

# ITICnxt

# Quick-Start Guide



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# Introduction to ITICnxt

## Welcome to ITICnxt – the future of online ticketing.

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

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

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

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

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

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

## Definition of Terms

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

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

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

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

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

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

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

Turn to the next page to get started.

# ITICnxt Quick Start Guide

## Logging In

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

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

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

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

Looking for a ticket?

### ONE CALL

New Jersey

## One Call Concepts Ticket Processing System

**Logging in**  
Please login to access the system.

**Training**  
No training courses are scheduled at this time.

Questions? [newjersey@occinc.com](mailto:newjersey@occinc.com)

## iSITE Ticketing System

### Log in

Username

Password

**Log in**

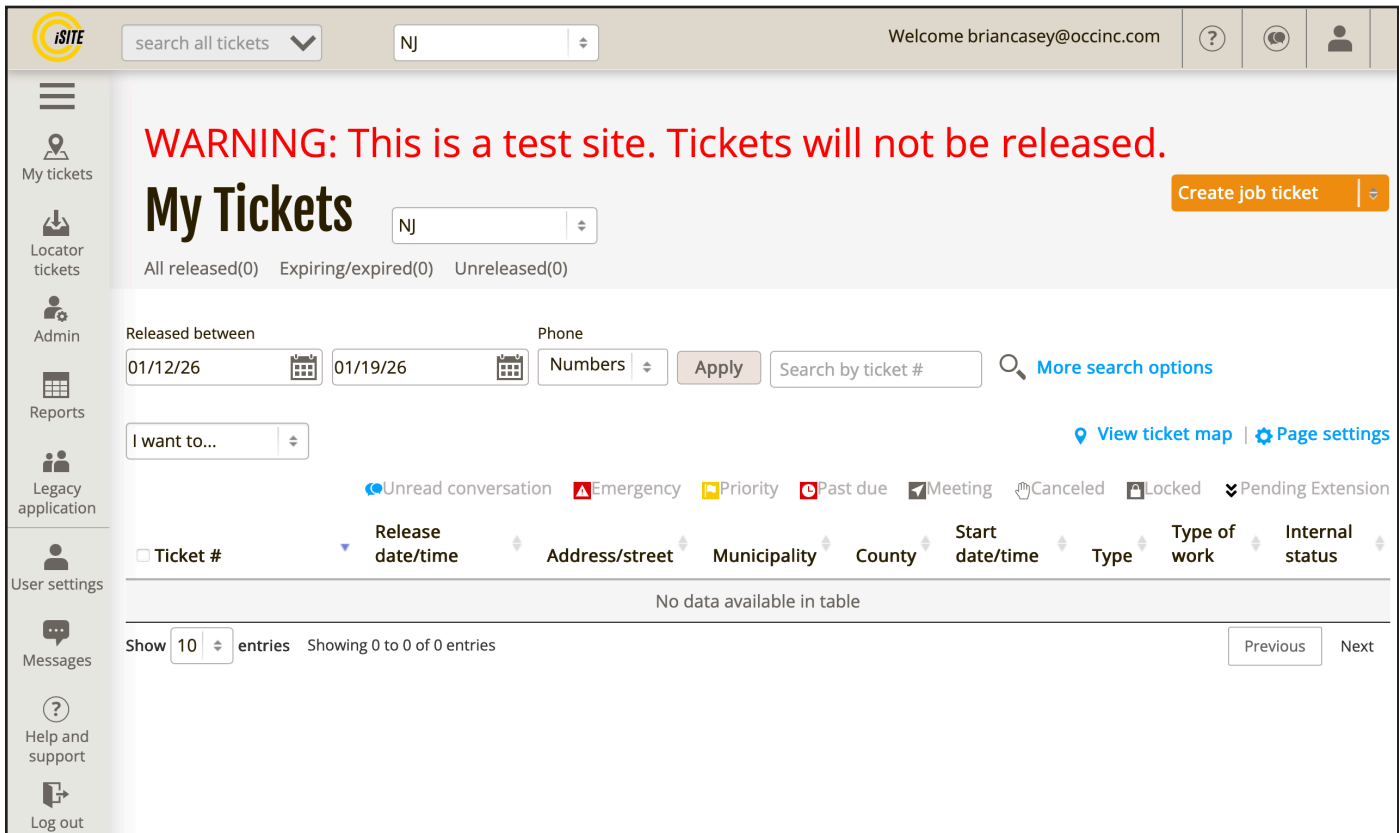
By logging in you agree to our [terms and conditions](#)

[Forgot username/password?](#)   [Register](#)

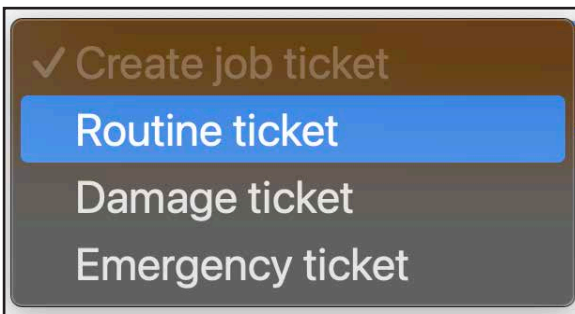
Questions? **Chat Live Now**

# Landing Page

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



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



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

# Workflow Process

There are three major steps in the locate filing process:

## **Step 1 – Mark Location**

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

## **Step 2 – Write Instructions**






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

## **Step 3 – Review & Submit**


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





## Step 1. Mark Location

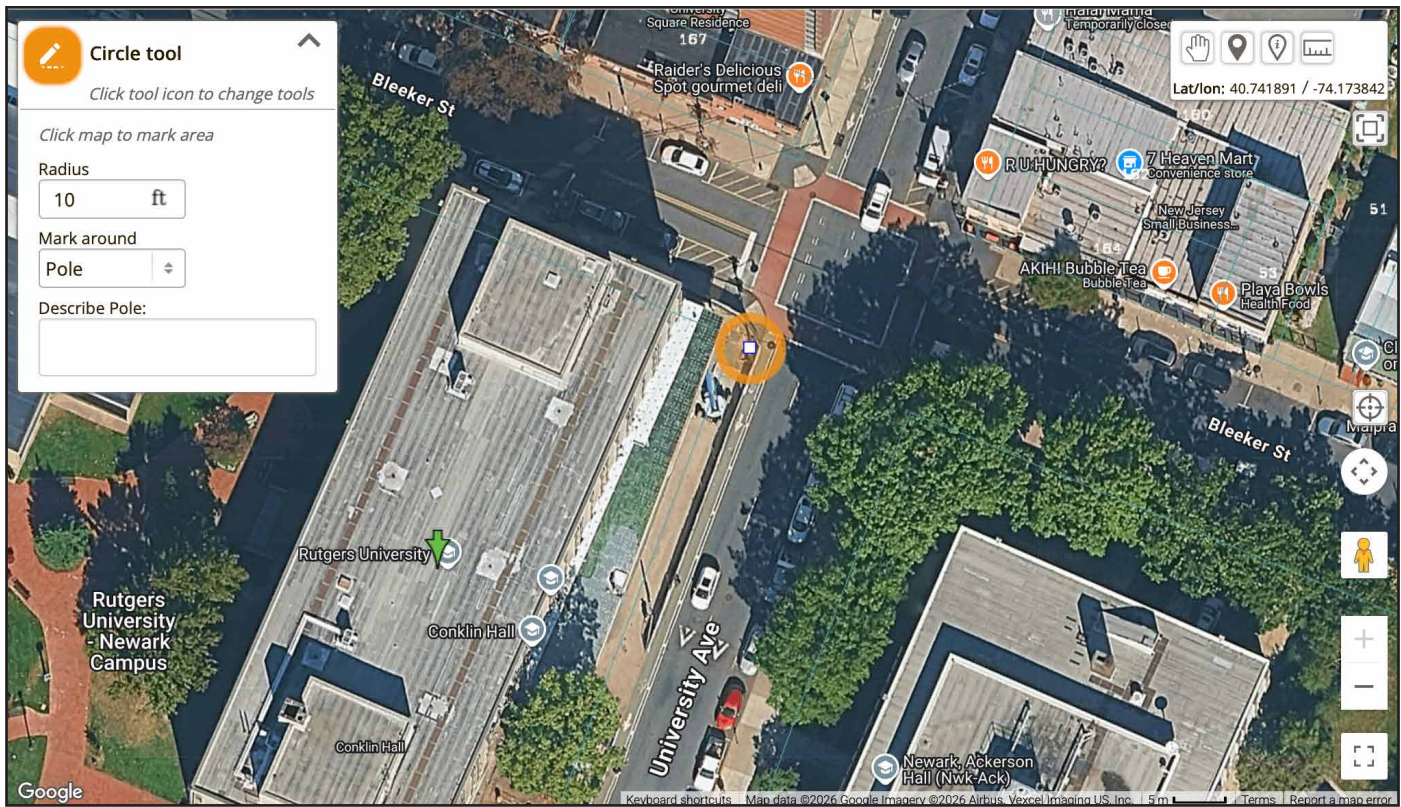
First, you will need to find your worksite on the map. Enter an address, building name, or city/place name in the **Search** field.

-  **Rutgers University** University Avenue, Newark, NJ, USA
-  **Rutgers University - Newark Campus** University Avenue, Newark, NJ, USA
-  **Rutgers University Newark School of Law** Washington Street, Newark, NJ, USA
-  110 Warren Hall, **Rutgers University** Warren Street, Newark, NJ, USA
-  **Rutgers University - Newark Campus - Don M Gottfredson Lib Crml Jus** Washington Street, Newark, NJ, ...

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

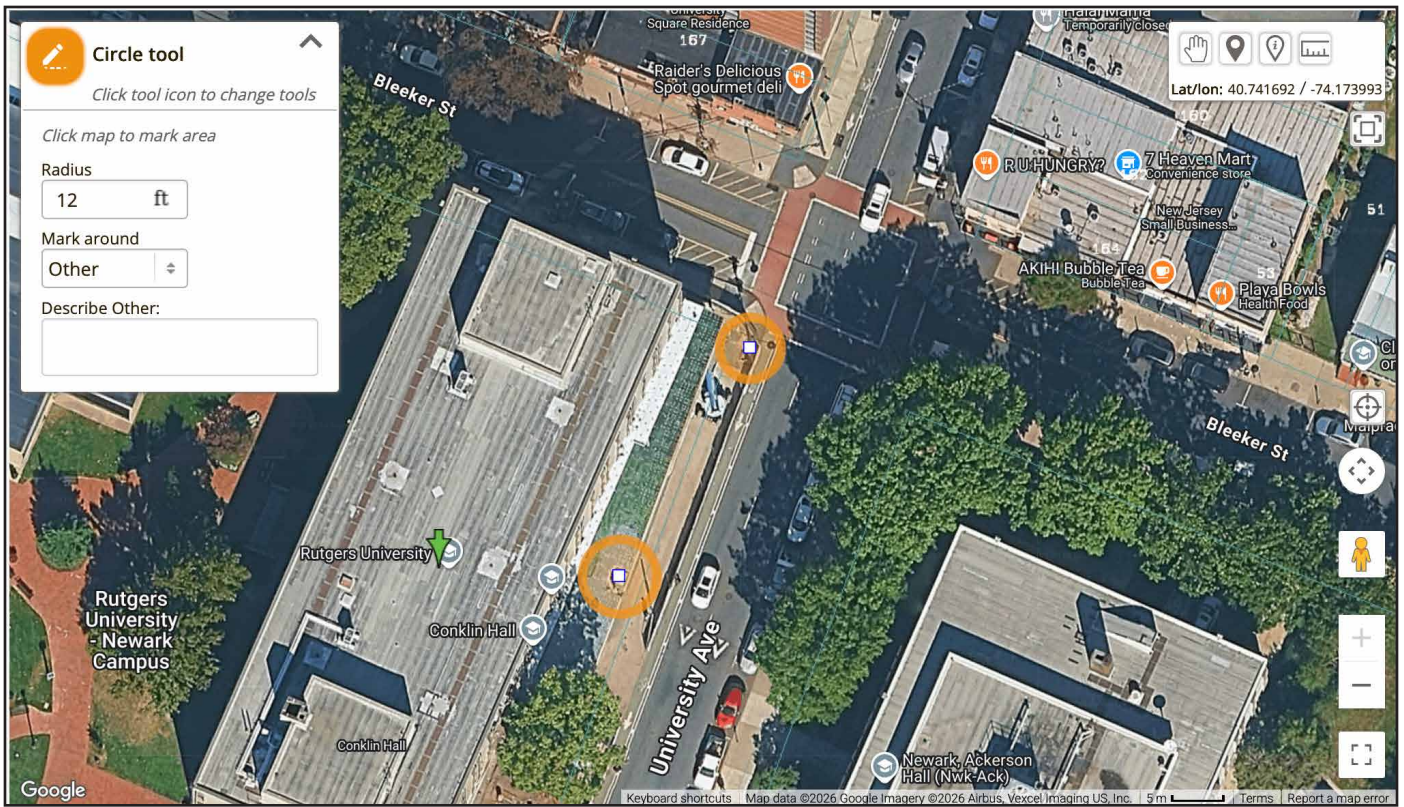
 **Select the type of work planned**  

-  **Radius excavation**  
Planting trees, placing holes, etc
-  **Route excavation**  
Trenching/road repairs
-  **Property excavation**  
Excavation on a specific parcel of land
-  **Street excavation**  
Select existing street(s) on map to create route

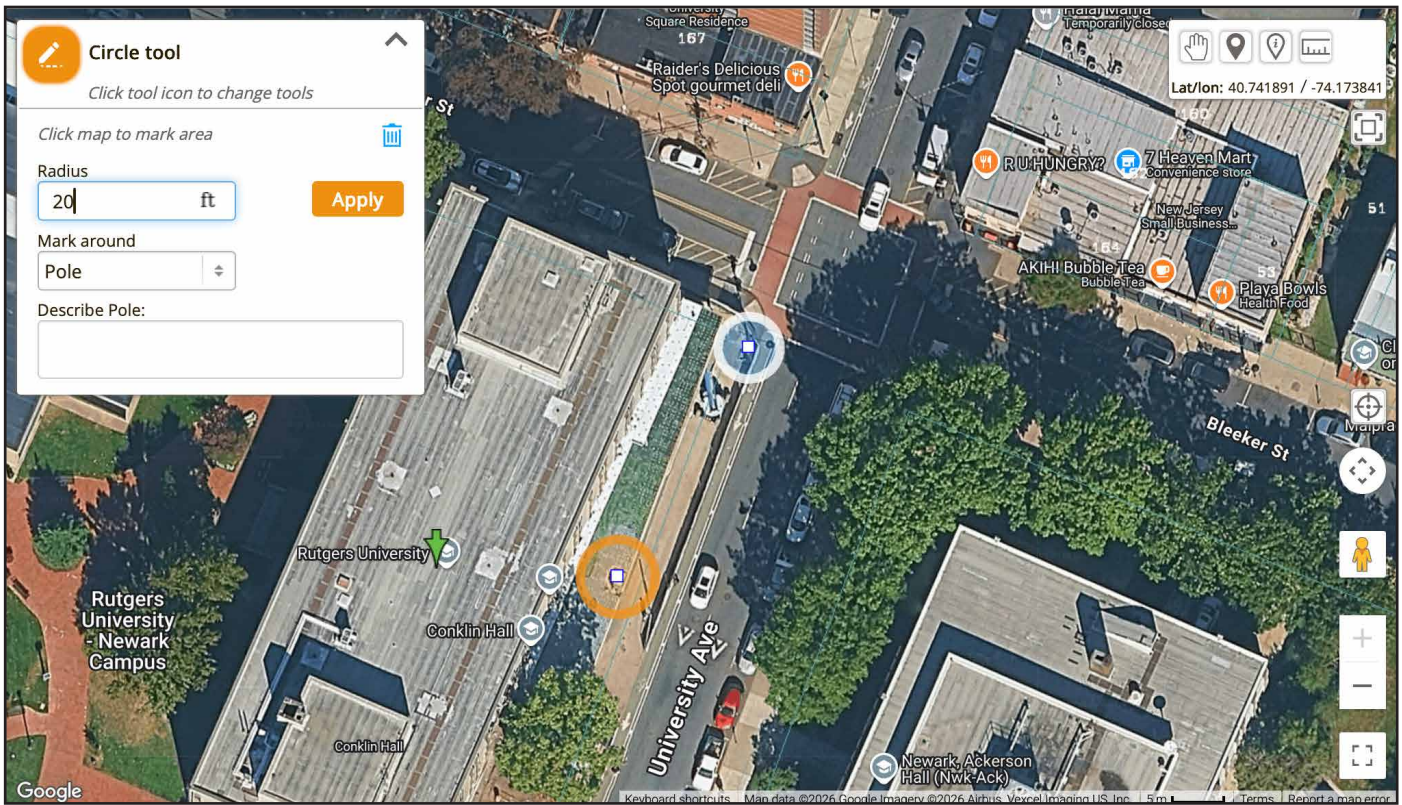


When you select a drawing tool you will be prompted to enter information about the worksite you intend to map out. The required information will vary depending on which tool you choose. Be as accurate as possible.


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



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



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

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

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

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



## Step 2. Write Instructions

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

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

### Create Job Ticket

Cancel Next

Edit map

1 Mark location 2 Write instructions 3 Review & submit

Apply information to all tickets for the selected job

Job A - ticket 1/2 Job A - ticket 2/2

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

**Ticket type:** Routine ticket

**Location information**

\* Indicates required field

County \*  Municipality \*

Address

Street name \*

Nearest intersecting street \*

2nd intersecting street

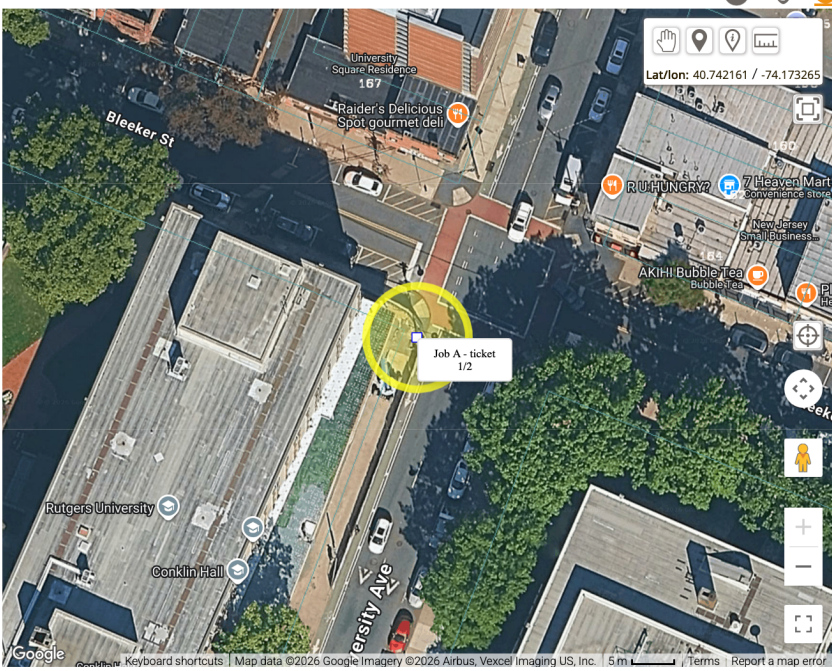
Community

Block

Lot #

Posted

**Extent of work \***  
M/O LOCATED 30 FT SSW OF C/L OF INTERSECTION AND 22 FT WNW OF C/L OF UNIVERSITY AVE. MARK 20 FT RADIUS OF POLE.



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

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

**Job description !**

Job profile [Create/edit profiles](#)

Select job profile

Work to begin date \* 02/03/2026

Work to begin time \* 12:01 AM

Type of work \*

You must enter the type of work

Working for phone # \* (xxx)-xxx-xxxx

Ext

You must enter a valid working-for phone #

Working for company \*

You must enter the company the work is being done for

Contact \*

Contact first and last name is required

Address

Street \*

Street is required

City \*

City is required

State \* NJ

Zip: \*

Zip code is required

Area marked in white \* Y

Area marked in white must be Y, N, or ?

# Areas marked 1

Work Depth \* 3 FT

You must enter a depth

Additional email recipient(s) ✓

**Job description**

Job profile [Create/edit profiles](#)

Select job profile

Work to begin date \* 02/03/2026

Work to begin time \* 12:01 AM

Type of work \* REPLACE POLE(S)

Working for phone # \* 7325555555

Ext

Working for company \* RUTGERS UNIVERSITY

Contact \* MICHAEL COLLINS

Address 57

Street \* US HWY 1

City \* NEW BRUNSWICK

State \* NJ

Zip: \* 08901

Area marked in white \* Y

# Areas marked 1

Work Depth \* 3 FT

Additional email recipient(s) ✓

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

### Excavator information

ITIC user name \*

ITIC user phone # \*

Ext

Excavator \*

Excavator phone # \*

Ext

Cell phone #

Address


Street \*

City \*

State \*

Zip \*

Excavator email \*

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

## Step 3. Review & Submit

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

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





# Create Job Ticket

Cancel Submit tickets

1 Mark location 2 Write instructions 3 Review & submit

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

I want to.. ▾

<input checked="" type="checkbox"/>	Job-ticket#	Address	Cross street	City/place	County	Type	Start date/time	Action
<input checked="" type="checkbox"/>	Job A - ticket 1/2	UNIVERSITY AVE	BLEEKER ST	NEWARK	ESSEX	ROUTINE	02/03/2026 12:01 AM	 
<input checked="" type="checkbox"/>	Job A - ticket 2/2	UNIVERSITY AVE	BLEEKER ST	NEWARK	ESSEX	ROUTINE	02/03/2026 12:01 AM	 

Showing 1 to 2 of 2 entries

Previous 1 Next

# Utility Notification List

You have successfully submitted your ticket(s).

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

## Congratulations!

[View my tickets](#)
[Start new ticket](#)

✔ Your ticket(s) have been submitted.

Job-ticket#	Address	Cross street	City/place	County	Type	Start date/time	Release date/time
Job A - ticket 1/2	UNIVERSITY AVE	BLEEKER ST	NEWARK	ESSEX	ROUTINE	02/03/2026 12:01 AM	IN REVIEW
<b>District</b>	<b>Company</b>	<b>Facility types</b>		<b>Message</b>			
BAN	VERIZON			<p>Your ticket has been placed in review.</p> <p>This ticket has been placed in review at the call center. An operator trained in ITIC will ensure all necessary data is included. The ticket will then be transmitted to the affected utilities. Once the ticket has been successfully transmitted, a copy will be sent to the email address provided on the request. Also, please verify that all information on the ticket and map is accurate upon the receipt of the completed mark out request. If you find any errors or discrepancies please contact the call center immediately at 1-800-272-1000 for correction.</p>			
C11	COMCAST CABLEVISION OF NEW JER						
CAN	CABLEVISION OF NJ						
MCI	MCI						
MFR	ZAYO GROUP						
NW2	NEWARK, CITY OF						
NWF	CITY OF NEWARK FIBER						
NWK	CITY OF NEWARK						
PSHR	PSE&G ELECTRIC & GAS						
RCE	RUTGERS UNIVERSITY NEWARK						
UFD	CABLEVISION LIGHTPATH LLC						
Number of districts: 11							
Job A - ticket 2/2	UNIVERSITY AVE	BLEEKER ST	NEWARK	ESSEX	ROUTINE	02/03/2026 12:01 AM	IN REVIEW
<b>District</b>	<b>Company</b>	<b>Facility types</b>		<b>Message</b>			
AM2	AT&T CORP			<p>Your ticket has been placed in review.</p> <p>This ticket has been placed in review at the call center. An operator trained in ITIC will ensure all necessary data is included. The ticket will then be transmitted to the affected utilities. Once the ticket has been successfully transmitted, a copy will be sent to the email address provided on the request. Also, please verify that all information on the ticket and map is accurate upon the receipt of the completed mark out request. If you find any errors or discrepancies please contact the call center immediately at 1-800-272-1000 for correction.</p>			
BAN	VERIZON						
C11	COMCAST CABLEVISION OF NEW JER						
CAN	CABLEVISION OF NJ						
MCI	MCI						
MFR	ZAYO GROUP						
NW2	NEWARK, CITY OF						
NWF	CITY OF NEWARK FIBER						
NWK	CITY OF NEWARK						
PSHR	PSE&G ELECTRIC & GAS						
RCE	RUTGERS UNIVERSITY NEWARK						
UFD	CABLEVISION LIGHTPATH LLC						

This is the end of the Quick Start Guide.

