



ITICnxt Manual



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Introduction to ITICnxt

Welcome to ITICnxt – the future of online ticketing.

Online ticketing systems have required users to spend their time entering text information before allowing them to do the all-important work of finding their dig site on a map. As we considered ways to improve the online ticketing process, we became convinced that if users identified their dig site on the map first, nearly all text entry could be automated. As our research in modernizing online ticketing continued, we found other ways to save the user time and effort by building the notification center's business rules into the system.

One of the biggest differences you will notice from the very first time you use ITICnxt is that identifying your dig site starts, not ends, with an aerial photo of your work area. After minimal text entry, easy-to-use tools allow you to specify each individual dig location within your work area. Once you have specified all the work areas, ITICnxt automatically divides or combines them into the appropriate number of tickets, each one complete with text-based location information. That's right: ITICnxt presents you with completed tickets for your review.

We believe ITICnxt will change the way people think about damage prevention. For the very first time, ITIC:

Starts the process with an aerial photo. Use the width of streets, the location of buildings, and the location of other geographic features to help identify where you are digging in relation to the actual conditions at your work site.

Uses the information contained in the notification center's base map. ITICnxt helps you complete your ticket, allowing you to fully concentrate on identifying the precise location where you will dig instead of entering text.

Gives you the means to precisely define the area in which your work will take place. We've eliminated the need to go broad or over-cover your work site. Each excavation site you define will be compared with the notification center's database so only affected operators are notified.

Definition of Terms

Session: A period of user interaction with ITICnxt characterized by defining one or more excavation entities which subsequently results in the creation of one or more tickets.

Excavation Entity: A circle, route, or parcel representing an area of excavation (see below). The ITICnxt user creates a discrete excavation entity during a session as they identify the limits of an area of work. Users can create as many excavation entities as necessary during a single session.

Route: An excavation entity created when a user selects a series of points on a map that form a continuous line. The line is converted into an excavation entity based on the width specified by the user.

Circle: An excavation entity created when a user selects a point on a map that is then converted into a circle based on the length of the radius requested by the user.

Parcel: An excavation entity created when a user selects part or all of a parcel of property. Parcel size is often associated with a single address and does not include the road right of way. Users can extend parcel size with the parcel tool.

NOTE: *Available parcel data may be limited in some areas.*

Street: An excavation entity created when a user selects a section of a road or highway. The entity is based on the width of the road's right-of-way, as well as any "behind the curb" distance specified by the user.

Turn to the next page to get started.

ITICnxt Quick Start Guide

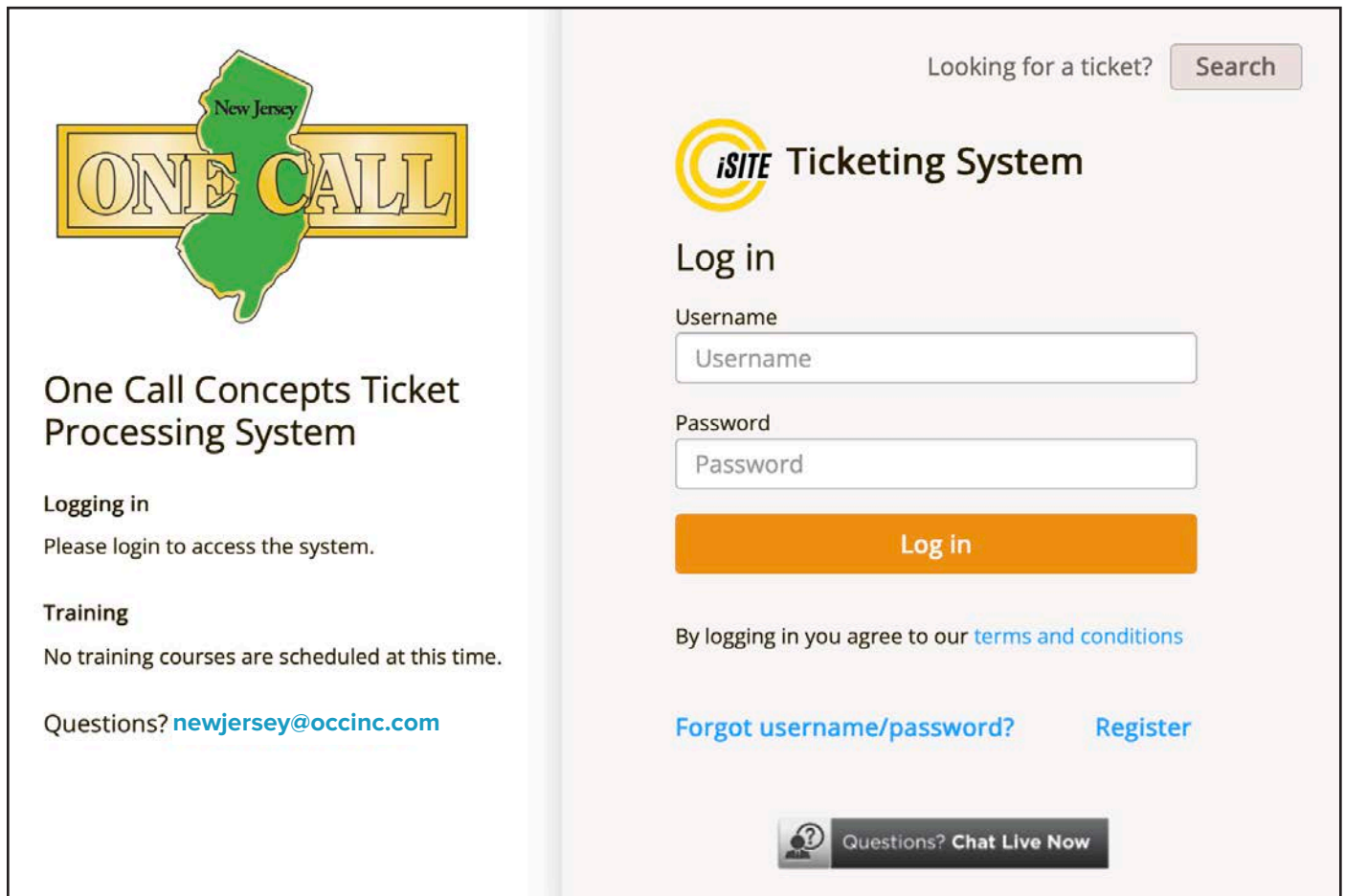
Logging In

To access ITICnxt point your web browser to <https://nj.iticnxt.occinc.com>

If you do not already have an ITICnxt login, click the **Register** button located below the login and password fields.

If you have forgotten your login information, you can also click the **Forgot username/password?** link, also located below the login and password fields.

Once you enter your password and login and hit return, you'll be logged in.

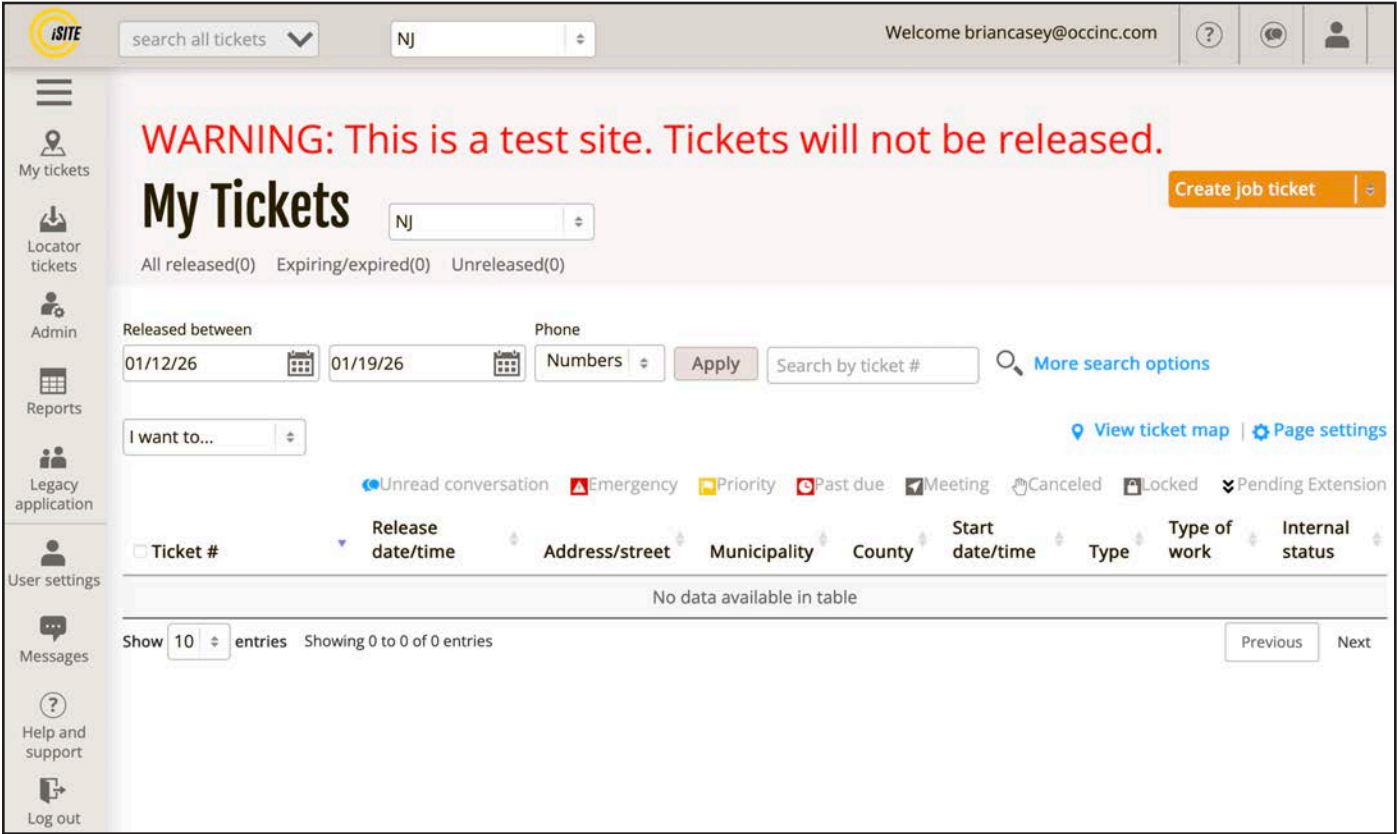


The screenshot shows the login interface for the One Call Concepts Ticket Processing System. On the left, there is a logo featuring a green outline of New Jersey with the text "New Jersey" above it, and a yellow banner with "ONE CALL" in black letters. Below the logo, the text "One Call Concepts Ticket Processing System" is displayed. Underneath, there are sections for "Logging in" (with the instruction "Please login to access the system."), "Training" (with the message "No training courses are scheduled at this time."), and "Questions?" (with the email address newjersey@occinc.com).

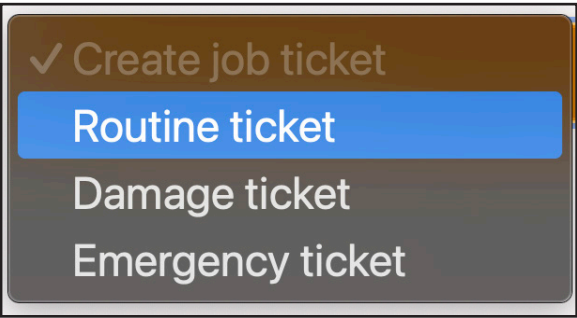
On the right, the "iSITE Ticketing System" logo is shown above the "Log in" heading. Below this are input fields for "Username" and "Password", each with a placeholder label. An orange "Log in" button is positioned below the password field. Above the login fields, there is a search bar with the text "Looking for a ticket?" and a "Search" button. Below the "Log in" button, a line of text states "By logging in you agree to our [terms and conditions](#)". At the bottom of the login section, there are two links: [Forgot username/password?](#) and [Register](#). At the very bottom, there is a chat button with a question mark icon and the text "Questions? Chat Live Now".

Landing Page

To get started click the **My Tickets** button.



Click the **Create job ticket** menu and select **Routine Ticket**.



The **My Tickets** module contains a database of all tickets you have filed with your account for the past 8 years.

Workflow Process

There are three major steps in the locate filing process:

Step 1 – Mark Location

Here you will locate and map out your work area(s) by drawing one or more shapes on the map (excavation entities).

Step 2 – Write Instructions

Here you will verify the automatically generated ticket information, and make any additions or alterations as necessary.

Step 3 – Review & Submit

Here you will review all of your ticket information and submit the mark out request(s) to be sent directly to the affected facility operators or to the call center for review.

Step 1. Mark Location

First, you will need to find your worksite on the map. Enter an address, building name, or city/place name in the **Search** field.

rutgers uni

Rutgers University

University Avenue, Newark, NJ, USA

Rutgers University - Newark Campus

University Avenue, Newark, NJ, USA

Rutgers University Newark School of Law

Washington Street, Newark, NJ, USA

110 Warren Hall, Rutgers University

Warren Street, Newark, NJ, USA

Rutgers University - Newark Campus - Don M Gottfredson Lib Crml Jus

Washington Street, Newark, NJ, ...

Once you have found the correct location, select a drawing tool from the **Drawing Tool** menu.

Select the type of work planned

Radius excavation

Planting trees, placing holes, etc

Route excavation

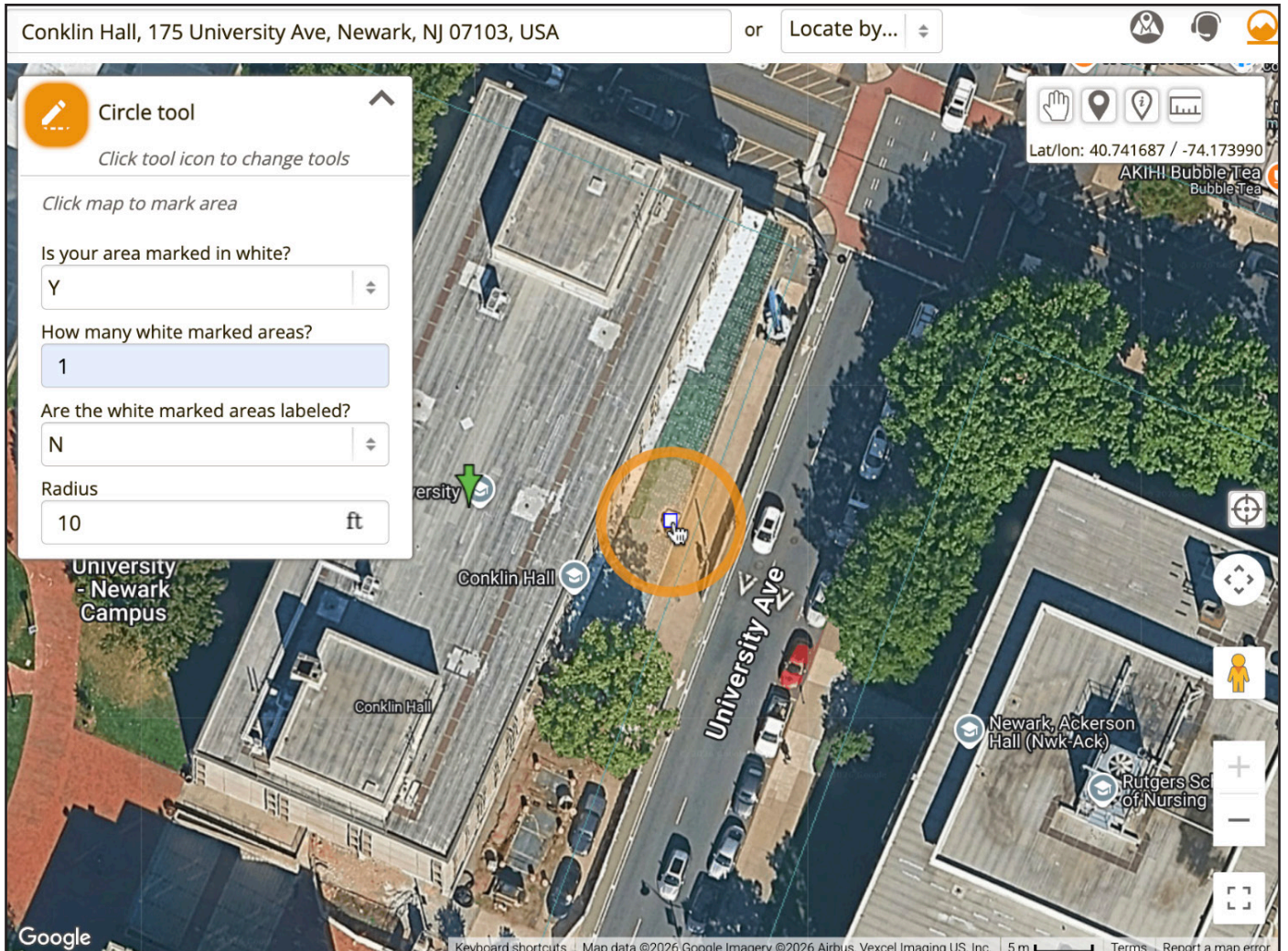
Trenching/road repairs

Property excavation

Excavation on a specific parcel of land

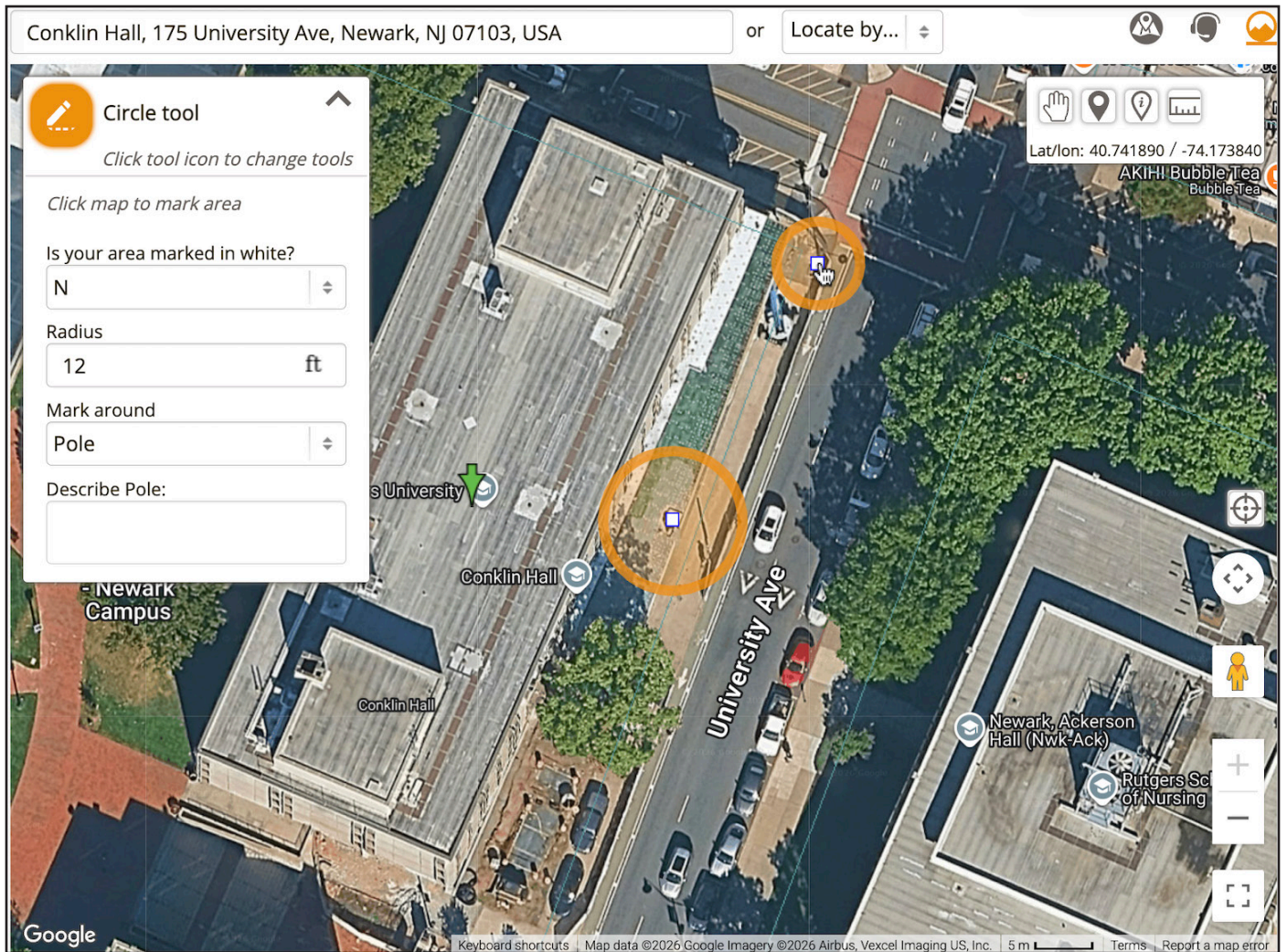
Street excavation

Select existing street(s) on map to create route

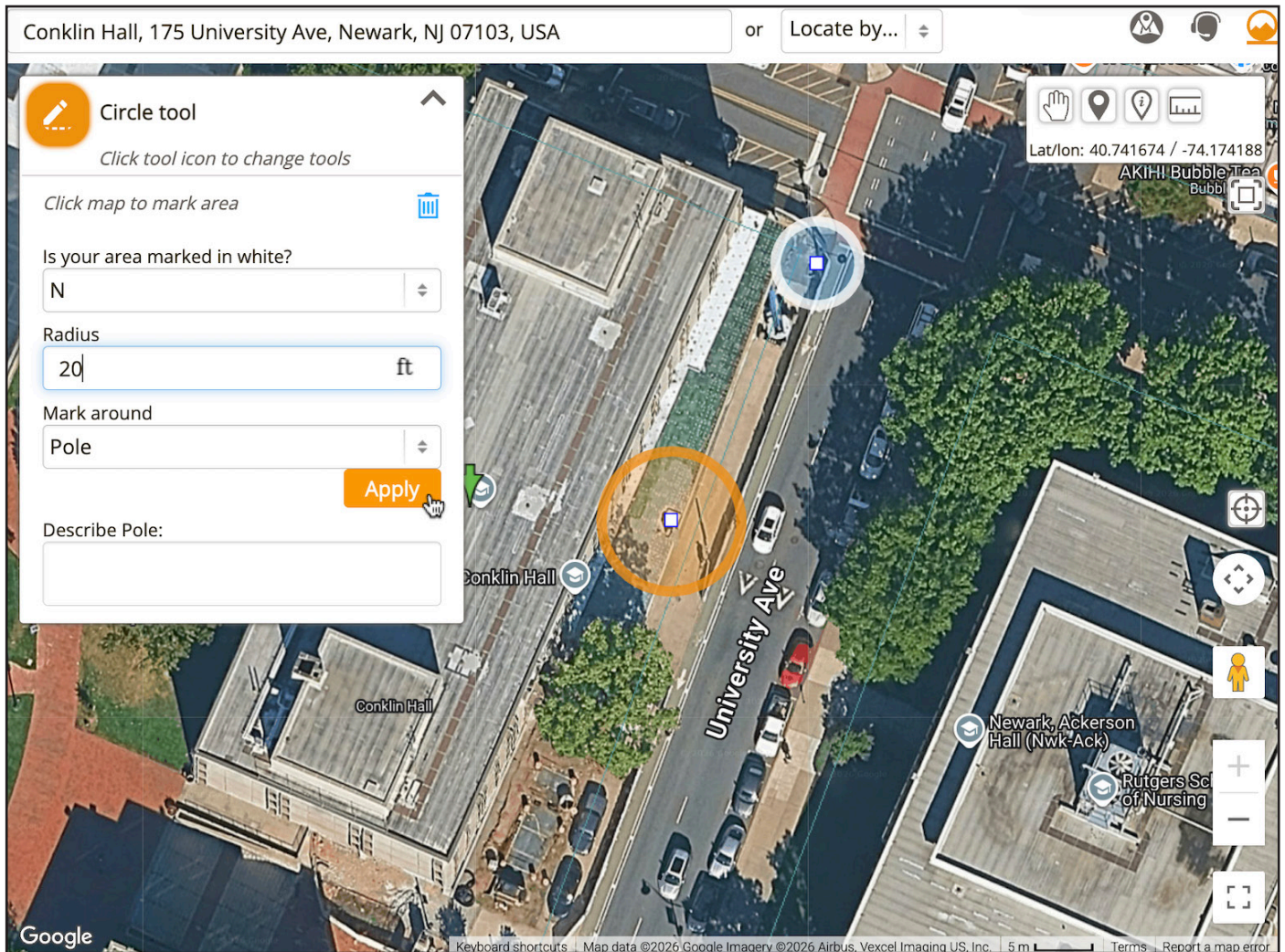


When you select a drawing tool you will be prompted to enter information about the worksite you intend to map out. The required information will vary depending on which tool you choose. Be as accurate as possible.

After entering the required information, place an excavation entity by clicking on the map.



You can continue placing excavation entities on the map. Make sure to update the excavation entity's information if necessary.



If you make a mistake, you can edit or delete any entity in the current session by clicking on it. (You'll need to make sure you don't have a drawing tool selected.)

Click **Apply** to apply your changes to the selected Excavation Entity. Click the  to delete the excavation entity.

When you have finished mapping your worksite(s) click the **Next** button.

This will take you to **Step 2**.



Step 2. Write Instructions

ITICnxt calculates the most efficient way to break up or combine the excavation entities you have created and assign them to mark out requests. ITICnxt automatically applies the business rules as established by New Jersey One Call to make this determination. The tickets appear at the top of the screen. Each tab represents a ticket.

ITICnxt enters **Location Information** based on the excavation entities you drew on the previous page. Carefully review all information in this section, paying particular attention to the **Extent of Work** – if ITICnxt has split up your work area into multiple tickets, only describe the area of excavation that corresponds to the mapping on the current ticket/tab.

Create Job Ticket

Cancel

Next

1 Mark location2 Write instructions3 Review & submit

Apply information to all tickets for the selected job

Job A - ticket 1/2

Job A - ticket 2/2

Complete required fields. Verify accuracy of ticket details and map before submitting.

Form settings

Ticket type: Routine ticket

Location information

* Indicates required field

County *

ESSEX

Municipality *

NEWARK

Address

169

Street name *

UNIVERSITY AVE

Nearest intersecting street *

BLEEKER ST

2nd intersecting street

Community

Block

Lot #

Posted

Select posted value

Extent of work *

1 AREA(S) MARKED IN WHITE. AREA(S) MARKED IN WHITE LOCATED: 118 FT SSW OF C/L OF INTERSECTION AND 36 FT WNW OF C/L OF UNIVERSITY AVE.

Job A - ticket 1/2

Map

Lat/lon: 40.741368 / -74.174475

Map controls

Map data ©2026 Google Imagery ©2026 Airbus Vexcel Imaging US, Inc. | 5 m | Terms | Report a map error

The **Extent of Work** should contain explicit marking instructions and driving directions from a nearby intersection. Both the marking instructions and driving directions should match the ticket's corresponding mapping. If you need to re-map the area click the  button.

The **Job Description** is for describing the nature and method of excavation, as well as the time frame of the job.

Job description !

Job profile

Create/edit profiles

Select job profile

Work to begin date *

08/26/2026

Work to begin time *

12:01 AM

Type of work *

You must enter the type of work

Working for phone # *

(xxx)-xxx-xxxx

Ext

You must enter a valid working-for phone #

Working for company *

You must enter the company the work is being done for

Contact *

Contact first and last name is required

Address

Street *

Street is required

City *

State *

NJ

City is required

Zip: *

Zip code is required

Area marked in white *

Y

Areas marked

1

Work depth *

FT

You must enter a depth

Additional email recipient(s) ✓

Job description

Job profile

Create/edit profiles

Select job profile

Work to begin date *

08/26/2026

Work to begin time *

12:01 AM

Type of work *

REPLACE SIGN(S)

Working for phone # *

9735555555

Ext

Working for company *

RUTGERS UNIVERSITY

Contact *

MICHAEL COLLINS

Address

57

Street *

US HWY 1

City *

NEW BRUNSWICK

State *

NJ

Zip: *

08901

Area marked in white *

Y

Areas marked

1

Work depth *

2

FT

Additional email recipient(s)

Excavator Information is drawn from your User Profile. Make sure that your contact information is up to date.

Excavator information

ITIC user name *

JAKE CHAMBERS

ITIC user phone # *

555-555-5555

Ext

Excavator *

TOREN BROS EXCA'

Excavator phone # *

222-333-4444

Ext

Cell phone #

111-222-3333

Address

19

Street *

ODDS LN

City *

TULL

State *

NJ

Zip *

01234

Excavator email *

briancasey@occinc

When you are certain all ticket information is accurate, tab over to the next ticket and repeat the process. Once you have completed and reviewed all tickets in the session click the **Next** button. This will take you to **Step 3**.

Step 3. Review & Submit

Step 3 is where you conduct a final review of your tickets and submit them to the call center for processing. This is your last opportunity to make changes to the ticket(s). Review the information on each ticket carefully. If everything is correct make sure that each ticket’s corresponding **Checkbox** is checked, then click the **Submit Ticket** button. This will transmit the ticket(s) to the utilities, or to the call center (if any manual changes have been made) for review.

You can also choose to edit  , or save  the ticket(s).

Create Job Ticket

Cancel

Submit tickets

1

Mark location

2

Write instructions

3

Review & submit

Review ticket information, then click the Submit tickets button

I want to..

Showing 1 to 2 of 2 entries

Previous

1

Next

Utility Notification List

You have successfully submitted your ticket(s).

You will be presented with the **Utility Notification List**. This page contains a complete list of the Facility Operators who will be notified as a result of your ticket(s).

Congratulations!

 Your ticket(s) have been submitted.

[View my tickets](#)

[Start new ticket](#)

Job-ticket#	Address	Cross street	City/place	County	Type	Start date/time	Release date/time				
Job A - ticket 1/2	169 UNIVERSITY AVE	BLEEKER ST	NEWARK	ESSEX	ROUTINE	08/26/2026 12:01 AM	08/20/26 12:05 PM				
District	Company	Facility types		Message							
AM2	AT&T CORP			Ticket 362320008 has been submitted. Your ticket has been transmitted to the affected utilities. YOU MUST CONTACT ANY OTHER UTILITIES DIRECTLY. Please note the above ticket number for future reference regarding your request. A copy of the ticket will be sent to the email provided on the request. If you don't receive a copy of the ticket the same business day it is submitted, please contact the call center immediately. Please be sure to check the ticket for accuracy. If you find any errors or discrepancies please contact the call center immediately at 1-800-272-1000 for correction.							
BAN	VERIZON										
C11	COMCAST CABLEVISION OF NEW JER										
CAN	CABLEVISION OF NJ										
MCI	MCI										
MFR	ZAYO GROUP										
NW2	NEWARK, CITY OF										
NWF	CITY OF NEWARK FIBER										
NWK	CITY OF NEWARK										
PSHR	PSE&G ELECTRIC & GAS										
RCE	RUTGERS UNIVERSITY NEWARK										
UFD	CABLEVISION LIGHTPATH LLC										
Number of districts: 12											
Job A - ticket 2/2	UNIVERSITY AVE	BLEEKER ST	NEWARK	ESSEX	ROUTINE	08/26/2026 12:01 AM	08/20/26 12:05 PM				
District	Company	Facility types		Message							
BAN	VERIZON			Ticket 362320007 has been submitted. Your ticket has been transmitted to the affected utilities. YOU MUST CONTACT ANY OTHER UTILITIES DIRECTLY. Please note the above ticket number for future reference regarding your request. A copy of the ticket will be sent to the email provided on the request. If you don't receive a copy of the ticket the same business day it is submitted, please contact the call center immediately. Please be sure to check the ticket for accuracy. If you find any errors or discrepancies please contact the call center immediately at 1-800-272-1000 for correction.							
C11	COMCAST CABLEVISION OF NEW JER										
CAN	CABLEVISION OF NJ										
MCI	MCI										
MFR	ZAYO GROUP										
NW2	NEWARK, CITY OF										
NWF	CITY OF NEWARK FIBER										
NWK	CITY OF NEWARK										
PSHR	PSE&G ELECTRIC & GAS										
RCE	RUTGERS UNIVERSITY NEWARK										
UFD	CABLEVISION LIGHTPATH LLC										
Number of districts: 11											

This is the end of the Quick Start Guide.

Main Menu

Upon logging in to ITICnxt you will be presented with the main ITICnxt menu, as well as your default starting module (My Tickets, Locator Tickets). (See page 21 to see how to change your default module.)

At the top of the screen you can access the ticket search function (formerly Search & Status). As usual, numerous search parameters are available.

WARNING: This is a test site. Tickets will not be released.

My Tickets

All released(3) Expiring/expired(0) Unreleased(0)

Released between: 05/26/26 - 06/02/26 Phone: Numbers Apply Search by ticket # [More search options](#)

I want to... [View ticket map](#) [Page settings](#)

Ticket #	Release date/time	Address/street	Municipality	County	Start date/time	Type	Type of work	Internal status
☐ 361530004	06/02/26 04:05 pm	STATION DR	CAMDEN	CAMDEN	06/06/26 12:01 am	ROUTINE	REPAIR SIDEWALK AND ROADWAY	
☐ 361530003	06/02/26 04:03 pm	PARK AVE	COLLINGSWOOD	CAMDEN	06/06/26 12:01 am	ROUTINE	REPAIR ROADWAY	
☐ 361530001	06/02/26 02:28 pm	PARK AVE	COLLINGSWOOD	CAMDEN	06/06/26 12:01 am	ROUTINE	REPAIR ROADWAY	

Show 10 entries Showing 1 to 3 of 3 entries Previous 1 Next

The  button provides access to the **My Tickets** menu, which contains the complete list of tickets filed through your account. This is also where you can Create a New Ticket. (See page 5 for more info.)

The  button provides access to the **Locator Tickets** menu, where you can find a complete list of the Locator Tickets you've received (if any). (See page 38 for more info.)

The  button provides access to the **Reports** menu. (See page 53 for more info.)

The  button provides access to the previous version of ITIC.

The  button will bring up your account settings – the **User Profile**, **Application Settings**, and **Job Profiles** menus can be accessed through here. You can also choose to **Log Out** from here.

The  button provides access to the **My Messages** page, where you will find any relevant communication from the call center.

The  button will bring up the **Contact and Help Information** page, where you can find training materials, helpful links and other resources to assist you.

The  button will log you out of ITICnxt.

The  button provides access to Live Help Chat, allowing you to consult with a call center professional directly.

My Tickets Menu

The **My Tickets** menu contains all locate requests you have previously filed. You can filter or sort this list in a number of ways using the menus at the top of the page. The state dropdown menu allows you to navigate between different states you operate in. The date range menu will limit the ticket list to those tickets filed within a specific date range.

The screenshot shows the 'My Tickets' menu in a web application. At the top, there is a search bar with 'NJ' selected and a welcome message 'Welcome briancasey@occinc.com'. A red warning banner states: 'WARNING: This is a test site. Tickets will not be released.' Below this, the 'My Tickets' section has a state dropdown set to 'NJ' and a 'Create job ticket' button. A sidebar on the left contains navigation links: My tickets, Locator tickets, Admin, Reports, Legacy application, User settings, Messages, and Help and support. The main area features filters for 'Released between' (05/26/26 to 06/02/26), 'Phone' (Numbers), and a 'Search by ticket #' field. There are also links for 'View ticket map' and 'Page settings'. A table of tickets is displayed with columns: Ticket #, Release date/time, Address/street, Municipality, County, Start date/time, Type, Type of work, and Internal status. Three tickets are listed, all with status 'Unread conversation'.

Ticket #	Release date/time	Address/street	Municipality	County	Start date/time	Type	Type of work	Internal status
☐ 361530004	06/02/26 04:05 pm	STATION DR	CAMDEN	CAMDEN	06/06/26 12:01 am	ROUTINE	REPAIR SIDEWALK AND ROADWAY	Unread conversation
☐ 361530003	06/02/26 04:03 pm	PARK AVE	COLLINGSWOOD	CAMDEN	06/06/26 12:01 am	ROUTINE	REPAIR ROADWAY	Emergency
☐ 361530001	06/02/26 02:28 pm	PARK AVE	COLLINGSWOOD	CAMDEN	06/06/26 12:01 am	ROUTINE	REPAIR ROADWAY	Priority

Find a specific ticket using the option. Clicking the **More Search Options** link will bring up a list of filtering criteria based on specific information on the tickets, such as the address, street name, or type of ticket.

Clicking [View ticket map](#) will display all currently listed tickets on the map.

Accessing the [Page settings](#) menu will allow you to customize what information is displayed for each ticket in the **My Tickets** menu. Click on a ticket number to view the individual ticket.

The menu allows you to perform ticket actions to multiple tickets in a single session.

To use this function, make sure each relevant ticket is “checked” (e.g. ☒ 560005810), then choose the ticket action from the “I want to...” menu. Then click the button that appears next to the “I want to...” menu (e.g.) to begin the process.

Access the menu to begin filing a new locate request. (See page 5 for more info.)

19

User Settings

User Profile Menu

The **User Profile Menu** contains your ITICnxt username and password, as well as contact information for you and your company. You can edit any of the information in this section by clicking the corresponding  button.

iSITE

Settings & Preferences

User profile

Application settings

More

User profile

User name/email

briancasey@occinc.com

Password

Edit

Personal information

Full name

JAKE CHAMBERS

Phone

4145555555

Email

briancasey@occinc.com

Edit

Company information

NJ

Company name

TOREN BROTHERS EXCAVATING

Address

19 ODDS LN

City

TULL

State

NJ

Zip code

01234

Phone

7325559999

Fax

Edit

Application Settings Menu

The Application Settings menu allows you to adjust your landing screen upon logging in to ITICnxt, as well as the default state you’re presented with when initially accessing the My Tickets and Locator Tickets sections. Use the drop-down menus to make any necessary adjustments, and click the **Save** button to save your changes.

iSITE

Settings & Preferences

User profile Application settings More

Application features

Default feature

Select the feature you see after log in

My Tickets

My tickets default state

Select the state you want to always access in My tickets

NJ

Locator tickets default state

Select the state you want to always access in Locator tickets

NJ

Ticket table record display default

Select the default amount of tickets to display in tables

10

Marking instructions pop-up display default

Select to manage the appearance of pop-up during ticket creation

Show

Multiple excavation pop-up display default

Select to manage the appearance of pop-up during ticket creation

Show

Save

Job Profiles

The Job Profiles feature allows you to create templates that can be used to automatically fill in commonly used information on multiple locate requests. The Job Profiles menu can be accessed through the User Settings menu.

The Job Profiles menu will contain all Job Profiles currently saved to your account.

To create a new Job Profile click the [Create job profile](#) button.

All fields are optional. You can enter as little or as much information as you like. When you have finished filling out all necessary fields click the **Create** button.

Now you can use the new profile when you reach Step 2 (**Write Instructions**) of the ticket creation process. Click the **Select Job Profile** menu found at the top of the Job Description section. Selecting a job profile will automatically fill in relevant fields with the data saved in the job profile you chose.

You can also access the **Manage Profiles** menu by clicking the [Create/edit profiles](#) link. This menu allows you to create, edit or delete job profiles without having to abandon the ticket(s) you are currently working on.

Settings & Preferences

User profileApplication settingsJob profilesQuick notes

Job profilesCreate job profileNJ

Search by profile name

FISHER ROBAY

ContactRON TROSPER

Working for phone #7325555555

Ext

Type of work

Working for companyFISHER ROBAY

Address19

StreetODDS LN

CityPISCATAWAY

StateNJ

Zip01234

Additional email recipients

Work depth

EditRemove

Settings & Preferences

User profileApplication settingsJob profilesQuick notes

Job profile nameDemolition

ContactSusannah Dean

Working for phone #7325556666

Ext00000

Type of workDEMOLITION

Working for company

Address

Street

City

State

Zip

Additional email recipient(s)FrontDesk@TorenBros.com

Work depthFT

CancelCreate

Job description !

Job profile

✓ Select job profile

DEMOLITION

FISHER ROBAY

LAST TICKET

Create/edit profiles

Work to begin time *

12:01 AM

You must enter the type of work

Working for phone # *

(xxx)-xxx-xxxx

You must enter a valid working-for phone #

Ext

Working for company *

You must enter the company the work is being done for

Contact *

Contact first and last name is required

Address

Street *

Street is required

City *

City is required

State *

NJ

Zip: *

Zip code is required

Area marked in white *

Y

Areas marked

1

Work depth *

FT

You must enter a depth

Additional email recipient(s)

Job description !

Job profile

DEMOLITION

Create/edit profiles

Work to begin date *

06/12/2026

Work to begin time *

12:01 AM

Type of work *

DEMOLITION

Working for phone # *

7325556666

Ext

Working for company *

You must enter the company the work is being done for

Contact *

SUSANNAH DEAN

Address

Street *

Street is required

City *

City is required

State *

State is required

Zip: *

Zip code is required

Area marked in white *

Y

Areas marked

1

Work depth *

FT

You must enter a depth

Additional email recipient(s)

FRONTDESK@TORENBROS.COM

Manage job profiles

Select a job profile to edit or create a new job profile

+ Create job profile

Job profile name	Action
DEMOLITION	
LAST TICKET	
FISHER ROBAY	

No profile selected

Select a profile or click "Create job profile" to display form

Advanced Mapping

The Map

The map interface is where you will locate and map out your work areas for locate requests. The map contains a number of tools to help you precisely and accurately map out your locate requests.



Starting Address Location

Use this search field to find an address, or the name of a business or municipal building that can serve as the starting point for your excavation(s).

Advanced/Alternate Search

Use the Advanced Search tool to find locations that do not appear in the Starting Address Search. You can use the drop-down menu to search by more specific address information, coordinates (GPS, Lat/Long, etc.), or the mapping from a previous locate request. (See page 26 for more info.)

Map View Buttons

Change the image of the map to the Call Center map view, Google map view or Satellite view (pictured). Satellite view is the recommended map view when creating excavation entities.

Tool Box

Stop – Clicking this will cease whatever mode you are currently using, such as the **Measure** tool or the **Other** drawing tool.

Placemark – Place a pin-mark on the map for later reference with this tool. This can be very helpful when used in conjunction with the **Measure** tool. **NOTE:** Placemarks only last the duration of the session in which they are created.

Identify – Identify map features that do not display a name (such as roads, highways, etc.) with this tool. The name will appear just above the Starting Address Location search bar, next to “Highlight.” The Identify tool is also useful for identifying the address range of a specific block. **NOTE:** Zooming in on the map makes more names visible.

Measure – Use this tool to measure the distance between points on the map. Get in the habit of using this tool regularly to ensure proper coverage of excavation areas and confirm distances along roads. The measurements will appear at the bottom of the Tool Box. “Segment Length” refers to the distance between the last point you placed on the map and your cursor’s current location. “Total Length” refers to the distance between the first point you placed on the map and your cursor’s current location.

Lat/lon – Displays the latitude/longitude coordinates of your cursor’s current location.

Drawing Tool Menu

This drop-down menu contains all of the drawing tools you will need to create excavation entities. (See page 27 for more info.)

Google Street View (“Pegman”)

Click and drag Pegman on to the map to open Google street view.

Zoom In/Out

Use these buttons to zoom in or out on the map.

Full Screen Mode

Click this button to enter full screen mode. Press Esc to exit.

Advanced Search

Use the **Advanced Search** menu (AKA the “**Locate By...**” menu) if you are unable to find your worksite with the Starting Address Location search.

Advanced Street Search – can be used to search for roads and intersections.

Coordinate Search – can be used for latitude/longitude, GPS, and other coordinate type formats.

Prev Ticket Search – can be used to show the excavation entities from previously filed tickets.

Advanced Street Search

State:

NJ

County/Parish:

City/Place:

Addr:

Street:

LIVINGSTON ST

Cross Street:

MERCER ST

Search

Clear

Cancel

Coordinate Search

Decimal Lat/Lon

DMS Lat/Lon

GPS

SPCS

UTM

Latitude:

40.105466

Longitude:

-74.445397

NAD 27

NAD 83

Search

Clear

Cancel

Ticket Search

State:

NJ

Ticket Number:

361530004

Search

Clear

Cancel

Radius Excavation Tool

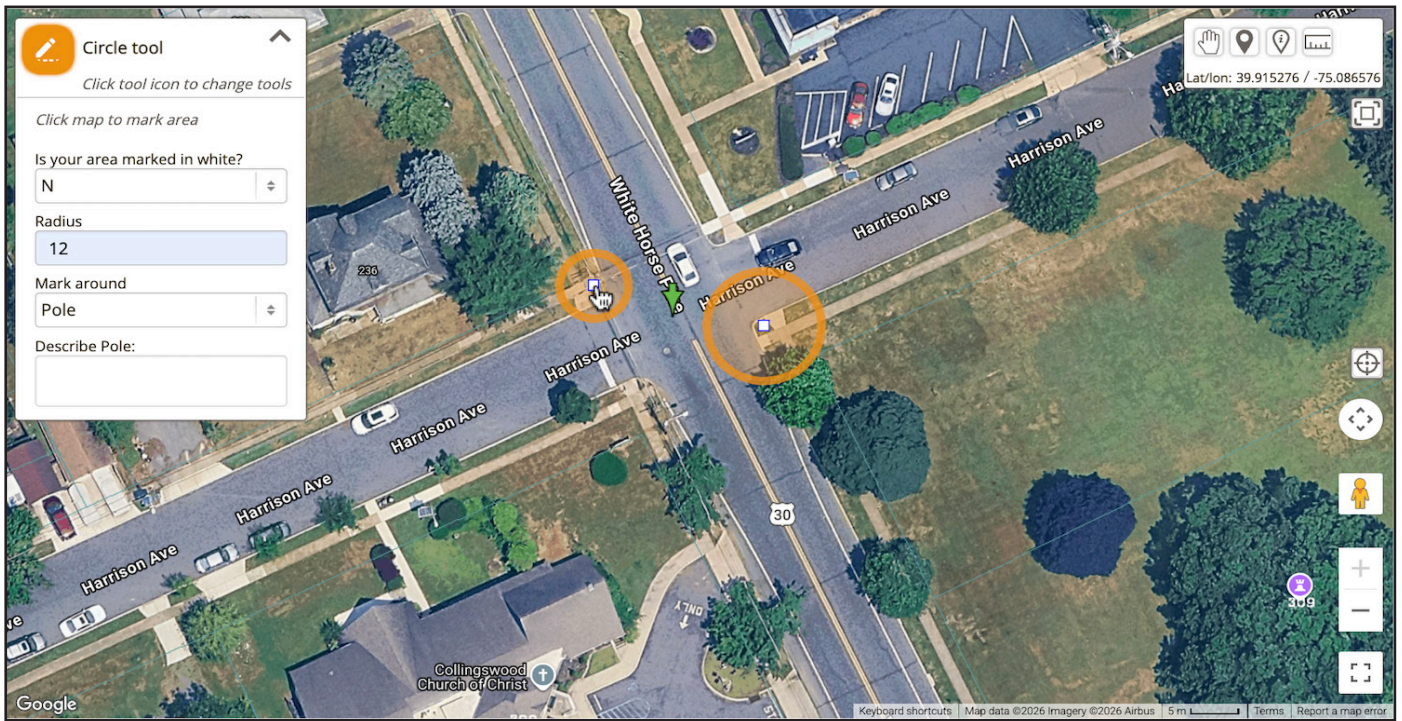
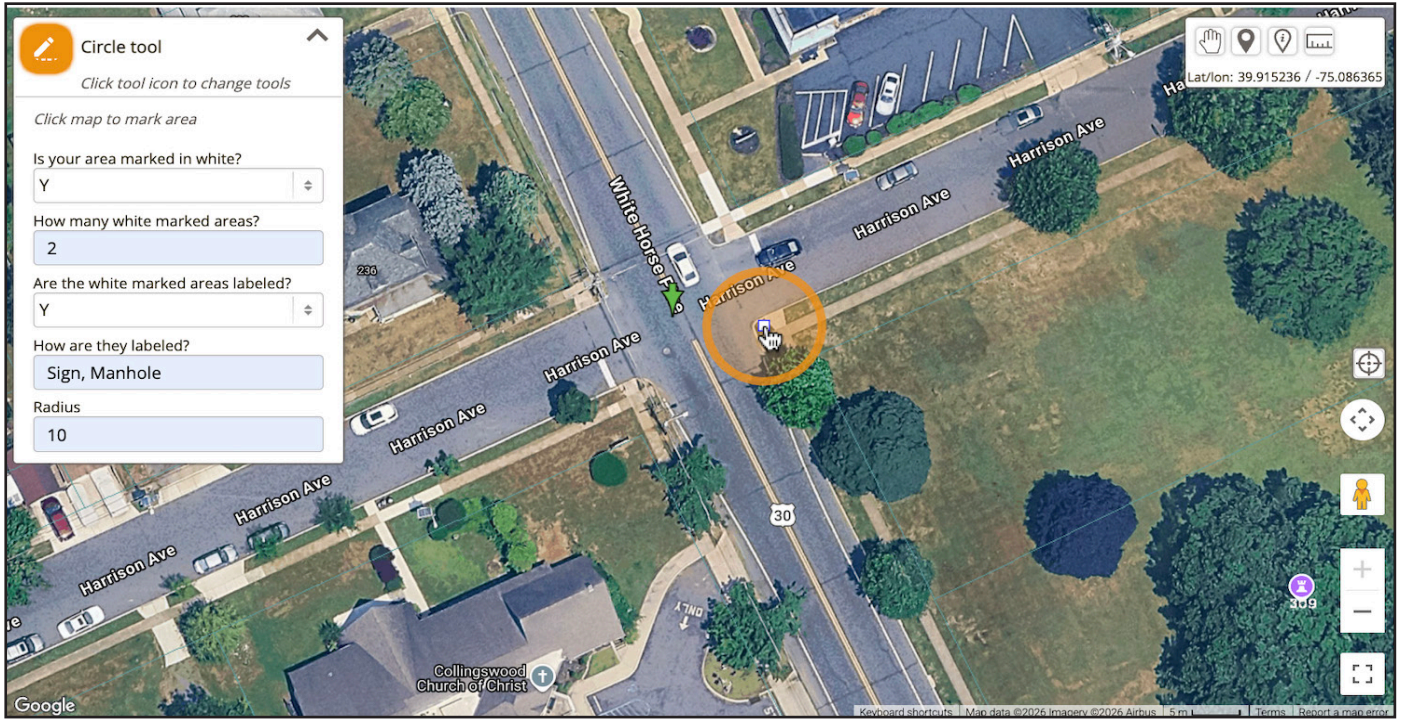
The **Radius Excavation** tool allows users to create circular excavation entities with a pre-determined radius. The Radius tool is an excellent choice for jobs involving pole installation, tree planting, or any other type of work where a circle best describes the work area. You can create as many circle entities as needed. The maximum size of any individual radius entity is 100ft.

First, Access the Drawing Tools menu and choose the Radius Excavation tool.

Next, you will need to answer a series of questions about the dig site. Your initial answers will determine what follow-up questions appear. For example, if white markings are present at the dig site you will be asked how many white markings are present, if the white marks are labeled, and so on.

Once you have filled out the necessary information, click on the map to place your radius entity.

You can continue placing circular excavation entities by clicking on the map. Make sure to update the entity's marking instructions if necessary.



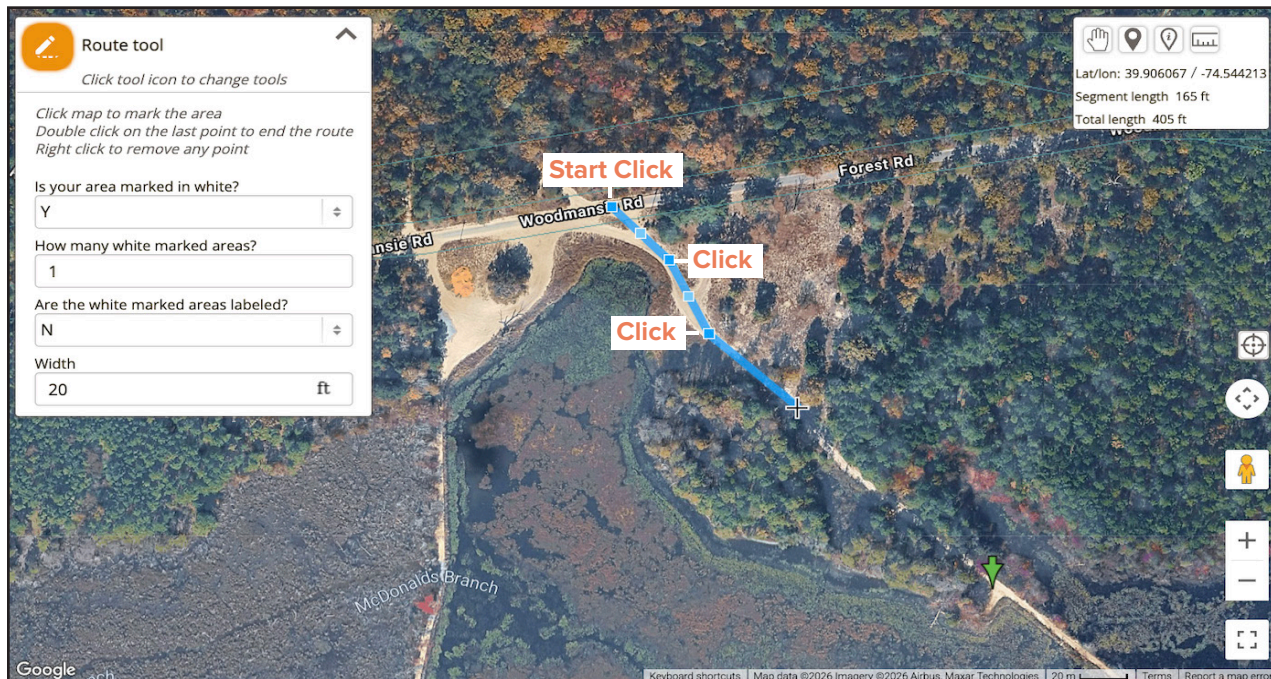
Route Excavation Tool

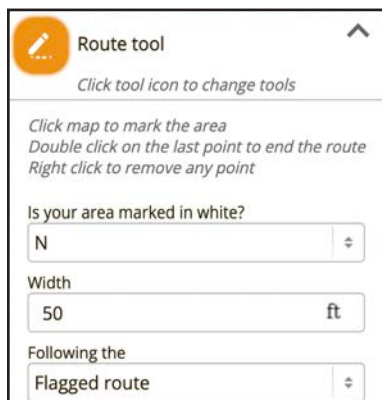
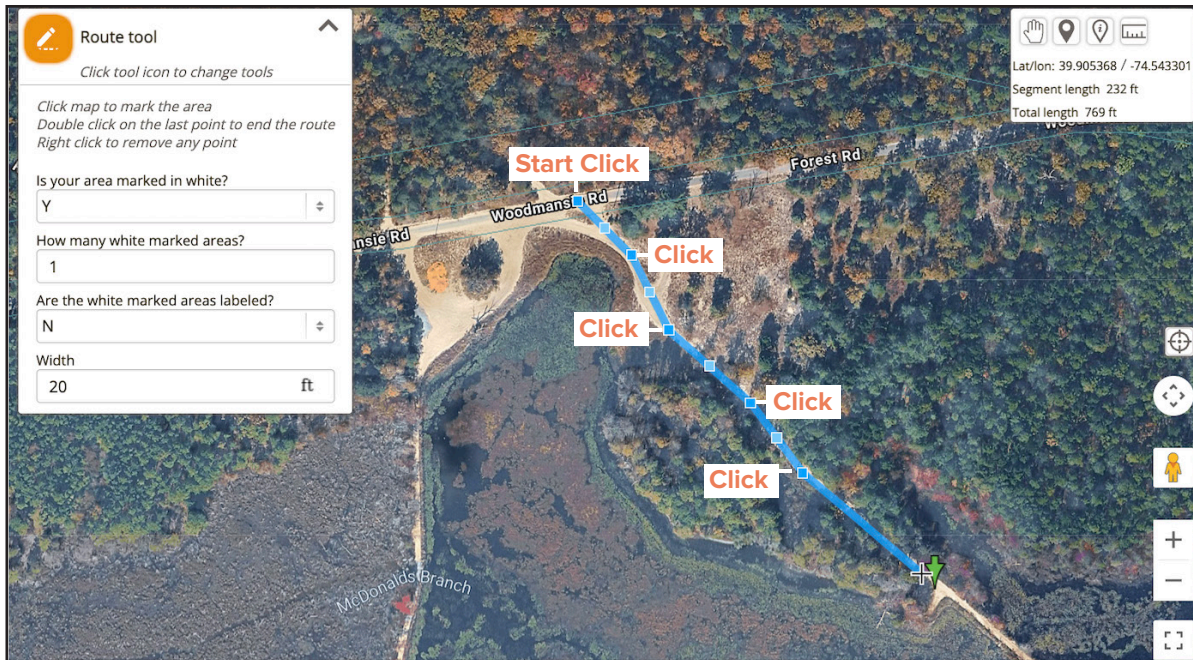
The Route tool allows users to create long, narrow excavation entities. The Route tool is an excellent choice for defining an excavation area when trenching, performing road repair/replacement, or any other type of work involving a long, narrow excavation area. You can create as many route entities as needed. The maximum width you can request with the Route tool is 300ft.

First, access the Drawing Tools menu and choose the Route Excavation tool.

Next, you will need to answer a series of questions about the dig site. Your initial answers will determine what follow-up questions appear. For example, if white markings are present at the dig site you will be asked how many white markings are present, if the white marks are labeled, and so on.

Once you have filled out the necessary information, click on the map where you would like to begin your route. Move the mouse to the next turning point in your route and click again. Continue this process until your entire route has been covered, then double-click on the final point in your route.





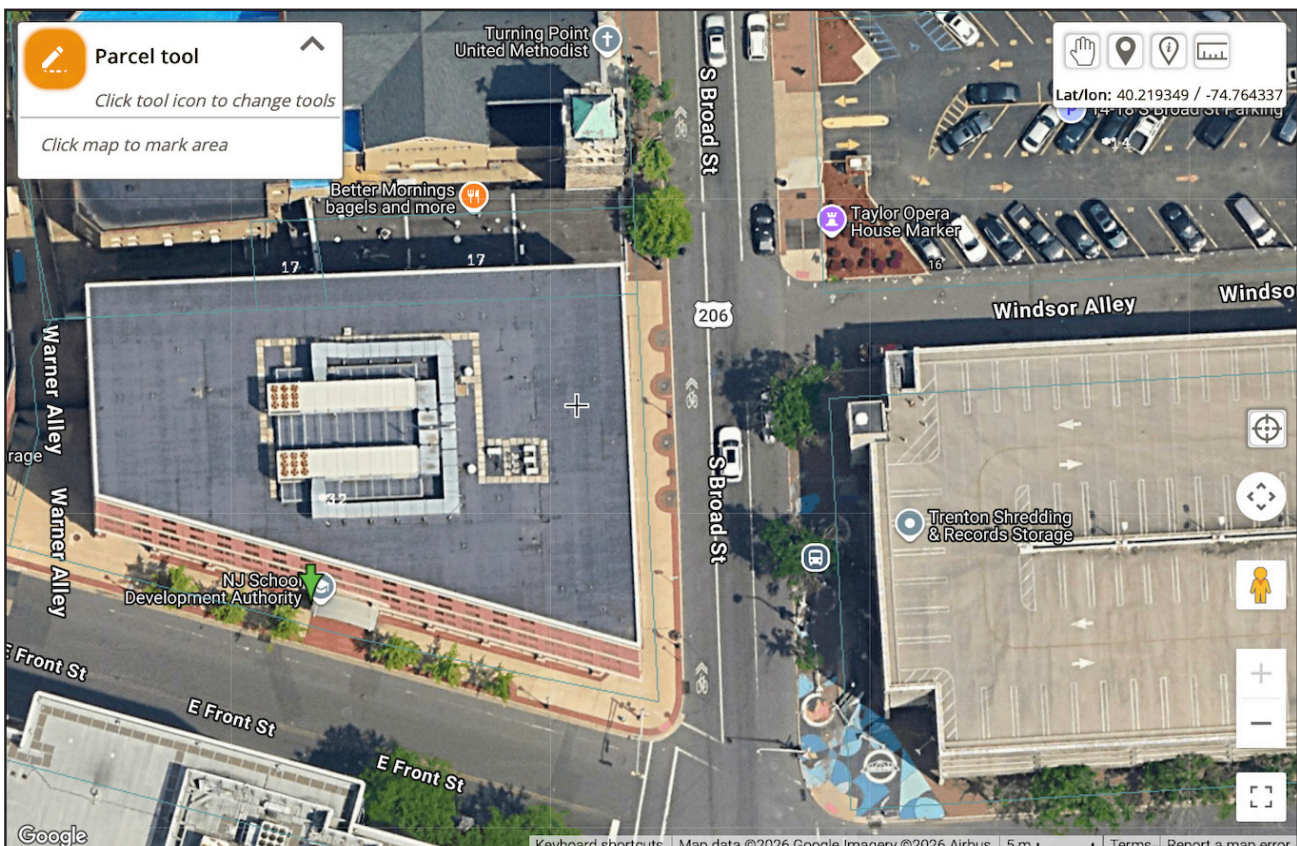
Property Excavation Tool

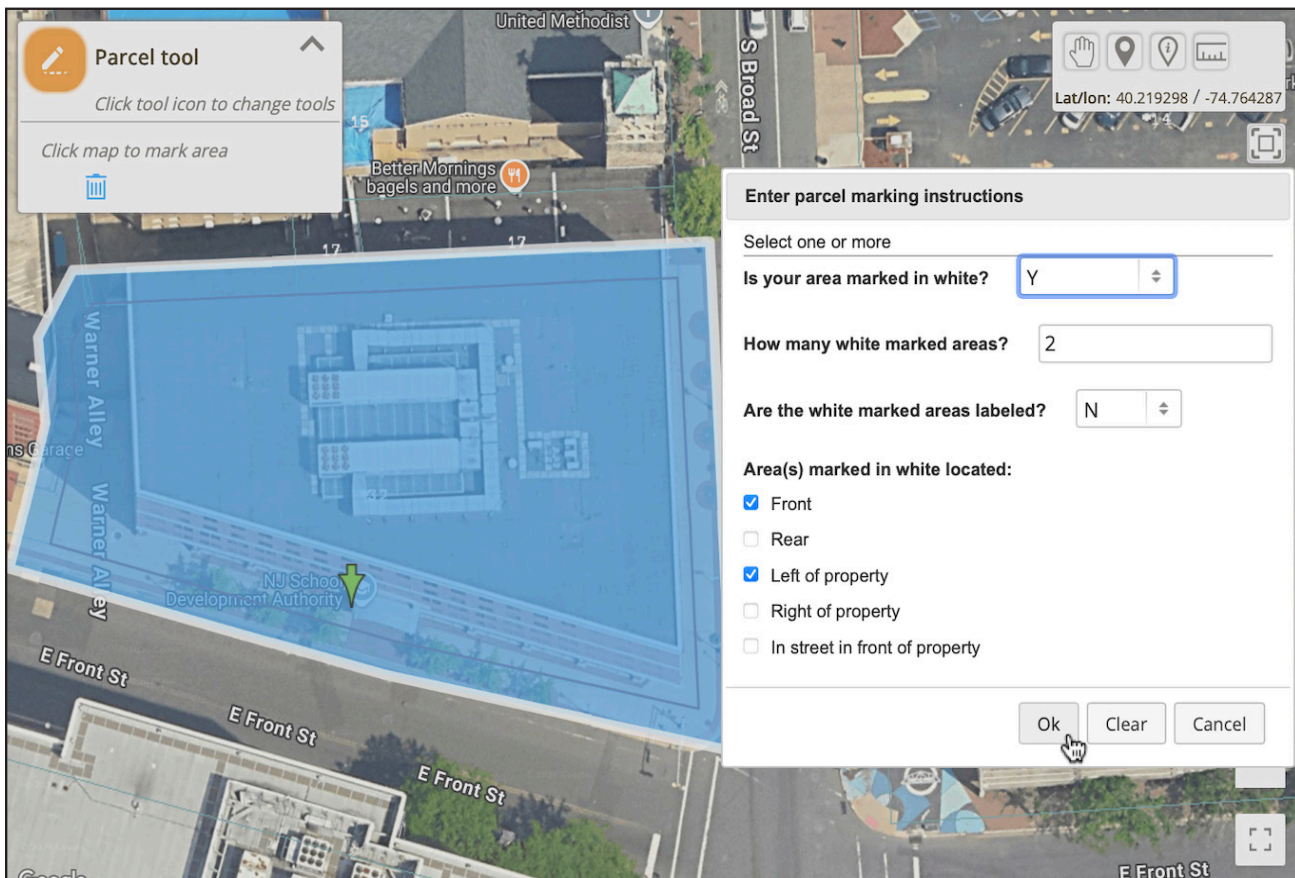
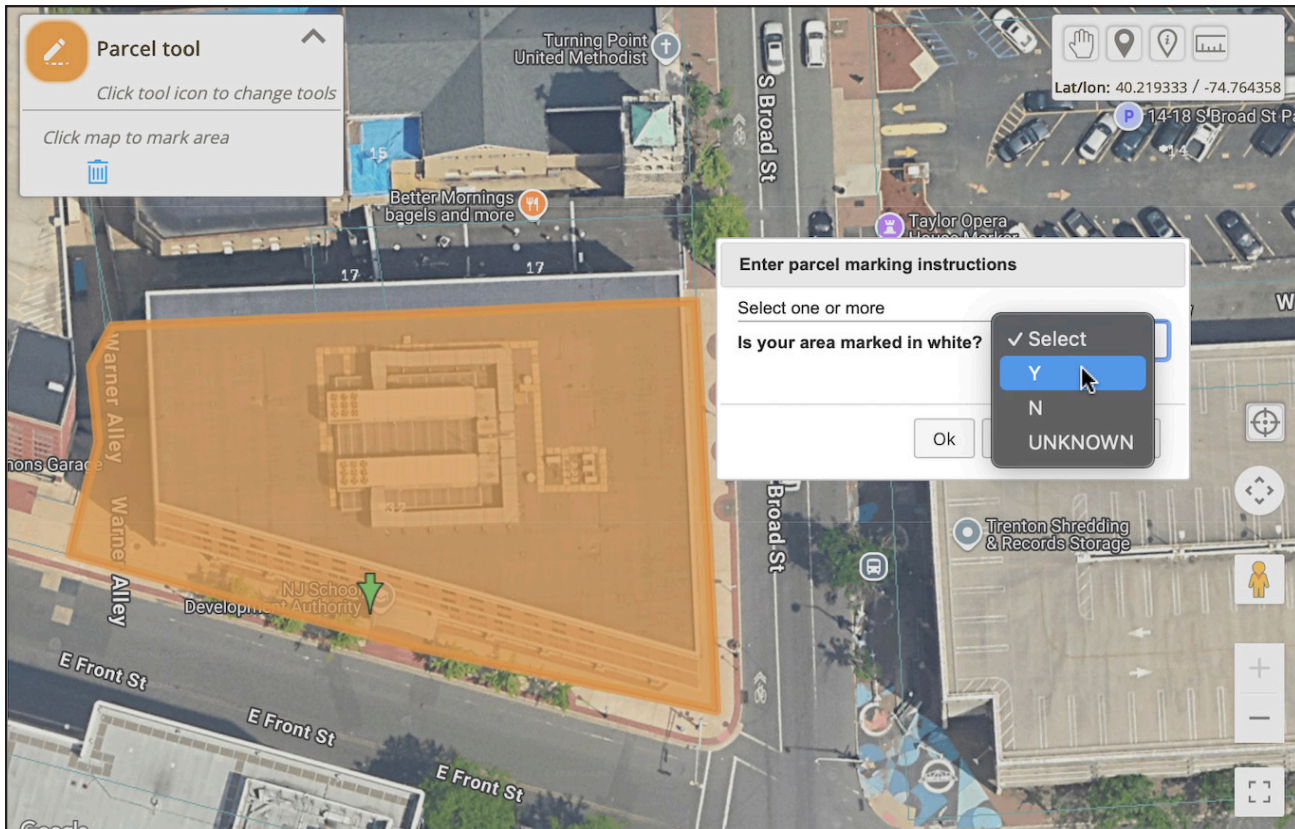
The **Property Excavation** tool allows users to create excavation entities based on available parcel data. You can create as many Property entities as needed. (The Property Excavation tool will only be visible in areas where parcel data is available. Also, the Property Excavation tool will only appear if you are zoomed in close enough on the map. If the Property Excavation tool is not available, first ensure you are zoomed in enough. If still unavailable, please choose a different tool that will contain your entire area of excavation.)

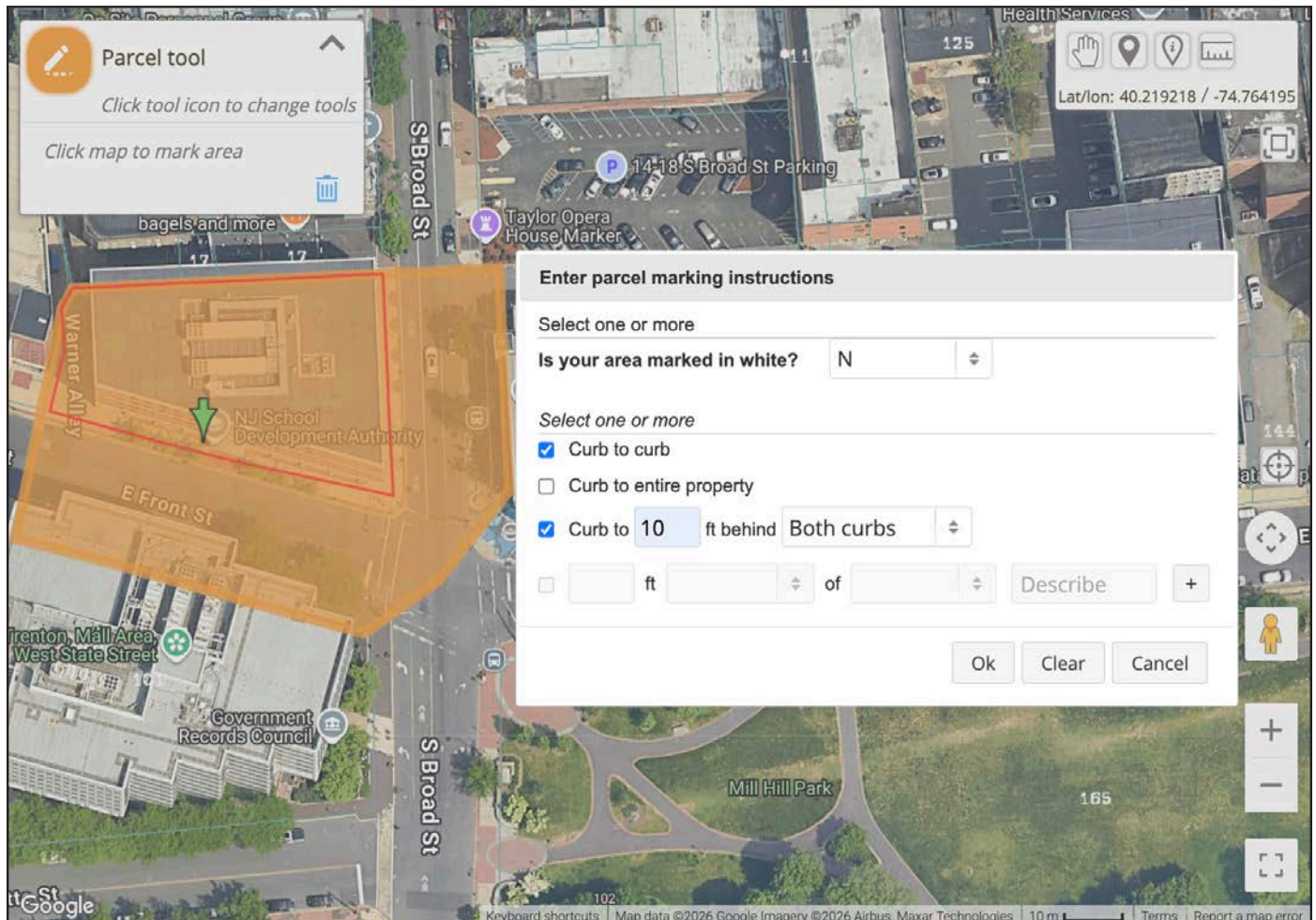
First, access the Drawing Tools menu and choose the **Property Excavation** tool.

Next, click on the address/property where your work will take place. If parcel data is available you will be presented with the Parcel excavation menu. Your initial answers will determine what follow-up questions appear. For example, if white markings are present at the dig site you will be asked how many white markings are present, if the white markings are labeled, and where the markings are located on the property.

Once you have completed all necessary fields, click the OK button. The property excavation entity should now encompass the entire address.







Street Excavation Tool

The Street Excavation tool allows users to create excavation entities based on roads and highways. You can create as many Street entities as needed. With the Street excavation tool the maximum distance behind the curb you can request is 150ft.

First, access the Drawing Tools menu and choose the **Street Excavation** tool.

Next, you will need to answer a series of questions about the dig site. Your initial answers will determine what follow-up questions appear. For example, if white markings are present at the dig site you will be asked how many white markings are present, if the white marks are labeled, and so on.

* When using the Street Excavation tool all work must be limited to one street.



Locator Tickets

The **Locator Tickets** portal contains a complete list of all locator tickets received for the district code(s) associated with your account. You can sort them in a number of ways.

The **Released Between** menus will narrow the ticket list based on when the tickets were released.

The **Districts** menu allows you to display only those tickets associated with a specific utility district.

The **Filter by** menu allows you to narrow the ticket list based on **Marking Status**.

Once you've made your menu choices, hit the [Apply](#) button to display the new ticket list.

Click [More search options](#) for more precise search options.

Clicking [View ticket map](#) will display the currently selected tickets on the map. This feature can be useful for planning out multiple locating jobs in one trip.

The [I Want To...](#) menu allows you to **Status**, **Assign**, **Print**, or **Email** multiple tickets simultaneously.

Click a **Ticket Number** to view an individual ticket. Viewing an individual Locator Ticket allows you to **Add File Attachments** or access the **Change Status/Locator** menu.

The screenshot shows the iSITE Locator Tickets portal. At the top, there's a search bar for "search all tickets" and a dropdown for "NJ". The main heading is "Locator Tickets" with a sub-notification "29 unviewed emergency tickets". Below this, there are filters for "All tickets(17)", "Open Emergency(2)", "Due today(16)", "Due next business day(16)", and "Unassigned(16)". The "Released between" filter is set to "05/18/26" to "05/25/26". The "District" filter is set to "Districts". The "Filter by" dropdown is set to "All Tickets in Production". There is an "Apply" button and a link to "More search options". Below the filters, there is a "I Want To..." dropdown menu. On the right side, there are links for "View ticket map", "Print all tickets", and "Page settings". The main table displays 17 records found. The table has columns: Ticket #, Header, Orig Call, Begin, Street, City, County, State, District, Locator, and Status. The first six rows of the table are visible, showing various emergency and routine tickets with their respective details and status.

Ticket #	Header	Orig Call	Begin	Street	City	County	State	District	Locator	Status
261450368	EMERGENCY	2026/05/25 08:32 pm	2026/05/25 08:45 pm	CROWN ROYAL PKWY N	EVESHAM	BURLINGTON	NJ	EVE		Clear/No conflict
261450374	EMERGENCY	2026/05/25 09:18 pm	2026/05/25 09:30 pm	CROWN ROYAL PKWY N	EVESHAM	BURLINGTON	NJ	EVE		Clear/No conflict
261384797	ROUTINE	2026/05/18 05:17 pm	2026/04/10 12:01 am	719 KETTLE RUN RD	EVESHAM	BURLINGTON	NJ	EVE		Not yet responded
261390803	ROUTINE	2026/05/19 08:53 am	2026/05/23 12:01 am	W MAIN ST	EVESHAM	BURLINGTON	NJ	EVE		Not yet responded
261392533	ROUTINE	2026/05/19 12:31 pm	2026/05/23 12:01 am	120 MARBEL AVE	EVESHAM	BURLINGTON	NJ	EVE		Clear/No conflict
261394149	ROUTINE	2026/05/19 03:58 pm	2026/05/23 12:01 am	EVESBORO MEDFORD RD	MEDFORD	BURLINGTON	NJ	EVE		Clear/No conflict
261412826	ROUTINE	2026/05/21 01:32 pm	2026/05/28 12:01 am	6 AZALEA TER	EVESHAM	BURLINGTON	NJ	EVE		Clear/No conflict

Ticket# 261413241

[Return to ticket list](#)

Status: Not yet responded

Locator: Not Assigned

[Add attachment](#) [Add conversation](#) [Change status/locator](#)[Hide district polygons](#) [Expand map](#)

Ticket information

Ticket number 261413241
Original call date 05/21/26 02:35 pm
Work to begin date 05/28/26 12:01 am
Type of request ROUTINE CALL
Past work start Y
Locked Y
Past due time Y

Location information

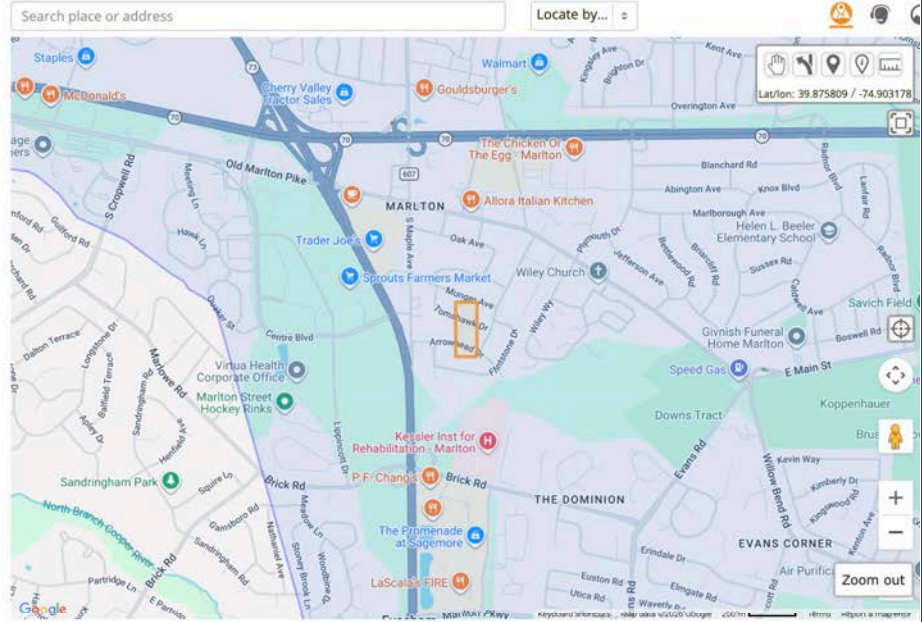
State NJ
County BURLINGTON
Municipality EVESHAM
Community MARLTON
Address/street 18 TOMAHAWK DR
Nearest intersecting street S LOCUST AVE
2nd intersecting street MUNGER AVE
Extent of work CURB TO ENTIRE PROPERTY.
Remarks

Excavation information

Type of work REPAIR CURB BOX
Working being done for EVESHAM MUA
Working for phone # 856-983-1878
Address MARLTON NJ 08053
Work depth 6FT

Excavator information

ITIC user name KARL STEINBACH
ITIC user phone # 856-983-1878
Excavator EVESHAM MUA
Excavator phone # 8569831878
Cell phone # 856-229-1289
Address PO BOX 467
MARLTON, NJ 08053
Excavator email mmullen@eveshammua.com



Attachments

Date	File Name	Description	Private
No data available in table			

Showing 0 to 0 of 0 entries

[Previous](#) [Next](#)

Ticket history

Date	Type	District	Display	Locator	User
06/06/26 08:55:03 am	Ticket Locked	EVE EVESHAM MUNICIPAL UTILITIES			System
05/22/26 12:02:40 pm	Ticket Status-EMAIL				System
05/22/26 11:46:48 am	Ticket Check Response Added	EVE EVESHAM MUNICIPAL UTILITIES	Marked		nj-eve
05/21/26 02:37:44 pm	Ticket Created				System
05/21/26 02:37:44 pm	Ticket Check Response Added	EVE EVESHAM MUNICIPAL UTILITIES	Not yet responded		System

Showing 1 to 5 of 5 entries

[Previous](#) [1](#) [Next](#)

Notified operators

Status history

District	Company name	Phone number	Status
PSAU	PSE&G ELECTRIC & GAS	856-573-2015	Marked
EVE	EVESHAM MUNICIPAL UTILITIES	856-983-0331	Marked

Change Status/Locator Menu

The change status/locator menu is your primary avenue for implementing actions to locator tickets. From this menu you may assign a ticket status, assign a locator to respond to the ticket, and add internal/external notes to the ticket.

District Code

Displays the utility current district code you are working with.

Status Drop-Down Menu

Use this menu to assign a marking status to the ticket.

Status Comments

You may enter status comments in this field. Status comments will be made available to the excavator when the ticket's marking status is updated.

Add Internal Notes

You may use this field to add internal (private) notes to the ticket.

Update Assigned Locator

Use the drop-down menu to select a locator to respond to the ticket. (See page 43 for information on creating locator IDs for your account.)

Update Internal Status

Use this drop-down menu to **Close** or **Open** the ticket.

Add Custom Responses

This area is reserved for any custom responses you have created for your account. (See page 51 for more info.)

Save and...

Use this menu to implement the changes you have made to the locator ticket.

- **Save and Return** will save changes and return you to the ticket list.
- **Save and Stay on Page** will save changes and remain on the current ticket.
- **Save and Go to Next Ticket** will save changes and display the next ticket on your ticket list.

ALERT!: Save your work! If you do not choose an option from the “Save and...” menu, any changes you make to the current ticket will be lost.

Add internal notes

Comments (internal)

Cancel

Save and... ▾

Update assigned locator

Locator

Please select ▾

Update internal status

Open / Close

Open ▾

Admin Menu

The  **Admin Menu** allows you to make account adjustments that pertain to the **Locator Tickets** section of ITICnxt.

iSite Users Menu

The iSite Users menu allows an administrator to create and manage additional iSite Login IDs for other users. Click the  button to create a new user account.

The **Search** function allows you to search by username or email address.

The **Active** column allows you to activate or deactivate a user.

The **Edit** button () allows you to edit the corresponding user account.

The **Clone** button () allows you to make a “clone” of the corresponding user account, helping you save time when setting up multiple user accounts.

iSite Users

Create new user

Search

Username

3 results found

Username	Email	State access	Print footer/Quick notes	Active	Action
SeanCassidy	briancasey3@occinc.com	NJ	View		
njeve-leslie	lbraun@eveshammua.com	NJ	View		
njeve-qatest	releasemgt@occin.com	NJ	View		

Showing 1 to 3 of 3 entries

Previous

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Locators Menu

The Locators Menu allows you to set up locators to assign incoming tickets to. It also allows the creation of **Auto-Assignments**, which will automatically assign locator tickets to specific locators based on pre-set criteria.

Locators

[Locators\(1\)](#) [Polygon auto-assignments\(0\)](#) [Rule based auto-assignments\(0\)](#)

Creating locators lets your company assign a user to locate tickets.
Locators can be automatically assigned to tickets by geographic area (polygon), or by identifying specific tickets (text rules).

Locator code

Locator code	Locator name	Assigned to	Date updated	Active	Action
SeanC	Sean Cassidy	SeanCassidy	06/09/26 10:17 am		

Showing 1 to 1 of 1 entries

Previous

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Polygon Auto-Assignments

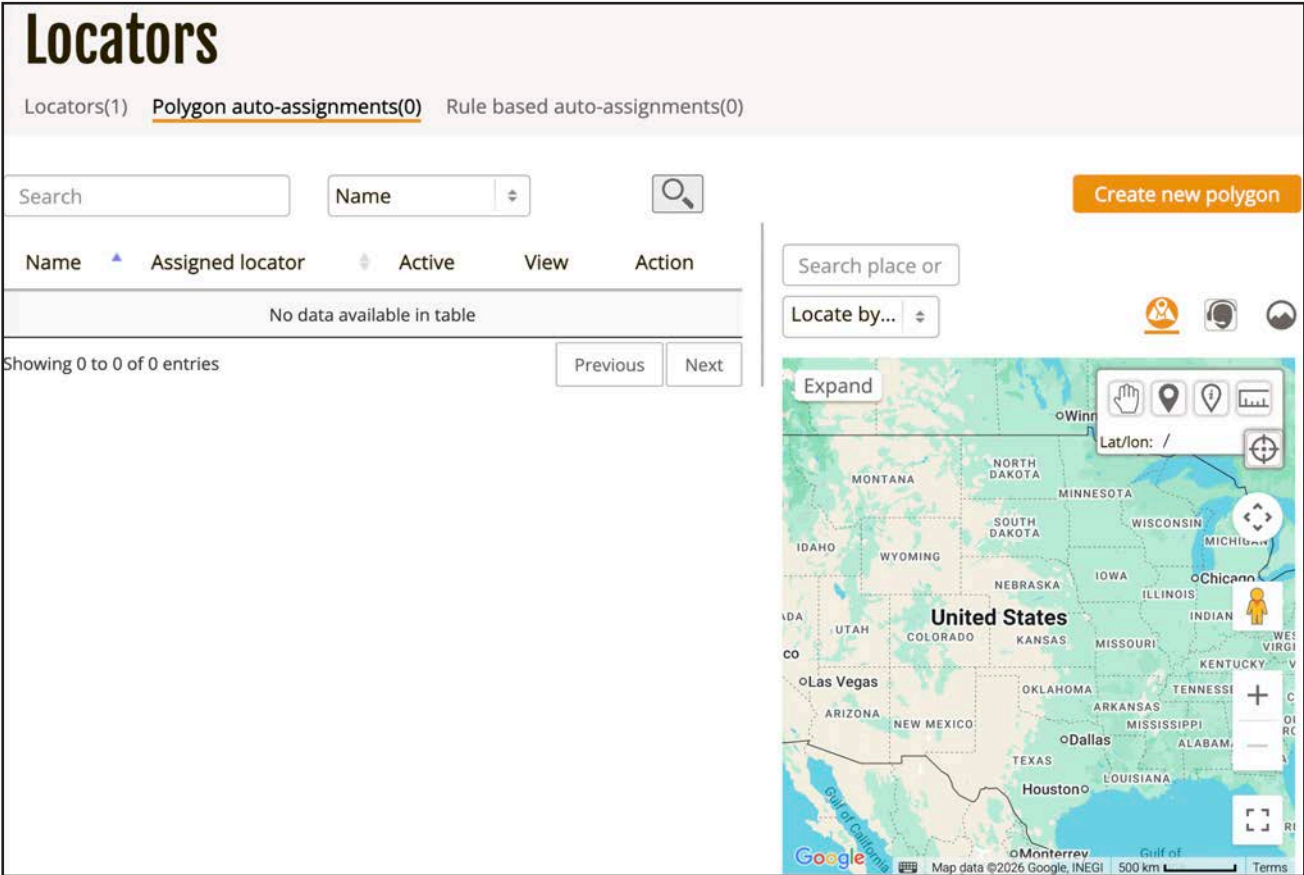
Polygon Auto-Assignments give administrators the ability to automatically assign locate tickets to locators based on the physical location of the work area.

To create a new polygon auto-assignment click the Create new polygon button.

Enter a name for the new polygon in the **Assignment Name** field, and select an existing Locator using the **Assigned Locator** drop-down menu.

Find and map out the auto-assignment area using the map interface. Click the **Save** button to save your changes and move on to the **Edit Polygon Assignment** menu.

Next, assign a locating district to the auto-assignment using the **District Access** menu. Then click **Save** again. That's it! You can return to this menu at any time by clicking the corresponding **Edit** button () on the **Polygon Auto-Assignments** menu.



Create Polygon Assignment

Creating an auto-assignment polygon ONLY dictates which tickets a locator will have access to in LTM. Auto-assignment polygons created in this application have no impact on your membership notification area(s). Please contact the Database Department if changes to your membership notification area(s) are needed.

Assignment information

Assignment name *

Port Newark

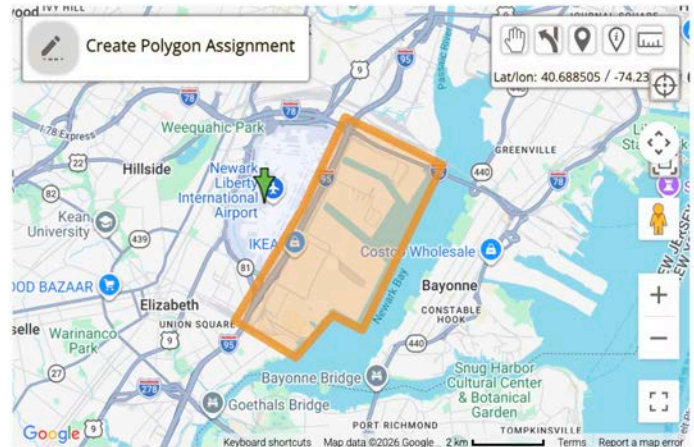
Assigned locator *

Sean Cassidy

Newark International Airport St, Newark, NJ 07114

Locate by...

Create Polygon Assignment



Edit Polygon Assignment

Assignment information

Assignment name *

Port Newark

Assigned locator *

Sean Cassidy

Active



District access

District

✓ Please select

NJ - EVE

District

Add

Active

No data available in table

Showing 0 to 0 of 0 entries

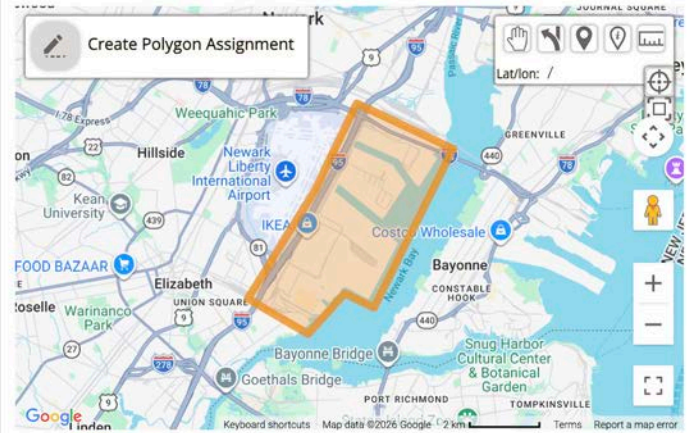
Previous

Next

Search place or address

Locate by...

Create Polygon Assignment



Legend: Auto Assignment area
Facility Operator polygon

Rule Based Auto-Assignments

Rule Based Auto-Assignments give administrators the ability to automatically assign locate tickets to locators based on information contained in the ticket(s).

To create a new rule-based auto-assignment click the [Create new rule](#) button.

Priority determines the auto-assignments order of operation (if more than one auto-assignment is applicable to a given ticket).

District determines which district will apply to the new rule.

Locator determines which locator will receive the auto-assigned ticket.

Click **Save** when you are ready.

You will be returned to the Rule Based Auto-Assignments menu. You can click [Add/edit conditions](#) to add one or more criteria which will trigger the auto-assignment rules. Click **Save** to save your changes.

Locators

NJ

Locators(1)

Polygon auto-assignments(0)

Rule based auto-assignments(0)

Create new rule

Order	Rule ID	State	District	Locator	Active	Action
-------	---------	-------	----------	---------	--------	--------

Add a new rule

Priority

1

District

NJ - EVE

Locator

Sean Cassidy

Cancel

Add

Locators

NJ

Locators(1)

Polygon auto-assignments(0)

Rule based auto-assignments(1)

Create new rule

Order	Rule ID	State	District	Locator	Active	Action
1	318936661	NJ	EVE	Sean Cassidy		
Field		Match		Value		
Explosives		Contains		Y		
Add/edit conditions						

Locator Ticket Alerts

Locator Ticket Alerts is an optional system that will automatically notify you via SMS (text message), or email when certain types of Locator Tickets are received.

To create a new **Alert** click the  button. This will take you to the **Add Ticket Alert** menu.

District

Use the drop-down menu to select the relevant district code.

Alert Name

Choose a name for the new **Alert**.

You may choose to be alerted via Email, SMS (text) message, or both. If choosing SMS, be sure to select your Mobile Service Provider from the drop-down menu.

Start Time and End Time*

Enter the timeframe you would like to receive alerts. Make sure to enter Start and End Times in the following format:

Start time	End time
17:00:0	23:59:59

Day(s) of Week:

Use the check boxes to specify what day(s) of the week you would like to receive alerts.

Headers

Use the check boxes to specify the type of ticket(s) that will trigger an alert.

When you are ready, click . Your new Alert will now appear on the **Locator Ticket Alerts** menu.

Locator Ticket Alerts

[Create new alert](#)

Alerts send notification messages via email or SMS when certain ticket types are received by the system.

View by state

NJ

Name ▲	State	District code	Email	Phone	Start time	End time	Week days	Active	Action
--------	-------	---------------	-------	-------	------------	----------	-----------	--------	--------

No data available in table

Showing 0 to 0 of 0 entries

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Next

Add Ticket Alert

Notifications created in LTM are provided as an additional tool for users of this application. They DO NOT impact the emergency verification methods that are in place at the call center. Please contact the Database Department if emergency verification contact changes are needed.

User can only use one notification type at a time (email or text message), but you cannot use both at the same time.

Cancel

Save

* Indicates required field

State/District *

NJ - EVE

Alert name *

Weekend Emergency

Email

name@domain.com

SMS

SMS phone

provider

(2)

5555555555

Start
time

0:00.

End time

0:00.00

☒ 24 hour alert

Days of the week *

☐ All ☒ Sun ☐ Mon ☐ Tue

☐ Wed ☐ Thu ☐ Fri ☒ Sat

Ticket headers

☒ EMERGENCY

☐ MISMARKED

☐ ROUTINE

☐ UNMARKED

NOTE: The timeframe for each Ticket Alert cannot cross the midnight (24:00:00) mark. For example, if you wanted to receive a notification anytime an emergency is submitted between the hours of 5pm and 8am, Mon-Fri, you will need to set up two notifications, one for 5pm-11:59:59pm Mon-Fri and another for 12am-7:59:59am Mon-Fri, as shown in this example:

Name	State	District code	Email	Phone	Start time	End time	Week days	Active	Action
Weekday Emergency A	NJ	EVE		5555555555	17:00:00	23:59:59	Mon, Tue, Wed, Thu, Fri		
Weekday Emergency B	NJ	EVE		5555555555	00:00:00	07:59:59	Mon, Tue, Wed, Thu, Fri		

Custom Responses

The Custom Responses menu allows you to create additional questions or other data entry fields on your received Locator Tickets. To create a new **Custom Response** click the  button.

Select the relevant notification district from the drop-down menu.

The **Order** number will determine what order custom responses will appear on the ticket (if there are more than one).

Enter the text of the question in the **Question Text** field.

Choose the type of answer available to the new question. You may choose from **Yes/No**, an open **Number** field, or an open **Text** field.

You can make the new question a required question by ticking the **Required** check box.

You can choose to activate or de-activate the Custom Response by ticking (or un-ticking) the **Active** check box.

You may add additional Custom Response questions by clicking the  button.

Click the  button to save your changes.

Custom Responses

[Create new response set](#)

View by state

NJ

View by district

All districts

State

District Code

Number of responses

Date updated

Updated by

Action

No data available in table

Showing 0 to 0 of 0 entries

[Previous](#)[Next](#)

Add Custom Responses

[Cancel](#)[Save](#)** Indicates required field*

State/District*

NJ - EVE

Order

Question text

Field type

Required Active

1

Worksite Accessible?

Yes/No

☒[View inactive custom responses](#)[Cancel](#)[Save](#)

Reports

The **Reports** section provides options for running reports on several different aspects of ITICnxt. The types of available Reports will vary depending on your level of customer access, and can be exported in a variety of file formats (.pdf, .xml, etc.). Reports may be accessed via the ITICnxt menu bar on the left side of the page.

Reports		
Report name	Description	Action
Closed Tickets	This report provides a list of closed tickets based on the information entered in the search input. This report includes the ticket number, district code, ticket closed date and time, and user name.	Generate
Custom Response	Allows reporting on the customizable custom response fields.	Generate
District Detail	Provides details by district code per day for the provided date range. This includes a summary of tickets received and statuses made.	Generate
District Summary	Provides the Summary by District Code for the Tickets Received and Statuses provided. This report is for Ticket Check centers.	Generate
Excavator Address	List of company and the excavator addresses. Ticket summary based on the information entered in the search input.	Generate
Open Tickets Due	Lists Open Tickets due today.	Generate
Ticket Check Compliance	This report provides on time, late and not responded tickets for a given timeframe, ticket header(s) and district code(s).	Generate
Ticket Count Report	This report provides counts of tickets.	Generate
Ticket Location	The Ticket Location report provides the list of the tickets, call date/time, address, city/place, latitude and longitude information for a selected district code and date range.	Generate
Ticket Marked	This report will give a complete list of the tickets, header, and the provided statuses with their date and method.	Generate
Showing 1 to 10 of 15 entries		Previous 1 2 Next

Quick Notes Menu

The **Quick Notes** feature allows you to create quick note buttons, which in turn allow you to enter commonly used notes in the Notes section of a ticket with a single click.

To create a Quick Note choose an empty quick note slot and fill out the appropriate fields.

Order

The Order field will determine what order the quick notes button(s) appear on the ticket interface.

Button Name

The Button Name field will determine the name of the button as it appears on the ticket interface.

Button Notes

The Button Notes field will determine what information is added in the **Notes** section of the ticket when the quick note button is clicked.

When you are ready, click **Save** to save your changes.

CancelSave

Quick notes

Quick notes are shortcuts that display in the notes area on the ticket detail screen. Create quick notes if the same message is often entered when statusing tickets.

Public notes

Order	Button name	Button note
1	Dog in Yard	Dog in Yard - make conta
2	Secure Site	Secure Site - Check in w/
0		
0		
0		

