

To review the details of an Incident Failure alert

Although alerts are assigned to the predefined default cache user, you can act upon any alert in the Alerts queue. This task shows sample screens from the INCIDENT_FAILURE Queue.

- 1 On your Home page under Alerts, click the NWCG INCIDENT FAILURE queue.
- 2 On the Alert List screen, click the Alert ID of your choice.

You may also click to select the check box next to the Alert ID of your choice, and then click [View Details](#)

- 3 On the Alert Detail screen under Alert, review the Details and Description information, and then perform the necessary action(s) to resolve the alert.

Depending on the failure, you may need to contact the ROSS user/Dispatch Center that placed the order.

- 4 Once the alert is resolved, click **Close** on the Alert Detail screen.

Once closed, the alert is removed from the Alert screen and Queues.

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The screenshots illustrate the workflow for reviewing an incident failure alert in the SSCAP 8x system:

- Top Screenshot:** Shows the Home page with the Alerts queue. The 'NWCG INCIDENT FAILURE' queue is highlighted with a red circle and the number 1.
- Middle Screenshot:** Shows the Alert List screen with a table of alerts. The first row is selected with a checkmark, and its Alert ID is circled in red with the number 2.
- Bottom Screenshot:** Shows the Alert Detail screen. The 'Description' field is circled in red with the number 3, containing the text: "IncidentFinancialCodes element is not passed in Update Incident Notification input. This notification is not processed". The 'Close' button is circled in red with the number 4.

