ROSS Module Summary

Help

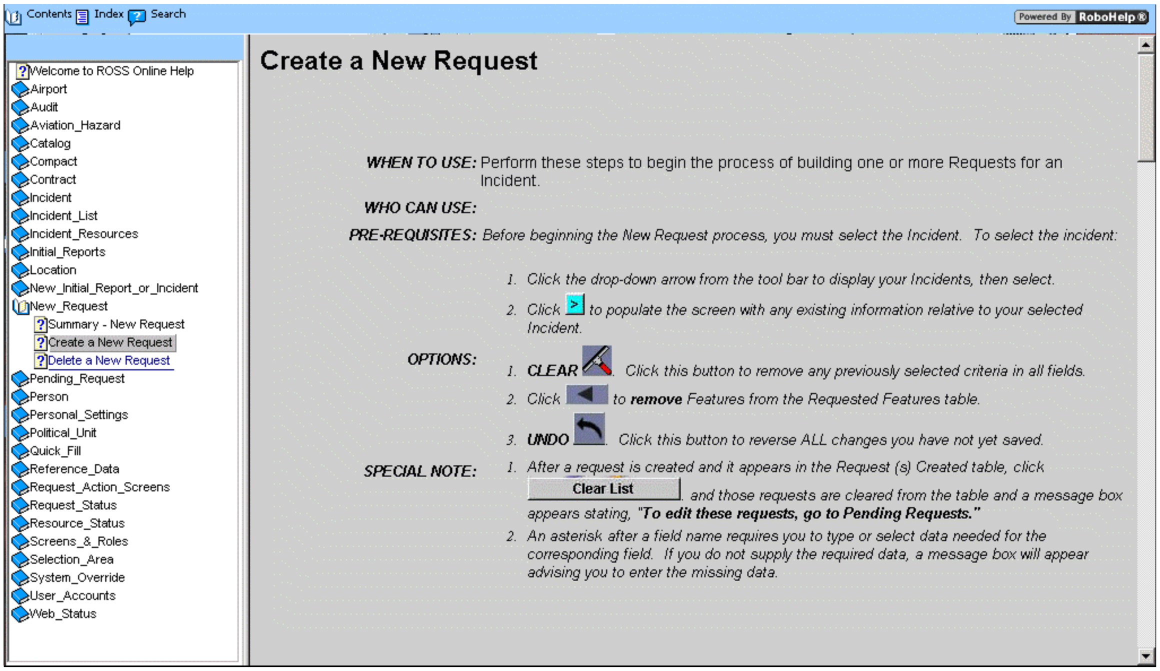

Fig. 1. On-line help task overview for “Create a New Request”

Description

The ROSS Help module is an on-line tool that is organized by modules and sub-topics. Help includes an index and search function. The “Help” selection on the ROSS menu bar takes the user to the Welcome screen of the Help module. Users may go directly to help for the current ROSS screen or dialog box by selecting the “?” button which is found on the right side of the title bar or upper left in the case of a dialog box.

Most Help topics begin with an overview outlining when the specific task is initiated, pre-requisites to the task and any special notes (fig. 1). This is followed by a step-by-step list of user actions and system responses necessary to complete the task (fig. 2). There is extensive use of hyperlinks that direct the user to definitions, background information or the steps needed to complete a sub-task.

In addition to on-line Help, ROSS user support includes the ROSS Helpdesk which may be reached via a toll free number (866-224-7677), email (helpdesk@dms.nwcg.gov) or web page http://rosshelp.utanet.com/. Helpdesk staffing hours are adjusted based on incident activity and an emergency duty officer is available during off hours. The Helpdesk web site includes a knowledge base (FAQs) and the Heat Self Service tool which allows users to create, submit and monitor their own help tickets.

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All ROSS users may utilize the Help module which is related to all other ROSS modules.

STEPS	USER ACTION	SYSTEM RESPONSE
1	On the **New Request** screen with your Incident selected, select from the drop-down arrow in the **Select Item to Request** section the **Catalog**.	Your selection displays in the drop-down list box.
2	Type into one or more of the following text entry fields or select from the drop-down list box to narrow your search: • **Category** • **Item Name** • **Item Code** • **Keyword**	Your entries display.
3	Click .	Based on your Catalog selection, the Catalog Items table is populated with category items.
4	Select from the **Catalog Item** table the item you want to request.	Your selection is highlighted.
5	Review any **Reminders** listed in the Reminders table.	Reminders are provided to assist you in remembering an important detail about the catalog item selected.
6	In the **Select Features** section, pick from the **Available Features** table those items you want to request with the selected Catalog Item.	Your selection is highlighted.
7	Click after each selected feature or multiple selected features.	The results of those selected features display in the Requested Features table.
8	In the **Select Inclusions and Exclusions** section, pick or check any of the following that apply: • **None** • **Federal Only**	Your selections are noted or checked.

Fig. 2. Excerpt of step-by-step On-line Help for Create a New Request