intermedix

WebEOC®

User Guide

Version 7.8

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Welcome

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

Today, WebEOC is not only used by government agencies such as the U.S. Departments of Agriculture, Defense, Energy, Homeland Security (CDP, FEMA, ICE, TSA, and USCG), Health and Human Services, EPA, and NASA, but also by corporations, public utilities, universities, and more.

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

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

Background

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

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

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

WebEOC's design is based on the following tenets of emergency information management systems. CIMS should:

- Be affordable.
- Be user-friendly.

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

Audience and Purpose

Audience

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

Purpose

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

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

Contact your WebEOC administrator for questions about a specific capability.

Time Conventions

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

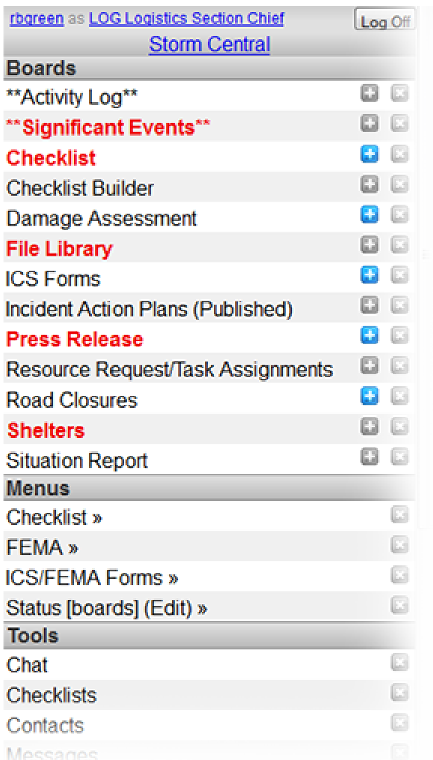
Entries appear in status boards in the order in which they are entered into the system. For example, a telephonic report is received at 10:00 p.m., and it is entered into WebEOC at 10:01 p.m. The system time is 10:01 p.m.

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

Getting Started

Control Panel

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



Note the following about the control panel and its links, icons, and features:

- All WebEOC windows can be resized and moved to any position on the desktop. You can also open multiple boards and/or multiple copies of a board, plug-in, or link. See the Boards topic for detailed instructions on using boards.

- Your user name and position appear at the top of the control panel. If your user name is hyperlinked, you can click it to make changes to your user profile.

- If you are assigned to multiple positions, your position name appears as a hyperlink. You can click this to change the position you are logged in as without logging out of WebEOC.

- The incident or master view of incidents you are currently logged in to also appears at the top of the control panel. If it is hyperlinked, you can click it to log in to a different incident without logging out of WebEOC.
- Items in red have new data posted to them. Click the name to open that item. When the board has been opened and the new data has been viewed, the font resets to black.
- Use the input button to open a data entry window. If the input button on the control panel is blue, it is enabled. If it is gray, it is disabled. A gray input button means you must open the board to enter data.
- Data entry windows contain tools to manage and post data to a board. Only boards have data entry windows.
- Use the close button to close an item. A red close button indicates that the display is open. A grey close button means the display is closed.
- Message notifications and alerts appear in yellow at the bottom of your control panel.
- The **Admin** link appears in your *Tools* section if you have administrator privileges.
- If there are sections on your control panel you do not need to view, click the name of the section to collapse it.

- Click the **Log Off** button to log out of WebEOC.

Users, Positions, Groups, and Incidents

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

Users, Positions, and Groups

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

Incidents

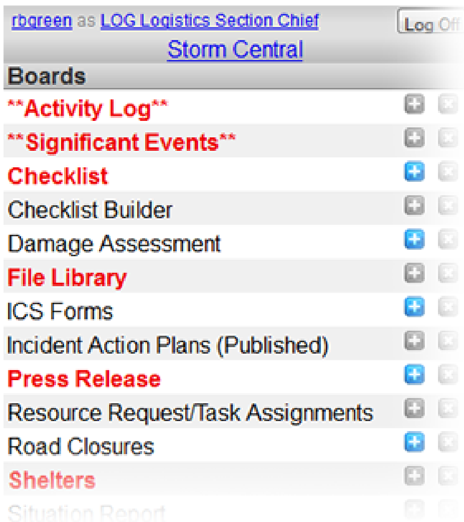
WebEOC is an incident-based information management system, capable of managing multiple incidents simultaneously yet separately. This is critical for organizations that function in an oversight or regulatory role responsible for managing and/or tracking multiple incidents, or whose structure involves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

When logging in to WebEOC, you choose an incident. Data in some boards, such as the *Activity Log* and *Incident Action Plan*, is dependent on the incident you are logged in to.Boards

Boards are the heart of WebEOC. They are the mechanisms you use to manage and share real-time event information with authorized users everywhere.

Incident Information

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



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

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

Board Access

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

Board Views

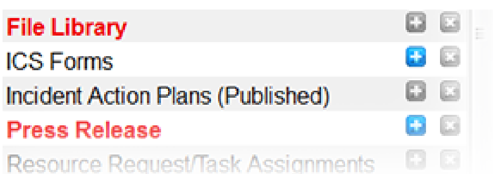
Boards can have multiple views. Your administrator determines which boards you have access to, as well as which board views you have access to.

A view is another way of looking at the same data. Boards have at least two views and may have three or more. The typical board views are:

- Input,
- List, and
- Details.

The input view is where you enter new data or update existing data. Some boards have two ways to open the input view: using the input button next to a board on the control panel, or opening the display view of a board and clicking an add or update button that takes you to the input view.

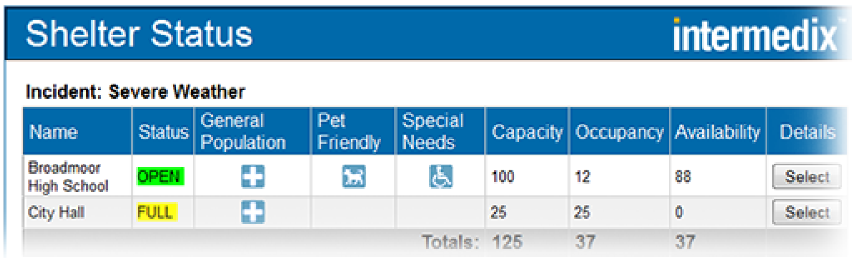
Your administrator determines the label for this button. It may be called **Create New Record**, **Add New Record**, or **Update Record**. Boards typically have the input button on the control panel or inside the display view. If the input button on the control panel is blue, the input view is enabled. If it is gray, it is disabled. A gray input button means you must open the board to add or update a record.



***Note**: Buttons and other controls are also gray if you have been granted view-only access to the board. This means you can open the board but you cannot add or edit records.*

A board may also have a list view. This view could contain all of the data for a board, or it may contain a subset of data. List views are very useful during an incident because they allow you to display only data that is immediately necessary. This enables you to focus on the most important data.

An example of a list view is the Shelters board. During an incident, you may not need to know whether a shelter is pet friendly or Red Cross approved—you just need to know the status (Open or Closed) and which shelter has the most beds available so you can send survivors there. A simplified list view allows you to see the name of the shelter, the status, capacity, occupancy, and available beds. Simplified views typically contain a details button. In the Shelter Status board example below, if you want to see detailed information for a record, click the **Select** button next it. The details view opens.

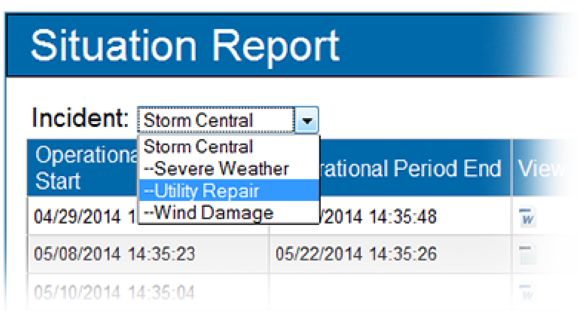


***Note**: Your administrator may have different settings configured for your boards.*

General Board Features

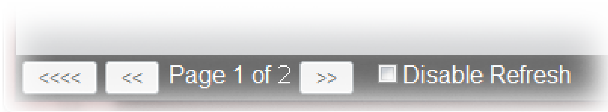
Master Views

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



Navigation

Since boards are displayed in windows that can be resized, the number of entries that can be seen at any one time varies. If a board has more entries than can be viewed at the same time, use the scroll bar to navigate through the window. Each board can also be resized to increase or decrease the viewing area. If the board consists of multiple pages, use the arrow buttons located at the bottom of the window to move from page to page.



The left double arrow button returns to the first page. The single left arrow button returns to the previous page. The right arrow button advances to the next page.

Board Refresh

Each time a new entry is posted or an entry is updated, the board refreshes with the new or changed entry appearing at the top of the board, unless the board is sorted or filtered. To temporarily suspend the refresh process when scrolling through entries on a board, select the **Disable Refresh** check box located at the bottom of each board.

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

Sorting

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

The default sort order can be modified by your administrator, so you may find the default order is different for your boards.

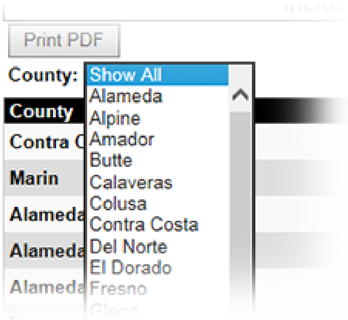
Administrators can also add the ability to click column headers in views to allow you to sort the data by that column in ascending or descending order.

Filtering

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

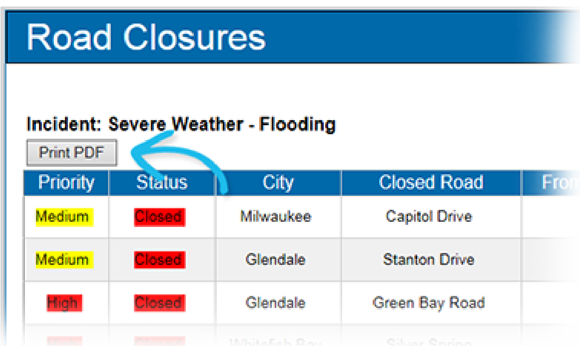
Your data filtering only affects your view; it has no effect on other users' view of the board.

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



Printing

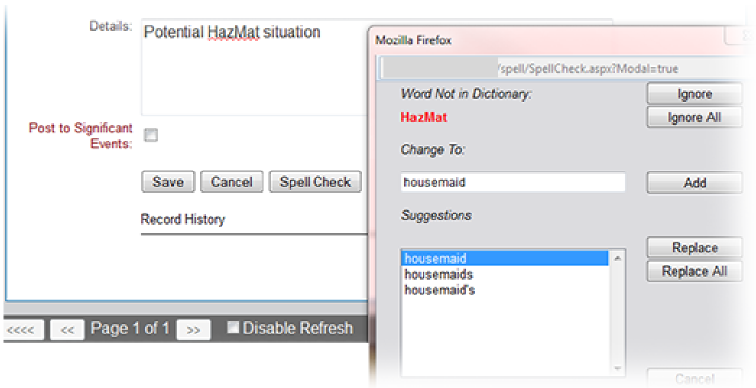
Board views may contain a PDF print button.



Click the button to generate a PDF file that contains all details included in the view. You can save or print the generated file.

Spell Check

Spell Check is available in all board input views. This feature allows you to spell check text entered into text fields. In the *New Record* or *Update Record* window, click the **Spell Check** button.



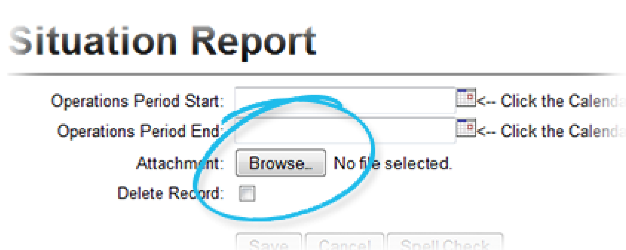
The *Spell Checker* window appears and displays suggested words. Users can ignore the alert, add the word to the dictionary, or manually replace the word by entering the correction in the **Change To** field.

Adding an Attachment

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

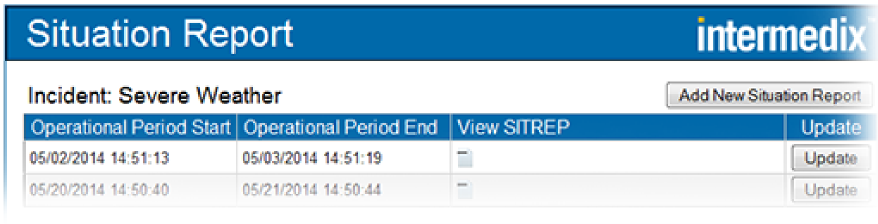
Board attachments are maintained when an entry containing an attachment is data linked from one board to another; however, attachments cannot be dual committed or used with board emails and control panel notifications.

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



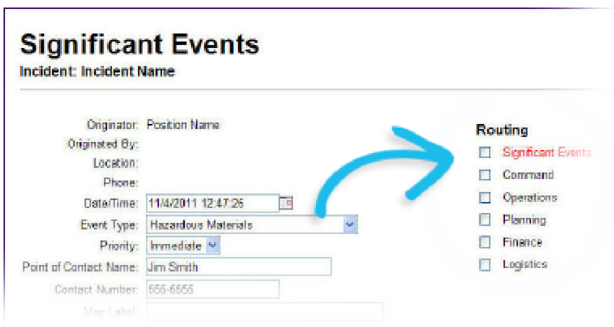
Navigate to the location of the file to be attached, select it, and click the **Open** button. This returns you to the *New Record* window.

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



Data Linking

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



Importing and Exporting Board Data

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

Note*: In some WebEOC systems, the importing and exporting features are available to system administrators. For WebEOC Enterprise clients, advanced Data Manager functions, including user-level importing and exporting, are fully integrated with WebEOC in version 7.7 or later. They are also available to WebEOC Professional clients as an add-on. For more information, refer to the* Board Data Manager *quick reference guide. All other WebEOC clients continue to have access to the administrator data import and export features.*

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

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

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

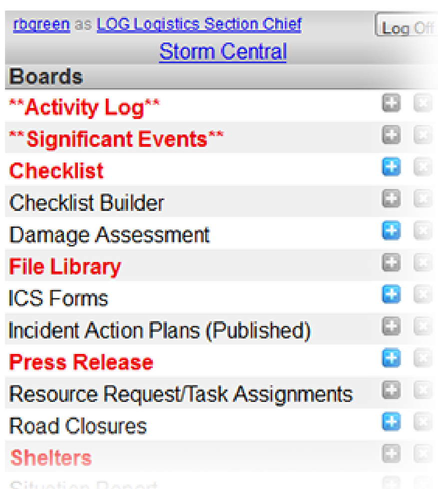
You can only export the data from your current view, and only data to which you have access.

Standard WebEOC Boards

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

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

- Activity Log
- Press Release
- Shelters
- Significant Events
- Situation Reports

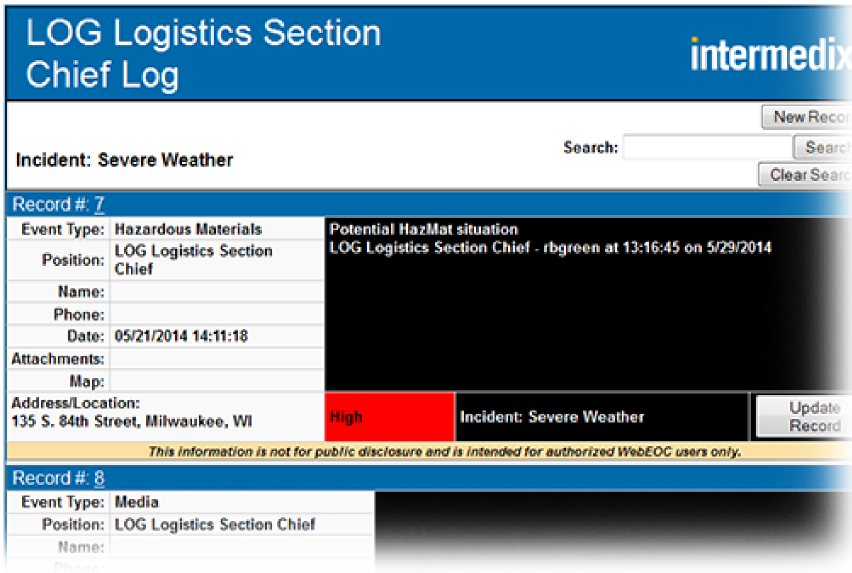


You may also have FEMA and ICS forms available as boards. These forms are typically used from the *Menus* section. See the Menus topic for detailed instructions.

Activity Log

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

This board has the name of the position you are logged in as at the top of the board.

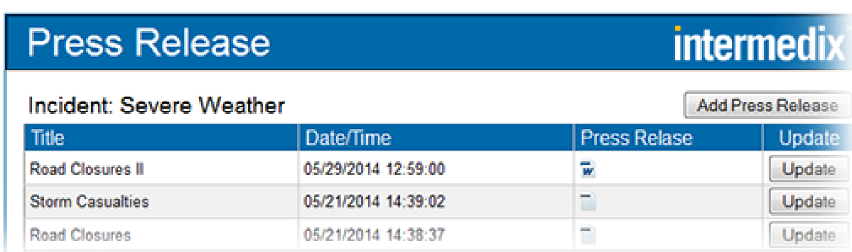


Press Release

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

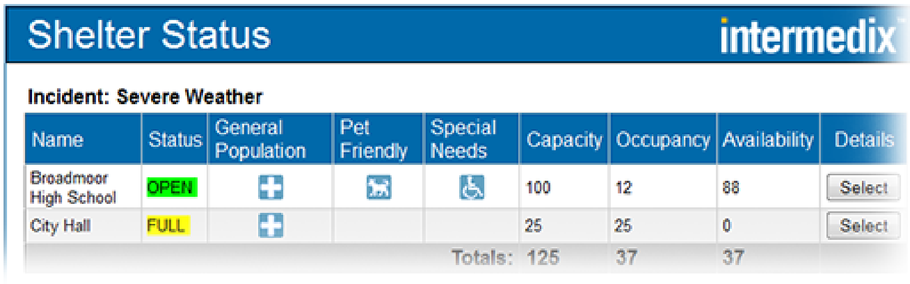
The PIO usually establishes an area for the media that is away from the command post, separate from the EOC, and a safe distance from the incident scene. This area is used to provide news releases, responses to questions or requests, tour information, and so forth.

WebEOC's *Press Release* board allows you to establish links to press release files stored internally in WebEOC's database or files stored externally. It can be used to display press releases in their entirety.



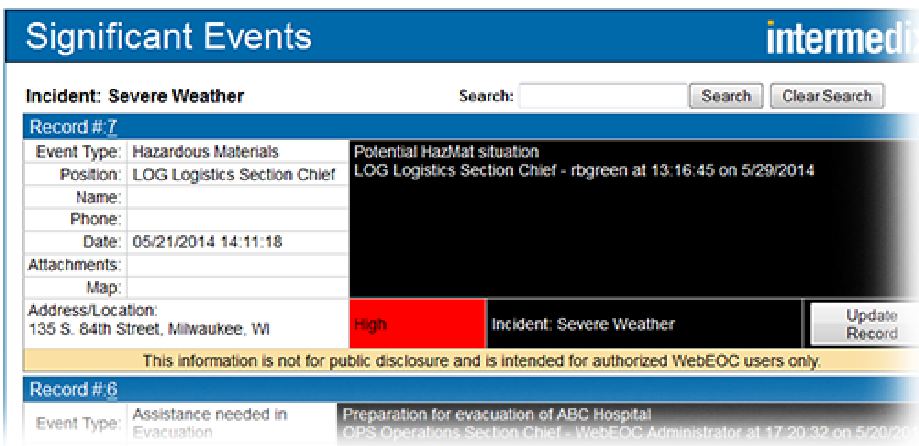
Shelters

Shelter information and status can be tracked in the *Shelters Status* board. The standard list view displays the shelter's name, status, occupancy, and more. It also indicates whether a shelter houses general population, accommodates special needs, or is pet friendly.



Significant Events

The *Significant Events* board is the equivalent of your event log or incident journal. It is used to track events and activities and logs "who did what when."



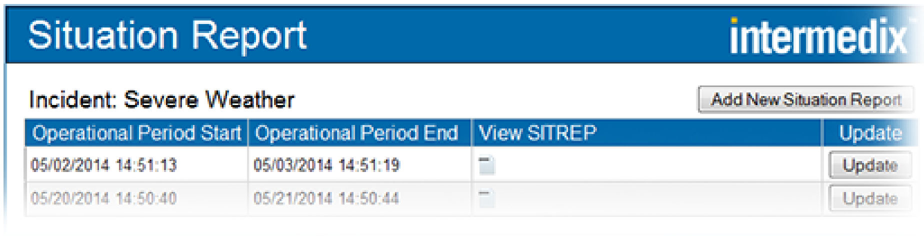
The *Significant Events* board provides real-time chronology of the actions taken during an event, from beginning to end. Entries in this board include: reporting authority, event type, date and time of the entry, location, priority level, and a narrative summarizing event information.

Situation Reports

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

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

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



FEMA and ICS Forms

Depending on what your administrator has configured, you may also see FEMA or ICS forms on your control panel as boards. If your section uses a particular FEMA or ICS form often, that form can be added to your control panel. If your section uses all of the FEMA or ICS forms, these may be available in your *Menus* section. See the Menus topic for detailed instructions on using menu items.

Dual Commit

Dual Commit allows information to be posted to a second server. Only boards configured to allow dual commit can execute this feature. This feature allows an organization to do the following:

- Post entries outside their firewall to other agency's boards hosted on an outside server for access by external agencies and/or users via the Internet.
- Share information between agencies that have common WebEOC boards.
- Selectively decide which boards or board entries to dual commit, keeping sensitive information on your agency's WebEOC system.

If you receive an advisory that the incident has not been mapped, contact your WebEOC administrator.

Remote Boards

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

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

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

Subscription Boards

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

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

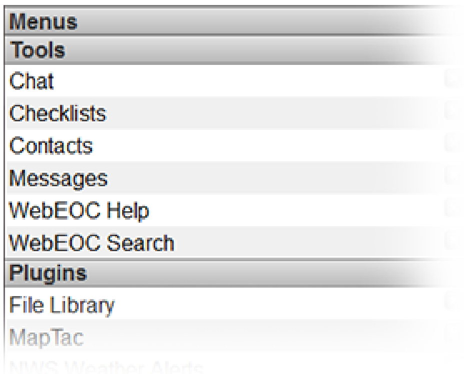
On the control panel, subscription boards are located in the *Boards* section with local boards. The arrangement of boards in this list is determined by settings configured by your WebEOC administrator.

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

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

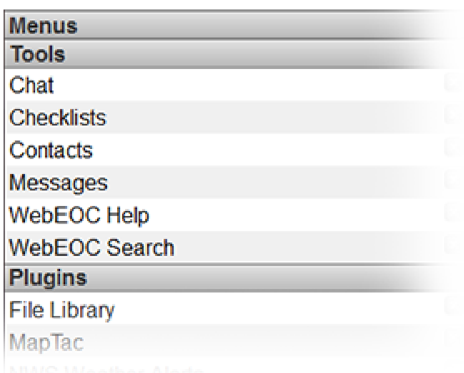
Tools

This set of topics describes tools that may be available to you, such as chat, checklists, contacts, and messages.



Chat

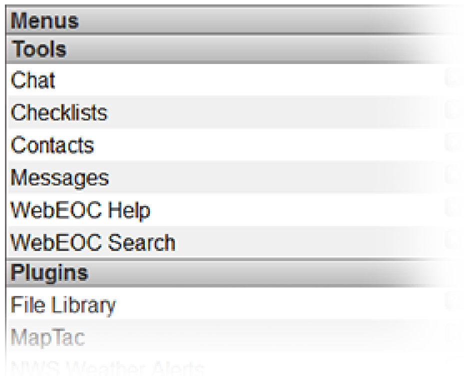
This section describes how to use WebEOC's chat functionality.



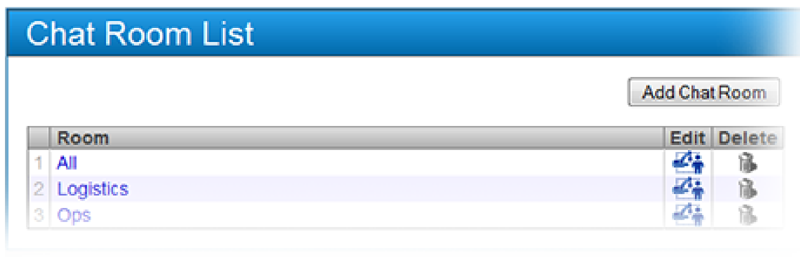
Adding a Chat Room

To add a chat room:

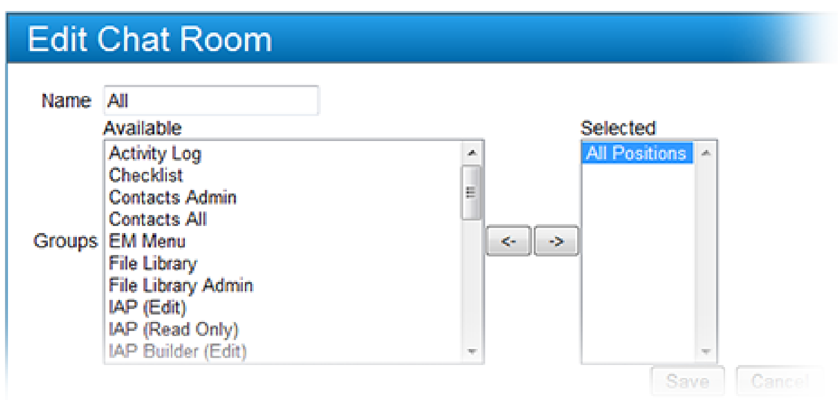
1. Click **Chat** in the *Tools* section on the control panel.



2. In the *Chat Room List* window, click the **Add Chat Room** button.



3. Enter a **Name**.



4. Click a group of users in the **Available** section, and click the right arrow button to move the group to the **Selected** section.

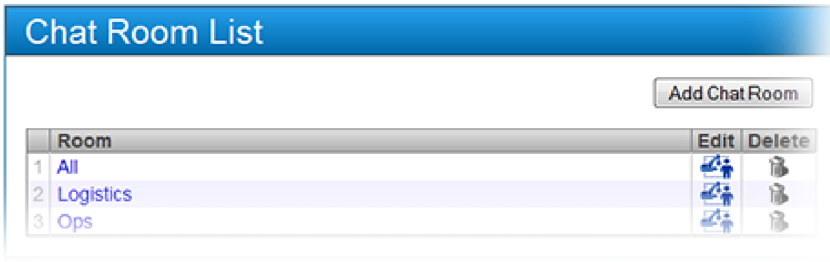
   ***Tip**: You can move multiple groups at one time by holding down the CTRL key as you select them.*

5. Click **Save**.

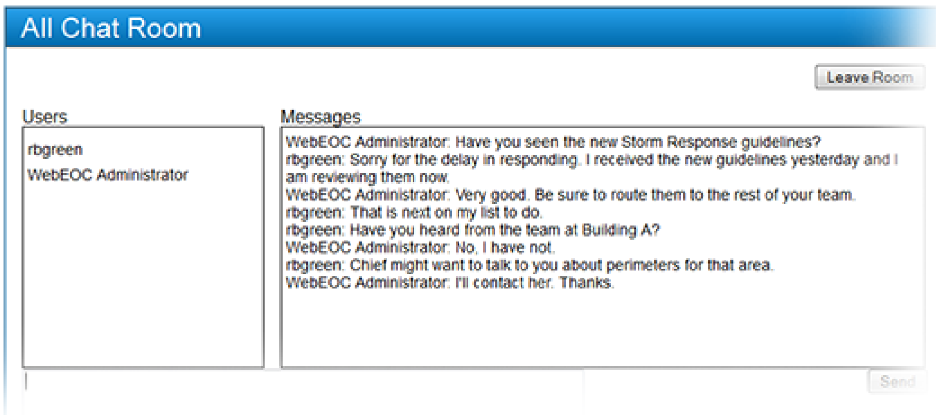
Using Chat

To use the chat plug-in:

1. In the *Chat Room List* window, click the name of the **Chat Room**.



2. In the *Chat Room* window, enter your message in the text box, and click **Send**. Your messages and other participants' messages are posted in the **Messages** pane.



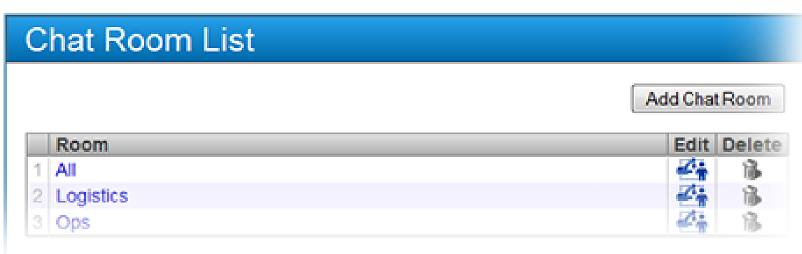
3. Click the **Leave Room** button to exit *Chat*.

   Tip*: When you re-enter the chat room previous messages are gone. If you remain in the chat room, the messages and replies from all the users are retained.*

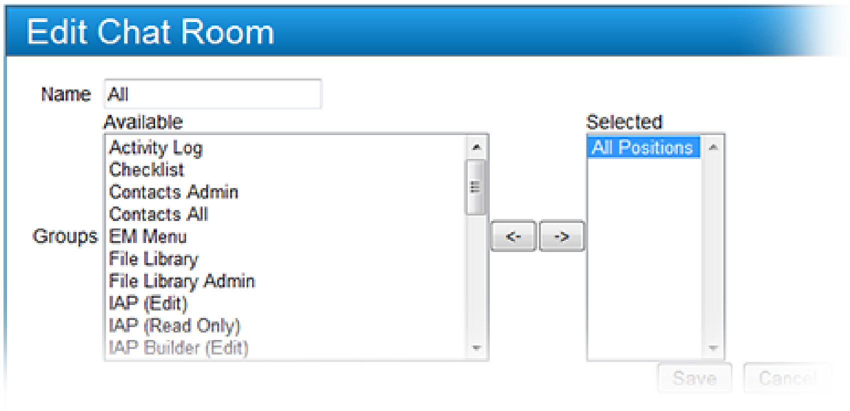
Editing a Chat Room

To edit a chat room:

1. In the *Chat Room List* window, click the **Edit** icon .



2. In the *Edit Chat Room* window, change the **Name** if appropriate.



3. As appropriate:

   a. In the **Available** area, click the group of users and click the right arrow to move them to **Selected**.

   b. In the **Selected** area, to remove a group click it and click the left arrow.

   Tip: *You can move multiple groups at one time by holding down the CTRL key as you select them.*

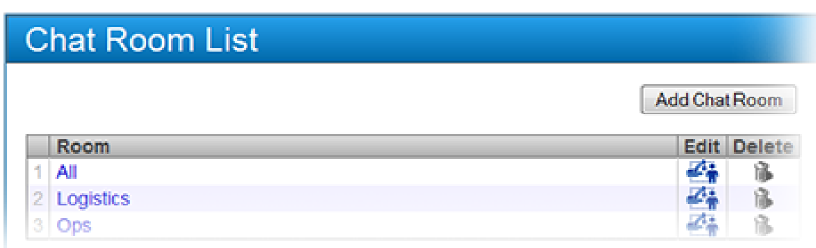
4. Click **Save**.

Deleting a Chat Room

You can delete a chat room if you are a WebEOC administrator or you have the proper permissions for the Chat plug-in.

To delete a chat room:

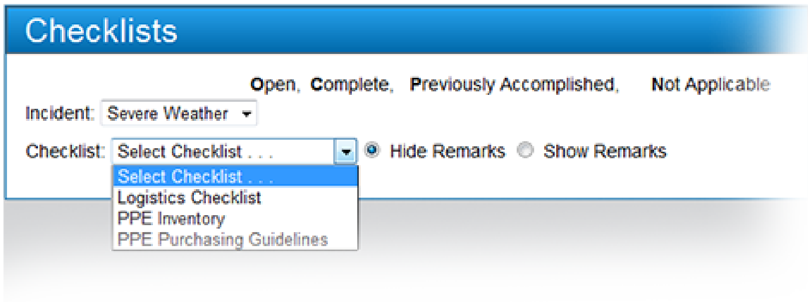
1. In the *Chat Room List* window, click the trash can icon .



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

Checklists

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



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

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

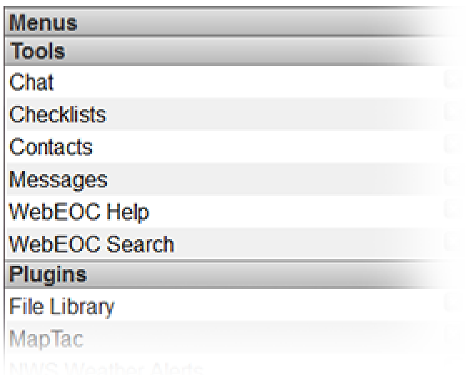
Users can add remarks to any step and have the option of viewing or hiding the remarks. Checklists are incident specific. This means a checklist used in one incident can also be used simultaneously and independently in other incidents, but information associated with each incident is stored with the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

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

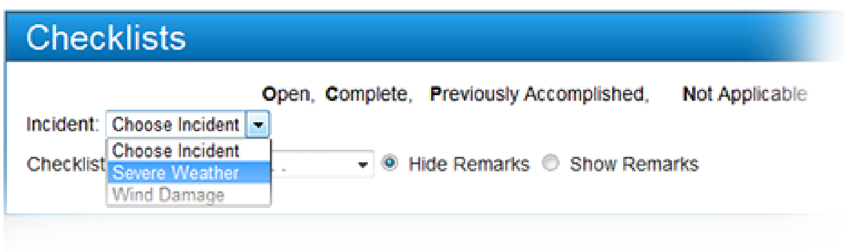
Accessing Checklists

To access Checklists:

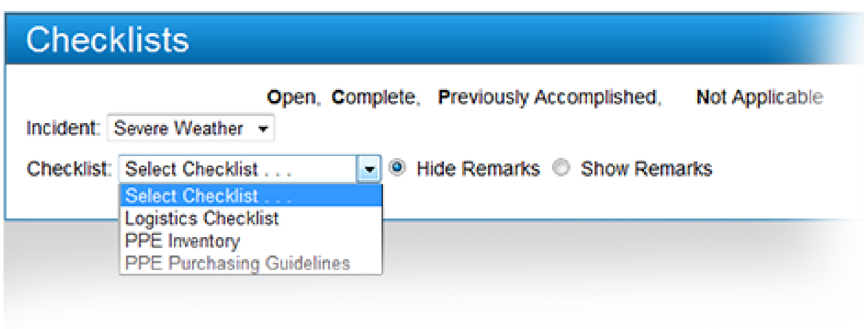
1. Click **Checklists** in the *Tools* section on the control panel.



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



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



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

Setting the Status for Steps

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

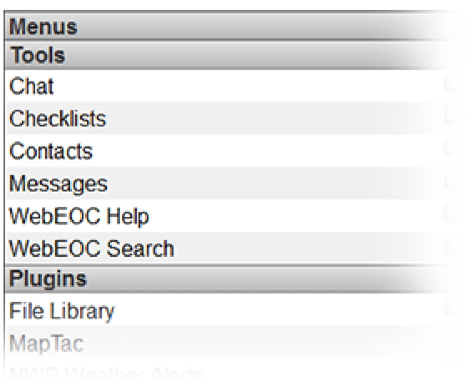
This topic explains how to use the available status options and explains the relationship of the sub-steps to the primary step.

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

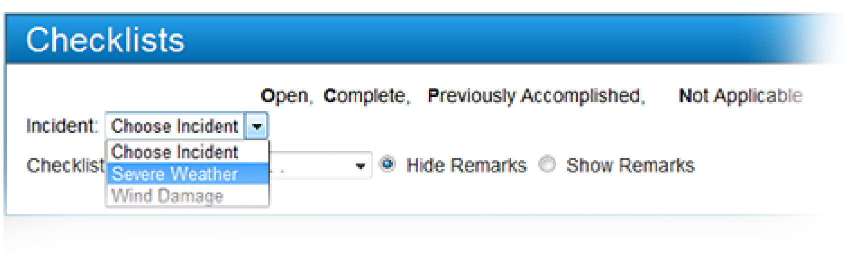
Steps may have a due time associated with them. The time is based on the Incident date/time. If a step is blank or **Open** (in-progress) and the time for completion (due time) has passed, the background color of the status field changes to red. The expiration status for the step changes to **C**, when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

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

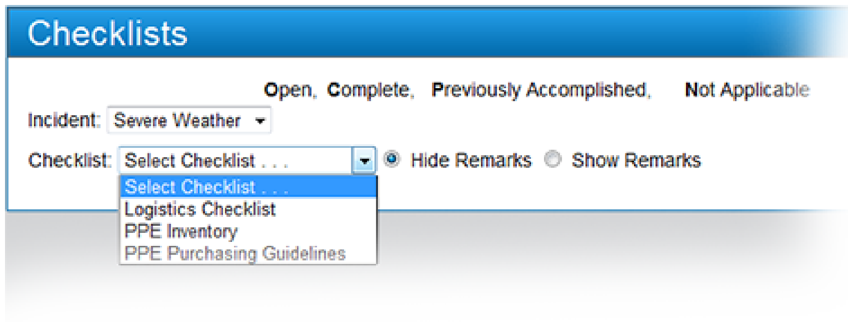
1. Click **Checklists** in the *Tools* section on the control panel.



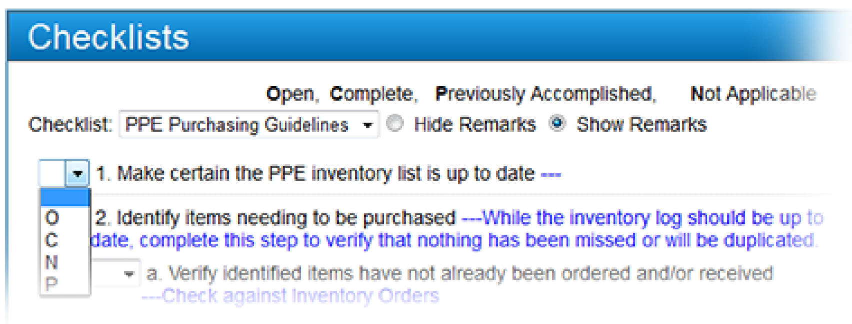
2. In the *Checklists* window, open the **Incident** list and click the one you want.



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



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



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

Adding or Editing Remarks

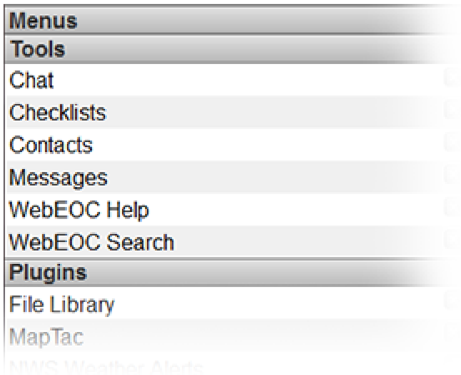
When working in the *Checklists* window, only one step or sub-step text box can be open at a time.

You can edit previously saved entries.

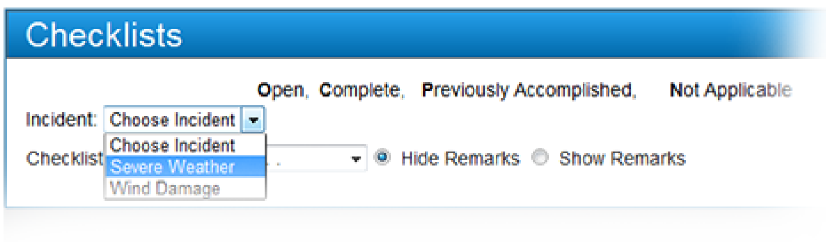
The maximum length of a remark is 3,000 characters.

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

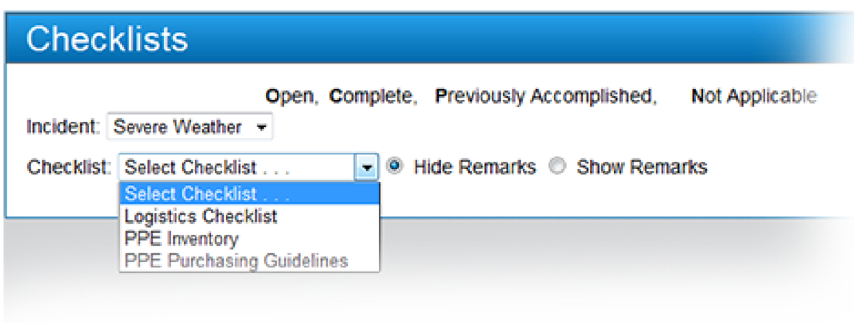
1. Click **Checklists** in the *Tools* section on the control panel.



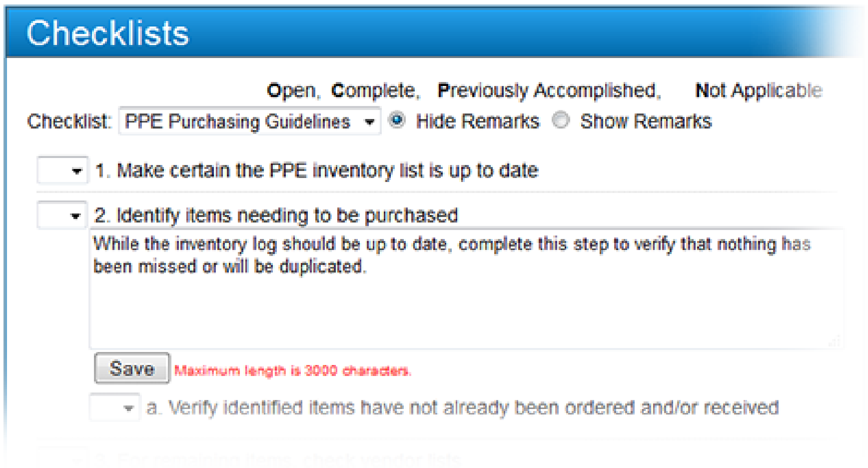
2. In the *Checklists* window, open the **Incident** list and click the one you want.



3. Open the **Checklist** drop-down list and click the one you need.



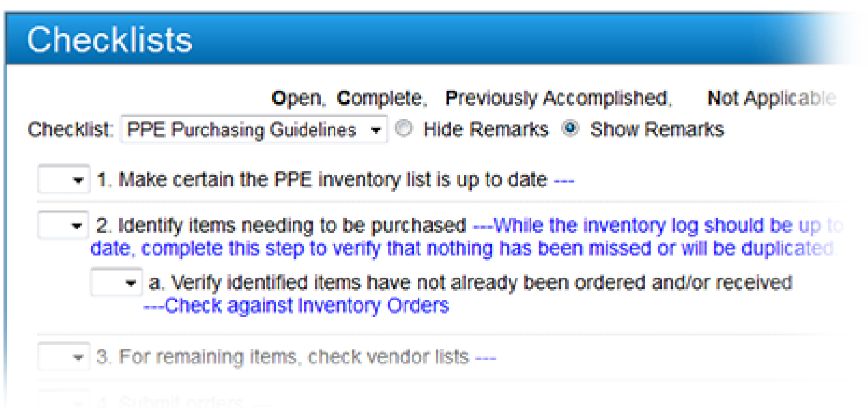
4. Click the step or sub-step to open a text box to add or edit a remark.



5. Enter remarks in the text box.

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

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



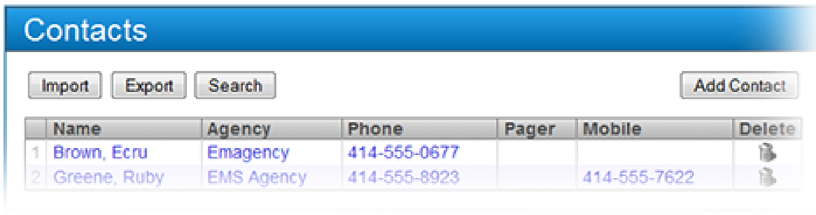
8. To edit a remark for a step, click the remark. A text box opens.

9. Make your changes to the remark.

10. Click **Save**.

Contacts

Contacts allows you to maintain a directory of detailed contact information that can be added to and updated. Information recorded for each contact includes: agency (or person) name; telephone, mobile, and pager numbers; physical and email addresses; special notes or comments for the contact; and more.



The level of permission granted by an administrator, in conjunction with the access privileges allowed by the creator of the contact, determine your view and/or edit privileges. If you have been granted full access privileges through your group permissions, you can see and edit all contacts. If you have been granted restricted permissions, you can add a contact, edit contacts you created, and view contacts that have been set to **Do not hide from restricted users**.

If you have questions about the permissions available to you in the Contacts plug-in, contact your WebEOC administrator.

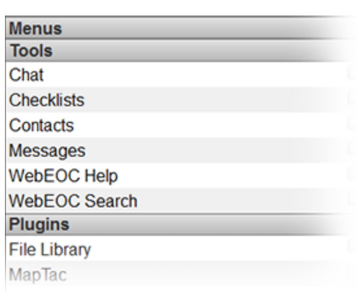
Adding Contacts

Users who do not have edit privileges for Contacts cannot perform this operation.

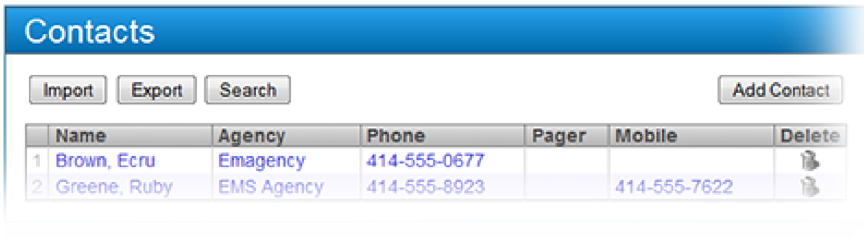
If you set the **Access Level** to **Hide from restricted users**, the contact does not appear in the Contacts window for users assigned restricted permissions. If you assign **Do not hide from restricted users**, the user with restricted permissions can view the contact in the *Contacts* window, but cannot edit the record.

To add contacts:

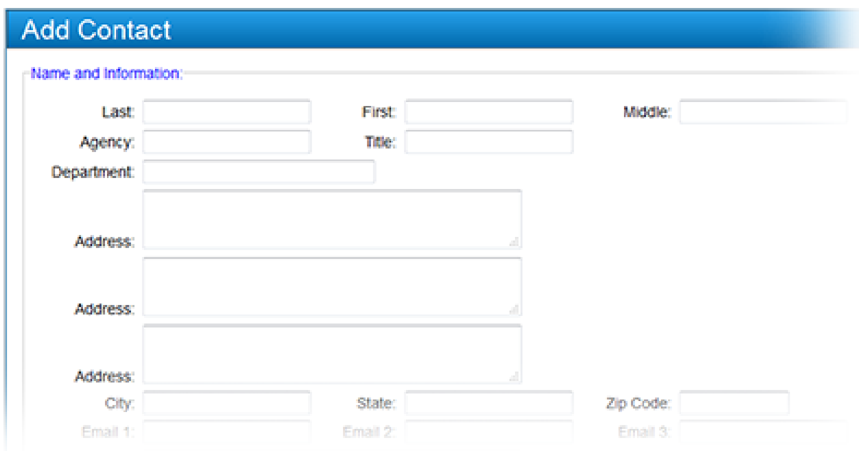
1. Click **Contacts** in the *Tools* section on the control panel.



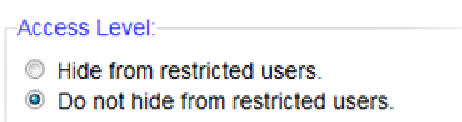
2. In the *Contacts* window, click the **Add Contact** button.



3. In the *Add Contact* window, complete the fields as applicable.



4. In the *Access Level* section, select the appropriate radio button.



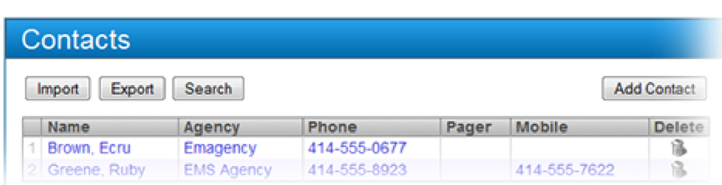
5. Click **Save.**

Editing Contacts

Users who do not have edit privileges for the Contacts tool cannot perform this operation.

To edit contacts:

1. In the *Contacts* window, click the name of the contact that you want to edit.



2. In the *Edit Contact* window, make your changes.

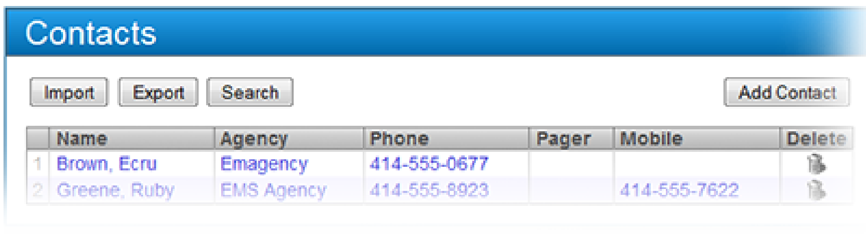
3. Click **Save**.

Deleting Contacts

Users who do not have edit privileges for the contact cannot perform this operation.

To delete a contact:

1. In the *Contacts* window, click the trash can icon of the contact that you want to delete.



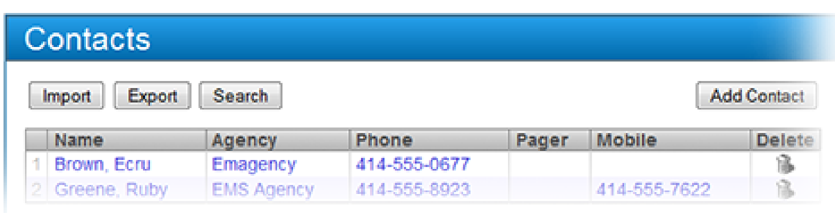
2. Click **OK**.

Importing Contacts

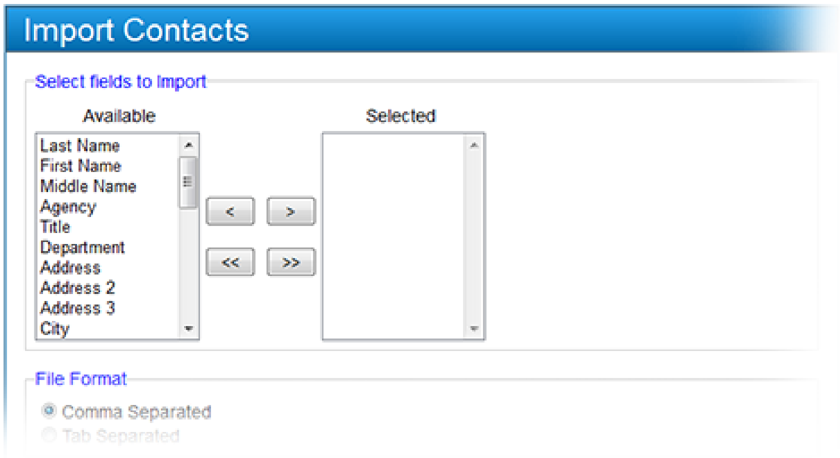
When performing this operation, keep in mind that the fields you want to import must be in the same order as the data you are importing. If the order of the selected fields is not the same or a field is missing, data may import into the wrong fields.

To import contacts from an external file to Contacts:

1. In the *Contacts* window, click the **Import** button.

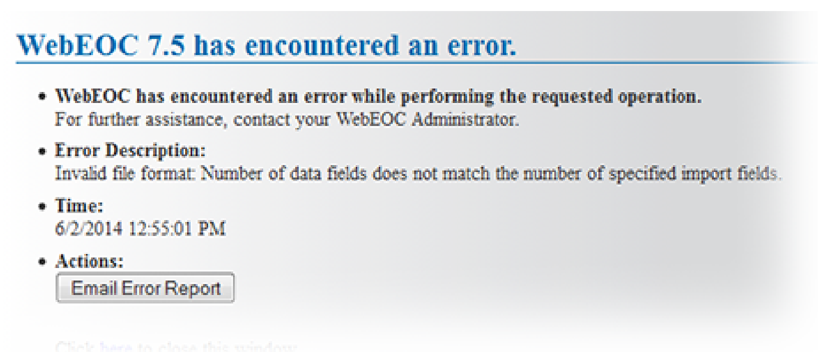


2. In the *Import Contacts* window, double-click the fields you want to import in the same order as the data fields are set up in the import file. This moves the data field from the **Available** list to the **Selected** list.



3. Select either the **Comma Separated** or the **Tab Separated** radio button for the **File Format**.
4. In the **File** field, click the **Browse** button, and locate and select the file you want to import.
5. Click **Import**.

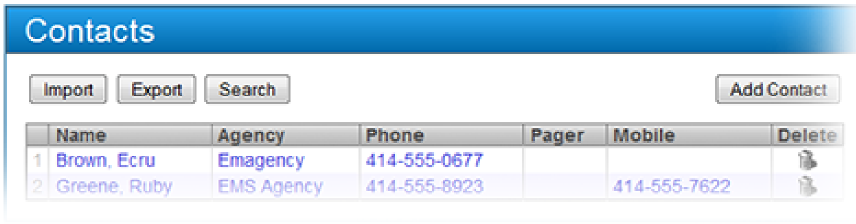
If you receive the following error message, check the number of data fields and the format of the file you are attempting to import. The number of fields must match, and the import file must be in CSV (comma-separated value) format.



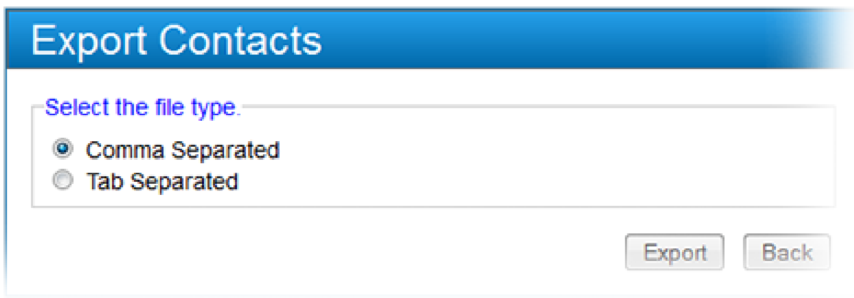
Exporting Contacts

To export contacts from WebEOC to an external file:

1. In the *Contacts* window, click the **Export** button.



2. In the *Export Contacts* window, select the radio button of the file type that you want to export.



3. Click **Export**.

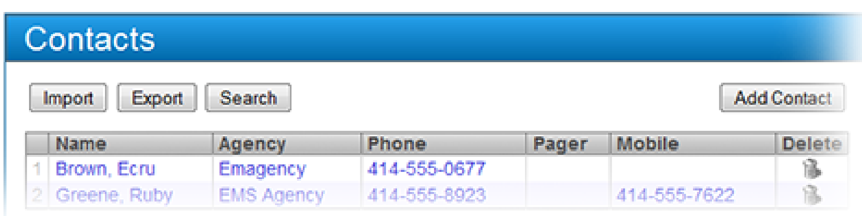
4. Click the **Save** button to save the file to your computer.

***Tip**: After the export is complete, open the file you downloaded to verify that the export operation was successful. The exported file can be opened using Microsoft® Excel or a text editor.*

Searching for a Contact

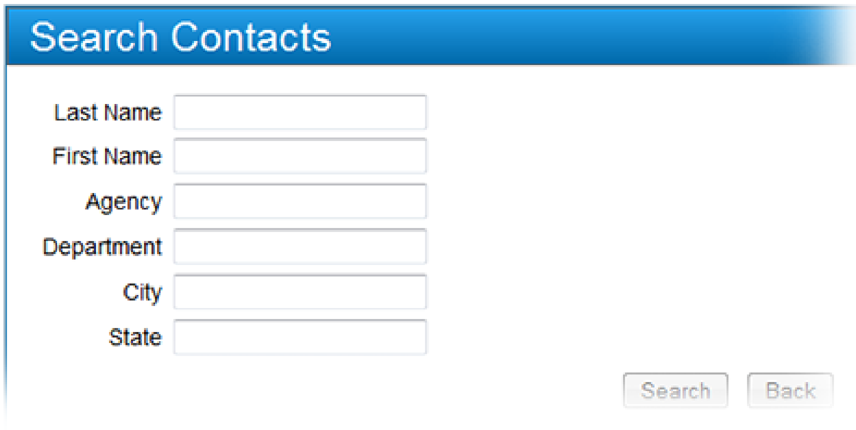
To search for a specific contact or group of contacts:

1. In the *Contacts* window, click **Search**.



2. In the *Search Contacts* window, enter values in any combination for the contact's **Last Name**, **First Name**, **Agency**, **Department**, **City**, and **State**.

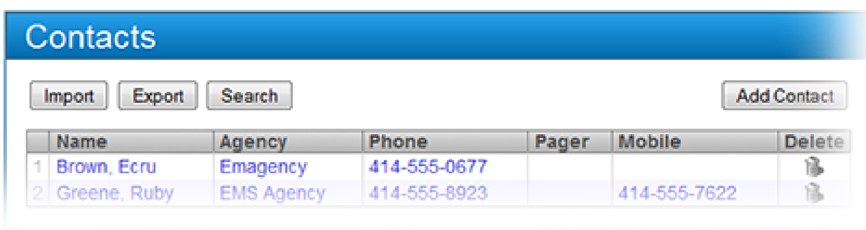
Tip: You can also search by entering the first letter in any of the fields.



3. Click **Search**. The results appear in the *Contacts* window.

Sorting Contacts

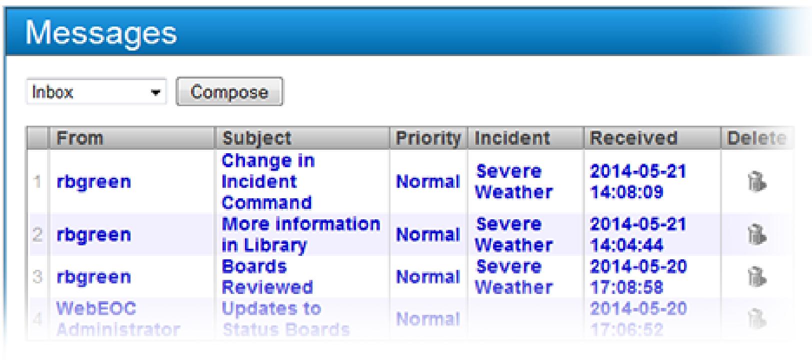
To sort contacts in the *Contacts* window, click the appropriate column header. The list sorts and displays in an ascending order.



***Note**: By default, entries are sorted by **Name** in ascending order.*

Messages

Many crisis information management software (CIMS) packages use email to communicate incident information among responders. In WebEOC, incident information is transmitted via boards. However, WebEOC does have a *Messages* plugin that allows users to communicate with each other via an internal messaging link unique to WebEOC.



If your organization allows it, users can send messages to any email server or email addressable device, such as cell phones or pagers. It also allows users to send and forward messages to email accounts external to WebEOC.

All messages sent or received by the user are seen regardless of the incident the user is logged in to. When an incident is archived, all messages by users logged in to the incident are archived and removed from Messages.

Composing and Sending a Message

Users who do not have edit privileges cannot perform this operation.

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

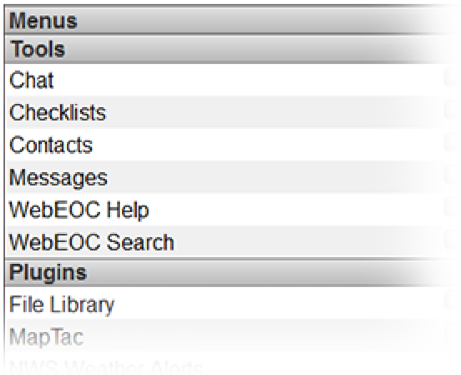
In addition, you do not need to enter email addresses for recipients who have an email setup in WebEOC.

For recipients who do not have email address setup in WebEOC, you can enter one or more email addresses in the **Additional Addresses** field. Separate the email addresses with a comma. You can enter an unlimited number of addresses.

Tip*: Click the plus sign + in front of a section to expand it.*

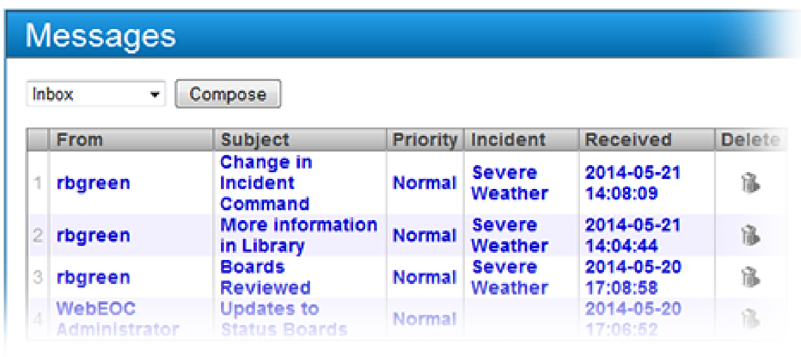
To compose and send a message:

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



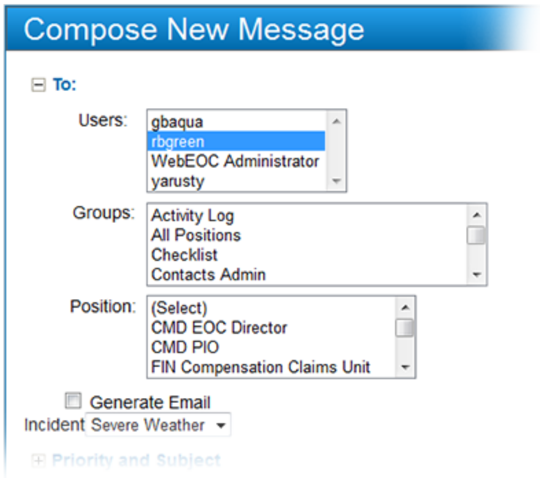
2. In the *Messages* window, make sure you are viewing the **Inbox**.

3. Click the **Compose** button.



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

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



5. Open the **Incident** list and click the appropriate incident.

6. Click the **Priority**.

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

7. Enter the **Subject**.

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

9. To add an attachment, click **Browse**.

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

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

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

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

Replying to and Forwarding a Message

Reply does not send the original attachment. You can, however, attach other documents in your reply message.

Forward gives you an option to send the original attachment or send a different one.

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

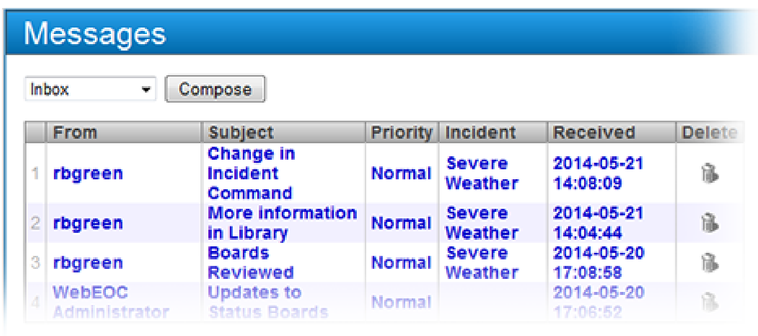
In addition, you do not need to enter email addresses for recipients who have an email setup in WebEOC.

For recipients who do not have email address setup in WebEOC, you can enter one or more email addresses in the **Additional Addresses** field. Separate the email addresses with a comma. You can enter an unlimited number of addresses.

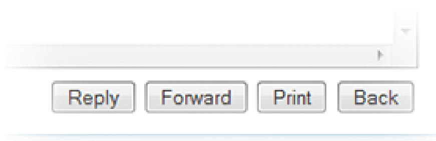
Tip: *In the* Compose New Message *window, click the plus sign + in front of a section to expand it.*

To reply to or forward a message:

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



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



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

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

4. Open the **Incident** list and click the appropriate incident.

5. Edit the **Subject** in the text box if appropriate.

6. Click the **Priority**.

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

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

8. To add an attachment, click **Browse**.

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

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

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

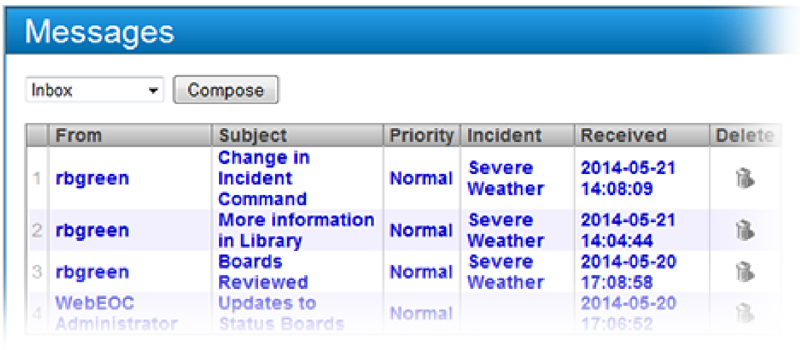
Note: *The* ***Generate Email*** *is not available if you do not have an email account set up in WebEOC or your administrator has not configured email capability.*

11. Click **Send**.

Sorting Messages

To sort messages:

1. In the *Messages* window, open the drop-down list at the top of the page and click **Inbox**, **Sent Items**, or **Deleted Items**.



2. Click the header of the appropriate column.

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

Deleting Messages

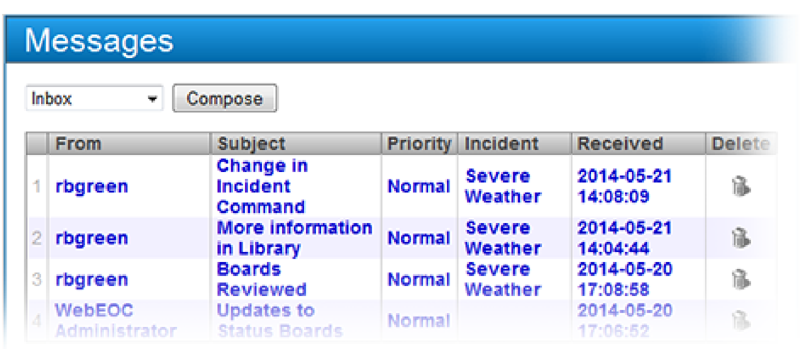
Deleting a message moves the message from your **Inbox** to your **Deleted Items** box.

Messages cannot be deleted from the *Sent Items* or *Deleted Items* windows. Those items are removed when the incident related to those messages is archived.

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

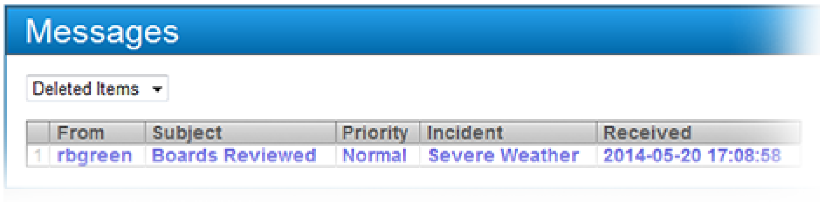
To delete a message from the Inbox:

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



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

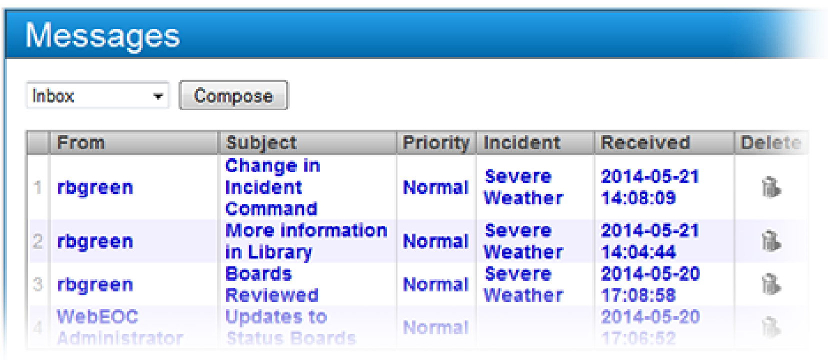
3. Click **Deleted Items** in the drop-down list.



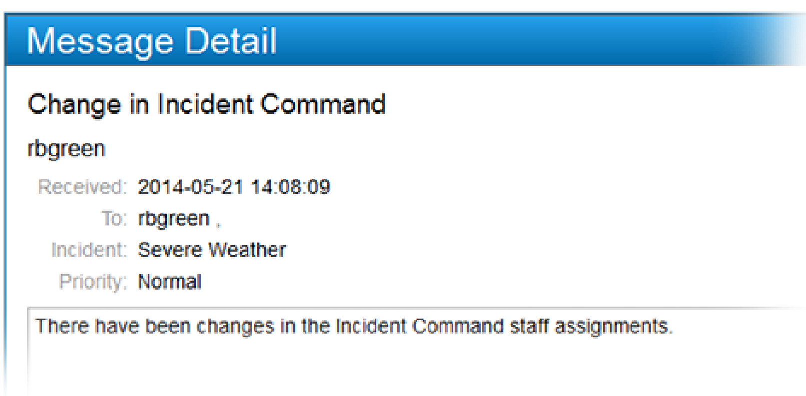
Printing a Message

To print a message:

1. In the *Messages* window, open the drop-down list at the top of the page and click **Inbox**, **Sent Items**, or **Deleted Items**.



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

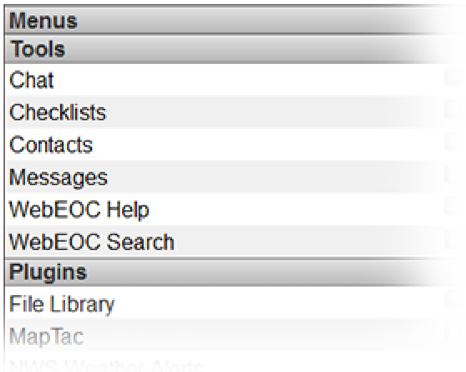


3. Click **Print**.

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

WebEOC Search Tool

You can search the **WebEOC Search** tool to find a particular board, contact, or user.

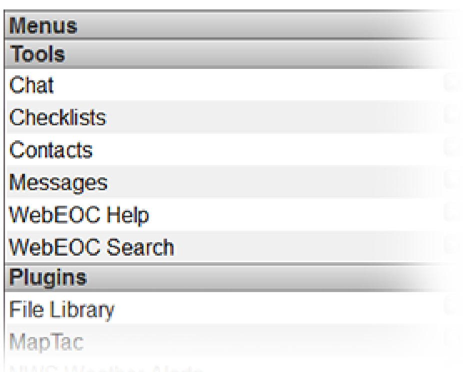


Using the Search Tool

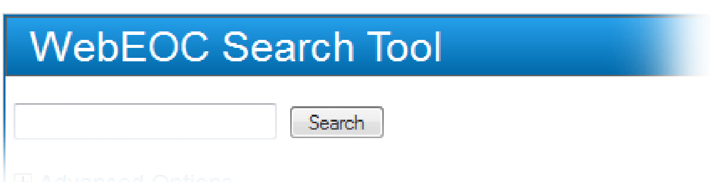
You can search WebEOC to find a particular board, contact, or user.

To use the search tool:

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



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



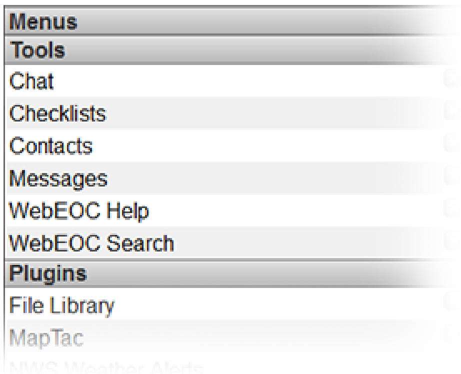
***Tip**: To filter or narrow your search, refer to [Filtering Search Results](#).*

3. Click **Search**. Your search results appear at the bottom of the window with your search term highlighted in yellow.

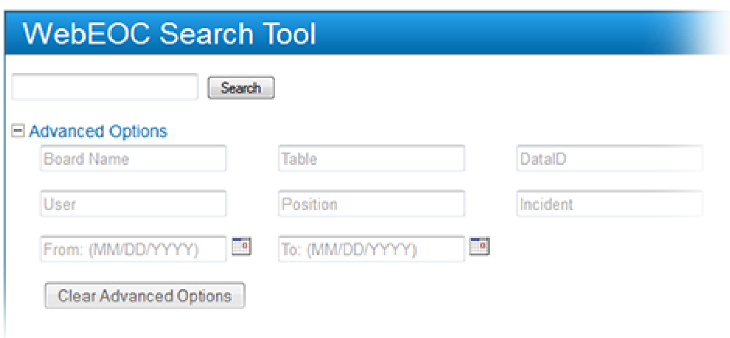
Filtering Search Results

To filter search results:

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



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

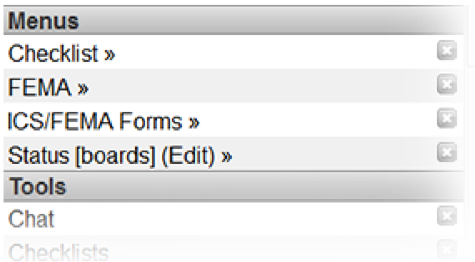


3. Click **Search**. Your search results appear at the bottom of the window with your search term highlighted in yellow.

4. To narrow or filter your search, expand **Advanced Options** and enter one or more of the specified criteria.

Menus

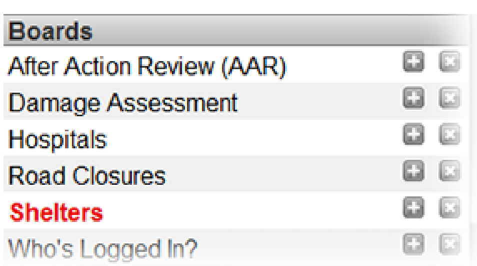
Menus give you an easy way to access multiple display boards, plug-ins, links, forms, and other menu items that are grouped under a single link on the control panel. Menus can also be customized for specific users or positions in order to streamline the control panel. Sub-menus can be created by grouping menus within menus. When you select a menu title, a list of items opens in a new window that is similar in appearance and functionality to the control panel.



Menu items that are grouped together on the control panel appear as text with a double-arrow icon to the right. Menu items are accessed by clicking the menu title, which acts as a link. Close a menu by clicking the X button next to the menu title. Once a sub-menu is open, the X appears in red to confirm the menu is active. If a menu contains a board, the board link on the sub-menu and the link on the control panel change to red when new information has been posted to the board.

Accessing Menus

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



For more information, see the Boards topic.

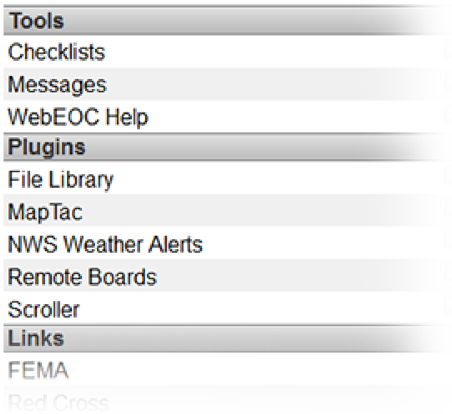
Multiple plug-ins can also be grouped into individual menus to conserve space. For more information, see the Plugins topic.

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

Long lists of forms and related boards can also be collapsed into individual menu items. Long lists of boards can be streamlined in this way as well.

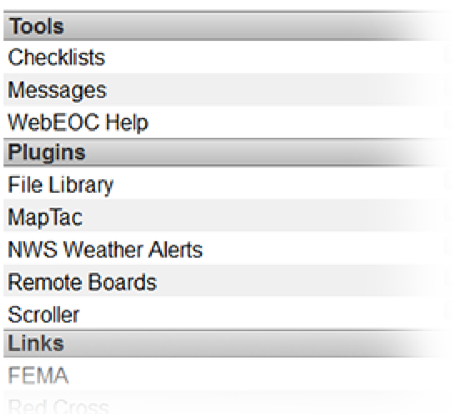
Plug-ins

This section describes how to use system plug-ins, such as the File Library, MapTac, and more.



File Library

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

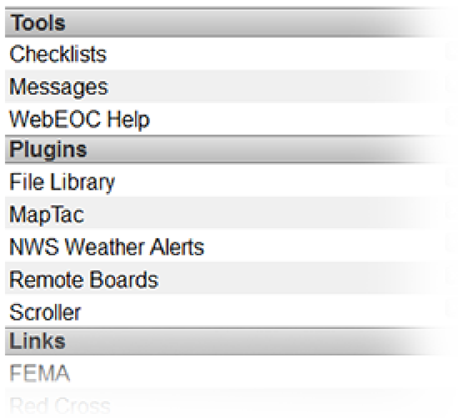


If you are unable to access the *File Library* or need to have edit and/or delete permissions, check with your WebEOC administrator.

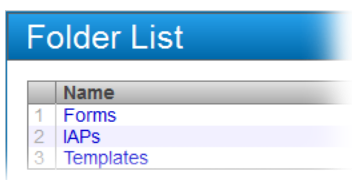
Adding a File

To add a file in the File Library:

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

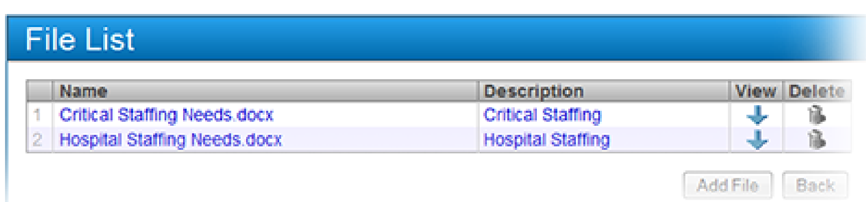


2. Click the folder name in the *Folder List* window.



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

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



***Note**: If your administrator has not configured read/write permissions to the folder in the File Library, the **Add File** button does not appear. Before adding a file, check with your administrator to find out whether there are any size limitations to uploading a file.*

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

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

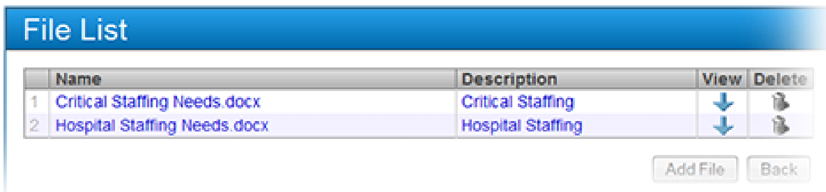
6. Click **Save**. In the *File List* window the most recently added file appears at the top of the list.

Replacing a File

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

To replace a file in the File Library:

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



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

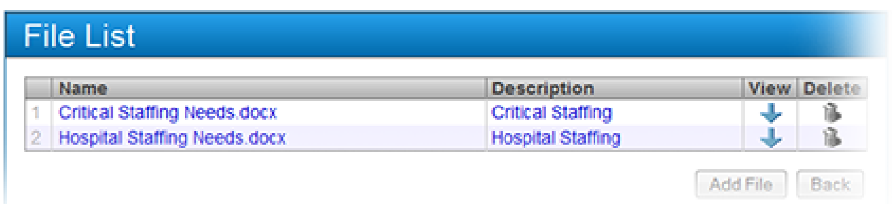
3. Enter a new **Description** for the file. The description appears in the *File List* window.

4. Click **Save**.

Viewing a File

To view a file in the File Library:

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

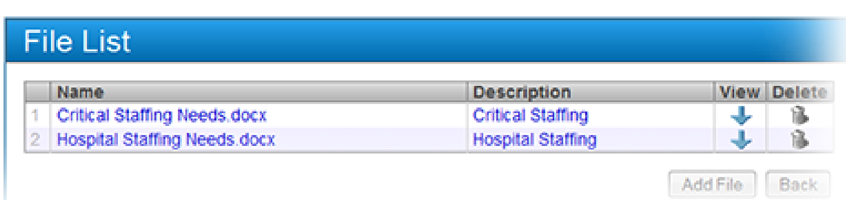


2. In the *File Download* window, click **Open**. The file opens as a read-only document.

Deleting a File

To delete a file from File Library:

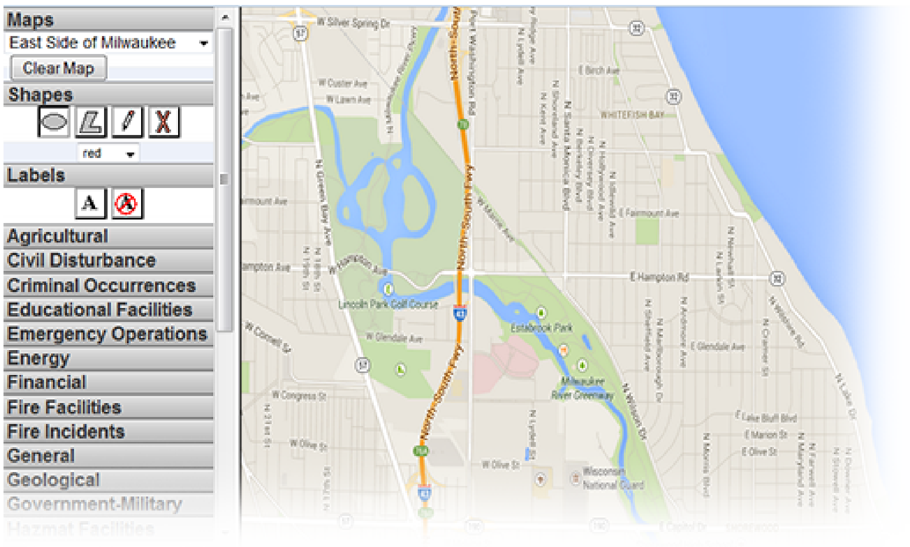
1. In the *File List* window, click the trash can icon in the **Delete** column for the file you want to delete.



2. Click **OK**.

MapTac

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



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

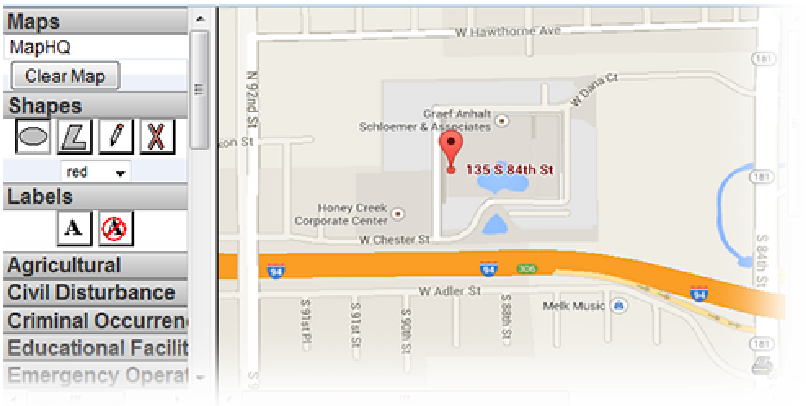
Users with appropriate permissions can add markers, such as push pins, fire trucks, and road blocks, and draw shapes on the image. Labels can be added and edited at any time. Administrators can add a URL to an icon that allows users to access related information by clicking the icon attached to the image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

MapTac Components

The figure below illustrates the major components of the MapTac user interface. The headers in the tool pane can be expanded and collapsed by clicking the related tab. The major components are:

- *Maps*: Drop-down list of maps/images and **Clear Map** button.

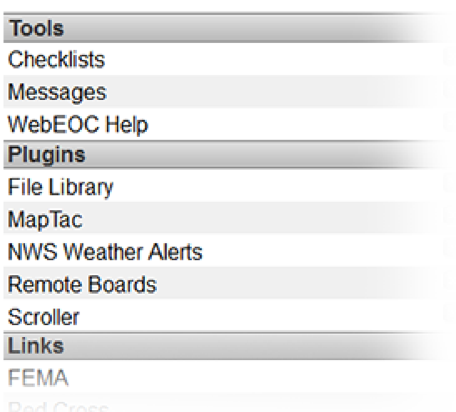
- *Shapes*: Ellipse, polygon, and free-hand drawing tools; delete button; and shape color drop-down list.
- *Labels*: Add and remove label buttons.
- Marker tabs: Categorized markers.
- Map view pane with printer icon.



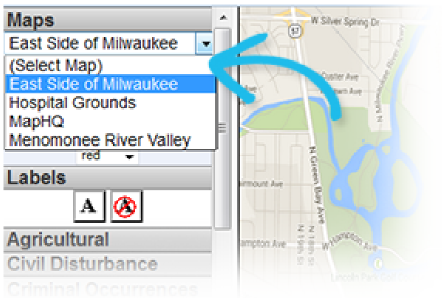
Viewing a Map

To access a map or an image for viewing:

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



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



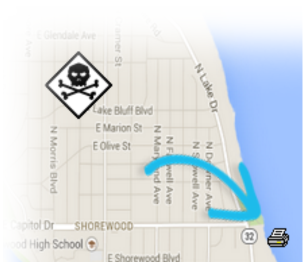
Note: *The map or image is resized automatically anytime you change the size of your window. If you don't want the image to be resized, contact your WebEOC administrator.*

Printing a Map

To print a map or an image:

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

2. Click the print icon.

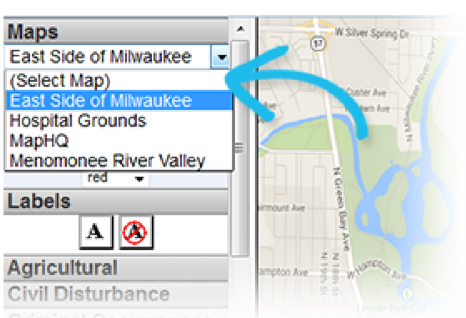


Placing Markers on a Map/Image

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

To place a marker on a map or image:

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

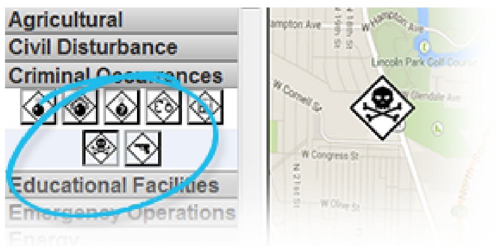


2. Click the desired marker tab. The tab opens to show all available icons.

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

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

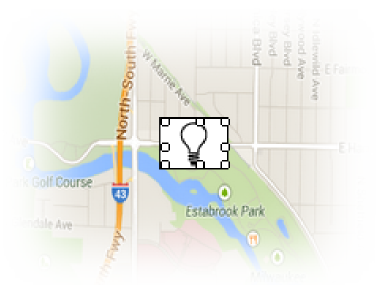
4. Move your cursor to the desired location on the image and single-click. The marker appears on the map/image.



***Note**: You cannot drag and drop the markers to place them on the image.*

Moving Markers

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



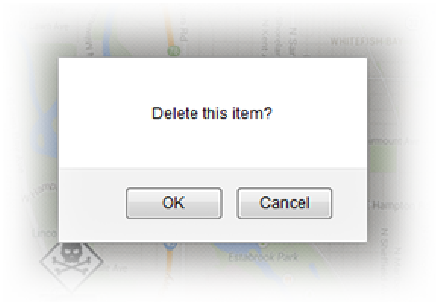
Resizing a Marker

To resize a marker, hover over the marker. Handles appear around the marker. Click and drag a handle until the marker is the desired size.

Deleting a Marker

To delete a marker:

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



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

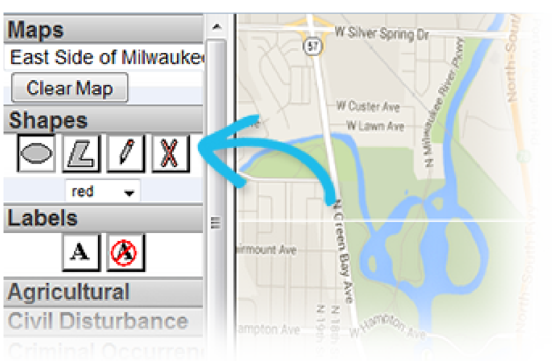
Drawing and Placing Shapes on a Map

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

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

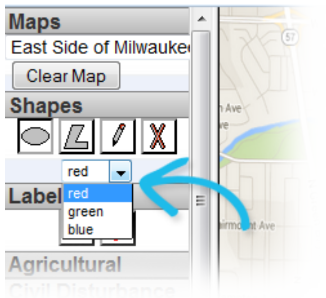
To draw and place a shape on the image:

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



2. Click the desired shape button in the shape palette.

3. Click the color in the drop-down list.



4. To place the shape on the image:

    a. Left-click the image where you want to place the shape.

    b. Move the mouse cursor across the image to create the shape.

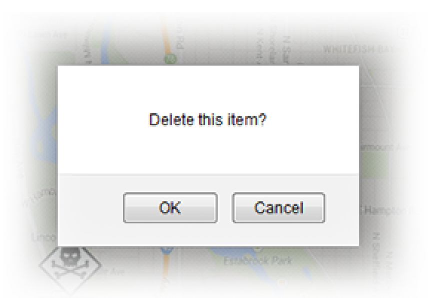
    c. Left-click the mouse again to place the shape on the image.

Note: *To select shapes, you must have compatibility view turned on in your browser.*

Deleting a Shape

To delete a shape from the image:

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



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

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

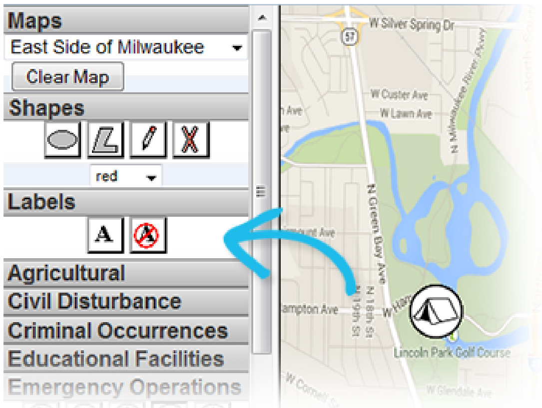
Adding a Label to a Marker

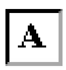
You can add labels to any of the available markers.

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

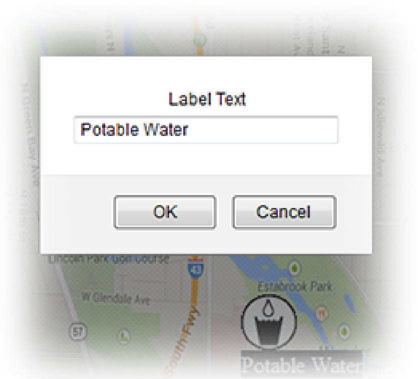
To add a label to a marker:

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

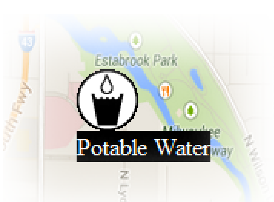


2. Click the label button  to add a label.

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



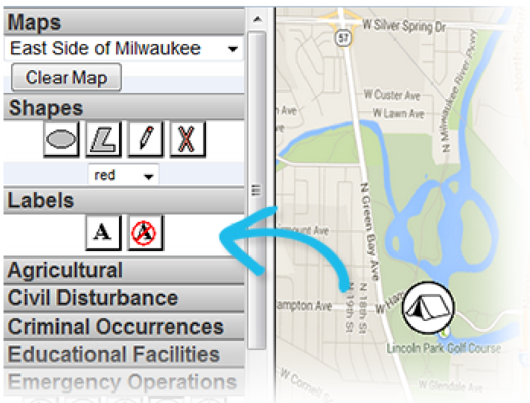
4. Enter the text for the label, and click **OK**. The label appears under the marker.

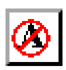


Clearing a Label on a Marker

To clear a label on a marker:

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

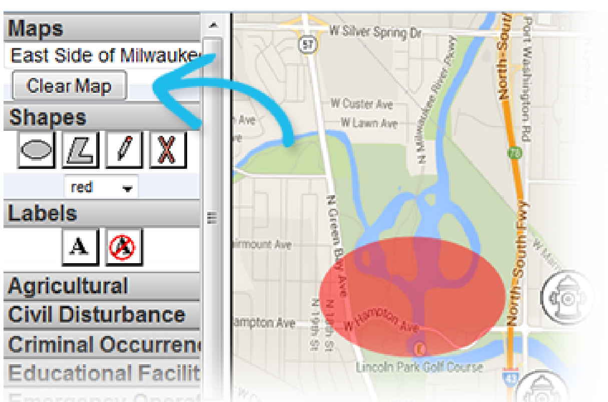


2. Click the clear label button .

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

Clearing All Items from a Map/Image

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



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

NWS Alerts

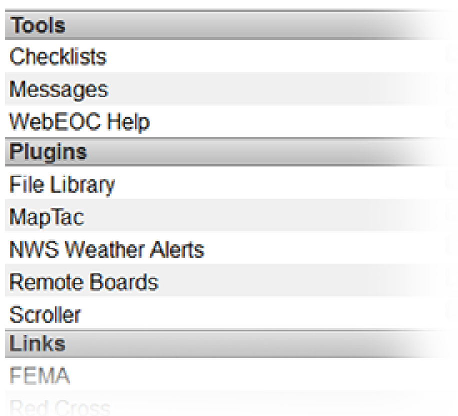
WebEOC provides direct access to National Weather Service (NWS) watches, warnings, and advisories for all States, counties, and territories. Weather radar maps can be accessed by going directly to http://weather.gov/.

NWS alerts do not automatically refresh as new watches, warnings, and advisories are issued. To refresh the NWS window, click the advisory again.

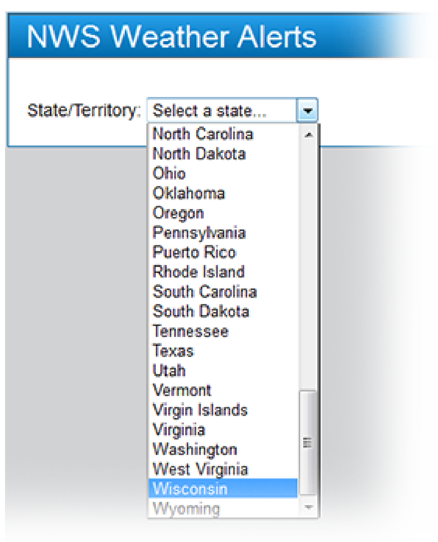
Accessing and Viewing NWS Alerts

To access and view NWS Alerts:

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



2. Click the desired State or territory in the **State/Territory** drop-down list. All the NWS weather alerts for the State or territory selected appear.



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

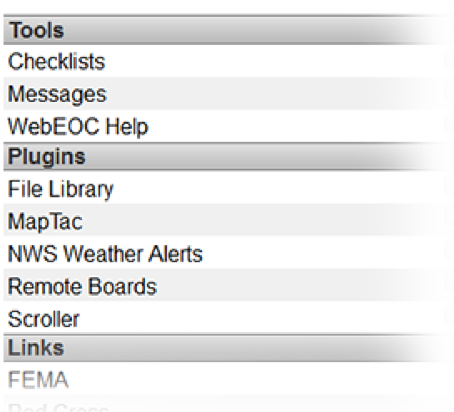
***Note**: You can print the board in its display format by right-clicking in the board window, and clicking the **Print** button.*

Remote Boards

If your group permissions allow, you may see a link in the *Plugins* section of the control panel labeled **Remote Boards**. Remote Boards allow users on one instance of WebEOC to access boards hosted on a different WebEOC system, such as an instance in a neighboring county.

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

When you click the **Remote Boards** link, a window opens containing a list of remote boards.



Remote boards are used in the same way as other boards residing on a the control panel — users can add, edit, view, sort, and filter data as determined by the permissions allowed at the board-owner and local-server levels — provided that the WebEOC system hosting the board is accessible.

It is important to note that remote boards differ from local boards in that their displays do not refresh automatically. Refresh is on a timed interval that can take up to 60 seconds to execute.

When a remote board is not accessible—such as when you do not have connectivity to the host—or if the incident you are logged in to on your WebEOC has not been mapped by an administrator on the host system, you receive an advisory. If this occurs, contact your WebEOC administrator.

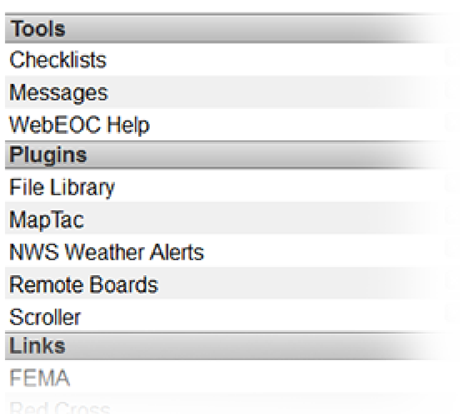
Scroller

WebEOC Scroller allows you to view data from multiple boards in one window on a timed interval. This is useful if you do not have sufficient room to display all the boards used to manage an emergency or you want the ability to continuously view a summary of data.

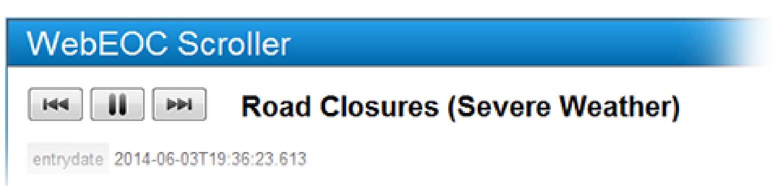
Only administrators can configure the board set and set the time interval.

To use Scroller:

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



2. In the *Scroller* window, click the scroller controls you need.

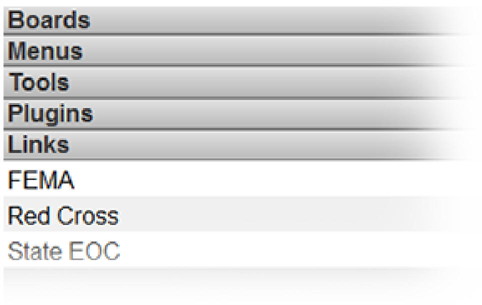


- The back button returns you to the previous board. This action automatically pauses the Scroller and changes the pause button to a play button.
- To reinstate the scroll feature, click the play button.
- The pause button allows the user to either stop the scrolling action so that data on a specific board may be reviewed in more detail or to restart the play feature.
- The forward button manually advances to the next board in succession. This action automatically pauses the Scroller and changes the pause button to a play button.

Links

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

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



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

Mobile Device Support

WebEOC supports limited functionality on handheld devices and smartphones. This interface allows users to employ basic functionality in boards, messages, checklists, and contacts. See Available Functionality for more information.

***Note**: While WebEOC plugins for which the user has permissions appear on the control panel, plugin functionality is not supported in the mobile environment.*

Supported Operating Systems

WebEOC is compatible with the following mobile devices.

- BlackBerry OS v6 and later
- Apple iPhone (latest OS version)
- Apple iPad (latest OS version)
- Android devices (v2.1, v2.2, v3.1)

Accessing WebEOC on a Mobile Device

To use WebEOC on your mobile:

1. Access your web browser and navigate to the WebEOC URL. WebEOC automatically opens to the WebEOC *Login* window.
2. Enter your **User** name and **Password**. As you enter your password, it appears as a series of dots.
3. Select your position and incident, and click **OK**.
4. On the control panel, you can use any board as you normally would.
5. To exit WebEOC, click the **Log Off** link.

Available Functionality

Board Functions

The following board functions are available:

- Filtering board entries
- Sorting board entries
- Remote boards
- Dual Commit
- Data linking

Checklists

Normal *Checklist* functionality available from a mobile device includes the following.

- Viewing checklists
- Updating checklist steps

Contents

Available functionality in the *Contacts* plugin from a mobile device includes the following.

- Adding and editing contacts
- Searching contacts

File Library

All standard functions of the *File Library* are available for mobile devices.

Messages

Available functionality in the *Messages* plug-in a mobile device environment includes the following.

- Creating and sending messages inside WebEOC
- Sending email outside WebEOC
- Sending attachments

***Note**: Emails can only be sent from WebEOC if this feature is properly configured. Also, replies to WebEOC messages can only be made from within the WebEOC application.*

While WebEOC plug-ins appear on the control panel, plug-in functionality is not supported in the hand-held environment.

WebEOC Help

On the control panel in the *Tools* section, click the WebEOC **Help** link to access the Help system.

Glossary

A

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

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

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

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

B

board: Presentation designed to transmit and share incident information in teal time. Boards are also referred to as status boards.

C

chat: WebEOC's instant messaging feature.

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

CIMS: Crisis Information Management System.

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

D

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

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

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

E

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

F

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

G

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

H

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

I

ICS: Incident Command System.

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

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

L

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

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

M

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

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

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

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

P

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

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

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

R

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

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

S

Scroller: Plugin. Utility that enables users to view the most recent data from selected boards at timed intervals in a single window. This is useful when the response team has limited display capabilities.

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

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

U

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

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

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