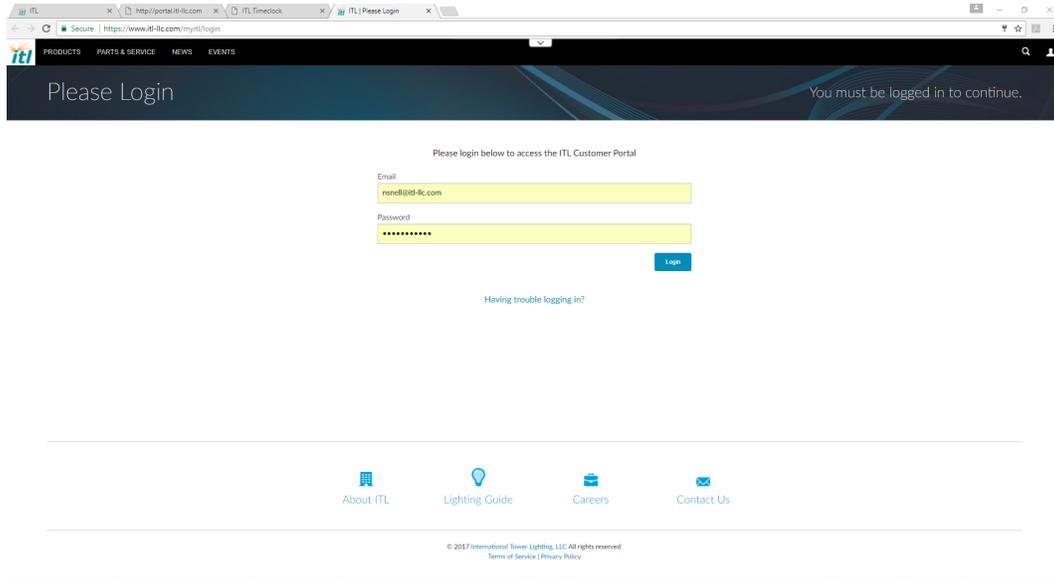
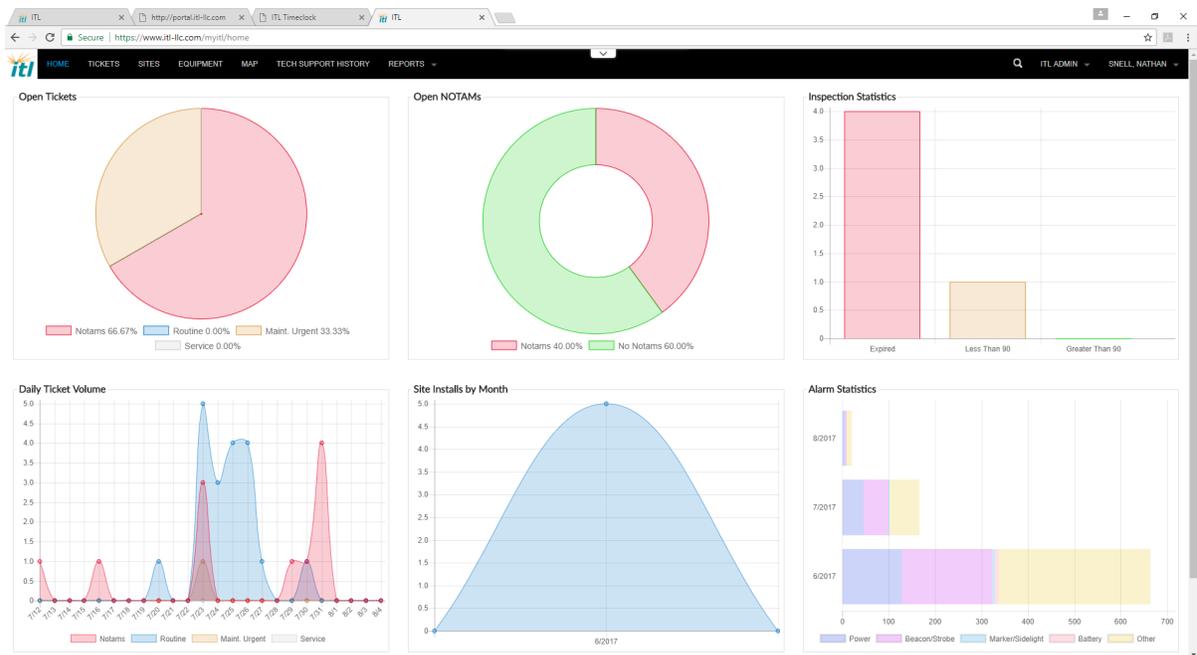


How to Log Calls on Vertical Bridge Sites

1. Open Google Chrome and type in the address www.itl-llc.com/myitl/login into the address bar.



2. Click on the "Tickets" tab at the top of the home page.



3. Click on the icon in the top right section of the “Tickets” page.



The screenshot shows a web browser window displaying the ITL Tickets page. The page has a navigation bar with links for HOME, TICKETS, SITES, EQUIPMENT, MAP, TECH SUPPORT HISTORY, and REPORTS. A search bar is located below the navigation bar. The main content area is titled "Tickets" and displays a table with 3 rows of data. The table columns are Ticket ID, Type, Category, Site ID, ASR, Site Name, Date Opened, and Status. The first row has Ticket ID 22357, Type NOTAM, Category Other, Site ID KY-5023, ASR 1052111, Site Name WOMM-AM US-KY-5023, Date Opened 2017-08-01, and Status Open. The second row has Ticket ID 22356, Type NOTAM, Category Other, Site ID IL-5055, ASR 1233495, Site Name Equality US-IL-5055, Date Opened 2017-08-01, and Status Open. The third row has Ticket ID 21872, Type Maintenance Urgent, Category Beacon Obstructed, Site ID IN-5061, ASR 1036787, Site Name WDJX-FM US-IN-5061, Date Opened 2017-07-24, and Status Open. At the bottom of the page, there is a copyright notice: © 2017 International Tower Lighting, LLC All rights reserved. Terms of Service | Privacy Policy.

Ticket ID	Type	Category	Site ID	ASR	Site Name	Date Opened	Status
22357	NOTAM	Other	KY-5023	1052111	WOMM-AM US-KY-5023	2017-08-01	Open
22356	NOTAM	Other	IL-5055	1233495	Equality US-IL-5055	2017-08-01	Open
21872	Maintenance Urgent	Beacon Obstructed	IN-5061	1036787	WDJX-FM US-IN-5061	2017-07-24	Open

4. Choose the appropriate Site, Type and Category in the “Create New Ticket” pop-up window.

The screenshot shows a "Create New Ticket" pop-up window. It contains the following fields:

- Site:** A dropdown menu with the selected value "IL-5016 (Nashville US-IL-5016)".
- Type:** A dropdown menu with the selected value "Routine".
- Category:** A dropdown menu with the selected value "Comm Disabled".
- Notes:** A large empty text area for entering notes.

At the bottom right of the window, there are two buttons: "Cancel" (red) and "Create Ticket" (blue).

5. Write a brief description of the call stating who you spoke to and what they are doing at the site then click the “**Create Ticket**” button.
6. Keep in mind that the customer is emailed a copy of the ticket so be certain that **spelling** and **punctuation** is correct.
7. To **close** a ticket double click on the ticket line on the “Tickets” page.

The screenshot shows a web browser window with the URL <https://www.itl-llc.com/myitl/tickets>. The page title is "Tickets". Below the title is a search bar and a "Search" button. The main content is a table with the following data:

Ticket ID	Type	Category	Site ID	ASR	Site Name	Date Opened	Status
22357	NOTAM	Other	KY-5023	1052111	WOMI-AM US-KY-5023	2017-08-01	Open
22356	NOTAM	Other	IL-5055	1233495	Equality US-IL-5055	2017-08-01	Open
21872	Maintenance Urgent	Beacon Obstructed	IN-5061	1036787	WDJX FM US-IN-5061	2017-07-24	Open

At the bottom of the page, there is a copyright notice: © 2017 International Tower Lighting, LLC All rights reserved. Terms of Service | Privacy Policy.

8. Once on the “**Ticket Details**” page click on the icon in the top right corner of the page.



9. Fill out the appropriate Closure Details.

Ticket Details

Ticket ID	21872	Status	Open
ADP Site ID	IN-5061	Opened By	Reed Booth
Site Name	IN-5061	Opened On	2017-07-24
Type	Maintenance Urgent	Closed By	
Category	Beacon Obstructed	Closed On	
FCC Site ID	1036787		

Ticket Notes

Person	Date	Note
Reed Booth	2017-07-24 16:32:01	FAUX TICKET - New antenna is mounted that is obstructing line of sight to the beacon.
Reed Booth	2017-07-24 16:54:04	FAUX TICKET UPDATE - Contractor scheduled to fix obstruction (STS Services).
Reed Booth	2017-07-24 16:57:02	FAUX TICKET UPDATE - Contractor at site to repair tower light obstruction (STS Services).
Reed Booth	2017-07-24 17:09:28	FAUX TICKET UPDATE - Contractor lacking required equipment. Must return to the site at a later date. (STS Services).
Reed Booth	2017-07-24 17:23:19	FAUX TICKET UPDATE - Contractor has returned to site with materials to repair obstruction. (STS Services).
Joshua Crowne	2017-07-26 08:28:42	FAUX TICKET UPDATE - Contractor has returned to site with materials to repair obstruction. (STS Services).