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URGENT – ROSS ACCOUNT MAINTENANCE MUST BE COMPLETED BY FEBRUARY 20, 2012

With the deployment of ROSS 2.14.1, a new security system will be incorporated into the application. The creation and management of User Accounts and their Passwords will be managed centrally through the National Enterprise Support Service Application Portal (NESS-NAP). The management of ROSS User Roles will remain in the ROSS Application and will be managed by the local office Account Manager. Each dispatch center (NICC, GACC and local) should identify at least one person who has an active AM-account created by someone in their local office. For an account to be considered active, it must have been used since August 10, 2011 which includes a grace period of approximately 270 days.

When deployment of ROSS 2.14.1 occurs on March 6, 2012, migration of valid ROSS Accounts to the NESS-NAP will be automatically completed. Users who have a valid account and have logged in to ROSS since August 10, 2011, should not notice any change in their account or access.

Account Managers will be asked to complete critical maintenance work on the ROSS User Accounts which were created by their office by February 20, 2012. User Accounts with roles in a dispatch office, yet created by another dispatch office, will be maintained by the office that created the accounts. Beginning February 20, 2012, access to the ROSS User Accounts screen will be shut off and all maintenance activities will be completed by the ROSS Project Team. Dispatch Offices for accounts which are affected by maintenance beginning February 20, 2012, will be notified as maintenance occurs. If Dispatch Office Account Managers need assistance with account maintenance during the period after February 20, 2012, through the deployment of ROSS 2.14.1, they will need to call the ROSS Helpdesk at 1-866-224-7677. Support for user accounts during this period will be from 0800-1700 MST, Monday-Friday. Password resets and emergency account creation will still be handled 24x7.

Geographic Area Representatives will be provided a copy of this document and a spreadsheet listing the accounts created by Dispatch Offices within their area.

Prior to February 20, 2012, ROSS Account Managers Need to do the following:

1. Validate there is at least one administrative account (**AM-**) created in each dispatch office and logged in to ROSS since August 10, 2011. An easy way to determine an account was created locally is if the **User Name** and **Password** can be changed.
2. Validate administrative accounts (**AM-**) have only the roles of **Basic User** and **Account Manager**.
3. Validate all standard accounts (Not **AM-**) **do not** have the role of **Account Manager**.
4. Validate accounts have an accurate **E-mail** address and **Office Phone** number. The following rules apply:
 - a. **AM- accounts take precedence over standard accounts.** If a user has both account types (**AM-** and Standard), the **AM-** account must have an accurate **E-mail** address and



Office Phone number. Office phone numbers **must** be formatted as (xxx) xxx-xxxx. Accounts may only have one office phone number. If an account has more than one office phone number, remove all but one.

- b. **If an error occurs when entering the e-mail address in the AM- account stating there is a duplicate e-mail address, users should remove the e-mail address from the standard account and then reenter it in the AM- account. E-mail addresses must be unique throughout the system.**
 - c. **If users DO NOT have an AM- account, then their Standard Account must have an Office Phone number that is formatted as (xxx) xxx-xxxx and a valid E-mail address.**
5. Update Account **User Names** not meeting the new standards. Account Managers will be provided a spreadsheet that documents accounts requiring User Name updates. Column "A" of the spreadsheet (Heading of "USER ACCOUNT NAME MUST BE UPDATED?") will state a "YES" for those accounts where the user name requires updating. Column "H" provides the correct User Name. NOTE: The value in Column "H" must be used. Do not use another value unless a duplicate record is detected (see below for instructions for handling a duplicate record). No User Name update actions are necessary if Column "A" is "NO" or Blank.

When saving the updated record for the **User Name**, ROSS may advise that the record is a duplicate. If this occurs, follow the rules below:

Example: Proper Name is: John Charles Smith (or John C Smith)

1. jsmith - (If username is not unique then go to #2 below)
 2. johnsmith - (If Proper Name has been entered using a middle name or initial, then proceed to #3 below, else proceed to #5)
 3. jcsmith - (If username is not unique then go to #4 below)
 4. johncsmith - (If username is not unique then go to #5 below)
 5. jsmith1 - (If username is not unique then go to #6 below)
 6. jsmith2 - (If username is not unique then continue to increment the number until a duplicate does not occur)
6. Delete generic accounts that were created by the local office. **NOTE:** Those generic accounts in California that are used to service Altaris CAD are exempted. Duty Officer accounts will need to follow the "Procedure for Establishing Duty Officer Accounts."
 7. Delete accounts not used since August 10, 2011, and not expected to be used prior to July 1, 2012.
 8. Delete or fix all accounts that are highlighted in **RED** on the spreadsheet. Please note that any account highlighted in **RED** will be deleted when ROSS 2.14.1 is deployed unless the account has



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been logged in to since August 10, 2011. If a user's account is deleted, they will be required to register for a new account. Instructions will be provided on the process for registering.

9. Validate all accounts highlighted in **YELLOW** and delete any not needed. Please note any account not logged into since August 10, 2011, will be deleted when ROSS 2.14.1 is deployed. If a user account is deleted, the user will be required to register for a new account. Instructions will be provided on the process for registering.



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Once access to the User Accounts screen has been shut down on February 20, 2012, account maintenance will begin.

The accounts on the spreadsheet have been highlighted based on criteria that are documented below:

1. Accounts Highlighted in Yellow

These accounts will be deleted if not logged on to between now and February 20, 2012. These accounts have a Last Login Date between January 1, 2011, and August 10, 2011.

2. Accounts Highlighted in Red

All these accounts will be deleted.

- a. Accounts never logged on to.
 - b. Accounts with no User Name.
 - c. Any account with an invalid Last Name (e.g. IMT-SMITH).
 - d. All generically named accounts such as accounts that do not appear to have a valid First and Last Name belonging to a person (e.g. Duty Officer as a Last Name).
3. All Administration Accounts (**AM-**) at the Local and Geographic Area Centers will be reviewed to assure that they only have the roles of **Basic User** and **Account Manager**. Administrative Accounts at the National Interagency Coordination Center will have additional permitted roles which are required for Application Administration.
 4. All Non-Administrative Accounts at all Dispatch Centers will be reviewed to assure that they do not have the role of **Account Manager**.