

**This KM explains what the Helpdesk should do when asked to help with the ROSS to ICBS Interface Test after either a ROSS or ICBS outage.**

Following almost any outage of either system, a member of the ICBS-R technical team conducts a ROSS to ICBS Interface Test. This can be done without any interaction from a ROSS user.

In case the ICBS-R Team ever requests assistance from the Helpdesk, the interface test can be performed by an ICBS-R SME and a ROSS user (e.g. a Helpdesk agent with an active ROSS user account).

**Helpdesk Solution**

If the Helpdesk is asked to perform the ROSS user portion of the test, please follow these steps:

1. Log in to ROSS.
2. Select any open Incident if there is not one already selected.
3. Click **Request** then **New Request**.
4. Change the Catalog to Supply.
5. Place the cursor in the Item Code.
6. Type jayt\* and press the filter button.
7. Verify that jaytst is in the Catalog.

Reviewed 4/17/2014 – Andy Gray