

DETAILED LESSON OUTLINE

COURSE:	ROSS Dispatch – Basic
UNIT:	2 – ROSS User Basics
SUGGESTED TIME:	1.5 Hours (1:30 Lecture, 0:00 Practice)
TRAINING AIDS:	Computer projector, screen, PowerPoint presentation, computers (one for instructor and one per trainee) with Internet connection.
OBJECTIVES:	Upon completion of this unit, the trainee will be able to: <ol style="list-style-type: none">1. Switch to another user.2. Refresh a ROSS session.3. Log off of ROSS.4. Exit ROSS.5. Identify the layout and components of the ROSS Home screen.6. Access ROSS Help.7. Refresh a screen.8. Switch between open screens.9. Close a screen.10. Perform a search.11. Perform a filter.12. Perform a wildcard search or filter.

OBJECTIVES:

Upon completion of this unit, the trainee will be able to:
(continued)

13. Adjust a ROSS table.
14. Recognize a required field.
15. Set dates using the Calendar Feature.
16. Identify User Tips.
17. State the purpose of the ROSS Administration module.
18. State the purpose of the ROSS Dispatch module.
19. Identify the primary functions and capabilities of the ROSS Dispatch module.

BASIC UNIT 2 – ROSS User Basics

Changes since last version:

1. None.

OUTLINE	AIDS & CUES
<p>INTRODUCE THE UNIT.</p> <p>PRESENT UNIT OBJECTIVES.</p> <p>I. SWITCHING TO ANOTHER USER</p> <p>To switch to another user:</p> <ul style="list-style-type: none"> • Select 'Switch User' under 'File' menu. <p>INSTRUCTOR AND STUDENTS DO <u>NOT</u> ACTUALLY SWITCH USER.</p> <ul style="list-style-type: none"> • New user logs in, old user is logged off. <p>II. REFRESHING A ROSS SESSION</p> <ul style="list-style-type: none"> • Refreshes 'Menu Bar' – Useful if your User Account has been modified to allow access to more screens. • Refreshes 'Most Recent Incident List drop-down list' – Useful if host of an incident has changed. <p>III. LOGGING OFF OF ROSS</p> <ul style="list-style-type: none"> • Select 'Log Off' under 'File' menu. • User is logged off system, but ROSS remains open. <p>IV. EXITING ROSS</p> <ul style="list-style-type: none"> • Select 'Exit ROSS' under 'File' menu, or click 'X' button in Application Title Bar (<u>not</u> 'X' in Screen Title Bar). • User logged off and ROSS closes. <p>V. LAYOUT AND COMPONENTS OF ROSS HOME SCREEN</p>	<p>02-01-ROSSD-SL</p> <p>02-02-ROSSD-SL 02-03-ROSSD-SL</p> <p><u>Log into Pagosa Springs Dispatch.</u></p> <p>Select Switch User under File menu.</p> <p>Click Cancel.</p> <p>Display File menu.</p>

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<p>A. ROSS Application Title Bar.</p> <ul style="list-style-type: none"> • '_' button – Collapses ROSS screen. • Close application 'X' button. <p>B. Menu Bar.</p> <p>ONLY PROVIDE AN OVERVIEW OF THE MENUS. EXPLAIN THAT THE SCREENS LISTED UNDER EACH MENU WILL BE COVERED IN MORE DETAIL LATER.</p> <ul style="list-style-type: none"> • File – Screens related to basic ROSS user tasks. • Administration – Includes Personal Settings, User Account, and Reports screens. • Resource – Includes Resource Status, Preorders, and Roster screens. • Incident – Screens for creating and managing Initial Reports and Incidents, releasing resources from an incident, and reassigning resources. • Request – Screens for creating, taking action on, and statusing requests. • Travel – Screens for documenting travel of incident resources, Administrative Passengers, and Transport Resources. • Status – Screens for statusing resources and requests. • Window – List of currently open screens. • Help – ROSS Help and 'About ROSS'. <p>C. Toolbar Buttons – Provides quick access to key ROSS dispatch screens.</p> <ul style="list-style-type: none"> • Provides quick access to key ROSS dispatch screens. • If screen not already open, either: <ul style="list-style-type: none"> – Screen opens in context of 'Most Recent Incidents' drop-down list value (if applicable to screen), or – Search incidents dialog box displays. • If screen already open it comes to forefront. <p>IDENTIFY THE FUNCTION OF EACH TOOLBAR BUTTON, BUT DO NOT DEMONSTRATE.</p>	<p>Collapse, and then restore, the screen.</p> <p>Display the contents of each menu when discussed.</p> <p>Click 'IN' toolbar button. Click 'RS' toolbar button. Click Cancel.</p>

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<p>D. Most Recent Incidents Drop-down List</p> <ul style="list-style-type: none"> • Must set incident 'context' of most dispatch screens. • For local incident screens (e.g., Incident, New Request): <ul style="list-style-type: none"> – Select incident from 'Most Recent Incidents' drop-down. – Click 'Show/Update Incident Context of the Current Screen' toolbar button ('>'). • Changes context of only 'current' screen', allowing different context for each open screen. <p>E. ROSS Screen Title Bar.</p> <ul style="list-style-type: none"> • Identifies current screen and current user; contains icon for ROSS Help ('?'). • Refresh Screen ('R') and Close Screen ('X') buttons. <p>F. Message Board.</p> <ul style="list-style-type: none"> • Can inform users of major system events, such as shutting down for maintenance and Help Desk closings. • Only users with 'Manage Message Board' function assigned can add, edit, or delete messages. • 'Refresh' Button – Click to display most up-to-date contents. 	<p>With Incident screen open, select a different incident in the drop-down.</p> <p>Click '>'.</p> <p>Display the ROSS Homepage.</p>
<p>VI. ACCESSING ROSS HELP</p> <p>NOTE THAT HELP MAY NOT FUNCTION IN THE TRAINING ENVIRONMENT.</p> <ul style="list-style-type: none"> • 'ROSS Help' under 'Help' menu – Displays ROSS Help Table of Contents. 	<p>Select Help under Help menu.</p>

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<ul style="list-style-type: none"> • '?' button in ROSS Screen Title Bar - Displays ROSS Help for current screen. • '?' button also appears in upper left of each ROSS dialog box. • ROSS Help Desk – Accessible by: <ul style="list-style-type: none"> – Telephone: 1-866-224-ROSS (7677). – Online at ROSS home page: http://ross.nwcg.gov/ (Select User Support tab and click on Help Desk image). – Email at helpdesk@dms.nwcg.gov or help@interagencyhelpdesk.com. • Also accessible via the ROSS home page: <ul style="list-style-type: none"> – User Guides – Provide detailed instructions for performing most ROSS tasks, arranged by ROSS screen. – Quick Reference Cards – Provide basic instructions for performing key ROSS tasks. – Release Notices – Contains Agency Release Notices, ROSS Release Notes, and Geographic Area Implementation Notices. Accessible from ROSS home page <p>VII. REFRESHING A SCREEN</p> <ul style="list-style-type: none"> • Use 'R' button. Database queried, and screen data refreshed. 	<p>Click 'NI' toolbar button. On New Initial Report or Incident click '?'. Close Help and return to ROSS.</p> <p>Click Pick Location button on New Initial Report or Incident screen. In dialog box click '?'. Close Help and return to ROSS. Close dialog box.</p>

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<p>EXPLAIN THAT THE LONGER A SCREEN HAS BEEN OPEN, THE MORE LIKELY THAT THE INFORMATION DISPLAYED IS NO LONGER ACCURATE.</p> <ul style="list-style-type: none"> • In order not to significantly slow down system performance, many database queries are not automatic. <p>VIII. SWITCHING BETWEEN OPEN SCREENS</p> <ul style="list-style-type: none"> • 'Window' menu. • Toolbar button if applicable. <p>IX. CLOSING A SCREEN</p> <p>'Close Screen' under 'File' menu or 'X' button in ROSS Screen Title Bar.</p> <p>X. SEARCH BUTTON.</p> <ul style="list-style-type: none"> • Used to find one or more items. • Only items meeting search criteria display. • Clicking button brings up search dialog box. • After entering search criteria click 'Search' button in dialog box. <p>XI. FILTER BUTTON.</p> <ul style="list-style-type: none"> • Used to screen out undesired items. • After entering filter criteria click 'Filter' button. <p>XII. 'WILDCARD' SEARCHING AND FILTERING.</p> <ul style="list-style-type: none"> • Text entry search and filter criteria fields allow use of 'wildcards'. • Only a portion of word or phrase, and use an asterisk (*) to represent missing letters or words. 	<p>Leave New Initial Report or Incident screen open. Open New Request screen. Switch between them using Window menu.</p> <p>Open Initial Report screen.</p> <p>Click Search.</p> <p>Click Cancel.</p> <p>Return to New Request screen.</p> <p>Select a catalog and category. Click Filter.</p> <p>Open New Initial Report or Incident screen.</p>

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<ul style="list-style-type: none"> • Used when full text not known, or to search/filter for items having letters or words in common. • Examples of wild card search: <ul style="list-style-type: none"> – Search for location name '*creek' returns locations ending in 'creek'. – Search for 'basin*' return locations beginning with 'basin'. – Search for 'the*pinet' returns locations beginning with 'the' and ending with 'pinet'. – Search for '*north*' returns locations including 'north'. <p>XIII. ROSS TABLES.</p> <ul style="list-style-type: none"> • Adjust column widths by dragging vertical line in header to left or right. • Click a column's header to sort rows alphabetically or numerically. • Sorted column displays '>' symbol. • Clicking header for sorted column switches sort order (e.g., ascending to descending). • Multi-select permitted in many tables; use Control or Shift key. • If multi-select when not supported, action applied only to 'currently selected item' which equals: <ul style="list-style-type: none"> – Single item highlighted in table. – First selected item when multi-selecting by click-and-drag. – Last selected item when multi-selecting by CTRL-Click or SHIFT-Click. – Last selected item when unselecting an item. <p>XIV. REQUIRED FIELDS.</p> <p>Marked with an asterisk (*).</p> <p>XV. CALENDAR FEATURE.</p>	<p>Click Pick Location button. Enter '*creek' (word creek with an asterisk in front). Click search. Click Cancel.</p> <p>Return to Initial Report screen.</p> <p>Open Incident screen. Click Edit button. Click Calendar icon.</p> <p>Click Cancel.</p>

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<p>XVI. USER TIPS</p> <p>Following are some tips to make your use of ROSS a bit easier.</p> <ul style="list-style-type: none"> • Open ROSS screens in order you want them to appear in 'Window' menu. • Leave ROSS screens open, rather than opening/closing throughout day, but remember to refresh data. • Enter information in all applicable fields. The information may be useful, and automatically displayed, on many other ROSS screens. • Information is automatically displayed in certain fields on most ROSS screens. Ensure information displayed is correct. • Working Bar and Error Message. <ul style="list-style-type: none"> – When 'Working Bar' displays, means ROSS is performing a query. – If 'Error Message' appears during query, you click OK, message goes away, but <u>do not continue waiting</u>. – To remove working bar, can often just initiate a different query. <p>XVII. PURPOSE OF ROSS ADMINISTRATION MODULE</p> <p>Used to build data foundation necessary to support functioning of Dispatch Module.</p> <p>EXPLAIN THAT THE ROSS ADMINISTRATOR IN YOUR OFFICE WILL PERFORM THE FUNCTIONS OF THE ADMIN MODULE.</p> <p>EXPLAIN THAT ACCESS TO INDIVIDUAL ROSS SCREENS IS BASED ON THE USER'S ROLE AND PRIVILEGES. AS DISPATCHERS YOU WILL HAVE ACCESS TO SELECTED ADMIN SCREENS, SUCH AS PERSONAL SETTINGS, ROSTER, AND PREORDERS.</p> <p>EXPLAIN THAT ADMIN TOPICS ARE ADDRESSED IN DETAIL IN THE ROSS ADMIN COURSE.</p>	<p>Open Resource Status screen. Open Incident List screen. Display Window menu.</p> <p>02-04-ROSSD-SL</p>

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<p>XVIII. PURPOSE OF ROSS DISPATCH MODULE</p> <p>Used to perform dispatch operations in support of planned or emergency events.</p>	<p>Continue displaying: 02-04-ROSSD-SL</p>
<p>XIX. PRIMARY FUNCTIONS AND CAPABILITIES OF ROSS DISPATCH MODULE</p>	<p>02-05-ROSSD-SL</p>
<p>REFER STUDENTS TO ‘ROSS DISPATCH PROCESS’ FLOW DIAGRAM.</p> <ul style="list-style-type: none"> • Creating Initial Report and Incidents. • Creating resource requests. • Filling resource requests. • Placing resource requests. • Mobilizing & demobilizing resources. • Documenting travel. • Stating resources & requests. <p>POINT OUT THAT THOUGH THE ROSS APPLICATION MAY APPEAR COMPLEX:</p> <ul style="list-style-type: none"> • YOU WILL TYPICALLY USE ONLY A FEW KEY ROSS SCREENS ON A DAY-TO-DAY BASIS. • WITH A LITTLE PRACTICE, YOU WILL FIND THAT ROSS IS ACTUALLY QUITE EASY TO USE. 	<p>02-01-ROSSD-HO</p>
<p>REVIEW UNIT OBJECTIVES.</p>	<p>02-06-ROSSD-SL 02-07-ROSSD-SL</p>
<p>QUESTIONS?</p>	
<p>REQUEST STUDENTS FILL OUT UNIT EVALUATION.</p>	