Maintaining Organization Contacts

IROC data related to organization contacts is managed in the IROC Data Management Tool (DMT). As a dispatch manager, you may need to edit the information for a contact in one of your organizations.

1. From IROC Portal, click DMT in the Quick Links menu.
2. Start typing “organizations” in the Filter Navigator.
3. Click the My Dispatch Organizations module to view all existing organizations in the list on the right.
4. Find the desired organization and click on the name in the Organization column to view the record.

Tip: You may need to use the various filter and search options to find the desired organization.

Note: If you click on the Information icon and click Open Record, you will be taken the Organization Access Rules screen for that organization, rather than to the Organization details screen.

5. Select the Contacts tab on the bottom portion of the screen to see all contacts associated with this organization.

Note: You can only edit contacts that are within one of your dispatch centers.

6. Find the desired contact, click the Information icon in that row, and then click Open Record to view the details.
7. To edit the information, change any available fields as needed and click Update.

Note: Any grayed-out fields are read-only and cannot be modified.

8. To delete the contact, click Delete and confirm when prompted.