Web Status - reporting availability for resources

This guide explains how to access and use the web status utility in ROSS. Web Status allows you to maintain the availability status and related information of overhead, supervised, and government non-dispatch resources. Topics include:

- Getting started
- Working with Web Status
- Frequently asked questions - FAQs
- Basic terminology.

For information about using Web Status for vendor representatives please see, "ROSS User Guide Vendor Web Status."

Getting started

This section explains how to obtain access to Web Status. Topics include:

- Obtaining a NAP User Account
- Requesting access to Web Status.

Obtaining a NAP User Account

You must have an active, NAP User Account. To do this, refer to the following Quick Reference Cards available on the ROSS User Support page:

- Getting Started with NAP
- Requesting a NAP User Account
- Retrieving a Forgotten User ID or Password.

Requesting access to Web Status

Once you obtain and set up your NAP User Account, contact the ROSS Account Manager from your Managing Dispatch Office. The ROSS Account Manager will add your NAP User Account to ROSS and define it as one of the following types of Web Status users:

- overhead resource
- supervised government resource
- government representative.

Working with Web Status

This section explains how to perform functions common to all web status users, including

- logging on and logging off
- setting resource status
- editing the resource availability area
- adding, editing, or deleting unavailability periods
- adding, editing, or deleting contact information
- adding remarks.

Web status pages that display on your screen are based on the type of access you are granted in ROSS and may vary from those shown in this section. The actual process is the same.

Web Status page and menu for overhead resources

Web Status page and menu for supervised government resources

Web Status page and menu for government non-dispatch representatives

Logging on and logging off Web Status

This section explains how to log on and log off Web Status.

To log on to Web Status

1 Start your Internet browser.

2 In the **Address** bar, type *http://famit.nwcg.gov/applications/ROSS* and then press ENTER.

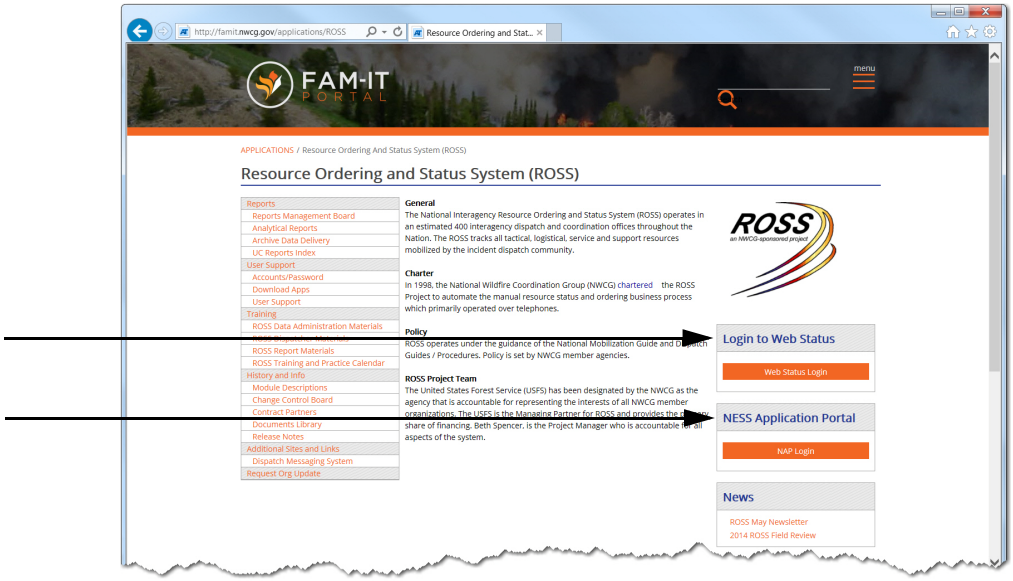
3 On the **ROSS Main Page**, click **Login to Web Status**.

4 On the **Message from webpage** dialog box, click **OK**.

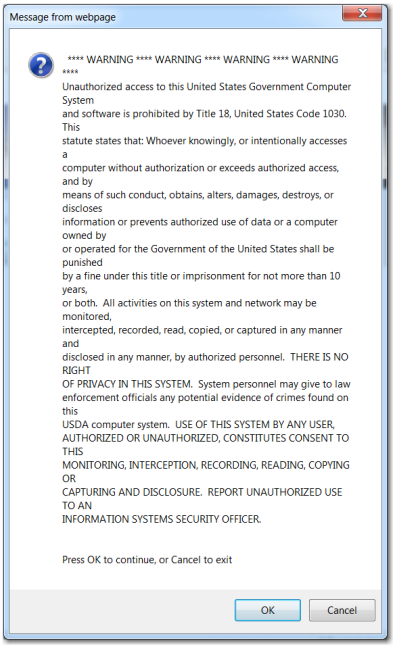
5 On the **Web Status** logon page, complete the following and then click the **Log On** button

- in the **Login** box, type your **user name**
- in the **Password** box, type your **password**.

The following graphic shows the ROSS Main Page.The arrows point to the Back and Forth buttons located on the Internet browser toolbar, and to the location of the Login to Web Status link.



The following graphic shows the Message from webpage dialog box.



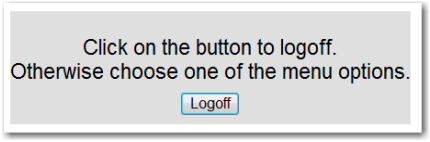
The following graphic shows the Web Status login page.

To log off Web Status

1 On any **Web Status** page, click the **Log Off** link.

2 Click the **Logoff** button, and then close your Internet browser.

The following graphic shows the message that displays when logging off Web Status.



Setting resource availability

This section explains how to set the availability of an overhead, supervised, or government non-dispatch resource. A resource may either be:

- **Available**. The resource can be used to fill a request.
- **Unavailable**. The resource is not available to fill a request.

For more information about setting resource status to an availability area see the next section, "Working with the availability area of a resource."

To status availability for an overhead resource

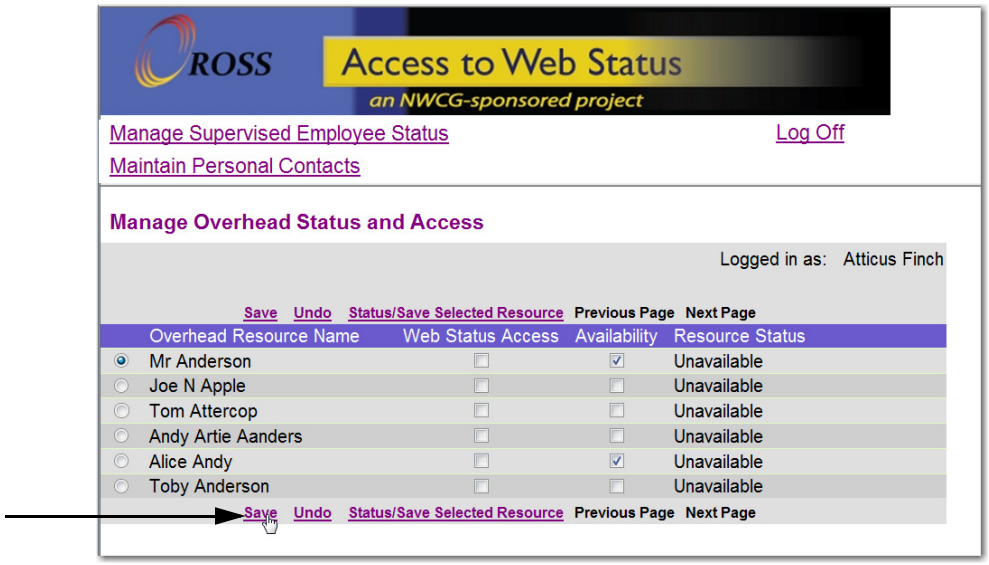
1. On the **Web Status** page, click **My Status**.
2. On the **Manage Individual Overhead Status** page, perform one or more of the following and then click **Save**
   - to status as available, click the **Availability** check box
   - to status as unavailable, click to clear the **Availability** check box.

The following graphic shows the Manage Individual Overhead Status page. The arrow points to the Set Resource Availability drop-down arrow.

To status availability for a list of supervised or government non-dispatch resources

1. On the **Web Status** page, click one of the following links as appropriate
   - Manage Supervised Employee Status
   - Status Government Non-Dispatch Resources.
2. For **Government Non-Dispatch Resources**, click one of the following catalog links
   - Aircraft
   - Crew
   - Equipment
   - Overhead
   - Supply.
3. For each **Resource Name**, perform the following, and then click **Save**
   - to status as available, click the **Availability** check box that corresponds to the **Resource Name**
   - to status as unavailable, click to clear the **Availability** check box that corresponds to the **Resource Name**.

The following graphic shows a sample Manage Overhead Status and Access page. The arrow points to the Save link.



Working with the availability area of a resource

This section explains how to change the availability area of an overhead, supervised, or government non-dispatch resource. There are three availability areas:

- **Available To GACC**. The resource is available to fill a request anywhere within the geographic area.
- **Available To Local**. The resource is available to fill a request only for its home unit or other local unit.
- **Available To National**. The resource is available to fill a request anywhere in the nation.

To set the availability area

1 On the **Web Status** page, click one of the following links as appropriate
   - My Status
   - Manage Supervised Employee Status
   - Status Government Non-Dispatch Resources.

2 For **Government Non-Dispatch Resources**, click one of the following **Catalog** links
   - Aircraft
   - Crew
   - Equipment
   - Overhead
   - Supply.

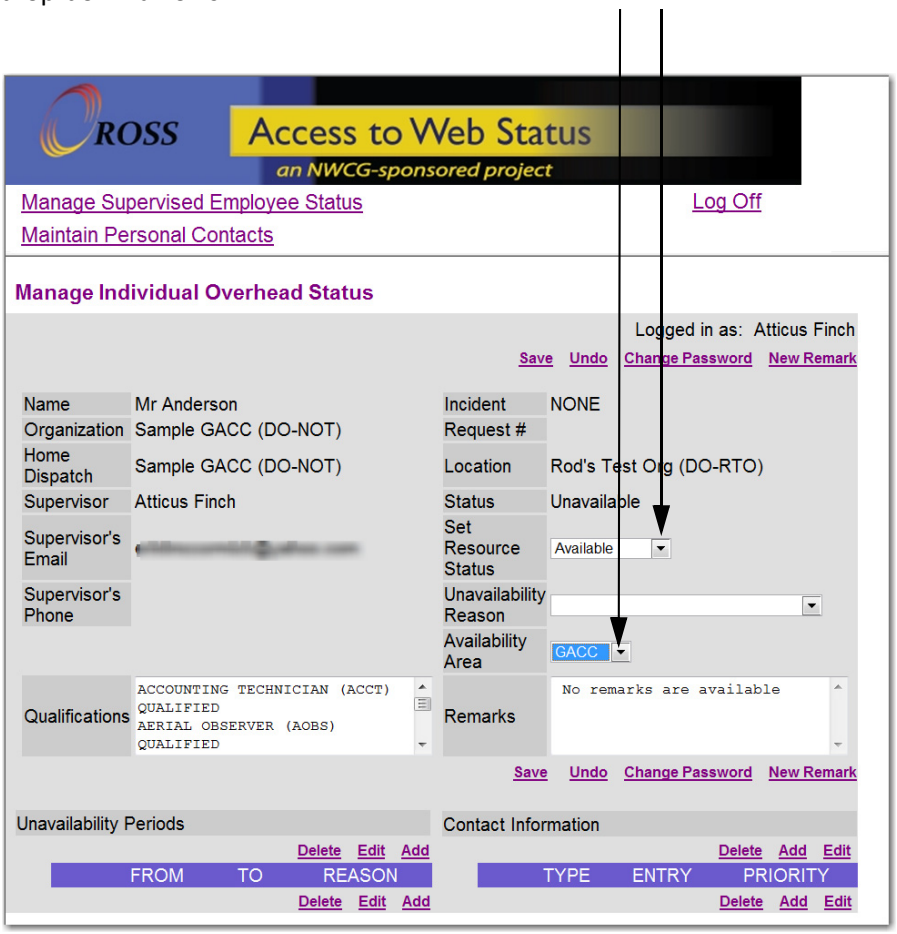
3 For **Supervised and Government Non-Dispatch Resources**, click the **Resource Name** of your choice, and then click **Status/Save Selected Resource**.

4 Click the **Set Resource Status** drop-down arrow, and then click **Available**.

5 On the **Manage [Resource] Status** page, click the **Availability Area** drop-down arrow, click one of the following options, and then click **Save**

- GACC
- Local
- National.

The following graphic shows a sample Manage Individual Overhead Status page. The arrows point to the Set Resource Status and Availability Area drop-down arrows.



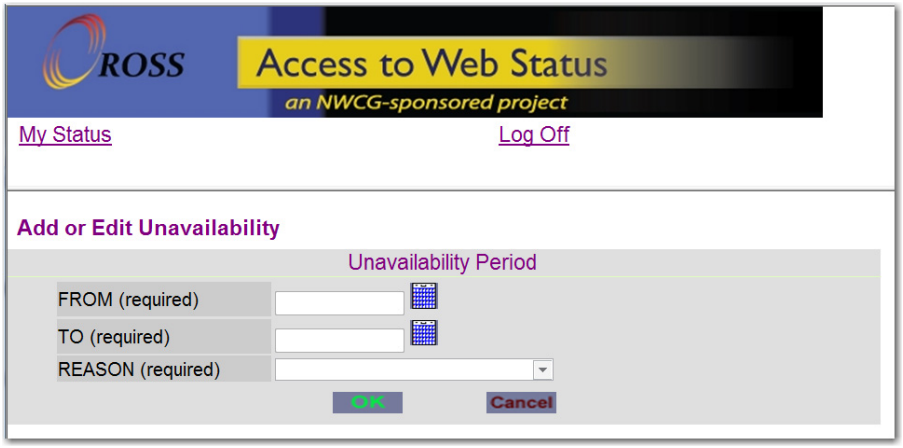
Working with unavailability periods

This section explains how to add, edit, or delete an unavailability period of an overhead, supervised, or government non-dispatch resource

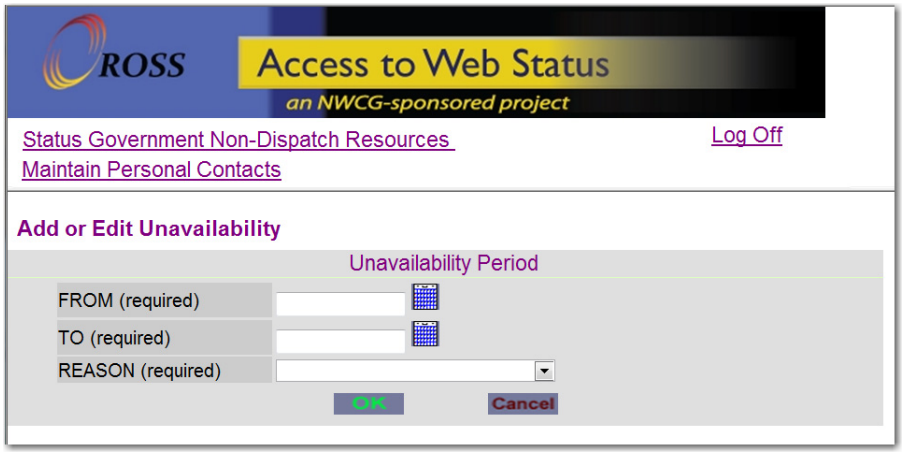
To add an unavailability period

1. On the **Web Status** page, click one of the following links as appropriate
   - My Status
   - Manage Supervised Employee Status
   - Status Government Non-Dispatch Resources.
2. For **Government Non-Dispatch Resources**, click one of the following **Catalog** links
   - Aircraft
   - Crew
   - Equipment
   - Overhead
   - Supply.
3. For **Supervised and Government Non-Dispatch Resources**, click the **Resource Name** of your choice, and then click **Status/Save Selected Resource**.
4. On the **Manage [Resource] Status** page under **Unavailability Periods**, click **Add**.
5. On the **Add or Edit Unavailability** page, perform the following, and then click **OK**
   - click the **Calendar** button, and then click the **FROM date**
   - click the **Calendar** button, and then click the **TO date**
   - click the **REASON** drop-down arrow, and then click the **Unavailability Reason**.

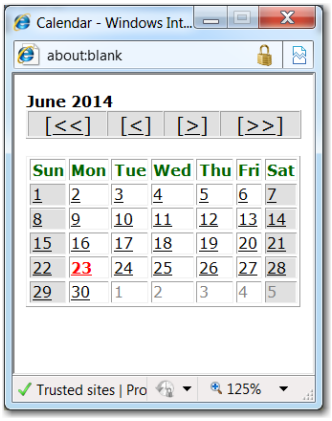
The following graphic shows a sample Add or Edit an Unavailability page as it appears for an overhead resource.



The following graphic shows a sample Add or Edit an Unavailability page as it appears for a government non-dispatch resource.



The following graphic shows a sample Calendar dialog box.



To edit an unavailability period

1. On the **Manage [Resource] Status** page under **Unavailability Periods**, click the **Unavailability Period** you want to edit, and then click **Edit**.
2. On the **Add or Edit Unavailability** page, perform the following, and then click **OK**
   - click the **Calendar** button, and then click the **FROM date**
   - click the **Calendar** button, and then click the **TO date**
   - click the **REASON** drop-down arrow, and then click the **Unavailability Reason**.

To delete an unavailability period

*Before you click **Delete,** be sure you are selecting the correct unavailability period.*

- On the **Manage [Resource] Status** page under **Unavailability Periods**, click the **Unavailability Period** you want to delete, and then click **Delete**.

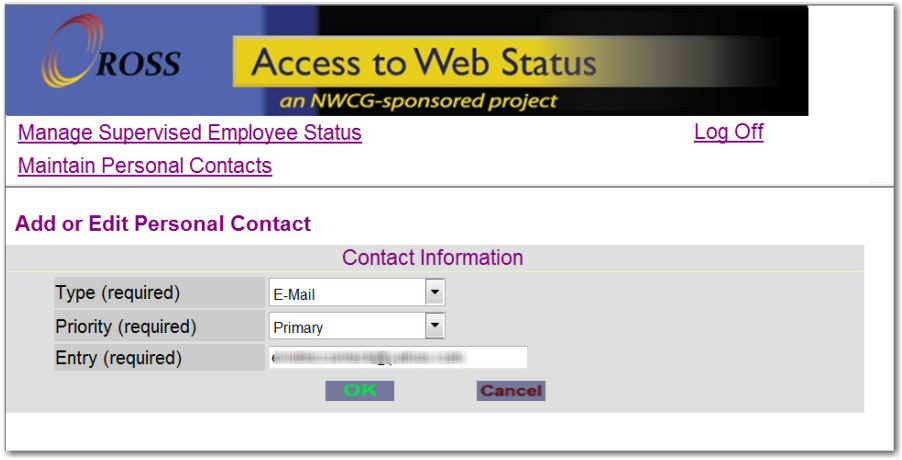
Maintaining contact information

This section explains how to add, edit, or delete contact information for an overhead, supervised, or government non-dispatch resource.

To add or edit contact information

1. Locate the **Resource** of your choice.
2. Under **Contact Information**, click **Add** or **Edit**, as appropriate.
3. On the **Add or Edit Contact Information** page, perform the following, and then click **OK**
   - click the **Type** drop-down arrow, and then click the **Contact Type**
   - click the **Priority** drop-down arrow, and then click the **Contact Priority**
   - in the **Entry** box, type the appropriate **Contact Information**.

The following graphic shows a sample Add or Edit Contact Information page as it appears for a supervised resource.



To delete contact information

*Before you click **Delete,** be sure you are selecting the correct contact information.*

1. Locate the **Resource** of your choice.
2. Under **Contact Information**, click the **Contact information** you want to delete, and then click **Delete**.

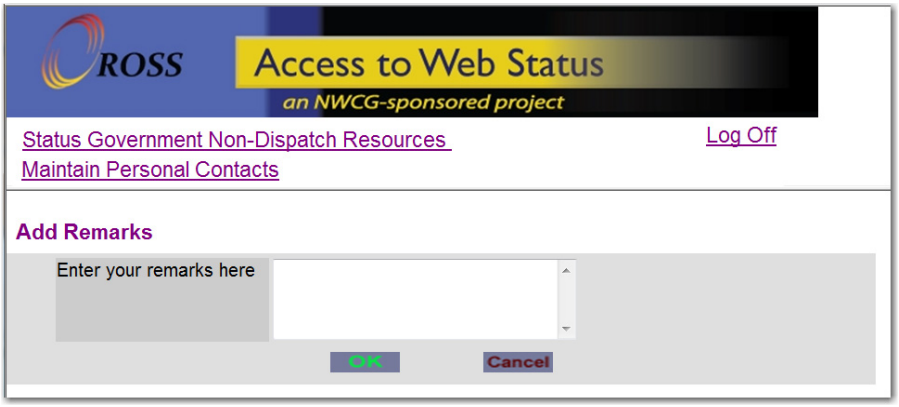
Adding remarks

This section explains how to add a remark to a resource's status information.

To add a remark

1. On the **Manage [Resource] Status** page, click **New Remark**.
2. On the **Add Remarks** page, type the **Remark** in the **Enter your remarks here** box, and then click **OK**.

The following graphic shows the Add Remarks page as it would appear for an government non-dispatch resource.



Frequently asked questions - *FAQs*

What is NAP and the NAP environment?

The National Enterprise Support System Application Portal (NAP) environment provides standardized user authentication and user account management. Web Status and ROSS use NAP to manage user accounts, passwords, and types of access to these programs.

What kind of account do I need to access Web Status?

You need a Standard NAP User Account to access Web Status.

Who approves my request for a new vendor (NAP) user account?

For vendor (NAP) user accounts, the Contracting Officer or Dispatch Center Manager approves the request.

How many Web Status user accounts may I request?

A vendor may request only one, unique vendor (NAP) user account.

Whom do I contact to grant me access to Web Status?

First, be sure that you have performed all tasks in this ROSS User Guide. You must have obtained your vendor (NAP) user account, logged on successfully to the NAP environment, reset your temporary password, and answered your Challenge Questions. Once you have performed these tasks notify your Managing Dispatch Organization where your contract was entered to request access to Vendor Rep Web Status.

How do I find out my Managing Organization for Web Status?

Contact your GACC or local Dispatch Organization to run the User Community Report, "Vendors by Managing Organization." If your company and your managing organization is not listed on that report, contact the ROSS Helpdesk at 866-224-7677.

Do I need to contact the Helpdesk to retrieve my forgotten Web Status user account or password?

No. If you already provided a valid e-mail account and set up your Challenge Questions you can retrieve this information yourself.

How do I retrieve a forgotten Web Status user account?

Start your Internet browser, and then type *https://nap.nwcg.gov/NAP/* in the **Address** bar. Click the **Retrieve** button. Enter your **E-Mail Address** and correctly answer the **Challenge Question**. Your Web Status user account will be e-mailed to you.

How do I retrieve a forgotten password?

Your password must be reset to a temporary password. Start your Internet browser, and then type *https://nap.nwcg.gov/NAP/* in the **Address** bar. In the **Enter Password** text box, click the **Reset** button. Enter your **Username** and correctly answer the **Challenge Question**. Your temporary password will be e-mailed to you. Before accessing Web Status, you must reset your temporary password.

Why isn't my Web Status user account from last year already in Web Status?

If your Web Status user account has not been accessed in the last 90 days, your user account has been disabled. You must contact the Helpdesk at 866-224-7677 and obtain a Temporary NAP Password.

What are the Rules of Behavior?

The Rules of Behavior dialog box displays whenever you log in to the NAP environment for the first time, your acceptance of the Rules of Behavior has expired, or your acceptance of the Rules of Behavior is set to expire in 10 days or less. Every vendor user account holder must annually accept the Rules of Behavior before being allowed access to Web Status.

What are the rules for creating a password?

Your NAP Password must be 12 to 32 characters in length and contain a combination of one upper-case letter, one lower-case letter, one number, and one special, non-numeric character (!@#$%^*).

When does my password expire?

Your Web Status user account password expires every 60 days.

What is a temporary password?

A Temporary NAP Password is randomly generated by the system when your NAP User Account (your vendor user account) is created or reactivated, if a change occurs to your First, Middle, and Last Name, or if you forgot your NAP Password and need to reset it.

Basic terminology

Become familiar with the terms in this User Guide to help ease your transition into using Web Status for the first time. If you are already familiar with using Web Status to status your resources, you will find useful information about how your user account and password are managed separately from the Web Status application.

The following terms are used throughout this and other ROSS User Guides and Quick Reference Cards, which are posted on the ROSS website at *http://famit.nwcg.gov/applications/ROSS/support/usersupport.*

- **Active**. Active is an account status and allows you to access NAP and Web Status. Other account status types include: Temporary NAP Password, Locked, Expired Password, Disabled, and Removed.

- **Back button/Forward button**. The Back button and Forward button are located on your browser toolbar. Use these two buttons to navigate back and forth between Web Status screens.
- **Challenge Questions**. When you log on to NAP for the first time to change your Temporary NAP Password, you must set up three Challenge Questions, which you select from a pre-determined list and type in your own personal answers. You may be familiar with Challenge Questions if you use online banking.
- **donotreply@dms.nwcg.gov**. Information you receive from this e-mail address contains important information about your NAP User Account. Add this e-mail address to your other e-mail contacts so that information from donotreply@dms.nwcg.gov are not flagged by your e-mail application as “spam.”
- **Managing Dispatch Organization**. The Managing Dispatch Organization is the organization where your company exists in the ROSS database. Your Managing Dispatch Organization keeps track of your contract, and manages your company information and your contracted resources in ROSS.
- **NAP**. A central environment that authenticates user accounts and passwords. NAP generates new NAP User Accounts and Temporary NAP

Passwords. Once you set up your Challenge Questions, NAP allows you to retrieve a forgotten NAP User Account and reset your forgotten NAP Password without Helpdesk assistance.

NAP is also known as the NESS (National Enterprise Support Service) Application Security Portal.

- **NAP Password**. Like your NAP User Account, your NAP Password is managed by this central environment.
- **NAP User Account**. The user account you need to access Web Status. You must obtain an active, NAP User Account and have approval before you may access Web Status.
- **Password Rules**. Passwords must be 12 to 32 characters in length and contain a combination of one upper-case letter, one lower-case letter, one number, and one special, non-numeric character (!@#$%^*). *Do not use <, >, or &*.
- **Rules of Behavior**. This dialog box displays whenever you access NAP to retrieve a forgotten NAP User Account or reset your forgotten NAP Password. You must click the **Accept** button whenever you log on to and log off of NAP.

- **Temporary NAP Password**. Temporary NAP Password is an account status. When you log on to NAP with a Temporary NAP Password, the Change Password dialog box displays and you must change your password following the Password rules. Your NAP User Account is assigned a Temporary NAP Password whenever one of the following occurs
  - You are assigned a new NAP User Account
  - You reset a forgotten NAP Password
  - Your disabled NAP User Account is reset to Active by an Account Manager.