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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
 - o Location Information
 - Excavation Area
- \checkmark 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
 - o 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 <u>https://vupsa.newtin.com/newtinweb/vups_ticketentry.html</u> into any browser.
- 2. Copy and paste or enter the account and password listed below and select Submit:



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 <u>cannot</u> 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.

	Caller Information
Phone	
Caller	
Caller Type	Direct Line Ext
Company	
Address	
ZIP	St VA ~ City
Email	Fax
FId Contact	Phone

P 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:



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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.





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."



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.

Phone				
Caller	WTE USE	ER		
Caller Type	~	Direct Line		Ext
Company	WTE USE	R TEST ACCOUNT		
Address				
ZIP		St VA ~ City		
Email			Fax	
Fld Contact	[Phone	

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 locate request.

Eld Contact	1	Phone	
Flu Contact		Phone	 J



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



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	h
Lot #	GAS SERVICE - INSTALL	Ľ
Street	GAS SERVICE - REPAIR, REPLACE OR ABANDON	h
Croce St 1	GAS WELL DRILLING	H
Gross St 1	PIPELINE - GAS OR LIQUID - INSTALL	ļ
Cross St 2		•



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 REPAI
Done For		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	He
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		

	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.



Boring and Blasting

The Boring and Blasting fields require an answer.

If using a boring machine or horizontal drill, then select "Y".

DevinerO		V	Disation			Milette Deinto		
Boring?	n	Y	Blasting?	n	У	white Paint?	n	У

If using explosives or blasting, then select "Y".

Boring? N y Blasting? N Y White Faint? N y	Boring?	N	У	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 <u>prior to entering the locate request</u>, then select "Y".

If the area has **not** been pre-marked yet, enter "N" to avoid any delays in getting the area marked.



If the area has been pre-marked with something other than white paint or flags, then select "N".

Boring?	y	Blasting?	n	У	White Paint?	Ν	у]	
---------	---	-----------	---	---	--------------	---	-----	--



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
RUNNING POWER FROM THE LEFT CORNER OF THE HOUSE T THE RIGHT CORNER OF THE BARN	ō

EXCAVATION AREA

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



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 <u>where on the property the excavation is taking place</u>, not where you want the locators to locate or mark. Avoid using the word "Mark" or "Locate" in the description of excavation.



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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.





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
Rivanna P	FACING THE SCHOOL FROM ROSE HILL DR, RIGHT SIDE OF PROPERTY IN GRASSY AREA LOCATED BETWEEN THE PARKIN LOT AND TRACK FIELD AND BETWEEN ROSE HILL DR AND TH REAR PARKING LOT.	NG E



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.

Excavation Area	Help
FACING THE SCHOOL FROM ROSE HILL DR RIGHT SIDE OF PROPERTY, GRASSY AREA IS LOCATED BETWEEN PARKING I AND TRACK FIELD AND BETWEEN ROSE HILL DR AND THE RE PARKING LOT.)	LOT EAR
REGISTER AT THE SCHOOL OFFICE BEFORE ENTERING THE SCHOOL PROPERTY	

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 <u>unless</u>, of course, excavation will indeed cover the entire property.

Excavation Area Help	Excavation Area	Help
RUNNING POWER FROM LEFT CORNER OF THE HOUSE TO THE RIGHT CORNER OF THE BARN.	ENTIRE PROPERTY	
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.		

Industry Terminology

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





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	Newtin Streets (6)
Work Type	DRAINAGE WORK	set st i
Done For	SAME Other Info	att stations strature
County/City	ROANOKE CITY	TISJO BILDE HILLS CIR NE
Place		
Subdiv	BLUE HILLS COMMUNICATION CENTERS	The state of the s
Lot #		
Street	1830 BLUE HILLS CIR NE	Blue Hills Golf Club
Cross St 1	BLUE HILLS DR NE	
Cross St 2		
Borin	g? N y Blasting? N y White Paint? n Y	

 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 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.



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.

Home Search Places GPS 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< th=""></cross2<></cross1>
Google Bing Muni Check Place

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

 $\label{eq:search-displays} \begin{array}{l} \textbf{Search} - \textbf{displays} \ \textbf{available} \ \textbf{data} \ \textbf{based} \ \textbf{on} \ \textbf{command} \\ \textbf{selected} \end{array}$

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).

Home Search Places GPS 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< td=""></cross2<></cross1>
Google Bing Muni Check Place





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 F 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< td=""></cross2<></cross1>
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.





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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 <u>not a</u> <u>required field</u>. 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.



	Location Information	Help		Location Information	Help
Work Type	DRAINAGE WORK		Work Type	DRAINAGE WORK	
Done For	SAME	Other Info	Done For	SAME	Other Info
County/City	ROANOKE]	County/City	ROANOKE	7
Place	CAVE SPRING	1	Place		1
Subdiv			Subdiv		
Lot #			Lot #		
Street	STARKEY RD		Street	STARKEY RD	
Cross St 1	OGDEN RD		Cross St 1	OGDEN RD	
Cross St 2			Cross St 2		

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

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 NOTIFCATION 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:





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 located 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 <u>fully covered</u>
- 5. To connect the first and last lines, double click on the left mouse button to complete the Notification or work area polygon







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:

Home Search Places GPS 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< td=""></cross2<></cross1>
Google Bing Muni Check Place

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.





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.

 \checkmark 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.





Highlight Commands

Highlight	Street	Cross1	Cross2	All	Zoom	Clear
nighiight	Sueer	CIUSSI	CIUSSZ	- All	20011	Ciear

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 a visual confirmation that the correct location of 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	Newtin Streets (6) V
Work Type			
Done For	Other I	nfo	100 RD 10
County/City	ROANOKE CITY		
Place			
Subdiv			The second second
Lot #			R NW
Street	BLUE HILLS DR NE		Orange C
Cross St 1	BLUE HILLS CIR NE		THE NEEDE
Cross St 2	ORANGE AVE NE	11	

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.



EO LOGO







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 horizonal 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):



	Men	nber Information				Member Inform	Member Information		
Get Mbrs	Mbr Info	Add Ren	n Fit	Get	Mbrs	Mbr Info	Add	Re	m Fit
				Code		Description	Туре 🛋	L	Responses
	•			WVW853	WESTE	ERN VA-WTR&SWR	BG	G	
				ROA853	ROANG	DKE CITY-SIGNAL	0	S	
				COX668	COXC	OMMUNICATIONS	0	S	
				RVB904	ROAN	OKE BROADBAND	0	S	
				VZN804	VERIZO	DN	0	S	
				AEP111	APPAL	ACHIAN POWER	R	S	
				RGC540	ROAN	DKE GAS	Y	G	
		Submit	43:26			Subm	it		47:44

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.

Submit Ticket
Utilities are required to respond by Oct 23 @ 07:00 AM. If you see clear evidence of unmarked utilities, stop excavation and call 811 to request a 3 Hour Notice. This ticket will expire at 07:00 AM Fri Nov 13, 2020. If your work will extend beyond this date, update the ticket on Nov 06 or Nov 09. If the marks are destroyed by weather or construction activity request a Remark ticket. Updates and Remarks can be processed by calling 811. Privately owned utility lines will not be marked.
Do you want to release this ticket?
No Yes

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.

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
Select



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.

Your Normal ticket number is A01899	0001-00A
Dig with CARE, Keep Virginia Safe!	
	οκ
	Select to confirm the relea

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	Ì		
Expires	Fri Nov 13, 2020 07:00 AM	Ì		

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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.

		Location Information Help]
	Work Type		
	Done For	Other Info	
	County/City	ROANOKE CITY	You must verify the place!
	Place	BLUE RIDGE PARK	
	Subdiv		
	Lot #		
	Street	1830 BLUE HILLS CIR NE	OK
	Cross St 1	BLUE HILLS DR NE	
	Cross St 2		
Select the	Chack Di	ace command to determine what ste	en to take nevt
Select the		lace command to determine what ste	
		Google Bing Mu	ni Check Place

A message box will display with 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.

			Location Information Help
Work area NOT FOUND IN FLACE		Work Type	
Work area was NOT FOUND in BLUE RIDGE PARK		Done For	Other Info
It was found in:		County/City	ROANOKE CITY
		Place	
ROANOKE		Subdiv	BLUE RIDGE PARK
Change place or work area		Lot #	
		Street	1830 BLUE HILLS CIR NE
		Cross St 1	BLUE HILLS DR NE
	OK	Cross St 2	



INSTRUCTIONS FOR SETTING UP YOUR ACCOUNT

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

Web Ticket Entry Agreement

- 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.

Terms and Conditions		
1.) Web Ticket Entry requests can be entered into the VA811 computer system	First Name *	Last Name *
twenty-four hours a day, seven days a week and on any day of the year.	First Name	Last Name
2.) Web Tickets entered prior to midnight on any "working day" (defined in the Damage Prevention Act as every day except Saturdays, Sundays, and legal state	Date *	Company Type
and national holidays) will have time periods calculated beginning at 7:00 AM on the next working day after they are entered. Web Tickets entered on weekends or builden will be the time and the time of a 2:00 AM on the second working day.	mm/dd/yyyy	Utility
holidays will have time periods that begin at 7:00 AM on the second working day after they are entered. Normal (non-emergency) tickets cannot be "taken" on weekends or holidays. They are treated as if they were entered on the first working	Company Name *	Company Address *
day after the weekend or holiday.	Company Name	Company Address
3.) By using Web Ticket Entry you agree to be legally responsible for all data submitted on the Web Ticket including the accuracy of the information provided	City/State/Zip *	Main Company Phone # •
about the specific location of the proposed work.	City/State/Zip	####.####
4.) The Account Name and Password are to be used only by the individual listed on this agreement. The sharing of Web Ticket accounts is prohibited.	User Direct Phone #*	User Email Address *
5 \ VAR11 reserves the right to reject any application submitted for the use of Web	###.###.###	User Email Address
Ticket Entry or to discontinue access to the system at any time.	Agreement *	
agree to all of the terms and conditions stated above and will accept full	I agree to all of the terms and	conditions
responsibility for correctly mapping the location of the proposed work on the VA811 seconaphic information system. I agree to review the list of utilities to be notified for	Submit	

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



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	inh vuns ora
Username	enter username
Password	
	Sign in Cancel



3. Select "H5 Ticket Entry" to launch the software.



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

inckets taken here are not bansmitteb, use this only for purposes:							
Inquire Normal	Logged in as WAHOLTZ (WEBALLH5)						
Caller Information		Mapping		No	otification Dates		
Phone		Newtin Streets (6) 👻		Locate/Due By	ET ????		
Caller				Update By			
Caller Type V Direct Line Ext				Expires			
Company					Instructions		
Address							
ZIP St VA ~ City		1 miles					
Email Fax	H	Warren Arlington					
Fid Contact Phone		Harrisonbuilg City					
Location Information	Help ?	Kind Sebere	7	Expand last word Ex	panded Word List Abbreviations		
Work Type		Lancaster 2		Mer	mber Information		
Done For	Other Info	Clear ticket?		Get Mbrs Mbr Info	Add Rem Fit		
County/City	Wet	Yes, clear everything					
Place							
Subdiv		OR					
Lot #		Keen fields and keen manning					
Street		Keep helds and keep mapping					
Cross St 1		Keep fields and clear mapping					
Cross St 2			D LOGIX				
Boring? n y Blasting? n y White Paint?	n y						
Excavation Area	Help Home Search Pla	aces GPS Grids Layers	_				
	Find Street	Find Street Intersection Both Cross Work Area Save Clear					
	Zoom County	Place Work area Found Bullseye Distance F	lags				
	Highlight St	reet Cross1 Cross2 All Zoom Clear					
	Search	ADR Show Address Parcel Both Clear					
	sv	vap Street> <cross1 cross1=""><cross2< td=""><td></td><td></td><td></td></cross2<></cross1>					
		Google Bing Muni Check Place					
Expand last word Expanded Word List Abbrevi	ations						
VA811 Test Server A for WebTE Users							



- 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)

Phone 540-985-9355
Caller SUSAN PAINTER
Caller Type UTIL V 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.





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

Member Information							
Get Mbrs Mbr Info Add Rem Fit							
Code	Description	Туре 🔺	L	Responses			
WVW853	WESTERN VA-WTR&SWR	BG	G				
ROA853	ROANOKE CITY-SIGNAL	0	S				
COX668	COX COMMUNICATIONS	0	S				
RVB904	ROANOKE BROADBAND	0	S				
VZN804	VERIZON	0	S				
AEP111	APPALACHIAN POWER	R	S				
RGC540	ROANOKE GAS	Y	G				
Submit 00:25							

9.



10.

