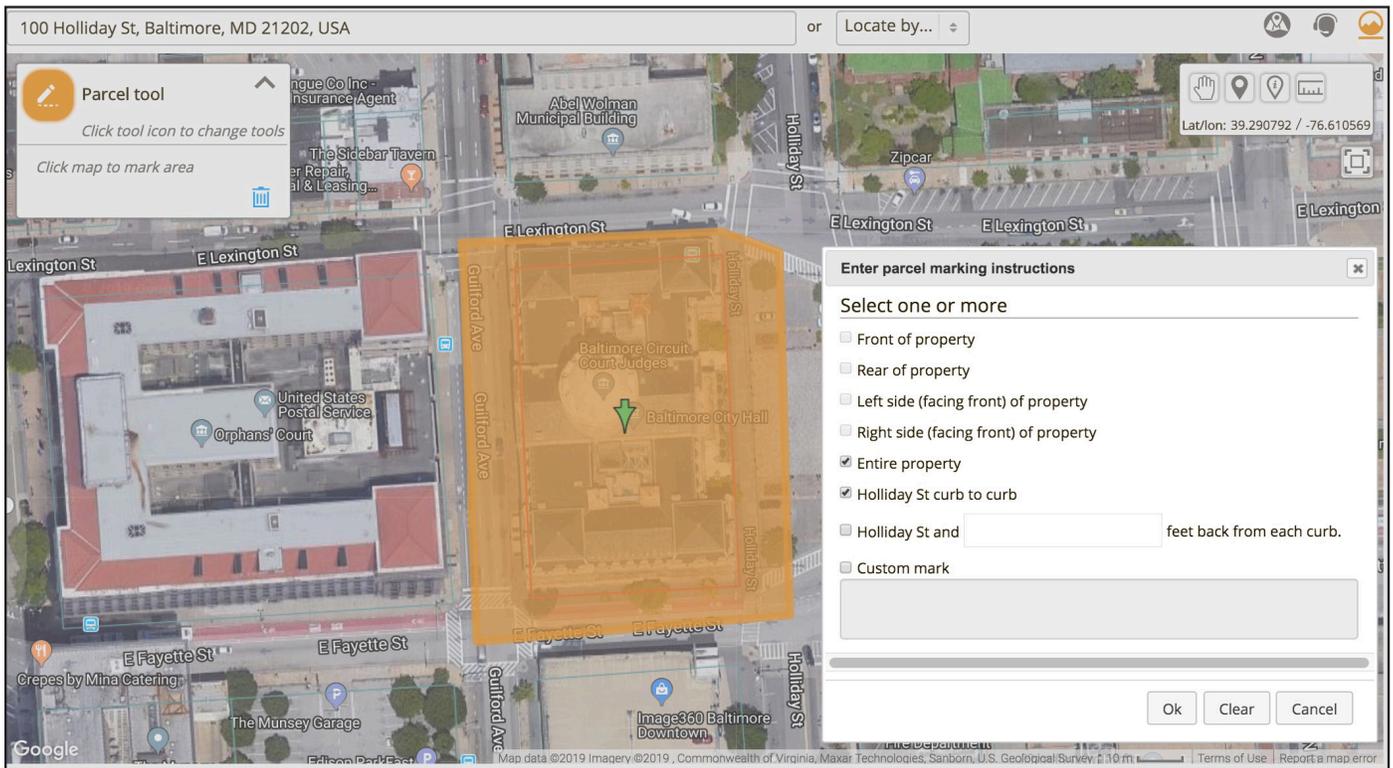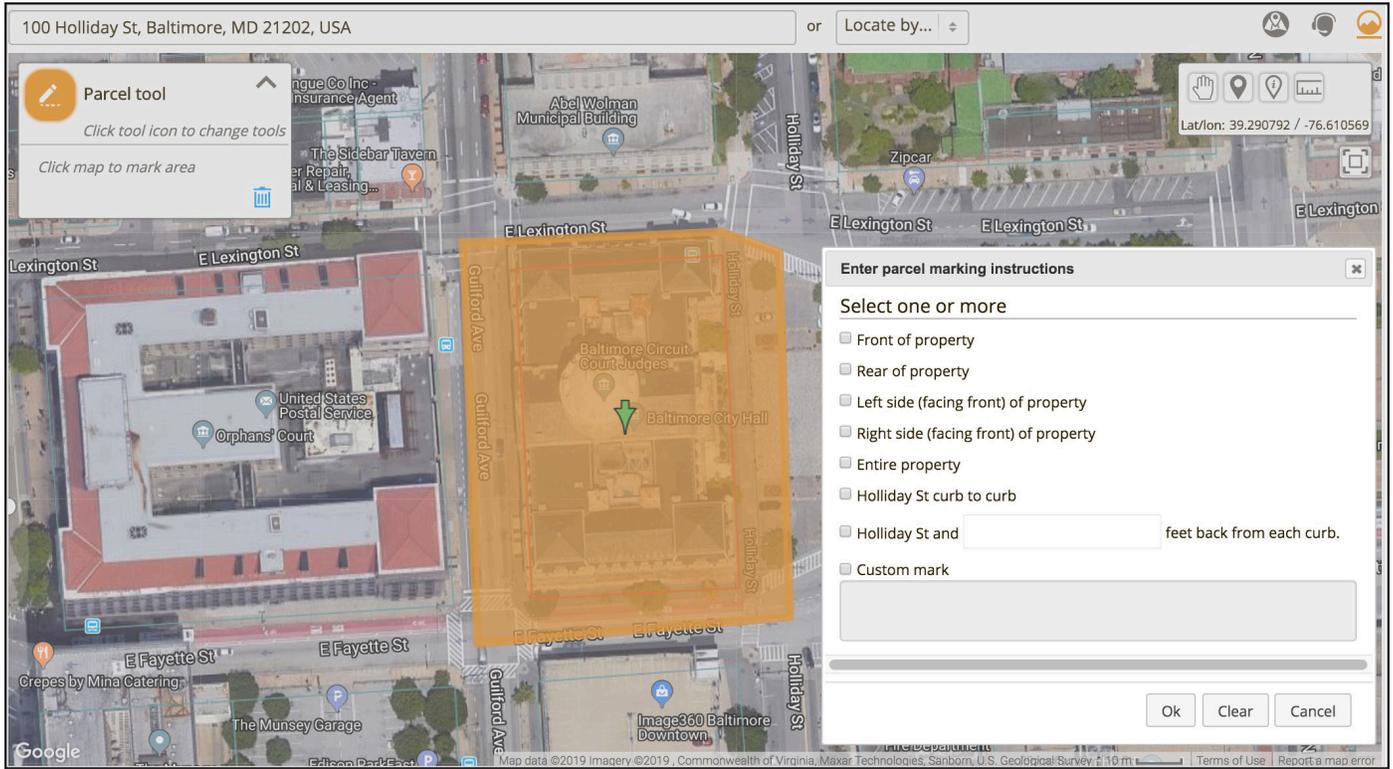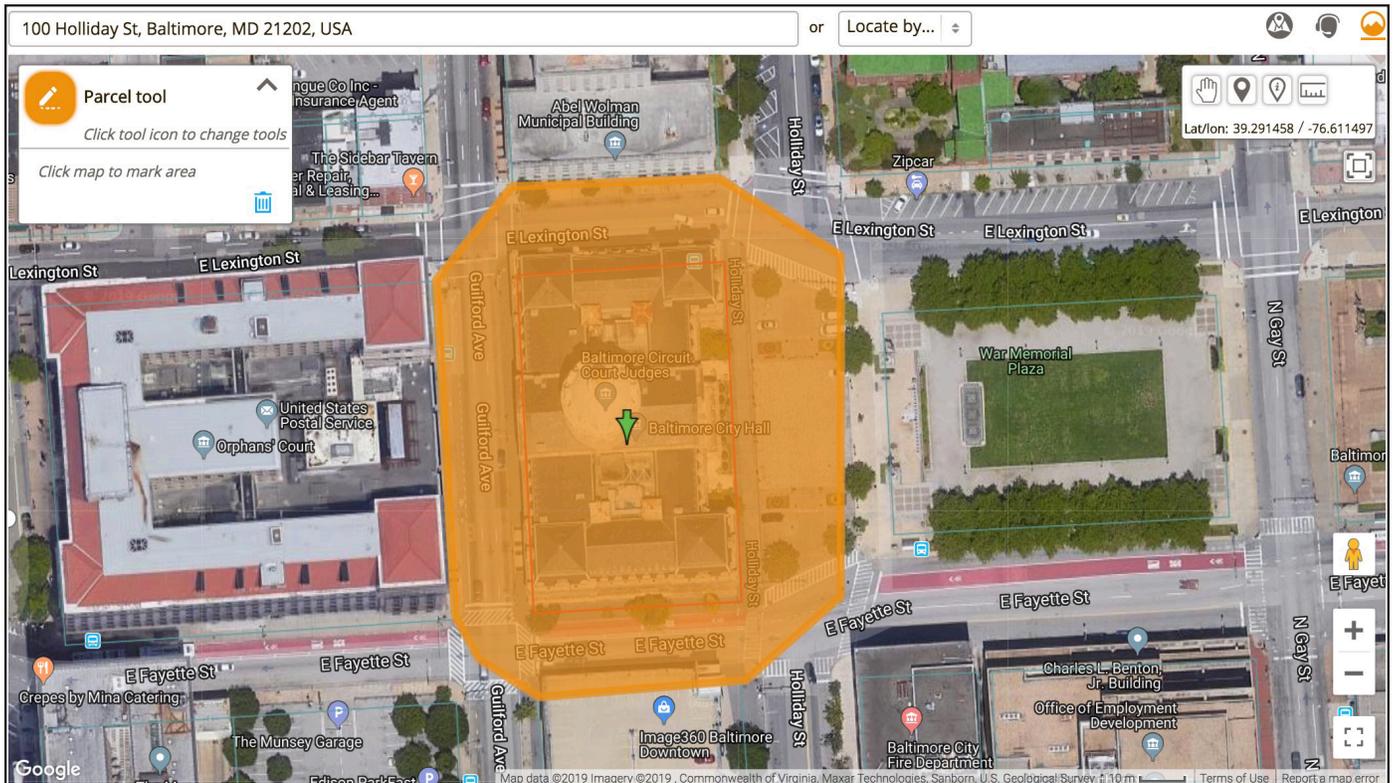
Street Excavation Tool

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

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

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

Click on the centerline of the road at the starting point of your excavation and then click on the centerline of the road at the ending point of your work*. Clicking the ending point will convert the selected features to an excavation entity with the width you had previously designated.

* When using the Street Excavation tool all work must be limited to one street.
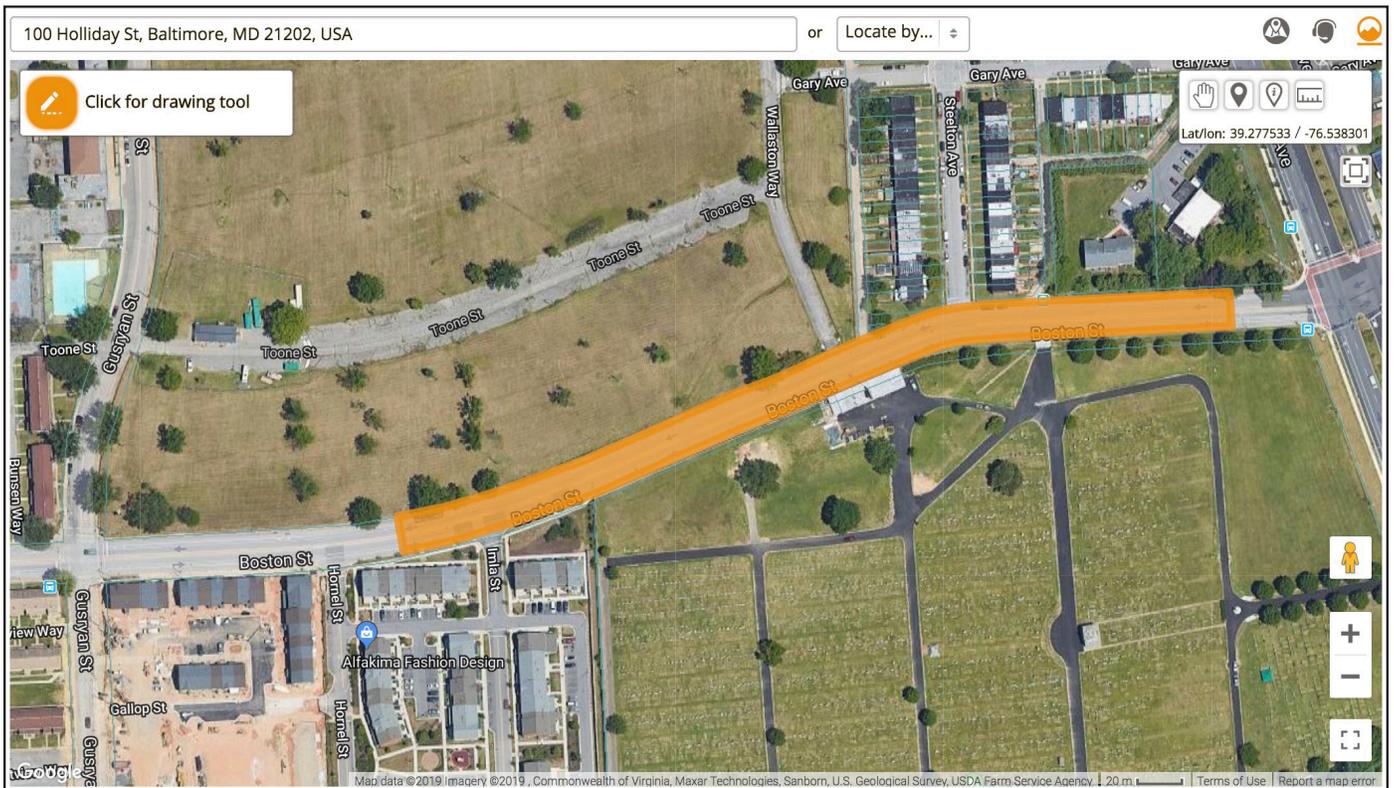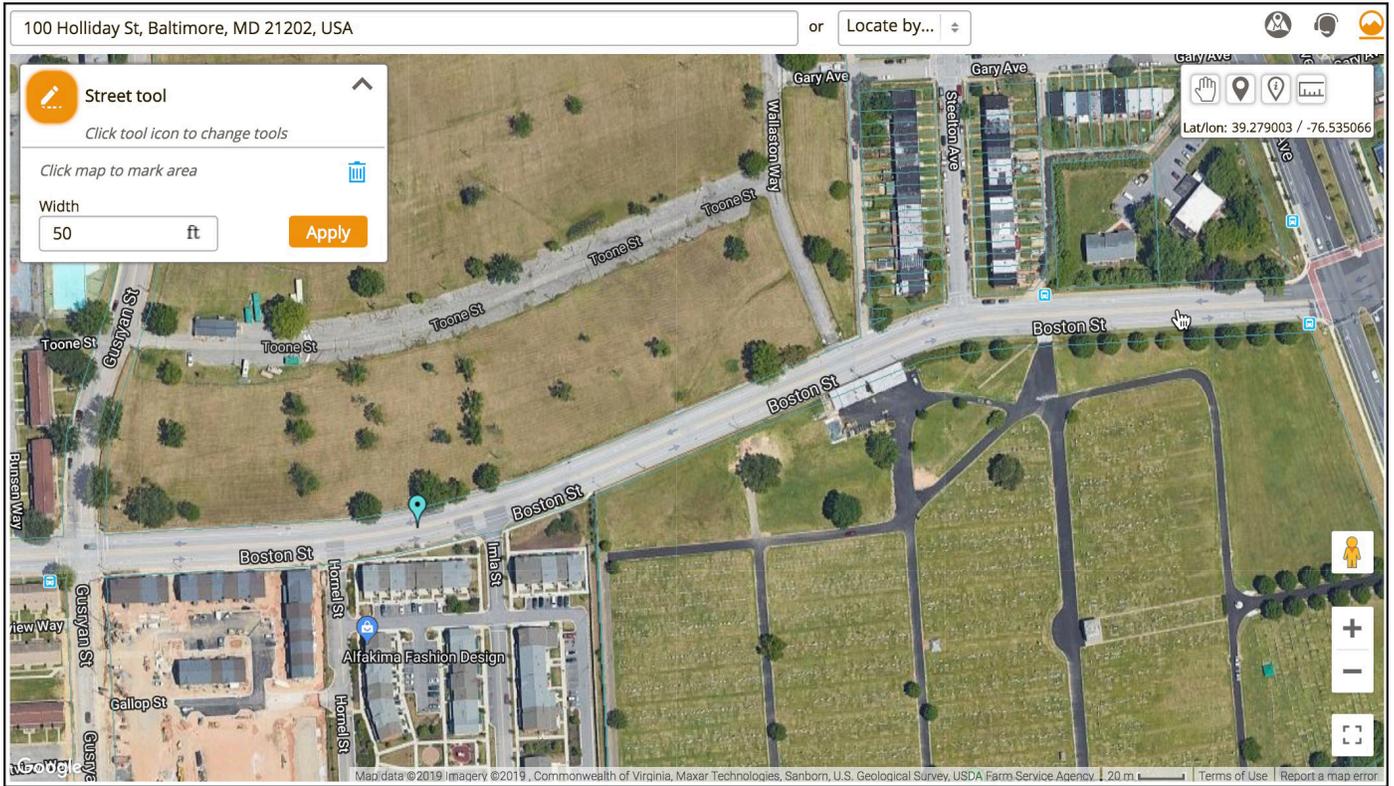
Other Excavation Tool

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

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

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

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

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

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