

# ROSS DISPATCH

## BASIC 3 – NOTIFICATION

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### OBJECTIVES

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

1. Set notification preferences.
2. Display a notification message.
3. Identify the types of Reminder.

## Summary.

- Allows you to receive notification of admin and dispatch actions.
- Two basic types of messages:
  - Action – Action required by your dispatch regarding message.
  - No Action –No action required by your dispatch; 'for information only'.
- An unread 'Action' message causes '!' toolbar button to blink.
- An unread 'No Action' message causes 'Ø' toolbar button to blink.

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

- Accessed by 'Administration' menu.
- Earliest Message Date – Maximum 'age' (i.e., days old) an unread message can be to warrant you receiving notification. (0 to 7 days, with 5 as default)
- Show Pop-up Dialog Box For – Check one, or both, of check boxes ('Action' and 'No Action').

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

- 'Set Notification Preferences for Requests with Action Required' section of tab.
- 'Set Notification Preferences for Requests with No Action Required' section of tab.
- 'Set Notification Preferences for Incidents' section of tab.

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

- 'Set Notification Preferences for Admin with Action Required' section of the tab.
- 'Set Notification Preferences for Admin with No Action Required' section of the tab.

IV. 'NOTIFICATION – ACTION REQUIRED' SCREEN

Summary.

- Used to view 'Action' request and administrative messages.
- Click '!' button to access.

A. Request tab

- 'Set Action Notification Filter' section of screen.
- 'Show All Dispatch Notifications' checkbox – Displays all 'Action' messages received by your dispatch regardless of Notification Preferences and Settings of users in your dispatch.
- 'Select Action Notification Message' section of screen.
- 'Go To' Button.
- 'Message' section of screen.
- 'Message Read' Button – Marks message as read.
- 'View' Button.

B. Admin Tab – Similar functionality as on Request tab except:

- Only a sub-set of the filter fields display.
- Only a sub-set of the table columns display.

- There is no View button.
- There is no Go To button.

## V. 'NOTIFICATION – NO ACTION REQUIRED' SCREEN

### Summary.

- Used to view 'No Action' request, incident, and administrative messages.
- Accessed by 'Ø' button.
- Request and Admin tabs function same as on 'Notification – Action Required' screen.
- Incident tab – Contains the same filter criteria as on the Request tab, with the exception of the Catalog field. Functionality is the same as on the Request and Admin tabs

## VI. 'REMINDERS' SCREEN

### Summary.

- When a 'Reminder' has been received, 'RE' toolbar button blinks.

- Reminders are notifications sent to prompt action on a resource.
  
- Reminders can be received for:
  - Incomplete resource transfer to your dispatch.
  
  - Incomplete travel itinerary.
  
  - Intent indicated to add assignment roster to a filled configuration request at a 'later' time.