Vendor Web Status - statusing your resources

This guide explains how to access and use Web Status for vendors, which allows vendor representatives to report the availability status of their contracted resources. Topics include:

- Where are my resources?
- Getting started
- Using Web Status
- Frequently asked questions - FAQs
- Basic terminology.

This ROSS User Guide does not explain how your vendor organization, contract, and resources are defined and maintained in ROSS.

Where are my resources?

To be able to status your resources, you must have all of the following completed for your vendor organization:

- **Valid contract for your vendor organization**. You must have a valid contract for your vendor organization, issued by the agency Contracting Officer, which is forwarded to your Managing Dispatch Organization.
- **Vendor organization entered in ROSS**. Your Managing Dispatch Organization completes and submits a new vendor organization request to the ROSS Organization Manager.
- **Contract and your vendor organization associated together in ROSS**. Once your vendor organization is entered into ROSS, your Managing Dispatch Organization will enter the contract number associated with your vendor organization.
- **Vendor-owned resources entered in ROSS**. Using your vendor organization and its associated contract, your Managing Dispatch Organization enters your vendor-owned resources into ROSS.
- **NAP User Account defined as a Web Status user**. You must obtain and set up a NAP User Account, and have a ROSS Account Manager at your Managing Dispatch Organization grant that user account the Vendor Rep Web Status access role in ROSS.

See, "ROSS User Guide Vendor User Accounts," or contact the IIA Helpdesk: https://iia-hd.peckham-enclave.us/

Using Web Status for vendors

This section explains how to log on and log off Web Status and how to status your vendor-owned resources. Topics include:

- Logging in and logging off Web Status
- Statusing and setting the availability area of your vendor-owned resources
- Including additional reference information
- Maintaining your personal contact information.

Logging in and logging off Web Status

You must have an active NAP User Account and have it defined in ROSS Production before you can access Web Status.

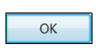
See, "ROSS User Guide Vendor User Accounts."

To log on to Web Status

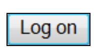
1 Start your Internet browser.

2 In the **Address** bar, type *http://famit.nwcg.gov/applications/ROSS* and then press ENTER.

3 On the **ROSS Main Page**, click **Login to Web Status**.



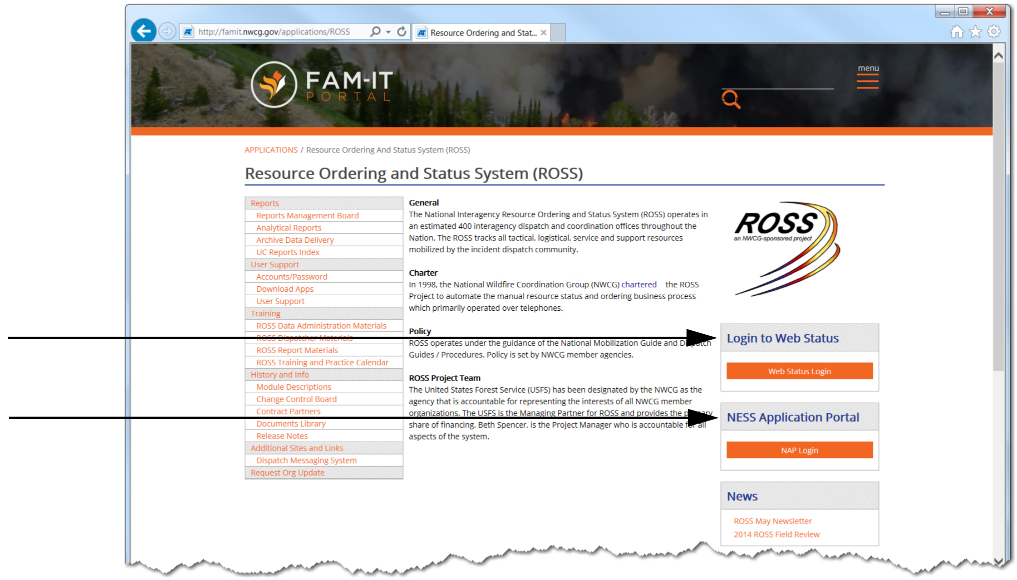
4 On the **Message from webpage** dialog box, click **OK**.



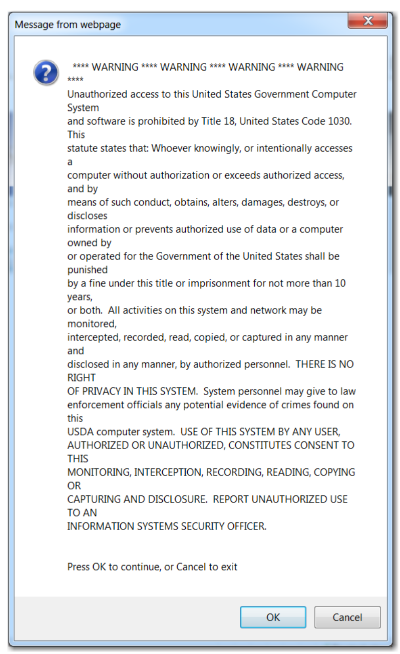
5 On the **Web Status** logon page, complete the following and then click the **Log On** button

- in the **Login** box, type your **user name**
- in the **Password** box, type your **password**.

The following graphic shows the ROSS Main Page.The arrows point to the Back and Forth buttons located on the Internet browser toolbar, and to the location of the Login to Web Status link.

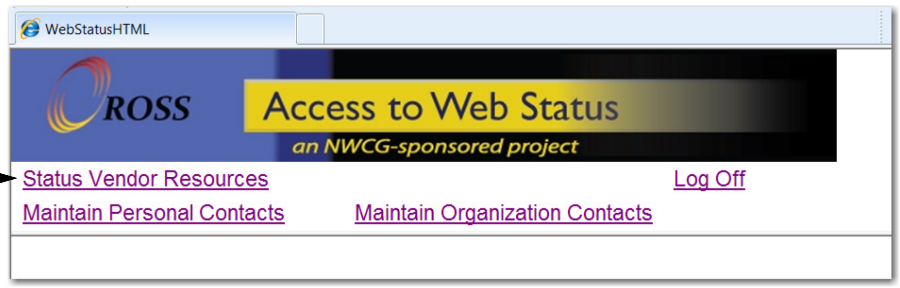


The following graphic shows the Message from webpage dialog box.



The following graphic shows the Web Status login page.

The following graphic shows the Access to Web Status page. The arrow points to the Status Vendor Resources link on the Access to Web Status menu.



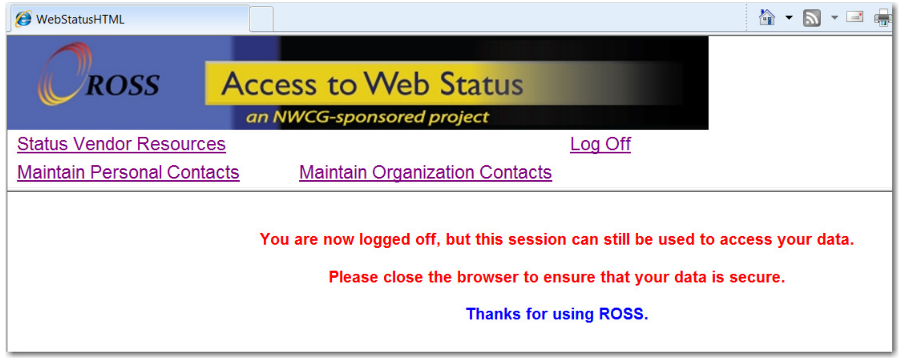
To log off Web Status

1 On any **Web Status** page, click the **Log Off** link.

2 Click the **Logoff** button, and then close your Internet browser.

The following graphic shows the web page that displays when logging off Web Status. The arrows point to the Log Off link and the Logoff button.

The following graphic shows the Web Status page after successfully logging off.



Statusing and setting the availability and availability area of your vendor-owned resources

This section explains how to perform the key functions to manage your vendor-owned resources. While there are many other available functions in Web Status, statusing the availability and availability areas determine whether your resources may be used to fill resource orders in ROSS.

To status the availability of your vendor-owned resources

By default, vendor-owned resources are statused as "Available" when entered in to ROSS.

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1 On the **Access to Web Status** menu, click **Status Vendor Resources**.

2 On the **Manage Vendor Resource Status** page, click one of the following **Catalogs**

- Aircraft
- Crew
- Equipment
- Overhead
- Supply.

1 On the **Access to Web Status** menu, click **Status Vendor Resources**.

2 On the **Manage Vendor Resource Status** page, click **Status Vendor Resources**.

3 On the **Manage Vendor Resource Status** page, click the **Catalog** of your choice.

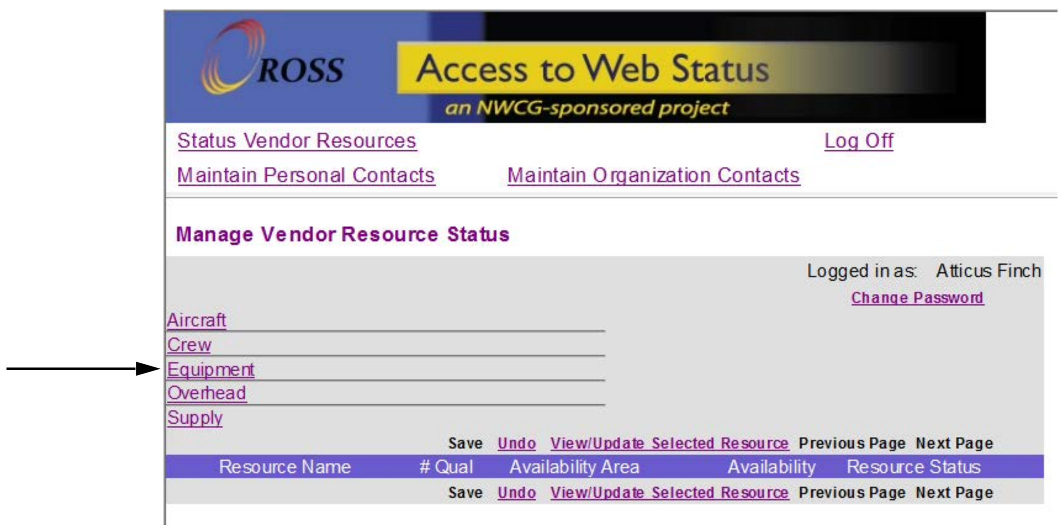
4 Click to clear the **Availability** check box(es) that corresponds to the **Resource Name(s)** of your choice, and then click **Save**.

5 On the **Manage Vendor Resource Status** page listing of resources, perform one of the following

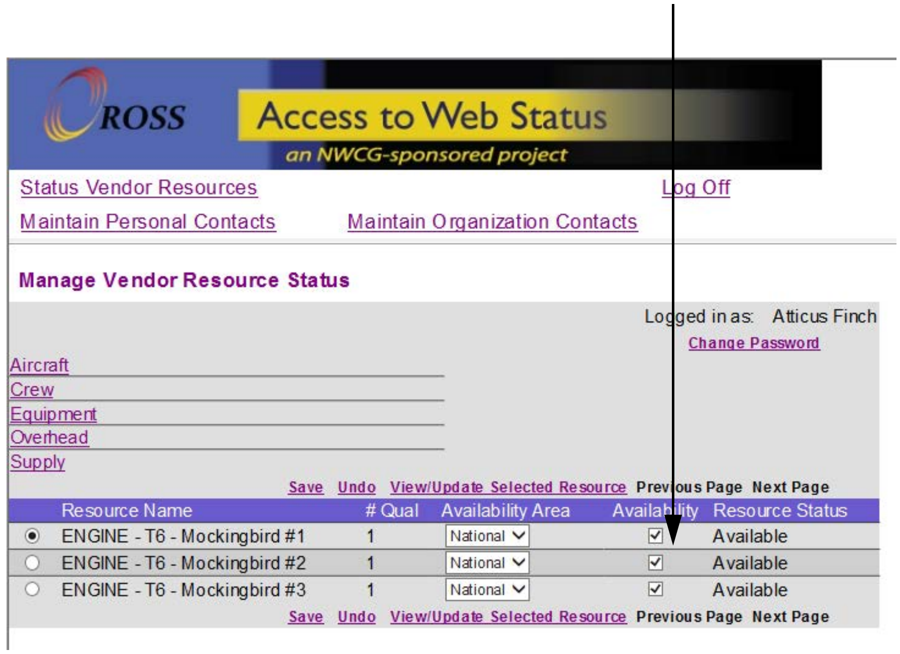
- click to select the Availability check box(es) to designate resource availability
- click to clear the Availability check box(es) to designate resource unavailability.

The following graphic shows the Access to Web Status page. The arrow points to the Status Vendor Resources link.

The following graphic shows the Manage Vendor Resource Status page. The arrow points to the list of Catalogs.



The following diagram shows a sample Manage Vendor Resource Status page for Equipment. The arrow points to the Availability check boxes.



To change the Availability Area of your vendor resources

By default, the Availability Area of vendor-owned resources is set to, "Local."

1 On the **Access to Web Status** menu, click **Status Vendor Resources**.

2 On the **Manage Vendor Resource Status** page, click **Status Vendor Resources**.

3 On the **Manage Vendor Resource Status** page, click the **Catalog** of your choice.

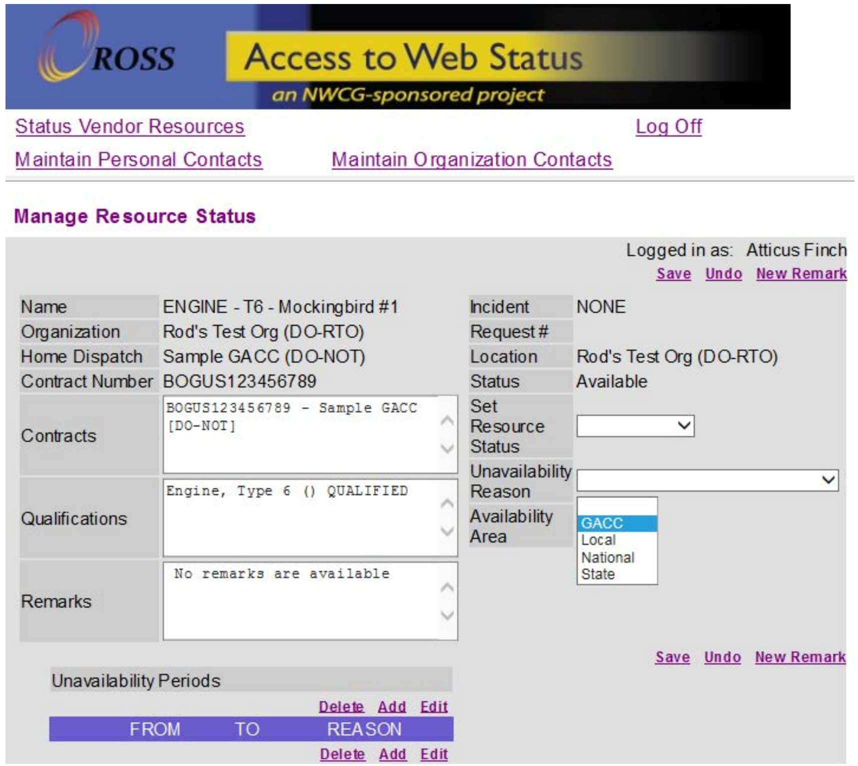
4 On the **Manage Resource Status** page, click the **Resource Name** of your choice.

5 Click the **Set Resource Status** drop-down arrow, and the click **Available**.

6 Click the **Availability Area** drop-down arrow, click one of the following **Availability Areas**, and then click **Save**

- GACC
- Local
- National
- State

The following graphic shows the Availability Area of a sample Engine set to "GACC."



Including additional reference information

While not maintained in ROSS, you can include unavailability periods and remarks to your resources for your own reference.

To designate an Unavailability Period

1 On the **Access to Web Status** menu, click **Status Vendor Resources**.

2 On the **Manage Vendor Resource Status** page, click **Status Vendor Resources**.

3 On the **Manage Vendor Resource Status** page, click the **Catalog** of your choice.

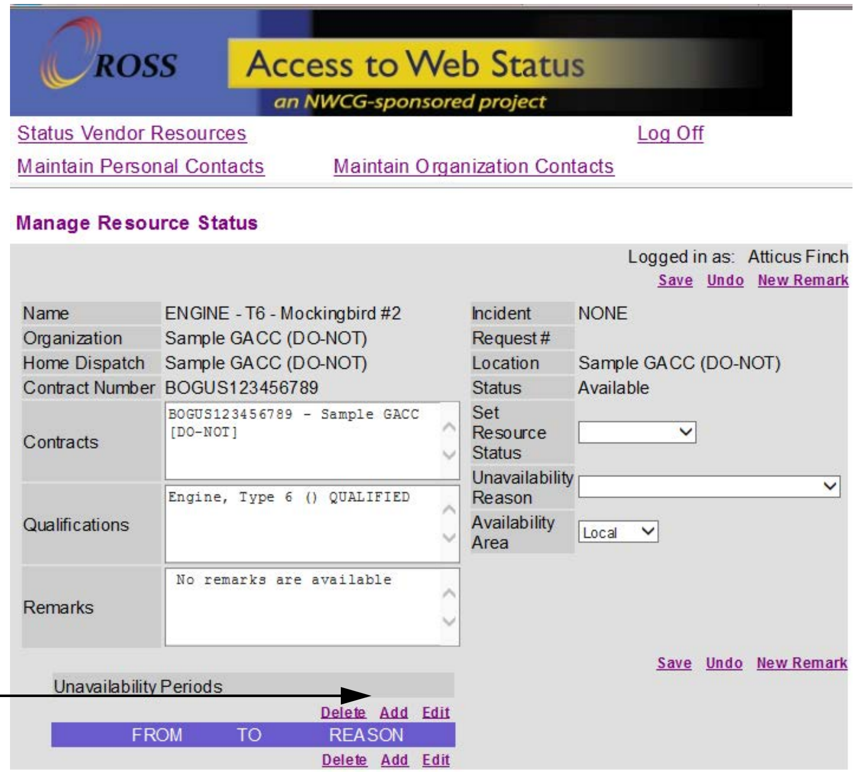
4 On the **Manage Resource Status** page, click the **Resource Name** of your choice, and then click **View/Update Selected Resource.**

5 On the **Add or Edit Unavailability** page, perform the following, and then click **OK**

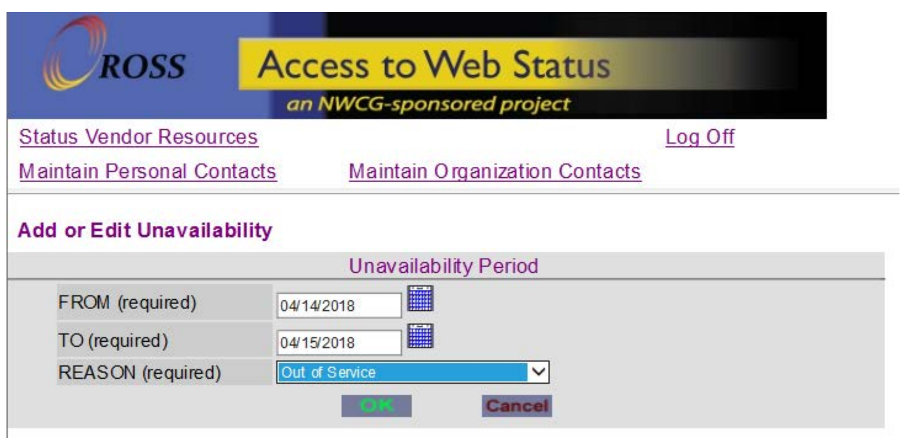
- click the **Calendar** button, and then click to select the **FROM Date**
- click the **Calendar** button, and then click to select the **TO Date**
- click the **REASON** drop-down arrow, and then click to select the **REASON**.

6 On the **Manage Resource Status** page, click **Save**.

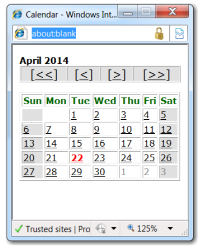
The following graphic shows the Manage Resource Status for an Engine. The arrow points to the Add link under Unavailability Periods.



The following graphic shows the Add or Edit Unavailability page.



The following diagram shows the Calendar dialog box.



To add a Remark to a resource

1 On the **Access to Web Status** menu, click **Status Vendor Resources**.

2 On the **Manage Vendor Resource Status** page, click **Status Vendor Resources**.

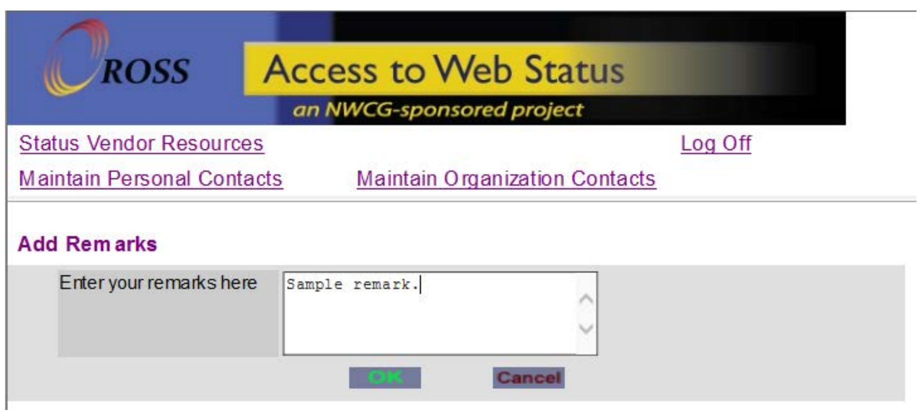
3 On the **Manage Vendor Resource Status** page, click the **Catalog** of your choice.

4 On the **Manage Resource Status** page, click the **Resource Name** of your choice, and then click **View/Update Selected Resource**.

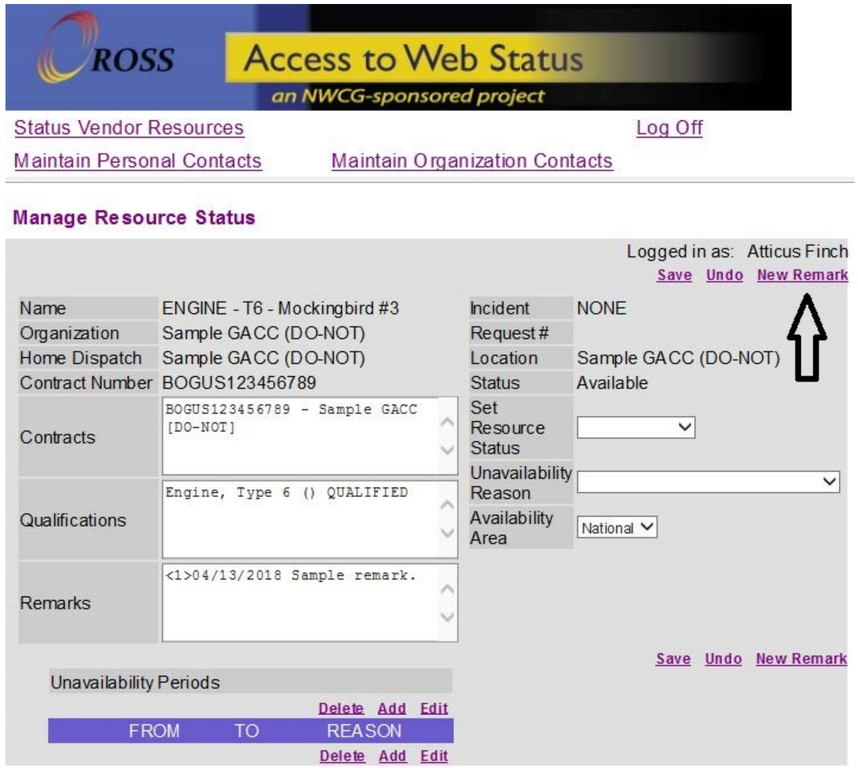
5 On the **Manage Resource Status** page, click **New Remark**.

6 On the **Add Remarks** page, type the **Remark** in the **Enter your remarks here** text box, and then click **OK**.

The following graphic shows the Add Remarks page.



The following graphic shows the resulting remark. The arrow points to the New Remark link.



Maintaining your personal contact information

The Maintain Personal Contacts page allows you to add, edit, and delete personal contact information, including:

- Cell phone
- E-Mail
- Fax
- Home Phone
- Office Phone
- Pager.

To maintain your personal contact information

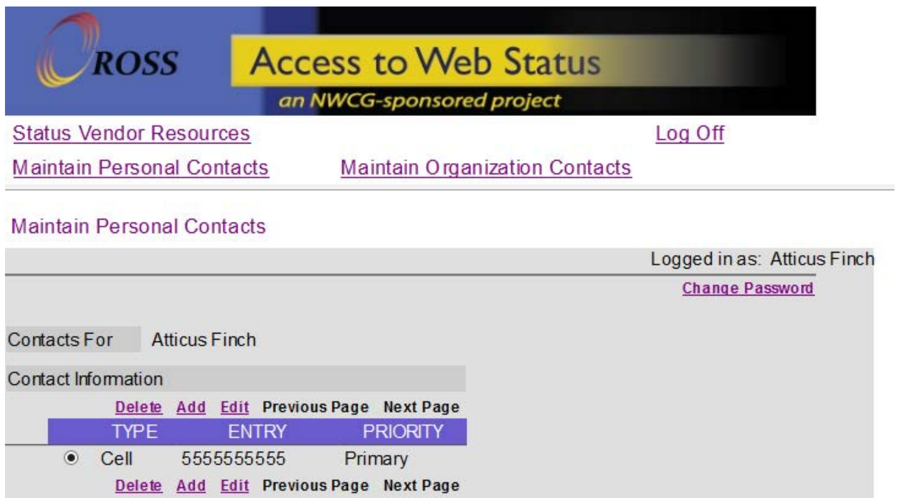
1 On the **Access to Web Status** menu, click **Maintain Personal Contacts**.

2 On the **Maintain Personal Contacts** page, perform one of the following, and then click **OK**

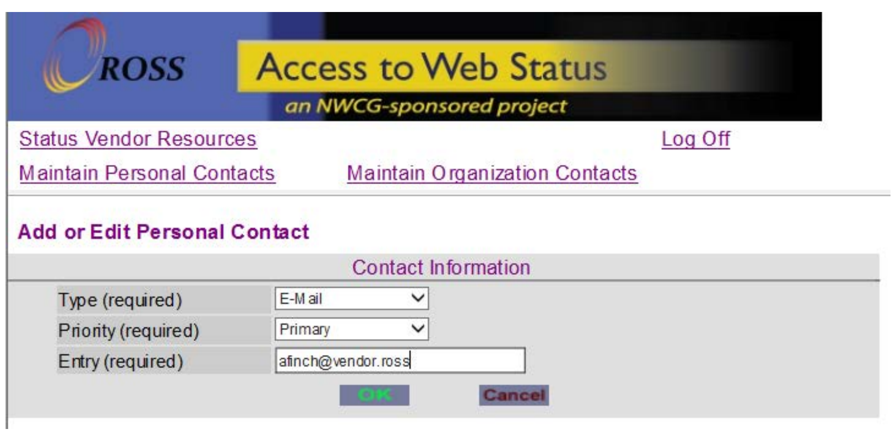
- click the **Delete** link to delete contact information
- click the **Add** link to additional contact information
- click the **Edit** link to edit your contact information.

The following graphic shows the Access to Web Status page. The arrow points to the Maintain Personal Contacts link.

The following graphic shows the Maintain Personal Contacts page.



The following graphic shows the Add or Edit Personal Contact page.



To add contact information

1. On the **Manage Vendor Resource Status** page under **Contact Information**, click **Add**.
2. On the **Add or Edit Contact Information** page, perform the following, and then click **OK**
   - click the **Type** drop-down arrow, and then click to select the **Contact Type**
   - click the **Priority** drop-down arrow, and then click to select the **Contact Priority**
   - in the **Entry** box, type the appropriate **Contact Information**.

To edit contact information

1. On the **Manage Vendor Resource Status** page under **Contact Information**, click to select the **Contact Information** you want to edit, and then click **Edit**.
2. On the **Add or Edit Contact Information** page, change the following as appropriate, and then click **OK**
   - click the **Type** drop-down arrow, and then click to select the **Contact Type**
   - click the **Priority** drop-down arrow, and then click to select the **Contact Priority**
   - in the **Entry** box, type the appropriate **Contact Information**.

To delete contact information

*Before you click **Delete,** be sure you are selecting the right contact information.*

- On the **Manage Vendor Resource Status** page under **Contact Information**, click to select the **Contact Information** you want to delete, and then click **Delete**.

Frequently asked questions - *FAQs*

What is NAP and the NAP environment?

The National Enterprise Support System Application Portal (NAP) environment provides standardized user authentication and user account management. Web Status and ROSS use NAP to manage user accounts, passwords, and types of access to these programs.

What kind of account do I need to access Web Status?

You need a Standard NAP User Account to access Web Status.

Who approves my request for a new vendor (NAP) user account?

For vendor (NAP) user accounts, the Contracting Officer or Dispatch Center Manager approves the request.

How many Web Status user accounts may I request?

A vendor may request only one, unique vendor (NAP) user account.

Whom do I contact to grant me access to Web Status?

First, be sure that you have performed all tasks in this ROSS User Guide. You must have obtained your vendor (NAP) user account, logged on successfully to the NAP environment, reset your temporary password, and answered your Challenge Questions. Once you have performed these tasks notify your Managing Dispatch Organization where your contract was entered to request access to Vendor Rep Web Status.

How do I find out my Managing Organization for Web Status?

Contact your GACC or local Dispatch Organization to run the User Community Report, "Vendors by Managing Organization." If your company and your managing organization is not listed on that report, contact the ROSS Helpdesk at 866-224-7677.

Do I need to contact the Helpdesk to retrieve my forgotten Web Status user account or password?

No. If you already provided a valid e-mail account and set up your Challenge Questions you can retrieve this information yourself.

How do I retrieve a forgotten Web Status user account?

Start your Internet browser, and then type *https://nap.nwcg.gov/NAP/* in the **Address** bar. Click the **Retrieve** button. Enter your **E-Mail Address** and correctly answer the **Challenge Question**. Your Web Status user account will be e-mailed to you.

How do I retrieve a forgotten password?

Your password must be reset to a temporary password. Start your Internet browser, and then type *https://nap.nwcg.gov/NAP/* in the **Address** bar. In the **Enter Password** text box, click the **Reset** button. Enter your **Username** and correctly answer the **Challenge Question**. Your temporary password will be e-mailed to you. Before accessing Web Status, you must reset your temporary password.

Why isn't my Web Status user account from last year already in Web Status?

If your Web Status user account has not been accessed in the last 90 days, your user account has been disabled. You must contact the Helpdesk at 866-224-7677 and obtain a Temporary NAP Password.

What are the Rules of Behavior?

The Rules of Behavior dialog box displays whenever you log in to the NAP environment for the first time, your acceptance of the Rules of Behavior has expired, or your acceptance of the Rules of Behavior is set to expire in 10 days or less. Every vendor user account holder must annually accept the Rules of Behavior before being allowed access to Web Status.

What are the rules for creating a password?

Your NAP Password must be 12 to 32 characters in length and contain a combination of one upper-case letter, one lower-case letter, one number, and one special, non-numeric character (!@#$%^*).

When does my password expire?

Your Web Status user account password expires every 90 days.

What is a temporary password?

A Temporary NAP Password is randomly generated by the system when your NAP User Account (your vendor user account) is created or reactivated, if a change occurs to your First, Middle, and Last Name, or if you forgot your NAP Password and need to reset it.

Basic terminology

Become familiar with the terms in this User Guide to help ease your transition into using Web Status for the first time. If you are already familiar with using Web Status to status your resources, you will find useful information about how your user account and password are managed separately from the Web Status application.

The following terms are used throughout this and other ROSS User Guides and Quick Reference Cards, which are posted on the ROSS website at *http://famit.nwcg.gov/applications/ROSS/support/usersupport.*

- **Active**. Active is an account status and allows you to access NAP and Web Status. Other account status types include: Temporary NAP Password, Locked, Expired Password, Disabled, and Removed.

- **Back button/Forward button**. The Back button and Forward button are located on your browser toolbar. Use these two buttons to navigate back and forth between Web Status screens.
- **Challenge Questions**. When you log on to NAP for the first time to change your Temporary NAP Password, you must set up three Challenge Questions, which you select from a pre-determined list and type in your own personal answers. You may be familiar with Challenge Questions if you use online banking.
- ~~**donotreply@dms.nwcg.gov.**~~ Information you receive from this e-mail address contains important information about your NAP User Account. Add this e-mail address to your other e-mail contacts so that information from donotreply@dms.nwcg.gov are not flagged by your e-mail application as “spam.”
- **Managing Dispatch Organization**. The Managing Dispatch Organization is the organization where your company exists in the ROSS database. Your Managing Dispatch Organization keeps track of your contract, and manages your company information and your contracted resources in ROSS.
- **NAP**. A central environment that authenticates user accounts and passwords. NAP generates new NAP User Accounts and Temporary NAP Passwords. Once you set up your Challenge Questions, NAP allows you to retrieve a forgotten NAP User Account and reset your forgotten NAP Password without Helpdesk assistance.

NAP is also known as the NESS (National Enterprise Support Service) Application Security Portal.

- **NAP Password**. Like your NAP User Account, your NAP Password is managed by this central environment.
- **NAP User Account**. The user account you need to access Web Status. You must obtain an active, NAP User Account and have approval before you may access Web Status.
- **Password Rules**. Passwords must be 12 to 32 characters in length and contain a combination of one upper-case letter, one lower-case letter, one number, and one special, non-numeric character (!@#$%^*). *Do not use <, >, or &*.
- **Rules of Behavior**. This dialog box displays whenever you access NAP to retrieve a forgotten NAP User Account or reset your forgotten NAP Password. You must click the **Accept** button whenever you log on to and log off of NAP.

- **Temporary NAP Password**. Temporary NAP Password is an account status. When you log on to NAP with a Temporary NAP Password, the Change Password dialog box displays and you must change your password following the Password rules. Your NAP User Account is assigned a Temporary NAP Password whenever one of the following occurs
  - You are assigned a new NAP User Account
  - You reset a forgotten NAP Password
  - Your disabled NAP User Account is reset to Active by an Account Manager.
- **Vendors by Managing Organization report**. The Vendors by Managing Organization report lists all vendors that are currently defined in the ROSS database. Your company must be listed on this report before you may access Web Status.