

Frequently Asked Questions for RTE users

I am having trouble with login information, is my account correct?

Always confirm your cap locks are not on your keyboard. Enter both your account and password in lower-case letters (they will appear in all caps by default). If you are still having trouble, contact the RTE Support Team at 815-741-5011.

I need to make a change to my user profile, how do I do that?

If an adjustment is necessary to your company mailing address, your email, name, or phone number please contact the RTE Support Team at 815-741-5011 or email data@julie1call.com to make the necessary changes.

Can I use Remote Ticket Entry to enter tickets for my sub-contractors?

No. Using Remote Ticket Entry will only cover your company for the excavation. All sub-contractors will need to have their own dig number.

Can I use Remote Ticket Entry if I am not digging?

No. In the event that excavation will not begin within the 14 days, you may contact the Call Center and request either a Design Stage or a Joint Meet ticket.

Do the locators see the map and my polygon?

No. The map is used as a tool to help identify the JULIE members that are notified on your locate request.

Do GPS coordinates satisfy the address/street requirements?

No. GPS coordinates are a valuable aide to identify your dig site on the map to apply your polygon. JULIE members do not see the map and rely on the driving directions provided in the text of your locate request to arrive at your excavation site.

Can I print my dig number?

Yes. Once you have completed your locate request click Full Ticket on your top task bar. On the bottom of your Full Ticket view, you are provided with options on how you would like to print the request, including with or without a map image.

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Is there a tool available to help me confirm the “Place” information on my locate request?

Yes. Directly under the map, there is a button labeled “Places”. Choose that button and click on Get Places. This will display a list of cities and townships within your view of the map. Click on each place to display the approximate boundaries on the map.

Can I extend my locate request for an additional 28 days?

Yes. As a Remote Ticket Entry user, the application allows you to generate an extension when the dig number is between the 20th and 28th day for the expiration date. When the dig number is within this period, the top task bar will present you with an option to extend the dig number.

Can I submit a request that does not contain an address?

Yes. In the situation where a dig site does not contain an address, utilize the Additional Address or Directions to Jobsite Info field to provide locators with detailed driving directions from the intersection to arrive at the excavation site. Continue to enter the specific marking instruction in the extent field as usual.