

Registration & Login for Members



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.

*** Registration & Login

1 Step

REGISTRATION & LOGIN

Creating Your Account

2


CREATING YOUR ACCOUNT

3

Contacts responsible for Membership Ticket Receiving, as well as other authorized member users with current accounts in legacy Newtin applications—including the Positive Response website, Polygon/Grid maintenance, and Member Administrator accounts—will receive an invitation to register within Exactix.

The registration email will be sent to the email address on record from exactix@colorado811.org. To ensure that this email is delivered without issues, please add this address to your organization's permitted sender or whitelist.

User Registration for Colorado 811

Colorado 811 <exactix@colorado811.org>

To: You

Reply Reply all Forward More

Mon 9/8/2025 9:51 AM

Hello from Colorado 811!

Hello DANIEL MCSAFE,

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/CO811/62c3fdb8-89a2-11f0-9daf-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 most up-to-date security and feature updates from Microsoft.

- Google Chrome
- Firefox
- Microsoft Edge
- Safari

Thank you,
Colorado 811

Please do not reply to this email as it is not monitored. For further assistance, please visit our [website](#) to learn how to contact us.

4 Please note this system does not support Internet Explorer.

User Registration for Colorado 811

C8 Colorado 811 <exactix@colorado811.org>
To: You

Reply Reply all Fc M

Hello from Colorado 811!

Hello DANIEL MCSAFE,

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 a 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 <https://exactix.colorado811.org/link-login/CO811/62c3fdb8-89a2-11f0-9daf-e6a2b60cfa60> <https://exactix.colorado811.org/link-login/CO811/62c3fdb8-89a2-11f0-9d>

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 that you update your browser current to make sure you are receiving the most up-to-date security and feature updates from Microsoft.

- Google Chrome
- Firefox
- Microsoft Edge
- Safari

5 To complete registration, click the "here" link provided, or if you are not comfortable clicking the link in this email, you can copy and paste this URL into your browser: <https://exactix.colorado811.org/link-login/CO811/62c3fdb8-89a2-11f0-9daf-e6a2b60cfa60>

This will open the Exactix "Create Login" page.

C8 Colorado 811 <exactix@colorado811.org>
To: You

Hello from Colorado 811!

Hello DANIEL MCSAFE,

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 a 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 <https://exactix.colorado811.org/link-login/CO811/62c3fdb8-89a2-11f0-9daf-e6a2b60cfa60> <https://exactix.colorado811.org/link-l>

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 that you update your browser current to make sure you are receiving the most up-to-date security and feature updates from Microsoft.

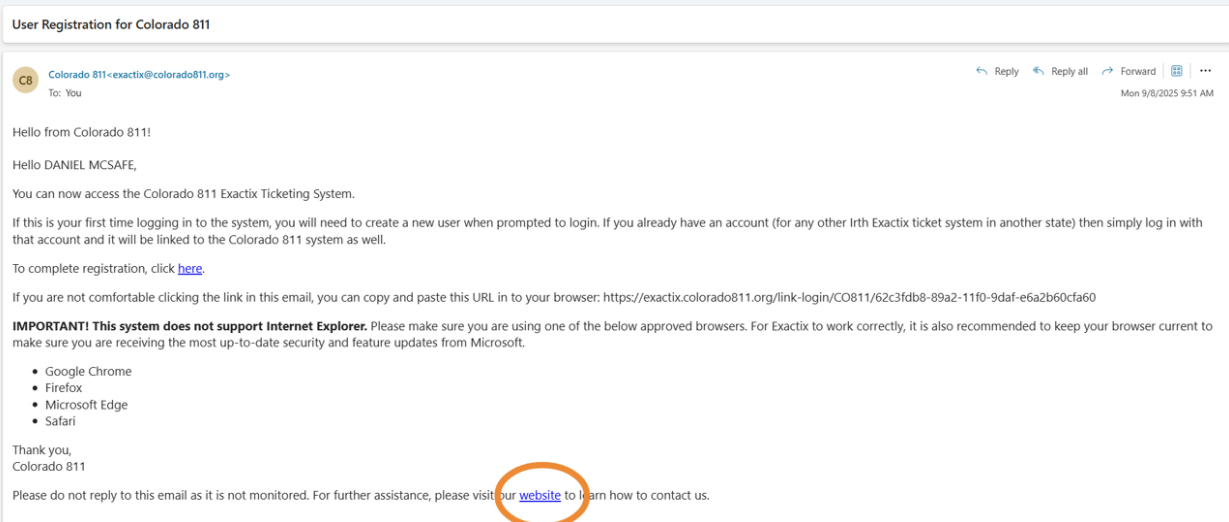
- Google Chrome
- Firefox
- Microsoft Edge
- Safari

Thank you,
Colorado 811

Please do not reply to this email as it is not monitored. For further assistance, please visit our [website](#) to learn how to contact us.

6

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/>



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Your username will be your email address, and it should already be populated in the "username field" for convenience.

Create a password, and then re-enter it to confirm. Click "**Submit**".

Suppose you already have an Exactix account from another state's 811 center. In that case, you can click on the "**Already have a login on this or another Exactix system?**" and follow those simple instructions to connect the new Colorado 811 Exactix to your existing Exactix account.

Create Login

Using the email address
co811.member.test1@outlook.com.

Username*
co811.member.test1@outlook.com

Password requirements:

- Must be at least 6 characters

Password*
.....

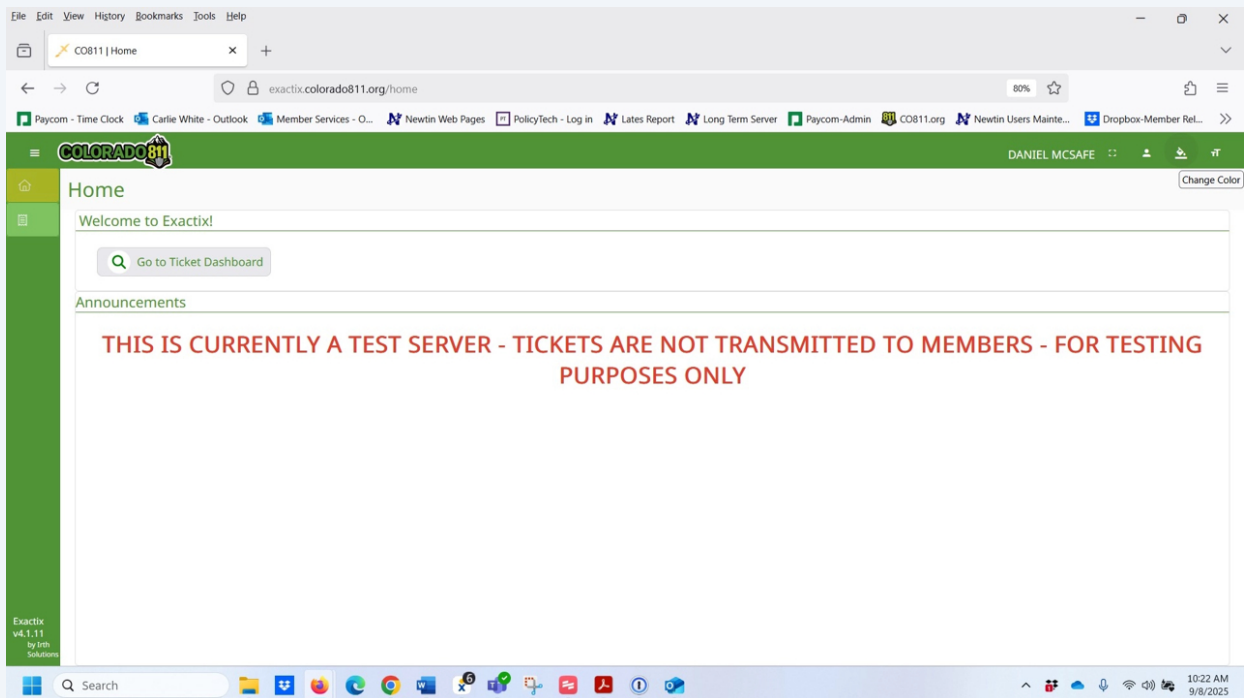
Confirm Password*
.....

Submit

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

8

Once logged in you will arrive at your Colorado 811 Exactix dashboard!



*** Dashboards

9

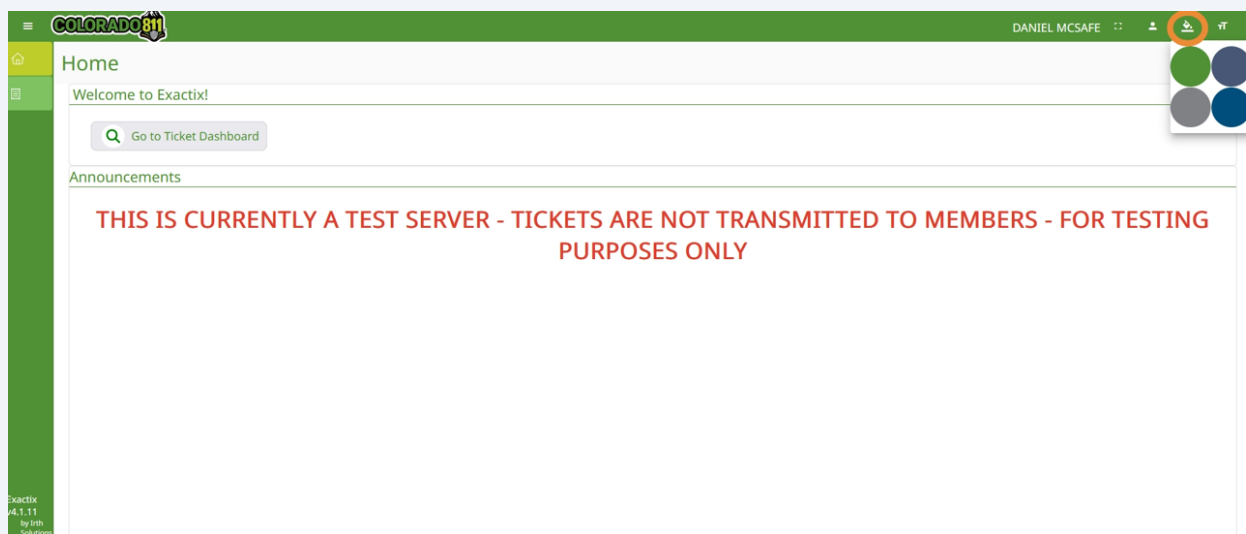


Dashboard Navigation

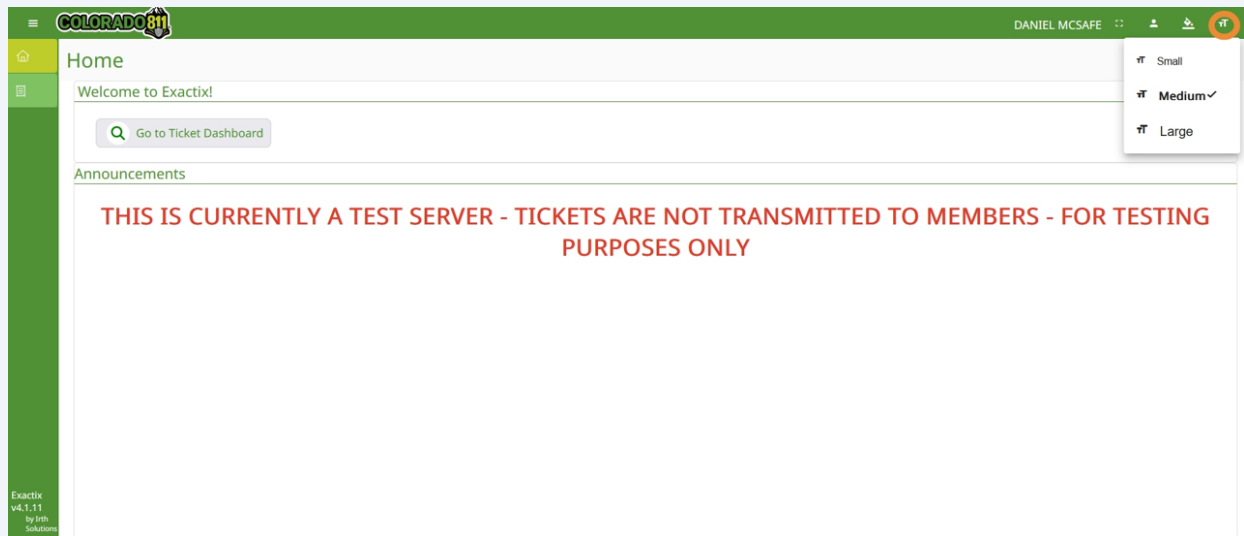
10 Step

DASHBOARD NAVIGATION

11 Using the icons on the top right, you can customize your dashboard color.



12 You can adjust the text size on your dashboard.



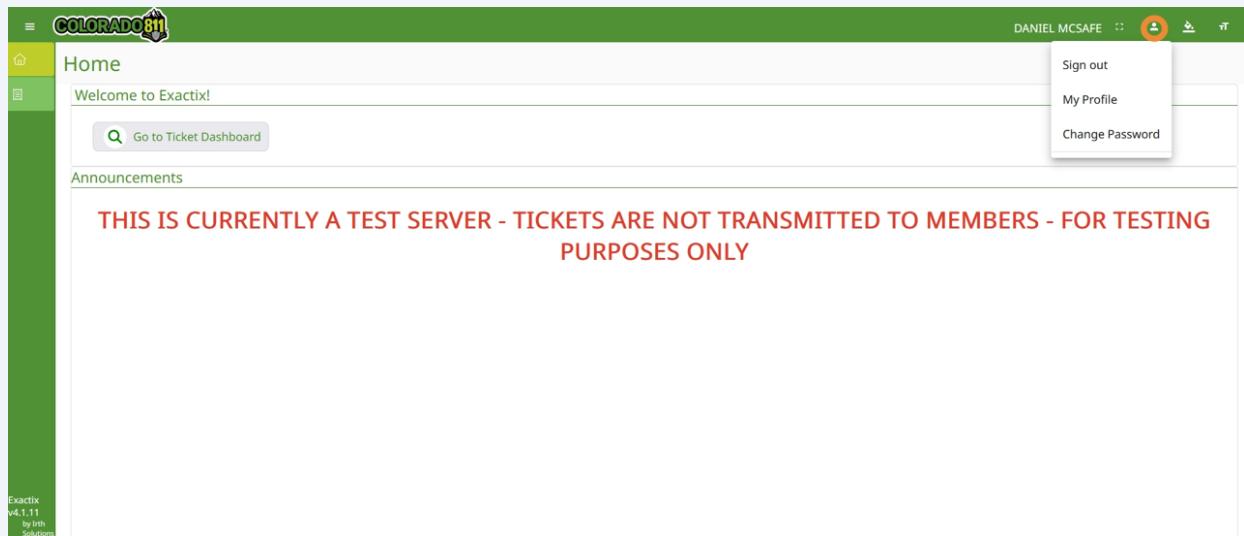
My Profile Dashbaord

13



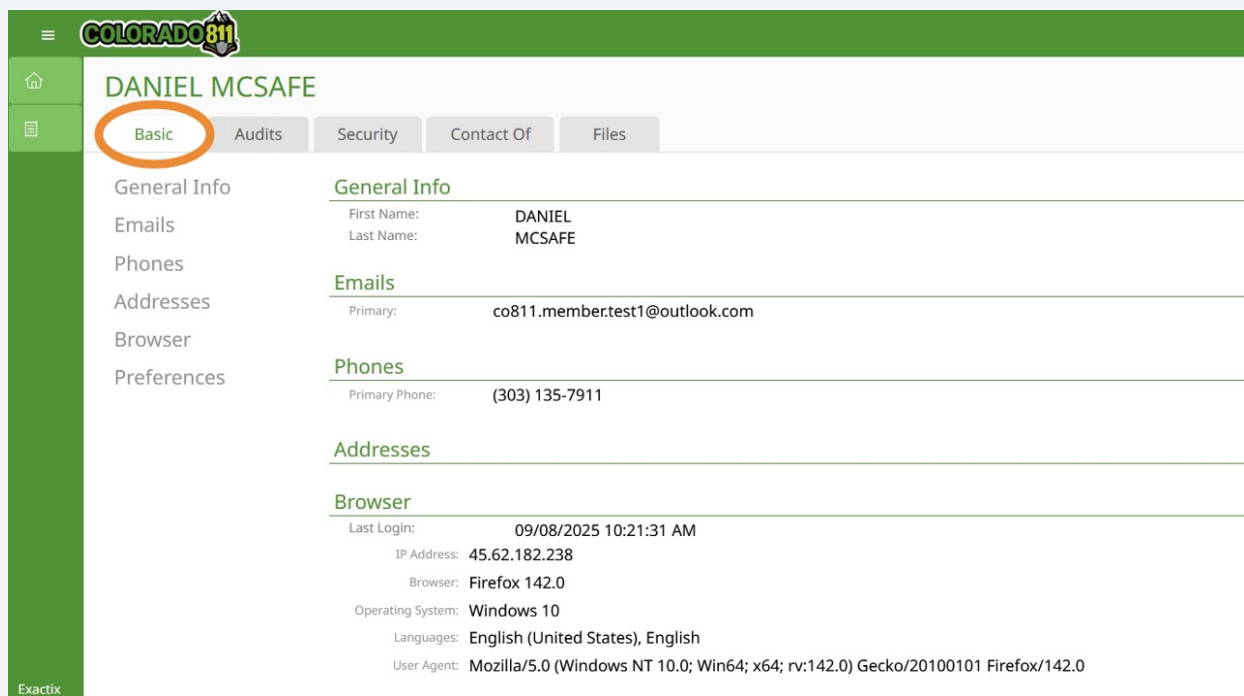
14

The person icon will allow you to access your profile information. You can sign out, change your password, and view your profile.



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Within your profile's "**Basic**" tab, you can verify information such as name spelling, email addresses, phone numbers, and even browser information! If you find any discrepancies, please get in touch with member-services@co811.org to update your profile information.



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Within your profile's "**Audits**" tab, you will see all and any changes that have ever been made to your profile.

The screenshot shows the Colorado 811 profile page for DANIEL MCSAFE. The 'Audits' tab is highlighted with an orange circle. Below the tabs, there is a 'clear filters' link. A table displays the audit history with columns for Date, Description, and Values.

Date	Description	Values
09/08/2025 10:21 AM	Person 'DANIEL MCSAFE' Modified	Registration Date: '9/8/2025 10:21 AM'
09/08/2025 10:21 AM	Login Added	Api Access Only: 'No', Login Email: 'co811.member.test1@outlook.com', Login: 'co811.member.test1@outlook.com', Provider Type: 'Exactix'
09/08/2025 09:51 AM	Registration Invite email	Sent Registration Invite email to co811.member.test1@outlook.com
09/04/2025 09:18 AM	Person " Added to Role 'IT: Membership - Basic'	
09/04/2025 09:18 AM	Contact Added to Service Area	Contact Type: 'RESPONSE CONTACT', Service Area: 'CO811 CODE FOR TESTING - MR IT 1'
09/04/2025 09:18 AM	Contact Added to Service Area	Contact Type: 'RECEIVING LOCATION', Service Area: 'CO811 CODE FOR TESTING - MR IT 1'
09/04/2025 09:18 AM	Contact Added to Service Area	Contact Type: 'MAIN SWITCHBOARD', Service Area: 'CO811 CODE FOR TESTING - MR IT 1'
		First Name: 'DANIEL', Is Deleted: 'No',

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Within your profile's "Security" tab, you can view your username for logging into Exactix, your email address for notices from Exactix, and the Role (s) (if any) that have been assigned to you within Exactix. Roles in Exactix determine which features and functions users can access. Users may have multiple roles assigned to their account, allowing for higher levels of access and additional capabilities as needed.

The "**Security**" tab will also display your API key if you are using the JSON API method to post positive responses.

Explore our additional training materials on Roles to discover what Membership-Basic, Membership-Standard, and Membership-Advanced Roles offer. These resources will help you understand the features and access levels each Role provides within Exactix, ensuring you get the most out of your membership.

The screenshot shows a web browser window displaying the user profile page for Daniel McSafe on the Exactix platform. The browser's address bar shows the URL: `exactix.colorado811.org/people/details/62c3fdb8-89a2-11f0-9daf-e6a2b60cfa60#tab3`. The page has a green header with the "COLORADO 811" logo and the user's name "DANIEL MCSAFE". Below the header, there are tabs for "Basic", "Audits", "Security" (which is highlighted with a red circle), "Contact Of", and "Files". The "Security" tab is active, showing a "Security" section with a link to "Add Coursetra Login". Below this is a table with columns: "Username", "Email", "Provider", "Email Verified", and "Last Used". The table contains one row with the following data: Username: "co811.member.test1@outlook.com", Email: "co811.member.test1@outlook.com", Provider: "Exactix", Email Verified: "Yes", and Last Used: "09/08/2025 10:21 A". Below the table is a "Roles" section with a link to "Add Role". Below this is another table with columns: "Role", "Excavator Contact", "Excavator Companies", "Members", and "Service Areas". The table contains one row with the following data: Role: "IT: Membership - Basic", Excavator Contact: "TESTMRIT1", Excavator Companies: "TESTMRIT1", Members: "TESTMRIT1", and Service Areas: "TESTMRIT1". The browser's taskbar at the bottom shows various application icons, including File Explorer, Microsoft Edge, and several other programs.

Username	Email	Provider	Email Verified	Last Used
co811.member.test1@outlook.com	co811.member.test1@outlook.com	Exactix	Yes	09/08/2025 10:21 A

Role	Excavator Contact	Excavator Companies	Members	Service Areas
IT: Membership - Basic	TESTMRIT1	TESTMRIT1	TESTMRIT1	TESTMRIT1

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Also, from within your Profile's "**Security**" tab, you can change your email address used for notices from Exactix and/or change your password for Exactix by clicking on the three-dot menu icon next to your username.

Your Exactix Username cannot be changed. If you need to change your username, please get in touch with Member Relations via email at member-services@co811.org.

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

SAFE

idits Security Contact Of Files

Security

Add Coursettra Login

Username	Email	Provider	Email Verified
co811.member.test1@outlook.com	co811.member.test1@outlook.com	Exactix	Yes

Change Email

Change action.Name

Role

Excavator Contact Excavator Companies Members Servi

IT: Membership - Basic TESTMRIT1

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To Change Email - This changes the email address that Exactix uses to communicate with you. This does not change your Username.

Enter the new email address, next confirm the email address, and click "**Set Email**". This will automatically send an email from mail@4iqidentity.com to the new email address provided with a code to verify the new email address.

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

SAFE

Security Contact Of Files

Security

Add Coursettra Login

Username

co811.member.test1@outlook.com

Roles

IT: Membership - Basic

Update Email

To update your email address from **co811.member.test1@outlook.com** enter a new one below. You will then receive an email with a code you need to enter to verify you own the email.

New Email*

Confirm Email*

Already have a Code

Cancel Set Email

Provider Email Verified

Exactix Yes

Members Servi

TESTMRIT1

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Sample verification email from mail@4iqidentity.com

Exactix verification code

4iQ Identity <mail@4iqidentity.com>
To: You

Reply Reply all

DANIEL MCSAFE,

Your Exactix email has recently been changed. To confirm the new email, please enter the following code in to the web site along with a new password.

Your code is: **980623**

This code is only valid for 24 hours.

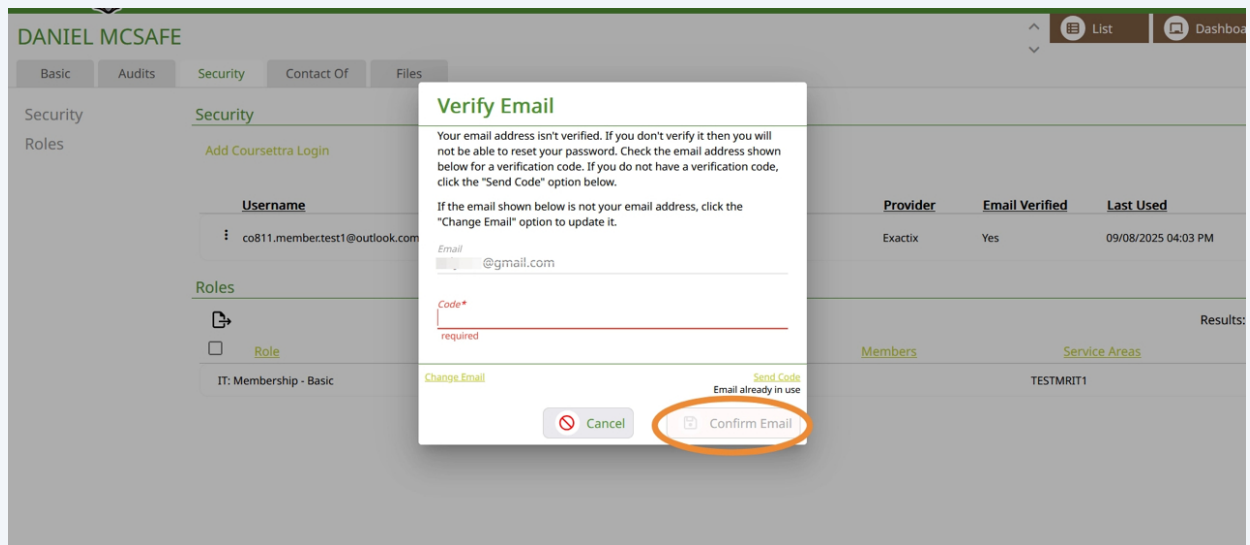
If you did not request this change, please contact the One Call.

Please do not reply to this email; this address is not monitored.

Thanks,
Exactix

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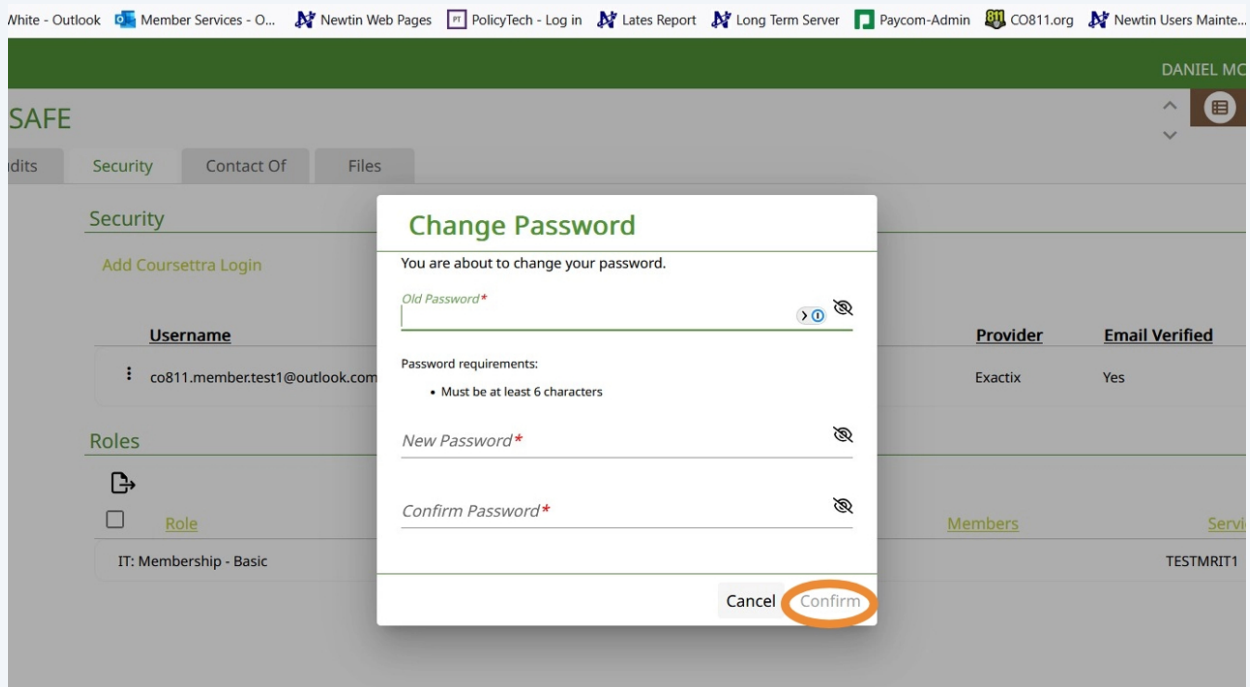
Verify the new email by entering the code provided in the verification email received, and click "**Confirm Email**". If the email address for notices received from Exactix has been updated and verified successfully, it will display that on your profile's "**Security**" tab.



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To Change Password - This changes the password used to log into Exactix.

Enter your old Exactix login password, then enter the new password (6 characters or more). Next, confirm the new password and click "**Confirm**".




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Forgot Password or Username - If you forget your Exactix Username and/or Password, there is a "**Reset/Forgot Password**" link on the Exactix login page at <https://exactix.colorado811.org/login>.

The screenshot shows the Exactix login interface. At the top is a green header bar. Below it, the 'exactix' logo is centered. The login form contains two input fields: 'Username*' with the value 'co811.member.test1@outlook.com' and a hint '* typically, your email address', and 'Password*' with a toggle icon. A 'Sign In' button is below the password field. A link 'Reset/Forgot password' is highlighted with an orange oval. Below this is a section '—or sign in with—' with a 'Sign In with Google' button. The page has a light gray background and a white content area.

exactix


Username*
co811.member.test1@outlook.com
* typically, your email address

Password* 

Sign In

[Reset/Forgot password](#)

—or sign in with—

 Sign In with Google

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Resetting Password - If you know your Username, enter it and click "**Send code**" to receive a verification code to your Exactix email address, which is used for notifications. This verification email will come from mail@4iqidentity.com. Enter the code to reset your password.

If you do not know your Username, you can click on "**Forgot Username**," which will allow you to enter an email address that Exactix will send an email to with the username and verification code that can be used to access your account.

exactix

Reset your Password

An email with a code to complete the process will be sent to the address associated with the username you enter.

Username*
co811.member.test1@outlook.com

* typically, your email address

Send Code

[Forgot username?](#) [Return to Login](#)

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The next tab in your profile is the "**Contact Of**" section, which displays the different areas in Exactix where you may be listed as a contact. People can be contacts in Exactix as an Excavator who submits tickets, a contact at a locate ticket receiving Destination, a membership billing contact which would be shown under the "**Members**" section, and/or as a contact on "**Service Areas**" which are the member service area code(s) you have access to, and finally as a Ticket Management System third party contact which would be under "**Service Provider**"

The screenshot shows the profile page for DANIEL MCSAFE on the COLORADO 811 system. The 'Contact Of' tab is highlighted with an orange circle. The page lists various contact roles and their corresponding sections:

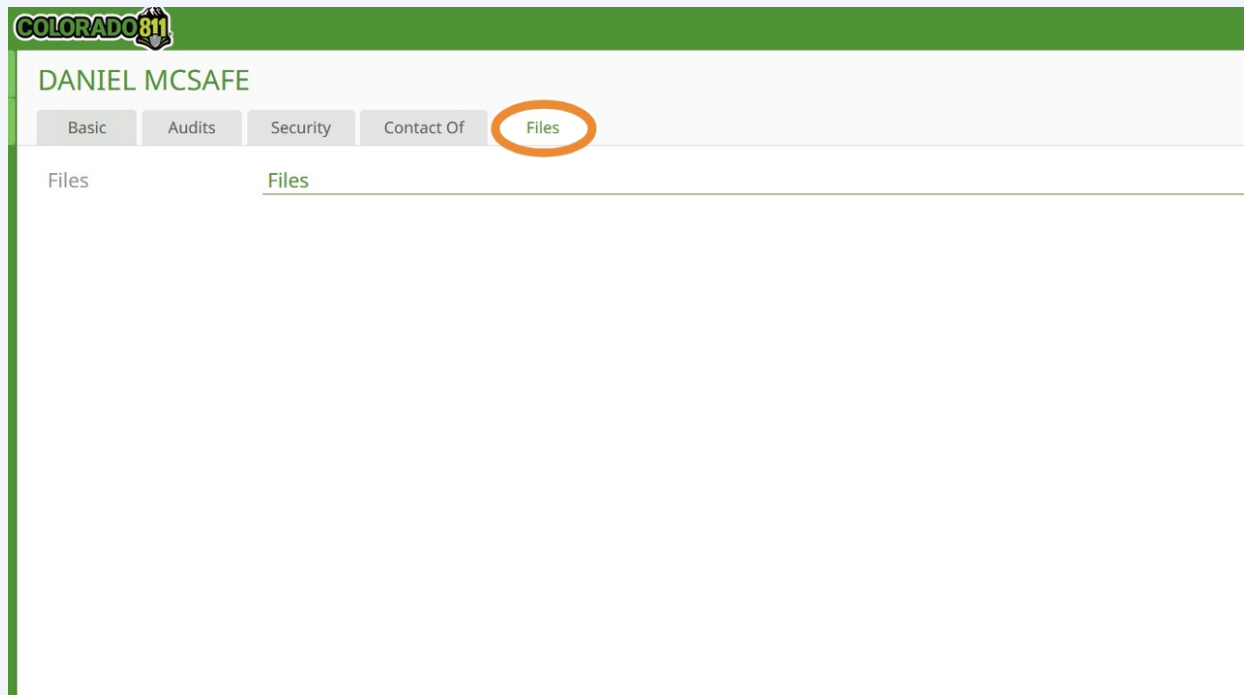
Basic	Audits	Security	Contact Of	Files
Excavator Contact			Excavator Contact	
Destination			Destinations	
Member			Members	
Service Area			Service Areas	
Service Provider			Service Providers	

Under the 'Service Areas' section, the following information is displayed:

- CO811 CODE FOR TESTING - MR IT 1 (TESTMRIT1)
- Role(s): IT: Membership - Basic
- Contact Type(s): AFTER HOURS, MAIN SWITCHBOARD, RECEIVING LOCATION, RESPONSE CONTACT

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The last tab within your Exactix profile is the "**Files**" tab. This area displays any files uploaded by Colorado 811 Member Relations to your Exactix account.



This completes the review of the Member login process and your profile within Exactix! If you have any questions or concerns or if any of the information is incorrect, please contact Colorado 811 Member Relations at member-services@co811.org or 303-232-1991 for assistance.

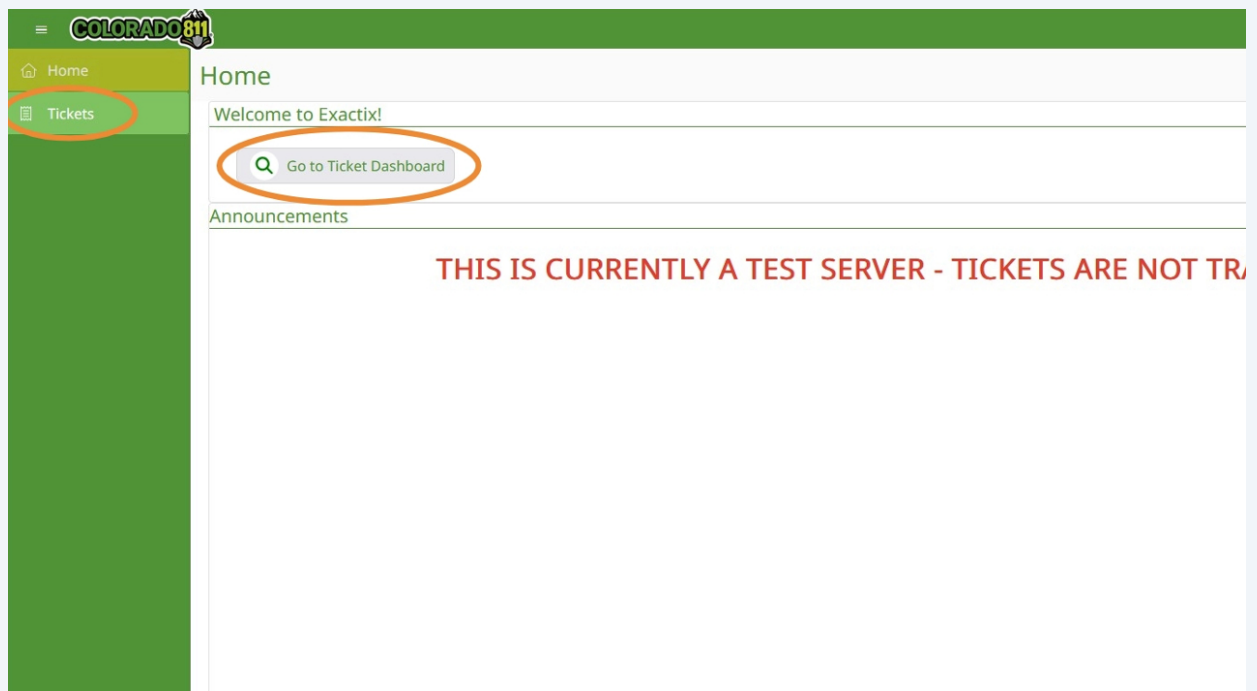
Tickets Dashboard

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TICKETS DASHBOARD

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To access your Ticket Dashboard on Exactix, you can click on either the "**Go to Ticket Dashboard**" button or the "**Tickets**" section on the banner on the left side of the Exactix homepage.



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The Ticket Dashboard will open to your "**Service Area Tickets**" section. These are all of the tickets for your service area(s) that were created in the past 60 days. There is a small dot icon next to the "**Service Area Tickets**" section, which displays the total number of tickets in this section of your Ticket Dashboard.

COLORADO 811

DANIEL MCSAFE

My Service Areas Tickets

Service Area Tickets 35
*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

	Current Response	Response Due Date	Street	Place	Service Area	W
<input type="checkbox"/>		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2
<input type="checkbox"/>		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2
<input type="checkbox"/>		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2
<input type="checkbox"/>		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2
<input type="checkbox"/>		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2
<input type="checkbox"/>		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2
<input type="checkbox"/>		09/19/2025 11:59 PM	3320 FOREST ST	DENVER	CO811 CODE FOR TESTING - MR IT 1	CA
<input type="checkbox"/>		09/19/2025 11:59 PM	2788 SYRACUSE ST	DENVER	CO811 CODE FOR TESTING - MR IT 1	CA
<input type="checkbox"/>		09/19/2025 11:59 PM	16361 TABLE MOUNTAIN PKWY	GOLDEN	CO811 CODE FOR TESTING - MR IT 1	FIB
<input type="checkbox"/>		09/18/2025 11:59 PM	365 LONGSPUR DR	BRIGHTON	CO811 CODE FOR TESTING - MR IT 1	AIF

30

The following section listed on your Ticket Dashboard is the "**Response Due**" section. These are all of your service area(s) tickets that are due in 48 hours. There is a small dot icon next to the "**Service Area Tickets**" section, which displays the total number of tickets in this section of your Ticket Dashboard.

COLORADO 811

DANIEL MCSAFE

My Service Areas Tickets

Service Area Tickets 35
*Created in past 60 days

Response Due 35
*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

Show Tickets with Response Due within: ☒ 48 hours ☐ Show all

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

	Ticket Type	Current Response	Response Due Date	Ticket Number
<input type="checkbox"/>	Normal		09/19/2025 11:59 PM	A526000009
<input type="checkbox"/>	Subsurface Utility Engineering		09/19/2025 11:59 PM	A524800052
<input type="checkbox"/>	Engineering		09/19/2025 11:59 PM	A524800056
<input type="checkbox"/>	Subsurface Utility Engineering		09/19/2025 11:59 PM	A524800057
<input type="checkbox"/>	Subsurface Utility Engineering		09/19/2025 11:59 PM	A524800060
<input type="checkbox"/>	Subsurface Utility Engineering		09/19/2025 11:59 PM	A524800061
<input type="checkbox"/>	Subsurface Utility			

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The following section listed on your Ticket Dashboard is the "**Past Due**" section. These are all of your service area(s) tickets that have not received a positive response yet and are past the locate-by date. There is a small dot icon next to the "**Service Area Tickets**" section, which displays the total number of tickets in this section of your Ticket Dashboard.

COLORADO811

DANIEL MCSAFE

My Service Areas Tickets

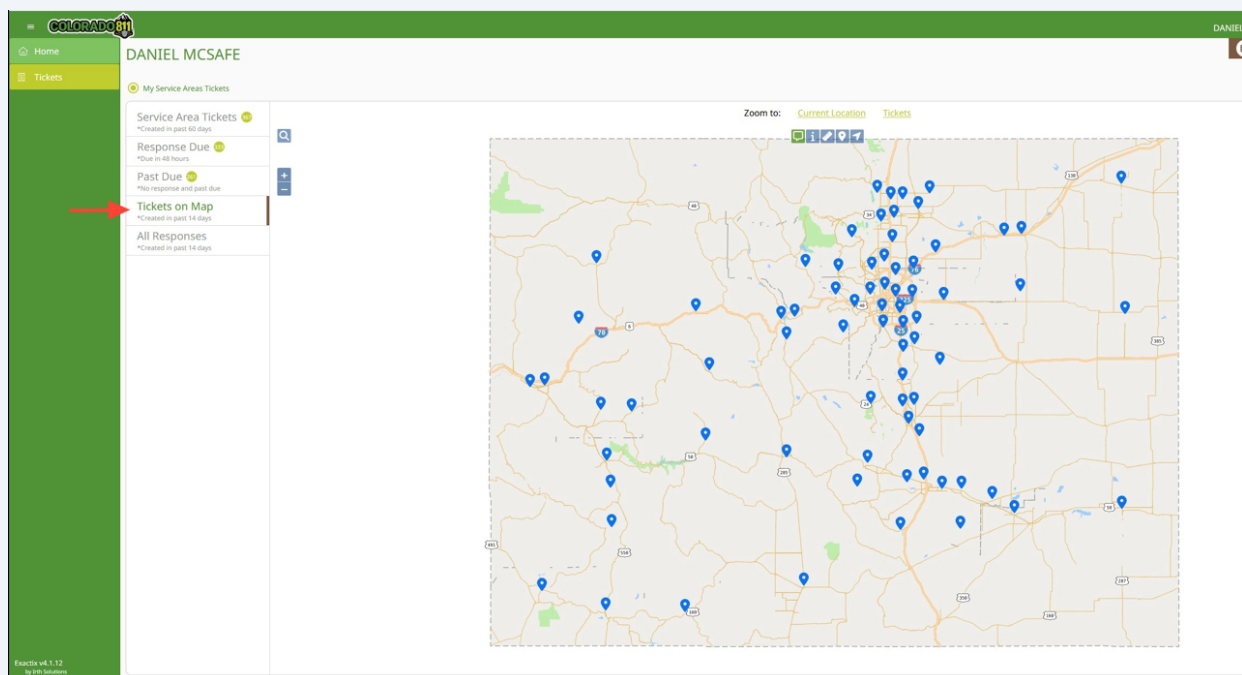
- Service Area Tickets** 28
*Created in past 60 days
- Response Due** 33
*Due in 48 hours
- Past Due** 26
*No response and past due
- Tickets on Map**
*Created in past 14 days
- All Responses**
*Created in past 14 days

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

<input type="checkbox"/>	Ticket Type	Current Response	Response Due Date ↓	Ticket Number
<input type="checkbox"/>	Normal		09/17/2025 11:59 PM	A525700001
<input type="checkbox"/>	Normal		09/17/2025 11:59 PM	A525700005
<input type="checkbox"/>	Normal		09/17/2025 11:59 PM	A525700009
<input type="checkbox"/>	Non-Compliance		09/17/2025 11:59 PM	A525800007
<input type="checkbox"/>	Normal		09/17/2025 11:59 PM	A525800008
<input type="checkbox"/>	Normal		09/17/2025 11:59 PM	A525800009
<input type="checkbox"/>	Normal		09/17/2025 11:59 PM	A525800011

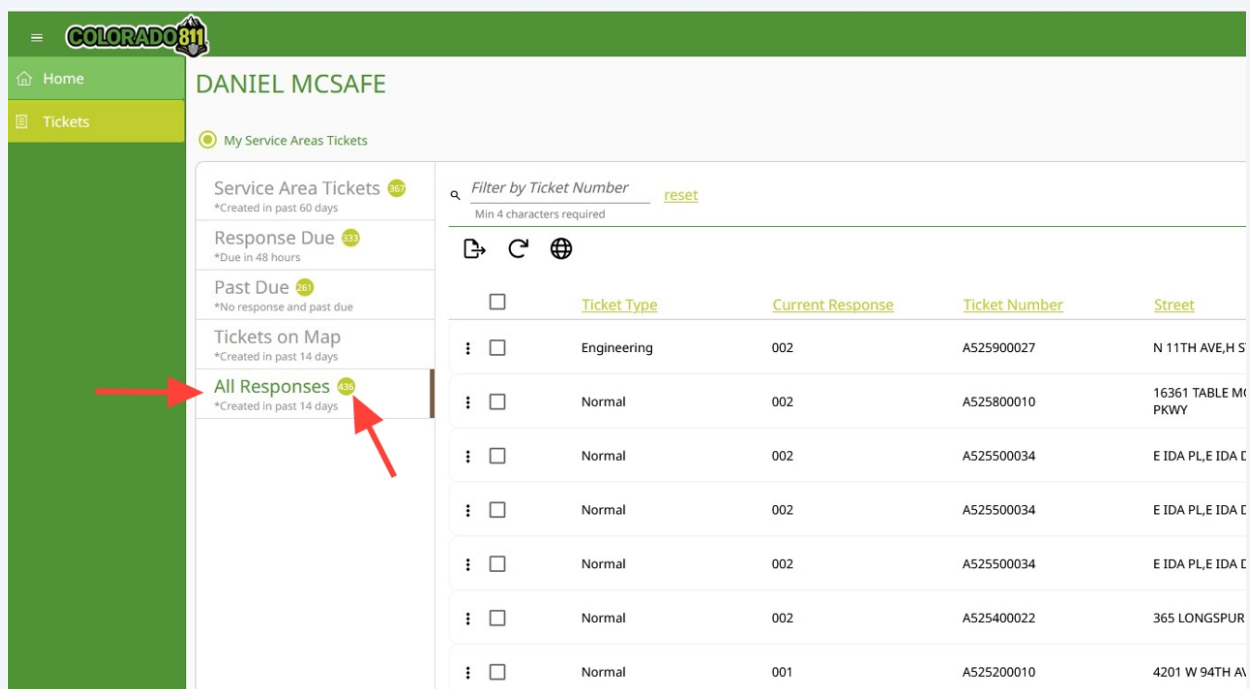
32

The next section listed on your Ticket Dashboard is the "**Tickets on Map**" section. This section allows you to see your service area(s) tickets that were created within the last 14 days, displayed as points on a map. See the "Tickets on Map" section of this guide for a more detailed look at the Tickets on a Map section.



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The final section listed on your Ticket Dashboard is the "**All Responses**" section. These are all of the positive responses that have been posted to your service area(s) tickets. There is a small dot icon next to the "**Service Area Tickets**" section, which displays the total number of ticket responses in this section of your Ticket Dashboard.



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Every section of your Ticket Dashboard, except the Tickets on Map section, features a "**Filter by Ticket Number**" field where a ticket number can be entered and searched for to locate it quickly. Each of the sections (except for the Tickets on Map section) will also have a few icons below the ticket filter field for "Exporting" the page, and "**Toggle Map**".

COLORADO 811

Home Tickets

DANIEL MCSAFE

My Service Areas Tickets

Service Area Tickets 507
*Created in past 60 days




Response Due 533
*Due in 48 hours

Past Due 531
*No response and past due

Tickets on Map
*Created in past 14 days

All Responses 436
*Created in past 14 days

Filter by Ticket Number reset
Min 4 characters required

<input type="checkbox"/>	Current Response	Response Due Date	Street	Place
<input type="checkbox"/>		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON
<input type="checkbox"/>		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON
<input type="checkbox"/>		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON
<input type="checkbox"/>		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON
<input type="checkbox"/>		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON
<input type="checkbox"/>		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON
<input type="checkbox"/>		09/19/2025 11:59 PM	3320 FOREST ST	DENVER

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A fourth icon will appear once a ticket, or several tickets, have been checked, which is **"Add Response."**

COLORADO 811

Home Tickets

DANIEL MCSAFE

My Service Areas Tickets

Service Area Tickets *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 Min 4 characters required [reset](#)

🔍 ↻ 🌐 **+**

	Current Response	Response Due Date	Street	Place
☑		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON
☑		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON
☑		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON
☑		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON
☑		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON
☑		09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON
☑		09/19/2025 11:59 PM	3320 FOREST ST	DENVER

36

The **"Toggle Map"** icon, which resembles a small sphere, displays a map on the right side of the screen showing the tickets currently on the list you are viewing. If one or more of the tickets are checked, then that ticket will be displayed on the map in red, while all unchecked tickets will be displayed in blue. As the map view is adjusted, the list of tickets in the shown list will also change to match the new map view.

The map has features like zoom in, zoom out, search (magnifying glass on the top left corner of the map), a measurement tool, a 'place a pin' tool, position to current location (must have location services on your device turned on for this feature to work), well and facility map layers, and aerial imagery. Refer to the **"Tickets in Map"** information below for a more in-depth examination of the map features, as the **"Toggle Map"** icon and the **"Tickets on Map"** map share the same available features.

The screenshot displays the Daniel MCSafe web application interface. On the left, a sidebar contains navigation links: Home, Tickets, and My Service Areas Tickets. The main content area shows a list of tickets with columns for Ticket Type, Current Response, Ticket Number, Street, Place, Service Area, Work Start Date, Company Name, and Current Ticket Function. A red arrow points to the 'Toggle Map' icon (a small sphere) in the top left of the ticket list. The map on the right shows the same tickets as pins, with one pin highlighted in red.

Ticket Type	Current Response	Ticket Number	Street	Place	Service Area	Work Start Date	Company Name	Current Ticket Function
Normal	AS2580001	100 W MAIN ST	ASPEN	CORB11 CODE FOR TESTING - MR IT 1	09/18/202 5:07:00 AM	COLORADO B11	New	
Normal	AS2580001	4625 TOWN CENTER DR	COLORADO SPRINGS	CORB11 CODE FOR TESTING - MR IT 1	09/18/202 5:07:00 AM	COLORADO B11	New	
Normal	AS2580001	365 LONGSPUR R DR	BRIGHTON	CORB11 CODE FOR TESTING - MR IT 1	09/18/202 5:07:00 AM	ENCANTO B11	New	
Normal	AS2580000	13479 ECHO DR	BROOMFIELD	CORB11 CODE FOR TESTING - MR IT 1	09/18/202 5:07:00 AM	COLORADO B11	New	
Normal	AS2580000	165 S TERRY ST	GOLDEN	CORB11 CODE FOR TESTING - MR IT 1	09/18/202 5:07:00 AM	CUSTOM FENCE & SUPPLY	Update	
Normal	AS2580001	16361 TABLE MOUNTAIN PKWY	GOLDEN	CORB11 CODE FOR TESTING - MR IT 1	09/18/202 5:07:00 AM	COLORADO B11	New	
Normal	AS2570000	4870 SETON PL	COLORADO SPRINGS	CORB11 CODE FOR TESTING - MR IT 1	09/18/202 5:07:00 AM	CAPTAIN CALLY FIRST DEMO	New	
Non-Compliance	AS2580000	13479 ECHO DR	BROOMFIELD	CORB11 CODE FOR TESTING - MR IT 1	09/18/202 5:07:00 AM	COLORADO B11	New	
Normal	AS2570000	2208 SHOGSON	CANON	CORB11 CODE FOR TESTING - MR IT 1	09/18/202 5:07:00 AM	COLORADO B11	Update	

37

Every section of your Ticket Dashboard, except for the "**Tickets on Map**" section, features a page index and the ability to adjust the number of items listed per page, located at the top right of the ticket list.

In addition, every section, except for the "**Tickets on Map**" section, that includes column data, can be filtered per column. Each of the column headers is a clickable link that will open a pop-up with filter parameters that can be set.

The screenshot displays the Daniel MCSafe Ticket Dashboard. The interface includes a sidebar with navigation options: Home, Tickets, and My Service Areas Tickets. The main content area shows a list of tickets under the heading "Service Area Tickets". A search bar labeled "Filter by Ticket Number" is present. The ticket list has columns: Current Response, Response Due Date, Street, Place, Service Area, Work Type, Work Start Date, Company Name, and Ticket Number. A red box highlights the page index and items per page controls at the top right of the table, showing "Previous", "1", "2", "3", "4", "5", "400", "Next", and "Items / Page" with options for 25, 50, and 100. The table contains 15 rows of ticket data.

Current Response	Response Due Date	Street	Place	Service Area	Work Type	Work Start Date	Company Name	Ticket Number
<input type="checkbox"/>	09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	C0811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM	UTILITY NOTIFICATION CENTER OF COLORADO	AS26000009
<input type="checkbox"/>	09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	C0811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM	UTILITY NOTIFICATION CENTER OF COLORADO	AS26000008
<input type="checkbox"/>	09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	C0811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM	UTILITY NOTIFICATION CENTER OF COLORADO	AS26000007
<input type="checkbox"/>	09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	C0811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM	UTILITY NOTIFICATION CENTER OF COLORADO	AS26000006
<input type="checkbox"/>	09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	C0811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM	UTILITY NOTIFICATION CENTER OF COLORADO	AS26000005
<input type="checkbox"/>	09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	C0811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM	UTILITY NOTIFICATION CENTER OF COLORADO	AS26000004
<input type="checkbox"/>	09/19/2025 11:59 PM	3320 FOREST ST	DENVER	C0811 CODE FOR TESTING - MR IT 1	CATV SERV BURY	09/20/2025 07:00 AM	UTILITY NOTIFICATION CENTER OF COLORADO	AS26000003
<input type="checkbox"/>	09/19/2025 11:59 PM	2788 SYRACUSE ST	DENVER	C0811 CODE FOR TESTING - MR IT 1	CATV SERV BURY	09/20/2025 07:00 AM	UTILITY NOTIFICATION CENTER OF COLORADO	AS26000002
<input type="checkbox"/>	09/19/2025 11:59 PM	16361 TABLE MOUNTAIN PKWY	GOLDEN	C0811 CODE FOR TESTING - MR IT 1	FIBER CONDUIT NEW	09/20/2025 07:00 AM	UTILITY NOTIFICATION CENTER OF COLORADO	AS26000001
<input type="checkbox"/>	09/18/2025 11:59 PM	365 LONGSPUR DR	BRIGHTON	C0811 CODE FOR TESTING - MR IT 1	AIR LINE REPL	09/19/2025 07:00 AM	EXCAVATOR TEST1	AS25900028
<input type="checkbox"/>	09/30/2025 11:59 PM	N 11TH AVE,H ST	GREELEY	C0811 CODE FOR TESTING - MR IT 1	ENGINEERING	10/07/2025 07:00 AM	MDP HAND METER DESIGN	AS25900027
<input type="checkbox"/>	09/30/2025 11:59 PM	COUNTY ROAD 4,LUS HIGHWAY 85	BRIGHTON	C0811 CODE FOR TESTING - MR IT 1	ENGINEERING	10/01/2025 07:00 AM	A&J LOCATING LLC	AS25900026
<input type="checkbox"/>	09/18/2025 11:59 PM	12110 OCTAVE AVE	LOVE TREE	C0811 CODE FOR TESTING - MR IT 1	RETAINING WALL NEW	09/16/2025 02:15 PM	R&S RETAINING WALLS	AS25900025
<input type="checkbox"/>	09/30/2025 11:59 PM	SUNRISE LN	PUEBLO	C0811 CODE FOR TESTING - MR IT 1	ENGINEERING	10/01/2025 07:00 AM	CONGRUEX	AS25900024
<input type="checkbox"/>	09/30/2025 11:59 PM	DAYTON ST	AURORA	C0811 CODE FOR TESTING - MR IT 1	ENGINEERING	10/01/2025 07:00 AM	NACC CONSTRUCTION	AS25900023

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To open a column filter, click on the column header you want to filter by, make your filter selections, and then click anywhere outside the filter pop-up to close it and apply the filter. Each column has its own filtering capabilities, and multiple column filters can be set as needed.

The "**Current Response**" column filter lets you pick what positive response(s) you would like to filter to.

The screenshot shows the 'Current Response' filter pop-up. It includes a search bar 'Filter by Ticket Number' with a 'reset' button. Below the search bar are checkboxes for 'Current Response' and 'Response Due Date'. The 'Current Response' checkbox is selected. The filter list contains 24 options, each with a checkbox and a description. The options are:

- ☐ 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
- ☐ 008: CALL FACILITY OWNER FOR FURTHER INFO ON LOCATE
- ☐ 009: REQUIRES STAND-BY AT TIME OF EXCAVATION - CONTACT FACILITY OWNER
- ☐ 010: EXCAVATOR COMPLETED WORK PRIOR TO DUE DATE
- ☐ 011: COMPLETED - SEE DOCUMENTATION AND/OR MARKS ON SITE; ABANDONED FACILITIES MAY BE IN AREA
- ☐ 012: MARKED UP TO PRIVATELY OWNED FACILITY - CONTACT PRIVATE UTILITY OWNER FOR LOCATE
- ☐ 013: NO CONFLICT-PRIVATE OWNED UTIL ON PROPERTY-CONTACT PRIV. UTIL. OWNER FOR LOCATE
- ☐ 014: VISIBLE OR EXPOSED FACILITY - CONTACT FACILITY OWNER IF CROSSING
- ☐ 015: NO LOCATE DUE TO EXTREME WEATHER/EMERGENCY CONDITIONS IN AREA OF LOCATE
- ☐ 017: COMPLETED - SEE MARKS ON SITE
- ☐ 018: INSTALLATION RECORDS, MAPS OR OTHER DOCUMENTS HAVE BEEN PROVIDED-SEE LINKS AND ATTACHMENTS
- ☐ 019: MARKED, ALL CROSSINGS MUST BE EXPOSED DURING TRENCHLESS EXCAVATION IN ORDER TO OBSERVE A SAFE CROSSING
- ☐ 020: SEWER MARKED - BEST AVAILABLE INFORMATION PROVIDED ON LATERALS
- ☐ 021: EXISTING MARKS VERIFIED
- ☐ 022: NO LOCATE NECESSARY - PER EXCAVATOR NO LOCATE NEEDED
- ☐ 023: ONGOING TICKET - PER LOCATOR/EXCAVATOR AGREEMENT
- ☐ 024: QUALITY CHECK/QUALITY CONTROL (QC) NEEDED TO FIND FACILITY OR TO VERIFY MARKS

The background shows a table of tickets with columns: Ticket Number, Work Start Date, Company Name, and Ticket Num.

39

The "**Response Due Date**" column filter allows you to filter by the ticket's response due date (the locate-by date).

The screenshot shows the 'Response Due Date' filter pop-up. It includes a search bar 'Filter by Ticket Number' with a 'reset' button. Below the search bar are checkboxes for 'Current Response' and 'Response Due Date'. The 'Response Due Date' checkbox is selected. The filter list contains 10 options, each with a radio button and a description. The options are:

- ☐ All Dates
- ☐ Today
- ☐ Yesterday
- ☐ Last Week (last Sunday to last Saturday)
- ☐ Last Month
- ☐ Days before (and including) today: Days* (Max 124)
- ☐ Hours before current time: Hours* (Max 240)
- ☐ Single Date: Date* (mm/dd/yyyy)
- ☐ Date Range: Start Date* (mm/dd/yyyy) End Date* (mm/dd/yyyy)
- ☐ Tomorrow
- ☐ Days after (and including) today: Days* (Max 124)
- ☐ Hours after current time: Hours* (Max 240)

The background shows a table of tickets with columns: Ticket Number, Work Start Date, Company Name, and Ticket Num.

40

The "**Street**" column filter allows you to search for a specific address or street and filter results in ascending or descending alphabetical order.

Number [reset](#)
quired

Street

☐ Sort Ascending
☐ Sort Descending

Limit by...

Search Text

Press Enter to add text to the filter

Current Response	Response Due Date	Street		Area	Work Type	Work Start Date
	09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM
	09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM
	09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM
	09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM
	09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM
	09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM
	09/19/2025 11:59 PM	3320 FOREST ST	DENVER	CO811 CODE FOR TESTING - MR IT 1	CATV SERV BURY	09/20/2025 07:00 AM

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The "**Place**" column filter lets you filter based on the town or city on the ticket.

Response Due Date	Street	Place	Work Type	Work Start Date	Company Name
09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	H2O MAIN NEW	09/20/2025 07:00 AM	UTILITY NOTIFI CENTER OF COL
09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM
09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM
09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM
09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM
09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM
09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	H2O MAIN NEW	09/20/2025 07:00 AM
09/19/2025 11:59 PM	3320 FOREST ST	DENVER	CO811 CODE FOR TESTING - MR IT 1	CATV SERV BURY	09/20/2025 07:00 AM

42

The "**Service Area**" column filter lets you sort by service area. This filter will be limited to the service area(s) to which you have access. If you have more than one service area code, this filter allows you to sort by service area.

Current Response	Response Due Date	Street	Place	Service Area	Work Start Date	Company
	09/18/2025 11:59 PM	E EVANS AVE,S QUINTERO ST	AURORA	COB11 CODE FOR TESTING - MR IT 1	09/19/2025 07:00 AM	SUBSURFACE DIRECTION
	09/15/2025 11:59 PM	4120 S EVANSTON CIR	AURORA	COB11 CODE FOR TESTING - MR IT 1	09/13/2025 07:00 AM	
	09/09/2025 11:59 PM	E EVANS AVE,S QUINTERO ST	AURORA	COB11 CODE FOR TESTING - MR IT 1	FIBER CONDUIT NEW	SUBSURFACE DIRECTION
002	09/03/2025 11:59 PM	10001 E EVANS AVE	AURORA	COB11 CODE FOR TESTING - MR IT 1	FIBER CONDUIT NEW/ POTHOLES	MAINLINE CONSTRUCTION
002	09/03/2025 11:59 PM	8320 JESSE EVANS DR	COLORADO SPRINGS	COB11 CODE FOR TESTING - MR IT 1	TREE PLANTING	FRONT RANGE
002	09/03/2025 11:59 PM	E EVANS AVE,S LAFAYETTE ST	DENVER	COB11 CODE FOR TESTING - MR IT 1	ELECTRIC	STURGEON
002	09/03/2025 11:59 PM	1360 E EVANS AVE	DENVER	COB11 CODE FOR TESTING - MR IT 1	ELECTRIC	STURGEON
002	09/03/2025 11:59 PM	2508 S EVANSTON ST	AURORA	COB11 CODE FOR TESTING - MR IT 1	COMCAST DROP BURY 12	CPI BUILDERS
002	09/02/2025 11:59 PM	25171 E EVANS DR	AURORA	COB11 CODE FOR TESTING - MR IT 1	IRRIGATION NEW	VALOR LAND
002	09/02/2025 11:59 PM	10001 E EVANS AVE	AURORA	COB11 CODE FOR TESTING - MR IT 1	FIBER CONDUIT NEW/ POTHOLES	MAINLINE CONSTRUCTION
002	09/02/2025 11:59 PM	10001 E EVANS AVE	AURORA	COB11 CODE FOR TESTING - MR IT 1	FIBER CONDUIT NEW/ POTHOLES	MAINLINE CONSTRUCTION
002	09/02/2025 11:59 PM	1001 E EVANS AVE	AURORA	COB11 CODE FOR TESTING - MR IT 1	FIBER CONDUIT NEW/ POTHOLES	MAINLINE CONSTRUCTION
002	09/02/2025 11:59 PM	10421 W EVANS AVE	LAKEWOOD	COB11 CODE FOR TESTING - MR IT 1	FENCE NEW	RODNEY KE

43

The "**Work Type**" column filter allows you to sort tickets by work type.

Response Due Date	Street	Place	Work Type	Work Start Date	Company
09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	H2O MAIN NEW	09/20/2025 07:00 AM	UTILITY CENTER
09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	H2O MAIN NEW	09/20/2025 07:00 AM	UTILITY CENTER
09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	H2O MAIN NEW	09/20/2025 07:00 AM	UTILITY CENTER
09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	H2O MAIN NEW	09/20/2025 07:00 AM	UTILITY CENTER
09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	H2O MAIN NEW	09/20/2025 07:00 AM	UTILITY CENTER
09/19/2025 11:59 PM	COUNTY ROAD 51,COUNTY ROAD 80	EATON	H2O MAIN NEW	09/20/2025 07:00 AM	UTILITY CENTER
09/19/2025 11:59 PM	3320 FOREST ST	DENVER	CATV SERV BURY	09/20/2025 07:00 AM	

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The "**Work Start Date**" column filter enables you to filter tickets by their work start date.

The screenshot shows a ticket management interface with a dropdown menu for the 'Work Start Date' column filter. The menu options are:

- ☐ Sort Ascending
- ☐ Sort Descending
- Limit by...
- ☒ All Dates
- ☐ Today
- ☐ Yesterday
- ☐ Last Week (last Sunday to last Saturday)
- ☐ Last Month
- ☐ Days before (and including) today: Max 124
- ☐ Hours before current time: Max 240
- ☐ Single Date: (mm/dd/yyyy)
- ☐ Date Range: (mm/dd/yyyy)
- ☐ Tomorrow
- ☐ Days after (and including) today: Max 124
- ☐ Hours after current time: Max 240

The background table shows ticket details with columns: Response Due Date, Street, Place, Work Start Date, Company Name, and Ticket Number. The 'Work Start Date' column is highlighted with an orange box.

45

The "**Company Name**" column filter enables you to search and filter for a specific company name associated with a ticket.

The screenshot shows a ticket management interface with a dropdown menu for the 'Company Name' column filter. The menu options are:

- ☐ Sort Ascending
- ☐ Sort Descending
- Limit by...
- Search Text
- Press Enter to add text to the filter

The background table shows ticket details with columns: Place, Service Area, Start Date, Company Name, and Ticket Number. The 'Company Name' column is highlighted with an orange box. The interface also shows pagination controls and a results count of 13,671.

46

The "**Ticket Number**" column filter allows for sorting by ticket number in either ascending or descending order, and is another area where a specific ticket number can be searched for.

The screenshot shows a web application interface for a ticket management system. At the top, there's a header bar with the name 'DANIEL MCSAFE' and navigation links for 'List' and 'Dashboard'. Below the header, a table displays a list of tickets. The table has columns for 'Place', 'Service Area', 'Work Type', 'Work Date', and 'Ticket Number'. A dropdown menu is open over the 'Ticket Number' column, showing options to 'Sort Ascending', 'Sort Descending', and a 'Limit by...' section with a 'Search Text' input field. The input field has a placeholder text 'Min 4 characters required' and a note 'Press Enter to add text to the filter'. The table shows several rows of tickets, with the 'Ticket Number' column highlighted in orange. The bottom right corner of the table indicates 'Results: 13,671'.

47

On your Ticket Dashboard, each ticket row in the list will also have a 3-dot menu (:) that allows you to open and view the entire ticket, add a positive response to the ticket, view responses on the ticket, and print the full ticket text.

The screenshot shows a web application interface for a ticket management system. At the top, there's a header bar with the name 'DANIEL MCSAFE' and navigation links for 'Home' and 'Tickets'. Below the header, a sidebar on the left contains links for 'My Service Areas Tickets', 'Response Due', 'Past Due', 'Tickets on Map', and 'All Responses'. The main content area shows a list of tickets. A dropdown menu is open over a ticket row, showing options to 'View Ticket', 'Add Response', 'View Responses', and 'Print Text'. The ticket row has columns for 'Ticket Type', 'Current Response', 'Response Due Date', and 'Ticket Number'. The ticket row is highlighted in orange.

48

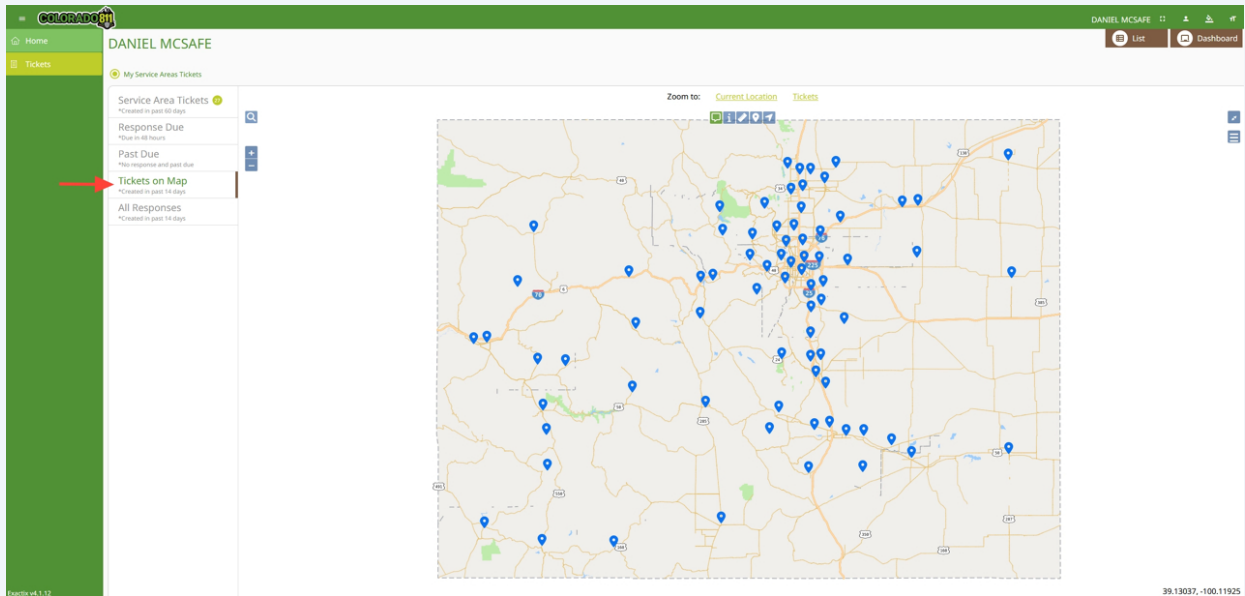
Suppose the ticket is an older version of a ticket. In that case, meaning the ticket has either been updated, modified, or the ticket has had a secondary function like an Excavator Renotification (EXRN), or Relocate/Refresh (RLRF) processed off of it, there will be a red icon next to the checkbox for the row and the 3-dot menu (:) will also have additional options to **"View Most Recent Version"** of the ticket and **"Find All Related"** tickets.

	<input type="checkbox"/>	<u>Current Response</u>	<u>Response Due Date</u>	<u>Street</u>
	<input type="checkbox"/>			
	<input type="checkbox"/>	002	09/03/2025 11:59 PM	2508 S EVANSTON ST
	<input type="checkbox"/>	002	09/02/2025 11:59 PM	25171 E EVANS DR
	<input type="checkbox"/>	002	09/02/2025 11:59 PM	10001 E EVANS AVE
	<input type="checkbox"/>	002	09/02/2025 11:59 PM	10001 E EVANS AVE
	<input type="checkbox"/>	002	09/02/2025 11:59 PM	1001 E EVANS AVE
	<input type="checkbox"/>	002	09/02/2025 11:59 PM	10421 W EVANS AVE
	<input type="checkbox"/>	002	09/02/2025 11:59 PM	E EVANS AVE,S TELLURII ST
	<input type="checkbox"/>	002	08/29/2025 11:59 PM	939 EVANSTON ST
	<input type="checkbox"/>	002	08/29/2025 11:59 PM	E EVANS AVE,S SABLE BLVD
	<input type="checkbox"/>	002	08/29/2025 11:59 PM	14507 E EVANS AVE
	<input type="checkbox"/>	002	08/29/2025 11:59 PM	E COUNTY LINE RD,EVAI

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

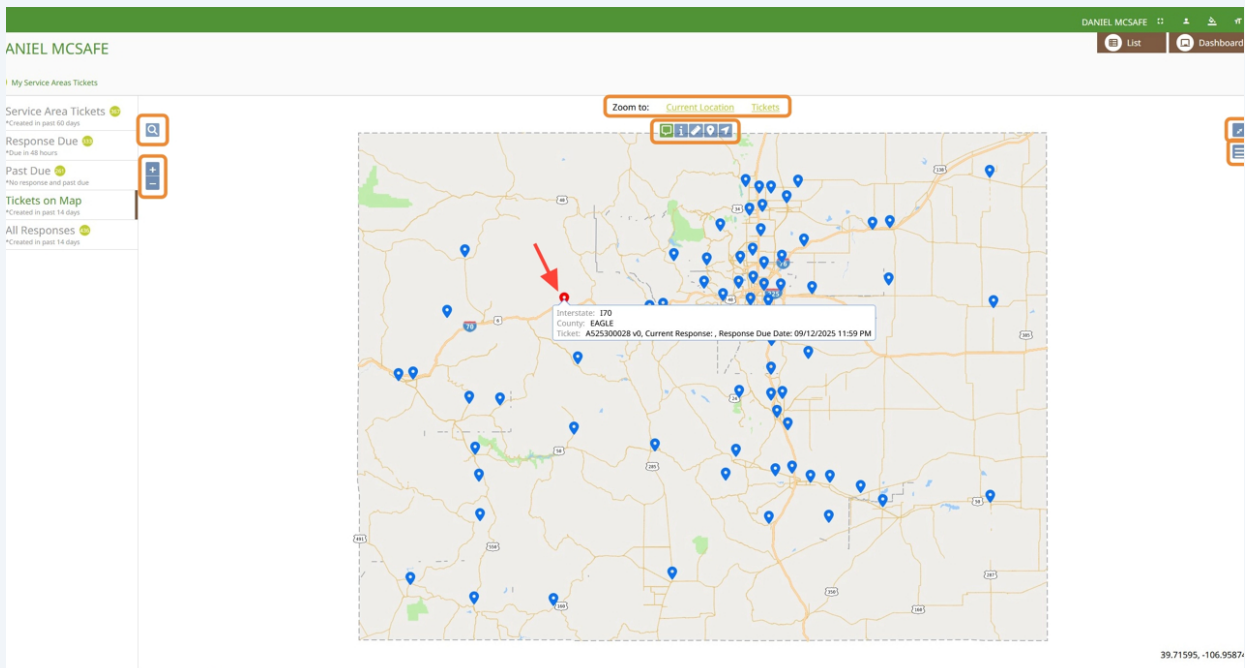
49

The "**Tickets on Map**" section of your dashboard allows you to view tickets for your service area(s) created within the last 14 days, displayed as points on a map. This may be helpful for route planning and ticket assigning for locators.



50

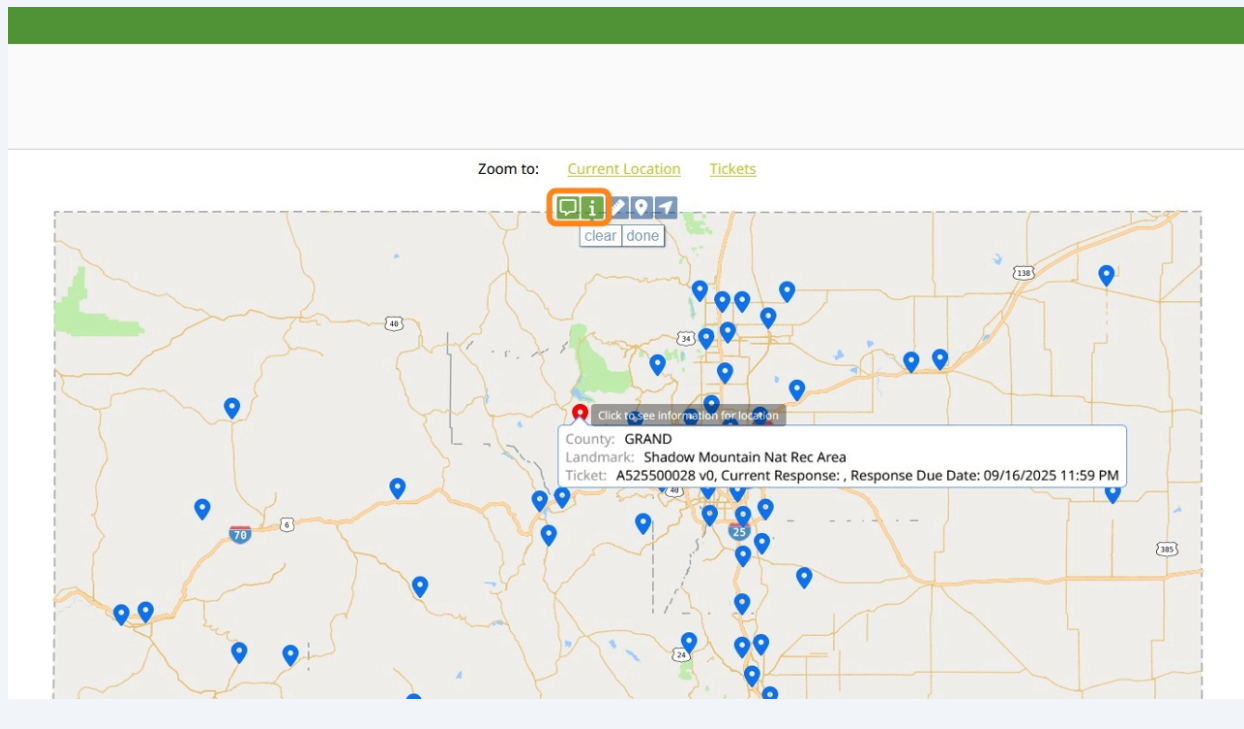
The map has features like zoom in, zoom out, search (magnifying glass on the top left corner of the map), a measurement tool, a 'place a pin' tool, a position to current location feature, zoom to current location or zoom to view all Tickets on the map, some oil well and facility map layers, and an aerial imagery map option as well.



51

When the icon at the top of the map, which resembles a speech bubble for "**Show map features at the current cursor position**," is highlighted in green, it is ON. If you hover over any of the icons, their names will be displayed. When this is ON, if you pause your cursor over a ticket pin on the map, some basic ticket information will be displayed. To turn this feature off, click the speech bubble icon, and it will change to grey, indicating that it is no longer on.

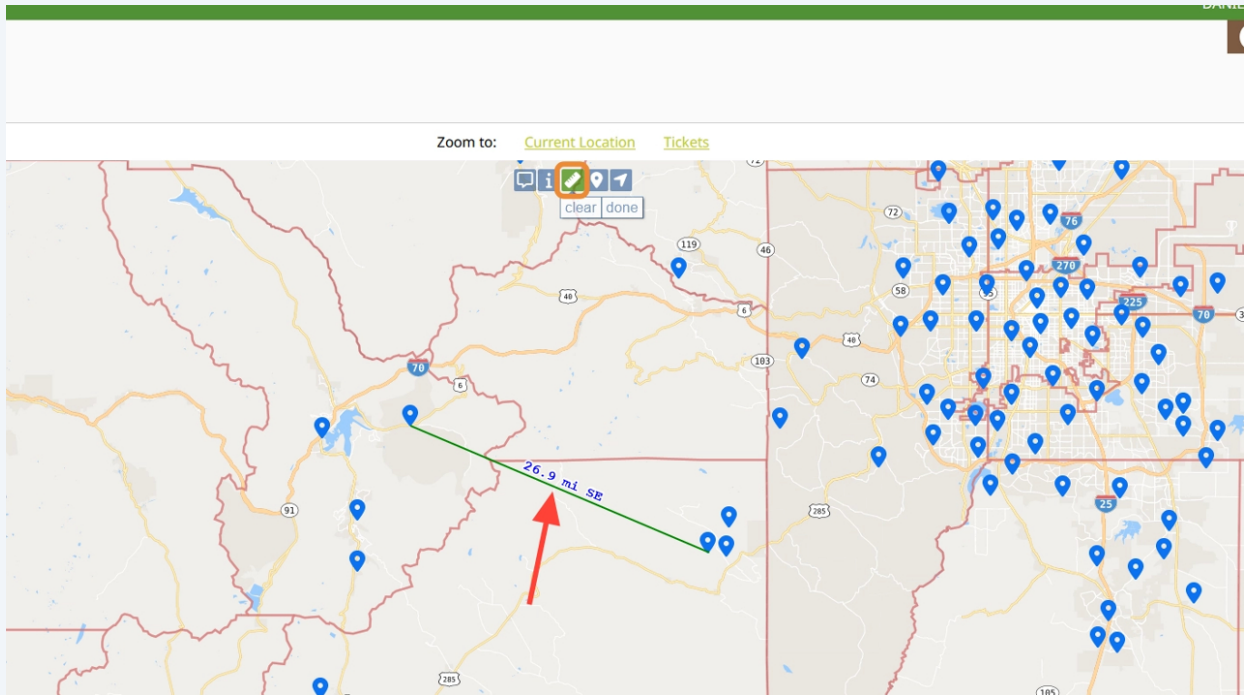
When the icon at the top of the map, which is a lowercase "**i**" for "**Show map information for location**," is highlighted in green, it is ON. When this feature is enabled, clicking on a ticket pin on the map will display basic ticket information. To turn it off, click the "**i**" icon, and it will change to grey, indicating it is no longer on. The "**i**" icon also has a "**clear**" and "**done**" option that will display when it is ON as well.



52

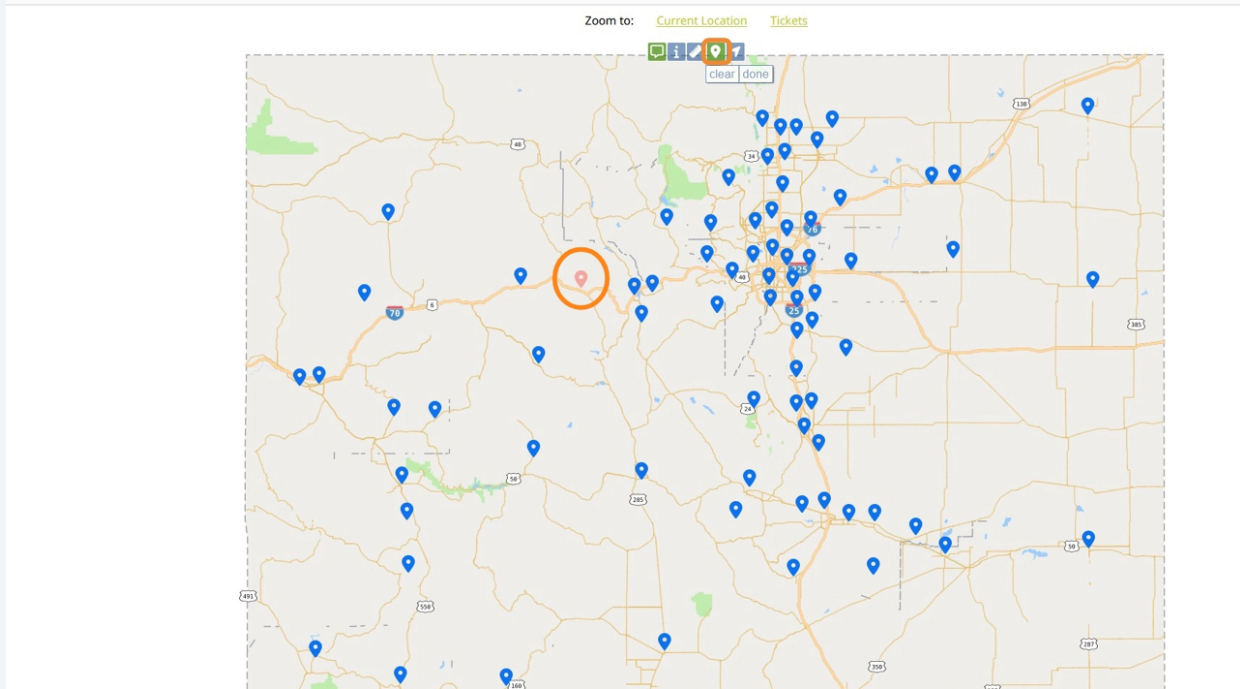
The map measurement icon looks like a small ruler. If it is highlighted in green, then it is ON and also includes a "**Clear**" and "**Done**" option below it when it is active and in use. Click once to start the measurement, and double-click to end it. The line's distance will be displayed on the measurement line(s) that were drawn. To turn it off, click the measurement tool, then click on the ruler icon. It will change to grey and will no longer be active.

Right-clicking on the map opens a small menu where you can adjust the measurement increments used by the measurement tool under "**Units**".



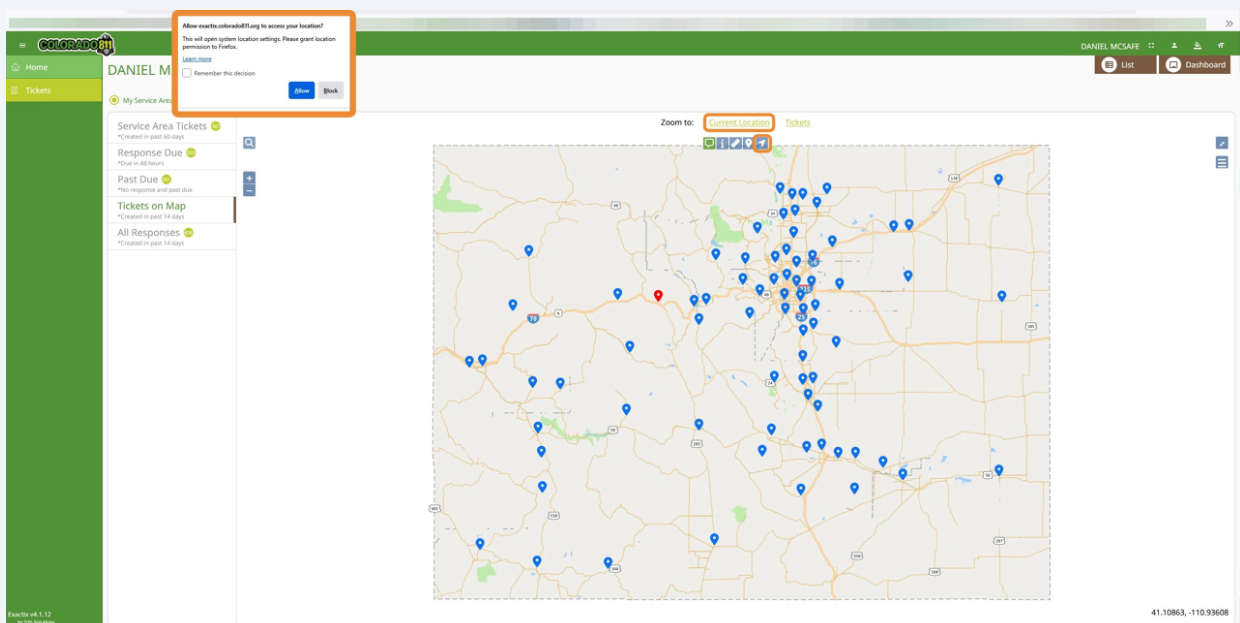
53

You can place your own pins on the map as required by using the **"Add Push Pins"** icon.



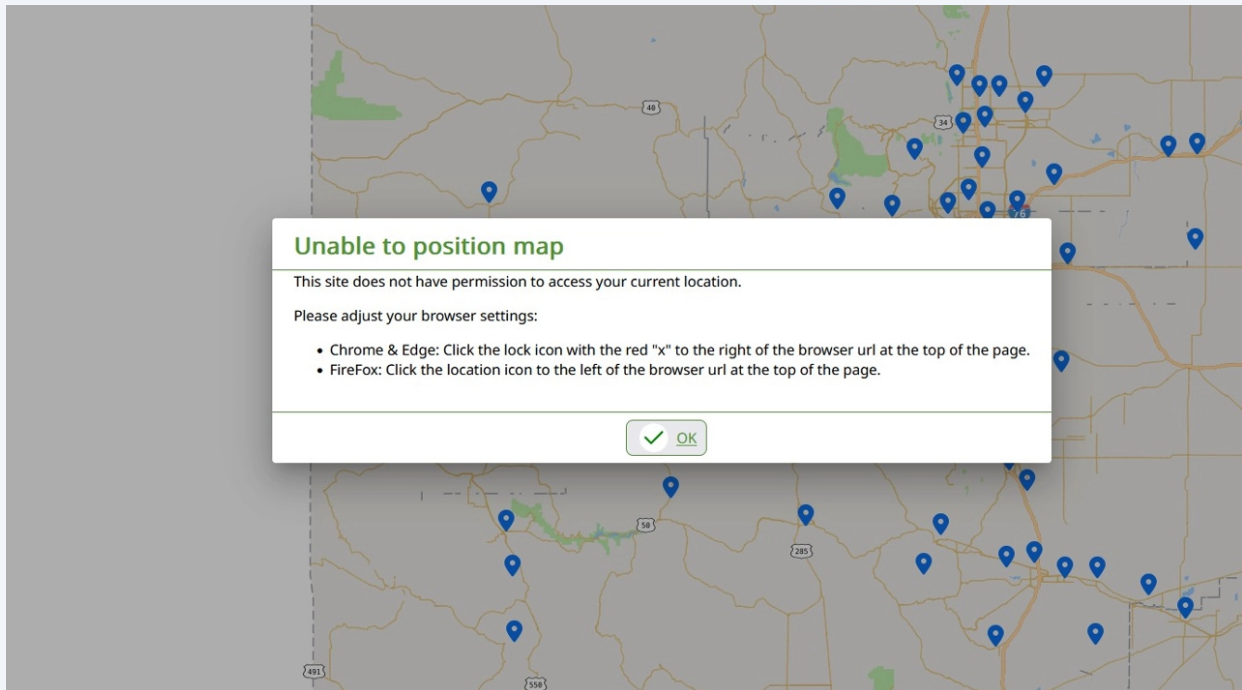
54

The **"Position to your Current Location"** and **"Zoom to your current location"** map features will automatically zoom the map view to your current location, allowing you to view tickets near your current location in the field. For either of these features to work, location services on your device must be turned on and "allowed" for Exactix.



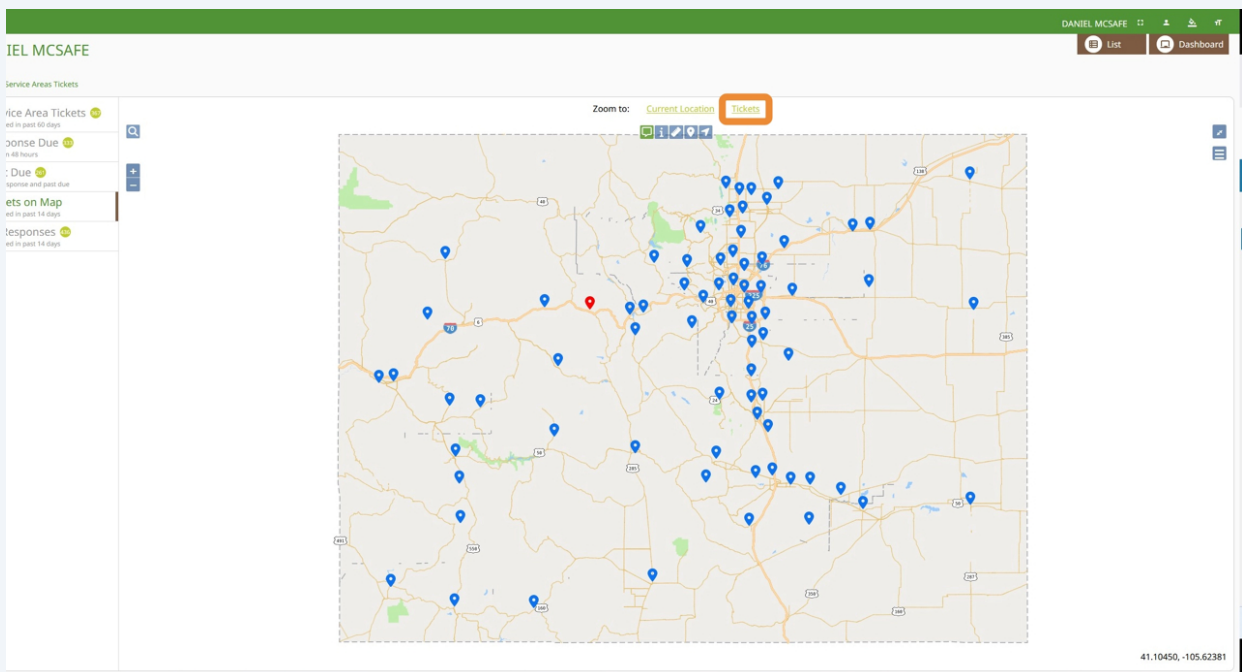
55

Suppose location services are not enabled on your device. In that case, Exactix will display a pop-up informing you of the necessary steps to help them, allowing you to use these features.



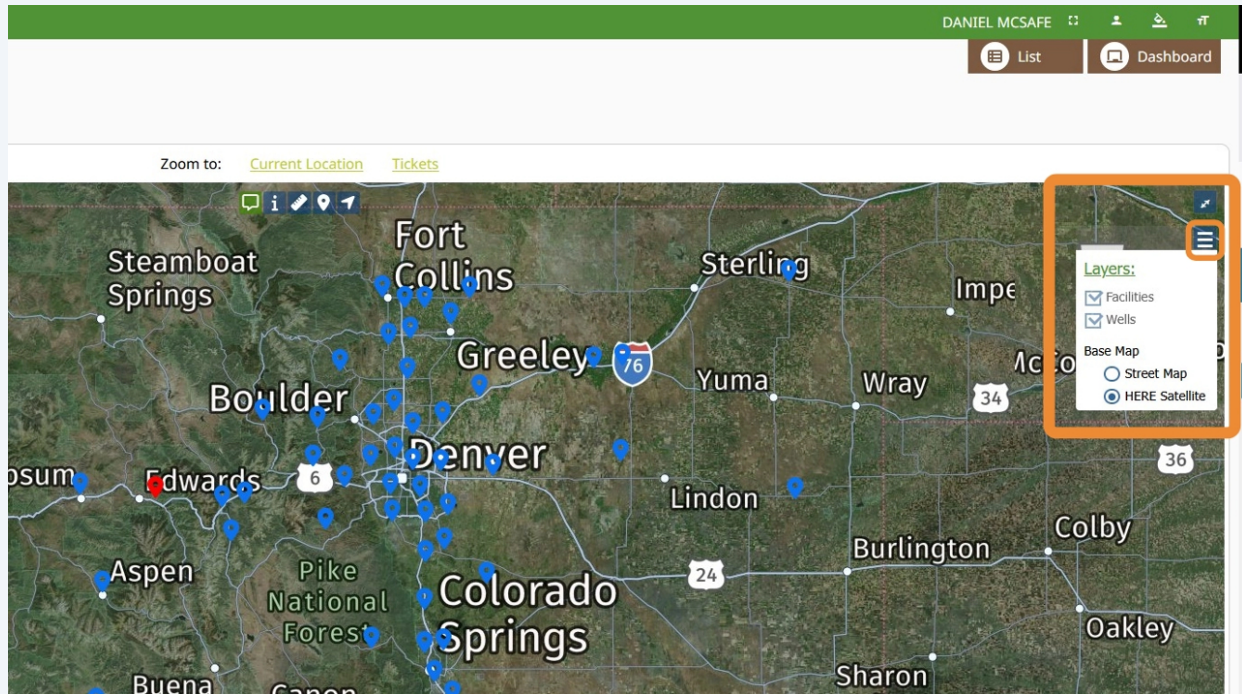
56

The zoom to "**Tickets**" feature will zoom the map view out to show all tickets within the last 14 days on the map view again.



57

The map also includes map layers for oil well locations and facilities that can be turned on or off as needed by clicking the hamburger menu ("☰") on the top right of the map and checking or unchecking the box. These layers will only be visible on the map once you have zoomed into an area close enough for them to display. This hamburger menu also allows you to switch between **Street View** and **Satellite View**.



*** Reviewing Tickets

REVIEWING TICKETS

Tickets within Exactix may contain more detailed information than what is currently delivered to members, so it is always beneficial to review the full ticket within Exactix.

Select the ticket you want to review and open it by double-clicking anywhere on the ticket row, or by clicking on the 3-dot menu for the ticket row and selecting **"View Ticket"**.

The screenshot shows the Exactix interface for a user named DANIEL MCSAFE. The interface includes a sidebar with navigation options like 'me' and 'kets'. The main area displays 'My Service Areas Tickets' with a filter for 'Response Due' set to '48 hours'. A table of tickets is shown with columns: Ticket Type, Current Response, Response Due Date, Ticket Number, Street, Place, Service Area, and a final column. One ticket is highlighted with a red circle around its 'Ticket Number' (A526000009). A dropdown menu is open for this ticket, showing options: 'View Ticket' (highlighted with a red box), 'Add Response', 'View Responses', and 'Print Text'.

Ticket Type	Current Response	Response Due Date	Ticket Number	Street	Place	Service Area	
Normal		09/19/2025 11:59 PM	A526000009	COUNTY ROAD 51, COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1	0 A

The **"Ticket"** tab within the full ticket displays all the information collected during ticket submission, as well as a map showing the dig site mapped for the ticket. The dig site mapping is what triggers the notification to underground facility owner/operator members. Suppose the ticket's dig site mapping touches the member's service area registration map that is active in the system. In that case, that member will receive the ticket.

The map has features like zoom in (+), zoom out (-), search (magnifying glass on the top left corner of the map), a measurement tool, a 'place a pin' tool, a position to current location feature (navigation arrow icon), a highlight streets feature (road icon), as well as some oil well and facility map layers, and an aerial imagery map option within the hamburger menu ("≡") on the top right of the map. The map also includes a legend in the bottom left corner of the map.

ColoradoDig

Home Tickets Service Areas Responses Deliveries Revisions

AS26000009 v0 Status: Released Agent: CO811 Taken: 09/17/2025 11:32 AM - 11:53 AM Function: New Notify By: Manual

Contact Information

Contact type: EXCAVATOR
 Primary phone number: OFFICE: (303) 205-6364
 Caller or person creating this request: MAHLON KNIGHT
 Company & Office: Company: UTILITY NOTIFICATION CENTER OF COLORADO Office: GOLDEN
 Title: ONLINE SERVICES SPECIALIST
 Role: OPERATIONS
 Industry: UNKNOWN
 Company mailing address: 16361 TABLE MOUNTAIN PKWY, GOLDEN, CO, 80403
 Email: MKNIGHT@CO811.ORG
 Alt/On-site contact:

Ticket Type & Dates

Ticket Type: NORMAL
 Located By: 09/19/2025 11:59 PM
 Estimated Work Start Date and Time: 09/20/2025 07:00 AM
 Estimated Work End Date: 09/22/2025 12:00 AM Duration: 3 days
 Ticket Expires On: 10/19/2025 11:59 PM
 Update Ticket By: 10/19/2025 11:59 PM

Work Information

Work being done for: WELD COUNTY
 Type of Work: H2O MAIN NEW
 Type of Equipment:
 Explosives? NO
 Directional boring? NO
 Potholing Company:
 Company: ABC POTHOLES, NEW POT
 Contact: JAMES POTHOLES
 Email: POTHOLES@GMAIL.COM
 Phone: (720) 123-4567

Dig Site Information

Dig Site Type: Intersection
 CO - WELD
 COUNTY ROAD 51
 COUNTY ROAD 80
 Building, Use, or Lot #: EATON
 Locate instructions:
 AT A PT APX 1500FT E/ OF INT LOC 20FT RAD OF PREMARKED STAKE ON S/SID OF CR 80
 Access open now until the end of the Locate By Date: YES

Additional Work Information

Is the excavation site pre-marked in white? NO

Map Attachments (1) QA (Pending) Help

Find by Ticket Number

25000-25999 County Road 80

11-2000-A UCM5 PUMP 12-2000-B UCM5 PUMP

Buffered Dig Site Dimensions: 345 ft (0.07 mi) x 345 ft (0.07 mi)

61

Right clicking on the map will open a few more map features like; "**Units**" which will let you change the increment of measurement for the map measurement tool, a "**zoom to Dig Site**", a "**Show City/Place**" feature, a "**Show Service Areas**" feature which will display your Service Area(s) registration area(s) on the map for reference, as well as another place to zoom in and zoom out.

"**Show Service Areas**" is a valuable tool for understanding why your Service Area was notified on a ticket due to the dig site mapping. It will show the dig site overlapping or touching your Service Areas registration map. If the Dig Site does not appear to be within your Service Area(s) registration map, then your Service Area(s) may have been manually added to the ticket at the excavator's request.

The screenshot displays a software interface with a left sidebar and a main map area. The sidebar contains the following information:

- Responses | Deliveries | Revisions
- Help
- RIGHT CENTER OF COLORADO
- PKWY, GOLDEN, CO, 80403
- 7:00 AM
- Duration: 3 days
- Update Ticket By: 10/19/2025 11:59 PM
- Phone: (720) 123-4567
- Help

The main map area shows a map with a large blue circular area representing a service area. A right-click context menu is open, displaying the following options:

- Units
- Zoom to Dig Site
- Show City/Place
- Show Service Areas (highlighted with a red circle)
- Zoom In
- Zoom Out

At the bottom of the map area, there is a status bar that reads: "Buffered Dig Site Dimensions: 345 ft (0.07 mi) x 345 ft (0.07 mi)".

62

Above the map on the **"Ticket"** tab, there is a **"Attachments"** tab, which displays a red number indicating the number of attachments uploaded to the ticket, if any. This tab will show any excavator attachments that were included with the ticket when it was submitted under the **"Ticket Attachments"** section and, if you are looking at a ticket that is past their locate by date, there may be some positive response attachments that were uploaded by the members notified on the ticket with their positive responses under the **"Response Attachments"** section. The ticket attachments can be opened or downloaded.

There is also a **"QA"** tab above the map that indicates whether the Quality Assurance Department has reviewed the quality of the ticket. This tab will say "Pending" if the ticket has not been quality checked yet, or it will display a score in red if it has been QA'd.

The **"Help"** tab is not currently in use for ticket reviewing.

The screenshot displays a ticket management interface for ticket A526000009 v0. The status is 'Released' and the function is 'New'. The ticket was taken on 09/17/2025 at 11:32 AM and notified manually. The interface includes tabs for Ticket, Text, Service Areas, Responses, Deliveries, and Revisions. The 'Ticket' tab is active, showing contact information for MAHLON KNIGHT, an ONLINE SERVICES SPECIALIST. The ticket type is 'NORMAL' and the locate by date is 09/19/2025 at 11:59 PM. The work information section indicates work being done for WELD COUNTY, H2O MAIN NEW. The dig site information is 'Intersection'. On the right, the 'Attachments' tab is selected, showing one ticket attachment: 'TicketMap-A526000009-0.jpeg' with 'open' and 'download' links. The 'Response Attachments' section shows no attachments have been provided.

63

The next tab in the whole ticket is the **"Text"** tab. This tab displays the ticket text and information that was sent to the member. The ticket text can be printed using the printer icon on the bottom right of the page.

The screenshot shows the 'Text' tab of a ticket for AS26000009 v0. The ticket is assigned to agent COB11 and has a status of 'Released'. The 'Text' tab contains detailed information about the service area, including the location (Eaton, CO), the company (Utility Notification Center of Colorado), and the contact person (James Pottholting). A printer icon is located in the bottom right corner of the page.

64

The next tab is the **"Service Areas"** tab. This tab shows all of the member service areas that were notified on the ticket. If you click on the **"More"** next to each Service Area listed, the member's contact information will be displayed. Positive Responses can also be posted from this **"Service Areas"** tab by clicking the **"add new"** button under the **"Positive Response"** column.

The screenshot shows the 'Service Areas' tab of the same ticket. It displays a table with the following columns: Service Area, Utility Type(s), Contact, and Positive Response. The table lists several service areas, including CENTURYLINK, COB11 CODE FOR TESTING - MR IT 1, and COB11 CODE FOR TESTING - MR IT 2. A red box highlights the 'add new' button under the 'Positive Response' column.

Service Area	Utility Type(s)	Contact	Positive Response
CENTURYLINK QUINCCO	FIBER, TELCO		
COB11 CODE FOR TESTING - MR IT 1 TESTMRIT1 Primary Contact: DANIEL MCSAFE'S SIDEKICK (303) 123-4567	TESTING ONLY	DANIEL MCSAFE (303) 135-7911 Emergency Contact:	add new
COB11 CODE FOR TESTING - MR IT 2 TESTMRIT2	TESTING ONLY		
COB11 CODE FOR TESTING - MR IT 3 TESTMRIT3			
COB11 CODE FOR TESTING - MR IT 4 TESTMRIT4	TESTING ONLY		
N/ WELD COUNTY H2O H2OCL	WATER		
NOBLE ENERGY INC C/O CHEVRON NOBL10	GAS PIPELINE		
POUDRE VALLEY REA PVEL01	ELECTRIC		
SPRINT C/O COGENT COMM. SPR001	FIBER		

65

The next tab is the **"Responses"** tab. This tab allows you to post responses by clicking the **"Add New"** button under the **"Response"** column. It will also display positive responses that have been posted for your Service Area(s) on the ticket, as well as the ticket events.

The view on the **"Responses"** tab can be sorted using the **"Show"** filter check boxes. **"Current Only"** will show the most recent positive responses only, the **"No Response"** will show your Service Area(s) that have not had a positive reaction posted yet, and the **"All"** will show all responses -new, old, and none- for your Service Area(s). The **"Include Events"** checkbox will also include the ticket events in the view.

66

The next tab is the **"Deliveries"** tab. This tab displays the ticket delivery details related to the ticket being delivered to your Service Area(s) and its destination.

67

The final tab in the whole ticket is the "**Revisions**" tab. This tab displays all revisions the ticket may have undergone. Revisions are created when the ticket has been modified, updated, or has had a secondary ticket function processed, like an Excavator Renotification or a Relocate/Refresh.

The screenshot shows the Colorado 811 ticket management interface. The left sidebar has a green background with a 'Home' button and a 'Tickets' button. The main content area has a green header with the Colorado 811 logo. Below the header, the ticket details are displayed: Ticket ID A526000009 v0, Agent CO811, Status Released, Function New, Taken 09/17/2025 11:32 AM - 11:53 AM, and Notify By Manual. A tab bar at the bottom of the main content area includes 'Ticket', 'Text', 'Service Areas', 'Responses', 'Deliveries', and 'Revisions'. The 'Revisions' tab is selected and highlighted with an orange border. Below the tab bar, a table displays the revision history.

Date	Ticket Number	Version	Agent	Description
09/17/2025 11:55 AM	N/A		Web User	Ticket has been sent to Coursettra to be QA'd with Priority 1, Activity Code AC0034
09/17/2025 11:53 AM	A526000009	0	CO811	New ticket saved with status Released and ticket type Normal by a Local User.

*** Posting Positive Response

68

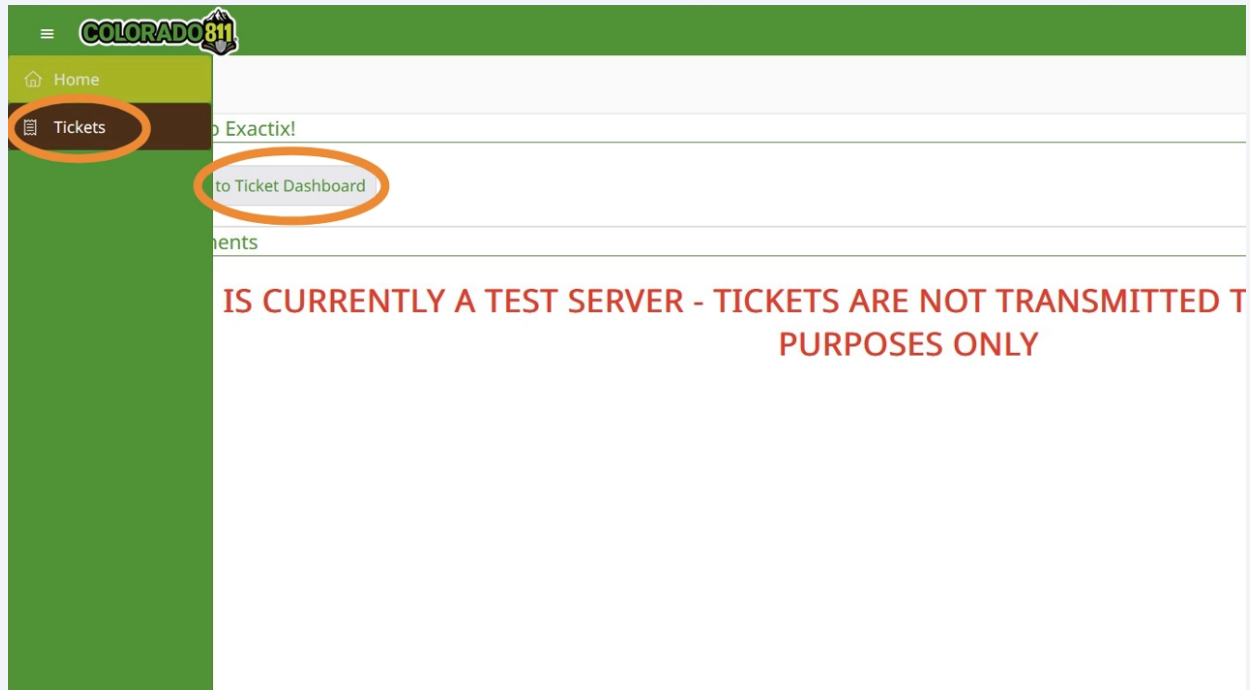
POSTING POSITIVE RESPONSE

69

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!

70

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).



71

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

72

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 shows 'Dig Site Information' with details like Dig Site Type: Street/Address, CO: JEFFERSON, 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. There is also 'Additional Work Information' with a table of questions and answers.

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		

73

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. It displays a table of service areas with columns for Service Area, Utility Type(s), Contact, and Positive Response. The 'add new' link is highlighted with an orange circle in the Positive Response column for the CO811 CODE FOR TESTING - MR IT 1 entry.

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		

74 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. The main page displays ticket details for Ticket A525200009, including its status (Released), function (New), and notify by (Parcel). A pop-up form titled "Add Response for Ticket A525200009" is overlaid on the page. The form has two main sections: "Service Area" and "Response". The "Service Area" field is auto-filled with "TESTMRIT1" and is highlighted with a red box. The "Response" field is a dropdown menu with a list of options, including "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", and "007 - NO PRE-MARKED AREA". The background page shows a list of tickets with columns for "Service Areas", "Responses", "Deliveries", and "Revisions".

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 | Responses | Deliveries | Revisions

TESTING - MR IT 1
TESTING - MR IT 2
TESTING - MR IT 3
TESTING - MR IT 4
CODE FOR TESTING

add new

Positive Response

Add Response for Ticket A525200009

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

Response*

Required

- 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

75 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

Positive Response

add new

76 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

Positive Response

add new

77

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

FOR TESTING - MR IT 1
FOR TESTING - MR IT 2
FOR TESTING - MR IT 3
FOR TESTING - MR IT 4
11 CODE FOR TESTING

CATV, FIBER
E MTN H2O,SANT
OR MAPPING

TESTING ONLY

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

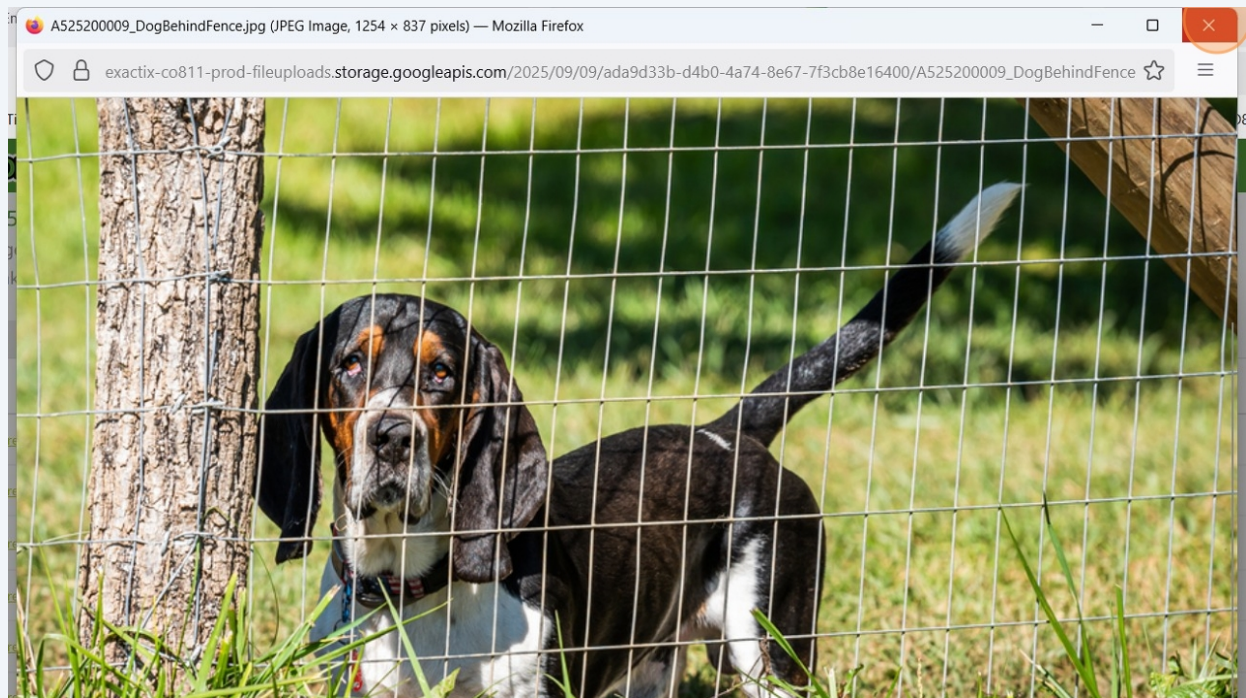
open download remove

Cancel Save & Add another Save

Positive Respons
add new

78

Sample "opening" of the uploaded attachment.



79

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.

The screenshot shows the COLORADO 811 web interface. The main page displays ticket information for A525200009 v0, including Agent (Web User), Status (Released), Function (New), and Notify By (Parcel). A list of Service Areas is shown, including CENTURYLINK, CITY OF GOLDEN, CO811 CODE FOR TESTING - MR IT 1 through 4, COLORADO 811 CODE FOR TESTING, COMCAST, NORTH TABLE MTN H20, SANT, and TEST CODE FOR MAPPING. A pop-up window titled "Add Response for Ticket A525200009" is open, showing the following details:

- Service Area:** TESTMRIT1
- CO811 CODE FOR TESTING - MR IT 1:** NO ACCESS - ANIMAL, NEW TICKET REQUESTED
- Response:** 003
- Comment:** DOG LOSE IN THE YARD. PLEASE SUBMIT A NEW TICKET WHEN ACCESS IS OPEN
- Attachments:** A525200009_DogBehindFence.jpg (with links for open, download, and remove)

At the bottom of the pop-up, there are three buttons: "Cancel", "Save & Add another" (highlighted with a red box), and "Save" (also highlighted with a red box).

80

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 DANIEL MCSAFE List Dashboard

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

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	<div style="border: 2px solid red; padding: 5px;"> 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 </div>
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		

81

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)

82

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.

The screenshot shows the Colorado 811 web application interface. At the top, there's a green header with the Colorado 811 logo. Below the header, the ticket details are displayed: Ticket ID A525200010 v0, Status Released, Agent Web User, Function New, Taken 09/09/2025 01:36 PM - 01:39 PM, and Notify By Parcel. A navigation bar contains tabs for Ticket, Text, Service Areas, Responses (selected), Deliveries, and Revisions. Below the tabs, there are filter options: Show: Current Only (1) (selected), No Response (1), All (1), and a checkbox for Include events (1) which is checked. A table with columns Status, Date, Service Area, Response, and Entry Method is shown. The first row has Status 'No Response, Current', Date '09/09/2025 01:39 PM', Service Area 'CO811 CODE FOR TESTING - MR IT 1', and Response 'no attachments add new' (where 'add new' is circled in orange). The second row has Status 'Event', Date '09/09/2025 01:39 PM', Service Area 'Version: 0', and Response 'Web User New ticket saved with status Released and ticket type f'.

Status	Date	Service Area	Response	Entry Method
No Response, Current	09/09/2025 01:39 PM	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 f

83 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 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

open download remove

open download remove

Cancel Save & Add another Save

84

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.

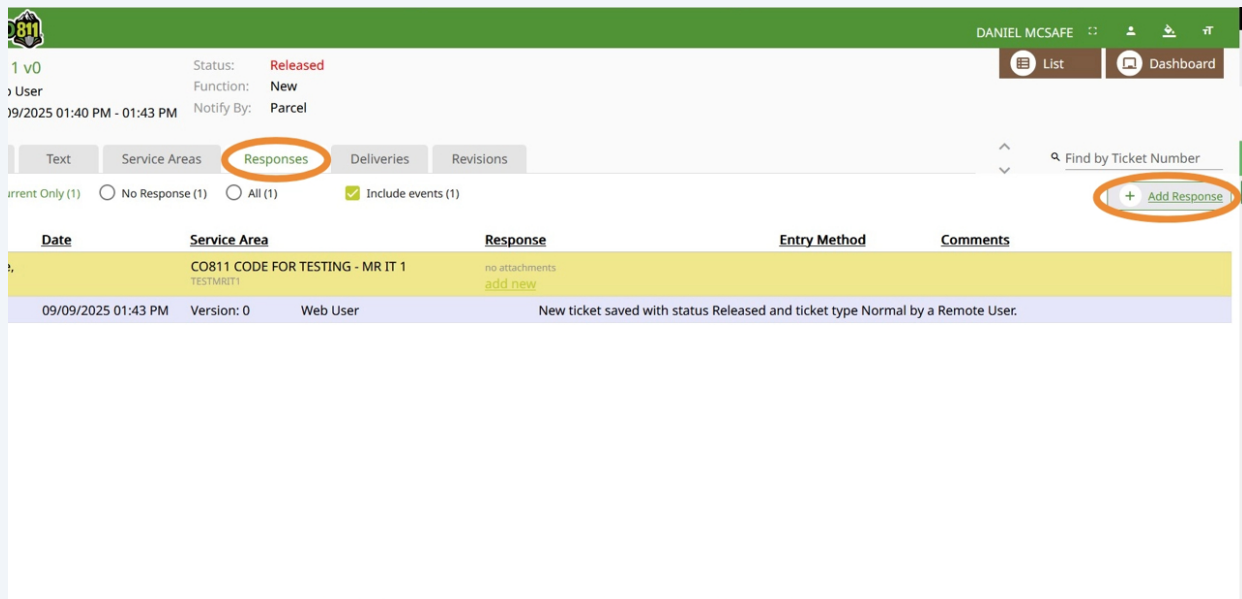
The screenshot displays the Colorado 811 web application interface. The top navigation bar is green with the Colorado 811 logo on the left and the user name 'DANIEL MCSAFE' on the right. A sidebar on the left contains 'Home' and 'Tickets' links. The main content area shows ticket details for 'A525200010 v2' with status 'Released'. Below this 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 for 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 table is highlighted with a red border. Above the table, there are filter options: 'Show: Current Only (1)', 'No Response (0)', 'All (1)', and 'Include events (4)'. The 'Current Only (1)' option is selected. There is also a search bar 'Find by Ticket Number' and an 'Add Response' button.

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

85

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

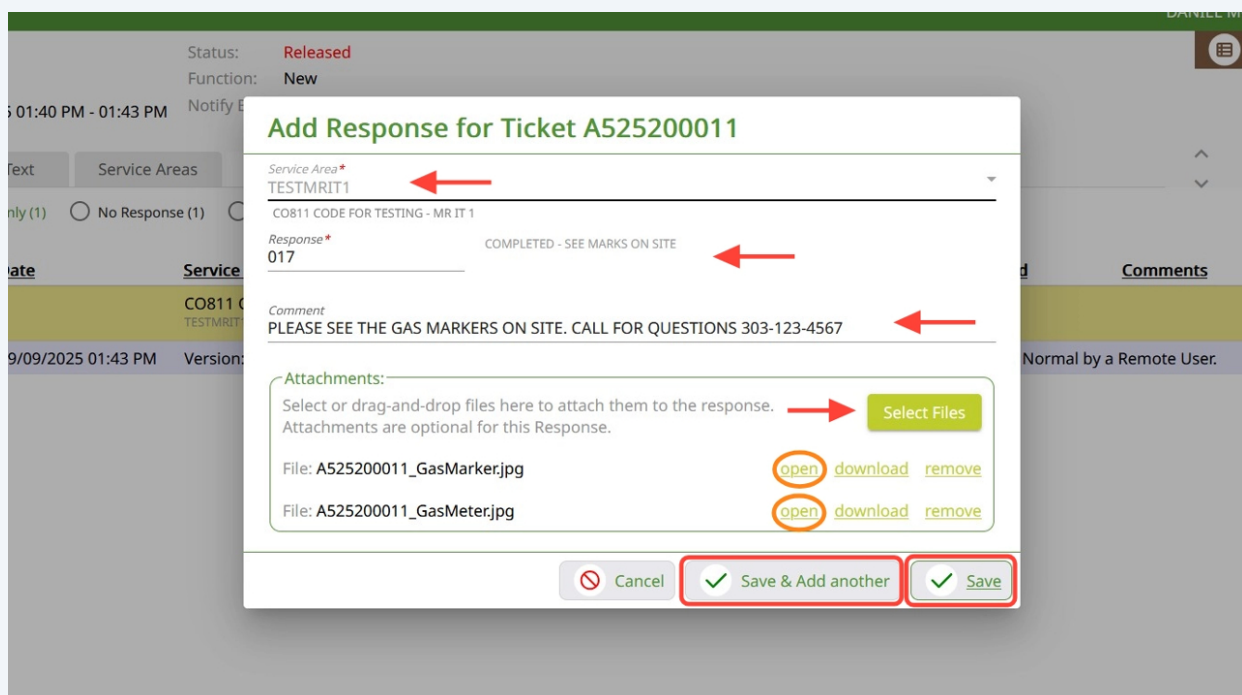
When the ticket is open for viewing, there are various tabs just under the ticket information near the top. Click on the **"Responses"** tab.



86

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

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



87

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. The top navigation bar includes 'Home', 'Tickets', and 'Responses'. The main content area displays a ticket for A525200011 v2, with status 'Released' and agent 'Web User'. The 'Responses' tab is selected, and the 'Include events (8)' filter is active. The table below shows the ticket history, including a response from 09/09/2025 02:37 PM with a comment about gas markers and a 'view' link.

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 2 attachments view	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		

88

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
⋮ <input type="checkbox"/>		09/11/2025 11:59 PM				DEMOLITION OF PLAYGROUND EQUIPMENT

View Ticket
Add Response
View Responses
Print Text

89 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

90 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
Items / Page 25
* paging limited to 10,000 results

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

91

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.

Filter by Ticket Number

reset

Min 4 characters required

« Previous

1

2

3

4

5

...

400

Next »

* paging limited to 10,000 records

</

92

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

« Previous

1

Add Response

Response

Response Due

Date

Street

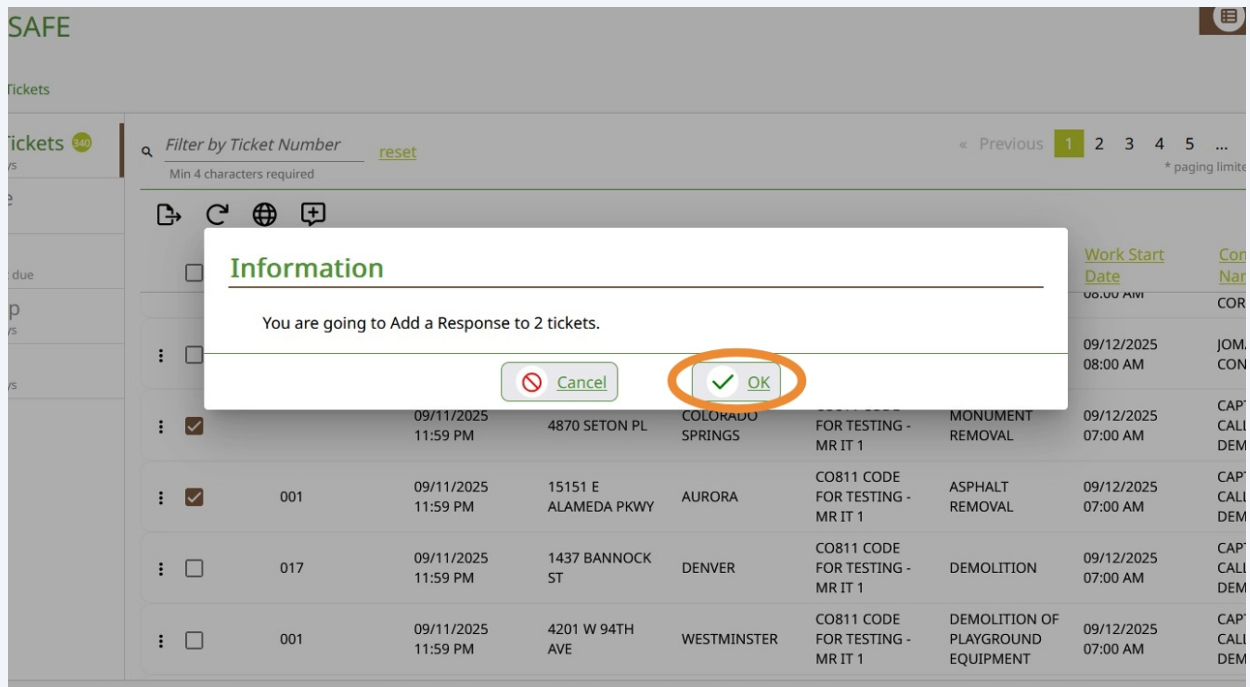
Place

Service Area

Work Type

93

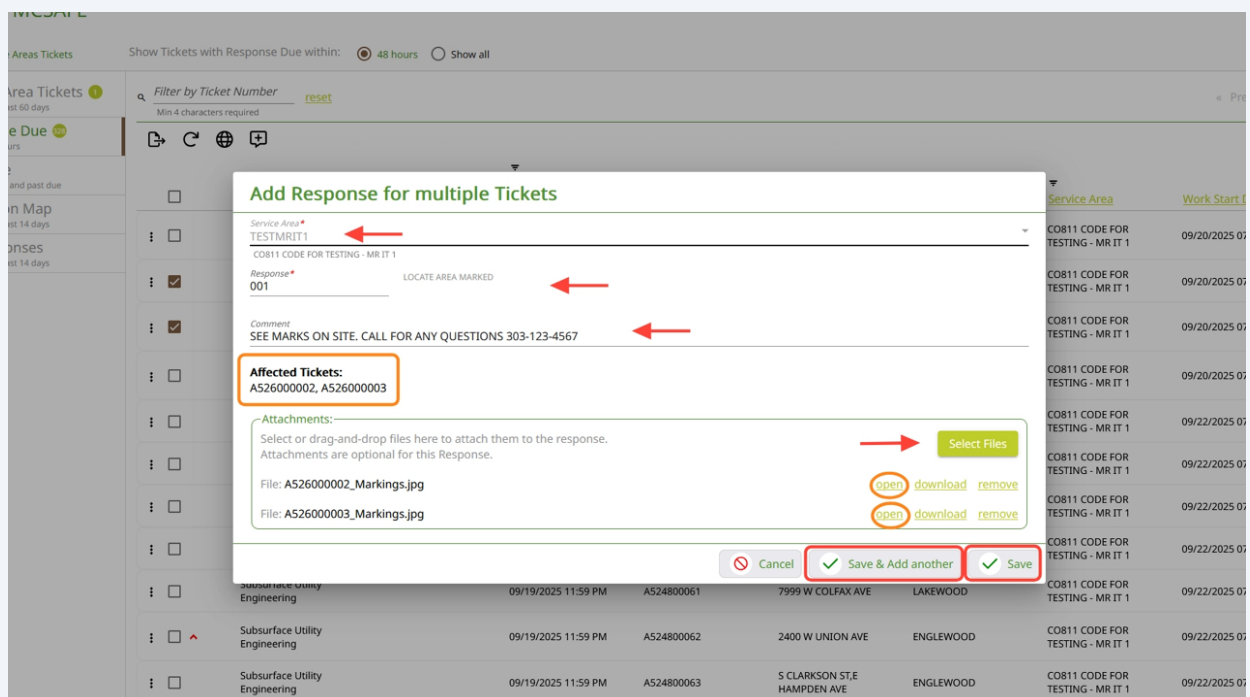
Users will receive a pop-up confirming that they are about to post a positive response to multiple tickets. Click "OK" to proceed.



94

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.



95

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).

COLORADO 811

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

« Previous 1

	Current Response	Response Due Date	Street	Place	Service Area	Work Type
<input type="checkbox"/>		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 type="checkbox"/>	001	09/11/2025 11:59 PM	4870 SETON PL	COLORADO SPRINGS	CO811 CODE FOR TESTING - MR IT 1	MONUMENT REMOVAL
<input 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 11:59 PM	4201 W 94TH	WESTMINSTER	CO811 CODE FOR TESTING - MR IT 1	DEMOLITION OF PLAYGROUND

96

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

*** Ticket Search

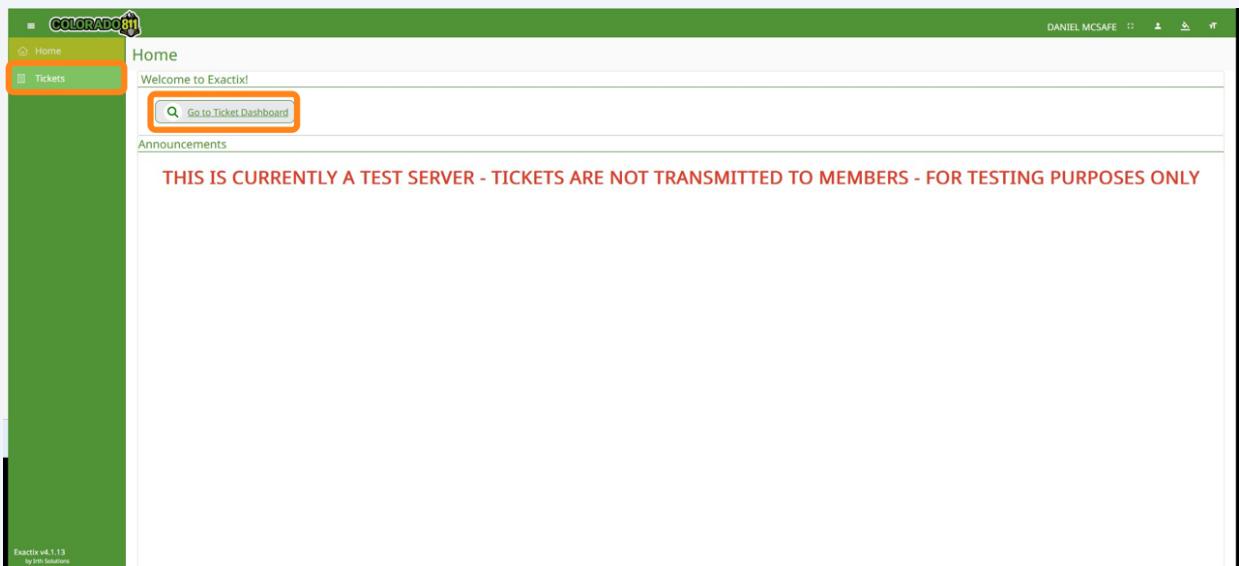
97

TICKET SEARCH

98

The Ticket Search List within Exactix can be found from the Ticket Dashboard.

From the Home screen, click on "Tickets" or "Go to Ticket Dashboard" to open the Ticket Dashboard.



99

From your Ticket Dashboard, click on "List" in the top right corner of the screen to open the Ticket Search List.

100

"Ticket Search" will be shown at the top of the page once you are in the Ticket Search List.

If the ticket number is known, it can be entered into the "Filter by Ticket Number" field.

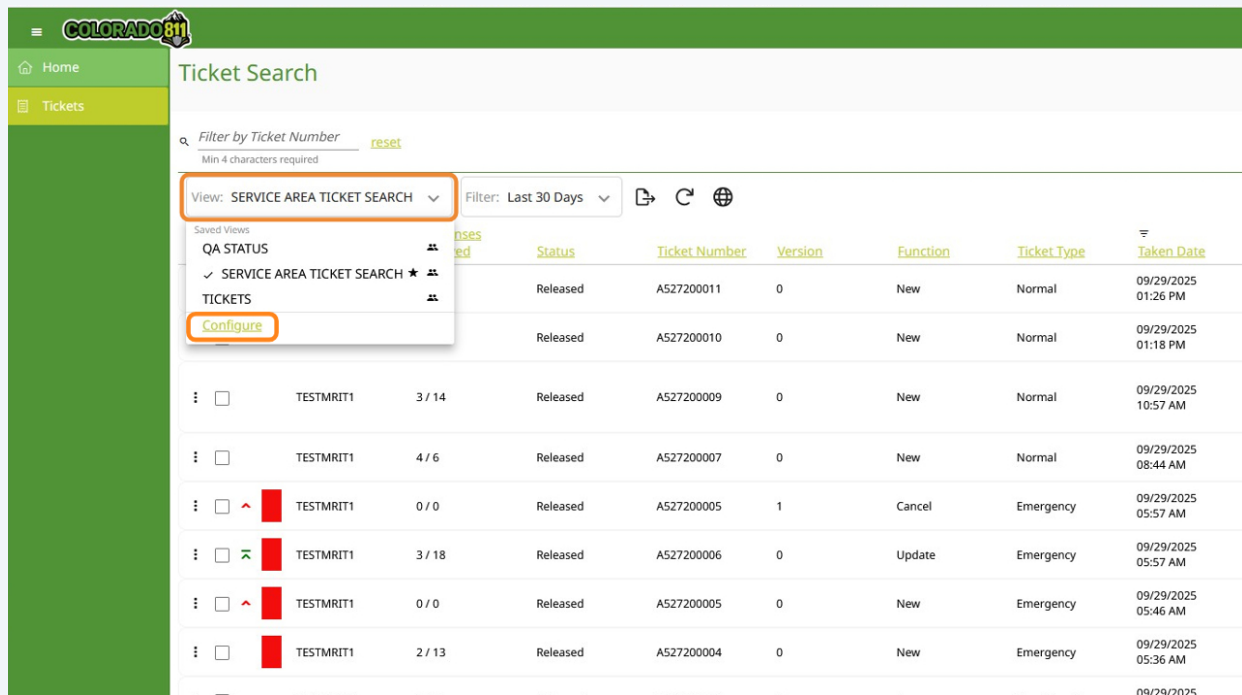
The number of tickets shown per page will be set to 25 automatically, but can be increased to 50 or 100 if needed.

101

The "Ticket Search" list view will automatically open to "Service Area Ticket Search," which displays the following columns: Service Areas, Responses Received, Status, Ticket Number, Version, Function, Ticket Type, Taken Date, Legal Date, Company Name, Work Done For, and Place.

The "View" of the Ticket Search List can be configured as needed by determining what columns are shown using the "Configure" option under the "View" drop-down. Every column displayed is filterable, so determining what column data is needed to find what you're searching for is crucial.

If you have created and saved previous 'Views', those will also be listed under the "View" drop-down for selection.



Ticket Search

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

View: SERVICE AREA TICKET SEARCH [Filter: Last 30 Days](#) [Refresh](#) [Global](#)

Saved Views

- QA STATUS
- ✓ SERVICE AREA TICKET SEARCH
- TICKETS

[Configure](#)

Status	Ticket Number	Version	Function	Ticket Type	Taken Date
Released	A527200011	0	New	Normal	09/29/2025 01:26 PM
Released	A527200010	0	New	Normal	09/29/2025 01:18 PM
Released	A527200009	0	New	Normal	09/29/2025 10:57 AM
Released	A527200007	0	New	Normal	09/29/2025 08:44 AM
Released	A527200005	1	Cancel	Emergency	09/29/2025 05:57 AM
Released	A527200006	0	Update	Emergency	09/29/2025 05:57 AM
Released	A527200005	0	New	Emergency	09/29/2025 05:46 AM
Released	A527200004	0	New	Emergency	09/29/2025 05:36 AM
					09/29/2025

102

When "Configure" is selected from the "View" drop-down, the "Column Chooser" configuration window appears on the right side of the screen.

The "Column Chooser" gives you the option to "Create/Copy" new views, to "Switch" between saved views for editing, or to "Delete" a saved view.

The screenshot shows the "Ticket Search" interface. The main table displays ticket data with columns: Service Areas, Responses Received, Status, Ticket Number, Version, Function, Ticket Type, Taken Date, Legal Date, and Company Name. The "View" dropdown is set to "SERVICE AREA TICKET SEARCH". The "Column Chooser" window is open on the right, showing options to "Create/Copy", "Switch", or "Delete" a view. The "Create/Copy" option is highlighted.

	Service Areas	Responses Received	Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Company Name
<input type="checkbox"/>	TESTMRIT1	13 / 13	Released	B524200001	0	New	Emergency	08/30/2025 12:23 AM	08/30/2025 01:23 AM	XCD
<input type="checkbox"/>	TESTMRIT1	10 / 10	Released	B524200002	0	New	Normal	08/30/2025 12:23 AM	09/04/2025 11:59 PM	SO
<input type="checkbox"/>	TESTMRIT1	14 / 14	Released	B524200003	0	New	Normal	08/30/2025 12:44 AM	09/04/2025 11:59 PM	CK
<input type="checkbox"/>	TESTMRIT1	7 / 7	Released	B524200004	0	New	Normal	08/30/2025 01:22 AM	09/04/2025 11:59 PM	BR BA
<input type="checkbox"/>	TESTMRIT1	8 / 8	Released	B524200005	0	New	Normal	08/30/2025 01:23 AM	09/04/2025 11:59 PM	AM
<input type="checkbox"/>	TESTMRIT1	9 / 9	Released	B524200006	0	New	Normal	08/30/2025 01:24 AM	09/04/2025 11:59 PM	DE CO
<input type="checkbox"/>	TESTMRIT1	12 / 12	Released	B524200007	0	New	Normal	08/30/2025 01:26 AM	09/04/2025 11:59 PM	DE CO
<input type="checkbox"/>	TESTMRIT1	10 / 10	Released	B524200008	0	New	Normal	08/30/2025 05:46 AM	09/04/2025 11:59 PM	SM LLE
<input type="checkbox"/>	TESTMRIT1	9 / 9	Released	B524200009	0	New	Normal	08/30/2025 05:50 AM	09/04/2025 11:59 PM	R&
<input type="checkbox"/>	TESTMRIT1	11 / 11	Released	B524200010	0	New	Normal	08/30/2025 05:54 AM	09/04/2025 11:59 PM	JED

Edit or Copy an Existing Ticket Search List View

103

To copy and edit an existing "View" to create a new view, select the "Create/Copy" drop-down and choose the "View" that you want to edit. To edit an existing "View," select "Switch" and choose the "View" you wish to edit.

The screenshot shows the "Ticket Search" interface with the "Column Chooser" window open. The "Create/Copy" dropdown menu is expanded, showing options: "New empty view", "Copy a saved view", "QA STATUS", "SERVICE AREA TICKET SEARCH" (selected), and "TICKETS". The "SERVICE AREA TICKET SEARCH" option is highlighted.

	Service Areas	Responses Received	Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Company Name
<input type="checkbox"/>	TESTMRIT1	13 / 13	Released	B524200001	0	New	Emergency	08/30/2025 12:23 AM	08/30/2025 01:23 AM	XCD
<input type="checkbox"/>	TESTMRIT1	10 / 10	Released	B524200002	0	New	Normal	08/30/2025 12:23 AM	09/04/2025 11:59 PM	SO
<input type="checkbox"/>	TESTMRIT1	14 / 14	Released	B524200003	0	New	Normal	08/30/2025 12:44 AM	09/04/2025 11:59 PM	CK
<input type="checkbox"/>	TESTMRIT1	7 / 7	Released	B524200004	0	New	Normal	08/30/2025 01:22 AM	09/04/2025 11:59 PM	BR BA
<input type="checkbox"/>	TESTMRIT1	8 / 8	Released	B524200005	0	New	Normal	08/30/2025 01:23 AM	09/04/2025 11:59 PM	AM
<input type="checkbox"/>	TESTMRIT1	9 / 9	Released	B524200006	0	New	Normal	08/30/2025 01:24 AM	09/04/2025 11:59 PM	DE CO
<input type="checkbox"/>	TESTMRIT1	12 / 12	Released	B524200007	0	New	Normal	08/30/2025 01:26 AM	09/04/2025 11:59 PM	DE CO
<input type="checkbox"/>	TESTMRIT1	10 / 10	Released	B524200008	0	New	Normal	08/30/2025 05:46 AM	09/04/2025 11:59 PM	SM LLE
<input type="checkbox"/>	TESTMRIT1	9 / 9	Released	B524200009	0	New	Normal	08/30/2025 05:50 AM	09/04/2025 11:59 PM	R&
<input type="checkbox"/>	TESTMRIT1	11 / 11	Released	B524200010	0	New	Normal	08/30/2025 05:54 AM	09/04/2025 11:59 PM	JED

104

Editing an existing view allows you to adjust the current column order for the columns displayed, change what columns are shown, add new columns to be shown, and delete columns. The column arrangement from top to bottom on the configure list is how they will be displayed left to right on the Ticket Search View.

To move a column in the order, click and hold the "Move" icon that is on the left side of the column name and drag it to the preferred placement.

To delete a column from the list, click on the "Trashcan" icon on the right side of the column name.

set

ARCH Filter: Last 30 Days 🔄 🌐

Responses Received	Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Company Name
13 / 13	Released	B524200001	0	New	Emergency	08/30/2025 12:23 AM	08/30/2025 01:23 AM	XCD
10 / 10	Released	B524200002	0	New	Normal	08/30/2025 12:23 AM	09/04/2025 11:59 PM	SO
14 / 14	Released	B524200003	0	New	Normal	08/30/2025 12:44 AM	09/04/2025 11:59 PM	C&
7 / 7	Released	B524200004	0	New	Normal	08/30/2025 01:22 AM	09/04/2025 11:59 PM	BR
8 / 8	Released	B524200005	0	New	Normal	08/30/2025 01:23 AM	09/04/2025 11:59 PM	AM
9 / 9	Released	B524200006	0	New	Normal	08/30/2025 01:24 AM	09/04/2025 11:59 PM	DE
12 / 12	Released	B524200007	0	New	Normal	08/30/2025 01:26 AM	09/04/2025 11:59 PM	DE
10 / 10	Released	B524200008	0	New	Normal	08/30/2025 05:46 AM	09/04/2025 11:59 PM	SM
9 / 9	Released	B524200009	0	New	Normal	08/30/2025 05:50 AM	09/04/2025 11:59 PM	R&

Create/Clone Switch Delete

Name* SERVICE AREA TICKET SEARCH - COI

Enter a Name to save

Add or remove columns. To change the column field.

Service Areas

Move

Responses Received

Status

Ticket Number

Version

Function

Ticket Type

Taken Date

Legal Date

Company Name

Work Done For

City/Place

+ Add a column

This item has been

105

To change an existing column, click on the drop-down arrow on the right side of the column name and select the column data that you want to be shown instead.

Ticket Search

Filter by Ticket Number [reset](#)

Min 4 characters required

View: SERVICE AREA TICKET SEARCH Filter: Last 30 Days

	Service Areas	Responses Received	Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Company Name
<input type="checkbox"/>	TESTMRIT1	13 / 13	Released	B524200001	0	New	Emergency	08/30/2025 12:23 AM	08/30/2025 01:23 AM	XCD
<input type="checkbox"/>	TESTMRIT1	10 / 10	Released	B524200002	0	New	Normal	08/30/2025 12:23 AM	09/04/2025 11:59 PM	SO
<input type="checkbox"/>	TESTMRIT1	14 / 14	Released	B524200003	0	New	Normal	08/30/2025 12:44 AM	09/04/2025 11:59 PM	CK
<input type="checkbox"/>	TESTMRIT1	7 / 7	Released	B524200004	0	New	Normal	08/30/2025 01:22 AM	09/04/2025 11:59 PM	BR
<input type="checkbox"/>	TESTMRIT1	8 / 8	Released	B524200005	0	New	Normal	08/30/2025 01:23 AM	09/04/2025 11:59 PM	AM
<input type="checkbox"/>	TESTMRIT1	9 / 9	Released	B524200006	0	New	Normal	08/30/2025 01:24 AM	09/04/2025 11:59 PM	DE
<input type="checkbox"/>	TESTMRIT1	12 / 12	Released	B524200007	0	New	Normal	08/30/2025 01:26 AM	09/04/2025 11:59 PM	DE
<input type="checkbox"/>	TESTMRIT1	10 / 10	Released	B524200008	0	New	Normal	08/30/2025 05:46 AM	09/04/2025 11:59 PM	SM
<input type="checkbox"/>	TESTMRIT1	9 / 9	Released	B524200009	0	New	Normal	08/30/2025 05:50 AM	09/04/2025 11:59 PM	R&
<input type="checkbox"/>	TESTMRIT1	11 / 11	Released	B524200010	0	New	Normal	08/30/2025 05:54 AM	09/04/2025 11:59 PM	JED

Column Chooser

Create/Copy Switch Delete

Name* SERVICE AREA TICKET SEARCH - COPY

Enter a Name to save

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

- Service Areas
 - Restake Date
 - Review Status
 - Service Areas
 - State
 - Status
 - Street
 - Ticket Type
- Taken Date
- Legal Date
- Company Name
- Work Done For
- City/Place

+ Add a column

Save & View View Cancel

This item has been changed but not saved

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To add a new column to the view, click "Add a column" at the bottom of the Column Chooser configuration window. Then use the drop-down arrow on the new blank column field to choose the column data that you would like added.

After the new column has been added, it can then be moved up or down to the preferred placement in the column list. The column arrangement from top to bottom on the configure list is how they will be displayed left to right on the Ticket Search View.

When finished with the edits, the new configuration can be "Saved and Viewed," which will save the new view under the "View" drop-down for future use, or the new configuration can just be "Viewed" without being saved for future use using the button options at the bottom of the Column Chooser configuration window.

The edits can also be canceled, and the original Ticket Search View will be unchanged.

The screenshot shows the 'Ticket Search' interface with a list of tickets. The 'Column Chooser' window is open on the right, showing a list of columns to be added to the view. The 'Add a column' button is highlighted in orange. The 'Save & View' button is also highlighted in orange.

Service Areas	Responses Received	Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Column Name
TESTMRIT1	13 / 13	Released	B524200001	0	New	Emergency	08/30/2025 12:23 AM	08/30/2025 01:23 AM	XC
TESTMRIT1	10 / 10	Released	B524200002	0	New	Normal	08/30/2025 12:23 AM	09/04/2025 11:59 PM	SO
TESTMRIT1	14 / 14	Released	B524200003	0	New	Normal	08/30/2025 12:44 AM	09/04/2025 11:59 PM	CR
TESTMRIT1	7 / 7	Released	B524200004	0	New	Normal	08/30/2025 01:22 AM	09/04/2025 11:59 PM	BR
TESTMRIT1	8 / 8	Released	B524200005	0	New	Normal	08/30/2025 01:23 AM	09/04/2025 11:59 PM	AM
TESTMRIT1	9 / 9	Released	B524200006	0	New	Normal	08/30/2025 01:24 AM	09/04/2025 11:59 PM	DE
TESTMRIT1	12 / 12	Released	B524200007	0	New	Normal	08/30/2025 01:26 AM	09/04/2025 11:59 PM	DE
TESTMRIT1	10 / 10	Released	B524200008	0	New	Normal	08/30/2025 05:46 AM	09/04/2025 11:59 PM	SM
TESTMRIT1	9 / 9	Released	B524200009	0	New	Normal	08/30/2025 05:50 AM	09/04/2025 11:59 PM	RA
TESTMRIT1	11 / 11	Released	B524200010	0	New	Normal	08/30/2025 05:54 AM	09/04/2025 11:59 PM	JE

Column Chooser

Create/Copy Switch Delete

Name* SERVICE AREA TICKET SEARCH - COPY

Enter a Name to save

Add or remove columns. To change the column order, drag the column to the desired position.

- Service Areas
- Responses Received
- Status
- Ticket Number
- Version
- Function
- Taken Date
- Legal Date
- Column Name
- Version
- Within Utility Easement
- Work Completed Date
- Work Done By
- Work Done For
- Work Start Date

Add a column

Save & View View

This item has been changed

Create a New Ticket Search List View

CREATE A NEW TICKET SEARCH LIST VIEW

To create a new Ticket Search "View", select the "Create/Copy" drop-down and choose the "New Empty View".

The screenshot shows a Ticket Search interface with a table of tickets and a 'Column Chooser' dropdown menu. The table has columns for Status, Ticket Number, Version, Function, Ticket Type, Taken Date, and Legal Date. The 'Column Chooser' dropdown menu is open, showing options like 'Create/Copy', 'Switch', and 'Delete'. The 'Create/Copy' option is highlighted, and the 'New empty view' option is selected in the dropdown.

Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date
Released	B524200001	0	New	Emergency	08/30/2025 12:23 AM	08/30/2025 01:23 AM
Released	B524200002	0	New	Normal	08/30/2025 12:23 AM	09/04/2025 11:59 PM
Released	B524200003	0	New	Normal	08/30/2025 12:44 AM	09/04/2025 11:59 PM
Released	B524200004	0	New	Normal	08/30/2025 01:22 AM	09/04/2025 11:59 PM
Released	B524200005	0	New	Normal	08/30/2025 01:23 AM	09/04/2025 11:59 PM
Released	B524200006	0	New	Normal	08/30/2025 01:24 AM	09/04/2025 11:59 PM
Released	B524200007	0	New	Normal	08/30/2025 01:26 AM	09/04/2025 11:59 PM
Released	B524200008	0	New	Normal	08/30/2025 05:46 AM	09/04/2025 11:59 PM

Column Chooser

- Create/Copy
- Switch
- Delete
- New empty view
- Copy a saved view
- QA STATUS
- SERVICE AREA TICKET SEARCH
- TICKETS
- Responses Received
- Status
- Ticket Number
- Version
- Function
- Ticket Type
- Taken Date
- Legal Date
- Company Name
- Work Done For
- City/Place
- Work Start Date

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Name your new Ticket Search View and then click on "Add a Column" to start choosing the column(s) that you want displayed in the new View.

The screenshot shows a Ticket Search View interface. A 'Column Chooser' overlay is open on the right side. The overlay has a title bar 'Column Chooser' and three buttons: 'Create/Copy', 'Switch', and 'Delete'. Below these is a text input field labeled 'Name*' with the text 'MY VIEW' entered. A red arrow points to this text. Below the input field is a button labeled '+ Add a column'. At the bottom of the overlay are three buttons: 'Save & View', 'View', and 'Cancel'. A small warning message at the bottom right of the overlay says 'This item has been changed but not saved'. The background shows a table with columns: Status, Ticket Number, Version, Function, Ticket Type, Taken Date, Legal Date, and several columns for customer information. The table contains 8 rows of data.

Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Customer Name	Customer Address	Customer City
Released	B524200001	0	New	Emergency	08/30/2025 12:23 AM	08/30/2025 01:23 AM			
Released	B524200002	0	New	Normal	08/30/2025 12:23 AM	09/04/2025 11:59 PM	SONRISE LLC	HOMEOWNER	UNKNOWN
Released	B524200003	0	New	Normal	08/30/2025 12:44 AM	09/04/2025 11:59 PM	C&D ELECTRIC	WW CLYDE	PAGOSA SPRINGS
Released	B524200004	0	New	Normal	08/30/2025 01:22 AM	09/04/2025 11:59 PM	BRIGHTER BASEMENTS INC	ERIC SWENSON	LITTLETON
Released	B524200005	0	New	Normal	08/30/2025 01:23 AM	09/04/2025 11:59 PM	AMY BEERS	NEW SPRINKLER SYSTEM AND SOD FOR BACKYARD	AURORA
Released	B524200006	0	New	Normal	08/30/2025 01:24 AM	09/04/2025 11:59 PM	DESIGNSCAPES COLORADO	FLOWERS RESIDENCE	CHERRY HILLS VILLAGE
Released	B524200007	0	New	Normal	08/30/2025 01:26 AM	09/04/2025 11:59 PM	DESIGNSCAPES COLORADO	GARMON RESIDENCE	CHERRY HILLS VILLAGE
Released	B524200008	0	New	Normal	08/30/2025 05:46 AM	09/04/2025 11:59 PM	SMR SERVICES LLC	BRETTS ELECTRIC	ESTES PARK

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Then use the drop-down arrow on the new blank column field to choose the column data that you would like added. Repeat clicking on "Add New Column" until all the new columns wanted have been added.

After the new columns have been added, they can then be moved up or down to the preferred placement in the column list. The column arrangement from top to bottom on the configure list is how they will be displayed left to right on the Ticket Search View.

When finished adding all columns wanted, the new View can be "Saved and Viewed," which will save the new view under the "View" drop-down for future use, or the new configuration can just be "Viewed" without being saved for future use using the button options at the bottom of the Column Chooser configuration window.

The new View creation can also be canceled.

The screenshot shows the Ticket Search View interface with a table of tickets. The table has columns: Status, Ticket Number, Version, Function, Ticket Type, Taken Date, Legal Date, and a blank column. The 'Taken Date' column is highlighted with a green arrow. The 'Column Chooser' window is open on the right, showing the 'Name' field set to 'MY VIEW'. Below the name field, there are instructions: 'Add or remove columns. To change the column order, drag and drop a field.' There are two sections: 'Service Areas' and a blank section. The 'Add a column' button is highlighted with a red box. At the bottom of the window, there are three buttons: 'Save & View', 'View', and 'Cancel'. A warning message at the bottom of the window states: 'This item has been changed but not saved'.

Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Co	Na
Released	B524200001	0	New	Emergency	08/30/2025 12:23 AM	08/30/2025 01:23 AM	XG	
Released	B524200002	0	New	Normal	08/30/2025 12:23 AM	09/04/2025 11:59 PM	SO	
Released	B524200003	0	New	Normal	08/30/2025 12:44 AM	09/04/2025 11:59 PM	C&D ELECTRIC	WW CLYDE PAGOSA SPRINGS
Released	B524200004	0	New	Normal	08/30/2025 01:22 AM	09/04/2025 11:59 PM	BRIGHTER BASEMENTS INC	ERIC SWENSON LITTLETON
Released	B524200005	0	New	Normal	08/30/2025 01:23 AM	09/04/2025 11:59 PM	AMY BEERS	NEW SPRINKLER SYSTEM AND SOD FOR BACKYAR AURORA
Released	B524200006	0	New	Normal	08/30/2025 01:24 AM	09/04/2025 11:59 PM	DESIGNSCAPES COLORADO	FLOWERS RESIDENCE CHERRY HILLS VILLAGE
Released	B524200007	0	New	Normal	08/30/2025 01:26 AM	09/04/2025 11:59 PM	DESIGNSCAPES COLORADO	GARMON RESIDENCE CHERRY HILLS VILLAGE
Released	B524200008	0	New	Normal	08/30/2025 05:46 AM	09/04/2025 11:59 PM	SMR SERVICES LLC	BRETT'S ELECTRIC ESTES PARK

Setting the Ticket Search List Main Filter

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SETTING THE TICKET SEARCH LIST MAIN FILTER

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The Ticket Search List will automatically open with the Main "Filter" set to the filter applied last time the Ticket Search List was opened. The filters "Todays Tickets" and "Last 30 Days" are shared system filters that will be available for use.

The Main "Filter" of the Ticket Search List can be configured as needed by determining what filters to set on each of the Ticket Search List columns shown using the "Configure" option under the "Filter" drop-down. Every column on the Ticket Search List is filterable, and the Main "Filter" allows you to save a filtered view without needing to set the filters on each column individually.

If you have created and saved previous "Filters," those will also be listed under the "Filter" drop-down for selection.

Ticket Search

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

View: SERVICE AREA TICKET SEARCH Filter: Last 30 Days [Configure](#)

	Service Areas	Response	Ticket Number	Version	Function	Ticket Type	Taken Date
<input type="checkbox"/>	TESTMRIT1	2 / 11	A527200011	0	New	Normal	09/29/2025 01:26 PM
<input type="checkbox"/>	TESTMRIT1	2 / 11	A527200010	0	New	Normal	09/29/2025 01:18 PM
<input type="checkbox"/>	TESTMRIT1	3 / 14	A527200009	0	New	Normal	09/29/2025 10:57 AM
<input type="checkbox"/>	TESTMRIT1	4 / 6	A527200007	0	New	Normal	09/29/2025 08:44 AM
<input type="checkbox"/>	TESTMRIT1	0 / 0	A527200005	1	Cancel	Emergency	09/29/2025 05:57 AM
<input type="checkbox"/>	TESTMRIT1	3 / 18	A527200006	0	Update	Emergency	09/29/2025 05:57 AM
<input type="checkbox"/>	TESTMRIT1	0 / 0	A527200005	0	New	Emergency	09/29/2025 05:46 AM
<input type="checkbox"/>	TESTMRIT1	2 / 13	A527200004	0	New	Emergency	09/29/2025 05:36 AM

Copy/Edit an Existing Ticket Search List Main Filter

113

To copy and edit an existing "Filter" to create a new filter, select the "Create/Copy" drop-down and choose the "Filter" that you want to edit. To edit an existing "Filter", select "Switch" and choose the "Filter" you wish to edit.

The screenshot displays a 'Filter Builder' interface. On the left, a table lists tickets with columns: Status, Ticket Number, Version, Function, Ticket Type, Taken Date, Legal Date, and Co. The table contains 8 rows of data. On the right, the 'Filter Builder' panel is open, showing a dropdown menu with options: 'Create/Copy', 'Switch', and 'Delete'. Below this, there are sections for 'New empty filter', 'Copy a saved view' (with a checked item 'Last 30 Days'), and 'TODAYS TICKETS'. A 'Select column to add to filter' dropdown is also present. At the bottom of the panel, there are buttons for 'Save & View', 'View', and 'Cancel'.

Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Co
Released	A527200011	0	New	Normal	09/29/2025 01:26 PM	10/01/2025 11:59 PM	TO
Released	A527200010	0	New	Normal	09/29/2025 01:18 PM	10/01/2025 11:59 PM	COLORADO 811
Released	A527200009	0	New	Normal	09/29/2025 10:57 AM	10/01/2025 11:59 PM	UTILITY NOTIFICATION CENTER OF COLORADO
Released	A527200007	0	New	Normal	09/29/2025 08:44 AM	10/01/2025 11:59 PM	XYZ EXCAVATING INC.
Released	A527200005	1	Cancel	Emergency	09/29/2025 05:57 AM	09/29/2025 07:46 AM	SUPERIOR UNDERGROUND
Released	A527200006	0	Update	Emergency	09/29/2025 05:57 AM	09/29/2025 07:57 AM	SUPERIOR UNDERGROUND
Released	A527200005	0	New	Emergency	09/29/2025 05:46 AM	09/29/2025 07:46 AM	SUPERIOR UNDERGROUND
Released	A527200004	0	New	Emergency	09/29/2025 05:36 AM	09/29/2025 07:36 AM	MOUNTAIN VIEW ELECTRIC ASSOC

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Editing an existing filter enables you to adjust any current filters applied to columns. Both of the system filters, "Last 30 Days" and "Today's Tickets", set a filter on the "Taken Date" column, which is the date the ticket was taken into the system. Columns that have an active filter will display a menu icon above them.

A new column can be added to the current filter by choosing the column to be filtered from the "Select column to add to filter" field drop-down in the "Filter Builder" window.

The current filter parameters can also be modified by clicking the "Gear" icon on the right side of the current filter in the "Filter Builder" window, located under "Filters".

The screenshot displays a ticket management interface. On the left, a table lists tickets with columns: Status, Ticket Number, Version, Function, Ticket Type, Taken Date, Legal Date, and others. The 'Taken Date' column has a filter icon (a downward arrow) above it. On the right, the 'Filter Builder' window is open. It shows the current filter 'LAST 30 DAYS - COPY' and allows adding new columns to the filter. The 'Filter Builder' window has a 'Name' field, a 'Select column to add to filter' dropdown, and a 'Filters' section with a 'Taken Date is in the last 30 days' filter. There are 'Save & View', 'View', and 'Cancel' buttons at the bottom.

Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Co	Na	
Released	A527200011	0	New	Normal	09/29/2025 01:26 PM	10/01/2025 11:59 PM	TOWN OF HUGO	DOM TEST	DENVER
Released	A527200010	0	New	Normal	09/29/2025 01:18 PM	10/01/2025 11:59 PM	COLORADO 811	COLORADO 811	DENVER
Released	A527200009	0	New	Normal	09/29/2025 10:57 AM	10/01/2025 11:59 PM	UTILITY NOTIFICATION CENTER OF COLORADO	PROPERTY OWNER	COLORADO SPRINGS
Released	A527200007	0	New	Normal	09/29/2025 08:44 AM	10/01/2025 11:59 PM	XYZ EXCAVATING INC.	XYZ EXCAVATING INC.	IDAHO SPRINGS
Released	A527200005	1	Cancel	Emergency	09/29/2025 05:57 AM	09/29/2025 07:46 AM	SUPERIOR UNDERGROUND	STURGEON/XCEL	CENTENNIAL
Released	A527200006	0	Update	Emergency	09/29/2025 05:57 AM	09/29/2025 07:57 AM	SUPERIOR UNDERGROUND	STURGEON/XCEL	CENTENNIAL
Released	A527200005	0	New	Emergency	09/29/2025 05:46 AM	09/29/2025 07:46 AM	SUPERIOR UNDERGROUND	STURGEON/XCEL	CENTENNIAL
Released	A527200004	0	New	Emergency	09/29/2025 05:36 AM	09/29/2025 07:36 AM	MOUNTAIN VIEW ELECTRIC ASSOC	MOUNTAIN VIEW ELECTRIC ASSOC	PEYTON

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When a new column is selected to be added to the filter, a separate pop-up window will appear, allowing you to choose or set the filter options for that column.

Once a selection is made in the column filter's pop-up, the "Accept" button becomes clickable. Clicking it adds the new filter parameter to the filters shown under the "Filters" section in the "Filter Builder" window.

The new column filter selection can be canceled if needed.

The screenshot displays the 'Filter Builder' interface. On the left, a table lists tickets with columns: Function, Ticket Type, Taken Date, Legal Date, and Company Name. The table contains several rows of ticket data. On the right, the 'Filter Builder' window is open, showing a 'Name*' field with 'LAST 30 DAYS - COPY' and a 'Select column to add to filter' dropdown menu. Below this, the 'Filters' section shows 'Taken Date is in the last 30 days'. At the bottom of the 'Filter Builder' window are 'Save & View', 'View', and 'Cancel' buttons. A red arrow points from the 'Ticket Type' column in the table to a 'Ticket Type' pop-up window. This window shows a 'select:' dropdown with 'all' selected, and a list of ticket types: 'Damage' (checked), 'Emergency', 'Engineering', 'Joint Meet', 'Non-Compliance', 'Normal', and 'Subsurface Utility Engineering'. At the bottom of this pop-up are 'Cancel' and 'Accept' buttons.

Function	Ticket Type	Taken Date	Legal Date	Company Name
New	Normal	10/01/2025 02:48 PM	10/03/2025 11:59 PM	SAFETY FIRST CONSTRUCTION
New	Non-Compliance	10/01/2025 12:33 PM	10/03/2025 11:59 PM	CO811
New	Normal	10/01/2025 12:19 PM	10/03/2025 11:59 PM	CO811
Update	Damage	10/01/2025 12:10 PM	10/01/2025 01:10 PM	
New	Damage	10/01/2025 10:18 AM	10/01/2025 11:18 AM	
New	Emergency	10/01/2025 09:39 AM	10/01/2025 11:18 AM	
New	Damage	10/01/2025 08:10 AM	10/01/2025 09:10 AM	CO811
New	Normal	09/30/2025 03:32 PM	10/02/2025 11:59 PM	
New	Normal	09/30/2025 03:32 PM	10/02/2025 11:59 PM	
New	Normal	09/30/2025 03:30 PM	10/02/2025 11:59 PM	COLORADO 811

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The new filter parameter added to the shown filters under the "Filters" section in the "Filter Builder" window can be modified by clicking on the "Gear" icon, or it can be deleted by clicking on the "Trashcan" icon, both of which are on the right side of the new filter addition.

When finished adding all column filters wanted for this filter, the new Filter can be "Saved and Viewed," which will save the new filter under the "Filter" drop-down for future use, or the new configuration can just be "Viewed" without being saved for future use using the button options at the bottom of the Filter Builder configuration window.

The filter copy/edits can also be canceled if needed.

Version	Function	Ticket Type	Taken Date	Legal Date	Company Name		
	New	Normal	10/01/2025 02:48 PM	10/03/2025 11:59 PM	SAFETY FIRST CONSTRUCTION		
	New	Non-Compliance	10/01/2025 12:33 PM	10/03/2025 11:59 PM	CO811	HOLLY INGRAM	FRUITA
	New	Normal	10/01/2025 12:19 PM	10/03/2025 11:59 PM	CO811	HOLLY INGRAM	GRAND JCT
	Update	Damage	10/01/2025 12:10 PM	10/01/2025 01:10 PM		MELANY	GOLDEN
	New	Damage	10/01/2025 10:18 AM	10/01/2025 11:18 AM		MELANY	GOLDEN
	New	Emergency	10/01/2025 09:39 AM	10/01/2025 10:39 AM		MELANY	GOLDEN
	New	Damage	10/01/2025 08:10 AM	10/01/2025 09:10 AM	CO811	HOLLY INGRAM	COLORADO SPRINGS
	New	Normal	09/30/2025 03:32 PM	10/02/2025 11:59 PM		COLORADO 811	DENVER
	New	Normal	09/30/2025 03:32 PM	10/02/2025 11:59 PM		COLORADO 811	DENVER
	New	Normal	09/30/2025 03:30 PM	10/02/2025 11:59 PM	COI ORADO 811	COI ORADO 811	DENVER

Creating a New Ticket Search List Main Filter

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CREATING A NEW TICKET SEARCH LIST MAIN FILTER

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To create a new Ticket Search Main "Filter", select the "Create/Copy" drop-down and choose the "New Empty Filter".

The screenshot displays the Ticket Search interface. A table lists tickets with columns: Status, Ticket Number, Version, Function, Ticket Type, Taken Date, Legal Date, and Location. The 'Filter Builder' overlay is visible on the right, showing a 'Create/Copy' dropdown menu with 'New empty filter' selected. The table contains the following data:

Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Location
Released	A527200011	0	New	Normal	09/29/2025 01:26 PM	10/01/2025 11:59 PM	TOWN OF HUGO DOM TEST DENVER
Released	A527200010	0	New	Normal	09/29/2025 01:18 PM	10/01/2025 11:59 PM	COLORADO 811 COLORADO 811 DENVER
Released	A527200009	0	New	Normal	09/29/2025 10:57 AM	10/01/2025 11:59 PM	UTILITY NOTIFICATION CENTER OF COLORADO PROPERTY OWNER COLORADO SPRINGS
Released	A527200007	0	New	Normal	09/29/2025 08:44 AM	10/01/2025 11:59 PM	XYZ EXCAVATING INC. XYZ EXCAVATING INC. IDAHO SPRINGS
Released	A527200005	1	Cancel	Emergency	09/29/2025 05:57 AM	09/29/2025 07:46 AM	SUPERIOR UNDERGROUND STURGEON/XCEL CENTENNIAL
Released	A527200006	0	Update	Emergency	09/29/2025 05:57 AM	09/29/2025 07:57 AM	SUPERIOR UNDERGROUND STURGEON/XCEL CENTENNIAL
Released	A527200005	0	New	Emergency	09/29/2025 05:46 AM	09/29/2025 07:46 AM	SUPERIOR UNDERGROUND STURGEON/XCEL CENTENNIAL
Released	A527200004	0	New	Emergency	09/29/2025 05:36 AM	09/29/2025 07:36 AM	MOUNTAIN VIEW ELECTRIC ASSOC MOUNTAIN VIEW ELECTRIC ASSOC PEYTON

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Name your new Ticket Search Filter and then select a column to be filtered from the "Select column to add to filter" field drop-down in the "Filter Builder" window.

The screenshot shows a "Filter Builder" window overlaid on a ticket management interface. The "Filter Builder" window has a title bar with "Create/Copy", "Switch", and "Delete" buttons. Below the title bar, there is a "Name*" field containing "MY VIEW FILTER" and a subtext "Enter a Name to save". Below that is a "Select column to add to filter" dropdown menu. The dropdown menu is open, showing a list of columns: "Industry Type", "Is Most Recent", "Job Number", "Legal Date", "Locate Type", and "Locked Date". The background shows a table with columns: "Status", "Ticket Number", "Version", "Function", "Ticket Type", "Taken Date", "Legal Date", and "Co Na". The table contains several rows of ticket data.

Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Co Na
Released	A527200011	0	New	Normal	09/29/2025 01:26 PM	10/01/2025 11:59 PM	TOWN
Released	A527200010	0	New	Normal	09/29/2025 01:18 PM	10/01/2025 11:59 PM	COLOR
Released	A527200009	0	New	Normal	09/29/2025 10:57 AM	10/01/2025 11:59 PM	UTILITY NOTIFI
Released	A527200007	0	New	Normal	09/29/2025 08:44 AM	10/01/2025 11:59 PM	XYZ EXCAVATING INC.
Released	A527200005	1	Cancel	Emergency	09/29/2025 05:57 AM	09/29/2025 07:46 AM	SUPERIOR UNDERGROUND
Released	A527200006	0	Update	Emergency	09/29/2025 05:57 AM	09/29/2025 07:57 AM	SUPERIOR UNDERGROUND
Released	A527200005	0	New	Emergency	09/29/2025 05:46 AM	09/29/2025 07:46 AM	SUPERIOR UNDERGROUND
Released	A527200004	0	New	Emergency	09/29/2025 05:36 AM	09/29/2025 07:36 AM	MOUNTAIN VIEW ELECTRIC ASSOC

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When a new column is selected to be added to the filter, a separate pop-up window will appear, allowing you to select or set the filter options for that column.

Once a selection is made in the column filter's pop-up, the "Accept" button becomes clickable. Clicking it adds the new filter parameter to the filters shown under the "Filters" section in the "Filter Builder" window.

The new column filter selection can be canceled if needed.

The screenshot displays a software interface with a table of tickets and a 'Filter Builder' pop-up window. The table has columns: Responses Received, Status, Ticket Number, Version, Function, Ticket Type, Taken Date, and Legal Date. The 'Filter Builder' window is titled 'Legal Date' and contains several filter options: All Dates, Today, Yesterday, Last Week (last Sunday to last Saturday), Last Month (selected), Days before (and including) today: Days (Max 124), Hours before current time: Hours (Max 240), Single Date: Date (mm/dd/yyyy), Date Range: Start Date (mm/dd/yyyy) and End Date (mm/dd/yyyy), Tomorrow, Days after (and including) today: Days (Max 124), and Hours after current time: Hours (Max 240). At the bottom of the window are 'Cancel' and 'Accept' buttons. The 'Accept' button is highlighted with a red box.

Responses Received	Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date
2 / 11	Released	A527200011	0	New	Normal	09/29/2025 01:26 PM	10/01/2025 11:59 PM
2 / 11	Released	A527200010	0	New	Normal	09/29/2025 01:18 PM	10/01/2025 11:59 PM
3 / 14	Released	A527200009	0	New	Normal	09/29/2025 10:57 AM	10/01/2025 11:59 PM
4 / 6	Released	A527200007	0	New	Normal	09/29/2025 08:44 AM	10/01/2025 11:59 PM
0 / 0	Released	A527200005	1	Cancel	Emergency	09/29/2025 05:57 AM	09/29/2025 07:46 AM
3 / 18	Released	A527200006	0	Update	Emergency	09/29/2025 05:57 AM	09/29/2025 07:57 AM
0 / 0	Released	A527200005	0	New	Emergency	09/29/2025 05:46 AM	09/29/2025 07:46 AM
2 / 13	Released	A527200004	0	New	Emergency	09/29/2025 05:36 AM	09/29/2025 07:36 AM
2 / 4	Released	A527200003	0	New	Non-Compliance	09/29/2025 03:40 AM	10/01/2025 11:59 PM
2 / 4	Released	A527200002	0	New	Engineering	09/29/2025 02:44 AM	10/14/2025 11:59 PM

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The new filter parameter added to the shown filters under the "Filters" section in the "Filter Builder" window can be modified by clicking on the "Gear" icon, or it can be deleted by clicking on the "Trashcan" icon, both of which are on the right side of the new filter addition.

When finished adding all column filters wanted for this new filter, the Filter can be "Saved and Viewed," which will save the new filter under the "Filter" drop-down for future use, or the new configuration can just be "Viewed" without being saved for future use using the button options at the bottom of the Filter Builder configuration window.

The filter copy/edits can also be canceled if needed.

Filter Builder

Create/Copy ▾ Switch ▾ Delete ▾

Name*
MY VIEW FILTER
Enter a Name to save

Select column to add to filter ▾

Filters:
Taken Date is in the last 30 days
AND Legal Date was last month

Save & View View Cancel

Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date			
Released	A527200011	0	New	Normal	09/29/2025 01:26 PM	10/01/2025 11:59 PM			
Released	A527200010	0	New	Normal	09/29/2025 01:18 PM	10/01/2025 11:59 PM	COLORADO 811	COLORADO 811	DENVER
Released	A527200009	0	New	Normal	09/29/2025 10:57 AM	10/01/2025 11:59 PM	UTILITY NOTIFICATION CENTER OF COLORADO	PROPERTY OWNER	COLORADO SPRINGS
Released	A527200007	0	New	Normal	09/29/2025 08:44 AM	10/01/2025 11:59 PM	XYZ EXCAVATING INC.	XYZ EXCAVATING INC.	IDAHO SPRINGS
Released	A527200005	1	Cancel	Emergency	09/29/2025 05:57 AM	09/29/2025 07:46 AM	SUPERIOR UNDERGROUND	STURGEON/XCEL	CENTENNIAL
Released	A527200006	0	Update	Emergency	09/29/2025 05:57 AM	09/29/2025 07:57 AM	SUPERIOR UNDERGROUND	STURGEON/XCEL	CENTENNIAL
Released	A527200005	0	New	Emergency	09/29/2025 05:46 AM	09/29/2025 07:46 AM	SUPERIOR UNDERGROUND	STURGEON/XCEL	CENTENNIAL
Released	A527200004	0	New	Emergency	09/29/2025 05:36 AM	09/29/2025 07:36 AM	MOUNTAIN VIEW ELECTRIC ASSOC	MOUNTAIN VIEW ELECTRIC ASSOC	PEYTON

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When viewing the new Filter, columns with an active filter will display a "carrot" menu icon above them.

Number [reset](#) « Previous

EA TICKET SEARCH Filter: MY VIEW FILTER

Service Areas	Responses Received	Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Company Name	Work For
ESTMRIT1	8 / 8	Released	B524300059	0	New	Emergency	08/31/2025 07:57 PM	08/31/2025 08:57 PM	XCEL ENERGY	XCEL EN
ESTMRIT1	15 / 15	Released	B524300041	0	New	Emergency	08/31/2025 05:47 PM	08/31/2025 06:46 PM	STURGEON ELECTRIC	XCEL EN
ESTMRIT1	10 / 10	Released	B524300039	0	New	Emergency	08/31/2025 05:28 PM	08/31/2025 06:28 PM	STURGEON ELECTRIC	STURGE
ESTMRIT1	10 / 10	Released	B524300037	0	New	Emergency	08/31/2025 04:58 PM	08/31/2025 05:58 PM	CITY OF AURORA	CITY OF WATER
ESTMRIT1	5 / 5	Released	B524300036	0	New	Emergency	08/31/2025 04:43 PM	08/31/2025 05:43 PM	POUDRE VALLEY REA	POUDRE REA
ESTMRIT1	10 / 10	Released	B524300027	0	New	Emergency	08/31/2025 04:06 PM	08/31/2025 05:06 PM	COLORADO SPRINGS UTILITIES	COLORADO SPRINGS UTILITIES
ESTMRIT1	14 / 14	Released	A524300126	0	New	Emergency	08/31/2025 04:05 PM	08/31/2025 05:05 PM	MASTEC	COMCA
ESTMRIT1	8 / 8	Released	A524300120	1	Excavator Renotification	Emergency	08/31/2025 03:35 PM	08/31/2025 04:35 PM	TRENCH RIGHT	H/O
ESTMRIT1	9 / 9	Released	A524300125	0	New	Emergency	08/31/2025 03:30 PM	08/31/2025 04:30 PM	CITY OF THORNTON	CITY OF THORNTON
ESTMRIT1	8 / 8	Released	A524300120	0	New	Emergency	08/31/2025 02:19 PM	08/31/2025 03:19 PM	TRENCH RIGHT	H/O

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Clicking on the "carrot" menu icon above the filtered column will open a separate pop-up window displaying the filter options for that column. This allows for quick filter adjustments as needed.

If you happen to clear the filter parameters the Main Filter will have to be reconfigured.

Search

Ticket Number [reset](#) « Previous

EA TICKET SEARCH Filter: MY VIEW FILTER

Service Areas	Responses Received	Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Company Name	Work For
TESTMRIT1	8 / 8	Released	B524300059	0	New	Emergency	08/31/2025 07:57 PM	08/31/2025 08:57 PM	XCEL ENERGY	XCEL EN
TESTMRIT1	15 / 15	Released	B524300041	0	New	Emergency	08/31/2025 05:47 PM	08/31/2025 06:46 PM	STURGEON ELECTRIC	XCEL EN
TESTMRIT1	10 / 10	Released	B524300039	0	New	Emergency	08/31/2025 05:28 PM	08/31/2025 06:28 PM	STURGEON ELECTRIC	STURGE
TESTMRIT1	10 / 10	Released	B524300037	0	New	Emergency	08/31/2025 04:58 PM	08/31/2025 05:58 PM	CITY OF AURORA	CITY OF WATER
TESTMRIT1	5 / 5	Released	B524300036	0	New	Emergency	08/31/2025 04:43 PM	08/31/2025 05:43 PM	POUDRE VALLEY REA	POUDRE REA
TESTMRIT1	10 / 10	Released	B524300027	0	New	Emergency	08/31/2025 04:06 PM	08/31/2025 05:06 PM	COLORADO SPRINGS UTILITIES	COLORADO SPRINGS UTILITIES
TESTMRIT1	14 / 14	Released	A524300126	0	New	Emergency	08/31/2025 04:05 PM	08/31/2025 05:05 PM	MASTEC	COMCA
TESTMRIT1	8 / 8	Released	A524300120	1	Excavator Renotification	Emergency	08/31/2025 03:35 PM	08/31/2025 04:35 PM	TRENCH RIGHT	H/O
TESTMRIT1	9 / 9	Released	A524300125	0	New	Emergency	08/31/2025 03:30 PM	08/31/2025 04:30 PM	CITY OF THORNTON	CITY OF THORNTON
TESTMRIT1	8 / 8	Released	A524300120	0	New	Emergency	08/31/2025 02:19 PM	08/31/2025 03:19 PM	TRENCH RIGHT	H/O

Legal Date

☐ Sort Ascending
☐ Sort Descending

Limit by...

☐ All Dates

☐ Today

☐ Yesterday

☐ Last Week (last Sunday to last Saturday)

☒ Last Month

☐ Days before (and including) today: Max 124

☐ Hours before current time: Max 240

☐ Single Date: (mm/dd/yyyy)

☐ Date Range: (mm/dd/yyyy)

☐ Tomorrow

☐ Days after (and including) today: Max 124

☐ Hours after current time: Max 240

[Clear](#)

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If the filter parameters in the Main "Filter" view need to be reconfigured, the filter view will display a red exclamation point to make it noticeable.

To fix, click the drop-down on the Main Filter tab and select "Configure".

The screenshot shows the Colorado 811 Ticket Search interface. The left sidebar has a green header with the Colorado 811 logo and a menu with 'Home' and 'Tickets'. The main content area is titled 'Ticket Search' and features a search bar with the placeholder 'Filter by Ticket Number' and a 'reset' button. Below the search bar, there are two dropdown menus: 'View: SERVICE AREA TICKET SEARCH' and 'Filter: MY VIEW FILTER'. The 'Filter: MY VIEW FILTER' dropdown is open, showing a red exclamation point icon. The dropdown menu lists 'Saved Filters' with 'Last 30 Days' and 'MY VIEW FILTER' (selected). Below these, there is a 'TODAYS TICKETS' section with a 'Configure' button highlighted in orange. The main table displays ticket search results with columns for Service Areas, Response, Ticket Number, Version, Function, Ticket Type, and Taken Date. The table contains several rows of data, including tickets with status 'Released' and 'Emergency'.

Service Areas	Response	Ticket Number	Version	Function	Ticket Type	Taken Date
TESTMRIT1	2 / 11	A527200011	0	New	Normal	09/29/2025 01:26 PM
TESTMRIT1	2 / 11	A527200010	0	New	Normal	09/29/2025 01:18 PM
TESTMRIT1	3 / 14	A527200009	0	New	Normal	09/29/2025 10:57 AM
TESTMRIT1	4 / 6	A527200007	0	New	Normal	09/29/2025 08:44 AM
TESTMRIT1	0 / 0	A527200005	1	Cancel	Emergency	09/29/2025 05:57 AM
TESTMRIT1	3 / 18	A527200006	0	Update	Emergency	09/29/2025 05:57 AM
TESTMRIT1	0 / 0	A527200005	0	New	Emergency	09/29/2025 05:46 AM
TESTMRIT1	2 / 13	A527200004	0	New	Emergency	09/29/2025 05:36 AM

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Follow the previous steps to use the Filter Builder to select columns to be filtered and set the filter parameters for those columns, using the "Modify" gear icon if needed. When finished adding all column filters wanted for this filter reconfiguration, the Filter can be "Saved and Viewed," which will re-save the new filter under the "Filter" drop-down for future use, or the new configuration can just be "Viewed" without being saved for future use using the button options at the bottom of the Filter Builder configuration window.

The reconfiguration can also be canceled.

The screenshot displays a software interface with a table of tickets and a 'Filter Builder' configuration window. The table has columns: Status, Ticket Number, Version, Function, Ticket Type, Taken Date, Legal Date, and three unnamed columns. The 'Filter Builder' window is open on the right, showing the filter name 'MY VIEW FILTER' and a list of filters. The 'Taken Date' filter is selected, with the parameter 'Taken Date is in the last 30 days'. The window includes buttons for 'Save & View', 'View', and 'Cancel', along with a 'Modify' gear icon.

Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date			
Released	A527200011	0	New	Normal	09/29/2025 01:26 PM	10/01/2025 11:59 PM	TOWN OF HUGO	DOM TEST	DENVER
Released	A527200010	0	New	Normal	09/29/2025 01:18 PM	10/01/2025 11:59 PM	COLORADO 811	COLORADO 811	DENVER
Released	A527200009	0	New	Normal	09/29/2025 10:57 AM	10/01/2025 11:59 PM	UTILITY NOTIFICATION CENTER OF COLORADO	PROPERTY OWNER	COLORADO SPRINGS
Released	A527200007	0	New	Normal	09/29/2025 08:44 AM	10/01/2025 11:59 PM	XYZ EXCAVATING INC.	XYZ EXCAVATING INC.	IDAHO SPRINGS
Released	A527200005	1	Cancel	Emergency	09/29/2025 05:57 AM	09/29/2025 07:46 AM	SUPERIOR UNDERGROUND	STURGEON/XCEL	CENTENNIAL
Released	A527200006	0	Update	Emergency	09/29/2025 05:57 AM	09/29/2025 07:57 AM	SUPERIOR UNDERGROUND	STURGEON/XCEL	CENTENNIAL
Released	A527200005	0	New	Emergency	09/29/2025 05:46 AM	09/29/2025 07:46 AM	SUPERIOR UNDERGROUND	STURGEON/XCEL	CENTENNIAL
Released	A527200004	0	New	Emergency	09/29/2025 05:36 AM	09/29/2025 07:36 AM	MOUNTAIN VIEW ELECTRIC ASSOC	MOUNTAIN VIEW ELECTRIC ASSOC	PEYTON

Setting Ticket Search Column Filters

SETTING TICKET SEARCH COLUMN FILTERS

All of the columns, at any time - in any view, can be filtered by clicking on any of the column headers. Clicking on a column header, such as "Function," opens a pop-up displaying the available filter configurations for that column.

Make the wanted filter selections in the pop-up, then click anywhere outside of the pop-up to close it and apply the selected filter.

The screenshot shows the 'Ticket Search' interface. At the top, there's a search bar with 'Ticket Number' and a 'reset' link. Below it, a dropdown menu shows 'SERVICE AREA TICKET SEARCH' and a filter set to 'Last 30 Days'. A table of tickets is displayed with columns: Service Areas, Responses Received, Status, Ticket Number, Version, Function, and Legal Date. The 'Function' column header is highlighted with a red box. A pop-up menu titled 'Function' is open, showing options: Sort Ascending, Sort Descending, Limit by... (select: all), Add Comments, Add Service Area, Cancel, Excavator Renotification, Late, Multiple, New, Relocate/Refresh, and Update. The table contains several rows of ticket data, including TESTMRIT1 tickets with various statuses and functions.

Service Areas	Responses Received	Status	Ticket Number	Version	Function	Legal Date	Company Name
TESTMRIT1	2 / 11	Released	A527200011	0	New	10/01/2025 11:59 PM	TOWN OF HUGO
TESTMRIT1	2 / 11	Released	A527200010	0	New	10/01/2025 11:59 PM	COLORADO 811
TESTMRIT1	3 / 14	Released	A527200009	0	New	10/01/2025 11:59 PM	UTILITY NOTIFICATION CENTER OF COLORADO
TESTMRIT1	4 / 6	Released	A527200007	0	New	10/01/2025 11:59 PM	XYZ EXCAVATING INC.
TESTMRIT1	0 / 0	Released	A527200005	1	Cancel	09/29/2025 05:57 AM	SUPERIOR UNDERGROUND
TESTMRIT1	3 / 18	Released	A527200006	0	Update	09/29/2025 05:57 AM	SUPERIOR UNDERGROUND
TESTMRIT1	0 / 0	Released	A527200005	0	New	09/29/2025 05:46 AM	SUPERIOR UNDERGROUND
TESTMRIT1	2 / 13	Released	A527200004	0	New	09/29/2025 05:36 AM	MOUNTAIN VIEW ELECTRIC ASSOC
TESTMRIT1	2 / 4	Released	A527200003	0	New	09/29/2025 03:40 AM	

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Once the filter has been applied, the column(s) with an active filter will display a "carrot" menu icon above them.

To clear or edit the filters, click on the green column header again to reopen the column filter pop-up.

Service Areas	Responses Received	Status	Ticket Number	Version	Function	Legal Date	Company Name	Work Done For	City/Place
ARIT1	0 / 0	Released	A527300013	1	Relocate/Refresh	10/06/2025 11:59 PM	SAFETY FIRST CONSTRUCTION	DOUG DIGGS	WHEAT R
ARIT1	9 / 9	Released	A526001007	2	Relocate/Refresh	09/29/2025 11:59 PM	MAINLINE CONSTRUCTION LLC	CTL-DEN	FORT CO
ARIT1	10 / 10	Released	B526500696	1	Relocate/Refresh	09/29/2025 11:59 PM	SILVERBACK EXCAVATION	DOHN CONSTR.	ESTES PA
ARIT1	10 / 10	Released	A526602408	1	Relocate/Refresh	09/29/2025 11:59 PM	SITWISE LLC	SITWISE/XCEL	PARKER
ARIT1	7 / 7	Released	A526101727	1	Relocate/Refresh	09/29/2025 11:59 PM	ROMEROS EXCAVATION LLC	BRIGHTLAND HOMES	BROOMF
ARIT1	12 / 12	Released	B526100107	1	Relocate/Refresh	09/26/2025 01:53 PM	CW CONSTRUCTION	CW CONSTRUCTION	GRAND JK
ARIT1	21 / 21	Released	A526100745	1	Relocate/Refresh	09/26/2025 01:52 PM	IJ FIBER INC	ALLO GIG	BRIGHTO
ARIT1	9 / 9	Released	B526500473	1	Relocate/Refresh	09/26/2025 12:26 PM	TROPHY FENCE	CHEROKEE ONE HOA	AURORA
ARIT1	11 / 12	Released	B526600790	1	Relocate/Refresh	09/26/2025 11:15 AM	MAINLINE CONSTRUCTION LLC	COMCAST	AURORA
ARIT1	10 / 10	Released	B526600763	1	Relocate/Refresh	09/26/2025	MAINLINE CONSTRUCTION	COMCAST	AURORA

*** Support

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SUPPORT

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JIRA SUPPORT PORTAL & REQUESTS



The screenshot shows the Colorado 811 website with a navigation bar at the top containing links: Home, Resources, About Us, News, Center Stats, Employment, Status Page, Search, and a blue button labeled "Request a Locate". The main content area has a green background with a pattern of small icons. A large white circle with a ticket icon is centered above the text "Exactix Ticketing System". Below this, it says "Colorado 811 Exactix Ticketing System" and "A better ticketing system is on the way." A green arrow points from the text "Jira Support Portal" to the "Have a question? Please submit your questions here." link at the bottom of the page.

Colorado 811 is committed to being one of the leaders of damage prevention efforts in Colorado by providing efficient access to a One-Call Notification Service to foster effective communication between the professional excavators, underground utility companies, and the public. To further enhance our one-call service, Colorado 811 will be transitioning from our current ticketing system "Norfield/Newtin" to the new ticketing entry platform "Exactix" in late fall 2025. We are currently in the development phase and will continue to share updates as the transition progresses.

As we move towards this important system upgrade, supporting our users remains a top priority. Colorado 811 will offer informational sessions and comprehensive user training to ensure a successful transition for everyone.

Have a question? Please submit your questions here.



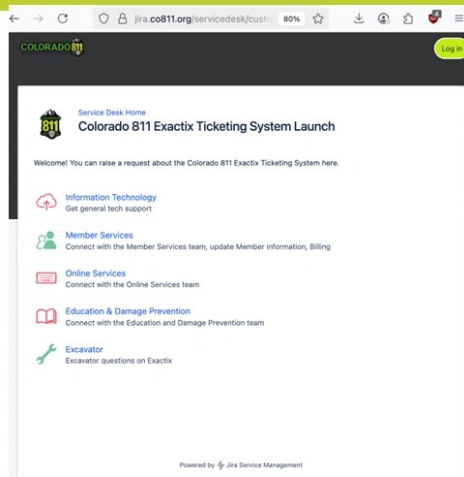
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JIRA SUPPORT PORTAL & REQUESTS



COLORADO 811

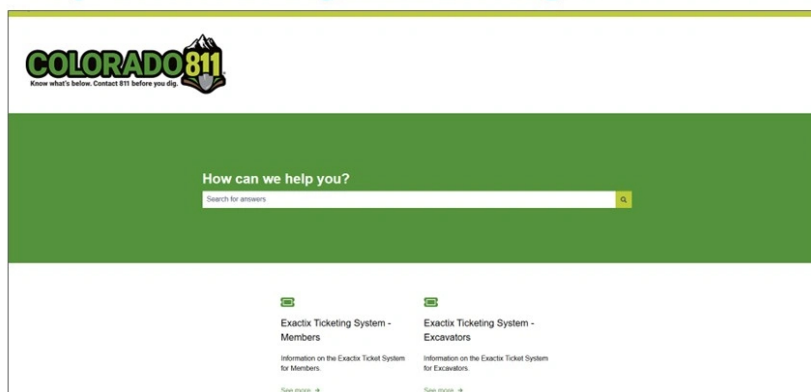
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KNOWLEDGE BASE

<https://knowledge.co811.org/colorado811>



COLORADO 811

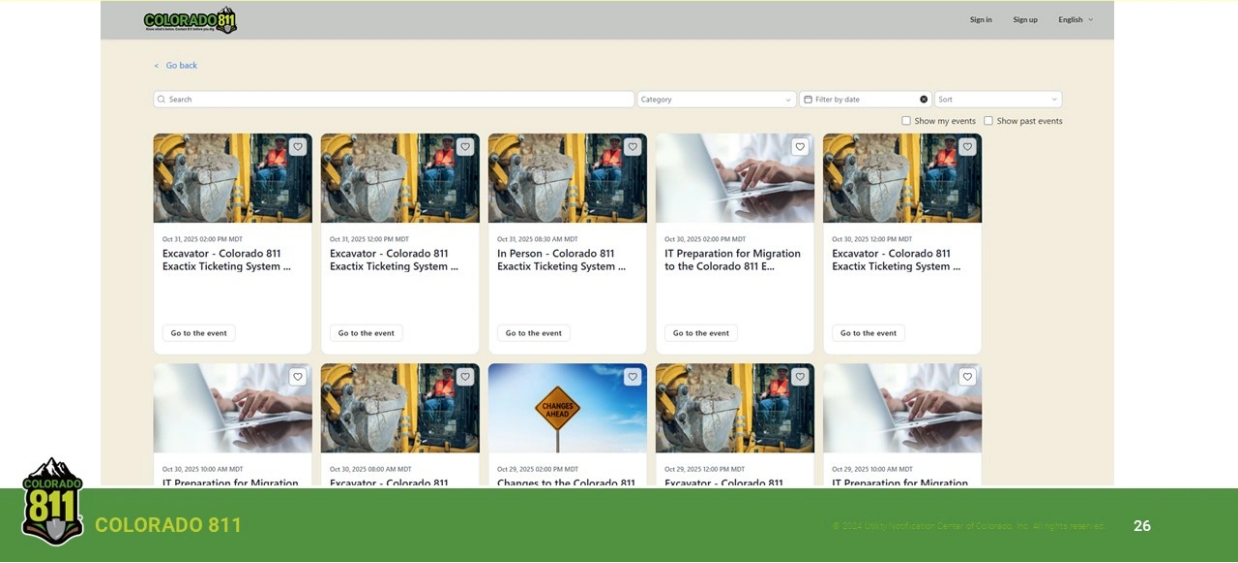
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[[[https://events.zoom.us/j/96870887088?pwd=ZGJlYzRlcUk0QWVkdDZkdjBld0pFbGdScEo0]](https://events.zoom.us/j/96870887088?pwd=ZGJlYzRlcUk0QWVkdDZkdjBld0pFbGdScEo0)]]

AVAILABLE TRAINING

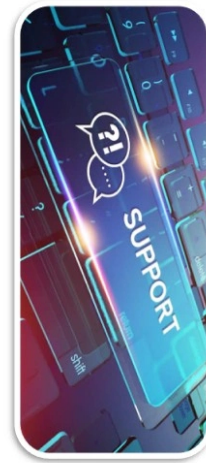


134 <https://www.colorado811.org/exactix-ticketing-system>

QUESTIONS?

Log your request with Colorado 811. Your question or concern will be routed to the appropriate party for support. See the [Exactix Ticketing System landing Page](#) on the CO811 website

<https://www.colorado811.org/exactix-ticketing-system>



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WHAT'S NEXT?



THANK YOU!