WebEOC

User's Guide

With Concepts of Operations

Table of Contents

Introduction

1.1 PURPOSE

The purpose of this document is to provide step-by-step instructions on using WebEOC® as a user, as well as to address the overall conceptual management of an emergency at the University of California, Berkeley (UCB). This document will outline applicable operational policies/procedures for the implementation of WebEOC® at all level of UCB Emergency Response Organization:

Policy – Chancellor's Emergency Policy Group (CEPG)
Management – Emergency Operation Center (EOC)
Operations – Department Operation Center (DOC)
Field – Incident Commander (IC)

1.2 AUDIENCE

This document is intended for WebEOC® users supporting UCB"s Emergency Response Organization (ERO). Users include but are not limited to: the CEPG, EOC Command Staff, DOCs, IC, response personnel, and other authorized partner organizations and disaster response stakeholders.

1.3 REVISION HISTORY

Version	Revision Date	Description
1.0	Nov 17, 2009	Initial Document
2.0	Jan 01, 2012	Revision 1

1.4 OVERVIEW

WebEOC® is an application used by UCB ERO personnel, municipalities, and other Mutual Aid organizations to monitor and manage day-to-day activities during an incident or major campus emergency. WebEOC® can be used during the planning, mitigation, response and recovery phases of any emergency. All crisis information in WebEOC® will be universally available to authorized users everywhere.

1.5 SYSTEM REQUIREMENTS

Browser: Internet Explore
Run: Compatibility Views
Enable: Pop-up Blockers

Logging in to WebEOC

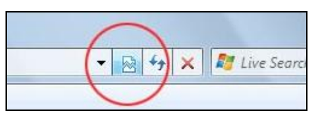
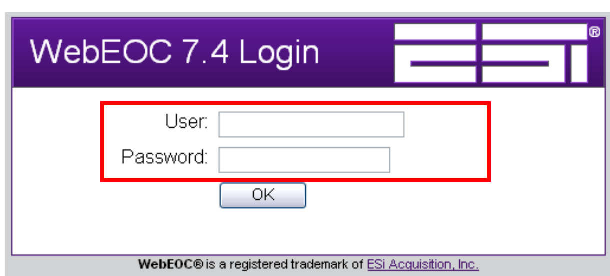
2. 1 Introduction

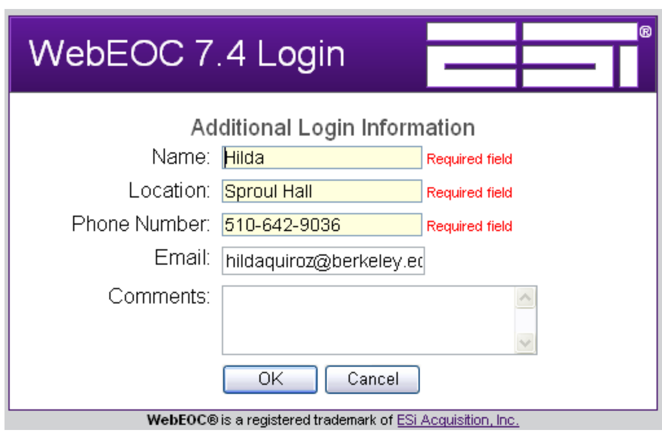
The WebEOC® System Administrator assigns a username and password to each CEPG, EOC, DOC and External Agency member, as applicable. It is the responsibility of your WebEOC® System Administrator to distribute usernames and passwords.

When logging in to WebEOC®, you will be able to select all available Positions that are connected to your name from a drop-down list, and serve or function in that capacity. 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.

Every official Position in UCB's ERO will have a Position name.

2. 2 Logging In To WebEOC®

Step	Action
1	Open **Internet Explorer**.
2	Type **https://ucberkeley.webeocasp.com/ucberkeley/** in the address bar and then press **Enter.** **Result:** The **WebEOC 7.4 Login** window appears.
3	Enable compatibility view by clicking on the broken page icon.  ***Only have to do this once**
4	Enter the username and password given to you during the WebEOC Training.  **Username:** First Last **Password:** 123456 ***(If you are a first time user, if not, this will be the password you created upon first log-in. For 1st time users the system will prompt you to enter a new password. Enter your passphrase password)**

5	Click  **Result**: A secondary login window appears, prompting you to select the **Position** and **Incident** you wish to log in to. **** Note: After 3 failed attempts, you will be "locked out" of the system and will need your system's administrator to unlock your account.***
6	Select the appropriate **Position** and **Incident** from the drop-down list.  In this example, this is the **01) CEPG** Position, and the Incident is **Administrator Training.** **** Note: Most individuals have access to one Position and the active/pertinent Incident will automatically DEFAULT.***
7	Click  to continue the login. **Result**: The **Additional Login Information** window opens.  Enter the following information in the **Login** window: • **Name** - *(Required field).* Enter your full name. • **Location** - *(Required field).* Enter your current location. Be as specific as possible (i.e. EOC, Cal Hall, UHS DOC – TANG, etc.) Do not enter addresses. • **Phone Number** - *(Required field).* Enter the best phone number to contact you during the operational period in which you are logging in. ***Use hyphens in the phone number: i.e., 954-555-1212.*** • **Email** - enter the email address to contact you at anytime should there be any questions (optional)

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

• **Comments** - leave this field blank.

Click 

*** Note: After your first log-in, the system will remember your Additional Login Information, you will only need to update this if necessary.**

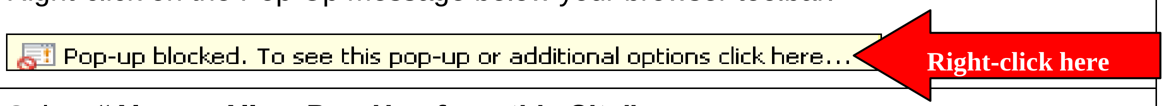
</td></tr>
<tr><td>

8

</td><td>

You must either disable Pop-Up blockers from your browser options or allow Pop-ups from the WebEOC® site.

Right-click on the Pop-Up message below your browser toolbar.



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

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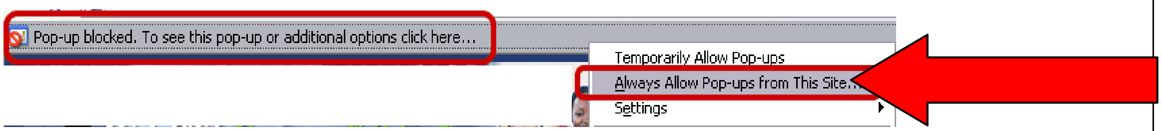
</td><td>

Select **"Always Allow Pop-Ups from this Site"**



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

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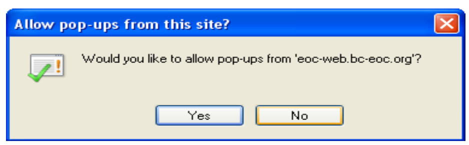
</td><td>

Click **Yes** from the dialog box to allow Pop-Ups from WebEOC site.

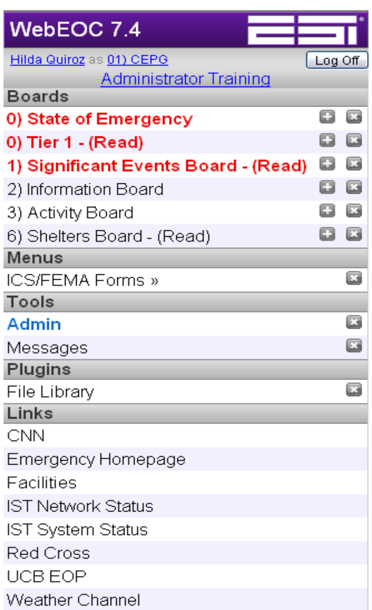


</td></tr>
<tr><td>

11

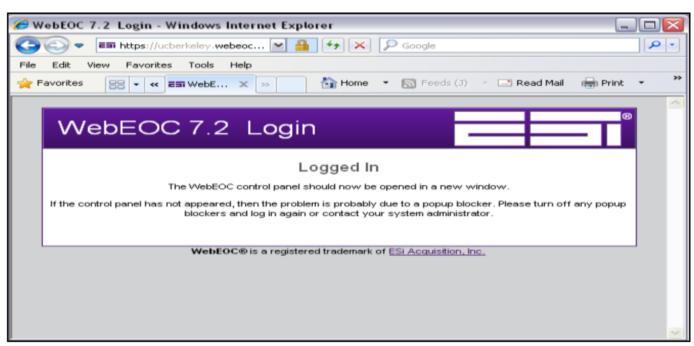
</td><td>

Result: If you have logged in successfully, the **Control Panel** & the **Logged In** window will appear.



DO NOT CLOSE WINDOW!

You will be timed out from the system frequently if you do.



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

2.3 LOGGING OFF

Before logging off, be sure to save any process(es) / record(s) that may be in progress.

Step	Action
1	There are three ways to log off from WebEOC®. a. Click the "X" in the Control Panel window **Or** b. Click **Log Off** from the Control Panel **Or** c. Exit your Web browser

Control Panel

3.1 INTRODUCTION

The WebEOC® Control Panel is the primary navigation tool for WebEOC®. It is a user's means of accessing boards, menus, tools, 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 five (5) sections: Boards, Menus, Tools, Plugins, and Links.

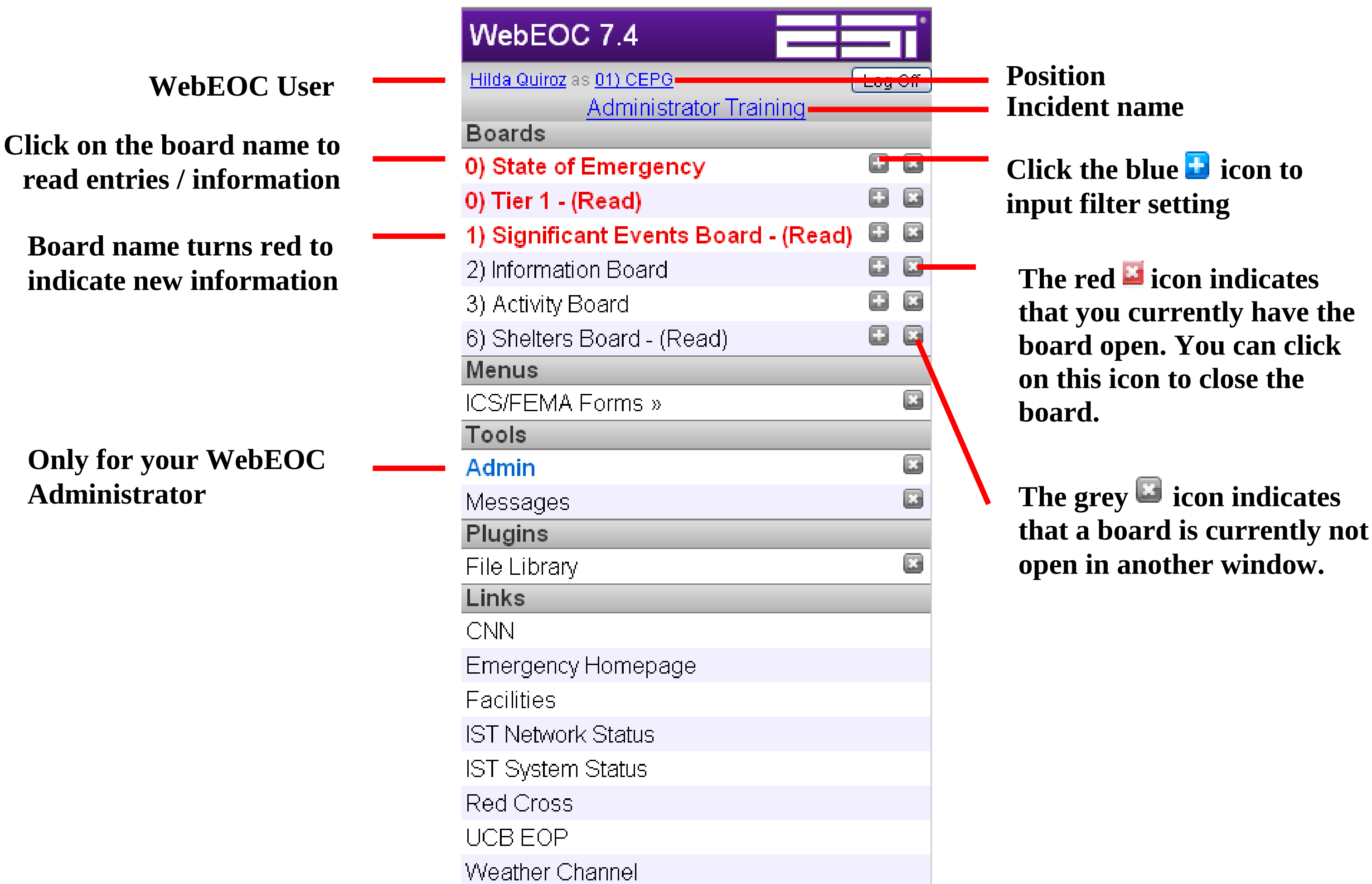


Figure 1: Example of a Typical Control Panel

Figure 1 is an example of a typical Control Panel. The name of the Incident in which you are logged-in appears at the center, top portion of the Control Panel. If the displayed Incident name does not match the name of the Incident you should be logged in to (*Current date will always appear in the Incident Name), you can select the correct Incident by click on the Incident Name in blue, and choosing the correct Incident, from the Incident drop-down list that will pop-up. The same is true for your position.

3.2 Control Panel Sections

Below is the list of sections and items that may or may not have access to in your Control Panel. Remember the items that are in your Control Panel are based on your role and responsibility. This list is subject to change as new Boards, Menus, Tools, Plugins, and Links are developed.

BOARDS	
0) Tier 1 - (Read) *** Will only be utilized for a Level 3 emergency, such as a large-scale Earthquake.**	**Purpose/Function:** • Dash board that works on a stop light system. • Provides a quick, visual status report of the University, which will assist the CEPG in its decision-making business continuity role. It will also assist the EOC in setting operational priorities. • Continuously updated with live-information. **Availability:** • CEPG & EOC Management **Management:** • DOCs **Green** – Operational (Available) **Yellow** – Partially Operational (Partially Available) **Red** – Not Operational (Not Available)
1) Significant Events Board - (Read)	**Purpose/Function:** • Track important information that affects the entire campus. • Tracks what is critical, and who has reported it. • Intel specific board. • Provides a real-time chronology of critical information. **Availability:** • Everyone in the ERO, on a read-only basis. **Management:** • The EOC Director, the Incident Commander, and CP Management ○ Posted information has been approved and verified. **Green** – Low Priority / Risk **Yellow** – Medium Priority / Risk **Red** – High Priority / Risk **Flash** – Critical Priority / Risk
2) Information Board *** Will only be utilized for a Level 3 emergency, such as a large-scale Earthquake. Your WebEOC Operator will be populating this information.**	**Purpose/Function:** • Tracks important incident information relating to the CEPG, a specific EOC Section or a specific DOC. • Is a continuous log, documenting all new information/intel that is learned about an incident. **Availability:**

	• CEPG, EOC, DOCs **Management:** • Each group manages their own information boards: CEPG, EOC Sections, DOCs • EOC Sections and DOCs can route entries to EOC Director/Delegate for approval to post to the **1) Significant Events Board - (Read).** **Green** – Low Priority / Risk **Yellow** – Medium Priority / Risk **Red** – High Priority / Risk **Flash** – Critical Priority / Risk
3) Activity Board *** Will only be utilized for a Level 3 emergency, such as a large-scale Earthquake. Your WebEOC Operator will be populating this information.**	**Purpose/Function:** • Tracks all activities and actions taken by members in the CEPG, a specific EOC Section or a specific DOC. • Is a continuous log, documenting actions taken. **Availability:** • CEPG, EOC, DOCs **Management:** • Each group manages their own activity boards: CEPG, EOC Sections, DOCs **Green** – Low Priority / Risk **Yellow** – Medium Priority / Risk **Red** – High Priority / Risk **Flash** – Critical Priority / Risk
4) Request Board *** Will only be utilized for a Level 3 emergency, such as a large-scale Earthquake. Your WebEOC Operator will be populating/managing this information.**	**Purpose/Function:** • Tracks all resource requests by specific EOC Sections and specific DOCs. • Requests for resources (i.e., tangible commodities) should not be made via "Missions" • Has the capability to sort by status of request, to view by those request that users have made to others, and that others have made to the user, and also to search request fields. **Availability:** • EOC & DOCs **Management:** • Each group manages their own request boards: EOC Sections and DOCs • Request follow a chain of command and can only be made upward and horizontally.

	Green – Low Priority / Risk Yellow – Medium Priority / Risk Red – High Priority / Risk Flash – Critical Priority / Risk
5) Mission Board *** Will only be utilized for a Level 3 emergency, such as a large-scale Earthquake. Your WebEOC Operator will be populating this information.**	**<u>Purpose/Function:</u>** • Tracks all missions or tasks assigned by the EOC Director to an EOC Section or a DOC, or an EOC Section to a DOC, or DOC Managers to their DOC Sections/Members. • A "mission" is defined as any task, objective or purpose assigned to a position or group (e.g., EOC Section / DOC, Section Chief or DOC Member) requiring some degree of action or outcome. Missions are goal-oriented and are assigned to specific EOC Sections or DOCs. • Missions are formal "assignments" and therefore, require follow-up and tracking. **<u>Availability:</u>** • EOC & DOCs **<u>Management:</u>** • Each group manages their own request boards: EOC Sections and DOCs • Missions/Tasking are done down the chain of command Green – Low Priority / Risk Yellow – Medium Priority / Risk Red – High Priority / Risk Flash – Critical Priority / Risk
6) Shelters Board - (Read) *** Will only be utilized for a Level 3 emergency, such as a large-scale Earthquake.**	**<u>Purpose/Function:</u>** • Identify buildings/locations which have meet the sheltering criteria and have been determined safe for occupancy by the campus Facilities Inspection Teams (FIT, buildings have been greened tagged) **<u>Availability:</u>** • Everyone in the ERO, on a read-only basis. **<u>Management:</u>** • EOC Management in collaboration with Facilities Inspection Teams made up of FS DOC, EH&S DOC, and RSSP will identify, maintain and update this board.
z) WebEOC Mgt Board	**<u>Purpose/Function:</u>** • Facilitates Data Entry. This board separates data entry from information viewing. **<u>Availability:</u>**

	• Everyone in the ERO. **Management:** • Each group manages their own **z) WebEOC Mgt Board**

MENUS	
ICS/FEMA Forms *** Will only be utilized for a Level 3 emergency, such as a large-scale Earthquake.**	To be utilized for operations Incident

TOOLS	
Chat	The Chat tool is an instant messaging tool that can be used to communicate with other WebEOC® users. Please note that unlike the rest of WebEOC information via chat is not saved, and when you leave a chat-room all "chatting" is erased.*
Checklist	The Checklist tool allows users to keep track of the progress of the responsibilities associated with their position in a chronological, concise, and organize way. It also allows users with the same position to know the progress that has been made during a previous operational periods, this is critical during shift changes.
Contact	The Contacts tool manages ERO and inter-agency personnel information. The Contact tool manages: agency (or person) name, telephone, mobile and pager numbers, physical and email addresses, and special notes or comments for the contact. It is important to note that the contacts are managed by users, and that only the originator of the entry can edit their entry. **PLEASE ENTER & KEEP YOUR CONTACT INFORMATION UPDATE!**
Messages	Messages works exactly like any e-mail server. All information sent, and received via Messages is stored and recorded.

PLUGINS	
File Library	File Library is used to upload and share documents and files with other users through WebEOC®. It works on the same principle as share-point. The file could be a procedure, a situation report, a jpeg file, an image, or other file types. Depending on the permissions granted, users may add, view, and/or delete files from the File Library.

LINKS

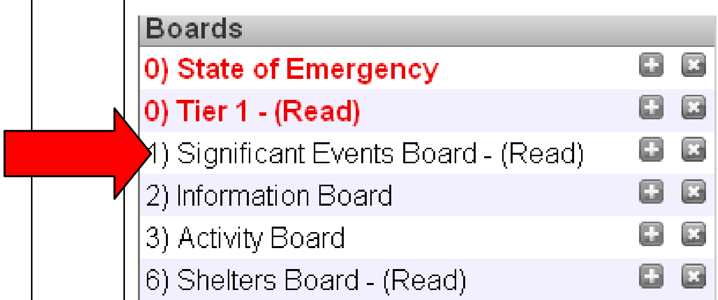
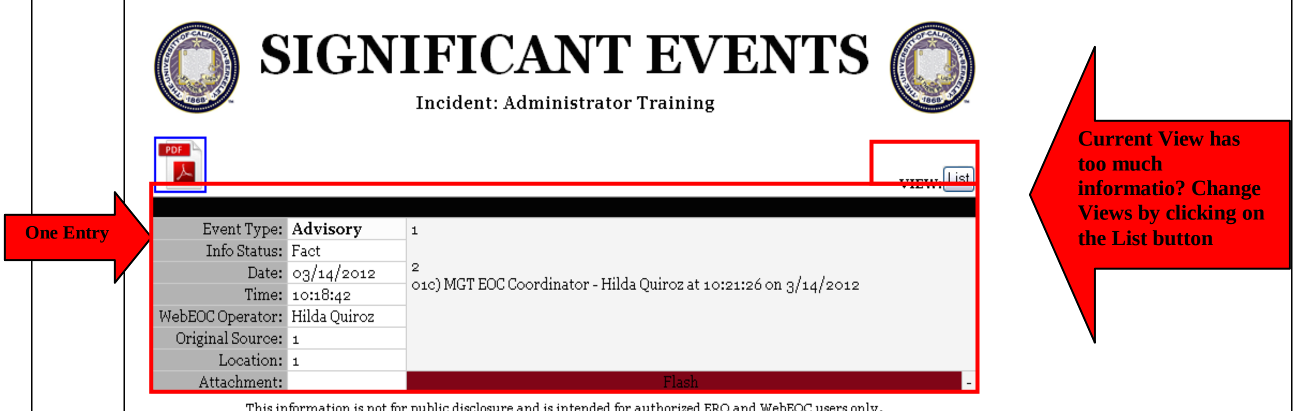
CNN	URL Link to CNN news.
Emergency Homepage	URL Link to UC Berkeley's Emergency Contact Page
Facilities	URL Link to Campus Building/Facilities Information
Red Cross	URL Link to "Safe & Well" – A web-based bulletin board that lets family and friends know that you are safe and well.
UCB EOP	URL Link to the campus Emergency Operations Plan
Weather Channel	URL Link to The National and Local Weather Forecast.

BOARDS

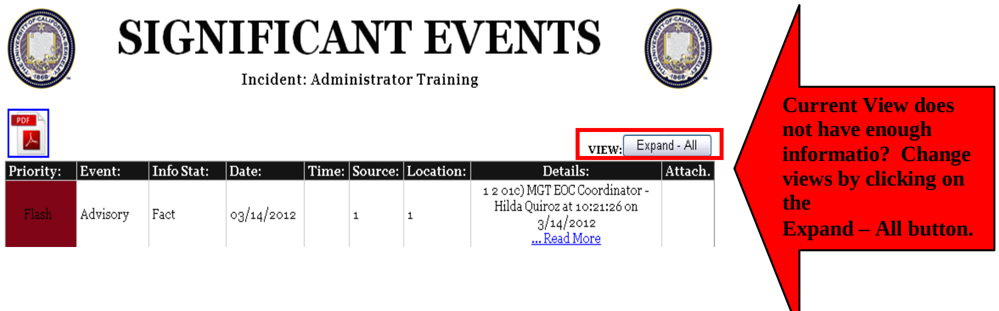
4.1 Introduction

Boards allow users to document all of the information, activities/actions, request and task etc. that are performed during an operational period, or staffing shift. Boards are particular and only visible to users in the same CEPG Group, EOC Section, DOC or External Organization with the exception of the **0) Tier 1**, **1) Significant Events Board – (Read)** and **6) Shelters Board – (Read).**

4.2 Viewing Boards

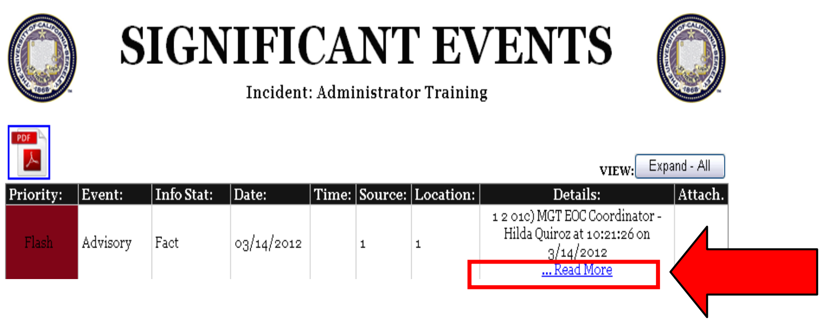
Step	Action
1	Click on a **Board** from the Control Panel. In this example we will be clicking on **1) Significant Events Board – (Read)**  **Result:** The **1) Significant Events Board – (Read)** will appear in a separate window.
2	You can view the entries from this window in this view or change the view to that of a list by clicking on the List button.  **Result**: List view window will appear.

3



**** Note: Only the first 250 character in the entry will show via List View.***

4



To look at all of the details associated with a particular entry in List View just click on ... Read More.

Result: All of the information associated with that specific entry will appear in the window.

5

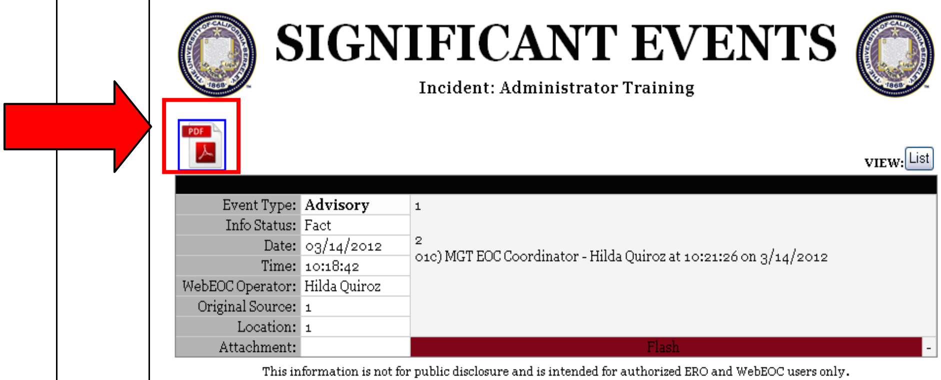
To go back to a view that contains all of the entries for the board, just click on the List button. Don't want to see the List View? Just click on the Expand - All button.

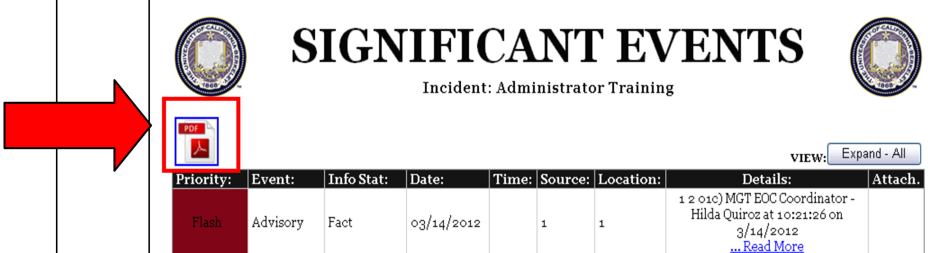
****Note that all WebEOC boards prioritize information, actions, significant events etc. on a stop light system:***

Green – Low Priority / Risk
Yellow – Medium Priority / Risk
Red – High Priority / Risk
Flash – Critical Priority / Risk

4.3 Generating PDF Reports

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Follow the directions for Viewing Boards above. Each View has a Print to PDF Icon located on the upper-left hand side of the board.

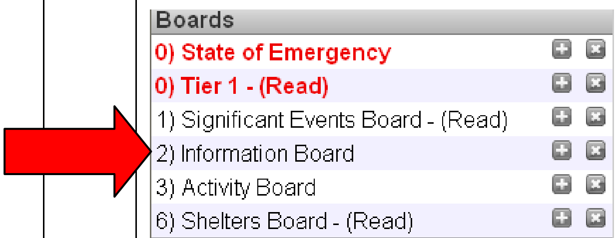
Expanded View


List View

</td></tr>
<tr><td>2</td><td>Click on  Print to PDF Icon found in the upper left hand corner to Print the log in the current viewing form.</td></tr>
</table>

4.4 Adding a New Entry

<table>
<tr><th>Step</th><th colspan="2">Action</th></tr>
<tr><td>1</td><td colspan="2">

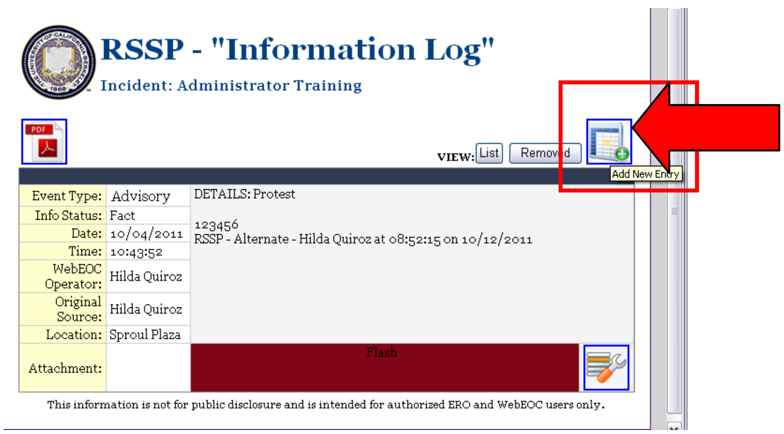
Click on a **Board** from the Control Panel. In this example we will be clicking on **2) Information Board.**



Result: The **2) Information Board** will appear in a separate window.

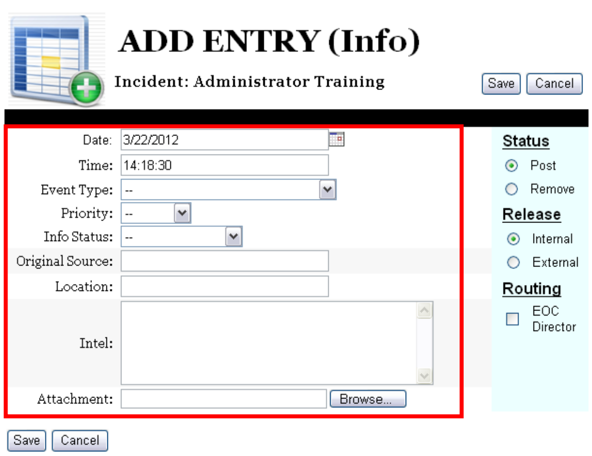
</td></tr>
<tr><td>2</td><td colspan="2">

Click on **Add New Entry** Icon.



Result: The **ADD ENTRY** window appears.

</td></tr>
<tr><td>3</td><td>



</td><td>

Complete all the fields for the new record.

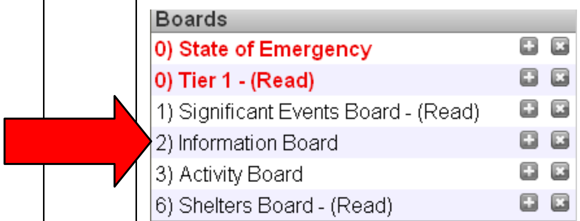
- **Date/Time**: Will automatically generate but by clicking the calendar icon you can select a date and modify the time by clicking inside the field.
- **Event Type:** select from drop-down bar.
- **Priority:** select the level of importance: **Flash, High, Medium, Low.**
- **Information Status:** select whether the information is: Fact, False Information, Rumor or Unknown.
- **Original Source:** enter from where or whom the information of this entry

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

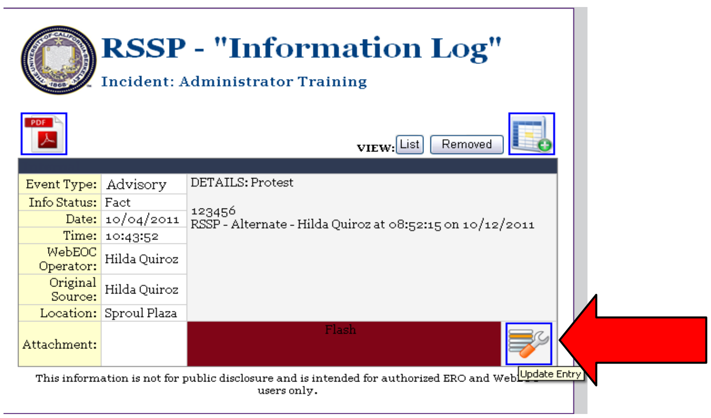
		came from. • **Location**: enter the address or location of the event • **Intel**: enter a brief but concise description information you have gathered and our reporting on. • **Attachment:** click **Browse** to attach a document pertinent to this entry.
4	Click  to add the entry to the board.	

4.5 Updating an Existing Entry

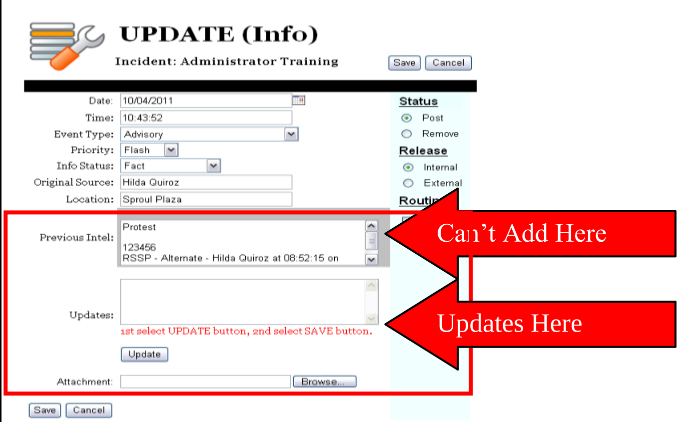
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click on a Board from the Control Panel. In this example we will be clicking on 2) Information Board.



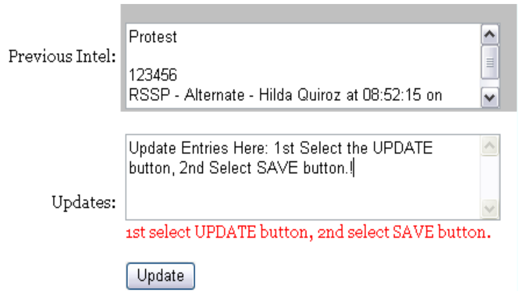
Result: The 2) Information Board will appear in a separate window.</td></tr>
<tr><td>2</td><td>Click on  Update Entry icon you wish to modify.



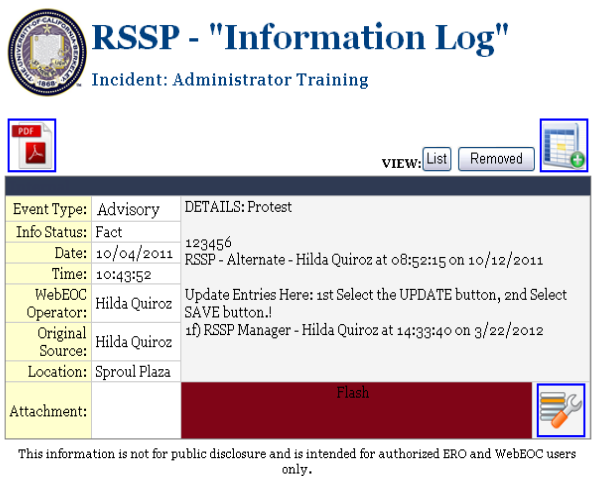
Result: The UPDATE window appears.</td></tr>
<tr><td>3</td><td>Note: You will not be able to modify the text in the Previous Intel. You will need to enter the updated information in the Updates field.



Click in the Updates field and enter the new information.</td></tr>
<tr><td>4</td><td>Click Update button when you have finished.</td></tr>
</table>

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

Result: The system adds the updated information in the **Previous Intel** field.</td></tr>
<tr><td>**5**</td><td>Click  to add the update to the board.



Result: The updated information appears in the **2) Information Board** window.</td></tr>
</table>

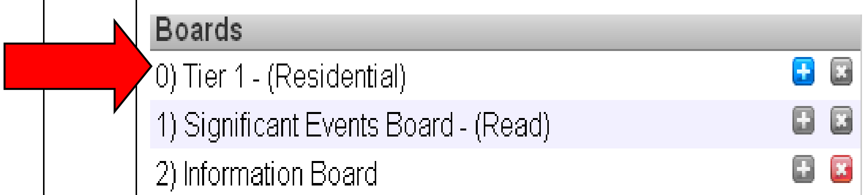
0) Tier 1

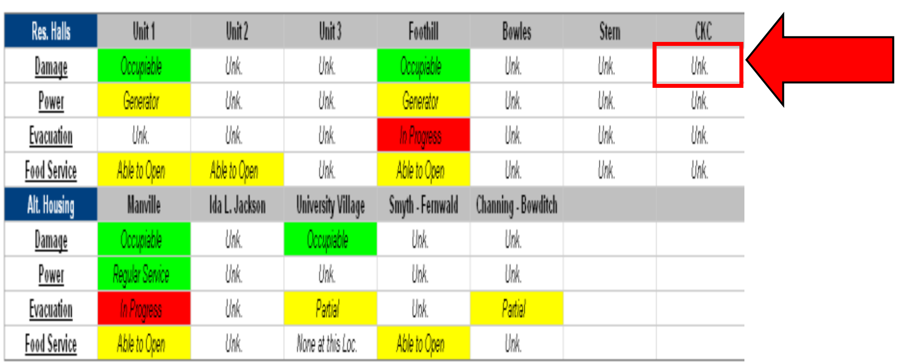
5.1 Introduction

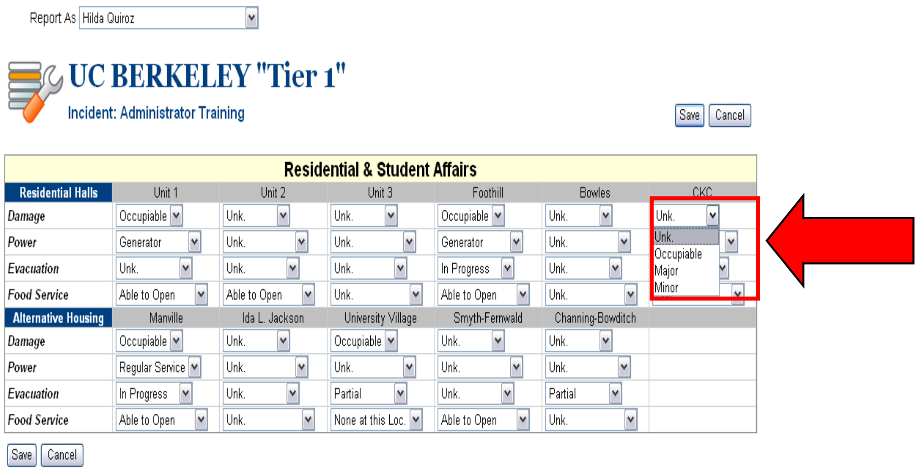
The Tier 1 Board is a Dash board that works on a stop light system. This board is created to provide a quick, visual status report of the University after a major incident. The board is meant to assist the CEPG in its decision-making, business continuity role and the EOC in developing a operational priorities and an Incident Action Plan (IAP).

The Tier 1 board is continuously updated with live-information from all the DOCs. Each DOC in turn is assigned a particular set of information to updated, based on their operational responsibilities.

5.2 Directions

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click on a 0) Tier 1 from the Control Panel. In this example we will be clicking on 0) Tier 1 – (Residential).


Result: The 0) Tier 1 – (Residential) will appear in a separate window.</td></tr>
<tr><td>2</td><td>All of the entries in the board will automatically default to status Unk. To Update an entry with known/verified information just click inside the field you would like to update.

<table>
<tr><th>Res. Halls</th><th>Unit 1</th><th>Unit 2</th><th>Unit 3</th><th>Foothill</th><th>Bowles</th><th>Stern</th><th>CKC</th></tr>
<tr><td>Damage</td><td>Occupiable</td><td>Unk.</td><td>Unk.</td><td>Occupiable</td><td>Unk.</td><td>Unk.</td><td>Unk.</td></tr>
<tr><td>Power</td><td>Generator</td><td>Unk.</td><td>Unk.</td><td>Generator</td><td>Unk.</td><td>Unk.</td><td>Unk.</td></tr>
<tr><td>Evacuation</td><td>Unk.</td><td>Unk.</td><td>Unk.</td><td>In Progress</td><td>Unk.</td><td>Unk.</td><td>Unk.</td></tr>
<tr><td>Food Service</td><td>Able to Open</td><td>Able to Open</td><td>Unk.</td><td>Able to Open</td><td>Unk.</td><td>Unk.</td><td>Unk.</td></tr>
<tr><th>Alt. Housing</th><th>Manville</th><th>Ida L. Jackson</th><th>University Village</th><th>Smyth - Fernwald</th><th>Channing - Bowditch</th><th></th><th></th></tr>
<tr><td>Damage</td><td>Occupiable</td><td>Unk.</td><td>Occupiable</td><td>Unk.</td><td>Unk.</td><td></td><td></td></tr>
<tr><td>Power</td><td>Regular Service</td><td>Unk.</td><td>Unk.</td><td>Unk.</td><td>Unk.</td><td></td><td></td></tr>
<tr><td>Evacuation</td><td>In Progress</td><td>Unk.</td><td>Partial</td><td>Unk.</td><td>Partial</td><td></td><td></td></tr>
<tr><td>Food Service</td><td>Able to Open</td><td>Unk.</td><td>None at this Loc.</td><td>Able to Open</td><td>Unk.</td><td></td><td></td></tr>
</table>
Result: The UPDATE window will appear.</td></tr>
</table>

3	To update a status, click Unk. of the item to be update and select the correct status from the choices provided.  **Result:** The status has been changed ****Note: You can update as few status as 1, or as many as all of them.***
4	Click Save to add the changes to the board. Please note that once you click the save button you will remain in the Update window. To exit this window, simply click on . ****Note click on the cancel button will not close the window or take you back to the original view. The cancel button is only meant to cancel status changes done before clicking on the save button.***

Residential Halls	Unit 1	Unit 2	Unit 3	Foothill	Bowles	CKC
Damage	Occupiable	Unk.	Unk.	Occupiable	Unk.	Unk.
Power	Generator	Unk.	Unk.	Generator	Unk.	Unk. / Occupiable / Major / Minor
Evacuation	Unk.	Unk.	Unk.	In Progress	Unk.	
Food Service	Able to Open	Able to Open	Unk.	Able to Open	Unk.	
Alternative Housing	**Manville**	**Ida L. Jackson**	**University Village**	**Smyth-Fernwald**	**Channing-Bowditch**	
Damage	Occupiable	Unk.	Occupiable	Unk.	Unk.	
Power	Regular Service	Unk.	Unk.	Unk.	Unk.	
Evacuation	In Progress	Unk.	Partial	Unk.	Partial	
Food Service	Able to Open	Unk.	None at this Loc.	Able to Open	Unk.	

1) Significant Events Board – (Read)

6.1 Introduction

The **1) Significant Events – (Read)** board is used to post critical information regarding an Incident. All users who are logged into the Incident can view entries on the **1) Significant Events – (Read)** board. The EOC Director, Incident Commander, or WebEOC Controller first reviews all events prior to posting them to the **1) Significant Events – (Read)** board. If any one of these three positions approves an “event” as significant and has been verified, then the event will be displayed on the **1) Significant Events – (Read)** status board.

Below are a few examples of Significant Events:

1. Staffing and Operability Updates: CEPG, EOC, DOC, Outside Agencies
2. Infrastructure Failure: Building is damaged or collapsed.
3. Shelter Status: Open/Closed
4. Information: Evacuation location
5. Situational Awareness: Latest updates on fire, Hazmat spill update.
6. Current Conditions: Wind is blowing fire in the hills NW at 10 mph.

For Viewing and Printing Directions please review section 4.2-4.3.

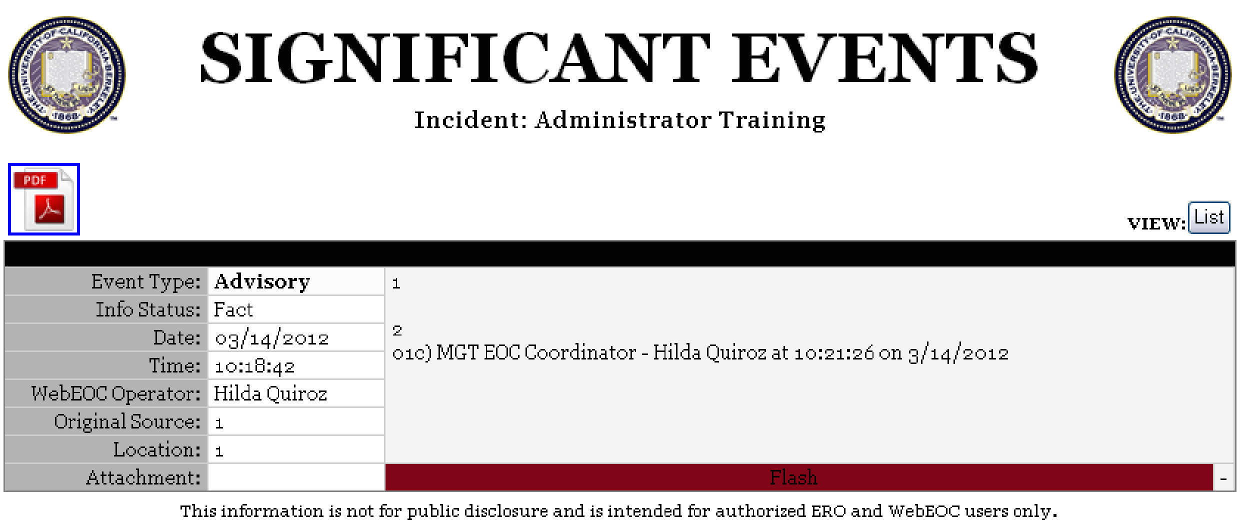


Figure 2: Example of a Typical Read-Only Significant Events Board

2) Information Board

7.1 Introduction

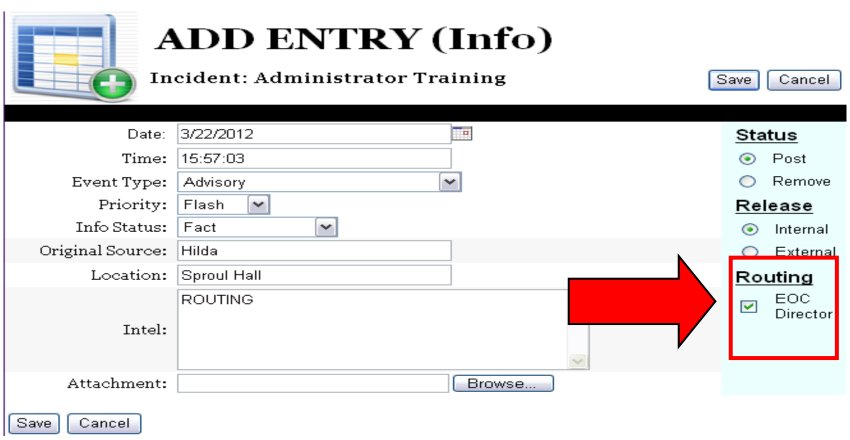
The Information Board tracks important incident information relating to the CEPG, a specific EOC Section or a specific DOC. This board continuous documents all new information/intel that is learned about an incident in the field, via reports, passersby, the media etc. Each Group, EOC Section and DOC, manages their own information boards.

The 2) Information Board also has a routing capability that allows the CEPG, EOC Sections, and DOCs to post critical information onto the Significant Events Board. Prior to this information being posted to the Significant Events Board, users must first use the routing box to send it to the EOC Director for approval. If the EOC Director or a delegate deems this information critical enough for the entire ERO to know, it will be approved and posted on the **1) Significant Events Board – (Read).**

7.2 For Viewing, Printing, Adding and Updating an Entry see sections 4.2 - 4.5.

7.3 Routing

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Follow steps 1-3 of Adding a New Entry</td></tr>
<tr><td>2</td><td>If you would like to post your entry in the 1) Significant Events Board – (Read), ☑ the box under Routing for EOC Director approval.



Result: Entry will be route to EOC Director’s Approval Log. If EOC Director or Delegate approves entry it will be posted on the 1) Significant Events Board – (Read).

*Note: Repeat these process if you are updating an entry and want to post to 1) Significant Events Board – (Read).</td></tr>
</table>

3) Activity Board

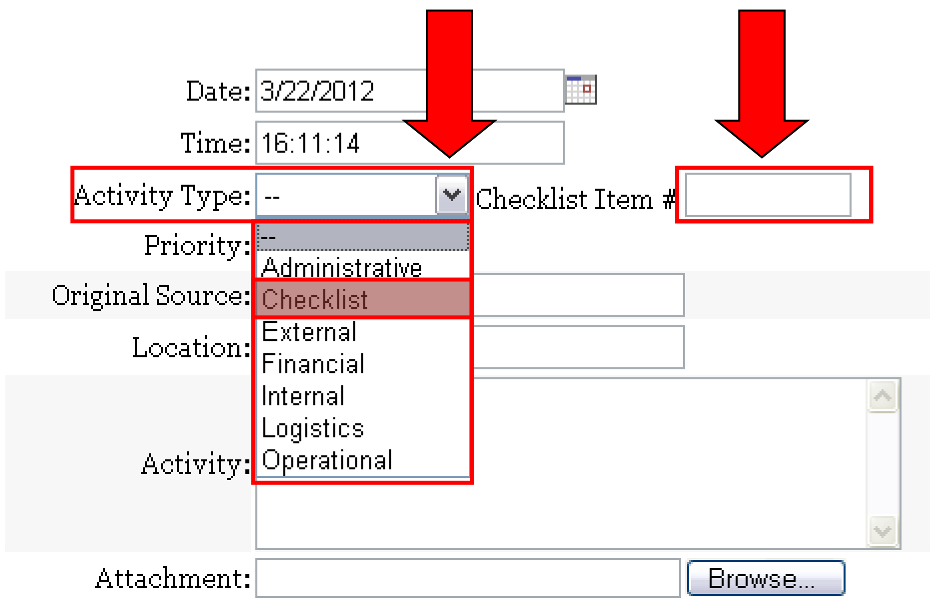
8.1 Introduction

The Activity Board tracks actions taken by the CEPG, a specific EOC Section or a specific DOC. Each Group, EOC Section and DOC, manages their own activity boards. (This will help organize your Groups, EOC Section and DOC personnel activity for FEMA Documentation)

8.2 For Viewing, Printing, Adding and Updating an Entry see sections 4.2 - 4.5.

***Note: 1) This board does not have the capability to route information**

2) Instead of an "Event Type" field there is an "Activity Type" field and a "Checklist Item #" Field. Please identify your activity based on the Drop-Down options, and if you are following a "Checklist" activity please enter the item number. For all other activity enter N/A in the "Checklist Item #" Field.



4) Request Board

9.1 Introduction

The Request Board tracks all resource requests by specific EOC Section and DOC. Requests for resources (i.e., tangible commodities) should not be made via the **5) Mission Board.** Each group manages their own request boards: EOC Sections and DOCs.

Keep in mind that all Requests are made via your chain of command and can only be made upward and horizontally.

Requests can be updated by clicking on the **Update** Icon. Users who have been assigned a request have the ability to “Accept”, “Reject”, “Complete”, or characterize the request as "In Progress". Members of the receiving staff may also provide comments with their status changes. All request are organize by position, to know what positions are available to assign a request to, the position name will have a * next to it, on the drop-down box. If you do not know who to assign the request to or the position you want to assign it to is not available, select that EOC Section’s / DOC’s **WebEOC Operator**.

This Board is Organize so that EOC Section Members and DOC Members only View Request that they have **Requested to others** and those they have been **Assigned to complete**. Only EOC Section Chief’s/DOC Managers/Deputies/ and WebEOC Operators can View all of the Requests in there Section/DOC in List or Expanded View.

9.2 For Viewing & Printing an Entry or Log see sections 4.2 – 4.3.

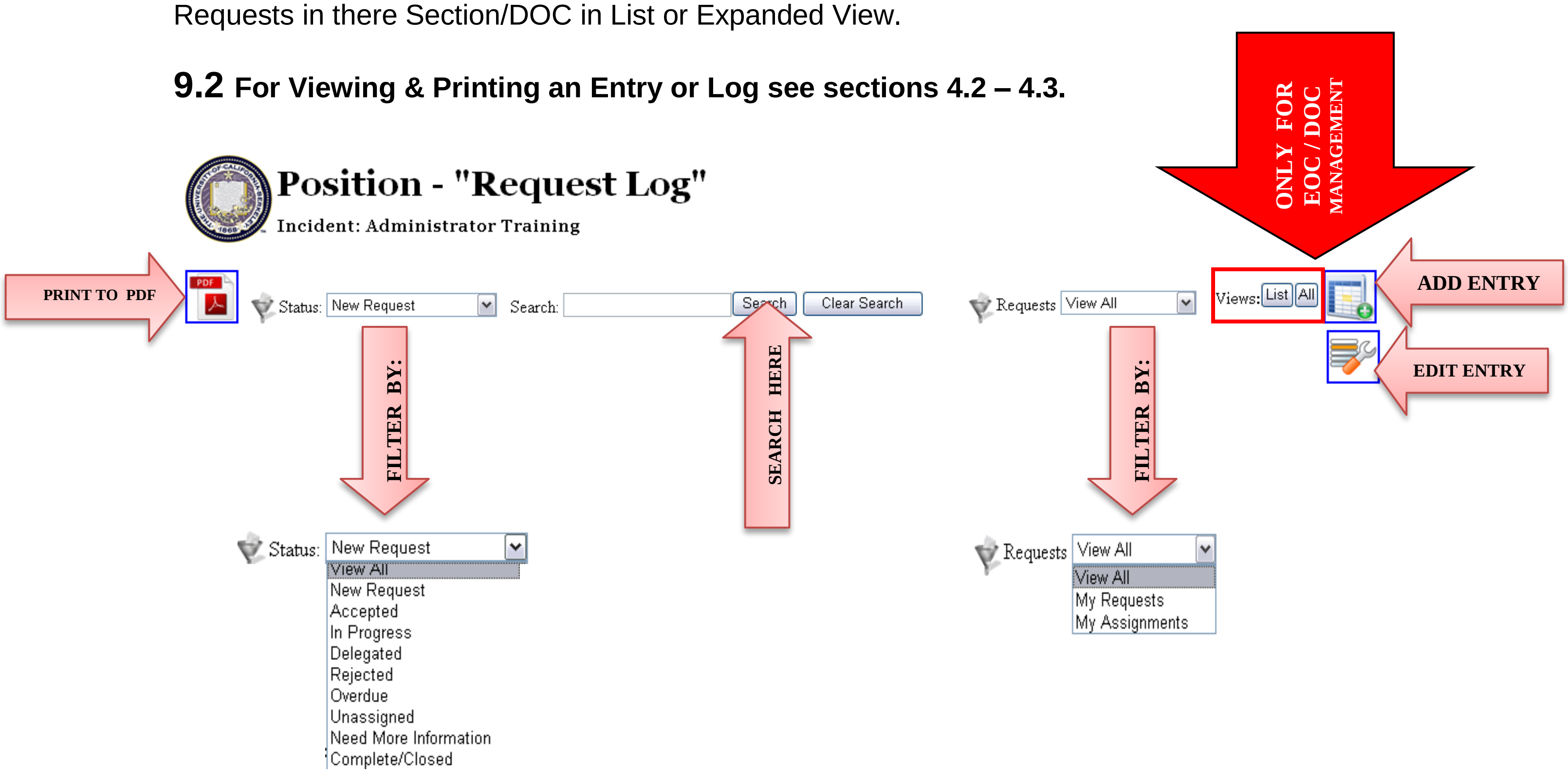
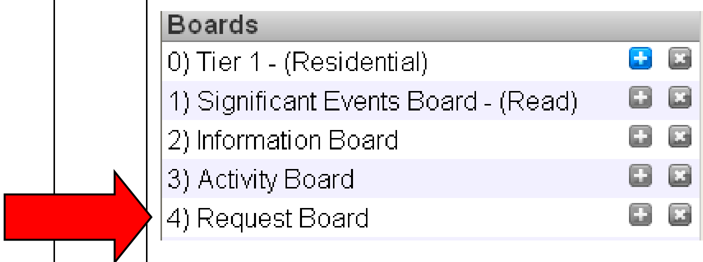
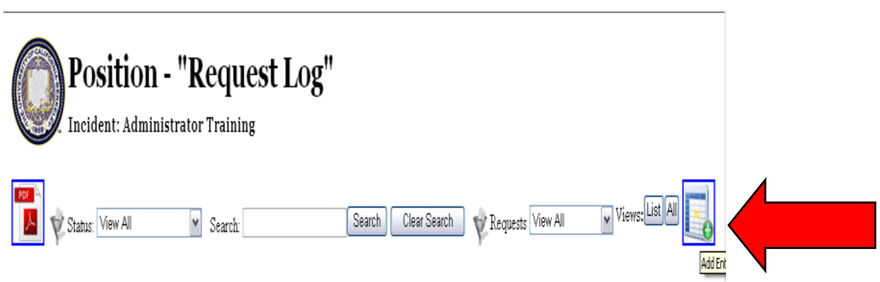
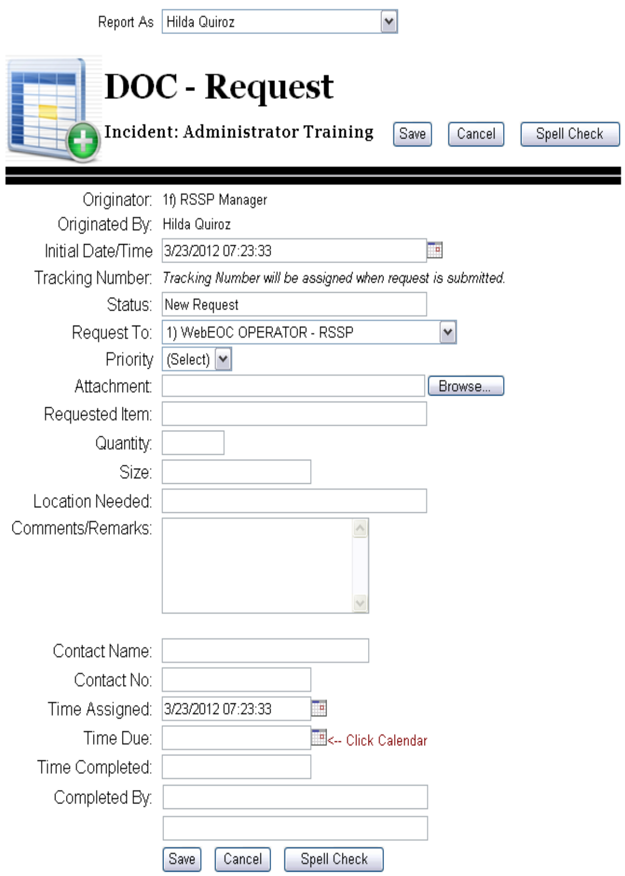


Figure 2: 4) Request Board Navigation Key

9.3 ADDING/CREATING A REQUEST

*****You must contact the EOC Section or DOC that you are going to submit a request to before entering or adding a new request into WebEOC. You first have to contact the assigned party via telephone, message forms or runner. WebEOC is not meant to replace actual human communication when it comes to requests, it is only meant to assist in keeping track of request and remind those that have assigned or been assigned a request that 1st they have a pending item for action, and 2nd the status of the request.**

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click on 4) Request Board from the Control Panel

Result: The 4) Request Board window appears.</td></tr>
<tr><td>2</td><td>To create a new Request, click on Add Entry Icon

Result: The EOC/DOC-Request add a new entry window appears.</td></tr>
</table>

<table>
<tr>
<td>3</td>
<td>
</td>
<td>Complete all the fields in EOC/DOC-Request window:

Originator: Will default to your position

Originated By: Will default to your user name

Initial Date/Time: Will default to current day and time. This can be edited by clicking on the calendar icon or directly into the field to modify.

Tracking Number: Will be assigned automatically.

Status: Will default to New Request

Request To: Drop-down menu only contain positions that you have a right to request items from. Please note that positions with an * are those that are current staffed, if a position you would like to assign a request to is not available select the EOC Section's/DOC's - WebEOC Operator.

Priority: Select Low, Medium, High or Flash.

Attachment: Click on 

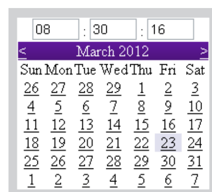
and add any if applicable.

Requested Item: Name of commodity you are requesting.

Quantity: How many of the requested item you need.

Size: Dimensions of the requested item you need, if not applicable enter N/A.

Location Needed: enter the exact address item should be delivered to.</td>
</tr>
</table>

		Comments/Remark: Add any special consideration about the procurement or delivery of the requested item. **Contact Name:** Person who is requesting the item or will be responsible for the management of the item. **Contact Number:** The contact number for the individual that requested the item or will be responsible for the item **Time Assigned:** Will Default **Time Due:** Click on <-- Click Calendar and select the right date and enter the time.  **Time Completed:** Leave Blank, this will be updated by the individual you have assigned the request to. **Completed By:** Leave Blank, this will be updated by the individual you have assigned the request to.
4	Click Spell Check to check the entry.	
5	When finished, click Save	

9.4 Accepting / Re-Assinging / Completeing a Request

Once the request is assigned and accepted by an EOC Section/DOC, the Section/DOC can begin working on the request.

Responsibilities of the EOC Section/DOC:

- It is the responsibility of the EOC Section/DOC to monitor the status of all requests assigned to them.
- The individual within Section/DOC that completes the request will need to complete and close the request via WebEOC. Before closing any request, you will need to contact the Individual that requested the item and advise them that you will be closing the entry.

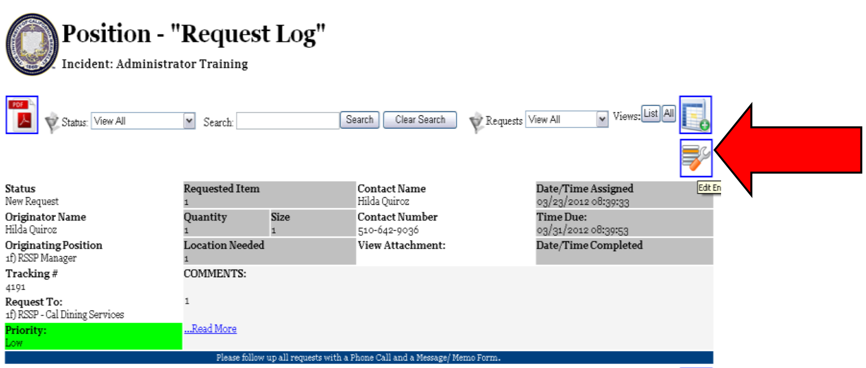
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

Click on **4) Request Board** from the Control Panel

Result: The **4) Request Board** window appears.

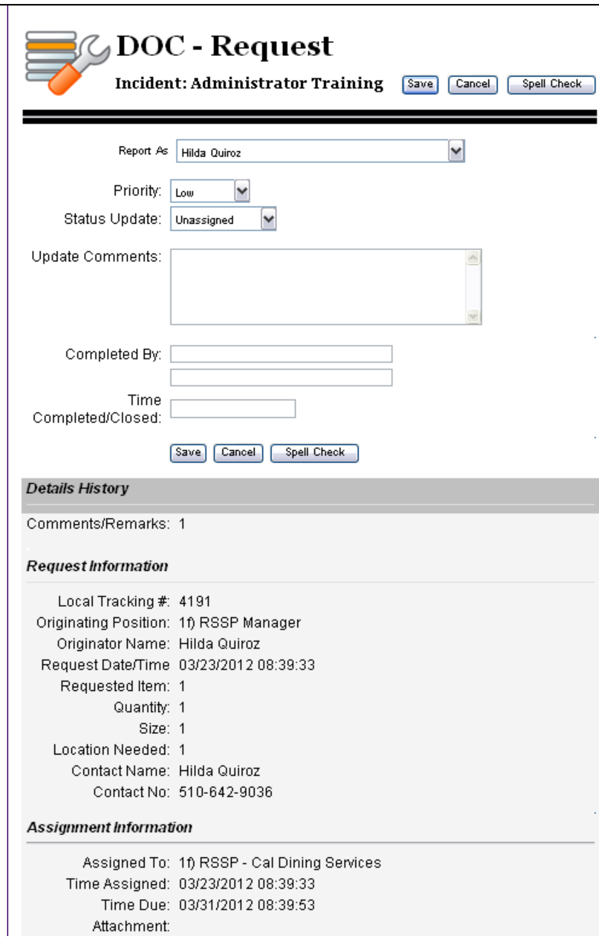
</td></tr>
<tr><td>2</td><td>

Click on  **Edit Entry** Icon

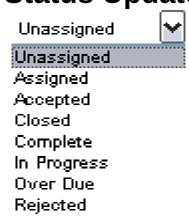


Result: The Edit Entry **EOC/DOC-Request** window appears.

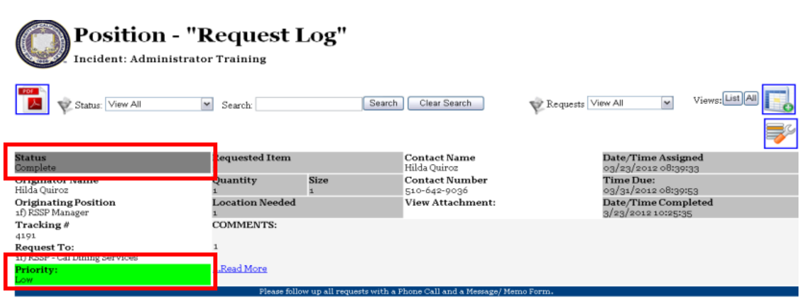
</td></tr>
</table>

<table>
<tr>
<td>3</td>
<td>
</td>
<td>The top-white portion of this window will be used to update the request, the bottom-grey portion cannot be updated but shows the original request details.

In this window you can update the:

Priority: Select Low, Medium, High or Flash.
Status Update: to


Update Comments: If a request has been made to you EOC Section or DOC in error, make a note here as to why you are unassigning it. If your DOC is responsible for the item but your position is not, you may not unassigned the request but must, reassign it by marking the status Assigned and in this field placing the name and position of the individual you have assigned the request to. The comments field can also include all other actions you have taken to procure the item and deliver it.

Completed By/Time Closed: When you change the Status Update to Complete these fields will default to your position, user name and the current date and time. To change the position, name, date of time simply click in the field and manually update.</td>
</tr>
<tr>
<td>4</td>
<td colspan="2">Result: The system will update/maintain the status of all requested items and will allow users to visual see the priority of request and the status via a color matrix

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

5) Mission Board

10.1 INTRODUCTION

The Mission Board tracks all missions or tasks assigned by the EOC Director to an EOC Section or a DOC, or an EOC Section to a DOC, or DOC Managers to their DOC Sections/Members. A “mission” is defined as any task, objective or purpose assigned to a group or position (e.g., EOC Section / DOC, Section Chief or DOC Member) requiring some degree of action or outcome. Missions are goal-oriented and are assigned to specific EOC Sections or DOCs. Missions are formal “assignments” and therefore, require follow-up and tracking. Each group manages their own mission boards: EOC Sections and DOCs.

Keep in mind that all Missions/Tasks are done via your change of command and move in a downward motion.

Missions can be updated by clicking on the **Update** Icon. Users who have been assigned a Mission have the ability to “Accept”, “Reject”, “Complete”, or characterize the mission as "In Progress". Members of the tasked staff may also provide comments with status updates. All missions are organize by position, to know what positions are available to assign a mission to, the position name will have a * next to it on the drop-down box. If you do not know who to assign the Mission to, or the position you want to assign it to is not available, select the EOC Section’s / DOC’s **WebEOC Operator**.

This Board is Organize so that EOC Section Members and DOC Members only View Missions that they have **Task others with** and those they have been **Assigned to complete**. Only EOC Section Chief’s/DOC Managers/Deputies/ and WebEOC Operators can View all of the Requests in List or Expanded View.

10.2 For Viewing & Printing an Entry or Log see sections 4.2 – 4.3.

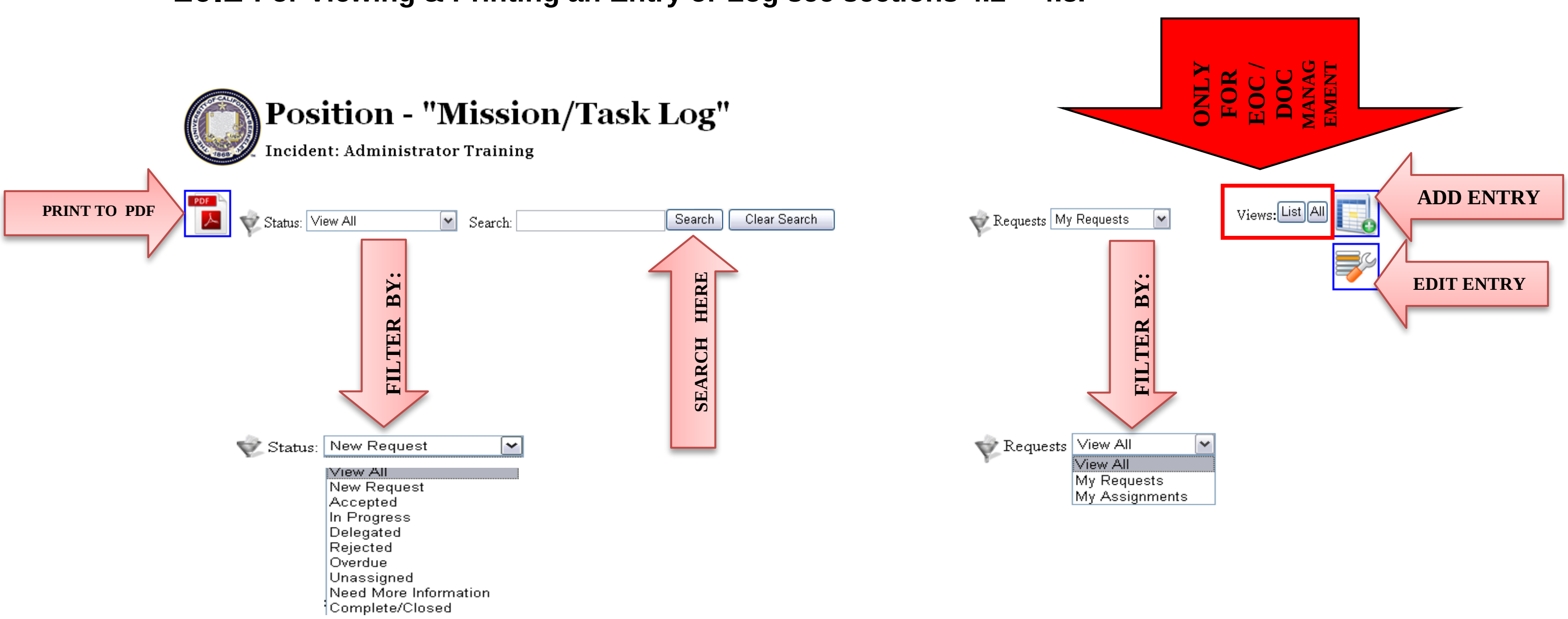
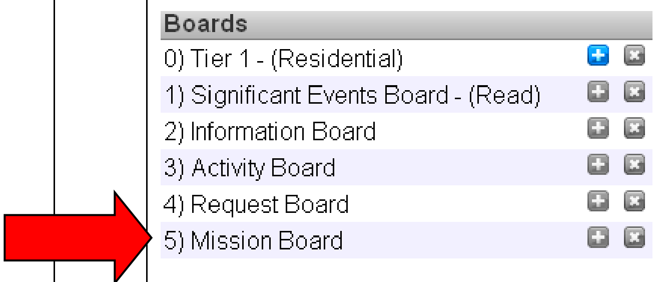
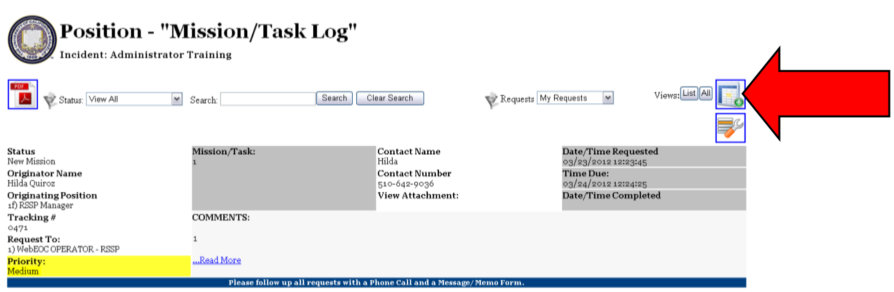
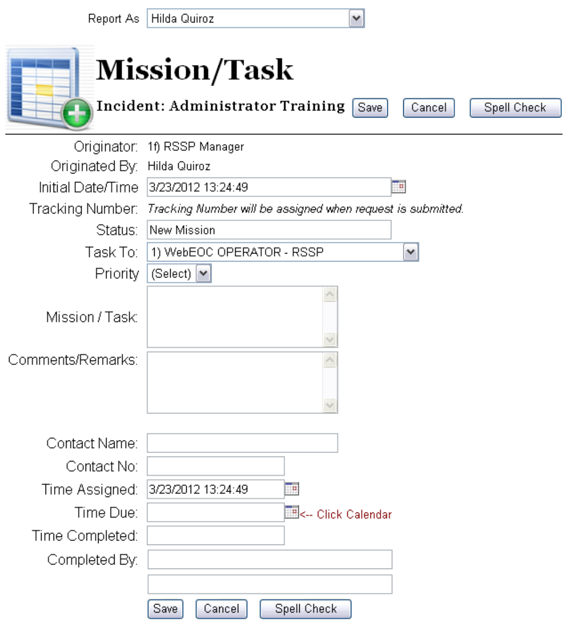


Figure 2: 5) Mission Board Navigation Key

10.3 Adding/Creating a Mission

*****You must contact the EOC Section or DOC that you are going to task a mission to before entering or adding a new mission into WebEOC. You first have to contact the assigned party via telephone, message forms or runner. WebEOC is not meant to replace actual human communication when it comes to missions, it is only meant to assist in keeping track of missions and remind those that have assigned or been assigned a mission that 1st they have a pending item for action, and 2nd the status of the assigned mission.**

Step	Action
1	Click on **5) Mission Board** from the Control Panel  **Result:** The **5) Mission Board** window appears.
2	To create a new Request, click on **Add Entry** Icon  **Result:** The Add Entry **Mission/Task** window appears.

<table>
<tr>
<td>3</td>
<td>
</td>
<td>Complete all the fields in Add Entry Mission/Task window:

Originator: Will default to your position

Originated By: Will default to your user name

Initial Date/Time: Will default to current day and time. This can be edited by clicking on the calendar icon or directly into the field to modify.

Tracking Number: Will be assigned automatically.

Status: Will default to New Mission

Request To: Drop-down menu only contain positions that you have a right to request items from. Please note that positions with an * are those that are current staffed, if a position you would like to assign a request to is not available select the EOC Section's/DOC's - WebEOC Operator.

Priority: Select Low, Medium, High or Flash.

Mission/Task: Give a brief but concise description of the mission you are tasking including objective and location.

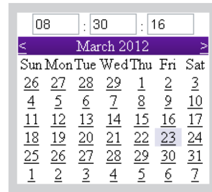
Comments/Remark: Add any special consideration about the mission that field teams need to consider such as protective gear, proximity to a fire, payment method etc.

Contact Name: Person who is tasking mission.

Contact Number: The contact number for the individual that tasked the mission.

Time Assigned: Will Default

Time Due: Click on
<-- Click Calendar and select the right</td>
</tr>
</table>

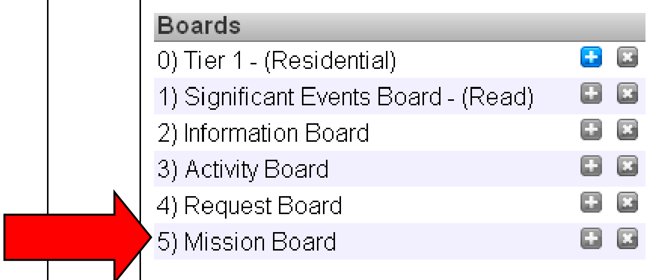
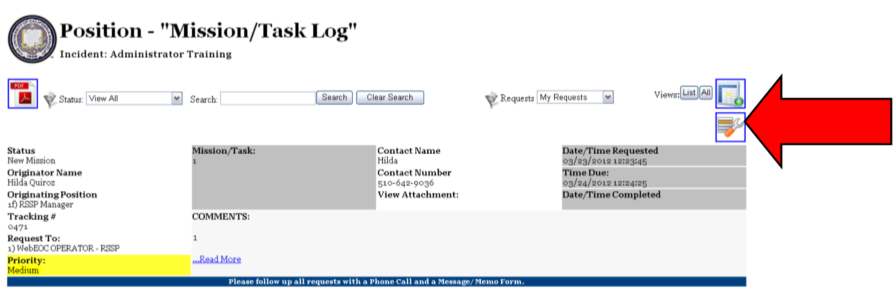
		date and enter the time.  **Time Completed:** Leave Blank, this will be updated by the individual you have assigned the request to. **Completed By:** Leave Blank, this will be updated by the individual you have assigned the request to.
4	Click Spell Check to check the entry.	
5	When finished, click Save	

10.4 ACCEPTING / RE-ASSINGING / COMPLETEING A MISSION

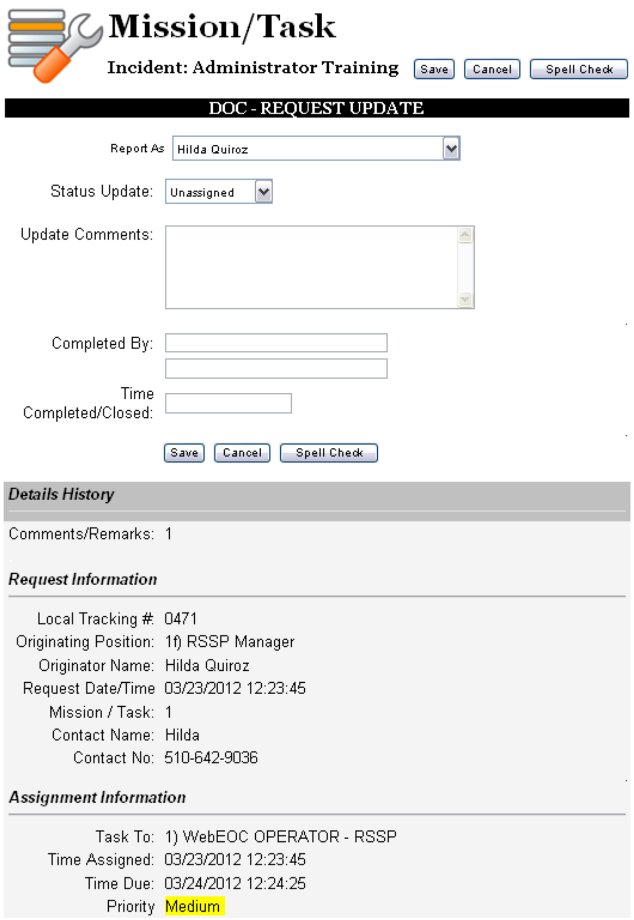
Once the mission is assigned and accepted by an EOC Section/DOC, the Section/DOC can begin taking action.

Responsibilities of the EOC Section/DOC:

- It is the responsibility of the EOC Section/DOC to monitor the status of all missions assigned to them.
- The individual within Section/DOC that completes the mission will need to complete and close the mission via WebEOC. Before closing any mission, you will need to contact the Individual that tasked the mission and advise them that you will be closing the entry.

Step	Action
1	Click on **5) Mission Board** from the Control Panel  **Result:** The **5) Mission Board** window appears.
2	Click on  **Edit Entry** Icon  **Result:** The Edit Entry **Mission/Task** window appears.

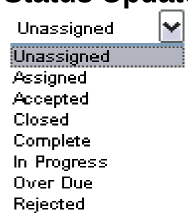
3



The top-white portion of this window will be used to update the mission, the bottom-grey portion cannot be updated but shows the original mission details.

In this window you can update the:

Status Update: to



Update Comments: If a mission has been made to you EOC Section or DOC in error, make a note here as to why you are ***unassign***ing it. If your DOC is responsible for the mission but your position is not, you may not unassigned the mission but must, reassign it by marking the status ***Assigned*** and in this field placing the name and position of the individual you have assigned the undertake the mission. The comments field can also include all other actions and difficulties you have experience in accomplishing the set task.

Completed By/Time Closed: When you change the Status Update to Complete these fields will default to your position, user name and the current date and time. To change the position, name, date of time simply click in the field and manually update.

4

Result: The system will update/maintain the status of all missions and will allow users to visual see the priority of mission and the status via a color matrix.

6) Shelters Board

11.1 Introduction

The Shelters Board identifies buildings or locations which have meet sheltering criteria or have been determined safe for occupancy by the campus's Facilities Inspection Teams (FIT, buildings have been greened tagged). In the Shelters board, you can view the name of a Shelter, its Status (if the shelter is opened or closed), whether it is Pet Friendly, and the Occupant Availability. Additional information on a Shelter can be obtained by clicking on the Details button found on the display view of the board.

Everyone in the ERO, has read-only access to the Shelters board, with the exception of the following Positions:

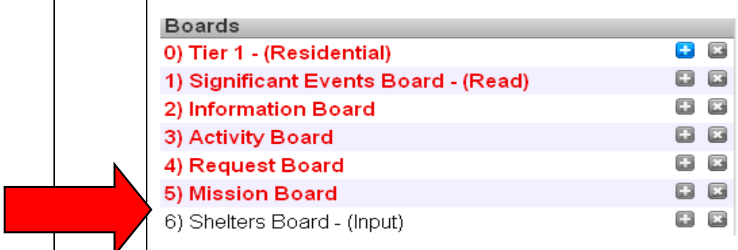
EOC Director
EOC Management WebEOC Operator
FS & RSSP DOC Manager
FS & RSSP Deputy
FS & RSSP WebEOC Operator

Only these positions can determined, approves, and add a shelter to the 6) Shelters Board

11.2 For Viewing & Printing an Entry or Log see sections 4.2 – 4.3.

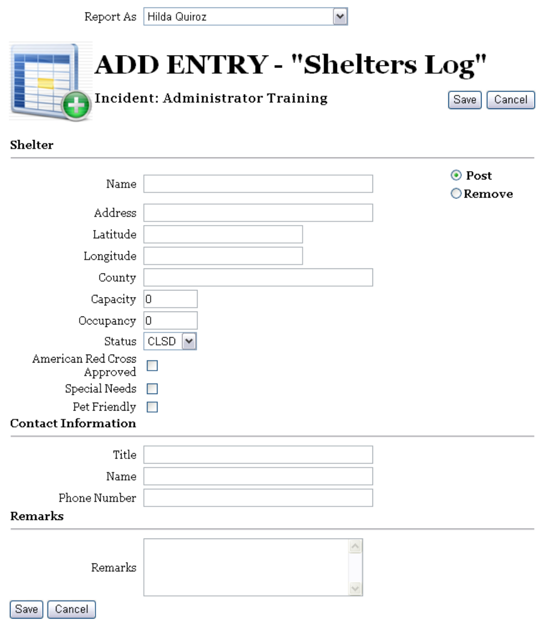
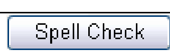
11.3 Adding a Shelter

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click on 6) Shelters Board – (Input) from the Control Panel



Result: The 6) Shelters Board – (Input) window appears.</td></tr>
<tr><td>2</td><td>To create a new Shelter, click on Add Entry Icon

Result: The ADD ENTRY – "Shelters Log" window appears.</td></tr>
</table>

3	 **Result:** 	<u>**Complete all the fields:**</u> **Name:** Name of the shelter if applicable **Address:** Physical address of the shelter **Latitude / Longitude:** If known **County:** Enter name of county not zip code. **Capacity:** Maximum number the facility can hold **Occupancy:** The current number of individuals in the shelter including victims and response personnel **Status:** Select whether the shelter is **CLSD** (Closed), **FULL**, or **OPEN**. This can be updated as applicable. <u>**Click on the boxes if the shelter is:**</u> **American Red Cross Approved**, can accommodate **Special Needs** (is handicap accessible), is **Pet Friendly** (allows pets to be in the shelter) Include <u>**Contact Information**</u> of the Individual that is running the shelter **Title:** Is they have one included it **Name:** Their first and last name **Phone Number**: The number where they can immediately reached, whether it's the personal, office or general shelter number. **Remarks:** Add any additional remarks that might be pertinent to know such as the shelter location has food and water, or it only has beds for 100 people but its capacity is 200 etc.
4	Click  to check the entry.	
5	When finished, click 	

z) WebEOC Mgt Board

12.1 Introduction

The WebEOC Mgt Board facilitates data entry by defaulting to the “Control” view after a new entry is entered, as a WebEOC Operator this feature will expedite the entry process. This board also separates data entry from data viewing in a comprehensible and simple way.

12.2 For Viewing & Printing an Entry or Log see sections 4.2 – 4.3.

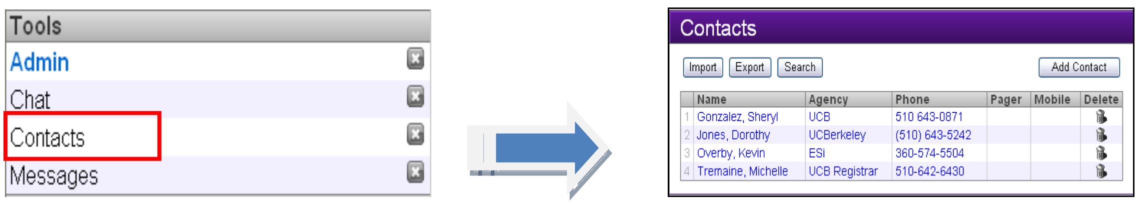
12.3 For Entering a New Entry review directions for all the previous boards.

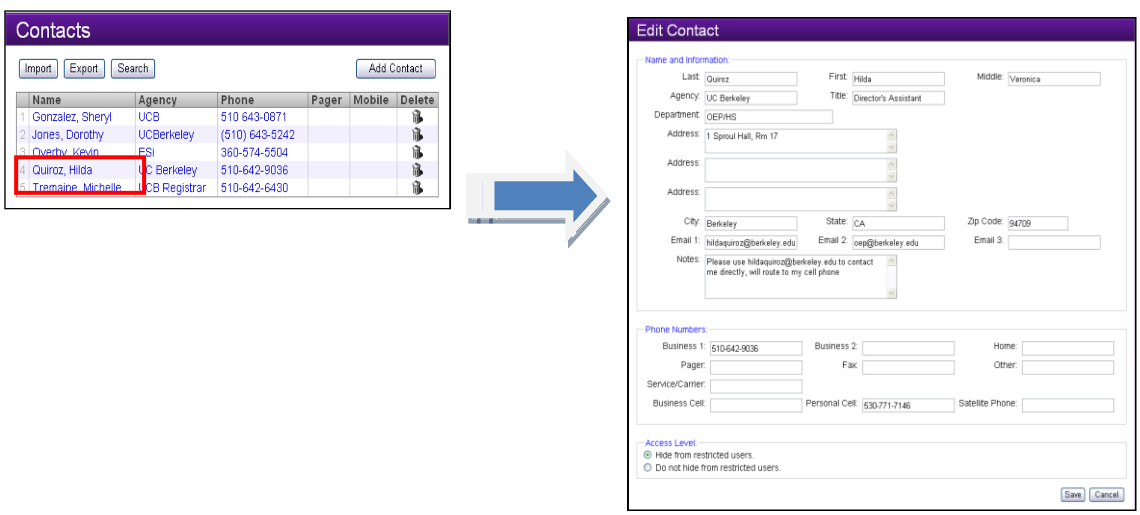
Contact

13.1 Introduction

WebEOC® contains one contact database. Information recorded for each contact includes, but is not limited to, agency (or person) name, office/mobile telephone numbers, email addresses, and special notes or comments for the contact. Users will be able to add their own contacts and edit those contacts that they create, but will not be able to view or edit contacts that were created by another user. The Contacts board is designed this way for confidentiality purposes.

13.2 Viewing and Editing Contact Information

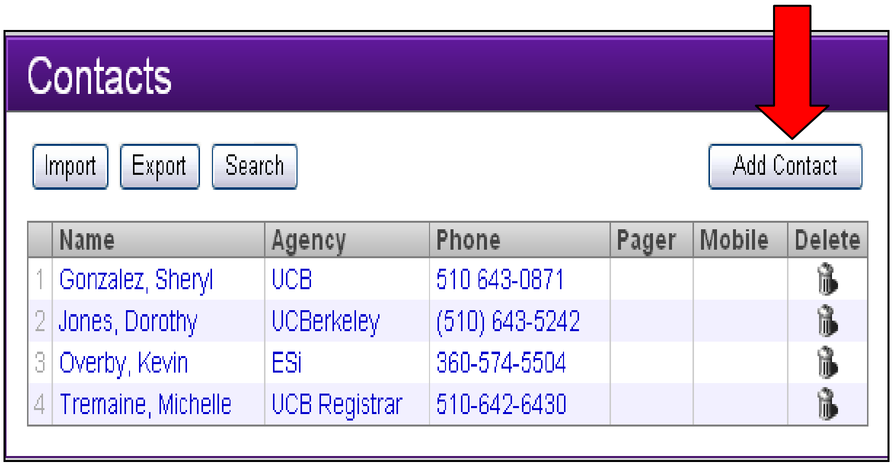
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click on Contacts found in the Tools section from the Control Panel.


Result: The regular Contact window appears.</td></tr>
<tr><td>2</td><td>To edit your contact information click your name.


Result: The Edit Contact window appears.</td></tr>
<tr><td>3</td><td>Fill all fields and once you are done click Save.
Result: Your contact information will be updated in the Contacts Tool.</td></tr>
</table>

13.3 ADDING CONTACT INFORMATION

To add your contact information to the **Contact** Tool database follow the steps above **(8.2)** but instead of clicking on a name click on **ADD CONTACT** button.

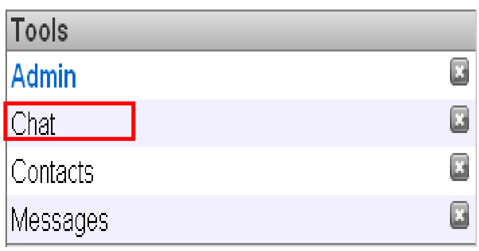
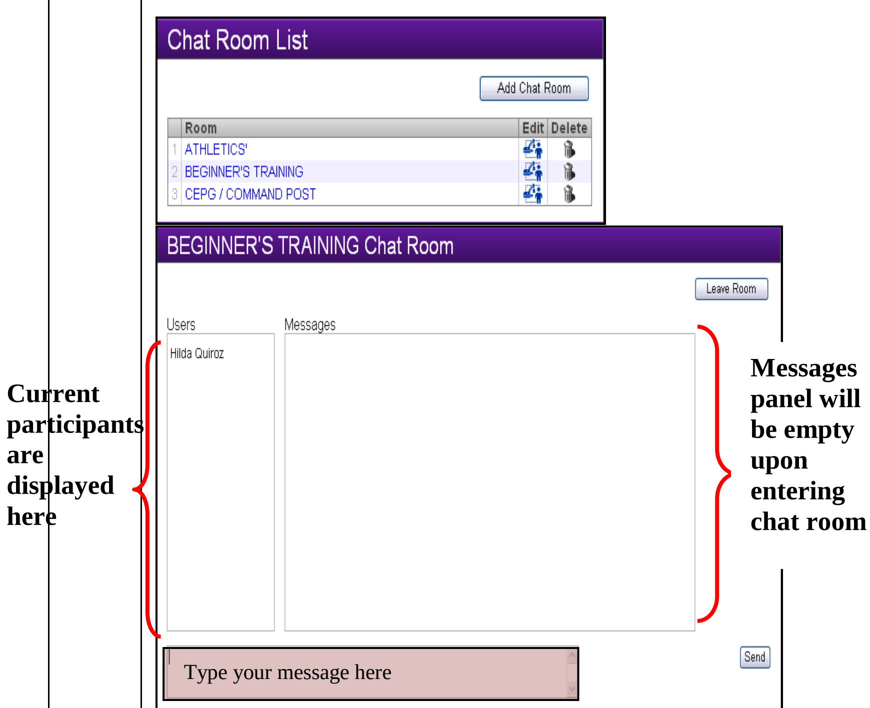


Chat

14.1 Introduction

The Chat tool is an instant messaging tool that allows users to send message each other from an existing chat room. The “chat” feature is the most informal form of electronic communication available within the system. Chat is not archived by the server. As such, **DO NOT USE** the Chat tool for mission assignments or messages of significance.

14.2 Using Chat

Step	Action
1	Click **Chat** from the **Tools** section of the Control Panel.  **Result**: The **Chat Room List** window appears.
2	Select the name of the chat room that you wish to enter. 

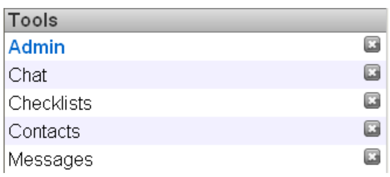
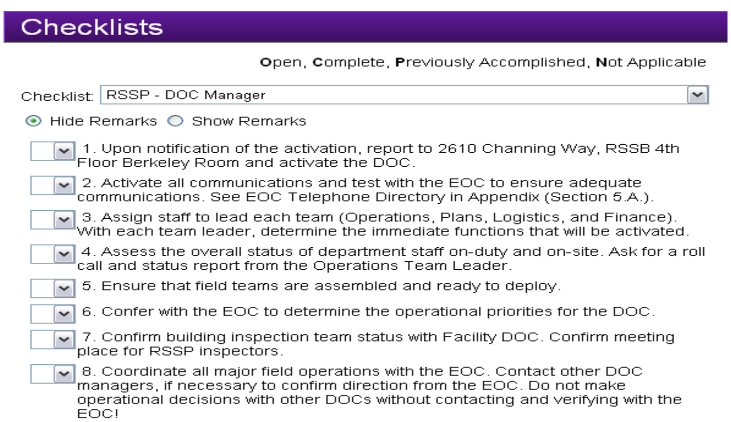
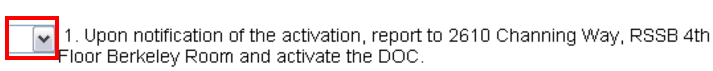
	Result: The **Chat Room** window appears. **Note**: Upon entering a chat room, the **Messages** pane will be empty and the current participants in the chat room will appear in the **Users** pane. Type your message in the text message area.
4	Click **Send** or press the **Enter** key to send your message. **Result**: Your message will be added to the **Messages** pane. **Note**: You will see all of the messages posted by the participants.
5	Click **Leave Room** to leave the chat room.

Checklist

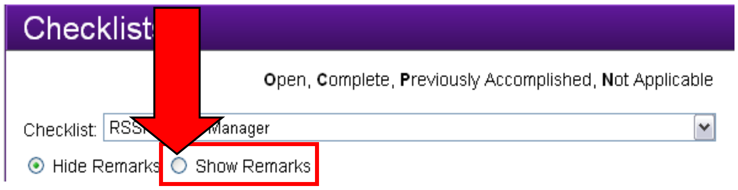
15.1 INTRODUCTION

The Checklist tool allows users to keep track of the progress of the responsibilities associated with their position in a chronological, concise, and organize way. It also allows users with the same position to know the progress that has been made during a previous operational periods, this is critical during shift changes.

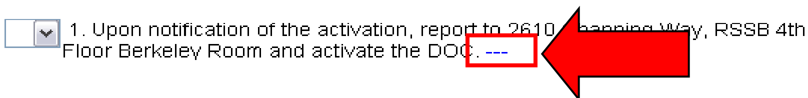
15.2 USING CHECKLIST

Step	Action
1	Click on **Checklist** from the Control Panel  **Result:** The **Checklist** window appears.
2	<u>**READ YOUR ENTIRE CHECKLIST!**</u> This will clarify your role, assist you in your responsibilities, and establish your operational priorities! 
3	As you undertake tasks and work through your checklist, mark your progress by utilizing the drop-down bars next to each checklist item.  Use the following key found at the top of your checklist to track your progress.  **** Note: Your checklist works chronological, your previous denoted progress will affect the choices in your subsequent checklist items and sub-items!***

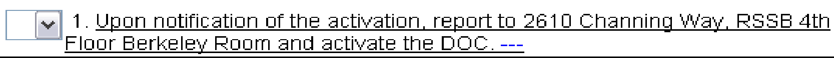
<table>
<tr><td>4</td><td>You can add remarks to checklist items by clicking Show Remarks (bubble) at the top of your checklist.

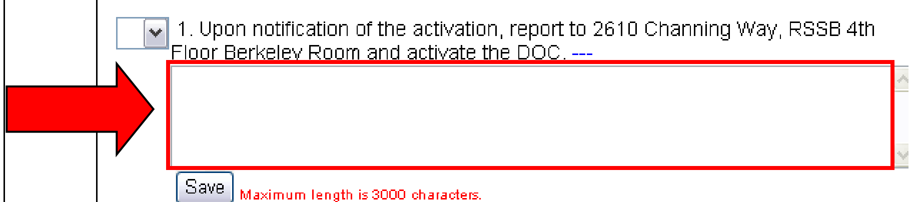


Result: Remark hyperlinks are added to the end of every checklist item.</td></tr>
<tr><td>5</td><td>Click on --- next to the checklist item you want to add a remark to.

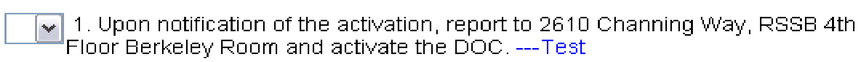


Result: The item will underline and a remark box will open below your checklist item.


</td></tr>
<tr><td>6</td><td>Click inside the Remark text box and enter your remark. Once done click Save



Result: The remark will appear next to the checklist item.


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

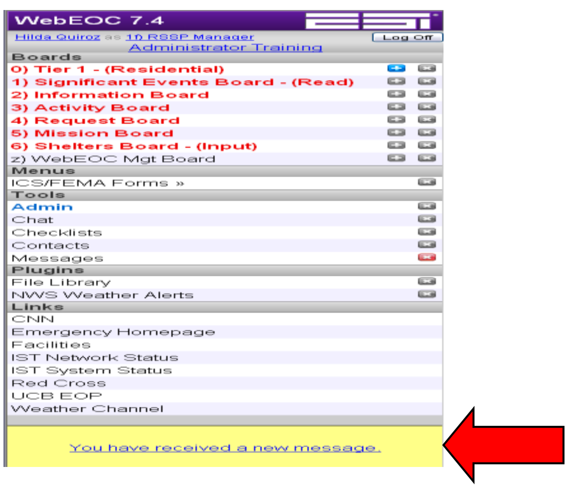
Messages

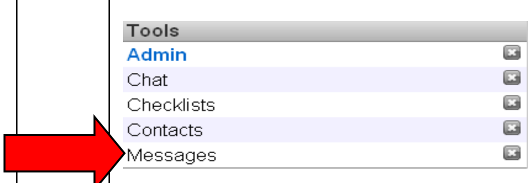
16.1 Introduction

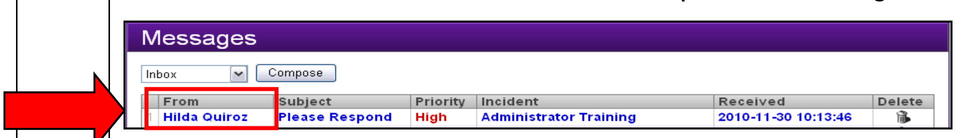
The **Messages** tool allows WebEOC® users to communicate with each other via an internal messaging link. Users can send email messages to email accounts internal and external to WebEOC®. All messages sent or received by the user are seen by all users regardless of the incident that the user is logged in to. Since messages are “real time” and there is no “queuing” system, they will not be received if the intended recipient is not logged in. As such, messages are not considered formal communication. No mission assignments or resource requests should be conveyed via “messages.”

16.2 Viewing Messages

If you have a new message, you will receive a pop-up notification at the bottom of the Control Panel.



<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click Messages from the Tools section of the Control Panel


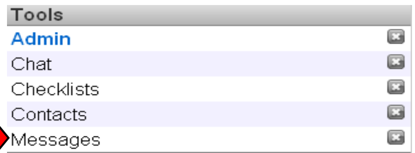
</td></tr>
<tr><td>2</td><td>Click on the name in the From column to open the message.


Result: The Message Detail window appears.</td></tr>
</table>

16.3 REPLYING TO MESSAGES

<table>
<tr><th>Step</th><th colspan="2">Action</th></tr>
<tr><td>1</td><td colspan="2">

Click **Messages** from the **Tools** section of the Control Panel



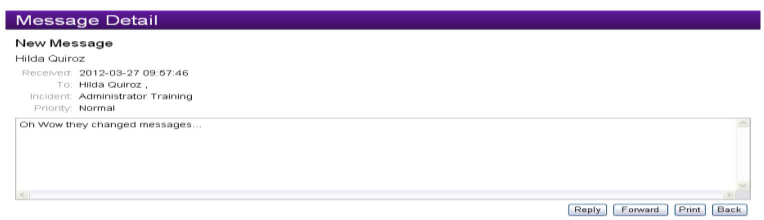
</td></tr>
<tr><td>2</td><td colspan="2">

Click on the name in the **From** column to open the message.

Result: The **Message Detail** window appears.

</td></tr>
<tr><td>3</td><td colspan="2">

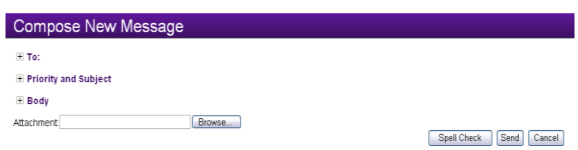
Click Reply or Forward to reply to or forward the message.

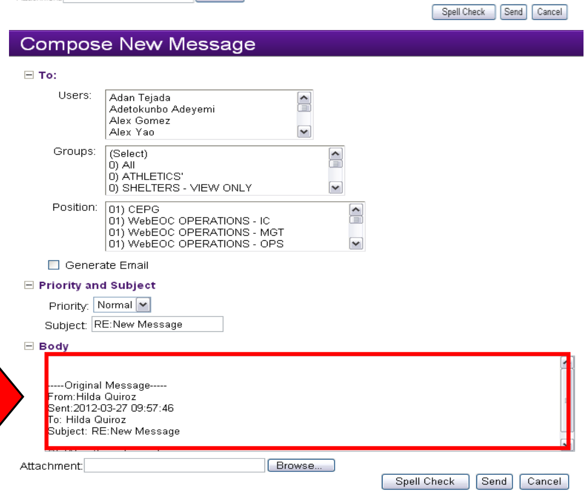


Result: The message opens in the **Compose New Message** window.

</td></tr>
<tr><td>4</td><td>

Complete the following fields as necessary:





</td><td>

• Click on ⊞ next **To**: Select the recipient(s) from the **Users, Groups** and **Positions**.

Note: To send a message to multiple recipients: Press and hold the **Ctrl** key and click each recipient user, group, and/or position. To deselect a choice, press and hold the **Ctrl** key and then click once on the choice to deselect.

• Click on ⊞ next **Priority & Subject**: Select the priority for the message (High, Normal, Low).

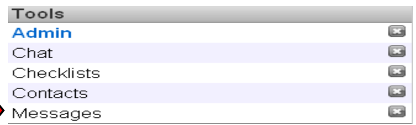
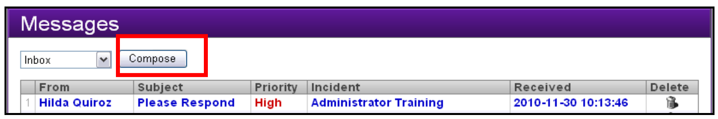
• Click on ⊞ next **Body**: Original message will appear. Enter your response above the original message

Attachment: If attaching a file, click Browse... to choose the file to attach.

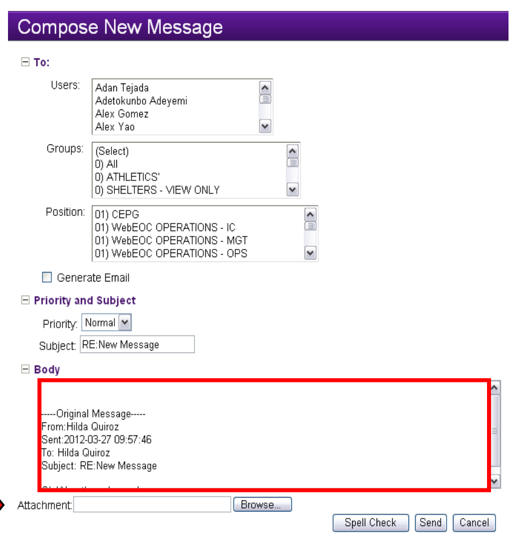
</td></tr>
</table>

5	To spell-check your message, click Spell Check
6	Click Send to send the message. After you send your message, you will automatically return to your **Messages** Inbox. **Note**: The recipients of your email will receive a pop-up notification at the bottom of their WebEOC® Control Panel notifying them of the new message. 

16.4 COMPOSING MESSAGES

<table>
<tr><th>Step</th><th colspan="2">Action</th></tr>
<tr><td>1</td><td colspan="2">Click Messages from the Tools section of the Control Panel

</td></tr>
<tr><td>2</td><td colspan="2">Click Compose


Result: The Compose New Message window appears.</td></tr>
<tr><td>3</td><td>Complete the following fields as necessary:

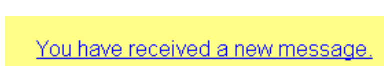


</td>
<td>• Click on ⊞ next To: Select the recipient(s) from the Users, Groups and Positions.

Note: To send a message to multiple recipients: Press and hold the Ctrl key and click each recipient user, group, and/or position. To deselect a choice, press and hold the Ctrl key and then click once on the choice to deselect.

• Click on ⊞ next Priority & Subject: Select the priority for the message (High, Normal, Low).

• Click on ⊞ next Body: Original message will appear. Enter your response above the original message

Attachment: If attaching a file, click Browse... to choose the file to attach.</td></tr>
<tr><td>4</td><td colspan="2">To spell-check your message, click Spell Check</td></tr>
<tr><td>5</td><td colspan="2">Click Send to send the message. After you send your message, you will automatically return to your Messages Inbox.

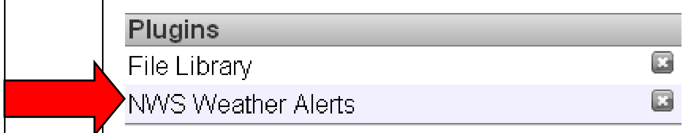
Note: The recipients of your email will receive a pop-up notification at the bottom of their WebEOC® Control Panel notifying them of the new message.

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

NWS Weather Alerts

17.1 Introduction

NWS Weather Alerts is a tool issued by the National Weather Services that gives Current Weather Watches, Warnings and Advisories for all the states and counties within the United States.

17.2 Viewing a Weather Alert

Step	Action
1	Click **NWS Weather Alerts** from the **Tools** section of the Control Panel.  **Result**: The **NWS Weather Alerts** window appears and displays the Inbox.
2	Select a **State/Territory** from the drop-down bar (California)  **Result**: The **NWS Weather Alerts** window appears with alerts based on urgency and county name.
3	Look for Alameda County, if no alerts present click "**X**" to close the **NWS Weather Alerts** window.