The information in this document will help prepare you for the training class and will serve as a reference as you begin entering locates. If there are questions about any of the information below, please address them during the training. Additional reference materials may be found at the bottom of the following link: www.indiana811.org/inweb_ticket_entry.

Logging in for the first time:

For easy access, bookmark the Login Page: irth.indiana811.org

Turn off your pop-up blocker. Our system may show you an error message or search box, and these will not show up if your pop-up blocker is turned on for our site. The system will not let you continue if you have not interacted with these pop-ups.

Shortly after completing the training session, you will receive an email which will contain the assigned Username in the first sentence and your Temporary Password in the second sentence. Usernames follow this format:

Dig Ticket:	FIRSTNAME.LASTNAME.IN
Design Ticket:	DESIGNT.LASTNAME.IN
Design Inquiry:	DESIGN.LASTNAME.IN

For purposes of your first login, please copy and paste your temporary password. You will need to do so twice. First on the login page, and again when prompted, into the Old Password field.

Contact us:

Our goal is for you to dig safely and legally. Need help with Locate Instructions or mapping? Need to Cancel a ticket? Have any other questions? We want to help.

WebTraining@usa811.org
(317) 893-1464

Benjamin Lievertz	**Nicole Monroe**	**Kristin Swank**
(317) 893-1420	**(317) 893-1463**	**(317) 893-1438**
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If you need your password reset, or your account unlocked, please send an email to irthhelp@Indiana811.org

Process For Dig and Design Tickets:

1) The Dig Site is researched to gather all information necessary to submit the ticket.
2) The ticket is created in the Call Center or on a Web Account.
   - The Ticket is sent to all utilities that have requested to be notified based on the area mapped.
   - Each Utility will respond to the ticket. A response can be:
     - Phone Call
     - Fax
     - Email
     - Markings on the ground
     - Via the Positive Response Portal online found on the Login Page
   - The utilities have two full working days to respond to a Dig Ticket or ten full working days for a Design Ticket. If the utilities have not responded by the Start Date and time, an Additional Notice can be submitted by contacting the call center (800-382-5544 or 811).
3) Once all utilities have responded to your Dig Ticket, safe digging may begin. No digging may be done on a Design Ticket.
   - Dig Tickets expire 20 calendar days from the date they are created.

Extending Your Dig Ticket:

When a ticket will expire before the job is completed, selecting Remark or Job Extension on the Ticket Summary page will create a new ticket for the same location. Both options provide a new Ticket Number that will expire 20 calendar days from the creation date and must be created at least Two full working days prior to the original ticket expiration date.

- Request a Remark at any time during the life of the ticket when the markings are no longer clear. A short statement will need to be added to the Remarks field describing what has obscured the markings. Ex: DUE TO WEATHER; DUE TO CONSTRUCTION
- A Job Extension is created towards the end of the ticket life **if all markings are still visible and the work is not yet complete**. If a Job Extension is created two full working days before the existing ticket expires, the two tickets will overlap, and digging will not be interrupted. Nothing should be entered into the Remarks field for a Job Extension.

If the Dig Ticket is past the update date, it should be Copied and submitted as a new Dig Ticket. All tickets linked to the Web Account Holder can be copied for up to two years from its creation.

Additional Information:

Allowable Abbreviations:
1) Proper Road Names. *Ex: N 900 E*
2) Approximately may be shortened to APPROX

Any other abbreviation will be treated as incomplete information. If a ticket states "Locate pl to pl" PL could stand for Property Line, Pole Line, Pipeline, Place, Plaza, Parking Lot, or many other options. Spell out your instructions so that the locator knows exactly what needs to be located.

Avoiding Parser Errors:
A Parser error means that our system cannot send the ticket to the Member Utilities and the ticket must be cancelled. When this occurs, a Web Trainer will contact you to create a replacement ticket.

Parser errors occur when:
1) The blue area on the map covers less than a 200 foot radius.
2) The blue area on the map is modified so that the perimeter lines of the blue area cross.
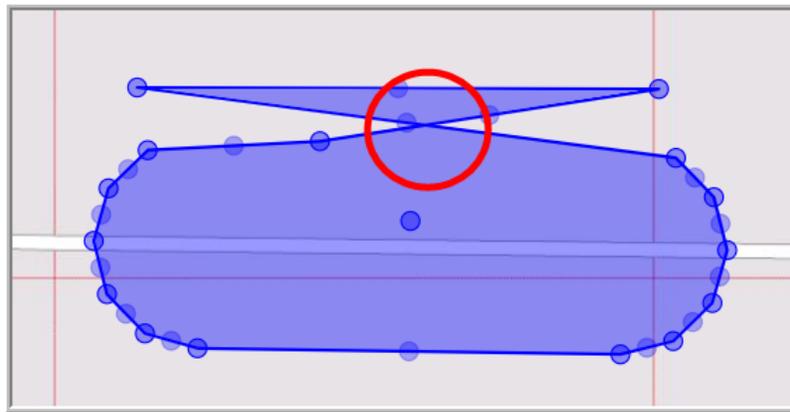
Your Web Account will be deactivated if:
1) You share your account.
2) No tickets are entered between April 1 and Oct 31.
3) We contact you in regards to ticket concerns, and you do not respond to us, and/or correct the issue.

System Abbreviations:

Address:	Dir Prefix:	* Street:	Type:	Dir Suffix:
	< All > ▼			< All > ▼

	Dir Prefix	Street	Type	Dir Suffix
Named Road	N	MAIN	ST	
Interstate		I 70		
US Highway		US RT 31		
State Road		IN RT 9		
County Road with 0 or 1 directionals		CO RT 900		E
County Road with 2 directionals	N	900		E

Please notice there are two ways to enter County Roads depending on how many directionals you have. If the County Road contains both a prefix and suffix, it is not necessary to use CO RT when inputting the street name.

Here is a list of approved abbreviations to be entered into the *Type* field:

Word	Abbr.	Word	Abbr	Word	Abbr	Word	Abbr
Avenue	Ave	Boulevard	Blvd	Circle	Cir	Court	Ct
Cove	Cv	Crest	Crst	Crossing	Xing	Drive	Dr
Hill	Hl	Hollow	Holw	Lake	Lk	Landing	Lndg
Lane	Ln	Manor	Mnr	Parkway	Pkwy	Passage	Psge
Place	Pl	Point	Pt	Ridge	Rdge	Road	Rd
Route	Rt	Street	St	Terrace	Ter	Trail	Trl
Pass	Pass	Pike	Pike	Run	Run	Way	Way

Additional reference materials for Web Accounts can be found under our contact information on the webpage www.indiana811.org/inweb_ticket_entry or by contacting a Web Trainer at WebTraining@usa811.org.

Ticket Requirements:

Locate - The word LOCATE must be used in the Locate Where field on every ticket.
County Lines - Do not cross County Lines with locate instructions or mapping.
One Road Per Ticket - May only request one road located per ticket.

Footage limits per ticket Inside City/Town/Subdivision limits: 1500 feet along one or both sides of a road including as many properties addressed to that road within that distance or up to a 200 foot radius of the intersection. May not request a section of a property or field larger than 1500 feet by 1500 feet.
Footage limits per ticket Outside City/Town/Subdivision: 2640 feet along one or both sides of a road including as many properties addressed to that road within that distance or up to a 300 foot radius of an intersection. May not request a section of a property or field larger than 2640 feet by 2640 feet.

Single Address Ticket: (Street/Address)
> **Address field** - This is the only time an Address Number is listed in the Address field.
> **Location on the property** - The part of the property that should be located.

Multiple Address Ticket: (Street/Address)
> **Addresses** - Listed in the Locate Where field. Must include side of road if not all addresses are listed. *Ex: 201 through 251 on the east side of the road*
> **Location on the properties** - The part of the properties that should be located.

Intersection ticket: (Intersection)
> **Two Roads** - This is the only ticket type that breaks the one road per ticket rule.
> **Starting point** - Where to begin the measurement Ex: *Center of intersection/northeast corner/west side, etc.* If not specified, locators measure from the center of intersection.
> **Radius Distance** - How many feet out from your starting point the locator should mark.

Road Frontage ticket: (Street/Address)
> **Starting Point** - Address or Intersection you are giving directions from. Must be listed in the Locate Where field.
> **Direction** - The way you are locating or traveling *(North, South, East, West, etc.)*.
> **Distance** - How far you want to locate or travel.
> **Side of Road** - The side or sides of the road you are requesting marked.

'Locate Where' instructions may also need to include:
> **Travel** - Directions and distance to get from the starting point to the Locate area.
> **Reference Points** - Landmarks the locator can use to keep on track *(Poles, pipeline markers, mile markers, signs, etc.).*
> **Direction of traffic** - Must be listed if there is a median or other permanent raised divider. Only one direction of traffic may be requested on each divided road ticket.
> **Fields** - Must include approximate length and width of field.
> **GPS Coordinates** - Direction and Distance must be given from an address or intersection. Please use Decimal Coordinates only.

Locate Where Examples:

Intersection:
Locate a <u>Distance</u> radius of the <u>Starting point</u>

Examples:
- ➢ Locate a <u>200 foot</u> radius of the <u>intersection</u>

- ➢ Locate a <u>20 foot radius</u> of the <u>telephone pole in the northeast corner of the intersection</u>

Single Address:
Locate the <u>Location on property</u>

Examples:
- ➢ Locate the <u>front yard of the property</u>

- ➢ Locate the <u>back yard west of the barn</u>

Multiple Addresses:
This is for <u>Addresses</u> - Locate the <u>Location on the properties</u>

Examples:
- ➢ This is for the properties at <u>111 and 115 N Main St</u> - Locate the <u>front yards of the properties</u>

- ➢ This is for <u>111 through 131 N Main St on the south side of the road only</u> - Locate the <u>front yards of the properties</u>

Road Frontage:
From the <u>Starting point </u>- Locate <u>Direction</u> for <u>Distance</u> on the <u>Side of Road</u> side of the road

Examples:
- ➢ From the <u> intersection </u> - Locate <u> north </u> for <u>1500 feet</u> on the <u>   east   </u> side of the road

- ➢ From the <u>northern property line of the property at 2105 N 900 E </u>- Locate <u>north</u> for <u>1500 feet</u> on the <u>east</u> side of the road

Travel:
From the Starting point travel Direction for Distance - From this point locate Side of road
heading Direction for Distance

Examples:
➢ From the intersection travel north for 1000 feet - From this point locate both sides of the
road heading north for 2640 feet

➢ From the address 936 1st Ave travel north for 800 feet then travel northeast along the
pole line for 1200 feet - From this point Locate northeast along the pole line for 1500 feet

Reference Points:
From the Starting point travel Direction for Distance to Reference Point - From this Reference
Point locate Side of road heading Direction for Distance

Examples:
➢ From the address 2105 N 900 E travel south for 550 feet to pole number 123 - From this
pole locate the west side of the road heading south for 2314 feet

➢ From the intersection travel north for 800 feet to the telephone pole AR1302 on the east
side of the road then travel northeast along the pole line for 1200 feet to pole AR1324 -
from that point Locate northeast along the pole line for 1500 feet ending at pole AS1463

Direction of travel (Divided roads):
From the Starting point - Locate Direction on the Side of road side of the Direction of lane for
Distance

Examples:
➢ From the intersection Locate north on the east side of the northbound lanes for 1500 feet

➢ From the address 1622 Sleepy Hollow Lane - Locate west on both sides of the
eastbound lanes for 780 feet

Fields:
From the Starting point - Locate Direction on the Side of road for Distance along road - including
Locating Direction into the field for Distance into the field for that entire length

Examples:
➢ From the intersection Locate north on the east side of the road for approx 1000 feet
including locating east into the field for approx 1200 feet for that entire length

➢ From the driveway at the address 981 Ironside Ln travel east for 1000 feet - then Locate
the north side of the road heading east for 2640 feet - Locating north into the field for
2640 feet for that entire length