JULIE HTML5 Ticket Entry
Quick Reference Guide

JULIE HTML5 Ticket Entry Quick Reference Guide

This guide is intended to assist current JULIE Ticket Entry users' transition to the new web-based TE5.

After going to the webpage and logging in, users will be presented with the following functions.

These are similar in functionality to current TE. Select New to enter a new locate request.
To access Full Ticket View and Extend functions, enter the JULIE ticket number and Inquire.

NEW – Select to enter a new locate request. Your company contact information will appear.

Enter or select County and Place.
Enter complete digsite address in Street field. (ie 3275 Executive Dr). Note that as you pause when entering a street name, a list of street options may appear. Continue typing or pick from the list.
Enter Nearest Cross-Street if known.

Lookup Button – This button will perform a series of searches using your entries against the various GIS map layers available. With this single button, the parcel, address point, address street and intersection searches will be automatically performed. Based on the success of the searches, the results will be presented to the user. It is possible that the digsite address will be identified and a work area polygon (WAP) created. It is possible that various options are presented to the user. Observe the response and proceed accordingly. This new Lookup button in one of the major enhancements to the TE program.

Most of the remaining fields maintain the same functionality as the 'old' Ticket Entry.

Begin Date – Similar to old TE, "E", "N", "L", "C" can be entered for Emergency and Now if authorized as well as Legal and Calendar.

Time – If hand-entering Begin Date or using the Calendar, enter a time (ie 3:15PM). For non-emergency locate requests, times need to be between 8AM and 4PM.

Expanded Word List – Frequently entered phrases can be selected from the expanded word list or automatically entered by typing the abbreviation for the phrase, then typing TAB ENTER.

Get Members and Submit maintain the same functionality as the 'old' Ticket Entry.

Map Functions – The new HTML5 Ticket Entry program has many useful map tools to assist users with finding their excavation site and creating a Work Area Polygon. The following is a brief summary of these tools.
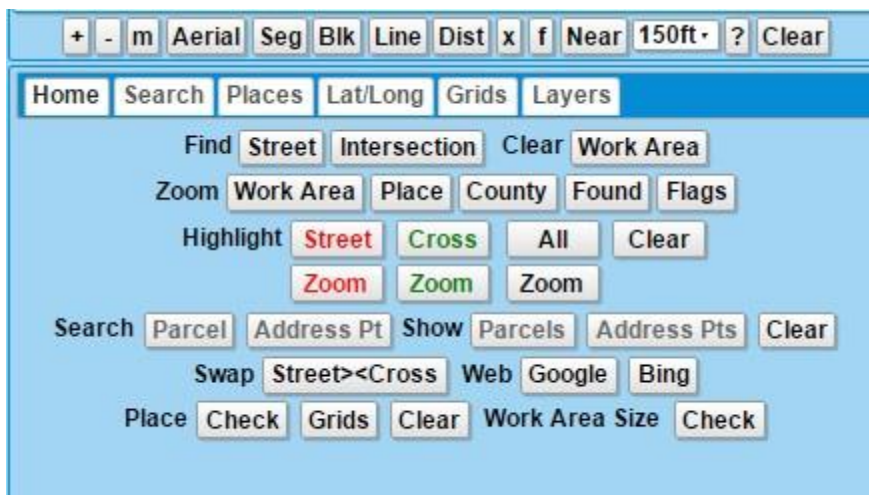
Mouse Clicks on Map

Left-Click mouse to center map view where you click
Left-Click mouse, hold and drag down to zoom in.
Left-Click mouse, hold and drag up to zoom out.
Right-Click mouse, hold and drag to drag map.
Alt-Left-Click mouse while in Block/Line/Dist/Near mode to re-center map

Map Buttons

+ Cause the map view to zoom in.
- Cause the map view to zoom out.
m Toggle the map size. The map will toggle between full screen and back using this tool.
Aerial/Roads – Display satellite or road view
Seg – Create a work area polygon around a found street segment or other map feature.
Blk – Click on a street segment or block to include in a work area.
Line – Work Area Polygon draw tool – points, lines, multi-sided shapes. For point and line work area polygons, double-click left mouse button to end. For multi-sided polygons, single click for each new angle, then ending near the first point to close polygon, then single or double click to end.
Dist – Distance measuring tool
x – Draw a bullseye on the map (100 foot circles and ¼ mile circle)
f – Drop a numbered flag on the map
Near – Click on a street to identify it and segment address ranges if available
? – QuickMap Help
Clear – Clear all map objects

Map Functions – Home Tab
Find Street – Search for matching address/street segment. If found, "SEG" will create work area polygon.
Find Intersection – Search for streets with similar names that intersect and display on map view.
Clear Work Area – Clear the work area polygon from the map view.
Zoom – Zoom map view to selected option (work area polygon, Place, County, Found, Flags).
Highlight – Highlight and/or Zoom to Street, Cross Street or both.
Search Parcel or Address Point – Search map data for parcels or points that match address.
Show Parcels and Address Points – Display parcels and points if available on the map view.
Swap Street><Cross – Swap the positions of the street and cross street.
Web Google or Bing – Open a browser tab to web-based map programs.
Place Check – Confirm that work area polygon does not extend into invalid quarter-section grids.
Place Grids – Display valid quarter-section grids for the Place on the map view.
Place Clear – Clear Place quarter-section grids on the map view.
Work Area Size Check – Confirm that the work area polygon does not exceed size limitation.

Map Functions – Search Tab
Functions on this tab are used primarily to search for streets on the map. A street name, or partial street name can be entered into the blank field between the Clear and Search buttons. Once entered, select Search. Matches will be displayed in a list. Streets can be selected from the list for display on the map view. Users can choose to Auto-Zoom to the selected street as well as Auto- Clear or Keep previous selections.

Map Functions – Places Tab
Users can view the City and Township places on the current map view using this tool. Select Get Places for a list of places in the view. Select a place from the list to highlight that place on the map.

Map Functions – Lat/Long Tab
Users can enter latitude and longitude coordinates via this tab. Once entered, select Enter to display the point on the map. Once entered, users can create a work area polygon encompassing the single point by selecting Convert Point to Polygon. Users may enter multiple coordinates. Once entered, selecting the Convert Points to Line will create a line-based work area polygon between two points or Convert Points to Polygon to create a multi-sided work area polygon encompassing three or more points.

Map Functions – Grids Tab
Users can enter and view tier, range, section, quarter-section grids via this tab. Once a complete or partial TRS is entered, select Expand to display the full grid name and position on the map. If traditional map tools did not allow the user to find the digsite, a hand-entered grid or set of grids can be turned into a work area polygon be putting checkmark in the box after the grid(s) to be selected, then clicking on Convert Grid(s) to Work Area.

Map Functions – Layers Tab
Users can search for and display addresses from GIS layers as they are available for each county. Typical functions could be detailed searches for addresses associated with parcels, address points, subdivisions, deci or points layers. Upon entering the Layers tab, users should select Get Layers, they select the layer from the drop down box and enter the search criteria. Users should be sure to select the GIS component being searched from the 'Label' drop down box. Selecting Search will cause results to be displayed. Click on a result to display it on the map. The '>Work Area' button will create a work area polygon around the displayed item.

Frequently asked Questions

Why did JULIE change the Remote Ticket Entry program?

First, the 'old' Ticket Entry has been a great program for many years at JULIE and has been used successfully for a long time by JULIE operators and RTE users as the program to enter and submit locate requests. That being said, there are several reasons that JULIE has moved away from the current Ticket Entry program to this new method. The old Ticket Entry is a MicroSoft Windows based executable program that had limitations tied to that OS. It was also subject to increasing security-related considerations that made it difficult for some users to take updates. The new TE is web-based, browser independent and platform independent. From a user perspective, it is easier to use for many reasons including having all functionality on a single screen, more intuitive digsite searching capabilities, web-based entry form techniques, predictive street entry and much more. JULIE anticipates the new TE will provide a quicker and easier method for submitting locate requests.

What does the new Lookup button do?

The Lookup function, sometimes referred to as Super Lookup, performs a series of searches against several datasets in an attempt to find the digsite based on the county, place, address and cross-street provided. Based on the success of these searches, users will be presented with several possible results. For requests that include a full address, the searches will include in this order, parcels if available, address points if available and streets. Depending on results, a Work Area Polygon (WAP) may automatically be created. Also, options such as parcels, points and streets with similar names may be presented for consideration. Similarly, lookup may offer nearest cross-streets or a nearer cross-street than the one entered. On locate requests without a full address, Super Lookup may offer a list of places that contain the street or intersection.

Where are the Work Area Polygon draw tools?

There is only one polygon draw tool and it is under the map view labeled Line. Uses can create point, line and multi-sided work area polygons using this draw tool.

Can a ticket be submitted without a Work Area Polygon (WAP)?

No. Part of the validation process when submitting a locate request is to ensure that a WAP has been created.

Can a section and quarter-section be provided?

Yes. And grids can be converted to a Work Area Polygon (WAP) in the event that the lookup tools are unable to help identify the digsite. Grids can be entered by selecting the Grids button under the map and entering the grid in the box to the left of the Expand button. Once entered, select Expand to display the grid(s) on the map. If unable to identify the digsite in the provided grid and create a WAP, users can select the appropriate grid(s) in the larger box by putting a check mark in the box to the right of the grid and selecting to Convert Grid(s) to Work Area button to make the entire grid a WAP.

How are GPS Coordinates entered?

To help identify a digsite on the map, users with GPS coordinates can enter and view them via the Lat/Long tab. Once selected, enter the latitude and longitude coordinates and select Enter. Multiple sets of coordinates can be entered and displayed. Once coordinate(s) are entered, users may choose to convert the point(s) to a WAP using the appropriate Convert Point(s) To function. Users who enter GPS coordinates should remember that the entire digsite a needs to be encompassed in a work area polygon and that GPS coordinates to not satisfy the need to provide a valid address or descriptive directions to the digsite.

How does a RTE user look up old tickets?

RTE users have access via the Search and Inquire functions to locate requests that were either submitted via a remote entry program or called in to the call center. RTE users are limited to tickets that share the same company name or phone number as the RTE user. The Search function provides the ability to search for tickets based on street name, place name or county name. Tickets issued in the previous 6 months will be available to RTE users.

How can a user adjust the display so that the entire entry screen is visible on the monitor?

In most browsers, selecting "Control –" and "Control +" will resize the monitor display window. JULIE operators have 24" monitors set to 1920 x 1080 screen resolution. Users can also toggle between Full Screen and Normal browser view by selecting their F11 key.

What are the tool tips and can I toggle them on and off as needed?

The tool tips are the short text boxes that appear as users tab from field to field in the entry screen. The text boxes remind users what sort of entry goes into each field. User can turn the tool tips off by putting a checkmark in the 'tips' box found in the far lower-right hand part of the entry form.

What is the Expanded Last Word list and how is it used?

The expanded last word lists provide shortcuts for entering frequently used phrases or strings of words. Most of the phrases in the word list are for the benefit of JULIE operators, though RTE users have them available to use if appropriate as well. A list of expanded words and their associated phrases can be viewed by selecting Expanded Word List. Entering one of these words into the entry field then tabbing and pressing enter will expand that word to the associated phrase.

How can I tell if the Work Area Polygon (WAP) extends into an Invalid Grid (ie Red Grid)?

The new TE will validate several entries, including valid grids, when Get Members is selected or the ticket is submitted. RTE users can check this prior to Submit by selecting the Place Check button under the map view. If an invalid grid exists after creating the WAP, this function will alert the user, suggest other places that the excavation may be in and offer to Clear Red Grids. Clearing the red grids will remove the part of the WAP that is in the invalid grid. Remember that if excavating in the removed area, a separate locate request will need to be submitted to ensure that all utility companies are properly notified.

What is the web address of JULIE web-based Remote Ticket Entry program?

http://newtin.julie1call.com/newtinweb/julie_ticketentry.html

JULIE RTE Ticket Entry Street Guide

This guide is intended to assist RTE users while entering street information in the street and cross-street fields. Following these is guidelines is important to proper utility notification. Please review this guide and keep it available as a reference when entering locates.

Primary Street Entry Rules
- Enter a single street name in each of the street and cross-street fields.
- Spell each street correctly, observing proper spacing on compound word names.
- Include a street suffix, using the proper abbreviation, on each entry when appropriate.
- Do not use punctuation (ie periods, dashes, apostrophes) in either of these fields.
- Do not include rural route box addresses in street field.
- Do not put lot numbers in either the address or street field. Lot #s go in the location field.

Standard Abbreviations								
AVE	-Avenue		LK	-Lake		N	-North	
BLVD	-Boulevard		PKWY	-Parkway		S	-South	
CIR	-Circle		RD	-Road		E	-East	
CT	-Court		ST	-Street		W	-West	
CRK	-Creek		TER	-Terrace				
DR	-Drive		TRL	-Trail		RT	-Route	
LN	-Lane		VW	-View		HWY	-Highway	
			WAY	-Way		CO RD	-County Road	

1ST - First		2ND - Second		3RD - Third		4TH – Fourth…

Standard Spacing & Formats	
Valid Entries	**Invalid Entries**
W JEFFERSON ST	W. JEFFERSON ST. (no punctuation needed)
SMITH RD	MITHRD (maintain proper spacing)
LARKIN AVE	LARKIN (include suffix information)
3RD ST	THIRD ST (use numerals for numbered streets)
THISTLE LN	THISLE LN (spelling…very important)
RT 24	E RT 24 or US RT 24 (no need for directional on RTs)
HWY 6	US HWY 6 (no need to specify US or IL on HWY and RT)
RIVER OAKS DR	RIVEROAKS DR (proper spacing)
CO RD 2075 E	2075 E RD (observe county road format & spacing)
I80	I 80 (observe spacing)
I55 FRONTAGE RD	FRONTAGE RD (include specifics on frontage roads)
SAINT ANNES CT	ST ANNES CT (spell out SAINT and MOUNT)
BIRCH LN	BIRCH LN-LOT#17 (just street name, put lot# in location)
OBRIANS CT	O'BRIAN'S CT (no punctuation needed)
ELM ST	INTERSECTION OF ELM AND 2ND (single name only)