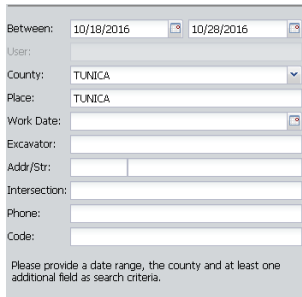






## Ticket Status Icons

The Ticket Status Icons feature will indicate what time period a locate request ticket is within; two working day waiting period, time to update, expiring soon and expired. This feature will only be available in the Portal to users with Advanced Ticket Search capabilities.

- Select **find tickets** .
- Use the Advance ticket search feature to display the tickets you are interested in.



The screenshot shows a search form with the following fields: 'Between:' with date pickers for 10/18/2016 and 10/28/2016; 'User:'; 'County:' with a dropdown menu showing 'TUNICA'; 'Place:' with a text field containing 'TUNICA'; 'Work Date:' with a date picker; 'Excavator:'; 'Addr/Str:'; 'Intersection:'; 'Phone:'; and 'Code:'. A note at the bottom states: 'Please provide a date range, the county and at least one additional field as search criteria.'

- Ticket Status Icons will be displayed for the list of tickets.
- Use the status icons to determine if it is time to update a ticket or if a ticket has expired, etc. Please be aware that none of these icons indicate whether lines have or have not been marked. They only indicate the time period a ticket is within on the day the user is viewing the ticket.
  -  **Waiting Period** - The ticket is still in the 2 working day waiting period.
  - **No Icon** - If there is no icon displayed, the lines should have been marked.
  -  **Update Now** - It is time to Update the ticket.
  -  **Expires Soon** - The ticket will be expiring soon.
  -  **Expired** - The ticket has expired.