

Ticket Search for Members



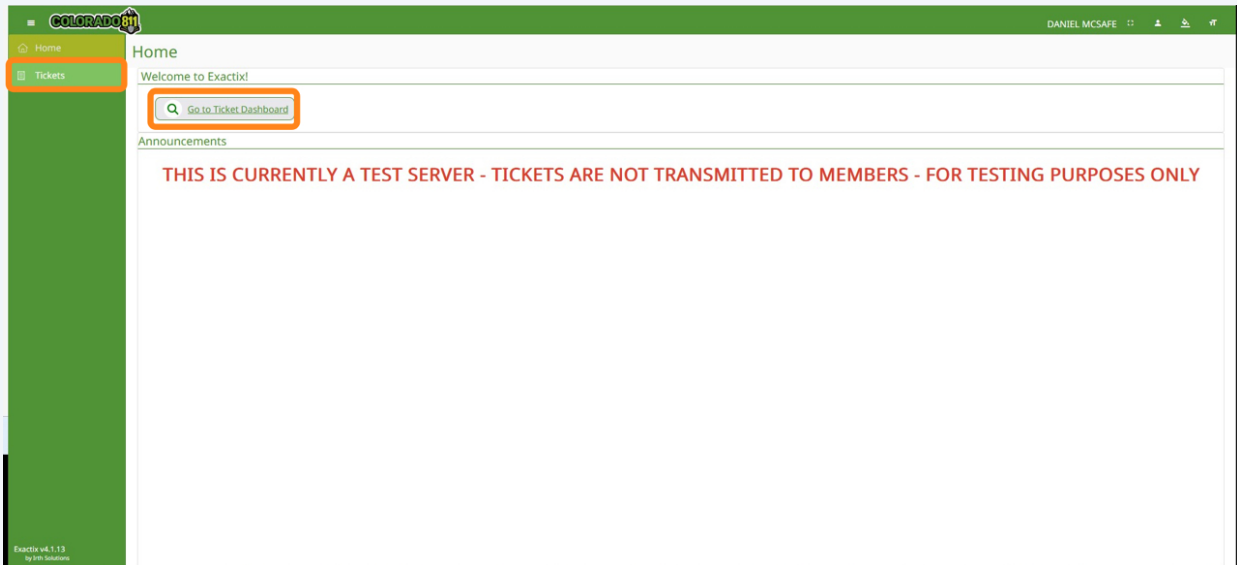
This guide provides a step-by-step process for efficiently searching and managing tickets within a system, making it an essential resource for users looking to streamline their workflow. By following the outlined steps, users can easily sort, filter, and customize their ticket views, enhancing their ability to track and respond to issues effectively. Whether you're new to the system or seeking to optimize your usage, this guide will help you navigate the ticketing process with confidence.

1

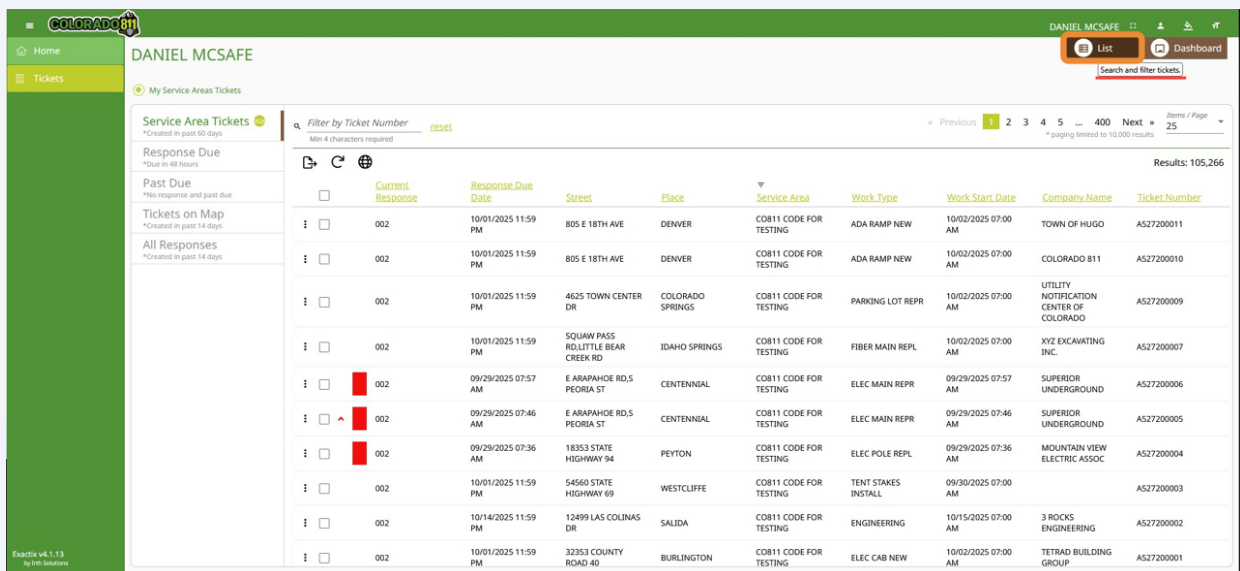
TICKET SEARCH

2 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.



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



4

"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.

Ticket Search

Filter by Ticket Number
Min 4 characters required

reset

View: SERVICE AREA TICKET SEARCH Filter: Last 30 Days

Select filter

	Service Areas	Responses Received	Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Company Name	Work Done For	City/Place
<input type="checkbox"/>	TESTMRIT1	13 / 13	Released	B524200001	0	New	Emergency	08/30/2025 12:23 AM	08/30/2025 01:23 AM	XCEL ENERGY	XCEL ENERGY	DENVER
<input type="checkbox"/>	TESTMRIT1	10 / 10	Released	B524200002	0	New	Normal	08/30/2025 12:23 AM	09/04/2025 11:59 PM	SONRISE LLC	HOMEOWNER	UNKNOWN
<input type="checkbox"/>	TESTMRIT1	14 / 14	Released	B524200003	0	New	Normal	08/30/2025 12:44 AM	09/04/2025 11:59 PM	C&D ELECTRIC	WW CLYDE	PAGOSA SPRINGS
<input type="checkbox"/>	TESTMRIT1	7 / 7	Released	B524200004	0	New	Normal	08/30/2025 01:22 AM	09/04/2025 11:59 PM	BRIGHTER BASEMENTS INC	ERIC SWENSON	LITTLETON
<input type="checkbox"/>	TESTMRIT1	8 / 8	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
<input type="checkbox"/>	TESTMRIT1	9 / 9	Released	B524200006	0	New	Normal	08/30/2025 01:24 AM	09/04/2025 11:59 PM	DESIGNSCAPES COLORADO	FLOWERS RESIDENCE	CHERRY HILLS VILLAGE
<input type="checkbox"/>	TESTMRIT1	12 / 12	Released	B524200007	0	New	Normal	08/30/2025 01:26 AM	09/04/2025 11:59 PM	DESIGNSCAPES COLORADO	GARMON RESIDENCE	CHERRY HILLS VILLAGE
<input type="checkbox"/>	TESTMRIT1	10 / 10	Released	B524200008	0	New	Normal	08/30/2025 05:46 AM	09/04/2025 11:59 PM	SMR SERVICES LLC	BRETTS ELECTRIC	ESTES PARK
<input type="checkbox"/>	TESTMRIT1	9 / 9	Released	B524200009	0	New	Normal	08/30/2025 05:50 AM	09/04/2025 11:59 PM	R&B LANDSCAPE	JARED REISS	BOULDER
<input type="checkbox"/>	TESTMRIT1	11 / 11	Released	B524200010	0	New	Normal	08/30/2025 05:54 AM	09/04/2025 11:59 PM	JED LACOSTE	OWNER	LONGMONT

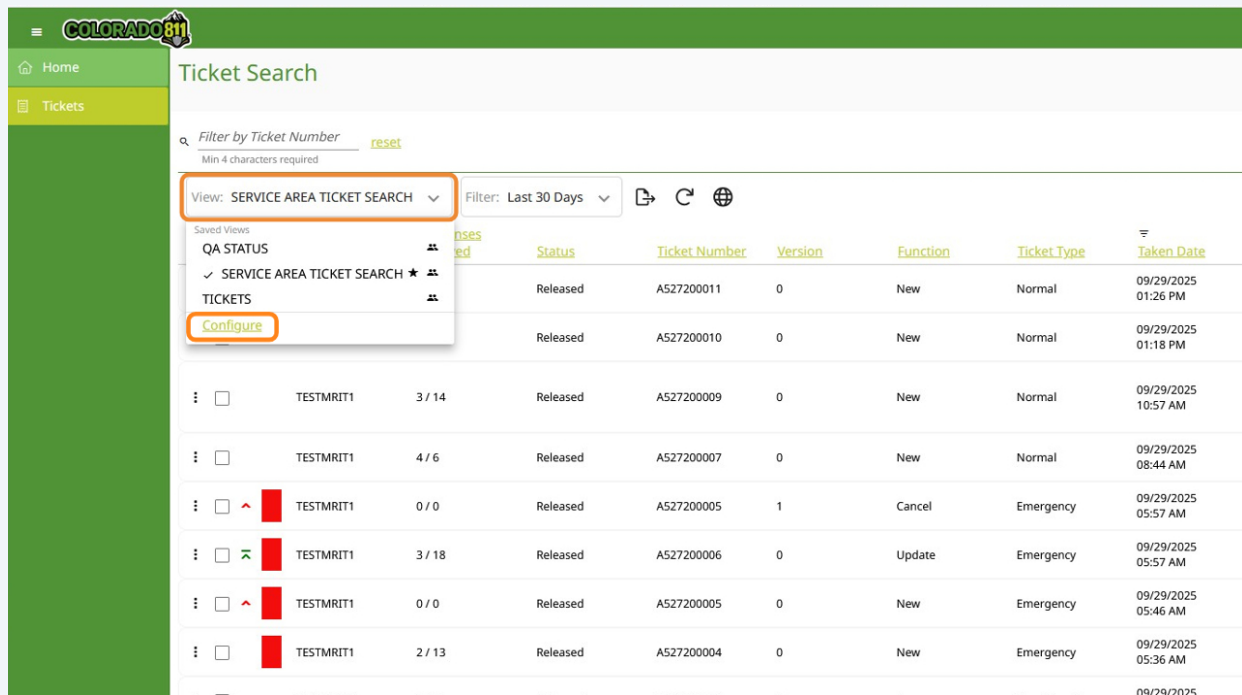
Results: 97,277

5

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.



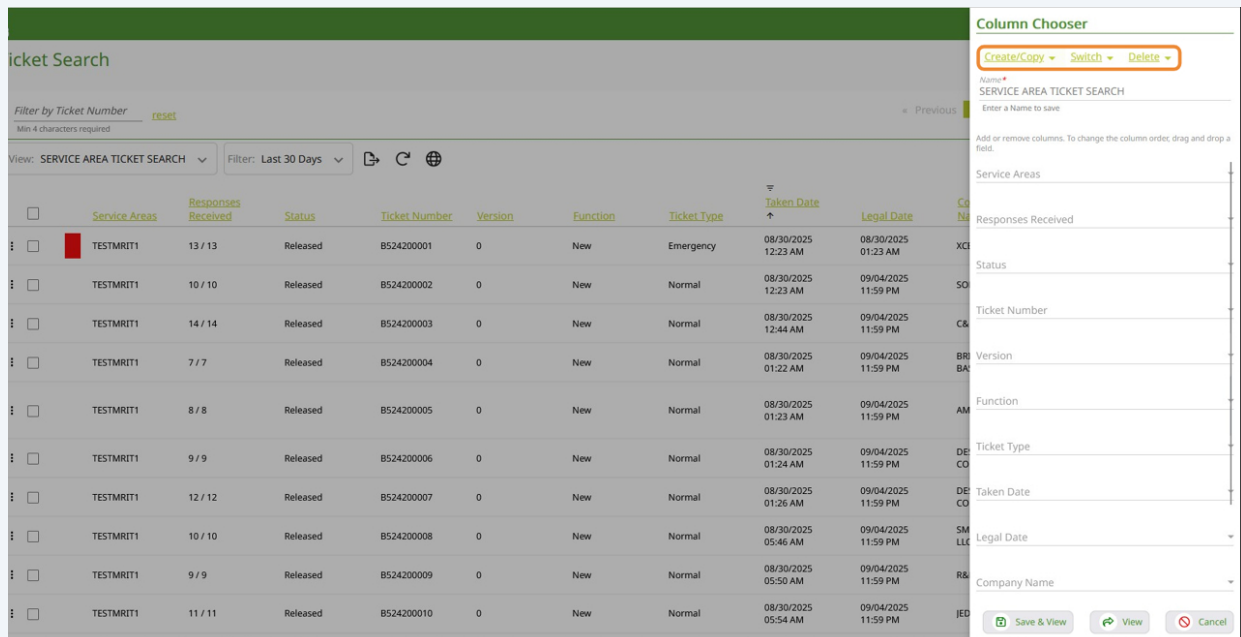
The screenshot shows the COLORADO811 Ticket Search interface. The 'View' dropdown is open, showing 'SERVICE AREA TICKET SEARCH' as the selected view. The 'Configure' option is highlighted. The table below shows a list of tickets with columns for Status, Ticket Number, Version, Function, Ticket Type, and Taken Date.

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

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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.



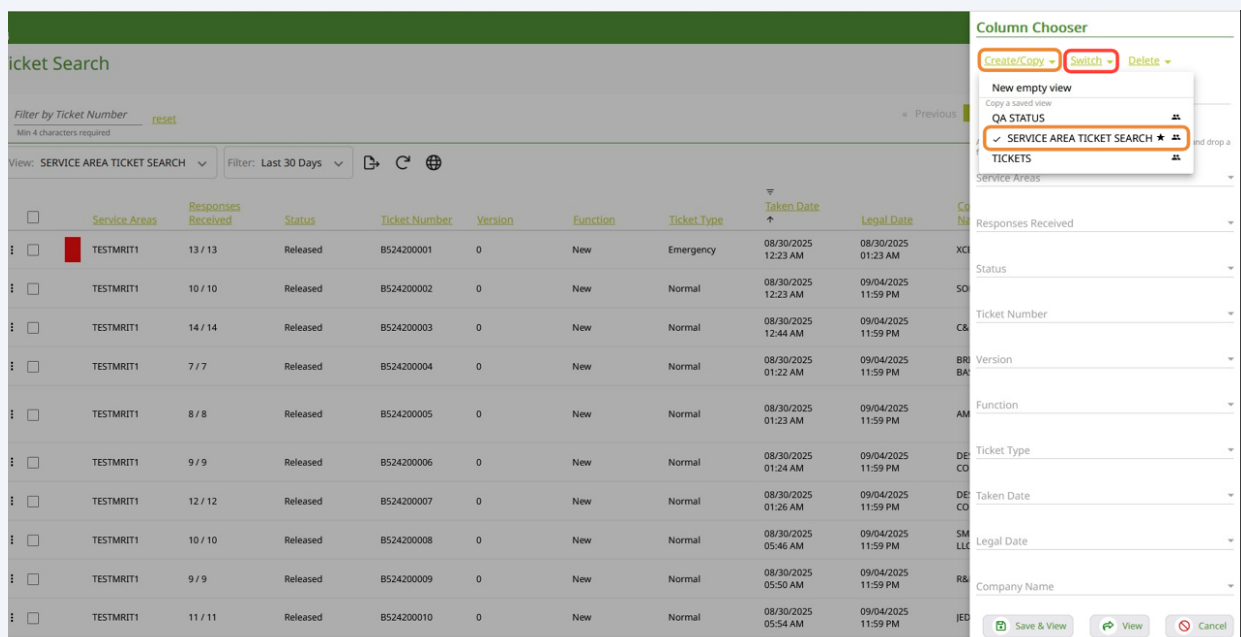
The screenshot shows the "Ticket Search" interface. On the right, the "Column Chooser" window is open. At the top of this window, there are three buttons: "Create/Copy", "Switch", and "Delete". The "Create/Copy" button is highlighted with an orange box. Below these buttons, there is a text input field labeled "Name" with the value "SERVICE AREA TICKET SEARCH". Below that, there is a section titled "Service Areas" with a list of columns: "Responses Received", "Status", "Ticket Number", "Version", "Function", "Ticket Type", "Taken Date", "Legal Date", and "Company Name". At the bottom of the window, there are three buttons: "Save & View", "View", and "Cancel".

	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

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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. On the right, the "Column Chooser" window is open. At the top of this window, there are three buttons: "Create/Copy", "Switch", and "Delete". The "Create/Copy" button is highlighted with an orange box. A dropdown menu is open below the "Create/Copy" button, showing a list of views: "New empty view", "QA STATUS", and "SERVICE AREA TICKET SEARCH". The "SERVICE AREA TICKET SEARCH" view is selected and highlighted with an orange box. Below the dropdown, there is a section titled "TICKETS" with a list of columns: "Service Areas", "Responses Received", "Status", "Ticket Number", "Version", "Function", "Ticket Type", "Taken Date", "Legal Date", and "Company Name". At the bottom of the window, there are three buttons: "Save & View", "View", and "Cancel".

	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

8

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.

The screenshot displays the 'Ticket Search View' configuration interface. The main table lists columns: Responses Received, Status, Ticket Number, Version, Function, Ticket Type, Taken Date, and Legal Date. A right-hand panel shows the 'Configure' menu with options like 'Service Areas', 'Responses Received', 'Status', 'Ticket Number', 'Version', 'Function', 'Ticket Type', 'Taken Date', 'Legal Date', 'Company Name', 'Work Done For', and 'City/Place'. A 'Move' icon is visible next to 'Service Areas'.

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

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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	Column Name
TESTMRIT1	10 / 10	Released	B524200002	0	New	Normal	08/30/2025 12:23 AM	09/04/2025 11:59 PM	Column Name
TESTMRIT1	14 / 14	Released	B524200003	0	New	Normal	08/30/2025 12:44 AM	09/04/2025 11:59 PM	Column Name
TESTMRIT1	7 / 7	Released	B524200004	0	New	Normal	08/30/2025 01:22 AM	09/04/2025 11:59 PM	Column Name
TESTMRIT1	8 / 8	Released	B524200005	0	New	Normal	08/30/2025 01:23 AM	09/04/2025 11:59 PM	Column Name
TESTMRIT1	9 / 9	Released	B524200006	0	New	Normal	08/30/2025 01:24 AM	09/04/2025 11:59 PM	Column Name
TESTMRIT1	12 / 12	Released	B524200007	0	New	Normal	08/30/2025 01:26 AM	09/04/2025 11:59 PM	Column Name
TESTMRIT1	10 / 10	Released	B524200008	0	New	Normal	08/30/2025 05:46 AM	09/04/2025 11:59 PM	Column Name
TESTMRIT1	9 / 9	Released	B524200009	0	New	Normal	08/30/2025 05:50 AM	09/04/2025 11:59 PM	Column Name
TESTMRIT1	11 / 11	Released	B524200010	0	New	Normal	08/30/2025 05:54 AM	09/04/2025 11:59 PM	Column Name

Column Chooser

Create/Clone 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 name 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

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CREATE A NEW TICKET SEARCH LIST VIEW

12

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

The screenshot displays a Ticket Search interface. On the left, a table lists tickets with columns: Status, Ticket Number, Version, Function, Ticket Type, Taken Date, and Legal Date. The table contains 8 rows of data, all with a status of 'Released'. On the right, a 'Column Chooser' dropdown menu is open, showing options: 'Create/Copy', 'Switch', and 'Delete'. The 'Create/Copy' option is selected, and a sub-menu is visible with 'New empty view' highlighted. Other options in the sub-menu include 'QA STATUS', 'SERVICE AREA TICKET SEARCH', and 'TICKETS'.

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

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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 "Name*" field with the text "MY VIEW" entered. A red arrow points to this field. Below the name field is a button "+ Add a column". At the bottom of the overlay are three buttons: "Save & View", "View", and "Cancel". A warning message at the bottom of the overlay says "This item has been changed but not saved".

The background interface shows a table with the following columns: Status, Ticket Number, Version, Function, Ticket Type, Taken Date, Legal Date, Co, Na, and X. The table contains 8 rows of data, all with Status "Released".

Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Co	Na	X
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 an orange 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	BRETTS ELECTRIC ESTES PARK

Setting the Ticket Search List Main Filter

15

SETTING THE TICKET SEARCH LIST MAIN FILTER

16

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

17

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 shows several rows of ticket data. On the right, the "Filter Builder" panel is visible. It has a dropdown menu with options: "Create/Copy", "Switch", and "Delete". Below this, there's a section for "New empty filter" and "Copy a saved view" with a checked option "Last 30 Days". There's also a "TODAYS TICKETS" button. Below that, a "Select column to add to filter" dropdown is shown. At the bottom, there's a "Filters" section with a filter rule: "Taken Date is in the last 30 days". At the very bottom of the panel are "Save & View", "View", and "Cancel" buttons.

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	TO	
Released	A527200010	0	New	Normal	09/29/2025 01:18 PM	10/01/2025 11:59 PM	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	COLORADO SPRINGS
Released	A527200007	0	New	Normal	09/29/2025 08:44 AM	10/01/2025 11:59 PM	XYZ EXCAVATING INC.	IDAHO SPRINGS
Released	A527200005	1	Cancel	Emergency	09/29/2025 05:57 AM	09/29/2025 07:46 AM	SUPERIOR UNDERGROUND	CENTENNIAL
Released	A527200006	0	Update	Emergency	09/29/2025 05:57 AM	09/29/2025 07:57 AM	SUPERIOR UNDERGROUND	CENTENNIAL
Released	A527200005	0	New	Emergency	09/29/2025 05:46 AM	09/29/2025 07:46 AM	SUPERIOR UNDERGROUND	CENTENNIAL
Released	A527200004	0	New	Emergency	09/29/2025 05:36 AM	09/29/2025 07:36 AM	MOUNTAIN VIEW ELECTRIC ASSOC	PEYTON

18

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 gear icon above it, indicating an active filter. On the right, the 'Filter Builder' window is open, showing the current filter 'LAST 30 DAYS - COPY' and a dropdown menu to 'Select column to add to filter'. The window also includes a 'Filters' section with the current filter 'Taken Date is in the last 30 days' and buttons for 'Save & View', 'View', and 'Cancel'.

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 a table with columns: Location, Function, Ticket Type, Taken Date, Legal Date, and Company Name. The table contains several rows of ticket data. Two pop-up windows are overlaid on the table. The 'Filter Builder' window at the top right shows a filter named 'LAST 30 DAYS - COPY' with a dropdown menu set to 'Ticket Type' and a filter rule 'Taken Date is in the last 30 days'. The 'Ticket Type' selection window at the bottom right shows a list of ticket types with 'Damage' selected. The 'Accept' button in this window is highlighted with an orange box.

Location	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	COLORADO 811 DENVER

Creating a New Ticket Search List Main Filter

21

CREATING A NEW TICKET SEARCH LIST MAIN FILTER

22

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

The screenshot displays a 'Ticket Search' interface. At the top, there's a 'Last 30 Days' filter and icons for refresh, reset, and search. Below this is a table with columns: Status, Ticket Number, Version, Function, Ticket Type, Taken Date, Legal Date, and Location. The table contains several rows of ticket data. Overlaid on the right side is the 'Filter Builder' panel. It has a 'Create/Copy' dropdown menu, which is open, showing options like 'New empty filter', 'Copy a saved view', 'Last 30 Days', and 'TODAYS TICKETS'. The 'New empty filter' option is highlighted. Below the dropdown, there's a 'Filters' section with a single filter: 'Taken Date is in the last 30 days'. At the bottom of the panel are 'Save & View', 'View', and 'Cancel' buttons.

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 with the text "MY VIEW FILTER" and a placeholder "Enter a Name to save". Below the name field, there 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", "Co", "Na", "TOWN", "COLOR", "UTILITY", "NOTIFI", "CENTER OF", "SPRINGS", "XYZ EXCAVATING INC.", "STURGEON/XCEL", "CENTENNIAL", "MOUNTAIN VIEW ELECTRIC ASSOC", and "PEYTON".

Status	Ticket Number	Version	Function	Ticket Type	Taken Date	Legal Date	Co	Na	TOWN	COLOR	UTILITY	NOTIFI	CENTER OF	SPRINGS
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								
Released	A527200009	0	New	Normal	09/29/2025 10:57 AM	10/01/2025 11:59 PM								
Released	A527200007	0	New	Normal	09/29/2025 08:44 AM	10/01/2025 11:59 PM								
Released	A527200005	1	Cancel	Emergency	09/29/2025 05:57 AM	09/29/2025 07:46 AM								
Released	A527200006	0	Update	Emergency	09/29/2025 05:57 AM	09/29/2025 07:57 AM								
Released	A527200005	0	New	Emergency	09/29/2025 05:46 AM	09/29/2025 07:46 AM								
Released	A527200004	0	New	Emergency	09/29/2025 05:36 AM	09/29/2025 07:36 AM								

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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

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) (mm/dd/yyyy)

☐ Tomorrow

☐ Days after (and including) today: Max 124

☐ Hours after current time: Max 240

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

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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 information with columns: Service Areas, Response, Ticket Number, Version, Function, Ticket Type, and Taken Date. The table contains several rows of ticket data, including 'TESTMRIT1' tickets with various statuses and dates.

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 'Filter Builder' configuration window overlaid on a table of tickets. The window has tabs for 'Create/Copy', 'Switch', and 'Delete'. The 'Name' field is set to 'MY VIEW FILTER'. A dropdown menu 'Select column to add to filter' is open, showing a list of columns. The 'Filters' section shows a filter 'Taken Date is in the last 30 days'. At the bottom, there are buttons for 'Save & View', 'View', and 'Cancel'. The 'Modify' gear icon is also visible.

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

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, and a pop-up menu is open showing filter options for that column. The pop-up includes options for 'Sort Ascending', 'Sort Descending', 'Limit by...', and a list of functions with checkboxes: 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.

The screenshot shows a web application interface with a table of data. The table has columns: Service Areas, Responses Received, Status, Ticket Number, Version, Function, Legal Date, Company Name, Work Done For, and City/Place. The 'Function' column header is highlighted with an orange box. A 'Function' pop-up menu is open, showing options: Sort Ascending, Sort Descending, Limit by... (select: all, none), Add Comments, Add Service Area, Cancel, Excavator Renotification, Late, Multiple, New, Relocate/Refresh (checked), and Update. The table data includes rows with ticket numbers, status (Released), and various company names like SAFETY FIRST CONSTRUCTION, MAINLINE CONSTRUCTION LLC, SILVERBACK EXCAVATION, etc.

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