



# Newtin Ticket Search

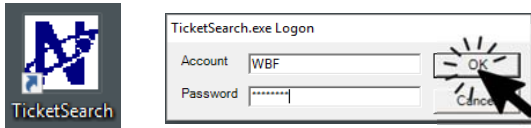
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**Long - Term Server**

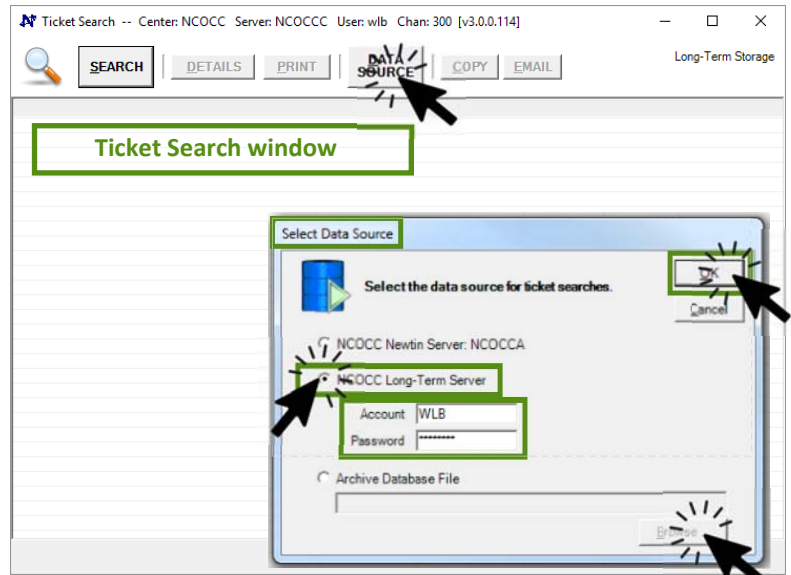
# Ticket Search [Long-Term Server]

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](http://www.nc811.org).

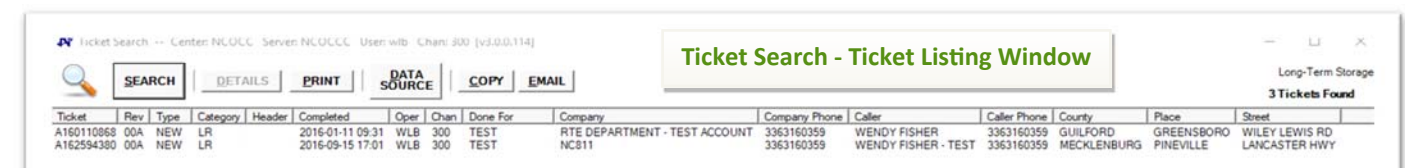
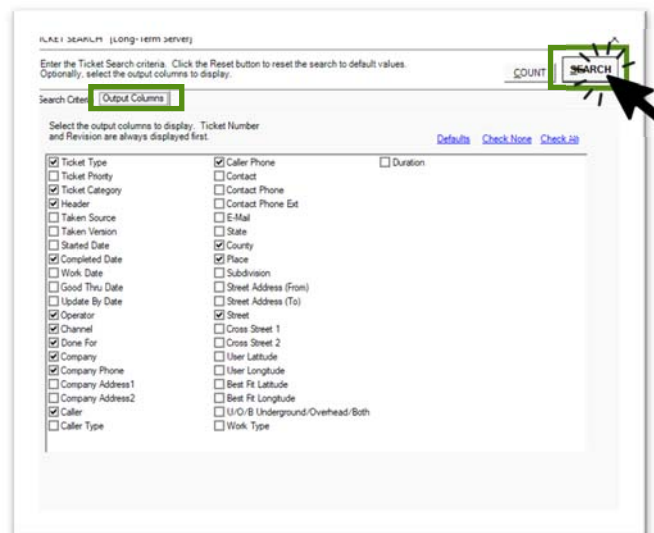
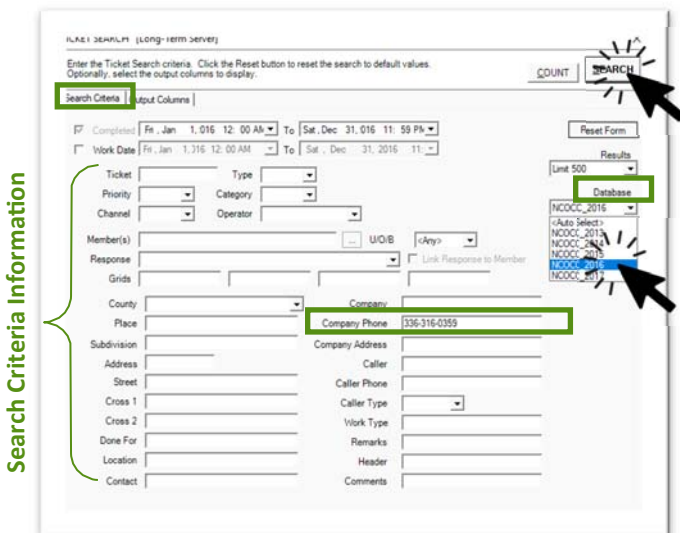
Once the application is ran, the user may access TS by clicking the TS icon, entering their RTE credentials. Once the credentials are accepted, the TS window will open.



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.



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. A16000000 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.



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>.