

APPENDIX 17

EOC WEBEOC USERS GUIDE

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The WebEOC is a web-based emergency management system that provides access to real-time information, which can be simultaneously shared among emergency response teams, decision makers, and organizations during the planning, response and recovery phases of an emergency.

The WebEOC system runs 24 hours a day, seven days a week, 365 days a year. Its sole function is to be ready at any time to allow data tracking for any single or multiple events that affects Chatham County. The WebEOC is a versatile system that provides the following functions:

- Access to the system anywhere there is internet access
- Users can be created at any time
- New boards can be created that are tailored for the event or agency specific needs, as necessary
- Creation of a time-line of history of the event(s) and allows the ability to replay the event(s) to evaluate the capabilities and functional accuracy of the response

CEMA has sole authority regarding access to the WebEOC. Working with local business and municipalities, State and Federal Agencies that request access, CEMA coordinates with the Emergency Support Function (ESF) to determine if the requestor has a functional need to access boards and what level of access the requestor requires, be it either READ only access (ability to view data) or READ-WRITE access (ability to add/change data).

CEMA will assume responsibility of maintenance and upkeep for the WebEOC system. As there is no standard board to fit the functional needs of each ESF, CEMA Staff will work with ESF that oversees the agencies that report to that particular ESF and build a custom board(s) that suits the wants and needs of each ESF during most events.

CONNECTING TO THE WEBEOC

1. Using Internet Explorer, connect to <http://eoc.chathamcounty.org/eoc7>. NOTE: The WebEOC is designed to run in Internet Explorer, other browsers may or may not display the boards properly.
2. Select User Name by scrolling through the users list. Select the user and enter the CASE sensitive password.
3. After successful login, the Main Control Panel will be displayed in a separate window.

NOTE: The WebEOC is based on the flexibility to view multiple data sets simultaneously. By selecting activation or view of a board, form or link opens a new window. This has the potential to cause possible confusion when the user has multiple windows activated.

BOARDS, LINKS AND FORMS.

The main control panel allows access to the following:

- ESF Boards
- Forms
 - Standard EOC Forms
 - Standard FEMA Forms
 - Standard ICS Forms
- Tools
 - Chat (Instant Messaging)
 - Checklists
 - Contacts
 - Messages
- Regional WebEOC Boards

INFORMATION INDICATORS

The main control panel organizes boards by Alphabetical or Numerical Order. The names of the boards change in color from black to red.

- Black: No new information in the board since last viewed
- Red: New or Updated information in the board

Once a board is opened, the board goes back to black.

BOARD POPULATION AND VIEWING

Boards provide real-time information or status of an event. Each status board has a visible area where actions can be viewed. To navigate through the information displayed, use the scroll bar on the right side of the board. Each board may be resized to increase or decrease the viewing area.

Board Viewing – Click on the ESF Board Name to view published information.

Board Population – Click the Blue + (Plus Symbol) Icon allows the user to publish information.

Note: If user has access to post data in that board will the + icon give them the ability to add/modify data.

Users can have multiple viewing screens open. Simply open the board and resize and position the board on your screen.

WebEOC “remembers” the on-screen position of the board and places it in the same location the next time it is displayed for that login. This is accomplished by closing the board by clicking the Red X in the upper right corner of the board that is currently open.

ADDING A NEW ENTRY

To add a new entry into the board:

1. Click Blue + icon.
2. Complete the information being requested in the form. Ensure consistency of data in forms.
3. Click Spell Check if you require spell checks.
4. Click Save to complete this process.

UPDATING AN ENTRY

To update an entry:

1. Click Blue + icon
2. Click Retrieve Record
3. Enter Record ID to retrieve
4. Click Ok
5. Edit data
6. Click Save

REFRESHING DATA

With each new entry posted, the board is refreshed and changes the focus of the board to the latest entry posted at the top of the board. To temporarily “suspend” this refreshing process, check the “Disable Board Refresh” checkbox at the bottom of the status board. This is a very useful feature when researching data that posted in the boards. Note: If you leave this box checked, it will NOT pull new data into the board. Please uncheck this when you are done.

SORTING AND FILTERING

With the potential to have hundreds to thousands of postings (records) in the boards, data must be organized in a comprehensive manner. Clicking on the Blue + icon, whether you have writing access to the board or not, will activate the option to sort and filter the records.

- Sort – Sorting entries and setting the number of records displayed at a time
- Filter – Filtering entries meeting specified criteria. Note: Only fields with drop-down lists can be used in filters.

The Sort window allows you to order and to sort the entries in a board according to selected parameters. The default sorting criteria is by descending entry date. Only entries that have a drop down field in the form may be sorted.

To sort a board:

1. Click Blue + icon
2. Click the sort button
3. Choose criteria in the drop down menu
4. Choose ascending or descending
5. Choose number of records to show at one time
6. Click Apply

To filter a board:

1. Click Blue + icon
2. Click the Filter button
3. Select values to filter
4. Click the apply button

USER RESOURCES

WebEOC provides users a set of special resources complementing the features, options and functionality available in boards and are accessed through the main control panel:

1. Chat
2. Checklists
3. Contacts
4. Messages

CHAT FUNCTION

This basic Instant Messaging function allows WebEOC users to send instant messages to other WebEOC users. Users can create chat groups by clicking the Add Chat Room button.

1. Click on Chat in the main control panel display
2. Choose an existing room or create a new room
3. Type a message in the bottom text box and hit send
4. Click Leave Room button when ready to exit the Chat Room

CHECKLIST FUNCTION

The Checklist function must be created by the WebEOC Administrator.

To display checklists:

1. Click Checklist in the main control panel display
2. Choose checklist from drop-down list
3. Perform checklist
4. Click Red X to close

CONTACT FUNCTION

The contacts function provides the ability to maintain a digital “rolodex” of EOC Staff contacts that may be private to the user account on the WebEOC or can be viewed by all WebEOC users.

1. Click on Contact in the main control panel
2. Scroll through the list of contacts
3. To view a Contact
 - a. Click on the Name, Agency or any column in the list
 - b. The User’s contact information will appear
 - c. Click on the Back Button to go back to the Contact List
4. To Add a Contact:
 - a. Click on the Add Contact button
 - b. Fill in all fields that are applicable
 - c. Choose Access Level:
 - i. Hide from Restricted Users: Only the user can see and modify
 - ii. Do not hide from Restricted Users: Everyone can view this user
 - d. Click the Save button to save this record
5. Notice the newly created contact in the list has a trash can next to it. This means only this user (who created the contact) AND the Administrator account can view AND delete this contact information

6. Importing/Exporting

- a. Contacts can be imported and exported. Please coordinate this with a WebEOC administrator. The correct format must be used when creating a document to be imported into the WebEOC.

MESSAGE FUNCTION

The message function allow users to communicate using an “internal only” messaging system. Users can reply and forward these messages to WebEOC users. Users are alerted to new messages by the appearance in the main control panel with the message that pops up in the bottom, “New Message”.

The Messages “INBOX” window provides the following:

1. Compose Button – Allows users to create messages
2. From – Sender
3. Subject – Subject of the message
4. Priority – High (red), Normal (blue) or Low (green)
5. Incident – Event/Incident that the message pertains to
6. Received – Date and time received
7. Delete – Click on the trash can to delete a message

The “SENT ITEMS” window displays the history of sent messages from this user

The “DELETED ITEMS” window displays messages, which have either been read or unread that have been deleted.

COMPOSING A NEW MESSAGE

To compose a message:

1. Click on the Compose button.
2. Select To:
 - a. Users: You can select single or multiple users
 - b. Groups: To send it to a particular group (ex. ESF2)
 - c. Positions: N/A at this time

3. Subject: Title of the email (be brief)
4. Priority:
 - a. High (red) – Critical, read and take appropriate action(s) ASAP
 - b. Normal (blue) – Standard
 - c. Low (green) – not time sensitive
5. Body:
 - a. Be specific and detailed in the body of the message
6. Attachment:
 - a. Attach any file type by clicking browse. This will allow you to view and determine files to attach
7. Spell Check: Checks spellings in the message
8. Send: Send message
9. Cancel: Cancels message and returns user to Message Inbox. This will cancel the message without a warning and does not send the message.

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