



Welcome to NC4 Training

Module: Resource Request

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1 Module: Resource Request Report

The Resource Request form allows you to obtain the critical assets needed to plan, respond, and recover from incidents.

It is used to request resources to respond to an incident or to report resource request status to the Emergency Operations Center (EOC). The form also allows you to assign a priority; identify the requestor and responsible agency; specify delivery location; and track status and costs.

Note: All person names and corresponding titles used in this document are fictitious. The names and titles are being used for the sole purpose of illustrating the systems' features and functionalities in an instructional environment.

1.1 What is a “Resource”?

Resources are critical assets that are important to incident planning, response, recovery and mitigation. They can consist of personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

Learning Objectives

After completing this module, you will be able to:

- Create and update a Resource Request Form.
- Explain key report elements.
- Use common functions.

ICON KEY

-  Valuable information
-  Test your knowledge
-  Keyboard exercise
-  Review



2 General Overview of Resource Request Reports

This section of the module provides an overview of a Resource Request form. You will become familiar with the layout of the form and understand the type of information it can contain.

2.1 Viewing Resource Request Reports

Existing Resource Request Reports are presented to you based on their priority levels when you select Resource Request in the **Report** navigation drop down menu, as shown in Figure 1.

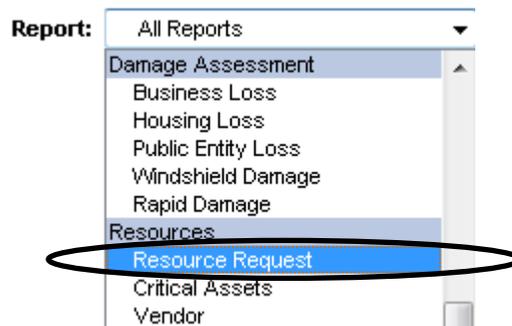


Figure 1 Selecting Resource Requests

The Resource Request summary screen shows all Resources by **Priority** level as shown in Figure 2.

Report: Resource Request View by: Priority

Resources by Priority Expand All Collapse All

Create Delete Print Auto Refresh Off On This screen last updated (00:00:01:38)

Priority	Status	Responsible Agency	Category	Type	Qty.	Units	Est. Cost	#	%	Event/Incident/Activity	Requesting Organization	Age
Flash							8,000	12	57.14%			
High							250	7	33.33%			
Medium							2,000	2	9.52%			
							10,250	21	100%			

Figure 2 Resource Request Summary Screen



2.1.1 Sorting Existing Resource Requests

Clicking the triangle icon "▾" in the summary screen will expand the Resource Request for that priority as shown in Figure 3.

Report: Resource Request View by: Priority

Resources by Priority Expand All Collapse All

Create Delete Print **Priority Code** Auto Refresh Off On This screen last updated (00:00:06:14)

Priority	Status	Responsible Agency	Category	Type
Flash				
New				ESF 3-Bus - Type VI - Handicap Lift Buses (State number o
New	NR		AGENCY MANAGEMENT	Mitigation Management Specialist - Type I (Emergency Man
New	NR		ON, CLOTHING, EQUIPMENT and SUPPLIES	Beverage - Type I (Water)
On-Scene	NR		FORCEMENT	Transport Team
On-Scene	Emergency Management		FACILITIES/MOBILE FACILITIES AND EQUIPMENT	Disaster Staging Area, Multipurpose - Type I (Local Govern
Sent to State	NR		LAW ENFORCEMENT	IMAT Team
Tasked to ESF	EDC		ESF 3	Generator - Type VIII (25 Kw)

Resource Request Name link

Note the color coded icon that provides a quick visual cue to request priority.

Clicking the triangle icon in the header column of a summary screen allows you to sort within the column.

Figure 3 Sorting Resource Request in Summary Screen

This view gives you a snapshot of the status of all Resource Requests by Priority.

Clicking the triangle icon  in any column in the center view frame will sort the requests by that column. Resource Requests are sorted by the following categories:

- Status
- Category
- Type
- Quantity
- Units
- Est. Cost
- Event/Incident/Activity
- Age

You can also sort Resource Requests by selecting a sort order from the **View by** drop down menu as shown in Figure 4.

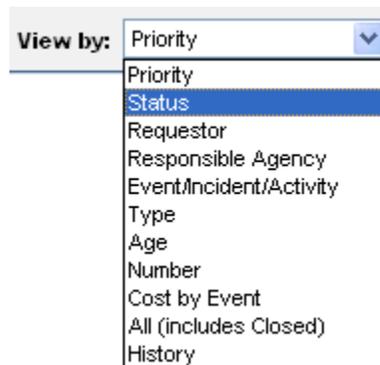


Figure 4 Resource Request View by Drop Down Menu

To *View* an existing Resource Request, click the Resource Request's Name link as shown in Figure 3. You will be presented with the **Resource Request** form, as shown in Figure 5.

Resource Request

*Red Label: indicates a required field.

Priority
 Black--Flash
Tracking Number - Local
 Res-155249-103-081209-2
Tracking Number - FEMA
***Status**
 Black--New
Tracking Number - State
Tracking Number - EMAC

WHO IS MAKING THE REQUEST?

Requesting Organization

*Requestor's Contact Info

Phone: 917
 Fax:
 Pager: 8383907
 Frequency:
 Talk Group:
 Cell:
 Other:
 Call Sign:

Related Event/Incident/Activity

[I - WMK-NZ Flood-Flash](#)

Display All resource requests related to

I - WMK-NZ Flood-Flash

WHAT IS BEING REQUESTED?

Resource Category

*Quantity
1

*Resource Type/Kind

ESF 3-Bus - Type VI - Handicap Lift Buses (State number of passengers)

Qty Unit Of Measure

When Needed

Mission

Transport People from the Home for the Aged

Resource must come with

Other

Fuel, Meals, Operator(s)

SPECIAL INSTRUCTIONS (E.G. SAFETY MESSAGE, INGRESS/EGRESS ROUTES, ETC.)

Special Instructions

Set up bus at staging area for transit

FORWARD REQUEST TO:

Uncheck to send Targeted Alert ONLY to the individual selected. When checked a Targeted Alert is sent to all users whose Person or the Org/Location and Position selected.

Individual:

Organization/Location:

Position:

Agency:

Vendor

Summary of actions taken

Estimated Resource Cost

Request History

08/12/2009 at 18:00 EST - [Howard Schechter at EOC as Director](#) changed status to Black--New

Document Created by: [hschechter](#) on 08/12/2009 at 18:00 EST Last Modified by: [arnold](#) on 09/15/2009 at 14:09 EST
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 Scroll down to see all the fields in the Resource Request form.

Figure 5 Resource Request in View Mode



In addition to information about the Resource Request's priority, status, and tracking numbers, there are special fields for the following:

- Approval (optional system functionality)
- Who is Making the Request?
- What is Being Requested?
- Special Instructions
- Forward Request To:
- Vendor
- Summary of Actions taken
- Estimated Resource Cost
- Request History

2.1.2 Tracking Number

Tracking Number fields have been provided for Local, State, FEMA and EMAC entities. The application assigns a system generated number in the **Local** field. You can use the other fields for any internal tracking processes that are included in your work flow.

2.1.3 Display All Resource Requests Related To

This field is located to the right of the **Related Event/Incident/Activity** field and contains the selection made in the **Related Event/Incident/Activity** field along with other report associations. Clicking the **Display** button, will open a list of all Resource Requests related to the Incident/Event/Activity in a pop-up window as shown in Figure 6.

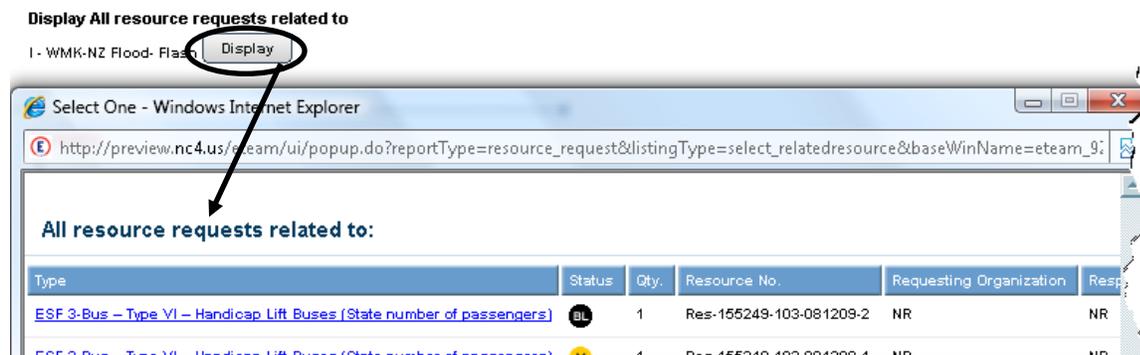


Figure 6 All Resource Requests Related To Window

Click the  button to close the **Related Resource Requests** window.

2.1.4 Request History

The Request History category displayed at the end of the report summarizes the activity that has occurred with that resource request, as shown in Figure 7 below.

Request History

08/12/2009 at 18:01 EST - [Howard Schechter at EOC as Director](#) changed status to Yellow--Enroute
08/12/2009 at 17:59 EST - [Howard Schechter at EOC as Director](#) changed status to Black--New

Figure 7 Request History

2.1.5 Common Functions

The Resource Request form also contains tabs for the system's common functions: Notification, Geo-Location, Attachments & Overlays and Distribution & Sharing. These functions are described in detail in the Module: Common Functions.

After you have submitted a new resource request form, you will observe in the upper right the following controls:

Split button – Click the  button to divide this Resource Request form for like assets. The new Resource Request form that is generated from the Split action will display a system generated dash numbered (-1) suffix.

Duplicate button – Click the  button to create a duplicate request of the like assets. The new Resource Request form that is generated from the Duplicate action will display a new system generated number.

Update button – Click the  button to open the Resource Request Report in *Edit* mode to update and edit the data fields.

Print button – Click the  button to send this Resource Request Report to the printer.

Close button – Click the  button to close the Resource Request form and return to the summary screen.

When you have completed reviewing a Resource Request, click the  button to return to the summary screen.



3 Let's get Practical with Resource Request Reports

In this section of the module, you will follow a step-by-step walk through of creating a Resource Request. You will become familiar with the details of the Resource Request form and gain practical experience with the type of information it can contain.

 All class participants should log on to the NC4 Application and follow along step-by-step with the workbook.

3.1 Creating Resource Requests

To create a new Resource Request, perform the following steps:

- 1 Select **Resource Request** from the **Report** navigation drop down menu.
- 2 Click the  button from the **Resource Request** summary screen.
- 3 A **Resource Request** Report opens in a new window as shown in Figure 8.



Resource Request

Help
Submit Cancel

*Red Label: indicates a required field.

Basic Info	Notification	Geo-Location	Attachments & Overlays	Distribution & Sharing
<p>Priority Priority Key</p> <p>Select One</p> <p>Tracking Number - Local Res-173827-766-100509</p> <p>Tracking Number - FEMA</p>				<p>*Status</p> <p>Select One</p> <p>Tracking Number - State</p> <p>Tracking Number - EMAC</p>
<p>WHO IS MAKING THE REQUEST?</p> <p>Requesting Organization Select</p> <p>*Requestor's Contact Info</p> <p>Phone: 123-456-7890 Fax: 123-456-7892 Pager: Frequency:</p> <p>Related Event/Incident/Activity Select Clear Display All resource requests related to No other resource requests related Display</p>				
<p>WHAT IS BEING REQUESTED?</p> <p>Resource Category Search Clear *Quantity</p> <p>Select One</p> <p>*Resource Type/Kind Search/Add</p> <p>Qty Unit Of Measure Search/Add When Needed Set</p> <p>Select One</p> <p>Mission Expand</p> <p>Resource must come with <input type="checkbox"/> Fuel <input type="checkbox"/> Meals <input type="checkbox"/> Operator (s) <input type="checkbox"/> Water <input type="checkbox"/> Maint <input type="checkbox"/> Lodging <input type="checkbox"/> Power Other</p> <p>SPECIAL INSTRUCTIONS (E.G. SAFETY MESSAGE, INGRESS/EGRESS ROUTES, ETC.)</p> <p>Special Instructions Expand</p>				
<p>FORWARD REQUEST TO:</p> <p>Clear Responsibility</p> <p><input checked="" type="checkbox"/> Uncheck to send Targeted Alert ONLY to the individual selected. When checked a Targeted Alert is sent to all users whose Person... the Org/Location and Position selected.</p> <p>Individual: Select Organization/Location:</p> <p>Position: Select Agency:</p> <p>Vendor Select Clear</p> <p>Summary of actions taken Update</p> <p>Estimated Resource Cost</p>				

Scroll down to see all the fields in the Resource Request form.

Figure 8 New Resource Request Report

The form contains many fields, some of which you must scroll down in the window to view. Required fields are noted by a red asterisk (*).



3.2 Resource Request Report Fields

We will address each of the fields as they appear on the form.

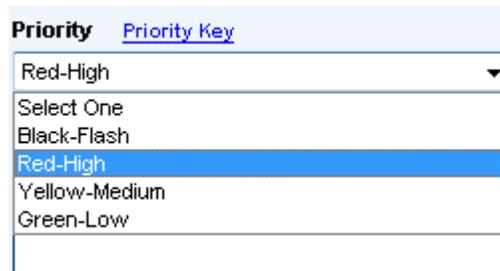
3.2.1 Priority/Status/Tracking Numbers

3.2.1.1 PRIORITY

The **Priority** field contains a description of the **Priority** in the [Priority Key](#) link to assist in your selection from the Priority drop down menu.

To view information about the meaning of these priority levels, click the [Priority Key](#) link to open the **Priority Key** window. After you have read the information, click the **Cancel** button to close the pop up window. Priority Keys are locally defined and maintained by the System Administrator.

Select from the choices under the **Priority** drop down menu, as shown in Figure 9, such as "Black-Flash," "Red-High," "Green-Low," etc.



Priority	Priority Key
Red-High	
Select One	
Black-Flash	
Red-High	
Yellow-Medium	
Green-Low	

Figure 9 Resource Request Priority Codes

3.2.1.2 STATUS

Select from the choices (such as "Black-New", or "Red-Tasked to ESF") under the **Status** drop down menu, as shown in Figure 10. These status levels correspond to the color-coding system seen in the Resources summary screen.

Figure 10 Resource Request Status Selection

3.2.1.3 TRACKING NUMBERS

The Resource Request form contains four fields to place information to assist with the tracking of the resource request at different levels. The four fields are Tracking Number-Local, State, FEMA and EMAC as shown in Figure 11. The system generated number is displayed in the Tracking Number-Local field.

Figure 11 Tracking Number Fields

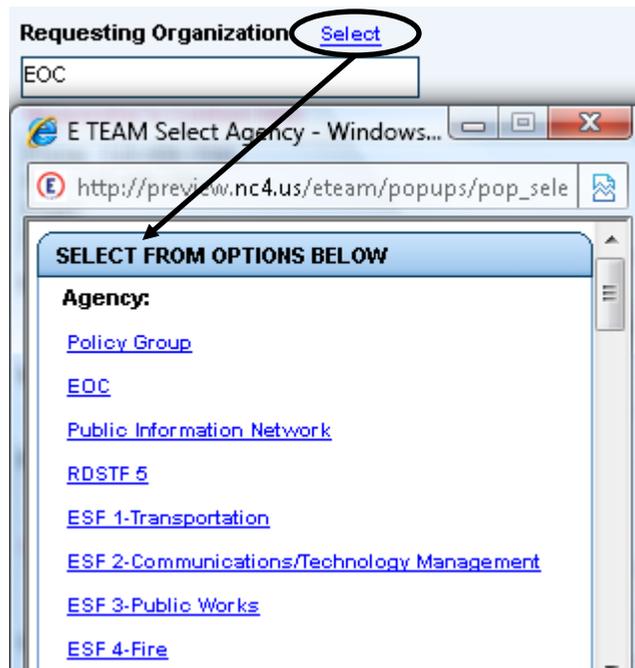
3.2.2 Who is Making the Request?

In this section of the form there are fields relating to the organization that is in need of specific resources, as shown in Figure 12.

Figure 12 Who Is Making the Request Fields

3.2.2.1 REQUESTING ORGANIZATION

Identify the requesting organization by clicking the Select link to open the **Requesting Organization** dialog box, as shown in Figure 13.



📁 The list of agencies is specific to your jurisdiction and is maintained by your System Administrator.

Figure 13 Select Requesting Organization

Click the Name link in the dialog box to populate the field with an agency or an incident with a command post established.

3.2.2.2 REQUESTOR'S CONTACT INFO

Indicate how the organization making the request is to be contacted in this required field, such as by phone, fax, pager, radio or other means. The requestor's contact information provided in the Personal Profile form will automatically be populated in this field. You may delete or edit the system-generated information and key in incident specific information, as well as provide additional detail as shown in Figure 14.



Figure 14 Requestor's Contact Info Field

Clicking the  button will open an expanded window for keying in detailed information as shown in Figure 15. Click the **OK** button to save the expanded information.

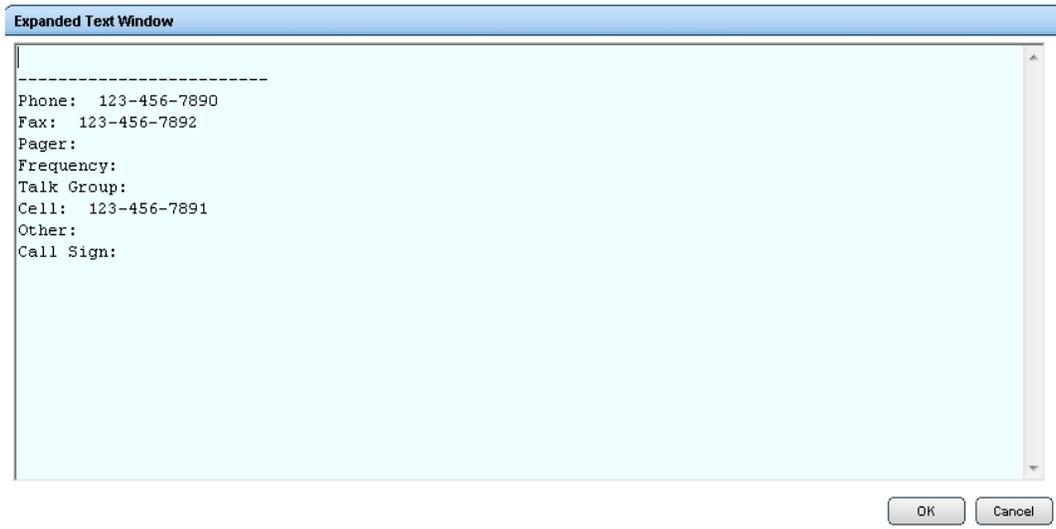


Figure 15 Expanded Text Window

 Expand is a common function available in many NC4 forms. When you click the **Expand** button a new window opens in which you can key additional information.

3.2.2.3 RELATED EVENT/INCIDENT/ACTIVITY REPORTS

The **Related Event/Incident/Activity** field allows you to associate your resource request to an existing incident, planned activity or event. To link one of these reports to this Resource Request form, click the **Select** button to open the **Related Event/Incident/Activity** window, as shown in Figure 16. The **Report Type** is prefaced with an **A, E, I** or **P**, which is the abbreviation for:

- A-Planned Activity report
- E-Emergency Event report
- I-Incident report
- P-Planned Event report

Click the Incident Name link to add the report to the **Related Event/Incident/Activity** field; or the **Clear** button to change your selection.

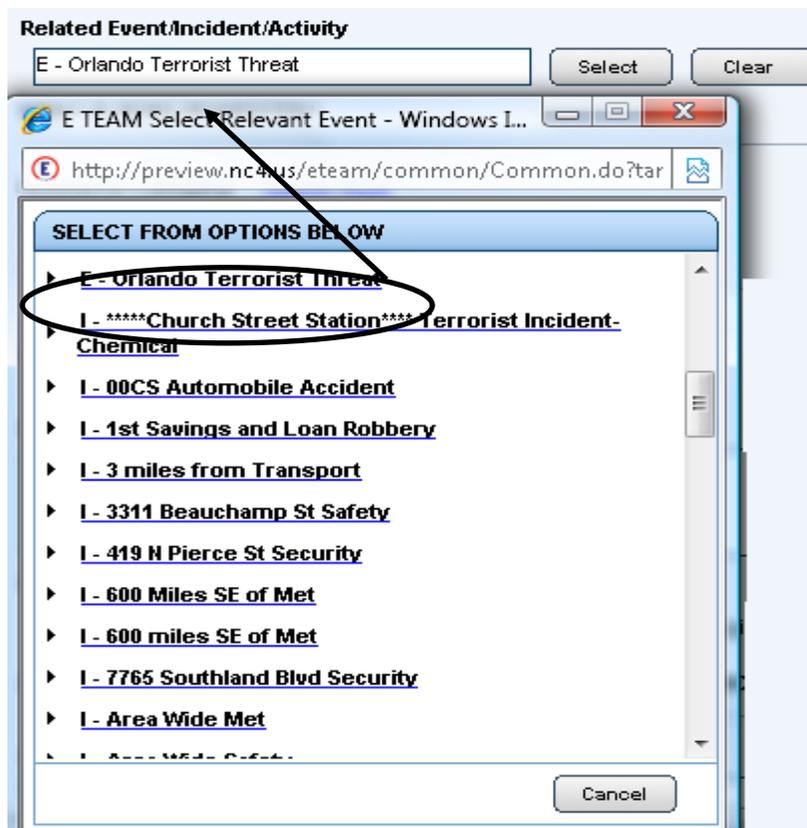


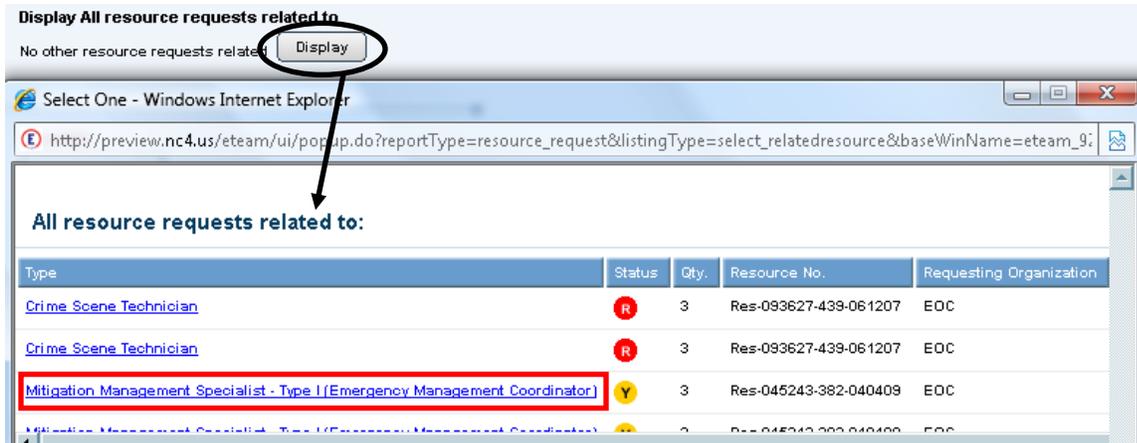
Figure 16 Select Related Reports

3.2.2.4 DISPLAY ALL RESOURCE REQUESTS RELATED TO

Click the **Display** button to review all Resource Requests related to the **Related Event/Incident/Activity** field selection as shown in Figure 17.

Click the Resource Request Name link in the dialog box to automatically populate information throughout the rest of the Resource Request window.

Note: Clicking the Resource Request Name link will automatically submit these changes to the system. The Resource Request window will be closed and automatically reopened in *View* mode.



Display All resource requests related to

No other resource requests related to

Display

Select One - Windows Internet Explorer

http://preview.nc4.us/eteam/ui/popUp.do?reportType=resource_request&listingType=select_relatedresource&baseWinName=eteam_9

All resource requests related to:

Type	Status	Qty.	Resource No.	Requesting Organization
Crime Scene Technician	R	3	Res-093627-439-061207	EOC
Crime Scene Technician	R	3	Res-093627-439-061207	EOC
Mitigation Management Specialist - Type I / Emergency Management Coordinator	Y	3	Res-045243-382-040409	EOC
Mitigation Management Specialist - Type I / Emergency Management Coordinator	Y	3	Res-045243-382-040409	EOC

Figure 17 Display All Resource Requests Related To Field

3.2.3 What is Being Requested?

In this section of the form there are fields that describe the category, type/kind, quantity, and other information relating to the resource that is needed, as shown in Figure 18.

WHAT IS BEING REQUESTED?

Resource Category [Search](#) [Clear](#) ***Quantity**

Select One

***Resource Type/Kind**

Qty Unit Of Measure **When Needed** [Set](#)

Select One

Mission

Resource must come with **Other**

Fuel Meals Operator (s) Water Maint Lodging Power

Figure 18 What is Being Requested Fields

3.2.3.1 RESOURCE CATEGORY

Resource Category governs the selections that are available in the **Resource Type/Kind** field. Select the resource category of the resource that you are requesting from the drop down menu as shown in Figure 19. You can also click the [Search](#) link, to review the resource category selections. To change your selection, you can clear the field by clicking the [Clear](#) link.

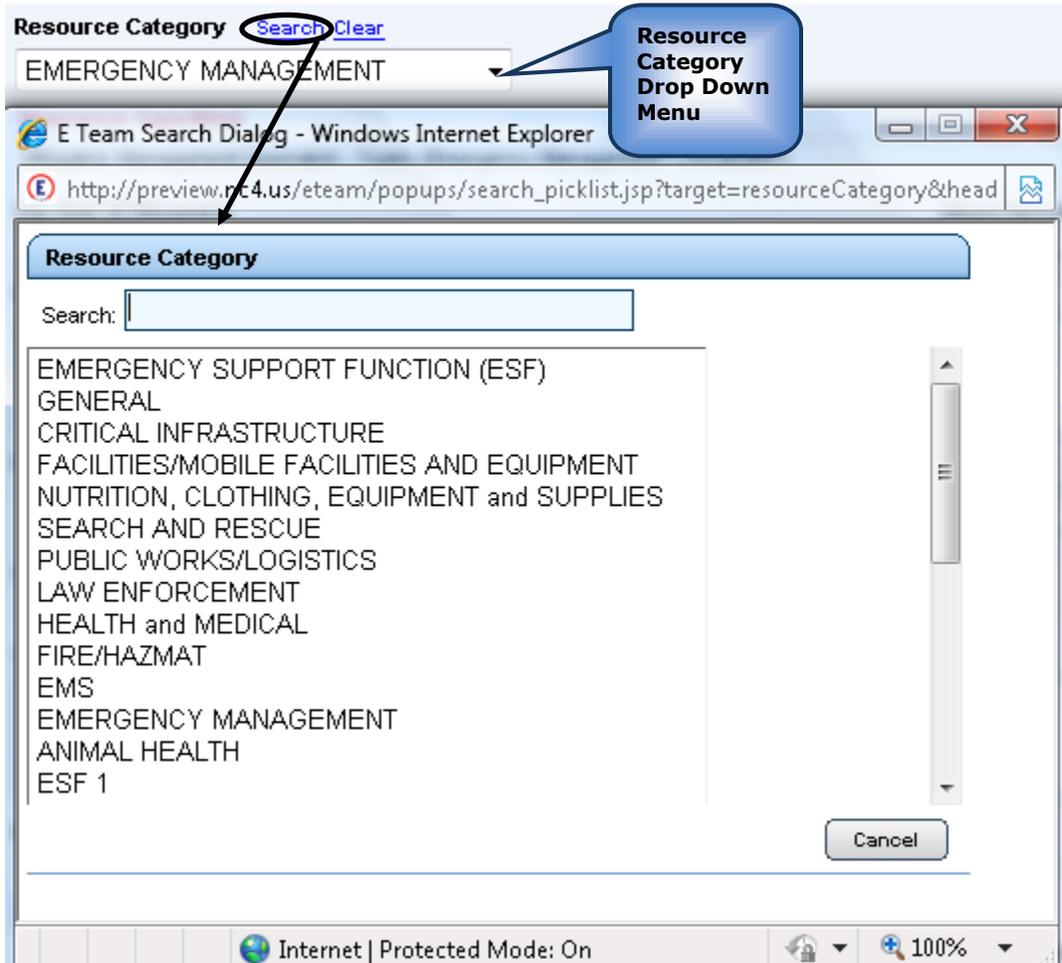


Figure 19 Resource Category Fields

3.2.3.2 RESOURCE TYPE/KIND

The selection that you view in this field is governed by the selection that is made in **Resource Category**. Identify the **Type/Kind** of resource needed in this required field by choosing from the options in the drop down menu, or by clicking the **Search/Add** button to open the Select Resource Type dialog box, as shown in Figure 20. Remember that items added using the **Search/Add** feature will not be reflected in the drop down menu.

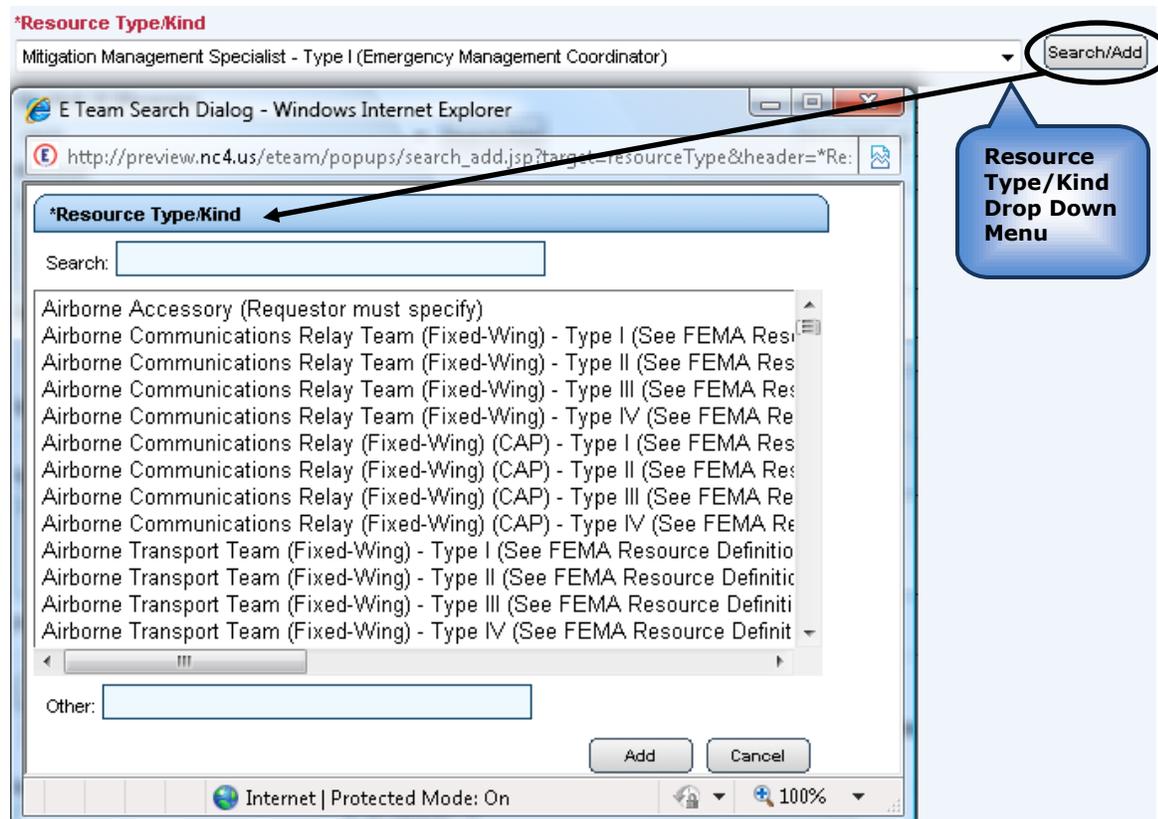


Figure 20 Resource Type/Kind Dialog Box

If the request is being made for a resource that is not listed, key in the name of the resource type into the **Other** field, then click the **Add** button. The resource you enter here will appear in the **Resource Type/Kind** field but will not be added to the drop down menu or search lists for other resource request forms.

Note: When adding a **Resource Type/Kind**, a proper format must be used. The **Resource Category** and the new **Resource Type/Kind** must be entered in the **Other** field separated by a hyphen with no spaces.

3.2.3.3 QUANTITY

Key the number of resources being requested in the required Quantity field, as shown in Figure 21.



A screenshot of a web form field labeled "Quantity" in red text. The field is a text input box containing the number "5".

Figure 21 Quantity Field

3.2.3.4 QTY UNIT OF MEASURE

Identify the amount of resources needed in this field by choosing from the options in the drop down menu, as shown in Figure 22 or by clicking the **Search/Add** button to open the Unit of Measure dialog box.



A screenshot of a web form field titled "Qty Unit Of Measure". It features a dropdown menu with the following options: "each", "Select One", "bottles", "boxes", "each" (highlighted in blue), "gallons", and "palets". To the right of the dropdown is a button labeled "Search/Add".

Figure 22 Qty Unit of Measure Field

If the request is being made for a resource measurement that is not listed, click the **Search/Add** button and key a unit of measure into the **Other** field, then click the **Add** button as shown in Figure 23. The unit of measure you enter here will appear in the **Qty Unit Of Measure** field but will not be added to the drop down menu or search lists for other resource request forms.

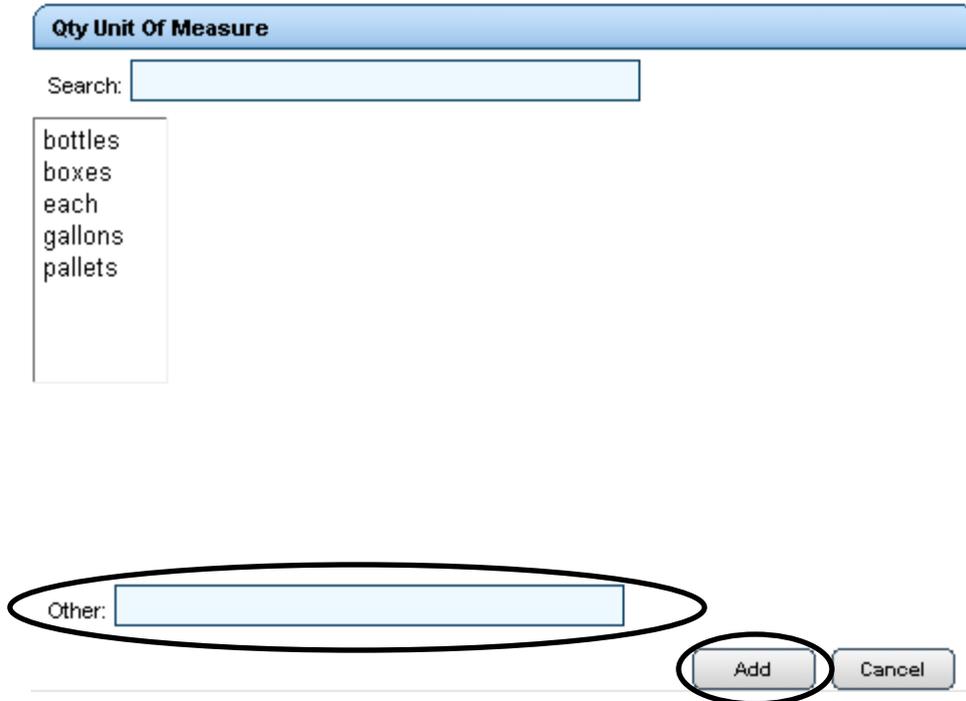


Figure 23 Adding a Qty Unit of Measure

3.2.3.5 WHEN NEEDED

Indicate the time the resource is needed by clicking the Set link to open the **Date and Time** dialog box, as shown in Figure 24.

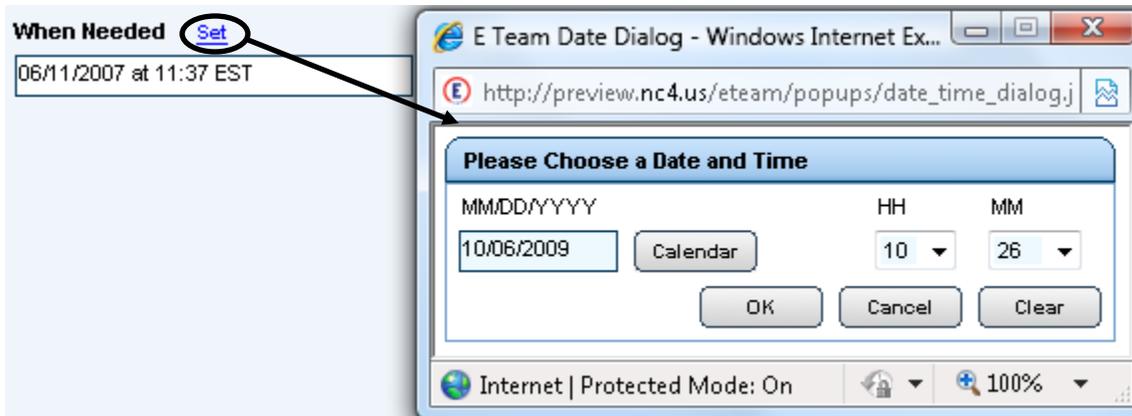


Figure 24 Date and Time Dialog Box

The default is the current date and time. To accept the current date and time click the **OK** button. To enter a different date or time click the **Clear** button and key in a new date, or use the **Calendar** button to open a calendar and click on the appropriate date, as shown in Figure 25.

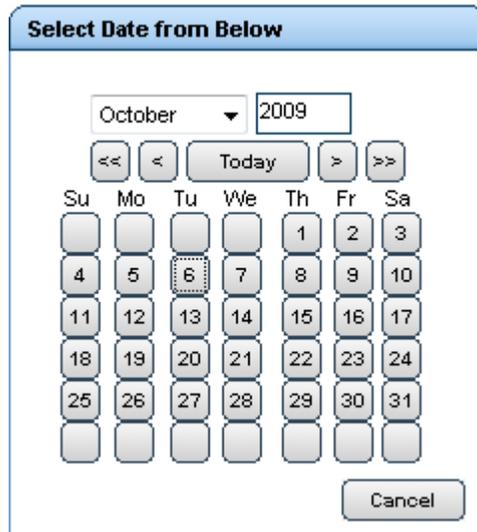


Figure 25 Calendar Dialog Box

3.2.3.6 MISSION

Describe the mission parameters under which the resource will be used, as shown in Figure 26. If there is a lot of detail to enter, click the **Expand** button to open the **Expanded Text** Window. The information keyed in here will be saved to the **Mission** field after clicking the **OK** button.



Figure 26 Mission Field

3.2.3.7 RESOURCE MUST COME WITH

If ancillary resources are required, select those by clicking the checkboxes provided, such as "Fuel," "Lodging" or "Power." If a need is not addressed by the checkboxes, key a new resource requirement in the **Other** field, as shown in Figure 27 (e.g., 'laptop').

The screenshot shows a form section titled "Resource must come with". It contains several checkboxes: Fuel (unchecked), Meals (checked), Operator (s) (unchecked), Water (checked), Maint (unchecked), Lodging (unchecked), and Power (unchecked). To the right of these checkboxes is an "Other" field, which is a text box containing the text "Level 1 PPE".

Figure 27 Resource Must Come With Field

3.2.4 Special Instructions

Any special instructions describing additional information that would be necessary to achieve or expedite delivery should be keyed into the **Special Instructions** field, as shown in Figure 28. This would include information such as special skills, safety messages, meeting points, ingress/egress routes, and roadblocks.

The screenshot shows a form section titled "SPECIAL INSTRUCTIONS (E.G. SAFETY MESSAGE, INGRESS/EGRESS ROUTES, ETC.)". Below this title is a text area labeled "Special Instructions" containing the text "This is a contaminated crime scene". To the right of the text area is a vertical scrollbar and an "Expand" button.

Figure 28 Special Instructions Field

3.2.5 Forward Request To:

In this section of the form there are fields relating to the individual or organization to which the resource request is being sent for processing or fulfillment, as shown in Figure 29.

FORWARD REQUEST TO:

Uncheck to send Targeted Alert ONLY to the individual selected. When checked a Targeted Alert is sent to all users whose Personal Profile matches the Org/Location and Position selected.

Individual:

Organization/Location:

Position:

Agency:

Vendor [Select](#) [Clear](#)

Summary of actions taken

Estimated Resource Cost

Figure 29 Forward Requests To Fields

3.2.5.1 RESPONSIBILITY ASSIGNMENT

When you choose an **Individual, Organization/Location, Position** or **Agency** from the system lists, all available system personal profile data will be used to automatically populate the other responsibility fields. To change the responsibility, click the **Clear Responsibility** button to clear all the fields. To forward the resource request to a selected Individual ONLY, uncheck the checkbox under the **Clear Responsibility** button.

When an individual's name is selected, that individual becomes "responsible" for processing or filling the request. The individual receives a Targeted Alert in the Alert Frame and the report shows in that person's **My Reports** list in the **All Reports** drop down menu.

Select an agency from the **Agency** field to identify the responsible agency. That agency, for example: Emergency Management is shown as responsible for processing the request or providing the resource in the **Agency** field, as shown in Figure 30.



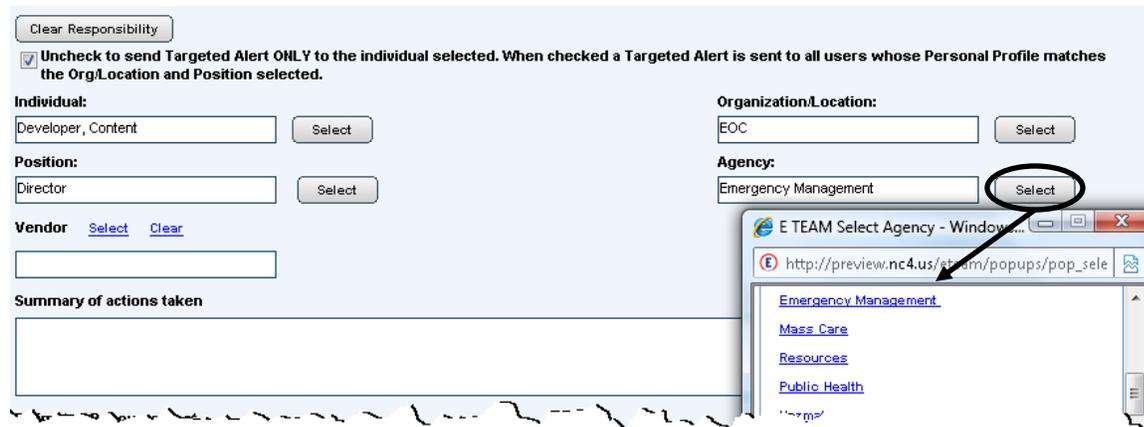


Figure 30 Reports Viewed by Responsible Agency

3.2.5.2 VENDOR

The Vendor list that appears on this resource request form originates from the vendor form in the **Resources** report structure. Click the Select link to view the **Vendor** dialog box. Click the Name link in the Vendor field to select a vendor that is associated with the resource that you are requesting as shown in Figure 31. You can click the Clear link to clear the fields and make another selection.

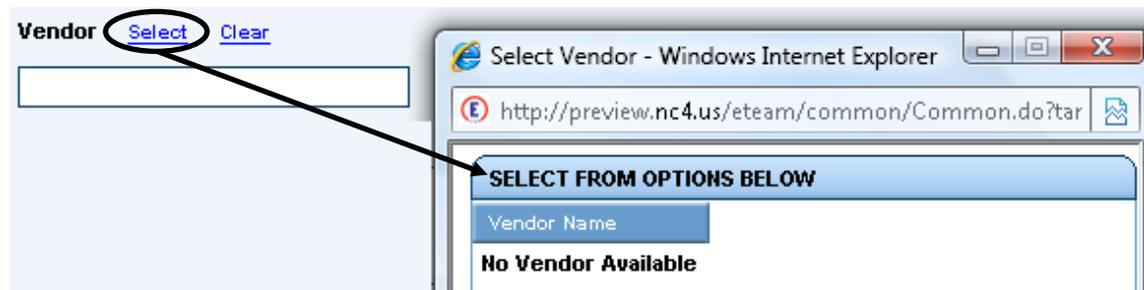


Figure 31 Vendor Field

3.2.5.3 SUMMARY OF ACTIONS TAKEN

This field is used by staff processing or filling the request. It is not intended to but, can be used by the Requestor. Click the **Update** button, shown in Figure 32 to enable this time and date stamped scrolling field to be edited, then key in a description of the steps that were followed in obtaining, using, and mobilizing the resource. Click the **OK** button when complete.



Summary of actions taken

Update

Figure 32 Summary of Actions Taken Field

3.2.5.4 ESTIMATED RESOURCE COST

Key in the anticipated cost of the resource, if available and necessary, as shown in Figure 33. This field cannot contain currency signs and must be in whole dollar amounts.



Estimated Resource Cost

30000

Figure 33 Estimated Resource Cost Field

3.2.6 Request History

The Request History field is displayed at the end of the report summarizing the activity that has occurred with that resource request, as shown in Figure 34 below.



Request History

04/04/2009 at 06:54 EST - [Eric Kant at Call Center as Call Taker](#) changed status to Yellow--Enroute

Figure 34 Request History Field

3.3 Notification

Notification is used to inform other users that they need to view or take action on a report, as shown in Figure 35. The Notification functionality can be accessed through the **Notification** tab, or in an embedded section in the form.

Use Notification to notify both users and non-users about a report in the system.

To include the URL link in the email, an (E) must appear before the recipients email address. Without the (E), the recipient will receive the email message without the link.

Figure 35 Notification Fields in Create Mode

This feature sends messages to an email account, pager, phone or Personal Digital Assistant (PDA). Email messages can contain either your keyed in message or the message with the URL link that, when clicked, will bring the recipient to the application’s login screen and open the report which you sent them. A short message without the URL link is sent to other devices.



3.3.1 Using Notification

The Notification feature is used if you elect to inform other individuals that they need to view or take action on a report. Click the **Notification** Tab or go to the **Notification** section within the report to complete the following sections.

3.3.1.1 SEND NOTIFICATION

To use notification, while in *create* or *edit* mode, enable the **Yes** radio button in the **Send Notification** field. The notification will appear in each of the categories selected in the Personal Profile form notification section.

If you choose **NOT** to use notification, while in *create* or *edit* mode, enable the **No** radio button in the Send Notification field. The message entered in the report will travel with the report and be maintained in the application, but no one will be specifically notified.

3.3.1.2 MESSAGE

Enter a short message of 140 characters or less in the **Message** field (for digital devices). You may copy and paste information from the report into the Message box.

3.3.1.3 SELECT RECIPIENTS

Next, select the recipients of the message by using the Individuals and/or Groups links above the **Select Recipients** field. Populate the **Select Recipient's** field by clicking the **Individual** or/and **Group** Name links next to the **Select Recipients** pane. The **Select Recipient's** pane will populate with the application users who have completed a Personal Profile form. Select recipients by clicking their Name link. The individual or group selected will appear in the **Notification List** pane. To avoid duplication, the application allows selecting a user once. You can deselect a user from the **Notification List** pane by double clicking on the users Name link. The user will be returned to the **Select Recipients** pane. To validate message transport, check to ensure that the selection has tag lines such as a valid email address (E), or other notification information that resides in their Personal Profile form.

3.3.1.4 OTHER EMAIL ADDRESSES

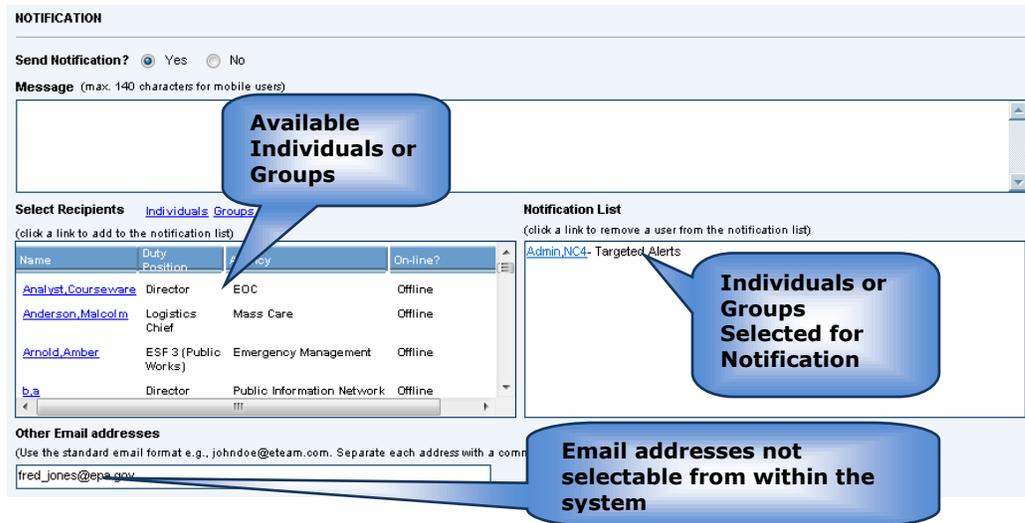
You can add other addresses that are not already in the system via the **Other Email addresses** field. Validate that the email address is in the correct address format (e.g., "you@youragency.gov"). Recipients who do not have access to the application will receive your email message, but will not be able to access the application to view the report.



3.3.1.5 COMPLETED NOTIFICATION REPORT

A completed Notification report prior to clicking **Submit** is shown in Figure 36.

 Distribution groups are discussed in detail in the Power User class.



NOTIFICATION

Send Notification? Yes No

Message (max. 140 characters for mobile users)

Select Recipients [Individuals](#) [Groups](#)
(click a link to add to the notification list)

Name	Duty Position	Agency	On-line?
Analyst, Courseware	Director	EOC	Offline
Anderson, Malcolm	Logistics Chief	Mass Care	Offline
Arnold, Amber	ESF 3 (Public Works)	Emergency Management	Offline
b.a	Director	Public Information Network	Offline

Notification List
(click a link to remove a user from the notification list)

[Admin_NC4- Targeted Alerts](#)

Other Email addresses
(Use the standard email format e.g., johndoe@eteam.com. Separate each address with a comma)

[fred_jones@epa.gov](#)

Figure 36 Completed Notification Report

After clicking the Submit button, recipients will receive email alerts similar to the one in Figure 37. The email may also contain a link to the report.

```

From: ETeam.Pop3@nc4.us [mailto:ETeam.Pop3@nc4.us]
Sent: Tuesday, August 01, 2006 10:39 PM
To: xxxxxxxxxxxxxxxxxxxxxxxx
Subject: E Team Notification

You have a new Jurisdiction Situation Report

continue to monitor this situation

http://wetr6pv.nc4.us:80/etteam/home/login.jsp?url=../report/jurisdiction.do%3Ftarget=read%26id=ETR6PV7142006094701-eteam-116448625320306981180&reportType=jurisdiction\_sitrep

Sent by: Message Center
    
```

 The email notification or targeted alert will be sent when you click the **Submit** button on the report you are creating or updating.

Figure 37 Sample E-Mail Alert



In addition to the email alert, users will receive "targeted alerts" when a user is selected as a notification recipient for a document AND has checked **Alerts** as a preferred method of notification on their Personal Profile form. Targeted Alerts are discussed in Module: Common Functions.

To followup on the status of your Notification, perform the following:

Open the **Resource Request** report by clicking on the Resource Request Name link in the center view frame, as shown in Figure 38.

Click the **Notification** Tab as shown in Figure 38.

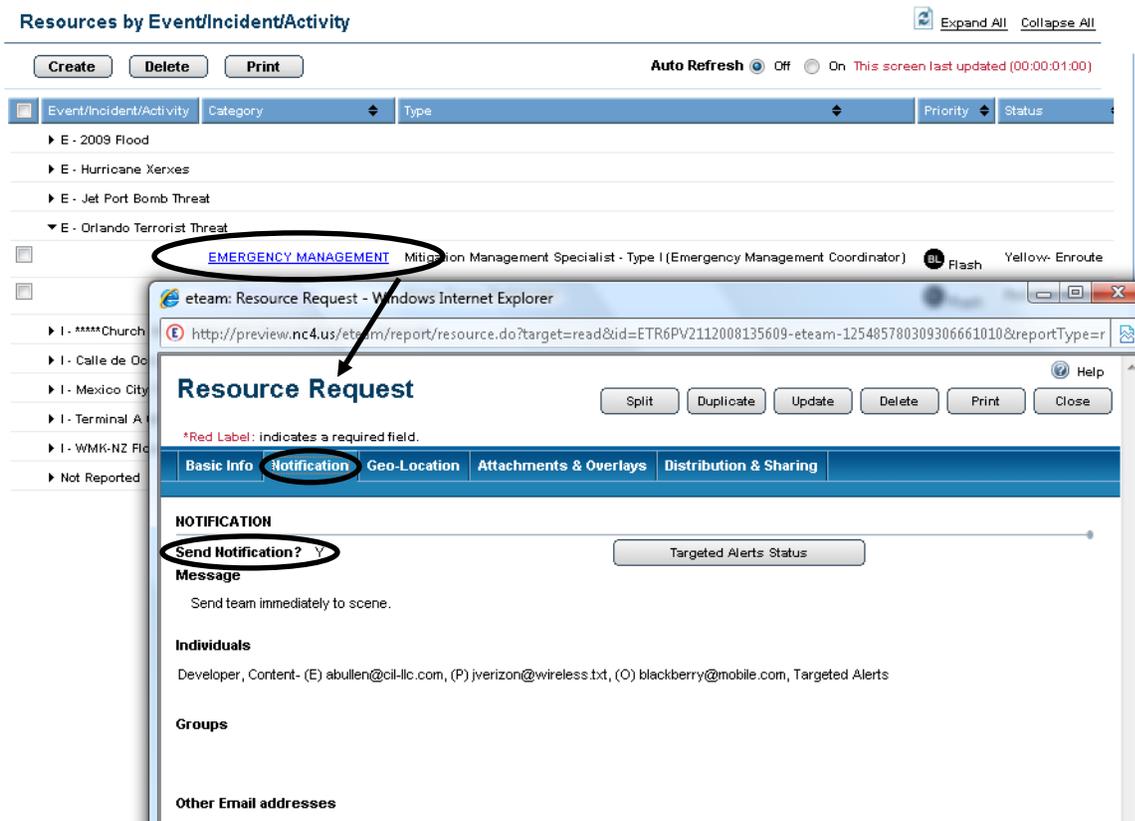


Figure 38 Checking the Notification Status

Check to view that a "Y" is in the **Send Notification** category as shown in Figure 38. If the **Send Notification** category displays an "N", the notification was not sent to any of the individuals. However, an individual opening the report will be able to read the notification message in the report.

Click the **Targeted Alert Status** button and a pop up window will display the status as shown in Figure 39 and Figure 40.

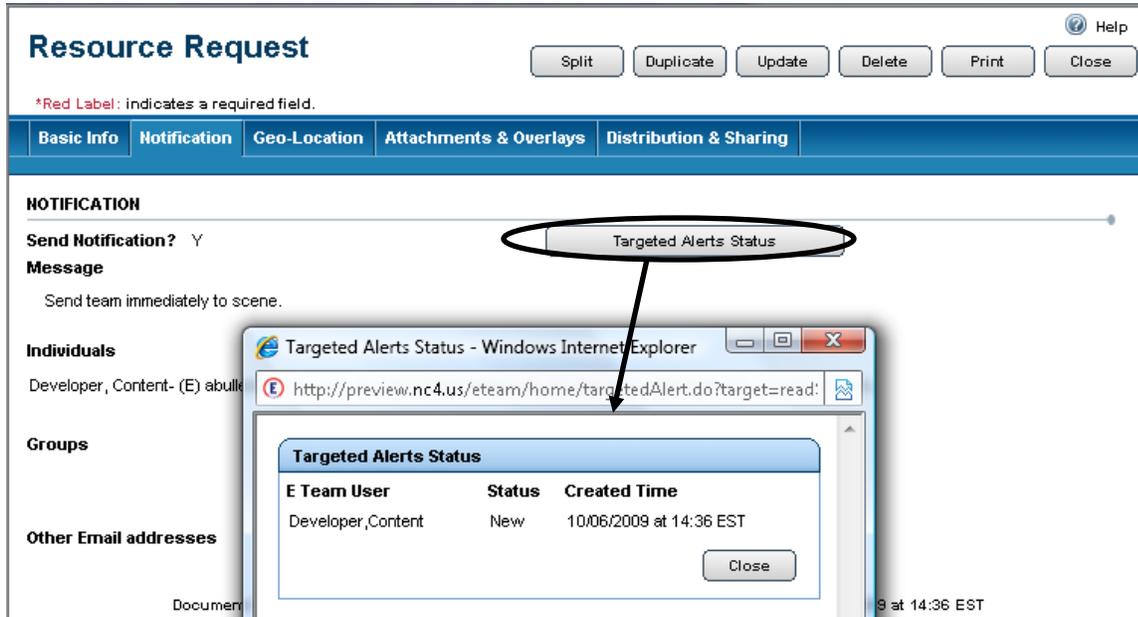


Figure 39 Locating Targeted Alerts Status

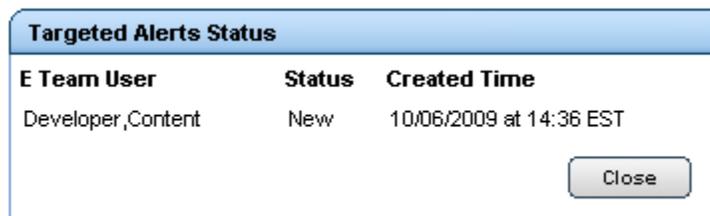


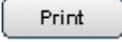
Figure 40 Targeted Alerts Status

4 Completing a Resource Request Report

The other tabs, Geo-Location, Attachments & Overlays and Distribution & Sharing in the Resource Request form are covered in the Module: Common Functions:

When you have completed the Resource Request with the information you have available, click the  button in the upper right to save it. The report is then available from the *View/Update* mode.

The Update, Delete, Print and Close report buttons appear in the upper right depending on the report type and view, your access level, system configuration, and discretion of the System Administrator. Key report buttons that appear on most reports are:

-  – Click the **Update** button to open the report in Edit mode to update and edit the data fields.
-  – Click the **Delete** button to remove the report from the active view.
-  – Click the **Print** button to send the report to the printer.
-  – Click the **Close** button to exit the report without saving your changes.

In addition, on the Resource Request report, you will see the following buttons after you have saved your report.

-  – Click the **Split** button to split the report for action by multiple responsible parties. You will observe that the Tracking Number has a suffix.
-  – Click the **Duplicate** button to create a duplicate of the report to be saved as a new document. You will observe that the report has been assigned a new Tracking number.



Review Exercise 1 - Putting it Together

 This exercise allows class participants to login and create a Resource Request.

In this Resource Request form exercise you will login to the NC4 Application, and navigate to create a new Resource Request Report.

Remember, all * **red label** fields are required. To complete the Resource Request Report form, please follow the steps below:

1. Login to NC4 Application. After you login to the system, your **Personal Profile** form appears.
2. Make any necessary changes to your profile then click the **Submit** button in the upper right of the Personal Profile form to access the system.
3. Your **Alert Bulletin(s)** (if any Alert Bulletins exist in the system) appears along with your **Duties Checklist**.
4. Review your **Duties Checklist** to gain a better understanding of the duties assigned to your role.
 - a. Click the **Close** button in the lower right to close the Duties Checklist form.
5. Read the **Alert Bulletin(s)** to become familiar with situation awareness.
 - a. Click the **Close** button in the lower right to close the Alert Bulletin.
6. Select **Resource Request** from the **Report** navigation drop down menu.
7. Click the **Create** button on the Resource Request summary screen.
8. Go to the **Priority** fields, which are in the first section of the Resource Request form:
 - a. For **Priority**, select one of the available choices from the Priority drop down menu.

Remember you can refer to the **Priority Key** by clicking on the [Priority Key](#) link above the right of the Priority field.



- b. For **Status**, select one of the available choices from the Status drop down menu.
 - c. Note the system generated **Tracking Number - Local**.
9. Go to the **Who is Making the Request?** section located just below the Priority fields.
10. Go to the **Requesting Organization** field in the Who is Making the Request section:
 - a. Click the Select link above the Requesting Organization field to open the Select Requesting Organization dialog box.
 - b. Click the Name link of a listed organization to enter it in the Requesting Organization field.
11. Go to the **Requestor's Contact Info** field located below the Requesting Organization field:
 - a. This field will be automatically completed with available system information. You may delete the system-generated text and key in a different phone number or pager number.

Remember that you can key in additional information by clicking the **Expand** button to open an expanded text window.

12. Go to the **Related Event/Incident/Activity** field located below the Requestor's Contact Info field:
 - a. Click the **Select** button to the right of this field to open the Select Related Reports window.
 - b. Click the Name link of a report to associate with the Resource Request.

Note: The Display All resource requests related to field may be empty if there are no related resource requests currently in the system.

- c. Click the **Display** button under Display All Resource Requests Related to, to view the list of related resource requests.
 - d. Click the **Cancel** button to close the Related Resource Requests window.
13. Go to the **What is Being Requested?** section of the Resource Request form.



14. Go to the **Resource Category** field in the **What is Being Requested** section.
 - a. Select a **Resource Category** from the Resource Category drop down menu.

Remember that you can also use the [Search](#) link to select a Resource Category.

15. Go to the **Quantity** field located to the right of the Resource Category field:
 - a. Key in the number of resources being requested.
16. Go to the **Resource Type/Kind** field located under the Resource Category field.
 - a. Select a **Resource Type/Kind** from the Resource Type/Kind drop down menu.

Remember that you can use the **Search/Add** button or key a Resource Type/Kind into the Other field and add it to the Resource Request by clicking the **Add** button.

17. Go to the **Qty Unit of Measure** field located under the Resource Type/Kind field:
 - a. Select the unit of measure from the Unit of Measure drop down menu.

Remember that you can use the **Search/Add** button or key a Qty of Measure into the Other field and add it to the Resource Request by clicking the Add button.

18. Go to the **When Needed** field to the right of the Qty Unit of Measure field:
 - a. Click the [Set](#) link above the When Needed field to open the Date dialog box.
 - b. Use the drop down menu to set the time to 4 hours from the current time.
 - c. Click the **OK** button to populate the time and date into the When Needed field.

19. Go to the **Mission** field below the Qty of Measure field:



- a. Key in the mission parameters for the resource.

Remember that you can key in additional information by clicking the **Expand** button to open an expanded text window.

20. Go to the **Resource Must Come With** field below the Mission field:

- a. Click all appropriate boxes.
- b. Key an additional request in the **Other** field such as 'respirators' or 'hard hats'.

21. Go to the **Special Instructions** field in the Special Instructions section and key in appropriate instructions for the resource such as "Security escort required at all times".

22. Go to the **Forward Request To** section below the Special Instructions section.

- a. Go to the Individual field:
 - i. Click the **Select** button to the right of the Individual field to open the Select Name dialog box.
 - ii. Click a Name link to populate the **Individual** field.

23. Continue in the **Forward Request To** section of the Resource Request form:

- a. Notice that the **Organization/Location, Position, and Agency** fields have been automatically populated by the system.

24. Go to the **Vendor** field located below the Position field.

- a. Click the Select link located above the Vendor field to open the Select Vendor dialog box.
- b. Click a Name link to populate the **Vendor** field.

25. Go to the **Summary of actions taken** field located below the Vendor field.

- a. Key in the actions taken for the request.

Remember that you can use the date and time stamped scrolling field by clicking the **Update** button to open an expanded text window.



26. Go to the **Estimated Resource Cost** field located below the Summary of actions taken field.
 - a. Key in the appropriate dollar amount.

Remember that the entry must be a whole dollar amount and cannot contain any currency signs.

27. Click the **Submit** button in the upper right to save the report in the system.
28. Click the **Update** button in the upper right to transition to the other tabs
29. Go to the **Notification** tab
30. Complete the information and select yourself in addition to other learners.
31. Click the **Submit** button in the upper right to save the report in the system.
32. Click the **Update** button in the upper right to transition to the other tabs.
33. Click the **Submit** button in the upper right of the Resource Request form to enter the request into the system.

Well done! Remember to log off the NC4 Application using the Logout button.



Review Exercise 2

 This exercise allows class participants to login and create a Resource Request based on information you provide.

The following information will be developed by the class participants with guidance from the Instructor. Once the variables are decided upon, all class participants should login to the NC4 Application and navigate to create a new Resource Request based on this information.

Determine the:

1. Priority
2. Status
3. Tracking Number - Local
4. Requesting Organization
5. Requestor's Contact Info
6. Related Event/Incident/Activity
7. Resource Category
8. Resource Type/Kind
9. Quantity
10. Qty Unit of Measure
11. When Needed
12. Mission
13. Resource Must Come With
14. Special Instructions
15. Forward request To Individual
16. Organization/Location
17. Position
18. Agency

Remember to **Submit** the Resource Request form and to log off!