ROSS Module Summary

Help

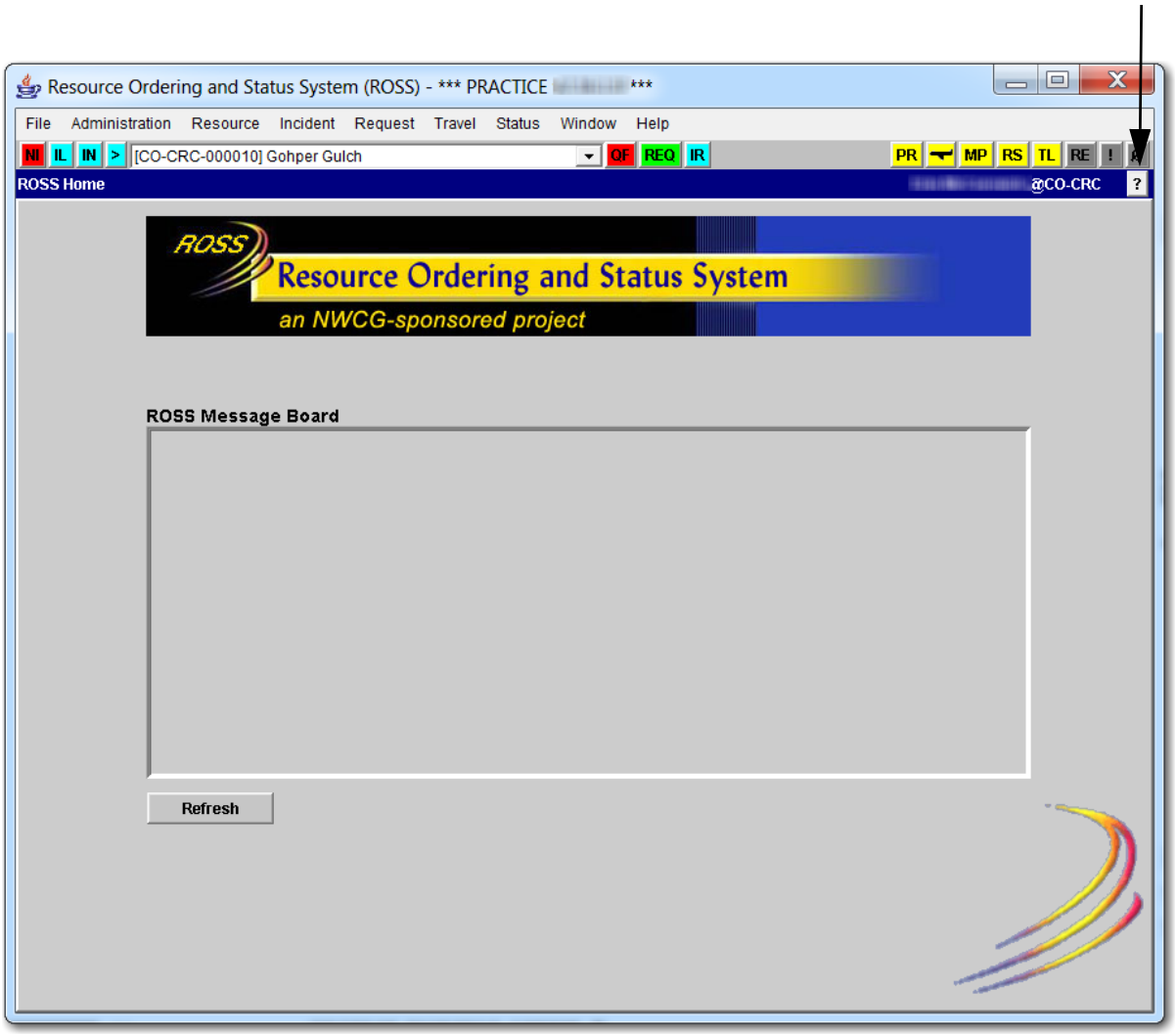

Figure 1. Location of Help button

Description

The Help module is an online tool organized by modules and sub-topics. Help is context-sensitive by ROSS screen, and includes an index and a search function. The Help button is located in the upper, right-hand side of the ROSS Title bar (Figure 1). From the ROSS Home screen, clicking the Help button displays the Welcome to ROSS Online Help page (Figure 2). From there, the user can navigate to any topic by clicking the appropriate link listed under “Contents.”

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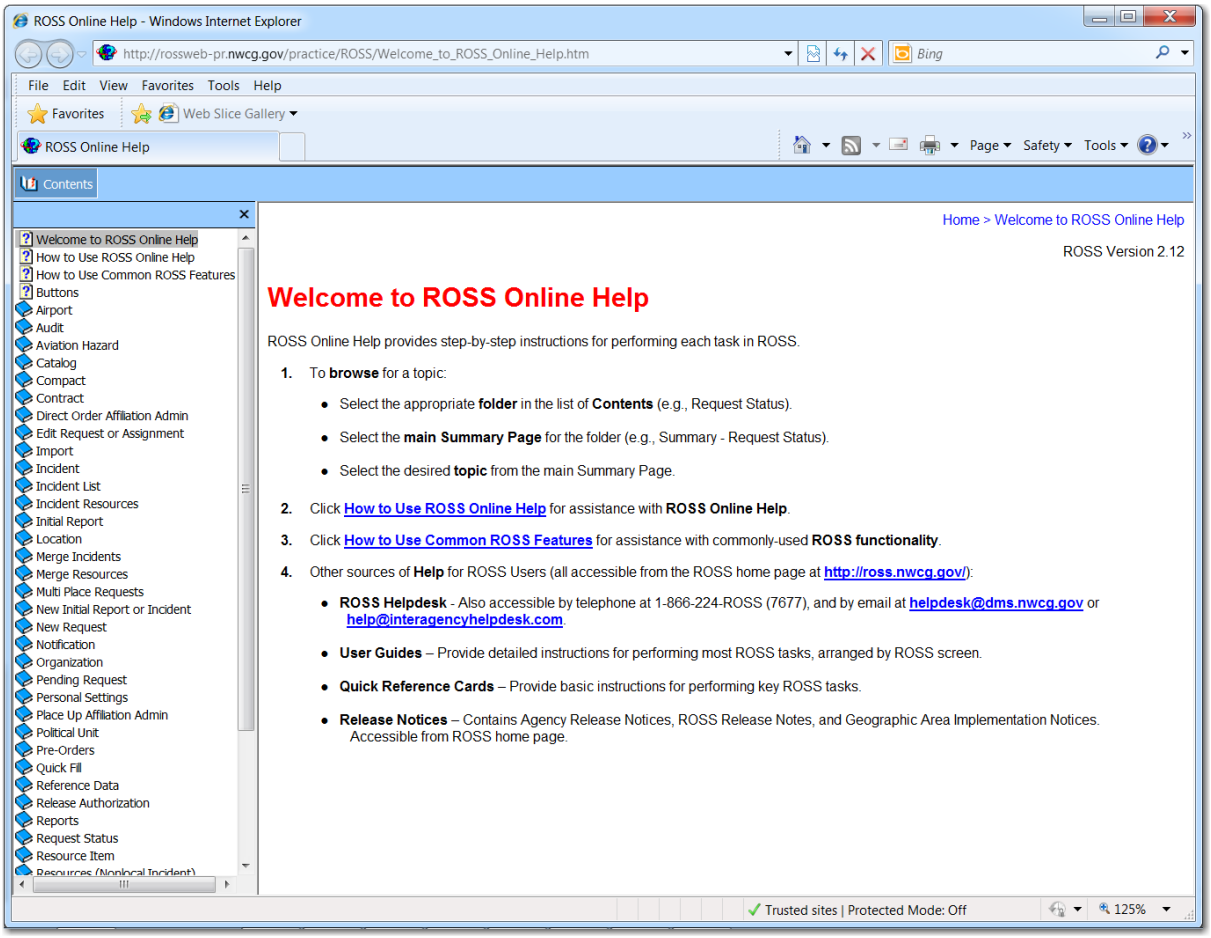

Figure 2. Welcome to ROSS Online Help page and index

Most Help topics begin with an overview outlining when the specific task is initiated, pre-requisites to the task, and any special notes (Figure 3). This is followed by a step-by-step list of user actions and system responses necessary to complete the task (Figure 4). There is extensive use of links to assist the user in completing a sub-task.

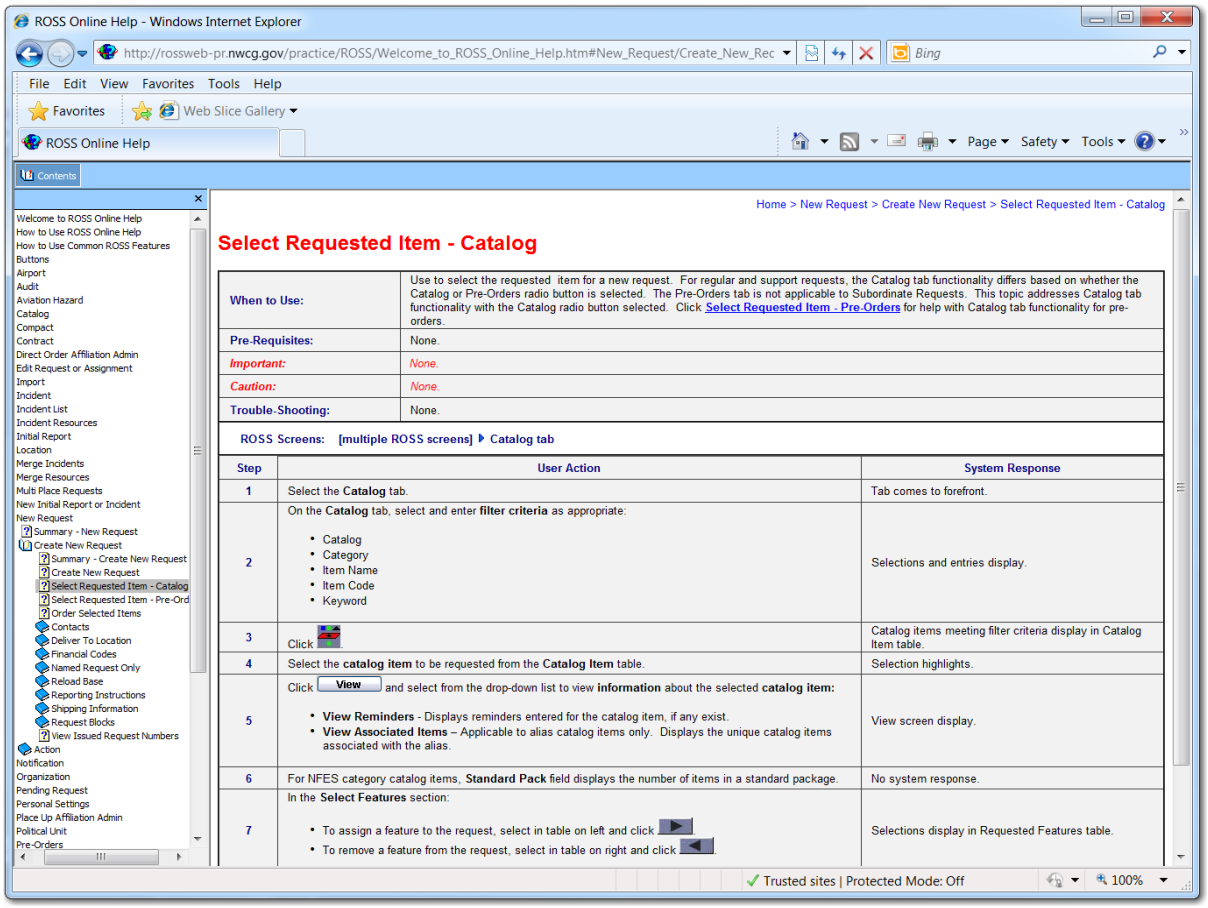

Figure 3. Online help task overview for “Create a New Request”

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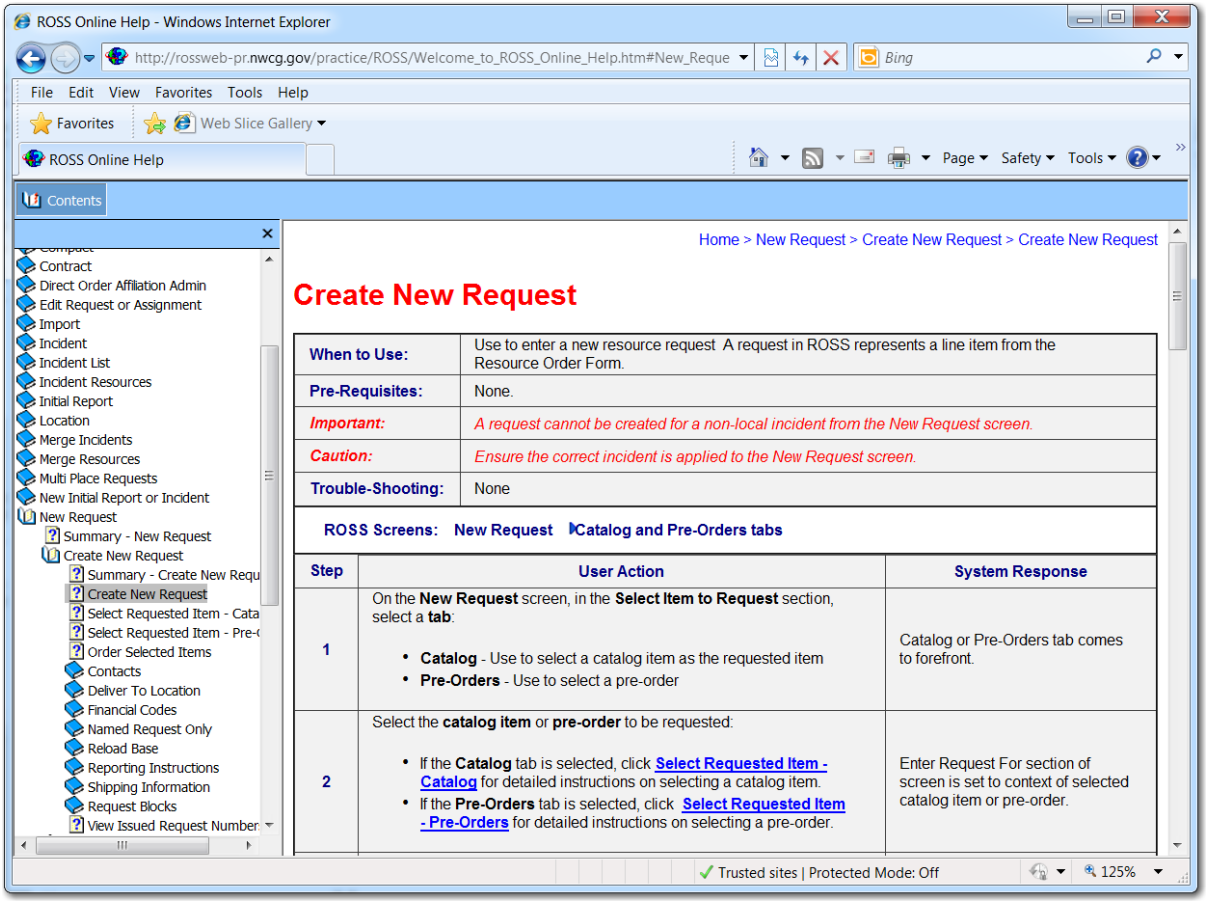

Figure 4. Excerpt of step-by-step Online Help for Create a New Request

In addition to online 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://www.interagencyhelpdesk.com. Helpdesk staffing hours are adjusted based on incident activity and an emergency duty officer is available during off hours. The Helpdesk website includes a knowledge base Frequently Asked Questions (FAQs) and the Heat Self Service tool, which allows users to create, submit, and monitor their own help tickets.