Ohio Emergency Management Agency

WebEOC Incident Management System

WebEOC County User Training Manual

Questions? Contact

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Purpose

The WebEOC County User Training Manual is a guide to assist disaster response personnel with learning basic functions of the WebEOC Incident Management System implemented for the State of Ohio and local partners. WebEOC is maintained by the Ohio Emergency Management Agency as a means to track and analyze disaster information for better decision making before, during and after incidents. WebEOC is provided to County EMAs to assist with disaster coordination at the local level and to provide incident information to the State level for better communication and coordination of activity.

Training goals for County WebEOC users are:

- to perform the basic system functions through a step by step process
- to be able to use the manual as a reference for continuous learning.
## Training Steps

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Step 1 - Login

**Website URL:** [https://webeoc.ema.state.oh.us/eoc7](https://webeoc.ema.state.oh.us/eoc7)

**User:** Enter your work email address.

**Password:** Enter password (user defined, what you made it at the first login).

**Note:** For new users or if you have had your password reset, the password is “welcome”. You are forced to reset it the first time you login. Password is case sensitive.

Click “OK” to advance.

Step 2 - Select Position

**Position:** Select the position you will be performing.
Step 3 - Select Incident

Incident: Select the incident you are working. Field displays current defined default incident.

Change incident if necessary.

Click “OK” to advance.

Step 4 - Enter Additional Login Information

Information entered here prepopulates various boards in WebEOC and is valid for the current session.

Name: (Required field)
Location: (Required field)
Phone Number: (“xxx-xxx-xxxx” format) (Required field)
Email: (Required field)
Comments: (Optional)

Click “OK” to advance.
Step 5 – View Control Panel

A new window opens to view the Control Panel.

Boards and Menus available are dependent on the logged in position.

Below is the current County configuration for the EMA Director.
Step 6 – Change User Account Information

Find and click on your User ID link located in the upper left corner of the Control Panel.

Real Name, Location, and Phone Number fields display the information entered in Step 4. This information is only active for the current session and will need to be reentered whenever you login.

Edit any information for the current session.

Old Password, New Password, and Confirm Password fields are used to reset the current password.

To reset your password all three fields must be populated.

Fill in the Primary Email field if it is blank.

This field is used in the “Forgot Username/Password process”. This field is saved.

Click “Add” to enter a Secondary Email. (Optional)

Leave all of the additional fields at their default.

Click “Save” or “Cancel” if there are no changes to advance.
Step 7– Change Current Position

Find and click on your **Position** link next to the **User ID** link located in the upper left corner of the board.

Note the positions you have been assigned, change to the position you are currently performing.

Click “OK” to advance.
Step 8 – Change Current Incident

Find and click on the Incident link located at the top of the board below the User ID and Position links.

The dropdown displays all of the incidents entered in the system that your position has rights to view.

Change to the training Incident “00 Ohio Earthquake May 2011”.

Click “OK” to advance.
Step 9 – “1 – Sign In/Out”

Click “1 – Sign In/Out” on the Control Panel.

Opens Current EOC Staffing Board in a new window.
Current EOC Staffing Board

Find and click “Sign In”.

Agency: Enter your agency name.

The Section, Position, Name, Location, Contact # and Email fields prepopulate from the login information entered and the position defined. The Date/Time In field defaults to when the record is first opened and can be edited.

Click “Save” to advance.
Current EOC Staffing Board

Verify that the information displays correctly on the board.

Click “X” to close board.
Step 10 – “2 – Position Log”

Click “2 – Position Log” on the Control Panel.

Opens Current Position Log Board in a new window, displaying only entries for and relevant to Position.

New Position Log Record

Find and click “New Record”.

Opens a new Position Log Record in a new window.

Fill in all of the fields that are not pre-populated.

Date/Time (defaults to “Now”), Event Type (Choose from List), Priority (Choose From List), Point of Contact Name, Contact Number, Map Label, Address/Location (Enter valid address), Click “Get Address” to enter the Lat/Long, Add Attachment 1, Add Attachment 2, Add Details.

Click “Save” to advance.
Current Position Log Board

Click “Save” to advance.

View Position Log Record

Find the Position Log Record just entered and verify that the information is correct and the “Map” button and “Attachment” icons correctly display.
Current Position Log Board

*Update Position Log Record*

Find the **Position Log Record** just entered and click “Update Record”. Opens in a new window.

Make edits and click “County Significant Event” to display on that board. Click “Save” to advance.
Step 11 – “3 – County Significant Events”

Click “3 – County Significant Events” on the Control Panel.

Opens County Significant Events Board in a new window and displays entries from Position Log Record with the “County Significant Event” checkbox selected.

Find your record entered for training and click “Update Record”

Click “Save” to advance.
Step 12 – “4 – Ohio SEOC Significant Events”

Click “4 – Ohio SEOC Significant Events” on the Control Panel.

Opens SEOC Significant Events Board in a new window. This board displays requested and approved events that are reviewed and approved by the SEOC Controller. The events displayed are requests from a county Position Log Record or state another state entered significant event.

Request State Significant Event Posting

Find the Position Log Record just entered under “2 – Position Log” and click “Update Record”.

Click “Save” to advance.
SEOC Significant Events Board

The **Position Log Record** displays now on the county **Significant Event Controller Board** with a status of “Local Status Not Reviewed”.

The County Controller will approve the record which will change the status to “Local Status Approved”. The record is also now displayed on the State Controller board for approval.
SEOC Significant Events Board

The Position Log Record displays now on the SEOC Significant Events Board.

Update Significant Event Record

Click “Update” to add or edit information.

Click “Save” to advance.
Step 13 – “5 – Mission Request”

Click “5 – Mission Request” on the Control Panel.

Opens Mission/Resource Request Board in a new window.

Find and verify that the “Status Filter” is set to “Show All”.

Find and verify that the “My Assignments” button has been selected.

Missions are assigned to “ESF’s” or Groups

If there are no records displayed that indicates that the ESF or Group that you are logged in as does not have any Mission Requests assigned.

If you are a member of multiple ESF’s or groups you will need to change your Position (Step 7) to edit another ESF assigned Mission.

Find and click the “My Requests” button.

This will display Mission Requests that were entered by the Position you are currently logged in as.

If you are a member of multiple ESF’s or groups you will need to change your Position (Step 7) to view another ESF assigned Mission.

Find and click on the “View All” button.

This will display “All” of the Mission Requests in the system for the Incident that you are logged in as.

Click “Exit” to close board.
Mission/Resource Request Board

Create or Update a Mission Request

Find and click “New Record” or “Update” for one of the records for the particular Position or ESF you are logged in as under “My Assignments” or “My Requests”.

Enter or update mission details as needed. If this is a new record, assign the mission to either “Mission Controller” or directly to the responsible ESF depending on county procedure.

Find and click “Add Comment” button.
Mission/Resource Request Board

Update a Mission Request – Add Comment

Enter text into the Comments.

Find and click “Save” to advance.
Mission/Resource Request Board

Update a Mission Request – Change Status

Find and click **Status** dropdown.

Change the **Status**.

Find and click “Save” to advance.

Find the record on the **Mission/Resource Request Board** and verify that the **Status** has changed.

Click “X” to close the board.
Step 14 – “6 - Messaging”

Click “6 - Messaging” on the Control Panel. Opens Messages Board in a new window.

Messages Board should default to the Filter “All Messages” and will display all of the messages entered for the Incident from any of the county positions.

Select Filter “My Received Messages” to view messages where the “To Position” in the message matches the logged in Position.

Select Filter “My Sent Messages” to view messages where “From” matches the logged in Position.
Messages Board

New Message

Find and click “New Message”.

Enter the **To Position, Attachment 1, Attachment 2, Subject** and **Message**.

Click “Save” to post message.
Messages Board

Update Message

Find and click “Select”.

Find and click “Add Comment”. Enter a comment and click “Save”.

Select

Add Comment
Messages Board

Update Message

Find and click “Return to List”.

Control Panel

A yellow notification notice will display at the bottom of the Control Panel when a new message is saved or an existing message edited. Click anywhere in the yellow to remove it from the screen.
Step 15 – “7 – Current Position List”

Click “7 – Current Position List” on the Control Panel.

This board displays everyone who is currently logged into WebEOC.

Click “X” to close board.
Step 16 – “Menus”

*Incident Status - County >>

![Image of County Status](image1)

01 – County Status

![Image of Mission/Request All](image2)

02 – Mission/Request – All
03 - Declarations

04 – Shelters

05 - Damage Assessment
06 – Substantial Damage Inspection Tracking

07 – Miscellaneous Attachments

08 – Situation Reports
09 – Press Releases (County)

10 – Press Releases (State)

11 – Road Closures
Menus

ICS/FEMA Forms >>

FEMA Forms

Click form name to view saved forms.

Click “+” to create new form.
ICS Forms

Click form name to view saved forms.

Click “+” to create new form.
Step 17 - Forgot User Name/Password – Login

This requires that the Primary Email field has been set on the “User Account” screen and is unique for one account only.

Click “Forgot Username/Password?”
Click Retrieve Username

Enter the Email Address that was entered in Step 6.

Click “Continue” to advance.
The email will be sent to the address on file with the **Username**.

Go back to the WebEOC Login screen and click “Forgot Username/Password?”
Click on **Reset Password**.

Enter the **Username** and **Email Address** associated with the account.

Click “Continue” to advance.
If the fields match an account an email will be sent to the address on file.

Click “OK” to advance.

Click on the link in the email to reset your password.
The Login screen will display.

Fill in the User Name that was emailed to you.

Click “OK” to advance.

You are now able to reset your password (only limitation is it must be at least 6 characters)

Enter a New Password and repeat it in the Confirm Password.

Click “OK” to save the new password and advance.