

IOWA 811

ONE CALLSM



**TICKET
CHECK**

User's Manual
BASIC

APR.18.2016

TABLE OF CONTENTS

Ticket Check - Info Graphic pg. 2

Welcome to Ticket Check! pg. 3 - 4

Ticket Management Page pg. 5 - 9

Viewing a Ticket pg. 10

Responding to Locate Requests pg. 11

Additional Information pg. 12

Account Settings pg. 13

Reports pg. 14



TICKET CHECK - INFO GRAPHIC



Ticket Check® is a positive response system where locators provide their response with the status of the ticket which can then be viewed by the excavator.

1. Excavator notifies Iowa One Call and describes their dig area.
2. Ticket logged into computer and sent to Member Utilities and Ticket Check® system.
3. Each member utility determines the proper response to the locate ticket and communicates their responses to the Ticket Check® system...
...Responses are stored and can be recalled and viewed with the ticket at any time.



Utility A

Utility B

Utility C

"Clear/No Conflict"

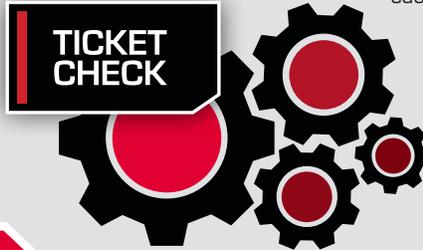
"Marked"

"Not Yet Responded"

5. Excavator's work begins!

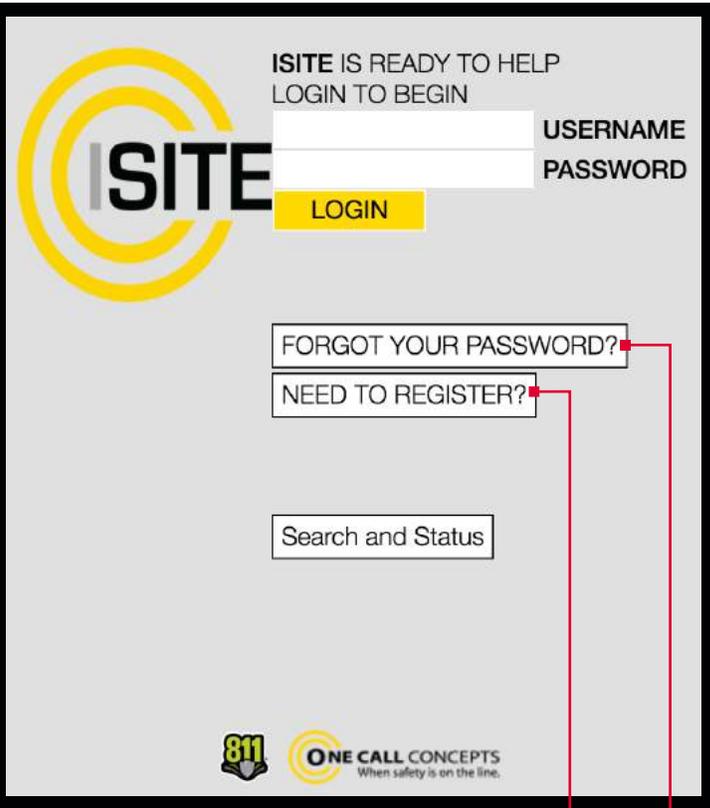


4. Ticket Check® closes the loop by sending a notice to the excavator with the status that has been supplied by each member utility. Before even visiting the job site, the excavator has a record of the action each utility took.



WELCOME TO TICKET CHECK!

Ticket Check is a web-based tool that allows a facility operator to provide a “positive response” to locate requests from Iowa One Call (IOC). You can use Ticket Check to respond with status messaging regarding whether the ticket has been marked or cleared. Ticket Check is accessed through iSite, the comprehensive web portal for all of IOC web-based ticket management tools.



To access Ticket Check point your web browser to www.managetickets.com

If you do not already have an iSite login, click the NEED TO REGISTER? button located below the login and password fields.

If you have forgotten your login information, you can click the FORGOT YOUR PASSWORD? link, also located below the login and password fields.

Once you enter your password and login and hit return, you'll be logged in to iSite.

WELCOME TO TICKET CHECK!

Once logged in to iSite click the TICKET CHECK button on the left side of the page. This will bring you to the Ticket Management page.

ISITE MAIN MENU

- SEARCH & STATUS
- TICKET CHECK
- MESSAGES
- LOGOUT



Contact Help Chat

TICKET CHECK

TICKET MANAGEMENT PAGE

The Ticket Management Page is the main interface for Ticket Check. Let's take a look at the different functions available to you.

ISITE Home (Button)

Clicking this button will return you to the iSite Main Menu.

Contact (Button)

Will display a page with contact information for the call center.

Admin (Button)

Clicking this button will bring you to the Ticket Administration Menu.

Help (Button)

Will display a page with links to training materials.

TICKET MANAGEMENT PAGE



- ISITE Home
- Contact
- Help
- Admin
- Reports
- Chat

Change Current Display

Ticket Set: Tickets without Responses

District Code: All Districts

Refine Search: Select Field [dropdown] = [input] + [icon]

Date Received Between: 03/13/2016 [calendar] and 04/13/2016 [calendar] [Show Tickets]

- ▲ Emergency
- Viewed Emergency
- Priority
- ↕ Meeting
- Past Due
- 🔒 Locked

37 ticket records found.

Tickets for District All (03/13/2016 to 04/13/2016)

# ↑ ↓	Orig Call ↑ ↓	Begin ↑ ↓	Street ↑ ↓	City ↑ ↓	County ↑ ↓	ST ↑ ↓	District ↑ ↓	Status ↑ ↓
161040545	04/13/2016 08:31	04/18/2016 08:00	NE 66TH AVE	SAYLOR TWP	POLK	IA	DWW	Not yet responded
161040793	04/13/2016 09:17	04/15/2016 10:00	2455 MARTIN LUTHER KING JR PKWY	DES MOINES	POLK	IA	DWW	Not yet responded
161040872	04/13/2016 09:31	04/15/2016 12:00	7TH ST	DES MOINES	POLK	IA	DWW	Not yet responded
161041027	04/13/2016 09:59	04/15/2016 13:00	123 FOREST AVE	DES MOINES	POLK	IA	DWW	Not yet responded
161041405	04/13/2016 11:09	04/15/2016 14:00	WALNUT ST	DES MOINES	POLK	IA	DWW	Not yet responded
161041589	04/13/2016 11:46	04/15/2016 15:00	219 E GRAND AVE	DES MOINES	POLK	IA	DWW	Not yet responded
161042576	04/13/2016 15:43	04/18/2016 09:00	1624 E COURT AVE	DES MOINES	POLK	IA	DWW	Not yet responded
161042406	04/13/2016 15:03	04/15/2016 15:15	3940 CORNELL ST	DES MOINES	POLK	IA	DWW	Not yet responded
161042419	04/13/2016 15:01	04/15/2016 15:15	3355 E DOUGLAS AVE	DES MOINES	POLK	IA	DWW	Not yet responded
161042444	04/13/2016 15:00	04/15/2016 15:15	0 E 12TH ST	DES MOINES	POLK	IA	DWW	Not yet responded
161042503	04/13/2016 15:19	04/15/2016 15:30	5203 SE 31ST CT	DES MOINES	POLK	IA	DWW	Not yet responded

Ticket Management Menu

These fields allow you to narrow down the list of tickets received by your company.

Reports (Button)

Clicking this button will bring you to the Reports menu.

Chat (Button)

Clicking this button will connect you with the Live Help Chat function. If Live Help Chat is not available, you will be able to send an email for help.



TICKET MANAGEMENT PAGE

On the Ticket Management screen you can display a list of tickets sent to your company that are currently in the system. You can sort them in a variety of different ways. Let's look at how you can do that now.

TICKET MANAGEMENT PAGE

The screenshot shows the 'TICKET CHECK' interface. At the top right, there are navigation buttons: 'ISITE Home', 'Contact', 'Help', 'Admin', 'Reports', and 'Chat'. The 'ONE CALL CONCEPTS' logo is also present. Below the navigation is a 'Change Current Display' section with the following fields: 'Ticket Set:' (dropdown menu showing 'Tickets without Responses'), 'District Code:' (dropdown menu showing 'All Districts'), 'Refine Search:' (dropdown menu showing 'Select Field' followed by an equals sign and a plus sign), and 'Date Received Between:' (two date input fields showing '03/13/2016' and '04/13/2016' with a 'Show Tickets' button). At the bottom, there is a row of filter buttons: 'Emergency' (with a red triangle icon), 'Viewed Emergency' (with a pink eye icon), 'Priority' (with a yellow circle icon), 'Meeting' (with a green arrow icon), 'Past Due' (with a grey circle icon), and 'Locked' (with a grey lock icon).

Select Ticket Set

Choose the ticket set you'd like to display on the Ticket Management screen from the options available in the drop-down box.

TICKET MANAGEMENT PAGE

This screenshot is similar to the previous one, but the 'Ticket Set:' dropdown menu is open, showing a list of options: 'All Tickets in Production', 'Tickets available for Statusing' (highlighted in blue with a mouse cursor), '✓ Tickets without Responses', and 'No Response Tickets'. A red line connects the text 'Select Ticket Set' to the dropdown menu.

Select District Code

If you have more than one district code linked to your Ticket Check account, you can choose to filter tickets by a particular district code.

TICKET MANAGEMENT PAGE

The screenshot shows the 'TICKET CHECK' interface. On the left, there's a 'Change Current Display' section with fields for 'Ticket Set', 'District Code', 'Refine Search', and 'Date Received Between'. The 'District Code' dropdown is open, showing a list of districts: 'All Districts', 'IA - BRW (BERWICK WATER ASSOCIATION)', 'IA - DWW (DES MOINES WATER WORKS)', 'IA - PCW (POLK COUNTY RURAL WATER DISTRI)', 'IA - RUC (RUNNELLS, CITY OF)', and 'IA - SPR (SOUTHEAST POLK RURAL WATER DIS)'. A red line points from the text above to the 'All Districts' dropdown. Below the search fields, there are several filter buttons: 'Emergency', 'Viewed Emergency', 'Priority', 'Meeting', 'Past Due', and 'Locked'. On the right side, there are navigation buttons: 'ISITE Home', 'Contact', 'Help', 'Admin', 'Reports', and 'Chat'.

Refine Search (Optional)

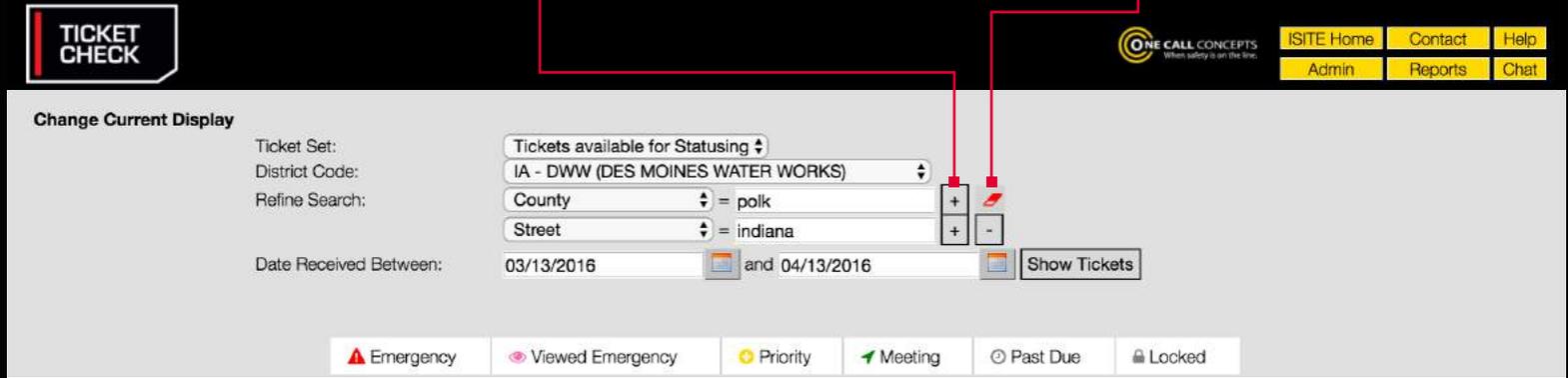
This optional step lets you refine your ticket search based on a variety of parameters.

TICKET MANAGEMENT PAGE

The screenshot shows the 'TICKET CHECK' interface. The 'District Code' is now set to 'IA - DWW (DES MOINES WATER WORKS)'. The 'Refine Search' dropdown is open, showing a list of search parameters: 'Select Field', 'Company Name', 'County', 'Place/City', 'Status', 'Street Name', 'Ticket Header', 'Ticket Number', 'Ticket Number - Includes Work Begin Date'. A red line points from the text above to the 'Refine Search' dropdown. The 'County' option is highlighted in blue. The rest of the interface, including the 'Change Current Display' section and navigation buttons, is the same as in the previous screenshot.

Click the  button to refine your search by additional criteria.

Click the  button to clear all Refine Search criteria.



TICKET CHECK

ONE CALL CONCEPTS
When safety is on the line.

ISITE Home Contact Help
Admin Reports Chat

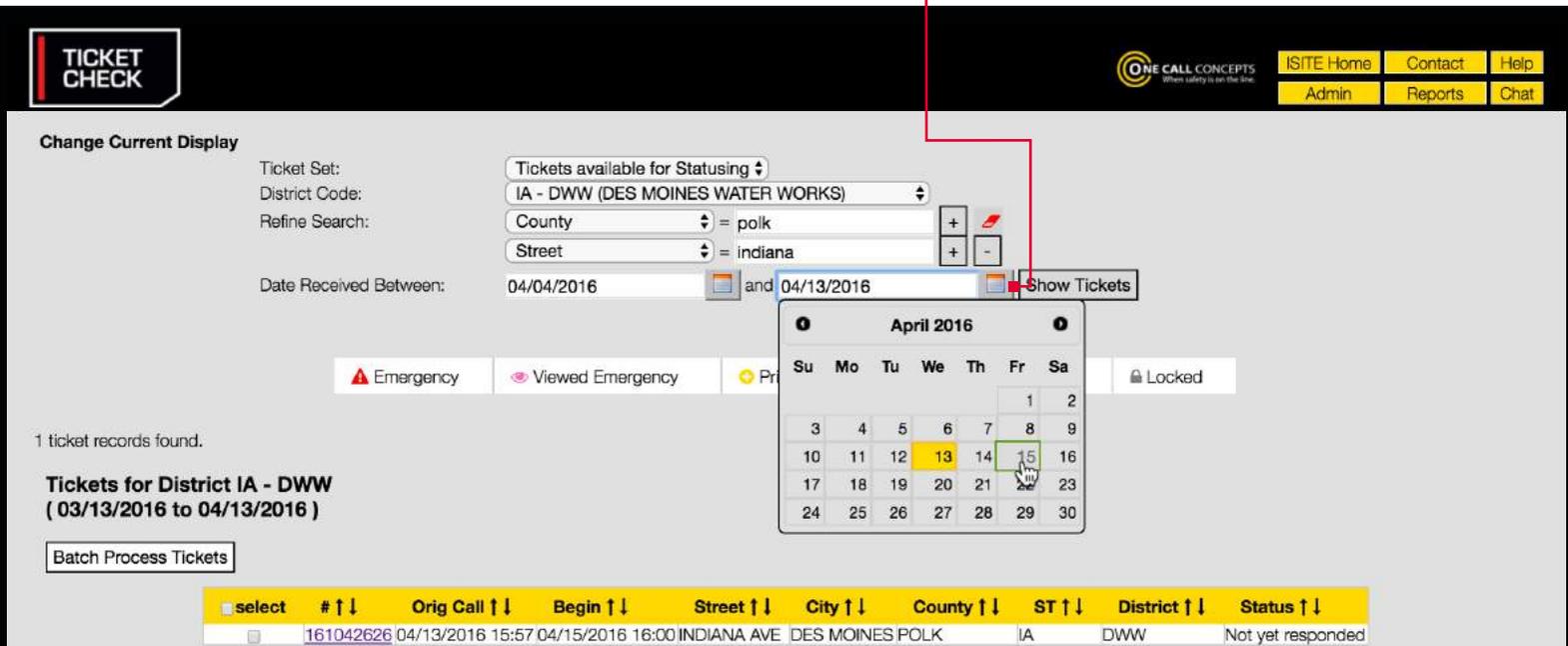
Change Current Display

Ticket Set: Tickets available for Statusing
District Code: IA - DWW (DES MOINES WATER WORKS)
Refine Search: County = polk Street = indiana
Date Received Between: 03/13/2016 and 04/13/2016 **Show Tickets**

Emergency Viewed Emergency Priority Meeting Past Due Locked

Refine Date Range

Refine your date range to what you'd prefer – select the start and end dates you'd like to search for tickets within.



TICKET CHECK

ONE CALL CONCEPTS
When safety is on the line.

ISITE Home Contact Help
Admin Reports Chat

Change Current Display

Ticket Set: Tickets available for Statusing
District Code: IA - DWW (DES MOINES WATER WORKS)
Refine Search: County = polk Street = indiana
Date Received Between: 04/04/2016 and 04/13/2016 **Show Tickets**

Emergency Viewed Emergency Pr Locked

1 ticket records found.

**Tickets for District IA - DWW
(03/13/2016 to 04/13/2016)**

Batch Process Tickets

select	# ↑↓	Orig Call ↑↓	Begin ↑↓	Street ↑↓	City ↑↓	County ↑↓	ST ↑↓	District ↑↓	Status ↑↓
<input type="checkbox"/>	161042626	04/13/2016 15:57	04/15/2016 16:00	INDIANA AVE	DES MOINES	POLK	IA	DWW	Not yet responded

Show Tickets

Clicking on **“SHOW TICKETS”** will generate a list of tickets based on the parameters you’ve specified in the previous fields.

The screenshot shows the 'TICKET CHECK' application interface. At the top left is the 'TICKET CHECK' logo. On the right, there are navigation links: 'HOME', 'CONTACT', 'HELP', 'ADMIN', 'REPORTS', and 'CHAT'. Below the navigation is a 'Change Current Display' section with search filters: 'Ticket Set' (Tickets without Responses), 'District Code' (IA - DWW (DES MOINES WATER WORKS)), 'Refine Search' (County: polk, Street: Indiana), and 'Date Received Between' (04/04/2016 and 04/15/2016). A 'Show Tickets' button is highlighted with a red box. Below the filters are several status filters: Emergency, Viewed Emergency, Priority, Meeting, Past Due, and Locked. A message states '1 ticket records found.' Below this is the heading 'Tickets for District IA - DWW (03/13/2016 to 04/13/2016)' and a 'Batch Process Tickets' button. A table displays the search results:

select	# ↑↓	Orig Call ↑↓	Begin ↑↓	Street ↑↓	City ↑↓	County ↑↓	ST ↑↓	District ↑↓	Status ↑↓
<input type="checkbox"/>	161042626	04/13/2016 15:57	04/15/2016 16:00	INDIANA AVE	DES MOINES	POLK	IA	DWW	Not yet responded

You should see a list of tickets below the display options. If you don't, choose other parameters to filter with. The list of tickets will display a variety of information including the total number of tickets matching your search parameters, the ticket number for each ticket, and the start date & time for each ticket.

Clicking on a ticket number will display the complete ticket information.

VIEWING A TICKET

The excavation and contact information will be displayed in the top portion of the ticket window. The bottom portion of the ticket displays the members notified as well as the ticket status and history. You can check the History section to see how the locators have responded.

FULL TICKET VIEW

TICKET CHECK iSITE Home Contact Help
Admin Reports Chat iSite User: ia-dtmww

Ticket List

Iowa One Call

Ticket No: 161042626
Original Call Date: 04/13/16 16:57 pm
Beginning Work Date: 04/15/16 04:00 pm
Expiration Date: 05/02/16
Duration: COMPLIANT 90 DAYS

TICKET ACTIONS

CALLER INFORMATION
Caller Name: JILL WITT **Phone:** 515-555-1111

Excavator Information
Excavator Name: TOREN BROTHERS EXCAVATING **Phone:** 515-555-2222
Address: 19 ODD LANE, TULL, IA 55555 **Fax Phone:** 515-555-3333
Best Time: AM: Y PM: Y After 5:00:
Contact Email: eddie@tullbros.com
Onsite Contact: EDDIE DEAN **Phone:** 515-555-4444
Extent of Work: DEMOLITION, SITE GRADING

Excavation Information
Excavator Name: GENERALATOMICS INTERNATIONAL **Phone:** 515-555-5555
Address: 19 ODD LANE, TULL, IA 55555 **Fax Phone:** 515-555-6666
Best Time: AM: Y PM: Y After 5:00:
Contact Email: jakec@generalatomics.com
Onsite Contact: JAKE CHAMBERS **Phone:** 515-555-7777
Extent of Work: DEMOLITION, SITE GRADING

Excavation Information
Work Being Done For: CITY OF DES MOINES
Trenching: N **Boring:** Y **Plowing:** N
Backhoe: Y **Blasting:** N **Other:** N
Marked in White: N

DIG SITE LOCATION
County: POLK **City Limits:** Y
City: DES MOINES
Work is on or along: INDIANA AVE
At: 3RD ST
Location of Work: ELDER CORPORATION WILL BE PERFORMING DEMOLITIONS AT THE PROPERTIES 1249 AND 1247 3RD STREET. FROM INTERSECTION, LOCATE APPROXIMATELY 195 FEET EAST AND 120 FEET SOUTH SQUARING OFF - THIS ENCOMPASSES BOTH PROPERTIES.
Remarks:
Map Coord NW Lat: 41.6022202 **Lon:** -93.6215159
SE Lat: 41.6016993 **Lon:** -93.6208078

MEMBERS NOTIFIED

	District	Company Name	Status	<input type="button" value="Status History"/>
	PHN501	PHONE HOME COMS	Not yet responded	
	STK301	STARK INDUSTRIES	Clear	
Viewing	DWW	DES MOINES WATER WORKS	Not yet responded	
	QUN401	QUEEN CONSOLIDATED	Not yet responded	
	RAT601	RAT-FREE SEWER, INC.	Not yet responded	
	OSC701	OSCORP TECHNOLOGIES	Not yet responded	

LOCATOR INFORMATION
 Past Work Start? N Ticket Locked? N Past Due Time: 04/15/16 16:00

Public Attachments
 None

Status
 Current Status: Not yet responded
 Change Status:

History

Date	Type	District	Display	Locator	User
04/13/16 16:02:59	Ticket Check Response Added	DWW DES MOINES WATER WORKS	Not yet responded		System
04/13/16 16:02:59	Ticket Created				

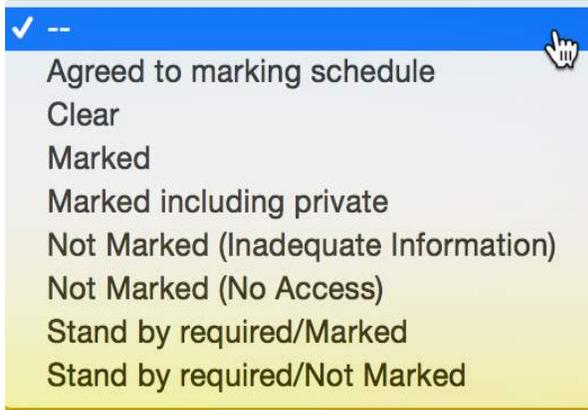
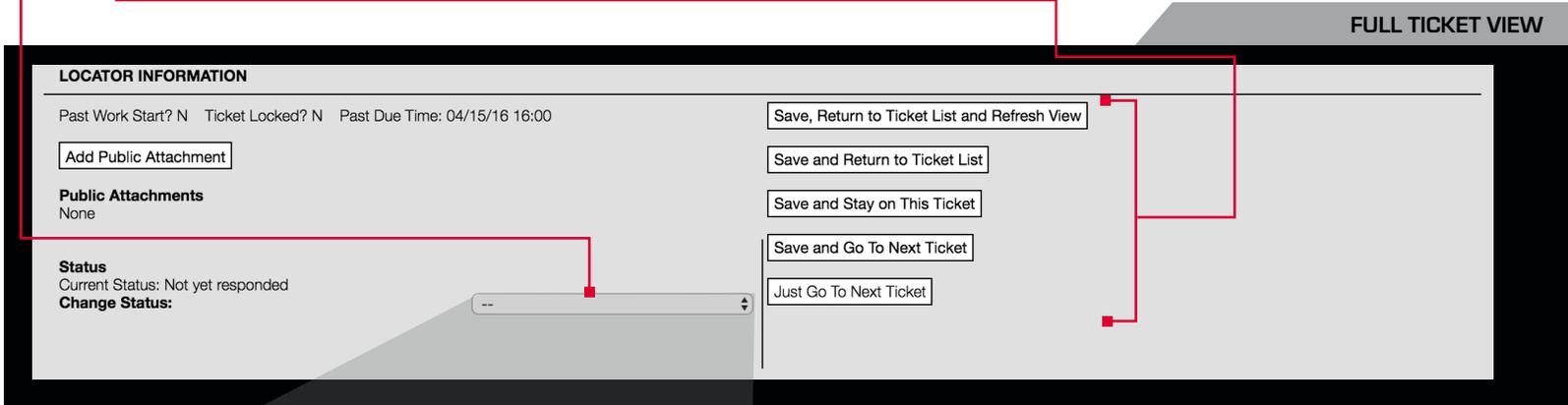
Facility owners can change the status of each ticket by choosing the appropriate response in the **Change Status** drop-down menu [see next page for more info].

At the very bottom of the ticket window you can see a summary of all activity performed on that ticket.

RESPONDING TO LOCATE REQUESTS

Responding to locate requests is accomplished by setting the status of a locate request (or “statusing”). To set a status, navigate to the **Locator Information** section of the ticket and click the **Change Status** drop-down menu.

Select a status that reflects the current marking status of the ticket, then click one of the four **Save** buttons on the right side of the screen.



Save and Stay on This Ticket (Button)

Clicking this button will save the changes you have made to the ticket and return to this ticket.

Save, and Return to Ticket List (Button)

Clicking this button will save the changes you have made to the ticket, then return you to the Ticket Management page.

Save, Return to Ticket List and Refresh (Button)

Clicking this button will save the changes you have made to the ticket, then return you to the Ticket Management page, and update the ticket list with the changes you have just made.

Save and Go To Next Ticket (Button)

Clicking this button will save the changes you have made to the ticket, then go to the next ticket on the list.

Just Go To Next Ticket (Button)

Clicking this button will go to the next ticket on the list *without saving the changes you have made to the ticket.*

NOTE: If you do not save the ticket your status change will not be saved.

ACCOUNT SETTINGS

Edit User Account

This menu will allow you to choose from a variety of default settings that appear when first logging in to Ticket Check. The options include **iSite User**, **Password**, **Email**, **Default State**, **Default Ticket Set**, and **Default District**. The Account Settings menu can be accessed under the Administration menu.

SETTINGS

[Admin Home](#)

Customer: 77

iSite User:	ia-dmww
Password:
Email:	LFox@WayneEnt.com
Default State:	Iowa
Default Ticket Set:	Tickets without Responses
Default District:	--

Save

REPORTS MENU

The Reports section provides options for running reports on several different aspects of Ticket Check. The types of available Reports will vary depending on your level of customer access. Reports may be accessed by clicking the Reports button in the upper-right corner of the page.

Click the link for the type of report you would like to run.

REPORTS MENU

[ISITE Home](#) [Contact](#) [Help](#)
[Tickets](#) [Admin](#) [Chat](#)

Report Name	Description
Billed Tickets	Lists billed tickets based on the information entered in the search input. This report includes the ticket number, district code, ticket billed date and time, user name, billing code, and additional unit.
District Detail	Provides details by district code per day for the provided date range. This includes a summary of tickets received and statuses made.
District Summary	Provides the Summary by District Code for the Tickets Received and Statuses provided. This report is for Ticket Check centers.
Ticket Check Compliance	This report provides on time, late and not responded tickets for a given timeframe, ticket header(s) and district code(s)
Ticket Marked	This report will give a complete list of the tickets, header, and the provided statuses with their date and method.

REPORTS MENU

[ISITE Home](#) [Contact](#) [Help](#)
[Tickets](#) [Admin](#) [Chat](#)

District Detail Report

Reports

Date: Fri Apr 15 14:29:25 CDT 2016

Begin Date: 

End Date: 

Districts:

Check ALL IA - BRW (BERWICK WATER ASSOCIATION) IA - DWW (DES MOINES WATER WORKS)
 UnCheck ALL IA - PCW (POLK COUNTY RURAL WATER DISTRI) IA - RUC (RUNNELLS, CITY OF)
 IA - SPR (SOUTHEAST POLK RURAL WATER DIS)

Format: 

When prompted, fill in the appropriate fields to specify the parameters of the report, and click **RUN REPORT.**