

## DETAILED LESSON OUTLINE

COURSE:	ROSS Administration
UNIT:	3 – Account Management
SUGGESTED TIME:	1 Hour (0:30 Lecture, 0:30 Practice)
TRAINING AIDS:	Computer projector, screen, PowerPoint presentation, computers (one for instructor and one per trainee) with Internet connection.
OBJECTIVE(S):	Upon completion of this unit, the trainee will be able to: <ol style="list-style-type: none"><li>1. Request a new NAP account.</li><li>2. Add a ROSS user.</li><li>3. Identify the different roles a user may have in ROSS and how the roles affect user access permissions.</li><li>4. Assign user roles.</li><li>5. Assign Web access to an Overhead User, a Supervisor, a Vendor Representative, and a Government Representative.</li><li>6. Remove a ROSS user.</li></ol>

OUTLINE (CONTINUATION)	AIDS & CUES
<p><b>PRESENT UNIT OBJECTIVES.</b></p> <p>Summary.</p> <p>Account Management describes the Ness Application Portal (NAP), how to request a NAP account and how to add and maintain ROSS user accounts and privileges.</p> <p>I. The NAP User account management, password resets, and access to Fire FAM applications are managed in the National Enterprise Support Service (NESS) Application Portal (NAP) environment. Before you can add an account to ROSS users must have obtained a NAP User Account with access to ROSS.</p> <p>II. The NAP and ROSS</p> <p><b>EXPLAIN THE RELATIONSHIP BETWEEN THE NAP AND ROSS. STUDENTS SHOULD ALREADY BE FAMILIAR WITH THE NAP FOR THEIR PERSONAL ACCOUNTS.</b></p> <p>A. User accounts.</p> <ol style="list-style-type: none"> <li>1. ROSS Users must have a NAP account to access ROSS.</li> <li>2. ROSS accounts are created by adding a NAP account into ROSS and assigning user roles.</li> </ol> <p><b>HOW TO BRING A NAP ACCOUNT INTO ROSS IS EXPLAINED LATER IN THIS UNIT.</b></p> <p>B. Requesting a NAP user account.</p> <ol style="list-style-type: none"> <li>1. To request a NAP account go to the ROSS web page and click on <b>NAP</b> in the upper right corner or go directly to <a href="https://nap.nwcg.gov/NAP/">https://nap.nwcg.gov/NAP/</a>.</li> </ol> <p><b>WALK STUDENTS THROUGH EACH PAGE OF THE USER ACCOUNT REQUEST. EXPLAIN THE DIFFERENCE BETWEEN STANDARD AND PRIVILEGED ACCOUNTS.</b></p> <ol style="list-style-type: none"> <li>2. Submit a form and a NAP manager will review the request and establish the account.</li> </ol>	<p>03-01-ROSS-EP 03-02-ROSS-EP</p> <p>03-03-ROSS-EP</p> <p>Open the NAP and click on the <b>+Request User Account</b> and follow along with the instructor.</p>

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<p style="text-align: center;">3. NAP manager will contact the Verification Contact to confirm the person is a valid ROSS user.</p> <p>III. ROSS USER ACCOUNTS</p> <p>Summary</p> <p>The ROSS <b>User Accounts</b> screen lists all users associated with the local office. Each account must have Roles assigned for the user to be able to access screens.</p> <p>A. Two types of user accounts.</p> <p>1. Standard - Dispatch with the application or use web statusing.</p> <p style="padding-left: 40px;">a. Example of a standard account user name: <i>jthompson</i></p> <p style="padding-left: 40px;">b. To be a ROSS user or web status user, you must have all of the following:</p> <ul style="list-style-type: none"> <li>• A Standard NAP User Account.</li> <li>• Access to ROSS for that user name account.</li> <li>• Defined as a ROSS User in ROSS.</li> <li>• A dispatcher role or web status granted under that user name in ROSS.</li> </ul> <p>2. Administrator Account - For those that manage ROSS user accounts.</p> <p style="padding-left: 40px;">a. Example administrator account user name: <i>ad.jthompson</i></p> <p style="padding-left: 40px;">b. To be a ROSS Account Manager, you must have all of the following:</p> <ul style="list-style-type: none"> <li>• A Privileged NAP User Account.</li> <li>• Access to ROSS for that user account.</li> <li>• Defined as a ROSS User in ROSS.</li> </ul>	<p style="text-align: center;">03-04-ROSS-EP</p> <p style="text-align: center;">03-05-ROSS-EP</p>

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<ul style="list-style-type: none"> <li>• The Account Manager role granted to that username in ROSS.</li> </ul> <p>B. Basic steps to add an account in ROSS.</p> <ol style="list-style-type: none"> <li>1. Use ROSS to query the NAP and locate an existing NAP.</li> <li>2. Add the NAP User Account to ROSS.</li> <li>3. In ROSS, make the account a ROSS User and add roles. and/or other types of access roles.</li> </ol> <p>C. User Account Screen.</p> <p><b>COMMON ICONS (SEARCH, DELETE, FILTER) ARE NOT DISCUSSED HERE AS USERS SHOULD ALREADY BE FAMILIAR WITH THEM.</b></p> <ol style="list-style-type: none"> <li>1. Users Field. <ul style="list-style-type: none"> <li>a) Lists user names that currently have accounts in the local dispatch.</li> <li>b) Columns indicate which types of user access are granted to each user.</li> </ul> </li> <li>2. Add a user account.</li> </ol> <p><b>DEMONSTRATE HOW TO ADD A USER ACCOUNT IN ROSS. EXPLAIN THE KEY PARTS OF THE USER ACCOUNT SCREEN LAYOUT.</b></p> <ol style="list-style-type: none"> <li>a) <b>Add User</b> screen. <ol style="list-style-type: none"> <li>(1) <b>Search User/Overhead Resource tab</b> <ol style="list-style-type: none"> <li>(a) Search for existing users or overhead resource.</li> <li>(b) Search returns results for users in any office, but only Overhead resources from local office.</li> <li>(c) To add a ROSS User from another dispatch center the user must have the Basic User role at their Home Dispatch to show up in this tab.</li> </ol> </li> </ol> </li> </ol>	<p>Open the User Accounts screen and follow along with the instructor.</p>

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<p>(d) Users already on account screen do not show.</p> <p>(e) To give a user web status they must be a resource item in your dispatch office and brought into the accounts screen via the <b>Search User/Overhead Resource</b> tab.</p> <p>(f) <i>Always</i> search before creating a new user.</p> <p>(2) <b>Add User</b> tab.</p> <p>(a) Add a user who is not a resource item or user in another office. For instance, a Vendor Rep.</p> <p>3. User Roles.</p> <p>The roles assigned to a user determine what ROSS screens they can access. Refer to the <a href="#">Access Roles Description</a> document for a list of screens attached to each role. Find it on the ROSS web page in the Document Library under <a href="#">Production Documents</a>.</p> <p><b>OPEN THE <u>ACCESS ROLES DESCRIPTION</u> DOCUMENT AND SHOW EXAMPLES OF SCREENS AND ROLES.</b></p> <p><b>DEMONSTRATE HOW TO GIVE A USER ROLES, OH WEB ACCESS, SUPERVISOR WEB ACCESS, VENDOR REP WEB ACCESS, GOV'T REP WEB ACCESS AND SERVICES ACCESS. EXPLAIN KEY POINTS TO EACH TYPE OF ROLE.</b></p> <p>a. ROSS User.</p> <p>(1) ROSS User box must be checked to assign roles.</p> <p>(2) Roles determine menu items the user has access to.</p> <p>(3) Every ROSS user requires the Basic User role as a minimum.</p>	<p>Open the Access Roles Description document.</p>

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<p>(4) Dispatchers can have roles in more than one dispatch office at a time. When they log on to ROSS, they choose which office to access.</p> <p>(5) Users with the Account Manager role will only have access to the User Accounts screen. This creates a separation of duties required by the federal government in all computer applications.</p> <p>(6) OH Web Access.</p> <p>(a) Allows overhead resources to status themselves using Web Status.</p> <p>(b) Allowed when user is established as an overhead resource on the <b>Resource Item</b> screen.</p> <p>b. Supervisors Web Access.</p> <p>(1) Allows the user to status specified overhead resources using the Web.</p> <p>(2) When supervised overhead resources update their status, supervisors receive an e-mail noting changes.</p> <p>c. Vendor Rep Web Access.</p> <p>Allows user to Web Status all resources belonging to the selected vendor.</p> <p>d. Gov't Rep Web Access.</p> <p>Allows user to Web status resources from the Home Units of selected government organizations.</p> <p>e. Services Access.</p> <p>Allows the user to access the CAD services interface. (California only).</p>	

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<p style="text-align: center;">f. Removing User Roles.</p> <p><b>DEMONSTRATE THE THREE WAYS TO REMOVE USER ROLES.</b></p> <ul style="list-style-type: none"> <li>(1) Use the arrows to <b>remove</b> either some or all roles.</li> <li>(2) Click the <b>X (Delete User Account)</b> to delete all roles and the user. Unless you are the user's home unit, this only removes accounts from your user account.</li> <li>(3) Remove the check mark from the <b>ROSS User</b> box. (Prevents user from logging on to ROSS but leaves roles assigned.)</li> </ul> <p style="text-align: center;">4. Contacts.</p> <p><b>DEMONSTRATE ADDING CONTACTS TO A USER. EXPLAIN THE KEY POINTS OF THE CONTACT GRID.</b></p> <ul style="list-style-type: none"> <li>a. NAP account contacts automatically come into ROSS with the account.</li> <li>b. Contacts can be added or edited but changes only apply to the local office and not the home office or the NAP.</li> </ul>	
<p><b>STUDENT EXERCISE ACCOUNT MANAGEMENT</b></p>	<p>03-01-ROSSA-HO</p>
<p><b>REVIEW UNIT OBJECTIVES.</b></p>	<p>03-06-ROSS-EP</p>
<p><b>QUESTIONS?</b></p>	<p>03-07-ROSS-EP</p>

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