



RELEASE NOTES

Dispatch Manager Access:

- Just a reminder as a Dispatch Manager, to add “New” users that have “requested” access to your center:
 - Go to IROC Login in DMT > My Organization Approvals > Pending Login Requests, find user and “Approve” or “Reject” the access request.
- Resolved issues where IROC Dispatch Managers (DM) could give themselves or others access to centers, they were not currently active in.
 - IROC DM can only remove, edit or give roles to someone that has access to OR has requested access to my center via “My Organization Access Roles”.
 - DM can no longer add themselves to another center.
 - The “New” button has been removed from the “My Organization Access Roles” to mitigate users being able to give anyone access to any center.
 - DM can no longer remove, edit, or give roles for users at another center when not current center.
 - As DM, to “add “New” users that need access to your center but have not “requested” it, go to “My Organization Access Roles”:
 - Open “My Dispatch Organizations” page
 - Click the “i” or Dispatch Organization Name
 - Navigate to the “Organization Access Roles” tab
 - Click “New” to add a user
 - This process ensures DMs are only granting access to the Current Center they are active in. And provides a “paper trail” of documentation when a user requests access and the approval by DM.
 - DM can no longer “Delete” users from their center, only “Disable”.
 - DM can no longer “Delete” or “Disable” users at another center when not current center.
 - “Switch Dispatch” feature is limited to only centers DM already has access to.

Incidents:

- Fixed a system issue when creating new incidents, the dispatch organization’s prebuilt contacts were not always displaying on the Incident. Prebuilt dispatch organization contacts will now display on the “Incident Contacts” tab in DMT and the “Contacts” tab Portal.



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Requests:

- Resolved a bug which was preventing the functionality to process correctly when users would click the “Cancel Release” on a request. “Cancel Request” will function as expected now.
 - This action will return the Request Status to “At Incident”.
 - The resource assignment status will return to “At Incident” and Demob travel option will update to “TBD”.
 - “Released” will be set to “False”.
 - If the request is a parent, the children will follow with the same values being set.
 - If the request was initially released while “Mob En Route” the request will return to “Mob En Route” and clear the "Release action info" field.

A couple other reminders:

- Incident “Billing Organizations” cannot be Dispatch organizations. When users are creating incidents the “Billing Organization” must be tied to an actual agency entity (specific BLM, USFS, State organization) that can pay the bills NOT the Dispatch Center itself as they have no cash flow. This is critical for any requests going to the national cache system.
- Centers that use CAD systems to send non-Wildfire incidents to IROC through the IRWIN integration service, please check for your incident in “Staged Incidents” in DMT before creating a new incident in IROC. We are seeing duplicate incidents being created when users try to create the incident in IROC and it’s already in IRWIN/IROC Staged Incidents. At this time IROC cannot merge these incident records so the IROC incident will not go to IRWIN.
 - Open the Incident in “Staged Incidents” DMT List and click the “Add to IROC” button to promote the incident for resource ordering in IROC.
 - All WildCAD/CFCAD Wildfire and Complex type incidents go directly into to Center’s Incident lists if integrated successfully with IRWIN.
 - CFCAD Wildfire type incidents that integrate with requests attached will automatically be promoted into IROC, these will display in your Incident/Requests lists.
 - At this time other incident types will be “Staged Incidents” and need to be promoted if requests exist in CFCAD/IRWIN. Once the incident is “Add to IROC” the requests will come in.
- Please continue to close out 2020 and 2021 incidents. Currently we have 227 incidents from 2020 and 1,016 Incidents from 2021 that have not yet been closed.