

# ROSS TIPS

ROSS TIP: WEB-2004-2  
Date: May 10, 2004  
Subject: Enabling Web Status Access for Overhead

The Web Status Access feature allows Dispatch Centers to authorize selected individuals to update resource availability (status) via the internet without logging onto ROSS. Dispatchers always retain the ability to override web status entries via the Resource Status screen. This ROSS Tip will take you through the steps to set up web status access for supervised and other overhead personnel.

## Definitions:

- **Supervised Overhead Resource** – an overhead resource whose web status updates are either managed by or reported to a supervisor. Notification of supervisors will take the form of a ROSS-generated e-mail<sup>1</sup>.
- **Supervisor** – a work supervisor, duty officer, FMO, or other individual that is notified via e-mail when his or her supervised overhead resources update their status via the web<sup>1</sup>. Supervisors may also manage the day-to-day web status of their supervised overhead including enabling/disabling web status access. Beginning with ROSS Version 2.1, Supervisors are not required to be overhead resources.
- **Other Overhead Resource** – an overhead resource that maintains his / her own web status without the need for ROSS-generated notification to a supervisor.

## Setting Web Access (in ROSS) for Other Overhead Resources

- Open the Web / Phone Status Access Control screen by selecting the Web and Phone Status Access option under the Administration menu item.
- Select the Other Overhead Resource tab (fig. 1).
- Filter for and select the pertinent overhead resource.
- Assign a Username.
  - **Reminder:** Usernames must consist of 8 to 32 characters including upper and lower case alpha characters, numeric values and special characters (limited to “!\$%\_”). Usernames must be unique. ROSS will alert you if you attempt to assign a duplicate username.
  - **Reminder:** If a resource has a ROSS User Account, that username and password will be applied to his or her web status access and cannot be edited on this screen.
- Enter and confirm a password
  - **Reminder** – Passwords must contain a combination of 8 to 32 characters. At a minimum they must include one or more alpha character and one or more numeric value. Special characters are optional.
- Click the Save button
- ROSS will notify the overhead resource that their web status access has been authorized – provided that their ROSS Person record contains a valid e-mail address. The notification advises them to

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<sup>1</sup> It is anticipated that the E-mail notification to supervisors will be implemented in ROSS ver. 2.3

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contact their dispatch office for their username, password and instructions for updating status via the web interface.

- **Recommendation:** Encourage web status users to log on immediately and change their password.

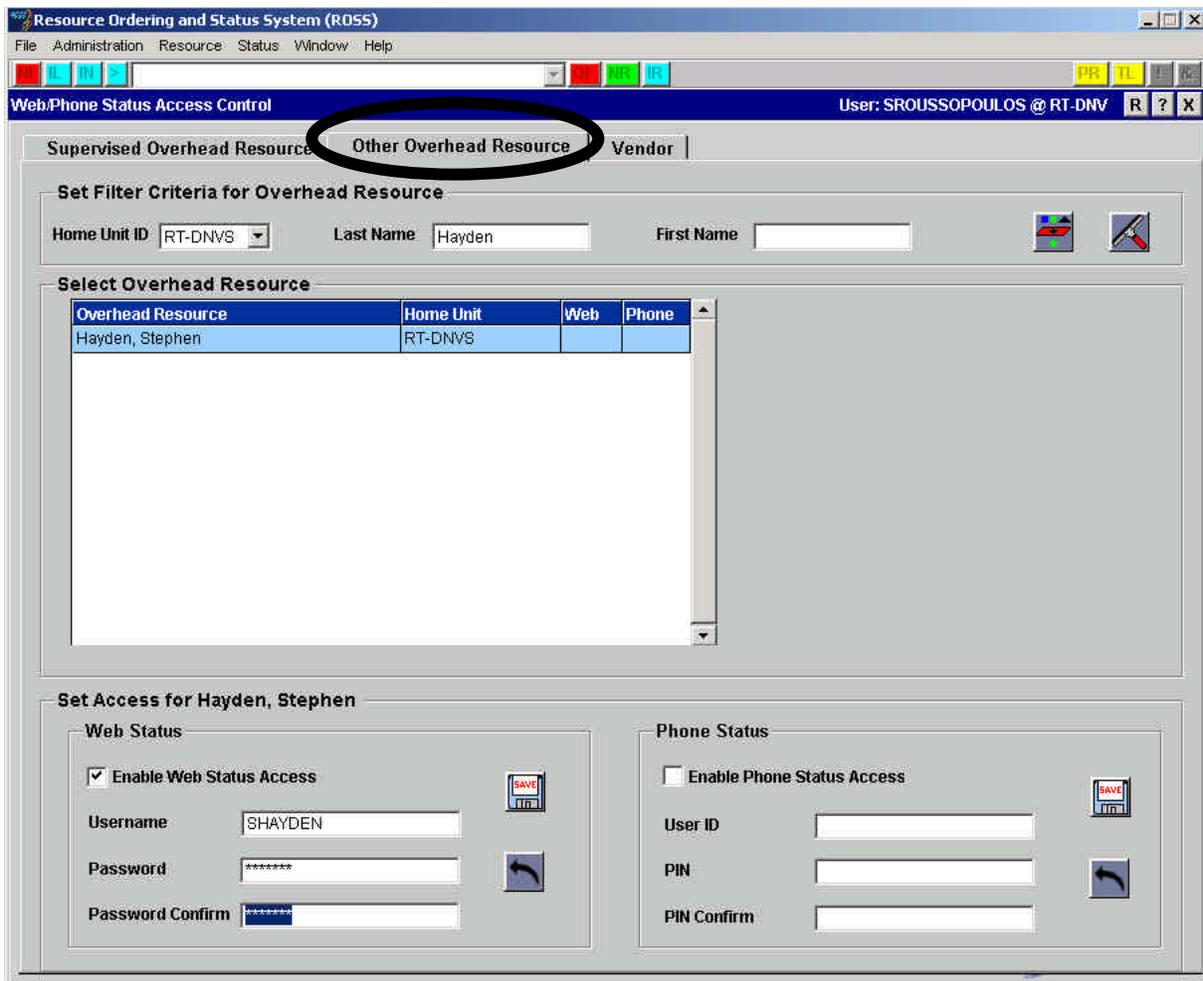


Figure 1. Web Access for Other Overhead Resources

## Setting Web Access for Supervised Overhead

Supervised overhead are set up in ROSS in order to notify supervisors of status changes and/or to allow supervisors to actively manage status<sup>1</sup>.

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Follow these steps to set web access for supervised overhead –

- Open the Web / Phone Status Access Control screen by selecting the Web and Phone Status Access option under the Administration menu item.
- Select the Other Overhead tab and, using the instructions above, set up web status access for the pertinent supervisor (figure #1 above).
  - **Reminder:** Supervisors should have a valid e-mail address on the Person screen.
  - **Reminder:** You may only set up web status for Supervisors that are managed by your dispatch center.
- Select the Supervised Overhead Resource tab (see figure #2 below).
- Use the Pick button to filter for and select a supervisor.
- Filter for the overhead resources whose status will be managed by and/or relayed to this supervisor.
  - **Reminder:** Beginning with ROSS Version 2.1, the supervised overhead resources may be managed by another dispatch center.
- Select the appropriate resources. Click and drag or hold down the Ctrl key and click to multi-select.
- Use the Plus button to move the selected overhead to the right-hand grid.

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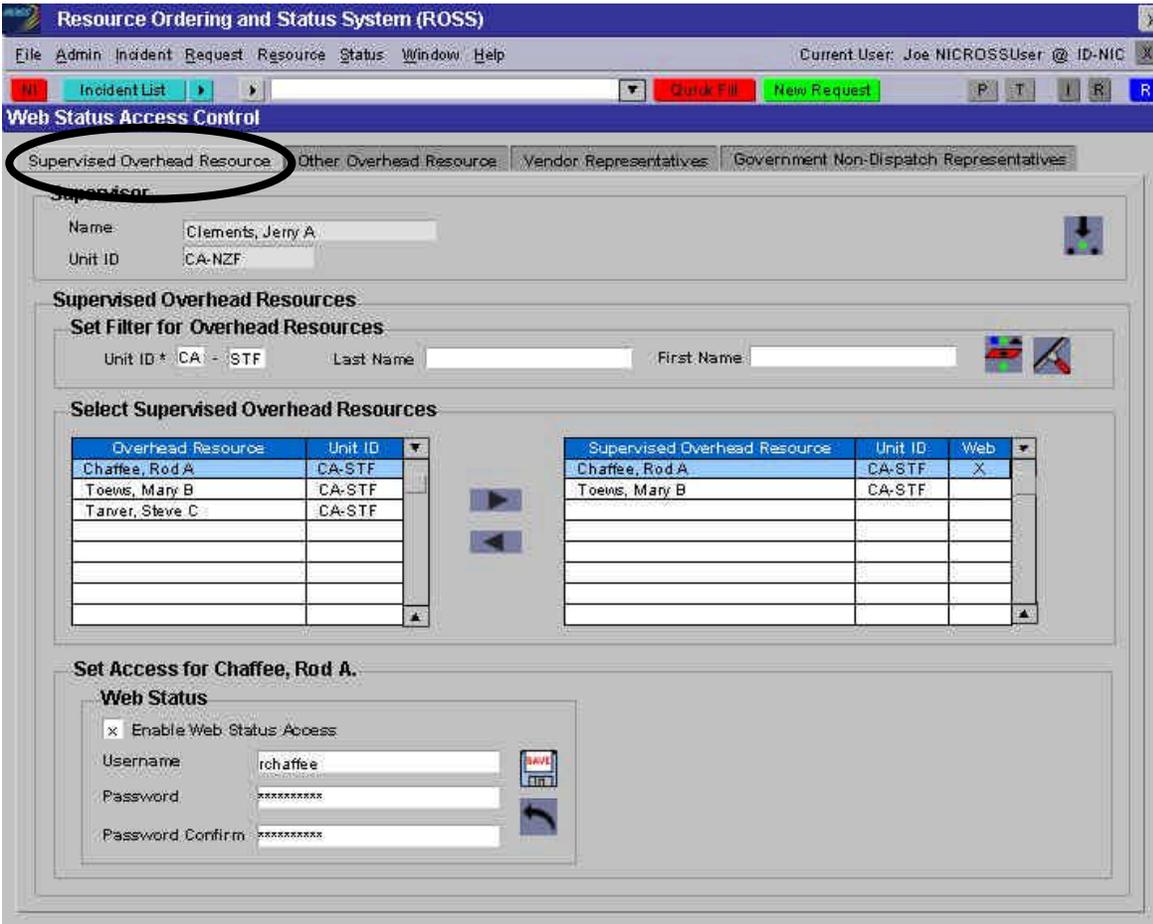


Figure 2. Setting up Supervisors and Supervised Overhead.<sup>2</sup>

- If desired, set up web status usernames and passwords for the supervised overhead. The designated supervisor may then choose to enable/disable web status access for the supervised overhead. ROSS will notify supervisors via e-mail, when supervised overhead update their web status<sup>1</sup>.
  - **Reminder:** Only Dispatch Centers may set up web status user names and passwords.
  - **Reminder:** Current functionality will not permit multiple supervisors for a given resource (e.g., multiple duty officers may not be set up to status the same group of overhead). In the meantime, you may choose to create a generic Duty Officer on the Person screen. Web status access may be set up for this representative “person” and shared by multiple duty officers.

<sup>2</sup> This is a preliminary design of the Web Status Access screen for Version 2.1. When implemented, the screen appearance may be slightly different.