CENTER LOGiX

Ticket Entry Updates

September 2025

On **October 1, 2025,** North Carolina 811 will launch a new software platform, Center Logix, which will feature a redesigned Ticket Entry system. We strongly encourage all RTE users to explore the redesigned ticket entry system ahead of its official launch. To help with this, we have set up an interactive test page where you can try out the new Ticket Entry features and functions. You can access the test version using the link below and the TEST account credentials provided. *****IMPORTANT: DO NOT process LIVE notifications using the TEST server!**

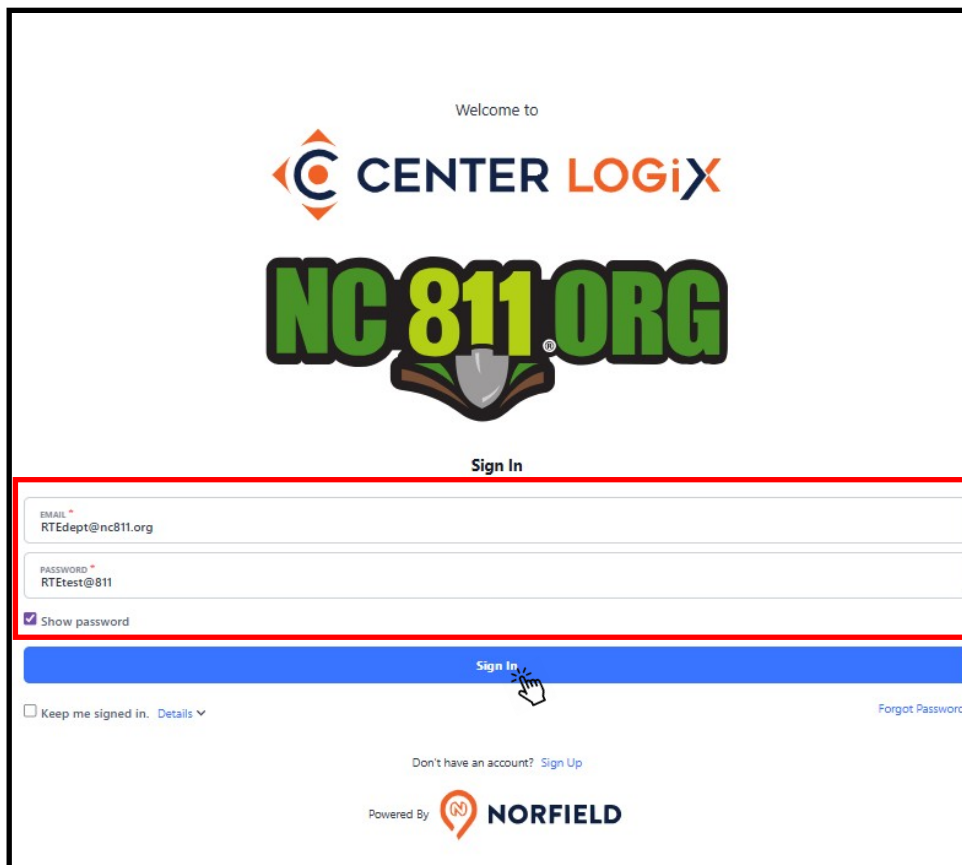**Log into NC811 TEST server to view Center Logix Ticket Entry:**

1. To access the **TEST** version of Center Logix, you must log into the **TEST** Server by clicking link: https://test-ncocc.centerlogix.org/signin/.
2. A Sign In pop up will appear – enter the TEST credentials shown below.

EMAIL: RTEdept@nc811.org
PASSWORD: RTEtest@811

3. Then, click Sign In to log into Center Logix.

The image is showing the new Sign In page


*Please do not click "Forgot Password?" when using the TEST account. This account is shared by many users, and resetting the password could disrupt access for everyone. Additionally, before October 1, each RTE user will receive an invite to Center Logix TE which will be sent to the user's direct email on file with NC811.

Top Navigation Bar

After clicking Sign In, a landing page will appear. In the top-center of the page, the user will click on **Tickets** to access the Ticket Entry screen. In the top right corner, the user can toggle between **Light and Dark** themes by clicking the sun or moon icon. Light mode features a brighter interface, while Dark mode offers a dimmer look that is easier on the eyes in low-light environments.

Image showing Top Navigation Bar: Tickets, Light and Dark themes
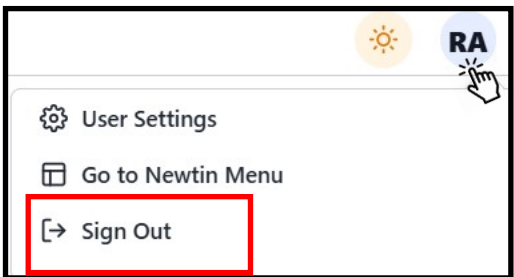
In the top right corner, you'll find a dropdown menu, accessible by clicking on the Profile Indicator (initials). **Note for TEST account (RA):** Do not click on **User Settings. This** information, is not configured to the individual RTE user. The only available option for testing is **Sign Out**, which will return the user to the Sign In page.

In the top left section of the Ticket Entry screen, as in Newtin TE, are the general ticket entry functions: Inquire, New, Survey, and Recent. This is the main area for viewing and managing locate requests. Additionally, you will find two new buttons: the **Map Toggle Button** and the **Full View Toggle Button**. Clicking the **Map Toggle Button** moves the map from the center of the Ticket Entry page to the right side of the page. To return the map to its original position, simply click the button again. For a full screen Ticket Entry view, click the **Full View Toggle Button.** This action will hide the Top Navigation Bar. Click the button again to turn off the full view.

The image shows new buttons: Map Toggle Button and Full View Toggle Button.

Note: For TEST TE, the Excavator Information does not include Caller Type, Address, City, State nor Zip. To process a TEST ticket, the user must complete these fields.

When the user clicks "New," a pop-up will appear asking **"Clear all ticket fields?"**. In the pop-up will be a new feature for users with multiple RTE accounts, the new feature allows the user to select the company they wish to enter tickets for. If the user does not enter tickets for multiple companies, then the feature will not be shown. *This feature will be available by October 1.

** New map features and functions

Map Toolbar: The mapping tool bar (located on the left side of the map image) has been updated with the following.

Toggle fullscreen: The original button has been redesigned in the new map, and the feature has been relocated from the map tool bar to the top right corner of the map. In the image (highlighted red).
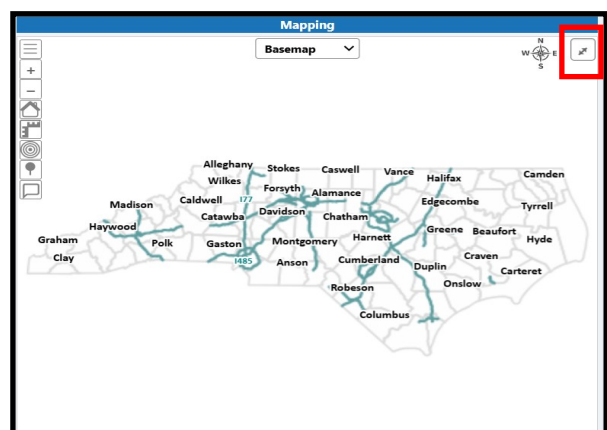
D **Drawing/White Lining (Box with a D):** This is a new feature. The user has the ability to identify and draw a buffered electronic white-lined area to represent the work area on the map. See the image below for more details.

How to electronically white line a work area:

1. Click the **Drawing / White Lining** button (a box with a "D") in the mapping toolbar. The button will toggle to display a box with a "W" (red outline).

2. Choose a drawing tool, for example, click **Draw Point**, **Draw Line** or **Draw Polygon** (blue highlight) to draw the electronic white lining in the map.

3. Once the electronic white lining is drawn, a **White Lining** pop-up (green outline) will appear. In the pop-up, enter your **Work Type** and, if applicable, the **Radius/Width** being requested. Then click **OK** to confirm.

4. The information from the White Lining pop-up (purple outline) will be recorded below the **Location/Stake Info Ticket Entry** field.

The image shows the transformer in Hybrid view, located within the electronically white-lined area created using the Draw Line tool. The White Lining pop-up displays the Work Type and the requested radius, with this information appearing below the Location/Stake Info section.

The dig site as described in the ticket text. Electronic White Lining drawn around the transformer (white shape).

After selecting OK in the White Lining pop-up, the Work Type is labeled on the map image. The yellow polygon includes the dig site along with a system-generated 250 ft buffer.

 Erase: The Erase tool allows users to remove their drawn lines from the map. This is useful for correcting mistakes and updating the work area lines drawn by the user. To use the tool, select Erase, then click on the line you want to remove. The selected item will be deleted from the map view.

Pins: The flag button has been replaced in the new map with the Pins button. This feature will place marker pins on the map, which can be converted to points.

 Identify: The feature allows the user to click on a specific location or feature on the map to view detailed information about it. This may include attributes such as parcel data.

 Clear all features: A new feature to the map. The feature clears all drawings, grids, or highlights from the map.

New: LOMS (Look Over My Shoulder):
This electronic feature allows one person to assist another with mapping in real time. To begin, the person requesting help clicks **LOMS Create**. A pop-up will appear with a website link and access code to share with the person providing assistance. *For LOMS mapping assistance, contact the RTE department. A representatives is available Monday through Friday from 9:00 A.M. to 4:00 P.M. (ET).*
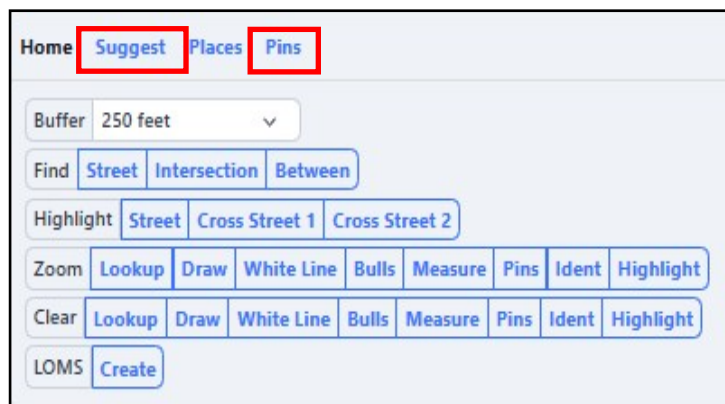

Suggest: The Search tab has been renamed Suggest
**Pins:** The GPS tab has been renamed Pins

The **SEG** button is no longer available. To polygon a work area, start by clicking the Map Look up button or the appropriate Find button (Street, Intersection, or Between). If the map cannot identify the exact address or streets in the specified location, the Select Matches pop-up will appear. You can choose one or more suggestions from the list to be highlighted and polygoned (in yellow) on the map, then click the OK button. If none apply, exit the pop-up, if applicable, manually draw the work area using one of the drawing tools, Draw Point, Draw Line or Draw Polygon (blue highlight in map image below).

The Image shows the Select Matches pop-up, including Address, Parcel and Street suggestions for address 5011 High Point Rd in Guilford County. The selected street range (5000-5099 High Point Rd) and the Ok button are highlighted red.
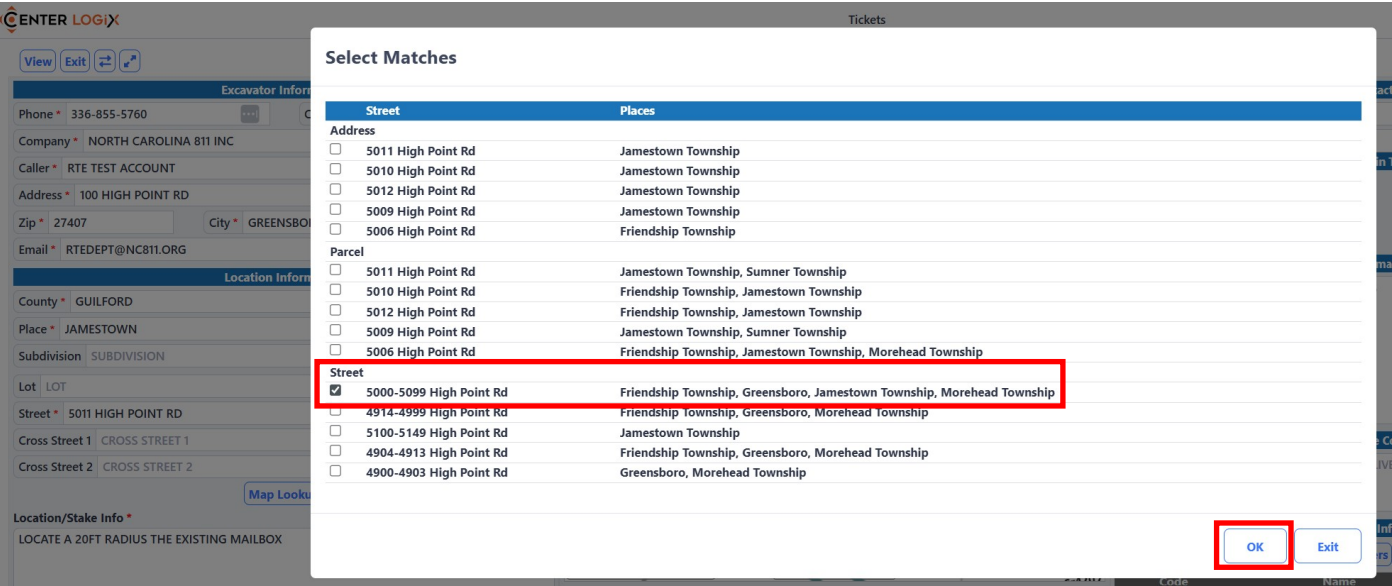
The image shows the address range 5000–5099 High Point Rd in the map image (pink highlight), and dig site (yellow) polygon.

Reminder: *In Ticket Entry, the maps main purpose is to determine which member facility operators will receive your notice. The members maintain a polygon database of the general area of their facilities and when your dig site (yellow polygon) overlaps member polygon(s), the member will be notified on the request. Not selecting or incorrectly selecting a dig site may result in one of more facility operators not being notified.*
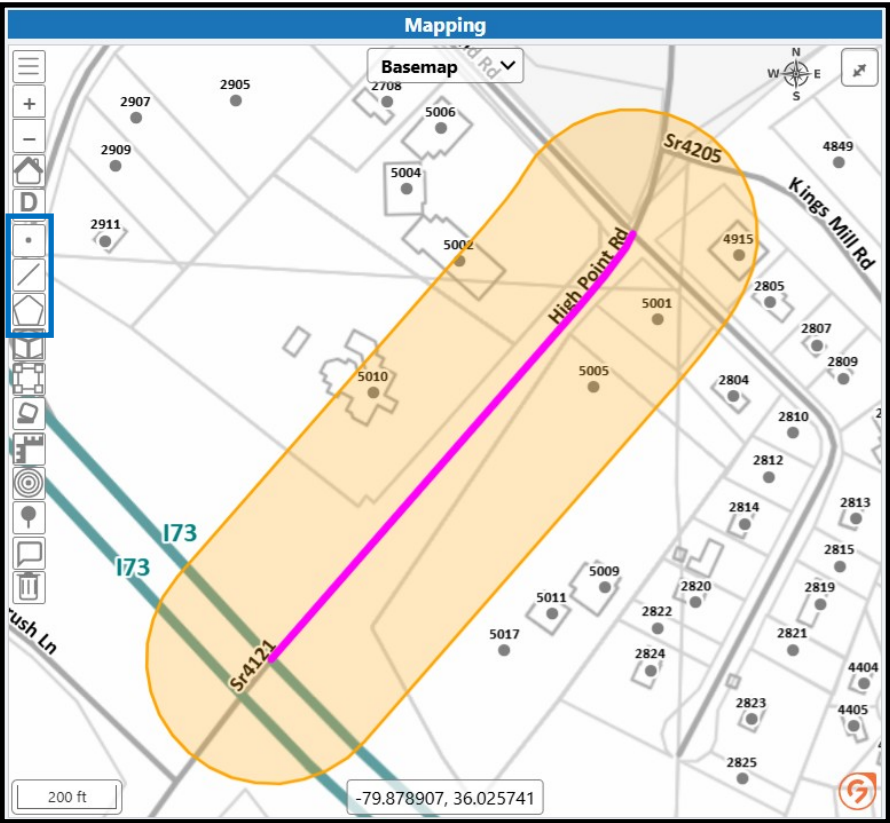
Work Date (work start date) and **Legal Date:** Both fields are pre-populated with the minimum legal start date. As of October 1, NC State Law requires an excavator to provide notice no less than 3 full working days prior to the work start date. If the Work Date is changed by the user to reflect a work start date *__after__* the Legal Date, then the Legal Date will automatically adjust to match the new date and time requested as the Work Date. To adjust the Work Date, click the calendar to show the local date and time picker or click in the field to make changes.

Good Thru and Update By: As of October 1, a notice is valid for 28 calendar days from the Work Date. If excavation continues past the 28th calendar day, then the excavator must update their notice 3 full working days prior to the Good Thru date. These dates will be provided by the system in the Good Thru and Update By fields.

Member Information: When submitting a ticket, If a member facility operator was not notified, and it is known that underground facilities exist within the specified area of excavation, the user may request the member be added to the active locate request by contacting the NC811 at 1-800-632-4949. Any members added to a ticket will include the (+) symbol.

Image showing member added to a ticket by an NC811 employee including the (+) symbol.

Ticket Number: When you click **Submit** to release the ticket, a 10-digit ticket number will be assigned. The number is made up of three parts: a two-digit year, a three-digit day of the year, and a five-digit ticket count for that day. Ticket numbers will no longer include an "A" or "C" for original or revised tickets. Ticket revisions will include three-digits following the ticket number. **Example ticket numbers:** 2525800024-000 (original ticket) and 2525800024-001 (revision).

Image showing original ticket number assigned by Center Logix Ticket Entry

Success   ✕

Ticket submitted successfully: 2525900019-000

OK
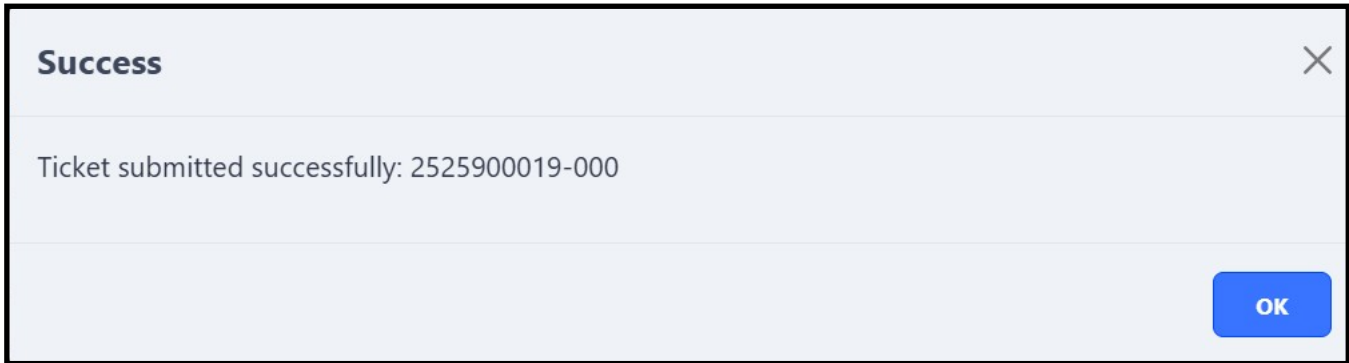
FAQ's and Reminders:

1. How long is the life of a ticket starting October 1?
Life of a ticket will be extended from 15 working days to **28 calendar days after the work start date.**
If the legal requirement is not met (less than a full 3 working days notice) then the life of a ticket is 28 calendar days from the legal start date.

2. When can a notice for the purpose of excavation be requested by the excavator?
Notice can be given at any time, no longer limiting the notice timeframe to a maximum of 12 working days' notice. The three full working day notice is still the minimum; however, NC811 will still accept and process notices in which less than a 3 full working day notice was given.

3. When are facility owners required to respond and/or locate?
Facility owners shall respond and locate if in conflict within 3 full working days prior to the **work start date** provided by the excavator *rather than 3 working days from the day of notice.*

4. What happens to a ticket created in late September using Newtin Ticket Entry that requires an Update?
It is important to note that notices created the last 15 working days and calendar days of September requiring an update will be created and issued as a NEW notice within the Center Logix system beginning October 1.
This information will be stamped in the remarks section of tickets issued using Newtin Ticket Entry.
Note: Newtin Ticket Entry, Newtin Ticket Search.exe and Newtin Ticket Search (web version) will be available after October 1 for the purpose of inquiring Newtin tickets.

5. As of October 1, have there been any changes to the 3-Hour notice?
Currently, a single 3-Hour notice, processed through Newtin TE, can be sent **per ticket** by the excavator prior to or by the end of the full three working days notice to members who did not respond to the positive response system or responded with an incorrect response. Additionally, October 1, If eligible, the user will have the ability to process a 3-Hour notice, originally processed in Newtin TE, with the same 3-Hour procedures as prior to October 1.
Starting October 1, a 3-Hour Center Logix notice, can be sent **per member** per ticket by the excavator prior to or by the end of the full three working days notice to members who did not respond to the positive response system or responded with an incorrect response.
Reminder: Tickets requested with less than a 3 full working days notice, such as, Rush, Short, and Emergency are not eligible for a 3-Hour notice.

6: As of October 1, what are the changes to Emergency requests tickets?
The Facility owner(s) shall make initial contact with the excavator within 3 hours. *Reminder: Emergency request and 3-Hour notice are **NOT** the same.

FAQ and Reminders cont...

7. Starting October 1, will secondary notices, such as, Retransmits, Destroyed Mark, or Cancel for a ticket processed through Newtin TE?
Newtin TE will be available for inquiring a notice for the purpose of processing secondary notices, such as, Retransmit, Destroyed Marks, and Cancellations until all active tickets are phased out.
*Note: Beginning October 1, any new notices, including survey, cannot be processed using Newtin TE.

8. Will my log in credentials for Center Logix TE and Newtin TE be the same? How do I log into Center Logix on October 1?
Your existing Newtin log in credentials will not allow you to log into Center Logix TE. Prior to October 1, you will receive an invite to Center Logix that will be sent to the direct email on file at NC811. Additionally, on October 1 the Log-In button located on the RTE webpage will be re-directed to the live server for Center Logix TE. RTE webpage URL: https://nc811.org/remote-ticket-entry/
*Note: For anyone receiving emails through Microsoft 365 Business, the communication may be quarantined. Contact your system admin who will need to review the policy in Microsoft Defender. For some flagged messages, especially those classified as malware or high-confidence phishing, only an administrator can release the email.