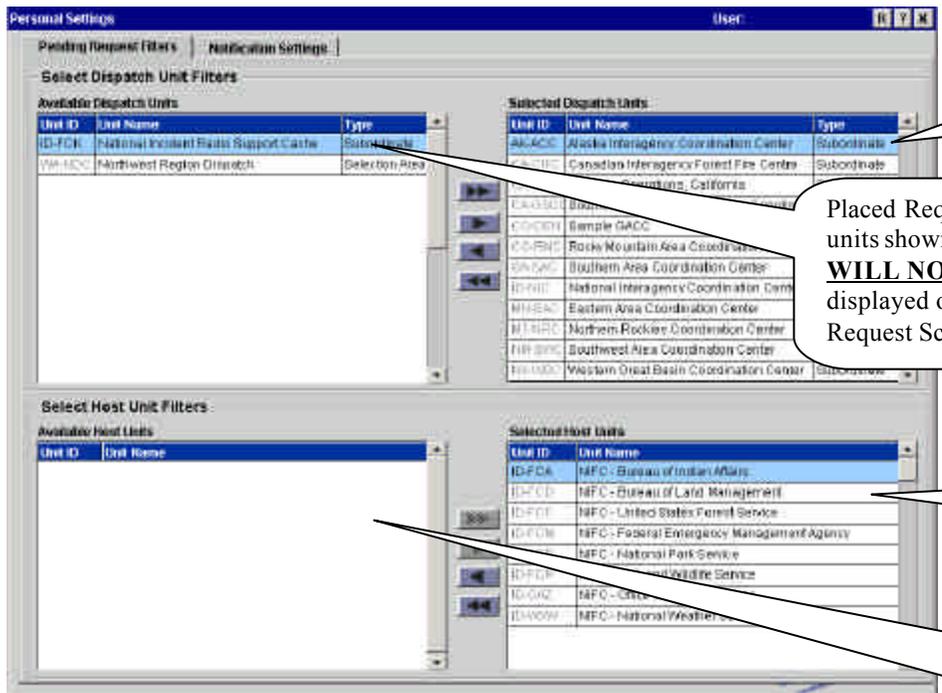


ROSS TIP

ROSS TIP: SET-2004-1
Date: May 10, 2004
Subject: Personal Settings in ROSS

Personal Settings – Pending Request Filters

The Pending Request Filters tab is where users select the units whose requests need to be displayed on the Pending Request Screen.



Placed Requests from units shown in this block will be displayed on the Pending Request Screen

Placed Requests from units shown in this block **WILL NOT** be displayed on the Pending Request Screen

Requests for Incidents hosted by units shown in this block will be displayed on the Pending Request Screen.

Requests for Incidents hosted by units shown in this block **WILL NOT** be displayed on the Pending Request Screen.

ROSS TIP

ROSS TIP: SET-2004-1
Date: May 10, 2004
Subject: Personal Settings in ROSS

Personal Settings – Notification Settings

These settings MUST be managed carefully and often. Settings can have affect on system performance, so it is vitally important that these be updated frequently. **DO NOT USE ALL OF THE SETTINGS. ONLY USE THOSE ABSOLUTELY NECESSARY.**

The following are the minimum required settings:

The screenshot shows the 'Personal Settings' window with the 'Notification Settings' tab selected. It is divided into three sections: 'Set Notification Preferences for Requests with Action Required', 'Set Notification Preferences for Requests with No Action Required', and 'Set Notification Preferences for Incidents'. Each section has a list of message types on the left and a list of preferences on the right. Callouts provide the following instructions:

- Top Callout:** The minimum setting for notification shall be every 15 minutes. (Points to the 'Check for Messages and Reminders Every' field set to 15 minutes.)
- Middle Callout:** Select the resource categories that are being worked on by your desk. (Points to the 'Equipment', 'Overhead', and 'Supply' checkboxes.)
- Bottom Callout:** Only use the "Place Request" Setting if the desk that is entering requests is separate from the desks that are processing the requests. (Points to the 'Place Request' option in the 'Request Message Type Preference' list.)