

## Maintaining Incident Contacts

IROC incidents and requests use various contact records to document different people related to the incident or request. This document describes the available contact types and the various ways to add a contact to an incident.

### Contact Types

IROC uses contact types to better relate contacts to their specific context and purpose. This may increase your efficiency when managing incidents and requests by reducing the number of contacts available to you for a specific type.

Each contact type is unique. A contact entered as a Shipping contact will not be available as a Pick-Up contact, unless you have also entered it as a Pick Up contact.

An individual's contact information may be entered as different contact types if desired. However, each would need to be created and managed as separate records.

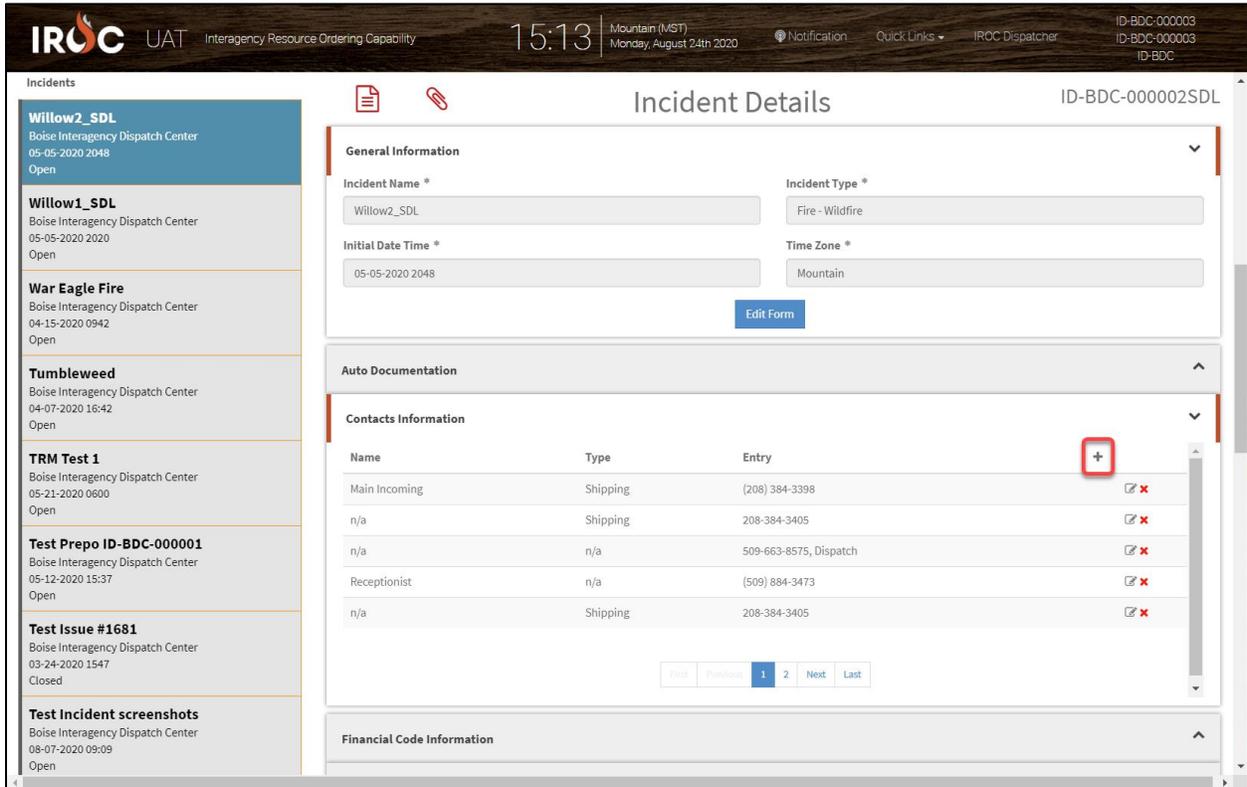
- **Assigning:** the person assigning a resource to a request
- **Block 8:** contact information to be displayed in "Block 8" of a Resource Order Form
- **Ordering:** the person responsible for resource ordering for a request
- **Pick Up:** the person who will pick up supply resources when the shipping method is "Pickup"
- **Requesting:** the person to contact regarding an incident resource request
- **Shipping:** the person responsible for receiving supply resources

**Note:** In some cases, you may use the same person as an **Assigning** and **Requesting** contact, for example. This contact needs to be created both as Assigning and Requesting contact record (or other types, as desired). This will reduce the number of contacts displayed in dropdown menus in IROC, making it easier to select contacts when managing requests.

## Creating Contact Records

You can create contact records from the **Incident Details** or **New Request** screen or when **Filling a Request**. The process is similar regardless of where you add the contact.

- 1 **From the Incident Details accordion view work space:** Select the **Contacts Information** tab to view and manage contacts for the incident. Click the **+** icon to add a new contact.

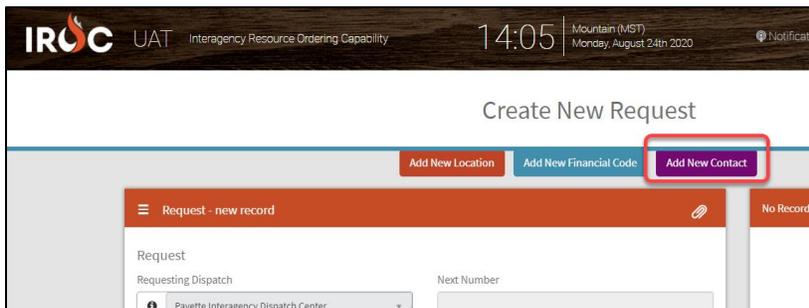


The screenshot shows the 'Incident Details' interface for incident ID-BDC-00002SDL. The 'Contacts Information' tab is active, displaying a table of contacts:

Name	Type	Entry	
Main Incoming	Shipping	(208) 384-3398	☑ ✕
n/a	Shipping	208-384-3405	☑ ✕
n/a	n/a	509-663-8575, Dispatch	☑ ✕
Receptionist	n/a	(509) 884-3473	☑ ✕
n/a	Shipping	208-384-3405	☑ ✕

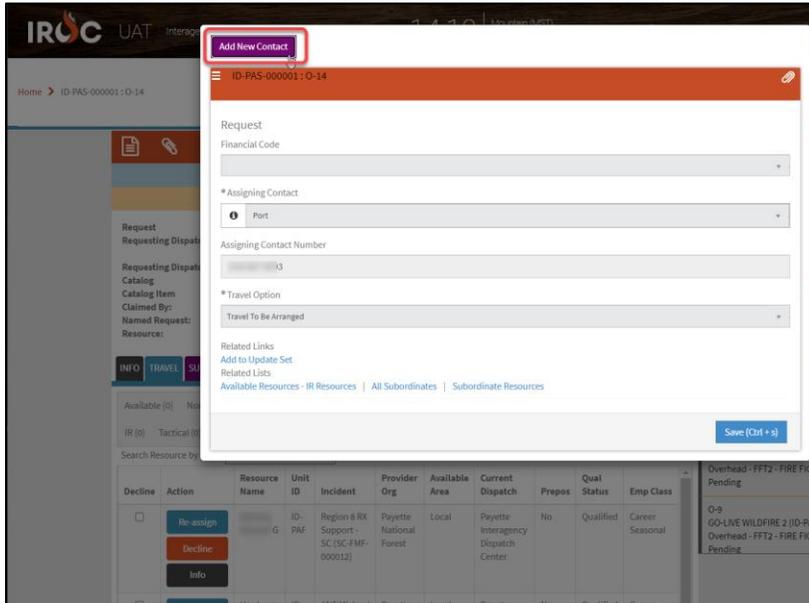
A red box highlights the '+' icon in the top right corner of the table, used for adding new contacts. The interface also includes sections for 'General Information' (Incident Name, Incident Type, Initial Date Time, Time Zone) and 'Auto Documentation'.

- 2 **From the Create New Request screen:** Click the **Add New Contact** button at the top of the new request screen.



The screenshot shows the 'Create New Request' interface. At the top, there are three buttons: 'Add New Location', 'Add New Financial Code', and 'Add New Contact'. The 'Add New Contact' button is highlighted with a red box. Below the buttons, there is a form for creating a new request, including fields for 'Requesting Dispatch' (set to 'Payette Interagency Dispatch Center') and 'Next Number'.

**3 When Filling a Request: Click the Add a New Contact button on the request form.**



**4 Regardless of which option you choose, the New Contact form is the same. Fill in all required fields.**

The 'Contacts' form is a modal window with a red header and a close button. It contains the following fields: 'Create Options' with a 'Create New' dropdown; 'Name \*' with a text input field containing 'Barbra Streisand'; 'Type \*' with a dropdown menu showing 'Block 8'; and 'Entry \*' with a text input field containing '913-381-5252'. At the bottom right, there are 'Cancel' and 'Submit' buttons.

- a Enter the **Name\***.
- b Choose a **Type\*** from the drop-down. (See the list of [Contact Types](#) for more info.)
- c Enter a phone number (or email) in the **Entry\*** field.
- d When done, click **Submit**.