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ROSS Production Version 2.14.1 / NESS Application Portal (NAP) FAQ

Quick Reference Cards for the NAP can be found at http://ross.nwcg.gov/quick_reference.htm under the Access to ROSS (NAP) heading. You'll find helpful step by step instructions on getting started in the NAP, how to request a NAP user account, and how to reset your password.

1. **Are there any actions that need to be taken immediately following the deployment?**

   Answer: Yes. ROSS 2.14.1 will be deployed on March 8th, 2012. To make the transition, following the deployment the user must:

   a. Uninstall the previous ROSS client version and download the new version of ROSS 2.14.1 at http://rossinstaller.nwcg.gov/ROSSPROD2/ .

      Note: The BLM system administrators will install the latest version of the client on to its users' computers.

   b. Confirm that you can log on to ROSS by entering your ROSS Username and ROSS Password.

   If you can't log in to ROSS, contact the Helpdesk ! **(866) 224-7677**

   c. Log on to the NAP environment at https://nap.nwcg.gov/NAP/ .
      Enter Username and Password (same as ROSS Username and ROSS Password)
   d. Complete your contact information.
   e. Set up your Challenge Questions.

   For more information see the Quick Reference Card, "Getting Started Checklist for NAP," on the ROSS website.

2. **Do users need to accept the rules of behavior (ROB) in NAP?**

   Answer: Yes

   Following the creation of a new NAP account, the user will be prompted to accept the ROB the first time they log into ROSS. They may defer the acceptance twice before being denied access.

   In the future, all users must periodically accept the ROBs.

3. **How are new NAP accounts created and how long does it generally take for them to be processed?**

Answer: The preferred process for "Non-Emergency" situations is for the user to request an account on-line through the NAP Webpage https://nap.nwcg.gov/NAP/ . Accounts requests done in this manner will be reviewed and processed daily.

Emergency requests can be rapidly completed by having a dispatcher call the helpdesk. Helpdesk agents are available 24/7.

4. **When running NAP only half of the screen is showing.   What does this mean?**

Answer: NAP requires that the Adobe Flash player be installed on all computers used to access ROSS.   Go to the http://get.adobe.com/flashplayer/ and select download now. Some users may need system privileges for this download.

5. **Will a Dispatch Center need to request a user account for every assigned dispatcher? How is this done?**

Answer: There is no change from the current procedure. Once an account exists in NAP, it can be added to one or more Dispatch Centers.

6. **What is driving the changes in user accounts and other information in this release of ROSS and NAP?**

Answer: The Federal Information and Security Management Act mandate these security measures be used.

7. **In the past how did some of the existing accounts pass the security audits?**

Answer: The *majority* of the initial audits each quarter have produced findings that do not meet the standards. Each time, the ROSS Team has worked with dispatch personnel to perform account edits to meet the standards. There is a history of post audit violations where dispatchers have performed changes after the audit to place an account back in the state it was before the audit. One example is many "Standard" accounts are often found with the "Account Manager" role assigned. This is a violation of the security standards as the "Account Manager" role should only be assigned to a "Privileged" account (AM-).

8. **Are any generic accounts permitted?**

Answer: Yes.   There are only three generic accounts permitted: ROSS Helpdesk, Organization Maintenance and Duty Officer Generic Accounts.   The first two are

necessary for system maintenance while the third is present for local centers so long as they set them up prior to the migration and followed the guidelines that were provided. Dispatchers should call the helpdesk for assistance with establishing a Duty Officer Generic Account.

9. **Will account passwords really expire in 30 days for administrative users and in 60 days for standard users?   How do we get back in?**

    Answer: Yes, the password expiration policy will be strictly enforced. The password expiration policy is:
    - Standard Accounts – 60 days (same as current ROSS)
    - Privileged Accounts (ad.) – 30 days

    Accounts that have not been accessed for a period of 90 days are automatically disabled. Users desiring to restore disabled accounts will need to call the Helpdesk to request that access be restored.

10. **What if an AD Dispatcher has not logged in to ROSS in the past 270 days?**

    Answer: For the migration, any account in Production ROSS that had not been accessed since 10 Aug 2011 was deleted during the migration from ROSS 2.14 to ROSS 2.14.1. The accounts will need to be recreated in NAP. A feature of the NAP portal permits accounts for seasonal workers, ADs and other users who only work for short periods during the year, to have their account put in a "Disabled" state until such time as they return to work. When the user returns to work, their account can be easily reactivated.

11. **Will ROSS Administrative Accounts be able import information from IQS?**

    Answer: No. This will be a role available within the standard user account.