User Accounts - maintaining ROSS user information

This User Guide explains how to add and grant access roles to NAP User Accounts that have access to ROSS. User account authentication, password resets, and access to FAM applications are managed in the National Enterprise Support Service (NESS) Application Portal (NAP) environment. Topics include:

- Getting started
- Adding ROSS Users and granting access roles for your dispatch center
- Assigning Overhead Web Access
- Defining other types of Web Access
- Adding and granting the Account Manager role to a Privileged NAP User Account
- Using the Search function.

Need additional help? Please refer to the lesson, "3 - ACCOUNT MANAGEMENT," located at http://ross.nwcg.gov/train/Admin/ross_admin_3_accnts_sw.pdf

Getting started

As a ROSS Account Manager, you are responsible for managing Standard NAP User Accounts that have access to ROSS, including:

- adding the Standard NAP User Account as a ROSS User in ROSS and defining it to a particular dispatch center
- granting access roles based on the type of access the ROSS User needs to perform the job at that duty station
- assigning Web Status access to Overhead users, Supervisors, Vendor Representatives, and Government Representatives.

ROSS Account Managers cannot reset passwords.

To perform ROSS Account Manager functions, you must first obtain all of the following:

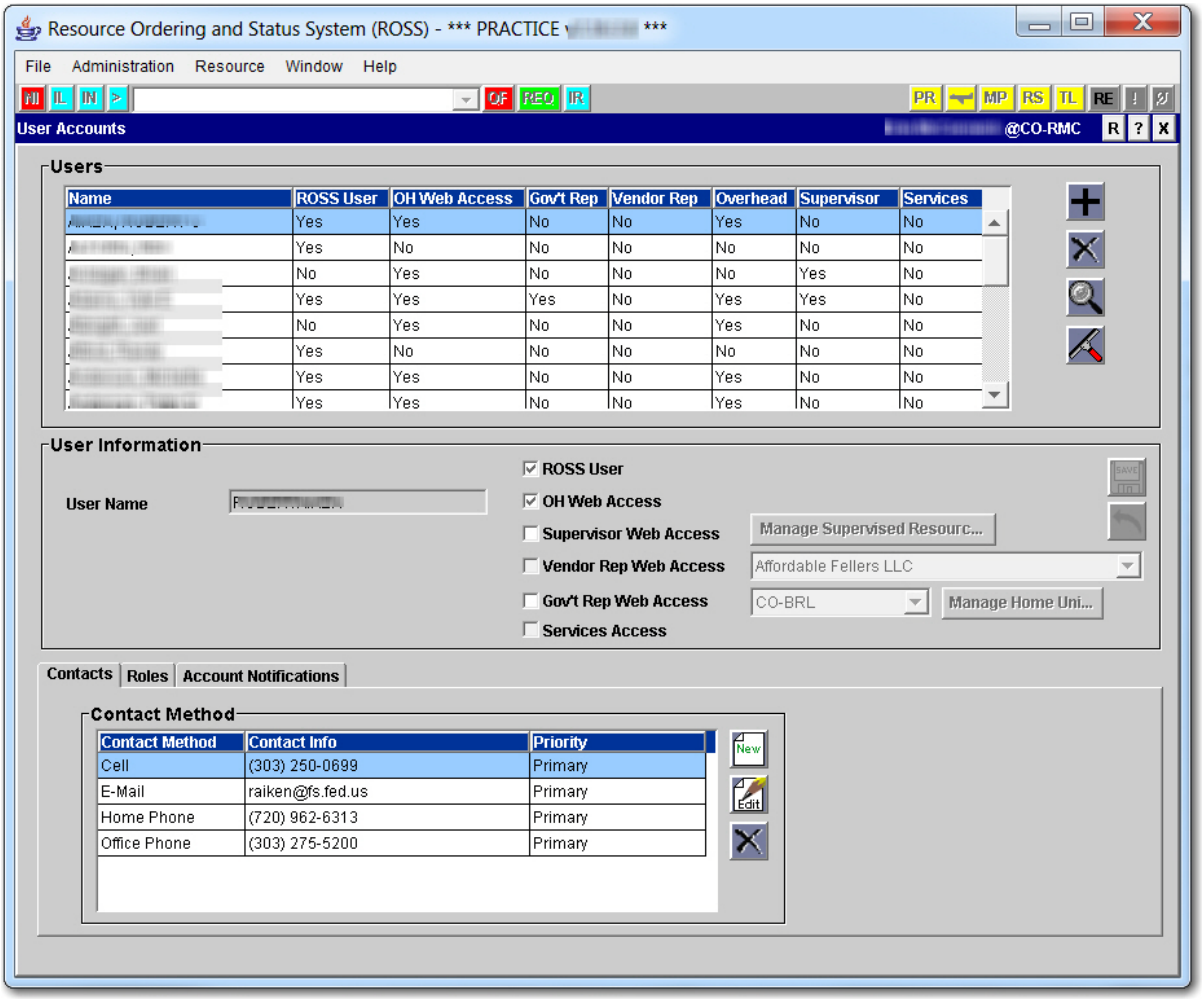
- a Privileged NAP User Account in NAP (an ad.username account)
- access to ROSS for that ad.username account
- defined as a ROSS User
- the Account Manager role granted to that ad.username account.

To access the User Accounts screen

1 Log into **ROSS** using your **Privileged NAP User Account** and **Privileged NAP Password**.

2 On the **Administration** menu, click **User Accounts**.

User Accounts screen



Adding ROSS Users and granting access roles for your dispatch center

There are two basic ways to add Standard NAP User Accounts to ROSS. The Add User dialog box displays two tabs:

- The Search User / OH Resources tab allows you to locate and add overhead resources with qualifications
- The Add User tab allows you to add non-overhead resources such as a Vendor Representative.

To add an overhead resource with qualifications to ROSS as a ROSS User

1 On the **User Accounts** screen, click the **Add User Account** button.

2 On the **Add User** dialog box on the **Search User / OH Resource** tab, type the **Last Name** of the overhead resource.

If you do not know the complete Last Name, you can perform a wildcard search by using an asterisk (*).

3 To narrow your search, complete one or more of the following text boxes

- First Name
- Middle Name
- Managing Dispatch.

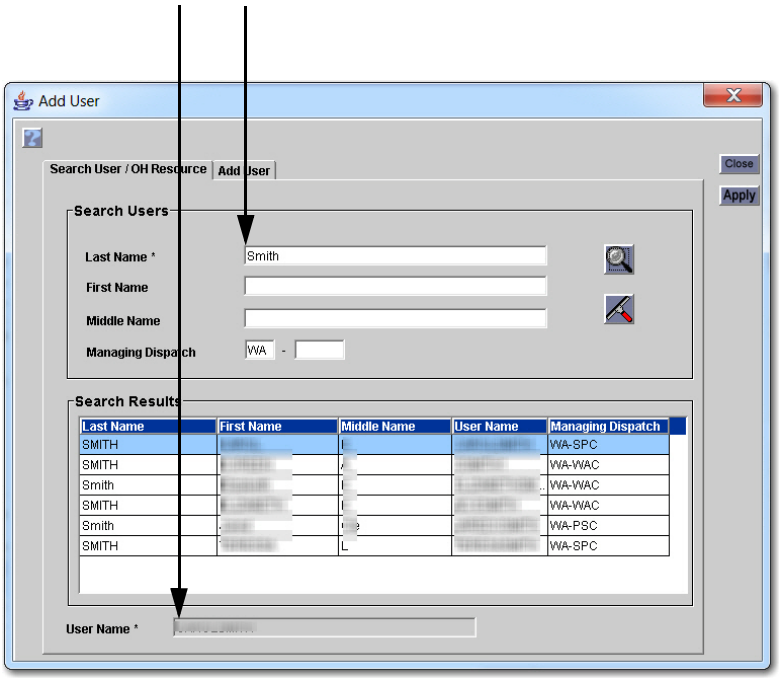
4 Click the **Search** button.

5 Under **Search Results**, click the **Last Name** of your choice.

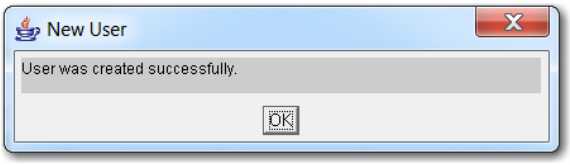
6 Verify that the **NAP User Account** matches the **User Name**, and then click the **Apply** button.

7 On the **New User** confirmation message dialog box, click **OK**.

The following graphic shows the Search User / OH Resource tab on the Add User dialog box. The arrows point to the Last Name and User Name text boxes.



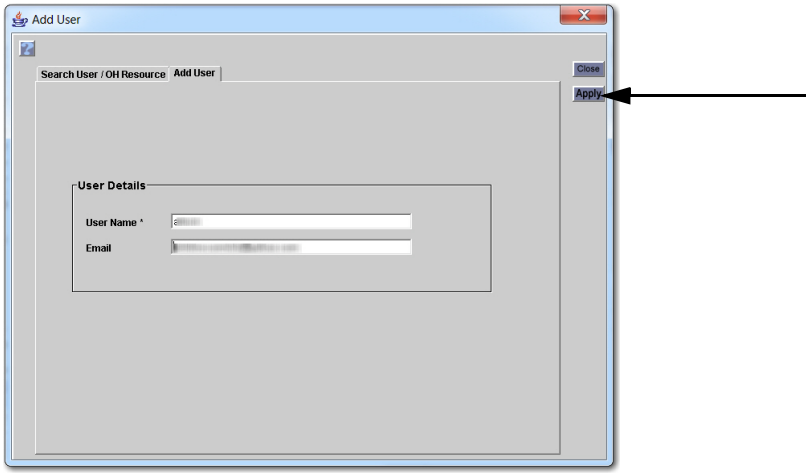
The following graphic shows the New User confirmation message dialog box.



To add a non-overhead resource to ROSS as a ROSS User

1. On the **User Accounts** screen, click the **Add User Account** button.
2. On the **Add User** dialog box, click the **Add User** tab, type the **Standard NAP User Account** of the new user in the **User Name** text box, and then click the **Apply** button.
3. On the **New User** confirmation message dialog box, click **OK**.
4. When finished adding any additional **Standard NAP User Accounts** to ROSS, click the **Close** button.

The following graphic shows the Add User tab on the Add User dialog box. The arrow points to the Apply button.



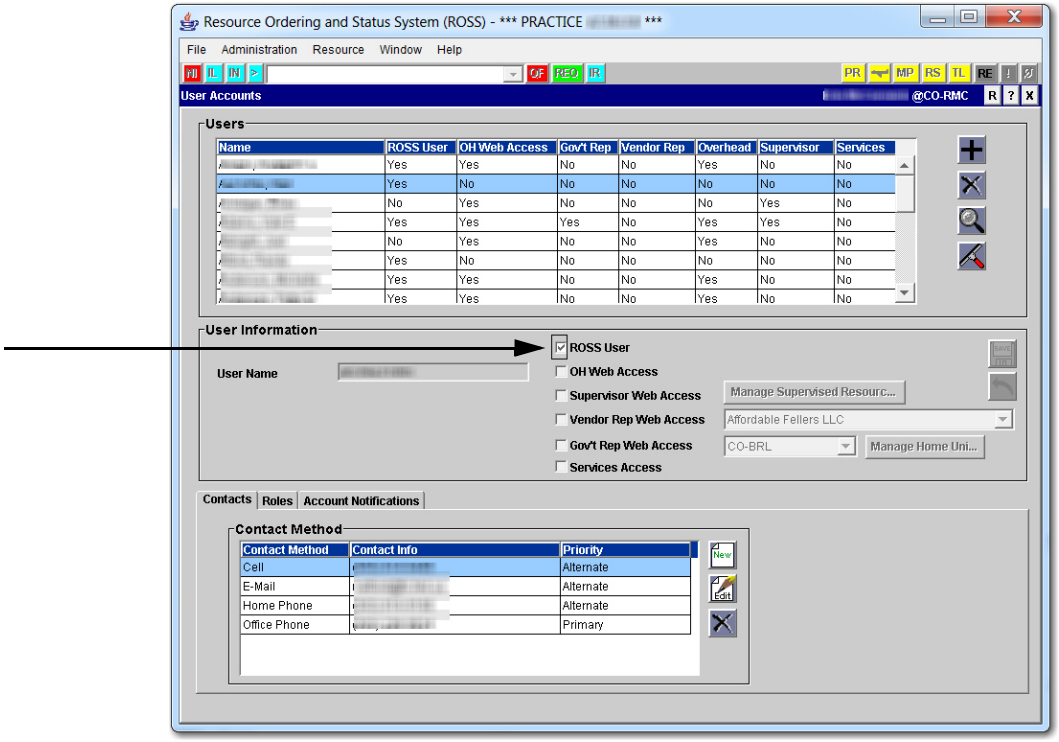
The following graphic shows the New User confirmation message dialog box.

To grant access roles to a ROSS User for your dispatch center

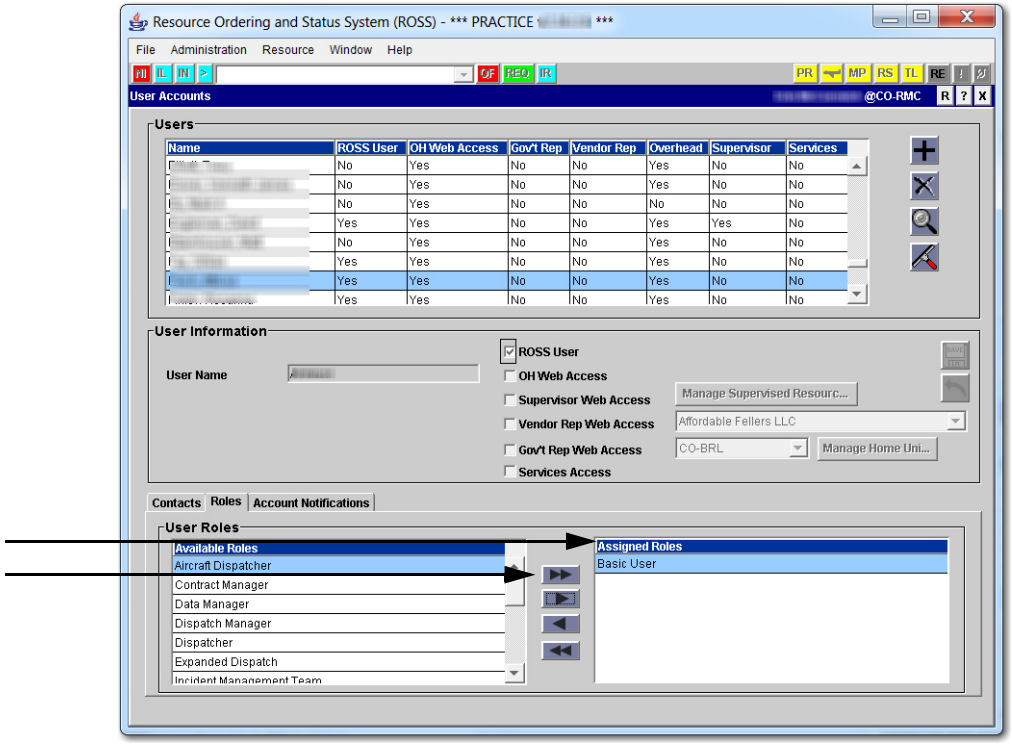
Before another dispatch center can grant access roles to a ROSS User who is also a Resource Item, that ROSS User/Resource Item ***must be granted the Basic User role at their Home Dispatch****.*

1. On the **User Accounts** screen, search for and then click the **User Name** of your choice.
2. Under **User Information**, click the **ROSS User** check box, and then click the **Save** button.
3. Click the **Roles** tab, click the **Available Roles** needed for that ROSS User to perform the job at that dispatch office, and then click the **Add** arrow button to move the selected roles to the **Assigned Roles** panel.

The following graphic shows the User Accounts screen. The arrow points to the ROSS User check box.



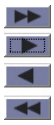
The following graphic shows the Roles tab on the User Accounts screen. The arrows point to the Add/Remove arrow buttons and the Assigned Roles panel.



To add and remove access roles to a ROSS User

This task explains how to manage User Roles for your dispatch center only!

1. On the **User Accounts** screen, click the **User Name** of your choice, and then click the **Roles** tab.



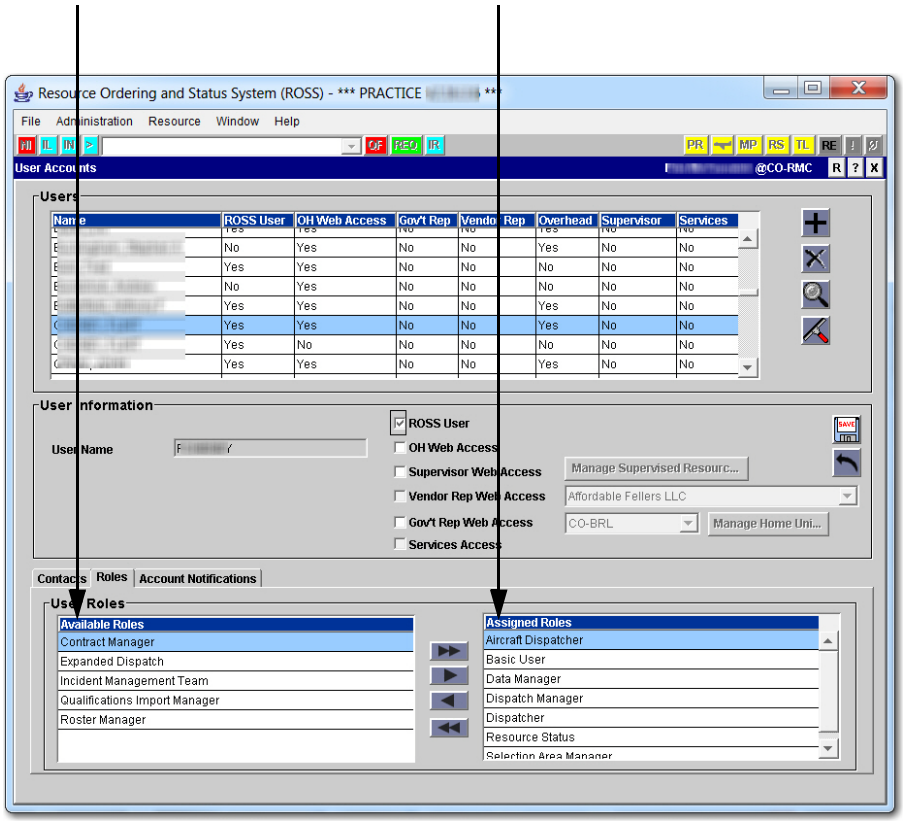
2. Under **User Roles**, click the **Available Role(s)** of your choice, and then click the **Add** arrow button to move the selected roles to the **Assigned Roles** panel.

   *Clicking the **Add All** arrow button does not move the Incident Management Team and the Expanded Dispatcher roles to the Assigned Roles panel. You must add these separately.*

3. To remove existing **User Roles**, click the appropriate **Assigned Role**, and then click **Remove** arrow button.

   *To remove more than one user role at a time, press CTRL, click each **User Role** under **Assigned Roles**, and then click the **Remove** arrow button. Clicking the **Remove All** arrow button removes all Assigned Roles.*

The following graphic shows the User Accounts screen. The arrows point to the Available Roles and the Assigned Roles for a sample ROSS User.



Assigning Overhead Web Access

Web Access allows qualified Overhead Resources with Standard NAP User Account access to ROSS to report their availability status. If the qualified Overhead Resource is also a ROSS User, you can define that Overhead Resource as ROSS User *and* as an OH Web Access user.

For example, a ROSS dispatcher who is also defined as a QUALIFIED BASE MANAGER needs OH Web Access to report their availability and unavailability periods.

To define OH Web Access for a new, local Overhead Resource

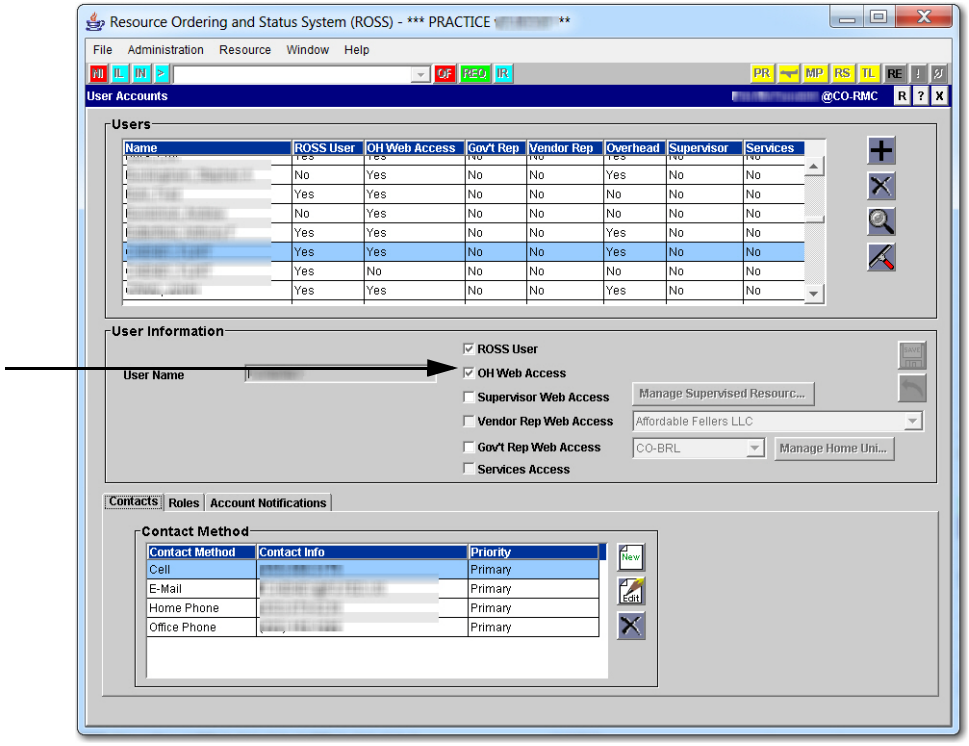
You may only designate OH Web Access to user accounts within your home dispatch!

1. On the **User Accounts** screen, click the **Add User Account** button.
2. On the **Add User** dialog box on the **Search User / OH Resource** tab, type the **Last Name** of the overhead resource.

   If you do not know the complete Last Name, you can perform a wildcard search by using an asterisk (*).

3. To narrow your search, complete one or more of the following text boxes
   - First Name
   - Middle Name
   - Managing Dispatch.
4. Click the **Search** button.
5. Under **Search Results**, click the **Last Name** of your choice.
6. Verify that the **NAP User Account** matches the **User Name**, and then click the **Apply** button.
7. On the **New User** confirmation message dialog box, click **OK**.
8. On the **New User** dialog box, click the **Close** button.
9. Under **User Information**, click the **OH Web Access** check box, and then click the **Save** button.

The following graphic shows the User Accounts screen. The arrow points to the OH Web Access check box.



To add OH Web Access to an existing ROSS User

You may only designate OH Web Access to existing ROSS Users within your Home Dispatch!

1. On the **User Account** screen, search for and then click the existing **ROSS User** of your choice.
2. Under **User Information**, click the **OH Web Access** check box, and then click the **Save** button.

Defining other types of Web Access

In addition to ROSS User and OH Web Access, the User Accounts screen identifies the following types of access:

- Supervisor Web Access
- Vendor Rep Web Access
- Gov't Rep Web Access
- Services Access.

To designate an existing ROSS User as a Supervisor

1 On the **User Accounts** screen, click the **ROSS User** of your choice.

2 Under **User Information**, click the **Supervisor Web Access** check box, and then click the **Save** button.

To designate and manage supervised resources

You must have the Supervisor Web Access role to perform this task.

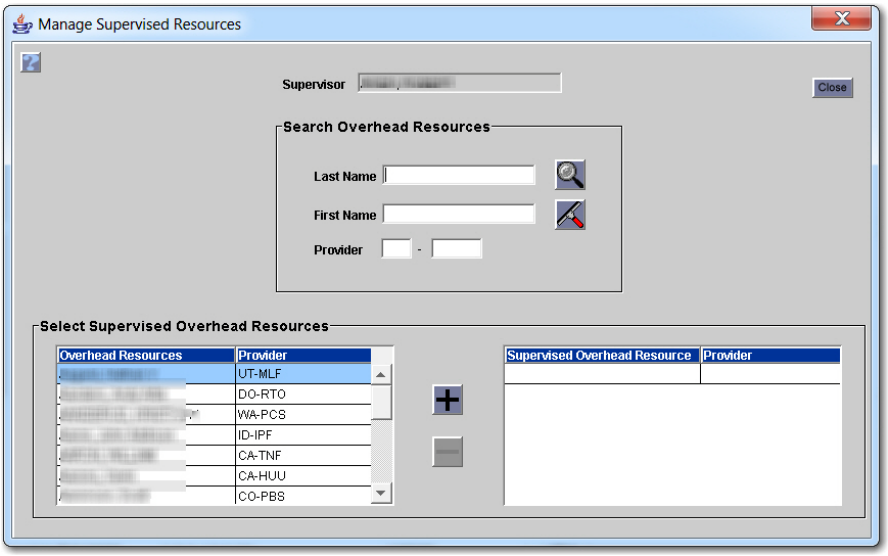
1 On the **User Accounts** screen under **User**, click the **Manage Supervised Resources** button.

2 On the **Managed Supervised Resources** dialog box under **Select Supervised Overhead Resources**, click the **Overhead Resource(s)** of your choice, and then click the **Add Supervised Resource** button.

3 To removed **Supervised Overhead Resources**, click the **Overhead Resource(s)** of your choice, and then click the **Remove Supervised Resource** button.

4 When finished, click **Close**.

The following graphic shows the Manage Supervised Resources dialog box.



To assign Gov't Rep Web Access

Assign Gov't Rep Web Access to a Standard NAP User Account in your Home Dispatch to identify a representative for selected government organizations and grant Web Access, so that the Government Representative is authorized to status the resources of the selected Home Units.

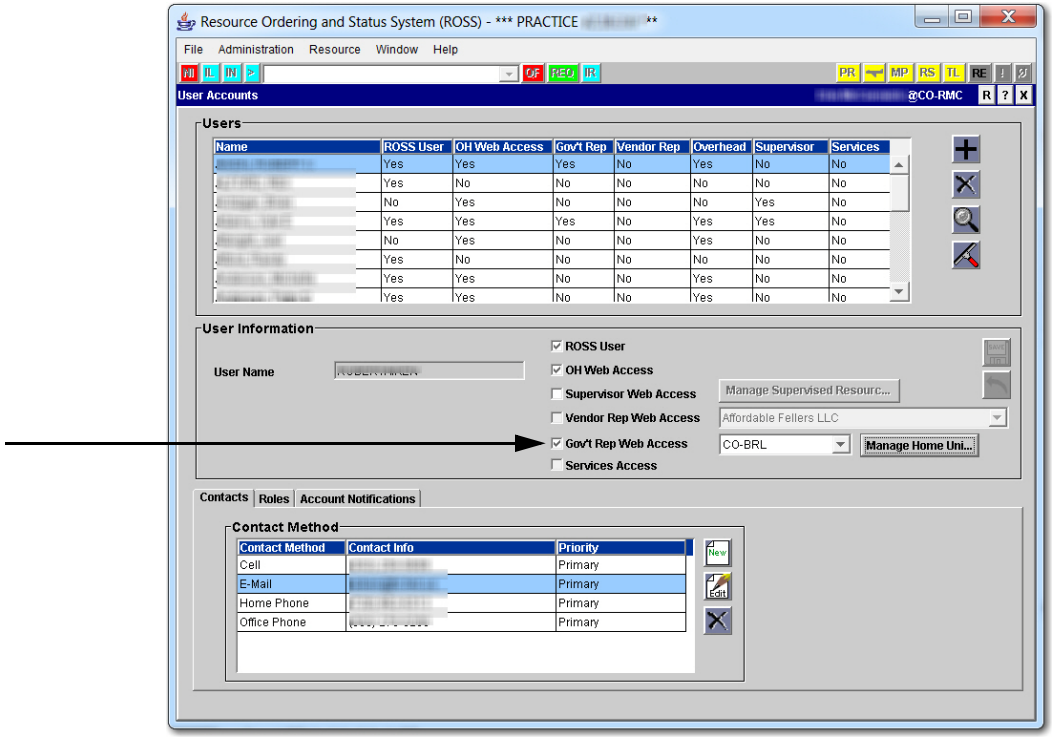
1. On the **User Accounts** screen, click the **Add User Account** button.
2. On the **Add User** dialog box on the **Search User / OH Resource** tab, type the **Last Name** of the overhead resource.

   If you do not know the complete Last Name, you can perform a wildcard search by using an asterisk (*).

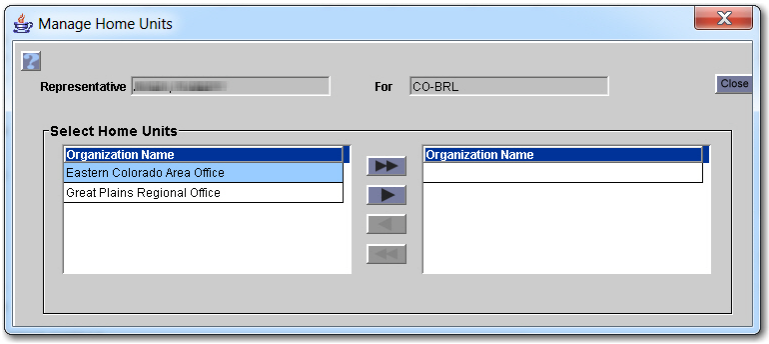
3. To narrow your search, complete one or more of the following text boxes
   - First Name
   - Middle Name
   - Managing Dispatch.
4. Click the **Search** button.
5. Under **Search Results**, click the **Last Name** of your choice.
6. Verify that the **NAP User Account** matches the **User Name**, and then click the **Apply** button.
7. On the **New User** confirmation message dialog box, click **OK**.
8. On the **New User** dialog box, click the **Close** button.
9. Under **User Information**, click the **Gov't Rep Web Access** check box.
10. Click the **Organization** drop-down arrow, click the **Organization** of your choice, then click the **Save** button.

11. On the **User Accounts** screen under **User Information**, click the **Manage Home Units** button.
12. On the **Manage Home Units** dialog box under **Selected Home Units**, click the **Organization Name(s)** of your choice, and then click the **Add** arrow button.

The following graphic shows the User Accounts screen. The arrow points to the Gov't Rep Web Access check box.



The following graphic shows the Manage Home Units dialog box.



To assign Vendor Rep Web Access

Your dispatch center must be the vendor's managing dispatch before you can assign Vendor Rep Web Access role. To locate the vendor's managing dispatch, run the User Community Report, "Vendors by managing organization," located at [Public Folders > ROSS > User Community Reports > UC - Administration > UC - Admin Resources > Vendors by Managing Organization](#).

1 On the **User Accounts** screen, click the **Add User Account** button.

2. On the **Add User** dialog box, click the **Add User** tab, complete the following text boxes and then click the **Apply** button
   - User Name
   - Email.
3. On the **New User** confirmation message dialog box, click **OK**.
4. On the **New User** dialog box, click **Close**.
5. Under **User Information**, click the **Vendor Rep Web Access** check box, and then click the **Save** button.

To assign Services Access

Assign Services Access in your Home Dispatch to identify a user with access to CAD services and/or IQS.

1. On the **User Accounts** screen, click the **Add User Account** button.
2. On the **Add User** dialog box, click the **Add User** tab, complete the following text boxes and then click the **Apply** button
   - User Name
   - Email.
3. On the **New User** confirmation message dialog box, click **OK**.
4. On the **New User** dialog box, click **Close**.
5. Under **User Information**, click the **Services Access** check box, and then click the **Save** button.

Adding and granting the Account Manager role to a Privileged NAP User Account

To designate a ROSS Account Manager, the NAP User Account holder must have all of the following:

- a Privileged NAP User Account in NAP (an ad.username account)
- access to ROSS for that ad.username account
- the Account Manager role granted to that ad.username account.

To add and grant the Account manager role to a ROSS User

1. On the **User Accounts** screen, click the **Add User Account** button.
2. On the **Add User** dialog box, click the **Add User** tab, complete the following text boxes and then click the **Apply** button
   - User Name of the Privileged NAP User Account (ad.username)
   - Email.
3. On the **New User** confirmation message dialog box, click **OK**.

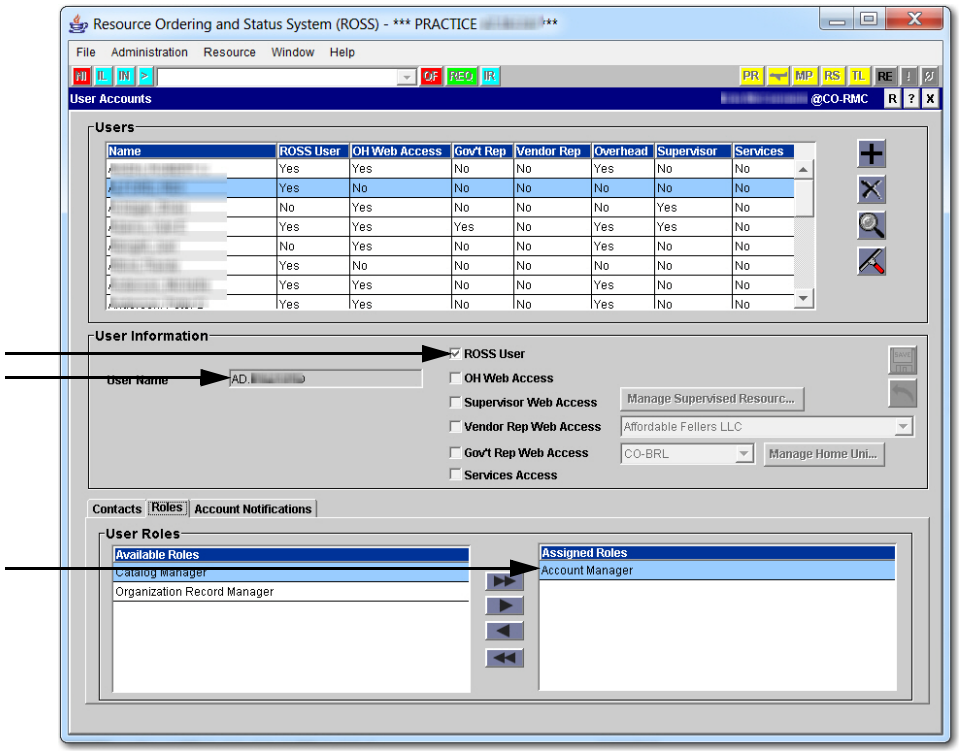
4 On the **New User** dialog box, click **Close**.

5 Under **User Information**, click the **ROSS User** check box, and then click the **Save** button.

6 On the **User Account** screen, click the **Roles** tab.

7 Under **Available Roles**, click **Account Manager**, and then click the **Add** arrow button to move **Account Manager** to the **Assigned Roles** panel.

The following graphic shows the User Accounts screen for a ROSS Account Manager. The three arrows point to the ROSS User check box, the AD.User Name, and the assigned Account Manager role on the Roles tab.



Using the search function

The Search User dialog box allows you to search for the following types of existing Standard NAP User Accounts defined in ROSS:

- ROSS User
- OH Web Access
- Supervisor Web Access
- Vendor Rep Web Access
- Gov't Rep Web Access
- Services Access.

To search for a Standard NAP User Account that has access to ROSS

1 On the **User Accounts** screen, click the **Search Users** button.

2 On the **Search Users** dialog box, type the **Last Name and First Name of the Standard NAP User Account holder**, if known.

Remember, you can perform a wildcard search by using an asterisk (*).

3 Click one or more of the following check box(es) as appropriate to narrow your search, and then click the **Search** button

- ROSS User
- OH Web Access
- Supervisor Web Access
- Vendor Rep Web Access
- Gov't Rep Web Access
- Services Access.

4 On the **User Accounts** screen under **Users **FILTERED****, click the **User Name** of your choice.

The following graphic shows a sample Search Users dialog box to search for a ROSS User. The arrow points to the ROSS Users check box.