



Newtin Ticket Search



Purpose

This manual explains how to use HTML5 Ticket Search, which can query tickets less than 90 days old, and display various parts of the ticket information. Attachments can also be added to and removed from tickets.

Note: Search results are restricted to the individual company RTE accounts used to generate the tickets.

Log into Newtin to Use Ticket HTML5 Search

1. To access North Carolina 811's Ticket Search, you must log into Newtin. Use an Internet browser and enter www.nc811.org into the address bar and press Enter to navigate to the NC811 website.
2. From the top of the NC811 webpage, click on Apps & Tools (See figure 1) to be taken to the Remote Ticket Entry page.
3. From the Resources section, click the Newtin Log In button. See figure 2
4. A Sign in pop-up will appear - enter the username and password for your RTE account. See figure 3
5. Click Sign In or OK (depends on the browser) to log in.
6. When the RTE menu appears, click Ticket Search (HTML5). See figure 4

Figure 1 - showing NC811 menu



Figure 2 - Showing Resources menu



Figure 3 - Showing Sign in pop-up

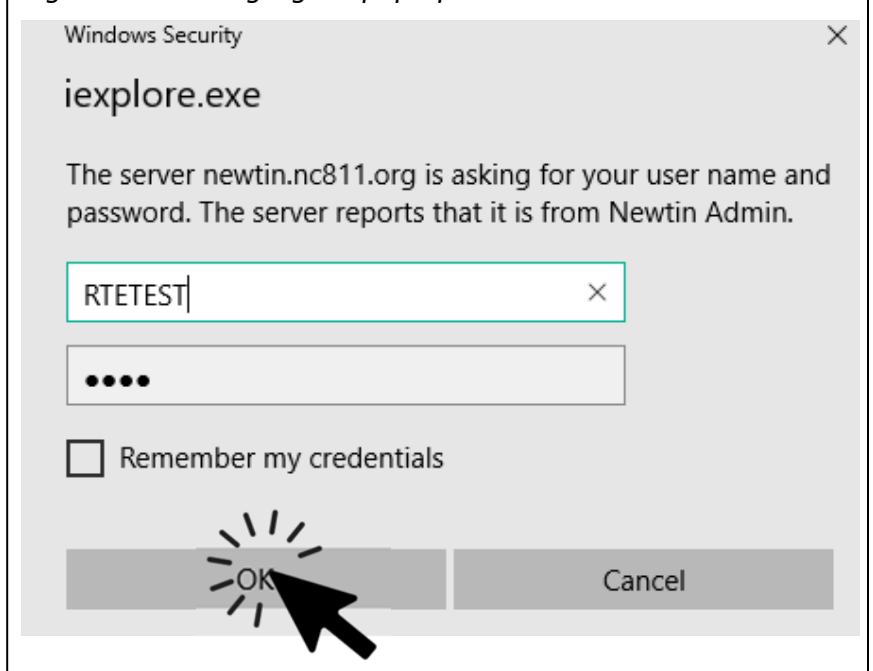
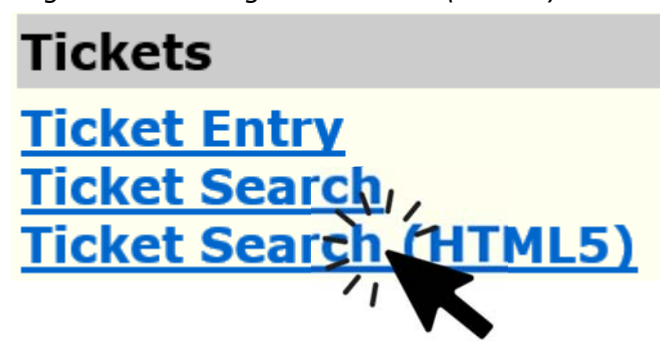



Figure 4 - Showing Ticket Search (HTML5)



How to Search for Tickets

 Search results are restricted to a maximum of 1,000 records.

1. After clicking the Ticket Search (HTML5) link, the Ticket Search page will appear with the current date filled in on the Completed date line. *See figure 5*
2. Tickets may be searched using the Ticket Number field, the date range fields, or a combination of multiple fields. Note: Search results will contain all tickets for a company for all users, unless an individual user name is entered into the Operator box to restrict results to the user account. After entering search criteria, click the Search button near the top of the page.
 - A. **To search by ticket number**, enter a ticket number into the Ticket Number field (an example is shown in the field). *See figure 6*
 - B. **To search by date range**, enter a date range in either the Completed or Work Date row. Clicking the Same Day button will put the same date in both the beginning and ending date fields. *See figure 7*
 - C. **To search using multiple fields**, enter search criteria into one or more fields. Please be advised when filling in multiple fields the search is performed on the combination of **ALL** fields, not each individual field. *See figure 8 on the following page.*
3. To reset the search criteria, click the **Back** button at the top left corner of the Search Results page. (Clicking the back button on the browser will exit Ticket Search completely and return you to the menu). *See figure 10 on the following page.*


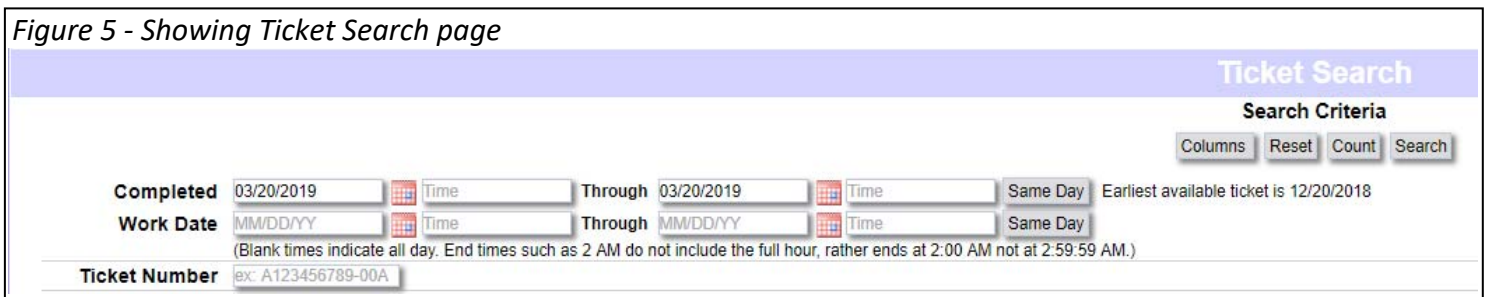
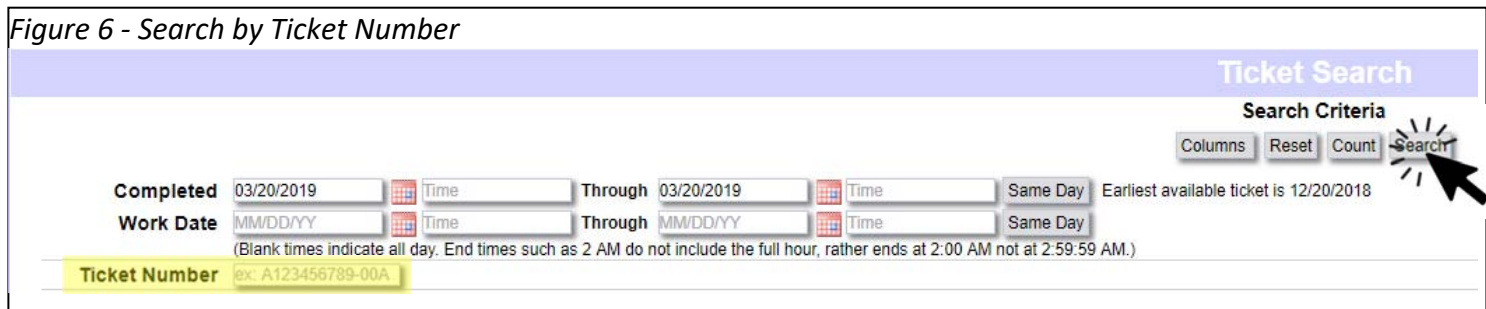
 Hover mouse cursor over Search Criteria buttons (Columns, Reset, Count, Search) for more information on using them.

Figure 5 - Showing Ticket Search page



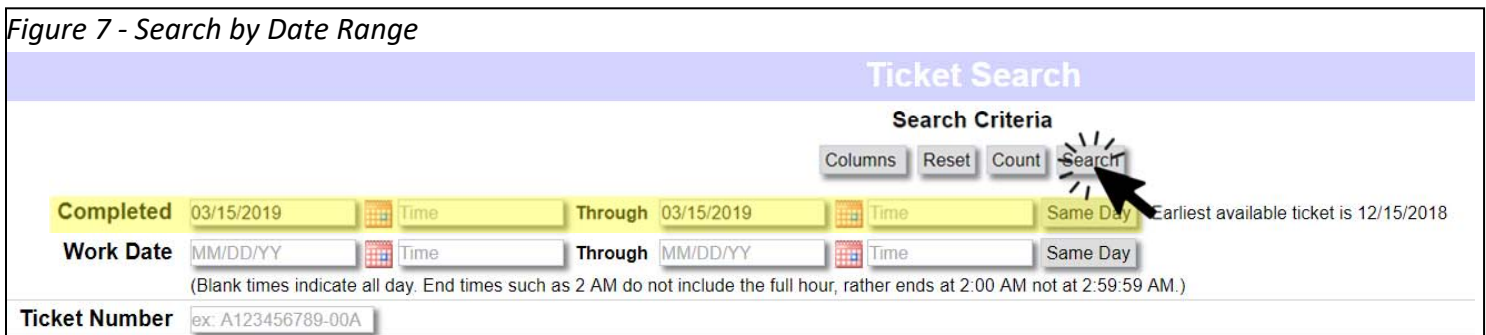
The screenshot shows the 'Ticket Search' interface. At the top right, there is a 'Search Criteria' section with buttons for 'Columns', 'Reset', 'Count', and 'Search'. Below this, there are two rows of date and time selection fields. The 'Completed' row has '03/20/2019' in the date field and 'Time' in the time field, followed by 'Through' and another '03/20/2019' date field with 'Time' in the time field. A 'Same Day' button is to the right. Below the 'Completed' row is the 'Work Date' row with similar fields. A note below the date fields states: '(Blank times indicate all day. End times such as 2 AM do not include the full hour, rather ends at 2:00 AM not at 2:59:59 AM.)'. At the bottom, there is a 'Ticket Number' field with the example 'ex: A123456789-00A'.

Figure 6 - Search by Ticket Number



This screenshot is identical to Figure 5, but a mouse cursor is pointing at the 'Search' button in the 'Search Criteria' section, which is highlighted with a dashed circle.

Figure 7 - Search by Date Range



This screenshot is identical to Figure 5, but the 'Completed' and 'Work Date' rows are highlighted in yellow. A mouse cursor is pointing at the 'Search' button in the 'Search Criteria' section, which is also highlighted with a dashed circle.

Figure 8 - Showing multiple fields and search results

Ticket Search

Search Criteria

Completed 03/11/2019 **Through** 03/19/2019 Earliest available ticket is 12/19/2018

Work Date MM/DD/YY **Through** MM/DD/YY

(Blank times indicate all day. End times such as 2 AM do not include the full hour, rather ends at 2:00 AM not at 2:59:59 AM.)

Ticket Number

County WAKE

Place FUQUAY VARINA

Subdivision

Address ex: 100

Street AIR PARK RD

Cross 1

Done For

Location

Comments

Remarks

Show entries Search:

Ticket	Completed	County	Place	Address	Street
A190782036-00A	03/19/19 12:26:19 PM	WAKE	FUQUAY VARINA	0	AIR PARK RD
C190701641-00C	03/11/19 12:00:49 PM	WAKE	FUQUAY VARINA	0	AIR PARK RD
C190701641-01A	03/19/19 12:24:56 PM	WAKE	FUQUAY VARINA	0	AIR PARK RD

Figure 9 - Showing Back button

Show entries

Ticket	Completed
A190782036-00A	03/19/19 12:26:19 PM
C190701641-00C	03/11/19 12:00:49 PM

Figure 10 - Showing Print button

Show entries

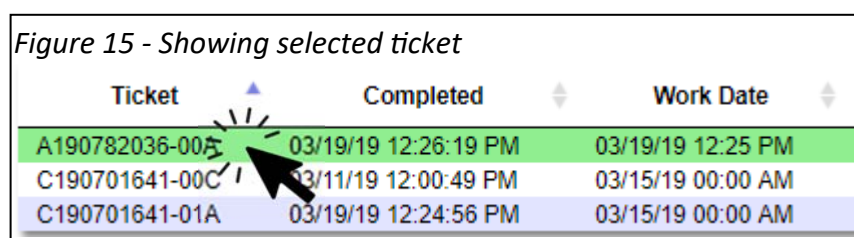
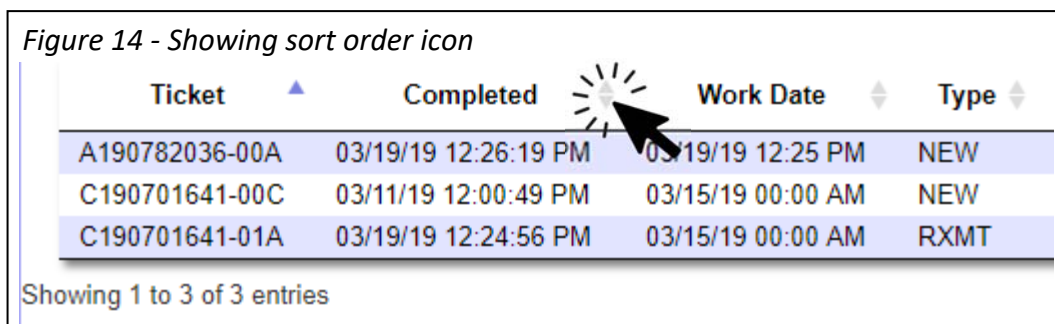
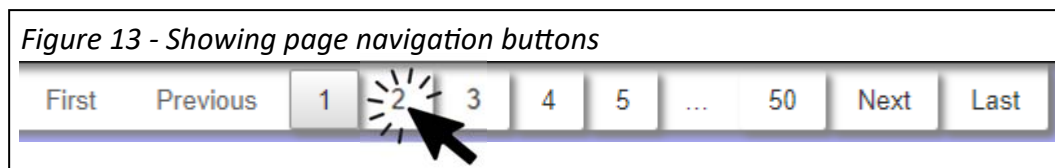
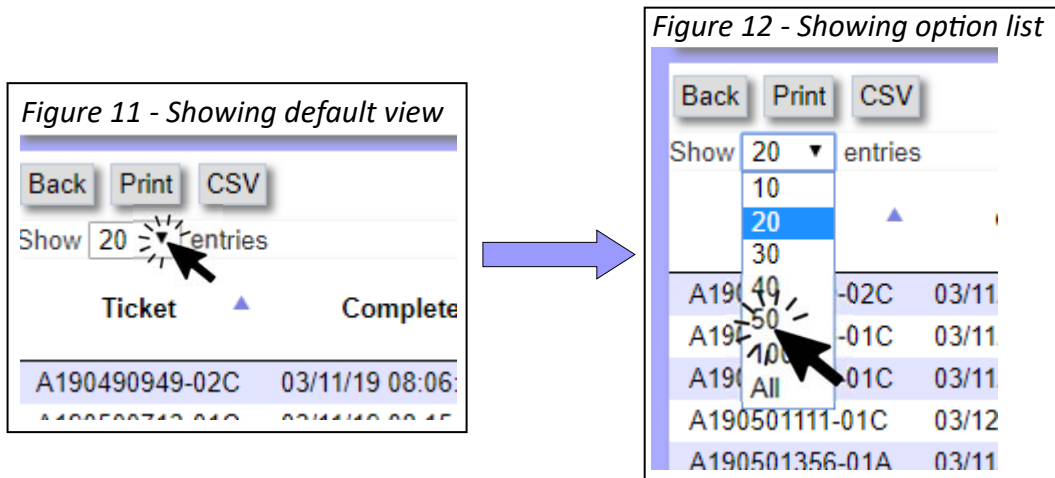
Ticket	Completed
A190782036-00A	03/19/19 12:26:19 PM
C190701641-00C	03/11/19 12:00:49 PM

The Search Results Print Button

To print the list of tickets shown in the Search Results, click the Print button on the upper left of the webpage. See figure 10 above

Exploring Search Results

1. The default amount of search results is 20 per page. To show more results per page or all on a single page, click the arrow beside the 20 in the dropdown box. *See Figure 11*
2. Once the dropdown list appears, select the desired number of entries to show per page. *See Figure 12*
3. When the Search Results exceed the selected number of entries, there will be page selection buttons on the bottom right of the webpage for navigating between the various pages. *See Figure 13*
4. The default sort order is ascending for the Ticket column. To sort another column in either ascending or descending, click the sorting icon to the right of the column header. The first click will sort the column in ascending order and a second click will sort the column in descending order. *See Figure 14*
5. To view the full details of a ticket, click the desired ticket from the displayed Search Results. The full ticket information will appear at the bottom of the screen, and the selected ticket will highlight in green in the search results. *See Figure 15*

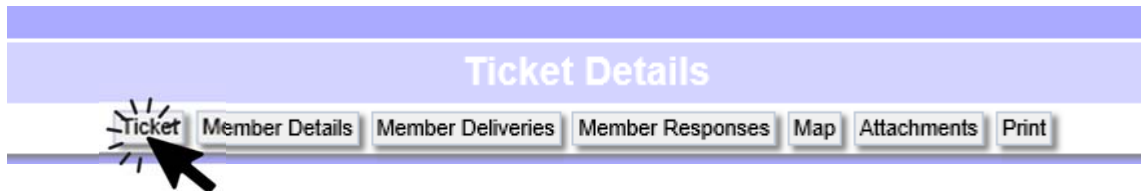


Ticket Details Toggle Buttons

Following are explanations of the various toggle buttons used to display ticket information. Click a button to display the corresponding ticket information, click the same button a second time to remove the information from the screen.

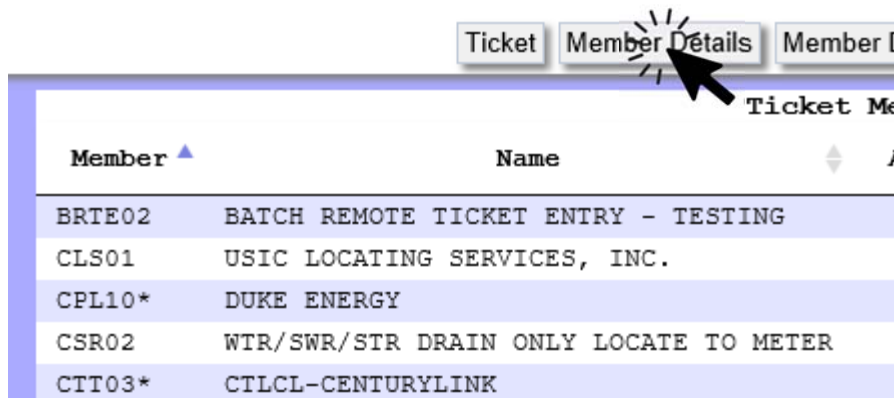
Ticket Toggle Button

Click the Ticket button to hide the ticket text information. This is useful when utilizing the other Ticket Details buttons so as to view only the information from the other button(s).



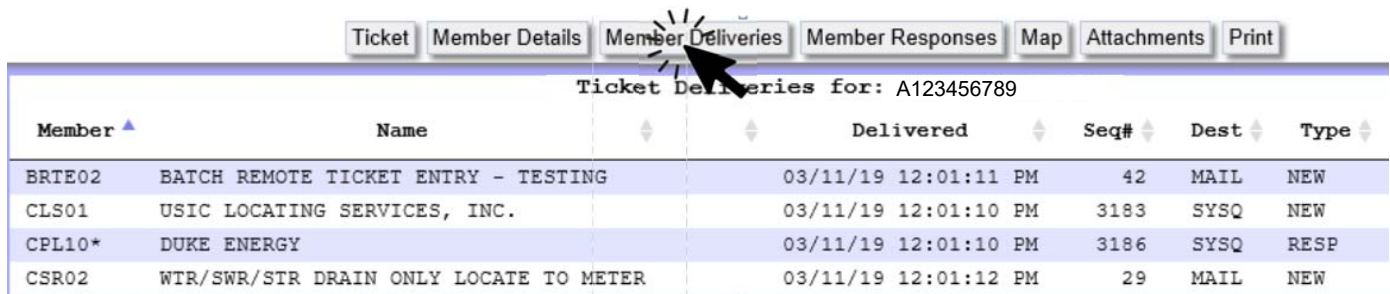
Member Details Toggle Button

Clicking the Member Details button will display the Member codes and the corresponding name of each member. Any internal NC811 codes that may be shown should be ignored.



Member Deliveries Toggle Button

Click the Member Deliveries button to display the date and time the ticket was received by each member.



Ticket Detail Toggle Buttons continued on next page...

Member Responses Toggle Button

Click the Member Responses button to display Positive Responses for each member.

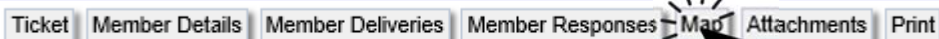


Ticket Responses for: A123456789

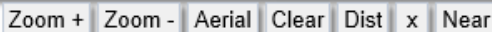
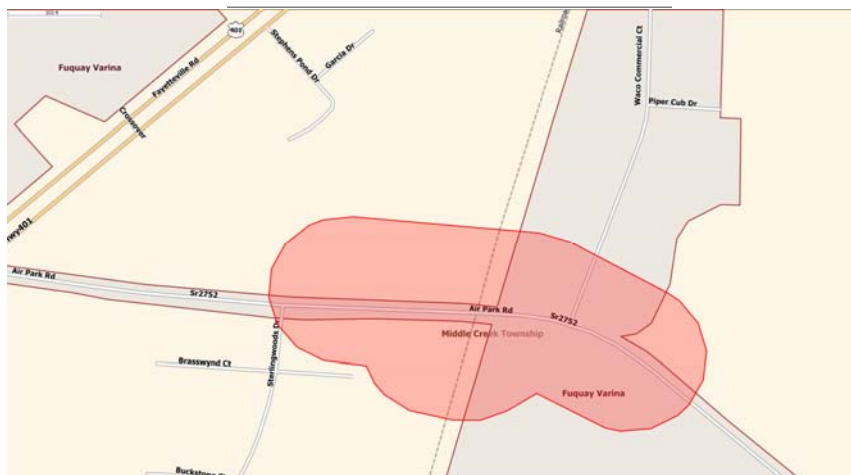
Member	Name	Responded	By	Response
ATT01	ATT/T (TRANSMISSION)	05/02/19 04:45:15 PM	DS	(20) Marked
CTT04*	CTLCL-CENTURYLINK	05/07/19 12:02:56 AM	Late Notice	(999) Member has not responded by the required time
CVI04*	TIME WARNER CABLE-CHARTER	05/06/19 09:52:01 AM	CLS	(20) Marked
MCN03*	MCNC	05/06/19 09:52:01 AM	CLS	(20) Marked
VEP02*	DOMINION NORTH CAROLINA POWER	05/06/19 09:52:01 AM	CLS	(10) No conflict, utility is outside of stated work area

Map Toggle Button

Click the Map button to display an image from Ticket Entry of the excavation site polygon and the surrounding area. Buttons are available at the bottom of the map image to Pan, Zoom, Measure (Dist, X), Identify, and view Aerial Imagery.



Map for Ticket: A123456789



Print Button



Before printing, use the previously explained ticket details toggle buttons to display the preferred ticket sections. Once all desired ticket information is shown on the screen, click the Print button to print the screen.



When a notification will have attachment(s), a note **MUST** be included in the Remarks section, either prior to submission or after submission by retransmit (RXMIT). An Example Note: Attention Members: An attached document/image is available for this ticket. If entering multiple tickets, where some may **not** have attachments, the user **must** remove any Remarks that pertain to an attachment so as not to cause the recipient(s) to be expecting an attachment when there is none.



Attachments are extra information! Members only locate underground facilities in the area described within the Locate Info section of the notification. All information specified in the Location Information section, Locate Info section, Map section, and attachments **MUST** all match.



Not everyone has the ability to view ticket attachments. Only those who are authorized Newtin users are able to see attachments in *Positive Response HTML5* and *Ticket Search HTML5*.



Attachments **cannot** be added to or removed from expired tickets.

Ticket Details Option Button - Attachments

- Files such as images and documents may be attached to completed unexpired tickets. Attachments already on unexpired tickets may be viewed and/or deleted.
 - In order to add/view attachment(s), a search must be performed to access the attachment section for the ticket(s) of concern.
 - To work with attachments, click the desired ticket from the search results to view the full ticket. *See figure 15 on page 5*
 - At the top of the Ticket Details section, click the Attachments button (*see figure 16*) and the Table Attachments section will appear at the bottom of the webpage. *See figure 17*
 - For tickets **without** attachments, the Upload Attachments button will be visible. For tickets with **existing** attachments, in addition to the Upload Attachments button there will also be a View Attachments button. *See figure 18*
- Continued on next page...*

Figure 16 - Showing Attachments button

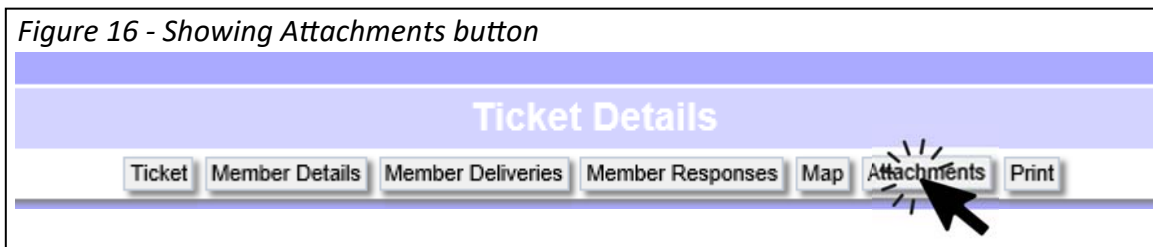


Figure 17 - Showing Upload Attachments button

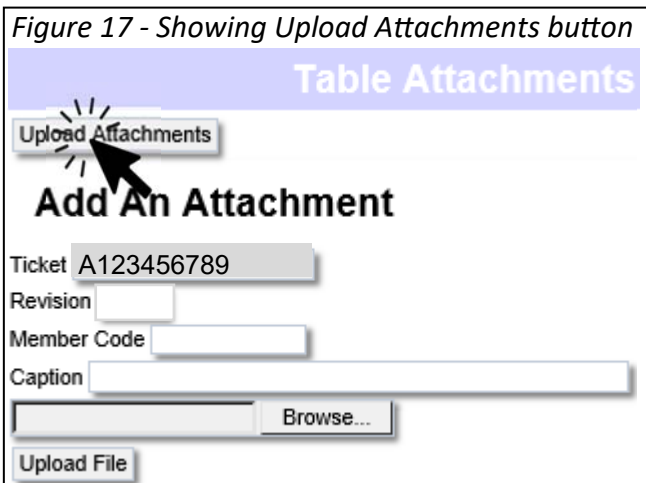
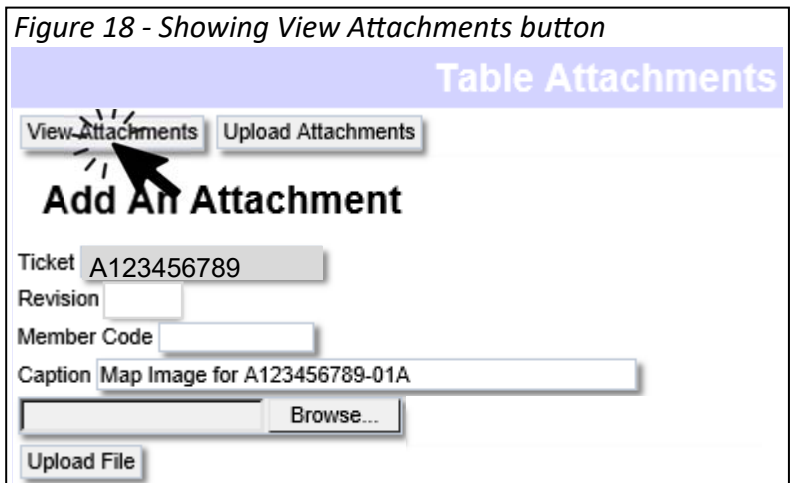


Figure 18 - Showing View Attachments button



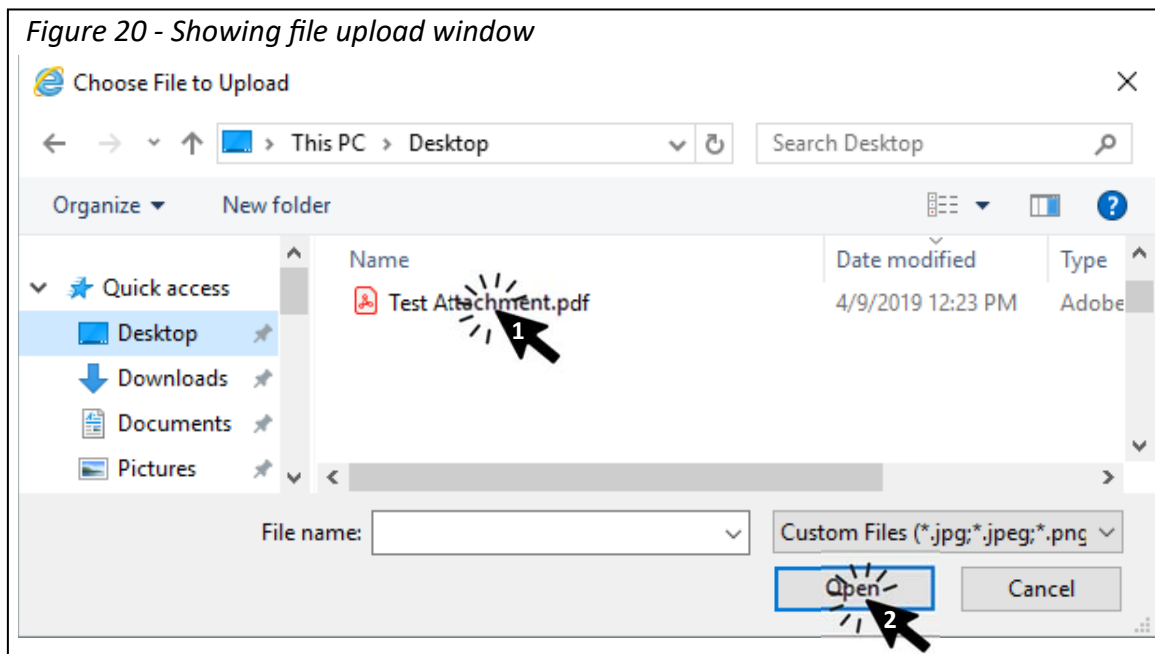
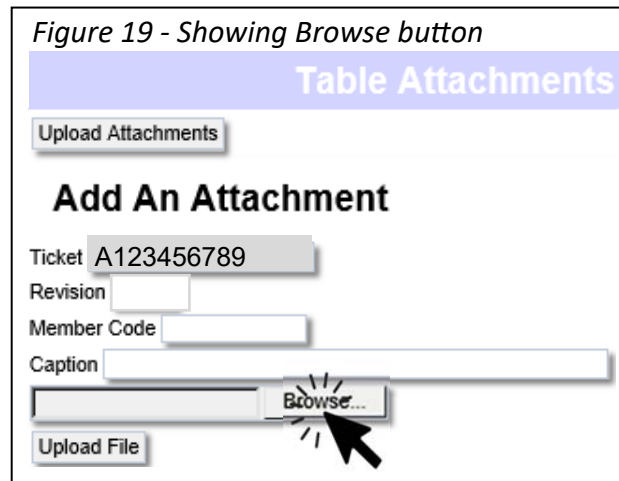
...continued from previous page.

6. To add an attachment, click the Browse button. *See figure 19*

- A. A “Choose File to Upload” window will open.
- B. Navigate to the desired file to attach (allowed formats: 'jpg', 'jpeg', 'png', 'gif', 'txt', 'pdf').
- C. Select the file to upload. *See figure 20, step 1*
- D. Click the Open button on the “Choose File to Upload” window. *See figure 20, step 2*
- E. The Choose File window will close, and the file path and name will appear in the Browse box. *See figure 21 on next page*
- F. To change the selected file before uploading, click the Browse button a second time and select another file.

7. RTE users: Please **do not** enter a member code in the Member Code box.

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8. By default, attachments are captioned with the file name. If desired, a caption describing the attachment may be entered in the Caption box. *See figure 22*
9. Once the desired file is in the Browse box (and, if desired, an optional caption is entered), click the Upload File button to add the attachment to the ticket. *See figure 23*
 - A. Once uploaded, the attached file and caption will display in the Table Attachments section at the bottom of the screen. *See figure 24*
10. To add another attachment, click the Upload Attachments button again, and repeat step 6 on the previous page.
Continued on next page...

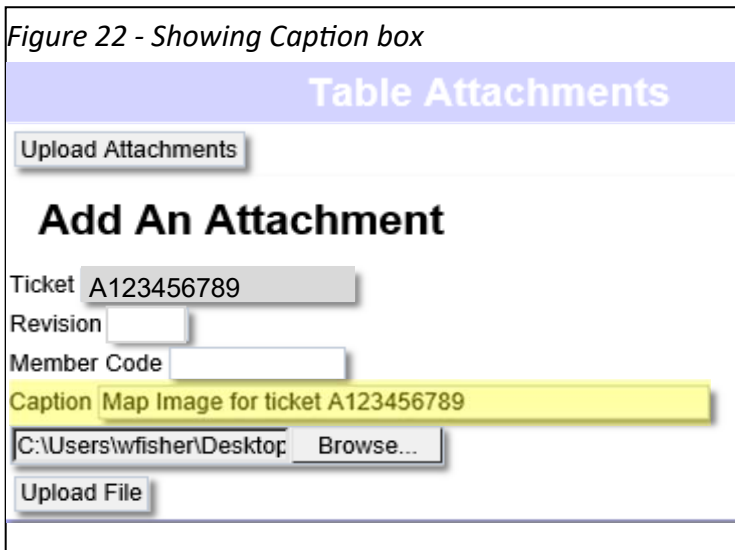
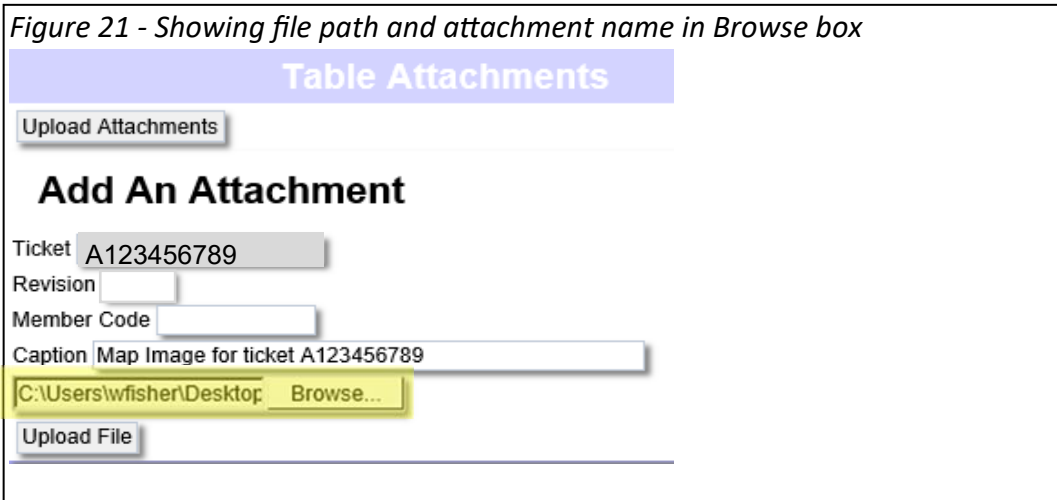


Figure 24 - Showing attachment information

Date	Filename	Caption	Delete
04/17/2019 16:11:18	Test Attachment.pdf	Test Attachment.pdf	Delete

...continued from previous page.

11. To view an existing attachment, click the attachment link (See figure 25) under the Caption column. The attachment will display in a new browser tab/window.
12. To delete an existing attachment, click the Delete button (See figure 26) beside the attachment to be removed.
 - A. To confirm the attachment deletion, click Yes (See figure 27), and the attachment will be removed.
 - B. Note: The Delete button will not be visible after a ticket expires.

