

# WebEOC 8.1 Overview

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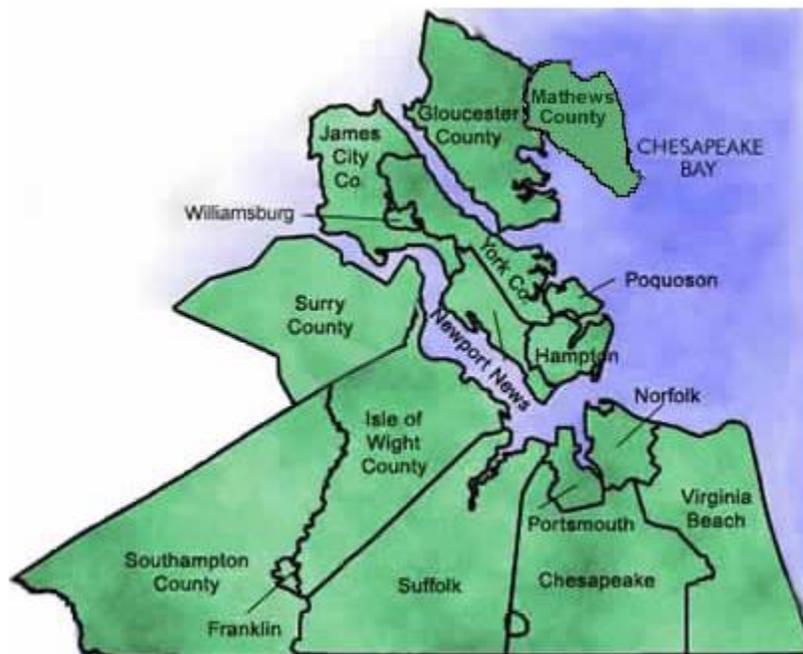
## WebEOC Introduction

- What is WebEOC?

WebEOC® Professional is a Crisis Information Management Software (CIMS) that was developed over a decade ago to meet the needs of Emergency Management Agencies. This web application provides an area where you can centralize your emergency data for quick access. WebEOC can be used during the planning, mitigation, response and recovery phase of any emergency. It is also used to manage day-to-day activities and non-emergency operations.

- Where did this originate from and who is using this application?

Since Hampton Roads was designated in 2007 as an Urban Area Security Initiative (UASI), Homeland Security required our region to improve its catastrophic planning rating. The Regional Emergency Management Technical Advisory Committee (REMTAC) wrote a grant to obtain WebEOC for ALL the Hampton Road Cities.



## Accessing WebEOC

- How do I get to the WebEOC application?

To launch WebEOC, open the Internet Explorer web Browser or the Google Chrome Browser and key in the following web link in the address line:

<https://webeoc.norfolk.gov/eoc7/>

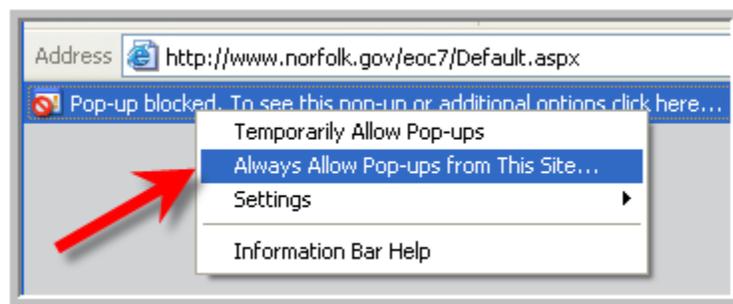
- Another way to access WebEOC is to go to the below address and once there go to the Emergency section and choose WebEOC.

<http://www.norfolk.gov/staff>

When attempting to access the link, you might see a “Pop-Up blocked” message appear just under the address line (see below).



Simply click on the message line and select “Always Allow Pop-ups from This Site...”

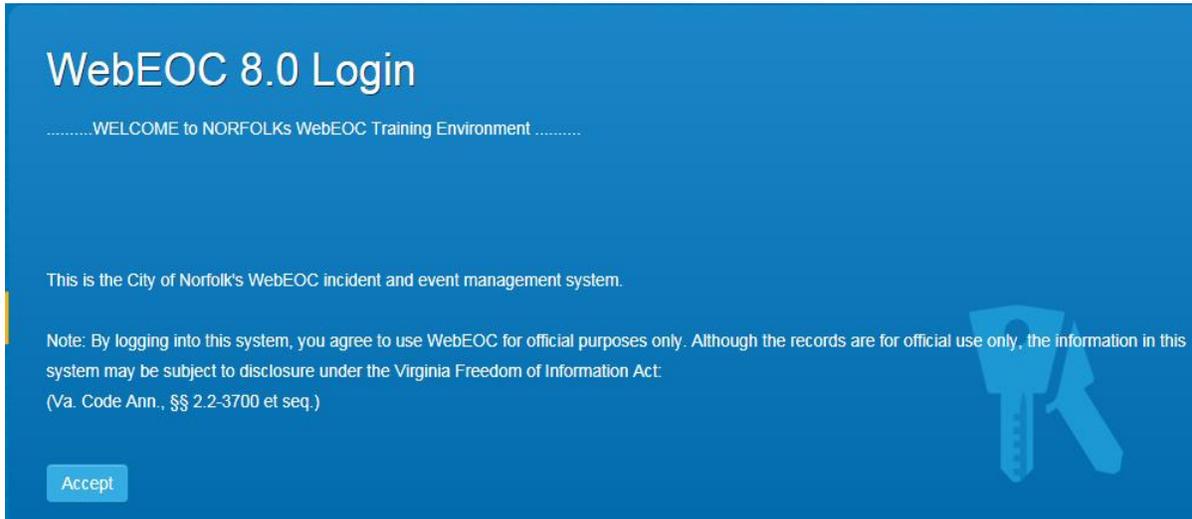


Click the “Yes” button to confirm

## Sign on

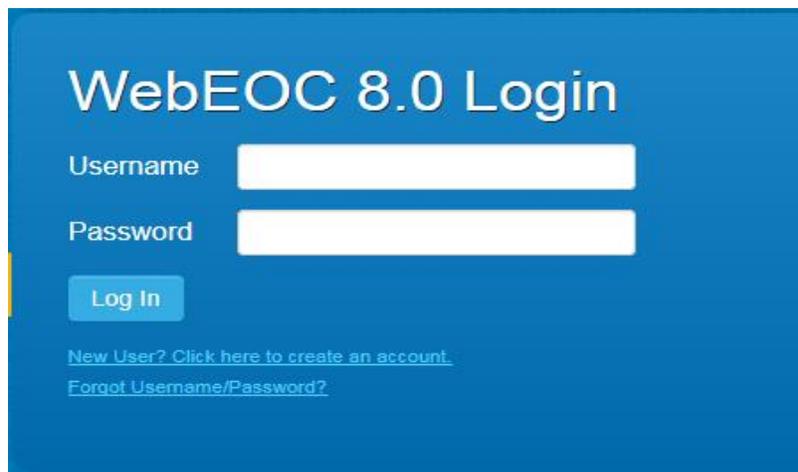
- How do I sign into WebEOC?

Before you can Sign in to WebEOC you now must accept the screen seen below.



Once you click on the Accept Button you will then be allowed to login.

Now Sign in with your User ID and Password



**Note:** Your password is **case sensitive** and if you exceed the number of failed login attempts (5), your account will be locked. Please contact a WebEOC administrator to unlock your account. If you have forgotten your Username or Password, you can click on the Forgotten Username/Password link to get that information.

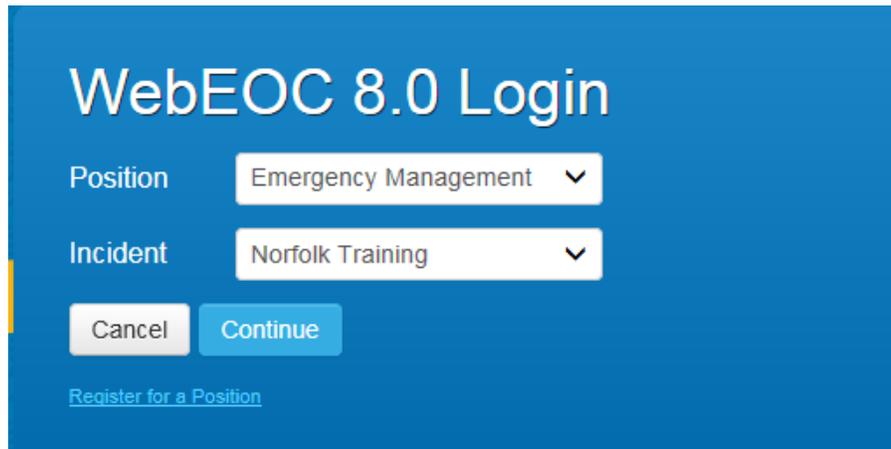
Finally, select your **Position** and **Incident** and click the OK button

- What is a position?

Your position is the specific job you currently hold (i.e. Police, Fire, EOC, Communications, etc.)

- What is an Incident?

An Incident is a specific event that WebEOC has been activated for.

The image shows a screenshot of the WebEOC 8.0 Login interface. The background is a solid blue color. At the top, the text "WebEOC 8.0 Login" is displayed in white. Below this, there are two dropdown menus. The first is labeled "Position" and has "Emergency Management" selected. The second is labeled "Incident" and has "Norfolk Training" selected. Below the dropdowns are two buttons: a grey "Cancel" button and a blue "Continue" button. At the bottom left, there is a blue hyperlink that says "Register for a Position".

WebEOC 8.0 Login

Position Emergency Management ▼

Incident Norfolk Training ▼

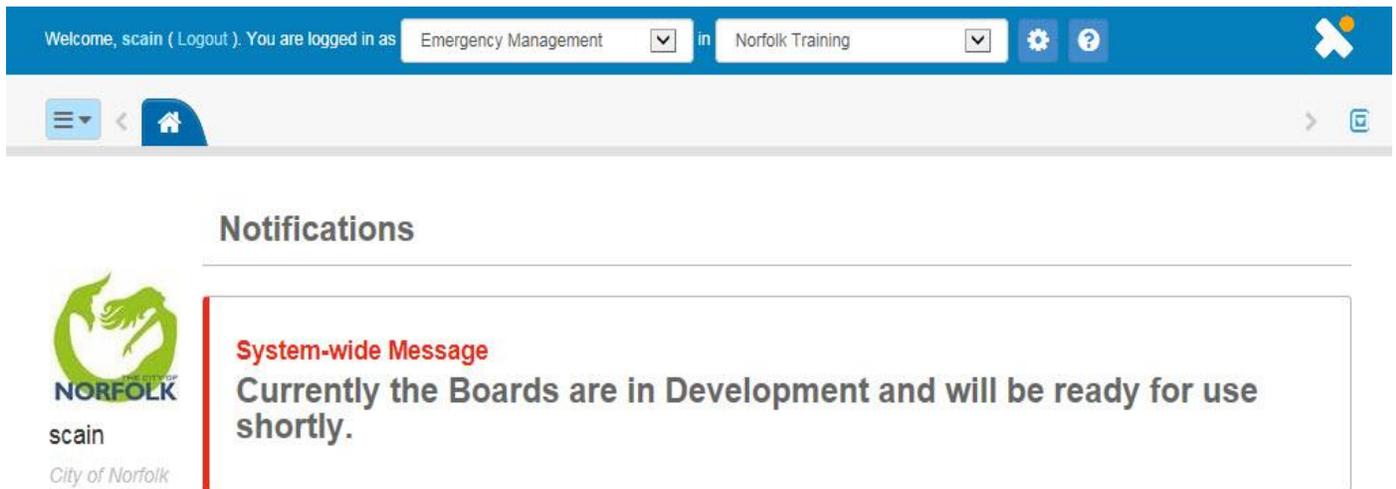
Cancel Continue

[Register for a Position](#)

## Home Page

- What is the Home Page?

The Home Page will display any agency specific information and it will display any system –wide notifications so you and others and informed of critical information.



The screenshot shows the top navigation bar of the WebEOC system. It includes a welcome message for user 'scain', a 'Logout' link, and two dropdown menus for 'Emergency Management' and 'Norfolk Training'. There are also icons for settings, help, and a user profile. Below the navigation bar is a 'Notifications' section with a system-wide message: 'Currently the Boards are in Development and will be ready for use shortly.' The message is accompanied by the Norfolk City logo and the user's name 'scain'.

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

Open the User Help at any time by clicking on the Help Icon



To Exit WebEOC click the **Logout** link beside your username in the information bar.

To access the control panel, use the

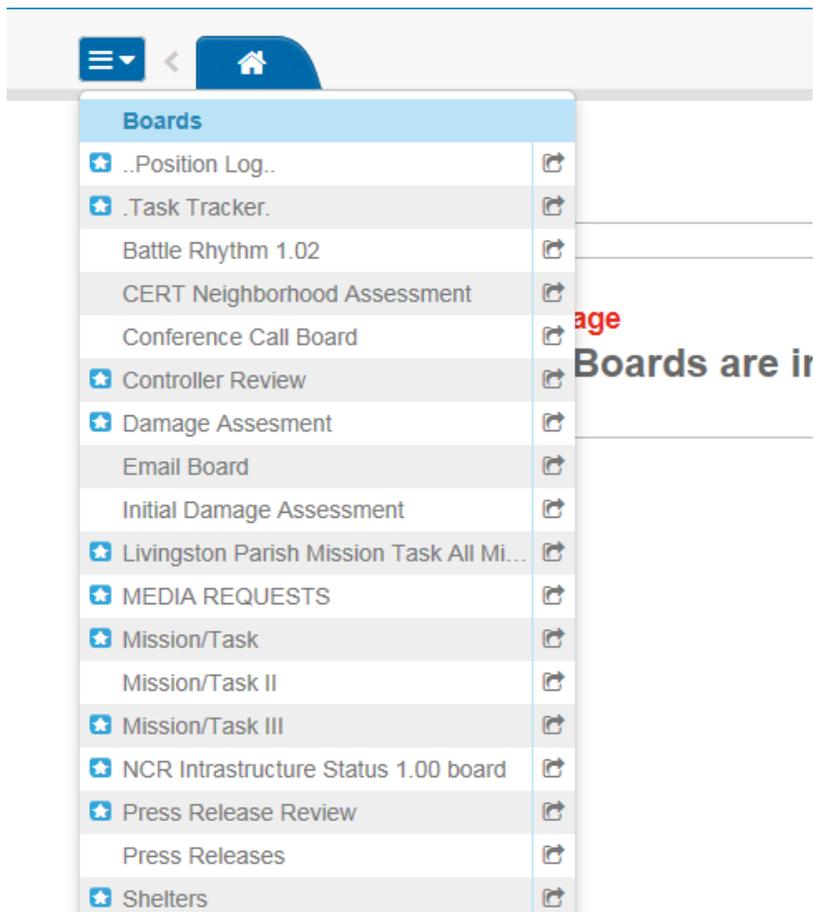


in the upper left of the Home page.

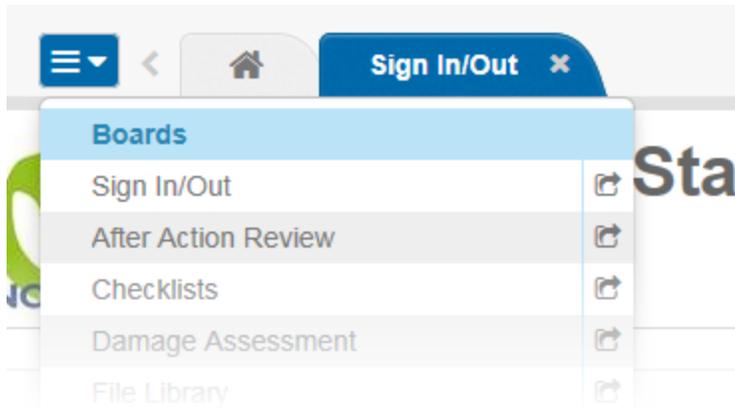
## Control Panel Overview

- What is the Control Panel?

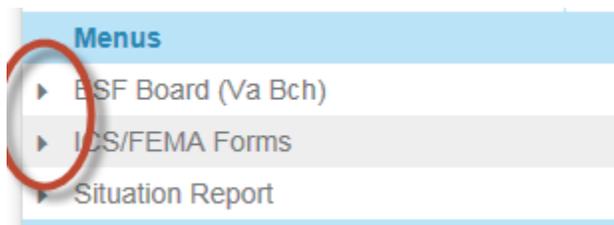
The control panel is the information hub in WebEOC. IT contains boards, menus, tools, plugins, and links. Users see only what they have been granted access too. Below is a sample of a control panel.



To open the Control Panel, you will need to click on the  button in the upper left hand corner of the Home Page.



When you click on the name of a board, menu or plugin it opens in a new tab within the existing window. If you click on the  to the right of the name it opens the item in a new window. A Star Icon  in front of a board name alerts users when new data has been posted on that board. Once the item containing the new data is opened the star will disappear until new information has been added or existing information has been updated.

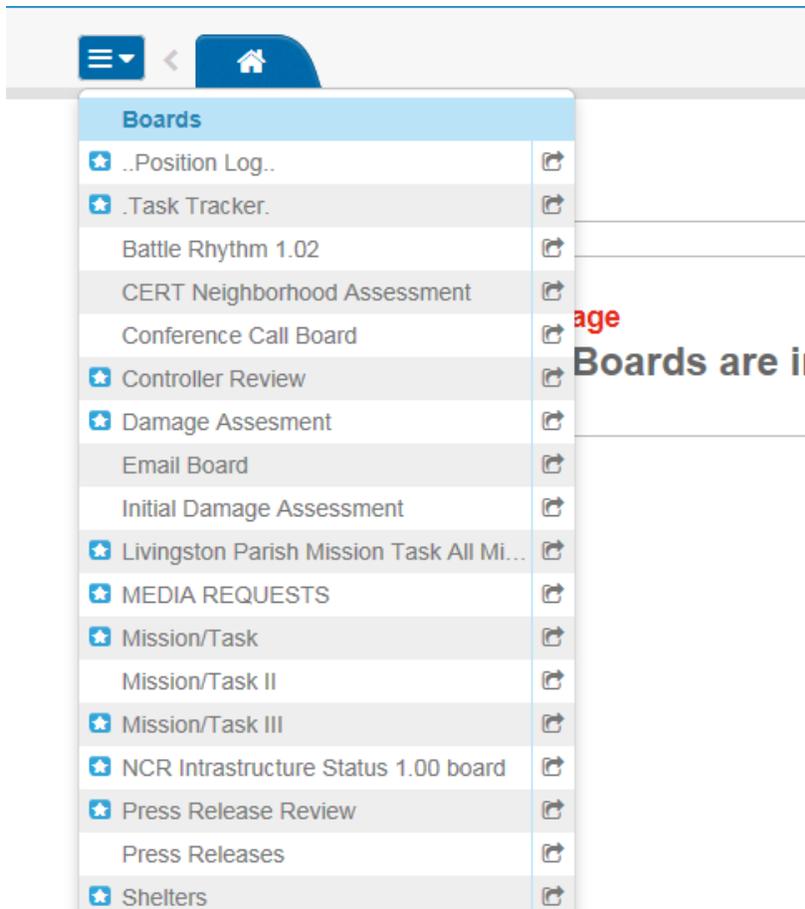


When you see the arrow  to the left of a name, click on it and it will expand to show you the available options.

## Boards

- What is a board?

A board is a custom designed form that the user can open to view data and / or perform data entry. Below is a list of some of the boards that you might see.

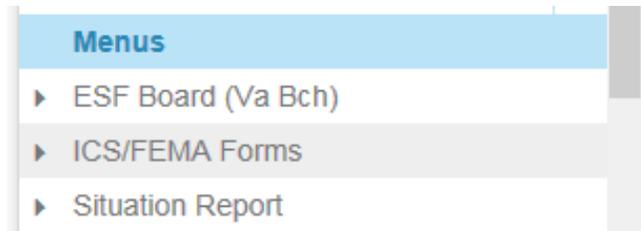


- To open a board in **view mode**, simply click on the board's name in the control panel.
- To open a board in **edit mode**, click on the arrow next to the board's name.

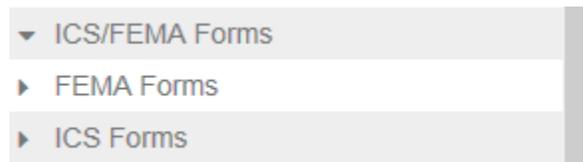
# Menus

- What are Menus?

Menus are containers that hold more reports, forms or links. They allow you to organize the control panel better by consolidating. When you see two greater than signs (>>) to the right of the menu name that means there are more options to view when you click on it.



When you click on the arrow to the right of the "ICS/FEMA Form" menu, it will open up as seen below.



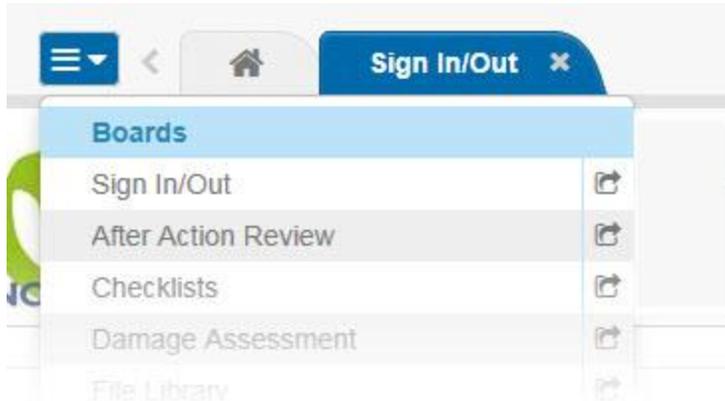
Clicking on the "FEMA Forms" option will show you all the forms that you can access. An example of the forms that you might be able to access is seen below.



## Mission / Task Tracker

- What is the Mission / Task Tracker used for?

The Mission / Tracker is used to keep track of Requests for Services when the Emergency Operations Center becomes active. An example of this can be when someone needs transport from a flooded area to a Norfolk Shelter.



- To Access the Mission / Task Board go to the Boards Menu and click on the Mission/Task name.

When you click on the Mission/Track Board it will open up and show you all of the Requests that are either to be assigned or completed.

5	08/03/2012 12:52:18	TEST GMB Building 100 Jim	Assigned To: IT	08/03/2012 12:52:18	Posted	Update
4	08/03/2012 12:45:59	TEST GMB Building 1 Jim/44563	Assigned To:	08/03/2012 12:45:59	Posted	Update
3	04/06/2012 10:53:38	14 inches of snow. We need snow shovels EOC Director By: smahone	Assigned To:	04/06/2012 10:53:38	Posted	Update
1	02/17/2011 15:12:01	14 inches of snow. We need snow shovels EOC Director By: jcmarti	Assigned To: EOC Director	02/17/2011 15:12:01	Accepted	Update

To **Add** a new Request, you would want to click on the green (create record) button on the top of the page.

You will need to fill in who the request is to be assigned to, by clicking on the drop-down list, and choosing what department/group needs to accomplish this task. Under **status**, if you assigning it to someone, click on the drop-down list and click on **Assigned. Priority**; use the drop-down list to show **Low, Medium**

**or High priority**, and finally any other information that a person will need to complete this request will be typed into the Description box.

If you have any pictures to add, save them on your computer first, then use the **browse** button to add them under the **Attachment** field.

When you are done hit the **Save** button.

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Originator	
Full Name	<input type="text"/>
Organization	<input type="text"/>
Phone	<input type="text"/>
Email	<input type="text"/>

Comments or Issues
<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div>

Recommendations for Improvement
<div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div>

Once the form is filled out it will show up on the Mission / Tracker board and someone will be able to get this request taken care of.

## Tools

- What can be found in the Tools section?

There are several tools that are native to the application that can be used such as Chat, Checklists, Contacts and Messages.

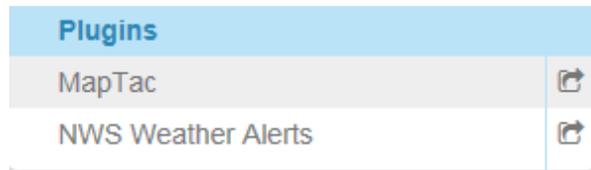


- **Messages** allow you to send email like messages (including attachments) within WebEOC.
- **Search** will take you to the search feature in WebEOC where you can search for incidents and other various items.

## Plugins

- What are Plugins?

These are plugins that come with the system to either help you organize files and folders or they allow you to map a location in WebEOC.



- MapTac will take you to a mapping program where you see a map of Norfolk and add labels to mark places and features.
- NWS Weather Alerts will take you to the National Weather Center so that you can see any weather alerts for the local area.
- The File Library is where your organization has placed important document that you might need during an emergency.

## Status Boards

- **Significant Events**

The significant Events board is the WebEOC equivalent to the Event Log or the Incident Journal. It can be used to track events and activities and log “who did what when”. It provides the real-time chronology of actions taken during an event from beginning to end.

- **Position Log**

The position log status board provides users with a method of documenting actions taken by the personnel in each position in the EOC during each shift. Only those individuals in the same position can see what is posted here. If someone in another position needs to see the information, then it needs to be posted to the Significant Events Board.

- **Press Release**

This board is for the Information Officer to provide news releases, answer questions and respond to information requests

- **Situation Report**

WebEOC provides a standard format SITREP that should be published on a regular basis during an emergency.

- **Shelters**

The board contains all the information you need to know about our local area shelters that can be activated during an emergency. What their occupancy is, are they American Red Cross approved, do they provide for Special Needs, are they Pet friendly, etc.

- **Transportation (Closed Roads / Road Conditions)**

This board is used to track the status of roads that are prone to flood during heavy rain.

- **After Action Report (AAR)**

This is used to record Situations/Major Issues/Concerns during an event and how to resolve them with proposed solutions. You are also required to record “Best Practices” that were used during the event and list procedures/policies that could use improvements.