



Search Tickets (Advanced Options)

Search Tickets

The Search Tickets menu allows excavators to do more complex searches with or without a ticket number.

At the top menu bar of the ticketing system, click on “Search Tickets” to open the ticket search menu.

SEARCH TICKETS CREATE TICKETS

Ticket Number:

Reset Search

Advanced Options

Ticket Creation Date Range:

County:

City:

Work Date:

Company:

Addr/Str:

Cross St:

Phone:

Service Area Code:

1. Search:

- You may perform a search by:
 - Ticket Number
 - Date Range
 - County
 - City
 - Work Date (Legal On date)
 - Company
 - Addr/Str (Street Number and Street Name)
 - Cross Street
 - Phone (Excavator Phone Number)



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- You will have access to your company's tickets processed. This list of existing tickets will automatically display on the right along with some other searching tools.

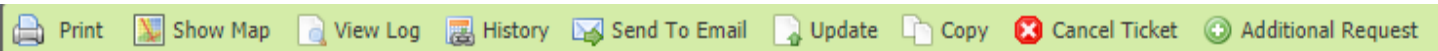
In the toolbar at the top of the display window, you will see:



- The total number of pages included in the search.
- The total amount of tickets found. (If there are multiple pages, use the blue arrows in the toolbar to switch between pages.)
- A blue circle to “refresh” the list as needed.
- “Export” - Export the list of tickets to a spreadsheet.
- **Print List** - Print the ticket shown on the screen.
- **Open Ticket** - View details of any ticket in the list. You may also double-click to select the ticket from the list.

Note: Each column can be sorted by clicking directly on the column header or using the drop-down arrow on the right side of the column to choose “Sort Ascending” or “Sort Descending”. On the drop-down arrow, you also have the ability to choose to remove or add columns to customize to your needs. Click on “Columns” to check or uncheck the column you want to see or remove.

- Once a ticket is open, you will have access to additional features in the toolbar at the top of the ticket:



- **Print** - Print the ticket shown on the screen.
- **Show Map** - This will take you to a map view. This indicates the dig site marked by the GA811 CSR or the Excavator based on the work site information on the ticket. All Facility Members registered within this marking are notified on the GA811 Ticket.
- **History** - View the history of an existing Ticket. The history would include the original ticket number and any additional ticket number listed for the entire history of that original ticket. This would normally include any “Update” tickets. To view the ticket details and access the other features of any ticket in the history list, double-click the ticket.
- **Send to email** - Send a copy of the Ticket to the email address you enter.



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- **Update** - Update the ticket for another 30 days and have locators go back to the site to check/remark the underground facilities.
- **Copy** - Copy/Duplicate Ticket.
- **Cancel Ticket** - Cancel an existing Ticket.
- **Additional Request** - Send an additional notice to Facility Members on an active Ticket.