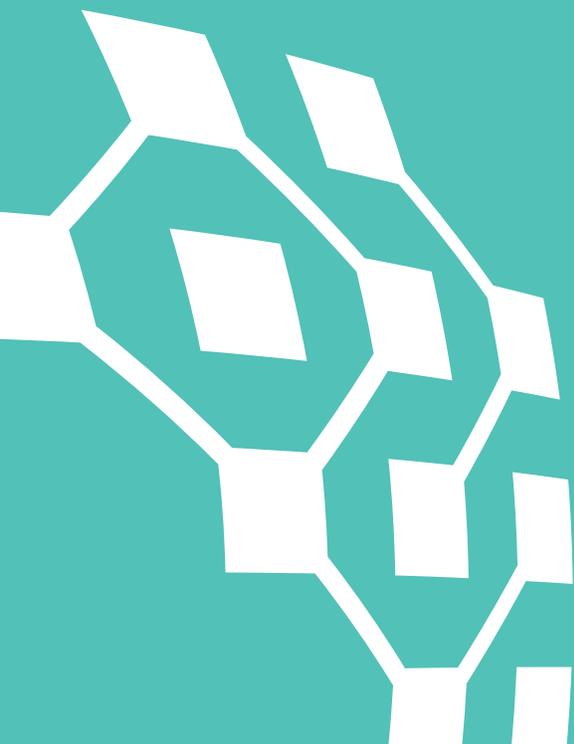


6

Frequently Asked Questions



6.0 Frequently Asked Questions

This section addresses questions that have been asked over time – in some cases they may have only been asked once, but it was included here to help educate users. This section will continue to grow as new questions are brought forward.

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General

Q. Where do I find the IRWIN ID?

A. The one central location to view all IRWIN IDs is the IRWIN Observer. For the following systems you can find the IRWIN ID in the locations specified.

- WildCAD: This can be found under "Utilities" → "Get IRWIN". Select your incident from the left side of the window. The IRWIN ID will be located at the top of the resulting data feed.
- IFM: Open the Incident History and the IRWIN ID will be in the column labeled "IRWIN Id".
- WFDSS: The IRWIN ID is not displayed to WFDSS users and is only visible to National Editors.
- ICS209: Find the incident in the Incident list, select "Open" and then "Has IRWIN ID" (located in the top right corner). A pop-up window will open containing the IRWIN ID.
- EGP: The IRWIN is not displayed to the user.
- ROSS: The IRWIN ID may be found on the Reminders screen in the event there is an error or conflict between the ROSS data and data available in IRWIN. The IRWIN ID is also an item – IRWIN Unique Identifier - in Analytical Reports Current and Historical.
- FireCode: The IRWIN ID is displayed in the lower right hand corner of the incident screen – XXXX Information box - for any incident that has an IRWIN ID.

Q. Why can't I change a piece of data?

A. Because the system you are trying to change the data element in is lower in the permission hierarchy. The permission hierarchy is the priority that the system has for updating the data element. When updating an incident record, a system can only update an element if the permission hierarchy value is "lower" (they are of a higher rank) than the last system that either created or updated the element.

The data flow between applications is based on rules, where the information from an application is given a ranking based on its level of authority. IRWIN maintains a record of the "authority" of the data coming from each application. Authority can be thought of as an order of precedence. If an application has an authority level of 1 for a data element, it can update information that is provided for that data element from any other application. If an application has an authority level of 3, it could initially provide information for a data element, or update any equal or lower authority, but any application with an authority level of 1 or 2 could update the information provided from the application with an authority of 3. An application with a priority level of 3 can never update data provided by an application with authority level 1 or 2.

For example, FireDiscoveryDateTime, say the incident was initiated using FireCode. For this particular data element FireCode's ADS (permission hierarchy) is a 4. As long as no other systems (CADS, 209, and WFDSS) come along and edit that data element a FireCode user can continue to modify the discovered date and time. WFDSS and 209 are both 2's. If a user in either of those systems changes the discovered date and time, that piece of information can no longer be edited in FireCode.

There are several ways to determine which system you need to go to to edit the data element in question. Refer to the previous data element pages and the section on Hierarchy, or refer to the Hierarchy tabs of the IRWIN Data Dictionary document. WFDSS provides a message to the user informing them where they need to go to change the data. If the incident originated in a CAD, it is the most authoritative source for most data elements and is the place to change those particular pieces of information.

Q. The ADS was changed from Default to 209, but I still can't change some data elements.

A. Not all data elements change permission hierarchy when the switch is flipped. See Appendix J – Default ADS versus ICS209 ADS Data Elements.

Q. Why does my incident have multiple IRWIN IDs? I thought it could only have one.

A. Each individual incident has only one IRWIN ID issued to specifically mark that record as unique. It is possible to have additional IRWIN IDs associated with the incident if relationships have been created. For example, if an incident becomes part of a complex, it gets a ComplexParentIrwinID tagged to it. This ID informs the viewer which complex the incident is a part of. An incident can also have a MergedParentIrwinID if the fire has been consumed by another active incident. The third type of Parent IRWIN ID that could be associated is the OutOfAreaParentIrwinID; this IRWIN ID denotes the relationship between a wildland fire and an out of area response by another entity.

Q. I have duplicate records – what do I do?

A. Determine which systems the duplicates originated in – this can be accomplished by using IRWIN Observer. Search by a distinguishing data element to find the records. Check to see which record has multiple systems interacting with it. WFDSS will only see and use the first record in to the data exchange environment. ICS209 will reject both records as long as they are in conflict. Ideally the record originating from a CAD would be the record kept active, but this gets muddy when a record was started in FireCode and at this point is not possible to rectify without getting developers involved. One record will need to be marked invalid.

In WildCAD, If two centers report the same incident, after it is determined whose incident it is, the dispatch center without responsibility can mark their record as not being their responsibility and the incident will go from a wildfire to a support record within the data exchange environment.

In IFM if there are duplicate records, one should be made into a smoke report and documentation added explaining the duplicate.

Q. How do I know if I have IRWIN errors or not?

A. This notification varies by system.

- WildCAD: Error messages may be found under “Utilities” → “Get IRWIN”. Select your incident from the left side of the window and the incident data will appear on the right.
- IFM: If an incident in IFM has an IRWIN error, a button will appear in the header of the incident panel. By clicking on this button the user will see any applicable IRWIN errors. Correct the errors, save the updates and upon resolution the button will disappear.
- FireBeans: An error message will be displayed to the user upon saving the record.
- WFDSS: IRWIN errors will appear when a user attempts to save a WFDSS record. A message above the incident information page will inform the user of any errors, as well as success if the record was submitted to IRWIN. If the error message is not self-explanatory, please submit feedback through the WFDSS ‘Feedback’ button. The system also sends a notification email addressing potential issues to support staff.
- ICS209: IRWIN errors will appear when a user attempts to approve a 209. A dialogue box will inform the user of any errors, as well as success if the record was submitted to IRWIN. Note an IRWIN error does not prevent the Approval of a 209.

Dispatch Tracker

Q. I created my incident in Dispatch Tracker, but it is not available in the 209 list.

A. First ensure the incident was submitted to IRWIN. After that has been confirmed, refresh the 209 incident list. Is your incident inConflict? 209 does not recognize an incident if it has been marked inConflict. If after rectifying a conflict and it is still not in the list, contact your GACC Intel Coordinator and ask them if it is in the GACC incident list. There are times when the incident does not appear under the local dispatch center but is visible in the GACC list. If it is not in either list, start a 209 using the "New Incident" button. Fill out the required information in the first two tabs – "Header" and "Location", ensuring that the incident number, incident start date/time and location all match the CAD record. After saving those two tabs select the "Use IRWIN" button. The CAD created incident should be in the list and available to select. Click "Use Selected" and the records will sync. Any updates to the record via 209 will now pass to IRWIN and the connected systems.

FireBeans

Q. How do I know if I have IRWIN errors or not?

- A. This notification varies by system.
- FireBeans: An error message will be displayed to the user upon saving the record.

FireCode

Q. I created my incident in 209 and have an approved 209, but now I need a FireCode. How do I get a FireCode without creating a duplicate incident?

A. The key piece of information you need is the IRWIN ID. There are two places to find this information: in 209 or in IRWIN Observer.

209 – find the incident in the Incident list, select "Open" and then "Has IRWIN ID" (located in the top right corner). A pop-up window will open containing the IRWIN ID. If the window appears but does not appear to have any data, you may need to open your browser window up more. Copy the IRWIN ID.

Observer – search for the incident, select the incident information button. On the Incident screen the IRWIN ID can be found on the left hand side of the page. Copy the IRWIN ID.

Once you have the IRWIN ID copied, log in to FireCode. Under the "Create New FireCode" button there is verbiage (Optionally, if you would to create a FireCode for an existing IRWIN incident that does NOT already have a FireCode, click here.) Paste the copied IRWIN ID in the IRWIN ID field and click "Generate FireCode For IRWIN Incident".

The next time you update the 209 the FireCode field will be populated with the issued code.

Q. My incidents are close to one other, how do I get a FireCode within the FireCode application?

A. Select "Create New FireCode" and enter the incident information. After clicking "Generate FireCode" a new window will appear with the message "The FireCode System has located other incidents that are near this incident. Please confirm that your incident is not a duplicate." The user has the option to select "Cancel – FireCode Already Exists" or "Generate FireCode".

Q. I requested a FireCode from my CAD, but I have not received one yet. What do I do?

A. First ensure that your record has been submitted to IRWIN and that there are no outstanding IRWIN errors as a result of missing required data elements. Once you have confirmed that all required information is populated and you still don't have a FireCode, check to see if FireCodeRequested is set to True or False. This can be found in the CAD or Observer. In WildCAD this can be found under "Utilities" → "Get IRWIN". Select your incident from the left side of the window. In the resulting data feed scroll down until you see FireCodeRequested. In IFM this can be found under the incident history under FireCode Requested. Does the field show True or False? If the field says True then the request is in IRWIN and outstanding and for some reason FireCode hasn't responded. If the field displays False then an active request is not waiting for a response from FireCode. Try requesting a FireCode again if the field says False. If the FireCode does not appear after this go to the next steps.

Find the incident's IRWIN ID and copy it. In WildCAD this can be found under "Utilities" → "Get IRWIN". Select your incident from the left side of the window. The IRWIN ID will be located at the top of the resulting data feed. In IFM, open the incident history and the IRWIN ID will be in the column labeled "IRWIN Id". In FiResponse... Alternatively you can log in to Observer, search for the incident and find the IRWIN ID on the incident page in the top left corner. Copy the IRWIN ID from the CAD or Observer.

Once you have the IRWIN ID copied, log in to FireCode. Under the "Create New FireCode" button there is verbiage (Optionally, if you would to create a FireCode for an existing IRWIN incident that does NOT already have a FireCode, click here.) Paste the copied IRWIN ID in the IRWIN ID field and click "Generate FireCode For IRWIN Incident". The resulting FireCode will be sent to IRWIN associated with your record.

Q. I created my incident in FireCode/WFDSS/209, but it is not in ROSS.

A. At this time ROSS only reads incidents created by the CAD systems. It is related to having a dispatch center tied to the incident.

Create your incident in ROSS and use the "Import FireCode" button to sync the ROSS record to the FireCode IRWIN record. Any updates made to the incident header information in FireCode, 209, or WFDSS will populate the ROSS incident.

Q. I created an incident in FireCode, but it is not in IRWIN.

A. Did you include the Local Incident ID/Incident Number in FireCode? FireCode uses this field to determine whether or not an incident is a fire. Without the field populated, the incident will not be sent to IRWIN. Go back and populate this field and save the record. The incident should now have an IRWIN ID. If it still does not, please contact the Incident Business/FireCode SME.

Q. Where do I find the IRWIN ID?

A. The one central location to view all IRWIN IDs is the IRWIN Observer. For the FireCode you can find the IRWIN ID in the location specified.

- FireCode: The IRWIN ID is displayed in the lower right hand corner of the incident screen – XXXX Information box - for any incident that has an IRWIN ID.

IFM (Integrated Fire Management)

Q. I requested a FireCode from my CAD, but I have not received one yet. What do I do?

A. First ensure that your record has been submitted to IRWIN and that there are no outstanding IRWIN errors as a result of missing required data elements. Once you have confirmed that all required information is populated and you still don't have a FireCode, check to see if FireCodeRequested is set to True or False. This can be found in the CAD or Observer. In WildCAD this can be found under "Utilities" → "Get IRWIN". Select your incident from the left side of the window. In the resulting data feed scroll down until you see FireCodeRequested. In IFM this can be found under the incident history under FireCode Requested. Does the field show True or False? If the field says True then the request is in IRWIN and outstanding and for some reason FireCode hasn't responded. If the field displays False then an active request is not waiting for a response from FireCode. Try requesting a FireCode again if the field says False. If the FireCode does not appear after this go to the next steps.

Find the incident's IRWIN ID and copy it. In IFM, open the incident history and the IRWIN ID will be in the column labeled "IRWIN Id". Alternatively, you can log in to Observer, search for the incident and find the IRWIN ID on the incident page in the top left corner. Copy the IRWIN ID from the CAD or Observer.

Once you have the IRWIN ID copied, log in to FireCode. Under the "Create New FireCode" button there is verbiage (Optionally, if you would to create a FireCode for an existing IRWIN incident that does NOT already have a FireCode, click here.) Paste the copied IRWIN ID in the IRWIN ID field and click "Generate FireCode For IRWIN Incident". The resulting FireCode will be sent to IRWIN associated with your record.

Q. I created my incident in IFM, but it is not available in the 209 list.

A. First ensure the incident was submitted to IRWIN. After that has been confirmed, refresh the 209 incident list. Is your incident inConflict? 209 does not recognize an incident if it has been marked inConflict. If after rectifying a conflict and it is still not in the list, contact your GACC Intel Coordinator and ask them if it is in the GACC incident list. There are times when the incident does not appear under the local dispatch center but is visible in the GACC list. If it is not in either list, start a 209 using the "New Incident" button. Fill out the required information in the first two tabs – "Header" and "Location", ensuring that the incident number, incident start date/time and location all match the CAD record. After saving those two tabs select the "Use IRWIN" button. The CAD created incident should be in the list and available to select. Click "Use Selected" and the records will sync. Any updates to the record via 209 will now pass to IRWIN and the connected systems.

Q. How do I know if I have IRWIN errors or not?

A. This notification varies by system.

- IFM: If an incident in IFM has an IRWIN error, a button will appear in the header of the incident panel. By clicking on this button the user will see any applicable IRWIN errors. Correct the errors, save the updates and upon resolution the button will disappear.

Q. Where do I find the IRWIN ID?

A. The one central location to view all IRWIN IDs is the IRWIN Observer. For IFM you can find the IRWIN ID in the location specified.

- IFM: Open the Incident History and the IRWIN ID will be in the column labeled "IRWIN Id".

ICS209

Q. I created my incident in 209 and have an approved 209, but now I need a FireCode. How do I get a FireCode without creating a duplicate incident?

A. The key piece of information you need is the IRWIN ID. There are two places to find this information: in 209 or in IRWIN Observer.

209 – find the incident in the Incident list, select "Open" and then "Has IRWIN ID" (located in the top right corner). A pop-up window will open containing the IRWIN ID. If the window appears but does not appear to have any data, you may need to open your browser window up more. Copy the IRWIN ID.

Observer – search for the incident, select the incident information button. On the Incident screen the IRWIN ID can be found on the left hand side of the page. Copy the IRWIN ID.

Once you have the IRWIN ID copied, log in to FireCode. Under the "Create New FireCode" button there is verbiage (Optionally, if you would to create a FireCode for an existing IRWIN incident that does NOT already have a FireCode, click here.) Paste the copied IRWIN ID in the IRWIN ID field and click "Generate FireCode For IRWIN Incident".

The next time you update the 209 the FireCode field will be populated with the issued code.

Q. The incident has an approved 209, but the data is not visible in other systems.

A. Did you start the incident from 209 or use an existing IRWIN record? This is most often the result of an incident being created in 209, but already existing in IRWIN because it was created in either a CAD, WFDSS, or FireCode. If that is the case, then 209 would have detected a potential conflict and would keep the fire from passing to IRWIN. To resolve this, open the newly created 209 and in the top right corner select the "No IRWIN ID" button. The dialogue box that appears will display any potential incidents in conflict. Select the incident that the new 209 matches and the records will be married up. Any future 209 updates will push to IRWIN.

If a match does not exist in the list under potential conflicts, then the incident is only conflicting based on incident number and not by date/time and location. If that is the case, log in to IRWIN Observer to get the exact coordinates and date/time used to initiate the record in IRWIN. Go back in to 209 and create an update using the updated information. Follow the steps to find the conflict and it should appear this time. Select the correct record and the information will sync.

It is also possible that the system you are trying to query the data in does not read the updates from IRWIN, but merely passes the data it creates. In the Appendix find the 209 field in question and refer to the data element page to determine if your system interacts with the data element.

Q. I created my incident in a CAD, but it is not available in the 209 list.

A. First ensure the incident was submitted to IRWIN. After that has been confirmed, refresh the 209 incident list. Is your incident inConflict? 209 does not recognize an incident if it has been marked inConflict. If after rectifying a conflict and it is still not in the list, contact your GACC Intel Coordinator and ask them if it is in the GACC incident list. There are times when the incident does not appear under the local dispatch center but is visible in the GACC list. If it is not in either list, start a 209 using the "New Incident" button. Fill out the required information in the first two tabs – "Header" and "Location", ensuring that the incident number, incident start date/time and location all match the CAD record. After saving those two tabs select the "Use IRWIN" button. The CAD created incident should be in the list and available to select. Click "Use Selected" and the records will sync. Any updates to the record via 209 will now pass to IRWIN and the connected systems.

Q. I created my incident in FireCode/WFDSS/209, but it is not in ROSS.

A. At this time ROSS only reads incidents created by the CAD systems - this is related to having a dispatch center tied to the incident.

Create your incident in ROSS and use the "Import FireCode" button to sync the ROSS record to the FireCode IRWIN record. Any updates made to the incident header information in FireCode, 209, or WFDSS will populate the ROSS incident.

Q. I see two possible records in 209 from IRWIN for the same incident. What do I do?

A. If you see two possible records from IRWIN for the same incident in the 209 incident list, one will likely be from WFDSS/CAD and the names tend to be in "Title Case", and the other from FireCode where the names are in "UPPER CASE". When there is a choice, it is best to use the record in "Title" case rather than "UPPER" case. This will ensure that the SIT-209 and WFDSS records are tied to the same IRWIN record, which makes information consistent between the two applications.

Q. I am in the process of updating a 209, but none of my data is passing to IRWIN.

A. 209 data only goes to IRWIN when the 209 is Approved.

Q. I have a fire that needs a 209, but I cannot see it in my incident list.

A. This can be the result of a unit ID being used that is associated with a dispatch center. ICS209 needs unit IDs to be land based and it will ignore incidents using a dispatch center ID in the incident number. Check the unit ID in the CAD or in IRWIN Observer.

Q. How do I know if I have IRWIN errors or not?

- A. This notification varies by system.
- ICS209: IRWIN errors will appear when a user attempts to approve a 209. A dialogue box will inform the user of any errors, as well as success if the record was submitted to IRWIN. Note an IRWIN error does not prevent the Approval of a 209.

Q. Where do I find the IRWIN ID?

A. The one central location to view all IRWIN IDs is the IRWIN Observer. For the ICS209 you can find the IRWIN ID in the locationsspecified.

- ICS209: Find the incident in the Incident list, select “Open” and then “Has IRWIN ID” (located in the top right corner). A pop-up window will open containing the IRWIN ID.

ROSS

Q. I started my fire in FireCode, but it is not available in my ROSS incident list – why not?

A. ROSS only sees records that have a dispatch center ID associated with a record. Currently a record coming from FireCode does not have a dispatch center ID tied to the record in IRWIN. ICS209 and WFDSS also do not send a dispatch center ID with a record, which is why a record available from IRWIN in the ROSS incident list typically comes from a CAD. All CADs must provide dispatch center ID with each record sent to IRWIN. As a result, any incidents started in FireCode, WFDSS, or the ICS209, must be started from scratch in ROSS. Remember, it is possible to import an issued FireCode for a pre-existing IRWIN incident in to ROSS with the Import FireCode button.

Q. I created my incident in FireCode/WFDSS/209, but it is not in ROSS.

A. At this time ROSS only reads incidents created by the CAD systems. It is related to having a dispatch center tied to the incident.

Create your incident in ROSS and use the “Import FireCode” button to sync the ROSS record to the FireCode IRWIN record. Any updates made to the incident header information in FireCode, 209, or WFDSS will populate the ROSS incident.

Q. My incident is in ROSS but the cache is calling and they cannot see the incident in ICBS.

A. Chances are the financial information on the incident is not populated in the ROSS record. Open the incident financial tab and confirm a FireCode has been imported and that a default is denoted. If there is no FireCode in the list, use the import button to have it brought in. Ensure that it is marked default. If the financial information is populated and a default denoted, and it still isn’t showing up in ICBS then it is likely that the incident has not yet been defined in ICBS. The ICBS user should enter the incident order number and year and a message will display asking if they want to query ROSS for the incident. Select “OK” and ICBS will call ROSS for the incident and if it is in ROSS, the incident details will display in the ICBS incident details. The ICBS user then has to populate the appropriate account code fields, activate the incident by clicking in the active flag box, and saving the record.

Q. Where do I find the IRWIN ID?

A. The one central location to view all IRWIN IDs is the IRWIN Observer. For ROSS you can find the IRWIN ID in the location specified.

- ROSS: The IRWIN ID may be found on the Reminders screen in the event there is an error or conflict between the ROSS data and data available in IRWIN. The IRWIN ID is also an item – IRWIN Unique Identifier - in Analytical Reports Current and Historical.

Q. I can see my Incident Complex in my ROSS incident list, but I cannot add the incident to ROSS.

A. The Incident Complex appears in the ROSS incident list, but because it is the type CX (complex) a user is unable to add it. CX is not a valid type used in ROSS at this time. In order to generate any orders off the Incident Complex, the incident must be added to ROSS from scratch.

Q. How do I resolve the following error message from ROSS: "Incident does not have same Host ID, incident must be transferred in ROSS or CAD"?

A. This error appears when an incident has been brought in to ROSS and then the Protecting Unit and Dispatch Center change – this could be for a variety of reasons. In order for the ROSS user to resolve the incident needs to be transferred to the new dispatch center and a CAD user needs to go update the incident record, which will cause the incident to appear for the corrected dispatch center in ROSS.

Q. My incident was available in the ROSS incident list, but I had not added it to ROSS yet, and then it disappeared – where did it go?

A. Any incident with a dispatch center ID will appear in the ROSS incident list, but if the wildfire incident is deemed a false alarm and the incident type changes, the incident falls out of the ROSS incident list if it was not already added to ROSS. If the incident had been added to ROSS, it would have changed the incident type to FA and the incident would still be available for entering orders against. Any false alarm records that were not brought in to ROSS when they were thought to be a wildfire, must be added from scratch. Note it is possible to import a FireCode for a false alarm record. It is NOT recommended practice to send a known false alarm incident to ROSS as a wildfire just to keep from entering the data from scratch.

WFDSS

Q. I created my incident in FireCode/WFDSS/209, but it is not in ROSS.

A. At this time ROSS only reads incidents created by the CAD systems. It is related to having a dispatch center tied to the incident.

Create your incident in ROSS and use the "Import FireCode" button to sync the ROSS record to the FireCode IRWIN record. Any updates made to the incident header information in FireCode, 209, or WFDSS will populate the ROSS incident.

Q. I know my fire is out, but the date has not populated in WFDSS.

A. This was an issue in V2 (2015). If an incident in WFDSS was locked for a decision when the fire was called out, the data would not be read by WFDSS while the incident was locked, nor would it receive the update upon being unlocked. A user in the CAD would have to make an edit and save the record again in order to push an update to IRWIN, which WFDSS would then consume. In V3, WFDSS will automatically be looking for updates after a decision is unlocked.

Q. How can I tell if an incident in WFDSS was created by a WFDSS user, or pass from another application via IRWIN?

A. To see if IRWIN has created or updated the WFDSS incident record, choose "Incident History List" from the left side menu in WFDSS when on the Incident Information tab. If the incident originated in IRWIN, the username for the incident creation step will be "IRWIN".

Q. How can I tell if an incident in WFDSS has been modified by another application via IRWIN?

A. If the record was created by a WFDSS user, the users name and user role will be displayed in the "Incident History List", linked on the left-hand side of the incident information screen. If another application updated the record through IRWIN, you will see "IRWIN" displayed as the user in a later step.

If the modifying application is considered to be more authoritative than WFDSS for basic incident information, the incident information elements that have been modified by IRWIN will be greyed out on the incident information screen. A green message will appear at the top of the incident information screen instructing the user to contact the appropriate more authoritative application to make any changes to the incident information that may be required. An example:

The Incident Information section of this page is controlled by MTHDC. Please contact them to update the information.

Q. Why do I have all these incidents in my Other incident list?

A. When an incident has been reported as a fire and flows through the data exchange environment it shows up in WFDSS, but sometimes what were thought to be fires end up being False Alarms. WFDSS moves any incident that was called a wildfire but became a False Alarm to the list of Other incidents. These often remain active in an Agency Administrator's list and may create extra noise. It is recommended that the user filter them out of the list.

Q. Why did the Jurisdictional Unit at Point of Origin change, but not the list of jurisdictions affected?

A. When incident coordinates are changed in the CAD or ICS209, the Jurisdictional Unit at Point of Origin is recalculated. This does not change the list of units affected – that is intended to reflect whatever values it last had selected. If they are incorrect, select and de-select as needed. This is working as designed.

Q. I am having trouble using the "Upload Incident from WildCAD" button. It appears to have been disabled in WFDSS.

A. Before IRWIN, WFDSS supported upload of incidents from WildCAD version 5 by providing an upload incident button to users with the "Dispatcher" role. With the advent of WildCAD 6.0, this feature is no longer necessary since WildCAD 6 provides incidents to WFDSS automatically via IRWIN.

The "Upload Incident" button has been disabled in WFDSS as of 6/11/2014 due to duplicate fires being submitted through WFDSS (via batch upload) and FireCode into IRWIN. While WFDSS checks for duplicates, many duplicate incidents in IRWIN were being created in FireCode after creation in WFDSS through batch upload.

At this point, all incidents for which a FireCode is requested will automatically appear in WFDSS via the IRWIN service. The recommended workflow is to enter the incident in FireCode first and then search for it in WFDSS. Incidents that have an existing FireCode, such as an "ABCD Misc" fire, must be manually entered into WFDSS.

For dispatch centers using WildCAD 6, these issues should not occur as the CAD will be used to enter incident information and request a FireCode.

Q. How do I know if I have IRWIN errors or not?

A. This notification varies by system.

- WFDSS: IRWIN errors will appear when a user attempts to save a WFDSS record. A message above the incident information page will inform the user of any errors, as well as success if the record was submitted to IRWIN. If the error message is not self-explanatory, please submit feedback through the WFDSS 'Feedback' button. The system also sends a notification email addressing potential issues to support staff.

WildCAD

Q. I requested a FireCode from my CAD, but I have not received one yet. What do I do?

A. First ensure that your record has been submitted to IRWIN and that there are no outstanding IRWIN errors as a result of missing required data elements. Once you have confirmed that all required information is populated and you still don't have a FireCode, check to see if FireCodeRequested is set to True or False. This can be found in the CAD or Observer. In WildCAD this can be found under "Utilities" → "Get IRWIN". Select your incident from the left side of the window. In the resulting data feed scroll down until you see FireCodeRequested. In IFM this can be found under the incident history under FireCode Requested. Does the field show True or False? If the field says True then the request is in IRWIN and outstanding and for some reason FireCode hasn't responded. If the field displays False then an active request is not waiting for a response from FireCode. Try requesting a FireCode again if the field says False. If the FireCode does not appear after this go to the next steps.

Find the incident's IRWIN ID and copy it. In WildCAD this can be found under "Utilities" → "Get IRWIN". Select your incident from the left side of the window. The IRWIN ID will be located at the top of the resulting data feed. In IFM, open the incident history and the IRWIN ID will be in the column labeled "IRWIN Id". In FiResponse... Alternatively you can log in to Observer, search for the incident and find the IRWIN ID on the incident page in the top left corner. Copy the IRWIN ID from the CAD or Observer.

Once you have the IRWIN ID copied, log in to FireCode. Under the "Create New FireCode" button there is verbiage (Optionally, if you would to create a FireCode for an existing IRWIN incident that does NOT already have a FireCode, click here.) Paste the copied IRWIN ID in the IRWIN ID field and click "Generate FireCode For IRWIN Incident". The resulting FireCode will be sent to IRWIN associated with your record.

Q. I created my incident in WildCAD, but it is not available in the 209 list.

A. First ensure the incident was submitted to IRWIN. After that has been confirmed, refresh the 209 incident list. Is your incident inConflict? 209 does not recognize an incident if it has been marked inConflict. If after rectifying a conflict and it is still not in the list, contact your GACC Intel Coordinator and ask them if it is in the GACC incident list. There are times when the incident does not appear under the local dispatch center but is visible in the GACC list. If it is not in either list, start a 209 using the "New Incident" button. Fill out the required

information in the first two tabs – “Header” and “Location”, ensuring that the incident number, incident start date/time and location all match the CAD record. After saving those two tabs select the “Use IRWIN” button. The CAD created incident should be in the list and available to select. Click “Use Selected” and the records will sync. Any updates to the record via 209 will now pass to IRWIN and the connected systems.

Q. My FireCode has not shown up in my Incident Complex record in WildCAD.

A. Click on the unit you are requesting the FireCode for – simply having the unit highlighted is not enough – and then select the Get FireCode button. A code for the incident complex should arrive momentarily.

Q. My FireCode has not shown up for my incident in WildCAD.

A. If a user clicks the Get FireCode button and then clicks in another field before the code populates, the request for the code is cancelled. In order to double-check, look at the IRWIN tab, and if it says the request failed, go back and hit the Get FireCode button and patiently wait for it to appear. It should not take very long, but if it is taken an inordinate amount of time, use IRWIN Observer and check the System Stats on the home page; if FireCode has not been active for some time it could be indicative of a connection issue.

Q. My incident type changed when I tried to resolve a conflict in WildCAD.

A. When a user is presented with a potential incident conflict in WildCAD and the response is to say that the incident is a conflict and belongs to another center, the incident type will change from WF (wildfire) to SU (support order). A user can select that they are the center with primary responsibility for the incident and the incident type will change back to WF.

Q. How do I know if I have IRWIN errors or not?

A. This notification varies by system.

- WildCAD: Error messages may be found under “Utilities” → “Get IRWIN”. Select your incident from the left side of the window and the incident data will appear on the right.

Q. I am having trouble using the “Upload Incident from WildCAD” button. It appears to have been disabled in WFDSS.

A. Before IRWIN, WFDSS supported upload of incidents from WildCAD version 5 by providing an upload incident button to users with the “Dispatcher” role. With the advent of WildCAD 6.0, this feature is no longer necessary since WildCAD 6 provides incidents to WFDSS automatically via IRWIN.

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