



Web Ticket Entry

Basic Training Guide



Web Ticket Entry Basic Training Guide

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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 the user to take the course at their own pace and time schedule and can also be used along with the video and / or instructor-led courses or any time after the user begins placing locate requests on their own, as a refresher course.

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

Using this training guide, the user will learn how to:

- ✓ Enter information in the fields
 - Caller Information
 - Location Information
 - Excavation Area
- ✓ Navigate in the map
 - Find the location of where the digging is planned
 - Use basic mapping tools and commands
 - Draw the Notification Polygon
- ✓ Complete the locate request
 - Review the locate request for accuracy and safety
 - Submit and release the locate request

The icons will prompt the user to participate or provide some additional information to enhance the learning experience.



Practice using the software by following along



There are tips along the way to help with learning



The Virginia Underground Utility Damage Prevention Act offers reminders on 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.



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GETTING STARTED

The user will have full access to Virginia 811’s test server. This will help in becoming familiar with the basic functionality of the software and the mapping program.



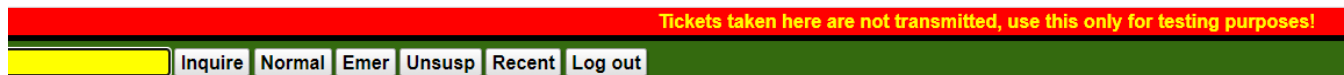
Let’s get started with training:

1. Log into the test server by copying and pasting 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' (text input), 'Password' (text input), 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: **Locate requests taken here are not transmitted, use this only for testing purposes!** The test server cannot be used to process actual locate requests.



Once assigned an account and password, the user’s name, phone number, email address, company name, and mailing address will automatically prefill the Caller Information fields every time the software is activated.

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



If changes are needed to the account information, call 811 and a Web Ticket Quality Coordinator will be happy to assist with those changes.



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OVERVIEW

From the Main screen, multiple functions can be completed: inquire on an existing locate request, process a Normal or Emergency locate request (when authorized to do so), unsuspend a locate request that was previously suspended or access all the locate requests processed from the account in the previous 90 days, up to 500 requests. Logging out of the software is also done from the Main screen.

The Main screen is divided into sections as shown below:

The screenshot displays the main interface of the Web Ticket Entry software. At the top, a navigation bar includes buttons for 'Inquire', 'Normal', 'Emer', 'Unsus', 'Recent', and 'Log out'. A status bar indicates 'Tickets taken here are not transmitted, use this only for purposes!' and 'Logged in as WAHOLTZ (WEBALLH5)'. The interface is divided into several sections:

- Caller Information:** Fields for Phone, Caller, Caller Type (Direct Line, Ext), Company, Address, ZIP (St, VA, City), Email, Fax, Fld Contact, and Phone.
- Location Information:** Fields for Work Type, Done For, County/City, Place, Subdiv, Lot#, Street, Cross St 1, and Cross St 2. Includes checkboxes for Boring?, Blasting?, and White Paint?.
- Excavation Area:** A section for defining excavation areas.
- Mapping:** A central map of Virginia counties with a search bar and various tools. The map shows 'Newton Streets (6)'. Below the map are search and filter options like 'Find Street', 'Intersection', 'Both Cross', 'Work Area', 'Save', 'Clear', 'Zoom', 'County', 'Place', 'Work area', 'Found', 'Bullseye', 'Distance', 'Flags', 'Highlight', 'Street', 'Cross1', 'Cross2', 'All', 'Zoom', 'Clear', 'Search', 'ADR', 'Show', 'Address', 'Parcel', 'Both', 'Clear', 'Swap', 'Street<Cross1', 'Cross1<Cross2', 'Google', 'Bing', 'Muni', 'Check Place'.
- Notification Dates:** Fields for Locate/Due By, Update By, and Expires. Includes a 'Norm' button.
- Instructions:** A section for providing instructions, with buttons for 'Expand last word', 'Expanded Word List', and 'Abbreviations'.
- Member Information:** A section for member management, with buttons for 'Get Mbrs', 'Mbr Info', 'Add', 'Rem', and 'Fit'.

At the bottom left, it says 'VA811 Test Server A for WebTE Users' and at the bottom right, '1.0.46'.



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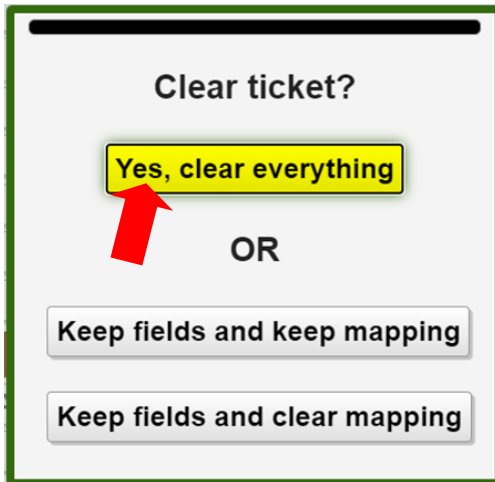
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ACTIVATING THE SOFTWARE

The software is activated by selecting the command that applies to the function that needs to be performed.



Select the Normal command



Once training is complete there will be options for clearing everything or keeping the information entered in the **Location Information** and **Excavation Area** fields from the previous locate request and either keeping or clearing the mapping.

These options work well when processing multiple locate requests for the same area.

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



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CALLER INFORMATION

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

The **Field Contact** fields are completed for each locate request 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	<input type="text" value="JAMES SMITH"/>	Phone	<input type="text" value="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 locate request.

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



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



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LOCATION INFORMATION

The Location Information section of the screen contains the specific location of where excavation is planned, to include the type of work being done, and for whom the work is being done.



Practice while following along

Work Types

The types of work are arranged alphabetically for ease of use and will populate a list of options as the work type being done is typed into the Work Type field.

Work Type	GAS
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



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Done For

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

If 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 REPAIR	
Done For	WESTON SEPTIC SERVICE	Other Info

If work is being done for a homeowner, enter HO/the homeowner's name/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. The name of a residential subdivision name or the name of a commercial property can be entered.
- ✓ The **Lot#** field is entered when the property has not been assigned a street address.



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Boring and Blasting

The Boring and Blasting fields require an answer.

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

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

If 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. “If 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, 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 the area has been pre-marked with white paint or flags prior to entering the locate request, **then** select “Y”.

If the area has **not** been 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 the area has been pre-marked with something other than white paint or flags, **then** select “N”.


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



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

Excavation Area	Help
<p>MARKED WITH BLUE RIBBON </p> <p>RUNNING POWER FROM THE LEFT CORNER OF THE HOUSE TO THE RIGHT CORNER OF THE BARN</p>	

EXCAVATION AREA

When completing the Excavation Area, it is important to define the 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 locate request shall not exceed one-third of a mile.”

Keep in mind that what should be described is 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
<p>STARTING AT THE FIRST ENTRANCE TO THE BUILDING AND ENDING AT THE SECOND ENTRANCE, 20 FEET INTO THE PROPERTY FROM EDGE OF PAVEMENT</p>	

 Beginning & Ending Points
 Directions & Distance
 How far out on either side



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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 installing 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 the work with boundaries such as other streets or landmarks.



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.



Excavation Area		Help
<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>		

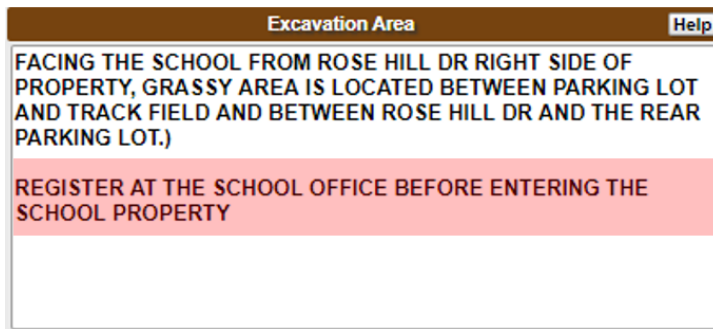


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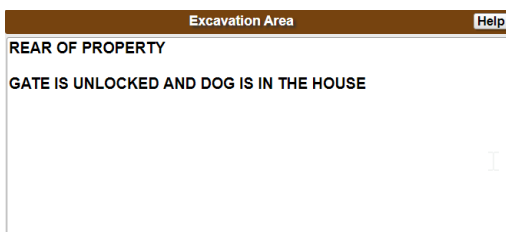
Additional Information

Additional information relative to the work being done can be added to the Excavation Area such as the gate codes, time the property is accessible 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.



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.



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





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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.



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
<p>RUNNING POWER FROM LEFT CORNER OF THE HOUSE TO THE RIGHT CORNER OF THE BARN.</p> <p>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.</p>	

Excavation Area	Help
ENTIRE PROPERTY	

Industry Terminology

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

Excavation Area	Help
<p>FACING THE HOUSE FROM THE STREET, REPLACING UTILITY POLE LOCATED IN THE RIGHT FRONT CORNER OF THE PROPERTY</p>	



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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.

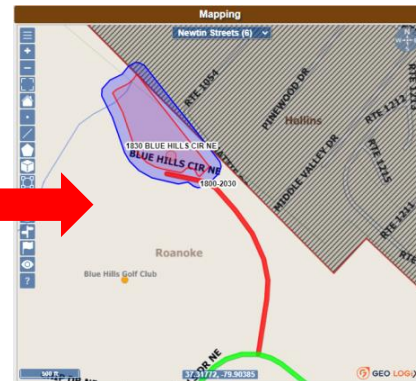
- ✓ Once found, use the map tools to draw a Notification Polygon to notify the utility operators that digging is planned in the vicinity of their underground lines.

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 CIR NE				
Cross St 1	BLUE HILLS DR NE				
Cross St 2					
Boring?	<input type="checkbox"/> N <input checked="" type="checkbox"/> y	Blasting?	<input type="checkbox"/> N <input checked="" type="checkbox"/> y	White Paint?	<input type="checkbox"/> n <input checked="" type="checkbox"/> Y



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

Excavation Area		Help
STARTING AT THE INTERSECTION OF BLUE HILLS DR NE AND BLUE HILLS CIRCLE, CONTINUE 500 FEET TOWARD ORANGE AVE TO INCLUDE 20 FT FROM EDGE OF PAVEMENT INTO THE PROPERTIES ON BOTH SIDES OF THE ROAD.		





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NAVIGATING THE MAP

The map 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 started, review how to use the basic tools and commands found on the Home tab. Once familiar with how to navigate the map and use the basic tools, there are specialized courses which can be taken on a personalized timeline.

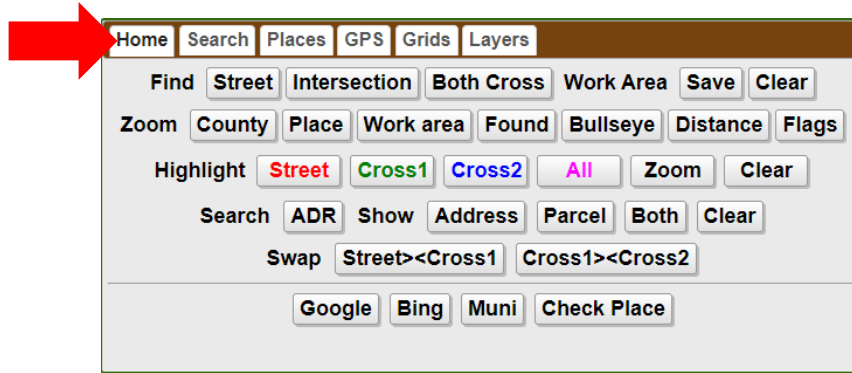


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HOME TAB

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**.

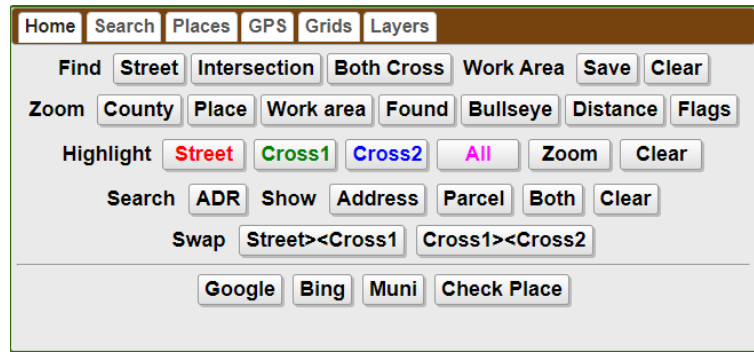
Find - uses the data entered in the County/ City, Street and Cross Street fields to launch the map

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



These additional commands access external mapping resources Google, Bing, and Muni maps (The municipalities 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.

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 CIR NE	
Cross St 1	BLUE HILLS DR NE	
Cross St 2		

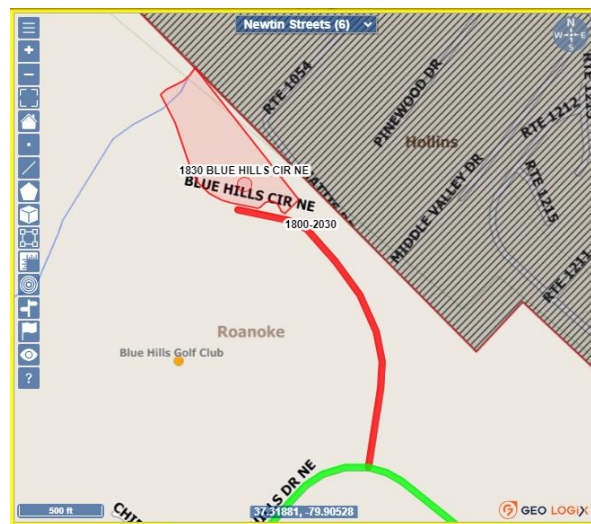
Home	Search	Find	SPS	Grids	Layers
Find Street Intersection Both Cross Work Area Save Clear					
Zoom County Place Work area Found Bullseye Distance Flags					
Highlight Street Cross1 Cross2 All Zoom Clear					
Search ADR Show Address Parcel Both Clear					
Swap Street<Cross1 Cross1><Cross2					
Google Bing Muni Check Place					

The street segment (Blue Hills Cir NE) displays in red. This means the address is found on the street with the listed address range.

Parcel data indicated by the red shaded area will be displayed 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.

Highlight	Street	Cross1	Cross2	All	Zoom	Clear
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Direct Mapping Hit – When ALL the following attributes display on the map: road address range, parcel data, and address point.

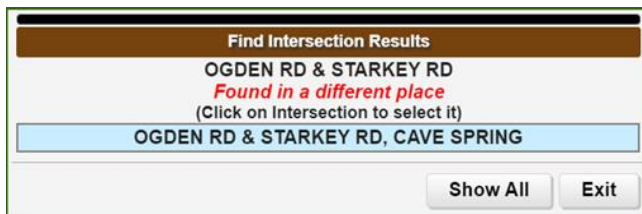


Place field and Message Boxes

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		



The information can be entered in the Place field or left blank if the place name is not familiar.



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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 be displayed based on what was entered in the Place, Street, and Cross Street(s) fields. Pay close attention to the message and respond accordingly.

The place name can be entered 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 used to find the area on the map where digging is planned. The location of Virginia 811 member’s underground facilities is proprietary, which means that where their service areas are located will not be visible on the map.

When the Notification Polygon drawn intersects with the polygon the members drew on the map, the member utility will receive notification that digging is planned near their underground utilities when the locate request is submitted.



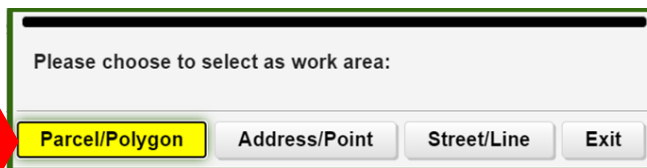
The utility line locator does not see where the Notification Polygon was drawn on the map. The locator uses the description entered in the Excavation area to mark the approximate location of the underground utilities.

Automatically Draw Polygon

Use the drawing tools to the left of the map to draw the Notification Polygon manually. If the parcel displays on the map, the Notification (work area) Polygon can be drawn automatically around the parcel by selecting the tools and commands at the bottom of the map as indicated by the arrows below:



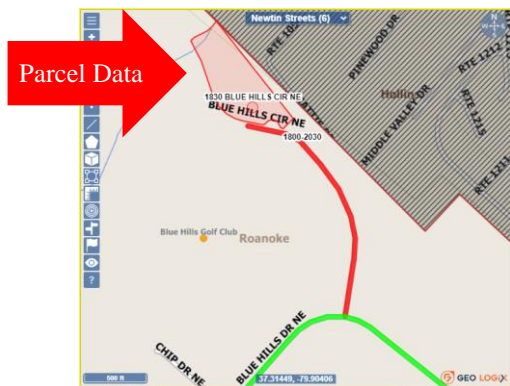
Select ↑



Then Select →



Try it






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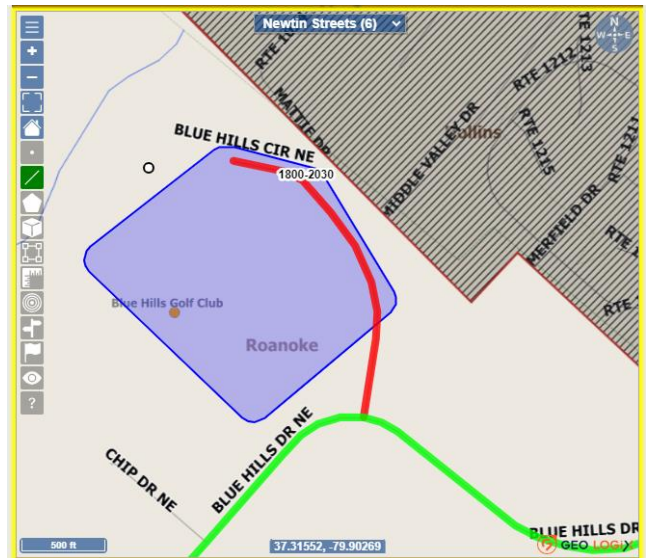
Manually Draw Polygon



Leave Roanoke City in the County/City field and enter the address of 1825 Blue Hills Cir NE in the Street field.

When the parcel data does not display on the map, but it can be confirmed that the address is located on the street entered in the Street field, use the  tool to manually draw the notification polygon. The tool bar is located on the left side of the map.

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 at the point where the drawing should begin.
3. Remove your finger from the left mouse button and pull in the direction of the area that needs to be covered by the polygon. (This will be the first side to the 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 the area where digging is planned is fully covered.
5. 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



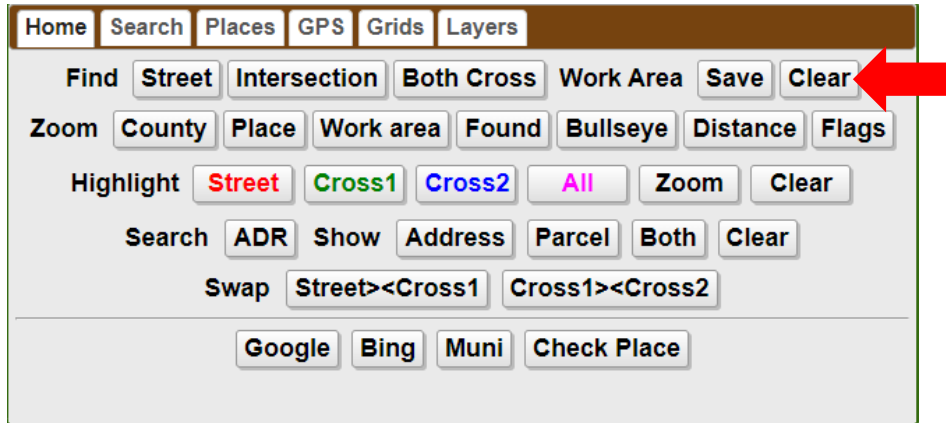
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Removing the Notification Polygon

If the polygon does not cover the entire area where digging is planned, the polygon can be removed without making changes to any of the map data.

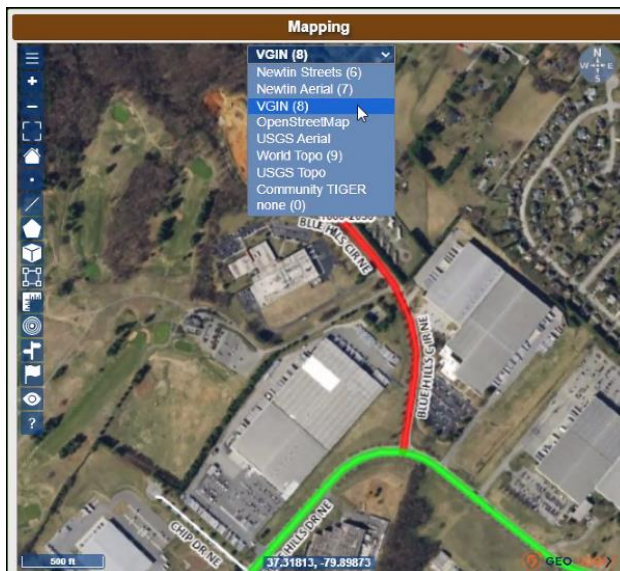
To remove the Notification Polygon, select the **Clear** command from the Home tab:



Follow the previous steps 1- 5 to redraw the polygon.

Satellite Imagery

Display satellite imagery to help see where to draw the polygon. Select either the VGIN or Newtin Aerial from the drop-down menu at the top of the map.





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Zoom Tools

We are going to take a bit of a detour at this point and learn about using Zoom tools. Learning how to zoom in and out of the map is one of the most important skills to master. This will help to remain in control of the data displayed on the map.

The first set of tools are found on the tool bar on the left side of 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

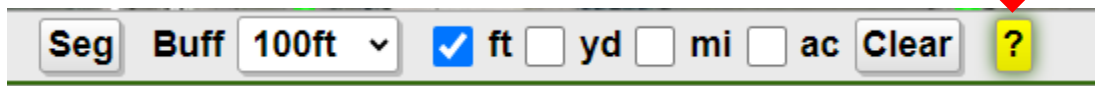
If “lost” in the map, select the Find Street command to re-display the original data.



Practice, Practice and Practice



For a complete description of the mapping tools, **select the**  .





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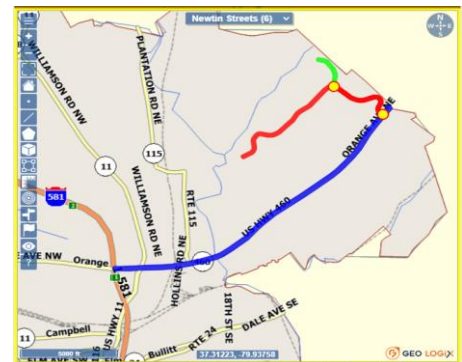
Highlight Commands



The Highlight commands are used to display the entire length of the street and cross street(s) on the map and help to see where the entire street(s) are found on the map. This gives visual confirmation that the correct location of the proposed excavation area has been identified 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 are the most efficient tools to use to display the entire streets on the map.

Location Information		Help
Work Type	<input type="text"/>	
Done For	<input type="text"/>	Other Info
County/City	ROANOKE CITY	
Place	<input type="text"/>	
Subdiv	<input type="text"/>	
Lot #	<input type="text"/>	
Street	BLUE HILLS DR NE	
Cross St 1	BLUE HILLS CIR NE	
Cross St 2	ORANGE AVE NE	

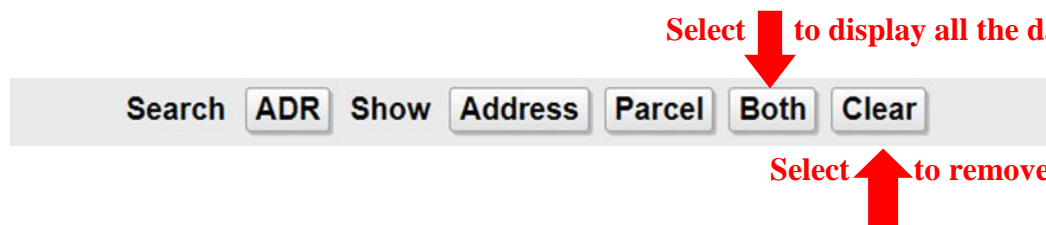


Search and Show Commands

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



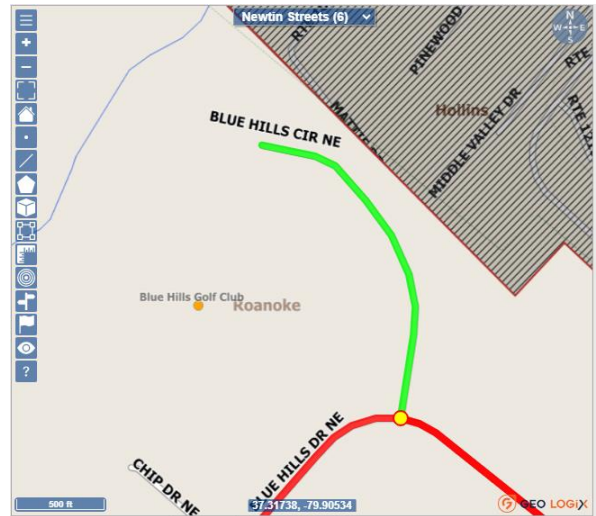
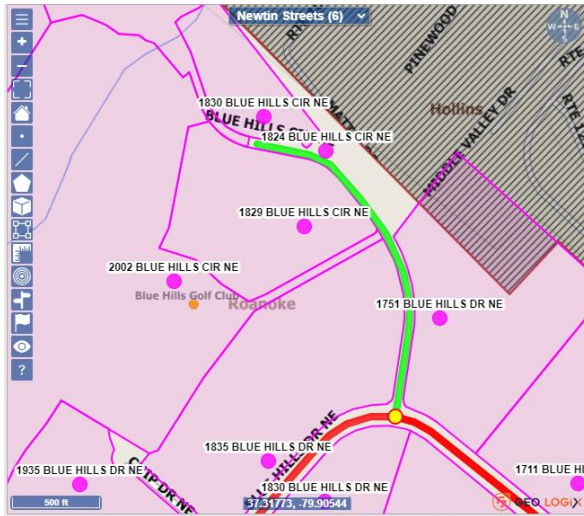
Using the Show Both command is the best way to display the data.





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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

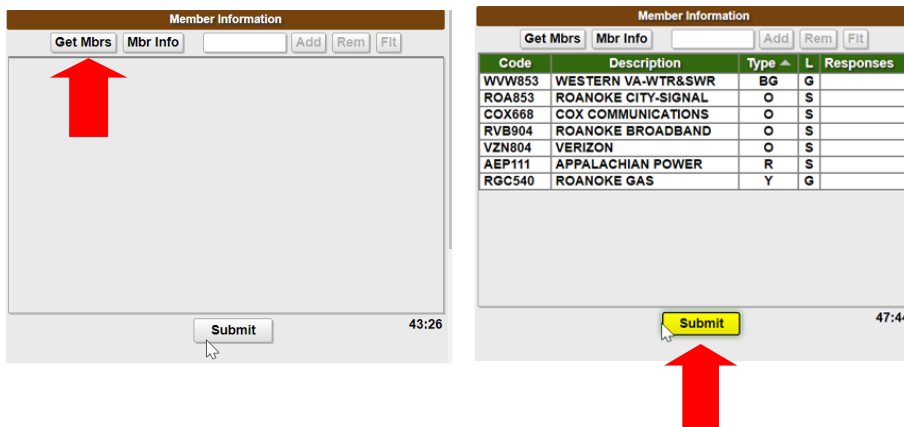
RELEASING THE LOCATE REQUEST

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

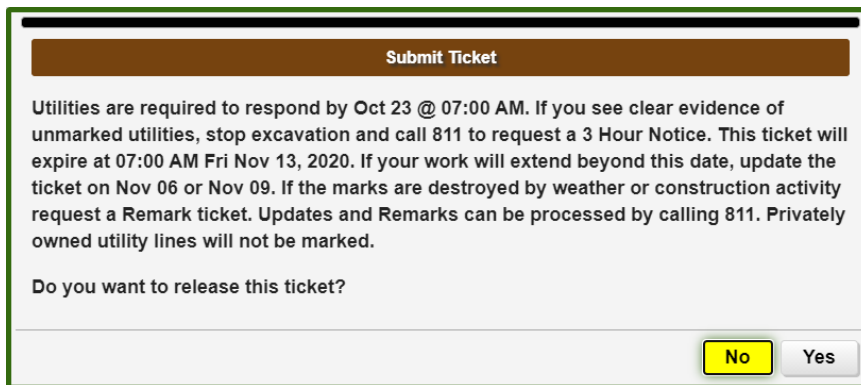


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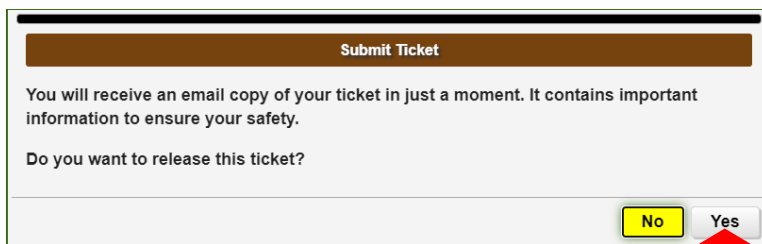
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When practicing locate requests on the test server, a message box will display safety information. Once processing locate requests of your own this information will be included in the confirmation sent to the email address provided in the caller information section, each time a locate request is released from the account.



When entering locate requests, a message box will display asking, “Do you want to release this ticket?” Select “No” if any changes are needed before releasing the locate request. If no changes are needed select “Yes” to submit and release the locate request.



Select  to release the locate request

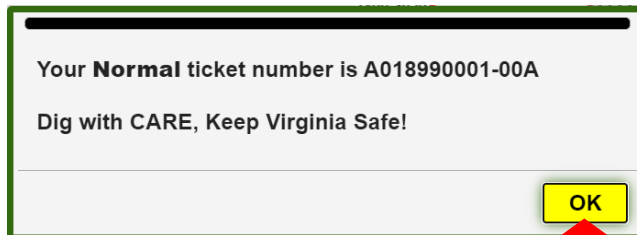


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Locate Request Number

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



Select  to confirm the release

Notification Dates

When a locate request is released on the live (or active server), the Notification Dates section of the screen indicates the following *(As a safety precaution, the locate request 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 locate request can be updated
3. The date the locate request expires and is no longer valid

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



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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 **Get Mbrs** is selected before the locate request is released.

The screenshot shows a 'Location Information' form with the following fields: Work Type, Done For, County/City (ROANOKE CITY), Place (BLUE RIDGE PARK), Subdiv, Lot #, Street (1830 BLUE HILLS CIR NE), Cross St 1 (BLUE HILLS DR NE), and Cross St 2. A red arrow points to the 'Place' field. To the right, a message box displays 'You must verify the place!' with an 'OK' button.

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

The screenshot shows four buttons: Google, Bing, Muni, and Check Place. The 'Check Place' button is highlighted in yellow, and a red arrow points down to it.

A message box will display information about the name of the place entered. The name of the place can either be changed based on the information displayed in the message box or the name can be removed from the Place field and moved to the Subdivision field. The locate request cannot be completed without making the change if the message is displayed in red text.

The left screenshot shows a message box with the text: 'Work area NOT FOUND IN PLACE', 'Work area was NOT FOUND in BLUE RIDGE PARK', 'It was found in: ROANOKE', and 'Change place or work area'. The right screenshot shows the 'Location Information' form with 'Subdiv' set to 'BLUE RIDGE PARK' and a red arrow pointing to it.



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Scheduling Locate Requests

2023 Law Changes



§ 56-265.17. Notification required prior to excavation or demolition; waiting periods; marking of proposed site.

D. The excavator's notification shall be valid for 15 working days from 7:00 a.m. on the next working day following a locate request or 15 working days following a scheduled excavation date provided to the notification center, whichever is later. Three working days before the end of the 15-working-day period, or at any time when line-location markings on the ground become illegible, the excavator intending to excavate shall contact the notification center and request the re-marking of lines. The operator shall re-mark the lines as soon as possible; however, the re-marking of the lines shall be completed within 48 hours from 7:00 a.m. on the next working day following the request for the re-mark. Such re-marking shall be valid for an additional 15 working days from 7:00 a.m. on the next working day following a locate request.



§ 56-265.19. Duties of operator; regulations.

A. If a proposed excavation or demolition is planned in such proximity to the underground utility line that the utility line may be destroyed, damaged, dislocated, or disturbed, the operator shall mark the approximate horizontal location of the underground utility line on the ground to within two feet of either side of the underground utility line by means of stakes, paint, flags, or a combination thereof. The operator or contract locator shall mark the underground utility line and report the marking status to the positive response system by no later than 7:00 a.m. on the third working day following the excavator's locate request, unless a scheduled excavation date is provided by the excavator to the notification center or the operator or contract locator is unable to do so due to extraordinary or exigent circumstances. Any scheduled excavation date shall not be less than 48 hours nor more than 12 working days from the date of the locate request. If a scheduled excavation date is provided by the excavator to the notification center, the operator or contract locator shall mark the underground utility line and report the marking status to the positive response system by no later than 7:00 a.m. on the scheduled day of excavation. Any locate request made on a day that is not a working day shall be considered as having been submitted to the notification center on the next working day at 7:00 a.m. If the operator is unable to mark the location within the time allowed under this section due to extraordinary or exigent circumstances, the operator shall notify directly the person who proposes to excavate or demolish and shall, in addition, notify the person of the date and time when the location will be marked. The deferral to mark for extraordinary or exigent circumstances shall be no longer than 96 hours from 7:00 a.m. on the next working day following the locate request, unless a longer time is otherwise agreed upon by the operator and excavator. The operator shall also inform the notification center of any deferral.



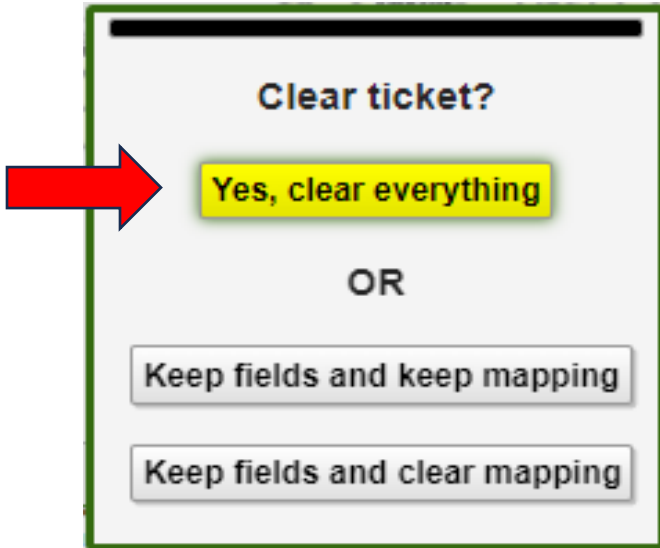
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The software will be activated by selecting the command that applies to the function that needs to be performed.



Select the Normal command



Once training is complete there will be options for clearing everything or keeping the information entered in the **Location Information** and **Excavation Area** fields from the previous locate request and either keeping or clearing the mapping.

These options work well when processing multiple locate requests for the same area.

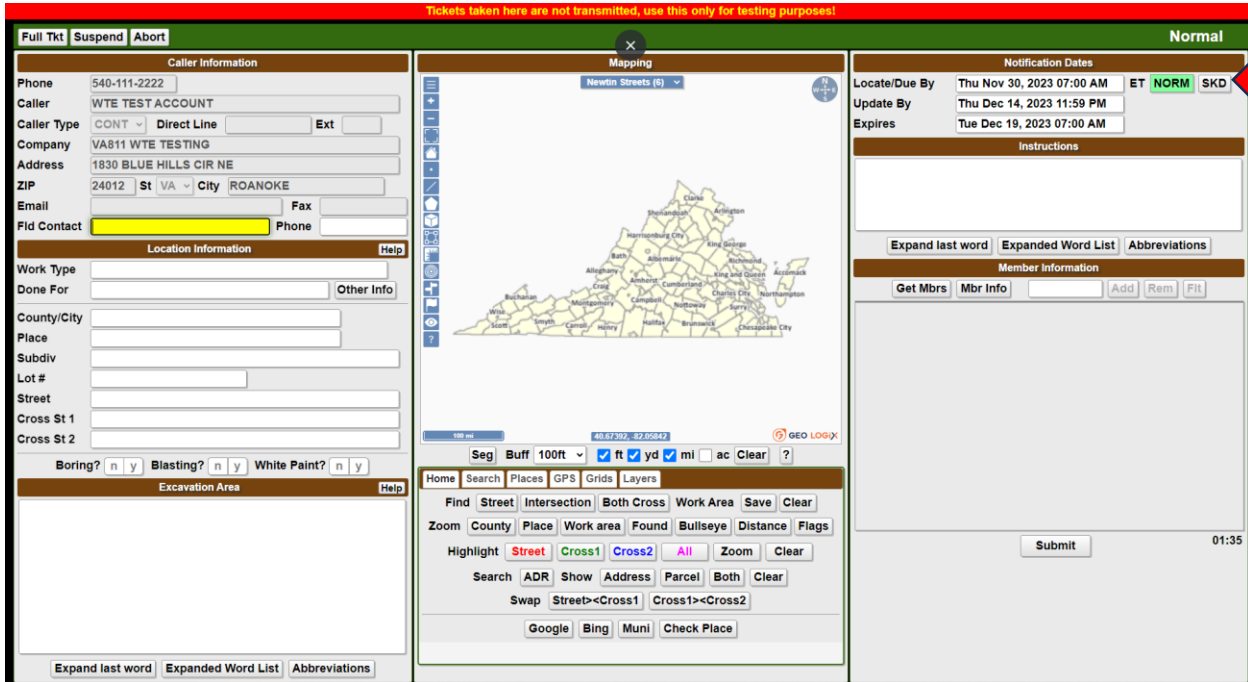
For training purposes, select “Yes, clear everything.”



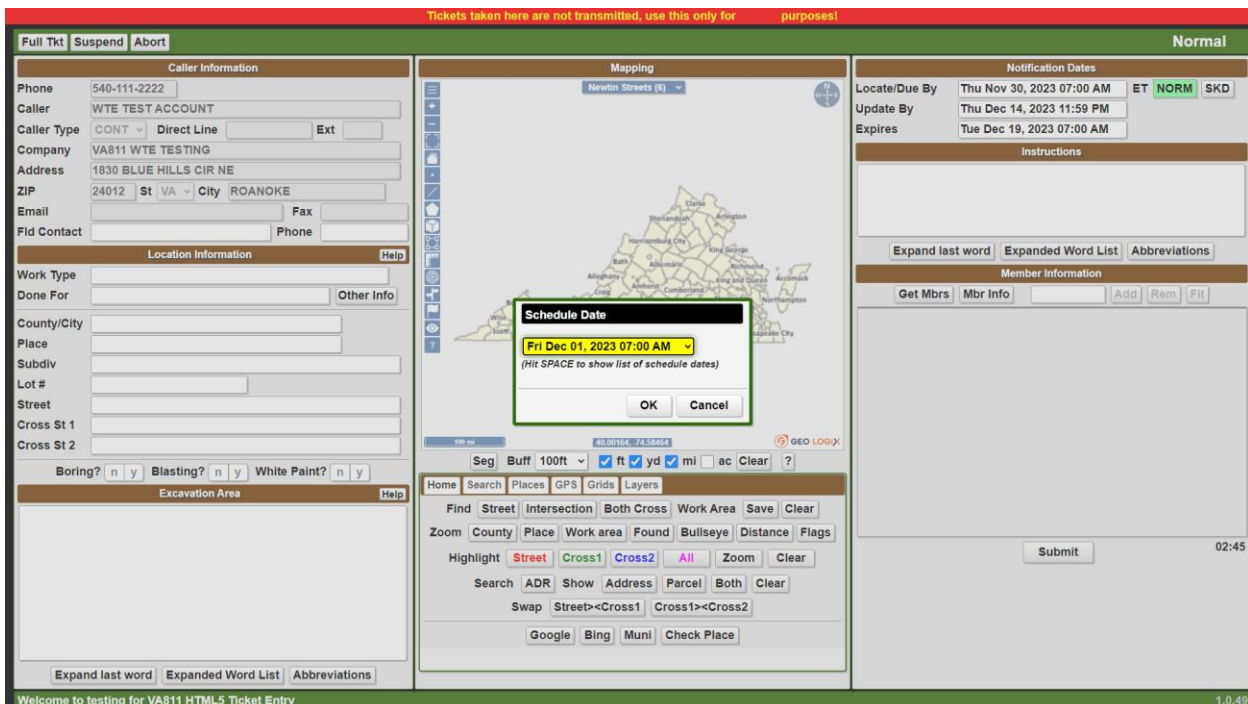
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At the top right corner of the Ticket Entry screen there will now be an additional command **SKD**



Once the **SKD** command is selected a pop-up box will appear with a list of optional dates for the locate request to be scheduled. Select the appropriate date and select OK.





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The date at the top right corner of the locate request will now populate based on the scheduled Locate/Due By date selected. Notice the **SKD** button will now be highlighted to reflect this is a scheduled locate request.

Notification Dates			
Locate/Due By	Mon Dec 11, 2023 07:00 AM	ET	NORM SKD
Update By	Fri Dec 29, 2023 11:59 PM		
Expires	Thu Jan 04, 2024 07:00 AM		

Scheduled locate request may be updated 3 working days before the expiration date. Scheduled locate request will expire 15 working days after the Locate/Due By date.

*If a Normal locate request is needed, there is no need to select the **SKD** command.*

Notification Dates			
Locate/Due By	Mon Dec 11, 2023 07:00 AM	ET	NORM SKD
Update By	Fri Dec 29, 2023 11:59 PM		
Expires	Thu Jan 04, 2024 07:00 AM		

After the completion of the scheduled dates, process the locate request as normal.

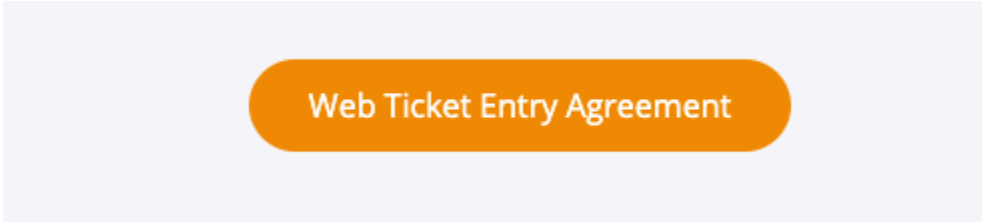


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INSTRUCTIONS FOR SETTING UP YOUR ACCOUNT

Congratulations! You have successfully completed the 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 responsibility, account usage, and the provider's right to reject applications. Below the terms is a checkbox for agreement and a "Submit" button. The registration form on the right includes fields for First Name, Last Name, Date (mm/dd/yyyy), Company Name, City/State/Zip, User Direct Phone #, and User Email Address. It also has a "Company Type" section with checkboxes for Utility and Contractor, and a "Company Address" field. A "Main Company Phone #" field is also present with a masked input pattern (###.###.###).

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

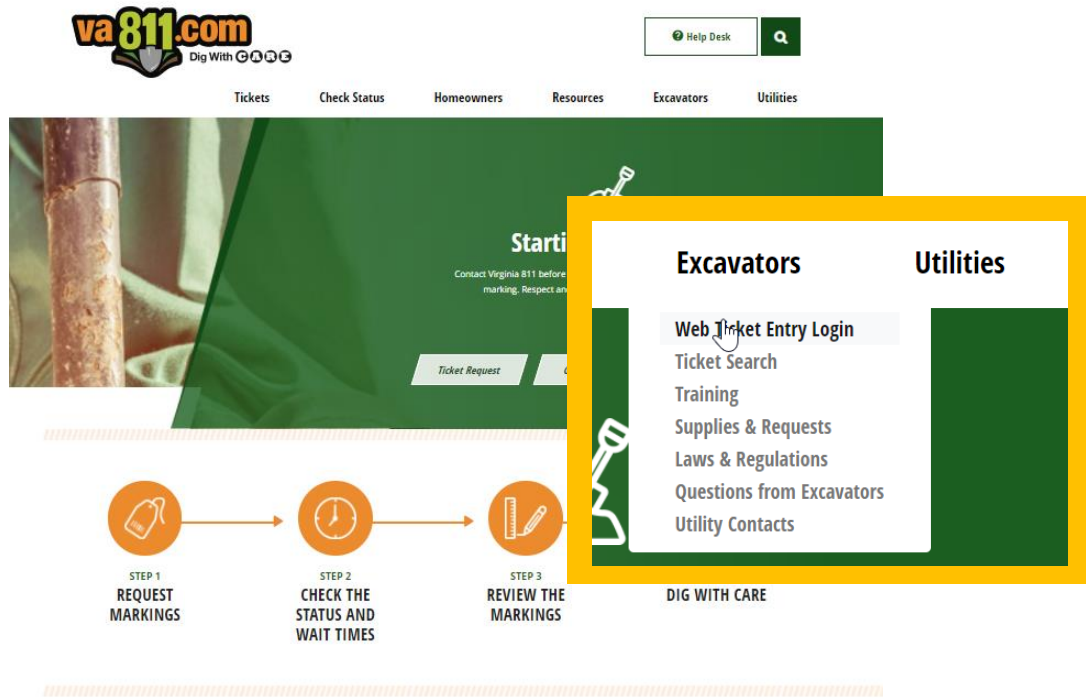


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INSTRUCTIONS FOR LOGGING INTO WEB TICKET ENTRY

1. Access the Virginia 811 website at **VA811.com** and hover the mouse over the Excavators section and select the **Web Ticket Entry Login**.



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

Sign in

https://newtinb.vups.org

Username

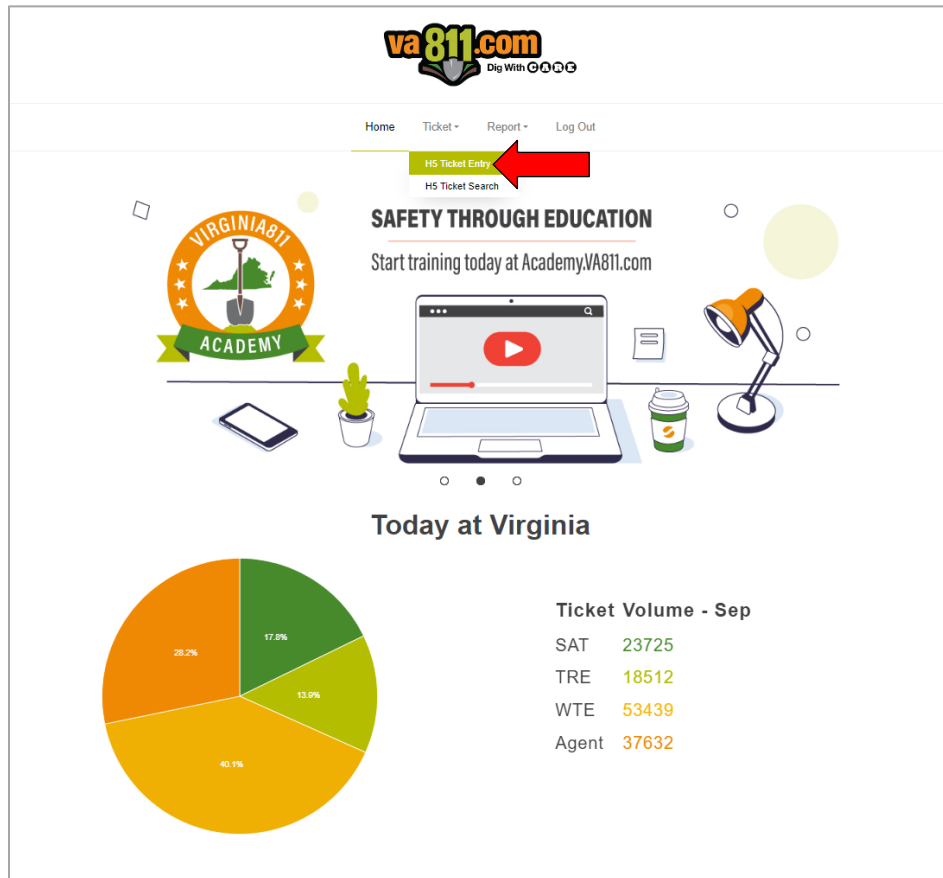
Password



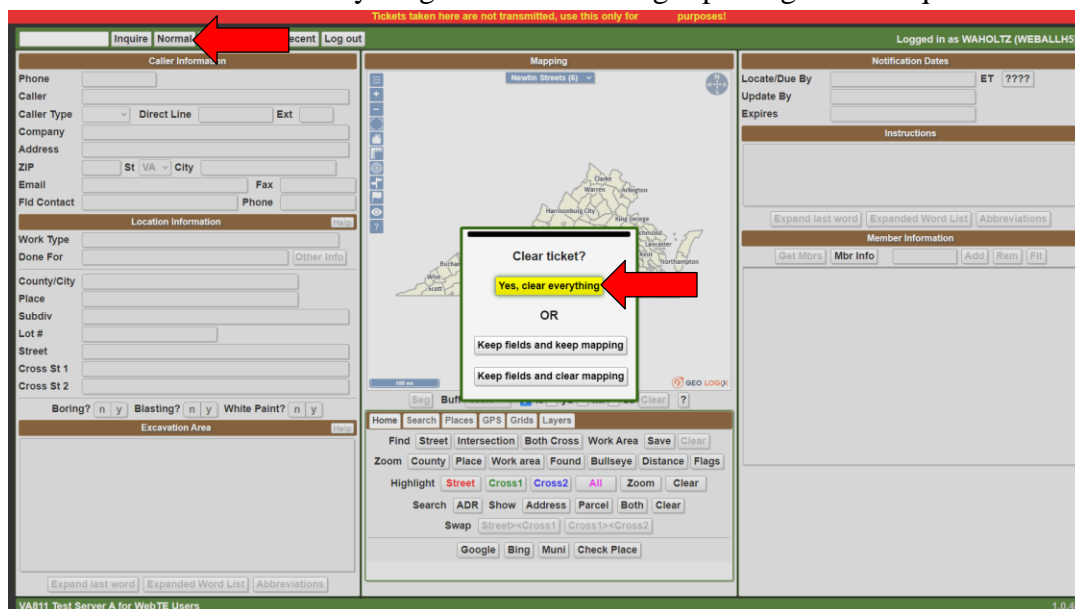
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3. Select “H5 Ticket Entry” to launch the software.



4. Select the Normal and Clear Everything commands to begin placing locate requests.





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5. The Caller Information section will automatically prefill with name, phone number and company name.
 - 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 Direct Line 540-985-9355 Ext
Company	VIRGINIA UTILITY PROTECTION SERVICE
Address	1830 BLUE HILLS CIRCLE
ZIP	24012 St VA City ROANOKE
Email	SPAINTER@VUPS.ORG Fax
Fld Contact	Phone

6. Complete the locate request.
7. Compare the description of excavation to the Notification Polygon drawn to ensure that the polygon covers the entire area of proposed excavation.

Excavation Area Help

STARTING AT THE INTERSECTION OF BLUE HILL DR NE AND BLUE HILLS CIR NE CONTINUE 500 FT TOWARD ORANGE AVE NE TO INCLUDE 20 FT FROM EDGE OF PAVEMENT INTO THE PROPERTIES ON BOTH SIDES OF THE ROAD |

Mapping

Newlin Streets (6) Roanoke

Blue Hills Dr NE

Orange Ave NE

37.31362, -79.90086

GEO LOGIX



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

Code	Description	Type	L	Responses
WWW853	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 any changes are necessary.

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