

Create An Incident

This lesson teaches students how to enter a new incident into the system for later creating issues to.

Create Incident Steps:

1. Log in as a **Cache Worker**
2. On the top menu bar click on **Incident/Other Orders** to drop down the **Incident Menu**
3. Select **Create Incident** to open the Create Incident form
4. Populate the fields in the **Create Incident** form:
 - a. Incident #: **Enter the Incident ID**
 - b. Customer ID: **Enter the Customer ID**
 - i. Click on the magnifying glass and use the search form
 - ii. After you select it, click in the form box and tab out of it to populate the addresses and other customer specific default information
 - c. Incident Type: Select **Incident Type** (e.g. Wildland Fire) from the drop down
 - d. Incident Team Type: Select **the Team Type** (e.g. Type 2) from the drop down
 - e. Account Code: Enter the Account Code into the appropriate Account Code field (**FS, BLM, or Other**)
5. Click the **Create Incident** button in the upper right

Change Account Codes

1. Select **Incident/Other Orders**
2. Select **Incident Console**
3. Enter **Incident Number** and click **Search**
4. Select the appropriate incident and change the relevant account code on the Incident Details screen
5. Click the **Save** button

Yantra Application Consoles - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Address https://fan.nwccg.gov/yantra/console/NWCCustomer.detail?CurrentDetailViewID=NWCCGYOMD030 Links

Yantra 7x Warehouse Worker

Alerts Item Billing Customer Incident/Other Orders Issues/Transfers Inbound Inventory VAS Returns Outbound System Task Analytics Configuration Refurbishment

Customer Definition Create Customer Help

Customer Details

Enterprise NWCG Customer Type Unit ID* Customer Name*
Unit Type Department Agency
GACC Active Flag

Customer Address

Address Line 1 First Name
Address Line 2 Last Name
Address Line 3 Day
Address Line 4 Time
Address Line 5 Phone
Address Line 6 Mobile Phone
City* Fax
State* E-Mail
Zip Code* Address Business
Country* US Residential

Done Internet