Basic IROC Training: Student Guide

Request Status

Contents

1 Objectives

Upon completion of this unit, you will be able to:

- View the status of multiple and single requests in IROC.
- Edit a request.
- Edit an assignment.
- Unfill a request.
- Retrieve a request

2 Request Status Overview

Requests status is the state of requests that have been created or placed to your dispatch center. It can be used to determine the status of an individual request or to provide information on groups of requests for briefings or shift changes. Possible resource statuses include:

- At Incident
- At Preposition – Available
- At Preposition – Committed)
- Canceled
- Canceled UTF
- Canceled-Merged
- Closed
- Closed Due to Merge
- Complete
- Deleted
- Draft
- Ferry
- Fill/Close
- Filled
- Merged
- Partial Fill
- Pending
- Reassigned
- Reassigned Due to Merge
- Reassignment Cancelled Due to Merge
- Released
- Tentative Release
- UTF (Unable to Fill)

This guide describes how dispatchers can view and set resource status within IROC, as well as how to view the details associated with a resource.

Example Scenario: Dispatcher Nancy wants to see a quick view of which requests need travel. To do this, she navigates to Request Status list view and clicks the **Needs Mob Travel** and **Needs Demob Travel** actin buttons. She then receives a request for further information on a request with status UTF. She clears the travel filters and choose **UTF** from the **Status** column drop-down. If necessary, Nancy can click the **Download** icon to export the filtered list to a PDF report or Excel spreadsheet format.

3 Viewing Request Status
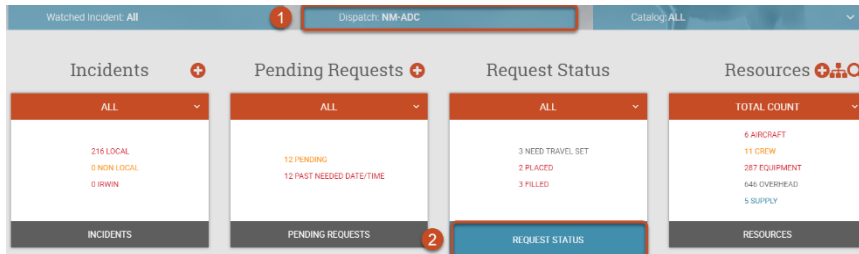
1   In IROC Portal, select the appropriate dispatch center from the **Dispatch** content selector.

2   Click the **Request Status** list selector on the Request Status Action Tile to open the work area.

> **Note:** You can also view status and manage requests from the **Pending Requests** tile; however, you will only see pending requests.

Options for Viewing Request Status

In the work area, you have several options for seeing the status of a request.

1   In the default **l**ist view, there are several ways to filter the request status column. This is a good option if a dispatcher needs to list all requests of a certain status for a quick view of their operations.
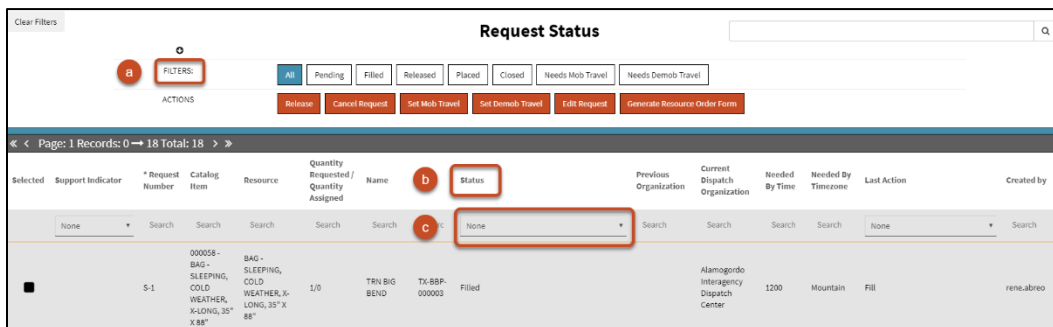

a   Click on one or more quick filters. Selected options are blue; unselected options are white. To remove a quick filter, click it again. To revert to the default view, click **All** to see all.

b   Click on the status column header to sort the items in the field in ascending or descending alphabetical order.

c   Select a status from the Status column drop-down to filter the list to show only items that match your criteria.

> **Tips:**
> * To create a report or to export the filtered list, click the **Download ( )** icon to export the information to PDF or Excel formats.
> * You can also use a wildcard search in the **Search** field in the upper-right corner of the screen to search for a specific status.

2 Double-click on a request in the list to move to **a**ccordion view. In accordion view, the status is listed in the list on the left and in the **Status** field of the General Information tab on the right.
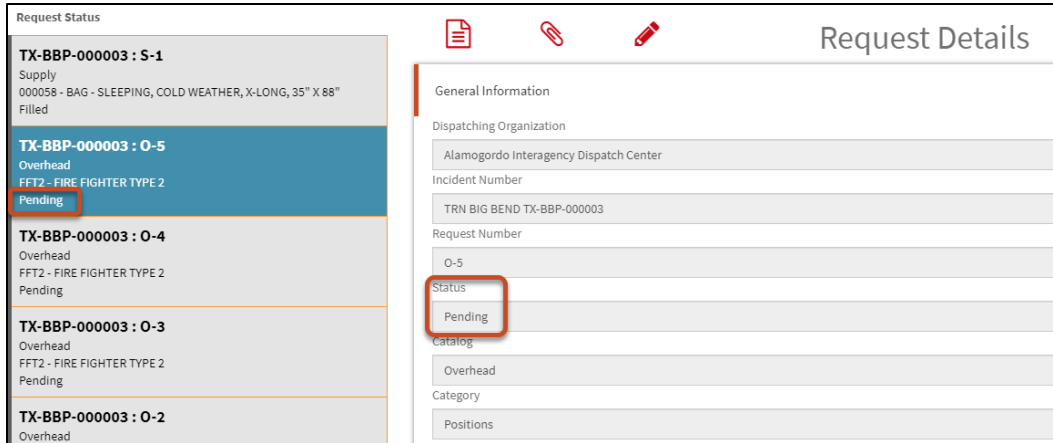
3 Clicking on the **Edit** icon in accordion view moves you to the Manage Request screen, where the request status is indicated in a yellow bar at the top of the screen.
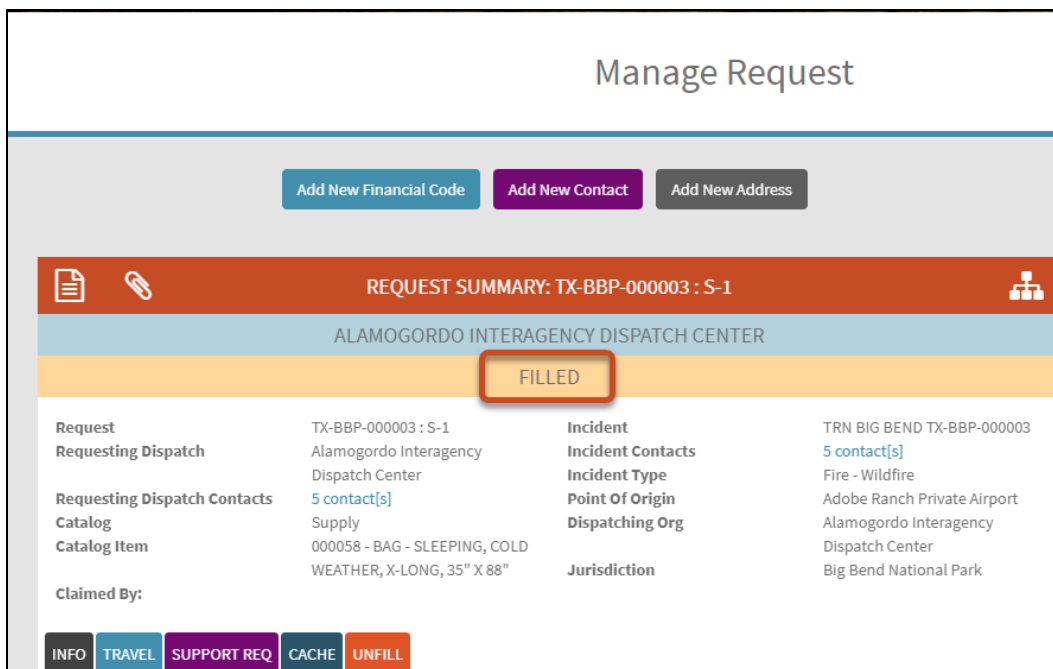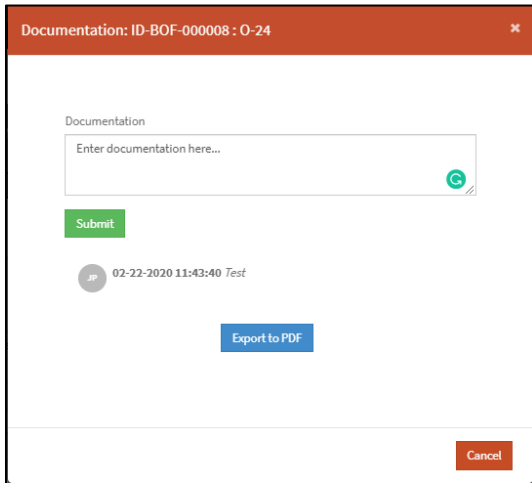

4 Editing a Request/Assignment

Editing a request or assignment is handled in the Manage Request screen.

Example Scenario: Dispatcher Nancy needs to modify some information in a request from her dispatch center. She locates the request in Request Status list view and clicks on the request to see details in accordion view. From this view, she clicks the **Edit** icon to open the Manage Request screen, where she can add and modify information.
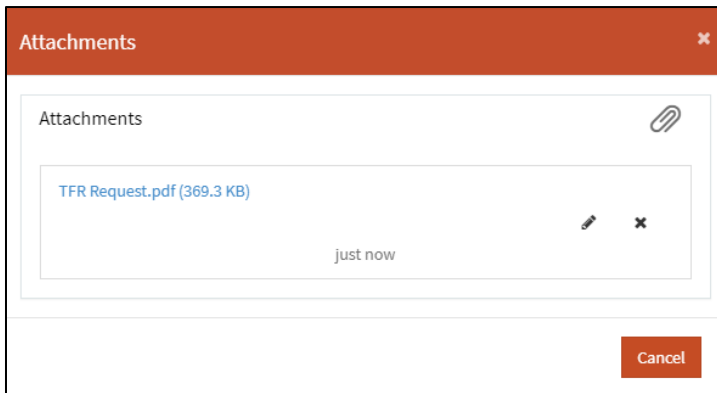
1 Navigate to the **Manage Request** screen for the request you want to modify.

2 The available fields and action tabs will vary depending on the request type and status. For any request, you can perform the following actions by clicking on one of these icons:

Note: The **Documentation** and **Attach** icon are also available from the Request Status work area.
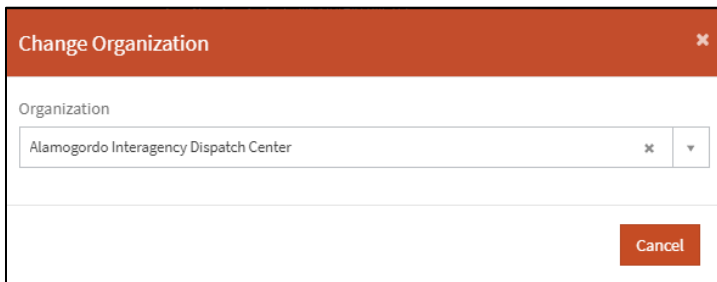
a   Documentation icon (▣) – Click to add a comment/journal entry to the record.

Documentation: ID-BOF-000008 : O-24	✕

Documentation

Enter documentation here...

Submit

JP   02-22-2020 11:43:40 *Test*

Export to PDF

Cancel

b   Attach icon (✎) – Click to attach a document to the record.

Attachments	✕

Attachments   📎

TFR Request.pdf (369.3 KB)

✏   ✕

just now

Cancel

c   Organization icon (🔾) – Click to change the current organization for this session only.

Change Organization	✕

Organization

Alamogordo Interagency Dispatch Center	✕	▾

Cancel

Note: Any organizations to which you have access will appear in the drop-down.

d **Information icon (ⓘ)** – Click the information icon shown adjacent to some fields to view the source record for this field.

3 Click on an action tab to open the related form and make the needed changes. For example, to change the travel for a request, click the **Travel** tab. To modify general information related to the request, click the **Info** tab.
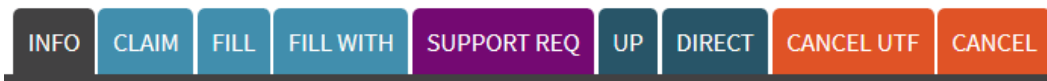
> **Note:** The tabs shown will differ depending on the request status.

4 When done, click **Save**.

> **Note:** All items marked with an asterisk (*) in IROC are required.
>
> **Tip:** Unless otherwise noted, you can type directly in each field. In drop-down menus, IROC will perform a type-ahead search to narrow down the choices in the list.
>
> **Note:** Any fields that are grayed out are read only and cannot be edited for this record and user.

5 Unfilling a Request

Example Scenario: Dispatcher Nancy needs to unfill a request that is already filled. She searches for the request in list view and clicks on the request to move to accordion view. She then clicks the **Edit** icon to open the Manage Request screen. Here she clicks the **Unfill** tab.

When you unfill a request, it becomes pending with your dispatch.

1 Navigate to the **Manage Request** screen for the request you want to unfill.

> **Note:** For a request to be unfilled, it must have a Filled status.

2 Select the **Unfill** tab.

3 In the confirmation message, click **Unfill**.

6 Retrieving a Request

This function retrieves a placed request where your dispatch is in the ordering chain. The request must be pending.

1   Navigate to the **Manage Request** screen for the request you want to retrieve.

2   Click on the **Retrieve** tab.

3   Once the request has been retrieved, you will see a notification at the top of the IROC page.

> **Note:** Keep in mind the following when retrieving a request:
> - A request can only be retrieved if it has already been placed to a different organization.
> - The request cannot have an open assignment roster.
> - You cannot retrieve the request if your dispatch UTFed the request.