intermedix

WebEOC®

User Guide

Version 8.0

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Welcome

WebEOC® Professional is Crisis Information Management Software (CIMS) that was developed over a decade ago to meet the needs of emergency management agencies (EMAs) at the federal, State, and local levels.

Today, WebEOC is used by government agencies, such as the U.S. Departments of Agriculture, Defense, Energy, Homeland Security (CDP, FEMA, ICE, TSA, and USCG), Health and Human Services, EPA, and NASA. It is also used by corporations, public utilities, universities, and more.

Although WebEOC and its product suite provide specialized tools for managing crisis information and emergency response, it can also be used to manage any and all events, agencies, organizations, and more.

WebEOC includes a default set of boards and plugins that enable any agency to begin using it almost immediately. An agency can use any or all of the boards as-is, or build an unlimited number of boards and forms tailored to local requirements. Within the context of WebEOC, a board is an electronic display that allows you to transmit and share information in real-time with other WebEOC users. WebEOC boards are the equivalent of large, chronological, or topical paper-based boards that, for years, dominated every EOC and command center around the world.

Background

WebEOC was one of the first web-enabled, commercial-off-the-shelf CIMS systems developed for emergency management. As a web-based product, WebEOC ushered in the era of “virtual” EOCs, making it possible to monitor and manage an emergency response from anywhere in the world.

With WebEOC, crisis information is immediately and universally available to authorized users everywhere. It can be configured based on local requirements, while giving agencies and organizations the ability to link to a wide assortment of different systems.

WebEOC can be used during the planning, mitigation, response, and recovery phases of any emergency. It can also be used by agencies and organizations during day-to-day activities to manage routine, non-emergency operations.

WebEOC’s design is based on the following tenets of emergency information management systems.

CIMS should:

- Be affordable.
- Be user-friendly.
- Be easy to maintain by existing EMA staff with access to the vendor's technical support.
- Be easy to configure and tailor to the conditions of the agency.
- Allow for remote access by authorized users located outside the local area network (LAN).
- Comply with the provisions for the National Incident Management System (NIMS).
- Comply with the provisions for the Incident Command System (ICS).
- Support users who implement both the ICS and Emergency Support Functions (ESF) structure.
- Integrate with other systems, such as mapping, and other CIMS and telephonic alert notification systems.
- Integrate public health into emergency management.
- Operate within a variety of network configurations.
- Have a wide range of features consistent with the four phases of emergency management.
- Have help desk support on a 24-hour basis.

Audience and Purpose

Audience

People who use WebEOC are classified as either users or administrators. Individuals who set up, configure, and customize WebEOC in accordance with an agency's unique needs are WebEOC administrators.

Purpose

This Help system provides detailed instructions and the information that you need to operate WebEOC during daily operations or in response to an emergency.

WebEOC is a tool that can be customized locally based on the unique needs of your organization. It provides levels of access that can be tailored to meet the unique needs of individual users and organizations. Therefore, all WebEOC features covered in this manual may not be available to all users. In addition, the features and tools shown in this User Help may look different in your instance of WebEOC.

Contact your WebEOC administrator for questions about a specific capability.

Time Conventions

WebEOC stamps all entries with a time and date. It also tracks and displays who entered the information.

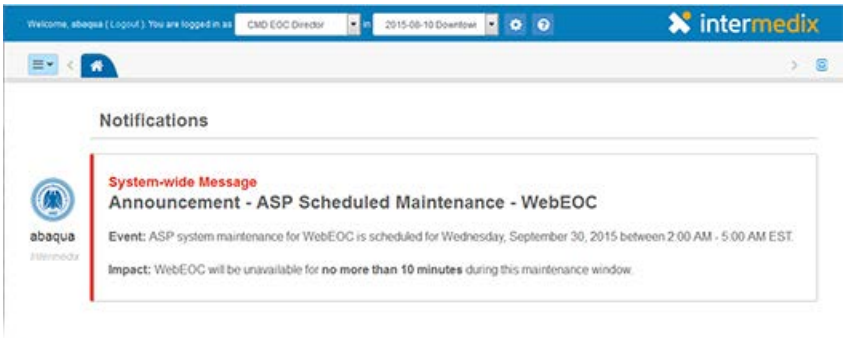
Entries typically appear in status boards in the order in which they are entered into the system. For example, a telephonic report is received at 10:00 p.m., and it is entered into WebEOC at 10:01 p.m. The system time is 10:01 p.m.

Agencies can determine whether to show system times as part of the displayed entry. During setup, administrators can add additional time fields to status boards that can be user-modified; these times could represent a time the incident occurred, actual time of receipt, and so forth. These additional time fields, if used, are separate from the unalterable system time.

Getting Started

WebEOC Home Page

When you log in to WebEOC, or change positions, you are taken directly to the *Home* page. The *Home* page displays agency information, as well as system-wide messages and notifications so that you and other users are immediately informed of critical information. You can return to the *Home* page at any time by clicking the Home tab at the top of the page.



The position and incident you logged in to appear in fields at the top of the page. Clicking the field opens a drop-down menu from which you can choose another position or incident.

Open the control panel by clicking the control panel icon in the upper left corner of the *Home* page.

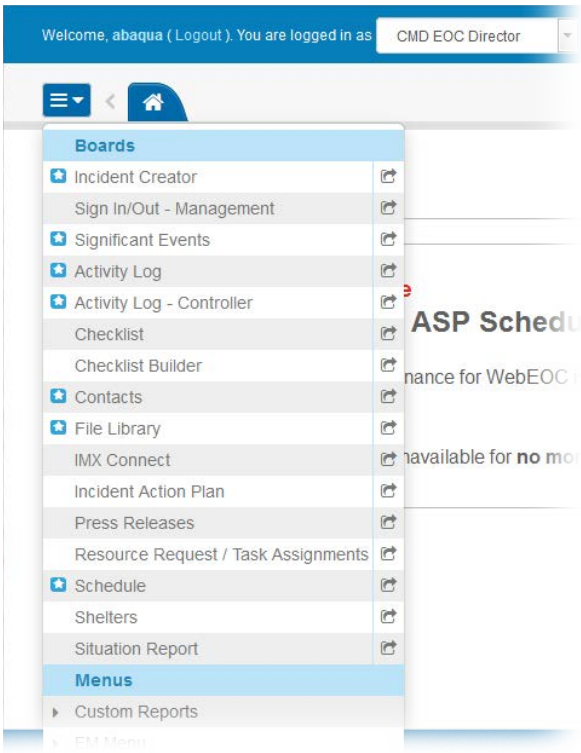
Open the User Help at any time by clicking the Help icon .

Click the **Logout** link beside your username in the information bar to exit WebEOC.

Control Panel

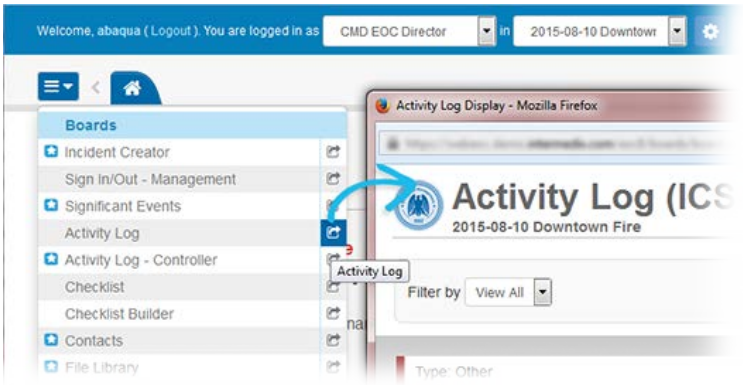
The Control Panel is the information hub of WebEOC. It is organized by *Boards*, *Menus*, *Tools*, *Plugins*, and *Links*. Within each of these sections, the items are listed alphabetically by default.

Open the control panel by clicking the control panel icon in the upper left corner of the home page.



The control panel's components and functions are described in detail in the WebEOC User Help.

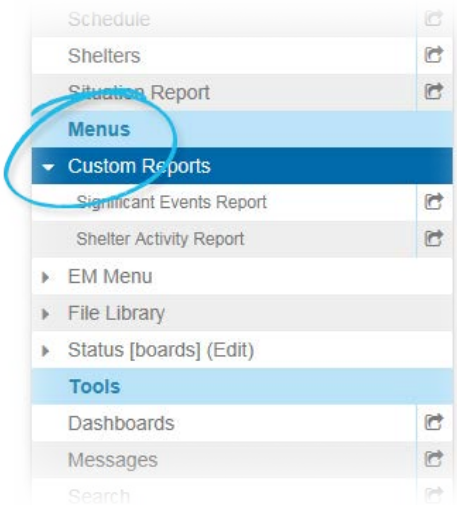
A star icon preceding a board name alerts users when new data has been posted to that board. Once the status board has been opened, the star disappears until new information has been added or existing information has been updated.



Clicking the name of a board, menu, or plugin opens it in a new tab within the existing window. Multiple status boards and/or multiple copies of a status board, plugin, or link may be opened. Clicking the window arrow to the right of the name opens the board or item in a new window. Clicking the name of a link automatically opens that item in a new window.

Menus are located on the control panel in the *Menus* section. The arrow symbol preceding the menu name indicates the menu contains items. Items contained in the menus follow the same convention and behavior as status boards. A star icon preceding a menu item alerts users when a change has been made. Once the item containing new data has been opened, the star disappears until new information has been added or existing information has been updated.

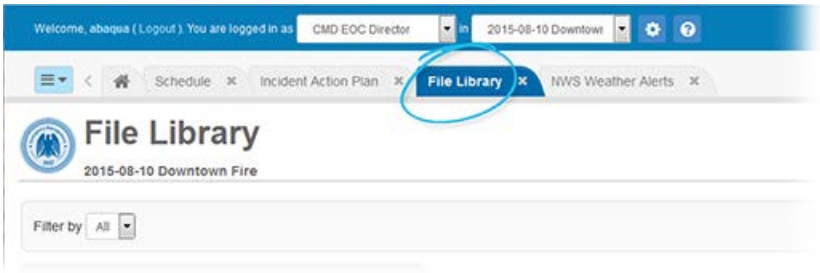
Click the name of the menu or the arrow to the left of its name. The section expands to show you the available options.



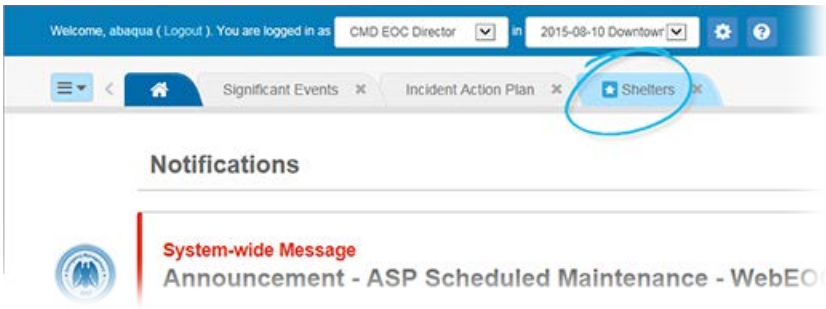
Menus can contain status boards, plugins, links, or other menus. When a menu item is selected, it opens in a new window.

Navigating WebEOC

Clicking an item's name in the control panel opens that board, tool, menu, or plugin, in a new window. The tab for the board or option that is currently in focus is dark blue.

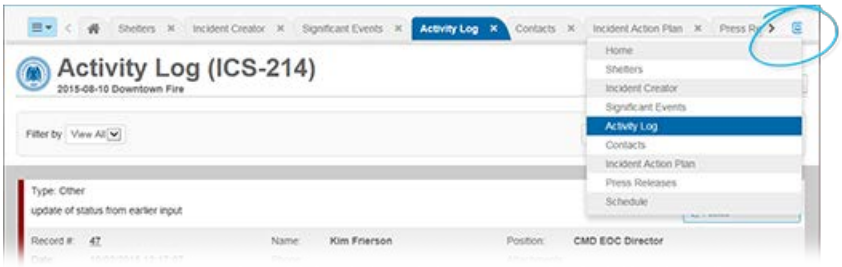


If you have a board tab in focus and changes are made to another board or item that you have open, the system notifies you by placing the star icon in the tab header and changing the updated tab's color to light blue.



When you have many tabs open, you can quickly move from one to another by using the menu on the right side of the tab bar. Open the menu and click the correct option. That tab comes into focus.

You can also scroll through the open tabs when they expand beyond the visible area by clicking the arrow icons to the left and right of the tabs.



To close a status board, menu window, plugin, or link, click the close option in its tab, or in the window.

***Note**: WebEOC remembers your current view for each position. That is, when you log in the same tabs are open as when you last logged out or changed positions.*

Users, Positions, Groups, and Incidents

Each user account in WebEOC must be assigned to a position; each position must be assigned to a group; and each group must be assigned to an incident. Without a position, a user cannot log in to WebEOC. Without a group, a user does not have permission to any incidents, and without being assigned to an incident, a user does not have permission to any boards, plug-ins, or other tools and features.

Users, Positions, and Groups

Each user has a unique username and system password. Users can be assigned multiple positions where necessary. User accounts, positions, and groups are established based on specific organizational structures. Users have different levels of rights depending upon the position selected during the login process. Ideally, positions are assigned to users in advance of an incident based upon their response roles. For example, John Doe, a user, is assigned to the Operations Section Chief position. Multiple users can be assigned to a position, and multiple positions can be assigned to a group.

Incidents

WebEOC is an incident-based information management system, capable of managing multiple incidents simultaneously yet separately. This is critical for organizations that function in an oversight or regulatory role responsible for managing and/or tracking multiple incidents, or whose structure may involve multiple operating locations.

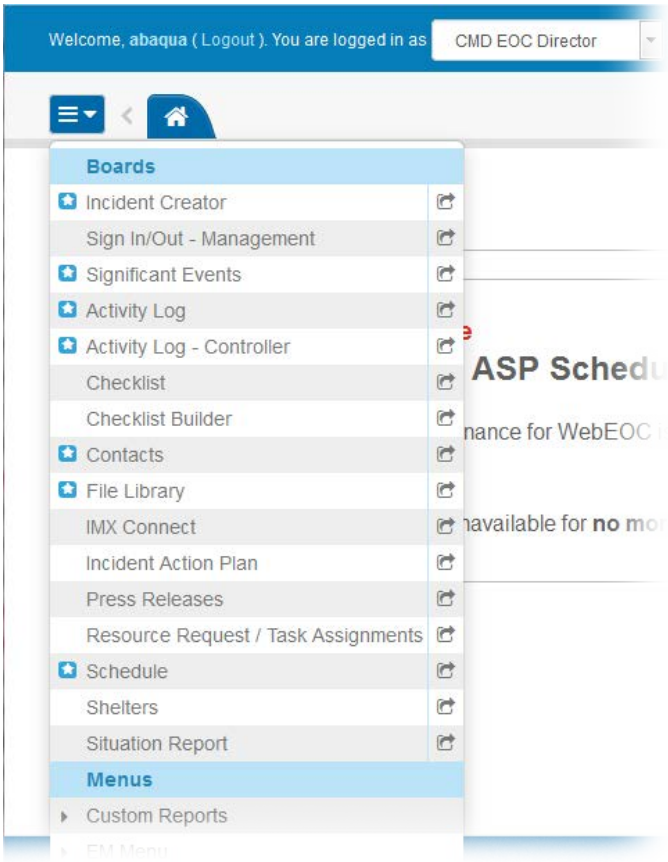
When logging in to WebEOC, you choose an incident. Data in some boards, such as the *Activity Log* and *Incident Action Plan*, is dependent on the incident you are logged in to while other boards show the same records regardless of the incident.

Boards

Boards are the heart of WebEOC. They are the mechanisms you use to manage and share real-time incident information with authorized users in your system and between linked systems.

Incident Information

In WebEOC, incident information is transmitted and displayed in boards, making the information available to all authorized users simultaneously. In the context of a crisis information management system (CIMS), a WebEOC board is equal to a large, chronological or categorical paper-based status board that used to dominate EOCs and command centers around the country.



With WebEOC, users enter information electronically into boards and forms, allowing everyone logged in to WebEOC to see this information instantly. There is no duplication of data, no loose paper forms, and no shouting from section to section to share information. WebEOC helps you build reports, request assistance, deploy resources, store documents, map almost anything, and more.

In WebEOC, standard government forms used to track emergency response tasks are built as boards to implement your agency's information process flow. For example, you may have access to ICS forms, FEMA forms, Situation Reports, and Resource Request/Task boards.

Board Access

Clicking the window arrow to the right of a board name opens the board in a new window. Clicking the name of a board automatically opens it in a new tab.

Note: *The boards and board features available on your control panel may vary from the boards described in this User Help. If your agency has created boards specific to your needs, contact your WebEOC administrator if you have questions or need instructions on using them.*

Board Views

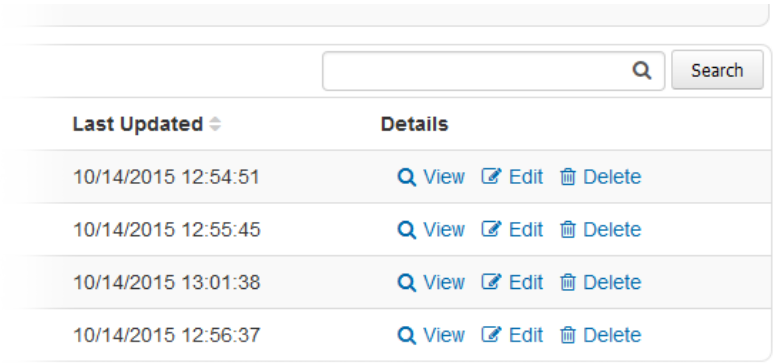
Every board has two types of views: input and display. Data is entered and updated in the input view and displayed in the display view.

Your administrator determines your permissions and the level of interaction you have with each board. The most common examples of permissions include:

- View
- Edit
- Delete

You may be granted any of these permissions. Those permitted to you appear in the **Details** column in the board. This view could contain all the data for a board, or it may contain a subset of data. List views are very useful during an incident because they allow you to display only data that is immediately necessary, enabling you to focus on the most important data.

Clicking the permission opens the next level of the board and allows you to perform a task associated with the permission, such as viewing additional details, editing, or deleting.



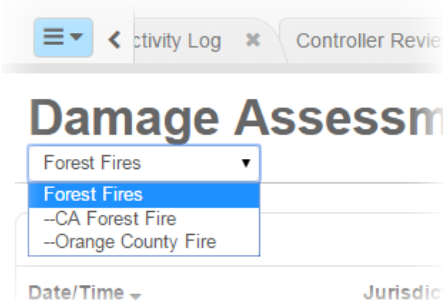
An example of a list view is the Shelters board. In the Shelter Status board example below, if you want to see detailed information for a record, click **View** in the **Details** column.

***Note**: Your administrator may have different settings configured for your boards.*

General Board Features

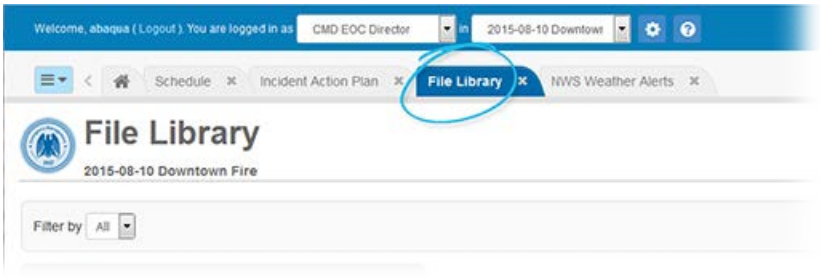
Master Views

A master view of incidents combines the data from multiple related incidents into one data view. Selecting the master view when you log in to WebEOC allows you to select an incident from the **Incident** drop-down menu in incident-dependent boards if you wish to then view the data from a single sub-incident.



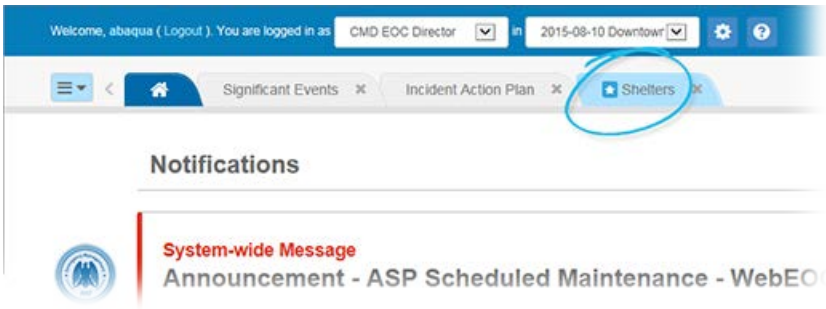
Board Navigation

The tab for the board that is currently in focus is dark blue.



If you have a board tab in focus and changes are made to another board or item that you have open, the system notifies you by placing the star icon in the tab header and changing the tab's color to light blue.

***Note**: Even if a board is not open as a tab, the board name itself will be highlighted light blue within the control panel menu if updates or changes were made by another user.*



When you have many tabs open, you can quickly move from one to another by using the menu on the right side of the tab bar . Open the menu and select the correct option. That tab comes into focus.

You can also scroll through the open tabs when they expand beyond the visible area by clicking the arrow icons < > to the left and right of the tabs.

The number of entries that can be seen at any one time varies by board and the data entered. If a board has more entries than can be viewed at the same time, use the scroll bar to navigate through the window. If the board consists of multiple pages, use the arrow buttons located at the bottom of the window to move from page to page.

The double arrows move you to the next or previous page.

The double arrows with lines move you to the first or last page.

Board Refresh

Each time a new entry is posted or an entry is updated, the board refreshes with the new or changed entry appearing at the top of the board, unless other board sorting or filtering is applied. To temporarily suspend the refresh process when scrolling through entries on a board, select the **Disable Refresh** check box located at the bottom of each board. This can be helpful when working with a board and large amounts of data entered by other system users.

***Note**: New data is not posted to the display until the **Disable Refresh** check box is unchecked.*

Sorting

Sort Options allow you to order the entries currently displayed in a board according to a particular parameter. The system default is by the record's last updated date and time, listed in descending order. This means that the latest or most recent record of the event or incident appears at the top of the board and earlier information appears further down the list. Your data sorting only affects your view; it has no effect on the board views of others.

The default sort order can be modified by your administrator, so you may find the default order is different for some of your boards (alphabetical for some, usage frequency for others).

Administrators can also add the ability to click column headers in views to allow you to sort the data by that column in ascending or descending order.

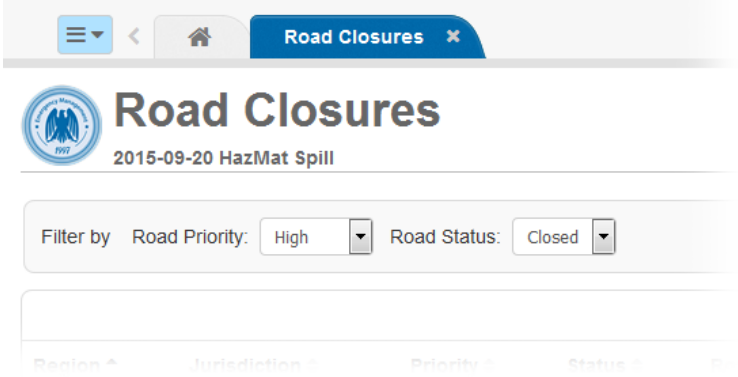
Filtering

A board can be filtered to display only the records that meet specific criteria. Any combination of criteria can be used to define the filter. The more criteria you specify, the fewer entries appear.

Your data filtering only affects your view; it has no effect on other users' view of the board.

Your administrator may have set up filters appropriate to the views that are available to you. This is especially helpful when you want to quickly view a specific subset of records, such as filtering by priority or status.

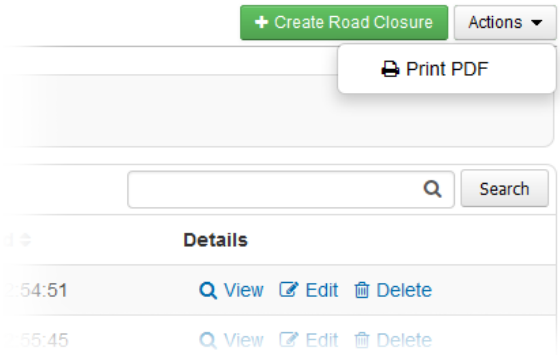
Filters appear at the top of the list. For example, in the *Road Closures* board, you can filter the list of closures by **Priority** and/or **Status**.



Printing

The top right corner of the board list view can contain a number of features:

- If there is a create or add option, this is where the button appears. In the following example, you can click **Create Road Closure** to create a new record.
- If there are other actions, they appear in the **Actions** drop-down menu. In this example, you can print a PDF of this list view's content.
- You can also enter all or part of a word to **Search** by. This is especially useful for pinpointing a specific record.



Adding an Attachment

Sometimes it is necessary to include files in a board. WebEOC allows you to attach a file to a board entry when adding or updating a record. File size limits are controlled by the WebEOC administrator. Your administrator must also add the attachment feature to the board to make it available to you.

Board attachments are maintained when an entry containing an attachment is data linked from one board to another; however, attachments cannot be used with board emails. Only attachments sent using the messages plugin will be sent by email. System emailing must also be configured by the WebEOC administrator.

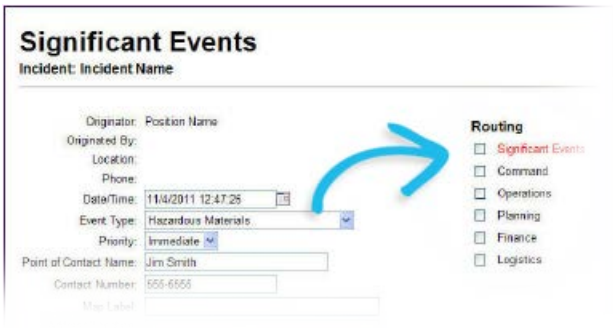
Click the **Choose File** button next to the **Attachment** or **File Name** field.

Navigate to the location of the file to be attached, select it, and click the **Open** button. This returns you to the *New Record* window. Click **Save**.

You can view or download board attachments directly from the board display. Board attachments are displayed as links and labeled as **Attachment** in the board. Click the **Attachment** link to open the file.

Data Linking

Using data linking, information from an entry in one board can be simultaneously posted to another board. Your administrator uses the Boards Editor to link specified fields in one board to a destination board. Only boards configured to allow data linking can execute this feature.



Importing and Exporting Board Data

Your administrator may have set up import and/or export features on one or more of the boards to which you have access.

***Note**: In some WebEOC systems, the importing and exporting features are available to system administrators only. For WebEOC Enterprise clients, advanced Data Manager functions, including user-level importing and exporting, are fully integrated with WebEOC. They are also available to WebEOC Professional clients as an add-on. For more information, refer to the* Board Data Manager *quick reference guide. All other WebEOC clients continue to have access to the administrator data import and export features.*

If the board contains an **Export** button, you can export the board data to a spreadsheet.

You can import data if you see the **Import** button when you open the board's new record input window.

The import process provides access to a template that is specifically designed for that board. You can download the template, fill in the data records you want to add, and then import those records.

You can only export the data from your current view, and only data to which you have access.

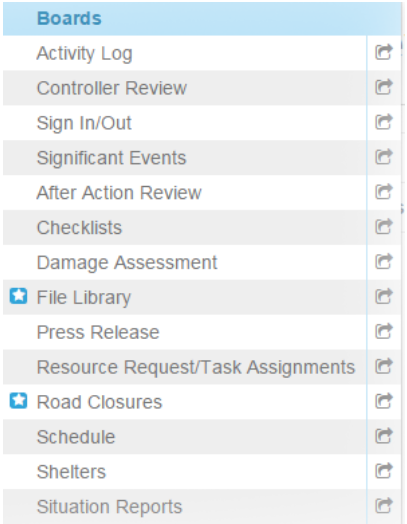
Standard WebEOC Boards

Standard boards allow you to track, display, and manage crisis information. The control panel below shows an example of the *Boards* section and how boards can be arranged. The boards you have access to are determined by your WebEOC administrator.

A few of the most common boards used are listed below and briefly discussed in this Help system.

- After Action Review
- Checklist
- Damage Assessment
- Event Reporting
- File Library
- Press Releases
- Resource Request/Task Assignments
- Road Closures

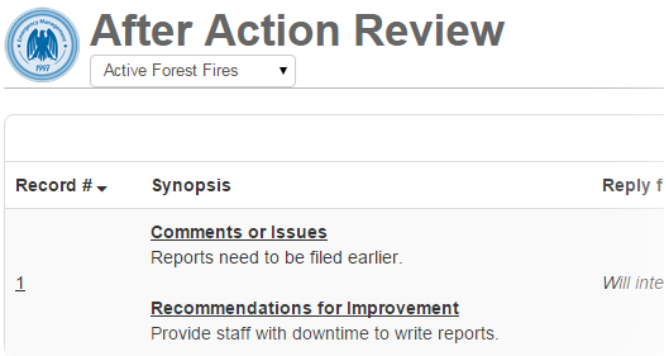
- Schedule
- Shelters
- Sign In/Out
- Situation Report



You may also have FEMA and ICS forms available as boards. These forms are typically accessed from the *Menus* section. See the Menus topic for detailed instructions.

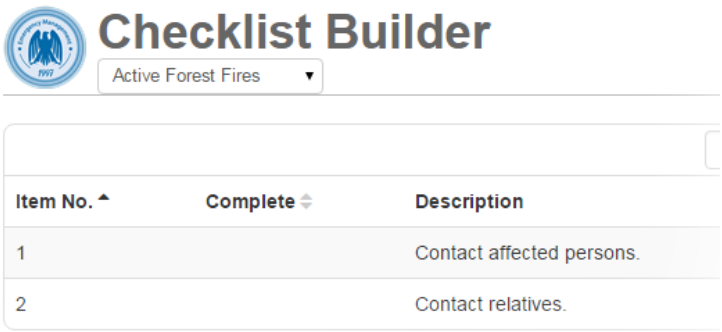
After Action Review

The *After Action Review* board allows you to document comments and recommendations after an incident and track the resolution of items.



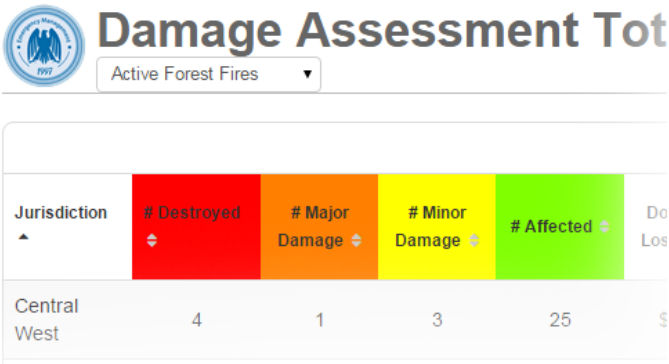
Checklist

The Checklist board allows you to create, edit, and view a chronological list of specific items users must complete during an incident.



Damage Assessment

The *Damage Assessment* board allows you to track detailed information on the individual and cumulative dollar loss due to damage to private and public property to assist with federal reimbursements, when applicable.



Event Reporting

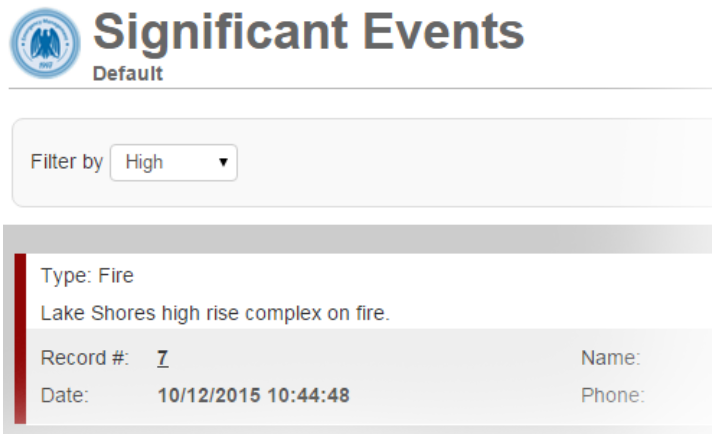
The *Event Reporting* board allows you to document actions and major incidents taken by the personnel in the EOC. Event Reporting consists of the Activity Log and Significant Events views.

Activity Log

Activity Log allows you to document actions taken by personnel in your position during each shift. It allows users to track event types and details, statuses, contact information, position and name of those reporting, maps of the area, and more.

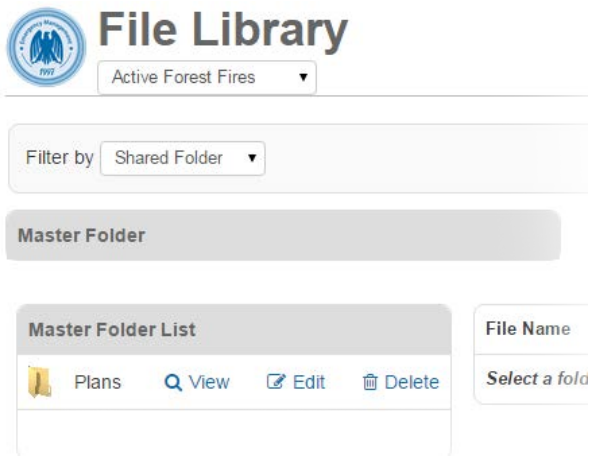
Significant Events

Significant Events is the equivalent of your major event log or incident journal. It is used to track events and activities and logs “who did what when.” This view provides real-time chronology of the actions taken during an event, from beginning to end, only showing major or significant log entries to help you maintain situational awareness and a clear operating picture. Entries in this board include: reporting authority, event type, date and time of the entry, location, priority level, and a narrative summarizing event information.



File Library

The *File Library* board allows you to upload, organize, and share documents and files across your organization. It also allows you to create private folders that can only be viewed by the position that created the folder.



Remote Boards

The Remote Boards feature allows users on one instance of WebEOC to access boards hosted on a different WebEOC system, such as an instance in a neighboring county.

The use of remote boards allows all WebEOC instances to view the same set of data from the same board. Everyone has all the information available to them so a common operational picture is maintained.

If your group permissions allow, you may see a link in the *Plugins* section of the control panel labeled **Remote Boards**. See the Plugins topic for detailed instructions on using remote boards.

Subscription Boards

Subscription boards are those that are shared among several WebEOC instances over the ESiWebFusion network. A subscription board is published to the ESiWebFusion server and offered for use to the other WebEOC instances connected to the ESiWebFusion server. Depending on their level of permission, WebEOC instances that subscribe to the board can read, read/write, or read/write/delete information on the board.

A record is added to a subscribing (local) WebEOC instance. The record moves from the local copy of the board to the ESiWebFusion server, and is then added to each of the other participating WebEOC instances.

On the control panel, subscription boards are located in the *Boards* section with local boards. The arrangement of boards in this list is determined by settings configured by your WebEOC administrator.

Subscription boards are used in the same way as any standard board on a user's WebEOC control panel. Users can add/update, view, sort, and filter data as determined by the permissions allowed by the board owner (publisher) and group permissions on the subscribing (local) WebEOC server.

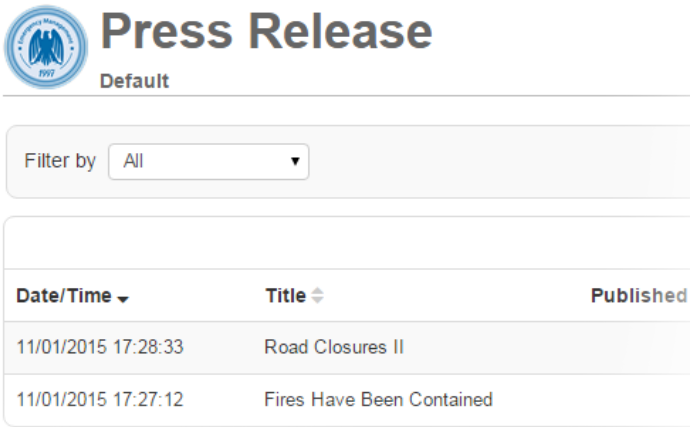
See the *Subscription Boards Manual for ESiWebFusion* for more information.

Press Release

Every emergency response involves the media, and almost every emergency response organization has a Public Information Officer (PIO) responsible for the development and release of accurate and complete information regarding the incident.

The PIO usually establishes an area for the media that is away from the command post, separate from the EOC, and a safe distance from the incident scene. This area is used to provide news releases, responses to questions or requests, tour information, and so forth.

WebEOC's Press Release board allows the PIO to review, approve, publish, and share press releases in WebEOC.

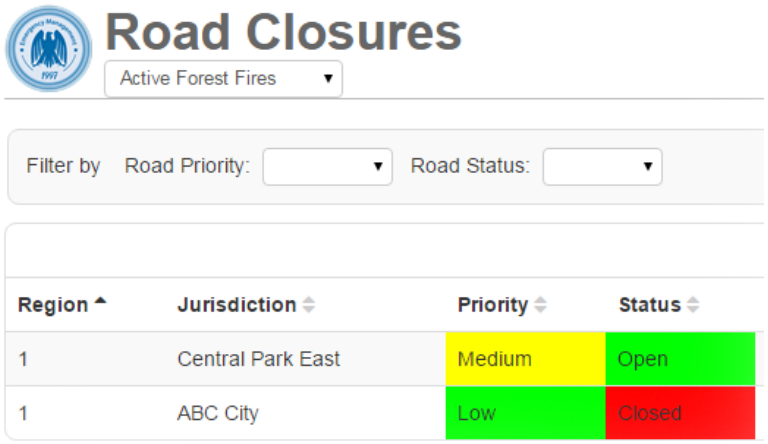


Resource Request/Task Assignments

The Resource Request/Task Assignments board allows for resource requests and task assignments to be submitted in the field via mobile device or in the EOC. The received requests can then be routed to the appropriate position, allowing staff to manage all related activity and updates on the status. During daily operations, the board allows for the management of non-emergency tasks and requests.

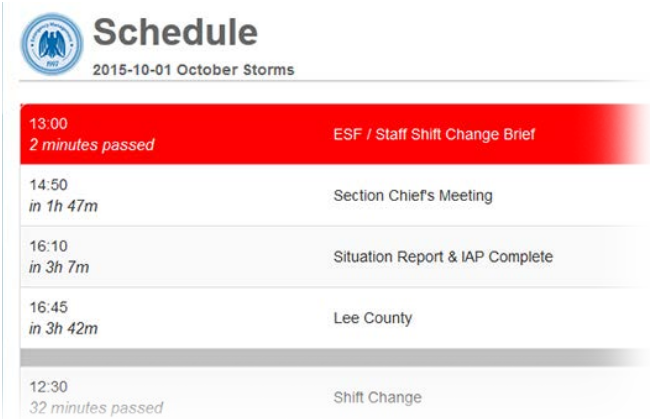
Road Closures

The *Road Closures* board allows you to document and track specific details on road closures to include status, location, damage, and suggested detours.



Schedule

The *Schedule* board allows you to enter pertinent events and view visual cues as they progress through their cycle. It is also referred to as the *Battle-Rhythm.*

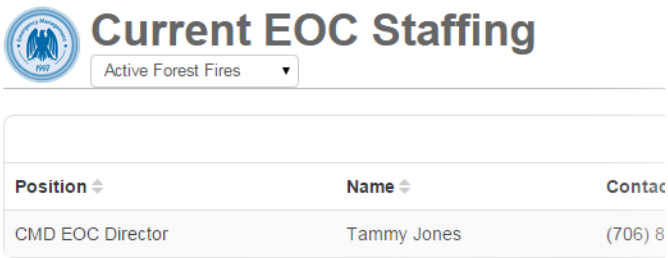


Shelters

The *Shelters* board allows you to track shelter information and status. The standard list view displays the shelter's name, status, occupancy, and more. It also indicates whether a shelter houses general population, accommodates special needs, or is pet friendly.

Sign In/Out

The *Sign In/Out* board allows you to track who is currently on shift during an incident or day-to-day operations. The board also tracks hours worked by agency personnel.



Situation Report

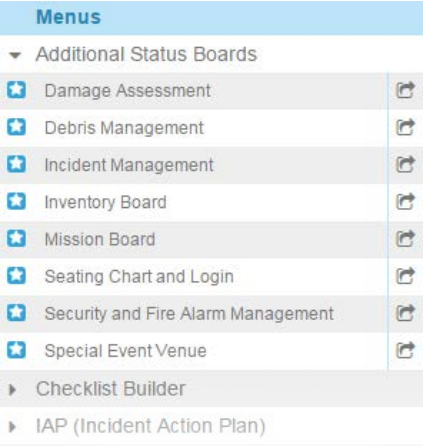
The *Situation Report* board allows agencies to track published SITREPs and view the published reports.

SITREPs (SITuation REPorts) are typically published at least once every 24 hours during an emergency. WebEOC provides a standard format that can be used based on the two common methodologies — Incident Command System (ICS) or Emergency Support Functions (ESF).

Functional areas within the emergency response organization update their portion of the SITREP, which then populates a master SITREP can be viewed online and approved before release.

Menus

Menus give you an easy way to access multiple display boards, plug-ins, links, forms, and other menu items that are grouped under a single link on the control panel.

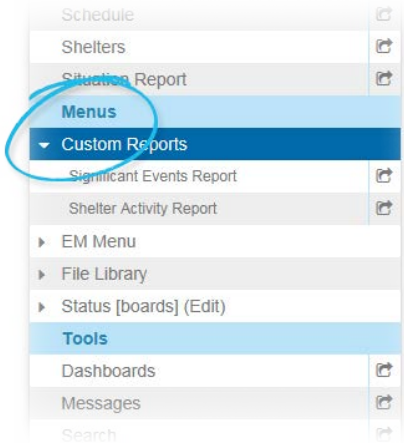


Menus are located on the control panel in the *Menus* section. The arrow symbol preceding the menu name indicates the menu contains items. Items contained in the menus follow the same convention and behavior as status boards. A star icon preceding a menu item alerts users when a change has been made. Once the item containing new data has been opened, the star disappears until new information has been added or existing information has been updated.

Multiple status boards, plugins, or links may be opened from a menu.

Click the name of the menu or the arrow to the left of its name. The section expands to show you the available options.

Menus can contain status boards, plugins, links, or other menus. When selected, the menu item opens in a separate tab with the same look and functionality as the control panel.



Accessing Menus

Menus are a convenient way to group similar boards and other control panel items. Multiple menus can be created to help you quickly access boards, tools, plugins, and more. Menus also keep the control panel more organized and streamlined. An example of this would be organizing a long list of boards into a single menu item.

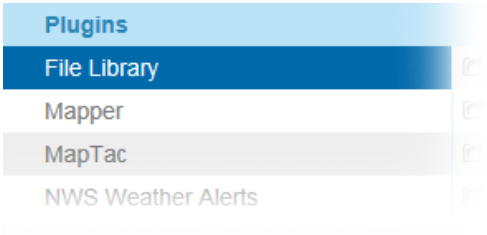
For more information, see the Boards topic.

Multiple plugins can also be grouped into individual menus to conserve space. For more information, see the Plugins topic.

Extensive lists of links to external web sites can be organized by grouping them into menu items as well. A limitless number of links can be added. For more information, see the Links topic.

Plugins

This section describes how to use system plugins included with WebEOC, such as the File Library, MapTac, Messages, and more. Many other plugins and system add-ons are not covered in this document but, instead, have separate help documentation.



Checklists

The Checklists plug-in allows your organization to automate procedures and checklists.

Steps in a checklist can be identified as a main numbered step, or a sub-step marked with a letter/number. You can mark the progress of tasks by assigning the appropriate status, as outlined in the table below. If this functionality is not desired, steps can simply be marked as **Complete**.

Value	Meaning	Comments
(Blank)	Not started	A step status set to blank sets all of its sub-steps' statuses to blank.
O	Open	Sub-tasks with a status of **C**, **O**, **N**, or **P** sets the primary step status to **O**. If all sub-tasks are blank, the primary step is also blank.
C	Complete	A primary step is complete when the status for each sub-step is set to **C** (Complete), **N** (Not Applicable), or **P** (Previously Accomplished). You cannot select **C** or **O** for a step that has any sub-step that is open or blank.

P	Previously Accomplished	A primary step status set to **P** sets the status of all its sub-steps to previously accomplished. If all sub-steps are set to **P**, the primary step status is automatically set to **P**.
N	Not Applicable	A primary step status set to **N** sets the status for all its sub-steps to not applicable. If all sub-steps are set to **N**, the primary step status is automatically set to **N** as well.

Users can add remarks to any step and have the option of viewing or hiding the remarks. Checklists are incident specific. This means a checklist used in one incident can also be used simultaneously and independently in other incidents, but information associated with each incident is stored with the associated incident when archived.

Administrators can create checklists and assign a due time for a step. When a step has not been completed and the due time is passed, the status indicator field for the step or sub-step turns red. The due time is based on the time entered in the checklist by the administrator when an incident is created. For example, if a new incident is created by the administrator at 11:30, then a task due in 30 minutes shows as overdue at 12:01.

Accessing Checklists

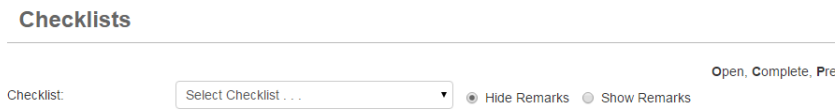
To access Checklists:

1. Click **Checklists** in the *Tools* section on the control panel.

   ***Note**: If you are logged in to a specific incident, the checklists applicable to that incident appear in the page. If you are logged into a master view, an **Incident** drop-down list appears in the window. The incident you select from that drop-down list determines the incident with which the checklist data will be archived. Archiving is only available in previous releases.*

2. In the *Checklists* window, open the **Incident** list and click the one you want.

3. Open the **Checklist** field and click the one you need.



Setting the Status for Steps

There are several options available to show the status of a primary step or a sub-step in your checklist.

This topic explains how to use the available status options and explains the relationship of the sub-steps to the primary step.

***Note**: If you are logged in to a specific incident, the checklists applicable to that incident appear in the page. If you are logged into a master view, an **Incident** drop-down list appears in the window. The incident you select from that drop-down list determines the incident with which the checklist data will be archived. Archiving is only available in previous releases.*

Steps may have a due time associated with them. The time is based on the Incident date/time. If a step is blank or **Open** (in-progress) and the time for completion (due time) has passed, the background color of the status field changes to red. The expiration status for the step changes to **C**, when all the sub-steps are set to either a **C**, **N**, or **P**. For more information on statuses, refer to Checklists.

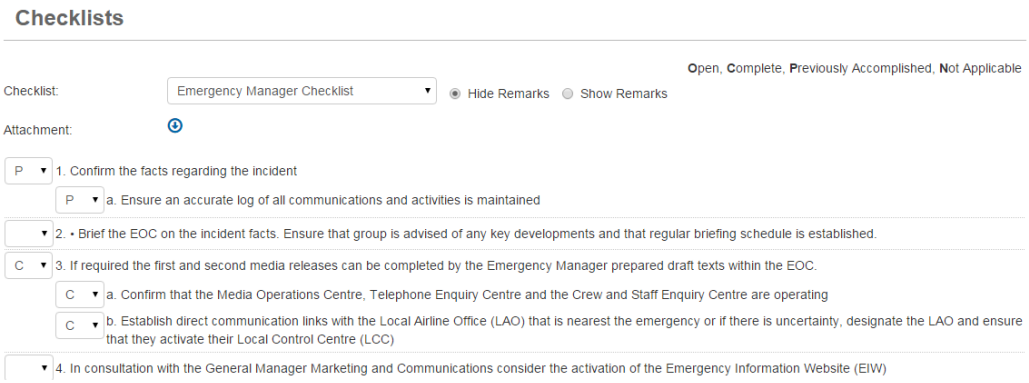
To set the status of a step or a sub-step:

1. Click **Checklists** in the *Tools* section on the control panel.

2. In the *Checklists* window, if applicable, open the **Incident** list and click the one you want.

3. Open the **Checklist** field and click the checklist you need.

4. Click the drop-down list for the step, and click one of following options:



- Blank - Not started
- **C** - Complete
- **N** - Not Applicable
- **O** - Open
- **P** - Previously Accomplished

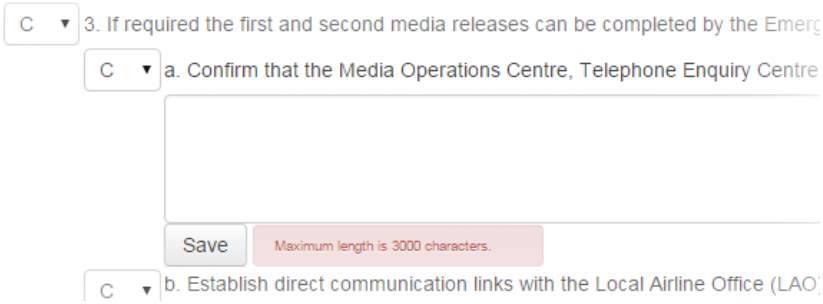
Adding or Editing Remarks

When adding or editing remarks in the *Checklists* window, only one step or sub-step can be open at a time. You can edit previously saved entries. The maximum length of a remark is 3,000 characters.

To add or edit a remark to any step or sub-step in a checklist:

1. Click **Checklists** in the *Tools* section on the control panel.
2. If working in the Maser view, in the *Checklists* window open the **Incident** list and click the one you want.
3. Open the **Checklist** drop-down list and click the one you need.

4. Click the step or sub-step to open a text box to add or edit a remark.



5. Enter remarks in the text box.

6. Click **Save**. The text box you were working in closes.

7. Select the radio button for **Show Remarks**. Remarks for all the steps and sub-steps are shown in blue.

8. To edit a remark for a step, click the remark. A text box opens.

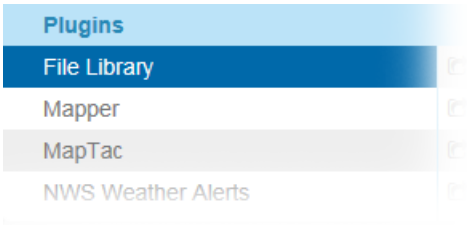
9. Make your changes to the remark.

10. Click **Save**.

File Library

The *File Library* plugin allows WebEOC users to upload and share documents and files with other users through WebEOC. The file could be a standard operating procedure, a situation report, a PDF, an image, or other file type. Depending on the permissions granted, users can view and add files, and/or delete files from the library.

***Note**: WebEOC administrators may choose to use the File Library board available for file management instead of this plugin.*



If you are unable to access the *File Library* or need to have edit and/or delete permissions, check with your WebEOC administrator.

Adding a File

To add a file in the File Library:

1. Click **File Library** in the *Plugins* section on the control panel.

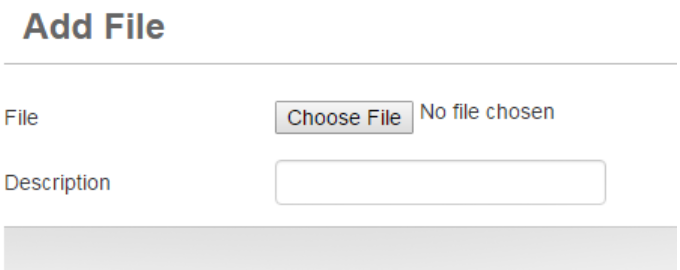
2. Click the folder name in the *Folder List* window.

***Note**: A* Folder List *contains a list of files/documents. If no folder names appear, you have not been granted permission by your administrator to access the folders.*

3. In the *File List* window, click the **Add File** button.

   ***Note**: If your administrator has not configured read/write permissions to the folder in the File Library, the **Add File** button does not appear.*

4. In the *Add File* window, click the **Browse** or **Choose File** button to search for the file you want to add.



5. If appropriate, enter a **Description** for the file.

6. Click **Save**. In the *File List* window, files are sorted alphabetically by name.

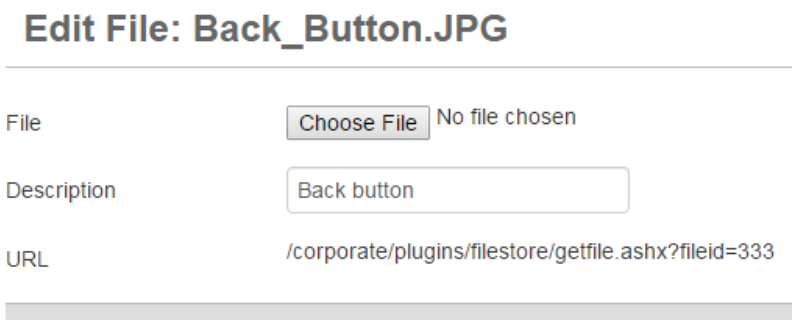
Replacing a File

You can update any document listed in the File Library by replacing it with a new one.

To replace a file in the File Library:

1. In the *File List* window, click the name or description of the file you want to replace.

2. In the *Edit File* window, click the **Choose** button to search for the file you want to add.



3. Enter a new **Description** for the file. The description appears in the *File List* window.

4. Click **Save**.

Viewing a File

To view a file in the File Library:

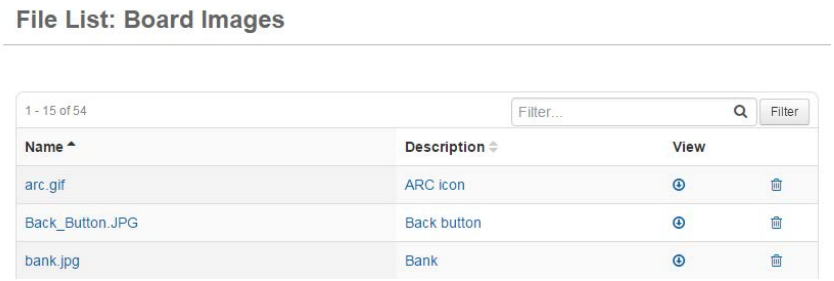
1. In the *File List* window, click the view icon for the file you want to open.

2. In the *File Download* window, click **Open**. The file opens as a read-only document.

Deleting a File

To delete a file from File Library:

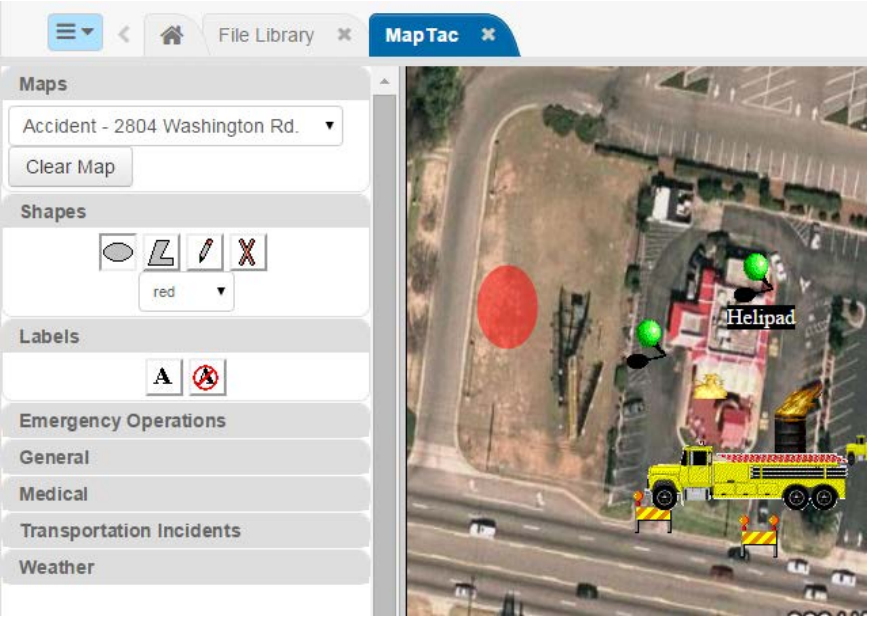
1. In the *File List* window, click the trash can icon 🗑 for the file you want to delete.



2. In the confirmation box, click **OK**.

MapTac

MapTac™ is primarily a briefing tool used to display a variety of graphics and images. It replaces or augments static, paper-based maps and magnetic boards. MapTac allows authorized users to access an image of a static map, dispersion model, digital photo, and more from any map/GIS source or digital camera and, using a web browser, instantly share the tactical scene with other users.

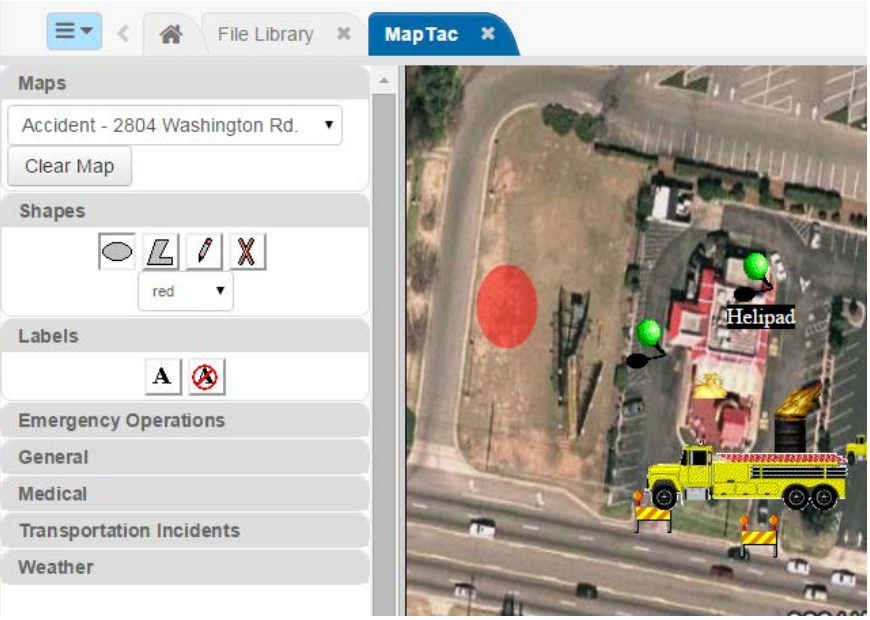


MapTac can use images from any GIS or mapping system to produce a static image file, such as a JPEG, GIF, or BMP. Existing web-based mapping resources available on the Internet can also be used to plot an address in order to create an image file that can then be saved to MapTac, and annotated as necessary using the icon palette and drawing tools. MapTac also allows responders at geographically separate locations to view and, depending on user privileges, update images real-time.

Users with appropriate permissions can add markers, such as push pins, fire trucks, and road blocks, and draw shapes on the image. Labels can be added and edited at any time. Administrators can customize markers and add a URL to an icon that allows users to access related information by clicking the icon placed on the image file in MapTac.

MapTac Components

The figure below illustrates the major components of the MapTac user interface.



The headers in the tool pane can be expanded and collapsed by clicking the related tab. The major components are:

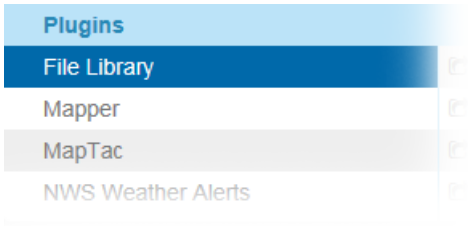
- *Maps*: Drop-down list of selectable maps/images and **Clear Map** button.
- *Shapes*: Ellipse, polygon, and free-hand drawing tools; delete button; and shape color drop-down list.

- *Labels*: Add and remove label buttons.
- Marker tabs: Categorized markers.
- Map view pane with printer icon.

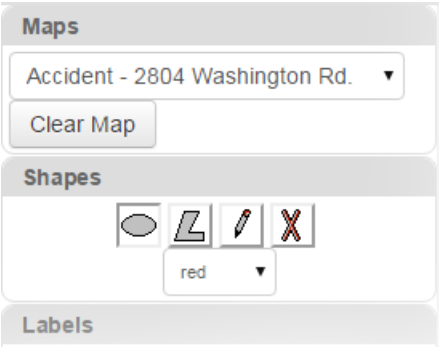
Viewing a Map

To access a map or an image for viewing:

1. Click **MapTac** in the *Plugins* section on the control panel.



2. Open the **Maps** drop-down list and click a map/image.



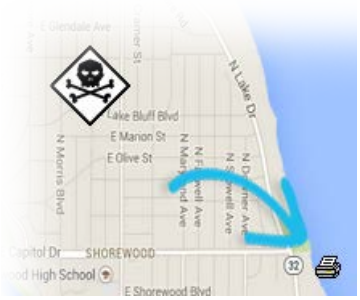
***Note**: The map or image is resized automatically anytime you change the size of your window. If you don't want the image to be resized, contact your WebEOC administrator.*

Printing a Map

To print a map or an image:

1. Open the **Maps** drop-down list and click the map/image that you want to print.

2. Click the print icon.

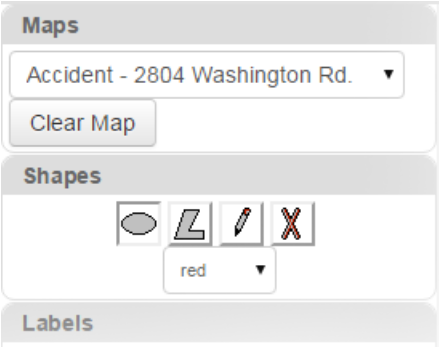


Placing Markers on a Map/Image

***Note**: If you have read-only permission to a map/image, you cannot add markers to an image.*

To place a marker on a map or image:

1. Open the **Maps** drop-down list and click the appropriate map or image.



2. Click the desired marker tab category. The tab opens to show all available icons.

3. Click the marker icon you want to place on the image.

> ***Tip**: To see what the marker represents, hover over the icon. A pop-up reveals the marker title.*

4. Move your cursor to the desired location on the image and single-click. The marker appears on the map/image.

> ***Note**: You cannot drag and drop the markers to place them on the image; however, markers can be dragged once added to the map.*

Moving Markers

Click the marker, and hold the left mouse button down. Drag the marker to the new destination, and release the mouse button.

Resizing a Marker

To resize a marker, click the marker. Handles appear around the marker. Click and drag one of the white, square "handles" until the marker is the desired size.

Deleting a Marker

To delete a marker:

1. Right-click the marker. A delete confirmation window opens.

2. In the window, click **OK**.

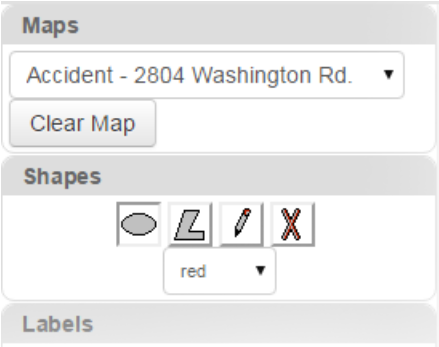
Drawing and Placing Shapes on a Map

Shapes are useful to highlight specific locations or areas on a map/image. This tool is particularly useful to show areas that have been affected by an incident. A user can draw, resize, and place an ellipse or polygon anywhere on a map/image. Shapes can be highlighted with one of three transparent colors: red, green, or blue.

Note: Users that have read-only permissions cannot add shapes to a map/image.

To draw and place a shape on the image:

1. Click the *Shapes* tab to display the shape palette.



2. Click the desired shape button in the shape palette.
3. Click the color in the drop-down list.
4. To place the shape on the image:
    a. Left-click the image where you want to place the shape.
    b. Move the mouse cursor across the image to create the shape.
    c. Left-click the mouse again to place the shape on the image.

Deleting a Shape

To delete a shape from the image:

1. Right-click the shape. A delete confirmation window opens.

2. In the window, click **OK**.

***Tip**: You can also delete the shape by clicking the delete icon in the **Shapes** palette and then clicking the shape you want to delete.*

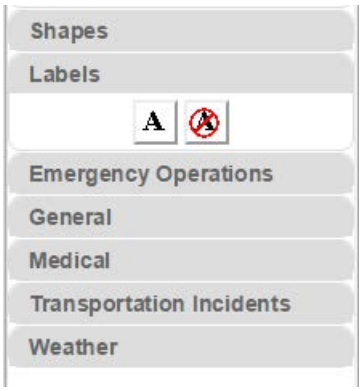
Adding a Label to a Marker

You can add labels to any of the available markers.

***Note**: Users with read-only permissions cannot add labels to a map/image.*

To add a label to a marker:

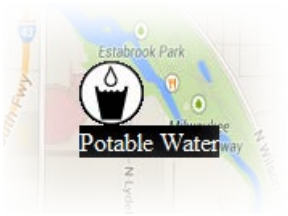
1. Click the *Labels* tab to display the label palette.



2. Click the label button to add a label.

3. Click the marker to be labeled. The label text prompt opens.

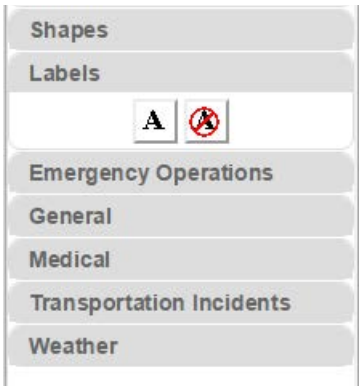
4. Enter the text for the label, and click **OK**. The label appears under the marker.



Clearing a Label on a Marker

To clear a label on a marker:

1. Click the *Labels* tab to display the label palette.

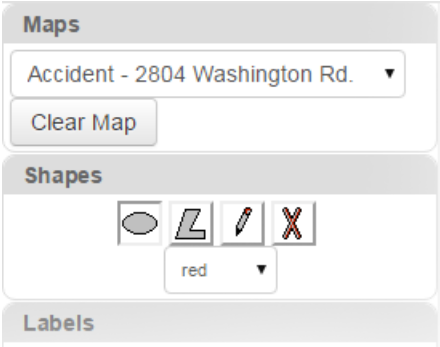


2. Click the clear label button .

3. Click the marker of the label you want to remove.

Clearing All Items from a Map/Image

To clear all shapes, markers, and labels from a map/image, click the **Clear Map** button.



A confirmation window opens. Click **OK** to clear all shapes, markers, and labels from the map.

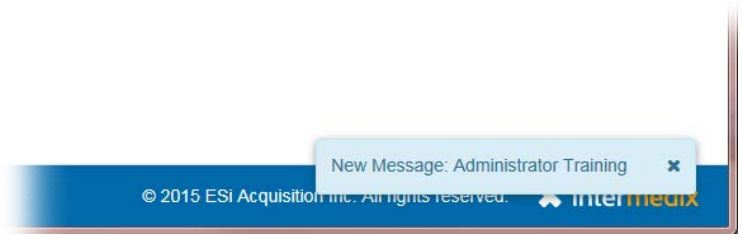
***Note**: Changes to the image are not user specific. If you clear all items, items are cleared for all user with permission to access the image.*

Messages

Many crisis information management software (CIMS) packages use email to communicate incident information among responders. In WebEOC, incident information is transmitted via boards. However,

WebEOC does have a *Messages* plugin that allows users to communicate with each other via an internal messaging component unique to WebEOC.

When you receive a message, a small pop-up appears in the lower right corner of the page. Messages also appear on the *Home* page for the duration of your session. They disappear, however, if you log off or change positions.



If your organization allows it, users can send messages to any email server, email account (internal or extenal), and email addressable devices, such as cell phones or pagers.

All messages sent or received by the user are seen regardless of the incident the user is logged in to.

Composing and Sending a Message

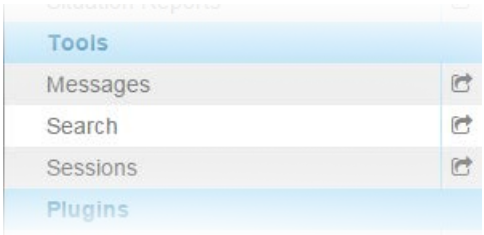
As the sender, you must have an email address set up in WebEOC.

In addition, you do not need to enter email addresses for recipients who have an email setup in WebEOC.

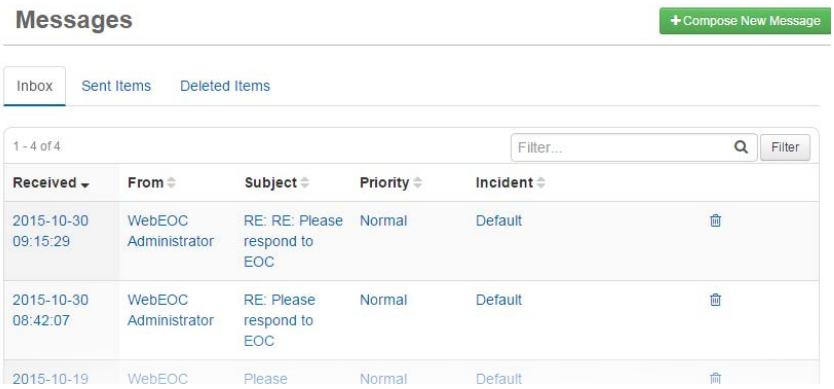
For recipients who do not have email address setup in WebEOC, you can enter one or more email addresses in the **Additional Addresses** field; this field appears after selecting **Generate Email**. You can enter an unlimited number of addresses as long as email addresses are separated with a comma.

To compose and send a message:

1. Click **Messages** in the *Tools* section on the control panel.

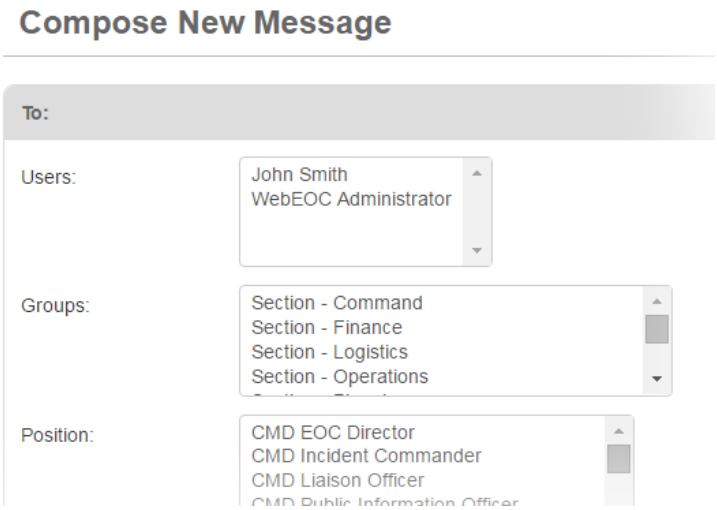


2. In the *Messages* window, click the **Compose New Message** button.



3. In the *Compose New Message* window, click the recipient or recipients in the lists of **Users**, **Groups**, and **Positions**.

   ***Tip**: To select multiple users, groups, and/or positions, hold down the CTRL key as you select.*



4. Click the **Priority**.

   ***Tip**: A **High** priority appears as red, **Normal** as black, and **Low** as green.*

5. Enter the **Subject**.

6. If working in a Master view, open the **Incident** list and click the appropriate incident.

7. Enter your message in the **Body** text box.

8. To add an attachment, click **Choose File**.

   ***Note**: You can add one attachment to a message. To send more than one file, save the items to a zipped file, and attach the compressed file to the message.*

9. To send the message as an email, select the **Generate Email** check box. An **Additional Addresses** appears.

10. For recipients who do not have email address setup in WebEOC, enter the email addresses in the **Additional Addresses** field.

    ***Note:** When an email is sent to more than one person, the recipients only see their name in the* To *field. The remaining names are Bcc (Blind Carbon Copy). This allows you to keep the other email addresses confidential.*

11. Click **Send**. You are automatically returned to the *Messages* window.

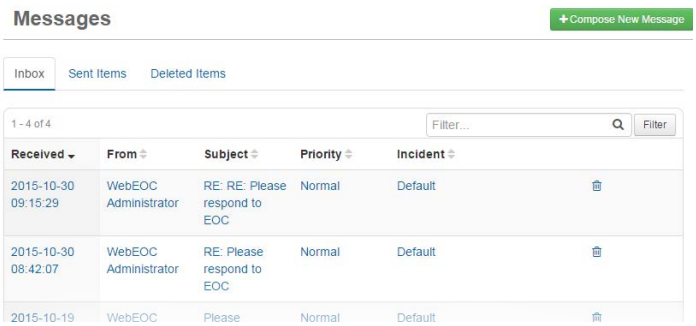
Replying to and Forwarding a Message

Reply does not send the original attachment. You can, however, attach other documents in your reply message. Forward gives you an option to send the original attachment or send a different one. As the sender, you must have an email address set up in WebEOC. In addition, you do not need to enter email addresses for recipients who have an email setup in WebEOC.

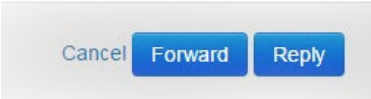
For recipients who do not have email address setup in WebEOC, you can enter one or more email addresses in the **Additional Addresses** field; this field appears after selecting **Generate Email**. You can enter an unlimited number of addresses as long as email addresses are separated by a comma.

To reply to or forward a message:

1. In the *Messages* window, click the message you want to reply to and/or forward.

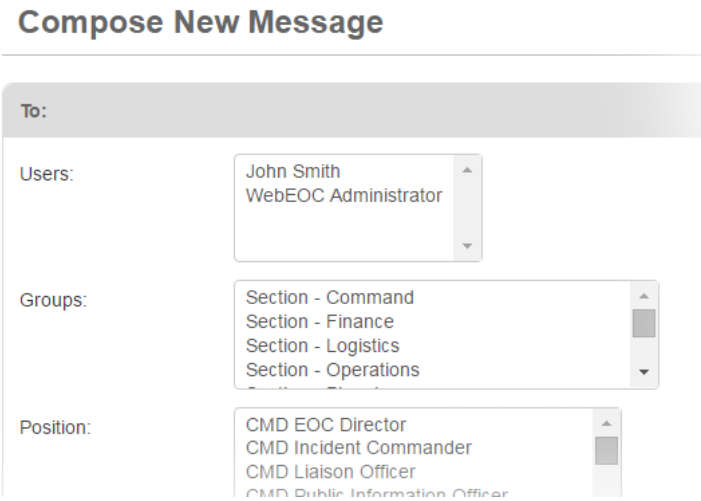


2. In the *Message Detail* window, click the **Reply** or **Forward** button.



3. In the *Compose New Message* window, click the recipient or recipients in the lists of **Users**, **Groups**, and **Positions**.

   ***Tip**: To select multiple users, groups, and/or positions, hold down the CTRL key as you select.*



4. Edit the **Subject** in the text box, if appropriate.

5. Click the **Priority**.

   ***Tip**: A High priority appears as red, Normal as black, and Low as green. The default priority for replying to or forwarding a message is Normal.*

6. If working in a Master view, open the **Incident** list and click the appropriate incident.

7. Enter your message above the original message in the **Message** text box.

8. To add an attachment, click **Choose File**.

   ***Note**: You can add one attachment to a message. To send more than one file, save the items to a zipped file, and attach the compressed file to the message.*

9. To send the message as an email, select the **Generate Email** check box. An **Additional Addresses** field appears.

10. For recipients who do not have email address setup in WebEOC, enter the email addresses in the **Additional Addresses** field.

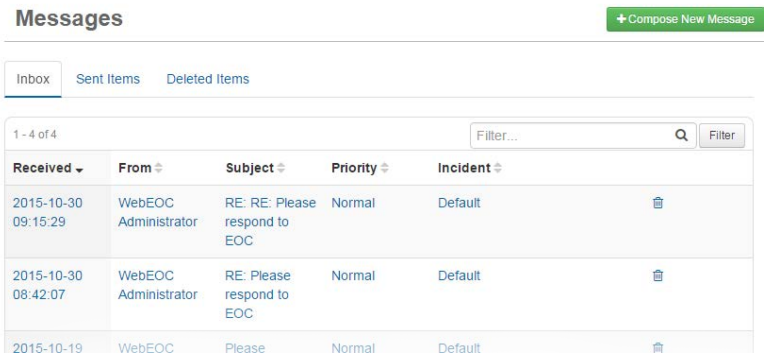
***Note**: The **Generate Email** is not available if you do not have an email account set up in WebEOC or your administrator has not configured email capability.*

11. Click **Send**.

Sorting Messages

To sort messages:

1. In the *Messages* window, the **Inbox**, **Sent Items**, or **Deleted Items** tabs.



2. Click the header of the appropriate column.

***Note**: By default, messages are sorted by latest date and time received.*

Deleting Messages

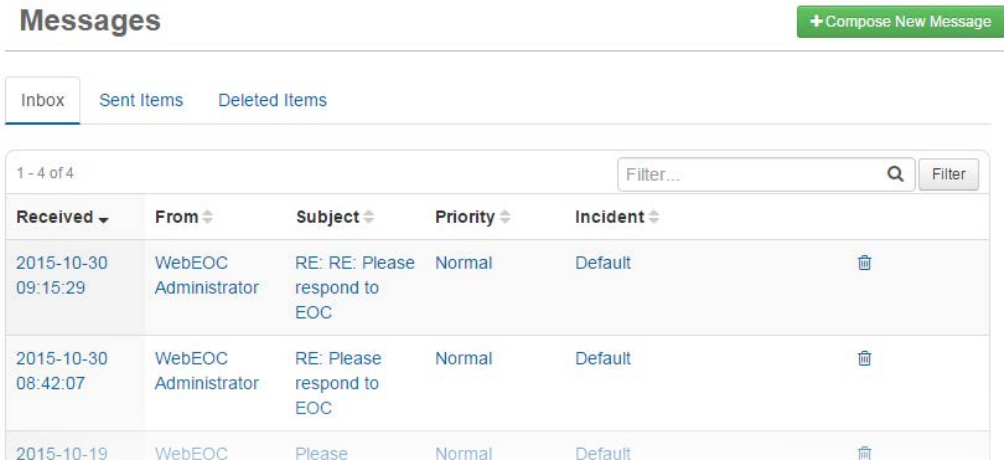
Deleting a message moves the message from your **Inbox** to your **Deleted Items** box.

Messages cannot be deleted from the *Sent Items* or *Deleted Items* windows.

You can still view, reply, forward, and print any of the deleted messages.

To delete a message from the Inbox:

1. Click the trash can icon 🗑 next to the message.

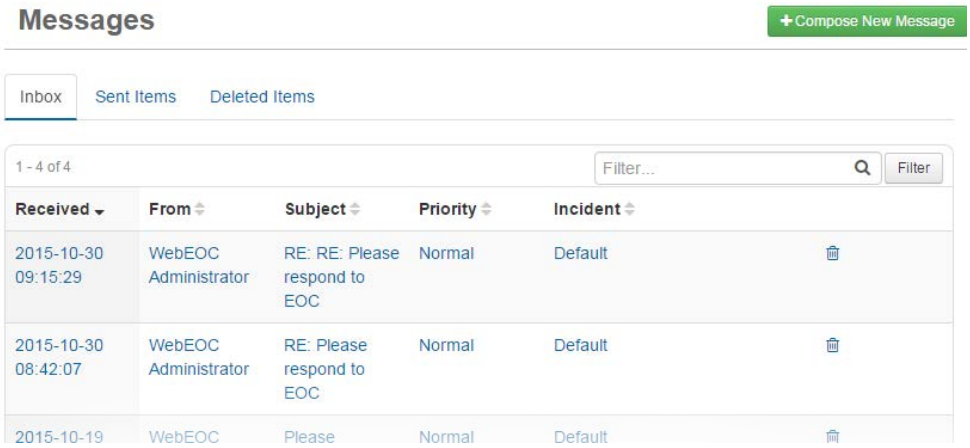


2. In the confirmation box, click **OK**. The message is moved to the *Deleted Items* tab.

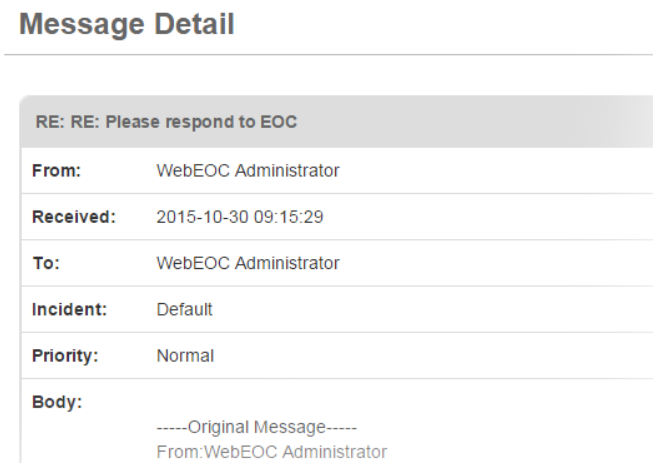
Printing a Message

To print a message:

1. In the *Messages* window, click the tab containing the message you want to print.



2. Click the message that you want to print. The *Message Detail* window opens.



3. Click **Actions**, then click **Print**.

4. In the *Print* window, choose the printer you want to use. You are automatically returned to the *Message Detail* window.

NWS Weather Alerts

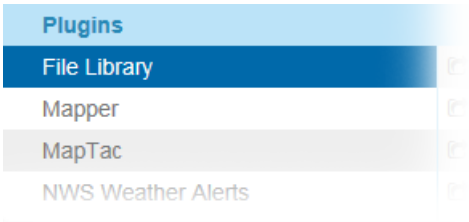
WebEOC provides direct access to National Weather Service (NWS) active watches, warnings, and advisories for all States, counties, and territories. Weather radar maps can be accessed by going directly to http://weather.gov/.

NWS alerts do not automatically refresh as new watches, warnings, and advisories are issued. To refresh the NWS window, select the state or territory again.

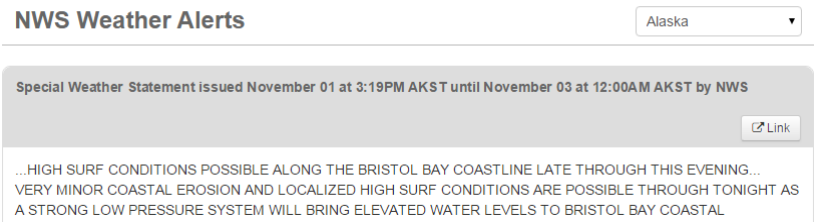
Accessing and Viewing NWS Alerts

To access and view NWS Alerts:

1. Click **NWS Weather Alerts** in the *Plugins* section on the control panel.



2. In the top right, click the desired State or territory in the **State/Territory** drop-down list. All the NWS weather alerts for the State or territory selected appear.

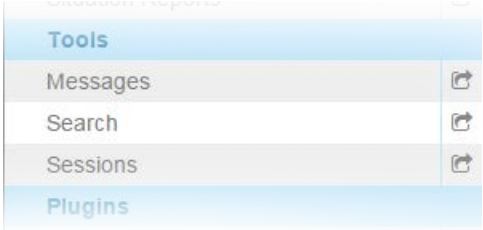


3. Click the **Link** button for the desired location. The alert for the selected location opens. Only locations with active warnings, watches, or alerts appear in this list.

***Note**: You can print the board in its display format by right-clicking in the board window, and clicking the **Print** button.*

Search Tool

You can use the **WebEOC Search** tool to find data across all WebEOC boards in your system.

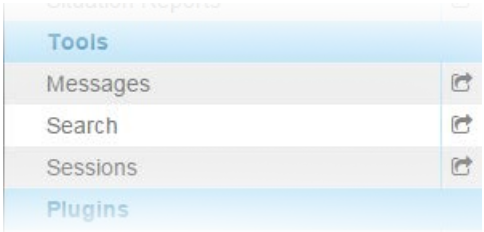


Using the Search Tool

You can search WebEOC to find a term.

To use the search tool:

1. In the *Tools* section of the control panel, click the **Search** link.



2. Enter your search terms in the text field at the top of the page.

***Tip**: To filter or narrow your search, refer to [Filtering Search Results](#).*

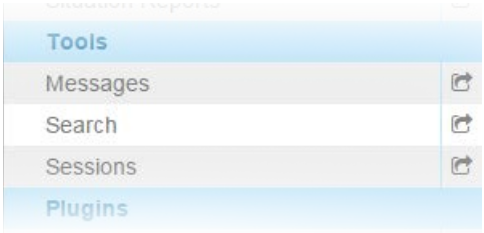
3. Click the **search** button . Your search results appear at the bottom of the window.

4. Click the **View** link on the desired search result and the search term will be highlighted in yellow in the *Detail* window.

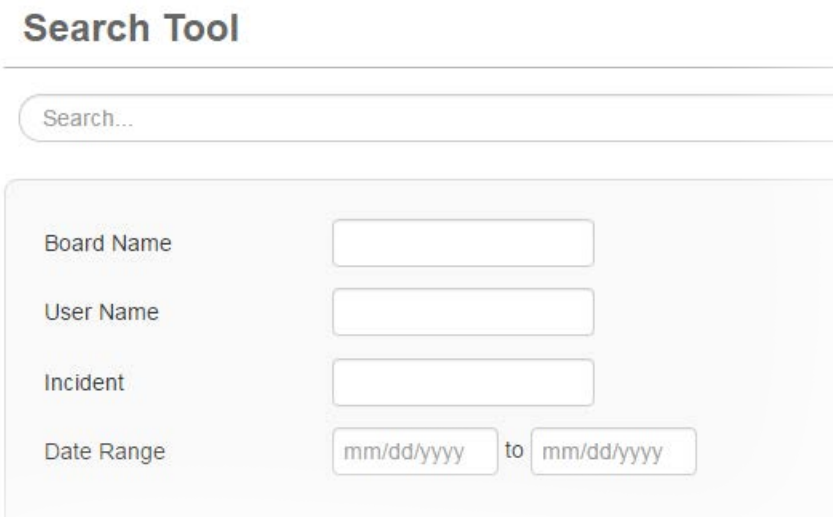
Filtering Search Results

To filter search results:

1. In the *Tools* section of the control panel, click the **Search** link.



2. Enter your search terms in the text field at the top of the page. Enter additional search criteria in the advanced search fields.



3. Click the **Search** button . Your search results appear at the bottom of the window.

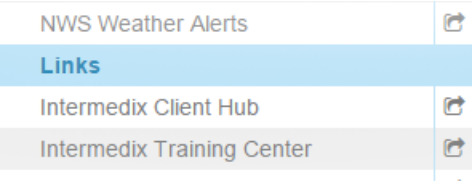
   Tip: *Click **Clear Advanced Options** to clear the advanced search fields.*

4. Click the **View** link on the desired search result and the search term will be highlighted in yellow in the *Detail* window.

Links

The *Links* feature allows you to access a system, a web site, or a particular file. The items listed in the *Links* section on the control panel open in a new window. A limitless number of links can be added. Contact your WebEOC administrator to request any additional links you need.

To access a link, click the link name in the *Links* section on the control panel.



The website opens in a new window. The links available to you are determined by your administrator.

Links are often categorized and placed in menus. See Menus for additional details.

Mobile Device Support

WebEOC allows users to access and use the application from mobile devices as easily as from personal computers. See Available Functionality for more information.

Supported Operating Systems

WebEOC is compatible with the following mobile devices.

- Android devices (latest version)
- Apple iPhone (latest OS version)
- Apple iPad (latest OS version)
- BlackBerry OS v6 and later

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- Android devices (latest version)
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- Apple iPad (latest OS version)
- BlackBerry OS v6 and later

Accessing WebEOC on a Mobile Device

To use WebEOC on your mobile:

1. Access your web browser and navigate to the WebEOC URL. WebEOC automatically opens to the WebEOC *Login* window.

2. Enter your **User** name and **Password**. As you enter your password, it appears as a series of dots.

3. Select your position and incident, and click **OK**.

4. On the control panel, you can use any board as you normally would.

5. To exit WebEOC, click the **Log Off** link

WebEOC Help

Click the WebEOC Help icon at the top of the page to access the User Help.

Glossary

A

admin profile: Set of administrative functions and permissions that can be assigned to users. Users can perform only those administrative tasks defined in the profile.

agency template: Default template that contains your agency's name, logo, font, and color scheme. It can also be used to configure login policy statements and messages that appear to users when they log in to WebEOC.

archive: Data from an incident that has ended. Administrators can retrieve and view archived board and plugin data and query for data. An archive can be turned into a simulation.

audit log: Tracks and records administrative events that occur in WebEOC. The log supports monitoring and assessment of administrator and user activities and can aid in troubleshooting.

B

board: Customizable system component designed to transmit and share incident information between system users in real-time. Boards are also referred to as status boards.

C

checklist: Automated procedures and lists of steps used to track the progress of tasks. Administrators can indicate when a task is due.

CIMS: Crisis Information Management System.

control panel: Window that contains all of the features and functions to which the logged in user has access. These can include boards, menus, tools, plugins, links, and more.

D

data link: Enables posting the same data to multiple status boards at once. One- and two-way linking are supported.

display view: Configuration of how a board displays data to users. Administrators can design and configure display views.

dual commit: Means of setting up servers so that they can communicate and share information across and among agencies that use WebEOC. Users with access to shared boards can view and post information from within their installation of WebEOC.

E

ETime: Amount of time necessary to complete a step or task in a checklist. Configuring an ETime sets when the task is due to be completed. For actual incidents and simulations, the ETime is calculated from the start of the incident or simulation. For an actual incident, if the task has not been marked as completed or not applicable when the ETime is reached, the status appears in red to indicate it is past due. For a simulation, when the ETime is reached, the task is automatically posted to the simulation's status board.

F

file library: Means by which WebEOC users can upload and share files and documents with other WebEOC users.

G

group: Set of privileges that grants board, plugin, link, and menu access to the users assigned to the group. A user's group governs the tools and functions available to them in their control panel. The group profile can also grant other user permissions, such as read and write privileges. Groups are generally based on user roles or positions assigned during an incident or on information the users require during an incident.

H

HTML: Hypertext Markup Language. In WebEOC, an experienced administrator can use HTML code to build and maintain boards.

I

ICS: Incident Command System.

incident: Any unplanned or planned event, emergency, or other occurrence that requires a response.

input view: Space in a board where the user can enter new data or update existing information. Administrators can design these data entry views.

L

list: Related items presented to users as options from which they can select when updating a field on boards and forms. A list can also be used as a filter on a status board. A multi-tiered list contains two or more levels of sub-lists.

list view: Set or subset of data for a board that allows the user to view only the data that is immediately necessary. It can be used to create a high-level view of a particular area or subject.

M

MapTac: Plugin. Tool used to publish image files, such as maps and dispersion models. Administrators can place markers, labels, and shapes on the map or image. These can be used to brief members of the response team and other users on aspects of the incident.

master view: Option to track multiple incidents simultaneously; selected incidents are "rolled up" into the master view.

menu: Group of boards, plugins, and links appearing in the control panel as a single link. Clicking the link opens the menu, providing access to each item in the list.

message: Internal mechanism for transmitting incident or other information to users via the control panel and Messages tool.

P

PAC: Position Access Code; serves as a layer of password protection for a position. Administrators create PACs as a way of controlling the users who can register for a position.

plugin: Set of features and functions that can be added to or enabled within your WebEOC system. Checklists, File Library, MapTac, and Messages are examples of standard plugins.

position: Defines the user's role in the response organization. A single user can be assigned multiple positions. If assigned to more than one, the user is prompted to select the appropriate position upon logging in to WebEOC.

R

remote board: Feature that allows users in one agency to access boards hosted by another agency for the purpose of sharing information across agencies. All WebEOC installations that use this feature view the same sets of data on the same boards.

report: Means of retrieving and reporting on specific sets of data, such as an incident. WebEOC has preformatted reports and offers ad hoc reporting capabilities.

S

session: Period of time in which a user is logged in to WebEOC.

simulation: Scenarios that can be added to WebEOC and run as needed for training, drills, and exercises. They can be designed to simulate inputs that would occur during an actual incident while minimizing the number of support personnel needed to participate in the scenario.

U

user: Individual who has credentials and can log in to and use WebEOC. Some users are administrators or are granted a subset of administrative rights.

user, group, position, incident: Each user must be assigned to at least one position. Each position must be assigned to at least one group. Each group must be assigned to at least one incident.

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