

Posting Positive Response for Members



This guide provides a step-by-step process for effectively posting positive responses within Exactix, ensuring users can navigate the platform with ease. By following the outlined steps, users can efficiently attach files, add comments, and manage their responses, enhancing communication and collaboration. Whether you're new to the system or looking to streamline your workflow, this guide is an essential resource for maximizing your experience.

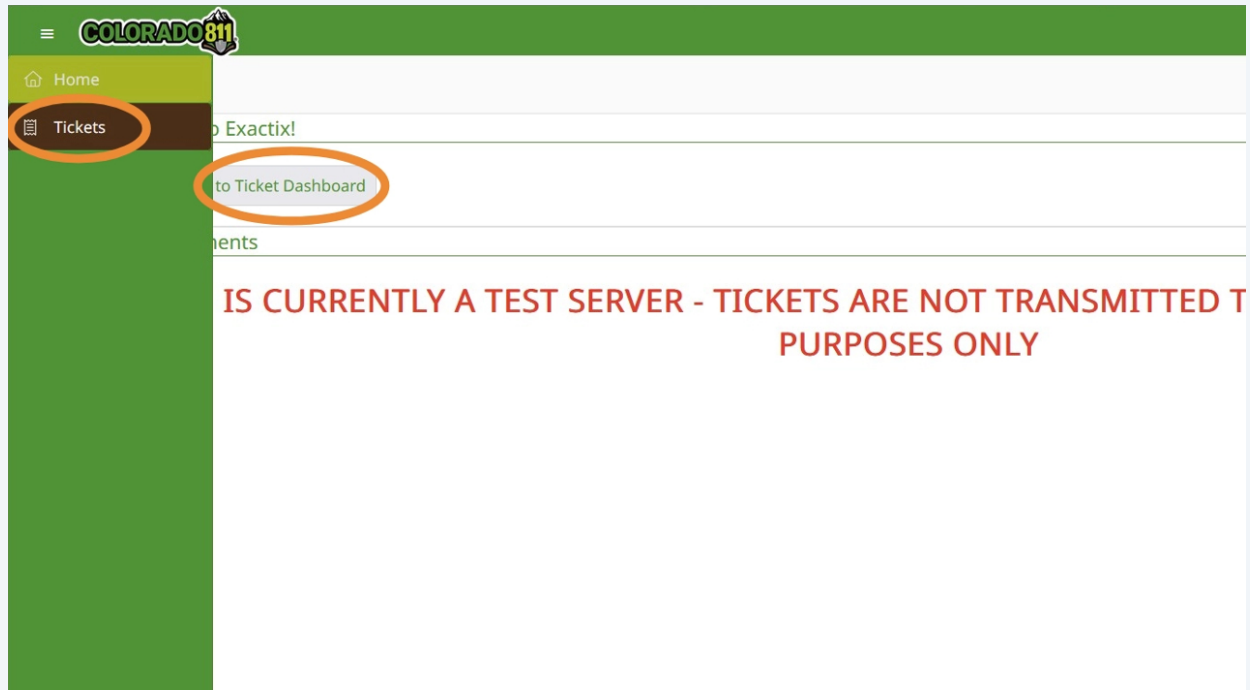
1

As a member, there are multiple ways to post positive responses to tickets within Exactix. Explore the different ways below and find what works best for you!

POSTING POSITIVE RESPONSE

2

From your Exactix dashboard, click either "**Tickets**" on the banner on the left side of the screen or "**Go to Ticket Dashboard**" to find the tickets for your service area(s).



3

Once on the ticket dashboard, you will find a list of all tickets for your Service Area(s). On the left side, you should see several categories for quick sorting and viewing of available tickets: Response Due in 48 hours, Past Due, and Tickets on Map. If you are also an excavator and submit tickets in Exactix, you may also see a "My Tickets" category in this list. **Check out our other training material, "Members- Reviewing Tickets," for more information on these ticket categories and steps for thoroughly reviewing tickets within Exactix!**

Once you have found the ticket needing a positive response, click on the ticket row. Clicking anywhere on the ticket row should open the ticket. Alternatively, you can click on the 3-dot menu (:) and select "View Ticket" to open it as well.

COLORADO 811

DANIEL MCSAFE

My Service Areas Tickets

Service Area Tickets 440
*Created in past 60 days

Response Due
*Due in 48 hours

Past Due
*No response and past due

Tickets on Map
*Created in past 14 days

All Responses
*Created in past 14 days

Filter by Ticket Number [reset](#)
Min 4 characters required

« Previous 1

	Current Response	Response Due Date	Street	Place	Service Area	Work Type
<input type="checkbox"/>		11:59 PM	ALAMEDA PKWY		MR IT 1	REMOVAL
<input type="checkbox"/>		09/11/2025 11:59 PM	1437 BANNOCK ST	DENVER	CO811 CODE FOR TESTING - MR IT 1	DEMOLITION
<input type="checkbox"/>		09/11/2025 11:59 PM	4201 W 94TH AVE	WESTMINSTER	CO811 CODE FOR TESTING - MR IT 1	DEMOLITION OF PLAYGROUND EQUIPMENT
<input type="checkbox"/>		09/11/2025 11:59 PM	16361 TABLE MOUNTAIN PKWY	GOLDEN	CO811 CODE FOR TESTING - MR IT 1	DEMOLITION
<input type="checkbox"/>		09/11/2025 11:59 PM	807 E LAS VEGAS ST	COLORADO SPRINGS	CO811 CODE FOR TESTING - MR IT 1	ELEC MAIN REPL
<input type="checkbox"/>		09/11/2025	100 FRONTAGE	RFNNFTT	CO811 CODE FOR TESTING -	CAISSON/S

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Positive Response Posting Method #1 - Posting via the "Service Areas" tab within the full ticket view.

When the ticket is open for viewing, there are various tabs just under the ticket information near the top. Click on the "Service Areas" tab.

The screenshot shows the Colorado 811 ticket interface. At the top, the ticket ID is A525200009 v0, Status is Released, Agent is Web User, Function is New, Taken is 09/09/2025 01:36 PM, and Notify By is Parcel. Below this, there are tabs: Ticket, Text, Service Areas (highlighted with an orange circle), Responses, Deliveries, and Revisions. The main content area is divided into two sections: 'Dig Site Information' and 'Additional Work Information'. The 'Dig Site Information' section includes fields for Dig Site Type (Street/Address), CO (JEFFERSON), City (GOLDEN), Address (16361 TABLE MOUNTAIN PKWY), Building, Unit, or Lot #, Near (TECHNOLOGY DR (622 FT)), Locate instructions (LOC ENTIRE LOT), and Access open now until the end of the Locate By Date (YES). The 'Additional Work Information' section includes a table with questions and answers: Is the excavation site pre-marked in white? (NO), Are you working on both sides of street? (NO), Are you working within the public right-of-way? (NO), Are you working within a utility easement? (NO), and Are you working on private property? (NO). On the right side, there are sections for Ticket Attachments (1) and Response Attachments, both showing no attachments.

5

The "Service Areas" tab shows all of the service area codes that were notified on this ticket. For the Service Areas that you have access to post responses for, you should see an "add new" link under the Positive Response Column.

Click the "add new" link for the Service Area code you want to post a positive response to.

The screenshot shows the Colorado 811 ticket interface with the 'Service Areas' tab selected. The table below lists the service areas and their details. The 'add new' link is highlighted with an orange circle in the 'Positive Response' column for the 'CO811 CODE FOR TESTING - MR IT 1' row.

Service Area	Utility Type(s)	Contact	Positive Response
CENTURYLINK QLNCC00	FIBER, TELCO		
CITY OF GOLDEN GLDN01	ELECTRIC, SEWER, STORM SEWER, TRAFFIC, WATER		
CO811 CODE FOR TESTING - MR IT 1 TESTMRIT1	TESTING ONLY	DANIEL MCSAFE (303) 135-7911	add new
CO811 CODE FOR TESTING - MR IT 2 TESTMRIT2	TESTING ONLY		
CO811 CODE FOR TESTING - MR IT 3 TESTMRIT3	TESTING ONLY		
CO811 CODE FOR TESTING - MR IT 4 TESTMRIT4	TESTING ONLY		
COLORADO 811 CODE FOR TESTING TESTCARLA	TESTING ONLY		
COMCAST CCSOCO01	CATV, FIBER		
NORTH TABLE MTN H20,SANT NTMH20	SEWER, WATER		
TEST CODE FOR MAPPING TESTMP1	TESTING ONLY		

6 A pop-up will appear to "Add Response for Ticket A000000000".

The top required field for "**Service Area**" will be auto-filled with the Service Area you clicked the "**add new**" link for. Next, select the positive response you want to post from the available responses drop-down in the required "**Response**" field.

The screenshot shows a web application interface for managing tickets. A pop-up window titled "Add Response for Ticket A525200009" is displayed over a background page. The pop-up contains the following fields:

- Service Area***: A dropdown menu with the value "TESTMRIT1" selected. This field is highlighted with a red rectangle.
- CO811 CODE FOR TESTING - MR IT 1**: A text field.
- Response***: A dropdown menu with a list of required responses. The list includes:
 - 001 - LOCATE AREA MARKED
 - 002 - CLEAR - NO CONFLICT
 - 003 - NO ACCESS - ANIMAL, NEW TICKET REQUESTED
 - 004 - NO ACCESS - GATE OR FENCE, NEW TICKET REQUESTED
 - 005 - BAD ADDRESS OR INCORRECT STREET INFO, NEW TICKET REQUESTED
 - 006 - EXCAVATOR NO-SHOW FOR MEET
 - 007 - NO PRE-MARKED AREA

The background page shows a ticket details view for "Ticket A525200009". The ticket status is "Released", the function is "New", and the notify by is "Parcel". The page has tabs for "Service Areas", "Responses", "Deliveries", and "Revisions". The "Service Areas" tab is active, showing a list of service areas. The "Responses" tab is also visible, showing a list of responses. The "add new" link is visible in the background.

7 Next, add the Comment that will be uploaded along with the positive response.

Note: If you have picked a positive response that requires a comment to be added, then there will be a little red asterisk (*) next to "Comment" for that field. There is a 10-character minimum for required comments.

White - Outlook Member Services - O... Newtin Web Pages PolicyTech - Log in Lates Report Long Term Server Paycom-Admin CO811.org Newtin Users Mainte...

DANIEL MC

Status: Released
Function: New
01:36 PM Notify By: Parcel

ext Service Areas

Add Response for Ticket A525200009

Service Area *
TESTMRIT1
CO811 CODE FOR TESTING - MR IT 1

Response *
003 NO ACCESS - ANIMAL, NEW TICKET REQUESTED

Comment
DOG LOSE IN THE YARD. PLEASE SUBMIT A NEW TICKET WHEN ACCESS IS OPEN

Attachments:
Select or drag-and-drop files here to attach them to the response.
Attachments are optional for this Response. [Select Files](#)

There are no attachments for this response.

[Cancel](#) [Save & Add another](#) [Save](#)

CATV, FIBER

8 Next, upload your positive response supporting documentation by clicking the "Select Files" button. This will open the file explorer on your device, allowing you to browse and find the attachment(s) you want to upload.

White - Outlook Member Services - O... Newtin Web Pages PolicyTech - Log in Lates Report Long Term Server Paycom-Admin CO811.org Newtin Users Mainte...

DANIEL MC

Status: Released
Function: New
01:36 PM Notify By: Parcel

ext Service Areas

Add Response for Ticket A525200009

Service Area *
TESTMRIT1
CO811 CODE FOR TESTING - MR IT 1

Response *
003 NO ACCESS - ANIMAL, NEW TICKET REQUESTED

Comment
DOG LOSE IN THE YARD. PLEASE SUBMIT A NEW TICKET WHEN ACCESS IS OPEN

Attachments:
Select or drag-and-drop files here to attach them to the response.
Attachments are optional for this Response. [Select Files](#)

There are no attachments for this response.

[Cancel](#) [Save & Add another](#) [Save](#)

CATV, FIBER

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Once the file(s) have been uploaded, to the right of the uploaded file, you will see a link to "open" the attachment for review, "download" the attachment to your device, and "remove" the uploaded attachment if this is not the correct attachment that you intended to upload.

Note: Always review the files you have uploaded by "opening" them before continuing to ensure they are the correct attachments. This is the only time you can "remove" an uploaded attachment if it is not accurate. After you hit "save," you will no longer be able to remove any uploaded attachments.

0 Status: Released
er Function: New
025 01:36 PM Notify By: Parcel

Text Service Areas

Add Response for Ticket A525200009

Service Area*
TESTMRIT1

CO811 CODE FOR TESTING - MR IT 1

Response*
003 NO ACCESS - ANIMAL, NEW TICKET REQUESTED

Comment
DOG LOSE IN THE YARD. PLEASE SUBMIT A NEW TICKET WHEN ACCESS IS OPEN

Attachments:
Select or drag-and-drop files here to attach them to the response.
Attachments are optional for this Response.

Select Files

File: A525200009_DogBehindFence.jpg

[open](#) [download](#) [remove](#)

Cancel Save & Add another Save

CATV, FIBER

E MTN H2O,SANT

OR MAPPING

SEWER, WATER

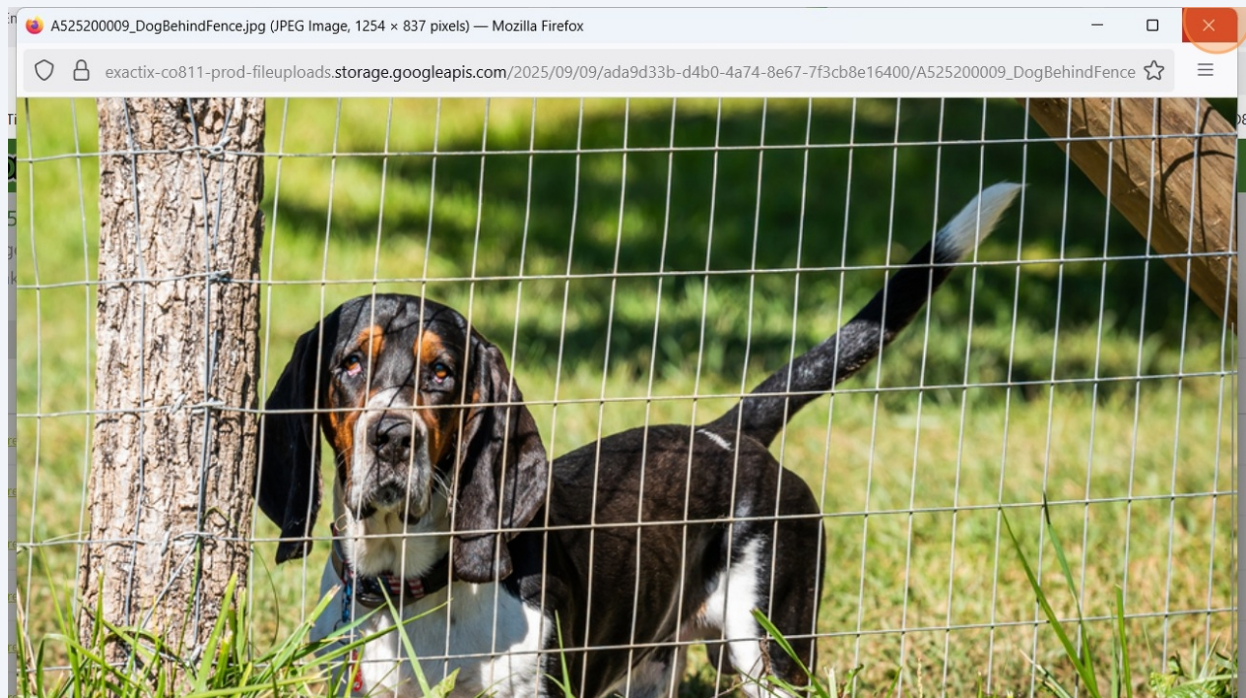
TESTING ONLY

Positive Respons

add new

10

Sample "opening" of the uploaded attachment.



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Once you verify that everything on the "Add Response for Ticket A000000000" pop-up is correct, it needs to be saved.

There are two save buttons:

- **"Save"** will save what you have entered into the ticket and close the pop-up
- **"Save & Add Another"** will save what you have entered into the ticket and reopen the "Add Response for Ticket A000000000" for the ticket, allowing you to add another positive response. This is useful if you have more than one Service Area code on the ticket that you need to respond to positively.

COLORADO 811

Ticket: A525200009 v0 Status: Released
 Agent: Web User Function: New
 Taken: 09/09/2025 01:36 PM Notify By: Parcel

Service Areas

Service Area

More CENTURYLINK QLNCC00
 More CITY OF GOLDEN GLDN01
 More CO811 CODE FOR TESTING - MR IT 1 TESTMRIT1
 More CO811 CODE FOR TESTING - MR IT 2 TESTMRIT2
 More CO811 CODE FOR TESTING - MR IT 3 TESTMRIT3
 More CO811 CODE FOR TESTING - MR IT 4 TESTMRIT4
 More COLORADO 811 CODE FOR TESTING TESTCARLA
 More COMCAST CCSOC001
 More NORTH TABLE MTN H20,SANT NTMH20
 More TEST CODE FOR MAPPING TESTMP1

Add Response for Ticket A525200009

Service Area* TESTMRIT1
 CO811 CODE FOR TESTING - MR IT 1

Response* 003 NO ACCESS - ANIMAL, NEW TICKET REQUESTED

Comment DOG LOSE IN THE YARD. PLEASE SUBMIT A NEW TICKET WHEN ACCESS IS OPEN

Attachments:
 Select or drag-and-drop files here to attach them to the response. Attachments are optional for this Response. [Select Files](#)

File: A525200009_DogBehindFence.jpg [open](#) [download](#) [remove](#)

[Cancel](#) [Save & Add another](#) [Save](#)

Exactix v4.1.11 by irth Solutions

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After saving the response, you should see the positive response posted, along with the response comments, and the number of attachments that were included on the row for your service code(s).

There are also options to "**view/view all**" the attachment(s) that were uploaded, and an option to "**add new**," which allows you to add a new positive response to the ticket for this service code if needed. There is no way to delete a positive response or attachments that have been saved to a ticket; however, a new updated positive response can be posted instead.

COLORADO 811

A525200009 v0 Status: **Released**
Agent: Web User Function: New
Taken: 09/09/2025 01:36 PM Notify By: Parcel

List Dashboard

Ticket Text **Service Areas** Responses Deliveries Revisions

Find by Ticket Number

Service Area	Utility Type(s)	Contact	Positive Response
More CENTURYLINK QLNCC00	FIBER, TELCO		
More CITY OF GOLDEN GLDND01	ELECTRIC, SEWER, STORM SEWER, TRAFFIC, WATER		
More CO811 CODE FOR TESTING - MR IT 1 TESTMRIT1	TESTING ONLY	DANIEL MCSAFE (303) 135-7911	003 - NO ACCESS - ANIMAL, NEW TICKET REQUESTED Date: 09/09/2025 02:29 PM Comment: DOG LOSE IN THE YARD. PLEASE SUBMIT A NEW TICKET WHEN ACCESS IS OPEN Entered via Web: DANIEL MCSAFE 1 attachment(s) view view all add new
More CO811 CODE FOR TESTING - MR IT 2 TESTMRIT2	TESTING ONLY		
More CO811 CODE FOR TESTING - MR IT 3 TESTMRIT3			
More CO811 CODE FOR TESTING - MR IT 4 TESTMRIT4	TESTING ONLY		
More COLORADO 811 CODE FOR TESTING TESTCARLA	TESTING ONLY		
More COMCAST	CATV, FIBER		

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Positive Response Posting Method #2 - Posting via the "Responses" tab within the full ticket view.

When the ticket is open for viewing, there are various tabs just under the ticket information near the top. Click on the **"Responses"** tab.

exactix.colorado811.org/tickets/view/506a791f-8db4-11f0-bdb1-e2ab203ddf1d

Paycom - Time Clock | Carlie White - Outlook | Member Services - O... | Newtin Web Pages | PolicyTech - Log in | Lates Report | Long Term Server | Paycom-Admin | CC

COLORADO 811

A525200010 v0 Status: **Released**
Agent: Web User Function: **New**
Taken: 09/09/2025 01:36 PM - 01:39 PM Notify By: Parcel

Ticket | Text | Service Areas | **Responses** | Deliveries | Revisions

Contact Information [Help](#)

Contact type: EXCAVATOR
Primary phone number: OFFICE: (811) 811-8118
Caller or person creating the request: CAPTAIN CALLFIRST
Company & Office: Company: CAPTAIN CALLFIRST DEMO
Office: CAPTAIN CALLFIRST DEMO
Title: DEMO SPECIALIST
Role: DEMO
Industry: DEMOLITION
Company mailing address: 321 FALLDOWN LANE, GOLDEN, CO, 80403
Email: CAPTAIN.CALLFIRST@OUTLOOK.COM
Alt/On-site contact: DOUG DIGGS (811) 811-1811
DOUG.DIGGS811@GMAIL.COM

Ticket Type & Dates [Help](#)

Ticket Type: NORMAL

Map | Attachments (1)

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The "**Responses**" tab shows the service area codes that you have access to post positive responses for, as well as any responses that may have been posted already.

Click the "**add new**" link under the "**Response**" column for the Service Area code you want to post a positive response to.

COLORADO 811

A525200010 v0 Status: **Released**
Agent: Web User Function: New
Taken: 09/09/2025 01:36 PM - 01:39 PM Notify By: Parcel

Ticket Text Service Areas **Responses** Deliveries Revisions

Show: ☒ Current Only (1) ☐ No Response (1) ☐ All (1) ☒ Include events (1)

Status	Date	Service Area	Response	Entry Method
No Response, Current		CO811 CODE FOR TESTING - MR IT 1 TESTMRIT1	no attachments add new	
Event	09/09/2025 01:39 PM	Version: 0	Web User	New ticket saved with status Released and ticket type

kactix

15 A pop-up will appear to "Add Response for Ticket A000000000".

Follow the same steps as before to complete this pop-up.

Status: Released
Function: New

01:36 PM - 01:39 PM

Text Service Areas

only (1) No Response (1)

ate Service

CO811 C
TESTMRIT

9/09/2025 01:39 PM Version:

Notify E

Add Response for Ticket A525200010

Service Area*
TESTMRIT1

CO811 CODE FOR TESTING - MR IT 1

Response*
001

LOCATE AREA MARKED

Comment
MARKED, NO ISSUES

Attachments:
Select or drag-and-drop files here to attach them to the response.
Attachments are optional for this Response.

File: A525200010_FlagsMarkings_1.jpg

File: A525200010_Markings_2.jpg

Select Files

open download remove

open download remove

Cancel Save & Add another Save

16

After saving the response, you should see the positive response posted, along with the response comments, and the number of attachments that were included on the row for your service code(s).

There is also an option to "**view**" the attachment(s) that were uploaded, as well as an option to "**add new**," which allows you to add a new positive response to the ticket for this service code if needed. There is no way to delete a positive response or attachments that have been saved to a ticket; however, a new updated positive response can be posted instead.

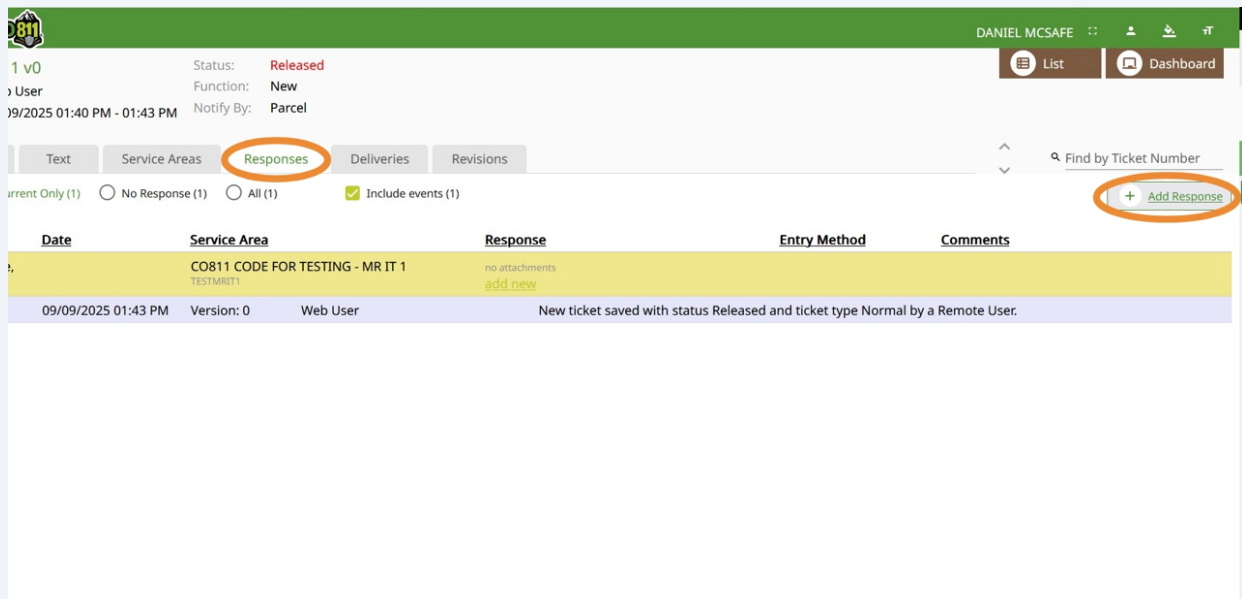
The "**Show**" filters can sort responses on the "**Responses**" tab; "**Current Only**" which will show the most recent response posted, "**No Response**" will show any of your service area codes that do not have a response posted yet, "**All**" will show all posted responses old and new, and "**Include Events**" will include the events log rows in the display as well.

The screenshot displays the COLORADO 811 web application interface. The top navigation bar is green with the logo on the left and user information (DANIEL MCSAFE) on the right. A sidebar on the left contains 'Home' and 'Tickets' links. The main content area shows ticket details for 'A525200010 v2' with status 'Released'. Below this, there are tabs for 'Ticket', 'Text', 'Service Areas', 'Responses', 'Deliveries', and 'Revisions'. The 'Responses' tab is active, showing a table of responses. The table has columns: Status, Date, Service Area, Response, Entry Method, and Comments. A single response is listed with status 'Current', date '09/09/2025 02:33 PM', and service area 'CO811 CODE FOR TESTING - MR IT 1'. The response text is '001: LOCATE AREA MARKED'. Below the response text, there are links for 'add new' and 'view'. The 'view' link is circled in yellow. The 'add new' link is also circled in yellow. The 'Include events (4)' checkbox is checked. The 'Add Response' button is visible on the right.

Status	Date	Service Area	Response	Entry Method	Comments
Current	09/09/2025 02:33 PM	CO811 CODE FOR TESTING - MR IT 1 TESTMRIT1	001: LOCATE AREA MARKED 2 attachments add new view	Web : DANIEL MCSAFE	MARKED, NO ISSUES

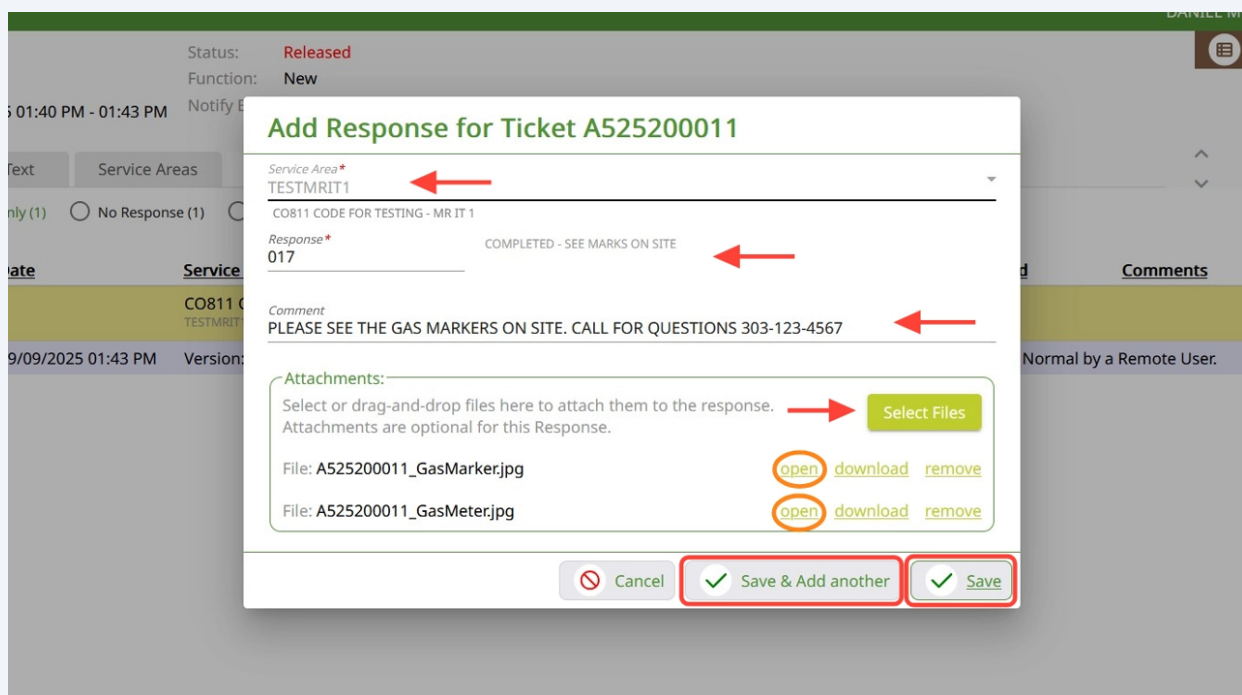
17 Positive Response Posting Method #3 - Posting via the "Add Response" button in the "Responses" tab within the full ticket view.

When the ticket is open for viewing, there are various tabs just under the ticket information near the top. Click on the **"Responses"** tab.



18 A pop-up will appear to "Add Response for Ticket A000000000".

Follow the same steps as before to complete this pop-up.



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After saving the response, you should see the positive response posted, along with the response comments, and the number of attachments that were included on the row for your service code(s).

There is also an option to "**view**" the attachment(s) that were uploaded, as well as an option to "**add new**", which allows you to add a new positive response to the ticket for this service code if needed. If there is no "**add new**" button available, then the ticket has been canceled.

There is no way to delete a positive response or attachments that have been saved to a ticket; however, a new updated positive response can be posted instead. The "**Show**" filters can sort responses on the "**Responses**" tab; "**Current Only**" which will show the most recent response posted, "**No Response**" will show any of your service area codes that do not have a response posted yet, "**All**" will show all posted responses old and new, and "**Include Events**" will include the events log rows in the display as well.

The screenshot shows the Colorado 511 web application interface. At the top, the ticket ID is A525200011 v2, status is Released, and the agent is Web User. The ticket was created on 09/12/2025 at 02:29 PM. The 'Responses' tab is active, and the 'Include events (8)' filter is selected. Below the filter, a table displays the ticket's history:

Status	Date	Service Area	Response	Entry Method	Comments
Event	09/09/2025 01:43 PM	Version: 0 Web User	New ticket saved with status Released and ticket type Normal by a Remote User.		
Event	09/09/2025 02:37 PM	COB1 CODE FOR TESTING - MR IT 1 Technician 1	017: COMPLETED - SEE MARKS ON SITE	Web : DANIEL MCSAFE	PLEASE SEE THE GAS MARKERS ON SITE. CALL FOR QUESTIONS 303-123-4567
Event	09/10/2025 08:58 AM	Version: 0 Web User	Excavator viewed responses		
Event	09/10/2025 09:14 AM	Version: 0 Web User	Ticket automatically unlocked by System		
Event	09/10/2025 09:27 AM	Version: 0 Web User	Excavator viewed responses		
Event	09/13/2025 01:50 PM	Version: 0 Web User	Excavator viewed responses		
Event	09/13/2025 02:25 PM	Version: 1 Web User	Relocate/Refresh ticket saved with status Released and ticket type Normal by a Remote User.		
Event	09/13/2025 02:29 PM	Version: 2 Web User	Ticket was Canceled by a Remote User with reason: LOCATE REQUEST NO LONGER NEEDED.		
Event	09/14/2025 12:08 PM	Version: 0 Web User	Excavator viewed responses		

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Positive Response Posting Method #4 - Posting via the 3-dot menu (⋮) next to the ticket on your Ticket Dashboard.

Find the ticket you want to post a positive response to on your ticket dashboard and click on the 3-dot menu (⋮) on the left side of the ticket row, then select **"Add Response"**.

DANIEL MCSAFE

My Service Areas Tickets

Service Area Tickets 640
*Created in past 60 days

Response Due
*Due in 48 hours

Past Due
*No response and past due

Tickets on Map
*Created in past 14 days

All Responses
*Created in past 14 days

Filter by Ticket Number [reset](#)
Min 4 characters required

⏮️ ↻ 🌐

<input type="checkbox"/>	Current Response	Response Due Date	Street	Place	Service Area	Work Type
<input type="checkbox"/>		09/11/2025 11:59 PM	STATE HIGHWAY 79,E 104TH AVE	BENNETT	MR IT 1	VALVE
⋮ <input type="checkbox"/>		09/11/2025 11:59 PM	4870 SETON PL	COLORADO SPRINGS	CO811 CODE FOR TESTING - MR IT 1	OIL/GAS PIPELINE NEW
⋮ <input type="checkbox"/>		09/11/2025 11:59 PM	15151 E ALAMEDA PKWY	AURORA	CO811 CODE FOR TESTING - MR IT 1	MONUMENT REMOVAL
⋮ <input type="checkbox"/>		09/11/2025 11:59 PM	1437 BANNOCK ST	DENVER	CO811 CODE FOR TESTING - MR IT 1	ASPHALT REMOVAL
⋮ <input type="checkbox"/>		09/11/2025 11:59 PM	4201 W 94TH AVE	WESTMINSTER	CO811 CODE FOR TESTING - MR IT 1	DEMOLITION
						DEMOLITION OF PLAYGROUND EQUIPMENT

View Ticket
Add Response
View Responses
Print Text

21 A pop-up will appear to "Add Response for Ticket A000000000".

Follow the same steps as before to complete this pop-up.

Add Response for Ticket A525200012

Service Area*
TESTMRIT1

CO811 CODE FOR TESTING - MR IT 1

Response*
001

LOCATE AREA MARKED

Comment
AREA MARKED NO ISSUES, ANY ?'S CALL 303-321-9876

Attachments:
Select or drag-and-drop files here to attach them to the response.
Attachments are optional for this Response.

Select Files

File: A525200012_Markings.jpg open download remove

File: A525200012_Markings_2.jpg open download remove

File: A525200012_Markings_3.jpg open download remove

Cancel Save & Add another Save

22 After saving the response, you should see the positive response code that was posted listed under the "**Current Response**" column for that ticket.

You can open the whole ticket and go to the "**Responses**" tab to fully view the posted response as well as the response comments, and the number of attachments that were included on the row for your service code(s).

RADO 811

DANIEL MCSAFE

Service Areas Tickets

Filter by Ticket Number
Min 4 characters required

Previous 1 2 3 4 5 ... 400 Next
* paging limited to 10,000 results

Results: 13,

Current Response	Response Due Date	Street	Place	Service Area	Work Type	Work Start Date	Company Name	Ticket Number
	09/11/2025 11:59 PM	STATE HIGHWAY 79, E 104TH AVE	BENNETT	CO811 CODE FOR TESTING - MR IT 1	OIL/GAS PIPELINE NEW	09/12/2025 08:00 AM	JOMAX CONSTRUCTION	A525200014
	09/11/2025 11:59 PM	4870 SETON PL	COLORADO SPRINGS	CO811 CODE FOR TESTING - MR IT 1	MONUMENT REMOVAL	09/12/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	A525200013
001	09/11/2025 11:59 PM	15151 E ALAMEDA PKWY	AURORA	CO811 CODE FOR TESTING - MR IT 1	ASPHALT REMOVAL	09/12/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	A525200012
017	09/11/2025 11:59 PM	1437 BANNOCK ST	DENVER	CO811 CODE FOR TESTING - MR IT 1	DEMOLITION	09/12/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	A525200011
001	09/11/2025 11:59 PM	4201 W 94TH AVE	WESTMINSTER	CO811 CODE FOR TESTING - MR IT 1	DEMOLITION OF PLAYGROUND EQUIPMENT	09/12/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	A525200010

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Positive Response Posting Method #5 - Posting to multiple tickets as once via the Ticket Dashboard.

Find the tickets that you want to post a positive response to on your ticket dashboard and select the checkbox for them on the left side of the ticket row. Select as many tickets as you want, make sure that posting the SAME EXACT response to all of them is appropriate.

List

Filter by Ticket Number

reset

Min 4 characters required

« Previous

1

2

3

4

5

...

400

Next »

* paging limited to 10,000 records

24

Next, click the **"Add Response"** icon located at the top of the ticket dashboard ticket list.

COLORADO811

DANIEL MCSAFE

My Service Areas Tickets

Service Area Tickets 940

*Created in past 60 days

Response Due

*Due in 48 hours

Past Due

*No response and past due

Tickets on Map

*Created in past 14 days

All Responses

*Created in past 14 days

Filter by Ticket Number

reset

Min 4 characters required

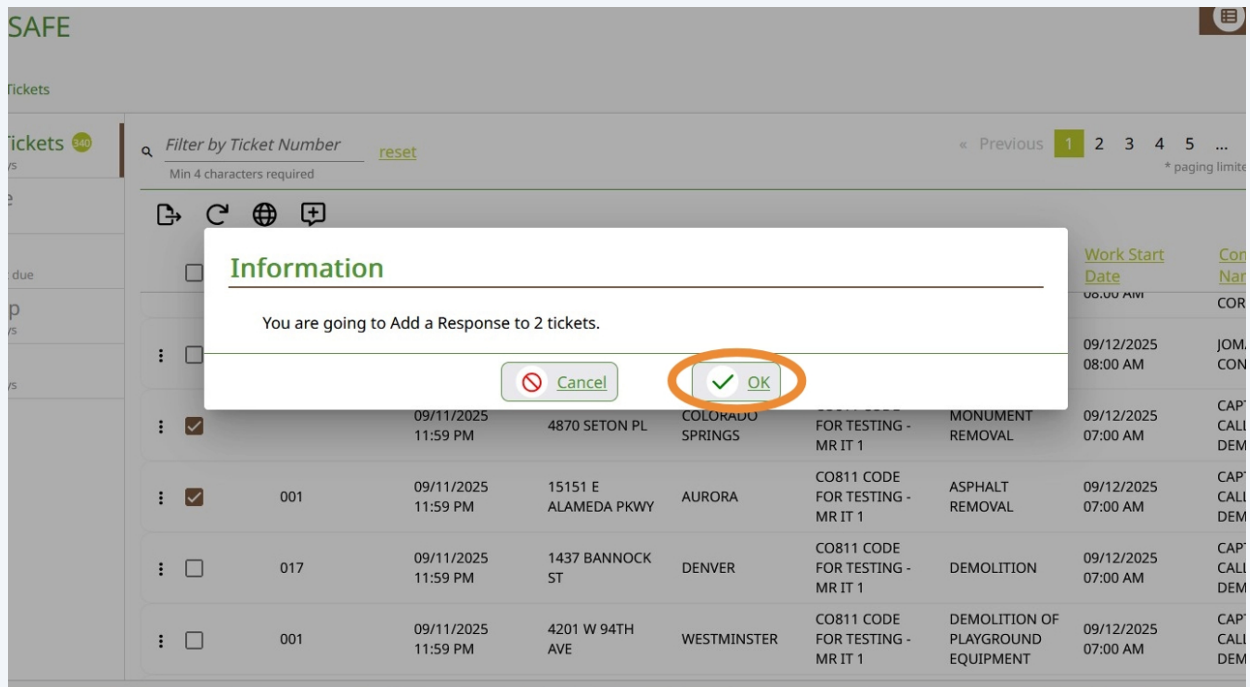
Add Response

Response

		Response Due Date	Street	Place	Service Area	Work Type	
		11:59 PM	SARATOGA DR		MR IT 1	VALVE	
:	<input type="checkbox"/>	09/11/2025 11:59 PM	STATE HIGHWAY 79,E 104TH AVE	BENNETT	CO811 CODE FOR TESTING - MR IT 1	OIL/GAS PIPELINE NEW	
:	<input checked="" type="checkbox"/>	09/11/2025 11:59 PM	4870 SETON PL	COLORADO SPRINGS	CO811 CODE FOR TESTING - MR IT 1	MONUMENT REMOVAL	
:	<input checked="" type="checkbox"/>	001	09/11/2025 11:59 PM	15151 E ALAMEDA PKWY	AURORA	CO811 CODE FOR TESTING - MR IT 1	ASPHALT REMOVAL
:	<input type="checkbox"/>	017	09/11/2025 11:59 PM	1437 BANNOCK ST	DENVER	CO811 CODE FOR TESTING - MR IT 1	DEMOLITION
:	<input type="checkbox"/>	001	09/11/2025	4201 W 94TH	WESTMINSTER	CO811 CODE	DEMOLITION OF

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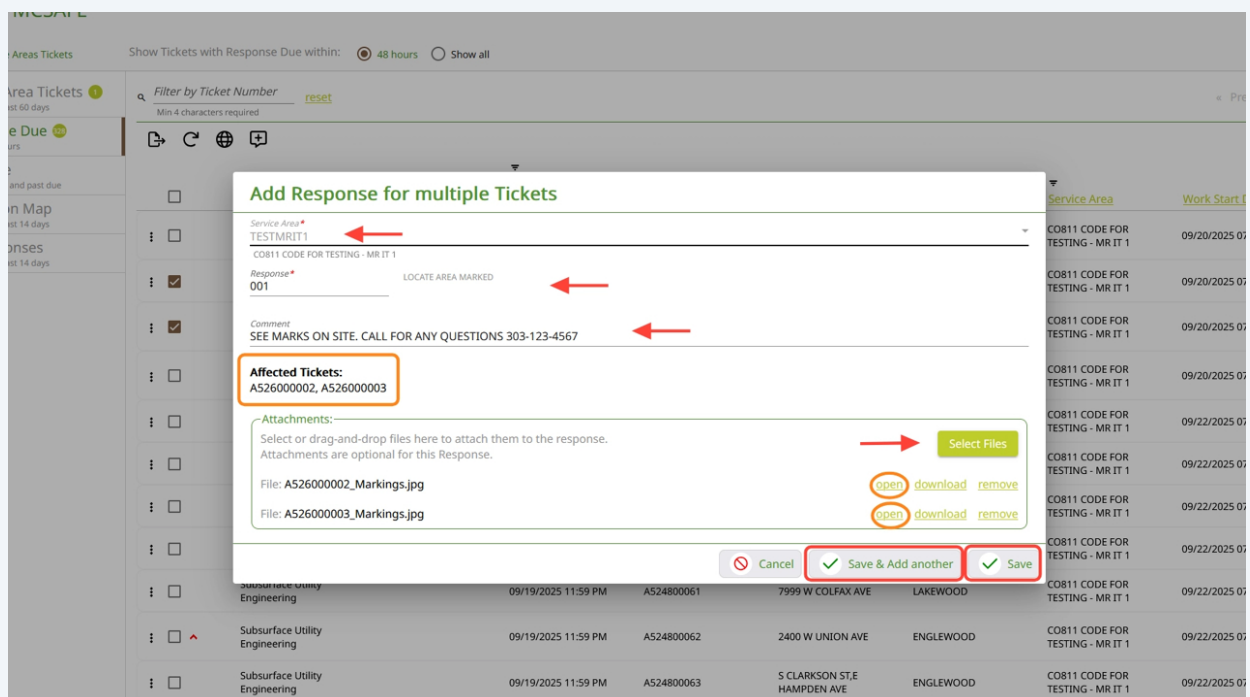
Users will receive a pop-up confirming that they are about to post a positive response to multiple tickets. Click "OK" to proceed.



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A pop-up will appear to "Add Response for Multiple Tickets," listing the selected ticket numbers under the "Affected Tickets:" section.

Follow the same steps as before to complete this pop-up.



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After saving the response, you should see the positive response code that was posted listed under the **"Current Response"** column for that ticket.

You can open the whole ticket and go to the **"Responses"** tab to fully view the posted response as well as the response comments, and the number of attachments that were included on the row for your service code(s).

The screenshot shows the 'My Service Areas Tickets' interface for DANIEL MCSAFE. On the left, there are filters for 'Service Area Tickets' (640), 'Response Due' (Due in 48 hours), 'Past Due' (No response and past due), 'Tickets on Map' (Created in past 14 days), and 'All Responses' (Created in past 14 days). The main table displays a list of tickets with columns: Current Response, Response Due Date, Street, Place, Service Area, and Work Type. Two rows have their 'Current Response' values highlighted with orange boxes: '001' and '001'.

Current Response	Response Due Date	Street	Place	Service Area	Work Type
	09/11/2025 11:59 PM	SARATOGA DR		MR IT 1	VALVE
	09/11/2025 11:59 PM	STATE HIGHWAY 79, E 104TH AVE	BENNETT	CO811 CODE FOR TESTING - MR IT 1	OIL/GAS PIPELINE NEW
001	09/11/2025 11:59 PM	4870 SETON PL	COLORADO SPRINGS	CO811 CODE FOR TESTING - MR IT 1	MONUMENT REMOVAL
001	09/11/2025 11:59 PM	15151 E ALAMEDA PKWY	AURORA	CO811 CODE FOR TESTING - MR IT 1	ASPHALT REMOVAL
017	09/11/2025 11:59 PM	1437 BANNOCK ST	DENVER	CO811 CODE FOR TESTING - MR IT 1	DEMOLITION
001	09/11/2025 11:59 PM	4201 W 94TH	WESTMINSTER	CO811 CODE FOR TESTING - MR IT 1	DEMOLITION OF PLAYGROUND

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Those are all 5 methods of posting positive responses within Exactix!