

Registering & Logging Into Your Account



This guide provides step-by-step instructions for registering and logging into your account. It highlights the importance of timely registration to ensure a smooth transition and offers troubleshooting tips for common issues, such as not receiving the invitation email. Additionally, it includes contact information for support, making it a valuable resource for a seamless user experience.

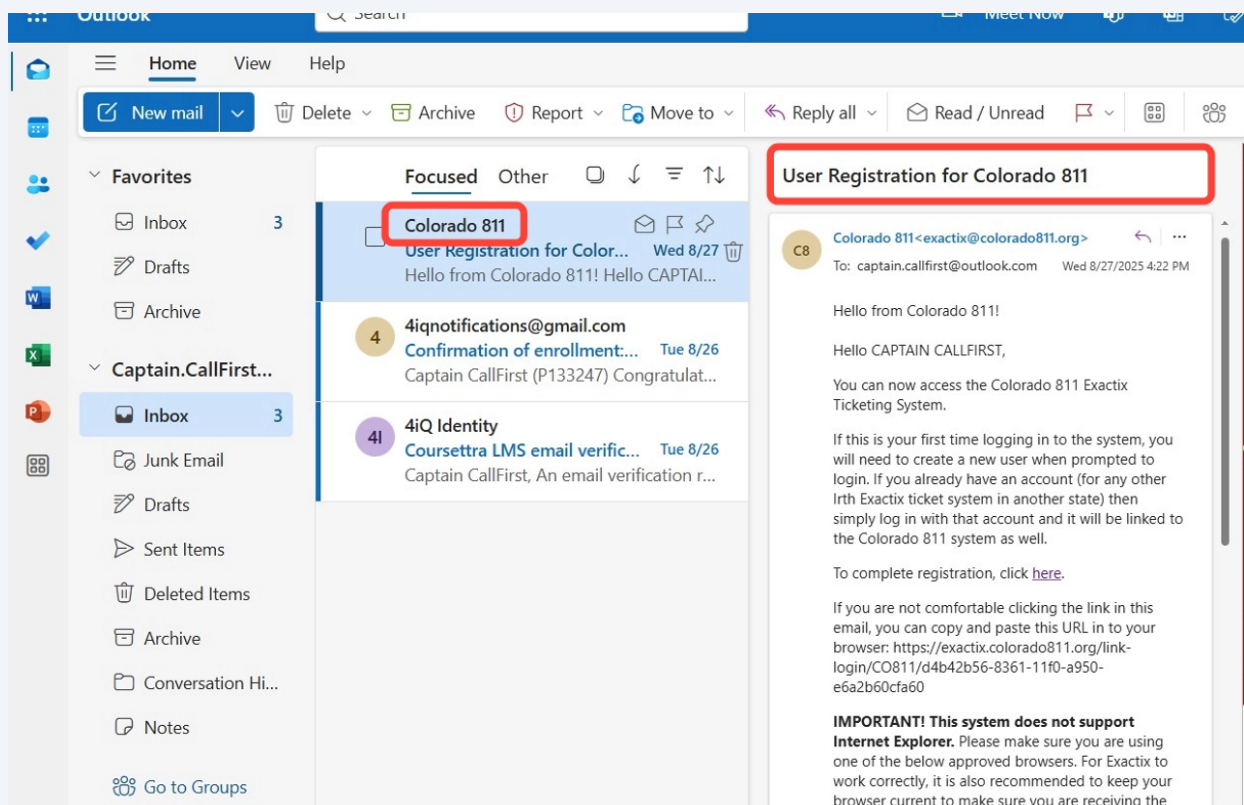


If you are currently using the WTE program, you will receive an invitation email **after** you have completed the Colorado 811 Exactix Ticketing System Training and successfully passed the competency test. It is important to create your username and password as well as log into the Exactix system as soon as possible, or before cutover, to ensure your experience is as seamless as possible.

1 Registering for your Account

Log in to your email inbox and find your **"User Registration for Colorado 811"** invitation email from **Colorado 811**.

The email will be sent from *exactix@colorado811.org*.





Tip! If you did not receive an invitation email after completing this course and passing the competency test, please check your spam and junk folders first.

If you are still unable to find what you are looking for, please don't hesitate to contact an **Online Services Specialist at 877-318-8188**.

2

Now we will walk through some important details included in the invitation email.

The screenshot shows an email client interface. At the top, there is a search bar and navigation links like 'Meet Now'. Below this is a toolbar with actions: Delete, Archive, Report, Move to, Reply all, Read / Unread, and a flag icon. The email list on the left shows three emails:

- Colorado 811** - User Registration for Color... - Wed 8/27 - Hello from Colorado 811! Hello CAPTAI...
- 4iQnotifications@gmail.com** - Confirmation of enrollment:... - Tue 8/26 - Captain CallFirst (P133247) Congratulat...
- 4iQ Identity** - Coursettra LMS email verific... - Tue 8/26 - Captain CallFirst, An email verification r...

The selected email from **Colorado 811** is displayed on the right. The header shows the sender as **Colorado 811 <exactix@colorado811.org>** and the recipient as **To: captain.callfirst@outlook.com** on **Wed 8/27/2025 4:22 PM**. The email body contains the following text:

Hello from Colorado 811!

Hello CAPTAIN CALLFIRST,

You can now access the Colorado 811 Exactix Ticketing System.

If this is your first time logging in to the system, you will need to create a new user when prompted to login. If you already have an account (for any other Irth Exactix ticket system in another state) then simply log in with that account and it will be linked to the Colorado 811 system as well.

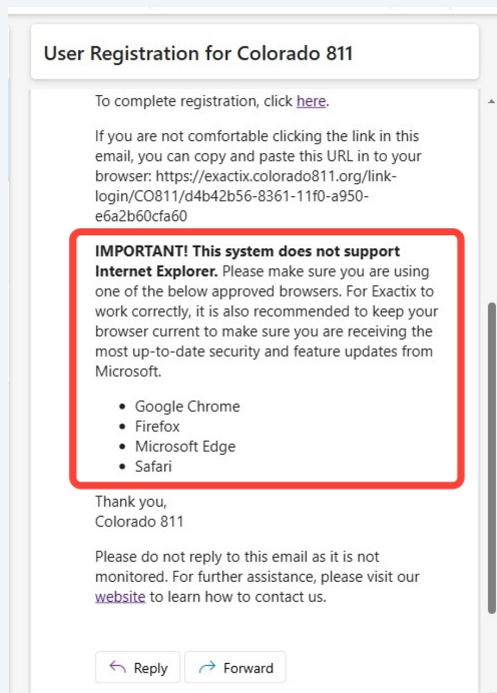
To complete registration, click [here](#).

If you are not comfortable clicking the link in this email, you can copy and paste this URL in to your browser: <https://exactix.colorado811.org/link-login/CO811/d4b42b56-8361-11f0-a950-e6a2b60cfa60>

IMPORTANT! This system does not support Internet Explorer. Please make sure you are using one of the below approved browsers. For Exactix to work correctly, it is also recommended to keep your browser current to make sure you are receiving the

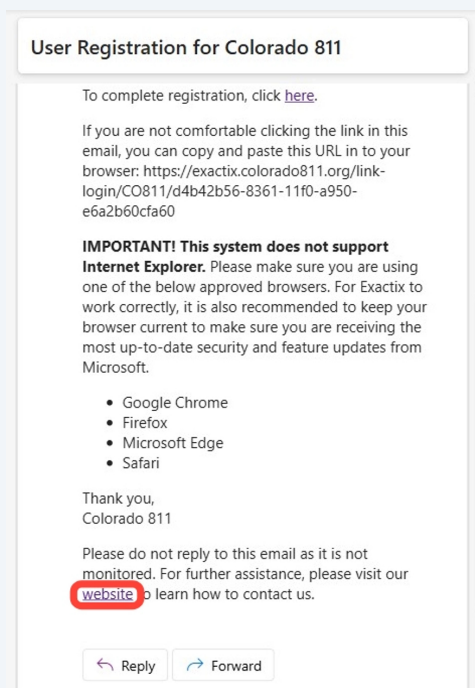
3

First, please advise that the Colorado 811 Exactix Ticketing system **does not** support Internet Explorer. Please use an approved browser.




4

If assistance is needed for account setup or login, click on the "**website**" link at the bottom of the email or go to <https://www.colorado811.org/contact-us/>





5


On the Contact Info page, you will find many ways to get support.


 [Home](#) [Resources](#) [About Us](#) [News](#) [Center Stats](#) [Employment](#) [Status Page](#) [Search](#) [Request](#)


CONTACT INFO


**OUR ADDRESS**
16361 Table Mountain Pkwy, Golden,
CO 80403

**WEB**
colorado811.org

**FAX**
(303) 234-1712

**EMAIL**
administrator@co811.org

**PHONE**
**DIAL 811 OR 800-922-1987 FOR ALL
LOCATE REQUESTS**


**BUSINESS HOURS**
**MONDAY THROUGH
FRIDAY
7AM TO 5PM | MST**
*OPEN 24X7 FOR EMERGENCY AND
DAMAGE REQUESTS.*

For billing and accounting questions, and inquiries, please contact us at 303-232-1991 or email accounting@uncc.org.


Notice: Colorado 811 will transition from our legacy Norfield/Newtin system to the new Exactix ticketing platform in late fall 2025. For more information about Colorado 811's new Exactix Ticketing System, please [click here](#). If you have a question, please submit it [here](#).


6


And a link to access the knowledge base. [Knowledge base Link](#)


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7


We have a link to submit questions: [Help Desk Link](#)


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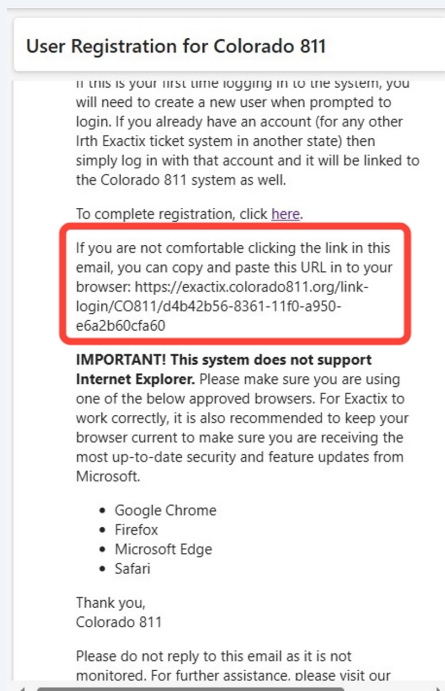
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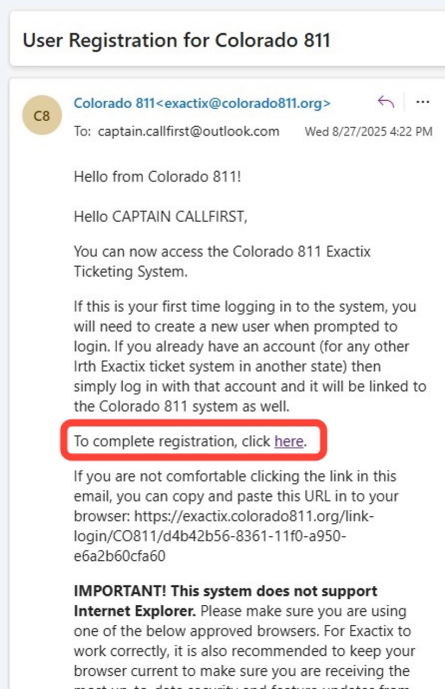
8

If you are not comfortable clicking the link in provided in the email, you can copy and paste this URL into your browser.



9

When you are ready to complete your registration, click the link labeled "click here."



10 Logging In

You will be directed to the Colorado 811 Exactix Ticketing System "Create Login" page. Your username is automatically set to your email address, which was used for the invitation. It is recommended to keep this as your username.

Create Login
Using the email address
captain.callfirst@outlook.com.

Username*
captain.callfirst@outlook.com

Password requirements:

- Must be at least 6 characters

Password*

Confirm Password*

Submit

Already have a login on this or another Exactix system? [click here](#)

11 Create a new password. The password must be at least six (6) characters and is case sensitive. You will be asked to confirm the new password in the next field. Then click "**Submit.**"

Using the email address
captain.callfirst@outlook.com.

Username*
captain.callfirst@outlook.com

Password requirements:

- Must be at least 6 characters

Password*

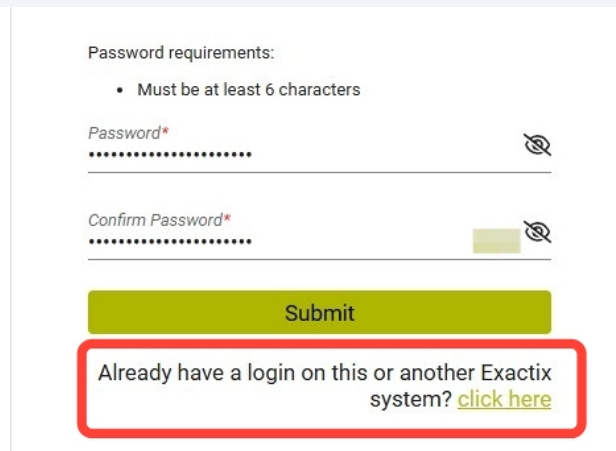
Confirm Password*

Submit

Already have a login on this or another Exactix system? [click here](#)

12

If you already have a login for the Colorado 811 Exactix Ticketing System or another Exactix system, click the link labeled "**click here.**"



Password requirements:

- Must be at least 6 characters

Password*

Confirm Password*

Submit

Already have a login on this or another Exactix system? [click here](#)



Alert! Tip! If you are experiencing any issues, please don't hesitate to contact an **Online Services Specialist at 877-318-8188.**