



Basic Unit 1 – ROSS User Basics

**ROSS Dispatch Training Student Workbook
Release 2.16.12**

For ROSS Steady State
Operations & Maintenance



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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.

BASIC UNIT 1: ROSS USER BASICS

1.1 Objectives

☑	Topic	Notes
☐	1.1. Objectives	<p>Refer to Slide ROSSD-SL-BASIC-01-01 (ROSS User Basics).</p> <p>Refer to Slides ROSSD-SL-BASIC-01-02 and ROSSD-SL-BASIC-01-03 (Objectives).</p>

1.2 ROSS User Session

☑	Topic	Notes
☐	1.2. ROSS User Session	<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'.

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	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

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	1.3. ROSS Home Screen	<ul style="list-style-type: none"> • Menu Bar. Refer to Slide ROSSD-SL-BASIC-01-05 (ROSS Menu Bar). • Toolbar Buttons – Provide quick access to key ROSS dispatch screens. • 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.

☑	Topic	Notes
☐	1.3 ROSS Home Screen (continued)	<ul style="list-style-type: none"> – 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	Notes
☐	1.4. Accessing ROSS Help	<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. • '?' 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	Notes
☐	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	Notes

1.5 Working with ROSS Screens

☑	Topic	Notes
☐	1.5. Working with ROSS Screens	<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.

☑	Topic	Notes
		<ul style="list-style-type: none"> – X button in ROSS Screen Title Bar.

1.6 Searching and Filtering

☑	Topic	Notes
☐	1.6. Searching and Filtering	<ul style="list-style-type: none"> • Search Buttons – Used to find items matching criteria. • Filter Buttons – Used to screen out undesired items.
☐	1.6 Searching and Filtering (continued)	<ul style="list-style-type: none"> • 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.

1.7 ROSS Tables

☑	Topic	Notes
☐	1.7. ROSS Tables	<ul style="list-style-type: none"> • Adjust column widths by dragging vertical line in header to left or right.

☑	Topic	Notes
☐	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.

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	1.7 ROSS Tables (continued)	<ul style="list-style-type: none"> - First selected item when multi-selecting by click-and-drag. - Last selected item when multi-selecting by CTRL-Click or SHIFT-Click. - - Last selected item when unselecting an item.

1.8 Required Fields

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	1.8. Required Fields	<ul style="list-style-type: none"> • Marked with an asterisk (*).

1.9 Calendar Feature

☑	Topic	Notes
☐	1.9. Calendar Feature	

1.10 User Tips

☑	Topic	Notes
☐	1.10. User Tips	<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. • 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.

☑	Topic	Notes
☐	1.10 User Tips (continued)	<ul style="list-style-type: none"> • 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	Notes
☐	1.11. Purpose of ROSS Administration Module	<ul style="list-style-type: none"> • Used to build data foundation necessary to support functioning of Dispatch Module. • 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.

1.12 Purpose of ROSS Dispatch Module

☑	Topic	Notes
☐	1.12. Purpose of ROSS Dispatch Module	<ul style="list-style-type: none"> • Used to perform dispatch operations in support of planned or emergency events.

1.13 ROSS Dispatch Module

☑	Topic	Notes
☐	1.13. ROSS Dispatch Module	<p>Refer to Slide ROSSD-SL-BASIC-01-04 (ROSS Dispatch Process).</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.

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	1.13 ROSS Dispatch Module (continued)	<ul style="list-style-type: none"> – Documenting travel. – Statusing resources & requests. • 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. – With a little practice, you will find that ROSS is actually quite easy to use.

1.14 Objectives Review

<input checked="" type="checkbox"/>	Topic	Notes
<input type="checkbox"/>	1.14. Objectives Review	Refer to Slides ROSSD-SL-BASIC-01-06 and ROSSD-SL-BASIC-01-07 (Objectives Review).