Unfilling a Request

When you unfill a request, it becomes pending with your dispatch.

1  In IROC Portal, select the appropriate dispatch center from the Dispatch content selector and click the Request Status list selector on the Request Status action tile to open the work area.

2  In the default list view, double-click on the resource you want to unfill.

3  In accordion view, click on the Edit icon to open the Manage Request screen.

4  Select the Unfill tab on the Manage Request screen.

5  In the confirmation message, click Unfill.

Note: If you have selected a specific incident or catalog from the Watched Incident or Catalog list selectors, this will affect what you see in the Request Status list view.

Note: You can also access the Manage Request screen from the Create New Request screen by clicking on the Manage icon in the list of resources on the right side of the screen.

Note: For a request to be unfilled, it must have a Filled status.