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.

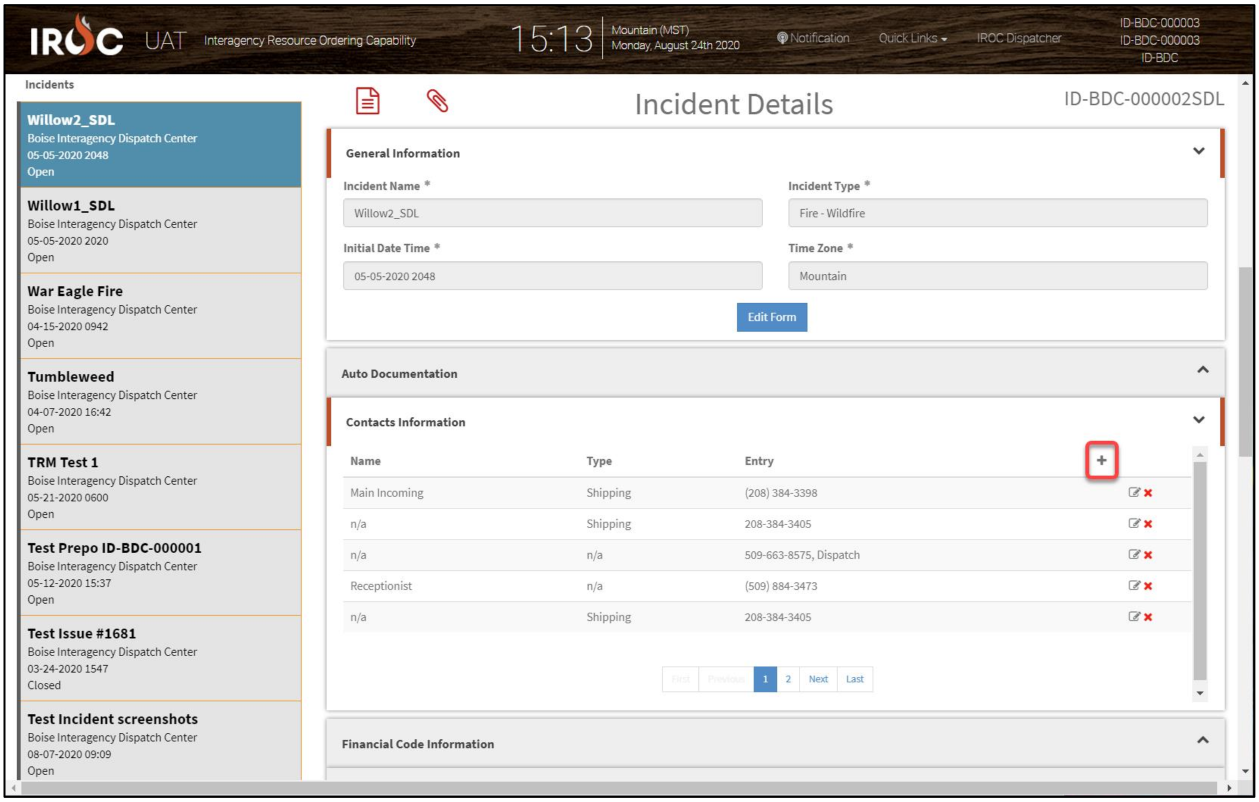
- **Assigning:** the person assigning a resource to a request
- **Block 8:** contact information to be displayed in "Block 8" of a Resource Order Form
- **Ordering:** the person responsible for resource ordering for a request
- **Pick Up:** the person who will pick up supply resources when the shipping 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.

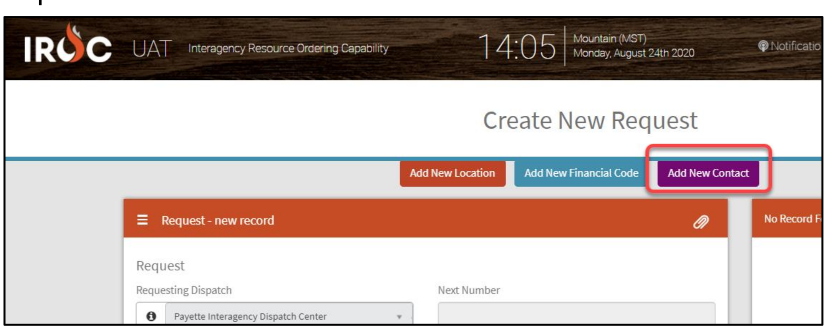
Creating Contact Records

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.

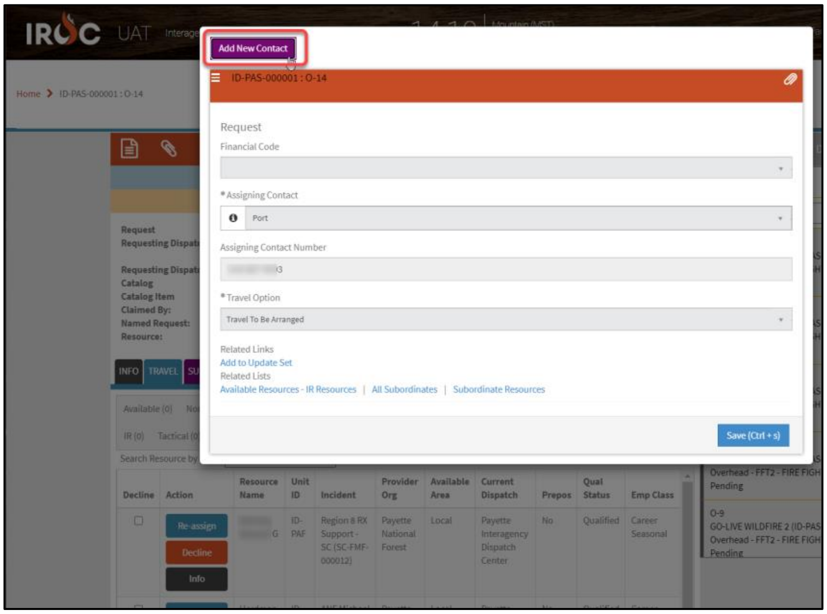
1 **From the Incident Details accordion view work space:** Select the **Contacts Information** tab to view and manage contacts for the incident. Click the **+** icon to add a new contact.



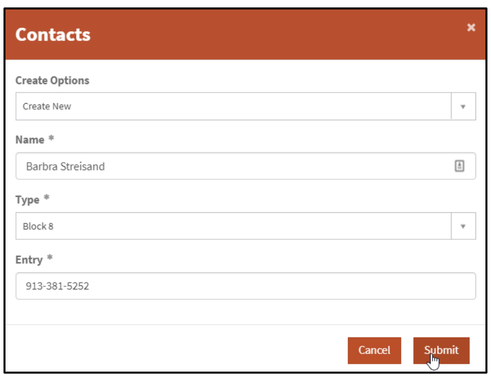
2 **From the Create New Request screen:** Click the **Add New Contact** button at the top of the new request screen.



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.



- **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**.