



# ROSS Module Summary

## Help

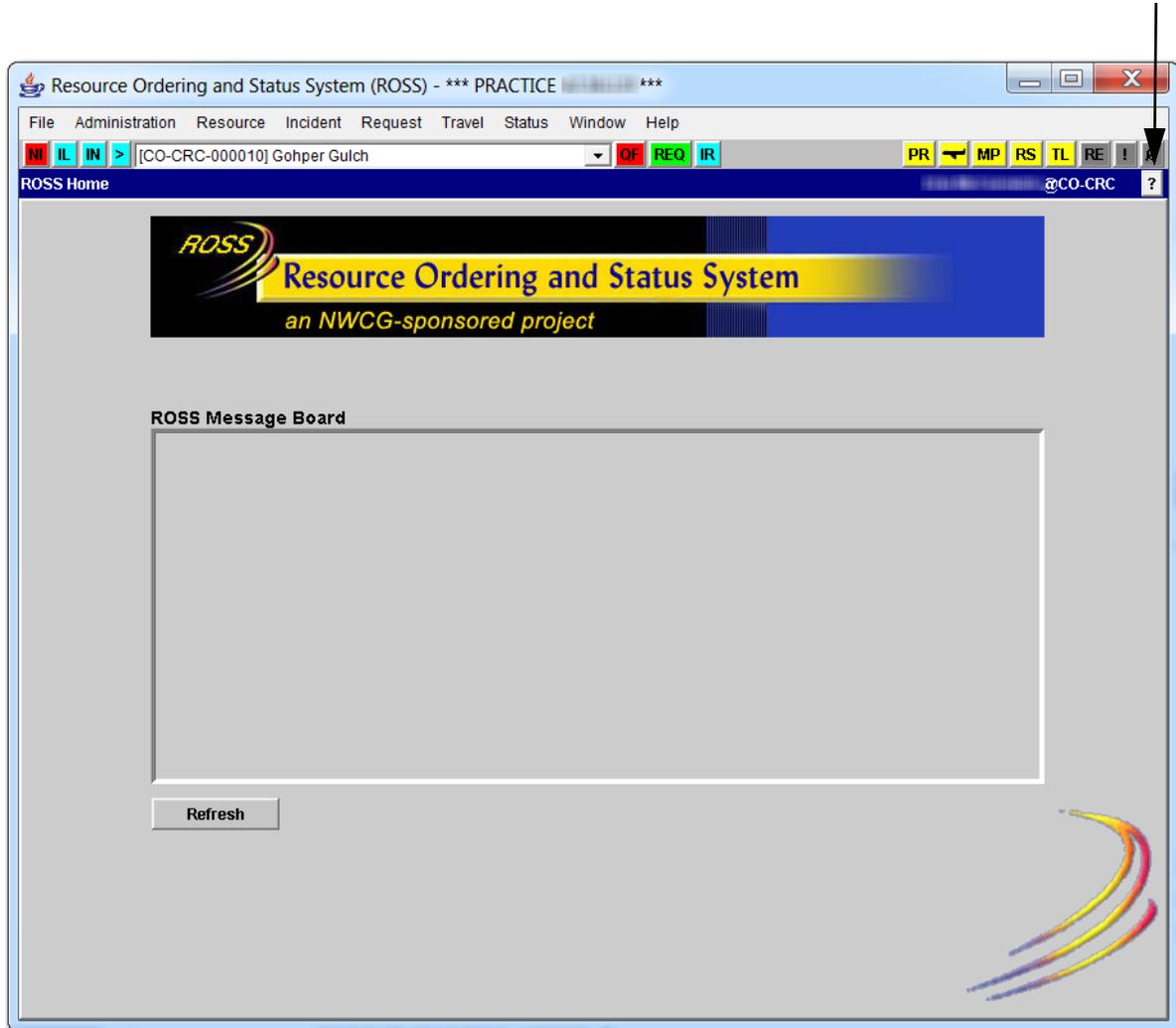


Figure 1. Location of Help button

## 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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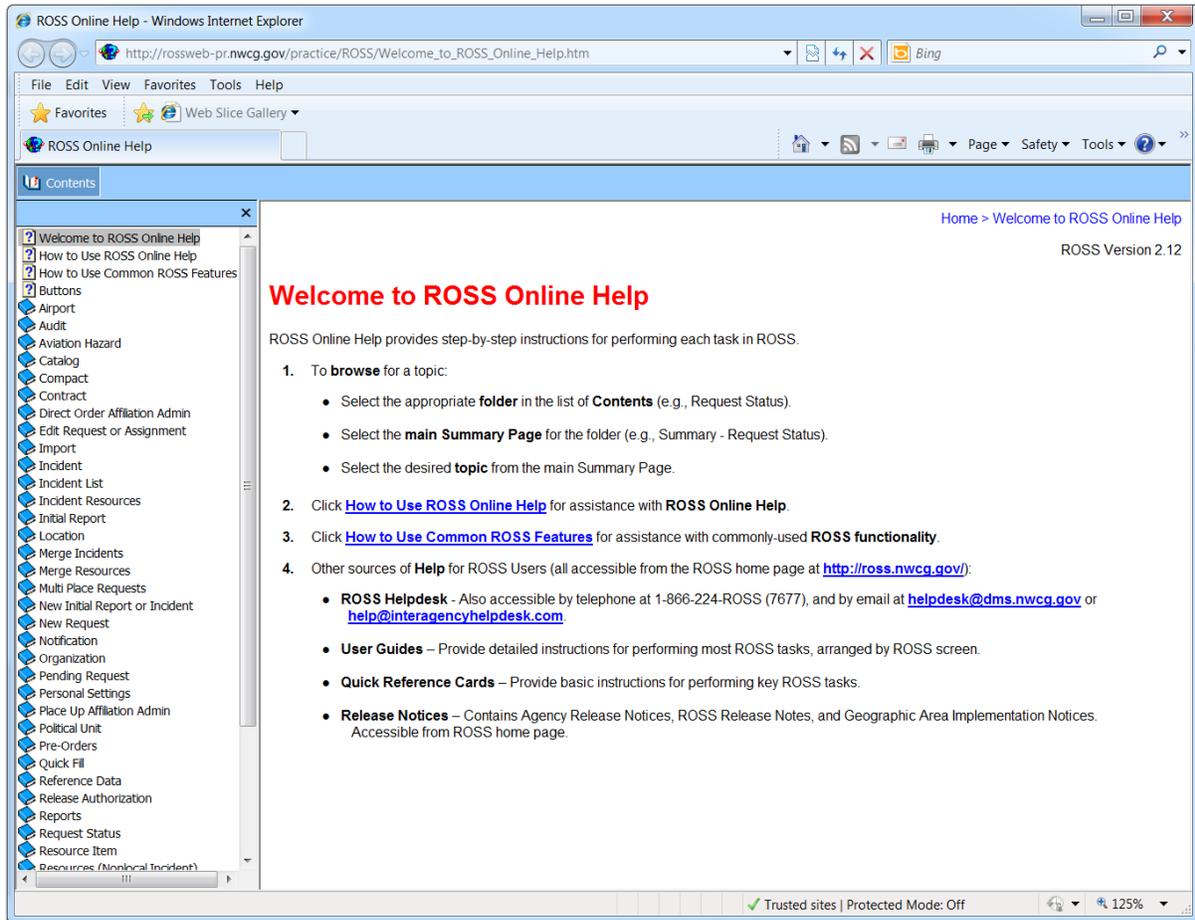


Figure 2. Welcome to ROSS Online Help page and index

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.



# ROSS Module Summary

## Help

Home > New Request > Create New Request > Select Requested Item - Catalog

### Select Requested Item - Catalog

**When to Use:** Use to select the requested item for a new request. For regular and support requests, the Catalog tab functionality differs based on whether the Catalog or Pre-Orders radio button is selected. The Pre-Orders tab is not applicable to Subordinate Requests. This topic addresses Catalog tab functionality with the Catalog radio button selected. Click [Select Requested Item - Pre-Orders](#) for help with Catalog tab functionality for pre-orders.

**Pre-Requisites:** None.

**Important:** None.

**Caution:** None.

**Trouble-Shooting:** None.

ROSS Screens: [\[multiple ROSS screens\]](#) ▶ **Catalog tab**

Step	User Action	System Response
1	Select the <b>Catalog</b> tab.	Tab comes to forefront.
2	On the <b>Catalog</b> tab, select and enter <b>filter criteria</b> as appropriate: <ul style="list-style-type: none"> <li>• Catalog</li> <li>• Category</li> <li>• Item Name</li> <li>• Item Code</li> <li>• Keyword</li> </ul>	Selections and entries display.
3	Click	Catalog items meeting filter criteria display in Catalog Item table.
4	Select the <b>catalog item</b> to be requested from the <b>Catalog Item</b> table.	Selection highlights.
5	Click <input type="button" value="View"/> and select from the drop-down list to view <b>information</b> about the selected <b>catalog item</b> : <ul style="list-style-type: none"> <li>• <b>View Reminders</b> - Displays reminders entered for the catalog item, if any exist.</li> <li>• <b>View Associated Items</b> - Applicable to alias catalog items only. Displays the unique catalog items associated with the alias.</li> </ul>	View screen display.
6	For NFES category catalog items, <b>Standard Pack</b> field displays the number of items in a standard package.	No system response.
7	In the <b>Select Features</b> section: <ul style="list-style-type: none"> <li>• To assign a feature to the request, select in table on left and click </li> <li>• To remove a feature from the request, select in table on right and click </li> </ul>	Selections display in Requested Features table.

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



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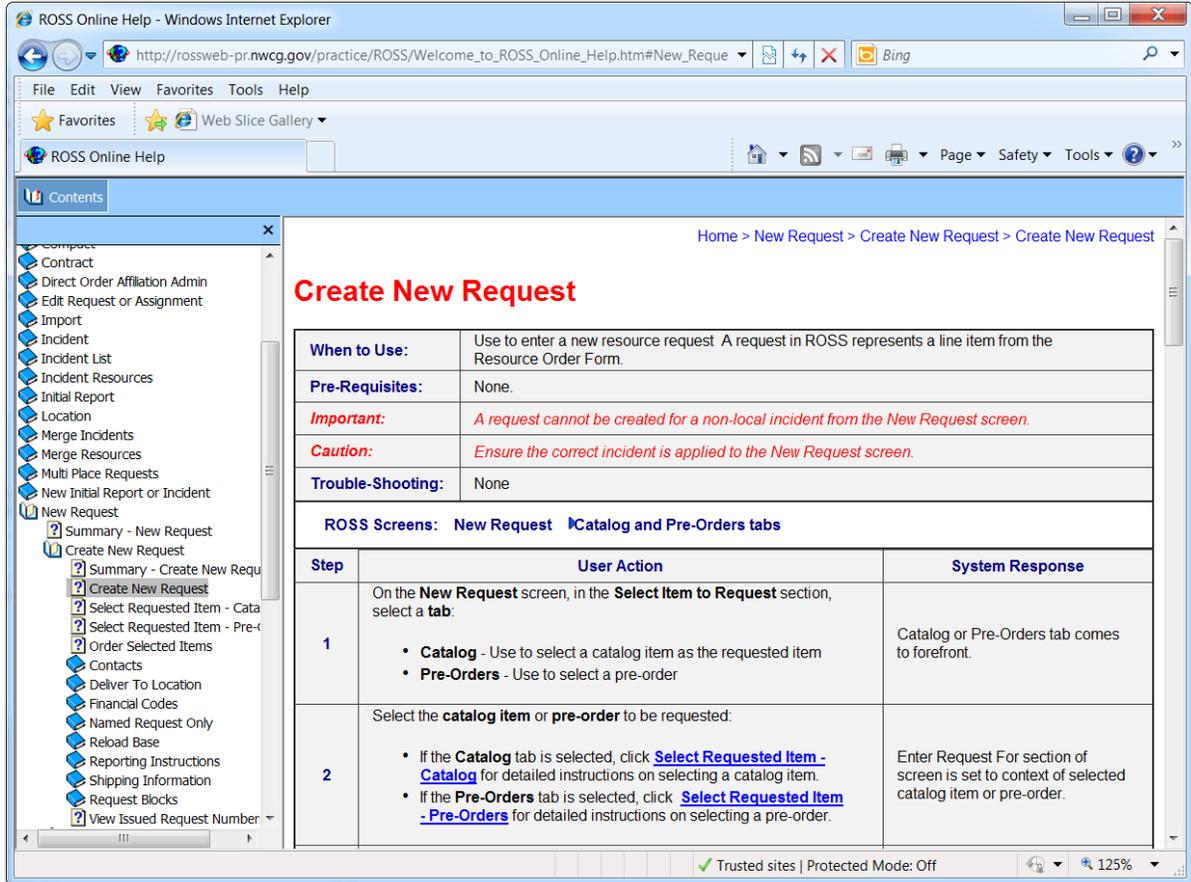


Figure 4. Excerpt of step-by-step Online Help for Create a New Request

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](mailto: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.