



New User

Registration Instructions

STEP

1

Visit the Exactix Website

To create an account for the first time in Exactix: <https://Exactix.VA811.com>, select Sign-up.



*Username**

* typically, your email address

*Password**



Sign In

No account? [Sign up](#)

[Reset/Forgot password](#)

—or sign in with—

STEP

2

Complete the New User Registration

New User Registration [Back to Login](#)

Please follow the steps to create a login.

You will get an email at the address provided for verification.

*Email Address**

*Confirm Email Address**



My email will be my username

*First Name**

*Last Name**

Password requirements:

- Must be at least 6 characters

*Password**



*Confirm Password**



Submit

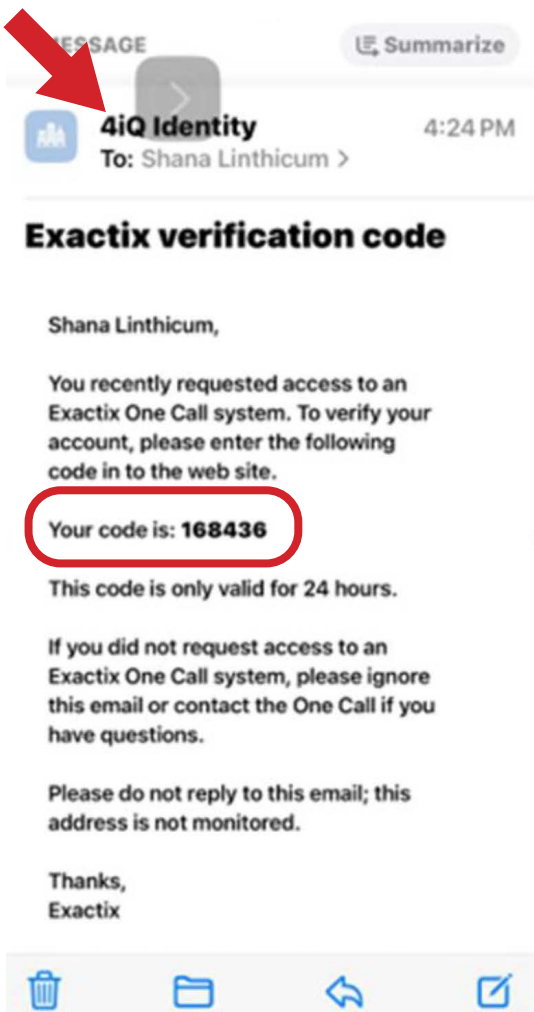
Already have a login? [click here](#)

STEP

3

Check Your Email

Users will receive an email from
mail@4iqidentity.com
containing an **Access code**:



STEP

4

Enter the New User Verification Code and select Confirm

New User Registration [Back to Login](#)

Please follow the steps to create a login.

Confirm Login

An email has been sent to ***@***. Please check that email for the code.

Username *

slinthicum@va811.com

Code *

168436

x

Confirm

[Resend Code](#)

[Return to Login](#)

STEP

5

Create a New Account

Enter contact information and select **Next**.

New User Registration

[Back to Login](#)

1 Your information

We need some information about you. This will only be used to populate required information about you on Locate Requests that you create. Please verify all of the fields below.

First Name*

SHANA

Last Name*

LINTHICUM

Email Address*

Slinthicum@va811.com

Phone Number*

(XXX)XXX-XXXX

x



Next

2 Search for existing account

STEP

6

Select **Create New Account**

*Please select the **Company Name** field.

New User Registration

[Back to Login](#)



Your information

2

Search for existing account

If you or someone else at your company have previously created Locate Requests, please choose a method to try to find your existing information.



Company Name



Ticket Number

OR... If you are new to this service, you can create a new account:



Back



Create a new account

STEP

7

Enter Company
Name in the **Search
Companies** Field

New User Registration

[Back to Login](#)



Your information



Search for existing account



3 Find by Company Name

Search Companies



Back



Next

STEP

8

Company Information Field Will Auto-Populate

New User Registration

[Back to Login](#)



Your information



Search for existing account



Find by Company Name

Search Companies

Virginia 811



104	Virginia 811	108 N. Jefferson St. Roanoke, VA 24016
1043	S&ME INC	2 offices...
12636	S&L FARMS - ROSE HILL	270 AUSTIN DR, ROSE HILL, VA, 24281 RYAN HORNSBY (37244)
18017	S&B CONCRETE - EVINGTON	197 CONNOR RD, EVINGTON, VA, 24550 BRIAN SMITH (59688)
9223	S&J ELECTRIC - HOPEWELL	3302 SUSSEX DR, HOPEWELL, VA, 23860 SCOTT VANEPPS (24668)
1687	S&J IRRIGATION -	6404 LITTLE SORREL DR,

4

STEP

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Select the appropriate company, then **Next**

New User Registration

[Back to Login](#)

✓

Your information

✓

Search for existing account

3

Find by Company Name

4

Create Account Review

Search Companies

Virginia 811

The search returned the Company:

Virginia 811

If you wish to create locate requests for this company, click Next to continue.

< Back

> Next

STEP

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Confirm the Information and Select Create Account

New User Registration

[Back to Login](#)

✓ Your information

✓ Search for existing account

✓ Find by Company Name

4 Create Account Review

Please review the summary of the information below. If it is correct, click 'Create Account' to finish registration.

First name:	SHANA
Last name:	LINTHICUM
Email address:	Slinthicum@va811.com
Phone number:	(XXX)XXX-XXXX
Excavator Company:	Virginia 811
Excavator Office:	MAIN
108 N Jefferson St. Roanoke, VA 24016	

[< Back](#)[Create Account](#)

STEP

11

Accept Terms and Conditions to Continue

New User Registration

Back to Login

Your Information

Terms & Conditions

These Terms of Use govern access to and use of the Exactix software (the "Software") through Virginia 811's website (the "Website"), including all subsections and accompanying documents, the terms "we," "us," "you" or "VA811" shall refer to Virginia 811.

PLEASE READ THESE TERMS CAREFULLY. BY ACCESSING OR USING THE SOFTWARE OR THIS WEBSITE, YOU AGREE TO BE BOUND BY THESE TERMS. THESE TERMS MAY BE MODIFIED FROM TIME TO TIME AT OUR SOLE DISCRETION. NOTICE OF SUCH MODIFICATIONS SHALL BE PROVIDED BY POSTING THE UPDATED TERMS TO THIS WEBSITE. ALL MODIFICATIONS SHALL BE EFFECTIVE IMMEDIATELY UPON POSTING. IT IS YOUR RESPONSIBILITY TO REVIEW THESE TERMS AND UPDATES, AND YOU MAY CEASE USE OF OUR WEBSITE IF YOU DO NOT AGREE TO BE BOUND BY THESE TERMS. YOUR CONTINUED USE OF THE SOFTWARE CONSTITUTES YOUR ACCEPTANCE OF THE UPDATED TERMS.

IF YOU ARE ACCESSING THE SOFTWARE ON BEHALF OF A COMPANY OR OTHER ENTITY, YOU REPRESENT AND WARRANT THAT YOU ARE AUTHORIZED TO BIND THAT ENTITY TO THESE TERMS.

IF YOU DO NOT AGREE TO THESE TERMS, DO NOT ACCESS OR USE THE SOFTWARE.

Definitions

Software: The locate request entry platform provided under license to us.

User: Any individual or entity accessing or using the Software on the Virginia 811 website.

Content: All data, text, images, video, messages, or other materials submitted to or generated by use of the Software.

Account: A registered user profile used to access the Software.

User Notice

By accessing or using the Exactix Software for Virginia 811, you agree to be bound by these Terms and Virginia 811's Acceptable Use Policy. You are solely responsible for all activity occurring through your account, including use of any third-party services integrated with the Software. Virginia 811 remains the sole administrator of the Software and reserves full control over user access, permissions, integrations, and data management.

Decline and Log off

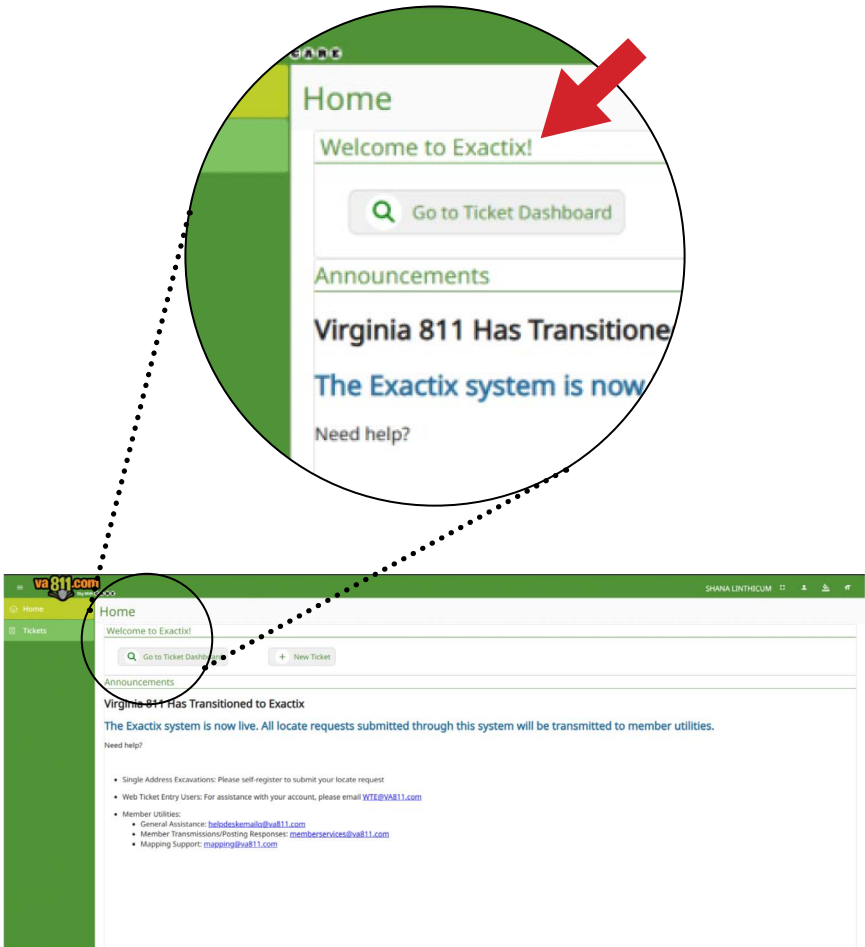
Accept

STEP

12

Welcome Page

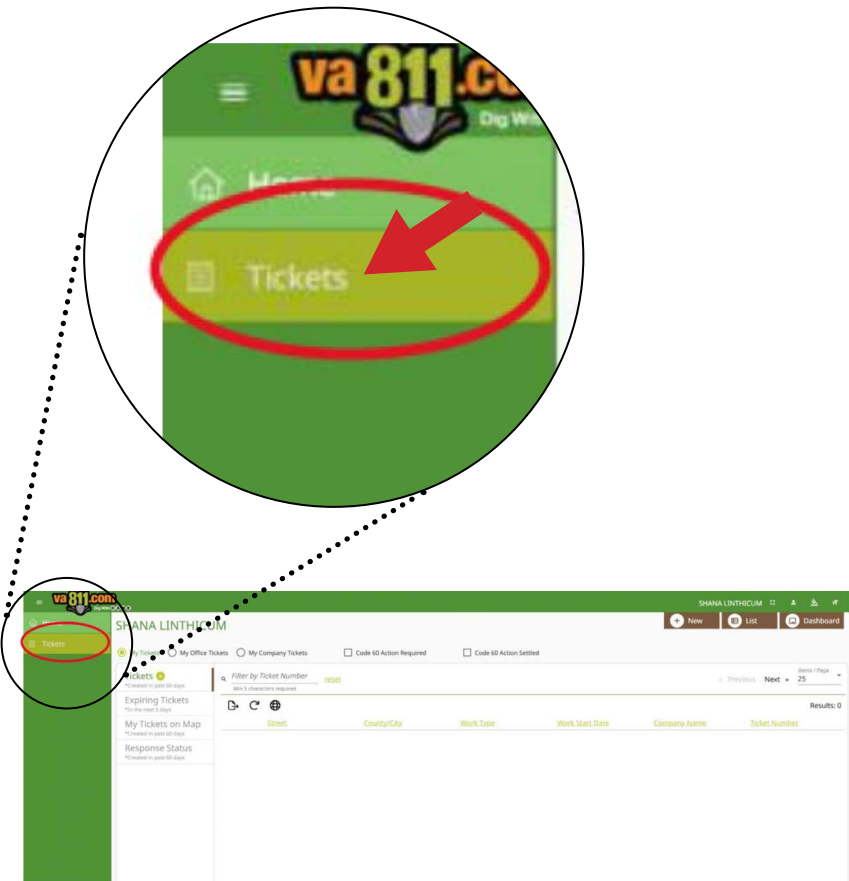
After successfully completing registration, users will see the **Welcome** page



STEP

13

Select Tickets



STEP

14

Select My Company Tickets

This will allow the user to see all tickets associated with the company.

My Company Tickets

SHANA LINTHICUM

My Tickets My Office Tickets **My Company Tickets** Code 60 Action Required Code 60 Action Settled

Tickets 10 tickets

Expiring Tickets 7 tickets

My Tickets on Map 10 tickets

Response Status 10 tickets

Filter by: All tickets

Results: 2,561

Status	County/City	Work Date	Work Start Date	Company Name	Ticket Number
I	1165-1175 ANDERSON HWY CUMBERLAND	COMMUNICATIONS CABLE - INSTALL	07/14/2025 07:00 AM	SAV	401000486
I	1075A-1074D CROSS COUNTY RD LOUISA	COMMUNICATIONS CABLE - INSTALL	07/14/2025 07:00 AM	SAV	401000483
I	1165-ANDERSON HWY CUMBERLAND	COMMUNICATIONS CABLE - INSTALL	07/14/2025 07:00 AM	SAV	401000488
I	1340B-CROSS COUNTY RD LOUISA	COMMUNICATIONS CABLE - INSTALL	07/14/2025 07:00 AM	SAV	401000488
I	2027-2025-POSSHOUSE RD GOSCHLAND	COMMUNICATIONS CABLE - INSTALL	07/14/2025 07:00 AM	SAV	401000487
I	1561A-CROSS COUNTY RD LOUISA	COMMUNICATIONS CABLE - INSTALL	07/14/2025 07:00 AM	SAV	401000483
I	55-81 4895 CT LOUISA	COMMUNICATIONS CABLE - INSTALL	07/14/2025 07:00 AM	SAV	401000421
I	430-410-08 RD MADISON	COMMUNICATIONS CABLE - INSTALL	07/14/2025 07:00 AM	SAV	401000486
I	1357A-CROSS COUNTY RD LOUISA	COMMUNICATIONS CABLE - INSTALL	07/14/2025 07:00 AM	SAV	401000483
I	1546-410-08 RD MADISON	COMMUNICATIONS CABLE - INSTALL	07/14/2025 07:00 AM	SAV	401000386

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