Roster Service Awards (RSA) Manual

(Fire Rescue Systems / SCM Software Suite)

Prepared For:
Fire Rescue Systems

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System Requirements:
- Windows .NET Framework
- SCM Software Suite (RSA)
- SQL Server 2016 or later

Comprehensive operational manual for the Roster Service Awards (RSA) System.
Each section includes:

- A short module description
- Detailed explanations of each screen facet
- Step-by-step operational processes

Contents

Section 1: Activities, Reports, and LOSAP

Description:

Manage incidents, assign member attendance, and generate LOSAP credit reports.

Facets:

- **Dispatch Incidents Panel:** Displays incoming events such as calls or drills requiring personnel attendance tracking.
- **Personnel Assignment Tab:** Allows manual assignment of members to a selected event.
- **File Import Tab:** Used to bulk import attendance records from .csv or .txt files for training and certifications.
- **Process Button:** Finalizes the currently selected event and its assigned personnel.
- **Process All Button:** Finalizes all listed unprocessed events at once.
- **Lock Button:** Secures a run or event from further edits after processing.
- **Add Copy Button:** Duplicates a selected event to quickly create recurring activities.

Process:

1. Select an incident from Dispatch Incidents.
2. Click Process (or Process All) to add Dispatch Incident and Events to the middle Existing list, so it can be edited.
3. Review and update Signal Type, Times, and Description.
4. Assign Personnel using Finger Reader, Personnel Tab, or File Import.
5. Lock the finalized event.
6. Use Add Copy for recurring events.
7. Run reports by selecting a Report Type, applying filters, and clicking Preview > Export/Print.

Section 2: Roster Entry and Maintenance

Description:

Manage member records, including personal info, contacts, certifications, and company assignments.

Facets:

- **Personnel List:** Displays all active and inactive members. Selecting a member loads their profile.
    - Filtering of list includes, by: status, Employees, Personnel not on leave, office, and more.

- **Member Information Fields:** Editable fields for personal details, addresses, credentials, and eligibility.
- **Image Box:** Allows photo upload for the member profile (requires .bmp format).
- **Contacts Panel:** Store multiple emergency contact records per member.
- **Companies, Committees, Certifications Panels:** Assign members to organizations, roles, and certifications within the department (these are added in **Roster Setup**).

Process:

1. **Add New Member:**
    a. Fill Badge Number, Name, Status fields > click Add.
2. **Edit Existing Member:**
    a. Select > update information > click Update.
3. **Import Member Photo:**
    a. Right-click Image Box > Import 24-bit BMP.
4. **Add Emergency Contact:**
    a. Open Contacts > fill details > click Add.
5. **Assign Companies/Committees/Certifications:**
    a. Open respective panel > fill information > click Add.

Section 12: Member History Management

Description:

Track all changes to member status, certifications, company assignments, and training participation.

Facets:

- **History List:** Shows all historical records and facts.
- **Member Status Entry Changes:** Document modifications to member attributes.
- **Company/Qualification/Committee/Certification Changes:** Track affiliations.
- **Add, Clear, Update, Delete Buttons:** Manage historical records.

Process:

1. **View Member History:**
    a. Select member > click Member History.
2. **Add New Record:**
    a. Fill fields > click Add.
3. **Edit History Record:**

a. Select > update fields > click Update.

4. **Delete Record:**
    a. Select > click Delete.
5. Clear Fields:
    a. Click Clear to reset form.

Section 3: Shift Tab

Description:

Define recurring shifts (work or standby) and assign members to those shifts.

Facets:

- **Shift Setup Fields:** Define shift name, days active, start and end times, and supervisor assignment.
- **No LOSAP / Scheduled Only / Overtime Flags:** Configure how attendance affects LOSAP and overtime calculations.
- **Assignment Grid:** Displays members assigned to the selected shift for scheduling.

Process:

1. Create Shift:
    a. Fill Shift Setup fields > click Add.
2. Assign Member:
    a. Select from Assignment Grid > assign > click Save Assignment.
3. Modify Existing Assignment:
    a. Select existing assignment > edit fields > click Update.

Section 4: Schedule Tab

Description:

The Schedule Tab provides a visual monthly calendar for assigning shifts and attendance types to department members. It ensures that all required fields—Shift, Attendance Type, and Member—are selected before assignments are made. The interface also allows reviewing scheduled activities for any day.

Facets:

- **Monthly Calendar View:** Displays all days of the month where shifts can be assigned or reviewed.
- **Shift Selector:** Selects the predefined shift (e.g., Standby, Overnight Work) to assign.
- **Attendance Type Selector:** Defines the attendance classification associated with the shift (e.g., Work, Training, Meeting).
- **Member List:** Displays department members for schedule assignment.
- Day Interaction:
- **Left-Click:** Assigns the selected Shift and Attendance Type to the chosen Member on the clicked day.
- **Right-Click:** Opens the day's detailed view without making any changes.

<u>Process Steps:</u>

1. Select a Member from the Member List.
2. Select the desired Shift from the Shift Selector dropdown.
3. Select the corresponding Attendance Type from the Attendance Type dropdown.
4. Left-Click the desired calendar day to assign the selected Shift and Attendance Type to the selected Member.
5. To view or review a day's schedule without making assignments, Right-Click on the calendar day.
6. After assigning, click the Assign button to confirm if prompted.
7. To remove an existing shift assignment:
    a. Left-Click the assigned shift entry.
    b. Click the Delete button to remove the assignment.
8. Click Refresh to update the calendar display if multiple changes were made.

<u>Notes:</u>

- All three selections (Shift, Attendance Type, Member) must be made before a shift can be assigned.
- Use Auto-Schedule for departments that have pre-configured recurring shift patterns.
- Right-clicking a day is only for viewing and does not assign or modify any shifts.

Section 5: Reports Tab

<u>Description:</u>

The Reports Tab provides tools to generate, customize, preview, and export a variety of department reports, including Attendance, LOSAP, Training, and Member Records. Advanced customization enables precise control over report layout, visible fields, sorting, formatting, and mobile app accessibility.

Facets:

- **Report Type Dropdown:** Selects a predefined report format (e.g., Activity Detail, Member Detail, Training Report).
- **Signal Category and Signal Type Filters:** Refines report content by activity type (e.g., Training, Fire Run).
- **Date Range Filters:** Specifies the time period for the report.
- Department Class and Company Filters: Optionally restricts the report to specific departments or companies.
- **Advanced Button:** Opens the Report Setup and Reports Columns windows for report customization.
- **Preview Button:** Displays the report onscreen for verification.
- **Print Button:** Sends the finalized report to a connected printer.
- **Export Button:** Saves the report as a digital file (PDF, Excel, etc.).

- **Reports Columns Panel:**
  - **Field Selection:** Choose which fields (e.g., Name, Status, Badge Number) appear in the report.
  - **Display Toggle:** Control field visibility.
  - **Sort Order:** Define the sequence in which records appear.
  - **Column Reordering:** Move fields up or down to adjust display order.
  - **Font and Alignment Settings:** Fine-tune individual column formatting.

- **Advanced Report Customization (via Advanced Button):**
- **Report Setup Window:**
  - **Permanent:** Locks the report template to prevent accidental edits.
  - **Privileged:** Restricts report access to administrative users.
  - **Web Enable:** Allows the report to be viewed through the RSA Mobile App Reports Tab.
- **Page Layout and Font Settings:** Customize report appearance (font size, color, text alignment).

Processes:

Creating a New Custom Advanced Report:

1. Click the Advanced button to open the Report Setup window.
2. Select a blank Advanced View (AV) report template (e.g., "Roster AV").

3. In the **Desc**. field, enter a new title for your custom report.
4. **Important**: Click **Add**, not Update.
   - Clicking Add creates a new custom report.
   - Clicking Update would overwrite the original blank template.
5. After adding the report, open the Reports Columns panel.
6. Add, edit, or remove columns as needed:
   - Select the desired Field.
   - Toggle Display on or off.
   - Set Width, Sort Order, and Font preferences.
   - Click Add to insert new fields or Update to change existing ones.
7. Use Move Up and Move Down to reorder columns if necessary.
8. Save changes by clicking Update.
9. Preview the customized report to ensure correct layout and data.

Generating a Standard Report:

1. Select the desired Report Type from the Report Type Dropdown.
2. Apply optional filters (Signal Category, Signal Type, Department Class, Company).
3. Set the From and To dates.
4. Click Preview to generate a live view of the report.
5. If the report is correct, click Print to produce a paper copy, or Export to save it electronically.

<u>Notes:</u>

- Reports like Activity Detail directly summarize entries made in the Activities Tab.
- Enabling Web Enable allows reports to be accessed through the RSA Mobile App.
- Always click Add when creating a new custom report from an AV template to avoid overwriting system templates.
- Always preview custom reports after making edits to verify formatting and content accuracy before distribution.

Section 11: RSA Web Interface Setup

<u>Description:</u>

Enable RSA report access via a secure web login for members or administrators.

<u>Facets:</u>

- **Web Service Checkbox:** Enable web login for a user.

- **Report Setup Dialog:** Define which reports are accessible online.

Process:

1. Enable Web Service for User.
2. Assign Associated Member or leave blank for admin access.
3. Enable Web Access to Reports in Report Setup.

Section 6: Activities Setup Tab

Description:

The Activities Setup Tab configures department event types, LOSAP point rules, OSHA training requirements, and attendance policies. Proper setup ensures accurate tracking of member activities, qualifications, LOSAP eligibility, and training compliance.

Facets:

- **Dispatch Signal Types Panel:** Defines external event types (e.g., drills, fires, meetings). Supports Auto Unit OIC and Driver Import.
- **Department Signal Types Panel:** Creates internal activity types (e.g., Company Training, Delegate Meetings) and organizes them under Base Types such as General or Drill.
- **LOSAP/OSHA Setup Panel:** Configures annual LOSAP credit requirements, OSHA hour requirements, and automatic record lock rules.
- **Training and Drill Courses Section:** Registers training and drill programs with associated hours and OSHA classifications.
- **LOSAP Options Panel:** Customizes point awarding and exemptions for events like silent alarms, leaves of absence, instructor roles, and standby shifts.
- **LOSAP Activity Categories Section:** Links department activities to LOSAP categories for accurate credit tracking.

Process Steps:

Configure Dispatch Signal Types:

1. Add or update Dispatch Signal Type entries.
2. Optionally assign a Department Signal Type.
3. Click Update to save changes.

Define Department Signal Types:

1. Add new internal activities under Signal Category.
2. Assign or create appropriate Base Types.

3. Click Add to save.

Set Up LOSAP and OSHA Requirements:

1. Enter LOSAP Points Required, OSHA Requirements, and Department Points Required.
2. Set Auto Lock Days if needed to protect historical data.
3. Configure LOSAP Options (see detailed breakdown below).

Add Training and Drill Courses:

1. Input Training Type, Course Description, Course Number, and Course Hours.
2. Assign OSHA Classification if required.
3. Click Add to register the course.

Assign LOSAP Activity Categories:

1. Map Department Signal Types to LOSAP Activity Categories.
2. Define category abbreviations if needed.
3. Update to save mappings.

<u>Detailed LOSAP Options Clarification:</u>

Credit on Silent: Awards LOSAP credit for silent alarm responses.
Charge on Silent: Applies a charge (negative credit) for silent alarm responses.
Credit on Other Company: Credits calls for companies other than the member's primary company.
Charge on Other Company: Charges calls for companies other than the member's primary company.
Check Company by Activity: Uses historical company assignments for credit instead of current company.
Exempt on Leave: Exempts members from call charges during medical/military leave.
Discard PreService: Ignores activities logged before the member's official start date.
Enable Pre Time-of Service: Includes early historical activity in time of service calculations.
Split Limits on LOSAP: Applies separate LOSAP limits for shift types (Standby, Elected, Delegate).
Enable Instructor: Counts instructor participation towards LOSAP training credits.
Use Incremental FR%: Adjusts LOSAP percentages as call volume increases (e.g., 10% first 500 calls, 7.5% next 500).
Enable Attended Shifts: Uses actual attended shifts when calculating LOSAP credit.
Enable Scheduled Shifts: Falls back to scheduled shifts if attended shift data is missing.
Enable Department Non-Chargeable: Flags selected activities as non-chargeable by department rules.

Enable Department Points: Allows department-specific points recording for specialized activities.

<u>Notes:</u>

- Configuring LOSAP Options carefully is critical to maintaining fair member credit and meeting compliance standards.
- Auto Lock Days should be set to lock historical activity records after finalization.
- Department Signal Types should follow consistent Base Types for easier reporting.
- OSHA categories and training requirements should be reviewed annually for accuracy.

Section 7: Roster Setup Tab

<u>Description:</u>

The Roster Setup Tab defines the department's member classifications, affiliations, certification requirements, committee structures, and physical exam tracking. Proper configuration ensures consistency across all modules, especially Roster Management, Attendance Tracking, and LOSAP Reporting.

<u>Facets:</u>

Member Tab:

- **Status List:** Defines member service states (e.g., Active, Active-Life, Medical Leave).
- **Department Offices:** Sets formal department positions (e.g., Appointed, Elected, Employee, Ex-Chief).
- **Department Classes:** Assigns role classifications such as Chief, Treasurer, or Secretary.
- **Area of Responsibility:** Defines functional areas for member assignments.
- **Companies:** Creates company assignments for members (e.g., Engine Company, Rescue Company).
- **Relations:** Defines family or relationship types for member emergency contacts.
- **Benefit Types:** Tracks member benefit plan eligibility (optional use).
- **Blood Types:** Stores medical blood type information for emergency reference.
- **Prefix/Suffix Lists:** Standardizes prefix/suffix values for member names (e.g., Capt., Jr.)
- **Cities, States, Zip Codes:** Standardizes geographic data.
- **System Strings:** Miscellaneous data types for customizable fields.

<u>Categories Tab:</u>

- **Certification Categories:** Defines certification programs (e.g., EMT Basic, Paramedic) and renewal settings.

- **Required Courses:** Links mandatory courses to each certification.
- **Qualification Types:** Defines member qualification types (e.g., Driver, Paramedic) with optional renewal periods.
- **Committee Types:** Configures internal committees and assignment rules.
- **Physical Types:** Tracks physical examination requirements and periods.
- **Defaults Section:** Stores the department's FDID, name, city, state, zip code, and area code information.

<u>Process Steps (Member Tab):</u>

1. Select the appropriate field list (Status, Office, Class, etc.).
2. **To add a new entry:**
    a. Enter the name of the item.
    b. Click Add to save it to the list.
2. **To edit an existing entry:**
    a. Select the item.
    b. Make changes in the field.
    c. Click Update to save modifications.
3. **To remove an item:**
    a. Select the item.
    b. Click Delete to remove it.

<u>Process Steps (Categories Tab):</u>

1. **Add new Certifications, Qualifications, Committee Types, or Physical Types:**
    a. Enter the Type name.
    b. Set renewal periods if applicable (days).
    c. Configure linked Required Courses as needed.
    d. Click Add to save.
2. **Update an existing item:**
    a. Select the item.
    b. Edit the name or renewal period.
    c. Click Update.
3. **Configure Department Defaults:**
    a. Enter FDID, Department Name, City, State, Zip Code, and Area Code.
    b. Changes save automatically.

<u>Notes:</u>

- When creating a new Status, Office, or Class, ensure names are consistent for reporting clarity.

- Always use **Add** when inserting new fields rather than overwriting existing fields.
- Renewal periods for Certifications, Qualifications, and Committee Types help track expiring credentials automatically.
- Updating Defaults ensures department info populates correctly across all reports and notifications.

Section 8: Shift and Schedule Setup Tab

<u>Description:</u>

The Shift and Schedule Setup Tab defines the department's shift types, holiday entries, personnel requirements, check-in/check-out time margins, and shift locking rules. Proper configuration here ensures accurate attendance tracking, LOSAP credit eligibility, and seamless operational scheduling.

<u>Facets:</u>

Shifts and Holidays Panel:

- Create and manage scheduled shifts and holidays.
- Configure shift types (e.g., Standby, Work), start and end times, scheduled vs rotating patterns, overtime flags, LOSAP exclusions, and personnel maximums.

Shift Requirements Panel:

- Define minimum role or personnel requirements necessary to complete a shift (e.g., EMS Attendant, Driver).

Shift Time Margins Panel:

- Set time tolerances for Finger Reads (clock-in/clock-out) relative to shift start and end times.
- Separate margin settings for Standby and Work shifts.
- Configure member scheduling, attendance validation, and edit windows.

Shift Rules Options:

- 24-Hour Last Shift Look-Back.
- Two or Three Shift Look-Backs.
- Place Out on Shift (automated end-of-shift exit).

Auto Lock Days:

- Automatically locks historical shifts after a specified number of days to preserve data integrity.

Process Steps:

Define a New Shift or Holiday:

1. Select Shift or Holiday type.
2. Enter Name, Type (Standby/Work), active Days, and optional Start/End times.
3. Enable Scheduled Start/End if shifts are not open-ended.
4. Set Supervisor if applicable.
5. Define if the shift allows Overtime or Excludes LOSAP credit.
6. Set Maximum Personnel if necessary.
7. Click Add to create the entry.

Add Shift Requirements:

1. Select the shift.
2. Enter the Required Role and Quantity needed.
3. Click Add to save.

Configure Shift Time Margins:

1. First Shift In Time Before Shift Start: Maximum early clock-in accepted.
2. Last Shift In Time Before Shift End: Latest clock-in allowed during shift.
3. First Shift Out Time After Shift Start: Earliest acceptable clock-out.
4. Last Shift Out Time After Shift Start: Latest clock-out linked to shift.
5. First/Last Scheduled Time: Defines earliest and latest a member can be scheduled.
6. First/Last Attended Time: Defines attendance windows for official credit.
7. Entry Time: How long a member can modify their entry after assignment.
8. Change/Remove Time: Cut-off time for editing/removing schedule entries.

Apply Special Shift Rules:

- Enable shift look-back settings if shifts overlap or continue into other days.
- Enable "Place Out on Shift" for automatic member removal after shift end.

Set Auto Lock Days:

- Enter the number of days after which shifts automatically lock against changes.

Clarifications from Shift Time Margins Help:

- Shift In/Out Time Margins control how early or late clock-ins/outs link to a shift.
- Scheduling Windows restrict when members can be added to an active shift.

- Attendance Windows define valid LOSAP attendance recording periods.
- Entry and Edit Time Windows protect against late or retroactive schedule changes.

Notes:
- Carefully configure overnight and rotating shifts to align with start/end expectations.
- Setting accurate Finger Read Margins is critical to correct shift assignment and attendance reporting.
- Auto Lock Days protect shift history after periods close out.
- Always validate configured Shift Requirements before activating shifts.

Section 9: Voting Setup Tab

Description:
The Voting Setup Tab allows administrators to configure departmental election events, define absentee and regular voting periods, build ballot questions, and manage voter eligibility. Elections must be based on Voting Report Templates created and web-enabled in the Reports Tab.

Facets:
- **Voting Configuration Panel:**
    - Create and manage elections.
    - Define Type, Name, Absentee Periods, and Actual Voting Periods.
    - Set Company eligibility (All Companies or specific groups).
    - Optional Finger Reader integration for identity verification.
- **Voting Items Panel:**
    - Define ballot questions or officer positions.
    - Assign Item Types (e.g., President, General Position).
    - Configure Candidate Choices.
    - Specify the number of choices allowed.
    - Enable Abstain option if desired.
- **Enable Voting Checkbox:** Toggles the activation of the voting session.
- **Vote Enables Button:** Controls final election enabling and voter eligibility management.

Process Steps:
Prepare the Voting Report Template:
1. Go to the Reports Tab.
2. Create an Advanced Report with Report Type **VotingForm2**.

3. Assign the Voting Form HTML Template (e.g., VotingTemplate.htm).
4. Set the report to Web Enabled.
5. Save. It will now be selectable in Voting Setup.

Configure the Voting Event:

1. Select the Voting Type.
2. Enter the Voting Event Name.
3. Set Absentee Voting Start/End Dates and Times.
4. Set Actual Voting Start/End Dates and Times.
5. Assign eligible Company voters.
6. Add Finger Reader requirements if applicable.
7. Click Add to create the event.

Define Voting Items (Ballot Positions):

1. Select the event.
2. Enter Item Name and Type.
3. Select or create Candidate Choices.
4. Define the number of allowed selections.
5. Enable Abstain if applicable.
6. Click Add to save each item.

Finalize Voting Activation:

1. Ensure the Enable Voting checkbox is checked.
2. Use the Vote Enables button for final voter management if needed.

Clarifications (based on Voting Help Popup):

- A VotingForm report must be created and Web Enabled for the voting system to function.
- Without a report, voting configuration options will remain unavailable.

<u>Notes:</u>

- Always validate the Report Template setup before beginning a new election.
- Double-check Absentee and Actual Voting windows.
- Abstain options allow neutral voting while preserving ballot validity.
- Review all ballot items and candidate lists carefully before enabling elections.
- Use Company filtering to limit voting access for specialized elections (e.g., Board-only votes).

Section 10: Users Tab

Description:

The Users Tab controls all system login accounts. It enables administrators to create users, link accounts to Windows usernames, assign individual privileges, inherit settings from base users, and manage system-wide access permissions. Proper setup ensures secure, role-appropriate access across all modules.

Facets:

User List Panel:

- Displays all configured users.
- Shows Username, Windows Username (if linked), Base User, and Privilege Status.

User Detail Fields:

- **User ID:** Numeric login identifier.
- **Windows Name:** (Optional) Associates the user account with a Windows domain login.
- **Password:** Defines the user's password for RSA access.
- **Base User:** Allows inheritance of privileges from another user profile. Also restricts roster module visibility.

Privilege Assignment Panel:

- Enable/disable access to specific system modules:
- Roster, Service Awards, Shifts, Schedules, Reports, Voting.
- Privilege Color Legend:
- Green: Directly assigned privilege.
- Cyan: Inherited from Base User.
- Red: Privilege not assigned.

System Wide Privileges Panel:

- Global rights affecting data visibility:
- View Personal Information.
- View Personal History.
- View Personal Physicals.
- Full Access for administrators.

Special Functions:

Generate Users from Members: Automates account creation from roster entries.

Hide Login Users: Conceals selected users from login screens.

Web Services Checkbox: Flags accounts for system integrations.

Action Buttons:
Add: Create a new user.
Update: Save changes.
Clear: Reset fields.
Delete: Remove user account.

Process Steps:
Create a New User:
1. Enter User ID.
2. (Optional) Enter Windows Username.
3. Enter Password.
4. (Optional) Assign a Base User (for privilege and roster visibility inheritance).
5. Check specific module privileges.
6. Assign System Wide Privileges if needed.
7. (Optional) Mark Web Services if integration user.
8. Click Add.

Modify an Existing User:
1. Select user from the list.
2. Edit details or privileges.
3. Click Update.

Delete a User:
1. Select the user.
   Click Delete.

Auto-Generate Users:
Click Generate Users from Members to mass-create accounts.

Clarifications (based on Help Popup and User Behavior):
- User privileges are enabled directly or inherited from Base Users.
- System Wide Privileges control personal data visibility in printouts and reports.
- Using a **Base User limits a user's access** to only the Base User's personal records and run history across the Roster module.
- **Administrators and high-privileged users** typically **do not use a Base User** to maintain full roster and system visibility.

- **General members and operational personnel** (e.g., Drivers, EMTs) should have an associated Base User to restrict their access scope.

Notes:

- Assign Base Users carefully to enforce data access control.
- Validate inherited privileges (Cyan) during setup.
- Limit Web Services accounts strictly to required privileges for security.
- Enforce password complexity standards per department IT policy when possible.

Glossary

- **Activity Detail Report:** A report listing detailed incident and event participation records, typically sourced from the Activities Tab.
- **Advanced Report (AV):** Customizable reports marked with 'AV' that allow column selection, sorting, formatting, and Web Enablement.
- **Auto Lock Days:** A setting that locks historical records (shifts, schedules, attendance) after a specified number of days to prevent editing.
- **Base User:** A user account whose privileges and data visibility (Roster and Run Data) can be inherited by other users. Limits scope appropriately.
- **Certification Categories:** Defined training programs or certifications assigned to members, often with renewal periods.
- **Dispatch Signal Type:** The initial classification of an incident, such as Fire, EMS, Drill, or Meeting.
- **Enable Abstain:** An option allowing voters to opt-out of voting for a specific ballot item without voiding their ballot.
- **Finger Read:** A biometric system for clocking in and out of shifts using fingerprint scanners.
- **LOSAP (Length of Service Award Program):** A system awarding points to members based on participation for retirement or service benefits.
- **Member History:** Detailed log of a member’s credentials, company assignments, physicals, and service status changes.
- **Privilege Color Coding:** Visual indicator for user access rights: Green = Enabled, Cyan = Inherited from Base User, Red = Disabled.
- **Reports Tab:** Module used to generate Attendance, LOSAP, Training, and Custom Advanced Reports.
- **Roster Module:** Manages member personal information, roster assignments, and service award tracking.

- **Roster Setup Tab:** Configures department-specific fields such as Status, Offices, Companies, Certifications, and Physical Types.
- **Service Awards:** Cumulative record of a member's annual points toward LOSAP eligibility.
- **Shift Time Margins:** Early and late tolerance windows controlling how Finger Read times associate with scheduled shifts.
- **Standby Shift:** A scheduled shift type where members are available for emergency response but may not be actively working.
- **System Wide Privileges:** High-level permissions controlling department-wide data access and visibility.
- **Voting Report Template (VotingForm):** A Web Enabled report format required to configure voting events.
- **Voting Setup Tab:** Module used to configure elections, ballots, absentee voting windows, and voter permissions.
- **Web Services User:** An account flagged for system integration, automation, or mobile/web-based data access.
- **Work Shift:** A shift where members are actively on duty performing assigned tasks or operations.