



# Search Tickets (Advanced Options)

## Search Tickets

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

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

### 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)

The screenshot shows a web interface for searching tickets. At the top, there are two tabs: "SEARCH TICKETS" (selected) and "CREATE TICKETS". Below the tabs is a "Ticket Number:" label followed by a text input field. Underneath the input field are two buttons: "Reset" and "Search". A section titled "Advanced Options" contains several search criteria, each with a corresponding input field: "Ticket Creation Date Range" (two date pickers), "County" (a dropdown menu), "City" (a text input), "Work Date" (a date picker), "Company" (a text input), "Addr/Str" (a text input), "Cross St" (a text input), "Phone" (a text input), and "Service Area Code" (a text input).



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2. A list of existing tickets will display to the right of the screen.
3. The top toolbar displays the following information and options:



- The total number of pages and number of tickets included in the search.
- Refresh
- Print List
- Export
- Open Ticket



4. Once a ticket is open, the top toolbar displays the following information and options:
  - Print - Print the selected ticket.
  - Show Map - View the dig site area marked during ticket creation.
  - View Log - View the *Ticket View Activity* window to show the timestamps of those who viewed the selected ticket.
  - History - View the history of the selected ticket and any associated updates.
  - Send to Email - Email a copy of the selected ticket.
  - Update - Update the ticket for another 30 days and have locators go back to the site to check/remark the underground facilities.
  - Copy - Duplicate the selected ticket.
  - Cancel Ticket - Cancel the selected ticket.
  - Additional Request - Send an additional notice to facility members on the selected ticket.