

# External Users

A complete how-to guide

**This guide will be updated in the near future**



**IF YOU DIG · U811**

### **What's new**

- Dig Safely New York is now UDig NY, with a new logo, and a new tagline: Safe Digging Starts Here.
- Our website, **UDigNY.org**, has been fully redesigned to better meet the needs of professionals, DIYers and members.
- Exactix can now be accessed at **Exactix.UDigNY.org**.

### **What isn't changing**

- There have been no changes to the fundamental process for submitting location requests via 811 or Exactix and you do not need to resubmit any previous location requests.
- If you have an existing Exactix or Coursettra account, your account and login credentials remain unchanged.
- Our team of friendly Damage Prevention Representatives and Field Representatives are still here and can't wait to continue working with you.
- Our commitment to protect the public through education and quality communication with excavators and underground utility operators remains as strong as ever.

# A Complete how-to guide for External Users

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# A Complete how-to guide for External Users

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## *About this Guide*

Exactix is Dig Safely New York, Inc.'s one-call platform for ticket management and Location Request submission. The software offers a rich mix of features and security that make it the most optimal one-call platform in the country. With easy mapping features, type-ahead fields, customization to manage work, and access to real-time utility response information, Exactix makes the Location Request process simpler for the Excavator, the Member Utility, and the One-Call Center.

The purpose of this guide is to outline how an Excavator can utilize Dig Safely New York's Exactix software to plan, assign, track, and manage their Location Requests and respective projects. While reading this guide, you will quickly discover that this software is not just meant for those that submit Location Requests. The platform can also be utilized by companies as small as one, to as large as one million, to manage projects more efficiently and effectively while complying with New York State's laws.

**exactix**



How to  
**Register for an Exactix Account**

# How to Register for an Exactix Account

## Creating a new account

### Never been a web user with Dig Safely New York, Inc.?

If you have never been a web user with Dig Safely New York, Inc., you will need to create a new account.

To create a new account, visit [www.Exactix.DigSafelyNewYork.com](http://www.Exactix.DigSafelyNewYork.com)

Here, you will see a login page. Underneath the **Sign In** button, click on the **No account? Sign up** link.

Searching for a ticket? [Search here](#)

exactix

Username

Password

Sign In

**No account? [Sign up](#)** [Reset/Forgot password](#)

— or sign in with —

Sign in with Google

Announcements

**PLEASE BE ADVISED THIS IS NOT A LIVE SYSTEM. ALL TICKETS ENTERED ON THIS SITE ARE FOR TRAINING OR TESTING PURPOSES ONLY.**

Please note this site is not compatible with Internet Explorer.

After clicking **Sign Up**, your screen will change to the New User Registration page. This page is used to create new accounts in the Exactix software for an Excavator or a Homeowner.

Following the steps to create an account.

click here'."/>

New User Registration [Back to Login screen](#)

This is used to create a new user for an excavator or a homeowner to enter a ticket.

Please follow the steps to create a login.  
Sign up  
You will get an email at the address provided for verification.

Email Address

Confirm Email Address

Username

First Name

Last Name

Password requirements:

- Must be at least 6 characters

Password

Confirm Password

Submit

Already have a login? [click here](#)



# How to Register for an Exactix Account

## Creating a new account

First, enter a unique email address in the first field. Then, confirm that email address in the second field.

Next, you will be asked to create a username. Dig Safely New York recommends making your unique email address your username to assist you in remembering your login information.

The fourth and fifth fields are for your first and last name, respectively.

Finally, you will be asked to create a password. Ensure that your password is at least six (6) characters in length. Confirm the password you created, then click the **Submit** button.

Please note, if you forget your password, you will need to know your username to recover it. This is one reason Dig Safely New York recommends using your unique email address as the username.

After you click the **Submit** button, you will need to confirm your login and email address. To do this, the system will send you an email from **mail@4iqidentity.com** with a unique code.

**New User Registration** [Back to Login screen](#)

This is used to create a new user for an excavator or a homeowner to enter a ticket.

Please follow the steps to create a login.

Sign up

You will get an email at the address provided for verification.

Email Address  
marketing@ufpo.org

Confirm Email Address  
marketing@ufpo.org

Username  
marketing@ufpo.org

First Name  
Jane

Last Name  
Doe

Password requirements:

- Must be at least 6 characters

Password  
.....

Confirm Password  
.....

**Submit**

Already have a login? [click here](#)

**New User Registration** [Back to Login screen](#)

This is used to create a new user for an excavator or a homeowner to enter a ticket.

Please follow the steps to create a login.

Confirm Login

An email has been sent to m\*\*\*@u\*\*\*.org.  
Please check that email for the code.

Username  
marketing@ufpo.org

Code

Confirm

[Resend Code](#) [Return to Login](#)

# How to Register for an Exactix Account

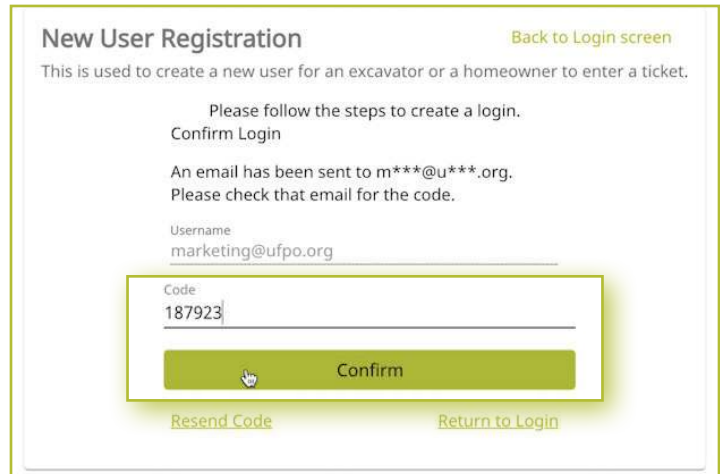
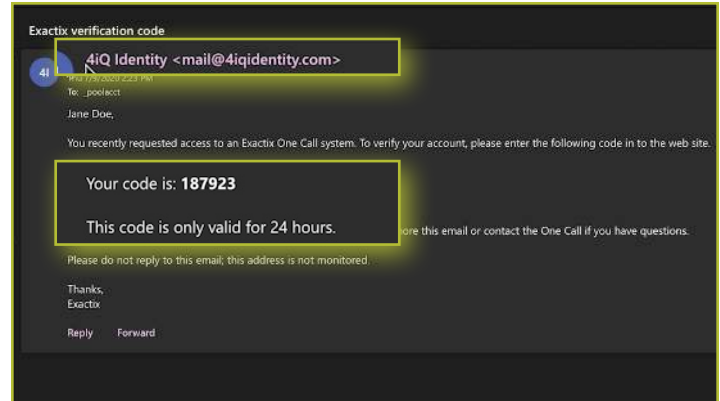
## Creating a new account

In a separate browser window or tab, check your email in which you used for the account creation, for the system email from **mail@4iqidentity.com**.

Read the email and write down or copy the code.

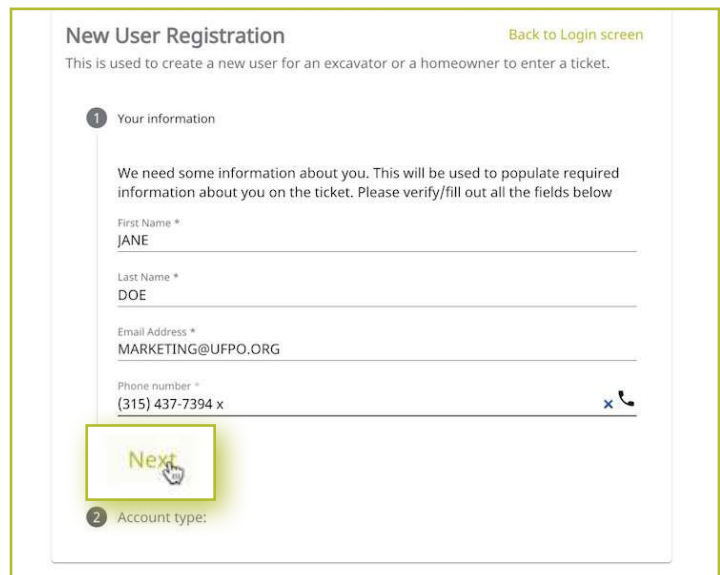
Go back to the account creation page, which has been prepopulated with the username you created, and type in or paste in your code. Please note, your code is only valid for 24 hours.

After you enter your code, click the **Confirm** button.



Next, verify your information once more by typing in your first name, last name, email address, and phone number into the fields on the screen. This information will help simplify the Location Request submission process and be prepopulated into the contact information fields on the Location Request creation form within the system.

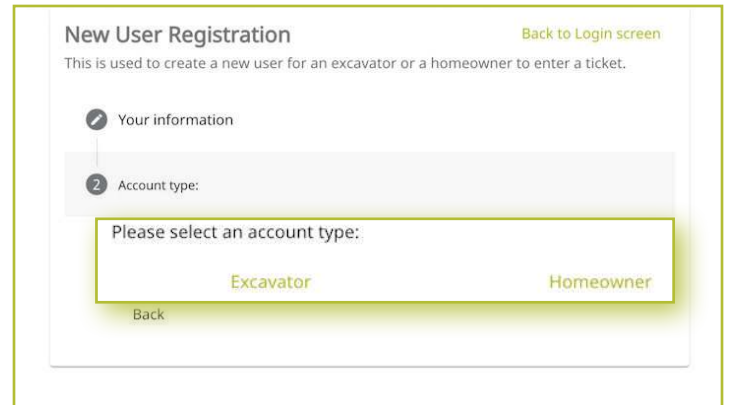
Once you have completed that, click the green **Next** text, located under the phone number field.



# How to Register for an Exactix Account

## Creating a new account

The account type is the next step in the account creation. You can choose from the options of **Excavator** or **Homeowner**.



**New User Registration** [Back to Login screen](#)  
This is used to create a new user for an excavator or a homeowner to enter a ticket.

1 Your information

2 Account type:

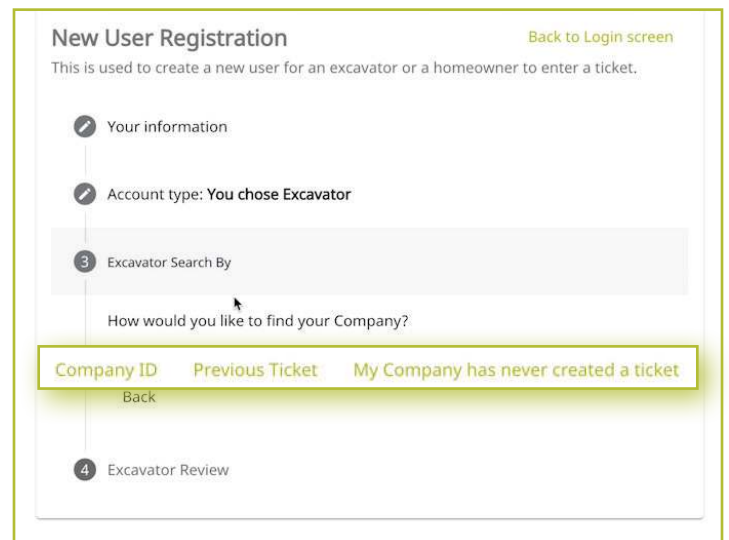
Please select an account type:

[Excavator](#) [Homeowner](#)

[Back](#)

If you choose **Excavator**, you will be asked to find your Company so that the system can associate your account with your Company. You can find your Company using the Company ID number, a previous ticket number and phone number associated with the ticket, or select that your Company has never created a ticket and input all the Company information yourself.

If you have entered the Company ID or a previous ticket number, the Company match will appear for you to select.



**New User Registration** [Back to Login screen](#)  
This is used to create a new user for an excavator or a homeowner to enter a ticket.

1 Your information

2 Account type: **You chose Excavator**

3 Excavator Search By

How would you like to find your Company?

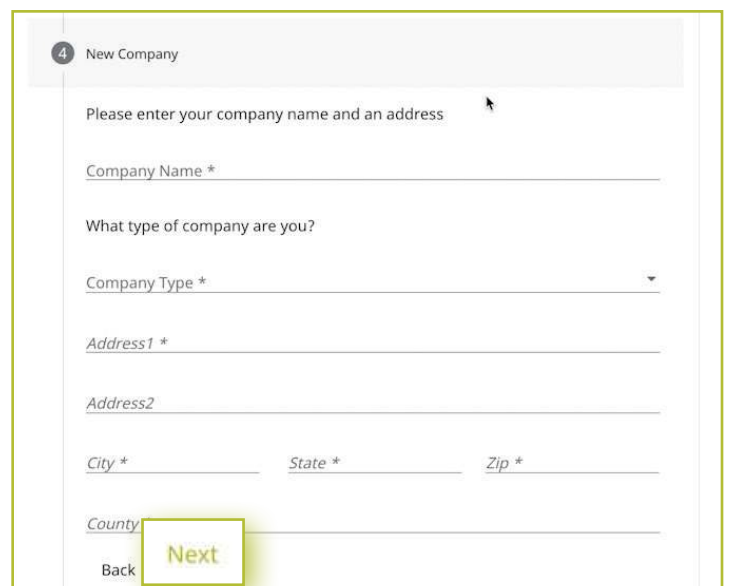
[Company ID](#) [Previous Ticket](#) [My Company has never created a ticket](#)

[Back](#)

4 Excavator Review

If you select the third option, that your Company has never created a ticket, a new series of questions will appear for you to answer. These include the Company Name, Company Type (this is a dropdown selection with the options of Contractor or Member), and the address of the Company.

When you are done, click the green **Next** text.



4 New Company

Please enter your company name and an address

Company Name \*

What type of company are you?

Company Type \*

Address1 \*

Address2

City \* State \* Zip \*

County

[Back](#) [Next](#)

# How to Register for an Exactix Account

## Creating a new account

If you choose the **Homeowner** option for your account type, you will be asked to provide your home address, including the County.

Then, you will be asked if you have any previous tickets. If you do, enter the ticket number and the phone number associated with that ticket so that the system can link your account with any previous tickets and give you access to it. The ticket number field is not required. The phone number field is required.

After completing these two steps, click the green **Next** text at the bottom of the form.

Your last step in the account creation is to verify all your submitted information. If you need to edit any of the information, click the **Back** text at the bottom of the form. If the information is correct, click the green **Submit** text at the bottom of the form.

After clicking **Submit**, you will be redirected to your new Exactix account home screen.

Please ensure that you keep your username and password in a safe place for future reference.

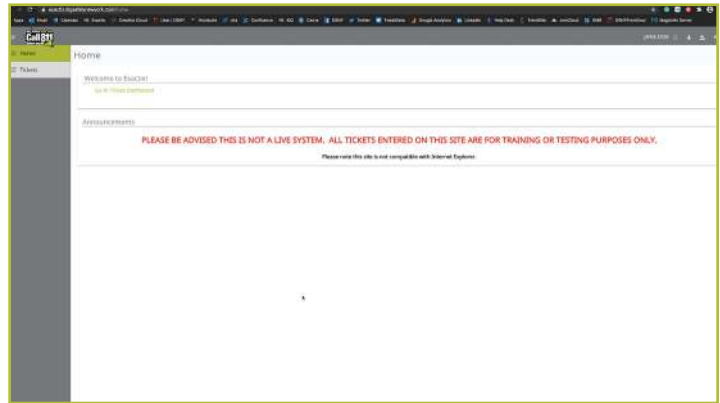


5 Excavator Review

Please review the summary of the information below. If it is correct, click 'Submit' to finish registration.

One Call Center:	DIG SAFELY NEW YORK
First name:	JANE
Last name:	DOE
Email address:	MARKETING@UFPO.ORG
Phone number:	(315) 437-7394
Excavator address:	6706 COLLAMER ROAD EAST SYRACUSE, NY 13067

Back Submit



# How to Register for an Exactix Account

## Creating a new account :: Existing Web User

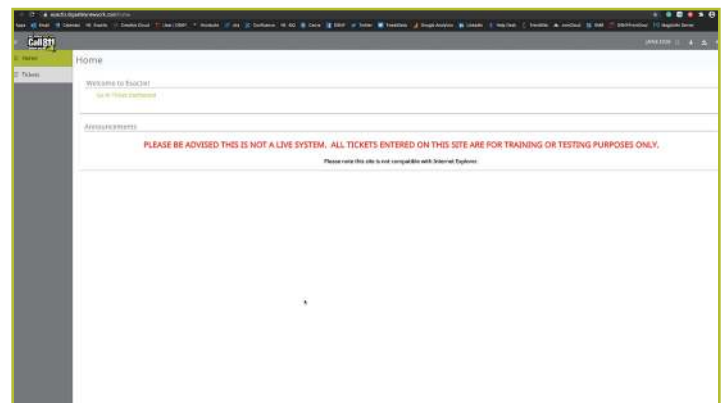
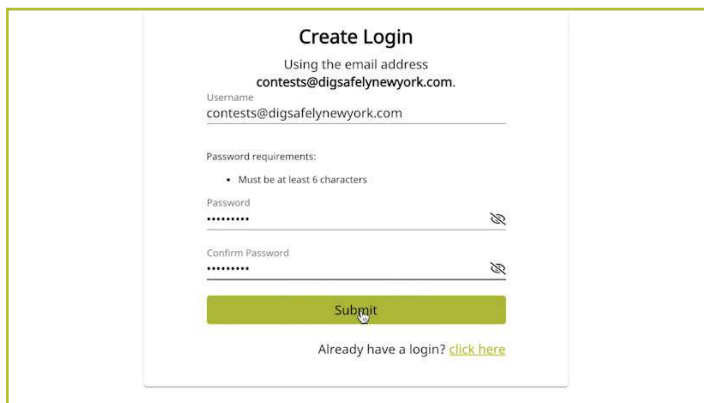
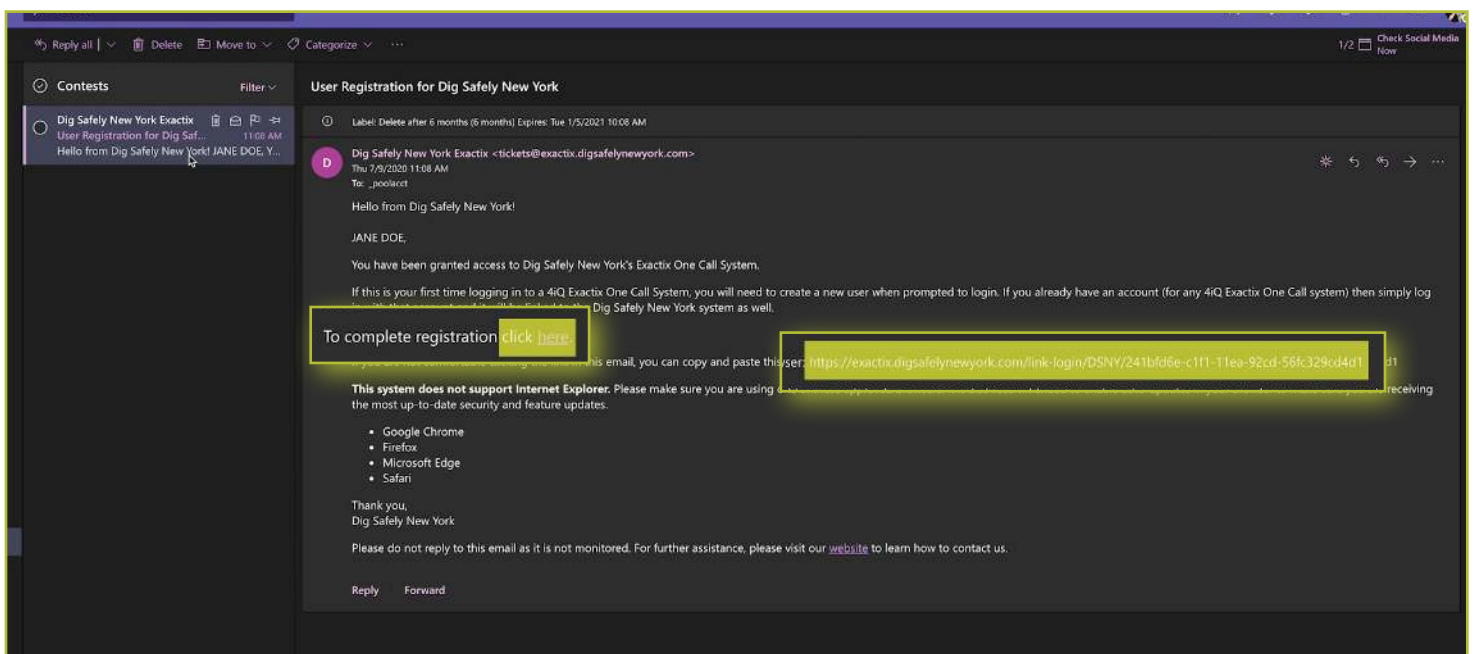
If you had an existing web account with Dig Safely New York for submitting location requests or responding to location requests as a member utility, you will receive an email from **Tickets@Exactix.DigSafelyNewYork.com**. Log into your email and look for the invitation.

Once you receive the email, read through it and click on the link to set up your account. Should you prefer, you can copy and paste the link into a new browser tab or window. The link will bring you to an Exactix account creation page where you will need to create a password.

Because you already had a web account within Dig Safely New York's old one-call platform, your password creation will link and verify your imported information into the new system.

After creating your password and clicking the **Submit** button, you will be redirected to your new Exactix account home screen.

Please ensure that you keep your username and password in a safe place for future reference.



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How to  
**Use and Navigate Your Dashboard**

# How to Use and Navigate Your Dashboard

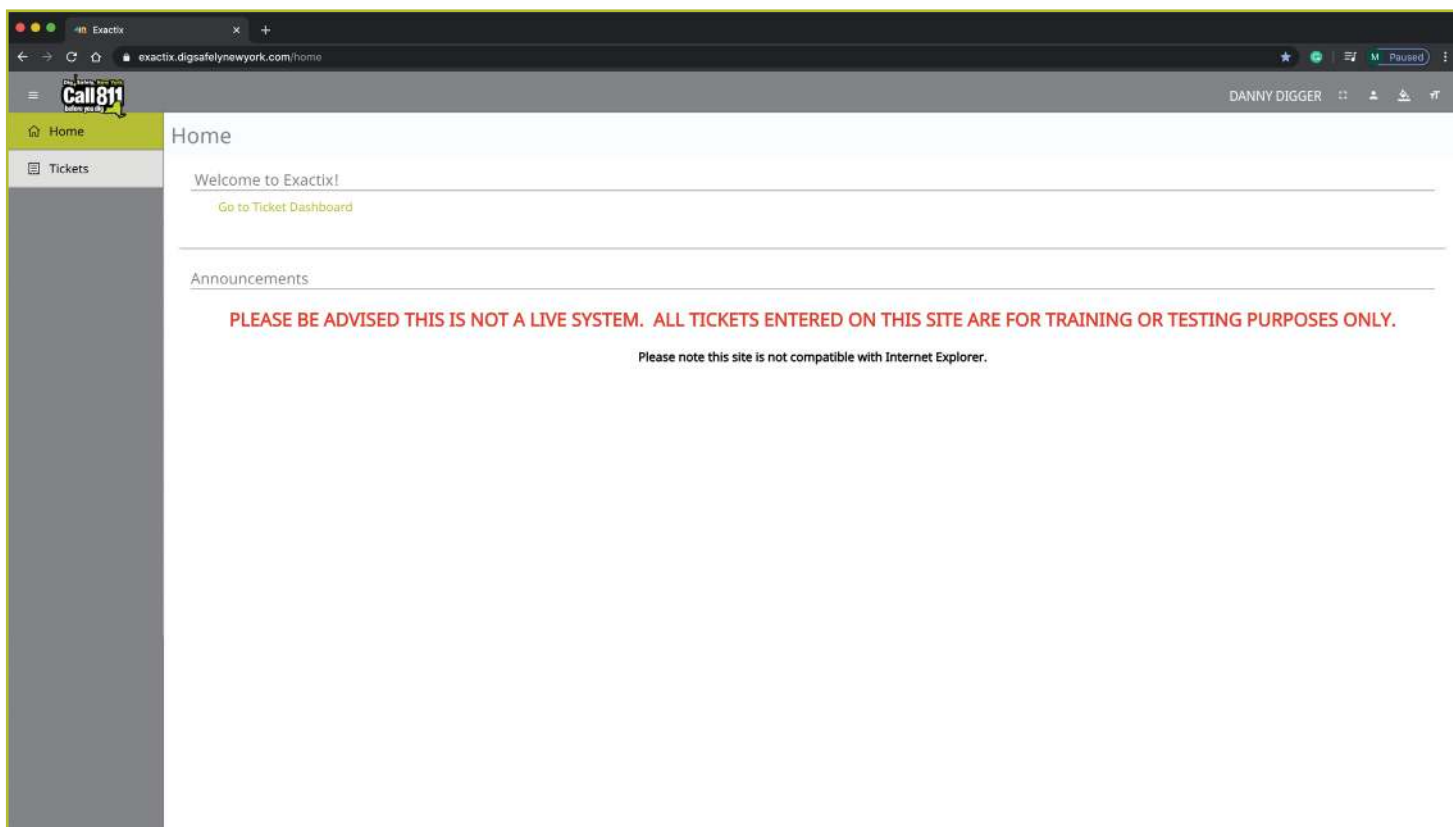
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## Getting Started

Once you have an Exactix account and log in, you will see your dashboard. The dashboard is your **home screen** for your Exactix account.

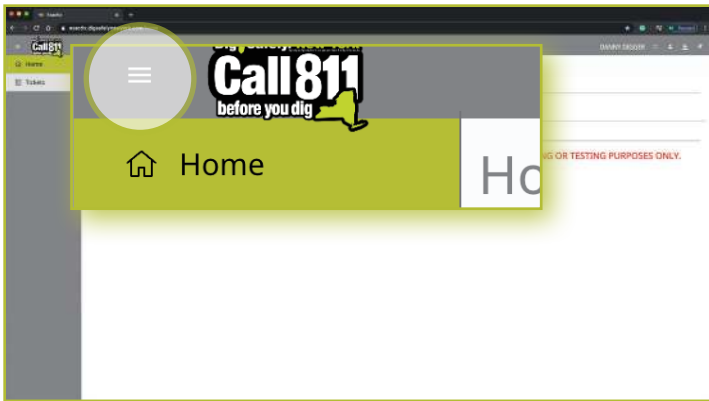
Let us review what the dashboard allows you to do.

When you first log into your Exactix account, you will land on your **home screen**. This screen will have information, news, and/or alerts that Dig Safely New York may need you to be aware of.



# How to Use and Navigate Your Dashboard

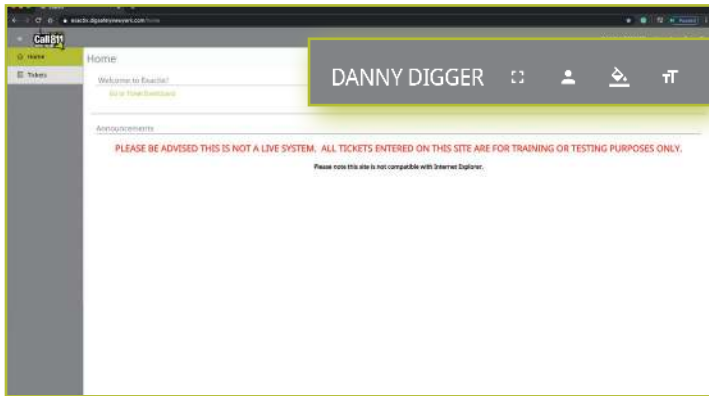
## Dashboard icons and what they do





Let's take a look at some other features that are available on your dashboard.


In the top left-hand corner, you will see three parallel lines. This is your menu icon and can be used to expand or collapse your main menu to show just icons, or the icons with text. You can also simply hover over the menu to have a quick view of your options. Taking your cursor off the bar will result in the menu collapsing to just show you the icons. Click on the three lines to keep the menu expanded.


In the top right-hand corner, you will see your name with four icons next to it. These icons represent different options on how you can view your dashboard. Hovering your mouse over each icon will explain what each mean.

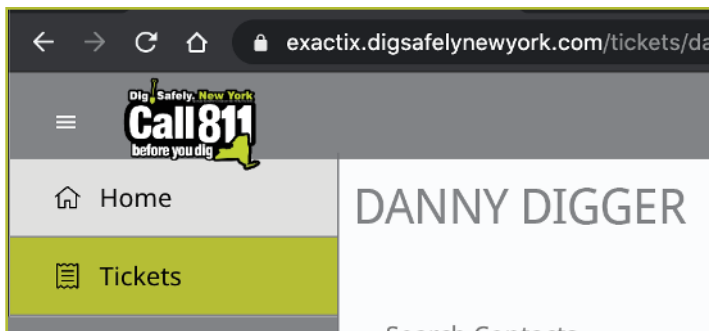


 The first icon allows you to toggle to a full screen view.

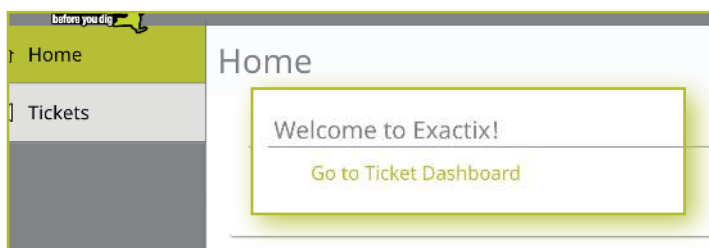
 The second icon gives you options to manage your profile within the system and log out of your account. These are called User Actions.

 The third icon allows you to change the theme color of the dashboard. Dig Safely New York has preset a default theme to match its brand colors. There are several other options for you to choose from, should you wish.

 Finally, the fourth icon allows you to change the size of the text within your dashboard.



After you read any alerts on the home screen, you can click on the **Tickets** tab in the left-hand menu, or on the **Go to Ticket Dashboard** text on the home screen.

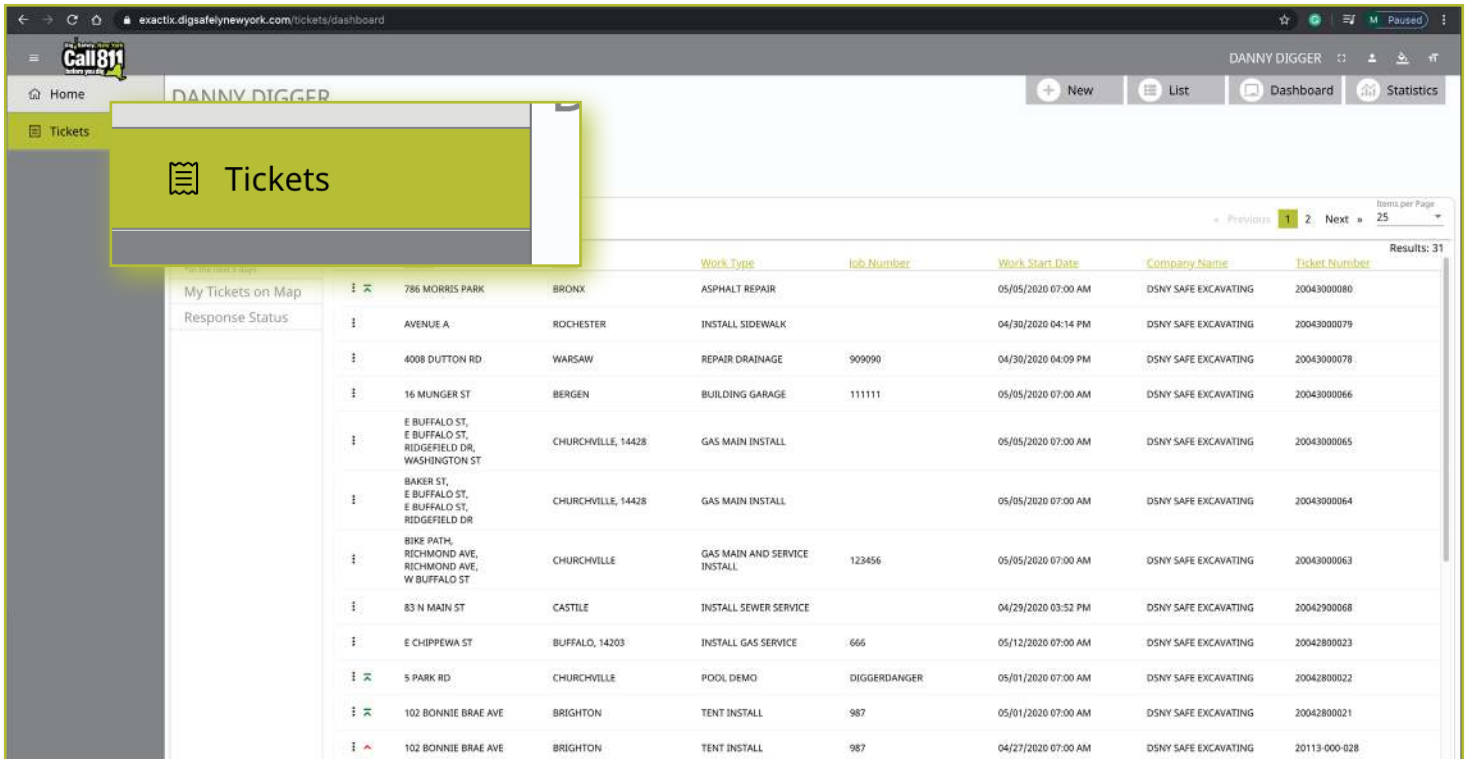




# How to Use and Navigate Your Dashboard

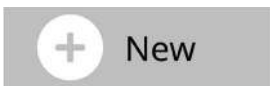
## The Ticket Menu

Your **Tickets** tab allows you to view the Location Requests you have submitted.

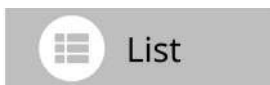


This Menu reveals three (3) new options located under the four (4) icons to the right of your name. These new options include **New**, **List**, and **Dashboard**. Let's review.

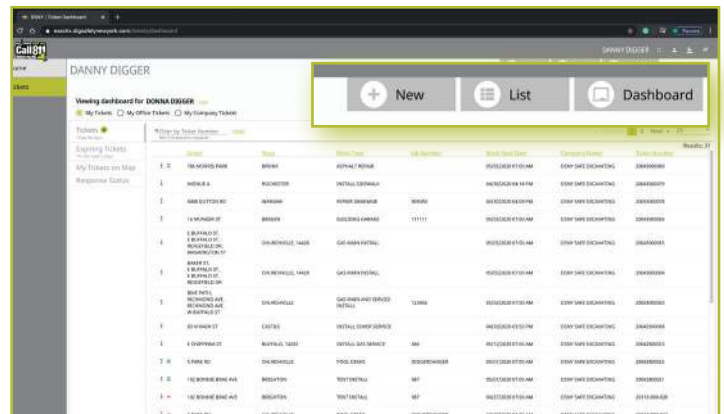
The **New** button brings you the Location Request creation screen.



The **List** button allows you to search through and for tickets you have permissions to view.



The **Dashboard** button will bring you back to your ticket dashboard screen view.



# How to Use and Navigate Your Dashboard

## Viewing Your Tickets

You will be able to view all Location Requests you submit, as well as those Location Requests in which you have been assigned as a field contact. You can gain access to view all Location Requests submitted by those in your Office and/or Company with additional roles, which is outlined in the Roles and Permissions section of this guide.

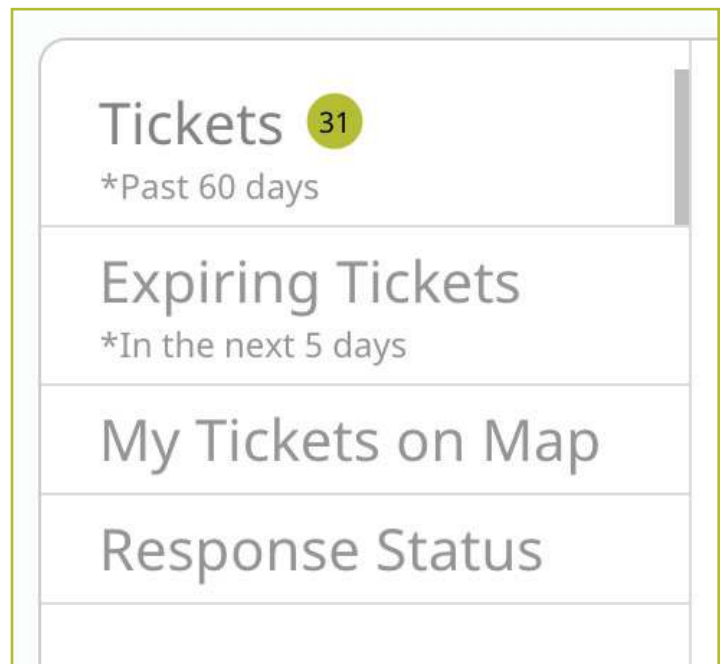


You also have a secondary ticket menu on the left-hand side on this ticket dashboard screen, in which you can use to filter your tickets, or the tickets of your Office and/or Company (based on permissions).

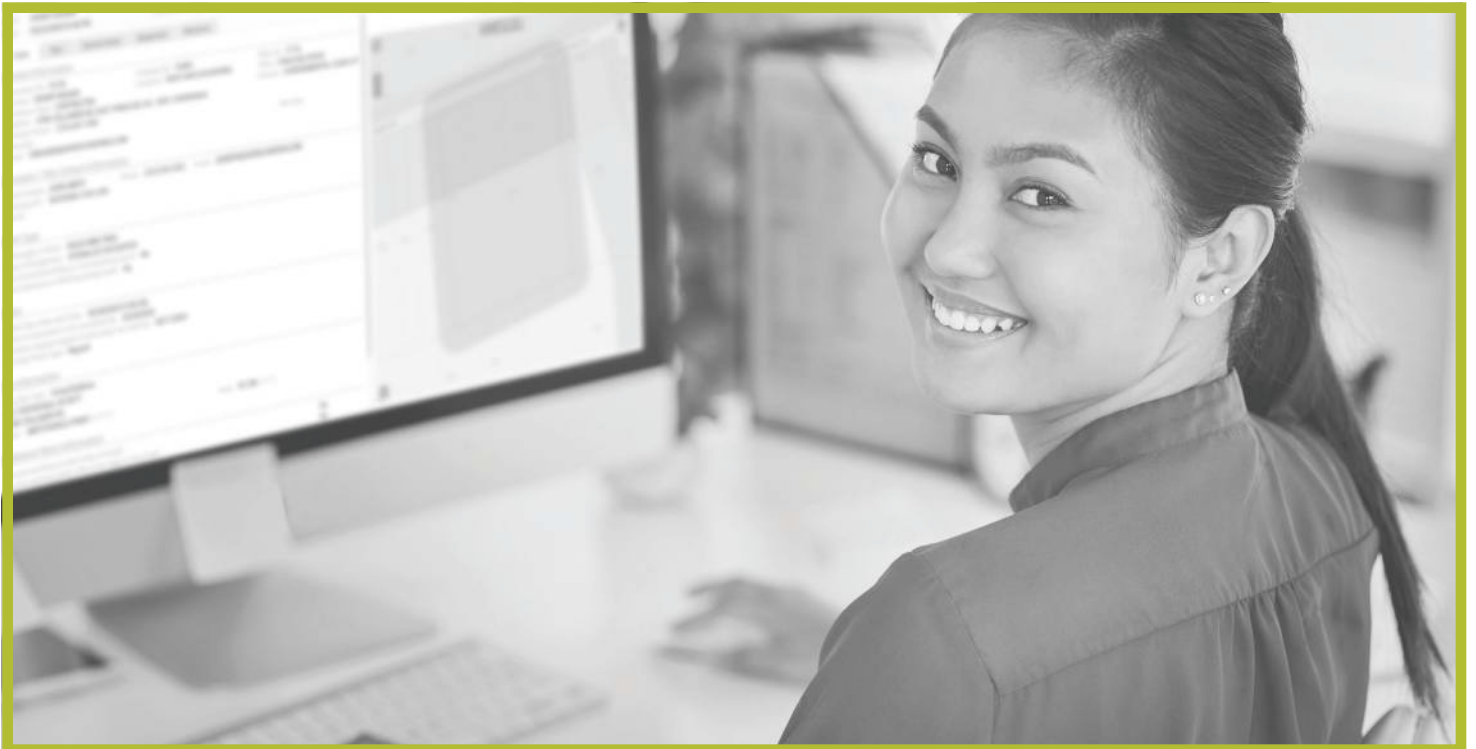
Here, you can click to view:

- Tickets from the past 60 days
- Tickets close to expiring
- Tickets on a map (using your current location)
- View the response status of tickets

We will review how you can interact with each of these filtered views later in this guide.



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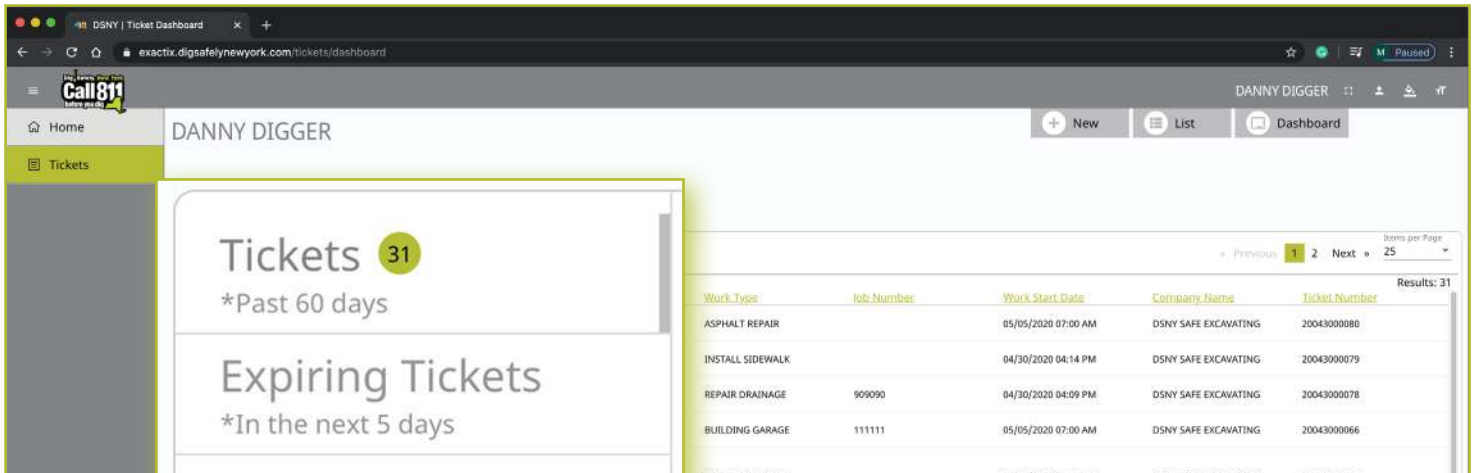
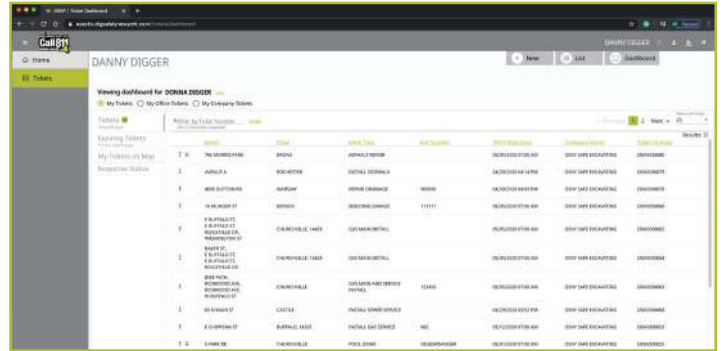
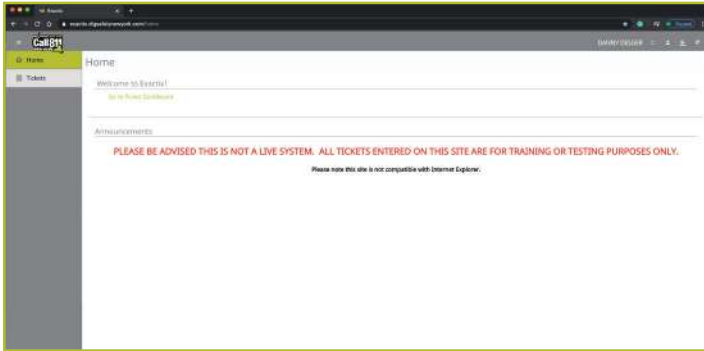
How to Utilize the  
**Secondary Ticket Menu**

# How to Utilize the Secondary Ticket Menu

## Getting Started

In the previous section, we reviewed the features available on your home screen and ticket dashboard.

Let's take a closer look at the secondary ticket menu



The secondary ticket menu on the left-hand side on the ticket dashboard screen allows you to filter your tickets, or the tickets of your office and/or company (based on permissions). Here, you can click to view:

- All tickets from the past 60 days
- Expiring tickets
- Tickets on map
- Response status of tickets

Let's take a closer look at each option.

# How to Utilize the Secondary Ticket Menu

## Recent Tickets

The screenshot shows the 'Tickets' menu with a search filter and a list of tickets. The list includes columns for Street, Place, Work Type, Job Number, Work Start Date, Company Name, and Ticket Number. The first three tickets are highlighted:

Street	Place	Work Type	Job Number	Work Start Date	Company Name	Ticket Number
786 MORRIS PARK	BRONX	ASPHALT REPAIR		05/05/2020 07:00 AM	DSNY SAFE EXCAVATING	20043000080
AVENUE A	ROCHESTER	INSTALL SIDEWALK		04/30/2020 04:14 PM	DSNY SAFE EXCAVATING	20043000079
4008 DUTTON RD	WARSAW	REPAIR DRAINAGE	909090	04/30/2020 04:09 PM	DSNY SAFE EXCAVATING	20043000078

Clicking on the **Tickets** tab will allow you to view all tickets you have permission to view, created within the last 60 days.

Tickets are displayed using a default filter showing the columns of:

- Street
- Place
- Work Type
- Job Number
- Work Start Date
- Company Name
- Ticket Number

Clicking on each of these titles will allow you to change the order in which your tickets are displayed based on column title. For example, if you click on **Work Start Date**, you will see a pop up that allows you to customize the way your tickets are being displayed.

We will discuss how you can configure your default filtered view for tickets later in this guide.

### Work Start Date

Sort Ascending  
 Sort Descending

Limit by...

All Dates  
 Today  
 Yesterday  
 Last Week (Last Sunday to last Saturday)  
 Last Month

Past Days  Max is 60

Past Hours  Max is 24

Single Date  (mm/dd/yyyy)

Date Range  (mm/dd/yyyy)  (mm/dd/yyyy)

### Street

- Sort Ascending  
 Sort Descending

Limit by...

Search Text...

Hit Enter to add text to the filter

# How to Utilize the Secondary Ticket Menu

## Expiring Tickets

Clicking on the **Expiring Tickets** tab in the secondary ticket menu will allow you to view all tickets that will be expiring in the next five (5) days. This gives you the opportunity to set internal priorities for yourself or your organization.

Expiring Tickets <span>10</span> <small>*In the next 5 days</small>		<u>Expires Date</u>	<u>Street</u>	<u>Place</u>	<u>Work Type</u>
My Tickets on Map		05/11/2020 11:59 PM	MYERS RD, MYERS RD, RT 55, RT 55	NEVERSINK, 12765	
Response Status		05/11/2020 11:59 PM	MYERS RD, MYERS RD, RT 55, RT 55	NEVERSINK, 12765	TRENCHING
		05/11/2020 11:59 PM	MYERS RD, MYERS RD, RT 55, RT 55	NEVERSINK, 12765	TRENCHING
		05/11/2020 11:59 PM	MYERS RD, MYERS RD, RT 55, RT 55	NEVERSINK, 12765	TRENCHING
			MYERS RD,		

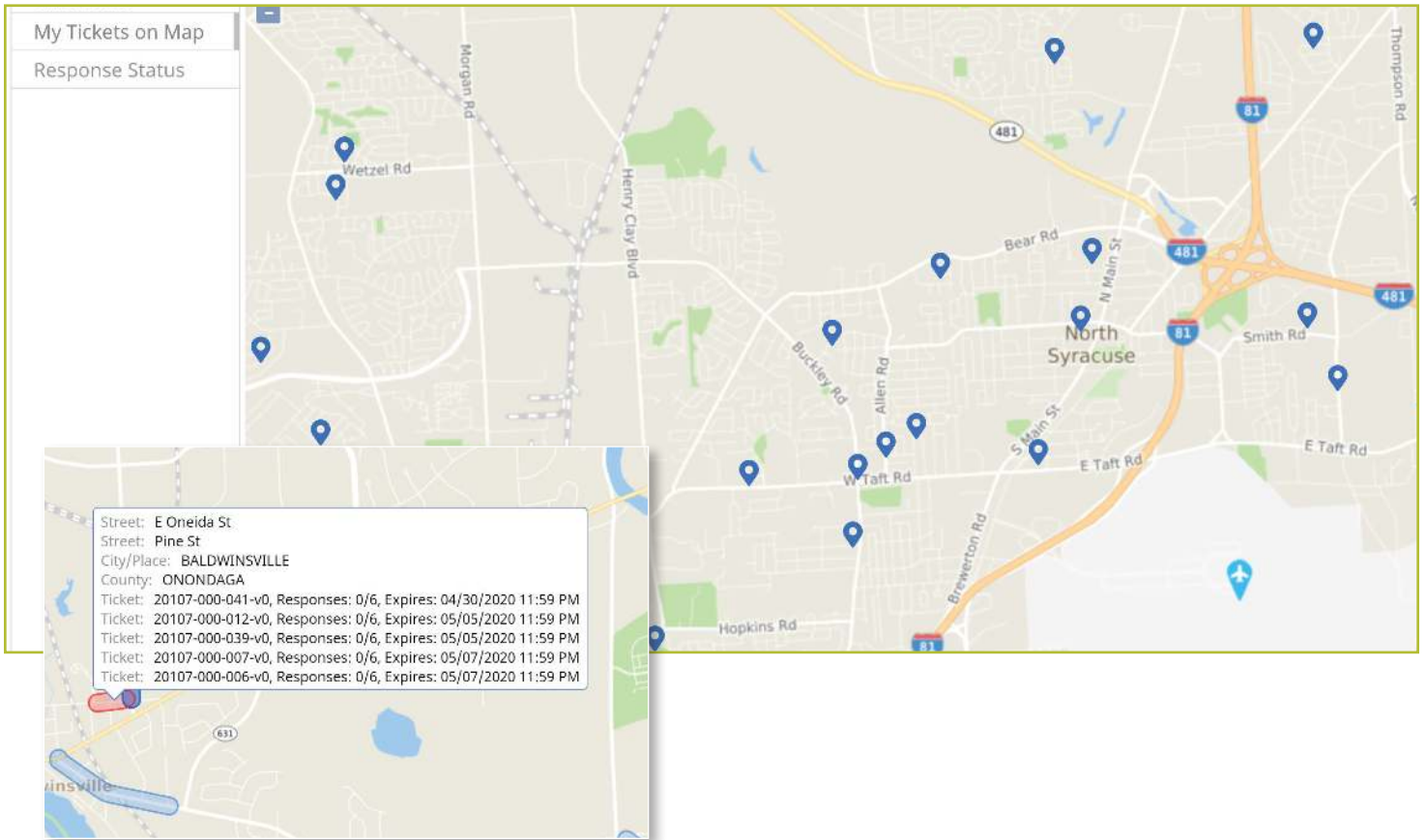
# How to Utilize the Secondary Ticket Menu

## Tickets on Map

The **My Tickets on Map** tab allows you to view tickets close to you. This tab uses the location setting on the device you are utilizing and locates any tickets that are in your geocoded area.

By clicking on the blue highlighted areas you see on the map, the area will turn red and pop a summary of the ticket, including:

- Street
- Place
- County
- Ticket number
- Responses received
- Expiration date on the ticket



# How to Utilize the Secondary Ticket Menu

## Tickets on Map :: Map Tools

You will notice blue buttons on the map view on this screen. These are tools that can change your map view and assist you in locating specific points on a map. These tools can be broken into two categories described below.

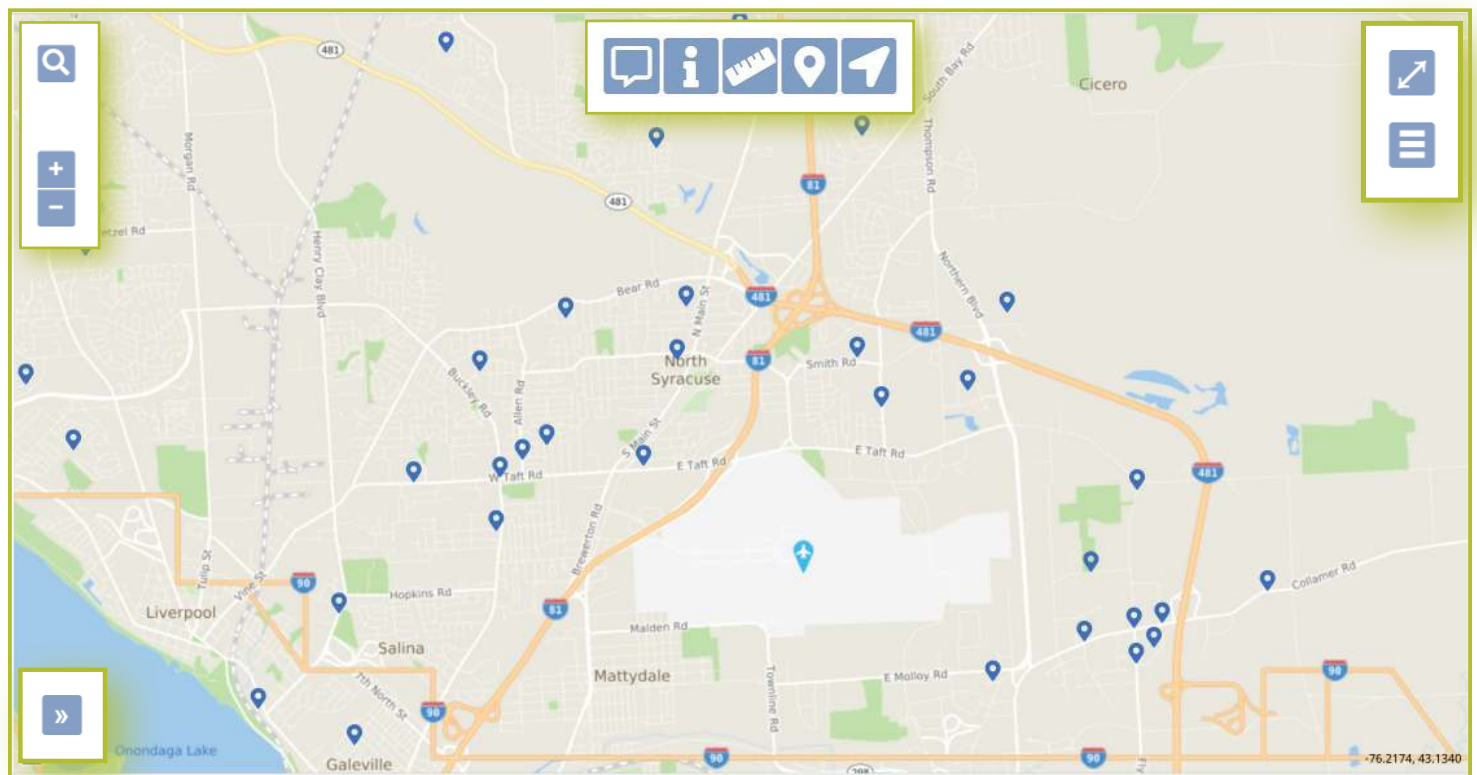
For a more detailed explanation of each tool see the section titled **How To Utilize the Manual Mapping Tools**.

### Map View Tools

- Search Tool
- Zoom In/Out Tool
- Overview Map Tool
- Toggle Full Screen Tool
- Toggle Base Map Tool

### Other Mapping Tools

- Show Map Features Tool
- Show Map Information Tool
- Measure Distance Tool
- Add Push Pins Tool
- Position to Current Location Tool





# How to Utilize the Secondary Ticket Menu

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## Tickets on Map :: Map Tools

### Map View Tools

#### Search Tool



The magnifying glass in the top left corner is your **Search** tool. You can use the **Search** tool to look for streets, places, points of interest, and latitude/longitude coordinates statewide or within your current map view.

#### Zoom In/Out Tool



Located under the **Search** tool, you will find your **Zoom In/Out** tools. These buttons are a minus icon (-) for **Zoom Out** and a plus icon (+) for **Zoom In**. You can utilize these tools at any time during the mapping process to get a better view of the map.

#### Overview Map Tool



Clicking on the **Overview Map** will open a small square at the left corner of your overall map with a zoomed out area that includes your search point or dig site.

#### Toggle Full Screen Tool



In the top right-hand corner of the map, you will see a diagonal line with an arrow on each end. This is your **Toggle to Full Screen** tool. Clicking the **Toggle to Full Screen** tool will make the map take over your entire screen. To exit out of the full-screen mode, click the **X** in the right-hand corner, or the escape (ESC) key on your keyboard.

#### Toggle Base Map Tool



The three lines icon located under your **Toggle to Full Screen** tool is called the **Toggle Base Map** tool. This tool allows you to change your map to a satellite view at any time. Clicking on the tool again will revert your map back.

### Other Mapping Tools

#### Show Map Features Tool



The **Show Map Features** tool can be used to show details on the map based on where your mouse(cursor) is positioned. It will show the, City/Place, Parcel, County.

#### Show Map Information Tool



The **Show Map Information** tool is very similar to the **Show Map Features** tool except you must click on a location on the map. Clicking on the map will show the following information, City/Place, Parcel, County.

#### Measure Distance Tool



The **Measure Distance** tool can be used to measure distance. This tool is best used when mapping an area based on distance (i.e., working 200-feet East of the intersection).

#### Add Push Pins Tool



The **Push Pin** tool can be used to add a push pin to the map. You can add as many push pins to your map as you would like.

#### Position to Current Location Tool



The **Position to Current Location** tool will quickly zoom the map into an area near you without touching the Location Request creation form.

# How to Utilize the Secondary Ticket Menu

## Ticket Responses

The **Response Status** tab allows you to get a quick view your tickets based on when the responses are due and how many responses have been received from the notified utilities.

Response Status	Due Date	Responses	Address	City	Service
	05/07/2020 05:00 AM	0 / 5	39 HUSCHKE RD	HURLEYVILLE, 12747	OIL TANK REMOVAL
	04/30/2020 10:33 AM	0 / 6	217 RICHARD CT	MOUNT IVY	SITE WORK LANDSCAPING
	05/01/2020 10:12 AM	0 / 5	11 LINDBERGH RD	STONY POINT	SITE WORK
	05/05/2020 05:00 AM	0 / 14	RT 42, RT 42, RT 42,	MONTICELLO, 12701	PIPELINE INSTALL
	05/04/2020 05:00 AM	0 / 3	83 N MAIN ST	CASTILE	INSTALL SEWER SERVICE

Clicking on each individual ticket on this screen gives you a detailed ticket view. Using the grey tabs at the top of the ticket allows you to view:

- The entire ticket with the map
- Ticket text
- Utilities notified  
(The term Service Areas are the same as Utilities Notified)
- Responses received
- Versions of the ticket

**20050100021 v0** Status: **Complete**

Agent: KAREN SMITH Function: Damaged or Discovered Line  
 Taken: 05/01/2020 06:47 AM Notify By: Manual

Buttons: + New, List, Dashboard, Damaged or Discovered Line, Locate Again, Cancel, Copy

Search: Find by Ticket Number

Excavator Profile | Map | Help

**Contact Information**

Excavator ID: 60866	Company ID: 153676	Office ID: 15167
Contact: DANNY DIGGER	Company: DSNY SAFE EXCAVATING	Office: DSNY SAFE EXCAVATING - SYRACUSE
Industry: GAS UTILITY		

Company Type: CONTRACTOR  
 Address: 3890 SOUTH STREET RD, MARCELLUS, NY, 13108  
 Primary Phone: (123) 555-1234  
 Alternate Cell: (123) 555-5678  
 Email: DDIGGER@SAFEEXCAVATING.COM

Email N/A: No  
 Alternate: Exclude Email from Ticket: No

**Excavator / Site Contact Information**

Field Contact: DON JOES	Phone: (123) 555-4321	Email: DJ@SAFEEXCAVATIO
Working For: NYSEG		
Job ID: TYUJO		

**Work Type**

What type of Work: ELECTRIC SERVICE REPAIR  
 Type of Equipment: MINI EXCAVATOR  
 Any Explosives or Blasting being used? No

**Dates**

Work Start Date and Time: 05/01/2020 06:47 AM  
 Work is estimated to be completed by: 05/01/2020

Map showing service area with labels: E Raynor Ave, 13-99 Forestry Dr, Physics Bldg, Heroy, Crouse Dr.

# How to Utilize the Secondary Ticket Menu

## Searching for Tickets

If you have a specific Location Request you would like to view and you know the ticket number, use the **Filter by Ticket Number** search box to locate the ticket.

To refresh your dashboard view or search for a new Location Request, click the **Reset** text to the right of the search box.

The screenshot shows the DSNY Ticket Dashboard interface. The user is logged in as DANNY DIGGER. The dashboard is for DONNA DIGGER. The search filter 'Filter by Ticket Number' is highlighted with a yellow box, and the 'reset' link is visible to its right. The table below shows a list of tickets with columns for job number, work start date, company name, and ticket number.

job Number	Work Start Date	Company Name	Ticket Number
	05/05/2020 07:00 AM	DSNY SAFE EXCAVATING	20043000080
	04/30/2020 04:14 PM	DSNY SAFE EXCAVATING	20043000079
909090	04/30/2020 04:09 PM	DSNY SAFE EXCAVATING	20043000078
111111	05/05/2020 07:00 AM	DSNY SAFE EXCAVATING	20043000066
	05/05/2020 07:00 AM	DSNY SAFE EXCAVATING	20043000065
	05/05/2020 07:00 AM	DSNY SAFE EXCAVATING	20043000064
123456	05/05/2020 07:00 AM	DSNY SAFE EXCAVATING	20043000063
	04/29/2020 03:52 PM	DSNY SAFE EXCAVATING	20042900068
666	05/12/2020 07:00 AM	DSNY SAFE EXCAVATING	20042800023
DIGGERDANGER	05/01/2020 07:00 AM	DSNY SAFE EXCAVATING	20042800022
987	05/01/2020 07:00 AM	DSNY SAFE EXCAVATING	20042800021
987	04/27/2020 07:00 AM	DSNY SAFE EXCAVATING	20113-000-028
DIGGERDANGER	04/27/2020 07:00 AM	DSNY SAFE EXCAVATING	20113-000-027

**exactix**



How to Utilize the  
**Roles and Permissions as an  
Exactix Web User**

# How to Utilize the Roles & Permission as an Exactix Web User

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## *About Roles and Permissions*

The level of functionality you have in Exactix is determined by your role. Dig Safely New York has established user roles, which have permission schemes based on an individual's access need(s) and training. A person can have more than one role in the system, which is granted by Dig Safely New York's Web Services Team following a training period and/or company authorization. First, let's review the names of the different roles. Then, we will get into the functionality each role has within Exactix.

- Excavator—Single Address Role
- Excavator—Training Role
- Excavator—Tickets Role
- Excavator—Design Training Role
- Excavator—Design Tickets Role
- Excavator—View Office Tickets Role
- Excavator—View Company Tickets Role

**exactix**



How to Utilize the  
**Excavator—Single Address Role**

# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Explanation of Role

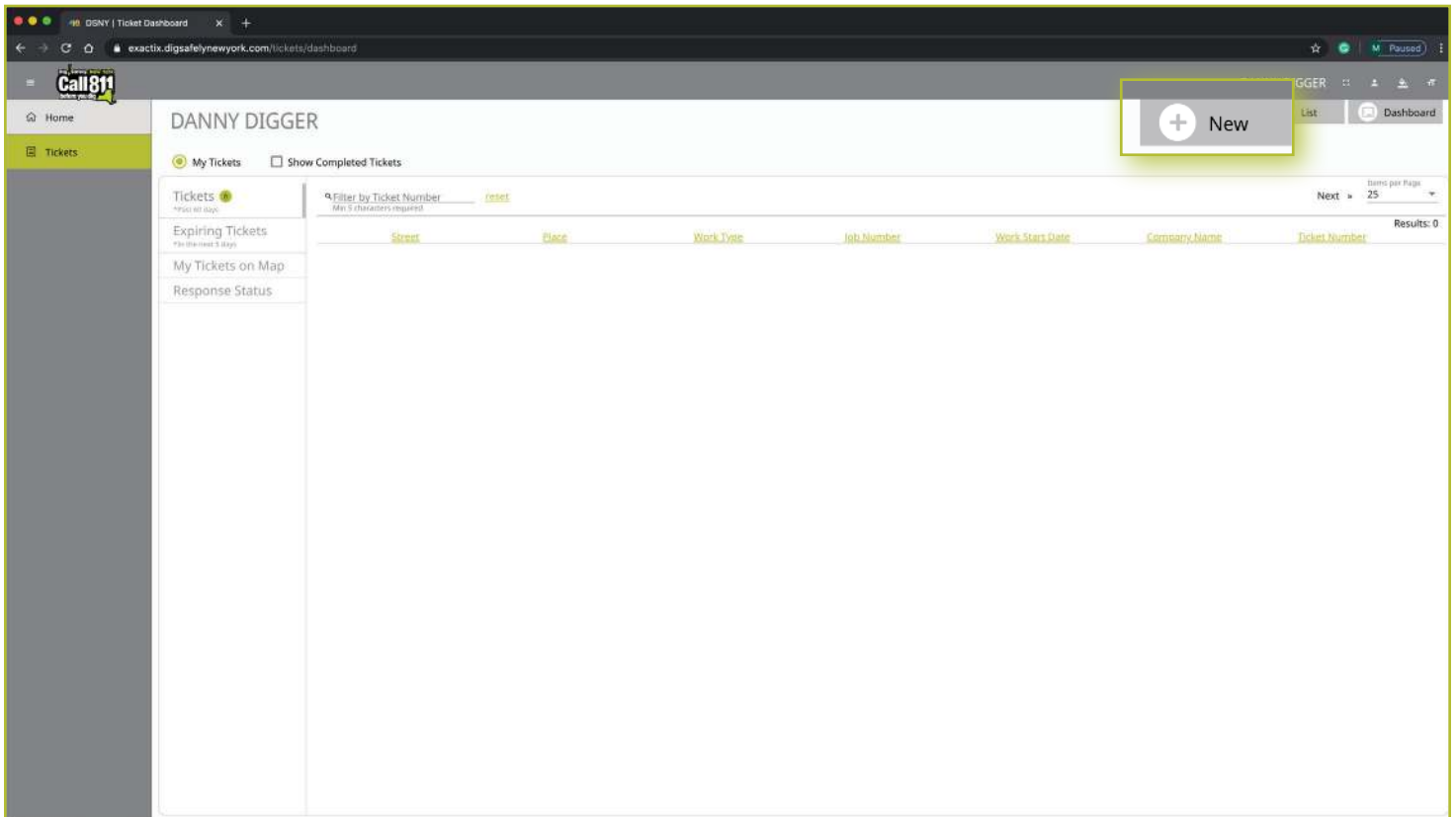
If you create your own Exactix account you will be automatically entered into the Excavator—Single Address Role. This role is intended for a Homeowner/DIYer or a Contractor/Excavator that places an occasional Location Request. To obtain more permissions (outlined in this guide), contact the Dig Safely New York Web Services Team.

Users in the Excavator—Single Address Role have access to submit Regular/Legal Location Requests with dig sites being at a Street/Address only.

Within the ticket dashboard, the Excavator—Single Address Role gives users the permission to view all Location Requests placed by that user, as well as view all Automated Positive Responses (APR) for those Location Requests.

Let's take a visual look at how a user in the Excavator—Single Address Role would submit a Regular/Legal Location Request and utilize the ticket dashboard.

To start a new Location Request, click on the **New** button under your name in the upper right-hand corner of the dashboard.



# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

### Contact Information

After you select **New**, you will be brought to the Location Request creation screen. You will start with the Contact Information section. Every web user will have contact information pre-populated into the section based on your account profile information.

The screenshot shows the 'Contact Information' section of the Exactix web interface. The left side displays a form for a contractor, and the right side displays a map of New York State. Below the map, a smaller form shows contact information for a homeowner.

Excavator ID	Company ID	Office ID
73178	154991	17116

Contact Name	Company Name	Office Name
DANNY DIGGER	DSNY SAFE EXCAVATING	SYRACUSE OFFICE

Company Type: CONTRACTOR  
Industry: ENVIRONMENTAL CLEAN-UP

Address 1: 6706 COLLAMER RD

Address 2:

City	State	Zip
EAST SYRACUSE	NY	13057

Primary Phone: (315) 437-7394

Type	Alternate Contact #	Type	Alternate Contact #
Phone	(555) 555-5555	Email	DONNA@SAFETYNET

Email: DDIGGER@SAFEEXCAVATING.COM

Who are you doing the Work for: \_\_\_\_\_

Job ID if you have one: \_\_\_\_\_

Information about your Project

Is the dig area marked in white? \_\_\_\_\_

Any Explosives or Blasting being used? \_\_\_\_\_

What type of Equipment? \_\_\_\_\_

Excavator ID	Company ID	Office ID

Contact Name	Company Name	Office Name
KAREN SMITH		

Company Type: HOMEOWNER

Address 1: 123 CHESTNUT ROAD

Address 2:

City	State	Zip
KIRKVILLE	NY	13082

Primary Phone: (123) 555-1234

Type	Alternate Contact #	Type	Alternate Contact #

Email: KARENSMITH@SAFETYMAIL.COM

Contact fields for a Homeowner/DIYer differ from a Contractor/Excavator in this role. Note the blank field in the image on the right. Registered Homeowner/DIYers will not have:

- Excavator ID
- Company ID
- Office ID
- Company Name
- Office Name



# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

The fields that are greyed out cannot be altered. If any of this information is incorrect, please contact Dig Safely New York's Web Services Team to update your contact information.

Fields that can be changed are not greyed out. These include **Alternate Contact** information and **Email**.

Contractor/Excavator contact information example

Homeowner/DIYer contact information example

### Alternate Contact

These fields can be populated with other means of contacting you, such as a **Cell**, **Email** or **Phone** number. Simply change the type of contact using the drop-down options and type in the information, like a cell phone number, that matches the type you have selected.

If you select a contact type and put in the respective response, but change your mind and would like to leave this field blank, use your keyboard to delete the number or email you have inserted and also delete the type of contact you have selected. Deleting the type of contact you have selected by using your keyboard will change the field back to "Type."

### Email

This field can also be changed to show another email address that you would like to use for the purposes of that specific Location Request.

*Please Note: Both Dig Safely New York and locators for underground facility owners/operators may use this information to contact you with information, problems, or questions. It is important that you keep your contact information accurate and up to date.*

# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

### Excavator—Single Address users registered as a Homeowner/DIYer

#### Excavator / Site Contact Information

There are two questions in this section for those users registered into the system as a Homeowner. These questions are regarding who is doing the work.

#### Excavator / Site Contact Information

Are you doing the Work?

Who is doing the work:

#### Are You Doing The Work

If you will be doing the work yourself as a homeowner, please answer this question with the **Yes** option. By answering yes, you are not required to answer the next question and you can move to the “Information about your Project” section of the Location Request form.

If you have hired a contractor to do this work, please answer this question with the **No** option. Then, please answer the following question, “Who is doing the work.”

#### Who is Doing The Work

This is a type ahead field. If you have hired a contractor to do the work, begin typing the name of the company then choose from the list provided.

If the name of the company you have hired is not on the provided list, you can continue typing without selecting an option to populate this field with the name of your hired company or contractor.

*If you have filled out this section as a Homeowner/DIYer, skip to the **Information about your Project** section. If you are a Contractor/Excavator, continue to the next page for information about this section.*

#### Excavator / Site Contact Information

Are you doing the Work?

Who is doing the work:

#### Excavator / Site Contact Information

Are you doing the Work?

Who is doing the work:

#### Excavator / Site Contact Information

Are you doing the Work?

Who is doing the work:

# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

### Excavator—Single Address users registered as a Contractor/Excavator

#### Excavator / Site Contact Information

There are three pieces of information this section addresses for those Excavator—Single Address users registered as a Contractor/Excavator.

- Field contact(s)
- Who you are doing the work for
- Job number

#### Excavator / Site Contact Information

---

— Field Contact Phone Email

+ [Add additional Contact](#)

Who are you doing the Work for

Job ID if you have one

#### Field Contact

A field contact is the individual that can be contacted if there are questions related to the ticket or jobsite. Upon clicking on the **Field Contact** text box, a dropdown list of people associated with your Company will appear. You can choose someone from this list or input a new contact. If you are manually entering in a **Field Contact**, please ensure that you include a phone number and email address. If the utility companies or their locators have any questions, the **Field Contact** is the person they will reach out to.

Within the Exactix system, you have the ability to enter more than one **Field Contact** on your Location Request. To do this, simply click on the + **Add additional Contact** text under the first/primary **Field Contact** entered. The system will generate the same list for you to choose from, or give you the ability to manually input a new contact.

#### Excavator / Site Contact Information

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— Field Contact Phone

+ [Add additional Contact](#)

Job ID	Name	Phone	Address
9134	MARY DOZER (222) 555-1234		DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA
73148	KEVIN SIHOVEL (315) 555-5555		DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA
73151	NICK HANDY (315) 437-7394		DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA
73152	JOHN DOE (315) 437-7394		DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA
73169	JANE SMITH (315) 437-7394		DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA
7374	MARY DOZER (222) 555-1234		DSNY SAFE EXCAVATING (154991) - BUFFALO OFFICE 3637 UNION RD, SUITE 6, CHEEKTOWAGA, NY, 14225, ERIE

#### Excavator / Site Contact Information

---

— Field Contact

— Field Contact

+ [Add additional Contact](#)

# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

If you select or type in a person, then decide to delete that contact, make sure you click the minus symbol to the left of the name field. This will ensure you can successfully submit your Location Request. If you do not do this, and leave the field blank after previously having information entered, you will receive an error message when trying to submit your Location Request.

Field Contact

- JOHN DOE
- STEVE DIGGER

### Working For

This is the person, contractor, organization, or utility company who hired you to do the work. For example, if you are doing the work for a homeowner, you would type in their name (i.e., Jane Doe) or simply type “Homeowner.” If you were doing the work for a business, you would type in the name of that business (i.e., Doe’s Supermarket).

Who are you doing the Work for

JANE DOE

Who are you doing the Work for

DOE'S SUPERMARKET

If you are doing the work for a utility that is a member of Dig Safely New York, the system will generate a dropdown list of possible matches as you are typing in your response.

Who are you doing the Work for

- NATIONAL FUEL GAS (NFG)
- TOWN OF NORTH ELBA (TWN N ELBA)
- TOWN OF NORTH SALEM (TWN N SALEM)
- NIAGARA FRONTIER TRANSPORTATION AUTHORITY (NFTA)
- TOWN OF NORTH CASTLE (TWN N CASTLE)
- VILLAGE OF NORTH HORSELL (VIL N HORSELL)
- NEW YORK STATE ELECTRIC & GAS (NYSEG)
- VILLAGE OF NORTH COLLINS (VIL N COLLINS)
- N CHAUTAUQUA LAKE / PPD SEWER DISTRICTS (N CHTQU LK SWR)
- VILLAGE OF NORTH SYRACUSE (VIL N SYRACUSE)

Location request expires if work does not start by: 06/10/2020

### Job Number

New to the Location Request form is the **Job Number** field. This is a custom field that allows you to type in numbers and/or letters to better associate your jobs/projects with the respective Location Requests.

Job ID if you have one

Job ID if you have one

123ABC

## Roles and Permissions as an Exactix Web User

### Excavator—Single Address Role :: Submitting a New Location Request

#### Information about your Project

Now, we move on to the **Information about your Project** section of the form. Here you will be asked specific questions regarding your impending project. This section is the same regardless of whether you are a Homeowner/DIYer or Contractor/Excavator.

#### Information about your Project

---

Is the dig area marked in white? Yes/No ▼

Any Explosives or Blasting being used? Blasting ▼

*What type of Equipment?*

Any horizontal drilling or boring being done? Boring ▼

Depth of Excavation: Depth Units ▼

Work Site Dimensions:      Length: Length Units ▼      Width: Width Units ▼

#### Is the Dig Area Marked in White

Marking a jobsite in white using paint or flags allows a utility locator to easily identify areas that must be located for underground utilities. Select from the options of **Yes**, **No**, or **Unknown** to answer this question. This information is passed along to the utility companies so that their utility locators know what they are looking for on the jobsite. If the area is marked in a color other than white, please answer this question with the **No** response and note in the comments field at the bottom of the Location Request creation form that the area is marked in a specific color (i.e., work area is marked in black).

#### Any Explosives or Blasting Being Used

This is a yes/no question. If you plan to use any explosives, like dynamite, during your job, please select **Yes**.

#### Information about your Project

---

Is the dig area marked in white? Yes ▼

Any Explosives or Blasting being used? No ▼

Yes

No

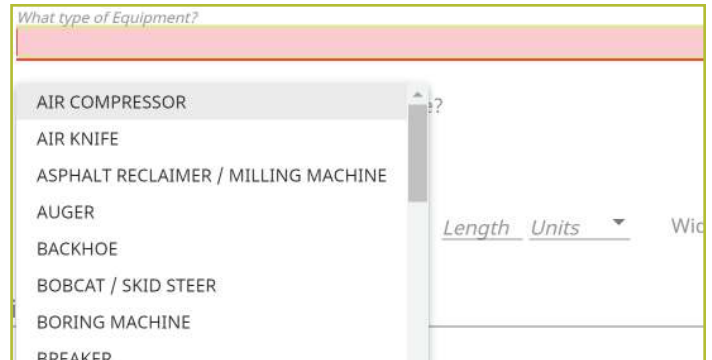
Unknown

# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

### What Type of Equipment

This question is asking what type of equipment will be used to perform your job. For example, you can type in hand tools, auger, or backhoe, in this field. Once you begin typing, a list of possible matches will populate for you to choose from. You can select the equipment from the dropdown menu by clicking it or pressing **enter/return** on your keyboard. You can enter more than one type of equipment. You should include all equipment that will be used for this job.

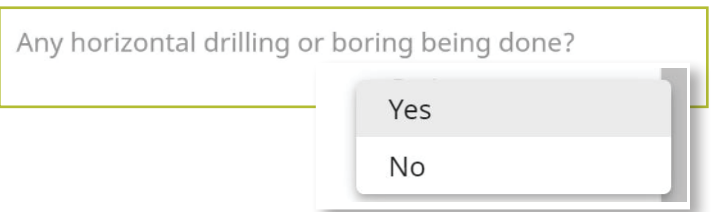


A screenshot of a web form titled "What type of Equipment?". Below the title is a dropdown menu with a scrollable list of equipment types: AIR COMPRESSOR, AIR KNIFE, ASPHALT RECLAIMER / MILLING MACHINE, AUGER, BACKHOE, BOBCAT / SKID STEER, BORING MACHINE, and BREAKER. To the right of the dropdown, there are input fields for "Length", "Units", and "Width".

### Any Horizontal Drilling or Boring Being Done

Directional drilling or boring is drilling into the ground to create a horizontal hole without distributing the surface of the ground. This technique is often used to install underground utility lines without digging a trench.

This is a yes/no question. If you or your contractor will be using equipment for directional drilling or boring on your jobsite, please answer **Yes** to this question using the dropdown options.



A screenshot of a web form with the question "Any horizontal drilling or boring being done?". Below the question is a dropdown menu with two options: "Yes" and "No".

### Depth

In this field, type in how deep you plan to dig for your project. This should be a numeric answer. The unit dropdown can be changed to reflect the unit of measure that you need to indicate how deep you are digging. Unit options include **Feet, Inches, Yards, Miles and Meters**.

If you are not certain of the depth you will be digging, leave this blank.

If you type in a response and change your mind and would like to leave this field blank, use your keyboard to delete the number you have inserted and also the unit you have selected. Deleting the unit you have selected using your keyboard will change the field back to "Units."



A screenshot of a web form showing the "Depth" field. The field contains a numeric value and a unit dropdown menu. The dropdown menu is open, showing options: Feet, Inches, Yards, Miles, and Meters. To the left of the "Depth" field, there are input fields for "Length" and "Units". To the right, there is a "Width" field with a "Width" dropdown menu.

# Roles and Permissions as an Exactix Web User

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## Excavator—Single Address Role :: Submitting a New Location Request

### Work Site Dimensions

Similar to the depth, use the length and width fields to indicate the dimensions of your work area. This should be the approximate size of the entire dig area, not just the size of the hole or trench you plan to dig. This should be a numeric answer. The unit dropdown can be changed to reflect the unit of measure needed. Unit options include **Feet, Inches, Yards, Miles and Meters.**

If you are not certain of the length or width of your work area, leave these fields blank.

If you type in a response and change your mind and would like to leave one or both of these fields blank, use your keyboard to delete the number you have inserted and also the unit you have selected. Deleting the unit you have selected using your keyboard will change the field back to “Units.”

The screenshot shows a web form with the following elements:

- Work Site Dimensions:** A label for the section.
- Length:** A text input field with the placeholder text *Length*.
- Width:** A text input field with the placeholder text *Width*.
- Units:** A dropdown menu currently showing *Units* with a downward arrow. The dropdown menu is open, listing the following options: **Feet**, **Inches**, **Yards**, **Miles**, and **Meters**.
- Find Address of Dig Site:** A section header below the dimensions fields.
- Street Address:** A text input field.
- reset:** A button located at the bottom right of the form.

# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

### Find Address of Dig Site

The next group of questions in the Location Request creation form are for the Dig Site area.

#### Find Address of Dig Site

---

Street Address: \_\_\_\_\_ [reset](#)

City/Place, County, State: Place \_\_\_\_\_ County \_\_\_\_\_ NY

Near Street: Nearest Intersecting Str...

Where on the lot will you be digging? Check all that apply:

<input type="checkbox"/> Entire Property	<input type="checkbox"/> Rear of Property
<input type="checkbox"/> Front of Property	<input type="checkbox"/> Left Side of Property, as Facing
<input type="checkbox"/> Perimeter of Property	<input type="checkbox"/> Right Side of Property, as Facing
<input type="checkbox"/> Work in Driveway Area	<input type="checkbox"/> Include Street to Centerline
<input type="checkbox"/> Work in Sidewalk Area	

\* If additional locate instructions are necessary, type them in the comments below.

Are you working on both sides of street? Yes/No ▼

Are you working within 25ft of the edge of the street? Yes/No ▼

What type of digging work will be occurring at this address?

Type of Digging

When do you plan to start your work? 06/03/2020, 07:00 AM 📅

Estimated Work Complete Date: 06/03/2020 📅

Location request expires if work does not start by: 06/17/2020

Please enter any additional comments you have about the work you are doing including any necessary community gate codes or other access information:

Comments ▲▼



# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

### Street Address

Enter the address where you will be digging. As you start typing in the address or street name, a list of potential matches will appear in the dropdown, with the closest matches being at the top. Select the option in which your address is included in the range, by using your mouse to click on the correct match. Note that the Place and County are also displayed with the address and will be automatically populated in the following fields by selecting your address range.

The screenshot shows the 'Find Address of Dig Site' form. The 'Street Address' field contains '54 ED HILL RD' and the 'City/Place, County, State' field contains 'FREEVILLE'. A dropdown menu is open, showing a list of address suggestions such as '1-499 ED HILL RD, DRYDEN (TOMPKINS, NY)', '1-199 ED HILL RD, FREEVILLE (TOMPKINS, NY)', and '1-299 EDS RD, ASHLAND (GREENE, NY)'. A 'reset' link is visible next to the 'Street Address' field.

Once you select your address, you will notice the map to the right of the Location Request creation form will change and the address you have selected will be blue.

If you have made a mistake, and would like to start over again on the address selection, or need to change the address, click the **Reset** text located next to the **Street Address** field.

The screenshot shows the 'Find Address of Dig Site' form with a map on the right. The 'Street Address' field is highlighted in yellow and contains '119 ED HILL RD'. The 'City/Place, County, State' field contains 'FREEVILLE', 'TOMPKINS', and 'NY'. A 'reset' link is visible next to the 'Street Address' field. The map on the right shows a blue rectangle highlighting the selected address location. The form also includes checkboxes for 'Where on the lot will you be digging?', dropdown menus for 'Are you working on both sides of street?' and 'Are you working within 25ft of the edge of the street?', and a date field for 'When do you plan to start your work?'.

# Roles and Permissions as an Exactix Web User

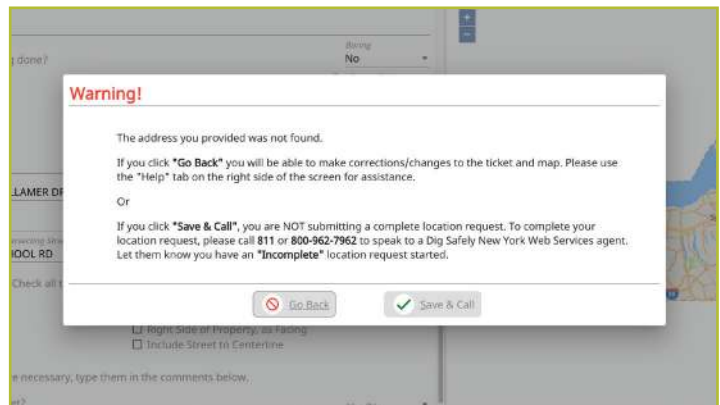
## Excavator—Single Address Role :: Submitting a New Location Request

### City/Place, County, State

The City/Place, County and State fields will all be populated based on your address selection. If your address was not found, you will see a red error message that reads, “The address you provided was not found.” You cannot place a Location Request utilizing this online service if your address is not found. If you attempt to type in an address that is not found on the map and manually populate the City/Place and County fields, you will still receive a warning error that states, “The address you provided was not found,” upon trying **Save/Continue**.

If you cannot locate your address using this form, please call 811 to speak to a Damage Prevention Representative. The Damage Prevention Representative will assist in finalizing a Location Request for your job.

Place	County	
FREEVILLE	TOMPKINS	NY



### Near Street

If your **Street Address** and **Place** was found, then a list of the **Nearest Intersecting Streets** will be displayed once you click in the field. These choices also display the distance (in Feet) from the address of your dig site. Please select the correct match from the dropdown list. Selecting your **Near Street** will also change your map. Your **Near Street** will be highlighted in red. You may have to use the zoom out feature on the map to verify the location of your near street. Use the “—” icon on the left side of the map to zoom out. You can use the “+” icon above it to zoom back into the property you have selected as your jobsite.



### Where On The Lot Will You Be Digging (Check All That Apply)

Simply use your mouse to select where on the property you will be doing your work. If you are working on the entire property, there is no need to select other options that include the property. You may opt to select, **Include Street to Centerline** with the **Entire Property** option, though, depending on your project.

If additional locate instructions are necessary, use the **Comments** field at the bottom of the form.

Where on the lot will you be digging? Check all that apply:

- |  |  |
|--|--|
| <input type="checkbox"/> Entire Property       | <input type="checkbox"/> Rear of Property                  |
| <input type="checkbox"/> Front of Property     | <input type="checkbox"/> Left Side of Property, as Facing  |
| <input type="checkbox"/> Perimeter of Property | <input type="checkbox"/> Right Side of Property, as Facing |
| <input type="checkbox"/> Work in Driveway Area | <input type="checkbox"/> Include Street to Centerline      |
| <input type="checkbox"/> Work in Sidewalk Area |  |

\* If additional locate instructions are necessary, type them in the comments below.

# Roles and Permissions as an Exactix Web User

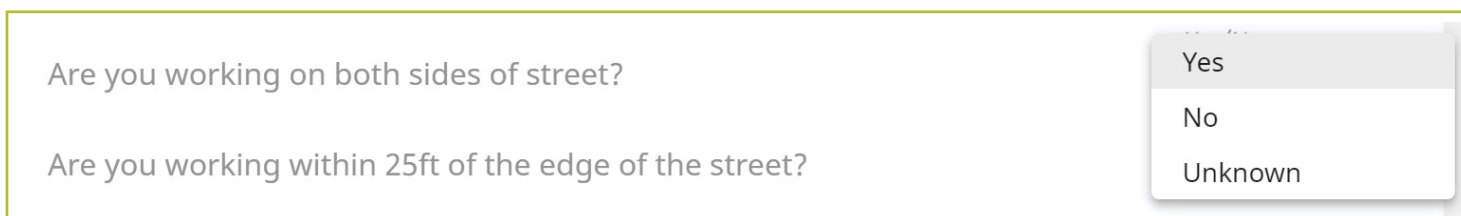
## Excavator—Single Address Role :: Submitting a New Location Request

### Are You Working On Both Sides of The Street

The “both sides of the street” question directly impacts the mapping and utilities notified. Select the dropdown to click, **Yes**, **No**, or **Unknown**. If you select **Yes** or **Unknown**, you will notice the highlighted blue dig site area on the map (to the right of the Location Request creation form) will increase in size to account for the work on both sides of the street.

### Are You Working Within 25ft of the Street

Your answer to this question will notify impacted utilities if your work is being performed within 25 feet of the street. Select the dropdown to click, **Yes**, **No**, or **Unknown** to answer this question.



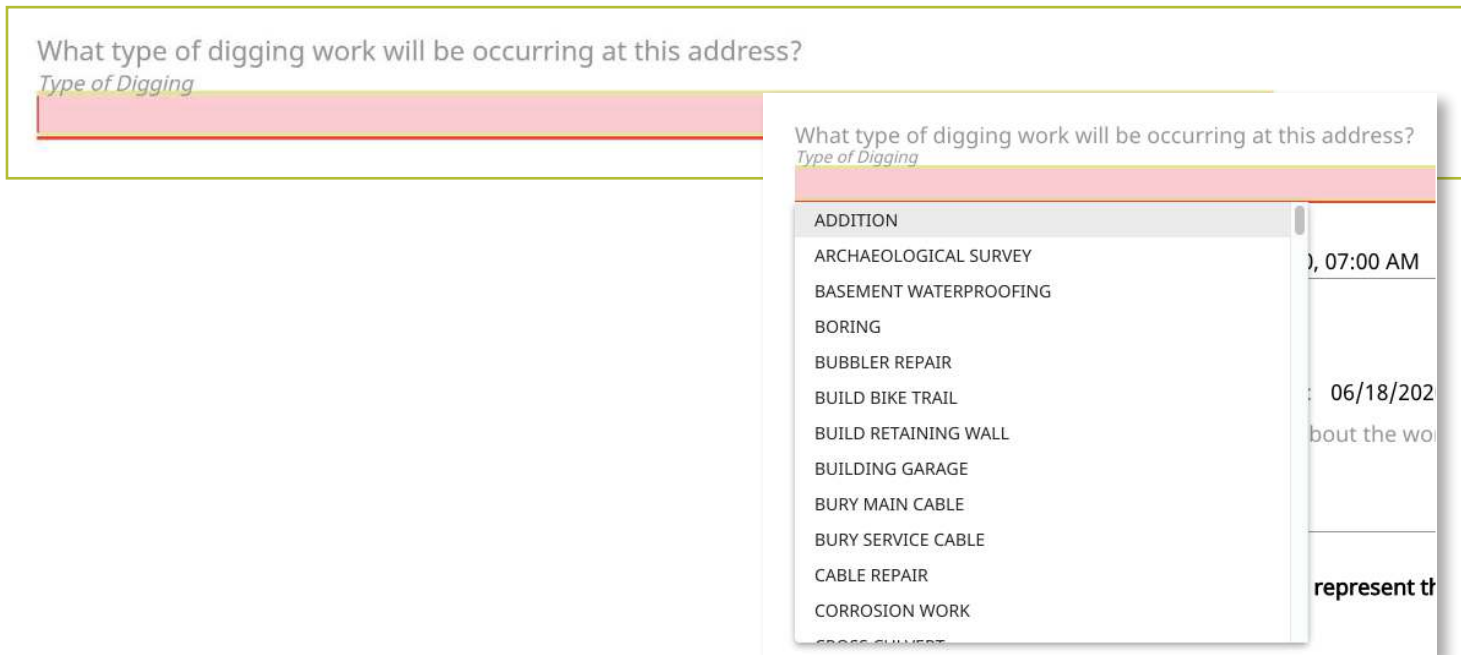
Are you working on both sides of street?

Are you working within 25ft of the edge of the street?

- Yes
- No
- Unknown

### What Type of Digging Will be Occurring At This Address

This question allows you to inform the utility companies of the type of work you will be performing. Examples include, but are not limited to, installing a fence, installing a driveway, replacing a mailbox, basement waterproofing, ditching, etc. In this field you can either select from the dropdown the type of work you are doing, or you can enter a type that is not listed. You can access the dropdown list by either clicking in the box, or by typing in the first few letters of the work type you are doing. Make sure you select the offered type of work by clicking on your selection or pressing **enter/return** on your keyboard.



What type of digging work will be occurring at this address?

Type of Digging


- ADDITION
- ARCHAEOLOGICAL SURVEY
- BASEMENT WATERPROOFING
- BORING
- BUBBLER REPAIR
- BUILD BIKE TRAIL
- BUILD RETAINING WALL
- BUILDING GARAGE
- BURY MAIN CABLE
- BURY SERVICE CABLE
- CABLE REPAIR
- CORROSION WORK
- CROSS-CURB


# Roles and Permissions as an Exactix Web User


## Excavator—Single Address Role :: Submitting a New Location Request

### Work Start Date and Time

By law, Member Utilities have at least two (2) full working/business days to reply to your Location Request. Therefore, your work start date/time is automatically filled to the first legal start date possible based on the date you are filling out your Location Request. Please note, holidays and weekends are not included in the working/business day calculation and therefore may impact your first legal start date. To change your work start date, click on the calendar icon and click on the date you plan to start your work. By law, your start date must be within ten (10) working/business days of when you place your Location Request. The form will not allow you to select a date outside of this range. Your available date options will be black in color. Unavailable dates will be greyed out. If you need to change the start time of your planned work, within the calendar icon, use the arrows located above and below the designated time to change the time forward or backward.

When do you plan to start your work? 06/03/2020, 07:00 AM 

6/03/2020 07:00 AM 



Jun 2020


Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

07 : 00 AM

Cancel Set

### Estimated Work Complete Date

In this field you will identify the date that you think your work will be completed. This date will be automatically populated with your selected work start date. If you want to change your estimated work completion date and/or time, click the calendar icon and click on the appropriate date. Use the arrows located by the month at the top of the calendar to view more future dates.

Estimated Work Complete Date: 06/03/2020 

### Location Request Expires If Work Does Not Start By

Because utility markings can deteriorate/fade over time, your Location Request will have an expiration date if work is not started. You cannot alter this date in the form because it is based on your selected work start date/time. If you do not begin your work by the expiration date indicated in this field, you will need to submit a new Location Request.

Location request expires if work does not start by: 06/17/2020

# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

### Comments

The **Comments** field is used to place any additional information or instructions to be sent on to the Member Utilities. For example, “A map is available to locators upon request.” Or, “This is a gated community. The gate code to access the property is 0000.”

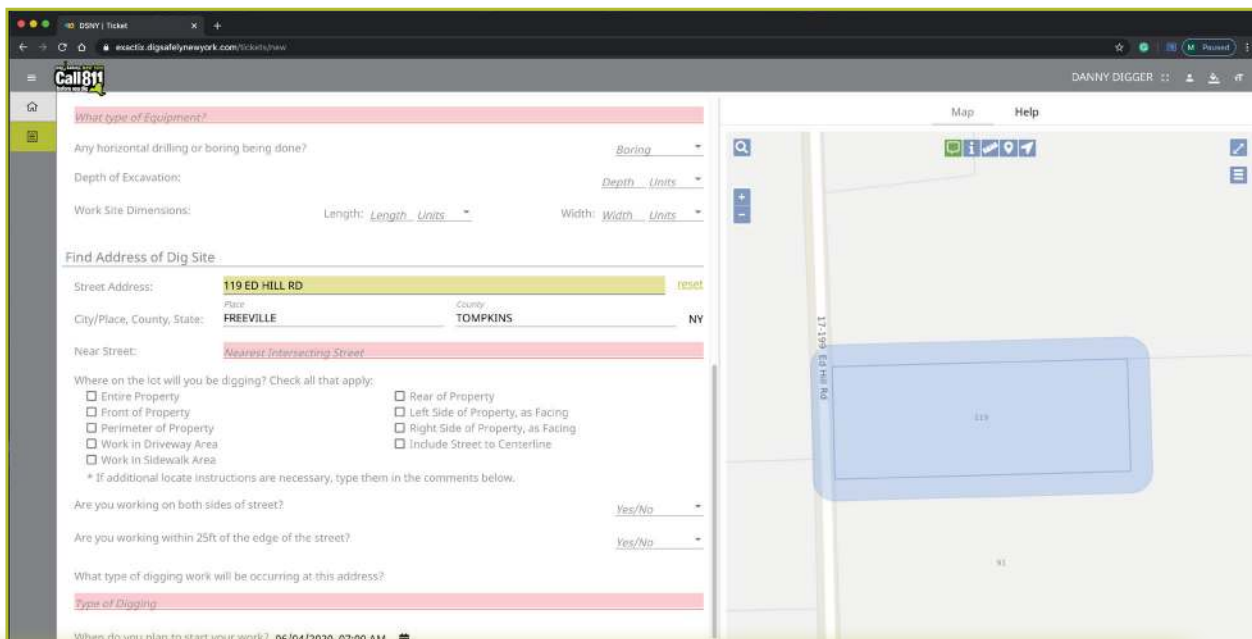
Please enter any additional comments you have about the work you are doing including any necessary community gate codes or other access information:

*Comments*

The last question on the form requires you to verify that your map matches your dig site.

**Does the blue shaded area on the map accurately represent the exact location of the dig site address provided?**

Review your map to the right of the Location Request creation form. If your map accurately matches the location information you have entered into the form, answer this question using the **Yes** option in the dropdown.



Does the blue shaded area on the map accurately represent the exact location of the dig site address provided?

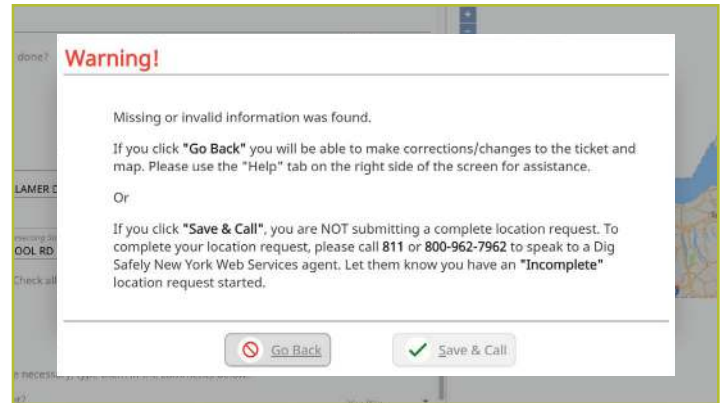
confirm

- Yes
- No

# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

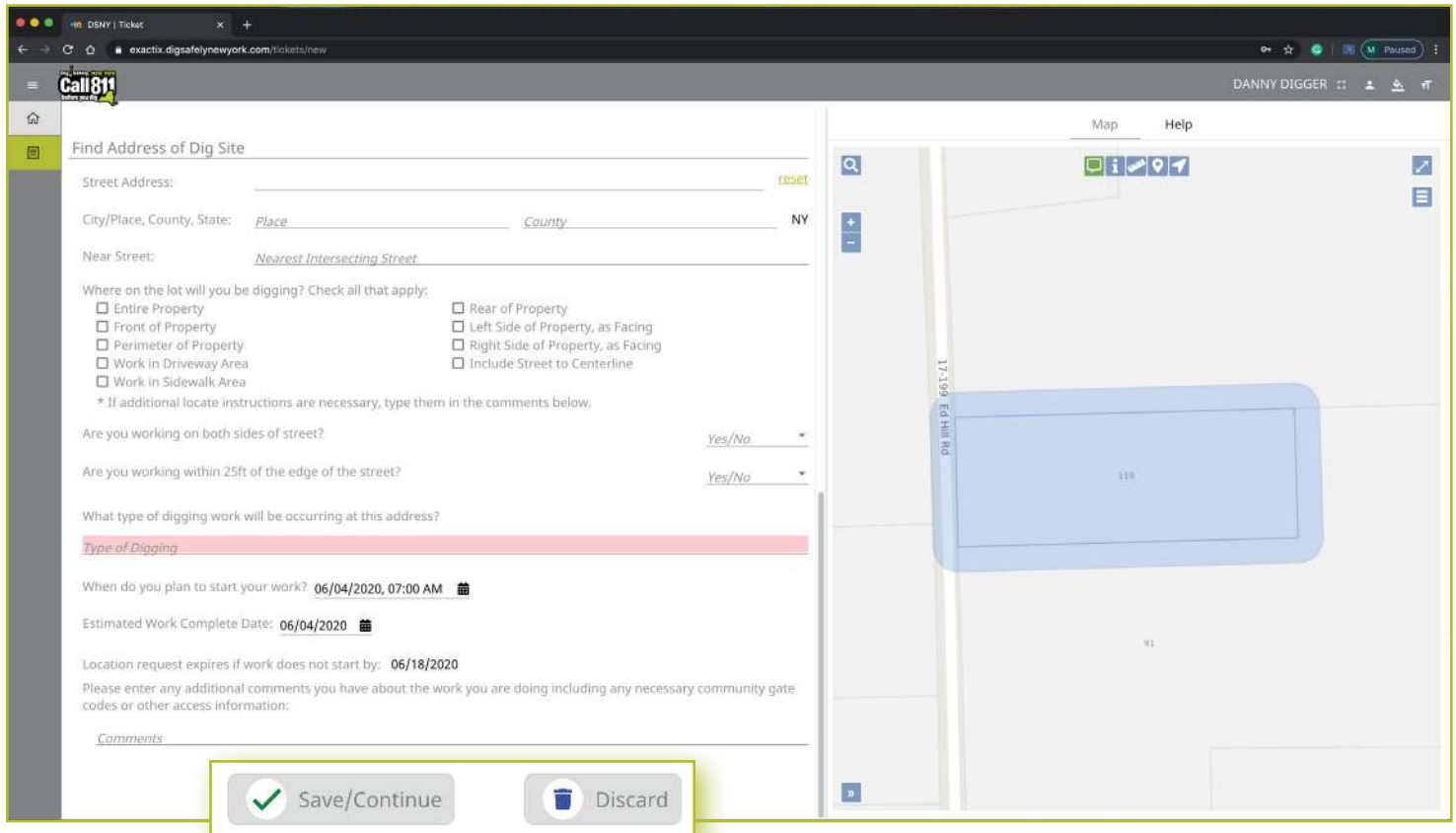
Should you select **No**, that the blue shaded area does not cover your dig site, you will see the following warning pop up on your screen. You can go back to the ticket to make corrections to the dig site location by clicking the **Go Back** button at the bottom of the pop-up. You can also choose to save the Location Request as is and call 811 to speak to a Dig Safely New York Damage Prevention Representative, who will assist you in finalizing your request.



## Completing Your Location Request

Once you have verified that all the information is correct, as well as the dig site mapping, you can click the **Save/Continue** button at the bottom of the form/screen.

If at any time before you save your ticket you want to cancel the request, then click on the **Discard** button at the bottom of the form/screen.



# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

### Verify Location

Once you click on the **Save/Continue** button, you will be taken to the Verify Location screen. Please review the information on this page and click on the **Above Information is Correct** button at the bottom. If you need to make corrections, you can click on the **Back to Ticket** button.

**Call811** DANNY DIGGER

### Verify Location

**Excavator / Site Contact Information**  
Job ID: CUSTOM FIELD      Who are you working for: DIG SAFELY NEW YORK CALL CENTER

**Work Type**  
What type of Work: INSTALL FENCE  
Type of Equipment: HAND TOOLS, AUGER, POST HOLE DIGGER  
Any horizontal drilling or boring being done? No  
Any blasting or explosives being used? No

**Dates**  
Work Start Date and Time: 06/08/2020 7:00 AM      Estimated Work Complete Date: 06/12/2020 AM  
Location request expires if work does not start by: 06/22/2020  
Priority/Ticket Type: Regular

**Work Site Information**  
Dig Site Type: Street/Address  
State: NY      County: ONONDAGA      Place: DE WITT  
Street / Address: 6706 COLLAMER RD  
Nearest Intersecting Street: BRITTONFIELD PKWY

**Additional Work Information**  
Are you working on both sides of the street? No  
Are you working within 25ft of the edge of the street? Yes  
Is the excavation site marked in white? Yes  
Locate Instructions: FRONT OF PROPERTY

Map showing location on Collamer Rd, 6706. Address range 6710-6725 is highlighted.

# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

### Confirm Affected Utilities

Once you have verified the information is correct, you will go to the Confirm Affected Utilities screen. This screen will list the Member Utilities that will be notified regarding your Location Request.

To finalize your submission, click on the **Submit Request** button on the bottom.

**Confirm Affected Utilities**

There are 13 member utility owner(s) being notified by Dig Safely New York. Each notified member utility owner must respond before beginning your work.

Dig Safely New York will be notifying:

Utility Owner Name	Type	Main Phone Number
DIG SAFELY NEW YORK   CALL CENTER	ELECTRIC, FIBER, SANITARY SEWER, STORM SEWER	(315) 415-2969
ELANTIC TELECOM INC	FIBER	(800) 289-1901
LEVEL 3 COMMUNICATIONS	FIBER	(877) 366-8344 x3
LIGHTTOWER FIBER TECHNOLOGIES	FIBER	(801) 364-1063
NATIONAL GRID / CENTRAL / ELECTRIC	ELECTRIC	(866) 507-3010 x3
NATIONAL GRID / CENTRAL / GAS	GAS	(866) 507-3010 x3
NYS DOT SYRACUSE REGION 3	TRAFFIC SIGNALS	(315) 455-6312
ONEIDA COUNTY RURAL TELEPHONE	FIBER, TELEPHONE	(315) 865-5201 x3216
ONONDAGA COUNTY DEPT OF WTR	DRAINAGE, SANITARY SEWER	(315) 435-3157
ENVIRONMENT PROTECTI		
ONONDAGA COUNTY WATER AUTHORITY	WATER	(315) 455-7061 x3122
TIME WARNER CABLE   SYRACUSE	CATV, FIBER	(800) 262-8600
TOWN OF DEWITT	WATER	(315) 446-3734 x158
VERIZON SYRACUSE	FIBER, TELEPHONE	(855) 226-9564

Utility responses will be sent via email and may also be checked by logging in to Exactix using your Username and Password.

Once you click "**Submit Request**" below, you will see a confirmation page which will contain your ticket number along with information pertaining to the rest of the safe digging process. You will also have the option to save a PDF copy of the information, go on to create another location request, or simply close out of the confirmed location request.

If you close out of this web page before selecting "**Submit Request**", no information will be saved or sent to Dig Safely New York or the member utilities.

### Need to review your ticket?

If you want to review the ticket information again before sending your request, you can click on the **Back** button. This will take you back to the main screen where you can revise your Location Request if necessary. When you are ready to submit your locate request, then click on the **Submit Request** button.

**Submit Request**

Any horizontal writing of letters being added?  None

Depth of Excavation:

Work Site Dimensions: Length:  Width:

First Address of Dig Site: Street Address: **1183 HILL RD** City: **FREDVILLE** County: **TOMPINS** State: **NY**

Work Site Dimensions: Length:  Width:

Where do the UT will you be digging? (Check all that apply):  
 Electric  Gas  Sewer  Water  Telephone  
 Cable  Fiber  Other:

Are you working within 20ft of the edge of the street?  Yes  No

What type of digging work will be occurring at this address?  
 None  Other:

When do you plan to start your work?

Estimated Work Completion Date:



# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

### Location Request Confirmation

After clicking on the **Send Ticket** button, the following screen will appear that confirms your ticket has been saved and provides you with:

- Your Ticket Number
- A copy of your mapped dig site
- The affected utilities list

This screen also gives you the option to:

- Review the Next Steps in the Location Request/811 One-Call Process
- Print/Download the Next Steps
- Create Another Location Request
- Exit the screen

**Call811** DANNY DIGGER

### LOCATION REQUEST CONFIRMATION

Thank you for contacting Dig Safely New York, Inc.  
Below is a copy of your map created using the Exactix web submission option and the list of utilities being notified.  
**Your Ticket Number is 06010-000-004**

**Service Areas**

- DIG SAFELY NEW YORK | CALL CENTER  
DIG SAFELY NY
- ELANTIC TELECOM INC  
ELANTIC TELECOM
- LEVEL 3 COMMUNICATIONS  
LEVEL 3 COMMUN
- LIGHTOWER FIBER TECHNOLOGIES  
LIGHTOWER FIBER TECH
- NATIONAL GRID / CENTRAL / ELECTRIC  
NAT GRID / CENTRAL / ELECTRIC
- NATIONAL GRID / CENTRAL / GAS  
NAT GRID / CENTRAL / GAS
- NYS DOT SYRACUSE REGION 3  
NYS DOT TFC SYR
- ONONDAGA COUNTY WATER AUTHORITY  
OCWA
- ONEIDA COUNTY RURAL TELEPHONE

**NOW LET'S REVIEW THE NEXT STEPS.**

[Continue to Steps >](#) [Print/Download Steps](#) [+ Create Another Locate Request](#) [No, Thank you](#)

# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

### Review the Next Steps

The Excavator—Single Address Role gives users educational tips and information regarding the steps of the One-Call Notification process after Location Request submission. These steps outline information regarding:

- Property access
- What utilities a person can expect to be marked
- When a person can dig
- Utility responses
- Private utilities
- The importance of the ticket number
- Making edits to a submitted Location Request
- Important reminders for a safe jobsite
- How to report damages
- What to do if there is a gas leak

**LOCATION REQUEST CONFIRMATION - NEXT STEPS**  
Your Ticket Number is 06010-000-004

**STEP 1: PROPERTY ACCESS**  
Being on site  
It is not a requirement for you to be on site; however, please be sure to follow steps 2-4 if applicable.

**Pets**  
Remove and/or safely contain dogs and other pets. Even if a pet looks friendly, locators may not enter the yard.

**Gate codes**  
If you are working in a gated community, provide the gate code.

**Locked gates**  
Make sure gates are unlocked.

Click the "Next" button at the bottom to continue to the next step. To go back, click on the "Previous" button. For a PDF of all the steps, your Location Request Map, and the member utilities that were notified of your project, click on the "View PDF" button at the bottom.

NOW LET'S REVIEW THE NEXT STEPS. [Previous](#) [Next](#) [Print/Download Steps](#) [Create Another Location Request](#)

**LOCATION REQUEST CONFIRMATION - NEXT STEPS**  
Your Ticket Number is 06010-000-004

**STEP 3: WHEN CAN I DIG?**  
You can begin your project once you have confirmed all utilities notified at your job site have been marked, and the two (2) required business days passed.

Click the "Next" button at the bottom to continue to the next step. To go back, click on the "Previous" button. For a PDF of all the steps, your Location Request Map, and the member utilities that were notified of your project, click on the "View PDF" button at the bottom.

NOW LET'S REVIEW THE NEXT STEPS. [Previous](#) [Next](#) [Print/Download Steps](#) [Create Another Location Request](#)

**LOCATION REQUEST CONFIRMATION - NEXT STEPS**  
Your Ticket Number is 06010-000-004

**STEP 7: I NEED TO CHANGE SOMETHING ON MY LOCATION REQUEST / MY MARKINGS ARE NO LONGER VISIBLE**  
To make a correction to your Location Request or get another locate, please contact Dig Safely New York's contact center by dialing 811. You will need your Location Request number available for the Damage Prevention Representative to best assist you.

If you plan to place Location Requests often, please consider contacting our Web Services team. They can assist you in getting an account set up with permissions to manage your Location Requests, view utility responses, make corrections to existing Location Requests, quickly request new locates on existing tickets, and more.

Click the "Next" button at the bottom to continue to the next step. To go back, click on the "Previous" button. For a PDF of all the steps, your Location Request Map, and the member utilities that were notified of your project, click on the "View PDF" button at the bottom.

NOW LET'S REVIEW THE NEXT STEPS. [Previous](#) [Next](#) [Print/Download Steps](#) [Create Another Location Request](#)

**LOCATION REQUEST CONFIRMATION - NEXT STEPS**  
Your Ticket Number is 06010-000-004

**STEP 10: WHAT TO DO IF THERE IS A GAS LEAK?**  
What do I do if there's a gas leak?

- If you know or suspect a gas leak, stop working and immediately leave the area. Move upwind of the leak.
- Do not turn electrical appliances or lights on or off or use any device that could generate a spark.
- Do not use your cell phone or a landline. If you are currently on a landline, do not hang up.
- Do not smoke or make a spark/flame.
- Do not start your car engine or any mechanized equipment.
- Once you are a safe distance from the suspected leak, report the leak to 911.
- Contact the gas company directly to report the leak.
- Remain a safe distance from the suspected leak until someone from the gas company or an emergency responder says it is safe to return.
- Warn others to stay away from the area.

Click the next button to continue reading Step 10.

Click the "Next" button at the bottom to continue to the next step. To go back, click on the "Previous" button. For a PDF of all the steps, your Location Request Map, and the member utilities that were notified of your project, click on the "View PDF" button at the bottom.


NOW LET'S REVIEW THE NEXT STEPS. [Previous](#) [Next](#) [Print/Download Steps](#) [Create Another Location Request](#)

# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request







To scroll through the steps, click the **Next** button on the bottom of the screen. At any time, you can click on the **Back** button to review the previous step/information, click on the **Print/Download Steps** button to generate a PDF of the steps, click on the **Create Another Locate Request** button to start a new ticket, or the **No, Thank You** button to exit the screen.

### LOCATION REQUEST CONFIRMATION - NEXT STEPS

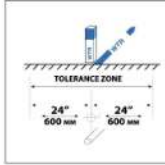
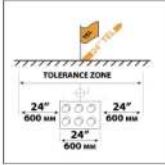


Your Ticket Number is 06010-000-004

#### 1. Color codes

 Proposed Excavation	 Communications, Alarm, Signal or Line, Cable or Conduit
 Electric Power Lines, Cables, Conduit & Lighting Cables	 Potable Water
 Gas, Oil, Steam, Petroleum & Geothermal Services	 Sewer Lines, Wastewater, Storm & Drain Lines

#### 3. Tolerance Zone



#### STEP 8: IMPORTANT REMINDER FOR A SAFE JOB SITE

1. The colors of the markings on the ground represent the type of utility.
2. You want to verify that the responses from the member utilities match what you see on your job site. For example, if the electric company has responded that they have marked your location, you should see red paint and/or flags in your area to designate the location of the underground line.
3. Identify the Tolerance Zone. The Tolerance Zone is the diameter of the buried facility, plus two feet on either side of the designated center line. If the diameter is unknown, the Tolerance Zone is just two feet on each side of the designated center line.

It is vital that you hand expose the utility if it falls within your intended work area to verify the location of underground lines. This is for your safety. Dig carefully near them and do not assume the depth and run of the line.

Click the "Next" button at the bottom to continue to the next step. To return, click on the "Previous" button. For a PDF of this screen, use the "Print/Download Steps" button and download.

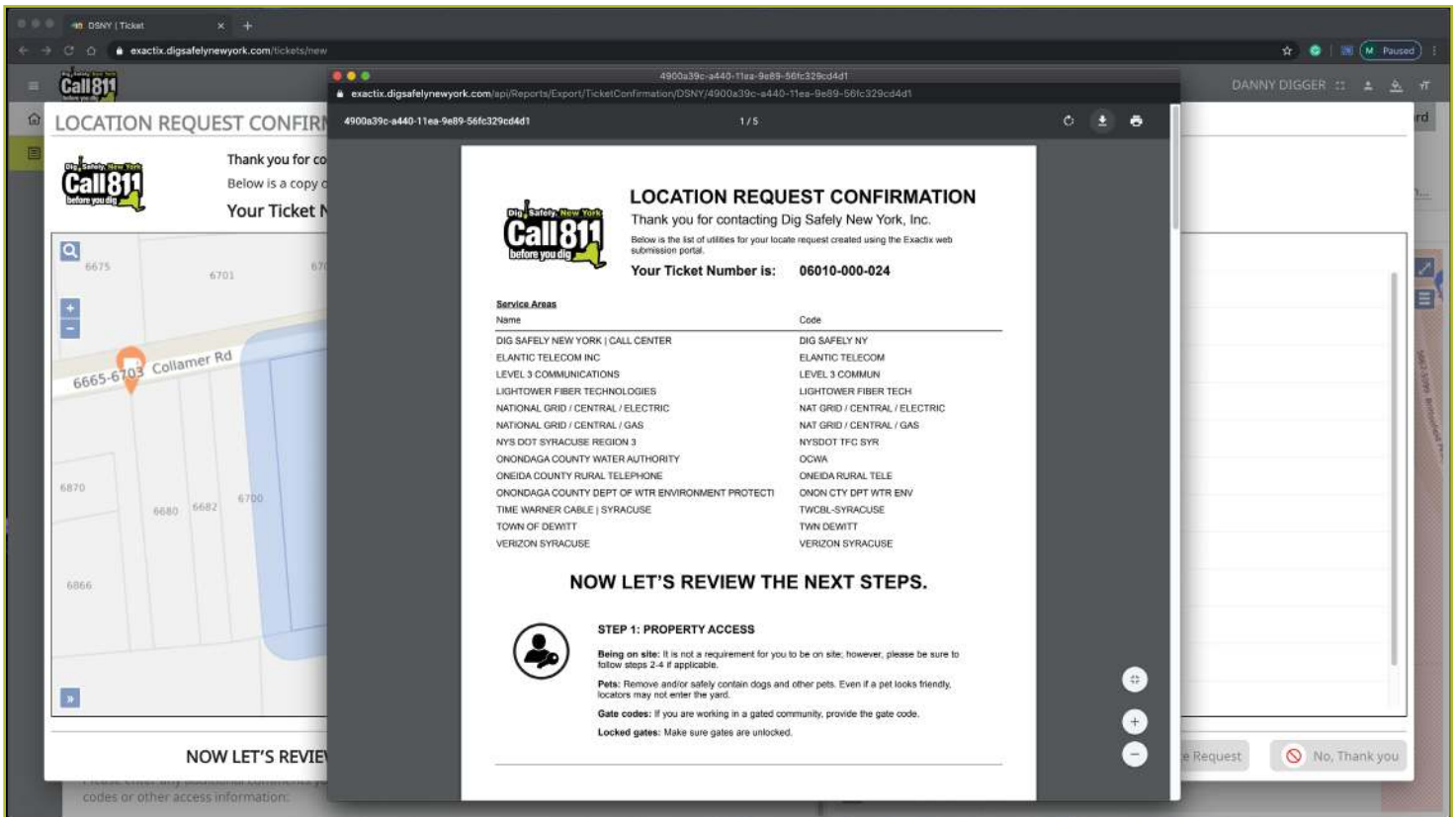
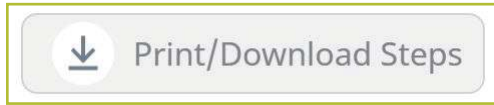
**NOW LET'S REVIEW THE NEXT STEPS.**

[Previous](#) [Next](#) [Print/Download Steps](#) [Create Another Locate Request](#) [No, Thank you](#)

# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Submitting a New Location Request

The **Print/Download Steps** button generates a printer-friendly PDF of the next steps and also includes your ticket number and affected utilities list.

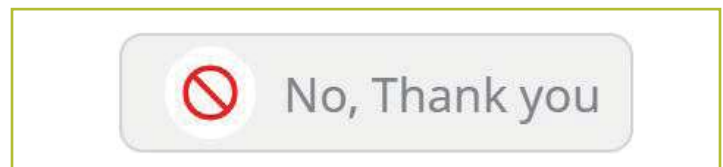


### More Locates?

If you have more locates to enter, then you can click on the **Create Another Locate Request** button.



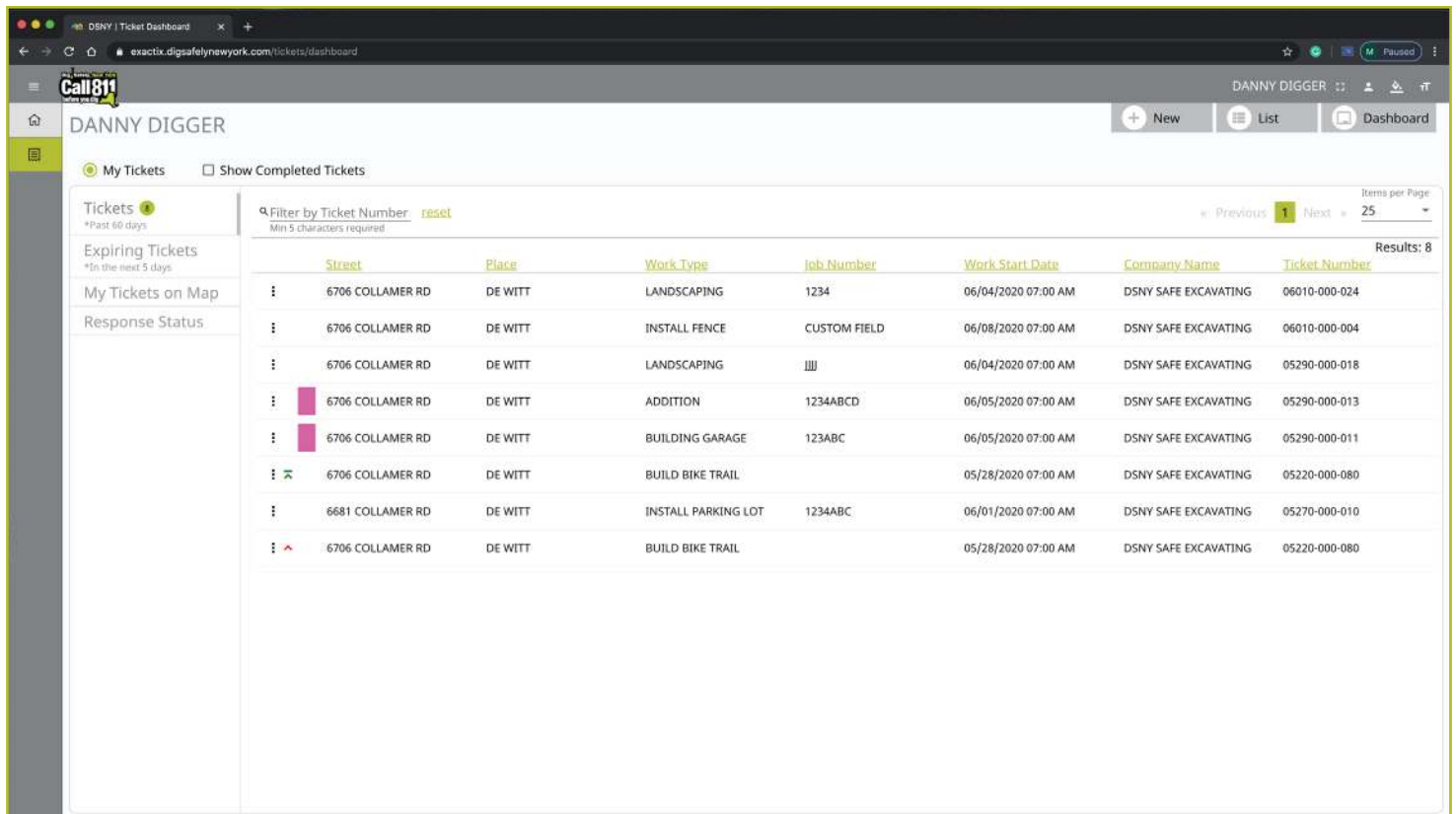
If you are done, then click on the **No, Thank You** button and you will be taken back to a screen displaying the last Location Request you entered.



# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Utilizing the Ticket Dashboard

As a web user in the Excavator—Single Address Role, your ticket dashboard allows you to view tickets you have submitted and tickets assigned to you. This means that if someone selects you as a Field Contact, you will be able to view this ticket and its respective utility responses.

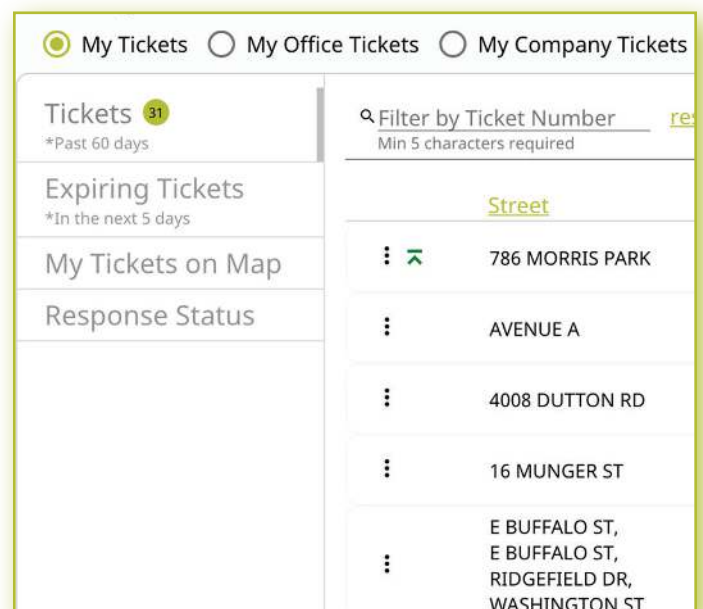


You also have a secondary ticket menu on the left-hand side on this ticket dashboard screen, in which you can use to filter your tickets, or the tickets of your office and/or company (based on permissions).

- My Tickets
- My Office Tickets
- My Company Tickets

Here, you can click to view

- All tickets from the past 60 days
- Tickets close to expiring
- Tickets on a map (using your current location)
- Response status of tickets



# Roles and Permissions as an Exactix Web User

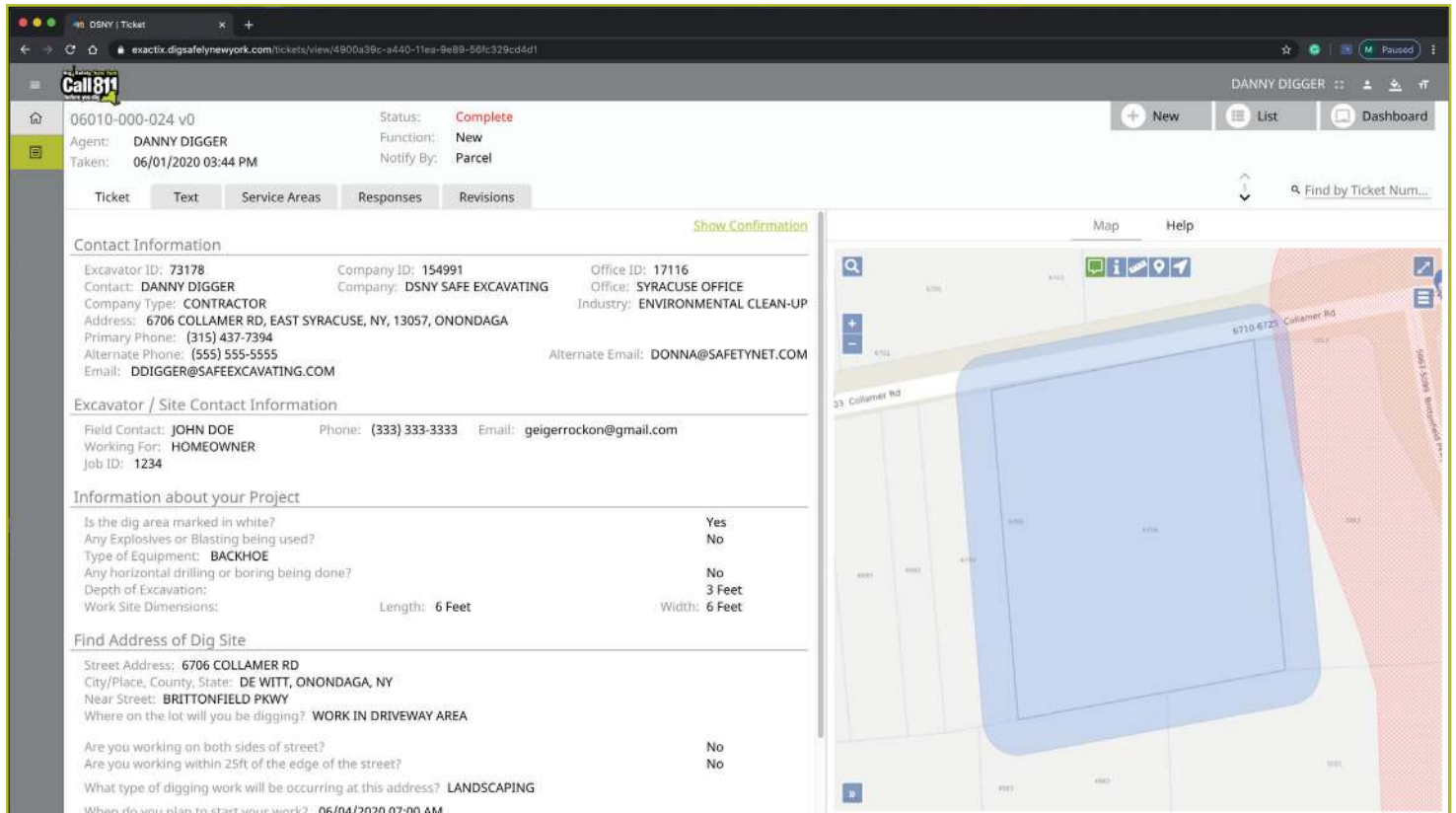
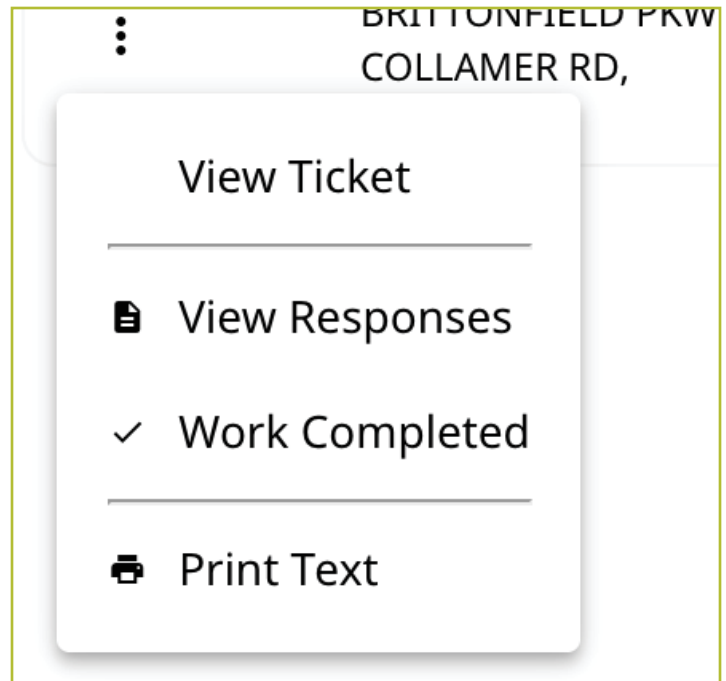
## Excavator—Single Address Role :: Utilizing the Ticket Dashboard

Clicking the three dots next to a ticket gives you the option to quickly view certain aspects as well as take a few quick actions on that ticket.

For those tickets in your dashboard, you can use the three-dot menu to:

- View the Ticket
- View the Utility Responses
- Mark your work as completed
- Print the Ticket Text

Clicking the **View Ticket** option in the three-dot menu will take you to the full ticket that was submitted.



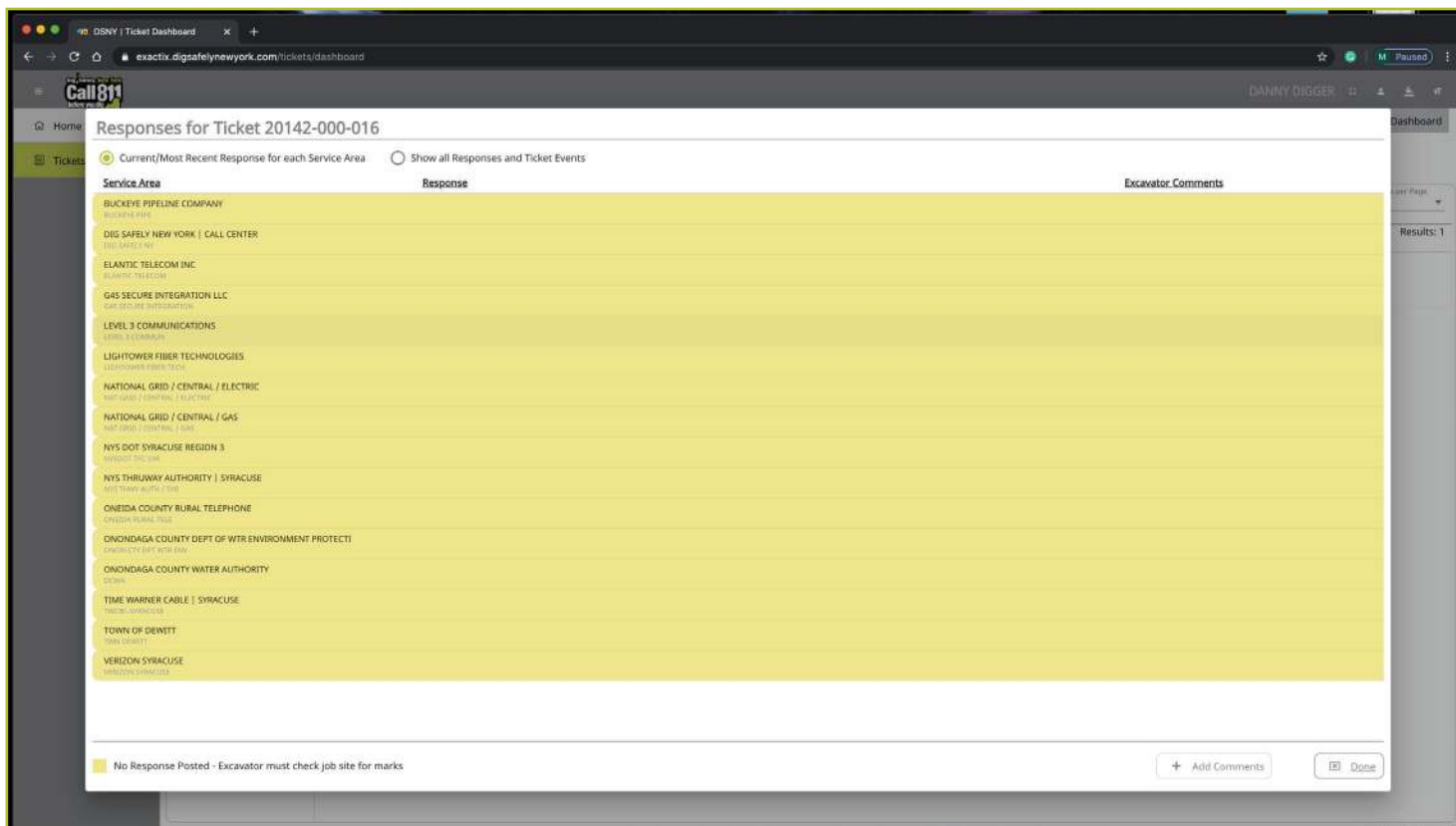
# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Utilizing the Ticket Dashboard

Clicking **View Responses** in the three-dot menu will pop up a new window over your dashboard to display that ticket's responses.

Remember, the term *Service Area* is the same as *Utilities Notified*.

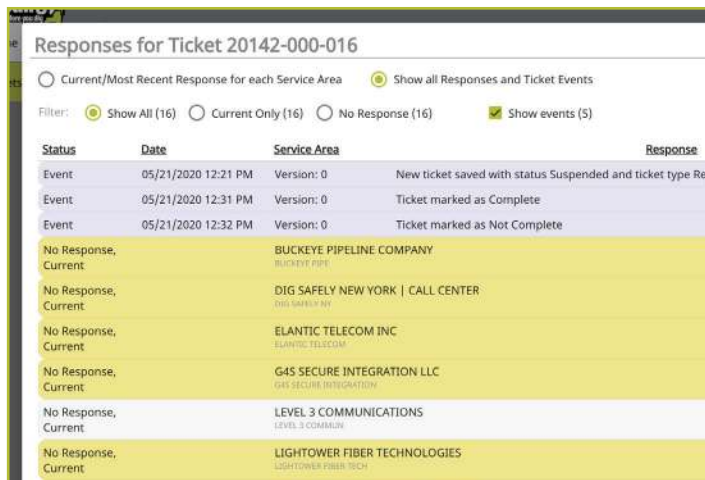
In this window, you can see which utilities were notified, what their response is, and any comments left during their responses. If a utility has yet to respond, their row will be highlighted in yellow.



By default, you are viewing the current/most recent response for each Service Area. You can choose to **show all responses and ticket events** at the top of the window. This will generate an audit list on the ticket and responses.

You will see:

- When the ticket was created
- Any new versions created
- When responses were viewed
- When utilities entered responses
- And more

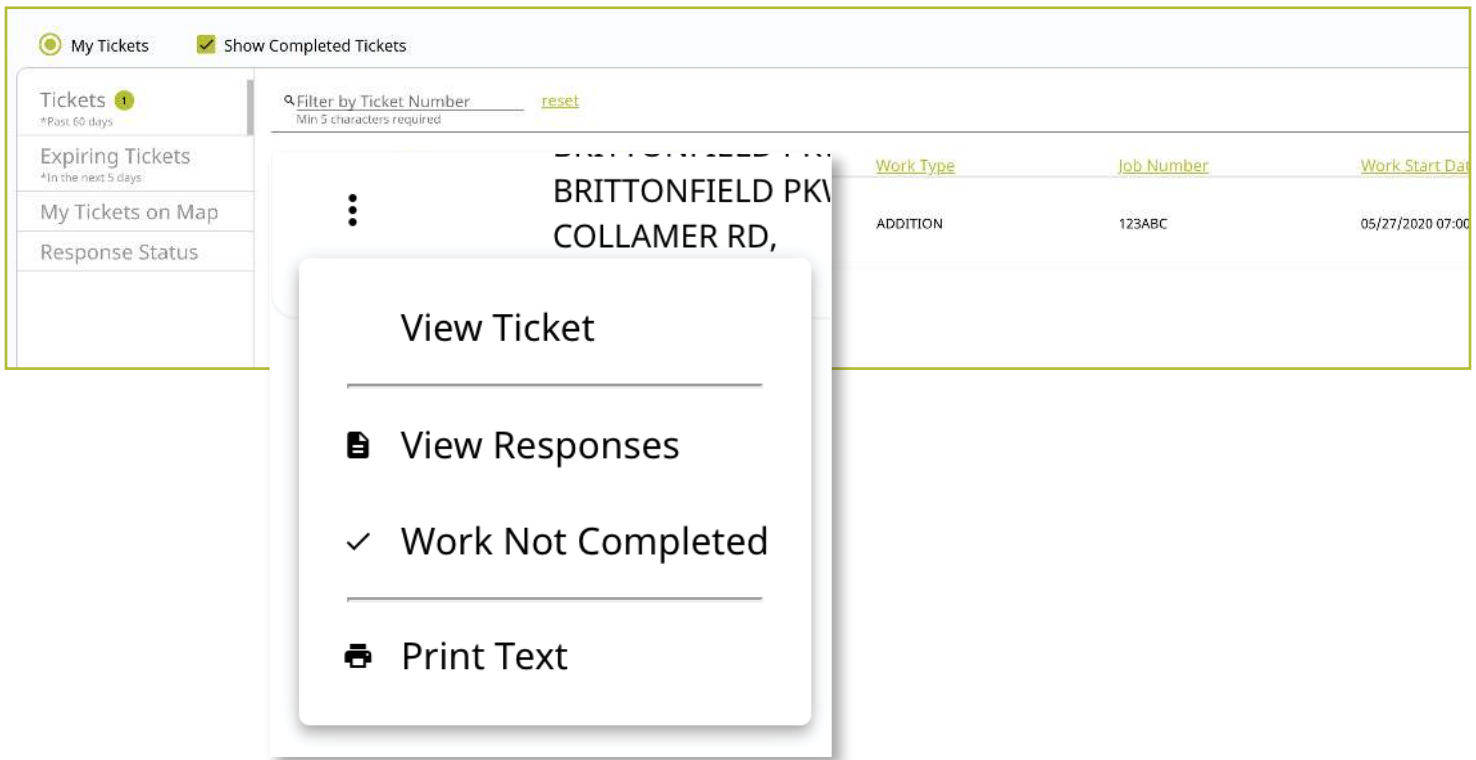
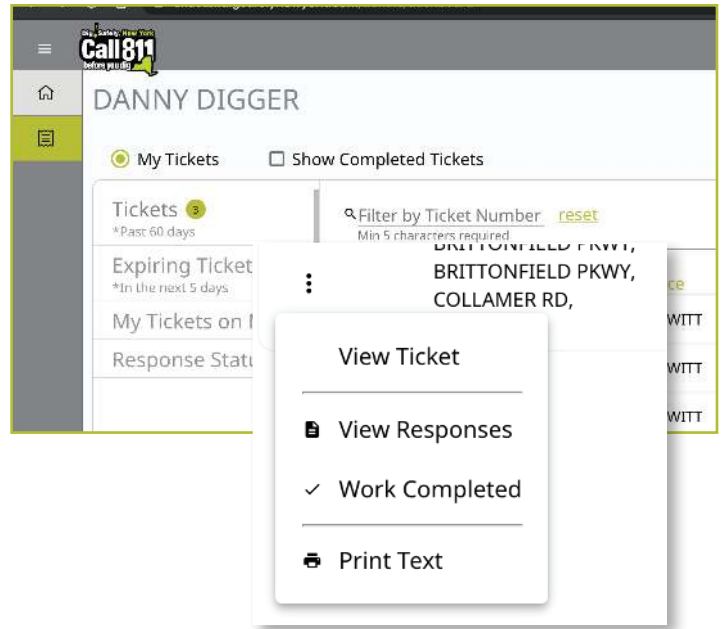


# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Utilizing the Ticket Dashboard

Clicking the **Work Completed** option in the three-dot menu allows you to remove a ticket from your dashboard. By clicking this, you are stating that you have completed the work on this Location Request. To add tickets that you have marked as **Work Completed** back to your dashboard view, click on the **Show Completed Tickets** checkbox above your ticket list.

If you accidentally mark a ticket as **Work Completed**, find the ticket by clicking the **Show Completed Tickets** checkbox to bring all your tickets back to your dashboard view. Then, click on the three-dot menu for that ticket and click, **Work Not Completed**. Now your ticket will remain in your dashboard.





# Roles and Permissions as an Exactix Web User

## Excavator—Single Address Role :: Utilizing the Ticket Dashboard

Clicking on the **Print Text** option in the three-dot menu will generate a print window with that ticket text. Ticket text is a consolidated version of the Location Request form you completed. It does not include the map. When this window is generated, you can choose to change the destination of the print device. This allows you to select **Save as PDF** instead of sending the document to a printer.



**exactix**



How to Utilize the  
**Excavator—Training Role**

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Explanation of Role

All Location Requests created in this role will be in a **Suspended** status upon submission and reviewed for accuracy by Dig Safely New York’s Web Services Team before being released to notified Member Utilities. Following 15 days of successful submissions (regardless of how many Location Requests are submitted per day or if the days of submission are consecutive), users in the training role will be moved to the Excavator—Tickets Role, outlined next.

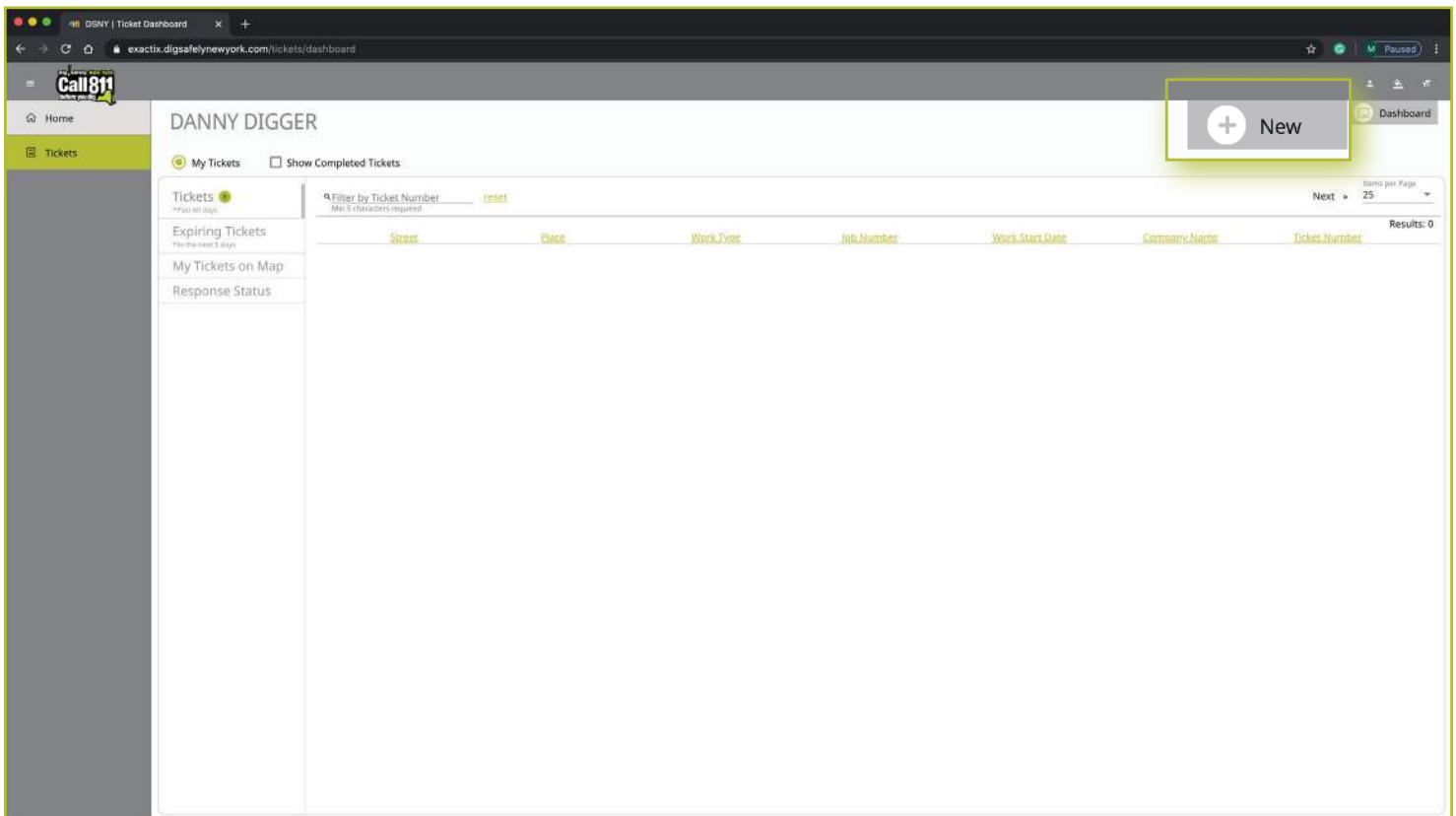
The Excavator—Training Role provides users the ability to learn the system and submit Location Requests with limited functionality. This offers new users a controlled environment to adapt to proper processes and procedures for submitting accurate Location Requests.

Users in the Excavator—Training Role have access to submit Regular/Legal Location Requests with dig sites being either **Between Intersections**, at an **Intersection**, or at a **Street/Address**. Users in the training role can also map their dig sites using manual mapping tools.

Within the ticket dashboard, the Excavator—Training Role gives users the permission to view all Location Requests placed by that user, as well as view all Automated Positive Responses (APR) for those Location Requests.

Let’s take a visual look at how a user in the Excavator—Training Role would submit a Regular/Legal Location Request and utilize the ticket dashboard.

To start a new Location Request, click on the **New** button under your name in the upper right-hand corner of the dashboard.

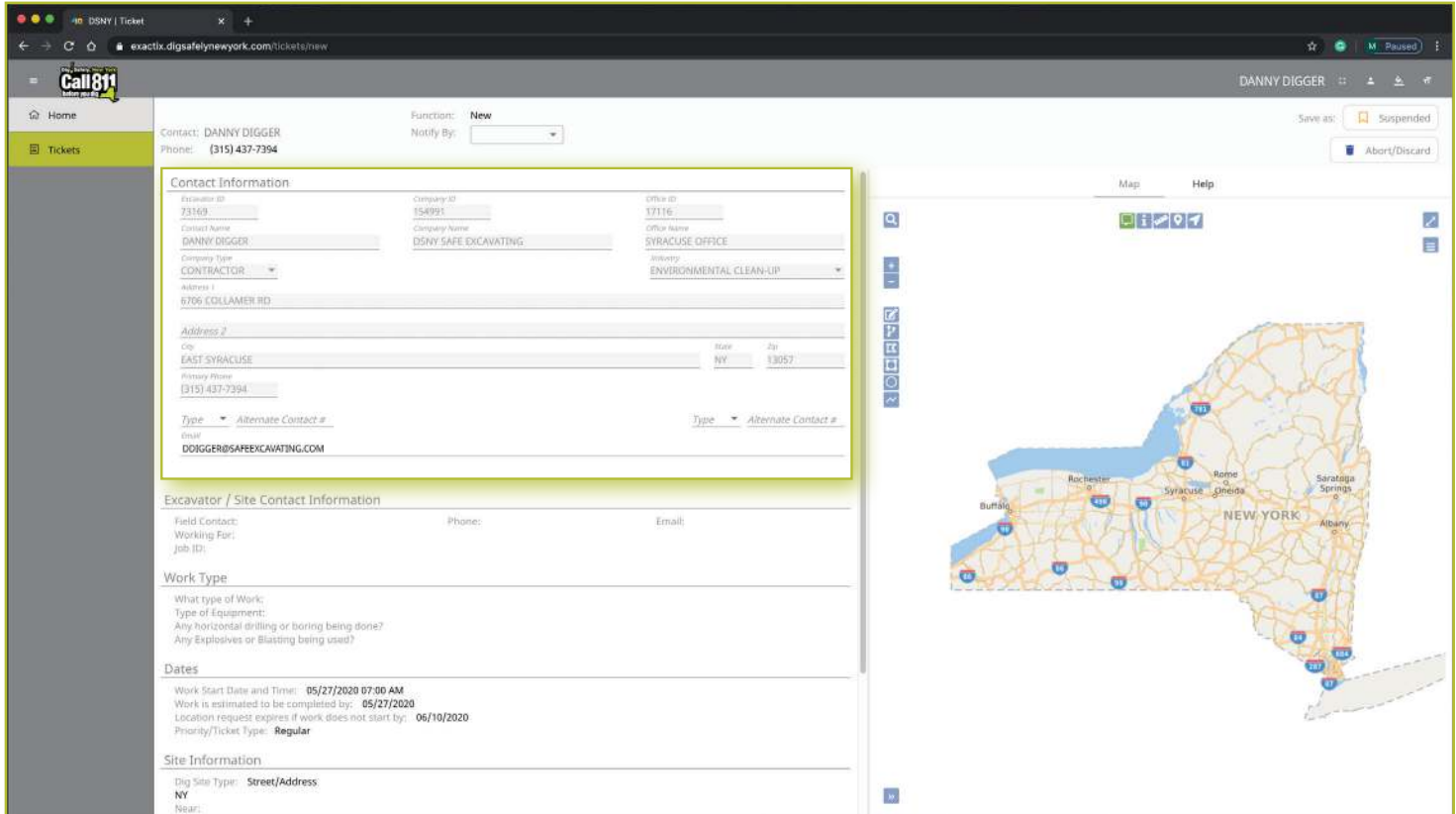


# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Contact Information

After you select **New**, you will be brought to the Location Request creation screen. You will start with the **Contact Information** section. Every web user will have contact information pre-populated into the section based on your account profile information.



The screenshot displays the 'exactix.digsafelynewyork.com/tickets/new' page. The 'Contact Information' section is highlighted with a yellow border and contains the following data:

Excavator ID	Company ID	Office ID
73169	154991	17116
Contact Name	Company Name	Office Name
DANNY DIGGER	DSNY SAFE EXCAVATING	SYRACUSE OFFICE
Company Type	Industry	
CONTRACTOR	ENVIRONMENTAL CLEAN-UP	
Address 1		
6706 COLLAMER RD		
Address 2		
City	State	Zip
EAST SYRACUSE	NY	13057
Primary Phone		
(315) 437-7394		
Type	Alternate Contact #	Type
DOB	Alternate Contact #	
DOGGER@SAFEEXCAVATING.COM		

Below the 'Contact Information' section, other form fields are visible:

- Excavator / Site Contact Information:** Field Contact, Working For, Job ID, Phone, Email.
- Work Type:** What type of Work, Type of Equipment, Any horizontal drilling or boring being done?, Any Explosives or Blasting being used?
- Dates:** Work Start Date and Time: 05/27/2020 07:00 AM, Work is estimated to be completed by: 05/27/2020, Location request expires if work does not start by: 06/10/2020, Priority/Ticket Type: Regular.
- Site Information:** Dig Site Type: Street/Address, NY, Near:

On the right side of the screen, there is a map of New York State with a search bar and various map controls. The map shows major cities like Buffalo, Rochester, Syracuse, Albany, and Saratoga Springs.

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

The fields that are greyed out cannot be altered. If any of this information is incorrect, please contact Dig Safely New York’s Web Services Team to update your contact information.

Fields that can be changed are not greyed out. These include **Alternate Contact** information and **Email**.

Contact Information			
Excavator ID	Company ID	Office ID	
73169	154991	17116	
Contact Name	Company Name	Office Name	
DANNY DIGGER	DSNY SAFE EXCAVATING	SYRACUSE OFFICE	
Company Type		Industry	
CONTRACTOR		ENVIRONMENTAL CLEAN-UP	
Address 1			
6706 COLLAMER RD			
Address 2			
City	State	Zip	
EAST SYRACUSE	NY	13057	
Primary Phone			
(315) 437-7394			
Type	Alternate Contact #	Type	Alternate Contact #
Email			
DDIGGER@SAFEEXCAVATING.COM			

### Alternate Contact

These fields can be populated with other means of contacting you, such as a **Cell**, **Email** or **Phone** number. Simply change the type of contact using the drop-down options and type in the information, like a cell phone number, that matches the type you have selected.

If you select a contact type and put in the respective response, but change your mind and would like to leave this field blank, use your keyboard to delete the number or email you have inserted and also delete the type of contact you have selected. Deleting the type of contact you have selected by using your keyboard will change the field back to “Type.”

### Email

This field can also be changed to show another email address that you would like to use for the purposes of that specific Location Request.

*Please Note: Both Dig Safely New York and locators for underground facility owners/operators may use this information to contact you with information, problems, or questions. It is important that you keep your contact information accurate and up to date.*

Type	Alternate Contact #
Cell	

Type	Alternate Contact #
Cell	

Email
Email
NSmith@SafeExcavating.com

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Excavator / Site Contact Information

Following the **Contact Information** section, the form will move you to the **Excavator/Site Contact Information** section. There are three pieces of information this section addresses.

- The Field Contact(s)
- Who you are doing the work for
- Job number

Excavator / Site Contact Information

---

-

+ [Add additional Contact](#)

Who are you doing the Work for

Job ID if you have one

### Field Contact

A field contact is the individual that can be contacted if there are questions related to the ticket or jobsite. Upon clicking on the **Field Contact** text box, a dropdown list of people associated with your Company will appear. You can choose someone from this list or input a new contact. If you are manually entering in a **Field Contact**, please ensure that you include a phone number and email address. If the utility companies or their locators have any questions, the **Field Contact** is the person they will reach out to.

Excavator / Site Contact Information

---

-

+ [Add additional Contact](#)

Field Contact	Phone	Email
9134 MARY DOZER (222) 555-1234	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
73148 KEVIN SHOVEL (315) 555-5555	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
73151 NICK HANDY (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
73152 JOHN DOE (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
73169 JANE SMITH (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
7374 MARY DOZER (222) 555-1234	DSNY SAFE EXCAVATING (154991) - BUFFALO OFFICE 3637 UNION RD, SUITE 6, CHEEKTOWAGA, NY, 14225, ERIE	

Field Contact  Phone  Email

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

Within the Exactix system, you now have the ability to enter more than one **Field Contact** on your Location Request. To do this, simply click on the **Add additional contact** text under the first/primary **Field Contact** entered. The system will generate the same list for you to choose from, or give you the ability to manually input a new contact.

If you select or type in a person, then decide to delete that contact, make sure you click the minus symbol to the left of the name field. This will ensure you can successfully submit your Location Request. If you do not do this, and leave the field blank after previously having information entered, you will receive an error message when trying to submit your Location Request.

### Working For

This is the person, contractor, organization, or utility company who hired you to do the work. For example, if you are doing the work for a homeowner, you would type in their name (i.e., Jane Doe). If you were doing the work for a business, you would type in the name of that business (i.e., Doe's Supermarket).

If you are doing the work for a utility that is a member of Dig Safely New York, the system will generate a dropdown list of possible matches as you are typing in your response.

Excavator / Site Contact Information

- Field Contact
- Field Contact
- + Add additional Contact

Field Contact

- JOHN DOE
- STEVE DIGGER

Who are you doing the Work for

JANE DOE

Who are you doing the Work for

DOE'S SUPERMARKET

Who are you doing the Work for

- NATIONAL FUEL GAS (NFG)
- TOWN OF NORTH ELBA (TWN N ELBA)
- TOWN OF NORTH SALEM (TWN N SALEM)
- NIAGARA FRONTIER TRANSPORTATION AUTHORITY (NFTA)
- TOWN OF NORTH CASTLE (TWN N CASTLE)
- VILLAGE OF NORTH HORNELL (VIL N HORNELL)
- NEW YORK STATE ELECTRIC & GAS (NYSEG)
- VILLAGE OF NORTH COLLINS (VIL N COLLINS)
- N CHAUTAUQUA LAKE / PPD SEWER DISTRICTS (N CHTQU LK SWR)
- VILLAGE OF NORTH SYRACUSE (VIL N SYRACUSE)

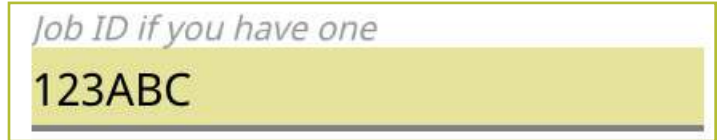
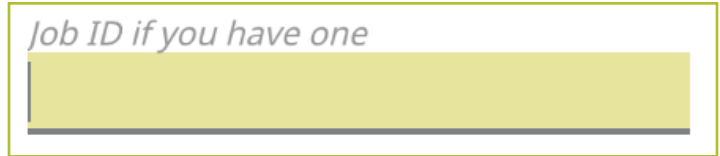
Location request expires if work does not start by: 06/10/2020

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

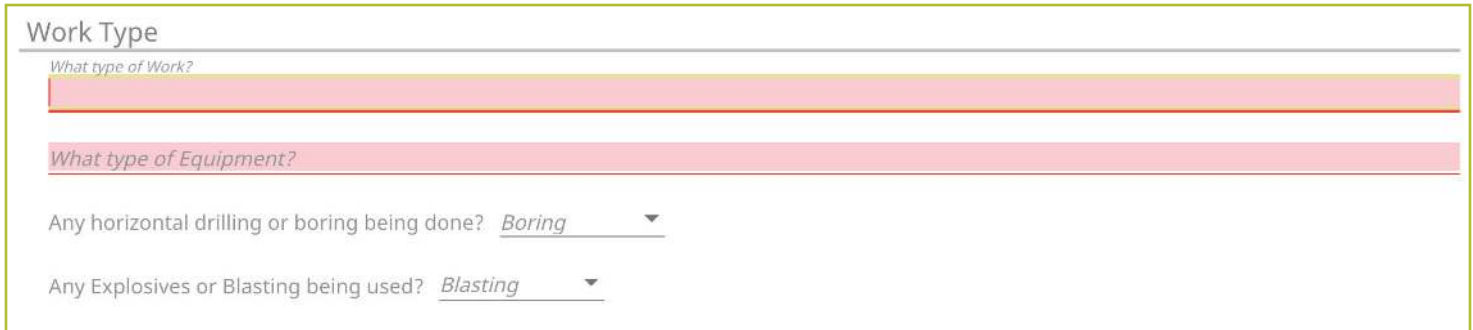
### Job Number

New to the Location Request form is the **Job Number** field. This is a custom field that allows you to type in numbers or text to better associate your jobs/projects with the respective Location Requests.



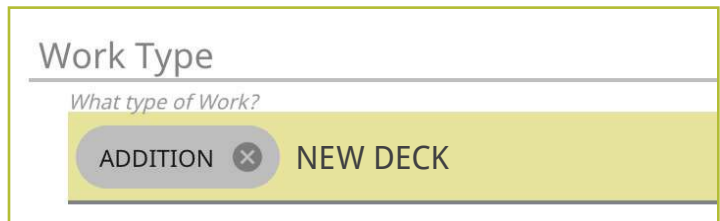
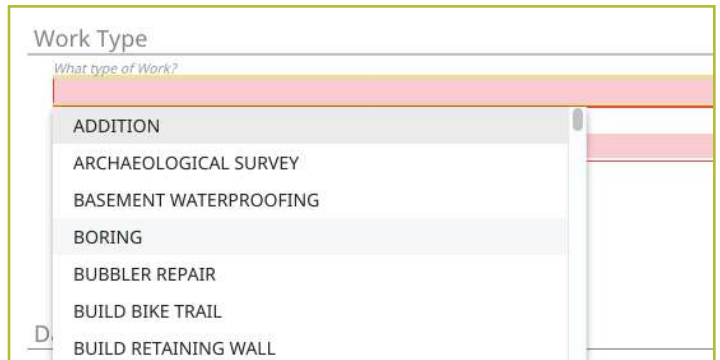
### Work Type

Now, we move on to the **Work Type** section of the form. Here you enter in the type of work you are doing, the type of equipment you are using, and answer two specific questions about drilling and explosives, as Member Utilities could have special processes and procedures to follow if you are doing either on the jobsite.



### What Type of Work?

In this field you can either select from the dropdown the type of work you are doing, or you can enter a type that is not listed. You can access the dropdown by either clicking on that field, or by typing in the first few letters of the work type you are doing. Make sure you select the suggested type of work by clicking or pressing **enter/return** on your keyboard. More than one option can be selected or typed into this field. Enter all that apply to your Location Request.





## Roles and Permissions as an Exactix Web User

### Excavator—Training Role :: Submitting a New Location Request

#### What Type of Equipment

In this field you can either select from the dropdown the type of equipment you are using, or you can enter a type that is not listed. More than one option can be selected or typed into this field. Enter all that apply to your Location Request.

You can access the dropdown by either clicking on that field, or by typing in the first few letters of the equipment type you are using. Make sure you select the offered type of work by clicking or pressing **enter/return** on your keyboard.

The image shows a screenshot of the 'What type of Equipment?' dropdown menu. The menu is open, displaying a list of equipment types. The first item, 'AIR COMPRESSOR', is highlighted. Other items include 'AIR KNIFE', 'ASPHALT RECLAIMER / MILLING MACHINE', 'AUGER', 'BACKHOE', 'BOBCAT / SKID STEER', 'BORING MACHINE', 'BREAKER', 'BULLDOZER', and 'CABLE PLOW'. Below the list, there is a 'Dig Site Type:' field with 'Street/Address' entered. To the left of the dropdown, there are two examples of the input field. The first example shows 'BACKHOE' selected with a close button (X). The second example shows 'BACKHOE' and 'SHOVEL MINI EXCAVATOR' selected with close buttons (X).

#### Any horizontal drilling or boring being done?

In this field, use the dropdown to answer whether you will be horizontal drilling or boring at your jobsite.

The image shows a screenshot of the 'Any horizontal drilling or boring being done?' dropdown menu. The menu is open, displaying two options: 'Yes' and 'No'. The 'Yes' option is highlighted.

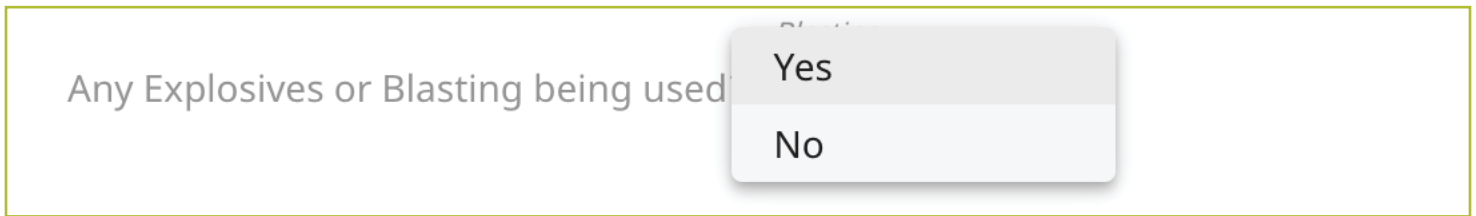
# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

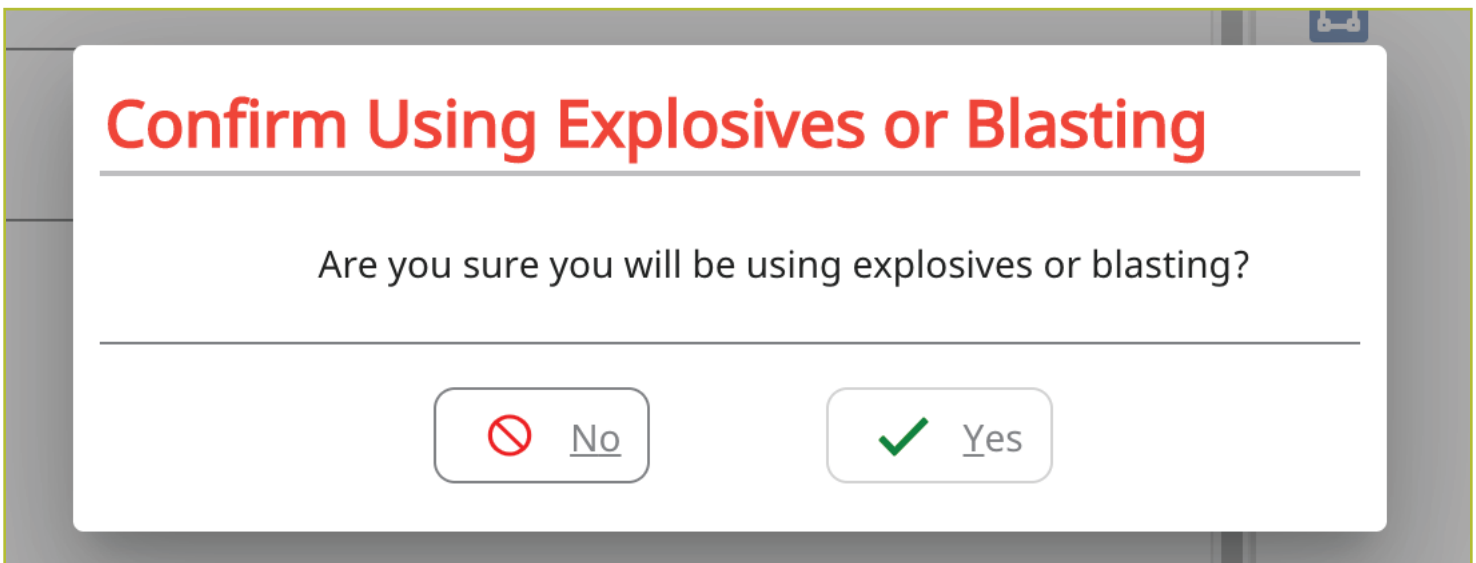
### Any Explosives or Blasting Being Used?

This is also a **Yes** or **No** question that is answered using a dropdown.

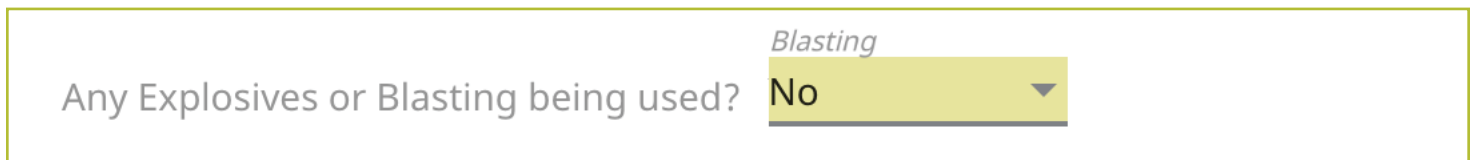
If you answer **Yes** to this question, a popup will appear asking you to confirm that you will be using explosives or blasting. If you select **No** on the confirmation popup, the field will auto-populate to a **No** answer on the Location Request creation form.



A screenshot of a form field labeled "Any Explosives or Blasting being used?". A dropdown menu is open, showing two options: "Yes" and "No".



A confirmation popup with the title "Confirm Using Explosives or Blasting" in red. Below the title is the question "Are you sure you will be using explosives or blasting?". At the bottom, there are two buttons: "No" with a red prohibition sign and "Yes" with a green checkmark.



A screenshot of a form field labeled "Any Explosives or Blasting being used?". A dropdown menu is open, showing the word "Blasting" above the selected option "No".

# Roles and Permissions as an Exactix Web User


## Excavator—Training Role :: Submitting a New Location Request


### Dates

The next group of questions in the Location Request creation form are for the dates of your job.


As a web user in the Excavator—Training Role, you only have the permissions to submit Regular/Legal Location Requests. As a result, the fields in this section automatically default to the requirements of a Regular ticket type.

### Dates

Work Start Date and Time: 05/27/2020, 07:00 AM 

Estimated Work Complete Date: 05/27/2020 

Location request expires if work does not start by: 06/10/2020

Priority/Ticket Type: Regular 


### Work Start Date and Time


By default this will be the legal time frame based on the current date you are filling out the Location Request. This is two (2) full business/working days, not including holidays or weekends. To change the date and time that you plan to start your job, click on the start date and then click on the calendar icon next to the pre-populated date and time. Use your mouse to select a new date on the calendar view and click the arrows to change the time. Regular/Legal Location Requests must be submitted at least two-full working days, not including the day of the request, weekends, or holidays, but less than ten (10) business/working days of your planned start date.

If you select a date outside of the legal time frame (2-10 working/business days), you will receive a red error under the Work Start Date and Time field that specifies the dates in which you can choose as a legal start date. You will not be able to submit your Location Request until you have a legal start date entered.


### Work is Estimated to be Completed By

In this field you will identify the date that you think work will be completed by. Use the calendar icon to again change the date of your estimated completion date. If you do not change this date, it will remain as the same date you have set for your work start date.

Work Start Date and Time: 05/27/2020, 07:00 AM 

Estimated Work Complete Date: 05/27/2020 

Location request expires if work does not start by: 06/10/2020

Priority/Ticket Type: Regular 

### Site Information

Dig Site Type: Street/Address

NY

Near:

### Additional Work Information

Are you working on both sides of the street?

Are you working within 25 feet of the curb?

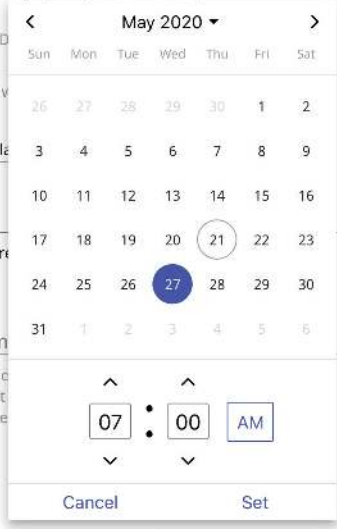
Is the excavation site marked?


Locate Instructions:

Depth of Excavation:

Work Site Dimensions:

Comments:



Work Start Date and Time: 06/19/2020, 07:00 AM 

Must be between 06/02/2020 12:00 AM and 06/11/2020 11:59 PM

Estimated Work Complete Date: 05/27/2020 

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Location Request Expires if Work Does Not Start By

The third field in this section informs you of when the Location Request will expire if you do not start your job by the date you have indicated. You are not able to alter this expiration date.

Location request expires if work does not start by: 06/10/2020

### Priority/Ticket Type

All active web users in the Excavator—Training Role only have the permission to submit Regular/Legal Location Requests. A Regular Notice is when an excavator provides at least two (2)-full business/working days, not including the day of the request, weekends, or holidays, but less than ten (10) business/working days.

Priority/Ticket Type: Regular

Priority/Ticket Type Regular

## Site Information

The **Site Information** section of the Location Request form is arguably the most important aspect of your Location Request. In this section, you will be identifying your work area on a map using one of three different options:

- Street/Address
- Intersection
- Between Intersections

Let's take a look at how each of these mapping options work.

The screenshot shows the 'Site Information' section of a form. A dropdown menu is open, showing three options: 'Street/Address', 'Intersection', and 'Between Intersections'. Below the dropdown, there are two input fields labeled 'Nearest Intersecting Street'. To the right of the first field is a 'Place' label. In the top right corner of the form area, there is a 'reset' link.

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Street/Address

The Location Request creation form defaults the **Dig Site Type** to the **Street/Address** option for mapping.

The screenshot shows the 'Site Information' form. The 'Dig Site Type' dropdown menu is open, showing 'Street/Address' as the selected option. Other fields include 'Street/Address', 'Place', and 'Nearest Intersecting Street'. A 'reset' link is visible in the top right corner.

This detailed view shows four sections of the form: 1. 'Dig Site Type' dropdown set to 'Street/Address'. 2. 'State' dropdown set to 'NY'. 3. 'County' dropdown with a list of options: ONEIDA, ONTARIO, and ONONDAGA (selected). 4. 'Street/Address' dropdown with a list of addresses including '6706'. 5. 'Place' dropdown set to 'DE WITT'.

### State

The state will always be greyed out and will default to “NY” for New York. Dig Safely New York services all of New York State except for Long Island and New York City, which is serviced by the NY811 call center. If you are planning work in the five boroughs of NYC and Long Island, contact NY811 at (800) 272-4480.

### County

The next field is the **County** field. Start typing in the county of the address in which your work is taking place. Once you begin typing, possible matches will populate under the field for you to choose from. If you do not know the county of the job site, skip to the **Street/Address** field.

### Street/Address

Enter the address of the dig site. As you start typing in the address, a list of potential matches will appear in the dropdown, with the closest matches being at the top. The **Place** and **County** is also displayed with the address and will populate those fields when selected.

Once you begin typing in your address, you will notice the list of possible matches list the addresses within a range. Choose the option that match the range which you address exists, and the **Place** and **County**.

### Place

The **Place** is the name of the city or town (municipality) in which your job site is located or associated. The **Place** field is automatically populated based on the **Street/Address** you selected in the previous step. *Please note that the **Place** may be the municipality in which the taxes are paid to, and will not necessarily be the mailing address.*

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Nearest Intersecting Street

If your address was found, you will need to select the near streets to the address. This information assists the utility locators in finding the correct jobsite. A list of **Nearest Intersecting Streets** will be displayed once you have selected your jobsite address. These choices also display how far in feet the street is from the address of your dig site. Select the **Near Street** from the dropdown. You can enter up to two (2) **Nearest Intersecting Streets**.

Dates: 06/10/2020

RT 298	0 FT
BRITTONFIELD PKWY	395 FT
CO RT 251	496 FT
FLY RD	496 FT
CO RT 77	498 FT
I 481	1183 FT
LAW DR	1221 FT
COLLAMER CROSSINGS	2382 FT
COLLAMER CROSSINGS PKWY	2382 FT
ASPEN PARK BLVD	2393 FT

Place: DE WITT

Nearest Intersecting Street: \_\_\_\_\_

(449 FT)

[reset](#)

Nearest Intersecting Street: FLY RD (449 FT)

Additional Work Information

Are you working on both sides of street?

Are you working within 25ft of the edge of the street?

Is the excavation site marked in white?

Locate Instructions: \_\_\_\_\_

Depth of Excavation: \_\_\_\_\_ Length: \_\_\_\_\_

Work Site Dimensions: \_\_\_\_\_

Comments: \_\_\_\_\_

[Save/Suspend](#)

RT 298	0 FT
BRITTONFIELD PKWY	395 FT
CO RT 251	496 FT
FLY RD	496 FT
CO RT 77	498 FT
I 481	1183 FT
LAW DR	1221 FT
COLLAMER CROSSINGS	2382 FT
COLLAMER CROSSINGS PKWY	2382 FT
ASPEN PARK BLVD	2393 FT

Nearest Intersecting Street: FLY RD (449 FT)

Nearest Intersecting Street: BRITTONFIELD PKWY (229 FT)

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Mapping

As you are entering the Dig Site Information, the mapping process will automatically start and can be viewed in the panel to the right of the Location Request creation form. After you have completed filling in the required information, the dig site will be displayed in blue and the near street(s) in red.

The screenshot displays the Exactix web application interface for submitting a new location request. The browser address bar shows the URL `exactix.digsafelynewyork.com/tickets/new`. The user is logged in as **DANNY DIGGER**. The form is titled "New" and includes a "Notify By:" dropdown set to "Parcel".

**Contact Information:**  
Contact: **DANNY DIGGER**  
Phone: **(315) 437-7394**  
Function: **New**  
Notify By: **Parcel**

**Contact Information:**  
Excavator ID: **73178** | Company ID: **154991** | Office ID: **17116**  
Contact: **DANNY DIGGER** | Company: **DSNY SAFE EXCAVATING** | Office: **SYRACUSE OFFICE**  
Company Type: **CONTRACTOR** | Industry: **ENVIRONMENTAL CLEAN-UP**  
Address: **6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA**  
Primary Phone: **(315) 437-7394**  
Alternate: **DDIGGER@SAFEEXCAVATING.COM**

**Excavator / Site Contact Information:**  
Field Contact: \_\_\_\_\_ | Phone: \_\_\_\_\_ | Email: \_\_\_\_\_  
Working For: \_\_\_\_\_ | Job ID: \_\_\_\_\_

**Work Type:**  
What type of work is being planned: **BUILDING GARAGE**

**Dates:**  
Work Start Date and Time: **06/02/2020 07:00 AM**  
Priority/Ticket Type: **Regular**

**Site Information:**  
Dig Site Type: \_\_\_\_\_  
Street/Address: \_\_\_\_\_  
State: **NY** | County: **ONONDAGA**  
Street/Address: **6706 COLLAMER RD** | Plot: **DE WITT**  
Adjacent Intersecting Street: **FLY RD** (449 FT) | **BRITTONFIELD PKWY** (239 FT)

**Additional Work Information:**  
Proposed Design Area:  
Are you working on both sides of street?  
Are you working within 25ft of the edge of the street?  
Comments:

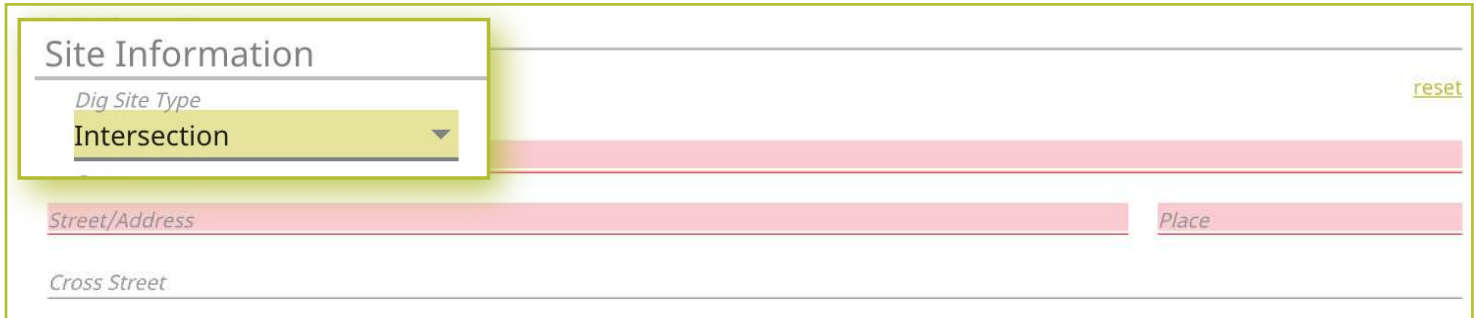
The map on the right shows the location of the dig site (blue square) and the surrounding streets (red lines). The dig site is located at the intersection of Collamer Rd and Fly Rd. Other nearby locations include Hummel's Office Plus and Coffee Grounds Cafe.

# Roles and Permissions as an Exactix Web User

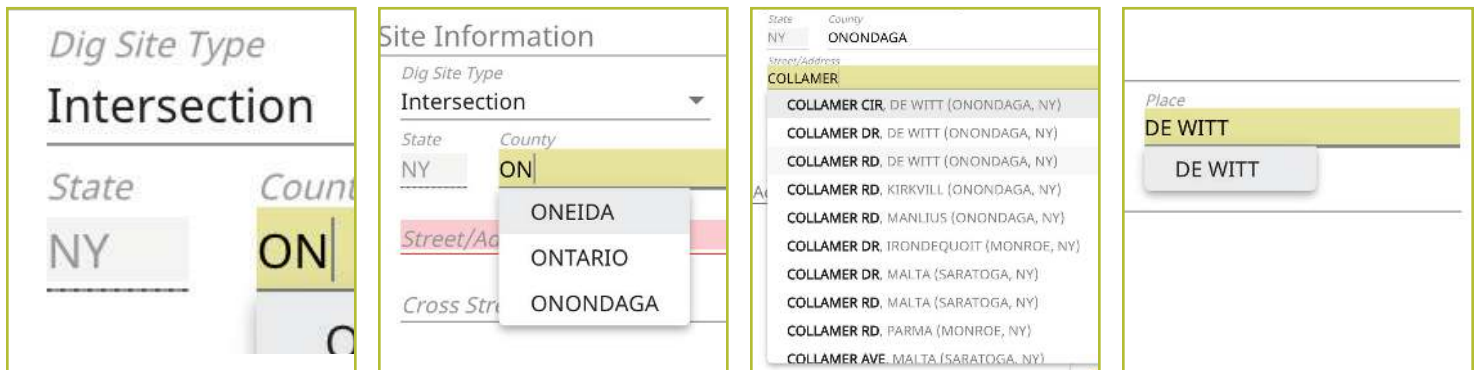
## Excavator—Training Role :: Submitting a New Location Request

### Intersection

If you are working at an **Intersection**, select **Intersection** from the **Dig Site Type** dropdown menu options.



The screenshot shows the 'Site Information' form. The 'Dig Site Type' dropdown menu is open, showing 'Intersection' as the selected option. Below the dropdown are fields for 'Street/Address', 'Place', and 'Cross Street'. A 'reset' link is visible in the top right corner.



This detailed view shows four panels of the form. The first panel shows 'Dig Site Type' set to 'Intersection'. The second panel shows 'State' as 'NY' and 'County' as 'ON'. The third panel shows a dropdown list of street names starting with 'COLLAMER', with 'COLLAMER CIR, DE WITT (ONONDAGA, NY)' selected. The fourth panel shows the 'Place' field set to 'DE WITT'.

#### State

The state will always be greyed out and will default to “NY” for New York. Dig Safely New York services all of New York State except for Long Island and New York City, which is serviced by the NY811 call center. If you are planning work in the five boroughs of NYC and Long Island, contact NY811 at (800) 272-4480.

#### County

The next field is the **County** field. Start typing in the county of the street in which your work is taking place. Once you begin typing, possible matches will populate under the field for you to choose from. If you do not know the county of the jobsite, skip to the **Street/Address** field.

#### Street/Address

In this field, enter the name of just one of the streets of your intersection.

As you start typing in the name, a list of potential matches will appear in the dropdown, with the closest matches being at the top. The **Place** and **County** is also displayed with the street. Select the correct match.

#### Place

The **Place** is the name of the city or town (municipality) in which your job site is located or associated. The **Place** field is automatically populated based on the **Street/Address** you selected in the previous step. *Please note that the **Place** may be the municipality in which the taxes are paid to, and will not necessarily be the mailing address.*

If your street was not found, then type in the name of the **Place** associated with your dig site and tab to the **Cross-Street** field.



# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Cross Street

A list of streets that intersect with the road you selected in the **Street/Address** field will appear in the **Cross-Street** field dropdown menu. Select the **Cross Street** that matches the intersection where the digging will take place.

Cross Street

CO RT 86

KINNE ST

RT 298

Address Information

both sides of street?

Are you working within 25ft of the edge of the street?

If the intersection you are digging at is not found, a message will appear that states “intersection not found.”

Street/Address

COLLAMER CIR

intersection not found

Cross Street

KINNE ST

Dig Site Type

Intersection [reset](#)

State County

NY ONONDAGA

Street/Address Place

COLLAMER DR DE WITT

Cross Street

KINNE ST

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Mapping

As you are entering the dig site information, the mapping process will automatically start. After you have completed filling in the required information, the dig site will be displayed in blue.

The screenshot displays the Exactix web application interface for submitting a new location request. The page is titled "Call 811" and "exactix.digsafelynewyork.com/tickets/new". The user is logged in as "DANNY DIGGER".

**Contact Information:**

- Contact: DANNY DIGGER, Phone: (315) 437-7394
- Excavator ID: 73178, Company ID: 154991, Office ID: 17116
- Contact: DANNY DIGGER, Company: DSNY SAFE EXCAVATING, Office: SYRACUSE OFFICE
- Company Type: CONTRACTOR, Industry: ENVIRONMENTAL CLEAN-UP
- Address: 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA
- Primary Phone: (315) 437-7394
- Alternate: DDIGGER@SAFEEXCAVATING.COM

**Excavator / Site Contact Information:**

Field Contact: Working For: Job ID:

**Work Type:** What type of work is being planned: BUILDING GARAGE

**Dates:** Work Start Date and Time: 06/02/2020 07:00 AM, Priority/Ticket Type: Regular

**Site Information:**

- Dig Site Type: Intersection
- State: NY, County: ONONDAGA
- Street/Address: COLLAMER DR, Place: DE WITT
- Cross Street: KINNE ST

**Additional Work Information:**

Proposed Design Area: Are you working on both sides of street? Are you working within 25ft of the edge of the street? Comments:

Buttons: Save/Suspend, Discard

**Map:** A map view on the right shows a blue circular dig site overlaid on a street grid. The dig site is centered on Collamer Dr, between Kinne St and De Witt St. The map includes a search bar, zoom controls, and a "Map" button.

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Between Intersections

You can define your work area by using two intersections. If you are working on properties or a roadway for a continuous dig, select **Between Intersections** from the **Dig Site Type** dropdown menu. You will notice the form will change so that you can identify two intersections to find the specific area on the street you will be performing work.

The screenshot shows the 'Site Information' form. The 'Dig Site Type' dropdown menu is set to 'Between Intersections'. The form includes fields for 'Street/Address' and 'Place' (repeated twice), and 'Cross Street' (repeated twice). A 'reset' link is visible in the top right corner.

This close-up shows the 'Dig Site Type' dropdown menu set to 'Between Intersections'. Below it, the 'State' field is set to 'NY' and the 'County' field is highlighted in red.

#### State

The state will always be greyed out and will default to “NY” for New York. Dig Safely New York services all of New York State except for Long Island and New York City, which is serviced by the NY811 call center. If you are planning work in the five boroughs of NYC and Long Island, contact NY811 at (800) 272-4480.

This close-up shows the 'County' dropdown menu open, displaying a list of counties: ORLEANS, ONEIDA, OTSEGO, ORANGE, ONTARIO, OSWEGO, and ONONDAGA. The 'State' field is set to 'NY'.

#### County

The next field is the **County** field. Start typing in the county of the street in which your work is taking place. Once you begin typing, possible matches will populate under the field for you to choose from. If you do not know the county of the jobsite, skip to the **Street/Address** field.

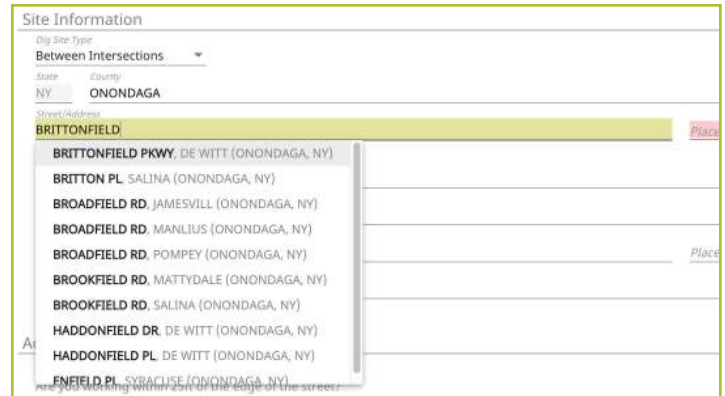
# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Street/Address

In this field, enter the name of the street in which you plan to work.

As you start typing in the name, a list of potential matches will appear in the dropdown, with the closest matches being at the top. The **Place** and **County** is also displayed with the street. Select the correct match.



The screenshot shows a web form titled "Site Information". The "Dig Site Type" is set to "Between Intersections". The "State" is "NY" and the "County" is "ONONDAGA". The "Street/Address" field contains "BRITTONFIELD,". A dropdown menu is open, showing a list of potential matches with their respective "Place" and "County" information. The matches are:

- BRITTONFIELD PKWY, DE WITT (ONONDAGA, NY)
- BRITTON PL, SALINA (ONONDAGA, NY)
- BROADFIELD RD, JAMESVILL (ONONDAGA, NY)
- BROADFIELD RD, MANLIUS (ONONDAGA, NY)
- BROADFIELD RD, POMPEY (ONONDAGA, NY)
- BROOKFIELD RD, MATTYDALE (ONONDAGA, NY)
- BROOKFIELD RD, SALINA (ONONDAGA, NY)
- HADDONFIELD DR, DE WITT (ONONDAGA, NY)
- HADDONFIELD PL, DE WITT (ONONDAGA, NY)
- ENFIELD PL, SYRACUSE (ONONDAGA, NY)

### Place

The **Place** is the name of the city or town (municipality) in which your job site is located or associated. The **Place** field is automatically populated based on the **Street/Address** you selected in the previous step. *Please note that the **Place** may be the municipality in which the taxes are paid to, and will not necessarily be the mailing address.*

If your street was not found, then type in the name of the **Place** associated with your dig site and tab to the **Cross-Street** field.



The screenshot shows a web form with a "Place" field. The field contains "DE WITT". A dropdown menu is open, showing a list of potential matches. The matches are:

- DE WITT

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Cross Street

A list of streets that intersect with the street you selected in the **Street/Address** field will appear in the **Cross-Street** field dropdown menu. Select the first **Cross Street** that matches the first of your intersections.

NY	ONONDAGA
Street/Address	BRITTONFIELD PKWY
Cross Street	
COLLAMER RD	
CO RT 77	
FLY RD	
RT 298	

Cross Street	COLLAMER RD		
State	NY	County	ONONDAGA
Street/Address	BRITTONFIELD PKWY	Place	DE WITT
Cross Street			
COLLAMER RD			
CO RT 77			
FLY RD			
RT 298			

If the **Cross Street** is not found, a message will appear that states “intersection not found.”

Street/Address	COLLAMER CIR
intersection not found	
Cross Street	

Once you have identified the first intersection, you will notice your **County**, **Street/Address**, and **Place**, has been automatically populated into the second set of dig site information needed to identify the second intersection. Simply find the other **Cross Street** to identify the second intersection.

*Important Note—Since there is a possibility that the second intersection may be located in a different **Place** than the first intersection, you will be required to include **Place** information for that second intersection.*

Site Information			
Dig Site Type	Between Intersections <a href="#">reset</a>		
State	NY	County	ONONDAGA
Street/Address	BRITTONFIELD PKWY	Place	DE WITT
Cross Street	COLLAMER RD		
State	NY	County	ONONDAGA
Street/Address	BRITTONFIELD PKWY	Place	DE WITT
Cross Street	FLY RD		

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Mapping

As you are entering the dig site information, the mapping process will automatically start. After you have completed filling in the required information, the dig site will be displayed in blue.

The screenshot displays the Exactix web application interface for submitting a new location request. The browser address bar shows the URL `exactix.digsafelynewyork.com/tickets/new`. The user is logged in as **DANNY DIGGER**.

**Contact Information:**

- Contact: **DANNY DIGGER**
- Phone: **(315) 437-7394**
- Function: **New**
- Notify By: **Parcel**

**Contact Information (Form Fields):**

- Excavator ID: **73178**
- Company ID: **154991**
- Office ID: **17116**
- Contact: **DANNY DIGGER**
- Company: **DSNY SAFE EXCAVATING**
- Office: **SYRACUSE OFFICE**
- Company Type: **CONTRACTOR**
- Address: **6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA**
- Industry: **ENVIRONMENTAL CLEAN-UP**
- Primary Phone: **(315) 437-7394**
- Alternate:
- Email: **DDIGGER@SAFEEXCAVATING.COM**

**Excavator / Site Contact Information:**

- Field Contact:
- Working For:
- Job ID:

**Work Type:**

**Site Information:**

- Dig Site Type: **Between Intersections**
- State: **NY** County: **ONONDAGA**
- Street/Address: **BRITTONFIELD PKWY** Place: **DE WITT**
- Cross Street: **COLLAMER RD**
- State: **NY** County: **ONONDAGA**
- Street/Address: **BRITTONFIELD PKWY** Place: **DE WITT**
- Cross Street: **FLY RD**

**Proposed Design Area:**

- Are you working on both sides of street?
- Are you working within 25ft of the edge of the street?
- Comments:

Buttons: **Save/Suspend**, **Discard**

The map on the right shows the location of the dig site highlighted in blue. The map includes labels for **Collamer Rd**, **Adirondack Colonial Furniture**, **Hummel's Office Plus**, and **Coffee Concepts Cafe**.

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Additional Work Information

The final section of the Location Request creation form is called **Additional Work Information**. This section collects information that may impact the locate process for your jobsite.

Additional Work Information

Are you working on both sides of street? Yes/No

Are you working within 25ft of the edge of the street? Yes/No

Is the excavation site marked in white? Yes/No

Locate Instructions: Locate Instructions

Depth of Excavation: Depth Units

Work Site Dimensions: Length: Length Units Width: Width Units

Comments: Comments

Additional Work Information

Are you working on both sides of street? Yes

Are you working within 25ft of the edge of the street?

Is the excavation site marked in white?

#### Are you working on both sides of street?

The “both sides of the street” question directly impacts the mapping and utilities notified. Select the dropdown to click, **Yes**, **No**, or **Unknown**. If you select **Yes** or **Unknown**, you will notice highlighted blue dig site area on the map to the right of the Location Request creation form will increase in size to account for the work on both sides of the street.

#### Are you working within 25 ft of the edge of the street?

The “edge of the street” question notifies the utilities if the excavation is within the road or within 25-feet of the edge of a street. Use the dropdown box to select **Yes**, **No**, or **Unknown**.

#### Is the excavation site marked in white?

Dig Safely New York and its Member Utilities recommend marking your jobsite in white (paint and/or flags) to assist the utility locators in finding the jobsite on a property. Use the drop-down box to select either **Yes**, **No**, or **Unknown**, to indicate if the dig site is marked in white. If the area is marked in a color other than white, please answer this question with the **No** response and note in the comments field at the bottom of the Location Request creation form that the area is marked in a specific color (i.e., work area is marked in black).

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Locate Instructions

The **Locate Instructions** field is where you can designate where on the property you are performing the work. You can either use the dropdown box to select where on the site you will be excavating, or you may type in your own description.

A screenshot of a web form showing a dropdown menu for 'Locate Instructions'. The menu is open, displaying a list of options. The options include: 'MARK A 25 FT RADIUS OF POLE #', 'NORTH SIDE OF THE ROAD BETWEEN CROSS STREETS AND BOTH SIDES OF THE RD AT THE CROSS CULVERT', 'NORTH SIDE OF THE ROAD BETWEEN MILE MARKERS', 'NORTH SIDE OF THE ROAD BETWEEN THE CROSS ROADS', 'NORTHEAST CORNER OF THE INTERSECTION', 'NORTHWEST CORNER OF INTERSECTION', 'POLE TO HOUSE', 'REAR OF PROPERTY', 'RIGHT SIDE OF PROPERTY WHEN FACING THE FRONT OF THE PROPERTY FROM THE ROAD', and 'SIDEWALK IN FRONT OF PROPERTY'. The 'REAR OF PROPERTY' option is highlighted in blue. To the left of the dropdown, there is a list of addresses: 'NY, ONONDAGA, DE WITT', 'BRITTONFIELD PKWY', 'COLLAMER RD', 'NY, ONONDAGA, DE W...', 'BRITTONFIELD PKWY', and 'FLY RD'. Below the dropdown, there are three checkboxes: 'Are you working on both sides of street?', 'Are you working within 25ft of the edge of the street?', and 'Is the excavation site marked in white?'. The 'Locate Instructions' field is highlighted in yellow.

A screenshot of the 'Additional Work Information' section of a web form. It contains three checkboxes: 'Are you working on both sides of street?' with a 'Yes/No' dropdown set to 'No'; 'Are you working within 25ft of the edge of the street?' with a 'Yes/No' dropdown set to 'No'; and 'Is the excavation site marked in white?' with a 'Yes/No' dropdown set to 'Yes'. Below these is the 'Locate Instructions' field, which is highlighted in yellow and contains the text 'REAR OF PROPERTY TO THE LEFT OF THE SWING SET AS FACING THE HOUSE'. A link labeled 'Locate Instructions' is visible above the text.

A screenshot of the 'Depth of Excavation' and 'Work Site Dimensions' fields. The 'Depth of Excavation' field has a 'Depth' dropdown set to 'Feet'. The 'Work Site Dimensions' field has 'Length' and 'Width' input boxes, each followed by a 'Units' dropdown set to 'Feet'. The 'Comments' field is a text area with the placeholder text 'Comments'. The 'Units' dropdown menu is open, showing options: 'Feet', 'Inches', 'Yards', 'Miles', and 'Meters'.

### Depth of Excavation

In the **Depth of Excavation** field, type in the approximate depth of the excavation by entering the number in the blank box and then use the dropdown to select either **Feet**, **Inches**, **Yards**, **Miles**, or **Meters**. If unknown, leave blank.

### Work Site Dimensions

In the **Work Site Dimension** fields, type in the approximate length and width of the excavation by entering the number in the blank boxes, and then use the drop down to select either **Feet**, **Inches**, **Yards**, **Miles**, or **Meters**. If unknown, leave blank



# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Comments

The **Comments** field is used to place any additional information or instructions to be sent on to the Member Utilities. For example, “A map is available to locators upon request,” or “This is a gated community. The gate code to access the property is 0000.”

Additional Work Information

---

Are you working on both sides of street? Yes/No ▼

Are you working within 25ft of the edge of the street? Yes/No ▼

Is the excavation site marked in white? Yes/No ▼

Locate Instructions: Locate Instructions

---

Depth of Excavation: Depth Units ▼

---

Comments: Comments

Comments: Comments

**USE GATE CODE 2345 TO ENTER THE PROPERTY**

Comments: Comments

**A MAP IS AVAILABLE TO LOCATORS UPON REQUEST**

# Roles and Permissions as an Exactix Web User

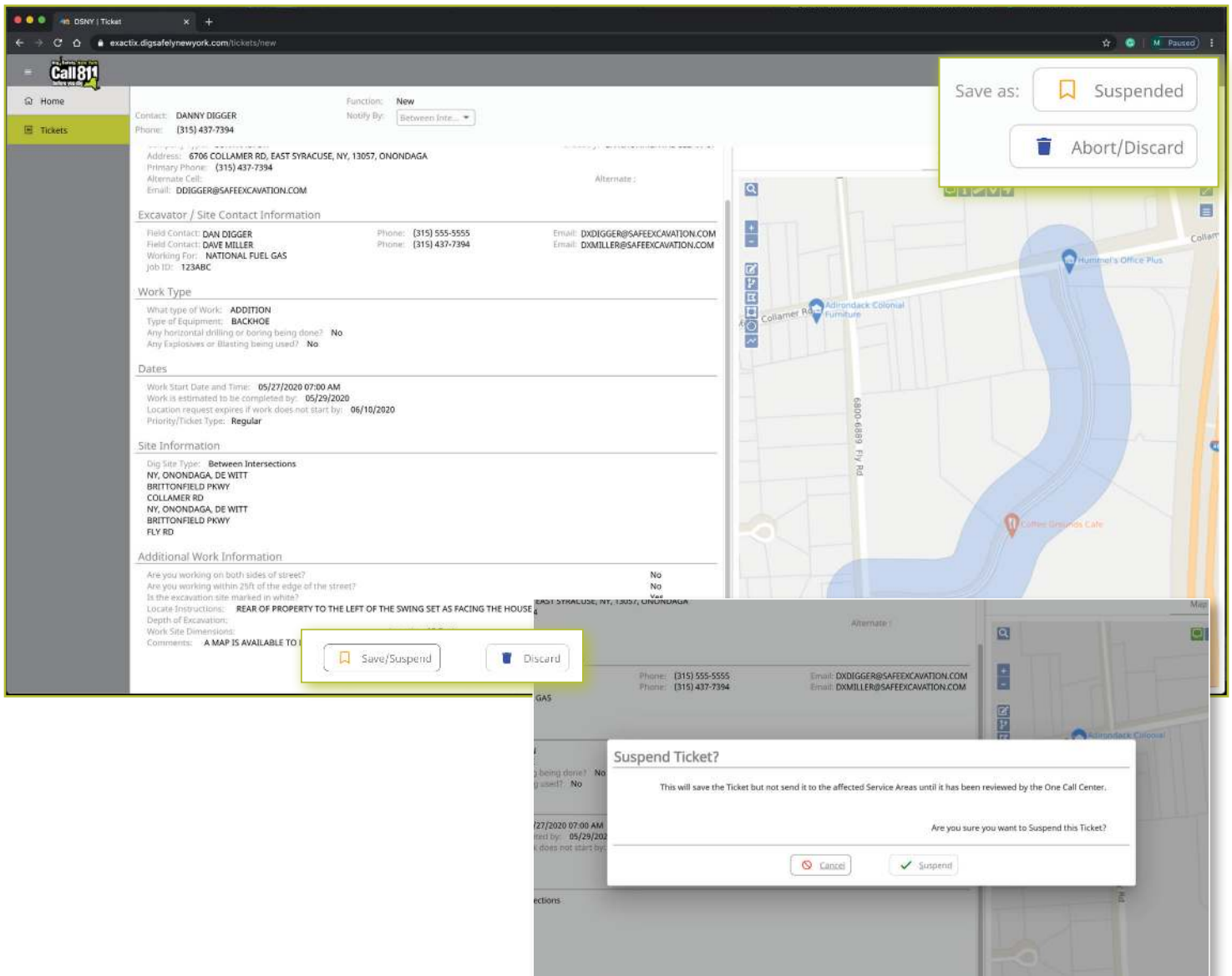
## Excavator—Training Role :: Submitting a New Location Request

### Completing Your Locate Request

Once you have verified that all the information is correct, as well as the dig site mapping, you can click the **Save/Suspended** button at the bottom of the form/screen. You can also save the Location Request by clicking on the **Suspended** button at the top right-hand corner of the screen.

Remember, in the Excavator—Training Role, all tickets can be submitted but in the **Suspended** status so that they can be reviewed for accuracy.

If at any time before you save your ticket you want to cancel the request, then click on the **Abort/Discard** button at the top right-hand corner of the screen, or by using the **Discard** button at the bottom of the form.



# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Verify Location

Once you click on the **Suspended** or **Save/Suspended** button, you will be taken to the Verify Location page. Please review the information on this page and click on the **Above Information is Correct** button at the bottom.

If you need to make corrections, you can click on the **Back to Ticket** button.

**Verify Location**

**Excavator / Site Contact Information**  
Jobs ID: 123ABC Who are you working for: NATIONAL FUEL GAS

**Work Type**  
What type of Work: ADDITION  
Type of Equipment: BACKHOE  
Any horizontal drilling or boring being done? No  
Any blasting or explosives being used? No

**Dates**  
Work Start Date and Time: 05/27/2020 7:00 AM Estimated Work Complete Date: 05/29/2020  
Location request expires if work does not start by: 06/10/2020  
Priority/Ticket Type: Regular

**Work Site Information**  
Dig Site Type: Between Intersections  
State: NY County: ONONDAGA Place: DE WITT  
Intersection of: BRITTONFIELD PKWY and COLLAMER RD  
Intersection of: BRITTONFIELD PKWY and FLY RD

**Additional Work Information**  
Are you working on both sides of the street? No  
Are you working within 25ft of the edge of the street? No  
Is the excavation site marked in white? Yes  
Locate Instructions: REAR OF PROPERTY TO THE LEFT OF THE SWING SET AS FACING THE HOUSE  
Depth: 3 FT Length: 12 FT Width: 6 FT

**Comments**  
A MAP IS AVAILABLE TO LOCATORS UPON REQUEST

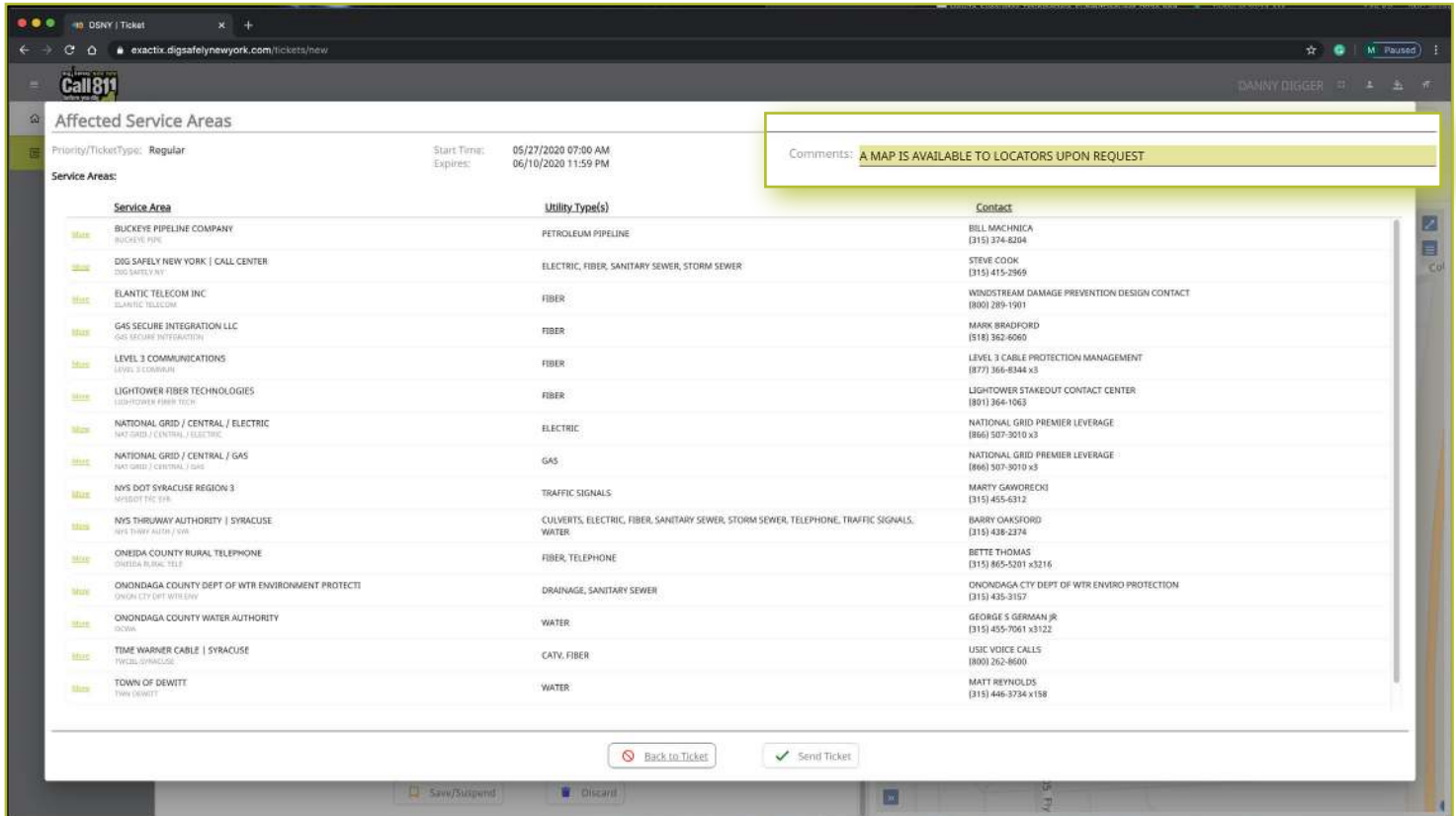
**Buttons:**  
Back to Ticket (with red prohibition sign)  
Above Information is Correct (with green checkmark)

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

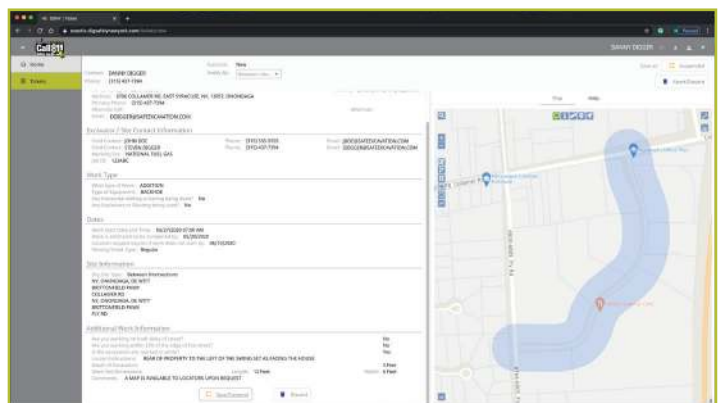
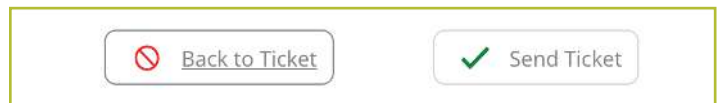
### Affected Service Areas

Once you have verified the information is correct, you will go to the Affected Service Areas page. This page will list the Member Utilities that will be notified to mark or clear their lines in the area where you plan on excavating. The **Comments** field will show any information you input into that field when entering the locate information on the Location Request creation form. You can also add additional comments in this field.



### Need to review your ticket?

If you want to review the ticket information again before sending your request, you can click on the **Back to Ticket** button. This will take you back to the main screen where you can revise your Location Request if necessary. When you are ready to submit your locate request, then click on the **Send Ticket** button.

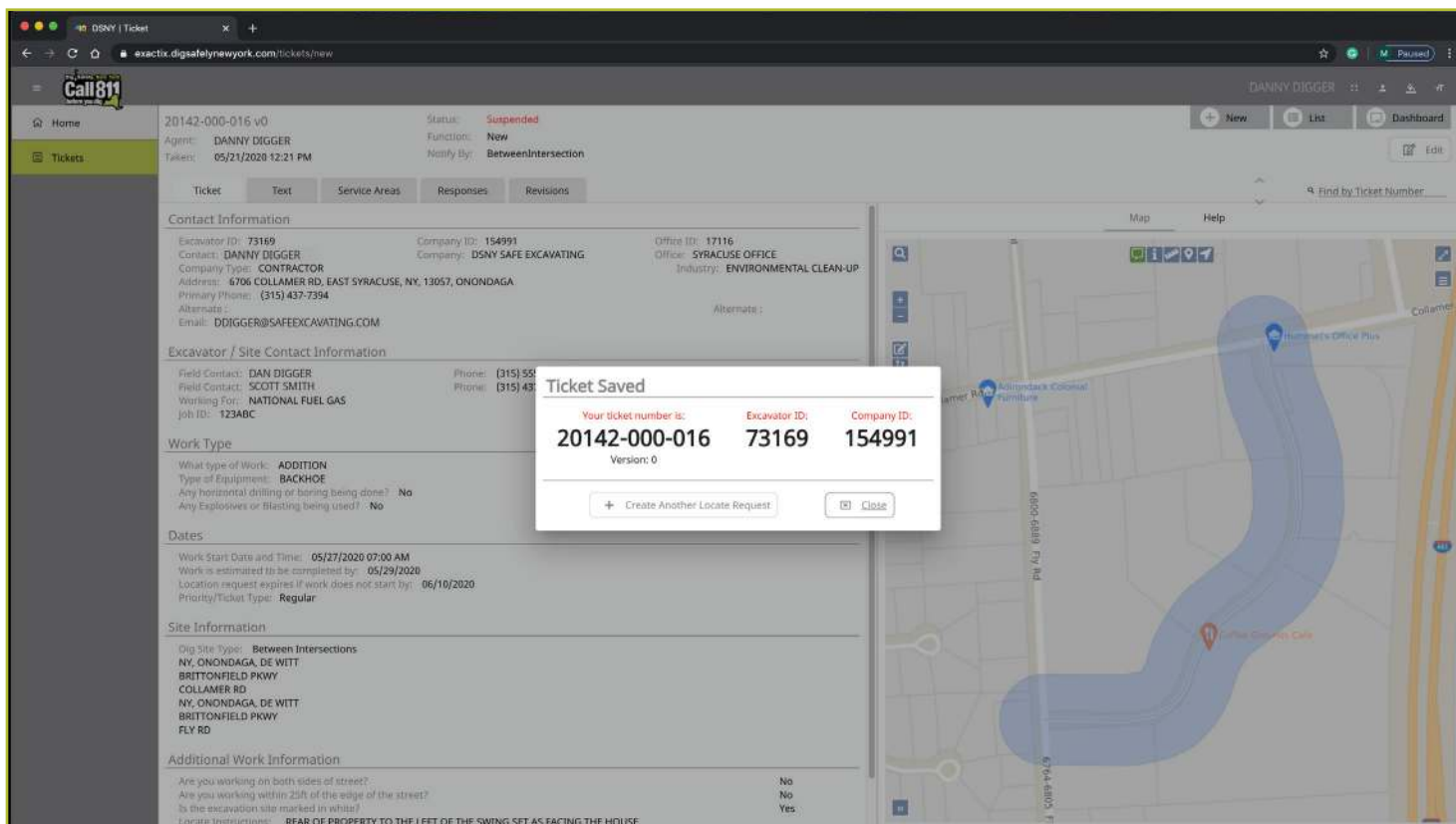


# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Submitting a New Location Request

### Ticket Saved

After clicking on the **Send Ticket** button, the following screen will appear that confirms your ticket has been saved and provides you with your Ticket Number. If you provided an email address on your Location Request, you will automatically have a copy of the ticket emailed to that address.

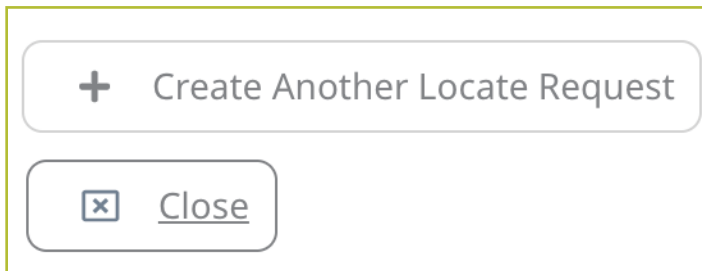


### More Locates?

If you have more locates to enter, then you can click on the **Create Another Locate Request** button. If you are done, then click on the **Close** button and you will be taken back to a screen displaying the last Location Request you entered.

### Location Request Status

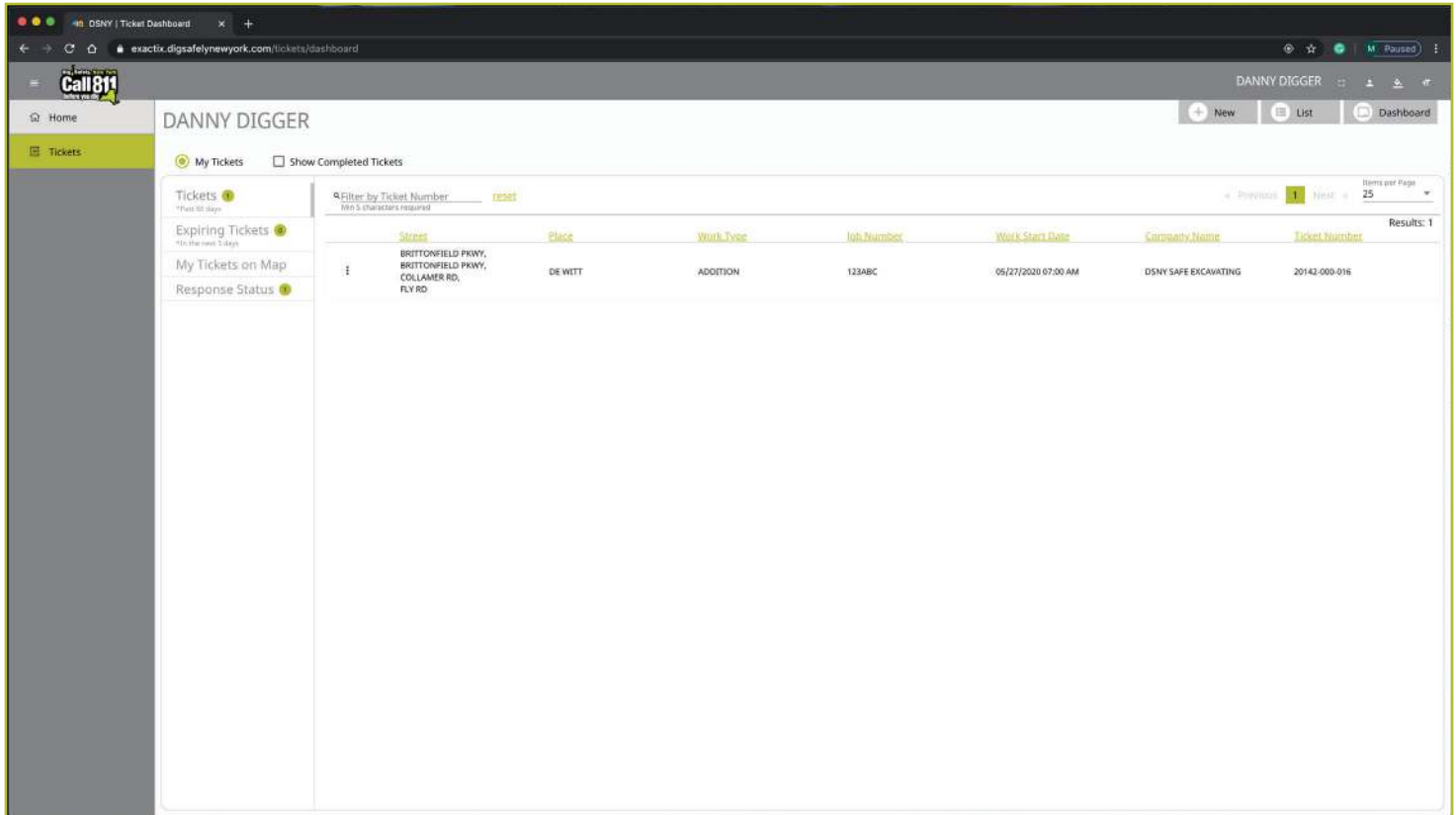
In the Excavator—Training Role, all submitted Location Requests will be submitted in a **Suspended** status. Suspended tickets are reviewed and released by Dig Safely New York's Web Services Team to ensure the Location Request is accurate.



# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Utilizing the Ticket Dashboard

As a web user in the Excavator—Training Role, your ticket dashboard allows you to view tickets you have submitted and tickets assigned to you. This means that if someone selects you as a **Field Contact**, you will be able to view this ticket and its respective utility responses.

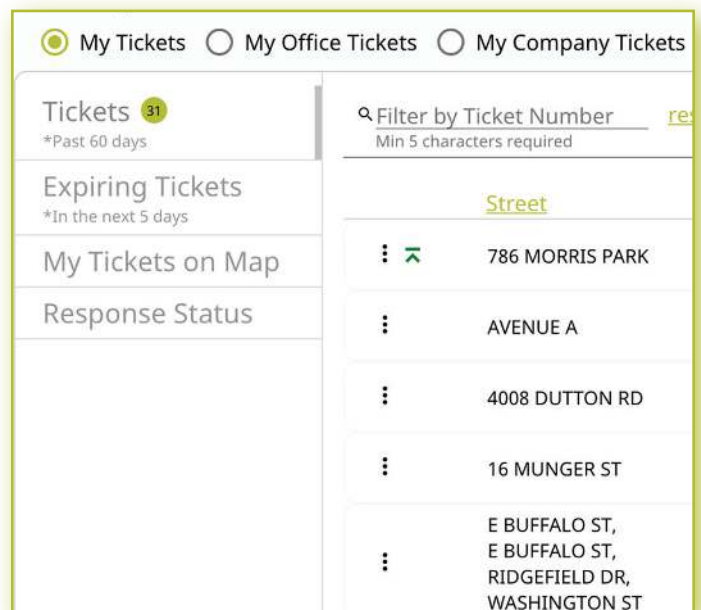


You also have a secondary ticket menu on the left-hand side on this ticket dashboard screen, in which you can use to filter (based on permissions).

- My Tickets
- My Office Tickets
- My Company Tickets

Here, you can click to view

- All tickets from the past 60 days
- Tickets close to expiring
- Tickets on a map (using your current location)
- Response status of tickets



# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Utilizing the Ticket Dashboard

Clicking the three dots next to a ticket gives you the option to quickly view certain aspects as well as take a few quick actions on that ticket. In this role, you have several options on tickets in your dashboard based on the ticket status.

If your ticket is still in the **Suspend** status, it is still awaiting review from Dig Safely New York. On those tickets, you can use your three-dot menu to:

- View the Ticket
- Mark your work as completed
- Edit the ticket

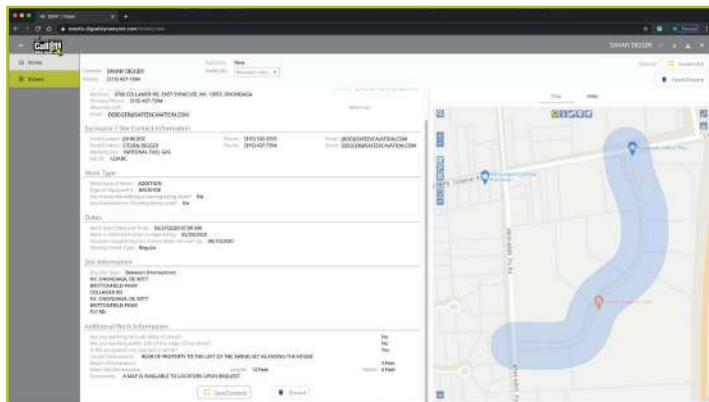
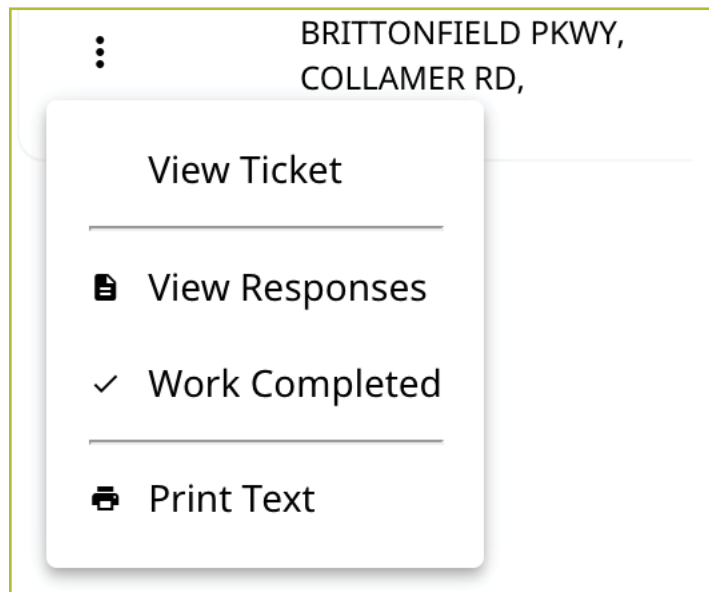
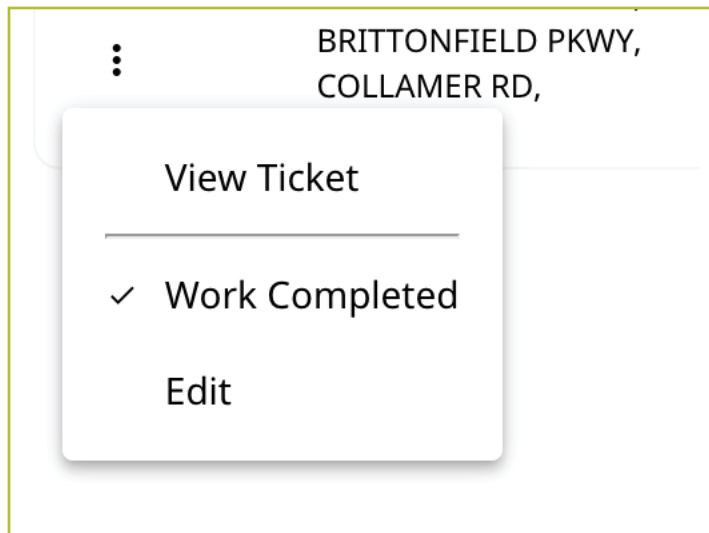
Because the ticket is still in **Suspend** status, you can make any necessary edits to the ticket before it is sent to the Member Utilities.

Following Dig Safely New York's review of your Suspended tickets, these tickets move to a **Completed** status.

For those tickets in your dashboard, you can use the three-dot menu to:

- View the Ticket
- View the Utility Responses
- Mark your work as completed
- Print the Ticket Text

Clicking the **View Ticket** option in the three-dot menu will take you to the full ticket that was submitted.



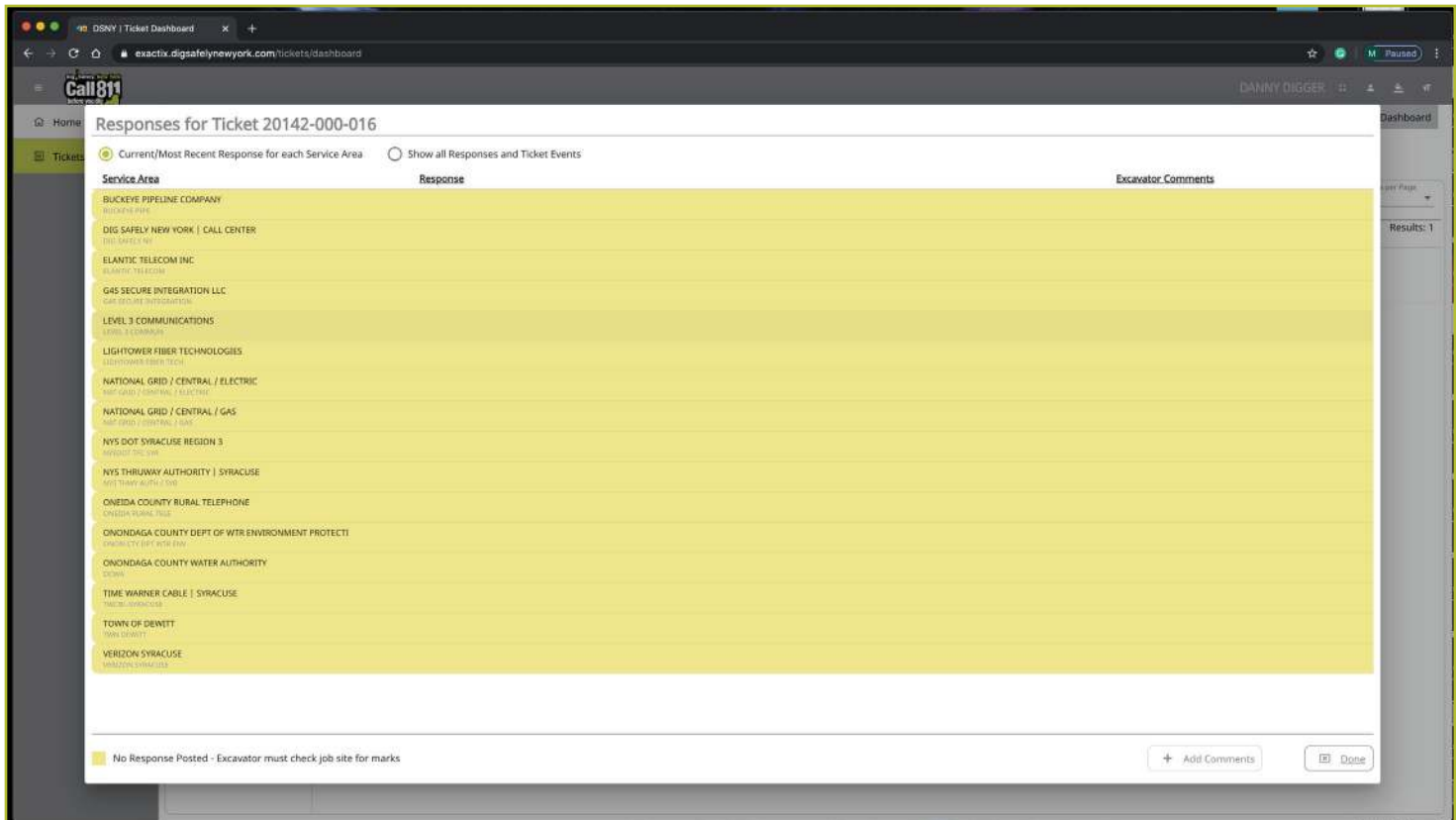
# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Utilizing the Ticket Dashboard

Clicking the **View Responses** in the three-dot menu will pop up a new window over your dashboard to display the responses from the notified Service Area(s)/Utilities for this Location Request.

*Remember, the term Service Area is the same as Utilities Notified.*

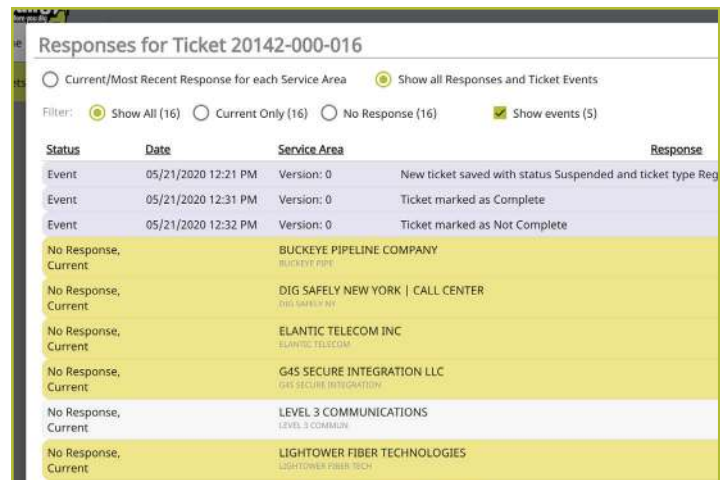
In this window, you can see which utilities were notified, their response, and comments associated with their response. If a utility has yet to respond, their row will be highlighted in yellow.



By default, you are viewing the current/most recent response for each Service Area. You can choose to **show all responses and ticket events** at the top of the window. This will generate an audit list on the ticket and responses.

You will see:

- When the ticket was created
- Any new versions created
- When responses were viewed
- When utilities entered responses
- And more

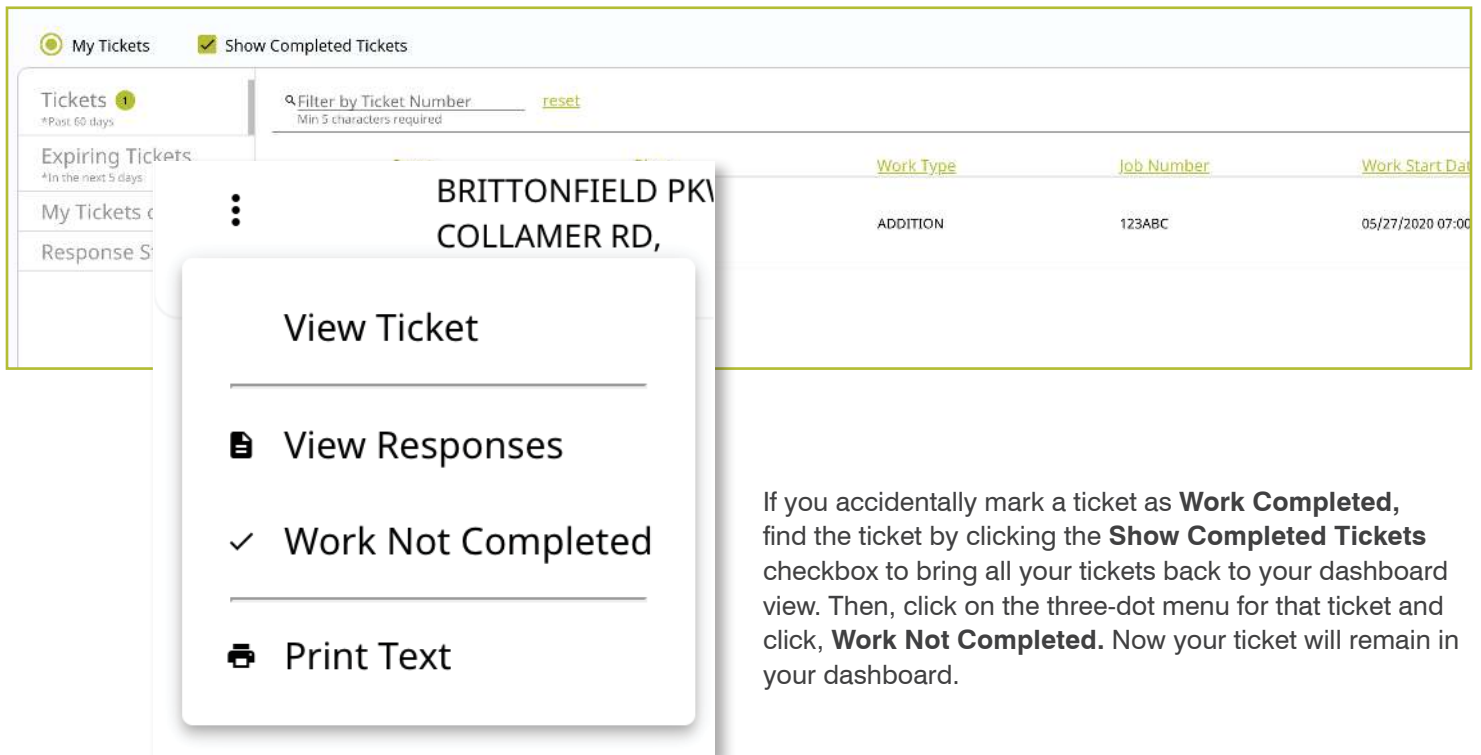
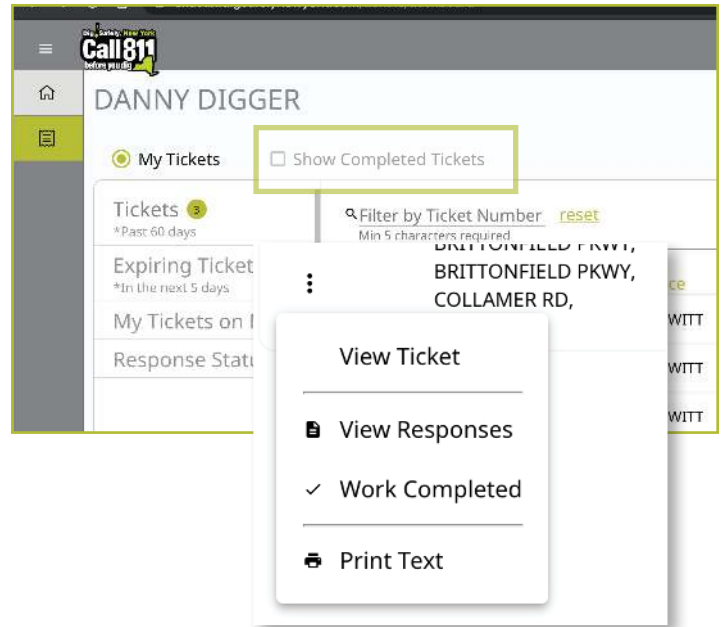




# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Utilizing the Ticket Dashboard

Clicking the **Work Completed** option in the three-dot menu allows you to remove a ticket from your dashboard. By clicking this, you are stating that you have completed the work on this Location Request. To add tickets that you have marked as **Work Completed** back to your dashboard view, click on the **Show Completed Tickets** checkbox above your ticket list.

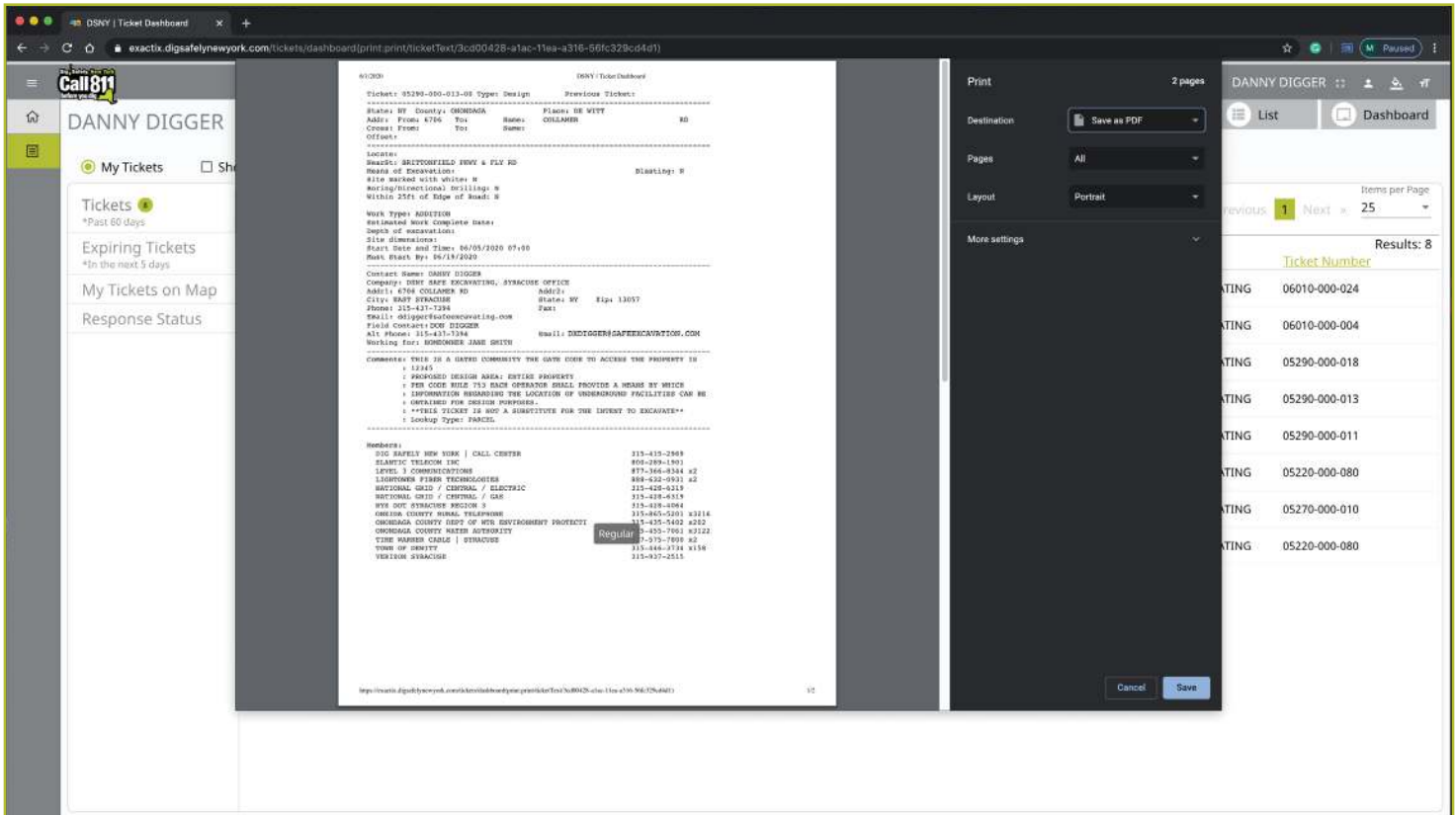


If you accidentally mark a ticket as **Work Completed**, find the ticket by clicking the **Show Completed Tickets** checkbox to bring all your tickets back to your dashboard view. Then, click on the three-dot menu for that ticket and click, **Work Not Completed**. Now your ticket will remain in your dashboard.

# Roles and Permissions as an Exactix Web User

## Excavator—Training Role :: Utilizing the Ticket Dashboard

Clicking on the **Print Text** option in the three-dot menu will generate a print window with that ticket text. Ticket text is a consolidated version of the Location Request form you completed. It does not include the map. When this window is generated, you can choose to change the destination of the print device. This allows you to select **Save as PDF** instead of sending the document to a printer.



**exactix**



How to Utilize the  
**Excavator—Tickets Role**

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Explanation of Role

The Excavator—Tickets Role is the most basic role for web users in Exactix following the training period. All Location Requests created in this role will be in a **Complete** status upon submission and immediately released to notified Member Utilities.

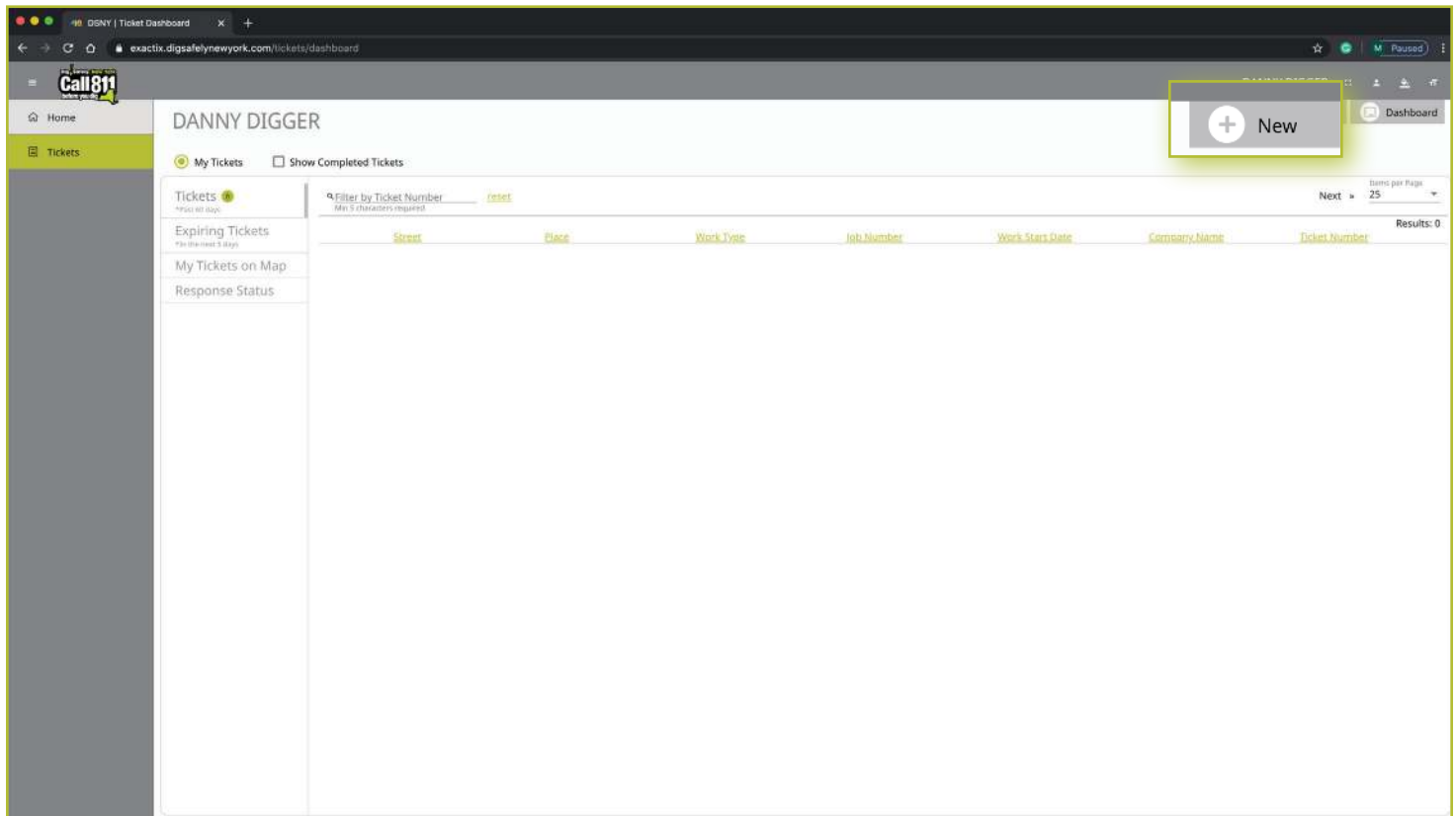
Users in the Excavator—Tickets Role have access to submit Regular/Legal Location Requests with dig sites being either **Street/Address**, at an **Intersection**, or **Between Intersections**. Users in the Excavator—Tickets Role can also map their dig sites using manual mapping tools.

The Excavator—Tickets Role gives users the permission to view all Location Requests placed by that user, as well as all Location Requests in which that user has been assigned as a **Field Contact**. These users can view Automated Positive Responses (APR) for their submitted and assigned Location Requests.

There is one special function users in the Excavator—Tickets Role have within the Exactix System. This function is called **Locate Again**. The **Locate Again** function can be used for Location Requests that need new mark-outs for the exact same dig site. Perhaps a job was delayed, or utility mark-outs were washed away in a storm. The **Locate Again** function is intended to be a quick and easy way to request another mark-out. This function can be completed on any existing Location Request visible to the user in the system right from the ticket dashboard.

Let's take a visual look at how a user in the Excavator—Tickets Role would submit a Regular/Legal Location Request and utilize the ticket dashboard.

To start a new Location Request, click on the **New** button under your name in the upper right-hand corner of the dashboard.

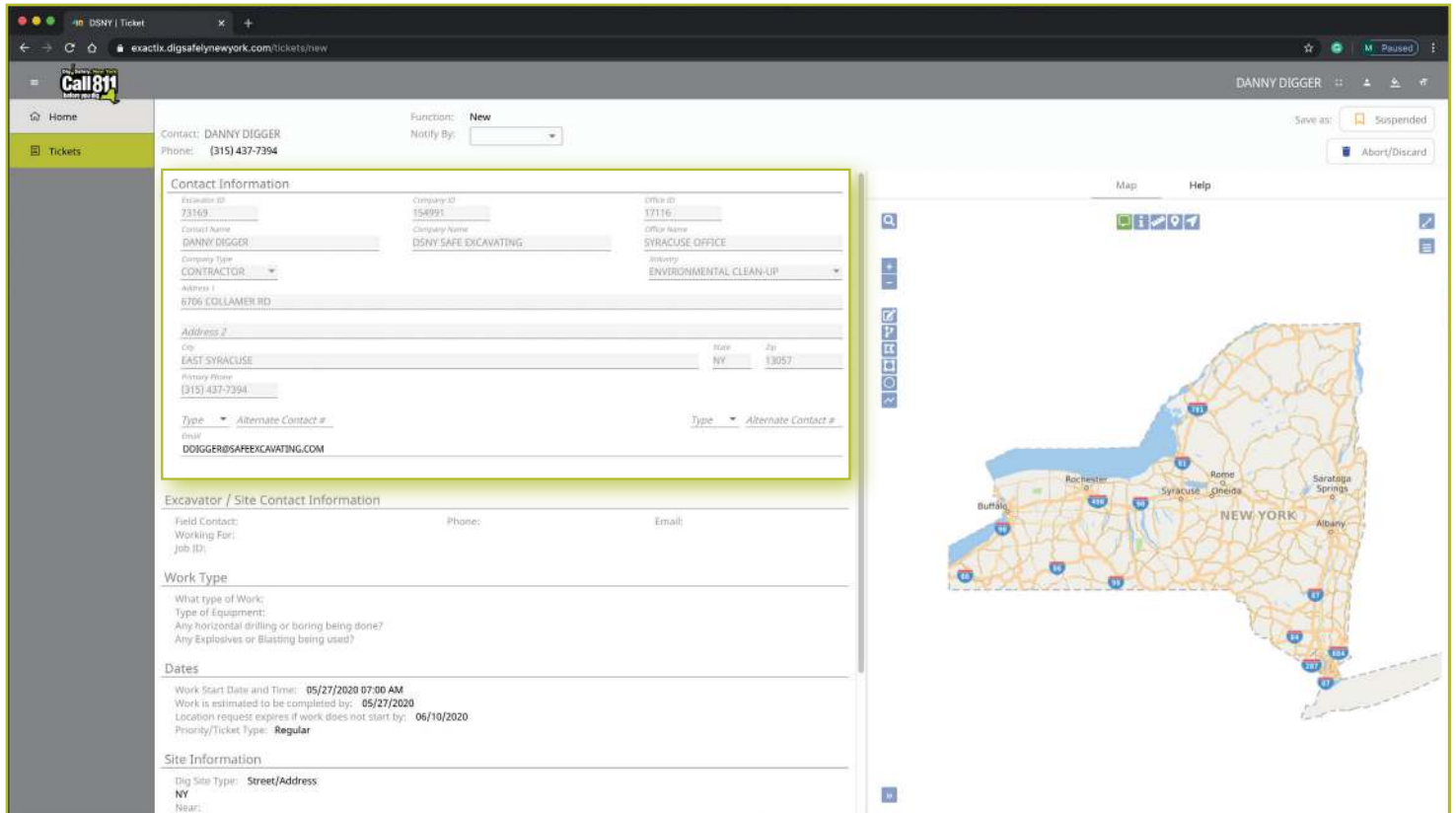


# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Contact Information

After you select **New**, you will be brought to the Location Request creation screen. You will start with the **Contact Information** section. Every web user will have contact information pre-populated into the section based on your account profile information.



The screenshot shows the 'exactix.digsafelynewyork.com/tickets/new' page. The contact information is pre-populated as follows:

Excavator ID	Company ID	Office ID
23169	154991	17116

Contact Name	Company Name	Office Name
DANNY DIGGER	DSNY SAFE EXCAVATING	SYRACUSE OFFICE

Company Type	Industry
CONTRACTOR	ENVIRONMENTAL CLEAN-UP

Address 1: 6706 COLLAMER RD  
Address 2: EAST SYRACUSE  
City: EAST SYRACUSE, State: NY, Zip: 13057  
Primary Phone: (315) 437-7394  
Email: DOIGGER@SAFEEXCAVATING.COM

Excavator / Site Contact Information:  
Field Contact: Working For: Phone: Email: job ID:

Work Type:  
What type of Work:  
Type of Equipment:  
Any horizontal drilling or boring being done?  
Any Explosives or Blasting being used?

Dates:  
Work Start Date and Time: 05/27/2020 07:00 AM  
Work is estimated to be completed by: 05/27/2020  
Location request expires if work does not start by: 06/10/2020  
Priority/Ticket Type: Regular

Site Information:  
Dig Site Type: Street/Address  
NY  
Near:

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

The fields that are greyed out cannot be altered. If any of this information is incorrect, please contact Dig Safely New York’s Web Services Team to update your contact information.

Fields that can be changed are not greyed out. These include **Alternate Contact** information and **Email**.

**Contact Information**

Excavator ID 73169	Company ID 154991	Office ID 17116
Contact Name DANNY DIGGER	Company Name DSNY SAFE EXCAVATING	Office Name SYRACUSE OFFICE
Company Type CONTRACTOR		Industry ENVIRONMENTAL CLEAN-UP
Address 1 6706 COLLAMER RD		
Address 2		
City EAST SYRACUSE	State NY	Zip 13057
Primary Phone (315) 437-7394		
Type	Alternate Contact #	Type
Email DDIGGER@SAFEEXCAVATING.COM		

### Alternate Contact

These fields can be populated with other means of contacting you, such as a **Cell**, **Email** or **Phone** number. Simply change the type of contact using the drop-down options and type in the information, like a cell phone number, that matches the type you have selected.

If you select a contact type and put in the respective response, but change your mind and would like to leave this field blank, use your keyboard to delete the number or email you have inserted and also delete the type of contact you have selected. Deleting the type of contact you have selected by using your keyboard will change the field back to “Type.”

### Email

This field can also be changed to show another email address that you would like to use for the purposes of that specific Location Request.

*Please Note: Both Dig Safely New York and locators for underground facility owners/operators may use this information to contact you with information, problems, or questions. It is important that you keep your contact information accurate and up to date.*

Cell  
Email  
Phone

Alternate Contact #

Type  
Cell

Alternate Contact #

Email  
NSMITH@SAFEEXCAVATING.COM

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Excavator / Site Contact Information

Following the **Contact Information** section, the form will move you to the **Excavator/Site Contact Information** section. There are three pieces of information this section addresses.

- The field contacts
- Who you are doing the work for
- Job number

Excavator / Site Contact Information

— Field Contact Phone Email

+ [Add additional Contact](#)

Who are you doing the Work for

Job ID if you have one

### Field Contact

A field contact is the individual that can be contacted if there are questions related to the ticket or jobsite. Upon clicking on the **Field Contact** text box, a dropdown list of people associated with your Company will appear. You can choose someone from this list or input a new contact. If you are manually entering in a **Field Contact**, please ensure that you include a phone number and email address. If the utility companies or their locators have any questions, the **Field Contact** is the person they will reach out to.

Excavator / Site Contact Information

Field Contact Phone Email

	Field Contact	Phone	Email
	9134 MARY DOZER (222) 555-1234	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
Wh	73148 KEVIN SHOVEL (315) 555-5555	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
Job	73151 NICK HANDY (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
Wor	73152 JOHN DOE (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
Wh	73169 JANE SMITH (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
Typ			
An			
An	7374 MARY DOZER (222) 555-1234	DSNY SAFE EXCAVATING (154991) - <b>BUFFALO OFFICE</b> 3637 UNION RD, SUITE 6, CHEEKTOWAGA, NY, 14225, ERIE	

Field Contact Phone Email

— STEVE DIGGER (315) 437-7394 SDIGGER@SAFEEXCATVATION.C

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

Within the Exactix system, you now have the ability to enter more than one **Field Contact** on your Location Request. To do this, simply click on the **Add additional Contact** text under the first/primary **Field Contact** entered. The system will generate the same list for you to choose from, or give you the ability to manually input a new contact.

If you select or type in a person, then decide to delete that contact, make sure you click the minus symbol to the left of the name field. This will ensure you can successfully submit your Location Request. If you do not do this, and leave the field blank after previously having information entered, you will receive an error message when trying to submit your Location Request.

### Working For

This is the person, contractor, organization, or utility company who hired you to do the work. For example, if you are doing the work for a homeowner, you would type in their name (i.e., Jane Doe). If you were doing the work for a business, you would type in the name of that business (i.e., Doe's Supermarket).

If you are doing the work for a utility that is a member of Dig Safely New York, the system will generate a dropdown list of possible matches as you are typing in your response.

Excavator / Site Contact Information

— Field Contact

— Field Contact

+ Add additional Contact

Field Contact

— JOHN DOE

Field Contact

— STEVE DIGGER

Who are you doing the Work for

JANE DOE

Who are you doing the Work for

DOE'S SUPERMARKET

Who are you doing the Work for

NATIONAL FUEL GAS (NFG)

TOWN OF NORTH ELBA (TWN N ELBA)

TOWN OF NORTH SALEM (TWN N SALEM)

NIAGARA FRONTIER TRANSPORTATION AUTHORITY (NFTA)

TOWN OF NORTH CASTLE (TWN N CASTLE)

VILLAGE OF NORTH HORNEILL (VIL N HORNEILL)

NEW YORK STATE ELECTRIC & GAS (NYSEG)

VILLAGE OF NORTH COLLINS (VIL N COLLINS)

N CHAUTAUQUA LAKE / PPD SEWER DISTRICTS (N CHTQU LK SWR)

VILLAGE OF NORTH SYRACUSE (VIL N SYRACUSE)

Location request expires if work does not start by: 06/10/2020



# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Job Number

New to the Location Request form is the **Job Number** field. This is a custom field that allows you to write in numbers or text to better associate your jobs/projects with the respective Location Requests.

Job ID if you have one

Job ID if you have one

### Work Type

Now, we move on to the **Work Type** section of the form. Here you enter in the type of work you are doing, the type of equipment you are using, and answer two specific questions about drilling and explosives, as Member Utilities could have special processes and procedures to follow if you are doing either on the jobsite.

Work Type

What type of Work?

What type of Equipment?

Any horizontal drilling or boring being done? *Boring* ▼

Any Explosives or Blasting being used? *Blasting* ▼

### What Type of Work?

In this field you can either select from the dropdown the type of work you are doing, or you can enter a type that is not listed. You can access the dropdown by either clicking on that field, or by typing in the first few letters of the work type you are doing. Make sure you select the suggested type of work by clicking or pressing **enter/return** on your keyboard. More than one option can be selected or typed into this field. Enter all that apply to your Location Request.

Work Type

What type of Work?

- ADDITION
- ARCHAEOLOGICAL SURVEY
- BASEMENT WATERPROOFING
- BORING
- BUBBLER REPAIR
- BUILD BIKE TRAIL
- BUILD RETAINING WALL

Work Type

What type of Work?

ADDITION × NEW DECK

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### What Type of Equipment

In this field you can either select from the dropdown the type of equipment you are using, or you can enter a type that is not listed. More than one option can be selected or typed into this field. Enter all that apply to your Location Request.

You can access the dropdown by either clicking on that field, or by typing in the first few letters of the equipment type you are using. Make sure you select the offered type of work by clicking or pressing **enter/return** on your keyboard.

The image shows a user interface for selecting equipment. At the top, a pink header reads "What type of Equipment?". Below it, a dropdown menu is open, listing various equipment types: AIR COMPRESSOR, AIR KNIFE, ASPHALT RECLAIMER / MILLING MACHINE, AUGER, BACKHOE, BOBCAT / SKID STEER, BORING MACHINE, BREAKER, BULLDOZER, and CABLE PLOW. To the left of the dropdown, there are two input boxes. The first box shows "BACKHOE" with a close button (X). The second box shows "BACKHOE" with a close button (X) and "SHOVEL MINI EXCAVATOR".

### Any horizontal drilling or boring being done?

In this field, use the dropdown to answer whether you will be horizontal drilling or boring at your jobsite.

The image shows a user interface for selecting a response to the question "Any horizontal drilling or boring being done?". The text "Any horizontal drilling or boring being done?" is displayed in a light gray font. Below it, a dropdown menu is open, showing two options: "Yes" and "No". To the right of the dropdown, the text "Any Explosives or Blasting being used?" is displayed in a light gray font, followed by a dropdown menu showing the option "Blasting".

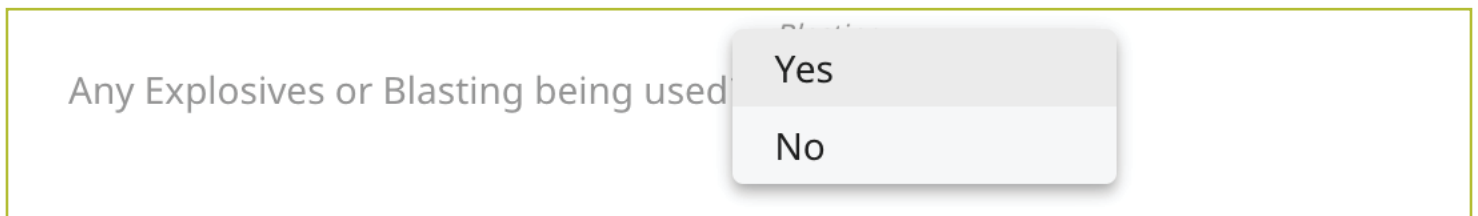
## Roles and Permissions as an Exactix Web User

### Excavator—Tickets Role :: Submitting a New Location Request

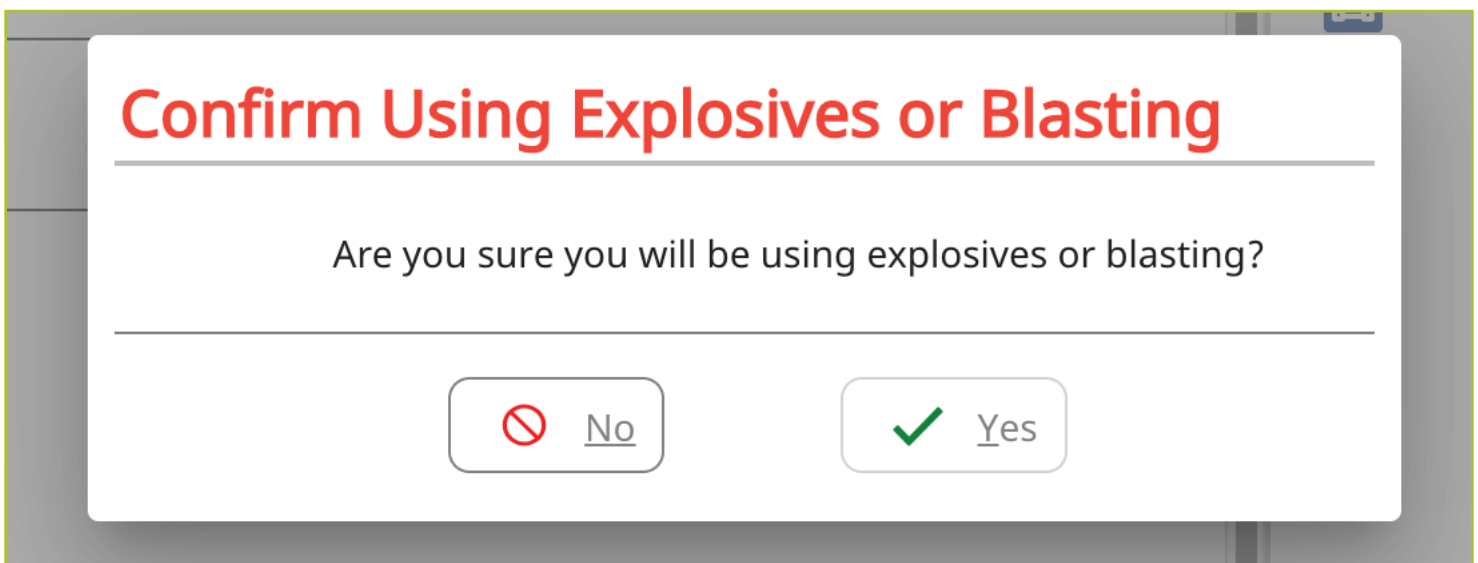
#### Any Explosives or Blasting Being Used?

This is also a **Yes** or **No** question that is answered using a dropdown.

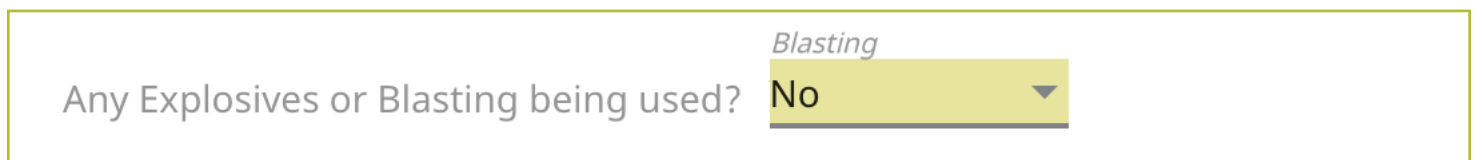
If you answer **Yes** to this question, a popup will appear asking you to confirm that you will be using explosives or blasting. If you select **No** on the confirmation popup, the field will auto-populate to a **No** answer on the Location Request creation form.



A screenshot of a form field labeled "Any Explosives or Blasting being used?". A dropdown menu is open, showing two options: "Yes" and "No".



A confirmation popup dialog with the title "Confirm Using Explosives or Blasting" in red. The question inside is "Are you sure you will be using explosives or blasting?". At the bottom, there are two buttons: "No" with a red prohibition sign and "Yes" with a green checkmark.



A screenshot of a form field labeled "Any Explosives or Blasting being used?". A dropdown menu is open, showing the word "Blasting" above the selected option "No".

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Dates

The next group of questions in the Location Request creation form are for the dates of your job.

As a web user in the Excavator—Tickets Role, you only have the permissions to submit Regular/Legal Location Requests. As a result, the fields in this section automatically default to the requirements of a Regular ticket type.

### Dates

Work Start Date and Time:

Estimated Work Complete Date:

Location request expires if work does not start by:

Priority/Ticket Type:

### Work Start Date and Time

By default this will be the legal time frame based on the current date you are filling out the Location Request. This is two (2) full business/working days, not including holidays or weekends. To change the date and time that you plan to start your job, click on the start date and then click on the calendar icon next to the pre-populated date and time. Use your mouse to select a new date on the calendar view and click the arrows to change the time. Regular/Legal Location Requests must be submitted at least two-full working days, not including the day of the request, weekends, or holidays, but less than ten (10) business/working days of your planned start date.

If you select a date outside of the legal time frame (2-10 working/business days), you will receive a red error under the **Work Start Date and Time** field that specifies the dates in which you can choose as a legal start date. You will not be able to submit your Location Request until you have a legal start date entered.

### Work is Estimated to be Completed By

In this field you will identify the date that you think work will be completed by. Use the calendar icon to again change the date of your estimated completion date. If you do not change this date, it will remain as the same date you have set for your work start date.

Work Start Date and Time:

Estimated Work Complete Date:

Location request expires if work does not start by:

Priority/Ticket Type:

#### Site Information

Dig Site Type:

Near:

#### Additional Work Information

Are you working on both sides of the street?

Are you working within 25ft of a building?

Is the excavation site marked?

Locate Instructions:

Depth of Excavation:

Work Site Dimensions:

Comments:

Calendar: May 2020. Days: Sun, Mon, Tue, Wed, Thu, Fri, Sat. Dates: 25, 27, 28, 29, 30, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31. Time: 07:00 AM. Buttons: Cancel, Set.

Work Start Date and Time:

**Must be between 06/02/2020 12:00 AM and 06/11/2020 11:59 PM**

Estimated Work Complete Date:

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Location Request Expires if Work Does Not Start By

The third field in this section informs you of when the Location Request will expire if you do not start your job by the date that you have indicated. You are not able to alter this expiration date.

Location request expires if work does not start by: 06/10/2020

### Priority/Ticket Type

All active web users in the Excavator—Tickets Role only have the permission to submit Regular/Legal Location Requests. A Regular Notice is when an excavator provides at least two (2)-full business/working days, not including the day of the request, weekends, or holidays, but less than ten (10) business/working days.

Priority/Ticket Type: Regular

Priority/Ticket Type: Regular

## Site Information

The site information section of the Location Request form is arguably the most important aspect of your Location Request. In this section, you will be identifying your work area on a map using one of three different options:

- Street/Address
- Intersection
- Between Intersections

Let's take a look at how each of these mapping options work.

The screenshot shows a form titled "Site Information". A dropdown menu is open, showing three options: "Street/Address", "Intersection", and "Between Intersections". The "Street/Address" option is currently selected. Below the dropdown, there are two input fields labeled "Nearest Intersecting Street". To the right of the second input field is a "Place" button. In the top right corner of the form area, there is a "reset" link.

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Street/Address

The Location Request creation form defaults the **Dig Site Type** to the **Street/Address** option for mapping.



The screenshot shows the 'Site Information' form. The 'Dig Site Type' dropdown menu is open, showing 'Street/Address' as the selected option. Other fields include 'Street/Address', 'Place', and 'Nearest Intersecting Street'. A 'reset' link is visible in the top right corner.



This detailed view shows four sections of the form: 1) 'Dig Site Type' dropdown set to 'Street/Address'. 2) 'State' field with 'NY' selected. 3) 'County' dropdown with a list of options: ONEIDA, ONTARIO, and ONONDAGA. 4) 'Street/Address' field with '6706' entered, showing a list of potential matches for that address range in Onondaga County, NY.

### State

The state will always be greyed out and will default to “NY” for New York. Dig Safely New York services all of New York State except for Long Island and New York City, which is serviced by the NY811 call center. If you are planning work in the five boroughs of NYC and Long Island, contact NY811 at (800) 272-4480.

### County

The next field is the **County** field. Start typing in the county of the address in which your work is taking place. Once you begin typing, possible matches will populate under the field for you to choose from. If you do not know the county of the jobsite, skip to the **Street/Address** field.

### Street/Address

Enter the address of the dig site. As you start typing in the address, a list of potential matches will appear in the dropdown, with the closest matches being at the top. The **Place** and **County** is also displayed with the address and will populate those fields when selected.

Once you begin typing in your address, you will notice the list of possible matches list the addresses within a range. Choose the option that matches the range which your address exists, and the **Place** and **County**.

### Place

The **Place** is the name of the city or town (municipality) in which your jobsite is located or associated. The **Place** field is automatically populated based on the **Street/Address** you selected in the previous step. *Please note that the **Place** may be the municipality in which the taxes are paid to, and will not necessarily be the mailing address.*

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Nearest Intersecting Street

If your address was found, you will need to select the near streets to the address. This information assists the utility locators in finding the correct jobsite. A list of **Nearest Intersecting Streets** will be displayed once you have selected your jobsite address. These choices also display how far in feet the street is from the address of your dig site. Select the **Near Street** from the dropdown. You can enter up to two (2) **Nearest Intersecting Streets**.

**Dates**

RT 298	0 FT
BRITTONFIELD PKWY	395 FT
CO RT 251	496 FT
FLY RD	496 FT
CO RT 77	498 FT
I 481	1183 FT
LAW DR	1221 FT
COLLAMER CROSSINGS	2382 FT
COLLAMER CROSSINGS PKWY	2382 FT
ASPEN PARK BLVD	2393 FT

20  
06/10/2020

**Si**

[reset](#)

Place  
**DE WITT**

Nearest Intersecting Street

(449 FT)

Nearest Intersecting Street  
**FLY RD**

(449 FT)

**Additional Work Information**

Are you working on both sides of street?  
 Are you working within 25ft of the edge of the street?  
 Is the excavation site marked in white?  
 Locate Instructions:  
 Depth of Excavation: \_\_\_\_\_ Length: \_\_\_\_\_  
 Work Site Dimensions: \_\_\_\_\_  
 Comments: \_\_\_\_\_

[Save/Suspend](#)

Nearest Intersecting Street

RT 298	0 FT
BRITTONFIELD PKWY	395 FT
CO RT 251	496 FT
FLY RD	496 FT
CO RT 77	498 FT
I 481	1183 FT
LAW DR	1221 FT
COLLAMER CROSSINGS	2382 FT
COLLAMER CROSSINGS PKWY	2382 FT
ASPEN PARK BLVD	2393 FT

Nearest Intersecting Street  
**FLY RD**

(449 FT)

Nearest Intersecting Street  
**BRITTONFIELD PKWY**

(229 FT)

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Mapping

As you are entering the Dig Site Information, the mapping process will automatically start and can be viewed in the panel to the right of the Location Request creation form. After you have completed filling in the required information, the dig site will be displayed in blue and the near street(s) in red.

The screenshot displays the 'exactix.digsafelynewyork.com/tickets/new' interface. The form is titled 'New' and includes the following sections:

- Contact Information:** Excavator ID: 73178, Contact: DANNY DIGGER, Company ID: 154991, Company: DSNY SAFE EXCAVATING, Office ID: 17116, Office: SYRACUSE OFFICE, Industry: ENVIRONMENTAL CLEAN-UP, Address: 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA, Primary Phone: (315) 437-7394, Alternate: DDIGGER@SAFEEXCAVATING.COM.
- Excavator / Site Contact Information:** Field Contact, Working For, Phone, Email, Job ID.
- Work Type:** What type of work is being planned: BUILDING GARAGE.
- Dates:** Work Start Date and Time: 06/02/2020 07:00 AM, Priority/Ticket Type: Regular.
- Site Information:** Dig Site Type, Street/Address: 6706 COLLAMER RD, City: ONONDAGA, State: NY, Place: DE WITT, Avenue/Intersecting Street: FLY RD, BRITTONFIELD PKWY.
- Additional Work Information:** Proposed Design Area: Are you working on both sides of street? Are you working within 25ft of the edge of the street? Comments.

The map on the right shows the location of the dig site (blue square) and the highlighted streets (red lines) near Collamer Rd and Fly Rd. Other landmarks include Hummel's Office Plus and Coffee Grains Cafe.

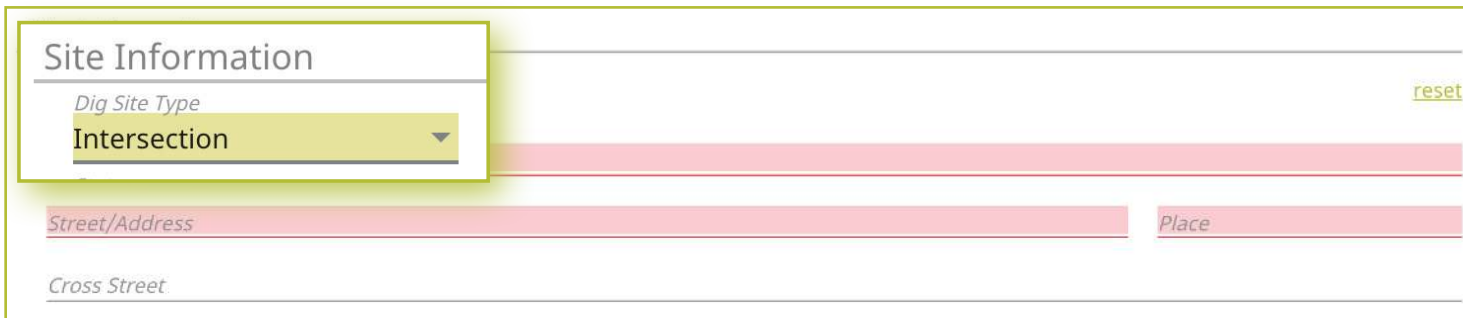


# Roles and Permissions as an Exactix Web User

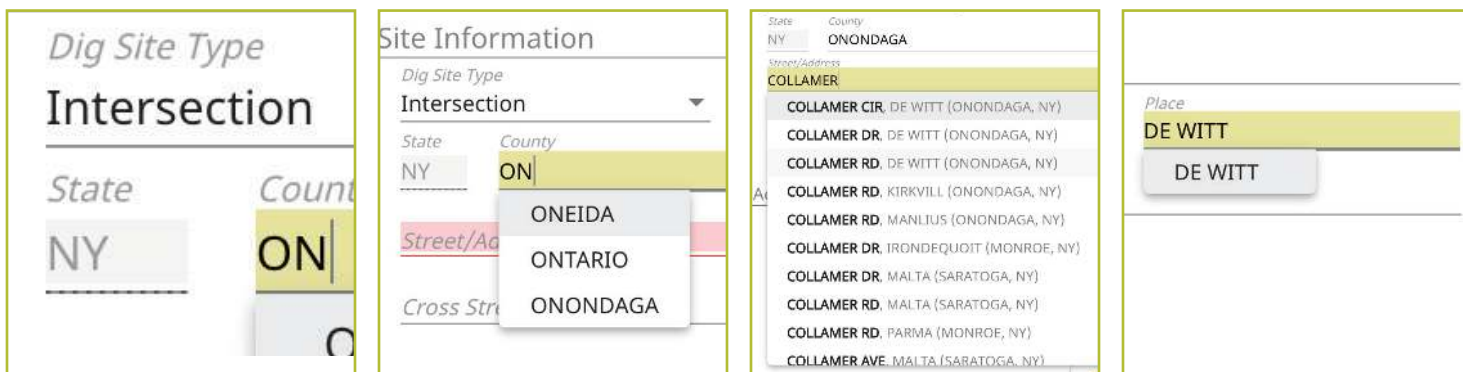
## Excavator—Tickets Role :: Submitting a New Location Request

### Intersection

If you are working at an intersection, select **Intersection** from the **Dig Site Type** dropdown menu options.



The screenshot shows the 'Site Information' form. The 'Dig Site Type' dropdown menu is open, showing 'Intersection' as the selected option. Other fields include 'Street/Address', 'Place', and 'Cross Street'. A 'reset' link is visible in the top right corner.



This block contains four smaller screenshots illustrating the form fields: 1. 'Dig Site Type' dropdown menu with 'Intersection' selected. 2. 'State' dropdown menu with 'NY' selected. 3. 'County' dropdown menu with 'ON' selected, showing a list of options including ONEIDA, ONTARIO, and ONONDAGA. 4. 'Place' dropdown menu with 'DE WITT' selected.

### State

The state will always be greyed out and will default to “NY” for New York. Dig Safely New York services all of New York State except for Long Island and New York City, which is serviced by the NY811 call center. If you are planning work in the five boroughs of NYC and Long Island, contact NY811 at (800) 272-4480.

### County

The next field is the **County** field. Start typing in the county of the street in which your work is taking place. Once you begin typing, possible matches will populate under the field for you to choose from. If you do not know the county of the jobsite, skip to the **Street/Address** field.

### Street/Address

In this field, enter the name of just one of the streets of your intersection. As you start typing in the name, a list of potential matches will appear in the dropdown, with the closest matches being at the top. The **Place** and **County** is also displayed with the street. Select the correct match.

### Place

The **Place** is the name of the city or town (municipality) in which your jobsite is located or associated. The **Place** field is automatically populated based on the **Street/Address** you selected in the previous step. If your street was not found, then type in the name of the **Place** associated with your dig site and tab to the **Cross-Street** field. *Please note that the **Place** may be the municipality in which the taxes are paid to, and will not necessarily be the mailing address.*

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Cross Street

A list of streets that intersect with the road you selected in the **Street/Address** field will appear in the **Cross-Street** field dropdown menu. Select the **Cross Street** that matches the intersection where the digging will take place.

Cross Street

CO RT 86

KINNE ST

RT 298

Information

both sides of street?

Are you working within 25ft of the edge of the street?

If the intersection you are digging at is not found, a message will appear that states “intersection not found.”

Street/Address

COLLAMER CIR

intersection not found

Cross Street

KINNE ST

Dig Site Type

Intersection [reset](#)

State County

NY ONONDAGA

Street/Address Place

COLLAMER DR DE WITT

Cross Street

KINNE ST

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Mapping

As you are entering the dig site information, the mapping process will automatically start. After you have completed filling in the required information, the dig site will be displayed in blue.

The screenshot displays the Exactix web application interface for submitting a new location request. The page is titled "exactix.digsafelynewyork.com/tickets/new" and shows a "New" ticket being created by "DANNY DIGGER" (Phone: (315) 437-7394). The form includes sections for Contact Information, Excavator / Site Contact Information, Work Type (BUILDING GARAGE), and Dates (Work Start Date and Time: 06/02/2020 07:00 AM, Priority/Ticket Type: Regular). A "Site Information" pop-up window is visible, showing the Dig Site Type as "Intersection", State as "NY", County as "ONONDAGA", Street/Address as "COLLAMER DR", and Cross Street as "KINNE ST". The map on the right shows a blue circular area representing the dig site location at the intersection of Collamer Dr and Kinne St.

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Between Intersections

You can define your work area by using two intersections. If you are working on properties or a roadway for a continuous dig, select **Between Intersections** from the **Dig Site Type** dropdown menu. You will notice the form will change so that you can identify two (2) intersections to find the specific area on the street where you will be performing work.

The screenshot shows a form titled "Site Information" with a "Dig Site Type" dropdown menu set to "Between Intersections". Below the dropdown are two sets of input fields. Each set includes a "Street/Address" field, a "Place" field, and a "Cross Street" field. The "State" and "County" fields are also present. A "reset" link is visible in the top right corner.

This close-up shows the "Dig Site Type" dropdown set to "Between Intersections". Below it, the "State" field is set to "NY" and the "County" field is highlighted in pink, indicating it is the next field to be filled.

#### State

The state will always be greyed out and will default to "NY" for New York. Dig Safely New York services all of New York State except for Long Island and New York City, which is serviced by the NY811 call center. If you are planning work in the five boroughs of NYC and Long Island, contact NY811 at (800) 272-4480.

This close-up shows the "County" dropdown menu open, displaying a list of counties: ORLEANS, ONEIDA, OTSEGO, ORANGE, ONTARIO, OSWEGO, and ONONDAGA. The "Street/Address" field is highlighted in pink, indicating it is the next field to be filled.

#### County

The next field is the **County** field. Start typing in the county of the street in which your work is taking place. Once you begin typing, possible matches will populate under the field for you to choose from. If you do not know the county of the jobsite, skip to the **Street/Address** field.

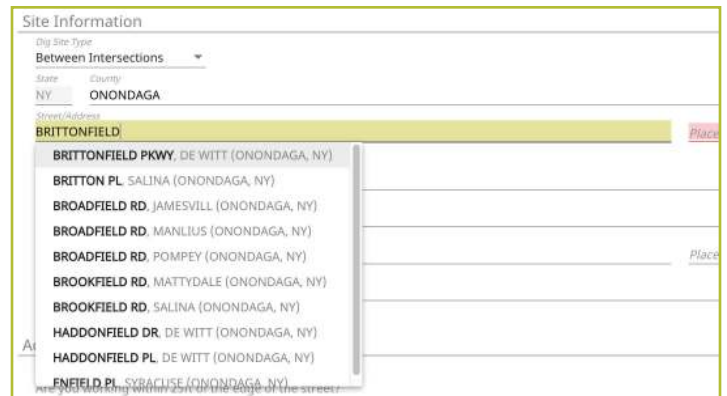
# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Street/Address

In this field, enter the name of the street in which you plan to work.

As you start typing in the name, a list of potential matches will appear in the dropdown, with the closest matches being at the top. The **Place** and **County** is also displayed with the street. Select the correct match.



The screenshot shows a form titled "Site Information". It includes a "Dig Site Type" dropdown set to "Between Intersections". Below that are "State" (NY) and "County" (ONONDAGA) fields. The "Street/Address" field contains "BRITTONFIELD". A dropdown menu is open, listing several street options with their corresponding "Place" and "County" in parentheses. The first option, "BRITTONFIELD PKWY, DE WITT (ONONDAGA, NY)", is highlighted in yellow. Other options include "BRITTON PL, SALINA (ONONDAGA, NY)", "BROADFIELD RD, JAMESVILL (ONONDAGA, NY)", "BROADFIELD RD, MANLIUS (ONONDAGA, NY)", "BROADFIELD RD, POMPEY (ONONDAGA, NY)", "BROOKFIELD RD, MATTYDALE (ONONDAGA, NY)", "BROOKFIELD RD, SALINA (ONONDAGA, NY)", "HADDONFIELD DR, DE WITT (ONONDAGA, NY)", and "HADDONFIELD PL, DE WITT (ONONDAGA, NY)".

### Place

The **Place** is the name of the city or town (municipality) in which your jobsite is located or associated. The **Place** field is automatically populated based on the street you selected in the previous step.

If your street was not found, then type in the name of the **Place** associated with your dig site and tab to the **Cross-Street** field. *Please note that the **Place** may be the municipality in which the taxes are paid to, and will not necessarily be the mailing address.*



The screenshot shows a form with a "Place" field. The field contains "DE WITT" and is highlighted in yellow. A dropdown menu is open below the field, showing "DE WITT" as the selected option.

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Cross Street

A list of streets that intersect with the street you selected in the **Street/Address** field will appear in the **Cross-Street** field dropdown menu. Select the **Cross Street** that matches the first of your intersections.

If the **Cross Street** is not found, a message will appear that states “intersection not found.”

Once you have identified the first intersection, you will notice your **County**, **Street/Address**, and **Place**, has been automatically populated into the second set of dig site information needed to identify the second intersection. Simply find the other cross street to identify the second intersection.

*Important Note – Since there is a possibility that the second intersection may be located in a different **Place** other than the first intersection, you will be required to include **Place** information for that second intersection.*

A screenshot of a web form showing a dropdown menu for 'Cross Street'. The dropdown is open, displaying a list of street names: COLLAMER RD, CO RT 77, FLY RD, and RT 298. The background form shows 'State' as NY and 'County' as ONONDAGA. The 'Street/Address' field contains 'BRITTONFIELD PKWY'.

A screenshot of the second set of dig site information. The 'Cross Street' field is populated with 'COLLAMER RD'. The 'State' is NY and 'County' is ONONDAGA. The 'Street/Address' field contains 'BRITTONFIELD PKWY' and the 'Place' field contains 'DE WITT'. A dropdown menu for 'Cross Street' is open, showing options: COLLAMER RD, CO RT 77, FLY RD, and RT 298. Below the dropdown, there are labels for 'sides of street?' and 'ft of the edge of the street?'.

A screenshot of the 'Site Information' section. It shows two sets of dig site information. The first set has 'Dig Site Type' as 'Between Intersections', 'State' as NY, 'County' as ONONDAGA, 'Street/Address' as 'BRITTONFIELD PKWY', and 'Place' as 'DE WITT'. The second set has 'State' as NY, 'County' as ONONDAGA, 'Street/Address' as 'BRITTONFIELD PKWY', and 'Place' as 'DE WITT'. The 'Cross Street' field for the second set is populated with 'FLY RD'. A 'reset' link is visible in the top right corner.

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Mapping

As you are entering the dig site information, the mapping process will automatically start. After you have completed filling in the required information, the dig site will be displayed in blue.

The screenshot displays the Exactix web application interface. The top navigation bar includes the 'Call 811' logo and the user's name, 'DANNY DIGGER'. The main content area is divided into several sections:

- Contact Information:** Excavator ID: 73178, Contact: DANNY DIGGER, Company ID: 154991, Office ID: 17116, Company: DSNY SAFE EXCAVATING, Office: SYRACUSE OFFICE, Industry: ENVIRONMENTAL CLEAN-UP, Address: 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA, Primary Phone: (315) 437-7394, Email: DDIGGER@SAFEEXCAVATING.COM.
- Excavator / Site Contact Information:** Field Contact, Working For, Job ID.
- Work Type:** What type of work is being planned: BUILDING GARAGE.
- Site Information:** Dig Site Type: Between Intersections, State: NY, County: ONONDAGA, Street/Address: BRITTONFIELD PKWY, Place: DE WITT, Class Street: COLLAMER RD, State: NY, County: ONONDAGA, Street/Address: BRITTONFIELD PKWY, Place: DE WITT, Class Street: FLY RD.

The map on the right shows the location of the dig site in blue, with labels for 'Collamer Rd', 'Adirondack Colonial Furniture', 'Hummett's Office Plus', and 'Coffee Grounds Cafe'. The map also shows the street grid and the location of the dig site relative to the street intersections.

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Additional Work Information

The final section of the Location Request creation form is called **Additional Work Information**. This section collects information that may impact the locate process for your jobsite.

Additional Work Information

Are you working on both sides of street? Yes/No

Are you working within 25ft of the edge of the street? Yes/No

Is the excavation site marked in white? Yes/No

Locate Instructions: Locate Instructions

Depth of Excavation: Depth Units

Work Site Dimensions: Length: Length Units Width: Width Units

Comments: Comments

Additional Work Information

Are you working on both sides of street?

Are you working within 25ft of the edge of the street?

Is the excavation site marked in white?

Yes

No

Unknown

#### Are you working on both sides of street?

The “both sides of the street” question directly impacts the mapping and utilities notified. Select the dropdown to click, **Yes**, **No**, or **Unknown**. If you select **Yes**, or **Unknown**, you will notice highlighted blue dig site area on the map to the right of the Location Request creation form will increase in size to account for the work on both sides of the street.

#### Are you working within 25 ft of the edge of the street?

The “edge of the street” question notifies the utilities if the excavation is within the road or within 25-feet of the edge of a street. Use the dropdown box to select **Yes**, **No**, or **Unknown**.

#### Is the excavation site marked in white?

Dig Safely New York and its Member Utilities recommend marking your jobsite in white (paint and/or flags) to assist the utility locators in finding the jobsite on a property. Use the drop-down box to select either **Yes**, **No**, or **Unknown**, to indicate if the dig site is marked in white. If the area is marked in a color other than white, please answer this question with the **No** response and note in the **Comments** field at the bottom of the Location Request creation form that the area is marked in a specific color (i.e., work area is marked in black).



# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Instructions

The **Locate Instructions** field is where you can designate where on the property you are performing the work. You can either use the dropdown box to select where on the site you will be excavating, or you may type in your own description. It is suggested to use the blank box to provide a specific description of your work area.

NY, ONONDAGA, DE WITT  
BRITTONFIELD PKWY  
COLLAMER RD  
NY, ONONDAGA, DE WITT  
BRITTONFIELD PKWY  
FLY RD

Additional Work Info

Are you working on both sides of street?

Are you working within 25ft of the edge of the street?

Is the excavation site marked in white?

Locate Instructions:

- MARK A 25 FT RADIUS OF POLE #
- NORTH SIDE OF THE ROAD BETWEEN CROSS STREETS AND BOTH SIDES OF THE RD AT THE CROSS CULVERT
- NORTH SIDE OF THE ROAD BETWEEN MILE MARKERS
- NORTH SIDE OF THE ROAD BETWEEN THE CROSS ROADS
- NORTHEAST CORNER OF THE INTERSECTION
- NORTHWEST CORNER OF INTERSECTION
- POLE TO HOUSE
- REAR OF PROPERTY
- RIGHT SIDE OF PROPERTY WHEN FACING THE FRONT OF THE PROPERTY FROM THE ROAD
- SIDEWALK IN FRONT OF PROPERTY

Additional Work Information

Are you working on both sides of street? Yes/No  
No

Are you working within 25ft of the edge of the street? Yes/No  
No

Is the excavation site marked in white? Yes/No  
Yes

Locate Instructions: Locate Instructions  
REAR OF PROPERTY TO THE LEFT OF THE SWING SET AS FACING THE HOUSE

Depth of Excavation: Depth

Work Site Dimensions: Length: Length Units Width: Width Units

Comments: Comments

- Feet
- Inches
- Yards
- Miles
- Meters

### Depth of Excavation

In the **Depth of Excavation** field, type in the approximate depth of the excavation by entering the number in the blank box and then use the dropdown to select either **Feet**, **Inches**, **Yards**, **Miles**, or **Meters**. If unknown, leave blank.

### Work Site Dimensions

In the **Site Dimension** fields, type in the approximate length and width of the excavation by entering the number in the blank boxes, and then use the drop down to select either **Feet**, **Inches**, **Meters**, **Miles**, or **Yards**. If unknown, leave blank.

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Comments

The **Comments** field is used to place any additional information or instructions to be sent on to the Member Utilities. For example, “A map is available to locators upon request,” or “This is a gated community. The gate code to access the property is 0000.”

Additional Work Information

Are you working on both sides of street? Yes/No ▼

Are you working within 25ft of the edge of the street? Yes/No ▼

Is the excavation site marked in white? Yes/No ▼

Locate Instructions: Locate Instructions

Depth of Excavation: Depth Units ▼

Comments: Comments

Comments

Comments: USE GATE CODE 2345 TO ENTER THE PROPERTY

Comments

Comments: A MAP IS AVAILABLE TO LOCATORS UPON REQUEST

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Completing Your Locate Request

Once you have verified that all the information is correct, as well as the dig site mapping, you can click the **Save/Continue** button at the bottom of the form/screen. You can also save the Location Request by clicking on the **Complete** button at the top right-hand corner of the screen.

If at any time before you save your ticket you want to cancel the request, then click on the **Abort/Discard** button at the top right-hand corner of the screen, or the **Discard** button at the bottom of the form.

The screenshot displays the 'exactix.digsafelynewyork.com/tickets/new' interface. The form is titled 'New' and contains the following sections:

- Contact:** DANNY DIGGER, Phone: (315) 437-7394. Function: New. Notify By: Between Inte...
- Address:** 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA. Primary Phone: (315) 437-7394. Alternate Cell: DDIGGER@SAFEEXCAVATION.COM. Alternate:
- Excavator / Site Contact Information:** Field Contact: DAN DIGGER (315) 555-5555, Email: DXDIGGER@SAFEEXCAVATION.COM; Field Contact: DAVE MILLER (315) 437-7394, Email: DXMILLER@SAFEEXCAVATION.COM; Working For: NATIONAL FUEL GAS; Job ID: 123ABC.
- Work Type:** What type of Work: ADDITION; Type of Equipment: BACKHOE; Any horizontal drilling or boring being done?: No; Any Explosives or Blasting being used?: No.
- Dates:** Work Start Date and Time: 05/27/2020 07:00 AM; Work is estimated to be completed by: 05/29/2020; Location request expires if work does not start by: 06/10/2020; Priority/Ticket Type: Regular.
- Site Information:** Dig Site Type: Between Intersections; NY, ONONDAGA, DE WITT; BRITTONFIELD PKWY; COLLAMER RD; NY, ONONDAGA, DE WITT; BRITTONFIELD PKWY; FLY RD.
- Additional Work Information:** Are you working on both sides of street? No; Are you working within 20ft of the edge of the street? No; Is the excavation site marked in white? Yes; Locate Instructions: REAR OF PROPERTY TO THE LEFT OF THE SWING SET AS FACING THE HOUSE; Depth of Excavation: 3 Feet; Work Site Dimensions: Width: 6 Feet; Comments: A MAP IS AVAILABLE.

At the bottom of the form, there are two buttons: **Save/Continue** (with a green checkmark icon) and **Discard** (with a trash can icon). In the top right corner of the application, there are two buttons: **Complete** (with a green checkmark icon) and **Abort/Discard** (with a trash can icon). A map on the right side shows the location with a blue highlighted area.

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

### Verify Location

Once you click on the **Complete** or **Save/Continue** button, you will be taken to the Verify Location page.

Please review the information on this page and click on the **Above Information is Correct** button at the bottom. If you need to make corrections, you can click on the **Back to Ticket** button.

The screenshot shows the 'Verify Location' page in a web browser. The page is titled 'Verify Location' and contains the following information:

- Excavator / Site Contact Information:** job ID: 123ABC, Who are you working for: NATIONAL FUEL GAS
- Work Type:** What type of Work: ADDITION, Type of Equipment: BACKHOE, Any horizontal drilling or boring being done?: No, Any blasting or explosives being used?: No
- Dates:** Work Start Date and Time: 05/27/2020 7:00 AM, Estimated Work Complete Date: 05/29/2020, Location request expires if work does not start by: 06/10/2020, Priority/Ticket Type: Regular
- Work Site Information:** Dig Site Type: Between Intersections, State: NY, County: ONONDAGA, Place: DE WITT, Intersection of: BRITTONFIELD PKWY and COLLAMER RD, Intersection of: BRITTONFIELD PKWY and FLY RD
- Additional Work Information:** Are you working on both sides of the street?: No, Are you working within 25ft of the edge of the street?: No, Is the excavation site marked in white?: Yes, Locate Instructions: REAR OF PROPERTY TO THE LEFT OF THE SWING SET AS FACING THE HOUSE, Depth: 3 FT, Length: 12 FT, Width: 6 FT

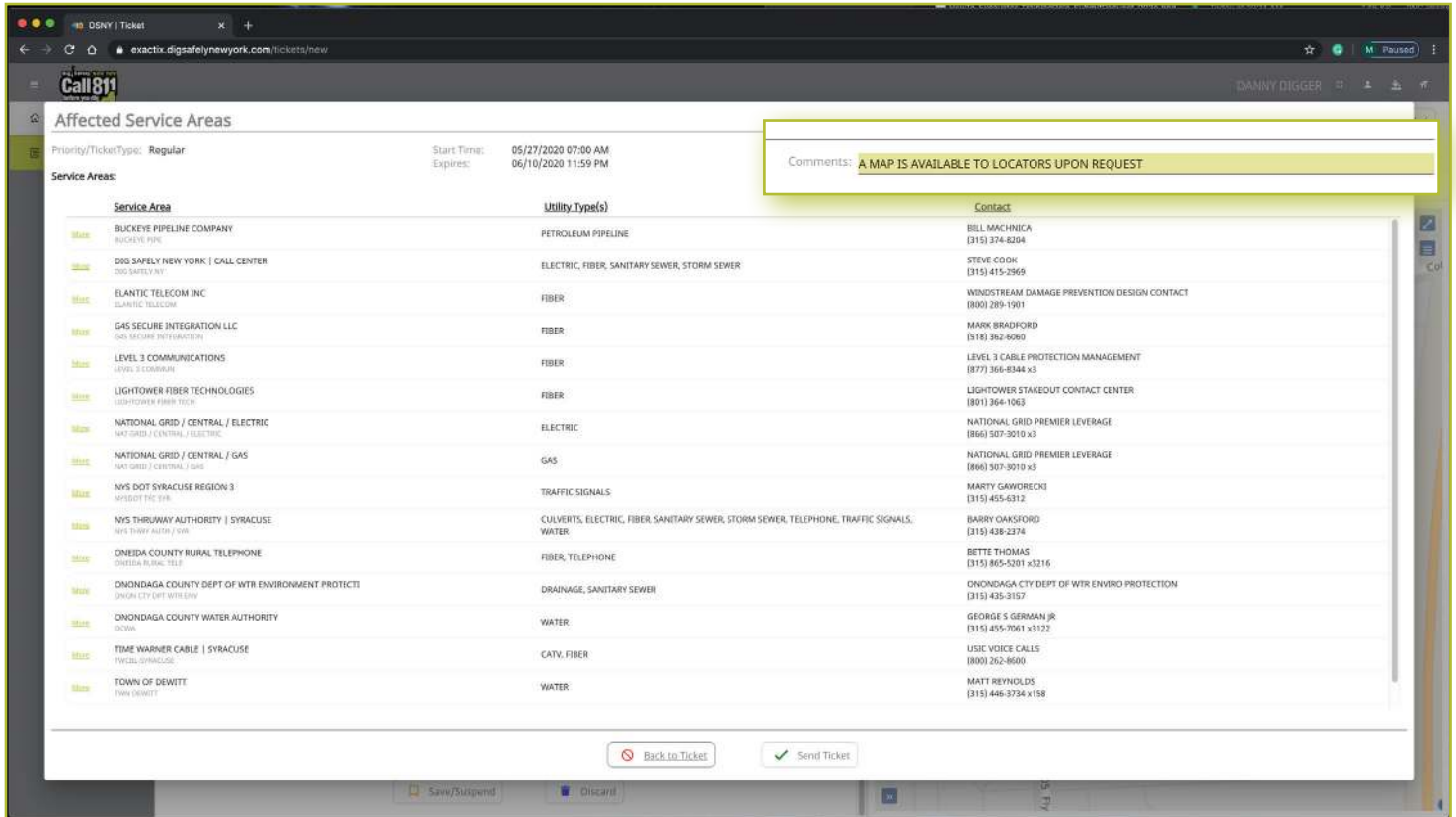
At the bottom of the page, there are two buttons: 'Back to Ticket' (with a red prohibition sign) and 'Above Information is Correct' (with a green checkmark). A map on the right side of the page shows the location with a blue highlighted area.

# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

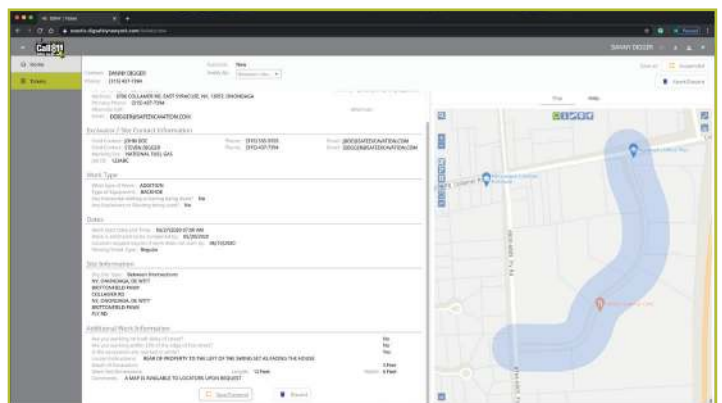
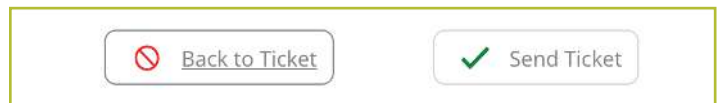
### Affected Service Area

Once you have verified the information is correct, you will go to the Affected Service Areas page. This page will list the Member Utilities that will be notified to mark or clear their lines in the area where you plan on excavating. The **Comments** field will show any information you input into that field when entering the locate information on the Location Request creation form. You can also add additional comments in this field.



### Need to review your ticket?

If you want to review the ticket information again before sending your request, you can click on the **Back to Ticket** button. This will take you back to the main screen where you can revise your Location Request if necessary. When you are ready to submit your locate request, then click on the **Send Ticket** button.

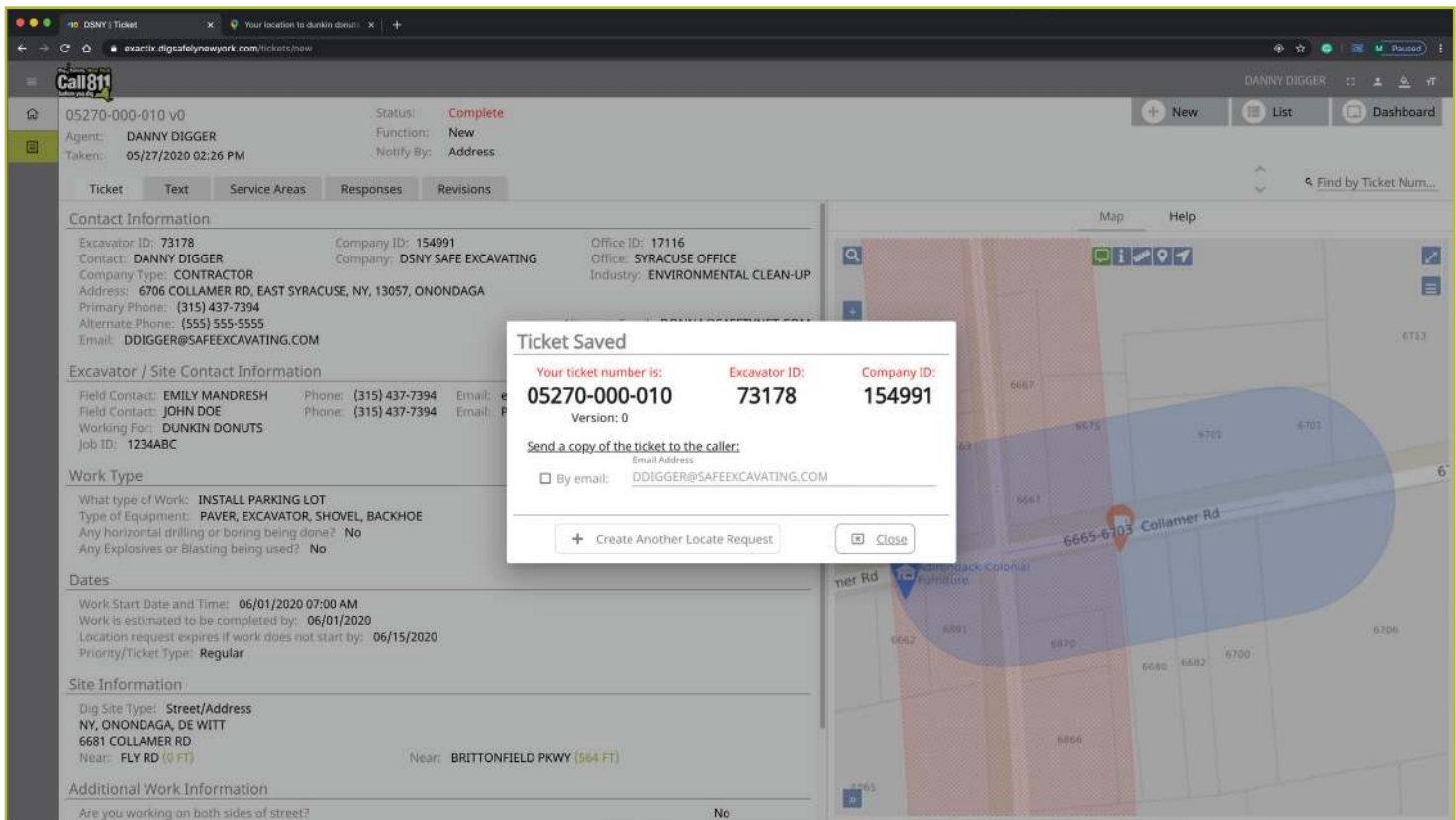


# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Submitting a New Location Request

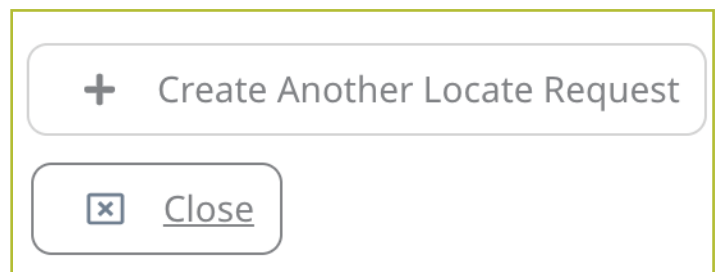
### Ticket Saved

After clicking on the **Send Ticket** button, the following screen will appear that confirms your ticket has been saved and provides you with your Ticket Number. If you provided an email address on your Location Request, you will automatically have a copy of the ticket emailed to that address.



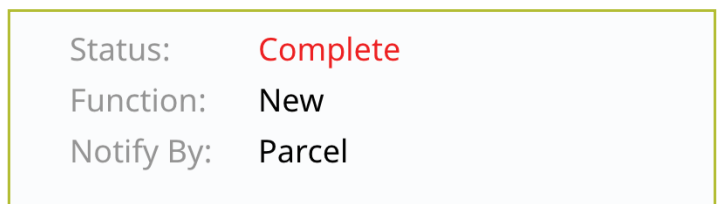
### More Locates?

If you have more locates to enter, then you can click on the **Create Another Locate Request** button. If you are done, then click on the **Close** button and you will be taken back to a screen displaying the last Location Request you entered.



### Location Request Status

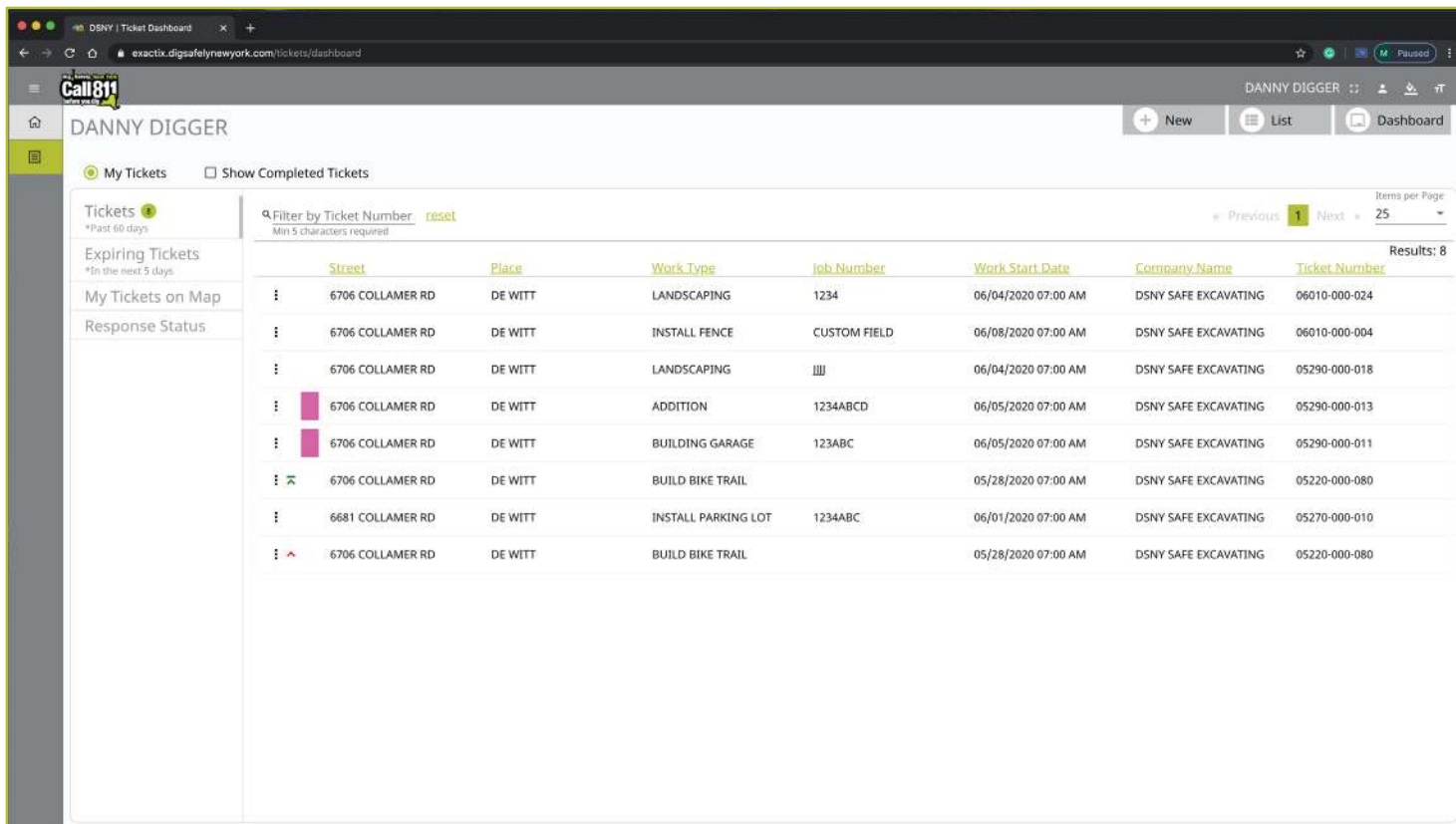
In the Excavator—Tickets Role, all submitted Location Requests will be submitted in a **Complete** status.



# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Utilizing the Ticket Dashboard

As a web user in the Excavator—Ticket Role, your ticket dashboard allows you to view tickets you have submitted and tickets assigned to you. This means that if someone selects you as a **Field Contact**, you will be able to view this ticket and its respective utility responses.

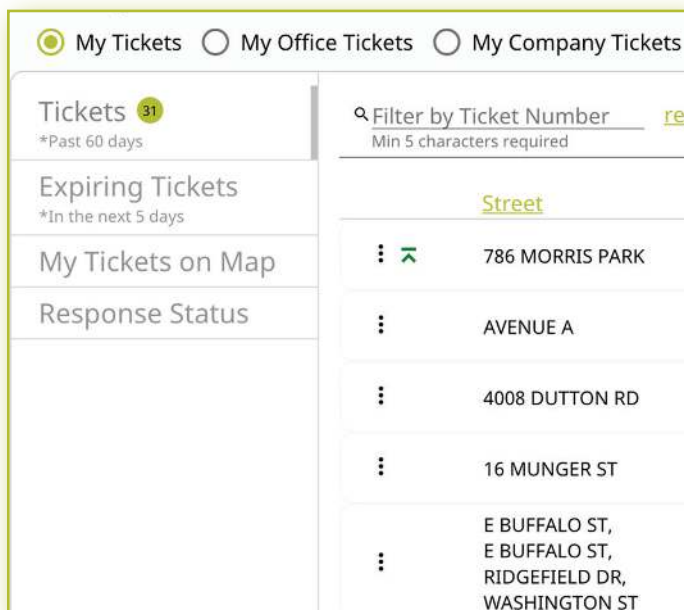


You also have a secondary ticket menu on the left-hand side on this ticket dashboard screen, in which you can use to filter (based on permissions).

- My Tickets
- My Office Tickets
- My Company Tickets

Here, you can click to view:

- All tickets from the past 60 days
- Tickets close to expiring
- Tickets on a map (using your current location)
- Response status of tickets



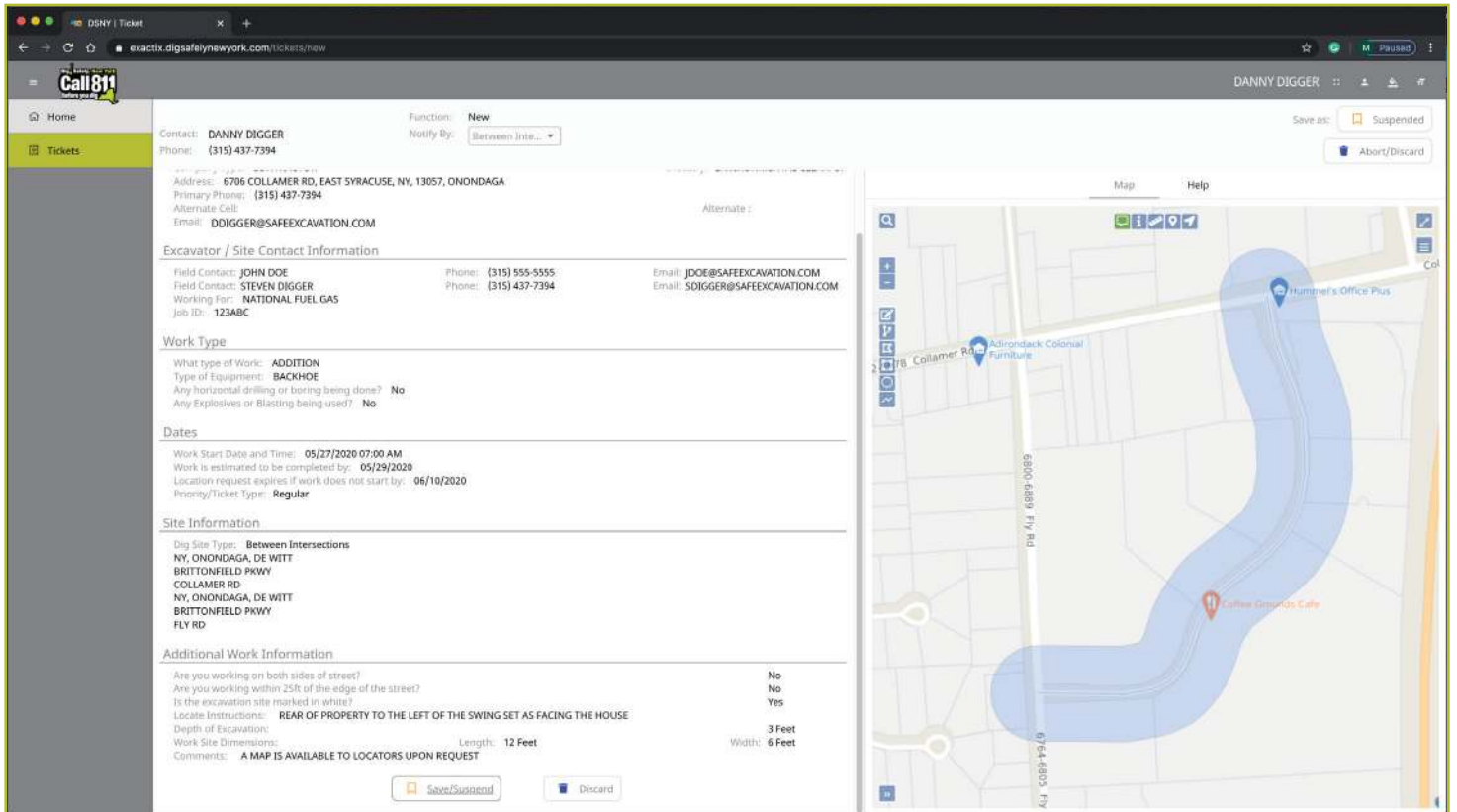
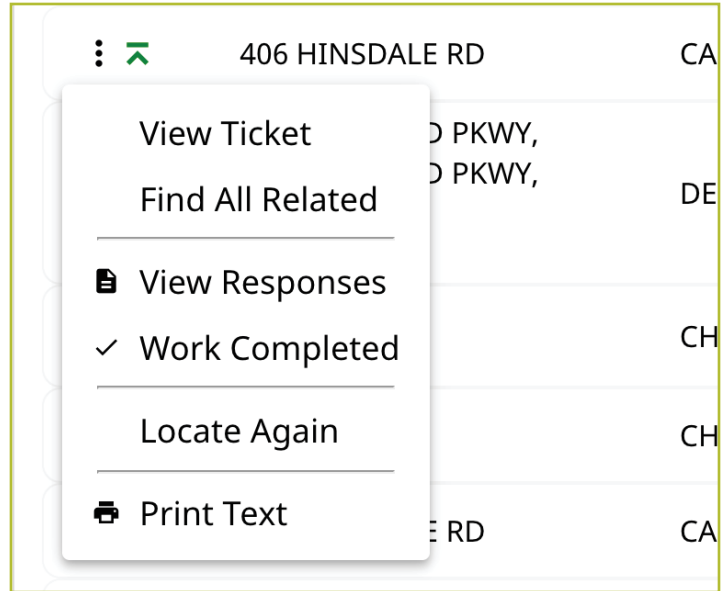
# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Utilizing the Ticket Dashboard

Clicking the three dots next to a ticket gives you the option to quickly view certain aspects as well as take a few quick actions on that ticket. In this role, you can use the three-dot menu to:

- View the Ticket
- Find All Related Tickets
- View the Utility Responses
- Mark your work as completed
- Locate Again
- Print the Ticket Text

Clicking the **View Ticket** option in the three-dot menu will take you to the full ticket that was submitted.



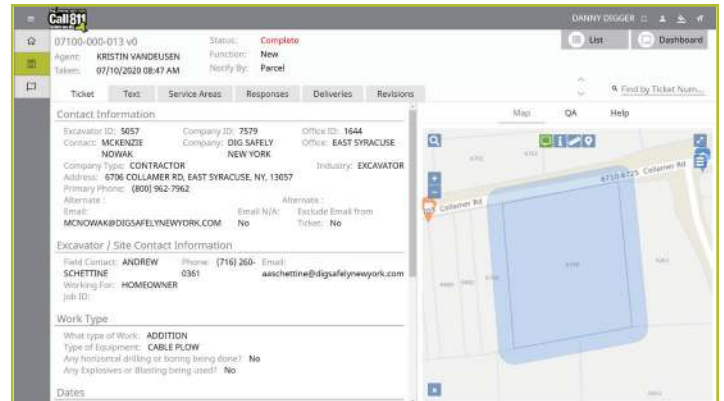


# Roles and Permissions as an Exactix Web User

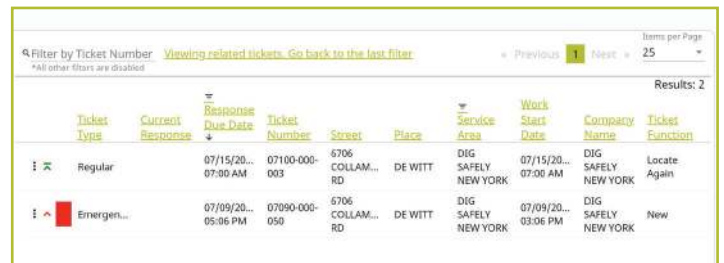
## Excavator—Tickets Role :: Utilizing the Ticket Dashboard

Clicking **View Ticket** in the three-dot menu will take you to the full ticket that was submitted.

The **View Most Recent** option will appear on tickets that have more than one version. Clicking the **View Most Recent** will also bring you to the full ticket submitted, but ensures you are viewing the most recent version of that Location Request.



Clicking the **Find All Related** option will change your dashboard to only list the summary of those tickets related to each other. Again, this option only appears on Location Requests that have more than one version, or are linked on the backend in some capacity due to an addition, correction, or damaged/discovered line on a ticket.



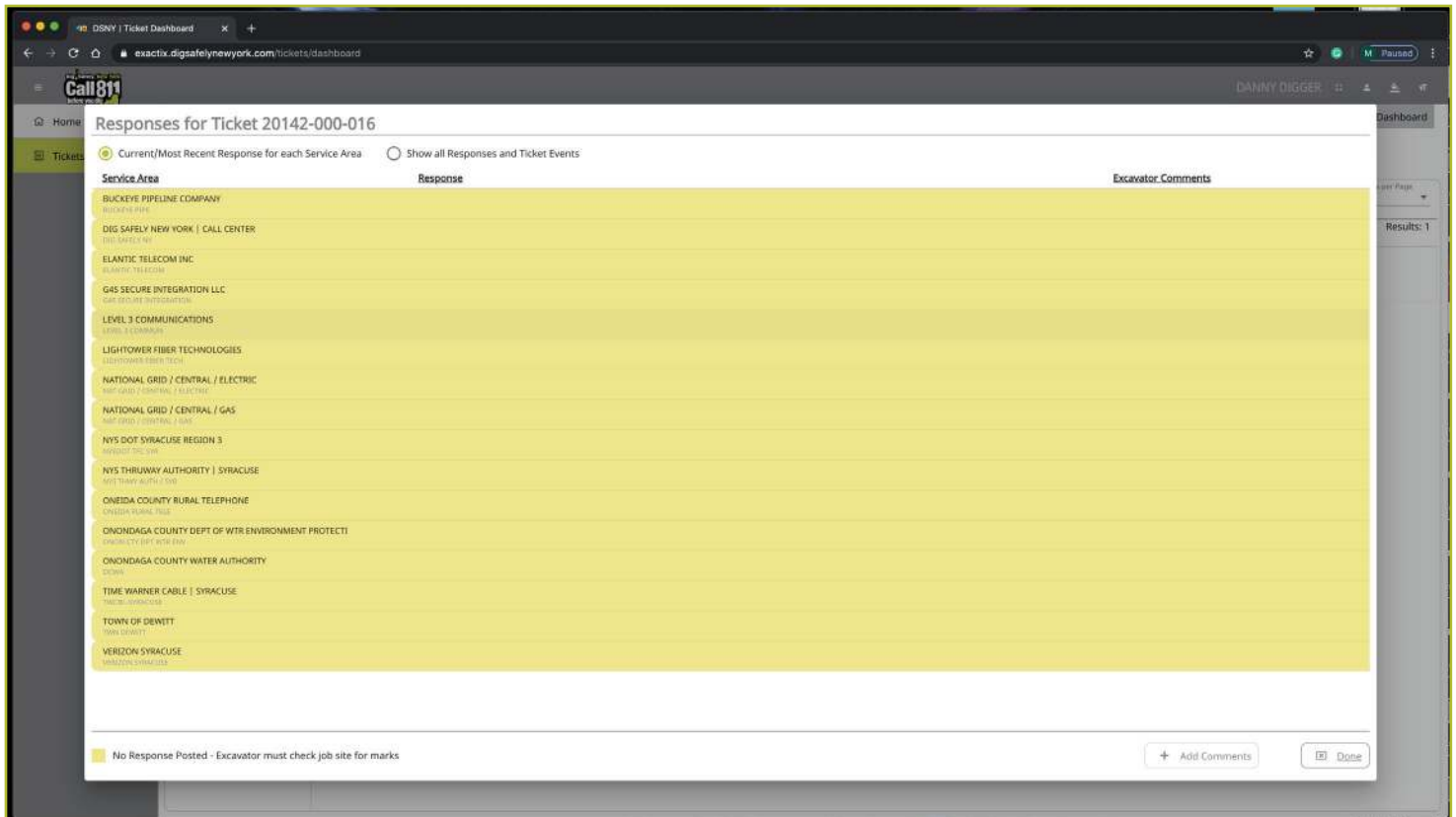
# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Utilizing the Ticket Dashboard

Clicking **View Responses** in the three-dot menu will pop up a new window over your dashboard to display that ticket's responses.

Remember, the term *Service Area* is the same as *Utilities Notified*.

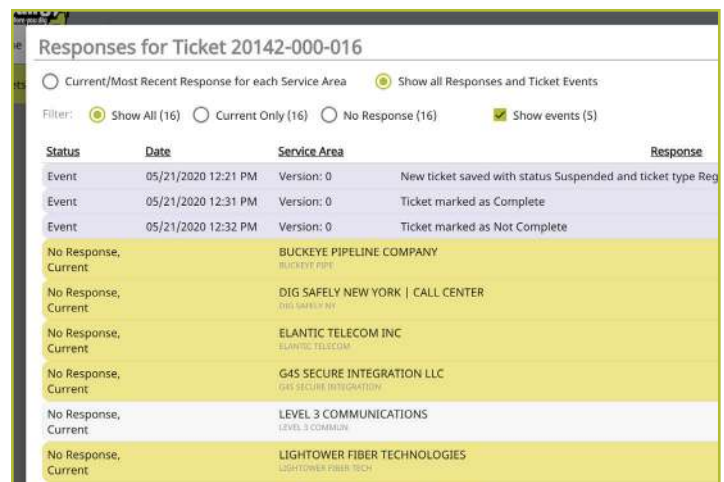
In this window, you can see which utilities were notified, what their response is, and any comments left during their responses. If a utility has yet to respond, their row will be highlighted in yellow.



By default, you are viewing the current/most recent response for each Service Area. You can choose to **Show All Responses and Ticket Events** at the top of the window. This will generate an audit list on the ticket and responses.

You will see:

- When the ticket was created
- Any new versions created
- When responses were viewed
- When utilities entered responses
- And more



# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Utilizing the Ticket Dashboard

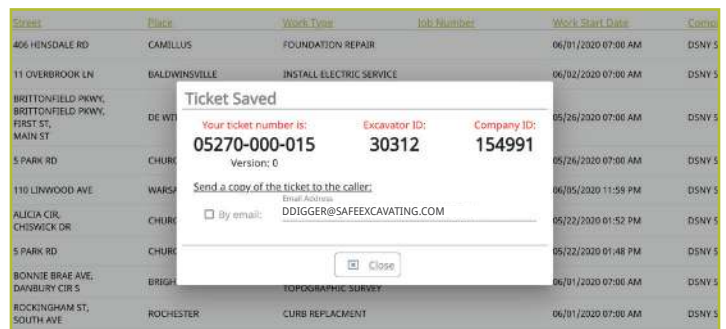
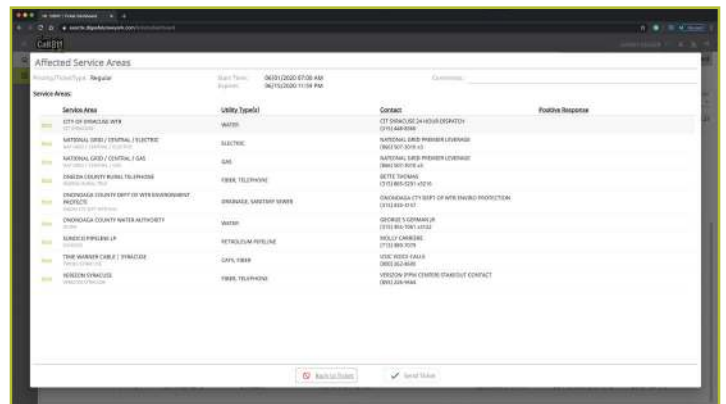
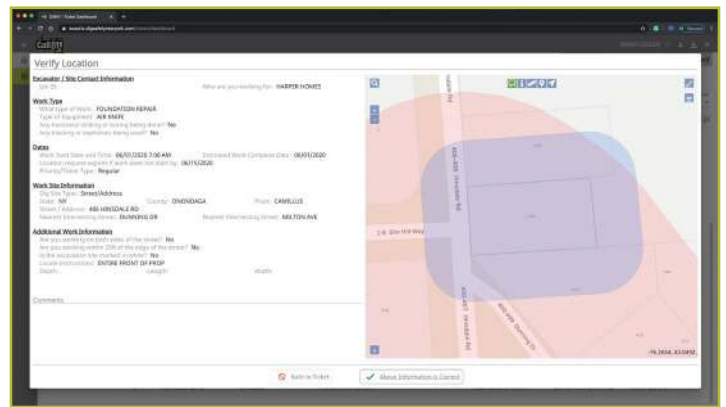
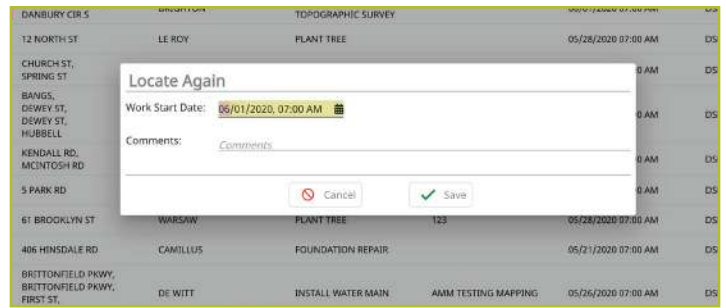
Clicking on the **Locate Again** option in the three-dot menu allows you to quickly request a new mark-out for a Location Request you had previously submitted.

This function will pop up a new window over your dashboard and ask you to select a new start date, defaulting to the first legal date. You can also add comments to this Location Request within this window. To continue, click the **Save** button. If you decide not to proceed, click the **Cancel** button.

Clicking the **Save** button will pull up the Location Request and corresponding map, asking you to verify the Location Request. You also have the option to go back to the ticket to make any necessary changes/edits.

Clicking the **Above Information is Correct** button will bring up the Affected Service Areas information, giving you a list of notified Member Utilities.

Your last step is to either click the **Send Ticket** button, or the **Back to Ticket** button. Sending the ticket will give you a new ticket number and you can view this **Locate Again** ticket within your dashboard.



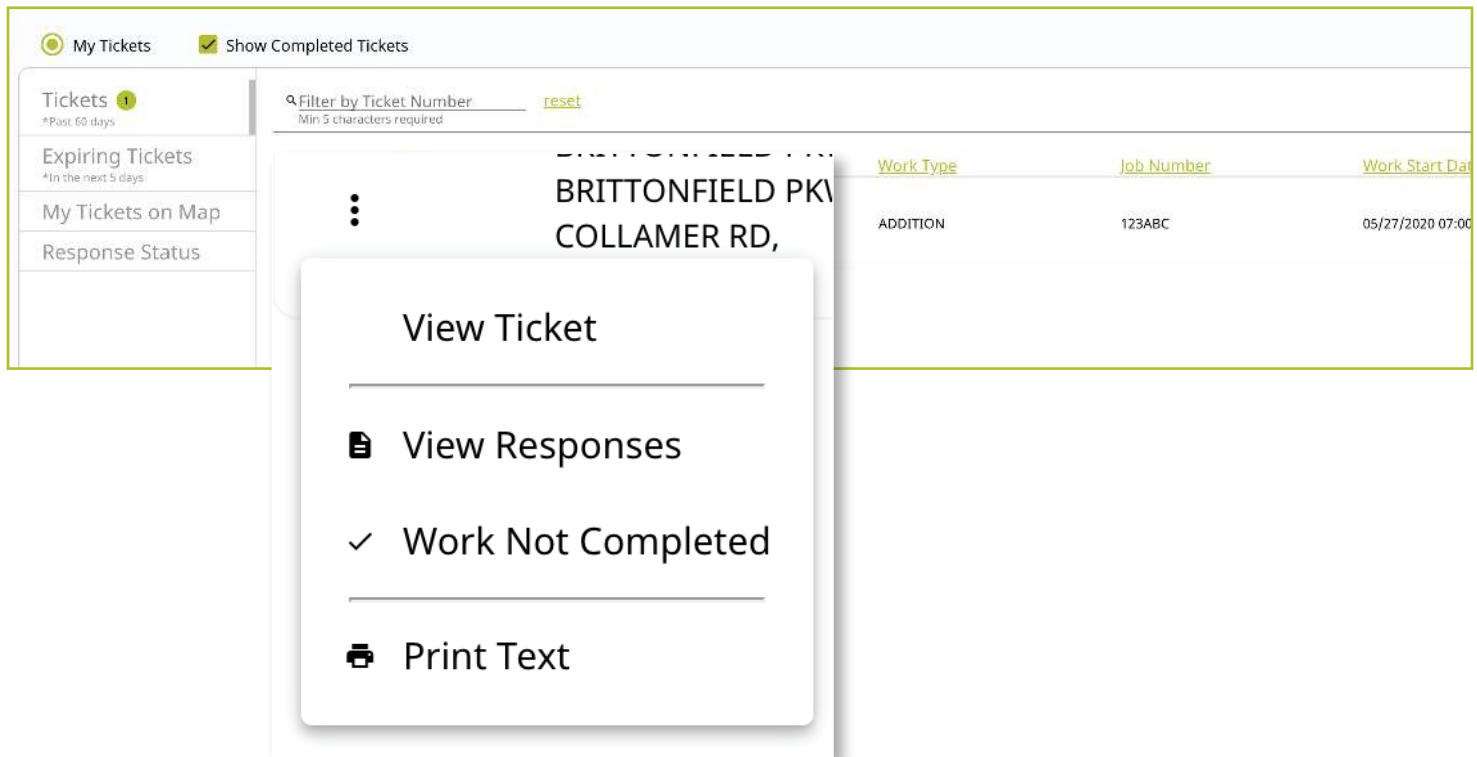
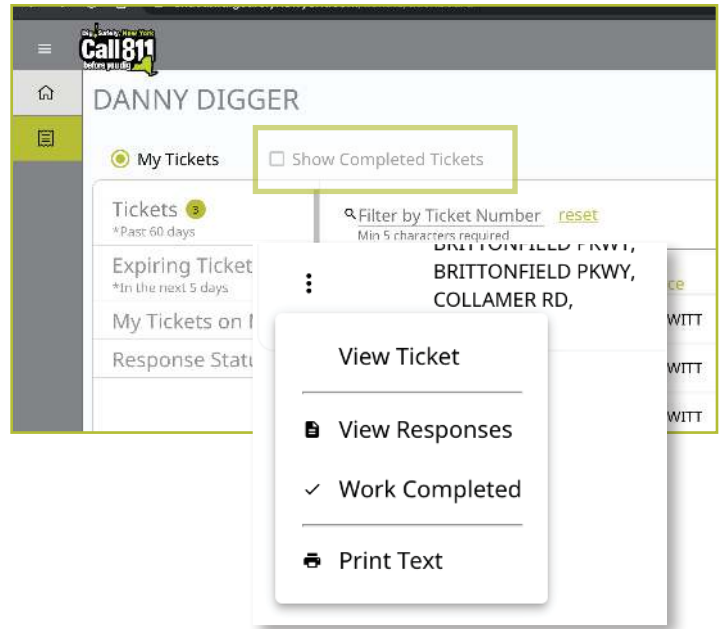
# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Utilizing the Ticket Dashboard

Clicking the **Work Completed** option in the three-dot menu allows you to remove a ticket from your dashboard.

By clicking this, you are stating that you have completed the work on this Location Request. To add tickets that you have marked as **Work Completed** back to your dashboard view, click on the **Show Completed Tickets** checkbox above your ticket list.

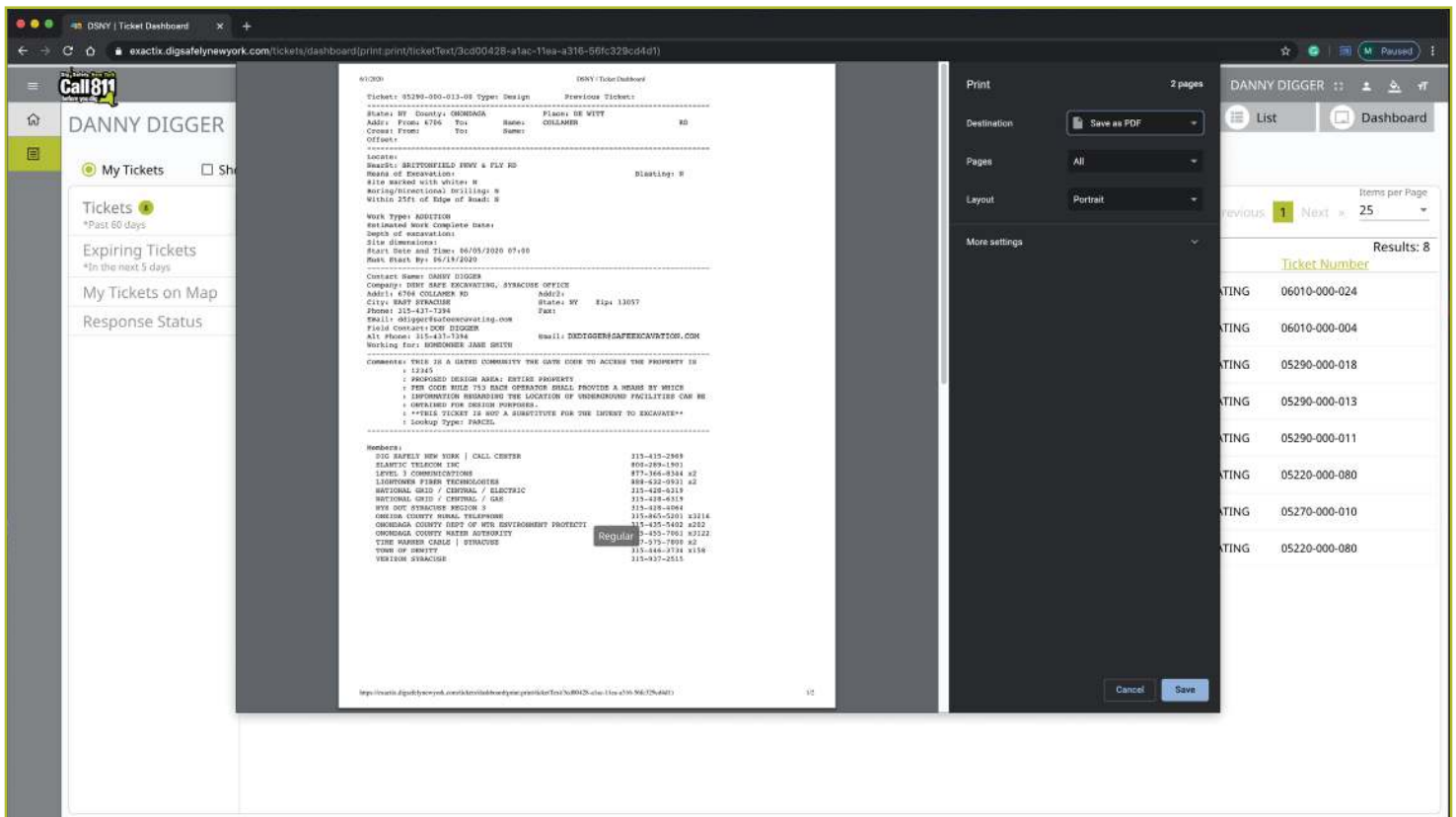
If you accidentally mark a ticket as **Work Completed**, find the ticket by clicking the **Show Completed Tickets** checkbox to bring all your tickets back to your dashboard view. Then, click on the three-dot menu for that ticket and click, **Work Not Completed**. Now your ticket will remain in your dashboard.



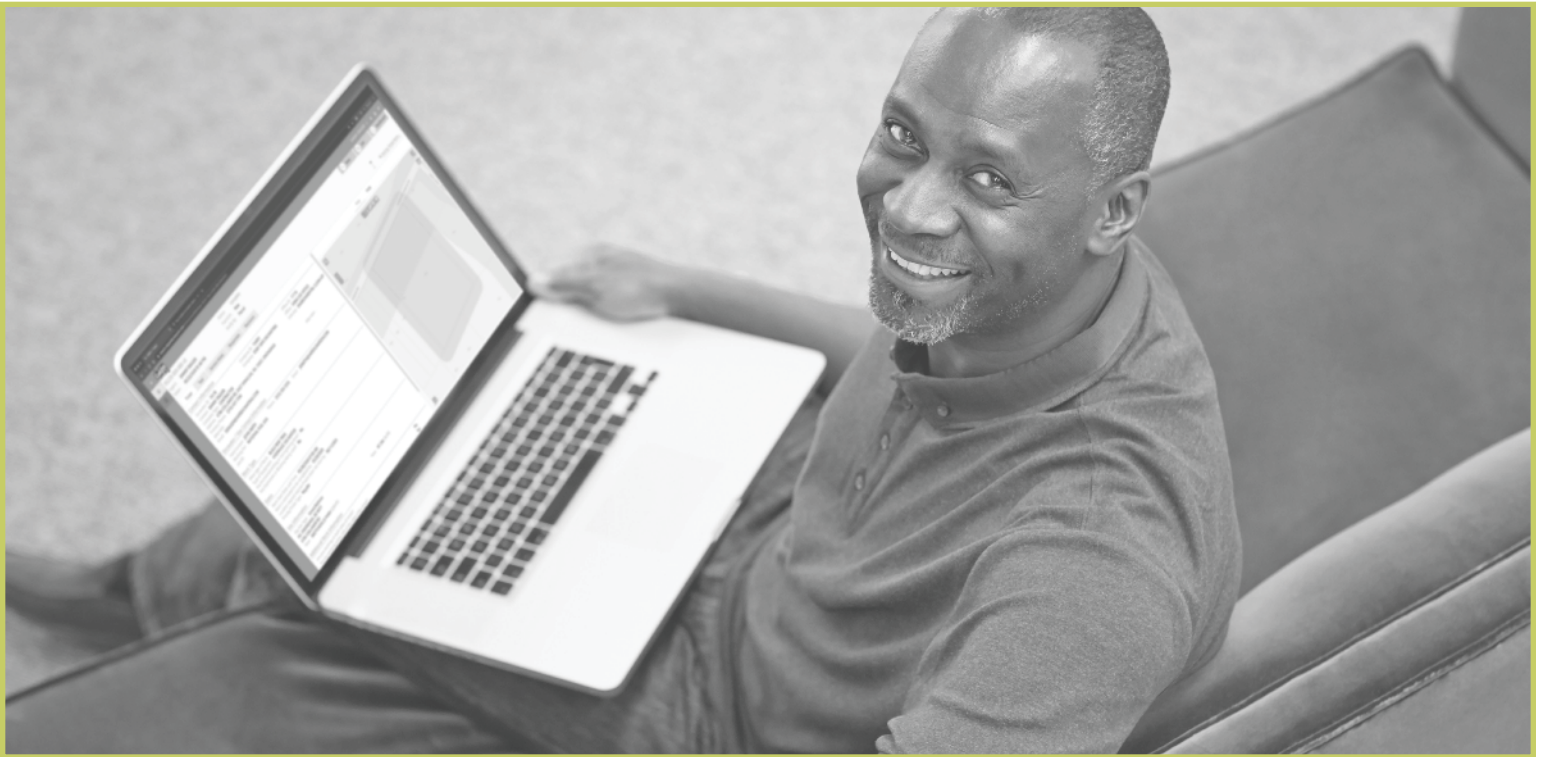
# Roles and Permissions as an Exactix Web User

## Excavator—Tickets Role :: Utilizing the Ticket Dashboard

Clicking on the **Print Text** option in the three-dot menu will generate a print window with that ticket text. Ticket text is a consolidated version of the Location Request form you completed. It does not include the map. When this window is generated, you can choose to change the destination of the print device. This allows you to select **Save as PDF** instead of sending the document to a printer.



**exactix**



How to Utilize the  
**Excavator—Design Training Role**

# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Explanation of Role

All Design Location Requests created in this role will be in a **Suspended** status upon submission and reviewed for accuracy by Dig Safely New York’s Web Services Team before being released to notified Member Utilities. Following 15 days of successful submissions (regardless of how many Design Location Requests are submitted per day or if the days of submission are consecutive), users in the training role will be moved to the Excavator—Design Tickets Role, outlined next.

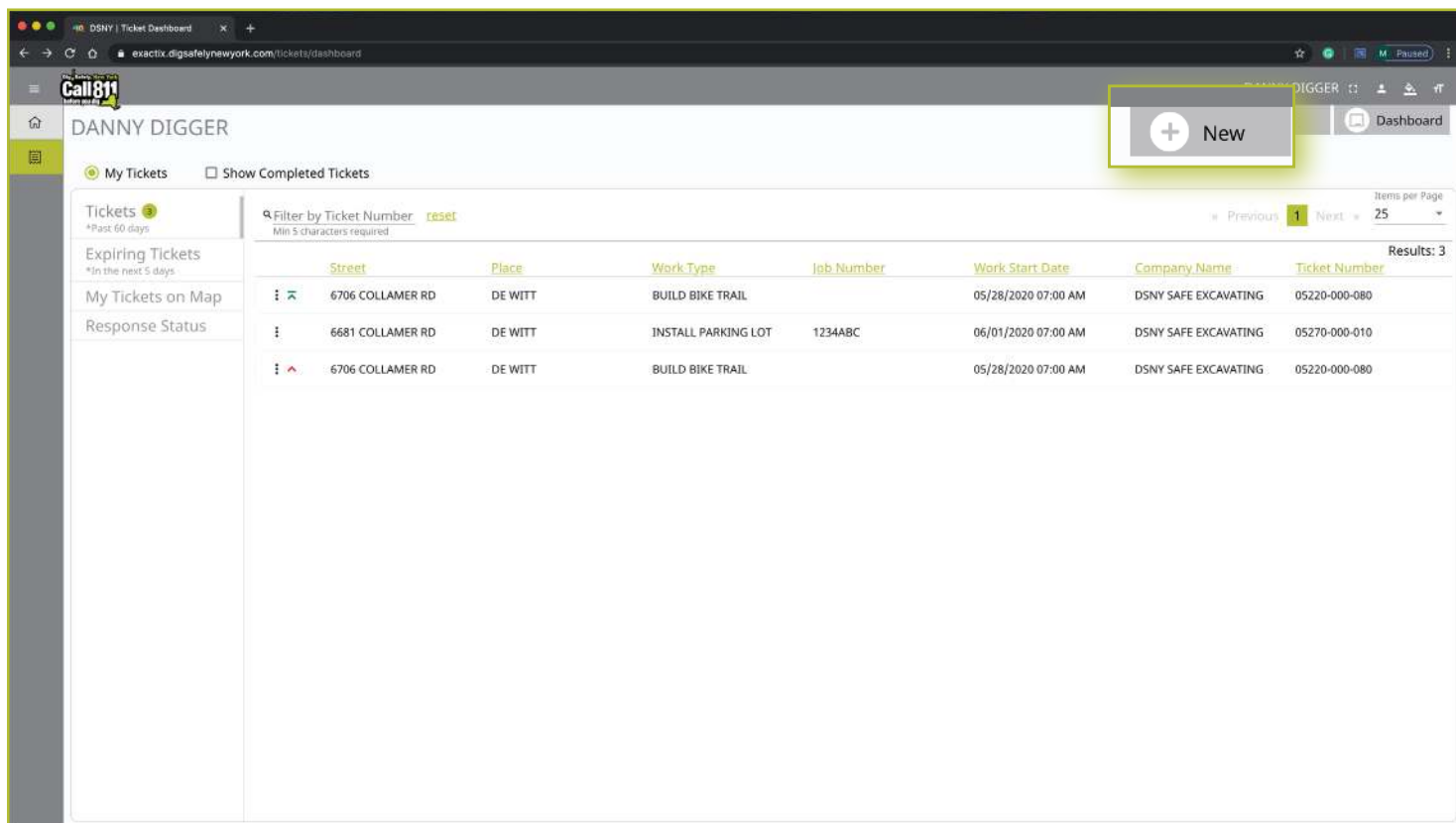
The Excavator—Design Training Role provides users the ability to learn the system and submit Design Location Requests in a controlled environment to adapt to proper processes and procedures for submitting accurate Design Location Requests.

Users in the Excavator—Design Training Role have access to submit Design Location Requests with dig sites being either **Between Intersections**, at an **Intersection**, or at a **Street/Address**. Users in the training role can also map their design sites using manual mapping tools.

Within the ticket dashboard, the Excavator—Design Training Role gives users the permission to view all Location Requests placed by that user, as well as view all Automated Positive Responses (APR) for those Location Requests.

Let’s take a visual look at how a user in the Excavator—Design Training Role would submit a Design Location Request and utilize the ticket dashboard.

To start a new Design Location Request, click on the **New** button under your name in the upper right-hand corner of the dashboard.



# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Contact Information

After you select **New**, you will be brought to the Location Request creation screen. You will start with the **Contact Information** section. Every web user will have contact information pre-populated into the section based on your account profile information.

DSNY | Ticket  
exactix.digsafelynewyork.com/tickets/new

Call 811

DANNY DIGGER

Function: **New**

Notify By:

Save as:

Contact: **DANNY DIGGER**  
Phone: (315) 437-7394

**Contact Information**

Excavator ID 73169	Company ID 154991	Office ID 17116
Contact Name DANNY DIGGER	Company Name DSNY SAFE EXCAVATING	Office Name SYRACUSE OFFICE
Company Type CONTRACTOR	Industry ENVIRONMENTAL CLEAN-UP	
Address 1 6706 COLLAMER RD		
Address 2		
City EAST SYRACUSE	State NY	Zip 13057
Primary Phone (315) 437-7394		
Type Alternate Contact # Email DDIGGER@SAFEEXCAVATING.COM	Type Alternate Contact #	

Excavator / Site Contact Information

Field Contact:	Phone:	Email:
Working For:		
Job ID:		

Work Type

What type of work is being planned:

Dates

Work Start Date and Time: 06/05/2020 07:00 AM  
Priority/Ticket Type: Design

Site Information

Map Help

NEW YORK



# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

The fields that are greyed out cannot be altered. If any of this information is incorrect, please contact Dig Safely New York's Web Services Team to update your contact information.

Fields that can be changed are not greyed out. These include **Alternate Contact** information and **Email**.

Contact Information		
Excavator ID 73169	Company ID 154991	Office ID 17116
Contact Name DANNY DIGGER	Company Name DSNY SAFE EXCAVATING	Office Name SYRACUSE OFFICE
Company Type CONTRACTOR		Industry ENVIRONMENTAL CLEAN-UP
Address 1 6706 COLLAMER RD		
Address 2		
City EAST SYRACUSE	State NY	Zip 13057
Primary Phone (315) 437-7394		
Type	Alternate Contact #	Type
Email DDIGGER@SAFEEXCAVATING.COM		

### Alternate Contact

These fields can be populated with other means of contacting you, such as a **Cell**, **Email** or **Phone** number. Simply change the type of contact using the drop-down options and type in the information, like a cell phone number, that matches the type you have selected.

If you select a contact type and put in the respective response, but change your mind and would like to leave this field blank, use your keyboard to delete the number or email you have inserted and also delete the type of contact you have selected. Deleting the type of contact you have selected by using your keyboard will change the field back to "Type."

### Email

This field can also be changed to show another email address that you would like to use for the purposes of that specific Location Request.

*Please Note: Both Dig Safely New York and locators for underground facility owners/operators may use this information to contact you with information, problems, or questions. It is important that you keep your contact information accurate and up to date.*

Type	Alternate Contact #
Cell	

Type	Alternate Contact #
Cell	

Email	
Email	NSmith@SafeExcavating.com

# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Excavator / Site Contact Information

Following the **Contact Information** section, the form will move you to the **Excavator/Site Contact Information** section. There are three pieces of information this section addresses.

- The Field Contact(s)
- Who you are doing the work for
- Job number

Excavator / Site Contact Information

---

—

+ [Add additional Contact](#)

Who are you doing the Work for

Job ID if you have one

### Field Contact

A field contact is the individual that can be contacted if there are questions related to the ticket or jobsite. Upon clicking on the **Field Contact** text box, a dropdown list of people associate with your Company will appear. You can choose someone from this list or input a new contact. If you are manually entering in a **Field Contact**, please ensure that you include a phone number and email address. If the utility companies or their locators have any questions, the **Field Contact** is the person they will reach out to.

Excavator / Site Contact Information

---

Field Contact

	Field Contact	Phone	Email
+ 9134	MARY DOZER (222) 555-1234	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
Wh 73148	KEVIN SHOVEL (315) 555-5555	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
Job 73151	NICK HANDY (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
Wor 73152	JOHN DOE (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
Wh 73169	JANE SMITH (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
Typ 7374	MARY DOZER (222) 555-1234	DSNY SAFE EXCAVATING (154991) - <b>BUFFALO OFFICE</b> 3637 UNION RD, SUITE 6, CHEEKTOWAGA, NY, 14225, ERIE	

Field Contact

—

# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

Within the Exactix system, you now have the ability to enter more than one **Field Contact** on your Location Request. To do this, simply click on the **Add additional contact** text under the first/primary **Field Contact** entered. The system will generate the same list for you to choose from, or give you the ability to manually input a new contact.

If you select or type in a person, then decide to delete that contact, make sure you click the minus symbol to the left of the name field. This will ensure that you can successfully submit your Location Request. If you do not do this, and leave the field blank after previously having information entered, you will receive an error message when trying to submit your Location Request.

### Working For

This is the person, contractor, organization, or utility company who hired you to do the work. For example, if you are doing the work for a homeowner, you would type in their name (i.e., Jane Doe). If you were doing the work for a business, you would type in the name of that business (i.e., Doe's Supermarket).

If you are doing the work for a utility that is a member of Dig Safely New York, the system will generate a dropdown list of possible matches as you are typing in your response.

Excavator / Site Contact Information

— Field Contact

— Field Contact

+ Add additional Contact

Field Contact

— JOHN DOE

Field Contact

— STEVE DIGGER

Who are you doing the Work for

JANE DOE

Who are you doing the Work for

DOE'S SUPERMARKET

Who are you doing the Work for

- NATIONAL FUEL GAS (NFG)
- TOWN OF NORTH ELBA (TWN N ELBA)
- TOWN OF NORTH SALEM (TWN N SALEM)
- NIAGARA FRONTIER TRANSPORTATION AUTHORITY (NFTA)
- TOWN OF NORTH CASTLE (TWN N CASTLE)
- VILLAGE OF NORTH HORNELL (VIL N HORNELL)
- NEW YORK STATE ELECTRIC & GAS (NYSEG)
- VILLAGE OF NORTH COLLINS (VIL N COLLINS)
- N CHAUTAUQUA LAKE / PPD SEWER DISTRICTS (N CHTQU LK SWR)
- VILLAGE OF NORTH SYRACUSE (VIL N SYRACUSE)

Location request expires if work does not start by: 06/10/2020

# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Job Number

New to the Location Request form is the **Job Number** field. This is a custom field that allows you to type in numbers or text to better associate your jobs/projects with the respective Location Requests.

Job ID if you have one

Job ID if you have one

123ABC

### Work Type

Now, we move on to the **Work Type** section of the form. Here you enter in the type of work you are planning.

Work Type

What type of work is being planned?

### What Type of Work is Being Planned?

In this field, you can select a type of work from the dropdown options, or you can manually type in an answer. You can access the dropdown by either clicking on that field, or by typing in the first few letters of the work type you are designing. Make sure you select the suggested type of work by clicking or pressing **enter/return** on your keyboard.

Work Type

What type of work is being planned?

- ADDITION
- ARCHAEOLOGICAL SURVEY
- BASEMENT WATERPROOFING
- BORING
- BUBBLER REPAIR
- BUILD BIKE TRAIL
- BUILD RETAINING WALL
- BUILDING GARAGE
- BURY MAIN CABLE
- BURY SERVICE CABLE
- CABLE REPAIR
- CORROSION WORK

Work Type

What type of work is being planned?

ADDITION ✕ NEW DECK

# Roles and Permissions as an Exactix Web User

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## Excavator—Design Training Role :: Submitting a New Design Location Request

### Dates

The next group of questions in the Location Request creation form are for the dates of your job.

As a web user in the Excavator—Design Training Role, you only have the permissions to submit Design Location Requests. As a result, the fields in this section automatically default to the requirements of a Design ticket type.

#### Work Start Date and Time

By default, a Design Location Request will have a work start date of at least seven (7) days from the date you submit your Location Request. This is because Design Location Requests are for informational purposes only and cannot be used as a substitute for the notice of intent to perform excavation work.




Dates


Work Start Date and Time: 06/05/2020, 07:00 AM 

Priority/Ticket Type: Design 

#### Priority/Ticket Type

All active web users in the Excavator—Design Training Role only have the permission to submit Design Location Requests. The exception will be if a web user is in multiple roles. If you are in multiple roles, you have the possibility of having the option to create Regular/Legal and Design Location Requests. If you only have the Excavator—Design Training Role, the Priority/Ticket Type field will be pre-populated with the word “Design.” If you are in multiple roles and have the ability to also create Regular Location Requests, click the arrow to the right and change the **Priority/Ticket Type** field to “Design.”



Priority/Ticket Type: Design 



Priority/Ticket Type: Design 

# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Site Information

The site information section of the Location Request form is arguably the most important aspect of your Location Request. In this section, you will be identifying your work area on a map using one of three different options:

- Street/Address
- Intersection
- Between Intersections

The screenshot shows a form titled "Site Information" with a dropdown menu open. The dropdown menu lists three options: "Street/Address", "Intersection", and "Between Intersections". The "Street/Address" option is currently selected. To the right of the dropdown is a "reset" link. Below the dropdown are two input fields labeled "Nearest Intersecting Street" and a "Place" button.

Let's take a look at how each of these mapping options work.

### Street/Address

The Location Request creation form defaults the **Dig Site Type** to the **Street/Address** option for mapping.

The screenshot shows the "Site Information" form with the "Dig Site Type" dropdown menu set to "Street/Address". The dropdown menu is open, showing the selected option. The "reset" link is visible to the right. Below the dropdown are two input fields labeled "Street/Address" and "Place", and two input fields labeled "Nearest Intersecting Street".

# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### State

The state will always be greyed out and will default to “NY” for New York. Dig Safely New York services all of New York State except for Long Island and New York City, which is serviced by the NY811 call center. If you are planning work in the five boroughs of NYC and Long Island, contact NY811 at (800) 272-4480.

### County

The next field is the **County** field. Start typing in the county of the address in which your work is taking place. Once you begin typing, possible matches will populate under the field for you to choose from. If you do not know the county of the jobsite, skip to the **Street/Address** field.

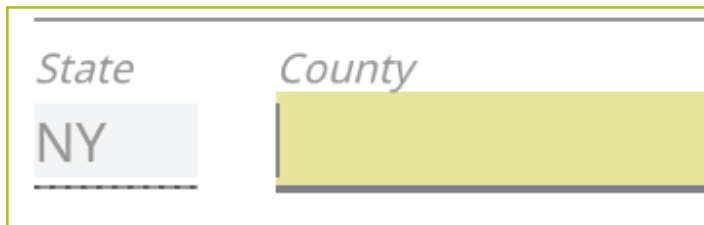
### Street/Address

Enter the address of the dig site. As you start typing in the address, a list of potential matches will appear in the dropdown, with the closest matches being at the top. The **Place** and **County** is also displayed with the address and will populate those fields when selected.

Once you begin typing in your address, you will notice the list of possible matches list the addresses within a range. Choose the option that matches the range which your address exists, and the **Place** and **County**.

### Place

The **Place** is the name of the city or town (municipality) in which your jobsite is located or associated. The **Place** field is automatically populated based on the **Street/Address** you selected in the previous step. *Please note that the **Place** may be the municipality in which the taxes are paid to, and will not necessarily be the mailing address.*



State: NY  
County:



County: ON  
ONEIDA  
ONTARIO  
ONONDAGA



Street/Address: 6706  
6453-6499 CO RT 67, MEMPHI (ONONDAGA, NY)  
6453-6499 CO RT 67, VAN BUREN (ONONDAGA, NY)  
6466-6499 CO RT 67, WARNER (ONONDAGA, NY)  
1193-2799 RT 67, AMSTERDA (SARATOGA, NY)  
0-2799 RT 67, AMSTERDA (MONTGOMERY, NY)  
0-3499 RT 67, AMSTERDAM (MONTGOMERY, NY)  
0-1862 RT 67, BALLSTON (SARATOGA, NY)  
681-2336 RT 67, BALLSTON LAK (SARATOGA, NY)  
0-1309 RT 67, BALLSTON SPA (SARATOGA, NY)  
2886-3510 RT 67, BUSKIR (RENSSELAER, NY)



Place: DE WITT  
DE WITT

# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Nearest Intersecting Street

If your address was found, you will need to select the near streets to the address. This information assists the utility locators in finding the correct jobsite. A list of **Nearest Intersecting Streets** will be displayed once you have selected your jobsite address. These choices also display how far in feet the street is from the address of your dig site. Select the **Near Street** from the dropdown. You can enter up to two (2) **Nearest Intersecting Streets**.

Dates	Nearest Intersecting Street	Distance
	RT 298	0 FT
	BRITTONFIELD PKWY	395 FT
	CO RT 251	496 FT
	FLY RD	496 FT
	CO RT 77	498 FT
	I 481	1183 FT
	LAW DR	1221 FT
	COLLAMER CROSSINGS	2382 FT
	COLLAMER CROSSINGS PKWY	2382 FT
	ASPEN PARK BLVD	2393 FT

06/10/2020

Place: DE WITT

Nearest Intersecting Street: (449 FT)

[reset](#)

Nearest Intersecting Street	Distance
FLY RD	(449 FT)

### Additional Work Information

Are you working on both sides of street?  
 Are you working within 25ft of the edge of the street?  
 Is the excavation site marked in white?  
 Locate Instructions:  
 Depth of Excavation:  
 Work Site Dimensions: Length:  
 Comments:

[Save/Suspend](#)

Nearest Intersecting Street	Distance
RT 298	0 FT
BRITTONFIELD PKWY	395 FT
CO RT 251	496 FT
FLY RD	496 FT
CO RT 77	498 FT
I 481	1183 FT
LAW DR	1221 FT
COLLAMER CROSSINGS	2382 FT
COLLAMER CROSSINGS PKWY	2382 FT
ASPEN PARK BLVD	2393 FT

Nearest Intersecting Street	Distance
FLY RD	(449 FT)

Nearest Intersecting Street	Distance
BRITTONFIELD PKWY	(229 FT)



# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Mapping

As you are entering the Dig Site Information, the mapping process will automatically start and can be viewed in the panel to the right of the Location Request creation form. After you have completed filling in the required information, the dig site will be displayed in blue and the near street(s) in red.

The screenshot displays the 'exactix.digsafelynewyork.com/tickets/new' interface. The form is titled 'New' and includes the following sections:

- Contact Information:** Excavator ID: 73178, Contact: DANNY DIGGER, Phone: (315) 437-7394, Company ID: 154991, Company: DSNY SAFE EXCAVATING, Office ID: 17116, Office: SYRACUSE OFFICE, Industry: ENVIRONMENTAL CLEAN-UP.
- Excavator / Site Contact Information:** Field Contact, Working For, Job ID, Phone, Email.
- Work Type:** What type of work is being planned: BUILDING GARAGE.
- Dates:** Work Start Date and Time: 06/02/2020 07:00 AM.
- Site Information:** Dig Site Type, Street/Address: 6706 COLLAMER RD, State: NY, County: ONONDAGA, Place: DE WITT, Nearest Intersecting Street: BRITTONFIELD PKWY.
- Additional Work Information:** Proposed Design Area, Are you working on both sides of street?, Are you working within 25ft of the edge of the street?, Comments.

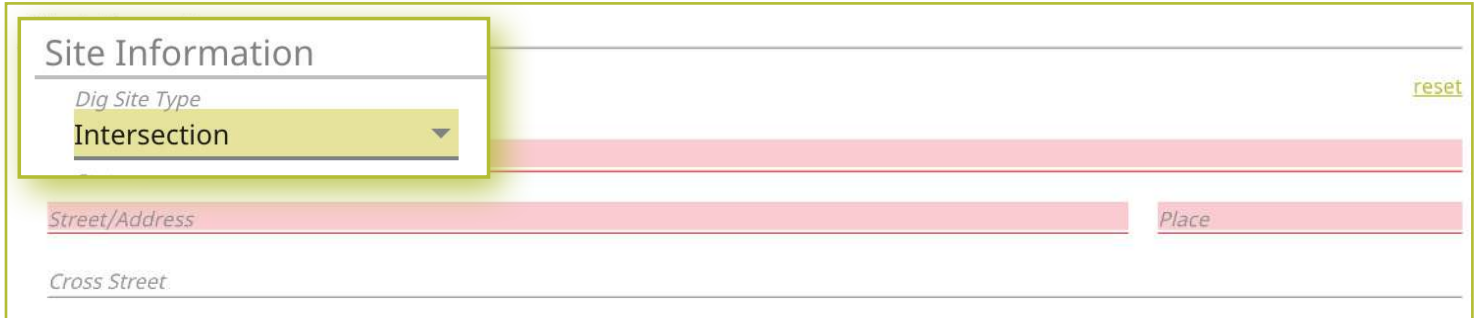
The map on the right shows the location of the dig site (blue square) and the near street(s) (red lines). The map includes labels for Collamer Rd, 6706-6899 Fly Rd, and Brittonfield Pkwy. Other nearby locations like Hummel's Office Plus and Coffee Grounds Cafe are also visible.

# Roles and Permissions as an Exactix Web User

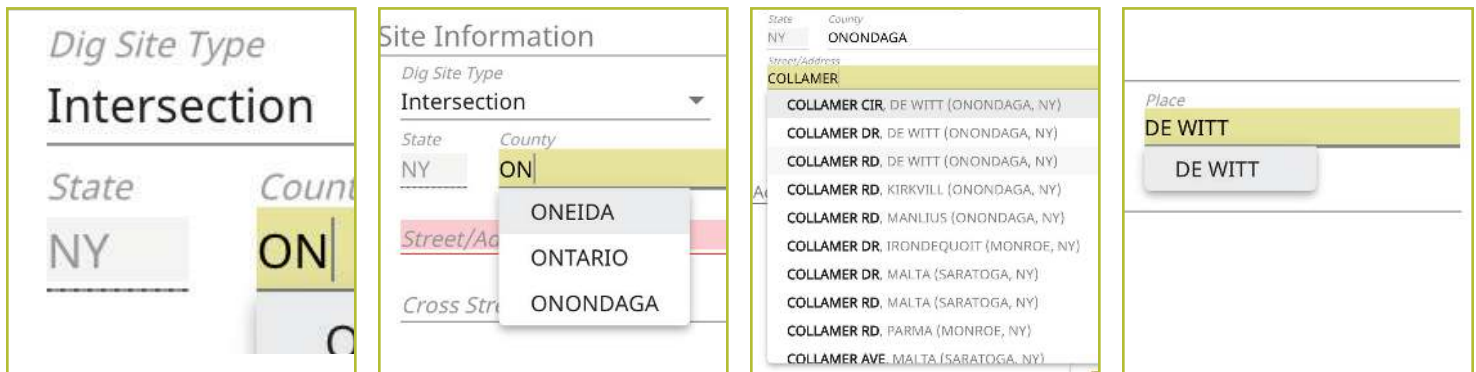
## Excavator—Design Training Role :: Submitting a New Design Location Request

### Intersection

If you are working at an intersection, select **Intersection** from the **Dig Site Type** dropdown menu options.



The screenshot shows the 'Site Information' form. The 'Dig Site Type' dropdown menu is open, showing 'Intersection' as the selected option. Other fields include 'Street/Address', 'Place', and 'Cross Street'. A 'reset' link is visible in the top right corner.



This detailed view shows the form fields with their respective values: 'Dig Site Type' is 'Intersection', 'State' is 'NY', 'County' is 'ON', 'Street/Address' is 'COLLAMER', and 'Place' is 'DE WITT'. A dropdown menu for 'County' is also visible, showing options like 'ONEIDA', 'ONTARIO', and 'ONONDAGA'.

#### State

The state will always be greyed out and will default to “NY” for New York. Dig Safely New York services all of New York State except for Long Island and New York City, which is serviced by the NY811 call center. If you are planning work in the five boroughs of NYC and Long Island, contact NY811 at (800) 272-4480.

#### County

The next field is the **County** field. Start typing in the county of the street in which your work is taking place. Once you begin typing, possible matches will populate under the field for you to choose from. If you do not know the county of the jobsite, skip to the **Street/Address** field.

#### Street/Address

In this field, enter the name of just one of the streets of your intersection. As you start typing in the name, a list of potential matches will appear in the dropdown, with the closest matches being at the top. The **Place** and **County** is also displayed with the street. Select the correct match.

#### Place

The **Place** is the name of the city or town (municipality) in which your jobsite is located or associated. The **Place** field is automatically populated based on the street you selected in the previous step. If your street was not found, then type in the name of the **Place** associated with your dig site and tab to the **Cross-Street** field.

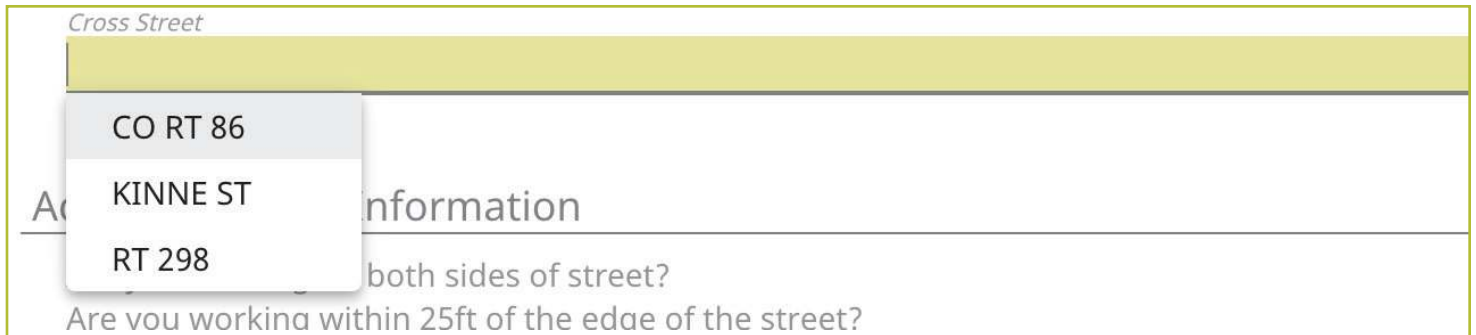
Please note that the **Place** may be the municipality in which the taxes are paid to, and will not necessarily be the mailing address.

# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

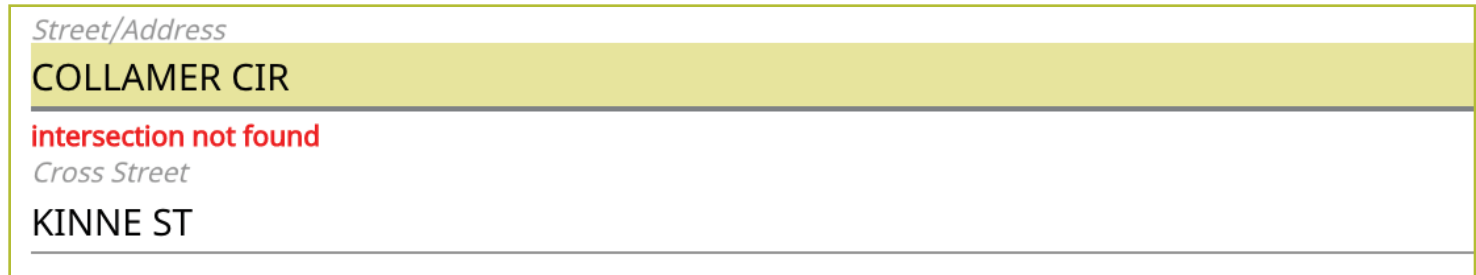
### Cross Street

A list of streets that intersect with the road you selected in the **Street/Address** field will appear in the **Cross-Street** field dropdown menu. Select the **Cross Street** that matches the intersection where the digging will take place.

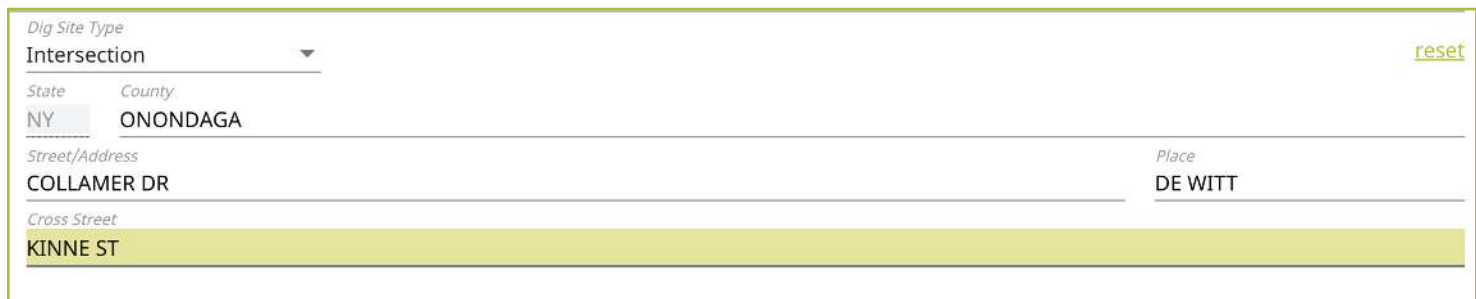


The screenshot shows a form with a dropdown menu for "Cross Street". The dropdown is open, showing three options: "CO RT 86", "KINNE ST", and "RT 298". The "KINNE ST" option is highlighted. Below the dropdown, there is a question: "Are you working within 25ft of the edge of the street?"

If the intersection you are digging at is not found, a message will appear that states "intersection not found."



The screenshot shows a form with a "Street/Address" field containing "COLLAMER CIR". Below this field, a red message reads "intersection not found". Below the message, the "Cross Street" field is visible, containing "KINNE ST".



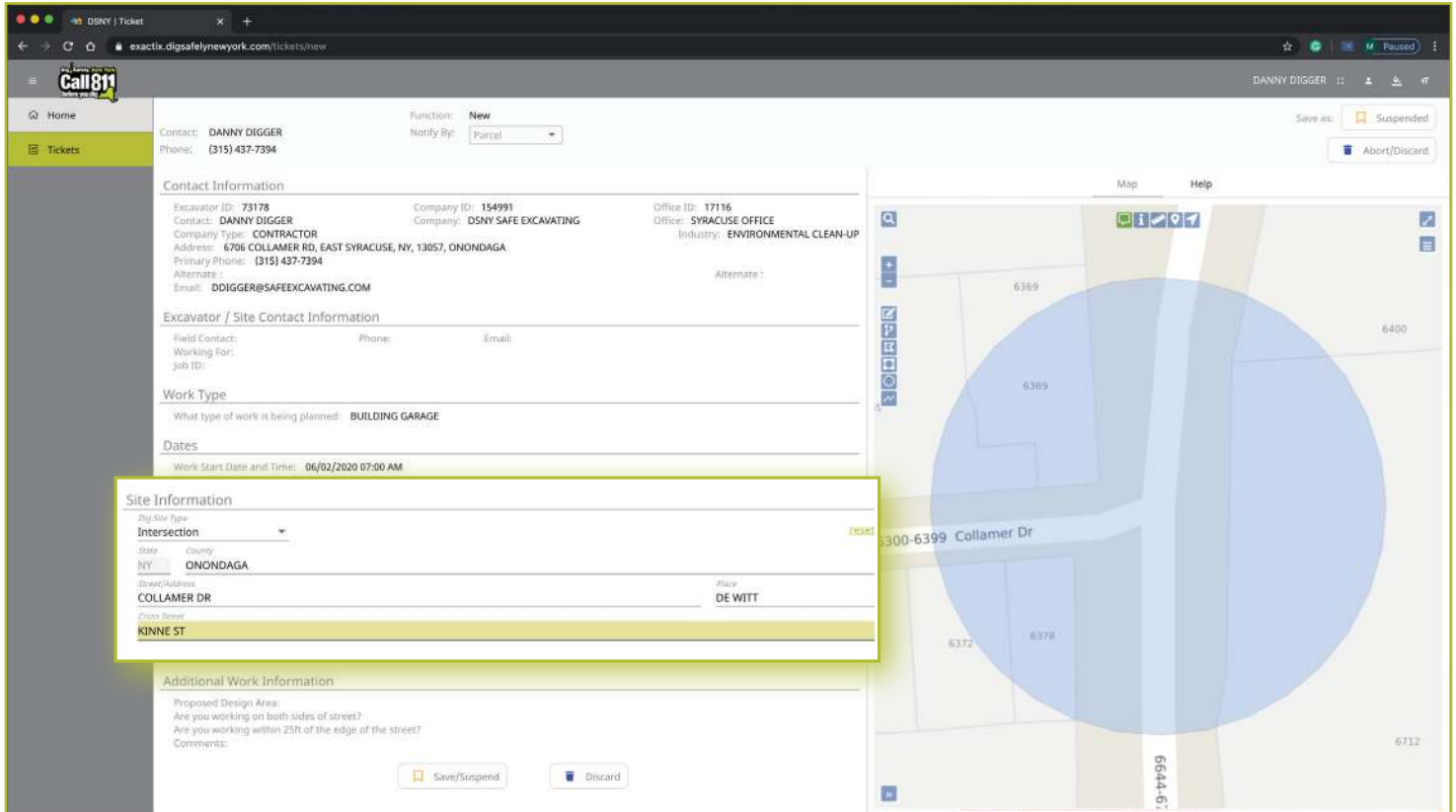
The screenshot shows a form with a "Dig Site Type" dropdown set to "Intersection". Below this, there are fields for "State" (NY) and "County" (ONONDAGA). The "Street/Address" field contains "COLLAMER DR" and the "Place" field contains "DE WITT". Below these fields, the "Cross Street" field is visible, containing "KINNE ST". A "reset" link is located in the top right corner of the form.

# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Mapping

As you are entering the dig site information, the mapping process will automatically start. After you have completed filling in the required information, the dig site will be displayed in blue.



# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Between Intersections

You can define your work area by using two (2) intersections. If you are working on properties or a roadway for a continuous dig, select **Between Intersections** from the **Dig Site Type** dropdown menu. You will notice the form will change so that you can identify two intersections to find the specific area on the street you will be performing work.

The screenshot shows the 'Site Information' form. The 'Dig Site Type' dropdown menu is highlighted with a yellow box and shows 'Between Intersections' selected. The form contains several input fields: 'Street/Address' (with a 'Place' dropdown), 'Cross Street', 'State' (greyed out), 'County', and another 'Street/Address' (with a 'Place' dropdown) and 'Cross Street' field.

### State

The state will always be greyed out and will default to “NY” for New York. Dig Safely New York services all of New York State except for Long Island and New York City, which is serviced by the NY811 call center. If you are planning work in the five boroughs of NYC and Long Island, contact NY811 at (800) 272-4480.

### County

The next field is the **County** field. Start typing in the county of the street in which your work is taking place. Once you begin typing, possible matches will populate under the field for you to choose from. If you do not know the county of the jobsite, skip to the **Street/Address** field.

This close-up shows the 'State' field with 'NY' selected and greyed out. The 'County' field is highlighted with a pink background and contains a red border. Below it, the 'Street/Address' field is also highlighted with a pink background.

This close-up shows the 'County' dropdown menu open, displaying a list of counties: ORLEANS, ONEIDA, OTSEGO, ORANGE, ONTARIO, OSWEGO, and ONONDAGA. The 'State' field above it shows 'NY' and the 'County' field shows 'O'.

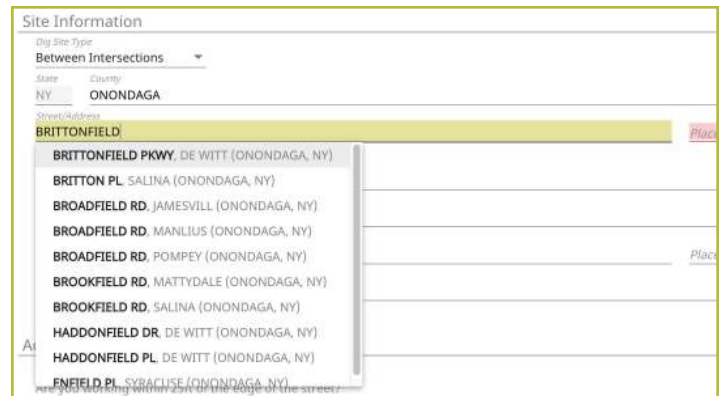
# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Street/Address

In this field, enter the name of the street in which you plan to work.

As you start typing in the name, a list of potential matches will appear in the dropdown, with the closest matches being at the top. The **Place** and **County** is also displayed with the street. Select the correct match.



The screenshot shows a form titled "Site Information" with a "Dig Site Type" dropdown set to "Between Intersections". Below this are fields for "State" (NY) and "County" (ONONDAGA). The "Street/Address" field contains "BRITTONFIELD," and a dropdown menu is open, listing several street options with their respective places and counties. The first option, "BRITTONFIELD PKWY, DE WITT (ONONDAGA, NY)", is highlighted in yellow. Other options include "BRITTON PL, SALINA (ONONDAGA, NY)", "BROADFIELD RD, JAMESVILL (ONONDAGA, NY)", "BROADFIELD RD, MANLIUS (ONONDAGA, NY)", "BROADFIELD RD, POMPEY (ONONDAGA, NY)", "BROOKFIELD RD, MATTYDALE (ONONDAGA, NY)", "BROOKFIELD RD, SALINA (ONONDAGA, NY)", "HADDONFIELD DR, DE WITT (ONONDAGA, NY)", "HADDONFIELD PL, DE WITT (ONONDAGA, NY)", and "ENFIELD PL, SYBACUSE (ONONDAGA, NY)".

### Place

The **Place** is the name of the city or town (municipality) in which your jobsite is located or associated. The **Place** field is automatically populated based on the street you selected in the previous step. If your street was not found, then type in the name of the **Place** associated with your dig site and tab to the **Cross-Street** field.

*Please note that the **Place** may be the municipality in which the taxes are paid to, and will not necessarily be the mailing address.*



The screenshot shows a form field labeled "Place". The field contains "DE WITT" and a dropdown menu is open, showing "DE WITT" as the selected option.

# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Cross Street

A list of streets that intersect with the street you selected in the **Street/Address** field will appear in the **Cross-Street** field dropdown menu. Select the **Cross Street** that matches the first of your intersections.

NY	ONONDAGA
Street/Address	
BRITTONFIELD PKWY	
Cross Street	
COLLAMER RD	
CO RT 77	
FLY RD	
RT 298	

Cross Street	
COLLAMER RD	
State	County
NY	ONONDAGA
Street/Address	
BRITTONFIELD PKWY	
Place	
DE WITT	
Cross Street	
COLLAMER RD	
CO RT 77	
FLY RD	
RT 298	
sides of street?	
ft. of the edge of the street?	
Is the excavation site marked in white?	

If the cross street is not found, a message will appear that states “intersection not found.”

Street/Address
COLLAMER CIR
intersection not found
Cross Street

Once you have identified the first intersection, you will notice your **County**, **Street/Address**, and **Place**, has been automatically populated into the second set of dig site information needed to identify the second intersection. Simply find the other **Cross Street** to identify the second intersection.

*Important Note—Since there is a possibility that the second intersection may be located in a different **Place** than the first intersection, you will be required to include **Place** information for that second intersection.*

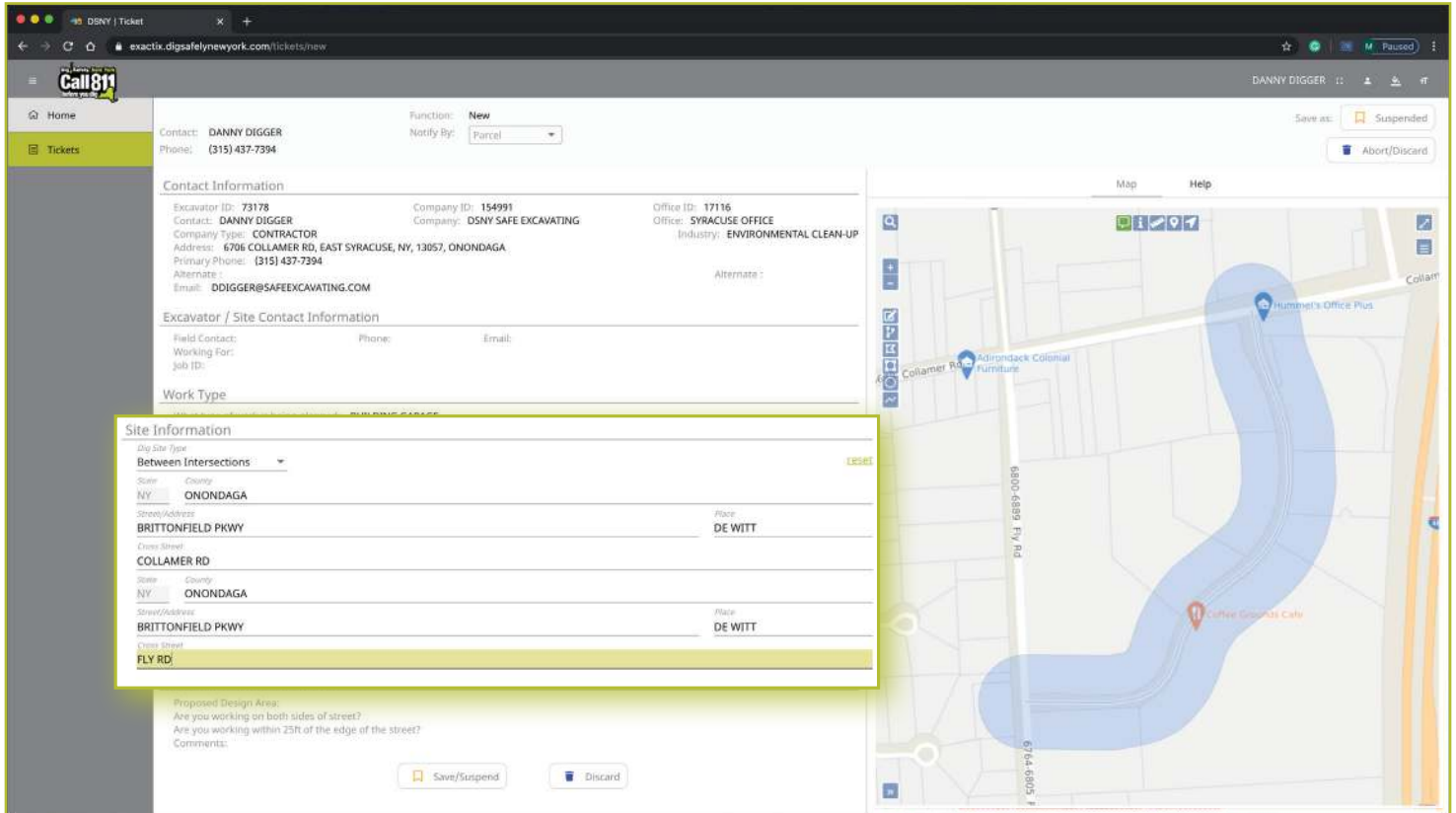
Site Information	
Dig Site Type	
Between Intersections	
<a href="#">reset</a>	
State	County
NY	ONONDAGA
Street/Address	
BRITTONFIELD PKWY	
Place	
DE WITT	
Cross Street	
COLLAMER RD	
State	County
NY	ONONDAGA
Street/Address	
BRITTONFIELD PKWY	
Place	
DE WITT	
Cross Street	
FLY RD	

# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Mapping

As you are entering the dig site information, the mapping process will automatically start. After you have completed filling in the required information, the dig site will be displayed in blue.





# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Additional Work Information

The final section of the Location Request creation form is called **Additional Work Information**. This section collects information that may impact the locate process for your jobsite.

**Additional Work Information**

Proposed Design Area: Specific Location of Proposed Design Area

Are you working on both sides of street? Yes/No ▼

Are you working within 25ft of the edge of the street? Yes/No ▼

Comments: Comments

#### Proposed Design Area

The **Proposed Design Area** is an informational field where you can designate where on the property you are planning your work. This is a custom field you should use to type in your own description. It is important to be descriptive and detailed in your explanation of the **Proposed Design Area**.

#### Are you working on both sides of street?

The “both sides of the street” question directly impacts the mapping and utilities notified. Select the dropdown to click, **Yes**, **No**, or **Unknown**. If you select **Yes** or **Unknown**, you will notice the highlighted blue dig site area on the map to the right of the Location Request creation form will increase in size to account for the work on both sides of the street.

#### Are you working within 25 ft of the edge of the street?

The “edge of the street” question notifies the utilities if the excavation is within the street or within 25-feet of the edge of a street. Use the dropdown box to select **Yes**, **No**, or **Unknown**.

#### Comments

The **Comments** area is used to place any additional information or instructions to be sent on to the Member Utilities. For example, “A map is available to locators upon request,” or “This is a gated community. The gate code to access the property is 0000.”

**Additional Work Information**

Proposed Design Area: Specific Location of Proposed Design Area **ENTIRE LOT**

Yes/No

**No** ▼

---

Yes/No

**No** ▼

Comments: Comments

# Roles and Permissions as an Exactix Web User

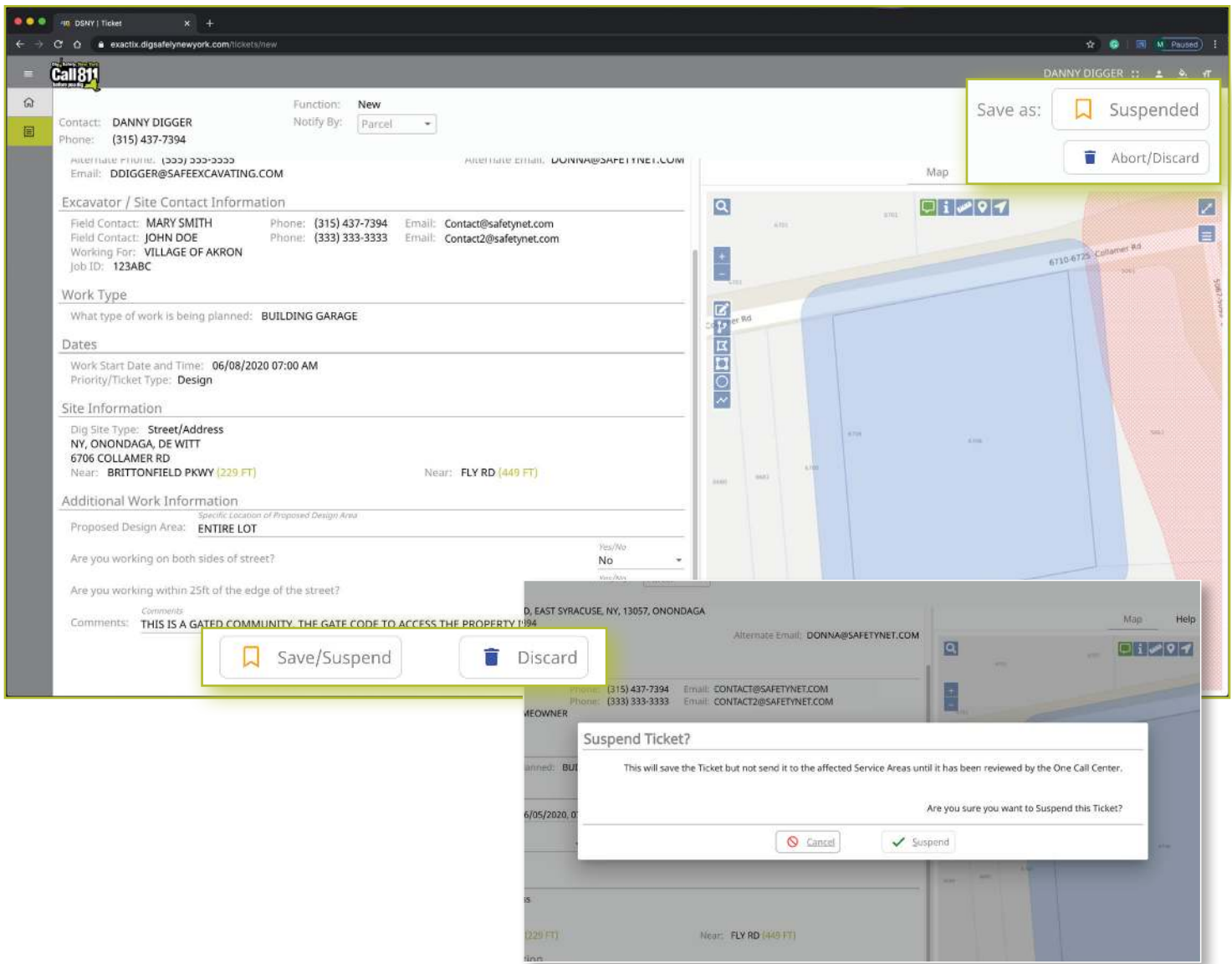
## Excavator—Design Training Role :: Submitting a New Design Location Request

### Completing Your Locate Request

Once you have verified that all the information is correct, as well as the dig site mapping, you can click the **Save/Suspend** button at the bottom of the form/screen. You can also save the Location Request by clicking on the **Suspended** button at the top right-hand corner of the screen.

Remember, in this Excavator—Design Training Role, all Location Request submissions will be saved in **Suspended** status and reviewed by Dig Safely New York’s Web Services Team before being released to Member Utilities.

If at any time before you save your ticket you want to cancel the request, then click on the **Abort/Discard** button at the top right-hand corner of the screen or using the **Discard** button at the bottom of the form.



# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Verify Location

Once you click on the **Suspended** or **Save/Suspend** button, you will be taken to the Verify Location page. Please review the information on this page and click on the **Above Information is Correct** button at the bottom. If you need to make corrections, you can click on the **Back to Ticket** button.

The screenshot shows the 'Verify Location' page in a web browser. The page title is 'Verify Location'. The user is logged in as 'DANNY DIGGER'. The page contains the following information:

- Excavator / Site Contact Information:** Job ID: 123ABC, Who are you working for: JANE DOE HOMEOWNER
- Work Type:** What type of work is being planned: BUILDING GARAGE
- Dates:** Work Start Date and Time: 06/05/2020 7:00 AM, Priority/Ticket Type: Design
- Work Site Information:** Dig Site Type: Street/Address, State: NY, County: ONONDAGA, Place: DE WITT, Street / Address: 6706 COLLAMER RD, Nearest Intersecting Street: BRITTONFIELD PKWY, Nearest Intersecting Street: FLY RD
- Additional Work Information:** Specific Location of Proposed Design Area: ENTIRE LOT, Are you working on both sides of the street?: No, Are you working within 25ft of the edge of the street?: No
- Comments:** THIS IS A GATED COMMUNITY. THE GATE CODE TO ACCESS THE PROPERTY IS 12345

At the bottom of the page, there are two buttons: 'Back to Ticket' (with a red prohibition sign) and 'Above Information is Correct' (with a green checkmark).

# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Affected Service Areas

Once you have verified the information is correct, you will go to the Affected Service Areas page. This page will list the Member Utilities that will be notified regarding your request for underground utility locations for design purposes. The **Comments** field will show any information you input into that field when entering the locate information on the Location Request creation form. You can also add additional comments in this field.

Comments: THIS IS A GATED COMMUNITY. THE GATE CODE TO ACCESS THE PROPERTY IS 12345

Service Area	Utility Type(s)	Contact
DIG SAFELY NEW YORK   CALL CENTER DIG SAFELY NY	ELECTRIC, FIBER, SANITARY SEWER, STORM SEWER	STEVE COOK (315) 415-2969
ELANTIC TELECOM INC ELANTIC TELECOM	FIBER	WINDSTREAM DAMAGE PREVENTION DESIGN CONTACT (800) 289-1901
LEVEL 3 COMMUNICATIONS LEVEL 3 COMMUN	FIBER	LEVEL 3 NETWORK RELOCATION DEPT (877) 366-8344 x2
LIGHTTOWER FIBER TECHNOLOGIES LIGHTTOWER FIBER TECH	FIBER	LIGHTTOWER DESIGN CONTACT (888) 632-0931 x2
NATIONAL GRID / CENTRAL / ELECTRIC NAT GRID / CENTRAL / ELECTRIC	ELECTRIC	NATIONAL GRID DESIGN CONTACT (315) 428-6319
NATIONAL GRID / CENTRAL / GAS NAT GRID / CENTRAL / GAS	GAS	NATIONAL GRID DESIGN CONTACT (315) 428-6319
NYS DOT SYRACUSE REGION 3 NYS DOT TFC SYR	TRAFFIC SIGNALS	RYAN MEAGHER (315) 428-4064
ONEIDA COUNTY RURAL TELEPHONE ONEIDA RURAL TELE	FIBER, TELEPHONE	BETTE THOMAS (315) 865-5201 x3216
ONONDAGA COUNTY DEPT OF WTR ENVIRONMENT PROTECTI ONON CTY DPT WTR ENV	DRAINAGE, SANITARY SEWER	CHRIS DEITMAN (315) 435-5402 x202
ONONDAGA COUNTY WATER AUTHORITY OCWA	WATER	GEORGE S GERMAN JR (315) 455-7061 x3122
TIME WARNER CABLE   SYRACUSE TWCBL-SYRACUSE	CATV, FIBER	TIME WARNER DESIGN CONTACT (317) 575-7800 x2

WE ARE SENDING YOUR DESIGN REQUEST TO THE FOLLOWING MEMBERS (read list above). THIS TICKET IS EXCLUSIVELY FOR DESIGN PURPOSES AND DOES NOT MEET ANY NYS REQUIREMENTS FOR DIGGING.

Back to Ticket Send Ticket

### Need to review your ticket?

If you want to review the ticket information again before sending your request, you can click on the **Back to Ticket** button. This will take you back to the main screen where you can revise your Location Request if necessary. When you are ready to submit your locate request, then click on the **Send Ticket** button.

Back to Ticket Send Ticket

Call 811  
Name: DANNY DIGGER  
Phone: (315) 432-7294  
Email: DIGGER@BUDGETCARTING.COM  
Address: 1000-900-0000  
Work Type: BUILDING GARAGE  
Map: 1000-900-0000

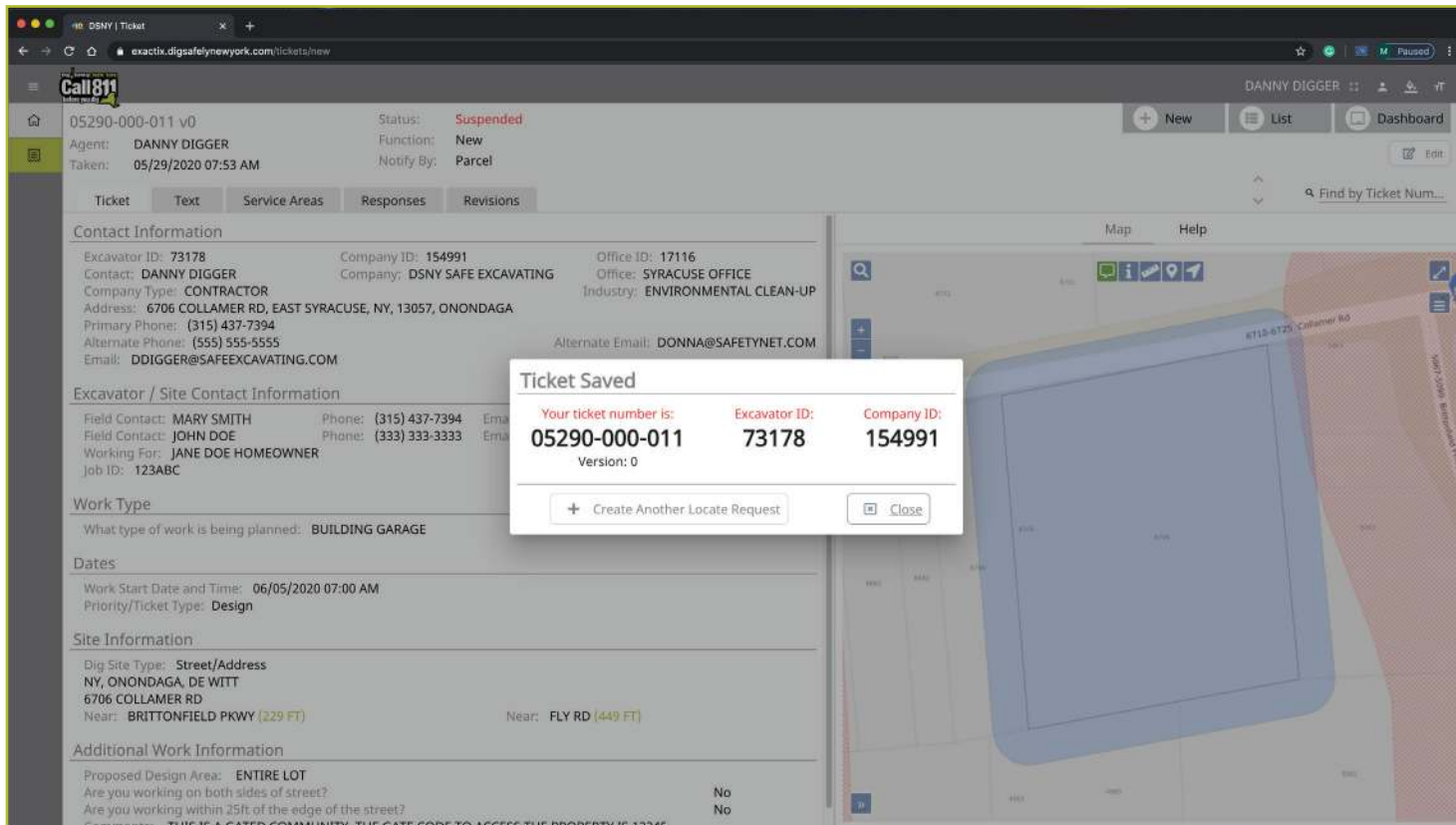
Send Ticket

# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Submitting a New Design Location Request

### Ticket Saved

After clicking on the **Send Ticket** button, the following screen will appear that confirms your ticket has been saved and provides you with your Ticket Number. If you provided an email address on your Location Request, you will automatically have a copy of the ticket emailed to that address.

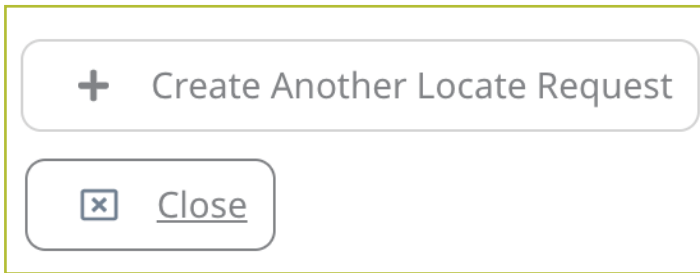


### More Locates?

If you have more locates to enter, then you can click on the **Create Another Locate Request** button. If you are done, then click on the **Close** button and you will be taken back to a screen displaying the last Location Request you entered.

### Location Request Status

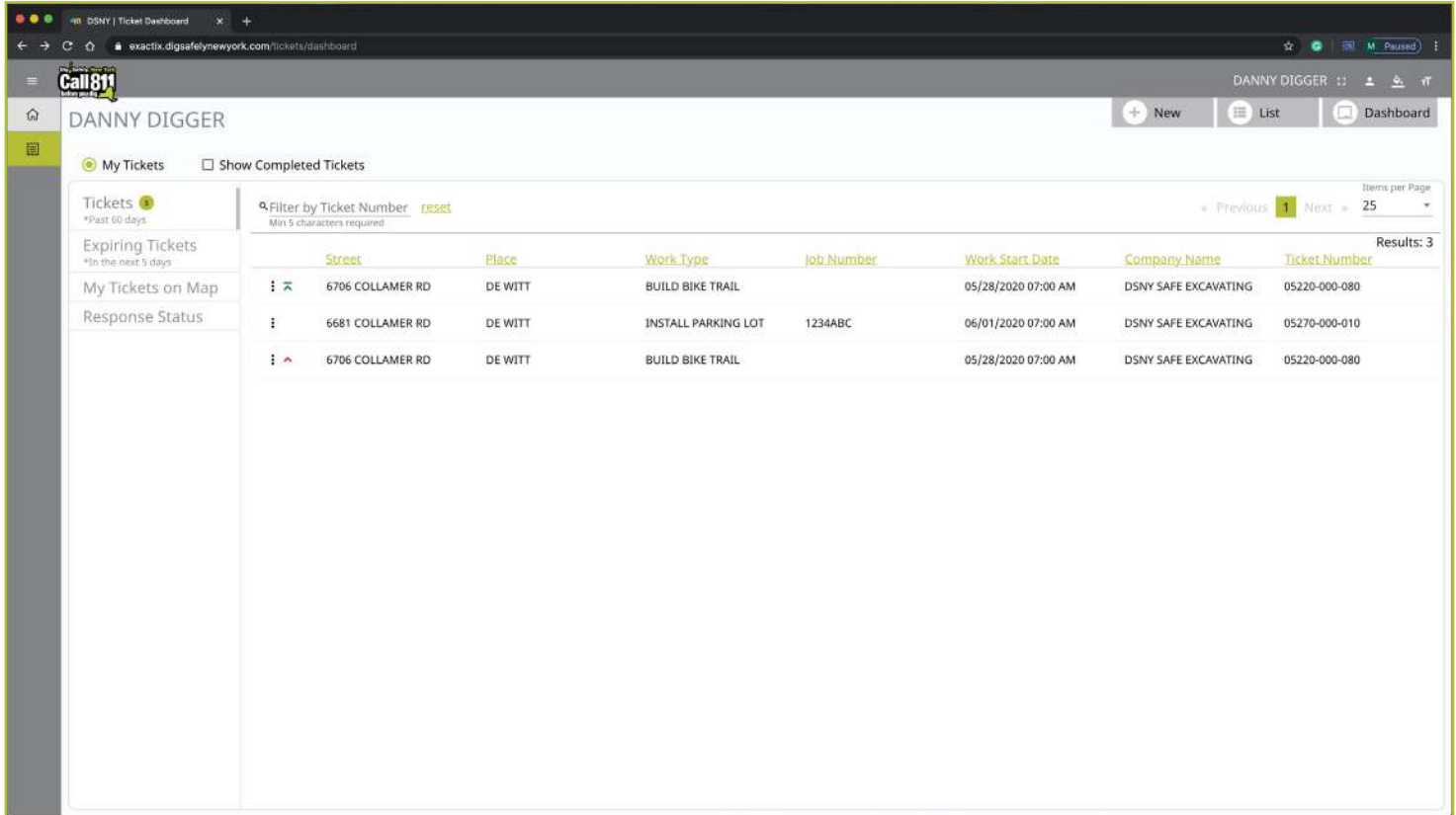
In the Excavator—Design Training Role, all submitted Location Requests will be submitted in a **Suspended** status. Suspended tickets are reviewed and released by Dig Safely New York's Web Services Team to ensure the Location Request is accurate.



# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Utilizing the Ticket Dashboard

As a web user in the Excavator—Design Training Role, your ticket dashboard allows you to view tickets you have submitted and tickets assigned to you. This means that if someone selects you as a **Field Contact**, you will be able to view this ticket and its respective utility responses.

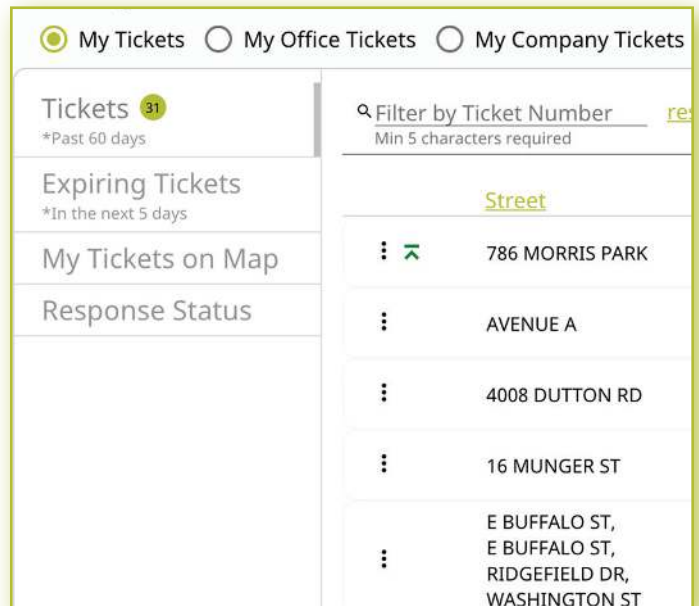


You also have a secondary ticket menu on the left-hand side on this ticket dashboard screen, in which you can use to filter (based on permissions).

- My Tickets
- My Office Tickets
- My Company Tickets

Here, you can click to view:

- All tickets from the past 60 days
- Tickets close to expiring
- Tickets on a map (using your current location)
- Response status of tickets



# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Utilizing the Ticket Dashboard

Clicking the three dots next to a ticket gives you the option to quickly view certain aspects as well as take a few quick actions on that ticket. In this role, you have the following options for each ticket by clicking on the three dots.

If your ticket is still in the **Suspend** status, it is still awaiting review from Dig Safely New York. On those tickets, you can use your three-dot menu to:

- View the Ticket
- Mark your work as completed
- Edit the ticket

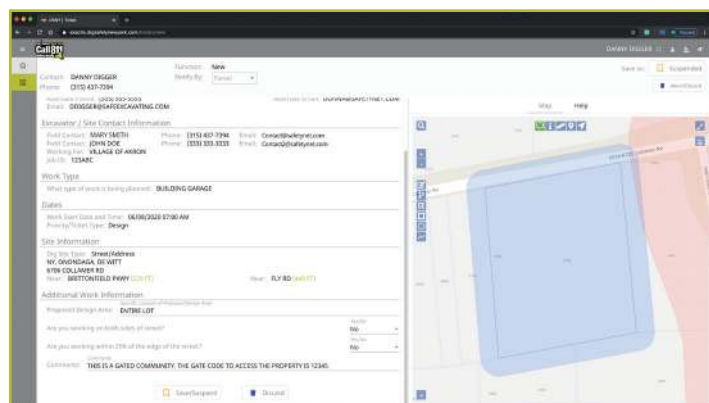
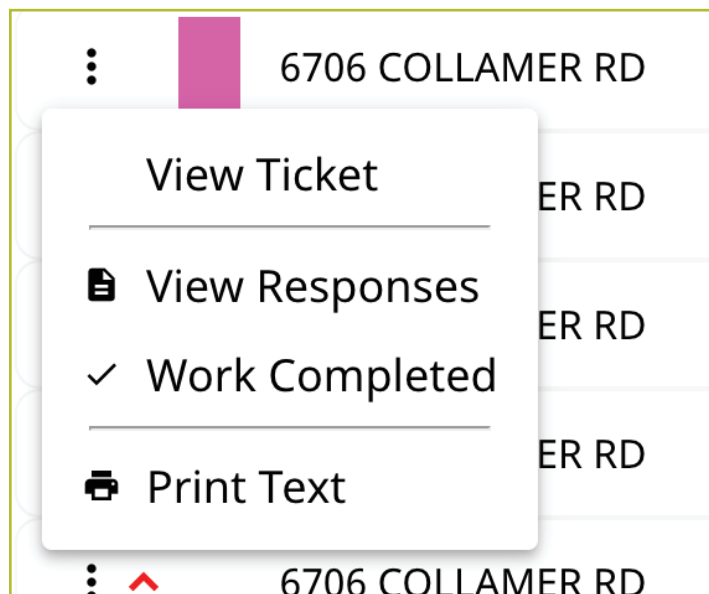
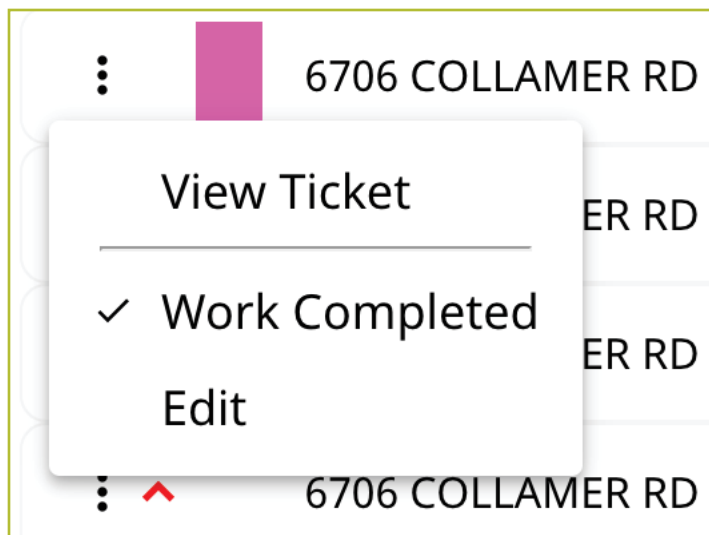
Because the ticket is still in **Suspend** status, you can make any necessary edits to the ticket before it is sent to the Member Utilities.

Following Dig Safely New York's review of your Suspended tickets, these tickets move to a **Complete** status.

For those tickets in your dashboard, you can use the three-dot menu to:

- View the Ticket
- View the Utility Responses
- Mark your work as completed
- Print the Ticket Text

Clicking the **View Ticket** option in the three-dot menu will take you to the full ticket that was submitted.



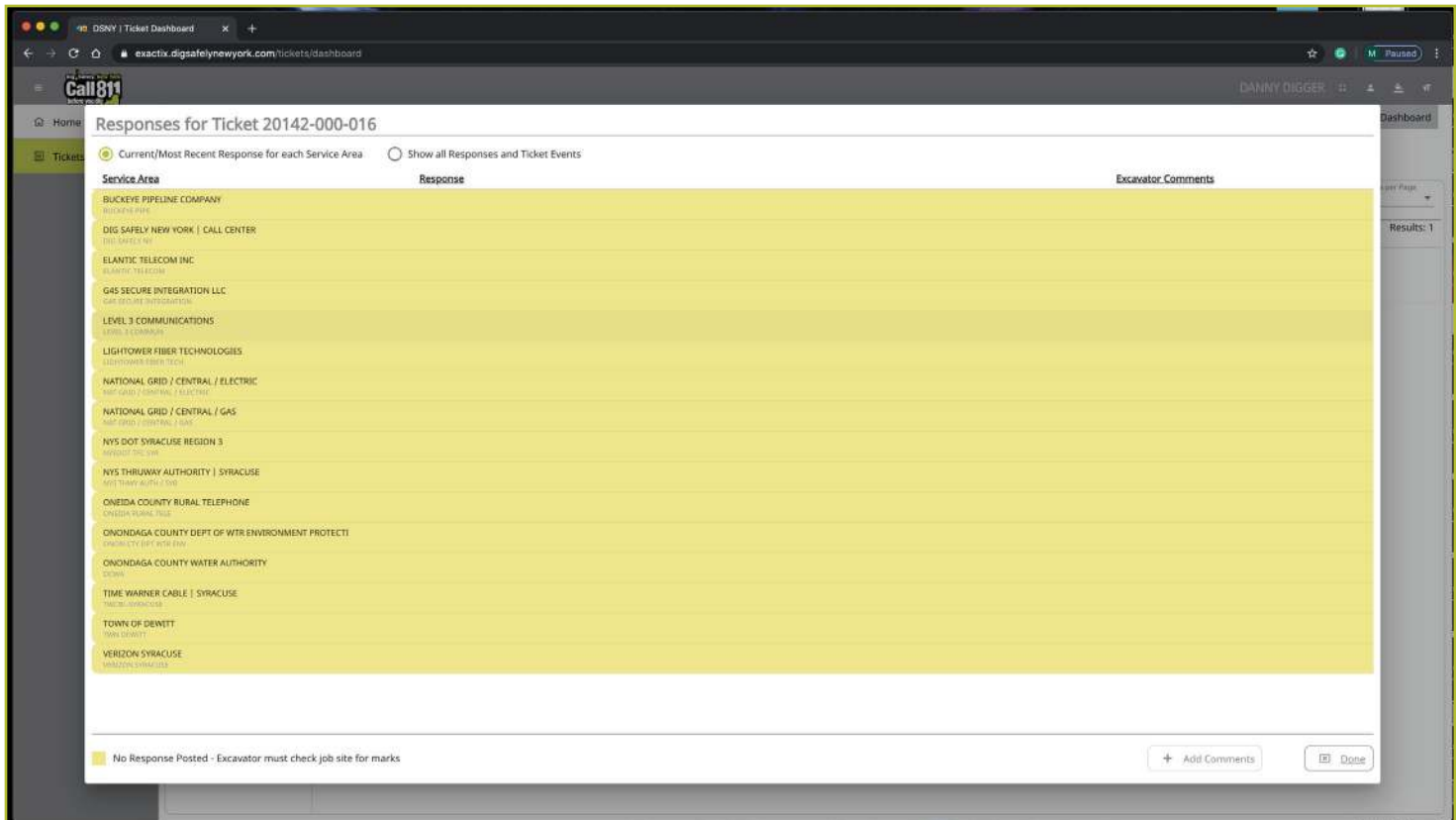
# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Utilizing the Ticket Dashboard

Clicking the **View Responses** in the three-dot menu will pop up a new window over your dashboard to display the responses from the notified Service Area(s)/Utilities for this Location Request.

*Remember, the term Service Area is the same as Utilities Notified.*

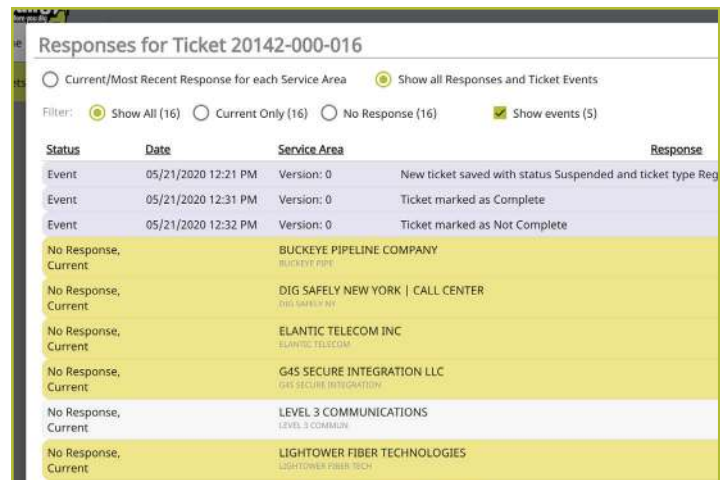
In this window, you can see which utilities were notified, their response, and comments associated with their response. If a utility has yet to respond, their row will be highlighted in yellow.



By default, you are viewing the current/most recent response for each Service Area. You can choose to **show all responses and ticket events** at the top of the window. This will generate an audit list on the ticket and responses.

You will see:

- When the ticket was created
- Any new versions created
- When responses were viewed
- When utilities entered responses
- And more

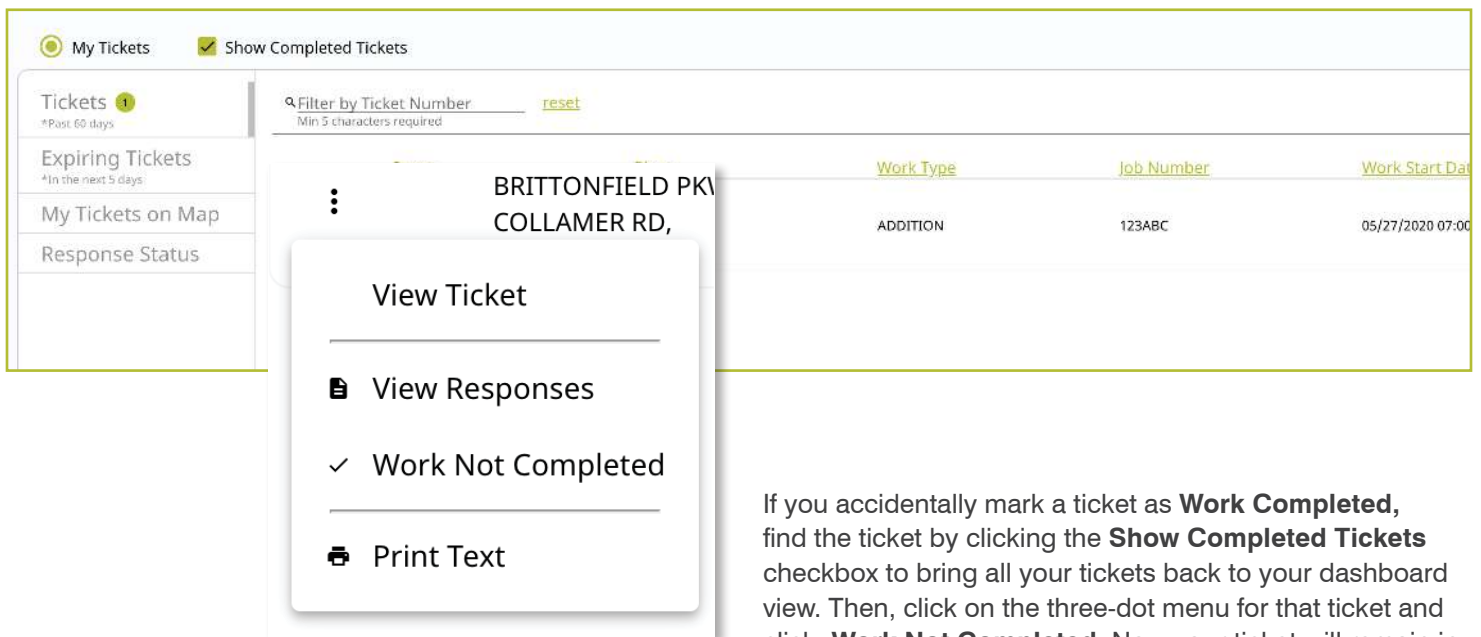
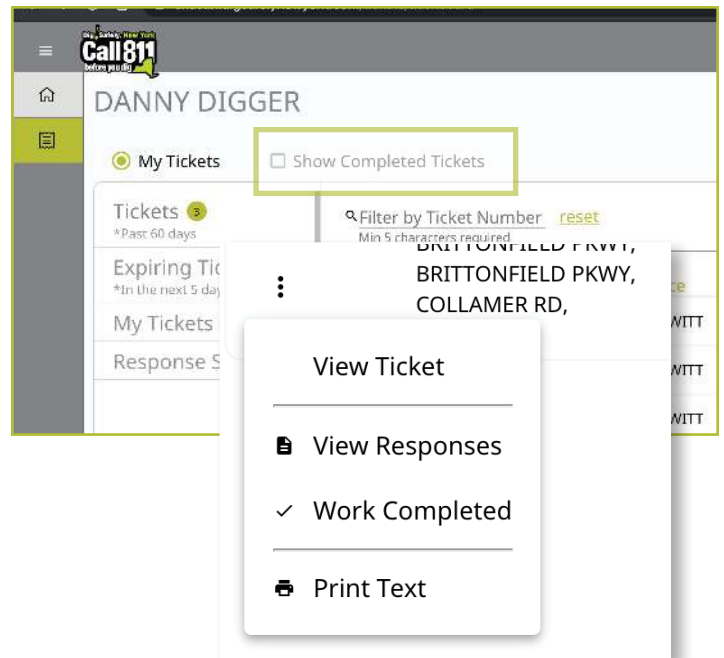




# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Utilizing the Ticket Dashboard

Clicking the **Work Completed** option in the three-dot menu allows you to remove a ticket from your dashboard. By clicking this, you are stating that you have completed the work on this Location Request. To add tickets that you have marked as **Work Completed** back to your dashboard view, click on the **Show Completed Tickets** checkbox above your ticket list.

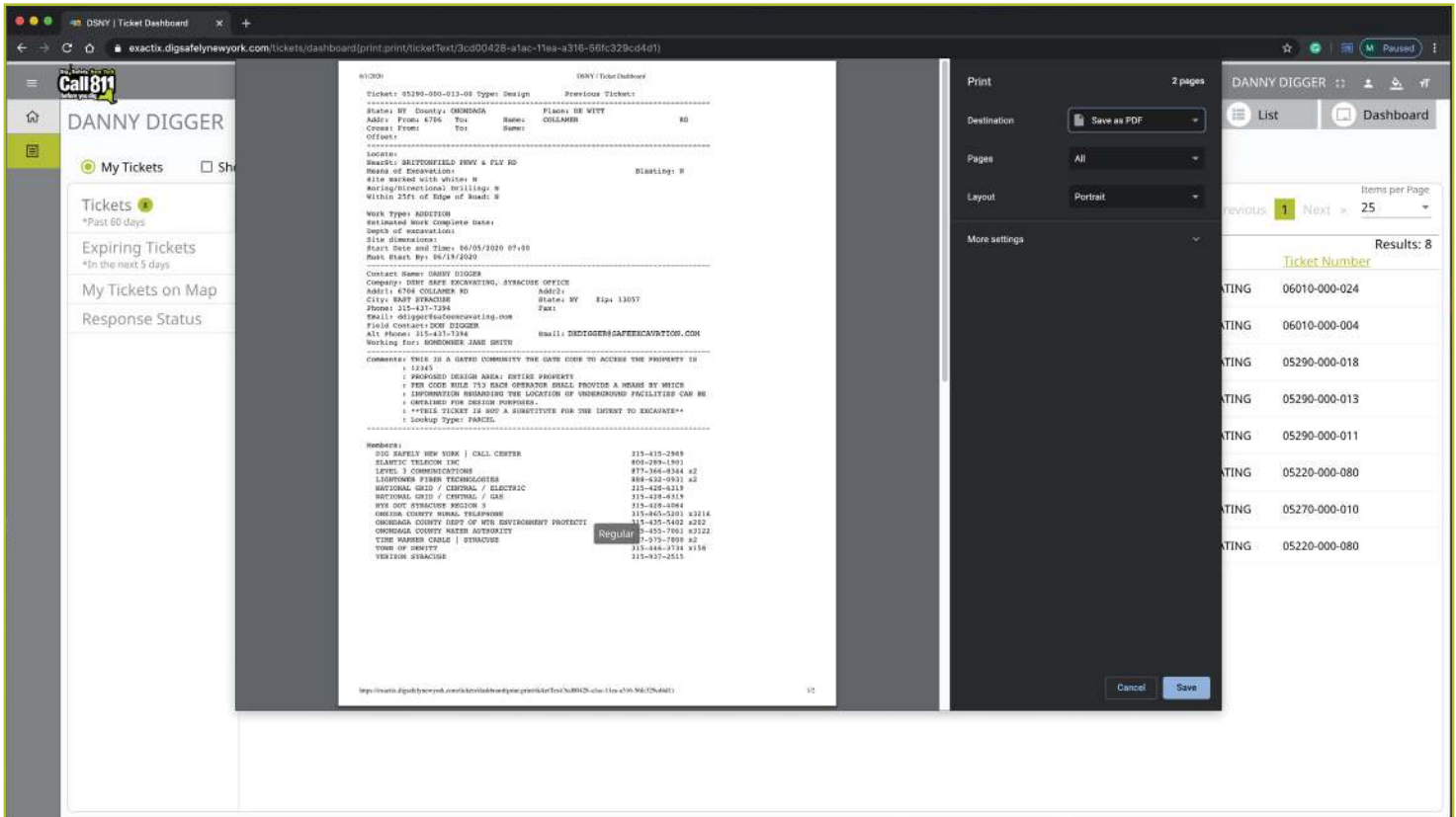


If you accidentally mark a ticket as **Work Completed**, find the ticket by clicking the **Show Completed Tickets** checkbox to bring all your tickets back to your dashboard view. Then, click on the three-dot menu for that ticket and click, **Work Not Completed**. Now your ticket will remain in your dashboard.

# Roles and Permissions as an Exactix Web User

## Excavator—Design Training Role :: Utilizing the Ticket Dashboard

Clicking on the **Print Text** option in the three-dot menu will generate a print window with that ticket text. Ticket text is a consolidated version of the Location Request form you completed. It does not include the map. When this window is generated, you can choose to change the destination of the print device. This allows you to select **Save as PDF** instead of sending the document to a printer.



**exactix**



How to Utilize the  
**Excavator—Design Tickets Role**

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Explanation of Role

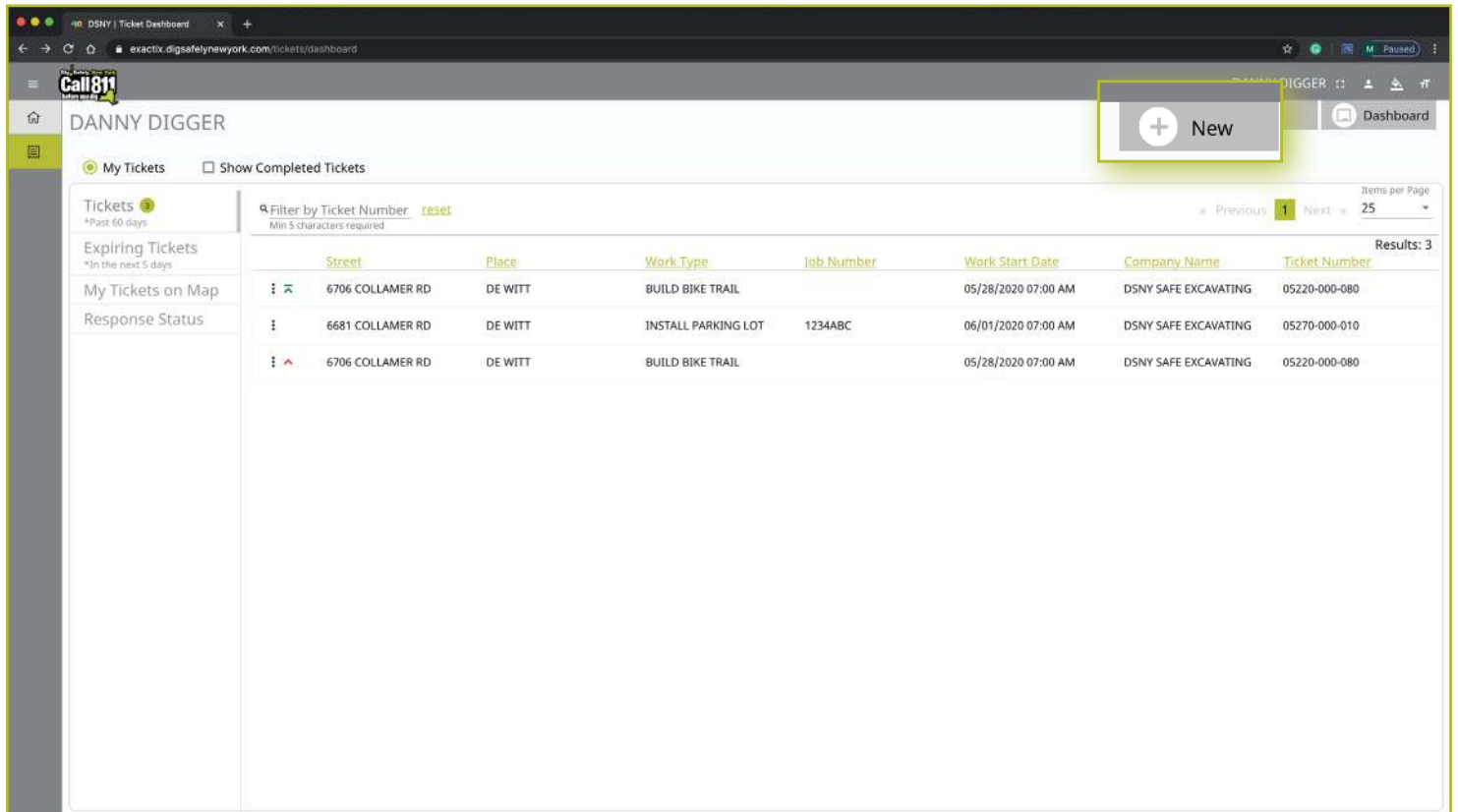
The Excavator—Design Tickets Role is intended for those in Engineering Firms or Departments that are utilizing Location Requests to plan/create blueprints/schematics for future work. All Location Requests created in this role will be in a **Complete** status upon submission.

Users in the Excavator—Design Tickets Role have access to submit Design Location Requests with dig sites being either **Between Intersections**, at an **Intersection**, or at a **Street/Address**. Users in the Excavator—Design Tickets Role can also map their dig sites using manual mapping tools.

Within the ticket dashboard, the Excavator—Design Tickets Role gives users the permission to view all Location Requests placed by that user, as well as view all Automated Positive Responses (APR) for those Location Requests.

Let's take a visual look at how a user in the Excavator—Design Tickets Role would submit a Design Location Request and utilize the ticket dashboard.

To start a new Design Location Request, click on the **New** button under your name in the upper right-hand corner of the dashboard.



The screenshot shows the DSNY Ticket Dashboard for user DANNY DIGGER. The dashboard includes a 'New' button in the top right corner, highlighted with a yellow box. Below the header, there are sections for 'My Tickets' and 'Show Completed Tickets'. A table displays three tickets with columns for Street, Place, Work Type, Job Number, Work Start Date, Company Name, and Ticket Number.

Street	Place	Work Type	Job Number	Work Start Date	Company Name	Ticket Number
6706 COLLAMER RD	DE WITT	BUILD BIKE TRAIL		05/28/2020 07:00 AM	DSNY SAFE EXCAVATING	05220-000-080
6681 COLLAMER RD	DE WITT	INSTALL PARKING LOT	1234ABC	06/01/2020 07:00 AM	DSNY SAFE EXCAVATING	05270-000-010
6706 COLLAMER RD	DE WITT	BUILD BIKE TRAIL		05/28/2020 07:00 AM	DSNY SAFE EXCAVATING	05220-000-080

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Contact Information

After you select **New**, you will be brought to the Location Request creation screen. You will start with the **Contact Information** section. Every web user will have contact information pre-populated into the section based on your account profile information.

DSNY | Ticket  
exactix.digsafelynewyork.com/tickets/new  
DANNY DIGGER  
Save as: Complete  
Abort/Discard

Contact: DANNY DIGGER  
Phone: (315) 437-7394  
Function: New  
Notify By:

**Contact Information**

Excavator ID 73169	Company ID 154991	Office ID 12116
Contact Name DANNY DIGGER	Company Name DSNY SAFE EXCAVATING	Office Name SYRACUSE OFFICE
Company Type CONTRACTOR	Industry ENVIRONMENTAL CLEAN-UP	
Address 1 6706 COLLAMER RD		
Address 2		
City EAST SYRACUSE	State NY	Zip 13057
Primary Phone (315) 437-7394		
Type Alternate Contact # Email DDIGGER@SAFEEXCAVATING.COM	Type Alternate Contact #	

**Excavator / Site Contact Information**

Field Contact:	Phone:	Email:
Working For:		
Job ID:		

**Work Type**

What type of work is being planned:

**Dates**

Work Start Date and Time: 06/18/2020 07:00 AM  
Priority/Ticket Type: Design

**Site Information**

Dis. City: Street/Address

Map Help

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

The fields that are greyed out cannot be altered. If any of this information is incorrect, please contact Dig Safely New York’s Web Services Team to update your contact information.

Fields that can be changed are not greyed out. These include **Alternate Contact** information and **Email**.

Contact Information			
Excavator ID	Company ID	Office ID	
73169	154991	17116	
Contact Name	Company Name	Office Name	
DANNY DIGGER	DSNY SAFE EXCAVATING	SYRACUSE OFFICE	
Company Type		Industry	
CONTRACTOR		ENVIRONMENTAL CLEAN-UP	
Address 1			
6706 COLLAMER RD			
Address 2			
City	State	Zip	
EAST SYRACUSE	NY	13057	
Primary Phone			
(315) 437-7394			
Type	Alternate Contact #	Type	Alternate Contact #
Email			
DDIGGER@SAFEEXCAVATING.COM			

### Alternate Contact

These fields can be populated with other means of contacting you, such as a **Cell**, **Email** or **Phone** number. Simply change the type of contact using the dropdown options and type in the information, like a cell phone number, that matches the type you have selected.

If you select a contact type and put in the respective response, but change your mind and would like to leave this field blank, use your keyboard to delete the number or email you have inserted and also delete the type of contact you have selected. Deleting the type of contact you have selected by using your keyboard will change the field back to “Type.”

Type	Alternate Contact #
Cell	

Type	Alternate Contact #
Cell	

### Email

This field can also be changed to show another email address that you would like to use for the purposes of that specific Location Request.

*Please Note: Both Dig Safely New York and locators for underground facility owners/operators may use this information to contact you with information, problems, or questions. It is important that you keep your contact information accurate and up to date.*

Email
Email
NSmith@SafeExcavating.com

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Excavator / Site Contact Information

Following the **Contact Information** section, the form will move you to the **Excavator/Site Contact Information** section. There are three pieces of information this section addresses.

- The Field Contact(s)
- Who you are doing the work for outlined in your Location Request
- Job number

Excavator / Site Contact Information

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-

+ [Add additional Contact](#)

Who are you doing the Work for

Job ID if you have one

### Field Contact

A field contact is the individual that can be contacted if there are questions related to the ticket or jobsite. Upon clicking on the **Field Contact** text box, a dropdown list of people associate with your Company will appear. You can choose someone from this list or input a new contact. If you are manually entering in a **Field Contact**, please ensure that you include a phone number and email address. If the utility companies or their locators have any questions, the **Field Contact** is the person they will reach out to.

Excavator / Site Contact Information

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-

+ 

9134	MARY DOZER (222) 555-1234	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA
73148	KEVIN SHOVEL (315) 555-5555	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA
73151	NICK HANDY (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA
73152	JOHN DOE (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA
73169	JANE SMITH (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA
7374	MARY DOZER (222) 555-1234	DSNY SAFE EXCAVATING (154991) - <b>BUFFALO OFFICE</b> 3637 UNION RD, SUITE 6, CHEEKTOWAGA, NY, 14225, ERIE

-

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

Within the Exactix system, you now have the ability to enter more than one **Field Contact** on your Location Request. To do this, simply click on the **Add additional contact** text under the first/primary **Field Contact** entered. The system will generate the same list for you to choose from, or give you the ability to manually input a new contact.

If you select or type in a person, then decide to delete that contact, make sure you click the minus symbol to the left of the name field. This will ensure you can successfully submit your Location Request. If you do not do this, and leave the field blank after previously having information entered, you will receive an error message when trying to submit your Location Request.

### Working For

This is the person, contractor, organization, or utility company who hired you to do the work. For example, if you are doing the work for a homeowner, you would type in their name (i.e., Jane Doe). If you were doing the work for a business, you would type in the name of that business (i.e., Doe's Supermarket).

If you are doing the work for a utility that is a member of Dig Safely New York, the system will generate a dropdown list of possible matches as you are typing in your response.

Excavator / Site Contact Information

- Field Contact
- Field Contact
- + Add additional Contact

Field Contact

- JOHN DOE
- STEVE DIGGER

Who are you doing the Work for

JANE DOE

Who are you doing the Work for

DOE'S SUPERMARKET

Who are you doing the Work for

- NATIONAL FUEL GAS (NFG)
- TOWN OF NORTH ELBA (TWN N ELBA)
- TOWN OF NORTH SALEM (TWN N SALEM)
- NIAGARA FRONTIER TRANSPORTATION AUTHORITY (NFTA)
- TOWN OF NORTH CASTLE (TWN N CASTLE)
- VILLAGE OF NORTH HORSELL (VIL N HORSELL)
- NEW YORK STATE ELECTRIC & GAS (NYSEG)
- VILLAGE OF NORTH COLLINS (VIL N COLLINS)
- N CHAUTAUQUA LAKE / PPD SEWER DISTRICTS (N CHTQU LK SWR)
- VILLAGE OF NORTH SYRACUSE (VIL N SYRACUSE)

Location request expires if work does not start by: 06/10/2020



# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Job Number

New to the Location Request form is the **Job Number** field. This is a custom field that allows you to type in numbers or text to better associate your jobs/projects with the respective Location Requests.

*Job ID if you have one*

*Job ID if you have one*

### Work Type

Now, we move on to the **Work Type** section of the form. Here you enter in the type of work you are planning.

Work Type

---

*What type of work is being planned?*

### What Type of Work is Being Planned?

In this field you can either select from the dropdown the type of work you are doing, or you can enter a type that is not listed. You can access the dropdown by either clicking on that field, or by typing in the first few letters of the work type you are designing. Make sure you select the offered type of work by clicking or pressing **enter/return** on your keyboard.

Work Type

---

*What type of work is being planned?*

ADDITION

ARCHAEOLOGICAL SURVEY

BASEMENT WATERPROOFING

BORING

BUBBLER REPAIR

BUILD BIKE TRAIL

BUILD RETAINING WALL

BUILDING GARAGE

BURY MAIN CABLE

BURY SERVICE CABLE

CABLE REPAIR

CORROSION WORK

Work Type

---

*What type of work is being planned?*

ADDITION ✕ NEW DECK

# Roles and Permissions as an Exactix Web User

---

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Dates

The next group of questions in the Location Request creation form are for the dates of your job.

As a web user in the Excavator—Design Tickets Role, you only have the permissions to submit Design Location Requests. As a result, the fields in this section automatically default to the requirements of a Design ticket type.

#### Work Start Date and Time

By default, a Design Location Request will have a work start date of at least seven (7) days from the date you submit your Location Request. This is because Design Location Requests are for informational purposes only and cannot be used as a substitute for the notice of intent to perform excavation work.



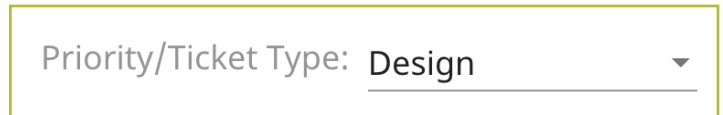
Dates


Work Start Date and Time: 06/05/2020, 07:00 AM 

Priority/Ticket Type: Design 

#### Priority/Ticket Type

All active web users in the Excavator—Design Tickets Role only have the permission to submit Design Location Requests. The exception will be if a web user is in multiple roles. If you are in multiple roles, you have the possibility of having the option to create Regular/Legal and Design Location Requests. If you only have the Excavator—Design Tickets Role, the Priority/Ticket Type field will be pre-populated with the word “Design.” If you are in multiple roles and have the ability to also create Regular Location Requests, click the arrow to the right and change the Priority/Ticket Type field to “Design.”



Priority/Ticket Type: Design 



Priority/Ticket Type: Design

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Site Information

The site information section of the Location Request form is arguably the most important aspect of your Location Request. In this section, you will be identifying your work area on a map using one of three different options:

- Street/Address
- Intersection
- Between Intersections

The screenshot shows a form titled "Site Information" with a dropdown menu on the left. The dropdown menu is open, showing three options: "Street/Address", "Intersection", and "Between Intersections". The "Street/Address" option is highlighted. To the right of the dropdown menu is a "reset" link. Below the dropdown menu are two input fields labeled "Nearest Intersecting Street" and a "Place" button.

Let's take a look at how each of these mapping options work.

### Street/Address

The Location Request creation form defaults the **Dig Site Type** to the **Street/Address** option for mapping.

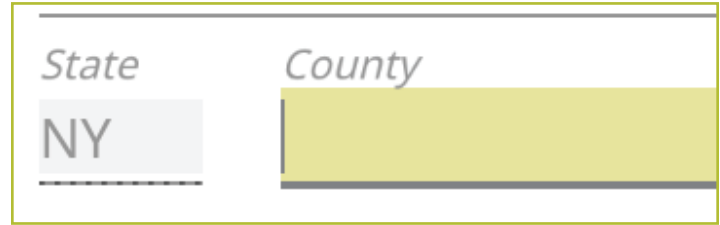
The screenshot shows the same "Site Information" form, but with the "Dig Site Type" dropdown menu set to "Street/Address". The "Street/Address" option is highlighted. The form includes a "reset" link, a "Street/Address" input field, a "Place" button, and two "Nearest Intersecting Street" input fields.

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

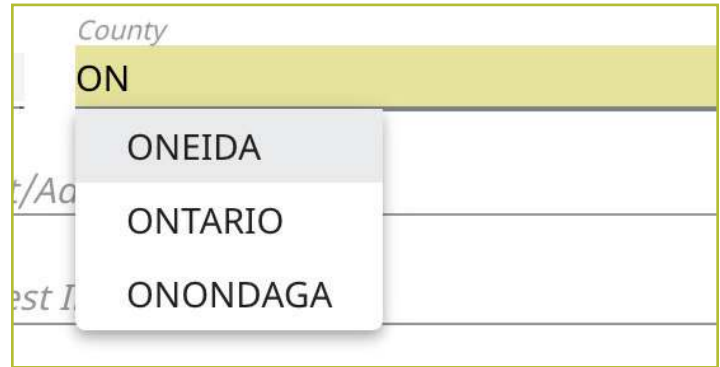
### State

The state will always be greyed out and will default to “NY” for New York. Dig Safely New York services all of New York State except for Long Island and New York City, which is serviced by the NY811 call center. If you are planning work in the five boroughs of NYC and Long Island, contact NY811 at (800) 272-4480.



### County

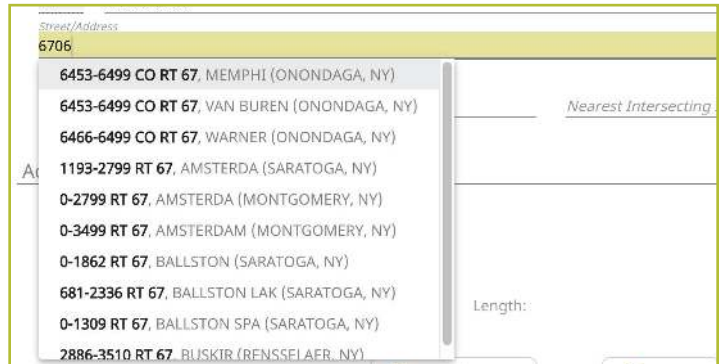
The next field is the **County** field. Start typing in the county of the address in which your work is taking place. Once you begin typing, possible matches will populate under the field for you to choose from. If you do not know the county of the jobsite, skip to the **Street/Address** field.



### Street/Address

Enter the address of the dig site. As you start typing in the address, a list of potential matches will appear in the dropdown, with the closest matches being at the top. The **Place** and **County** is also displayed with the address and will populate those fields when selected.

Once you begin typing in your address, you will notice the list of possible matches list the addresses within a range. Choose the option that matches the range which you address exists, and the **Place** and **County**.



### Place

The **Place** is the name of the city or town (municipality) in which your jobsite is located or associated. The Place field is automatically populated based on the **Street/Address** you selected in the previous step.

*Please note that the Place may be the municipality in which the taxes are paid to, and will not necessarily be the mailing address.*



# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Nearest Intersecting Street

If your address was found, you will need to select the near streets to the address. This information assists the utility locators in finding the correct jobsite. A list of **Nearest Intersecting Streets** will be displayed once you have selected your jobsite address. These choices also display how far in feet the street is from the address of your dig site. Select the **Near Street** from the dropdown. You can enter up to two (2) **Nearest Intersecting Streets**.

Dates

RT 298 0 FT

BRITTONFIELD PKWY 395 FT

CO RT 251 496 FT

FLY RD 496 FT

CO RT 77 498 FT

I 481 1183 FT

LAW DR 1221 FT

COLLAMER CROSSINGS 2382 FT

COLLAMER CROSSINGS PKWY 2382 FT

ASPEN PARK BLVD 2393 FT

20 06/10/2020

reset

Place DE WITT

Nearest Intersecting Street

(449 FT)

Nearest Intersecting Street

FLY RD (449 FT)

Additional Work Information

Are you working on both sides of street?

Are you working within 25ft of the edge of the street?

Is the excavation site marked in white?

Locate Instructions:

Depth of Excavation:

Work Site Dimensions: Length:

Comments:

Save/Suspend

Nearest Intersecting Street

RT 298 0 FT

BRITTONFIELD PKWY 395 FT

CO RT 251 496 FT

FLY RD 496 FT

CO RT 77 498 FT

I 481 1183 FT

LAW DR 1221 FT

COLLAMER CROSSINGS 2382 FT

COLLAMER CROSSINGS PKWY 2382 FT

ASPEN PARK BLVD 2393 FT

Nearest Intersecting Street

FLY RD (449 FT)

Nearest Intersecting Street

BRITTONFIELD PKWY (229 FT)

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Mapping

As you are entering the Dig Site Information, the mapping process will automatically start and can be viewed in the panel to the right of the Location Request creation form. After you have completed filling in the required information, the dig site will be displayed in blue and the near street(s) in red.

The screenshot displays the 'exactix.digsafelynewyork.com/tickets/new' page. The form is titled 'New' and includes the following sections:

- Contact Information:** Excavator ID: 73178, Contact: DANNY DIGGER, Phone: (315) 437-7394, Company ID: 154991, Company: DSNY SAFE EXCAVATING, Office ID: 17116, Office: SYRACUSE OFFICE, Industry: ENVIRONMENTAL CLEAN-UP, Address: 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA, Primary Phone: (315) 437-7394, Alternate: DDIGGER@SAFEEXCAVATING.COM.
- Excavator / Site Contact Information:** Field Contact, Working For, Job ID, Phone, Email.
- Work Type:** What type of work is being planned: BUILDING GARAGE.
- Dates:** Work Start Date and Time: 06/02/2020 07:00 AM.
- Site Information:** Dig Site Type: Street/Address, State: NY, County: ONONDAGA, Street/Address: 6706 COLLAMER RD, PLAC: DE WITT, Nearest Intersecting Street: FLY RD (449 FT), Nearest Intersecting Street: BRITTONFIELD PKWY (229 FT).
- Additional Work Information:** Proposed Design Area: Are you working on both sides of street? Are you working within 25ft of the edge of the street? Comments.

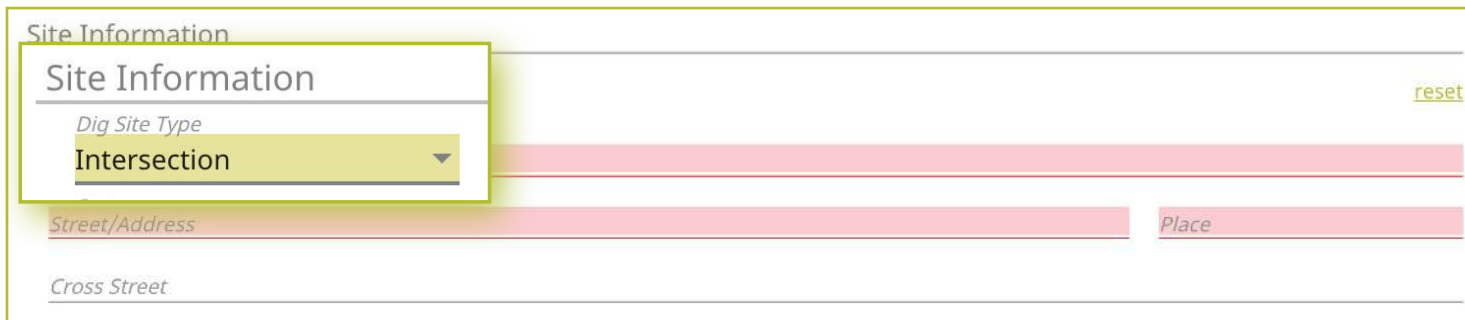
The map on the right shows the location of the dig site (blue square) and the streets (red lines) near Collamer Rd and Fly Rd. Other landmarks include Hummel's Office Plus and Coffee Grains Cafe.

# Roles and Permissions as an Exactix Web User

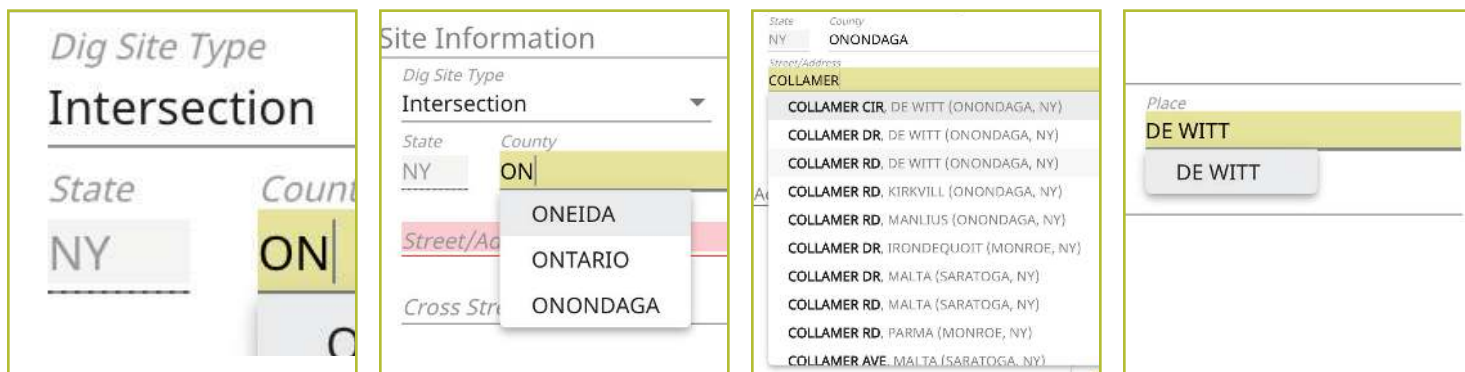
## Excavator—Design Tickets Role :: Submitting a New Location Request

### Intersection

If you are working at an intersection, select **Intersection** from the **Dig Site Type** dropdown menu options.



The screenshot shows the 'Site Information' form. The 'Dig Site Type' dropdown menu is open, showing 'Intersection' as the selected option. Below it are fields for 'Street/Address' and 'Place'. A 'Cross Street' field is visible at the bottom of the form.



This detailed view shows the form fields: 'Dig Site Type' is set to 'Intersection'. The 'State' field is 'NY' and the 'County' field is 'ON'. The 'Street/Address' field has a dropdown menu open showing a list of streets in Onondaga County, with 'COLLAMER' selected. The 'Place' field is 'DE WITT'.

#### State

The state will always be greyed out and will default to “NY” for New York. Dig Safely New York services all of New York State except for Long Island and New York City, which is serviced by the NY811 call center. If you are planning work in the five boroughs of NYC and Long Island, contact NY811 at (800) 272-4480.

#### County

The next field is the **County** field. Start typing in the county of the street in which your work is taking place. Once you begin typing, possible matches will populate under the field for you to choose from. If you do not know the county of the jobsite, skip to the **Street/Address** field.

#### Street/Address

In this field, enter the name of just one of the streets of your intersection.

As you start typing in the name, a list of potential matches will appear in the dropdown, with the closest matches being at the top. The **Place** and **County** is also displayed with the street. Select the correct match.

#### Place

The **Place** is the name of the city or town (municipality) in which your jobsite is located or associated. The **Place** field is automatically populated based on the street you selected in the previous step.

If your street was not found, then type in the name of the **Place** associated with your dig site and tab to the **Cross-Street** field. *Please note that the **Place** may be the municipality in which the taxes are paid to, and will not necessarily be the mailing address.*

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Cross Street

A list of streets that intersect with the road you selected in the **Street/Address** field will appear in the **Cross-Street** field dropdown menu. Select the **Cross Street** that matches the intersection where the digging will take place.

Cross Street

CO RT 86

KINNE ST

RT 298

Are you working within 25ft of the edge of the street?

If the intersection you are digging at is not found, a message will appear that states “intersection not found.”

Street/Address

COLLAMER CIR

**intersection not found**

Cross Street

KINNE ST

Dig Site Type

Intersection [reset](#)

State County

NY ONONDAGA

Street/Address Place

COLLAMER DR DE WITT

Cross Street

KINNE ST



# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role ■ Submitting a New Location Request

### Mapping

As you are entering the dig site information, the mapping process will automatically start. After you have completed filling in the required information, the dig site will be displayed in blue.

The screenshot displays the Exactix web application interface for submitting a new location request. The browser address bar shows the URL `exactix.digsafelynewyork.com/tickets/new`. The user is logged in as DANNY DIGGER. The form is titled "New" and includes a "Notify By:" dropdown set to "Parcel".

**Contact Information**

Excavator ID: 73178	Company ID: 154991	Office ID: 17116
Contact: DANNY DIGGER	Company: DSNY SAFE EXCAVATING	Office: SYRACUSE OFFICE
Company Type: CONTRACTOR	Industry: ENVIRONMENTAL CLEAN-UP	
Address: 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA		
Primary Phone: (315) 437-7394		
Alternate:		
Email: DDIGGER@SAFEEXCAVATING.COM		

**Excavator / Site Contact Information**

Field Contact:	Phone:	Email:
Working For:		
Job ID:		

**Work Type**

What type of work is being planned: **BUILDING GARAGE**

**Dates**

Work Start Date and Time: 06/02/2020 07:00 AM

**Site Information**

Dig Site Type: **Intersection**

State: **NY** County: **ONONDAGA**

Street/Address: **COLLAMER DR** Place: **DE WITT**

Cross Street: **KINNE ST**

**Additional Work Information**

Proposed Design Area:  
Are you working on both sides of street?  
Are you working within 25ft of the edge of the street?  
Comments:

Buttons: Save/Suspend, Discard

**Map**

The map shows a street intersection with a blue circular area indicating the dig site location. The street names are 300-6399 Collamer Dr and 6544-67 DE WITT. Parcel numbers 6369, 6400, 6372, 6378, and 6712 are visible.

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Between Intersections

You can define your work area by using two (2) intersections. If you are working on properties or a roadway for a continuous dig, select **Between Intersections** from the **Dig Site Type** dropdown menu. You will notice the form will change so that you can identify two intersections to find the specific area on the street you will be performing work.

The screenshot shows a form titled "Site Information" with a "reset" link in the top right. The "Dig Site Type" dropdown menu is highlighted in yellow and set to "Between Intersections". Below this, there are two rows of input fields. Each row contains a "Street/Address" field, a "Place" field, and a "Cross Street" field. The "Street/Address" and "Place" fields in both rows are highlighted in pink.

### State

The state will always be greyed out and will default to “NY” for New York. Dig Safely New York services all of New York State except for Long Island and New York City, which is serviced by the NY811 call center. If you are planning work in the five boroughs of NYC and Long Island, contact NY811 at (800) 272-4480).

This close-up shows the "Dig Site Type" dropdown set to "Between Intersections". Below it, the "State" field is greyed out and contains "NY". The "County" field is highlighted in pink and is currently empty.

### County

The next field is the **County** field. Start typing in the county of the street in which your work is taking place. Once you begin typing, possible matches will populate under the field for you to choose from. If you do not know the county of the jobsite, skip to the **Street/Address** field.

This close-up shows the "County" dropdown menu open, displaying a list of counties: ORLEANS, ONEIDA, OTSEGO, ORANGE, ONTARIO, OSWEGO, and ONONDAGA. The "State" field is greyed out and contains "NY". The "Street/Address" field is highlighted in pink.


# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Street/Address

In this field, enter the name of the street in which you plan to work.

As you start typing in the name, a list of potential matches will appear in the dropdown, with the closest matches being at the top. The **Place** and **County** is also displayed with the street. Select the correct match.



The screenshot shows a web form titled "Site Information". It includes a "Dig Site Type" dropdown set to "Between Intersections". Below this are "State" and "County" dropdowns, both set to "NY" and "ONONDAGA". The "Street/Address" field contains the text "BRITTONFIELD". A dropdown menu is open, displaying a list of street names with their corresponding places and counties in parentheses. The first item, "BRITTONFIELD PKWY, DE WITT (ONONDAGA, NY)", is highlighted in yellow. Other items include "BRITTON PL, SALINA (ONONDAGA, NY)", "BROADFIELD RD, JAMESVILL (ONONDAGA, NY)", "BROADFIELD RD, MANLIUS (ONONDAGA, NY)", "BROADFIELD RD, POMPEY (ONONDAGA, NY)", "BROOKFIELD RD, MATTYDALE (ONONDAGA, NY)", "BROOKFIELD RD, SALINA (ONONDAGA, NY)", "HADDONFIELD DR, DE WITT (ONONDAGA, NY)", "HADDONFIELD PL, DE WITT (ONONDAGA, NY)", and "HADDONFIELD PL, SYRACUSE (ONONDAGA, NY)".

### Place

The **Place** is the name of the city or town (municipality) in which your jobsite is located or associated. The **Place** field is automatically populated based on the street you selected in the previous step.

If your street was not found, then type in the name of the **Place** associated with your dig site and tab to the **Cross-Street** field. Please note that the **Place** may be the municipality in which the taxes are paid to, and will not necessarily be the mailing address.



The screenshot shows a web form with a "Place" field. The field contains the text "DE WITT". A dropdown menu is open, displaying a list of place names. The first item, "DE WITT", is highlighted in yellow. Below the dropdown is a button labeled "DE WITT".

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Cross Street

A list of streets that intersect with the street you selected in the **Street/Address** field will appear in the **Cross-Street** dropdown menu. Select the **Cross Street** that matches the first of your intersections.

NY ONONDAGA  
Street/Address  
BRITTONFIELD PKWY  
Cross Street  
COLLAMER RD  
CO RT 77  
FLY RD  
RT 298

Cross Street  
COLLAMER RD  
State County  
NY ONONDAGA  
Street/Address Place  
BRITTONFIELD PKWY DE WITT  
Cross Street  
COLLAMER RD  
At CO RT 77 mation  
FLY RD sides of street?  
RT 298 left of the edge of the street?  
Is the excavation site marked in white?

If the cross street is not found, a message will appear that states “intersection not found.”

Street/Address  
COLLAMER CIR  
intersection not found  
Cross Street

Once you have identified the first intersection, you will notice your **County**, **Street/Address**, and **Place**, has been automatically populated into the second set of dig site information needed to identify the second intersection. Simply find the other cross street to identify the second intersection.

*Important Note—Since there is a possibility that the second intersection may be located in a different **Place** than the first intersection, you will be required to include **Place** information for that second intersection.*

Site Information  
Dig Site Type  
Between Intersections [reset](#)  
State County  
NY ONONDAGA  
Street/Address Place  
BRITTONFIELD PKWY DE WITT  
Cross Street  
COLLAMER RD  
State County  
NY ONONDAGA  
Street/Address Place  
BRITTONFIELD PKWY DE WITT  
Cross Street  
FLY RD

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Mapping

As you are entering the dig site information, the mapping process will automatically start. After you have completed filling in the required information, the dig site will be displayed in blue.

The screenshot displays the Exactix web application interface for submitting a new location request. The page is titled "exactix.digsafelynewyork.com/tickets/new" and shows a "New" ticket form. The contact information is for Danny Digger, phone (315) 437-7394. The company is DSNY SAFE EXCAVATING, located at 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA. The map on the right shows a blue highlighted area on a street grid, indicating the dig site location. The "Site Information" section includes the following details:

Site Information	
Dig Site Type	Between Intersections
State	NY
County	ONONDAGA
Street/Address	BRITTONFIELD PKWY
Place	DE WITT
Class Street	COLLAMER RD
State	NY
County	ONONDAGA
Street/Address	BRITTONFIELD PKWY
Place	DE WITT
Class Street	FLY RD

Proposed Design Area:  
Are you working on both sides of street?  
Are you working within 25ft of the edge of the street?  
Comments:

Buttons: Save/Suspend, Discard

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Additional Work Information

The final section of the Location Request creation form is called **Additional Work Information**. This section collects information that may impact the locate process for your jobsite.

Additional Work Information

Proposed Design Area: Specific Location of Proposed Design Area

Are you working on both sides of street? Yes/No ▼

Are you working within 25ft of the edge of the street? Yes/No ▼

Comments: Comments

#### Proposed Design Area

The **Proposed Design Area** is an informational field where you can designate the location on the property you are planning your work. This is a custom field you should use to type in your own description. It is important to be descriptive and detailed in your explanation of the **Proposed Design Area**.

#### Are you working on both sides of street?

The “both sides of the street” question directly impacts the mapping and utilities notified. Select the dropdown to click, **Yes**, **No**, or **Unknown**. If you select **Yes** or **Unknown**, you will notice the highlighted blue dig site area on the map to the right of the Location Request creation form will increase in size to account for the work on both sides of the street.

#### Are you working within 25 ft of the edge of the street?

The “edge of the street” question notifies the utilities if the excavation is within the road or within 25-feet of the edge of a street. Use the dropdown box to select **Yes**, **No**, or **Unknown**.

#### Comments

The “Comments” area is used to place any additional information or instructions to be sent on to the Member Utilities. For example, “A map is available to locators upon request,” or “This is a gated community. The gate code to access the property is 0000.”

Additional Work Information

Proposed Design Area: Specific Location of Proposed Design Area

Proposed Design Area: **ENTIRE LOT**

Yes/No

**No** ▼

---

Yes/No

**No** ▼

Comments: Comments

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Completing Your Locate Request

Once you have verified that all the information is correct, as well as the dig site mapping, you can click the **Save/Continue** button at the bottom of the form/screen. You can also save the Location Request by clicking on the **Complete** button at the top right-hand corner of the screen.

If at any time before you save your ticket you want to cancel the request, then click on the **Abort/Discard** button at the top right-hand corner of the screen, or using the **Discard** button at the bottom of the form.

The screenshot shows a web browser window with the URL [exactix.digsafelynewyork.com/tickets/new](https://exactix.digsafelynewyork.com/tickets/new). The page is titled "Call 811" and "New Ticket". The form contains the following sections:

- Contact:** DANNY DIGGER, Phone: (315) 437-7394, Email: DDIGGER@SAFEEXCAVATING.COM
- Function:** New, **Notify By:** Parcel
- Excavator / Site Contact Information:** Field Contact: MARY SMITH, Phone: (315) 437-7394, Email: Contact@safetynet.com; Field Contact: JOHN DOE, Phone: (333) 333-3333, Email: Contact2@safetynet.com; Working For: VILLAGE OF AKRON; Job ID: 123ABC
- Work Type:** What type of work is being planned: BUILDING GARAGE
- Dates:** Work Start Date and Time: 06/08/2020 07:00 AM; Priority/Ticket Type: Design
- Site Information:** Dig Site Type: Street/Address; NY, ONONDAGA, DE WITT; 6706 COLLAMER RD; Near: BRITTONFIELD PKWY (229 FT); Near: FLY RD (449 FT)
- Additional Work Information:** Proposed Design Area: ENTIRE LOT; Are you working on both sides of the street? No; Are you working within 25ft of the edge of the street? No; Comments: THIS IS A GATED COMMUNITY. THE GATE CODE TO ACCESS THE PROPERTY IS 12345

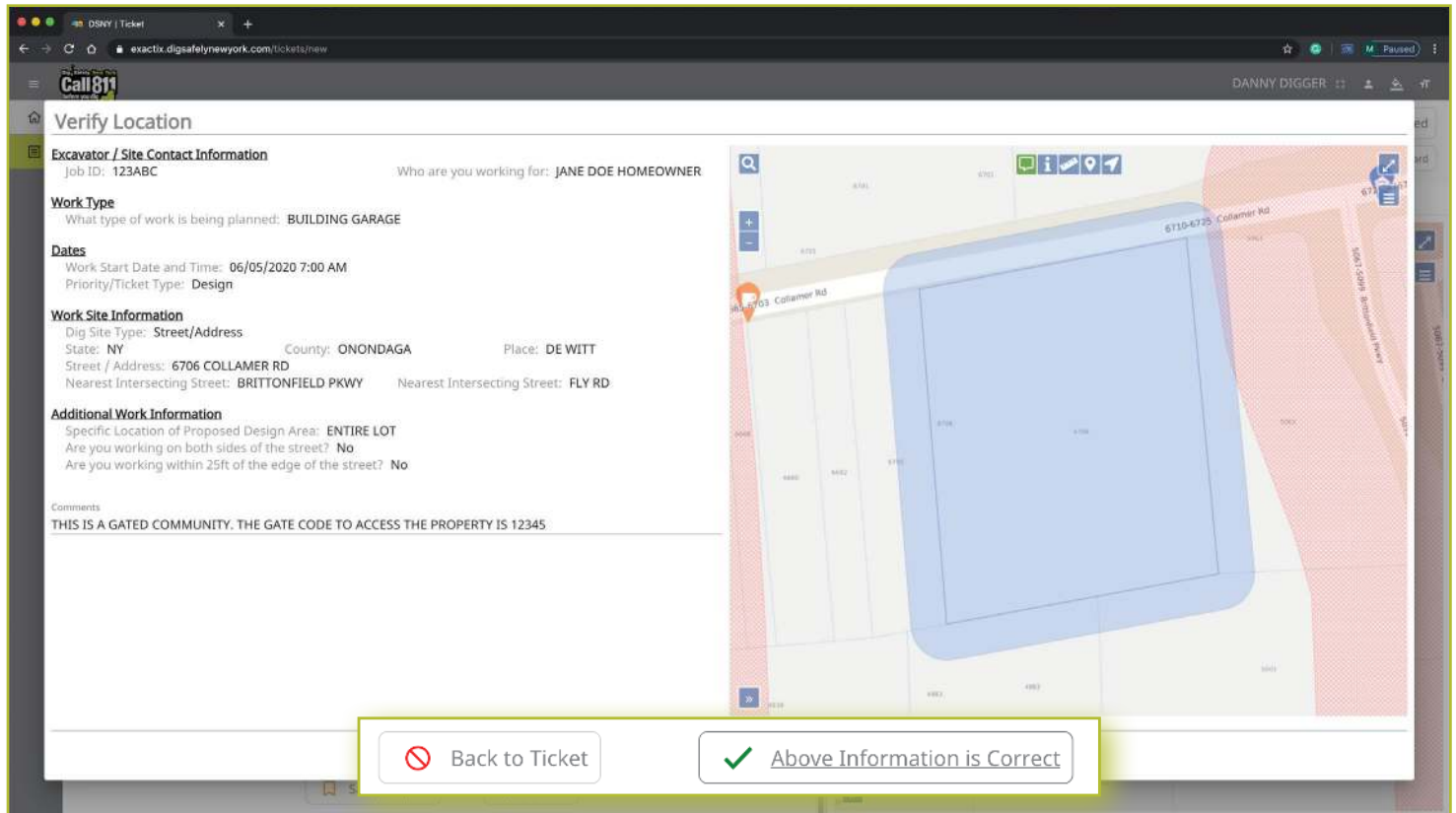
At the bottom of the form, there are two buttons: "Save/Continue" (with a green checkmark) and "Discard" (with a trash can icon). In the top right corner, there are two buttons: "Complete" (with a green checkmark) and "Abort/Discard" (with a trash can icon). A map on the right side of the form shows a blue highlighted area on a street grid, with a red area to the right. The map includes a search bar and various navigation icons.

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

### Verify Location

Once you click on the **Complete** or **Save/Continue** button, you will be taken to the Verify Location page. Please review the information on this page and click on the **Above Information is Correct** button at the bottom. If you need to make corrections, you can click on the **Back to Ticket** button of the screen.



The screenshot shows a web browser window displaying the 'Verify Location' page for a design ticket. The page is titled 'Verify Location' and contains the following information:

- Excavator / Site Contact Information:** Job ID: 123ABC, Who are you working for: JANE DOE HOMEOWNER
- Work Type:** What type of work is being planned: BUILDING GARAGE
- Dates:** Work Start Date and Time: 06/05/2020 7:00 AM, Priority/Ticket Type: Design
- Work Site Information:** Dig Site Type: Street/Address, State: NY, County: ONONDAGA, Place: DE WITT, Street / Address: 6706 COLLAMER RD, Nearest Intersecting Street: BRITTONFIELD PKWY, Nearest Intersecting Street: FLY RD
- Additional Work Information:** Specific Location of Proposed Design Area: ENTIRE LOT, Are you working on both sides of the street? No, Are you working within 25ft of the edge of the street? No
- Comments:** THIS IS A GATED COMMUNITY. THE GATE CODE TO ACCESS THE PROPERTY IS 12345

On the right side of the page, there is a map showing the location of the site. A blue rectangular area is highlighted on the map, indicating the proposed design area. The map shows a street labeled 'Collamer Rd' and a nearby street labeled '6710-6725 Collamer Rd'. The map also shows a red location pin and various map controls.

At the bottom of the page, there are two buttons: 'Back to Ticket' (with a red prohibition sign) and 'Above Information is Correct' (with a green checkmark).

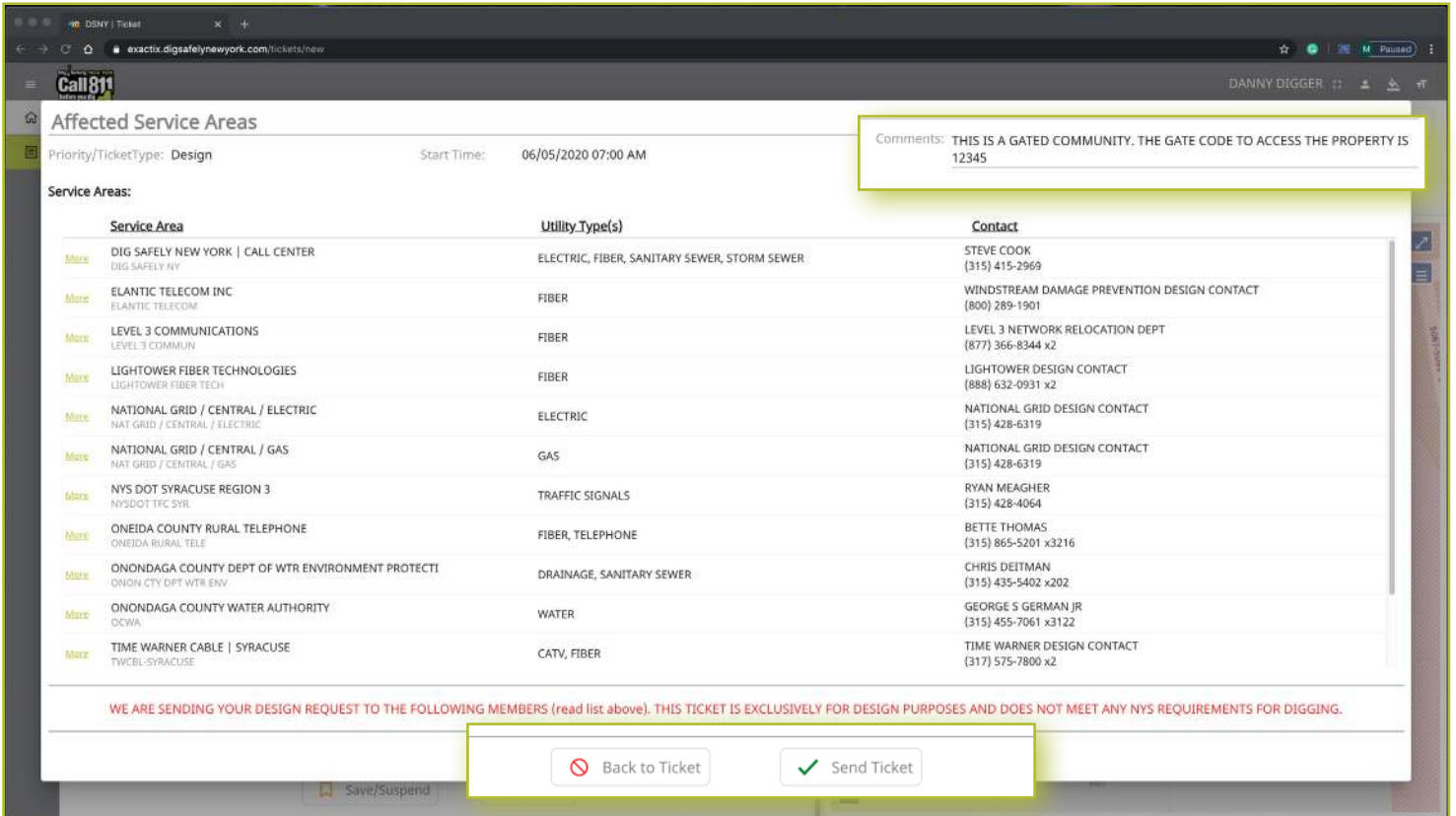


# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

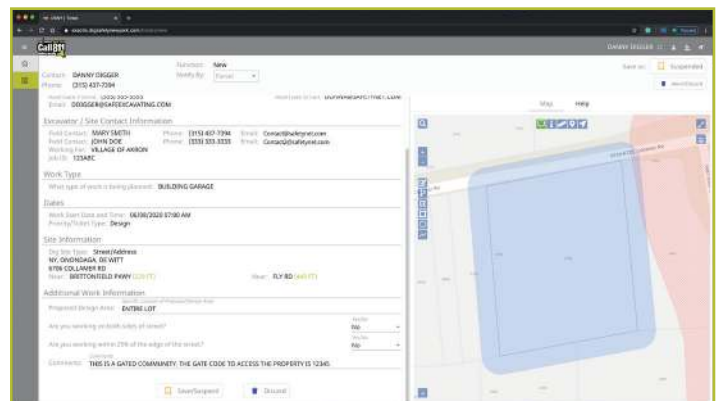
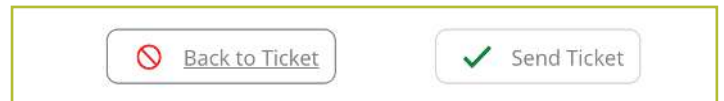
### Affected Service Areas

Once you have verified the information is correct, you will go to the Affected Service Areas page. This page will list the Member Utilities that have been notified regarding your request for underground utility locations for design purposes. The **Comments** field will show any information you input into that field when entering the locate information on the Location Request creation form. You can also add additional comments in this field.



### Need to review your ticket?

If you want to review the ticket information again before sending your request, you can click on the **Back to Ticket** button. This will take you back to the main screen where you can revise your Location Request if necessary. When you are ready to submit your locate request, then click on the **Send Ticket** button.

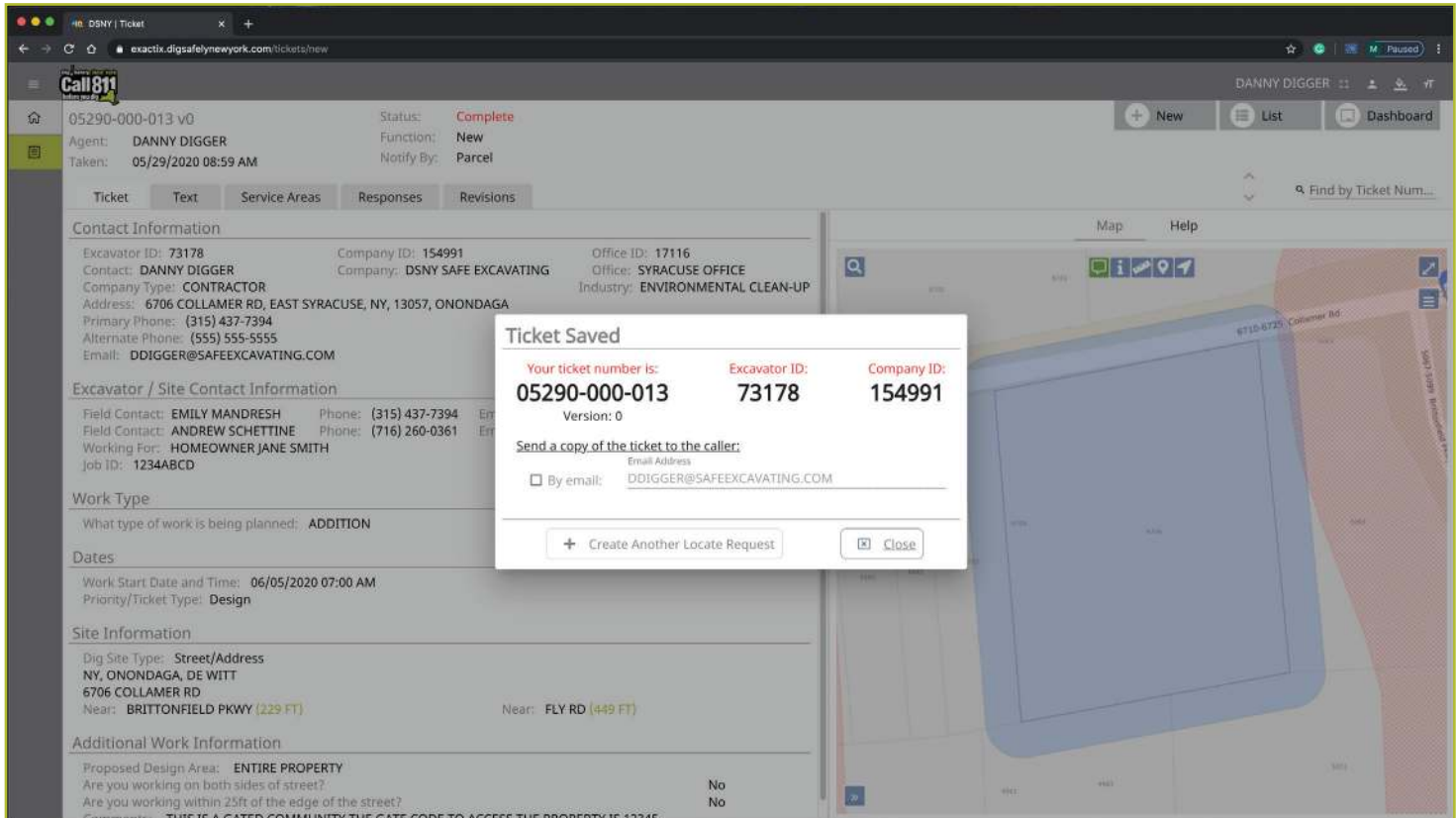


# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

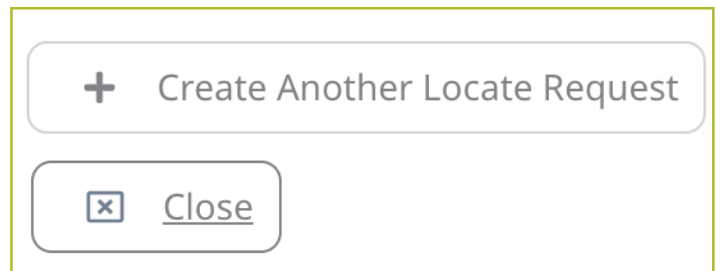
### Ticket Saved

After clicking on the **Send Ticket** button, the following screen will appear that confirms your ticket has been saved and provides you with your Ticket Number. If you provided an email address on your Location Request, you will automatically have a copy of the ticket emailed to that address.



### More Locates?

If you have more locates to enter, then you can click on the **Create Another Locate Request** button. If you are done, then click on the **Close** button and you will be taken back to a screen displaying the last Location Request you entered.



### Location Request Status

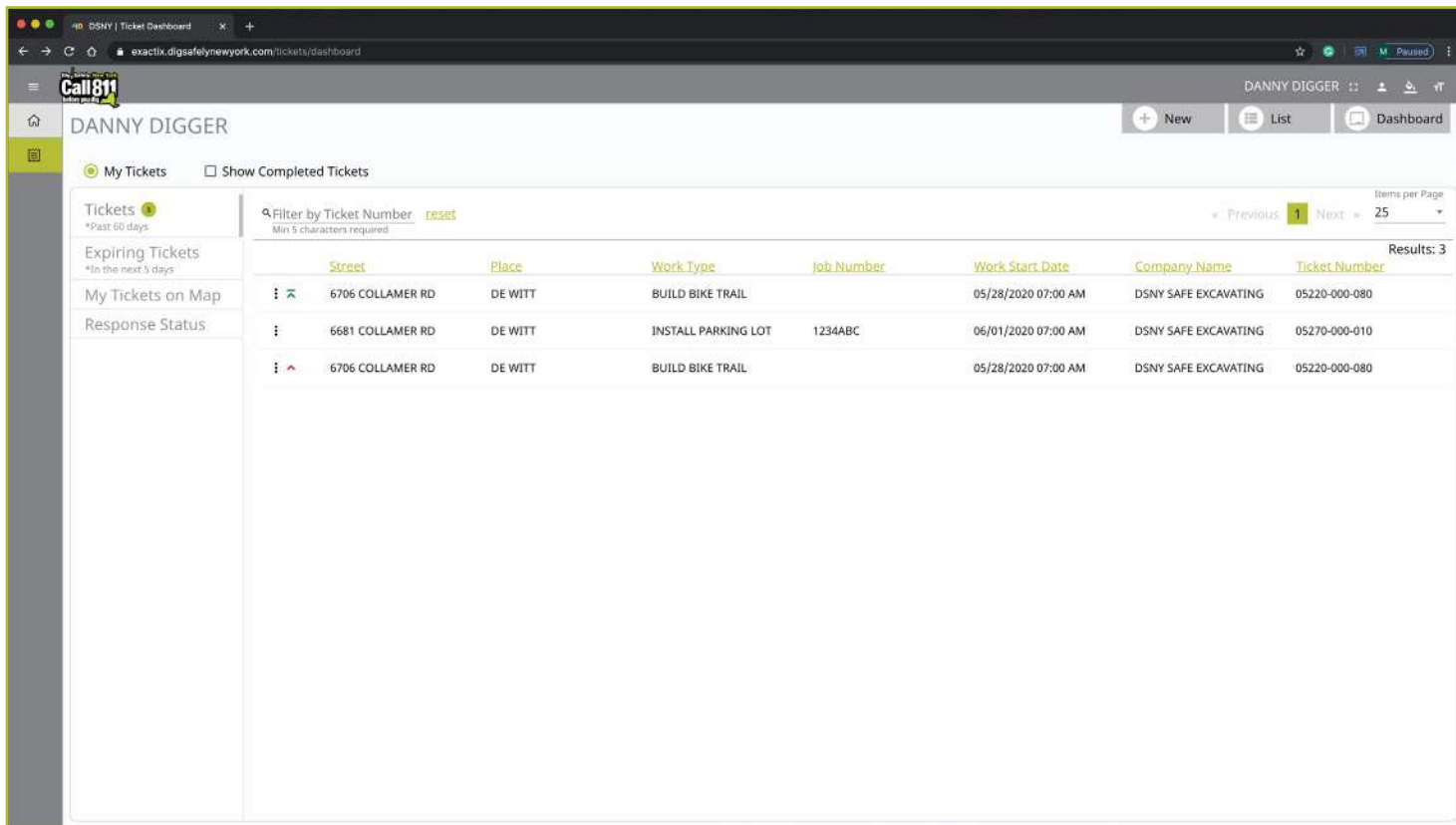
In the Excavator—Design Tickets Role, all submitted Location Requests will be submitted in a **Complete** status.



# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Submitting a New Location Request

As a web user in the Excavator—Design Tickets Role, your ticket dashboard allows you to view tickets you have submitted and tickets assigned to you. This means that if someone selects you as a **Field Contact**, you will be able to view this ticket and its respective utility responses.

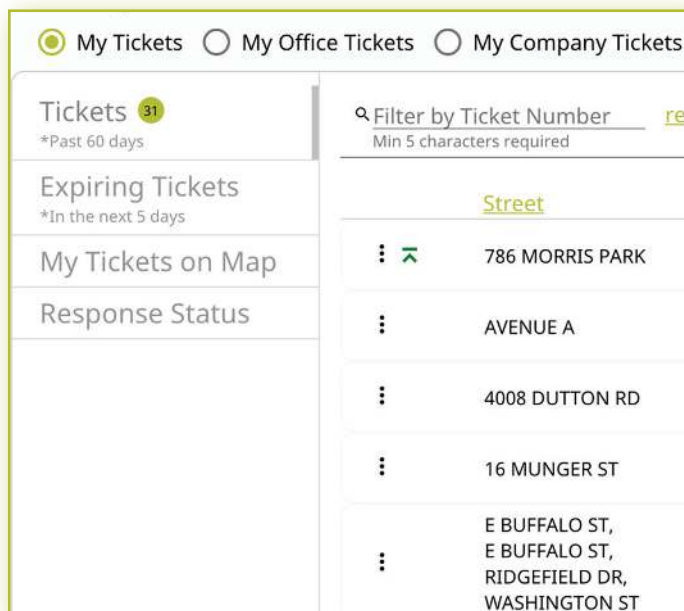


You also have a secondary ticket menu on the left-hand side on this ticket dashboard screen, in which you can use to filter (based on permissions).

- My Tickets
- My Office Tickets
- My Company Tickets

Here, you can click to view

- All tickets from the past 60 days
- Tickets close to expiring
- Tickets on a map (using your current location)
- Response status of tickets

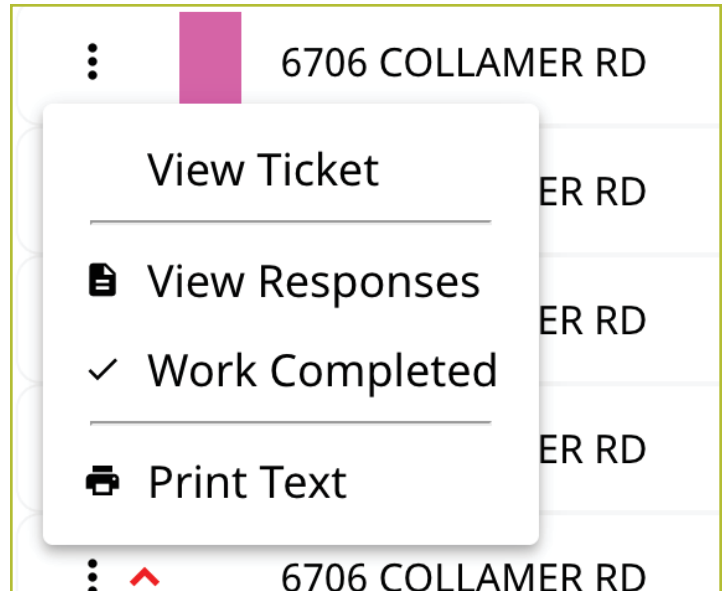


# Roles and Permissions as an Exactix Web User

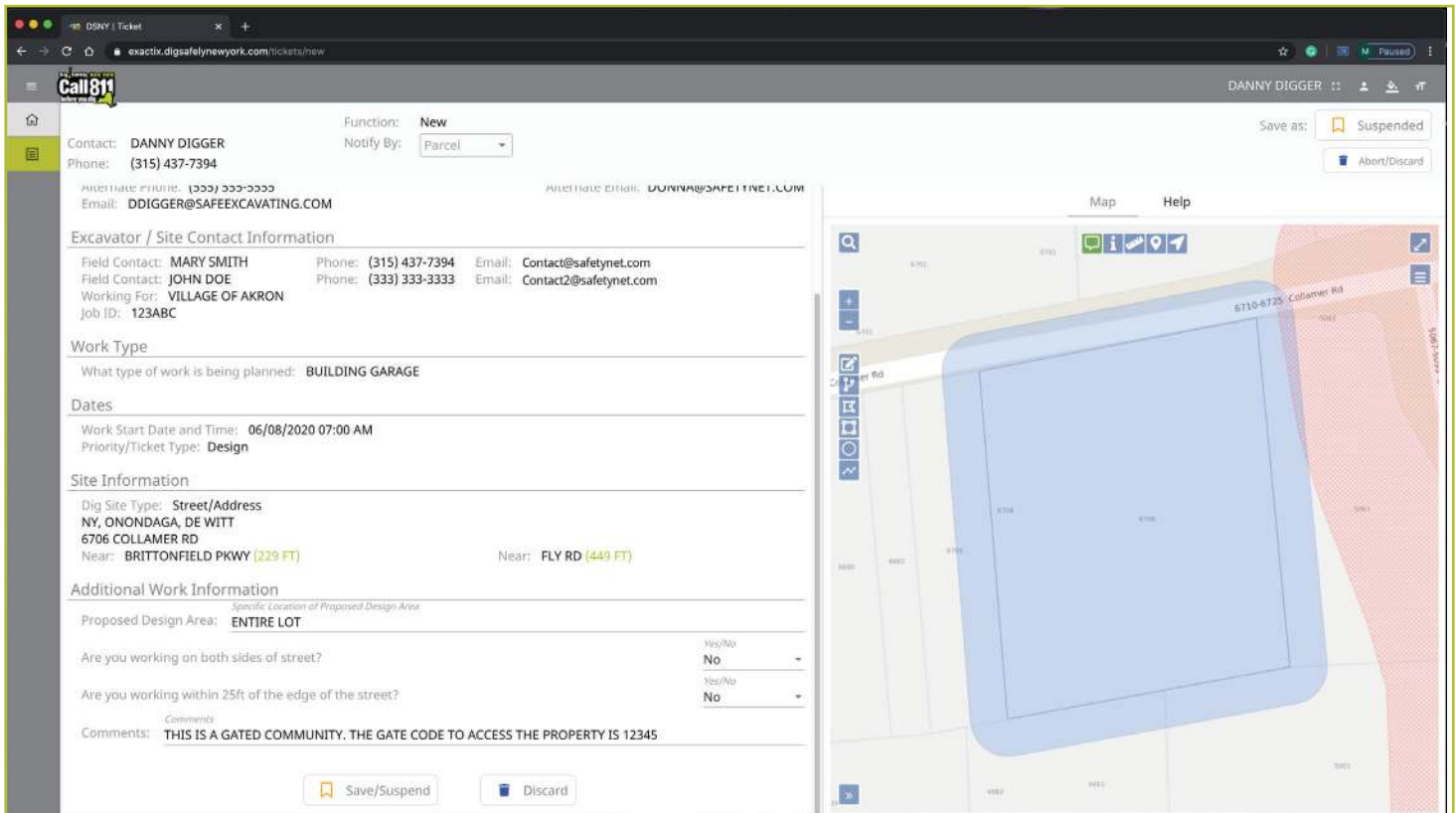
## Excavator—Design Tickets Role :: Submitting a New Location Request

Clicking the three dots next to a ticket gives you the option to quickly view certain aspects as well as take a few quick actions on that ticket.

- View the Ticket
- View the Utility Responses
- Mark your work as completed
- Print the Ticket Text



Clicking the **View Ticket** option in the three-dot menu will take you to the full ticket that was submitted.



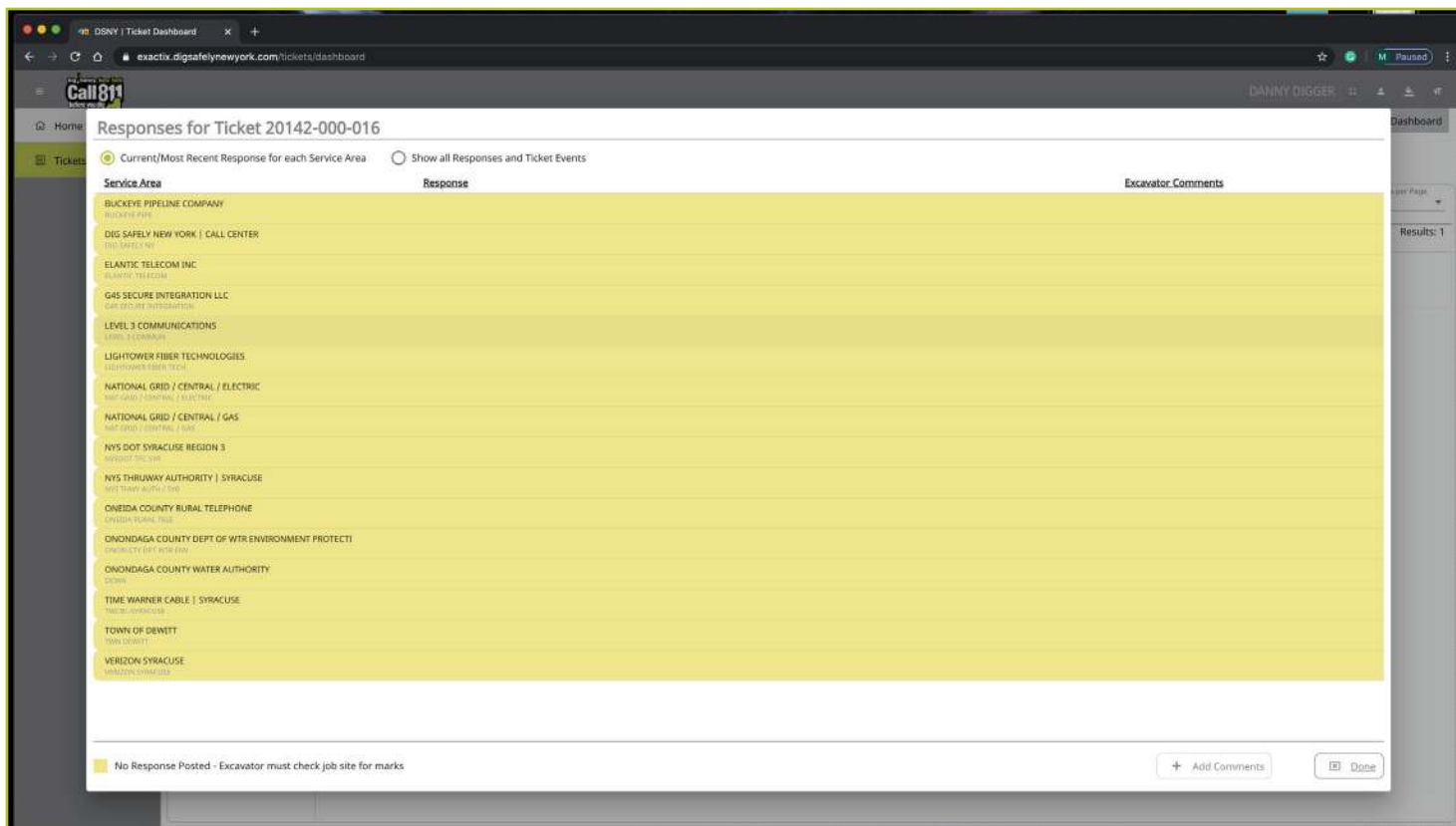
# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Utilizing the Ticket Dashboard

Clicking the **View Responses** in the three-dot menu will pop up a new window over your dashboard to display the responses from the notified Service Area(s)/Utilities for this Location Request.

Remember, the term *Service Area* is the same as *Utilities Notified*.

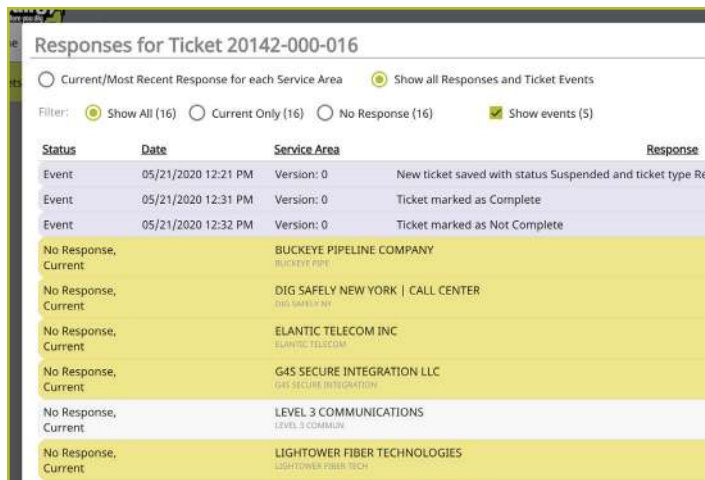
In this window, you can see which utilities were notified, their response, and comments associated with their response. If a utility has yet to respond, their row will be highlighted in yellow.



By default, you are viewing the current/most recent response for each Service Area. You can choose to **show all responses and ticket events** at the top of the window. This will generate an audit list on the ticket and responses.

You will see:

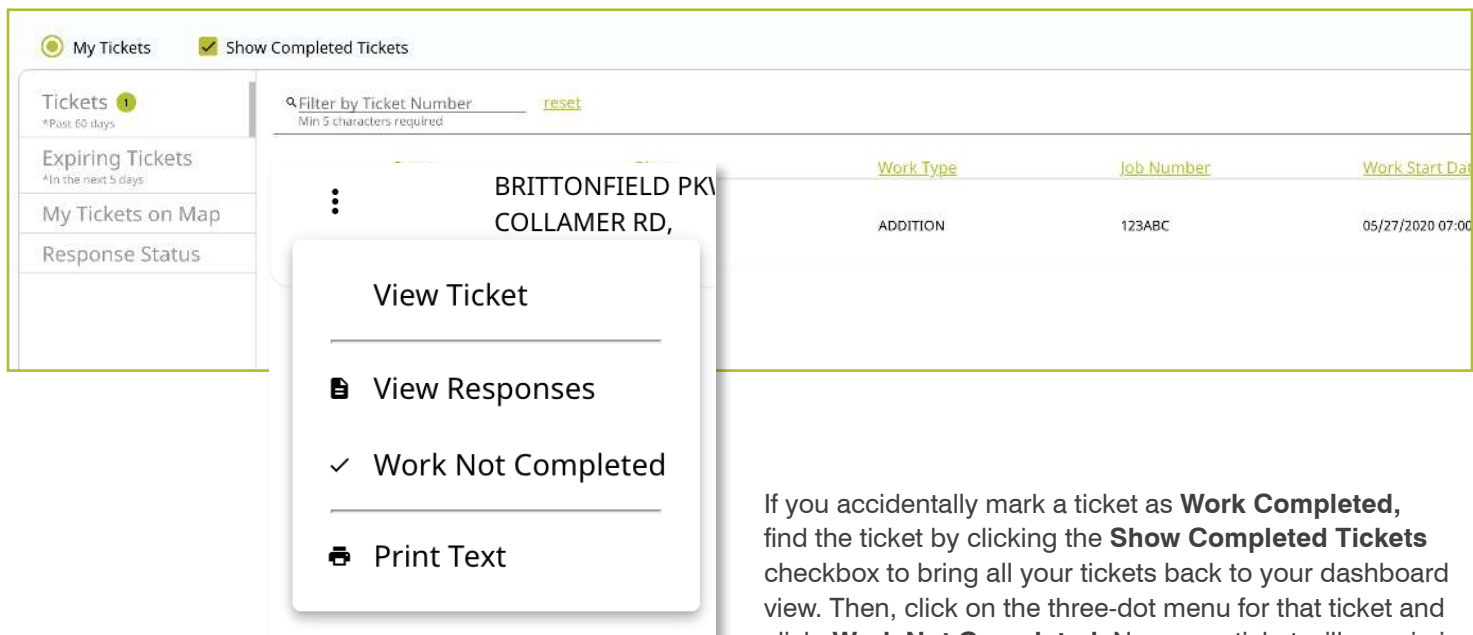
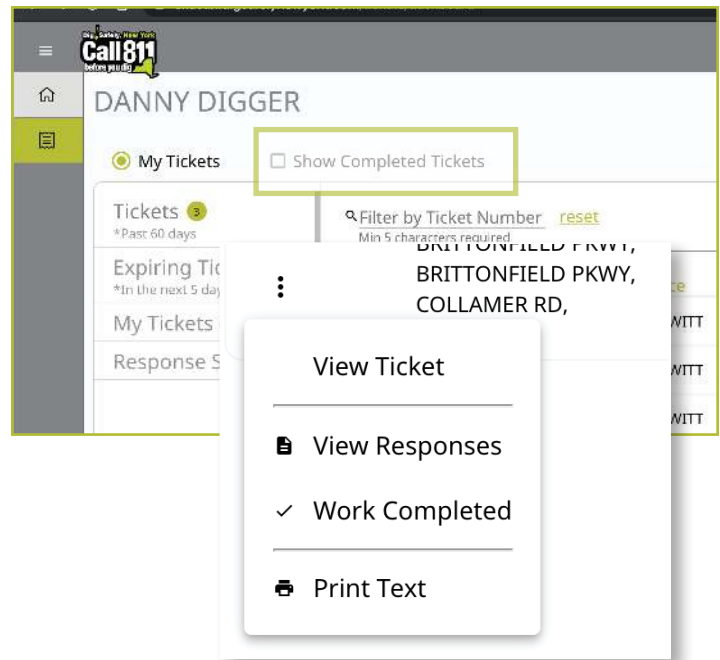
- When the ticket was created
- Any new versions created
- When responses were viewed
- When utilities entered responses
- And more



# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Utilizing the Ticket Dashboard

Clicking the **Work Completed** option in the three-dot menu allows you to remove a ticket from your dashboard. By clicking this, you are stating that you have completed the work on this Location Request. To add tickets that you have marked as **Work Completed** back to your dashboard view, click on the **Show Completed Tickets** checkbox above your ticket list.

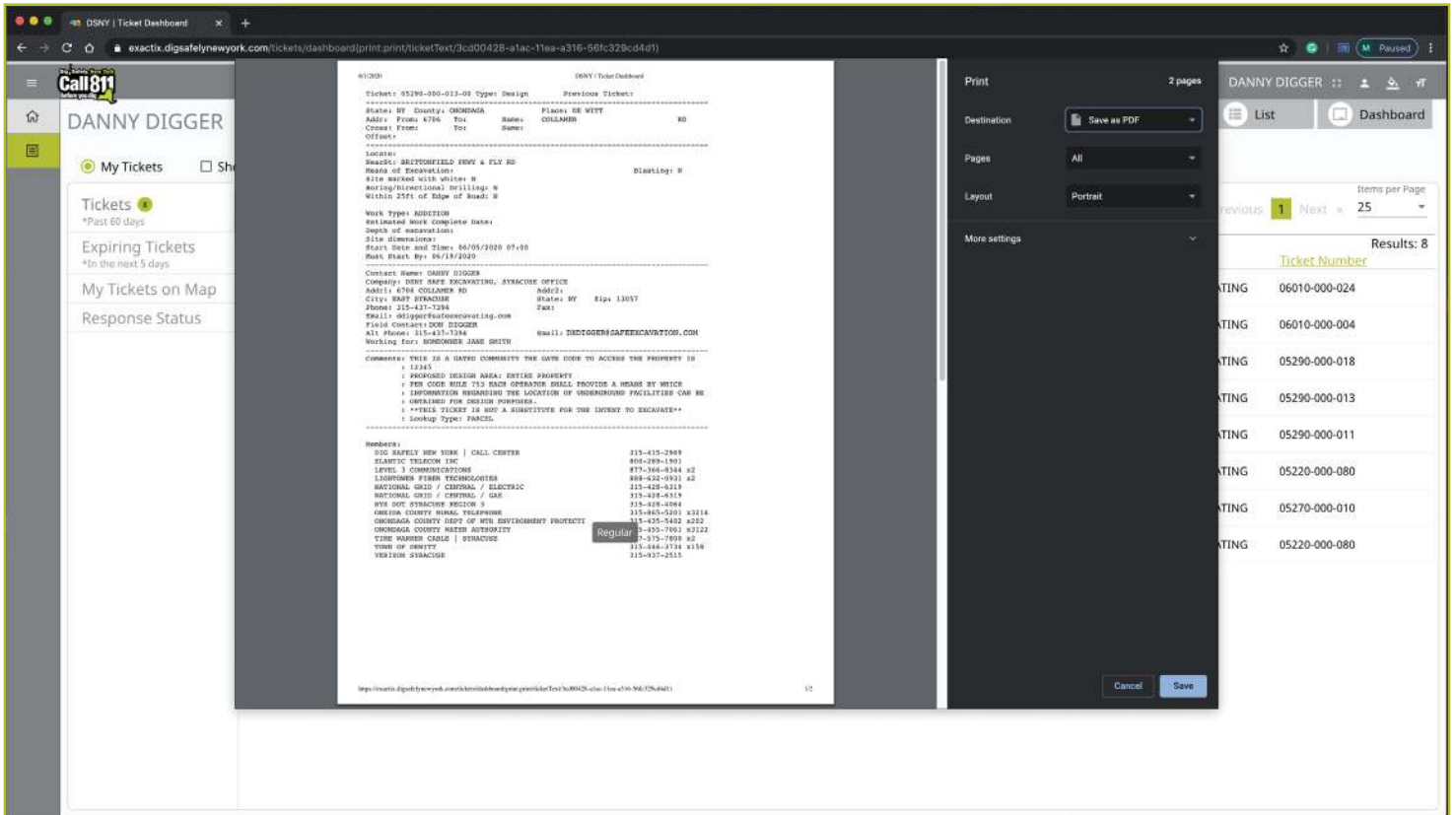


If you accidentally mark a ticket as **Work Completed**, find the ticket by clicking the **Show Completed Tickets** checkbox to bring all your tickets back to your dashboard view. Then, click on the three-dot menu for that ticket and click, **Work Not Completed**. Now your ticket will remain in your dashboard.

# Roles and Permissions as an Exactix Web User

## Excavator—Design Tickets Role :: Utilizing the Ticket Dashboard

Clicking on the **Print Text** option in the three-dot menu will generate a print window with that ticket text. Ticket text is a consolidated version of the Location Request form you completed. It does not include the map. When this window is generated, you can choose to change the destination of the print device. This allows you to select **Save as PDF** instead of sending the document to a printer.



**exactix**



How to Utilize the  
**Excavator—View Office  
Tickets Role**



# Roles and Permissions as an Exactix Web User

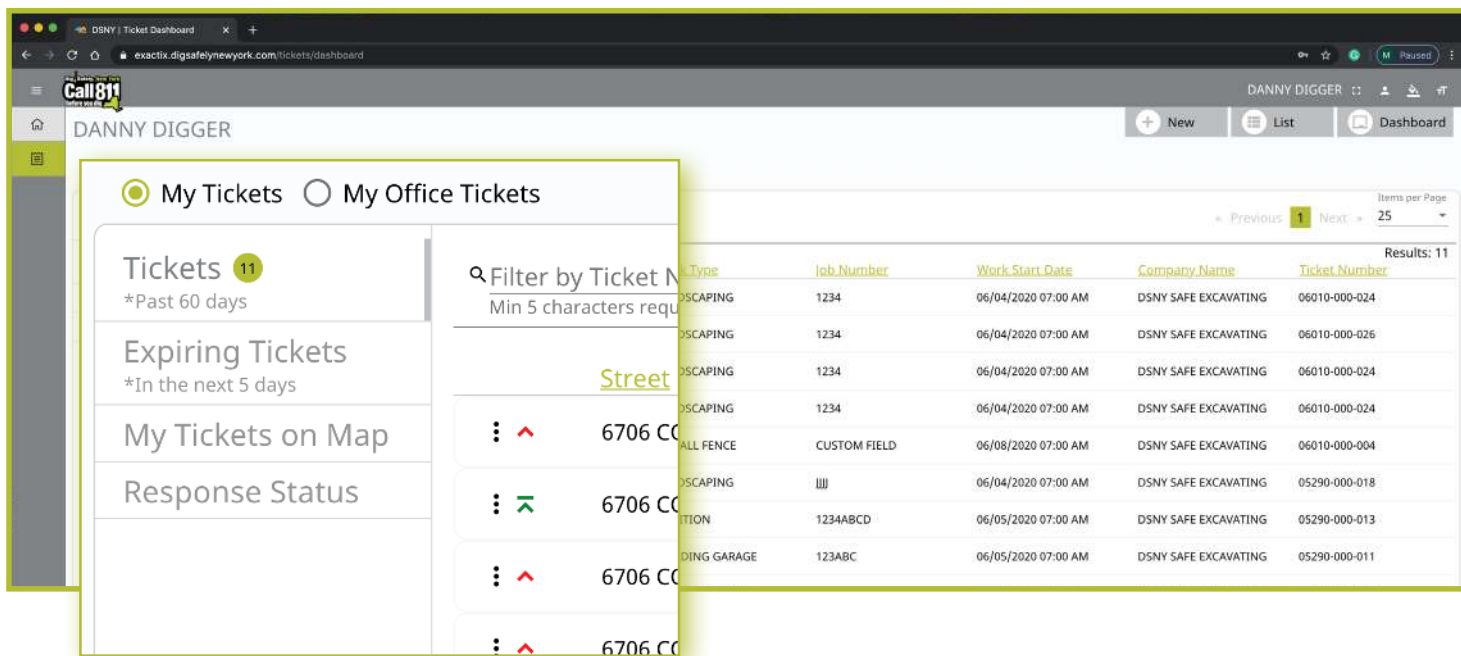
## Excavator—View Office Tickets Role ■ ■ Explanation of Role

The Excavator—View Office Tickets Role is a supplemental role for authorized web users. This role is added to a web user with other role(s) outlined in this guide. The permissions add a radio button to the top of the user's Ticket Dashboard, allowing the user to change their filtered ticket-view to include all Location Requests submitted by anyone associated with the same Office as the user.

For example, if a Company has two regional offices, a person in the Excavator—View Office Tickets Role will be able to change their Ticket Dashboard to view Location Requests submitted by other users from the same Office in which they are associated.

Let's take a visual look at how to utilize the Excavator—View Office Tickets Role.

After logging into the system and clicking on your **Ticket Dashboard**, look at the radio button options above your dashboard. The **My Tickets** options filters and displays tickets that you as a user have submitted and those tickets in which you have been assigned as a Field Contact.



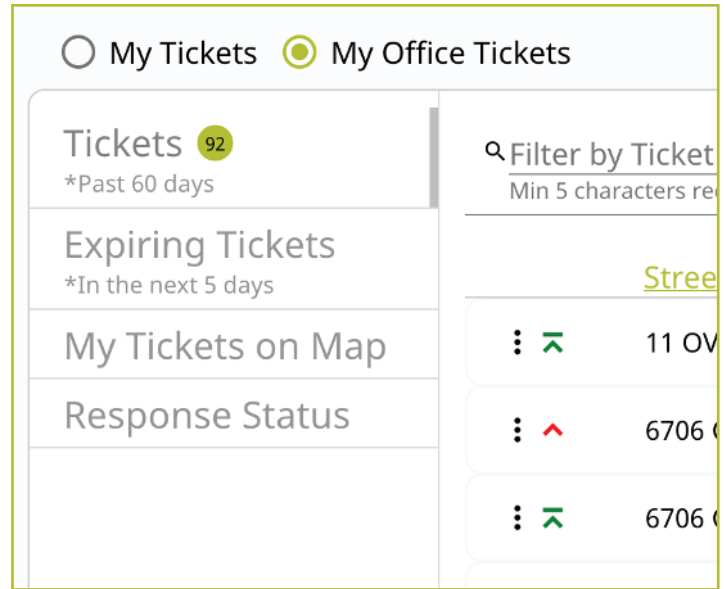
The screenshot shows the Exactix Ticket Dashboard for user DANNY DIGGER. At the top, there are navigation buttons for 'New', 'List', and 'Dashboard'. Below the user name, there are two radio buttons: 'My Tickets' (selected) and 'My Office Tickets'. The dashboard displays a list of tickets with columns for Ticket Type, Job Number, Work Start Date, Company Name, and Ticket Number. A search filter is visible on the left side of the ticket list.

Ticket Type	Job Number	Work Start Date	Company Name	Ticket Number
EXCAVATING	1234	06/04/2020 07:00 AM	DSNY SAFE EXCAVATING	06010-000-024
EXCAVATING	1234	06/04/2020 07:00 AM	DSNY SAFE EXCAVATING	06010-000-026
EXCAVATING	1234	06/04/2020 07:00 AM	DSNY SAFE EXCAVATING	06010-000-024
EXCAVATING	1234	06/04/2020 07:00 AM	DSNY SAFE EXCAVATING	06010-000-024
ALL FENCE	CUSTOM FIELD	06/08/2020 07:00 AM	DSNY SAFE EXCAVATING	06010-000-004
EXCAVATING		06/04/2020 07:00 AM	DSNY SAFE EXCAVATING	05290-000-018
EXCAVATING	1234ABCD	06/05/2020 07:00 AM	DSNY SAFE EXCAVATING	05290-000-013
EXCAVATING	123ABC	06/05/2020 07:00 AM	DSNY SAFE EXCAVATING	05290-000-011

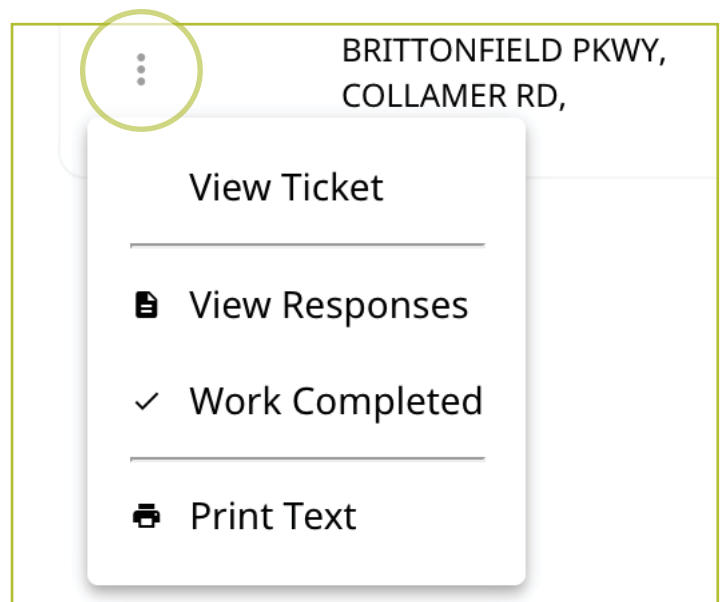
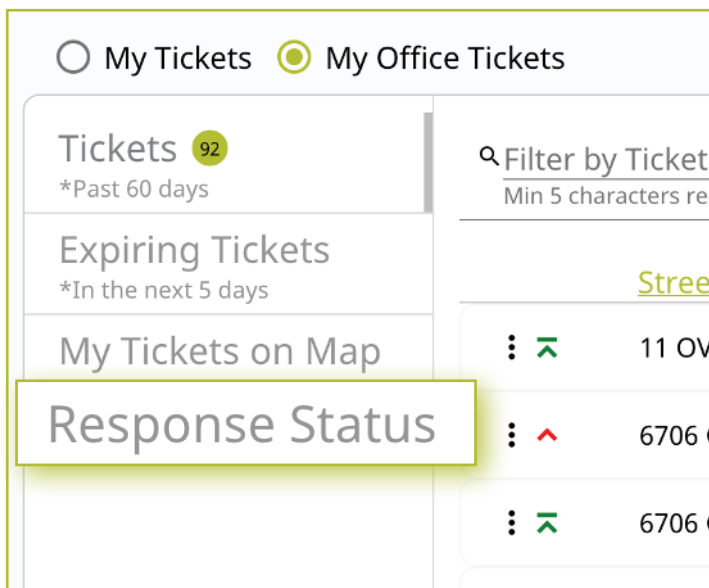
# Roles and Permissions as an Exactix Web User

## Excavator—View Office Tickets Role :: Closer Look at the Radio Buttons

In the Excavator—View Office Tickets Role, you have another radio button called **My Office Tickets**. Clicking this radio button changes your filter to display all tickets submitted by you as well as any other person in your Office that submits Location Requests.



You can view all Automated Positive Responses (APR) for any Location Request in this role by using the **Response Status** tab in the secondary ticket menu, or by using the three-dot menu next to each ticket and choosing the **View Responses** option.



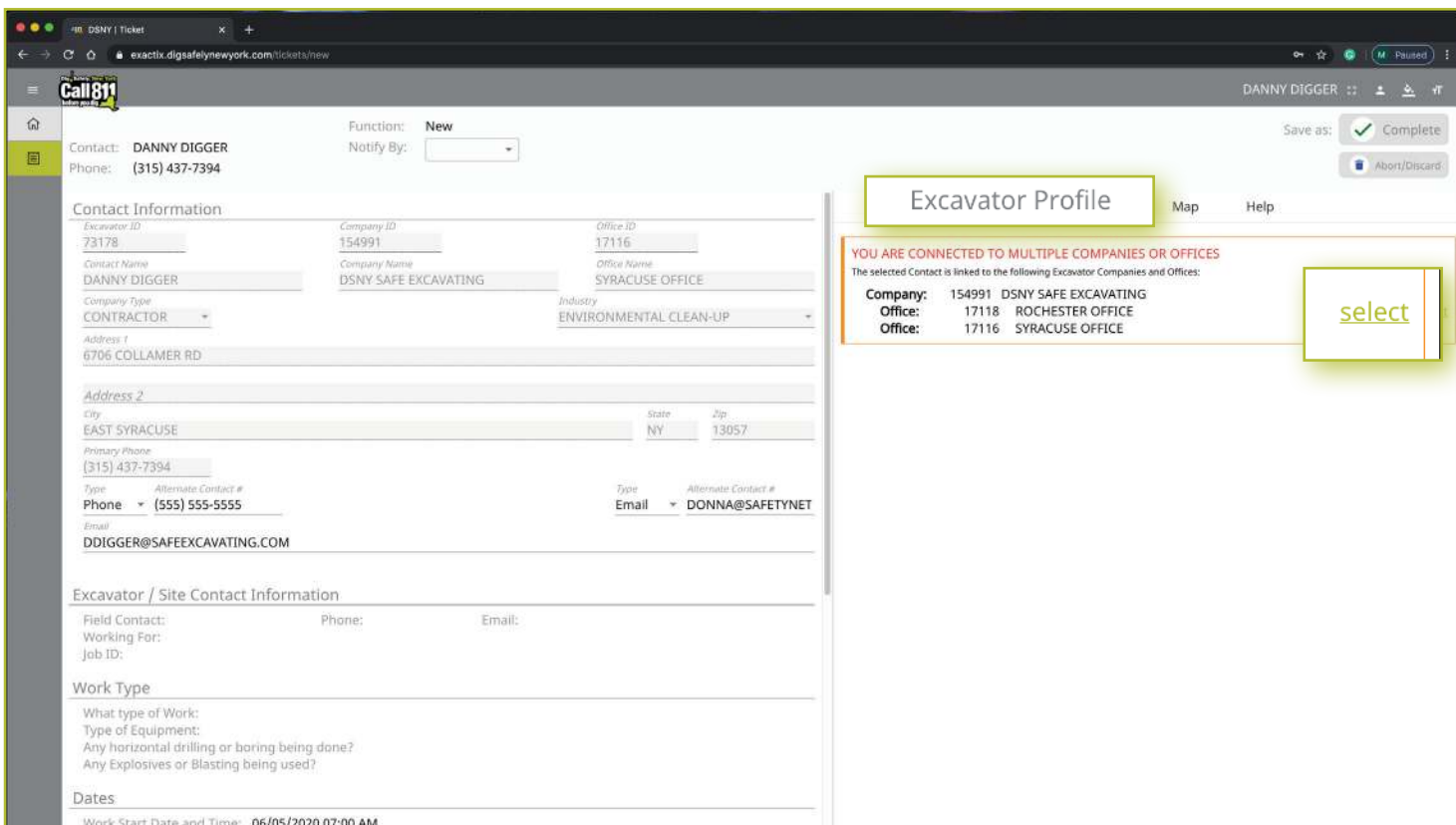
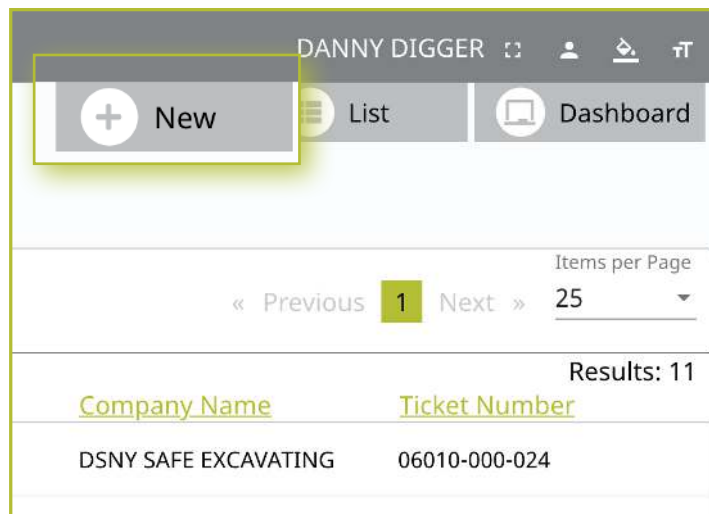
# Roles and Permissions as an Exactix Web User

## Excavator—View Office Tickets Role :: Multiple Associations

If you are a user that is associated with multiple or all Offices for your Company, and you are in the Excavator—View Office Tickets Role, you will be able to see all Location Requests for every Office association.

You can also submit your own Location Request for any of the Offices in which you are associated as a contact. To do this, click on the **New** button to start a Location Request. If you are listed as a contact of more than one Office for your Company, you will see an **Excavator Profile** tab next to your **Map** and **Help** tabs on the right-side of the screen.

Here, you can select which Office information you would like your Contact Information to reflect for the Location Request.



**exactix**



How to Utilize the  
**Excavator—View Company  
Tickets Role**

# Roles and Permissions as an Exactix Web User

## Excavator—View Company Tickets Role ■ ■ Explanation of Role

The Excavator—View Company Tickets Role is a supplemental role for authorized web users. This role is added to a web user with other role(s) outlined in this guide. The permissions add a radio button to the top of the user's Ticket Dashboard, allowing the user to change their filtered ticket-view to include all Location Requests submitted by anyone associated with the same Company as the user.

For example, if a Company has two regional offices, a person in the Excavator—View Company Tickets Role will be able to change their Ticket Dashboard to view Location Requests submitted by other users from the same Company in which they are associated.

Let's take a visual look at how to utilize the Excavator—View Company Tickets Role.

After logging into the system and clicking on your **Ticket Dashboard**, look at the radio button options above your dashboard. The **My Tickets** options filters and displays tickets that you as a user have submitted and those tickets in which you have been assigned as a Field Contact.

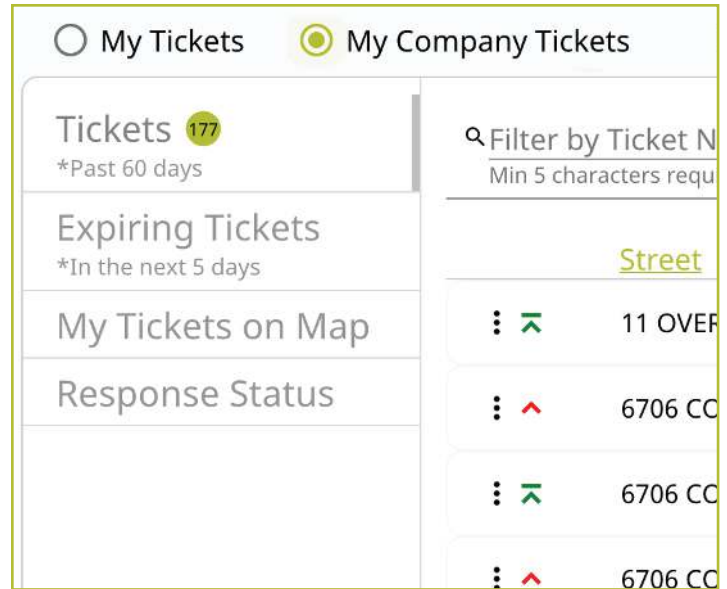
The screenshot shows the Exactix Ticket Dashboard interface. At the top, the user is logged in as DANNY DIGGER. The dashboard features two radio button options: **My Tickets** (selected) and **My Company Tickets**. Below these options, there are several filter and view controls, including a search bar for filtering tickets (Min 5 characters), a 'Str' button, and a list of filters with counts (e.g., 11, 670, 670). The main area displays a table of tickets with the following columns: Job Number, Work Start Date, Company Name, and Ticket Number. The table shows 11 results, with the first few rows having Job Number 1234 and Ticket Number 06010-000-024. The last row has Job Number 1234ABC and Ticket Number 05290-000-011.

Job Number	Work Start Date	Company Name	Ticket Number
1234	06/04/2020 07:00 AM	DSNY SAFE EXCAVATING	06010-000-024
1234	06/04/2020 07:00 AM	DSNY SAFE EXCAVATING	06010-000-026
1234	06/04/2020 07:00 AM	DSNY SAFE EXCAVATING	06010-000-024
1234	06/04/2020 07:00 AM	DSNY SAFE EXCAVATING	06010-000-024
CUSTOM FIELD	06/08/2020 07:00 AM	DSNY SAFE EXCAVATING	06010-000-004
	06/04/2020 07:00 AM	DSNY SAFE EXCAVATING	05290-000-018
1234ABCD	06/05/2020 07:00 AM	DSNY SAFE EXCAVATING	05290-000-013
1234ABC	06/05/2020 07:00 AM	DSNY SAFE EXCAVATING	05290-000-011

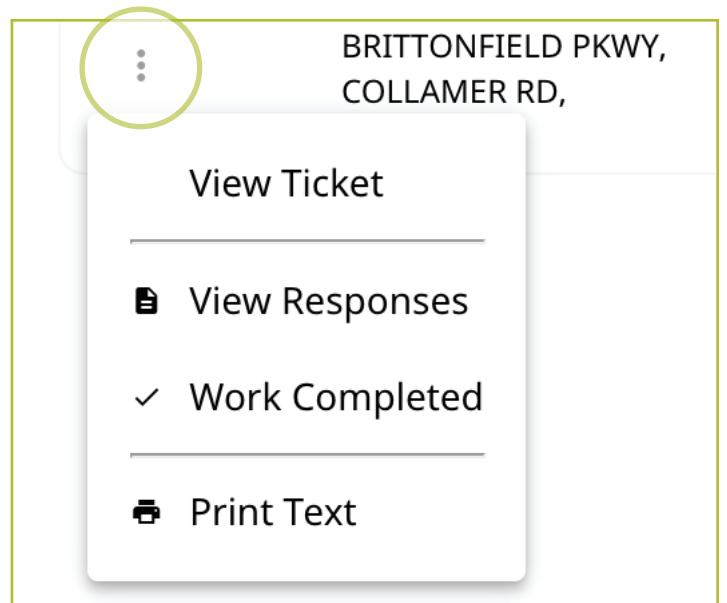
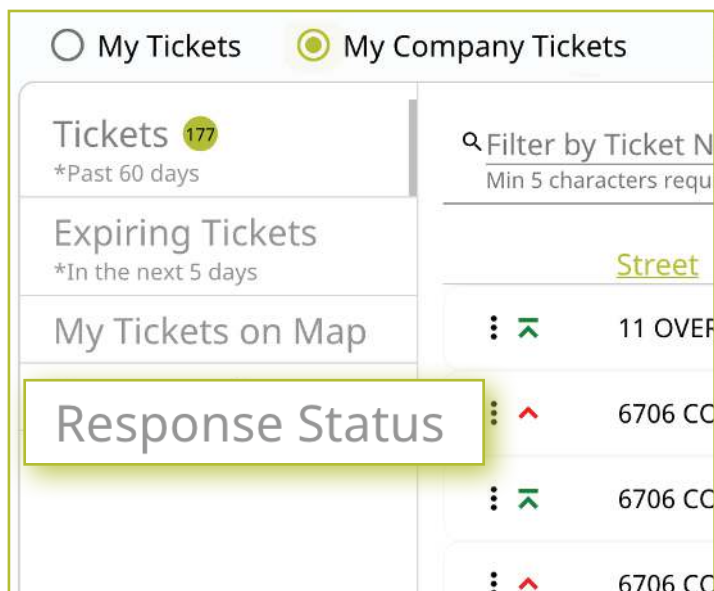
# Roles and Permissions as an Exactix Web User

## Excavator—View Company Tickets Role :: Closer Look at the Radio Buttons

In the Excavator—View Company Tickets Role, you have another radio button called **My Company Tickets**. Clicking this radio button changes your filter to display all tickets submitted by you as well as any other person in your Company that submits Location Requests.



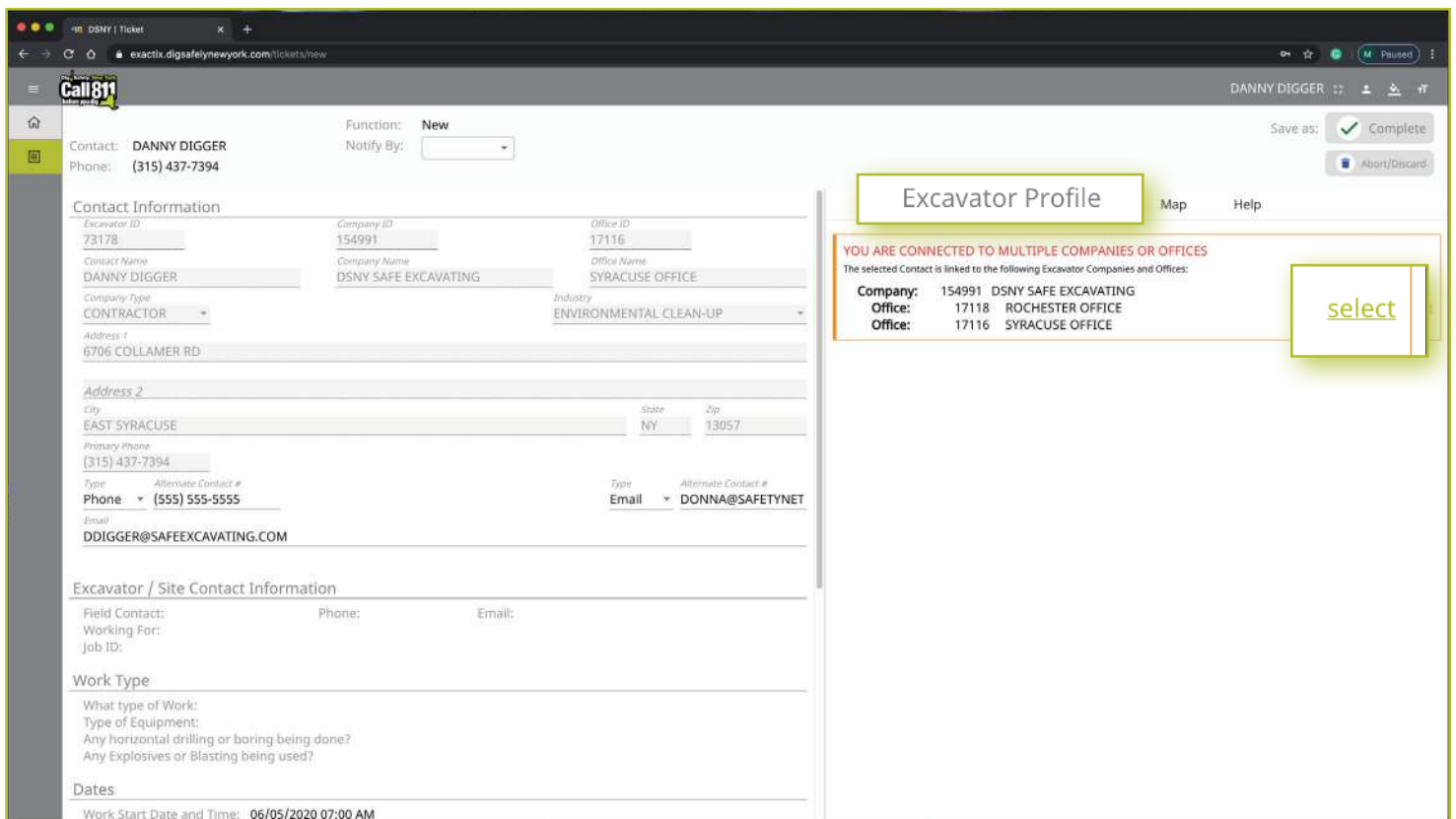
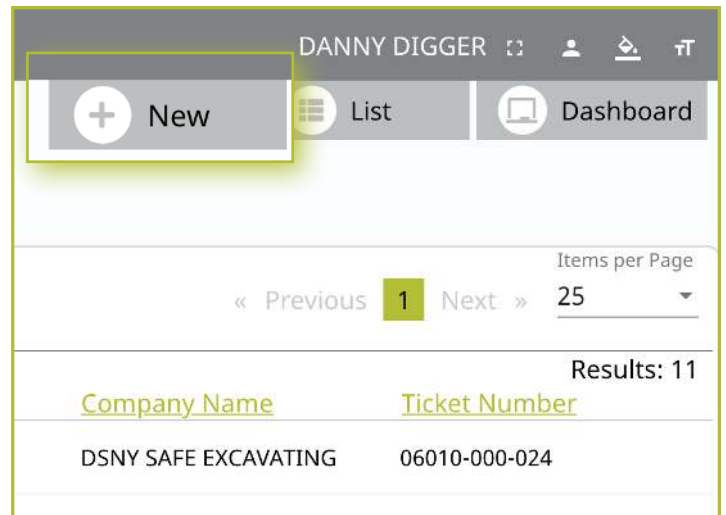
You can view all Automated Positive Responses (APR) for any Location Request in this role by using the **Response Status** tab in the secondary ticket menu, or by using the three-dot menu next to each ticket and choosing the **View Responses** option.



# Roles and Permissions as an Exactix Web User

## Excavator—View Company Tickets Role :: Multiple Associations

If you are a user that is associated with multiple Offices for your Company, or multiple Companies, you can submit your own Location Request for any of the Offices/Companies in which you are associated. To do this, click on the **New** button to start a Location Request. If you are listed as a contact of more than one Office for your Company, or more than one Company, you will see an **Excavator Profile** tab next to your **Map** and **Help** tabs on the right-side of the screen. Here, you can select which Office information you would like your Contact Information to reflect for the Location Request.



**exactix**



How to

## **Link a Field Contact to a Ticket or Office**



## How to Link a Field Contact to a Ticket or Office

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### *Explanation*

When creating a Location Request, you will have to enter one or more **Field Contacts** in the **Excavator/Site Contact Information** section of the form. This is a person(s) that Dig Safely New York, its Member Utilities, or the respective Utility Locators will contact with questions regarding the jobsite listed on the Location Request.

A **Field Contact** can be any person you designate. When you click in the **Field Contact** text box, a list of people associated with your Company will appear. You can choose someone from this list by clicking on their name, or you can choose to manually type in a name and their contact information (i.e., phone number and email).

# How to Link a Field Contact to a Ticket or Office

## Selecting someone not associated with your office

If the Company you are associated with has multiple Offices, any person from that Company will appear in the dropdown list.

If you choose a person or manually type in a person not associated with the same Office as you, you will see green text appear under the **Field Contact** text box that says **Use on this Ticket only (click to change)**. This indicates the status of that **Field Contact**.

By default, a **Field Contact** that is not associated with your Office is only used for that specific Location Request. Should you wish to associate that person with your Office, click on the **Use on this Ticket only (click to change)** green text under their name. Clicking this will link the person to your Office and the text will then change to say **Link to Office (click to change)**, which is the new status of that **Field Contact**.

Excavator / Site Contact Information		
Field Contact	Phone	Email
(315) 555-5555	6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	(716) 260-0361 aaschettine@digsafely
+ 73151 BRIAN KELSEY (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
WH 73152 PATRICIA KELSEY (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
job 73169 MELISSA LUCAS (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
73178 DANNY DIGGER (315) 437-7394	DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA	
Wor 7374 ANDREW SCHETTINE (716) 260-0361	DSNY SAFE EXCAVATING (154991) - ROCHESTER OFFICE 1555 EAST HENRIETTA RD, ROCHESTER, NY, 14623, MONROE	
Wh 7374 ANDREW SCHETTINE (716) 260-0361	DSNY SAFE EXCAVATING (154991) - MIDDLETON OFFICE 75 RAILROAD AVE, MIDDLETON, NY, 10940, ORANGE	
Any 7374 ANDREW SCHETTINE (716) 260-0361	DSNY SAFE EXCAVATING (154991) - BUFFALO OFFICE 3637 UNION RD, SUITE 6, CHEEKTOWAGA, NY, 14225, ERIE	

Dates  
Work Start Date and Time: 06/18/2020 07:00 AM  
Work is estimated to be completed by: 06/18/2020

Alternate Phone: (555) 555-5555  
Email: NSMITH@SAFEEXCAVATING.COM

Excavator / Site Contact Information		
Field Contact	Phone	
- JAKE SMITH	(315) 555-1234	
<a href="#">Update Contact and Link to Office (click to change)</a>		
+ Add additional Contact		

Excavator / Site Contact Information		
Field Contact	Phone	
- ANDREW SCHETTINE	(716) 260-0361	
<a href="#">Use on this Ticket only (click to change)</a>		

Excavator / Site Contact Information		
Field Contact	Phone	
- ANDREW SCHETTINE	(716) 260-0361	
<a href="#">Link to Office (click to change)</a>		

# How to Link a Field Contact to a Ticket or Office

## What does linking to Office mean?

Linking someone to your Office provides that person with the ability to place Location Requests on behalf of your Office. They are still the contact but the **Office ID** field, **Office Name** field, and **Address** field in the **Contact Information** section of the Location Request creation form will now be that of your Office.

If you are a user that is associated with multiple Offices or Companies, you will see an **Excavator Profile** tab next to your **Map** and **Help** tabs on the right-side of the Location Request creation screen. Here, you can select the Office or Company information you would like to use in the **Contact Information** section for each new Location Request you create.

The screenshot shows a web browser window with the URL `exactix.digsafelynewyork.com/tickets/new`. The user is logged in as 'DANNY DIGGER'. The form is for a 'New' ticket. The contact information is for 'DANNY DIGGER' with phone '(315) 437-7394'. The 'Contact Information' section has several fields highlighted with a yellow box: 'Excavator ID' (73178), 'Company ID' (154991), 'Office ID' (17116), 'Contact Name' (DANNY DIGGER), 'Company Name' (DSNY SAFE EXCAVATING), 'Office Name' (SYRACUSE OFFICE), 'Company Type' (CONTRACTOR), 'Address 1' (6706 COLLAMER RD), 'City' (EAST SYRACUSE), 'State' (NY), and 'Zip' (13057). Below this, there are fields for 'Phone' ((555) 555-5555) and 'Email' (DDIGGER@SAFEEXCAVATING.COM). The 'Excavator / Site Contact Information' section has fields for 'Field Contact', 'Working For', and 'Job ID'. The 'Work Type' section has a dropdown for 'What type of Work?' and checkboxes for 'Type of Equipment: Any horizontal drilling or boring being done?' and 'Any Explosives or Blasting being used?'. The 'Dates' section has a 'Work Start Date and Time' of '06/05/2020 07:00 AM'. On the right side, the 'Excavator Profile' tab is active, showing a message: 'YOU ARE CONNECTED TO MULTIPLE COMPANIES OR OFFICES. The selected Contact is linked to the following Excavator Companies and Offices:'. Below this is a table with columns 'Company', 'Office', and 'Office Name'. The table contains three rows: '154991 DSNY SAFE EXCAVATING', '17118 ROCHESTER OFFICE', and '17116 SYRACUSE OFFICE'. A yellow box highlights the 'select' button next to the table.

Company	Office	Office Name
154991	DSNY SAFE EXCAVATING	
17118	ROCHESTER OFFICE	
17116	SYRACUSE OFFICE	

# How to Link a Field Contact to a Ticket or Office

## What does Use on this Ticket Only mean?

If the **Field Contact** status remains in the default option of **Use on this Ticket Only (click to change)** then that **Field Contact** will only have access to that specific ticket information and its respective utility responses.

The screenshot displays the Exactix DSNY Ticketing System interface. The top navigation bar includes the 'Call811' logo, the user name 'DANNY DIGGER', and a 'Paused' status indicator. The main content area is divided into several sections:

- Contact Information:** Displays 'Contact: DANNY DIGGER' with phone number '(315) 437-7394'. Below this, it lists 'Company: DSNY SAFE EXCAVATING', 'Office: SYRACUSE OFFICE', and 'Industry: ENVIRONMENTAL CLEAN-UP'. The address is '6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA'. Other contact details include 'Primary Phone: (315) 437-7394', 'Alternate Phone: (555) 555-5555', and 'Email: NSMITH@SAFEEXCAVATING.COM'. An 'Alternate Email: DDIGGER@DIGSAFELYNEWYORK.COM' is also listed.
- Excavator / Site Contact Information:** A highlighted section showing 'Field Contact' as 'ANDREW SCHETTINE' with a phone number '(716) 260-0361'. A link below the name reads 'Use on this Ticket only (click to change)'.
- Work Type:** A section for specifying work details, including 'What type of Work:', 'Type of Equipment:', and 'Any horizontal drilling or boring being done?'. It also asks 'Any Explosives or Blasting being used?'.
- Dates:** Shows 'Work Start Date and Time: 06/18/2020 07:00 AM', 'Work is estimated to be completed by: 06/18/2020', and 'Location request expires if work does not start by: 07/02/2020'. The 'Priority/Ticket Type' is set to 'Regular'.
- Site Information:** Shows 'Dig Site Type: Street/Address', 'NY', and 'Near:'.
- Map:** A map of New York State is displayed on the right side, with major cities like Buffalo, Rochester, Syracuse, Albany, and Saratoga Springs labeled. The map includes navigation controls like zoom in/out and a search bar.

**exactix**



How to  
**Configure Your Views and Filters**

# Configure Your Views and Filters

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## *Explanation*

Exactix provides you with the ability to customize how you view and filter the Location Requests that you have permissions to see, whether it is just your tickets, those tickets from your Office, or tickets submitted by your entire Company.

The view is composed of column headings that pull information from Location Requests. For example, the view will display the **Ticket Number**.

The filter options allow you to refine your search results. For example, you can filter to only show tickets that were submitted using manual mapping tools. Or, you can filter to only show tickets that were submitted in the last 7 days.

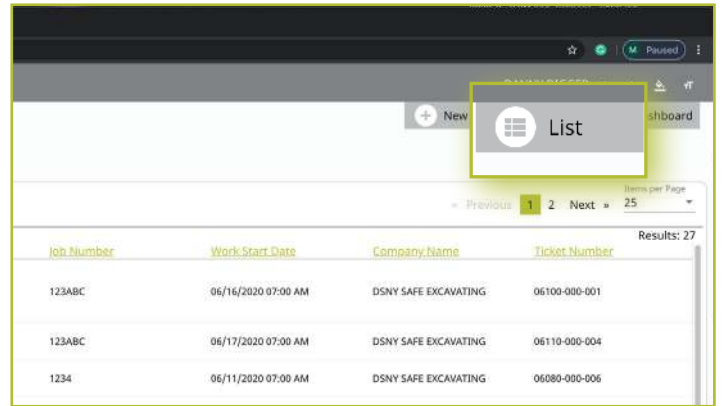
The views and filters can work together or alone, using customized ones of each or default system options.

Let's take a visual look at how you can customize and utilize views and filters.

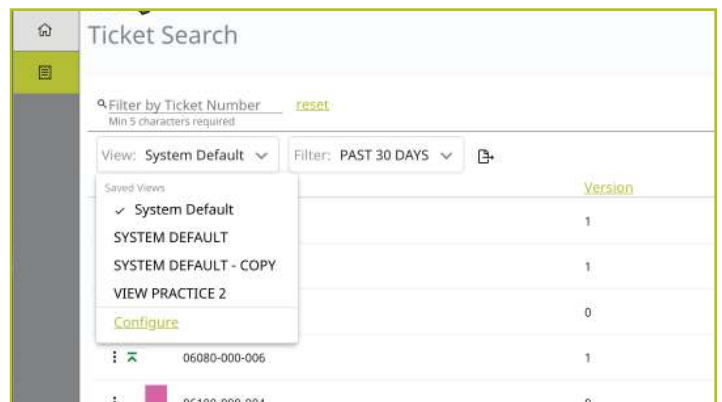
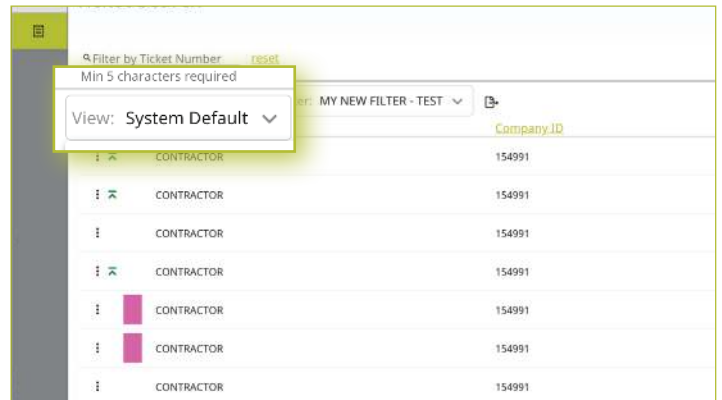
# Configure Your Views and Filters

## List and View buttons

After logging into the system and clicking on your ticket dashboard, click on the **List** option in the top right-hand corner under your name.



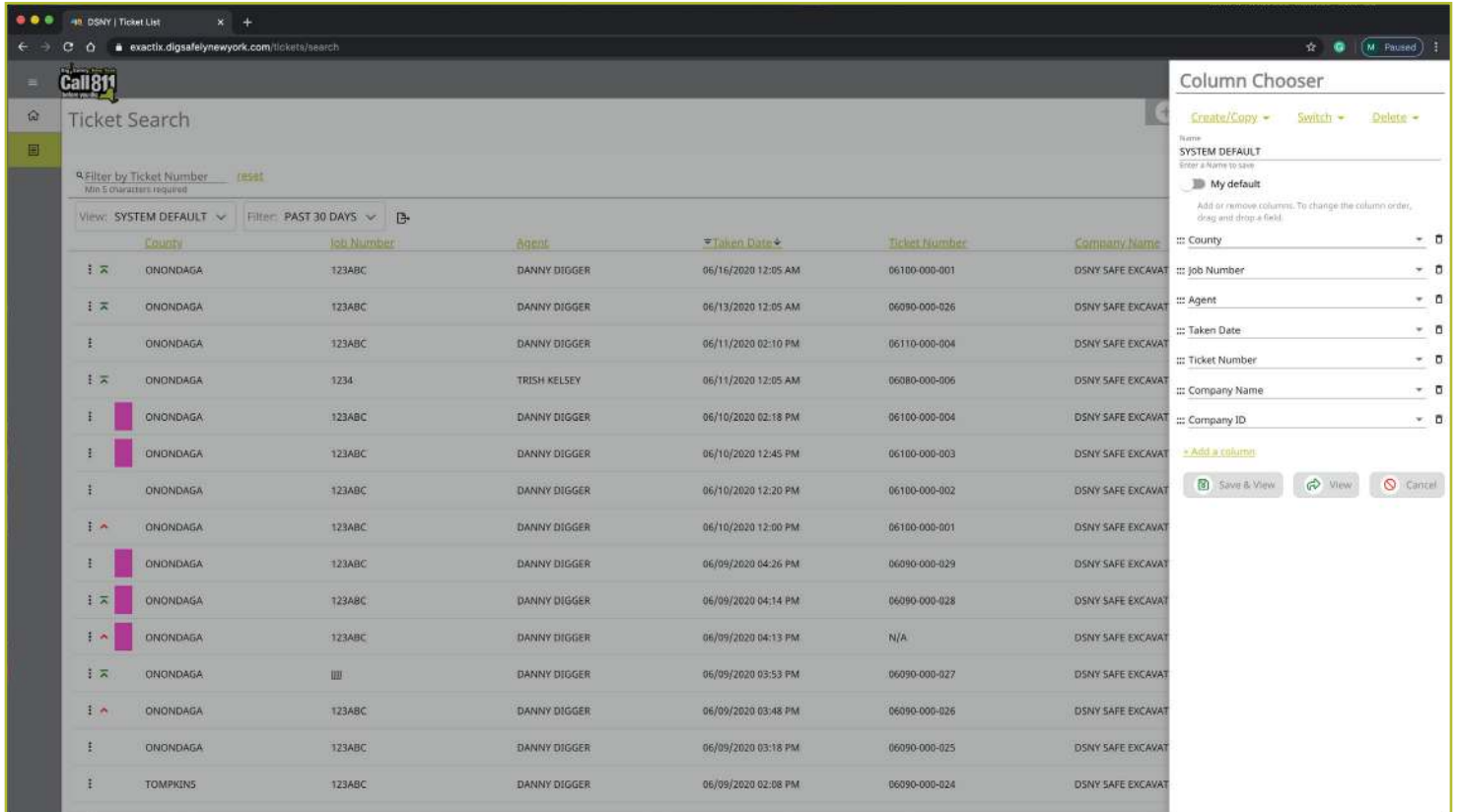
Clicking on **List** will bring up all the tickets you have permission to view using the System Default view and filter. To customize the way these tickets are displayed for better personal functionality, first, click on the **View: System Default** dropdown arrow. Next, click on the green **Configure** text.



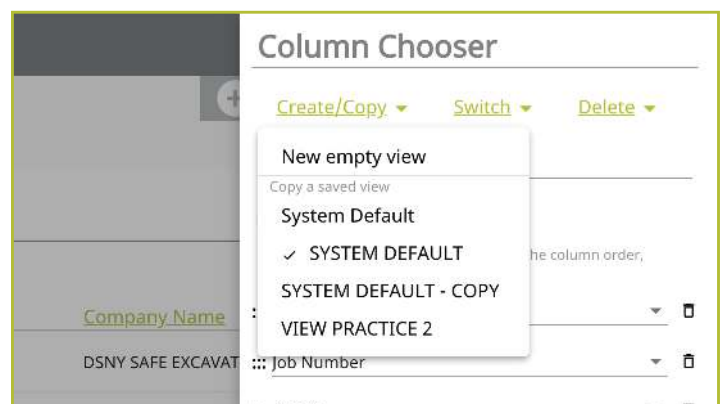
# Configure Your Views and Filters

## Configuration of View

Clicking the **Configure** text will open a new view with a **Column Chooser** box.



To build your own configuration to view tickets, click on the **Create/Copy** dropdown text. You can choose to build your view from scratch by clicking on the **New empty view** option, or build off of a current view by clicking on that view name (i.e., **System Default**).





# Configure Your Views and Filters

## System Default

By selecting an existing view, you are creating a copy of that view. Let's go over how to build off the **System Default** view. You will notice after selecting the view, the **Name** field will add the word "copy." Your new view name would be "SYSTEM DEFAULT – COPY." This can be edited and renamed to something of your choosing, or you can opt to keep it as is.

Under the **Name** field, you will see the current columns within that pre-existing view.

You can choose to keep these columns or delete them at any time by using the **trash can** icon to the right of each column title.

To add a column to your view, click on the **+Add a column** text under the existing column options. Clicking this will add a blank column to your list. Click on the blank field and use the scroll bar to view the column options available to add to your view. Options that are available are those relevant to or directly on the Location Request creation form, which include things like:

- Job Number
- County
- Work Start Date
- Work Type
- And More

**Column Chooser**

Create/Copy ▾ Switch ▾ Delete ▾

Name  
SYSTEM DEFAULT - COPY  
Enter a Name to save

My default

Add or remove columns. To change the column order, drag and drop a field.

- County
- Job Number
- Agent
- Taken Date
- Ticket Number
- Company Name
- Company ID

+ Add a column

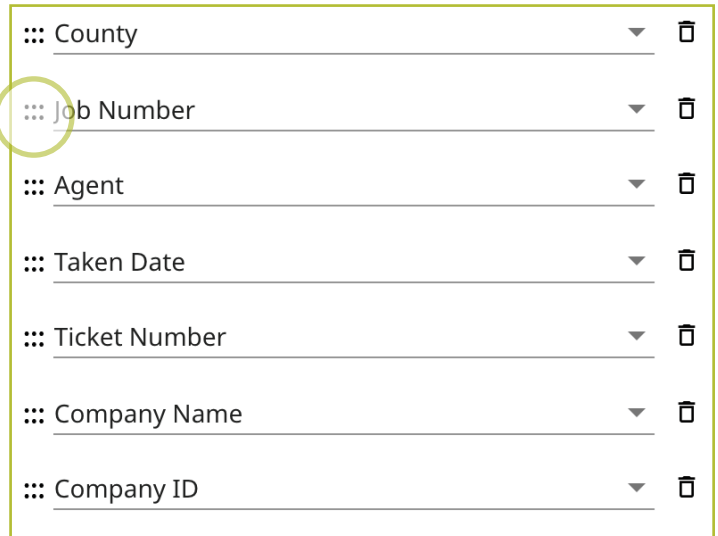
- Company Name
- Company ID
- 

- Office Name
- Office State
- Office Zip
- Place
- QA Assessor

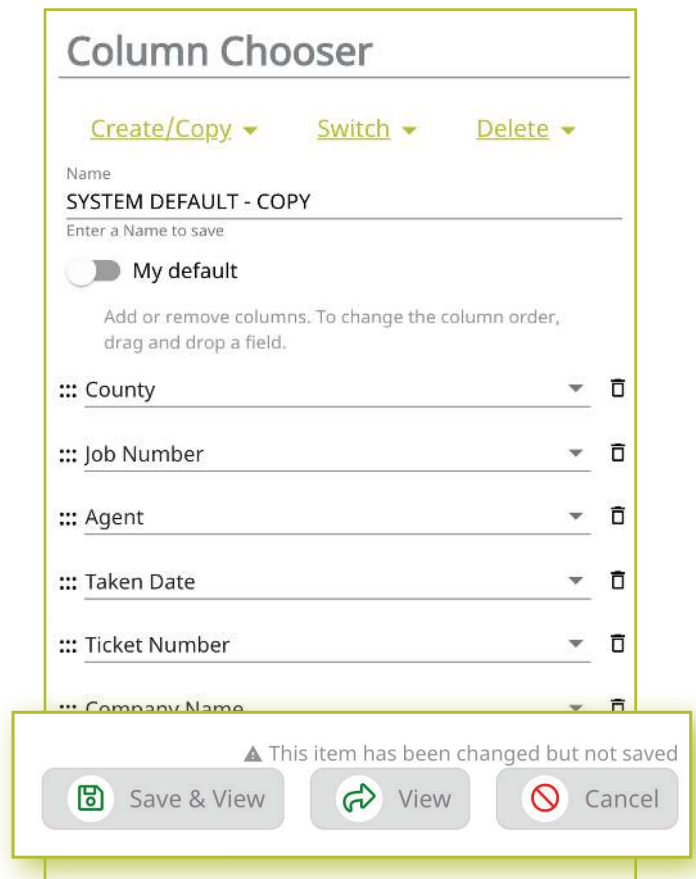
# Configure Your Views and Filters

## System Default

To move the order of how your columns will be displayed on your **List** screen, click on the **six dots** to the left of the column titles. After clicking, “hold” and “drag” the column up or down, to your desired placement.



Once you have created the view you would like to use, you can click on the **View** button at the bottom for single one-time use, or click on the **Save & View** button at the bottom to keep the new configuration in your view options. At any time during the process, you can click on the **Cancel** button to make the **Column Chooser** box disappear.



# Configure Your Views and Filters

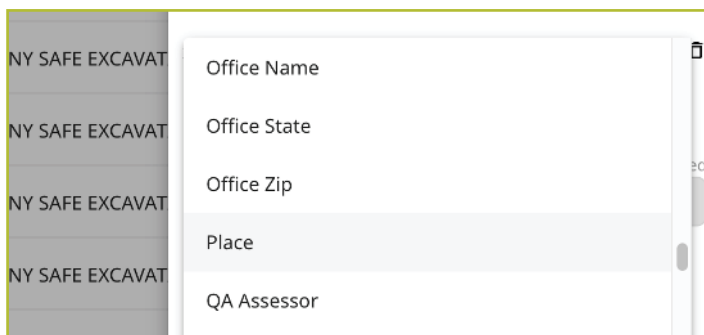
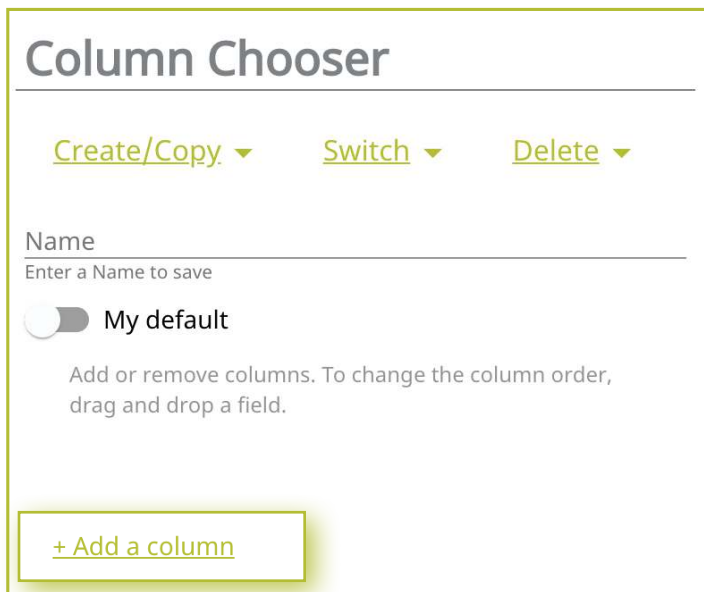
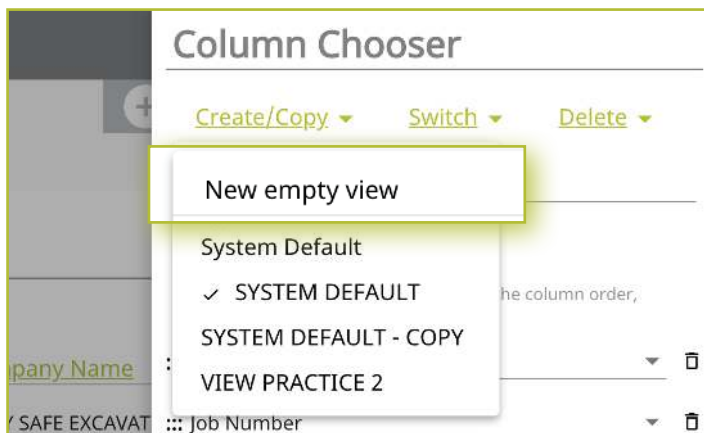
## New Empty View

To start a view from scratch, click on the **Create/Copy** dropdown text, and then click on the **New Empty View** option.

This will provide you with a blank slate to create your filter. Start with the **Name** field and type in a view name for your configuration.

Next, click on the **+Add a column** text under the existing column options. Clicking this will add a blank column to your list. Click on the blank field and use the scroll bar to view the column options available to add to your view. Options that are available are those relevant to or directly on the Location Request creation form, which include things like:

- Job Number
- County
- Work Start Date
- Work Type
- And More

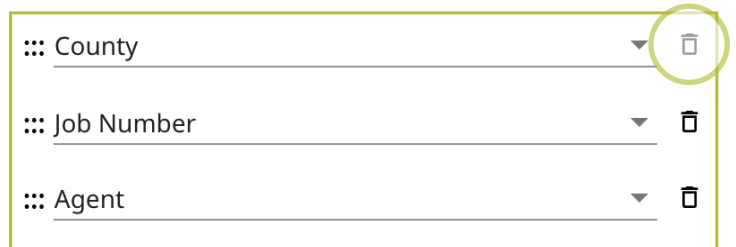
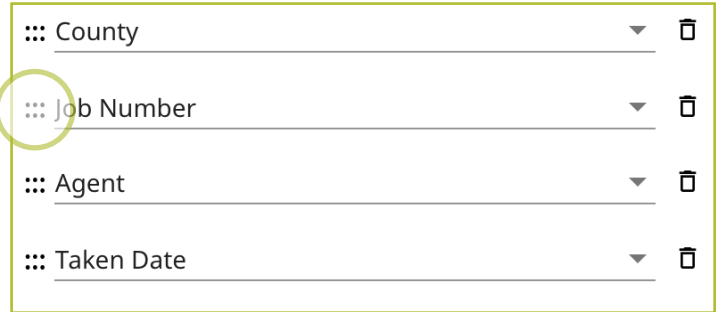


# Configure Your Views and Filters

## New Empty View

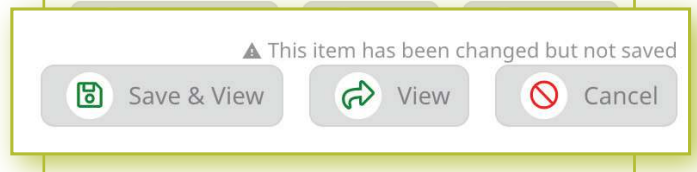
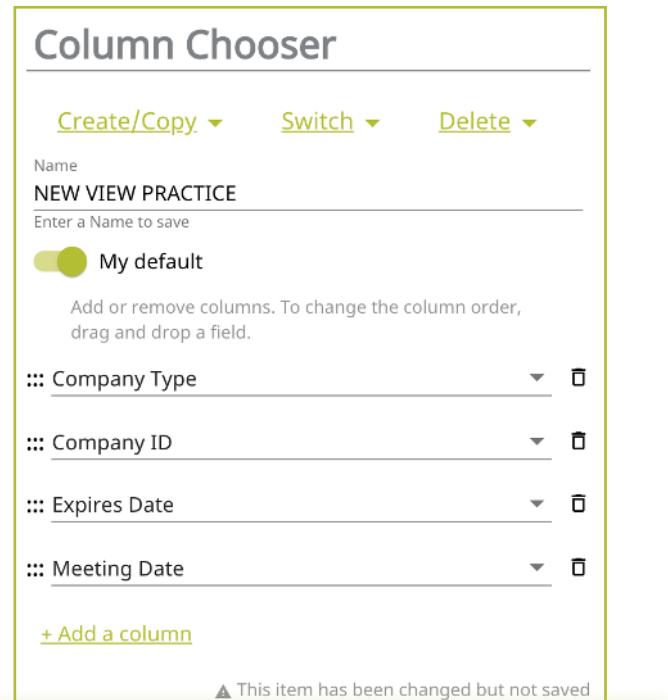
To move the order of how your columns will be displayed on your **List** screen, click on the **six dots** to the left of the column titles. After clicking, “hold” and “drag” the column up or down, to your desired placement.

You can choose to keep these columns or delete them at any time by using the **trash can** icon to the right of each column title.



You can choose to make any view your default view so that every time you visit the List screen, the selected view will automatically be presented. To do this, make sure you toggle the **My Default** option in the **Column Chooser** box.

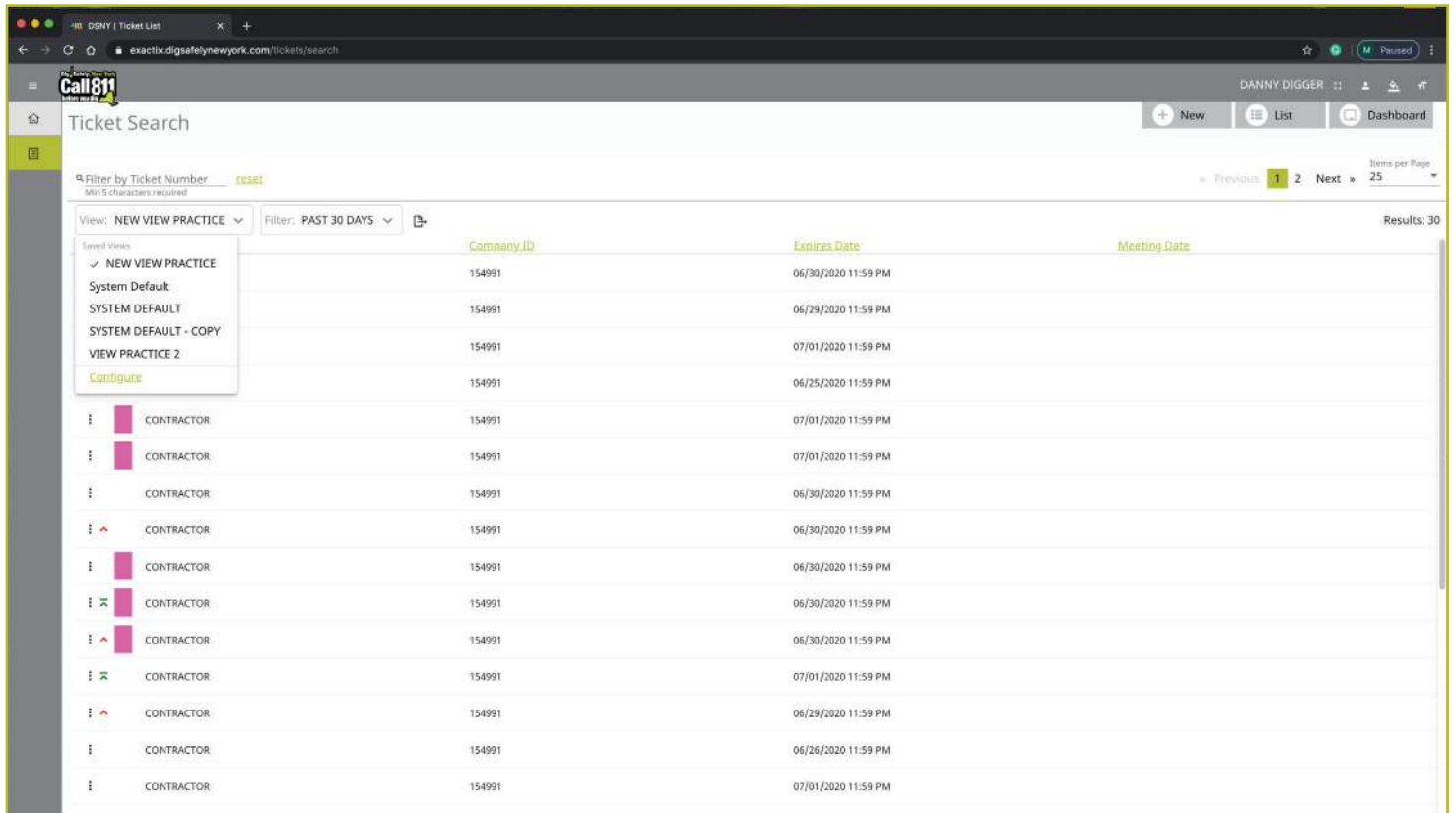
Once you have created the view you would like to use, you can click on the **View** button at the bottom of the **Column Chooser** box for single one-time use, or click on the **Save & View** button at the bottom of the **Column Chooser** box to keep the view in your options. At any time during the process, you can click on the **Cancel** button to make the **Column Chooser** box disappear.



# Configure Your Views and Filters

## Finding your saved Views

Once you have created your own view(s), you can find them at any time within the **List** screen by clicking the **View:** dropdown box under the **Filter by Ticket Number** field at the top left-hand corner of the screen.



The screenshot shows a web browser window with the URL `exactix.digsafelynewyork.com/tickets/search`. The page title is "Ticket Search". At the top right, the user is identified as "DANNY DIGGER". There are buttons for "New", "List", and "Dashboard". Below the search bar, there is a "Filter by Ticket Number" field with a "reset" link and a "Min 5 characters required" note. A "Filter: PAST 30 DAYS" dropdown is also present. The "View:" dropdown is currently set to "NEW VIEW PRACTICE" and is open, showing a list of saved views: "NEW VIEW PRACTICE", "System Default", "SYSTEM DEFAULT", "SYSTEM DEFAULT - COPY", "VIEW PRACTICE 2", and "Configure". The table below shows 30 results, with columns for "Company ID", "Expires Date", and "Meeting Date".

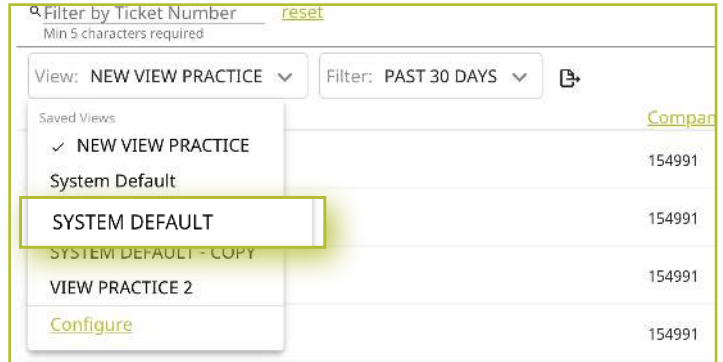
Company ID	Expires Date	Meeting Date
154991	06/30/2020 11:59 PM	
154991	06/29/2020 11:59 PM	
154991	07/01/2020 11:59 PM	
154991	06/25/2020 11:59 PM	
154991	07/01/2020 11:59 PM	
154991	07/01/2020 11:59 PM	
154991	06/30/2020 11:59 PM	
154991	06/30/2020 11:59 PM	
154991	06/30/2020 11:59 PM	
154991	06/30/2020 11:59 PM	
154991	06/30/2020 11:59 PM	
154991	06/30/2020 11:59 PM	
154991	07/01/2020 11:59 PM	
154991	06/29/2020 11:59 PM	
154991	06/26/2020 11:59 PM	
154991	07/01/2020 11:59 PM	

# Configure Your Views and Filters

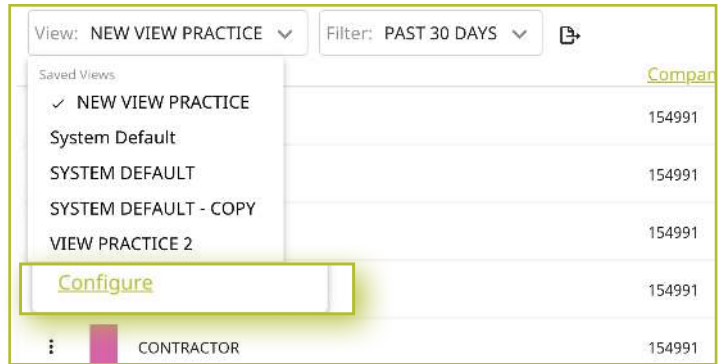
## Finding your saved Views

You can choose to make any view your default view so that every time you visit the List screen, your desired view does not have to be selected. To do this:

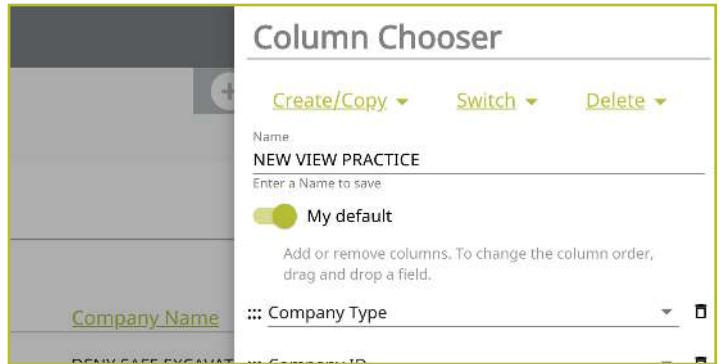
Select the view you would like as your default (*this can be an existing filter or a filter you have built*)



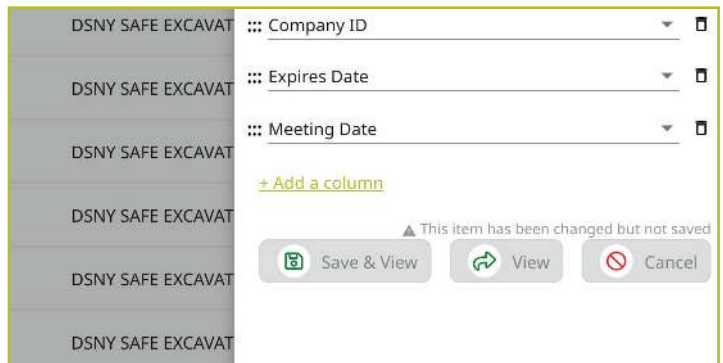
then click on the green **Configure** text.



Within the **Column Chooser** box, toggle the **My Default** option



and then click the **Save and View** button at the bottom.



# Configure Your Views and Filters

## Filters

On the **List** screen, you also have the option to build your own filters. The filters allow you to refine your search of tickets based on things like:

- Time
- Types of tickets
- Types of mapping
- And more

In addition to configurable options, Dig Safely New York has built and saved several global filters for you to choose from. To view these options, click on the **Filter: System Default** dropdown box to the right of the **View: System Default** box.

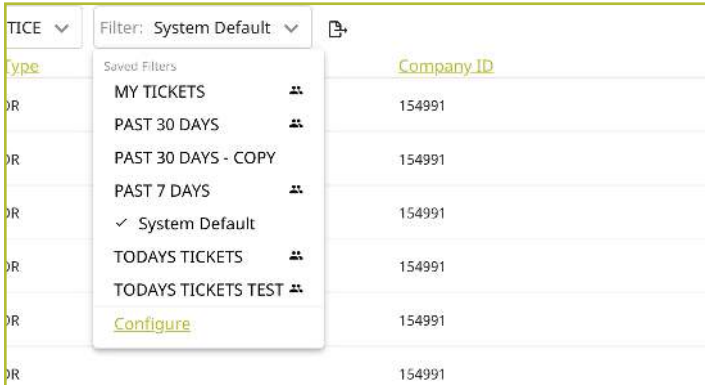
The screenshot shows the 'Ticket Search' interface in a web browser. The browser address bar shows 'exactiv.digsafelynewyork.com/tickets/search'. The page title is 'Ticket Search'. The user is logged in as 'DANNY DIGGER'. The interface includes a search bar, a 'View: System Default' dropdown, and a 'Filter: System Default' dropdown. The 'Filter: System Default' dropdown is open, showing a list of saved filters: 'MY TICKETS', 'PAST 30 DAYS', 'PAST 30 DAYS - COPY', 'PAST 7 DAYS', 'System Default' (selected), 'TODAYS TICKETS', and 'TODAYS TICKETS TEST'. There is also a 'Configure' link at the bottom of the dropdown. The main table displays a list of tickets with columns for 'Ticket Number', 'Taken Date', and 'Company Name'. The table shows 33 results, with the first few rows highlighted. The 'Company Name' for all rows is 'DSNY SAFE EXCAVATING'.

Ticket Number	Taken Date	Company Name
06110-000-004	06/17/2020 12:05 AM	DSNY SAFE EXCAVATING
06090-000-027	06/17/2020 12:05 AM	DSNY SAFE EXCAVATING
06090-000-024	06/17/2020 12:05 AM	DSNY SAFE EXCAVATING
06100-000-001	06/16/2020 12:05 AM	DSNY SAFE EXCAVATING
06090-000-026	06/13/2020 12:05 AM	DSNY SAFE EXCAVATING
06110-000-004	06/11/2020 02:10 PM	DSNY SAFE EXCAVATING
06080-000-006	06/11/2020 12:05 AM	DSNY SAFE EXCAVATING
06100-000-004	06/10/2020 02:18 PM	DSNY SAFE EXCAVATING
06100-000-003	06/10/2020 12:45 PM	DSNY SAFE EXCAVATING
06100-000-002	06/10/2020 12:20 PM	DSNY SAFE EXCAVATING
06100-000-001	06/10/2020 12:00 PM	DSNY SAFE EXCAVATING
06090-000-029	06/09/2020 04:26 PM	DSNY SAFE EXCAVATING
06090-000-028	06/09/2020 04:14 PM	DSNY SAFE EXCAVATING
N/A	06/09/2020 04:13 PM	DSNY SAFE EXCAVATING
06090-000-027	06/09/2020 03:53 PM	DSNY SAFE EXCAVATING

# Configure Your Views and Filters

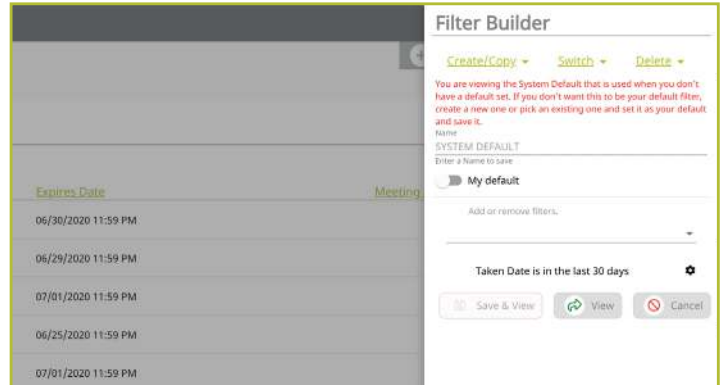
## Filters

To configure your own filter, click on the green **Configure** text at the bottom of the filter dropdown. Clicking the **Configure** text will open a new view with a **Filter Builder** box.



The screenshot shows a table with a filter dropdown menu open. The table has columns for 'Type' and 'Company ID'. The filter dropdown is titled 'Filter: System Default' and lists several saved filters: 'MY TICKETS', 'PAST 30 DAYS', 'PAST 30 DAYS - COPY', 'PAST 7 DAYS', 'System Default' (selected), 'TODAYS TICKETS', and 'TODAYS TICKETS TEST'. A green 'Configure' link is at the bottom of the dropdown.

Type	Company ID
DR	154991
DR	154991
DR	154991
DR	154991
DR	154991
DR	154991
DR	154991



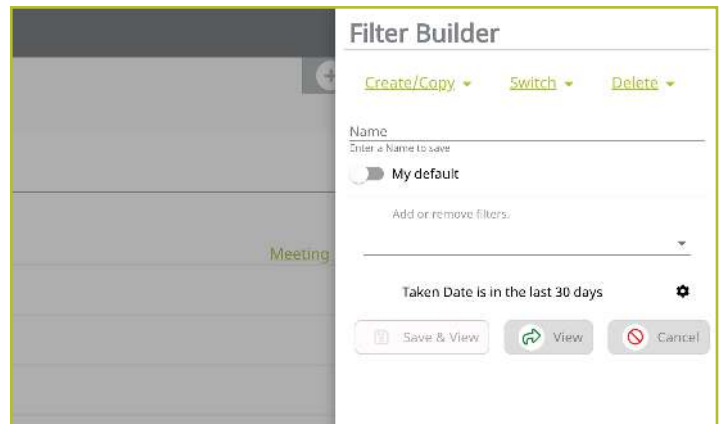
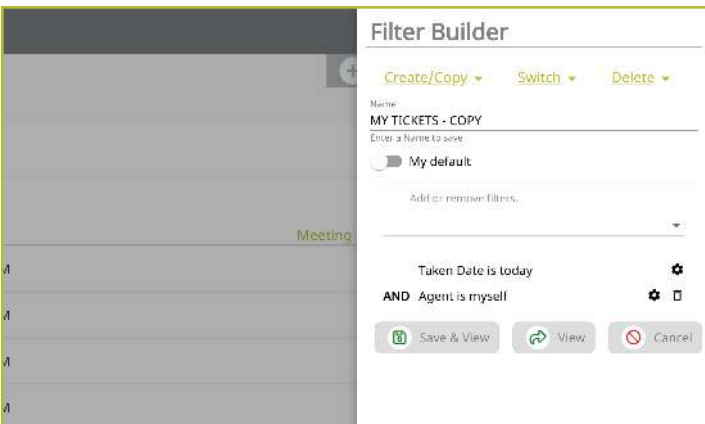
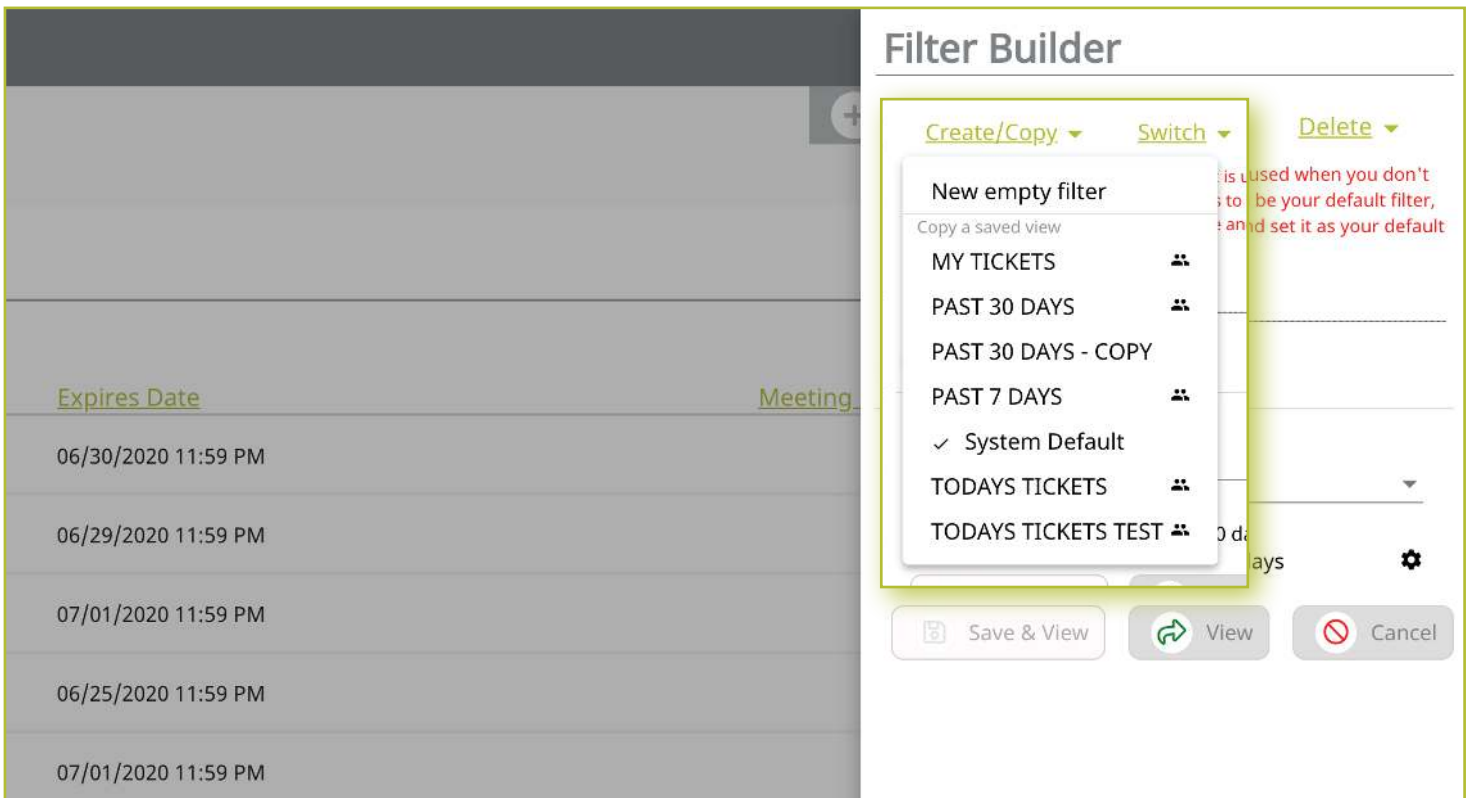
The screenshot shows the 'Filter Builder' interface. It has a title bar with 'Create/Copy', 'Switch', and 'Delete' buttons. Below the title bar is a warning message: 'You are viewing the System Default that is used when you don't have a default set. If you don't want this to be your default filter, create a new one or pick an existing one and set it as your default and save it.' The main area shows the filter name 'SYSTEM DEFAULT' and a 'My default' toggle. Below this is a section for 'Add or remove filters' with a search bar. A filter is applied: 'Taken Date is in the last 30 days'. At the bottom are 'Save & View', 'View', and 'Cancel' buttons.



# Configure Your Views and Filters

## Building a new filter

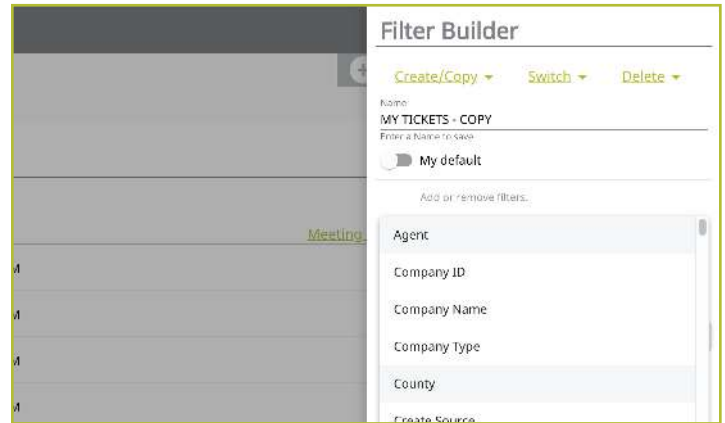
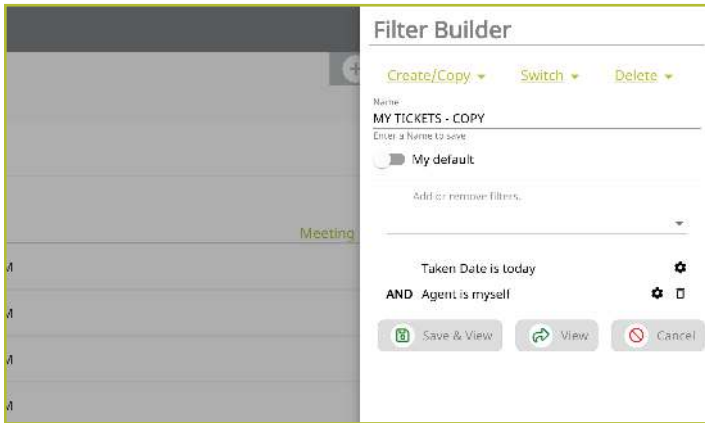
Within the **Filter Builder** box, click on the **Create/Copy** dropdown text, and then click on either the **New Empty Filter** option, or an existing filter in the list. Clicking on an existing filter gives you the ability to modify and add to an existing filter. Clicking on the **New Empty Filter** option, provides you with the opportunity to build a filter from scratch.



# Configure Your Views and Filters

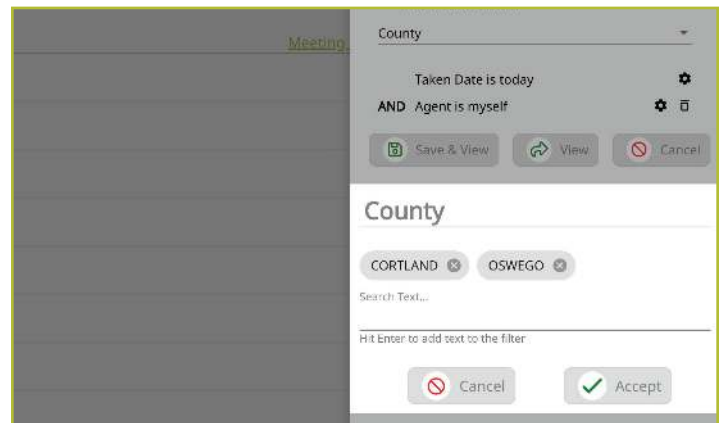
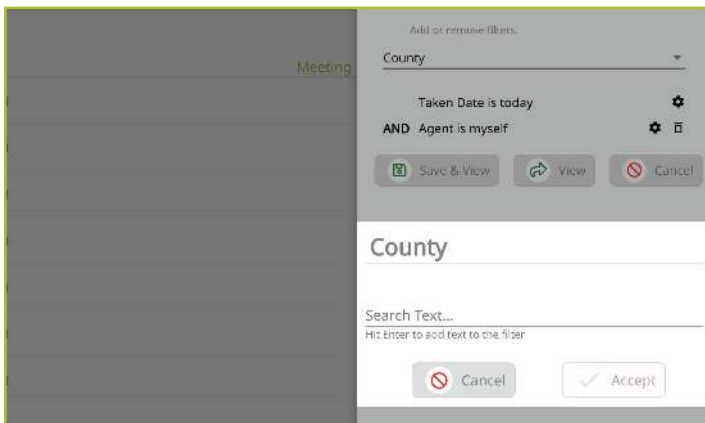
## Building a new filter

To add filters, click in the empty text field dropdown and select from the available options. Each option will generate a pop-up for further information based on your selection to assist with building your filter.



For example, if you wanted to have a filter to view tickets in a specific county, select the **County** option from the dropdown menu. This will generate a pop-up window asking you to type one or more counties you would like to include into your filter.

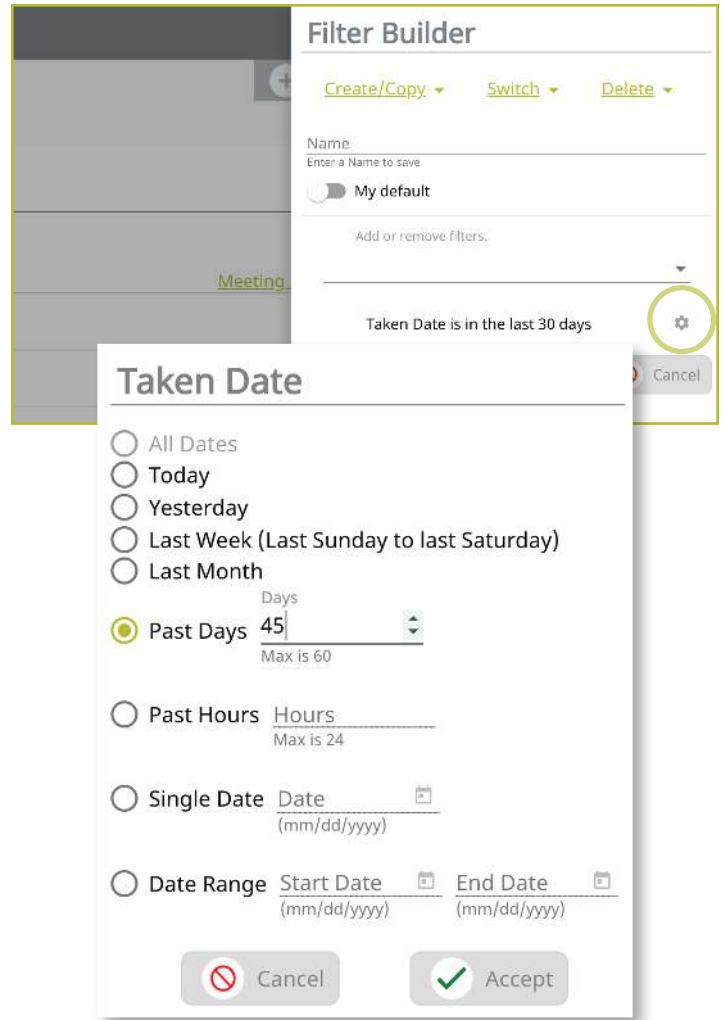
Continue to add filters based on the options to refine the list of tickets visible that meet the criteria you are outlining.



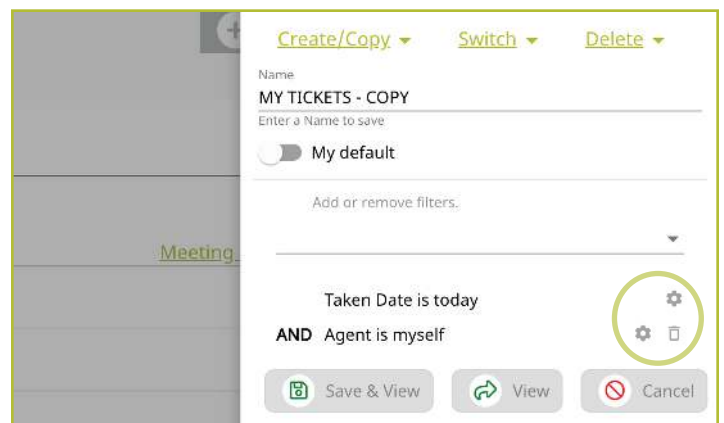
# Configure Your Views and Filters

## Building a new filter

By default, the **New Empty Filter** option filters tickets in the last 30 days. To change this, click on the **gear** icon next to the text.



If you are modifying or adding to an existing filter, you will see that same **gear** icon next to the pre-set parameters that filter is generating. You can change these by clicking on the **gear** icon to meet your needs.

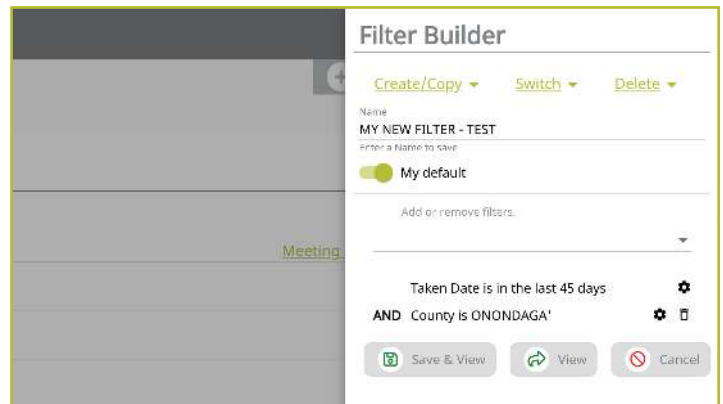
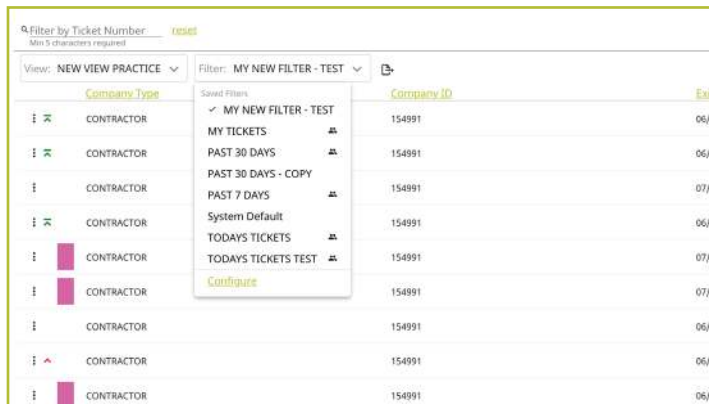


# Configure Your Views and Filters

## Viewing and selecting default filters

Once you have created your own filter(s), you can find them at any time within the **List** screen by clicking the **Filter:** dropdown box under the **Filter by Ticket Number** field at the top left-hand corner of the screen.

Just like the views, you can also make any filter your default filter so that every time you visit the **List** screen, your desired filter does not have to be selected. To do this, select the filter you would like as your default (this can be an existing filter or a filter you have built), then click on the **Configure** text. Within the **Filter Builder** box, toggle the **My Default** option and then click the **Save and View** button at the bottom.



# Configure Your Views and Filters

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## *Using the Views and Filters*

Using the Views and Filters on your List screen, gives you the ability to refine the number of tickets and types of tickets you are viewing. This gives you the ability to manage your work in your own way and use the data to make internal decisions on things like priorities.

For assistance with configuring views or filters, please contact Dig Safely New York's Web Services team.

**exactix**



How to Utilize the  
**Manual Mapping Tools**

# How to Utilize the Manual Mapping Tools

## Explanation of Manual Mapping Tools

Based on your permissions within the Exactix system, you may have the option to use the manual mapping tools provided on the map, to the right of the Location Request creation form.

These manual mapping tools will allow you to create your map before entering an address, street, or intersection into the **Site Information** section of the Location Request creation form. You can also utilize the manual mapping tools after you type in an address, street, or intersection to manipulate the mapped area to meet the specifics of your **Site Information**.

Let's review each of the manual mapping tools and how to use them.

The screenshot displays the Exactix system interface for creating a new ticket. The browser address bar shows `exactix.digsafelynewyork.com/tickets/new`. The interface is divided into a left sidebar with navigation options (Home, Tickets, Service Areas, Destinations, Communications) and a main content area. The main content area contains a form for creating a new ticket, with the following sections:

- Contact Information:** Fields for Excavator ID, Company ID, Office ID, Contact Name, Company Name, Office Name, Company Type, Industry, Address 1, Address 2, City, State, Zip, Primary Phone, Type, Alternate Contact #, Email, Email N/A, and Exclude from Ticket.
- Excavator / Site Contact Information:** A section for additional contact details.
- Work Type:** Fields for What type of Work, Type of Equipment, Any horizontal drilling or boring being done?, and Any Explosives or Blasting being used?
- Dates:** Fields for Work Start Date and Time (06/25/2020 07:00 AM), Work is estimated to be completed by (06/25/2020), Location request expires if work does not start by (07/10/2020), and Priority/Ticket Type (Regular).

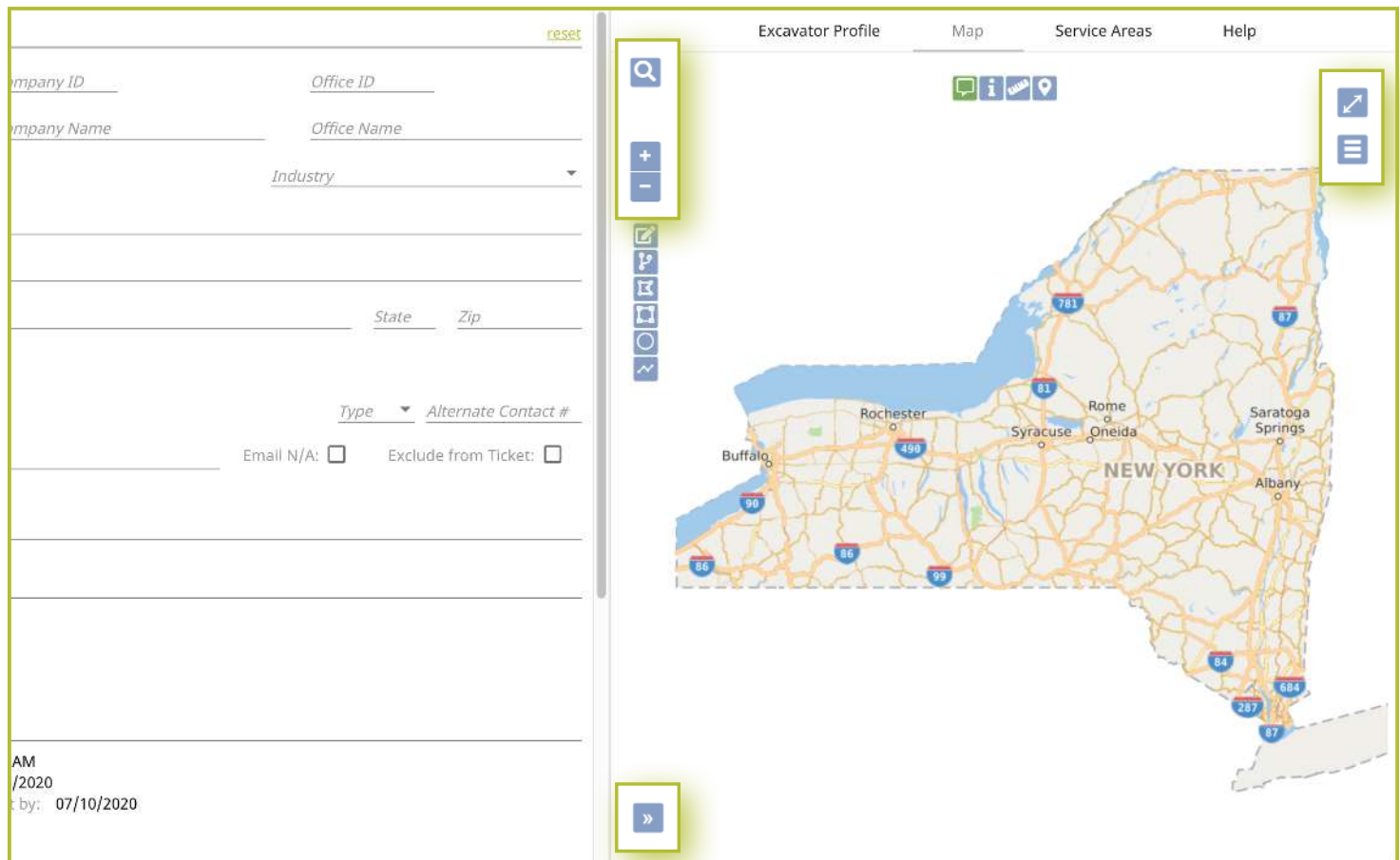
On the right side of the interface, there is a map of New York state with manual mapping tools. The map is titled "Excavator Profile" and includes tabs for "Map", "Service Areas", and "Help". The map shows major roads and cities in New York, including Buffalo, Rochester, Syracuse, Rome, Oneida, Saratoga Springs, Albany, and New York. The map is surrounded by a toolbar with various icons for zooming, panning, and other map functions.

# How to Utilize the Manual Mapping Tools

## Map View Tools

We will begin with the tools that change your map views and assist you in locating specific points on a map. These include:

- Search Tool
- Zoom In/Out Tool
- Overview Map Tool
- Toggle Full Screen Tool
- Toggle Base Map Tool





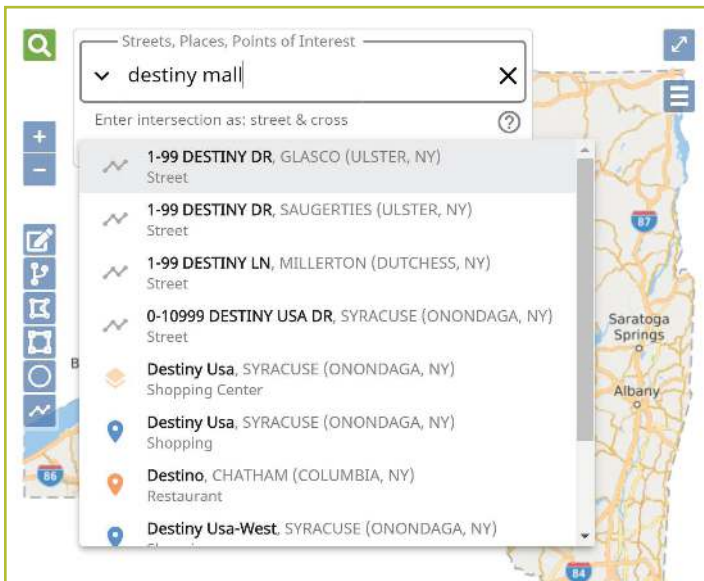
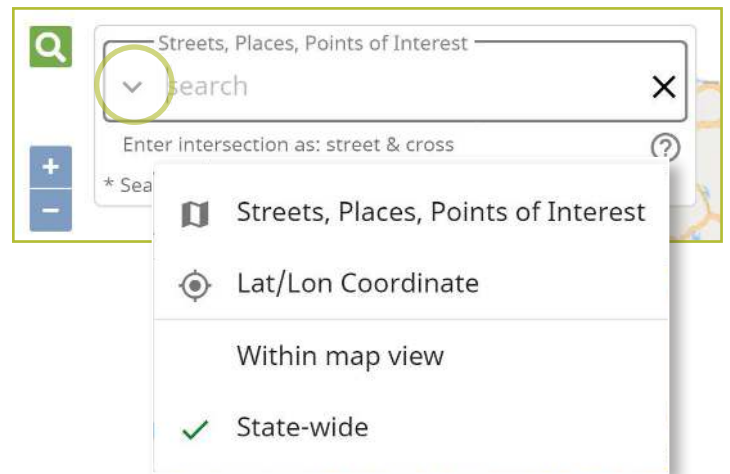
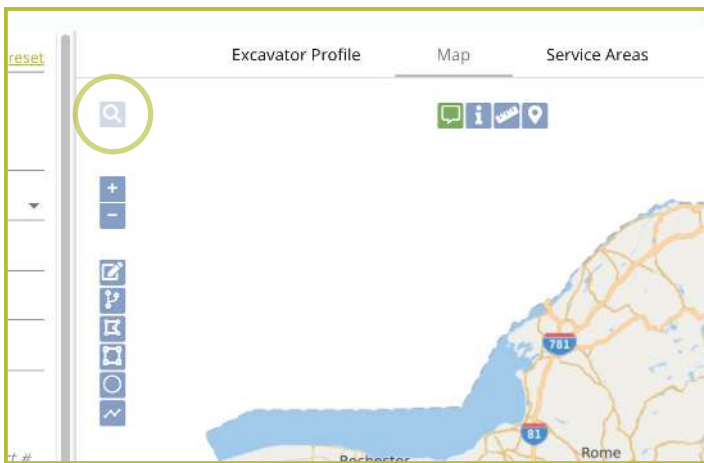
# How to Utilize the Manual Mapping Tools

## Map View Tools :: Search Tool

The magnifying glass in the top left corner is your **Search** tool. You can use the **Search** tool to look for streets, places, points of interest, and latitude/longitude coordinates statewide or within your current map view.

To utilize the **Search** tool, click on the magnifying glass. You will notice that the icon will turn green and you will see a dropdown arrow in the left-hand corner of the search field. To view your options, click on the arrow.

To search for a street, place, or point of interest, begin typing in the search field. A list of possible matches will appear based on your search. Select the match by clicking on the option. You will notice your map will change to highlight the street, place, or point of interest that you have selected based on your search with a red outline.

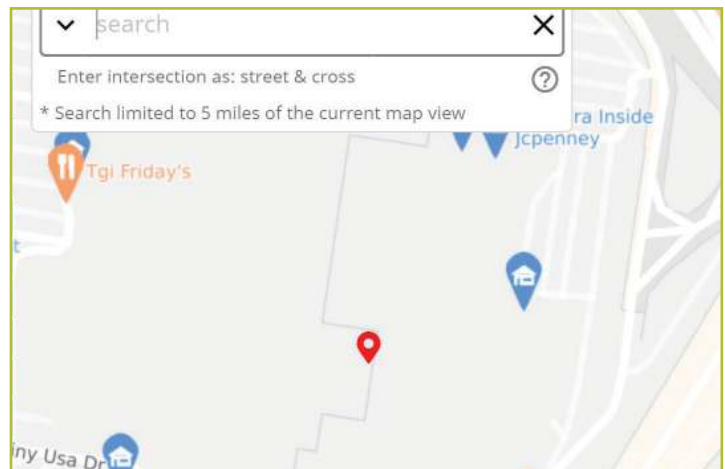
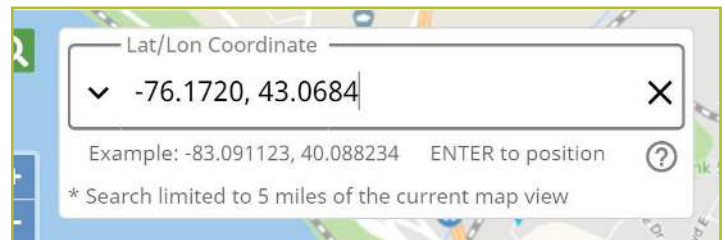
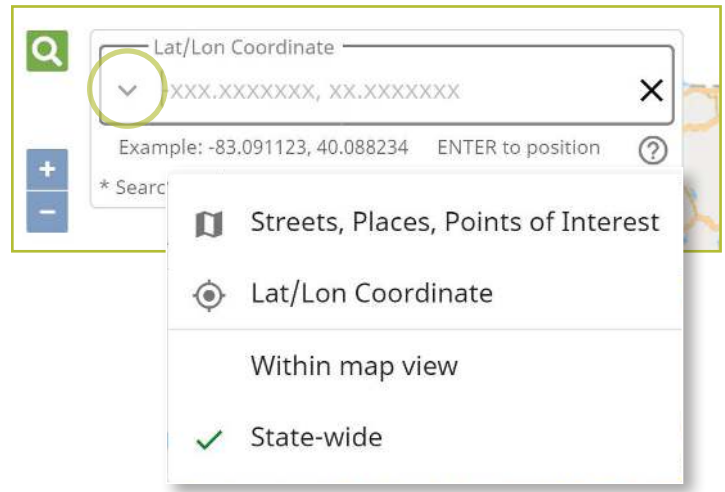


# How to Utilize the Manual Mapping Tools

## Map View Tools :: Search Tool

If you are looking to find a location on your map using latitude/longitude coordinates, click the down arrow on the left-hand side of the search field and click on the **Lat/Lon Coordinate** option. This will change your search field to accept latitude and longitude coordinates.

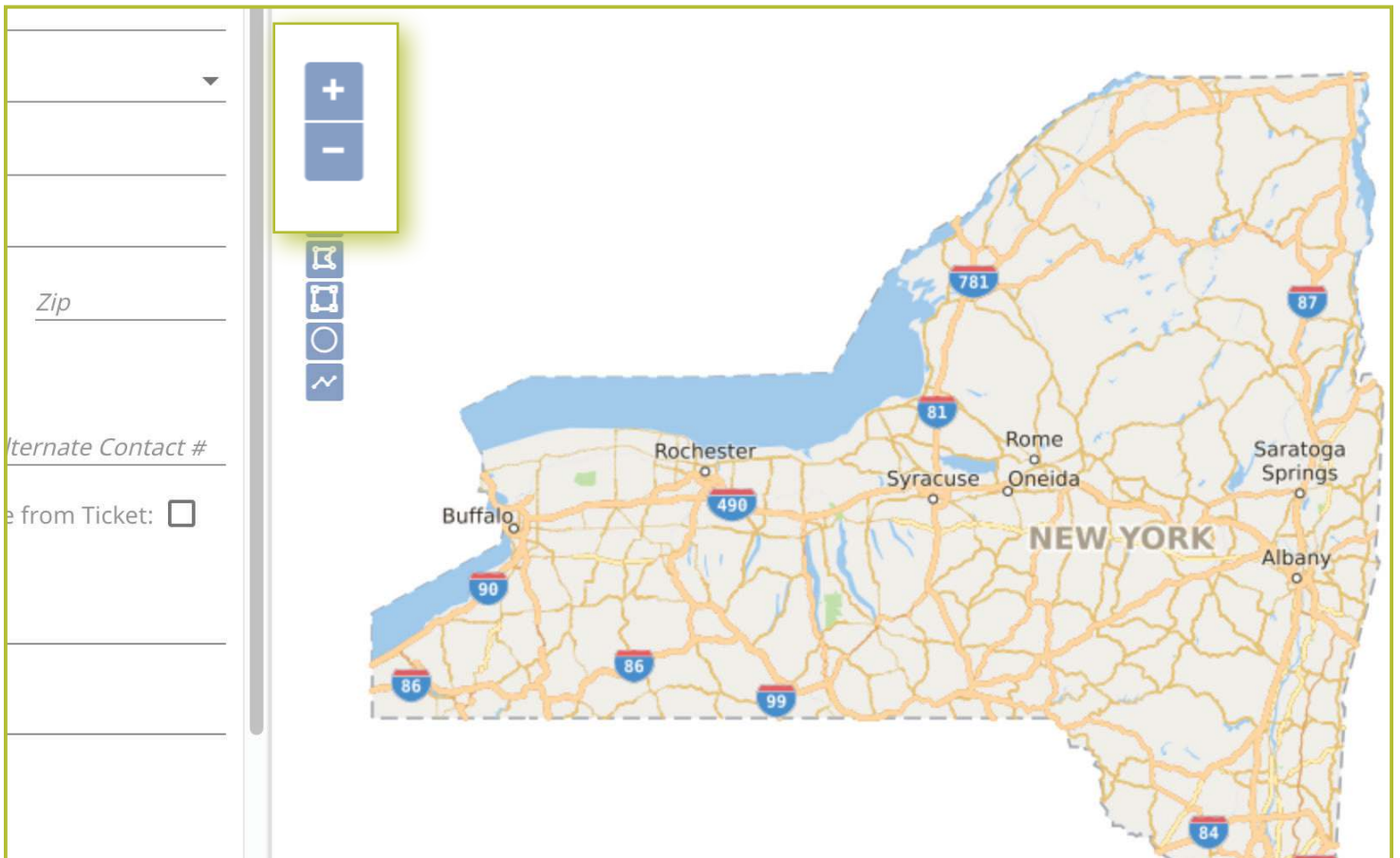
Type in your latitude and longitude coordinates using a comma to separate them (the system will insert a space between the coordinates for you), and press the **enter/return** key on your keyboard. You will notice your map changes to pinpoint your desired coordinates, indicating the exact spot with a red marker.



# How to Utilize the Manual Mapping Tools

## Map View Tools :: Zoom In/Out

Located under the **Search** tool, you will find your **Zoom In/Out** tools. These buttons are a minus icon (-) for **Zoom Out** and a plus icon (+) for **Zoom In**. You can utilize these tools at any time during the mapping process to get a better view of the map.



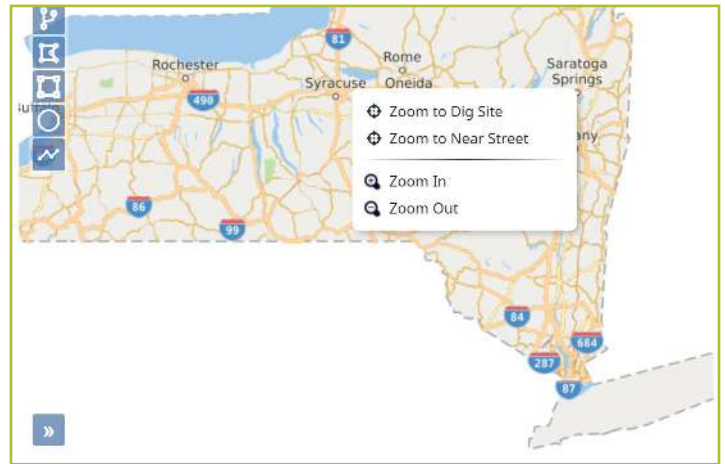
# How to Utilize the Manual Mapping Tools

## Map View Tools :: Zoom In/Out

While creating a Location Request, you also have the option to **right-click** on your map. Doing this will provide you with the ability to:

- Zoom to Dig Site
- Zoom to Near Street
- Zoom In
- Zoom Out

You can use these options within the map at any time. The **Zoom to Dig Site** allows you to go back to your blue highlighted dig site area if you stray away on the map. The **Zoom to Near Street** will provide you with a view of the Near Street(s) you have selected in the Location Request creation form. The **Zoom In** and **Zoom Out** options work the same as the zoom buttons on the map, previously reviewed.

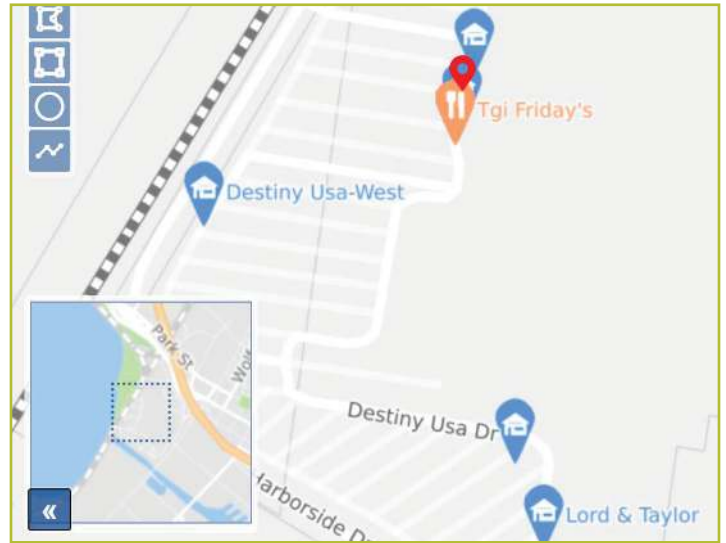


# How to Utilize the Manual Mapping Tools

## Map View Tools :: Right-Click on Map Menu

On the bottom left-hand corner of your map, you will see an icon that looks like two right-facing arrows. This is the **Overview Map** tool.

You can use this tool at any time during the mapping process. Clicking on the **Overview Map** will open a small square at the left corner of your overall map with a zoomed out area that includes your search point or dig site.

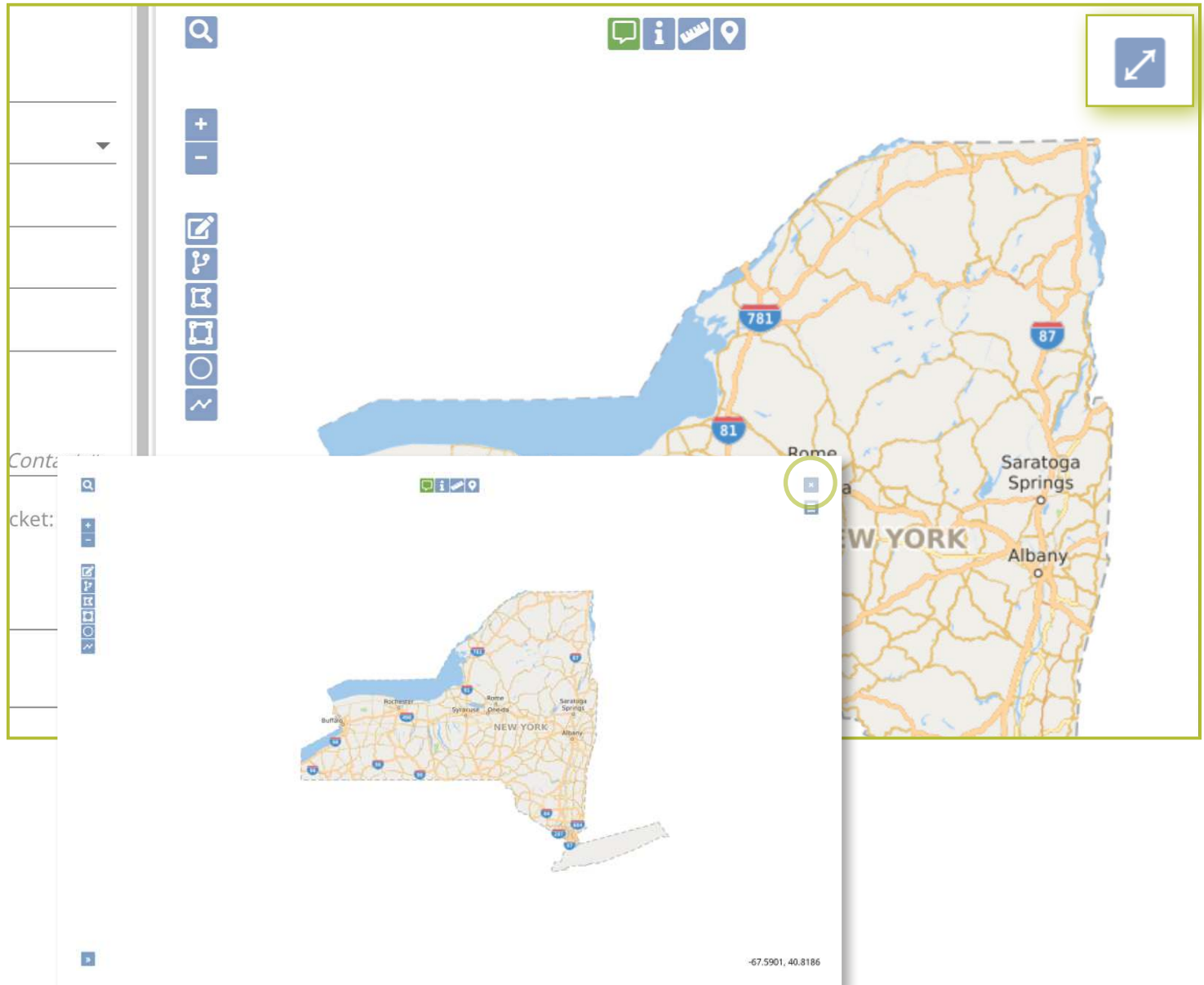


# How to Utilize the Manual Mapping Tools

## Map View Tools :: Toggle Full Screen Tool

In the top right-hand corner of the map, you will see a diagonal line with an arrow on each end. This is your **Toggle to Full Screen** tool.

Clicking the **Toggle to Full Screen** tool will make the map take over your entire screen. If you toggle your map to a full screen, you will still have all your manual mapping tools available and will not lose any information on your Location Request creation form. To exit out of the full-screen mode, click the **X** in the right-hand corner, or the escape (ESC) key on your keyboard.

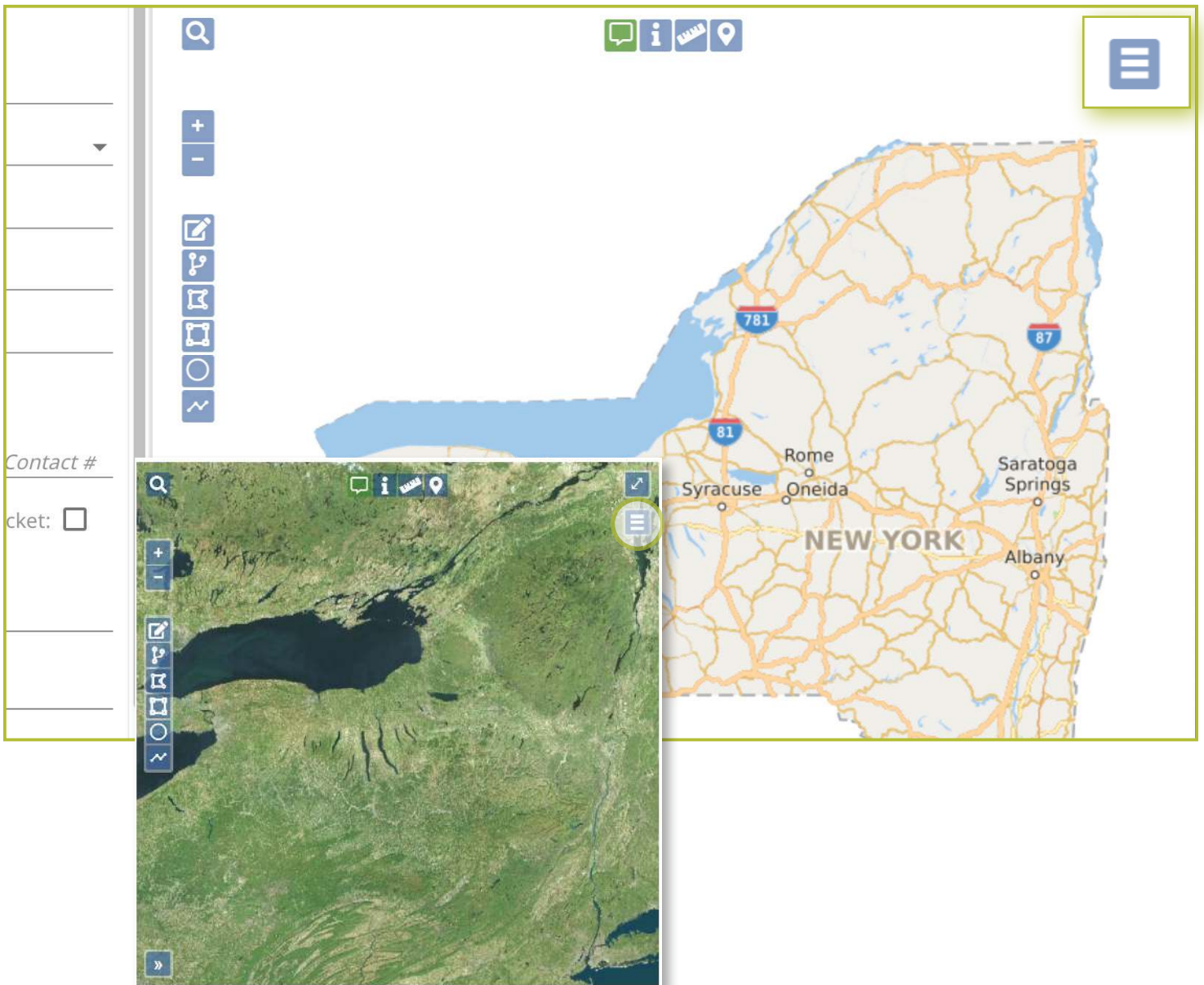


# How to Utilize the Manual Mapping Tools

## Map View Tools :: Toggle Base Map Tool

The three lines icon located under your **Toggle to Full Screen** tool is called the **Toggle Base Map** tool.

The **Toggle Base Map** tool allows you to change your map to a satellite view at any time. Clicking on the tool again will revert your map back.



# How to Utilize the Manual Mapping Tools

## Explanation of Manual Mapping **||** Edit your Mapping Tools

The next set of tools we are going to discuss are the tools you can use to map or edit your mapping. These include:

- Edit Dig Site Tool
- Buffer Street or Map Feature Tool
- Draw Polygon Tool
- Draw Rectangle Tool
- Draw Circle Tool
- Draw Line Tool

To use these tools, you need to find a street, address, or point of interest on the map. Or, you can fill in the **Site Information** section of the Location Request creation form and then edit the area on the map.

The screenshot displays a web application interface. On the left is a form with the following fields: Company ID, Office ID, Company Name, Office Name, Industry (dropdown), State, Zip, Type (dropdown), and Alternate Contact #. There are also checkboxes for 'Email N/A' and 'Exclude from Ticket'. A 'reset' link is located at the top right of the form. On the right is a map of New York state with major cities labeled: Buffalo, Rochester, Syracuse, Rome, Oneida, Saratoga Springs, and Albany. The map shows a network of roads and highways. A toolbar on the left side of the map area contains several icons: a search icon, a zoom in (+) and zoom out (-) icon, a drawing tool icon (highlighted with a yellow box), a share icon, a rectangle tool, a polygon tool, a circle tool, and a line tool. The map also has a 'Map' tab selected, and other tabs for 'Excavator Profile', 'Service Areas', and 'Help' are visible at the top.






# How to Utilize the Manual Mapping Tools

## Edit your Mapping Tools :: Edit Dig Site Tool

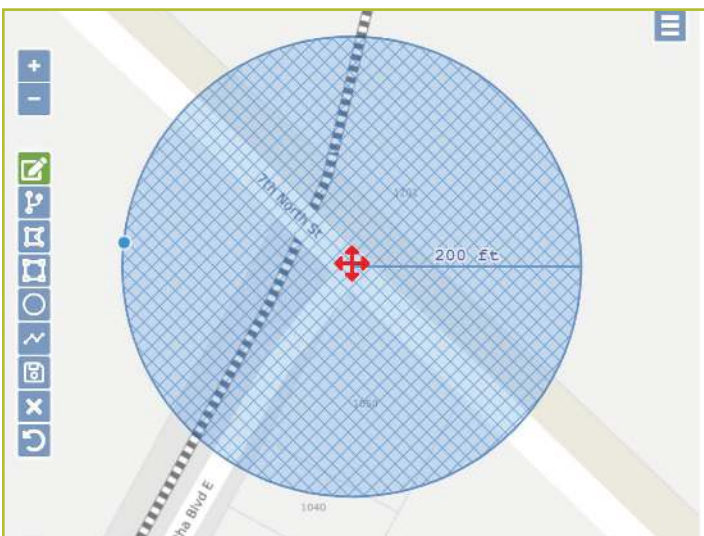
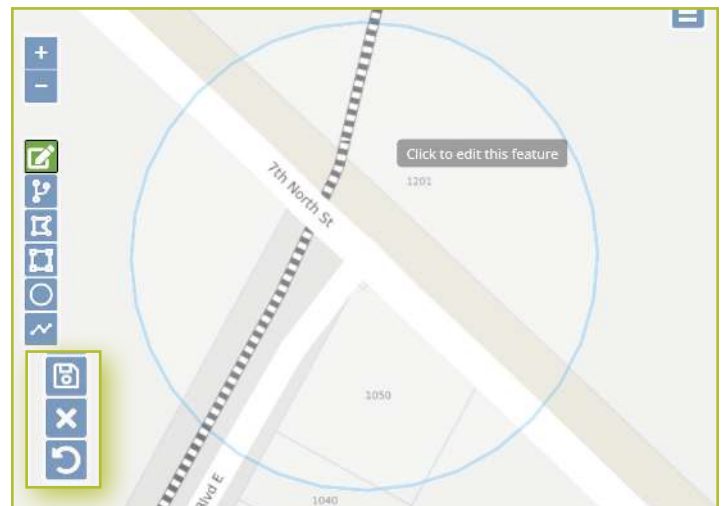
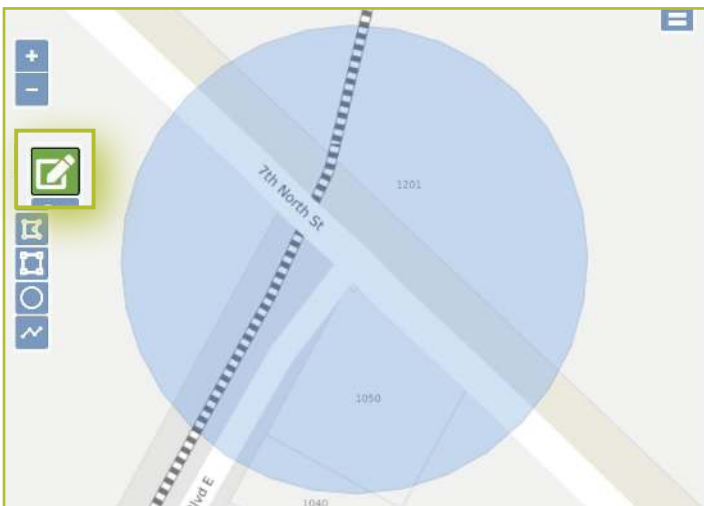
The **Edit Dig Site** tool allows you to change/edit the dig site area that is already highlighted on your map. To use this tool, you must have your dig site information already populated into the **Site Information** section of the Location Request creation form.

Once you click on the **Edit Dig Site** tool, you will notice it will turn green and you will have three new icons on your screen:

-  Save
-  Cancel/Discard
-  Undo

Hover over your blue dig site with your computer mouse and follow the prompt to **click one time**. Clicking will turn your blue shaded dig site into a gridded (hash marked) blue area.

If you click on the outside line of the now gridded dig site area, you will have the ability to expand your gridded area or manipulate the shape of your dig site.



# How to Utilize the Manual Mapping Tools

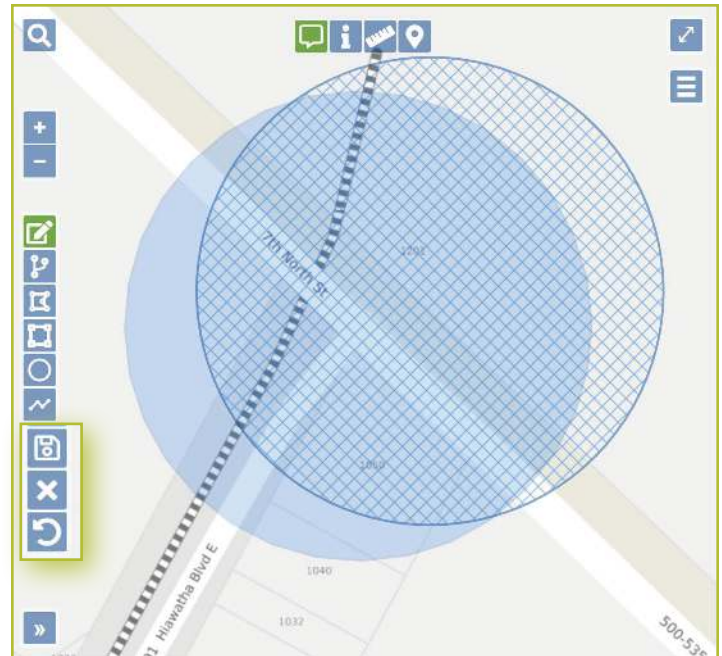
## Edit your Mapping Tools :: Edit Dig Site Tool

By clicking within the now gridded dig site area, you can move the area entirely. When you click, “hold” and “drag” the area to your desired location.

You can use the **Cancel/Discard** button to go back to your original dig site. If at any time you need to erase a step you have taken while using the **Edit Dig Site** tool, click on the **Undo** button.

Once you have completed your edits to your dig site, you can save your changes by clicking on the **Save** button.

Once you **Save** your dig site, the grid marks will disappear, and your dig site will be highlighted in blue. Please note, your **Save**, **Cancel/Discard**, and **Undo** buttons will disappear as well after saving. To start over after saving, click the green **clear manual dig site map** text in the **Site Information** section of the Location Request creation form.






Site Information	
Dig Site Type	
Street/Address	
<a href="#">clear manual dig site map</a>	
State	County
NY	ONONDAGA
Street/Address	Place
6706 COLLAMER RD	DE WITT

# How to Utilize the Manual Mapping Tools

## Edit your Mapping Tools :: Buffer Street or Map Feature Tool

The **Buffer Street or Map Feature** tool allows you to extend your mapped dig site to include nearby parcels or streets.

Clicking on the **Buffer Street or Map Feature** tool will turn the button green and bring up three new icons. These are:

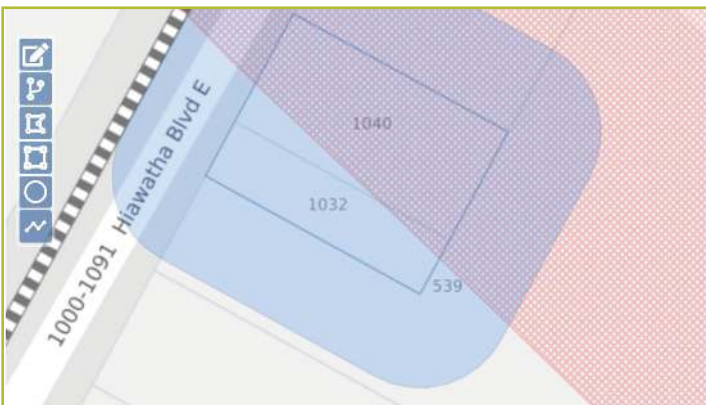
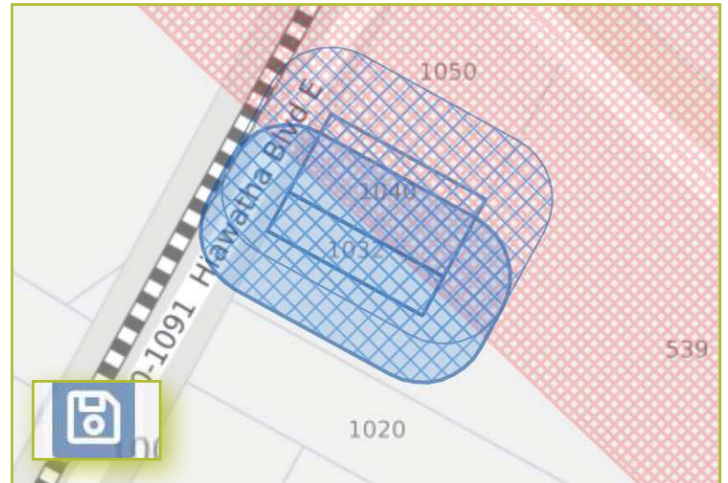
-  Save
-  Cancel/Discard
-  Undo

Follow the prompt and **double click** on the area(s) or parcel(s) you want to add to your map. These areas will be highlighted in a blue gridded area(s).

You can click the **Cancel/Discard** or **Undo** buttons at any time. The **Cancel/Discard** button will revert your map to its original state. The **Undo** button will take you back to your previous action.

Once you have selected the areas you want to include into your dig site, click the **Save** button. Clicking the **Save** button joins the added area to your original map.




Once you **Save** your dig site, the grid marks will disappear, and your dig site will be highlighted in blue. Please note, your **Save**, **Cancel/Discard**, and **Undo** buttons will disappear as well after saving. To start over after saving, click the green **clear manual dig site map** text in the **Site Information** section of the Location Request creation form.



# How to Utilize the Manual Mapping Tools

## Edit your Mapping Tools :: Draw Polygon Tool

The **Draw Polygon** tool can be used when the area you are trying to map is an irregular shape. Once you click on the **Draw Polygon** tool, you will see the button turn green, and you will see the following icons appear on the map.

-  Save
-  Cancel/Discard
-  Undo

**Click one time** on the area where you want to start drawing your dig site. Outline the area you want to map by **clicking once** at each point of the shape, where the direction changes. If at any point you make a mistake, you can click the Undo button to go back to your previous action.

When you have finished outlining the area, then **double click** on your last point to stop drawing. The new dig site will be highlighted in a blue gridded (hash marked) area. Click the **Save** button to finalize your polygon.

Once you **Save** your dig site, the grid marks will disappear, and your dig site will be highlighted in blue. Please note, your **Save**, **Cancel/Discard**, and **Undo** buttons will disappear as well after saving. To start over after saving, click the green **clear manual dig site map** text in the **Site Information** section of the Location Request creation form.






# How to Utilize the Manual Mapping Tools

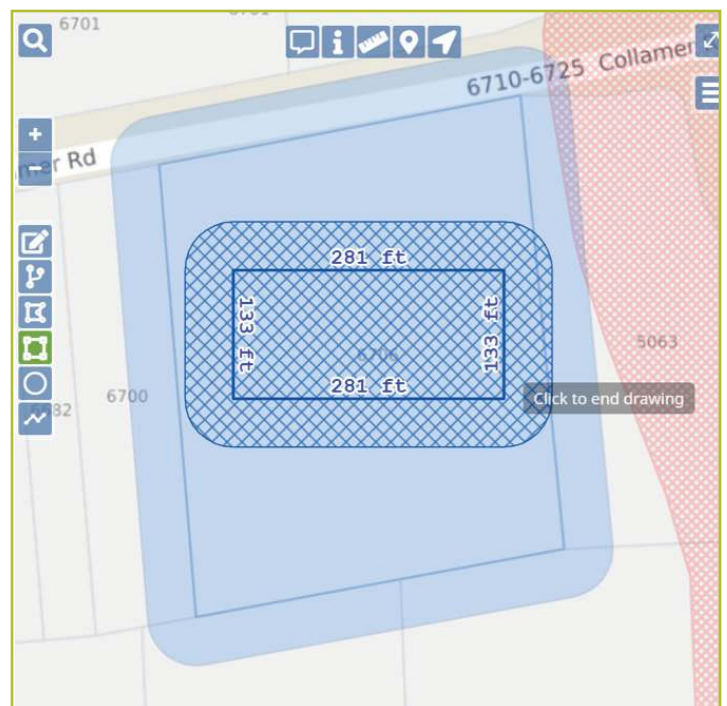
## Edit your Mapping Tools :: Draw Rectangle Tool

The **Draw Rectangle** tool can be used to draw either a rectangular or square dig site. This tool is useful when the area you need to map extends more than 200 feet from the road (i.e., into a field).

Once you click on the **Draw Rectangle** tool, you will see the button turn green, and you will see the following icons appear on the map.

-  Save
-  Cancel/Discard
-  Undo

Using your mouse, **click once** on the first point on the map you would like your square or rectangle to begin. **Click once** at each point of your square or rectangle, where the direction changes. If at any point you make a mistake, you can click the **Undo** button to go back to your previous action.



# How to Utilize the Manual Mapping Tools

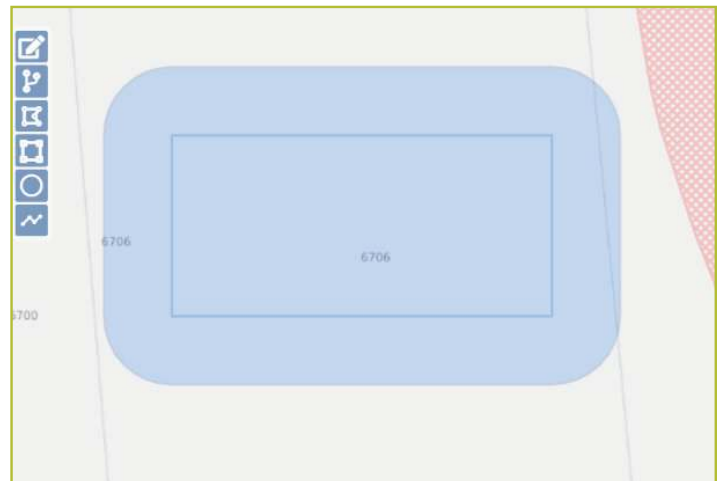
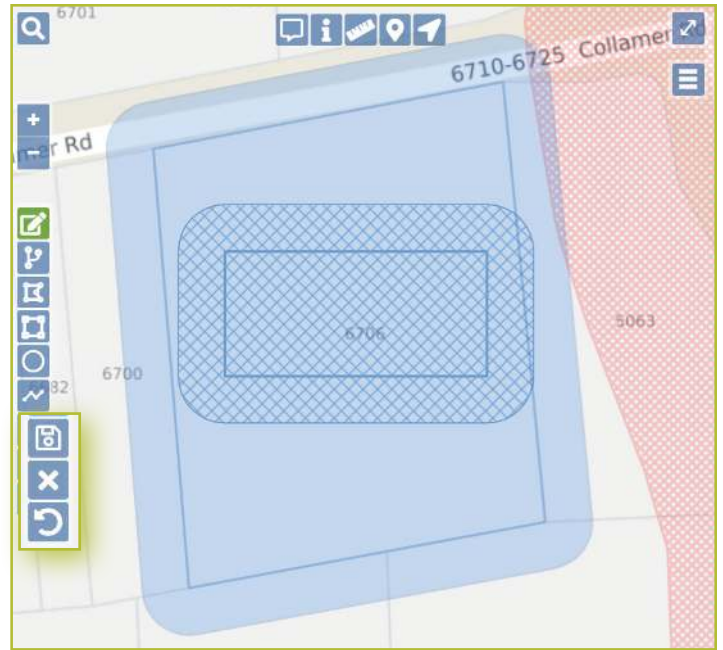
## Edit your Mapping Tools :: Draw Rectangle Tool

**Double click** at the last point to stop drawing. Your new dig site will be highlighted in a blue gridded (blue hash marked) area.

Click the **Save** button to finalize your square/rectangle.

Once you **Save** your dig site, the grid marks will disappear, and your dig site will be highlighted in blue. Please note, your **Save**, **Cancel/Discard**, and **Undo** buttons will disappear as well after saving. To start over after saving, click the green **clear manual dig site map** text in the **Site Information** section of the Location Request creation form.

You can revert to the original map by clicking the **Cancel/Discard** button at any time before you click **Save**.






	<a href="#">clear manual dig site map</a>
AGA	
RD	Place DE WITT
ing Street	Nearest Intersecting Street

# How to Utilize the Manual Mapping Tools

## Edit your Mapping Tools :: Draw Circle Tool

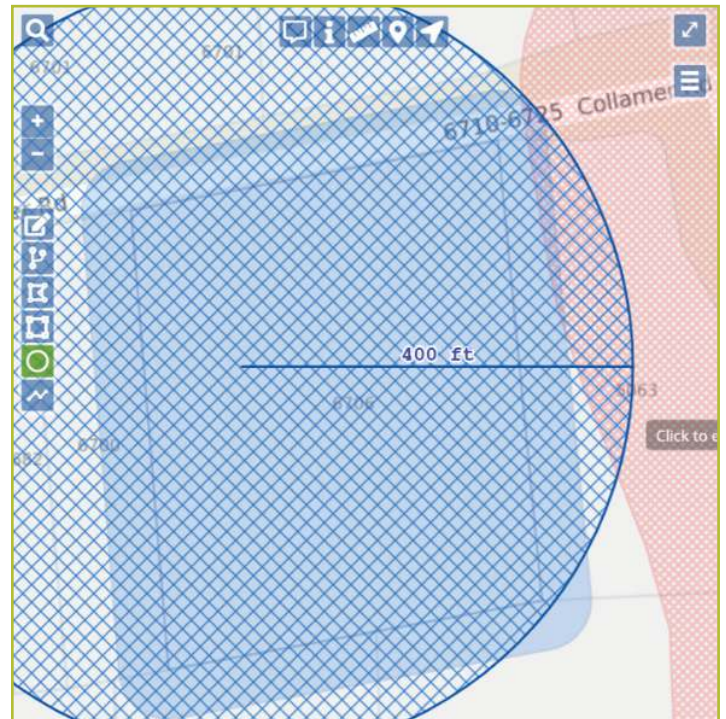
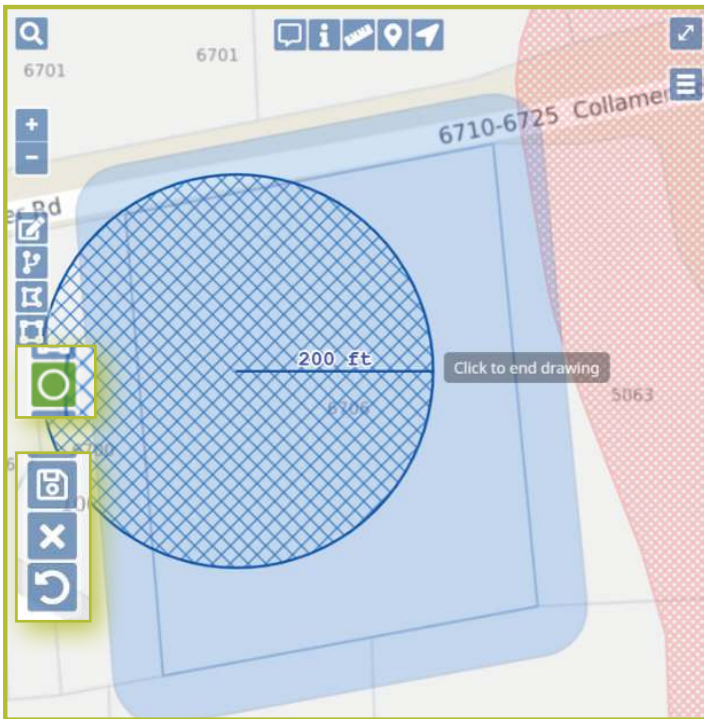
The **Draw Circle** tool can be used to draw a circle with a 200-ft or larger radius.

To draw on the map, click the **Draw Circle** tool, which will turn green. You will notice the following icons will be added to the map after clicking.

-  Save
-  Cancel/Discard
-  Undo

**Click once** on the map where you would like the center of your circle to be. The circle defaults to a radius of 200-ft. You can make the circle larger by “dragging” the mouse out until the desired footage is reached.

Once you have your desired circle, **double click** to stop drawing. The new dig site will be highlighted in a blue gridded (hash marked) area.



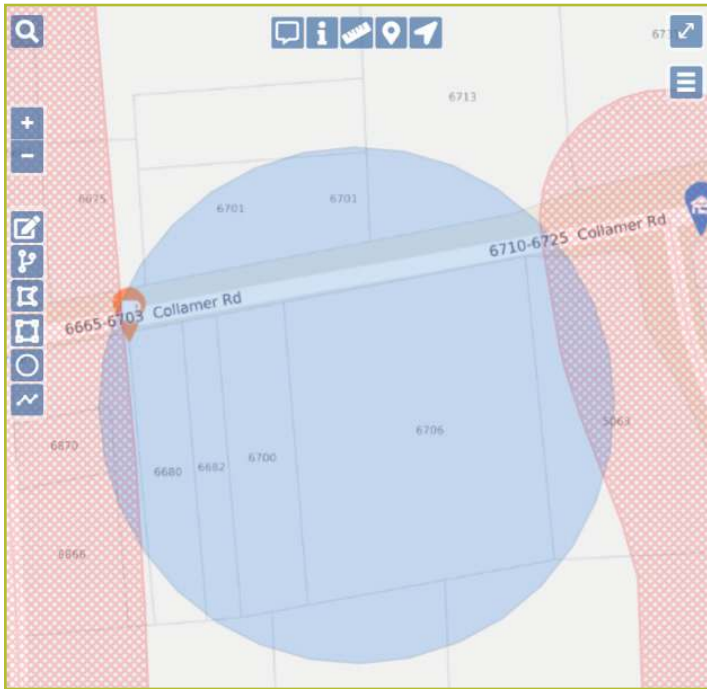
# How to Utilize the Manual Mapping Tools

## Edit your Mapping Tools :: Draw Circle Tool

You can click the **Cancel/Discard** or **Undo** buttons at any time. The **Cancel/Discard** button will revert your map to its original state. The **Undo** button will take you back to your previous action.

Once you have your desired circle, click the **Save** button

Once you **Save** your dig site, the grid marks will disappear, and your dig site will be highlighted in blue. Please note, your **Save**, **Cancel/Discard**, and **Undo** buttons will disappear as well after saving. To start over after saving, click the green **clear manual dig site map** text in the **Site Information** section of the Location Request creation form.



	<a href="#">clear manual dig site map</a>
AGA	
RD	Place DE WITT
ing Street	Nearest Intersecting Street






# How to Utilize the Manual Mapping Tools

## Edit your Mapping Tools :: Draw Line Tool

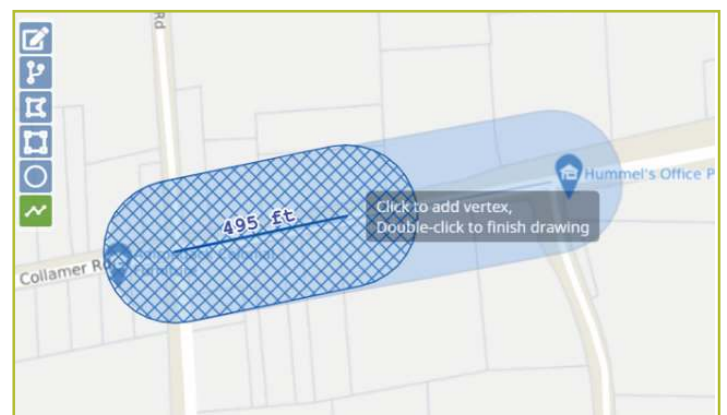
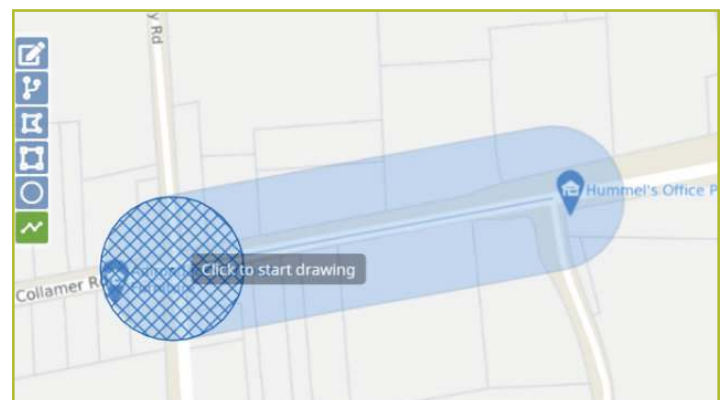
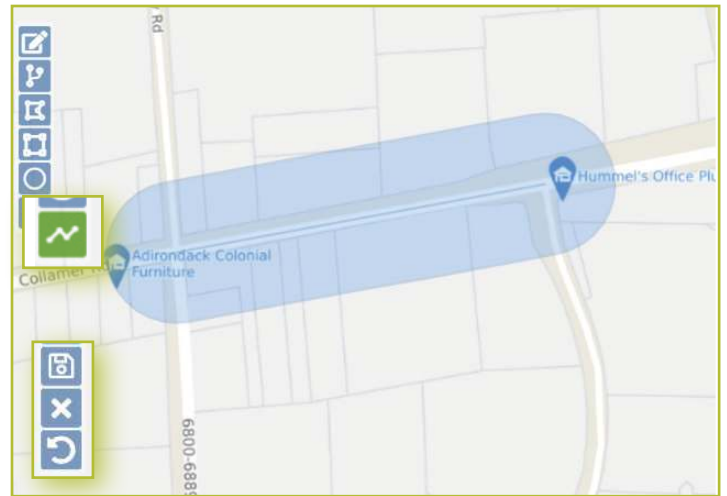
The **Draw Line** tool is used to draw a linear shaped dig site or to map out streets that have facilities located directly along or underneath them. This is the best tool to use when working **Between Intersections**.

Once you click on the **Draw Line** tool, you will see the button turn green, and you will see the following icons appear on the map.

-  Save
-  Cancel/Discard
-  Undo

Using your mouse, **click once** on the first point on the map you would like your line to begin. **Click once** at each point of your line, where the direction changes. If at any point you make a mistake, you can click the **Undo** button to go back to your previous action.

**Double click** at the last point to stop drawing. Your new dig site will be highlighted in a blue gridded (blue hash marked) area.



# How to Utilize the Manual Mapping Tools

## Edit your Mapping Tools :: Draw Line Tool

Click the **Save** button to finalize your linear dig site.

Once you **Save** your dig site, the grid marks will disappear, and your dig site will be highlighted in blue. Please note, your **Save**, **Cancel/Discard**, and **Undo** buttons will disappear as well after saving. To start over after saving, click the green **clear manual dig site map** text in the **Site Information** section of the Location Request creation form.

You can revert to the original map by clicking the **Cancel/Discard** button at any time before you click **Save**.



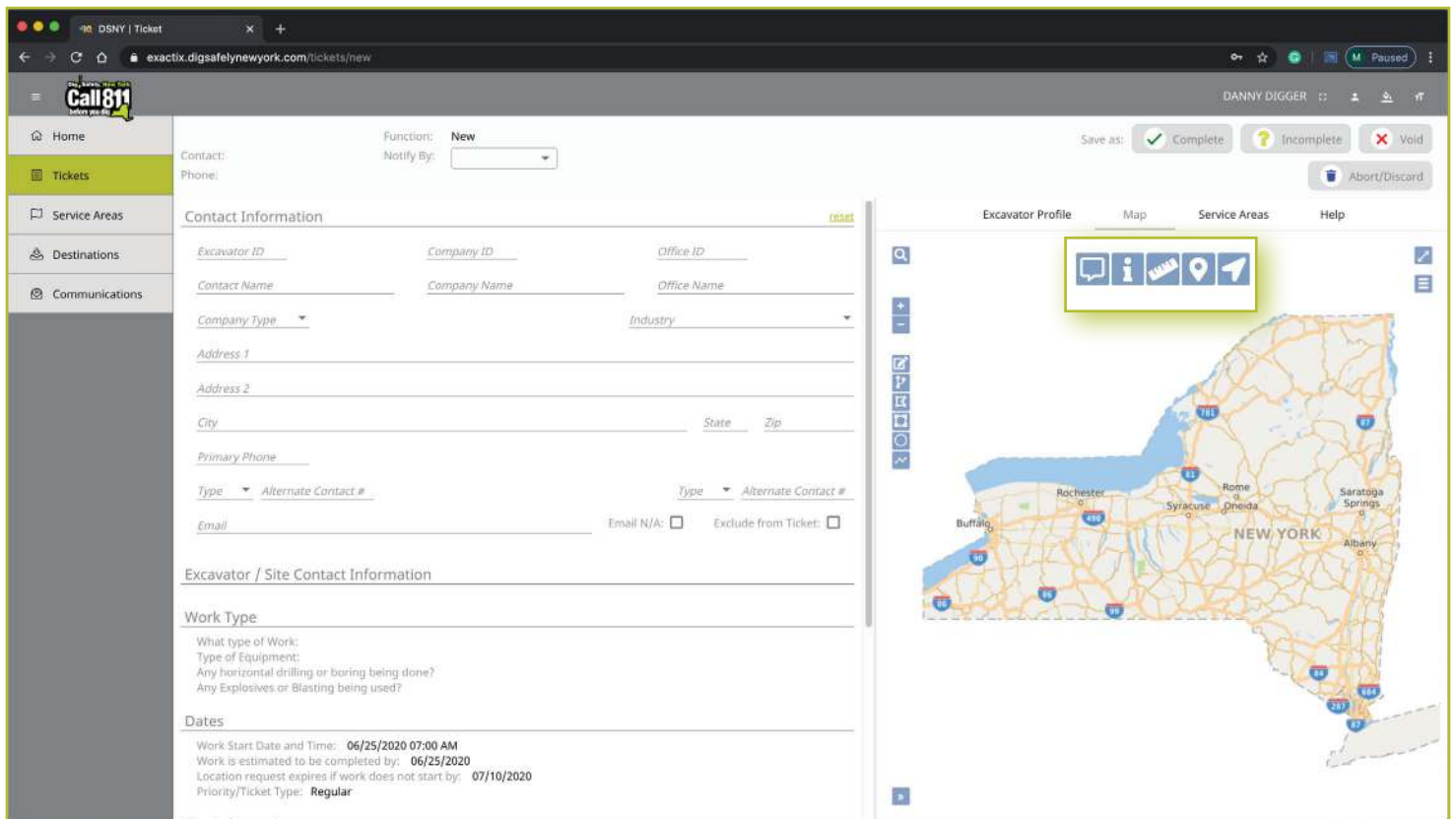
	<a href="#">clear manual dig site map</a>
AGA	
RD	Place DE WITT
ing Street	Nearest Intersecting Street

# How to Utilize the Manual Mapping Tools

## Explanation of Manual Mapping Tools :: Other Mapping Tools

The final set of manual mapping tools is located on the top center of your map. These tools are:

- Show Map Features Tool
- Show Map Information Tool
- Measure Distance Tool
- Add Push Pins Tool
- Position to Current Location Tool



# How to Utilize the Manual Mapping Tools

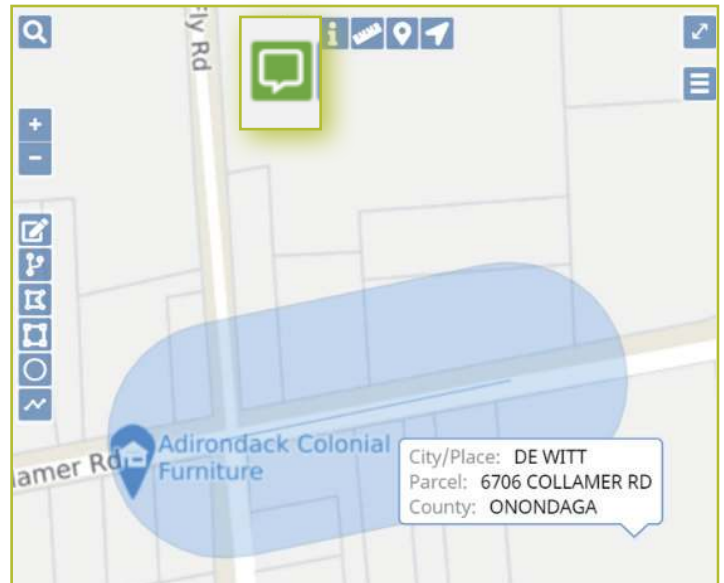
## Other Mapping Tools :: Show Map Feature Tool

The **Show Map Features** tool can be used to show details on the map based on where your mouse(cursor) is positioned. It will show the:

- City/Place
- Parcel
- County

Click on the **Show Map Features** tool and move the mouse around the map to see the details.

Once you have finished utilizing this tool, click on the button again. When it is in use, the button will be green. When the tool is not in use, the button will be blue.



# How to Utilize the Manual Mapping Tools

## Other Mapping Tools :: Show Map Information Tool

The **Show Map Information** tool is very similar to the **Show Map Features** tool except you must click on a location on the map.

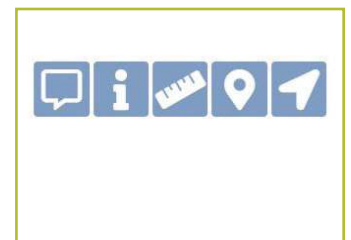
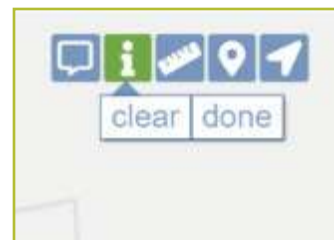
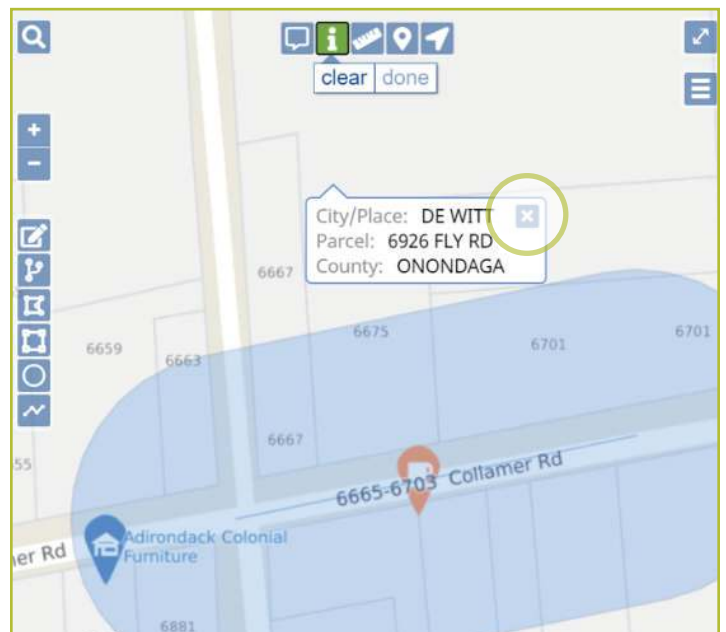
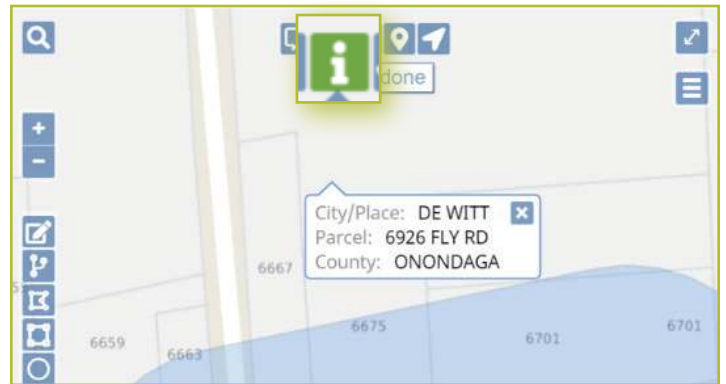
Clicking on the **Show Map Information** tool and clicking on the map will show the following information:

- City/Place
- Parcel
- County

It will not disappear from your map until you click the **X** in the pop-up window, or the **clear** text under the button.

Clicking the **done** text under the button will keep the information pop-up on your map.

When you are done utilizing this tool, click the button again. When it is in use, the button will be green. When the tool is not in use, the button will be blue.



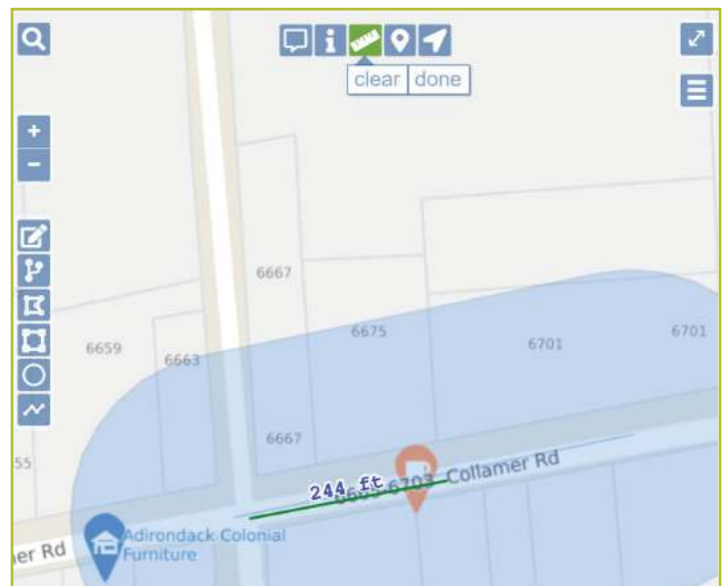
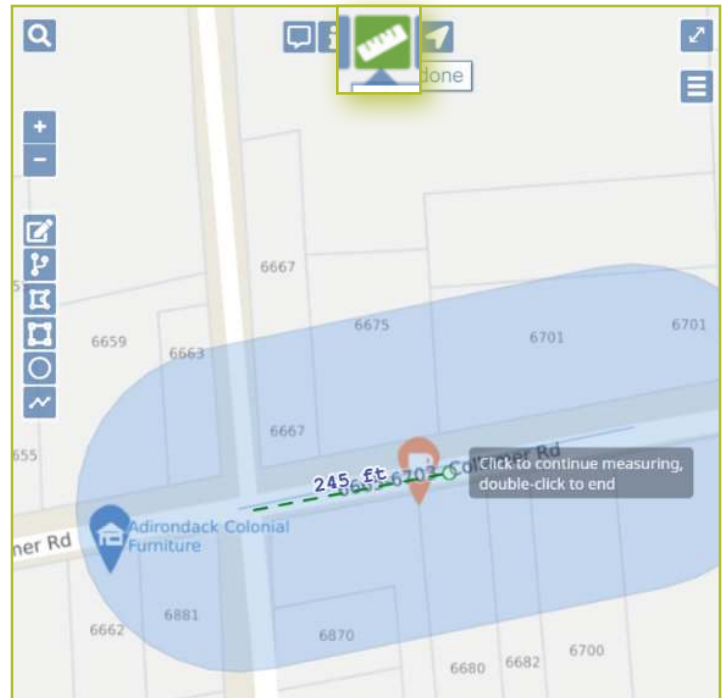
# How to Utilize the Manual Mapping Tools

## Other Mapping Tools :: Measure Distance Tool

The **Measure Distance** tool can be used to measure distance. This tool is best used when mapping an area based on distance (i.e., working 200-feet East of the intersection).

To use the **Measure Distance** tool, click on the tool then **click once** on the spot you want to start the measurement. Drag the mouse to your desired end point and **double click**. If the area you would like to measure is not a straight line, **click once** at each point the direction changes. Again, **click twice** at your end point to stop measuring.

You can click the **clear** text under the button to remove the measurement line, or click the **done** text under the button to stop using the tool and the measurement will remain visible.



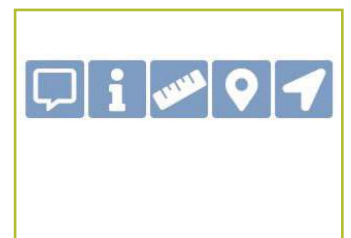
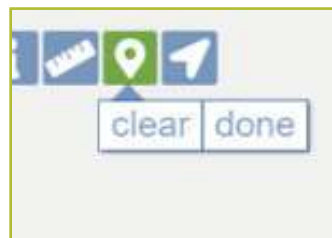
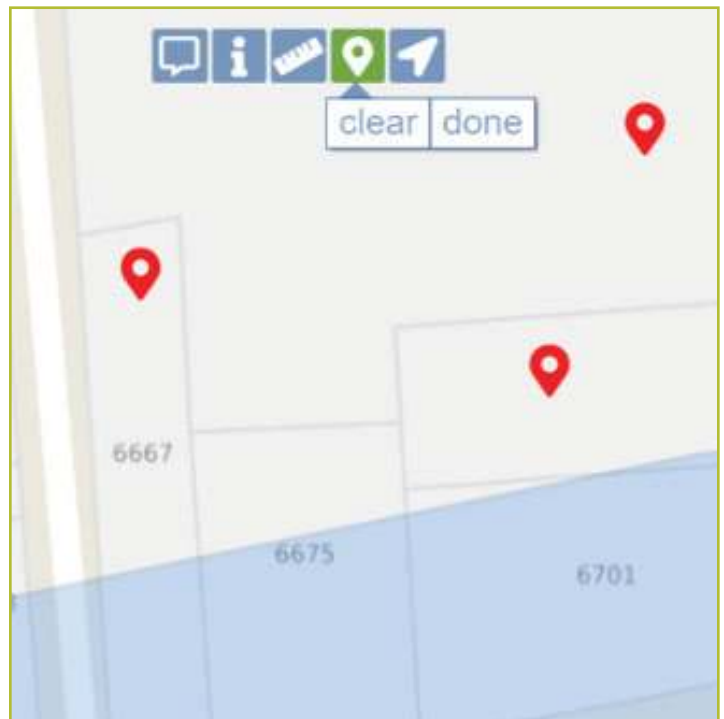
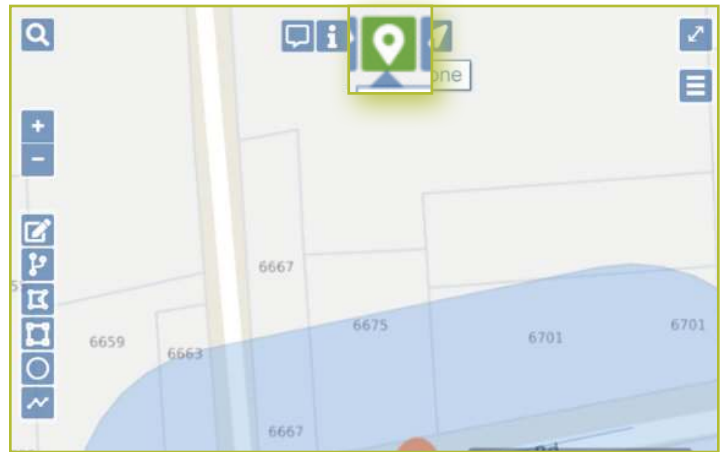
# How to Utilize the Manual Mapping Tools

## Other Mapping Tools :: Add Push Pins Tool

The **Push Pin** tool can be used to add a push pin to the map. You can add as many push pins to your map as you would like.

To add a push pin to the map, click on the **Push Pin** tool button and then **click once** on the map, where you would like the pin to appear. The push pin will appear as a red marker. This tool is best used to mark a significant area before zooming in/out on the map, or when repositioning the map to another location.

You can remove the push pins by clicking on the **clear** text under the button, or click the **done** text under the button to stop using the tool and the push pins will remain visible.







**exactix**



How to Utilize  
**Interactive Voice Response (IVR)  
to Check a Location Request**

# How to Utilize IVR to Check a Location Request

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## *Explanation*

When a Location Request is entered either through the One-Call Center or through the Exactix website, a list of the Member Utilities will be notified that excavation is planned to take place near their underground facilities.

The Member Utilities receive a copy of the Location Requests. It is the Member's responsibility to locate their underground facilities, and to respond through Dig Safely New York's Automated Positive Response (APR) system.

APR is a system that was established by the one-call notification system to furnish a single point of contact between Member Utility operators and Excavators for the purpose of communicating the status of an excavation location request as provided by the Members.

As an excavator, you can receive the Member Utility responses through a consolidated list to an email address or you can receive an automated voice call letting you know your responses area available.

If you do not provide your email address on your location request, you will receive an automated phone call letting you know your responses are available. You can check your responses through the Interactive Voice Response (IVR) system through your Exactix account.

To check your existing responses through the IVR,

- Dial 1-888-DIGGERS (344-4377).
- Press 1 to hear responses for a ticket.
- Enter the 11-digit ticket number.
- Enter the main contact phone number on this ticket or press star (\*) to enter a different ticket number.
- Listen to the list of Member Utilities and their responses.
- Once the list has been read:
  - Press 1 to hear the list again
  - Press 2 to enter a different ticket number to listen to those respective responses.

If there are questions regarding a response, you will need to reach out to the Member Utility's Stakeout Contact directly. This phone number can be found on the Location Request.

**exactix**



How to Utilize  
**Exactix Support for Excavators**

# How to Utilize Exactix Support for Excavators

## Getting Started

If you need additional support regarding your Excavator account, role(s), or Location Request submission process, please visit [My.DigSafelyNewYork.com](https://my.digsafelynewyork.com) in your browser.

Here, you have various menu options to learn more about Exactix or gain Exactix support by submitting a support ticket.

Let us take a closer look at your options.

The screenshot shows a web browser window with the URL [my.digsafelynewyork.com/myaccess](https://my.digsafelynewyork.com/myaccess). The page features a navigation menu with links for HOMEOWNERS, EXCAVATORS, UTILITIES & OPERATORS, SAFETY & TRAINING, RESOURCES, ABOUT, CONTACT, and CONTENTS. The main content area includes a banner for Exactix (Location Request Submission Platform) and Coursettra (Learning Management System). Below the banner, a heading reads "Dig Safely New York brings you Coursettra and Exactix." The page is organized into a grid of service tiles:

- Log into Coursettra or create an account**: Use Coursettra to register for and attend educational events, meetings, and events hosted by Dig Safely New York.
- Submit a Location Request using Exactix**: Dig Safely New York's one-call platform for Location Request submission and responses.
- Learn about Coursettra, Dig Safely New York's Learning Management software**
- Learn about Exactix, our new Location Request submission platform**
- Video Tutorials**: Step-by-step video instructions for all of your Coursettra and Exactix questions.
- Exactix Support for Member Utilities**: Informational and troubleshooting articles, videos, and support forms for members.
- Coursettra Support**: Informational and troubleshooting articles, videos, and support forms.
- Exactix Support for Excavators**: Informational and troubleshooting articles, videos, and support forms for excavators.

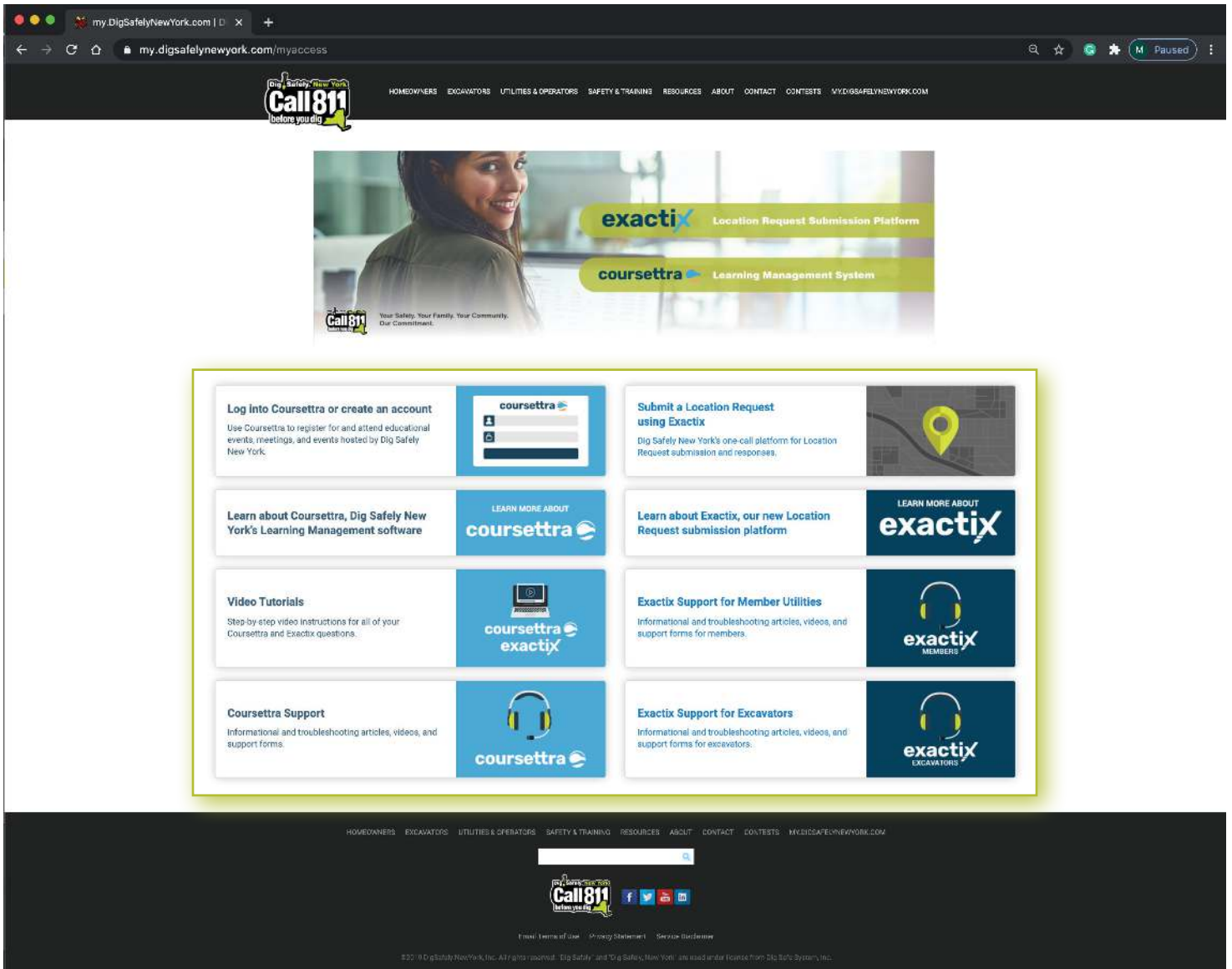
The footer contains a search bar, social media icons, and a copyright notice: ©2019 Dig Safely New York, Inc. All rights reserved. "Dig Safely" and "Dig Safely, New York" are used under license from Dig Safe System, Inc.

# How to Utilize Exactix Support for Excavators

## Support Options

On the **My.DigSafelyNewYork.com** web page, you can select to learn about:

- Dig Safely New York's Learning Management System—Coursettra
- The one-call platform—Exactix

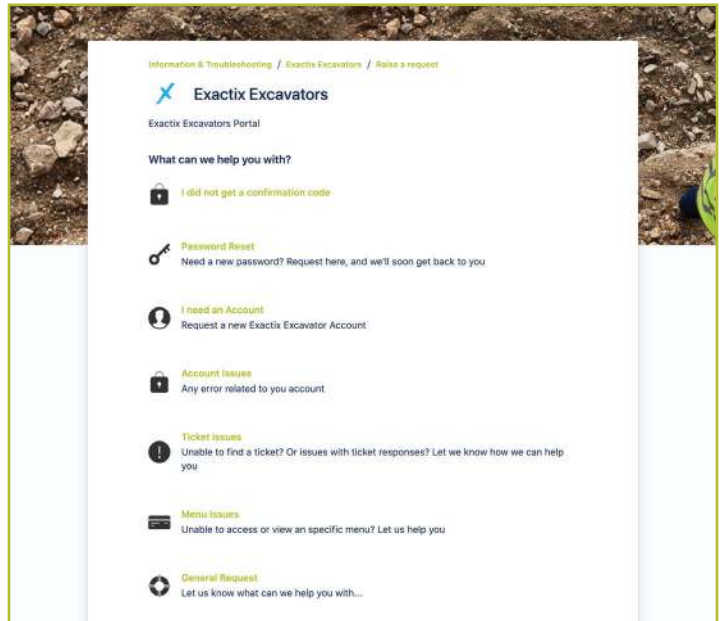
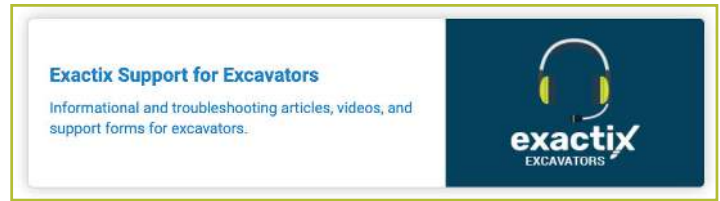


# How to Utilize Exactix Support for Excavators

## Navigating the Support Options

To submit a support ticket, click on the **Exactix Support for Excavators** button.

Once you click on this button, you will be directed to a portal separated by categories. Choose the topic which best pertains to your question or trouble area. Fill out the form that opens on your screen. Be sure to include your first name, last name, and contact information. This form will be sent to the appropriate support staff based on your needs. Once the request/question is processed, you will be contacted with notification that the issue has been resolved and how, or contacted for more information to better assist you.



To learn more about Exactix, click on the **Learn about Exactix** button from the **My.DigSafelyNewYork.com** web page. Clicking this button will open a new portal full of informational articles, video tutorials, and more about the Exactix system. You can choose to start based on a topic.

