

OCC Presentation

New Login, ITIC 2.0, Mapping

<https://www.missutilitydelmarva.com/>



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Contact Miss Utility of Delmarva

Before You Dig and then Dig Safely!

I'm A Homeowner
Get Started

I'm An Excavator
Get Started

Coming Soon!



ITICnxt®

An improved way to process
your tickets

LEARN MORE

<https://de.iticnxt.occinc.com/>



Miss Utility of Delmarva

Logging in

If you are a first time user, please click on Register. For all other users, please enter your username and password.

Training

We offer online training for processing your tickets! To schedule, please send an email to ssullivan@missutility.net.

Questions? helpdesk@missutility.net

Looking for a ticket?



Log in

Username

Password

●●●●●●●●●●

By logging in you agree to our [terms and conditions](#)

[Forgot username/password?](#)

[Register](#)



Questions? [Chat Live Now](#)

Accessing ITIC 2.0 after logging into iSITE.



search all tickets

MD - Western Shore

Welcome ssullivan@missutility.net



My tickets

My Tickets

MD - Western Shore

Create job ticket

All released(4) Expiring/expired(1) Unreleased(0)



Reports



Legacy application



User settings



Messages



Help and support

Released between

Phone

09/19/22



10/19/22



Numbers

Apply

Search by ticket #



More search options

I want to...

[View ticket map](#) | [Page settings](#)

Emergency Priority Past due Meeting Canceled Locked

<input type="checkbox"/> Ticket #	Release date/time	Address/street	City/place	Response due by	Type	Job site contact	Expiration date	Caller
<input type="checkbox"/> 22733924	10/04/22 05:16 pm	TEST	HANOVER	10/06/22 11:59 pm	STANDARD		10/25/22 11:59 pm	SHANNON STULTZ
<input type="checkbox"/> 22720019	09/28/22 05:48 pm	8612 SWEET AUTUMN DR	WOODLAWN	09/30/22 11:59 pm	STANDARD		10/19/22 11:59 pm	SHANNON STULTZ

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Accessing ITIC 2.0 after logging into iSITE.

 Welcome ssullivan@missutility.net ? 🗨️ 👤

My Tickets

All released(1) Expiring/exired

Released between [More search options](#)

[View ticket map](#) | [Page settings](#)

Emergency Priority Past due Meeting Canceled Locked

<input type="checkbox"/> Ticket #	Release date/time	Address/street	Place	Response due by	Type	Job site contact	Expiration date	Contact name
<input type="checkbox"/> 222770802 <input checked="" type="checkbox"/>	10/04/22 05:19 pm	TET	BETHANY BEACH	10/11/22 07:00 am	STANDARD			SHANNON STULTZ

Show entries Showing 1 to 1 of 1 entries

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HP Smart

Choose correct service territory.

DE

DC

DE

MD - Eastern Shore

MD - Western Shore

Legacy Application



search all tickets

DE

Welcome ssullivan@missutility.net



My tickets



Reports



Legacy application



User settings



Messages



Help and support

My Tickets

DE

Create job ticket

All released(1) Expiring/expired(0) Unreleased(0)

Click on Legacy Application.

Released between

Phone

09/19/22



10/19/22



Numbers

Apply

Search by ticket #



More search options

I want to...

[View ticket map](#) | [Page settings](#)

Emergency Priority Past due Meeting Canceled Locked

<input type="checkbox"/> Ticket #	Release date/time	Address/street	Place	Response due by	Type	Job site contact	Expiration date	Contact name
<input type="checkbox"/> 222770802	10/04/22 05:19 pm	TET	BETHANY BEACH	10/11/22 07:00 am	STANDARD			SHANNON STULTZ

Show All entries Showing 1 to 1 of 1 entries

Previous 1 Next

Same ITIC 2.0 Account Menu



"Miss Utility of Delmarva - DE"

Use the Buttons Below to Navigate the ITIC Application

Edit Account	Non-Excavation Designer	Suspected Cross-Bore	Submit a Locate Request
Retransmit Locate Request	View Locate Request	Reports	Edit Member Information
Edit Member Map	Review Base Map Changes	Update Ticket	Relocate Ticket
Ticket Search	Cancel Ticket	iTic Config	EI Comm Application
IMAP Application Guide	Emergency Ticket	Miss Utility IMAP Tutorial Video	Miss Utility ITIC Tutorial Video
DE ITIC Manual	Correct Ticket	Re-Mark Ticket	Add Temporary Excavator

Mapping An Undeveloped Area

Select correct Service Territory then Create job ticket.

The screenshot displays the iSITE web application interface. At the top, there is a search bar with the text "search all tickets" and a dropdown menu showing "DE". To the right, the user is logged in as "Welcome ssullivan@missutility.net". The main heading is "My Tickets", followed by a dropdown menu also showing "DE", which is highlighted with a red box and a red arrow pointing to the "Create job ticket" button. Below this, there are filters for "All released(1)", "Expiring/expired(0)", and "Unreleased(0)". The interface includes a navigation menu on the left with options like "My tickets", "Reports", "Legacy application", "User settings", and "Messages". There are also search filters for "Released between" (09/19/22 to 10/19/22), "Phone" (Numbers), and a search bar for "Search by ticket #". Additional options include "More search options", "View ticket map", and "Page settings". At the bottom, there are status indicators for "Emergency", "Priority", "Past due", "Meeting", "Canceled", and "Locked".

Step 1: Use zoom, a known intersection, nearby address or landmark to find a non-Google-able address.

Cancel

Create Job Ticket

- 1 Mark location
- 2 Write instructions
- 3 Review & submit

Job A Add another job

Ticket type: Standard Ticket

Find the job location and mark the excavation area with the drawing tools.

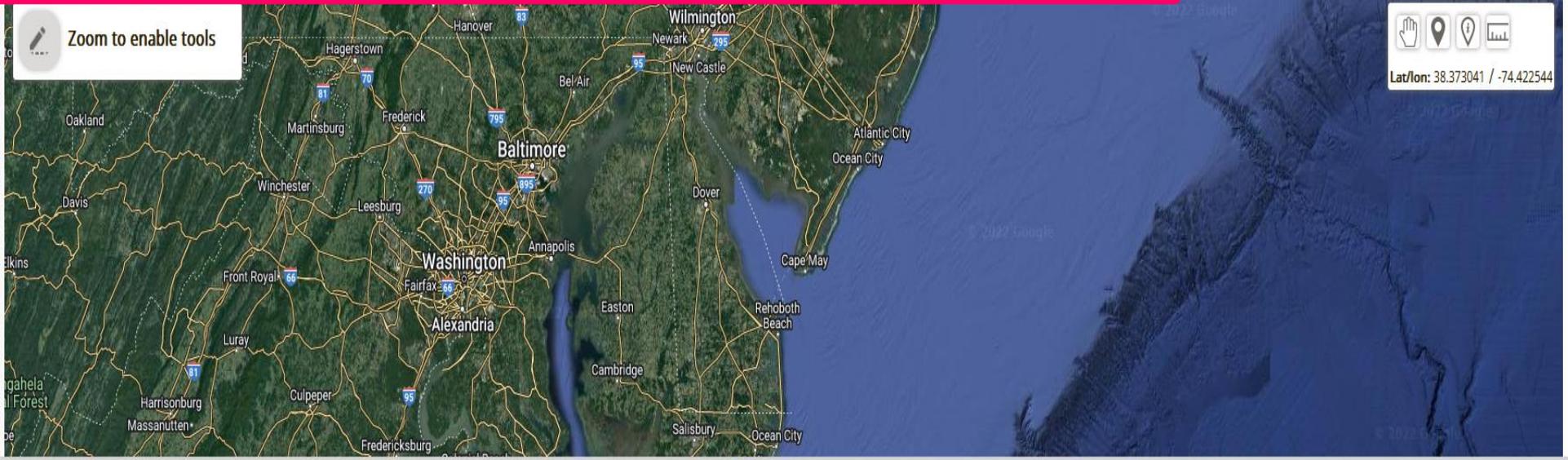
[Map settings](#)

or Locate by...

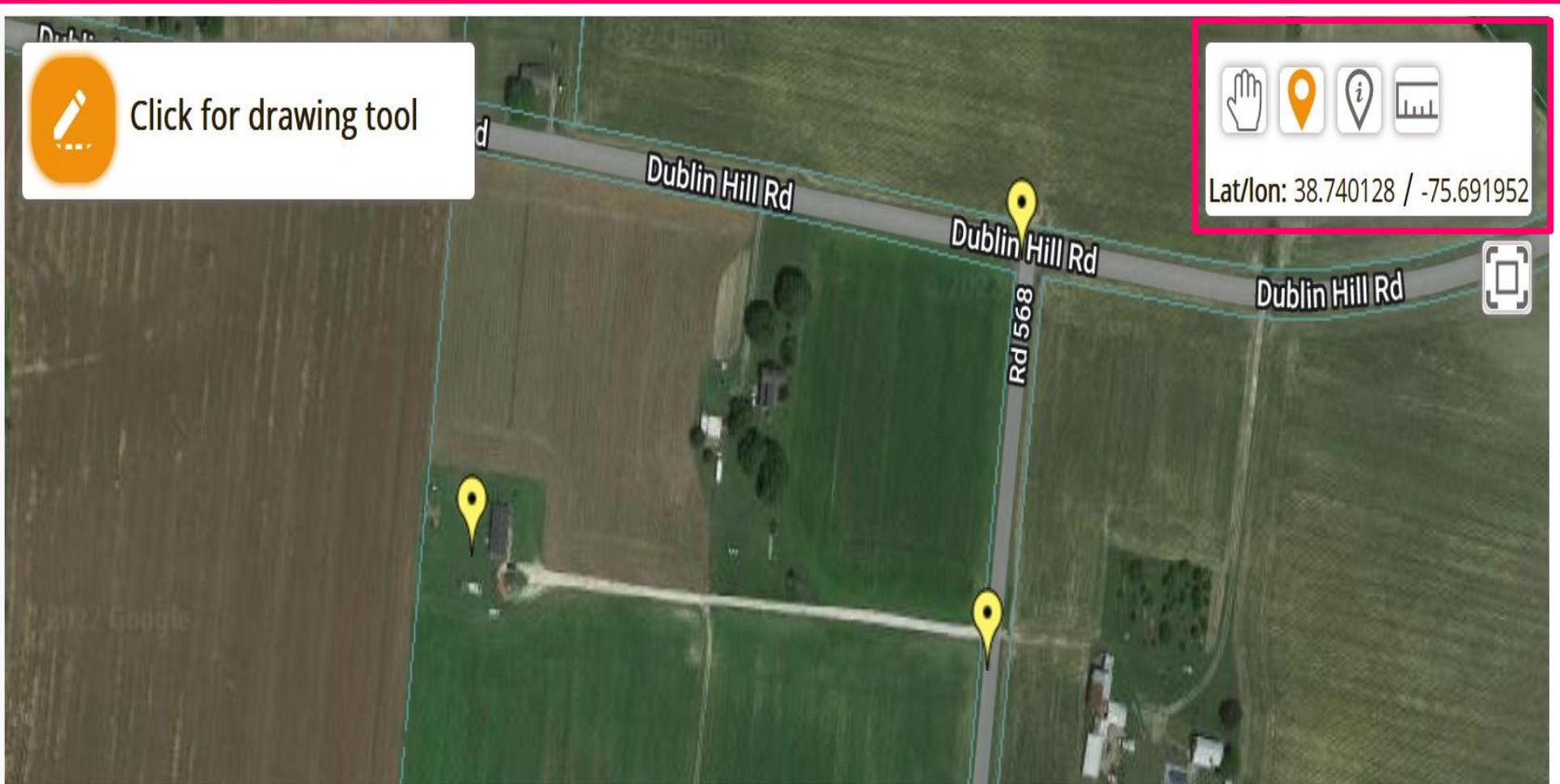


Zoom to enable tools

Lat/lon: 38.373041 / -74.422544



Once the dig site has been found, use mapping tools to drop pins for measuring distance from point to point or from closet known intersection prior to mapping. Have street names & distance and direction of travel ready for ticket fields prior to mapping using the Other Tool.



Select the Other Tool



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



Other

Define an irregularly-shaped excavation area



Lat/lon: 38.740128 / -75.691952



Draw locate polygon

If at all possible, please use **one of the other** Excavation Entity Creation options to create a more refined and better Ticket.

"Radius excavation" is an excellent choice for defining an excavation area when planting trees, placing poles or any other activity where a circle is best to define an excavation area. You can create as many circle excavation areas as desired or needed.

"Route excavation" is an excellent choice for defining an excavation area when trenching, performing road repair/replacement or any other activity where a "skinny" route needs to be defined. You can create as many routes as desired or needed.

"Property excavation" should be used when excavating on a specific parcel of land to define an excavation area that covers a specific portion of, or an entire lot. You can select as many parcels as desired or needed. (Parcels appear in light blue on the Satellite Map.)

"Other" should be used **ONLY** when none of the other above options are adequate to define an excavation area. When using "Polygon tool", please keep the excavation polygon as small as possible but yet large enough to cover the entire planned excavation area.

Proceed to create polygon

Use other option

Fill Out Ticket Fields then OK

Enter polygon information

Address

Street

HASTINGS MILL RD - RD 568

Cross street

DUBLIN RD

Marking instructions

MARK FENCED IN AREA
REAR OF HOME.

Driving directions

FROM THE GIVEN INTER,
TRAVEL S APPROX 460FT
THEN W APPROX 870FT
TO REAR OF PROPERTY.

Ok

Clear

Cancel

Fields Will Fill Out Exactly As Given

Location information ⊖

** Indicates required field*

Place *

BRIDGEVILLE

County *

SUSSEX

Subdivision

Address

Address Unknown?

Address/street *

HASTINGS MILL RD - RD 568

Intersecting street *

DUBLIN RD

Extent of work *

MARK FENCED IN AREA REAR OF HOME.
FROM THE GIVEN INTER, TRAVEL S APPROX 460FT
THEN W APPROX 870FT TO REAR OF PROPERTY.

Driving Directions are Critical



Final Check and Submit Ticket

Create Job Ticket

Cancel

Submit Ticket

- 1 Mark location
- 2 Write instructions
- 3 Review & submit

Review ticket information, then click the **Submit tickets** button

I want to ▾

<input checked="" type="checkbox"/>	Job-ticket#	Address	Cross street	City/place	County	Type	Response due by	Action
<input checked="" type="checkbox"/>	Job A - ticket 1/1	HASTINGS MILL RD - RD 568	DUBLIN RD	BRIDGEVILLE	SUSSEX	STANDARD	10/14/2022 7:00 AM	 

ITICnxt Free Resources

- For ITICnxt Resources, please visit <http://de.tryitic.com/>
- Upcoming Virtual Trainings:

OCT 21 @ 9 AM: Preregister at: <https://forms.gle/fqMAdNPfwtK5tew6>

NOV 10 @ 2 PM: Preregister at: <https://forms.gle/EaEpr7QFp5BpPeAb6>

DEC 2 @ 2 PM: Preregister at: <https://forms.gle/bWhBBURLTtrBhMuw7>



**MISS UTILITY
OF DELMARVA**

ITICNXT GOES LIVE DECEMBER 1ST

ITICnxt®

A **NEW** innovative way
to process your tickets.

Give ITICnxt a test drive,
click here to get started.