

# ARCOS Resource Assist Contractor Job Aid

## What is it?

The Resource Assist (RA) Response Portal is the portion of ARCOS used to receive a request from a utility, confirm the number of resources that will be sent, and submit your resource roster electronically to the utility.

This **does not** take the place of the Mutual Assistance acquisition process from the utilities or the method of being requested to provide crews for storm response.

## Getting into Resource Assist Response Portal

Login to the RA Response Portal: <https://prod.rostermonster.com/arcos/contractor>

arcos

Print | Logout | Username: Jeffrey Emmons | Timezone: ET

Incoming Requests | Connections | Resources | Administration | Reporting

### Incoming Requests

#### Incoming Request Metrics

Resource Allocation by Event: 04-16-2019 Tornado

Requests by Status: FILLED-EDITED, FILLED, INITIATED, ACCEPTED

Resource Allocation by Requesting Partner: Exelon PHI - Mutual Assistance

Archived Incoming Requests | Release Resources | Add Phone Request

Filter by Requesting Partner: Display All

Event Name	Requesting Partner	Request	Status	Date	Qty Req/Opt	Qty Req/Opt Filled	Location
01-01-2019 Demo Event	Requests: 1	<b>Open Requests</b>					
	Exelon PHI - Mutual Assistance	Company Name - OH	INITIATED	06/11/2019	100 50	0	Newark DE

**NOTE:** Prior to being able to send resources to a utility, you must have a contractor portal set-up and connections made between you and the Utility. Follow the contractor portal set-up instructions to complete those items.

# ARCOS Resource Assist

## Contractor Job Aid

### Portal Set-up

Refer to the ARCOS provided job aids to:

- Manage Connections
- Manage Locations
- Manage Resources (employees, crews, vehicles)
- Manage Users
- Establish notification preferences for requests

### Responding to Incoming Request

- From the “Incoming Requests” screen, find the incoming request that has been sent to you by the Utility.
- Click on hyperlink name to open the request.

Event Name	Requesting Partner	Request
01-01-2019 Demo Event	Requests: 1	<b>Open Requests</b>
	Exelon PHI - Mutual Assistance	<a href="#">Company Name - OH</a>

Event Detail - 01-01-2019 Demo Event [Event Information](#)

Send Response
Confirm All
Save
Cancel

**Request Name:** Company Name - OH INITIATED

**From:** Exelon PHI - Mutual Assistance  
**Primary Contact/Contact Details:** Jeffrey Emmons 111-111-1111  
name@email.com

**Request Items:** ⚡ Confirm All

OH ▲

<table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 150px;">Request Item Name</td><td>OH</td></tr> <tr><td>Location</td><td></td></tr> <tr><td>Damage Type (If known)</td><td></td></tr> <tr><td>Requesting Partner</td><td>No</td></tr> <tr><td>Providing Lodging</td><td></td></tr> <tr><td>Requesting Partner</td><td>No</td></tr> <tr><td>Providing Meals</td><td></td></tr> <tr><td>Start Date</td><td></td></tr> <tr><td>End Date</td><td></td></tr> <tr><td>Arrival Time</td><td></td></tr> </table>	Request Item Name	OH	Location		Damage Type (If known)		Requesting Partner	No	Providing Lodging		Requesting Partner	No	Providing Meals		Start Date		End Date		Arrival Time		<p><b>Full Time Equivalent</b></p> <p>100 <span style="border: 1px solid red; padding: 2px;">0</span> Full Time Equivalent (FTE) - Over Threshold <input type="text" value="50"/></p> <p><b>Resource Groups</b></p> <hr/> <p><b>Individual Line Items</b></p> <p style="text-align: center;"><span style="background-color: #e0e0e0; padding: 2px;">Add Line Item</span></p>
Request Item Name	OH																				
Location																					
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End Date																					
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- The Utility Primary Contact information can be provided on the request.
- Enter in the number of working FTEs you will be sending.
  - Enter only working FTEs, putting support personnel on the roster will come later
  - There is ability to send a couple less/couple more on the roster if exact crew make-up is not known yet.
- Confirm the number in the “Over Threshold” is large enough to cover any support staff that is being sent.
- Add in any notes in the responder notes section
- When complete click “Send Response”

# ARCOS Resource Assist

## Contractor Job Aid

### Sending Crew Rosters

- Ensure all of the crews have the correct make-up for what will be sent to support to storm response
- Standard crew naming is:
  - Company Name: Crew Leader last Name (ie: Contractor XYZ: Jones)
  - If more than one crew with the same crew leader last name, add in first initial (ie: Contractor XYZ: Smith J)
- Go into the incoming request
- Click “Fill Request”
- Build the roster by using the “Add Crew” button to select each of the crews that will be sent.
- When roster is complete, click “Send Response”

Request Name: Company Name - OH

Request Items: [Release At? NOW](#) [Release Note? None](#)

OH [Request Details](#)

Full Time Equivalent: 0 of 100 (150 max) [Add Crew](#) -OR- [Select Resource Group...](#) [Create Crew](#)

[Send Response](#) [Save](#) [Cancel](#)

- After the roster of crews has been sent, return to the original request screen.
- Click on “Requested Roster Updates”

Event Detail - 01-01-2019 Demo Event [Event Information](#)

[Cancel](#)

Request Name: Company Name - OH FILLED

From: Exelon PHI - Mutual Assistance  
Primary Contact/Contact Details: Jeffrey Emmons [111-111-1111](#)  
[name@email.com](#)

Request Items: [Requested Roster Updates](#) [Allocations](#)

OH [^](#)

Request Item Name	OH	Full Time Equivalent

- Fill in drop down menus of additional information about the crew/employees (Crew Type, ETA, etc)
- You will also be able to see some real time information about where the crews are working during the event

Request [Exelon PHI - Mutual Assistance - 01-01-2019 Demo Event - Company Name - OH](#)

Exelon PHI - Mutual Assistance - 01-01-2019 Demo Event - Company Name - OH

Crew: PHI Chester County 7

Type of Crew (OH, Veg, etc) [OH](#)

Exelon LOTO Qual? [LOTO](#)

RegionAssignment

ReportingLocation

Primary RMAG [None](#)

Home Utility [PHI](#)