



Know what's below.
Call before you dig.

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

I completed my RTE training, now what???

NCOCC is electronically notified **immediately** of your online course completion. The RTE Department will then contact you via email within one business day requesting you to:

- **Complete the RTE Signup Form**
- **Install Newtin Applications**
- **Download/Print necessary tutorials**

Once the RTE Signup Form is completed and received, the RTE Department will contact you via email within **one business day**.

A copy of the User Agreement will be emailed to you and NCOCC will contact you via telephone within 30 minutes of the email send time to verify and activate the RTE account.

The RTE Department staff is available Monday thru Friday between the hours of 8a -5p for live help desk support, **336.316.0359**. The experienced staff can assist in technical resolutions, account setup/activation, ticket entry procedures, and many other issues that may arise.

From: NEWTIN Training [mailto:rtehelp@ncocc.org]
Sent: Tuesday, August 05, 2008 2:31 PM
To: NEWTIN Training
Subject: NEWTIN Training Completed
Importance: High

The following user has completed NEWTIN Ticket Entry Training:

User	sbrown76
User Name	steph brown
Company #	
E-Mail	stephanie@ncocc.org (HTML)
Company	test
Address	test greensboro, nc 27406
Phone	
Fax	

Email that is sent once course has been completed...

Congratulations!

You have successfully completed the Newtin Remote Ticket Entry course!

What's next?

Go to <http://www2.ncocc.org/ncocc/rtesignup.htm> to...

1. Create your remote ticket entry username and password
2. Download and install the program using **Newtin Installer**
*See Special installation instructions are available online for employees of:
--Duke Energy
--Piedmont Natural Gas
3. Retrieve alternate setup procedures if necessary

After you have completed and submitted the RTE Signup Request, the Remote Ticket Entry department of the NC One-Call Center, Inc. will contact you within **one (1) business day via telephone** to verbally verify the remote ticket entry account. **Once all the information is verified the account will then be activated.**

Future Reference

Visit the RTE section of our webpage, www.ncocc.org, on a regular basis for ticket entry tools and updates.

Remote Ticket Entry and Map tutorials are available online!

[Download Remote Ticket Entry Manual](#)

[Download Map Manual](#)

Update/Expiration calendars are available online in addition to special announcements.

Sincerely,

RTE Department
NC One Call Center, Inc.
Department Phone: 336-316-0359
Office Phone: 336-855-5760
Email: rtehelp@ncocc.org