



Basic Unit 1 – ROSS User Basics

**ROSS Dispatch Training Instructor Guide
Release 2.16.12**

For ROSS Steady State
Operations & Maintenance

12.0



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Table of Contents

OBJECTIVES..... 2

REVISION LOG..... 2

BASIC UNIT 1: ROSS USER BASICS..... 3

1.1 Objectives 3

1.2 ROSS User Session 3

1.3 ROSS Home Screen 4

1.4 Accessing ROSS Help 6

1.5 Working with ROSS Screens 8

1.6 Searching and Filtering 9

1.7 ROSS Tables 9

1.8 Required Fields 11

1.9 Calendar Feature 11

1.10 User Tips 11

1.11 Purpose of ROSS Administration Module 12

1.12 Purpose of ROSS Dispatch Module 13

1.13 ROSS Dispatch Module 13

1.14 Objectives Review 15

OBJECTIVES

Upon completion of this unit, the trainee will be able to:

1. Switch to another user.
2. Refresh a ROSS session.
3. Log off of ROSS.
4. Exit ROSS.
5. Identify the layout and components of the ROSS Home screen.
6. Access ROSS Help.
7. Refresh a screen.
8. Switch between open screens.
9. Close a screen.
10. Perform a search.
11. Perform a filter.
12. Perform a wildcard search or filter.
13. Adjust a ROSS table.
14. Recognize a required field.
15. Set dates using the Calendar Feature.
16. Identify User Tips.
17. State the purpose of the ROSS Administration module.
18. State the purpose of the ROSS Dispatch module.
19. Identify the primary functions and capabilities of the ROSS Dispatch module.

REVISION LOG

Rev #	Date	Revision(s)	Author
12.0	10/08/2018	2.16.12: No updates.	M. Apicella
11.0	01/22/2018	2.16.11: No updates.	M. Apicella
10.0	10/06/2017	2.16.10: No updates.	M. Apicella
9.0	03/29/2017	2.16.9: No updates.	M. Apicella
8.0	01/23/2017	2.16.8: Added Switch Dispatch	M. Apicella
7.0	01/17/2017	2.16.7: No updates.	M. Apicella
6.0	05/23/2016	2.16.6: Added keyword search of online help	J. Olson
5.0	02/16/2016	2.16.5: Added reference to the Export to Excel menu item for table content.	C. Dingman
4.0	07/14/2015	2.16.4: Added reference to System Check function in "Accessing ROSS Help" section.	C. Dingman
3.0	03/31/2015	2.16.3: Removed references to Initial Reports in "ROSS Dispatch Module" section.	C. Dingman
2.0	09/30/2014	2.16.2: No updates.	C. Dingman
1.0	02/28/2014	Re-formatted for consistency with NAP Instructor Guides, and updated for ROSS version 2.16.1.	J. Vahl

BASIC UNIT 1: ROSS USER BASICS

1.1 Objectives

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	1.1 Objectives	<p>Display Slide ROSSD-SL-BASIC-01-01 (ROSS User Basics).</p> <p>Display Slides ROSSD-SL-BASIC-01-02 and ROSSD-SL-BASIC-01-03 (Objectives).</p>

1.2 ROSS User Session

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	1.2 ROSS User Session	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Switching to Another User – Select Switch User under File menu. • Switching to Another Dispatch – Select Switch Dispatch under File menu. • Refreshing a ROSS Session. <ul style="list-style-type: none"> – Refreshes Menu Bar – Useful if your user account has been modified to allow access to more screens. – Refreshes 'Most Recent Incident List drop-down list'.

☑	Topic	Instructor Actions
☐	1.2 ROSS User Session (continued)	<ul style="list-style-type: none"> • Logging Off of ROSS – Select Log Off under File menu. • Exiting ROSS – Select Exit ROSS under File menu or click X button in Application Title Bar.

1.3 ROSS Home Screen

☑	Topic	Instructor Actions
☐	1.3 ROSS Home Screen	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Menu Bar. <p style="padding-left: 40px;">Note: Only provide an overview of the menus. Point out that the screens listed under each menu will be discussed in more detail later.</p> <p>Display Slide ROSSD-SL-BASIC-01-05 (ROSS Menu Bar).</p> <ul style="list-style-type: none"> • Toolbar Buttons – Provide quick access to key ROSS dispatch screens. <p style="padding-left: 40px;">Note: Identify the function of each toolbar button, but do not demonstrate.</p>

☑	Topic	Instructor Actions
☐	1.3 ROSS Home Screen (continued)	<ul style="list-style-type: none"> • Most Recent Incidents Drop-down List – Used to set incident ‘context’ of dispatch screens on which only local incidents can be viewed (e.g., Incident, New Request, Incident Resources). <ul style="list-style-type: none"> – Select incident from 'Most Recent Incidents' drop-down. – Click 'Show/Update Incident Context of the Current Screen' toolbar button ('>'). – Changes context of only current' screen, allowing different context for each open screen. • ROSS Screen Title Bar – Identifies current screen and current user. • Message Board. <ul style="list-style-type: none"> – Informs users of major system events, such as shutting down for maintenance and Help Desk closings. – Only users with Manage Message Board function assigned can add, edit, or delete messages. – Refresh button.

1.4 Accessing ROSS Help

☑	Topic	Instructor Actions
☐	1.4 Accessing ROSS Help	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • ROSS Help under Help menu – Displays ROSS Help Table of Contents. <ul style="list-style-type: none"> - Search button – Displays keyword search. <p>Note: Online Help might not function in the training environment.</p> <ul style="list-style-type: none"> • '?' button in ROSS Screen Title Bar - Displays ROSS Help for current screen. • '?' button also appears in upper left of each ROSS dialog box. • ROSS Help Desk – Accessible by: <ul style="list-style-type: none"> – Telephone: 1-866-224-ROSS (7677). – Online at ROSS home page: http://ross.nwcg.gov/ (Select User Support tab and click on Help Desk image). – Email at helpdesk@dms.nwcg.gov or help@interagencyhelpdesk.com.

☑	Topic	Instructor Actions
☐	1.4 Accessing ROSS Help (continued)	<ul style="list-style-type: none"> • Also accessible via the ROSS home page: <ul style="list-style-type: none"> – User Guides – Provide detailed instructions for performing most ROSS tasks, arranged by ROSS screen. – Quick Reference Cards – Provide basic instructions for performing key ROSS tasks. – Release Notices – Contains Agency Release Notices, ROSS Release Notes, and Geographic Area Implementation Notices. Accessible from ROSS home page • System Check function provides access to the ROSS diagnostic tool, which is used by ROSS Support personnel to troubleshoot ROSS client and network issues. <ul style="list-style-type: none"> – Accessible on the Log On screen and under the File menu. – Compiles diagnostic data and sends to ROSS Support personnel. – Use when instructed to by ROSS Support personnel.

☑	Topic	Instructor Actions

1.5 Working with ROSS Screens

☑	Topic	Instructor Actions
☐	1.5 Working with ROSS Screens	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Refreshing a Screen. <ul style="list-style-type: none"> – Use 'R' button. Database queried, and screen data refreshed. – In order not to significantly slow down system performance, many database queries are not automatic.
☐	1.5 Working with ROSS Screens (continued)	<ul style="list-style-type: none"> – The longer a screen has been open, the more likely the information displayed is no longer accurate. • Switching Between Open Screens. <ul style="list-style-type: none"> – Window menu. – Toolbar button if applicable. • Closing a Screen. <ul style="list-style-type: none"> – Close Screen under File menu. – X button in ROSS Screen Title Bar.

☑	Topic	Instructor Actions

1.6 Searching and Filtering

☑	Topic	Instructor Actions
☐	1.6 Searching and Filtering	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Search Buttons – Used to find items matching criteria. • Filter Buttons – Used to screen out undesired items. • Wildcard Searching and Filtering. <ul style="list-style-type: none"> – Text entry search and filter criteria fields allow use of 'wildcards'. – Only a portion of word or phrase, and use an asterisk (*) to represent missing letters or words.
☐	1.6 Searching and Filtering (continued)	

1.7 ROSS Tables

☑	Topic	Instructor Actions
☐	1.7 ROSS Tables	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Adjust column widths by dragging vertical line in header to left or right.

☑	Topic	Instructor Actions
☐	1.7 ROSS Tables (continued)	<ul style="list-style-type: none"> • Click a column’s header to sort rows alphabetically or numerically. • Sorted column displays '>' symbol. • Clicking header for sorted column switches sort order (e.g., ascending to descending). • Multi-select permitted in many tables; use Control or Shift key. • Right-clicking anywhere within a table displays an “Export to Excel...” action. <ul style="list-style-type: none"> – Available on most grids in ROSS. – – Data is saved to a local *.csv file, which must be saved under a different filename in order to keep. – – Maximum 5 export files that haven’t been saved under a different filename may be open at a time. • If attempt to multi-select when <u>not</u> supported, action applied only to ‘currently selected item’ which equals: <ul style="list-style-type: none"> – Single item highlighted in table. – – First selected item when multi-selecting by click-and-drag. – – Last selected item when multi-selecting by CTRL-Click or SHIFT-Click.

<input checked="" type="checkbox"/>	Topic	Instructor Actions
		– Last selected item when unselecting an item.

1.8 Required Fields

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	1.8 Required Fields	<u>Discuss the following:</u> <ul style="list-style-type: none"> Marked with an asterisk (*).

1.9 Calendar Feature

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	1.9 Calendar Feature	Demonstrate the Calendar feature.

1.10 User Tips

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	1.10 User Tips	<u>Discuss the following:</u> <ul style="list-style-type: none"> Open ROSS screens in order you want them to appear in Window menu. Leave ROSS screens open, rather than opening/closing throughout day, but remember to refresh data.

☑	Topic	Instructor Actions
		<ul style="list-style-type: none"> • Enter information in all applicable fields. The information may be useful, and automatically displayed, on many other ROSS screens. • Information is automatically displayed in certain fields on most ROSS screens. Ensure information displayed is correct. • Working Bar and Error Message: <ul style="list-style-type: none"> – When Working Bar displays, means ROSS is performing a query. – If Error Message appears during a query: Click OK and message goes away, but do <u>not</u> continue waiting. – To remove working bar, can often just initiate a different query.

1.11 Purpose of ROSS Administration Module

☑	Topic	Instructor Actions
☐	1.11 Purpose of ROSS Administration Module	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Used to build data foundation necessary to support functioning of Dispatch Module.

☑	Topic	Instructor Actions
		<ul style="list-style-type: none"> • The ROSS Administrator in your office will perform the functions of the Admin module. • Access to individual ROSS screens is based on the user’s roles and privileges. As Dispatchers you will have access to selected Admin screens, such as Personal Settings, Roster, and Preorders. <p>Note: Point out that Admin topics are addressed in detail in the ROSS Admin course.</p>

1.12 Purpose of ROSS Dispatch Module

☑	Topic	Instructor Actions
☐	1.12 Purpose of ROSS Dispatch Module	<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • Used to perform dispatch operations in support of planned or emergency events.

1.13 ROSS Dispatch Module

☑	Topic	Instructor Actions
☐	1.13 ROSS Dispatch Module	Display Slide ROSSD-SL-BASIC-01-04 (ROSS Dispatch Process).

☑	Topic	Instructor Actions
		<p><u>Discuss the following:</u></p> <ul style="list-style-type: none"> • The primary functions and capabilities of the ROSS Dispatch module are: <ul style="list-style-type: none"> – Creating Incidents. – Creating resource requests. – Filling resource requests. – Placing resource requests. – Mobilizing & demobilizing resources. – Documenting travel. – Stating resources & requests.
☐	1.13 ROSS Dispatch Module (continued)	<ul style="list-style-type: none"> • Though the ROSS application may appear complex: <ul style="list-style-type: none"> – You will typically use only a few key ROSS screens on a day-to-day basis.

<input checked="" type="checkbox"/>	Topic	Instructor Actions
		<ul style="list-style-type: none"> - With a little practice, you will find that ROSS is actually quite easy to use.

1.14 Objectives Review

<input checked="" type="checkbox"/>	Topic	Instructor Actions
<input type="checkbox"/>	1.14 Objectives Review	<p>Display Slides ROSSD-SL-BASIC-01-06 and ROSSD-SL-BASIC-01-07 (Objectives Review).</p> <p>Ensure each objective has been met.</p> <p>Elicit and answer remaining student questions.</p> <p>Request students fill out the unit evaluation.</p>