To create a user-defined request number block

When you first create the Incident, create your user-defined request number blocks for all resource types.

1. On the New Request screen, click the Catalog drop-down arrow, and then click the Catalog for the User-Defined Request Number Blocks.

2. Under Enter Request for [Catalog Item], click

3. On the Pick Block dialog box, click

4. On the Split Block dialog box under Block #1, type the Starting Number for the New Block of Numbers.

5. Under Block #1, type a Meaningful Name in the Name text box.

6. Under Block #1 under Default, click to clear the System check box.

7. Under Block #2, type a Meaningful Name in the Name text box.

8. Under Block #2 under Default, click to select the System check box.

9. Under Block #1, click to select the User Issued check box.

10. When finished, click

11. On the Pick Block dialog box, click

You can also create user-defined request numbers from the Incident screen. To do this, click the Request Blocks tab on the Incident screen, and then click the New button. Proceed as directed, starting with step #4.

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