TERA

TRANSPORTATION EMERGENCY RESPONSE APPLICATION

User's Guide

How to Print User Guide

To print this guide, click the print icon or save the PDF to your computer's desktop and open the document in Adobe Reader or Adobe Acrobat. If you don't have either software, you can download the file(s) for free at get.adobe.com/reader.

Select "Print" under "File" in the top menu bar and specify the printer you will be using under the Printer Name dropdown menu and make sure "All" is checked under Print Range.

For Two-Sided/Duplex Printers (preferred)

Select "Booklet Printing" from the drop-down menu next to "Page Scaling." Make sure "Both Sides" is selected under "Booklet Subset" and click OK.

Carefully fold the set of pages in half and sharpen the center crease. Make sure the pages are in the right order.

Insert the pages into the long reach stapler and align the stapler to the center crease approximately one inch from the top of the page. Affix a staple to secure the pages and repeat this step to insert a staple approximately one inch from the bottom of the page on the center crease.

For Single-Side Printers (not duplex)

Select "Booklet Printing" from the drop-down menu next to "Page Scaling."

Select "Front side only" in the "Booklet" section and click the "Print" button. Once the first side is printed, insert the printed pages upside down in the printer paper tray. Now select "Back side only" before clicking the "Print" button to print on the other side of the pages.

Carefully fold the set of pages in half and sharpen the center crease. Make sure the pages are in the right order.

Insert the pages into the long reach stapler and align the stapler to the center crease approximately one inch from the top of the page. Affix a staple to secure the pages and repeat this step to insert a staple approximately one inch from the bottom of the page on the center crease.

User Accessibility

MCRT has many accessible components that allow users to navigate through the interface easily and efficiently without a mouse. For a more in-depth overview on how each accessible component works, please visit ***http://sbwiki.team.ecsorl.com/index.php/User_Accessibility***.

Screen Readers

Screen readers provide an audio version of screen content, or screen magnifiers, which display a small portion of the screen at a larger size, effectively reducing the visible screen area. Hearing-impaired users might read text and captions in the document in place of audio content. Other considerations arise for users with mobility or cognitive impairments.

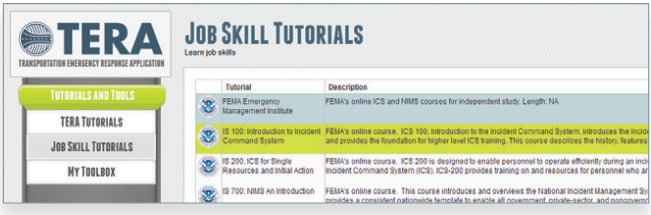
NonVisual Desktop Access (NVDA) is a free and open source screen reader for the Microsoft Windows operating system. Providing feedback via synthetic speech and Braille, it enables blind or vision impaired people to access computers running Windows for no more cost than a sighted person. Major features include support for over 35 languages and the ability to run entirely from a USB drive with no installation.

You can download NVDA at ***http://www.nvda-project.org/wiki/Download***.

Table Of Contents

About TERA

For a brief explanation of the purpose of TERA, see the *TERA 101 Tutorial* located under Tutorials and Tools.



If you've been invited to participate in a Staff Exercise, see *Join Exercise*. Otherwise, go to *Getting Started*.

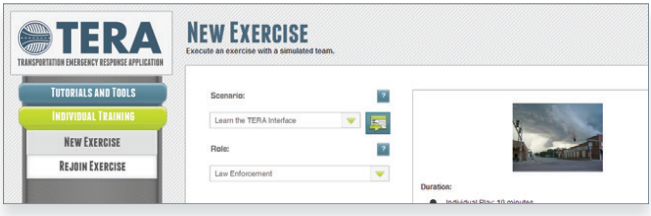
Getting Started

Learn About Your Job.

Job Skill Tutorials can be found under *Tutorials and Tools*.

Try An Individual Exercise

To run an Individual Exercise, go to Individual Training in TERA portal and click on New Exercise.



For more details, see *Starting the Exercise*, *Using the Interface* and *After Action Report* below.

Give Feedback

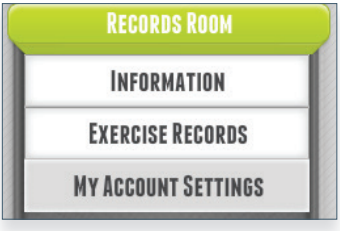
To give feedback, click on the on the top right corner of TERA Portal. Your comments will help us make TERA more useful to you.

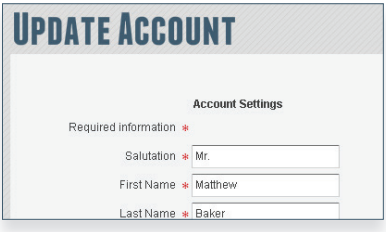
Functional Areas

TERA Portal

Updating Your Account

Under *Records Room – Account Settings*, you will be able to update your account. Profile info can be seen in the map of who uses TERA.





Forgot Password

To recover your TERA password, on the login page, click on Forgot Password and type in the email address associated with your account. You will receive an email with instructions on resetting your password

Give Feedback

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Tutorials And Tools

TERA Tutorials

Learn about TERA with *TERA Tutorials* found under *Tutorials and Tools* in the Portal. Tutorials may open in a new browser window.

Job Skill Tutorials

Learn important Job Skills with *Job Skill Tutorials* found under *Tutorials and Tools* in the Portal. Tutorials may open in a new browser window.

My Toolbox

The toolbox contains web links to useful resources. You can add to and edit the list of tools.

Individual Training

New Exercise

Choose exercise parameters using drop down menus and/or the Customization

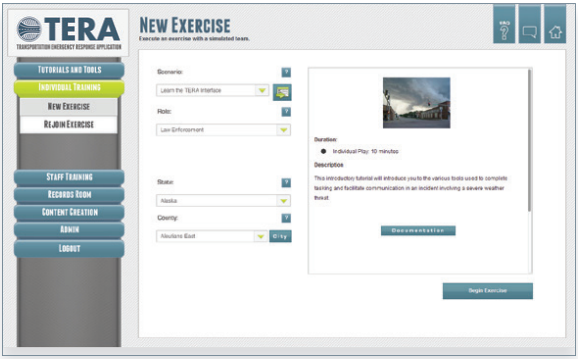
Wizard. If you need help on a selection, click the ? for that selection.

Skill Level

1. *Novice* gets task prompts and multiple chances to answer multiple-choice questions.

2. *Intermediate* gets task prompts and only one chance to answer questions.

3. *Expert* gets no task prompts and only one chance to answer questions.



Begin Exercise

1. When beginning the Exercise, you have the option of viewing an Exercise Tutorial or proceeding to the exercise. Explore the exercise interface. When you are ready to start the exercise, click on the Green play button in the upper left corner of the interface.

2. If you accidently close the browser window, you have 15 minutes to

rejoin the exercise before it will shut down. See Exercise Interface for more information.

3 After the exercise ends, you can see how you did in the AAR (*After Action Report*). See AAR section.

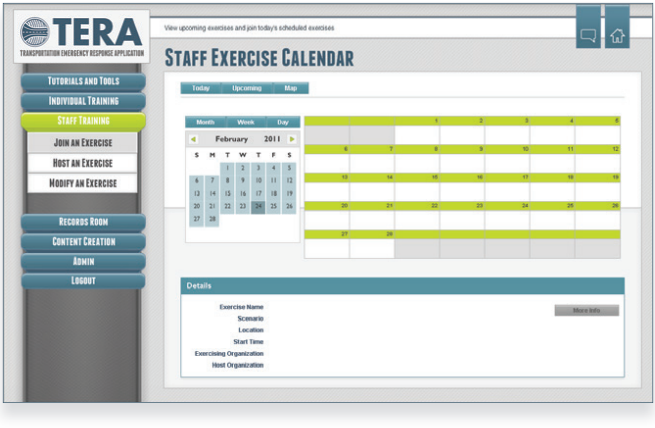
Rejoin Exercise

When you exit an Individual Exercise, you have the option to save the exercise and resume it at a later time. Also, if you accidently close the browser window, you have 15 minutes to rejoin before the exercise will end automatically.

Saved and in-progress exercises are listed here. Select the exercise and click "Rejoin" to resume an exercise.

Joining A Staff Exercise

To join a *Staff Exercise*, go to *Join Exercise* under *Staff Training* in TERA Portal and look for upcoming or today's exercises.



Host An Exercise

Staff Exercise Scheduler

1. Name your custom exercise. This name will appear on the Exercise Calendar.

2. Choose exercise parameters using drop down menus and/or the Customization Wizard. If you need help on a selection, click the ? for that selection.

3. Specify location of the exercise and when it will be begin. See Customization Wizard for details on further customizing the exercise.

4. Hosts can start, stop, pause an exercise and can change the speed of the incoming injects. Hosts can also modify a scheduled exercise before it begins. To add a host, drag and drop a user from the Users List into the Hosts List. To remove a host, just drag the user out of the Hosts List.

5. Drag and drop Users who will participate in the exercise from the User List into the Players List. Assign the players one or more roles in the exercise by dragging and dropping roles from the Roles List onto the Player. To remove a player or role, drag and drop it out of the Players List. If a user has only recently registered, you may need to click on the button to refresh the user list.

6. Once you have scheduled your exercise, the summary page allows you to send an email notification to participants and add more organizations to the exercise.

Multi-Organization Exercises

On the summary page for a scheduled exercise, click "Add Another Exercising Organization" – this will allow a JFHQ and a SEOC to exercise together, for example. You can also do this with "Modify Exercise"

Starting The Exercise

A host must start the exercise before others can join. To start the exercise, go to *Join Exercise* under *Staff Training* and click on *Start Exercise*.

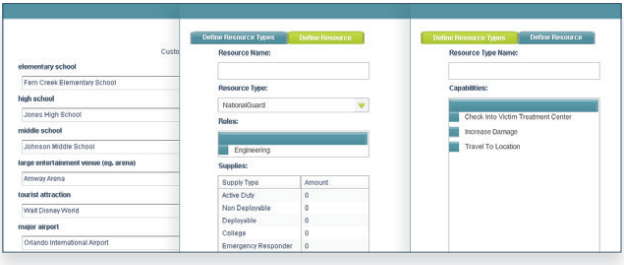
Modify An Exercise

To modify an existing exercise, simply go to *Modify An Exercise* under *Staff Training* in the Portal, click on the exercise you want to edit and click on the Edit button on the right. The exercise can be modified up to the time it is started.

Customizing Exercises

Customization Wizard

The *Customization Wizard* allows you to customize descriptions sent in email or read in web news articles. It also can be used to specify what resources are used during the exercise.



Resources

A *Resource Type* is a category such as Fire Engine, National Guard Unit or Ambulance. A *Resource Type* has particular capabilities such as being able to

suppress fires or carry out an Engineering Mission.

Once you have defined and saved your *Resource Types*, go to the *Define Resources* tab to specify how many of each type you will have available in the simulation.

Exercise Documentation

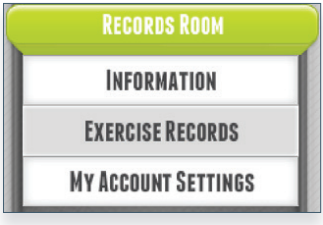
Exercise Documentation can be found in both Individual and Staff Training. When building an exercise, the documentation will be found on the right side of the window and will open in a separate browser window.

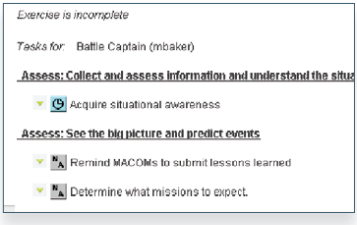
After Action Report

TERA tracks your actions and provides an After Action Report. This allows you to check your progress and improve on certain skills in future exercises.

There are two types of tasks – those that are automatically assessed by the system, which will show a Red, Yellow, Green, or Pending outcome, and those that are self-assessed. For self-assessed tasks, compare your answer to the one given, and select the appropriate outcome according to how well you answered the question.

The AAR can be found in *Exercise Records* under *Records Room*.





Exercise Interface

Concept And Major Areas

The exercise interface consists of 5 major areas; The Controls, Progress Bar, Communication tools, Task Prompts and Settings.

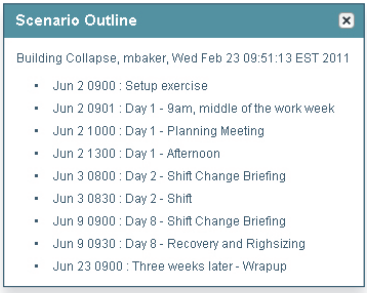
Controlling The Exercise (Host Only)

You control the exercise by using the VCR controls on the top left corner of the interface.

1 To save the exercise to run again later, exit the exercise interface and hit yes to save. If you want to run the exercise on a subsequent day, you have to modify the exercise date under Modify Exercise.

2 Click ■■▶ to speed up or slow down the pace of the exercise. On the "normal" setting, one exercise minute equals one real minute.

3 Click ■■▶ Scenario Outline to see the major time steps in the exercise when the players have handled the situation to the best of their ability at the current time step.



When the players have handled the situation to the best of their ability at the current time step, Click to fast- forward the next time step.

Progress Bar

The progress bar shows progress through the exercise timeline. The progress bar is located at the top of the exercise interface.

Major Time steps

Messages for a time step

Tools

Acronyms

The acronym library shows the descriptions of acronyms throughout the exercise.

Toolbox

See *My Toolbox* under Tutorials and Tools.

Settings

Customize general and text chat settings. Settings can be accessed by clicking on the Settings Icon on the top right corner of the interface.

Task Prompts – (Novice/Intermediate)

Task Prompts are located at the bottom of the Exercise Interface. There are 5 prompts you will receive during the exercise: New Tasks, Urgent, Late, Expired and Completed.

New Tasks

New Tasks are brand new tasks that need to be done. These tasks are highlighted green.

Completed

If you complete a task, the task will go to Completed. These tasks are highlighted white.

Urgent

TIme passes without completing the new task, the task will then appear urgent and will need to be done. These tasks are highlighted yellow.

Late

If you don't complete a new task or urgent task in the time you have, the task will now become late. These tasks are highlighted red.

Expired

If something happens that makes it too late for the task to be effective (e.g. once a meeting starts, it is too late to submit the slides) it goes to expired. These tasks are highlighted black.

“How” Button

The How button next to a task helps you finish the task properly.

In-Exercise Communications

The available toolset changes depending on what role/ organization you are playing (for example, JIEE is only for JFHQ).

Chat

Chat allows the user to communicate with other players through text messaging. Users can create additional private chat channels and invite other players to them.

Private messages can be sent directly to specific players by clicking on the button and selecting a player from the list that appears.

Additionally, players can be quickly selected by double clicking their login name anywhere they are surrounded by brackets in the chat area.

VOIP (Team only)

VOIP allows the users to communicate with other players using a microphone or headset. You may have to configure your computer’s microphone settings to make sure your microphone is working and that its volume level is appropriate.

The microphone icon will change colors based on your connection status:

- Your microphone is currently disabled.
- Your microphone is connecting or muted.
- Your microphone is connected and transmitting audio.

*The microphone is currently being used. This icon will only appear in rule

sets where only a specific number of users can talk at one time.

Clicking on will place the user in a queue to speak. If players are not currently speaking or queued up, the user will automatically connect their microphone and be able to speak. Players will automatically be sorted in the display based on the order that they queued up. Clicking on will remove the user from the speaker queue. These buttons will only appear in rule sets where users are not able to all talk at one time.

Clicking on will allow the user to create additional groups. Players can be assigned a group by dragging and dropping them to the desired group.

Users that are facilitating an exercise will have access to additional functionality in some rule sets that will help them make use of the VOIP capability:

Give the microphone to another player that has already queued up to speak.

Remove the player or all players from the speaker queue.

Forms

Forms contains templates used for composing email, bulletins and fax.

Email

Email is used to display emails from important people throughout the exercise. Emails are fictional and can not be sent to anyone outside of the exercise interface.

1 You can auto complete the address fields by typing in the name or role

of person you want to email.

2 You can also use Email templates to check off tasks.

Website

The website displays news articles that pertain to the scenario you are in.

Map

Use the map to view the exercise site and available assets. The map also shows the locations and profiles of other players in the exercise. You can zoom in or out of the map to find players participating from a great distance.

Meeting

Meetings display slides for discussions with other players and for reference.

Fax

Send, receive and reread sent faxes throughout the exercise. You can also post Faxes to the Bulletin Board. Faxes are fictional and can not be sent to anyone outside of the exercise interface.

Bulletins

Read bulletins on various topics involving the situation you are facing in the exercise.

Visitor

Talk to visitors who come in and out of the exercise. Free response answers may appear in the hotwash at the end of the exercise, with a self-assessment.

JIEE/Tracking

These are mockups of real tools used in the JOC. Players may refer to them to get information, but cannot interact with them. They are simply meant to

remind the users that they should be using these tools to track missions in a real incident.

Log

Take notes and save them in your log for future reference.

TV

Learn the situation better with News Reports that come up throughout the exercise.

Phone

Answer/Place Calls

Answer and place calls to people within the scenario from different organizations and roles.

Voicemail

Listen to messages from phone calls you've missed throughout the exercise.

Exiting An Exercise

In a team exercise, when the last facilitator leaves, the exercise will automatically end. The Facilitator has the ability to save the exercise for future use.

Exercise Interface Diagram