

This KM explains why you might not be able to find an Incident record in ICBS.

Since ROSS is the system of record for Incident orders that information has to be sent from ROSS when requests are placed or ICBS needs to query ROSS and pull the incident information into ICBS.

When querying in the Incident/Other Orders > Incident Console search by 'active' and 'inactive'. If the incident is still not visible, follow the End-User Solution.

End User Solution

Below are the steps the user should take in ICBS to manually query ROSS for the incident number to be pulled into ICBS.

1. In ICBS go to the **Issues/Transfers** menu then click **Create Incident Issue**. This step is used to simply query ROSS and pull the incident information into ICBS and not necessarily to create an incident issue.
2. In the **Issue Entry** screen, enter the incident number in all capital letters and including the dash marks e.g. CA-SRF-000385
3. After entering the incident number, press the **TAB** button to proceed to the next field. (Do **not** click the search glass)
4. The cursor should be in the Incident Year field, enter the year and then **TAB** again.
5. After tabbing, a pop up appears asking if you would like to query ROSS. Click **OK**.

Figure 1: ROSS query message dialog box



6. If the incident does not exist in ROSS the following error displays.

Figure 2: Incident does not exist message dialog box



7. If the incident does exist in ROSS the incident and appropriate details are created in ICBS.

8. If the incident that is being queried is inactive, the following message displays.

Figure 3: Message dialog box when queried incident is inactive



9. To make the incident active, go to the **Incident/Other orders** menu>click on **Incident Console** and search for the incident as well by selecting the **inactive** radio button when searching. Then check the **active** box and save the incident

Helpdesk Solution

If a user calls in reporting this problem, log into ROSS to the home dispatch for the Incident and try to find the Incident. If it is not in ROSS, then refer the user to contact the dispatch center to verify the information for the Incident.

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