

GeoCall Remote Ticket Entry

User Manual and Tutorial



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Table of Contents

General Information	3
Ticket Entry Guidelines	4
Ticket Portal Sign Up	5
Logging In	6
Ticket View	7
Locate Request Content	8
Worksite Information	10
Map Tools	11
Mapping a Worksite	14
Submitting a Request	15
Managing Locate Requests	16
Copying a Request	17
Updating a Request	18
Quick Reference	19

General Information

Holiday Schedule

The following holidays are not part of the 48 hour notice. Holidays that fall on Saturday are observed on Friday. Holidays that fall on Sunday are observed on Monday.

New Year's Day	Thanksgiving Day
Memorial Day	Friday after Thanksgiving Day
Independence Day	Christmas Day

*****Please note that Veterans Day is an observed holiday. AL811 will be open, however the legal dates of tickets processed that day will follow a holiday schedule.*****

Excavation Notice

The **Legal Start Date and Time** is 48 hours, or two working days after a notification is made.

Working Day is a 24 hour period commencing from the time of receipt of the notification, excluding Saturday, Sunday and the nine holidays outlined in Alabama Act 94-487. The notification will be good for 10 working days. Notifications should be renewed two days prior to its expiration date, if you will be working longer than 10 working days from the original excavation start date. This will allow for another 48 hour notification period to have the lines re-marked prior to the expiration of the locate request. A notice for demolition work shall be valid for a period of 20 working days from the start date given.

Locate request notices are only for proposed excavation activities. Except for design or survey locate requests, notice of excavation should only be placed for excavation scheduled to start. No repeated updates for remarking should be made unless the work is continuing and underway. If the work has halted, the requests should be updated 2 working days prior to the restart of the work.

In the event a minimum 48 hours notice cannot be given, you may request the underground facilities be located at an earlier date and time. The underground facilities may or may not be located by the requested time frame and may not be located after the excavation begins. If you proceed with excavation prior to the site being marked, damage could occur to surrounding underground facilities, and injuries could be encountered as a result. Your company/organization could be held responsible for the repairs.

Tolerance Zone

The **Alabama Underground Damage Prevention Act 94-487** requires that the excavator observe a **Tolerance Zone** when excavation near the marked underground utilities. The tolerance zone is the width of the underground facility plus 18" on either side of the outside edge of the underground facility on a horizontal plane.

Private Lines

AL811 member facility owners and/or their contract locators will only mark the underground utility lines that they service and/or maintain. For example, water and sewer companies only mark the lines they install and maintain, up to their meters and taps. It is the excavator's responsibility to have all private lines marked. The excavator is also responsible for notifying all non-member utility companies not participating in AL811's service.

Ticket Entry Guidelines

To ensure the correct members are notified, accurate information should be provided on each locate request. AL811 closely monitors all tickets entered via our online ticket entry program.

Individual locate requests must be submitted for:

- *Each street requesting to be marked, only one road can be requested per ticket.*
- *Each intersection requested to be marked, only one intersection can be requested per ticket.*
- *An entire intersection and down one of the corresponding streets can be requested on one ticket.*
- *Only one building/structure is allowed to be requested per ticket.*
- *Only one property/lot can be requested per ticket, locating entire subdivisions is not allowed.*
- *Multiple address on the same street may be entered on one ticket, but only if the work is being done in a continuous line or trench. If the lines need to be marked up to the house or structure, or if a pole along the pole line is skipped, then separate tickets will need to be entered.*

Road name data must be entered in a specific format in the designated **Street** and **Intersection** fields of the ticket for them to be recognized by the system. ****Entering road name data in any other format that listed below could result in the correct member utilities not being notified.****

ALL highways (US and STATE) are to be entered as follows:

*Hwy 214
Old Hwy 214
Hwy 214 BUS
Hwy 214 ALT*

ALL interstates should be listed with the capital letter "I" and the corresponding interstate number.

Example: I65 or I85

ALL county roads (***including Lee County Roads***) are to be entered as CORD and the corresponding road number.

Example: CORD 184

-
- *Use the tab button to navigate forward through each field.*
 - *If you are in a field that has a drop down arrow, such as the county field, you can enter the first few letters of the name you are searching for and the software will auto complete the word for you.*
 - *Any field in RED is a required field and must be filled in before you can save and close a ticket.*
 - *Distance requested to be located per ticket needs to be under 2 miles if possible.*

Ticket Portal Sign Up

The first time you visit the Alabama 811 Online Portal, you will need to click the sign up link to register your user information. Once you have confirmed your registration, you will then have access to the system features that will allow you to submit your locate requests online.

The GeoCall portal website address is:

<https://geocall.al811.com/geocall/portal>

ALABAMA 811 Know what's below. Call before you dig.

Find Tickets Help Home Sign Up Login

Welcome to the Alabama 811 Portal Sign Up!
To sign up, simply fill in the form on the right.

Find Tickets
 Enter Tickets

Once you are done, hit the Submit button and your information will be sent to the center for processing. Shortly, you should receive a signup confirmation email.

To begin using the site, click the link in the email to activate your account. All of the features may not initially be available to you but the center will contact you with details as you are configured for additional services.

Cancel Submit

User Information

Email: Your email will be your user name for access.

Password: Enter a password. Verify your password.

Name: First Name Last Name

Address:

City/St/Zip: Extension

Phone: Just type the numbers, we'll format them. Extension

Company Information

Name: If you are not representing a company, just use your name.

Address:

City/St/Zip: Extension

Phone: Just type the numbers, we'll format them. Extension

Comments: You can enter any information you wish to convey to the center about your account here.

Ticket Contact Information

Ticket Contact is the same as the User information.

Name: First Name Last Name

Phone: Just type the numbers, we'll format them. Extension

Email: Callback: Enter an alternate phone number.

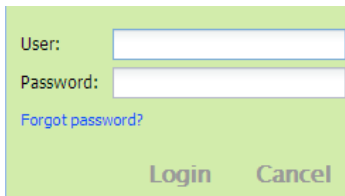
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****the user name and password created by the user at the time of sign up will also serve as the login user name and password to access the ticket entry portal and mobile app.**

Logging In

You will need to log in to the portal to have access to the ticket entry features.

****the user name is your email address. The password is created by the user at the time of sign up.**

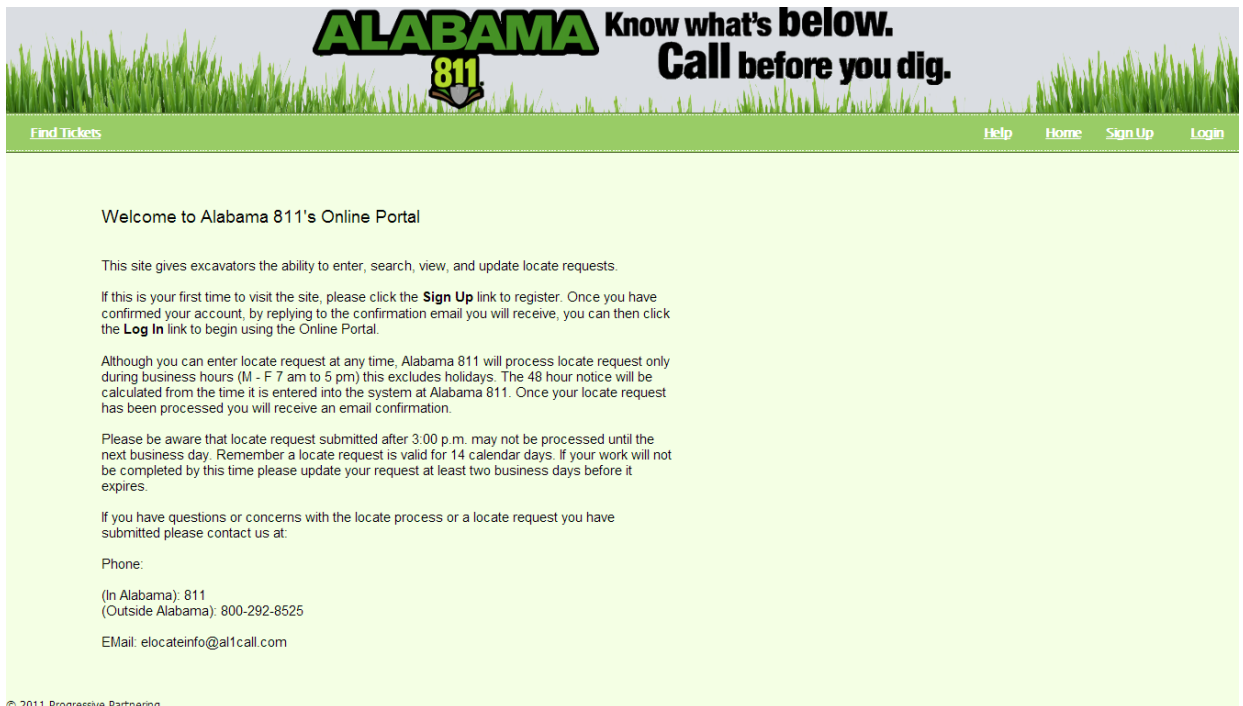


User:

Password:

[Forgot password?](#)

Main GeoCall Portal Screen



ALABAMA Know what's below.
811 Call before you dig.

[Find Tickets](#) [Help](#) [Home](#) [Sign Up](#) [Login](#)

Welcome to Alabama 811's Online Portal

This site gives excavators the ability to enter, search, view, and update locate requests.

If this is your first time to visit the site, please click the **Sign Up** link to register. Once you have confirmed your account, by replying to the confirmation email you will receive, you can then click the **Log In** link to begin using the Online Portal.

Although you can enter locate request at any time, Alabama 811 will process locate request only during business hours (M - F 7 am to 5 pm) this excludes holidays. The 48 hour notice will be calculated from the time it is entered into the system at Alabama 811. Once your locate request has been processed you will receive an email confirmation.

Please be aware that locate request submitted after 3:00 p.m. may not be processed until the next business day. Remember a locate request is valid for 14 calendar days. If your work will not be completed by this time please update your request at least two business days before it expires.

If you have questions or concerns with the locate process or a locate request you have submitted please contact us at:

Phone:
(In Alabama): 811
(Outside Alabama): 800-292-8525


EEmail: elocateinfo@al1call.com

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Ticket View

GeoCall Portal Ticket Entry Screen

Any field in **RED** is a required field and must be filled before saving the ticket.

Know what's below.
Call before you dig.

Find TicketsEnter TicketHelpHomeLog Out

The ticket submitted will use the following contact information. Please update it if necessary.

Excavator:
(205) 731-3210
Alabama 811
3104 Bates Ln
Fultondale, AL 35068

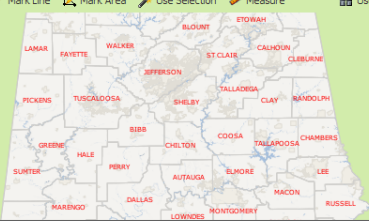
Caller:
Jennifer Lee
(205) 731-3210
jlee@al811.com

Contact:
Jennifer Lee
(205) 731-3210
jlee@al811.com

If you're not sure how to fill out the ticket you may call the **811 Center** for instructions. Thank you for using the portal.

Work Type: <input type="text" value="Select a work type..."/>	<input type="checkbox"/> Explosives	At Intersection: <input type="checkbox"/>	<input type="button" value="Submit"/>	
For: <input type="text" value="Who is the work being done for?"/>	<input type="checkbox"/> White Paint	Subd: <input type="text"/>	<input type="button" value="Reset"/>	
Job #: <input type="text"/>	<input type="checkbox"/> Directional Boring			
	<input type="checkbox"/> Address In Remarks			
Work On: <input type="text" value="03/10/2014"/> <input type="text" value="12:15 PM"/>	Update By: <input type="text" value="03/20/2014"/>	Good Until: <input type="text" value="03/24/2014"/>		
State: <input type="text" value="AL"/>	County: <input type="text" value="Select a county..."/>	Place: <input type="text" value="Select a work place..."/>		
Address: <input type="text" value="Number"/>	<input type="text" value="Prefix"/>	<input type="text" value="Street Name"/>	<input style="width: 50px;" type="text" value="Type (Dr, Ave, :)"/>	<input style="width: 50px;" type="text" value="Suffix"/>
Intersection: <input type="text"/>				
Locate Directions:	<input type="text" value="Provide description of the area you are needing located (ex: 250 ft from intersection on both sides of road, front of lot, etc). Enter only one street name per locate request. If you have multiple streets, they must be on separate requests. Provide driving directions if the excavation site is in a rural area or an area under development."/>	Remarks:	<input type="text" value="Add marking instructions, additional GPS, how the area is pre-marked or any other description of the work site."/>	

Zoom To



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Locate Request Content

*The GeoCall ticket entry software is a tabbing program. The 'enter' key does not allow you to move between fields.

Work Type:

Work Type specifies the type of excavation work that is being done.

For:
Job #:

• The **Done For** field is where you should list the person or persons for which the excavation work is being done.

• **Job Number** field is the area of the request where a work order number or company specific item number can be added for the excavators records.

Additional information boxes. Selecting, or checking, one of these boxes is the equivalent to saying 'yes'.

Explosives
 White Paint
 Directional Boring
 Address In Remarks

• If **Blasting** or **Boring** is being done at the excavation site, then you should check the appropriate box so that the member companies can make sure their facilities are properly protected.

• If **White Markings** are used to designate the proposed excavation site, checking this box will let the person marking the site to be prepared to look for those markings.

• If multiple addresses, apartment numbers or letters are given for a site, this information should be listed in the remarks field and can sometimes be overlooked. Checking the **Address in Remarks** box is a way to make sure this information is brought to the attention of a person reading the ticket.

At Intersection:
Subd:

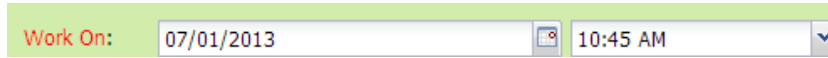
• the **At Intersection** Box should be checked if the excavation site is in an intersection.

• the **Subd** field should be used to document the name of the subdivision a worksite is assigned to if applicable.

• the **Reset** button allows you to clear any ticket information that has been entered incorrectly on the ticket entry screen.

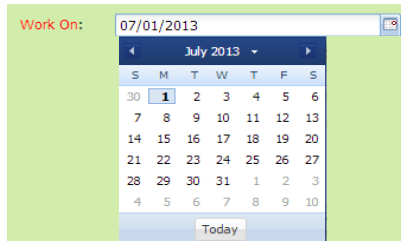
Locate Request Content, Continued

The **Work On** date and time boxes, which are referred to as the 48 Hour notice date, show the date and time in which the underground utility lines should be marked at an excavation site.



Work On: 07/01/2013 10:45 AM

To manually change the date in which the lines need to be marked at the excavation site, simply click the small calendar icon beside the date field and choose the requested date from the drop down calendar.



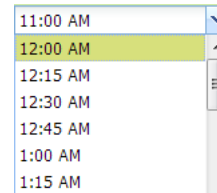
Work On: 07/01/2013

July 2013

S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Today

Selecting the drop down arrow beside the time field will allow you to manually change the time in which the lines need to be marked at the excavation site



11:00 AM

12:00 AM

12:15 AM

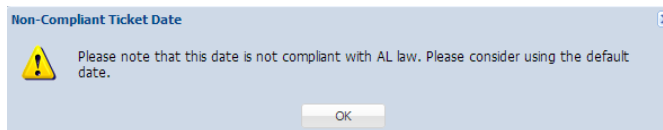
12:30 AM

12:45 AM

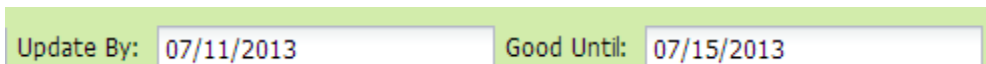
1:00 AM

1:15 AM

***The 48hour notice date and time can be manually changed by the user, however, Alabama State Law requires excavators to give at least 48 hours notice (excluding weekends and holidays) before excavation work begins. In the event a minimum of 48hours cannot be given, you may **REQUEST** the underground facilities be marked at an earlier date and time. Please note that this is just a request, there is no guarantee the lines will be marked before the 48 hour notice. Should you request a short notice on your locate request, a pop up will appear to remind you of the required 48hour wait time. If you proceed with excavation prior to the underground utilities having been marked, damage could occur and injuries can be encountered as a result. Your company/organization may be held responsible for any repairs.*



The **Good Through Date and Times** of a locate request are shown to the right of the Work on date and time fields. The legal start date and time is 48 hours or two working days from the time of notification. Tickets are valid for 10 working days from the start date, and should be renewed two working days prior to the expiration date.



Update By: 07/11/2013 Good Until: 07/15/2013

- The Update By date, is the date that an extension or renewal ticket must be made in order to have continuous coverage at an excavation site.

- The Good Until date is the date a ticket will expire.

Work Site Information

The **Work Site Information** section requires you to enter specific information about the excavation site.

State:	AL	County:	Select a county...	Place:	Select a work place...
Address:	Number	Prefix	Street Name	Type (Dr, Ave, S	Suffix
Intersection:					
Locate Directions:	Provide description of the area you are needing located (ex: 250 ft from intersection on both sides of road, front of lot, etc). Enter only one street name per locate request. If you have multiple streets, they must be on separate requests. Provide driving directions if the excavation site is in a rural area or an area under development.		Remarks:	Add marking instructions, additional GPS, how the area is pre-marked or any other description of the work site.	

The **County** and **City** in which the excavation will occur should be selected from the options available in the drop down lists provided by GeoCall. A listing of all the counties in Alabama are available in the county selection category. Once a county is chosen, a listing of the cities available on the map for that specific county will be shown in the drop down box in the place field. The place/city field is a free field. If the excavation site is in a city or town that is not on the drop down list, it can still be entered in the city field and saved on the ticket.

County:	JEFFERSON	Place:	FULTONDALE
	DALE		BESSEMER
	DALLAS		BIRMINGHAM
	DEKALB		BRIGHTON

The **Address** for the excavation site is broken down into several different fields.

Address:	Number	Prefix	Street Name	Type (Dr, Ave, S	Suffix
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- The **Numeric** portion of the address should be entered in the first field on the address line.
- If an address has a **Directional Prefix** listed **before** the street name, i.e. **SW, SE, NE, or NW**, this information should be entered in the second box on the address line.
- The **Name of the Road** the worksite is address to, or the name of the road the work is being done on, should be listed in the third box, (which is the largest box) on the address line.
- The **Road Type**, whether it is a Street, Drive, Avenue, Circle, etc., should be listed in the fourth box on the address line.
- If an address has a **Directional Suffix** listed **after** the street name, i.e.: **SW, SE, NE or NW**, this information should be listed in the fifth field on the address line.

Intersection:	
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The **Intersection** field should contain the road that is nearest to the worksite, that directly intersects with the road the worksite is on. The intersection field is not broken down into separate parts like the address field. The complete road name, including the type of road, should be listed in the intersection field.

Locate Directions:	Provide description of the area you are needing located (ex: 250 ft from intersection on both sides of road, front of lot, etc). Enter only one street name per locate request. If you have multiple streets, they must be on separate requests. Provide driving directions if the excavation site is in a rural area or an area under development.
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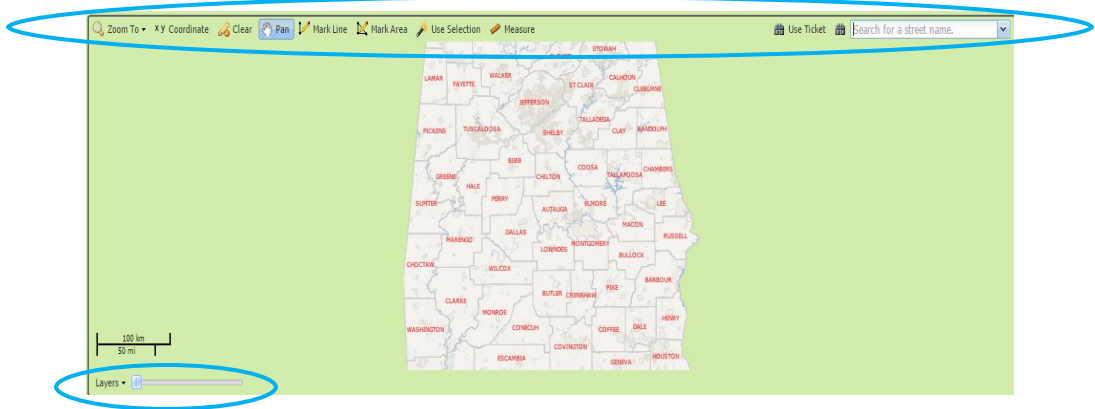
The area of excavation, or where the underground utilities need to be located/marked, should be listed in the **Locate Directions** box.
If the locate information includes directions that cannot be put in a separate field, then all the information should be listed together in the **Locate Directions box.*

Remarks:	Add marking instructions, additional GPS, how the area is pre-marked or any other description of the work site.
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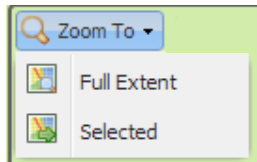
Please list any additional information or notes that the locators may need on how to find and/or mark the excavation site in the **Remarks** box. Locate information does not belong in this field. The Remarks box is **NOT** a required field. This box can be left blank.

Map Tools

There are several map tools available when working with the map. The map tools are shown across the top and along the bottom portions of the map screen.



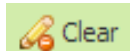
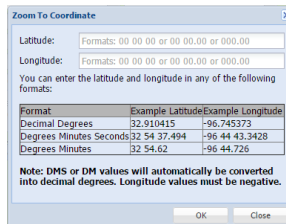
The **Zoom** tool will allow you to view several different screen shots of the map.



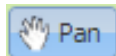
- **Full Extent** will zoom to a view of the entire state.
- **To Selected** zooms directly to any selected features on the map.

X Y Coordinate

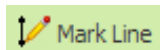
To XY will zoom to GPS coordinates that have been entered on the ticket.



The **Clear** tool will allow you to remove an incorrectly plotted map marking.



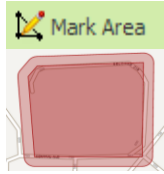
The **Pan Tool** is used to scroll the map screen.



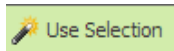
The **Mark Line** tool is used to mark the excavation site along a line, usually a road segment.



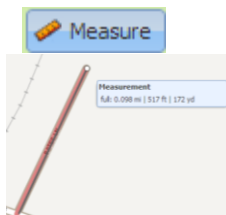
Map Tools, Continued



The **Mark Area** tool should be used to mark an area on the map, such as a new subdivision or large property.



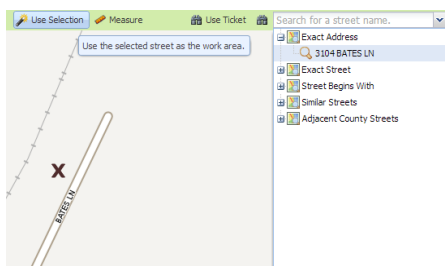
The **Use Selection** button should be used to automatically mark on the map, any correctly returned results that were compiled from the Use ticket search the map. i.e., exact address, exact street segment or intersection if the work is being performed at the intersection)



The **Measure** tool uses a pencil to draw and/or trace any requested distance on the map. The distance is calculated along the route as it is drawn. Measure line results are calculated in mileage, footage and yards.

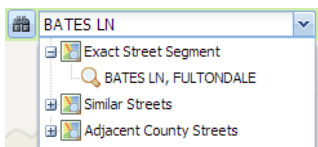


Click the **Use Ticket** button to search the map using the address information previously entered on the locate request form. You will be presented with several search results based on the different values entered on the form. Clicking any one of these results will zoom to and select that feature on the map.



If the Use Ticket search returns a result that appropriately defines the work site(i.e., exact address, exact street segment or intersection if the work is being performed at the intersection) you can click the **Use Selection** button to use the selection to automatically mark the map.

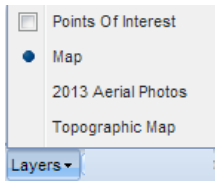
The **Find** tool is used to search for a specific road on the map.



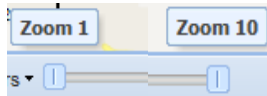
Any results found after the system searches for a road will be shown in the attached search results box. The search results are categorized in several different categories, depending on the information entered.

Map Tools, Continued

The **Layers** button can be found at the bottom left corner of the map screen.



- **Points Of Interest** layers different landmarks on the map.
- **Map** is the default street view.
- **2013 Aerial Photos** will show the aerial photo view of an area.
- **Topographic Map** shows different topographical features of an area.

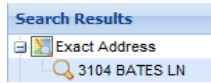


The **Zoom Button** is a sliding scale that ranges from 1 to 10, with 1 being full extent view, and 10 being the close up view. The zoom scale is found at the bottom left corner of the mapping screen, on the right side of the layers button.

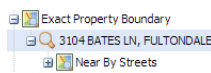
Mapping a Work Site

Address Found

When searching for a specific address, GeoCall provides several options for you to mark the excavation site on the map.



• **Exact Address** – shows the pin point location of a property on the map. The exact address is designated by a green X.

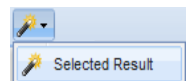


• **Exact Property Boundary** – shows the property boundary of an address found on the map. The exact property boundary shows a green outline of the shape of the property boundaries.



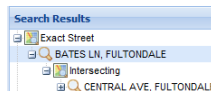
• **Exact Street Segment** – designates the section of road that contains the address range in which the specific address is located.

To mark the map using any of the above features, select the appropriate option from the Search results box. Once the desired selection is highlighted in green, click the Selected Results tool from the map tools bar. The green property indicator should then turn red in color. Once the area is marked, the utility buffer zone is shown around the marking tool and property. The buffer zone ensures the correct member companies are notified on each request.



Address NOT Found

If a specific address is unable to return an exact result, GeoCall will still provide additional options to correctly mark the excavation site.



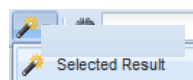
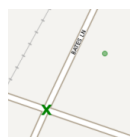
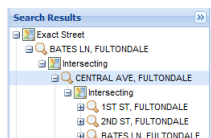
• **Exact Street** – shows the exact road that was typed in the address road name section of the ticket

To mark the map using the Exact street feature, you should select the corresponding road name from search results box, then click the **Selected Results** tool from the map tools bar. This will then change the green road selection to red. Once the area is marked, the utility buffer zone is shown around the marking tool and property. The buffer zone ensures the correct member companies are notified on each request.

****If a road is more than 2 miles in length, you will need to know the distance to the site from the intersection.***

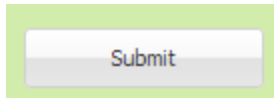
Marking an Intersection

When work is being done at the intersection of two roads, you will need to select the exact street name option found in the **Search Results** box. Once selected, this will open up a secondary listing of all roads shown to touch the selected road. From the listing of intersecting roads, select the name of the second road name of the intersection where the work is being done. The map will zoom to the found intersection, it will be indicated by a **green X**. After verifying the area found by the system is correct, you should select the **Selected Results** tool from the map tools bar. This will then mark the excavation site with a red circle.



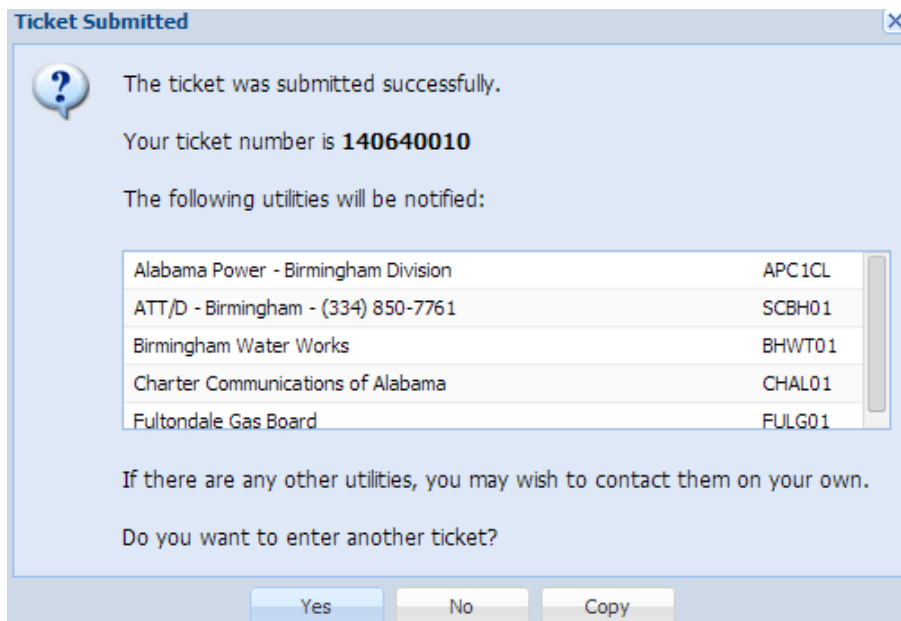
Submitting a Request

Once all ticket information is verified as correct and the excavation site has been plotted on the map, you are ready to submit your request to the member utility companies

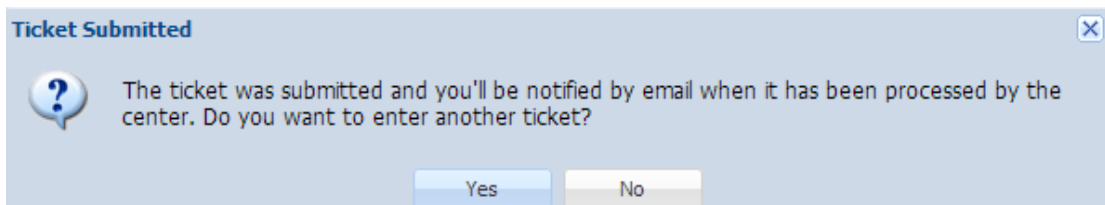


The **Submit** is the same feature as the save button. To submit your locate request ticket, simply click the submit button at the top right corner of the ticket entry screen.

After pressing the submit button, GeoRemote users (level 3 users) will see a box listing the ticket number and a list of member companies that are being notified will appear. This box will also ask if you would like to enter another request or if you would like to close and exit your session.



After pressing the submit button, E-ticket users (level 2) will see a dialog box will appear letting you know your ticket has been submitted and will be processed by a representative at the Alabama 811 center. This box will also ask if you would like to enter another request or if you would like to close and exit your session



Managing Locate Requests

There are many options available to choose from when working existing tickets.

Find Tickets

Enter Ticket

To find an existing locate request ticket that needs to be modified, select the **Find Ticket** option at the top left corner of the portal welcome page.

If you know the ticket number for a ticket that needs to be modified, simply enter the ticket number in the **Ticket** box and click the 'search' button. A preview of the ticket selected ticket will be shown in the reading pane on the right side of the screen.

Ticket:
131820001

Reset Search

Advanced Options

Between:

County:

Place:

Work Date:

Excavator:

TICKET 131820001

Compliance: Compliant	By: jlee	GEOGRAPHIC LOCATION	
Source: PortalTicket	Hours Notice: 0	LATITUDE	LONGITUDE
Type: Normal	Date: March 5, 2014, 4:32 p.m.	33.599302	-86.798771
Update On: 03/19/14	Good Through: 03/21/14	33.600049	-86.797879

COMPANY INFORMATION

ALABAMA 811
3104 BATES LN
FULTONDALE, AL 35068

Phone: (205) 731-3200 **Fax:**
Contact: JENNIFER LEE **Phone:** (205) 731-3210
Contact Email: JLEE@AL811.COM

Type: Contractor
Caller Name: JENNIFER LEE
Caller Phone: (205) 731-3210
Caller Email: JLEE@AL811.COM
Callback:

If you do not know the ticket number, enter the date range in which the original ticket was processed. You will also need to enter the county in which the excavation occurred, then click 'search'. You will then be given a list of tickets matching the county and date range searched for.

Ticket:

Reset Search

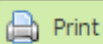
Advanced Options

Between: 03/05/2014 03/05/2014

County: **JEFFERSON**

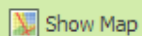
Page 1 of 1 Export

Creation	Number	Address	Street	City	County	Excavator
3/5/2014 4:32:21 PM	140640010	3104	BATES LN	FULTONDALE	JEFFERSON	ALABAMA 811
3/5/2014 4:22:18 PM	140640009	405	SAINT CHARLES...	HOMEWOOD	JEFFERSON	ALABAMA 811
3/5/2014 4:22:04 PM	140640008	403	SAINT CHARLES...	HOMEWOOD	JEFFERSON	ALABAMA 811
3/5/2014 4:21:48 PM	140640007	401	SAINT CHARLES...	HOMEWOOD	JEFFERSON	ALABAMA 811
3/5/2014 2:52:20 PM	140640006	403	SAINT CHARLES...	HOMEWOOD	JEFFERSON	ALABAMA 811
3/5/2014 2:51:58 PM	140640005	401	SAINT CHARLES...	HOMEWOOD	JEFFERSON	ALABAMA 811
3/5/2014 2:44:58 PM	140640004	403	SAINT CHARLES...	HOMEWOOD	JEFFERSON	ALABAMA 811
3/5/2014 2:44:31 PM	140640003	401	SAINT CHARLES...	HOMEWOOD	JEFFERSON	ALABAMA 811



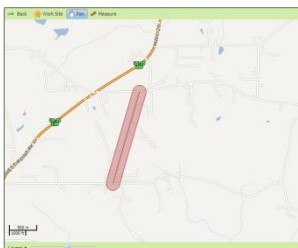
Print

The **Print** button allows you to print a copy of a selected locate request ticket.



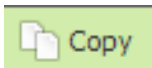
Show Map

The **Show Map** button allows you to see how the excavation site was previously plotted on the mapping section of an existing locate request.



Copying a Request

A duplicate copy of a ticket can be made by replicating the existing ticket.



To make a copy of an existing ticket, click the **Copy** button from the menu options at the top of the ticket.

The screenshot shows the ALABAMA 811 portal interface. At the top, there is a banner with the text "ALABAMA 811 Know what's below. Call before you dig." Below the banner are navigation links: "Find Tickets", "Submit Ticket", "Help", "Home", and "Log Out". The main content area displays "TICKET 143140003". On the left, there is a search form with fields for "Ticket:" (containing "143140003"), "Advanced Options" (including "Between:" date pickers and a "County:" dropdown), and "Place:". On the right, there is a menu with options: "Print", "Show Map", "Update", and "Copy" (which is circled in red). Below the menu, there is a table for "GEOGRAPHIC LOCATION" with columns "LATITUDE" and "LONGITUDE", and rows for "34.732941" and "34.742172". Below that is a "COMPANY INFORMATION" section for "ALABAMA 811" with "Type: Contractor".

A new ticket, containing the exact information as the first (including the previous area marked on the map) will appear on the ticket entry screen. Users should then enter the new address or lot number, AND mark the new excavation site on the map, then select the submit button.

The screenshot shows the ALABAMA 811 portal interface for ticket entry. At the top, there is a banner with the text "ALABAMA 811 Know what's below. Call before you dig." Below the banner are navigation links: "Find Tickets", "Submit Ticket", "Help", "Home", and "Log Out". The main content area displays a form for ticket entry. On the left, there is a section for "Excavator:" with contact information for Jennifer Lee and Kim Jenkins. Below that is a "Contact:" section. On the right, there is a form with fields for "Work Type:", "Job #:", "Work On:", "State:", "Address:", "Intersection:", "Locate", "Directions:", "Explosives", "White Paint", "Directional Boring", "Address In Remarks", "At Intersection:", "Subd:", "Update By:", "Good Until:", "Prefix:", "MCCORMICK", "LN", and "Suffix". Below the form is a map with a red line indicating the excavation site. At the bottom, there is a "Submit" button and a "Reset" button.



A **Ticket History** is created when a user updates, or resends an existing ticket. The new ticket holds a reference to the old ticket so that an audit trail of a ticket can be determined. This option displays the times a specific ticket was sent, in historical order from most recent to oldest. Simply click the history button at the top of the ticket menu to view the history of a specific locate request ticket.

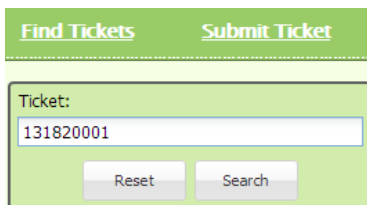
Number	Type	Created	Taken
140650001	Update	03/06/2014 10:09:38 AM	jlee
140640010	Normal	03/05/2014 04:32:21 PM	jlee

Updating a Locate Request

The option to update locate requests through the portal must be manually enabled by a member of the Alabama 811 management staff. Please let us know if you would like to update your tickets online.

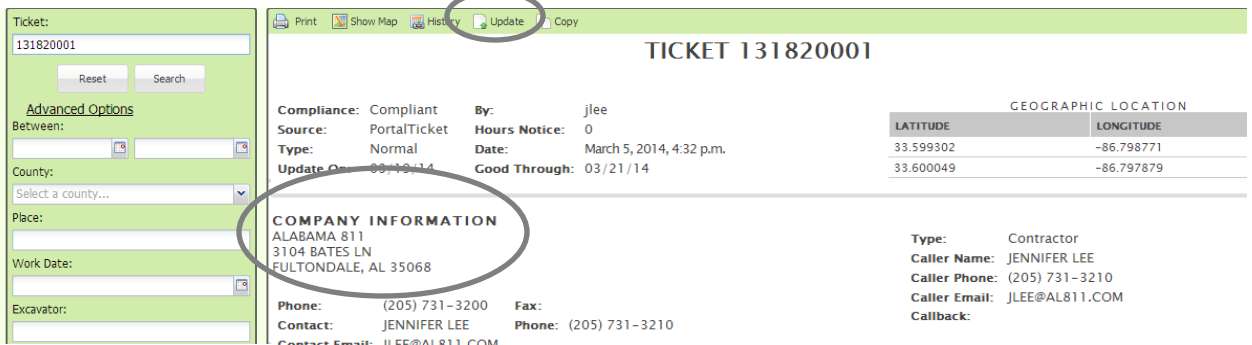
An update is a continuation of an existing ticket for jobs that will take longer than 10 working days to complete. An update gives the member companies an opportunity to check and re-mark their lines if necessary, and extends the ticket time for an additional 10 working day period. The utility companies have 48 hours to re-mark all lines on an updated ticket.

Locate request notices are only for proposed excavation activities. Except for design or survey locate requests, notice of excavation should only be placed for excavation scheduled to start. No repeated updates for remarking should be made unless the work is continuing and underway. If the work has halted, the requests should be updated 2 working days prior to the restart of the work.



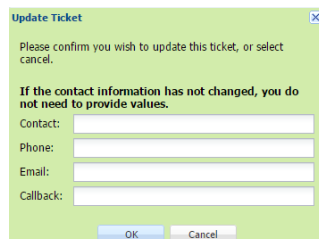
To update a request, simply click the find ticket button that is on found on the far left side of the screen, enter the ticket number you need to update in the ticket number box and then click search.

The corresponding locate request ticket should then be visible on the right side of your screen. **PLEASE DOUBLE CHECK TO MAKE SURE THAT THE COMPANY NAME AND INFORMATION LISTED ON THE TICKET FOUND IS YOUR COMPANY'S NAME AND INFORMATION.** If the company and ticket information are correct, you should now click the update option that is found at the top of your locate request ticket.



GEOGRAPHIC LOCATION	
LATITUDE	LONGITUDE
33.599302	-86.798771
33.600049	-86.797879

COMPANY INFORMATION
ALABAMA 811
3104 BATES LN
FULTONDALE, AL 35068



Please confirm you wish to update this ticket, or select cancel.

If the contact information has not changed, you do not need to provide values.

Contact:

Phone:

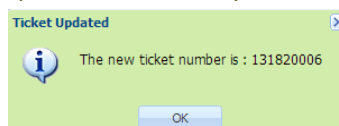
Email:

Callback:

OK Cancel

After selecting the update button, you will be prompted to edit the contact information in needed. If no modifications need to be made, simply click ok to proceed with the save.

You should then be given a pop up box that contains your new locate request ticket number.



Ticket Updated

The new ticket number is : 131820006

OK

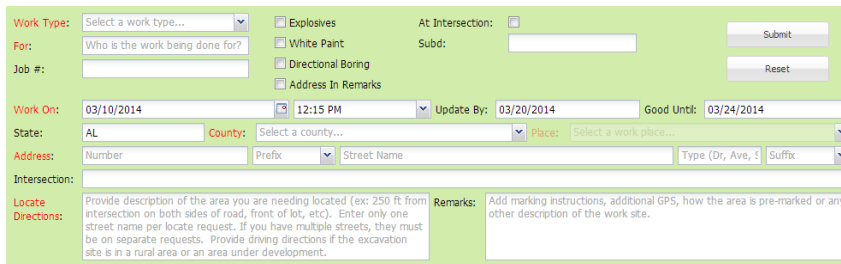
Quick Reference Guide

Thank you for signing up for Alabama 811's GeoRemote program. This site streamlines the ticket data entry process and allows you to define your worksite directly on our maps, resulting in quicker processing times and a more accurate locate. If you have any questions not addressed in this guide please feel free to contact Jennifer Lee at 205-731-3210.

Step 1: Enter the Worksite and Locate Area Information

Please input information about your excavation site, including a detailed description of the area that needs to be checked for underground utilities, in the corresponding boxes on the locate request form.

***All RED fields are required**

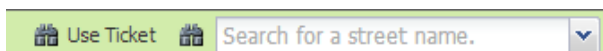


The screenshot shows a web form for entering excavation site information. It includes fields for Work Type (dropdown), For (text), Job # (text), Work On (date and time), State (dropdown), Address (Number, Prefix, Street Name, Type, Suffix), Intersection (text), and Remarks (text area). There are also checkboxes for Explosives, White Paint, Directional Boring, and Address In Remarks. Buttons for Submit and Reset are visible.

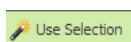
Step 2: Identify the Excavation Site on the Map

Note: The area marked on the map is used to determine which utilities should be notified of the pending excavation. Once the site has been marked, you will see a 100 meter buffer appear around the marking. Please try to be as concise as possible with your map markings while making sure the mark plus buffer fully covers the excavation site.

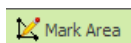
Click the **Use Ticket** button to search the map using the address information previously entered on the locate request form. You will be presented with several search results based on the different values entered on the form. Clicking any one of these results will zoom to and select that feature on the map.



You will then need to use one of the following tools to mark the excavation site on the map.



If the Use Ticket search returns a result that appropriately defines the work site (i.e., exact property boundary, exact address, exact street segment or intersection if the work is being performed at the intersection) you can click the **Use Selection** button to use the selection to automatically mark the map.



The **Mark Area** tool should be used to mark a specific area on the map, such as a new subdivision or large property.



The **Mark Line** tool should be used to mark the excavation site along a line, usually a road segment.



The **x y Coordinate** tool allows you to enter the GPS coordinates for an excavation site

Step 3: Submit the Request

To submit your locate request ticket, simply click the submit button. You will then be prompted to enter another request or to close and exit your session.