



Newtin Ticket Search

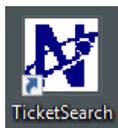
Long - Term Server

Ticket Search [Long-Term Server]



To access Ticket Search (TS), the authorized RTE user must run the application using the "Ticket Search Installer" found within the RTE page at www.nc811.org.

Once the application is ran, the user may access TS by clicking the TS icon, entering their RTE credentials. Once the credentials are accepted, the TS window will open.



TicketSearch.exe Logon

Account: WBF [OK] [Cancel]

Password: [Masked] [OK] [Cancel]

If a ticket number is being used to search and it is over 90 days old, the user must access Long Term Storage (LTS). This may be done by clicking the **Data Source** button in the TS window. Within the **Select Data Source** window, select **NCOCC Long-Term Server**, and enter your RTE credentials. Click **OK** to access LTS.

Within the "Search Criteria" tab, change the "Database" by clicking the drop down feature and select the year, e.g. NCOCC_2016 to be searched. Once the database is chosen, the system will automatically populate the "Completed" fields with the first/last day of the selected year. Enter the ticket, e.g. A160000000 to be searched in the Ticket field. If no ticket number is available, the user may search by Company Phone, Address, Street, etc., then click the "Search" button. Matching results will be displayed in the **Ticket Search - Ticket Listing Window**. The output columns within the ticket listing window can be changed by clicking the "Output Columns" tab. Place a checkmark by the output column name, to be displayed in the Ticket Search - Ticket Listing Window.

Search Criteria Information

Ticket	Rev	Type	Category	Header	Completed	Oper	Chan	Done For	Company	Company Phone	Caller	Caller Phone	County	Place	Street
A160110858	00A	NEW	LR		2016-01-11 09:31	WLB	300	TEST	RTE DEPARTMENT - TEST ACCOUNT	3363160359	WENDY FISHER	3363160359	GUILFORD	GREENSBORO	WILEY LEWIS RD
A162594300	00A	NEW	LR		2016-09-15 17:01	WLB	300	TEST	NC811	3363160359	WENDY FISHER - TEST	3363160359	MECKLENBURG	PINEVILLE	LANCASTER HWY

For further instructions on previewing, printing, and copying a ticket within Ticket Search, see pg. 23 of the RTE Application Tutorial. The RTE Application Tutorial can be found at <http://www.nc811.org/remote-ticket-entry.html>.