

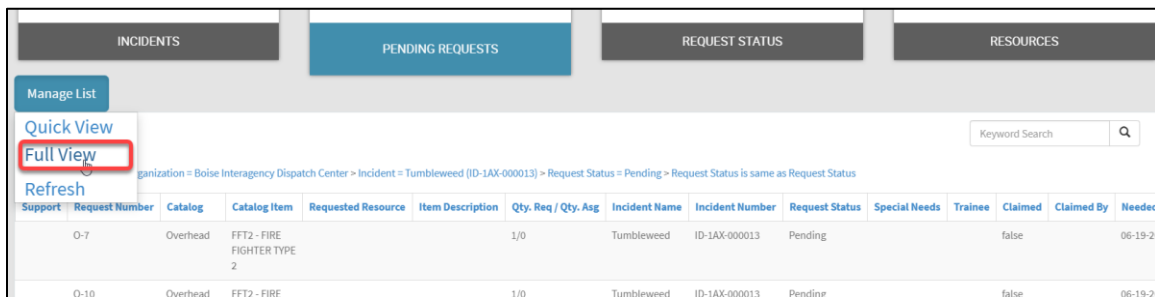
Claiming and Retrieving Multiple Requests

As a dispatcher, you can claim and retrieve multiple requests at once in the **Request Status** and the **Pending Requests** list view workspace, respectively.

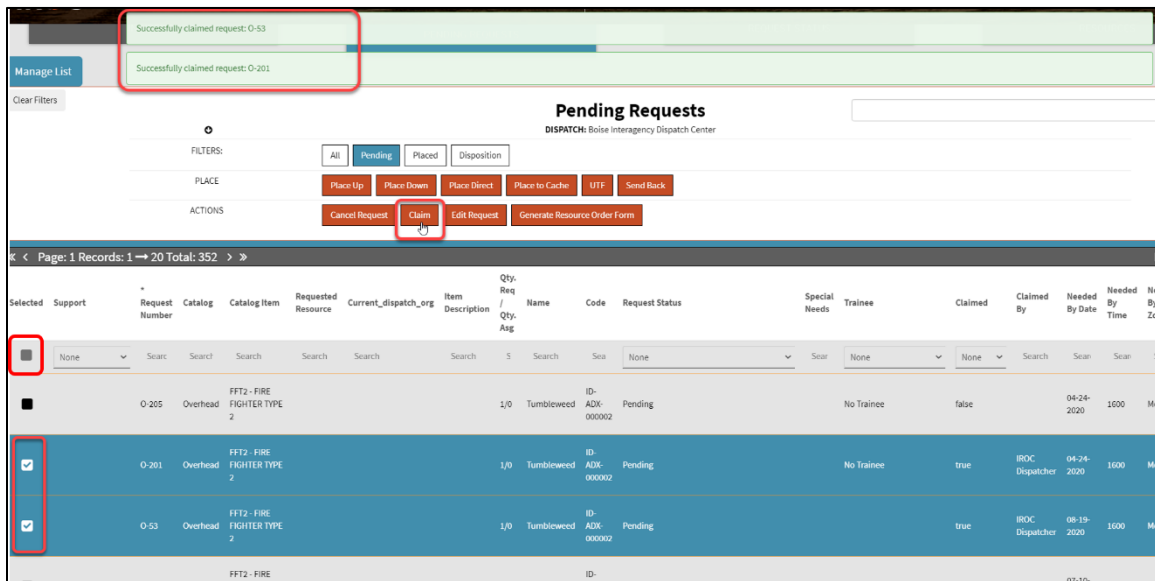
Pending Request

You can claim multiple requests from the Pending Requests list view workspace.

- 1 Click the **Pending Requests** selector on the tile in IROC Portal.
- 2 Click the **Manage List** button and select Full View to view a manageable list of requests.



- 3 To select multiple requests, click in the checkbox in the Selected column. To choose all records, click the **Selected** box beneath the column header.



- 4 Click the **Claim** action button to claim the requests. A confirmation message for each request is displayed at the top of the screen and the screen reloads.

- After the screen reloads, the **Claimed** and **Claimed By** columns show that the requests have been claimed by your dispatch organization.

| Batch Org | Item Description | Qty. Req / Qty. Asg | Name | Code | Request Status | Special Needs | Trainee | Claimed | Claimed By | Needed By Date | Needed By Time | Needed By Time Zone | Navigation/Reporting Instructions | Place To Organization | Previous Organization |
|-----------|------------------|---------------------|---------------|-------------------------|----------------|---------------|------------|---------|-----------------|----------------|----------------|---------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| | Search | 5 | Search | Sea | None | | Sear | None | None | Search | Sear | Sear | Search | Search | Search |
| | 1/0 | Tumbleweed | ID-ADK-000002 | FF2-FIRE FIGHTER TYPE 2 | Pending | | No Trainee | false | | 04-24-2020 | 1600 | Mountain | TestTest | Boise Interagency Dispatch Center | Boise Interagency Dispatch Center |
| | 1/0 | Tumbleweed | ID-ADK-000002 | FF2-FIRE FIGHTER TYPE 2 | Pending | | No Trainee | true | IROC Dispatcher | 04-24-2020 | 1600 | Mountain | | Boise Interagency Dispatch Center | Boise Interagency Dispatch Center |
| | 1/0 | Tumbleweed | ID-ADK-000002 | FF2-FIRE FIGHTER TYPE 2 | Pending | | No Trainee | true | IROC Dispatcher | 04-19-2020 | 1600 | Mountain | | Boise Interagency Dispatch Center | Boise Interagency Dispatch Center |

Note: Requests from multiple catalogs and multiple incidents can be claimed at the same time.

Request Status

You can retrieve multiple requests from the Request Status list view workspace.

- Click the **Request Status** selector on the tile in IROC Portal.
- Click the **Manage List** button and select Full View to view a manageable list of requests.
- To select multiple requests, click in the checkbox in the **Selected** column for each request.

| | | | | | | | | | | | | | | |
|-------------------------------------|------|----------|---------------------------|-----|------------|---------------|---------|------------|------|----------|--|-----------------------------------|---------------------------------|----------|
| <input checked="" type="checkbox"/> | O-42 | Overhead | FF2 - FIRE FIGHTER TYPE 2 | 1/0 | Tumbleweed | ID-ADK-000002 | Pending | 06-20-2020 | 1234 | Mountain | 905 NE 8th Street East Wenatchee, WA 98 | Boise Interagency Dispatch Center | Great Basin Coordination Center | Place Up |
| <input checked="" type="checkbox"/> | O-40 | Overhead | FF2 - FIRE FIGHTER TYPE 2 | 1/0 | Tumbleweed | ID-ADK-000002 | Pending | 02-06-2020 | 1600 | Mountain | | Boise Interagency Dispatch Center | Great Basin Coordination Center | Place Up |
| <input type="checkbox"/> | O-39 | Overhead | FF2 - FIRE FIGHTER TYPE 2 | 1/0 | Tumbleweed | ID-ADK-000002 | Pending | 05-28-2020 | 1600 | Mountain | 905 NE 8th Street East Wenatchee, WA ... | Boise Interagency Dispatch Center | | Enter |
| <input type="checkbox"/> | O-38 | Overhead | FF2 - FIRE FIGHTER TYPE 2 | 1/0 | Tumbleweed | ID-ADK-000002 | Pending | 05-29-2020 | 1234 | Mountain | 905 NE 8th Street East Wenatchee, WA 98 | Boise Interagency Dispatch Center | | Enter |

- Click the **Retrieve** button to claim the requests.

The screenshot shows the IROC interface with two confirmation messages at the top: "Successfully retrieved request: O-40" and "Successfully retrieved request: O-42". Below the messages, there are filter buttons (All, Pending, Filled, Released, Placed, Disposition, Closed, Needs Mob Travel, Needs Demob Travel) and a row of action buttons. The "Retrieve" button is highlighted with a red box.

- A confirmation message for each request appears at the top of the screen and the screen reloads. Click the **X** to close the confirmation.
- After the screen reloads, the **Last Action** and **Retrieved** columns show that the requests have been placed to your organization.

| | | | | | | | | | | | | | | |
|-------------------------------------|------|----------|---------------------------|-----|------------|---------------|---------|------------|------|----------|---|-----------------------------------|-----------------------------------|----------|
| <input checked="" type="checkbox"/> | O-42 | Overhead | FF2 - FIRE FIGHTER TYPE 2 | 1/0 | Tumbleweed | ID-ADK-000002 | Pending | 06-20-2020 | 1234 | Mountain | 905 NE 8th Street East Wenatchee, WA 98 | Boise Interagency Dispatch Center | Boise Interagency Dispatch Center | Retrieve |
| <input checked="" type="checkbox"/> | O-40 | Overhead | FF2 - FIRE FIGHTER TYPE 2 | 1/0 | Tumbleweed | ID-ADK-000002 | Pending | 02-06-2020 | 1600 | Mountain | | Boise Interagency Dispatch Center | Boise Interagency Dispatch Center | Retrieve |

Note: Requests from multiple catalogs and multiple incidents can be retrieved at the same time.