

## **Newtin Ticket Search**

## Long - Term Server

## Ticket Search [Long-Term Server]

To access Ticket Search (TS), the authorized RTE user must run the application using the "Ticket Search Installer" found within the RTE page at www.nc811.org.

Once the application is ran, the user may access TS by clicking the TS icon, entering their RTE credentials. Once the credentials are accepted, the TS window will open.



TicketSearch	h.exe Logon	
Account	WBF	ОК
Password	••••••	Cancel

If a ticket number is being used to search and it is over 90 days old, the user must access Long Term Storage (LTS). This may be done by clicking the **Data Source** button in the TS window. Within the **Select Data Source** window, select **NCOCC Long-Term Server**, and enter your RTE credentials. Click **"OK"** to access LTS.

SEARCH DETAI		Long-Term S
Ticket Searc	h window	
	Select Data Source	
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	C NCOCC Newtin Server: NCOCCA	Gancel
	NCDCC Long-Term Server	
	Account WLB	
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Within the **"Search Criteria"** tab, change the **"Database"** by clicking the drop down feature and select the year, e.g. NCOCC\_2016 to be searched. Once the database is chosen, the system will automatically populate the **"Completed"** fields with the first/last day of the selected year. Enter the ticket, e.g. A160000000 to be searched in the Ticket field. If no ticket number is available, the user may search by Company Phone, Address, Street, etc., then click the **"Search"** button. Matching results will be displayed in the **Ticket Search - Ticket Listing Window**. The output columns within the ticket listing window can be changed by clicking the **"Output Columns"** tab. Place a checkmark by the output column name, to be displayed in the Ticket Search - Ticket Listing Window.

Enter the Ticket Sea Optionally, select the	arch criteria. Click the Reset button to res re output columns to display.	et the search to default	values.	OUNT SEARCH	Enter the Ticket Search criteria. Click Optionally, select the output columns	k the Reset button to reset the search to default v to display.	values.	COUNT SEAR
Search Citeria Urp	put Columns				Search Citte Output Columns			
Completed Fe Jun 1,016 12:00 Ab ▼ To Sat. Dec 31,016 11:59 Pb ▼ Reset Form				Reset Form	Select the output columns to display. Ticket Number and Revision are always displayed first.			a Check None Check All
Ticket Priority Channel Member(s) Response Grids County Pisce Subdivision Address Steet Cross 1 Cross 2 Done For Location Contact	Type	Company Phone Company Phone Company Address Caller Phone Caller Type Work Type Work Type Work Type Caller Strope Work Type Caller Strope	Cherry C	Deatlose       1unt 500       Deatlose       1xCccc_2018       1xCccc_2018       1xCccc_2018       1xCccc_2018       1xCccc_2018       1xCccc_2019	Totel Type Totel Type Totel Type Totel Category Velador Talen Source Talen Source Talen Vention Santel Date Complete Date God The Date God The Date Organy Company Pone Company Pone Company Pone Company Adven1 Company Adven2 Cater Type	Clafe Phone Constal Phone Constal Phone Constal Phone Constal Phone Constal Phone State State State State Consty Phone State Consty Phone State Consty State Consty	Duration	
	Center NCOCC Server NC		Charc 500 [v3.00,114]	Tick	et Search - Ticke	t Listing Window		– Li Long-Term 3 Tickets Fo

For further instructions on previewing, printing, and copying a ticket within Ticket Search, see pg. 23 of the RTE Application Tutorial. The RTE Application Tutorial can be found at http://www.nc811.org/remote-ticket-entry.html.