



# **Web Ticket Entry Basic Training Guide**



# Web Ticket Entry Basic Training Guide

## INTRODUCTION

The Web Ticket Entry Basic Training Guide (guide) can be used by those learners who learn best by reading and following written instruction. The guide allows you to take the course at your own pace and time schedule and can also be used along with the video and/or instructor-led courses or any time after you begin taking tickets on your own as a refresher course.

The guide is designed to walk you through the steps to accurately process a basic Normal ticket. Following along and using the test server will assist with your learning.

Using this training guide, you will learn how to:

- ✓ Enter information in the ticket entry fields
  - Caller Information
  - Location Information
  - Excavation Area
- ✓ Navigate in the map
  - Find the location of where you plan to dig
  - Use basic mapping tools and commands
  - Draw the Notification Polygon
- ✓ Complete the ticket
  - Review the ticket for accuracy and safety
  - Submit and release the ticket

The icons will prompt you to participate or provide you with some additional information to enhance your learning experience.



Practice using the ticket entry software as you follow along



You will receive tips along the way to help you with your learning



The Virginia Underground Utility Damage Prevention Act will remind you how to stay safe!

This reproduction of the Code of Virginia – the Underground Utility Damage Prevention Act, and Rules for Enforcement – is provided solely as a convenience for the person or persons reading this content and is not to be used as a legal reference document.



# Web Ticket Entry Basic Training Guide

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# Web Ticket Entry Basic Training Guide

## GETTING STARTED

You will have full access to Virginia 811’s ticket entry test server. This will help you become familiar with the basic functionality in ticket entry and the mapping program.



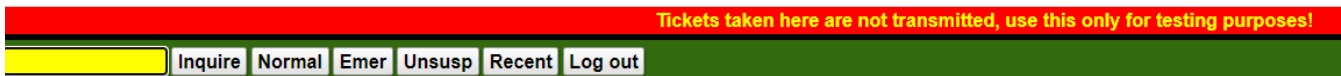
Let’s get started with your training:

1. Log into the test server by copying and pasting [https://vupsa.newtin.com/newtinweb/vups\\_ticketentry.html](https://vupsa.newtin.com/newtinweb/vups_ticketentry.html) into any browser.
2. Copy and paste or enter the account and password listed below and select Submit:

The screenshot shows a 'Log In' form with the following fields: 'Account', 'Password', a 'Remember Me' checkbox, and a 'Submit' button. A red arrow points to the 'Submit' button.

wwteuser = Account  
yx5te28z = Password

This account and password will only work on the test server. The test server has a flashing red bar at the top of the software: **Tickets taken here are not transmitted, use this only for testing purposes!** You cannot use the test server to process actual tickets.



Once you have been assigned an account and password, your name, phone number and email address and the company name and mailing address will automatically prefill the Caller Information fields every time you activate the ticket entry software.

The screenshot shows a 'Caller Information' form with the following fields: Phone, Caller, Caller Type (with a dropdown menu showing 'Direct Line'), Ext, Company, Address, ZIP (with a dropdown menu showing 'VA'), City, Email, Fax, Fld Contact, and Phone.



If you need to make changes to your account, call 811 and a member of the Help Desk will be happy to assist you.





# Web Ticket Entry Basic Training Guide

## OVERVIEW

From the Main ticket entry screen, you can inquire on an existing ticket, process a Normal or Emergency ticket (when authorized to do so), unsuspend a ticket that you previously suspended or access all the tickets you processed in the previous 90 days up to 500 tickets. You will also log out of the ticket entry software from the Main ticket entry screen.

The Main ticket entry screen is divided into sections as shown below:

The screenshot displays the main ticket entry interface with the following sections:

- Navigation Bar:** Includes buttons for 'Inquire', 'Normal', 'Unsp', 'Recent', and 'Log out'. A warning message reads: "Tickets taken here are not transmitted, use this only for testing purposes!". The user is logged in as 'WVTEUSER (webtenH9)'.
- Caller Information:** Fields for Phone, Caller, Caller Type (with 'Direct Line' and 'Ext' options), Company, Address, ZIP (with 'St VA' dropdown and 'City' field), Email, Fax, Fld Contact, and Phone.
- Location Information:** Fields for Work Type, Done For (with 'Other Info' button), County/City, Place, Subdiv, Lot #, Street, Cross St 1, and Cross St 2. Includes checkboxes for 'Boring?', 'Blasting?', and 'White Paint?'.
- Excavation Area:** A large empty text area for notes.
- Mapping:** A large map area with a toolbar at the bottom containing search, zoom, and navigation icons.
- Notification Dates:** Fields for 'Locate/Due By', 'Update By', and 'Expires'. A status indicator shows 'ET NORM'.
- Instructions:** A section for providing instructions, with buttons for 'Expand last word', 'Expanded Word List', and 'Abbreviations'.
- Member Information:** Fields for 'Get Mbrs', 'Mbr Info', 'Add', 'Rem', and 'Fit'.
- Map Controls:** A detailed control panel below the map with tabs for 'Home', 'Search', 'Places', 'GPS', 'Grids', and 'Layers'. It includes search filters like 'Find Street', 'Intersection', 'Both Cross', 'Work Area', 'Save', and 'Clear'. Other options include 'Zoom County', 'Place', 'Work area', 'Found', 'Bullseye', 'Distance', 'Flags', 'Highlight Street', 'Cross1', 'Cross2', 'All', 'Zoom', and 'Clear'. Search options include 'Search ADR', 'Show Address', 'Parcel', 'Both', and 'Clear'. Swap options include 'Street < Cross1', 'Cross1 < Cross2', and 'Street Not Found'. Map style options include 'VGIN', 'Streets', 'Google', 'Bing', and 'Check Place'.

At the bottom left, it says 'VA811 Test Server A for WebTE Users' and at the bottom right, '1.0.40'.



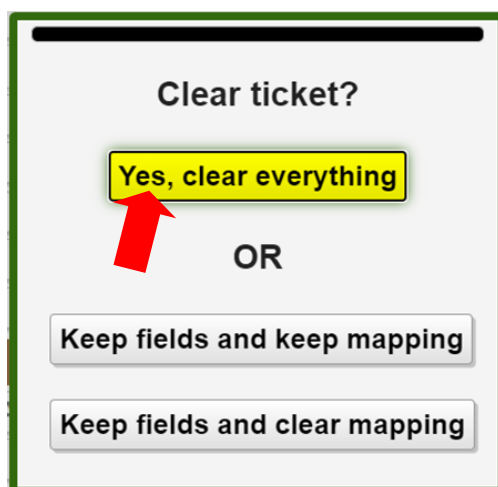
## Web Ticket Entry Basic Training Guide

### ACTIVATING TICKET ENTRY

The ticket entry software is activated by selecting the command that applies to the function you want to perform.



Select the Normal command



Once you complete training and start entering tickets on your own, you will have the option of clearing everything from ticket entry and the map or you can keep the information entered in the **Location Information** and **Excavation Area** fields from the previous ticket and either keep or clear the mapping.

These options work well when you are processing multiple tickets for the same area.

**For training purposes, select “Yes, clear everything”.**



# Web Ticket Entry Basic Training Guide

## CALLER INFORMATION

When ticket entry is activated, the cursor is automatically placed at the Field Contact fields.

The **Field Contact** fields are completed for each ticket with the name and the phone number of the person who can be contacted if the utility line locator has questions.

Caller Information	
Phone	<input type="text"/>
Caller	WTE USER
Caller Type	<input type="text" value="Direct Line"/> Ext <input type="text"/>
Company	WTE USER TEST ACCOUNT
Address	<input type="text"/>
ZIP	<input type="text"/> St <input type="text" value="VA"/> City <input type="text"/>
Email	<input type="text"/> Fax <input type="text"/>
Fld Contact	<input type="text"/> Phone <input type="text"/>



**Enter the name and phone number of the field contact.**

Example:

Fld Contact	JAMES SMITH	Phone	540-567-0987
-------------	-------------	-------	--------------

If *you* are the field contact, **then** leave the fields blank since your name and phone number are already listed on the ticket.

Fld Contact	<input type="text"/>	Phone	<input type="text"/>
-------------	----------------------	-------	----------------------



Select the Tab key located on the keyboard and tab to the Work Type Field. You can use the Tab key or the mouse to move from field to field.



# Web Ticket Entry Basic Training Guide

## LOCATION INFORMATION

The Location Information section of the ticket entry screen contains the specific location of where you are planning to excavate to include the type of work you are doing and for whom the work is being done.



**Practice as you follow along!**

### Work Types

The types of work are arranged alphabetically for ease of use and will populate a list of options when you begin entering the type of work to be done.

Work Type	<b>GAS</b>
Done For	GAS MAIN - INSTALL
County/City	GAS MAIN - REPAIR, REPLACE OR ABANDON
Place	GAS METER - INSTALL
Subdiv	GAS METER - REPAIR OR REPLACE
Lot #	GAS SERVICE - INSTALL
Street	GAS SERVICE - REPAIR, REPLACE OR ABANDON
Cross St 1	GAS WELL DRILLING
Cross St 2	PIPELINE - GAS OR LIQUID - INSTALL
	PIPELINE - GAS OR LIQUID - REPAIR



# Web Ticket Entry Basic Training Guide

## Done For

Enter the name of the person or company for whom the work is being done as follows:

- ❖ If you are doing work for yourself, enter SAME.

Location Information		Help
Work Type	WATER MAIN - REPAIR, REPLACE OR ABANDON	
Done For	SAME	Other Info

- ❖ If work is being done for a private or commercial business, enter the name of the business.

Location Information		Help
Work Type	SEPTIC TANK OR DRAIN FIELD - INSTALL OR REPAI	
Done For	WESTON SEPTIC SERVICE	Other Info

- ❖ If work is being done for a homeowner, enter the homeowner's name and phone number if available (Example: HO/Bill Smith/540-789-3214)

Location Information		Help
Work Type	DRAINAGE WORK	
Done For	HO/BILL SMITH / 540-789-3214	Other Info



**Take a few minutes to fill out the Location Information section as shown below:**

The **County/ City** and **Street** fields are required. The additional fields are optional. *See explanation.*

Location Information		Help
Work Type	DRAINAGE WORK	
Done For	SAME	Other Info
County/City	ROANOKE CITY	
Place		
Subdiv	BLUE HILLS COMMUNICATION CENTERS	
Lot #		
Street	1830 BLUE HILLS DR NE	
Cross St 1	BLUE HILLS CIR NE	
Cross St 2		
Boring?	N	y
Blasting?	N	y
White Paint?	n	Y

### Optional fields

- ✓ *The **Cross 1** field is not a required field, however it is always beneficial to include the nearest intersecting street*
- ✓ **Cross 2** - Optional
- ✓ The **Place** field is not a required field. If available, enter the name of the town or community within the county or city where the work is taking place
- ✓ The **Subdiv** (Subdivision) is also an optional field. You can enter the name of a residential subdivision name or the name of a commercial property
- ✓ The **Lot#** field is entered when the property has not been assigned a street address



# Web Ticket Entry Basic Training Guide

## Boring and Blasting

The Boring and Blasting fields require an answer.

If you are using a boring machine or horizontal drill, **then** select “Y”.

Boring?  n  Y Blasting?  n  y White Paint?  n  y

If you are using explosives or blasting, **then** select “Y”.

Boring?  N  y Blasting?  n  Y White Paint?  n  y

## White Paint



### § 56-265.17. Notification required prior to excavation or demolition...

E. In the event a specific location of the excavation cannot be given as required by subdivision 2 of § 56-265.18, prior to notifying the notification center pursuant to subsection A of this section, the person proposing to excavate or demolish shall mark the route or boundary of the site of the proposed excavation or demolition by means of white paint, if practical

If you have pre-marked with white paint or flags prior to entering your ticket, **then** select “Y”. If you have not pre-marked yet, enter “N” to avoid any delays in getting the area marked.

Boring?  N  y Blasting?  N  y White Paint?  n  Y

If you have pre-marked with something other than white paint or flags, **then** select “N”.

Boring?  n  y Blasting?  n  y White Paint?  N  y



# Web Ticket Entry Basic Training Guide

Enter the description of what was used to mark the area or excavation before entering the description of where the work is taking place in the Excavation Area field.

Excavation Area
Help

**MARKED WITH BLUE RIBBON** ←

**RUNNING POWER FROM THE LEFT CORNER OF THE HOUSE TO THE RIGHT CORNER OF THE BARN**

## EXCAVATION AREA

When completing the Excavation Area, it is important to define your work as outlined in The Virginia Underground Utility Damage Prevention Act.



### § 56-265.17. Notification required prior to excavation or demolition...

F. The extent of the excavator’s proposed work shall be a work area that can be excavated within fifteen working days from 7:00 a.m. on the next working day following notice to the notification center. The area covered under each notice shall not exceed one mile.

Keep in mind that you are describing where on the property the excavation is taking place, not where you want the locators to locate or mark. Avoid using the word “Mark” or “Locate” in the description of excavation.

Excavation Area
Help

**STARTING AT THE FIRST ENTRANCE TO THE BUILDING AND ENDING AT THE SECOND ENTRANCE, 20 FEET INTO THE PROPERTY FROM EDGE OF PAVEMENT**

← Beginning & Ending Points

← Directions & Distance

← How far out on either side





## Web Ticket Entry Basic Training Guide

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### Linear Excavation

If the type of work is linear excavation such as trenching or directional drilling that resembles a straight or curved line, enter the beginning and ending points of excavation to include the distance and how far on either side the excavation will extend.

Linear excavation includes, for example, a series of holes for planting trees along public sidewalks or installing power/telephone poles at intervals that are within sight of the previous hole.

Any type of work that is continuous such as laying pipe or conduit is considered linear excavation.



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### Non-Linear Excavation

If the type of work is non-linear excavation such as clearing or grading, define your work with boundaries such as other streets or landmarks.







# Web Ticket Entry Basic Training Guide

## Reference or Vantage Point

When writing a description of excavation, it is important to start with a vantage point or point of reference. In the example below, facing the school from Rose Hill Dr (*Rose Hill Drive is the vantage or reference point*), grassy area is located between parking lot and track field between Rose Hill Dr and rear parking lot.

This description defines the boundaries on all sides.



<b>Excavation Area</b>	<b>Help</b>
<p>FACING THE SCHOOL FROM ROSE HILL DR, RIGHT SIDE OF PROPERTY IN GRASSY AREA LOCATED BETWEEN THE PARKING LOT AND TRACK FIELD AND BETWEEN ROSE HILL DR AND THE REAR PARKING LOT.</p>	

## Additional Information

Additional information relative to the work being done can be added to the Excavation Area such as the gate codes, time the property is assessable if there is a locked gate, how to reach an additional contact person or information regarding security measures taken by a school, hospital or other public facility.

<b>Excavation Area</b>	<b>Help</b>
<p>FACING THE SCHOOL FROM ROSE HILL DR RIGHT SIDE OF PROPERTY, GRASSY AREA IS LOCATED BETWEEN PARKING LOT AND TRACK FIELD AND BETWEEN ROSE HILL DR AND THE REAR PARKING LOT.)</p>	
<p><b>REGISTER AT THE SCHOOL OFFICE BEFORE ENTERING THE SCHOOL PROPERTY</b></p>	



## Web Ticket Entry Basic Training Guide

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### Access to the Property

It is necessary to describe any barriers that prevent access to the property such as locked gates or unrestrained animals. If there is a fence on the property, it is important that the utility line locators can gain access to the property even if work is not taking place within the fenced area.

Excavation Area	Help
REAR OF PROPERTY	
GATE IS UNLOCKED AND DOG IS IN THE HOUSE	

Utility line locators will need to have access to meters that may be enclosed by the fence.



Utility line locators will not enter a property when an animal is unrestrained no matter how small they might be. Mainly because they do not want to take the risk of letting the animal out nor do they want to be bitten.



## Web Ticket Entry Basic Training Guide



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### Driving Directions / Entire Property

If the property is difficult to find, **then** enter driving directions from the nearest major intersection. Avoid the use of Entire Property unless, of course, excavation will indeed cover the entire property.

Excavation Area	Help
RUNNING POWER FROM LEFT CORNER OF THE HOUSE TO THE RIGHT CORNER OF THE BARN.	
DRIVING DIRECTIONS: FROM US HWY 250, TURN ON TO SAMUEL MILLER RD AND LEFT ON WHISPERING PINES LN. THE PROPERTY IS LOCATED AT THE END OF THE STREET.	

Excavation Area	Help
ENTIRE PROPERTY	

---

### Industry Terminology

If you are using industry terms such as PEDS, POLES, or NIDS, indicate where they are found on the property.

Excavation Area	Help
FACING THE HOUSE FROM THE STREET, REPLACING UTILITY POLE LOCATED IN THE RIGHT FRONT CORNER OF THE PROPERTY	←

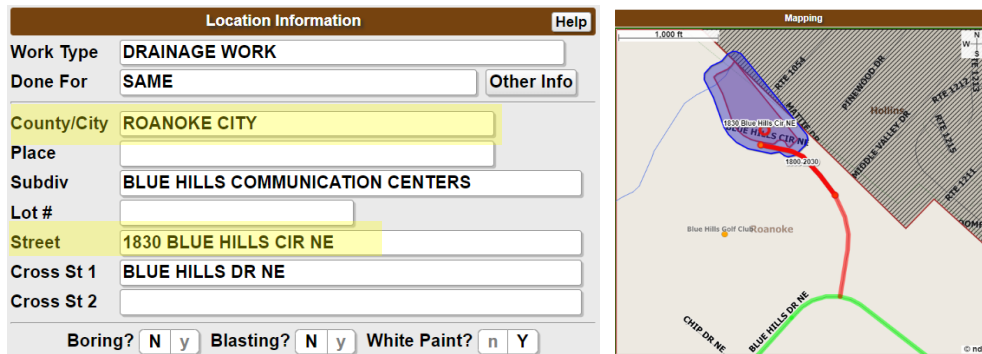


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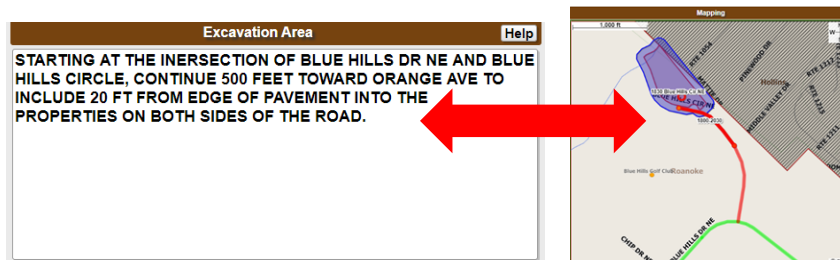
## BASIC MAPPING TOOLS

The mapping software relies on the information entered in the County/City and Street fields to identify the location of the address on the map.

- ✓ Once found, you will use the map tools to draw a Notification Polygon to notify the utility operators that you plan to dig in the vicinity of their underground lines.



- ✓ Review the description of excavation entered in the Excavation Area to ensure that the Notification Polygon covers the entire area of proposed excavation.



## NAVIGATING THE MAP

The mapping software is referred to as QuickMap. QuickMap contains a variety of tools and commands for performing searches and unique display modes. The tabs mimic file folders containing additional tools or display modes that can be utilized when the tab is selected.

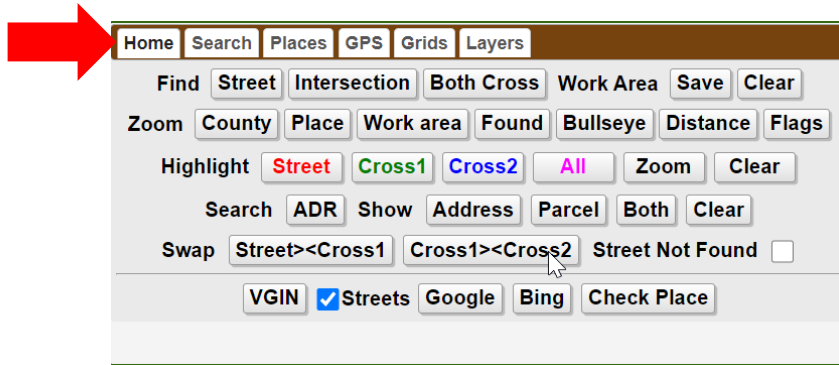
To get you started, you will be learning how to use the basic tools and commands found on the Home tab. Once you become familiar with how to navigate the map and use the basic tools, you will be ready for the specialized courses which you can take on your own timeline.



# Web Ticket Entry Basic Training Guide

## HOME TAB

The Home tab automatically displays first and contains the primary functions and initial commands needed to launch the map and activate the search for the data entered in County/City and Street fields.



The Home tab contains specific functions to display data and navigate within the map. Each row of commands performs the functions defined by the term shown at the beginning of the row to include **Find**, **Zoom**, **Highlight**, **Search** and **Swap**.

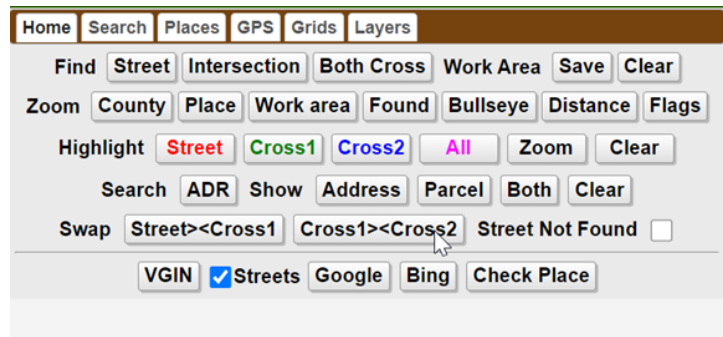
**Find** - uses the data entered in the County/ City, Street and Cross Street fields to launch the map

**Zoom** - multi-functional command used to display specific information about the data entered

**Highlight** – displays streets and cross streets entered in the Street and Cross Street fields by their associated color

**Search** – displays available data based on command selected

**Swap** – used to swap data entered in the Street and Cross Street fields



The additional commands access external mapping resources to include the satellite imagery provided by the Virginia Geographic Information Network or VGIN, Google and Bing maps.



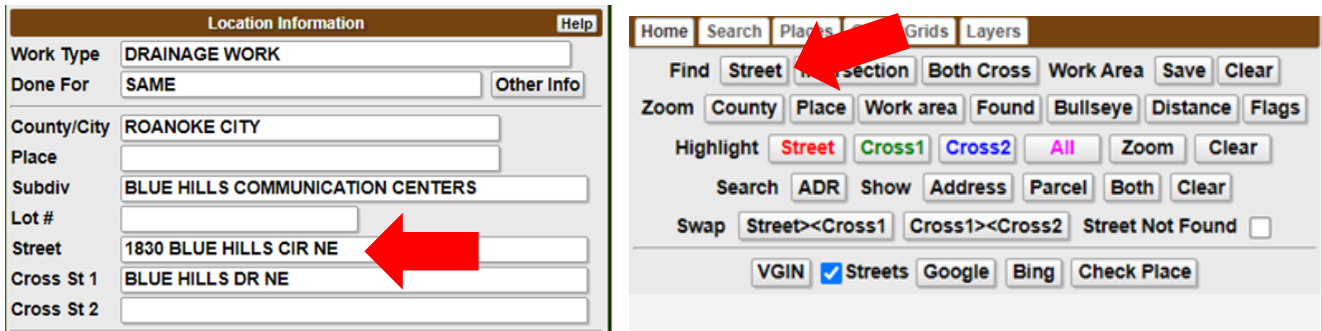




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## LAUNCHING THE MAP

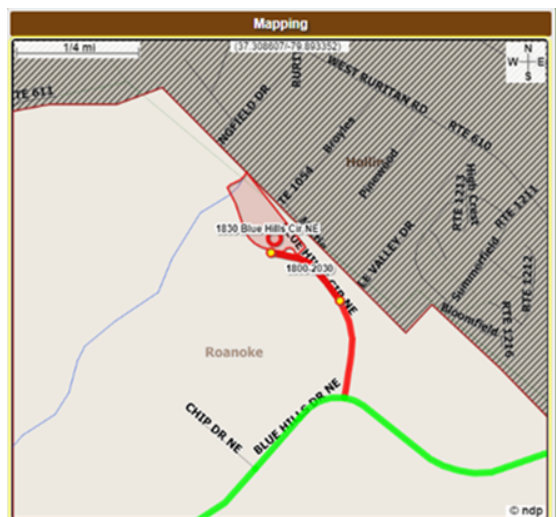
If a numerical address has been entered in the Street field, **then** select the **Street** command to launch the map.



The street segment (Blue Hills Cir NE) displays in red within two yellow vertices (yellow dots). This means the address is found on the street between the two yellow dots. The range of addresses found within the two yellow dots also displays.

Parcel data indicated by the red shaded area will display with the address point (when available). This is referred to as a **Direct Mapping Hit**.

The cross street is highlighted green by selecting the Cross 1 command.



**Direct Mapping Hit** – When ALL the following attributes display on the map: road segment, corresponding road address range, and parcel data with address point.





# Web Ticket Entry Basic Training Guide

## Place field and Message Boxes

The Place field contains the name of the town or community within a county or city; however, it is not a required field. If the address, street or cross street(s) are found within a town or community that has not been entered in the Place field, a message box will display that provides information about the place.

In this example the message *“Found in a different place”*, displays because nothing was entered in the Place field.

Location Information		Help
Work Type	DRAINAGE WORK	
Done For	SAME	Other Info
County/City	ROANOKE	
Place		
Subdiv		
Lot #		
Street	STARKEY RD	
Cross St 1	OGDEN RD	
Cross St 2		

Find Intersection Results
OGDEN RD & STARKEY RD
<i>Found in a different place</i>
(Click on Intersection to select it)
OGDEN RD & STARKEY RD, CAVE SPRING
Show All    Exit

You can enter the information in the Place field or leave it blank if you are not familiar with the place name.

Location Information		Help
Work Type	DRAINAGE WORK	
Done For	SAME	Other Info
County/City	ROANOKE	
Place	CAVE SPRING	
Subdiv		
Lot #		
Street	STARKEY RD	
Cross St 1	OGDEN RD	
Cross St 2		

Location Information		Help
Work Type	DRAINAGE WORK	
Done For	SAME	Other Info
County/City	ROANOKE	
Place		
Subdiv		
Lot #		
Street	STARKEY RD	
Cross St 1	OGDEN RD	
Cross St 2		



A variety of messages may display based on what was entered in the Place, Street and Cross Street(s) fields. Pay close attention to the message and respond accordingly.

You can enter the name of the place in the Subdivision field if the name entered in the Place field causes a conflict with the map.



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## DRAWING THE NOTIFICATION POLYGON

The Virginia 811 Members (utility operators) indicate the approximate location of their underground facilities using the same mapping program you will use to find the area where you plan to dig on the map. The location of Virginia 811 member's underground facilities is proprietary which means that you will not be able to see where their service areas are located on the map.

When the Notification Polygon you draw intersects with the polygon the members draw on the map, the member utility will receive notification that you plan to dig near their underground utilities when you submit the ticket.



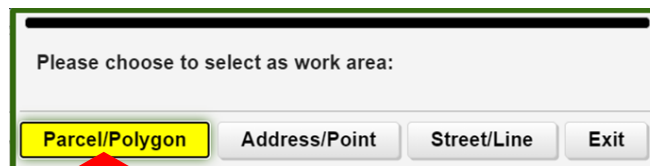
The utility line locator does not see where you drew the polygon on the map. The locator uses the description entered in the Excavation area to mark the approximate location of the underground utilities.

### Automatically Draw Polygon

Use the drawing tools located directly under the map to draw the Notification Polygon. If the parcel displays on the map, you can automatically draw the work area (Notification) polygon around the parcel by selecting the tools and commands indicated by the arrows below:



Select



Then Select

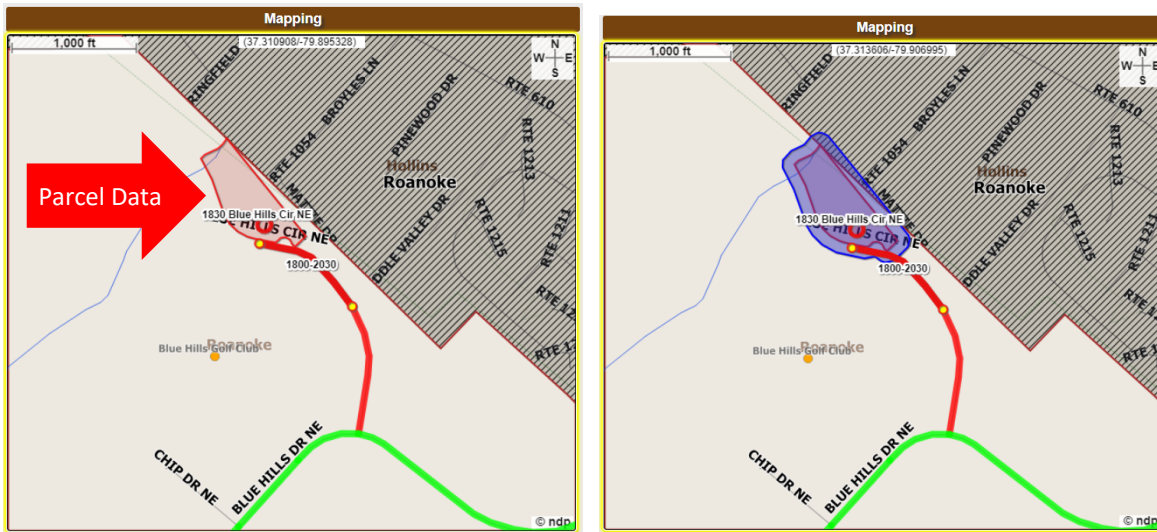


Try it!






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## Manually Draw Polygon



**Leave Roanoke City in the County/City field and enter the address of 1829 Blue Hills Cir NE in the Street field.**

When the parcel data does not display on the map and you can confirm that the address is located on the street entered in the Street field in ticket entry, use the  tool to manually draw the notification polygon.

1. Activate and select the drawing tool. A tool is activated or in use when the icon highlights green.

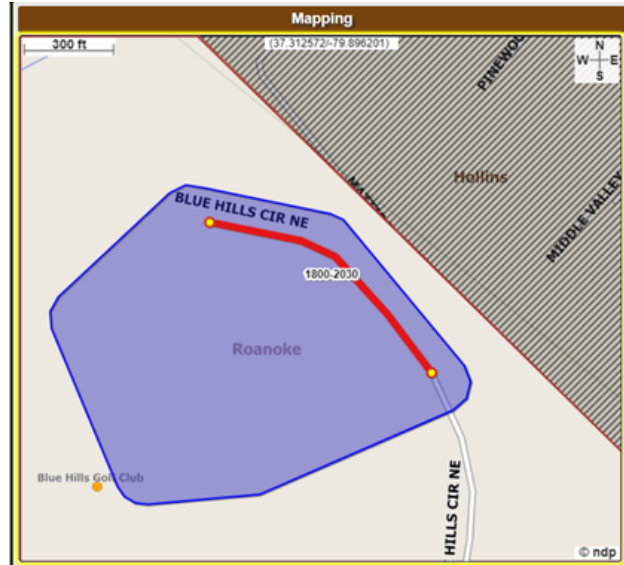
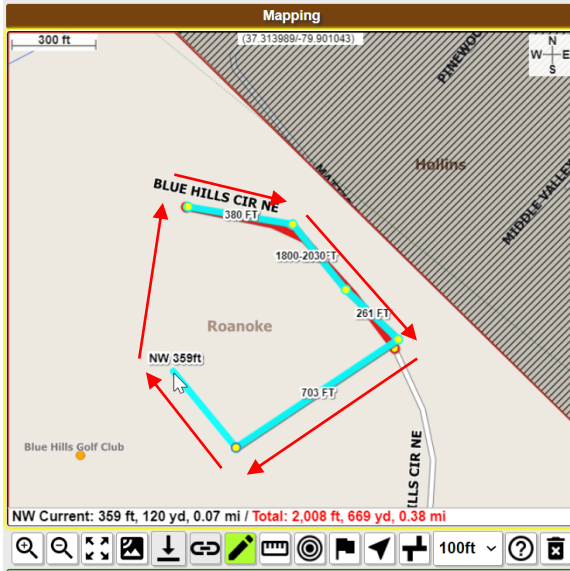


2. Place the mouse on the map and left click where you want to begin drawing
3. Remove your finger from the left mouse button and pull in the direction of the area you want to cover (This will be the first side to your work area polygon)
4. Click once on the left mouse button to end, then lift finger from the mouse button to start the next line and pull in the desired direction as shown in the example below. Continue this process until you fully cover the area where you plan to dig



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- To connect the first and last lines, double click on the left mouse button to complete the Notification or work area polygon

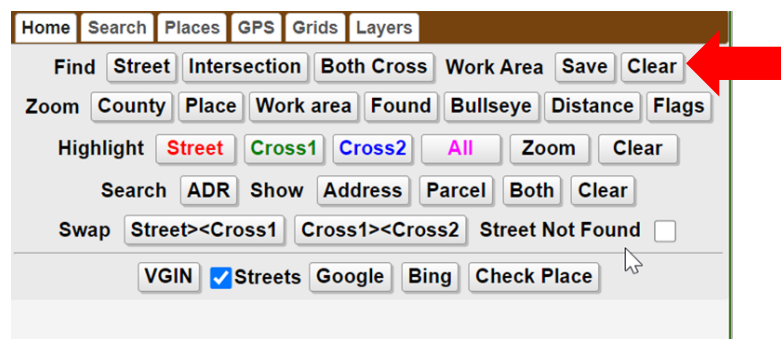


**This does take practice!**

## Removing the Notification Polygon

If the polygon does not cover the entire area where you plan to dig, you can remove the polygon without making changes to any of the map data.

To remove the Notification Polygon, select the **Clear** command from the Home Tab:




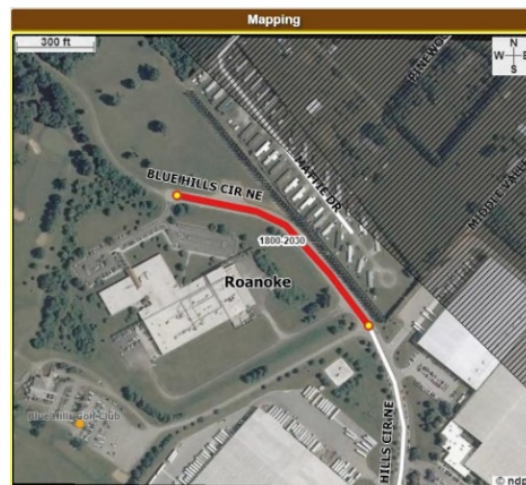
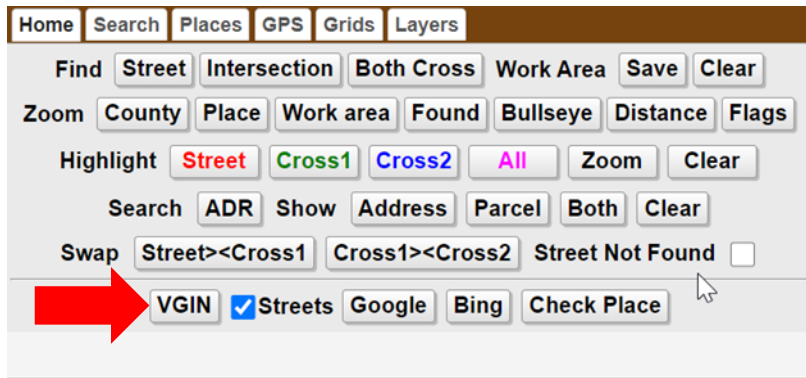
Follow Steps 1- 5 to redraw the polygon.



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## Satellite Imagery

Display satellite imagery to help you see where to draw the polygon. Select either the **VGIN** command from the Home Tab or the  from the tool bar.





# Web Ticket Entry Basic Training Guide

## Zoom Tools

We are going to take a bit of a detour at this point and learn about using Zoom Tools. You will find that learning how to zoom in and out of the map is one of the most important skills to master. This will help you remain in control of the data you want to display on the map.

The first set of tools are found on the tool bar just below the map. The map will remain centered when these tools are selected.



 Zoom in to see the area closer     Zoom out to see more information

 Enlarge the map view     Return to normal map view

## Using the mouse to zoom in and out

To zoom in and out, place the cursor on the map and use the roller on the mouse to zoom in and out.

- ✓ Out – roll backward to display more data
- ✓ In – roll forward to zoom in to an area



Center the map by selecting a specific location on the map with the mouse.

If you get “lost” in the map, select the Find Street command to re-display the original data.



**Practice, Practice and Practice!**



For a complete description of the mapping tools, **select QuickMap HELP**





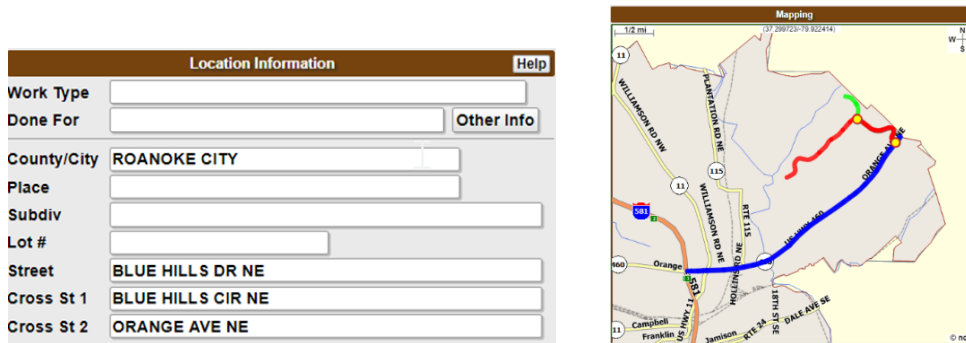
# Web Ticket Entry Basic Training Guide

## Highlight Commands



The Highlight commands are used to display the entire length of the street and cross street(s) on the map and helps you to see where the entire street(s) are found on the map. This gives you visual confirmation that you have identified the correct location of your proposed excavation area on the map. The Street, Cross 1 and Cross 2 commands will highlight the entire road segments individually on the map.

The **All** **Zoom** commands will highlight the street and cross street(s) at the same time and is the most efficient tool to use to display the entire streets on the map.



## Search and Show Commands

The Search and Show commands are used to display single addresses, multiple addresses and parcels. This is especially helpful when you are looking for an address or series of addresses that are near your area of excavation but not a part of it.



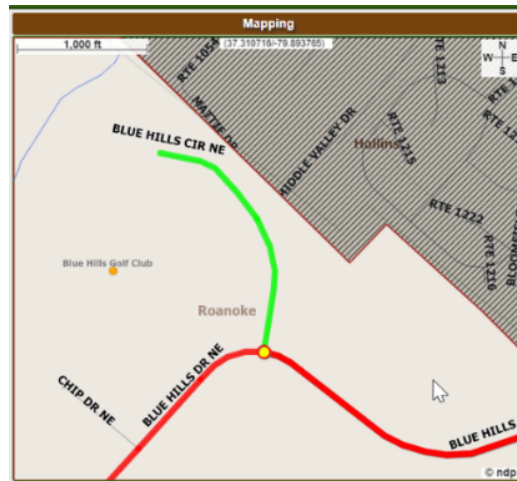
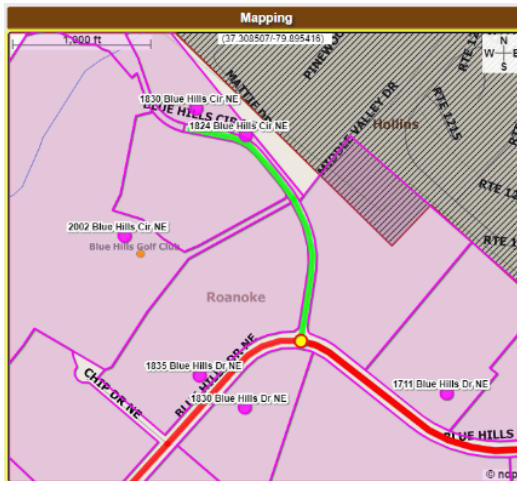
Using the Show Both command is the best way to display the data.







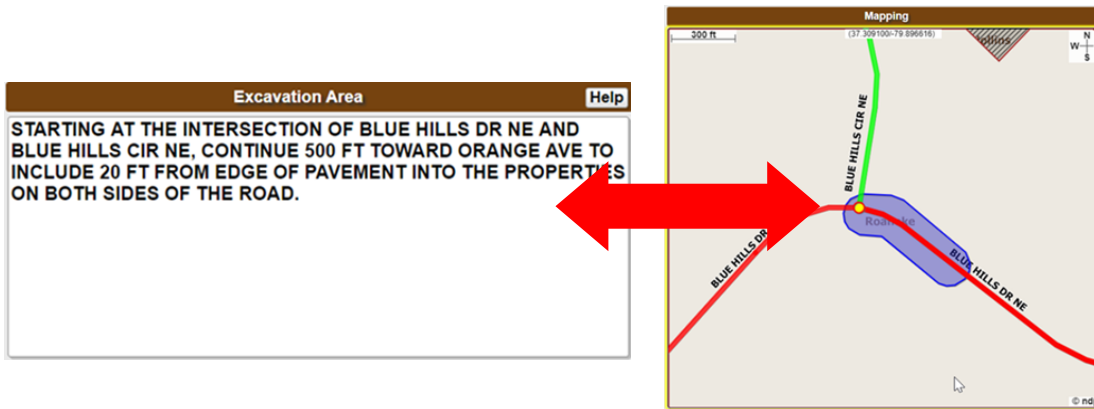
# Web Ticket Entry Basic Training Guide





## ACCURACY AND SAFETY

**Caution:** Always compare the Notification Polygon to the description of excavation to ensure the polygon covers the area described in the Excavation Area field.



The Notification Polygon must match the description of excavation to ensure that the correct utilities are notified. The Notification Polygon is not seen by the locators. The utility line locators:

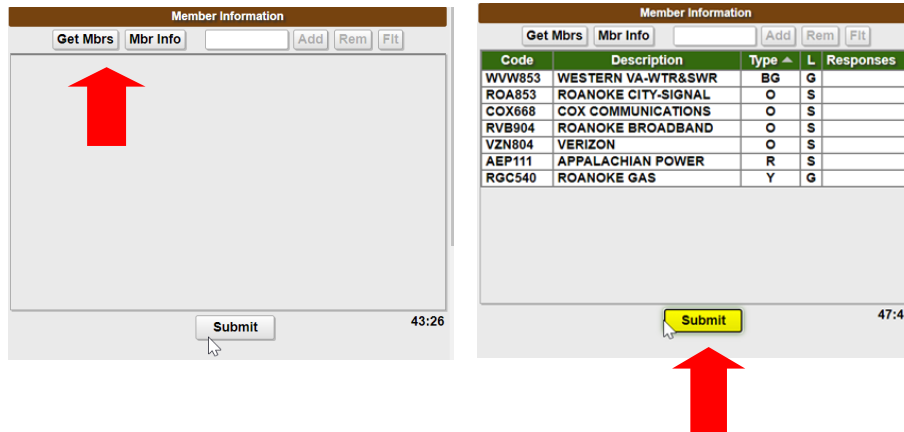
1. Read the County / City and Street information to find the location of excavation
2. Follow the information in the Excavation Area to determine where the excavation is taking place so that they can mark the approximate horizontal location of the underground facilities

## RELEASING THE TICKET

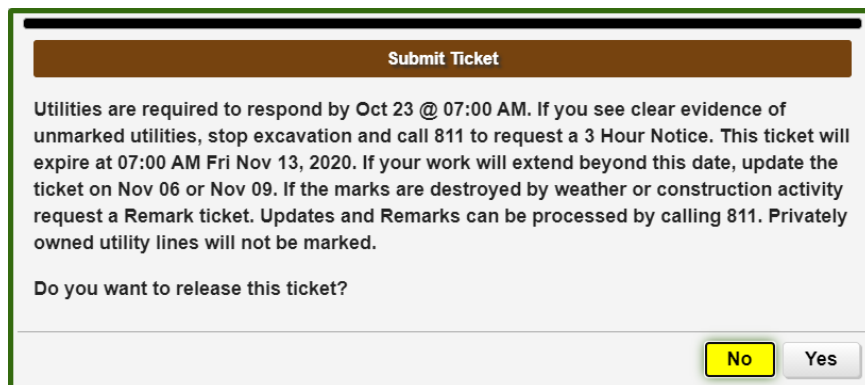
Once you have compared the description of excavation to the Notification Polygon to ensure that they match, select **Get Mbrs** located on the right side of the ticket entry screen to display the list of utilities who will respond to your ticket. Then select the **Submit** command to release the ticket. *(As a safety precaution, the ticket will not release on the test server):*



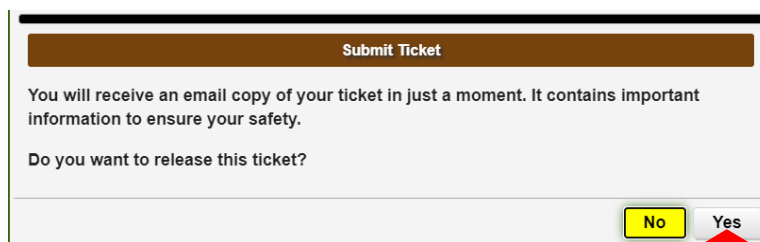
# Web Ticket Entry Basic Training Guide



When practicing tickets on the test server, a message box will display providing you with safety information. Once you begin taking tickets, this information will be included in the Ticket Confirmation sent to your email each time you release a ticket.



When you start entering tickets on your own, a message box will display asking if you are ready to submit the ticket. Select "No" if you need to make changes to the ticket before you release it. If you do not need to make changes, select "Yes"



Select  to release the ticket



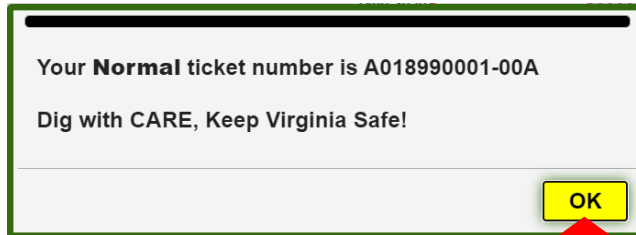


# Web Ticket Entry Basic Training Guide

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## Ticket Number

Each ticket is assigned a unique set of numbers beginning with either an A or a B and ending with a version number. Select OK to release the ticket. When the ticket is released, it is automatically sent to the member utilities listed when you selected the **Get Mbrs** command.



Select  to confirm the release

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## Notification Dates

When a ticket is released on the live or active server, the Notification Dates section of the ticket entry screen indicates the following (*As a safety precaution, the ticket will not release on the test server and this section will not display*):

1. The time and date the utility operators must respond
2. The last date the ticket can be updated
3. The date the ticket expires and is no longer valid

Notification Dates		
Locate/Due By	Fri Oct 23, 2020 07:00 AM	ET <b>NORM</b>
Update By	Mon Nov 09, 2020 11:59 PM	
Expires	Fri Nov 13, 2020 07:00 AM	



# Web Ticket Entry Basic Training Guide

## Check Place



Enter Blue Ridge Park in the Place field before selecting the Get Mbrs Tab.

If the name of the place entered in the Place field does not match the map, a message box will display when you select **Get Mbrs** before you release the ticket.

Select the Check Place command to determine what step to take next.

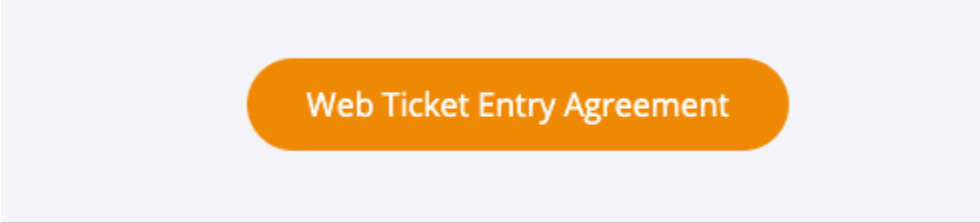
A message box will display with information about the name of the place entered. You can either change the name of the place based on the information displayed in the message box, remove the name of the place from the Place field or move it to the Subdivision field. You will not be able to complete the ticket without making the change if the message is displayed in **red text**.



# Web Ticket Entry Basic Training Guide

## INSTRUCTIONS FOR SETTING UP YOUR ACCOUNT

Congratulations! You have successfully completed your training. Select the Web Ticket Entry Agreement command or button at the end of the course to request an Account and Password.



1. Read the Terms and Conditions.
2. Complete the information to the right of the Terms and Conditions Section.
3. Select the Agreement Box, “I agree to all of the terms and conditions”.
4. Select the Submit command.

The screenshot shows a web form titled "Web Ticket Entry Agreement" with a close button (X) in the top right corner. The form is divided into two main sections: "Terms and Conditions" on the left and a registration form on the right. The "Terms and Conditions" section contains five numbered paragraphs detailing the system's availability, ticket entry rules, user responsibilities, and the provider's right to reject applications. The registration form includes fields for First Name, Last Name, Date (mm/dd/yyyy), Company Name, Company Address, City/State/Zip, Main Company Phone # (###.###.###), User Direct Phone # (###.###.###), and User Email Address. There are checkboxes for "Utility" and "Contractor" under "Company Type", and an "Agreement" checkbox with the text "I agree to all of the terms and conditions". A green "Submit" button is located at the bottom right of the form.

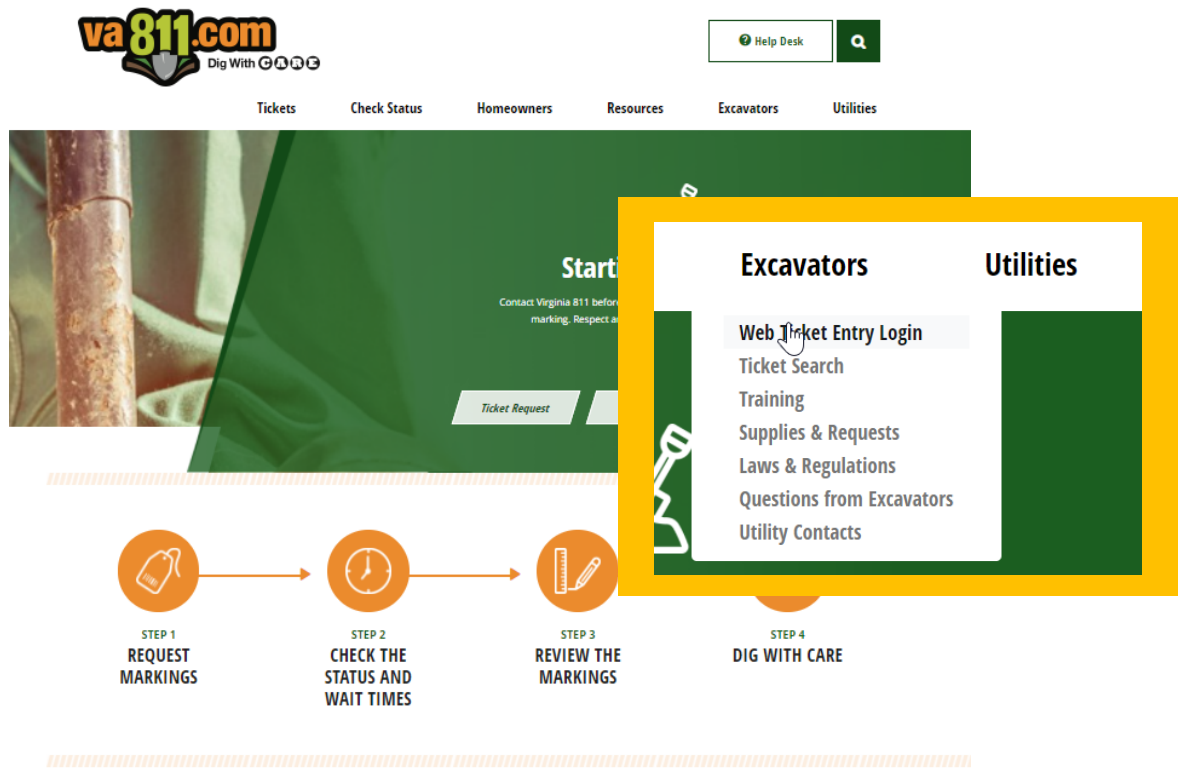
- a. The WTE Agreement will automatically be sent for processing.
- b. You will receive an email with your account and password information.**



# Web Ticket Entry Basic Training Guide

## INSTRUCTIONS FOR LOGGING INTO WEB TICKET ENTRY

1. Access the Virginia811 website at **VA811.com** and hover your mouse over the Excavators section and select the **Web Ticket Entry Login**.



2. Enter your Username (Account) and password to log into the Web Ticket Entry software:

Sign in

https://newtina.vups.org

Username

Password



# Web Ticket Entry Basic Training Guide

3. Select the H5 Ticket Entry to launch the ticket entry software.



4. Select the Normal and Clear Everything commands to begin taking tickets.





## Web Ticket Entry Basic Training Guide

5. Your name, phone number and company name will automatically prefill in the caller information section.
  - a. Enter the name of the field contact or leave the Field Contact fields blank if you are the field contact.

Caller Information	
Phone	540-985-9355
Caller	SUSAN PAINTER
Caller Type	UTIL <input type="checkbox"/> Direct Line 540-985-9355 Ext <input type="text"/>
Company	VIRGINIA UTILITY PROTECTION SERVICE
Address	1830 BLUE HILLS CIRCLE
ZIP	24012 St VA <input type="checkbox"/> City ROANOKE
Email	SPAINTER@VUPS.ORG Fax <input type="text"/>
Fld Contact	<input type="text"/> Phone <input type="text"/>

6. Complete the ticket.
7. Compare the description of excavation to the Notification Polygon you drew to ensure that the polygon covers the entire area of proposed excavation.





# Web Ticket Entry Basic Training Guide

8. Select the **Get Mbrs** and **Submit** Commands.

Member Information				
Code	Description	Type ^	L	Responses
WVW853	WESTERN VA-WTR&SWR	BG	G	
ROA853	ROANOKE CITY-SIGNAL	O	S	
COX668	COX COMMUNICATIONS	O	S	
RVB904	ROANOKE BROADBAND	O	S	
VZN804	VERIZON	O	S	
AEP111	APPALACHIAN POWER	R	S	
RGC540	ROANOKE GAS	Y	G	

**Submit** 00:25

9.

**Submit Ticket**

You will receive an email copy of your ticket in just a moment. It contains important information to ensure your safety.

Do you want to release this ticket?

**No** Yes

Select **No** if you need to make changes.

10.

**Submit Ticket**

You will receive an email copy of your ticket in just a moment. It contains important information to ensure your safety.

Do you want to release this ticket?

No **Yes**

Select **Yes** if no changes are necessary.

11.

Your **Normal** ticket number is A018990001-00A

Dig with CARE, Keep Virginia Safe!

**OK**

Select **OK** to confirm the release