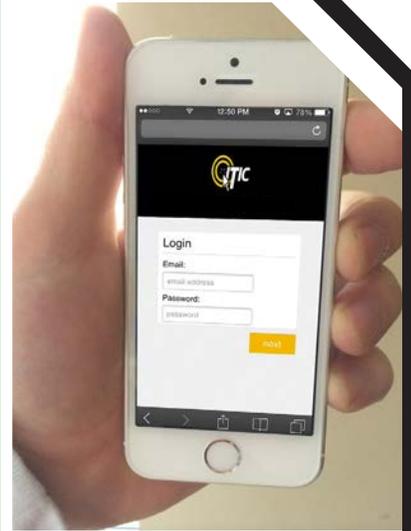


ITIC

INTERNET TICKET PROCESSING

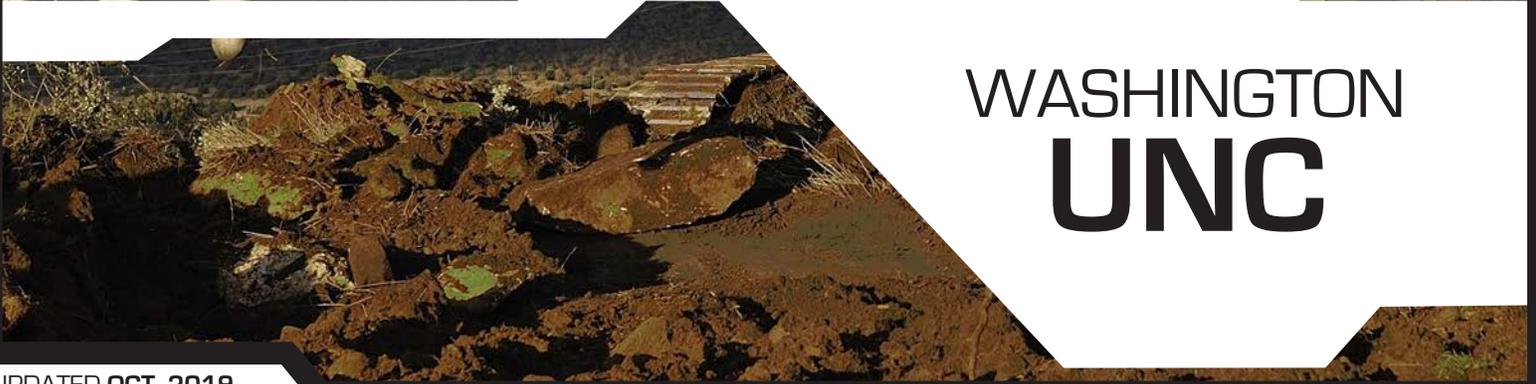


NOW INCLUDING
THE **ITIC MOBILE**
QUICK GUIDE!



ITIC USER MANUAL

Your comprehensive guide for
using ITIC to process Locate
Requests on-line.



WASHINGTON UNC



WELCOME, USER!

Welcome to ITIC!

You will find a comprehensive step-by-step guide for processing your locate requests online in the following pages. We have included a detailed description of the innovative tools and features that have been added to this newly revised version of ITIC.

We have designed this manual to provide the knowledge required for the efficient submission of accurate ITIC locate requests. We've packed a lot of information into these pages, and have arranged it in a streamlined, user-friendly format. It is loaded with visual examples and helpful hints. We think it is best to read it from beginning to end before you start, but the design also facilitates quick references to specific subject matter.

So, what are you waiting for? Let's get started! And remember, our skilled operators are here to help. Assistance is available through the telephone, e-mail, and our newest feature, ITIC Live Help Chat! That's right, you can get live help while you are processing your locate requests! **See page 03 for details.**

***An important word from the editor:** This document contains many color drawings, actual screenshots, and color-coded information. For best results, we recommend that this document be printed in **COLOR**



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ITIC MOBILE QUICK GUIDE

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INTRODUCING ITIC LIVE HELP!

Keep getting an “**Incomplete Ticket**” notice? Need help setting up multiple accounts? Having difficulties describing your work area? **ITIC Live Help is here for you!**

ITIC Live Help is an interactive chat program created to assist ITIC users in real time.

ITIC Live Help has many benefits. Here are a few:

Speed & Accessibility: Access ITIC Live Help from the same ITIC page used to file the locate request, so you get help the moment you most need it. Our ITIC experts will assist you immediately while you continue working on your locate request. Many users prefer ITIC Live Help to waiting for a return call or email.

Reduced Repetition: ITIC Live Help is in a simple text format, which can easily be shared between several ITIC experts. There’s no need to explain a problem to several representatives; if more than one ITIC expert assists you, they can quickly familiarize themselves with your situation by reviewing the conversation.

Easy Documentation: With ITIC Live Help, you can easily copy, paste, and save the session for later reference. ITIC Live Help can even email a transcript of the conversation to you!

Education & Training: The more you correspond with our ITIC experts, the better you will become at filing locate requests online. As your ITIC skills grow, so will the number of your tickets that are released directly from review!

ITIC Live Help is available Monday through Friday from 8am-5pm.

If Live Help is not available, you may leave a message and an **ITIC expert** will respond as soon as possible.



ITIC LIVE HELP

ONE CALL CONCEPTS
Live Help

Welcome to ITIC Live Help! Please Enter your name below in order to begin.

Name

Question

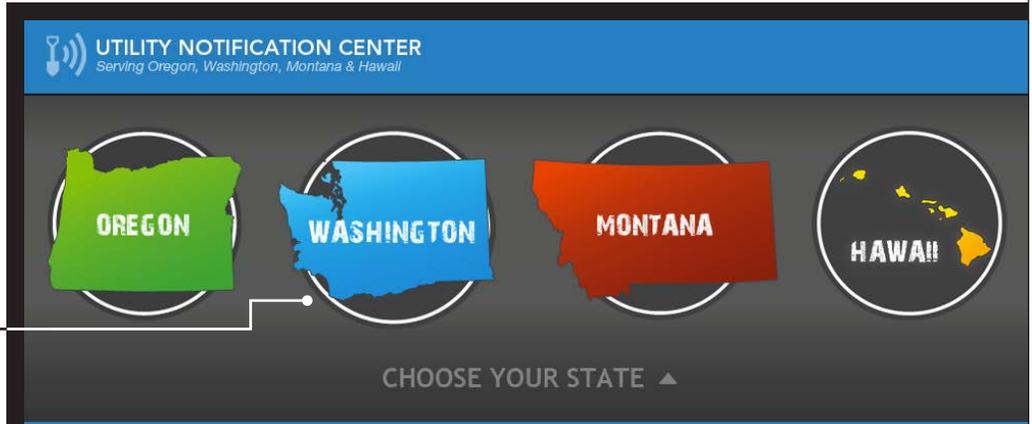
You are Currently not Chatting...





READY

Click the **“Washington”** button found at the top of the Utility Notification Center homepage (www.callbeforeyoudig.org).

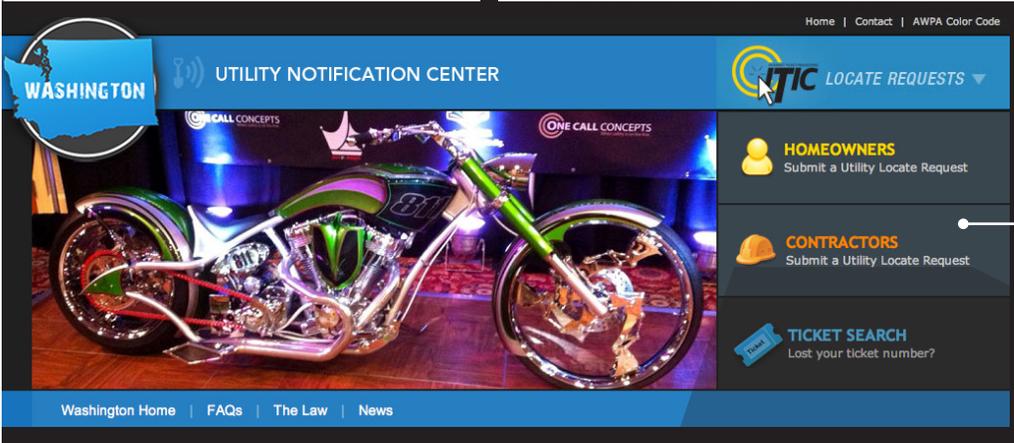


Call before you dig. It's the law!

The Utility Notification Center is the one-call agency dedicated to safeguarding citizens and construction personnel who work around utilities, as well as safeguarding the underground infrastructure of pipes,



Homeowners and Professional Excavators can submit their Locate Requests Online! To get started first choose your state from above.

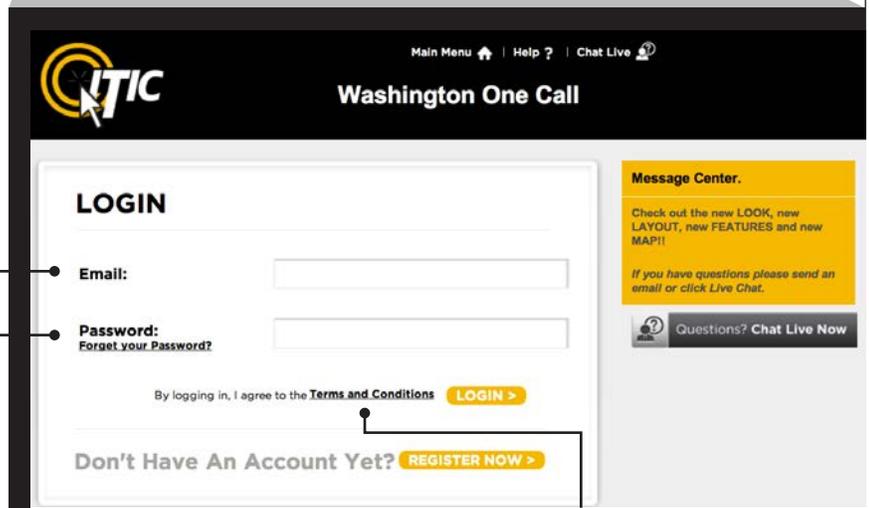


facilities, service interruptions &

cepts calls from contractors, and Hawaii. Calling before you according to the [APWA color](#)

On the next page, click **“Contractors”** button. You will be re-directed to the **Washington One Call ITIC Login Page**.

Enter your email address and password then click **“Login.”** If you have forgotten your password, click **“Forget your Password?”** and we will email it to you.



By logging in, you agree to the **Terms and Conditions**. You can read the full text by clicking the **“Terms and Conditions”** link.



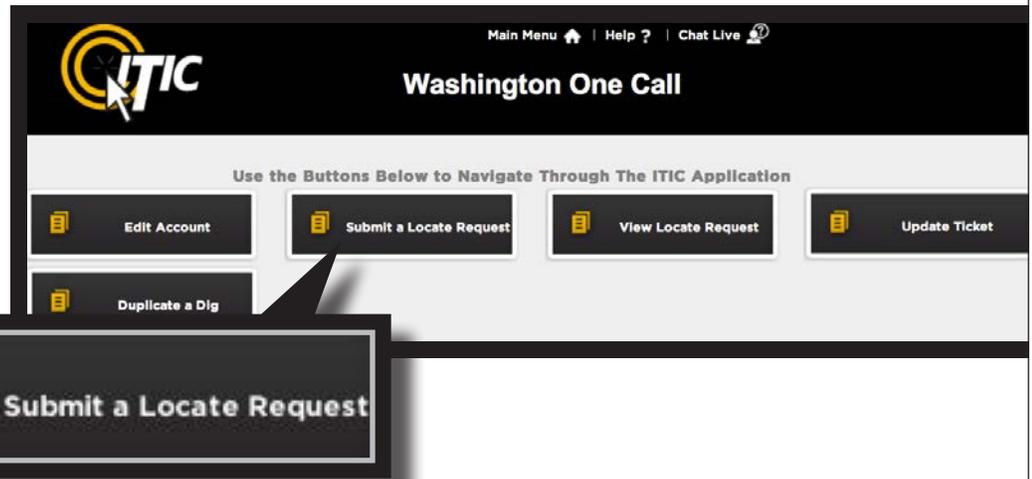
The ITIC Main Menu appears upon login.

GET SET

In this section you will learn to prepare locate requests.

GO!

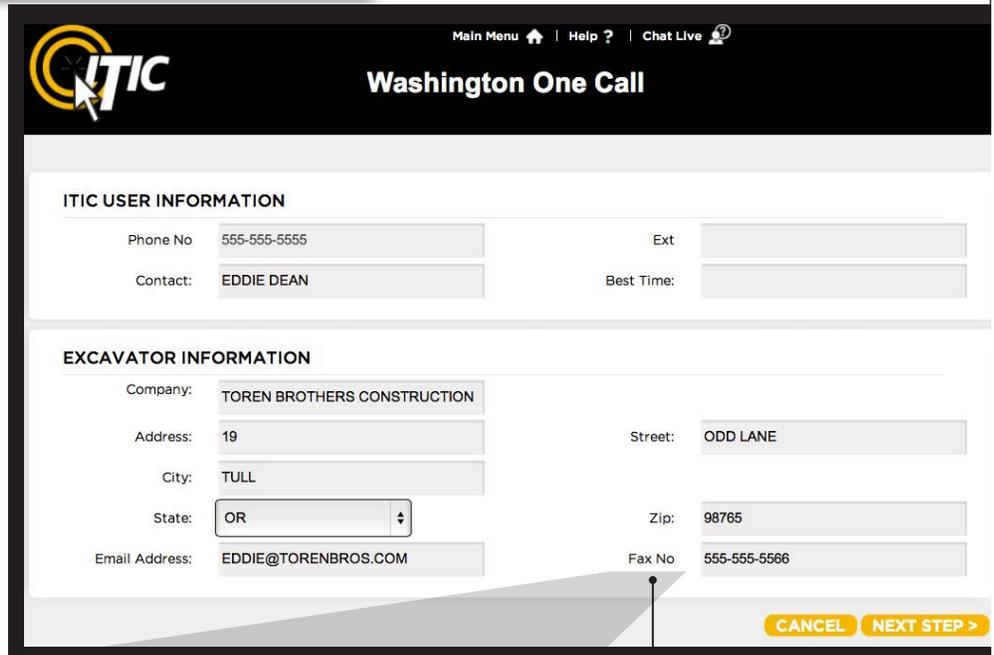
Click "Submit a Locate Request"



NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p



Each field has a pop-up help box listing the field definition/requirement. Activate pop-ups by clicking on the field titles.



The ITIC system will not allow you to enter special characters such as * \ ~ ' or ". %

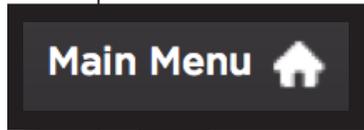


ITIC USER INFORMATION

Phone Number and Ext.

These fields will auto-fill with the information associated with your login.

Click the **'Main Menu'** icon at the top of the page, then click the **"Edit Account"** button to update your main phone number.



Contact

Enter **YOUR** first and last name as the ITIC user entering the information.

The screenshot shows the ITIC user information form. At the top, there is a navigation bar with 'Main Menu' (with a house icon), 'Help ?' (with a question mark icon), and 'Chat Live' (with a person icon). The page title is 'Washington One Call'. The form is divided into two sections: 'ITIC USER INFORMATION' and 'EXCAVATOR INFORMATION'. The 'ITIC USER INFORMATION' section contains fields for 'Phone No' (555-555-5555), 'Ext', 'Contact' (EDDIE DEAN), and 'Best Time'. The 'EXCAVATOR INFORMATION' section contains fields for 'Company' (TOREN BROTHERS CONSTRUCTION), 'Address' (19), 'City' (TULL), 'State' (OR), 'Street' (ODD LANE), 'Zip' (98765), 'Email Address' (EDDIE@TORENBROS.COM), and 'Fax No' (555-555-5566). At the bottom right of the form, there are two buttons: 'CANCEL' and 'NEXT STEP >'. Lines connect the text instructions to the corresponding fields in the form.

EXCAVATOR INFORMATION

This section will auto-fill with your company information.

To update your company information, click the **'Main Menu'** icon at the top of the page, then click the **"Edit Account"** button to make changes.



IMPORTANT! Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). **Any information already entered will be DELETED.** Please use the buttons at the bottom of the form.



STEP 1: Contact Information

Alternate Contact and Phone Number

Enter the name and cell phone number of the person primarily responsible for conducting or managing the excavation process. **Use a specific person's name; dispatch, operator, anyone or unknown are not acceptable entries.** [The utilities will contact this person if additional information about the site is needed.]

NOTE: See **PROFILES** section (page 8) to **auto-fill** your routinely used information

Step 1: Contact Information

Alt. Contact: JAKE CHAMBERS Phone No: 555-555-5544

STEP 2: Excavation Information

- Type of Work**

Enter the specific type of work to be performed. Field locators need to know the specific reason for excavation rather than the work method. Do **not** use the words 'Emergency' or 'Dig'. **Examples:** Install Sign, Install Secondary Electric, Repair Gas Service...

- Work Being Done For**

Enter the name of the person, company, or organization the work is being done for.

Step 2: Excavation Information

Type of Work: [dropdown menu]

Work Being Done For: [dropdown menu]

of Work: install

Done For: [dropdown menu]

- INSTALL CATV MAINLINE
- INSTALL CATV SERVICE
- INSTALL ELEC PRIMARY
- INSTALL ELEC SERVICE

CANCEL

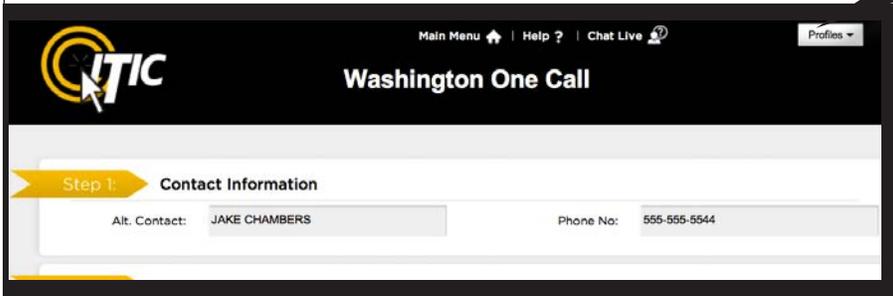


Use keyword searches! Type keywords (install, water, backhoe, etc.) to generate a list of options. Make a selection from the **dropdown list** whenever possible



PROFILES

Profiles are used to **auto-fill** specific fields with your routinely used information. Utilizing the 'Profiles' feature will enable ITIC to 'remember' your information - **saving you time** in the Locate Request process.



Profiles ▾

Profiles are located at the top of the **second page** of the locate request form.

Create Job Profile

Click the profile drop-down and select **CREATE JOB PROFILE** to create a profile.



Create a name or title for the profile. The title will appear in the profile drop-down menu for selection.

You can create profiles for a specific **foreman/contact**, a common **type of work**, a **regular customer**, etc...

You can also create profiles for specific **counties** or **cities** that you work in, or even save **marking instructions** that are commonly used.

ALL FIELDS ARE OPTIONAL

Click **SUBMIT** when complete.



PROFILES - Continued

The title of the profile will appear in the drop-down menu once you have submitted it. The new profile can now be used when preparing a locate request. The fields on the locate request form will auto-fill with the information you entered for that specific profile when you choose it from the drop-down list.

NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.



Hours:
Mon - Fri 8a - 5p

Edit & Delete

To edit or delete an existing profile, select **EDIT JOB PROFILE** from the "Profiles" drop-down.

Edit
Add or change any information as needed.
Remember - **All fields are optional**

Submit
Click **SUBMIT** to save changes/additions

Delete
Click **DELETE** to delete the selected profile

DELETE **CANCEL** **SUBMIT >**

DELETE **CANCEL** **SUBMIT >**



STEP 3: Location Information

County

Choose the county in which all of the work will take place. **Complete a separate ticket if the work extends into another county.**

City/Place

Enter the name of the city or place where the work is taking place. If work is taking place outside of city limits, enter the name of the nearest city to where the work is taking place.

Step 3: Location Information

County: [dropdown menu]

City/Place: [dropdown menu]

House #: [text input field]

House # (Address)

Enter the number of the address where the work will take place. Lot, building, PO box or rural route numbers are not addresses and should not be used. If there is no physical address, leave this field blank.

NOTE: Be sure to choose the city physically closest to the worksite. This will not necessarily be the same city as the mailing address.

NOTE: If you are referencing multiple addresses to describe your dig site, only enter one address in the House # field, and reference the rest of the addresses in the Location Of Work field.

Step 3: Location Information

County: KING

City/Place: SEATTLE

House #: 1515

Street Name: BELLEVUE AVE

Closest Cross Street: E PINE ST

Location of Work: MARK ENTIRE RD RIGHT OF WAY OF BELLEVUE AVE FOR WIDTH OF ADDRESSES 1515, 1517, AND 1521 BELLEVUE AVE

NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.



Hours:
Mon - Fri 8a - 5p



STEP 3: Location Information - Continued

Street Name

Enter the street name associated with the address. If there is no address, enter the name of the street in which the digging will take place on or along.

Closest Cross Street

Enter the name of the intersecting street closest to where the work will take place. The closest intersecting street may not necessarily be a major intersection. **This information is required if there is no address listed for the worksite.**

Step 3: Location Information

County:	<input type="text"/>	City/Place:	<input type="text"/>
House #:	<input type="text"/>		
Street Name:	<input type="text"/>	Closest Cross Street:	<input type="text"/>
Location of Work:	<input type="text"/>		
Coord Type:	<input type="text"/>	Zone:	<input type="text"/>
Lat/North:	<input type="text"/>	Lon/East:	<input type="text"/>
Township:(Ex:27S)	<input type="text"/>	Range:	<input type="text"/>
		S-Q:	<input type="text"/>
Remarks:	<input type="text"/>		

ADDRESS TIP

Use keyword searches!

Start typing in the Street name (ex. 'ch') to generate a list of street name options. Select from the **drop-down lists** whenever possible but **only** if correct. This works for **both** street fields!

Street Name:	sh
Location of Work:	SHAFFER AVE S E SHELBY ST S SHELL ST S SHELTON ST

REMEMBER

Do not list **multiple** street names in a single street field.

If you would like to list nearby major intersections, reference them in the **Location of Work** field.





ADDRESS / LOCATION DESCRIPTION TIPS

Unnamed Street

Enter the appropriate description in the **Street Name** field if the street does not have a “proper” name (i.e. unnamed county road, hwy 71 west bound exit ramp, alley, RR tracks). **Give driving directions to the site when doing so. Format the driving directions by referring to an intersection of 2 named roads in the Location of Work field.**

For Instance:

In the Location of Work, enter **“From Elm Ave go N on Main St approx 400ft to unnamed road, go w on unnamed rd approx 350ft to vacant lot on n side of rd.”**

Multiple Names for Street

If the street has more than one name, enter only one of the names in the appropriate street field. List any **additional** names (“also known as,” or “AKA”) in the **Location of Work** field.

For Instance:

In the Location of Work, enter **Main St / Us Hwy 14** - This information should be entered as **‘Main St aka Us Hwy 14’**.

Step 3:
Location Information

County:	<input style="width: 90%;" type="text"/>
House #:	<input style="width: 90%;" type="text"/>
Street Name:	<input style="width: 90%;" type="text"/>
Location of Work:	<input style="width: 90%;" type="text"/>
Coord Type:	<input style="width: 90%;" type="text"/>
Lat/North:	<input style="width: 90%;" type="text"/>
Township:(Ex:27S)	<input style="width: 90%;" type="text"/>
Remarks:	<input style="width: 90%;" type="text"/>

NEED HELP?

Click on the ‘Chat Live’ icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.



Hours:
Mon - Fri 8a - 5p

Abbreviations

When entering the information in the street fields you can abbreviate the street modifiers and directional information. **For example: enter N Main St instead of North Main Street.**

The following is a list of suggested abbreviations for street name modifiers.

- | | |
|-----------------------|----------------|
| Avenue – AVE | Parkway – PKWY |
| Boulevard – BLVD | Place – PL |
| Circle – CIR | Route – RT |
| Court – CT | Street, – ST |
| Drive – DR | Terrace – TER |
| Highway – HWY | Trail – TR |
| Interstate – I (I 70) | |



STEP 3: Location Information - Continued

Location of Work

Enter marking instructions and any driving directions in this field. Below are a few things to remember when formatting your instructions.

All locate requests require **MARKING INSTRUCTIONS** in the **Location of Work** field.

- **Marking instructions** should be as complete and accurate as possible, so the utilities know where any excavation will be taking place.
- **Marking instructions** must describe the entire area where the excavation will take place - **NOT what utilities need to be marked.**

IMPORTANT: Please provide driving directions from a known intersection any time the dig site does not have a numerical address or is not located at an intersection. **Driving directions** must include approximate distance and specific direction (N, S, E, W, NW, NE, SE, or SW). **Example** - "FROM MAIN ST GO N ON 1ST ST 1000FT, THEN LOCATE 20FT OUT ON W SIDE OF 1ST ST GOING N TO MONROE ST."

Work Taking Place at an Address

Enter the address number in the address field, and the street associated with it in the street name field.

For example:

- Mark entire front half of lot.
- Mark 10ft radius of house
- Mark from front corners of house to rear lot line, for width of lot

Be sure to clearly describe the entire extent of the work area.



IMPORTANT! Please do not use (') or (") for feet & inches as some printers can't print these characters. It's best to use feet, ft., foot, and inches or in.



STEP 3: Location Information - Continued

Work Taking Place (or Starting) At an Intersection

If work begins at the intersection, no driving directions are required. Simply describe how far and in what direction(s) the work will take place.

For example:

- Mark 100ft radius of (above) intersection
- Mark a square area 25ft N and W from NW corner of above intersection
- Mark entire W rd right of way of Elm Ave going N from Main St for 250ft

Be sure to clearly describe the entire extent of the work area.

Step 3. Location Information

County: KING City/Place: SEATTLE

House #: [Empty]

Street Name: VIRGINIA ST Closest Cross Street: PIKE PL

Location of Work: MARK 100FT RADIUS OF ABOVE INTERSECTION

Coord Type: [Empty] Zone: [Empty]

Lat/North: [Empty] Lon/East: [Empty]

Township:(Ex:27S) Range: [Empty] S-Q: [Empty]

Remarks: [Empty]

Work Taking Place (or Starting) Away from an Intersection

If work does not begin at the intersection, and is not taking place at an address, provide driving directions to the worksite from an intersection of two named roads. (This method may also be used if work is taking place at an address, but you do not have the address information).

For example:

- From Elm Ave go W on Main St approx 800ft to vacant lot on N side of rd. Mark entire vacant lot.
- From Jones Rd go N on Oak Ave 450ft. At that point, mark entire rd right of way of Oak Ave, going further N 250ft.
- From Main St go N on Elm Ave approx 500ft to unnamed rd, then go W on unnamed rd approx 250ft to white flag on N side of unnamed rd. Mark 10ft radius of white flag.

Note: Regardless of which of the method you use to describe your work area, be sure to enter the name of the rd that work is actually taking place on in the "Street Name" field. If work is taking place on an unnamed rd, list 'unnamed rd' in the street name field, and enter the nearest road to intersect the dig street ('unnamed rd') in the intersecting street field. In the last example, you would enter 'unnamed rd' in the Street Name field, and Elm Ave in the Closest Cross Street field.



STEP 3: Location Information - Continued

Large & Multi-Address Worksites

If your worksite involves property on multiple addresses, you must file a separate ticket for each work site. In other words, if you are installing 15 different sewer laterals at 15 adjacent addresses, you must file 15 separate tickets.

Continuous Dig

Some large excavation projects (such as utility main line installation) can be completed on a single ticket. In order to fit onto one ticket, the work area must be a continuous excavation, must be confined to a single county, and must not extend onto the property of multiple addresses.

Example: "Mark entire road right of way of Elm St, from Murphy Ave going S for ½ mile to Smith St, then mark entire rd right of way of Smith St going W for 500ft to Westgate Lane, then mark entire rd right of way of Westgate Lane going N for 1 mile."

Route Work

Non-continuous route type work can be included on a single ticket if the work is on either side of the street, and if the sites are not more than 750ft apart. If the work area skips from street to street, it is not a route type ticket and must be split into multiple tickets. Common examples of route type work include installing poles, planting trees, installing signs, etc.

Example: "Mark a 10ft radius of the 1st, 2nd, 4th, 6th and 7th power poles located s of Bear Creek Road and n of Anne Lane, on the w side of 27th St. There are 8 poles at this location. The poles to be replaced are marked with orange flagging. Total length of work site approx 1600ft."

IMPORTANT: There is no such thing as a "Blanket Ticket." If you are a subcontractor and you are excavating, protect yourself and your company by filing a locate request. A general contractor's ticket does not apply to anyone except the general contractor. Similarly, a property owner's ticket does not protect a professional excavator from liability. You can easily reproduce another contractor's ticket by using the 'Duplicate A Ticket' button at the main menu screen. See Page 31 for more details.



REMINDER: Driving directions must include approximate distance and direction (N, S, E, W, NE, SW, etc.).



STEP 3: Location Information - Continued



Use **ONLY** the following approved abbreviations when formatting the location of work or driving directions. Tickets formatting with abbreviations other than those shown will be returned to the user for correction.

- | | | | |
|----------------|----------------|----------------|----------------|
| Feet - FT | Inches - IN | Miles - MI | Yards - YDS |
| East - E | North - N | South - S | West - W |
| Northeast - NE | Northwest - NW | Southeast - SE | Southwest - SW |

Coord Type, Lat/North, Lon/East, Zone

These fields are used to enter Lat/Lon coordinates and require a specific format to obtain accurate results. **This information is not required.**

*All necessary information is required if Lat/Lon coordinates are entered.

Select the correct **coordinate type** from the drop-down menu. (If you do not know which format your coordinates are in, enter the coordinates back in the **Location Description** field.)

Enter the **Lat/Lon coordinates** in the **Lat/North** and **Lon/East** fields for each format type as follows:

- **Decimal (DD.DDDDD):**
Lat/North: 40.56000 Lon/East: -92.709722

- **Degrees, minutes and decimal minutes (DD MM.MMMM):**
Lat/North: 38 34.885833 Lon/East: -92 12.474000

- **Degrees, minutes and seconds (DD MM SS.SS):**
Lat/North: 40 33 36 Lon/East: -92 42 35

- **State Plane Coordinate-Feet (SPCS):**
Lat/North: 1721245.57 Lon/East: 441728.68

- **State Plane Coordinate-Meters (SPCS):**
Lat/North: 524647.84 Lon/East: 482239.34

- **UTM should be entered as follows:**
Lat/North: 4489955.24 Lon/East: 524574.44

Zone will auto-fill for certain format types



STEP 3: Location Information - Continued

Township, Range and Section (TRSQ)

These fields are used to enter Township, Range and Section-Quarter Information (TRSQ). You will need to enter the information in the correct format for accurate results. This information is not required.

Do not enter zero before any Township, Range or Section-Quarter number. If on any locate the excavation site travels into a different township or range, please put the first set of TRSQ information in the TRSQ fields, then put the second set of TRSQ information in the Location of work field. (Be sure to clearly separate any additional information from the marking instructions)

For example:

T: 27S	R: 2E	S-Q: 3-NE-NW
T: 26S	R: 1W	S-Q: 2-NE-NW, 11-SE-SW
T: 7S	R: 38W	S-Q: 1
T: 34S	R: 20E	S-Q: 4, 5, 6

Township:(Ex:27S) Range: S-Q:

Remarks:

Remarks

These fields are used for any additional notes that may apply to your locate request. Click the Search button to view a list of commonly used remarks.

AREA WILL BE MARKED IN WHITE
BEST INFORMATION AVAILABLE
BEWARE OF DOG -- KNOCK ON DOOR FOR ACCESS
CALL CENTER NOTE: NEC EMERGENCY FOR CALLERS COMPANY
CALLER GAVE LATITUDE AND LONGITUDE
CALLER GAVE THOMAS GUIDE PAGE
CALLER GAVE TOWNSHIP, RANGE, SECTION INFO
CALLER GAVE TRSQ. FAX-A-LOCATE ENTERED THROUGH ITIC

IMPORTANT: Do not list marking instructions in the Remarks field. All marking instructions must be listed in the Location of Work field.



STEP 4: MAP IT

A Brief Introduction

In this section you will learn, in detail, how to use the mapping application to draw the excavation polygon.



REMINDER: Washington One Call members do **NOT** see the map. The map & polygon are used to determine which member utilities will receive the ticket.

The map will automatically search by the address, intersection, TRSQ or Lat/Lon provided once you have entered the required ticket information. If the location is found, it will be displayed in the center of the map. Otherwise, you may need to search manually for the correct area. **Once the correct area is found, you will need to draw a polygon to encompass the entire area of excavation, which will determine the utilities to be notified.**

THE MAP

Requested Location

This field will auto-fill the data entered from "Location Information".

Search Results

If ITIC finds one or more matches for your site, the options will be listed here. **Click the drop down list** to view all options and select the correct location. (Not seen in Google View)



*TOP PORTION of ITIC MAP

Street/Address Search

Use this button to manually search for a specific address, street, intersection, and/or city. (See page 22 for more details)

TRSQ

Use this button to manually search for Township, Range and Section-Quarter. (See page 23 for more details)

Lat/Lon Search

Use this button to manually search for Lat/Lon coordinates. (See page 23 for more details)



Changing the information in the Street/Address Search box **WILL NOT** change the information entered in the Location Information fields. Make changes to Location Information fields separately.

NEED HELP? Hours: Mon - Fri 8a - 5p



Click on the 'Chat Live' icon at the top of any page to chat with a live ITIC specialist while you are processing your locate requests.



STEP 4: MAP IT - THE MAP Continued

View

Change the image of the map to the OCC map view (pictured), **Hybrid View** (See page 26 for example) **Satellite view** (See page 26 for example), or **Google map view**. (See page 24 for example)

Directional Button

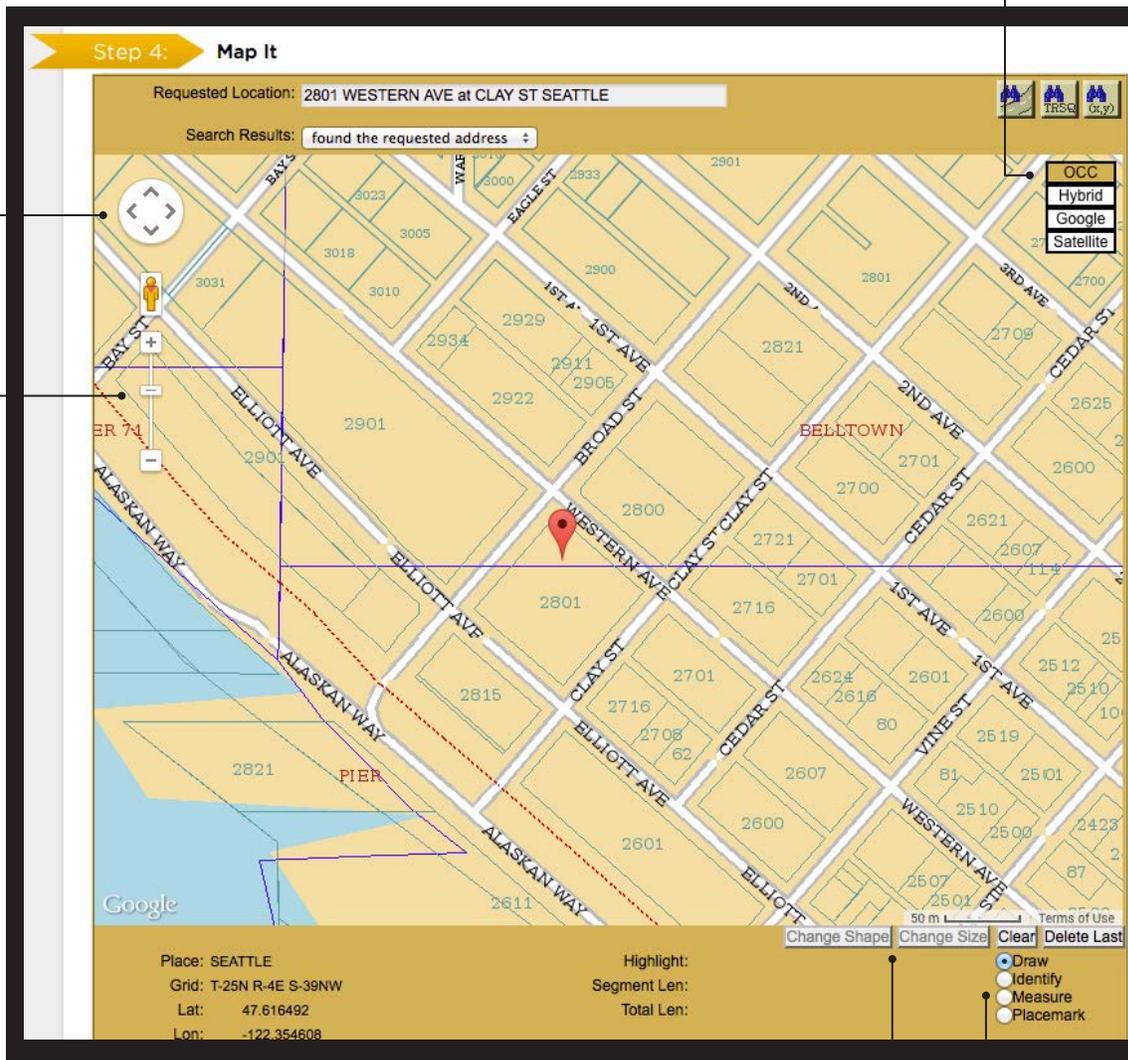
Click the directional button in the direction you would like the map to move. [You can also “grab” and move the map by holding down the left mouse button.]

Zoom ‘In’ & ‘Out’ Bar

Zoom in for more detail by clicking on the plus (+) sign or by dragging the marker up on the bar. **Zoom out** for an increased overall view by clicking on the minus (-) sign or by dragging the marker down on the bar. [You can also zoom in and out by using the middle rolling button on your mouse when your mouse point is on the map.]

Change Shape/Size

Used to change the shape & size of the default polygons.



Draw

Use this function to place points and lines on the map and create an excavation polygon around the your dig site.

Identify

Use this function to identify roads, highways, rivers, creeks, etc., on the map that may not show a name. The name will appear in the bottom section of the map next to “Highlight.” Zooming in on the map makes more names visible.

Measure

Use this function to measure the distance between points on the map. Using this tool regularly ensures proper coverage of excavation areas and confirms distances along roads.

Placemark

Use this function to drop a placemark on the map for personal reference. The **Placemark** tool can be very helpful when used in conjunction with the **Measure** tool.



STEP 4: MAP IT - Continued

FINDING THE CORRECT LOCATION ON THE MAP

Automatic Address Search

If the system finds an exact match for the address provided (single address only), ITIC will zoom in and display the location in the center of the map (as shown below). Check the following to confirm the system has found the correct location:

- The street name is spelled correctly.
- The nearest intersecting street provided is the closest intersecting street to the jobsite.
- The city currently displayed is the same as the city provided.
- The Search Results drop down for multiple matching options.

MAP: Automatic Address Search

Step 4: Map It

Requested Location: 16 W HARRISON ST at 1ST AVE W SEATTLE

Search Results: found the requested address

Map controls: OCC, Hybrid, Google, Satellite

Map labels: W HARRISON ST, HARRISON ST, W THOMAS ST, THOMAS ST, QUEEN ANNE AVE N, REPUBLICAN ST, WARREN AVE N

Map data panel:

Place: SEATTLE	Highlight:
Grid: T-25N R-3E S-38SE	Segment Len:
Lat: 47.621445	Total Len:
Lon: -122.356957	

Map actions: Change Shape, Change Size, Clear, Delete Last, Draw, Identify, Measure, Placemark



STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

Automatic Intersection Search

If there is no address or the address was not found, ITIC automatically performs an intersection search. If the intersection is found, ITIC will zoom in and display the intersection in the center of the map (As shown below). Check the following to confirm the system has found the correct location:

- The street names are spelled correctly.
- The nearest intersecting street provided is the closest intersecting street to the jobsite.
- The city currently displayed is the same as the city provided.
- The Search Results drop down for multiple matching options.

MAP: Automatic Intersection Search

Step 4: Map It

Requested Location: WESTLAKE AVE at OLIVE WAY SEATTLE

Search Results: WESTLAKE AVE OLIVE WAY in SEATTLE <- click for more results

Map interface showing streets: WESTLAKE AVE, OLIVE WAY, 5TH AVE, 6TH AVE, STEWART ST, WESTLAKE STA ACRD, WESTLAKE AVE, OLIVE WAY, 5TH AVE, WESTLAKE AVE, 4TH AVE, WESTLAKE AVE, WESTLAKE STA ACRD, WESTLAKE STA ACRD.

Map controls: OCC, Hybrid, Google, Satellite, 20 m scale bar, Terms of Use, Change Shape, Change Size, Clear, Delete Last.

Place: SEATTLE
Grid: T-25N R-4E S-40NW
Lat: 47.611856
Lon: -122.336041

Highlight:
Segment Len:
Total Len:

Map actions: Draw, Identify, Measure, Placemark



STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

Manual Street/Address Search

The map will center in the county listed on the ticket.

Use the **Street Search** feature to manually search for the area.

Addr	620
Street	BELMONT AVE
Cross Street	E ROY ST
City/Place	SEATTLE

Search Clear

In the **Street Search box**, the fields default with the information entered in the Location Information. This information can be changed in order to search for different areas on the map. Changing this information does **NOT** change the information in the Location Information fields; it only changes your search criteria. You may enter a single street with the city, another intersection with the city, or just the city itself. **If the new data entered is found, it will be centered on the map.**

- If you are working on a street or road with “State”, “County”, or “Hwy” in the name, and it has an alternate name, **use the alternate name** to expedite the map search.
- If you have a number in the street name (hwy or county road) search only the **number**.



Changing the information in the Street/Address Search box **WILL NOT** change the information entered in the Location Information fields. Make changes to Location Information fields separately.

NEED HELP? Hours: Mon - Fri
8a - 5p



Click on the ‘Chat Live’ icon at the top of any page to **chat with an ITIC operator** while you are processing your locate requests.



STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

Search by Latitude/Longitude

ITIC will automatically search accurate coordinates provided on the ticket.

If you wish to do a manual Lat/Lon search click the "Lat/Lon Search" button.

Enter the coordinates in the correct format.

The map will center the coordinates on the screen with a point if they are found within the **county** you have provided.



Lat/Lng Search

Decimal Lat/Lng DMS Lat/Lng GPS SPCS UTM

Lat

Lng

NAD 27 NAD 83

Search Clear

TRSQ

ITIC will automatically search accurate Township, Range & Section 1/4 (TRSQ) information provided on the ticket.

If you wish to do a manual TRSQ search, click the "TRSQ" button.

Enter the TRSQ in the correct format. The grid will appear in the center of the screen, if it is found within the county you have provided.



TRS-Q Search

Township

Range

Section-Qtr

Search Clear

NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.



Hours:
Mon - Fri 8a - 5p



STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

Manual Google Map Search

If the location is not found automatically by ITIC, you may choose to search **Google**.

Click on the **Google button** to change the map view.

The **Search Results drop-down box** will be replaced with a **Google Search field**. The information in this field is copied from the Requested Location. Click the **search button** to the right of this field to search the location on the Google map.

To search a different intersection, remove the address, street and intersecting street, and leave the city. Then enter the new intersection preceding the city in the format shown below:

Requested Location:

Google Search:

After the location is found, you can draw the polygon on the Google map.

Guidelines for **drawing a polygon** on page (25)

* If you draw the polygon on the Google map, you must click the "OCC" (view button) to verify the polygon on the ITIC map before submitting.

MAP: Manual Google Map Search

Step 4: Map It

Requested Location: 27000 DEXTER ST at HARRISON AVE SEATTLE

Google Search: DEXTER ST at John st SEATTLE

Map data ©2017 Google 20 m

Place: SEATTLE
 Grid: T-25N R-4E S-38SE
 Lat: 47.618734
 Lon: -122.343340

Highlight:
 Segment Len:
 Total Len:

Draw
 Identify
 Measure
 Placemark

NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

Hours:
 Mon - Fri 8a - 5p



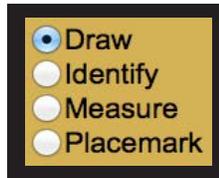


STEP 4: MAP IT - POLYGONS Continued

Hand Drawing the Polygon

Select “Draw” and make a **single click** on the map where you would like to set your first point.

(Do not ‘drag’ the cursor after making a point, the map will move, **click and release** to make points as you go.)



Continue setting points until you completely encompass the entire area of excavation. To close/complete the polygon, simply click the same square point where you began.

POLYGON POINTERS

- Enclose the entire area described on your ticket with the polygon.
- Always include the **dig street** within the polygon except when describing a dig site with a distance off a street. If you are unsure, enclose **both sides** of the street.

Step 4: Map It

Requested Location: 500 SE IRELAND ST at SE 6TH AVE OAK HARBOR

Search Results: found the requested address - click for more results

OCC

Hybrid

Google

Satellite

Segment Length & Total Length

Segment Length tells you the length of the polygon segment you're working with,

Total length tells you the length of the **entire** polygon **SO FAR**.

Place: OAK HARBOR

Grid: T-32N R-1E S-38NW

Lat: 48.295029

Lon: -122.646217

Highlight:

Segment Len: 206.01 ft

Total Len: 1256.70 ft

Change Shape Change Size Clear Delete Last

Draw

Identify

Measure

Placemark

- The polygon should **ALWAYS** cover the entire distance off the side(s) of the road that the work will extend when digging takes place in or along the road.

- **Knowing the side of the road (N, E, S or W) and the direction from the nearest intersecting street** will assist you in finding the dig site and drawing an accurate polygon.

HERE'S A TIP

Always check “Place” displayed at the bottom left corner of the map. This will show the city/place your mouse pointer is in. If your cursor is in an off-white area the “Place” will be blank representing that you are outside city limits.

Knowing the side of the road (N, E, S or W) and the direction from the nearest intersecting street will assist you in finding the dig site and drawing an accurate polygon.



STEP 4: MAP IT - POLYGONS Continued

Measuring to a specific point

You can use the draw or measure function to determine distances on the map. Place the first point at the intersection, then click to make points following the road to the end point. Watch 'Total Length' indicator at the bottom of the map. Once you have measured the appropriate distance, click on "draw" (or "clear" if you used the "draw" tool to measure) and draw the polygon to encompass the entire worksite at that point.

If you find that the distance measured on the map is different than the distance you have entered in the Location Description, correct the distance in the Location description.

Modifying the Polygon

Place your cursor on any small square found on the polygon border(s) you wish to modify (the modification point). Continue holding the mouse button and stretch the polygon by dragging the point to another position.

- or -
Click and release to detach the point from the polygon and move the point to a new area on the map. Click the mouse button (right or left) to set the new point. Repeat these steps until you have re-shaped the polygon to encompass the entire excavation area.

Using the Satellite and Hybrid Options to Verify the Location

You can view an aerial map of the site location by clicking the **Satellite** button. Clicking the **Hybrid** button will display satellite imagery overlaid with OCC road map information. The Satellite and Hybrid map views can help you verify that the polygon is in the correct location and large enough to cover your work area. If you need to make changes, click the "clear" button and redraw the polygon.

Hybrid View

Satellite View

Step 4: Map It

Requested Location: 500 SE IRELAND ST at SE 6TH AVE OAK HARBOR

Search Results: found the requested address <- click for more results

Map controls: OCC, Hybrid, Google, Satellite

Map data: Imagery ©2014, DigitalGlobe, Island County, U.S. Geological Survey | 20 m L

Map actions: Change Shape, Change Size, Clear, Delete Last

Place: OAK HARBOR	Highlight:
Grid: T-32N R-1E S-38NW	Enclosed Area: 214193.85 sq ft
Lat: 48.294379	Total Len: 1976.88 ft
Lon: -122.645123	

Map actions: Draw, Identify, Measure, Placemark

D ST at SE 6TH AVE OAK HARBOR

Search

Map controls: OCC, Hybrid, Google, Satellite

Map data: Imagery ©2014, DigitalGlobe, Island County, U.S. Geological Survey | 20 m L

Map actions: Change Shape, Change Size, Clear, Delete Last

Highlight:	Enclosed Area: 214193.85 sq ft
Total Len: 1976.88 ft	

Map actions: Draw, Identify, Measure, Placemark



STEP 5: TICKET TYPE

Step 5: Start Date Information

Ticket Type: 2 FULL BUSINESS DAYS
 ++EMERGENCY++

Work To Begin Date: 10/30/2019

At: 12 : 00 AM

October 2019							November 2019						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5	27	28	29	30	31	1	2
6	7	8	9	10	11	12	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23
27	28	29	30	31	1	2	24	25	26	27	28	29	30
3	4	5	6	7	8	9	1	2	3	4	5	6	7

Ticket Type

There are two types of tickets available through ITIC. Upon initial registration, you will have access to 1 Ticket Type. It is:

- **2 Full Business Days** – This ticket type is for routine tickets. Your ticket will automatically default to this ticket type, unless otherwise specified.

Once you have completed your training (40 error free tickets in sequence) you will also have access to the following Ticket Types:

- **Emergency** – This ticket type is for emergency situations that require an immediate response from locators. Refer to your local laws regarding emergency locate requests, as filing a false emergency is a violation of state law.

NOTE: As of 11/01/2019 the Pre-Survey header code is no longer available and has been replaced by the Design Request System. The DRS is available to all ITIC Mapping Users. Please contact the ITIC Department at nwitic@occinc.com if you have any questions.



IMPORTANT! Do not click the 'BACK' or 'FORWARD' buttons at the top of your internet browser (Internet Explorer, Firefox, Safari, etc...). **All of your information already entered will be DELETED.** Please use these buttons at the bottom of the form.



STEP 5: START DATE INFORMATION

Work to Begin Date

These fields will default to the Routine start date and time required by state law. The two working day notice period does not include the day the request is made, so the start time will be 12:00 am on the third business day.

This date and time may be modified, but will not allow a start date/time that is earlier than the two working day notice, or later than a 10 working day notice.

Note: altering the start date & time does not change the date/time when a utility is required to have marks completed.



If your ticket goes to the call center for review, the 'start date and time' reflects the time the ticket is actually released from the call center. Tickets sent to review after 5pm are subject to be reviewed the next business day.

Step 5: Start Date Information

Ticket Type: 2 FULL BUSINESS DAYS

Work To Begin Date: March 7, 2014

At: 12 : 00 AM

March 2014							April 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
23	24	25	26	27	28	1	30	31	1	2	3	4	5
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28	29	30	1	2	3
30	31	1	2	3	4	5	4	5	6	7	8	9	10

< GO BACK CANCEL NEXT STEP > ATTACHMENTS

DID YOU KNOW? You can upload relevant files and attach them to your locate requests. See page A8 for more information.

NOTE: Altering the work to begin date & time does not change when utilities are required to have their marks completed.



IMPORTANT! Do not click the 'BACK' or 'FORWARD' buttons at the top of your internet browser (Internet Explorer, Firefox, Safari, etc...). All of your information already entered will be DELETED. Please use these buttons at the bottom of the form.



UTILITY NOTIFICATION LIST / SUBMITTING YOUR LOCATE REQUEST

After clicking “**Next Step**” you will be presented with the **Utility Notification** screen.

The list of utilities notified is based on the location where the excavation polygon is drawn. If there are any utilities in the area that are not listed on the ticket, you **MUST** notify them directly.

Submit or cancel the ticket by choosing one of the options at the bottom of the page. If you choose “**Cancel**”, the ticket will **NOT** be submitted and you will be returned to the **ITIC** main menu. Clicking “**Go Back**” will return you to the location information and map page of the request.

UNDERGROUND FACILITY OPERATORS LIST

District	Company	Phone Number
CC7700	COMCAST CABLE	(253) 864-4383
KCMTRO01	KING CNTY METRO SEWER	(206) 684-1671
LEVL301	LEVEL 3 COMMUNICATIONS	(720) 888-6482
METRAN01	METRO TRANSIT	(206) 263-6580
MTRMED01	ZAYO FNA ABOVENET	(443) 403-2037

If you are ready to submit your ITIC locate request, click the “**Next Step**” button on the bottom of the screen.



ATTENTION:

The call center will send you a confirmation copy of your completed locate request. Please note that it is **your responsibility** to verify that ALL information is accurate upon the receipt of a completed request. There is a link located on confirmation email. Click this link and view the map one more time to ensure the entire excavation area is included within the polygon drawn. REMEMBER: Tickets submitted to review after 5pm will be reviewed the next business day. If you find any errors, call **1-800-424-5555** to correct the ticket.

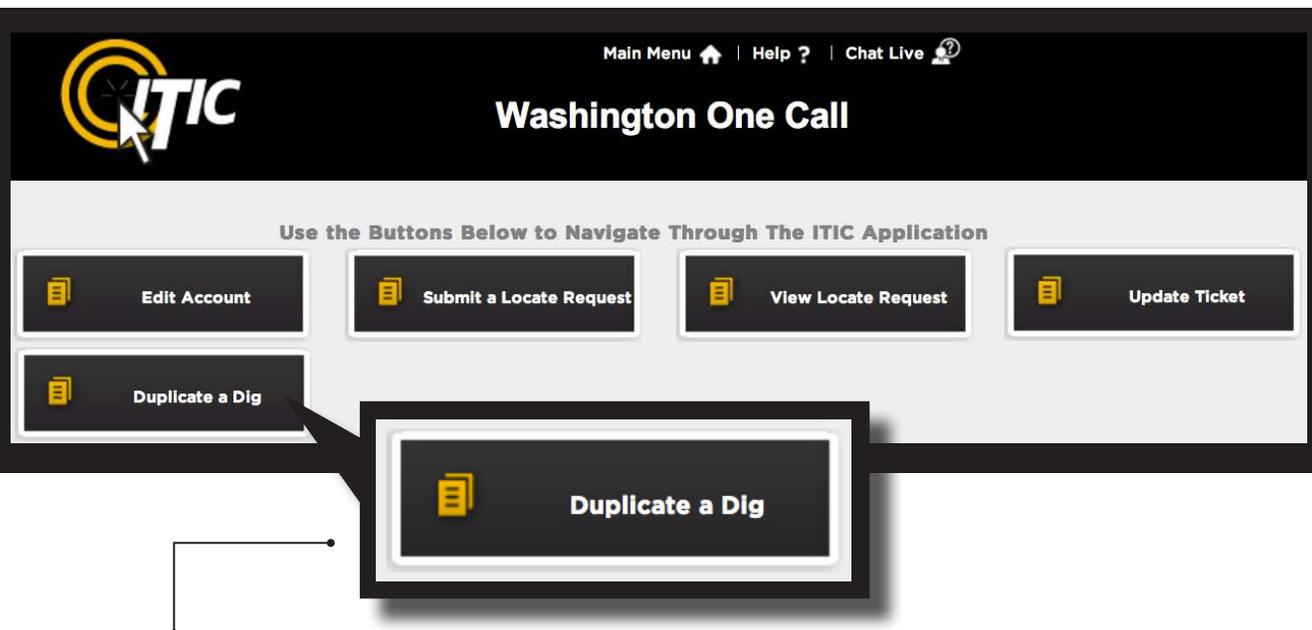
If a ticket you have submitted for review lacks required information or contains errors, we will attempt to contact you through the information you have provided on the ticket. If we are unable to reach you by close of business, your ticket will be voided, and will not be sent to the utilities. You will receive a notification of the your voided ticket[s] via email or voice message.

If you do not receive a copy of the completed locate request it is your responsibility to re-submit the request. **No excavation should take place until you receive a copy of the completed locate request and ALL utilities have responded.**



DUPLICATE A DIG

Use the **Duplicate A Dig** function to create a copy of an existing ticket. This can be very useful for jobs which involve several sub-contractors; each company can create their own ticket based on the original locate request.



Click **“Duplicate a Dig”** at the ITIC Main Menu screen [pg 05].

Enter the ticket number you wish to duplicate in the **“Ticket Number”** field. Click **“Yes”** to open the ticket. Click **“No”** to return to the main menu.

You will need to complete the **“alternate contact,” “type of work,”** and the **“who is the work being done for?”** field. The information in Step 3 [Location Information] will be carried over from the original ticket. You will need to complete steps 4 [Mapping] and 5 [Start Date & Time] normally.

REMEMBER: Anytime you release a ticket, you are verifying the ticket’s accuracy. The Duplicate-A-Dig function is no exception. Be sure to double-check ALL of the information on the ticket before releasing.



UPDATE TICKET

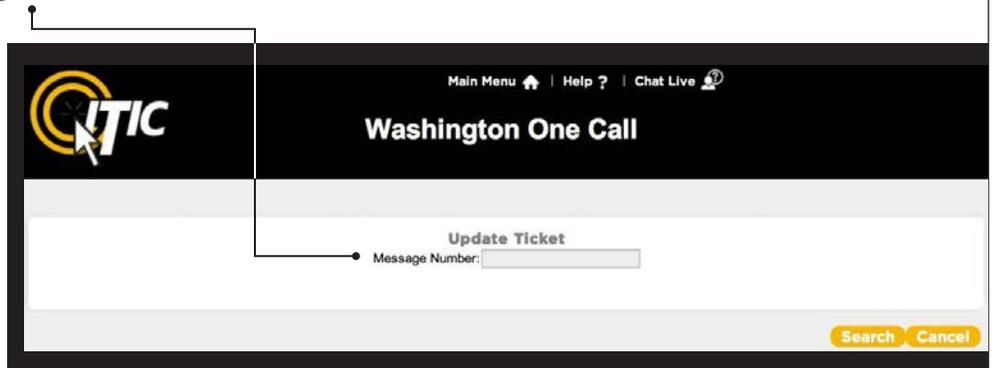
Use **Update Ticket** to make changes to an existing ticket, or to renew markings on an existing ticket.

Click the **“Update Ticket”** button at the **ITIC Main Menu** screen (pg 05).

Enter the ticket number in the **Message Number** field, then click the Search button.

NOTE: updating a ticket will cancel the original request if the start date/time has not passed.

Enter the reason for the update in the **Remarks** field [“update per needs remarks,” “update per expanded work area,” etc...]



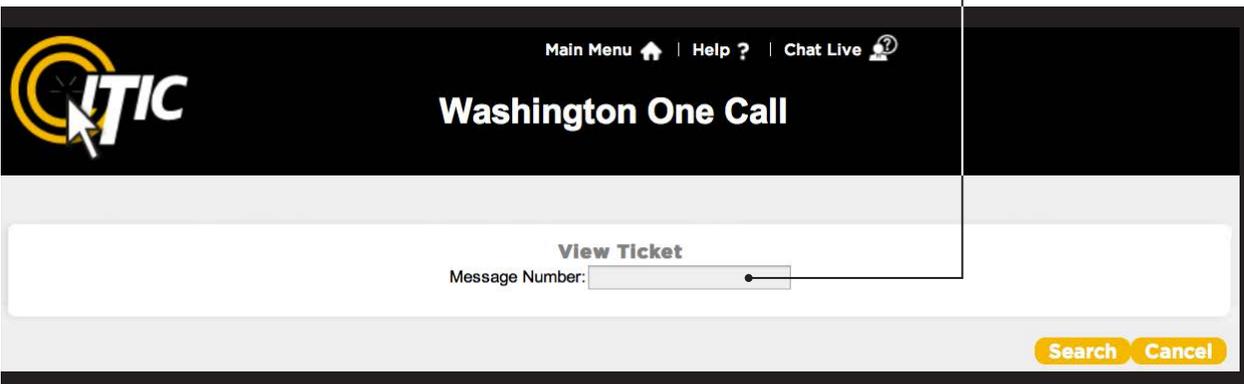
Verify all information on the ticket. Once you have completed all necessary changes, re-map the entire area of excavation.

Click **“Next Step”** to advance to the **Utility Notification Screen** (pg 30).

VIEW A LOCATE REQUEST

To view a ticket, click the **“View a Locate Request”** button on the **Main Menu** (pg 05).

Enter the ticket number for the ticket you wish to view in the **“Message Number”** field and click the **“Search”** button.



Clicking on **“Cancel”** will take you back to the **ITIC Main Menu**.



TICKET SEARCH

To search for an existing ticket **without** a ticket number, simply click on the **“Ticket Search”** button found on the **Main Menu** (pg 05).

If you wish to search for your tickets, enter your name or Caller ID number (or both. Entering fewer search fields will return more results. Enter the county that is on the ticket and set the **“Start Date/End Date”** to the time frame in which you processed the ticket.

Then Click **“Search”**.

ITIC will display a list of tickets meeting the criteria you entered. Click on the ticket number to open the ticket for viewing or printing. You can broaden your search to ALL tickets by not choosing a county, or you can narrow your search by entering a street or house number. **(For Instance: enter “101” in the address field or “Main” in the Street field.)**

Pan Map – Allows you to ‘grab’ the map with the cursor and move it.

Draw Polygon – Allows you to map out an area, which can then be evaluated using the **Search** button.

This will show you a list of tickets that fall within the area mapped.

Clear Polygon – Clears your currently drawn polygon.

Map Help Popup – Will display a list of helpful notes.



Users can also search for tickets through the **Utility Notification Center** website at www.callbeforeyoudig.org. Click on the **NTMS** link on the lower-right side of the homepage.



APPROVED ABBREVIATION LIST

The following is a list of **approved abbreviations**. These are the only abbreviations to be used when processing a ticket. **Please spell out the complete word when time and space are available.**

Also Known As - AKA	Parkway - PKWY
Approximately - APPX or APPROX	Pedestal - PED
Avenue - AVE	Place - PL
Between - BTWN	Property - PROP
Boulevard - BLVD	Railroad - RR
Building - BLDG	Right of Way - R/W
Business - BUS	Road - RD
Cable Television - CATV	Street - ST
Circle - CIR	Subdivision - SUBDIV
Construction - CONSTR	Telephone - TEL
Court - CT	Terrace - TER
Drive - DR	Traffic Way - TFWY
Electric - ELEC	Underground - UG
Excavate/Excavator - EXCAV	
Expressway - EXPY	
Foot - FT	
Highway - HWY	
Inches - IN	
Information - INFO	
Intersection - INTER	
Interstate - I (I 70)	
Lane - LN	
Mile - MI	

NEED HELP?

Click on the 'Chat Live' icon at the top of any page to **chat with an ITIC operator** while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p





DISTANCES

and MEASUREMENTS

1/10 OF A MILE	=	0.10 MILE	=	528 FEET
2/10 OF A MILE	=	0.20 MILE	=	1056 FEET
3/10 OF A MILE	=	0.30 MILE	=	1584 FEET
4/10 OF A MILE	=	0.40 MILE	=	2112 FEET
5/10 OF A MILE	=	0.50 MILE	=	2640 FEET
6/10 OF A MILE	=	0.60 MILE	=	3168 FEET
7/10 OF A MILE	=	0.70 MILE	=	3696 FEET
8/10 OF A MILE	=	0.80 MILE	=	4224 FEET
9/10 OF A MILE	=	0.90 MILE	=	4752 FEET

1/16 OF A MILE	=	110 YARDS=	330 FEET
1/8 OF A MILE	=	220 YARDS=	660 FEET
1/4 OF A MILE	=	0.25 MILE =	1320 FEET
1/3 OF A MILE	=	0.33 MILE =	1760 FEET
3/8 OF A MILE	=	660 YARDS=	1980 FEET
1/2 OF A MILE	=	0.5 MILE =	2640 FEET
2/3 OF A MILE	=	0.66 MILE =	3520 FEET
3/4 OF A MILE	=	0.75 MILE =	3960 FEET

1 MILE	=	1760 YARDS=	5280 FEET
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NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC specialist while you are processing your locate requests.



Hours:
Mon - Fri 8a - 5p



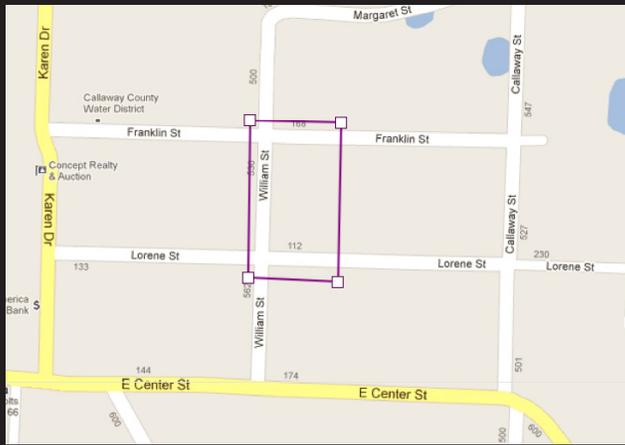
GOOGLE - POSITIONAL SHIFT EXAMPLE

When drawing the excavation polygon on the **Google map**, click the **"OCC"** button to verify the polygon on the ITIC map before submitting.

In this example the work area is located on the E side of William St, between Franklin St and Lorene St.

The polygon alignment may be **different** between the two maps.

Polygon - **GOOGLE MAP**



Polygon - **OCC MAP**



You must adjust or modify the polygon to cover the **entire excavation area** as it is depicted on the OCC map.

(The OCC map is the map that determines which utilities will be notified.)

Adjusted **CORRECT** Polygon

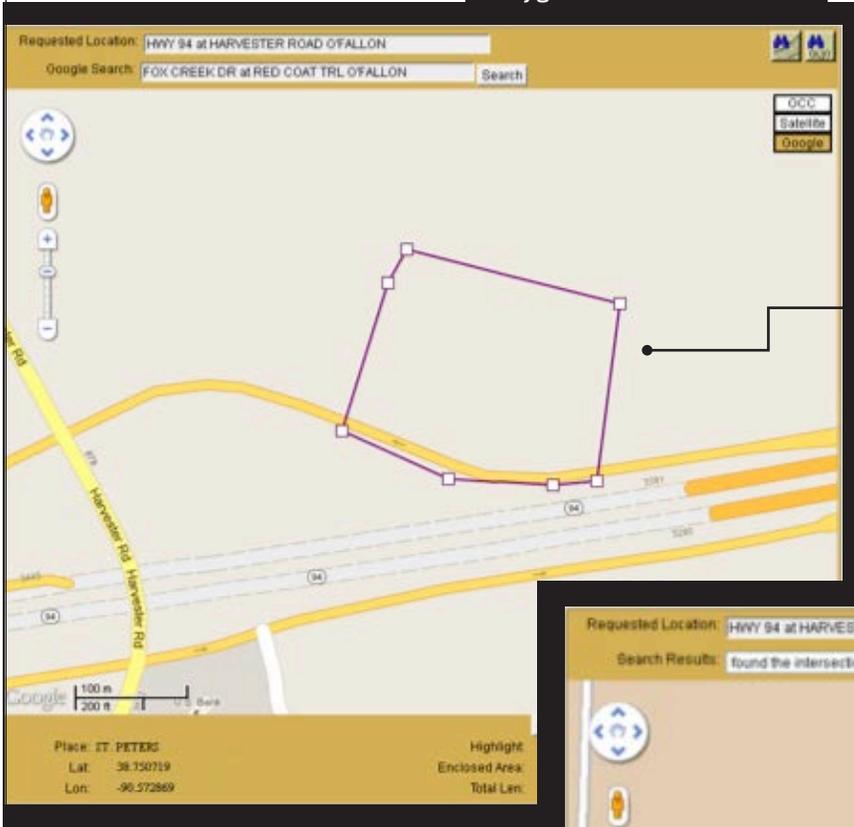




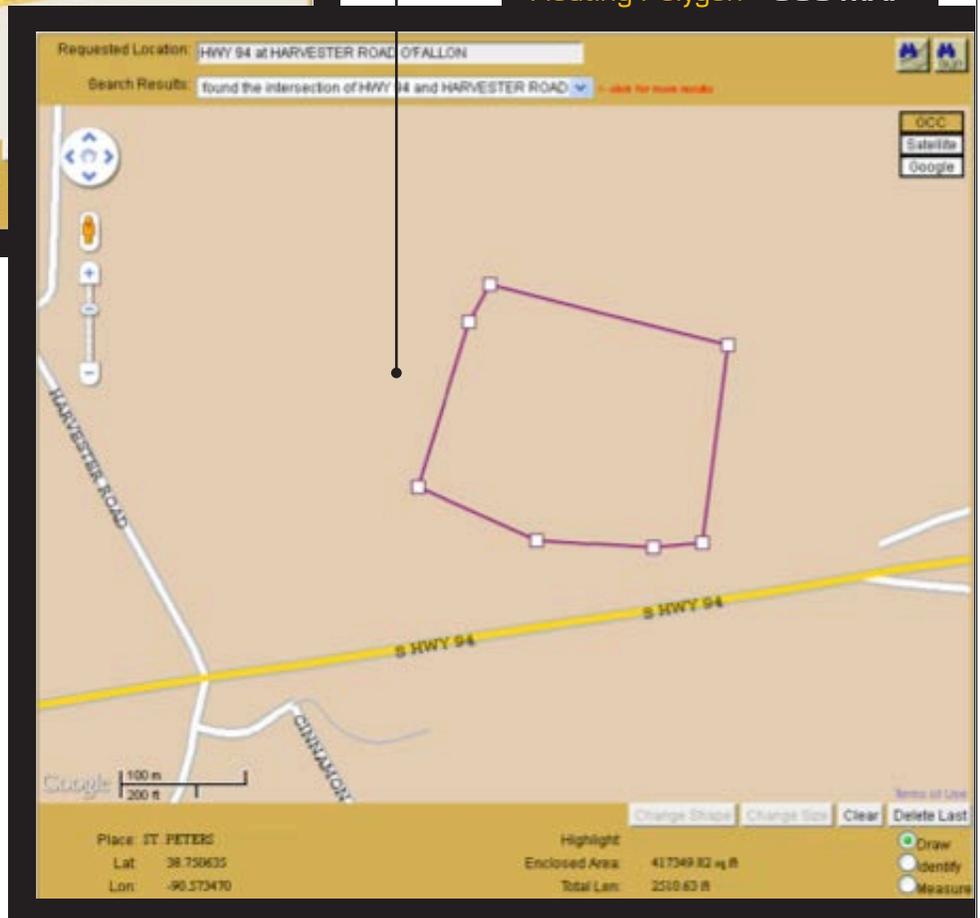
GOOGLE - FLOATING POLYGON EXAMPLE

When drawing the excavation polygon on the **Google map**, click the **“OCC”** button to verify the polygon on the ITIC map before submitting. If the area on the **Google map** is **not** on the OCC map, it will appear as a **‘floating polygon’** - if it appears in the correct area - it is acceptable.

Polygon - GOOGLE MAP



‘Floating Polygon’ - OCC MAP



NEED HELP?

Click on the ‘Chat Live’ icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.



Hours:
Mon - Fri 8a - 5p



WORK OFF PROPERTY & ROADS EXAMPLE

If the work area is taking place on (or along) a map/geographical feature (creeks, railroad tracks, etc...), use the same method as work taking place on a roadway. However, **you must include driving directions to the feature.**

As always, the driving directions must start at an intersection of 2 named roads, and must include approximate **distance and direction** (from the intersection) to the work area.

Example

The excavator is working in the creek and 10ft on both sides of the creek, for approximately 200ft. Driving directions should be given as follows:

“From the intersection of Kriner Rd and Van Belle Rd, travel west on Van Belle Rd approximately 375ft to the unnamed creek. Travel north following the creek 250ft. At this point, locate in creek and 10ft on both sides of creek going north for 200ft.”



NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.



Hours:
Mon - Fri 8a - 5p



UPLOAD FILE(S)

You can attach one or more files (image, text, shape, etc.) to your locate request by clicking on the **Attachments** button.

Step 5: Start Date Information

Ticket Type: 2 FULL BUSINESS DAYS

Work To Begin Date: March 7, 2014

At: 12:00 AM

March 2014							April 2014						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
23	24	25	26	27	28	1	30	31	1	2	3	4	5
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28	29	30	1	2	3
30	31	1	2	3	4	5	4	5	6	7	8	9	10

< GO BACK CANCEL NEXT STEP > ATTACHMENTS

This will bring up a menu that will allow you to choose files directly from your current computer by clicking the **Choose Files** button.

Select Files To Upload

Choose File no file selected

Description: _____

continue back

You can also enter a brief description of the attachment in the **Description** field. Member utilities who receive their tickets electronically can then access the file(s) via a URL link in the ticket information.

Step 5: Start Date Information

Ticket Type: 2 FULL BUSINESS DAYS

Work To Begin Date: October 1, 2014

At: 12:00 AM

Select Files To Upload

Choose File Dearborn Job.jpg

Description: Work Site the supporting documents do not replace the need for complete and accurate marking instructions and there is no guarantee that the member facilities will be able to access the files prior to locating.

continue back

November 2014						
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

< GO BACK CANCEL NEXT STEP > ATTACHMENTS



WELCOME TO ITIC MOBILE!



ITIC Mobile is a new version of ITIC that has been optimized for use on your smart phone or tablet. This quick guide will give you an explanation on using ITIC Mobile to file your locate requests online from any location!

GETTING STARTED

To use ITIC Mobile on your smart phone you will first need to create a shortcut icon on your device's desktop. This eliminates the need for downloading any 'APP' from an online store or website, as well as avoiding the need for 'allowing' access by any sort of 'APP'... **ITIC Mobile makes it EASY AS 1-2-3!**

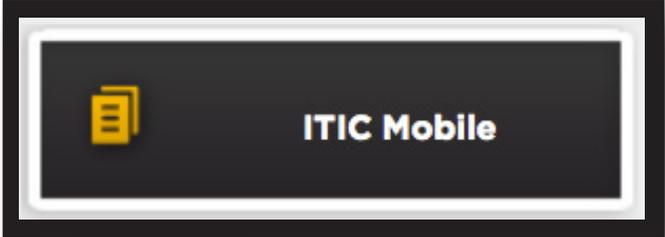


WASHINGTON 811

- Edit Account
- Submit a Locate Request
- View Locate Request
- Reports
- Update Ticket
- Duplicate a Dig
- ITIC Mobile

Step 1

Log in to ITIC on your mobile device's web browser and click the button labeled ITIC Mobile.





ticket. The second option takes you to the mobile ITIC ticket entry screen. This is the page you should save to your device desktop.

click save to store your login credentials on your system

SAVE

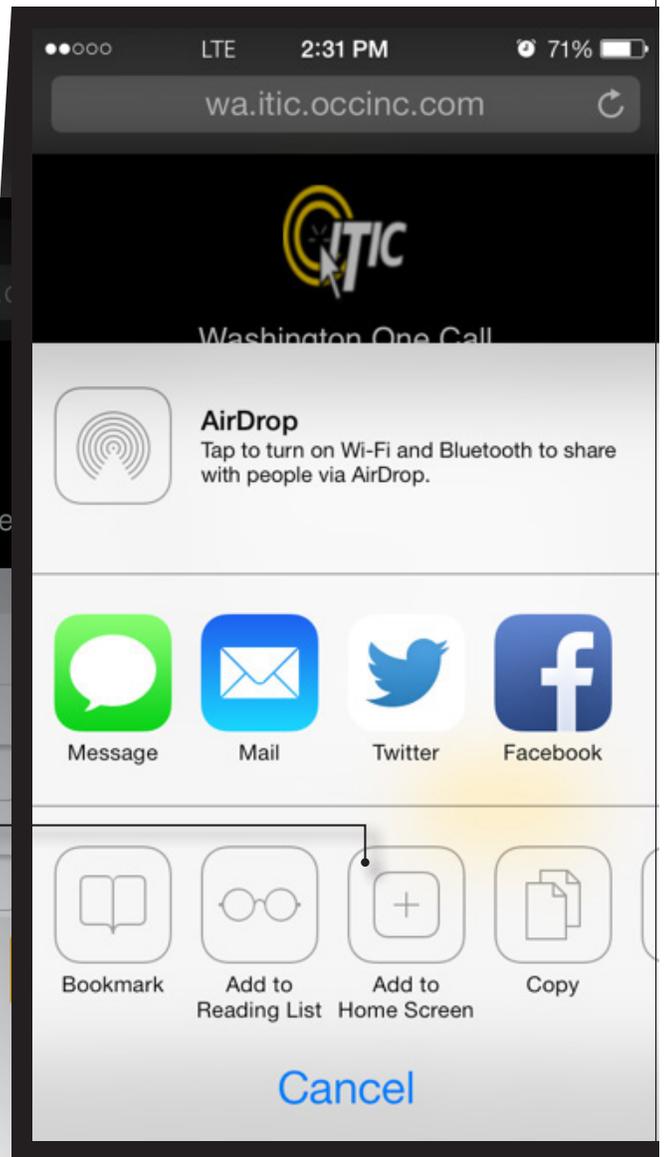
click continue to load the mobile application

CONTINUE

Step 2

On the bottom of the next page click **SAVE**. This will allow your mobile device to store your login and contact information.

Then click **CONTINUE**.

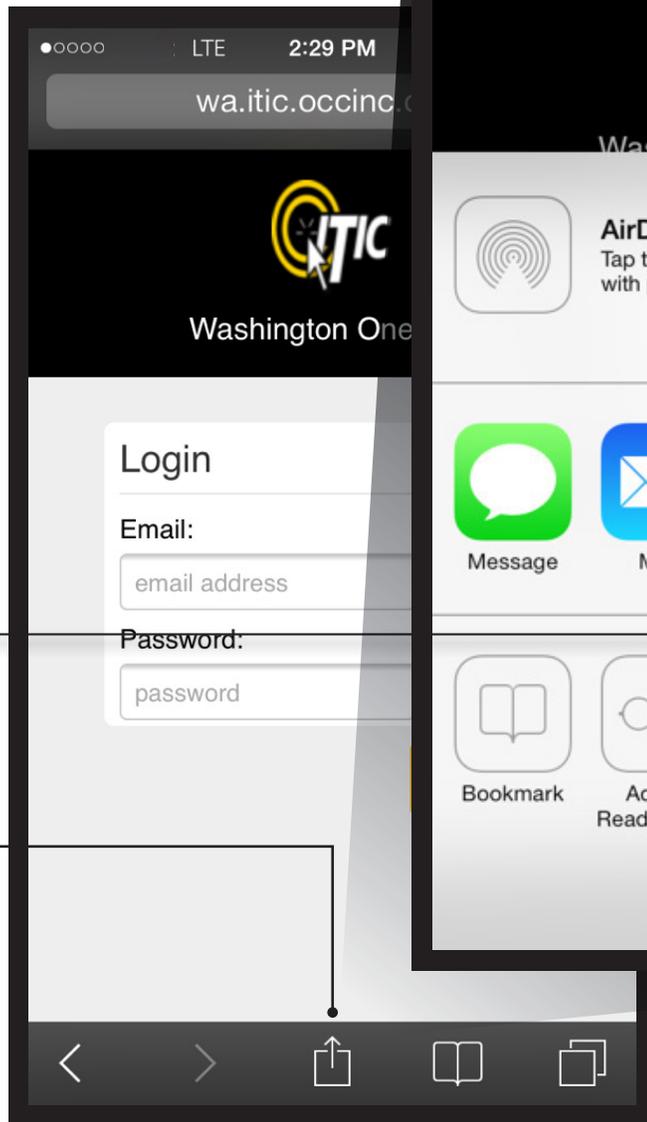


Step 3

This will take you to the ITIC Mobile Login Screen. This is where you will create your **shortcut icon**.

If you are using an iPhone or iPad - **click the button in the center of the Safari control panel, located at the bottom of the screen.**

Then click the **Add To Home Screen** button. This will create your shortcut icon on your desktop.



ANDROID USERS!

If you are using an Android Device – Click the **MENU** button, then click the **Add Shortcut** or **Add To Home Screen** button. This will create your shortcut icon on your desktop.



CONGRATULATIONS!

You can now access ITIC Mobile quickly and easily with one click on your smart phone or other mobile device!

LOGGING IN

Once you have created your shortcut icon you can easily access ITIC Mobile. When you first launch ITIC Mobile you will be prompted to login.

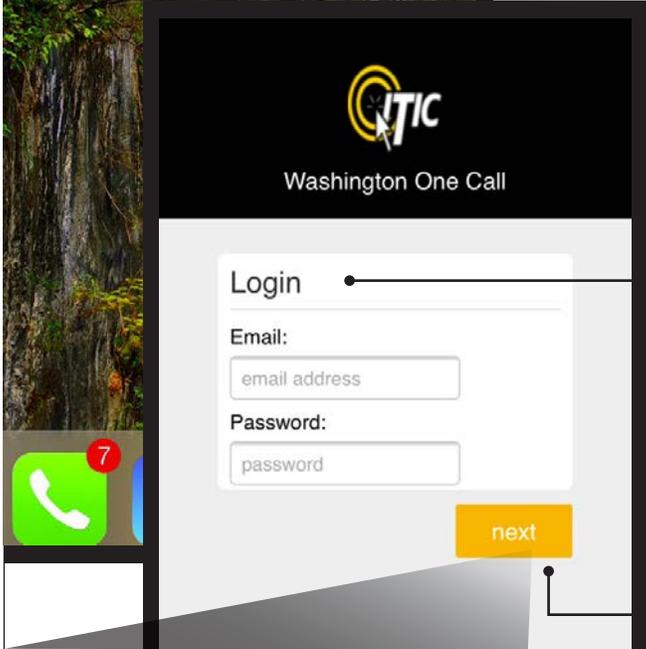
IMPORTANT LOGIN NOTE:

***Your login and password are case-sensitive. If your device automatically capitalizes the beginning of words, this may cause an error when attempting to log in.**

Use your same Login and Password that you use for the desktop version of ITIC. If you clicked **SAVE** earlier (see previous page), ITIC Mobile will save your login & password after you log in for the first time. Click **NEXT**.

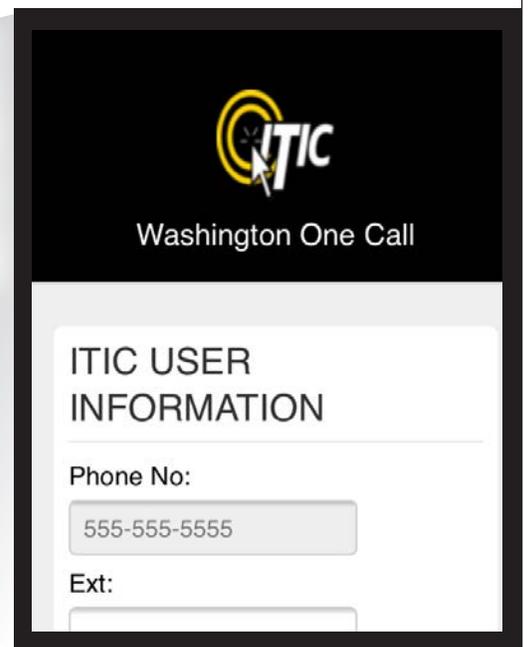
To begin a new ticket click **BEGIN TICKET**.

The rest of the ITIC process will feel very similar to the desktop version of ITIC.



ITIC User Information, Excavator Information, and Alternate Contact Information will auto-fill with the information stored on your ITIC account. (See pages 6-8 for more details)

ITIC Mobile also allows you to access the **Ticket Search** function. To begin simply click the button labeled Ticket Search on the main menu. (See page 33 for more details.)



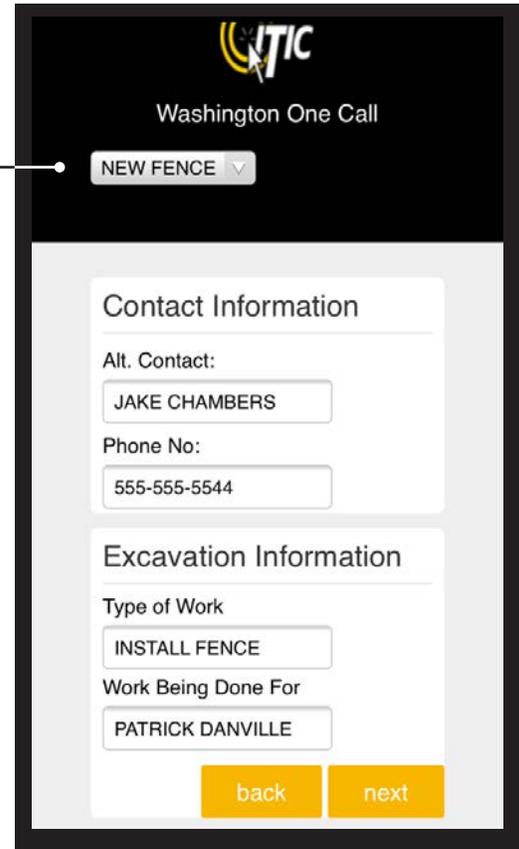


PROFILES

You can easily access the **Profiles** you have stored on your ITIC account through the **Profiles Menu** located just above the Alternate Contact Information. (See pages 8-9 for more details)

MAPPING IN BRIEF

Mapping in ITIC Mobile is very similar to the desktop version of ITIC and functions in a very similar fashion. There are **two important** exceptions, however:



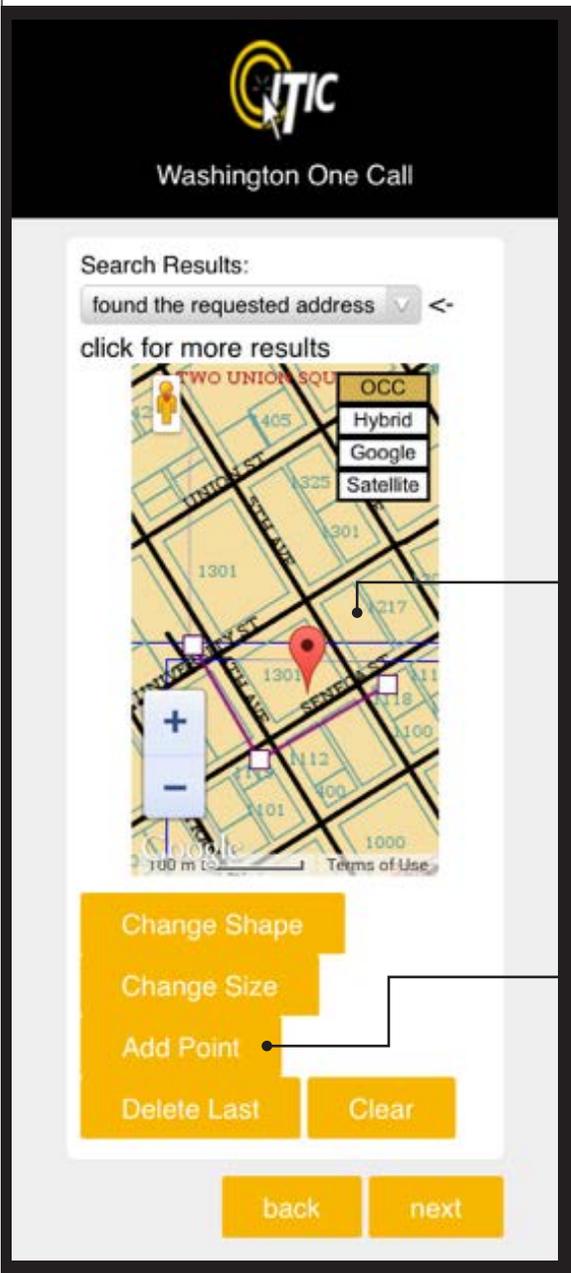
1. Hand-drawing your polygon:

Click the **Clear** button to remove the computer generated polygon.

Begin drawing your polygon by tapping the screen where you would like to set the first point. **Continue setting points until you have closed out your polygon.**

2. Add Point Feature:

This useful feature works with your device's GPS to pinpoint your location on the ITIC Mobile map. Simply click the **Add Point** button and ITIC Mobile will add a point on the map that corresponds with your current physical location.



That's all there is to it!

As you can tell, ITIC Mobile contains the same user-friendly features you can find in ITIC, just tailored for filing on-the-go. **Remember to refer to the main body of this manual** for more detailed information on filing locate requests with ITIC.