



HOW DO I GET STARTED?

Go to www.managetickets.com/register/register_ia.aspx and fill in the fields as requested. After submitting your information you will receive a login and password via email.

HOW DO I LOG IN?

Once you have registered, go to www.managetickets.com. Enter your Login and Password in the fields located on the left side of the screen. Once you are logged in you will be brought to the Ticket Management screen.

HOW DO I FIND A SPECIFIC TICKET?

You have several options for organizing your tickets. You can search by **Ticket Set**, **Ticket Detail**, or by a **specific Date Range**. Once you have set your search parameters, click the **Load Tickets** button. Once you have found the right ticket, click on the Ticket Number link on the left side of the screen.

HOW DO I STATUS A TICKET?

Once you have navigated to the ticket in question, go to the bottom of the ticket screen. There will be a drop-down menu labeled "Ticket Check Response." Select the appropriate response, then click either: "**Update Ticket - Ticket Set**" - or - "**Update Ticket - Ticket**". The ticket status will now be updated.

WHAT STATUS CODES ARE AVAILABLE? WHAT DO THEY MEAN?

- CODE XXX** —• This Dig-In Notice will be transmitted to the appropriate underground facility operators. Please note that a Dig-In Notice is not a locate request.
- CODE 0** —• **Not Yet Responded** (default).
- CODE 1** —• **Clear** (no conflict exists).
- CODE 2** —• **Marked** (locating and marking is complete).
- CODE 3** —• **Marked Including Private** (locating and marking is complete and includes the locating and marking of private facilities).
- CODE 4** —• **Agreed to Marking Schedule** (locating and marking will be conducted as agreed by the operator and the excavator).
- CODE 5** —• **Standby Required / Marked** (locating and marking was completed with an operator representative onsite - "standby").
- CODE 6** —• **Standby Required / Not Marked** (locating and marking cannot be completed until the operator and the excavator can arrange a standby).
- CODE 7** —• **Not Marked / Inadequate Information** (locating and marking cannot be completed until the excavator can clearly and adequately define the proposed area of excavation).
- CODE 8** —• **Not Marked - No Access** (Locating and marking cannot be completed until the locator can gain effective and safe access to the property where the proposed excavation is scheduled to occur).