WebEOC Essentials

Palm Beach County
Division of Emergency Management
June 2019
SECTION 1
WebEOC Basics
WebEOC Introduction

WebEOC is the Crisis Information Management Software (CIMS) used by Palm Beach County to manage and coordinate information and resources during a disaster.

To access WebEOC, enter the following into your browser:

https://webeoc.pbcgov.com/eoc7/
Browser Compatibility

When using WebEOC, it is necessary to use a current, up-to-date internet browser. Examples of compatible browsers are:

- Google Chrome
- Mozilla Firefox
- Internet Explorer (IE) 11

NOTE: Google Chrome is the recommended browser. Testing has shown that some features in WebEOC may not function in other browsers.
Logging In

Log in using the credentials assigned to you.

– For **PBC Employees**, your username will be the common name you use to log in to your computer.
– For **Non-PBC Employees**, your username will be your full email address.
Troubleshooting Login

WebEOC accounts automatically lock after twelve (12) months of inactivity.

- Incorrectly entering your password five (5) times or more will lock your account for thirty (30) minutes.
- If resetting your username and password fails and you have waited the thirty (30) minute lockout period, contact webeochelp@pbcgov.org.
After logging in with your username & password, you will need to select your position & incident.

- **Position:** Use the dropdown to select the appropriate position. The position should match your Unit or Branch assignment.

- **Incident:** Use the dropdown to select the appropriate incident. During a disaster, you will be told which incident to use. Otherwise, use the Training incident.
Additional Information

After selecting your position & incident, you will be prompted to fill in additional information.

Please fill out your **FULL Name**, your **Location**, your **Phone Number**, and your **FULL Email** address that you can be reached at while logged in. This information may auto-populate for you.
Home Page

After completing the log in process, you will be directed to the WebEOC Home Page.

System-wide Message
If you experience any issues with WebEOC, please email webeochelp@pbcgov.org

Online WebEOC Training
Position

Click here to change your Position.

Notifications

System-wide Message
If you experience any issues with WebEOC, please email webeochelp@pbcgov.org

Online WebEOC Training
Incident

Click here to change the Incident.

Notifications

System-wide Message
If you experience any issues with WebEOC, please email webechelp@pbcgov.org

Online WebEOC Training
Log Out

Click here to **Log Out** of WebEOC.

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**System-wide Message**
If you experience any issues with WebEOC, please email webeochelp@pbcgov.org

**Online WebEOC Training**
Click here to access the Help Menu and User Guides.
Help Menu and User Guides

If you have any other questions about WebEOC, check out the Help Menu and User Guides.

Use the Search field or select a User Guide topic.
Control Panel

Click here to open your Control Panel.

Notifications

System-wide Message
If you experience any issues with WebEOC, please email webeochelp@pbcgov.org

Online WebEOC Training
Boards

When you open your Control Panel, you will be able to access all boards, maps, menus, plug-ins, etc., that your position has access to.
Opening Boards

Click the name of board to open it in a new tab. The board will open next to the home tab.

If you would like to open the board in a new window, click the arrow icon to the right of the board name.
New Information

The star icon to the left of the board name indicates that new information has been entered into the board.
Activations

During an Activation only, all staff in the EOC must Sign In when on-duty and Sign Out when off-duty using the Sign In/Out board.
## Signing In and Out

Click here to **Sign In** and **Sign Out**.

Confirm your **Details** and click **Save**.

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### Current EOC Staffing

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Contact #</th>
<th>Location</th>
<th>Email</th>
<th>Date/Time In</th>
</tr>
</thead>
</table>

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**Sign In** | **Actions** | **Search**

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**WebEOC**

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**Palm Beach County, Florida**
Section 1 Review

In this section, we have learned:

- What browsers to use for WebEOC.
- How to log in.
- The features of the Home Page.
- How to use the Control Panel.
- Sign in/out board during an activation.
SECTION 2

Event Reporting
Event Reporting in WebEOC

In this section, we will be discussing two boards – the Position Log and Significant Events.

You will learn what and how to post to your Position Log and what should be escalated to the Significant Events board.
Position Log Overview

The Position Log serves two purposes:

1. A recording keeping form for your position to track all of your actions/activities. The Position Log is comparable to the ICS-214.

2. To share information with other positions/individuals with a disaster response role.

All WebEOC users are responsible for entering information and activities pertaining to an incident in their position log.
Opening the Position Log Board

To access your Position Log, open your control panel and click the board labeled Position Log.
Position Log

The following slides will go over each of the features of the Position Log.
Search

Use the **Search** bar to search for entries.
Filter

Use the **Filter by** dropdown to filter for specific log entries.
Log Entries

Basic details about the entry are seen here.

Click **View** to see the entry. Click **Edit** to modify it.
Creating a New Record

Click here to create a new record in the Position Log.
The **Date/Time** will automatically populate.
Enter an **Entry Title** and **Details** (description).
Select an Event Type and Priority from the dropdown.
Enter an **Address/Location** or click the **Map** icon to search a location.
Enter any attachments by clicking Choose File. Enter a Description for each attachment. All attachments must include a description.
Post to Significant Events

If the entry meets the criteria of a **Significant Event**, check this box. We will go over significant events in the next section.
Save the Entry

Once complete, click **Save** to log the entry.
Significant Events Overview

The Significant Events board displays all vital situational awareness information collected from individual's position log entries. When a Position Log entry meets the following three criteria, it is considered a significant event and “Post to Significant Events Review” should be checked in the Position Log entry.

1. The entry is informational in nature. The user is not requesting any actions or tasks to be completed, or resource to be deployed.

2. The entry affects positions other than the originating position.

3. The information in the entry must be confirmed from a reliable source.
Significant Events Workflow

Position Log entries tagged as a significant event first go through an approval process prior to being posted to the Significant Events board. The Significant Events Controller will have the ultimate decision whether an entry meets the criteria. If it does, the entry will be marked “Posted,” if not, it will be marked “Reviewed” (Not Posted).
Opening the Significant Events Board

To access the Significant Events board, open your control panel and click the board labeled **Significant Events**.

Due to the sensitive nature of the information on the Significant Events board, not all users have access to the board.
Significant Events Entries

Below is an example of the Significant Events board. You should monitor this board for the latest information about the event.

Click View, to expand and review the entry.
Section 2 Review

In this section, we have learned:

- What information should be entered into your Position Log.
- How to enter information into your Position Log & escalate them to the Significant Events board.
- The three criteria for a significant event.
- The significant events approval process.
SECTION 3
Mission and Resource Requests
Mission/Resource Overview

WebEOC, through the Mission/Resource board, is used to assign, track, and manage all missions and resource requests during a disaster. A mission is defined as any task, objective, or purpose assigned to a position or group (e.g. branch or unit) requiring some degree of action or outcome. Missions are formal "assignments" and therefore require follow-up and tracking.

The Mission/Resource board is not monitored daily - the board will begin to be monitored at a Level III Activation.
Mission/Resource Workflow

A mission should be created when the user has identified a need that they cannot fulfill within their own unit. The figure below details the mission/resource tracking process.
Opening the Mission/Resource Board

To access the Mission/Resource board, open your control panel and click the board labeled Mission/Resource.

NOTE: The board label will vary for Municipalities.
Mission/Resource Requests

The following slides will go over each of the features of the Mission/Resource board.

### Mission / Resource Assignments

<table>
<thead>
<tr>
<th>Tracking #</th>
<th>Comments</th>
<th>Mission Name</th>
<th>Originator</th>
<th>Assigned To</th>
<th>Priority</th>
<th>Time Due</th>
<th>Status</th>
<th>Last Updated</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>TR- 5166942</td>
<td></td>
<td>HAZMAT</td>
<td>PBC Ops Hazardous Materials Unit Leader</td>
<td>PBC - HazMat Team</td>
<td>Urgent (4 hrs.)</td>
<td>05/02/2019 17:44:00</td>
<td>Assigned</td>
<td>05/02/2019 13:54:37</td>
<td></td>
</tr>
<tr>
<td>TR- 3016189</td>
<td></td>
<td>Test Mission</td>
<td>PBC Ops Fire Fighting Unit Leader</td>
<td>PBCFR</td>
<td>Priority (12 hrs.)</td>
<td>05/02/2019 02:01:00</td>
<td>Assigned</td>
<td>05/02/2019 13:51:46</td>
<td></td>
</tr>
<tr>
<td>RR- 9651867</td>
<td></td>
<td>MUNI TEST #2</td>
<td>PBC EOA3 Muni West Palm Beach Administrator</td>
<td>PBC Plan Resources Unit Leader</td>
<td>Extended (over 96 hrs.)</td>
<td>11/21/2019 21:10:00</td>
<td>New Request</td>
<td>04/04/2019 15:29:46</td>
<td></td>
</tr>
</tbody>
</table>
Filters

There are five (5) ways to filter entries on this board using the dropdown.
Using Specific Filters

- Filter by the status of the mission.
- Filter by the type of request.
- Filter by items assigned to you.
- Filter by section.
- Filter by Emergency Operating Area (EOA).
**Search**

Use the **Search** field to find missions based on their name, tracking number, originator, or assigned unit.
You can sort the missions by Tracking #, Mission Name, Originator, Assigned To, Priority, Time Due, Status, or Last Updated time.
View and Edit

The available options here will vary based on your position. Many users will see edit and view. Click **View** to see the details of any mission. Click **Edit** to make changes to a mission.

Units will only be able to edit missions that were created by or assigned to their position.

Branch Directors can edit any mission created by one of their units.
Creating a New Record

Click here to create a new mission/resource request.
# New Entry

The **Incident Name** will automatically populate from the chosen incident for your WebEOC session.

<table>
<thead>
<tr>
<th>Incident Name</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>05/17/2019 13:23:01</td>
</tr>
</tbody>
</table>

The **Date/Time** will automatically populate here.
Contact Information

**Primary Contact:** This field is pre-populated with the user's information. The user can add an alternate phone number, but it is not required.

**Secondary Contact:** The secondary contact should be the individual best able to provide more detail on the mission or request. For that individual, provide a name, phone number, and email.

Complete all fields within the **Contact Information** section.
Request/Task Details

**Mission Name:** The mission name field should be a short description of what is being requested (e.g. "UC Requesting Map of Damage Assessment Information")

**Detailed Description:** Use this field to describe what your need is in as much detail as possible. The two most important questions to answer in this field are "What do you need" and "Why do you need it." (e.g. "A 500 kW generator is needed to power a lift station in Boynton Beach.")

Complete all fields within the **Request/Task Details** section.
If the mission involves a resource request, check the box in the green row ("Check this box when requesting a resource").
Resource Details

**Resource Name:** Go through the dropdown list and choose the item you are requesting. If none of the items in the list are the resource you are in need of, choose "Other" and fill out the text-field.

**Unit of Measure:** Select the unit of measure which the item being requested is measured in. For example, water may be measured in pallets, sand may be measured by the truckload.

**Quantity:** The amount of the item you are requesting (measured by the unit you selected previously)(e.g. 4 pallets of water). Please use whole numbers in this field.

Complete all fields within the **Resource Details** section.
Coordinating Instructions

The **Coordinating Instructions** field is used to provide additional information about the resource being requested. If there are any special requirements, such as fuel required, or set-up needed, this is the location for that information.

Complete the **Coordinating Instructions** section if there are any special requirements for the mission/resource.
Delivery Location

**Point of Contact:** Provide a point of contact at the location of the delivery. This will allow that individual to coordinate the delivery, address any access issues, etc. A name and phone number are required.

**Address:** The street, city, state, and zip code of the delivery location are required.

Complete the *Delivery Location* section, including the point of contact at the location.
Assignment Details

Complete the **Assignment Details** section. The options in this section depend on the position being used.
Assignment Details

**Priority:** There are five (5) options for selecting a priority of the mission:

- Immediate (4 hours)
- Priority (12 hours)
- Routine (24 hours)
- Long-Term (96 hours)
- Extended (over 96 hours)

  - Select the priority based on how soon you need the mission to be completed.

**Assigned To:** This field varies based on position, and will be covered in the Mission Assignments section.
Mission Assignments

The mission assignments process and related fields control the routing and tracking of mission/resource requests. The options available to you in this section vary depending on your position. There are three (3) sets of assignment options for users.
Open Assignment

Positions with the **Open Assignment** option will be able to assign their mission to any other Position in the system. When creating a mission, they will see a list of all positions in the **Assigned To** field.

If you are unsure of who the mission should be assigned to, assign it to the **PBC Plan Resource Unit Leader**.

All EOC Units have the Open Assignment option.
Positions with the Pending Assignment option will not have the ability to assign their mission to other positions in the system. Instead, the mission will be categorized as a New Request and assigned to the appropriate Unit/Branch by the Resource Unit Leader.

A majority of users outside of the EOC have the Pending Assignment option.
Health Assignment

With this option, all missions entered by hospitals will automatically be routed to the Health and Medical Unit in the Operations Section.

All hospitals have the Health Assignment option.
Municipal Assignment

A majority of the municipalities have the Pending Assignment option (see above); however, those municipalities with several WebEOC positions will have the Municipal Assignment option.

This allows those municipalities to assign missions within their municipalities. For example, the PBC EOA3 Muni West Palm Beach Support position can assign a mission to PBC EOA3 Muni West Palm Beach Controller position.
You can add up to three (3) attachments per mission. Be sure to add a description or the document will not be accessible when viewing the mission.

<table>
<thead>
<tr>
<th>Attachments</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Description 1:</td>
<td></td>
</tr>
<tr>
<td>Attachment 1:</td>
<td>Choose File  No file chosen</td>
</tr>
<tr>
<td>Description 2:</td>
<td></td>
</tr>
<tr>
<td>Attachment 2:</td>
<td>Choose File  No file chosen</td>
</tr>
<tr>
<td>Description 3:</td>
<td></td>
</tr>
<tr>
<td>Attachment 3:</td>
<td>Choose File  No file chosen</td>
</tr>
</tbody>
</table>
Updating Mission/Resource Requests

Click **View** to see the details of any mission. Click **Edit** to make changes to a mission.

Units will only be able to edit missions that were created by or assigned to their position.

Branch Directors can edit any mission created by one of their units.
Mission Status

As a mission is being worked on, the status of that mission will be changed.

NOTE: At a minimum, each time the status of a mission is changed, the individual that changed it should also add a comment.
Updating Mission Status

Update the Assignment Details section. A Status field is now available for update.
Mission Status Types

**New Request:** All missions that come in through the **Pending Assignment** option will come in with a status of **New Request**. These will be addressed and monitored by the Resource Unit Leader.

**Assigned:** When a mission is assigned to any Position (Unit, Branch, etc.), the missions status will be **Assigned**. From the assigned status, a mission will move to either **In Progress** or **Need More Information**.

WebEOC
Mission Status Types

**Need More Information:** If the position assigned the mission does not have all of the information necessary to complete the mission, they have the option to change the status to **Need More Information** so that the mission creator can add the information needed. It is recommended that the position assigned the mission follow up with the mission originator via a phone call if they plan on changing the status to **Need More Information**.
Mission Status Types

**In Progress**: When the position assigned begins to work on the mission, they should change the status to **In Progress** so that all parties involved know that the need is being addressed. There is a sub-status of **In Progress** called **In Progress-Request to SERT**. This status will be used by the Procurement Unit when the mission was sent to the State Emergency Response Team for fulfillment.
Mission Status Types

Rejected: When the decision is made that a mission will not be worked on, its status will be changed to Rejected.

Completed: When the individuals assigned the mission complete their task and the need has been met, they will change the status to Complete.

Confirmed Complete: When the Section Chief or designee has verbally confirmed that the mission has been completed. They will change the status in Mission/Resource board to Confirmed Complete. Only the Section Chiefs will have permission to change any request to this status.
Mission Status Types

**Closed**: Once a mission is completed, it will be changed to "Closed" when all assets related to that mission have been demobilized and returned. For example, if a generator is delivered to a lift station, the mission is **Complete**. When the generator is returned and no longer in use for that mission, the mission is **Closed**.
Comments

At the bottom of the details view (accessed by clicking View on the Mission/Resource), you can add comments to the mission. Click the green Create Record button to add a new comment.

Click here to create a new comment.
Comments Shortcut

Comments can also be viewed or added using the shortcut icons in the Comments column.

Click here to view existing comments.

Click here to add a new comment.
Adding Comments

Your Position, Name, Phone, and the Date/Time will already be filled out. Insert your comment and click Save.

Enter your comment here.
Deployments

When a mission involves a resource request, you will be able to add a Deployment to the mission. At the bottom of the details view (accessed by clicking Edit on the mission/resource), you can add deployments to the mission. Click the green Create Record button to add a new deployment. This feature will be used to track our resources more closely during an incident.
Adding Deployments

Five (5) fields are required when adding a deployment:

- **Deployment Number**: This is a unique number to identify the resource.
- **Resource**: The type of resource being deployed.
- **Quantity**: The number of that resource needed.
- **Status**: Whether the resource is mobilizing, en route, demobilizing, etc.
- **Remarks**: Any additional comments.

Complete the Deployments field section.
Section 3 Review

In this section, we have learned:

– What missions and resource requests are.
– How to create a new mission or resource request.
– How to appropriately complete each field in the mission/resource request.
– How to update a mission/resource request’s status, and add comments and deployments.
SECTION 4
Advanced File Library
Advanced File Library Overview

The Advanced File Library is where you can find all of the files/documents needed throughout a disaster. Examples of documents you may find in the file library are:

- Plans
- Forms
- Training Material
- Reference Documents
Opening the Advanced File Library

To access the Advanced File Library, open your control panel and click the board labeled Advanced File Library.
The Shared tab is where all of the library folders can be found.
Navigating and Searching

Each shared folder has its own permissions. Click the folder to open its files.

Users can search by **Tag**. **Tags** are predefined words associated with certain files (e.g. “form,” “REP,” “generator,” etc.).

Users can also conduct a basic search for the file/folder name or its summary.

Each shared folder has its own permissions. Click the folder to open its files.
Section 4 Review

In this section, we have learned:

– Accessing and navigating the Advanced File Library.
– How to search for and find files.
SECTION 5
Situation Report
Situation Report Overview

The PBC EOC uses a “roll-up” approach when creating the Situation Report, meaning Branch Director’s review (and summarize if necessary) entries from their Units, and Section Chiefs review entries from their Branches. This section will show you how to create an entry in the Situation Report.
Opening the Situation Report Board

To access the Situation Report, open your control panel and click the board labeled Situation Report (Working).
Viewing a Situation Report

Click the View link.
Updating a Situation Report

Scroll down the page until you see your Unit. Click the **Update** button.
### Instructions

Below are some questions to be incorporated when composing your Situation Report.

Provide an update of your Section's activities for the last operational period.

### Admin/Finance Section Chief

The **Instructions** section will prompt your entry with several questions and comments specific to your unit.

### Status

- Draft
- Complete
- Approved by Branch Director
- Approved by Section Chief
- Approved by Publisher
Updating a Situation Report

Following the instructions, answer the questions in this textbox. Formatting instructions for the SITREP can be found in the WebEOC User Manual.
Updating a Situation Report

Below are some questions to be incorporated when composing your Situation Report.

Provide an update of your Section's activities for the last operational period.

Before saving, either choose **Draft**, if you are not done with your entry, or **Complete**, if your entry is ready for review (most users will see these two options). Depending on your level of permissions, additional options may be available. To close the report and save your work, click **Save**.
Section 5 Review

In this section, we have learned:

– Viewing a situation report.
– Creating an entry to update a situation report.
Click [here](#) to take the WebEOC Essentials Final Exam. Once completed, please send your certificate to [webeochelp@pbcgov.org](mailto:webeochelp@pbcgov.org)