

Homeowners

A quick start how-to guide

This guide will be updated in the near future



IF YOU DIG • **U**811

What's new

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

What isn't changing

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

Quick start how-to guide for homeowners

Introduction

Exactix is Dig Safely New York, Inc.'s one-call platform for ticket management and Location Request submission.

It is available to place your online Location Requests 24/7 without the long wait times encountered by calling 811 during our busy season.

With easy mapping features, type-ahead fields, customization to manage work, and access to real-time utility response information, Exactix makes the Location Request process simpler for the Homeowner/DIYer, and the One-Call Center.

This Quick Start Guide is designed to give you some basic information about: account registration and creation, system dashboard, and creating a New Location Request Ticket.

For more in-depth information about the views, tools, and capabilities of our Exactix one-call system, please read the full user guide here **www.DigSafelyNewYork.com/resources**

You can also watch our playlist of video tutorials here

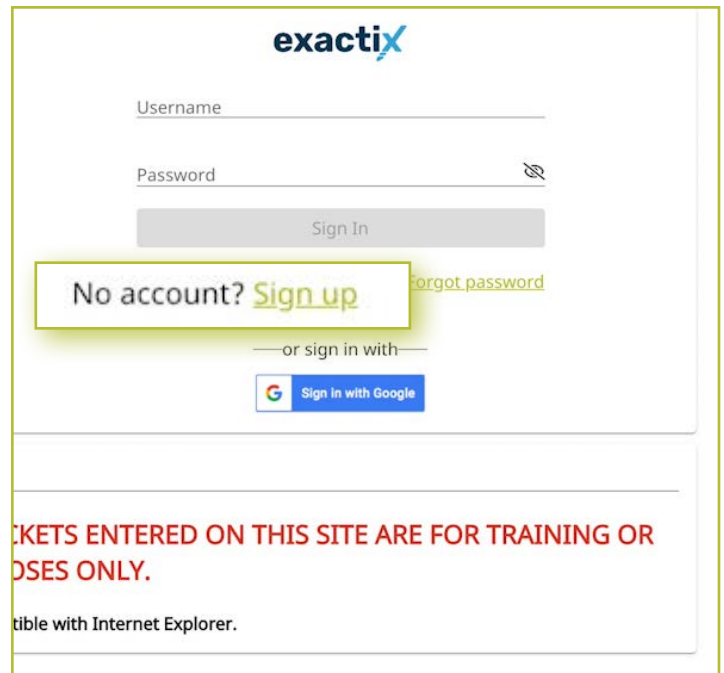
www.youtube.com/playlist?list=PLqAMLayGUjK2cZx4qdLGWWwyiRxD-DPTa

Getting Started

Registering for an Account

If you have never been a web user with Dig Safely New York, Inc., you will need to create a new account. To create a new account, visit **Exactix.DigSafelyNewYork.com**

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



exactix


Username

Password

Sign In

No account? **Sign up** [forgot password](#)

— or sign in with —

 Sign in with Google

TICKETS ENTERED ON THIS SITE ARE FOR TRAINING OR USES ONLY.

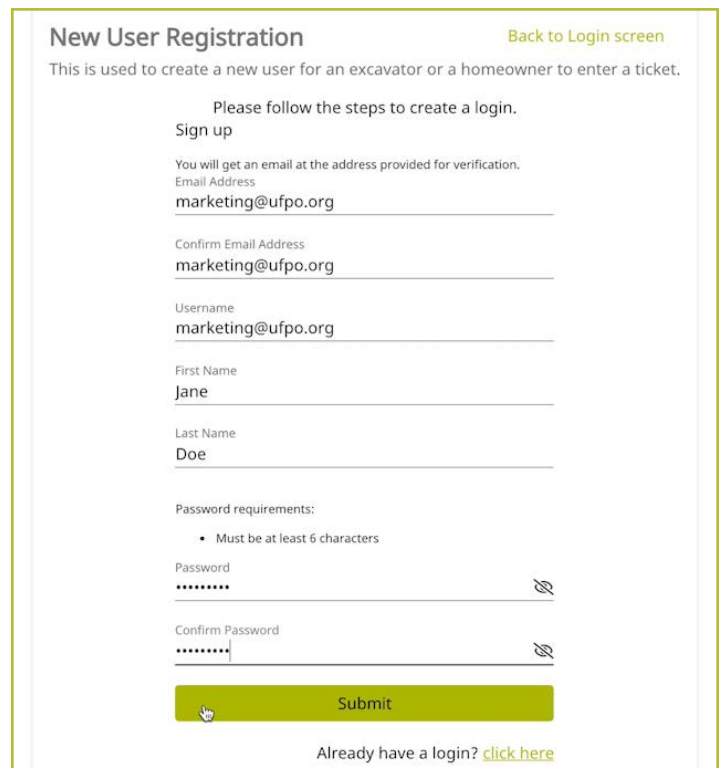
Compatible with Internet Explorer.

From here, you will be prompted to register for an account by entering a unique email address and creating a password, passwords must be at least six (6) characters in length. You will also be asked to enter your first and last name and a username.

We recommend using your unique email address as your username, so it is easy to remember.

After you submit your information, you will need to confirm your login and email address. You will receive an email from **mail@4iqidentity.com** with a unique code. Once you receive this, go back to the account creation page, enter, or paste the code, and click confirm.

That's it! You're registered!



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

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

Please follow the steps to create a login.

Sign up

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

Email Address

Confirm Email Address

Username

First Name

Last Name

Password requirements:

- Must be at least 6 characters

Password

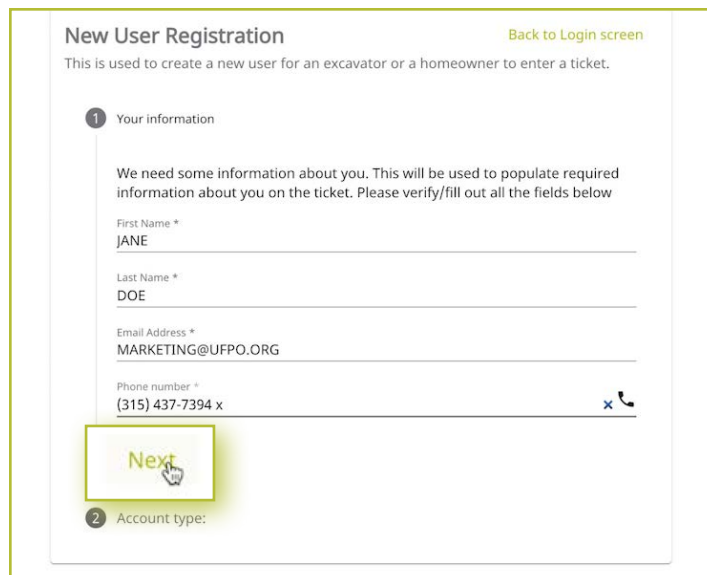
Confirm Password

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

Getting Started

Setting Up Your Account

Once you have completed the registration process, you will need to complete your account information by typing in your first name, last name, email address, and phone number into the fields listed on the screen. When you have completed these fields, click **Next**.



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

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

1 Your information

We need some information about you. This will be used to populate required information about you on the ticket. Please verify/fill out all the fields below

First Name *
JANE

Last Name *
DOE

Email Address *
MARKETING@UFPO.ORG

Phone number *
(315) 437-7394 x

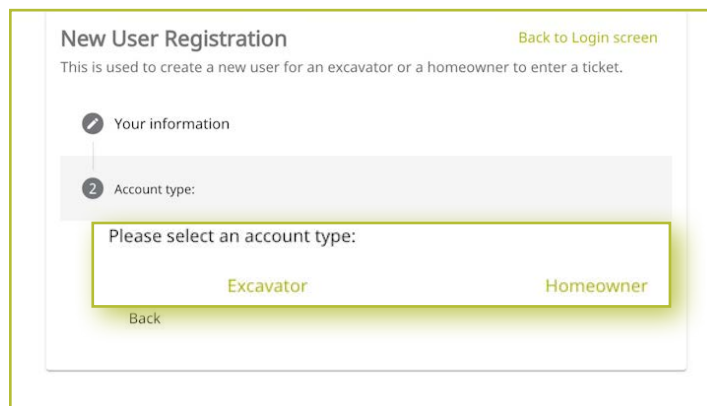
Next

2 Account type:

The next step is to choose the account type from the options. You should select **Homeowner**.

After you select your account type, you will be asked to provide your home address, including the county. Then you will be asked if you have any previous tickets. If you do, then you will be asked to enter the ticket numbers and phone numbers associated with that ticket.

Please note, the phone number field is only required if you enter a previous ticket number.



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

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

1 Your information

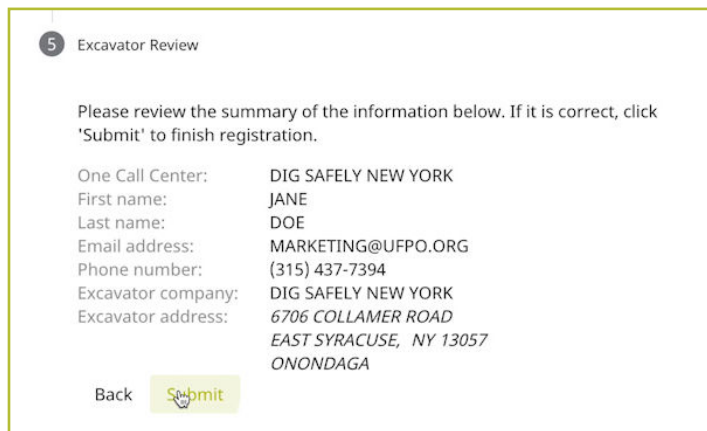
2 Account type:

Please select an account type:

Excavator **Homeowner**

Back

The last step is to verify all of your information. If it is correct, then you can select **Submit**. If you need to edit your information, select **Back** to make the edits, and then proceed with the verification.



5 Excavator Review

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

One Call Center:	DIG SAFELY NEW YORK
First name:	JANE
Last name:	DOE
Email address:	MARKETING@UFPO.ORG
Phone number:	(315) 437-7394
Excavator company:	DIG SAFELY NEW YORK
Excavator address:	6706 COLLAMER ROAD EAST SYRACUSE, NY 13057 ONONDAGA

Back **Submit**

Getting Started

Dashboard

The Exactix dashboard has many features available for you to customize your view and navigate to important information. The basic features are:

Menu:

Represented by three stacked parallel lines. Clicking on the menu option expands and collapses the menu choices.

Home:

Represented by a house icon and Home. Clicking on the Home icon will return you to the home screen

Tickets:

Represented by a ticket icon and Tickets. Clicking on the tickets icon will produce a list of active Location Requests Tickets you have filed. You can select any ticket in the list to read and/or edit important information such as contact information, dig site location, type of work, and check the status of Service Area (Utility) responses.

New:

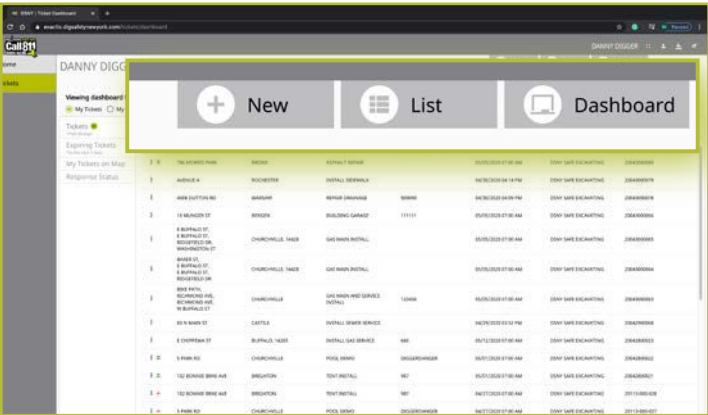
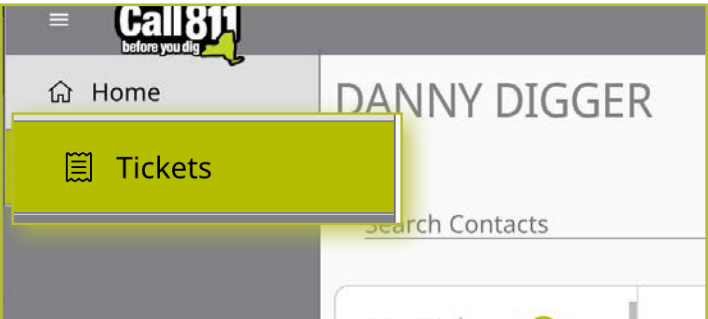
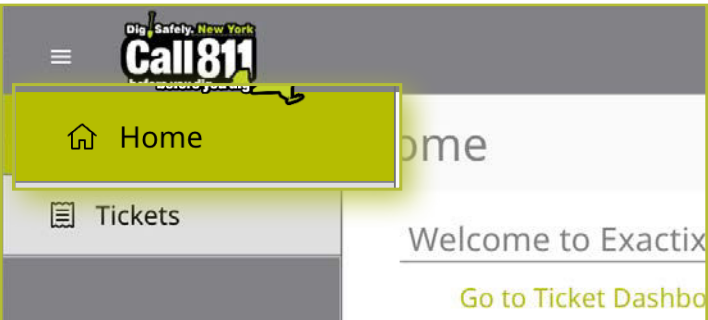
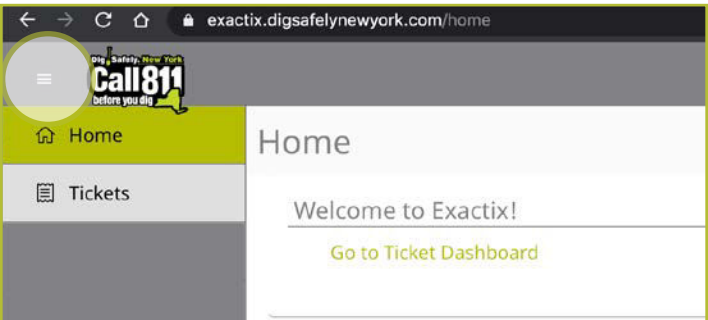
Represented by a + icon and New. Clicking on the New button brings you to the Location Request screen where you can create and submit a new ticket.

List:

Represented by a list icon and List. Clicking on the List button allows you to view and search for tickets.

Dashboard:

Represented by a computer screen icon and Dashboard. Clicking on the Dashboard button takes you back to the Dashboard Screen view.

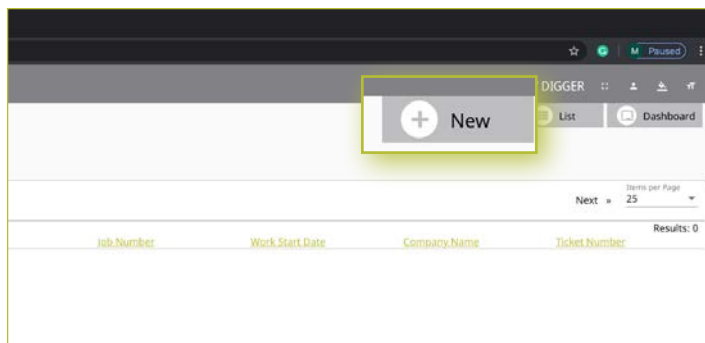


Getting Started

Submitting a Location Request: The Basics

When you select **New** to create a new ticket, you are creating a Location Request.

The Location Request ticket will be automatically populated with some of your contact information from your registration.



Though the Location Request form is universal for all account types, the Homeowner account type will not require all of the same information as other account types. The fields homeowners will not need to complete will be greyed out. These fields include: Excavator ID, Company ID, Office ID, Company Name, Office Name.

Fields that are greyed out cannot be changed, if there is information in one of these fields that is incorrect you will need to contact Dig Safely New York's Web Services Team. You can reach them at 1-800-962-7962, select Option 1.

A screenshot of a web form titled 'Contact Information'. The form is for a 'Homeowner' account type. It contains several fields: 'Excavator ID', 'Company ID', 'Office ID', 'Contact Name' (KAREN SMITH), 'Company Name', 'Office Name', 'Company Type' (HOMEOWNER), 'Address 1' (123 CHESTNUT ROAD), 'Address 2', 'City' (KIRKVILLE), 'State' (NY), 'Zip' (13082), 'Primary Phone' ((123) 555-1234), 'Type', 'Alternate Contact #', 'Email' (KARENSMITH@SAFETYMAIL.COM). Fields for 'Excavator ID', 'Company ID', 'Office ID', 'Company Name', and 'Office Name' are greyed out.

Complete the fields in the Location Request form. If you forget to fill out a section, you will be unable to submit the request and the field that has missing information will be highlighted in red.

A screenshot of a web form titled 'Contact Information'. The form is for a 'Contractor' account type. It contains several fields: 'Excavator ID' (154991), 'Company ID' (154991), 'Office ID' (154991), 'Contact Name' (DANNY DIGGER), 'Company Name' (DIGNY SAFE EXCAVATING), 'Office Name' (SYRACUSE OFFICE), 'Company Type' (CONTRACTOR), 'Address 1' (8706 COLLAMER RD), 'Address 2', 'City' (EAST SYRACUSE), 'State' (NY), 'Zip' (13057), 'Primary Phone' ((315) 452-7394), 'Type' (Environmental Clean-Up), 'Alternate Contact #', 'Email' (DONNA@SAFETYNET), 'Excavator / Site Contact Information', 'Who are you doing the Work for', 'Job ID if you have one', 'Information about your Project', 'Is the dig area marked in white?', 'Any Explosives or Blasting being used?', 'What type of Equipment?'. Fields for 'Excavator ID', 'Company ID', 'Office ID', 'Company Name', 'Office Name', 'Address 2', 'City', 'State', 'Zip', 'Primary Phone', 'Type', 'Alternate Contact #', 'Email', 'Excavator / Site Contact Information', 'Who are you doing the Work for', 'Job ID if you have one', 'Information about your Project', 'Is the dig area marked in white?', 'Any Explosives or Blasting being used?', and 'What type of Equipment?' are highlighted in red.

Getting Started

Submitting a Location Request: The Basics

Most of the information asked for in the form is self-explanatory. However, one important question that you will be asked is **Are You Doing the Work?**

If the answer is **Yes** then you can move forward with the form.

If the answer is **No** you will be prompted to enter in the company that is completing the work for you.

Please note, if you have hired a contractor, that person or company needs to place their own Location Request for the jobsite, per New York State law.

Once you have completed all of the information fields, click **Submit Request**.

Excavator / Site Contact Information

Are you doing the Work?

Who is doing the work:

Sometimes, it seems as though you've filled out everything correctly, but you still get an error message that prompts you to call a Damage Prevention Representative (DPR) at 811.

If this message appears, you have **NOT** successfully completed a Location Request.

In general, the error message means the system is having difficulty finding the address of your dig site and a DPR will need to assist you in completing the ticket. Just pick up the phone and give us a call!



My.UDigNY.org