ROSS Module Summary

Help

Figure 1. Location of Help button

Description

The Help module is an online tool organized by modules and sub-topics. Help is context-sensitive by ROSS screen, and includes an index and a search function. The Help button is located in the upper, right-hand side of the ROSS Title bar, as shown in Figure 1. From the ROSS Home screen, clicking the Help button displays the Welcome to ROSS Online Help page, as shown in Figure 2. From there, the user can navigate to any topic by clicking the appropriate link listed under “Contents.”
Welcome to ROSS Online Help

ROSS Online Help provides step-by-step instructions for performing each task in ROSS.

1. To browse for a topic:
   - Select the appropriate folder in the list of Contents (e.g., Request Status).
   - Select the main Summary Page for the folder (e.g., Summary - Request Status).
   - Select the desired topic from the main Summary Page.

2. Click How to Use ROSS Online Help for assistance with ROSS Online Help.

3. Click How to Use Common ROSS Features for assistance with commonly-used ROSS functionality.

4. Other sources of Help for ROSS Users (all accessible from the ROSS home page at http://ross.nwcg.gov/):
   - ROSS Helpdesk - Also accessible by telephone at 1-888-224-ROSS (7077), and by email at helpdesk@dms.nwcg.gov or help@interagencyhelpdesk.com
   - 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.

Figure 2. Welcome to ROSS Online Help page and index

Most Help topics begin with an overview outlining when the specific task is initiated, pre-requisites to the task, and any special notes, as shown in Figure 3. This is followed by a step-by-step list of user actions and system responses necessary to complete the task, as shown in Figure 4. There is extensive use of links to assist the user in completing a sub-task.
Figure 3. Online help task overview for “Create a New Request”
In addition to online Help, ROSS user support includes the ROSS Helpdesk which may be reached via a toll free number (866-224-7677), email (IIA-Helpdesk@fs.fed.us) or web page https://iia-hd.peckham-enclave.us/. Helpdesk staffing hours are adjusted based on incident activity and an emergency duty officer is available during off hours.