



ITIC FREQUENTLY ASKED QUESTIONS

How do I get help while entering a ticket online via ITIC?

- Live online chat - Just click the “live chat” button while logged into ITIC
- Manuals and Video Tutorials
- E-mail - ITIC@gopherstateonecall.org or call 877-848-7472

Why is the Google Satellite map engaged before I create an excavation entity?

We believe that creating excavation entities on the Google Satellite map will improve the accuracy of depicting the work site and therefore we default to this map when creating an entity. If you prefer to use the GSOC Call Center map or the normal Google map, select it AFTER you choose an Excavation Creation option.

Why is the GSOC Call Center map engaged when verifying tickets?

GSOC Registered Facility Operators have determined their notification areas on the basis of the GSOC Call Center map and therefore it is important that the excavation entities be confirmed when viewing the same map. In some cases, the Google maps and GSOC Call Center maps do not agree and therefore it is vital that information be confirmed on the GSOC Call Center map.

How does ITIC determine the number of tickets that need to be generated?

Based on GSOC’s established rules, ITIC will split the excavation entities up into as many tickets as necessary. ITIC then automatically generates the work site description(s) based upon how the excavation entities have been submitted. Facility Operator notifications will be based upon the notification policies as set by GSOC.

Can I discard a ticket that is generated but not really needed?

Yes, you can discard any unneeded ticket on the Ticket Disposition screen.

What should I do if the excavation entity has been created in the wrong place?

Return to the mapping screen and either delete and re-create the entity or use the Edit Feature function.

Should I modify the Location Information section of the ticket?

If you believe it to be necessary, you may add or change information as needed. However, ITIC will have created accurate descriptions for the information on each ticket, so it should not be necessary. Note that changing anything in the Location Information section will force the ticket to be reviewed by GSOC staff, thus delaying your start date.

Will I receive an electronic copy of my tickets?

Yes, you will receive an email copy of each ticket released into the system along with a link to view the excavation entities and all of the information on the ticket.

How do I reprocess (Correct, Update, Cancel, etc.) a ticket with ITIC?

All GSOC tickets can be reprocessed using “Excavator Ticket Management” (ETM) found as a menu button on the main iSite page.