Working with the Incident Failure Queue

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To review the details of an Incident Failure alert

Although alerts are assigned to the predefined default cache user, you can act upon any alert in the Alerts queue. This task shows sample screens from the INCIDENT_FAILURE Queue.

1 On your **Home** page under **Alerts**, click the **NWCG INCIDENT FAILURE** queue.

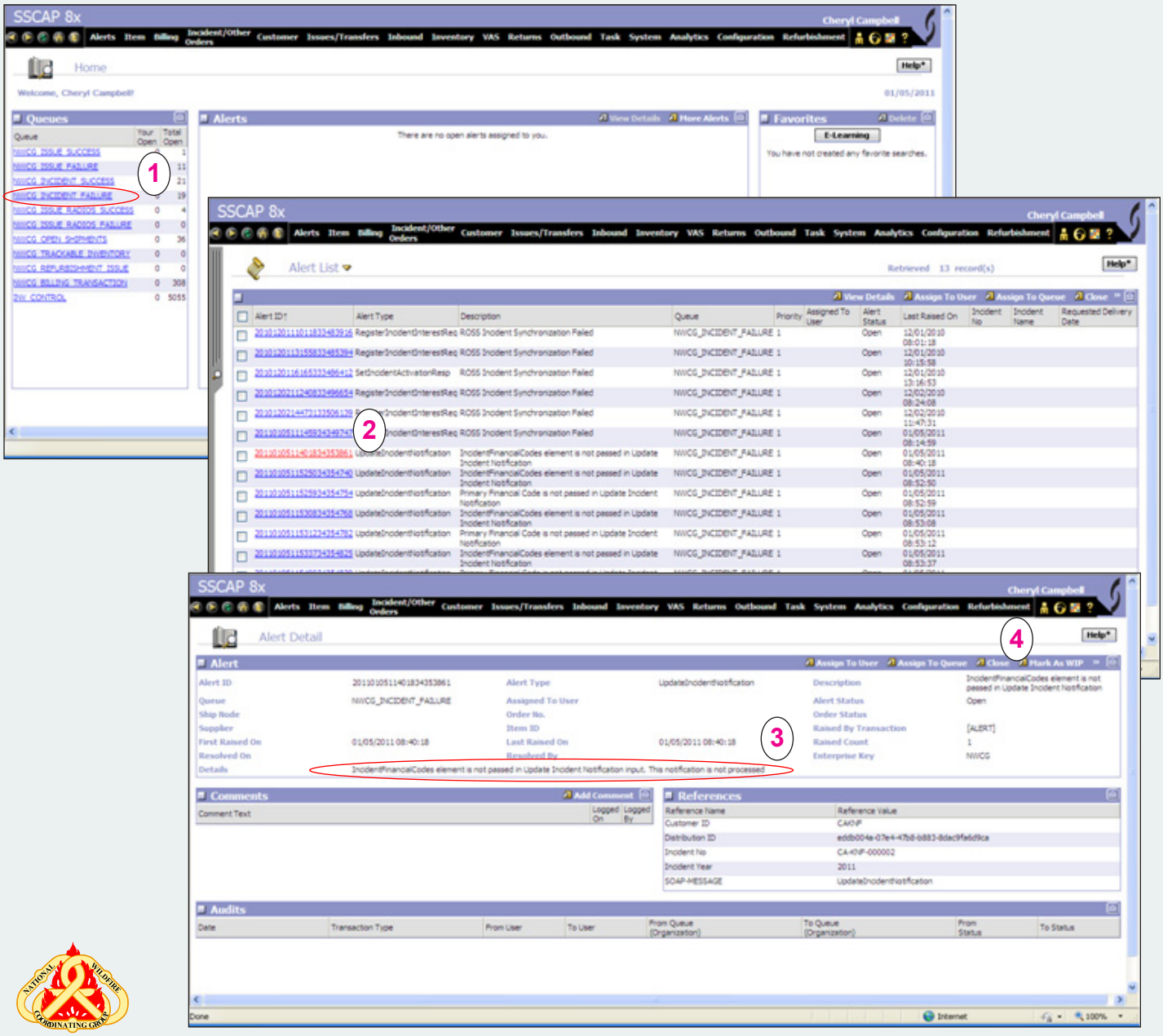
2 On the **Alert List** screen, click the **Alert ID** of your choice.

You may also click to select the check box next to the Alert ID of your choice, and then click View Details

3 On the **Alert Detail** screen under **Alert**, review the **Details** and **Description** information, and then perform the necessary action(s) to resolve the alert.

Depending on the failure, you may need to contact the ROSS user/Dispatch Center that placed the order.

4 Once the alert is resolved, click **Close** on the **Alert Detail** screen.

Once closed, the alert is removed from the Alert screen and Queues.

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