

# WebEOC Essentials

Palm Beach County  
Division of Emergency Management

June 2019

**Web**EOC



# SECTION 1

WebEOC Basics

**Web**EOC



# 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.



The screenshot shows the JUVARE WebEOC login interface. At the top, there is a red shield logo followed by the text "JUVARE | WebEOC". Below this, there are two input fields: "Username \*" and "Password \*". The "Username" field contains a vertical cursor. Below the input fields is a blue "Log In" button. At the bottom of the form, there are three links: "Forgot Username?", "Forgot Password?", and "New User? Click here to create an account."

[Privacy Policy](#) | [Terms and Conditions](#) | [www.juvare.com](http://www.juvare.com)

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# 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](mailto:webeochelp@pbcgov.org).

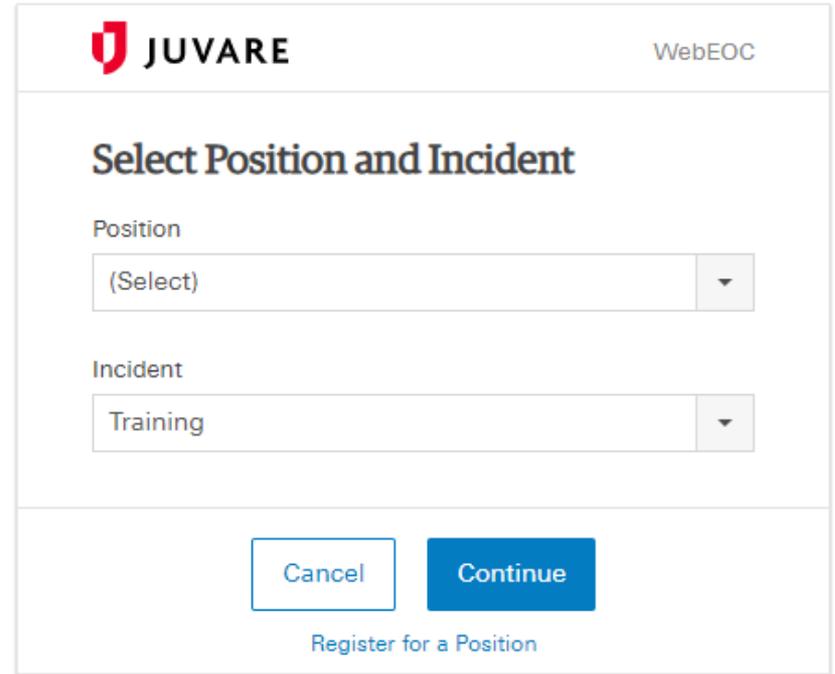


The screenshot shows the JUVARE WebEOC login interface. At the top is the JUVARE logo and the text 'WebEOC'. Below this is a 'Username \*' label and an empty text input field. A blue 'Log In' button is positioned below the input field. At the bottom of the page, there are three links: 'Forgot Username?', 'Forgot Password?', and 'New User? Click here to create an account.'. Two red callout boxes with white text and red borders are overlaid on the page. The first callout box points to the 'Forgot Username?' link and contains the text 'Click here to reset your username.'. The second callout box points to the 'Forgot Password?' link and contains the text 'Click here to reset your password.'

# Position & Incident

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.



The screenshot shows the JUVARE WebEOC interface. At the top left is the JUVARE logo, and at the top right is the text 'WebEOC'. The main heading is 'Select Position and Incident'. Below this, there are two dropdown menus. The first is labeled 'Position' and currently shows '(Select)'. The second is labeled 'Incident' and currently shows 'Training'. At the bottom of the form, there are two buttons: 'Cancel' (a light blue button with a dark blue border) and 'Continue' (a solid dark blue button). Below the buttons is a link that says 'Register for a Position'.

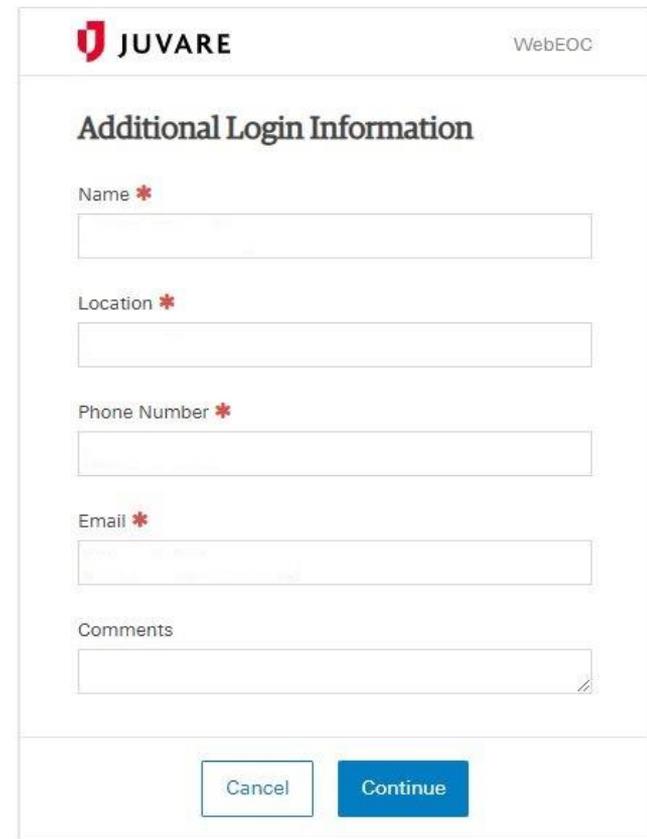
[Privacy Policy](#) | [Terms and Conditions](#) | [www.juvar.com](http://www.juvar.com)

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# 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.



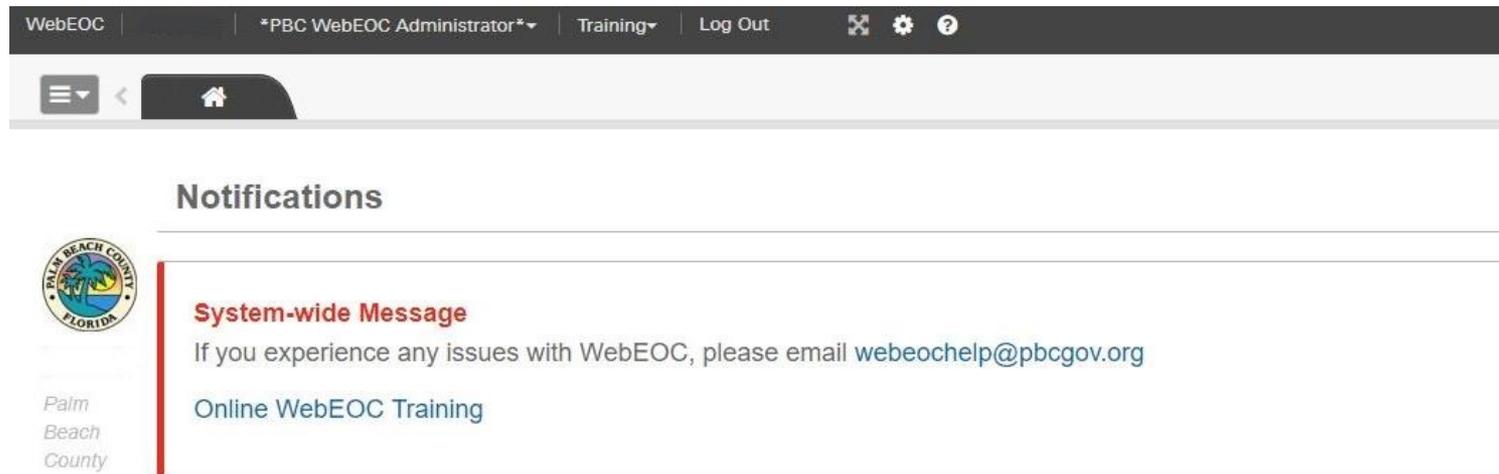
The screenshot shows a web form titled "Additional Login Information" from the JUVARE WebEOC system. The form includes five input fields: "Name", "Location", "Phone Number", "Email", and "Comments". Each of the first four fields has a red asterisk indicating it is a required field. At the bottom of the form are two buttons: "Cancel" and "Continue".

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# Home Page

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



The screenshot shows the WebEOC Home Page interface. At the top, there is a dark navigation bar with the following items: 'WebEOC', '\*PBC WebEOC Administrator\*' (with a dropdown arrow), 'Training' (with a dropdown arrow), and 'Log Out'. To the right of these are three icons: a square with an 'X', a gear, and a question mark. Below the navigation bar is a light gray header area with a hamburger menu icon on the left and a home icon on the right. The main content area is titled 'Notifications' and features a red vertical bar on the left side. On the left side of the notification area, there is the Palm Beach County logo and the text 'Palm Beach County'. The notification itself is titled 'System-wide Message' in red and contains the text: 'If you experience any issues with WebEOC, please email [webeochelp@pbcgov.org](mailto:webeochelp@pbcgov.org)'. Below this, there is a link for 'Online WebEOC Training'.

# Position

Click here to change your **Position**.



## Notifications



Palm  
Beach  
County

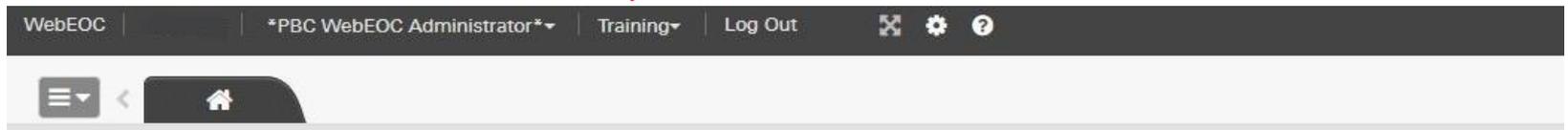
### System-wide Message

If you experience any issues with WebEOC, please email [webeochelp@pbcgov.org](mailto:webeochelp@pbcgov.org)

[Online WebEOC Training](#)

# Incident

Click here to change the **Incident.**



## Notifications



Palm  
Beach  
County

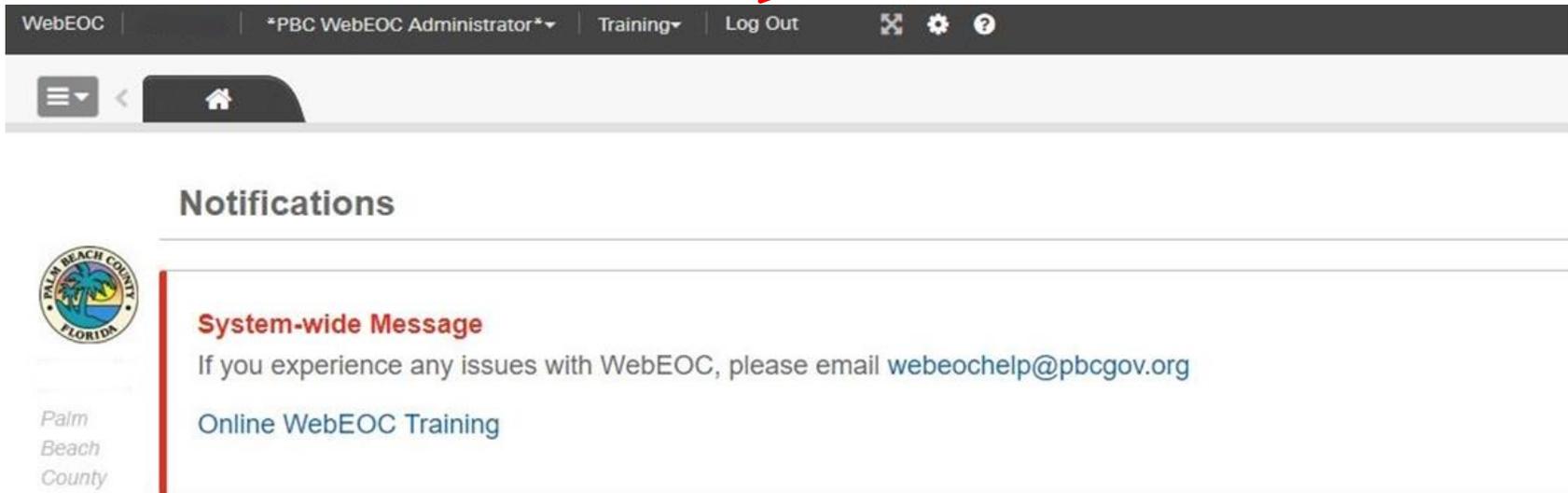
### System-wide Message

If you experience any issues with WebEOC, please email [webeochelp@pbcgov.org](mailto:webeochelp@pbcgov.org)

[Online WebEOC Training](#)

# Log Out

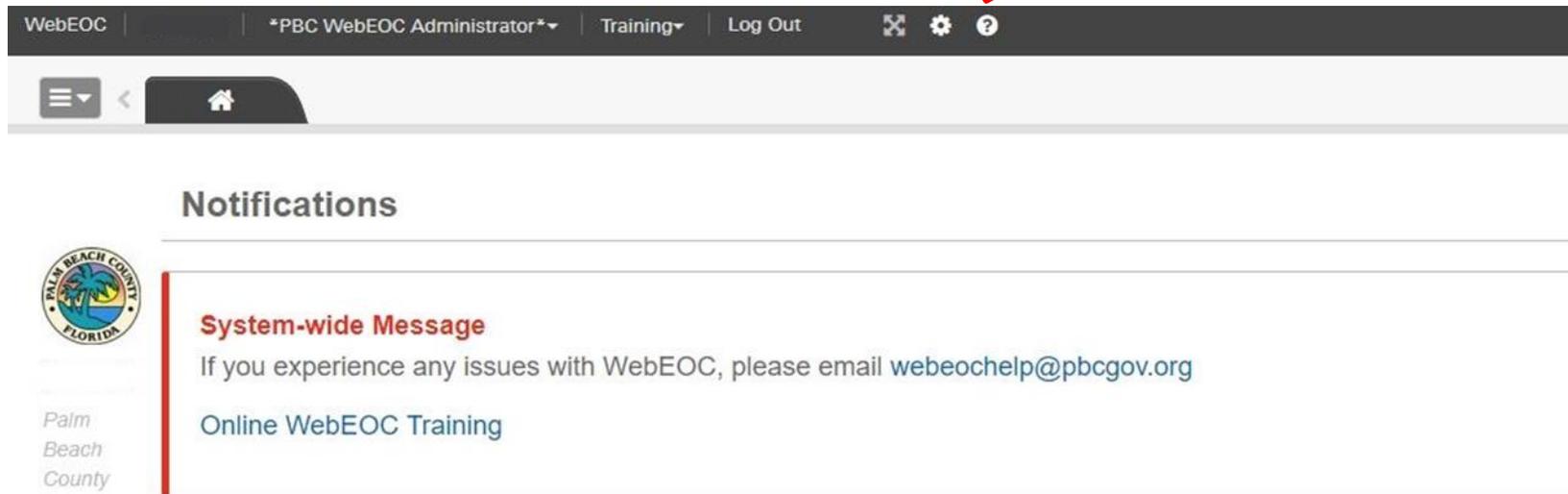
Click here to **Log Out** of WebEOC.



The screenshot shows the WebEOC user interface. At the top, there is a dark navigation bar with the following items: 'WebEOC', '\*PBC WebEOC Administrator\*', 'Training', and 'Log Out'. The 'Log Out' button is highlighted with a red box and a callout bubble that says 'Click here to Log Out of WebEOC.' Below the navigation bar is a light gray sidebar with a home icon. The main content area is titled 'Notifications' and contains a 'System-wide Message' from Palm Beach County. The message text reads: 'If you experience any issues with WebEOC, please email [webeochelp@pbcgov.org](mailto:webeochelp@pbcgov.org)'. Below the message is a link for 'Online WebEOC Training'.

# Help Menu

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



The screenshot shows the top navigation bar of the WebEOC application. It includes the text 'WebEOC', a user profile dropdown for '\*PBC WebEOC Administrator\*', a 'Training' dropdown menu, and a 'Log Out' link. On the right side of the navigation bar are three icons: a window icon, a gear icon for settings, and a question mark icon for help. Below the navigation bar is a mobile-style navigation menu with a hamburger menu icon, a back arrow, and a home icon. The main content area is titled 'Notifications' and features the Palm Beach County logo on the left. A notification card is displayed with the following text:

**System-wide Message**  
If you experience any issues with WebEOC, please email [webeochelp@pbcgov.org](mailto:webeochelp@pbcgov.org)

[Online WebEOC Training](#)

# Help Menu and User Guides

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

## WebEOC

Home > WebEOC User Guide



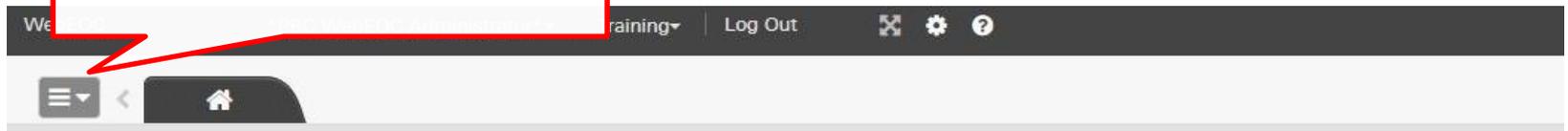
Use the **Search** field or select a **User Guide** topic.

### Guide

| WebEOC User Guide       |                |                   |
|-------------------------|----------------|-------------------|
| > Boards                | > Checklists   | > FAQs            |
| > Maps                  | > File Library | > Getting Started |
| > MapTac and NWS Alerts | > Messages     | > Links and Menus |

# Control Panel

Click here to open your  
**Control Panel.**



## Notifications



Palm  
Beach  
County

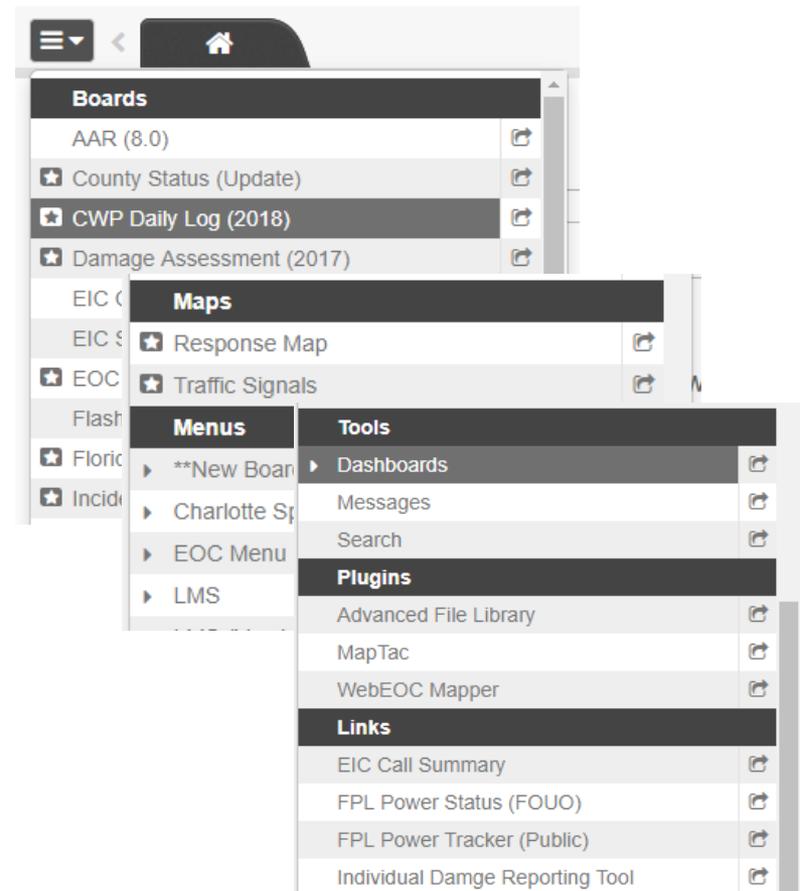
### System-wide Message

If you experience any issues with WebEOC, please email [webeochelp@pbcgov.org](mailto:webeochelp@pbcgov.org)

[Online WebEOC Training](#)

# Boards

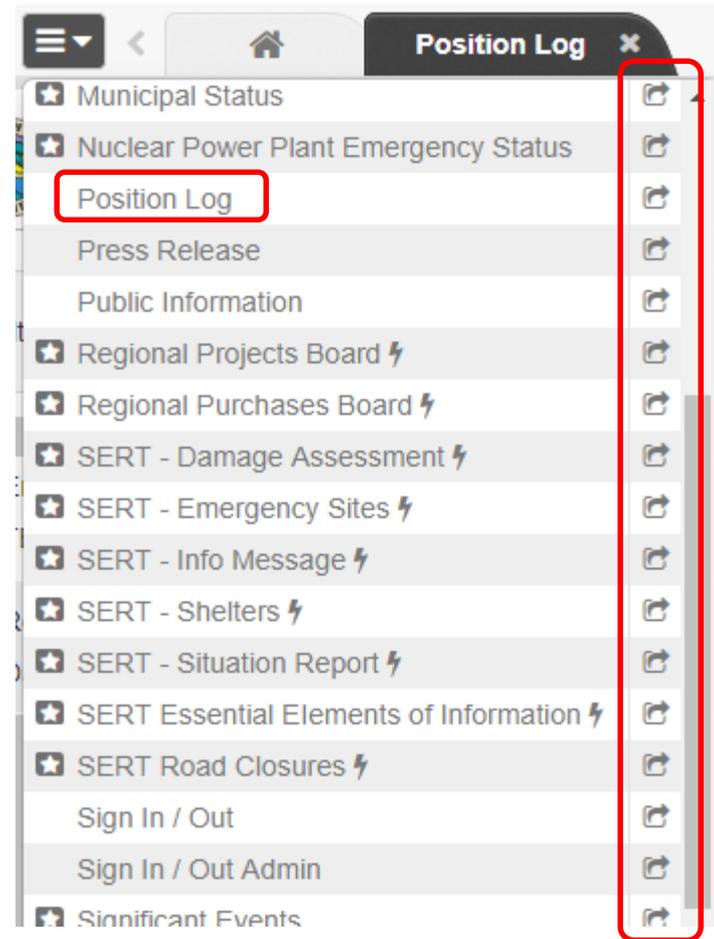
When you open your Control Panel, you will be able to access all boards, maps, menus, plug-ins, etc., that your position has access to.



# Opening Boards

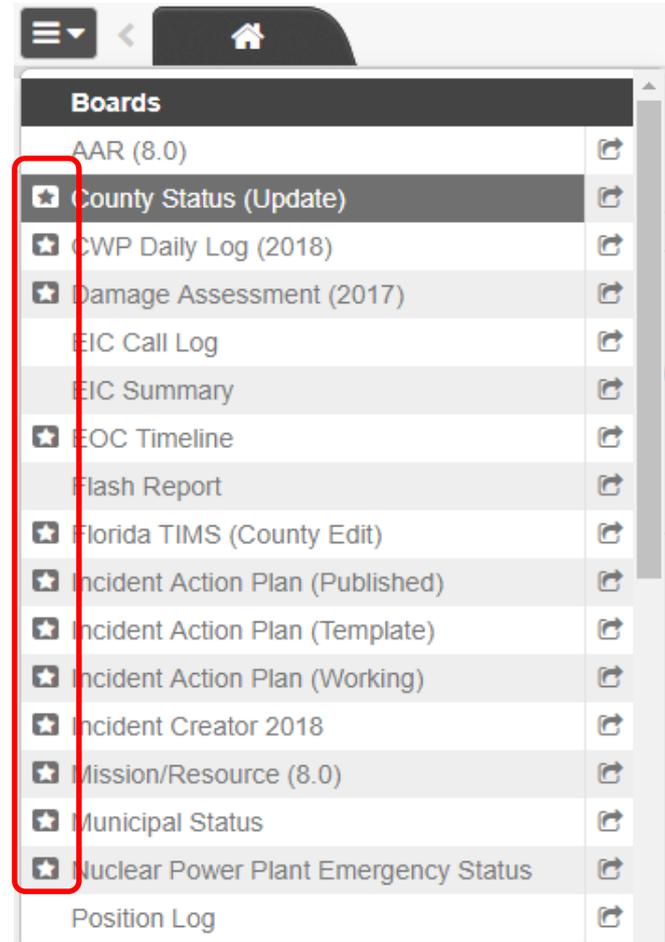
Click the name of board to open it in a new tab. The board will open next to the home tab.

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.

 **Current EOC Staffing** [Sign In](#) [Actions](#)

Training  [Search](#)

| Position ↕ | Name ↕ | Contact # ↕ | Location ↕ | Email ↕ | Date/Time In ↕ |
|------------|--------|-------------|------------|---------|----------------|
|------------|--------|-------------|------------|---------|----------------|

# Signing In and Out

**Current EOC Staffing**  
Training

Sign In Actions

| Position | Name | Contact # | Location | Email | Date/Time In | Sign In | Actions |
|----------|------|-----------|----------|-------|--------------|---------|---------|
|          |      |           |          |       |              | Sign In | Actions |

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

Search

Search

**Details**

Position

Name

Location

Contact #

Email

Date/Time In 05/21/2019 16:34:50

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

# 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

**Web**EOC



# 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

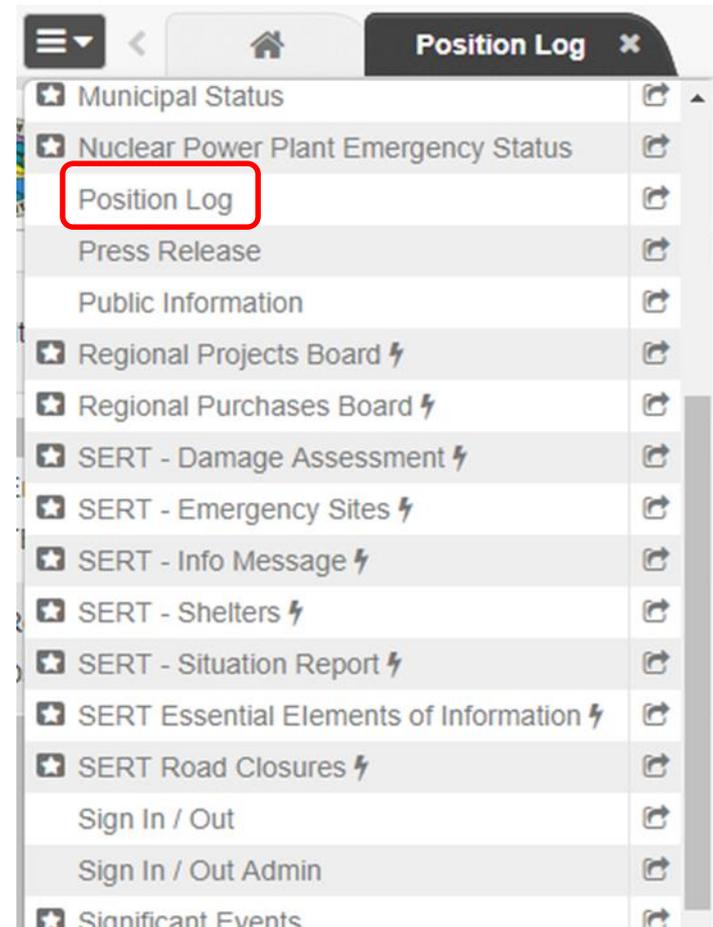
The Position Log serves two purposes:

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.

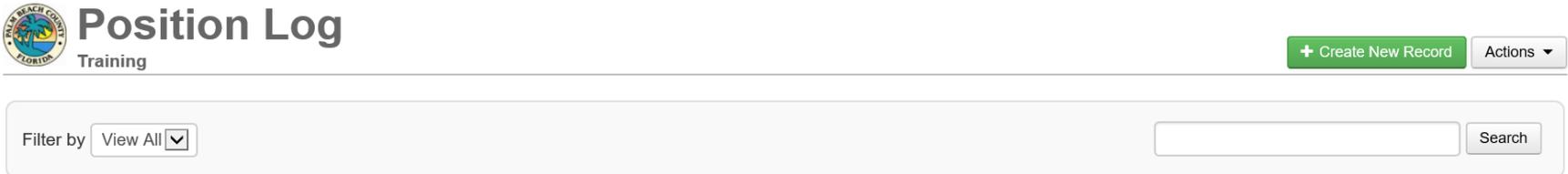
# Opening the Position Log Board

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.



The screenshot shows the top section of a web application interface. On the left is the Palm Beach County Florida logo. To its right is the title "Position Log" in a large, bold font, with the word "Training" in a smaller font below it. On the far right of this header area are two buttons: a green button with a plus sign and the text "+ Create New Record", and a grey button with the text "Actions" and a downward-pointing triangle. Below the header is a light grey horizontal bar containing a "Filter by" label, a dropdown menu currently showing "View All", a search input field, and a "Search" button.

# Search



## Position Log Training

[+ Create New Record](#) [Actions](#) ▾

Filter by [View All](#) ▾

[Search](#)

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

[+ Create New Record](#) [Actions](#) ▾

[Search](#)



# Filter

 **Position Log**  
Training [+ Create New Record](#) [Actions](#) ▾

Filter by  ▾

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

 **Act**  
Training

Filter by  ▾

# Log Entries



## Position Log Training

+ Create New Record

Actions ▾

Filter by View All ▾

Basic details about the entry are seen here.

Click **View** to see the entry.  
Click **Edit** to modify it.

Entry Title: test test test

test

Record #: 14399

Name:

Position: \*PBC WebEOC Administrator\*

Type:

Date: 06/18/2019 14:59:35

Phone:

Attachments:

View

Edit



Not Submitted

# Creating a New Record



## Position Log Training

+ Create New Record

Actions ▾

Filter by View All ▾

Search

Click here to create a new record in the Position Log.

Entry Title: test test test

test

View Edit

Not Reviewed

Record #: 14399

Name:

Position: \*PBC WebEOC Administrator

Phone:

Date: 06/18/2019 14:59:35

Phone:

Attachments:

+ Create New Record

Actions ▾

Search



# New Entry

## Position Log

Details

Date/Time  

Entry Title

Details

Event Type

Priority

Address/Location  [Map](#)

Attachment 1

Attachment 1 Description

Attachment 2

Attachment 2 Description

Post to Significant Events Review

The **Date/Time** will automatically populate.



# Entry Title & Details

## Position Log

Details

Date/Time

Entry Title

Details

Event Type

Priority

Address/Location  [Map](#)

Attachment 1

Attachment 1 Description

Attachment 2

Attachment 2 Description

Post to Significant Events Review

Enter an **Entry Title** and **Details** (description).



# Event Type & Priority

## Position Log

Details

Date/Time

Entry Title

Details

Event Type

Priority

Address/Location  [Map](#)

Attachment 1

Attachment 1 Description

Attachment 2

Attachment 2 Description

Post to Significant Events Review

Select an **Event Type** and **Priority** from the dropdown.



# Address/Location

## Position Log

### Details

Date/Time  

Entry Title

Details

Event Type  

Priority  

Address/Location   Map

Attachment 1

Attachment 1 Description

Attachment 2

Attachment 2 Description

Post to Significant Events Review

Enter an **Address/Location** or click the **Map** icon to search a location.

# Attachments

## Position Log

### Details

Date/Time  

Entry Title

Details

Event Type  

Priority  

Address/Location  [Map](#)

Attachment 1

Attachment 1 Description

Attachment 2

Attachment 2 Description

Post to Significant Events Review

Enter any attachments by clicking **Choose File**. Enter a **Description** for each attachment. All attachments must include a description.

Cancel

# Post to Significant Events

## Position Log

### Details

Date/Time  

Entry Title

Details

Event Type  

Priority  

Address/Location  [Map](#)

Attachment 1  

Attachment 1 Description

Attachment 2  

Attachment 2 Description

Post to Significant Events Review

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

Cancel

# Save the Entry

**Details**

Date/Time  

Entry Title

Details

Event Type  ▼

Priority

Address/Location  [Map](#)

Attachment 1  No file chosen

Attachment 1 Description

Attachment 2  No file chosen

Attachment 2 Description

Post to Significant Events Review

Once complete, click **Save** to log the entry.

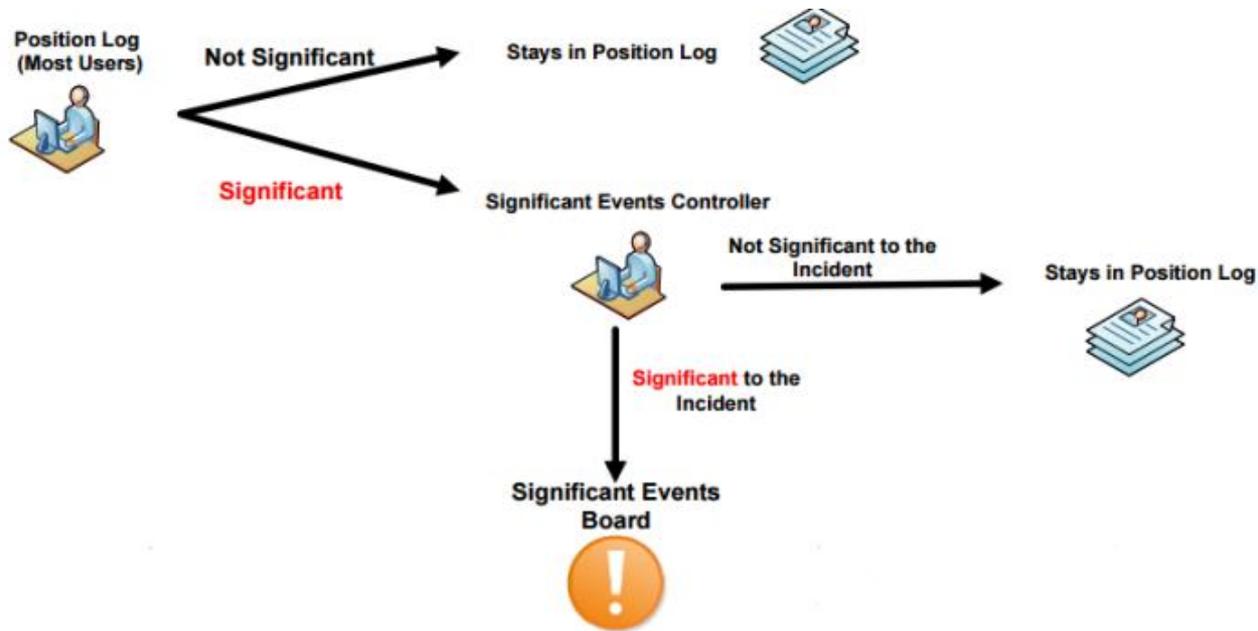
# Significant Events Overview

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

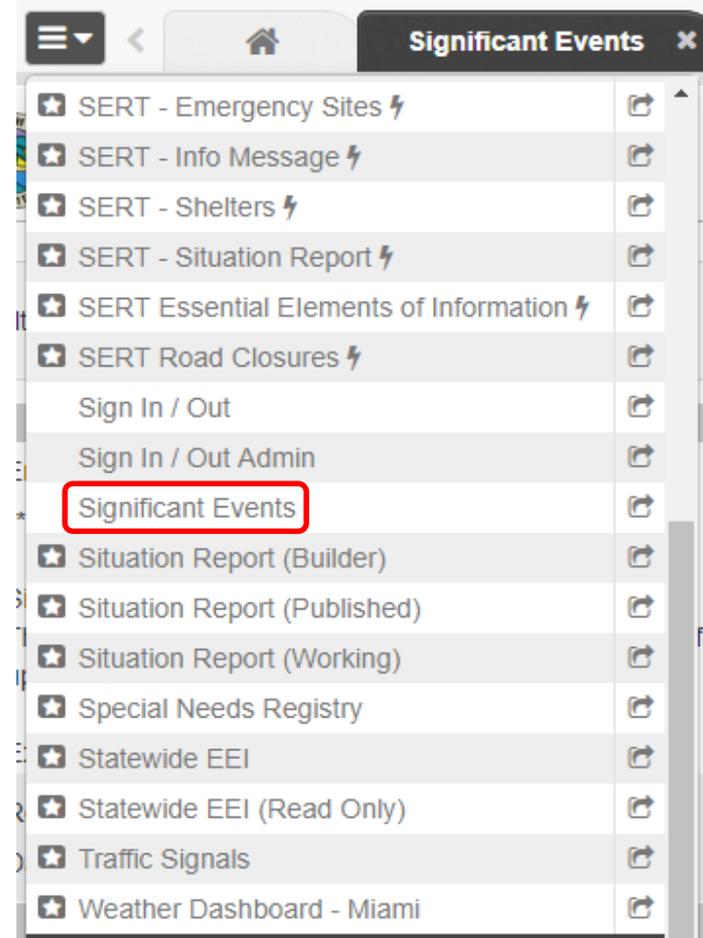
Position Log entries tagged as a significant event first go through an approval process prior to being posted to the Significant Events board. The Significant Events Controller will have the ultimate decision whether an entry meets the criteria. If it does, the entry will be marked “Posted,” if not,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

**Significant Events**  
Training

Filter by View All

Search

Entry Title: Demo - Exercise  
Test - Demo - test

Record #: **15662**      Name:      Position: \*PBC WebEOC Administrator\*      Type: \*\*Drill/Exercise\*\*  
Date: 05/17/2019 09:33:54      Phone:      Attachments:

View Edit

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



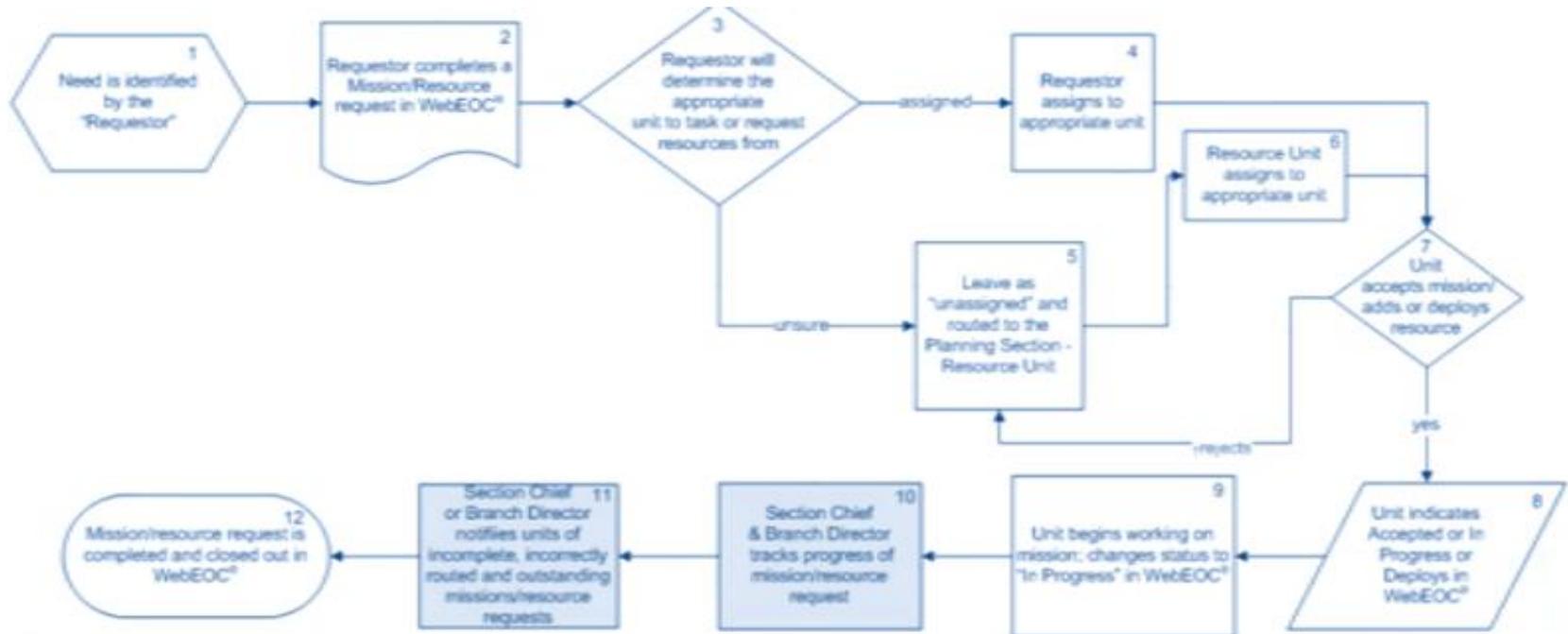
# Mission/Resource Overview

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

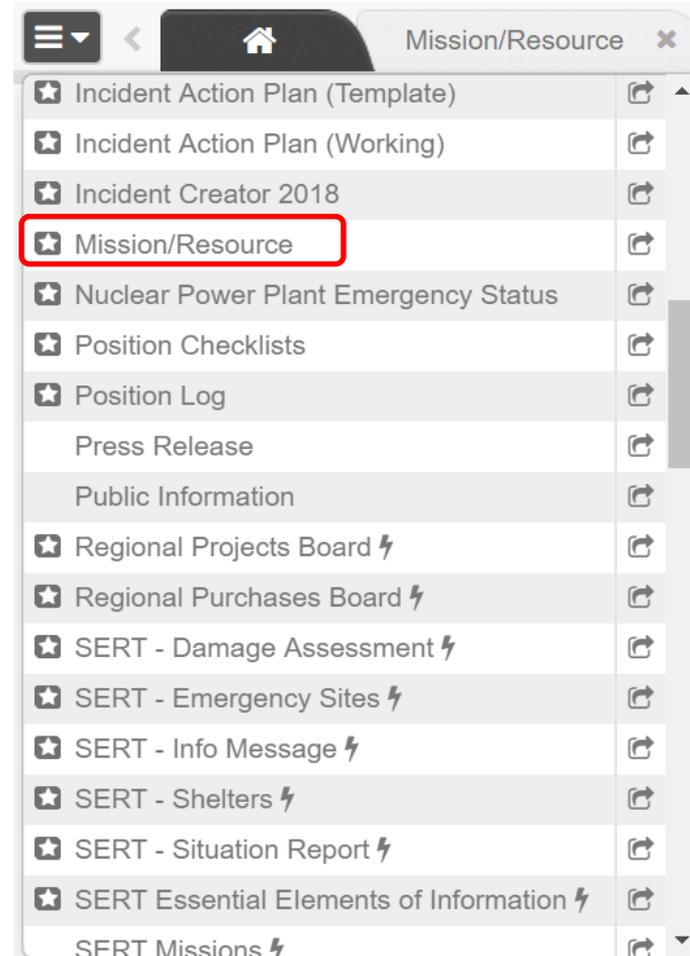
A mission should be created when the user has identified a need that they cannot fulfill within their own unit. The figure below details the mission/resource tracking process.



# 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** + Create Record Actions

Status: Show All Request Type: View All My Items: View All Section: View All EOA: View All Active Missions Only

| Tracking #                            | Comments  | Mission Name | Originator                                  | Assigned To                    | Priority                | Time Due            | Status      | Last Updated        | Details   |
|---------------------------------------|---|--------------|---|--------------------------------|-------------------------|---------------------|-------------|---------------------|---|
| TR- 5166942<br><a href="#">Follow</a> |  <a href="#">+ Add</a> | HAZMAT       | PBC Ops Hazardous Materials Unit Leader     | PBC - HazMat Team              | Immediate (4 hrs.)      | 05/02/2019 17:54:00 | Assigned    | 05/02/2019 13:54:37 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
| TR- 3816189<br><a href="#">Follow</a> | <a href="#">+ Add</a>   | Test Mission | PBC Ops Fire Fighting Unit Leader           | PBCFR                          | Priority (12 hrs.)      | 03/26/2019 02:51:00 | Assigned    | 05/02/2019 13:51:48 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
| RR- 9651867<br><a href="#">Follow</a> | <a href="#">+ Add</a>   | MUNI TEST #2 | PBC EOA3 Muni West Palm Beach Administrator | PBC Plan Resources Unit Leader | Extended (over 96 hrs.) | 11/21/2018 21:10:00 | New Request | 04/04/2019 15:29:46 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |

# Filters

Status  Request Type  My Items  Section  EOA

| Tracking #                            | Comments              | Mission Name     | Originator                                  | Assigned To                    | Priority                |
|---------------------------------------|-----------------------|------------------|---|--------------------------------|-------------------------|
| TR- 5166942<br><a href="#">Follow</a> |                       |                  | PBC Ops Hazardous Materials Unit Leader     | PBC - HazMat Team              | Immediate (4 hrs)       |
| TR- 3816189<br><a href="#">Follow</a> |                       |                  | PBC Ops Fire Fighting Unit Leader           | PBCFR                          | Priority (12 hrs.)      |
| RR- 9651867<br><a href="#">Follow</a> | <a href="#">+ Add</a> | MUNI TEST #2     | PBC EOA3 Muni West Palm Beach Administrator | PBC Plan Resources Unit Leader | Extended (over 96 hrs.) |
| TR- 5003672<br><a href="#">Follow</a> | <a href="#">+ Add</a> | PBCFR test admin | PBC Ops Emergency Services Branch Director  | PBCFR Adm                      | Priority (12 hrs.)      |

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

# Using Specific Filters

Filtering options: Status (Show All), Request Type (View All), My Items (View All), Section (View All), EOA (View All), Active Missions Only

| Tracking #  | Comments                                     | Request Type     | Assigned To                                 | Section                        | Emergency Operating Area (EOA) | Priority                |
|-------------|--|------------------|---|--------------------------------|--------------------------------|-------------------------|
| TR- 5166942 | <a href="#">Follow</a> <a href="#">+ Add</a> |                  |   |                                |                                | Immediate (4 hrs.)      |
| TR- 3816189 | <a href="#">Follow</a> <a href="#">+ Add</a> |                  |   |                                |                                | Priority (12 hrs.)      |
| RR- 9651867 | <a href="#">Follow</a> <a href="#">+ Add</a> | MUNI TEST #2     | PBC EOA3 Muni West Palm Beach Administrator | PBC Plan Resources Unit Leader |                                | Extended (over 96 hrs.) |
| TR- 5003672 | <a href="#">Follow</a> <a href="#">+ Add</a> | PBCFR test admin | PBC Ops Emergency Services Branch Director  | PBCFR Adm                      |                                | Priority (12 hrs.)      |

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

## Mission / Resource Assignments

Status  Request Type  My Items  Section  EOA

| Tracking #   | Comments                             | Mission Name | Originator                              | Assigned To       | Priority                | Time Due            | Status      | Last Updated        | Details   |
|--|--------------------------------------|--------------|---|-------------------|-------------------------|---------------------|-------------|---------------------|---|
| TR- 5166942<br><input type="button" value="Follow"/> | <input type="button" value="+ Add"/> | HAZMAT       | PBC Ops Hazardous Materials Unit Leader | PBC - HazMat Team | Immediate (4 hrs.)      | 05/02/2019 17:54:00 | Assigned    | 05/02/2019 13:54:37 | <input type="button" value="View"/><br><input type="button" value="History"/><br><input type="button" value="Edit"/><br><input type="button" value="Delete"/> |
| TR- 3816189<br><input type="button" value="Follow"/> | <input type="button" value="+ Add"/> | Test Mission | PBC Ops Fire Fighting Unit Leader       | PBCFR             | Priority (12 hrs.)      | 03/26/2019 02:51:00 | Assigned    | 05/02/2019 13:51:48 | <input type="button" value="View"/><br><input type="button" value="History"/><br><input type="button" value="Edit"/><br><input type="button" value="Delete"/> |
| RR- 9651867<br><input type="button" value="Follow"/> | <input type="button" value="+ Add"/> |              |   |                   | Extended (over 96 hrs.) | 11/21/2018 21:10:00 | New Request | 04/04/2019 15:29:46 | <input type="button" value="View"/><br><input type="button" value="History"/><br><input type="button" value="Edit"/><br><input type="button" value="Delete"/> |

Use the **Search** field to find missions based on their name, tracking number, originator, or assigned unit.

# Sorting

 **Mission / Resource Assignments** Training + Create Record Actions

Status Show All Request Type View All My Items View All Section View All EOA View All Active Missions Only

| Tracking #  | Comments | Mission Name | Originator                              | Assigned To       | Priority                | Time Due            | Status      | Last Updated        | Details   |
|---|----------|--------------|---|-------------------|-------------------------|---------------------|-------------|---------------------|---|
| TR- 5166942<br><a href="#">Follow</a> <a href="#">+ Add</a> |          | HAZMAT       | PBC Ops Hazardous Materials Unit Leader | PBC - HazMat Team | Immediate (4 hrs.)      | 05/02/2019 17:54:00 | Assigned    | 05/02/2019 13:54:37 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
| TR- 3816189<br><a href="#">Follow</a> <a href="#">+ Add</a> |          | Test Mission | PBC Ops Fire Fighting Unit Leader       |                   | Priority (12 hrs.)      | 03/26/2019 02:51:00 | Assigned    | 05/02/2019 13:51:48 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
| RR- 9651867<br><a href="#">Follow</a> <a href="#">+ Add</a> |          |              |   |                   | Extended (over 96 hrs.) | 11/21/2018 21:10:00 | New Request | 04/04/2019 15:29:46 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |

You can sort the missions by Tracking #, Mission Name, Originator, Assigned To, Priority, Time Due, Status, or Last Updated time.

# View and Edit

| Priority | Time Due | Status      | Last Updated        | Details   |
|----------|----------|-------------|---------------------|---|
|          |          |             | 05/02/2019 13:54:37 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
|          |          |             | 03/29/2019 13:51:48 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
|          |          | New Request | 04/04/2019 15:29:46 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
|          |          | Request     | 03/25/2019 14:54:43 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
|          |          | Request     | 01/22/2019 12:59:31 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
|          |          |             | 01/15/2019 08:50:13 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |

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

Status [Show All](#) Request Type [View All](#) My Items [View All](#) Section [View All](#) EOA [View All](#) [Active Missions Only](#)

| Tracking #  | Comments | Mission Name | Originator                              | Assigned To       | Priority           | Time Due            | Status      | Last Updated        | Details   |
|---|----------|--------------|---|-------------------|--------------------|---------------------|-------------|---------------------|---|
| TR- 5166942<br><a href="#">Follow</a> <a href="#">+ Add</a> |          | HAZMAT       | PBC Ops Hazardous Materials Unit Leader | PBC - HazMat Team | Immediate (4 hrs.) | 05/02/2019 17:54:00 | Assigned    | 05/02/2019 13:54:37 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
| TR- 3816189<br><a href="#">Follow</a> <a href="#">+ Add</a> |          | Test Mission | PBC Ops Fire Fighting Unit              |                   | 4 hrs.)            | 03/26/2019 02:51:00 | Assigned    | 05/02/2019 13:51:48 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
| RR- 9651867<br><a href="#">Follow</a> <a href="#">+ Add</a> |          | MUNI TEST #2 | PBC EOA3 Muni West Palm                 |                   | 4 hrs.)            | 11/21/2018 21:10:00 | New Request | 04/04/2019 15:29:46 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |

Click here to create a new mission/resource request.

[+ Create Record](#) [Actions](#)

[Search](#) [Clear](#)

# New Entry

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

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

|                                  |   |
|----------------------------------|---|
| <b>Incident Name</b><br>Training | <b>Date/Time</b><br>05/17/2019 13:23:01  |
|----------------------------------|---|

# 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.

| Contact Information                       |   |                                       |   |                               |
|---|---|---------------------------------------|---|-------------------------------|
| Primary Contact<br><input type="text"/>   | Organization / Department<br><input type="text"/> | Primary Phone<br><input type="text"/> | Alternate Phone<br><input type="text"/> | Email<br><input type="text"/> |
| Secondary Contact<br><input type="text"/> | Organization / Department<br><input type="text"/> | Primary Phone<br><input type="text"/> | Alternate Phone<br><input type="text"/> | Email<br><input type="text"/> |

# 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.

Request/Task Details

Mission Name (Limit 50 characters)

Detailed description:

ATTENTION: In order to expedite the request it is critical to provide a detailed description of the need you are requesting to be filled. Failure to do so will result in unnecessary delays in filling the request.

Emergency Work Category: (select)

Check this box when requesting a resource.

# Requesting a Resource

Request/Task Details

Mission Name (Limit 50 characters)

Detailed description:

ATTENTION: In order to expedite the request it is critical to provide a detailed description of the need you are requesting to be filled. Failure to do so will result in unnecessary delays in filling the request.

Emergency Work Category:

Check this box when requesting a resource.

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.



The screenshot shows a form titled "Resource Details" with the following fields:

- Resource Name:** A dropdown menu currently showing "Agricultural and Environmental".
- Use Nims Typed Resource
- Unit of Measure:** A dropdown menu currently showing "(Select)".
- Quantity:** A text input field currently showing "0".

A red callout box with a pointer highlights the "Resource Name" dropdown menu.

# 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.

Coordinating Instructions

(List any special requirements such as the need for personal protective equipment, food, fuel, supplies, etc.)

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.

Delivery Location

Point of Contact:

Phone Number:

Cell Phone:

Location Name:

Address 1:

Address 2:

City:  State:  Zip:

Special Instructions:

# Assignment Details

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

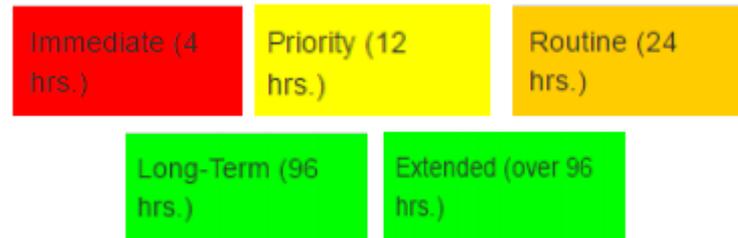
**Assignment Details**

|                                   |  |
|-----------------------------------|--|
| <b>Priority</b><br>(Select) ▼     | <b>Date/Time Due</b><br>[Redacted] 📅     |
| <b>Assigned To:</b><br>(Select) ▼ | <b>Community Lifeline:</b><br>(Select) ▼ |

# 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.

# Pending Assignment

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.

# Attachments

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.

| Attachments    |   |
|----------------|---|
| Description 1: | <input type="text"/>                                      |
| Attachment 1:  | <input type="button" value="Choose File"/> No file chosen |
| Description 2: | <input type="text"/>                                      |
| Attachment 2:  | <input type="button" value="Choose File"/> No file chosen |
| Description 3: | <input type="text"/>                                      |
| Attachment 3:  | <input type="button" value="Choose File"/> No file chosen |

# Updating Mission/Resource Requests

| Priority          | Time Due            | Status   | Last Updated        | Details   |
|-------------------|---------------------|----------|---------------------|---|
| High (2 hrs)      | 05/02/2019 13:54:37 | Assigned | 05/02/2019 13:54:37 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
| High (2 hrs)      | 05/02/2019 13:54:37 | Assigned | 05/02/2019 13:54:37 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
| High (2 hrs)      | 04/04/2019 15:29:46 | Assigned | 04/04/2019 15:29:46 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
| High (2 hrs)      | 03/25/2019 14:54:43 | Assigned | 03/25/2019 14:54:43 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
| High (2 hrs)      | 01/22/2019 12:59:31 | Assigned | 01/22/2019 12:59:31 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |
| Immediate (4 hrs) | 01/15/2019 12:46:00 | Assigned | 01/15/2019 08:50:13 | <a href="#">View</a><br><a href="#">History</a><br><a href="#">Edit</a><br><a href="#">Delete</a> |

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.

Status ▾

|                       |
|-----------------------|
| Rejected              |
| Confirmed Complete    |
| Cancelled             |
| Closed                |
| Complete              |
| Need More Information |
| In Progress           |
| New Request           |
| Assigned              |

# Updating Mission Status

Assignment Details

Priority (Select) Date/Time Due 06/28/2019 12:25:00 Community Lifeline: (Select)

Status In Progress

**Assignment Details**

Priority Immediate (4 hrs.)

Status In Progress

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**.

Status ▾

|                       |
|-----------------------|
| Rejected              |
| Confirmed Complete    |
| Cancelled             |
| Closed                |
| Complete              |
| Need More Information |
| In Progress           |
| New Request           |
| Assigned              |

# 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**.

Status ▾

|                       |
|-----------------------|
| Rejected              |
| Confirmed Complete    |
| Cancelled             |
| Closed                |
| Complete              |
| Need More Information |
| In Progress           |
| New Request           |
| Assigned              |

# 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.

Status ▾

|                       |
|-----------------------|
| Rejected              |
| Confirmed Complete    |
| Cancelled             |
| Closed                |
| Complete              |
| Need More Information |
| In Progress           |
| New Request           |
| Assigned              |

# 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.

Status ▾

|                       |
|-----------------------|
| Rejected              |
| Confirmed Complete    |
| Cancelled             |
| Closed                |
| Complete              |
| Need More Information |
| In Progress           |
| New Request           |
| Assigned              |

# Mission Status Types

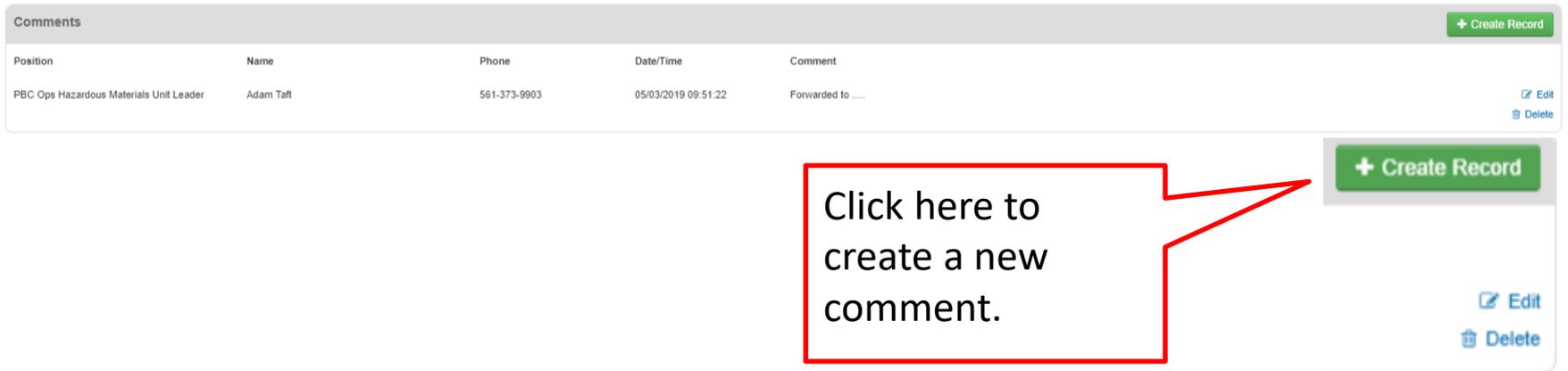
**Closed:** Once a mission is completed, it will be changed to "Closed" when all assets related to that mission have been demobilized and returned. For example, if a generator is delivered to a lift station, the mission is **Complete**. When the generator is returned and no longer in use for that mission,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

Status ▾

|                       |
|-----------------------|
| Rejected              |
| Confirmed Complete    |
| Cancelled             |
| Closed                |
| Complete              |
| Need More Information |
| In Progress           |
| New Request           |
| Assigned              |

# 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.



The screenshot displays a 'Comments' section with a table of existing comments and a 'Create Record' button. A red callout box highlights the button with the text: 'Click here to create a new comment.'

| Position                                | Name      | Phone        | Date/Time           | Comment           |  |
|---|-----------|--------------|---------------------|-------------------|--|
| PBC Ops Hazardous Materials Unit Leader | Adam Taft | 561-373-9903 | 05/03/2019 09:51:22 | Forwarded to .... | <a href="#">Edit</a><br><a href="#">Delete</a> |

[+ Create Record](#)

[+ Create Record](#)

[Edit](#)  
[Delete](#)

# Comments Shortcut

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



| Tracking #                            | Comments   | Mission Name | Originator                              |
|---------------------------------------|--|--------------|---|
| TR- 5166942<br><a href="#">Follow</a> | <br><a href="#">+ Add</a> | H            | PBC Ops Hazardous Materials Unit Leader |

# Adding Comments

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

Comment

Position: \*PBC WebEOC Administrator\*

Name:

Phone:

Date/Time: 05/17/2019 15:40:52 

Comments:

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.

| Deployments       |          |     |         | + Create Record |
|-------------------|----------|-----|---------|-----------------|
| Deployment #      | Resource | Qty | Remarks | Status          |
| Deployment Total: |          | 0   |         |                 |

Click here to create a new comment.

+ Create Record

Status

# 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.

Deployment No: TR- 5166942-

Resource

Quantity:

Status:

Remarks:

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

**Web**EOC



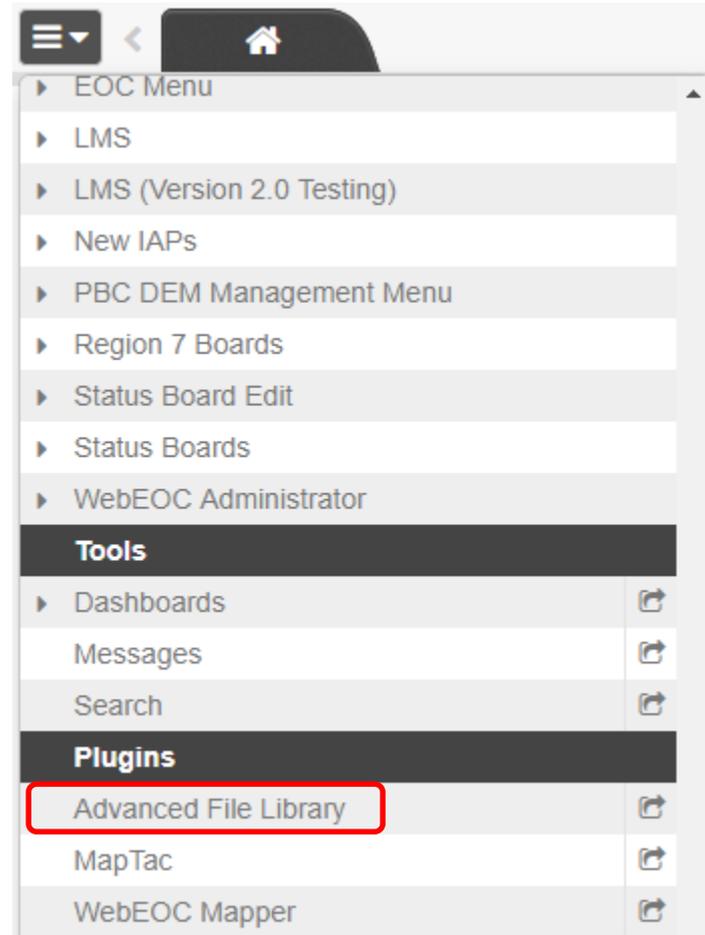
# Advanced File Library Overview

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**.



# Shared Tab

Advanced File Library

intermedix

Shared

My Position

Tag Search

Type in a search term

Search Clear

Home

| Name                    | Summary   | Tags |   |
|-------------------------|---|------|---|
| Admin / Finance Section | Files for the Admin / Finance Section                       |      |   |
| Emergency Plans         | Palm Beach County Emergency Plans                           |      |   |
| EOAs                    | All files pertaining to PBC Emergency Operating Areas (EOA) |      |   |
| Forms                   | Contains all necessary request forms                        |      |   |

10 of 10 records

The Shared tab is where all of the library folders can be found.

# Navigating and Searching

Advanced File Library intermedix

Shared My Position

Tag Search

Type in a search term

Home

Name

- Admin / Finance Section
- Emergency Plans
- EOAs
- Forms

Tags

10 of 10 records

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

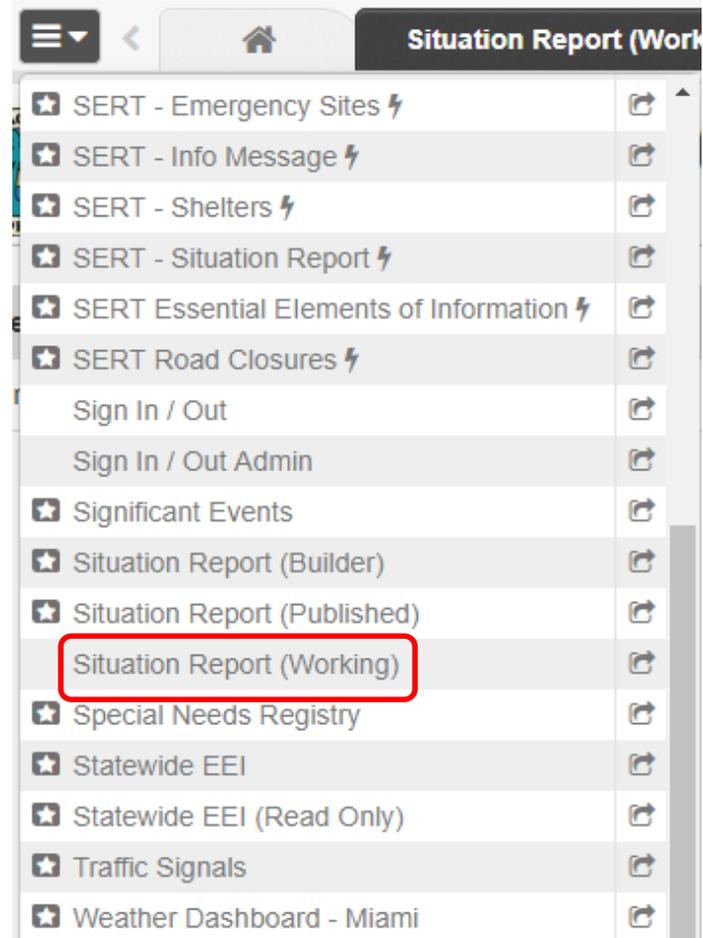


# Situation Report Overview

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

| Agency            | Report # | Operational Period | Last Updated        | Situation Report     | Approval Matrix        | Cover Sheet          |
|-------------------|----------|--------------------|---------------------|----------------------|------------------------|----------------------|
| Palm Beach County | 01       | -                  | 05/17/2019 13:34:31 | <a href="#">View</a> | <a href="#">Matrix</a> | <a href="#">Edit</a> |

Click the **View** link.

**Situation Report**

---

[View](#)

# Updating a Situation Report

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

|  |  |
|--|--|
| <input type="checkbox"/> Admin/Finance Section Chief | <a href="#">Update</a>                           |
| Status: Not Started                                  | Last Update: Mike Resto on Sep 1, 2016 08:37 AM  |
| <input type="checkbox"/> Logistics Section Chief     | <a href="#">Update</a>                           |
| Status: Not Started                                  | Last Update: Mike Resto on Sep 1, 2016 08:39 AM  |
| <input type="checkbox"/> Operations Section Chief    | <a href="#">Update</a>                           |
| Status: Not Started                                  | Last Update: Mike Resto on Aug 26, 2016 10:25 AM |

# Updating a Situation Report

**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**

**B I U &** 

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

**Instructions**

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

Provide an update of your Section's activities

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

**Admin/Finance Section Chief**

**B I U**      **A**  

|

**Status**

Draft  Complete  Approved by Branch Director  Approved by Section Chief  Approved by Publisher

# Updating a Situation Report

## 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

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**.

## Status

Draft  Complete  Approved by Branch Director  Approved by Section Chief  Approved by Publisher

# Section 5 Review

In this section, we have learned:

- Viewing a situation report.
- Creating an entry to update a situation report.



# WebEOC Essentials Final Exam

Click [here](#) to take the WebEOC Essentials Final Exam. Once completed, please send your certificate to [webeochelp@pbcgov.org](mailto:webeochelp@pbcgov.org)