

ROSS DISPATCH

BASIC 2 – ROSS USER BASICS

OBJECTIVES

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

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.
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.

I. SWITCHING TO ANOTHER USER

To switch to another user:

- Select 'Switch User' under 'File' menu.
- New user logs in, old user is logged off.

II. REFRESHING A ROSS SESSION

- 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.

III. LOGGING OFF OF ROSS

- Select 'Log Off' under 'File' menu.
- User is logged off system, but ROSS remains open.

IV. EXITING ROSS

- Select 'Exit ROSS' under 'File' menu, or click 'X' button in Application Title Bar (not 'X' in Screen Title Bar).
- User logged off and ROSS closes.

V. LAYOUT AND COMPONENTS OF ROSS HOME SCREEN

A. ROSS Application Title Bar.

- '_' button – Collapses ROSS screen.
- Close application 'X' button.

B. Menu Bar.

- 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'.
- C. Toolbar Buttons – Provides quick access to key ROSS dispatch screens.
- Provides quick access to key ROSS dispatch screens.
 - If screen not already open, either:
 - 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.
- D. Most Recent Incidents Drop-down List
- Must set incident 'context' of most dispatch screens.
 - For local incident screens (e.g., Incident, New Request):
 - 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.

E. ROSS Screen Title Bar.

- Identifies current screen and current user; contains icon for ROSS Help ('?').
- Refresh Screen ('R') and Close Screen ('X') buttons.

F. Message Board.

- 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.

VI. ACCESSING ROSS HELP

- 'ROSS Help' under 'Help' menu – Displays ROSS Help Table of Contents.
- '?' 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:
 - 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:
 - 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

VII. REFRESHING A SCREEN

- Use 'R' button. Database queried, and screen data refreshed.
- In order not to significantly slow down system performance, many database queries are not automatic.

VIII. SWITCHING BETWEEN OPEN SCREENS

- 'Window' menu.
- Toolbar button if applicable.

IX. CLOSING A SCREEN

'Close Screen' under 'File' menu or 'X' button in ROSS Screen Title Bar.

X. SEARCH BUTTON.

- 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.

XI. FILTER BUTTON.

- Used to screen out undesired items.
- After entering filter criteria click 'Filter' button.

XII. 'WILDCARD' SEARCHING AND FILTERING.

- 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.
- Used when full text not known, or to search/filter for items having letters or words in common.

- Examples of wild card search:
 - Search for location name '*creek' returns locations ending in 'creek'.
 - Search for 'basin*' return locations beginning with 'basin'.
 - Search for 'the*pines' returns locations beginning with 'the' and ending with 'pines'.
 - Search for '*north*' returns locations including 'north'.

XIII. ROSS TABLES.

- 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, only first item chosen is actually selected.

XIV. REQUIRED FIELDS.

Marked with an asterisk (*).

XV. CALENDAR FEATURE.

XVI. USER TIPS

Following are some tips to make your use of ROSS a bit easier.

- 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.
 - When 'Working Bar' displays, means ROSS is performing a query.
 - If 'Error Message' appears during query, you click OK, message goes away, but do not continue waiting.
 - To remove working bar, can often just initiate a different query.

XVII. PURPOSE OF ROSS ADMINISTRATION MODULE

Used to build data foundation necessary to support functioning of Dispatch Module.

XVIII. PURPOSE OF ROSS DISPATCH MODULE

Used to perform dispatch operations in support of planned or emergency events.

XIX. PRIMARY FUNCTIONS AND CAPABILITIES OF ROSS DISPATCH MODULE

- Creating Initial Report and Incidents.

- Creating resource requests.
- Filling resource requests.
- Placing resource requests.
- Mobilizing & demobilizing resources.
- Documenting travel.
- Stating resources & requests.