Exactix Guide for Web Users

10 03 2020

Table of Contents

Table of Contents

(continued)

Table of Contents

(continued)

Welcome to Exactix!

Dig Safe now offers the most advanced and innovative ticketing platform in the industry, bringing New England excavators the features and functionality to work smarter and more efficiently in preventing damage to underground facilities.

Exactix is a cloud-based web system created by an experienced team of 811 notification experts, whose experience and vision guided our developers to set the bar in ticket application and management performance.

Background

In partnership with 4iQ Solutions, Dig Safe has joined forces with fellow 811 Call Centers in Arizona, Florida, New York, Indiana, Kentucky and South Carolina to bring you an intuitive, easy to learn, powerful tool for submitting and managing your Dig Safe tickets. This alliance of experts has engineered Exactix with features and performance to optimize the ticket taking and management experience for both excavators and facility operators.

Exactix was designed by the people use it. Before Dig Safe started the process of customizing Exactix for Massachusetts, Maine, New Hampshire, Rhode Island, and Vermont, it had already been vigorously tested by contractors and member facility operators in Arizona, Florida and New York.

And, Exactix will never be outdated or require a major upgrade a decade from now. Our ongoing collaboration with this team means Dig Safe will continue to be ahead of the curve, delivering state-of the art technology and features to the damage prevention industry, now and in the future.

Ticket Management

Your personalized Dashboard allows you sort, print, renew, email, and export your tickets. And, you can quickly view a list of your tickets that are about to expire.

Easy to Use

Right away you will notice a streamlined process for creating a ticket and quick map uploads. And with Exactix, you can draw the dig location on the map to ensure an accurate list of notified member companies for your markout.

System Requirements

Exactix is not supported by Internet Explorer. Make sure you are using one of these approved browsers. It is also recommended to enable auto-updates in your browser to make sure you are receiving the most up-to-date security and feature updates.

- Google Chrome
- Firefox
- Microsoft Edge
- Safari

Support

We are here to help with questions about your Exactix account, applying for tickets, or using your Exactix Dashboard. In addition to this Guide, we recommend you:

- Watch our **Video Tutorials** at http://www.digsafe.com/exactix.php.

- Contact our **Help Desk** at 877-DIG-SAFE or ExactixHelp@digsafe.com

Getting Started

1) You must **register** to use Exactix before starting:

   http://www.digsafe.com/exactix_new_user_form.php

   After you complete the **Exactix Registration Form**, you will receive an email to register with "**User Registration for Dig Safe System, Inc.**" in the subject line. If you do not see this email, look in your Spam or Junk folder. Please also add email address **callcenter@digsafe.com** to your safe sender list.

2) Follow the link to register in the email, and provide the necessary information.

3) You will be prompted to agree to the **Terms and Conditions**:

   The Exactix service is provided "as is" without any warranties and Dig Safe waives all liability relating to your use of the service. By inputting your ticket online using Exactix you assume full responsibility for your use of the service and the accuracy and completeness of the information you've provided. Information that is improperly entered or improperly transmitted may not be received or understood by member utilities. Dig Safe does not verify the accuracy of information provided by you, member utilities or any other third parties.

   The Exactix service only notifies Dig Safe member utilities of proposed excavation in the area of their underground facilities based on information they've provided. Dig Safe does not notify non-member utilities of these activities.

4) Assign your **email address** as your **User Name**, and choose a **Password** you will remember.

5) Once your **User Name** and **Password** are verified, you may log in to Exactix.

6) **Forgot your password**? Click on **Reset/Forgot Your Password** and a link will be emailed for you to change it.

Home Page

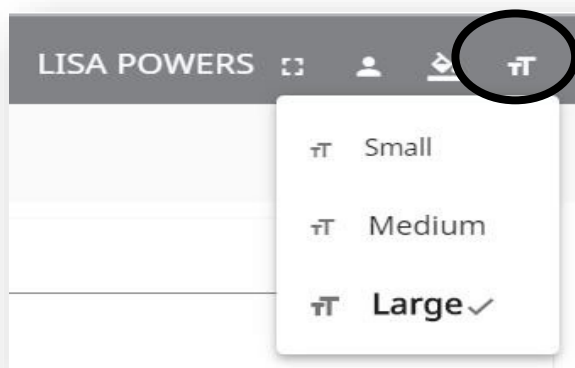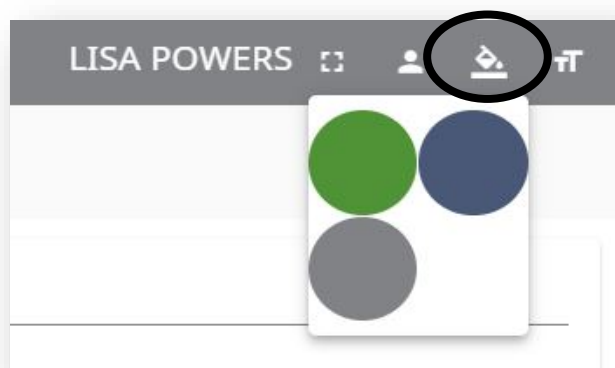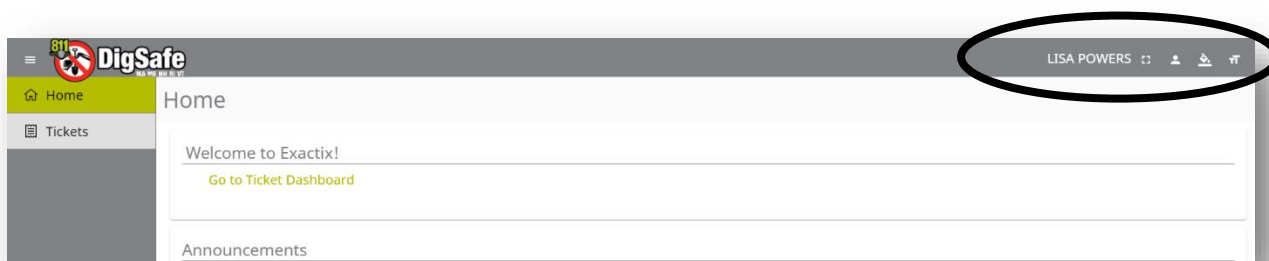The **Home Page** is your starting point in Exactix.

- First, look in the **Announcements** section to find important notices from Dig Safe.
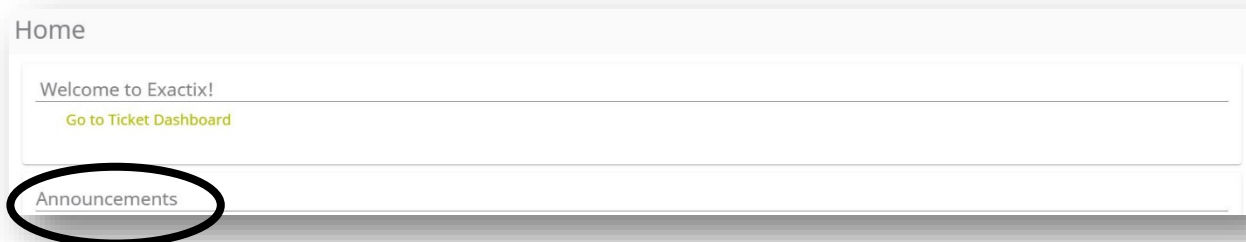
- Then, use the icons on the **top right** to manage your account and set preferences.
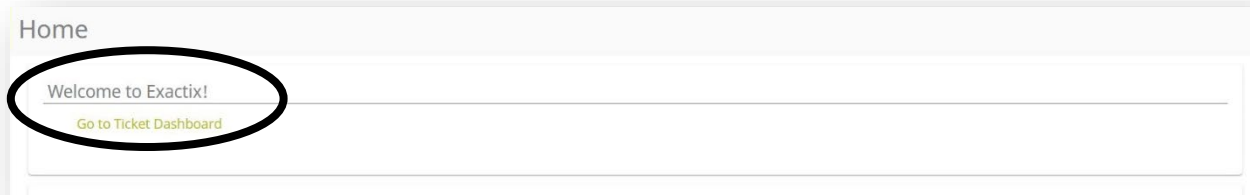
Customizing Exactix

- Click the **Paint** and **Text** icons to choose your color scheme and font size

Dashboard

From the **Home Page**, click on **Go to Ticket Dashboard.**

Home

Welcome to Exactix!

Go to Ticket Dashboard

Your **Dashboard** is where you view and manage your tickets. Here you can perform the following functions:

- Search for Tickets
- Sort tickets
- Create new tickets
- Renew tickets

Dashboard: Function Buttons

On the **top right**, see three function buttons. For easy navigation, these buttons are fixed on each page in Exactix so you don't have to go backwards from your current location to perform these tasks.

New:	Create a new Ticket
List:	Ticket list
Dashboard:	Go back to your Dashboard from any other page

LISA POWERS

New | List | Dashboard

◉ My Tickets ○ My Office Tickets ○ My Company Tickets

Tickets 0 *Created in past 60 days	🔍 Filter by Ticket Number reset Min 6 characters required					Next »	Items per Page 25

Expiring Tickets
*In the next 5 days
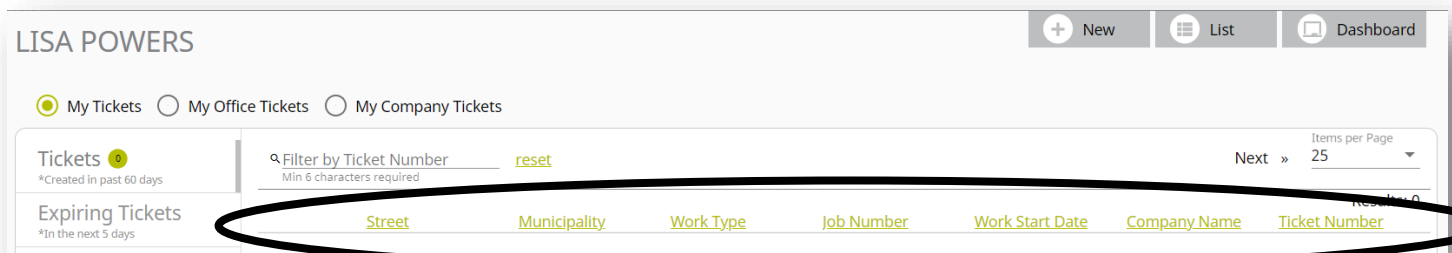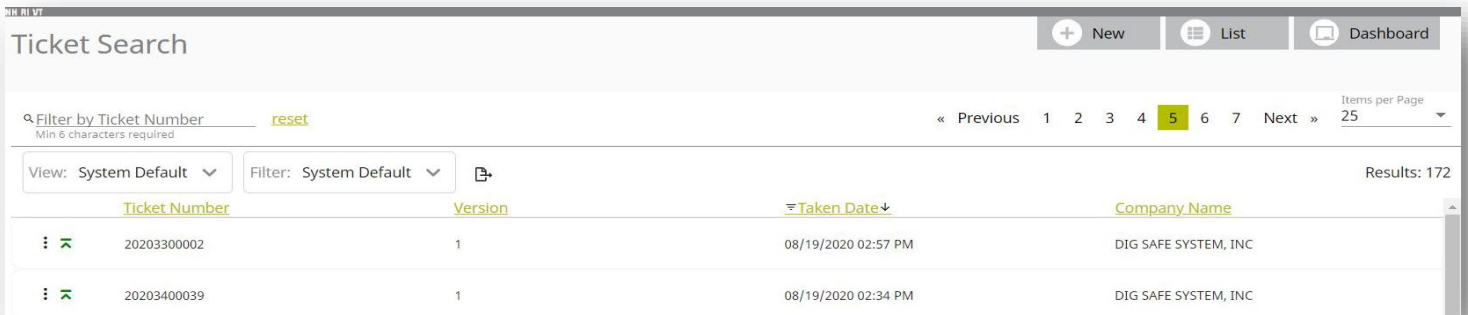
Results: 0

Street	Municipality	Work Type	Job Number	Work Start Date	Company Name	Ticket Number
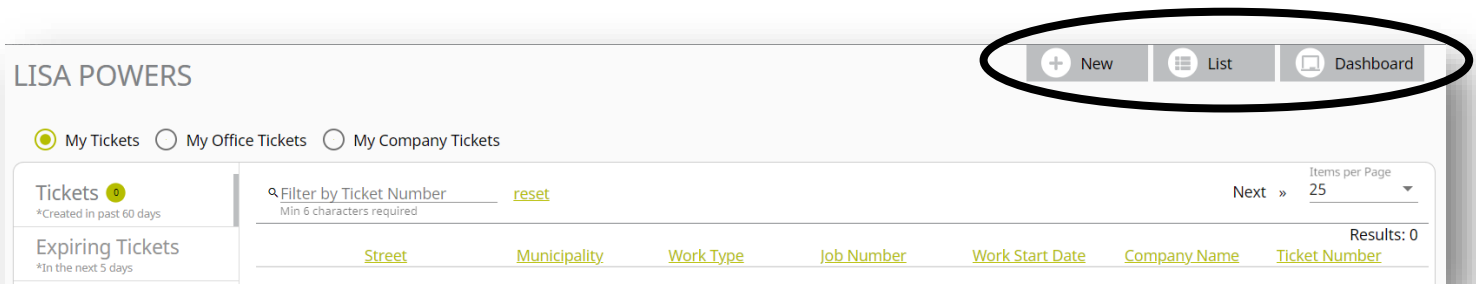
Dashboard: Search by Ticket Numbers

Use **the Filter By Ticket Number** field at the top to search a specific ticket number. This search box is fixed on all pages in Exactix for easy navigation.

Dashboard: Expiring Tickets

On the **top left** of your **Dashboard**, click on **Expiring Tickets** for a list of tickets about to expire. Like your Dashboard and Tickets List, the columns in Expriting Ticketscan be adjusted by clicking on the top headings.

Dashboard: Sort tickets

Your **Dashboard** displays ticket information in specific **Columns**, from left to right:

- Street
- Municipality
- Work Type
- Start Date
- Company Name
- Ticket Number

Dashboard: Sorting Columns

Click on the top heading of each column to sort tickets to your preference:

Street

Municipality

Work Type

Work Type

☐ Sort Ascending
☐ Sort Descending

Start Date

Work Start Date

☐ Sort Ascending
☐ Sort Descending

Limit by...

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

◯ Past Days ____Days____
Max is 60

◯ Past Hours ____Hours____
Max is 24

◯ Single Date ____Date____ 📅
(mm/dd/yyyy)

◯ Date Range ____Start Date____ 📅 ____End Date____ 📅
(mm/dd/yyyy) (mm/dd/yyyy)

◯ Days from Today ____Days____
Max is 60

◯ Tomorrow

◯ Hours from Now ____Hours____
Max is 24

Ticket Number

Ticket Number

☐ Sort Ascending
☐ Sort Descending

Tickets List

On the **top left,** click on **List** to go to the **Tickets List.**

In your **Tickets List,** the following ticket actions are taken:

- Export
- Print
- Renew

Tickets List: Export

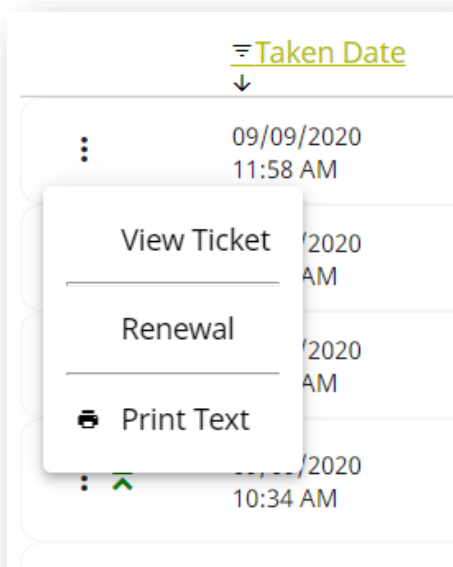To export your tickets to a .CSV file, click on the Export icon on your Tickets tab.

Tickets List: Columns

See each **Column** in the **Tickets List**, from left to right:

- 3-Dot Icon
- Red/Green Icons
- Ticket Number
- Version
- Taken Date   .
- Company Name
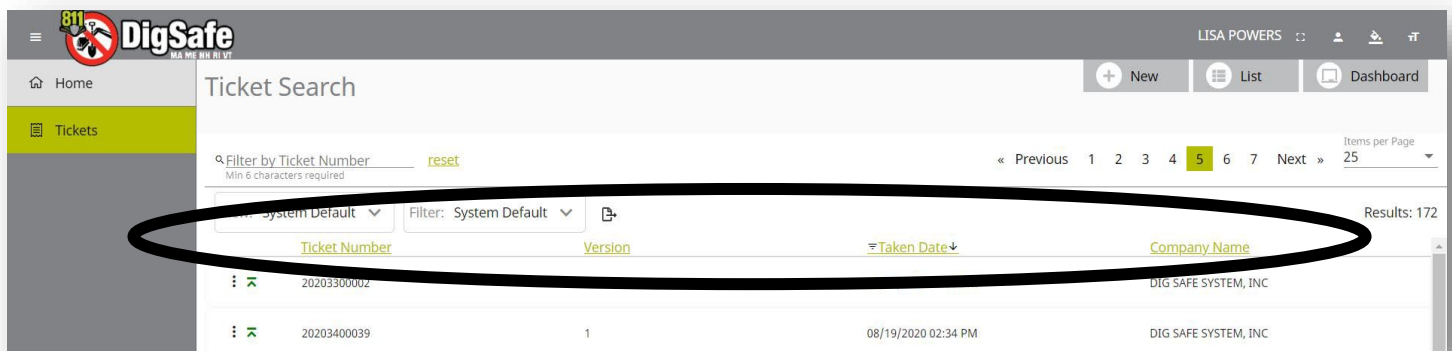
Tickets List Columns: 3-Dot Icon

Click on this icon to the very left of the column to **View, Renew** or **Print** a ticket:

3-Dot Icon: View Ticket

This option opens an existing ticket.

At the **top right** of all your tickets, see the **Renewal** and **Copy** buttons.

3-Dot Icon: Renew Ticket

Click on Renewal to update your ticket. Your new start date will automatically be calculated.

3-Dot Icon: Copy Ticket

Use the **Copy** button to capture all information on the existing ticket to carry it over to a new ticket. This is a helpful tool for submitting multiple tickets with the same Work Type.

Tickets List Columns: Red and Green Icons

The **Red** and **Green** Icons are to the left of the ticket number column.

- A **Red** icon means the ticket is the newest version.
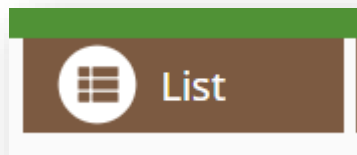- A **Green** icon means the ticket has been renewed.
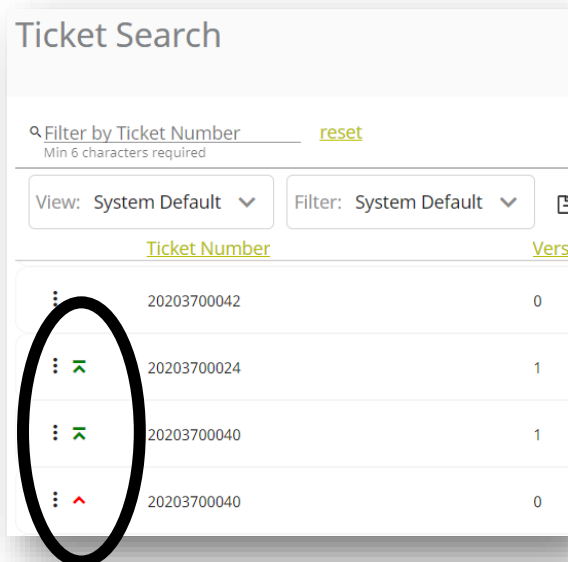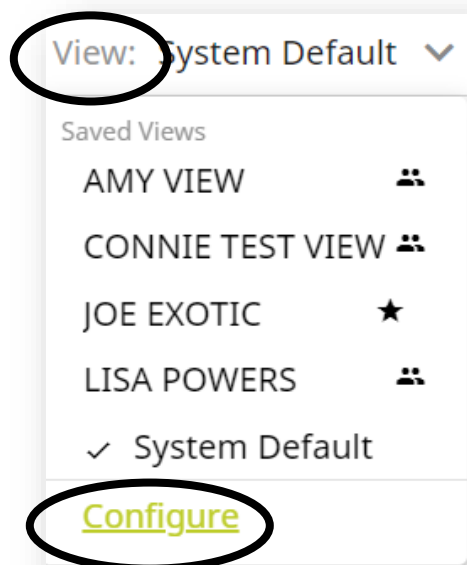
Ticket List: Customize your View

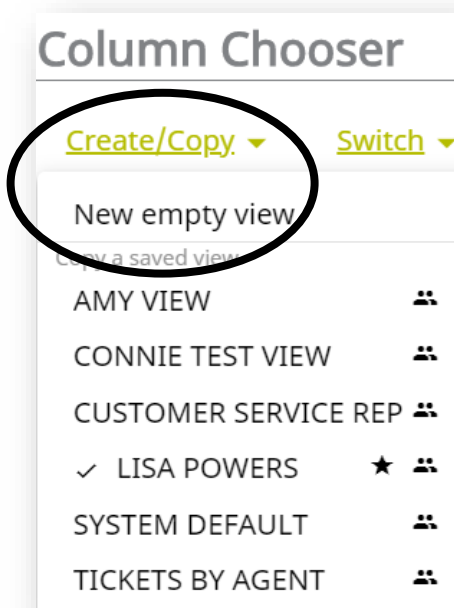Delete, add, and reorder columns so your view is useful to you.

Here's how:

1) Go to your **Tickets List** on upper right side of **Dashboard**

2) On the **View** menu, choose **Configure** at the bottom of the dropdown.

3) Choose **Create/Copy** to start a **New View**, or **Copy** to edit an existing **View**. Give your custom **View** a name.

4) In your **Column Chooser**, use the:

- **Down arrow** to the right to choose a different category
- **Trash can icon** to the right to delete a column
- **Grab tool** to the left of each column heading to reorder your columns**.** Drag and drop to the new position.
- **Add A Column** link at the bottom to create more columns**.**

5) The **Down Arrow** displays a menu of ticket category options to include as a sortable column in your **Tickets List. There are many categories to choose from.**
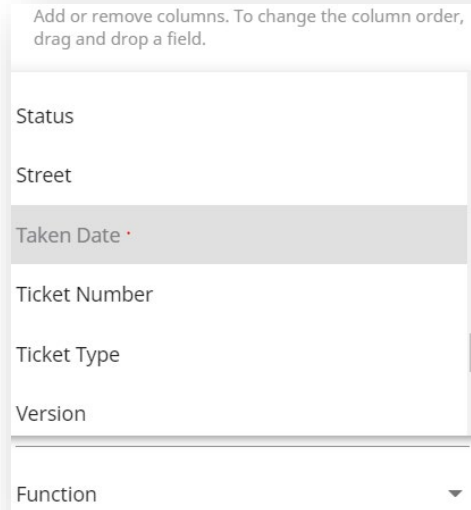
6) Go through each category, and choose the ones to be included as columns in your **Tickets List** that are helpful to you. Here are some examples:

Tickets List Columns: Version

An original ticket will show as a zero, a ticket that has been renewed once will show as 1, a twice-renewed ticket will show as 2, and so on.

You also may have multiple **Versions** of a ticket if follow-up messages are associated with it.

Tickets List Columns: Date Taken

This is the date you submitted the ticket. Click the heading of the column to sort.

7) When finished customizing your **Tickets List**, don't forget save your **View** by clicking **Save & View** on the bottom left of the **Column Chooser**.
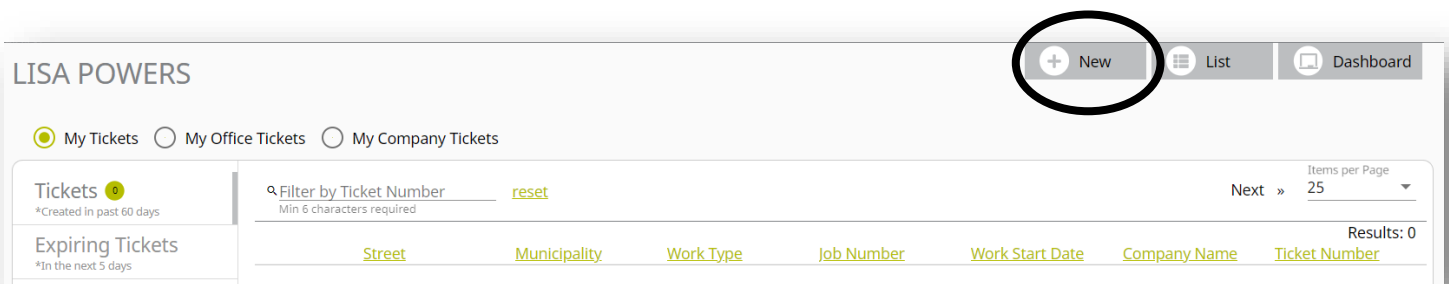
Creating a New Ticket

- From your **Dashboard**, or from any page in Exactix, click the **New** button on the **top right** to get to the **Ticket Entry Screen.**

IMPORTANT: In Exactix, you must hit **TAB,** or **MOUSE CLICK,** to navigate. Hitting Enter in Exactix will cause the system to automatically choose the first item on a drop-down menu. Remember, you must either **TAB** or **MOUSE CLICK** through the ticket.

Ticket Entry Screen

There are 4 sections to complete to submit a **New Ticket**.

- Excavator information
- Site Information
- Work Information
- Dates

New Ticket: Excavator Information

- If you have a **Contractor ID** number with Dig Safe, you may still use it when you notify Dig Safe by phone.

- Your **Contractor ID** number is not necessary with Exactix, as your contact information is populated automatically after logging in. You may change your **Alternate Contact #** and **Email Address** for each ticket you submit.

Excavator Information

Excavator ID

Company ID
3

Contact Name
LISA POWERS

Company Name
DIG SAFE SYSTEM, INC

Office Name
DIG SAFE TESTING

Company Type
CONTRACTOR

Industry
OTHER
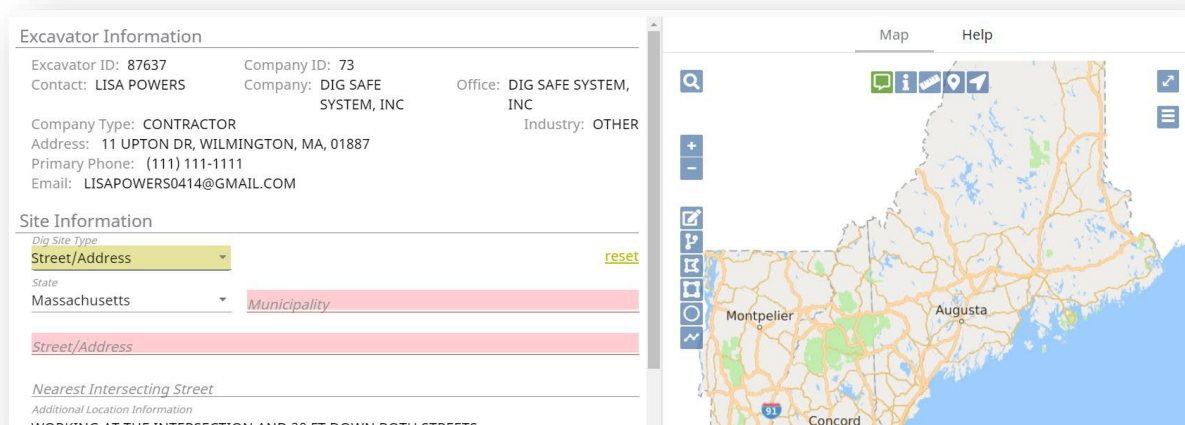
Address
11 UPTON DR

City
WILMINGTON

State
MA

Zip
01887

Primary Phone
(555) 555-5555 x2

Alternate Contact #
(877) 344-7233

Email
LISAPOWERS0414@GMAIL.COM

New Ticket: Site Information

First, choose one of the four **Dig Site Types** that best describes your dig location.
This enables our map to best identify an accurate list of member companies to notify for your markout.

1) Street/Address
2) Intersection
3) Between Intersections
4) Lat/Long Coordinates

Site Information

Street/Address

Intersection

Between Intersections

Lat/Lon Coordinate

reset

Municipality

New Ticket: State/Municipality

- Choose the **State** from the drop-down menu.

- Go to www.call811.com for a directory of 811 Centers for dig locations in any state other than Massachusetts, Maine, New Hampshire, Rhode Island or Vermont.

- Enter the **Municipality** from the drop-down, or enter it manually in the field. Call 811 or 888-DIG-SAFE for help if you can't find the Municipality.

New Ticket: Dig Site Type

How to process a ticket using each **Dig Site Type:**

1) **Street Address or Entire Length of a Road**

- Address/Street is the default on the ticket type menu.

- Choose the **State** from the drop-down menu, then choose the **Municipality** or manually enter it in.

- As you start to type the **Address** and/or **Street**, a list of potential matches will appear in the drop-down menu, listing the closest matches at the top. Select the correct match or, manually enter the **Address** or **Street**.

- If the address is not found, the message "**address not found**" appears in **RED.** Try re-entering the information, or click on the map to find the location. If the location cannot be found, call 811 or 888-DIG-SAFE for help.

Street/Address
1 EDSON DR
street name not found

- Street/Address will appear **blue** on the map, and nearest intersecting streets are **pink**.
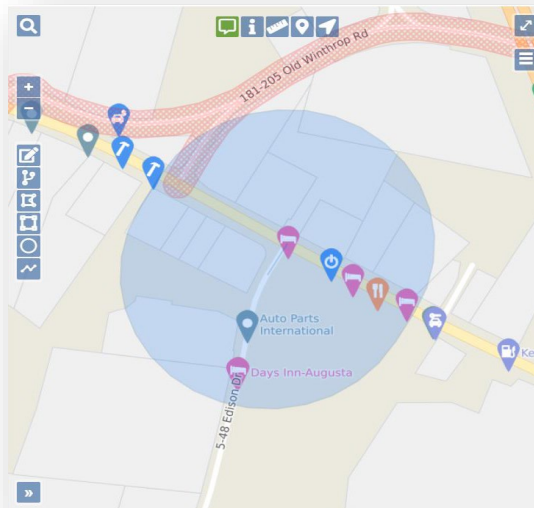
Nearest Intersecting Street

- If the **Street/Address** is found, a drop-down menu **Nearest Intersecting Streets** becomes available. Each **Intersecting St** listed includes the footage from the **Street** entered.

- Choose the **Nearest Intersecting Street** to the dig location from the drop-down menu.

Nearest Intersecting Street
OLD WINTHROP RD

| OLD WINTHROP RD | 430 FT |
| WINTHROP ST | 4232 FT |

- If the **Nearest Intersecting Street** is not known, enter **Unknown** in this field.

2) **Dig Site Type: Intersection**

- Choose **Intersection** from **Dig Site Type** menu.

- Enter the first street in the **Street/Address** field.

- Enter the second street in the **Cross Street** field.

- Make sure to note "working at intersection" in the **Additional Location Information** field.

Three-Way Intersection

Exactix accepts only **two streets** per ticket for an intersection.

For a **Three-Way Intersection**, you must process **2** tickets to allow the map to notify the appropriate utilities for the markout.

Example: Location of the dig site is on **Western Ave**, at the intersection of **Meadow Rd** and **Orchard St**

- Ticket # 1: Enter **Western Ave** in the **Street/Address field**. Then enter **Meadow Rd** in the **Cross Street** field.

- Ticket # 2: Enter **Western Ave** in the **Street/Address** field. Enter **Orchard St** in the **Cross Street** field.

Site Information

Dig Site Type
Intersection   reset

State   Municipality
Maine   AUGUSTA

Street/Address
WESTERN AVE

Cross Street
ORCHARD ST

Additional Location Information
WORKING AT 3-WAY INTERSECTION OF WESTERN AVE, MEADOW RD AND ORCHARD ST

- On both tickets, make sure to note "**at 3-way intersection of Western Ave, Meadow Rd and Orchard St**" in the **Additional Location Information** field.

3) **Dig Site Type: Between Intersections**

- Choose **Between Intersections** from **Dig Site Type** menu.

- Enter the street you are working on in the **Street/Address** field.

- Enter the two streets you are working in between in the **Cross St 1** and **Cross St 2** fields.

- Make sure to note "working on **Edison Dr**, between **Eaton Ave** and **Allston St**" in the **Additional Location Information** field.

Dig Site Type
Between Intersections

State   Municipality
Maine   AUGUSTA

Street/Address
EDISON DR

Cross Street
ALDERWOOD DR

Cross Street
BALSAM DR

4) **Dig Site Type: Lat/Lon Coordinate**

Exactix accepts the two following formats of **Lat/Long**:

True Decimal Degrees (i.e. xx.xxxxxxx, -xx.xxxxxxx)

Degrees Minutes Seconds (i.e. xx xx xx, -xx xx xx)

- Select **Lat/Lon Coordinate** from the **Dig Site Type** menu.

- Enter the **Lat/Lon Coordinates** in the fields provided.   Exactix automatically adds the decimal points for **True Decimal Degrees** coordinates, and also the negative symbol for **Longitude.**

- When using **GPS Coordinates** as a **Dig Site Type**, you must also enter the address or the nearest street in the **Street/Address** field.

- Include any necessary information to help the responding locating technicians find the job site in the **Additional Location Information** field.

- To help you identify **Lat/Long Coordinates** for your dig location, use the interactive map by clicking in the location within the map. To learn more, go to Page 32- **Using the Map**.

New Ticket: Additional Location Information

- Include information in this field to describe the area of excavation. Examples: pole numbers, place names, distance and direction from an intersecting street, lot numbers, and landmarks.

- Do **NOT** enter any other street names in this field. If you are digging on **more than one street**, process a ticket for each street. Do **not** include other street names in the **Additional Location Field**.

- This field is also used to include instructions or custom information for the responding locating technicians, such as an on-site contact person, access codes for property entry, beware of dog warnings, etc.

Additional Location Information

WORKING AT POLE 7, IN THE BACK OF MARKET BASKET ON PRIVATE PROPERTY.
CONTACT PERSON ON SITE IS JOHN DOE AT 555-555-5555|

max 3 lines of 75 characters: 1 line remaining

New Ticket: Work Information

Four sections must be completed in the **Work Information** section of the **Ticket Entry Screen.**

1) What Type of Work?

2) Where Will You Be Working?

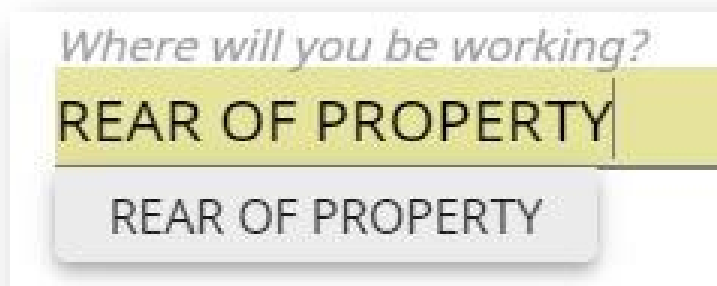3) Is the Area Premarked?

4) Who Is Doing the Work?

1) Work Information: What Type of Work?

As you start typing the **Type Of Work**, a list of common excavation activities will appear in the drop-down menu. Choose the type of work from the list, or manually enter the type of work.
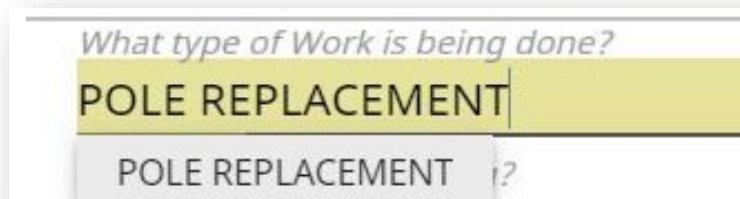
2) Work Information: Where Will You Be Working?

Provide information to help define the parameters of the excavation area, and to reduce unnecessary markings on the ground by the locating technicians.

Manually enter the specific area on the site (up to 75 characters) or select the area of the work from the drop-down menu as you type in this field.

3) Work Information: Area Premarked?

- State law requires you to mark out the area where you plan to dig with white spray paint, stakes, or flags prior to contacting Dig Safe. This is a **Yes** or **No** question.

- If you choose **No**, this message appears:

4) Work Information: Who is Doing the Work?

- Enter the name of the company or companies who will perform the excavation.

- As you start typing, a list of potential matches appears in the dropdown. Choose the company name of the excavator doing the actual work, or manually enter it in this field.

- Enter **SAME** if your own company is performing the excavation.

New Ticket: Dates

To calculate the correct start date, you must choose a **Ticket Type** from the drop-down menu.

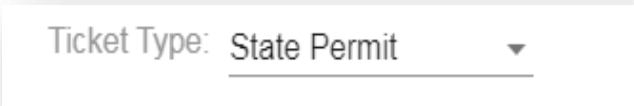- Choose 1 of 3 **Ticket Types**:

Regular Ticket   A standard excavation request, which is assigned a 72-hour notice in MA, ME, NH and RI, or a 48-hour notice in VT (not including weekends and holidays).

State Permit   The start date on **State Permit** tickets are automatically calculated 30 days out, so it is already expired and not a valid excavation ticket.

Blasting Ticket   The word "Blasting" appears at the top of the ticket to indicate that the company intends to blast at that location.

Start Date

- Exactix automatically calculates your start date.
- State law requires advance notice of 72 hours in MA, ME, NH and RI, and 48 hours in VT – not including weekends or holidays.

  The following legal holidays do not count toward your 72 or 48 business hour notice, so the start date is pushed out another day.

  Observed Holidays

  New Year's Day

  M.L.K. Day

  President's Day

  Patriot's Day (MA, ME only)

  Memorial Day

  4th of July

  Victory Day (RI only)

  Battle of Bennington Day (VT only)

  Labor Day

  Columbus Day

  Election Day (NH only, on even years)

  Veteran's Day

  Thanksgiving Day

  Christmas Day

Work Start Date and Time: 09/16/2020, 07:14 AM

New Ticket: Using the Map

Exactix offers an interactive map to help you find and identify your dig location.

Drawing on the Map

In addition to choosing 1 of the 4 **Ticket Types** in the **Site Information** section, you may also draw on the map to enable Exactix to identify an appropriate list of member companies to notify for your markout.
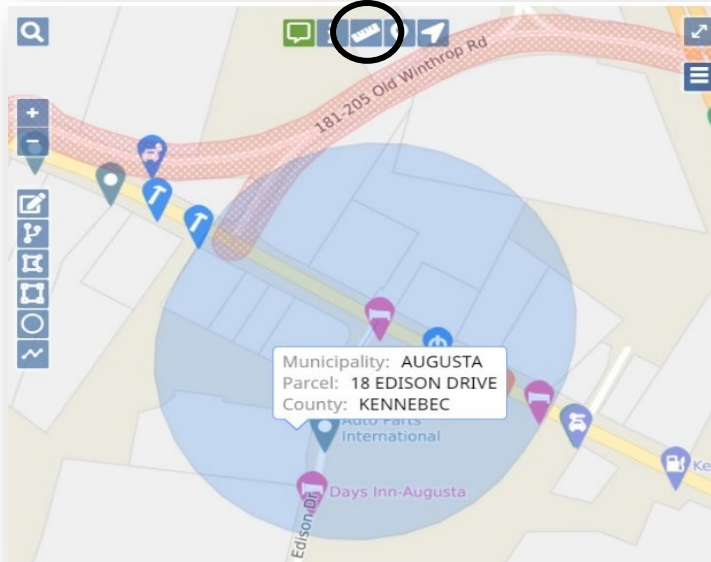
Map Tools

- **Create Lat/Long Dig Site:**   Right click on a specific area on the map and choose the option to **Create Lat/Long Dig Site**. The **Municipality** and **Lat/Long Coordinates** auto populate the **Dig Site** section of the ticket.
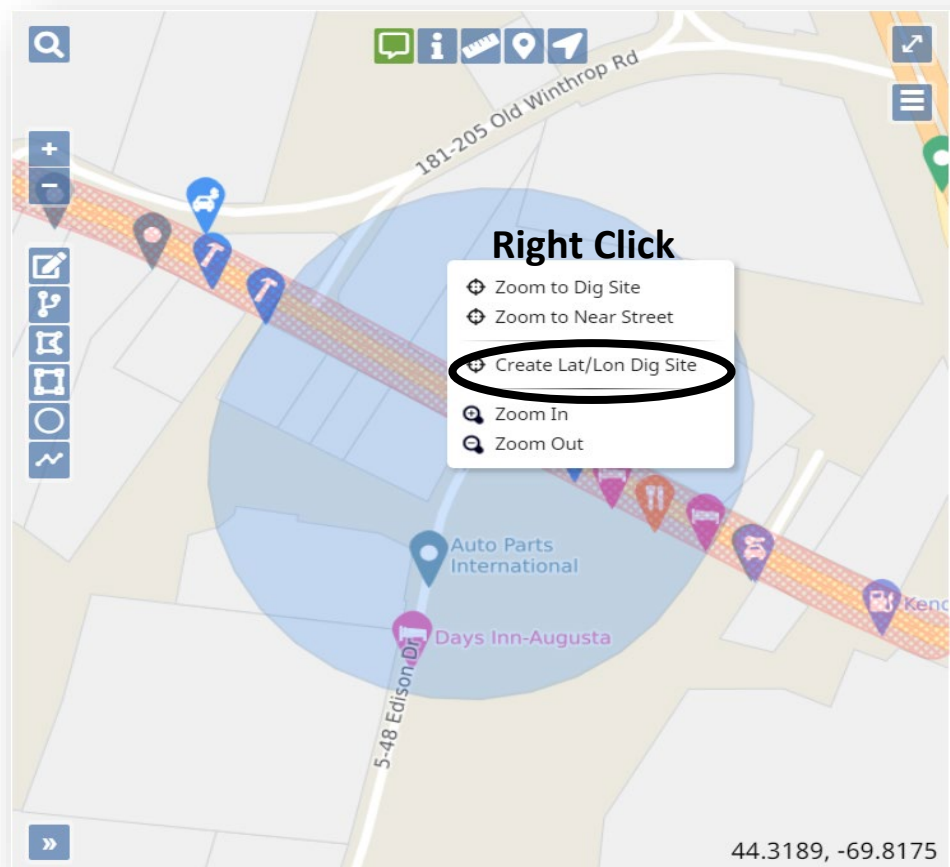
- **Map Information Tool:** Use this tool to click on the map and see information for the location
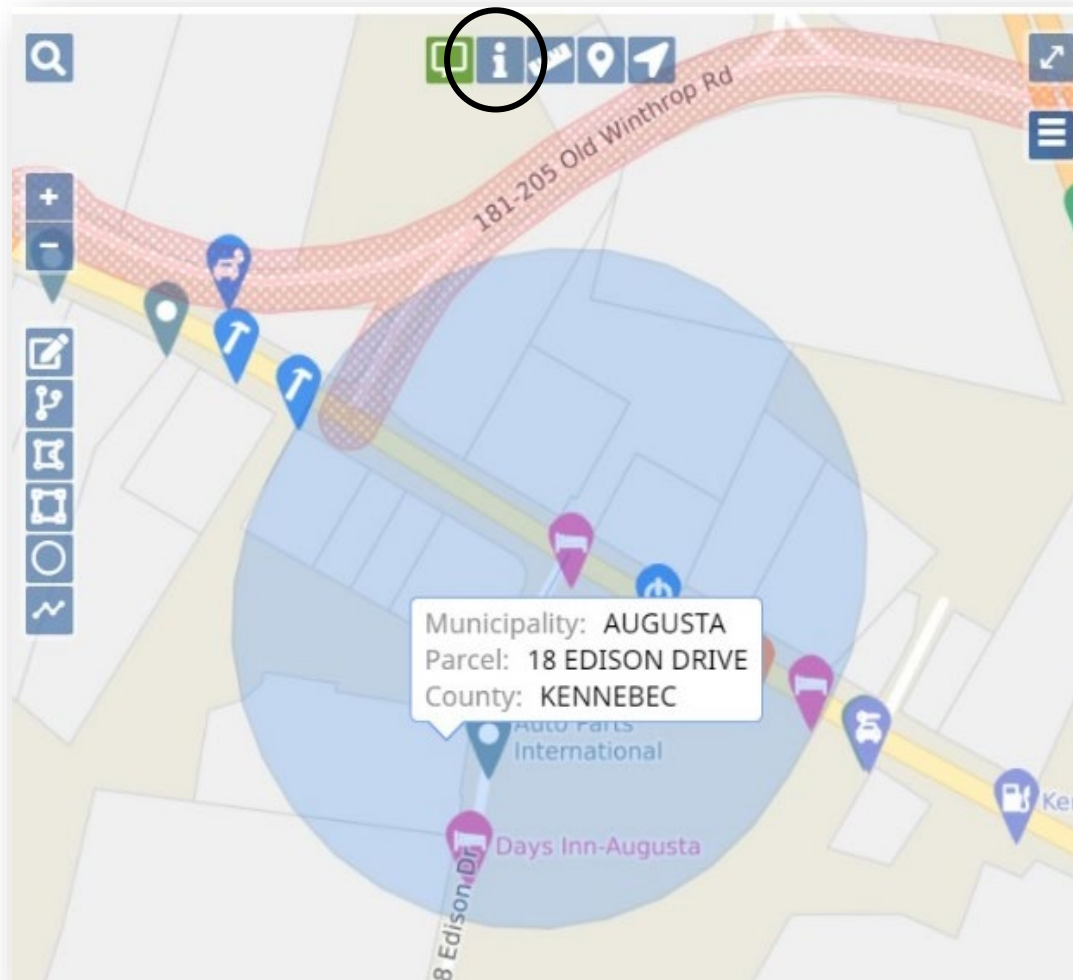
- **Measuring Tool:** Use **this tool** to measure a distance on the map.

  - Click on the map to start measuring

  - A single click changes direction in your measuring

  - A double click will end where you want to measure

  - This tool may be used as multiple times as needed within the map

]

- **Push Pin:** Use **this tool** to drop a pin on the map.

  This is helpful when you are doing a lot of searching and need to remember where you started, or need to remember a specific point on the map.
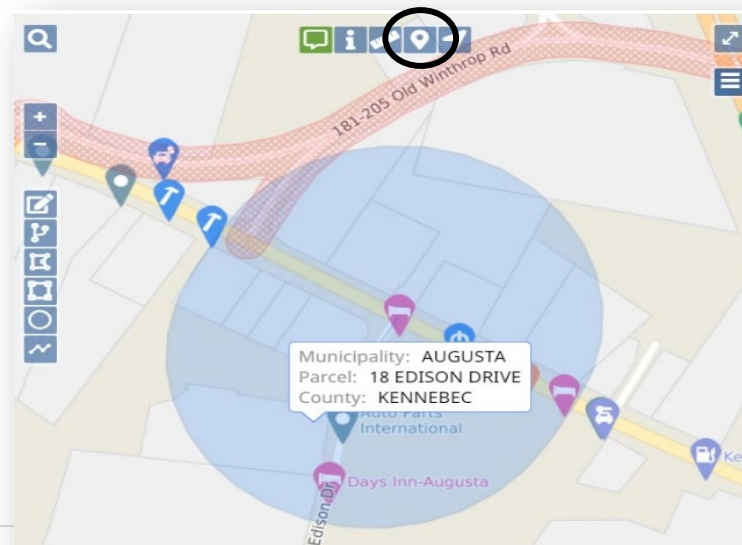
Map Drawing Tools

Drawing on the map allows Exactix to accurately identify a list of member companies to notify for the markout. There are many different **drawing shape tools** to choose from.

- Click **SAVE DRAWING** to keep your drawing on the map (it turns lighter blue when saved).
- Click **X** to close out of your drawing without saving.
- Click the **UNDO** arrow to undo your last action.

Map: Searching the map

- Click the **GREEN** magnifier in the upper left corner of the map. Click this same icon to remove the search box when done.

- Search by:

  - Streets, Municipally, Points of Interest
  - Lat/Lon Coordinates

Map: Search by Lat/Lon Coordinate

- Click **Search**

- Select **Lat/Lon Coordinate**

- Enter the **Lat Coordinate** (then comma) then enter **Lon Coordinate**

- Tap enter, and a **red pin** will drop at that **Lat/Long** point

- Hover your mouse over the red pin to view the location
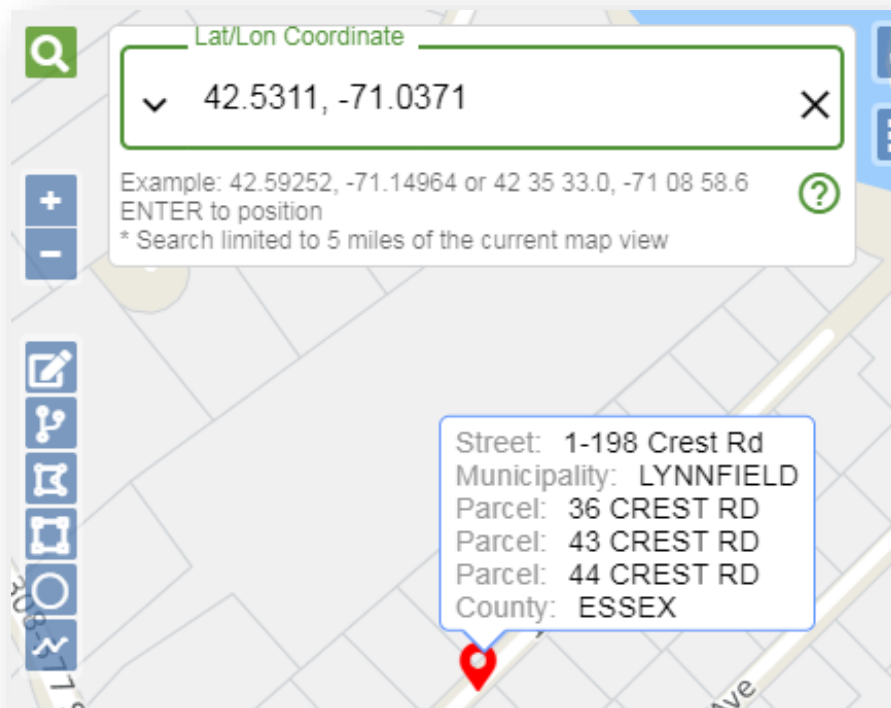
Map: Search by Place Names

Example: You are looking for Target (retail store)

- The **Municipality** is Wilmington, MA

- Type **Target** in the **Search** field, and the closest Target stores appear in the drop-down menu

- Select **Target** in Wilmington

- A **red pin** is dropped on the map

- Hover over the pin to see the location
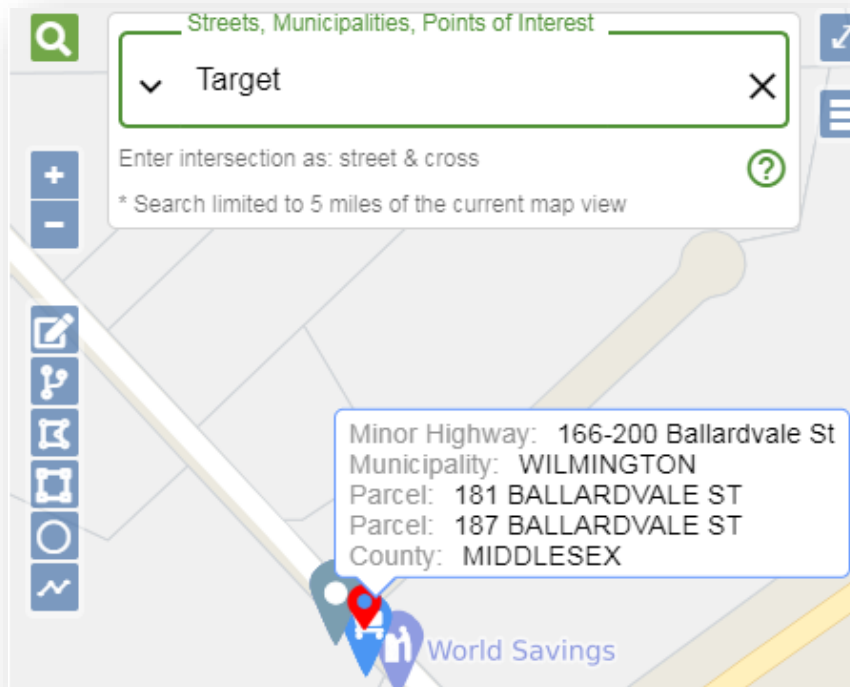
Map: Viewing the Map

Street View / Satellite View

- Click the **3-bar Icon** on the top right corner of the map to choose either **Street View** or **Satellite View,** or to toggle between both **Views.**
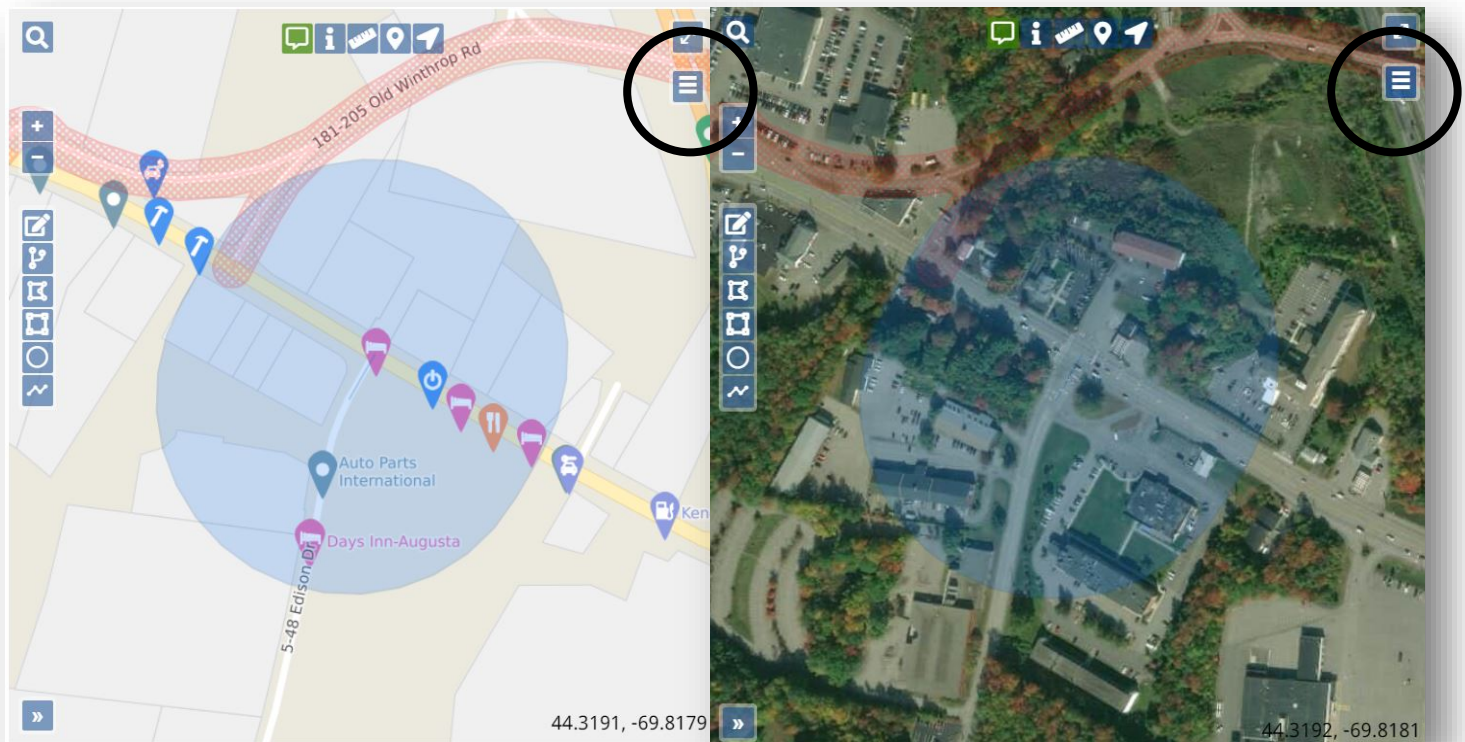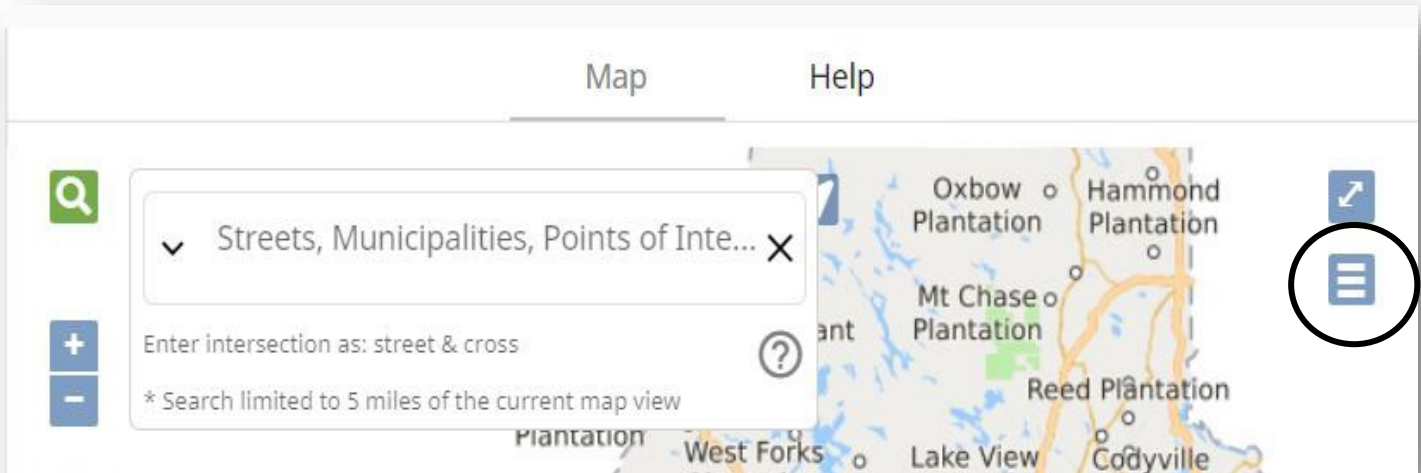
- In both **Street View** and **Satellite View**, you can get information about a location by hovering over it with your mouse.
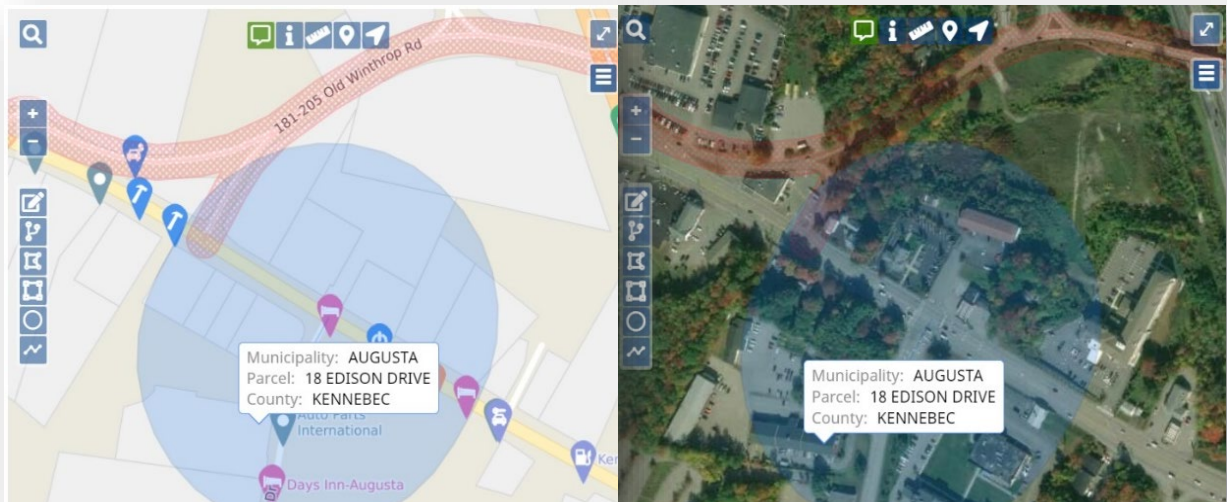
Zoom In / Out; Full-Screen

- Use the buttons on the **upper left side** to **Zoom In** and **Zoom Out** of the map
- Use this button at the **top right** of the map to expand your map view to **Full Screen**.
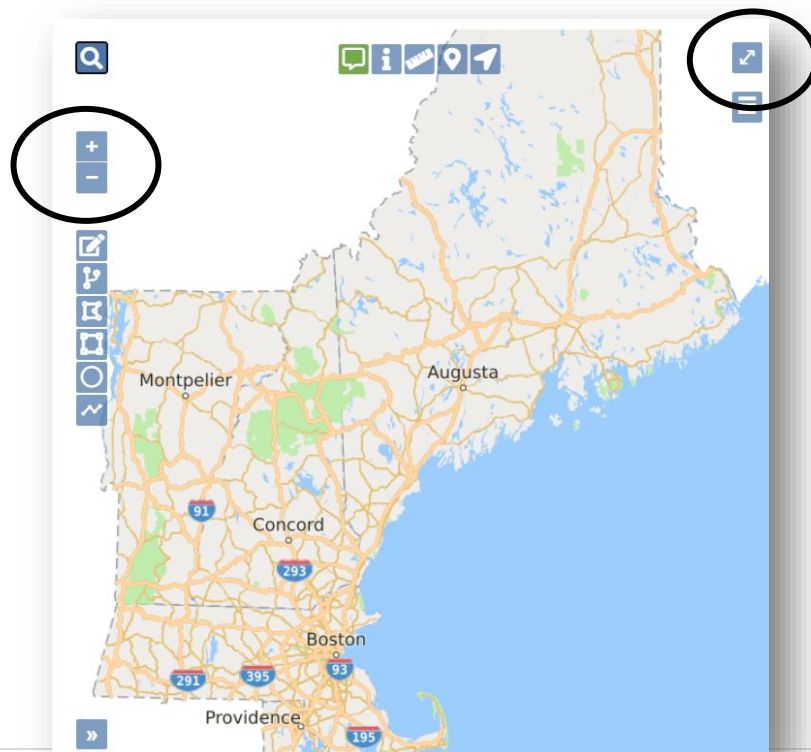
New Ticket: Date Expiration

- Exactix automatically calculates the expiration date of the ticket.

- **MA, NH** and **VT: D**ig Safe tickets are valid for 30 days from the date of issue.

- **ME:** Dig Safe tickets are valid for 60 days from the date of issue.

- **RI:** Dig Safe tickets do not expire provided the marks are maintained.

In all five of our New England states, digging projects must start within **30** days from the day the Dig Safe ticket is issued, or the ticket expires.

New Ticket: Check the Map for Accuracy

- After you enter a dig site location, it is important to check the **blue highlighted area** that appears on the map.

- Dig Safe uses this map tool to identify the member utility companies that need to be notified for the markout.

- Make sure the exact location of the proposed dig site falls within the **blue highlighted area** on the map.

- The description of the excavation area must be included in the **Dig Site Type** and **Work Information fields**, and the parameters of the job site must be premarked.
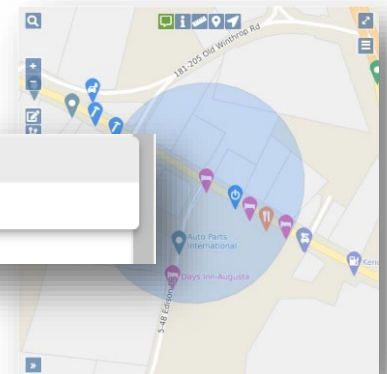
New Ticket: Verify Location
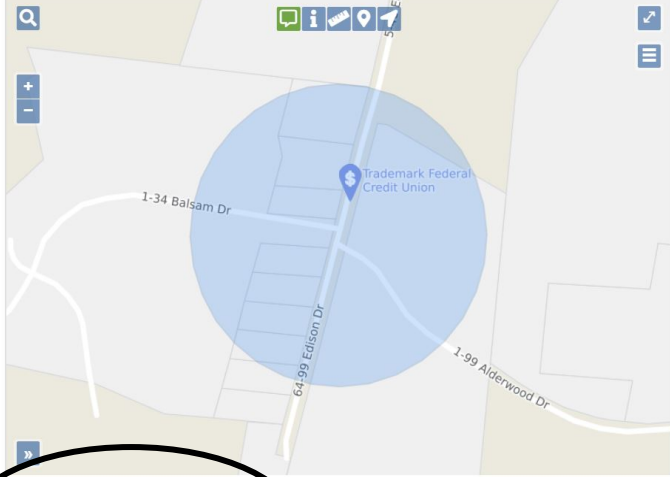
- Verifying the Location is a very important step to take before submitting a ticket. Check the information you entered for accuracy, then click **Above Information is Correct.**

New Ticket: Confirm Affected Utilities

Before submitting your ticket, the final step is to review the information on the **Confirm Affected Utilities** dialogue.

- List of Notified Member Utilities

- Type of Facilities

- Phone numbers

- Legal disclaimers

New Ticket: Submitting Your Ticket

      Ticket Confirmation

- After you click **Submit Request** at the bottom of the **Confirm Affected Utilities** dialogue, you will receive a **Ticket Confirmation** with your **Ticket Number** and an option to **Email your Ticket.**

- A Dig Safe ticket follows a logical sequence, so just by looking at it, you have an idea of when it was created:

          Ticket Number 2020 37 00039

Year:	**2020**
Week:	**37**
# of Tickets:	**00039**

New Ticket: What's Next?

At the bottom of your **Ticket Confirmation** are 4 options:

- **Continue to Steps**: This option takes you through the **Next Steps** to a safe excavation, after you've notified Dig Safe. We recommend all Web Users click through the **Next Steps** at least once, because even if you're familiar with the Dig Safe program, you may learn something new.

- **Print/Download Steps**   Print or Download a one-page PDF of the **Next Steps.**
- **Create Another Locate**   This option will take you to a new **Ticket Entry Screen**.
- **Close**   Exit out of the **New Ticket** screen.