

GAE Notifications and Associated Request Protocols.

As we are tapering off into the fall and the planning levels are dropping, we are still seeing requests for decision support and fire behavior assistance. Individuals with the WFDSS GAE role should ensure they are receiving and responding to Fire Behavior Requests for the geographic area/agency they cover. GAEs should receive texts indicating there is a request for their area. The RD&A will continue responding to user Feedback tickets to assist with decision support or technical issues. We will also conduct fire behavior analyses if someone calls us directly. If GAEs aren't going to be available for specific time frames they can contact the RD&A On-call Coordinator so that we can help cover requests or support. Some GAEs send an email to their user groups with a protocol outlined (usually for the users to either reach out to specifically identified regional support or to the RD&A for assistance). This has been successful in helping incidents get the help they need in a timely manner.

Please consider reviewing your contact information as it is listed in WFDSS in addition to encouraging your user groups to do the same. There have been many calls this summer to desk phones, or old numbers and the help desk was unable to reach the users who requested assistance. The contact information entered by the users is what the IIIA help desk uses as well as the RD&A staff to resolve tickets or follow up on issues and feedback, if this information is not current there can be a significant delay in responding to the users.

We want to make sure we are all working together to provide the assistance needed to the users in the field for incident support. If you all have additional comments or feedback regarding roles, how fire behavior requests or support is handled, or feedback on operating procedures please consider bringing this up on the next conference call or at the January GAE AAR. I have included how to change your notification feedback information, if you have additional questions please don't hesitate to call the On-call Coordinator at 208-473-8107.

Manage notifications:

https://wfdss.usgs.gov/wfdss_help/index.htm (search Manage Notifications)

Managing Notification Lists

Administrators and Geographic Area Editors manage notification lists from the Administration tab. Geographic Editors have access only to the Geographic Area Summary and the Fire Behavior Requests. Administrators and GA Editors can review user accounts to determine those accounts that have not been accessed in a specified number of days. The user has the option of exporting the Notification Lists to an Excel spreadsheet.

There are notification lists for:

- FLAME Act Report
- User Accounts
- Other
- Weather Related
- Service Broker Failure

- User Feedback
- Decision/FLAME Act Failures
- Geographic Area Summary
- Oversight Summary
- Fire Behavior Requests

To add a user to a Notification List Type:

- From the **Administration** tab, select **Notification** from the left menu. The Notification Types list appears.
- Click the radio button to the left of the appropriate Notification Type.
- Click **Open**. Displays the appropriate Notification List.
- Click **Add**. A new row displays at the top of the list.
- Click the radio button to the left of the empty User ID, User Name, and Email Address row.
- Enter the appropriate User ID or Email Address, NOT both. Selecting User ID will default notifications to the cell phone and/or email set up in your WFDSS Contact Information. Add an alternate email address if you choose for notification to be sent to an email address OTHER THAN what's listed in your Contact Information.
- Click **Save** to add the user to the Notification List, or click **Cancel** to not save the user information.
- Click **Return** to go back to the Notification Type page.