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North Carolina 811, Inc.

2300 W. Meadowview Rd • Suite 227 • Greensboro, North Carolina 27407

# Newtin Positive Response Users Manual

Updated: December 2015

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## Overview

Positive Response is a system housed at North Carolina 811, Inc. that allows participating facility owners or their locating contractor to provide status of dig tickets sent to them by North Carolina 811, Inc.

Status of the locate request is then made available to the excavator for retrieval. This closes the circle of information on a location request.

## Benefits

For the member, Positive Response is an effective means of reducing the number of retransmits that they receive because the excavator saw no markings at the dig site.

For excavators, Positive Response provides them with information about the member facilities prior to arriving on the job site. If they provided an email address when the locate request was called in they will receive an email confirmation at the end of the two working day notice.

# Response Options



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Members have three options by which they can post a response

1. Interactive Voice Recording (IVR)
2. North Carolina 811, Inc. webpage ([www.nc811.org](http://www.nc811.org))
3. Direct upload of information through TCP or FTP protocol  
*This method is generally used by a ticket management system for automatic upload of responses. Separate setup information is available upon request.*

If you have any questions or need assistance, please contact a member of the Member Services Department listed below at 336.854.8597.

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# Positive Response Legend



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- 10 No Conflict, utility is outside of stated work area
- 100 Location request denied due to Homeland Security Concern. Member utility operator needs to confirm legitimacy of the proposed excavation and may need additional information.
- 110 Subaqueous Facilities Present. Per 87-121(b)(2) Member utility owner will complete locate within 10 full working days after day notice was received. Per 87-117(22) Tolerance zone is 15 feet on either side of marked facility.
- 20 Marked
- 30 Not complete
- 32 Locate Not Complete, additional communication with the excavator required. Unable to contact the excavator.
- 40 Could not gain access to property, locator will contact excavator
- 50 Critical facility not marked. The utility owner or their designated representative have contacted the excavator and have agreed to a period that an owner representative must be present during excavation to identify the unmarked facility and/or monitor the excavation.
- 55 Critical facility marked. The utility owner or their designated representative have contacted the excavator and have agreed that an owner representative must be present during excavation.
- 60 Locator and excavator agreed and documented marking schedule
- 70 Excavator completed work prior to due date
- 80 Member's Master Contractor is responsible for locating facilities
- 90 SURVEY DESIGN REQUEST - Facility Has Been Marked in the Field
- 92 SURVEY DESIGN REQUEST - No Facilities in the Area
- 94 SURVEY DESIGN REQUEST - Facility Records Provided
- 98 SURVEY DESIGN REQUEST - Access to Facility Records Provided
- 999 Member has not responded by the required time

## IVR Procedures



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Members can respond to locate requests while in the field by calling our toll free number listed below and follow the prompts as outlined.

**1-877-632-5050**

Press 2 to post a response to a locate

Enter your member ID number (which is your telephone number on file)

Confirm that your member ID number is correct

1 = yes

2 = no

Enter the ticket number

1 = ticket begins with the letter "A"

2 = ticket begins with the letter "C"

Confirm that the ticket number is correct

1 = yes

2 = no

The system will read back some of the ticket information

Confirm that the information is correct

1 = yes

2 = no

Enter the response code that you wish to use

Confirm that the response is correct

1 = yes

2 = no

The system will ask if you need to respond to another ticket. If yes, press 1 and repeat the steps above. If no, you may end the call and hang up.



## System Requirements

System requirements needed in order to use the Newtin System's Positive Response application include:

- Microsoft Internet Explorer 6.0 or higher
- Microsoft .Net Framework version 1.1
- Must be able to list [\\*.ncocc.org](http://*.ncocc.org) and [\\*.nc811.org](http://*.nc811.org) in the Trusted Sites in order for the .Net Framework to run

## Microsoft Internet Explorer

The Newtin System, run through Internet Explorer, requires communication with the server on port 80 (HTTP). By default, Internet Explorer will sandbox all applications and limit their functionality. To allow the Newtin System to run, you must set up Internet Explorer to trust the host web site.

To set up a Trusted Site:

- Open Internet Explorer
- Select "Internet Options" from the Tools menu
- Click on the "Security" tab
- Click the "Trusted Sites" icon
- Find "Security level for this zone" in the lower portion of the dialog box
- Verify that the level is set to "Low". If necessary, click the 'Custom Level' button and at the bottom of the dialog box displayed, select "Low" and click the "Reset" button
- Back on the "Security" tab, click the "Sites" button to open the trusted sites list
- If checked, uncheck the "Require server verification (https:) for all sites in this zone" option
- In the "Add this Web site to this zone:" field, enter both: [\\*.ncocc.org](http://*.ncocc.org) and [\\*.nc811.org](http://*.nc811.org)
- Click the "Add" button
- Click "OK" on both the Trusted Sites and Internet Options dialog boxes



## Microsoft .Net Framework

Newtin applications require .Net Framework version 1.1 to be installed. To determine if this is already installed on the computer:

- Go to Start / Control Panel / Add or Remove Programs
- Scroll down list until you reach Microsoft .Net Framework version 1.1
- If Microsoft .Net Framework version 1.1 is listed, continue to [Setup .Net Security Settings](#)
- If it is not already listed, visit the Apps and Tools section of our webpage, [www.nc811.org](http://www.nc811.org), click on Remote Ticket Entry and select .Net Download

\*\*If other versions of .Net Framework are listed, do not delete as these versions may be used by other programs.

## Setup .Net Security Settings

Microsoft's shortcut to the .Net Security Wizard application is not updated when installing the .Net 1.1 Framework after having installed the .Net v1.0 Framework. The best way to launch the .Net 1.1 Security Wizard is to run it directly.

- Go to Start / Control Panel / Administrative Tools
- Double-click Microsoft .Net Framework v1.1 Wizards
- Double-click on Adjust .Net Security
- Make sure that the radio button beside of "Make changes to this computer" is highlighted.  
*\*\*If "Make Changes to the current user" is highlighted, you will need to have your System's Administrator log into your computer and adjust the .Net Security.*
- Click "Next"
- Click the "Trusted Sites" icon
- Move the slider all the way to "Full Trust"
- Click "Next"
- Verify in the settings summary that Trusted Sites now reads "Full Trust"
- Click "Finish"
- Close all open windows

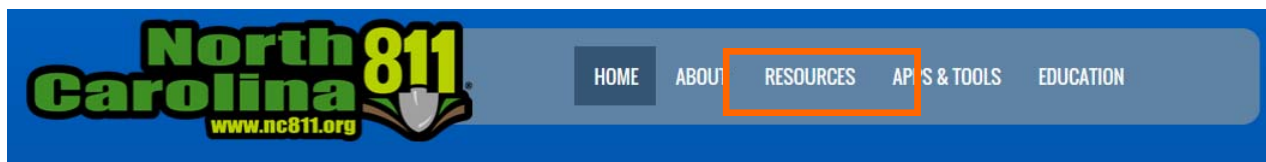


# Logging into Newtin

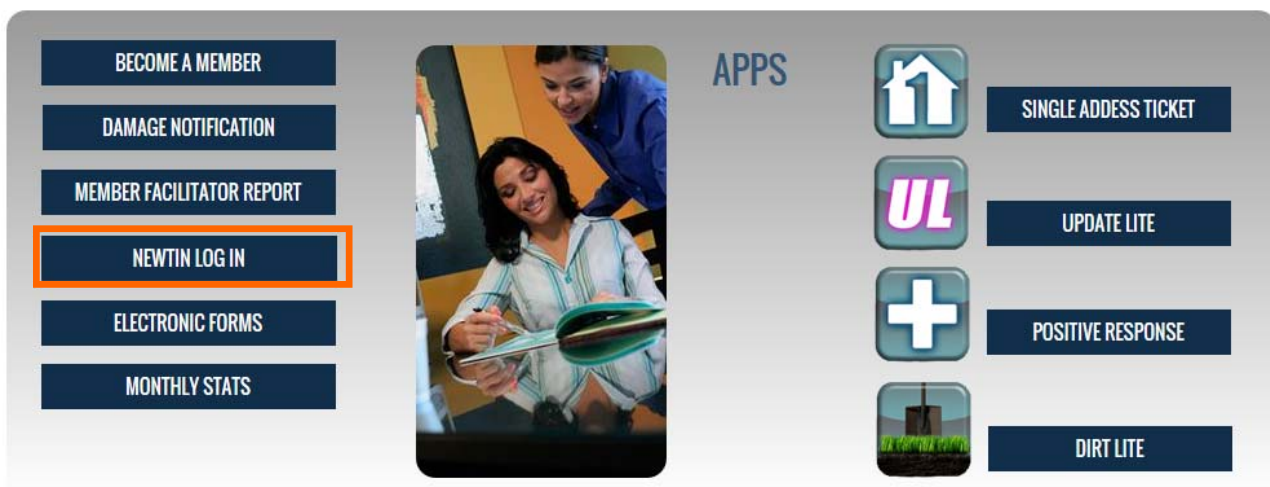


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In the “Address” field of your internet browser, type the following address: [www.nc811.org](http://www.nc811.org) and press Enter. Select ‘Resources’ from the menu bar, then select “Member Services”.



Once on the Member Services page click on the Newtin Login button.

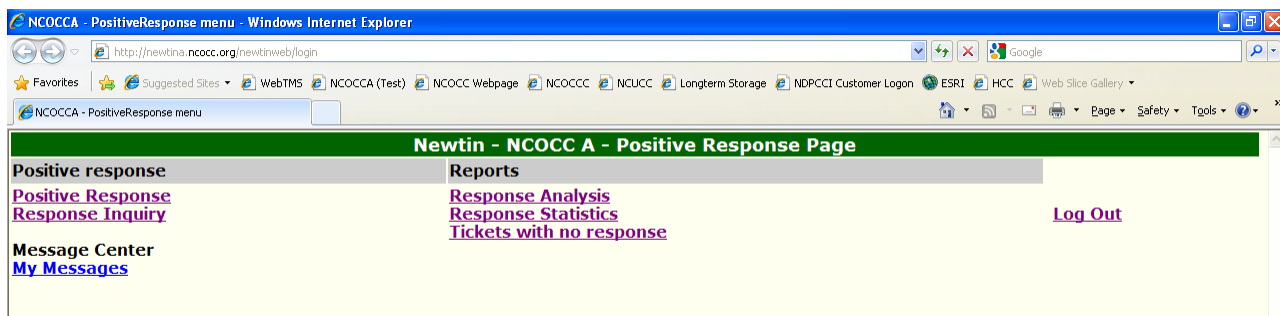


You will be asked to enter your user name and password to gain access to the Newtin web page.

# Positive Response Menu



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## Positive Response Links

Positive Response - used to post responses to locate requests

Response Inquiry - used to check the response that you posted

## Reports

Response Analysis - analyzes tickets responded to on a specific date or date range

Response Statistics - breaks down and shows how many tickets were responded to with each of the available responses for date or date Range

Tickets with no response - shows the tickets that have not been responded to by the required time

## Message Center

My Messages - provides a way for the Center to send messages to member

## Log Out

This link allows the member to completely log out of the Newtin System

# Positive Response



Know what's below.  
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By Ticket
By Response Due

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>
4	<input type="text"/>
5	<input type="text"/>
6	<input type="text"/>
7	<input type="text"/>
8	<input type="text"/>
9	<input type="text"/>
10	<input type="text"/>

The positive response link provides the member with two tabs by which to respond to tickets - By Ticket or By Response Due.

**By Ticket Tab** - if you know the ticket number(s) of the requests that you wish to post a response to you may enter them, up to ten at a time, and click on the Submit button. You will be re-directed to the **By Response Due Tab**, which displays the ticket number, member code, response due date, county, place, and street name for the tickets. A drop down box is provided for each ticket so that you can select the response code you wish to use. See page 5 for the legend that explains what each code means. Once you have selected the response codes click the Submit button and your responses will be uploaded to North Carolina 811, Inc.

Positive Response

Select a member from all ATT312\*

By Ticket
By Response Due

Ticket	Member	Response	Response Due Date	County	Place	Street
<a href="#">A092580031</a>	ATT312*	<input type="button" value="v"/>	09/18/09 00:01:00	GUILFORD	SUMMERFIELD	5200 HWY220
<a href="#">A092580037</a>	ATT312*	<input type="button" value="v"/>	09/18/09 00:01:00	FORSYTH	WINSTON SALEM	FRIAR LN
<a href="#">A092580038</a>	ATT312*	<input type="button" value="v"/>	09/18/09 00:01:00	FORSYTH	WINSTON SALEM	TOWNSEND GLEN LN
<a href="#">A092580040</a>	ATT312*	<input type="button" value="v"/>	09/18/09 00:01:00	FORSYTH	WINSTON SALEM	FRIAR LN
<a href="#">A092580097</a>	ATT312*	<input type="button" value="v"/>	09/18/09 00:01:00	ALAMANCE	BURLINGTON	3007 S FAIRWAY DR
<a href="#">A092580119</a>	ATT312*	<input type="button" value="v"/>	09/18/09 00:01:00	GUILFORD	GIBSONVILLE	5040 TRI COUNTY RD
<a href="#">A092580124</a>	ATT312*	<input type="button" value="v"/>	09/18/09 00:01:00	ALAMANCE	BURLINGTON	2991 SPANISH OAK HILL RD
<a href="#">A092580130</a>	ATT312*	<input type="button" value="v"/>	09/18/09 00:01:00	DAVIDSON	WALLBURG	2235 MOTSINGER RD
<a href="#">A092580134</a>	ATT312*	<input type="button" value="v"/>	09/18/09 00:01:00	GUILFORD	WHITSETT	5704 MILLSTREAM RD
<a href="#">A092580145</a>	ATT312*	<input type="button" value="v"/>	09/18/09 00:01:00	GUILFORD	WHITSETT	5704 MILLSTREAM RD

# Response Inquiry



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## Response Inquiry

By Ticket		By Response Due		
Ticket <input type="text"/>	<input type="button" value="Submit by Ticket"/>	Work Date <input type="text" value="9/17/2009"/>	Phone <input type="text"/>	<input type="button" value="Submit by Response Due"/>

The Response Inquiry screen gives the member two options with which to check the response that they put on a ticket.

### By Ticket

Ticket	Rev	Work_Date	County	Place	Street
A092601183	00A	09/22/09 00:01:00	GUILFORD	GREENSBORO	2300 W MEADOWVIEW RD

Code	Name	Response	Description	Responded	Revision
LMB01	TEST CODE FOR ONLINE GRID SELECTIONS	10	No conflict, utility is outside of stated work area	09/17/09 14:49:38	00A

To Inquire by Ticket, enter the ticket number and click Submit by Ticket and you will receive a brief description of the ticket that you input, as well as the response information that was entered by your company.

### By Response Due

This tab is designed for the users who enter their tickets through Remote Ticket Entry. It allows them to see the responses that have been entered by our members on the locate requests that they have sent into the Center.



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There are three standard reports for Positive Response

## Response Analysis

Response Analysis for 09/23/09 through 09/23/09 for ATT01

Code	Ticket	Revision	Type	Work_Date	Responded	Response	Response_By	Days
ATT01	C092650254	00C	NEW	09/25/09 00:01:00	09/23/09 05:27:11	10	ATT/T (TRANSMISS-WEB)	-2
ATT01	C092651211	00C	NEW	09/25/09 00:01:00	09/23/09 05:27:12	10	ATT/T (TRANSMISS-WEB)	-2
ATT01	C092651258	00C	NEW	09/25/09 00:01:00	09/23/09 05:27:12	10	ATT/T (TRANSMISS-WEB)	-2
ATT01	C092651275	00C	NEW	09/25/09 00:01:00	09/23/09 05:27:13	10	ATT/T (TRANSMISS-WEB)	-2
ATT01	C092651279	00C	NEW	09/25/09 00:01:00	09/23/09 05:27:14	10	ATT/T (TRANSMISS-WEB)	-2

This report allows the member to input a day or date range and see all tickets that were responded to in that time frame. It shows the member code, ticket number, revision number, the type of ticket (NEW, RXMT, UPDT, 3HRS, etc), work date and time, the date and time that the ticket was responded to, the response code, who made the response, and the number of days before or after the response due.

The number of days lets you know whether the response was given prior to the due date for the response, on the day that the response was due, or after the due date for the response. For example, in the screen shot above, all of these tickets were responded to two days before the due date, so the Days column shows a negative number, such as -2. If the response was given on the due date then this column would show 0, and if the ticket was responded to after the due date then this column would show a positive number, such as 3, meaning it was responded to 3 days after the due date.



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## Response Statistics

Response Statistics					
<input type="button" value="Exit"/>					
Date	<input type="text" value="09/22/09"/>	through	<input type="text" value="09/22/09"/>		
Response statistics for date range 09/22/09 through 09/22/09					
code	10	20	30	999	TOTAL
ATT01	115	12	3	147	277
TCG01	17	0	0	24	41
TCG02	2	0	0	17	19
<b>TOTAL</b>	<b>134</b>	<b>12</b>	<b>3</b>	<b>188</b>	<b>337</b>

This report allows the member to input a day or date range and receive the total number of tickets that were responded to broken down by response code. As shown in the above screen shot, for member code ATT01 there were 115 tickets responded to with a code 10, which means No conflict, utilities are outside of stated work area. The report also totals how many tickets each member code received as well as totals how many tickets were responded to by response code.

Each member of the Center has the capabilities to see the responses for each member code that they have within the system.



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## Tickets with No Responses

**Tickets with No Responses**

Member

Ticket date range from  through

Tickets without responses by response\_due for 10/1/09 through 10/7/09 for ATT331\*

Ticket	Revision	Response_Due
C092750008	00C	Oct 7 2009 12:01AM
C092750012	00C	Oct 7 2009 12:01AM
C092750017	00C	Oct 7 2009 12:01AM
C092750086	00C	Oct 7 2009 12:01AM
C092750087	00C	Oct 7 2009 12:01AM
C092750257	00C	Oct 7 2009 12:01AM
C092750267	00C	Oct 7 2009 12:01AM
C092750273	00C	Oct 7 2009 12:01AM
C092750297	00C	Oct 7 2009 12:01AM
A092741122	00A	Oct 6 2009 12:01AM
A092741250	00A	Oct 6 2009 12:01AM

Done Trusted sites 100%

This report allows the member to input a day or date range and see all the tickets that were due a response on that day or within that date range and that were not responded to at all.

# Message Center



Know what's below.  
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## My Messages

[Messages from North Carolina One Call Center](#)

From	Date	Subject
<b>No Messages Found</b>		

Unread Messages:0 / Total Messages: 0

Powered by   
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The Message Center is used by North Carolina 811, Inc. to send messages to its members. It works just like your email program to allow you to send and receive messages. If you have any messages in the Message Center you will see a number beside of My Messages indicating there are messages. The Member Services Department utilizes email and telephone calls to relay important messages to the members as we realize that everyone is not logged into Positive Response at all times.





### Log Out

To completely log out of the Positive Response page you must click on the Log Out link and then you will be instructed to close the Internet Explorer browser window completely.

Please remember to use this link if you are responsible for maintaining the database for your company or if you are responsible for entering locate requests for your company through Remote Ticket Entry as your computer will remember the last log-in that was used to enter the Newtin System and will always log you in with that account and password.

If you have any questions or concerns about the Positive Response System please contact the Member Services Department by telephone or email as listed on page 4.

# Notes

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