



WEBTMS USERS GUIDE

WWW.OHIO811.ORG

[HTTPS://OHWTMS.OUPS.ORG/](https://OHWTMS.OUPS.ORG/)



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INTRODUCTION

WebTMS is a multicenter, multi-company One Call Ticket Management System that receives tickets via XML directly from the Notification Center. WebTMS can also be used for transmitting Positive Responses back to the originating One Call Notification Center as well as viewing and attaching images or comments to tickets. It was designed with both desktop and mobile device-friendly interfaces.



ACCESSING MOBILE/DESKTOP MODE

Use your web browser to navigate to <https://ohwtms.oups.org>

Specify your WebTMS account name and password at the login page.

WebTMS
Web Ticket Management System

OHIO811.org
Before You Dig

WEBTMS LOGIN

ACCOUNT

Password

[Forgot Password](#)

Login

 **NORFIELD**

Upon successful login, you will be directed to your default WebTMS homepage. Each user has the option to select the desktop or mobile view as their default page.



ACCOUNT TYPES

Each account, except for the Director account, is associated with a single company. Director accounts may switch between companies using the **Change Company** function if they are set up for multiple company profiles. Every account falls into one of the following groups:

- **DIRECTOR:** Every WebTMS company profile establishes a Director account, which can then be used to create and edit other accounts and account types. The Director account cannot be deleted from the company profile. In cases where a single company has separate operations (e.g. different cities or states) and wishes to keep them each isolated within their distinct accounts and tickets, separate WebTMS company profiles can be created for each location/operation and each Director account(s) may be configured access to any (or none) of the other companies. Except for having the ability to switch company contexts, this account is the same as the Administrator account type.
- **ADMINISTRATOR:** This account type has complete access to all tickets and company settings (e.g. users, auto-assign, auto-response), and users may view, assign, and respond to any ticket.
- **DISPATCHER:** This account is like an Administrator account in terms of viewing, assigning, and responding to tickets, but it does not have access to company settings.
- **LOCATOR:** This account is the only account type that can have tickets assigned to it. It also has locator-specific permissions and options that may be managed. This includes the ability to respond to tickets not assigned to them, view and respond to unassigned tickets, view ticket history, email assigned tickets, and more.



ONE CALL CENTER MESSAGE TYPES

Tickets and other message types originate from the One Call Center and are transmitted through XML via email to the WebTMS system. Upon receipt, WebTMS determines which company to route the message to and what kind of message it is, e.g. End-of-Day (EOD) Messages, Broadcast Message, EOD Audit, Tickets.

EOD (End of Day) Messages signal the end of daily transmissions from the One-Call center.

BROADCAST MESSAGES are messages sent from the center that should be read. These messages are delivered to the WebTMS inbox of the Director and Administrator accounts.

EOD AUDIT messages contain an audit of all the tickets received that day. This message is placed in the Center EOD Audit queue and delivered during EOD processing (after midnight). During EOD processing, each ticket listed in the EOD Audit message is checked against the WebTMS database to verify it was received. To view the EOD Audit messages, go to **Menu** and select **Center EOD Audits**.

TICKETS are parsed and loaded into the WebTMS database. At the time of loading, one response row is generated for every member code for which your company is responsible on that ticket. Tickets will normally then go into the “open” state, as either “assigned” (to a Locator account) or “unassigned”. Auto-response rules and auto-assign rules, however, can be used to alter this normal traffic flow.

CLASSIFICATIONS

WebTMS classifies each ticket as having a combination (e.g. **normal** + **meet**) of the following properties to create a blanket classification so that emergency tickets, for example, can be identified without regard to how a center defines that classification on the ticket, whether it be



a ticket priority or some specific text in the ticket itself. These classifications are set when the ticket is loaded.

PRIORITY

EMER: Emergency ticket

INSF: Insufficient

ROUT: Routine ticket

TYPE

CNCL: Cancelled ticket

NEW: New ticket

REPT: Repeat (re-notification)

UPDT: Update ticket

LATE: A ticket that has not been responded to within 48-hrs (no-charge)

CATEGORY

LREQ: Location request

DGIN: Dig-in

DSGN: Design

ONJB: On the job

LPRJ: Large Project/Meet ticket

MDIG: Dig ticket off the Large Project/Meet ticket



TICKET STAGES, STATUS AND FLOW

Within WebTMS, tickets are either “open” or “closed”. Each ticket has one or more member code response rows associated with it (one row for each company member code that appears on the ticket). These member code response rows may be either “open/unassigned” (aka “IR” for Initial Receive) or they are “open/assigned” (aka “AL” for Assigned to Locator) or “closed” (aka completed). A ticket will remain open until all the member code response rows contain a response code and all those codes are set to “close/complete” on the ticket. A ticket is closed once all the member code response rows are closed. If any one of the response rows is not closed, then the ticket remains open.

TICKET A001234567-00A [OP/Open or CT/Closed]

- MBRCOD1A Response [IR/Un-Assigned or AL/Assigned or CT/Completed]
- MBRCOD1B Response [IR/Un-Assigned or AL/Assigned or CT/Completed]
- MBRCOD1C Response [IR/Un-Assigned or AL/Assigned or CT/Completed]

Incoming tickets, as well as all incoming emails, first enter the “initial load” phase. Tickets are parsed, loaded, and geocoded, at which point their natural tendency is to enter the open/unassigned state. Before this happens, WebTMS will first check the auto-response rules. If a match is found, the response is applied, and the locator may be assigned the ticket if this option was set up. If a response code is defined to *not* close the ticket, then the ticket will stay open; otherwise, it is closed/completed. Following the auto-response phase is the auto-assign phase. WebTMS will check the auto-assign rules and, if a match is found, the locator will be assigned the ticket. If no auto-response or auto-assign rules are matched, the ticket will be open/unassigned.

REVISED TICKET INDICATORS (DESKTOP)

The black and green circles with a plus sign inside are indicators that there are multiple open revisions of that ticket.

Page Filter 6 matches

1,213 tickets Showing page 5 of 13, rows 401 to 500 of 1,213 • 0 selected • •

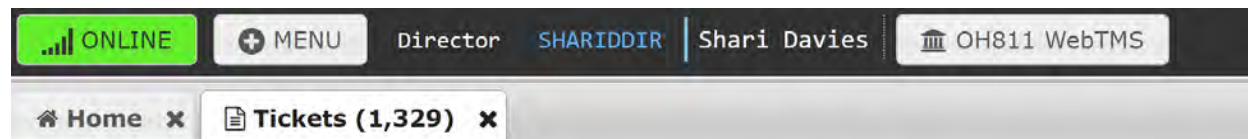
TMS	Center	Member	Ticket	Rev	Type	Pri	Seq Date	Seq#	
<input type="checkbox"/> ☆ OVERDU	+	UPS	MAPE	A024001702	00A	NEW	ROUT	8/27/20	00004
<input type="checkbox"/> ☆ OVERDU	+	UPS	MAPW	A024001702	00A	NEW	ROUT	8/27/20	00004
<input type="checkbox"/> ☆ OVERDU	+	UPS	MAP01	A024001702	00A	NEW	ROUT	8/27/20	00004
<input type="checkbox"/> ☆ OVERDU	+	UPS	MAPE	A024001702	01A	REPT	INSF	8/27/20	00006
<input type="checkbox"/> ☆ OVERDU	+	UPS	MAPW	A024001702	01A	REPT	INSF	8/27/20	00006
<input type="checkbox"/> ☆ OVERDU	+	UPS	MAP01	A024001702	01A	REPT	INSF	8/27/20	00006

A green circle indicates that the ticket is the most recent of those revisions, while a black circle indicates that the ticket is an older revision.

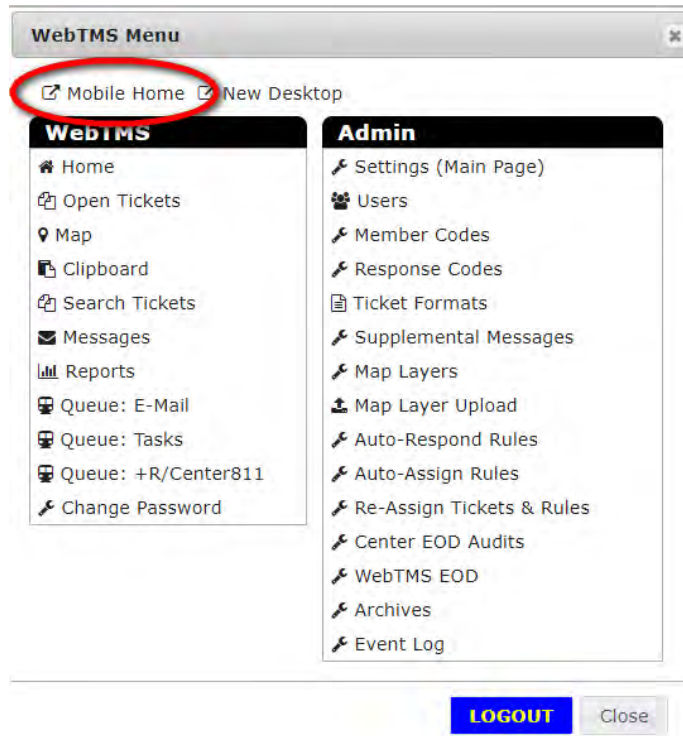
MOBILE MODE

HOMEPAGE OVERVIEW

To get to the mobile homepage, click on the **+MENU** located on the top-left area of the screen.



You will then see a pop-up window (WebTMS Menu). Click on the **Mobile Home** link.



On the homepage, you will see four buttons: **Refresh**, **Options**, **Menu**, and **Logout**. You will also see current ticket information and links to additional pages.

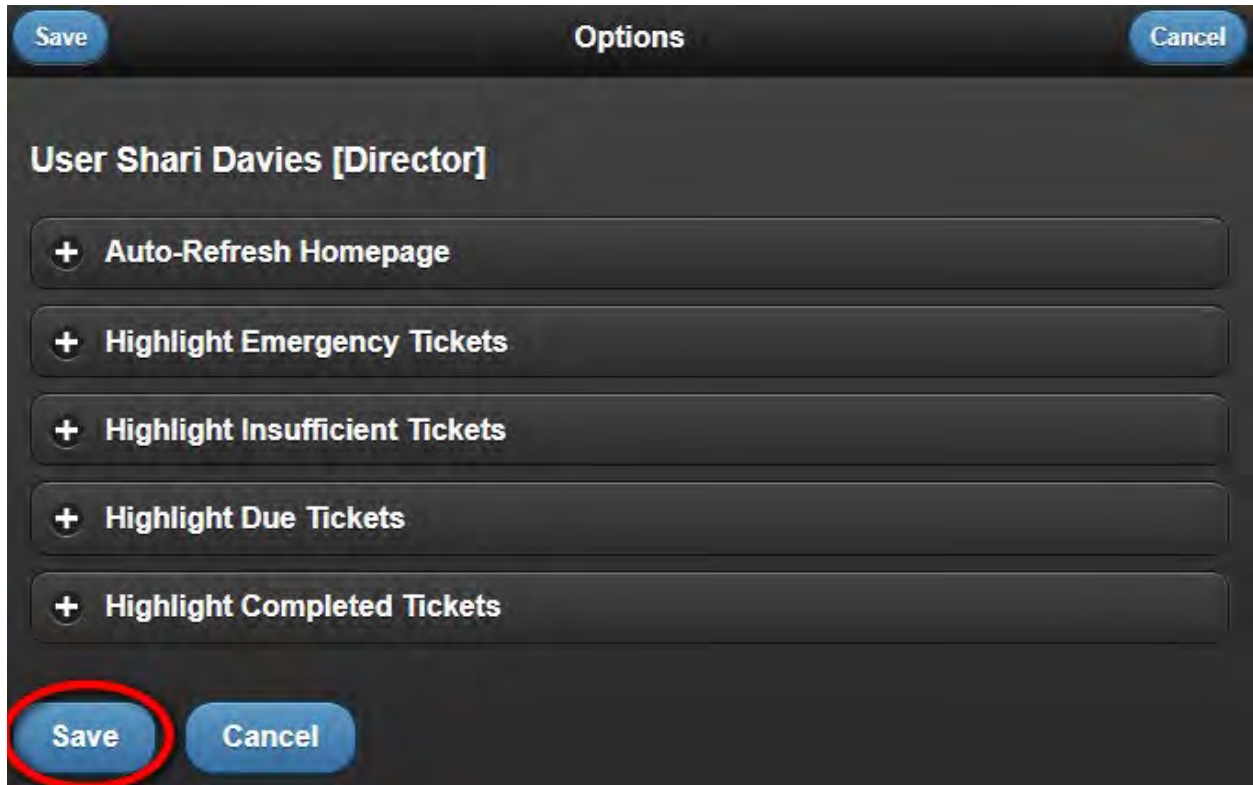


REFRESH allows you to refresh the information on the page.

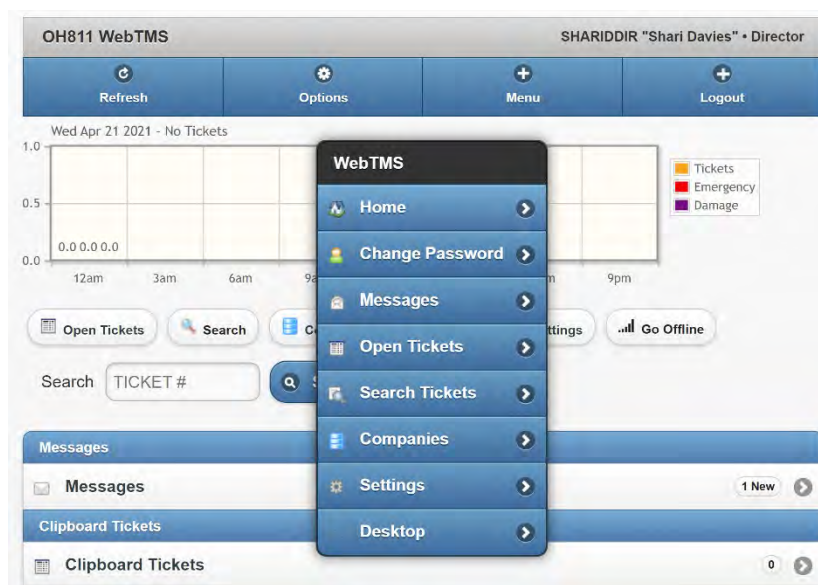
OPTIONS allows you to set your homepage to auto-refresh after a specific number of minutes.

You also are given the option to color code emergency, short notice, rush, due and completed for visibility.

Be sure to click **Save** before moving on to keep your personalized settings.



MENU opens a pop-up where you can choose from the following list:





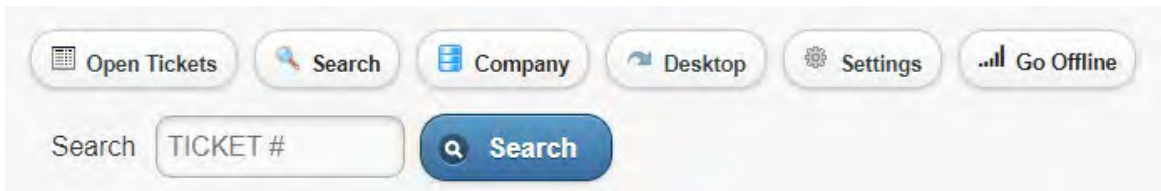
The **Companies** and **Settings** options are only visible on the Director and Administrator accounts.

LOGOUT simply logs you out of the program.

Just below this navigation bar, you'll find a graph that shows how many tickets (highlighted in yellow/orange) are in the system, how many of those tickets are emergency tickets (highlighted in red), and how many are damage tickets (highlighted in purple).



Below the graph, there are several shortcut buttons:



OPEN TICKETS takes you to the list of all open tickets.

SEARCH is used to look up tickets using specified criteria.

COMPANY displays the Director's company context, which is only viewable through Director Accounts.

DESKTOP switches to the WebTMS desktop view.

SETTINGS will take you to **Admin**, **History**, and **Queue** options, which are viewable only through Director Accounts.



GO OFFLINE will allow you to view tickets offline that have been copied to the Clipboard

SEARCH TICKET # allows you to search the system by entering the ticket number.

The rest of the homepage is reserved for different categories of tickets: Messages, Clipboard Tickets, Open Tickets, Open Tickets by Class, and Open Tickets by Member Code. You can view Open Tickets through the following categories: All Open Tickets, All Unassigned, and All Assigned (which are assigned to specific locators).

SETTINGS

The Settings page is the control panel for WebTMS. You can access this page from the pop-up menu or the **Settings** button on the homepage.





ADMIN

USERS: Add/edit user profiles

MEMBER CODES: Manage member codes for responding to tickets.

RESPONSE CODES: Manage response messages for responding to tickets.

SUPPLEMENTAL MESSAGES: Specify additional email destinations for incoming tickets.

MAP LAYERS: Draw/edit polygons on the map to create map layers. Map layers can be used to trigger auto-respond and auto-assignment rules.

AUTO-RESPOND: Tickets can be automatically responded to based on different criteria.

AUTO-ASSIGN: Tickets can be automatically assigned to a Locator account as soon as they are received.

RE-ASSIGN: Tickets can be automatically re-assigned to a Locator account as soon as they are received.

USERS

These are the types of user accounts that can be created in WebTMS:

- **DIRECTOR** has full control, including access to multiple service areas within a company.
- **ADMINISTRATOR** has full control, except for access to multiple service areas; administrators cannot edit or promote users to Director Accounts.
- **DISPATCHER** can assign and respond to tickets.



Dispatchers have access to some of the functions that Administrators have but can only access them through desktop mode. Dispatchers can add new users (only new Locator and Dispatcher accounts) and can edit contact information for themselves.

Dispatchers cannot delete or edit users. Dispatchers can view EOD Audits, Company EOD, and Archives. Dispatchers cannot create or edit response codes, map layers, or add/adjust auto-assign or auto-respond rules.

- **LOCATOR** can respond to tickets assigned to the account. Directors and Administrators can enable specific permissions for the Locator account from their profile.

ADDING NEW USER

Click on **Settings**, then on **Users**, and select **Add New User** button:



Fill in the basic information for the user, including the account type:



Add New User

Enter basic New User information. Once you have created the account, you can edit it to modify extended properties.

Basic Information

Full Name

Account

Password

Password (Confirm)

Type


Select Type..

- Sysop
- Director
- Administrator
- Dispatcher
- Locator

Once all the information is entered, click **Add New User** or **Cancel** if you do not want to enter the new user.

EDITING USER

From the Users page select the account you wish to edit:



Locator 1

Account: LOC1 Group: Locator • Company: OH811 WebTMS (CT)

No E-Mail Defined

From the Edit User page, you can reset the password for the account, as well as adjust the permission settings.



Locators can have their assigned tickets emailed directly to them by entering an email address in their User Account Page under the **Email** section. The **E-mail Assigned Tickets** box must be checked to activate the email messages; this setting is found under the Locator Options heading. A copy of tickets can automatically be sent by adding an email address under the **Email CC** section.

Email

User E-Mail addresses are used for emailing tickets and other system messages. For Locators, you must enable 'Email Assigned Tickets' to have assigned tickets automatically e-mailed to this address.

E-Mail

If this user receives any tickets, specify the ticket format to send.

Ticket Format ▼

Email Auto CC:

E-Mail address entered here will automatically receive a copy of all e-mail this user receives.

+ **Add New E-Mail ...**



Locator Options

E-Mail Assigned Tickets

A locator that is on Auto-Assign hold will be taken out of the auto-assign process completely unless they have an Alternate Locator specified below.

On Auto-Assign Hold

You can specify a Maximum number of assigned tickets for this locator. If a ticket is auto-assigned to this locator and they have reached their Assigned limit, then the ticket will be assigned to the Alternate Locator (if specified.) An Assigned Limit of 0 means there is no limit.

Assigned Limit

0

Specify an Alternate Locator to receive assigned tickets when this locator is either On Auto-Assign Hold, has reached their Assigned Ticket Limit, or if they are on Vacation (which can be specified below.)

Alternate

(No Alternate)

Checking the Force Alternate Locator option will cause tickets that would normally be assigned to this locator to be assigned to the specified alternate locator. Otherwise the alternate locator will only be used when the locator has reached their Assigned Ticket Limit or if the locator is On Auto-Assign Hold.

Force Alternate Locator

Optionally specify vacation date ranges for this Locator. During these time periods, the Auto-Assign system will not assign tickets to this Locator.

+ VACATION1 (empty)

+ VACATION2 (empty)

+ VACATION3 (empty)

+ VACATION4 (empty)

+ VACATION5 (empty)

✕ Cancel

★ Update



E-MAIL ASSIGNED TICKETS: Must be checked to email assigned tickets to the provided email.

ON AUTO-ASSIGN HOLD: Use if you want to disable tickets from being auto-assigned to a specific Locator account. It overrides all auto-assign rules that apply to the user.

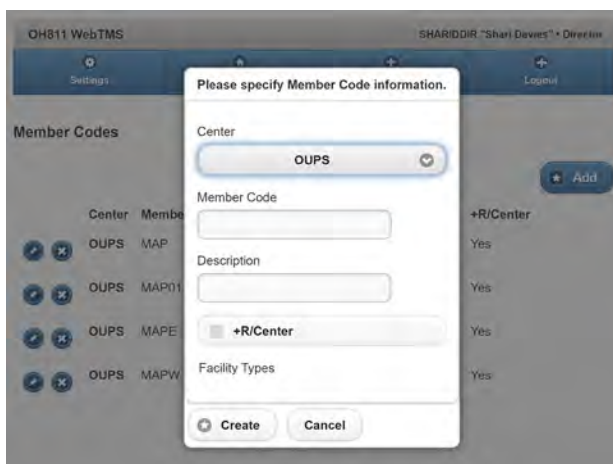
ASSIGNED LIMIT: Limits the number of tickets that can be assigned to this Locator account. Leaving the number at “0” will assign unlimited tickets.

ALTERNATE: Specify an alternate Locator account to receive tickets if they cannot be assigned to the current one.

VACATION: Set vacation days for the current user. During this period, no tickets will be assigned to this person.

MEMBER CODES

These are only viewable through Director and Administrator accounts via the Settings button. Here, you can add new member codes or remove member codes:



RESPONSE CODES

To view the Positive Response codes, select **MENU** and then click on **Settings**.







Response codes can be edited or deleted by selecting the appropriate icon from the **Action** column.

Click **New Response Code** to begin the creation process:

OH811 WebTMS SHARIDDIR "Shari Davies" • Director

Settings
Home
Menu
Logout

+ New Response Code

Action	Response Code	Closes?	Design?	+R/Ctr?	Description
 	---	YES	NO	YES	(No Positive Response)
 	001	YES	NO	YES	No Conflict - Underground facilities operated by this member are not in conflict based on information provided in the Excavation Request.
 	002	YES	NO	YES	Marked - Underground facilities operated by this member at the site of proposed excavation have been marked up to the privately owned facility.

SUPPLEMENTAL MESSAGES

The Supplemental Messages (Email, SMS) feature is where you can set up additional email destinations for your tickets. After selecting **Supplemental Messages** under the Administrator account, click the **+ New Supplemental Message** button to fill in the appropriate information, including the send days and times:

Supplemental Messages

Enter an E-Mail address or a Cell number that can receive SMS Text messages.
If using SMS Text, you must select an SMS format for tickets.

Name / Description

Enabled

Do not send Tickets with an Auto-Response applied

What to Receive

Tickets **EOD Audits** **Messages**

E-Mail

E-Mail Ticket Format
Original Text ▼

Cell Phone (SMS Messaging)

Center
 ▼

Member(s)
 ▼

Send Days
 Sun Mon Tue Wed Thu Fri Sat

Send Times

Leave blank to allow sending at any time of day, or enter one or more comma-separated time ranges.
Example: "6am-6pm" or "12am-5:30am,6pm-12am"

Ticket Classes
 ▼



To use **SMS Text** messaging, use the following in the E-mail section:

T-Mobile	number@tmomail.net
Virgin Mobile	number@vmobl.com
AT&T	number@txt.att.net
Sprint	number@messaging.sprintpcs.com
Verizon	number@vtext.com
Verizon Community	number@vzwpx.com
Tracfone	number@mmst5.tracfone.com
Ting	number@message.ting.com
Boost Mobile	number@myboostmobile.com
US Cellular	number@email.uscc.net
Metro PCS	number@mymetropcs.com

E-Mail

3300000000@mms.att.net

MAP LAYERS

The Map Layers feature is where you can draw out a specific area on the map which can be used for auto-assign or auto-response purposes. When you select **+ New Layer**, you will be prompted to name and give a short description of the layer that you are creating.


Please specify the Map Layer's name and description.

Visible to Users

Short Name

Description

Color



From the list, select **Open** to begin creating the layer. You will need to select the county from the drop-down menu. After selecting the county, you will be able to view the map:

Layers **Bob's locate area** • Tickets in Bob's assigned area.

[39001] Adams, OH

+ In	★ State
- Out	★ County
	⊞ Aerial

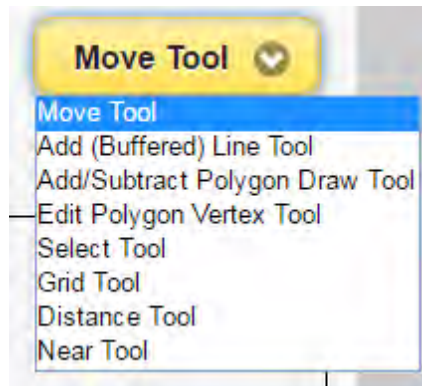
Move Tool

Click the map to recenter the image. This can also be done from other modes by holding down the Shift key when you click the map.





After zooming in to the appropriate area, you will need to select one of the drawing/editing tools from the drop-down menu located below the county list:



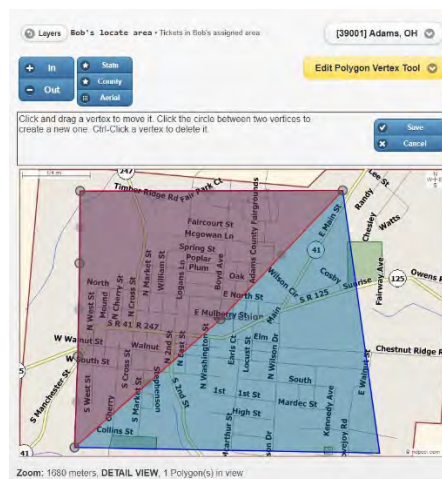
Below is a quick overview of the mapping tools that can be used for this feature:

MOVE TOOL: allows you to move around the map.

ADD (BUFFERED) LINE TOOL: is used to draw a buffered line rather than a polygon.

ADD/SUBTRACT POLYGON DRAW TOOL: this is for drawing a polygon, as shown in the example below.

EDIT POLYGON VERTEX TOOL: allows you to adjust the shape of your polygon.





SELECT TOOL: selects the polygon or line you intend to edit or delete.

GRID TOOL: allows you to add ¼ section grids rather than drawing a polygon on the map.

DISTANCE TOOL: allows you to measure a distance on the map.

NEAR TOOL: is used to select a nearby street to get an address range.

After selecting the **Add/Subtract Polygon Draw Tool** and drawing out the proposed area, click **Finish** or **Reset** if you need to start over:



The system then gives you the option to add or subtract to the polygon if adjustments are needed. Once everything is accurate and complete, select **Save**. You can now use the map layer for auto-assign and auto-respond purposes by creating a new rule under those options in **Settings**.



AUTO RESPOND

Here is where you can set up specific auto-response rules for your tickets. Select the **New Rule** button to create a new response rule. There are a variety of options and filters that can be used to create an auto-response.

Add New Auto-Respond Rule

First select the Response Code and One-Call center and, if necessary, the State. Rules must have at least one criteria used. Response Codes for Design/Engineering tickets are not eligible for Auto-Response.

Rule Name *

Enabled

Weight

Response Code *

Assignment

Center *

State *

CRITERIA

Member Code

Priority

Type

Category

Map Layer

County



Place	<input type="text"/>
Subdivision	<input type="text"/>
Street	<input type="text"/>
Company	<input type="text"/>
Done For	<input type="text"/>
Done By	<input type="text"/>
Caller	<input type="text"/>
Caller Phone	<input type="text"/>
Work Type	<input type="text"/>
Location	<input type="text"/>
Remarks	<input type="text"/>
Keywords	<input type="text"/>
Grid	<input type="text"/>

AUTO-ASSIGN

If a ticket member is not closed by an auto-response rule, then it enters the auto-assign stage. This stage will search the auto-assign rules and look for a match. If a winning rule is found, then the ticket is assigned to the locator specified in the rule. Here is where you can set up specific auto-assign rules for your locators. There is also a variety of options and filters to set specific rules here as well.



Add New Auto-Assign Rule

✕ Cancel

★ Add New Rule

Set the fields to match on a ticket.

Rule Name *	<input type="text" value="Unnamed Rule"/>
Enabled	<input type="text" value="YES"/>
Assign To *	<input type="text" value="Select .."/>
Weight	<input type="text" value="1"/> <input type="range"/>
Center *	<input type="text" value="OUPS"/>

CRITERIA

Member Code	<input type="text" value="(Any Member Code)"/>
Priority	<input type="text" value="(Any Type)"/>
Type	<input type="text" value="(Any Type)"/>
Category	<input type="text" value="(Any Category)"/>
Map Layer	<input type="text" value="(No Layer)"/>
County	<input type="text" value="(Any County)"/>
Place	<input type="text"/>
Subdivision	<input type="text"/>
Street	<input type="text"/>
Company	<input type="text"/>
Done For	<input type="text"/>
Done By	<input type="text"/>
Caller	<input type="text"/>
Caller Phone	<input type="text"/>
Work Type	<input type="text"/>
Location	<input type="text"/>
Remarks	<input type="text"/>
Keywords	<input type="text"/>
Grid	<input type="text"/>

✕ Cancel


★ Add New Rule


RE-ASSIGN


This page allows you to re-assign open tickets from one locator to another (or un-assigned).


Re-Assign Tickets & Rules

OH811 WebTMS
SHARIDDIR "Shari Davies" • Director


 Settings


 Home


 Menu


 Logout

This page allows you to re-assign open tickets from one locator to another (or un-assigned). Locators listed include their current counts « T=Tickets (Open), AA=Auto-Assign Rules, AR=Auto-Respond Rules»

SOURCE

UN-ASSIGNED «T=536, AA=N/A, AR=0»

TARGET

BRIANSLOC (Brian Strickland) «T=0, AA=0, AR=0»

OPERATION(S)

Re-Assign Open Tickets

Trigger Notifications for Assigned Tickets

Update Auto-Assign Rules

Update Auto-Respond Rules

NOT READY

Select one or more of the operations to perform.



HISTORY

END OF DAY AUDITS: When WebTMS receives an EOD Audit from a One Call Center, it is processed to verify that all the tickets on the EOD Audit were received by WebTMS. EOD audits that pass is displayed in green, while any EOD Audits that fail due to missing tickets will be displayed in red. To view an EOD Audit report, simply click **EOD Audit** from the list.

COMPANY EOD: This shows the company’s EOD and audits weekly reports. Company EOD is only viewable by Director and Administrator accounts.

EVENT LOG: The Event Log shows system activity as it relates to users and settings. This is separate from the events listed in the History section. Events are displayed one page at a time, with the most recent events at the top. Use the page navigation buttons to move through the list.

ARCHIVES: Archives are generated at the beginning of every month and made available for download on the Archives page. Each archive contains an access (*.mdb) database with all tickets, responses, and data for that month. Each archive can have a stage of “Queued,” “Ready,” and “Final”. If an archive is “Queued,” then it is waiting to be generated and will be archived at the next EOD (End of Day) processing. After initial generation, an archive is in the “Ready” stage. That response data can be captured for tickets that were still open when the archive was first generated. The archive file is regenerated a month later and the stage becomes “Final”.

QUEUES

WebTMS maintains a set of queues for email, tasks (which includes reports), and Positive Responses. The server will periodically check each queue and attempt to deliver or run them as needed. The status of each queue can be monitored from the Company Settings page.



EMAIL: The email queue displays any emails ready to be delivered. If there is a problem with delivery to an e-mail address or domain, it will be indicated here to help diagnose the cause for an email delivery failure.

id	View	Destination	Delivered	Subject
4309			Mon, 1 Mar 2021 17:56:06 UTC	OUPS MAP01 2021/03/01 #00012A A106002179-00A EMER NEW LREQ
4307			Mon, 1 Mar 2021 16:27:11 UTC	OUPS MAP01 2021/03/01 #00009A A106001694-01A EMER REPT LREQ

TASKS: The Task Queue displays reports and tasks that are queued or currently running. The WebTMS server will serialize tasks so that they run one at a time.

id	Monitor	Type	Name	Queued
894017		TASK-COMPANY-EOD	Delete Layer 55	8 Minutes Ago



Click the **Refresh** button to refresh the queue display. The **Task History** button will display recent reports, such as Company EOD, run by the current user and for the company. Some items you will find in the Task Queue or Task History are:

- Email messages currently queued for transmission or previously sent
- Tasks currently set to execute or already completed
- Excavator Positive Response messages queued for transmission or previously sent

CENTER +RESP: This shows all tickets (regardless of whether their Positive Responses have been sent out or not), ticket numbers, and terminal code (only viewable by Director and Administrator accounts).

CENTER/811 TICKET IMAGES TRANSFER AUTHORIZATION

Instantly upload locate/work photos from each job site to the One Call Center to keep them organized with each job completed. You will need to use your companies Positive Response credentials for this portion to work properly.

Center/811 Ticket Images Transfer Authorization

Specify the Authorization for submitting Ticket Images to One-Call Center(s).

Use the format " CENTER:ACCOUNT:PASSWORD " and separate multiple entries with a comma.
Example: " MISSDIG:SMITH:passwd "

Auth String

[★ Apply](#)



EMERGENCY TICKET HANDLING

The system can be configured to handle emergency tickets as a special case. Emergency tickets can be assigned to a specific locator or can be left unassigned using the normal auto-assign rules.

Emergency Ticket Handling

Select how the system should handle Emergency tickets. You can either leave them un-assigned, use the normal Auto-Assign or force them to be assigned to a specific locator.

Emergency Tickets

[★ Apply](#)

AUTO-ASSIGN TIE BREAKING

Auto-Assign Tie Breaking

When Auto-Assigning tickets to Locators and there is a Tie between 2 or more Locators, the system will break the tie by one of two methods:

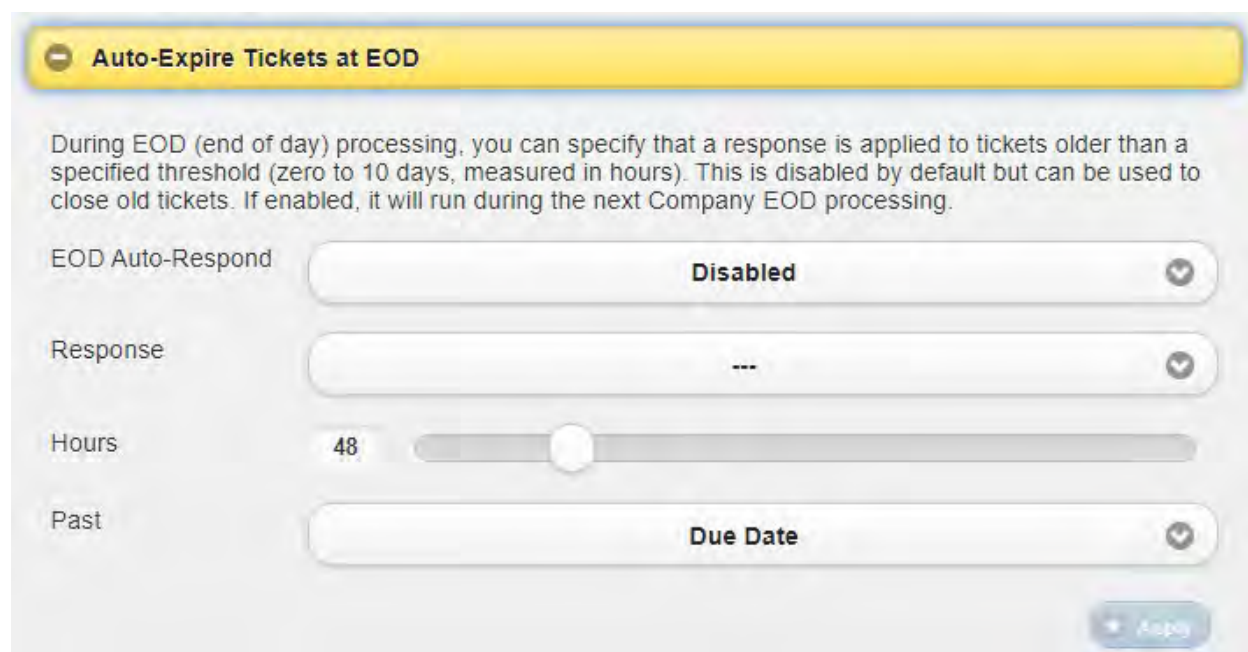
- **Least Tickets** - The locator with the least number of currently assigned tickets will win.
- **Maximum Intersection Area** - The locator with the most Intersection Area between the Map Layer(s) and the Ticket Digsite polygon. If no winner, falls back to Least Tickets.

Tie Break Method

[★ Apply](#)

AUTO-EXPIRE TICKETS AT EOD

You can specify that a response is applied to tickets older than a certain threshold (zero to 10 days, measured in hours). This threshold can be based on the ticket's sequence date, due date, work date, or expiration date. This can be used for closing old or expired tickets. If enabled, it will run during the next company EOD processing.



Auto-Expire Tickets at EOD

During EOD (end of day) processing, you can specify that a response is applied to tickets older than a specified threshold (zero to 10 days, measured in hours). This is disabled by default but can be used to close old tickets. If enabled, it will run during the next Company EOD processing.

EOD Auto-Respond

Response

Hours

Past

TO TICKETS RESPONDING

By clicking **Open Tickets** from the homepage, you will find a list of all open tickets you currently have in the system. Use the **Ticket Filter** to custom sort your open tickets. You can also search for a ticket in the **Ticket #** field.



TICKETS FILTER

Tickets Filter

Reset Refresh

	(Member Code) ▼	(County) ▼
(Priority) ▼	(Type) ▼	(Category) ▼
(Open) ▼	Ticket#	Work Date (DESC) ▼

The **Open Tickets** page displays a list of tickets with options to filter your list. Locator accounts may only view the tickets to which they are assigned unless otherwise specified in their user profile permissions. To filter the open tickets, select an option from one of the following filter drop-downs and then click **Refresh**:

MEMBER CODE: allows you to filter tickets based on your assigned member codes.

COUNTY: allows you to filter based on a county.

PRIORITY: will filter based on the ticket priority (EMER [Emergency], INSF [Insufficient], or ROUT [Routine]).

TYPE: filters based on the tickets' type (CNCL [Cancel], NEW, REPT [Repeat] or UPDT [Update]).

CATEGORY: will filter based on the ticket classification (DIGN [Dig in], DSGN [Design], LREQ [Locate Request], MDIG [Large Project/Meet] or ONJB [On the job]).

OPEN: allows you to select unassigned, assigned, closed tickets, or tickets assigned to a specific Locator account.

TICKET #: finds the specific ticket once you type in the ticket number.



You have the option to select how you would like your tickets to appear on the list. These options include:

<ul style="list-style-type: none">• Ticket Number (ASC)• Ticket Number (DESC)• Address (ASC)• Address (DESC)• Sequence Date (ASC)• Sequence Date (DESC)	<ul style="list-style-type: none">• Work Date (ASC)• Work Date (DESC)• Due Date (ASC)• Due Date (DESC)• Updated (ASC)• Updated (DESC)
--	--

After selecting any filter or sort option you must select refresh on the page for the change to take effect.

RESPONDING TO TICKETS

WebTMS allows users to respond to tickets individually or multiple at a time through several options.

With option 1 you can respond to one or more tickets directly from the Open Tickets screen. Select which ticket(s) you would like to respond to then click the **Selected** drop-down button and then choose **Update**:

All Open Tickets

Selected: 3

Page 1 of 34 • Tickets 1 to 25 843 Total

OUPS MAP01 ROUT REPT LREQ A032501277-01A (Due<48HR) Normal
LOC1 "Locator 1"

Address OH / RICHLAND / MANSFIELD / MANSFIELD INDUSTRIAL PKWY / 55
 Company TRIPLE D COMMUNICATIONS • Done For CENTURYLINK
 Work Type FIBER OPTIC INSTALLATION
 Location FRONT OF PROPERTY FARTHEST POINT OFF ROAD: 40 FT DISTANCE FROM CROSS STREET; BETWEEN AREA IS MARKED W/ WHITE PAINT
 Sequence 2020-11-20 #00002 (13 Hours Ago) • Received 2020-11-20 #00002 (13 Hours Ago)
 Work Date Tue Nov 24 2020 12:38PM (4 Days) • Due Date Tue Nov 24 2020 12:48PM (4 Days)
 Locator LOC1 "Locator 1" Assigned Fri Nov 20 2020 1:02PM (Just Now)

OUPS MAP01 ROUT NEW LREQ A032501290-00A (Due<48HR) Normal
LOC1 "Locator 1"

Address OH / ASHTABULA / PIERPONT TWP / STATE LINE RD /
 Company TEST TICKET • Done For TEST
 Work Type TEST TICKET
 Location TEST TICKET
 Sequence 2020-11-20 #00001 (13 Hours Ago) • Received 2020-11-20 #00001 (13 Hours Ago)
 Work Date Tue Nov 24 2020 12:48PM (4 Days) • Due Date Tue Nov 24 2020 12:48PM (4 Days)
 Locator LOC1 "Locator 1" Assigned Fri Nov 20 2020 1:02PM (Just Now)

You can then choose an action to apply to these selected tickets. You can either assign the tickets to a specific Locator account or respond to them by choosing the appropriate locator or response from the drop-down menu:

3 Selected

There are 3 tickets selected.

Open	Closed	Assigned	Unassigned
3	0	0	3

MAP01

3

Locator

Response



In option 1 after the response has been sent out for multiple tickets, a summary of these actions will be displayed showing the responses sent and how many tickets were responded to.

2 Selected

Back

There are 2 tickets selected.

Open	Closed	Assigned	Unassigned
0	2	0	0

MAP01

2

Post Response

2 of 2 ticket(s) were responded to.

Detail (2)

Re-Open (2)

Click the **Detail** button to view the ticket number, member code, and response sent. If you click the curved arrow to the right of each ticket listed in the Detail field, the full ticket will open in a new tab. You also have the option of reopening those tickets that have just been responded to by clicking the **Re-Open** button located below the Details Summary.

2 Selected

[← Back](#)

There are 2 tickets selected.

Open	Closed	Assigned	Unassigned
0	2	0	0

MAP01

2

Post Response

2 of 2 ticket(s) were responded to.

Detail (2)

- OK - A032501290-00A MAP01 RESPONSE:002 (Ticket Closed) [↻](#)
- OK - A032501277-01A MAP01 RESPONSE:002 (Ticket Closed) [↻](#)

[★ Re-Open \(2\)](#)

After clicking the **Re-Open** button, the same tickets that were originally closed by the response, if you selected a response that truly closes a ticket, are now listed as being an opened ticket once again.

Option 2 is for individual ticket responses only. Responding to your open tickets is to view the ticket through the All Open Tickets screen.

All Open Tickets

Page 1 of 34 • Tickets 1 to 25 843 Total

OUPS MAP01 ROUT REPT LREQ A032501277-01A (Due<96HR) Normal
LOC1 "Locator 1"

Address OH / RICHLAND / MANSFIELD / MANSFIELD INDUSTRIAL PKWY / 55
Company TRIPLE D COMMUNICATIONS • Done For CENTURYLINK
Work Type FIBER OPTIC INSTALLATION
Location FRONT OF PROPERTY FARTHEST POINT OFF ROAD: 40 FT DISTANCE FROM CROSS STREET: BETWEEN AREA IS MARKED W/ WHITE PAINT
Sequence 2020-11-20 #00002 (13 Hours Ago) • Received 2020-11-20 #00002 (13 Hours Ago)
Work Date Tue Nov 24 2020 12:38PM (4 Days) • Due Date Tue Nov 24 2020 12:49PM (4 Days)
Locator LOC1 "Locator 1" Assigned Fri Nov 20 2020 1:02PM (15 Minutes Ago)
Response 002 Date Fri Nov 20 2020 1:14PM (2 Minutes Ago)
Response Comment

OUPS MAP01 ROUT NEW LREQ A032501290-00A (Due<96HR) Normal
LOC1 "Locator 1"

Address OH / ASHTABULA / PIERPOINT TWP / STATE LINE RD /
Company TEST TICKET • Done For TEST
Work Type TEST TICKET
Location TEST TICKET
Sequence 2020-11-20 #00001 (13 Hours Ago) • Received 2020-11-20 #00001 (13 Hours Ago)
Work Date Tue Nov 24 2020 12:48PM (4 Days) • Due Date Tue Nov 24 2020 12:48PM (4 Days)
Locator LOC1 "Locator 1" Assigned Fri Nov 20 2020 1:02PM (15 Minutes Ago)
Response 002 Date Fri Nov 20 2020 1:14PM (2 Minutes Ago)
Response Comment

When you click the **VIEW** button on one of the tickets in the list, the ticket will open in a different tab. Here you can select **Respond** to the ticket.

A033700968-00A

OH811 WebTMS MOEBADMIN "moebadmin" • Administrator

OUPS A033700968-00A ROUT NEW LREQ (Due < 48HR)

Work Type US ELECTRIC AND TELEPHONE
Done For BERSHEL ELECTRIC
Address OH / BUTLER / FAIRFIELD TWP / GILMORE RD / 6897
Location ENTIRE PROPERTY FARTHEST POINT OFF ROAD: 200 FT DISTANCE FROM CROSS STREET: NORTH OF
Due Date Fri Dec 04 2020 11:02AM (2 Days)
Work Date Fri Dec 04 2020 11:02AM (2 Days)
Received Wed Dec 02 2020 10:52AM (21 Minutes Ago)
Last Update Wed Dec 02 2020 10:54AM BY SYSTEM (18 Minutes Ago)

Responses (1)

MAP01

Status: OPEN • LOC1 "Locator 1"
Response: (No Response)



When responding to your ticket(s) with option 1 or 2 you will be given the following call boxes. Response, Located Date, and Located Time are required to be completed before the response can be sent back to the One Call Notification Center:

RESPONSE: Select the appropriate response code for the ticket from the drop-down menu. Your response options will auto-adjust for Normal vs. Design tickets.

LOCATED DATE: Specify the date the ticket was located.

LOCATED TIME: Specify the time the ticket was located.

UNITS MARKED: Input the number of units that have been marked for the location. These numbers will be used in the reporting service.

TIME WORKED (#h #m): Input the total number of units worked, meaning the total time spent in marking the location. This also will be used in the WebTMS reporting service.

WORK DONE: You have the option to describe the type of work completed when locating or responding to a ticket or a group of tickets.

IN HOUSE COMMENTS: Add special notes to the ticket; these will only be visible internally and not to the excavator.



RESPOND

Member Code	Current Response
<input type="radio"/> MAPE	<NO> RESPONSE>
<input type="radio"/> MAPW	<NO> RESPONSE>

Response

Located Date

Located Time

Units Marked

Time Worked (#h #m)

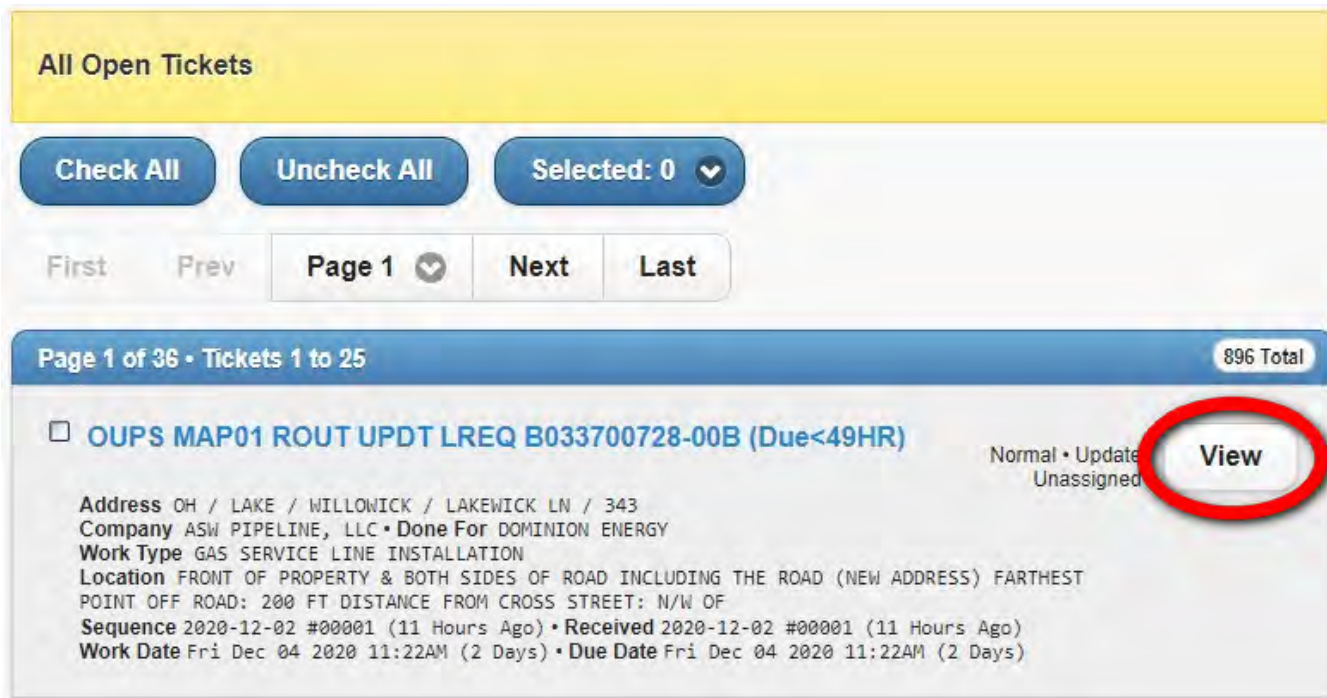
Work Done

In House Comments

Respond **Cancel**

VIEWING TICKETS

To view the tickets through the All Open Tickets screen, select **View** on the right side of the ticket. When you click the **VIEW** button on one of the tickets in the list, the ticket will open in a different tab.



All Open Tickets

Page 1 of 36 • Tickets 1 to 25 896 Total

<input type="checkbox"/> OUPS MAP01 ROUT UPDT LREQ B033700728-00B (Due<49HR)	Normal • Update Unassigned	<input type="button" value="View"/>
<p> Address OH / LAKE / WILLOWICK / LAKEWICK LN / 343 Company ASW PIPELINE, LLC • Done For DOMINION ENERGY Work Type GAS SERVICE LINE INSTALLATION Location FRONT OF PROPERTY & BOTH SIDES OF ROAD INCLUDING THE ROAD (NEW ADDRESS) FARTHEST POINT OFF ROAD: 200 FT DISTANCE FROM CROSS STREET: N/W OF Sequence 2020-12-02 #00001 (11 Hours Ago) • Received 2020-12-02 #00001 (11 Hours Ago) Work Date Fri Dec 04 2020 11:22AM (2 Days) • Due Date Fri Dec 04 2020 11:22AM (2 Days) </p>		

Once the ticket opens in a new tab, you will have the options to print, assign, or respond at the top. For additional information about the ticket or to view and upload images/ notes, you will be presented with several drop-down sections. The available drop-down sections on every ticket include:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Responses • Original Ticket • Map • Images | <ul style="list-style-type: none"> • Notes • History • Reports • Center/811 • +Response History |
|---|--|

A120301631-00A

OH811 WebTMS

SHARIDDIR "Shari Davies" • Director

Refresh Home Menu Logout

OUPS A120301631-00A ROUT NEW LREQ (OVERDUE)

OPEN

Normal

Print

Assign

Respond

Config

Work Type CURB - REMOVING AND REPLACING
Done For JACKSON TWP
Address OH / STARK / JACKSON TWP / BRUT CIR NW / 3475
Location FRONT OF PROPERTY FARTHEST POINT OFF ROAD: NO MORE THAN 10 FT DISTANCE FROM CROSS STREET: SOUTH OF
Due Date Mon Jul 26 2021 11:00AM (3 Weeks Ago)
Work Date Mon Jul 26 2021 11:00AM (3 Weeks Ago)
Received Thu Jul 22 2021 10:49AM (4 Weeks Ago)
Last Update Thu Jul 22 2021 10:51AM by SYSTEM (4 Weeks Ago)

+ Responses (2)

+ Original Ticket

+ Map

+ Images (0)

+ Notes (0)

+ History (11)

+ Reports (4)

+ Center/811 +Response History (0)

CONFIG

The **CONFIG** button will allow you to arrange the options the best suit your needs

Configure Layout

Arrange sections in the order preferred. Use the Up and Down buttons to move the section up or down.

- Overview
- Responses
- Revisions
- Ticket Text
- Map
- Images
- Notes
- History
- Reports
- Center/811 +Response

RESPONSES

In the **Responses** drop-down section, you will see the ticket displayed with related limited information, such as the status of the ticket (whether it is open and assigned), whether there is a response attached to the ticket, the location, who the work is for, the type of work taking place, and the dates associated with the ticket (work date, due date, etc.).

Work Type	REPLACE EXISTING DRIVEWAY WITH NEW
Done For	OWNER
Address	OH / HAMILTON / CINCINNATI / E ROCKWOOD DR / 1276
Location	ENTIRE PROPERTY - INCLUDE THE DRIVEWAY FARTHEST POINT OFF ROAD: UP TO 175 FT DISTANCE FROM CROSS STREET: N OF
Due Date	Fri Dec 04 2020 11:17AM (2 Days)
Work Date	Fri Dec 04 2020 11:17AM (2 Days)
Received	Wed Dec 02 2020 11:08AM (30 Minutes Ago)
Last Update	Wed Dec 02 2020 11:10AM by SYSTEM (27 Minutes Ago)

Responses (1)

■ MAP01 Assign Respond Clipboard

Status: OPEN • «UN-ASSIGNED»
Response: (No Response)

Color coding of the Status:

■ MAP01 Green – Open	■ MAP01 Yellow – Opened but Unassigned	■ MAP01 Grey – Closed
--	---	--

ORIGINAL TICKET

Under **Original Ticket**, you will see the full version of the ticket in text format.



Original Ticket

[View OUPS Link](#)

MAP01 00001 OUP5a 11/20/20 12:34:16 A032501290-00A ROUT NEW POLY LREQ

Ticket : A032501290 Rev: 00A Taken: 11/20/20 12:33 PM Channel: OPR

State: OH Cnty: ASHTABULA Place: PIERPONT TWP

Address : Street: STATE LINE RD
Cross 1 : MARCY RD
Rail/Hwy: Milemarker(s):
Where : TEST TICKET

WorkType: TEST TICKET
Done for: TEST
Done by :
Whitelined: N Blasting: N
Means of Excavation:

Work date: 11/24/20 12:48 PM
Start by : 12/07/20 12:48 PM Response Due: 11/24/20 12:48 PM

Best Fit: 41.753319/-80.520211 41.753328/-80.519088
: 41.752230/-80.519079 41.752221/-80.520203

Comments: TEST
: ALL MEMBERS ADDED ARE ADVISED TO CHECK THEIR DATABASES AND CONTACT
: MEMBER SERVICES, AT 800-311-3692 OPTION 6, WITH ANY NEEDED CHANGES.
: ADDED MBRS: TSRP05

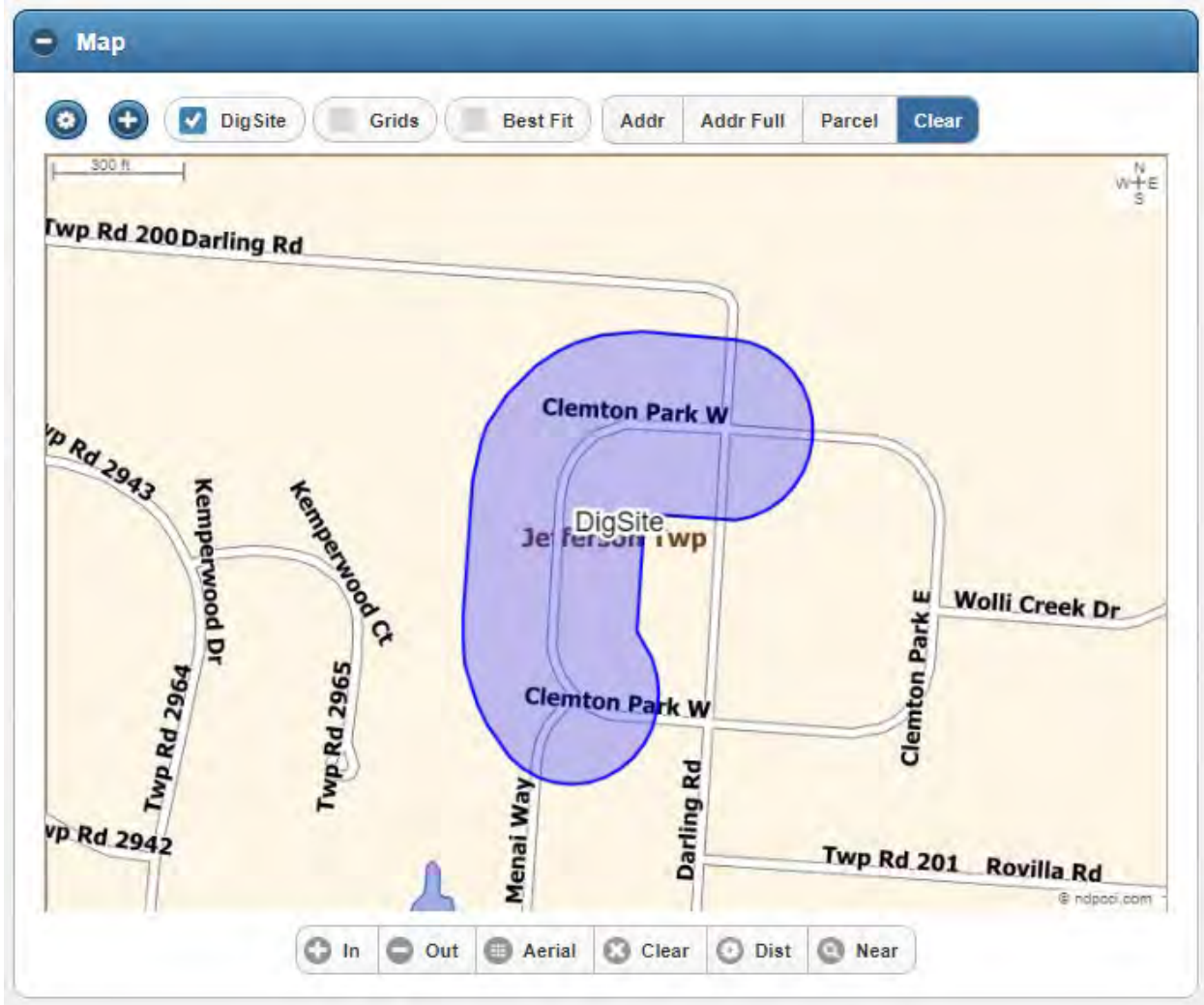
Caller : TEST Phone: 800-311-3692
Company : TEST TICKET Type: MEMB
Co addr : TEST ADDRES
City : SCHENECTADY St: NY Zip: 12345
Alt cont: SAME AS ABOVE Phone:
Email: ASKED

Members:

View map at:
https://newtin.oups.org/newtinweb/map_tkt.nap?TRG=39w0w0wys0wuvx2m9g3

MAP

In the **Map** section, you will see the location that the excavator has outlined in our mapping system, referred to as **Dig Site**:



Features of the map are:

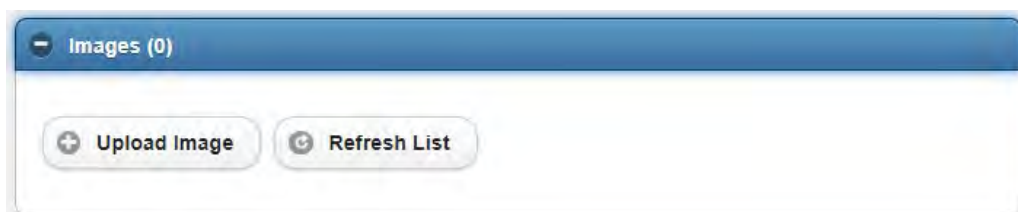
- **Grids:** Ability to view the Grid(s) selected for notification
- **Best Fit:** Smallest area that can be created with four points that encompass **Dig Site**
- **Addr:** Shows the address points per that counties data, if available



- **Addr Full:** Shows the full address point per that counties data, if available
- **Parcel:** Shows the parcel lines per that counties data, if available
- **Clear:** Removes Addr, Addr Full and Parcels
- Ability to zoom in or out on the map by using the + or - buttons
- Aerial view of the viewable area by selecting the **Aerial** button
- The **Clear** button is used to clear all tool selections from the map.
- **DIST:** Straight-line measurement
 - Select the **Dist** tool and click on the map to make the measurement beginning point and then click again on a different point to create the full line. When you click the **Dist** tool button again, it highlights the distance line and lists the total footage/mileage in the bottom left corner of the map.
- The **Near** tool can be used to select the street and show the address range for the selection.

IMAGES

In the **Images** section, you can view or upload files to the selected ticket. Tickets may have file attachments associated with them. This section allows you to view, upload, download, and edit file attachments. Attachments will be associated with the ticket number and revision currently displayed; however, the list displayed will include attachments for any revision of the ticket. The images uploaded into this section will be sent to OHIO811 along with the Positive Response code posted to the ticket.



OPEN Normal

Print Assign Respond

Work Type
Done For
Address
Location
Due Date
Work Date
Received
Last Update

STANCE FROM

+ Responses (0)
+ Original Ticket
+ Ticket Map
- Images (0)
+ Upload Image
+ Notes (0)
+ History (8)
+ Reports (2)

Upload Image

File

No file chosen

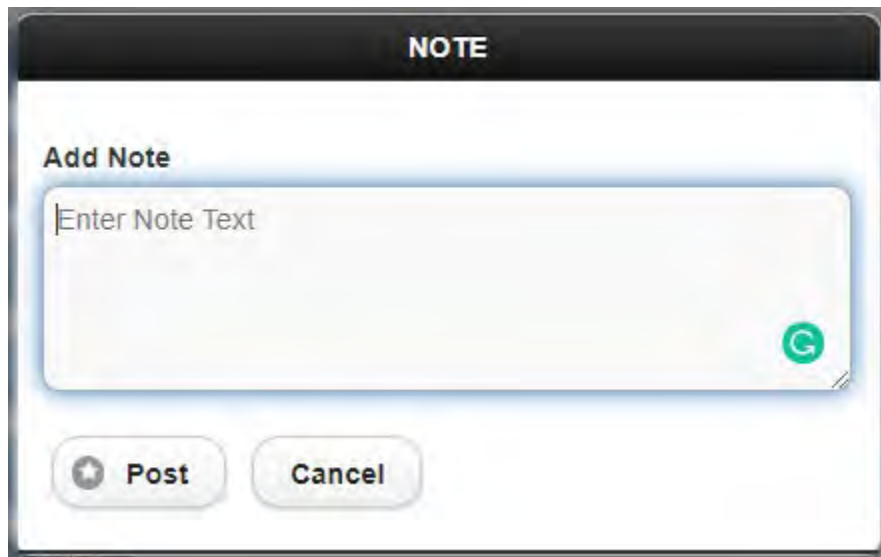
Caption

Comments

Code

NOTES

With **NOTES** you have the capability to add internal notes on a per notification basis.

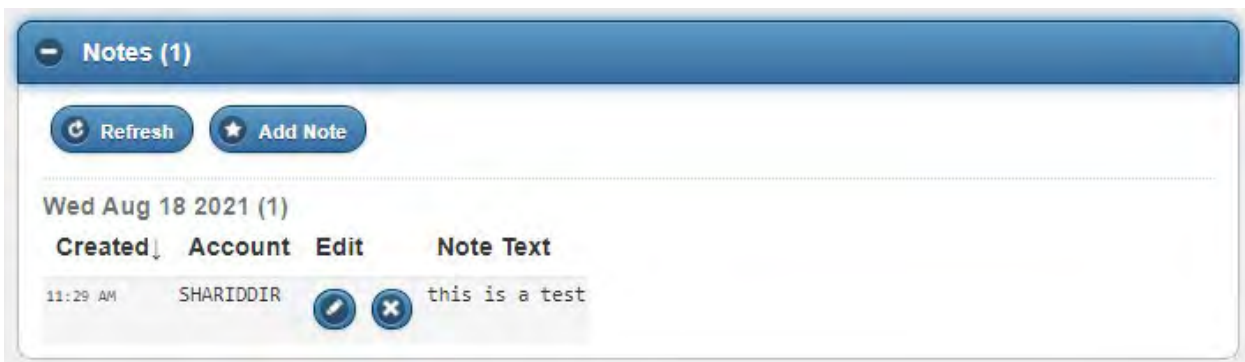


NOTE

Add Note

Enter Note Text



Post **Cancel**



Notes (1)

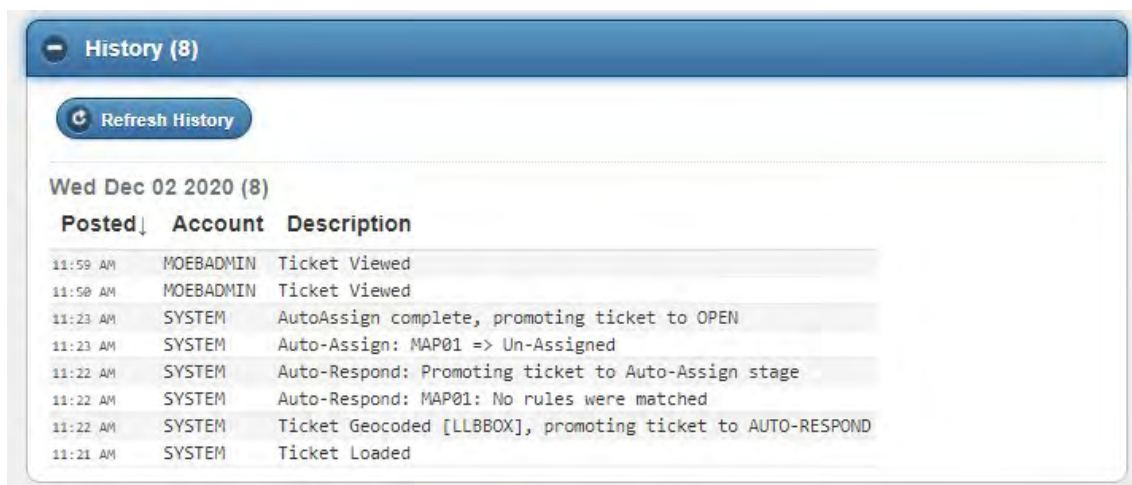
Refresh **Add Note**

Wed Aug 18 2021 (1)

Created	Account	Edit	Note Text
11:29 AM	SHARIDDIR	 	this is a test

HISTORY

In the **History** section, you will see the history of any actions taken on this ticket, along with the date, time, and a short description of the action:



Posted	Account	Description
11:59 AM	MOEBADMIN	Ticket Viewed
11:58 AM	MOEBADMIN	Ticket Viewed
11:23 AM	SYSTEM	AutoAssign complete, promoting ticket to OPEN
11:23 AM	SYSTEM	Auto-Assign: MAP01 => Un-Assigned
11:22 AM	SYSTEM	Auto-Respond: Promoting ticket to Auto-Assign stage
11:22 AM	SYSTEM	Auto-Respond: MAP01: No rules were matched
11:22 AM	SYSTEM	Ticket Geocoded [LLBBOX], promoting ticket to AUTO-RESPOND
11:21 AM	SYSTEM	Ticket Loaded

REPORTS

The **Reports** section is viewable in the Director, Administrator, and Dispatcher accounts. This section includes a report of how the ticket has been auto-assigned and a report on any auto-responses attached to it.

Reports (2)

- AUTO-ASSIGN:MAP01:Wed Feb 24 2021 12:20PM**
 Auto-Assign started for MAP01
 Auto-Assign Emergency Tickets setting: TO:HACKER
 There are no rules defined.
- AUTO-RESPOND:MAP01:Wed Feb 24 2021 12:19PM**
 Auto-Respond started for member code MAP01
 No rules were matched.

CENTER/811 +RESPONSE HISTORY

The **Center/811 +Response History** section contains a list with dates and times that responses were sent to the One Call Notification Center from WebTMS.

Center/811 +Response History (1)

Date	Code	OUPS Response
Wed Dec 02 2020 12:13PM	MAP01	454 OK

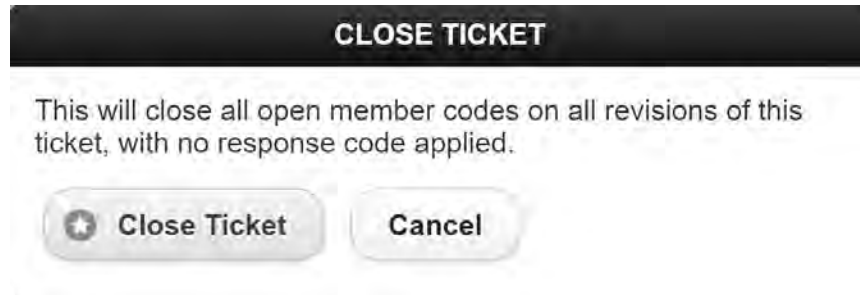
CLOSING OUT CANCELLED TICKETS

When a ticket is canceled, it will still be in your queue under the **TYPE – CNCL**.

Click on the **Cancelled Ticket** and then click **CLOSE**.



You will get a pop-up window that says, “This will close all open member codes on all revisions of this ticket, with no response code applied.”



Click on **Close Ticket** to close this ticket, along with all the revisions.



DESKTOP MODE

HOMEPAGE OVERVIEW

Your desktop mode homepage will give you a quick view of a variety of areas regarding your tickets, including:

- List of Member codes with current tickets count
- Stages with current tickets count
- Locator Assignment by locator and un-assigned with current tickets count
- Priority, Type, or Category with current tickets count
- Ticket Class with current tickets count
- Counties breakdown with current tickets count

The screenshot shows a desktop dashboard with a navigation bar at the top containing 'Home', 'Tickets (35)', and a status bar with counts: '13 - OPEN', '891 - UN-ASSIGNED', '197 - ASSIGNED', '694 - EMERGENCY', '0 - DAMAGE', and '0 - MESSAGES'. The main content area is divided into six columns:

Member Codes		Stages		Locator Assignment		Priority, Type, Category				Ticket Classes		Counties		
Code	Tickets	Stage	Tickets	Locator	Tickets	Priority	Type	Category	Tickets	Class	Tickets	County	Tickets	
MAP	28	Assigned	694	Un-Assigned	197	INSP	NEW	LREQ	18	Normal	810	39001 = Adams, OH	1	
HAP01	528	Un-Assigned	197	BRIANSLOC	Brian Strickland	0	INSP	NEW	ONJB	3	Short Notice	81	39003 = Allen, OH	4
HAFE	166	Total	891	HACKER	Hacker Locator	0	INSP	REPT	LREQ	15	Non-Compliant	81	39005 = Ashland, OH	4
MAPW	169			LOC1	Locator 1	7	INSP	REPT	ONJB	13	On-Going	28	39007 = Ashtabula, OH	3
				MOEBLOCATOR	Maureen Beardman	663	INSP	UPDT	LREQ	4	Update	145	39009 = Athens, OH	6
				SHARIDLOC	Shari Davies	24	ROUT	NEW	DSGN	3			39011 = Auglaize, OH	17
							ROUT	NEW	LREQ	383			39013 = Belmont, OH	7
							ROUT	REPT	LREQ	30			39015 = Brown, OH	8
							ROUT	UPDT	LREQ	82			39017 = Butler, OH	19
													39019 = Carroll, OH	1
													39021 = Champaign, OH	3
													39023 = Clark, OH	7
													39025 = Clermont, OH	50
													39027 = Clinton, OH	3
													39029 = Columbiana, OH	10
													39035 = Cuyahoga, OH	35
													39037 = Darke, OH	1
													39039 = Defiance, OH	1

MENU

Clicking on the **+MENU** button will open your WebTMS Menu, which will alter its available options to choose from based on the users' account type.

Code	Tickets
MAP	28
MAP01	528
MAPE	166
MAPW	169

Stage	Tickets
Assigned	694
Un-Assigned	197
Total	891

Locator	Tickets
Un-Assigned	197
BRIANSLOC Brian Strickland	0
HACKER Hacker Locator	0
LOC1 Locator 1	7
MOEBLOCATOR Maureen Beardman	663
SHARIDLOC Shari Davies	24

Priority	Type	Category	Tickets
INSF	NEW	LREQ	18
INSF	NEW	ONJB	3
INSF	REPT	LREQ	15
INSF	REPT	ONJB	13
INSF	UPDT	LREQ	4
ROUT	NEW	DSGN	3
ROUT	NEW	LREQ	383
ROUT	REPT	LREQ	20
ROUT	UPDT	LREQ	82

Class	Tickets
Normal	810
Short Notice	81
Non-Compliant	81
On-Going	28
Update	145

WebTMS Menu ✕

[🏠 Mobile Home](#)
[🖥️ New Desktop](#)

WebTMS	Admin
🏠 Home	🔧 Settings (Main Page)
📁 Open Tickets	👤 Users
📍 Map	🔧 Member Codes
📄 Clipboard	🔧 Response Codes
🔍 Search Tickets	📄 Ticket Formats
✉ Messages	🔧 Supplemental Messages
📊 Reports	🔧 Map Layers
📧 Queue: E-Mail	📄 Map Layer Upload
📧 Queue: Tasks	🔧 Auto-Respond Rules
📧 Queue: +R/Center811	🔧 Auto-Assign Rules
🔧 Change Password	🔧 Re-Assign Tickets & Rules
	🔧 Center EOD Audits
	🔧 WebTMS EOD
	🔧 Archives
	🔧 Event Log

LOGOUT
Close



WEBTMS

HOME: will take you to the homepage

OPEN TICKETS: displays the tab with a list of tickets. By default, it shows all open tickets, but custom filters can be set. Depending on browser settings, these configurations should be saved between sessions

MAP: allows you to view tickets on a map

CLIPBOARD: shows the tickets currently saved to the clipboard. The clipboard is used for the ticket route functionality

SEARCH TICKETS: opens a new tab to search for tickets based on advanced criteria. (Same interface as the mobile mode)

MESSAGES: displays Broadcast messages from the 811 Call Center or from WebTMS that may need to be acknowledged/addressed

REPORTS: will take you to the Reports section of WebTMS

QUEUE: E-MAIL: displays the user's emails

QUEUE: TASKS: shows tasks done by the user. You can view Task History by clicking on **TASK HISTORY**

QUEUE: +R/CENTER811: shows tickets in the Center Positive Response Queue and recent tickets called into the One Call Center

CHANGE PASSWORD: done by the user



ADMIN

SETTINGS (MAIN PAGE): directs you to the Settings page on the mobile site.

USERS: shows the user account management window. (Same as the mobile mode.)

MEMBER CODES: directs you to the member code maintenance page.

RESPONSE CODES: allows you to create and edit response codes. (Identical to the mobile mode.)

TICKET FORMATS: allows you to create and edit the formats on every section of tickets in the system.

SUPPLEMENTAL MESSAGES: allows you to set up tickets to be forwarded to additional Emails. (Same as mobile mode.)

MAP LAYERS: allows you to create and edit map layers. (Same interface as the mobile mode.)

MAP LAYER UPLOAD: takes you to the Upload Map Layer page. Shapefiles can be uploaded into WebTMS and saved to create new map layers.

AUTO-RESPOND RULES: allows you to Create and edit auto-response rules. (Mobile mode layout.)

AUTO-ASSIGN RULES: allows you to create and edit auto-assign rules. (Mobile mode layout.)

RE-ASSIGN TICKETS & RULES: allows you to create and edit auto-assign rules. (Mobile mode layout.)

CENTER EOD AUDITS: Select the month to view EOD audit listings ascending by A and B systems along with ascending dates and users. (Displays in the mobile mode layout.)



WEBTMS EOD: shows company EOD reports. (Mobile mode layout.)

ARCHIVES: shows ticket archives.

EVENT LOG: provides detailed information on Account, Created and Description.

OPEN TICKETS

You can manage your tickets from any Tickets tab. This tab displays a list of tickets based on the set filter criteria. The easiest way to view this is by clicking on **+MENU** and then selecting **Open Tickets**.

Director SHARIDDIR | Shari Davies | OH811 WebTMS | Wed 8/18/21 02:12 pm | Logout

Home x Tickets (1,112) x

Respond Assign View Diff 4 Config Tab

OUPS Member (Any) Seq Date (Any) Priority (Any) Type (Any) Category (Any) Stage (Open)

County (Any) Locator (Any) Due (Any) Reset

Update

Page Filter First Prev Page 1 of 12 Next Last

1,112 tickets Showing page 1 of 12, rows 1 to 100 of 1,112 • 0 selected • ALL CLEAR

TMS	Center	Member	Ticket	Rev	Type	Pri	Seq Date	Seq#	Locator	County	Place	Compan
<input type="checkbox"/> ★ OVERDUE	OUPS	MAP	A933800824	01A	REPT	INSF	12/5/19	00004	MOEBLOCATOR	LORAIN	AVON	MILLER
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP	A933800930	00A	NEW	ROUT	12/5/19	00005	MOEBLOCATOR	LORAIN	AVON	MILLER
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP	A933800935	00A	NEW	ROUT	12/5/19	00006	MOEBLOCATOR	LORAIN	AVON	MILLER
<input type="checkbox"/> ★ OVERDUE	OUPS	MAP	A933800944	00A	NEW	ROUT	12/5/19	00007	MOEBLOCATOR	WARREN	FRANKLIN TWP	JEFF MI
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP	A933800954	00A	NEW	ROUT	12/5/19	00008	MOEBLOCATOR	LORAIN	AVON	MILLER
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP	A933801616	00A	NEW	ROUT	12/5/19	00009	MOEBLOCATOR	MAHONING	CANFIELD	RHOAD
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP	A933802763	01A	REPT	INSF	12/5/19	00015	MOEBLOCATOR	CLERMONT	MIAMI TWP	CLERM
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP01	A010602712	00A	NEW	ROUT	4/15/20	00016	Un-Assigned	FRANKLIN	JEFFERSON TWP	BRADF
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP01	A010801576	00A	NEW	ROUT	4/17/20	00004	Un-Assigned	CLERMONT	MIAMI TWP	CLERM
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP01	A010801926	00A	UPDT	ROUT	4/17/20	00005	Un-Assigned	MARION	PLEASANT TWP	ATTICA
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP01	A010802098	01A	REPT	ROUT	4/17/20	00006	Un-Assigned	WARREN	DEERFIELD TWP	BATES
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP01	A010900098	00A	NEW	ROUT	4/18/20	00001	Un-Assigned	CUYAHOGA	PARMA	A G WA
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP01	A010900197	00A	NEW	ROUT	4/18/20	00002	Un-Assigned	CUYAHOGA	CHAGRIN FALLS	
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP01	A010900286	00A	NEW	ROUT	4/18/20	00004	Un-Assigned	HIGHLAND	HILLSBORO	
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP01	A010900290	00A	NEW	ROUT	4/18/20	00005	Un-Assigned	HAMILTON	CROSBY TWP	RICK L
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP01	A011100427	00A	UPDT	ROUT	4/20/20	00001	Un-Assigned	FRANKLIN	DUBLIN	CHUCK



The Tickets screen has a row of filters along the top to change what tickets to display.

The screenshot shows the OHIO811.org interface. At the top, there are two tabs: 'Home' and 'Tickets (1,112)'. Below the tabs is a row of action buttons: 'Respond', 'Assign', 'View', 'Diff', '4', 'Config', and 'Tab'. Underneath these are filter dropdowns for 'OUPS Member (Any)', 'Seq Date (Any)', 'Priority (Any)', 'Type (Any)', and 'Category (Any)'. Below that are more filter dropdowns for 'Stage (Open)', 'County (Any)', 'Locator (Any)', and 'Due (Any)', along with a 'Reset' button. A green 'Update' button is located below the filters. At the bottom, there is a 'Page Filter' input field and a pagination bar showing 'Page 1 of 12' with 'Prev', 'Next', and 'Last' buttons.

RESPOND: is used to respond to a selected ticket(s).

ASSIGN: is used to assign selected ticket(s).

VIEW: opens a new tab and shows the Ticket Details.

MAIL: allows you to send tickets via email (based on the email address tied to a user account or a separate email address entered manually).

PRINT: allows you to print selected tickets.

DOWNLOAD: allows you to download tickets in various formats, including their shapefile Zip archives.

DIFF: allows you to compare two tickets side by side and see their differences.

CLIPBOARD: opens the clipboard tab.

CONFIG: is used to customize how the current ticket summary filters and displays tickets.

TAB: is used to create a new tab.

MEMBER: allows you to select one of your member codes to filter by.

SEQ DATE: allows you to select a single date that you received tickets.



PRIORITY: allows you to select by a ticket priority.

TYPE: allows you to select by ticket type.

CATEGORY: allows you to select by ticket category.

STAGE: allows you to select a specific stage the tickets are in.

COUNTY: allows you to select a specific county.

LOCATOR: allows you to select by a locator.

DUE: allows you to select a ticket due for a specific date.

RESET: allows you to reset all filters to their default settings.

UPDATE: refreshes the page to display tickets based on the new filter criteria.

PAGE FILTER: allows you to further filter tickets on the page. It looks through all displayed fields for the information you typed. Keep in mind this is not a search function, so it will only show tickets that meet all the other criteria as well.

ALL: selects all tickets on the page.

CLEAR: unselects all tickets on the page.

CREATING CUSTOM TABS (CONFIG)

If you have the Tickets tab in focus, you can select the **Config** button in the top right corner of the screen to adjust specific filters, colors, and columns you wish to use on the Tickets screen.



These customizations are set on a per-user basis and should be saved between sessions depending on your browser settings.

Under the **General** tab, you can customize your Tickets tab to show tickets in a preferred way.

Configure View ✕

General Colors Columns

Tab Label =

Auto-Refresh =

Default Sort = Select the default sort ordering of tickets.

Page Size = Select the number of records to display per page.

Filters = Select the filters to display.

- Center
- Member Code
- Sequence Date
- Ticket Priority
- Ticket Type
- Ticket Category
- Stage
- County
- Locator
- Due



Under the **Colors** tab, you can customize your Tickets tab to automatically color-code your incoming tickets in any way you desire.

Configure View ✕

General
Colors
Columns

Colors ≡ Select optional color coding of tickets. Click and drag the ⇅ arrow to re-arrange the color ordering. The order of precedence starts from the Top and goes Down.

<input checked="" type="checkbox"/> Closed Tickets	A012345678-001 NORM	⇅		⇅	
<input type="checkbox"/> Cancel	A012345678-001 CNCL	⇅		⇅	
<input type="checkbox"/> Emergency	A012345678-001 EMER	⇅		⇅	
<input type="checkbox"/> Damage	A012345678-001 DAMG	⇅		⇅	
<input type="checkbox"/> Overdue	A012345678-001 NORM	⇅		⇅	
<input type="checkbox"/> Due < 4HRS	A012345678-001 NORM	⇅		⇅	
<input type="checkbox"/> Due < 8HRS	A012345678-001 NORM	⇅		⇅	
<input type="checkbox"/> Due < 24HRS	A012345678-001 NORM	⇅		⇅	
<input type="checkbox"/> Short Notice	A012345678-001 SHRT	⇅		⇅	
<input type="checkbox"/> Rush	A012345678-001 RUSH	⇅		⇅	
<input type="checkbox"/> Late	A012345678-001 LATE	⇅		⇅	
<input type="checkbox"/> Update	A012345678-001 UPDT	⇅		⇅	
<input type="checkbox"/> Ongoing	A012345678-001 NORM	⇅		⇅	
<input type="checkbox"/> Meet	A012345678-001 MEET	⇅		⇅	
<input type="checkbox"/> Design	A012345678-001 DSGN	⇅		⇅	
<input type="checkbox"/> Re-Mark	A012345678-001 REMK	⇅		⇅	
<input type="checkbox"/> 2nd Notice	A012345678-001 2NDR	⇅		⇅	
<input type="checkbox"/> Non-Compliant	A012345678-001 NONC	⇅		⇅	
<input type="checkbox"/> Normal	A012345678-001 NORM	⇅		⇅	
<input type="checkbox"/> Gridded	A012345678-001 NORM	⇅		⇅	
<input type="checkbox"/> Polygon	A012345678-001 NORM	⇅		⇅	

Cancel
Save



Under the **Columns** tab, you can customize your Tickets tab columns by adding and rearranging the information you find most important and useful for you.

Configure View ✕

General Colors **Columns**

Columns to Display ≡ Select the columns to display. Click and hold the ⇅ symbol to drag and drop columns into the preferred order.

Select Column to Add ... Add Column

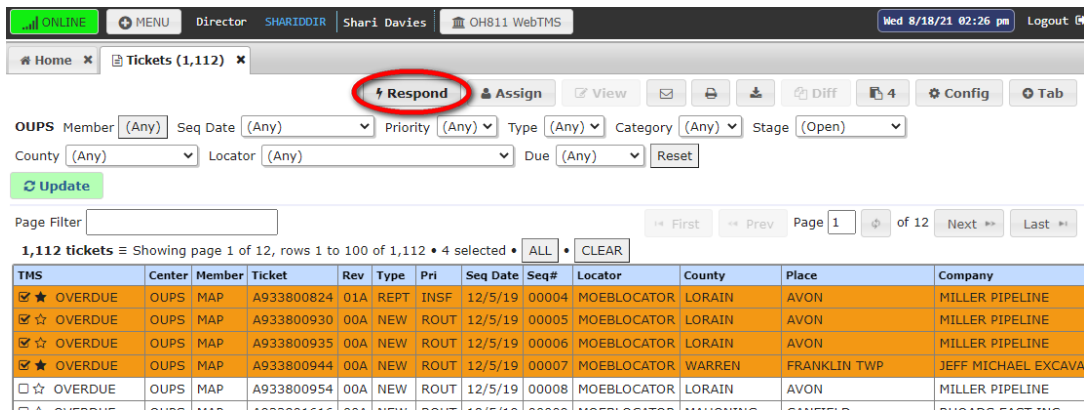
Reorder	Remove	Column	Description
⇅	<input type="checkbox"/>	Center	One-Call Center
⇅	<input type="checkbox"/>	Member	(Response) Member Code
⇅	<input type="checkbox"/>	Ticket	Ticket Number
⇅	<input type="checkbox"/>	Rev	Ticket Revision
⇅	<input type="checkbox"/>	Type	Ticket Type
⇅	<input type="checkbox"/>	Pri	Ticket Priority
⇅	<input type="checkbox"/>	Seq Date	(Response) Sequence Date
⇅	<input type="checkbox"/>	Seq#	(Response) Sequence Number
⇅	<input type="checkbox"/>	Locator	(Response) Assigned Locator
⇅	<input type="checkbox"/>	County	County
⇅	<input type="checkbox"/>	Place	Place
⇅	<input type="checkbox"/>	Company	Company
⇅	<input type="checkbox"/>	Work Type	Work Type

Cancel Save

RESPONDING & ASSIGNING TO TICKETS

You can assign or respond to tickets directly from the Tickets tab. You can assign or respond to tickets, either individually or by selecting multiple tickets, directly from the Tickets tab by checking the box under the TMS column:

Selecting the **Respond** button will bring up a pop-up response menu. Response, Located Date, and Located Time are required fields to be completed before the response can be sent back to the One Call Center:



The screenshot shows the OH811 WebTMS interface. At the top, there's a navigation bar with 'ONLINE', 'MENU', 'Director SHARIDDIR', 'Shari Davies', and 'OH811 WebTMS'. Below that, there are tabs for 'Home' and 'Tickets (1,112)'. A toolbar contains buttons for 'Respond', 'Assign', 'View', 'Print', 'Diff', '4', 'Config', and 'Tab'. The 'Respond' button is circled in red. Below the toolbar are various filters for OUPS, Member, Seq Date, Priority, Type, Category, Stage, County, and Locator. There is an 'Update' button and a pagination control showing 'Page 1 of 12'. A table of tickets is visible below the filters, with columns for TMS, Center, Member, Ticket, Rev, Type, Pri, Seq Date, Seq#, Locator, County, Place, and Company. The first four rows are highlighted in orange, indicating they are selected.

Respond: 4 Tickets (OUPS/OH) ✕

Respond for Members
 MAP (4)

Response
 (No Positive Response)

Located Date **Located Time**

Units Marked **Time Worked (#m or #h #m)**

Work Done
 Work Done Information (Optional)

In-House Comments
 In-House Comments (Optional)

Selecting the **Assign** button will bring up a pop-up menu where you can choose the appropriate locator for the job:

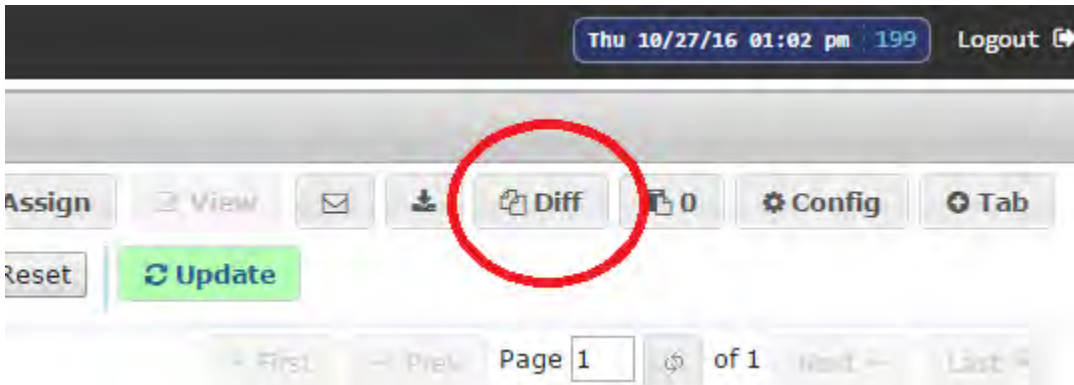
The screenshot shows the OHIO811 WebTMS interface. At the top, there is a navigation bar with 'ONLINE', 'MENU', 'Director SHARIDDIR', 'Shari Davies', and 'OH811 WebTMS'. Below this is a breadcrumb trail 'Home > Tickets (1,112)'. A toolbar contains buttons for 'Respond', 'Assign' (circled in red), 'View', 'Diff', 'Config', and 'Tab'. Below the toolbar are several filter dropdowns: 'OUPS Member (Any)', 'Seq Date (Any)', 'Priority (Any)', 'Type (Any)', 'Category (Any)', 'Stage (Open)', 'County (Any)', 'Locator (Any)', and 'Due (Any)'. There is an 'Update' button and a 'Page Filter' input field. The main area shows a table of tickets with columns: TMS, Center, Member, Ticket, Rev, Type, Pri, Seq Date, Seq#, Locator, County, Place, and Company. The table contains several rows of ticket data.

TMS	Center	Member	Ticket	Rev	Type	Pri	Seq Date	Seq#	Locator	County	Place	Company
★ OVERDUE	OUPS	MAP	A933800824	01A	REPT	INSF	12/5/19	00004	MOEBLOCATOR	LORAIN	AVON	MILLER PIPELINE
☆ OVERDUE	OUPS	MAP	A933800930	00A	NEW	ROUT	12/5/19	00005	MOEBLOCATOR	LORAIN	AVON	MILLER PIPELINE
☆ OVERDUE	OUPS	MAP	A933800935	00A	NEW	ROUT	12/5/19	00006	MOEBLOCATOR	LORAIN	AVON	MILLER PIPELINE
★ OVERDUE	OUPS	MAP	A933800944	00A	NEW	ROUT	12/5/19	00007	MOEBLOCATOR	WARREN	FRANKLIN TWP	JEFF MICHAEL EXCAVA
☆ OVERDUE	OUPS	MAP	A933800954	00A	NEW	ROUT	12/5/19	00008	MOEBLOCATOR	LORAIN	AVON	MILLER PIPELINE
☆ OVERDUE	OUPS	MAP	A933801616	00A	NEW	ROUT	12/5/19	00009	MOEBLOCATOR	MARION	CAMETFIELD	BROADS EAST INC

The screenshot shows a pop-up window titled 'Assign (5 tickets)'. The window contains the text 'Select Locator to Assign' and a dropdown menu labeled 'Locator'. The dropdown menu is open, showing the following options: 'Select ...', 'Select ...', 'Un-Assigned', 'JSCHMOOT ≡ Jim Schmoot', 'MCARR ≡ Miranda Carr Test', and 'TEST ≡ Bob Smith'. There are 'Cancel' and 'OK' buttons at the bottom right of the window.

VIEW TICKET DIFFERENCES

To view the differences between the two tickets, highlight the tickets from the Tickets tab and press the **DIFF** button located in the top right-hand corner of the screen.



A pop-up screen will appear showing both tickets side by side. The orange highlighting represents changed lines, green represents inserted lines, and red represents deleted lines.

A033800950-00A MAP01		A033800876-00A MAP01	
1	MAP01 00011 OUPsa 12/03/20 10:30:03 A033800950-00A ROUT NEW POLY LREQ	1	MAP01 00004 OUPsa 12/03/20 10:17:34 A033800876-00A ROUT NEW POLY LREQ
2		2	
3	Ticket : A033800950 Rev: OGA Taken: 12/03/20 10:28 AM Channel: OPR	3	Ticket : A033800876 Rev: OGA Taken: 12/03/20 10:15 AM Channel: OPR
4		4	
5	State: OH Cnty: ASHTABULA Place: FIERPONT TWP	5	State: OH Cnty: ASHTABULA Place: FIERPONT TWP
6		6	
7	Address : Street: MARCY RD	7	Address : Street: STATE LINE RD
8	Cross 1 : STATE LINE RD	8	Cross 1 : MARCY RD
9	Rail/Hwy: Milemarker(s):	9	Rail/Hwy: Milemarker(s):
10	Where : TEST TICKET FOR TESTING	10	Where : TEST TICKET
11		11	
12	WorkType: TEST TICKET FOR TEST	12	WorkType: TEST TICKET
13	Done for: OUPS SYSTEM	13	Done for: TEST
14	Done by :	14	Done by :
15	Whitelined: Y Blasting: N	15	Whitelined: N Blasting: N
16	Means of Excavation:	16	Means of Excavation:
17		17	
18	Work date: 12/07/20 10:43 AM	18	Work date: 12/07/20 10:30 AM
19	Start by : 12/17/20 10:43 AM Response Due: 12/07/20 10:43 AM	19	Start by : 12/17/20 10:30 AM Response Due: 12/07/20 10:30 AM
20		20	
21	Best Fit: 41.753319/-80.520211 41.753328/-80.519088	21	Best Fit: 41.753319/-80.520211 41.753328/-80.519088
22	: 41.752230/-80.519079 41.752221/-80.520203	22	: 41.752230/-80.519079 41.752221/-80.520203
23		23	
24	Comments: TESTING	24	Comments: TEST
25		25	
26	Caller : OUPS SYSTEM Phone: 800-311-3692	26	Caller : OUPS SYSTEM Phone: 800-311-3692
27	Company : OUPS SYSTEM Type: MEMB	27	Company : TEST TICKET Type: MEMB
28	Co addr : 0000 TEST ADDRESS	28	Co addr : TEST ADDRESS
29	City : SCHENECTADY St: NY Zip: 12345	29	City : SCHENECTADY St: NY Zip: 12345
30	Alt com: SAME AS ABOVE Phone:	30	Alt com: SAME AS ABOVE Phone:
31	Email: ASKED	31	Email: ASKED
32		32	
33	Members:	33	Members:
34		34	
35	View map at:	35	View map at:
36	https://newtin.oups.org/newtinweb/map_tkt.nap?IRG*E41IRYVU1R3N0hAaW	36	https://newtin.oups.org/newtinweb/map_tkt.nap?IRG*E22C00h0gYAMIFcBg4c
37		37	

You are also given the option to view the tickets in line with one another by selecting the **Inline** button from the top left corner of the popup window. The tickets' text will now be aligned. When viewing the tickets in line with one another, red represents the differences for the first selected ticket and green represents the differences for the second selected ticket.



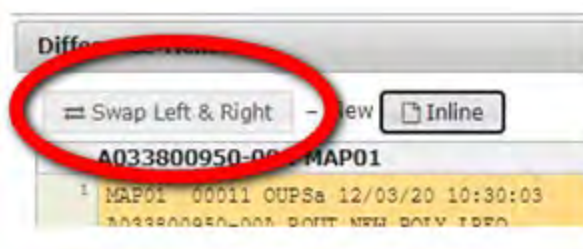
Difference Tickets

Swap Left & Right - View Side by Side

A033800950-00A MAP01 vs. A033800876-00A MAP01

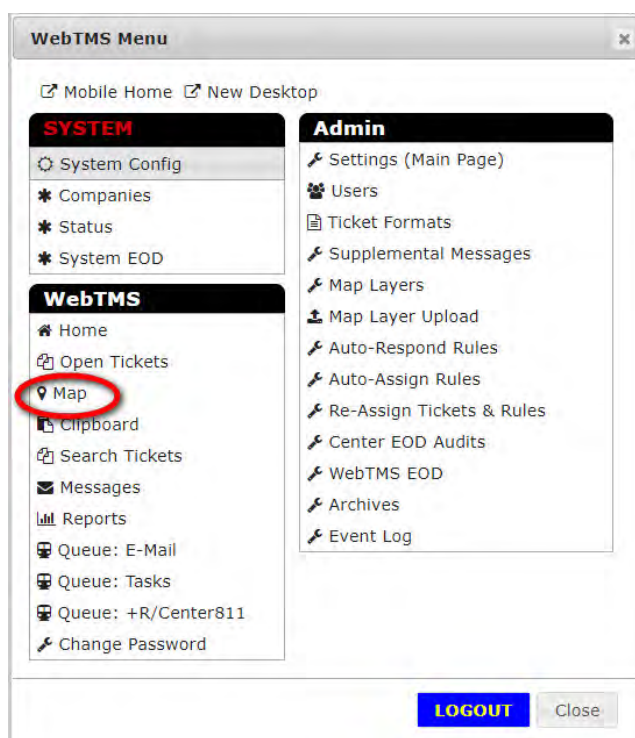
1	MAP01	00011	OUPSa	12/03/20	10:30:03	A033800950-00A	ROUT NEW POLY LREQ
1	MAP01	00006	OUPSa	12/03/20	10:17:34	A033800876-00A	ROUT NEW POLY LREQ
2	2						
3	3	Ticket : A033800950 Rev: 00A Taken: 12/03/20 10:28 AM Channel: OPR					
3	3	Ticket : A033800876 Rev: 00A Taken: 12/03/20 10:15 AM Channel: OPR					
4	4						
5	5	State: OH Cnty: ASHTABULA Place: PIERPONT TWP					
6	6						
7	7	Address : Street: MARCY RD					
8	8	Cross 1 : STATE LINE RD					
7	7	Address : Street: STATE LINE RD					
8	8	Cross 1 : MARCY RD					
9	9	Rail/Hwy: Milemarker(s):					
10	10	Where : TEST TICKET FOR TESTING					
10	10	Where : TEST TICKET					
11	11						
12	12	WorkType: TEST TICKET FOR TEST					
13	13	Done for: OUPS SYSTEM					
12	12	WorkType: TEST TICKET					
13	13	Done for: TEST					
14	14	Done by :					
15	15	Whitelined: Y Blasting: N					
15	15	Whitelined: N Blasting: N					
16	16	Means of Excavation:					
17	17						
18	18	Work date: 12/07/20 10:43 AM					
19	19	Start by : 12/17/20 10:43 AM Response Due: 12/07/20 10:43 AM					
18	18	Work date: 12/07/20 10:30 AM					
19	19	Start by : 12/17/20 10:30 AM Response Due: 12/07/20 10:30 AM					
20	20						
21	21	Best Fit: 41.753319/-80.520211 41.753328/-80.519088					
22	22	: 41.752230/-80.519079 41.752221/-80.520203					
23	23						
24	24	Comments: TESTING					
24	24	Comments: TEST					
25	25						

You can swap the tickets from left & right if you would like.

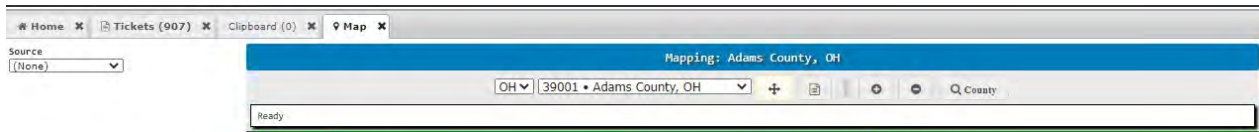


VIEW TICKETS ON MAP

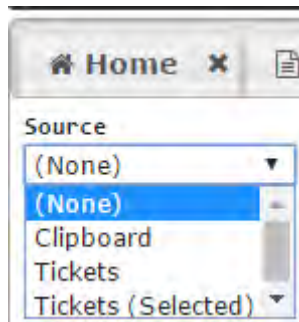
To view specific tickets or all tickets on a map, select **Map** from the menu options.



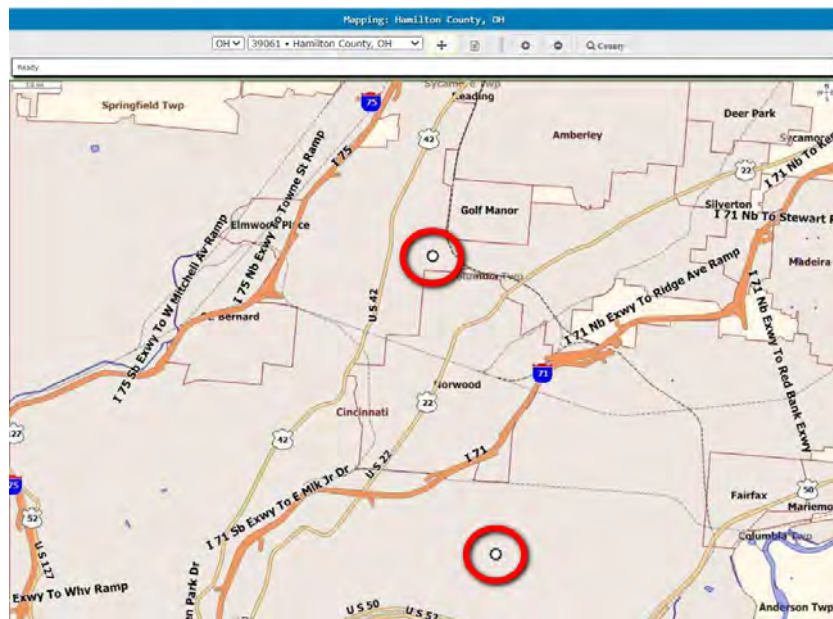
Select the state and county in which you would like to view from the drop-down menu.



From the Source drop-down menu on the left side of the screen, choose if you would like to see tickets that are on the **Clipboard**, all tickets then select **Tickets**, or if you highlighted specific tickets on the ticket summary screen you will see just those by selecting **Tickets (selected)**.

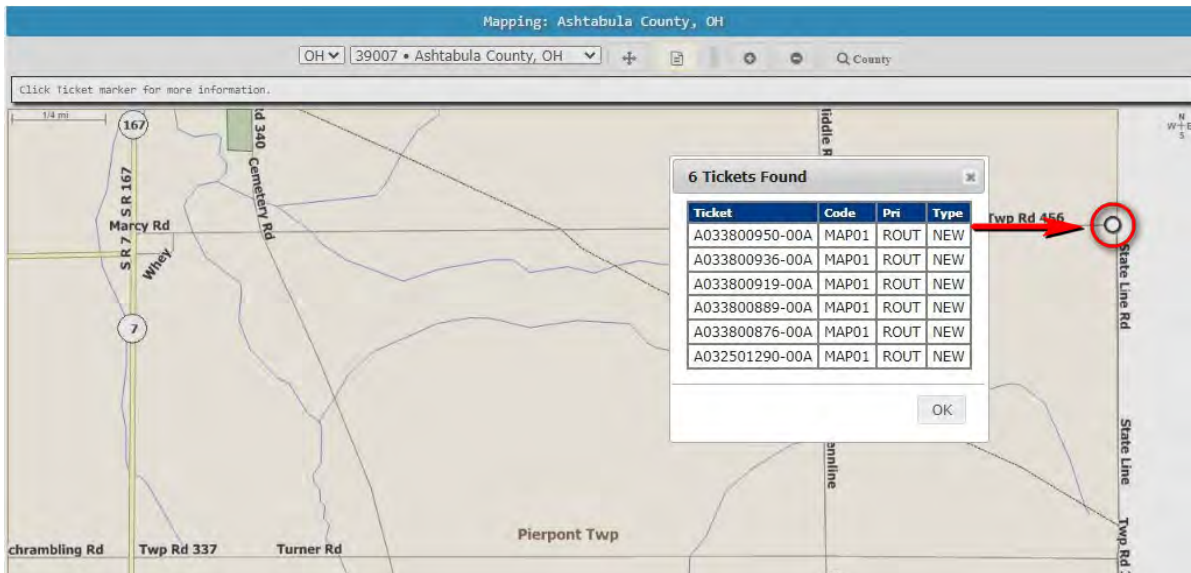
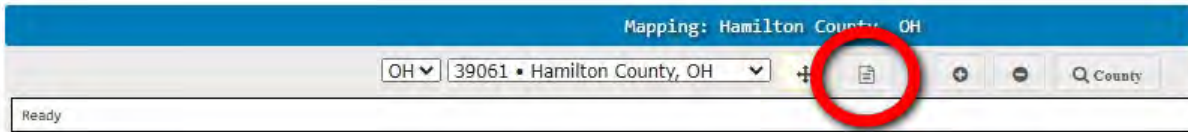


Whichever source you choose those tickets will then be highlighted on the map with a white dot/dots.





By selecting the **More Information** button on the top panel and clicking on a specific dot, a pop-up screen will appear with the ticket number associated with the area.



You then can click the ticket number and it will take you to the full body of the ticket in Mobile Version.

CLIPBOARD

The main purpose of the **Clipboard** feature is to organize a list of tickets that need to be placed on a ticketed route.

The first step is to select the tickets you want to add to the clipboard by highlighting the star icon next to the tickets you want to be added.



TMS	Center	Member	Ticket	Rev	Type	Pri	Seq Date	Seq#
<input checked="" type="checkbox"/> ★ OVERDUE	OUPS	MAP	A933800824	01A	REPT	INSF	12/5/19	00004
<input type="checkbox"/> ☆ OVERDUE	OUPS	MAP	A933800930	00A	NEW	ROUT	12/5/19	00005
<input checked="" type="checkbox"/> ☆ OVERDUE	OUPS	MAP	A933800935	00A	NEW	ROUT	12/5/19	00006
<input type="checkbox"/> ★ OVERDUE	OUPS	MAP	A933800944	00A	NEW	ROUT	12/5/19	00007
<input checked="" type="checkbox"/> ☆ OVERDUE	OUPS	MAP	A933800954	00A	NEW	ROUT	12/5/19	00008

To access the clipboard, select it from the **+Menu** screen

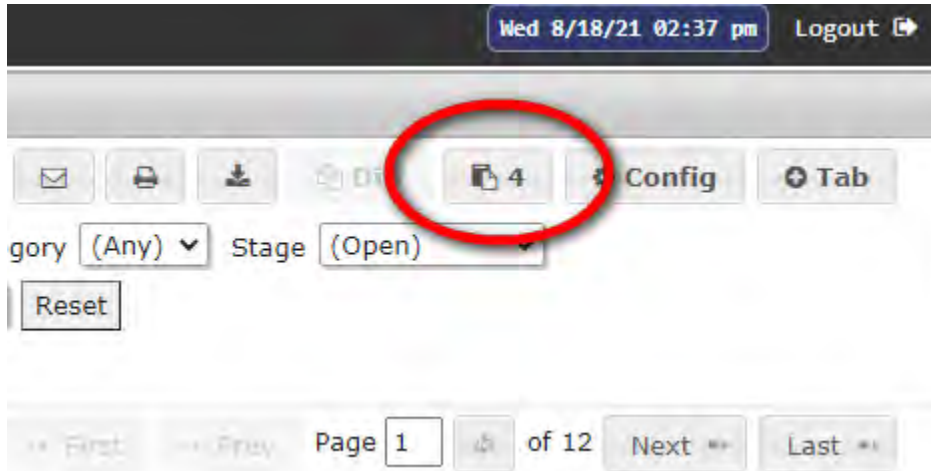
WebTMS Menu

[Mobile Home](#) [New Desktop](#)

WebTMS	Admin
Home	Settings (Main Page)
Open Tickets	Users
Map	Member Codes
Clipboard	Response Codes
Search Tickets	Ticket Formats
Messages	Supplemental Messages
Reports	Map Layers
Queue: E-Mail	Map Layer Upload
Queue: Tasks	Auto-Respond Rules
Queue: +R/Center811	Auto-Assign Rules
Change Password	Re-Assign Tickets & Rules
	Center EOD Audits
	WebTMS EOD
	Archives
	Event Log

LOGOUT [Close](#)

You can also select the **Clipboard** button located in the top, right corner of the Tickets tab.



In the Clipboard view you are given the option to route, respond, or assign the tickets that you highlight on the Clipboard. You can also email, download, or view the differences of two tickets.

TMS	Center	Member	Ticket	Rev	Type	Pri	Seq Date	Seq#	Locator	County	Place	Company	Work Type	
<input checked="" type="checkbox"/>	Due<95HR	OUPS	MAP01	A033800950	00A	NEW	ROUT	12/3/20	00011	Un-Assigned	ASHTABULA	PIERPONT TWP	OUPS SYSTEM	TEST TICKET FOR TEST
<input checked="" type="checkbox"/>	Due<95HR	OUPS	MAP01	A033800919	00A	NEW	ROUT	12/3/20	00009	Un-Assigned	ASHTABULA	PIERPONT TWP	TEST TICKET	TEST TICKET FOR TEST
<input checked="" type="checkbox"/>	Due<95HR	OUPS	MAP01	A033800876	00A	NEW	ROUT	12/3/20	00006	Un-Assigned	ASHTABULA	PIERPONT TWP	TEST TICKET	TEST TICKET
<input type="checkbox"/>	Due<95HR	OUPS	MAP01	A033800936	00A	NEW	ROUT	12/3/20	00010	Un-Assigned	ASHTABULA	PIERPONT TWP	OUPS SYSTEM	TEST TICKET
<input type="checkbox"/>	Due<95HR	OUPS	MAP01	A033800889	00A	NEW	ROUT	12/3/20	00007	Un-Assigned	ASHTABULA	PIERPONT TWP	TEST TICKET	TEST TICKET FOR TEST

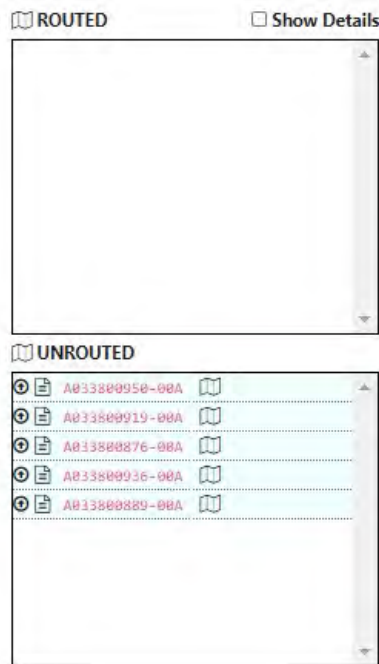
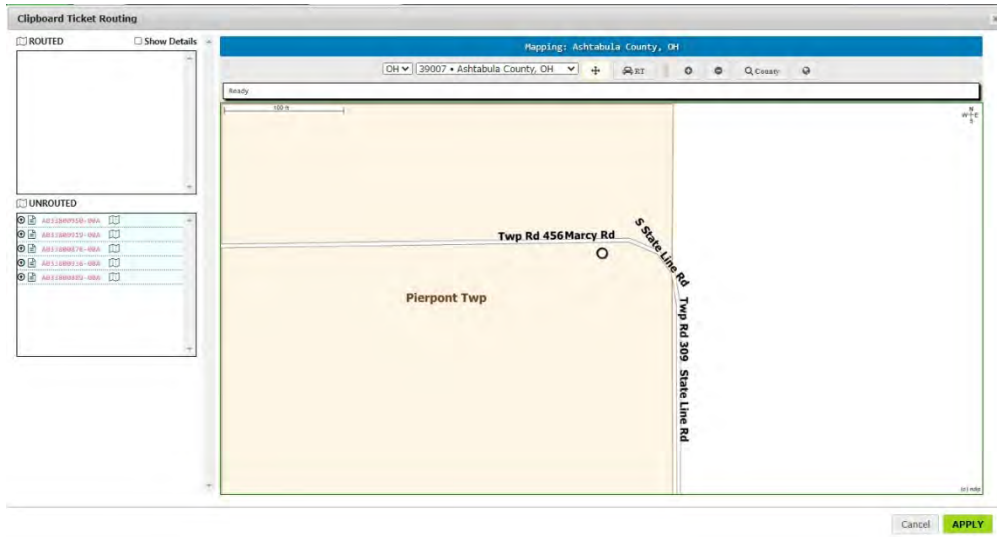
TICKET ROUTE (CLIPBOARD)

After highlighting the tickets you wish to add to the Route feature, click **Route** and a pop-up window will appear showing the separate tickets by a white dot on the map.

TMS	Center	Member	Ticket	Rev	Type	Pri	Seq Date	Seq#	Locator	County	Place	Company	Work Type	
<input checked="" type="checkbox"/>	Due<95HR	OUPS	MAP01	A033800950	00A	NEW	ROUT	12/3/20	00011	Un-Assigned	ASHTABULA	PIERPONT TWP	OUPS SYSTEM	TEST TICKET FOR TEST
<input checked="" type="checkbox"/>	Due<95HR	OUPS	MAP01	A033800919	00A	NEW	ROUT	12/3/20	00009	Un-Assigned	ASHTABULA	PIERPONT TWP	TEST TICKET	TEST TICKET FOR TEST
<input checked="" type="checkbox"/>	Due<95HR	OUPS	MAP01	A033800876	00A	NEW	ROUT	12/3/20	00006	Un-Assigned	ASHTABULA	PIERPONT TWP	TEST TICKET	TEST TICKET
<input type="checkbox"/>	Due<95HR	OUPS	MAP01	A033800936	00A	NEW	ROUT	12/3/20	00010	Un-Assigned	ASHTABULA	PIERPONT TWP	OUPS SYSTEM	TEST TICKET



On the left, you will see the ticket numbers listed as being un-routed.

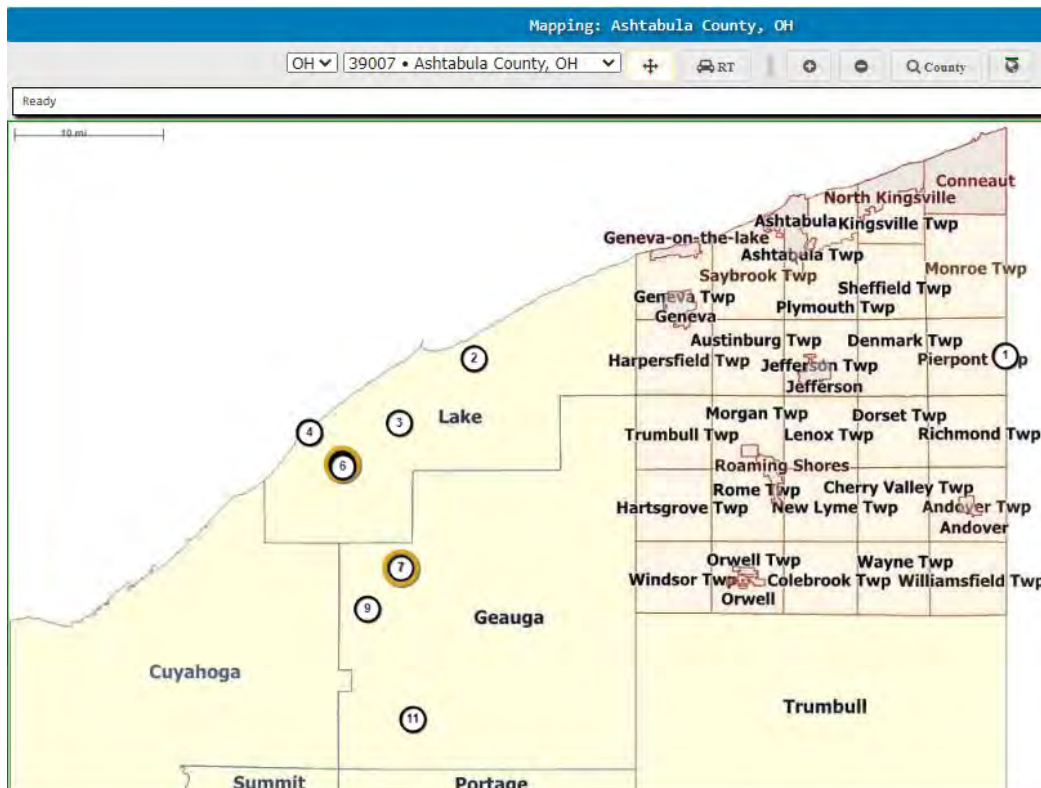


Click the arrow symbol next to the ticket you want to place first in your route, then second, and so on. As you select tickets, they are moved up to the Routed field and given a number by the



order selected. You are also able to move tickets to the Routed field by selecting the **RT** button above the map and then clicking on the white dots in the order you want to route them.

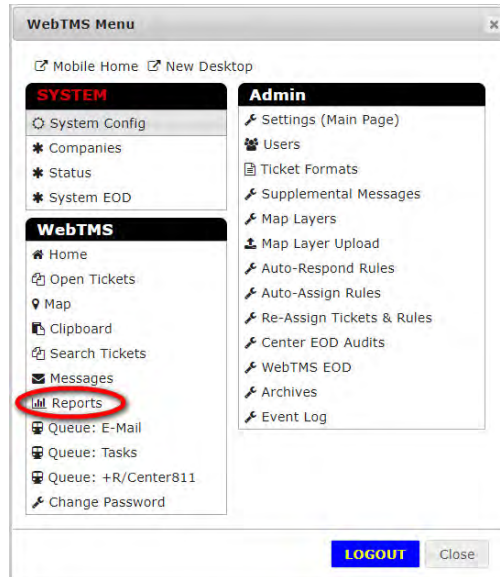
The white dots on the map are now labeled with those corresponding numbers.



After clicking **Apply**, the tickets on the clipboard are rearranged into the new order so they can be emailed and/or assigned to the proper locator.

REPORTS

To access reports, select **+MENU** and then select **Reports**, which is listed under the WebTMS section.



The Admin, Tickets, and Database reports are preceded by the History section, which displays all recent reports. Below quick overview of what each report does:

<p>Admin</p> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> Daily Average Ticket Priority Summary Ticket Type Summary Assignment Placement Summary Average Time to Locate </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> Locator Productivity Detail Locate Time </div>
<p>Tickets</p> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> Open Ticket Listing Past Due Ticket Listing Tickets Due Summary Listing Response Listing </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> Open Tickets Missing Excavator Destination Locator Worksheet </div>
<p>Database</p> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> Archive Data Auto-Respond Rule Summary Auto-Assign Rule Summary </div>
<p>History</p> <div style="margin-top: 5px;"> Refresh </div>



ADMIN (REPORTS)

DAILY AVERAGE: gives an average ticket volume by weekday.

TICKET PRIORITY SUMMARY: Summary of Ticket Priorities received for a date range and member codes.

TICKET TYPE SUMMARY: gives a summary of ticket types received for a date range and member codes.

ASSIGNMENT PLACEMENT SUMMARY: gives a summary of tickets assigned to locators based on member code and date range.

AVERAGE TIME TO LOCATE: gives a summary of average ticket response times.

LOCATOR PRODUCTIVITY DETAIL: gives a detailed report of locator responses and units of work.

LOCATE TIME: gives an average locate time for each specified user, optionally filtered by member code, over a date range.

TICKETS (REPORTS)

OPEN TICKET LISTING: gives a list of all open tickets based upon member code and locator(s).

PAST DUE TICKET LISTING: gives a list of all tickets that are past their due date.



TICKETS DUE SUMMARY LISTING: giving a listing of all tickets that are due on a given date.

RESPONSE LISTING: provides a listing of ticket responses for a date range, filtered by: member code, locator, response code. Output order is by response date.

OPEN TICKETS MISSING EXCAVATOR DESTINATION: gives a list of open tickets that do not have both an e-mail and cell number.

LOCATOR WORKSHEET: gives an open ticket worksheet for a specific locator.

DATABASE (REPORTS)

ARCHIVE DATA: provides a listing of all queued and generated company archives.

AUTO RESPOND RULE SUMMARY: summarizes auto-respond rules grouped by Respond Code.


AUTO-ASSIGN RULE SUMMARY: summarizes auto-assign rules grouped by locator.

HISTORY (REPORTS)

REFRESH: refreshes page to show recently ran reports if they do not appear.

MAP LAYER UPLOAD

This function allows you to upload shapefiles to be used as a Map Layer. From the **+Menu** select **Map Layer Upload**. You then will be taken to a page which lists all current company Map Layers. Under **Upload to New Map Layer** enter the layer name, a description, and the .shp, .shx, .dbr & .prj files. Click **Upload**.



The screenshot shows a web form titled "Upload to New Map Layer". It contains the following fields and controls:

- Layer Name:** Text input field containing "Bob's Locating Area".
- Description:** Text input field containing "Bob's Locating Zone".
- .shp File:** Text input field containing "C:\Users\mjg\Desktop\" followed by a "Browse..." button.
- .shx File:** Text input field containing "C:\Users\mjg\Desktop\" followed by a "Browse..." button.
- .dbf File:** Text input field containing "C:\Users\mjg\Desktop\" followed by a "Browse..." button.
- .prj File:** Text input field containing "C:\Users\mjg\Desktop\" followed by a "Browse..." button.
- Upload:** A button at the bottom of the form.

The file becomes an active task. After it has successfully uploaded it will be added to the list of current company map layers, you can begin using it for auto-assign and auto-respond purposes. To view the map layer, select the **Map Layers** option under **+Menu**.

Under **Recent Upload History**, you can view the most recently uploaded files using the **Map Layer Upload** feature. Next to each entry is a **Results** button that you can select to view information regarding the file upload.



Recent Upload History

Date	Account	Task	Title	Status	Result
1/21/16	BSMITH	import-shapefile	Import Layer from Shapefile SMUDSO_ver6_20160121.shp	OK	
1/21/16	BSMITH	validate-shapefile	Validate SMUDSO_ver6_20160121.shp	OK	
1/11/16	BSMITH	import-shapefile	Import Layer from Shapefile CTYALA_ver3_20160111.shp	OK	
1/11/16	BSMITH	validate-shapefile	Validate CTYALA_ver3_20160111.shp	OK	
1/11/16	undefined	import-shapefile	Import Layer from Shapefile SMUDSO_ver6_20160111.shp	OK	
1/11/16	undefined	validate-shapefile	Validate SMUDSO_ver6_20160111.shp	OK	