CEMA

WebEOC

User

Guide

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INTRODUCTION

Purpose

The purpose of this document is to provide step-by-step instructions on using WebEOC® as an end user as well as to address the overall conceptual management of an emergency situation in Chatham County. This document will also outline applicable operational policies for the implementation of WebEOC® in the Chatham County Emergency Operations Center (EOC).

AUDIENCE

This document is for WebEOC® users supporting the Chatham County Emergency Operations Center (EOC) instance of WebEOC®, which includes the EOC Command Staff, Chatham County employees, municipal response personnel, and other authorized partner organizations and disaster response stakeholders.

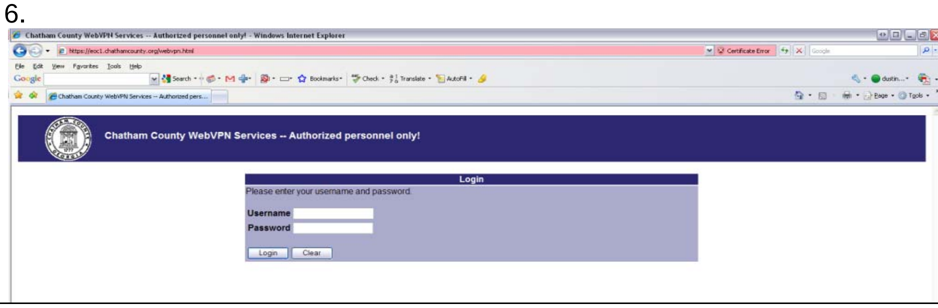
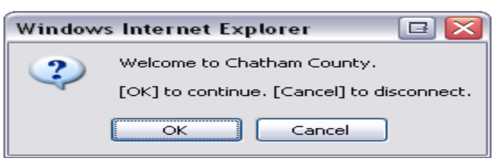
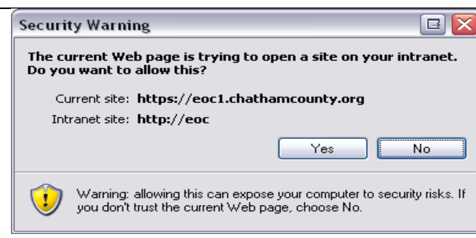
OVERVIEW

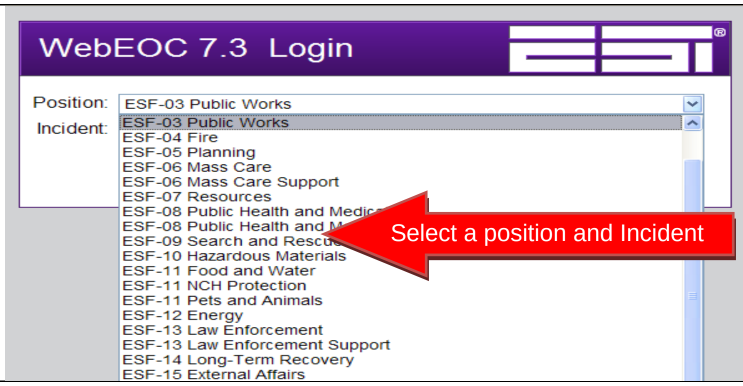
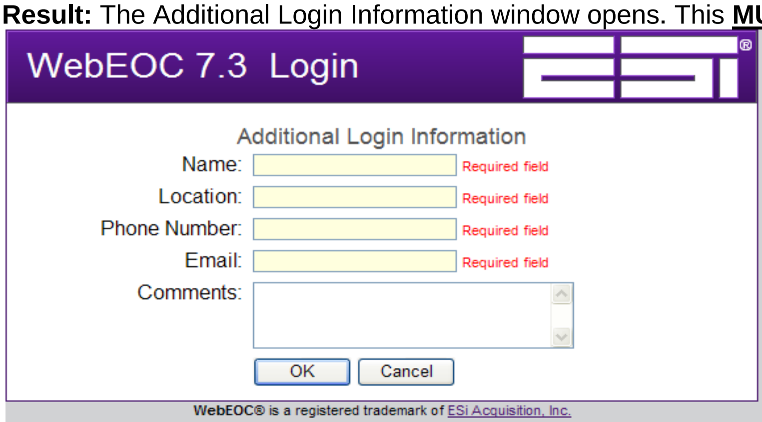
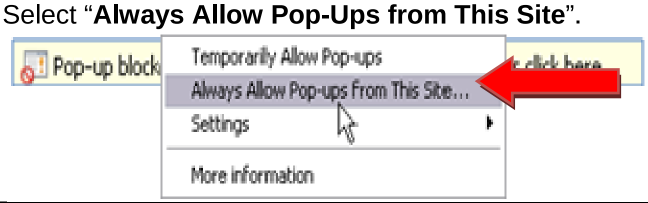
WebEOC® is an application used by Chatham County staff, municipalities, and Command Staff to monitor and manage day-to-day activities during an incident. WebEOC® can be used during the planning, mitigation, response and recovery phases of any emergency.

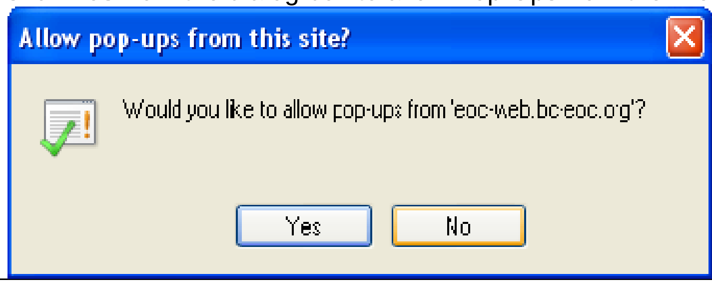
LOGGING IN TO WEBEOC

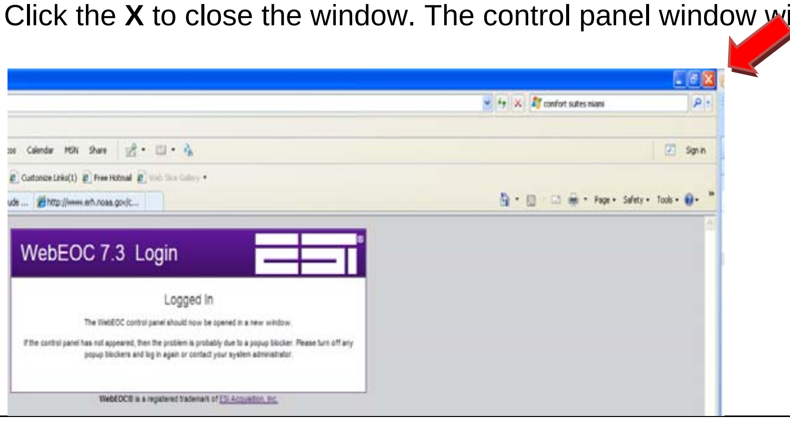
Introduction

Upon logging into to WebEOC, you will be able to select from all available positions that you have been assigned through the drop down menu. You can only serve in one position at a time. If you choose to switch positions, you must log out, log back in and then select the new position from the drop-down list. If you are assigned a position that you do not have access to, please contact the EOC Support Unit Leader.

STEP	ACTION
1.	Open your web browser. Internet Explorer works best for the WebEOC software.
2.	http://eoc/eoc7/ (for internal CC only) http://eoc1.chathamcounty.org (external and requires VPN log in)
3.	If logging in from the external site, follow procedures below. If using internal site, skip to Step 6. 
4.	• VPN Username: cemaeoc • VPN Password: ceoc4all!
5.	 • Click **OK** to log into Chatham County's secure website. • * IF YOU GET THIS NEXT Box* – Click YES to open WebEOC Login Page.
6.	Enter the username and password given to you during the EOC/WebEOC training.
7.	Click **OK**. **Note**: After 6 failed attempts, the user will be "locked out" of the system for approximately 10 minutes. After the 10 minutes wait, the user can re-attempt to login again. **Result**: A secondary login window appears, prompting you to select the **Position** and **Incident** you wish to log in to.

8.	
9.	Click **OK** to continue the login. **Result:** The Additional Login Information window opens. This **<u>MUST</u>** be filled out. 
10.	Enter the following information in the **Login** window: • **Name** - (*Required field).* Enter your full name- First and Last. • **Location** - (*Required field).* Enter your current location. Be as specific as possible (i.e., Chatham EOC, ESF #, name of shelter, municipal EOC, etc.). Do not enter addresses. • **Phone Number** - *(Required field).* Enter the best phone number (use hyphens in the phone number: i.e., 912-555-1212) to contact you during the operational period in which you are logging in; it may be a cellular telephone number or the telephone extension on the phone in front of you. It may likely not be your day-to-day work contact number. • **Email** - enter the email address to contact you at anytime should there be any questions. This may likely be your work email address. This field is optional. • **Comments** - leave this field blank.
11.	You must either disable Pop-Up blockers from your browser options or allow Popups from the WebEOC® site. Right-click on the Pop-Up message below your browser toolbar  Note: You may not always see these if the computer you are on has already been set up to allow pop-ups.
12.	Select "**Always Allow Pop-Ups from This Site**". 

<table>
<tr><td>13.</td><td>Click Yes from the dialog box to allow Pop-Ups from the WebEOC® site.

</td></tr>
<tr><td>14.</td><td>If you have logged in successfully, the Control Panel & the Logged In window will appear.

</td></tr>
<tr><td>15.</td><td>Click the X to close the window. The control panel window will stay open.

</td></tr>
</table>

CONTROL PANEL

The WebEOC Control Panel is the primary navigation tool for WebEOC. It is a user's means of accessing boards, menus, plug-ins and links. The items that are available to you in the Control Panel are based on your assigned position and user permissions granted to you by the WebEOC System Administrator.

The Control Panel is grouped into four (4) sections: Boards, Menus, Tools, and Plugins

This is an example of a typical control panel. The name of the incident in which you are participating appears at the center, top portion of the control panel. If the display incident name does not match the name of the incident you should be logged in to, you will need to log out, log back in, and then select correct incident from drop-down list.

Control Panel Sections

Below is a list of some of the sections that may be visibile to you in the Control Panel based on your permissions. The list is subeject to change as new sections and boards may be added and we continue to work to improve the software for the users.

BOARDS	
Sign In/Out	You are required to sign in to webEOC when you being your shift and to sign out at the end of your shift. Use the sign in/out board to sign in immediately after logging in.
Chatham 213RR	The resource request board is used when resources are needed to support a mission/tasking or a request from the field. This is used for equipment, personnel, or supplies.
EOC Contact Info	This board provides a “rolodex” of individuals who participated in the event and their detailed contact information.
Mission/Task	A “mission” is defined as any task, objective or purpose assigned to a position or group (e.g., ESF or unit) requiring some degree of action or outcome. Missions are goal-oriented and are assigned to specific ESFs or Units. Requests for resources (i.e., tangible commodities) should not be made via “Missions.” Missions are formal “assignments” and therefore, require follow-up and tracking. Missions are entered through the position log.
Position Log	The Position Log board provides users with a method of documenting actions taken by the personnel in each Position in the EOC during each shift. This is where all pertinent information surrounding an Incident is stored. EOC personnel will use the Position Log to enter all of the activities and actions taken during their “shift” or operational period.
Press Release-Official	The Press Release board is used to display press releases and announcements.
Significant Events	The Significant Events Board is WebEOC® is used to track events and activities and log “who did what when.” The Significant Events board provides the real-time chronology of actions taken during an event, from beginning to end. Significant events are entered through user’s position logs.
Situation Report-Published	Once the Planning Section has reviewed, edited, and approved the Working Situation Reports (SitReps), the Working SitReps will be published to the **Situation Reports (Published)** board. Published SitReps can be viewed by all ESFs/Units but can only be edited by users within the Planning Section.
MENUS	
Section Situation Reports	The Situation Reports Menu provides a collection of section specific situation report input boards. This is the input menu to help create the published situation report.
TOOLS	
Chat	In Development
Messages	In Development
PLUGINS	
File Library	The file library is used to upload and share documents and files with other users through WebEOC. The file could be a procedure, a .pdf file, an image. Depending on the permissions granted, users may add, view, and/or delete files from the file library.

Here are several tips and tricks to make using WebEOC® even easier:

• Any WebEOC window (i.e., Control Panel, Board, etc.) may be resized using standard Windows functions and moved to any position on the desktop.
• WebEOC remembers the position and size of board and menu windows when closed, allowing them to appear in the same position when reopened.
• Multiple Status Boards and/or multiple copies of Status Boards, Menu windows, Plugins or Links may be opened for simultaneous display. This feature allows you to display these windows on one or more monitor/display areas.
• After a display has been opened, additional copies can be opened by clicking the link once for each additional copy. These displays can then be positioned as desired.

SIGN IN/SIGN OUT

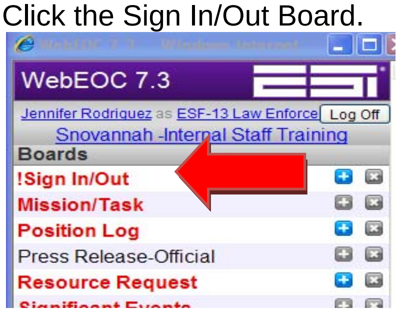
Immediately after logging in to WebEOC®, you will need to **Sign In** at the beginning of your shift and **Sign Out** at the end of your shift. This is required of all personnel working a shift. The Sign In and Sign Out times are used for documentation for the actual hours that you worked.

Signing In to WebEOC

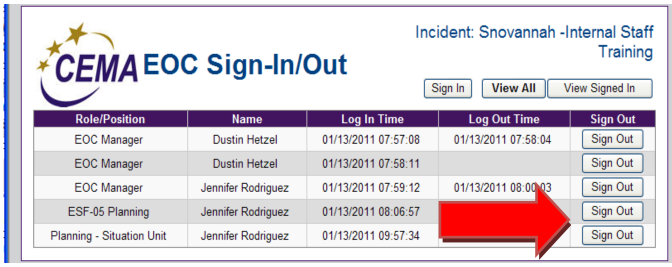
Step	Action
1	Click Blue Plus Button next to Sign In/Sign Out from the Control Panel 
2	Verify information imported from logging into the system is correct. 
3	Click **Save.** The Sign In/Out window reappears with your information.
4	Click "X" in the Sign In/Out window to close it.

Signing Out of WebEOC

At the end of your shift, you will need to Sign Out of WebEOC.

STEP	ACTION
1	Click the Sign In/Out Board. 

<table>
<tr><td></td><td>Result: the EOC Sign In/Out Board Appears.</td></tr>
<tr><td>2</td><td>Click on the Sign Out button next to YOUR name.



Result: A message from “webpage” will pop up asking if you want to sign out.</td></tr>
<tr><td>3</td><td>Click OK on the Message from Webpage window.

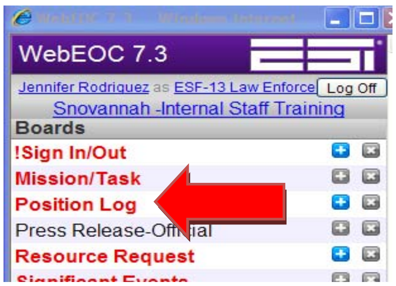
Result: Sign In/Out board appears showing you are Signed out.</td></tr>
<tr><td>4</td><td>Click X to close this window. Make sure you now log out of WebEOC.</td></tr>
</table>

POSITION LOG

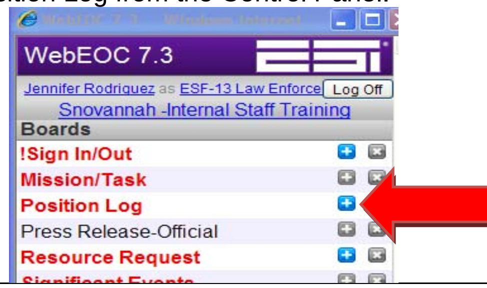
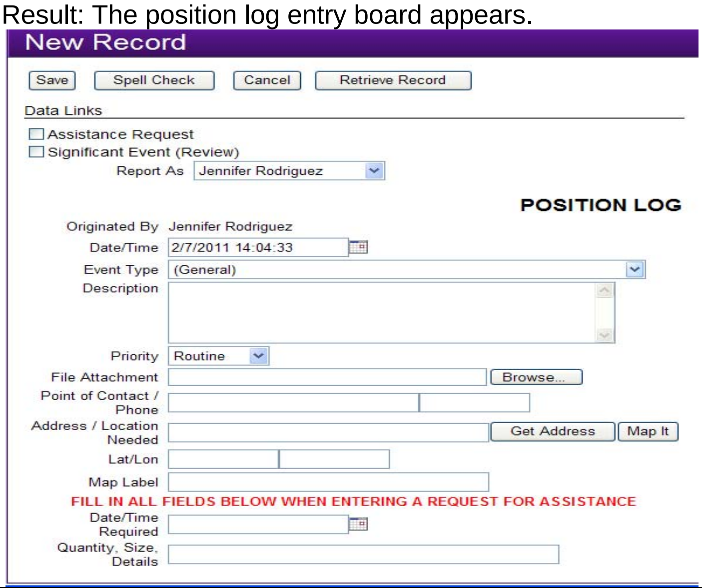
The purpose of the position log is to keep a documented record of the activities that take place during EOC activations. EOC personnel should use the position log to document all activities, actions taken, or resources requested during their shift. A Position Log is only visible to users sharing the same position. Example: everyone that is logged into ESF-13 Law Enforcement will only be able to view that position log.

The position log can be used to request assistance. This would push a tasking through to Mission/Task. Information in the position log can also be pushed to the significant events board.

Viewing the Position Log

STEP	ACTION
1	Click **Position Log** from the Control Panel  Result: The Position Log window appears.

Creating a Position Log

<table>
<tr><th>STEP</th><th>ACTION</th></tr>
<tr><td>1</td><td>Click Blue Plus Button next to Position Log from the Control Panel.

</td></tr>
<tr><td>1cont</td><td>Result: The position log entry board appears.

</td></tr>
<tr><td>2.</td><td>Complete all the fields for the new record.

Request Assistance: Checking this box will automatically send this posting to the Mission/Task board, which will then be reviewed and assigned to an appropriate ESF to complete and track. This is to be used if assistance is needed <u>outside of your ESF</u>.

Significant Event: Checking this box will automatically send this to the significant event board for review. The significant event board is viewable by everyone signed into WebEOC for an incident. Check this if it is critical enough to the incident to be seen by all.

Date/Time: Click on the calendar icon to select a date and then enter the time (hours and minutes) into the appropriate field.

Event Type: From the drop down menu, choose the type of event that most closely identifies with the entry.

Description: Enter a detailed description of the activity or event that you are entering

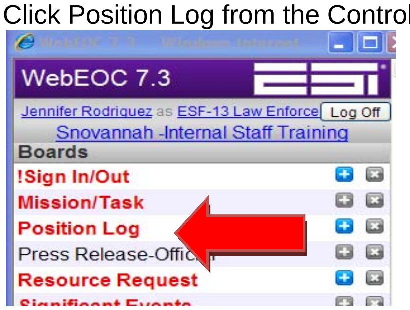
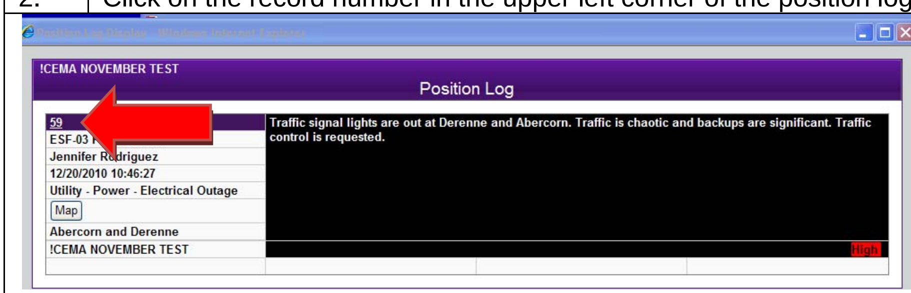
Priority: From the drop down menu, choose the priority that is most associated with your entry

File Attachment: If you have documents such as maps or pictures that would be relevant to this entry, upload them here.</td></tr>
</table>

	Location Address Needed: If you are going to use the position log to request assistance to a location, enter the location needed here. Click Get Address to complete the address information and to auto fill the Lat/Lon Fields **Date/Time Required:** Click on the calendar icon to select a date and time that assistance is requested **Contact (Name/Number):** Enter to provide a phone number for the contact person for which this request is for **Qty, Size, Details**: Enter as much information as possible to help fill request.
3.	Click **Save** to save the information and post to the position log and significant events/mission/tasking boards if necessary.

Updating an Existing Position Log

Use this feature to update a posting that you have already entered.

Step	Action
1	Click Position Log from the Control Panel 
2.	Click on the record number in the upper left corner of the position log that you wish to edit.
	 Result: the position log entry form will appear with original information. Update as needed.
3.	Click **Save** to save the new information. Result: The information added to the entry, will also be updated in the Mission/Task board. If it is also posted to significant events, it will have to go through the controller review process again to be reposted to the significant event board.

MISSION/TASK

Mission/Task

A “mission” is defined as any task, objective or purpose assigned to a Position or group (i.e., ESF or Unit) requiring some degree of action or outcome. An example of a mission is: “Traffic control is required at the intersection of Broughton and Bull.” Missions are goal-oriented and are assigned to specific ESFs or Units.

The Mission/Task board provides the ability to assign Missions and monitor their status. Missions can be edited by clicking the **Update Status** button. Users who have been assigned a mission/task have the ability to “Accept”, “Reject”, “Complete”, or characterize the task as a task "In Progress". Members of the receiving staff may also provide comments with their new status.

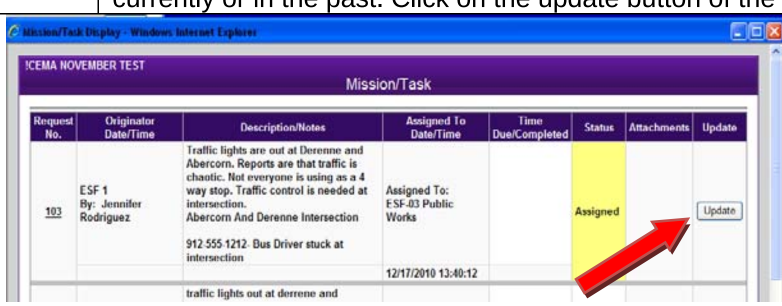
Mission/Tasks are **created from the position log**, by clicking the request assistance box.

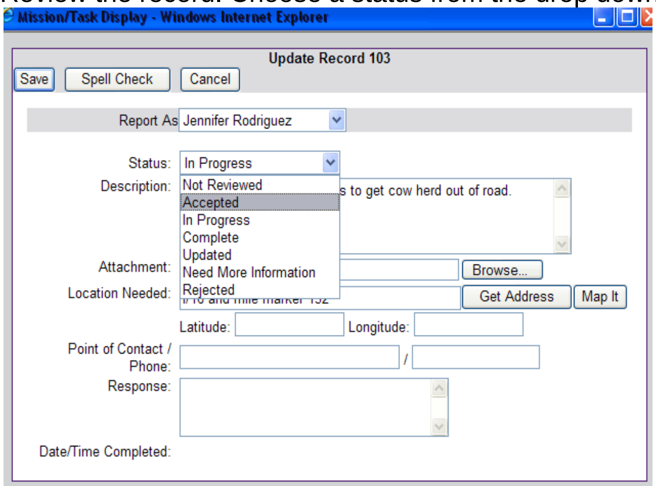
Requests for Resources (i.e., tangible commodities) should not be made via “missions.” Missions are formal “assignments” and therefore, require follow-up and tracking.

Accepting or Reviewing a Mission/Task

When it is deemed that a Mission/Task needs to be assigned to a particular position or ESF, it is up to that position or ESF to accept the mission.

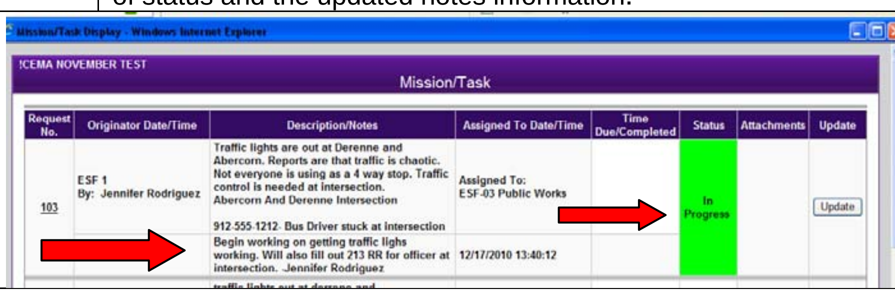
STEP	ACTION
1	When your mission/task turns **red**, it means that something requires your positions attention. Click on the Mission/Task board. 
2	This Mission/Task Board will come up with missions that your ESF have been assigned, either currently or in the past. Click on the update button of the mission/task you wish to address.



<table>
<tr><td>3</td><td>Review the record. Choose a status from the drop down menu.


Status:
Not reviewed- not an option for use when accepting a mission.
Accepted- Select this if you are accepting a mission/task that was assigned to your ESF/Position, but you cannot start working on the task at this moment.
In Progress- Select this if you are accepting this mission/task and are starting to work on this mission/task
Complete- Select this once the mission/task has been completed.
Need More Information- Select this if you need more information in order to complete the mission.
Rejected- Select this if this mission/task was erroneously assigned to you. This will send it back to the section chiefs for revaluation. Please enter notes.
Updated- This would be used by Section Chiefs to update information on the tasking that will help you complete the mission.

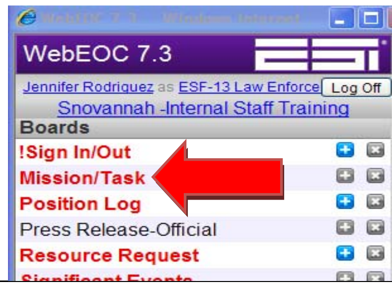
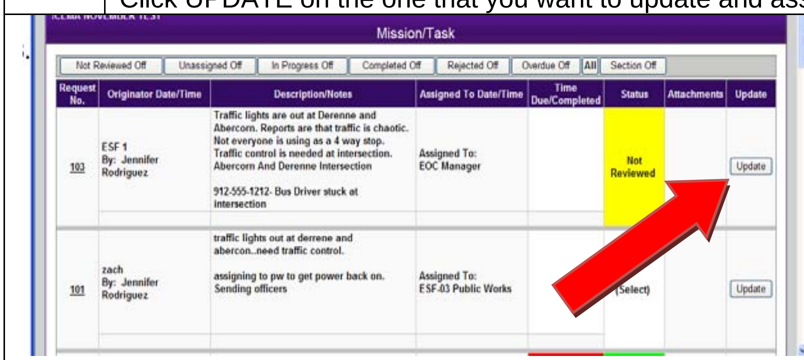
Response- Enter notes about what you are doing to complete this status. After every entry, put your full name so people will know who completed that entry.

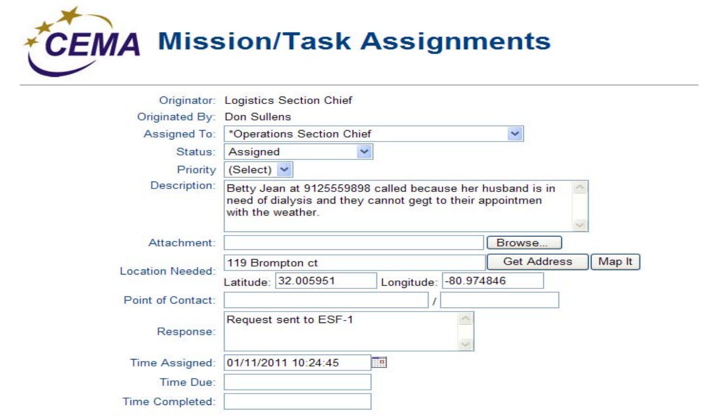
Date/Time Completed: This will auto populate if you mark a mission/task as complete.</td></tr>
<tr><td>4</td><td>When finished, click SAVE. Result, the Mission/Task Display reappears displaying the change of status and the updated notes information.</td></tr>
<tr><td colspan="2">
</td></tr>
</table>

Assigning a Mission/Task – Section Chiefs Only

Assigning of Mission/Tasks that are created by the ESF's has been delegated to the Section Chiefs to review and assign to the appropriate ESF or position.

It is the responsibility of the Section Chiefs, primarily the Operations Section Chief to monitor the Mission/Tasks board. A General Recorder can be assigned if needed to help monitor and advise Section Chiefs when there is a pending mission/task that needs attention.

STEP	ACTION
1.	Click Mission/Task from the Control Panel. It will be RED if there is new information that needs to be reviewed. 
2	The Mission/Task Menu will come up. To review all Mission/Tasking regardless of status, ensure the ALL button says ALL (instead of ALL off). You can also use the filters to view all of the ones that are **Not Reviewed**, **Unassigned**, **In Progress**, **Completed**, **Rejected**, or by your **Section** only. Click UPDATE on the one that you want to update and assign.
	
3.	Mission/Task window will pop up. It is the original information that the requestor inputted; however it will need further information in order to be assigned.



Assigned to: Use the drop down menu to assign it to the appropriate ESF or Position. You can send it back to the originator if you need further information or assign it to yourself.

Status:
Accepted: Select this if you are assigning this mission to yourself to complete.
Assigned: Select this status if you are assigning a mission/task to another user.
Rejected: If the mission is deemed inappropriate, does not fulfill incident objectives or priorities, etc then the mission can be rejected.
Need More Information: This is chosen if more information is needed to assign this mission.
Closed: select this status If the mission/task has been closed in situations where it is not needed or a duplicate. Closed does not necessarily imply completed.
Updated- select this status if you have new information about this mission/task

Priority: Select Routine, Low, Medium, High, or Critical. Critical- now, High- 6 hours, Medium- 12 hours, Low- 1 day, Routine – 48 hours.

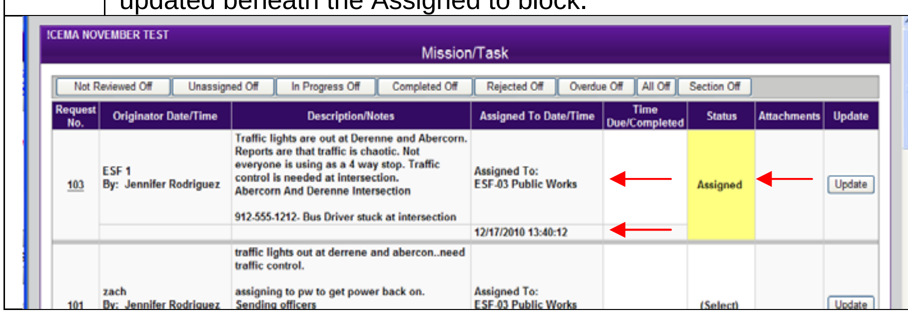
Location Needed: Where the support/mission is needed

Time Assigned: Will automatically be entered when you click Save.

Time Due: This will automatically populate based on the priority assigned.

Time Completed: This will populate when the mission is marked as complete.

4	When finished, click **Save.**
5.	Review Mission/Task Board to see update. The date and time that you assigned it will be updated beneath the Assigned to block.



Section Chiefs also have the ability to create a mission/task with the more detailed screen, enabling them to create and assign a mission/task at the same time.

SIGNIFICANT EVENTS

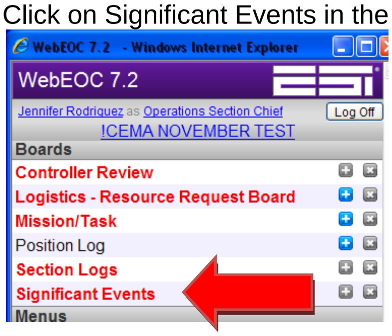
The Significant Events board is used to post critical information regarding an Incident. All users who are logged into the Incident can view entries to the Significant Events board. Section Chiefs first review all events prior to posting them to the Significant Events board. If Section Chief approves an "event" as significant, then the event will be displayed on the Significant Events status board.

Below are a few **examples** of Significant Events:
1. Infrastructure Failure: Bridge is out, building is damaged or collapsed
2. Shelter Status: Open/Closed/Reaching Capacity
3. Information: Reunification site
4. Situational Awareness: Latest updates on fire, Hazmat spill update
5. Current Conditions: Hurricane is 10 miles away

The only way that a ESF or other general user can post an event to significant events is through the **Position Log**. The Position Log is also the avenue for updating information that is necessary to be updated in the Significant Events board.

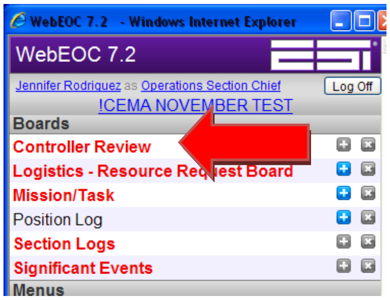
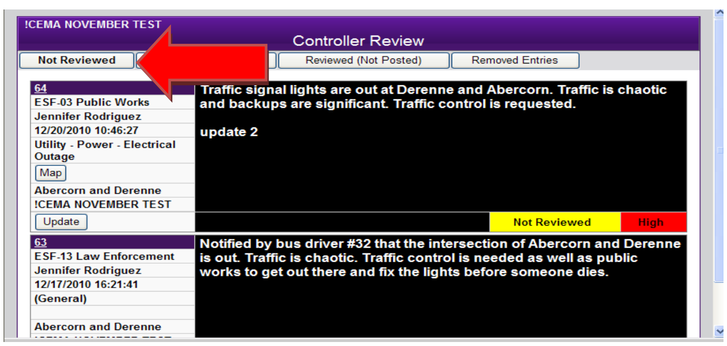
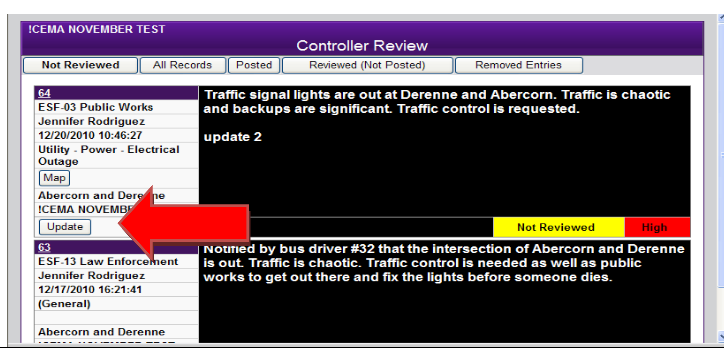
If a user updates the position log entry that has been posted to significant events, it will require controller review process again to repost to significant events.

To View the Significant Events Board

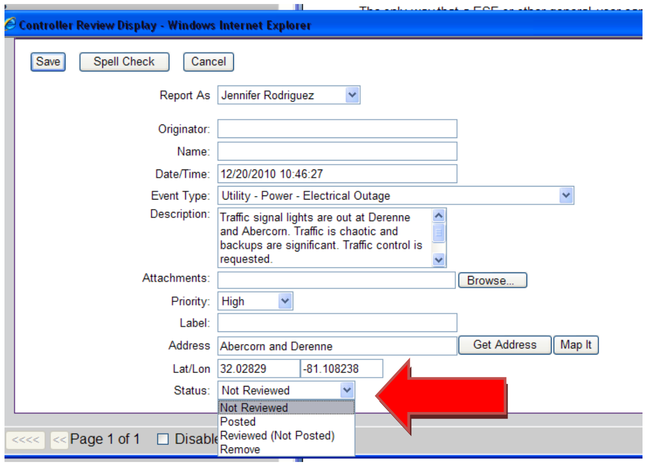
Step	Action
1	Click on Significant Events in the Control Panel  Result: The Significant Events board will appear.

Significant Events-Controller Reviewer

The EOC Manager has the responsibility of Controller Reviewer. The purpose of this is to not flood the Significant Events board with non-critical information. Information that is approved to be posted in the Significant Events board is available for everyone in the WebEOC system to view. It is critical that the information posted is essential, timely, and correct.

Steo	Action
1	Click on Controller Review in the Control Panel  Result: A controller review panel appears
2	Click the “Not Reviewed” filter button, until it is bolded. Make sure all other filter buttons are unbolded.  Result: only postings that have not been reviewed will appear.
3.	Click on the Update Button of the posting that you wish to review and approve/deny. 

<table>
<tr><td></td><td>Result: the controller review display of this posting appears.</td></tr>
<tr><td>4</td><td>From the Status drop down menu at the bottom of the display, choose to post, not post, or remove.



Post: Posts this input to the Significant Events board

Reviewed: Notes that this has been reviewed by a controller, but is was not necessary to be posted for all to see in the Significant Events board

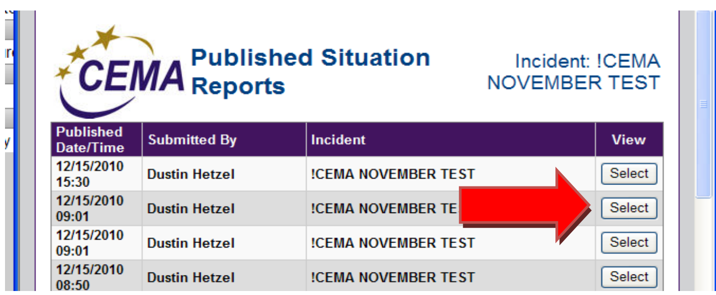
Remove: Removes this posting completely. Usually this will be for erroneous information or duplicates.</td></tr>
</table>

SITUATION REPORT

Situation Reports are documents that are created routinely during an event in order to help provide greater situation awareness to key leadership, stakeholder, responders, and EOC staff members. Situation Reports will generally be generated ever 6 hours during an event.

To view a published situation report

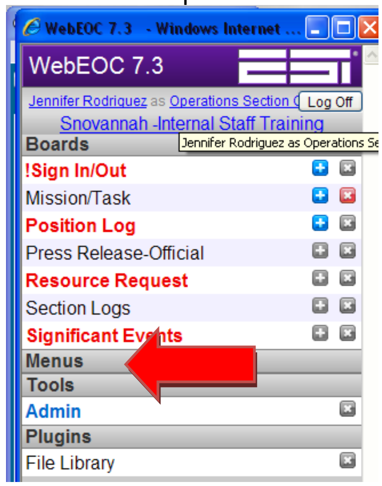
<table>
<tr><td>STEP</td><td>ACTION</td></tr>
<tr><td>1</td><td>Click on Situation Report-Published in the Control Panel


Result: A display with all the published situation reports for the specific incident will appear.</td></tr>
<tr><td>2</td><td>Click Select on the Situation Report that you would like to view.


Result: Published situation report document will appear.</td></tr>
<tr><td>3</td><td>From here you can Print to PDF, Print, or Return to the list.</td></tr>
</table>

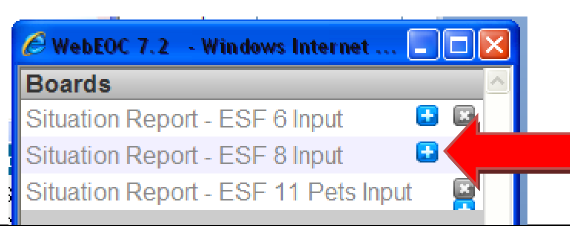
To provide input from ESF or Section to the Situation Report

<table>
<tr><td>STEP</td><td>ACTION</td></tr>
<tr><td>1</td><td>Click on the Menus bar in the Control Panel to expand selection.



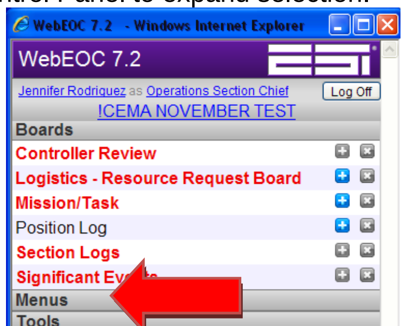
Result: The Menu will expand to provide selections, including Situation report menus.</td></tr>
<tr><td>2</td><td>Each ESF should have their sections situation boards. Click on the section specific situation report menu

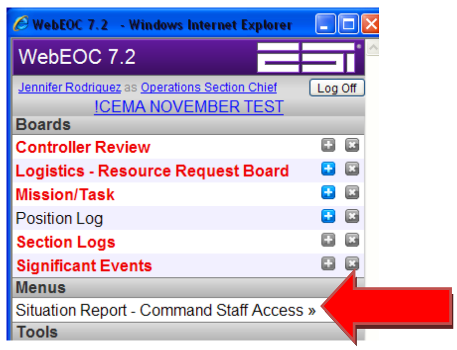
Result: Section Specific Situation Report Board menu will appear.</td></tr>
<tr><td>3</td><td>Click on the Blue Button next to the ESF situation report that you wish to input. There will be text from the last situation report. You can use this information if it is still current or you can clear it out and input new information. This is done to help make the process easier in developing the Situation Report.

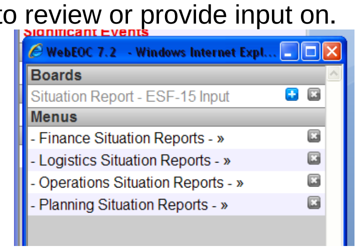

</td></tr>
<tr><td>4</td><td>Click Spell Check. Click Save.</td></tr>
</table>

Situation Report – Section Chiefs

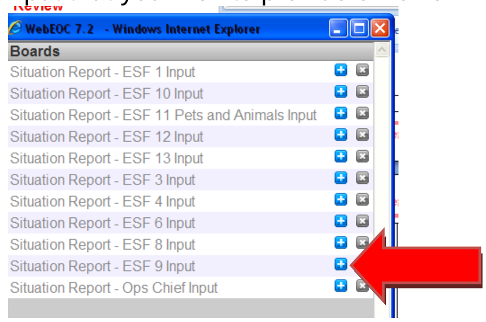
Section Chiefs have access to all ESF and Section Situation Reports. They are expected to review materials as well as provide a section chief overview.

<table>
<tr><td>1</td><td>Click on the Menus bar in the Control Panel to expand selection.


Result: The menu will expand to provide a Situation Report-Command Staff Access menu.</td></tr>
<tr><td>2</td><td>Click on the Situation Report-Command Staff Access menu


Result: A menu with all section situation reports will appear (Finance, Logistics, Operations, Planning).</td></tr>
<tr><td>3</td><td>Click on the section that you want to review or provide input on.


Result: A board with all ESFs in that section as well as a Chiefs input will appear.</td></tr>
</table>

4	Click on the blue plus next to the input that you wish to provide or review 
5	Provide input and/or review. Click **Save**.

RESOURCE REQUESTS

The resource request board is used when resources are needed to support a mission/tasking or a request from the field. This is used for equipment, personnel, or supplies. In the event that mutual aid is requested through the EOC, a Resource Request Form (213-RR) should be filled out but noted on the request. This is not used for ordering items or supplies that are already available within the EOC.

The accepting ESF for a mission/task will also be responsible for requesting the supplies for that mission/task and therefore filling out the 213-RR.

There are 5 sections and portions of the 213RR.

Originator- This is to be filled out by the person requesting the item for the field. The “Initial Requestor” information field should be the person in the field that is requesting the resource, not the ESF representative in the EOC.

Operations- This section is to be filled out and approved by the Operations Section Chief.

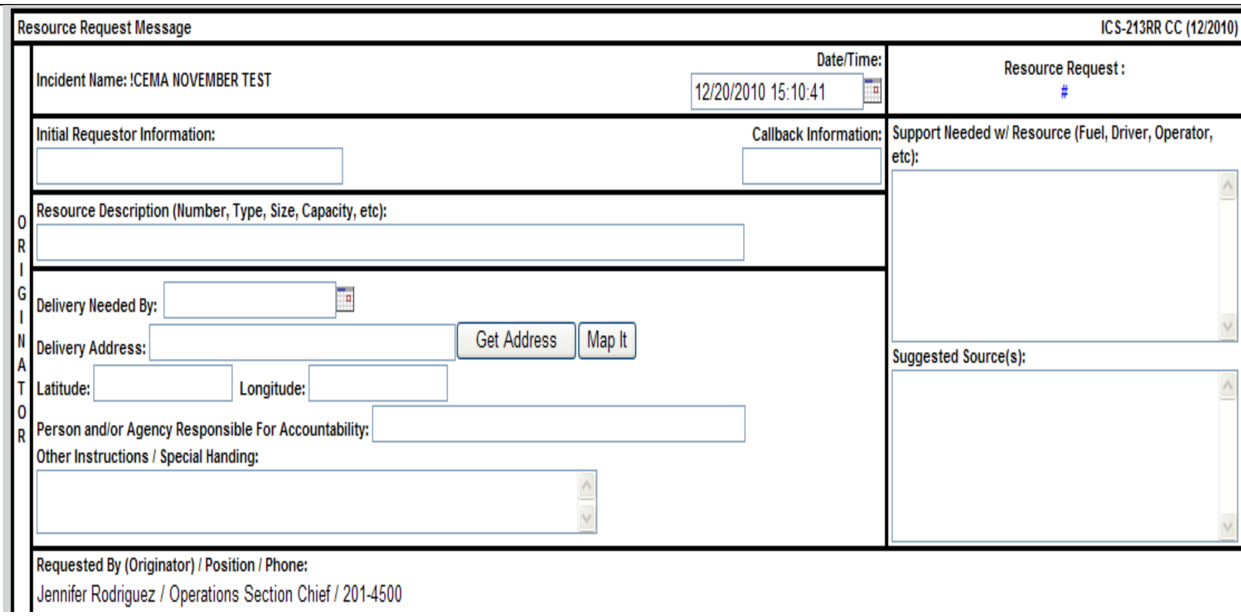
Logistics- This section is reviewed and approved by several components of the Logistics section. The Resource unit leader will determine if the resource is available within the immediate incident area, such as already at the staging area or if this is a mutual aid request that is already being filled by normal mutual aid protocols. The supply unit will determine if the request is for Equipment, Personnel, or Supplies. The logistics section will then approve the request.

Finance- This section is reviewed and approved by finance. If there are any notes about the purchasing of this resource, it should be noted in the Finance notes section.

Planning- The situation unit leader will review this request for any conflict of resources. The Planning section chief will review as well. The documentation unit will maintain and keep the document for archiving.

To submit a Resource Request 213-RR

STEP	ACTION
1	Click on the Blue Plus button beside Logistics-Resource Request Board.  Result: A New Record- Resource Request Message ICS -212RR window will appear.
2	Fill in the information in the Originator section of the form (the white section)



Resource Request Message ICS-213RR CC (12/2010)

ORIGINATOR

Incident Name: !CEMA NOVEMBER TEST

Date/Time: 12/20/2010 15:10:41

Resource Request : #

Initial Requestor Information:

Callback Information:

Support Needed w/ Resource (Fuel, Driver, Operator, etc):

Resource Description (Number, Type, Size, Capacity, etc):

Delivery Needed By:

Delivery Address: Get Address Map It

Latitude: Longitude:

Person and/or Agency Responsible For Accountability:

Other Instructions / Special Handing:

Suggested Source(s):

Requested By (Originator) / Position / Phone:

Jennifer Rodriguez / Operations Section Chief / 201-4500

Resource Request- This will automatically populate once you submit the form.

Initial Requestor Information: This is the person for whom you are requesting the resource.

Callback Information: Provide information for the initial requestor.

Resource Description: Provide a detailed description of what is needed.

Delivery Needed by: Click on the calendar icon to select a date and then enter the time (hours and minutes) into the appropriate field.

Delivery Address: Enter Address. If you want more specific, click on Get Address. This will automatically populate Lat/Lon if it is accurate enough.

Person and/or agency responsible for accountability: This is the person that will be responsible for the resource/equipment once it is provided on scene.

Other Instructions/Special Handling: This is information on anything else that is needed to help order and/or deliver this resource.

Support Needed w/resource: Please provide any information about what else is needed. For example, if a truck is requested, is the driver requested as well.

Suggested Source: if a source is known, please provide this. It will save time on trying to locate a source.

Requested by (Originator): This will automatically populate based on information prefilled.