



A complete how-to guide for

Member Facility Operators

UDIGNY.ORG

A Complete how-to guide of Member Utilities

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A Complete how-to guide of Member Utilities

About this Guide

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

The purpose of this guide is to outline how a UDig NY Member Utility can utilize the Exactix software to plan, assign, track, respond, and manage their Service Areas and Location Requests.

A Complete how-to guide of Member Utilities

Setting up your account :: Existing Web User

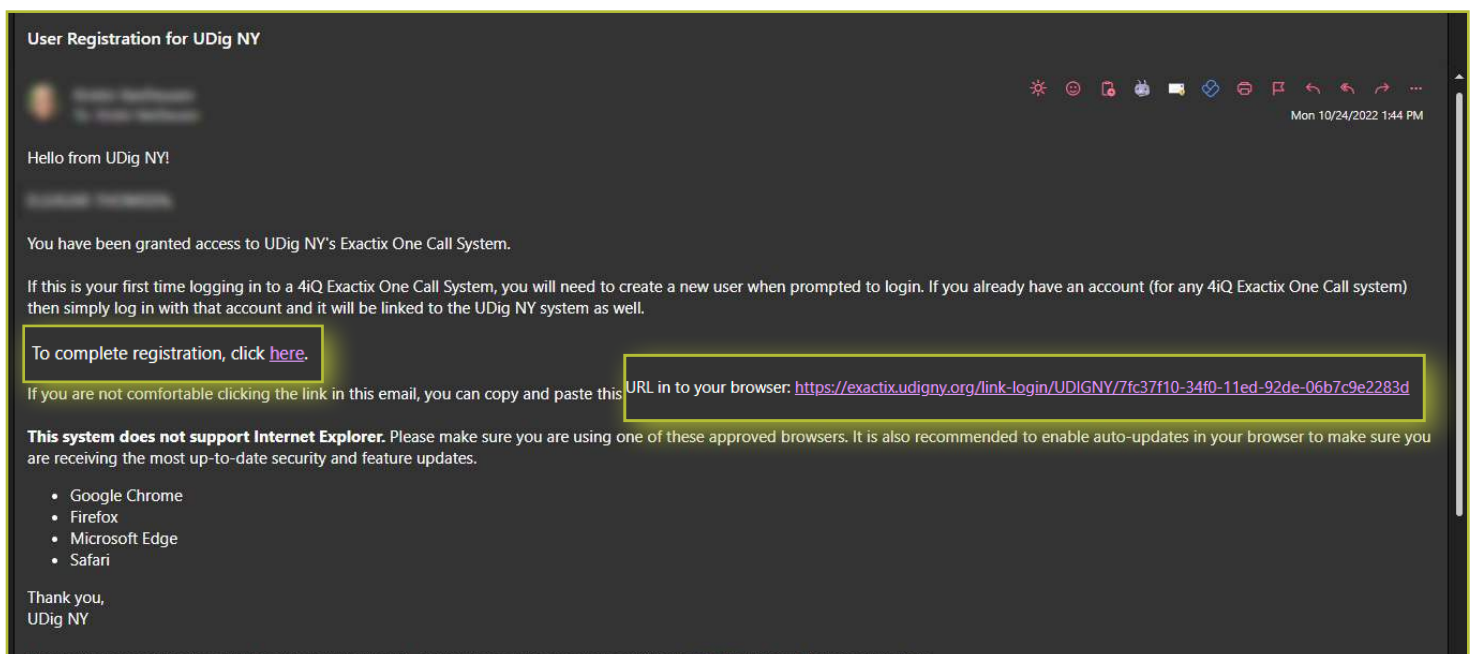
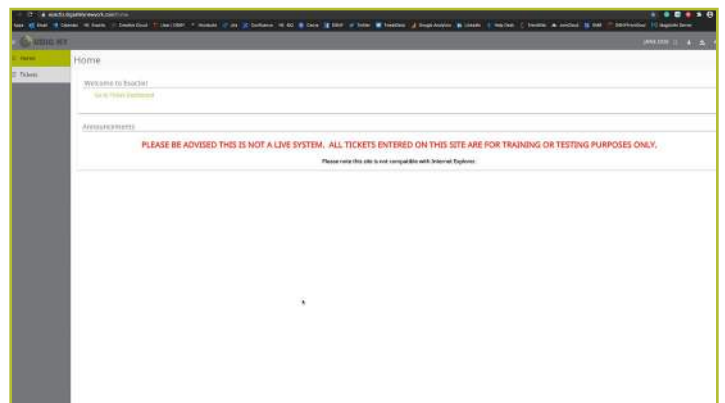
If you had an existing web account with UDig NY for submitting Location Requests or responding to Location Requests as a Member Utility, you will receive an email from **Tickets@Exactix.UDigNY.org**. Log into your email and look for the invitation.

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

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

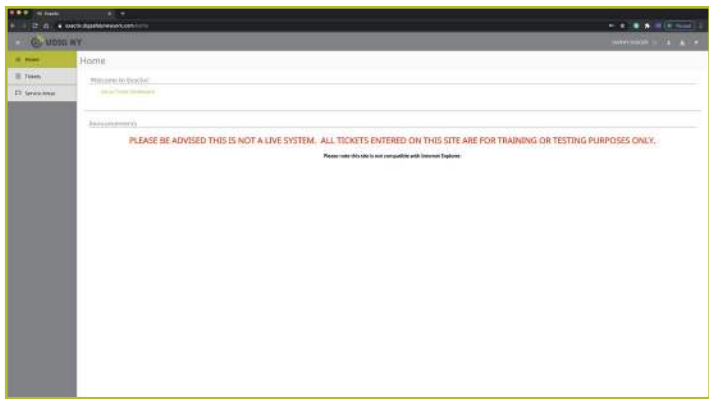
After creating your password and clicking the **Submit** button, you will be redirected to your new Exactix account **home screen**.

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

A screenshot of the "Create Login" form. The form is titled "Create Login" and includes the instruction "Using the email address contests@digsafelynewyork.com." The form fields are "Username" (containing "contests@digsafelynewyork.com") and "Password" (with a requirement "Must be at least 6 characters"). There is a "Confirm Password" field. A green "Submit" button is at the bottom. Below the button, it says "Already have a login? [click here](#)".

A Complete how-to guide of Member Utilities

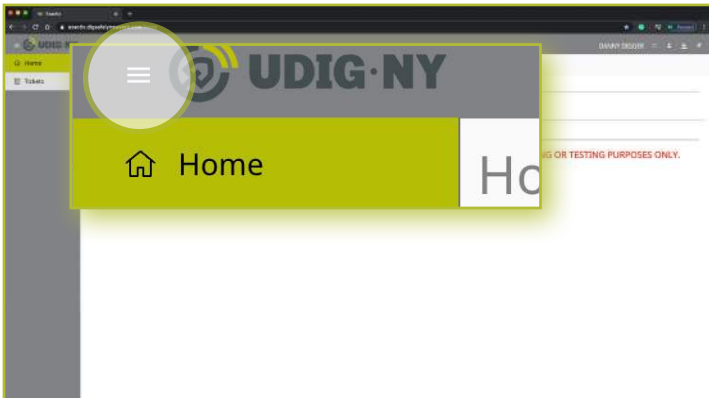
Getting Started :: How to Use and Navigate Your Dashboard



Once you have an Exactix account and log in, you will see your dashboard. The dashboard is your **home screen** for your Exactix account. This screen will have information, news, and/or alerts that UDig NY may need you to be aware of.

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

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



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



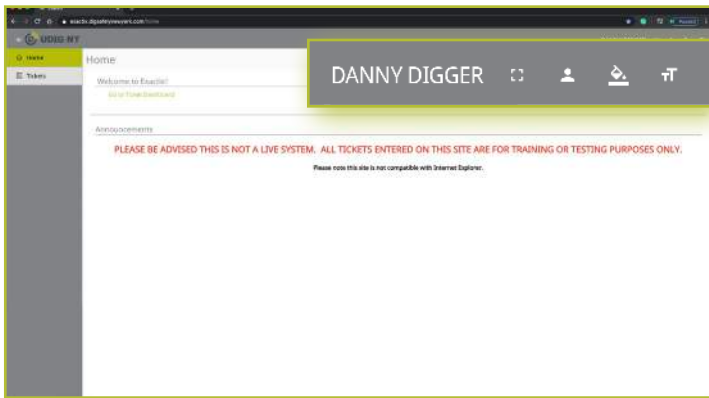
The second icon gives you options to manage your profile within the system and log out of your account. These are called User Actions.



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



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





How to Utilize the
Roles and Permissions

How to Utilize the Roles and Permissions

About Roles and Permissions

The level of functionality you have in Exactix is determined by your role. UDig NY has established user roles for Member Utilities, which have permission schemes based on an individual's access need(s) and training. A person can have more than one role in the system, which is granted by UDig NY's Member Support Team following authorization from the Member or Service Area Manager and some training.

First, let us review the names of the different roles. Then, we will get into the functionality each role has within Exactix.

- Member – Positive Response
- Member – Mapping
- Member – Service Area Manager



How to Utilize the
Member—Positive Response Role

How to Utilize the Member—Positive Response Role

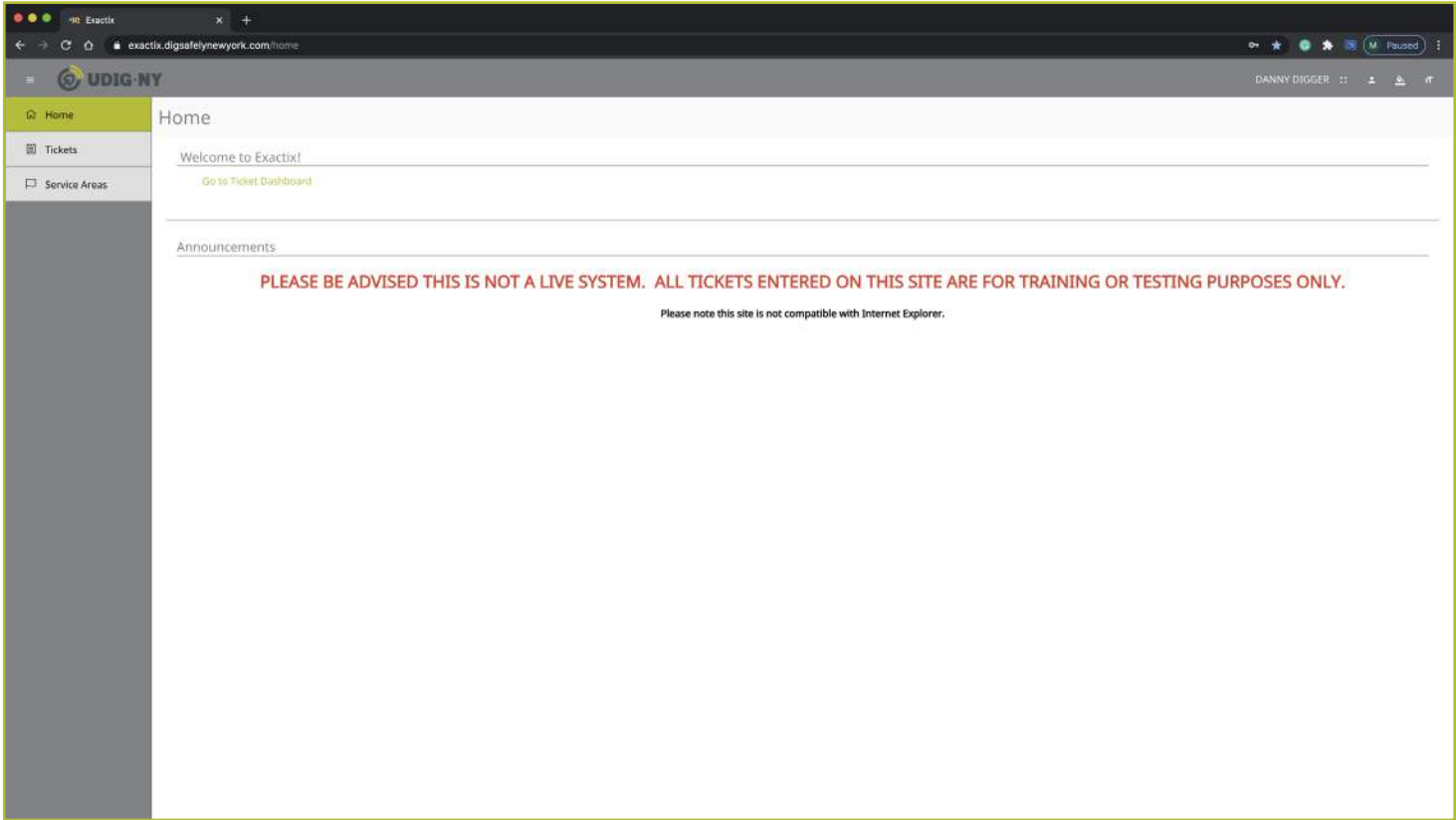
Getting Started

Within this section of the guide, we will review how to navigate and utilize the dashboard and Secondary Ticket Menu in the Member—Positive Response Role.

The Member—Positive Response Role is intended for specific contacts of Member Utilities to access and respond to Location Requests for that Member’s Service Area(s).

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

Let’s take a look at the features that are available on your dashboard in the Member—Positive Response Role.



How to Utilize the Member—Positive Response Role

Menu options

In the Member-Positive Response Role, you have three (3) menu options.

These are:

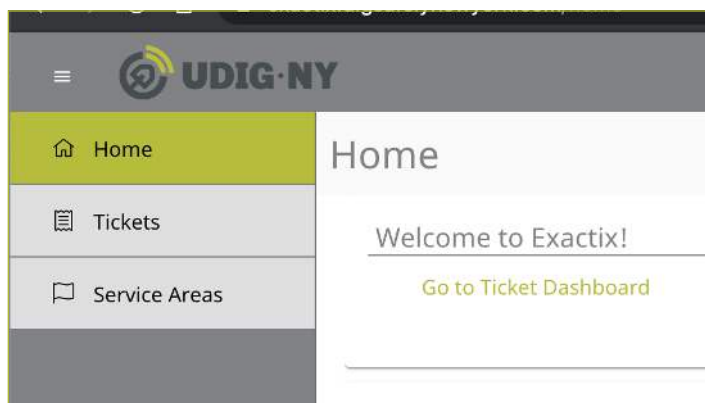
- Home
- Tickets
- Service Areas

Your **Home** menu option, is the home screen you are on, which provides you with information, alerts, and news.

The **Tickets** menu option will take you to your ticket dashboard. You can get to your ticket dashboard by clicking the Tickets menu option, or by clicking the green **Go to Ticket Dashboard** text on the **home screen**.

The **Service Areas** menu option will bring you to a page displaying the Service Areas you as a positive response member contact have access to.

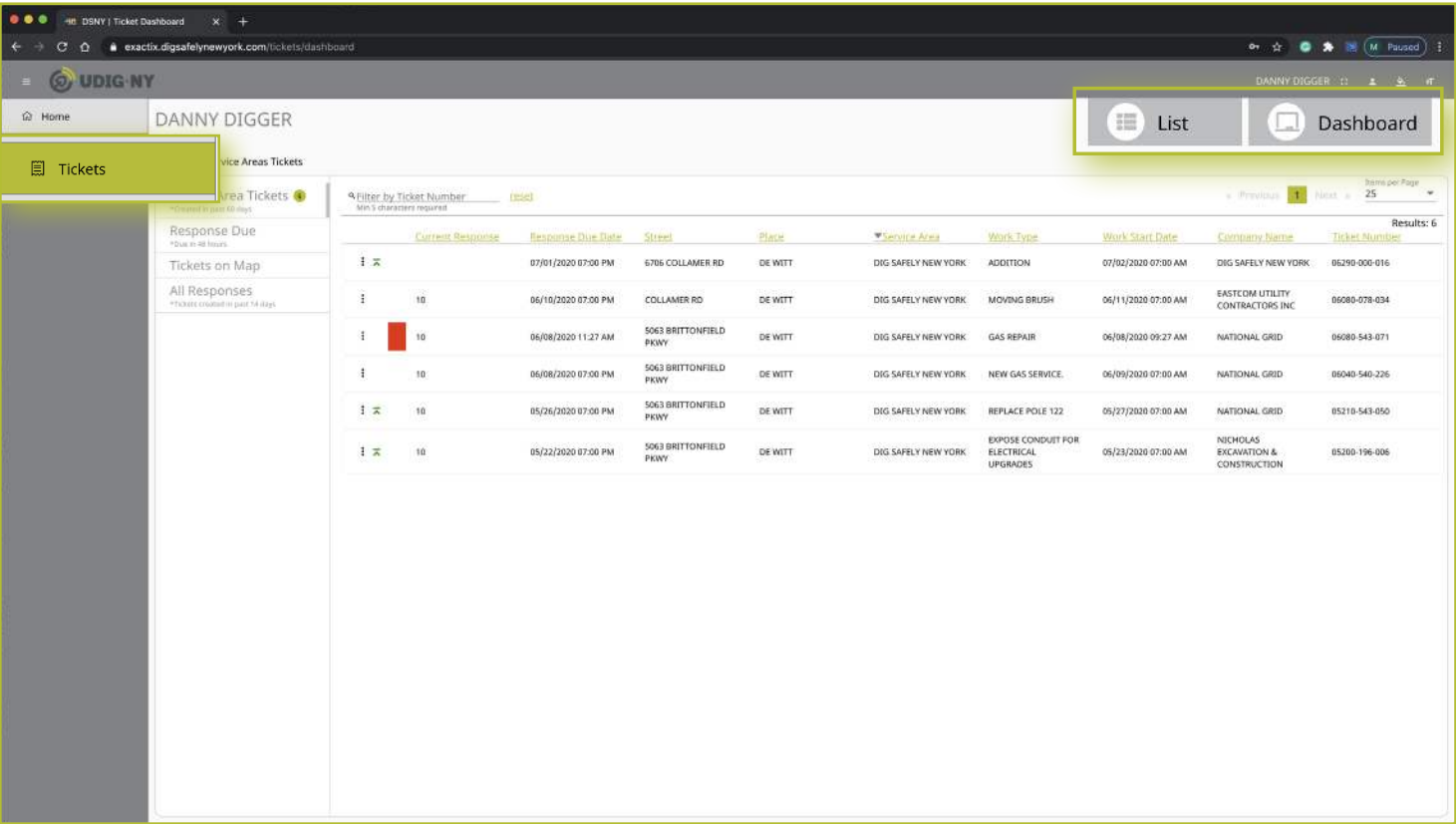
Let's take a closer look at the ticket dashboard.



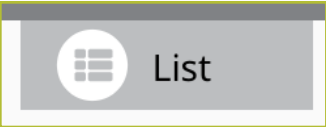
How to Utilize the Member—Positive Response Role

The Ticket Dashboard

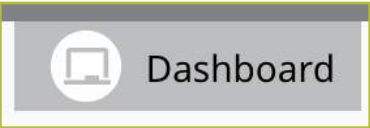
Your ticket dashboard provides you with the ability to see Location Requests submitted to your respective Service Area(s) as a Member. This menu also reveals two (2) new options located under the four (4) icons to the right of your name. These new options include **List** and **Dashboard**.



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



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



How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Viewing your Tickets

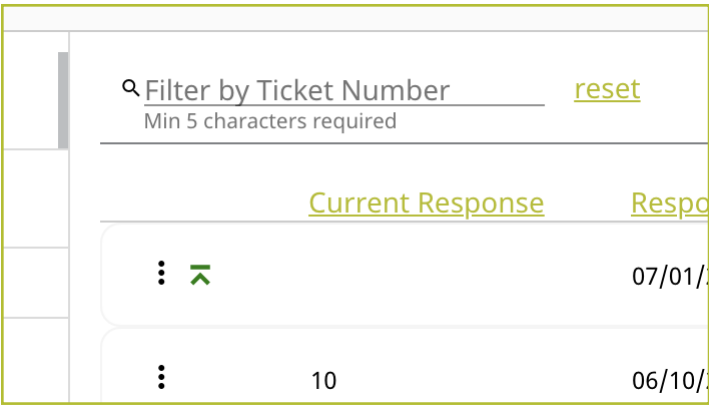
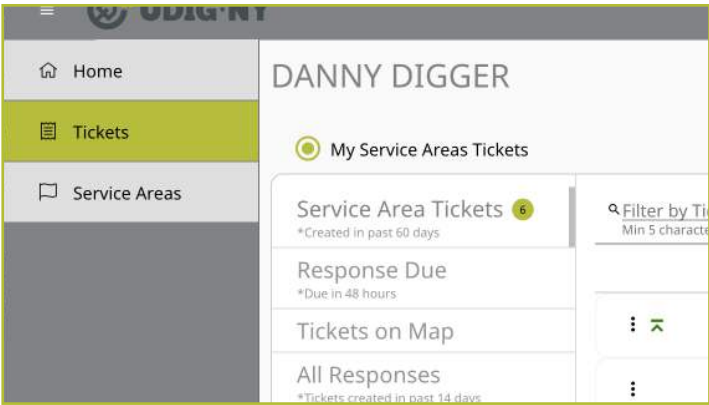
You will be able to view all Location Requests that impact your Service Area(s).

You also have a secondary ticket menu on the left-hand side of this ticket dashboard screen, in which you can use to filter the tickets submitted to you.

Here, you can click to view:

- Service Area Tickets (created in the past 60 days)
- Response Due (Due in 48 hours)
- Tickets on Map (using your current location)
- All Responses (Tickets created in past 14 days)

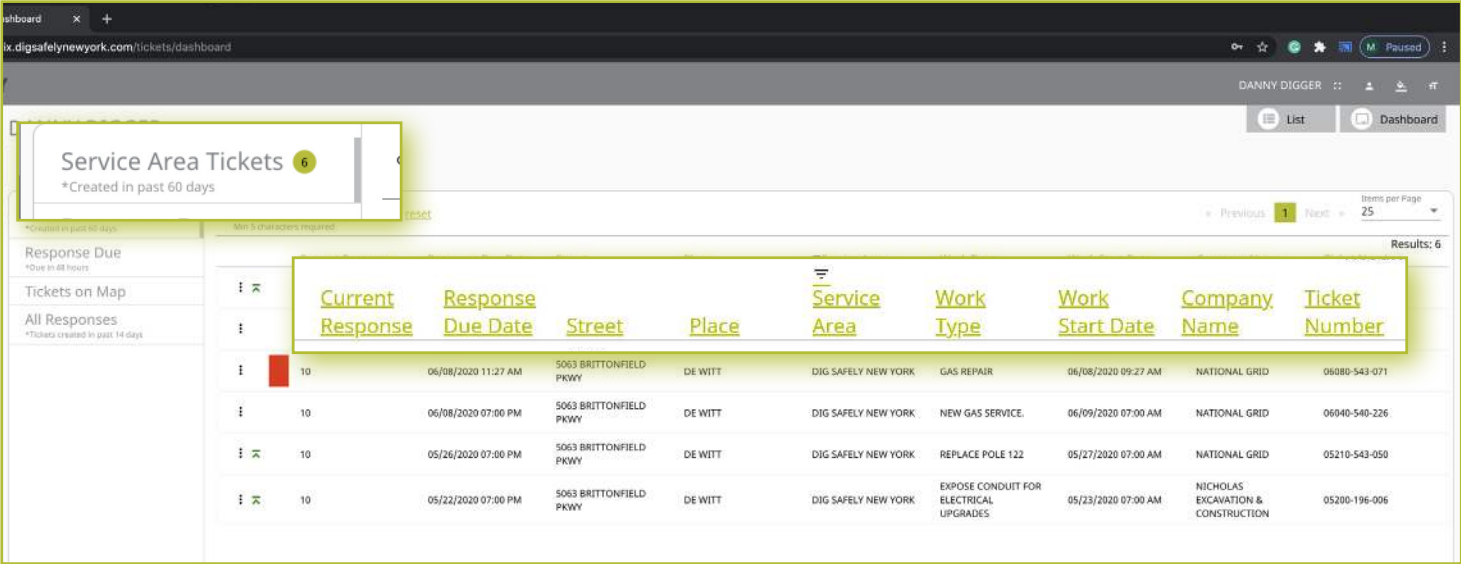
Next to the secondary ticket menu is a **Filter by Ticket Number** field. Here, you can type in at least five (5) numbers from a ticket number to bring up possible matches. To clear the search box or to start a new search, click the green **reset** text next to the search field. When entering the ticket number, make sure you include the respective dashes.



How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Service Area Tickets

Clicking on the **Service Area Tickets** tab in the secondary ticket menu will display all tickets impacting your Service Area(s), created within the last 60 days.



The screenshot shows a web application interface for 'Service Area Tickets'. A sidebar on the left contains navigation links: 'Response Due', 'Tickets on Map', and 'All Responses'. The main content area displays a table of tickets. The table has the following columns: 'Current Response', 'Response Due Date', 'Street', 'Place', 'Service Area', 'Work Type', 'Work Start Date', 'Company Name', and 'Ticket Number'. There are four rows of data visible. The first row shows a ticket with a 'Current Response' of 10, a 'Response Due Date' of 06/08/2020 11:27 AM, 'Street' 5063 BRITTONFIELD PKWY, 'Place' DE WITT, 'Service Area' DIG SAFELY NEW YORK, 'Work Type' GAS REPAIR, 'Work Start Date' 06/08/2020 09:27 AM, 'Company Name' NATIONAL GRID, and 'Ticket Number' 06080-543-071. The second row shows a ticket with a 'Current Response' of 10, a 'Response Due Date' of 06/08/2020 07:00 PM, 'Street' 5063 BRITTONFIELD PKWY, 'Place' DE WITT, 'Service Area' DIG SAFELY NEW YORK, 'Work Type' NEW GAS SERVICE, 'Work Start Date' 06/09/2020 07:00 AM, 'Company Name' NATIONAL GRID, and 'Ticket Number' 06040-540-226. The third row shows a ticket with a 'Current Response' of 10, a 'Response Due Date' of 05/26/2020 07:00 PM, 'Street' 5063 BRITTONFIELD PKWY, 'Place' DE WITT, 'Service Area' DIG SAFELY NEW YORK, 'Work Type' REPLACE POLE 122, 'Work Start Date' 05/27/2020 07:00 AM, 'Company Name' NATIONAL GRID, and 'Ticket Number' 05210-543-050. The fourth row shows a ticket with a 'Current Response' of 10, a 'Response Due Date' of 05/22/2020 07:00 PM, 'Street' 5063 BRITTONFIELD PKWY, 'Place' DE WITT, 'Service Area' DIG SAFELY NEW YORK, 'Work Type' EXPOSE CONDUIT FOR ELECTRICAL UPGRADES, 'Work Start Date' 05/23/2020 07:00 AM, 'Company Name' NICHOLAS' EXCAVATION & CONSTRUCTION, and 'Ticket Number' 05200-196-006.

| Current Response | Response Due Date | Street | Place | Service Area | Work Type | Work Start Date | Company Name | Ticket Number |
|------------------|---------------------|------------------------|---------|---------------------|--|---------------------|-------------------------------------|---------------|
| 10 | 06/08/2020 11:27 AM | 5063 BRITTONFIELD PKWY | DE WITT | DIG SAFELY NEW YORK | GAS REPAIR | 06/08/2020 09:27 AM | NATIONAL GRID | 06080-543-071 |
| 10 | 06/08/2020 07:00 PM | 5063 BRITTONFIELD PKWY | DE WITT | DIG SAFELY NEW YORK | NEW GAS SERVICE | 06/09/2020 07:00 AM | NATIONAL GRID | 06040-540-226 |
| 10 | 05/26/2020 07:00 PM | 5063 BRITTONFIELD PKWY | DE WITT | DIG SAFELY NEW YORK | REPLACE POLE 122 | 05/27/2020 07:00 AM | NATIONAL GRID | 05210-543-050 |
| 10 | 05/22/2020 07:00 PM | 5063 BRITTONFIELD PKWY | DE WITT | DIG SAFELY NEW YORK | EXPOSE CONDUIT FOR ELECTRICAL UPGRADES | 05/23/2020 07:00 AM | NICHOLAS' EXCAVATION & CONSTRUCTION | 05200-196-006 |

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

Current Response

This column displays the response your Service Area has submitted on that Location Request. This can be blank if your Service Area has yet to respond to that Location Request, or it will have one of the coded responses listed in this column if your Service Area has already responded.

Response Due Date

This column displays the date/time the response from your Service Area is due based on the the date of the Location Request submission, the Work Start Date and Time, as well as the priority of the Location Request. For example, an Emergency Location Request will reflect a Response Due Date of two (2) hours after the Location Request submission.

Street

This column displays the address or street of the dig site as submitted on the respective Location Request.

Place

This column displays the municipality of the dig site address on the respective Location Request.

Service Area

This column displays which Service Area is impacted from the submitted Location Request. If you are only responsible/assigned for one Service Area, you will see the same Service Area name displayed in this column. If you are responsible/assigned to more than one Service Area, you will see the respective Service Area names per Location Request.

Work Type

This column lists what type of work is pending for the respective Location Request.

Work Start Date

This column depicts when the pending work will begin.

Company Name

This column displays what Company has submitted the respective Location Request.

Ticket Number

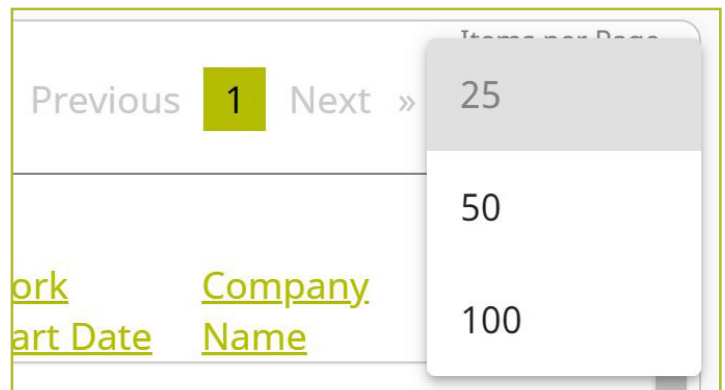
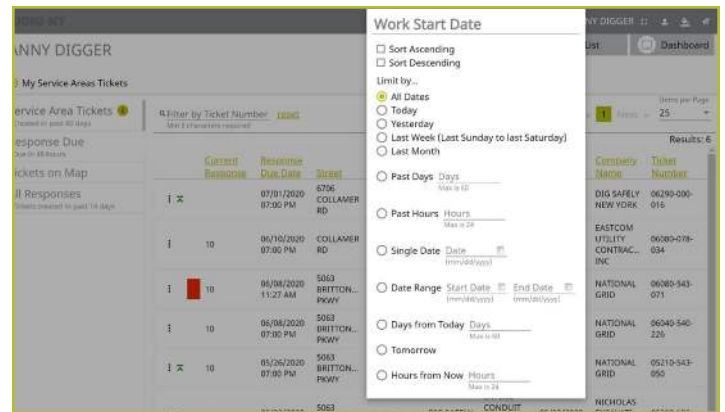
This column displays the unique number UDig NY assigns to each Location Request.

How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Service Area Tickets

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


Depending on the number of Location Requests submitted to your Service Area(s), you may have multiple pages of Location Requests within the **Service Area Tickets** tab. You can see how many pages you have by viewing the display on the right-hand side above the column titles. You can scroll through the various pages by using the forward and back arrows, as well as change how many tickets are viewed on one page by using the dropdown options. By default, you will view 25 Location Requests per page.



How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Additional Features

Let us go over additional pieces on the Location Requests that are not covered in the column headers.

| Current Response | Response Due Date | Street | Place | Service Area | Work Type | Work Start Date | Company Name | Ticket Number |
|---|---------------------|--------------------|---------|--------------|-------------------------|---------------------|------------------------|---------------|
| 10 | 01/27/2022 07:00 AM | 6706 COLLAMER RD | DE WITT | UDIG NY | INSTALL BASKETBALL HOOP | 01/27/2022 07:00 AM | DANA DIGGS LANDSCAPING | 01242-000-003 |
| 10 | 01/27/2022 07:00 AM | 6706 COLLAMER RD | DE WITT | UDIG NY | INSTALL BASKETBALL HOOP | 01/27/2022 07:00 AM | DANA DIGGS LANDSCAPING | 01242-000-003 |
| 10 | 01/27/2022 07:00 AM | 6706 COLLAMER RD | DE WITT | UDIG NY | INSTALL BASKETBALL HOOP | 01/27/2022 07:00 AM | DANA DIGGS LANDSCAPING | 01242-000-003 |
| 10 | 01/27/2022 07:00 AM | 6706 COLLAMER RD | DE WITT | UDIG NY | INSTALL BASKETBALL HOOP | 01/27/2022 07:00 AM | DANA DIGGS LANDSCAPING | 01242-000-003 |
| 10 | 01/21/2022 07:00 AM | 6706 COLLAMER ROAD | DE WITT | UDIG NY | EXPAND DRIVEWAY | 01/21/2022 07:00 AM | UDIG NY | 01182-000-001 |
| 10 | 01/10/2022 07:00 AM | 6706 COLLAMER RD | DE WITT | UDIG NY | TEST HOLES | 01/10/2022 07:00 AM | UDIG NY | 01052-000-005 |
|  10 | 01/21/2022 01:55 PM | 6706 COLLAMER RD | DE WITT | UDIG NY | PLANTING TREE | 01/21/2022 11:55 AM | DANA DIGGS LANDSCAPING | 01212-000-002 |

These are:

Three-Dot Menu



The three-dot menu can be found at the beginning of each row, represented by three vertical dots. Clicking on the three-dot menu will provide you with the ability to take some quick actions on that respective Location Request. We will review these options later in this section.

Colored Arrow/Line Symbols



The up or down colored arrow/line symbols can be seen on Location Requests next to the three-dot menu.

A green arrow pointing up with a line above it, is the symbol depicting that the Location Request is the most recent version. This will be displayed on tickets that have more than one version.



The red arrow pointing up, is the symbol depicting that information on the respective Location Request has been updated. The updates to the Location Request did not impact the version of the ticket, though.

Colored Rectangles



The colored block/rectangle that you may see next to the Colored Arrow/Line Symbols represent the Priority/Ticket Type for that respective Location Request. If you see no colored block, it means that it is a Regular/Legal Location Request.

- A red rectangle indicates that the respective Location Request is an Emergency Ticket.
- An orange rectangle indicates that the respective Location Request is a Short Notice Ticket.
- A pink rectangle indicates that the respective Location Request is a Design Ticket.
- A blue rectangle indicates that the respective Location Request is a Meet Ticket.
- A black rectangle indicates that the respective Location Request is a Demolition Ticket.
- A yellow rectangle indicates that the respective Location Request is a Gas Emergency Ticket.

How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Response Due

The **Response Due** tab will display Location Requests submitted to your Service Area(s) that have a response due within the next 48 hours.

This includes Location Requests that were responded with a Code 55 (Dig Delay). Per New York State law, utilities that respond with a dig delay must communicate with the excavator and are provided 48 additional hours to assess their underground facilities. Following the 48 hours, those Location Requests will be marked with a Ticket Function of “Unmarked – Now Due.” This dashboard will also include past-due Location Requests that still need a response from your respective Service Area(s).

Let’s review what the Response Due tab within the secondary ticket menu has to offer you.

The screenshot shows the UDIG-NY web application interface. At the top, the user is logged in as 'DANNY DIGGER'. The main navigation bar includes 'My Service Areas Tickets' and 'Service Area Tickets' (13). A callout box titled 'Response Due' (2) with the note '*Due in 48 hours' is overlaid on the left. The main content area displays a table of tickets. The table has columns for Ticket Type, Current Response, Response Due Date, Ticket Number, Street, Place, Service Area, Work Start Date, Company Name, and Ticket Function. Two tickets are listed: one with Ticket Number 07050-000-005 due on 07/10/2020 at 07:00 AM, and another with Ticket Number 06290-000-016 due on 07/01/2020 at 07:00 PM. Both tickets are for 'Regular' service in the 'DIG SAFELY NEW YORK' area. The first ticket is marked 'New' and the second is marked 'Late'.

| Ticket Type | Current Response | Response Due Date | Ticket Number | Street | Place | Service Area | Work Start Date | Company Name | Ticket Function |
|-------------|------------------|---------------------|---------------|------------------|---------|---------------------|---------------------|---------------------|-----------------|
| Regular | 55 | 07/10/2020 07:00 AM | 07050-000-005 | 5706 COLLAMOR RD | DE WITT | DIG SAFELY NEW YORK | 07/08/2020 07:00 AM | DIG SAFELY NEW YORK | New |
| Regular | | 07/01/2020 07:00 PM | 06290-000-016 | 6706 COLLAMOR RD | DE WITT | DIG SAFELY NEW YORK | 07/02/2020 07:00 AM | DIG SAFELY NEW YORK | Late |

How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Response Due

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

NY

DANNY DIGGER

List

Dashboard

Service Areas Tickets

Area Tickets 13

Filter by Ticket Number reset

Items per Page 25

| Current Response | Response Due Date | Ticket Number | Street | Place | Service Area | Work Start Date | Company Name | Ticket Function | |
|------------------|-------------------|---------------|---------------------|---------------|--------------------------|---------------------|---------------------|---------------------|------|
| | | Regular 55 | 07/10/2020 07:00 AM | 07050-000-005 | 5706 COLLAMER RD DE WITT | SAFELY NEW YORK | 07/08/2020 07:00 AM | SAFELY NEW YORK | New |
| | | Regular | 07/01/2020 07:00 PM | 06290-000-016 | 6706 COLLAMER RD DE WITT | DIG SAFELY NEW YORK | 07/02/2020 07:00 AM | DIG SAFELY NEW YORK | Late |

Ticket Type

This column indicates the type of priority on the Location Request. This could be Regular, Design, Meet, Demolition, Short Notice, Emergency, or Gas Emergency.

Current Response

This column displays the response your Service Area has submitted on that Location Request. This will be blank or a Code 55 (dig delay).

Response Due Date

This column displays the date/time the response from your Service Area is due based on the the date of the Location Request submission, the Work Start Date and Time, as well as the priority of the Location Request. For example, an Emergency Location Request will reflect a Response Due Date of two (2) hours after the Location Request submission.

Ticket Number

This column displays the unique number UDig NY assigns to each Location Request.

Street

This column displays the address or street of the dig site as submitted on the respective Location Request.

Place

This column displays the municipality of the dig site address on the respective Location Request.

Service Area

This column displays which Service Area is impacted from the submitted Location Request. If you are only responsible/assigned for one Service Area, you will see the same Service Area name displayed in this column. If you are responsible/assigned to more than one Service Area, you will see the respective Service Area names per Location Request.

Work Start Date

This column depicts when the pending work will begin.

Company Name

This column displays what Company has submitted the respective Location Request.

How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Response Due

Ticket Function

This column indicates the status of a ticket based on any actions taken on the Location Request. Within this column you could find the following terms.

Cancel means that a Location Request has been canceled by the excavator.

Correction means that something has changed on the Location Request, from contact information, to dig site information, to additional comments.

Damaged or Discovered Line means that an unknown underground facility was either found in the dig site, or an underground facility was damaged during the job.

Demolition means that a new Demolition ticket was placed based on an existing Meet Location Request.

Late means that the Service Area did not respond by the date and time per law and the ticket priority.

Locate Again means that an excavator is requesting a second mark-out on an expired ticket.

New means that the Location Request is a new ticket, submitted for the first time without any modifications.

Now Due is the Unmarked -Now Due ticket function discussed earlier. You will see this on Location Requests if your Service Area has responded to the ticket with a dig delay (Code 55) and the 48 additional hours to change the response has passed.

Previous

1

Next »

25

Results: 2

| Ticket Function |
|-----------------------------|
| Cancel |
| Correction |
| Damaged/ Discovered Line |
| Demolition |
| Late |
| Locate Again |
| New |
| Now Due |

How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Response Due

Like in the **Service Area Tickets** tab, you have a **Filter by Ticket Number** and a page filter on the top of the dashboard.

Additionally, you can click on the column heading within the **Response Due** tab like the **Service Area Tickets** tab to sort the order in which you are viewing the Location Requests. For example, if you click on the **Ticket Function**, you will see a pop-up box that allows you to customize the tickets that are being displayed.

🔍 Filter by Ticket Number [reset](#)
Min 5 characters required

« Previous

1

Next »

Items per Page

25

▼

Results: 2

| <u>Work</u> | <u>Compa...</u> | <u>Ticket</u> |
|--------------|-----------------|-----------------|
| <u>Start</u> | <u>Name</u> | <u>Function</u> |

| Ticket Number | Street | Place | Service Area |
|---------------|-------------------|---------|---------------------|
| 07050-000-005 | 5706 COLLAMORE RD | DE WITT | DIG SAFELY NEW YORK |
| 06290-000-005 | 6706 COLLAMORE RD | DE WITT | DIG SAFELY NEW YORK |

Ticket Function

- ☐ Sort Ascending
- ☐ Sort Descending
- Limit by...
 - ☐ Cancel
 - ☐ Correction
 - ☐ Damaged or Discovered Line
 - ☐ Demolition
 - ☐ Late
 - ☐ Locate Again
 - ☐ New
 - ☐ Now Due

How to Utilize the Member—Positive Response Role


The Ticket Dashboard :: Additional Features

Finally, you have the same additional feature on the rows within the **Response Due** tab as you do in the **Service Area Tickets** tab.


| Results: 4 | | | | | | | | | |
|--|------------------|---------------------|----------------------|---------|---------------------|--------------|---------------------|--------------------------------|---------------|
| | Current Response | Response Due Date | Street | Place | Service Area | Work Type | Work Start Date | Company Name | Ticket Number |
|   | | 07/01/2020 07:00 PM | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | ADDITION | 07/02/2020 07:00 AM | DIG SAFELY NEW YORK | 06290-000-016 |
|  10 | | 06/10/2020 07:00 PM | COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | MOVING BRUSH | 06/11/2020 07:00 AM | EASTCOM UTILITY CONTRAC... INC | 06080-078-034 |
|   10 | | 06/08/2020 11:27 AM | 5063 BRITTON... PKWY | DE WITT | DIG SAFELY NEW YORK | GAS REPAIR | 06/08/2020 09:27 AM | NATIONAL GRID | 06080-543-071 |


These are:

Three-Dot Menu


 The three-dot menu can be found at the beginning of each row, represented by three vertical dots. Clicking on the three-dot menu will provide you with the ability to take some quick actions on that respective Location Request. We will review these options later in this section.

Colored Arrow/Line Symbols

 The up or down colored arrow/line symbols can be seen on Location Requests next to the three-dot menu. A green arrow pointing up with a line above it, is the symbol depicting that the Location Request is the most recent version. This will be displayed on tickets that have more than one version.

 The red arrow pointing up, is the symbol depicting that information on the respective Location Request has been updated. The updates to the Location Request did not impact the version of the ticket, though.

Colored Rectangles

 The colored block/rectangle that you may see next to the Colored Arrow/Line Symbols represent the Priority/Ticket Type for that respective Location Request. If you see no colored block, it means that it is a Regular/Legal Location Request.

- A red rectangle indicates that the respective Location Request is an Emergency Ticket.
- An orange rectangle indicates that the respective Location Request is a Short Notice Ticket.
- A pink rectangle indicates that the respective Location Request is a Design Ticket.
- A blue rectangle indicates that the respective Location Request is a Meet Ticket.
- A black rectangle indicates that the respective Location Request is a Demolition Ticket.
- A yellow rectangle indicates that the respective Location Request is a Gas Emergency Ticket.

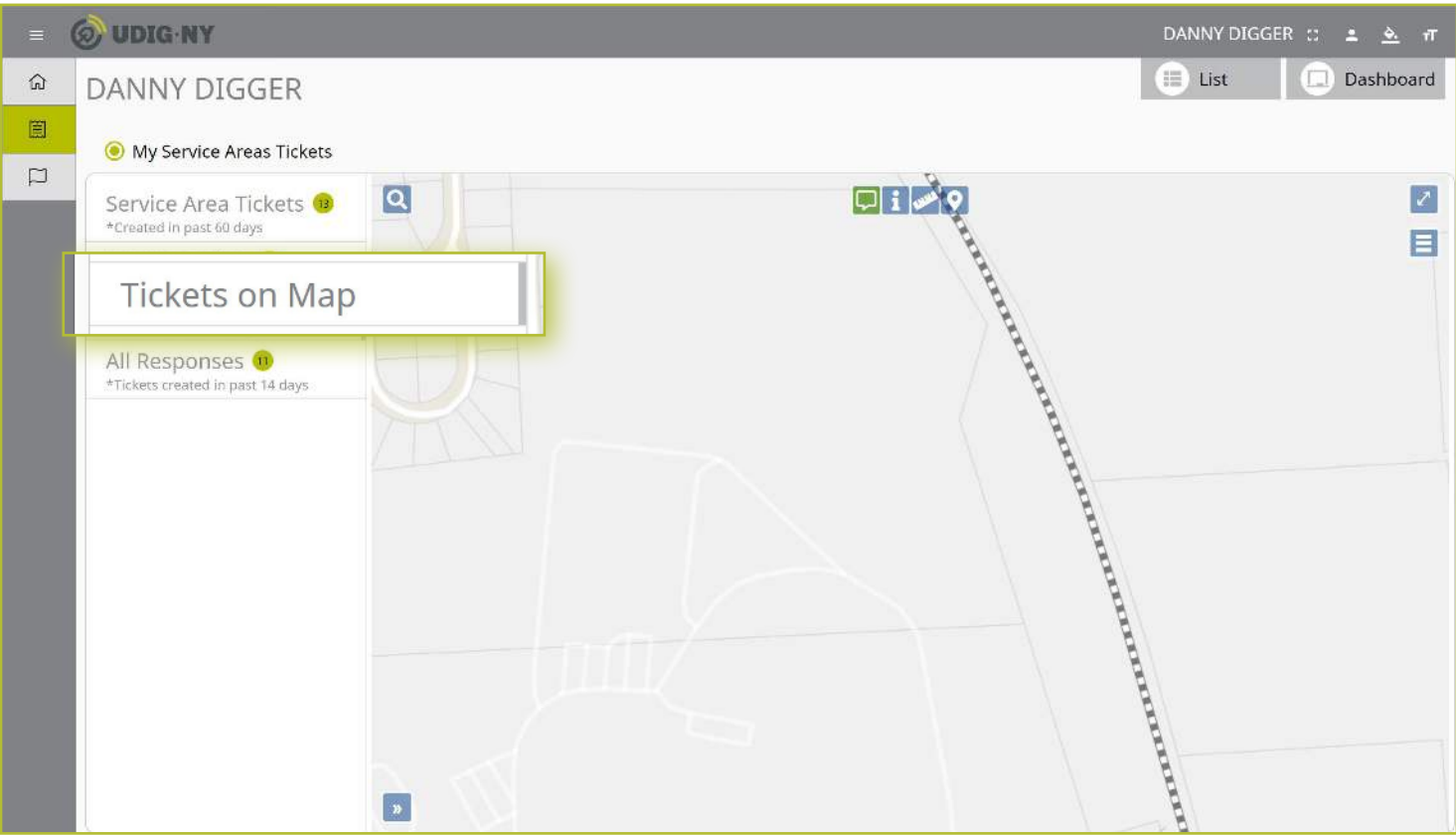
How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Tickets on Map

The **Tickets on Map** tab will display Location Requests submitted to your Service Area(s) on a map view. Once clicking on the tab, the map will automatically reposition to your location based on your device's location services.

Location Requests will appear as blue shaded areas on the map. If you do not see any based on your location, you may need to zoom out and around on the map to locate the nearest ticket.





Let's review the various tools the map includes to assist you in navigation and enhancing your functionality.








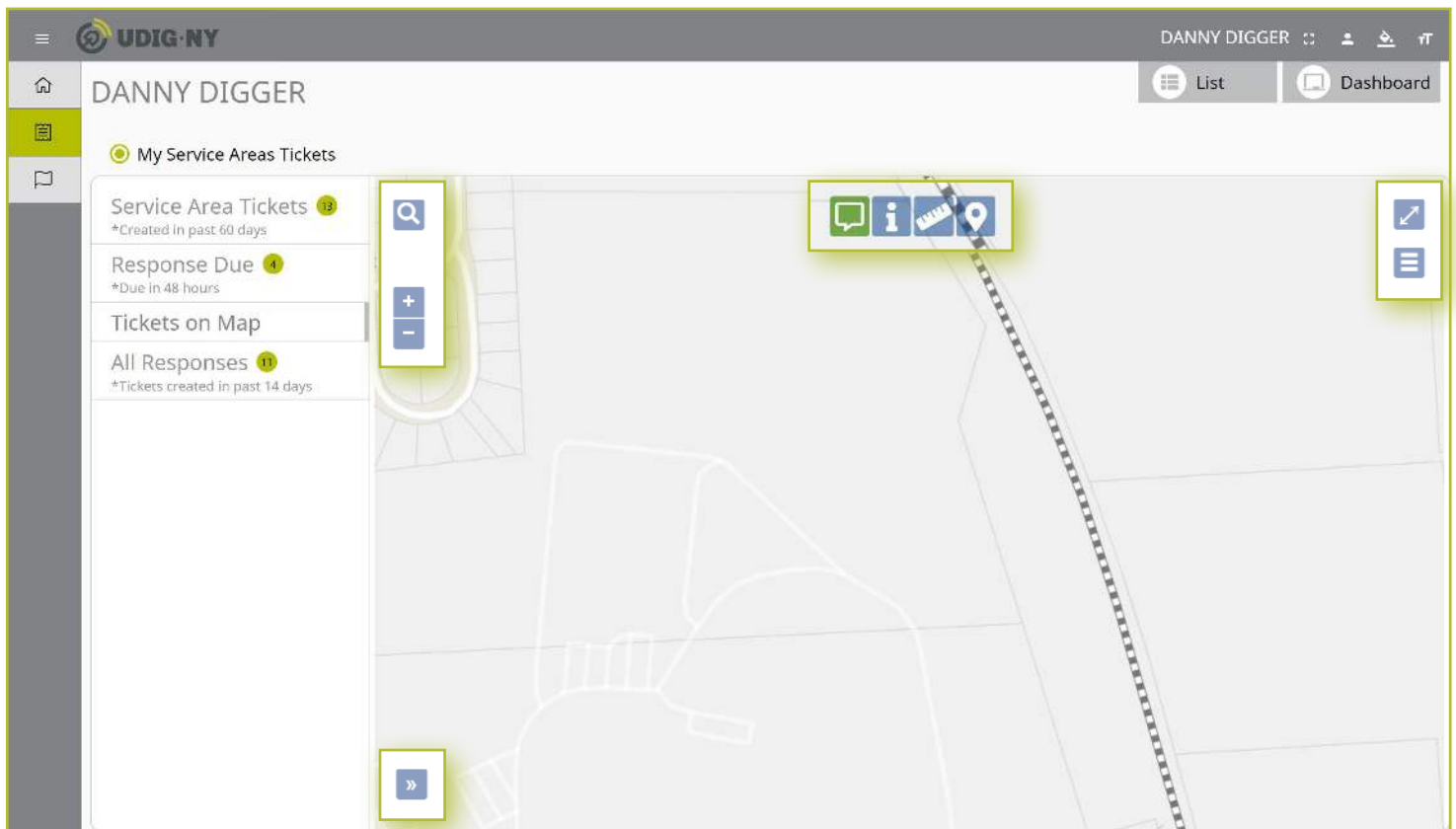
How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Tickets on Map

These tools include:

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

-  Toggle Base Map Tool
-  Show Map Features Tool
-  Show Map Information Tool
-  Measure Distance Tool
-  Add Push Pins Tool



How to Utilize the Member—Positive Response Role

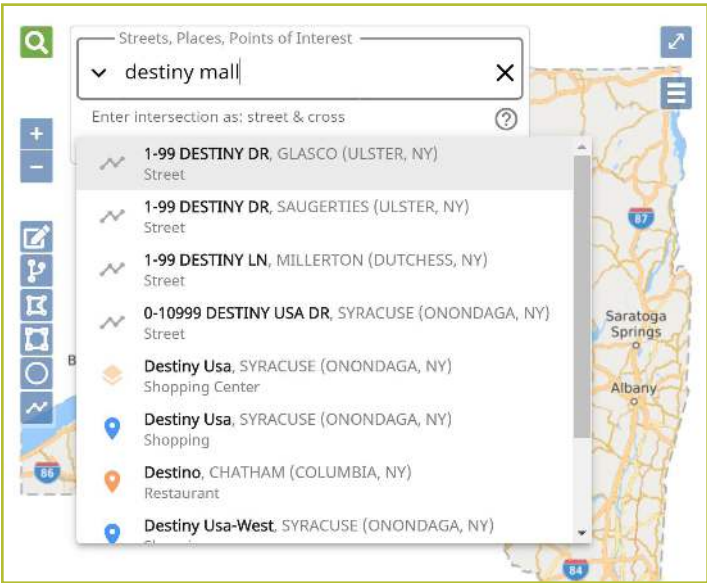
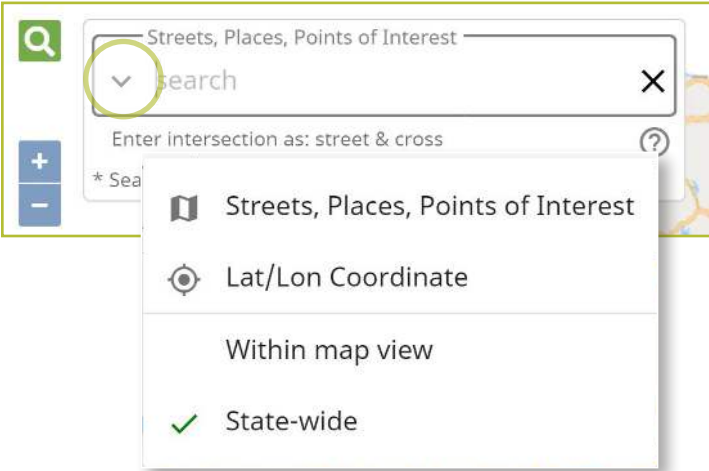
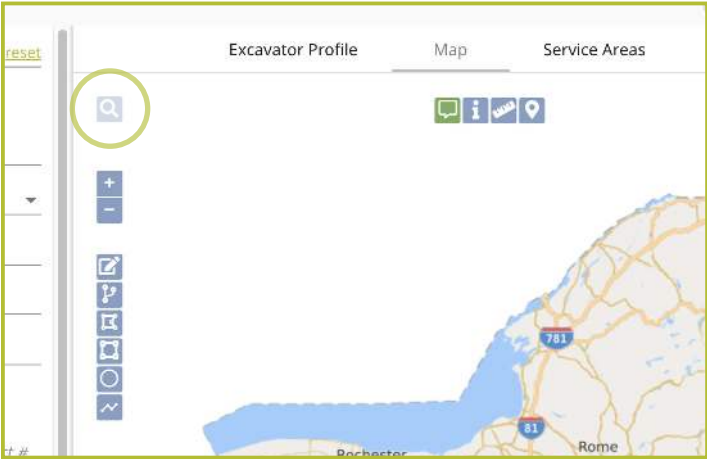
The Ticket Dashboard :: Tickets on Map :: Mapping Tools

Search Tool

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

To utilize the **Search tool**, click on the magnifying glass. You will notice that the icon will turn green and you have a dropdown arrow in the left-hand corner of the search field. To view your options, click on the arrow.

To search for a street, place, or point of interest, begin typing in the search field. A list of possible matches will appear based on your search. Select the match by clicking on the option. You will notice your map will change to highlight the street, place, or point of interest you have select based on your search with a red outline.

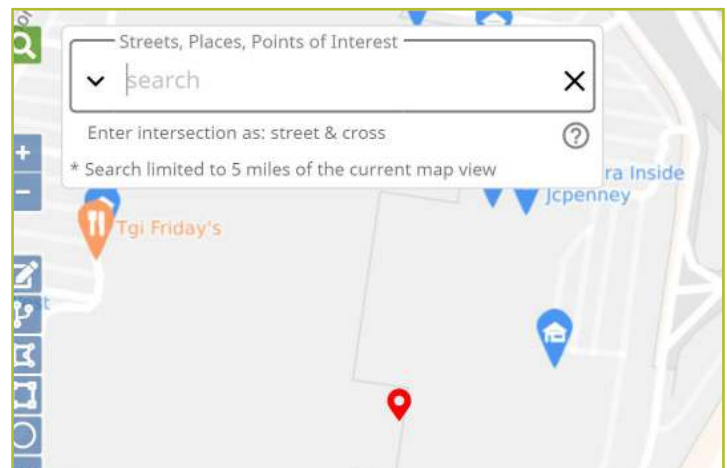
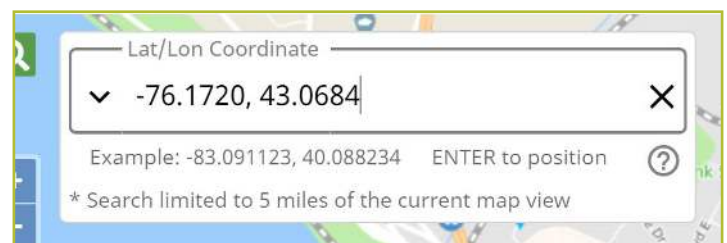
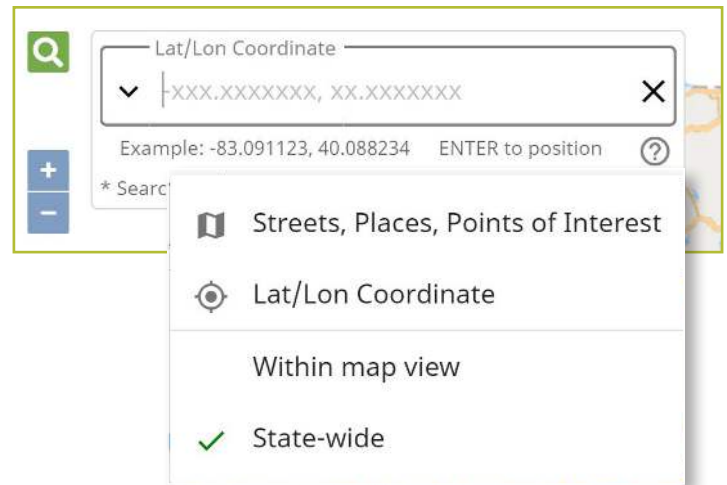


How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Tickets on Map :: Mapping Tools

If you are looking to find a location on your map using latitude/longitude coordinates, click the down arrow on the left-hand side of the search field and click on the **Lat/Lon Coordinate** option. This will change your search field to accept latitude and longitude coordinates.

Type in your latitude and longitude coordinates using a comma to separate them (the system will insert a space between the coordinates for you), and press the **enter/return** key on your keyboard. You will notice your map changes to pinpoint your desired coordinates, indicating the exact spot with a red marker.

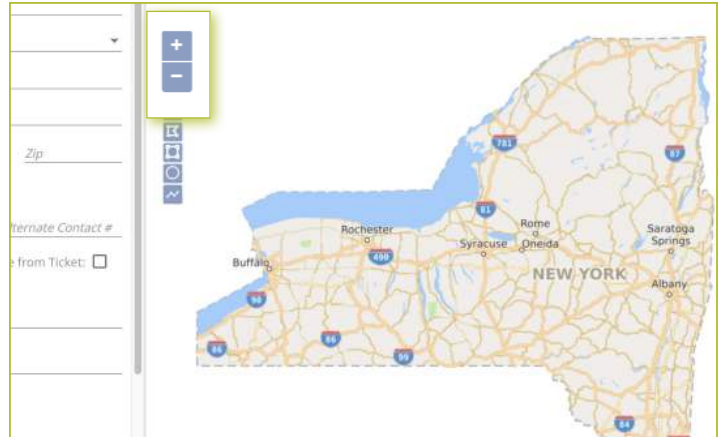


How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Tickets on Map :: Mapping Tools

Zoom In/Out Tool

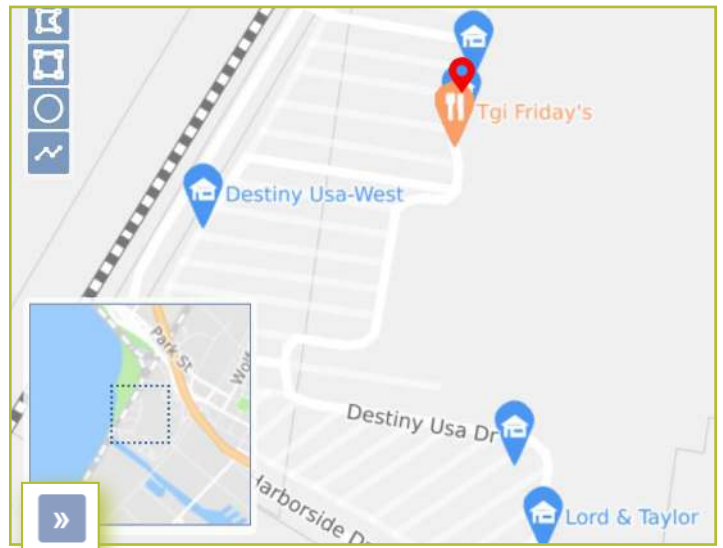
Located under the **Search tool**, you will find your **Zoom In/Out** tools. These buttons are a minus icon (-) for **Zoom Out** and a plus icon (+) for **Zoom In**. You can utilize these tools at any time during the mapping process to get a better view of the map.



Overview Map Tool

On the bottom left-hand corner of your map, you will see an icon that looks like two right-facing arrows. This is the **Overview Map** tool.

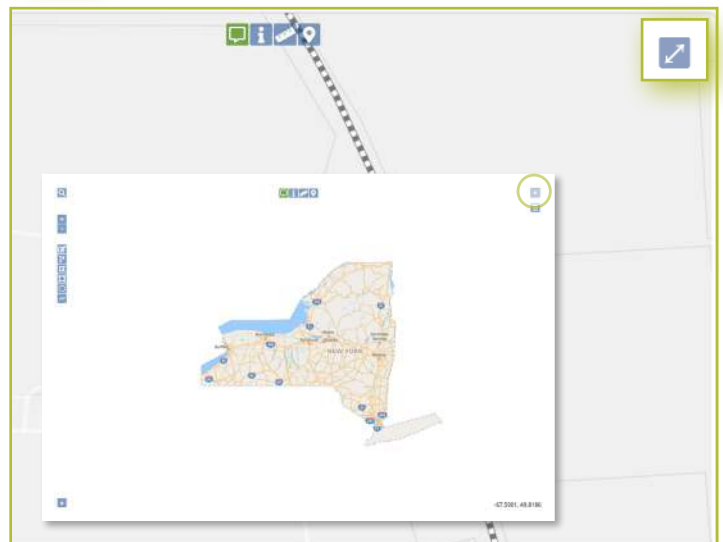
You can use this tool at any time during the mapping process. Clicking on the **Overview Map** will open a small square at the left corner of your overall map with a zoomed out area that includes your search point or dig site.



Toggle Full Screen Tool

In the top right-hand corner of the map, you will see a diagonal line with an arrow on each end. This is your **Toggle to Full Screen** tool.

Clicking the **Toggle to Full Screen** tool will change make the map take over your entire screen. If you toggle your map to a full screen, you will still have all your manual mapping tools available and will not lose any information on your Location Request creation form. To exit out of the full-screen mode, click the **X** in the right-hand corner, or the escape (ESC) key on your keyboard.



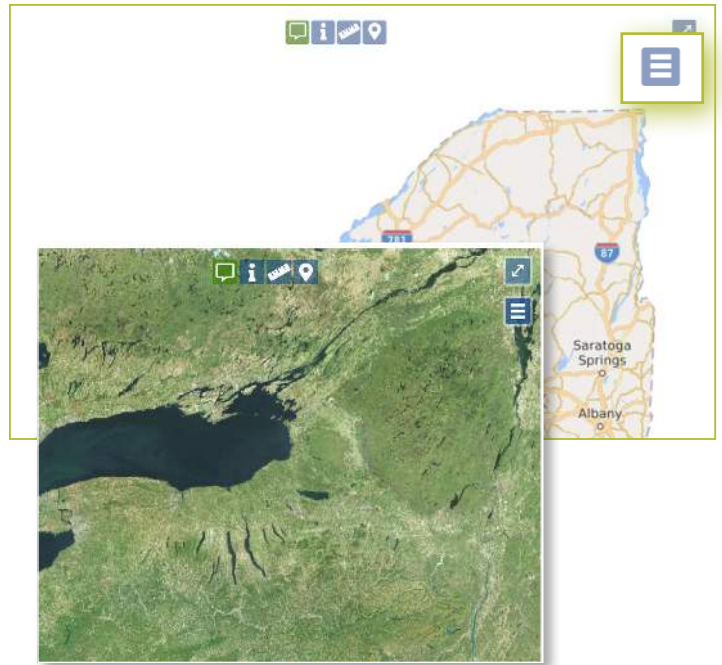
How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Tickets on Map :: Mapping Tools

Toggle Base Map Tool

The three lines icon located under your **Toggle to Full Screen** tool is called the **Toggle Base Map** tool.

The **Toggle Base Map** tool allows you to change your map to a satellite view at any time. Clicking on the tool again will revert your map back.

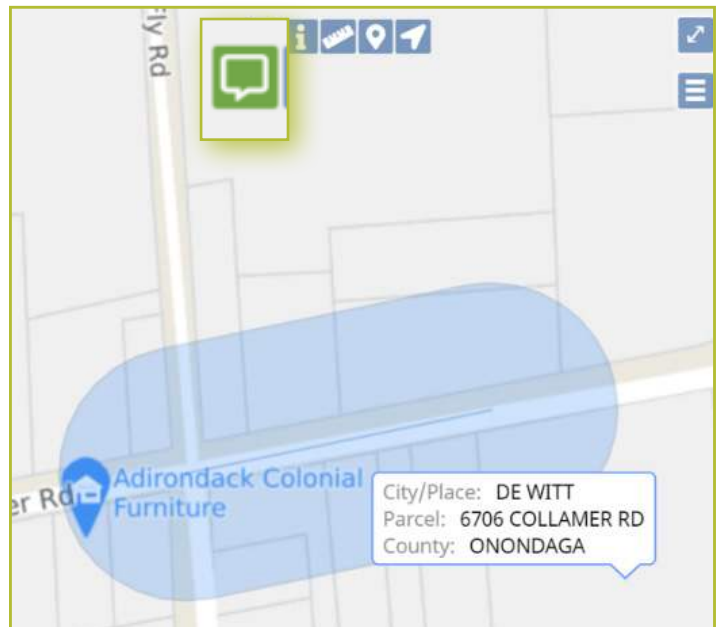


Show Map Features Tool

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

Click on the **Show Map Features** tool and move the mouse around the map to see the details.

Once you have finished utilizing this tool, click on the button again. When it is in use, the button will be green. When the tool is not in use, the button will be blue.



How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Tickets on Map :: Mapping Tools

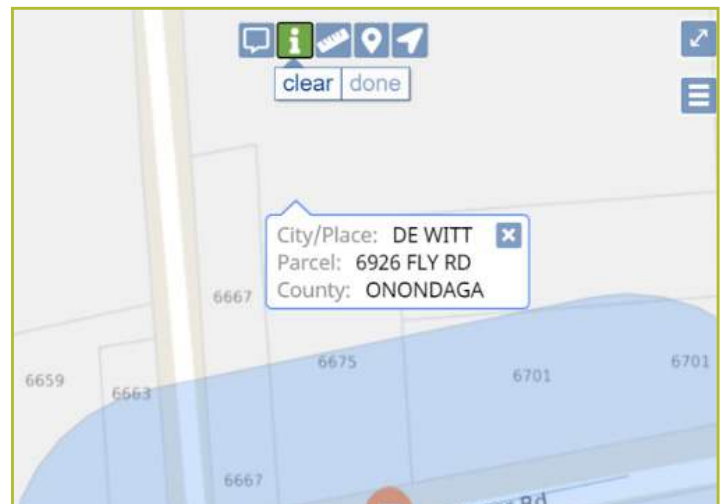
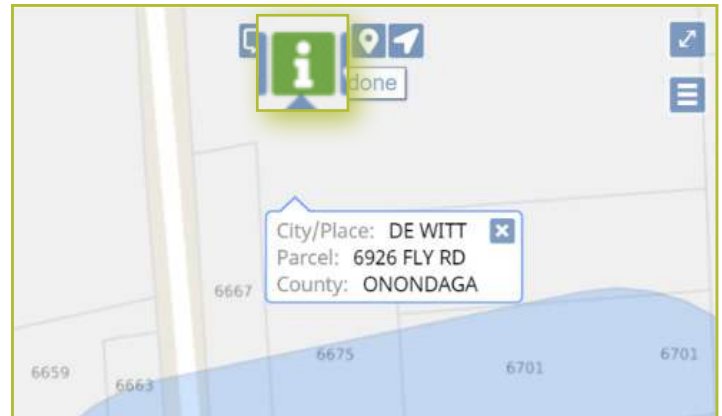
Show Map Information Tool

The **Show Map Information** tool is very similar to the **Show Map Features** tool except you must click on a location on the map.

Clicking on the **Show Map Information** tool and clicking on the map will show the **City/Place**, **Parcel**, and **County** information for the area you have picked. It will not disappear from your map until you click the **X** in the pop-up window, or the clear text under the button.

Clicking **done** text under the button will keep the information pop-up on your map.

When you are done utilizing this tool, click the button again. When it is in use, the button will be green. When the tool is not in use, the button will be blue.



How to Utilize the Member—Positive Response Role

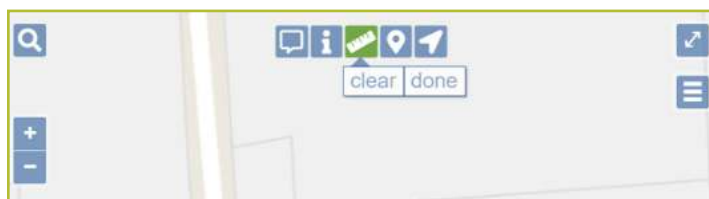
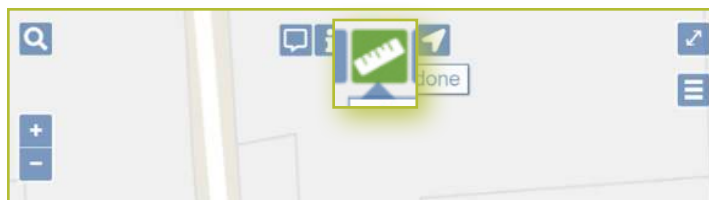
The Ticket Dashboard :: Tickets on Map :: Mapping Tools

Measure Distance Tool

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

To use the **Measure Distance**, click on the tool then click once on the spot you want to start the measurement. Drag the mouse to your desired end point and **double click**.

You can click the **clear** text under the button to remove the measurement line, or click the **done** text under the button to stop using the tool and the measurement will remain visible.

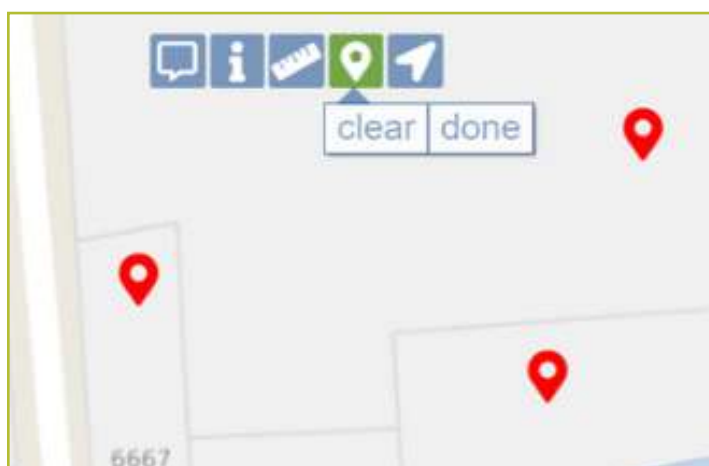
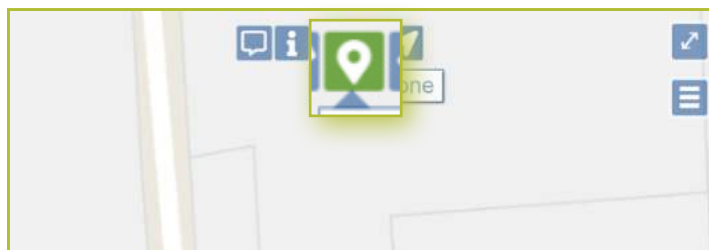


Add Push Pins Tool

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

To add a push pin to the map, click on the **Push Pin** tool button and then click once on the map, where you would like the pin to appear. The push pin will appear as a red marker. This tool is best used to mark a significant area before zooming in/out on the map, or when repositioning the map to another location.

You can remove the push pins by clicking on the **clear** text under the button, or click the **done** text under the button to stop using the tool and the push pins will remain visible.



How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: All Responses

The **All Responses** tab will display Location Requests submitted to your Service Area(s) received within the last 14 days. This dashboard will display your Service Area(s) response to the Location Request, or it will be blank if it still needs a response.

UDIG-NY

DANNY DIGGER

My Service Areas Tickets

Service Area Tickets 12
*Created in past 60 days

Response Due 4
*Due in 48 hours

Tickets on Map

All Responses 12
*Tickets created in past 14 days

Filter by Ticket Number
Min 5 characters required

« Previous 1 Next »

Items per Page 25

| Ticket Type | Current Response | Ticket Number | Street | Place | Service Area | Work Start Date | Company Name | Ticket Function |
|-------------|------------------|---------------|------------------|---------|---------------------|---------------------|-------------------------|-----------------|
| | 10 | 07070-000-013 | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | 07/10/2020 07:00 AM | DONALD ROBERTS TRUCKING | Correction |
| | 55 | 07060-000-020 | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | 07/09/2020 07:00 AM | DONALD ROBERTS TRUCKING | New |
| Meet | 30 | 07060-000-002 | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | 07/09/2020 07:00 AM | DONALD ROBERTS TRUCKING | New |
| Meet | 10 | 07060-000-023 | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | 07/09/2020 07:00 AM | DONALD ROBERTS TRUCKING | New |
| Meet | 30 | 07070-000-002 | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | 07/09/2020 07:00 AM | DONALD ROBERTS TRUCKING | New |
| Emergency | 30 | 07080-000-040 | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | 07/08/2020 11:38 AM | DIG SAFELY NEW YORK | New |
| Regular | 55 | 07050-000-005 | 5706 COLLAMER | DE WITT | DIG SAFELY NEW YORK | 07/08/2020 07:00 AM | DIG SAFELY NEW YORK | New |

How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: All Responses

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

Ticket Type

This column indicates the type of priority on the Location Request. This could be Regular, Design, Meet, Demolition, Short Notice, Emergency, or Gas Emergency.

Current Response

This column displays the response your Service Area has submitted on that Location Request. This will be blank or a Code 55 (dig delay).

Ticket Number

This column displays the unique number UDig NY assigns to each Location Request.

Street

This column displays the address or street of the dig site as submitted on the respective Location Request.

Place

This column displays the municipality of the dig site address on the respective Location Request.

Service Area

This column displays which Service Area is impacted from the submitted Location Request. If you are only responsible/assigned for one Service Area, you will see the same Service Area name displayed in this column. If you are responsible/assigned to more than one Service Area, you will see the respective Service Area names per Location Request.

Work Start Date

This column depicts when the pending work will begin.

Company Name

This column displays what Company has submitted the respective Location Request.

| characters required | | | |
|---------------------|-------------------------|----------------------|--|
| <u>Ticket Type</u> | <u>Current Response</u> | <u>Ticket Number</u> | |
| Meet | 10 | 07070-000-013 | |

| <u>er</u> | <u>Street</u> | <u>Place</u> | <u>Service Area</u> |
|-----------|------------------|--------------|---------------------|
| 000- | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK |

| <u>Work Start Date</u> | <u>Company Name</u> | <u>Tic</u> |
|------------------------|-------------------------|------------|
| 07/10/2020 07:00 AM | DONALD ROBERTS TRUCKING | Co |

How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: All Responses

Ticket Function

This column indicates the status of a ticket based on any actions taken on the Location Request. Within this column you could find the following terms.

Cancel means that a Location Request has been canceled by the excavator.

Correction means that something has changed on the Location Request, from contact information, to dig site information, to additional comments.

Damaged or Discovered Line means that an unknown underground facility was either found in the dig site, or an underground facility was damaged during the job.

Demolition means that a new Demolition ticket was placed based on an existing Meet Location Request.

Late means that the Service Area did not respond by the date and time per law and the ticket priority.

Locate Again means that an excavator is requesting a second mark-out on an expired ticket.

New means that the Location Request is a new ticket, submitted for the first time without any modifications.

Now Due is the Unmarked -Now Due ticket function discussed earlier. You will see this on Location Requests if your Service Area has responded to the ticket with a dig delay (Code 55) and the 48 additional hours to change the response has passed.

Previous

1

Next »

25

Results: 2

Ticket Function

Cancel

Correction

Damaged/
Discovered Line

Demolition

Late

Locate Again

New

Now Due

Ticket Function

How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: All Responses

Just like in the **Service Area Tickets** tab and the **Response Due** tab, you have a **Filter by Ticket Number** and a page filter on the top of the dashboard.

Additionally, you can click on the column heading within the **All Responses** tab like the **Service Area Tickets** tab and the **Response Due** tab, to sort the order in which you are viewing the Location Requests. For example, if you click on the **Current Response**, you will see a pop-up box that allows you to customize the tickets that are being displayed based on response.

Filter by Ticket Number

reset

Min 5 characters required

« Previous

1

Next »

Items per Page

25

Results: 2

| Work | Compa... | Ticket |
|-------|----------|----------|
| Start | Name | Function |
| Date | | |

ER

Tickets

815

Filter by Ticket Number

Min 5 characters required

Ticket Type

Meet

Meet

Meet

Meet

Current Response

☐ Sort Ascending

☐ Sort Descending

Limit by...

☐ 10: CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED WORK AREA

☐ 30: MARKED, THE APPROXIMATE HORIZONTAL LOCATION OF UNDERGROUND FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED WORK AREA HAVE BEEN MARKED

☐ 31: MARKED WITH EXCEPTIONS, DO NOT DIG, HIGH PROFILE UTILITY IN CONFLICT; UTILITY OWNER WILL ATTEMPT TO CONTACT YOU TO SCHEDULE SITE SURVEILLANCE PRIOR TO YOUR STATED COMMENCEMENT DATE

☐ 51: UNMARKED, DO NOT DIG, LOCATE TECHNICIAN COULD NOT GAIN ACCESS TO PROPERTY, PLEASE CALL IN A REVISION WITH DETAILS ABOUT ACCESS

☐ 52: UNMARKED, DO NOT DIG, THE DIGSITE DESCRIPTION WAS INCOMPLETE OR UNCLEAR, CALL DIG SAFELY NEW YORK TO VERIFY THE INFORMATION ON THE TICKET

☐ 53: UNMARKED, DO NOT DIG, INCORRECT ADDRESS INFORMATION, CALL DIG SAFELY NEW YORK

10

07095-000-023

COLLAMEIR

DE WITT

DIG SAFELY NEW YORK

07/09/2020

07:00 AM

ROBERTS

Now

How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: All Responses

Finally, you have the same additional feature on the rows within the All Responses tab as you do in the **Service Area Tickets** tab and the **Responses Due** tab.

These are:

Three-Dot Menu



The three-dot menu can be found at the beginning of each row, represented by three vertical dots. Clicking on the three-dot menu will provide you with the ability to take some quick actions on that respective Location Request. We will review these options later in this section.

Colored Arrow/Line Symbols



The up or down colored arrow/line symbols can be seen on Location Requests next to the three-dot menu.

A green arrow pointing up with a line above it, is the symbol depicting that the Location Request is the most recent version. This will be displayed on tickets that have more than one version.



The red arrow pointing up, is the symbol depicting that information on the respective Location Request has been updated. The updates to the Location Request did not impact the version of the ticket, though.

Colored Rectangles



The colored block/rectangle that you may see next to the Colored Arrow/Line Symbols represent the Priority/Ticket Type for that respective Location Request. If you see no colored block, it means that it is a Regular/Legal Location Request.

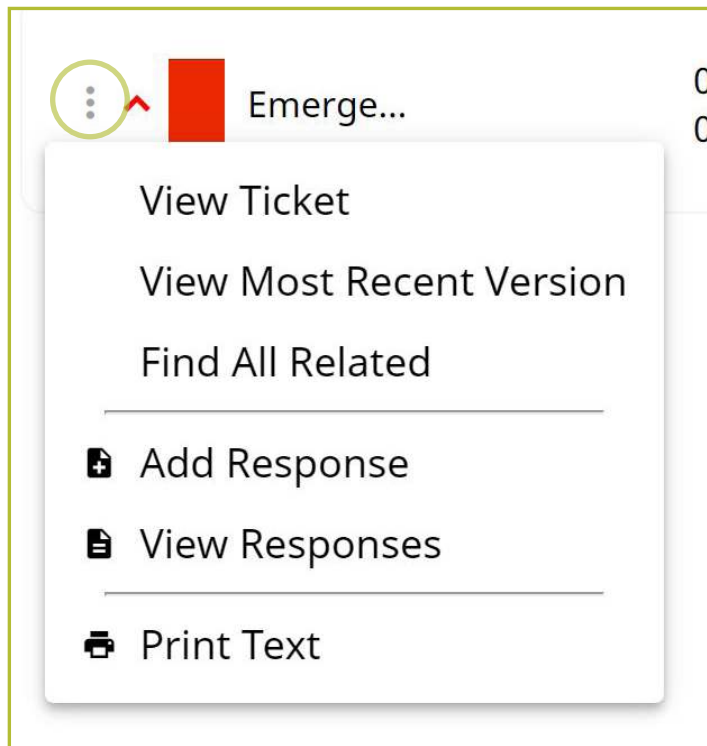
- A red rectangle indicates that the respective Location Request is an Emergency Ticket.
- An orange rectangle indicates that the respective Location Request is a Short Notice Ticket.
- A pink rectangle indicates that the respective Location Request is a Design Ticket.
- A blue rectangle indicates that the respective Location Request is a Meet Ticket.
- A black rectangle indicates that the respective Location Request is a Demolition Ticket.
- A yellow rectangle indicates that the respective Location Request is a Gas Emergency Ticket.

How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: *Three Dot Menu*

Within the **Service Area Tickets** tab, the **Response Due** tab, and the **All Responses** tab in the secondary ticket menu, you have a three-dot menu located at the beginning of each row on the dashboards. Clicking the three dots next to the ticket gives you the option to quickly view certain aspects as well as take a few quick actions on that ticket. The options that appear on each ticket can vary based on the Location Request itself. In this role, you can use the three-dot menu to:

- View Ticket
- View Most Recent Version
- Find All Related
- Add Response
- View Responses
- Print Text

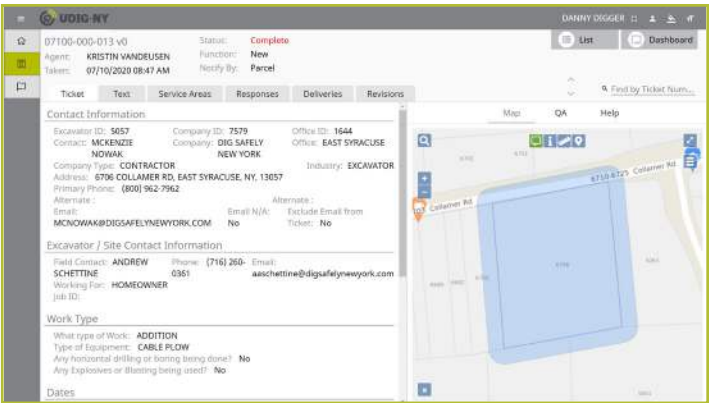


How to Utilize the Member—Positive Response Role

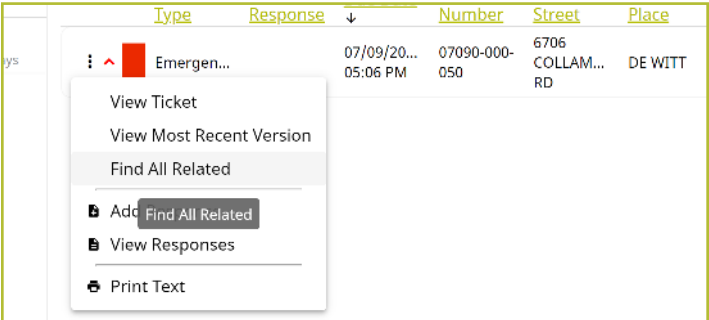
The Ticket Dashboard :: Three Dot Menu

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

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



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



| Filter by Ticket Number: Viewing related tickets. Go back to the last filter. Items per Page: 25 | | | | | | | | | | |
|---|------------------|----------------------|---------------|------------------|---------|---------------------|----------------------|---------------------|-----------------|--|
| Results: 2 | | | | | | | | | | |
| Ticket Type | Current Response | Response Due Date | Ticket Number | Street | Place | Service Area | Work Start Date | Company Name | Ticket Function | |
| Regular | | 07/15/20... 07:00 AM | 07100-000-003 | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | 07/15/20... 07:00 AM | DIG SAFELY NEW YORK | Locate Again | |
| Emergen... | | 07/09/20... 05:06 PM | 07090-000-050 | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | 07/09/20... 03:06 PM | DIG SAFELY NEW YORK | New | |

How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Three Dot Menu

Clicking on the **Add Response** option allows you to enter a response for the Service Area in which you are responsible. A pop-up box will appear over your current dashboard with the **Service Area Code** field, a **Code** field, and a **Comment** field.

If you are responsible for more than one Service Area, you will receive a Location Request for each Service Area in which you can respond.

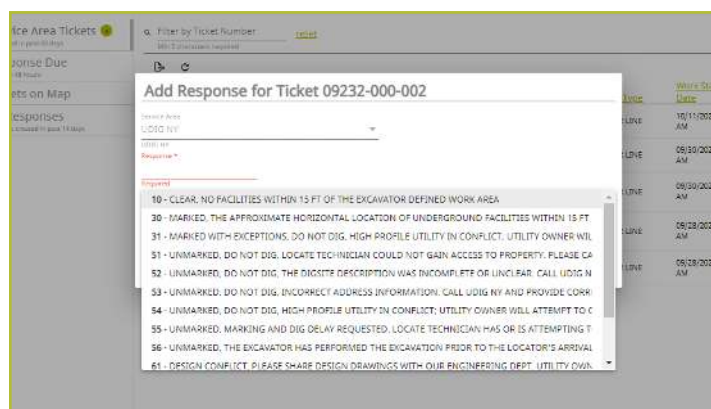
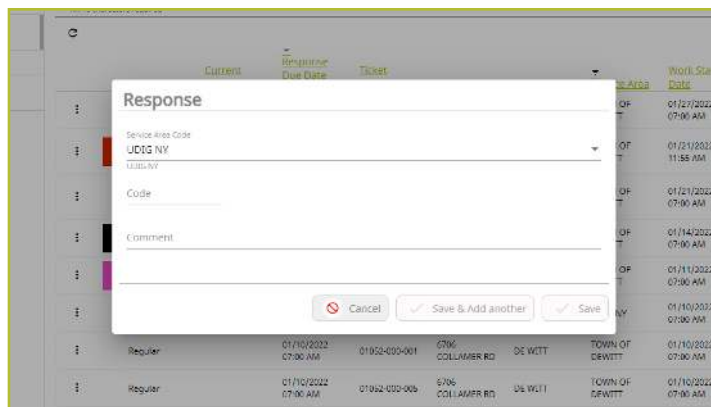
Clicking in the **Code** field will populate a list of response codes and their respective meanings in which you have the option to use as a response to the Location Request.

The **Comment** field is a customized field in which you can type freely.

Please note, if you are adding a response for a Service Area that has an existing response, you will be changing the response for your Service Area. It is recommended that you contact the Excavator if you are changing your response because the system will not actively notify the Excavator that a response has changed.

Additionally, if the Service Area responds per utility type; there would be an option to respond per utility type.

We will be discussing how to utilize the Exactix system for responding in more detail in the next section.



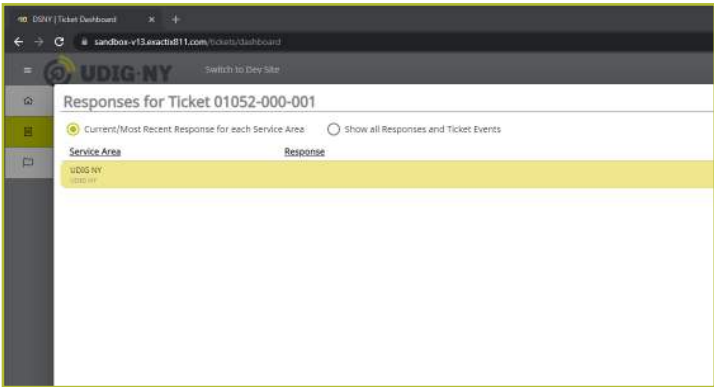
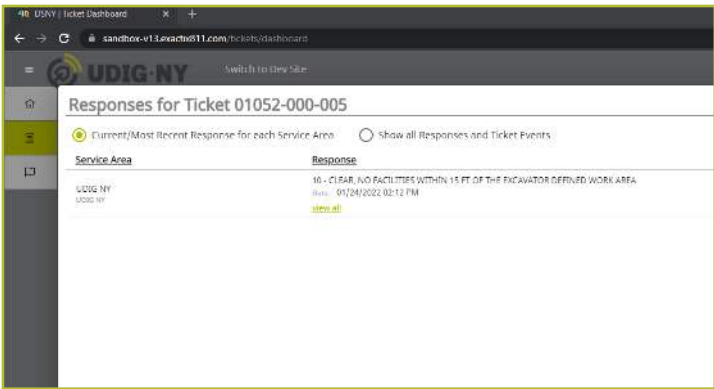
How to Utilize the Member—Positive Response Role

The Ticket Dashboard :: Three Dot Menu

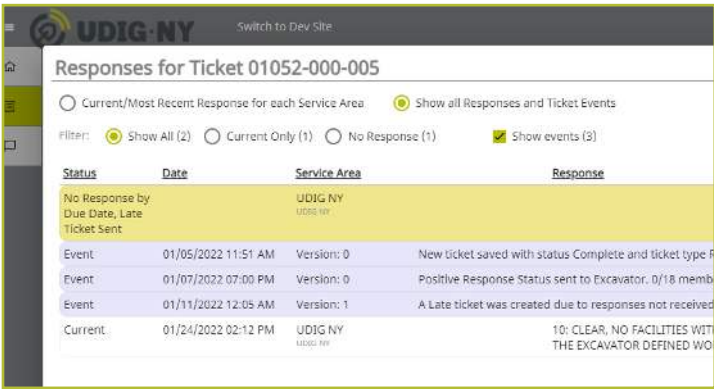
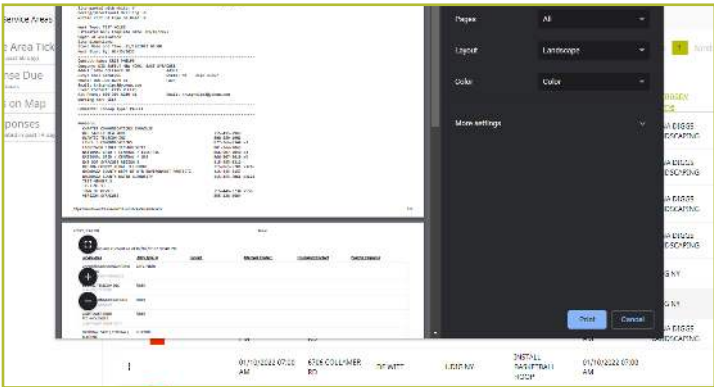
The **View Responses** option in the three-dot menu will open a pop-up box over your dashboard with a list view of responses per the Service Area(s) in which you are responsible.

By default, this pop-up box is displaying the most recent (current) response for the Service Area(s). To view all the responses, click the **Show all Responses and Ticket Events** radio button at the top under the ticket number. This view will give you information on when the Location Request was submitted and information on any responses entered for your respective Service Area(s), including the status, the date/time the response was entered, the response code, the response entry method, and any comments.

If you select this option for a Location Request that is missing a response from a Service Area, that row will be highlighted in a yellow/gold color.



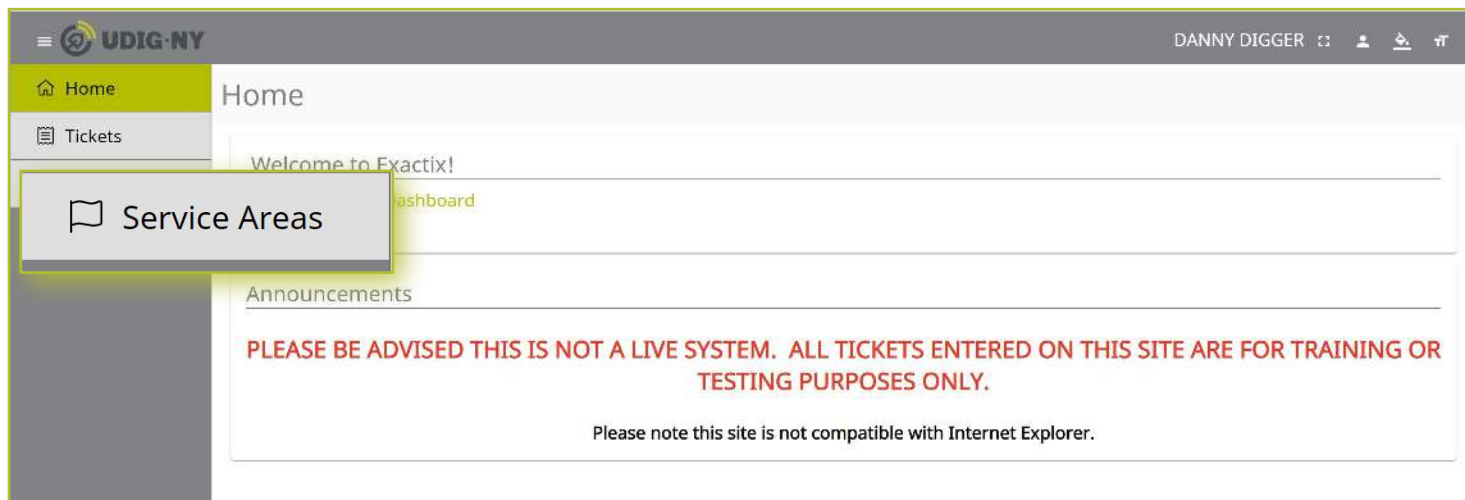
The **Print Text** option in the three-dot menu will generate a print window with that respective ticket text. It does not include the map. When this window is generated, you can choose to change the destination of the print device. This allows you to select **Save as PDF** instead of sending the document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



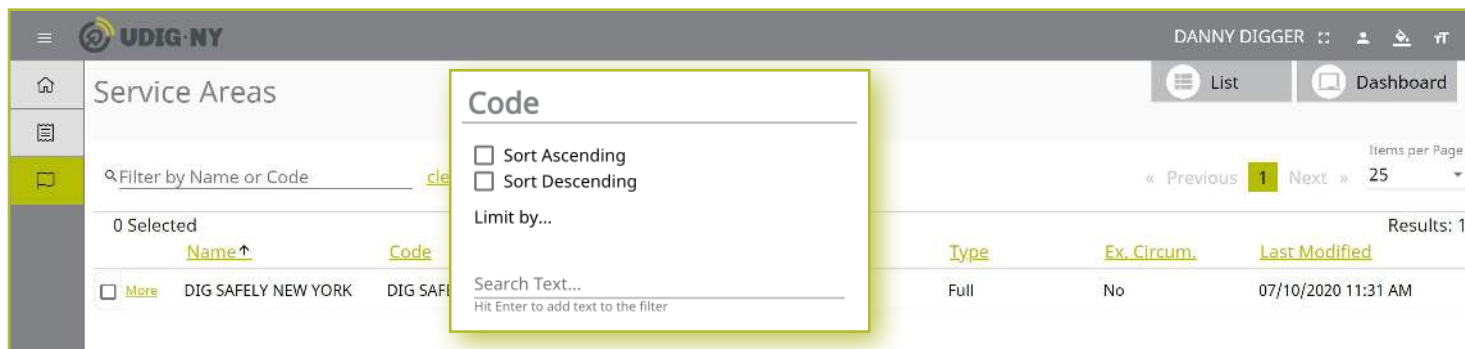
How to Utilize the Member—Positive Response Role

The Service Area Dashboard

Now that we have reviewed the **Tickets** menu option, which brings you to your ticket dashboard, let us quickly review the **Service Areas** menu option.



As previously stated, the **Service Areas** menu option will bring you to a page displaying the Service Areas you as a positive response member contact have access to.



Once you click on the **Service Areas** menu option, you will be taken to a new dashboard. This dashboard sorts the Service Areas in which you are responsible for by the following column headings.

- Name
- Code
- Open 24x7
- Active
- Type
- Last Modified

You also have the option to Filter your Service Areas by name or code using the field above the column headings.

All information in this menu dashboard is informational. Nothing can be edited by you, the user.

If you see anything that is incorrect or outdated, please contact UDig NY's Member Services Team to update your Service Area information.



How to

Configure Your Views and Filters

Configure Your Views and Filters

Explanation

Exactix provides you with the ability to customize how you view and filter the Location Requests that you have permissions to see, whether it is just your tickets, those tickets from your Office, or tickets submitted by your entire Company.

The view is composed of column headings that pull information from Location Requests. For example, the view will display the **Ticket Number**.

The filter options allow you to refine your search results. For example, you can filter to only show tickets that were submitted using manual mapping tools. Or, you can filter to only show tickets that were submitted in the last 7 days.

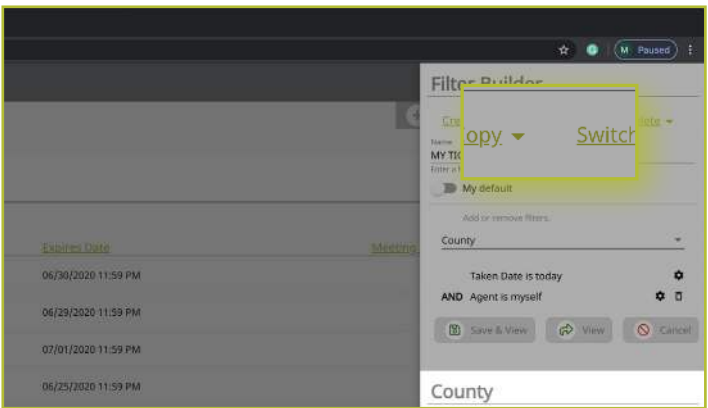
The views and filters can work together or alone, using customized ones of each or default system options.

Let's take a visual look at how you can customize and utilize views and filters.

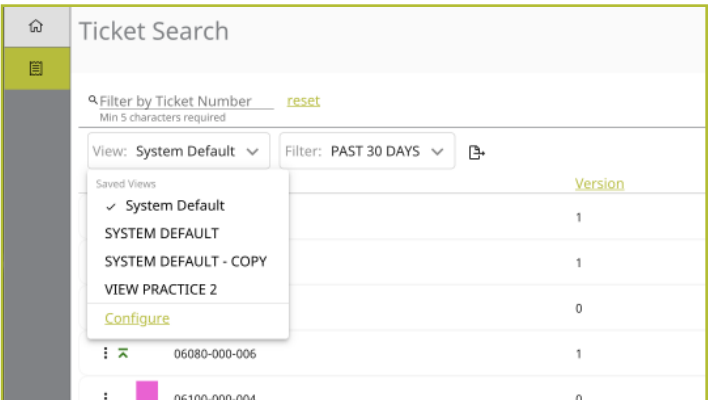
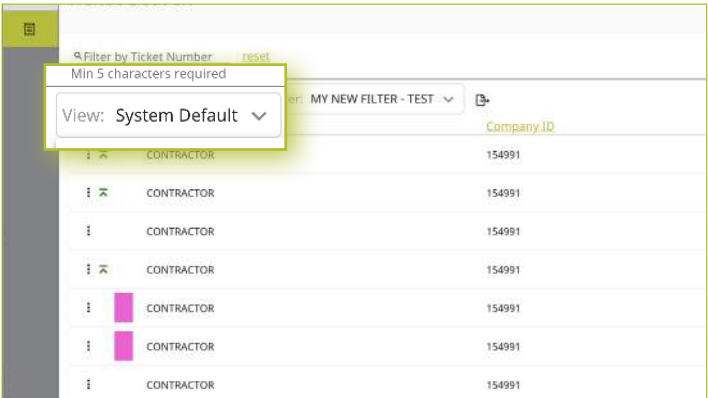
Configure Your Views and Filters

List and View buttons

After logging into the system and clicking on your ticket dashboard, click on the **List** option in the top right-hand corner under your name.



Clicking on **List** will bring up all the tickets you have permission to view using the System Default view and filter. To customize the way these tickets are displayed for better personal functionality, first, click on the **View: System Default** dropdown arrow. Next, click on the green **Configure** text.



Configure Your Views and Filters

Configuration of View

Clicking the **Configure** text will open a new view with a **Column Chooser** box.

The screenshot shows the UDigNY Ticket Search interface. The main area displays a table of tickets with columns: County, Job Number, Agent, Taken Date, Ticket Number, and Company Name. The sidebar on the right is titled "Column Chooser" and contains a "Create/Copy" dropdown, a "Switch" dropdown, and a "Delete" dropdown. Below these are sections for "SYSTEM DEFAULT" and "My default". The "My default" section lists columns: County, Job Number, Agent, Taken Date, Ticket Number, Company Name, and Company ID. At the bottom of the sidebar are buttons for "Save & View", "View", and "Cancel".

To build your own configuration to view tickets, click on the **Create/Copy** dropdown text. You can choose to build your view from scratch by clicking on the **New empty view** option, or build off of a current view by clicking on that view name (i.e., **System Default**).

This close-up shows the "Column Chooser" sidebar with the "Create/Copy" dropdown menu open. The menu options are: "New empty view", "Copy a saved view", "System Default", "SYSTEM DEFAULT" (with a checkmark), "SYSTEM DEFAULT - COPY", and "VIEW PRACTICE 2". The background shows the "Company Name" column of the ticket list.

Configure Your Views and Filters

System Default

By selecting an existing view, you are creating a copy of that view. Let’s go over how to build off the **System Default** view. You will notice after selecting the view, the **Name** field will add the word “copy.” Your new view name would be “SYSTEM DEFAULT – COPY.” This can be edited and renamed to something of your choosing, or you can opt to keep it as is.

Under the **Name** field, you will see the current columns within that pre-existing view.

You can choose to keep these columns or delete them at any time by using the **trash can** icon to the right of each column title.

Column Chooser

[Create/Copy](#) ▾ [Switch](#) ▾ [Delete](#) ▾

Name

SYSTEM DEFAULT - COPY

Enter a Name to save

☐ My default

Add or remove columns. To change the column order, drag and drop a field.

| | |
|---------------|----|
| County | 🗑️ |
| Job Number | 🗑️ |
| Agent | 🗑️ |
| Taken Date | 🗑️ |
| Ticket Number | 🗑️ |
| Company Name | 🗑️ |
| Company ID | 🗑️ |

To add a column to your view, click on the **+Add a column** text under the existing column options. Clicking this will add a blank column to your list. Click on the blank field and use the scroll bar to view the column options available to add to your view. Options that are available are those relevant to or directly on the Location Request creation form, which include things like:

- Job Number
- County
- Work Start Date
- Work Type
- And More

[+ Add a column](#)

| | |
|--------------|----|
| Company Name | 🗑️ |
| Company ID | 🗑️ |
| | 🗑️ |

| | |
|-----------------|--------------|
| NY SAFE EXCAVAT | Office Name |
| NY SAFE EXCAVAT | Office State |
| NY SAFE EXCAVAT | Office Zip |
| NY SAFE EXCAVAT | Place |
| NY SAFE EXCAVAT | QA Assessor |

Configure Your Views and Filters

System Default

To move the order of how your columns will be displayed on your **List** screen, click on the **six dots** to the left of the column titles. After clicking, “hold” and “drag” the column up or down, to your desired placement.

| | | | |
|---|---------------|---|---|
| ⋮ | County | ▼ | 🗑 |
| ⋮ | Job Number | ▼ | 🗑 |
| ⋮ | Agent | ▼ | 🗑 |
| ⋮ | Taken Date | ▼ | 🗑 |
| ⋮ | Ticket Number | ▼ | 🗑 |
| ⋮ | Company Name | ▼ | 🗑 |
| ⋮ | Company ID | ▼ | 🗑 |

Once you have created the view you would like to use, you can click on the **View** button at the bottom for single one-time use, or click on the **Save & View** button at the bottom to keep the new configuration in your view options. At any time during the process, you can click on the **Cancel** button to make the **Column Chooser** box disappear.

Column Chooser

Create/Copy ▼ Switch ▼ Delete ▼

Name

SYSTEM DEFAULT - COPY

Enter a Name to save

☐ My default

Add or remove columns. To change the column order, drag and drop a field.

| | | | |
|---|---------------|---|---|
| ⋮ | County | ▼ | 🗑 |
| ⋮ | Job Number | ▼ | 🗑 |
| ⋮ | Agent | ▼ | 🗑 |
| ⋮ | Taken Date | ▼ | 🗑 |
| ⋮ | Ticket Number | ▼ | 🗑 |
| ⋮ | Company Name | ▼ | 🗑 |

⚠ This item has been changed but not saved

📁 Save & View

↻ View

🚫 Cancel

my.UDigNY.org :: Access. Information. Support.

45

Configure Your Views and Filters

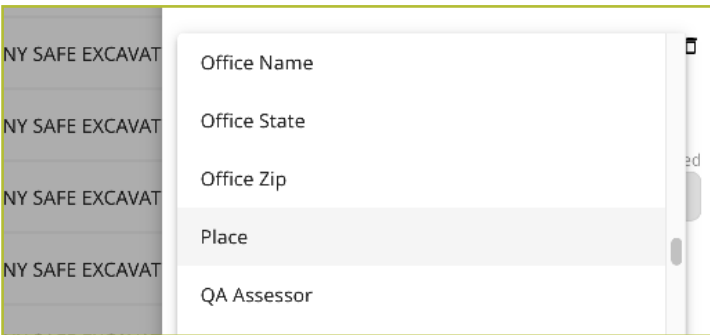
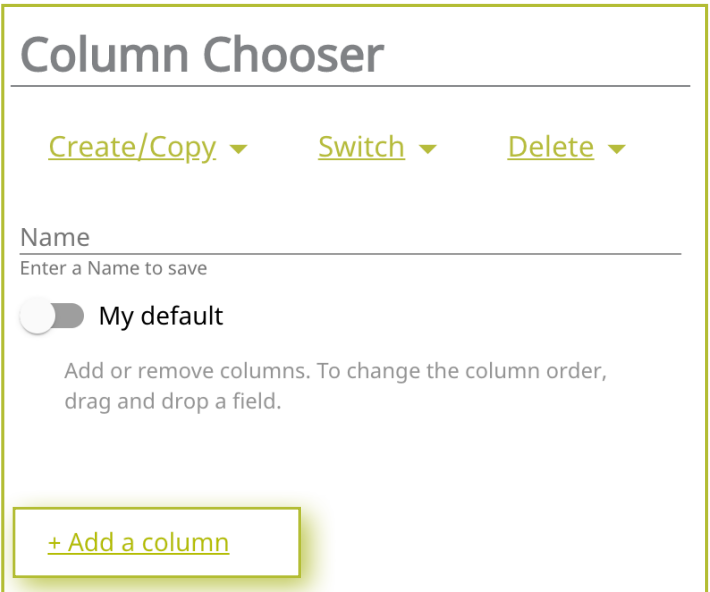
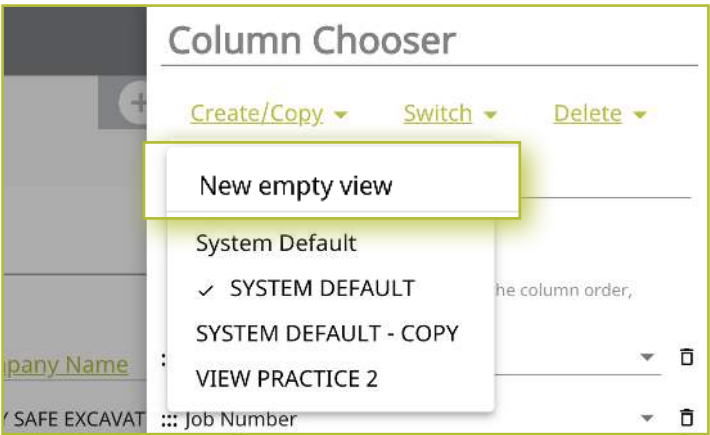
New Empty View

To start a view from scratch, click on the **Create/Copy** dropdown text, and then click on the **New Empty View** option.

This will provide you with a blank slate to create your filter. Start with the **Name** field and type in a view name for your configuration.

Next, click on the **+Add a column** text under the existing column options. Clicking this will add a blank column to your list. Click on the blank field and use the scroll bar to view the column options available to add to your view. Options that are available are those relevant to or directly on the Location Request creation form, which include things like:

- Job Number
- County
- Work Start Date
- Work Type
- And More



Configure Your Views and Filters

New Empty View

To move the order of how your columns will be displayed on your **List** screen, click on the **six dots** to the left of the column titles. After clicking, “hold” and “drag” the column up or down, to your desired placement.

You can choose to keep these columns or delete them at any time by using the **trash can** icon to the right of each column title.

| | | | |
|---|------------|---|---|
| ⋮ | County | ▼ | 🗑 |
| ⋮ | Job Number | ▼ | 🗑 |
| ⋮ | Agent | ▼ | 🗑 |
| ⋮ | Taken Date | ▼ | 🗑 |

| | | | |
|---|------------|---|---|
| ⋮ | County | ▼ | 🗑 |
| ⋮ | Job Number | ▼ | 🗑 |
| ⋮ | Agent | ▼ | 🗑 |

You can choose to make any view your default view so that every time you visit the List screen, the selected view will automatically be presented. To do this, make sure you toggle the **My Default** option in the **Column Chooser** box.

Once you have created the view you would like to use, you can click on the **View** button at the bottom of the **Column Chooser** box for single one-time use, or click on the **Save & View** button at the bottom of the **Column Chooser** box to keep the view in your options. At any time during the process, you can click on the **Cancel** button to make the **Column Chooser** box disappear.

Column Chooser

Create/Copy ▼ Switch ▼ Delete ▼

Name
NEW VIEW PRACTICE
Enter a Name to save

☒ My default

Add or remove columns. To change the column order, drag and drop a field.

| | | | |
|---|--------------|---|---|
| ⋮ | Company Type | ▼ | 🗑 |
| ⋮ | Company ID | ▼ | 🗑 |
| ⋮ | Expires Date | ▼ | 🗑 |
| ⋮ | Meeting Date | ▼ | 🗑 |

+ Add a column

⚠ This item has been changed but not saved

⚠ This item has been changed but not saved

Save & View

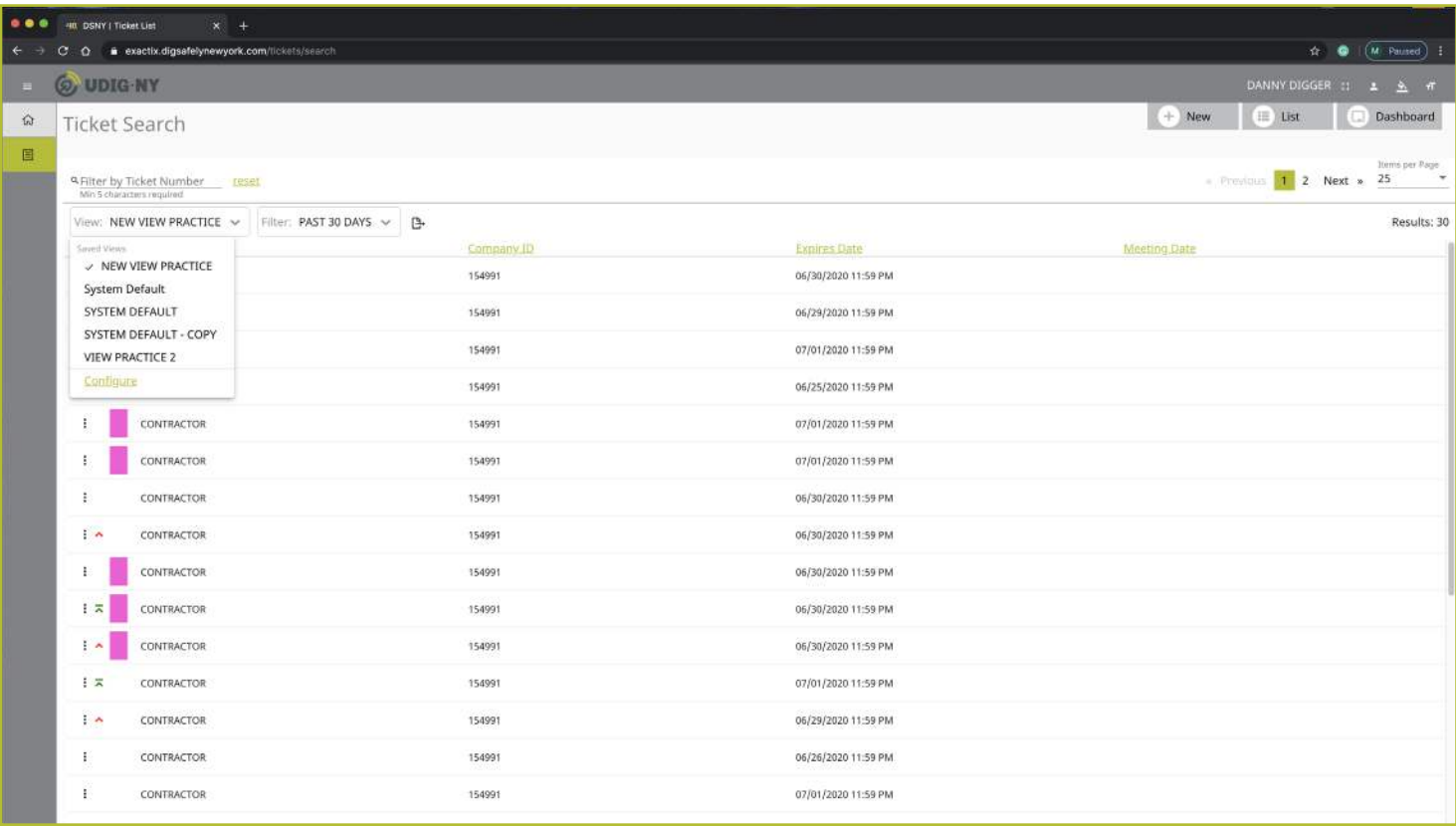
View

Cancel

Configure Your Views and Filters

Finding your saved Views

Once you have created your own view(s), you can find them at any time within the **List** screen by clicking the **View:** dropdown box under the **Filter by Ticket Number** field at the top left-hand corner of the screen.

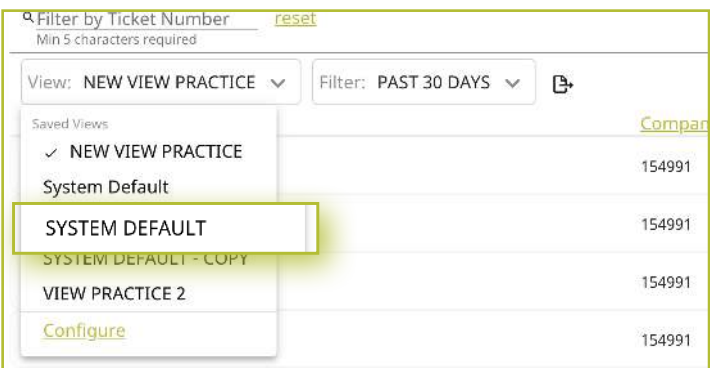


Configure Your Views and Filters

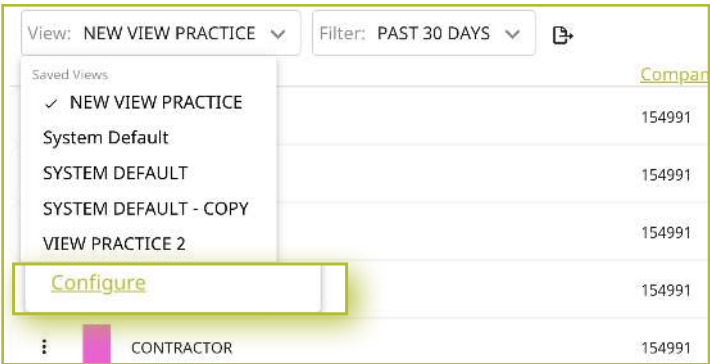
Finding your saved Views

You can choose to make any view your default view so that every time you visit the List screen, your desired view does not have to be selected. To do this:

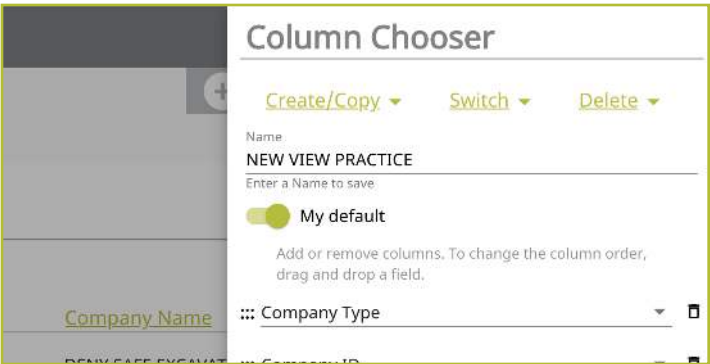
Select the view you would like as your default (*this can be an existing filter or a filter you have built*)



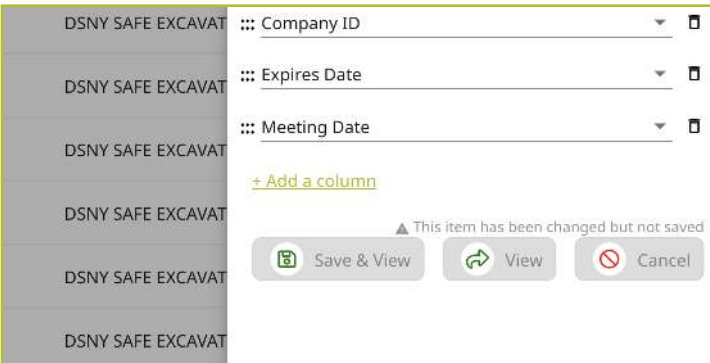
then click on the green **Configure** text.



Within the **Column Chooser** box, toggle the **My Default** option



and then click the **Save and View** button at the bottom.



Configure Your Views and Filters

Filters

On the **List** screen, you also have the option to build your own filters. The filters allow you to refine your search of tickets based on things like:

- Time
- Types of tickets
- Types of mapping
- And more

In addition to configurable options, UDig NY has built and saved several global filters for you to choose from. To view these options, click on the **Filter: System Default** dropdown box to the right of the **View: System Default** box.

The screenshot shows the UDig NY Ticket Search interface. A dropdown menu is open for the 'Filter: System Default' dropdown box. The menu lists several saved filters: 'MY TICKETS', 'PAST 30 DAYS', 'PAST 30 DAYS - COPY', 'PAST 7 DAYS', 'System Default' (which is selected with a checkmark), 'TODAYS TICKETS', and 'TODAYS TICKETS TEST'. There is also a 'Configure' link at the bottom of the dropdown. The background shows a table of tickets with columns for Ticket Number, Taken Date, and Company Name. The table is currently displaying 25 items per page, and the results are sorted by Taken Date.

| Ticket Number | Taken Date | Company Name |
|---------------|---------------------|----------------------|
| 06110-000-004 | 06/17/2020 12:05 AM | DSNY SAFE EXCAVATING |
| 06090-000-027 | 06/17/2020 12:05 AM | DSNY SAFE EXCAVATING |
| 06090-000-024 | 06/17/2020 12:05 AM | DSNY SAFE EXCAVATING |
| 06100-000-001 | 06/16/2020 12:05 AM | DSNY SAFE EXCAVATING |
| 06090-000-026 | 06/13/2020 12:05 AM | DSNY SAFE EXCAVATING |
| 06110-000-004 | 06/11/2020 02:10 PM | DSNY SAFE EXCAVATING |
| 06080-000-006 | 06/11/2020 12:05 AM | DSNY SAFE EXCAVATING |
| 06100-000-004 | 06/10/2020 02:18 PM | DSNY SAFE EXCAVATING |
| 06100-000-003 | 06/10/2020 12:45 PM | DSNY SAFE EXCAVATING |
| 06100-000-002 | 06/10/2020 12:20 PM | DSNY SAFE EXCAVATING |
| 06100-000-001 | 06/10/2020 12:00 PM | DSNY SAFE EXCAVATING |
| 06090-000-029 | 06/09/2020 04:26 PM | DSNY SAFE EXCAVATING |
| 06090-000-028 | 06/09/2020 04:14 PM | DSNY SAFE EXCAVATING |
| N/A | 06/09/2020 04:13 PM | DSNY SAFE EXCAVATING |
| 06090-000-027 | 06/09/2020 03:53 PM | DSNY SAFE EXCAVATING |

Configure Your Views and Filters

Filters

To configure your own filter, click on the green **Configure** text at the bottom of the filter dropdown. Clicking the **Configure** text will open a new view with a **Filter Builder** box.

| TICE | Filter: System Default | |
|------|------------------------|------------|
| Type | Saved Filters | Company ID |
| OR | MY TICKETS | 154991 |
| OR | PAST 30 DAYS | 154991 |
| OR | PAST 30 DAYS - COPY | 154991 |
| OR | PAST 7 DAYS | 154991 |
| OR | ✓ System Default | 154991 |
| OR | TODAYS TICKETS | 154991 |
| OR | TODAYS TICKETS TEST | 154991 |
| OR | Configure | 154991 |

Filter Builder

Create/Clone Switch Delete

You are viewing the System Default that is used when you don't have a default set. If you don't want this to be your default filter, create a new one or pick an existing one and set it as your default and save it.

Name

SYSTEM DEFAULT

Enter a Name to save

My default

Add or remove filters:

Taken Date is in the last 30 days

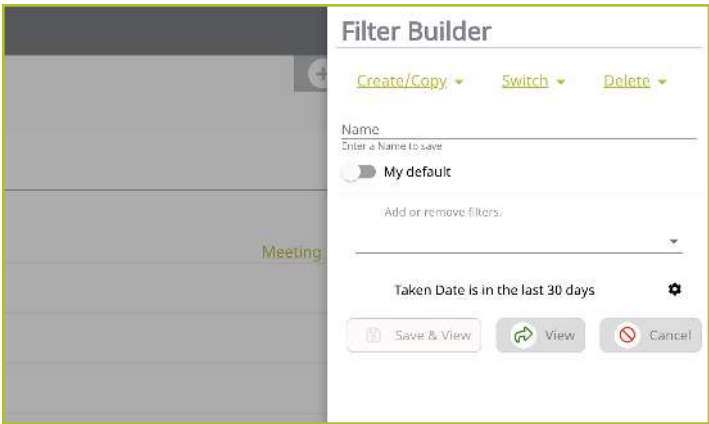
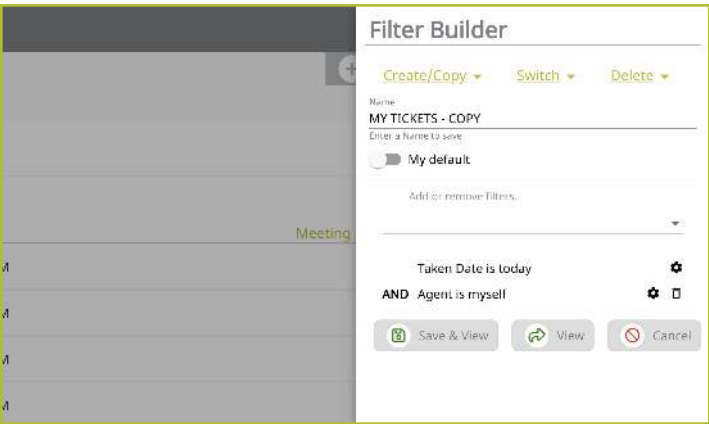
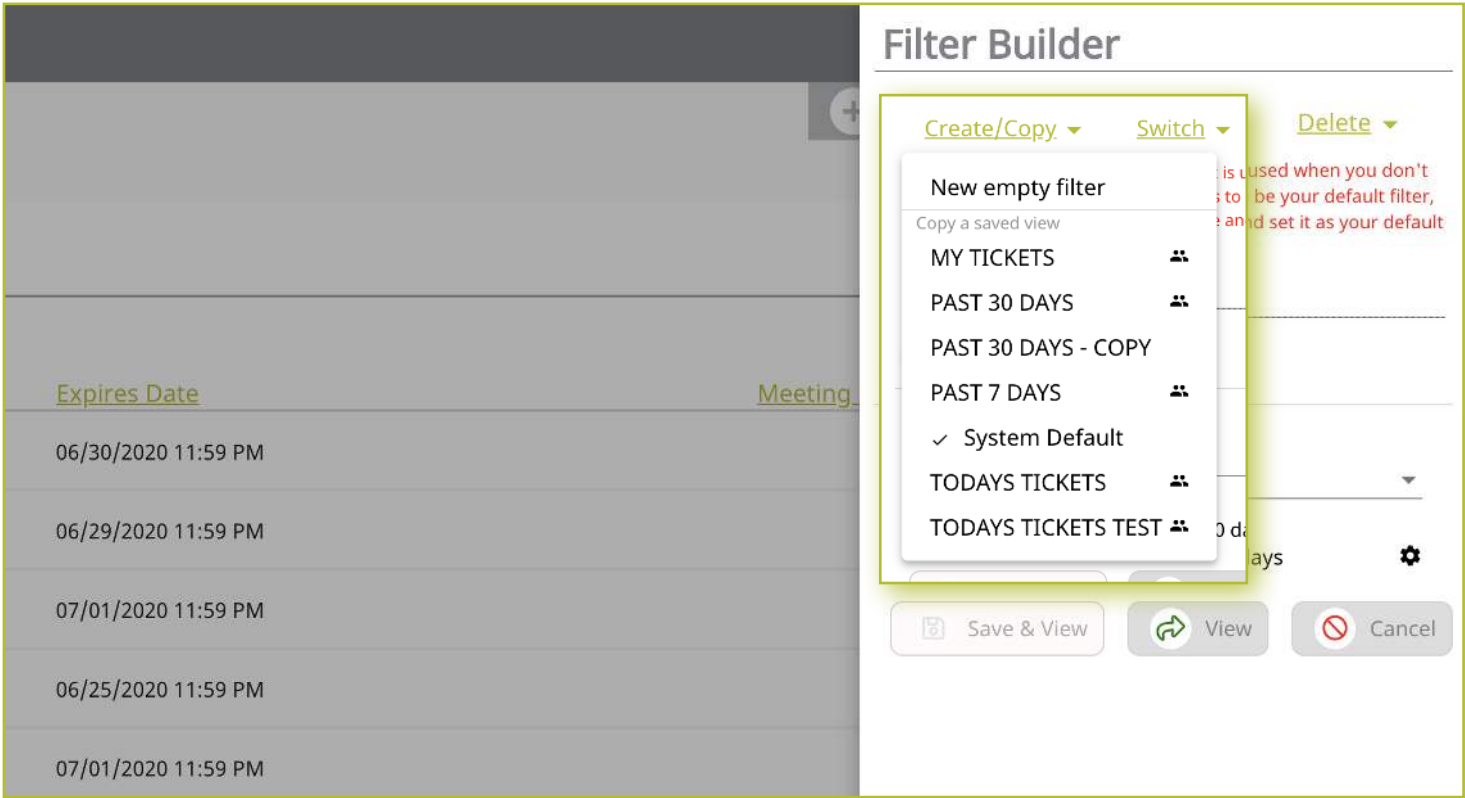
Save & View View Cancel

| Expires Date | Meeting |
|---------------------|---------|
| 06/30/2020 11:59 PM | |
| 06/29/2020 11:59 PM | |
| 07/01/2020 11:59 PM | |
| 06/25/2020 11:59 PM | |
| 07/01/2020 11:59 PM | |

Configure Your Views and Filters

Building a new filter

Within the **Filter Builder** box, click on the **Create/Copy** dropdown text, and then click on either the **New Empty Filter** option, or an existing filter in the list. Clicking on an existing filter gives you the ability to modify and add to an existing filter. Clicking on the **New Empty Filter** option, provides you with the opportunity to build a filter from scratch.



Configure Your Views and Filters

Building a new filter

To add filters, click in the empty text field dropdown and select from the available options. Each option will generate a pop-up for further information based on your selection to assist with building your filter.

The screenshot shows the 'Filter Builder' window. At the top, there are three buttons: 'Create/Copy', 'Switch', and 'Delete'. Below these, the 'Name' field is set to 'MY TICKETS - COPY'. There is a 'My default' toggle switch. A dropdown menu is open, showing 'Add or remove filters...'. Below the dropdown, the filter criteria are listed: 'Taken Date is today' and 'AND Agent is myself'. At the bottom, there are three buttons: 'Save & View', 'View', and 'Cancel'.

This screenshot shows the 'Filter Builder' window with the dropdown menu open. The dropdown menu lists several options: 'Agent', 'Company ID', 'Company Name', 'Company Type', 'County', and 'Create Source'. The 'County' option is highlighted.

For example, if you wanted to have a filter to view tickets in a specific county, select the **County** option from the dropdown menu. This will generate a pop-up window asking you to type one or more counties you would like to include into your filter.

Continue to add filters based on the options to refine the list of tickets visible that meet the criteria you are outlining.

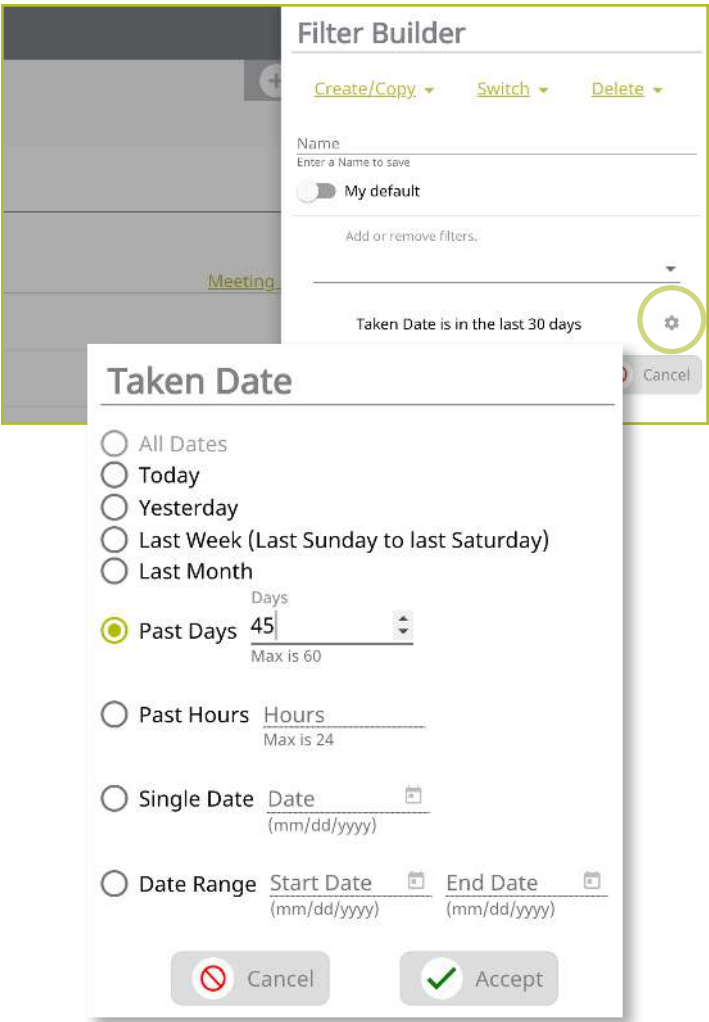
The screenshot shows a pop-up window titled 'County'. It has a search bar with the placeholder text 'Search Text...' and a hint 'Hit enter to add text to the filter'. Below the search bar, there are two buttons: 'Cancel' and 'Accept'.

This screenshot shows the 'County' pop-up window with the 'County' dropdown menu open. The dropdown menu lists 'CORTLAND' and 'OSWEGO' as selected counties. Below the dropdown, there is a search bar with the placeholder text 'Search Text...' and a hint 'Hit enter to add text to the filter'. At the bottom, there are two buttons: 'Cancel' and 'Accept'.

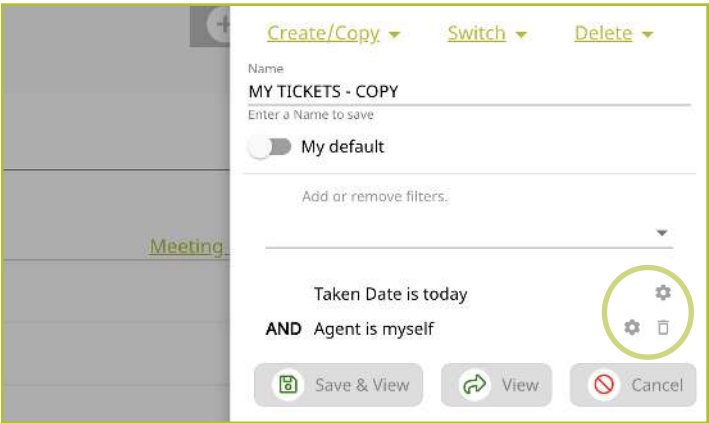
Configure Your Views and Filters

Building a new filter

By default, the **New Empty Filter** option filters tickets in the last 30 days. To change this, click on the **gear** icon next to the text.



If you are modifying or adding to an existing filter, you will see that same **gear** icon next to the pre-set parameters that filter is generating. You can change these by clicking on the **gear** icon to meet your needs.



Configure Your Views and Filters

Viewing and selecting default filters

Once you have created your own filter(s), you can find them at any time within the **List** screen by clicking the **Filter:** dropdown box under the **Filter by Ticket Number** field at the top left-hand corner of the screen.

Just like the views, you can also make any filter your default filter so that every time you visit the **List** screen, your desired filter does not have to be selected. To do this, select the filter you would like as your default (this can be an existing filter or a filter you have built), then click on the **Configure** text. Within the **Filter Builder** box, toggle the **My Default** option and then click the **Save and View** button at the bottom.

Filter by Ticket Number: [reset](#)
Min 5 characters required

View: NEW VIEW PRACTICE

| | Company Type | Company ID | Ext |
|--------------------------|--------------|------------|------|
| <input type="checkbox"/> | CONTRACTOR | 154991 | 06/3 |
| <input type="checkbox"/> | CONTRACTOR | 154991 | 06/2 |
| <input type="checkbox"/> | CONTRACTOR | 154991 | 07/0 |
| <input type="checkbox"/> | CONTRACTOR | 154991 | 06/2 |
| <input type="checkbox"/> | CONTRACTOR | 154991 | 07/0 |
| <input type="checkbox"/> | CONTRACTOR | 154991 | 07/0 |
| <input type="checkbox"/> | CONTRACTOR | 154991 | 06/3 |
| <input type="checkbox"/> | CONTRACTOR | 154991 | 06/3 |
| <input type="checkbox"/> | CONTRACTOR | 154991 | 06/3 |
| <input type="checkbox"/> | CONTRACTOR | 154991 | 06/3 |

Filter: MY NEW FILTER - TEST

MY TICKETS

PAST 30 DAYS

PAST 30 DAYS - COPY

PAST 7 DAYS

System Default

TODAYS TICKETS

TODAYS TICKETS TEST

[Configure](#)

Filter Builder

[Create/Copy](#) [Switch](#) [Delete](#)

Name
MY NEW FILTER - TEST
Enter a Name to Save

☒ My default

Add or remove filters.

Taken Date is in the last 45 days

AND County is ONONDAGA

[Save & View](#) [View](#) [Cancel](#)

Configure Your Views and Filters

Using the Views and Filters

Using the Views and Filters on your List screen, gives you the ability to refine the number of tickets and types of tickets you are viewing. This gives you the ability to manage your work in your own way and use the data to make internal decisions on things like priorities.

For assistance with configuring views or filters, please contact UDig NY's Web Services team.



How to Utilize
Multiple Roles with One Account

How to Utilize Multiple Roles with One Account

Explanation

As a web user in a Member role, you can have multiple roles in the Exactix system facilitated by one single login/account. This includes Excavator roles.

For example, Danny Digger is a Member—Positive Response user within the Exactix system for UDig NY. Danny is also an Excavator for UDig NY and needs access to both respond to Location Requests for his organization, and place Location Requests for his organization.

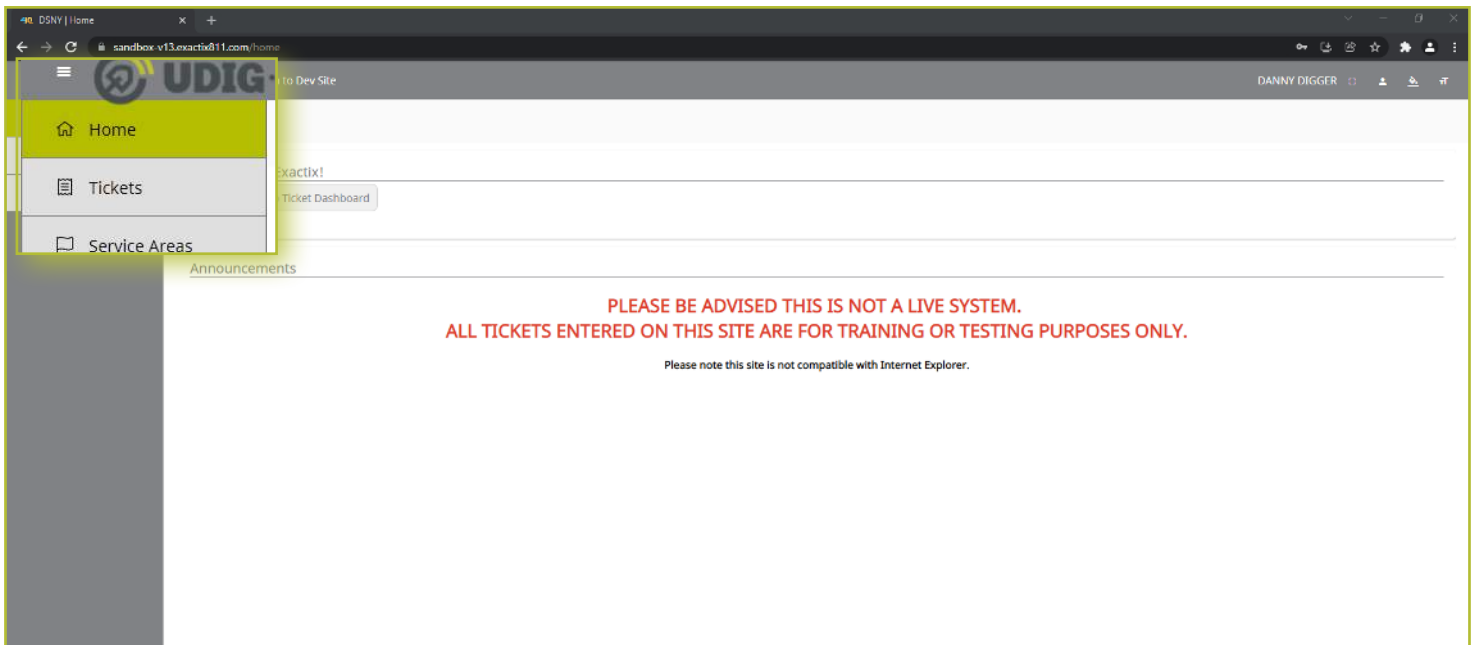
Let's take a look at how to navigate dual roles in the Exactix system. For this document, we will be using the Member—Positive Response role and the Excavator—Tickets role.

How to Utilize Multiple Roles with One Account

Navigating the Tickets Dashboard

Once you have logged into your Exactix account you will see your menu options on the left-hand side. For the Member—Positive Response Role, these options include:

- Home
- Tickets
- Service Areas

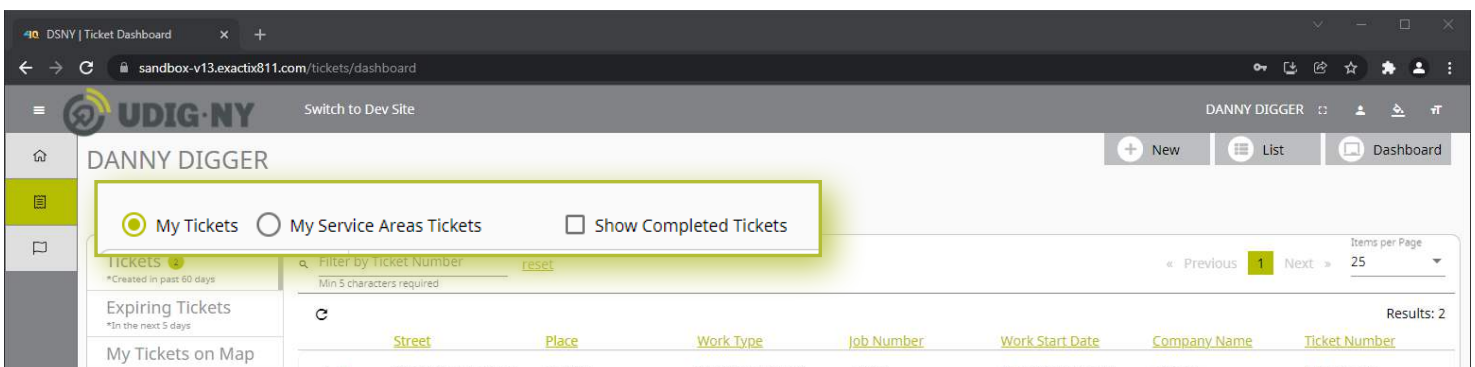


Clicking on the **Tickets** menu option will take you to your ticket dashboard. You can also click on the green **Go to Ticket Dashboard** text on your **home screen**.

When you get to your ticket dashboard, you will see radio buttons on the top of your secondary ticket menu.

These are:

- My Tickets
- My Service Areas Tickets



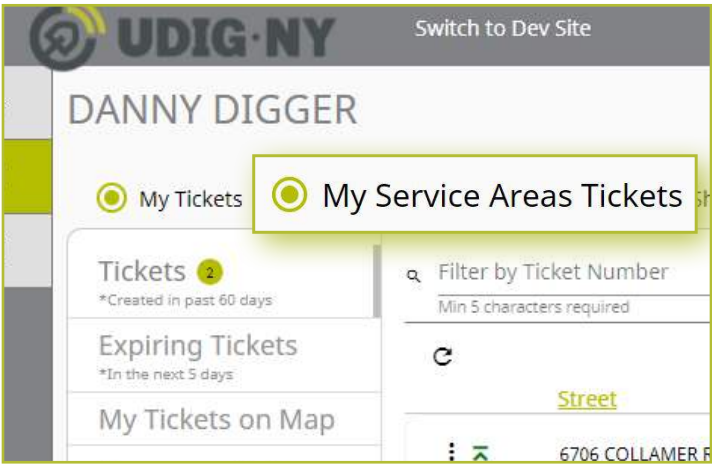
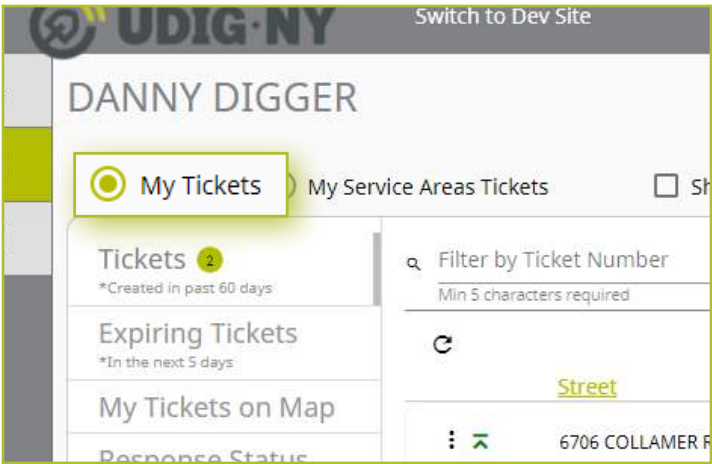
How to Utilize Multiple Roles with One Account

Switching between account types

The **My Tickets** radio button will be selected by default and this is your Excavator Dashboard for your Excavator role(s).

Selecting the **My Service Areas Tickets** will change your secondary ticket menu and is used for your Member role.

You can toggle back and forth between the Excavator dashboard and the Member dashboard by utilizing these radio buttons.



How to Utilize Multiple Roles with One Account

Secondary Ticket Menu

The primary Excavator role for web users is the Excavator—Tickets Role and is used to submit Regular/Legal Location Requests. To read about each of the Excavator roles, how to submit a Location Request, and how to navigate the tickets dashboard, please review the External Web User guide, or visit **My.DigSafelyNewYork.com** and click on Exactix Web User Support for information and videos on the roles.

The Excavator roles have a secondary ticket menu with the following tabs.

- Tickets
- Expiring Tickets
- My Tickets on Map
- Response Status

Tickets 14
*Past 60 days

Expiring Tickets 1
*In the next 5 days

My Tickets on Map

Response Status 14

Filter by Ticket Number [reset](#)
Min 5 characters required

| | Street | Place | Wo |
|---|------------------|--------------------|-----|
| : | 10165 TREVETT RD | SPRINGVILLE, 14141 | REP |
| : | 19 BALLARD AVE | SLOATSBURG, 10974 | REP |
| : | 10 W ORVIS ST | MASSENA | LAN |

Tickets tab

Allow you to view all tickets you have permission to view, created within the last 60 days.

Expiring Tickets tab

In the secondary ticket menu, the **Expiring Tickets** tab will allow you to view all tickets that will be expiring in the next five (5) days.

My Tickets on Map tab

Allows you to view tickets close to you. This tab uses the location setting on the device you are utilizing.

The Response Status tab

Allows you to get a quick view of your tickets based on when the responses are due and how many responses have been received from notified utilities.



How to Utilize the
Excavator—Emergency Role

How to Utilize Excavator—Emergency Role

Explanation of Role

The Excavator—Emergency Role is intended for authorized Members also in Excavator role(s). All Location Requests created in this role will be in a **Completed** status upon submission.

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

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

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

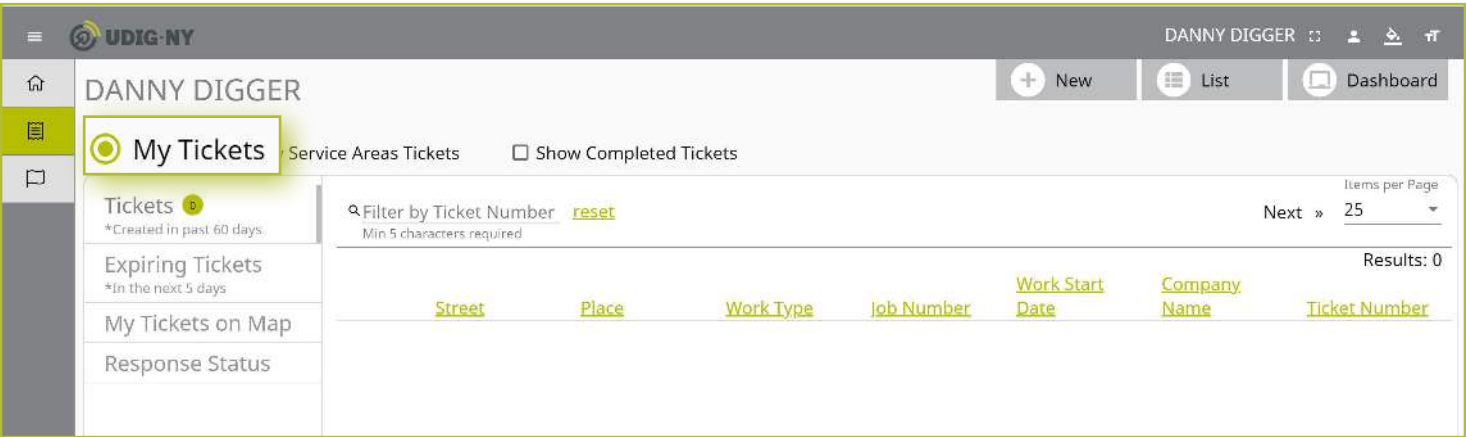
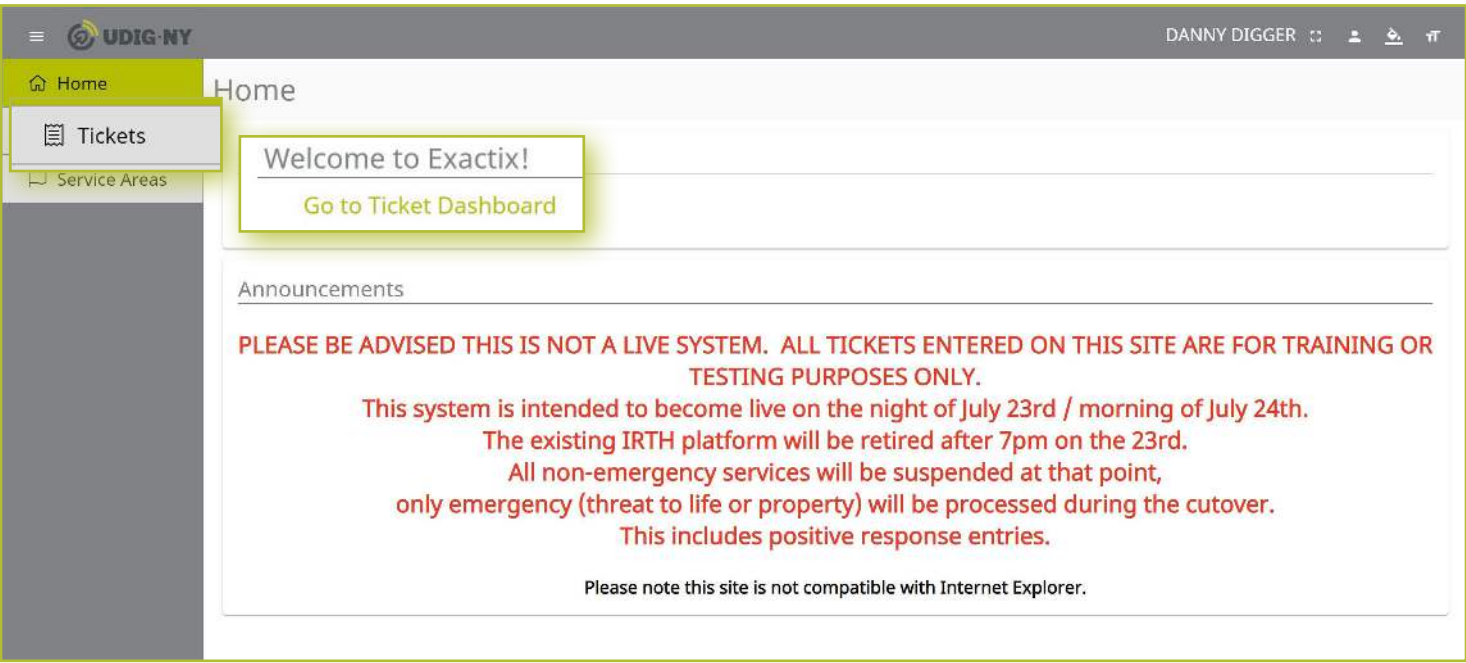
How to Utilize Excavator—Emergency Role

Submitting a New Location Request

To start a new Emergency Location Request, go to your tickets dashboard by clicking the **tickets** menu option to the left-hand side of the screen, or by clicking on the green **Go to Ticket Dashboard** text on the **home screen**.

When you are on your ticket dashboard, make sure that the **My Tickets** radio button is selected. The **My Tickets** radio button provides you with your Excavator Dashboard.

Now, click on the **New** button under your name in the upper right-hand corner of the dashboard



How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Contact Information

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

UDIG-NY

Home Tickets

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

Function: New
Notify By:

Save as: Suspended
Abort/Discard

Map Help

Excavator ID: 23169
Company ID: 154991
Office ID: 17116
Contact Name: DANNY DIGGER
Company Name: DSNY SAFE EXCAVATING
Office Name: SYRACUSE OFFICE
Company Type: CONTRACTOR
Address 1: 6706 COLLAMER RD
Address 2:
City: EAST SYRACUSE
State: NY
Zip: 13057
Primary Phone: (315) 437-7394
Type: Alternate Contact #
Email: DODGGER@SAFEEXCAVATING.COM

Excavator / Site Contact Information

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

Work Type

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

Dates

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

Site Information

Dig Site Type: Street/Address
NY
Near:

Map of New York State showing major cities and highways.

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

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

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

Contact Information

Excavator ID

73169

Contact Name

DANNY DIGGER

Company Type

CONTRACTOR

Address 1

6706 COLLAMER RD

Address 2

City

EAST SYRACUSE

Primary Phone

(315) 437-7394

Type

Alternate Contact #

Email

DDIGGER@SAFEEXCAVATING.COM

Company ID

154991

Company Name

DSNY SAFE EXCAVATING

Office ID

17116

Office Name

SYRACUSE OFFICE

Industry

ENVIRONMENTAL CLEAN-UP

State

NY

Zip

13057

Type

Alternate Contact #

Alternate Contact

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

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

Email

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

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

Cell

Email

Phone

Alternate Contact #

Type

Cell

Alternate Contact #

Email

NSMITH@SAFEEXCAVATING.COM

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Excavator / Site Contact Information

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

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

Excavator / Site Contact Information

Field Contact

Phone

Email

+ Add additional Contact

Who are you doing the Work for

Job ID if you have one

Field Contact

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

Excavator / Site Contact Information

Field Contact

Phone

Email

+ 9134 MARY DOZER (222) 555-1234 DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA

73148 KEVIN SHOVEL (315) 555-5555 DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA

73151 NICK HANDY (315) 437-7394 DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA

73152 JOHN DOE (315) 437-7394 DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA

73169 JANE SMITH (315) 437-7394 DSNY SAFE EXCAVATING (154991) - SYRACUSE OFFICE 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA

7374 MARY DOZER (222) 555-1234 DSNY SAFE EXCAVATING (154991) - BUFFALO OFFICE 3637 UNION RD, SUITE 6, CHEEKTOWAGA, NY, 14225, ERIE

Field Contact

Steve Digger

Phone

(315) 437-7394

Email

SDIGGER@SAFEEXCATVATION.C

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

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

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

Working For

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

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

Excavator / Site Contact Information

Field Contact

Field Contact

+ Add additional Contact

Field Contact

—

JOHN DOE

Field Contact

—

STEVE DIGGER

Who are you doing the Work for

JANE DOE

Who are you doing the Work for

DOE'S SUPERMARKET

Who are you doing the Work for

NATIONAL FUEL GAS (NFG)

TOWN OF NORTH ELBA (TWN N ELBA)

TOWN OF NORTH SALEM (TWN N SALEM)

NIAGARA FRONTIER TRANSPORTATION AUTHORITY (NFTA)

TOWN OF NORTH CASTLE (TWN N CASTLE)

VILLAGE OF NORTH HORNEILL (VIL N HORNEILL)

NEW YORK STATE ELECTRIC & GAS (NYSEG)

VILLAGE OF NORTH COLLINS (VIL N COLLINS)

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

VILLAGE OF NORTH SYRACUSE (VIL N SYRACUSE)

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

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Job Number

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

Job ID if you have one

Job ID if you have one

Work Type

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

Work Type

What type of Work?

What type of Equipment?

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

Any Explosives or Blasting being used? *Blasting* ▼

What Type of Work?

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

Work Type

What type of Work?

ADDITION

ARCHAEOLOGICAL SURVEY

BASEMENT WATERPROOFING

BORING

BUBBLER REPAIR

BUILD BIKE TRAIL

BUILD RETAINING WALL

Work Type

What type of Work?

ADDITION

NEW DECK

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

What Type of Equipment

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

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

What type of Equipment?

BACKHOE

What type of Equipment?

BACKHOE SHOVEL MINI EXCAVATOR

What type of Equipment?

AIR COMPRESSOR
AIR KNIFE
ASPHALT RECLAIMER / MILLING MACHINE
AUGER
BACKHOE
BOBCAT / SKID STEER
BORING MACHINE
BREAKER
BULLDOZER
CABLE PLOW

Any horizontal drilling or boring being done?

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

Any horizontal drilling or boring being done?

Yes
No

Any Explosives or Blasting being used?

Blasting

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Any Explosives or Blasting Being Used?

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

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

Any Explosives or Blasting being used?

Yes

No

Confirm Using Explosives or Blasting

Are you sure you will be using explosives or blasting?

⊘

No

✓

Yes

Any Explosives or Blasting being used?

Blasting

No

How to Utilize Excavator—Emergency Role


Submitting a New Location Request


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

As a web user in the Excavator—Emergency Role, you will also be in the Excavator—Tickets Role, meaning that you have access to submit Regular/Legal Location Requests and Emergency Location Requests.


There are two ways to trigger an Emergency Location Request. First, next to the **Work Start Date and Time** field, you can see the green **now** text near the calendar icon. Clicking this means that you are requesting your work start date and time to the date/time of submission.

Dates


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


Estimated Work Complete Date: 07/27/2020 


Location request expires if work does not start by: 08/10/2020

Priority/Ticket Type: Regular 

Dates


Work Start Date and Time: 07/22/2020, 10:44 AM  **reset**


Estimated Work Complete Date: 07/22/2020 

Priority/Ticket Type: Emergency 

You can also trigger an Emergency Location Request by changing the **Priority/Ticket Type** field. Use the dropdown options to select **Emergency** from the list. Please note, if you trigger the Emergency Location Request by using the green **now** text next to the **Work Start Date and Time** calendar icon, your **Priority/Ticket Type** will automatically change to **Emergency**.

Dates

Work Start Date and Time: 07/22/2020, 09:59 AM  **now** **reset**

Estimated Work Complete Date: 07/22/2020 

Priority/Ticket Type:

Emergency


Regular


Once you trigger the **Emergency** priority/ticket type, a **Confirm Emergency** window will open over your Location Request creation screen. This window asks you two questions that are necessary to constitute an Emergency Location Request.

The questions are:



- Is this emergency an immediate threat to life, property, or the discontinuance of vital utility?
- Is the crew on way or onsite?

Confirm Emergency

Is this emergency an immediate threat to life, property, or the discontinuance of a vital utility? 

Is the crew on way or onsite? 

Advisement: It is recommended that once the emergency situation is resolved, a regular location request be submitted for any non-emergency excavations at the site.

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

You can select **yes** or **no** from the first question dropdown option. If you select no, you are not able to answer the second question, and you can either click the **cancel** or **ok** button at the bottom of the window. Clicking the **ok** button will trigger a **Confirm Short Notice** disclaimer window, asking you if you would like to comply with the law and change your work start date to be that of a Regular/Legal Location Request. Clicking the **Yes** button at the bottom of this window will bring you back to your Location Request creation form and the **Work Start Date and Time** field will default to the next legal start date based on the date of your submission. It will also default the **Priority/Ticket Type** to read **Regular**.

Clicking **No** on the **Confirm Short Notice Window** will bring you back to the Location Request creation form but trigger an error, as you do not have permissions to submit Short Notice Location Requests through your online account. In your roles, you only have permissions to submit Regular/Legal Location Requests and Emergency Location Requests.

Per Code Rule 753, an Emergency Location Request must be one that is an immediate threat to life, property, or the discontinuance of vital utility. If you select **Yes** to this question in the **Confirm Emergency** window, you are able to answer the second question, which is whether your crew is on the way to the site, or onsite. You have the option to select either of these, as your crew must be onsite or on the way to the site if your excavation is an Emergency. Select from the dropdown list and click the **ok** button at the bottom of the window.

Once you complete this, you will have successfully triggered an Emergency Location Request and your **Dates** section will reflect this in the Location Request creation form.

Confirm Emergency

Is this emergency an immediate threat to life, property, or the discontinuance of a vital utility? No

Is the crew on way or onsite?

Advisement: It is recommended that once the emergency situation is resolved, a regular location request be submitted for any non-emergency excavations at the site.

Cancel OK

Confirm Short Notice

I am required to remind you this phone call is being recorded and digging without at least two full working days advanced notice is illegal. UDig NY discourages illegal excavation work on less than two working days' notice. Doing so may result in damage to property, personal injury, death, civil liability and/or an enforcement action by OSHA or the Public Service Commission. Placement of this call will not eliminate your potential civil or criminal liability for violation of the law.

Would you like to change the start date to comply with Code Rule 753?

Yes No

DANNY DIGGER

action: New

ify By: [dropdown]

g being done?

22/2020, 10:38 AM [now] [reset]

An error occurred on the server which has been logged for our support team. Please contact support if this error continues.

Confirm Emergency

Is this emergency an immediate threat to life, property, or the discontinuance of a vital utility? Yes

Is the crew on way or onsite? On way to site

Advisement: It is recommended that once the emergency situation is resolved, a regular location request be submitted for any non-emergency excavations at the site.

Cancel OK

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Site Information

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

- Street/Address
- Intersection
- Between Intersections

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

| | |
|------------------------------------|------------------------------------|
| Site Information | |
| Street/Address | reset |
| Intersection | |
| Between Intersections | |
| | <i>Place</i> |
| <i>Nearest Intersecting Street</i> | <i>Nearest Intersecting Street</i> |

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Street/Address

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

The screenshot shows the 'Site Information' section of the UDigNY form. The 'Dig Site Type' dropdown is set to 'Street/Address'. The 'State' is 'NY' and 'County' is 'ON'. The 'Place' is 'DE WITT'. A list of potential matches for the address is shown below the 'County' field.

| State | County |
|-------|----------|
| NY | ONONDAGA |

| Street/Address |
|--|
| 6706 |
| 6453-6499 CO RT 67, MEMPHI (ONONDAGA, NY) |
| 6453-6499 CO RT 67, VAN BUREN (ONONDAGA, NY) |
| 6466-6499 CO RT 67, WARNER (ONONDAGA, NY) |
| 1193-2799 RT 67, AMSTERDA (SARATOGA, NY) |
| 0-2799 RT 67, AMSTERDA (MONTGOMERY, NY) |
| 0-3499 RT 67, AMSTERDAM (MONTGOMERY, NY) |
| 0-1862 RT 67, BALLSTON (SARATOGA, NY) |
| 681-2336 RT 67, BALLSTON LAK (SARATOGA, NY) |
| 0-1309 RT 67, BALLSTON SPA (SARATOGA, NY) |
| 2886-3510 RT 67, BLUSKIR (BENSSELAER, NY) |

| Place |
|---------|
| DE WITT |

State

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

County

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

Street/Address

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

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

Place

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

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Nearest Intersecting Street

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

Dates

RT 2980 FT

BRITTONFIELD PKWY395 FT

CO RT 251496 FT

FLY RD496 FT

CO RT 77498 FT

I 4811183 FT

LAW DR1221 FT

COLLAMER CROSSINGS2382 FT

COLLAMER CROSSINGS PKWY2382 FT

ASPEN PARK BLVD2393 FT

20

06/10/2020

reset

Place

DE WITT

Nearest Intersecting Street

(449 FT)

Nearest Intersecting Street

FLY RD

(449 FT)

Additional Work Information

Are you working on both sides of street?

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

Is the excavation site marked in white?

Locate Instructions:

Depth of Excavation:

Work Site Dimensions:

Comments:

Length:

Save/Suspend

Nearest Intersecting Street

RT 2980 FT

BRITTONFIELD PKWY395 FT

CO RT 251496 FT

FLY RD496 FT

CO RT 77498 FT

I 4811183 FT

LAW DR1221 FT

COLLAMER CROSSINGS2382 FT

COLLAMER CROSSINGS PKWY2382 FT

ASPEN PARK BLVD2393 FT

Nearest Intersecting Street

FLY RD

(449 FT)

Nearest Intersecting Street

BRITTONFIELD PKWY

(229 FT)

76

Complete Exactix Guide :: Member Utilities

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Mapping

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

The screenshot displays the UDIG-NY web application interface for creating a new location request. The form is divided into several sections:

- Contact Information:** Includes fields for Excavator ID (73178), Contact (DANNY DIGGER), Company ID (154991), Company (DSNY SAFE EXCAVATING), Office ID (17116), Office (SYRACUSE OFFICE), Industry (ENVIRONMENTAL CLEAN-UP), Address (6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA), Primary Phone ((315) 437-7394), Alternate (), and Email (DDIGGER@SAFEEXCAVATING.COM).
- Excavator / Site Contact Information:** Includes fields for Field Contact, Working For, Job ID, Phone, and Email.
- Work Type:** A dropdown menu showing "BUILDING GARAGE".
- Dates:** Includes fields for Work Start Date and Time (06/02/2020 07:00 AM) and Priority/Ticket Type (Regular).
- Site Information:** A pop-up window showing the Dig Site Time, Street/Address (6706 COLLAMER RD), State (NY), County (ONONDAGA), Street/Address (6706 COLLAMER RD), and Nearest Intersecting Street (FLY RD). It also shows the Nearest Intersecting Street (BRITTONFIELD PKWY) and the Name (DE WITT).
- Additional Work Information:** Includes a Proposed Design Area, a question "Are you working on both sides of street?", a question "Are you working within 25ft of the edge of the street?", and a Comments field.

On the right side of the form, there is a map showing the location of the dig site. The dig site is marked with a blue square, and the near street(s) are highlighted in red. The map also shows nearby locations like "Adirondack Colonial Furniture", "Hummel's Office Plus", and "Coffee Grounds Cafe".

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Intersection

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

Site Information

Dig Site Type

Intersection

reset

Street/Address

Place

Cross Street

Dig Site Type

Intersection

State

NY

County

ON

Site Information

Dig Site Type

Intersection

State

NY

County

ON

ONEIDA

ONTARIO

ONONDAGA

State

NY

County

ONONDAGA

Street/Address

COLLAMER

COLLAMER CIR, DE WITT (ONONDAGA, NY)

COLLAMER DR, DE WITT (ONONDAGA, NY)

COLLAMER RD, DE WITT (ONONDAGA, NY)

COLLAMER RD, KIRKVILL (ONONDAGA, NY)

COLLAMER RD, MANLIUS (ONONDAGA, NY)

COLLAMER DR, IRONDEQUOIT (MONROE, NY)

COLLAMER DR, MALTA (SARATOGA, NY)

COLLAMER RD, MALTA (SARATOGA, NY)

COLLAMER RD, PARMA (MONROE, NY)

COLLAMER AVE, MALTA (SARATOGA, NY)

Place

DE WITT

DE WITT

State

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

County

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

Street/Address

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

Place

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

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Cross Street

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

Cross Street

CO RT 86

KINNE ST

RT 298

Additional Information

☐ Dig on both sides of street?

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

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

Street/Address

COLLAMER CIR

intersection not found

Cross Street

KINNE ST

Dig Site Type

Intersection

reset

State

NY

County

ONONDAGA

Street/Address

COLLAMER DR

Place

DE WITT

Cross Street

KINNE ST

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Mapping

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

Home

Tickets

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

Function: New
Notify By: Parcel

Save as: Suspended
Abort/Discard

Contact Information

Excavator ID: 73178
Contact: DANNY DIGGER
Company Type: CONTRACTOR
Address: 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA
Primary Phone: (315) 437-7394
Alternate: DDIGGER@SAFEEXCAVATING.COM

Company ID: 154991
Company: DSNY SAFE EXCAVATING

Office ID: 17116
Office: SYRACUSE OFFICE
Industry: ENVIRONMENTAL CLEAN-UP

Excavator / Site Contact Information

Field Contact:
Working For:
Job ID:

Phone:
Email:

Work Type

What type of work is being planned: BUILDING GARAGE

Dates

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

Site Information

Dig Site Type: Intersection

State: NY
County: ONONDAGA

Street/Address: COLLAMER DR
Place: DE WITT

Cross Street: KINNE ST

Additional Work Information

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

Save/SuspendDiscard

Map

Help

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Between Intersections

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

Site Information

Dig Site Type

Between Intersections

reset

Street/Address

Place

Cross Street

State

County

Street/Address

Place

Cross Street

Dig Site Type

Between Intersections

State

NY

County

Street/Address

Dig Site Type

Between Intersections

State

NY

County

O

ORLEANS

ONEIDA

OTSEGO

ORANGE

ONTARIO

OSWEGO

ONONDAGA

Street/Address

Cross Street

State

NY

County

Street/Address

Cross Street

State

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

County

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

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Street/Address

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

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

The screenshot shows a web form titled "Site Information". It has a "Dig Site Type" dropdown set to "Between Intersections". Below this are "State" and "County" dropdowns, both set to "NY" and "ONONDAGA". A "Street/Address" input field contains the text "BRITTONFIELD". A dropdown menu is open, showing a list of suggestions: "BRITTONFIELD PKWY. DE WITT (ONONDAGA, NY)", "BRITTON PL. SALINA (ONONDAGA, NY)", "BROADFIELD RD. JAMESVILL (ONONDAGA, NY)", "BROADFIELD RD. MANLIUS (ONONDAGA, NY)", "BROADFIELD RD. POMPEY (ONONDAGA, NY)", "BROOKFIELD RD. MATTYDALE (ONONDAGA, NY)", "BROOKFIELD RD. SALINA (ONONDAGA, NY)", "HADDONFIELD DR. DE WITT (ONONDAGA, NY)", and "HADDONFIELD PL. DE WITT (ONONDAGA, NY)". The first suggestion is highlighted. To the right of the dropdown, the word "Place" is visible. At the bottom of the dropdown, there is a small text link: "Are you working within 20ft of the edge of the street?".

Place

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

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

The screenshot shows a web form with a "Place" input field. The field contains the text "DE WITT". A dropdown menu is open, showing a list of suggestions: "DE WITT". The first suggestion is highlighted.

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Cross Street

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

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

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

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

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

| | |
|---|----------|
| Cross Street | |
| COLLAMER RD | |
| State | County |
| NY | ONONDAGA |
| Street/Address | |
| BRITTONFIELD PKWY | |
| Place | |
| DE WITT | |
| Cross Street | |
| COLLAMER RD | |
| CO RT 77 | |
| FLY RD | |
| RT 298 | |
| Is the excavation site marked in white? | |

Site Information

Dig Site Type

Between Intersections ▼

[reset](#)

State County

NY ONONDAGA

Street/Address

BRITTONFIELD PKWY

Place

DE WITT

Cross Street

COLLAMER RD

State County

NY ONONDAGA

Street/Address

BRITTONFIELD PKWY

Place

DE WITT

Cross Street

FLY RD

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Mapping

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

UDIG-NY

Home

Tickets

Contact: DANNY DIGGER

Phone: (315) 437-7394

Function: New

Notify By: Parcel

Save as: Suspended

Abort/Discard

Contact Information

Excavator ID: 73178

Contact: DANNY DIGGER

Company ID: 154991

Company Type: CONTRACTOR

Address: 6706 COLLAMER RD, EAST SYRACUSE, NY, 13057, ONONDAGA

Primary Phone: (315) 437-7394

Alternate: DDIGGER@SAFEEXCAVATING.COM

Office ID: 17116

Office: SYRACUSE OFFICE

Industry: ENVIRONMENTAL CLEAN-UP

Excavator / Site Contact Information

Field Contact:

Working For:

Job ID:

Work Type

What type of work is being planned: BUILDING GARAGE

Site Information

Dig Site Type

Between Intersections

State: NY

County: ONONDAGA

Street/Address

BRITTONFIELD PKWY

Place: DE WITT

Cross Street

COLLAMER RD

State: NY

County: ONONDAGA

Street/Address

BRITTONFIELD PKWY

Place: DE WITT

Cross Street

FLY RD

Are you working within 23ft of the edge of the street?

Comments:

Save/Suspend

Discard

Map

Help

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Additional Work Information

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

Additional Work Information

Are you working on both sides of street?

Yes/No

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

Yes/No

Is the excavation site marked in white?

Yes/No

Locate Instructions:

Locate Instructions

Depth of Excavation:

DepthUnits

Work Site Dimensions:

Length:LengthUnits

Width:WidthUnits

Comments:

Comments

Additional Work Information

Are you working on both sides of street?

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

Is the excavation site marked in white?

Yes

No

Unknown

Are you working on both sides of street?

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

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

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

Is the excavation site marked in white?

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

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Instructions

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

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

MARK A 25 FT RADIUS OF POLE #

NORTH SIDE OF THE ROAD BETWEEN CROSS STREETS AND BOTH SIDES OF THE RD AT THE CROSS CULVERT

NORTH SIDE OF THE ROAD BETWEEN MILE MARKERS

NORTH SIDE OF THE ROAD BETWEEN THE CROSS ROADS

NORTHEAST CORNER OF THE INTERSECTION

NORTHWEST CORNER OF INTERSECTION

POLE TO HOUSE

REAR OF PROPERTY

RIGHT SIDE OF PROPERTY WHEN FACING THE FRONT OF THE PROPERTY FROM THE ROAD

SIDEWALK IN FRONT OF PROPERTY

Additional Work Information

Are you working on both sides of street?

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

Is the excavation site marked in white?

Locate Instructions:

Additional Work Information

Are you working on both sides of street?

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

Is the excavation site marked in white?

Locate Instructions:

Yes/No

No

Yes/No

No

Yes/No

Yes

Depth of Excavation:

Work Site Dimensions:

Comments:

Length:

Width:

Depth

Units

Depth of Excavation

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

Work Site Dimensions

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

How to Utilize Excavator—Emergency Role

Submitting a New Location Request

Comments

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

Additional Work Information

Are you working on both sides of street?

Yes/No

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

Yes/No

Is the excavation site marked in white?

Yes/No

Locate Instructions:

Locate Instructions

Depth of Excavation:

Depth Units

Comments:

Comments

Comments:

Comments

USE GATE CODE 2345 TO ENTER THE PROPERTY

Comments:

Comments

A MAP IS AVAILABLE TO LOCATORS UPON REQUEST

How to Utilize Excavator—Emergency Role

Completing your Location Request

To finalize your Location Request, you can click on the **Save/Continue** button at the bottom of the Location Request creation form, or the **Released** button at the top right-hand corner of the form, above the map.

To cancel your Location Request at any time, click the **Discard** button at the bottom of the form, or the **Abort/Discard** button at the top right-hand corner of the form, above the map.

DANNY DIGGER

Contact:

DANNY DIGGER

Function:

New

Phone:

(315) 437-7394

Notify By:

Parcel

Save as:

✓ Complete

✗ Abort/Discard

Site Information

Dig Site Type: Street/Address
NY LIVINGSTON
3333 ROCHESTER RD
Near: SWEETENERS BLVD (1532 FT)
Near: WILLOW TRL (210 FT)

Additional Work Information

Are you working on both sides of street?

Yes/No
Unknown

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

Yes/No
Yes

Is the excavation site marked in white?

Yes/No
Yes

Locate Instructions:

Locate Instructions

CUSTOM FIELD

Depth of Excavation:

Depth

Units

Work Site Dimensions:

Length

Units

Width

Units

Comments:

Save/Continue

Discard

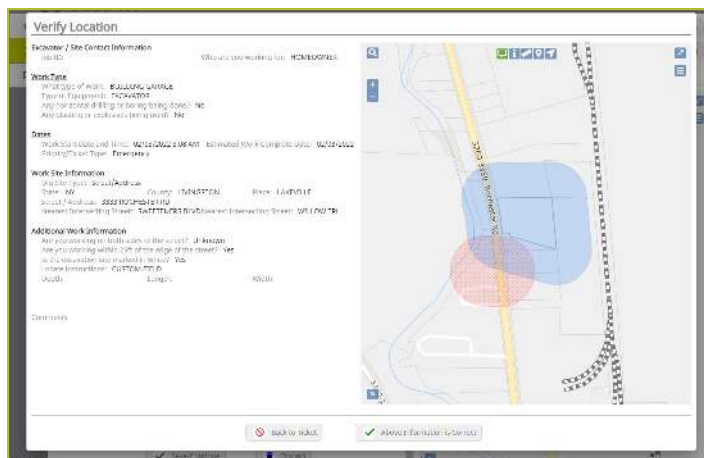
Map

How to Utilize Excavator—Emergency Role

Completing your Location Request

Verify Location

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



Affected Service Areas

Once you have verified the information is correct, you will go to the Affected Service Areas page. This page will list the Member Utilities that will be contacted regarding your request for under-ground utility locations for your Emergency excavation. The Comments field will show any information you input into that field when entering the locate information on the Location Request creation form.

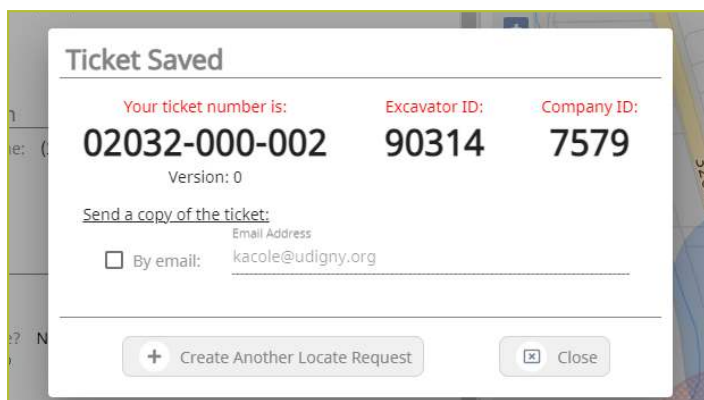
Please review the affected service areas and then click on the **Send Ticket** button at the bottom of the screen. If you need to make corrections, you can click on the **Back to Ticket** button.



| Service Area | Utility Type(s) | Contact |
|---|--|---|
| CHARTER COMMUNICATIONS BATAVIA | CATV, FIBER | USIC VOICE CALLS (800) 252-8900 |
| FRONTIER TELEPHONE OF ROCHESTER | FIBER, TELEPHONE | FRONTIER TEL OF ROCHESTER DISPATCH (585) 777-7077 |
| LIVINGSTON COUNTY WATER & SEWER AUTHORITY | SANITARY SEWER, WATER | MARK WOSKOWSKI (585) 346-3523 |
| NATIONAL GRID / WEST / ELECTRIC | ELECTRIC | NATIONAL GRID PREMIER LEVERAGE (866) 507-3010 x3 |
| NYS DOT ROCHESTER REGION 4 | FIBER, HIGHWAY, TRAFFIC SIGNALS | WADE WILLARD (585) 491-2949 |
| ROCHESTER GAS AND ELECTRIC WEST GAS | GAS | USIC VOICE CALLS (800) 252-8900 |
| TOWN OF GENESEO | CULVERTS, DRAINAGE, HIGHWAY, SANITARY SEWER, WATER | LARRY LEVEY (585) 243-1544 |

Ticket Saved

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



Ticket Saved

Your ticket number is: **02032-000-002** Excavator ID: **90314** Company ID: **7579**

Version: 0

Send a copy of the ticket:

☐ By email: kacole@udigny.org

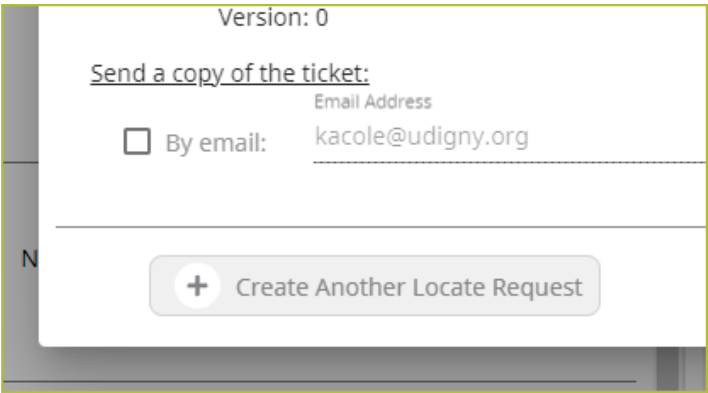
+ Create Another Locate Request **Close**

How to Utilize Excavator—Emergency Role

Completing your Location Request

More Locates?

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



Location Request Status

In the Excavator—Emergency Role, all submitted Location Requests will be submitted in a **Released** status. Completed tickets are automatically sent to affected utilities.

How to Utilize Excavator—Emergency Role

Completing your Location Request

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

The screenshot shows the UDIG-NY Ticket Dashboard for user DANNY DIGGER. The dashboard has a top navigation bar with 'New', 'List', and 'Dashboard' buttons. Below the navigation bar, there are tabs for 'My Tickets' (selected) and 'Show Completed Tickets'. The main area displays a list of tickets with columns: Street, Place, Work Type, Job Number, Work Start Date, Company Name, and Ticket Number. The list shows 8 results, with the first few rows visible. On the left side, there is a secondary menu with options: 'Tickets' (31 items), 'Expiring Tickets' (in the next 5 days), 'My Tickets on Map', and 'Response Status'.

| Street | Place | Work Type | Job Number | Work Start Date | Company Name | Ticket Number |
|------------------|---------|---------------------|--------------|---------------------|----------------------|---------------|
| 6706 COLLAMER RD | DE WITT | LANDSCAPING | 1234 | 06/04/2020 07:00 AM | DSNY SAFE EXCAVATING | 06010-000-024 |
| 6706 COLLAMER RD | DE WITT | INSTALL FENCE | CUSTOM FIELD | 06/08/2020 07:00 AM | DSNY SAFE EXCAVATING | 06010-000-004 |
| 6706 COLLAMER RD | DE WITT | LANDSCAPING | 1234 | 06/04/2020 07:00 AM | DSNY SAFE EXCAVATING | 05290-000-018 |
| 6706 COLLAMER RD | DE WITT | ADDITION | 1234ABCD | 06/05/2020 07:00 AM | DSNY SAFE EXCAVATING | 05290-000-013 |
| 6706 COLLAMER RD | DE WITT | BUILDING GARAGE | 123ABC | 06/05/2020 07:00 AM | DSNY SAFE EXCAVATING | 05290-000-011 |
| 6706 COLLAMER RD | DE WITT | BUILD BIKE TRAIL | | 05/28/2020 07:00 AM | DSNY SAFE EXCAVATING | 05220-000-080 |
| 6681 COLLAMER RD | DE WITT | INSTALL PARKING LOT | 1234ABC | 06/01/2020 07:00 AM | DSNY SAFE EXCAVATING | 05270-000-010 |
| 6706 COLLAMER RD | DE WITT | BUILD BIKE TRAIL | | 05/28/2020 07:00 AM | DSNY SAFE EXCAVATING | 05220-000-080 |

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

- My Tickets
- My Office Tickets
- My Company Tickets

Here, you can click to view:

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

This screenshot shows a zoomed-in view of the UDIG-NY Ticket Dashboard. At the top, there are radio buttons for 'My Tickets' (selected), 'My Office Tickets', and 'My Company Tickets'. Below this, there is a 'Tickets' section with a count of 31 and a filter by ticket number. The main area displays a list of tickets with columns: Street, Place, Work Type, Job Number, Work Start Date, Company Name, and Ticket Number. The list shows 8 results, with the first few rows visible. On the left side, there is a secondary menu with options: 'Tickets' (31 items), 'Expiring Tickets' (in the next 5 days), 'My Tickets on Map', and 'Response Status'.

| Street | Place | Work Type | Job Number | Work Start Date | Company Name | Ticket Number |
|---|-------|-----------|------------|-----------------|--------------|---------------|
| 786 MORRIS PARK | | | | | | |
| AVENUE A | | | | | | |
| 4008 DUTTON RD | | | | | | |
| 16 MUNGER ST | | | | | | |
| E BUFFALO ST, E BUFFALO ST, RIDGEFIELD DR, WASHINGTON ST | | | | | | |

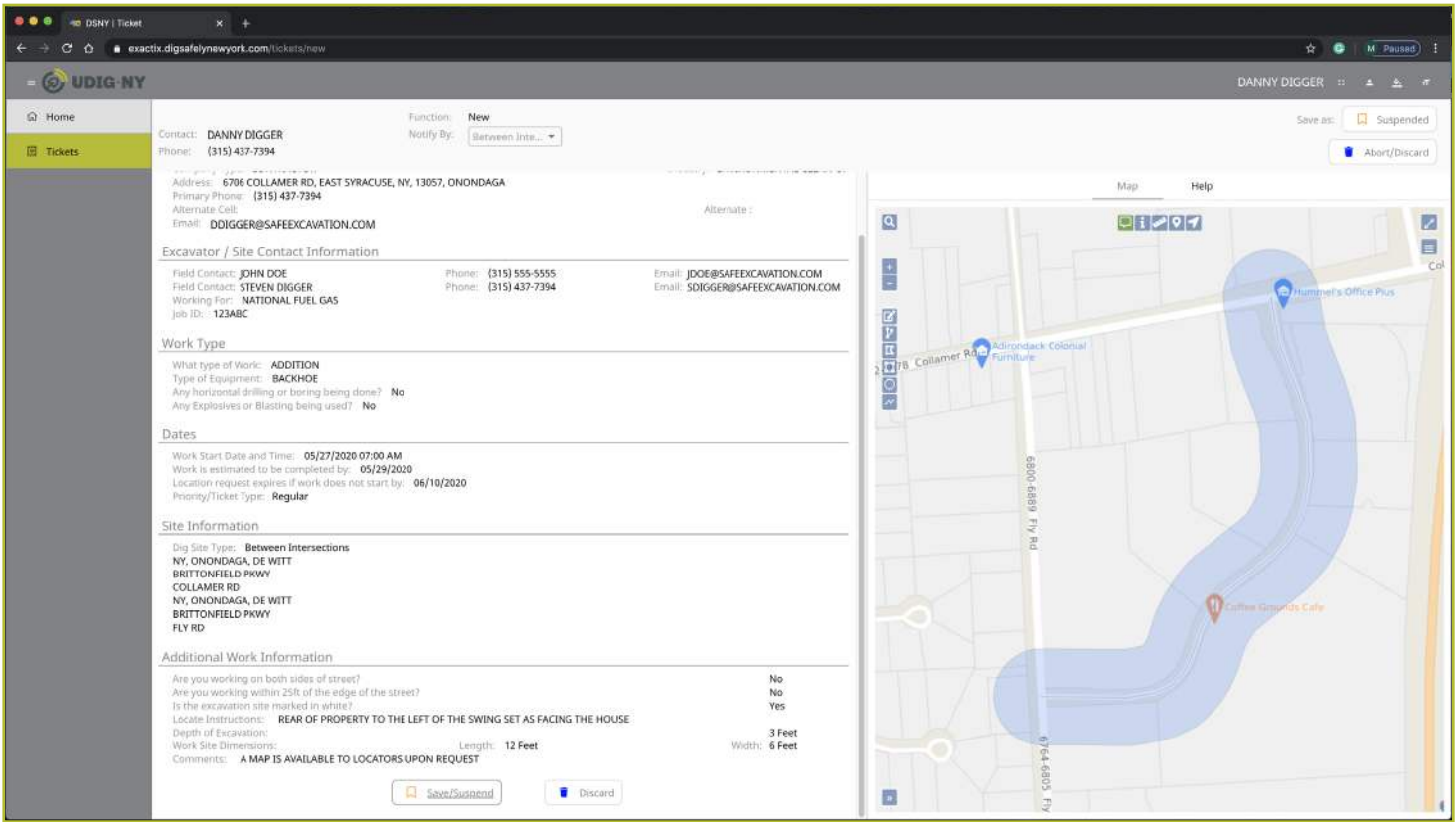
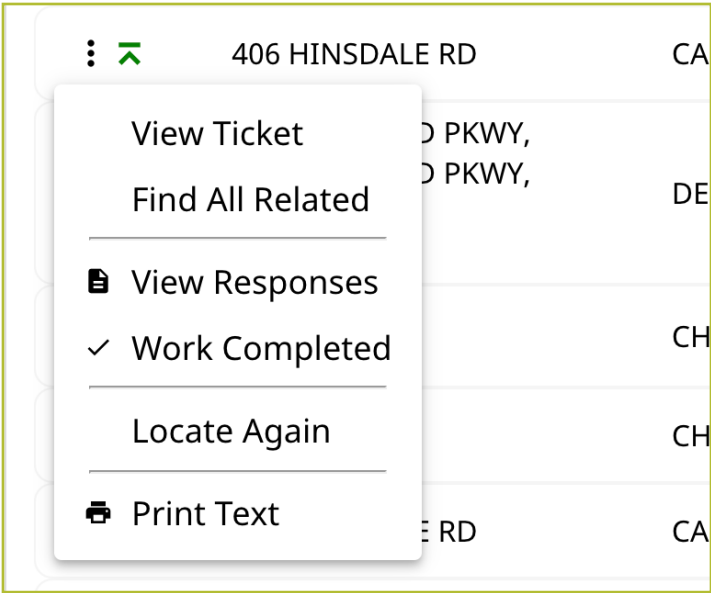
How to Utilize Excavator—Emergency Role

Utilizing the Ticket Dashboard

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

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

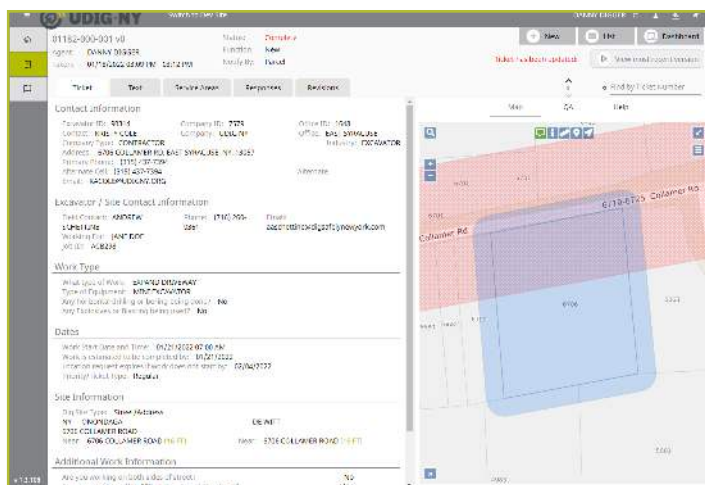
Clicking the **View Ticket** option in the three-dot menu will take you to the full ticket that was submitted.



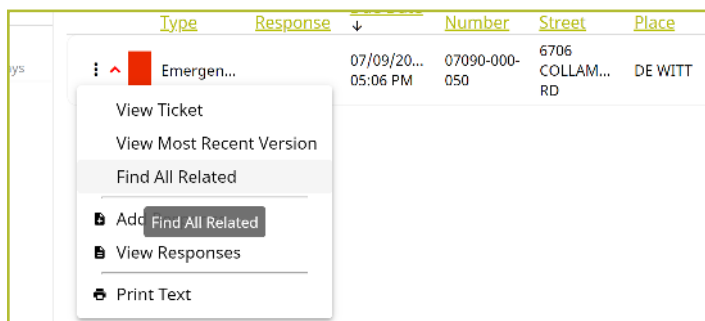
How to Utilize Excavator—Emergency Role

Utilizing the Ticket Dashboard

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



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



| Filter by Ticket Number Viewing related tickets. Go back to the last filter. | | | | | | | | | |
|--|------------------|----------------------|---------------|------------------|---------|---------------------|----------------------|---------------------|-----------------|
| *All other filters are disabled | | | | | | | | | |
| Results: 2 | | | | | | | | | |
| Ticket Type | Current Response | Response Due Date | Ticket Number | Street | Place | Service Area | Work Start Date | Company Name | Ticket Function |
| Regular | | 07/15/20... 07:00 AM | 07100-000-003 | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | 07/15/20... 07:00 AM | DIG SAFELY NEW YORK | Locate Again |
| Emergen... | | 07/09/20... 05:06 PM | 07090-000-050 | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | 07/09/20... 03:06 PM | DIG SAFELY NEW YORK | New |

How to Utilize Excavator—Emergency Role

Utilizing the Ticket Dashboard

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

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

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

UDIG-NY

Switch to Dev Site

DANNY DIGGER

Responses for Ticket 01182-000-001

☒ Current/Most Recent Response for each Service Area

☐ Show all Responses and Ticket Events

| Service Area | Response |
|---|----------|
| CHARTER COMMUNICATIONS SYRACUSE | |
| ELANTIC TELECOM INC | |
| LEVEL 3 COMMUNICATIONS | |
| LIGHTTOWER FIBER TECHNOLOGIES | |
| NATIONAL GRID / CENTRAL / ELECTRIC | |
| NATIONAL GRID / CENTRAL / GAS | |
| NYS DOT SYRACUSE REGION 3 | |
| ONEIDA COUNTY RURAL TELEPHONE | |
| ONONDAGA COUNTY DEPT OF WTR ENVIRONMENT | |
| ONONDAGA COUNTY WATER AUTHORITY | |
| TEST MEMBER 3 | |
| TESTING 13 | |
| TOWN OF DEWITT | |

UDIG NY
UDIG NY

10 - CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED WORK AREA
Date: 01/24/2022 02:41 PM

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

You will see:

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

UDIG-NY

Switch to Dev Site

Responses for Ticket 01182-000-001

☐ Current/Most Recent Response for each Service Area

☒ Show all Responses and Ticket Events

Filter:

☒ Show All (19)

☐ Current Only (18)

☐ No Response (18)

☒ Show events (8)

| Status | Date | Service Area | Utility Type | Response |
|--|------|------------------|--------------|----------|
| Current | | | | |
| No Response by Due Date, Late Ticket Sent, Current | | TESTING 13 | ELECTRIC | |
| No Response by Due Date, Late Ticket Sent, Current | | TOWN OF DEWITT | | |
| No Response by Due Date, Late Ticket Sent | | UDIG NY | | |
| No Response by Due Date, Late Ticket Sent | | VERIZON SYRACUSE | | |

Utilizing the Ticket Dashboard

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

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

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

| | | | |
|---|-------------------|--------------------|---------------------|
| DANBURY CIB 5 | BRITTONFIELD PKWY | TOPOGRAPHIC SURVEY | 05/28/2020 07:00 AM |
| 12 NORTH ST | LE ROY | PLANT TREE | 05/28/2020 07:00 AM |
| CHURCH ST, SPRING ST | | | 05/28/2020 07:00 AM |
| BANGS, DEWEY ST, DEWEY ST, HUBBELL | | | 05/28/2020 07:00 AM |
| KENDALL RD, MCINTOSH RD | | | 05/28/2020 07:00 AM |
| 5 PARK RD | | | 05/28/2020 07:00 AM |
| 61 BROOKLYN ST | WARSAW | PLANT TREE | 05/28/2020 07:00 AM |
| 406 HINSDALE RD | CAMILLUS | FOUNDATION REPAIR | 05/21/2020 07:00 AM |
| BRITTONFIELD PKWY, BRITTONFIELD PKWY, FIRST ST, | DE WITT | INSTALL WATER MAIN | 05/26/2020 07:00 AM |

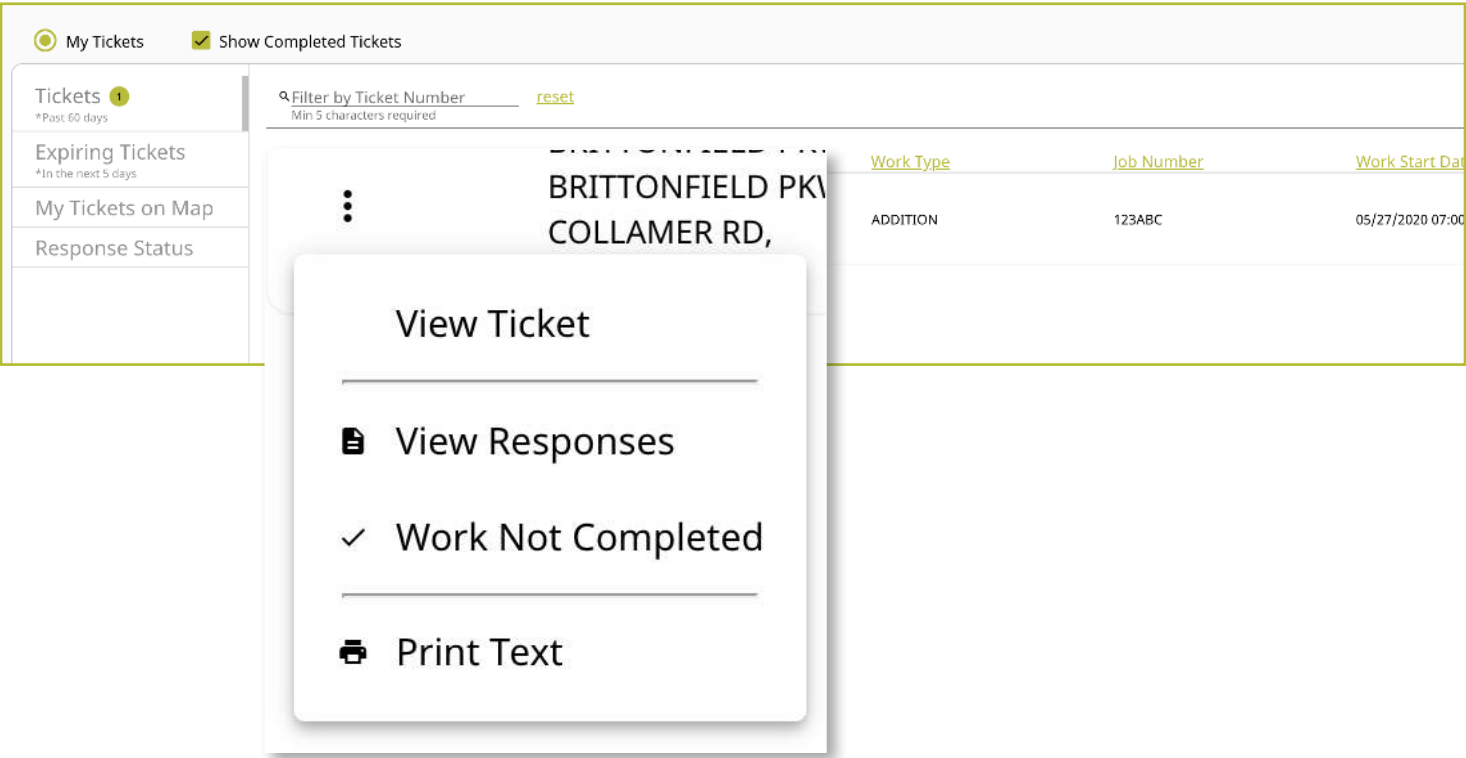
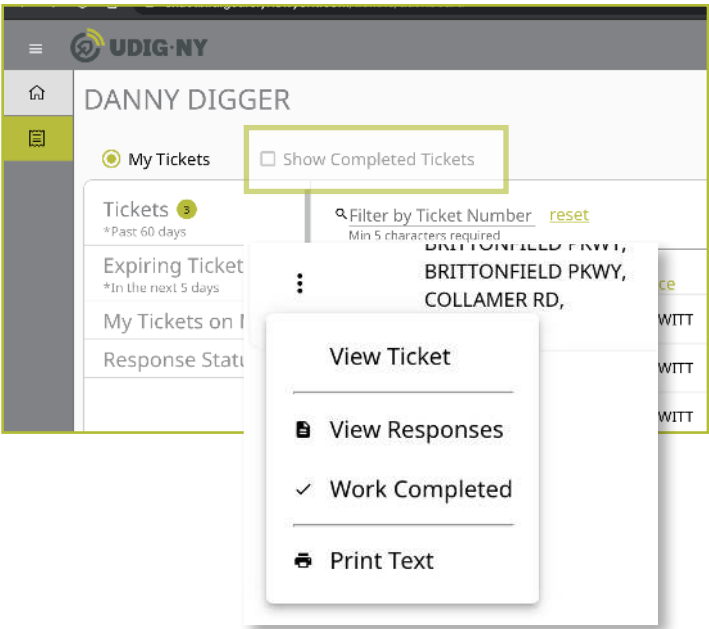
[illegible]

How to Utilize Excavator—Emergency Role

Utilizing the Ticket Dashboard

Clicking the **Work Completed** option in the three-dot menu allows you to remove a ticket from your dashboard. By clicking this, you are stating that you have completed the work on this Location Request. *Using this action is for you personally and doesn't show on the ticket for the Member Facility Operator.* This feature is to help you organize your Tickets dashboard. To add tickets that you have marked as **Work Completed** back to your dashboard view, click on the **Show Completed Tickets** checkbox above your ticket list.

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



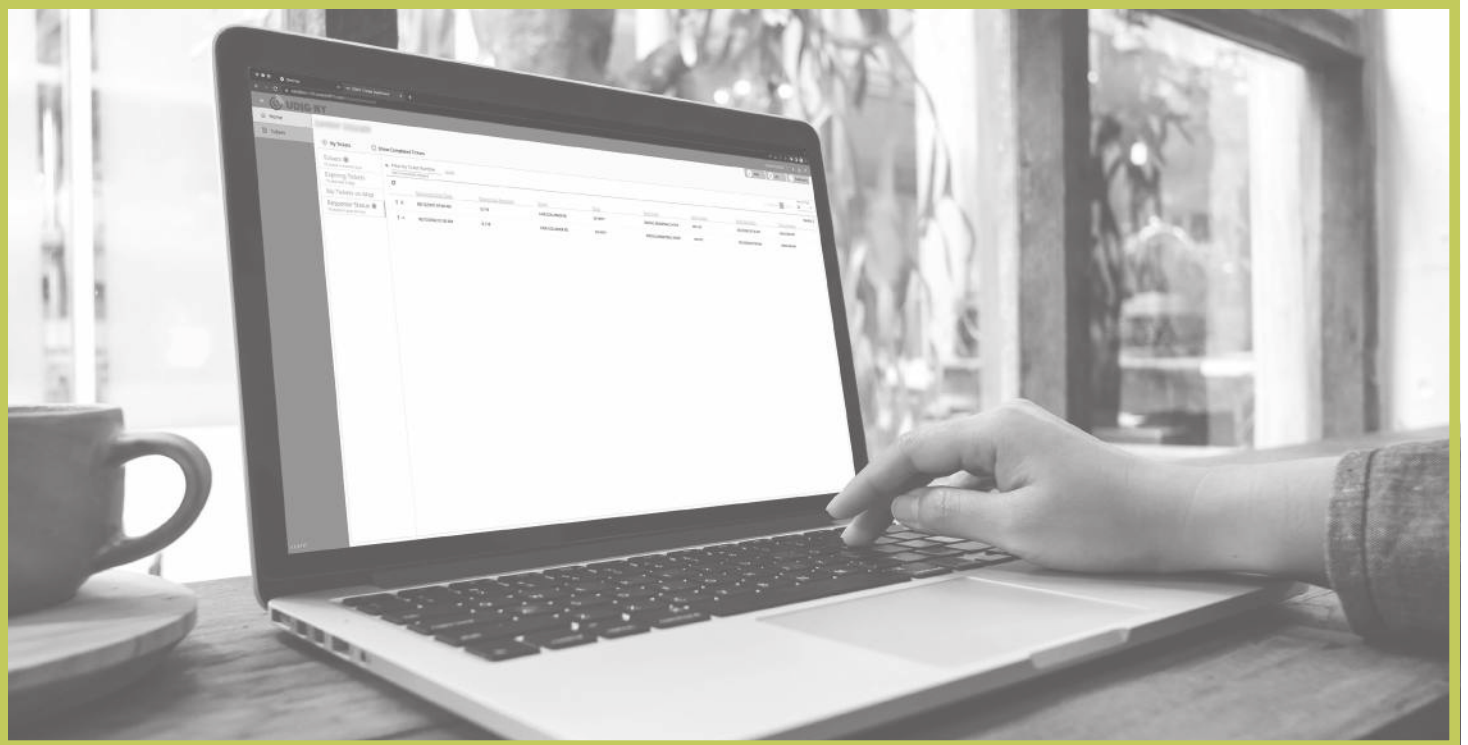
How to Utilize Excavator—Emergency Role

Utilizing the Ticket Dashboard

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

The screenshot displays the UDIG NY Ticket Dashboard. On the left, a sidebar contains navigation links: "My Service Areas", "Service Area Tickets" (with a note "*Created in past 60 days"), "Response Due" (with a note "*Due in 48 hours"), "Tickets on Map", and "All Responses" (with a note "*Tickets created in past 14 days"). The main content area shows a ticket details view for a ticket titled "Ticket: 05052-000-005-01 Type: Late". The ticket information includes: Status: NY, County: ONONDAGA, Plan: DE WITT, RD, Address: 6706 COLLAMER RD, City: EAST SYRACUSE, State: NY, Zip: 13057, Contact Name: KRIS PHELPS, Company: DIO SAFELY NEW YORK, EAST SYRACUSE, and a list of members with their contact information. A print overlay is visible on the right side of the screen, showing a "Print" dialog with options for "Destination" (Microsoft Print to PDF), "Pages" (All), "Layout" (Landscape), "Color" (Color), and "More settings". The overlay also shows a "Print" button and a "Cancel" button. The background shows a list of tickets with columns for "Ticket", "Status", "Response", "Company", "Name", and "Ticket".

| Ticket | Status | Response | Company | Name | Ticket |
|--------|----------|-------------|---------|----------|--------|
| 01242 | NA DIGGS | LANDSCAPING | 01242 | NA DIGGS | 01242 |
| 01242 | NA DIGGS | LANDSCAPING | 01242 | NA DIGGS | 01242 |
| 01242 | NA DIGGS | LANDSCAPING | 01242 | NA DIGGS | 01242 |
| 01242 | NA DIGGS | LANDSCAPING | 01242 | NA DIGGS | 01242 |
| 01242 | NA DIGGS | LANDSCAPING | 01242 | NA DIGGS | 01242 |
| 01182 | G NY | | 01182 | G NY | 01052 |
| 01052 | G NY | | 01052 | G NY | 01212 |
| 01212 | NA DIGGS | LANDSCAPING | 01212 | NA DIGGS | 01052 |



How to

Respond to Automated Positive Response (APR)

How to Respond to Automated Positive Response (APR)

Explanation

Automated Positive Response (APR) is a system that was established by the one-call notification system to furnish a single point of contact between Member operators and Excavators for the purpose of communicating the status of an excavation Location Request as provided by the Member operators.

As of January 4, 2012, the NYCRR Part 753 was amended; part of the amendment is the inclusion of Automated Positive Response (APR). As of May 31, 2012, Automated Positive Response is part of the Code Rule 753. All members of UDig NY must use the APR System.

Positive Response Contacts can respond to Location Requests utilizing APR by phone using the dedicated phone number 888-DIGGERS, or through their Exactix account.

How to Respond to Automated Positive Response (APR)

How to Respond ■■ *Using a phone*

Responding by phone for a Service Area or a Utility

When placing a response by phone, a username and password are not needed. The system assigns each Service Area a Positive Response ID (Member ID).

The Positive Response ID is different from your Excavator Office ID that is used if you call in a Location Request.

To obtain your Service Area Positive Response ID, please reach out to Member Support by submitting a support form at **My.DigSafelyNewYork.com** and clicking on the **Exactix Member Support** button.

If you are responding by phone you will need the Service Area Positive Response ID and the 11-digit ticket number.

Steps for responding via phone

1. **Dial 1-888-DIGGERS (344-4377)**. Press **option 2** to enter a response for a ticket (Location Request).
2. **Input the Service Area ID number** that was provided to you by UDig NY and press the **pound (#)** key when finished.
3. **Enter the ticket number (the first 11-digits)** or press the **star (*)** key to enter a different Service Area ID.
4. If you are responding for one Service Area, enter your response code. If you are responding for the utility, use the prompts to select the utility type using the phone keypad.
5. Your response will be read back to you. **Press 1** if this is correct, or **press any other key** to choose a different response.
6. If you have completed your response, you can hang up.
7. If you have more Location Requests to respond to, enter the 11-digit ticket number of the next Location Request.
8. If there is an additional utility type on the same Location Request that needs a response, please follow the prompts and select the utility type using your phone keypad.

How to Respond to Automated Positive Response (APR)

How to Respond :: *By Service Area using Exactix*

Now that you know how to navigate the Tickets Dashboard and the Secondary Menu; let's go over responding to location requests.

In this section we will go over responding to a Location Request per Service Area. This means your response is entered for the entire Service Area for all utility types in which the Service Area is accountable.

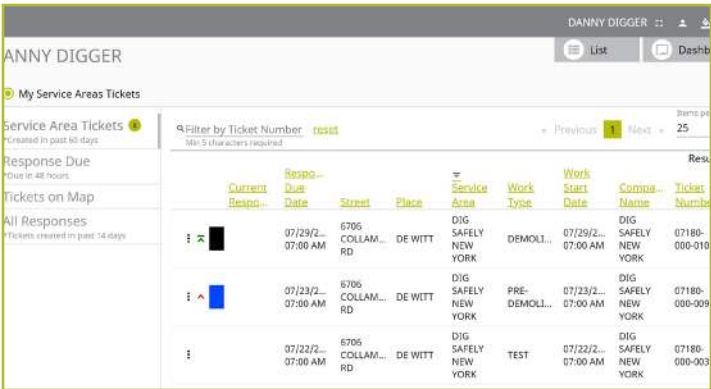
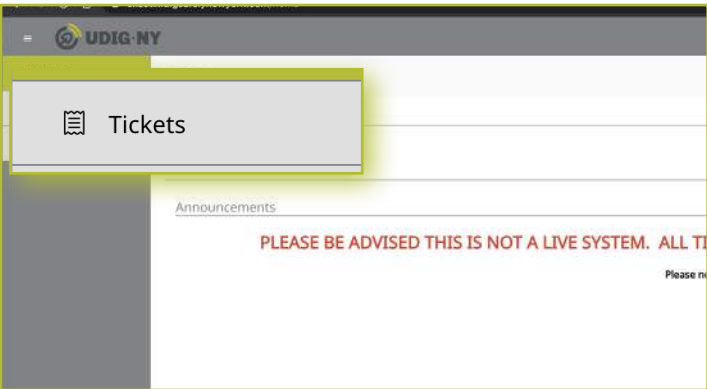
There are two (2) ways to enter a response for a Location Request through your Exactix account. First, we will go over how to respond to a Location Request by viewing the full ticket information.

How to Respond to Automated Positive Response (APR)

How to Respond :: By Service Area using Exactix

Once you are logged into your Exactix account, you will want to click on the **Tickets** menu option found on the left side menu of the home screen.

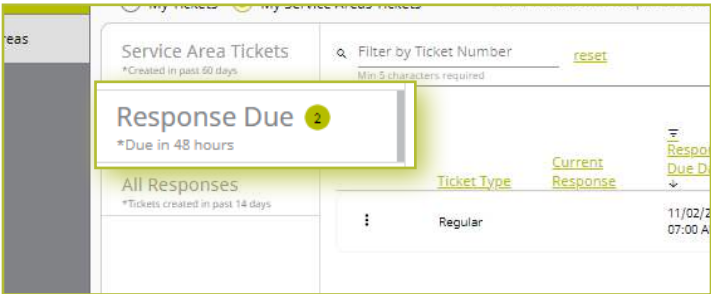
By clicking on the **Tickets** menu option, the ticket dashboard will open.



Next select the **Response Due** tab in the secondary ticket menu.

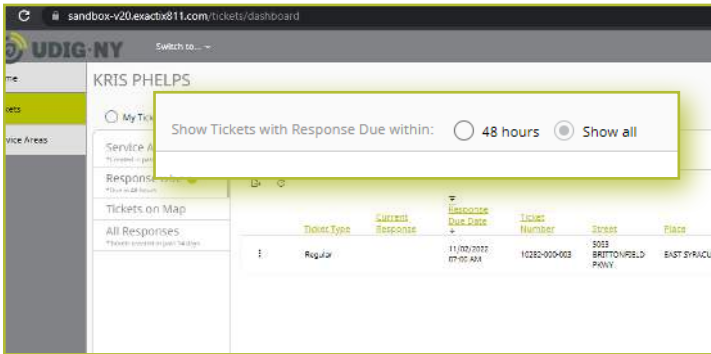
This tab is defaulted to display location requests your service area has received which either has a response due in 48 hours, late, or a dig delay was previously requested.

Please note: When using a dig delay, the code will need to be changed to reflect the ticket has been marked or cleared. Once the response has been changed, the ticket will be cleared from your dashboard.



The little green bubble located on the **Response Due** tab is informing you of how many Location Requests need a response.

There is an additional option available to Show All open location requests whether it is Due in 48 hours, Late, Dig Delay was requested, and any request due up to 10 days out. To Show All you will need to select the radio dial button located next to the Show All that is located at the top center of the Response Due Dashboard.



How to Respond to Automated Positive Response (APR)

How to Respond :: By Service Area using Exactix

Opening to Location Request allows you to review all the ticket information before entering your response.

You can open each ticket in your dashboard by double-clicking on the row.

You can also use the three-dot menu and select the **View Ticket** function.

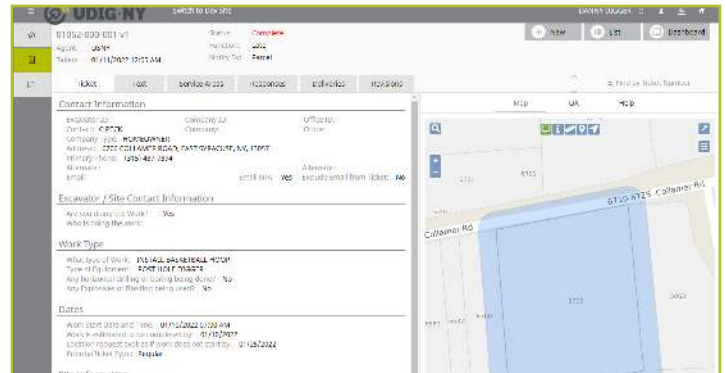
The screenshot shows the Exactix dashboard interface. At the top, there are tabs for 'My Tickets' and 'My Service Areas Tickets', with the latter being selected. A filter bar indicates 'Show Tickets with Response Due within: 48 hours'. Below this, a search bar for 'Filter by Ticket Number' is visible. The main content area displays a table of tickets. A three-dot menu is open over the first ticket, showing options: 'View Ticket', 'Add Response', 'View Responses', and 'Print Text'. The 'View Ticket' option is highlighted with a green border.

| Current | Response Due Date | Ticket Number | Street | Place | Service Area | Work Start Date | Company Name | Ticket Function |
|---------|-------------------|---------------|------------------|---------|--------------|---------------------|------------------------|-----------------|
| | | 01052-000-001 | 6706 COLLAMER RD | DE WITT | UDIG NY | 01/10/2022 07:00 AM | | Late |
| | | 01042-000-002 | 6706 COLLAMER RD | DE WITT | UDIG NY | 01/07/2022 07:00 AM | DANA DIGGS LANDSCAP... | Late |

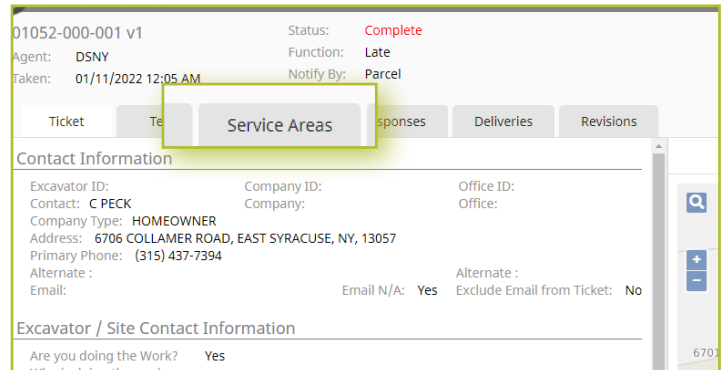
How to Respond to Automated Positive Response (APR)

How to Respond :: By Service Area using Exactix

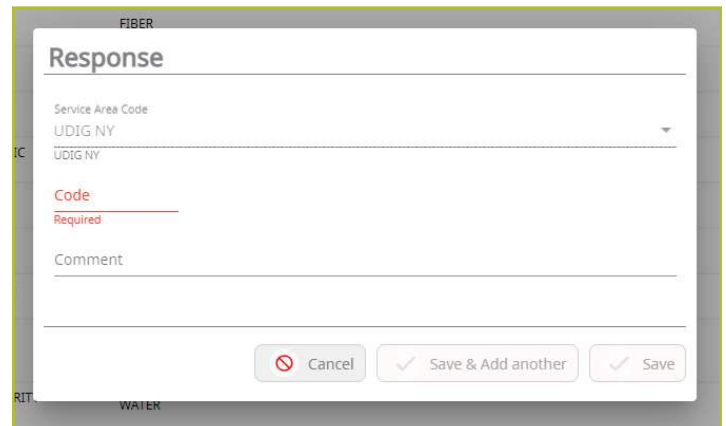
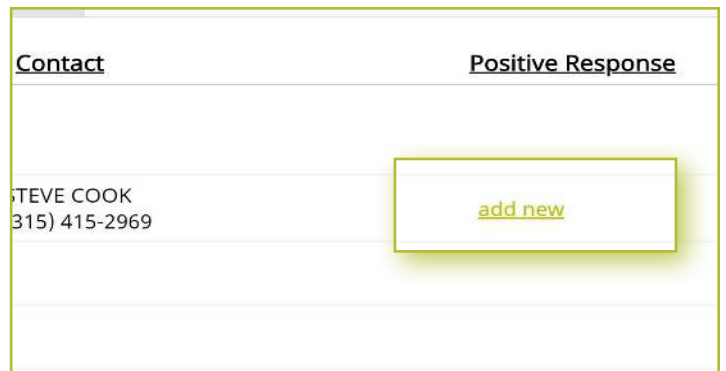
Once the ticket is open you will see the full Location Request information.



Next, select the **Service Areas** tab to open the list of Service Areas that were notified of this Location Request.



You will see under the Positive Response column on your associated Service Area line the green **Add New** text. If you are ready to respond to this ticket, you will click the **Add New** text and a response window will open.



How to Respond to Automated Positive Response (APR)

How to Respond :: By Service Area using Exactix

If you select the **Code** field, a dropdown of response codes will appear. You will select the code that you want to respond with.

Please note: When using a dig delay, the code will need to be changed to reflect the ticket has been marked or cleared. Once the response has been changed, the ticket will be cleared from your dashboard.

The screenshot shows a 'Response' window with a 'Service Area Code' dropdown set to 'UDIG NY'. A 'Code' dropdown is open, showing a list of response codes. The first code, '10 - CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED WORK AREA', is highlighted. Other visible codes include '31 - MARKED WITH EXCEPTIONS, DO NOT DIG, HIGH PROFILE UTILITY IN CONFLICT', '51 - UNMARKED, DO NOT DIG, LOCATE TECHNICIAN COULD NOT GAIN ACCESS TO', and '52 - UNMARKED, DO NOT DIG, THE DIGSITE DESCRIPTION WAS INCOMPLETE OR U'.

Within the response window you can also leave comments. This allows you to leave additional contact information or details pertaining to the marked utilities.

Click the **Save** button at the bottom of the response window when you are ready to submit your response.

The screenshot shows the 'Response' window with the 'Service Area Code' set to 'UDIG NY' and the 'Code' set to '30'. A comment box contains the text 'LOCATED STREET TO POLE, FROM POLE TO BUILDING IS PRIVATE SERVICE'. At the bottom, there are three buttons: 'Cancel', 'Save & Add another', and 'Save'. The 'Save' button is highlighted.

You will now see that your response has been entered.

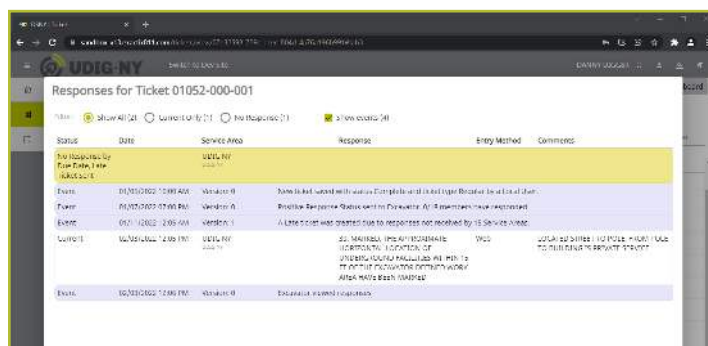
If you made a mistake or need to update your response or comments you can click the green **Add New** text that is located below your current response.

The same response window will appear and you can then enter your new response and/or comments. Click the **Save** button at the bottom of the response window once you are ready to submit. The updated response will overwrite the original response.

30 - MARKED, THE APPROXIMATE HORIZONTAL LOCATION OF UNDERGROUND FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED WORK AREA HAVE BEEN MARKED
Date: 07/20/2020 08:53 AM
Comment: LOCATED STREET TO POLE; POLE TO BUILDING IS PRIVATE SERVICE
[view all](#) [add new](#)

How to Respond ■ By Service Area using Exactix

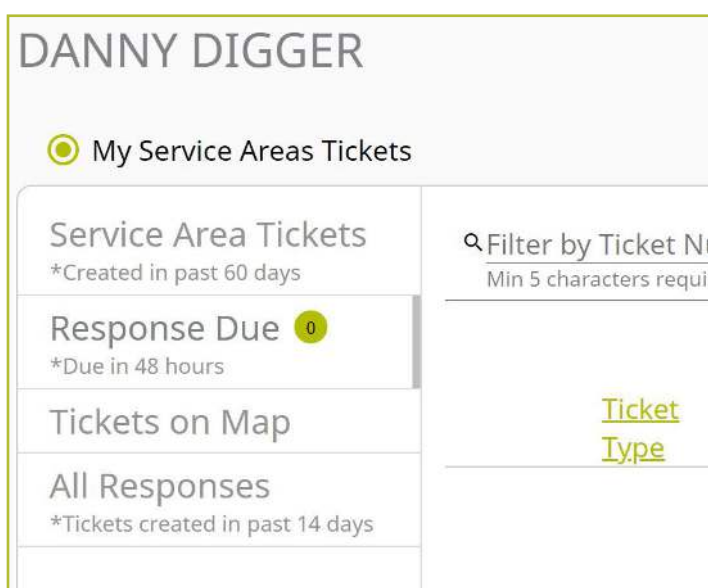
The row that has the term **Current** as the event status, is your current response for that Ticket number.

[view all](#) | [add new](#)

Dashboard

ns
 Find by Ticket Num.

| Contact | Positive Response |
|--------------------------|---|
| EVE COOK 15) 415-2969 | <p>30 - MARKED, THE APPROXIMATE HORIZONTAL LOCATION OF UNDERGROUND FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED WORK AREA HAVE BEEN MARKED</p> <p>Date: 07/20/2020 08:53 AM</p> <p>Comment: LOCATED STREET TO POLE; POLE TO BUILDING IS PRIVATE SERVICE</p> <p>view all add new</p> |



How to Respond to Automated Positive Response (APR)

How to Respond :: By Service Area using Exactix

The second way to respond to a Location Request is by using the three-dot menu. We recommend using the three-dot menu if there is enough information provided to assist with making a decision on your response, as it is an efficient way to add a response.

You will see the summary information for the ticket based on the column heading on your dashboard.

These include:

- Ticket Number
- Street
- Place
- Company

| | <u>Current Response</u> | <u>Response Due Date</u> | <u>Street</u> | <u>Place</u> | <u>Service Area</u> | <u>Work Type</u> | <u>Work Start Date</u> |
|---|-------------------------|--------------------------|------------------------|--------------|------------------------|---------------------|------------------------|
|  | | 07/23/2020 07:00 AM | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | INSTALL DRAINAGE | 07/23/2020 07:00 AM |
| View Ticket | | 07/23/2020 07:00 AM | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | INSTALL POND | 07/23/2020 07:00 AM |
| + Add Response | | 07/23/2020 07:00 AM | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | INSTALL FENCE | 07/23/2020 07:00 AM |
| View Responses | | 07/23/2020 07:00 AM | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | INSTALL FENCE | 07/23/2020 07:00 AM |
| Print Text | | 07/23/2020 07:00 AM | 6706 COLLAMER RD | DE WITT | DIG SAFELY NEW YORK | INSTALL FENCE | 07/23/2020 07:00 AM |

If you select the three-dot menu and click on the **Add Response** option, the response window will open.

You can enter your code and/or comments just like you can if you opened the ticket information up.

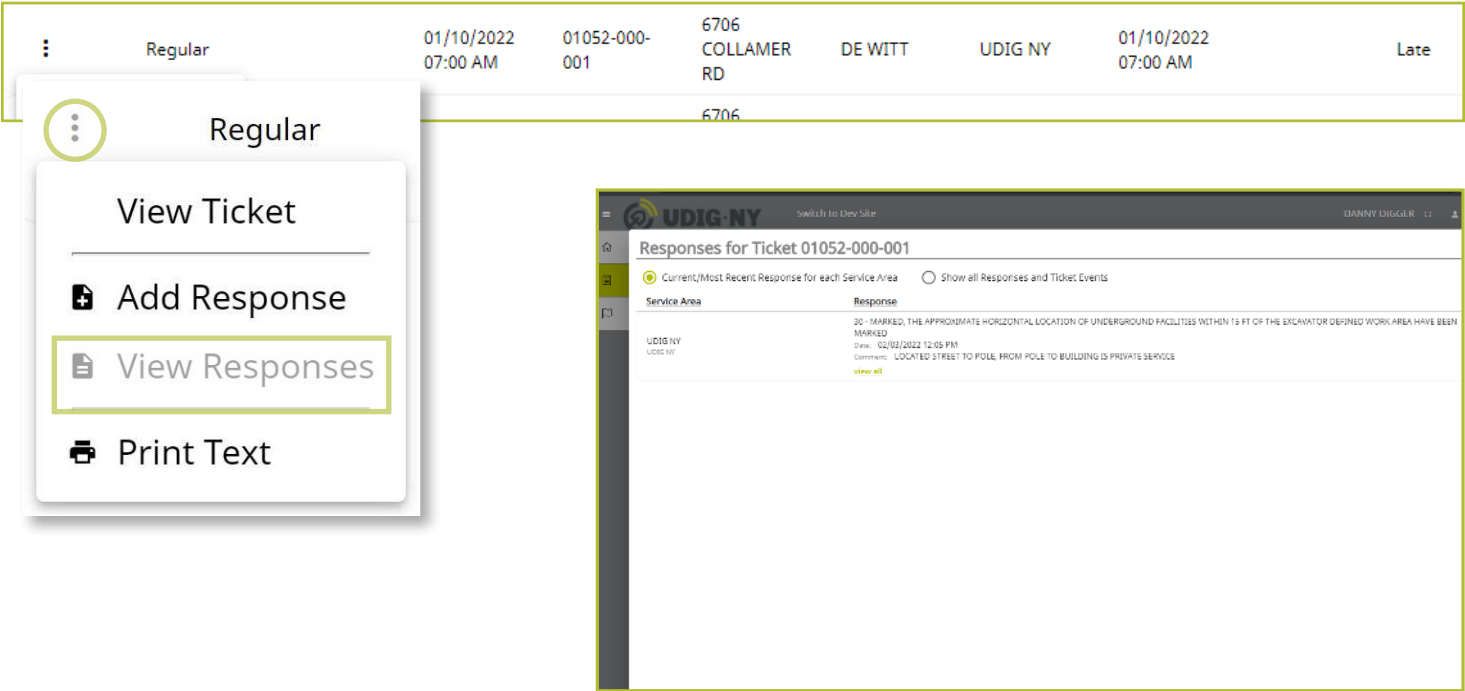
Do not forget to click **Save** button at the bottom of the response window when you are ready to submit your response.

How to Respond to Automated Positive Response (APR)

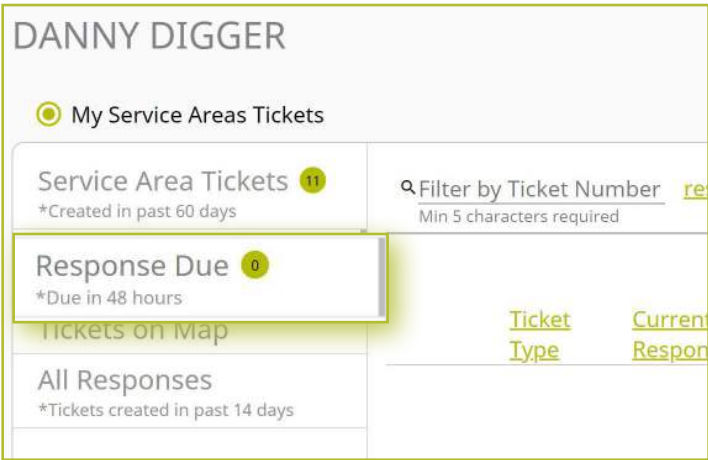
How to Respond :: By Service Area using Exactix

You will then be back at your ticket dashboard screen. The Location Request you responded to will still appear in the dashboard and the three-dot menu will have a gray circle around it.

You can then view your response to make sure it was saved by reselecting the three-dot menu and clicking the **View Responses** option.



To refresh the **Response Due** tab dashboard, just click the **Response Due** tab again and the ticket you responded to will clear out. You will also notice your Green Bubble count will go down.



How to Respond to Automated Positive Response (APR)

How to Respond :: By Utility Type

In this section we will go over responding to a location request per utility type. This means your Service Area is responding to a location request per the utility types listed within the Service Area Profile.

It is important to note with using utility type responses, all utility responses are due by the start date and time listed on the Location Request. If all utility type responses are not submitted by the start date and time of the Location Request, the Service Area has not completed their responsibility and may receive a Late Notice (on Regular Location Requests only). UDig NY's Member Services team will also not be able to report which utility type did not respond on time.

There are two (2) ways to enter a response for a Location Request through your Exactix account. First, we will go over the how to respond to a Location Request by opening the full ticket information.

Once you are logged into your Exactix account, you will want to click on the Tickets menu option found on the left-hand side menu of the home screen.

The screenshot shows the Exactix dashboard for a user named DANNY DIGGER. The left-hand side menu has a 'Tickets' option highlighted in a yellow box. The main content area shows the 'Service Areas Tickets' section with a 'Response Due' tab selected, indicated by a yellow bubble with the number '9'. The dashboard includes a search bar for 'Filter by Ticket Number' and a table of tickets. The table has columns for Ticket Type, Current Response, Response Due Date, Ticket Number, Street, Place, Service Area, Work Start Date, and Company Name. The first row shows a 'Regular' ticket with a response due on 07/21/2022 at 07:00, ticket number 07170-000-000, located at 3055 QUINLAN ST, YORKTOWN, with a work start date of 07/22/2022 at 07:00.

By clicking on the **Tickets** menu option, the ticket dashboard will open. Next, select the **Response Due** tab in the secondary ticket menu.

This tab will display all Location Requests your associated Service Area has received and either has a response due in 48 hours or a dig delay was previously requested.

Please note: When using a dig delay, the code will need to be changed to reflect the ticket has been marked or cleared. Once the response has been changed, the ticket will be cleared from your dashboard.

The little green bubble located on the **Response Due** tab is informing you of how many location requests need a response.

This screenshot is a closer view of the 'Response Due' tab. A green bubble with the number '9' is visible next to the tab name. The table below shows two rows of tickets. Both are 'Regular' tickets with a response due on 02/08/2022 at 07:00 AM, ticket number 02032-000-019, located at 3055 QUINLAN ST, YORKTOWN. The work start date is 02/08/2022 at 07:00 AM, and the company name is UDIG NY.

How to Respond to Automated Positive Response (APR)

How to Respond :: By Utility Type

Service Areas

Service Area Tickets

*Created in past 60 days

Response Due

*Due in 48 hours

Tickets on Map

All Responses

*Tickets created in past 14 days

Filter by Ticket Number

reset

Min 5 characters required

Previous

1

Next

Items per Page

25

Results: 8

| Ticket Type | Utility Type | Current Response | Response Due Date | Ticket Number | Street | Place | Service Area | Work Start Date | Company Name | Ticket Function |
|-------------|----------------|------------------|---------------------|---------------|-----------------|----------|------------------------------|---------------------|--------------|-----------------|
| Regular | SANITARY SEWER | | 11/02/2022 07:00 AM | 10282-000-006 | 1695 BALDWIN RD | YORKTOWN | TOWN OF YORKTOWN ENGINEER... | 11/02/2022 07:00 AM | UDIG NY | New |
| Regular | WATER | | 11/02/2022 07:00 AM | 10282-000-006 | 1695 BALDWIN RD | YORKTOWN | TOWN OF YORKTOWN ENGINEER... | 11/02/2022 07:00 AM | UDIG NY | New |
| Regular | WATER | | 11/02/2022 07:00 AM | 10282-000-007 | 2066 ALLAN AVE | YORKTOWN | TOWN OF YORKTOWN ENGINEER... | 11/02/2022 07:00 AM | UDIG NY | New |
| Regular | SANITARY SEWER | | 11/02/2022 07:00 AM | 10282-000-007 | 2066 ALLAN AVE | YORKTOWN | TOWN OF YORKTOWN ENGINEER... | 11/02/2022 07:00 AM | UDIG NY | New |
| Regular | SANITARY SEWER | | 11/02/2022 07:00 AM | 10282-000-008 | 2072 MIDLAND DR | YORKTOWN | TOWN OF YORKTOWN ENGINEER... | 11/02/2022 07:00 AM | UDIG NY | New |
| Regular | WATER | | 11/02/2022 07:00 AM | 10282-000-008 | 2072 MIDLAND DR | YORKTOWN | TOWN OF YORKTOWN ENGINEER... | 11/02/2022 07:00 AM | UDIG NY | New |
| Regular | SANITARY SEWER | | 11/02/2022 07:00 AM | 10282-000-009 | 2076 DEFOE CT | YORKTOWN | TOWN OF YORKTOWN ENGINEER... | 11/02/2022 07:00 AM | UDIG NY | New |
| Regular | WATER | | 11/02/2022 | 10282-000- | 2076 DEFOE | YORKTOWN | TOWN OF YORKTOWN | 11/02/2022 | UDIG NY | New |

Because your Service Area is setup by Utility Type there will be multiple copies of the same ticket listed, each copy is for a specified utility type.

Example: If your Service Area has Sanitary Sewer and Water, you will see one (1) copy listed for Sanitary Sewer and one (1) copy for Water.

Once a response is entered on a copy that specific copy will be removed from the **Response Due** dashboard.

Example: If you enter a response for Sanitary Sewer and not Water, the Water (ticket) copy will remain on the Response Due Dashboard until a response is entered.

By opening a Location Request, you can review all the ticket information, including the map.

To open the ticket information, you select the row of the ticket you want to view and click on the row once.

You can also use the three-dot menu and selecting the **View Ticket** function.

Regular

07/21/2... 07:00 PM

07170-134-027

3444 MUNSON PL

YORKTO.

Regular

07/21/2... 07:00 PM

07170-134-027

3444 MUNSON PL

YORKTO.

Regular

07/21/2... 07:00 PM

07170-134-027

366

YORKTO.

Regular

07/21/2... 07:00 PM

07170-134-027

366

YORKTO.

Regular

07/21/2... 07:00 PM

07170-134-027

366

YORKTO.

View Ticket

Add Response

View Responses

Print Text

How to Respond to Automated Positive Response (APR)

How to Respond :: By Utility Type

Select the **Service Area** tab to open the list of Service Areas that were notified of this Location Request.

You will see under the Positive Response column on your associated **Service Areas** line the green **Add New** text.

Please note: You will need to click the **Add New** text from the Service Area Tab for each Utility Type.

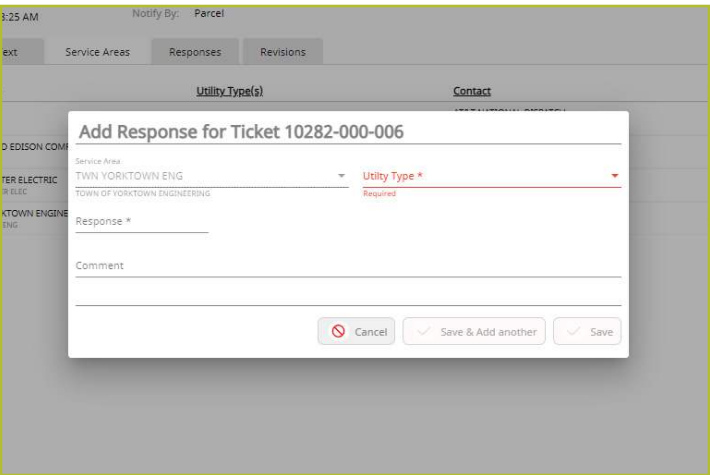
If you are ready to respond to this ticket, you will click the **add new** text and a response window will open.

| Taken: 07/17/2020 01:58 PM | | Notify By: Parcel | | | |
|----------------------------|--|---------------------------------|--|-------------------------|-----------|
| Ticket | Text | Service Areas | Responses | Deliveries | Revisions |
| Service Area | | Utility Type(s) | Contact | Positive Response | |
| More | ALTICE USA ALTICE USA | CATV, FIBER | | | |
| More | CONSOLIDATED EDISON COMPANY OF NY CON-ED | ELECTRIC, GAS, GAS TRANSMISSION | | | |
| More | NYSEG BREWSTER ELECTRIC NYSEG / BREWSTER ELEC | ELECTRIC | | | |
| More | TOWN OF YORKTOWN ENGINEERING TWN YORKTOWN ENG | SANITARY SEWER, WATER | LOUISE KOBILIAK (914) 962-5722 x220 | add new | |
| More | WESTCHESTER COUNTY SEWER WESTCHESTER CTY SWR | SANITARY SEWER, WATER | | | |

How to Respond to Automated Positive Response (APR)

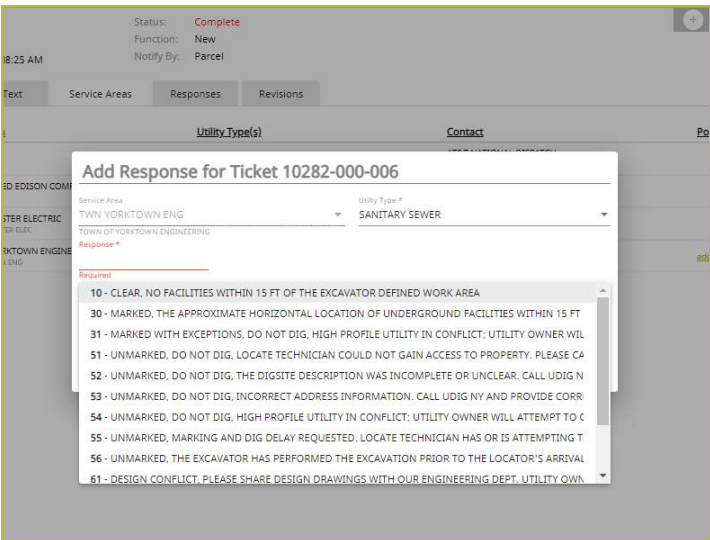
How to Respond :: By Utility Type

First, you will want to select which utility you will be entering your response for.



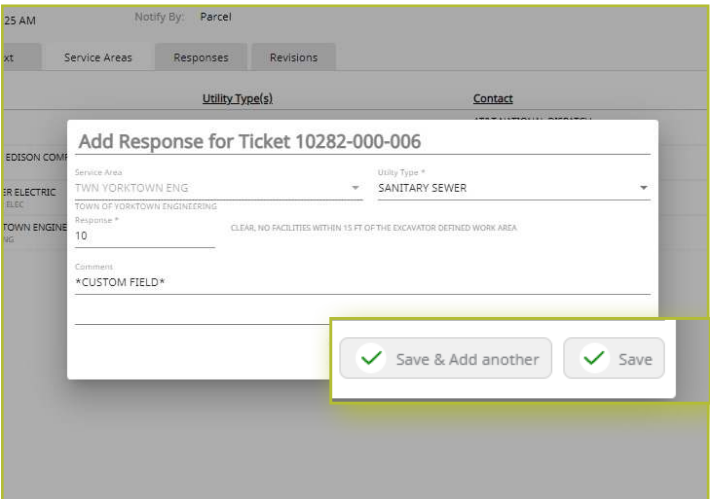
Once you select which utility you are responding for, select the **Code** field and a dropdown list of response codes will appear. You will select the code that you want to respond with.

Please note: When using a dig delay, the code will need to be changed to reflect the ticket has been marked or cleared. Once the response has been changed, the ticket will be cleared from your dashboard.



Within the response window you can also leave comments. This allows you to leave additional contact information or details pertaining to the marked utilities.

You can either click the **Save** button or if you are ready to respond for another utility type you can click on the **Save & Add another** button.



How to Respond to Automated Positive Response (APR)

How to Respond :: By Utility Type

You will now see that a response has been entered for that utility type. You will need to repeat these steps for the remainder of the utility types listed.

[More](#)

TOWN OF YORKTOWN ENGINEERING
TWN YORKTOWN ENG

SANITARY SEWER, WATER

LOUISE KOBILIAK
(914) 962-5722 x220

10 - CLEAR, NO FACILITIES WITHIN 15 FT
OF THE EXCAVATOR DEFINED WORK
AREA
Date: 07/20/2020 11:05 AM
Comment: CUSTOM FIELD
[view all](#) [add new](#)

If you made a mistake or need to update your response or comments you can click the green **Add New** text that is located below your current response.

10 - CLEAR, NO FACILITIES WITHIN 15 FT
OF THE EXCAVATOR DEFINED WORK
AREA
Date: 07/20/2020 11:05 AM
Comment: CUSTOM FIELD
[view all](#) [add new](#)

The same response window will open and you can then enter your new response and/or comments. Click the **Save** button once you are ready to submit. The updated response will overwrite the original response.

CATV, FIBERUSIC VOICE CALLS

DEF

Response

Service Area Code
TWN YORKTOWN ENG

TOWN OF YORKTOWN ENGINEERING

Utility Type
SANITARY SEWER

Code
10
CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED WORK AREA

Comment
'CUSTOM FIELD'

Cancel

Save & Add another

Save

The green **view all** text located below your response will open the Responses for Ticket window. This is where you can view all responses and events for that Location Request.

The row that has the term **Current** as the event status, is your current response for that Ticket number.

| Responses for Ticket 07170-134-027 | | | | | | |
|--|---------------------|-------------------------------------|----------------|--|--------------|--------------|
| Filter: Show All (2) Current Only (2) No Response (1) Show events (1) | | | | | | |
| Status | Date | Service Area | Utility Type | Response | Entry Method | Comments |
| No Response, Current | | TOWN OF YORKTOWN, WATER ENGINEERING | | | | |
| Event 07/17/2020 01:58 PM Version: 0 A ticket was created Complete on Channel 0 for ALTICE USA, CON-ED, NYSEG / BREWSTER ELEC, TWN YORKTOWN ENG, WESTCHESTER CTY SWR | | | | | | |
| Current | 07/20/2020 11:05 AM | TOWN OF YORKTOWN, WATER ENGINEERING | SANITARY SEWER | 10: CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED WORK AREA | Web | CUSTOM FIELD |

How to Respond to Automated Positive Response (APR)

How to Respond :: By Utility Type

After you have successfully submitted your responses, go back to **Response Due** tab by clicking on the **Dashboard** button under your name in the right-hand corner of the screen, to view and respond to other Location Requests.

If a delay response was entered or you only responded to some utility types, the Location Request with the delay or the one(s) not having a response will remain in the **Response Due** Dashboard until all positive responses are entered.

Status: Complete

Function: New

Notify By: Parcel

Dashboard

as

Responses

Deliveries

Revisions

Find by Ticket Num...

| Utility Type(s) | Contact | Positive Response |
|---------------------------------|---------|-------------------|
| CATV, FIBER | | |
| OF | | |
| ELECTRIC, GAS, GAS TRANSMISSION | | |
| ELECTRIC | | |

If you only responded for one (1) of the two (2) utility types that needed a response, a copy of the ticket that still needs a response will remain in the **Response Due** tab dashboard.

UDIG-NY

Switch to...

KRIS PHELPS

List

Dashboard

Home

Tickets

Service Areas

My Service Areas Tickets

Show Tickets with Response Due within: 48 hours Show all

Service Area Tickets

Response Due

Tickets on Map

All Responses

Filter by Ticket Number

Results: 7

| Ticket Type | Utility Type | Current Response | Response Due Date | Ticket Number | Street | Place | Service Area | Work Start Date | Company Name | Ticket Function |
|-------------|----------------|------------------|---------------------|---------------|-----------------|----------|------------------------------|---------------------|--------------|-----------------|
| Regular | WATER | | 11/02/2022 07:00 AM | 10282-000-006 | 1695 BALDWIN RD | YORKTOWN | TOWN OF YORKTOWN ENGINEERING | 11/02/2022 07:00 AM | UDIG NY | New |
| Regular | SANITARY SEWER | | 11/02/2022 07:00 AM | 10282-000-007 | 2066 ALLAN AVE | YORKTOWN | TOWN OF YORKTOWN ENGINEERING | 11/02/2022 07:00 AM | UDIG NY | New |
| Regular | WATER | | 11/02/2022 07:00 AM | 10282-000-007 | 2066 ALLAN AVE | YORKTOWN | TOWN OF YORKTOWN ENGINEERING | 11/02/2022 07:00 AM | UDIG NY | New |
| | WATER | | 11/02/2022 07:00 AM | 10282-000-008 | 2072 MIDLAND DR | YORKTOWN | TOWN OF YORKTOWN ENGINEERING | 11/02/2022 07:00 AM | UDIG NY | New |
| | SANITARY SEWER | | 11/02/2022 07:00 AM | 10282-000-009 | 2072 MIDLAND DR | YORKTOWN | TOWN OF YORKTOWN ENGINEERING | 11/02/2022 07:00 AM | UDIG NY | New |

How to Respond to Automated Positive Response (APR)

How to Respond :: By Utility Type

You can view what responses have been entered by selecting one of the copies and going to the **Responses** tab.

To enter a response for those needing a response go to the **Service Areas** tab and click the green **add new** text.

07160-540-069 v1
Agent: STEVE FOWLER
Taken: 07/21/2020 12:09 AM
Status: Complete
Function: Late
Notify By: Parcel

Service Areas Responses

Filter: ☒ Show All (3) ☐ Current Only (2) ☐ No Response (0) ☒ Show events (4)

| Status | Date | Service Area | Utility Type | Response | Entry Method | Comments |
|---------|---------------------|--|----------------|--|--------------|---------------------------|
| Event | 07/16/2020 10:48 AM | Version: 0 | | A ticket was created Suspended on Channel WEB for ALTICE USA, CON-ED, NYSEG / BREWSTER ELEC, TWN YORKTOWN ENG, BELL-VALHALLA / WSCHSTR | | |
| Event | 07/16/2020 03:48 PM | Version: 0 | | Ticket status was changed to complete by Pamela Given. | | |
| | 07/17/2020 09:21 AM | TOWN OF YORKTOWN ENGINEERING TWN YORKTOWN ENG | SANITARY SEWER | 10: CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED WORK AREA | Web | Respondent: MIKE CARDUCCI |
| Current | 07/20/2020 10:23 AM | TOWN OF YORKTOWN ENGINEERING TWN YORKTOWN ENG | SANITARY SEWER | 10: CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED WORK AREA | Web | |
| Current | 07/20/2020 10:23 AM | TOWN OF YORKTOWN ENGINEERING TWN YORKTOWN ENG | WATER | 30: MARKED, THE APPROXIMATE HORIZONTAL LOCATION OF UNDERGROUND FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED WORK AREA HAVE BEEN MARKED | Web | |
| Event | 07/20/2020 05:00 PM | Version: 0 | | Positive Response Status sent to Excavator. 3/6 members have responded. | | |
| Event | 07/21/2020 12:09 AM | Version: 1 | | A Late ticket was created due to responses not received by 3 Service Areas. | | |

How to Respond to Automated Positive Response (APR)

How to Respond :: By Utility Type

The second way to respond to a location request is by using the three-dot menu. We recommend using the three-dot menu if there is enough information provided to assist with making a decision on your response, as if it the most efficient way to add a response.

You will see the summary information for the ticket based on the column heading on your dashboard.

These include:

- Ticket Number
 - Street
 - Utility Type
- Place
 - Company

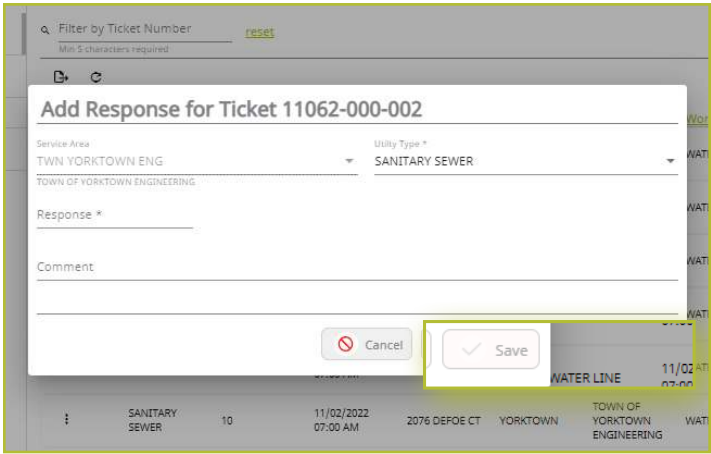
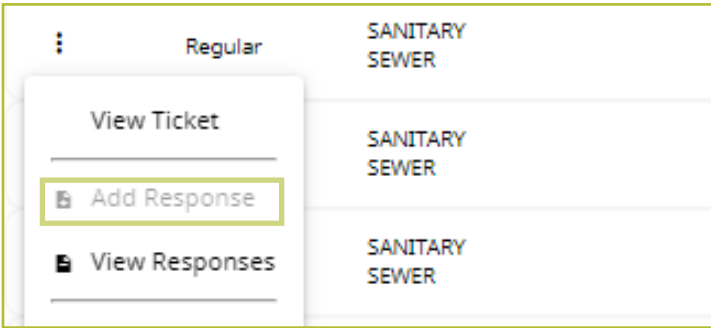
| | Ticket Type | Utility Type | Current Response | Response Due Date | Ticket Number | Street | Place | Service Area | Work Start Date | Company Name | Ticket Function |
|---|-------------|----------------|------------------|---------------------|---------------|-----------------|----------|------------------------------|---------------------|--------------|-----------------|
| ⋮ | Regular | SANITARY SEWER | | 11/02/2022 07:00 AM | 10282-000-009 | 2076 DEFOE CT | YORKTOWN | TOWN OF YORKTOWN ENGINEERING | 11/02/2022 07:00 AM | UDIG NY | New |
| ⋮ | Regular | SANITARY SEWER | | 11/02/2022 07:00 AM | 10282-000-008 | 2072 MIDLAND DR | YORKTOWN | TOWN OF YORKTOWN ENGINEERING | 11/02/2022 07:00 AM | UDIG NY | New |

If you select the three-dot menu and click on the **Add Response** option, the response window will open.

The same information is needed to enter a response:

- Code
- Comments

Do not forget to click the **Save** button at the bottom of the response window.



How to Respond to Automated Positive Response (APR)

How to Respond :: By Utility Type

To refresh the **Response Due** tab dashboard, just click the **Response Due** tab again and your ticket you responded to will clear out.

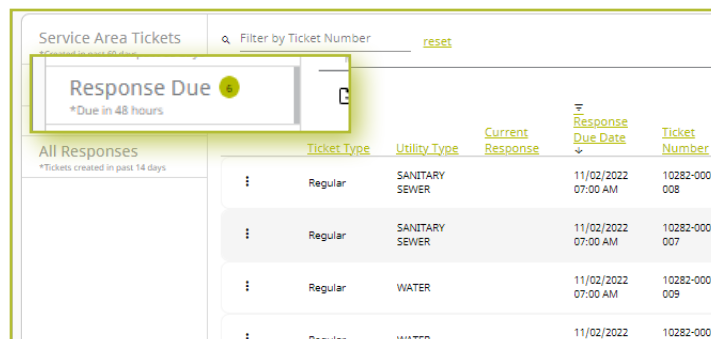
Please remember that for any Location Request in which a delay response was entered, or if a utility type is missing a response, a copy of that respective Location Request will remain in your dashboard.

To view the responses that have been entered on a location request, select the three-dot menu and then click the **View Responses** option. This will open the Responses for Ticket window.

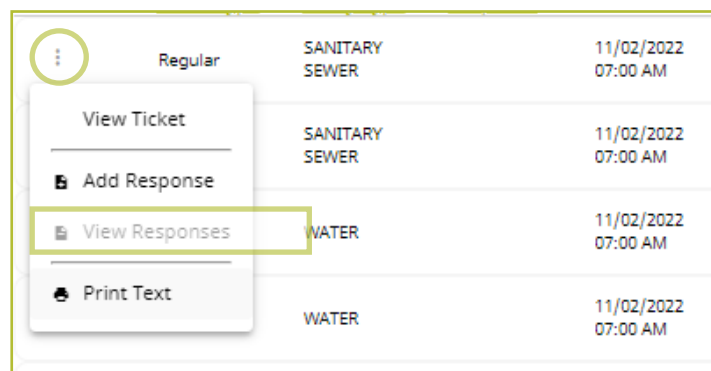
Once the window opens, select the **Show All Responses and Ticket Events** radio button at the top of the window. This option will show you all responses entered, and which needs responses.

You can repeat entering responses steps to update the response and respond for other utility types that are due.

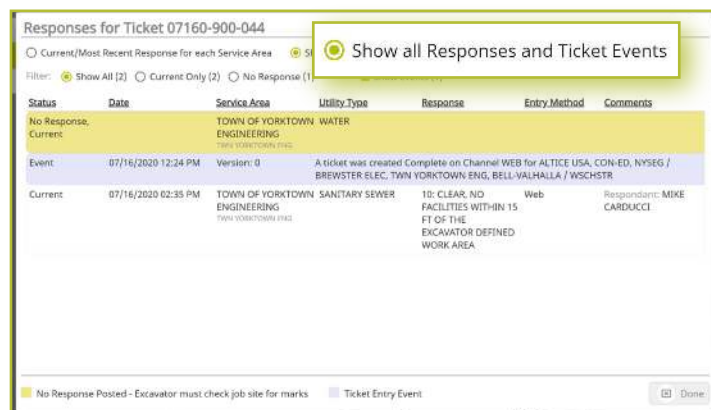
Once you have entered all responses and/or updated a response, select the **Response Due** tab to refresh the dashboard. You will also notice that the Green Bubble count has updated showing you how many location requests need positive responses.



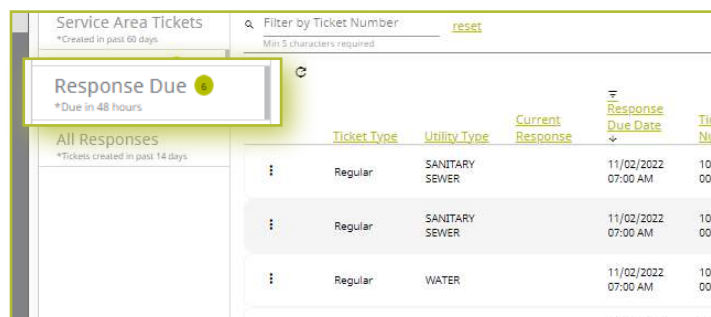
| Ticket Type | Utility Type | Current Response | Response Due Date | Ticket Number |
|-------------|----------------|------------------|---------------------|---------------|
| Regular | SANITARY SEWER | | 11/02/2022 07:00 AM | 10282-000-008 |
| Regular | SANITARY SEWER | | 11/02/2022 07:00 AM | 10282-000-007 |
| Regular | WATER | | 11/02/2022 07:00 AM | 10282-000-009 |
| Regular | WATER | | 11/02/2022 07:00 AM | 10282-000-009 |



| Regular | SANITARY SEWER | 11/02/2022 07:00 AM |
|----------------|----------------|---------------------|
| View Ticket | SANITARY SEWER | 11/02/2022 07:00 AM |
| Add Response | | |
| View Responses | WATER | 11/02/2022 07:00 AM |
| Print Text | WATER | 11/02/2022 07:00 AM |



| Status | Date | Service Area | Utility Type | Response | Entry Method | Comments |
|----------------------|---------------------|-------------------------------------|----------------|---|--------------|---------------------------|
| No Response, Current | | TOWN OF YORKTOWN, WATER ENGINEERING | | | | |
| Event | 07/16/2020 12:24 PM | Version: 0 | | A ticket was created Complete on Channel WEB for ALTICE USA, CON-ED, NYSEG / BREWSTER ELEC, TOWN YORKTOWN ENG, BELL-YALHALLA / WSCSHSTR | | |
| Current | 07/16/2020 02:35 PM | TOWN OF YORKTOWN, WATER ENGINEERING | SANITARY SEWER | 10: CLEAR, NO FACILITIES WITHIN 15 FT OF THE EXCAVATOR DEFINED WORK AREA. | Web | Respondent: MIKE CARDUCCI |



| Ticket Type | Utility Type | Current Response | Response Due Date | Ticket Number |
|-------------|----------------|------------------|---------------------|---------------|
| Regular | SANITARY SEWER | | 11/02/2022 07:00 AM | 10282-000-008 |
| Regular | SANITARY SEWER | | 11/02/2022 07:00 AM | 10282-000-007 |
| Regular | WATER | | 11/02/2022 07:00 AM | 10282-000-009 |



Understanding

Positive Response Contacts Responsibilities & Tips

Positive Response Contacts Responsibilities & Tips

Positive Response Contact Responsibilities

- All Members must respond to all tickets their Service Areas(s) receives through the One-Call Notification System.
- Enter the Response Status prior to the **state date and time** listed on the Location Request.
- If there is more than one department, collect all responses from the departments and provide one response to the APR system.
- When entering response codes on the web, comments can be entered. Please keep in mind excavators may not see or hear the comment if they use the phone to retrieve their responses.
- If a response code is changed, the member is responsible to contact the excavator directly and make them aware of the change.
- If a delay code such code 54 or code 55 is used, the members must contact the excavator directly to make arrangements. Then, the member must respond back into the system with a clear or marked response.
- We encourage our users to not share usernames and passwords.
- Members are responsible to monitor their tickets daily to make sure they receive and respond to all tickets on time.

Positive Response Contacts Responsibilities & Tips

Tips on Avoiding Late Tickets

- Respond prior to the start date and time listed on the ticket. Time is a factor when responding. If the time is listed as 7:00 a.m., the response needs to be entered before 7:00 a.m.
- Members are responsible to respond to all tickets they receive, even if the ticket is not in your Service Area or you are not affected. If you receive a lot of tickets from outside your Service Area, you may want to update your Service Area Map. Please **complete a support form** if you need **Member—Mapping Role & Permissions** by visiting **My.UDigNY.org** and clicking on **Exactix Member Support**.
- Respond to your own tickets. If you requested the mark out, you must still enter a response.
- Respond by phone if your Internet is down or you are in an area where there is no Internet. A phone option is always available at **1-888-DIGGERS**. Call the UDig NY Contact Center if it is after hours to get your Positive Response ID number at **811** or **(800) 962-7962**, or complete a support form request and a person from the Member Services team will follow up with you during the next business day.

Positive Response Contacts Responsibilities & Tips

What can the UDig NY Member Services Team assist you with

- The Member Manager & Service Area Manager can request to add additional contacts by submitting a support form at My.UDigNY.org Exactix Member Support. If you are not the Member Manager or Service Area Manager, Member Support will follow up with the manager to get authorization to add additional contacts.
- Clarification on the different response codes.
- Provide Service Area Positive Response ID's for the IVR (phone) system [1-888-DIGGERS].
- Update changes to your membership (remove or add contacts, change office hours).
- Make changes to the way a member receives their requests.
- Add an End-of-Day Audit to your current delivery email. These audits will be sent each morning and will list the tickets that need a response by 7a.m. the following day (this is a free service).

For more information about code rule NYCRR Part 753 can be found on our website My.UDigNY.org