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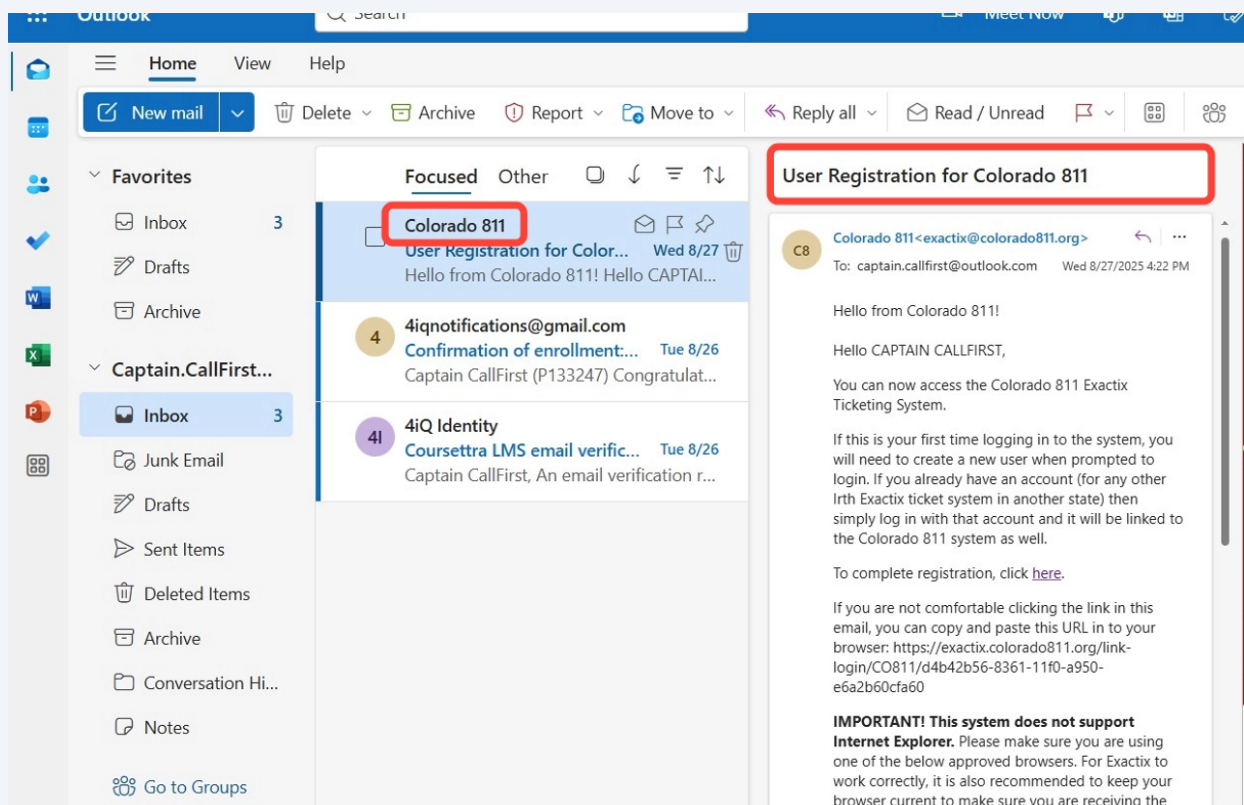
(i) Tip! If you did not receive an invitation email after completing this course and passing the competency test, please check your spam and junk folders first.

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.
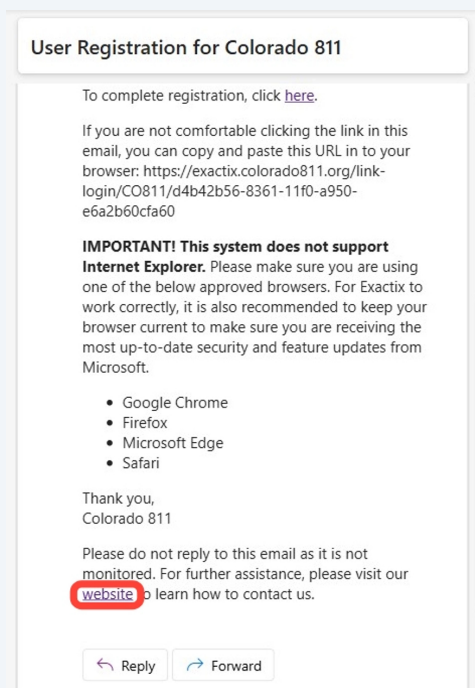
3 First, please advise that the Colorado 811 Exactix Ticketing system **does not** support Internet Explorer. Please use an approved browser.
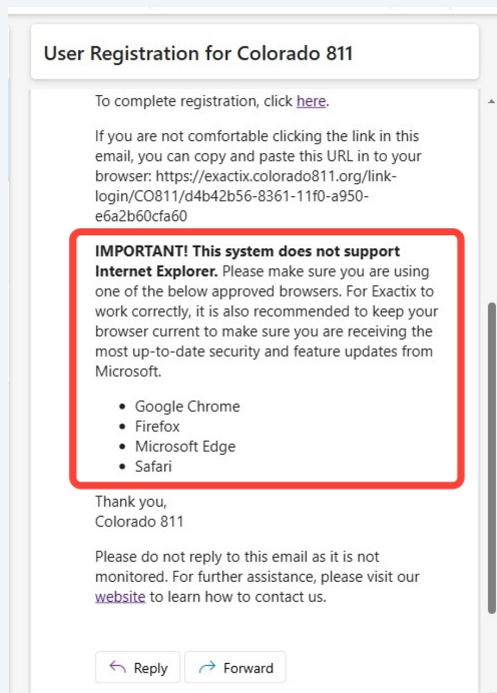
4 If assistance is needed for account setup or login, click on the "**website**" link at the bottom of the email or go to **https://www.colorado811.org/contact-us/**

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

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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5

7 We have a link to submit questions: Help Desk Link

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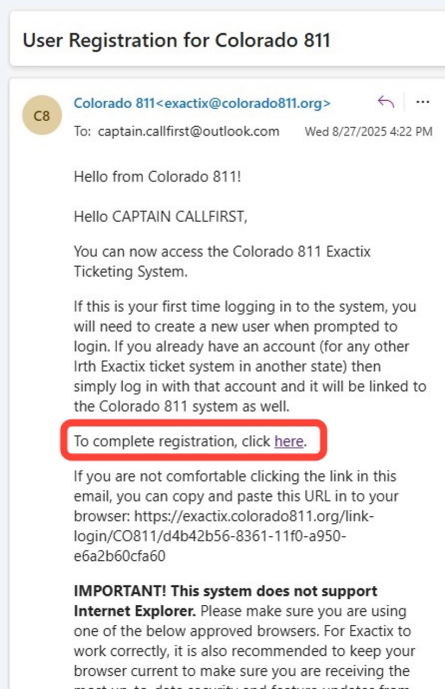**8** If you are not comfortable clicking the link in provided in the email, you can copy and paste this URL into your browser.
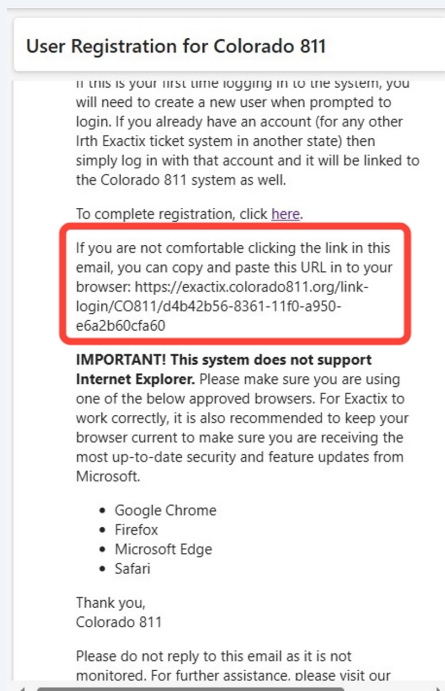
9 When you are ready to complete your registration, click the link labeled "click here."

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.

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.**"

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*

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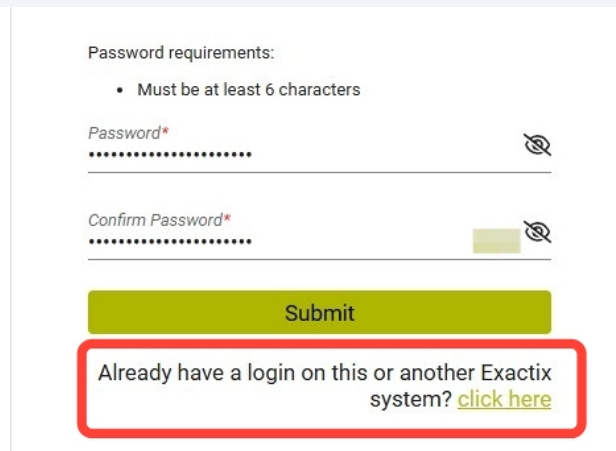
Confirm Password*

•••••••••••••••••••••

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**.