Web Ticket Entry Training Manual

Public Awareness and Training Department

Version 2

Name:_____

Date of Class: _____

Instructor: _____

Date Acct Expires:_____

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1. Web Ticket Entry requests can be entered into the Virginia Utility Protection Service, Inc. (VUPS) computer system twenty-four hours a day, seven days a week and on any day of the year.

2. Web Tickets entered prior to midnight on any "working day" (defined in the Damage Prevention Act as every day except Saturdays, Sundays, and legal state and national holidays) will have time periods calculated beginning at 7:00 AM on the next working day after they are entered. Web Tickets entered on weekends or holidays will have time periods that begin at 7:00 AM on the second working day after they are entered. Normal (non-emergency) tickets cannot be "taken" on weekends or holidays. They are treated as if they were entered on the first working day after the weekend or holiday.

3. By using Web Ticket Entry you agree to be legally responsible for all data submitted on the Web Ticket including the accuracy of the information provided about the location of the proposed work and the completeness of the list of utilities to be notified.

4. The Account Name and Password are to be used only by the individual listed on this agreement. The sharing of Web Ticket accounts with individuals, who have not completed the VUPS Web Ticket Entry training program, is prohibited.

5. VUPS reserves the right to reject any application submitted for the use of Web Ticket Entry or to discontinue access to the system at any time.

I agree to all of the terms and conditions stated above and will accept full responsibility for correctly mapping the location of the proposed work on the VUPS geographic information system. I agree to review the list of utilities to be notified for accuracy and to adhere to VUPS Web Ticket Entry policies and procedures.

Name (Please Print):_____

Signature: _____ Date: _____

Company Type (Please circle): **Utility**   **Contractor**

Company Name:_____

Company Address:_____

City/State/Zip:_____

Main Company Phone: _____

User Name: _____to be completed by trainer_____

User Direct Phone:_____

User E-Mail Address: _____

For office use only
Account Name: _____
Password: _____
Date Entered in Database:_____Old Acct Deactivated
Email Sent:_____

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Section 1- Newtin Web Ticket Entry Account Policies

- <u>One Person</u> – <u>One Account</u> - Each individual person will be allowed only one Web Ticket Entry Account. The Caller or Web User's <u>employer name</u> is what is collected on Miss Utility Tickets – <u>not the excavator company name</u>. Virginia Law does require that the Caller or Web User be employed by the company actually doing the excavation work. Alternately, the caller's employer should be "directly supervising" the excavation work on the jobsite. In either case, the Miss Utility center is required to collect information on the Caller or Web User. In other words, "Who requested the ticket?"

- Use of Company # field - <u>For companies with multiple offices and phone numbers, all employees should use the same Company #</u> for all tickets – called in or web entered. Our software is designed to link tickets by Company #. You will have access to Update, Remark or request revision tickets only on tickets that contain the same Company # as your account. Think of the Company # field as a way of listing all individuals who can use your tickets.

- <u>Newtin Web Ticket Entry Accounts will automatically expire in one year</u>. The user will need to call the Miss Utility of Virginia Help Desk, verify their contact and company information and their account will be reset for another year. This is intended to allow us to verify the information provided on tickets and to clear out unused accounts.

- <u>Each Web Ticket Entry User has at least one ticket audited daily.</u> If there are concerns about the information entered or the mapping, a Web Ticket Auditor may call you to provide helpful advice regarding how your ticket was entered. The Auditor may request that you enter a new locate request, if necessary. In addition, an Auditor may call to commend you for entering an accurate locate request. Persistent issues may require formal retraining.

Section 2- Setting up the Computer

Microsoft .NET Framework 1.1 (Dot Net) <u>must </u>be installed on your computer in order to run Newtin applications. The Web Ticket Entry software is a Newtin application.

Determining if you have .Net Framework v1.1 on your computer
To determine if you have .Net Framework v1.1, perform the following steps.
1. Click on Start, the Control Panel
2. Click on Add or Remove Programs
3. Look for Microsoft .NET Framework 1.1
    1. If you have Framework 2.0 or 3.0, the program will run but you will not have the wizards.
    2. If you need to install .NET, the instructions below.

Installing .Net Framework v1.1

You can download and install Dot Net from the Microsoft Update website. You may need administrative privileges to install this program.

1. Open the Microsoft Internet Explorer
2. Select "Tools", and then select "Windows Update".
3. When the Update webpage loads, select "Custom".
4. After the system checks your computer, select "Software, Optional" from the "Select by Type" list on the left edge of the page.
5. Complete the installation of Dot Net using Microsoft's instructions. Contact Microsoft Corporation for any assistance in installing this software.

After Dot Net is installed, you or your Information Technology staff will need to decide if you want <u>to install a portion of the Newtin software on your computer</u> OR run the Newtin software <u>from our website in a Trusted Site</u>. If you do not have Administrator privileges for your computer, please contact your IT Staff before you attend one of the training sessions so that you can quickly apply the training after your class. If you have the ability to install software on your computer, follow the instructions on the next page to first install the Dot Net framework and then install Newtin using Option 2. Please try to complete these steps prior to your training.

Setup .NET Security Settings

Microsoft's shortcut to the .NET Security Wizard application is not updated when installing the .NET 1.1 Framework after having installed the .NET v1.0 Framework. The best way to launch the .NET 1.1 Security Wizard application is to run it directly. *<u>Complete the following steps prior to using Setup Option[1]</u>*.

1. Click on Start and then Control Panel.
2. Click on Administrative Tools
3. Find the Microsoft .NET Configuration Wizards Application.
4. A small window will appear, click the *Adjust .NET Security* icon.
5. Select either "*Make changes to this computer*" or "*Make changes for the current user only*", it is your preference.
6. Click the "*Next*" button to continue.
7. Click the "*Trusted Sites*" icon.
8. Move the slider to the top towards the label "*Full Trust*"
9. Click the "*Next*" button to continue.
10. Verify the settings summary and click the "*Finish*" button to finish.
11. Close the program.

How to run Newtin applications on your computer

Newtin applications can either

- **[1]** be run directly from a web page, after the necessary security settings have been set, **or**

- **[2]** you can download and install the programs to your local machine which does not require any security settings to be set. Instructions for each method follow.

Setup Option [1]: In order to run the applications directly from the web page, this web site <u>must</u> be set as a trusted site in Internet Explorer. Newtin, run through Internet Explorer, requires communication with the server on port 80 (HTTP). By default, Internet Explorer will sandbox all applications and limit their functionality. To allow the Newtin to run, you must setup Internet Explorer to trust the host web site. To do this, follow these steps.

1. Open Internet Explorer
2. Select "*Internet Options*" from the Tools menu.
3. Click the "*Security*" tab.
4. Click the "*Trusted sites*" Icon.
5. Find in the lower portion of the dialog the area for "*Security level for this zone*".
6. Verify that the level is set to "*High*". If necessary, click the 'Custom Level' button and at the bottom of the dialog displayed, select "*High*" and click the "*Reset*" button.
7. Click the "*Sites*" button to open the trusted sites list.
8. If checked, <u>uncheck</u> the "*Require server verification (https:) for all sites in this zone*" option.
9. In the "*Add this Web site to this zone:*" field, enter the host server:
   http://newtin.vups.org
   http://newtina.vups.org
   http://newtinb.vups.org
   Click the "*Add*" button to add the site to the Web sites list.
10. Click *OK* to dismiss the Trusted Sites dialog
11. Click *OK* to dismiss the Internet Options dialog

Setup Option [2]: Alternatively, you can download and install the programs to your local computer and run them directly. With this method there are <u>no</u> changes required to Internet Explorer or the default .NET security settings. The only difference is that you will be prompted for your username and password when starting each and every program. Once installed on your local computer, the Newtin applications will detect new versions and will update themselves automatically through the built-in Live Update process.

1. Right click on the web link for the software and select "Save Target As...",
2. Add the file extension ".exe" and save it to a folder (or new folder) of your choice.
3. The first time you start the program you will be prompted for the "Path to Application Server", enter **http://newtin.vups.org/newtinweb**.
4. When prompted for "Port for application server", enter **80**.
5. You will then be prompted for your account and password and you can then proceed to log in and use the Newtin system.

Section 3 Logging on and Main Ticket Screen

I. Access our new web ticket entry system:
   A. Type http://newtin.vups.org in the address bar of the web browser

B. Log in with your account name   (w + firstinitial + lastname)

C. Enter your password and click enter (case sensitive)

D. Using the pull down menu below Ticket, click "Ticket Entry" (may take a moment to load)

II. Web Ticket Entry Use

    A. Only used for Normal, Remark and Update Tickets

    B. You must contact the Miss Utility of Virginia call center directly at 811 or 1-800-552-7001 for

        1. Emergency tickets

        2. 3-hour notices

        3. Cancelling tickets

        4. Tickets that are too difficult to enter

III. Ticket Entry Screen Overview

    A. Options

        1. Click **Inquire** to enter a Remark or Update request (*See sections 6 & 7).*

        2. Click **Normal** to enter a Normal locate request

        3. To Clear Fields

            a) **Yes** - first ticket

            b) **No** – to save previous information

    B. Quick tour of screen set-up

        1. Upper left-account information

            a) Company # field is like an account name for your company

            b) Caller Information auto-populated

        2. Upper right-Dig site information

        3. Lower right-Command buttons

        4. Lower left-Member information

    C. Full Button

        1. Allows user to see full view of output tickets

        2. Print hard copy from this screen

        3. View Positive Response info

IV. Completing Information on Main Ticket Screen

    A. Use tab key to move from field to field, enter does not work

    B. User Account information auto-populates the caller fields

    C. Field contact-only use if someone else is onsite supervising (don't use same)

    D. Phone/cell

    E. Work type- mandatory field

        1. Select from the list (updated listed found on the website also)

        2. Listed by Categories of utility or object being worked on – nouns, not verbs

        3. Verizon FTTP/FIOS jobs require use of the "VZN:" work types. The system prompts for the work order number (appears in the instructions field) and the Instructions field is properly formatted as requested of Verizon contractors.

        4. Select "Other" if nothing in the list is correct

F. Done For-mandatory field
1. Name of company work is being done for
2. If done for homeowner use following format: HO/lastname/phone number with area code and no dashes
G. Excavator W/O#- a work order number used by the excavator and seen the Positive Response message.
H. State-Always VA
I. County/City – mandatory field
1. Choose from the drop-down list
2. Exact location of excavation
3. This field is the key to effective mapping
J. Place name-leave blank if you don't know for sure. This field affects mapping
K. Subdivision-optional (required when giving a Lot #)
L. Lot #-optional (do not put Lot # in street address)
M. Address(es)
1. Street number or numbers
2. Must be physically adjacent, on the same street, and less than one mile
N. Cross Street 1 and Cross Street 2
1. Enter at least one cross street if at all possible
2. Help is available for this field on the mapping page
O. Map Book/Latitude/Longitude-optional
P. Boring/Blasting/White Paint-**must** enter "Y" for yes or "N" for no, auto tabs from field to field-must enter before moving on
Q. Excavation Area
1. "Provide the specific location of the proposed work"
2. Be as specific as possible
3. Use permanent reference points
R. Instructions-This field is no longer being used.This field is erased when a ticket is Updated or Remarked – DO NOT put critical info in this field.
S. Get Map (Alt + M or Click with mouse)

Section 4- Mapping Examples

(Use Mapping Tools Section 5 to assist with mapping the following examples)

<u>**EXAMPLE 1**</u>- **Direct Hit with Parcel Data**
1. Type in the following information:
    a) City/ County – Henrico County
    b) Street number and street- 1721 Denham Rd
    c) Cross street – Skyview Dr
    d) Click Get Map or Alt + M

e) The address range is highlighted in red.

f) The parcel data is purple shape

2. Define your dig area using one of the Command Button tools

    a) **Poly Circle** = sign post or pedestal

    b) **Poly Area** = land clearing and site development

    c) **Line** = trenching mainline cable, pipe etc. Uses buffer

    d) **Seg (Segment**) = places buffer around the red line segment that identifies the address range found. Also places buffer around a point or Lat / Long point

    e) **Par**= a polygon to cover the entire property

    f) The defined dig site will appear as a blue shape.

3. <u>Be sure your dig site is within the drawn blue area.</u>

4. Saving your excavation area mapping

    a) Save - saves <u>only</u> the mapped excavation area

    b) Save All - saves all information including text changes.

<u>EXAMPLE 2</u> – **Direct Hit without Parcel Data**

1. Change address

    a) City/ County – Richmond City

    b) Street number and street- 1400 E Main St

    c) Cross street – N 15th St

2. Click Get Map button,

3. Once the QuickMap screen appears, click Find.

4. The street segment will appear with no parcel data

5. Using orthophotography, determine your excavation area

6. Define your dig area using one of the Command Tools (poly, line, etc)

7. Save your excavation area mapping

## <u>EXAMPLE 3</u>- **Using Search (Tab 2) when Find won't work**

1. Change address to

    a) City/County-Montgomery County

    b) Address- 275 Starlite Dr

    c) Cross St – Starlite Ct

    d) Get Map, then Find

2. Text box will state "Starlite and Starlite not found "

3. Click okay

4. On the Search Tab, enter "Star" in text field and click on search.

5. Choose correct option, Starlight Dr SE, from search field

6. In the bottom txt box, choose the appropriate address range/street segment.

7. The street segment will appear in red.

8. Using Tab 9- Ortho, to see the aerial view.

9. Define the dig area, making sure the excavation area is within the blue area

10. Update the address and cross street with correct information.

EXAMPLE 4- Street segment and parcel data do not agree
    A. Change Address
        1. City/County- Suffolk City
        2. Address- 4359 Lake Prince Dr
        3. Cross St - Starcher Ct
    B. Click on 'Get Map" and then "Find".
    C. The computer will automatically find the address.
        1. The street segment data is highlighted in red.
        2. The parcel data is highlighted in purple.
        3. The parcel data is <u>not</u> within 200ft of the street segment.
    D. Zoom out to find the parcel.
    E. Using other methods, such as ortho-photography, determine the exact location of the dig site.
    F. Define the dig area, making sure the excavation area is within the blue area.

Section 5- Mapping Command Tools
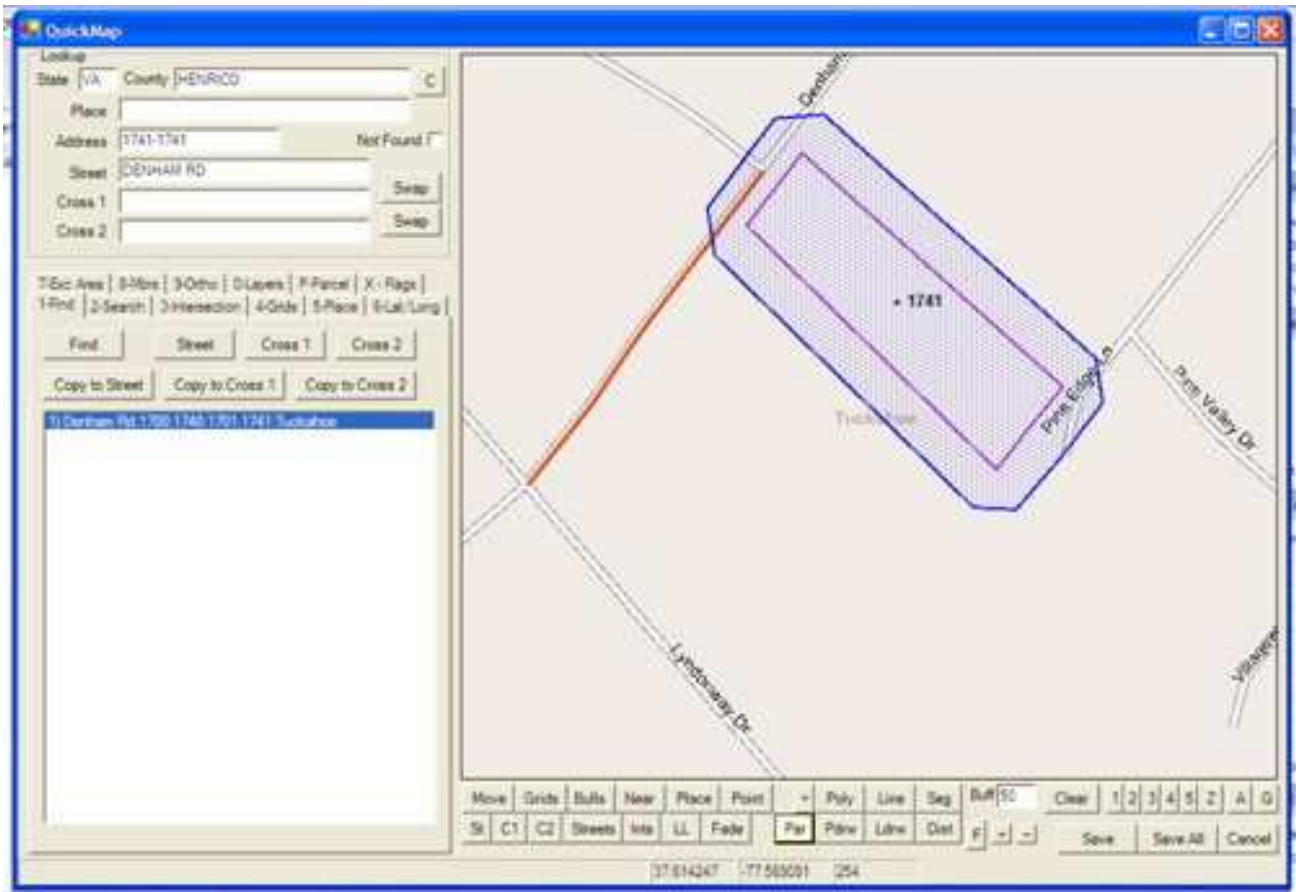
A. Use **Poly Button** Poly

   1.   **Poly Circle**
- a. For sign post or pedestal
- b. Click on poly (shows an arrow with circle)
- c. Move cursor to area on map
- d. Double click and a "circle" appears
- e. Buffer is preset at 50 feet, the preset minimum (radius from center point out) and can be changed

   2.   **Polygon**
- a. For clearing, grading and site development
- b. Click on poly, then click on your starting point. Move cursor to create polygon to define dig area.
- c. Must have three or more points; double click at the last point to enclose a polygon.

B. Use Parcel Button Par
1. For drawing a polygon around the entire property
2. Click on Par and a blue polygon will cover the entire property

C. Use **Line Button** Line
1. For trenching a measured distance

2. Click on Line
3. Click and move cursor the necessary distance, double click to end and create the buffered dig area.
4. Distance of line will be shown in lower left corner of screen, will change as the cursor moves
5. You may draw more than one line as long as the lines overlap.

D. Use **Segment Button** [Seg]
1. For work within 50 feet of the centerline of the address range highlighted by a red line or red point.
2. For sewer main, water main etc
3. Click on the segment button, while the address range is highlighted red
4. Creates a buffered dig area around the highlighted address range
5. Buffer **must** be increased before clicking the segment button.
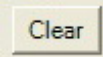
E. Buffer [Buff 50]
1. Can be used with Poly Circle, Segment, and Line mapping tools
2. The default setting is 50 ft
3. Buffer can be increased by typing the amount in the box

F. Near Button [Near] - can be used to find an address range along a street segment

G. Clear Button [Clear] - to clear any mapping of excavation area

H. Save Buttons [Save] [Save All]
1. **Save** -saves <u>only</u> the mapped excavation area
2. **Save All** -saves all information including text changes.

I. Move Button [Mov]
1. Click the **Move** button, the cursor will be shaped like a diamond.
2. Click on the area of the map that you would like to see.
3. The map will be centered where the map was clicked.

J. Zoom Buttons [1 2 3 4 5 Z A G]
1. Zoom level ascends 1 thru 5. (1-closest, 5-farthest away)
2. **Z** – to view map at county level
3. **A** - zoom to selected mapped area
4. **G** - zoom to selected grid

K. Point Button [Point] allows you to find a lat/long and point an X on that spot
L. Status Bar- is found in the lower left corner and may contain useful information, depending on what you're doing and which tool you're using.

The Instructions field is cleared when creating an Update or Remark ticket, relevant information must be copied to the Instructions field of the new Update or Remark ticket.

Section 6- Creating an Update Ticket

An Update ticket can be requested if excavation will be not completed by the expiration date of a Normal, Update or Remark Ticket. An Update ticket must be submitted at least 3 days before the end of the 15th working day period. An update ticket may be processed on the 12th or 13th working day only of a Normal, Remark or Update ticket.

1. Select the Inquire Command Button in the upper left corner of the screen.
2. Enter the ticket number in the Inquiry Text Box.
3. Confirm that this is the correct ticket.
4. Verify mapping.
5. Click the Submit button.

Section 7- Creating a Remark Ticket

1. Select the Inquire Command Button in the upper left corner of the screen.
2. Enter the ticket number in the Inquiry Text Box.
3. Confirm that this is the correct ticket.
4. Select the Remark Command Button

5. The Remark Reason Message Box appears when the Remark Command Button is selected.
   a. Choose **Weather** or **Alt + W** to process a Remark if line-location markings were destroyed by the weather such as rain or snow.
   b. Choose **Construction Activity** or **Alt + C** if line-location markings were destroyed as the result of excavation.

6. Reason for a Remark is automatically entered in the Instructions field.
7. Remove all unrelated data from the Instructions field such as information regarding a 3-HR notice.
8. Click the Get Mbrs button.
9. Click the Submit to submit or Abort to cancel the Remark.
10. A pop-up message containing the ticket number will appear.

*** Only the field contact, field contact phone/cell number and pager can be changed.***