

ITICnxt

Quick-Start Guide

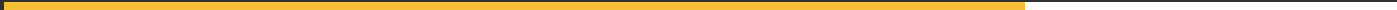


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Introduction to ITICnxt

Welcome to ITICnxt – the future of online ticketing.

We took the technical innovations of ITIC and rebuilt it with the user in mind. We've made significant improvements to ITICnxt's user experience interface. These modifications include easier-to-read fonts for quicker navigation, better contrasting color schemes to enhance legibility and modern icons to better guide the user through the ticket submission process.

ITICnxt's new user interface features a reorganized tool structure that improves workflow. Additionally, we relocated the navigation to a familiar position that aids veteran and novice users alike.

We're excited to offer ITICnxt to our partners and believe that this tool will change the way people think about damage prevention. We are confident you will benefit from its ease of use and functionality for increased productivity.

Definition of Terms

Session: A period of user interaction with ITICnxt characterized by defining one or more excavation entities which subsequently results in the creation of one or more tickets.

Excavation Entity: A circle, route, parcel, GPS generated polygon or free-hand polygon representing an area of excavation (see below). The ITICnxt user creates a discrete excavation entity during a session as they identify the limits of an area of work. Users can create as many excavation entities as necessary during a single session.

Route: An excavation entity created when a user selects a series of points on a map that form a continuous line. The line is converted into an excavation entity based on the width specified by the user.

Circle (Radius): An excavation entity created when a user selects a point on a map that is then converted into a circle based on the length of the radius requested by the user.

Parcel (Property): An excavation entity created when a user selects part or all of a parcel of property. Parcel size is often associated with a single address and does not include the road right of way. Users can extend parcel size with the parcel tool.

NOTE: Available parcel data may be limited in some areas.

Turn to the next page to get started.

ITICnxt Quick Start Guide

Logging In

To access ITICnxt point your web browser to <https://mn.itic.occinc.com/>

If you do not already have an ITICnxt login, click the **Register** button located below the login and password fields.

If you have forgotten your login information, you can also click the **Forgot username/password?** link, also located below the login and password fields.

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

Looking for a ticket?

iSITE Ticketing System

Log in

Username

Password

Log in

By logging in you agree to our [terms and conditions](#)

[Forgot username/password?](#) [Register](#)

Questions? Chat Live Now

Gopher State One Call

Welcome to the login page for the Gopher State One Call online ticketing system.

IMPORTANT
WHITE MARKINGS: GSOC would like to remind you to mark the excavation area in white prior to submitting the locates request. White markings are required by law and increase the efficiency of locators by clearly showing where they need to locate.

Training: New users should complete our FREE online training. [Register](#)

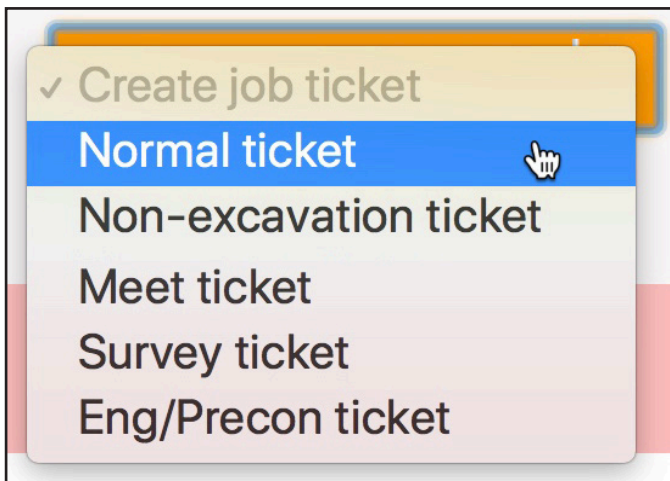
Questions?
Online Ticketing or My Tickets questions:
itic@gopherstateonecall.org
IMAP or Locator Tickets questions:
imap@gopherstateonecall.org

Landing Page

To get started click the **My Tickets** button. Use the state drop-down menu to select MN.

The screenshot shows the iSITE 'My Tickets' interface. At the top, there's a search bar and a state dropdown set to 'MN'. A 'Create job ticket' button is in the top right. The main heading is 'My Tickets' with another 'MN' dropdown. Below it, there are filters for 'Released between' (05/08/20 to 05/15/20) and 'I want to...'. A table header is visible with columns: Ticket #, Release date/time, Address/street, Cross Street, City/place, County, Start date/time, and Type. The table content is empty, showing 'No data available in table'. A sidebar on the left contains navigation links: My tickets, Dashboard, Locator tickets, Reports, Legacy application, and User settings.

Click the **Create Job ticket** menu and select **Normal Ticket**.



The **My Tickets** module contains a database of all tickets you have filed with your account.

Workflow Process

There are three major steps in the locate filing process:

Step 1 – Mark Location

Here you will locate and map out your work area(s) by drawing one or more shapes on the map (excavation entities).

Step 2 – Write Instructions






Here you will verify the automatically generated ticket information, enter marking instructions, and make any additions or alterations as necessary.

Step 3 – Review & Submit


Here you will review all of your ticket information and submit the locate request(s) to be sent to the call center for review.






Step 1. Mark Location

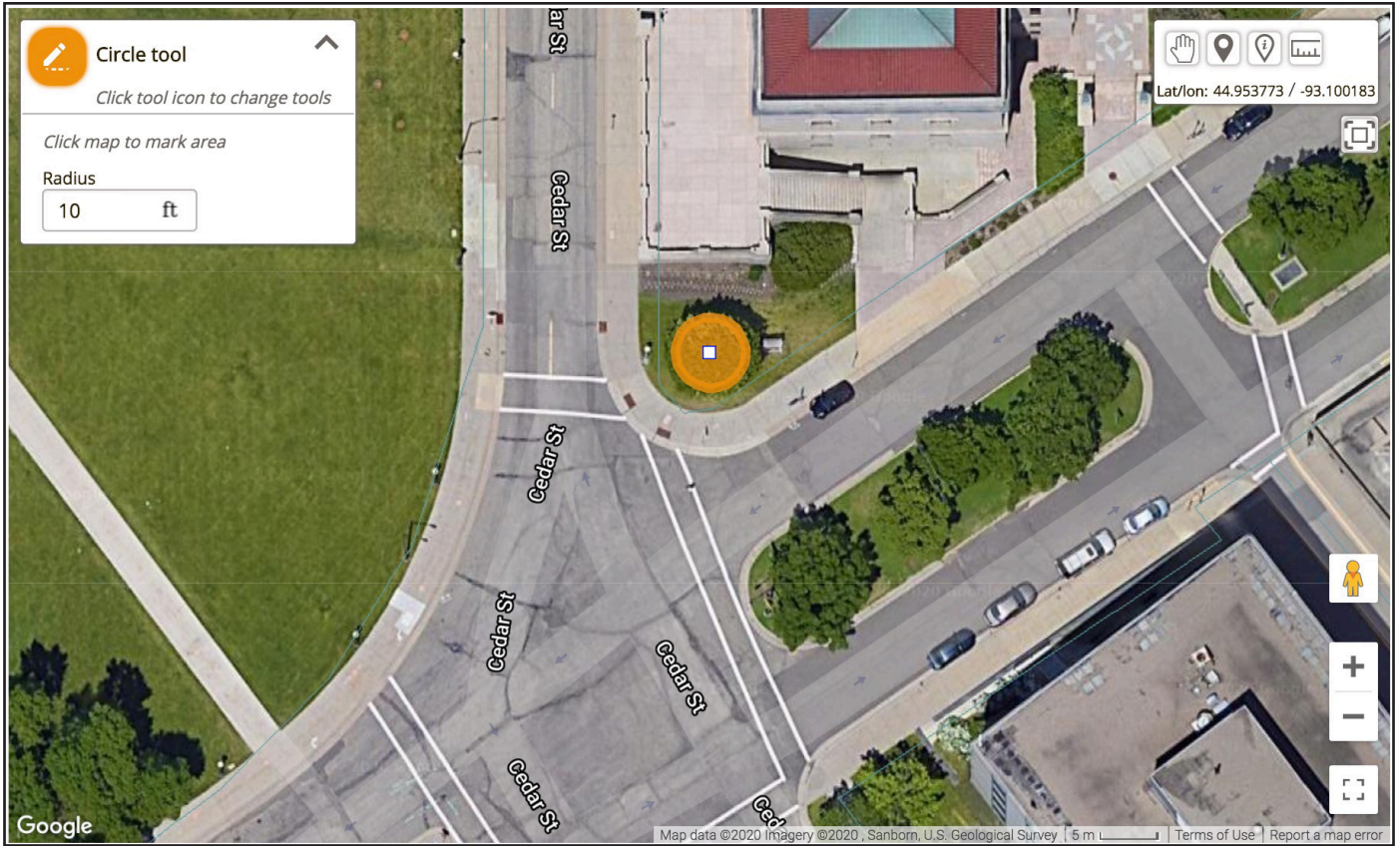
First, you will need to find your worksite on the map. Enter an address, building name, or city/place name in the **Search** field.

-  **Minnesota State Capitol** Rev Dr Martin Luther King Junior Boulevard., Saint Paul, MN
-  **Minnesota State Colleges and Universities** East 7th Street, Saint Paul, MN, USA
-  **Minnesota State College Southeast, Red Wing Campus** Pioneer Road, Red W
-  **State Of MN, Vehicle Inspections** Starkey Street, Saint Paul, MN, USA
-  **Minnesota State Commuter Van** Chester Street, Saint Paul, MN, USA

Once you have found the correct location, select a drawing tool from the **Drawing Tool** menu.

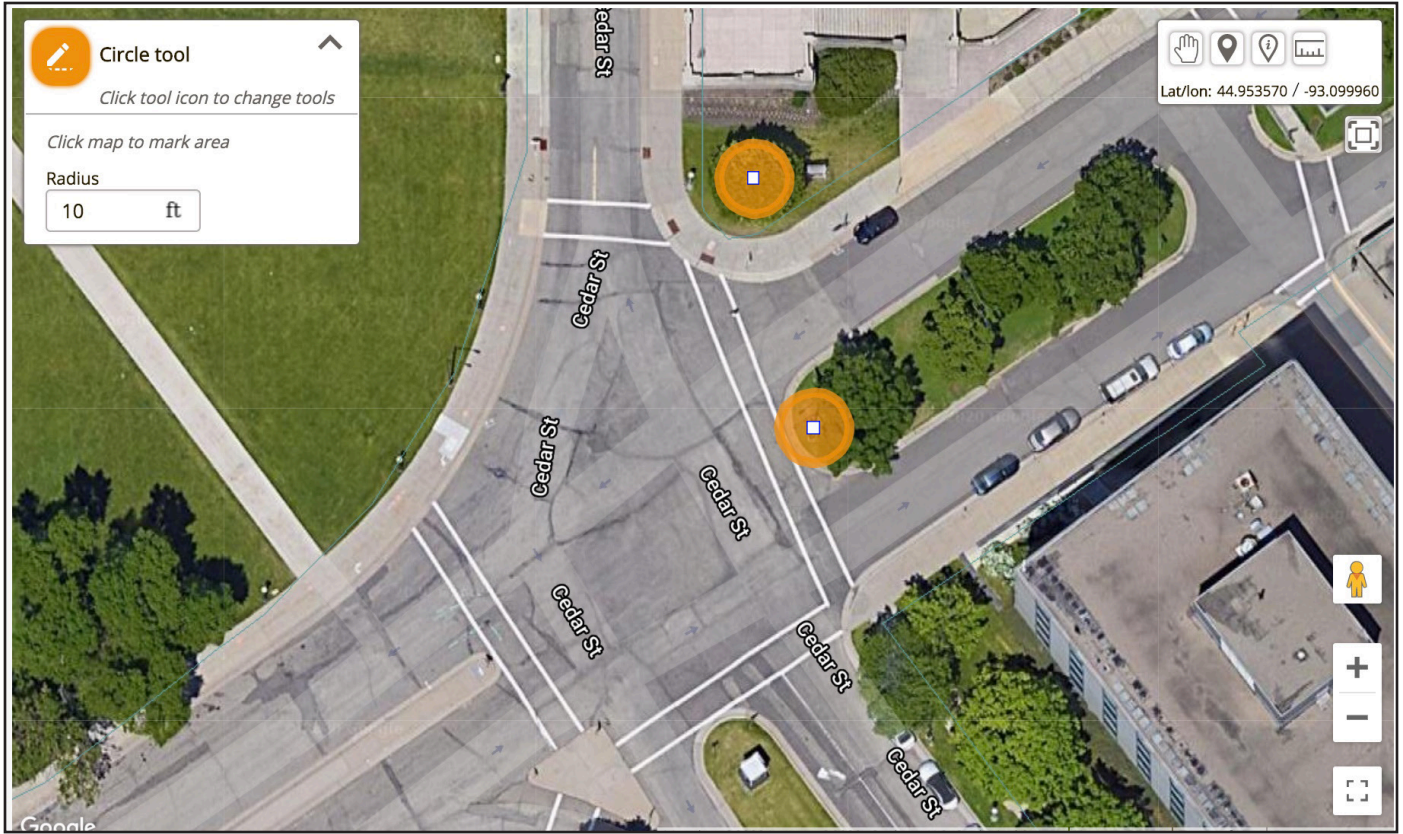
 **Select the type of work planned**

-  **Radius excavation**
Planting trees, placing holes, etc
-  **Route excavation**
Trenching/road repairs
-  **Property excavation**
Excavation on a specific parcel of land
-  **Street excavation**
Select existing street(s) on map to create route
-  **Other**
Define an irregularly-shaped excavation area

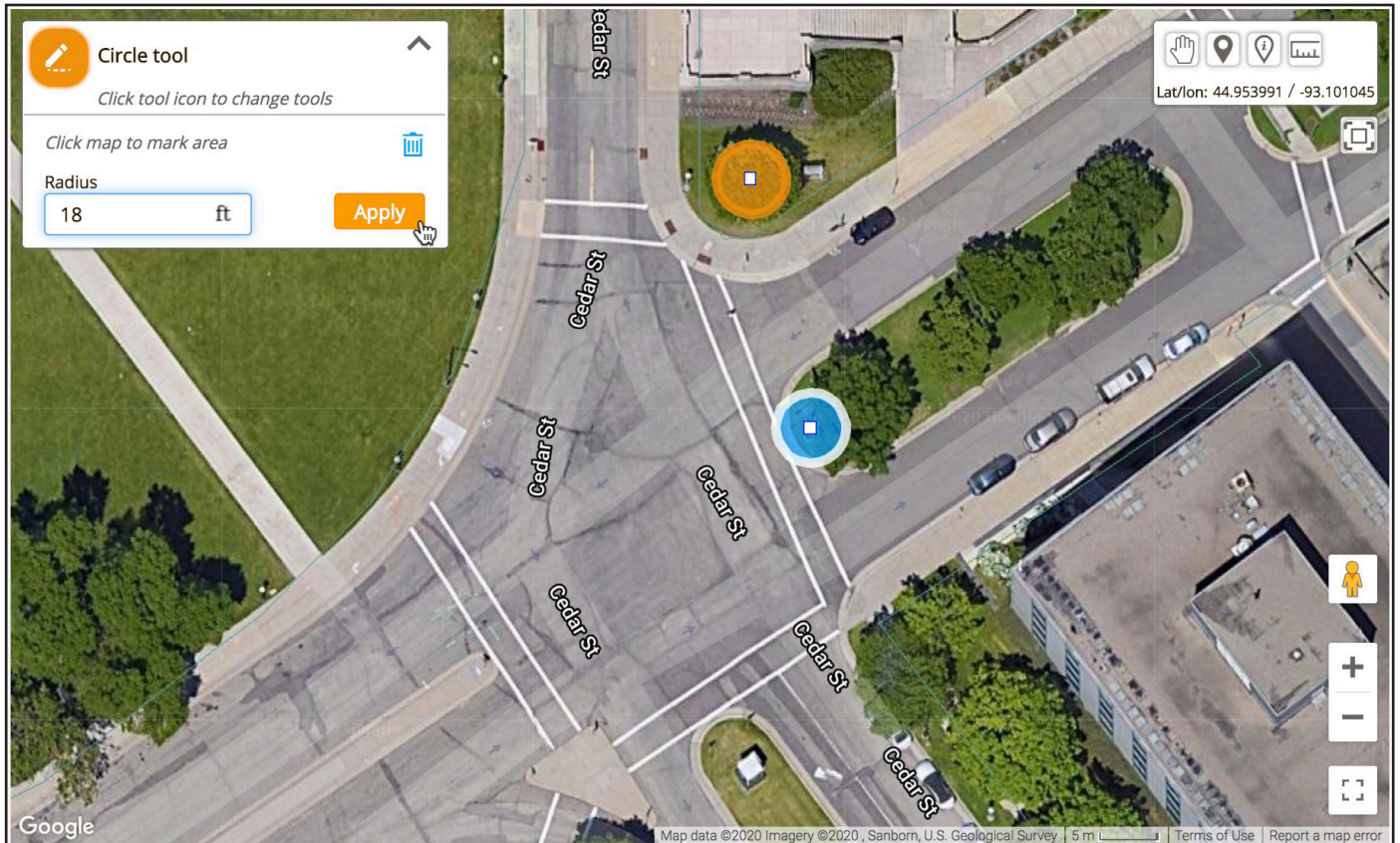


When you select a drawing tool you may be prompted to enter a size in feet, depending on the tool you have selected.


After specifying its size, place an excavation entity by clicking on the map.



You can continue placing excavation entities on the map. Make sure to update the excavation entity's size if necessary.



If you make a mistake, you can edit or delete any entity in the current session by clicking on it. (You'll need to make sure you don't have a drawing tool selected.)

Click **Apply** to apply your changes to the selected Excavation Entity. Click the  to delete the excavation entity.

When you have finished mapping your worksite(s) click the **Next** button.

This will take you to **Step 2**.



Step 2. Write Instructions

ITICnxt calculates the most efficient way to break up or combine the excavation entities you have created and assign them to locate requests. ITICnxt automatically applies the business rules as established by Gopher State One Call to make this determination. The tickets appear at the top of the screen. Each tab represents a ticket.

ITICnxt enters **Location Information** based on the excavation entities you drew on the previous page. Carefully review the address, street and cross street information to ensure they accurately reflect the worksite. Update or correct this information if necessary. If ITICnxt has split up your work area into multiple tickets, only describe the area of excavation that corresponds to the mapping on the current ticket/tab.

Create Job Ticket Cancel Next
Edit map

① Mark location ② Write instructions ③ Review & submit

Apply information to all tickets for the selected job

Job A - ticket 1/2 ! Job A - ticket 2/2 !

Enter marking instructions and job details. Form settings

Ticket type: Normal ticket

Location information −
** Indicates required field*

City/place * County *

Street number

Street name *

Cross street *

Township Range

S-Q

Marking/driving instructions *

Additional information

Add Attachment

Map data ©2020 Imagery ©2020, Sanborn, U.S. Geological Survey | 5 m Terms of Use | Report a map error

Enter marking instructions for the worksite, including driving directions (if necessary). Be as detailed as possible. Both the marking instructions and driving directions must match the ticket's corresponding mapping (shown on the left side of the page). If you need to re-map the area click the Edit map button.

NOTE: Group Edit mode allows you to make changes to all tickets in the currently selected job simultaneously. To toggle group edit mode on & off, click the checkbox located just above the ticket tab(s).

Apply information to all tickets for the selected job

The **Job Description** is for describing the nature and method of excavation, as well as the time frame of the job. If you have an alternate/field contact person, you can list their information in this section.

Job description !

Job profile [Create/edit profiles](#)
Select job profile

Start date * Start time
A valid start date/time is required

Duration *
You must enter a duration

Field contact name * Field contact cell phone *
JAKE CHAMBERS 555-555-5555

Type of work *
You must enter the type of work

Work done for *
You must enter whom the work is being done for

Additional email recipient(s)

Job number

Explosives * Tunnel/bore *
Explosives must be yes or no Tunnel/bore must be yes or no

Right of way * Area marked in white *
Right of way must be yes or no Area marked in white must be yes or no

Job description

Job profile [Create/edit profiles](#)
Select job profile

Start date * Start time
05/25/2020 8:00 AM

Duration * Hours

Field contact name * Field contact cell phone *
JAKE CHAMBERS 555-555-5555

Type of work *
TREE REMOVAL

Work done for *
STATE OF MINNESOTA

Additional email recipient(s)
FRONTDESK@TORENBROS.COM

Job number

Explosives * Tunnel/bore *
No No

Right of way * Area marked in white *
No Yes

Excavator Information is drawn from your User Profile. Make sure that your contact information is up to date.



Excavator information ⊖

Username *	EDDIE DEAN		Email *	Eddie@TorenBros.com		
Phone *	555-555-9999		Ext			
Company name *	TOREN BROTHERS CONSTR		Cell number			
Address	19		Street *	ODD LN		
City/place *	FEDIC		State *	MN	Zip code *	55555
Company phone *	555-555-1111		Fax			

When you are certain all ticket information is accurate, tab over to the next ticket and repeat the process. Once you have completed and reviewed all tickets in the session click the **Next** button.

This will take you to **Step 3**.

Step 3. Review & Submit

Step 3 is where you conduct a final review of your tickets and submit them to the call center for processing. This is your last opportunity to make changes to the ticket(s). Review the information on each ticket carefully. If everything is correct make sure that each ticket's corresponding **Checkbox** is checked, then click the **Submit Ticket** button. This will transmit the ticket(s) to the call center for review. You can also choose to edit , or save  the ticket(s).







Create Job Ticket

Cancel Submit Ticket

1 Mark location 2 Write instructions 3 Review & submit

Review ticket information, then click the Submit tickets button

I want to.. ▾

<input checked="" type="checkbox"/>	Job-ticket#	Address	Cross street	City/place	County	Type	Start date/time	Action
<input checked="" type="checkbox"/>	Job A - ticket 1/2	25 REV DR MARTIN LUTHER KING JR BL	CEDAR ST	ST. PAUL	RAMSEY	NORMAL	05/25/2020 8:00 AM	  
<input checked="" type="checkbox"/>	Job A - ticket 2/2	REV DR MARTIN LUTHER KING JR BL	CEDAR ST	ST. PAUL	RAMSEY	NORMAL	05/25/2020 12:00 PM	  

Showing 1 to 2 of 2 entries

Previous 1 Next

Utility Notification List

You have successfully submitted your ticket(s).

You will be presented with the **Utility Notification List**. This page contains a complete list of the Facility Operators who will be notified as a result of your ticket(s) once they have been released from the call center.

Congratulations!

[View my tickets](#)
[Start new ticket](#)

✔ Your ticket(s) have been submitted.

Job-ticket#	Address	Cross street	City/place	County	Type	Start date/time	Release date/time
— Job A - ticket 1/2	25 REV DR MARTIN LUTHER KING JR BL	CEDAR ST	ST. PAUL	RAMSEY	NORMAL	05/25/2020 8:00 AM	IN REVIEW
District	Company	Facility types	Message				
COMCST01	COMCAST	TV	This request for ticket has been sent to the call center for review.				
CTLMN01	CENTURYLINK - CTLQL	TEL					
DESTPL01	DISTRICT ENERGY		Once your ticket is complete you will receive an email with a ticket number, list of facility operators being notified and summary of your ticket. Please check it for accuracy.				
MCICOL01	MCI	FO					
MNPLNT01	STATE OF MN PLANT MGMT	E,FO,O,TEL,W					
STPLWT01	ST PAUL REGIONAL WATER	W	Make sure all facility operators have responded before beginning excavation.				
STPLWT05	ST PAUL SEWER	S					
STPLWT06	ST PAUL TRAFFIC AND LIGHTING	SL,TS	Check your excavation area for private facilities which are not marked with a call to GSOC.				
STPLWT07	ST PAUL PARKS	O					
XCEL06	XCEL ENERGY						
ZAYO04	ZAYO BANDWIDTH	FO					
Number of districts: 11							
— Job A - ticket 2/2	REV DR MARTIN LUTHER KING JR BL	CEDAR ST	ST. PAUL	RAMSEY	NORMAL	05/25/2020 12:00 PM	IN REVIEW
District	Company	Facility types	Message				
COMCST01	COMCAST	TV	This request for ticket has been sent to the call center for review.				
CTLMN01	CENTURYLINK - CTLQL	TEL					
DESTPL01	DISTRICT ENERGY		Once your ticket is complete you will receive an email with a ticket number, list of facility operators being notified and summary of your ticket. Please check it for accuracy.				
MCICOL01	MCI	FO					
MNPLNT01	STATE OF MN PLANT MGMT	E,FO,O,TEL,W					
STPLWT01	ST PAUL REGIONAL WATER	W	Make sure all facility operators have responded before beginning excavation.				
STPLWT05	ST PAUL SEWER	S					
STPLWT06	ST PAUL TRAFFIC AND LIGHTING	SL,TS	Check your excavation area for private facilities which are not marked with a call to GSOC.				
STPLWT07	ST PAUL PARKS	O					
XCEL06	XCEL ENERGY						
ZAYO04	ZAYO BANDWIDTH	FO					
Number of districts: 11							

This is the end of the Quick Start Guide.

