SECTION 2

NOTIFICATION

<u>SECTION 2 – Notification</u>

Significant Changes to this Section of the Training Reference Manual since last update:

1. None.

SECTION 2 – Notification

Table of Contents

Summary.

- 'Notification' is a ROSS feature that provides a user notification of actions taken on resource requests, and changes made to Incidents, of interest to the user.

- There are two basic types of notification messages:

  - Action – An 'Action' message indicates that an action is required by your organization regarding the message. 'Action' messages can only be received for requests.

  - No Action – A 'No Action' message indicates that <u>no</u> action is required by your organization regarding the message. 'No Action' messages are 'for information only'. 'No Action' messages can be received for both requests and Incidents.

- The 'Notification Settings' tab on the 'Personal Settings' screen is used to limit the request and Incident messages an individual User receives. You can designate:

  - If you will be notified of 'Action' messages, 'No Action' messages, or both.

  - Whether a pop-up dialog box will appear for 'Action' messages, for 'No Action' messages, or for both.

  - The specific actions, taken on a request, you will be notified of (e.g., a request has been entered, placed, filled, or UTF’d).

  - The specific changes, made to an Incident, you will be notified of (e.g., the header information, radio frequency, or aircraft hazards for an Incident have changed).

  - The specific Catalogs (e.g., Aircraft, Overhead) you will receive request messages regarding.

  - The frequency with which ROSS will check for unread messages.

  - The maximum 'age' (i.e., days old) an unread message can be to warrant you receiving notification.

Unread Messages

- When an unread 'Action' notification message is detected, the '!' toolbar button will blink.

- An unread 'No Action' message causes the '∅' toolbar button to blink.

- A pop-up dialog box may also appear, depending on the user's Notification Settings.

- The blinking stops as soon as the button is clicked. Note that the system checks for unread messages, whether they are 'new' or not.

- This means that if you have any unread messages when the system checks for messages, you will receive the appropriate notification even if you have no new messages.

For Which Requests and Incidents Can You Receive Messages?

- You can receive messages for a request if your organization is in the 'ordering chain' for the request.

- You can receive Incident messages for any of your local incidents, but only non-local Incident messages if you are in the ordering chain for a request.

Example

The following example demonstrates the generation of Action and No Action Request messages:

- Local Dispatch Unit A places a request with Local Dispatch Unit B.

  Messages:

  - Unit A receives a No Action Request message.
  - Unit B receives an Action Request message.

- Unit B UTFs (Unable to Fill) the request.

  Messages:

  - Unit A receives an Action Request message.

- Unit A places the request with Local Dispatch Unit C.

  Messages:

  - Unit A receives a No Action Request message.
  - Unit B receives no message, since they have now fallen out of the ordering chain for the request.
  - Unit C receives an Action Request message.

- Unit C fills the request.

  Messages:

  - Unit A receives a No Action Request message.
  - Unit C receives a No Action Request message.

I. 'NOTIFICATION SETTINGS' SCREEN (A TAB ON THE 'PERSONAL SETTINGS' SCREEN)

Summary.

- Accessed by the 'Administration' menu.
- 'Notification Settings' is the second tab.

A. 'Set Message Defaults and Notification Preferences' section of the tab – This section is used to specify when you want a pop-up dialog box to appear, how often you want to check for messages, and how old a message can be to still prompt notification.

1. Earliest Message Date – Enter a number from 0 to 7 days (5 is the default). You are designating the maximum 'age' (i.e., days old) an unread message can be to warrant you receiving notification.

2. Check for Messages and Reminders Every – Enter a number from 1 to 300 minutes (60 is the default). You are designating how often the server is queried for unread messages and reminders. (Reminders are discussed in the 'Travel' unit of this course). This is very similar to setting the frequency for which an email application checks the server for new emails.

3. Show Pop-up Dialog Box For.

a. Check one, or both, of the check boxes ('Action' and 'No Action'), depending on whether you want a pop-up dialog box to appear when you receive an 'Action' or 'No Action' message.

b. If you do not check the check boxes, the '!' and '∅' toolbar buttons will still flash when you receive 'Action' and 'No Action' messages, respectively.

c. The pop-up dialog box for an action message states: "You have a new message that requires action."

d. The pop-up dialog box for a no action message states: “You have a new non-action message.”

B. 'Set Notification Preferences for Requests with Action Required' section of the tab – This section is used to specify what types of 'Action' request messages you want to receive, and which Catalogs you want to receive 'Action' request messages regarding.

1. Select (by checking their check boxes) the Catalogs (i.e., A, C, E, O, and S) you want to receive 'Action' request messages regarding. More than one Catalog can be selected.

2. The 'Request Message Type' table (on the left) displays the possible request message types you <u>can</u> receive.

   a. Temporary Flight Restriction – A TFR is requested.

   b. Enter Request – A request is entered (i.e., created).

   c. Place Request – A request is placed with another organization.

   d. Unable to Fill Request – A placed request has been returned as UTF (Unable to Fill).

   e. Unfill – A request that had been filled has now been unfilled.

3. The 'Request Message Type Preference' table (on the right) displays the message types you <u>want</u> to receive.

   a. By using the '>' arrow, you can move a message type from the 'Request Message Type' table (on the left) to the 'Request Message Type Preference' table (on the right), indicating that you want to receive that type of message.

   b. For example, if you select 'Enter Request', you will receive a notification message when a request is entered.

   c. Note that there are filters on the 'Notification – Action Required' screen that allow you to designate which Incidents you want the requests to be for.

d. Multi-select is permitted with the '>' arrow (using the control key). The '>>' arrow will move all the options from the left table over to the right table. The '<' and '<<' can be used to remove one, or all, respectively, of the message types from your preferences.

C. 'Set Notification Preferences for Requests with No Action Required' section of the tab – This section is used to specify what types of 'No Action' request messages you want to receive, and which Catalogs you want to receive 'No Action' request messages regarding.

1. Select (by checking their check boxes) the Catalogs (i.e., A, C, E, O, and S) you want to receive 'No Action' request messages regarding. More than one Catalog can be selected.

2. The 'Request Message Type' table (on the left) displays the possible request actions (i.e., message types) for which you can receive notification.

a. Cancel Request – A request has been cancelled.

b. Fill Request – A request has been filled.

c. Place Request – A request has been placed with another organization.

d. Reassign Resource – The resource associated with a request has been reassigned to another Incident.

e. Release Resource – The resource associated with a request has been released from the Incident.

f. Unable to Fill (UTF) Request – A placed request has been returned as UTF (Unable to Fill).

g. Unfill – A request that had been filled has now been unfilled.

h. Change Request – At least one element of a request has been changed (consistent with the elements of a request that can be edited on the 'New Request', 'Pending Request', or 'Request Status' screens). Examples of elements that can be edited include: Special Needs, Contact information, Features, and Inclusions and Exclusions.

i. Change Instruction – The 'Reporting Instructions' for a request have been changed.

j. Change Travel Information – A change has been made to the Travel information for the resource associated with a request.

k. Cancel Unable to Fill (UTF) – Applies to Local incidents only. Your organization has cancelled a request that had been sent back to it as UTF.

l. Tentative Release – The resource associated with a request has been tentatively released from the Incident.

m. Support Request – A Support Request has been created for a request.

n. Unrelease – The release of a resource from an Incident has been cancelled.

o. Delete Request – A request has been deleted.

3. Use the '>', '>>', '<', and '<<' arrows to add and remove message types from the 'Request Message Type Preference' table (on the right). Multi-select is permitted.

D. 'Set Notification Preferences for Incidents' section of the tab – This section is used to specify what types of 'No Action' Incident messages you want to receive.

Note that there are no 'Action' Incident messages.

1. The 'Incident Message Type' table (on the left) displays the possible request actions (i.e., message types) for which you can receive notification.

a. Header Information – The 'header' information of an Incident has changed (consistent with the elements of an Incident that can be edited using the 'Edit' button in the 'Incident Details' section of the 'Incident'). The header information consists of:

(1) Incident Name.

(2) Office Reference.

(3) Initial Date/Time.

(4) Estimated End Date/Time.

        (5) Incident Type.

    b. Frequency – The radio frequencies assigned to the Incident have changed.

    c. Aircraft Hazards – The Aviation Hazards identified for the Incident have changed.

    d. Reload Base – The Reload Bases designated for the Incident have changed.

    e. Delete Request – A request for the Incident has been deleted.

    f. Airport Information Change – Information regarding the airports being used on the Incident has changed.

2. Use the '>', '>>', '<', and '<<' arrows to add and remove message types from the 'Incident Message Type Preference' table (on the right). Multi-select is permitted.

   Note that there are filters on the 'Notification – No Action Required' screen that allow you to designate which Incidents you want to receive these messages for.

Note that some message types, such as 'Place Request', can be Action and No Action messages. This is because the act of placing a request will generate an Action Request message for the receiving organization, and a No Action Request message for the placing organization.

Note also that any changes made to 'Notification Settings' take effect from that moment forward, and are not retroactive.

- The notification settings are filters for receiving messages, not filters for viewing messages.

- Receiving, in this context, means the system searched for messages of that type, and then downloaded them to the database.

- This means, for example, that if you did not previously have 'Fill Request' selected as a message type, then you never received 'Fill Request' messages.

- Whether you now select 'Fill Request' as a message type or not, you cannot view past 'Fill Request' messages because you never received them.

II. 'NOTIFICATION – ACTION REQUIRED' SCREEN

Summary.

- Used to view 'Action' request messages.

- When an 'Action' request message has been received, the '!' (Action) toolbar button will blink. Clicking on the '!' button will bring up the 'Notification – Action Required' screen.

  A. 'Set Action Notification Filter' section of the screen.

  This section is used to set filters that define the specific types of request messages you want to view. Note that your preferences for the basic <u>types</u> of request 'Action' messages you receive were set using the 'Notification Settings' tab of the 'Personal Settings' screen.

  1. Select one of the following four Incident radio buttons:

     a. All Incidents – You want to view messages related to Local and Non-local Incidents.

     b. Local Incidents – You want to view messages related to Local Incidents only.

     c. Non-local Incidents – You want to view messages related to Non-local Incidents only.

     d. Incident – If you want to view messages for a specific Incident, click the 'Pick' button, which brings up the 'Pick' pop-up dialog box.

        (1) 'Set Filter Criteria for Incidents' section of the pop-up dialog box.

          - Select either the 'Local Incident' or 'Non-local Incident' radio button.

          - You can filter the search by any or all of the following:

            - Incident Name – Enter all or part (wildcard search permitted) of the Incident name.

            - Incident Type – Select the Incident type (e.g., Natural Disaster, Wildland Fire) from the drop-down list.

- Incident Number – Enter the Incident number.

- Host – Select an Incident Host from the drop-down list.

- Created From/To – Use the 'Calendar' feature to select a 'From' and 'To' range of dates during which the Incident has to have been created.

• Enter/select the desired filter criteria, and then click the 'Search' button. Incidents meeting the filter criteria are displayed in the 'Select Incident' table.

(2) 'Select Incident' section of the pop-up dialog box.

• The following is displayed for each Incident:

- Incident Name.

- Incident Number.

- Host.

- Agency – The organization with which the Host has an agency affiliation.

- Incident Type.

- Start Date – The date the Incident was created.

• Select the desired Incident, and then click 'OK'. The 'Pick' pop-up dialog box closes, and you are returned to the 'Notification – Action Required' screen.

2. 'Messages' – Select either 'Unread' or 'Read' from the drop-down list.

3. 'Earliest Message Date' – Use the 'Calendar' feature to specify the 'oldest' message you wish displayed.

4. 'Catalog' – If you want to view messages related to only one Catalog, select that Catalog from the drop-down list. Only those Catalogs for which your organization has received Action messages will appear in the list. The default is blank, which means 'all catalogs'.

5. 'Last Action' – If you want to view messages related to requests that all share a common 'last action taken', select the action from the drop-down list.

    a. Enter Request – The request was entered, but not yet placed (the request may or may not have been filled).

    b. Place Request – The request was placed, but not yet UTF'd or Unfilled (the request may or may not have been filled).

    c. Unable to Fill Request – The request was returned as UTF, and no other action has since been taken on the request.

    d. Unfill – The request was filled, and then unfilled, and no other action has since been taken on the request.

6. Enter/select the desired filter criteria, and then click the 'Filter' button. Messages meeting the filter criteria are displayed in the 'Select Action Notification Message' table.

B. 'Select Action Notification Message' section of the screen.

The table displays the following for each message:

1. Read – Indicates (with an 'X') whether the message has been read.

2. Incident – The Incident the request is for.

3. Ext – Indicates (by Yes/No) whether the request is for an External Incident.

4. Request Number – The request number.

5. Last Action – The last action (i.e., Entered, Placed, UTF'd, Unfilled) taken on the request.

6. Action By – The organization that performed the last action.

7. Entered By – The User that entered the request.

8. Date/Time Sent – The date and time that the message was sent (i.e., the date and time the action was taken).

9. Zone – The time zone.

Accessible by clicking the '>' button:

10. Claimed By – The User that claimed the pending request (on the 'Pending Request' screen).

C. 'Message' section of the screen – Displays the text of the selected message.

D. 'Read' Button – Marks the selected message as 'read'. Multi-select is permitted.

E. 'Go To' Button.

** ROSS feature not yet functional. **

Select a message from the 'Select Action Notification Message' table. Click the 'Go To' button to display a drop-down list containing the following ROSS screens. Selecting a screen takes you to that ROSS screen.

1. Pending Request – (For unfilled requests only). Takes you to the 'Pending Request' screen, in the context of the request and Incident that the message is regarding.

2. Request Status – Takes you to the 'Request Status' screen, in the context of the request and Incident that the message is regarding.

3. Travel – Takes you to the 'Travel' screen, in the context of the resource (associated to the request) and Incident that the message is regarding.

4. Personal Settings – Takes you to the 'Personal Settings' screen (in order to access the 'Notification Settings' tab).

F. 'View' Button – Clicking the 'View' button displays a drop-down list containing the following options. Views cannot be edited.

1. View Incident.

2. View Request.

III. 'NOTIFICATION – NO ACTION REQUIRED' SCREEN

Summary.

- Used to view 'No Action' request and Incident messages.

- When a 'No Action' request or Incident message has been received, the '∅' (No Action) toolbar button will blink. Clicking on the '∅' button will bring up the 'Notification – No Action Required' screen.

A. 'Set No Action Notification Filter' section of the screen.

This section is used to set filters that define the specific types of request and Incident messages you want to view. Note that your preferences for the basic types of request and Incident 'No Action' messages you receive were set using the 'Notification Settings' tab of the 'Personal Settings' screen.

The 'Set No Action Notification Filter' section of the screen is identical to the 'Set Action Notification Filter' section of the 'Notification – Action Required' screen, which has previously been discussed.

B. 'Request' tab on the 'Notification – No Action Required' screen.

1. 'Select No Action Notification Message' section of the table.

The table displays the following for each message:

a. Read.

b. Incident.

c. Ext – Indicates (by Yes/No) whether the request is for an External Incident.

d. Request Number.

e. Last Action.

f. Action By.

g. Entered By.

h. Date/Time Sent.

i. Zone.

Accessible by clicking '>' button:

j. Claimed By.

2. 'Message' section of the tab – Displays the text of the selected message.

3. 'Message Read' Button – Marks the selected message as 'read'. Multi-select is permitted.

4. 'View' Button.

   a. View Incident.

   b. View Request.

C. 'Incident' tab on the 'Notification – No Action Required' screen – Identical to the 'Request' tab except that the table does not identify a request number.