Update

Updating a Ticket

An Update extends the life of an existing Normal ticket. A new ticket will be generated. The ticket lets the utility members know that the digging is ongoing and to check their markings. The Utility members must respond to the Ticket Response System (PRIS) and markings will be remarked if necessary.

The new ticket expires 30 calendar days following the date of notification.

- A ticket can be Updated starting on the *Updateable On* date through 4:30 P.M. on the *Update By* date.

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

1. Search:
    - Search for the ticket you want to Update. 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)
    - Select / double click on the ticket that you want to renew.

2. Update:
    - Review the ticket details to ensure you have entered the ticket number for the correct dig site and all information is accurate and unchanged.
    - Click *Update* to extend the ticket for another 30 days.

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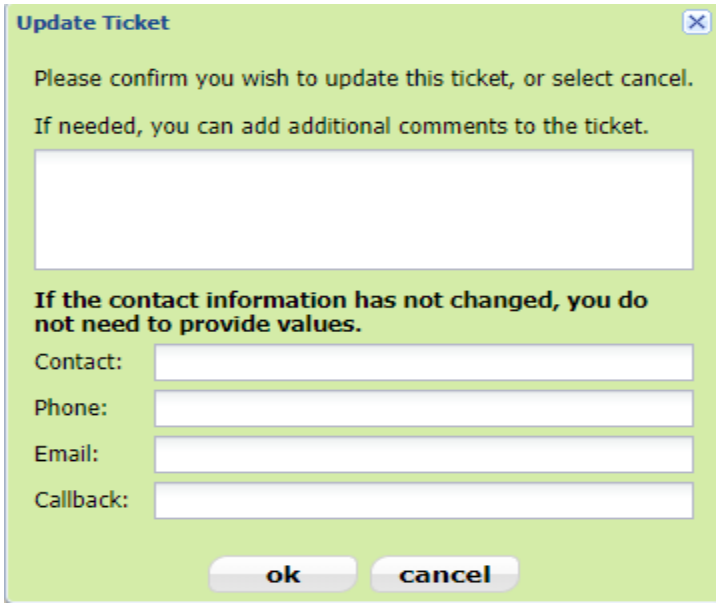
3. Popup Box – Update Ticket:



- Type any additional comments that you wish to add to the ticket if needed.
- Update the Field Contact information if it has changed (Field Contact Name, Phone and Email).
- Click *OK*

4. Ticket Number:

- Review your new Ticket Number.