



# Exactix Guide for Web Users



10 03 2020

Massachusetts · Maine · New Hampshire · Rhode Island · Vermont

Dig Safe System, Inc. · 11 Upton Drive · Wilmington, MA · 01887 · Call 811 · [digsafe.com](http://digsafe.com)

## Table of Contents

<b>Welcome</b>	<b>5</b>
<b>Background</b>	<b>5</b>
<b>Support</b>	<b>6</b>
<b>Getting Started</b>	<b>7</b>
<b>Registering for Exactix</b>	<b>7, 8</b>
<b>Forget Your Password?</b>	<b>8</b>
<b>Home Page</b>	<b>8</b>
<b>Customizing Exactix</b>	<b>8</b>
<b>Dashboard</b>	<b>9</b>
<b>Function Buttons</b>	<b>9</b>
<b>Search by Ticket Number</b>	<b>10</b>
<b>Search by Expiring Tickets</b>	<b>10</b>
<b>Sorting Tickets</b>	<b>11</b>
<b>Sorting Columns</b>	<b>11-12</b>
<b>Tickets List</b>	<b>13</b>
<b>Exporting Tickets</b>	<b>13</b>
<b>Columns</b>	<b>14</b>
<b>3-Dot Icon</b>	<b>14-15</b>
<b>View Ticket</b>	<b>16</b>
<b>Renew Ticket</b>	<b>16</b>
<b>Copy Ticket</b>	<b>16</b>
<b>Red / Green Icons</b>	<b>16</b>
<b>Customizing Your View</b>	<b>17-22</b>

## Table of Contents

(continued)

<b>Creating a New Ticket</b>	<b>24</b>
<b>Ticket Entry Screen</b>	<b>24</b>
<b>Excavator Information</b>	<b>25</b>
<b>State / Municipality</b>	<b>26</b>
<b>Dig Site Type</b>	<b>26 ,27</b>
<b>Street Address or Entire Length of Road</b>	<b>27</b>
<b>Nearest Intersecting Street</b>	<b>27</b>
<b>Intersection</b>	<b>28-29</b>
<b>Between Intersections</b>	<b>29</b>
<b>Lat/Lon Coordinates</b>	<b>30</b>
<b>Additional Information</b>	<b>31</b>
<b>Work Information</b>	<b>32</b>
<b>What Type of Work?</b>	<b>32</b>
<b>Where Are You Working?</b>	<b>32</b>
<b>Area Premarked?</b>	<b>33</b>
<b>Who is Doing the Work?</b>	<b>34</b>
<b>Dates</b>	<b>35</b>
<b>Regular Ticket</b>	<b>35</b>
<b>State Permit</b>	<b>35</b>
<b>Blasting Ticket</b>	<b>35</b>
<b>Start Date</b>	<b>35</b>
<b>Observed Holidays</b>	<b>35</b>

## Table of Contents

(continued)

Using the Map	36
Drawing on the Map	37
Map Tools	38
Create a Lat/Long Dig Site Type	38
Measuring Tool	38
Push Pin	38
Drawing Tools	39
Search the Map	40
By Lat/Long Coordinates	41
By Place Name	42
Viewing the Map	43, 44
Street View / Satellite View	44
Zoom In/Out	44
Full Screen	44
Ticket Expiration Date	45
Verify Location	46
Confirm Affected Utilities	46, 47
Submitting Your Ticket	47
Ticket Confirmation	47
Ticket Number	47
What's Next?	48
Continue to Steps	48
Print / Download the Steps	48
Create New Ticket	48
Close	48

## 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](mailto:ExactixHelp@digsafe.com)

## Getting Started

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

[http://www.digsafe.com/exactix\\_new\\_user\\_form.php](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.*

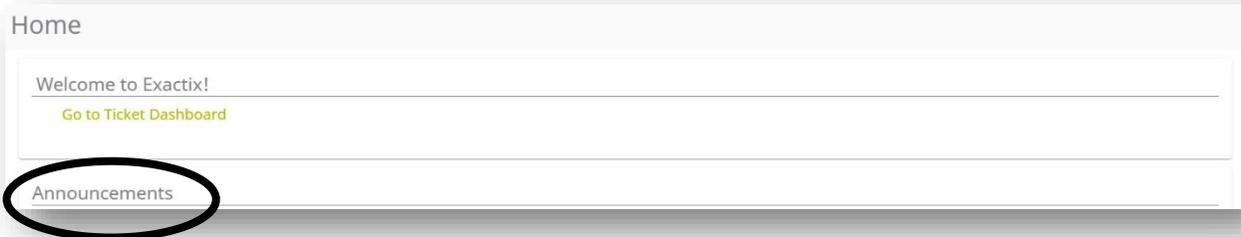
*The Exactix service only notifies Dig Safe member utilities of proposed excavation in the area of their underground facilities based on information they’ve provided. Dig Safe does not notify non-member utilities of these activities.*

- 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.

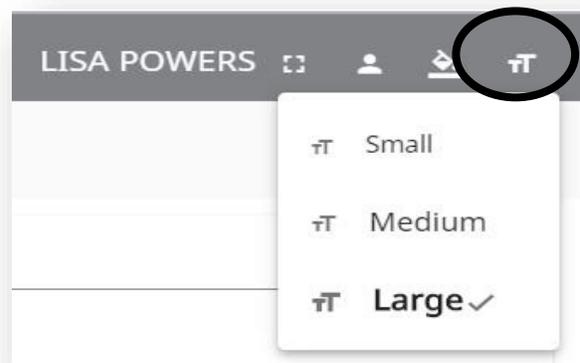
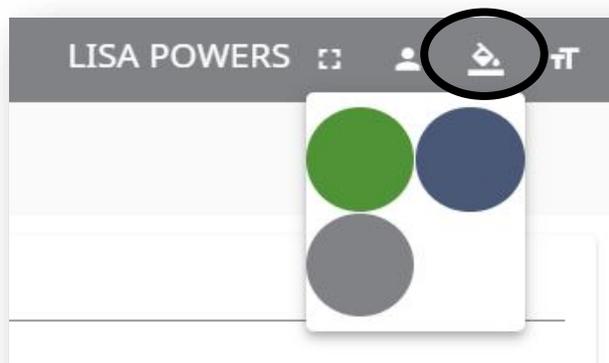
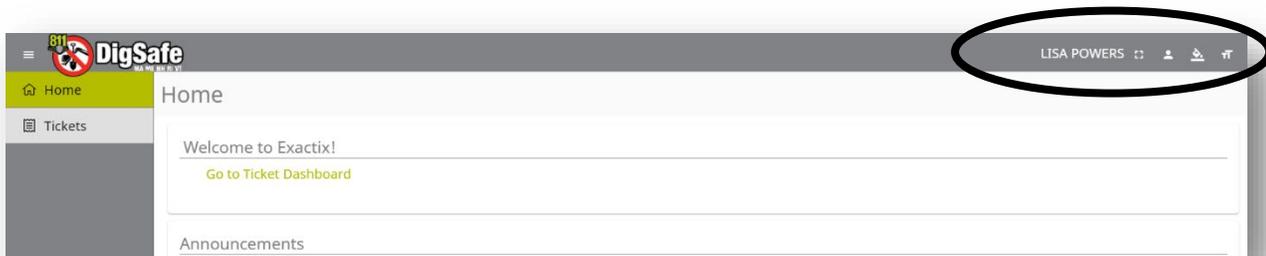
- First, look in the **Announcements** section to find important notices from Dig Safe.



- Then, use the icons on the **top right** to manage your account and set preferences.

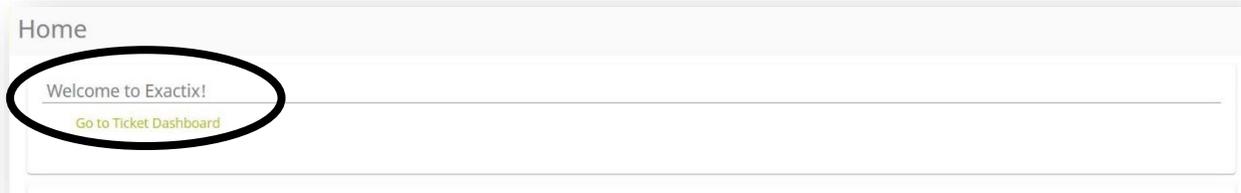
## Customizing Exactix

- 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**.



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



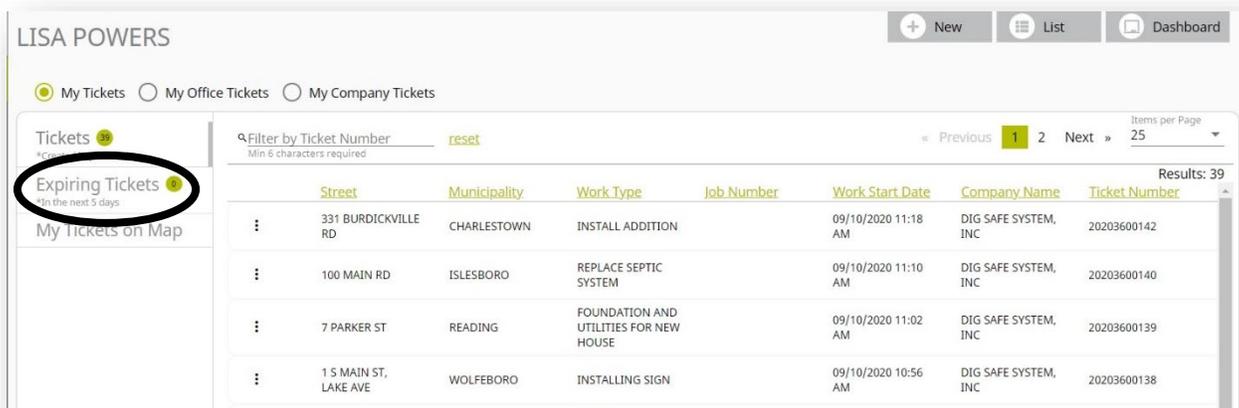
### Dashboard: Search by Ticket Numbers

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 Expiring Tickets can 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

### Street

---

Sort Ascending

Sort Descending

#### Municipality

### Municipality

---

Sort Ascending

Sort Descending

### 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  Max is 60

Past Hours  Max is 24

Single Date  (mm/dd/yyyy)

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

Days from Today  Max is 60

Tomorrow

Hours from Now  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**.



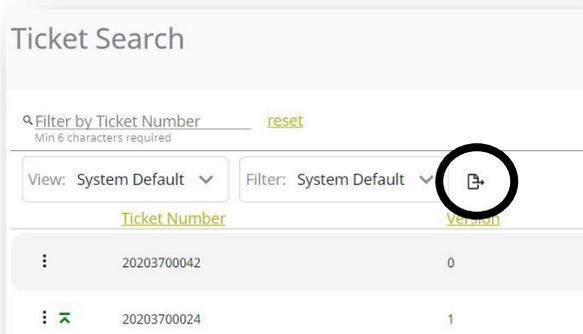
In your **Tickets List**, the following ticket actions are taken:

- Export
- Print
- Renew



### Tickets List: Export

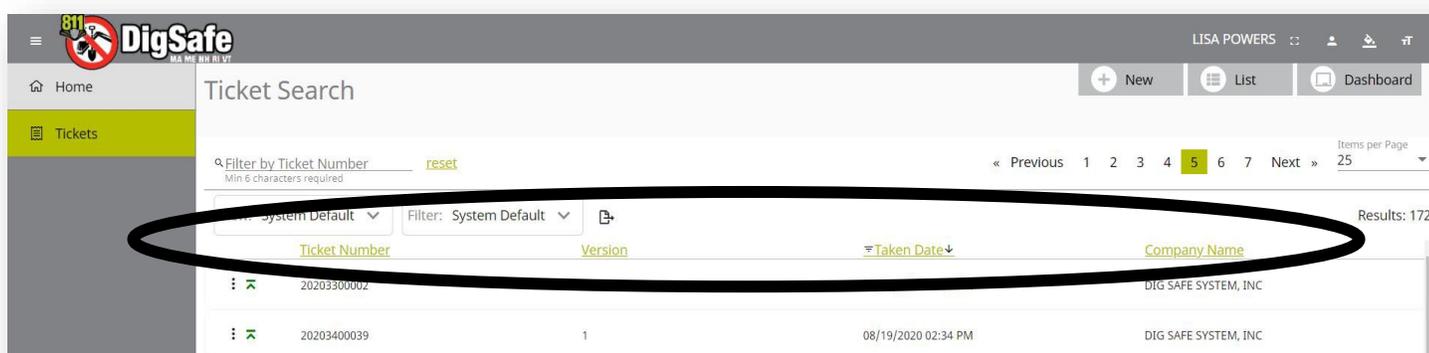
To export your tickets to a .CSV file, click on the Export icon on your Tickets tab.



### Tickets List: Columns

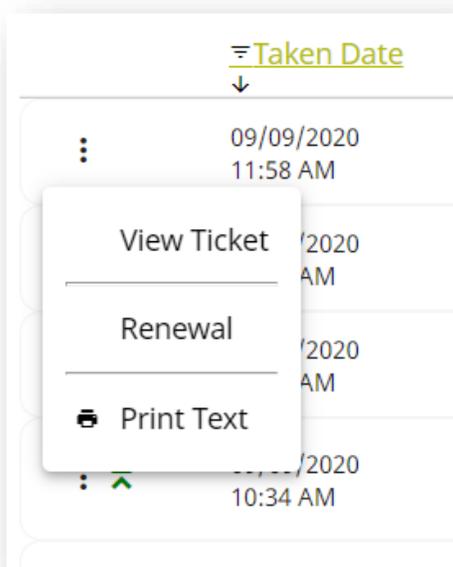
See each **Column** in the **Tickets List**, from left to right:

- 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.

20203700037 v0      Status: **Complete**      + New      List      Dashboard

Agent: LISA POWERS      Function: New      Renewal      Copy

Taken: 09/10/2020 04:28 PM      Notify By: Address

Ticket    Text    Service Areas    Revisions

[Show Confirmation](#)

#### Excavator Information

Excavator ID: 87637	Company ID: 73	
Contact: LISA POWERS	Company: DIG SAFE SYSTEM, INC	Office: DIG SAFE SYSTEM, INC
Company Type: CONTRACTOR		Industry: OTHER
Address: 11 UPTON DR, WILMINGTON, MA, 01887		
Primary Phone: (111) 111-1111		
Email: LISAPOWERS0414@GMAIL.COM		

#### Site Information

Dig Site Type: Street/Address  
ME AUGUSTA  
2 EDISON DR  
Near:  
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

#### Work Information

Type of Work: POLE REPLACEMENT  
Where will you be working?

Map    Help

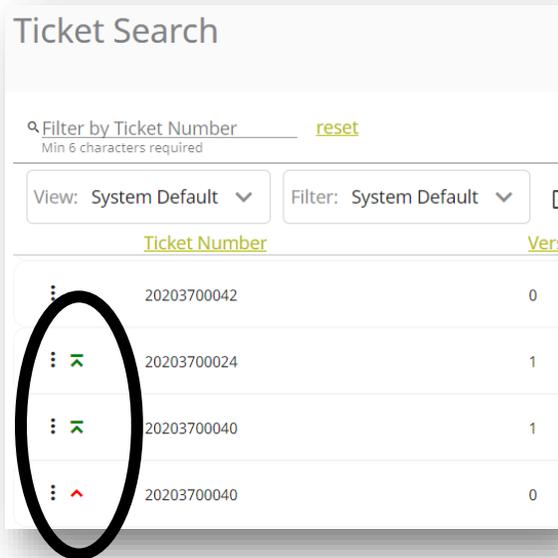
Map showing location: Days Inn-Augusta, Edison Dr, Wildwood, Old Winthrop Rd, I-95: 110, Me-17, Sears, T.J. Maxx, Hannaford, 44.3215, -69.8198



### 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.

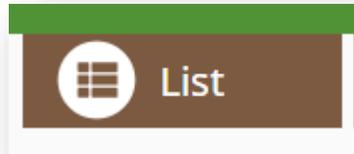


### Ticket List: Customize your View

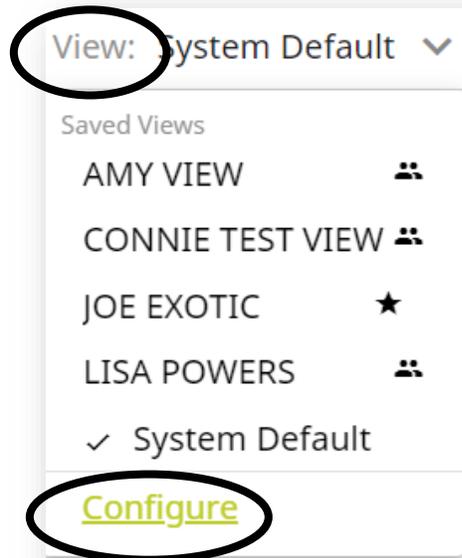
Delete, add, and reorder columns so your view is useful to you.

Here's how:

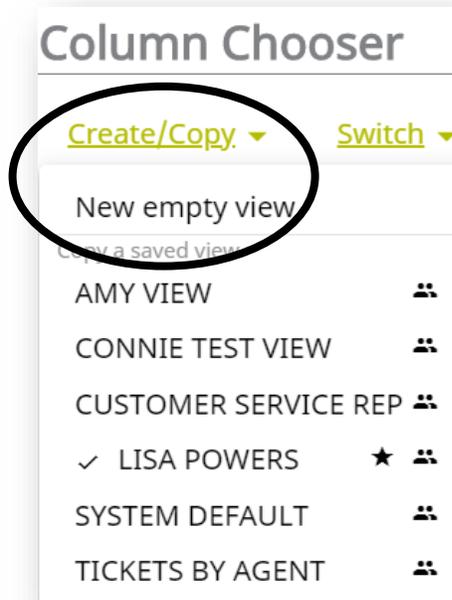
- 1) Go to your **Tickets List** on upper right side of **Dashboard**



- 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.

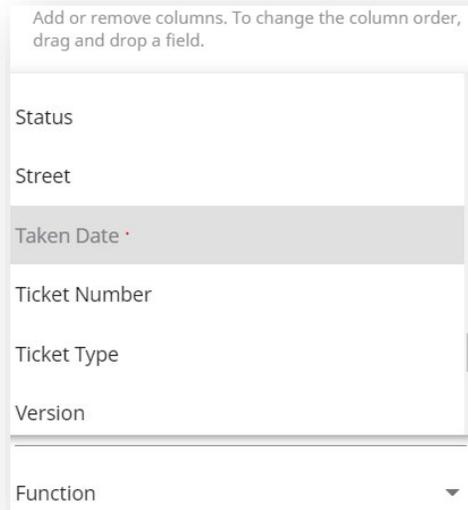


4) In your **Column Chooser**, use the:

- **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.

The screenshot shows the 'Column Chooser' interface. At the top, there are three dropdown menus: 'Create/Copy', 'Switch', and 'Delete'. Below them is a red 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 view, create a new one or pick an existing one and set it as your default and save it.' The 'Name' field is set to 'SYSTEM DEFAULT' with a subtext 'Enter a Name to save'. There is a 'My default' toggle switch which is currently off. Below this is the instruction: 'Add or remove columns. To change the column order, drag and drop a field.' The column list includes: 'Ticket Number', 'Version', 'Taken Date', and 'Company Name'. Each item has a three-dot grab handle on the left and a trash can icon on the right. Annotations include circles around the grab handles for 'Ticket Number', 'Version', and 'Taken Date', and a circle around the trash can icon for 'Version'. The '+ Add a column' link at the bottom is circled in yellow. At the bottom of the interface are three buttons: 'Save & View', 'View', and 'Cancel'.

- 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.



- 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.

Ticket Search

Filter by Ticket Number  [reset](#) Items per Page: 25

View: System Default Filter: System Default Results: 172

Ticket Number	Version	Taken Date	Company Name
20203300002	1	08/19/2020 02:57 PM	DIG SAFE SYSTEM, INC
20203400039	1	08/19/2020 02:34 PM	DIG SAFE SYSTEM, INC
20203400057	0	08/19/2020 02:30 PM	DIG SAFE SYSTEM, INC
20203400056	0	08/19/2020 02:11 PM	DIG SAFE SYSTEM, INC

### Tickets List Columns: Date Taken

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

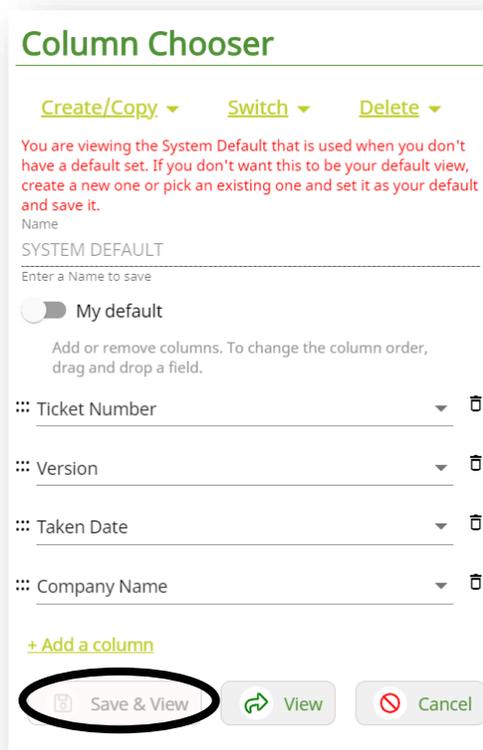
The screenshot shows the 'Ticket Search' interface. At the top right, there are buttons for 'New', 'List', and 'Dashboard'. Below these is a search bar with the text 'Filter by Ticket Number' and a 'reset' link. To the right of the search bar is a pagination control showing '« Previous 1 2 3 4 5 6 7 Next »' and 'Items per Page 25'. Below the search bar, there are two dropdown menus for 'View: System Default' and 'Filter: System Default'. The main content is a table with the following columns: 'Ticket Number', 'Version', 'Taken Date', and 'Company Name'. The 'Taken Date' column header is circled in black. The table contains four rows of data:

Ticket Number	Version	Taken Date	Company Name
20203300002	1	08/19/2020 02:57 PM	DIG SAFE SYSTEM, INC
20203400039	1	08/19/2020 02:34 PM	DIG SAFE SYSTEM, INC
20203400057	0	08/19/2020 02:30 PM	DIG SAFE SYSTEM, INC
20203400056	0	08/19/2020 02:11 PM	DIG SAFE SYSTEM, INC

The 'Taken Date' dialog box provides the following options:

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

- 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**.



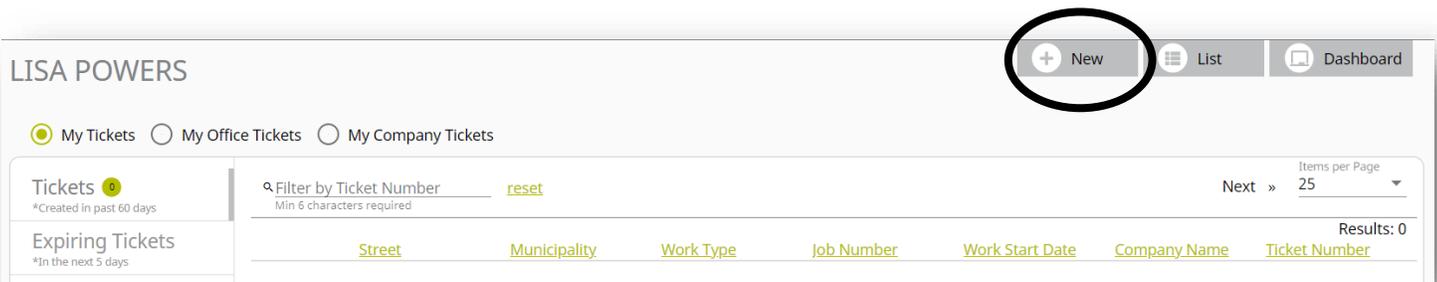
## Creating a New Ticket

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

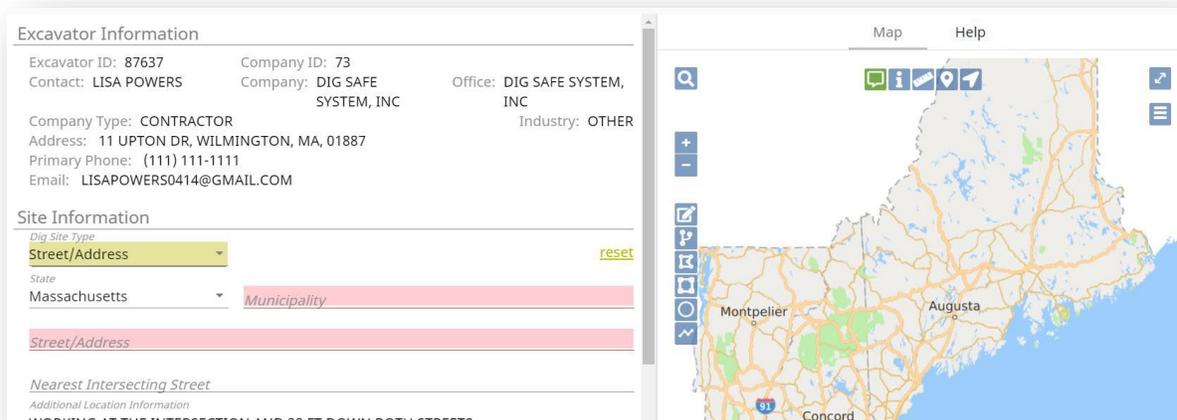
**IMPORTANT:** In Exactix, you must hit **TAB**, or **MOUSE CLICK**, to navigate. Hitting Enter in Exactix will cause the system to automatically choose the first item on a drop-down menu. Remember, you must either **TAB** or **MOUSE CLICK** through the ticket.

## 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

<i>Excavator ID</i>	<i>Company ID</i>		
	3		
<i>Contact Name</i>	<i>Company Name</i>	<i>Office Name</i>	
LISA POWERS	DIG SAFE SYSTEM, INC	DIG SAFE TESTING	
<i>Company Type</i>	<i>Industry</i>		
CONTRACTOR	OTHER		
<i>Address</i>			
11 UPTON DR			
<i>City</i>	<i>State</i>	<i>Zip</i>	
WILMINGTON	MA	01887	
<i>Primary Phone</i>	<i>Alternate Contact #</i>		
(555) 555-5555 x2	(877) 344-7233		
<i>Email</i>			
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	<a href="#">reset</a>
Intersection	
Between Intersections	<i>Municipality</i>
Lat/Lon Coordinate	



## New Ticket: State/Municipality

- Choose the **State** from the drop-down menu.
- Go to [www.call811.com](http://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.

The screenshot shows a form titled "Site Information" with several fields. The "State" field is set to "Massachusetts". A dropdown menu for "Municipality" is open, showing a list of options: WILMINGTON, AYER, WILMINGTON, WOBURN, WILMINGTON, WILLOWS, NORTH WILMINGTON, SOUTH WILMINGTON, and WILMINGTON JUNCTION. The "WILMINGTON" option is highlighted in yellow.

## 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.

<i>Dig Site Type</i>	
Intersection	▼
<hr/>	
<i>State</i>	<i>Municipality</i>
Maine	AUGUSTA
<hr/>	
<i>Street/Address</i>	
EDISON DR	
<hr/>	
<i>Cross Street</i>	
ALDERWOOD DR	

### 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.

Site Information	
<i>Dig Site Type</i>	
Intersection	<a href="#">reset</a>
<hr/>	
<i>State</i>	<i>Municipality</i>
Maine	AUGUSTA
<hr/>	
<i>Street/Address</i>	
WESTERN AVE	
<hr/>	
<i>Cross Street</i>	
MEADOW RD	
<hr/>	
<i>Additional Location Information</i>	
WORKING AT 3-WAY INTERSECTION OF WESTERN AVE, MEADOW RD AND ORCHARD ST	

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

Site Information	
<i>Dig Site Type</i>	
Intersection	<a href="#">reset</a>
<i>State</i>	<i>Municipality</i>
Maine	AUGUSTA
<i>Street/Address</i>	
WESTERN AVE	
<i>Cross Street</i>	
ORCHARD ST	
<i>Additional Location Information</i>	
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.

<i>Dig Site Type</i>	
Between Intersections	<a href="#">reset</a>
<i>State</i>	<i>Municipality</i>
Maine	AUGUSTA
<i>Street/Address</i>	
EDISON DR	
<i>Cross Street</i>	
ALDERWOOD DR	
<i>Cross Street</i>	
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**.

<i>Dig Site Type</i>			<a href="#">reset</a>
Lat/Lon Coordinate			
<i>State</i>	<i>Municipality</i>		
Maine	AUGUSTA		
<i>xx.xxxxxxx</i>	<i>-xx.xxxxxxx</i>	Enter Lat/Lon Coordinate as either decimal (i.e. 42.59252, -71.14964) or degrees-minutes-seconds (i.e. 42 35 33.0, -71 08 58.6).	
44.3142	-69.8181		
<i>Street/Address</i>			
EDISON DR			
<i>Nearest Intersecting Street</i>			
OLD WINTHROP RD			
<i>Additional Location Information</i>			(1643 FT)
WORKING AT THE EMPTY LOT ON THE CORNER			

- 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

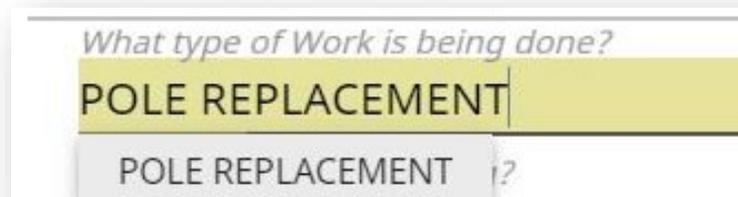
**New Ticket: Work Information**

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?

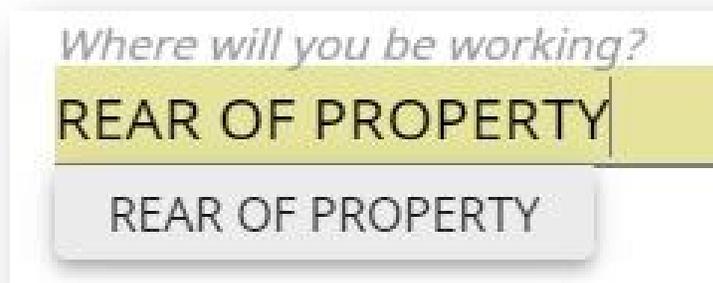
**1) Work Information: What Type of Work?**

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.

Where will you be working?  
REAR OF PROPERTY

Is the Area Pre-Marked?

YES  
NO  
yes/no

NO

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

**Premarking**

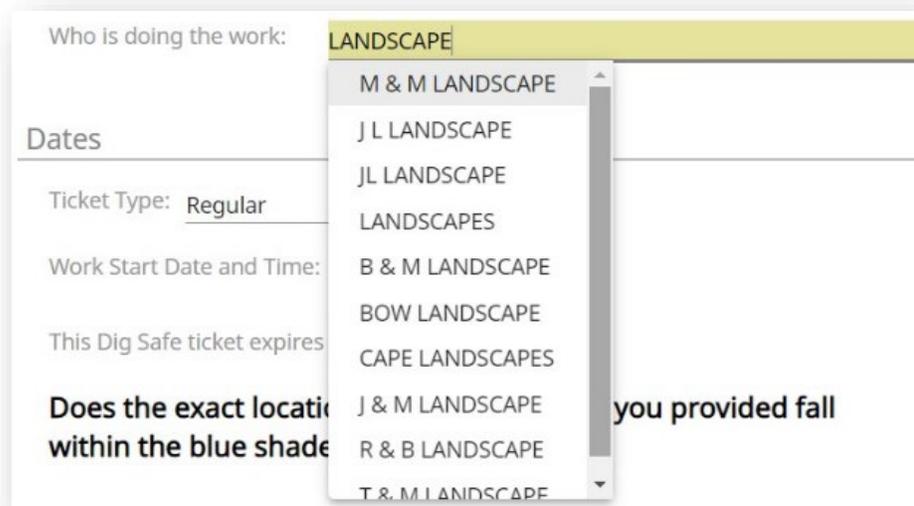
State law requires you to mark out the area in which you plan to dig with white spray paint, stakes, or flags prior to contacting Dig Safe.

Click HELP for more information.

? Help    ✓ OK

#### 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.



The screenshot shows a web form with several fields. The 'Who is doing the work:' field is active, displaying a dropdown menu with the following options: LANDSCAPE (highlighted), M & M LANDSCAPE, J L LANDSCAPE, JL LANDSCAPE, LANDSCAPES, B & M LANDSCAPE, BOW LANDSCAPE, CAPE LANDSCAPES, J & M LANDSCAPE, R & B LANDSCAPE, and T & M LANDSCAPE. Other visible fields include 'Dates', 'Ticket Type: Regular', 'Work Start Date and Time:', and 'This Dig Safe ticket expires:'. A warning message at the bottom of the form reads: 'Does the exact location within the blue shaded area you provided fall within the blue shaded area?'.

## New Ticket: Dates

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

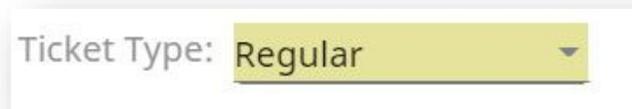
- Choose 1 of 3 **Ticket Types**:



A screenshot of a web form. On the left, the text 'Dates' is visible. Below it, the text 'Ticket Type' is followed by a dropdown menu. The dropdown menu is open, showing three options: 'Blasting', 'Regular', and 'State Permit'. The 'Regular' option is highlighted with a grey background.

### Regular Ticket

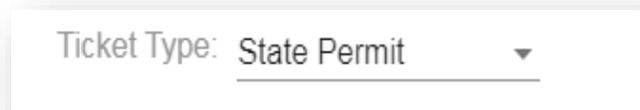
A standard excavation request, which is assigned a 72-hour notice in MA, ME, NH and RI, or a 48-hour notice in VT (not including weekends and holidays).



A screenshot of a web form showing a dropdown menu. The text 'Ticket Type:' is followed by the word 'Regular' and a downward-pointing arrow. The 'Regular' option is highlighted with a yellow background.

### 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.



A screenshot of a web form showing a dropdown menu. The text 'Ticket Type:' is followed by the words 'State Permit' and a downward-pointing arrow. The 'State Permit' option is highlighted with a yellow background.

### Blasting Ticket

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



A screenshot of a web form showing a dropdown menu. The text 'Ticket Type:' is followed by the word 'Blasting' and a downward-pointing arrow. The 'Blasting' option is highlighted with a yellow background.

### 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

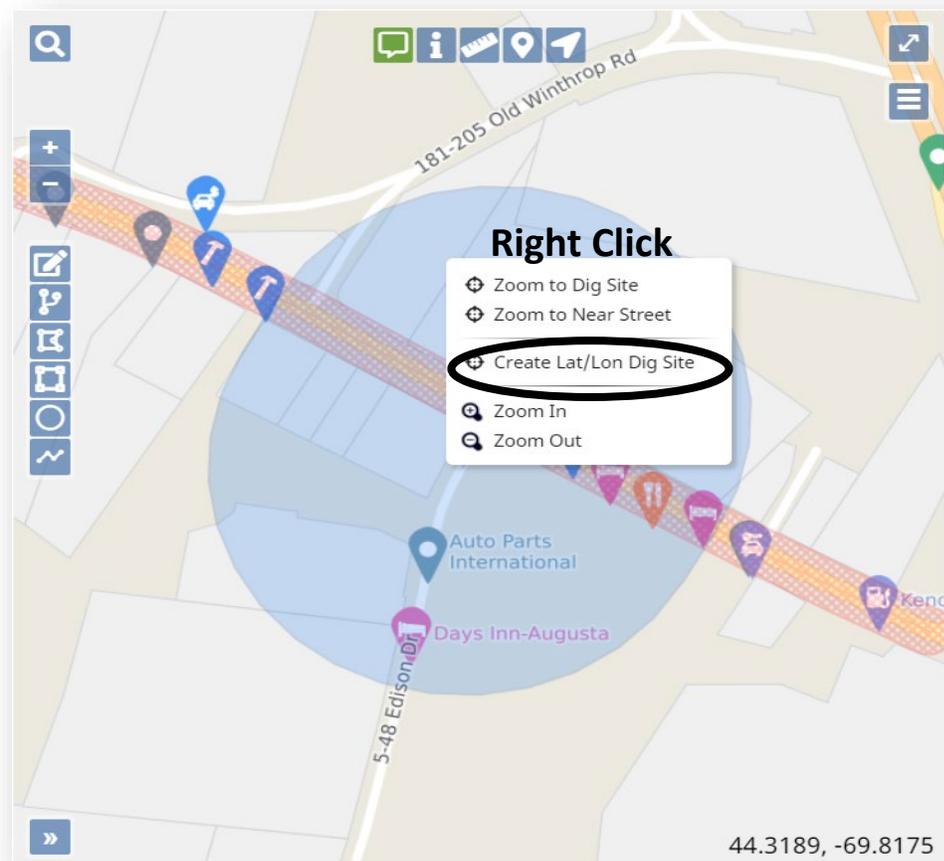
Exactix offers an interactive map to help you find and identify your dig location.

### Drawing on the Map

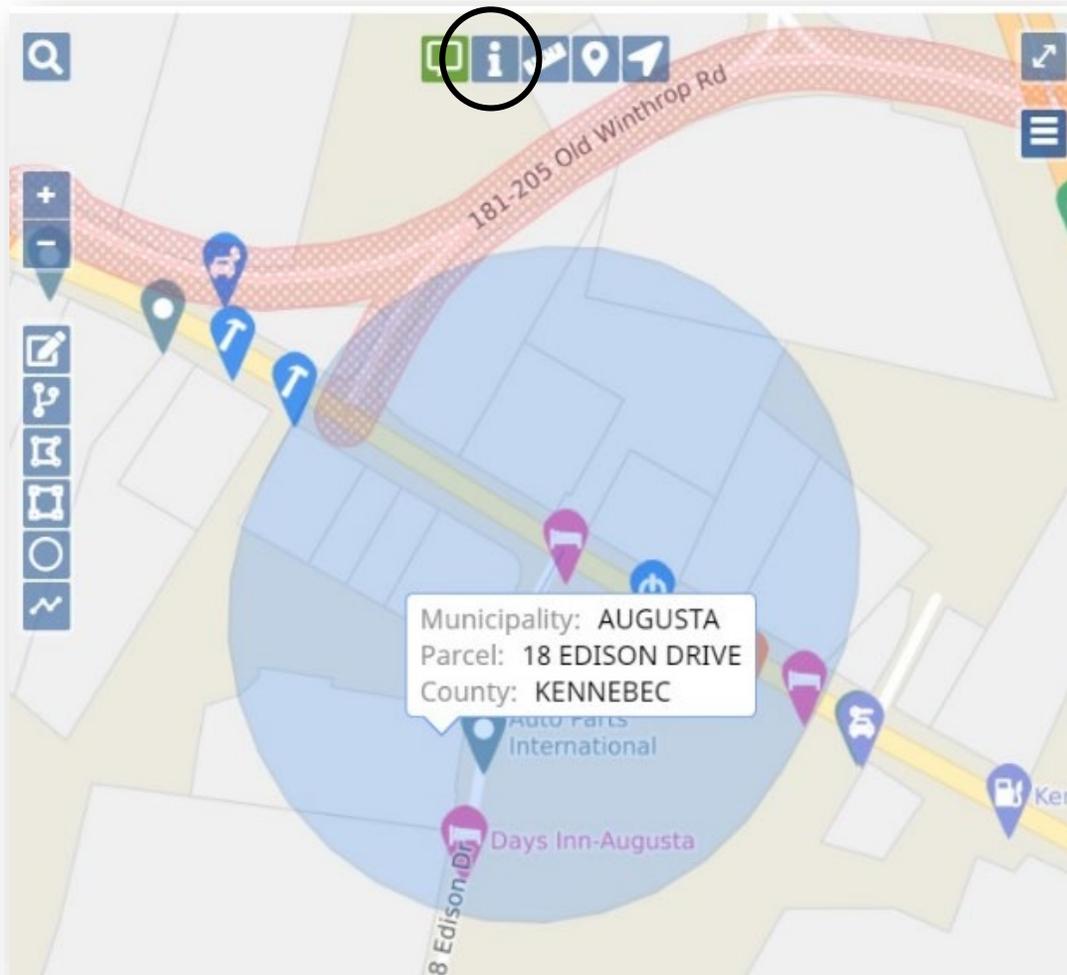
In addition to choosing 1 of the 4 **Ticket Types** in the **Site Information** section, you may also draw on the map to enable Exactix to identify an appropriate list of member companies to notify for your markout.

### Map Tools

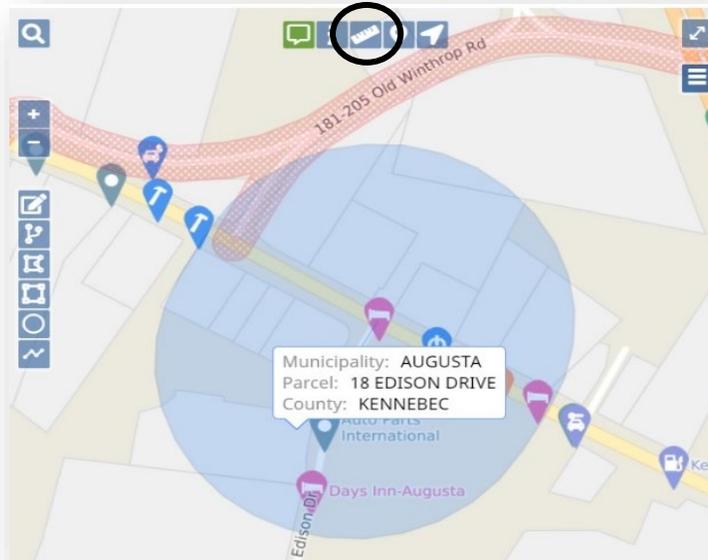
- **Create Lat/Long Dig Site:** Right click on a specific area on the map and choose the option to **Create Lat/Long Dig Site**. The **Municipality** and **Lat/Long Coordinates** auto populate the **Dig Site** section of the ticket.



- **Map Information Tool:** Use this tool to click on the map and see information for the location

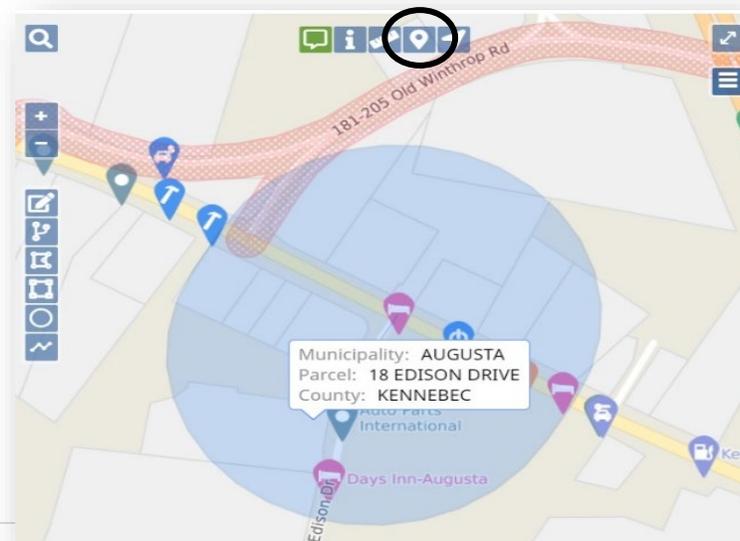


- **Measuring Tool:** Use **this tool** to measure a distance on the map.
  - Click on the map to start measuring
  - A single click changes direction in your measuring
  - A double click will end where you want to measure
  - This tool may be used as multiple times as needed within the map



- **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.



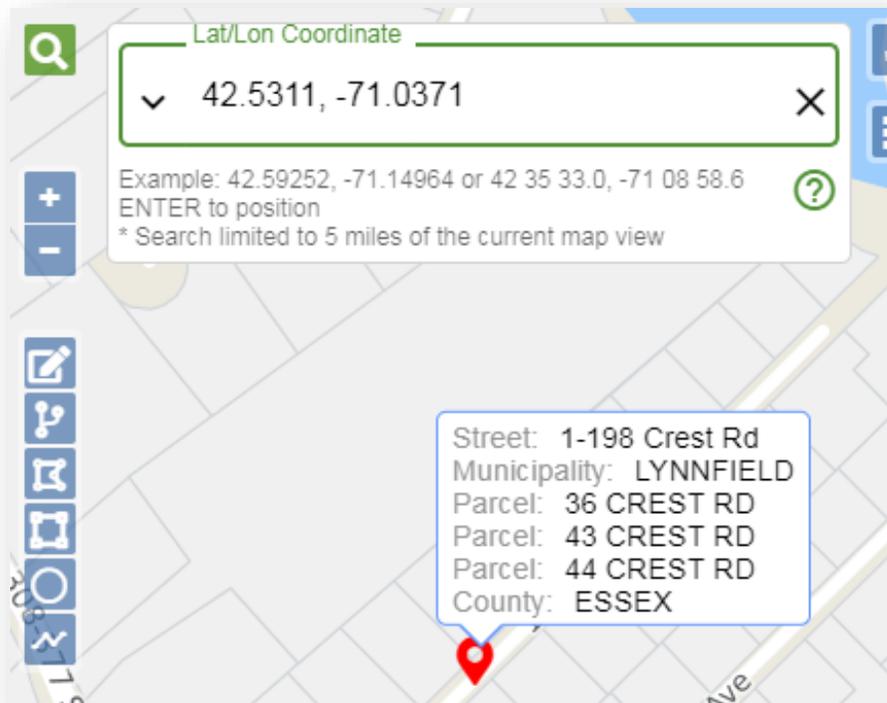
**Map: Searching the map**

- 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

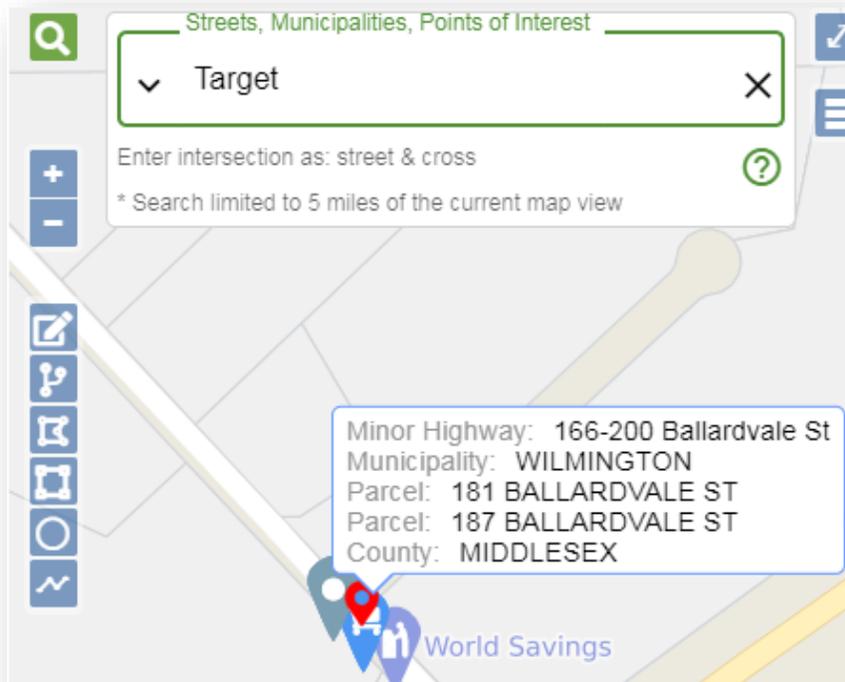
- Click **Search**
- Select **Lat/Lon Coordinate**
- Enter the **Lat Coordinate** (then comma) then enter **Lon Coordinate**
- Tap enter, and a **red pin** will drop at that **Lat/Long** point
- Hover your mouse over the red pin to view the location



**Map: Search by Place Names**

Example: You are looking for Target (retail store)

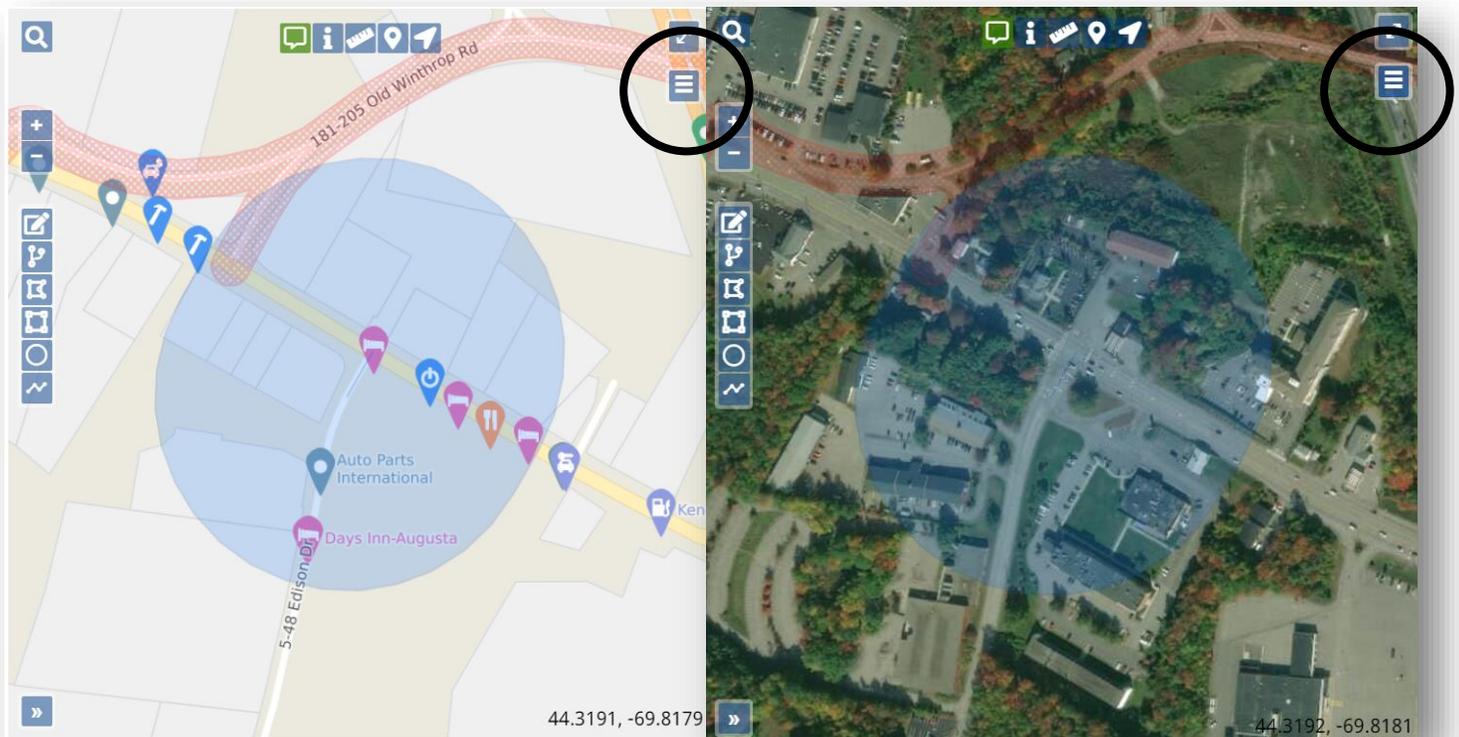
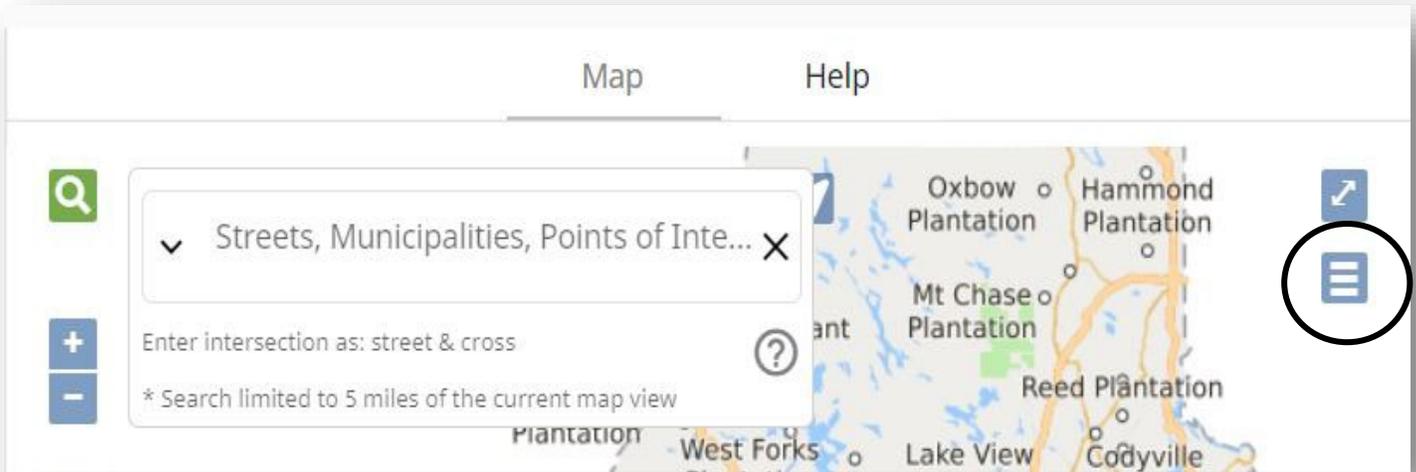
- The **Municipality** is Wilmington, MA
- Type **Target** in the **Search** field, and the closest Target stores appear in the drop-down menu
- Select **Target** in Wilmington
- A **red pin** is dropped on the map
- Hover over the pin to see the location



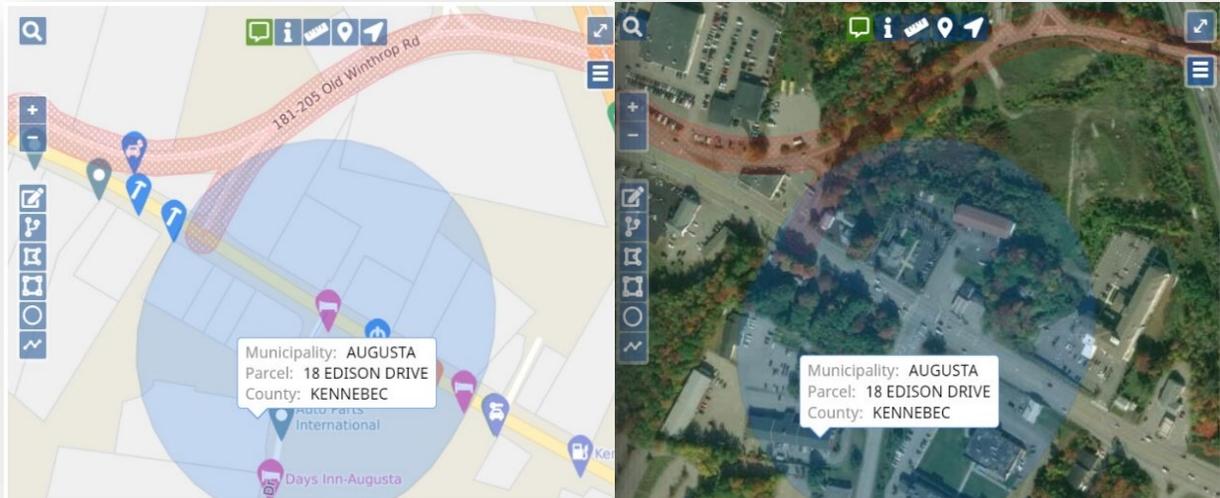
## Map: Viewing the Map

### 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**.

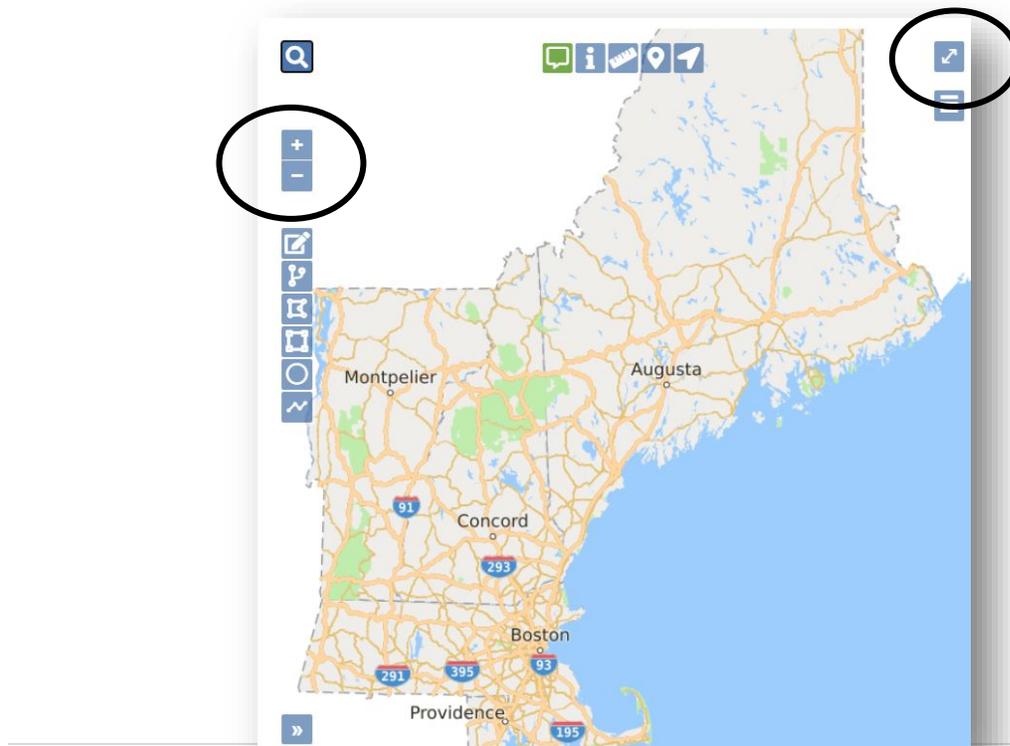


- In both **Street View** and **Satellite View**, you can get information about a location by hovering over it with your mouse.



### 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:** Dig 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.

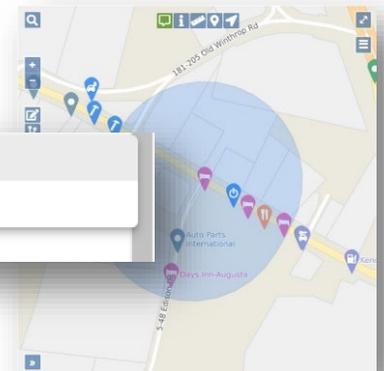
This Dig Safe ticket expires on 10/14/2020

### 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.

Does the exact location of the dig site that you provided fall within the blue shaded area on the map?

Yes  
No



## New Ticket: Verify Location

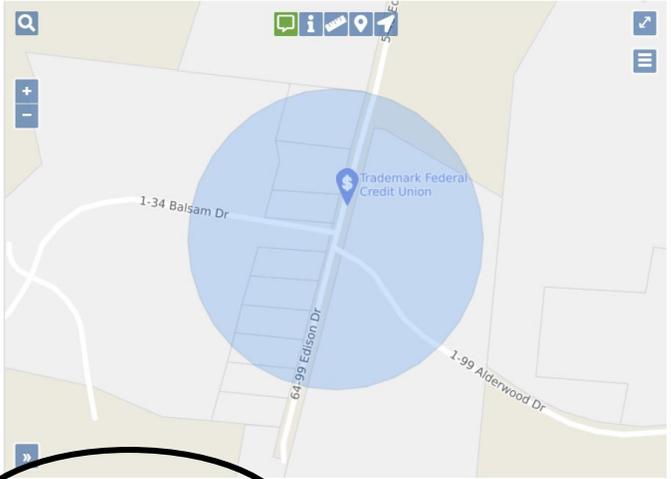
- Verifying the Location is a very important step to take before submitting a ticket. Check the information you entered for accuracy, then click **Above Information is Correct**.

### Verify Location

**Site Information**  
 Dig Site Type: Lat/Lon Coordinate  
 State: ME Municipality: AUGUSTA  
 Lat/Lon: 44.3142, -69.8181  
 Street / Address: EDISON DR  
 Nearest Intersecting Street: OLD WINTHROP RD  
 Additional Location Information:  
 WORKING AT THE EMPTY LOT ON THE CORNER

**Work Information**  
 Type of Work: POLE REPLACEMENT  
 Where will you be working?  
 ON THE SIDE OF THE ROAD  
 Is the Area Pre-Marked? YES  
 Who is doing the work: SAME

**Dates**  
 Ticket Type: Regular  
 Work Start Date and Time: 09/16/2020 06:00 AM  
 This Dig Safe ticket expires if work does not start by 10/10/2020 or if not completed by 11/09/2020



Back to Ticket    **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

### Confirm Affected Utilities

There are 7 member utility owner(s) being notified by Dig Safe.  
Each member utility or their contract locator is responsible to mark the lines they own or maintain.

Dig Safe will be notifying:

<u>Utility Owner Name</u>	<u>Type</u>	<u>Main Phone Number</u>
CENTRAL MAINE POWER COMPANY	ELECTRIC	(207) 852-8315
CONSOLIDATED COMMUNICATIONS	TELEPHONE	(800) 778-9140
DEAD RIVER COMPANY - SOUTH PORTLAND	PROPANE	(207) 358-5800
MAINE NATURAL GAS	GAS	(207) 852-8315
OTT COMMUNICATIONS	TELEPHONE	(207) 992-9914
TIME WARNER CABLE - LEWISTON	CABLE TV	(800) 778-9140
WINTHROP FUEL CO, INC	PROPANE	(207) 377-8414

Please note:

There may be non member utilities in the area that you need to notify.  
Electric & other utilities may not mark lines they don't own or maintain. You may need to hire a private company to locate these lines.  
The excavator is responsible to maintain marks placed by the member utilities.

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 Safe or the member utilities.

 Back to Ticket

 Submit Request

## 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**

**Ticket Saved**



Thank you for contacting Dig Safe.  
Your Ticket Number is 20203700039  
Use your dashboard to access or print your tickets at any time.  
If you would like a copy of your ticket emailed to you, check the box below.

Send a copy of the ticket:  
Email Address

By email:

---

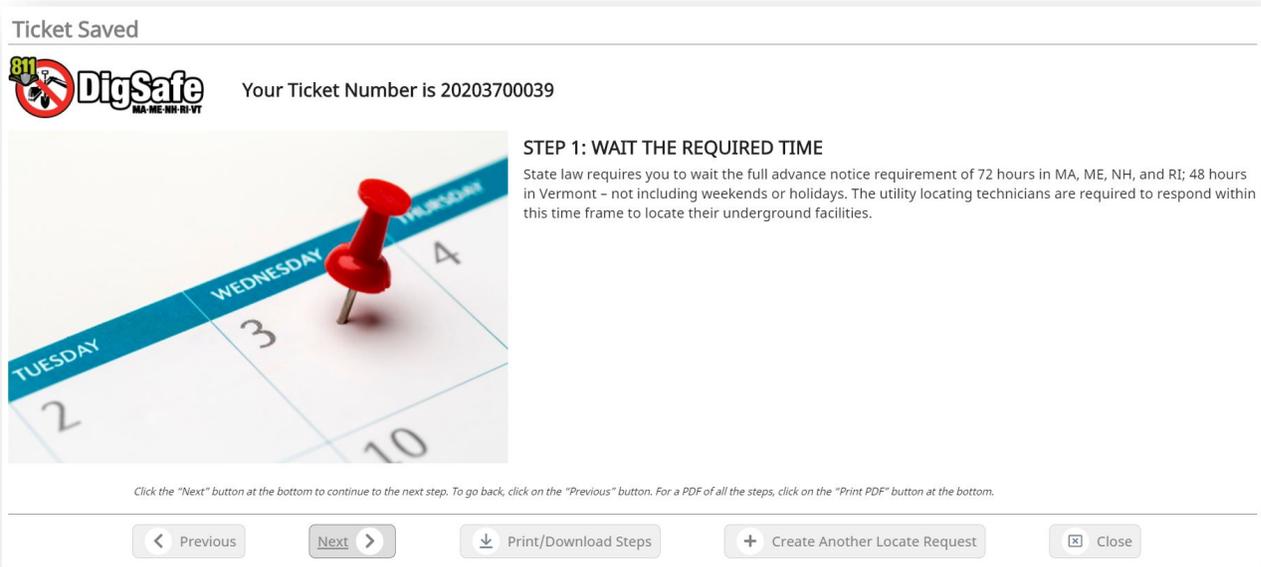
Continue to Steps >            



**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.

