# Vendor Web Status - statusing your resources

This User Guide explains how to access and use Web Status, which allows vendor representatives to report the availability status of their contracted resources. Topics include:

- Where are my resources?
- Getting started
- Using Web Status
- Managing your existing NAP User Account
- Frequently asked questions - FAQs
- Basic terminology.

*This ROSS User Guide only explains how to access and use Web Status, and how to maintain your NAP User Account. It does not explain how your vendor organization, contract, and resources are defined in ROSS.*

## Where are my resources?

To be able to status your resources, you must have all of the following completed for your vendor organization:

- **Valid contract for your vendor organization**. You must have a valid contract for your vendor organization, issued by the agency Contracting Officer, which is forwarded to your Managing Dispatch Organization.
- **Vendor organization entered in ROSS**. Your Managing Dispatch Organization completes and submits a new vendor organization request to the ROSS Organization Manager.
- **Contract and your vendor organization associated together in ROSS**. Once your vendor organization is entered into ROSS, your Managing Dispatch Organization will enter the contract number associated with your vendor organization.
- **Vendor-owned resources entered in ROSS**. Using your vendor organization and its associated contract, your Managing Dispatch Organization enters your vendor-owned resources into ROSS.
- **NAP User Account defined as a Web Status user**. You must obtain and set up a NAP User Account, and have a ROSS Account Manager at your Managing Dispatch Organization grant that user account the Vendor Rep Web Status access role in ROSS.

*For NAP User Account issues not explained in the User Guide, contact the Helpdesk at 866-224-7677 or e-mail at helpdesk@dms.nwcg.gov. For issues with Web Status contact the ROSS Account Manager at your Managing Dispatch Organization.*

# Getting started

This section explains some of the basic information you need to start using Web Status. Topics in this section include:

- About NAP User Accounts
- Reactivating an existing NAP User Account
- Requesting and obtaining a new NAP User Account
- Setting up your new NAP User Account
- Obtaining access to Web Status.

## About NAP User Accounts

User accounts that access Web Status employs the National Enterprise Support Service (NESS) utility for user account authentication and management. The "National Application Portal," known as "NAP," allows you to maintain information related to your user account, such as setting up and/or changing your challenge questions, retrieving a forgotten user account, resetting a forgotten password, and managing your contact information.

## Reactivating an existing NAP User Account

Depending on when you last logged on the Web Status, you may or may not be able to reactivate your existing NAP User Account without contacting the Helpdesk:

- If you have an existing NAP User Account but have not logged in to Web Status or ROSS for more than 60 days, your NAP Password is expired. You can log in to NAP and reset your NAP Password, for up to 30 days, without contacting the Helpdesk. Your ROSS Account Manager cannot reset your NAP Password.

  *For more information about resetting an expired NAP Password see, "To reset your NAP password," in the section, "Managing your existing NAP User Account.*

- If you have an existing NAP User Account but have not logged in to Web Status or ROSS for more than 90 days, your NAP User Account is disabled. You must contact the Helpdesk so that they can forward your request to a NAP User Account Manager.

  *For more information about reactivating a disabled NAP User Account see the next task, "To reactivate your NAP User Account."*

### To reactivate your NAP User Account

1 Contact the Helpdesk at 866-224-7677 and supply the following information

- your NAP User Account Name
- need for access to Web Status as a Vendor Representative
- any additional information as required by the Helpdesk.

2 Once you receive an e-mail from donotreply@dms.nwcg.gov stating that your NAP User Account has been reactivated, you must log on to NAP and change your Temporary NAP Password. To do this, complete steps #1 through #8 as outlined in the section, "Setting up your new NAP User Account," later in this ROSS User Guide.

## *Requesting and obtaining a new NAP User Account*

Before you can access Web Status, you must obtain the following:

- an active NAP User Account
- your NAP User Account added to ROSS as a Vendor Representative and access to Web Status granted by your Managing Dispatch Organization.

Once your request is approved, you will receive three e-mails from donotreply @dms.nwcg.gov, which identify your Standard NAP User Account Name (your Web Status user account), a Temporary NAP Password, and the approval to access Web Status.

Before you complete your request for a new NAP User Account, you will need to know the following information:

- Name and contact information of the person who will be using Web Status for your company
- Name of your company as it appears on the contract
- Name and contact information of the person at your Managing Dispatch Organization who will approve your request.

*This person is usually a ROSS Account Manager at the Dispatch Organization where you status your contracted resources.*

### To request a new Web Status user account

*An asterisk (✱) on NAP-related dialog boxes denotes a required field.*

1 Start your Internet Browser.

2 In the **Address bar**, type **https://nap.nwcg.gov/NAP/**, and then press Enter.

3 On the **Government Warning** dialog box, click the **Accept** button.

4 On the **NAP Home** screen, click the **Request User Account** button.

Next >>

**5** On the **User Information** tab on the **Request User Account** dialog box, complete the following information about your request and then click the **Next >>** button.

- First Name *
- Middle
- Last Name *
- Job Title
- Empoyee Type * - *select Contractor*
- Company - *enter the name of your company as shown on the contract*
- Office Number *
- Mobile
- Fax
- E-Mail*

**6** On the **Applications Requested** tab, click the **Application access** drop-down arrow, and then click **ROSS-Resource Ordering and Status System.**

**7** Click the **Instance** drop-down arrow, and then click **PROD (Standard)**.

Next >>

**8** Complete the following information and then click the **Next >>** button

- Contact's First Name *
- Contact's Last Name *
- (Contact's) Phone Number *
- (Contact's) Titile *
- (Contact's) E-Mail*

**9** On the **Identity Verification** tab, click the **Identify Verification Contact** drop-down arrow, and then click the **Contact who will verify your request**.

*Perform this step only if you identified more than one person who will verify your request.*

Next >>

**10** Verify the following contact information, and then click the **Next >>** button.

- Contact's First Name *
- Contact's Last Name *
- (Contact's) Phone Number *
- (Contact's) Titile *
- (Contact's) E-Mail*

*Your contact information will typically be the government Contracting Officer.*

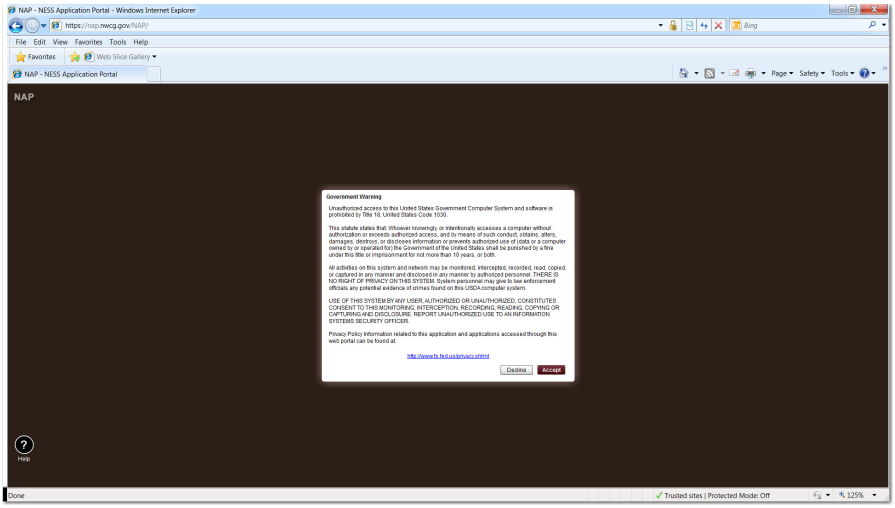
Save

**11** On the **Summary** tab, review your information for accuracy, and then click the **Save** button.

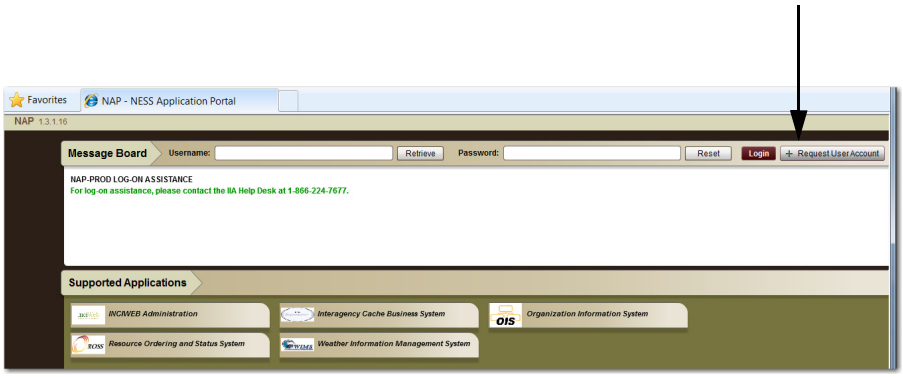
**12** Close your Internet browser.

*Once your request is approved, you will receive three e-mails from donotreply @dms.nwcg.gov that identify your Standard NAP User Account Name (your Web Status user account), the Temporary NAP Password, and the approval to access Web Status.*

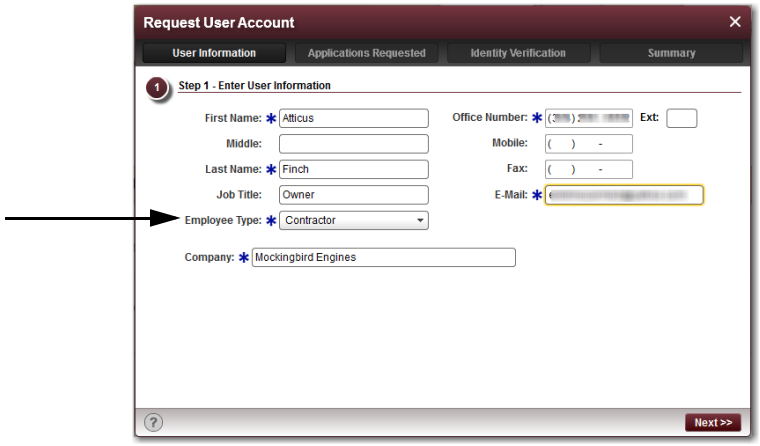
The following graphic shows the Government Warning dialog box on the NAP - NESS Application Portal web page.



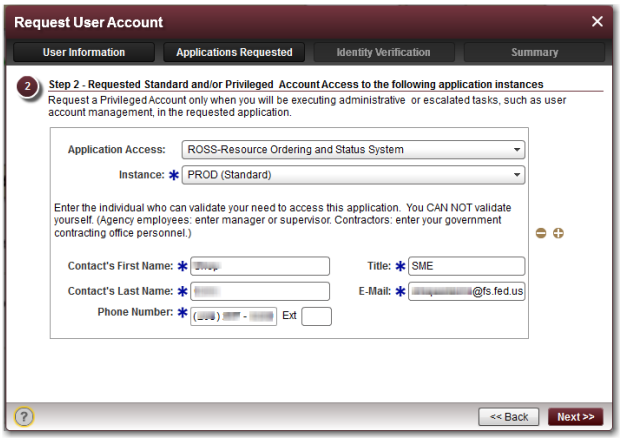

The following graphic shows the NAP Home screen. The arrow points to the Request User Account button.



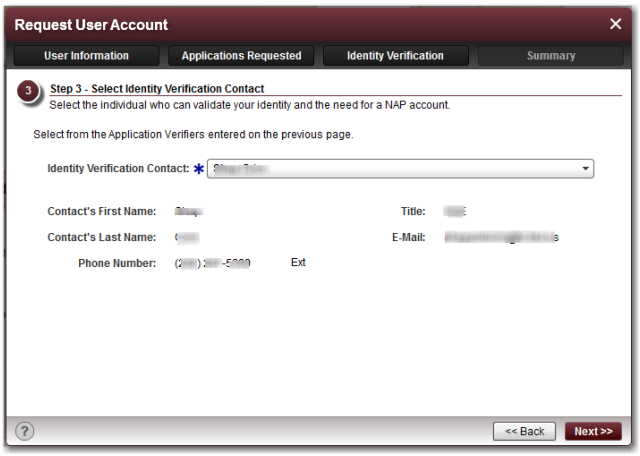

The following graphic shows a sample User Information tab on the Request User Account dialog box.The arrow points to the selection “Contractor,” as the Employee Type.



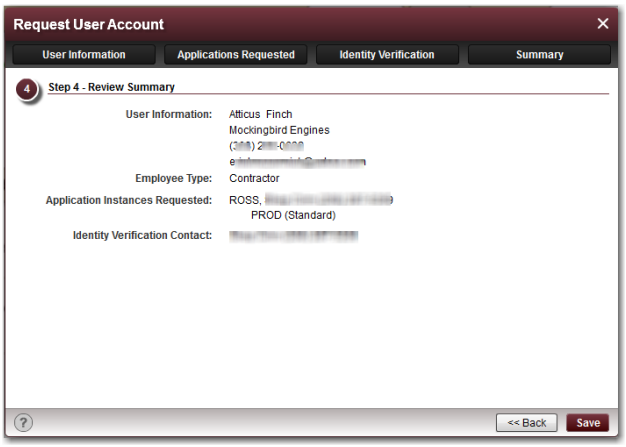
The following graphic shows a sample Applications Requested tab on the Request User Account dialog box.



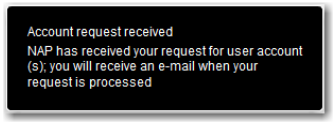

The following graphic shows a sample Identity Verification tab on the Request User Account dialog box.




The following graphic shows a sample Summary tab on the Request User Account dialog box.



The following graphic shows the confirmation message you receive once you save your request.




## Setting up your new NAP User Account

You must change your Temporary NAP Password and set up your Challenge Questions the first time you log on to NAP or Web Status. You may change your Challenge Questions at any time.

*If you attempt to log on to Web Status and the message, "User does not exist in ROSS," displays on your screen, contact your ROSS Account Manager or the Helpdesk at helpdesk@dms.nwcg.gov.*

### To set up your new user account from NAP

1 Start your Internet Browser.

2 In the **Address bar**, type https://nap.nwcg.gov/NAP/, and then press Enter.

3 On the **Government Warning** dialog box, click the **Accept** button.

4 On the **NAP Home** page in the **Username** text box, type your **NAP User Account Name**.




5 In the **Password** text box, type your **Temporary NAP Password**, and then click the **Login** button.

6 On the **Change Password** dialog box in the **Current Password** text box, type your **Temporary NAP Password**.

7 In the **New Password** text box, type your **New NAP Password.**

*NAP Passwords must be 12 to 32 characters in length and contain a combination of one upper-case letter, one lower-case letter, one number, and one special, non numeric character (!@#$%^*) Do not user <, >, or &.*

8 In the **Confirm Password** text box, re-type your **New NAP Password**, and then click the **Save** button.

9 On the **Set Challenge Questions** dialog box, click the **1.Select your first Challenge Question** drop-down arrow, and then click the Challenge Question of your choice.

10 In the first **Answer** text box, type the **Answer to your Challenge Question**.

11 Complete the remaining **Challenge Questions** and **Answers**, and then click the **Save** button.

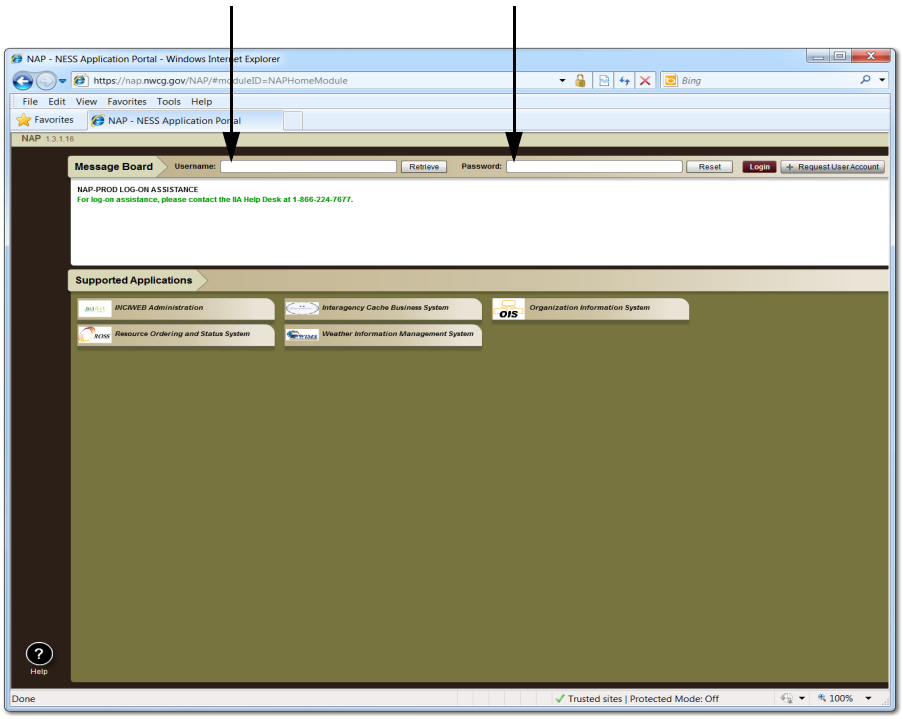
**12** On the **Rules of Behavior** dialog box, review the information and then click the **Accept** button.

*You must accept the Rules of Behavior to access NAP and Web Status.*

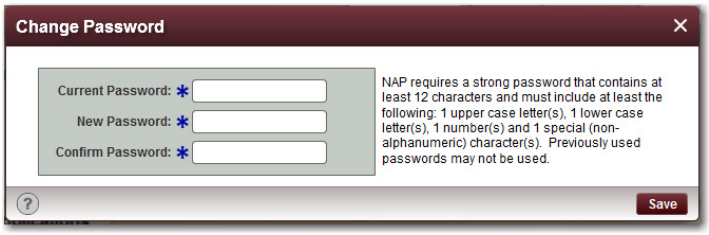
**13** On the **NAP Navigation** panel, click the **Logout NAP** icon.

**14** Close your Internet browser.

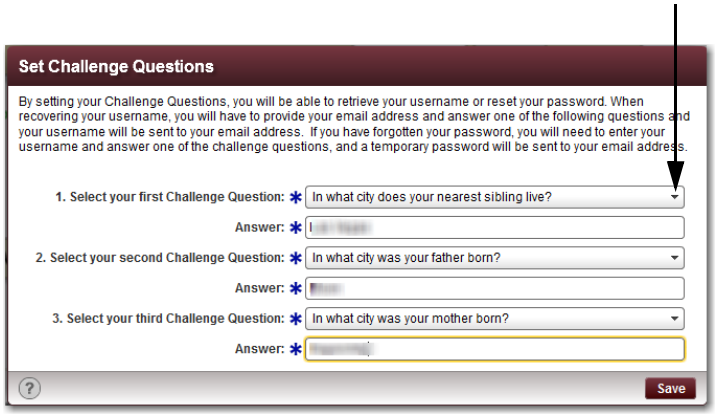
The following graphic shows the NAP Home screen. The arrows point to the Username text box and the Password text box.



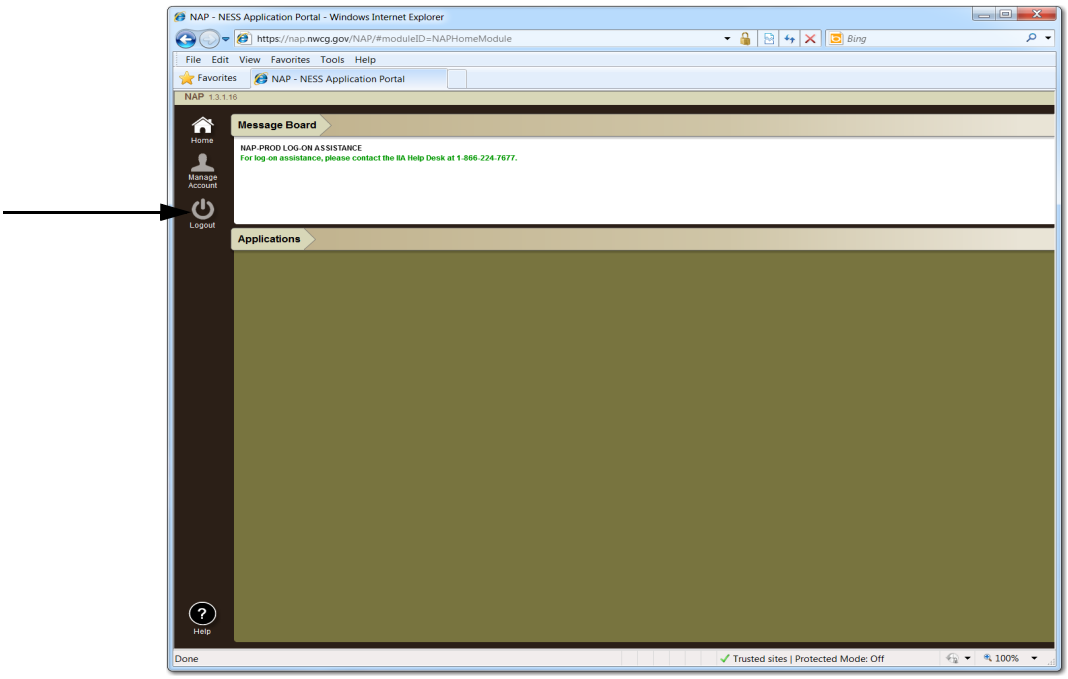

The following graphic shows the Change Password dialog box.



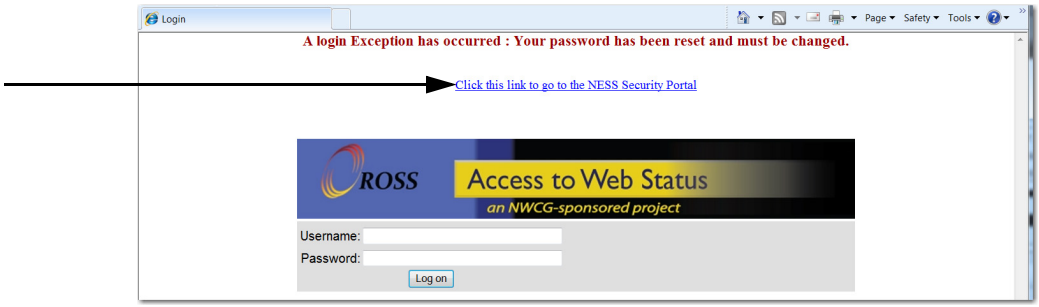
The following graphic shows a sample Set Challenge Questions dialog box. The arrow points to the drop-down arrow that displays the list of available Challenge Questions.




The following graphic shows the NAP Navigation panel. The arrow points to the Logout NAP icon.



The following graphic shows the graphic that displays if you log in to Web Status before setting up your user account in NAP. The arrow points to the link.




## Obtaining access to Web Status

Once you obtain and set up your NAP User Account, contact the ROSS Account Manager from your Managing Dispatch Organization. The ROSS Account Manager will add your NAP User Account to ROSS as a “Vendor Representative” with access to Web Status.

When you contact your ROSS Account Manager you will need the following information:

- Your NAP User Account
- Name of your company.

*To status your resources you must have your vendor organization, the contract, and your resources defined in ROSS. For more information see the section, “Where are my resources?” at the beginning of this ROSS User Guide.*

# Using Web Status for vendors

This section explains how to log on and log off Web Status and how to status your vendor-owned resources.

Topics include:

- Logging in and logging off Web Status
- Statusing and setting the availability area of your vendor-owned resources
- Including additional reference information
- Maintaining your personal contact information.

# *Logging in and logging off Web Status*

You must have an active NAP User Account and have it defined in ROSS Production before you can access Web Status.

### To log on to Web Status

**1** Start your Internet browser.

**2** In the **Address** bar, type **http://ross.nwcg.gov** and then press ENTER.

**3** On the **ROSS Main Page**, click **Login to Web Status**.

OK

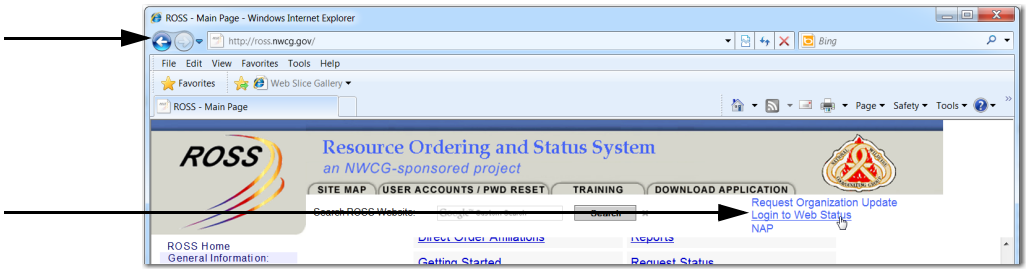
**4** On the **Message from webpage** dialog box, click **OK**.

Log on

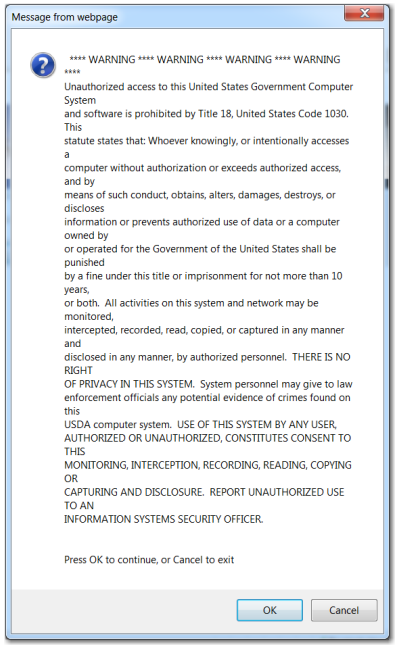
**5** On the **Web Status** logon page, complete the following and then click the **Log On** button

- in the **Login** box, type your **user name**
- in the **Password** box, type your **password**.

The following graphic shows the ROSS Main Page.The arrows point to the Back and Forth buttons located on the Internet browser toolbar, and to the location of the Login to Web Status link.




The following graphic shows the Message from webpage dialog box.



The following graphic shows the Web Status login page.

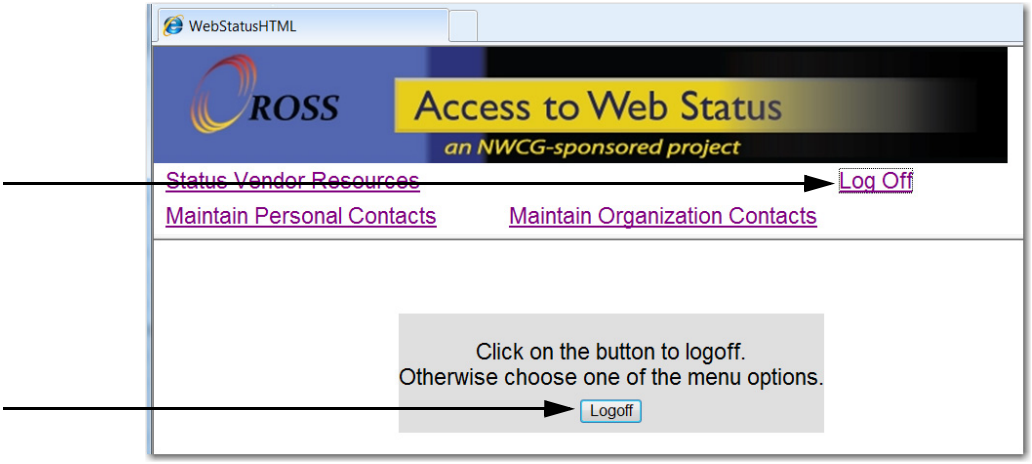
The following graphic shows the Access to Web Status page. The arrow points to the Status Vendor Resources option on the Access to Web Status menu.

### To log off Web Status

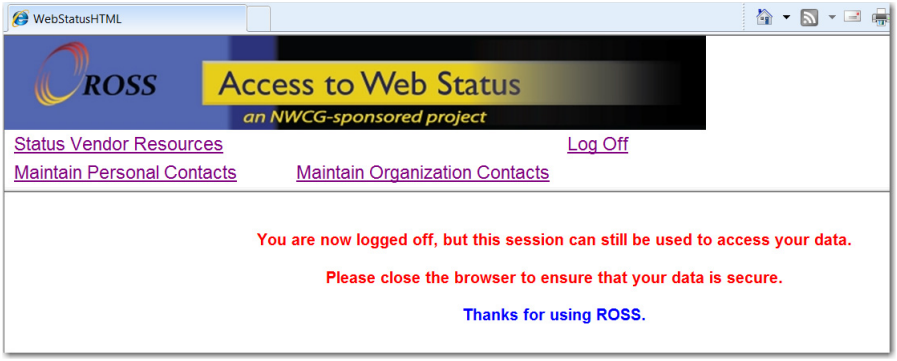
1 On any **Web Status** page, click the **Log Off** link.

Logoff 2 Click the **Logoff** button, and then close your Internet browser.

The following graphic shows the web page that displays when logging off Web Status. The arrows point to the Log Off link and the Logoff button.



The following graphic shows the Web Status page once you successfully log off.




## *Statusing and setting the availability and availability area of your vendor-owned resources*

This section explains how to perform the key functions to manage your vendor-owned resources, including how to:

- status the availability and unavailability
- change the default availability area.

*While there are many other available functions in Web Status, statusing the availability and availability areas are directly related to whether your resources may be used to fill resource orders in ROSS. Other Web Status functions are for vendor use only and not reflected in ROSS.*

### To status the availability of your vendor-owned resources

*By default, vendor-owned resources are statused as "Available" when entered in to ROSS.*

1 On the **Access to Web Status** menu, click **Status Vendor Resources**.

2 On the **Manage Vendor Resource Status** page, click one of the following **Catalogs**

- Aircraft
- Crew
- Equipment
- Overhead
- Supply.

1 On the **Access to Web Status** menu, click **Status Vendor Resources**.

2 On the **Manage Vendor Resource Status** page, click **Status Vendor Resources**.

3 On the **Manage Vendor Resource Status** page, click the **Catalog** of your choice.

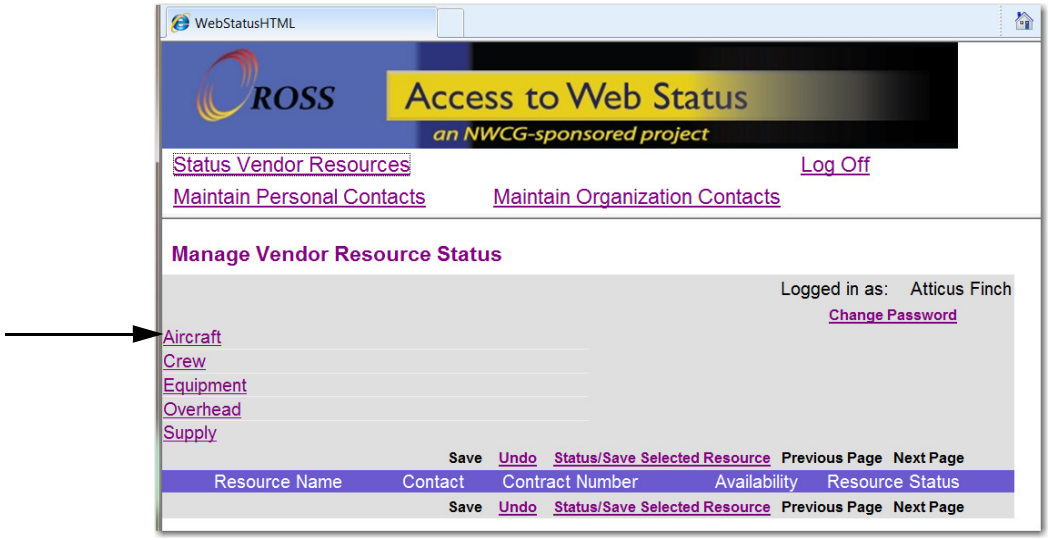
4 Click to clear the **Availability** check box(es) that corresponds to the **Resource Name(s)** of your choice, and then click **Save**.

5 On the **Manage Vendor Resource Status** page listing of resources, perform one of the following

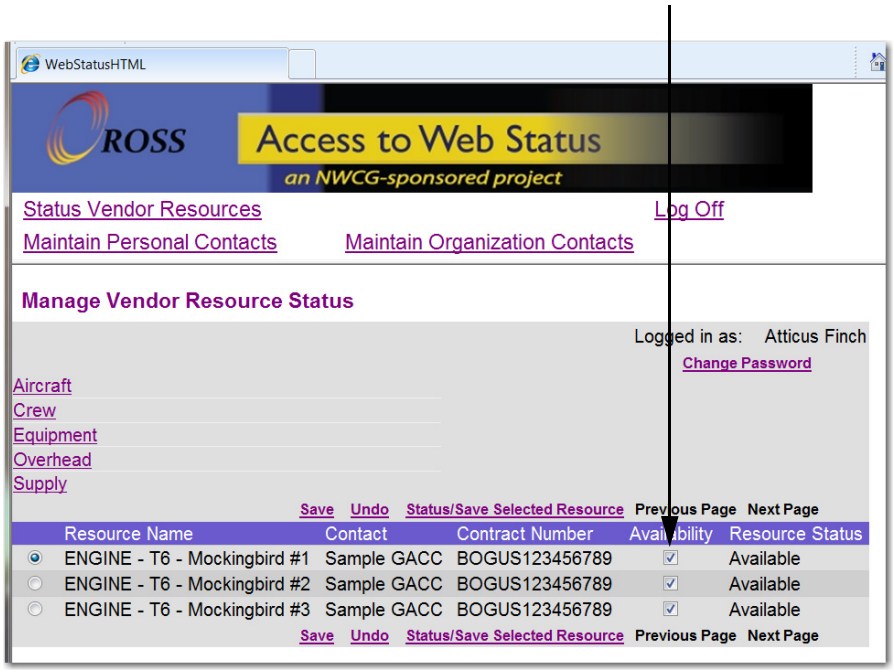
- click to select the Availability check box(es) to designate resource availability
- click to clear the Availability check box(es) to designate resource unavailability.

The following graphic shows the Access to Web Status page. The arrow points to the Status Vendor Resources link.

The following graphic shows the Manage Vendor Resource Status page. The arrow points to the list of Catalogs.



The following diagram shows a sample Manage Vendor Resource Status page for a Equipment. The arrow points to the Availability check boxes.

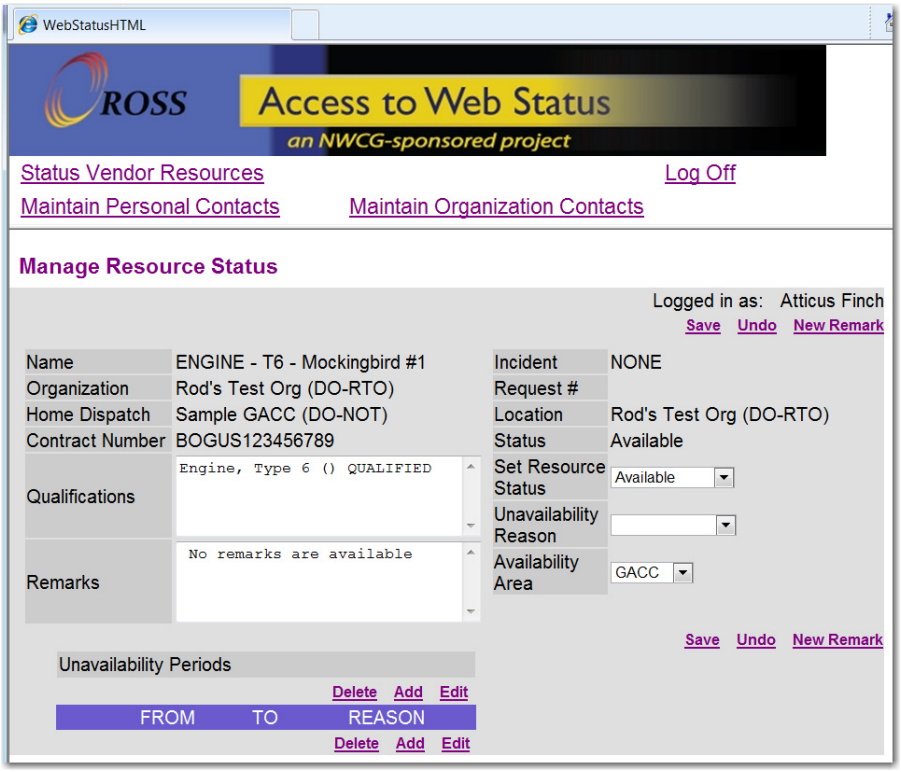



### To change the Availability Area of your vendor resources

*By default, the Availability Area of vendor-owned resources is set to, "Local."*

1. On the **Access to Web Status** menu, click **Status Vendor Resources**.
2. On the **Manage Vendor Resource Status** page, click **Status Vendor Resources**.
3. On the **Manage Vendor Resource Status** page, click the **Catalog** of your choice.
4. On the **Manage Resource Status** page, click the **Resource Name** of your choice, and then click **Status/Save Selected Resource**.
5. Click the **Set Resource Status** drop-down arrow, and the click **Available**.
6. Click the **Availability Area** drop-down arrow, click one of the following **Availability Areas**, and then click **Save**
   - GACC
   - Local
   - National.

The following graphic shows the Availability Area of a sample Engine set to "GACC."




## Including additional reference information

While not maintained in ROSS, you can include unavailability periods and remarks to your resources for your own reference.

### To designate an Unavailability Period

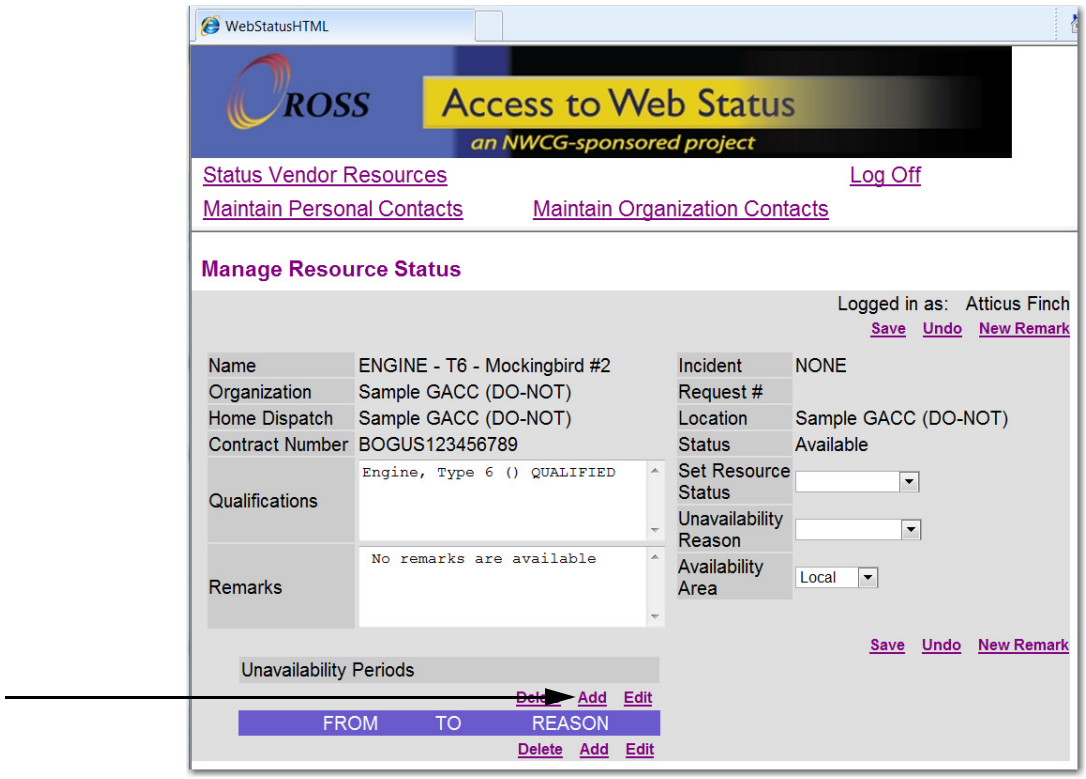
1. On the **Access to Web Status** menu, click **Status Vendor Resources**.
2. On the **Manage Vendor Resource Status** page, click **Status Vendor Resources**.
3. On the **Manage Vendor Resource Status** page, click the **Catalog** of your choice.
4. On the **Manage Resource Status** page, click the **Resource Name** of your choice, and then click **Status/Save Selected Resource**.

**5** On the **Add or Edit Unavailability** page, perform the following, and then click **OK**

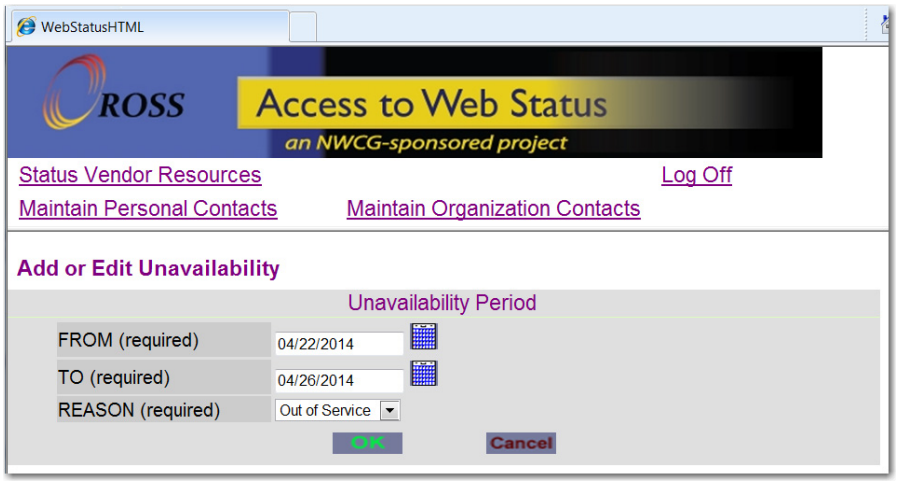
- click the **Calendar** button, and then click to select the **FROM Date**
- click the **Calendar** button, and then click to select the **TO Date**
- click the **REASON** drop-down arrow, and then click to select the **REASON**.

**6** On the **Manage Resource Status** page, click **Save**.

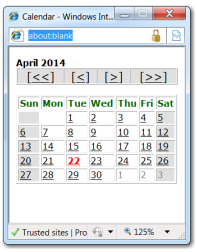
The following graphic shows the Manage Resource Status for an Engine. The arrow points to the Add link under Unavailability Periods.




The following graphic shows the Add or Edit Unavailability page.



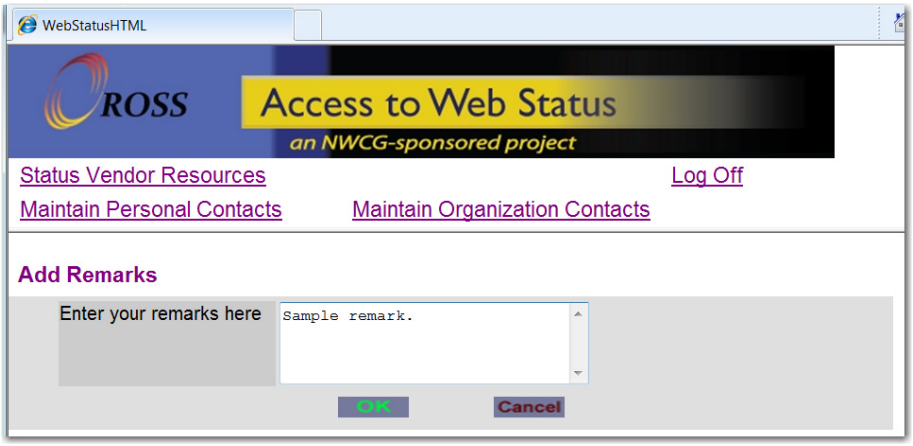
The following diagram shows the Calendar dialog box.



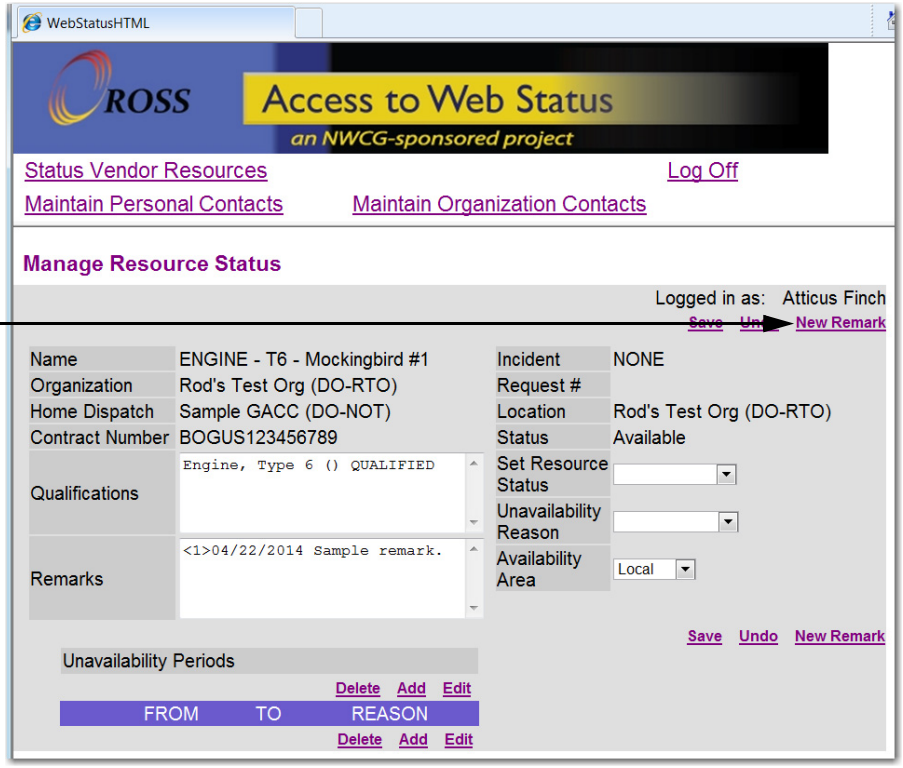

### To add a Remark to a resource

1. On the **Access to Web Status** menu, click **Status Vendor Resources**.
2. On the **Manage Vendor Resource Status** page, click **Status Vendor Resources**.
3. On the **Manage Vendor Resource Status** page, click the **Catalog** of your choice.
4. On the **Manage Resource Status** page, click the **Resource Name** of your choice, and then click **Status/Save Selected Resource**.
5. On the **Manage Resource Status** page, click **New Remark**.
6. On the **Add Remarks** page, type the **Remark** in the **Enter your remarks here** text box, and then click **OK**.

The following graphic shows the Add Remarks page.



The following graphic shows the resulting remark. The arrow points to the New Remark link.




## Maintaining your personal contact information

The Maintain Personal Contacts page allows you to add, edit, and delete personal contact information, including:

- Cell phone
- E-Mail
- Fax
- Home Phone
- Office Phone
- Pager.

### To maintain your personal contact information

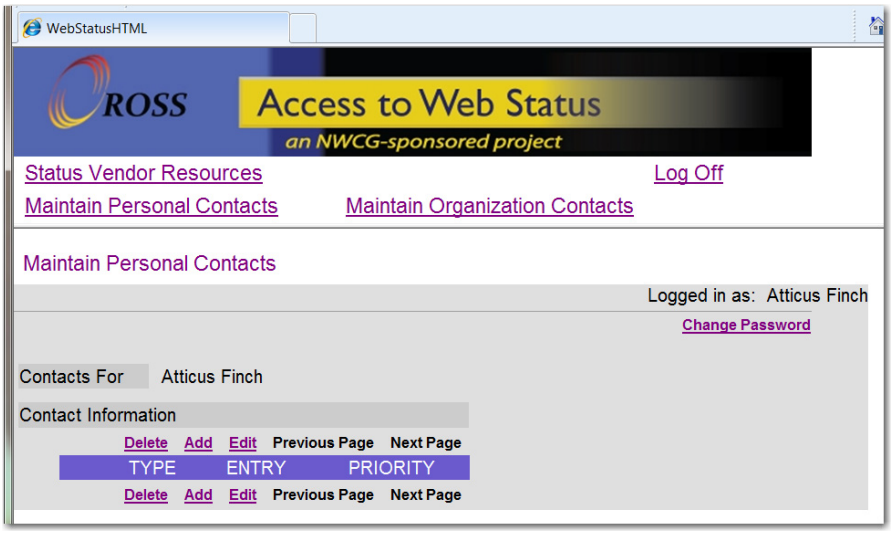
1 On the **Access to Web Status** menu, click **Maintain Personal Contacts**.

2 On the **Maintain Personal Contacts** page, perform one of the following, and then click **OK**

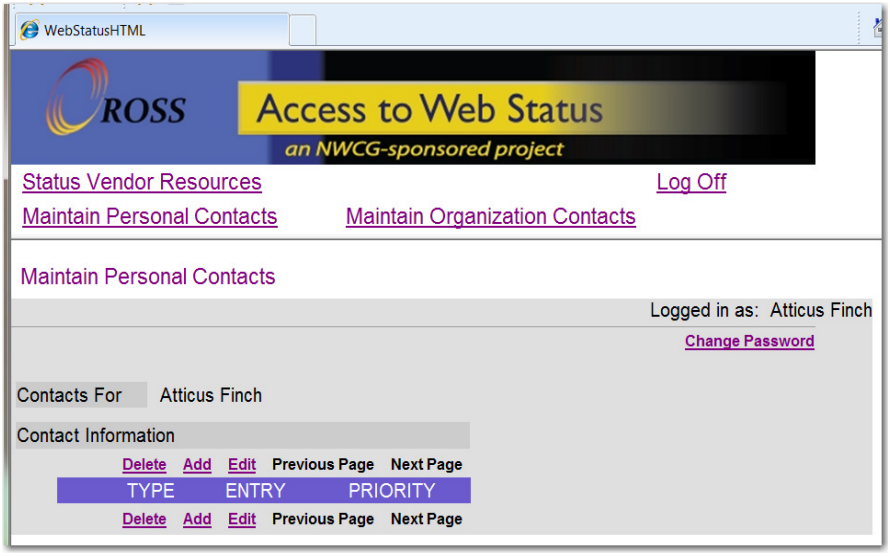
- click the Delete link to delete contact information
- click the Add link to additional contact information
- click the Edit link to edit your contact information

The following graphic shows the Access to Web Status page. The arrow points to the Maintain Personal Contacts link.

The following graphic shows the Maintain Personal Contacts page.




The following graphic shows the Add or Edit Personal Contact page.



### To add contact information

1 On the **Manage Vendor Resource Status** page under **Contact Information**, click **Add**.

2 On the **Add or Edit Contact Information** page, perform the following, and then click **OK**

- click the **Type** drop-down arrow, and then click to select the **Contact Type**
- click the **Priority** drop-down arrow, and then click to select the **Contact Priority**
- in the **Entry** box, type the appropriate **Contact Information**.

### To edit contact information

1 On the **Manage Vendor Resource Status** page under **Contact Information**, click to select the **Contact Information** you want to edit, and then click **Edit**.

2 On the **Add or Edit Contact Information** page, change the following as appropriate, and then click **OK**

- click the **Type** drop-down arrow, and then click to select the **Contact Type**
- click the **Priority** drop-down arrow, and then click to select the **Contact Priority**
- in the **Entry** box, type the appropriate **Contact Information**.

### To delete contact information

*Before you click **Delete,** be sure you are selecting the right contact information!*

- On the **Manage Vendor Resource Status** page under **Contact Information**, click to select the **Contact Information** you want to delete, and then click **Delete**.

# Managing your existing NAP User Account

If you forget your NAP User Account or NAP Password, you can provide the answer to one of your pre-established Challenge Question without any assistance from the Helpdesk. This information, either your NAP User Account or Temporary NAP Password, will be e-mailed to you from donotreply@dms.nwcg.gov.

*Resetting your NAP Password issues a new, Temporary NAP Password. You must change the Temporary NAP Password the next time you log into Web Status and/or NAP.*

### To change your NAP Password in Web Status///

*Password changes are controlled by NAP. Your NAP Password must follow the NAP password rules.*

1 On the **Access to Web Status** menu, click one of the following links

- Status Vendor Resources
- Maintain Personal Contacts
- Maintain Organization Contacts.

2 On the page that displays, click the **Change Password** link.

3 On the **Change Password** page, click **Click this link to go to the NESS Security Portal**.

4 On the **Government Warning** dialog box, click the **Accept** button.

5 On the **NAP Home** page in the **Username** text box, type your **NAP User Account Name**.

6 In the **Password** text box, type your **NAP Password**, and then click the **Login** button.

7 On the **NAP Navigation** panel, click the **Manage Account** icon.

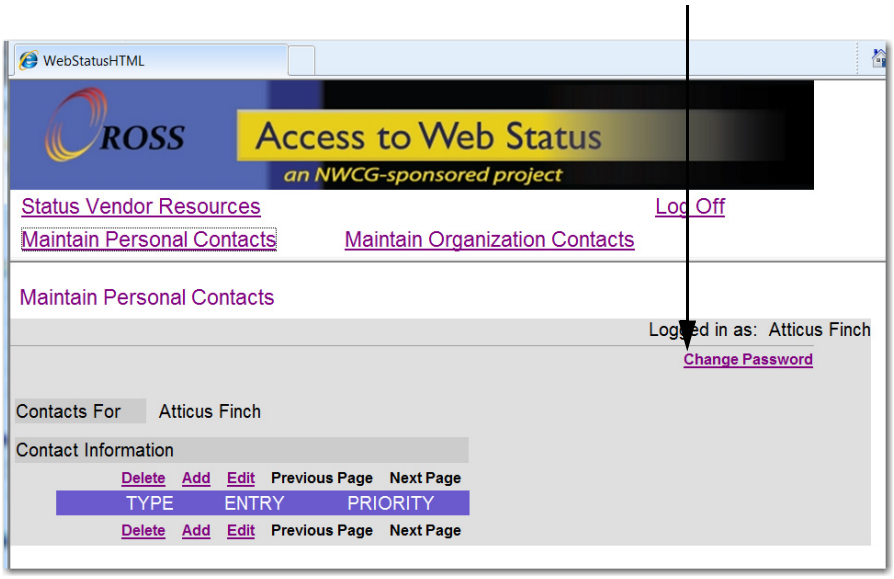
8 On the **Edit Standard User Account** dialog box under the **Password Management** screen, perform the following

- in the **Current Password** text box, type your **Temporary NAP Password**.
- in the **New Password** text box, type your **New NAP Password.**
- in the **Confirm Password** text box, re-type your **New NAP Password**, and then click the **Save** button.

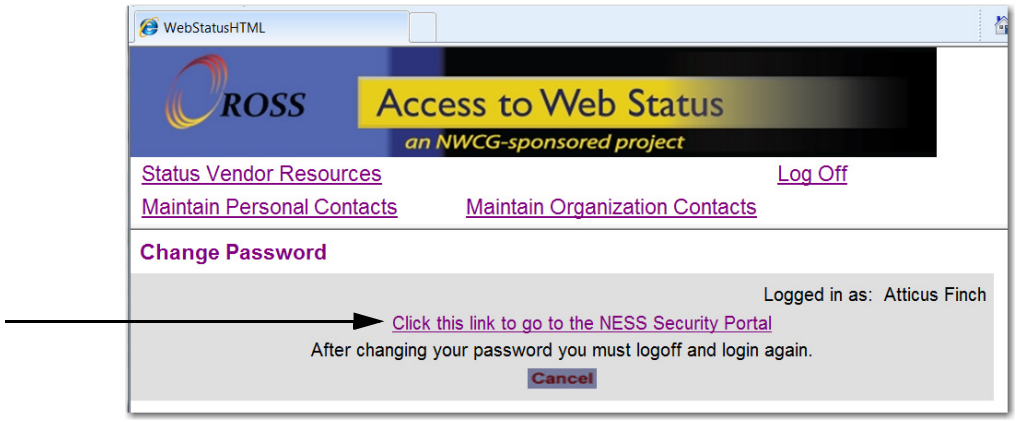
9 On the **NAP Navigation** panel, click the **Logout NAP** icon.

10 Close your Internet browser.

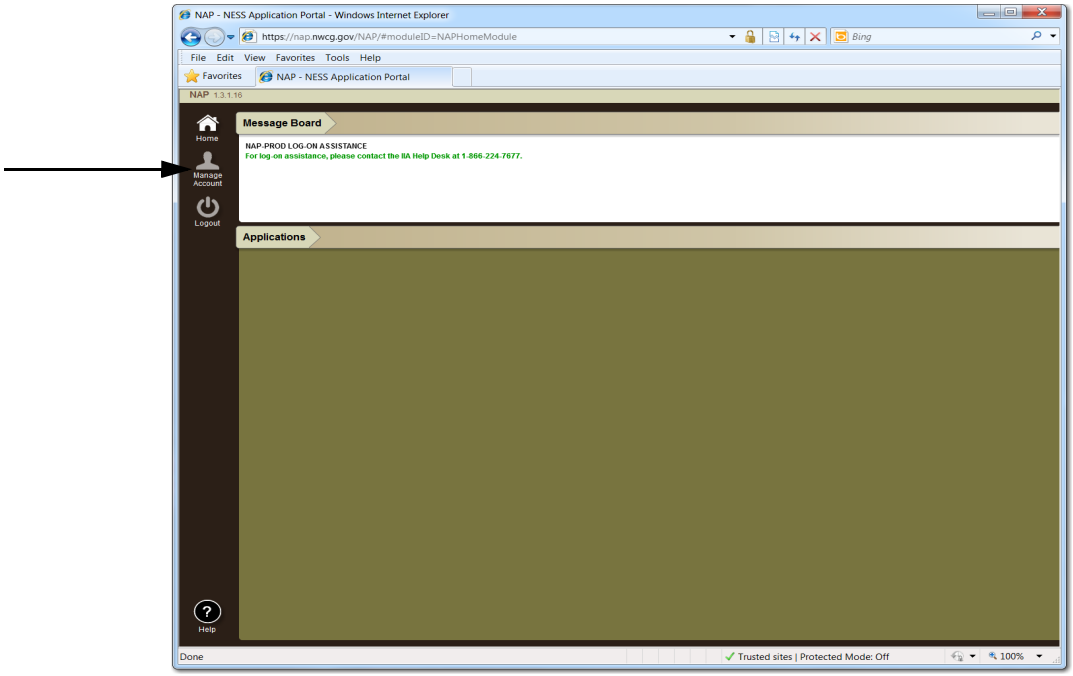
The following graphic shows the Maintain Personal Contacts page. The arrow points to the Change Password link.



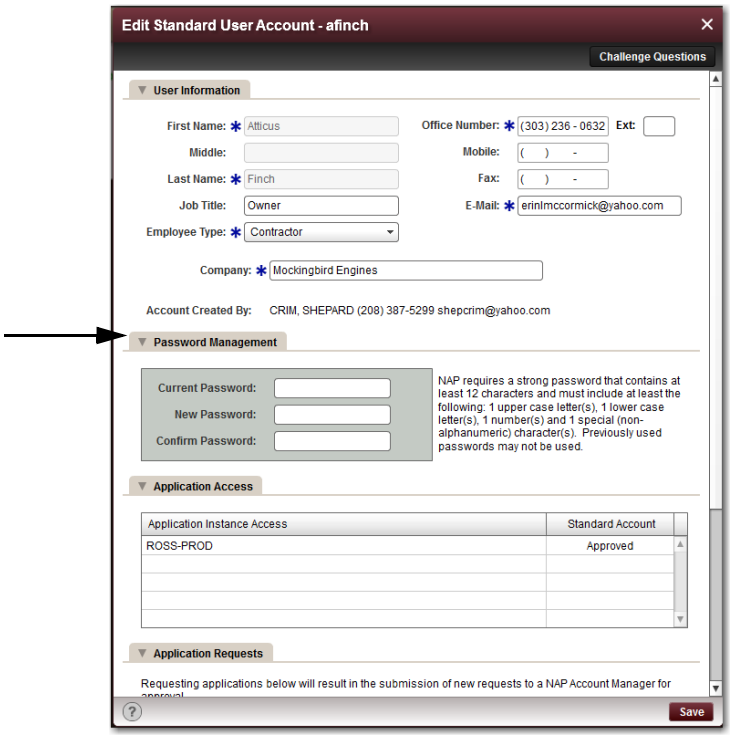

The following graphic shows the Change Password page. The arrow points to Click this link to go to the NESS Security Portal.



The following diagram shows the NAP Navigation panel. The arrow points to the Manage Account icon.




The following diagram shows the Edit Standard User Account dialog box. The arrow points to the Password Management tab.



### To change your NAP Password from NAP

1 Start your Internet Browser.

2 In the **Address bar**, type **https://nap.nwcg.gov/NAP/**, and then press Enter.

Accept 3 On the **Government Warning** dialog box, click the **Accept** button.

4 Complete steps #6 through #11 as instructed in the previous task, "To change your NAP Password from Web Status."

### To retrieve your forgotten NAP User Account

1 Start your Internet Browser.

2 In the **Address bar**, type **https://nap.nwcg.gov/NAP/**, and then press ENTER.

Accept 3 On the **Government Warning** dialog box, click the **Accept** button.

Retrieve 4 On the **NAP Home** screen, click the **Retrieve** button.

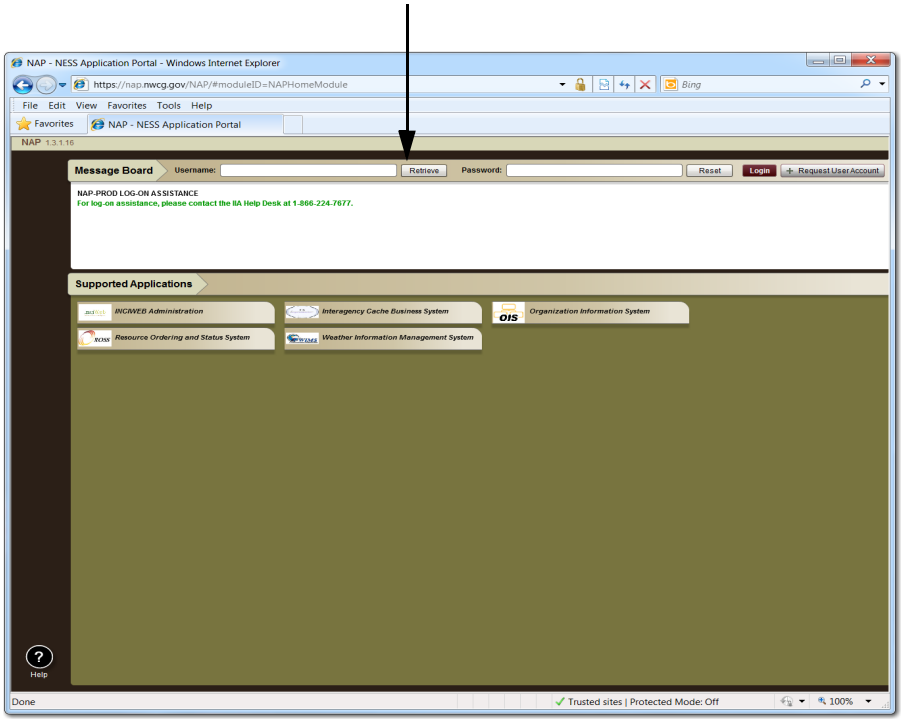
Enter 5 On the **Retrieve Your Username** dialog box in the **E-Mail Address** text box, type your **E-Mail Address**, and then click the **Enter** button.

Submit 6 Under **Step 2 - Respond to Challenge Question**, type the **Answer to Your Challenge Question**, and then click the **Submit** button.

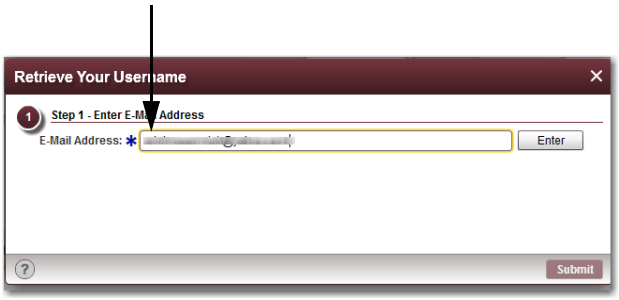
*Once you successfully answer your challenge question, you will be e-mailed your NAP User Account from donotreply@dms.nwcg.gov.*

7 Close your Internet browser.

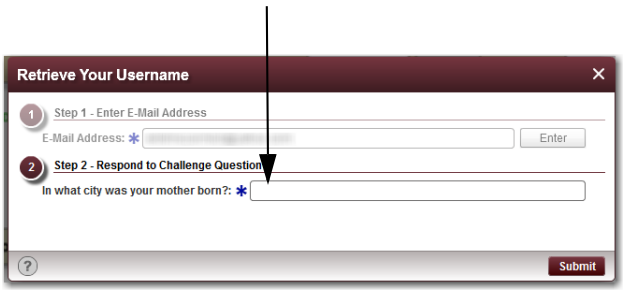
The following graphic shows the NAP Home screen. The arrow points to the Retrieve button.




The following graphic shows Step 1 of the Retrieve Your Username dialog box. The arrow points to the E-Mail Address text box.




The following graphic shows Step 2 of the Retrieve Your Username dialog box. The arrow points to the text box where you type the Answer to Your Challenge Question.



### To reset your NAP password

1 Start your Internet Browser.

2 In the **Address bar**, type **https://nap.nwcg.gov/NAP/**, and then press ENTER.

Accept 3 On the **Government Warning** dialog box, click the **Accept** button.

Reset 4 On the **NAP Home** screen, click the **Reset** button.

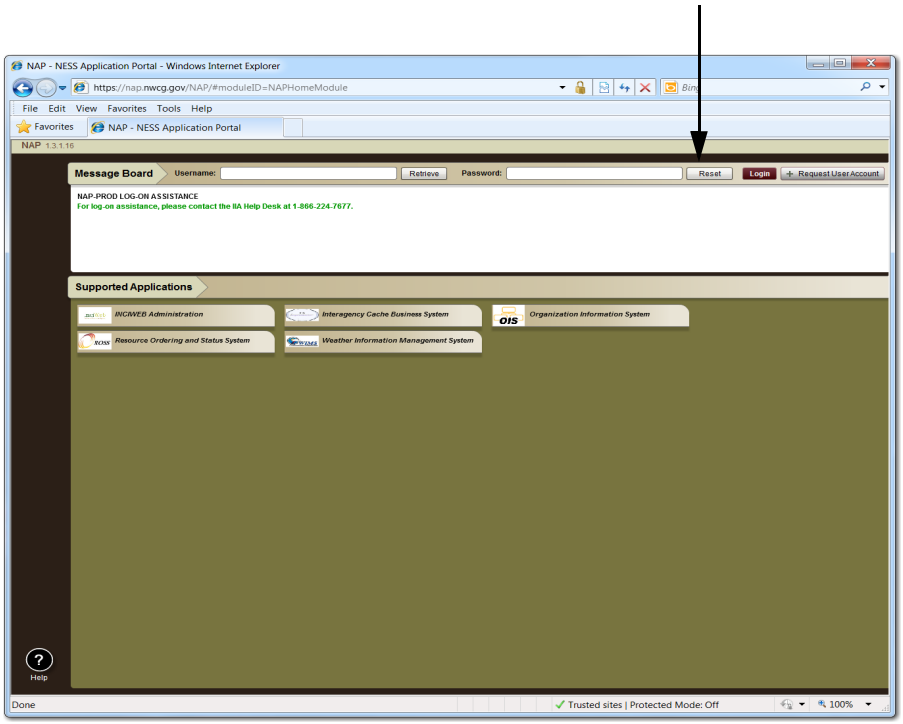
Enter 5 On the **Reset Your User Password** dialog box in the **Username** text box, type your **NAP User Account Name**, and then click the **Enter** button.

6 Under **Step 2 - Respond to Challenge Question**, type the **Answer to Your Challenge Question**, and then click the **Submit** button.

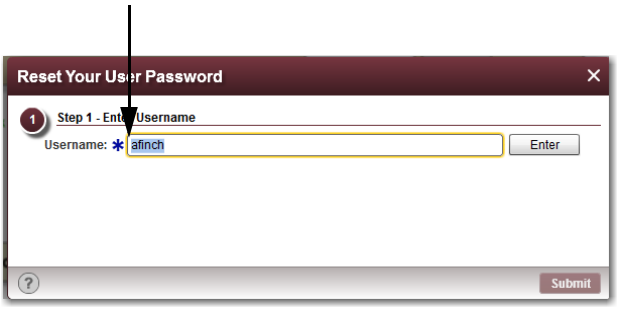
*Once you successfully answer your challenge question, you will be e-mailed a Temporary NAP Password from donotreply@dms.nwcg.gov.*

7 Close your Internet browser.

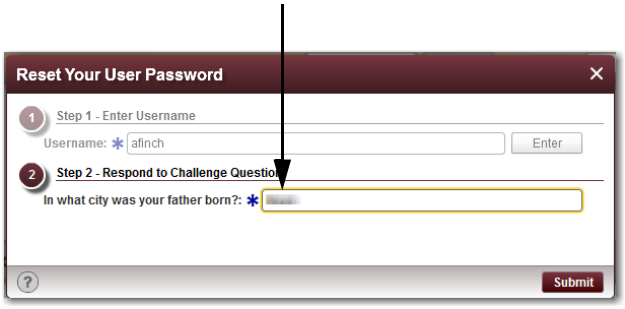
The following graphic shows the NAP Home screen. The arrow points to the Reset button.



The following graphic shows the Reset Your User Password dialog box. The arrow points to the Username text box.




The following graphic shows Step 2 of the Retrieve Your Username dialog box. The arrow points to the text box where you type the Answer to Your Challenge Question.




# Frequently asked questions - *FAQs*

### What is NAP and the NAP environment?

The National Enterprise Support System Application Portal (NAP) environment provides standardized user authentication and user account management. Web Status and ROSS use NAP to manage user accounts, passwords, and types of access to these programs.

### What kind of account do I need to access Web Status?

You need a Standard NAP User Account to access Web Status.

### Who approves my request for a new vendor (NAP) user account?

For vendor (NAP) user accounts, the Contracting Officer or Dispatch Center Manager approves the request.

### How many Web Status user accounts may I request?

A vendor may request only one, unique vendor (NAP) user account.

### Who do I contact to grant me access to Web Status?

First, be sure that you have performed all tasks in this ROSS User Guide. You must have obtained your vendor (NAP) user account, logged on successfully to the NAP environment, reset your temporary password, and answered your

Challenge Questions. Once you have performed these tasks notify your Managing Dispatch Organization where your contract was entered to request access to Vendor Rep Web Status.

### How do I find out my Managing Organization for Web Status?

Contact your GACC or local Dispatch Organization to run the User Community Report, “Vendors by Managing Organization.” If your company and your managing organization is not listed on that report, contact the ROSS Helpdesk at 866-224-7677.

### Do I need to contact the Helpdesk to retrieve my forgotten Web Status user account or password?

No. If you already provided a valid e-mail account and set up your Challenge Questions you can retrieve this information yourself.

### How do I retrieve a forgotten Web Status user account?

Start your Internet browser, and then type **https://nap.nwcg.gov/NAP/** in the **Address** bar. Click the **Retrieve** button. Enter your **E-Mail Address** and correctly answer the **Challenge Question**. Your Web Status user account will be e-mailed to you.

### How do I retrieve a forgotten password?

Your password must be reset to a temporary password. Start your Internet browser, and then type **https://nap.nwcg.gov/NAP/** in the **Address** bar. In the **Enter Password** text box, click the **Reset** button. Enter your **Username** and correctly answer the **Challenge Question**. Your temporary password will be e-mailed to you. Before accessing Web Status, you must reset your temporary password.

### Why isn’t my Web Status user account from last year already in Web Status?

If your Web Status user account has not been accessed in the last 90 days, your user account has been disabled. You must contact the Helpdesk at 866-224-7677 and obtain a Temporary NAP Password.

### What are the Rules of Behavior?

The Rules of Behavior dialog box displays whenever you log in to the NAP environment for the first time, your acceptance of the Rules of Behavior has expired, or your acceptance of the Rules of Behavior is set to expire in 10 days or less. Every vendor user account holder must annually accept the Rules of Behavior before being allowed access to Web Status.

### What are the rules for creating a password?

Your NAP Password must be 12 to 32 characters in length and contain a combination of one upper-case letter, one lower-case letter, one number, and one special, non-numeric character (!@#$%^*).

### When does my password expire?

Your Web Status user account password expires every 60 days.

### What is a temporary password?

A Temporary NAP Password is randomly generated by the system when your NAP User Account (your vendor user account) is created or reactivated, if a change occurs to your First, Middle, and Last Name, or if you forgot your NAP Password and need to reset it.

# Basic terminology

Become familiar with the terms in this User Guide to help ease your transition into using Web Status for the first time. If you are already familiar with using Web Status to status your resources, you will find useful information about how your user account and password are managed separately from the Web Status application.

The following terms are used throughout this and other ROSS User Guides and Quick Reference Cards, which are posted on the ROSS website at www.ross.nwcg.gov:

- **Active**. Active is an account status and allows you to access NAP and Web Status. Other account status types include: Temporary NAP Password, Locked, Expired Password, Disabled, and Removed.
- **Back button/Forward button**. The Back button and Forward button are located on your browser toolbar. Use these two buttons to navigate back and forth between Web Status screens.
- **Challenge Questions**. When you log on to NAP for the first time to change your Temporary NAP Password, you must set up three Challenge Questions, which you select from a pre-determined list and type in your own personal answers. You may be familiar with Challenge Questions if you use online banking.
- **donotreply@dms.nwcg.gov**. Information you receive from this e-mail address contains important information about your NAP User Account. Add this e-mail address to your other e-mail contacts so that information from donotreply@dms.nwcg.gov are not flagged by your e-mail application as “spam.”
- **Managing Dispatch Organization**. The Managing Dispatch Organization is the organization where your company exists in the ROSS database. Your Managing Dispatch Organization keeps track of your contract, and manages your company information and your contracted resources in ROSS.
- **NAP**. A central environment that authenticates user accounts and passwords. NAP generates new NAP User Accounts and Temporary NAP Passwords. Once you set up your Challenge Questions, NAP allows you

to retrieve a forgotten NAP User Account and reset your forgotten NAP Password without Helpdesk assistance.

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*NAP is also known as the NESS (National Enterprise Support Service) Application Security Portal.*

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- **NAP Password**. Like your NAP User Account, your NAP Password is managed by this central environment.
- **NAP User Account**. The user account you need to access Web Status. You must obtain an active, NAP User Account and have approval before you may access Web Status.
- **Password Rules**. Passwords must be 12 to 32 characters in length and contain a combination of one upper-case letter, one lower-case letter, one number, and one special, non-numeric character (!@#$%^*). *Do not use <, >, or &*.
- **Rules of Behavior**. This dialog box displays whenever you access NAP to retrieve a forgotten NAP User Account or reset your forgotten NAP Password. You must click the **Accept** button whenever you log on to and log off of NAP.
- **Temporary NAP Password**. Temporary NAP Password is an account status. When you log on to NAP with a Temporary NAP Password, the Change Password dialog box displays and you must change your password following the Password rules. Your NAP User Account is assigned a Temporary NAP Password whenever one of the following occurs
  - You are assigned a new NAP User Account
  - You reset a forgotten NAP Password
  - Your disabled NAP User Account is reset to Active by an Account Manager.
- **Vendors by Managing Organization report**. The Vendors by Managing Organization report lists all vendors that are currently defined in the ROSS database. Your company must be listed on this report before you may access Web Status.