

# 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. Topics include:

- Understanding the NAP environment for ROSS Account Managers
- Adding ROSS Users and Web Access users to ROSS
- Performing other functions.

---

*For more assistance and information about NAP User Accounts after hours or on weekends, please contact the Helpdesk at: [helpdesk@dms.nwcg.gov](mailto:helpdesk@dms.nwcg.gov) or call 1-866-224-7677.*

---

## Understanding the NAP environment for ROSS Account Managers

User account management, password resets, and access to Fire and Aviation Management (FAM) applications are now managed in the National Enterprise Support Service (NESS) Application Portal (NAP) environment. Everyone wishing access to ROSS and/or Web Access must first request and obtain a NAP User Account with access to ROSS.

This section explain the following information:

- Understanding the key points affecting ROSS Account Managers
- Locating additional information.

### ***Understanding the key points affecting ROSS Account Managers***

There have been many changes affecting ROSS Account Manager in ROSS version 2.15, including:

- A NAP Account Manager manages NAP User Accounts and access to Fire and Aviation Management (FAM) applications, including ROSS.
- To be a ROSS Account Manager, you 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
  - defined as a ROSS User
  - the Account Manager role granted to that ad.username account.
- The NAP User Account holder must log on to the NAP environment to reset a password and retrieve a forgotten NAP User Account and/or password.
- A ROSS User must be a Standard NAP User Account holder to perform dispatching in ROSS.
- A ROSS User no longer has a Managing Dispatch. When adding a ROSS User to your Dispatch Center, ROSS queries the NAP environment for the NAP User Account.

- 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.
- Dispatch Centers control the access roles available to their dispatch by ROSS Users.
- Only the Home Dispatch of an OH resource can grant Web Access for that Overhead Resource.
- ROSS Account Managers cannot reset passwords. The NAP User Account holder, the Helpdesk, or a NAP Account Manager may reset/change a password the NAP environment
- Grant access roles based on the type of access the ROSS User needs to perform the job at that duty station.

### **Locating more information**

Quick Reference Cards about user account management for ROSS Users and ROSS Account Managers are available on the ROSS web site at [ross.nwccg.gov](http://ross.nwccg.gov):

- **Getting Started with NAP.** Outlines the process for verifying and updating your contact information in the NAP environment.
- **How to Request a NAP User Account.** Explains the process of how to log on to NAP and request a Privileged or Standard NAP User Account.
- **How to Reset Your Temporary Password.** Outlines the process in ROSS for resetting a temporary password whenever a new NAP User Account is created or when a password is reset in NAP.

## **Adding ROSS Users and Overhead Web Access users to ROSS**

This section explains how to perform the following in ROSS:

- add a Standard NAP User Account with access to ROSS as a ROSS User
- grant access roles to that ROSS User
- specify Overhead Web Access to an Overhead Resource that has a Standard NAP User Account with access to ROSS.

### **To access the User Accounts screen**

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

## User Accounts screen

**Users**

Name	ROSS User	OH Web Access	Gov't Rep	Vendor Rep	Overhead	Supervisor	Services
[REDACTED]	No	Yes	No	No	Yes	No	No
[REDACTED]	Yes	Yes	No	No	No	No	No
[REDACTED]	Yes	No	No	No	No	No	No
[REDACTED]	Yes	No	No	No	No	No	No
[REDACTED]	No	Yes	No	No	Yes	No	No
[REDACTED]	Yes	No	No	No	Yes	No	No
[REDACTED]	No	Yes	No	No	Yes	No	No
[REDACTED]	No	Yes	No	No	Yes	No	No

**User Information**

User Name: [REDACTED]

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

Manage Supervised Resources: [REDACTED]

Manage Home Units: CO-BRL

**Contacts** | Roles

**Contact Method**

Contact Method	Contact Info	Priority
Cell	[REDACTED]	Primary
E-Mail	[REDACTED]	Primary
Home Phone	[REDACTED]	Primary
Office Phone	[REDACTED]	Primary

## Adding and granting ROSS access roles to a Standard NAP User Account for your dispatch center

This section explains how to add and grant roles to Standard NAP User Accounts that have access to ROSS, including how to:

- use ROSS to query the NAP environment and locate an existing Standard NAP User Account that has access to ROSS
- add a Standard NAP User Account as a ROSS User for your dispatch center
- grant access roles to that ROSS User.

---

*To add a ROSS User from another dispatch center that ROSS User must be granted the Basic User role within their Home Dispatch!*

*To add and grant the Account Manager role to a Privileged NAP User Account that has access to ROSS see, "Adding and granting the Account manager role to a Privileged NAP User Account," in the section, "Performing other functions."*

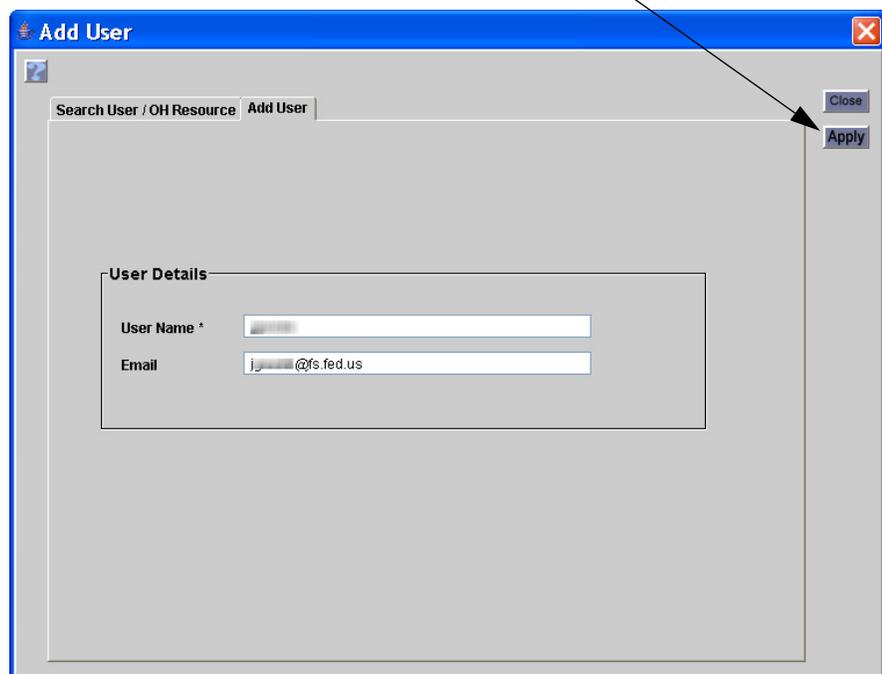
---

## To add a Standard NAP User Account to ROSS as a ROSS User

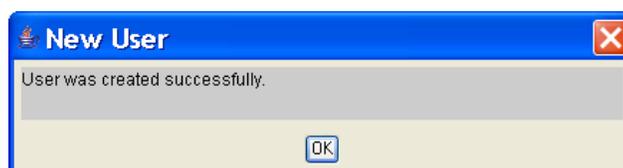
*You must know the Standard NAP User Account Name before adding it to ROSS as a ROSS User. This information is e-mailed to the NAP User Account holder from donotreply@nwcg.gov once the NAP User Account is created in the NAP environment.*

- 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 Standard NAP User Account
  - Email.
- 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 diagram shows the Add User tab on the Add User dialog box. The arrow points to the Apply button.



The following diagram 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!*

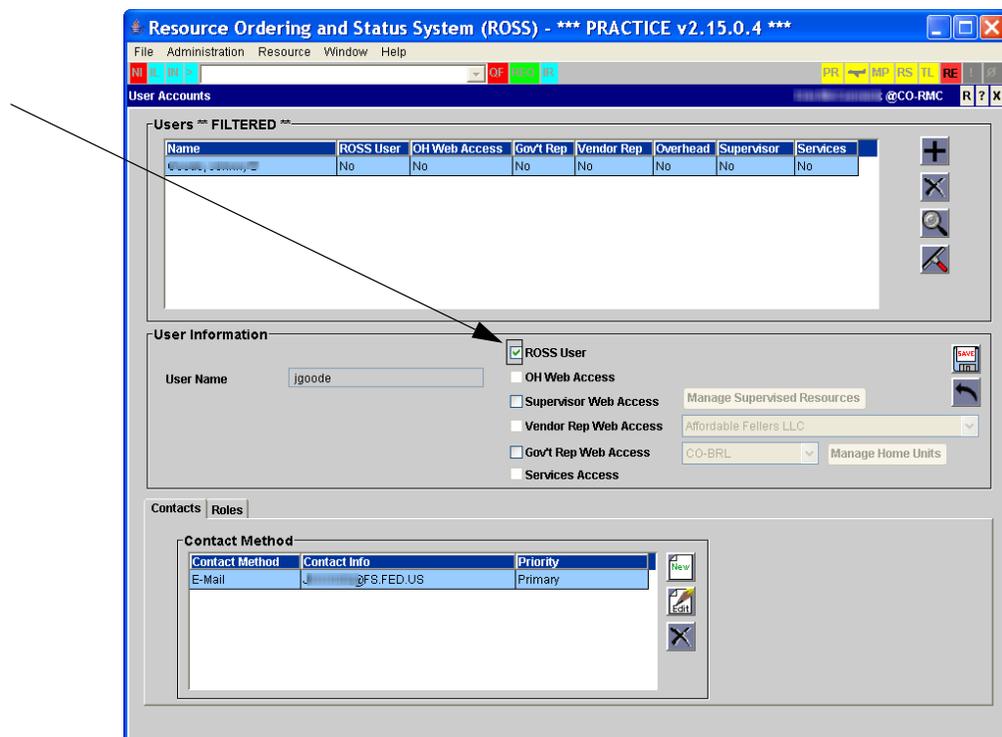
- 1 On the **User Accounts** screen, search for and then click to select the **User's Name** of your choice.

*If the last action performed was to add this Standard NAP User Account into ROSS, then the User will already be displayed on the User Accounts screen under **Users \*\*FILTERED\*\***.*

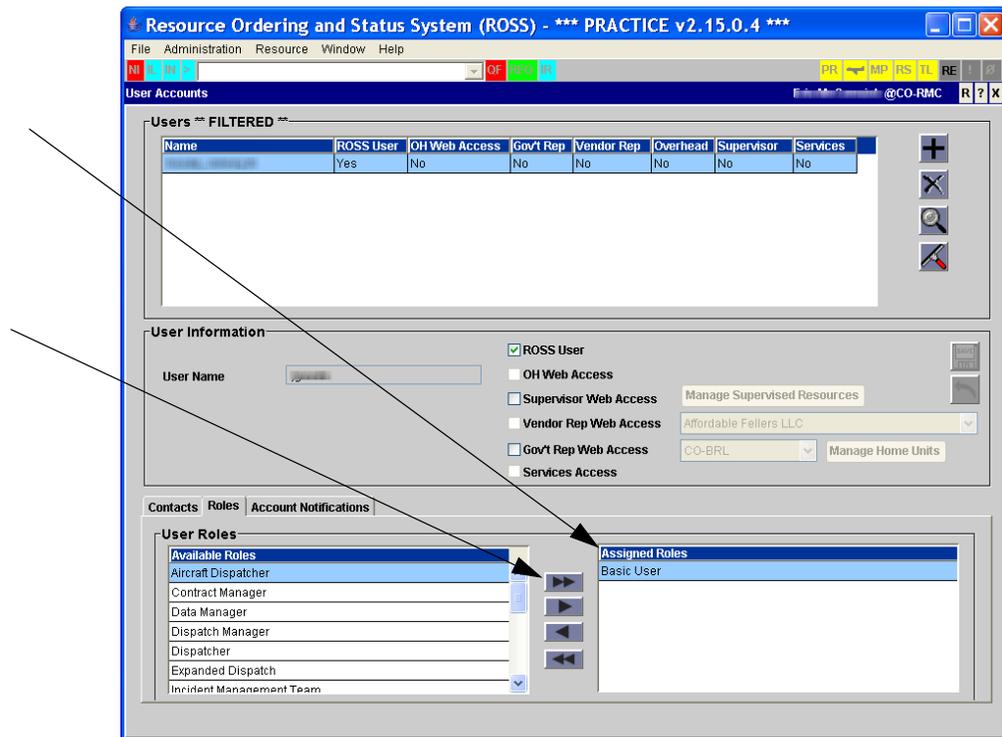
- 2 Under **User Information**, click to select the **ROSS User** check box, and then click the **Save** button.
- 3 Click the **Roles** tab, click to select the **Available Roles** needed for that ROSS User to perform the job at that dispatch office, and then click the **Add** arrow button to move the selected roles to the **Assigned Roles** panel.

*To assign more than one user role at a time, press **CTRL**, click to select each **User Role** under **available roles** of your choice, and then click the **Add All** arrow button.*

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



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



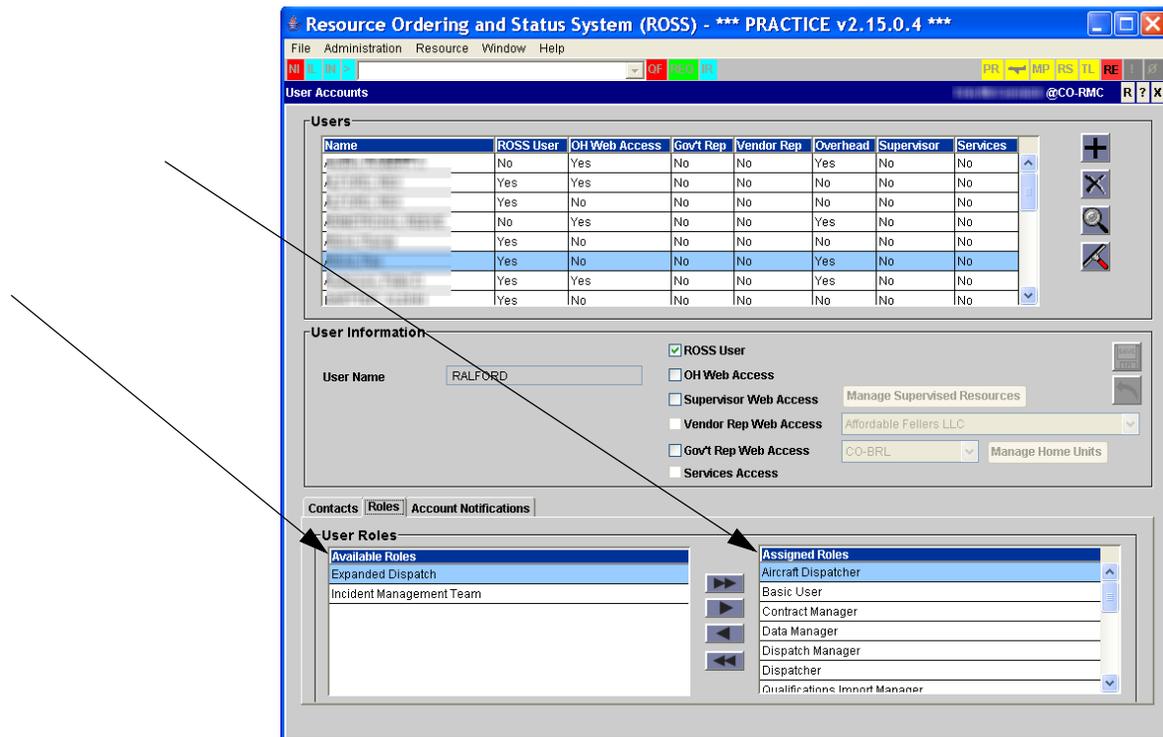
### To add and remove access roles to a ROSS User

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

- 1 On the **User Accounts** screen, click to select the **User Name** of your choice, and then click the **Roles** tab.
- 2 Under **User Roles**, click to select the **Available Role(s)** of your choice, and then click the **Add** or **Add All** arrow button to move the selected roles to the **Assigned Roles** panel.
- 3 To remove existing **User Roles**, click to select the appropriate **Assigned Roles**, and then click **Remove** or **Remove All** arrow button to move the selected roles to the **Available Roles** panel.

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

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



## Defining OH Web Access

Web Access allows qualified Overhead Resources with Standard NAP User Account access to ROSS to report their availability status. To define an Overhead Resource for Web Access, you must:

- be the Account Manager for that Overhead Resource's Home Dispatch
- add the Overhead Resource's Standard NAP User Account to ROSS
- specify OH Web Access.

*If this 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.*

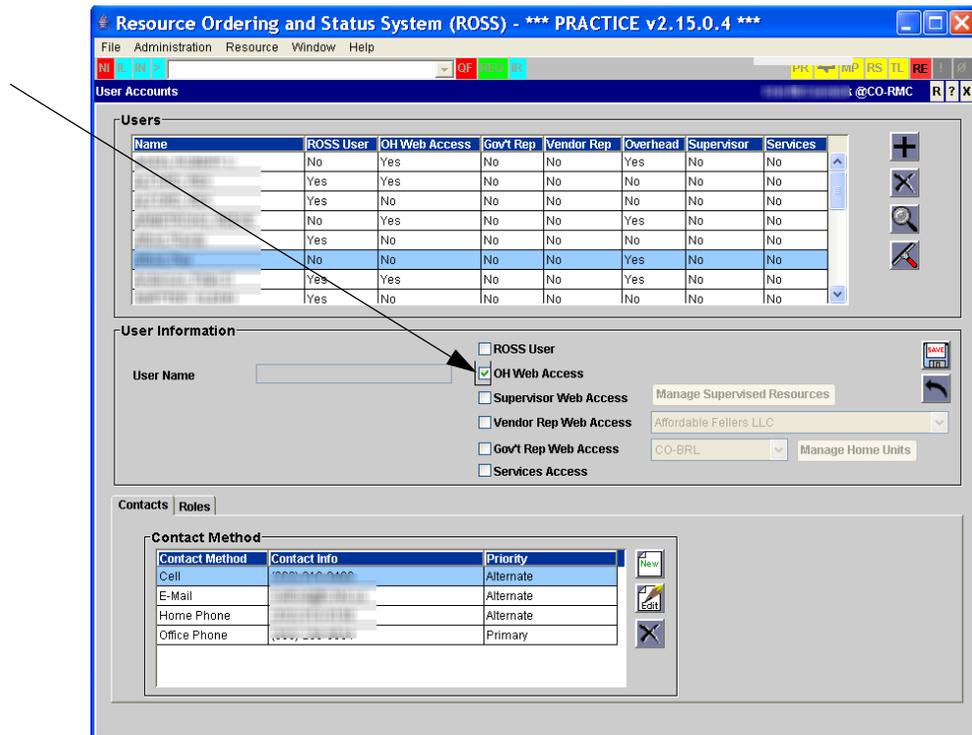
### To define OH Web Access for a new local Overhead Resource

*To report availability in ROSS, an OH Web Access user must have a Standard NAP User Account in the NAP environment and have access to ROSS. You may only designate OH Web Access to user accounts within your home dispatch!*

- 1 On the **User Accounts** screen, click the **Add Users** 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 to select the **OH Web Access** check box, and then click the **Save** button.

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

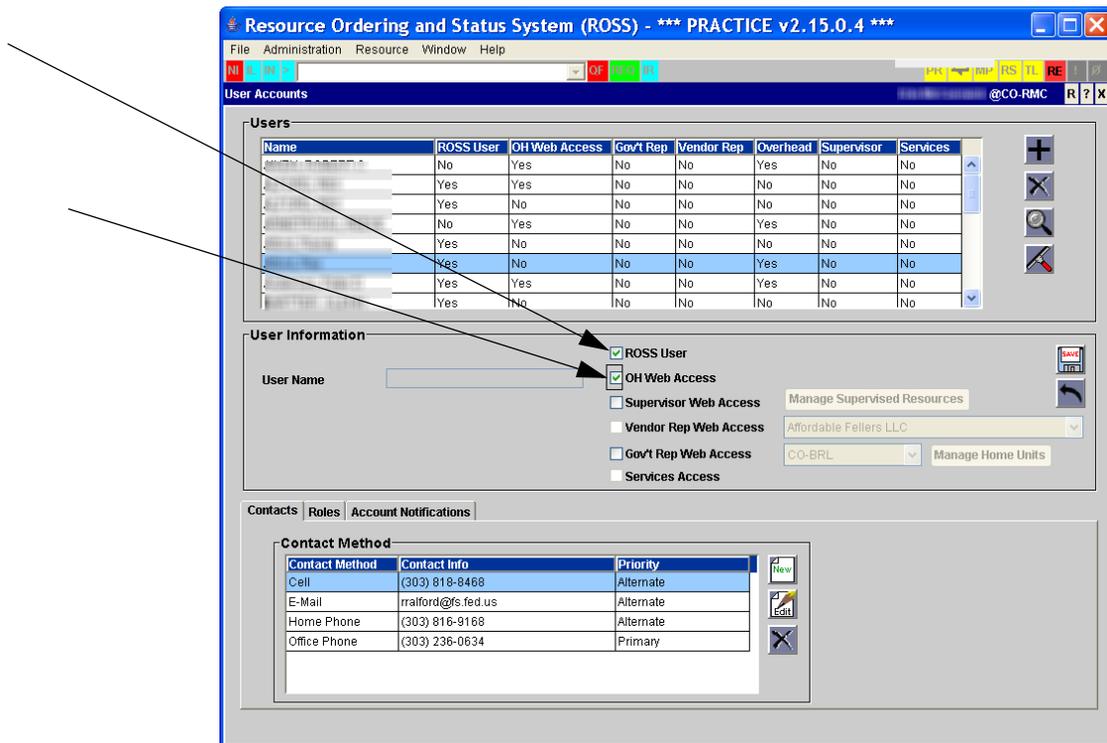


### To add OH Web Access to an existing ROSS User

*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 to select the existing **ROSS User** of your choice.
- 2 Under **User Information**, click to select the **OH Web Access** check box, and then click the **Save** button.

The following diagram shows the User Accounts screen. The arrows point to the ROSS User and OH Web Access check boxes.



## Performing other functions

This section explains how to perform the following:

- define other types of Web Access to a Standard NAP User Account that has access to ROSS
- add a Privileged NAP User Account that has access to ROSS as a ROSS Account Manager.

## 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 to select the **ROSS User** of your choice.

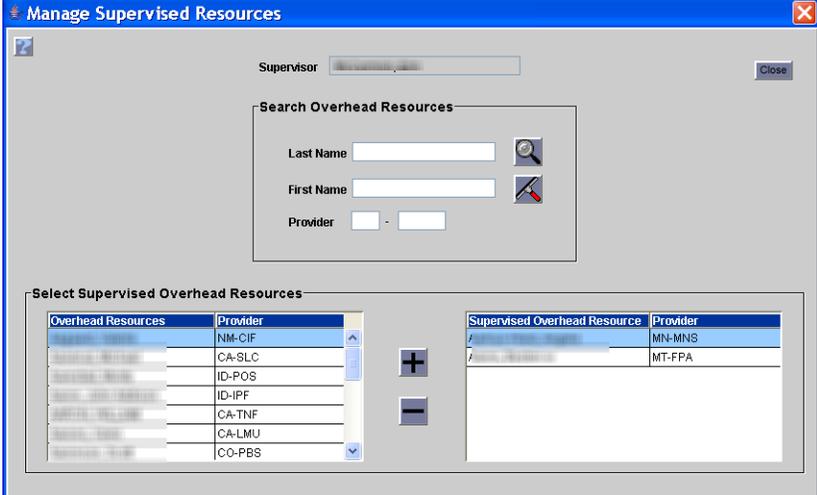
- 2 Under **User Information**, click to select the **Supervisor Web Access** check box, and then click the **Save** button.

### 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 to select the **Overhead Resource(s)** of your choice, and then click the **Add Supervised Resource** button.
-  3 To removed **Supervised Overhead Resources**, click to select the **Overhead Resource(s)** of your choice, and then click the **Remove Supervised Resource** button.
- 4 When finished, click **Close**.

The following diagram shows the Manage Supervised Resources dialog box.



### To assign Gov't Rep Web Access

*Assign Gov't Rep Web Access 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 Users** button.

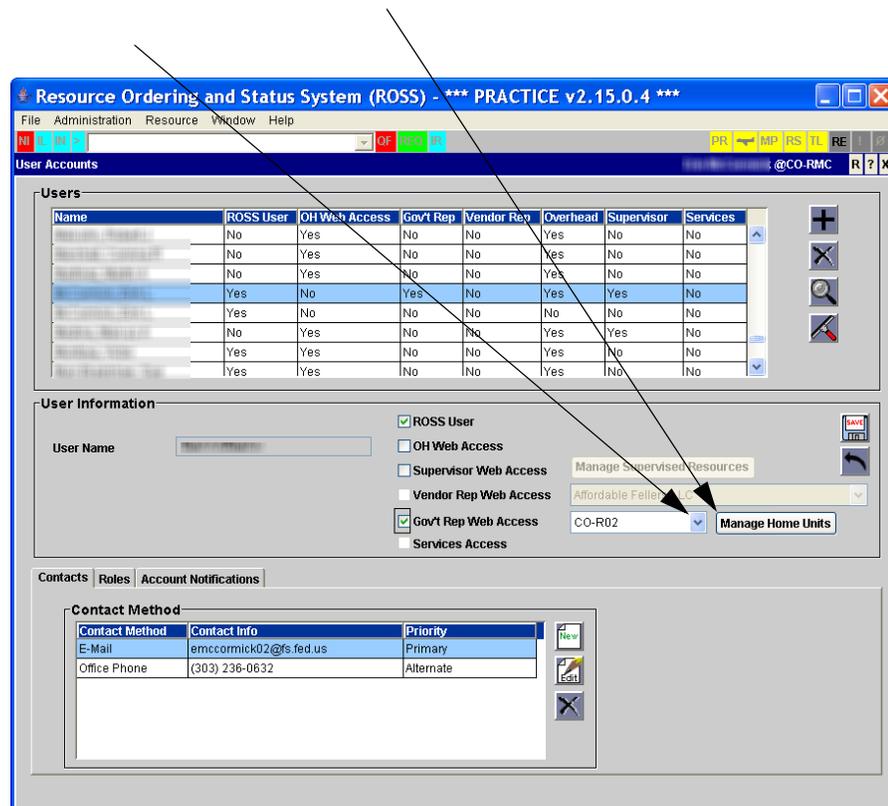
- 2 On the **Add User** dialog box, click the **Add User** tab, complete the following text boxes and then click the **Apply** button
  - User Name
  - Email.
- 3 On the **New User** confirmation message dialog box, click **OK**.
- 4 On the **New User** dialog box, click **Close**.
- 5 Under **User Information**, click to select the **Gov't Rep Web Access** check box.
- 6 Click the **Organization** drop-down arrow, click to select the **Organization** of your choice, then click the **Save** button.

**Manage Home Units**

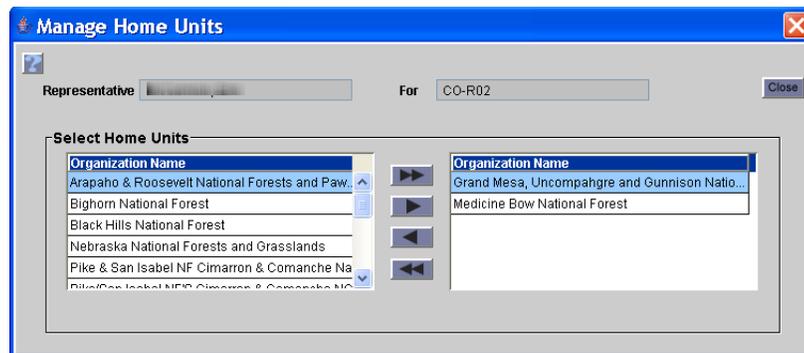
- 7 On the **User Accounts** screen under **User Information**, click the **Manage Home Units** button.
- 8 On the **Manage Home Units** dialog box under **Selected Home Units**, click to select the **Organization Name(s)** of your choice, and then click the **Add** arrow button.

*To assign more than one user role at a time, press CTRL, click to select each **User Role** under **available roles** of your choice, and then click the **Add All** arrow button.*

The following diagram shows the User Accounts screen. The arrows point to the Organization drop-down arrow and the Gov't Rep Web Access check box.



The following diagram shows the Manage Home Units dialog box.



### To assign Vendor Rep Web Access

---

*Assign Vendor Rep Web Access in your Home Dispatch to identify a representative for a vendor and grant Web Access, so that the Vendor may then status all its resources.*

---

- 1 On the **User Accounts** screen, click the **Add Users** 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 to select 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.*

---

- 1 On the **User Accounts** screen, click the **Add Users** 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 to select the **Services Access** check box, and then click the **Save** button.

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

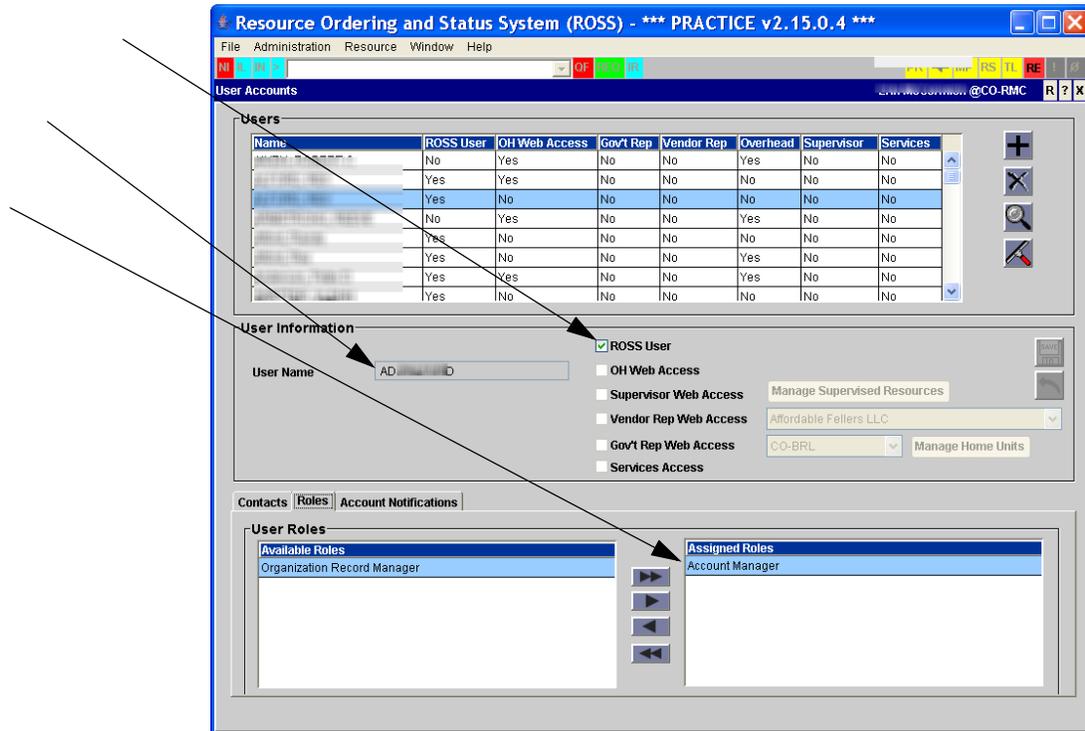
To designate a ROSS Account Manager, the NAP User Account holder must have all of the following:

- 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 Users** 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 to select 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 to select **Account Manager**, and then click the **Add** arrow button to move **Account Manager** to the **Assigned Roles** panel.

The following diagram 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 to select the **User Name** of your choice.

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

