WebEOC 8.5 User Training Guide
Overall User Guide

City of Tampa

City of Tampa Training Guide for WebEOC 8.5

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1.1	*November 13,2018*	SJ	Added boards, instant messaging
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1.3	*December 10,2018*	SJ	Removed user will, added positions, duty log and incidents
1.4	*December 26, 2018*	SJ	Updated sign in/out, inbound messages board for call takers and controllers
1.5	*December 27, 2018*	SJ	Updated SIT REP, added sandbag distribution, Sandbag warehouse and field event report

1.6	*December 28, 2018*	SJ	Added create system wide message
1.7	*January 14, 2019*	SJ	Updated title, updated screenshots for inbound messages board, updated mission name on inbound messages/activity log board

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1 Introduction

1.1 Objective

This document is to be used as a training guide for the City of Tampa WebEOC 8.5 Training.

The intended audience for this document includes:

1. All users/positions that have a role in an emergency and special event.

1.2 Distribution

The intended audience for this document includes:

1. EOC's
2. ERC's
3. ESF'S
4. CIC
5. ADMINS
6. EM
7. External users

1.3 Key Contacts

Name	Title	Email	Phone
Johna Pleickhardt	Project Manager, T&I	johna.pleickhardt@tampagov.net	352-263-5053
Shannon Jones	Project Coordinator	Shannon.jones@tampagov.net	352-422-6949
Cornelia Jennings	T&I	Cornelia.jennings@tampagov.net	
Gerald Cox	T&I	Gerald.cox@tampagov.net	
Oliver Greene	TFR	Oliver.greene@tampagov.net	
Chris Rice	Juvare	Chris.rice@juavre.com	

2 Design Assumptions

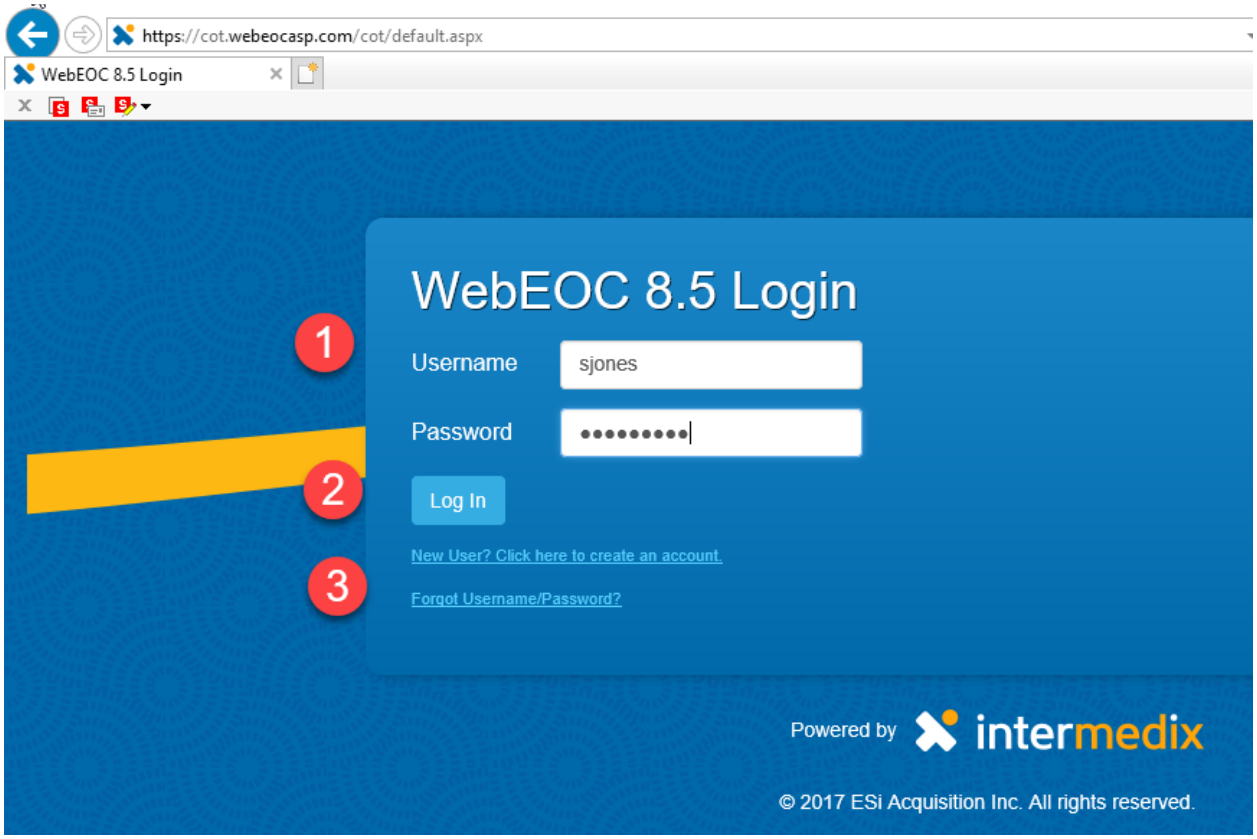
Assumption	Description
City of Tampa replacing E-Team with the WebEOC 8.5 system will use this as a training/" how to" guide. Position based training for users.	This guide will be used for WebEOC 8.5 training

3 Design Context for the current City of Tampa processes

This document is organized into the following sections:

Role Section Title	Description
CIC – Call taker/Call taker manager	This section includes training and use information for roles within the WebEOC 8.5 system. Snapshots included with "how to" description for use of boards.
ESF's – 1-19	This section includes training and use information for roles within the WebEOC 8.5 system. Snapshots included with "how to" description for use of boards.
EOC/ERC Command	This section includes training and use information for roles within the WebEOC 8.5 system. Snapshots included with "how to" description for use of boards.

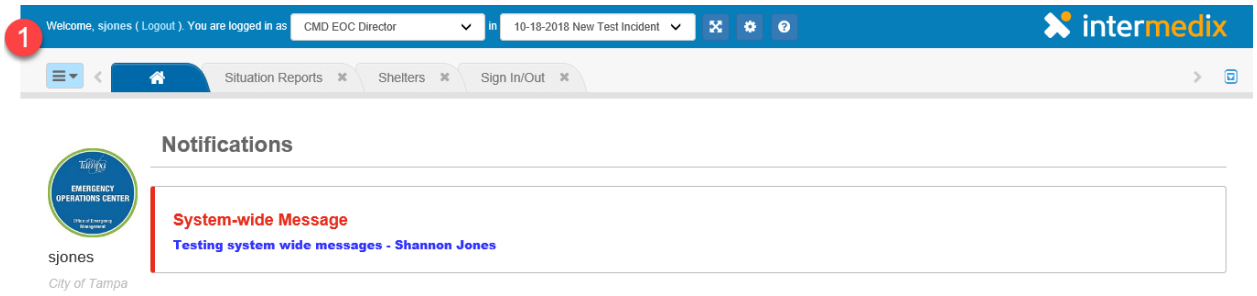
4 Log into WebEOC



1. Go to WebEOC URL – enter username and password
2. Click Log In button
3. If user has forgotten password, click on Forgot Username/Password and follow directions.

1. Select position from the drop-down position.
2. Select the incident frim the drop-down incident.
3. Click the Continue button.

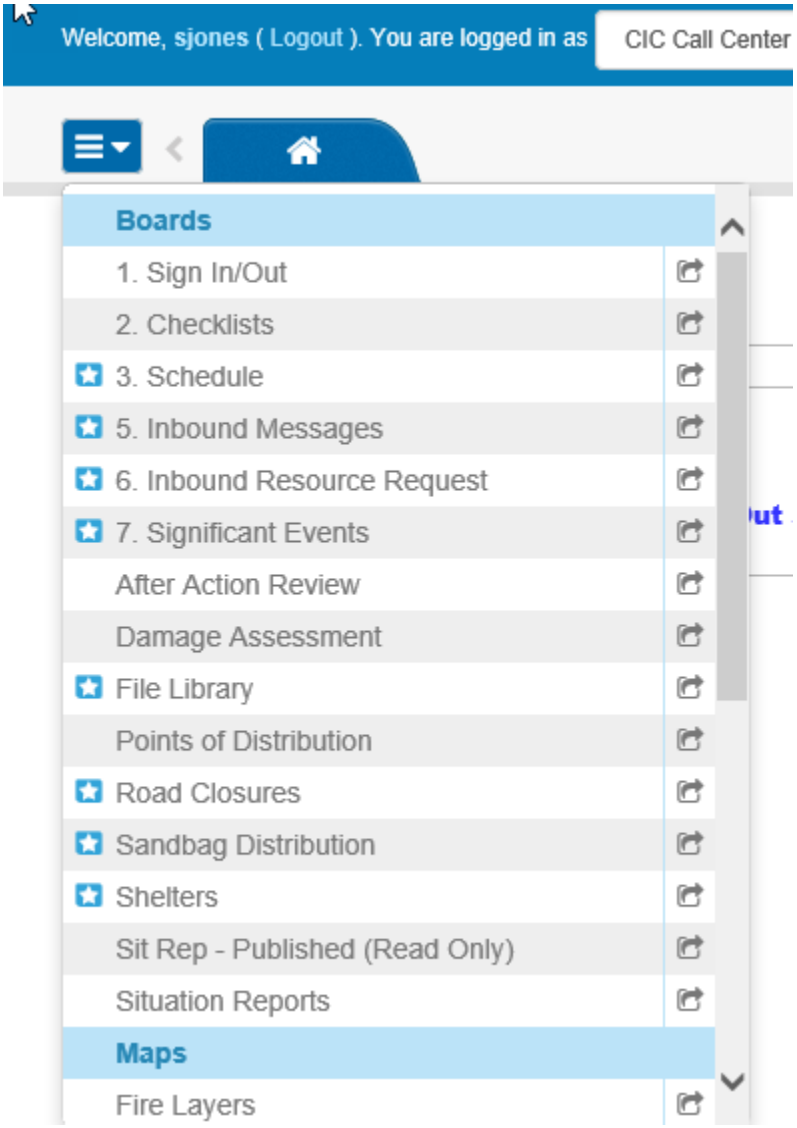
1. Confirm login confirmation
2. Click the Continue button.



1. User is now logged into WebEOC and ready to edit/view boards.

5 Control Panel

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



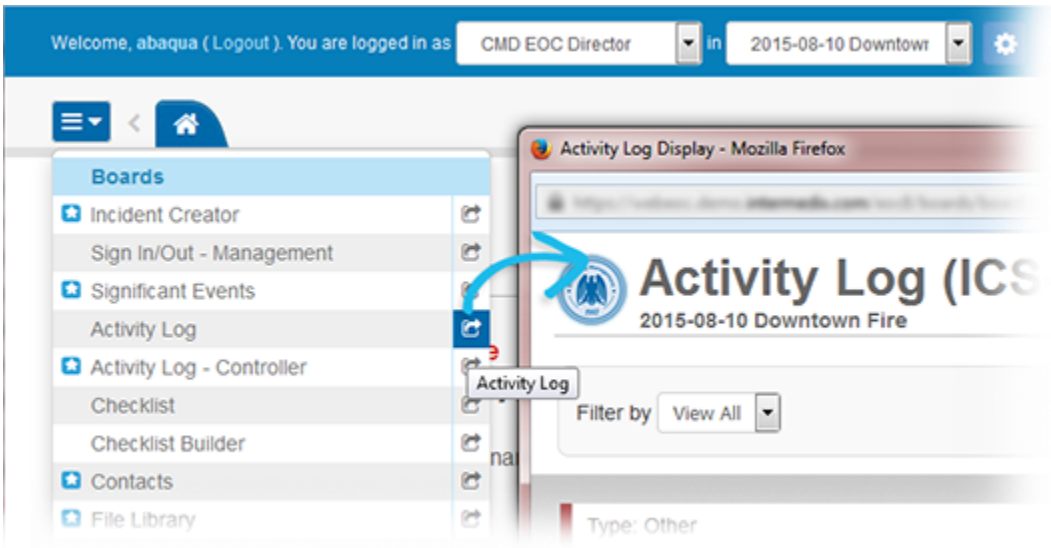
Open the control panel menu by clicking the control panel icon in the upper left corner of the Home page.

A star icon preceding a board name alerts you when new data has been posted to that board. Once the status board has been opened, the star disappears until new information has been added or existing information has been updated. If you have a status board open but not in view and updates are made to it by another user, the new data indicator appears on the tab. An indication of new data is also seen in both the control panel and the jump menu. All new data indicators

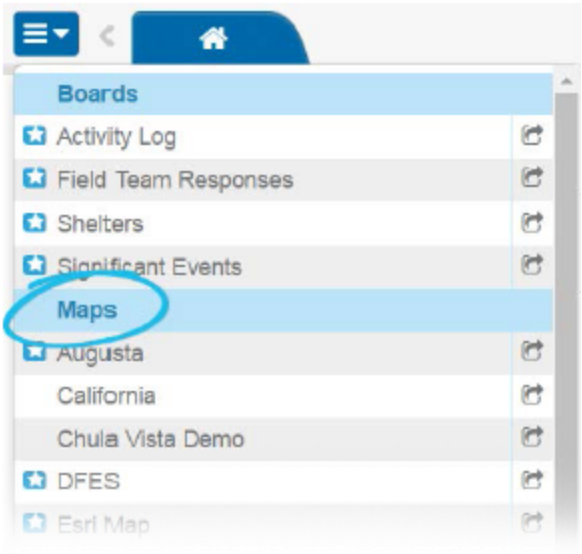
mirror the styles and functionality of the indicators seen in the control panel when closed status boards are changed or modified.

Clicking the name of a board, map, or plugin opens it in a new tab within the existing window. If you click the name of a board, map, or plugin that is already open, that opened tab comes into focus. Clicking the name of a link in the control panel automatically opens that item in a new window.

Multiple copies of a status board, map, or plugin can be opened if you open them in new windows. Clicking the window arrow to the right of the name opens the board, map, or plugin in a new window.

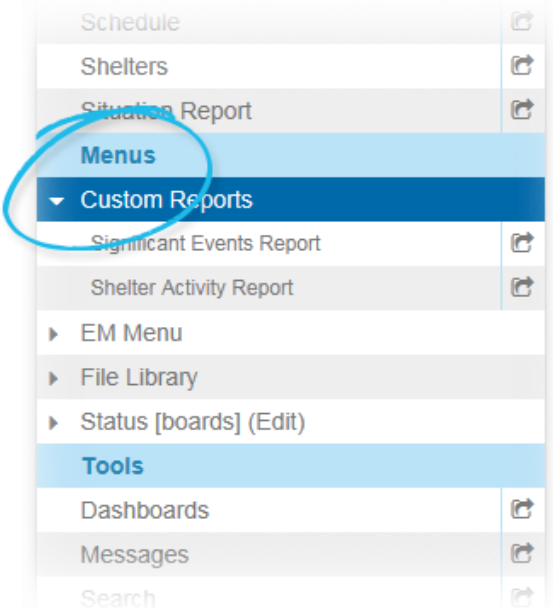


Maps to which you have access are likely to appear in the Maps section of the control panel. As with other items in the panel, clicking a map's name opens it in a new tab and clicking its window arrow on the right opens the map in a new window.



Menus are located in the control panel menu in the Menus section. The arrow symbol preceding the menu name indicates that the menu contains items. Items contained in the menus follow the same convention and behavior as status boards. A star icon preceding a menu item alerts user when a change has been made. Once the item containing new data has been opened and viewed, the star disappears until new information has been added or existing information has been updated.

Click the name of the menu or the arrow to the left of its name. The section expands to show you the available options.

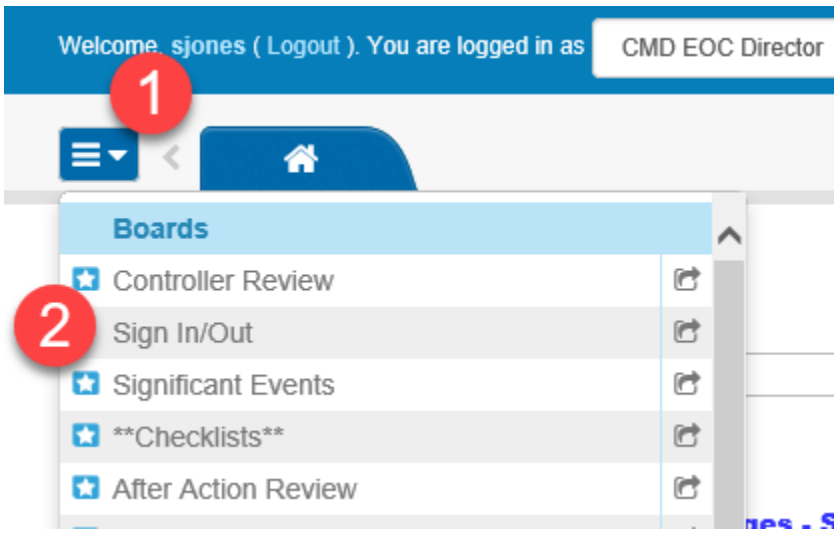


Menus can contain status boards, maps, plugins, links, or other menus. When the name of a menu option is clicked (that is, a board, map, or plugin), it opens in a new tab. If the menu option is a link, it opens in a new window.

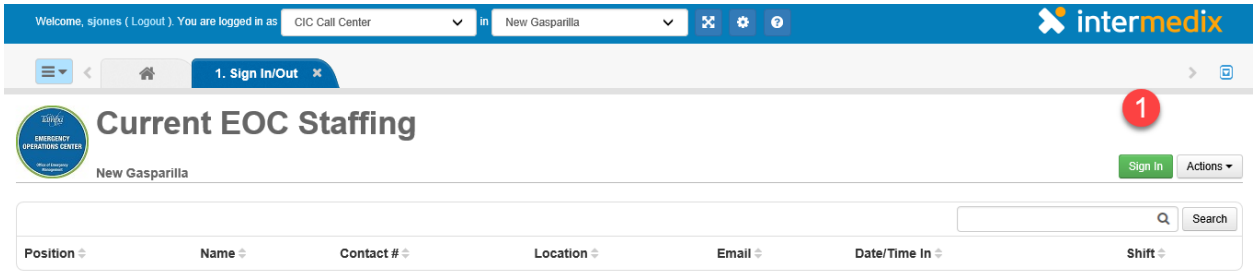
6 Sign In/Out Board

The Sign In/Out board allows you to track who is currently on shift during an incident or day-to-day operation. The board also tracks hours worked by agency personnel.

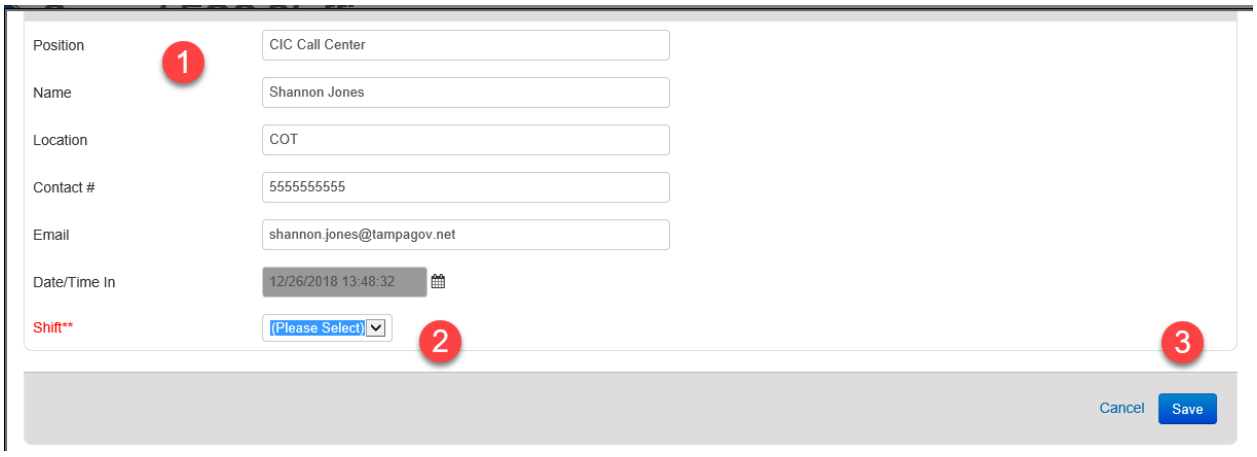
6.1 Sign In



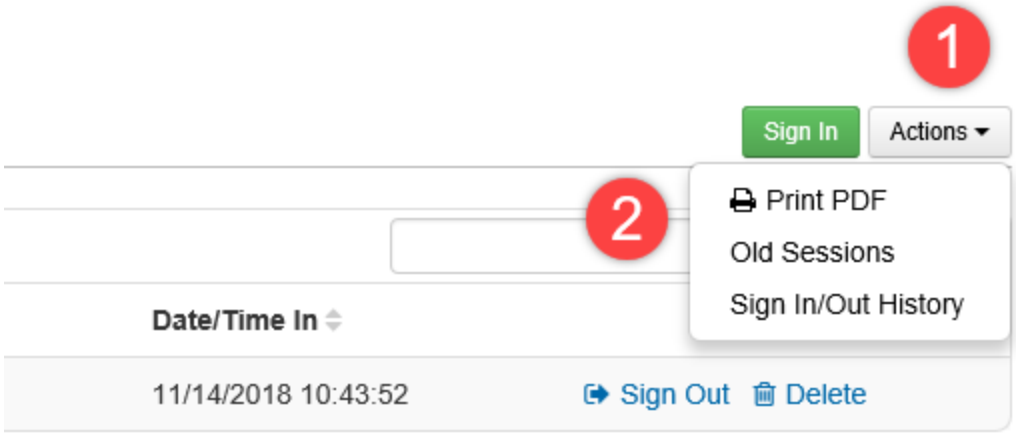
1. Click on the dropdown arrow of the control panel to see all available boards.
2. Click on the Sign In/Out board.



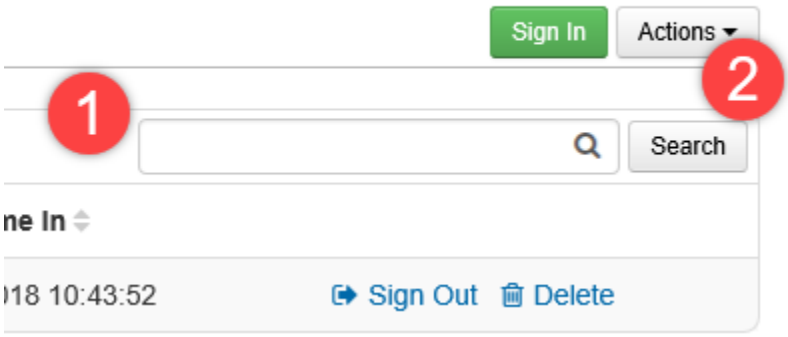
1. Click on the Sign In button.



1. Confirm information in details fields.
2. Click the drop-down arrow for shift ->Select shift A, B or C. This field is marked in red and is a required field to fill out. User will not be able to save without selecting a shift
3. Click Save button to complete sign in.

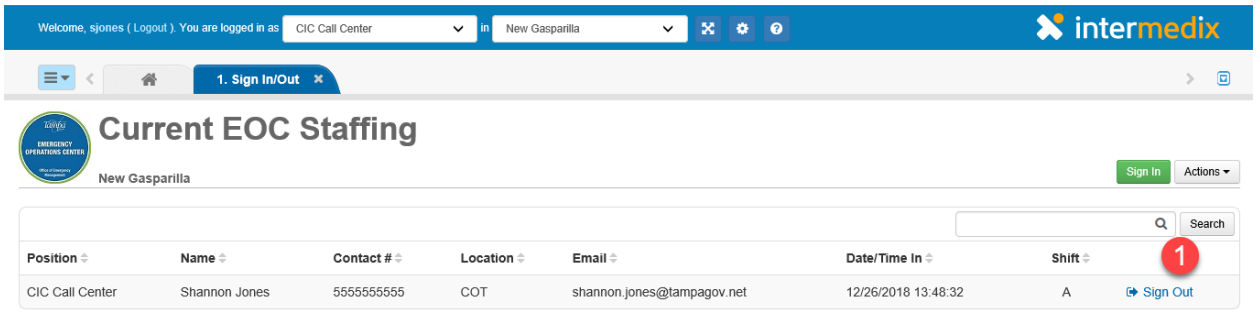


1 & 2. Click the Actions tab to: Print PDF, view Old Sessions or view Sign In/Out History.



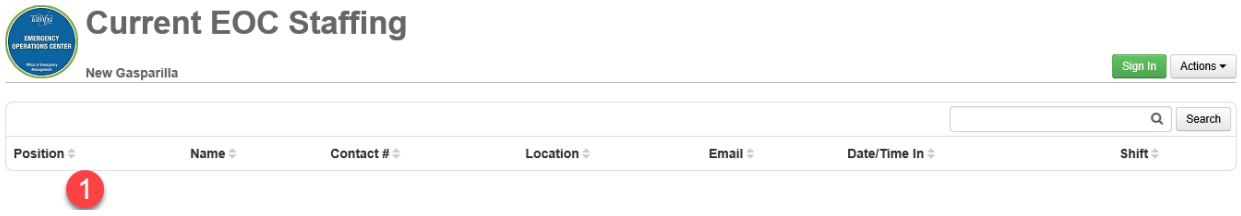
1&2. User can enter in search criteria to filter list then click the Search button.

6.2 Sign Out



1. Click the Sign Out link when ready to sign out.

1. Click the Save button.



1. User can now view they have been signed out and removed from the list.

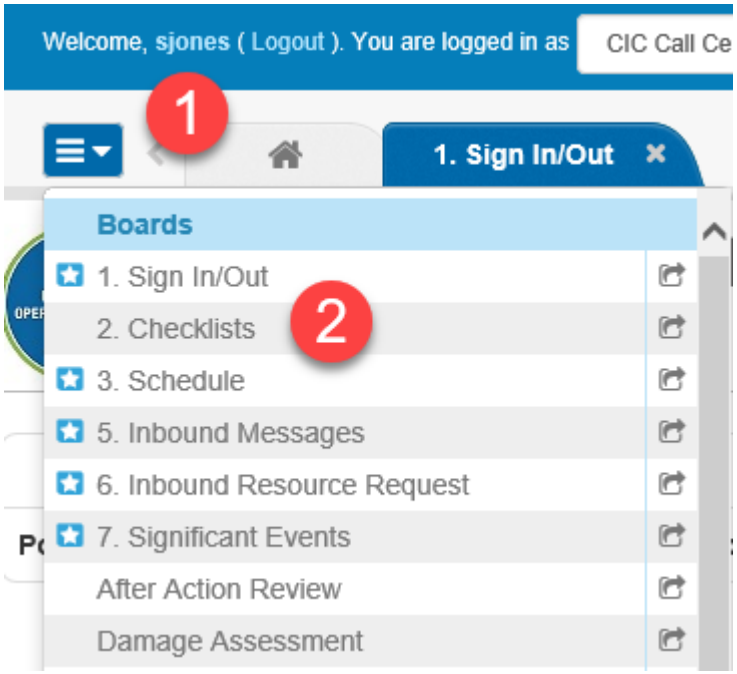
7 Checklists Board

The Checklist board allows you to create, edit, and view a chronological list of specific items that must be completed during an incident.

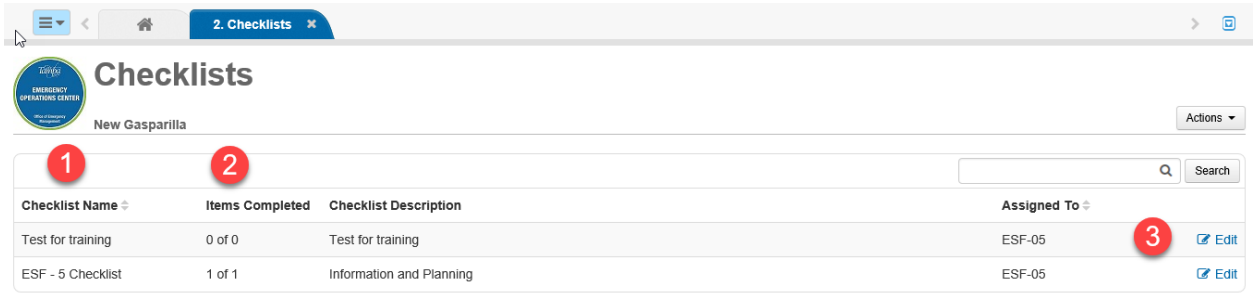
** Creator can assign to ESF positions and make read only for completion. **

a. ESF position can check box when complete

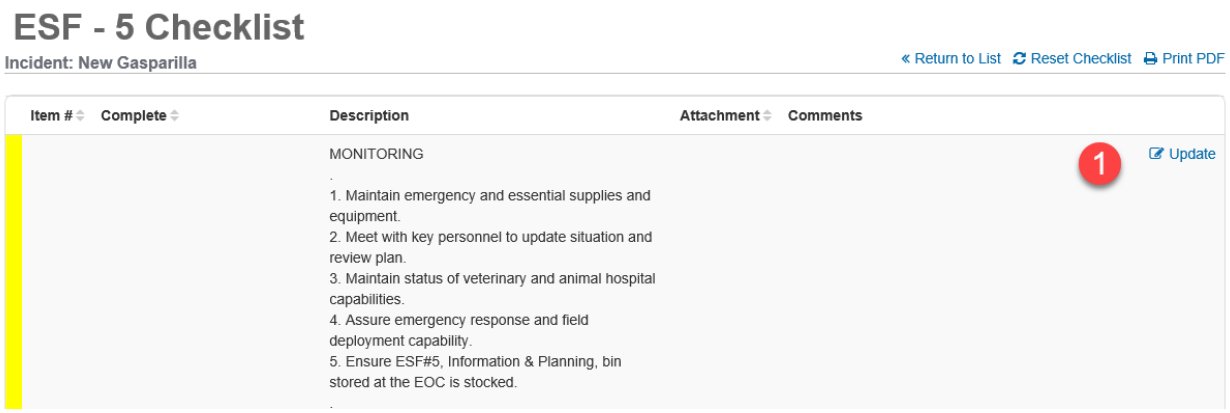
7.1 Edit/Update Items Completed checklist board



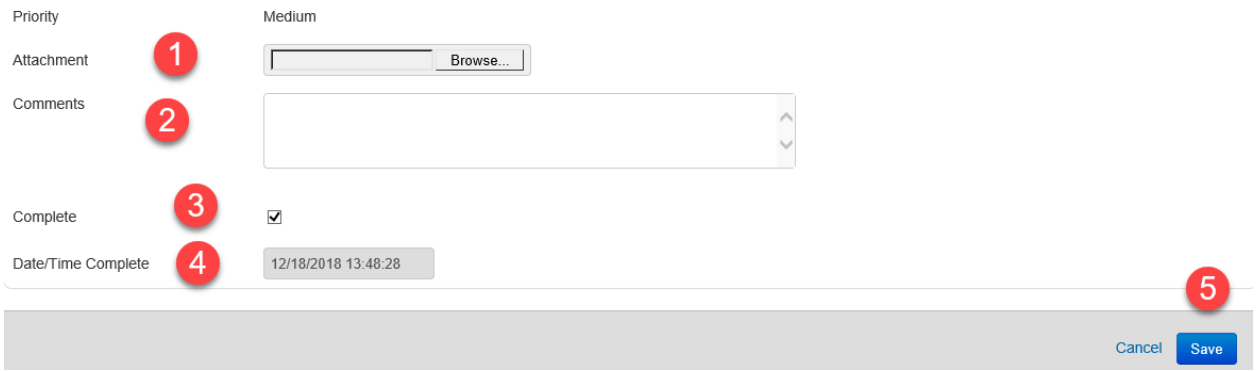
1. Click on the drop-down of the control panel.
2. Select the Checklists board



1. User can view all the checklists from main page view. **This is view for non-controller positions in WebEOC. **
2. User can view items completed and determine if they have any open items or if they have been completed.
3. User can edit individual items by clicking on the Edit link of the item they want to edit individually.

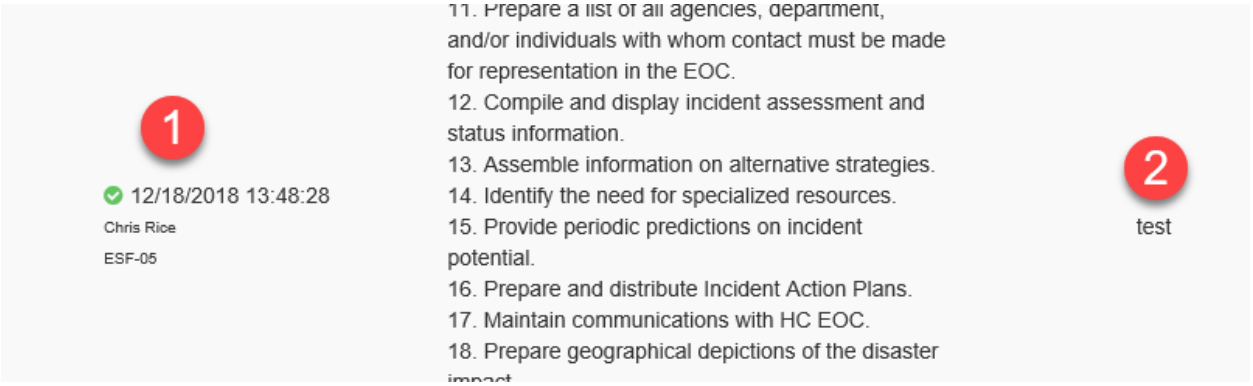


1. User can read checklist items then click Update to mark completed.



****User will scroll to the bottom of the checklist item:**

1. User can add an attachment.
2. User can enter comments.
3. Click check box to confirm they have read and completed checklist item.
4. User can view the system will auto populate Date/Time Complete.
5. Click Save when finished.

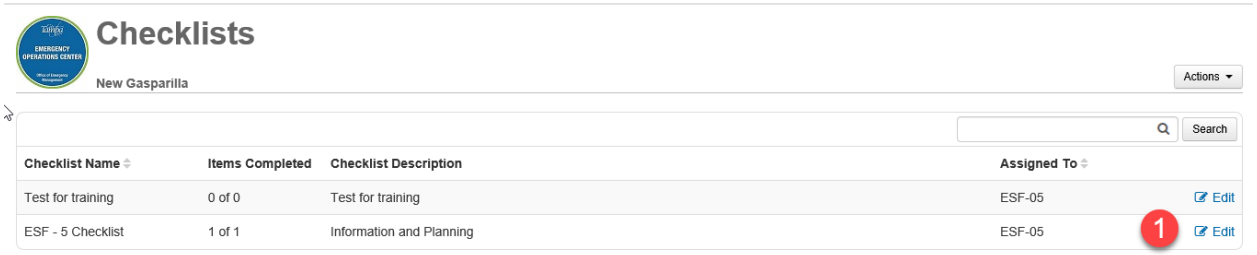


****User will scroll down the checklist item:**

1. User can view the Date/Time stamp, user name and position confirmation auto generated by the system was added to checklist item once completed.
2. User can view any comments they added when editing the document then clicked save from previous screen save.

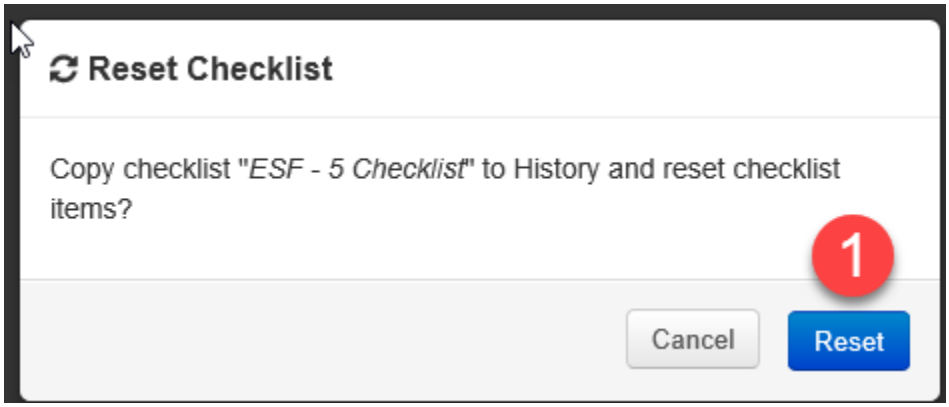
1. Click Return to List to go back to main list view of all checklist items.
2. User can Click Print PDF if want to print checklist.
3. Click Update to if need to update checklist item again.

7.2 Reset Checklist



1. Click Edit link of the checklist item to reset.

4. Click Reset Checklist to set back to not completed.

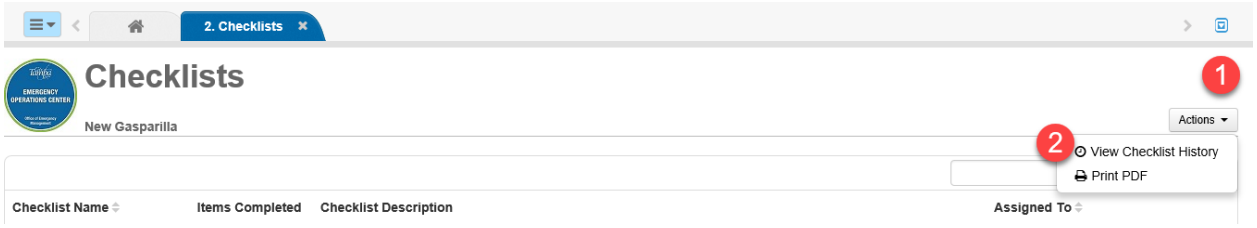


1. Click Reset.

1. Click Return to List.

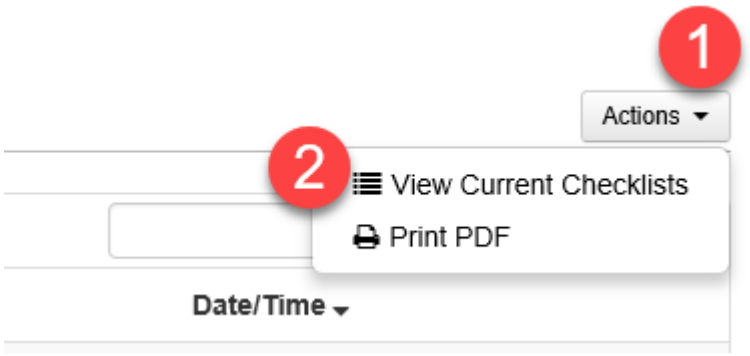
1. User can view the items completed has been reset to 0 of 0 completed instead of 1 of 1 completed. User now knows they have an open item to complete.

7.3 View Checklist History

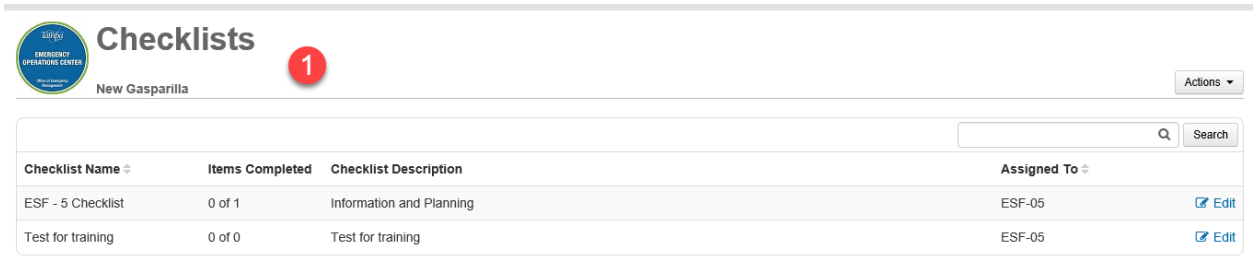


1. Click drop-down arrow on Actions tab.
2. Click View Checklist History.

1. Click View to view history of checklist(s) items in history after they have been reset.

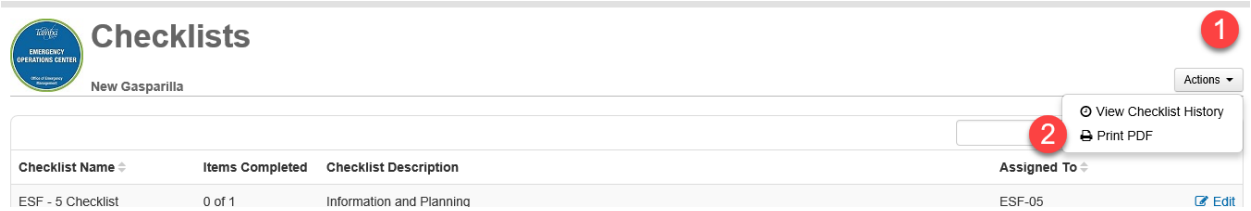


1. Click the drop-down tab on Actions tab to return to current checklists items.
2. Click View Current Checklists.



1. User can view they are back on the current checklists items board/screen.

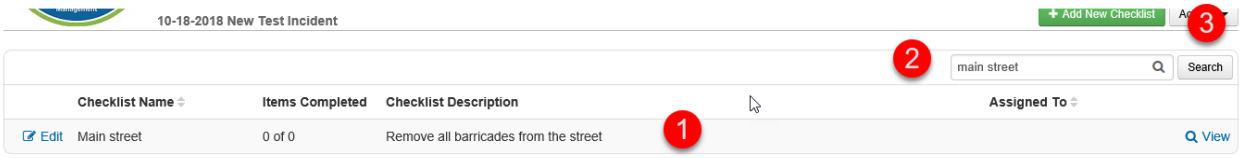
7.4 Print PDF



1. Click on the Actions tab drop-down.
2. Click Print PDF to print PDF. Follow computer instructions to complete printing process.

7.5 Search

1. Enter search criteria.
2. Click the Search button.

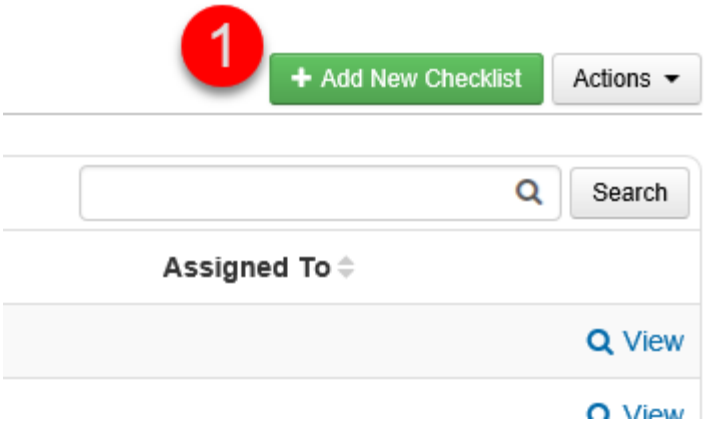


1. User can see all results with “Main Street” as part of the checklist.
2. To clear search filter and return to full list – delete the text in the search box.
3. Click the Search button.

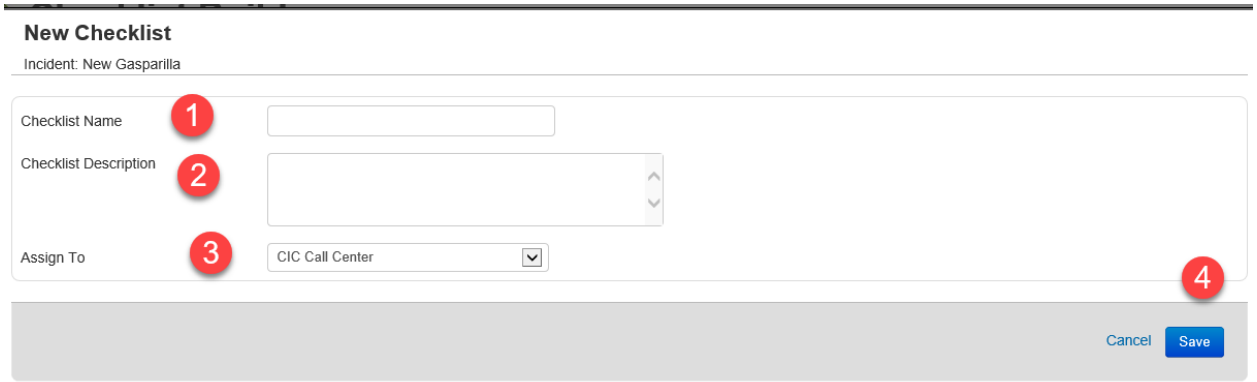
1. User can see search was cleared and can view all results available.

7.6 Add New Checklist

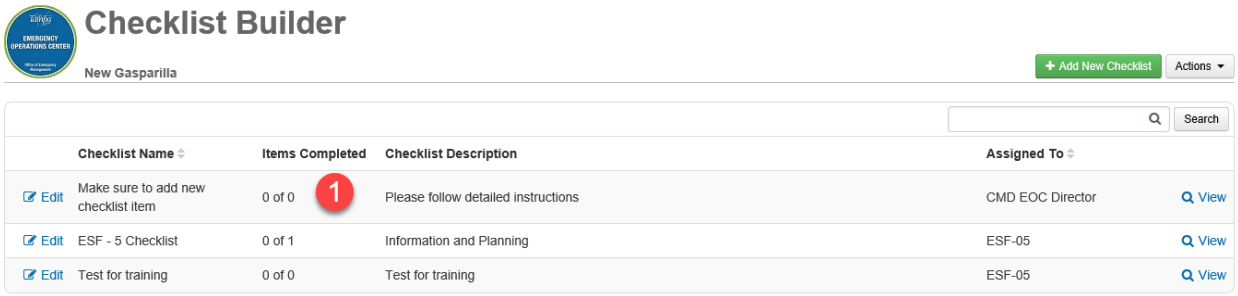
This will be permission based so not all users will be able to perform this function. CMD EOC Director, CMD Incident Commander, ERC 1, ERC 2 and ERC 3 can perform this function.



1. Click the + Add New Checklist button.



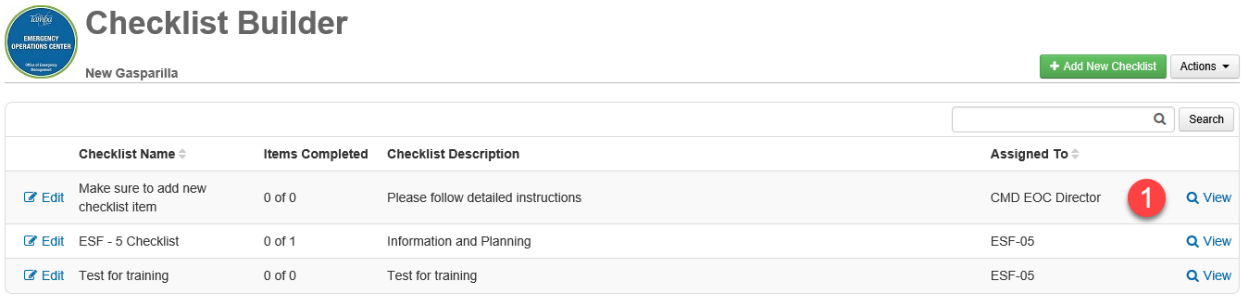
1. Enter Checklist Name.
2. Enter Checklist Description.
3. Select Assign To from the drop-down list.
4. Click the Save button.



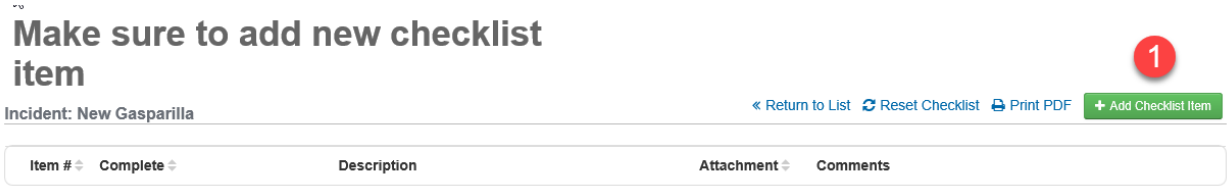
1. User can view the new check list item was added.

7.7 Add Checklist Item(s)

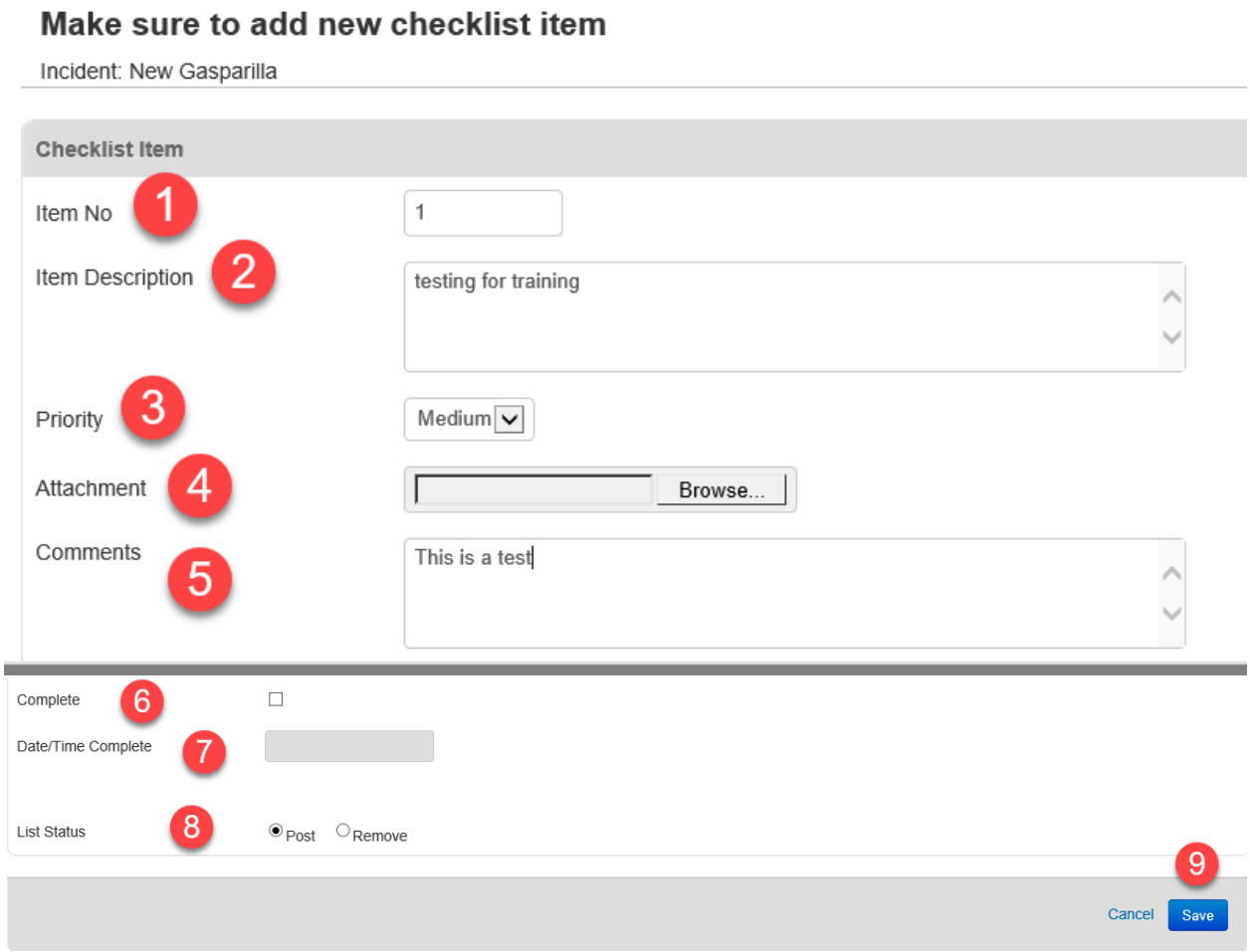
This will be permission based so not all users will be able to perform this function. CMD EOC Director, CMD Incident Commander, ERC 1, ERC 2 and ERC 3 can perform this function.



1. Click on View link of the checklist name you want to add checklist items to.

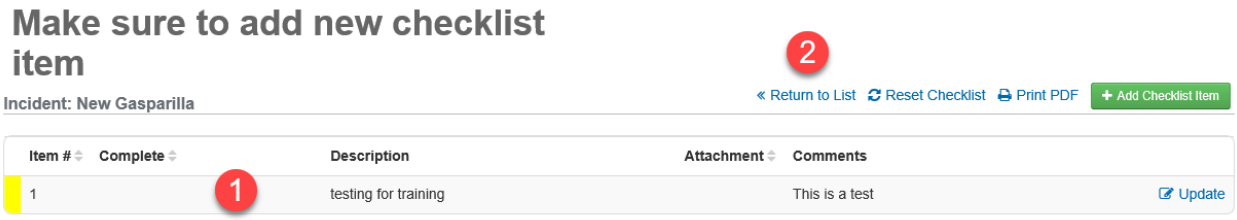


1. Click on the + Add Checklist Item button.



1. Enter Item No. if any. Not a required field.
2. Enter Item Description.
3. Select Priority from drop-down arrow – Low, Medium or Urgent are selection options.
4. Add Attachment if necessary.

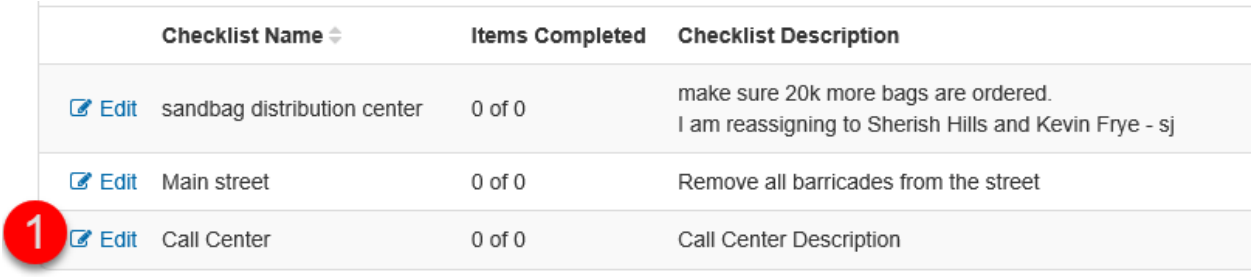
5. Enter Comments.
6. Check box if complete of not.
7. System will auto populate Date/Time Complete when Complete check box is checked.
8. Select List Status of Post or Remove.
9. Click Save when finished.



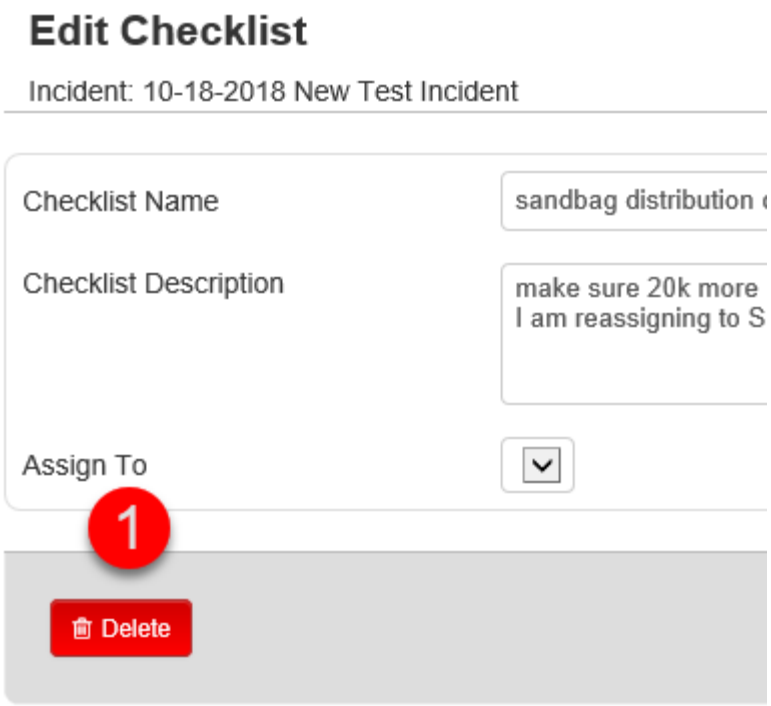
1. User can view the checklist item was added to the list view.
2. Click <<Return to List to return to main list view.

7.8 Delete Checklist Item

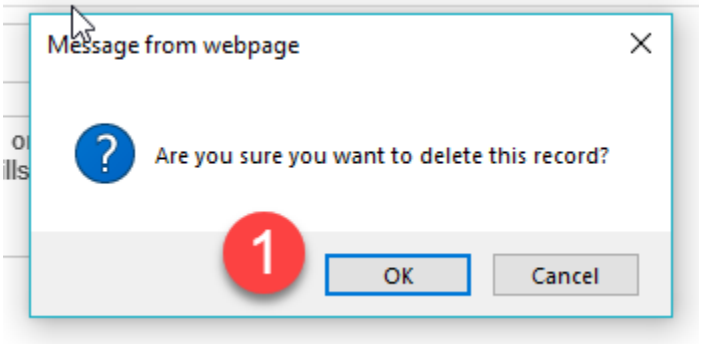
This will be permission based so not all users will be able to perform this function. CMD EOC Director, CMD Incident Commander, ERC 1, ERC 2 and ERC 3 can perform this function.



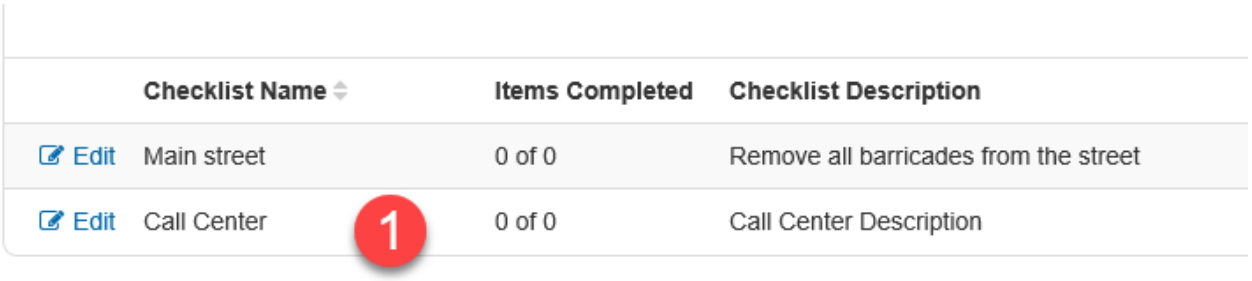
1. Click on the Edit icon of the checklist item they wish to edit.



1. Click on the Delete button.



1. Confirm delete by clicking Ok.



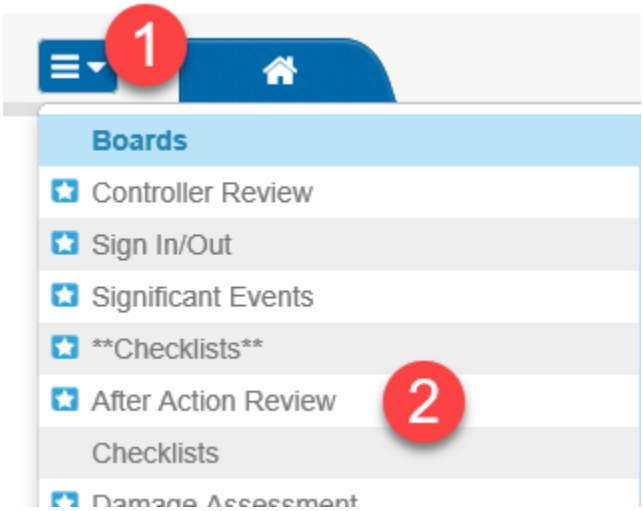
1. User can view the checklist item was deleted and is no longer showing on the list.

8 After Action Review Board

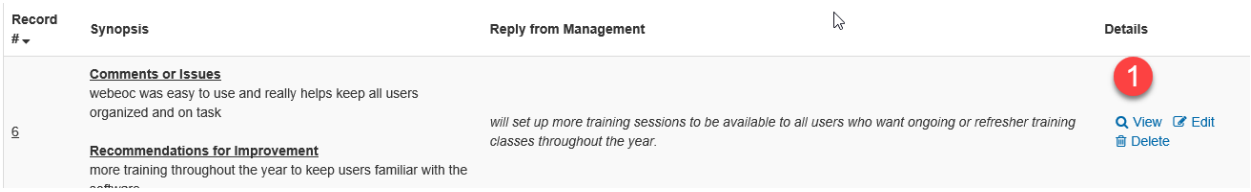
The After-Action Review board allows you to document comments or recommendations after an incident and track the resolution of items.

8.1 View Synopsis

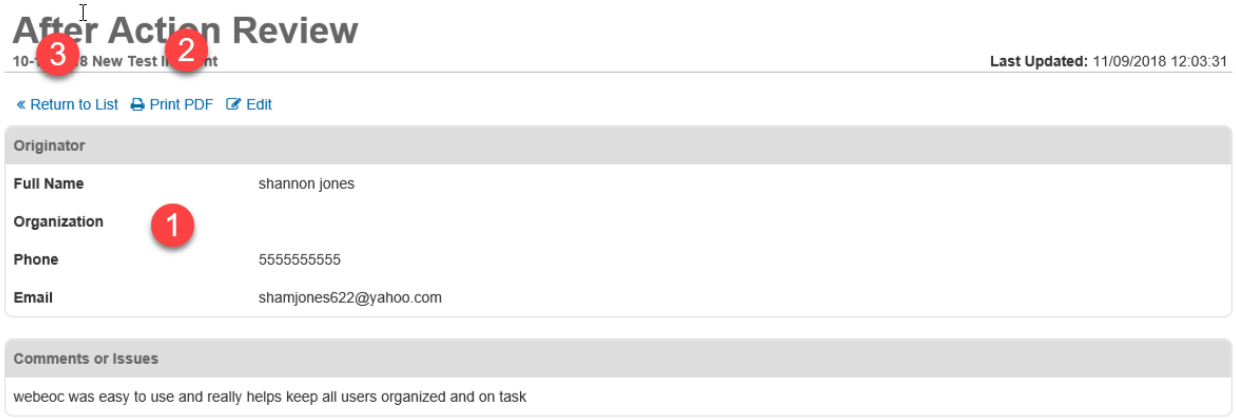
User can view all the entries on the board once they open the board – to view individual synopsis see below:



1. Click on the drop - down arrow of the control panel.
2. Click After Action Review to open board.

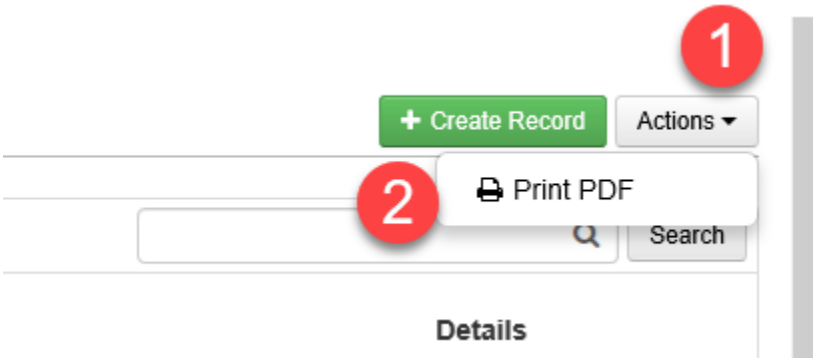


1. Click on the View link of the individual synopsis to open.



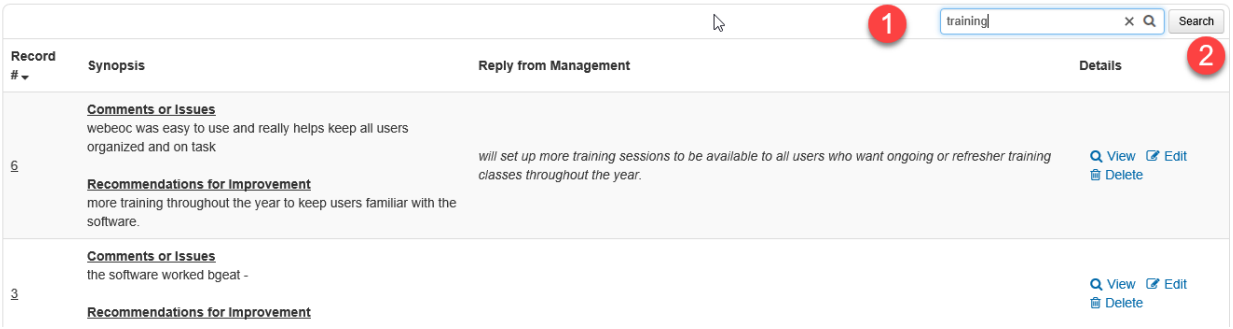
1. User can view information.
2. User can print a PDF of the synopsis by clicking the Print PDF link.
3. User can return to full list by clicking the << Return to List link.

8.2 Action tab – Print PDF

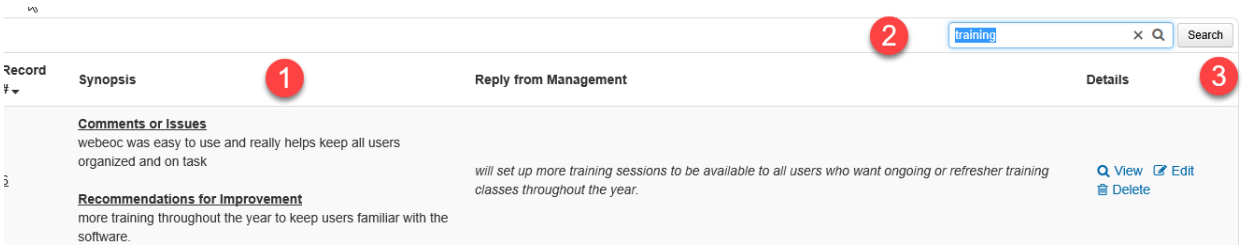


1. Click on the Actions tab dropdown.
2. Click Print PDF.

8.3 Search



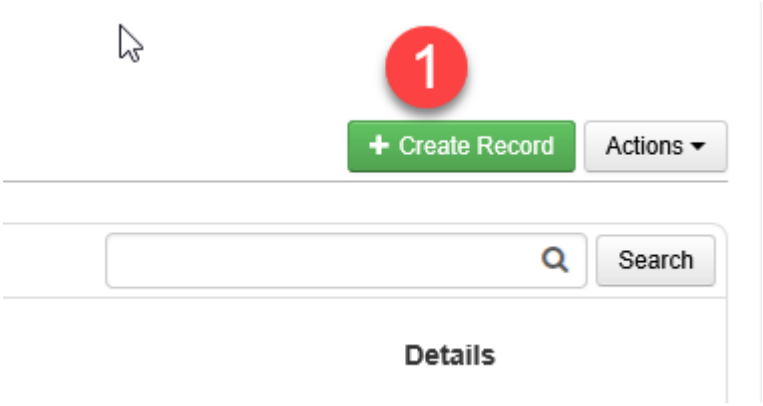
1. Enter search criteria in search box.
2. Click the Search button.



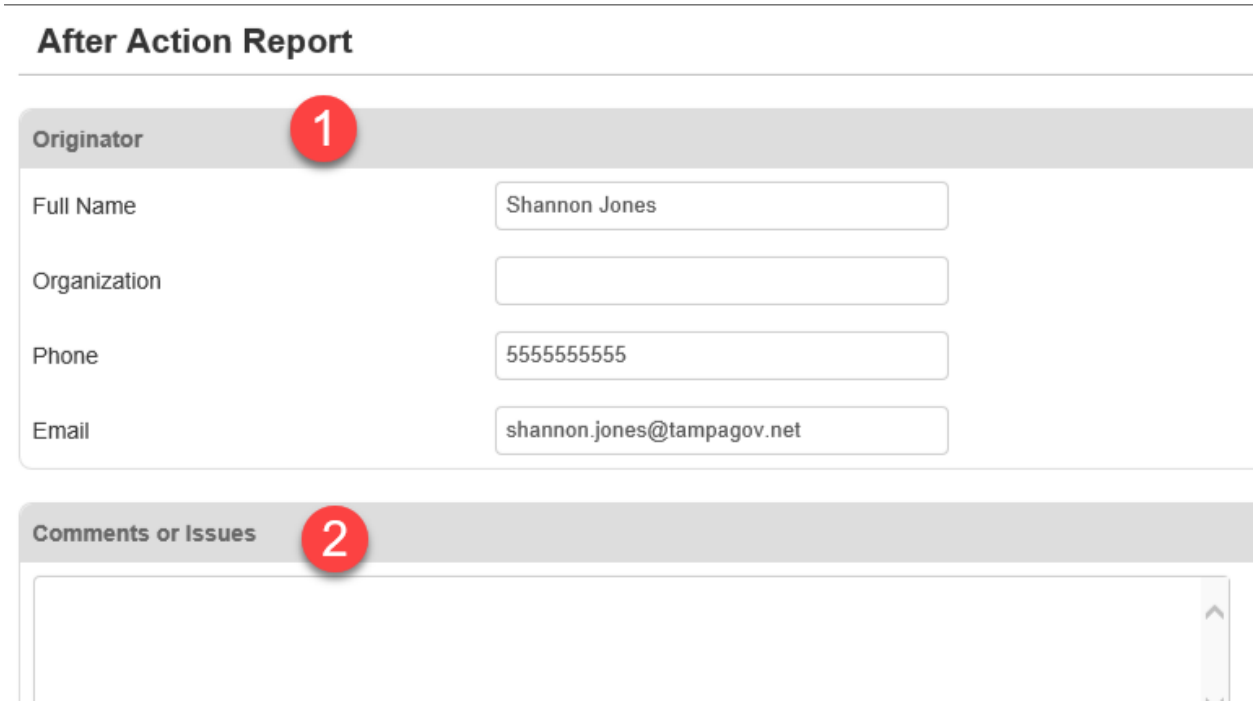
1. User will now only be able to view the synopsis containing the word training in it.
2. Clear search by deleting the text in the search box.
3. Click the Search button again to show all synopsis's again and not the filtered list from the search.

8.4 Create New Record

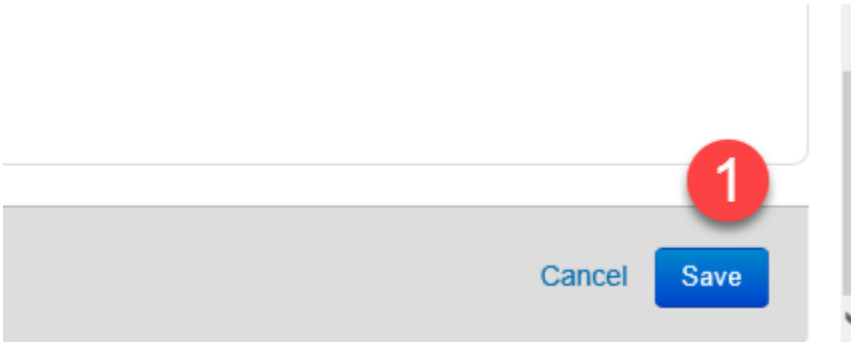
This will be permission based so not all users will be able to perform this function.



1. Click + Create Record button.

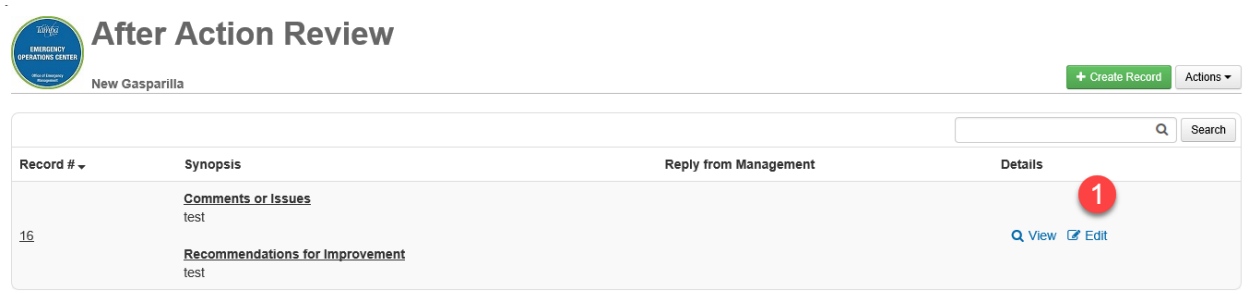


1. Fill out all information.
2. Fill out all information.

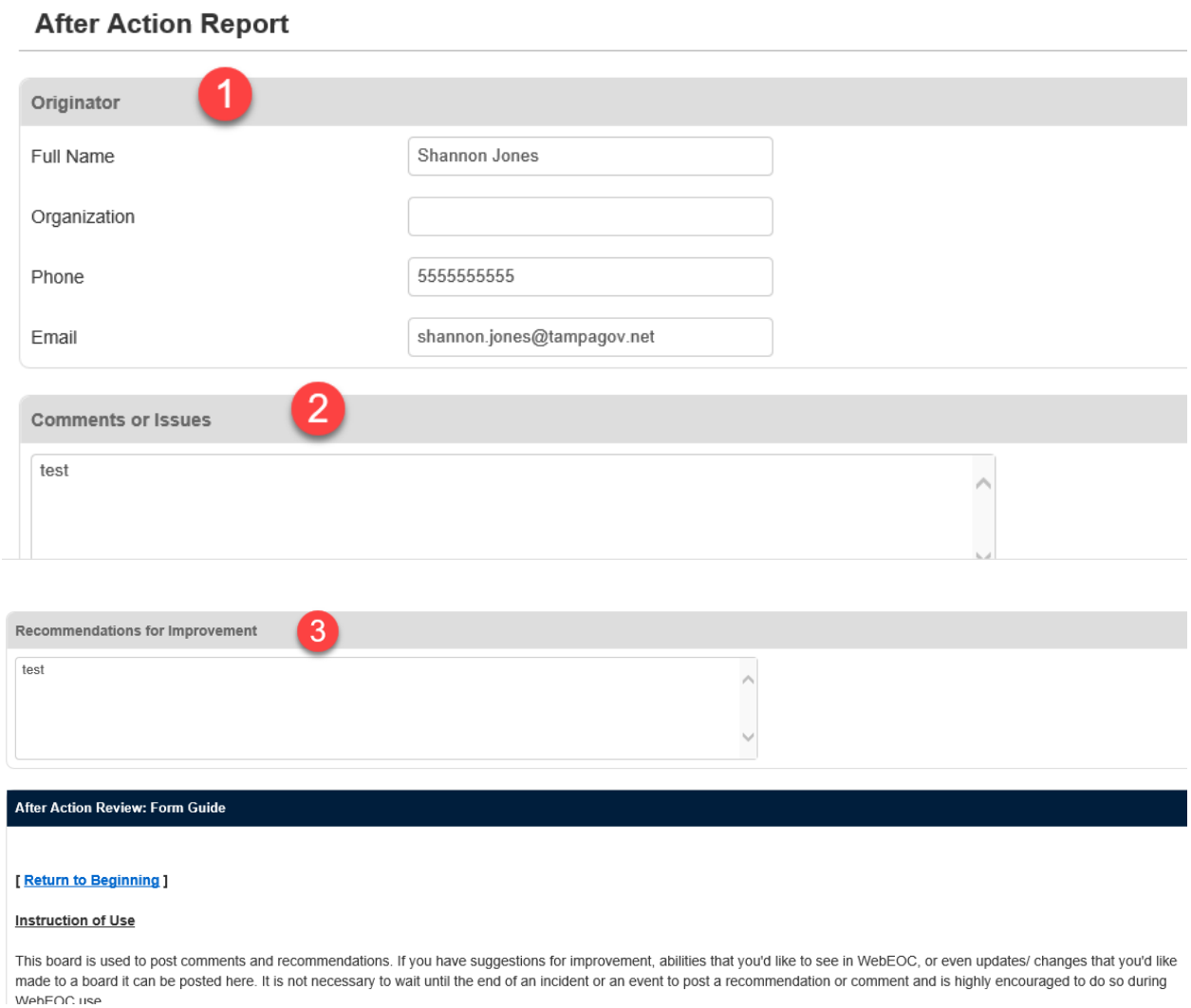


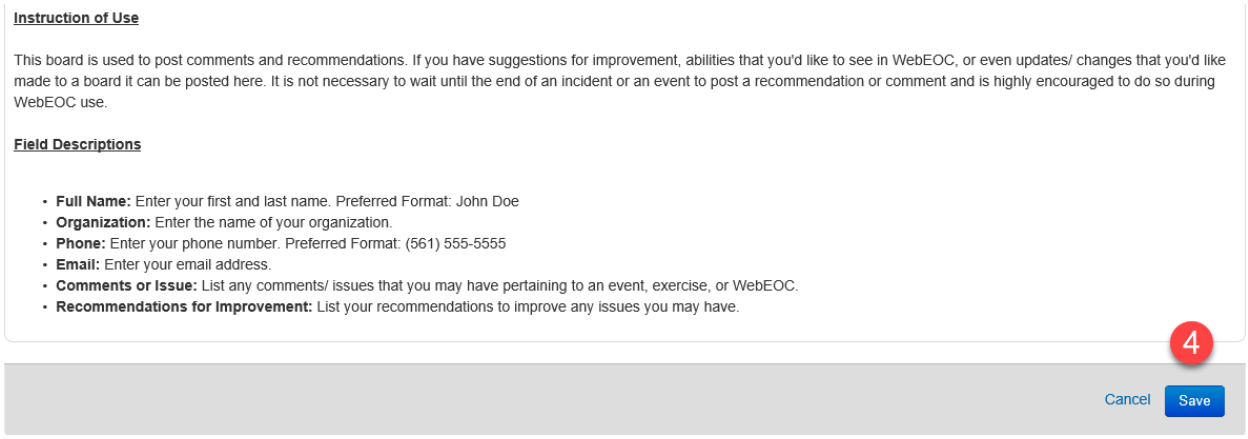
1. After filling out all the information, user will scroll to the bottom of the create new record page and click the Save button.
2. User will be able to view new record was added to main list.

8.5 Edit Record

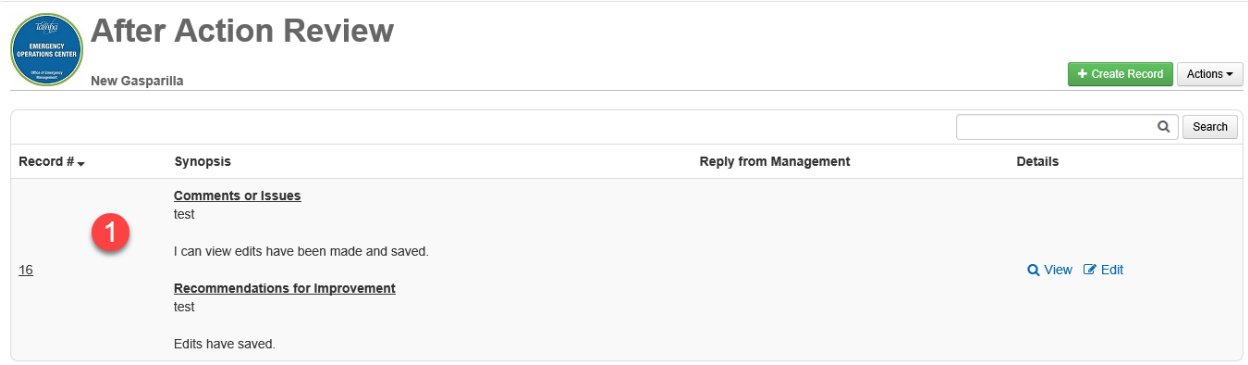


1. Click on Edit link.





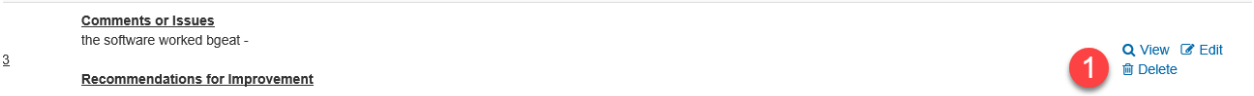
1. Make any necessary edits to the Originator section.
2. Make any necessary edits to the Comments or Issues section.
3. Make any necessary edits to the Recommendations for Improvement section.
4. Click Save when completed.



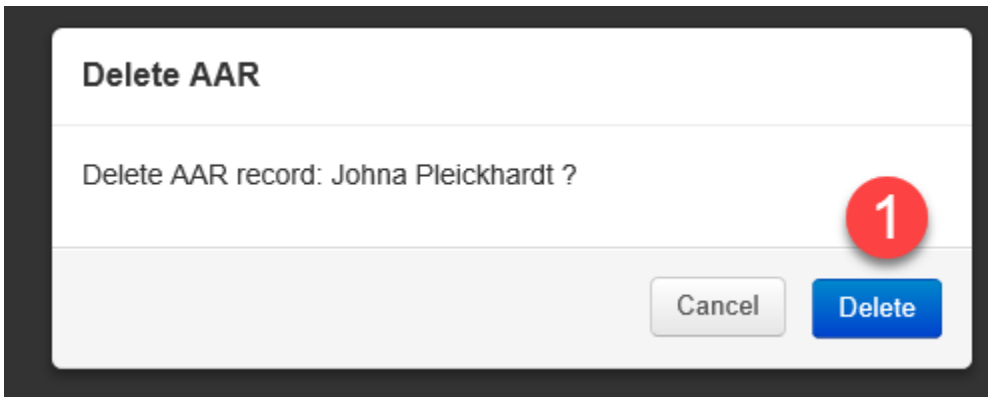
1. User can view edits were made and saved.

8.6 Delete Record

This will be permission based so not all users will be able to perform this function. CMD EOC Director, CMD Incident Commander, ERC 1, ERC 2 and ERC 3 can perform this function.



1. Click on the Delete link of the record they wish to delete.



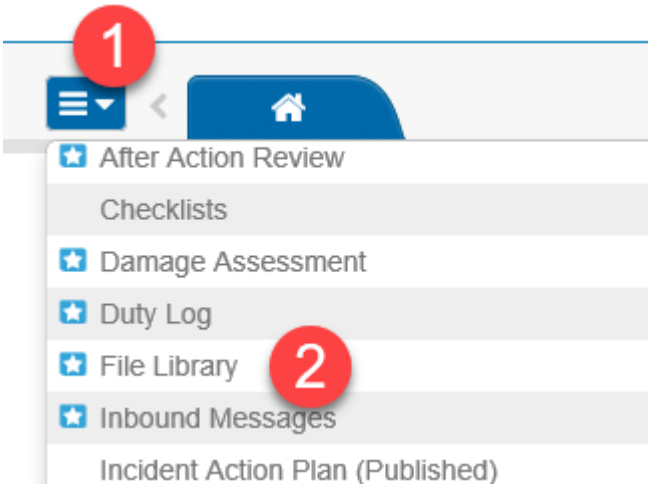
1. Click Delete.
2. User can view the record was deleted from the list.

9 File Library Board

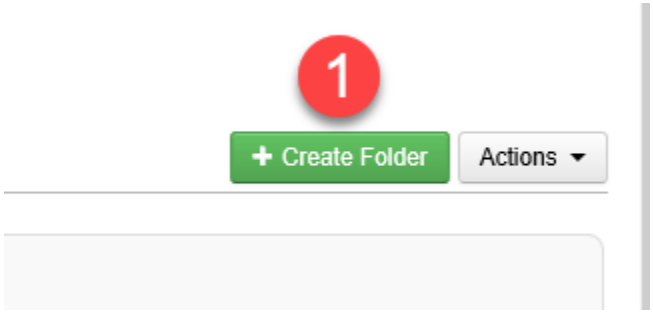
This board is permission based so not all users will be able to perform all the below functions.

The File Library board allows you to upload, organize, and share documents and files across your organization. It also allows you to create private folders that can only be viewed by the position that created the folder.

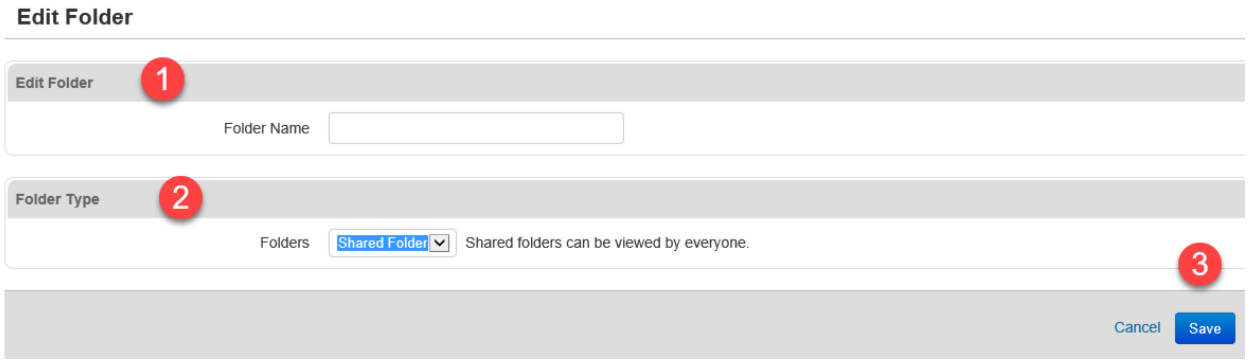
9.1 Create Folder



1. Click on the control panel drop down arrow.
2. Click on the File Library board.

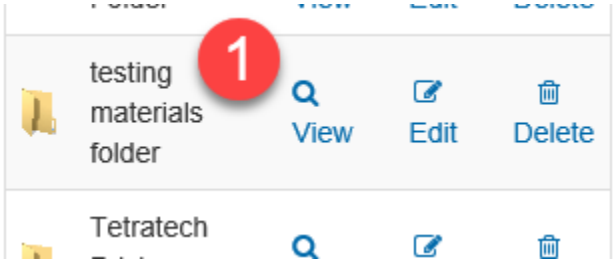


1. Click on + Create Folder button.

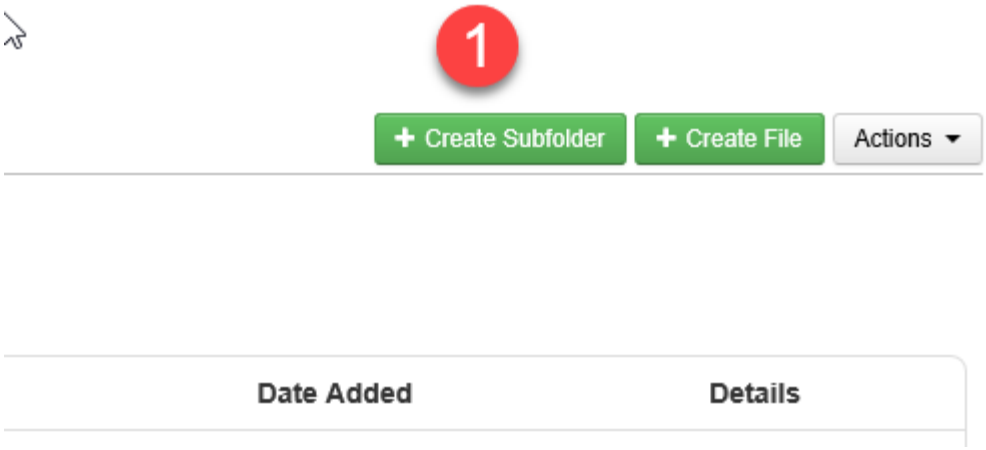


1. Enter folder name.
2. Select folder type from the drop down. Shared or private. Shared - all users/positions in Webeoc can view the folders/files. Private – only users with the same position as the user who created the folder can view the folder/files.
3. Click the Save button when completed.
4. User can view the new folder was created/added to the list.

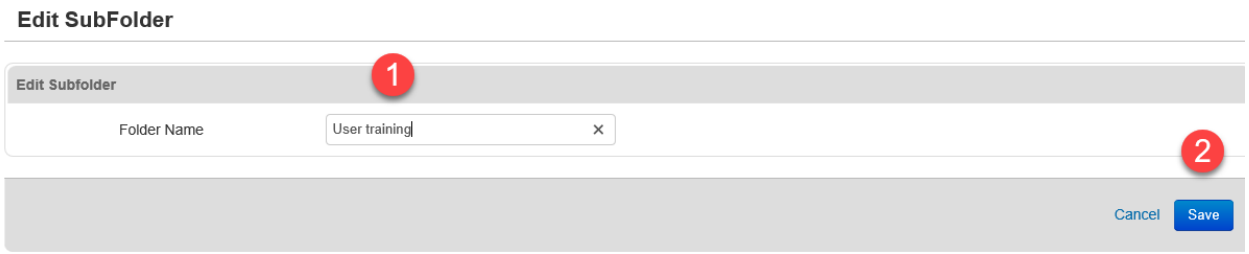
9.2 Create Subfolder



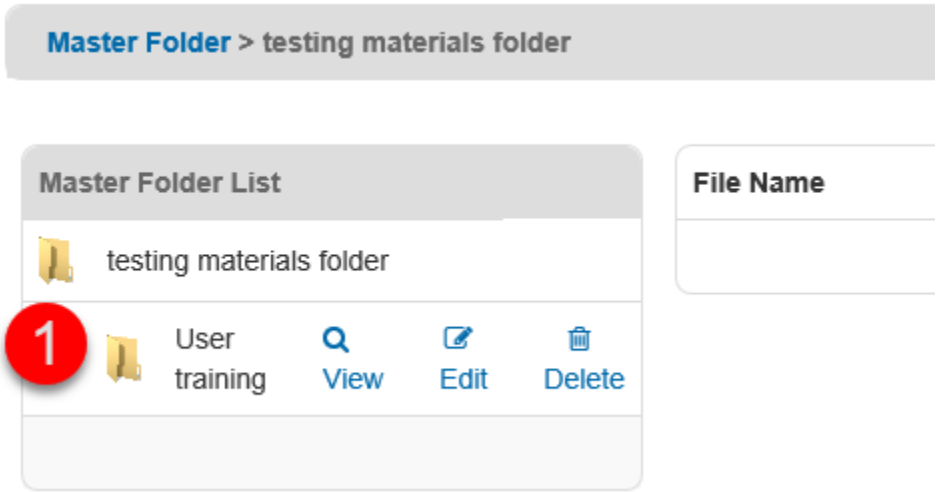
1. Click on the View link of the master folder you want to add a subfolder too.



1. Click + Create Subfolder.



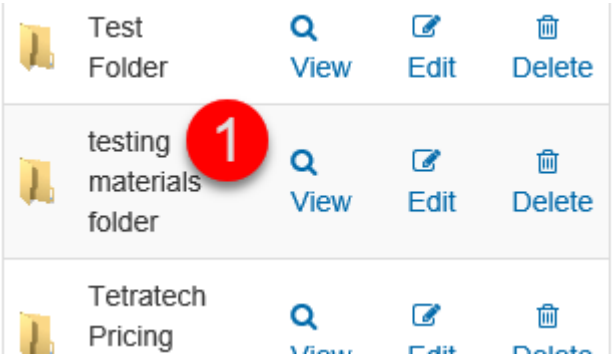
1. Enter folder name.
2. Click the Save button.



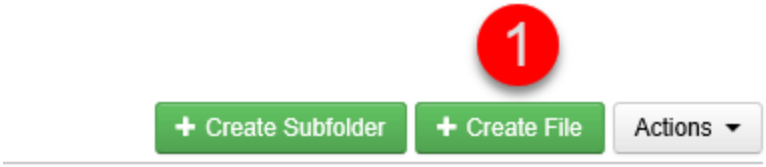
1. User can see the new subfolder was added.

9.3 Create File

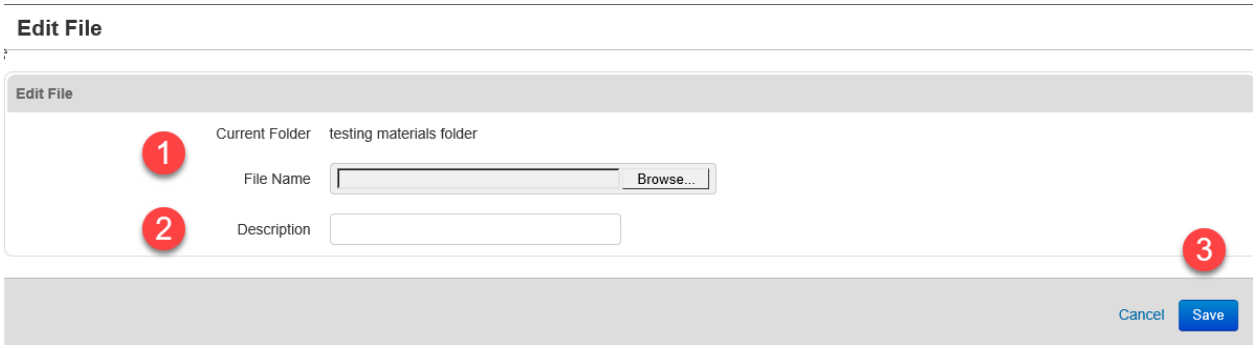
This will be permission based so not all users will be able to perform this function.



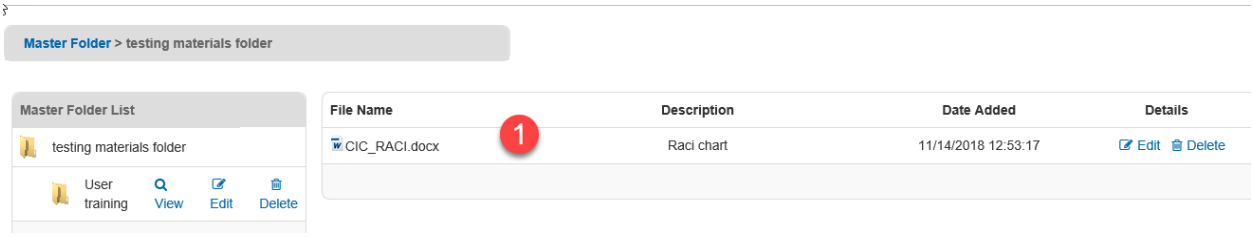
1. Click View of the folder you want to create a new file for.



1. Click the + Create File button.

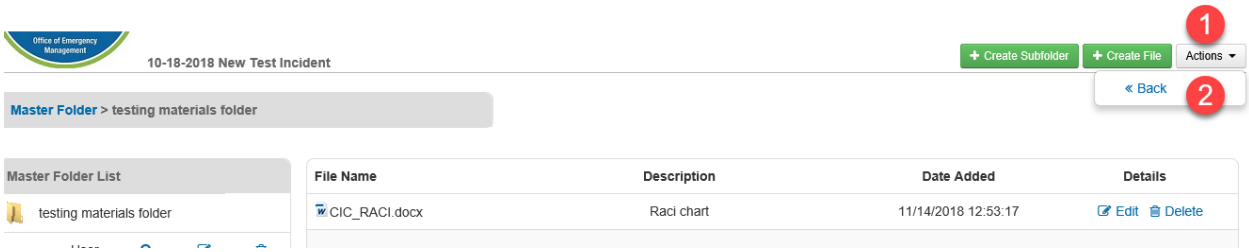


1. Browse to upload file name.
2. Enter a description of the file.
3. Click the Save button.



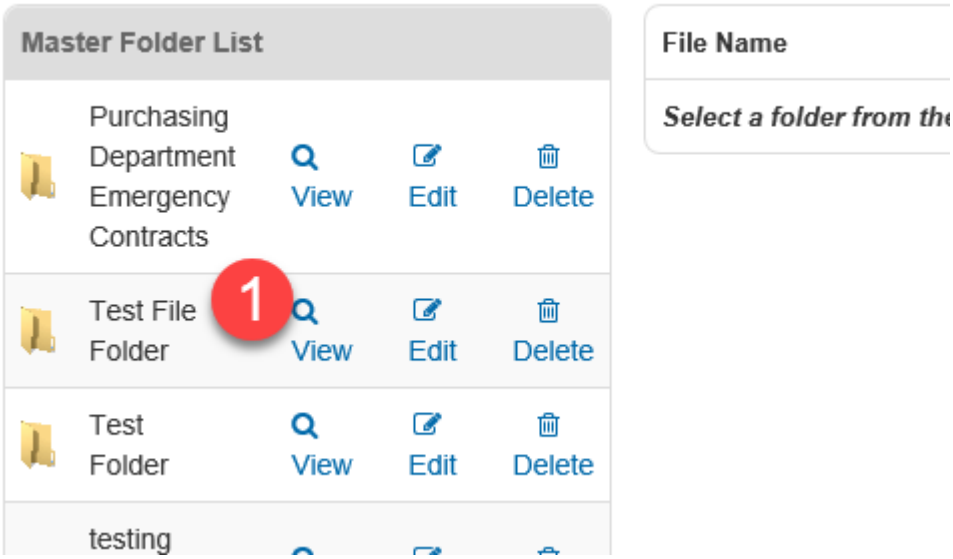
1. User can view the file was added.

9.4 Return to List

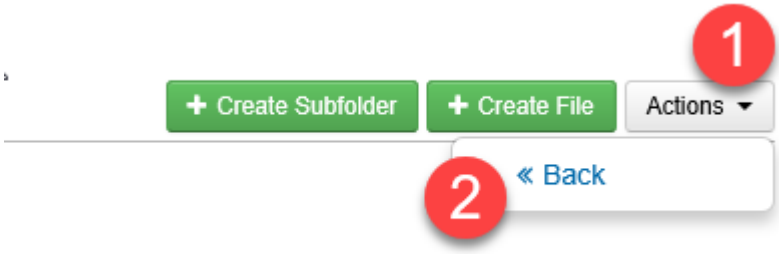


1. Click the Actions tab.
2. Select << Back from the drop down.
3. User will now be on the main list page.

9.5 View Folder



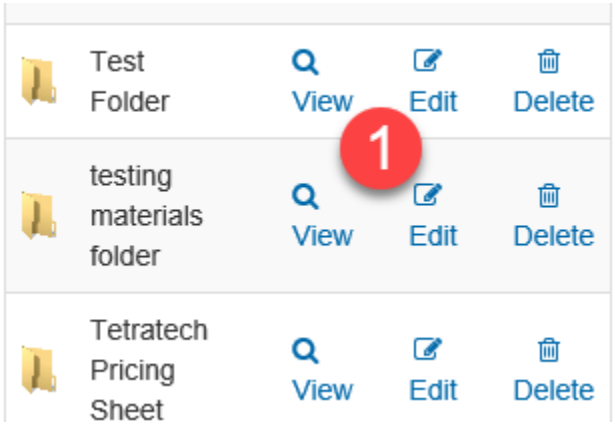
1. Click the View link of the folder to view.
2. User is now able to view the folder selected.



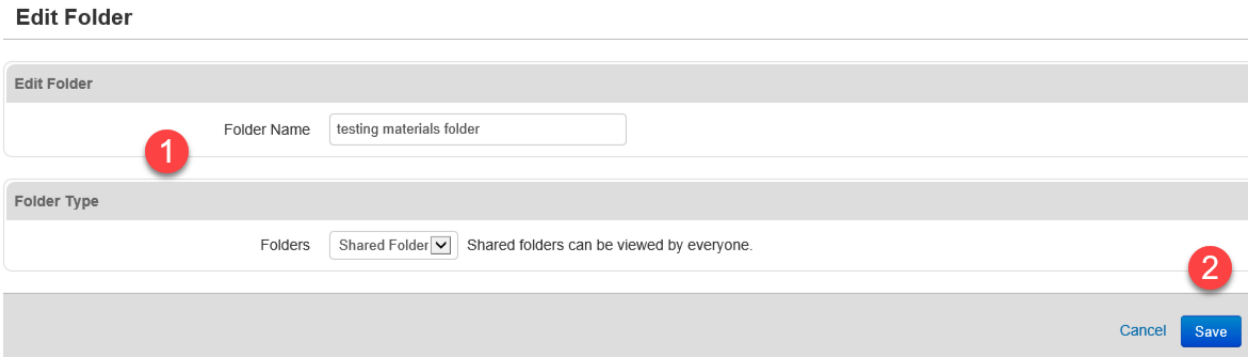
To return to the main list page:
1. Click the Actions tab.
2. Click the << Back link in blue.

9.6 Edit Folder

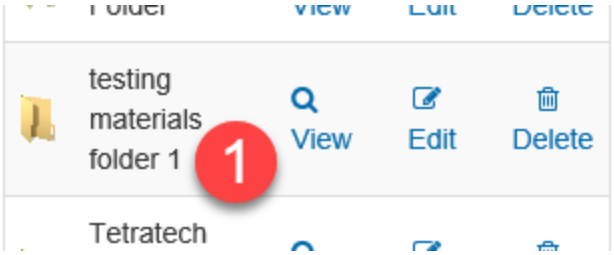
This will be permission based so not all users will be able to perform this function.



1. From the main list the click on the Edit link in blue of the folder you wish to edit.



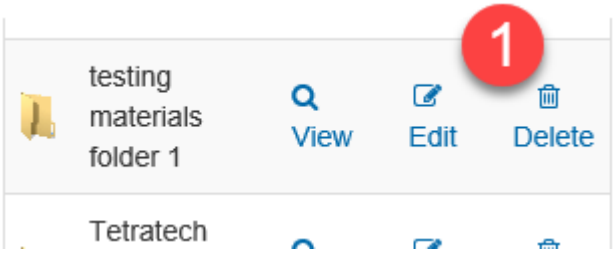
1. Make necessary edits.
2. Click the Save button.



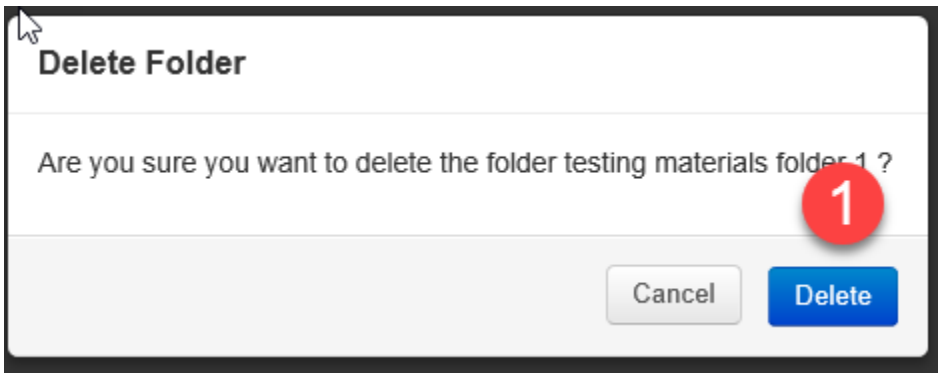
1. User can see edits were made and saved.

9.7 Delete Folder

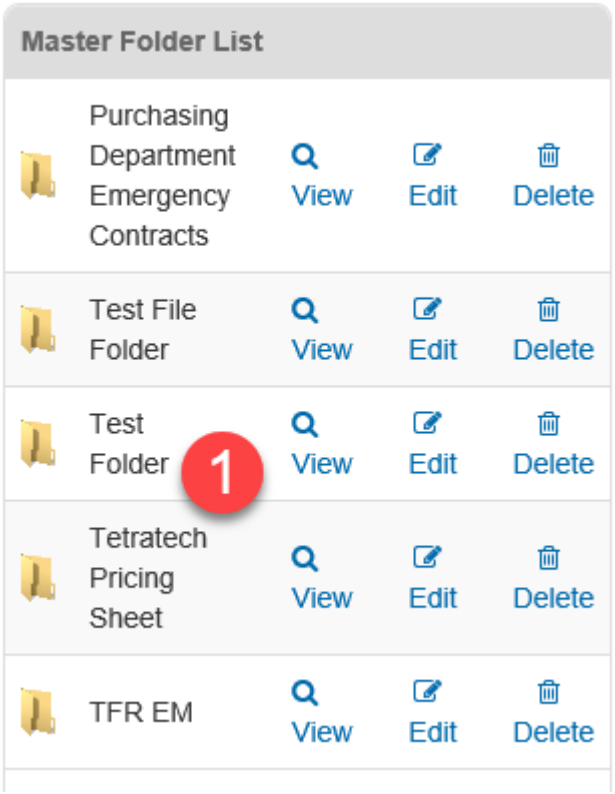
This will be permission based so not all users will be able to perform this function.



1. Click the Delete icon of the folder they wish to delete.

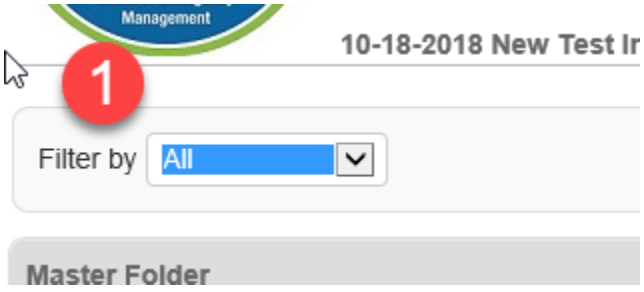


1. Click the Delete button.



1. User can view the file was deleted and removed from the list.

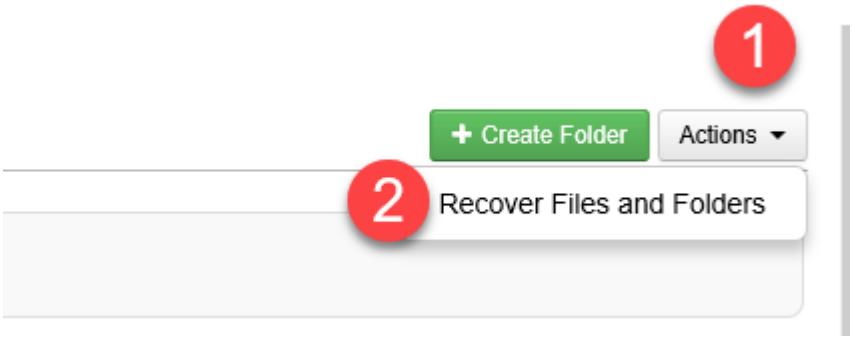
9.8 Filter Folder List



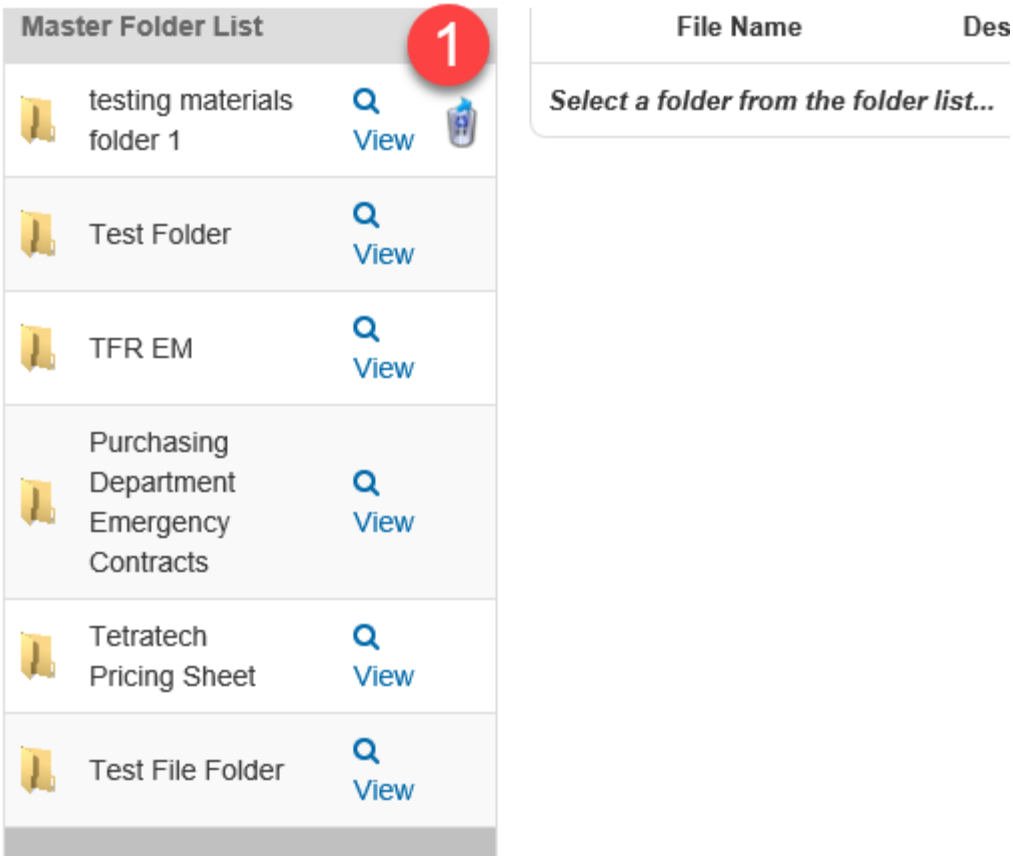
1. Filter folder list results by clicking the drop-down tab of the filter by field.
2. Filter by all, shared or private folders to list in the folders list.
3. User can filter, and view filter was successful.

9.9 Recover Files & Folders

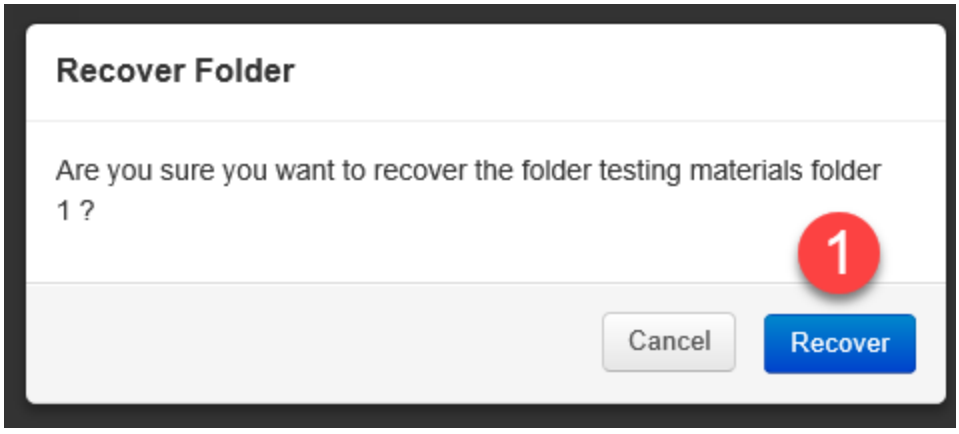
This will be permission based so not all users will be able to perform this function.



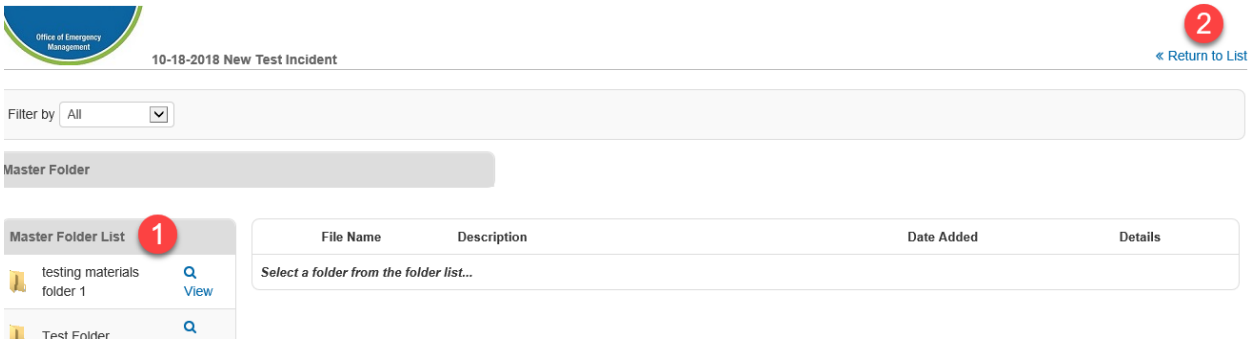
1. Click the Actions tab.
2. Select Recover Files & Folders,



1. Select file/folder to recover from list. Files/folders that can be recovered will have the blue recycling can next to it. Click the recycling can next to the file/folder you wish to recover.



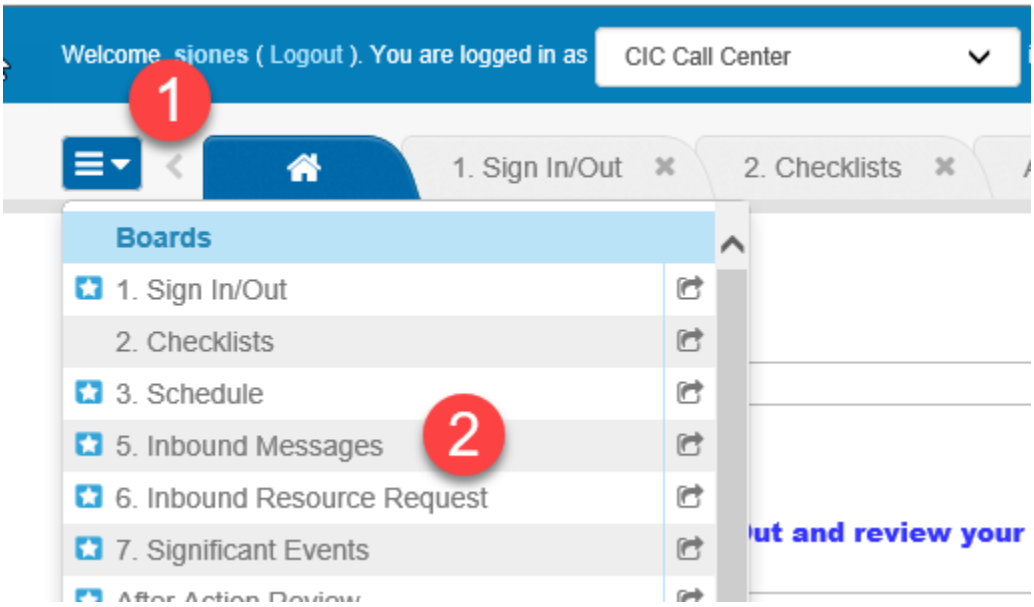
1. Click the Recover button.



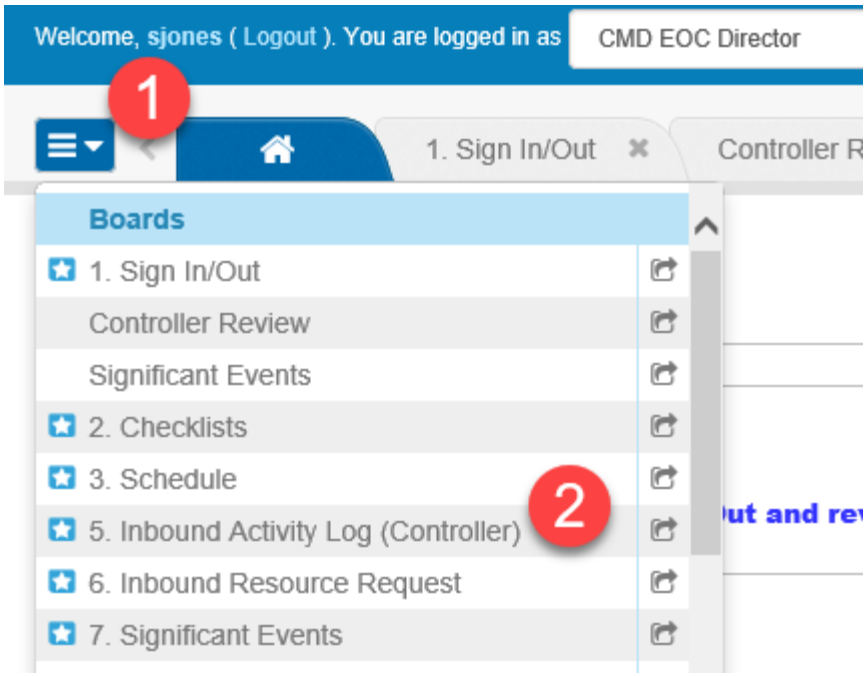
1. User can view the file/folder was recovered and the blue recycling can is no longer available.
2. Click the Return to List link to go back to master list/main page.

10 Inbound Messages/Activity Log Board

1. The CIC Call Center position will see Inbound Messages board from drop down, all other positions will see Inbound Activity Log (Controller) board. These boards are integrated with each other and all records added can be viewed by all positions. The only difference between these 2 boards is the function of posting event to a significant event. See screenshots below.

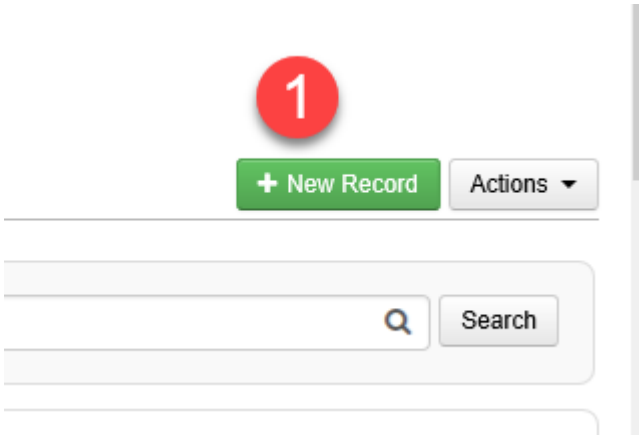


1. Click on the control panel drop-down. This is the view for the call center position only.
2. Click on Inbound Messages or Inbound Activity Log (Controller) board depending on your position in WebEOC of which board you have access to.

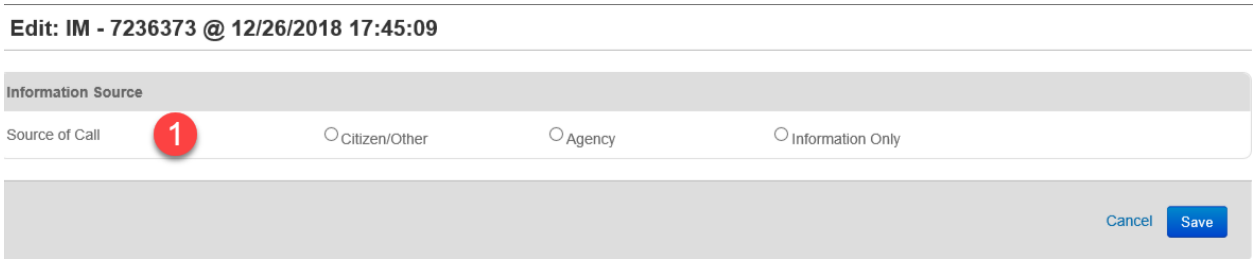


1. Click on the control panel drop-down. This is the view for all positions except the call center position.
2. Click on Inbound Activity Log (Controller) board.

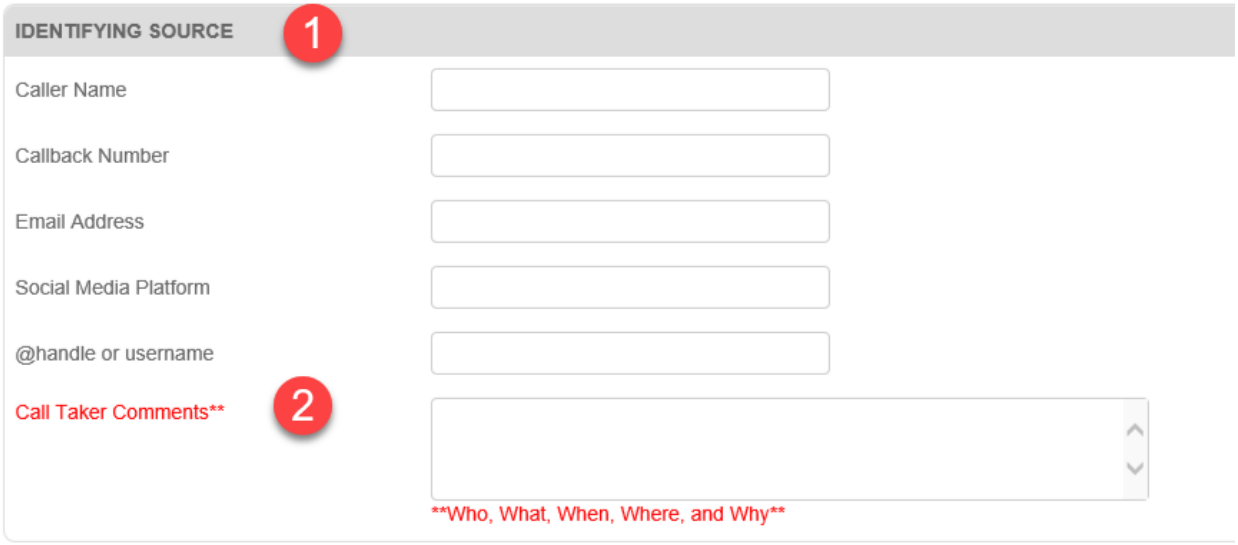
10.1 Create New Record



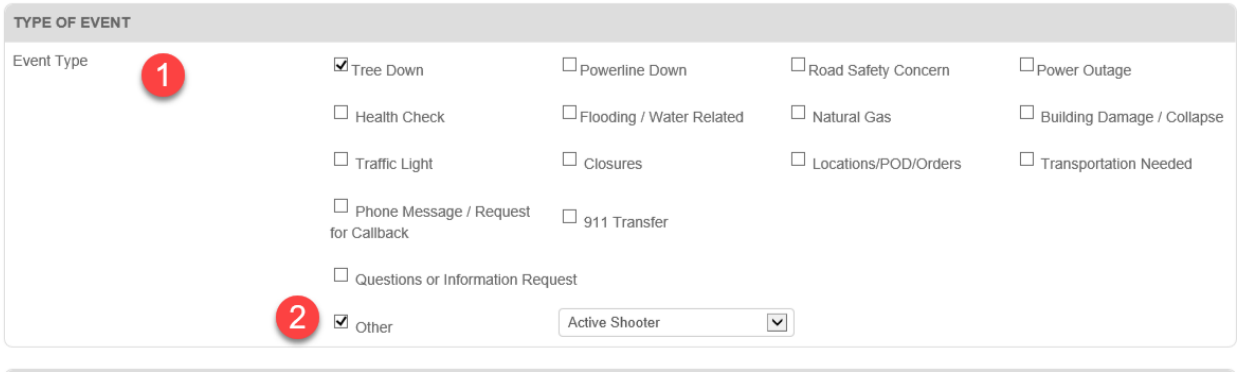
1. Click on + New Record.



1. Select the source of the call.

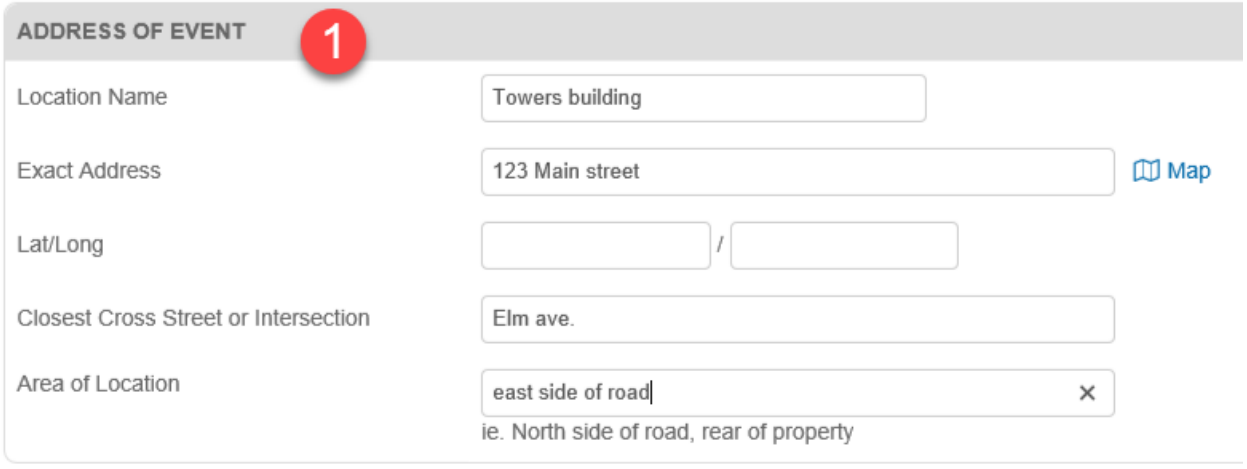


1. Enter identifying source information available from caller/source.
2. Enter Call Taker Comments, this is marked in red and is required to filled out. This is where call taker will enter who, what, when, where and why info about the call.



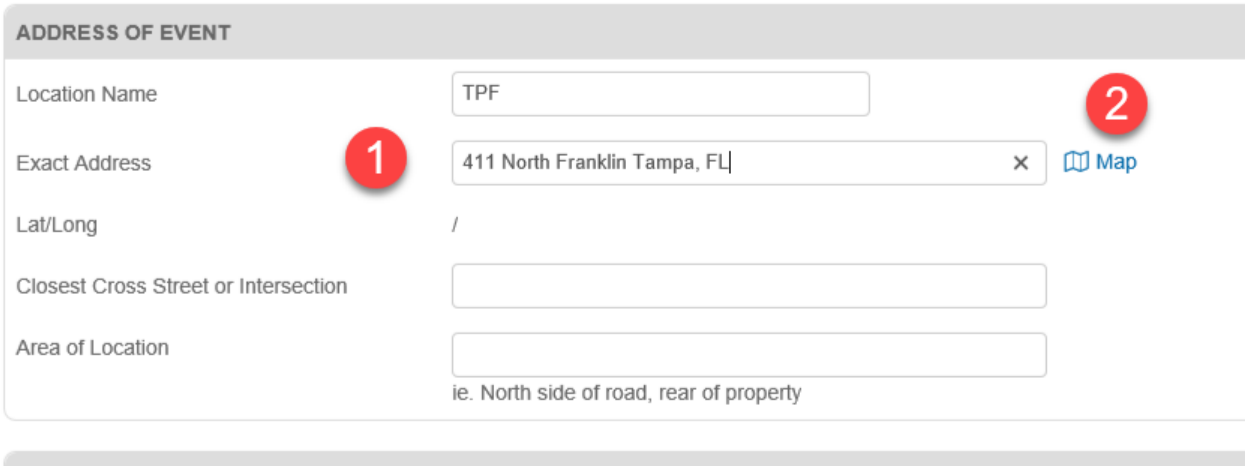
1. Check the box of the event(s) applicable to the call. These are NOT required and do not have to be checked if not needed.

   - When checking the other box system will create a drop-down for users to select from.
   - Depending on the event(s) selected the system will add additional boxes below for caller to fill out after the address of events box.

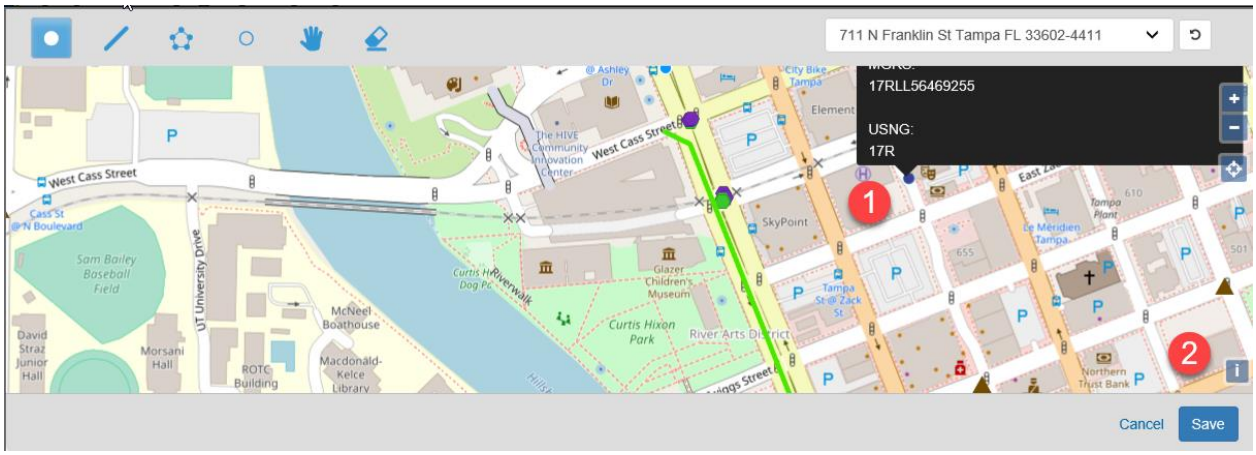


1. Enter any available information for address of event.

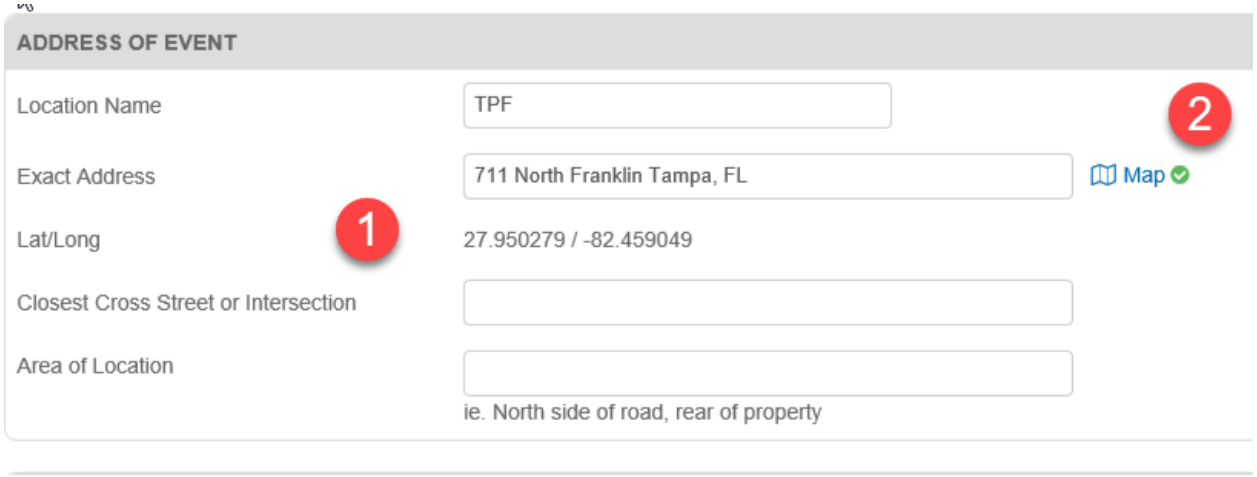
TO MAP THE CALL SO WE ARE USING EXACT/VALIDATED ADDRESSES IN GIS:



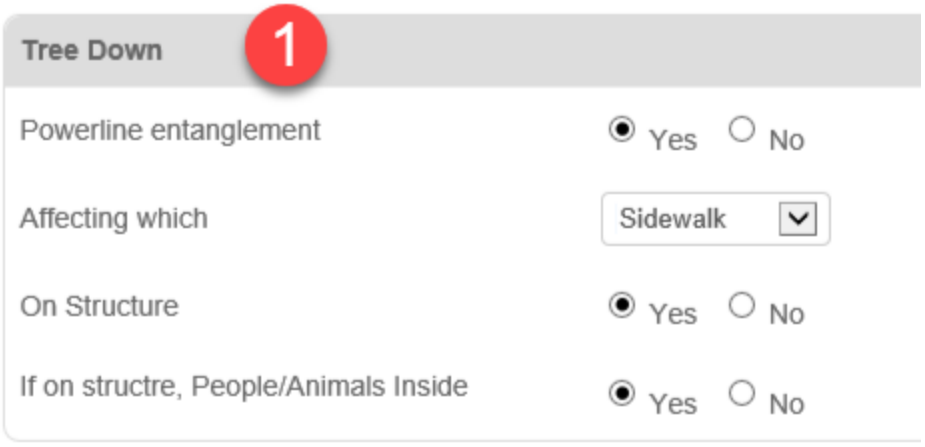
1. Enter Exact Address.
2. Click the Map link.



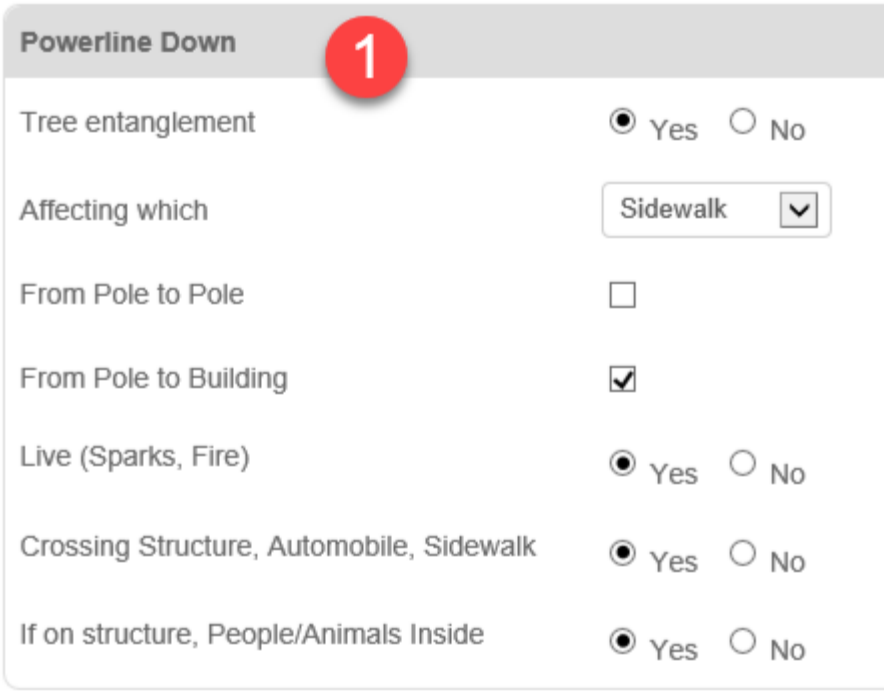
1. When entering an exact/validated address in GIS the system will show icon on map where the address is located and a black box with GIS data will pop up.
2. Click Save.



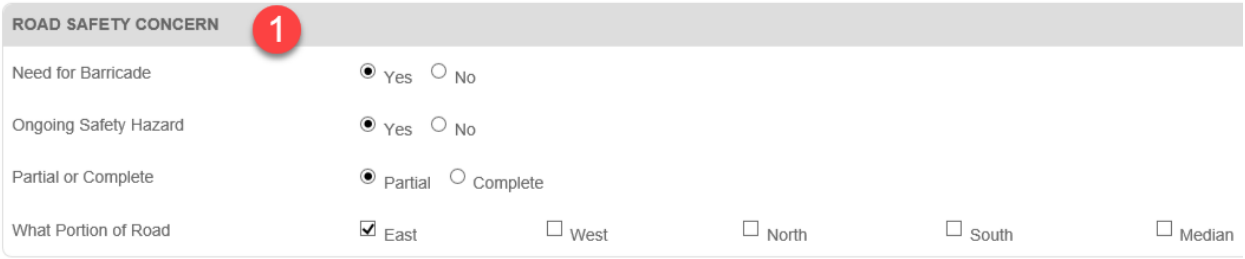
1. User can view the system auto populated the Lat/Long for the exact/validated GIS address entered.
2. A green circle with a white checkmark will appear to let users know this exact address has been validated and saved on the map.



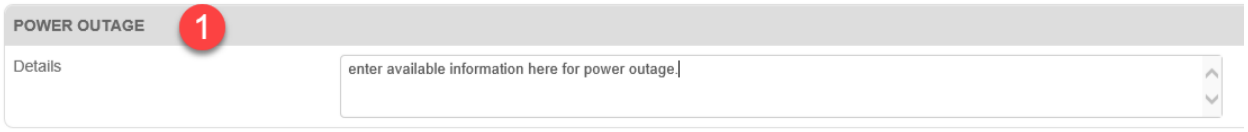
1. Fill out fields available for Tree Down if this box was selected in event type box.



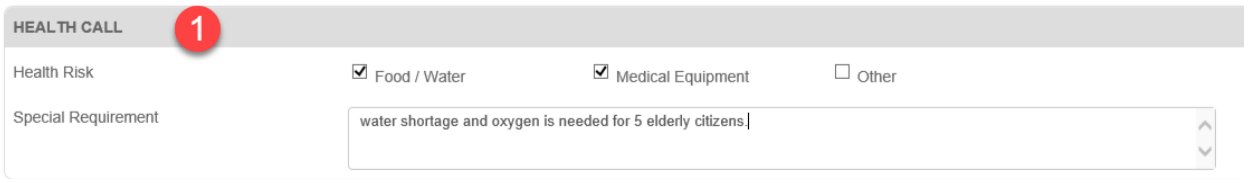
1. Fill out fields available for Powerline down if this box was selected in event type box.



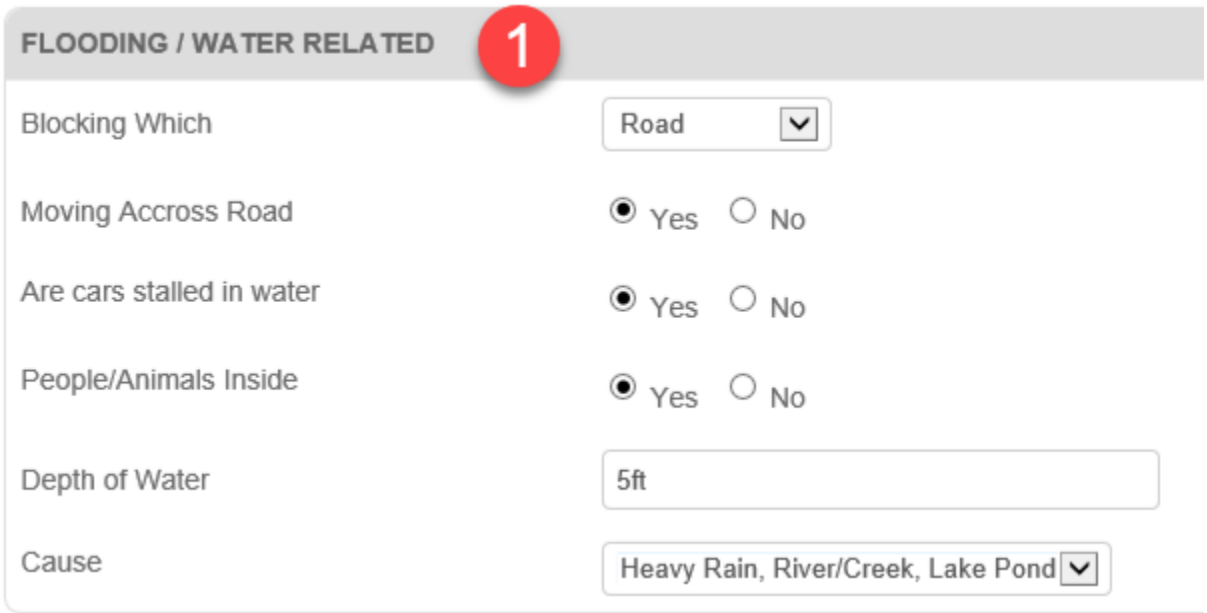
1. Fill out fields available for Road Safety Concern if this box was selected in event type box.



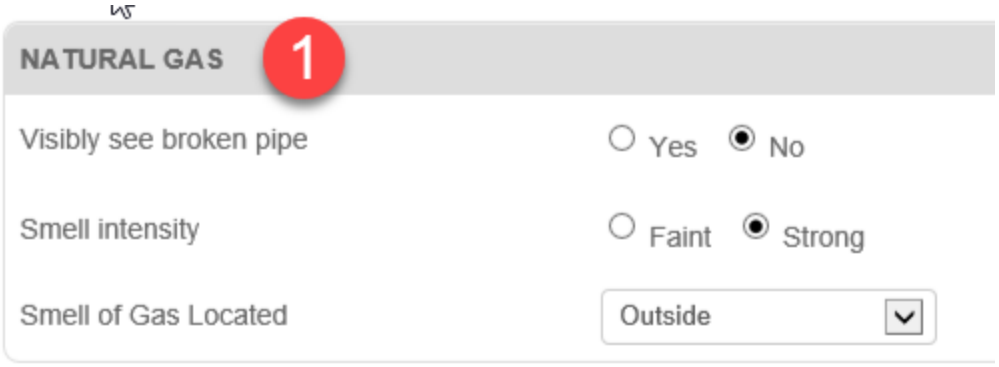
1. Fill out details for Power Outage if this box was selected in event type box.



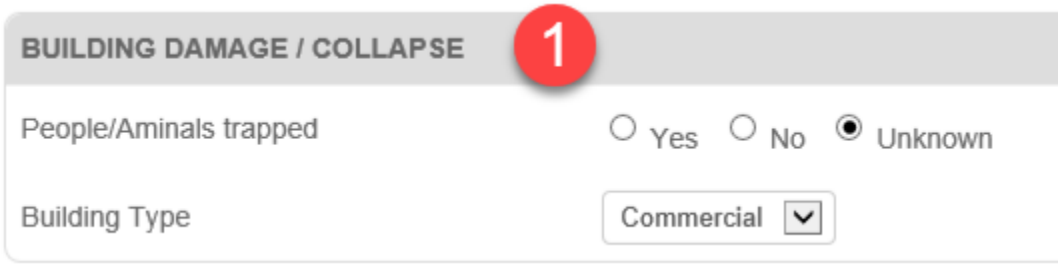
1. Fill out details for Health Call if this box was selected in event type box.



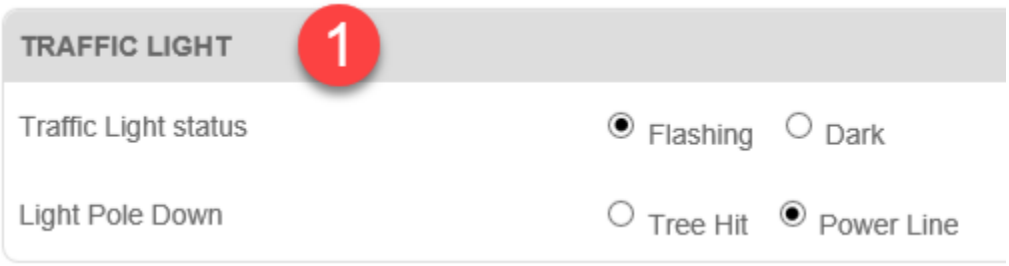
1. Fill out details for Flooding/Water Related if this box was selected in event type box.



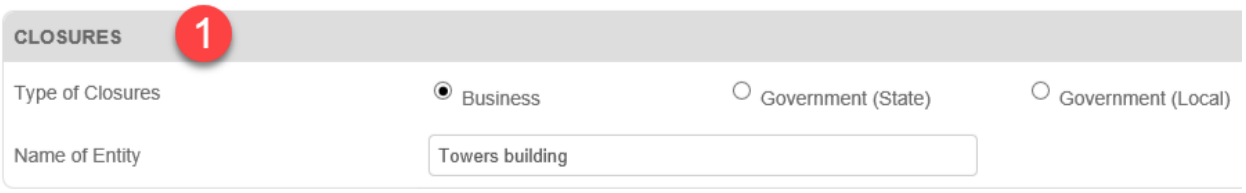
1. Fill out details for Natural Gas if this box was selected in event type box.



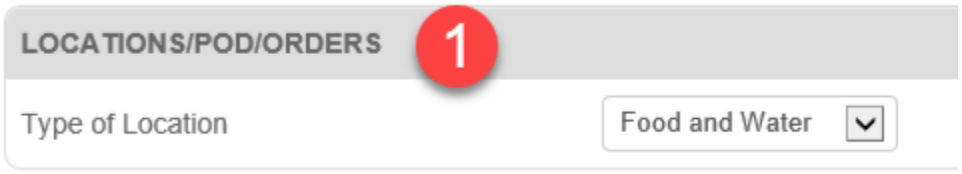
1. Fill out details for Building Damage/Collapse if this box was selected in event type box.



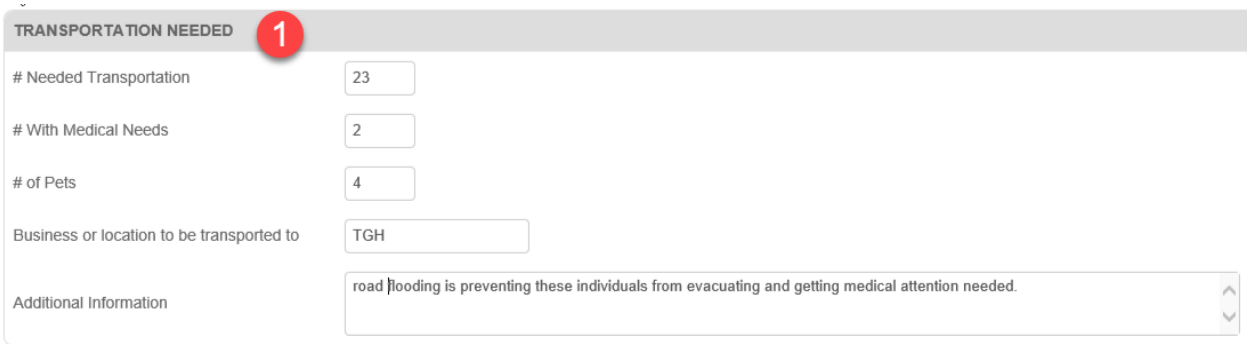
1. Fill out details for Traffic Light if this box was selected in event type box.



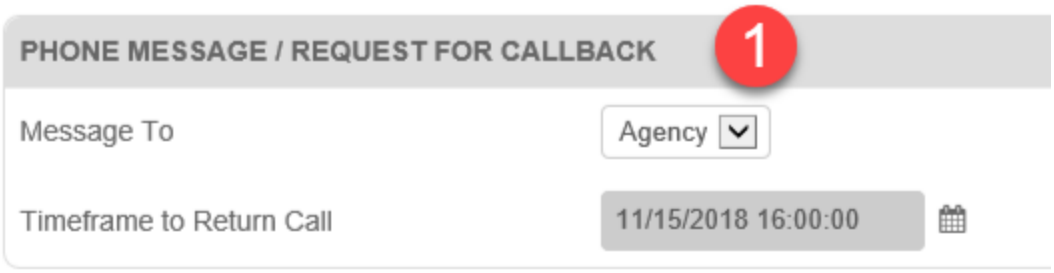
1. Fill out details for Closures if this box was selected in event type box.



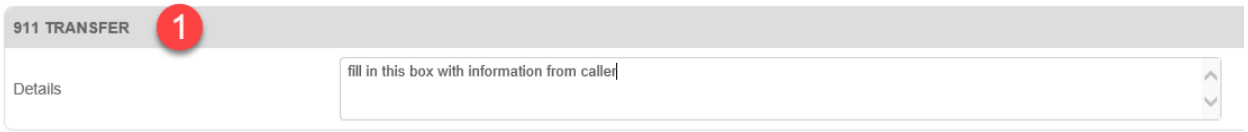
1. Fill out details for Location/POD/Orders if this box was selected in event type box.



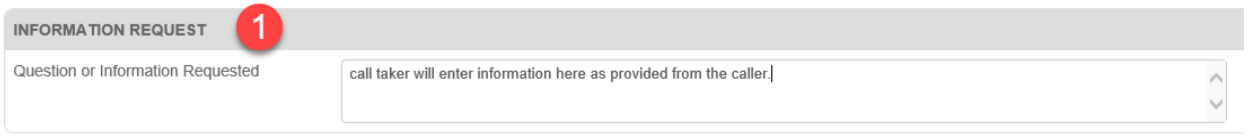
1. Fill out details for Transportation Needed if this box was selected in event type box.



1. Fill out details for phone Message/Request for Callback if this box was selected in event type box.

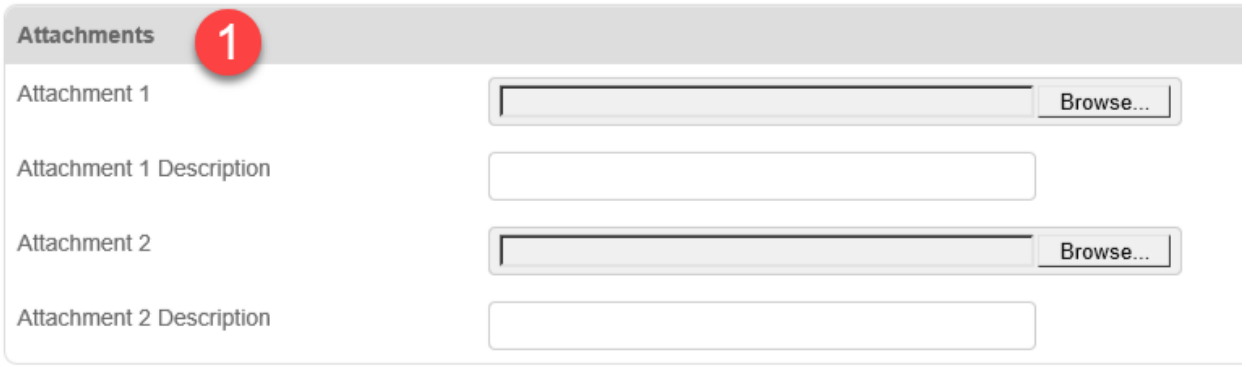


1. Fill out details for 911 Transfer if this box was selected in event type box.



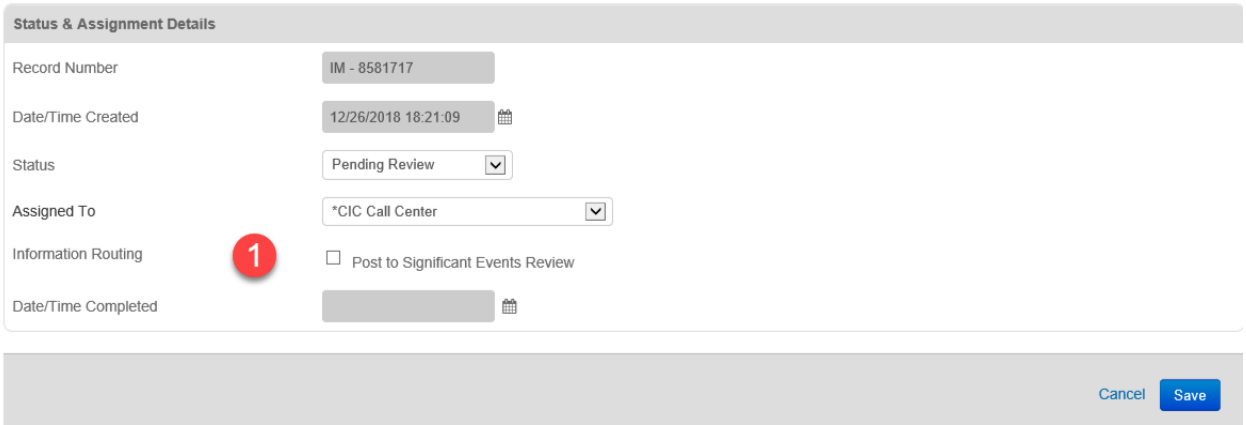
1. Fill out details for Information Request if this box was selected in event type box.

1. Fill out the information in the Comments Section.
2. Enter Detailed Description of call. This field is marked in red and is required to fill out.
3. Record History will keep running list of all Detailed Description comments entered for this record.

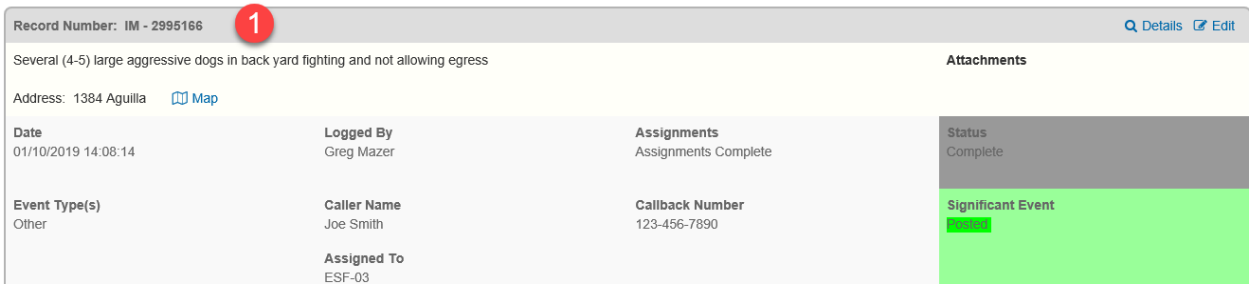


1. User has the availability to upload 2 attachments here if needed. **Please make sure to enter the attachment description when adding attachment.

1. The system will auto populate a new record number so there are no duplicates.
2. The system will auto populate the Date/Time Created.
3. Select the Status of the call by clicking the drop-down arrow. Selections available to user are – pending review, assigned, in progress, complete and duplicate.
4. Select Assigned to from the drop-down arrow and make selection from the list available to you. This field is not required so if you do not know the assigned to at this point you can skip this field.
5. To make this record a significant event – check the box to Post to Significant Events**. All positions can post to significant events except CIC Call Center they can post to significant event review. See screenshot below. This is the only difference between the 2 inbound boards.**
6. The system will auto populate the Date/Time Completed.
7. Click Save when finished.
8. To cancel and not save record click Cancel.

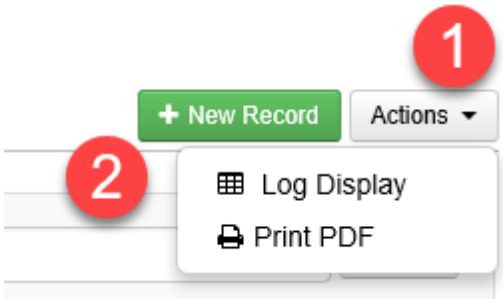


CIC Call Taker – Post to Significant Events Review^^^^^^

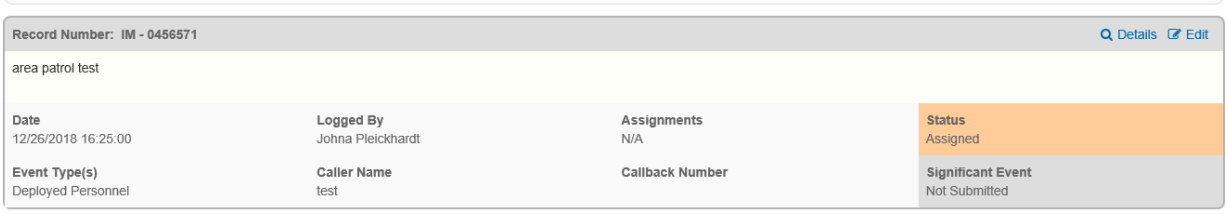


1. User can view the record created was added to the log.

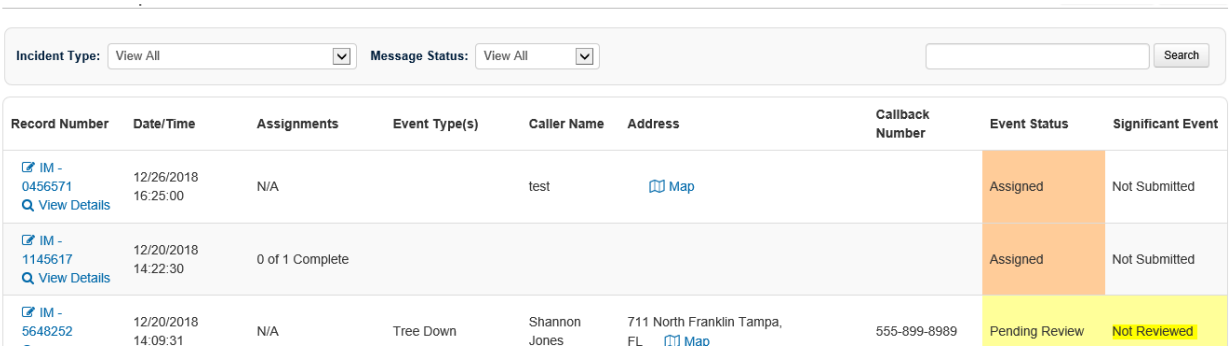
10.2 Action tab – Log/List Display



1. Click the Actions tab.
2. Click Log Display. This will change the viewing list on main page. To switch back to list display user will perform the same actions above and select List Display instead of log display. See screen shots below of the 2 different types of displays.

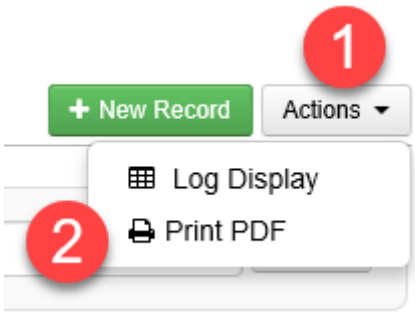


1. Log display ^^^^



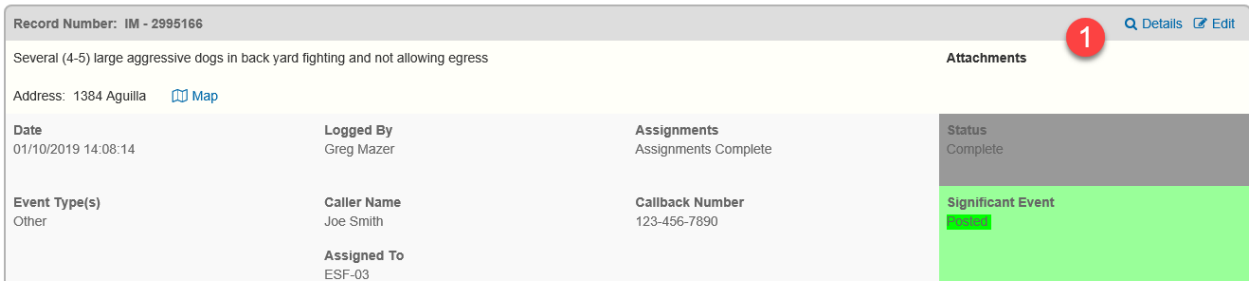
1. List display ^^^^

10.3 Action tab – Print PDF

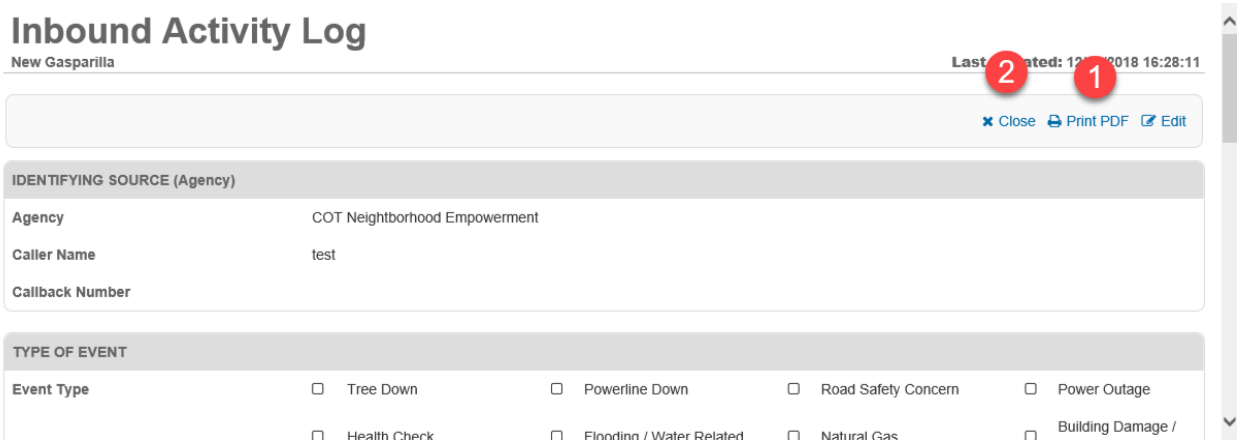


1. Click the Actions tab.
2. Click print PDF – then follow computer printing options.

10.4 View Details



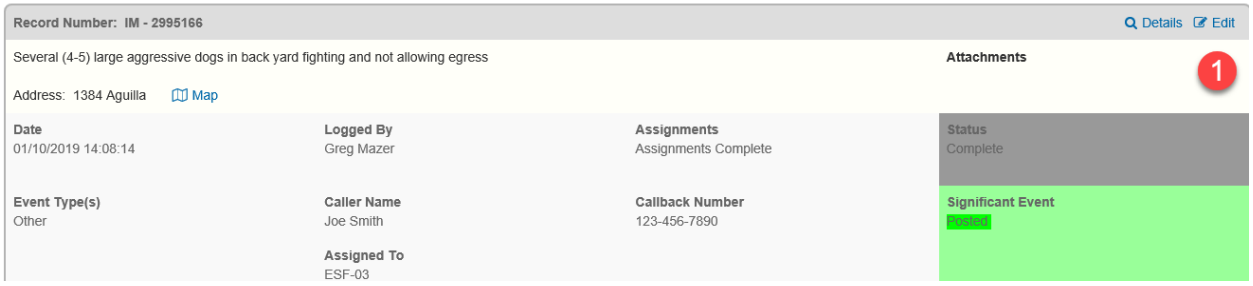
1. Click the Details link of the log they wish to view.



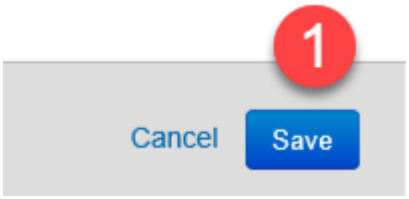
1. User can click the Print PDF link to print if needed for individual record.
2. User can view the selected log. When done viewing log user will click the X close link and return to the main view of all logs.

10.5 Edit Details

This will be permission based so not all users will be able to perform this function.

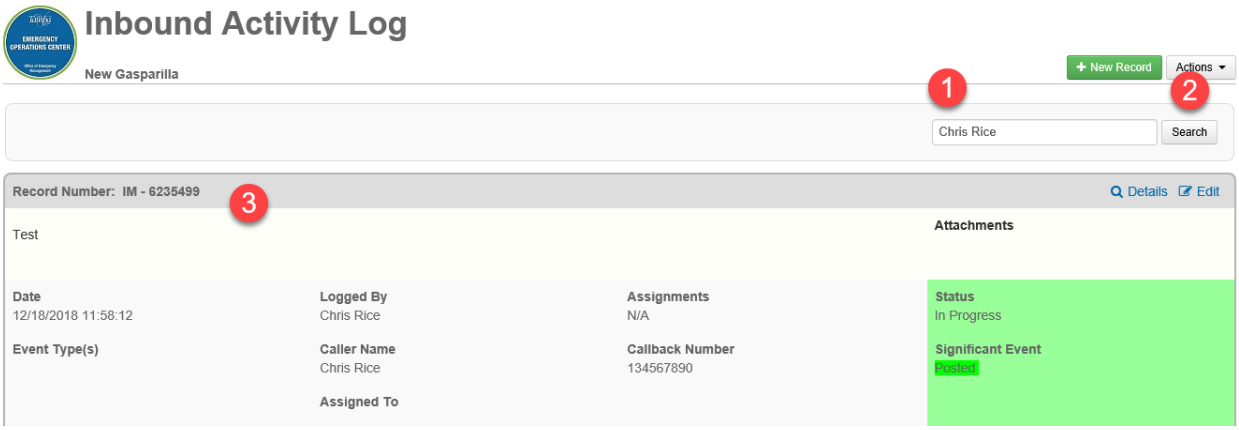


1. Click the Edit link of the log you want to edit.

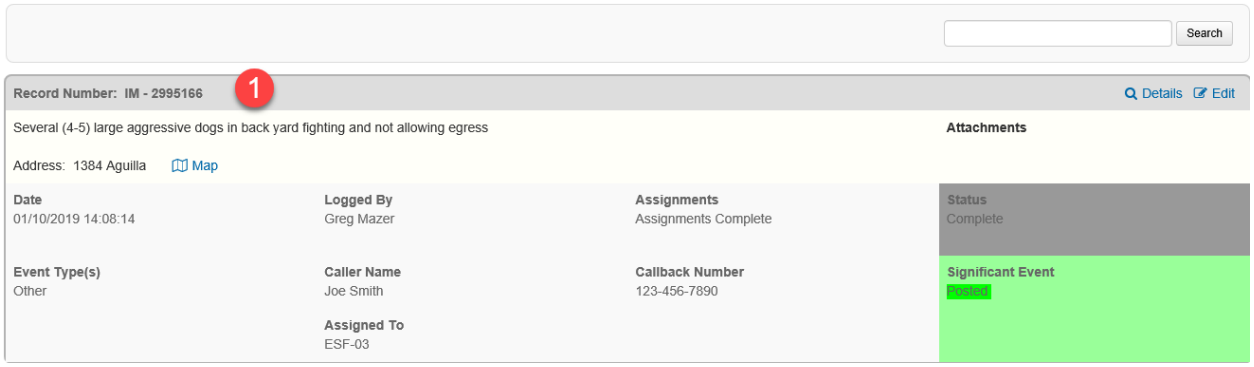


1. Make edits to any of the available fields then scroll to bottom of page and click the Save button.

10.6 Search Details



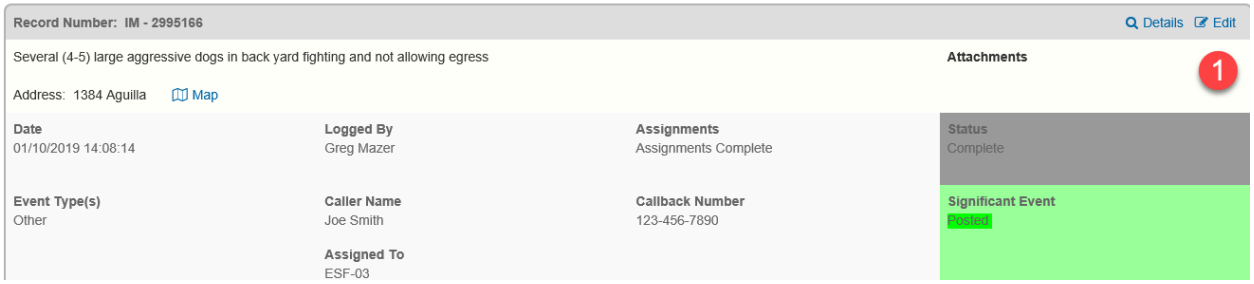
1. Enter search criteria.
2. Click the Search button.
3. User can see all results with “Chris Rice”.
4. To clear search filter and return to full list – delete the text in the search box.
5. Click the Search button.



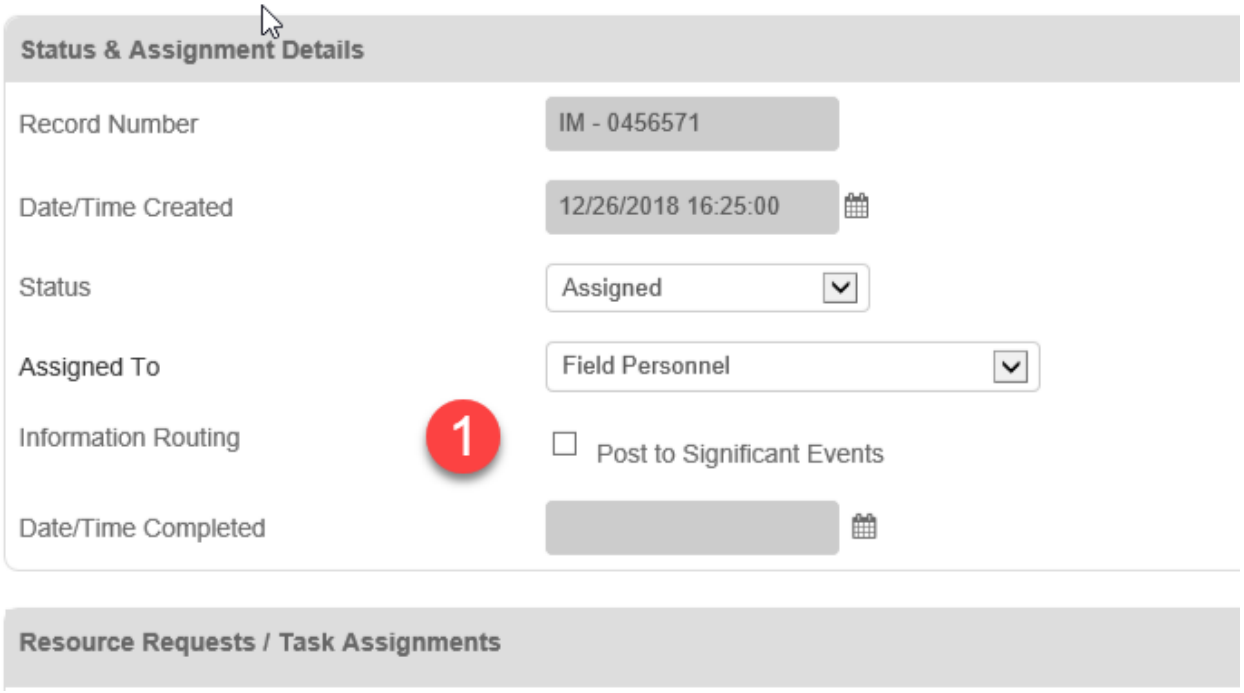
1. User can see search was cleared and can view all logs available.

10.7 Post to Significant Event

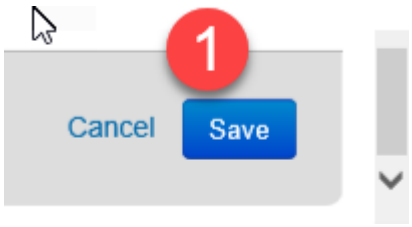
This will be permission based – All positions except CIC Call Center can post records to Significant events. CIC Call Center can post records to Significant Events Review for any other position to view and determine/check box to post.



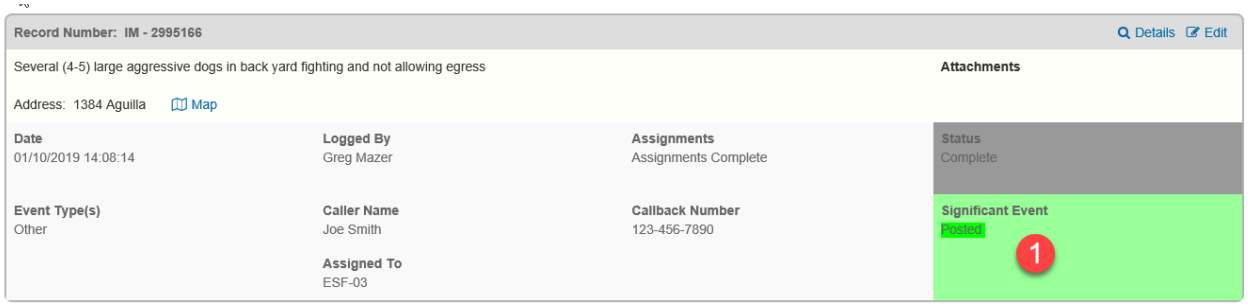
1. Click on the Edit link.



1. Scroll down to the Status & Assignment s Details section and check the box Post to Significant Events.

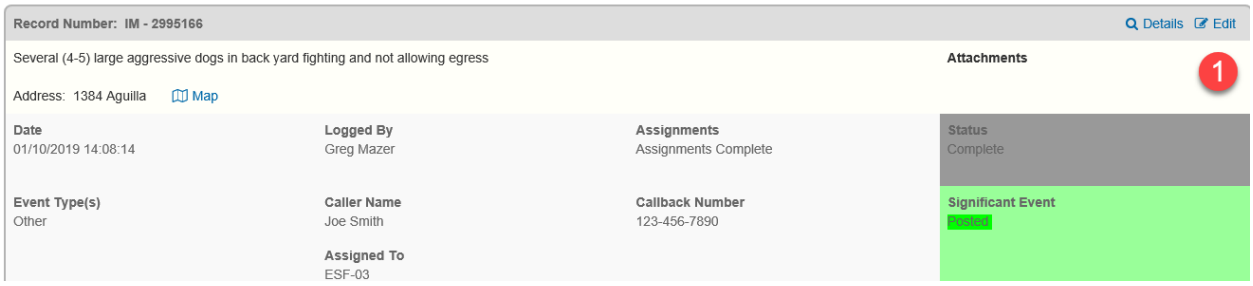


1. Scroll to bottom of page and click the save button.

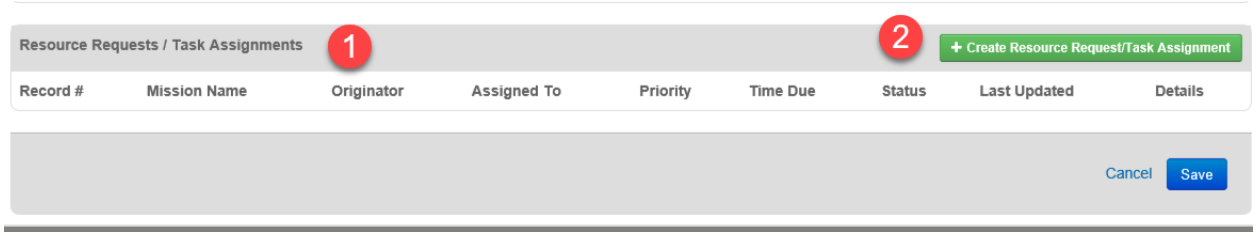


1. User can view this record has now moved to the top of the list and significant event is now highlighted in green and displays that it has been posted.

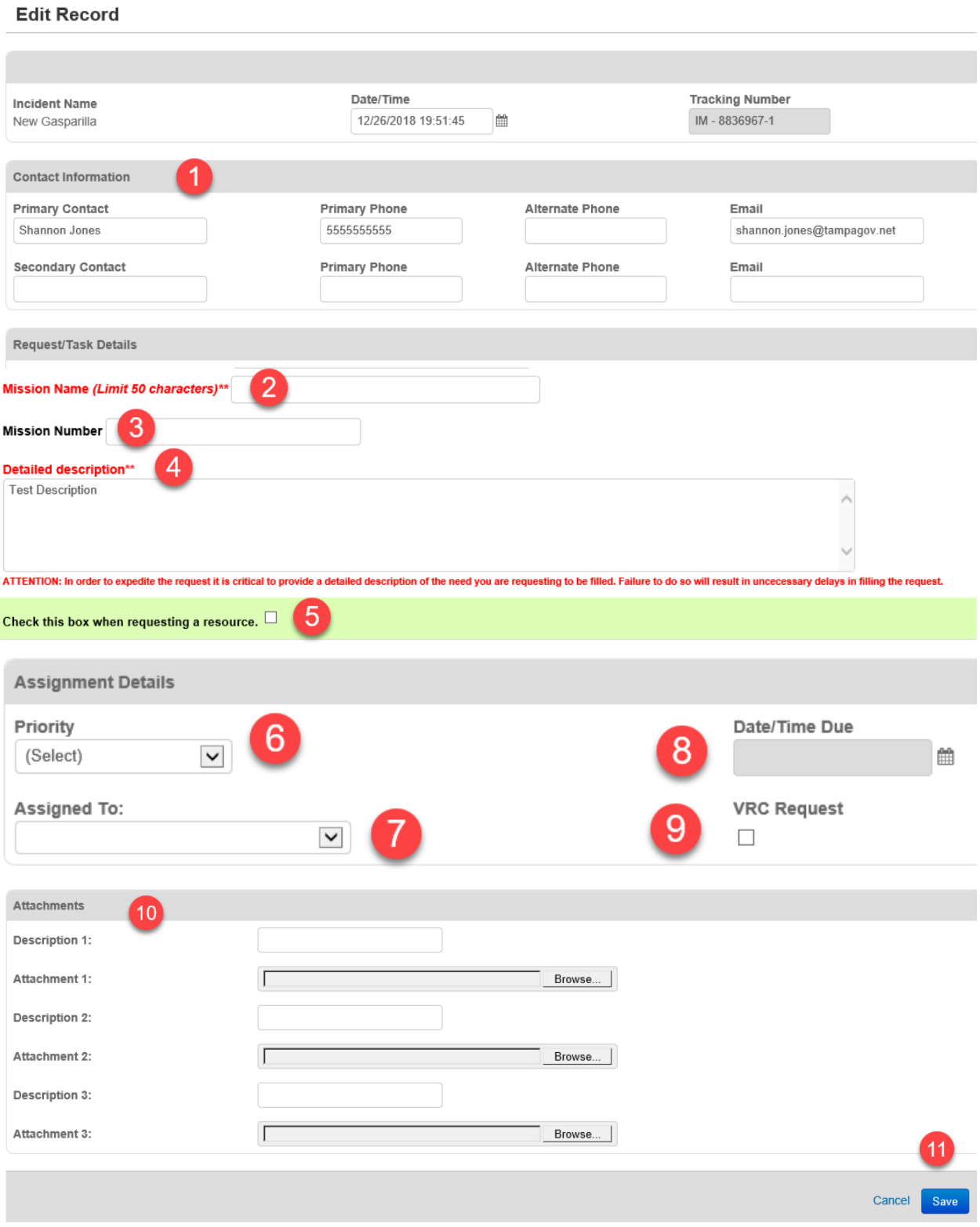
10.8 Create Task Assignment



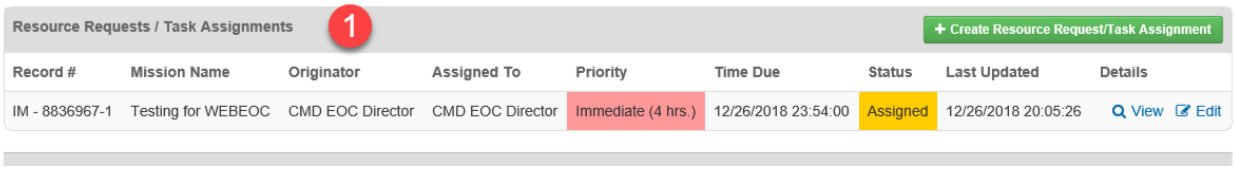
1. Click Edit of the record to create a task assignment for.



1. Scroll to the bottom of the record information.
2. Click the + Create Resource Request/Task Assignment button.

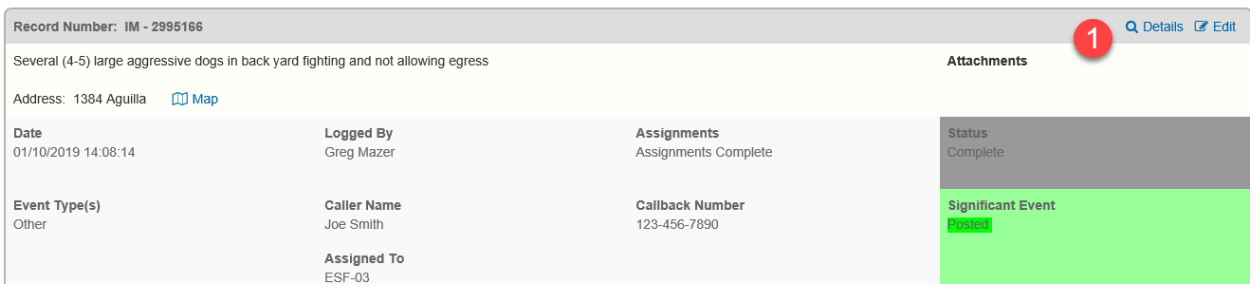

Edit Record
Incident Name
New Gasparilla
Date/Time
12/26/2018 19:51:45
Tracking Number
IM - 8836967-1
Contact Information
1
Primary Contact
Shannon Jones
Primary Phone
5555555555
Alternate Phone
Email
shannon.jones@tampagov.net
Secondary Contact
Primary Phone
Alternate Phone
Email
Request/Task Details
Mission Name (Limit 50 characters)**
2
Mission Number
3
Detailed description**
4
Test 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 uncecessary delays in filling the request.
Check this box when requesting a resource.
5
Assignment Details
Priority
(Select)
6
8
Date/Time Due
Assigned To:
7
9
VRC Request
Attachments
10
Description 1:
Attachment 1:
Browse...
Description 2:
Attachment 2:
Browse...
Description 3:
Attachment 3:
Browse...
11
Cancel
Save

1. Verify Contact Information.
2. Enter Mission Name – this field is marked in red and is a required field for user to fill out. If user does not have confirmed documentation of what this is then user will enter the incident name they are actively logged into and the event type(s) entered on the parent record when the record was created.
3. Enter Mission Number – this is a manual entry field system does not auto populate this number.
4. Enter Detailed Description – this field is marked in red and is a required field for user to fill out.
5. Do not check this box when doing a task assignment this check box is only for requesting a resource – see steps for this under the create resource request in training guide.
6. Enter priority by clicking on the drop-down arrow – make selection from list.
7. Select assigned to by clicking the drop-down arrow – make selection from the list.
8. The system will auto populate the Date/Time Due depending on the priority that was selected.
9. Check this box only when requesting a VRC request.
10. User is able to upload up to 3 attachments. **Make sure to enter the attachment description.
11. Click Save.

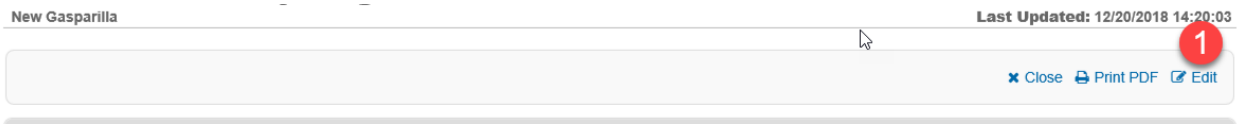


1. User can view the task assignment was created/saved.
2. To create another task assignment for the same record, repeat all the steps above for create task assignment.

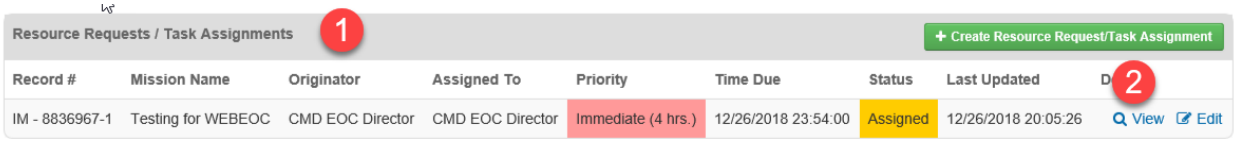
10.9 View Task Assignment



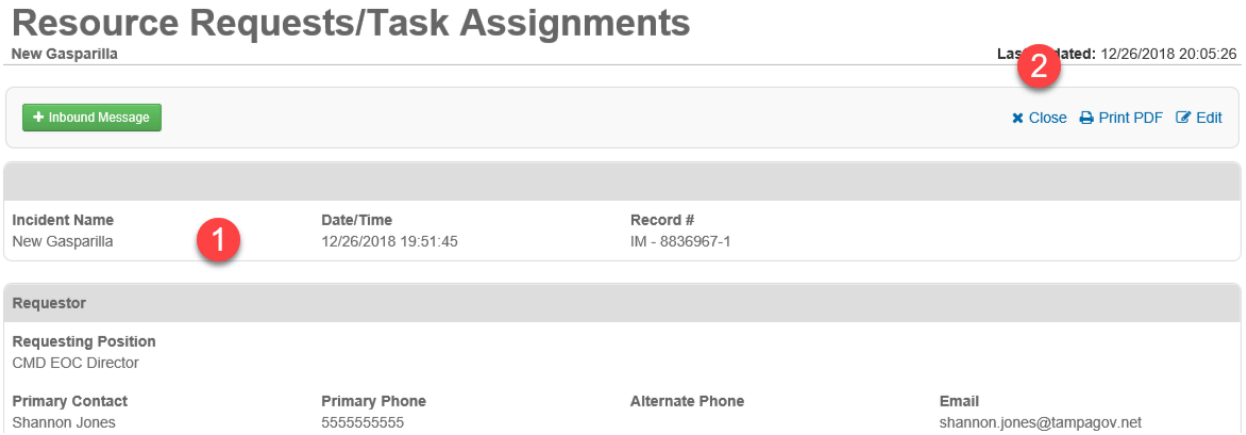
1. Click Details link of the record you want to view the task assignment for.



1. Click the Edit link.

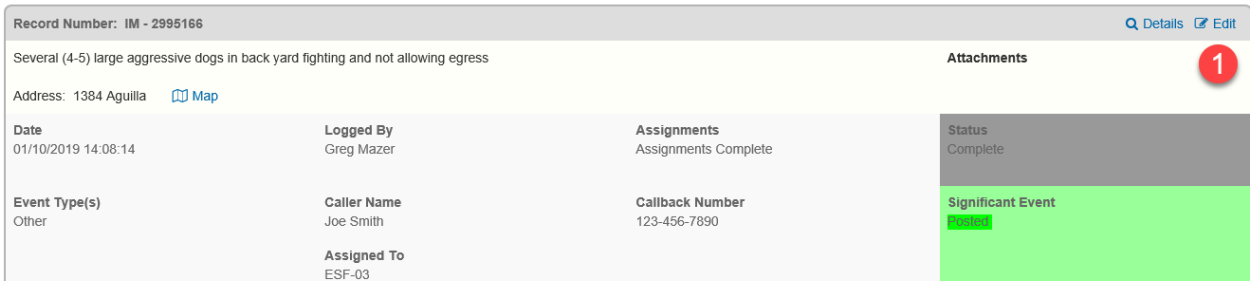


1. Scroll to bottom of record to the Resource Requests/Task Assignments section.
2. Click View.



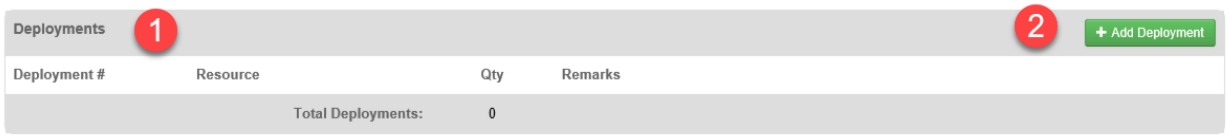
1. User can view the Task Assignment details.
2. Click Close when finished viewing task assignment.

10.10 Create/Add Deployment

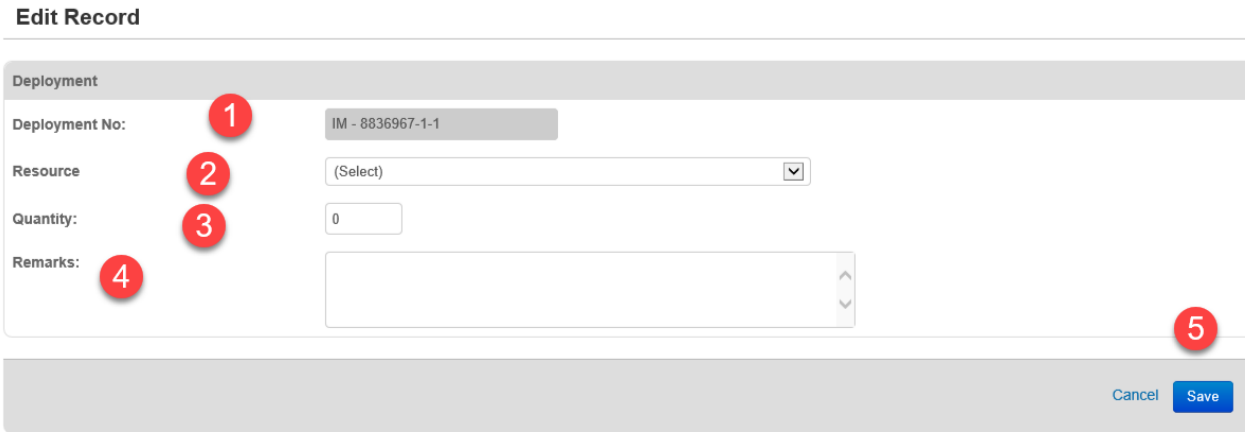


1. Click Edit of the record to add a deployment to.

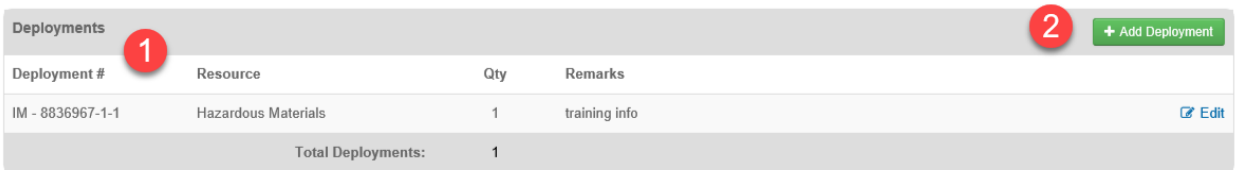
1. Scroll to the bottom of the page to the Resource Request/Task Assignments section.
2. Click Edit link.



1. Scroll down to bottom of page to the Deployments section.
2. Click the +Add Deployment button.

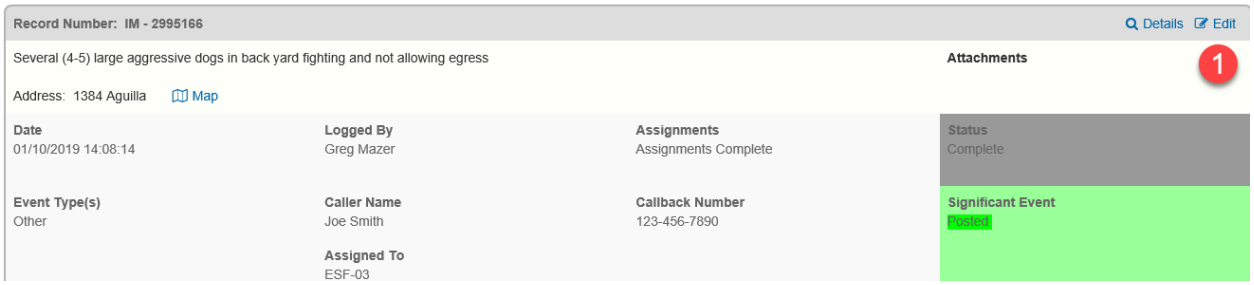


1. The system will auto generate the Deployment No. This field is greyed out and is not editable.
2. Select resource from the drop – down list.
3. Enter quantity.
4. Enter remarks.
5. Click Save.

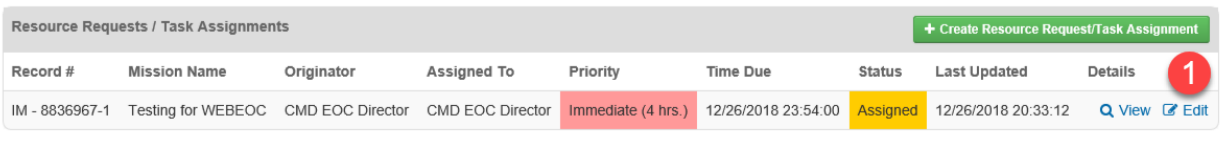


1. Scroll down to the Deployments section – user can view the deployment was added/saved.
2. To add another deployment to this record, follow the above steps again.

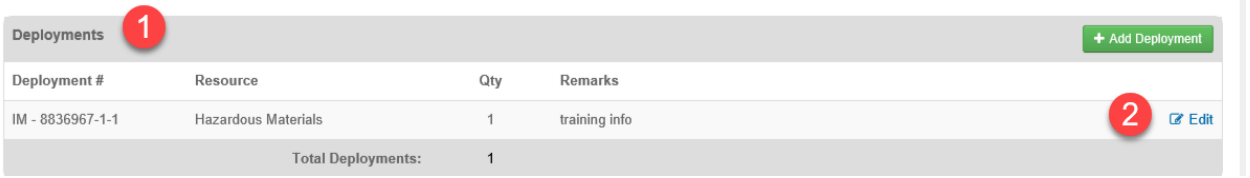
10.11 Edit Deployment



1. Click Edit link of the record to edit the deployment.



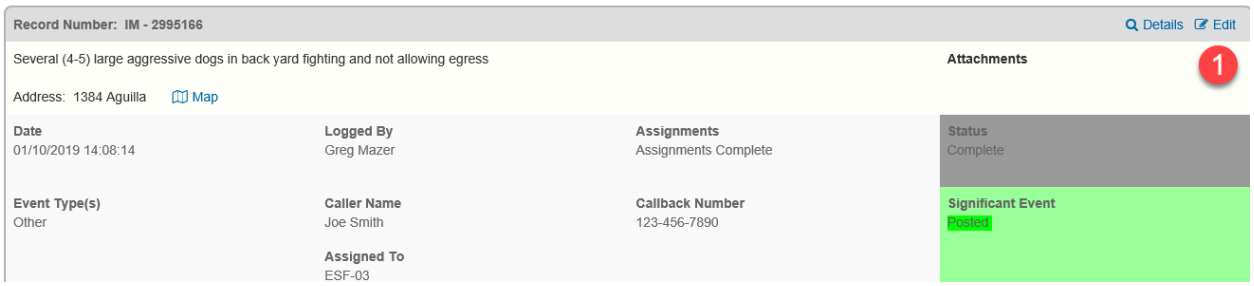
1. Scroll to the bottom of the page – click Edit link under the resource request/task assignment section.



1. Scroll down to the Deployments section.
2. Click Edit link.

1. Make edits to deployment section.
2. Click Save when finished.

10.12 Add/Edit Comments to the Resource Request/Task Assignment



1. Click the Edit link for the record to add comments to the resource request/task assignments.

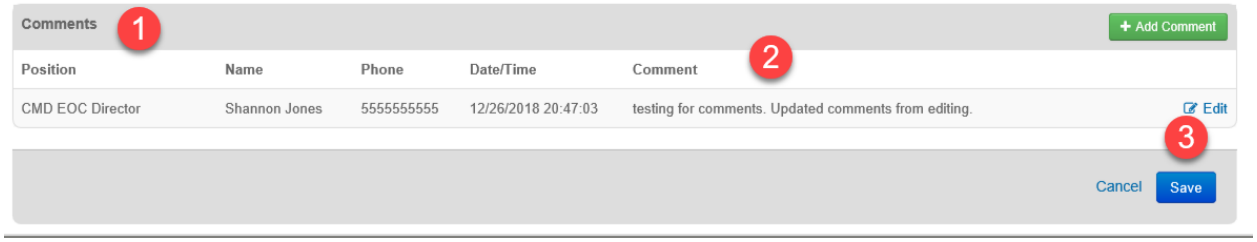
2. Scroll to the bottom of the page – click Edit link under the resource request/task assignment section.

1. Scroll to the bottom of the page to the Comments section.
2. Click the +Add Comment button.

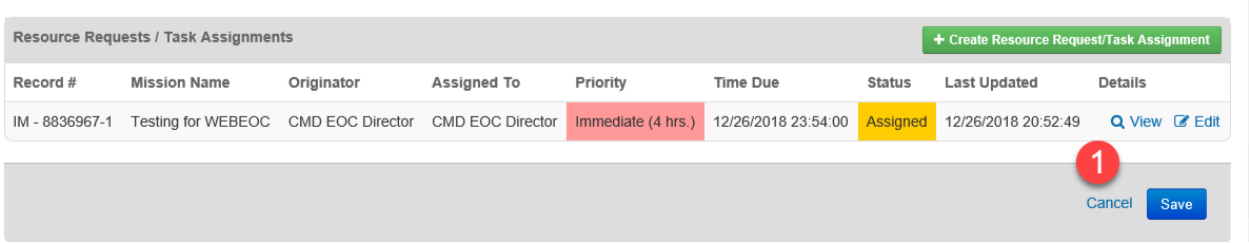
1. Enter comments.
2. Click Save when finished.

1. Scroll to bottom of page to Comments section.
2. User can view the comment was added/saved.
3. To edit comment, click the Edit link.

1. Make edits to comments.
2. Click Save.

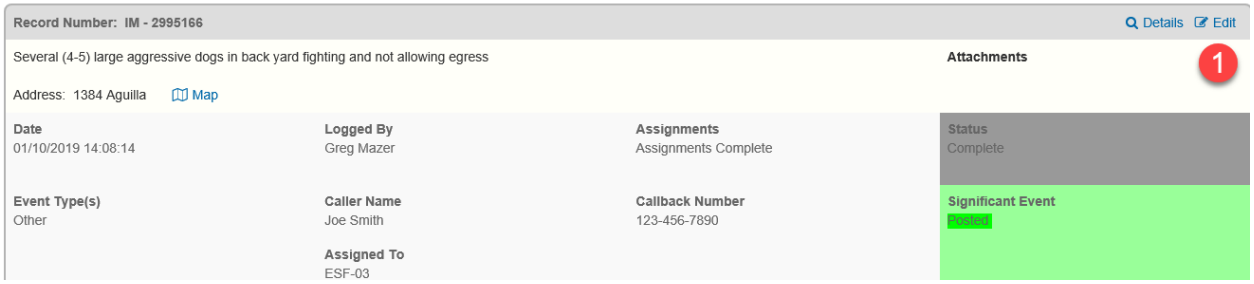


1. Scroll down to the Comments section.
2. User can view the edits made were made and saved.
3. Click Save.



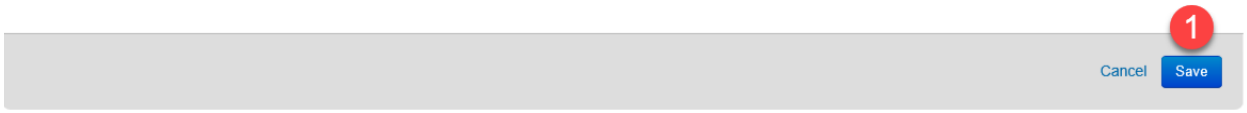
1. Scroll to bottom of the page – click Cancel to return to the main board list.

10.13 Edit Task Assignment



2. Click Edit of the record to edit task assignment for.

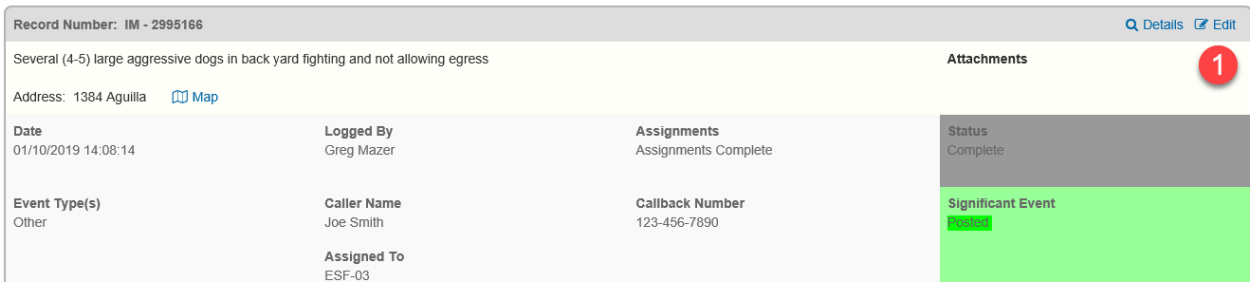
1. Scroll to the bottom of the record to Resource Request/Task Assignment section.
2. Click the Edit link.



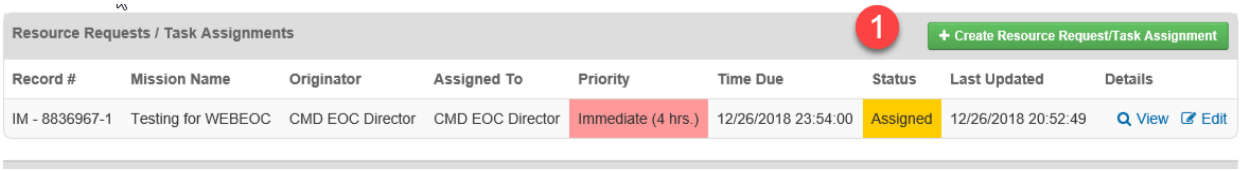
1. Click Save at the bottom of the page after making edits to the task assignment information.

10.14 Create Resource Request

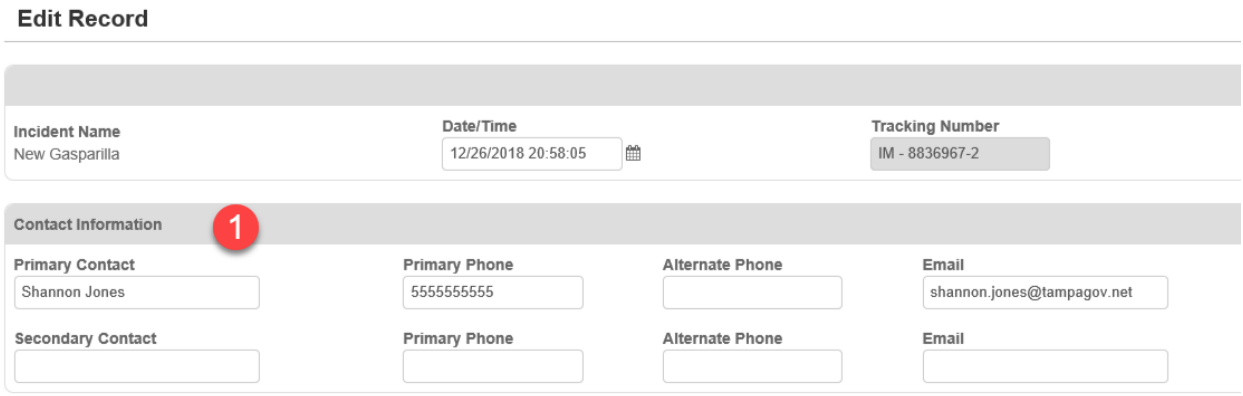
This will be permission based so not all users will be able to perform this function.



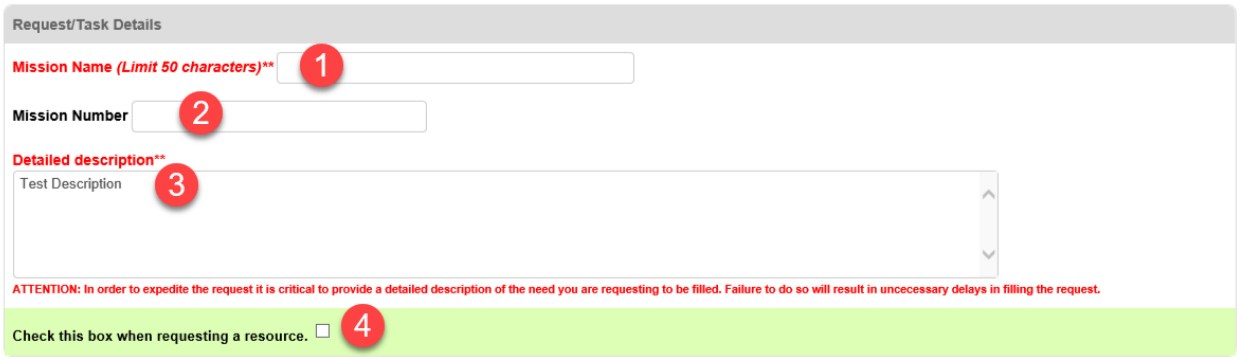
1. Click on the Edit link.



1. Scroll down to the Resource Request/Task Assignment section and Click + Create Resource Request.

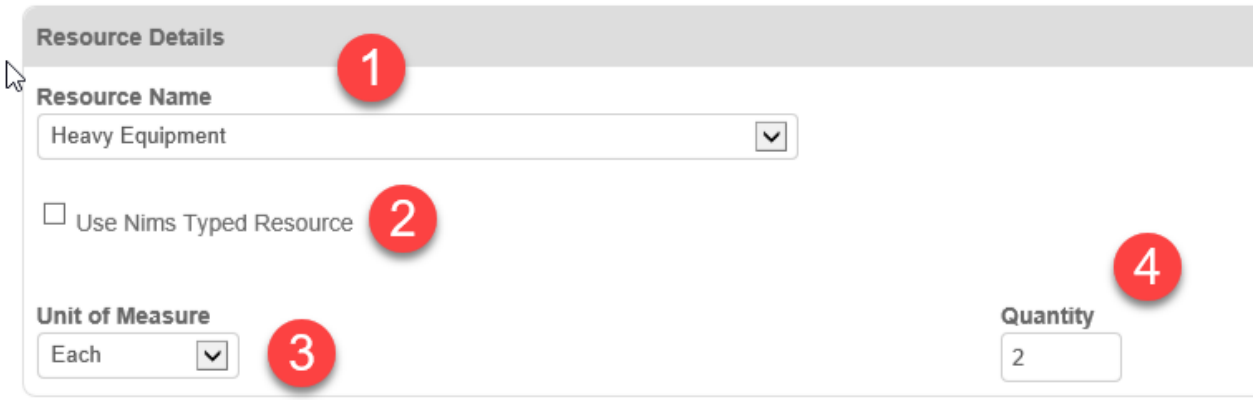


1. Update/Enter contact information.



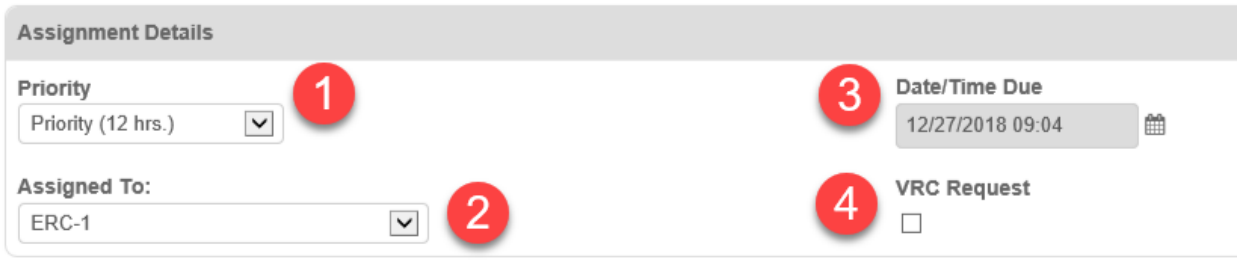
1. Enter Mission Name – this is marked in red and is a required field to fill out. If user does not have confirmed documentation of what this is then user will enter the incident name they are active in and the event type(s) entered on the parent record when the record was created.
2. Enter Mission Number – this field is manual entry, it is not auto populated by the system.

3. Enter detailed description information – this field is marked in red and is a required field to fill out.
4. Check box for requesting resource – make sure to check this box when creating a resource request.

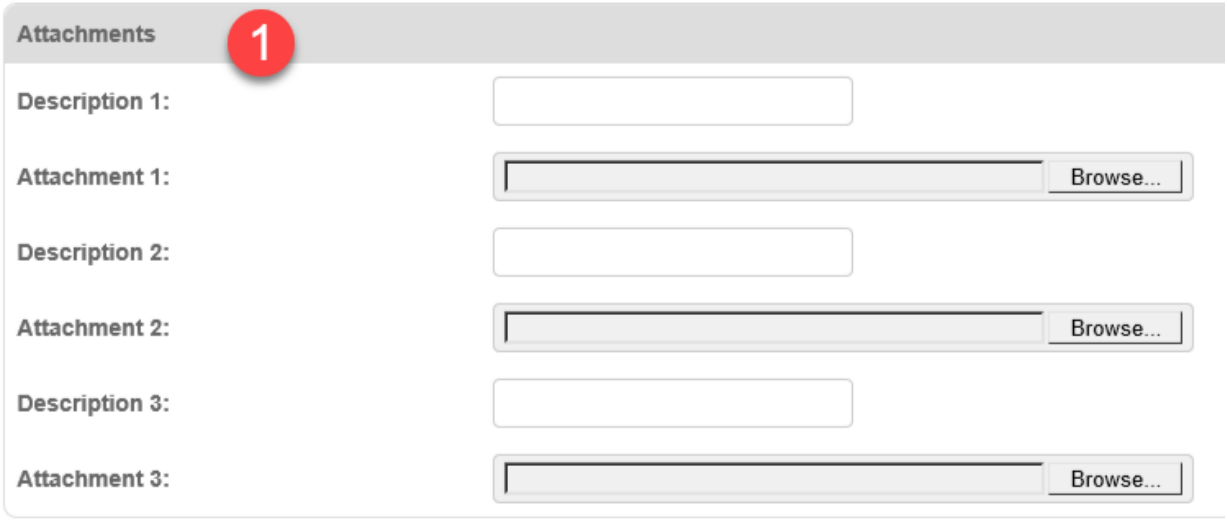


1. Select from drop-down resource name.
2. User can check box to use Nims Typed Resource. User will then select resource form that list pop-up.
3. User can enter unit of measure.
4. User can enter quantity.

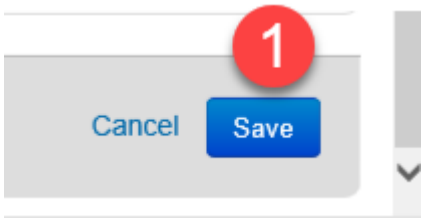
1. Enter coordination instructions here.
2. Enter Delivery Location information.



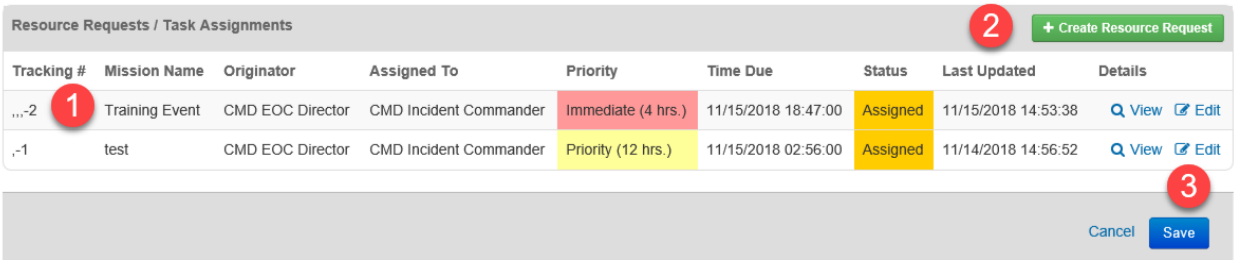
1. Select priority from the drop-down.
2. Select assigned to form the drop-down.
3. System will auto populate Date/Time Due based on the priority selected.
4. User can check box for VRC request if applicable.



1. User can upload up to 3 attachments if needed. **Make sure to enter description when adding attachment.

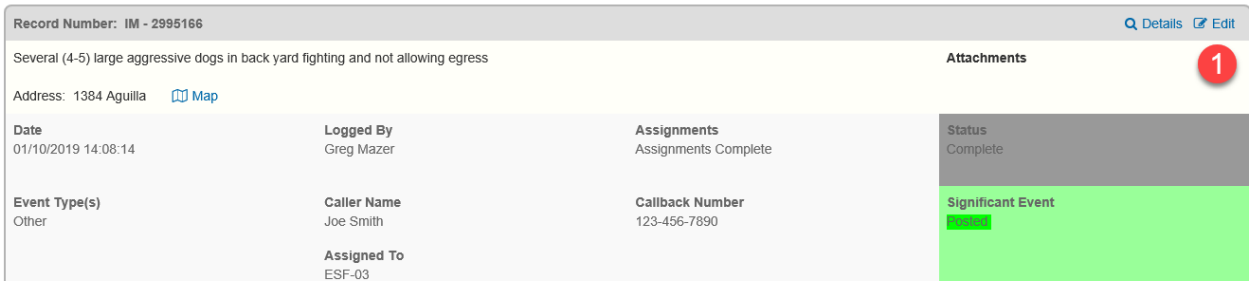


1. Click the Save button when completed.

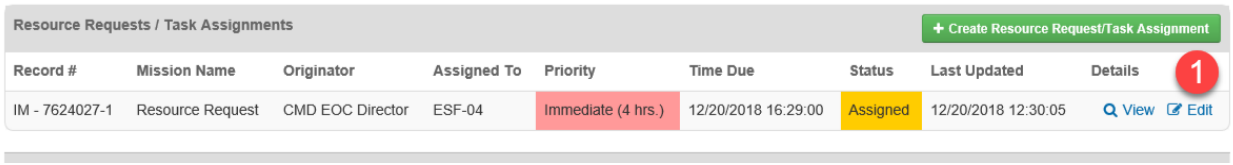


1. User can view the resource request was added to the list.
2. User can create another resource request if needed, follow the same instructions above to create another one.
3. Click the Save button.

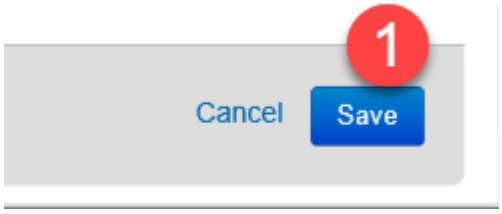
10.15 Edit Resource Request



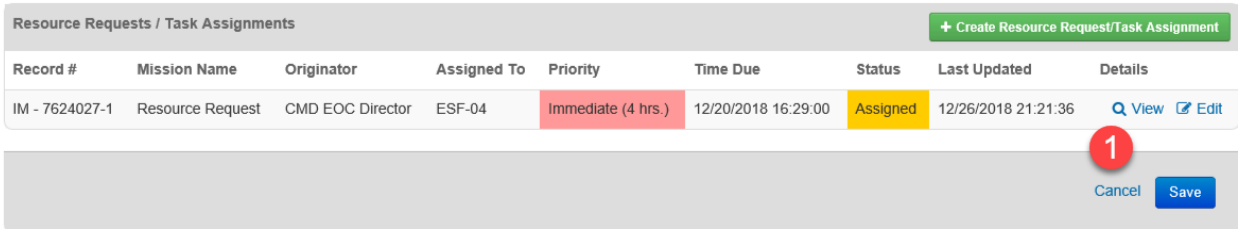
1. Click Edit link of the record to edit the resource request to.



1. Scroll to resource request/task assignment section – Click Edit link.

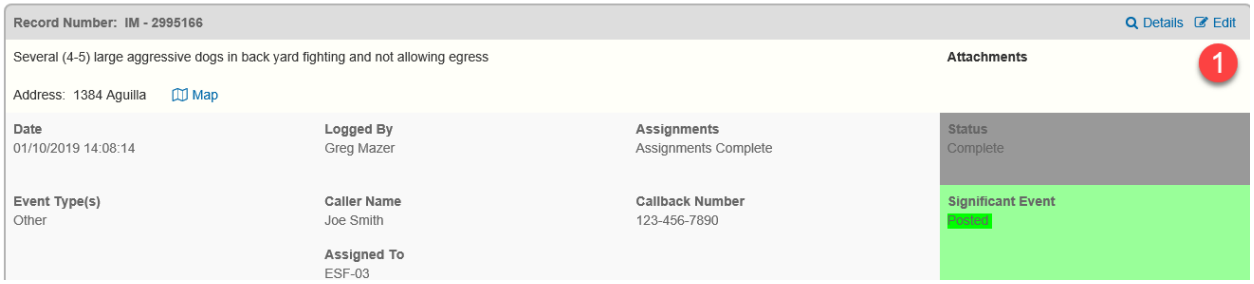


1. Make edits to any of the available fields.
2. Click Save when finished.

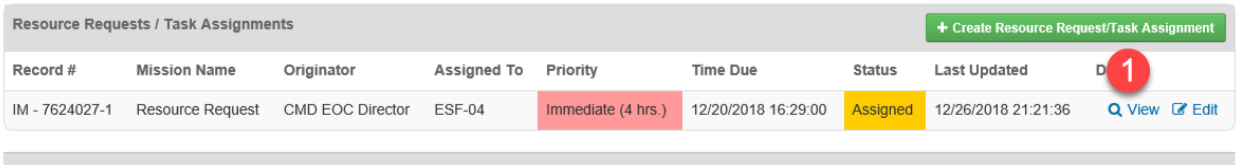


1. Scroll to bottom of page – Click Cancel to return to the main list view.

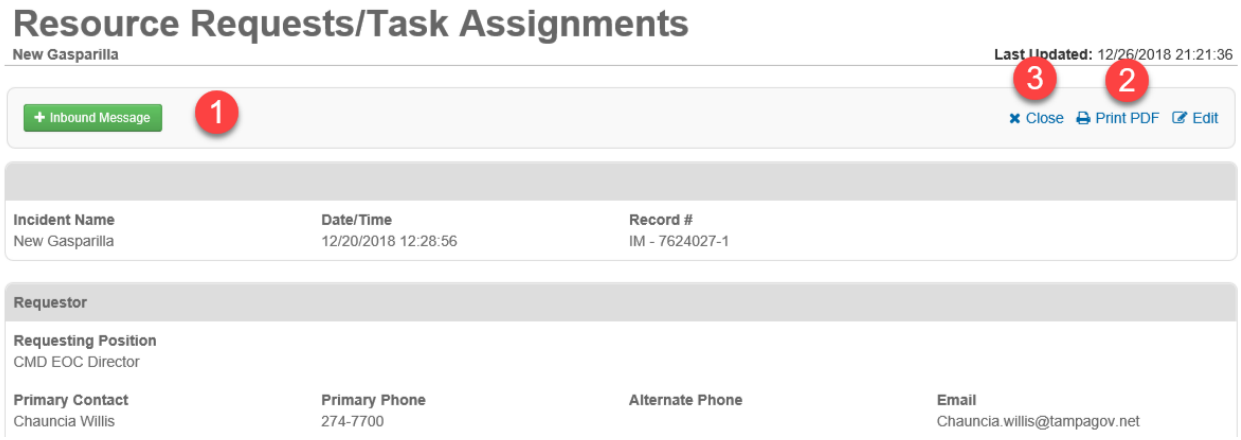
10.16 View Resource Request



1. Click the Edit link of the record to view Resource Request for.



1. Scroll to the bottom of the page – click the View link of the resource request to view.



1. User can view the resource request record information.
2. Click Print PDF to print resource request record individually.
3. Click Close to return to main list view of all records.

11 Incident Action Plan

PHASE 2

12 Incident Creator

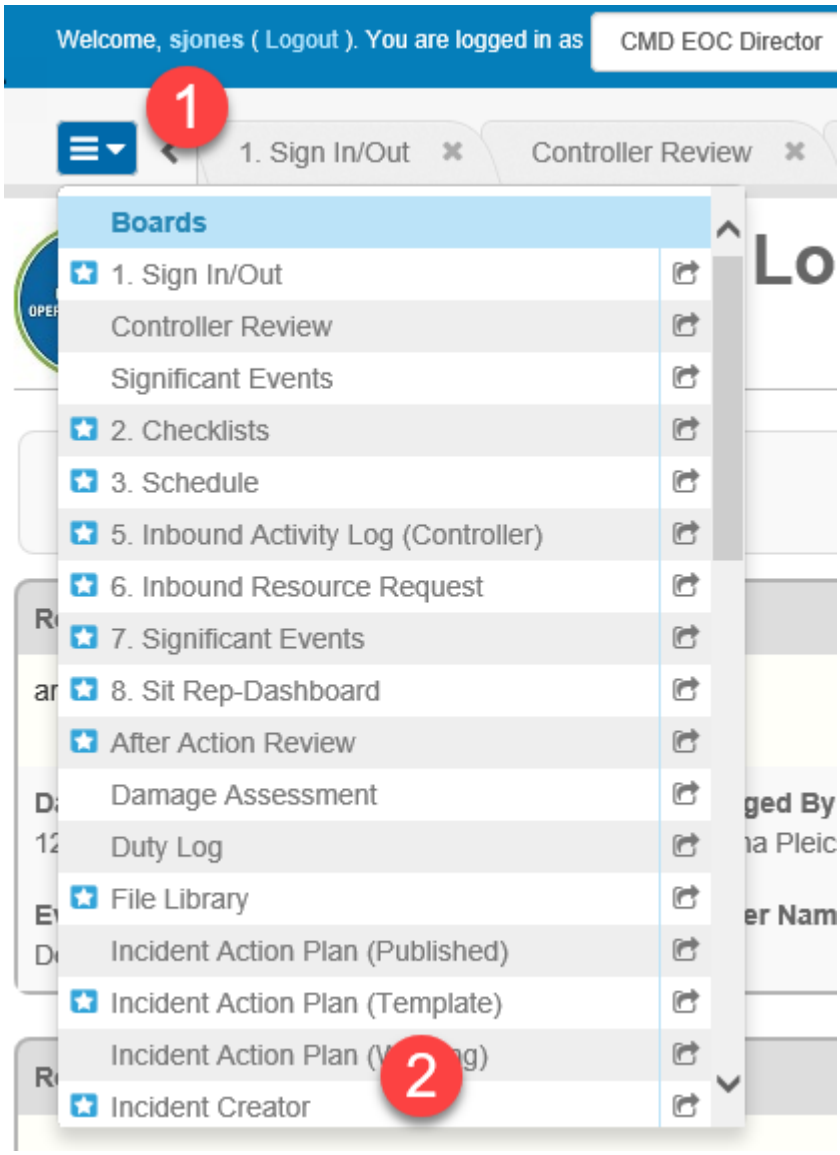
Incident Type dropdown – this needs to say event type to stay consistent with the inbound message board. Confusing when creating an Incident from the inbound message board, and then using incidents as events.

Events (occurrences) under Incident (aka Events) - when creating a new incident, the event box chosen should be customized to match Chauncia/Oliver's document

a. Goal is to have this list ready for the vendor upon his arrival. Chauncia/Oliver, please forward the list you want per each incident type - remember Gasparilla would be the first incident we would create to be ready for.

b. Vendor is responsible to do hands on configuration while he is here and will need to complete by the end of this visit

c. Trainer materials and all final materials rely on these changes to be built out in time

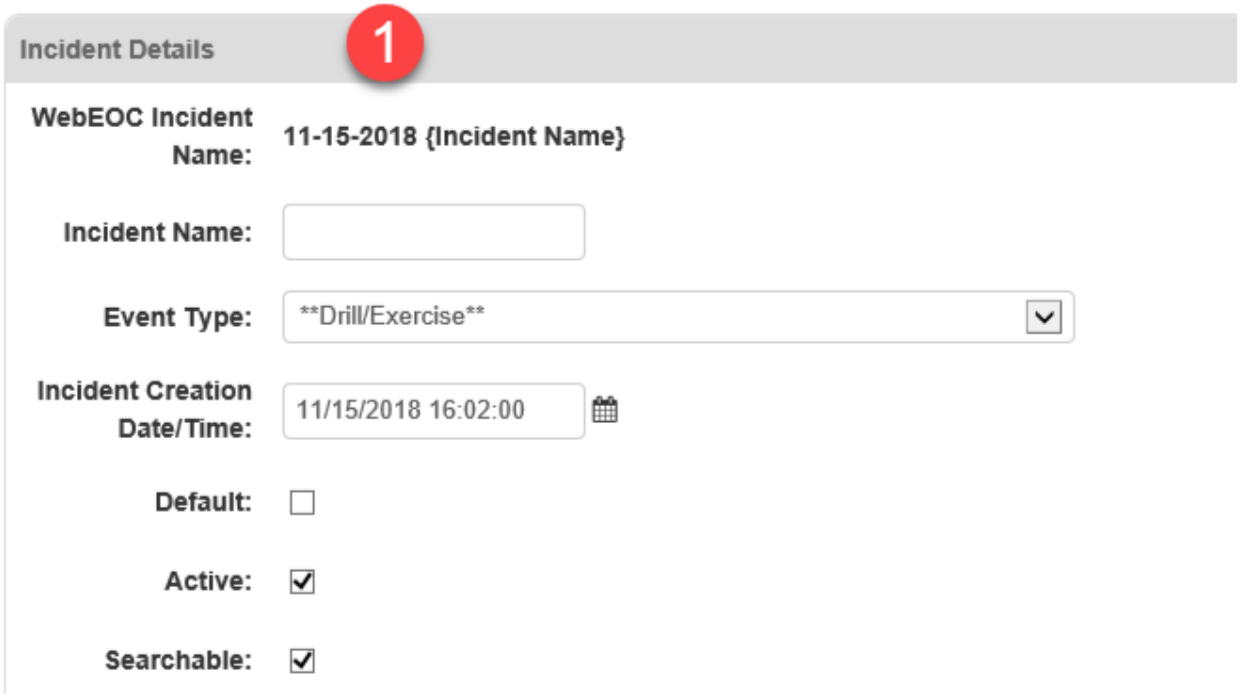


1. Click the drop-down arrow on the control panel.
2. Select Incident Creator board.

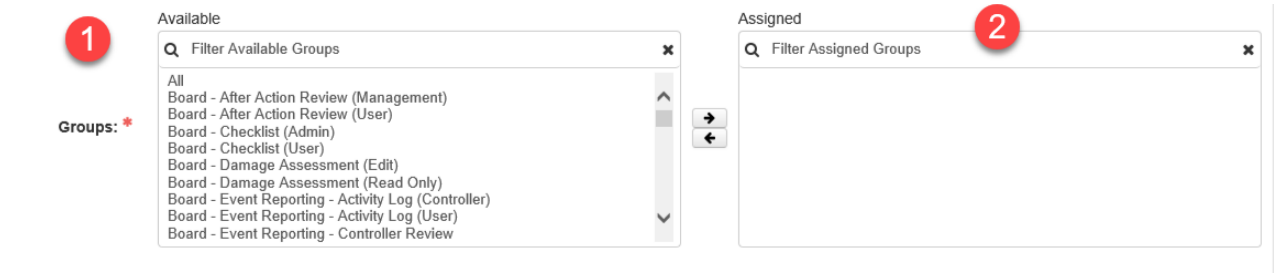
12.1 Create Incident

This will be permission based so not all users will be able to perform this function.

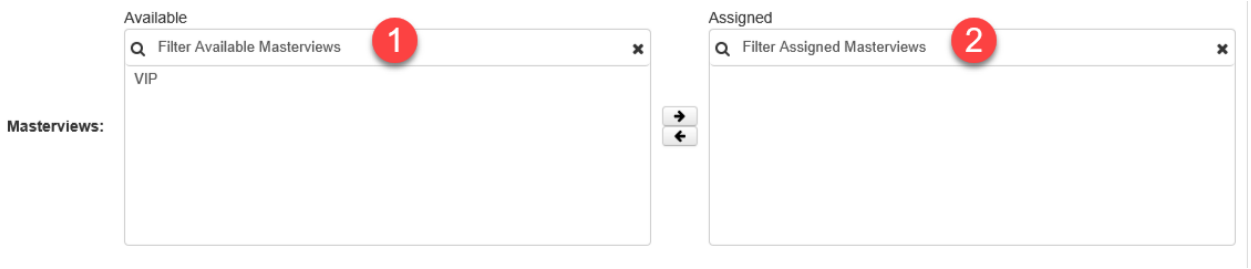
1. Click on + Create Incident



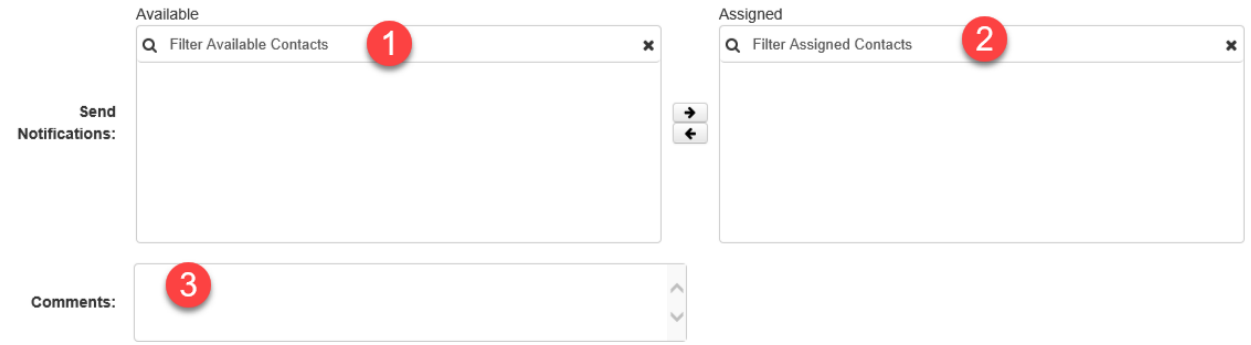
1. Fill out Incident Details.



1. Select groups available.
2. Select groups assigned.

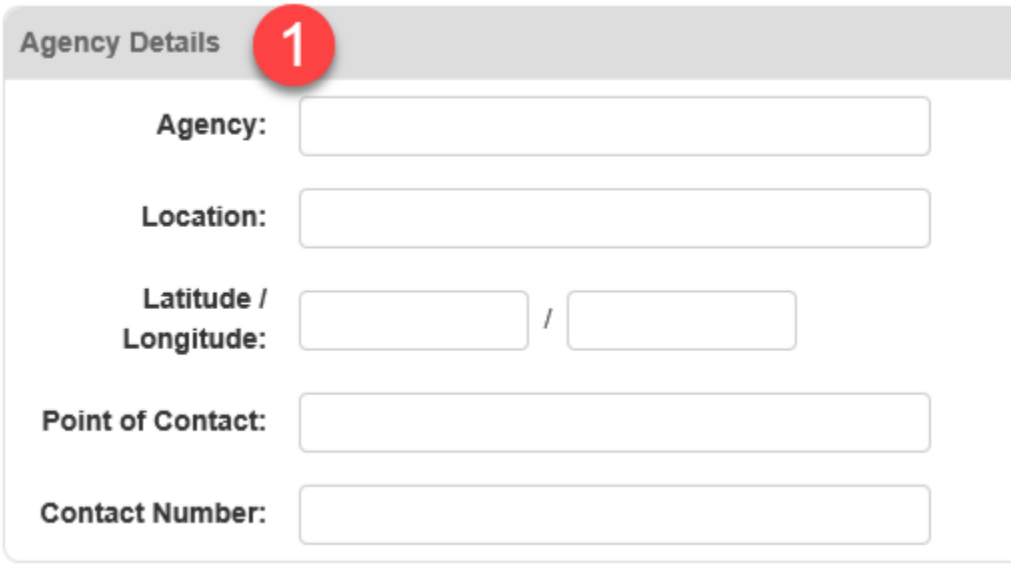


1. Select master views available.
2. Select master views assigned.

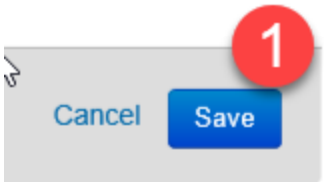


1. Select send notifications available.
2. Select send notifications assigned.
3. Enter comments if needed.

1. Fill out activation details.



1. Fill out agency details.

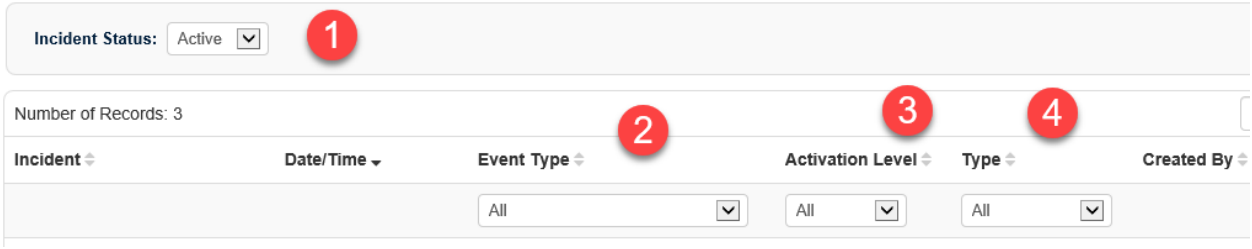


1. Click Save when finished.

12.2 Search

1. Enter search criteria.
2. Click the Search button.
3. To clear search filter and return to full list – delete the text in the search box.
4. Click the Search button.

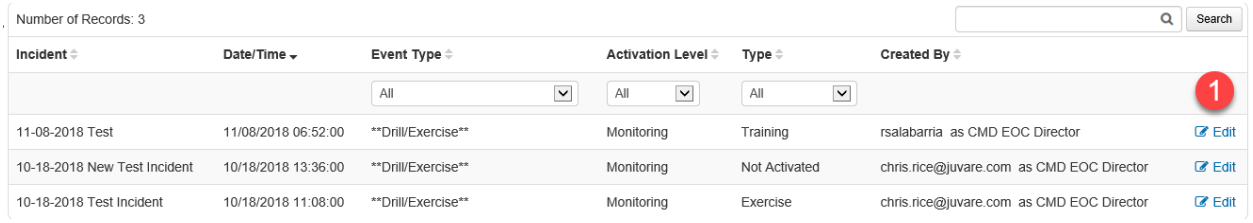
12.3 Filter By



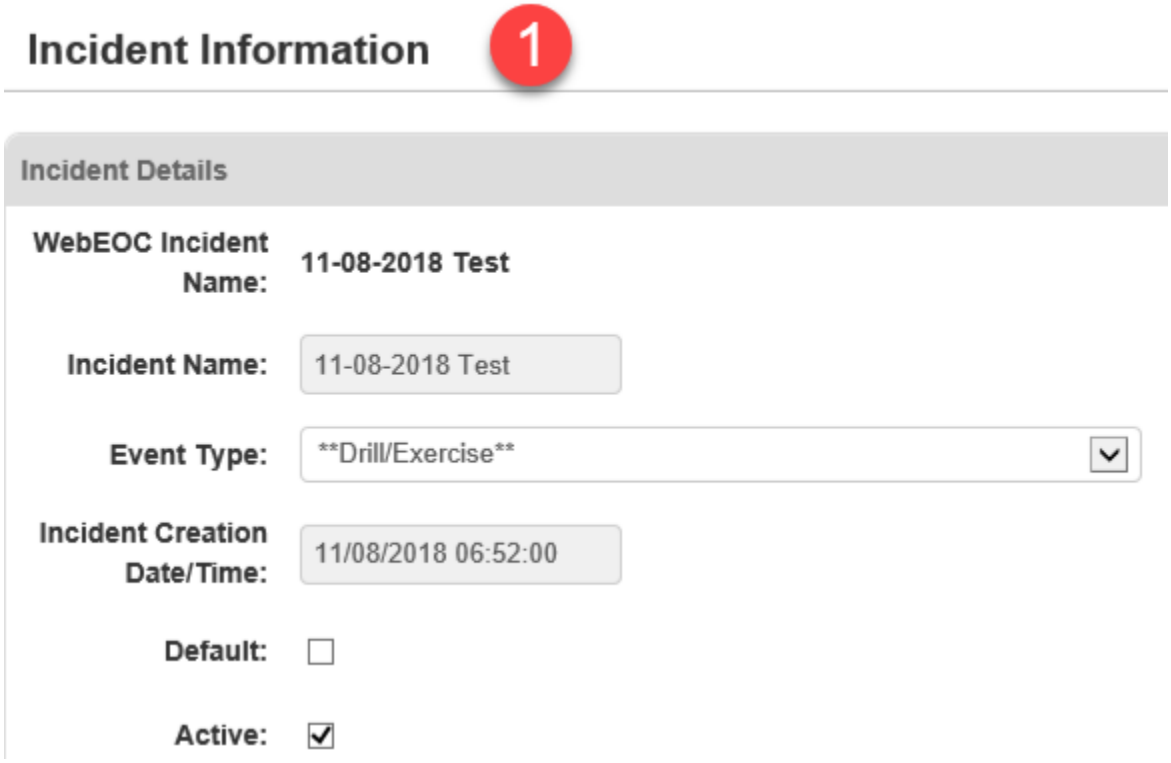
1. User can filter list by incident status by clicking on the drop-down arrow.
2. User can filter list by event type by clicking on the drop-down arrow.
3. User can filter list by activation level by clicking on the drop-down arrow.
4. User can filter list by type by clicking on the drop-down arrow.
5. User can view the filtered results in the list.

12.4 Edit

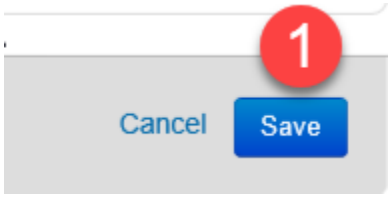
This will be permission based so not all users will be able to perform this function.



1. Click on the Edit link.

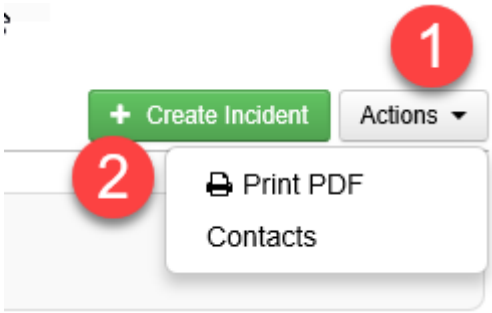


1. Make edits to any of the fields available to user.



1. Click the Save button at the bottom of the page.

12.5 Actions Tab – Print PDF



1. Click the Actions tab button.
2. Click Print PDF.
3. Follow computer instructions to print.

12.6 Actions Tab – Contacts – View/Create

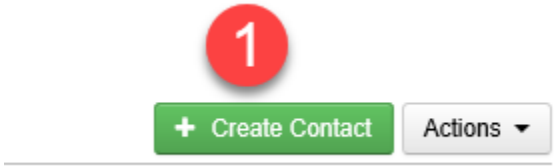
VIEW

1. Click the Actions button.
2. Click on Contacts.

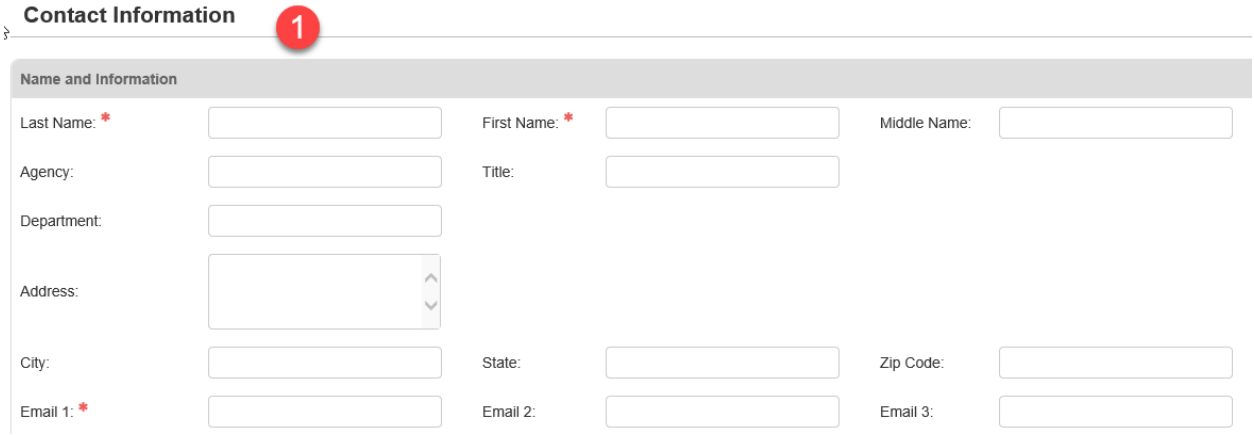
** Users can view contacts list here. User can click the Actions button -> Incidents to return to the incidents list. **

Create

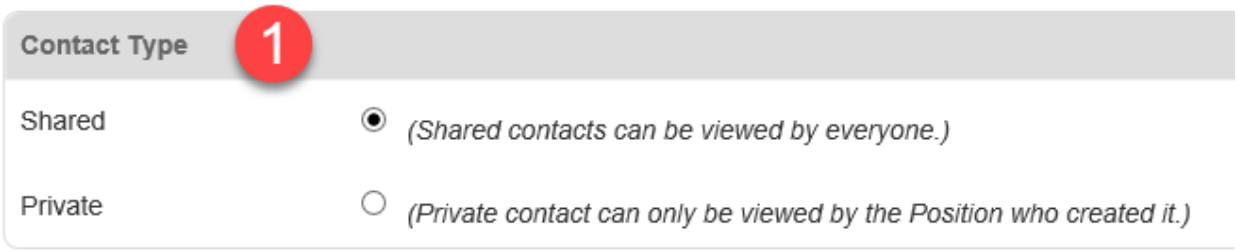
This will be permission based so not all users will be able to perform this function.



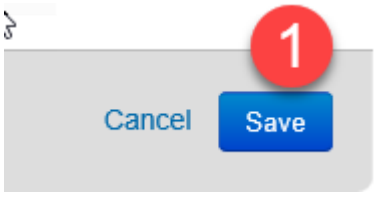
1. Click on + Create Contact button.



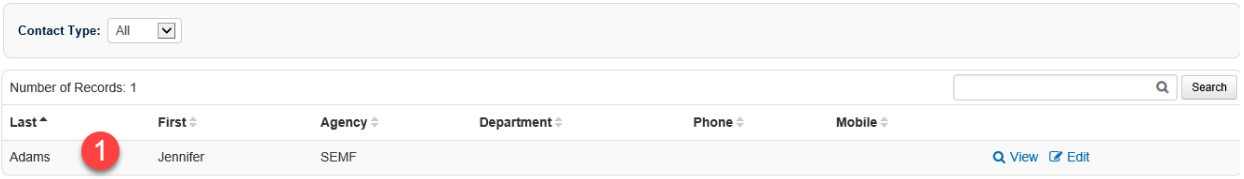
1. Enter all contact information in the available fields.



1. Select contact type.



1. Click the Save button.

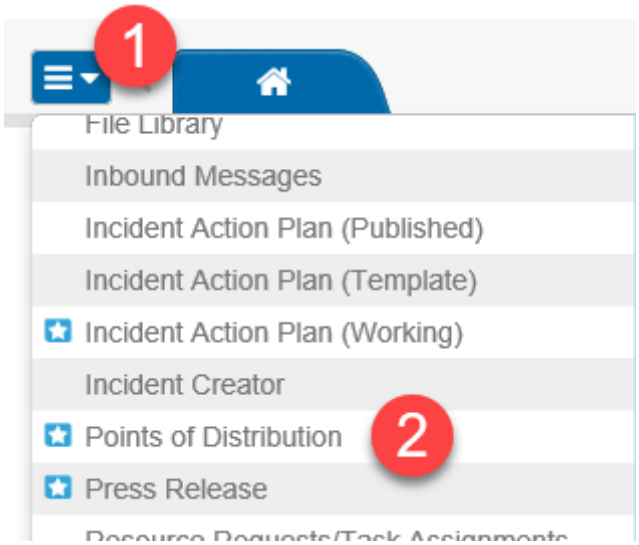


1. User can view the contact was added.

** User can print a PDF of the contact list by clicking the Actions button the click Print PDF.

13 Points of Distribution

THIS WILL BE A PHASE 2 BOARD



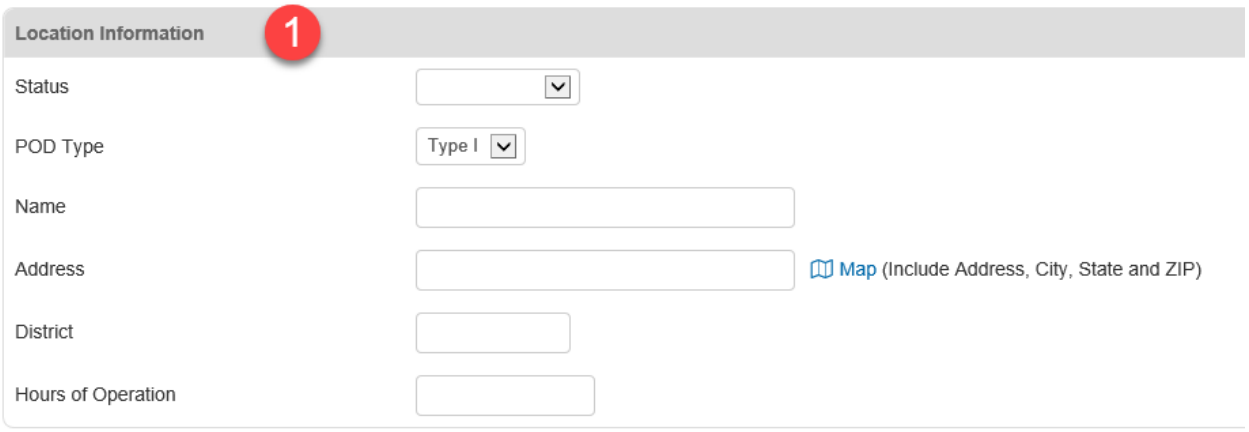
1. Click on the drop-down arrow of the control panel.
2. Click on the Points of Distribution board.

13.1 Create POD

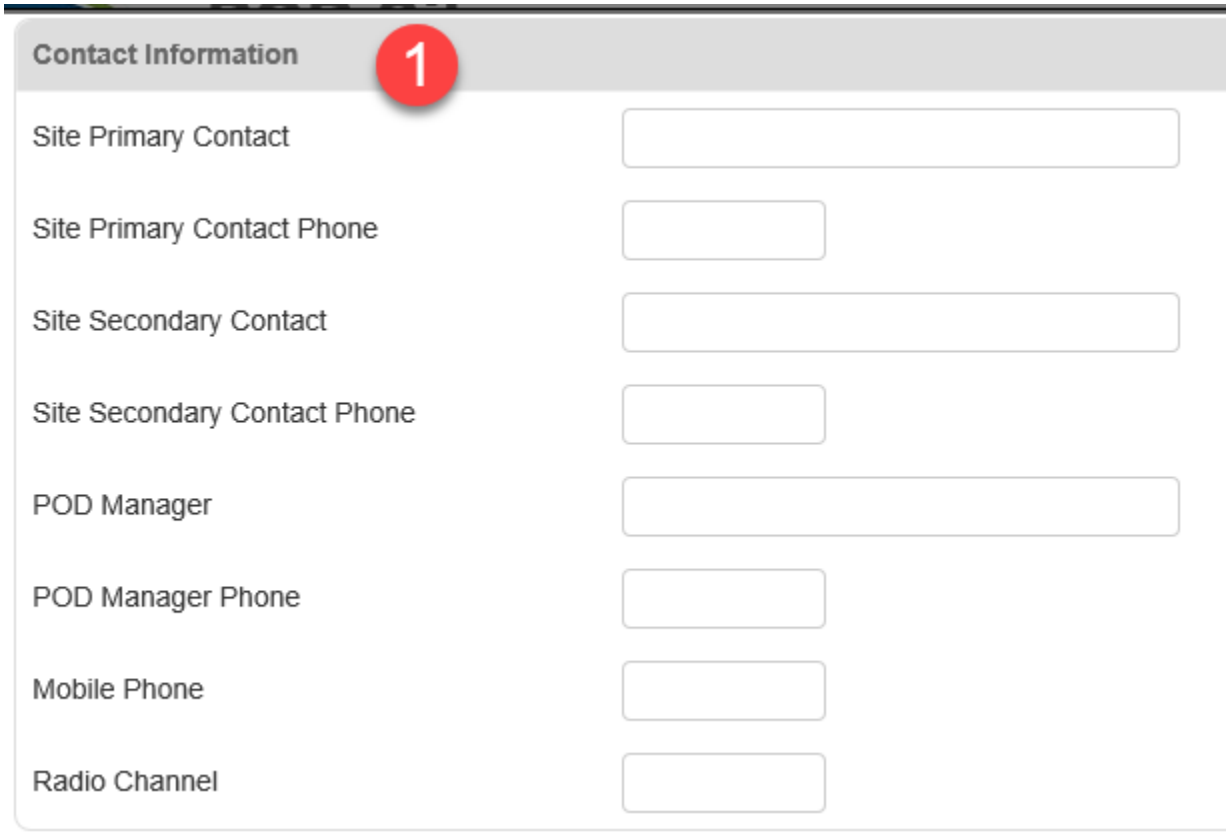
THIS WILL BE A PHASE 2 BOARD

This will be permission based so not all users will be able to perform this function.

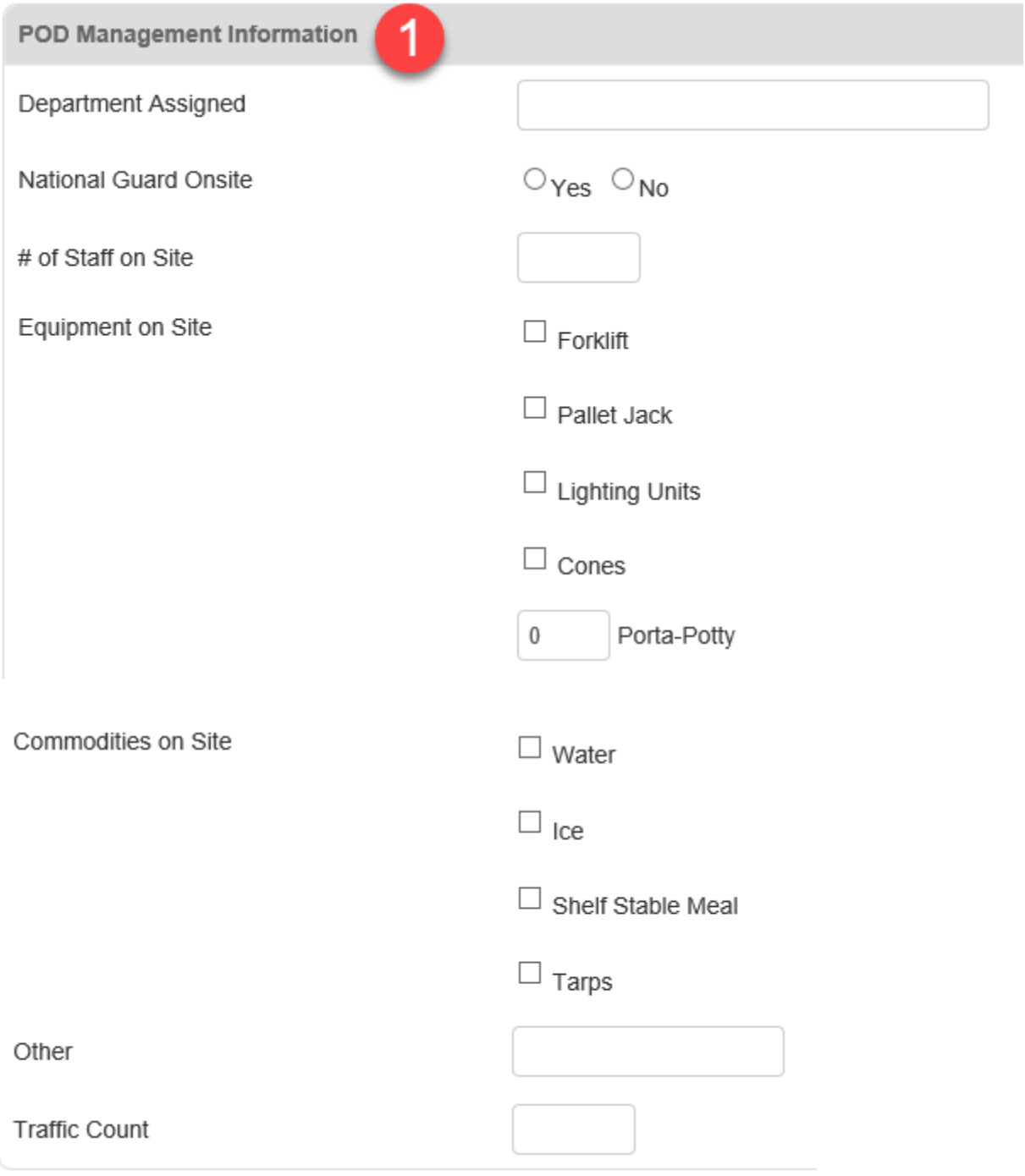
1. Click the +Create button.



1. Fill out location information.



1. Fill out contact information.



1. Enter POD management information.

POD Burn Rates

1

Water

Total Qty. Received	0	Cases
Total Qty. Distributed	0	Cases
Comments		

Ice

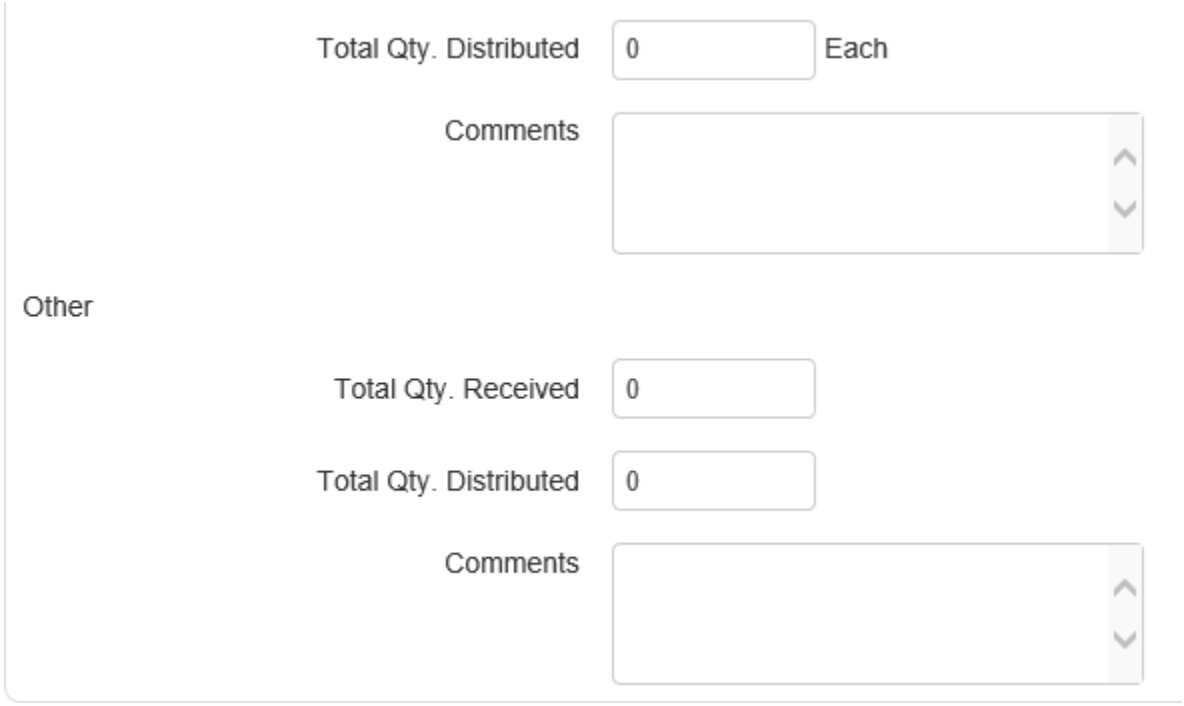
Total Qty. Received	0	Bags
Total Qty. Distributed	0	Bags
Comments		

Shelf Stable Meals

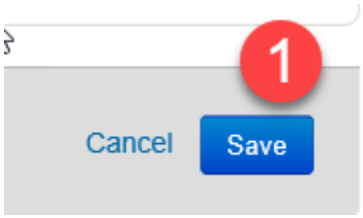
Total Qty. Received	0	Each
Total Qty. Distributed	0	Each
Comments		

Tarps

Total Qty. Received	0	Each

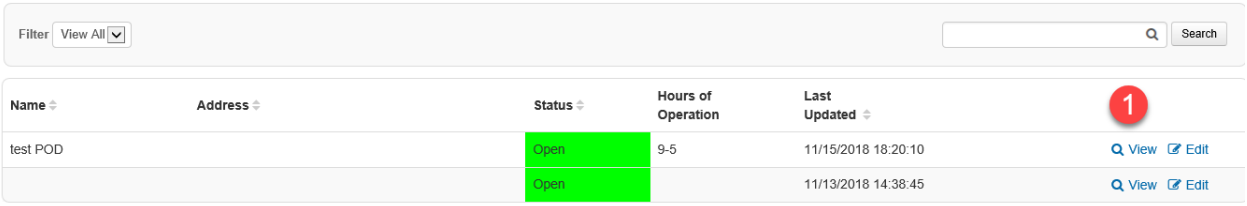


1. Enter POD burn rate information.

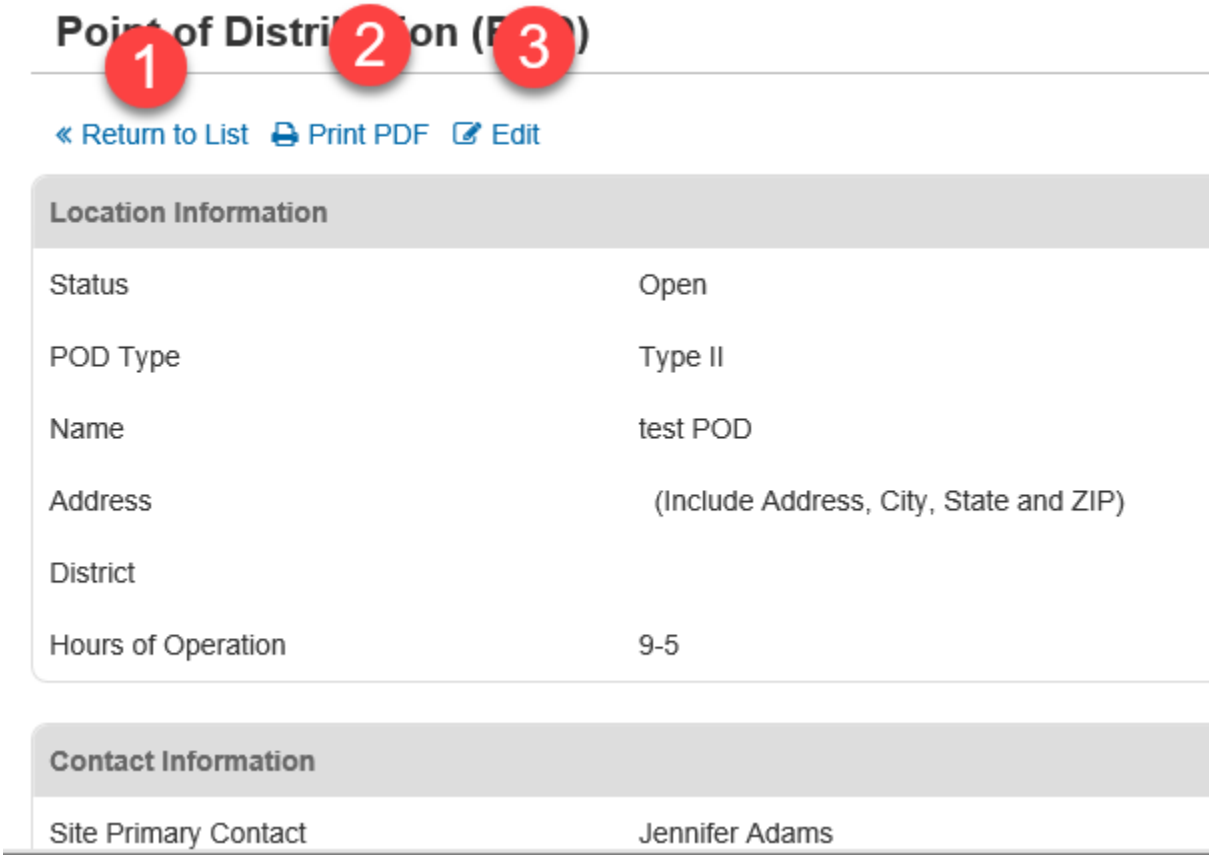


1. Click the Save button when finished.
   ** User can view the POD was added. **

13.2 View POD



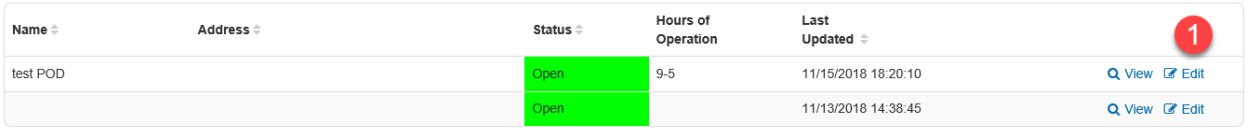
1. Click the View link of the POD they wish to view.



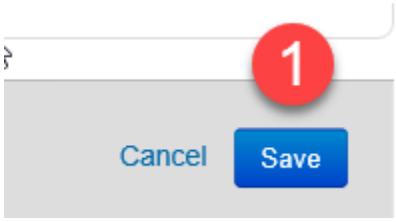
1. After viewing POD, user can click << Return to List.
2. User can print POD by clicking Print PDF.
3. User can click the Edit link to edit POD information. This is permission based so you must have permission to perform this task.

13.3 Edit POD

This will be permission based so not all users will be able to perform this function.



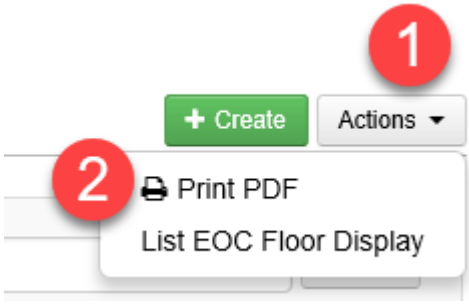
1. Click the Edit link of the POD you wish to edit.



1. Make edits to the POD information then click Save when finished.

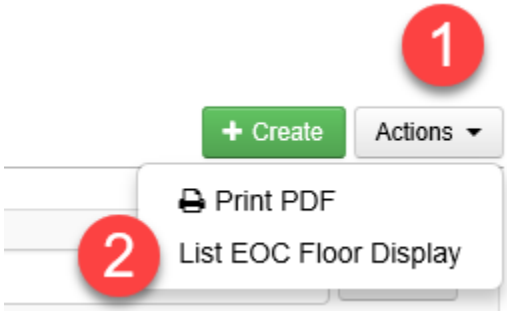
13.4 Actions Tab – Print PDF &List EOC Floor Display

Print PDF

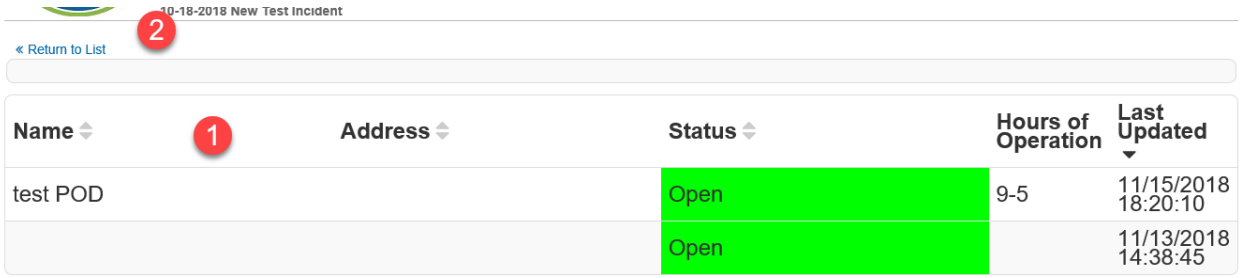


1. Click the Actions button.
2. Click on Print PDF. Follow computer directions to print.

List EOC Floor Display



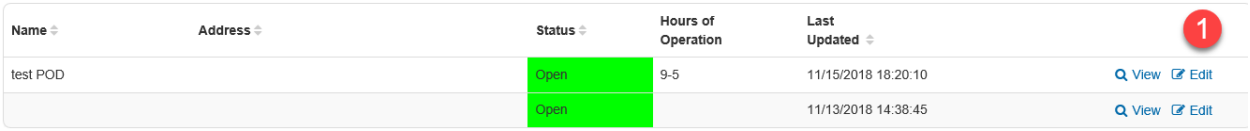
1. Click the Actions button.
2. Click on List EOC Floor Display.



1. User can view the list.
2. Click on << Return to List to go back the main page.

13.5 Delete POD

This will be permission based so not all users will be able to perform this function.



1. Click on the Edit link of the POD to delete.

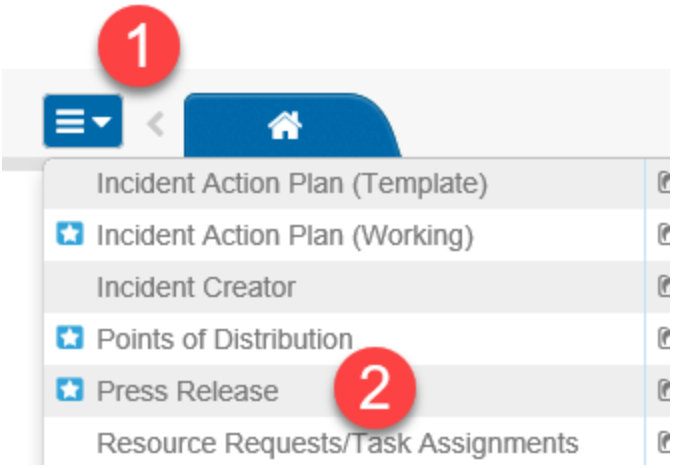
1. Scroll to bottom of page and click the Delete button.

14 Press Release

This will be permission based so not all users will be able to perform this function.

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

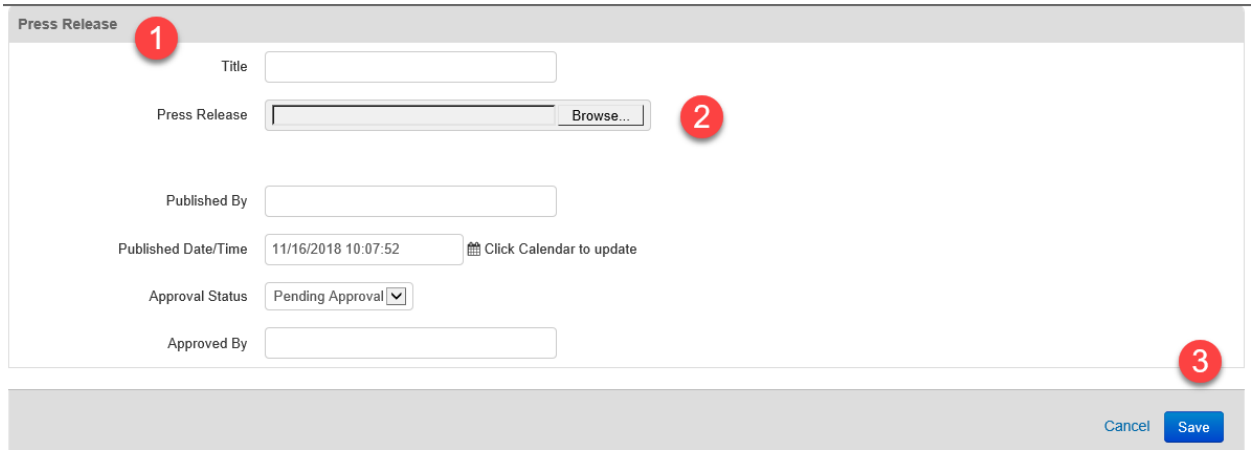
The PIO usually establishes an area for the media that is away from the command post, separate from the EOC, and a safe distance from the incident scene. This area is used to provide news releases, responses to questions or requests, tour information, and so forth.



1. Click the drop-down arrow of the control panel.
2. Select Press Release.

14.1 Create Press Release

1. Click + Create Press Release.

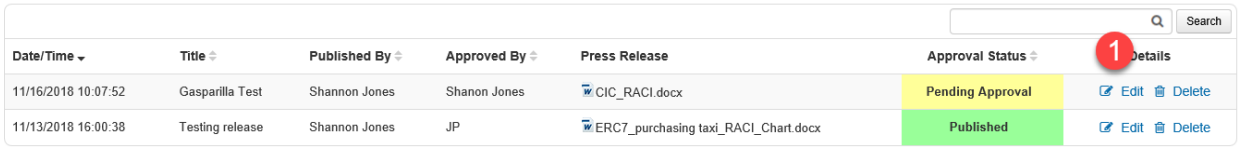


1. Fill out press release information in all available fields.
2. Upload press release document.
3. Click Save when finished.

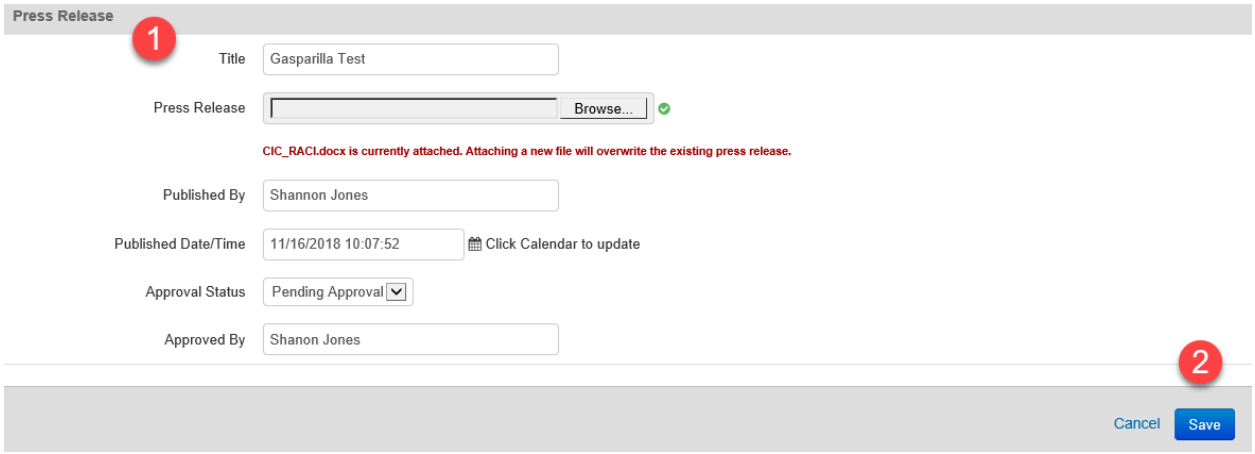
14.2 Actions Tab – Print PDF

1. Click the Actions button.
2. Click on Print PDF.
3. Follow computer directions to print PDF.

14.3 Edit

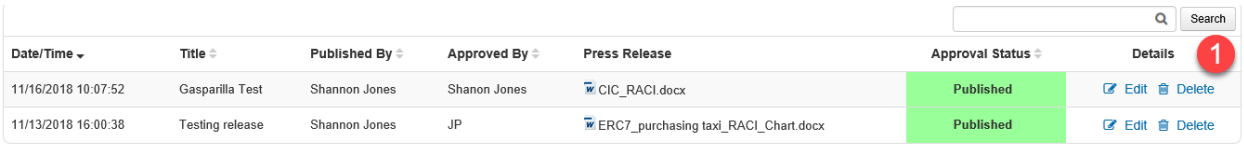


1. Click on the Edit link.

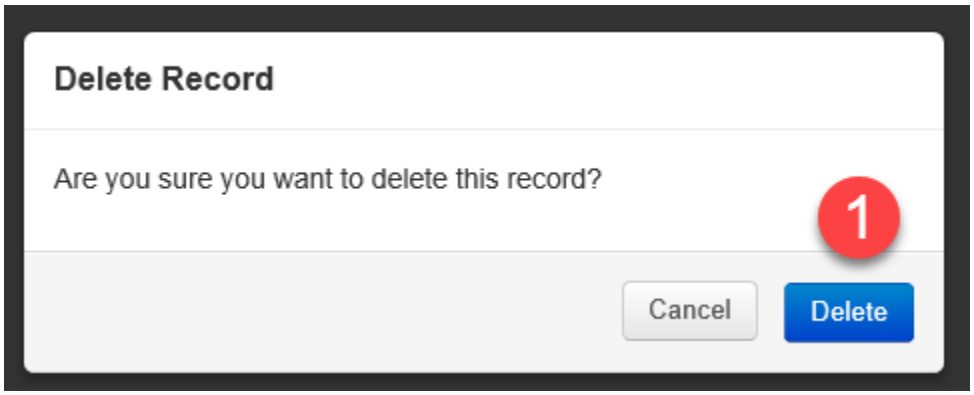


1. Make edits to press release information or uploads as desired.
2. Click the Save button when finished.
3. User can view the edits were saved.

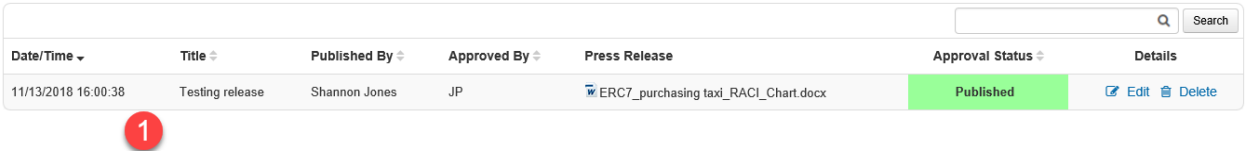
14.4 Delete



1. Click on the Delete link.

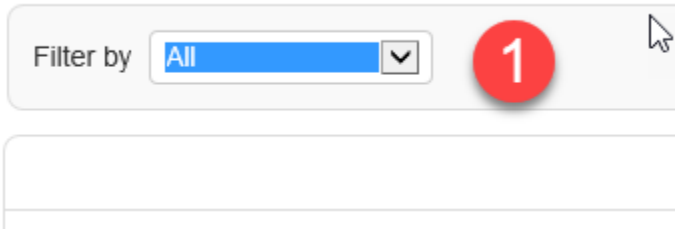


1. Click on Delete button.



1. User can view the press release was deleted.

14.5 Filter

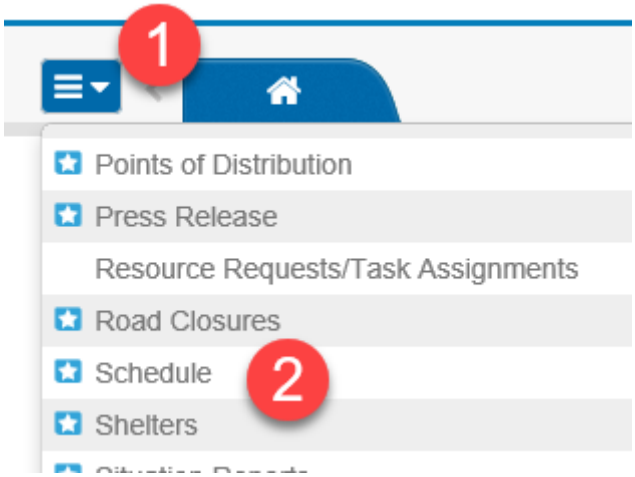


1. User can filter press release items by clicking the drop-down arrow of filter by. User can filter by approval status: Pending approval, Published or Not Approved.

15 Schedule Board

This will be permission based so not all users will be able to perform this function.

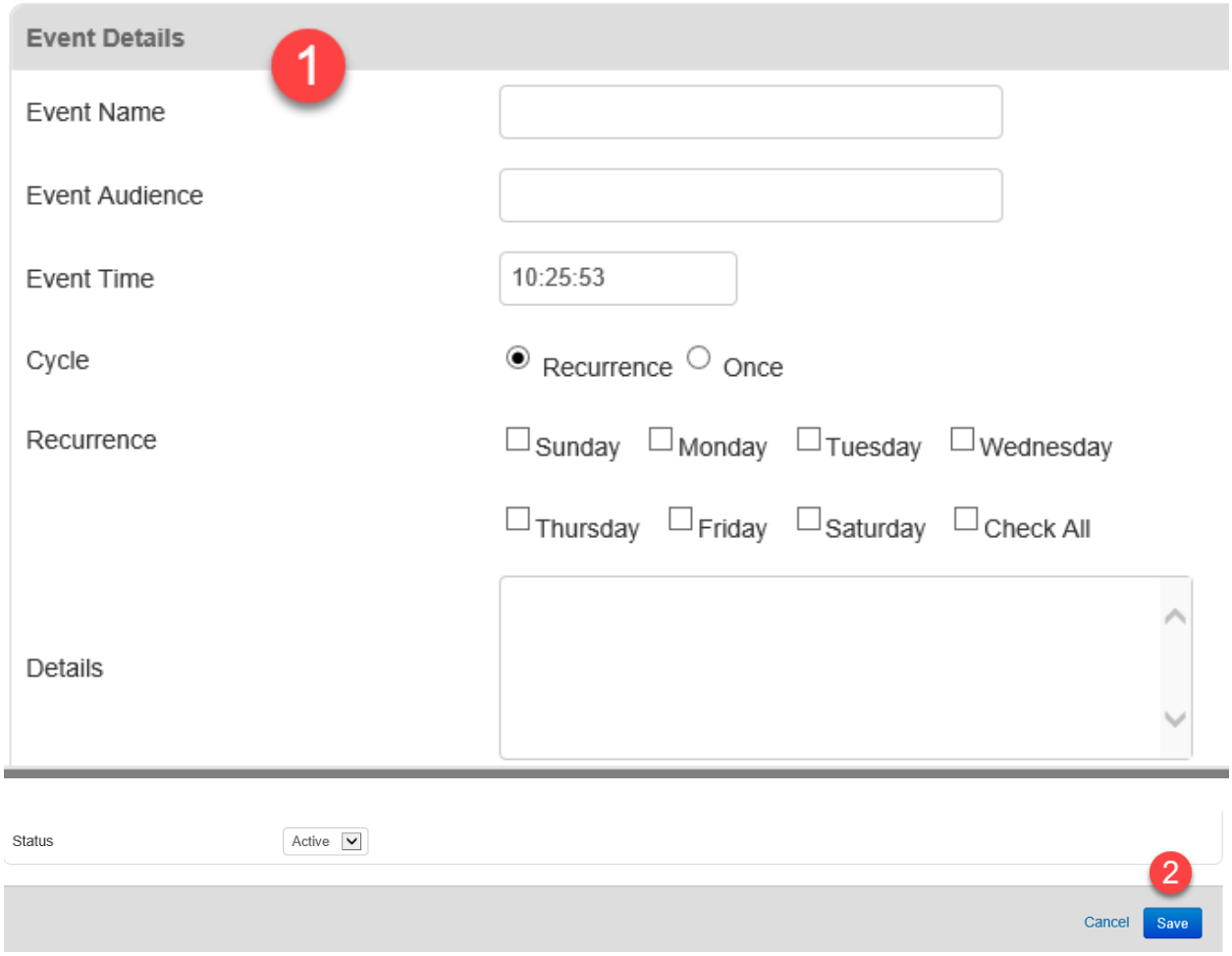
The Schedule board allows you to enter pertinent events and view visual cues as they progress through their cycle. It is also referred to as the Battle-Rhythm.



1. Click on the drop-down of the control panel.
2. Select Schedule board.

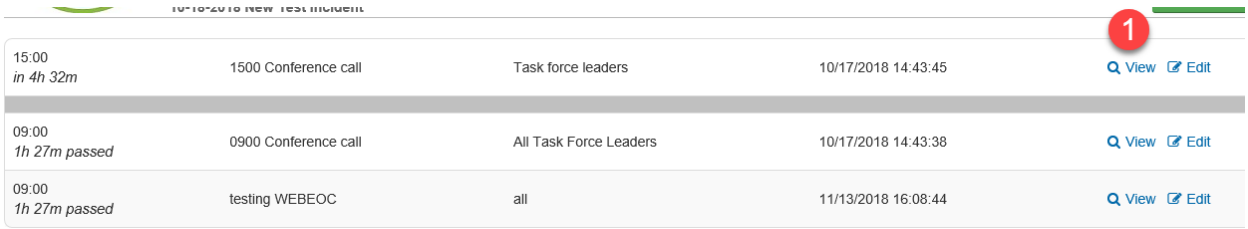
15.1 Create Event

1. Click on + Create Event button.

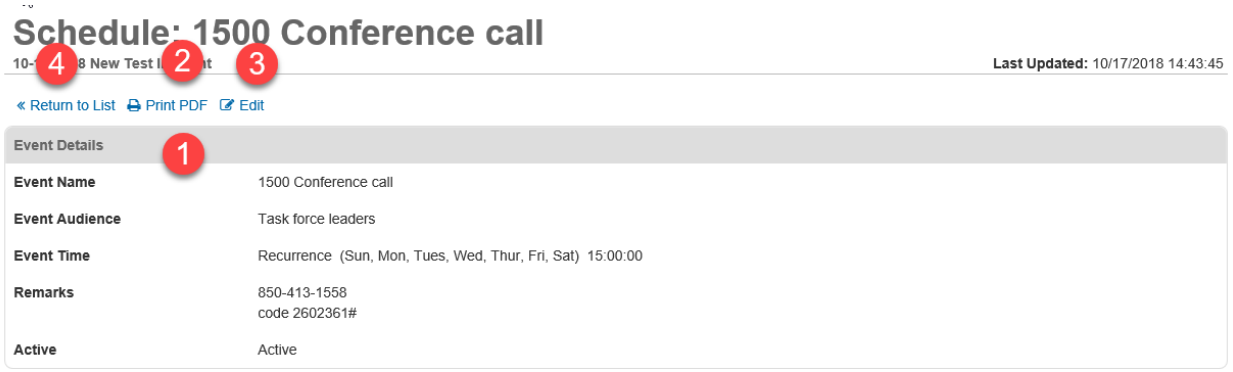


1. Fill out event details information.
2. Click the Save button when finished.

15.2 View

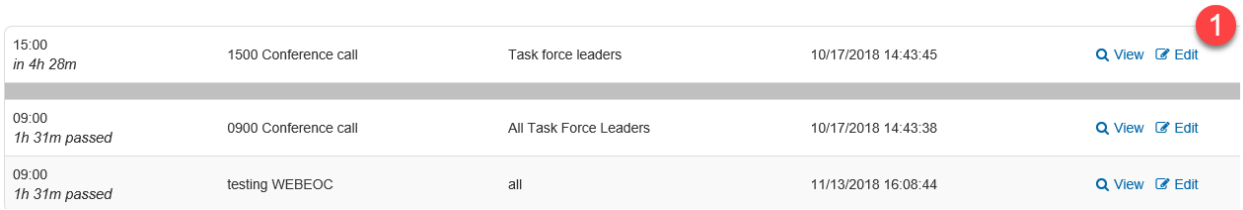


1. Click on the View link.

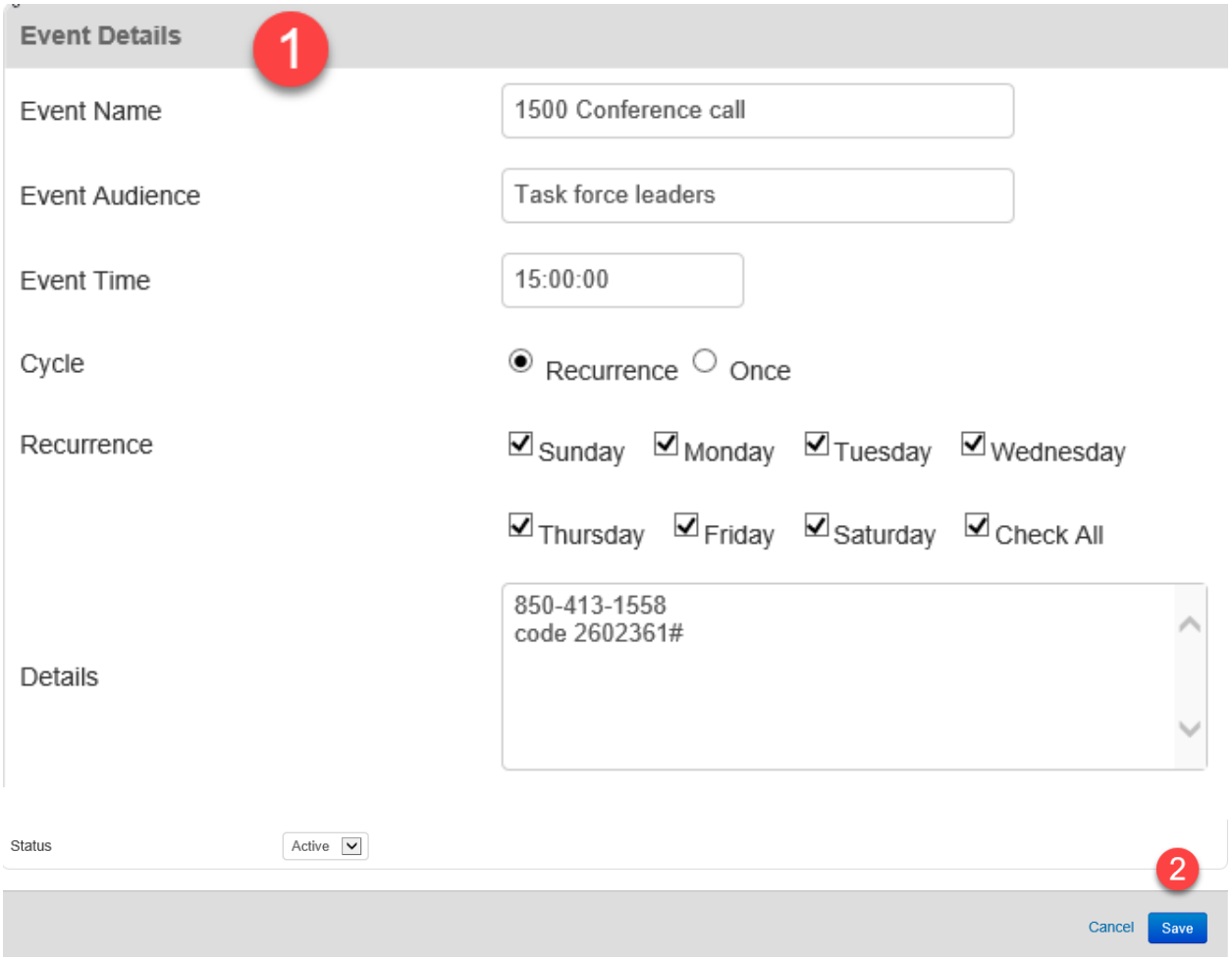


1. User can view the event details information.
2. User can Print PDF is needed.
3. User can edit information if needed if user has permission to do so.
4. Click the << Return to List button when finished.

15.3 Edit

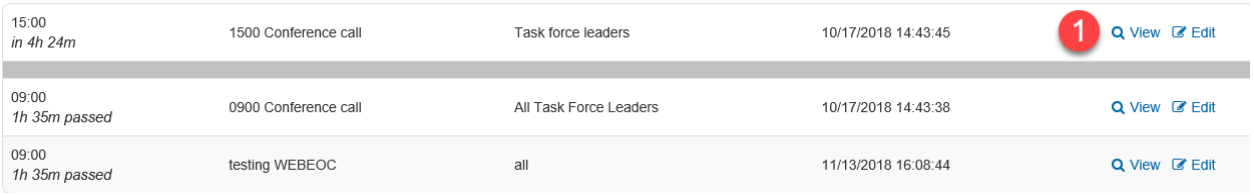


1. Click the Edit link.

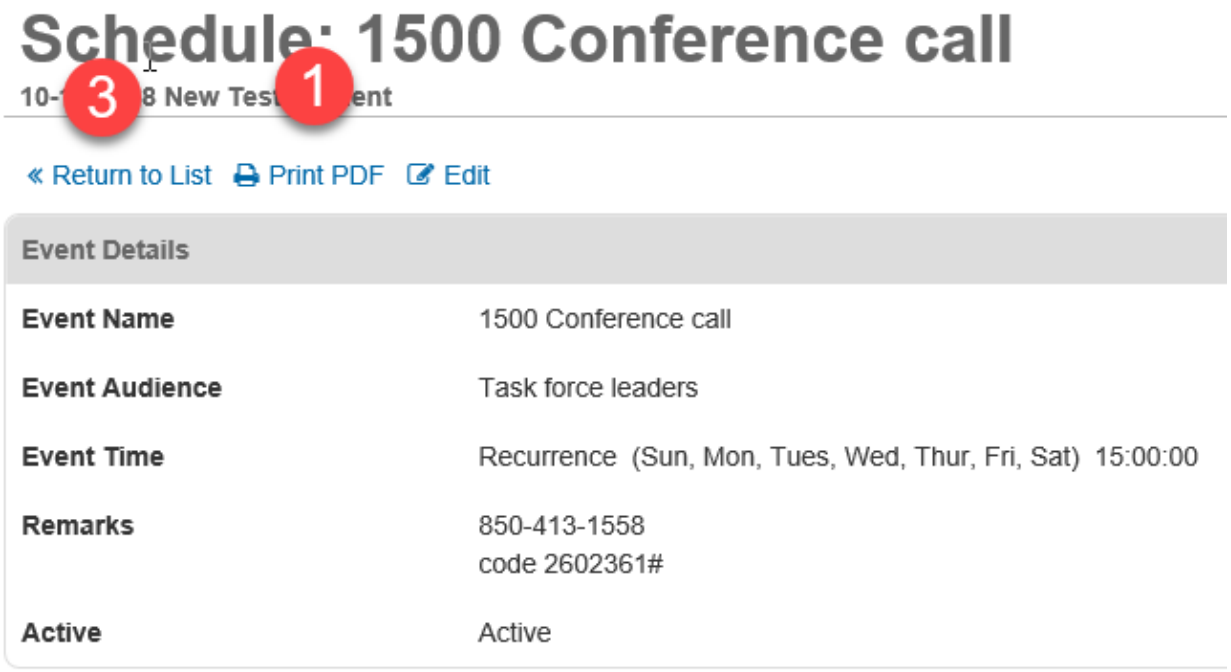


1. Make edits to the event details as needed.
2. Click Save button when finished.

15.4 Print PDF

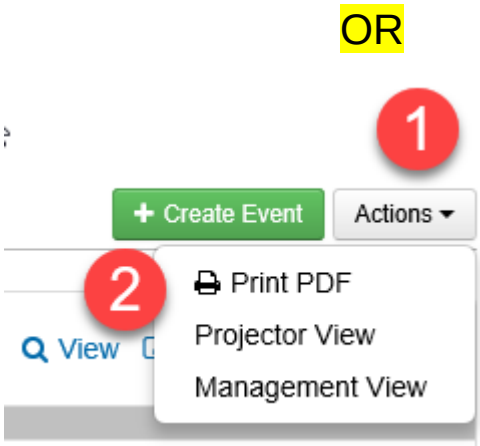


1. Click the View link.



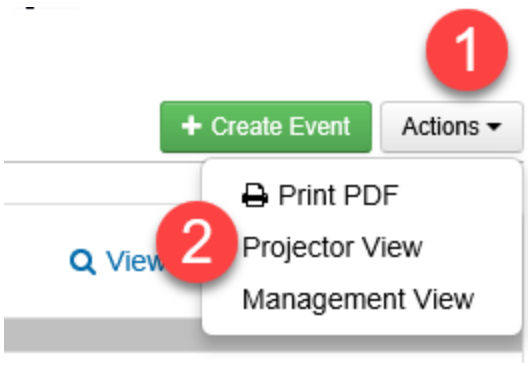
1. Click the Print PDF link.
2. Follow computer directions to complete printing process.
3. Click << Return to List when finished.

OR

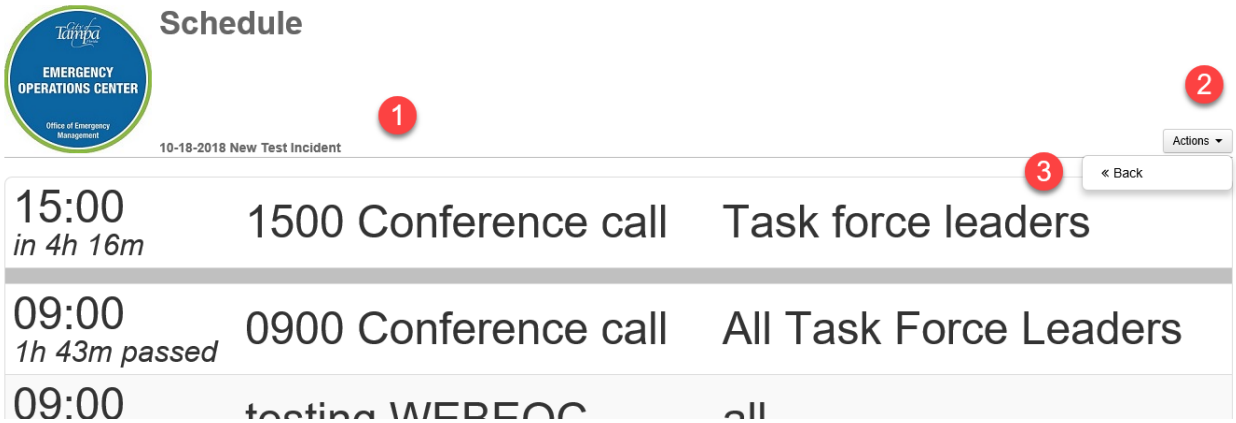


1. Click the Actions tab.
2. Select Print PDF.

15.5 Actions Tab – Projector View

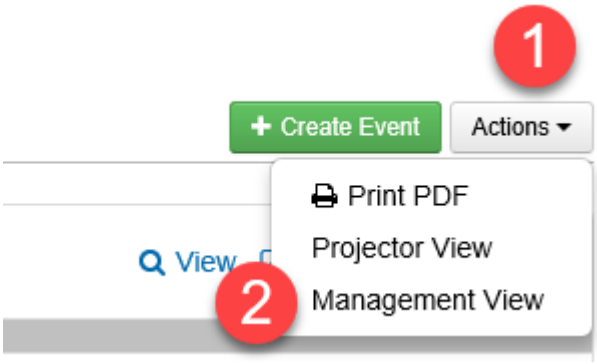


1. Click the Actions tab.
2. Select Projector View.

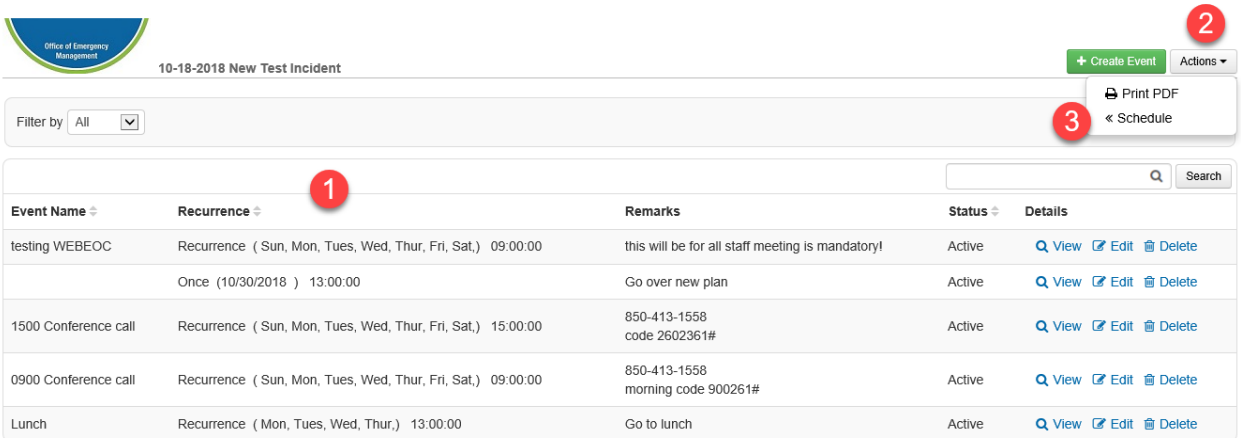


1. User can view in Projector view.
2. To return to normal size screen – click the Actions button.
3. Select << Back.

15.6 Actions Tab – Management View



1. Click the Actions tab.
2. Select Management View.



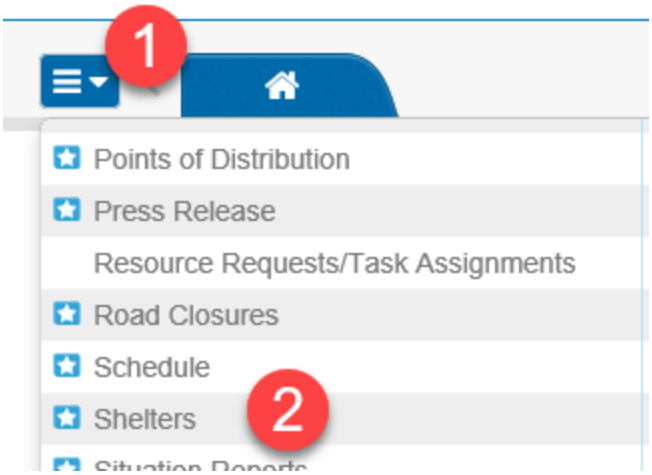
1. User can now view in management view.
2. To return to normal view click the Actions button.
3. Select << Schedule and returns to normal view.

16 Shelter board

This will be permission based so not all users will be able to perform this function.

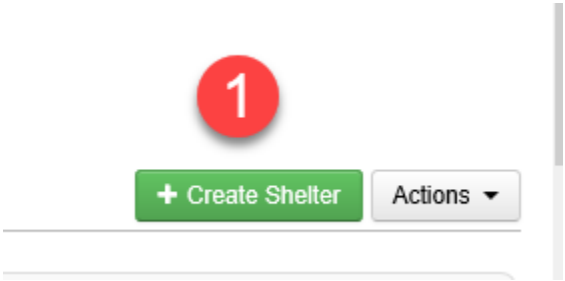
THIS WILL BE A PHASE 2 BOARD

The Shelters board allows you to track shelter information and statuses. The standard list view displays the shelter's name, status, occupancy, and more. It also indicates whether a shelter houses the general population, accommodates special needs, or is pet friendly.

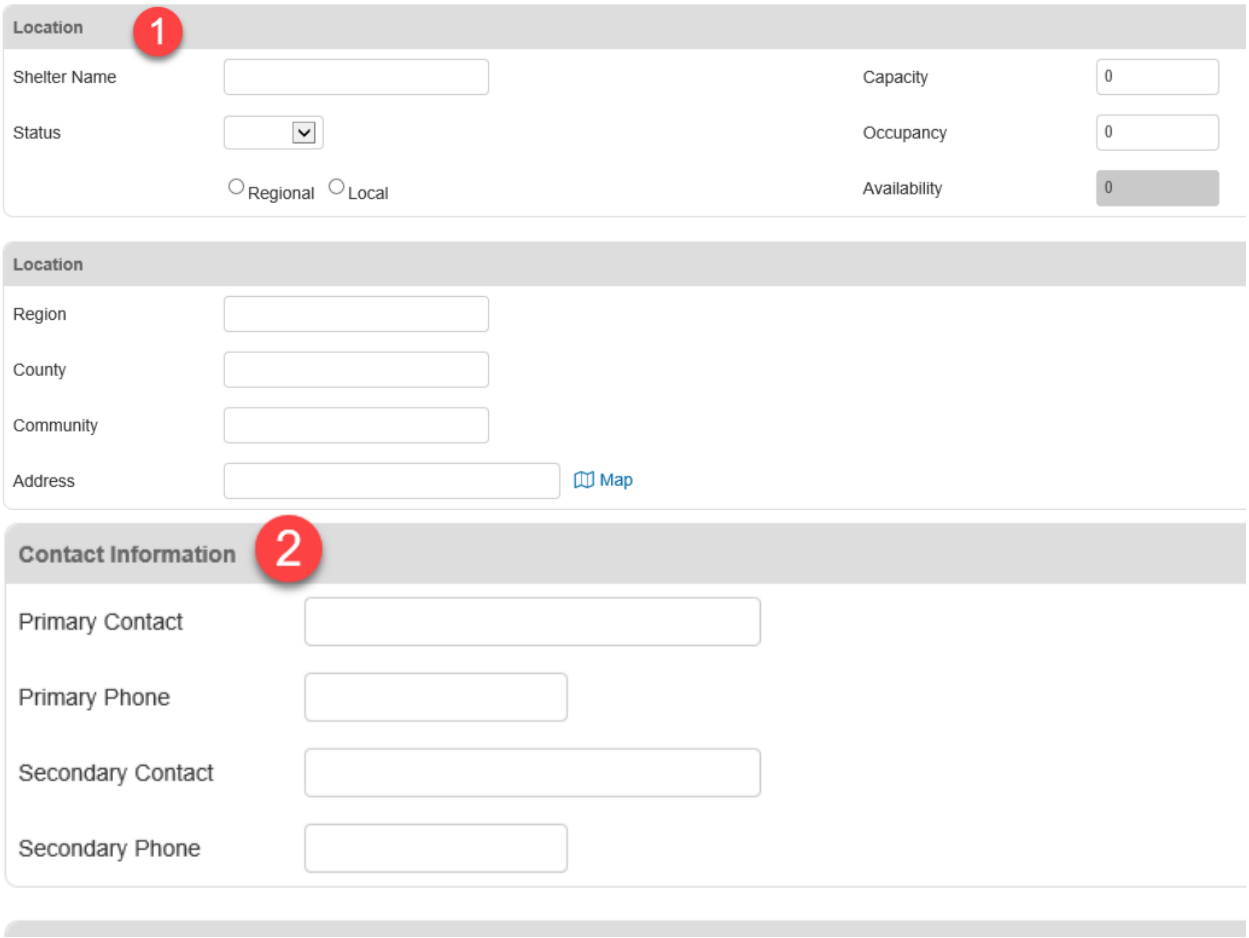


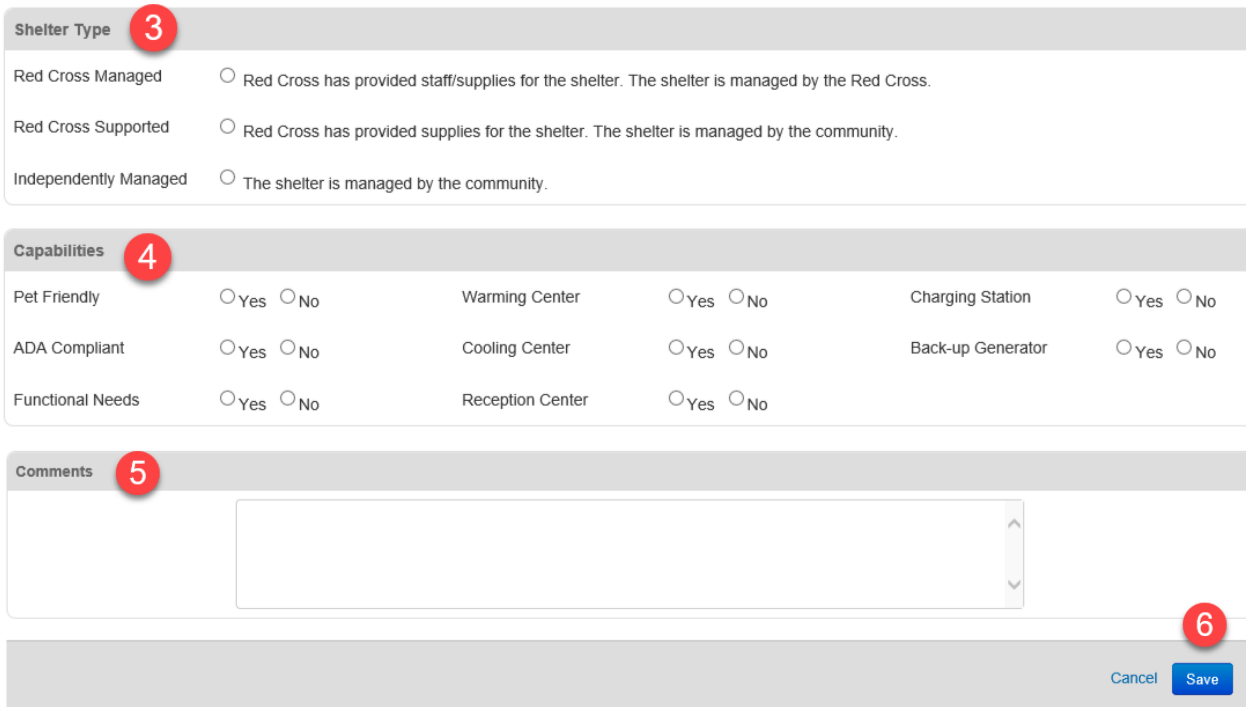
1. Click the drop-down arrow from the control panel.
2. Select Shelters board.

16.1 Create Shelter



1. Click the + Create Shelter button.

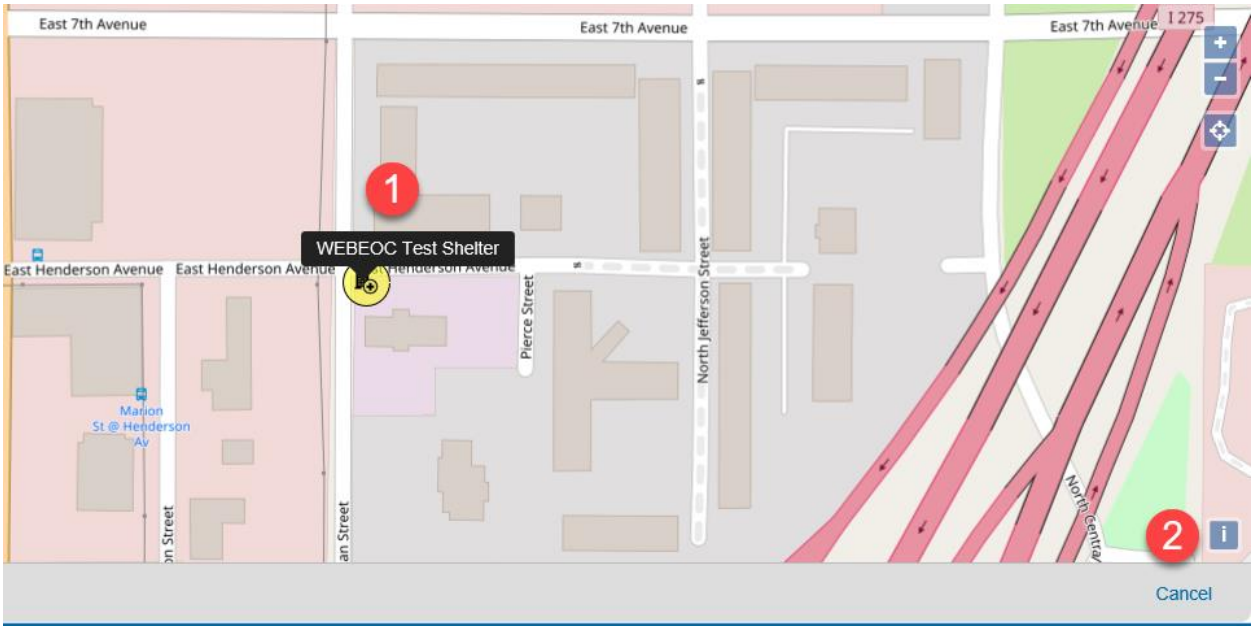




1. Enter location information.
2. Enter contact information.
3. Enter shelter type information.
4. Enter capabilities information.
5. Enter any comments.
6. Click Save button when finished.

16.2 View on Map

1. Click on the Map link.



1. User can view the shelter on the map.
2. Click Cancel to return to shelter list (main page).

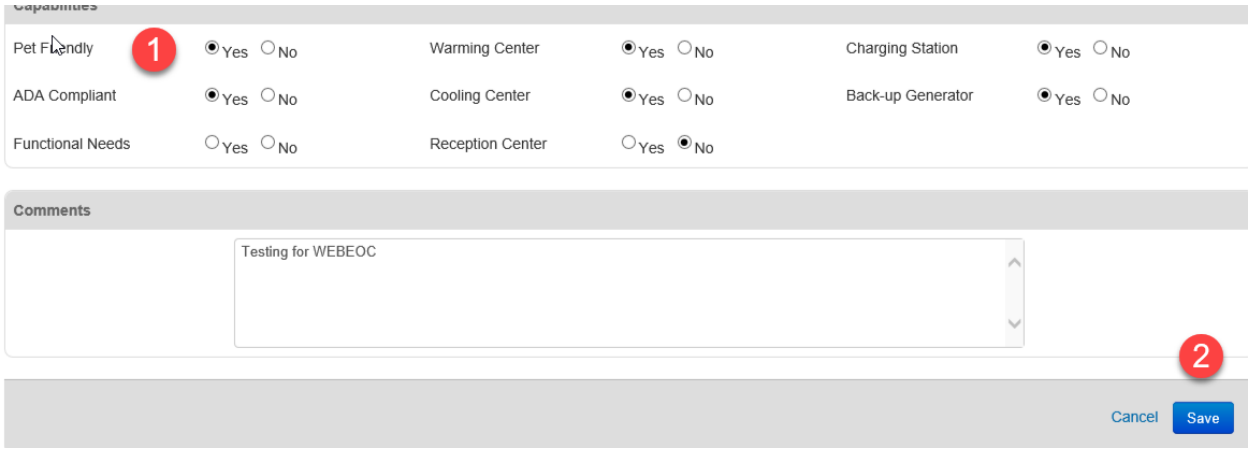
16.3 View

1. Click on the View link.

1. User can view the shelter information.
2. Click the << Return to List link to return to shelter list.
3. User can click Print PDF from here as well by clicking Print PDF link.
4. User can also edit from here by clicking the Edit link. User must have permission to edit.

16.4 Edit

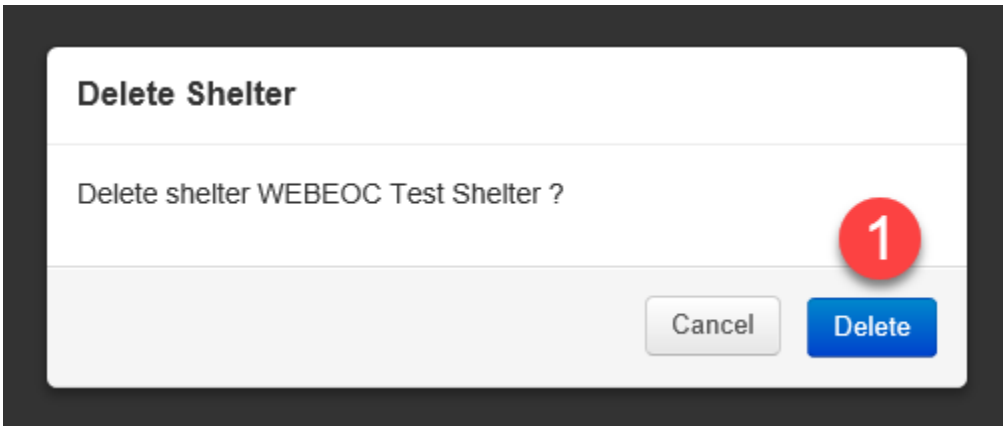
1. Click the Edit link.



1. Make edit to any of the available fields.
2. Click the Save button when finished.

16.5 Delete

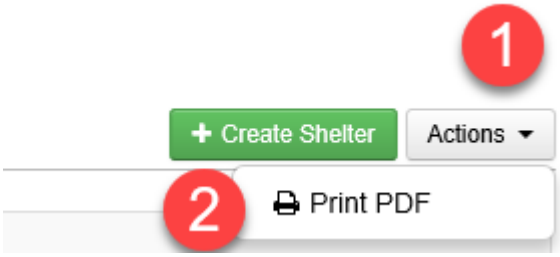
1. Click the Delete link.



1. Click the Delete button.

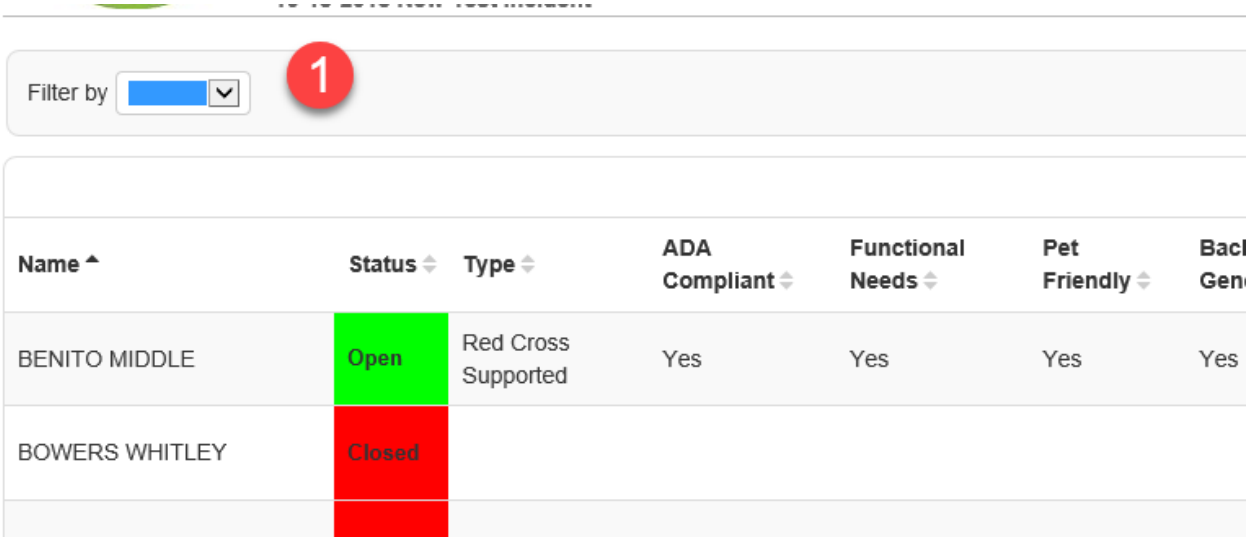
1. User can view the shelter was deleted and no longer on the list.

16.6 Actions Tab – Print PDF



1. Click the Actions button.
2. Select Print PDF.
3. Follow computer instructions to print.

16.7 Filter By



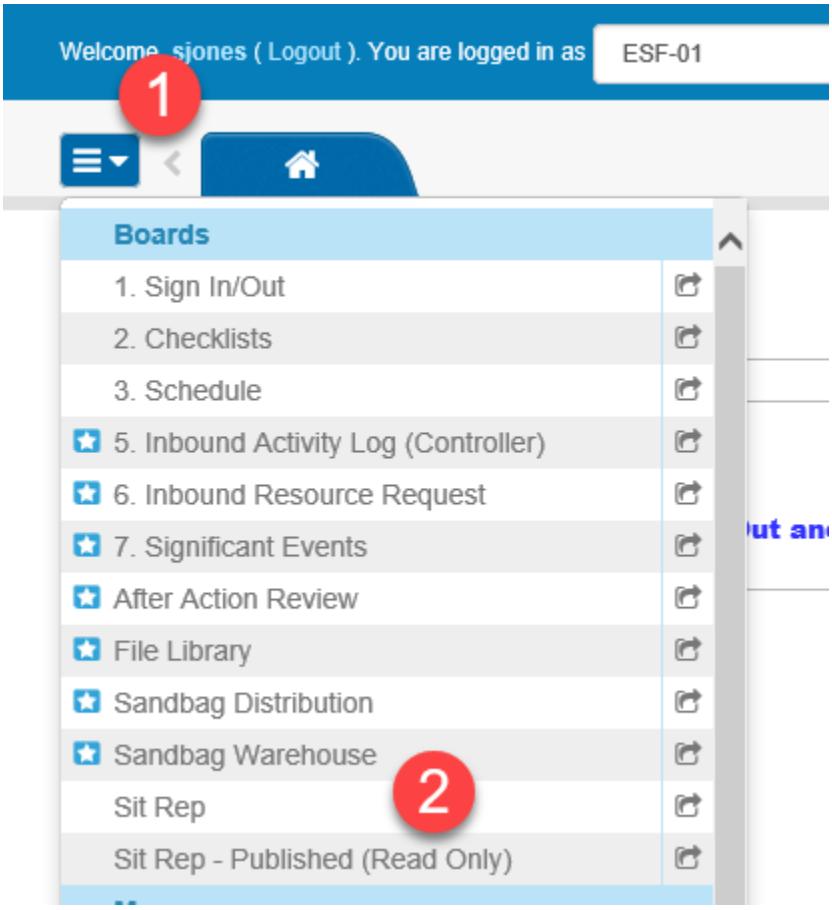
1. User can filter list by clicking the filter by drop-down. User can filter by closed, full, open and all.

17 SIT REP

This will be permission based so not all users will be able to perform this function.

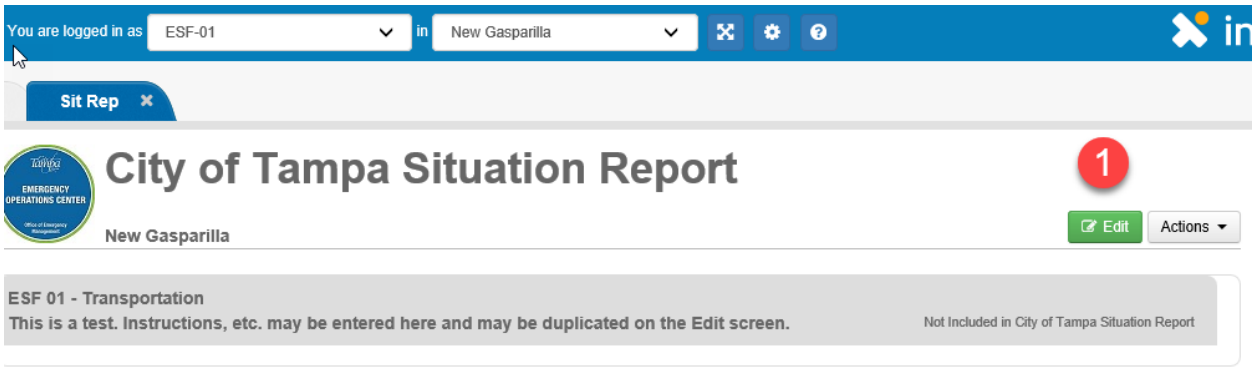
The Situation Report board allows agencies to track published SITREPs and view the published reports. SITREPs (SITuation REPorts) are typically published at least once every 24 hours during an emergency. WebEOC provides a standard format that can be used based on the two common methodologies—Incident Command System (ICS) and Emergency Support Functions (ESF).

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



1. Click the drop-down arrow of the control panel.
2. Select Sit Rep.

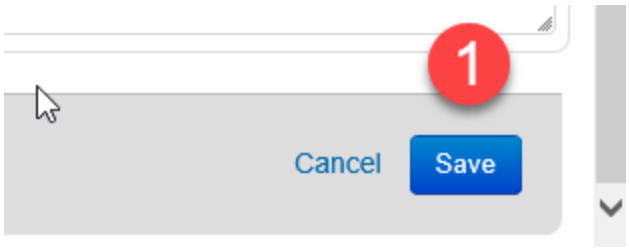
17.1 Edit Sit Rep



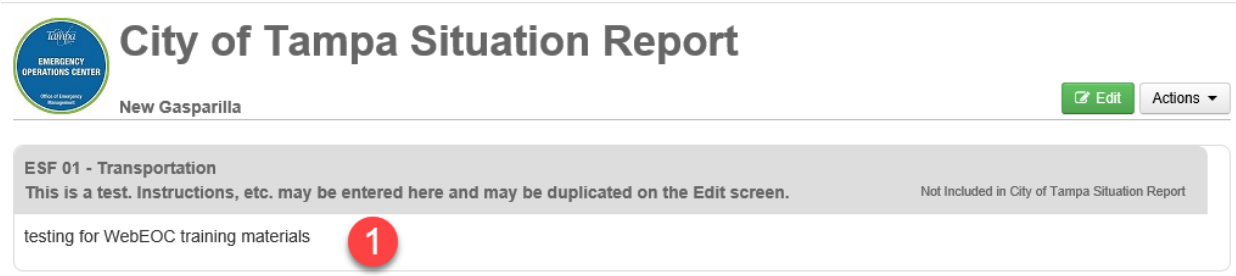
1. Click Edit button.

Please note that each ESF position can only edit their own section of the Sit Rep. Emergency management will have permission to all positions in this report and control the locking, unlocking and publishing of full SIT REP. Please note that for ESF positions that have multiple departments – create a header in bold and enter your updates to sit rep. i.e. ESF-03 may have Parks & Rec, Waste Water, Water etc.

1. Enter content of SIT REP information in this section.
2. Check Include box to include this ESF section of the SIT REP in the published SIT REP.

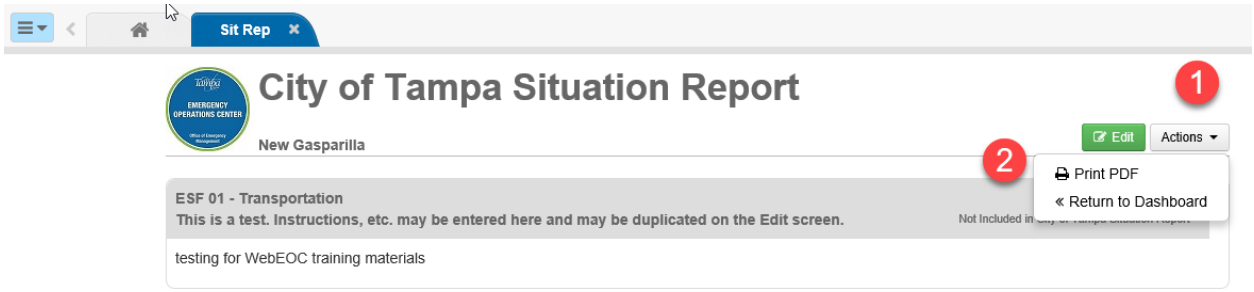


1. Scroll to bottom of page – click Save.



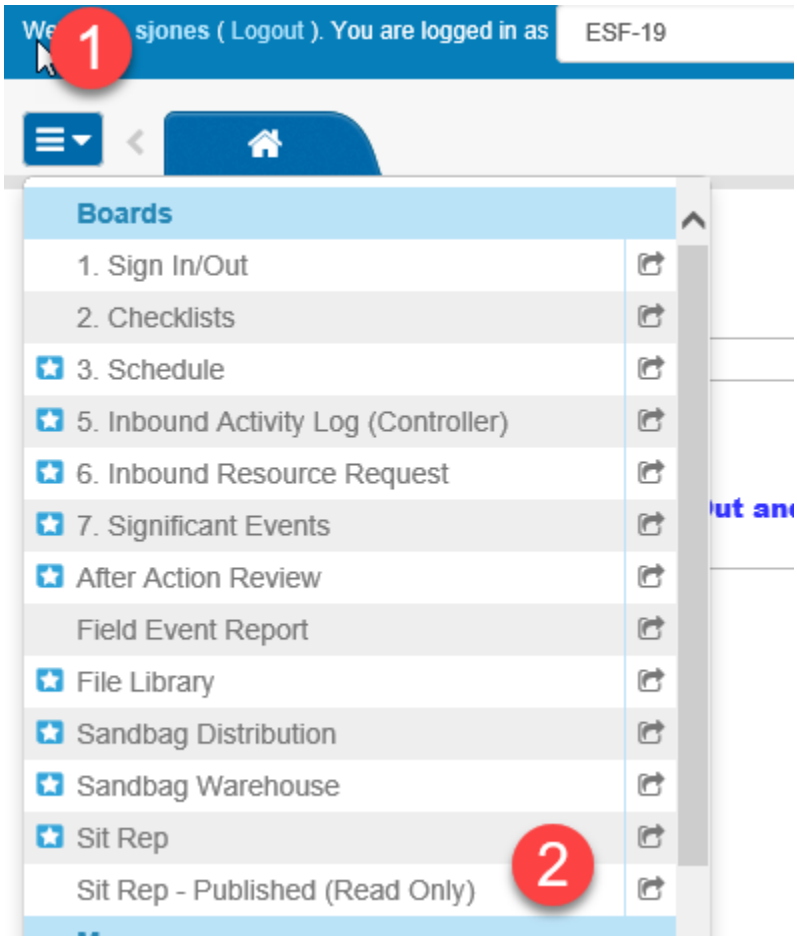
1. User can view the information entered was saved.

17.2 Print PDF of Sit Rep for your ESF Section

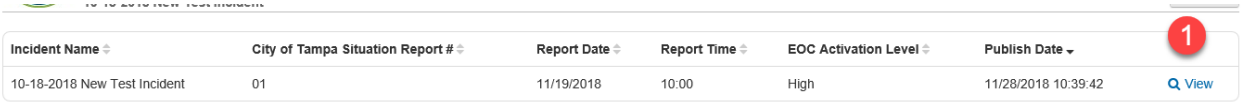


1. Click the drop-down arrow on Actions button.
2. Select Print PDF.

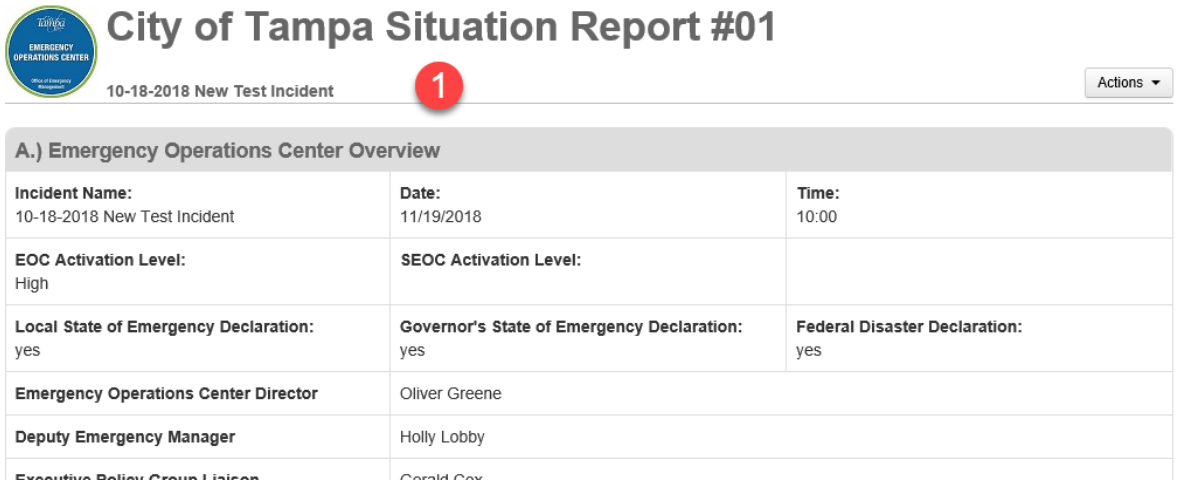
17.3 View Published SIT REP (Read Only)



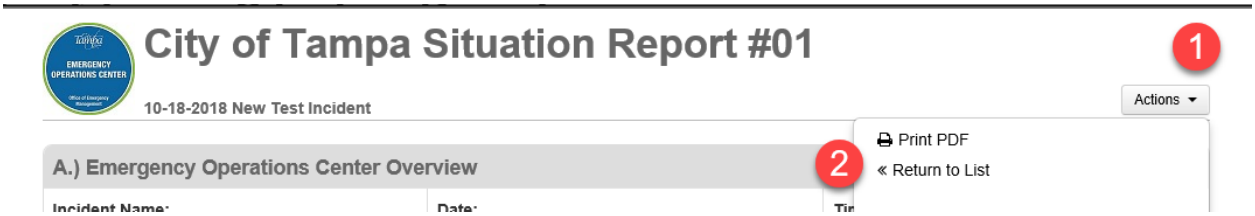
1. Click the drop-down arrow of the control panel.
2. Select Sit Rep – Published (Read Only).



1. Click the View link.

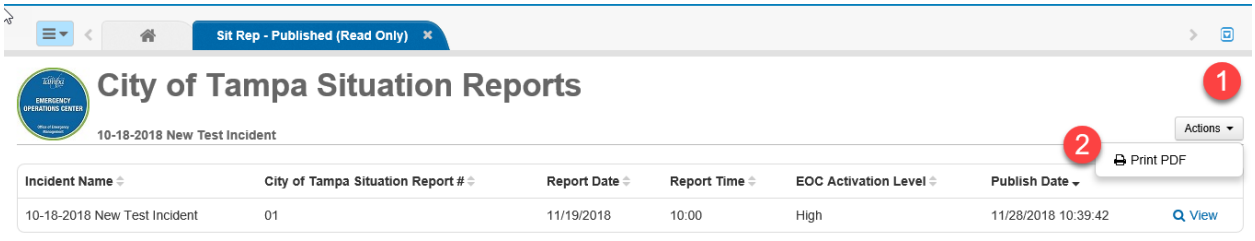


1. User can view the published SIT REP.



1. Click the drop-down arrow on Actions button.
2. Select <<Return to List.

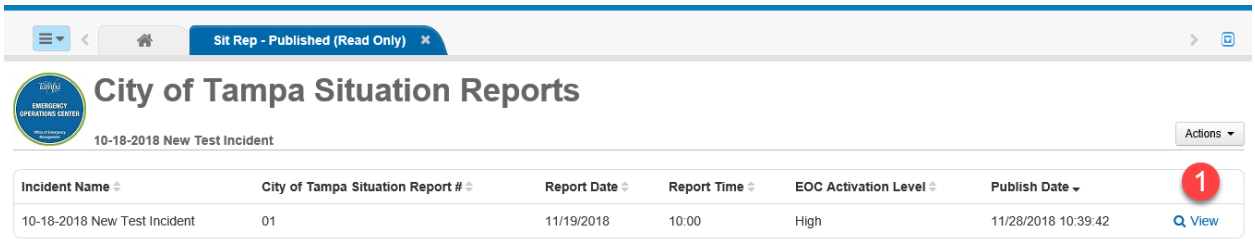
17.4 Print Published SIT REP (Read Only)



1. Click drop-down arrow on Actions button.
2. Select Print PDF.

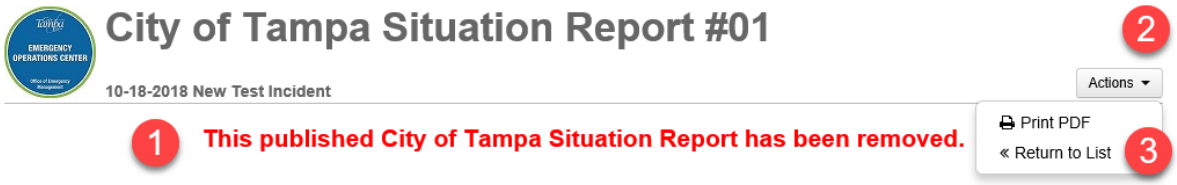
17.5 Remove City of Tampa Sitation Report

This will be permission based – not all positions can perform this action.

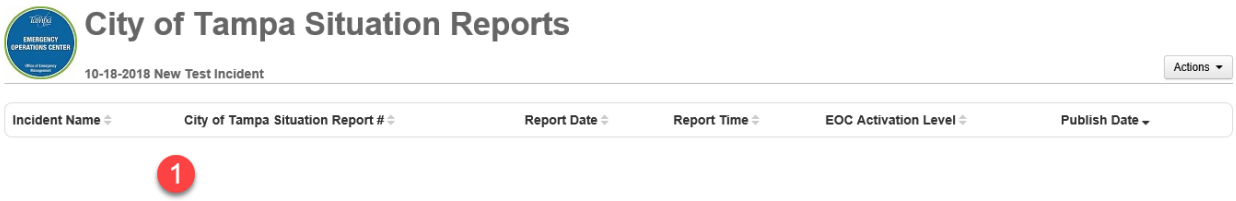


1. Click the View link when on the Sit Rep – Published (Read Only) board.

1. Click the drop-down arrow on Actions button.
2. Select Remove City of Tampa Situation Report.



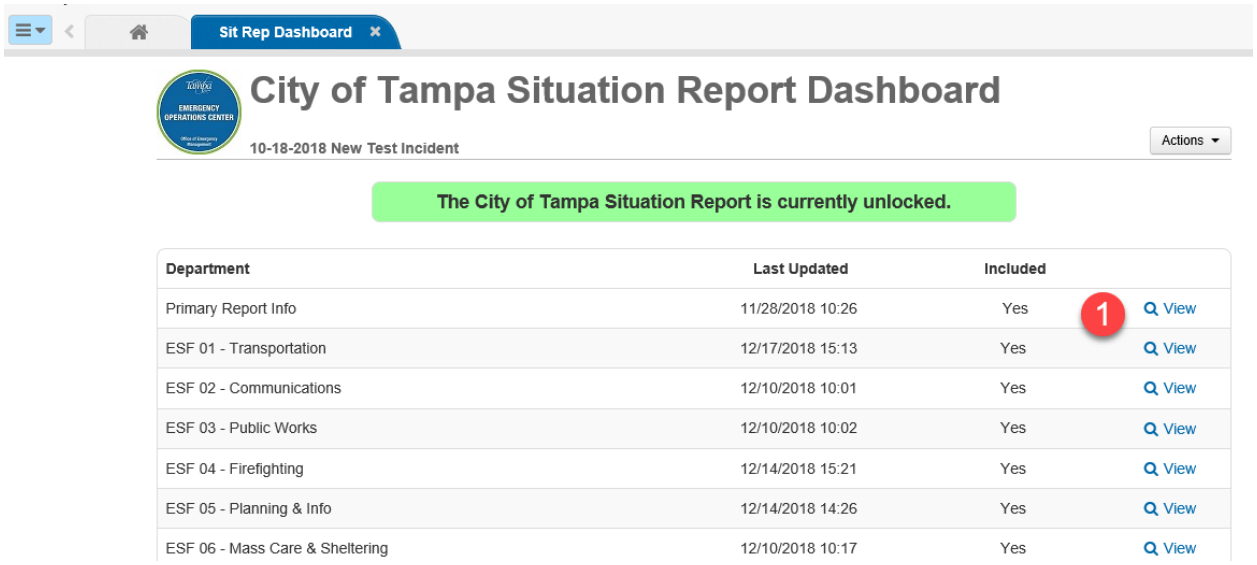
1. User can view the published sit rep was removed.
2. Click the drop-down arrow on actions tab.
3. Select <<Return to List.



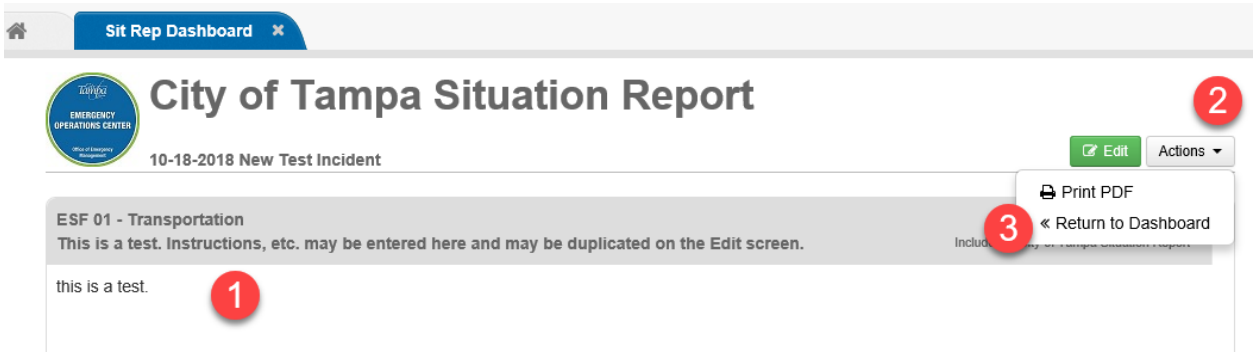
1. User can view the situation report has been removed.

17.6 SIT REP Dashboard - View

This will be permission based – not all user will be able to perform this action.



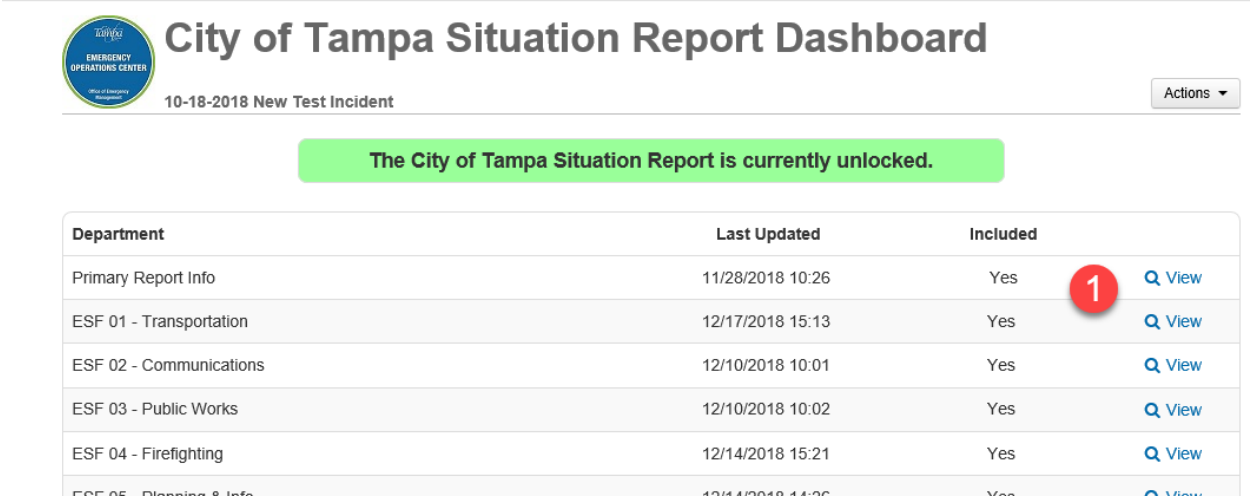
1. Click View link of section you want to view.



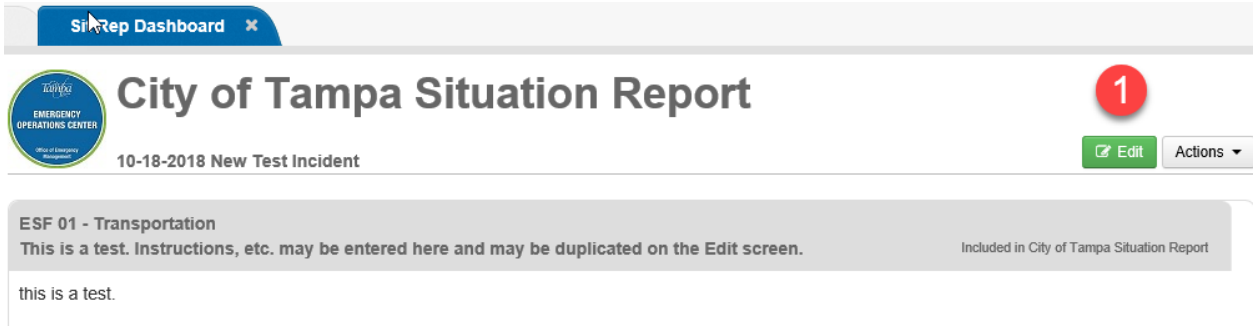
1. User can view the section of the sit rep they selected.
2. Click the drop-down arrow on Actions button.
3. Select <<Return to Dashboard.

17.7 SIT REP Dashboard - Edit

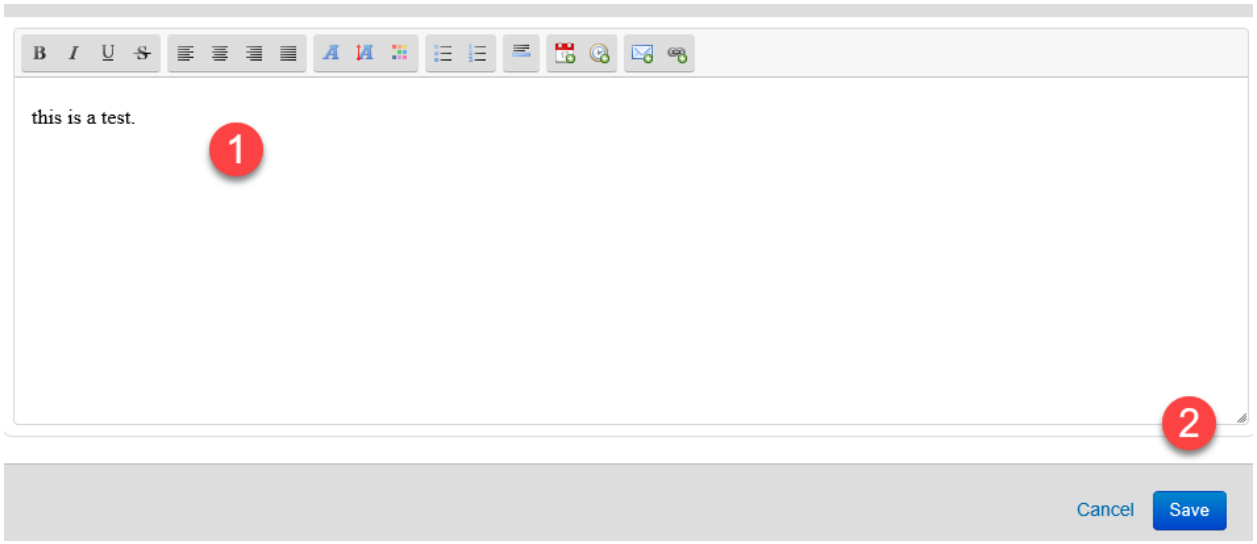
This will be permission based and not all positions can perform this action.



1. Click the View link of the section you wish to edit.

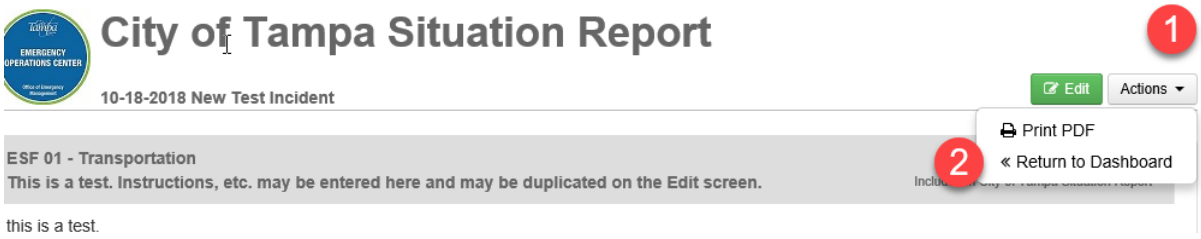


1. Click the Edit button.



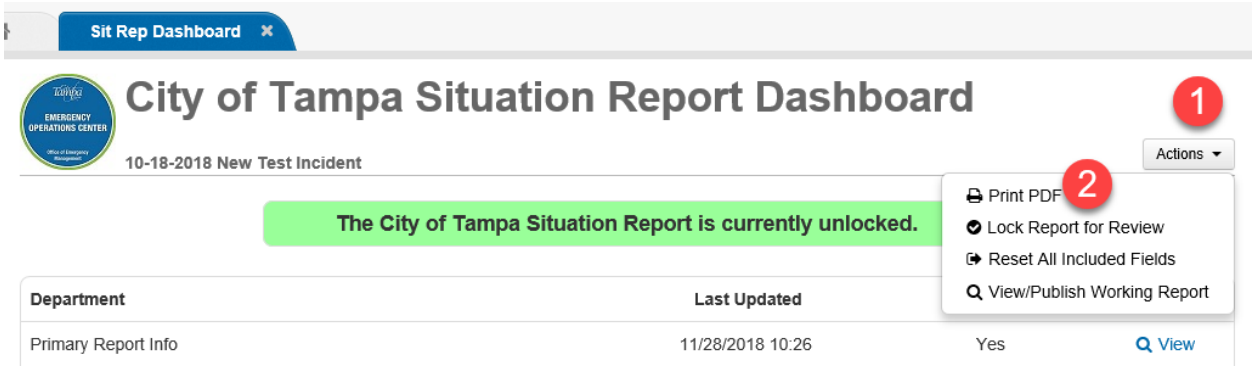
1. Make desired edits.
2. Click Save.

For departments like ESF3 that have multiple departments in it. Create a header in bold and write comments for you section under the header. Example: **PARK & RECS, Water. And etc and put your comments under the correct section.



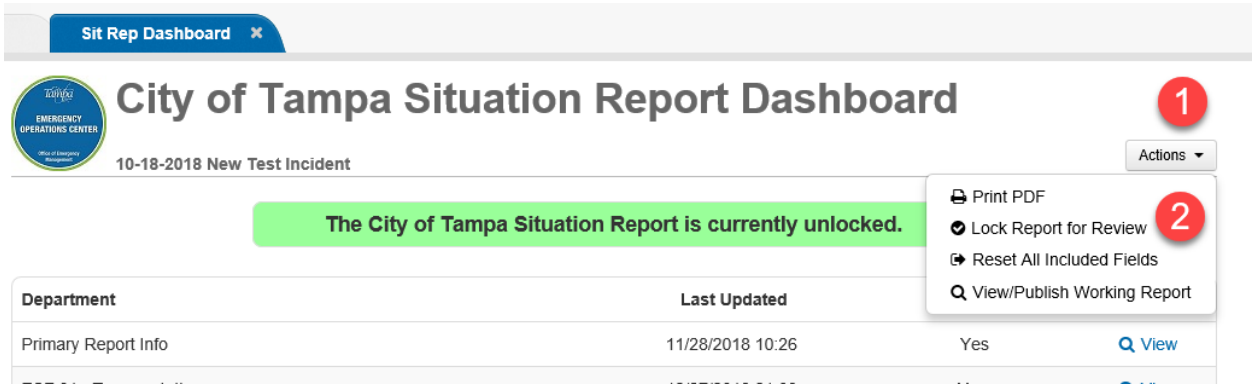
1. Click the drop-down arrow on Actions button.
2. Select << Return to Dashboard.

17.8 SIT REP Dashboard – Print PDF

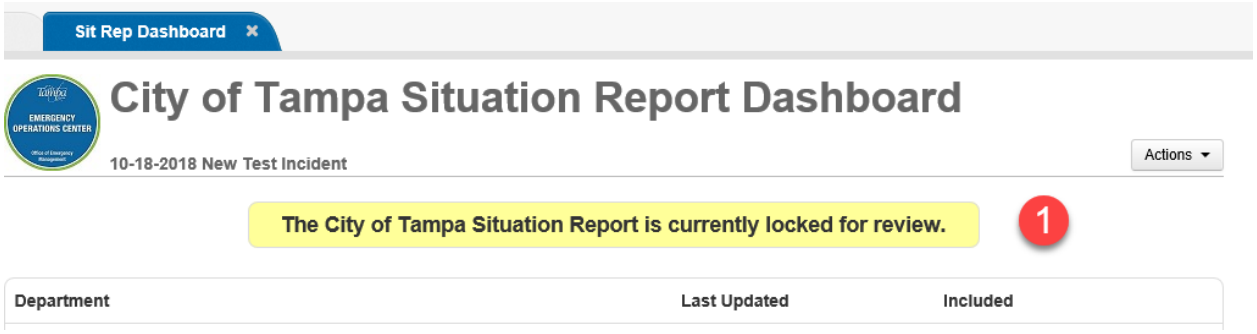


1. Click the drop-down arrow on Actions button.
2. Select Print PDF.

17.9 SIT REP Dashboard – Lock Report for Review

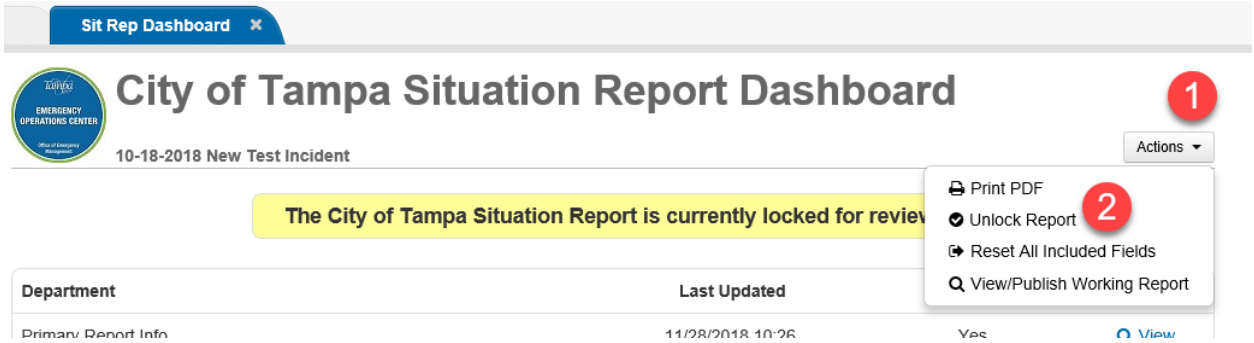


1. Click the drop-down arrow on Actions button.
2. Select Lock Report for Review.

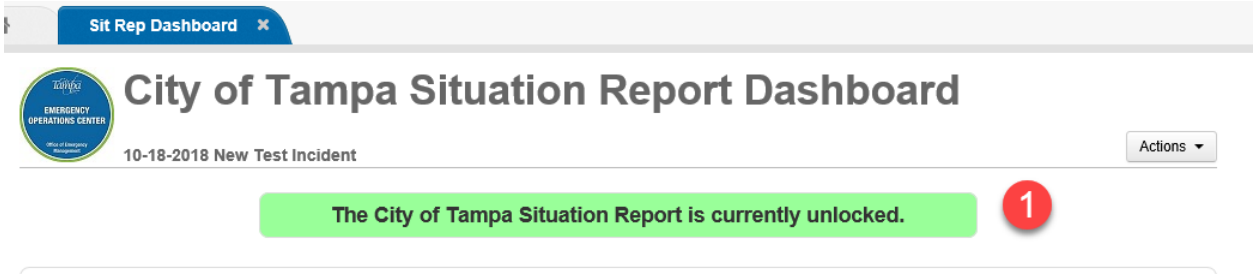


1. User can view the situation report is currently locked for review.

17.10 SIT REP Dashboard – Unlock Report

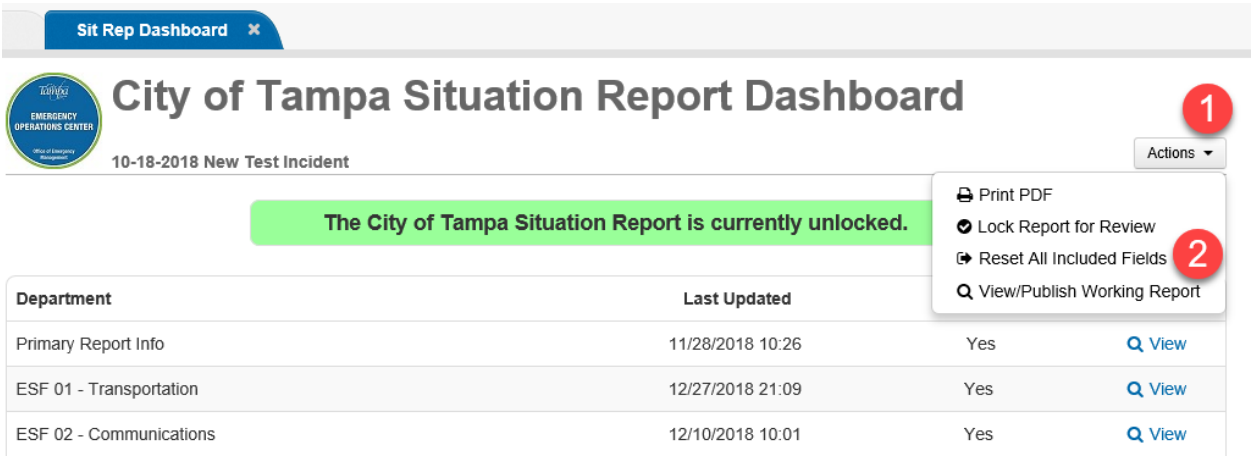


1. Click the drop-down arrow on Actions button.
2. Select Unlock Report.

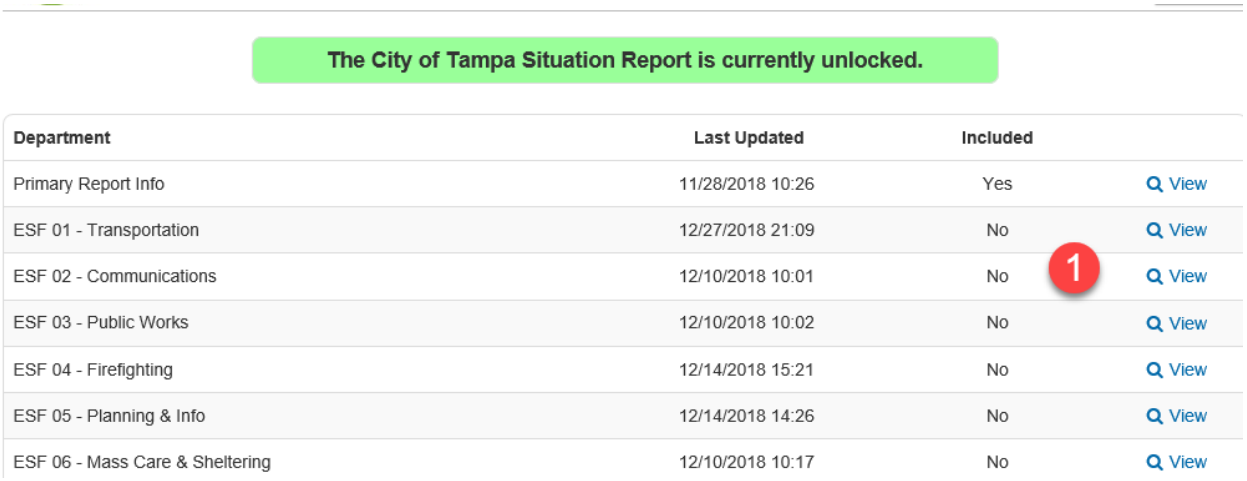


1. User can view the situation report is currently unlocked.

17.11 SIT REP Dashboard – Reset all Included Fields



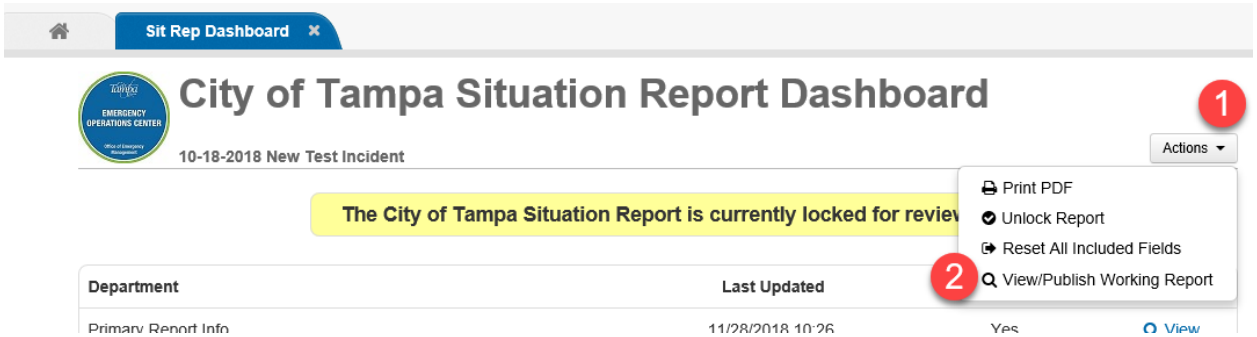
1. Click the drop-down arrow on Actions button.
2. Select Reset all Included Fields.



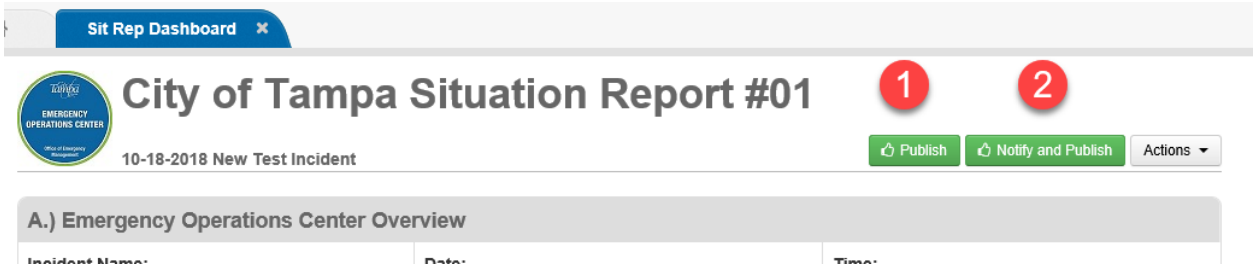
1. User can view all included fields have been reset to No.

17.12 SIT REP Dashboard – View/Publish Working Report

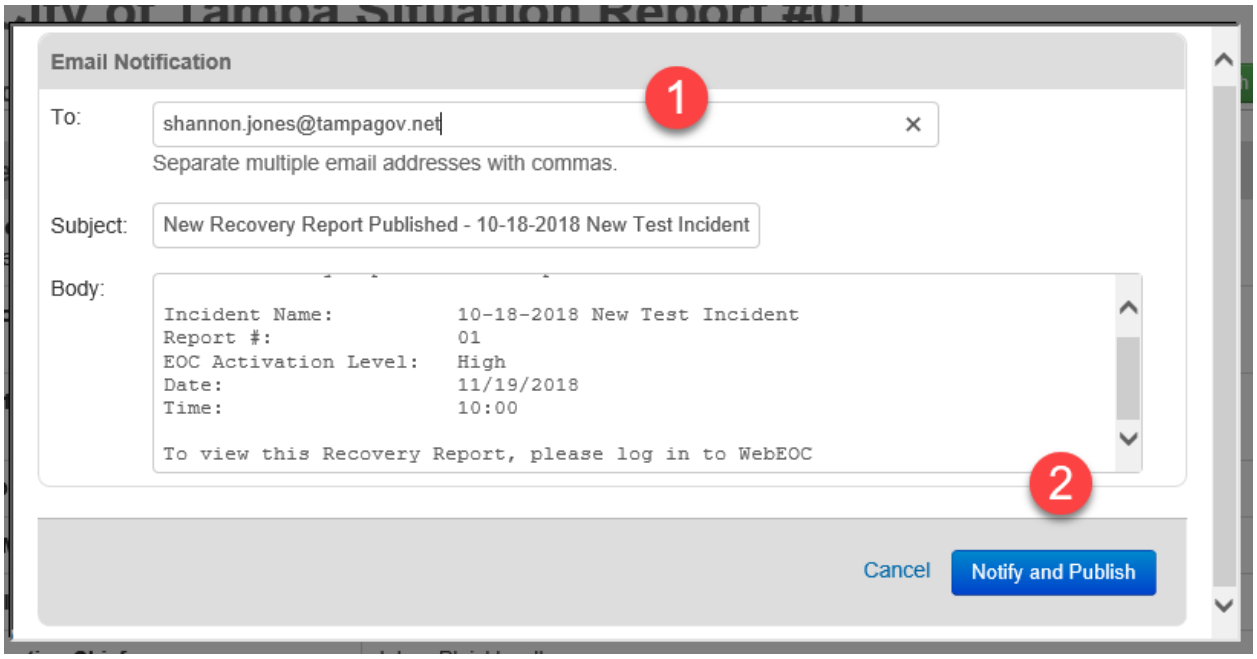
****REPORT MUST BE LOCKED IN ORDER TO PERFORM THIS ACTION****



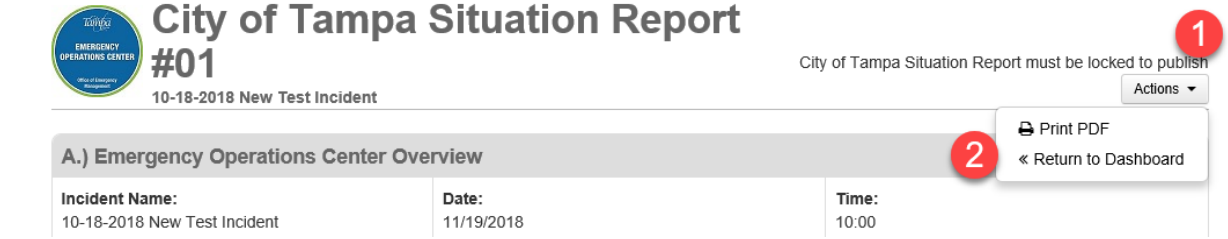
1. Click the drop-down arrow on Actions button.
2. Select View/Publish Working Report.



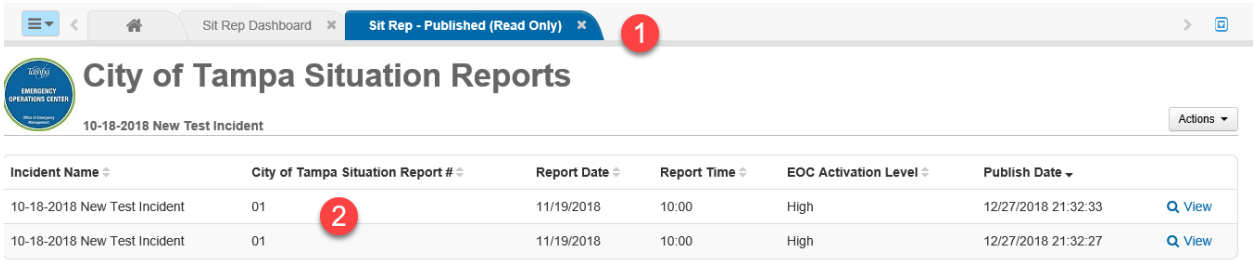
1. Select Publish OR
2. Select Notify and Publish.



1. When notify and publish is selected user can enter email address(s) of recipients to send to..
2. Click Notify and Publish button.



1. Click the drop-down arrow on Actions button.
2. Select <<Return to Dashboard.



1. Open the Sit Rep – Published (Read Only) board.
2. User can view the published Situation Reports.

17.13 Save SIT REP PDF to Desktop and add Link to Report

NEED TO GET DETAILED STEPS FROM CORNELIA OR CHAUNCIA

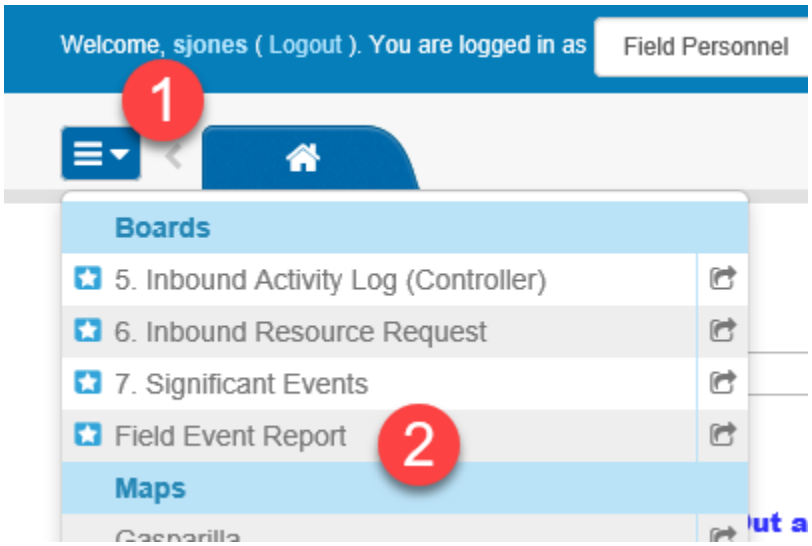
17.14 Sample SIT Report

Provided by Oliver Greene

01 Situation Report 1_21_2017 at 1500 h

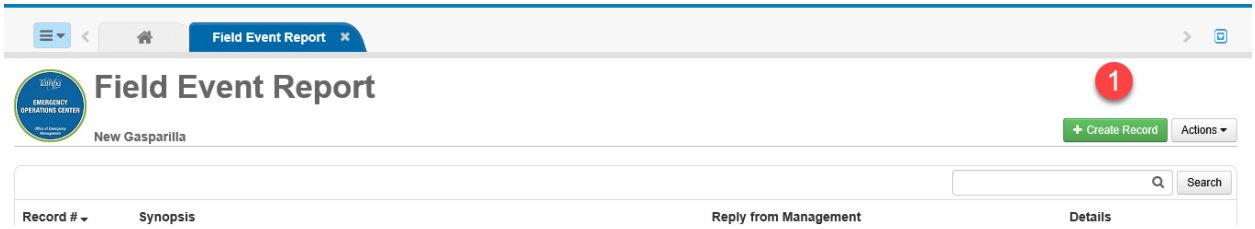
02 Situation Report 1_21_2017 at 1800 h

18 Field Event Report Board

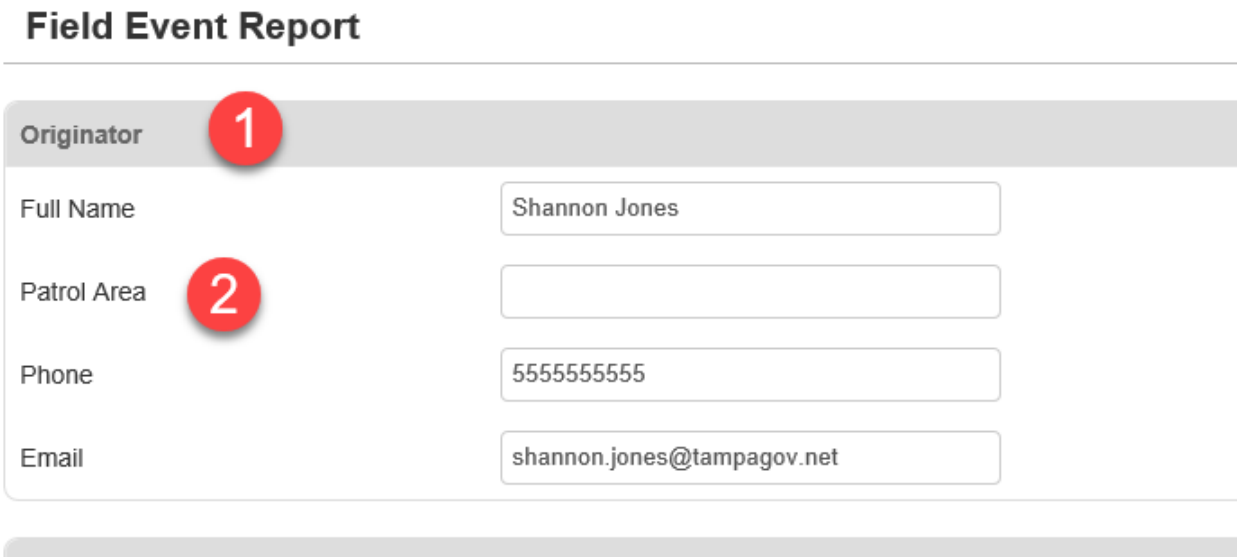


1. Click the drop-down arrow of the control panel.
2. Select Field Event Report.

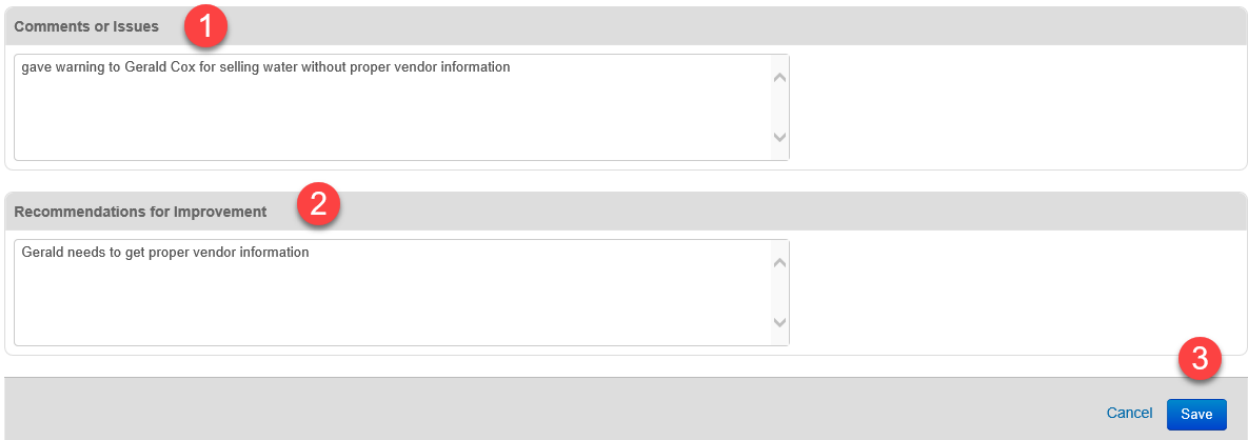
18.1 Create Record



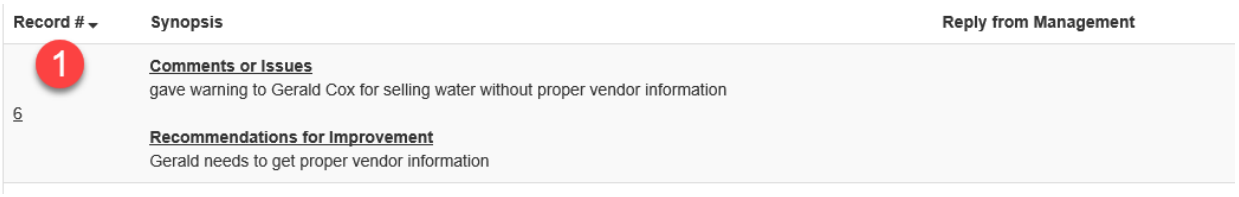
1. Click +Create Record button.



1. Confirm Originator information – this info is auto populated by the system.
2. Enter Patrol area information.

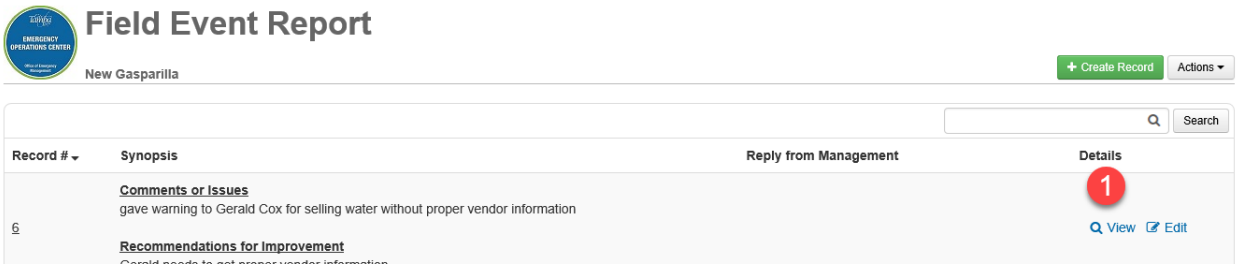


1. Enter comments or issues.
2. Enter recommendations for improvement.
3. Click Save.

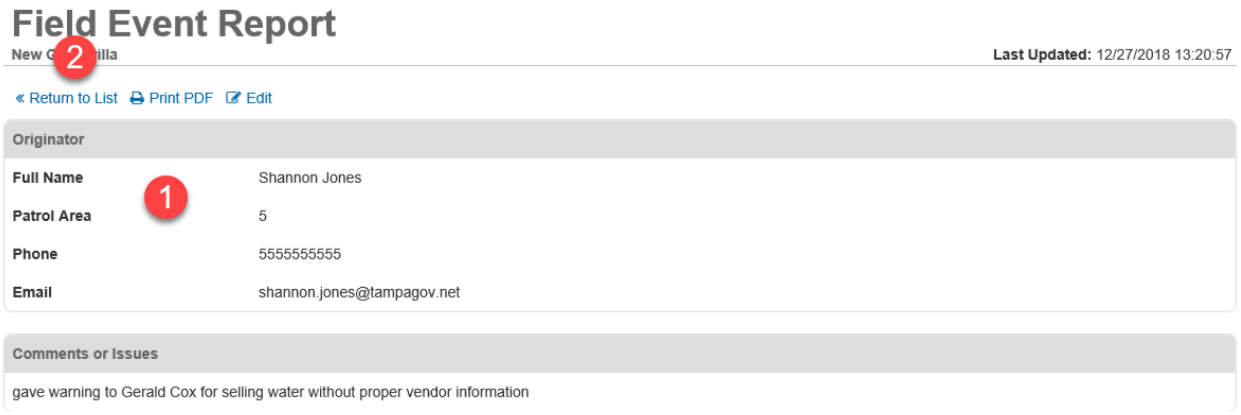


1. User can view the record was saved and shows on the main list page.

18.2 View Record

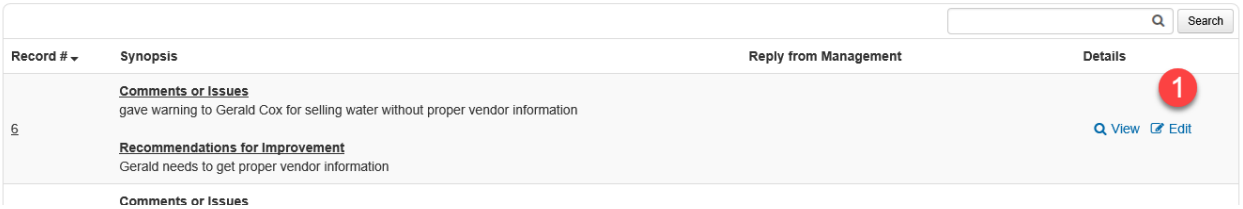


1. Click View link of the record you want to view.

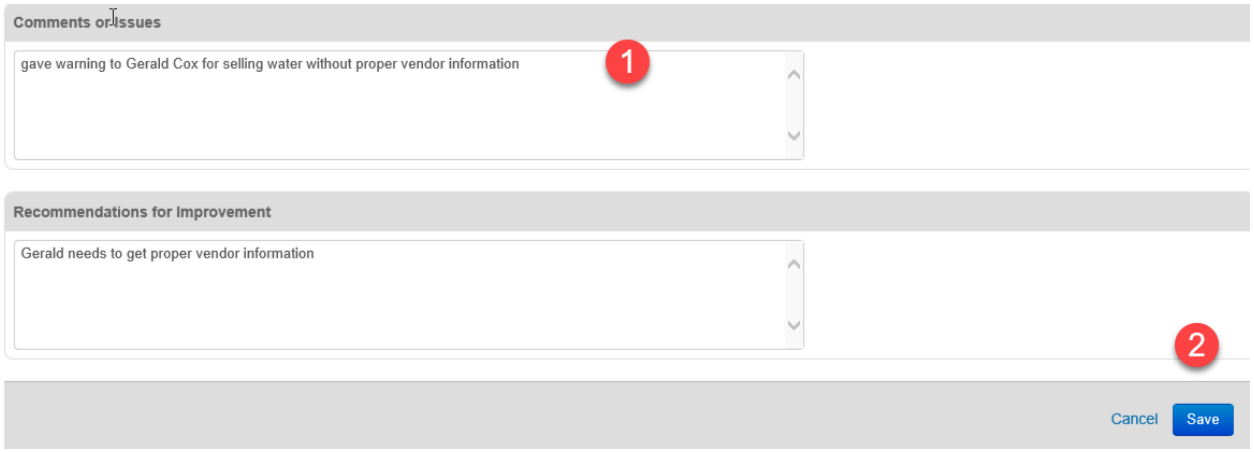


1. User can view the record information.
2. Click <Return to List to go back to main list page. User can also print PDF by clicking the Print PDF link and can edit record by clicking Edit link.

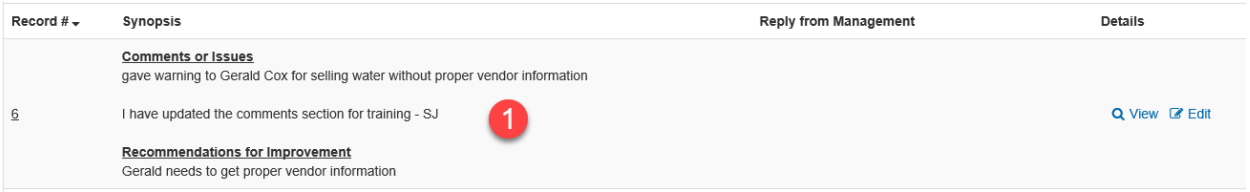
18.3 Edit Record



1. Click the Edit link of the record to edit.

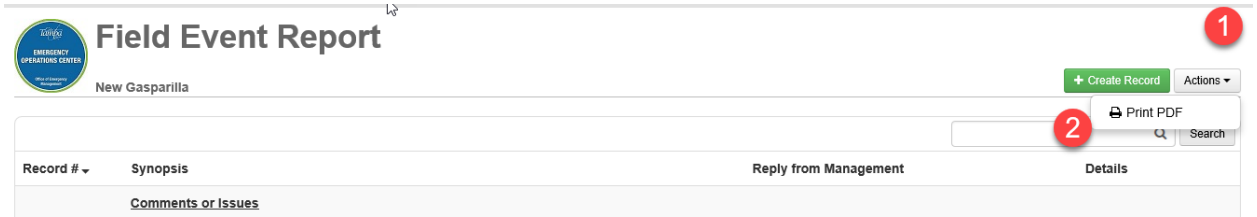


1. Make necessary edits to fields available to user.
2. Click Save.



1. User can view the edits were saved and show on the record on main page list.

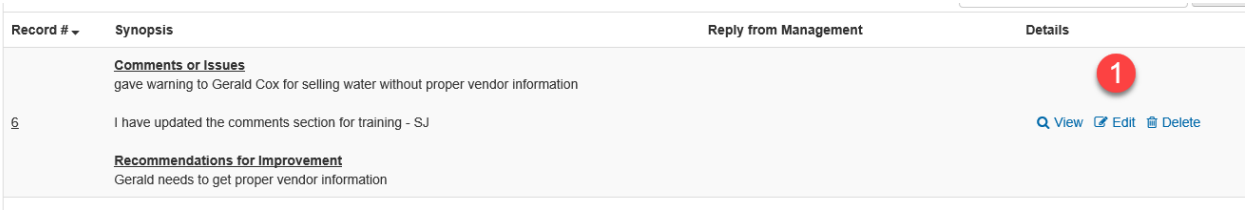
18.4 Action Tab – Print PDF



1. Click the drop-down arrow on Actions tab.
2. Select Print PDF. This will print all the records on the main list view. To print individual records – click edit of the record to print individually then click the Print PDF link at top of the record.

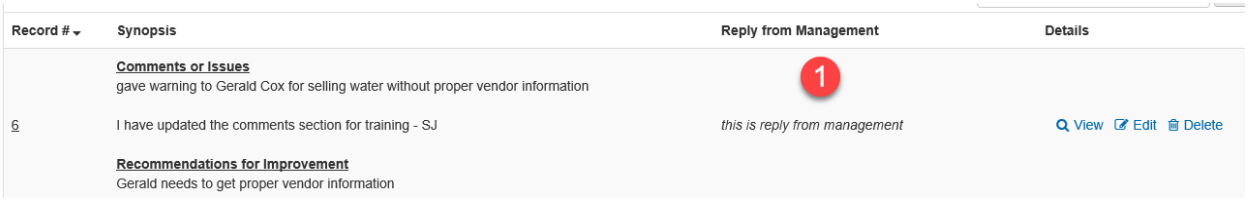
18.5 Reply From Management

This is permission based and only users with permission will be able to perform this function.



1. Click the Edit link of the record you want to enter reply from management.

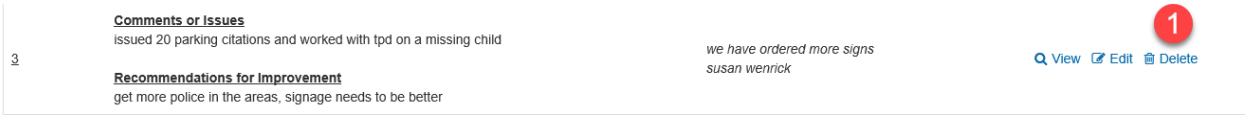
1. Enter reply from management information.
2. Click Save.



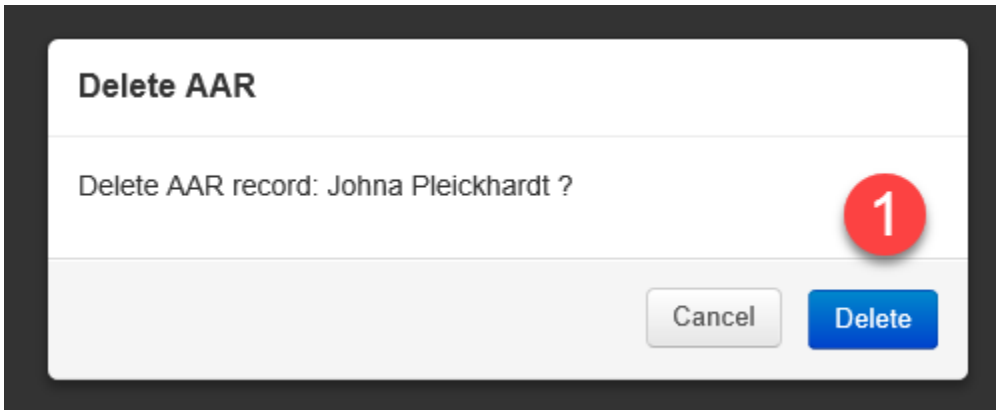
1. User can view on the main list page the reply from management was saved.

18.6 Delete Record

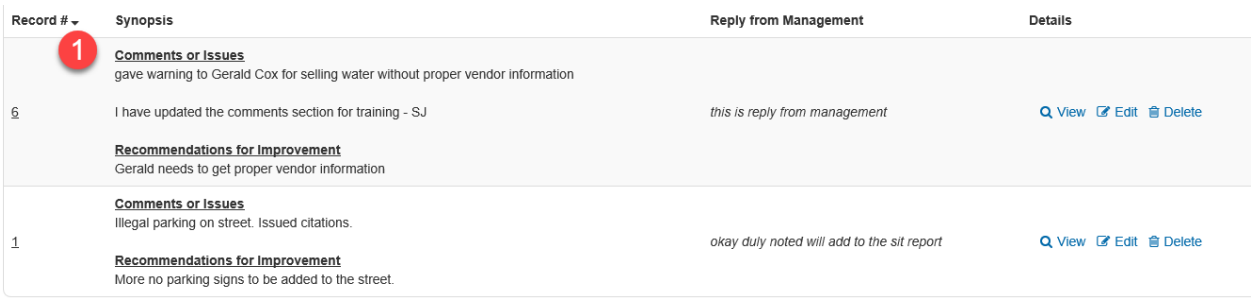
This is permission based so only users with this permission can perform this function.



1. Click the Delete link of the record to delete.



1. Click Delete.

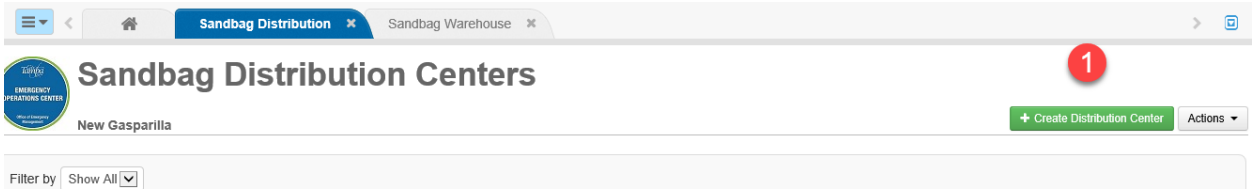


1. User can view on main list page the record was deleted and is not displayed on list.

19 Sandbag Distribution

Only users assigned to the Sandbag Dist/Warehouse position can perform the below functions. All other users will have view only access to this board.

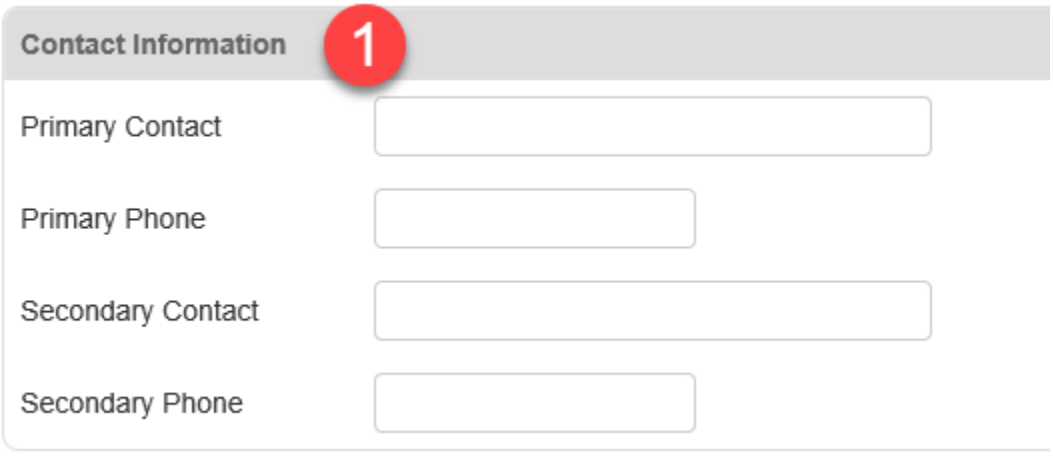
19.1 Create Distribution Center



1. Click the +Create Distribution Center button.

1. Enter citizen distribution center information.

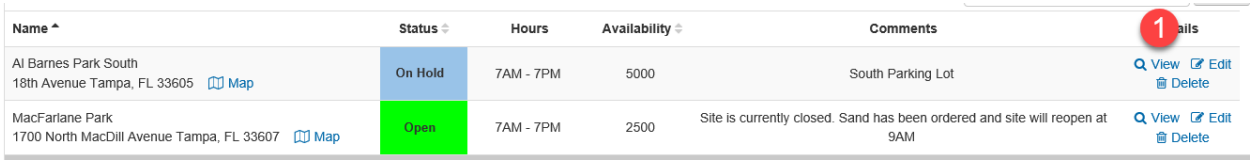
1. Enter location information.



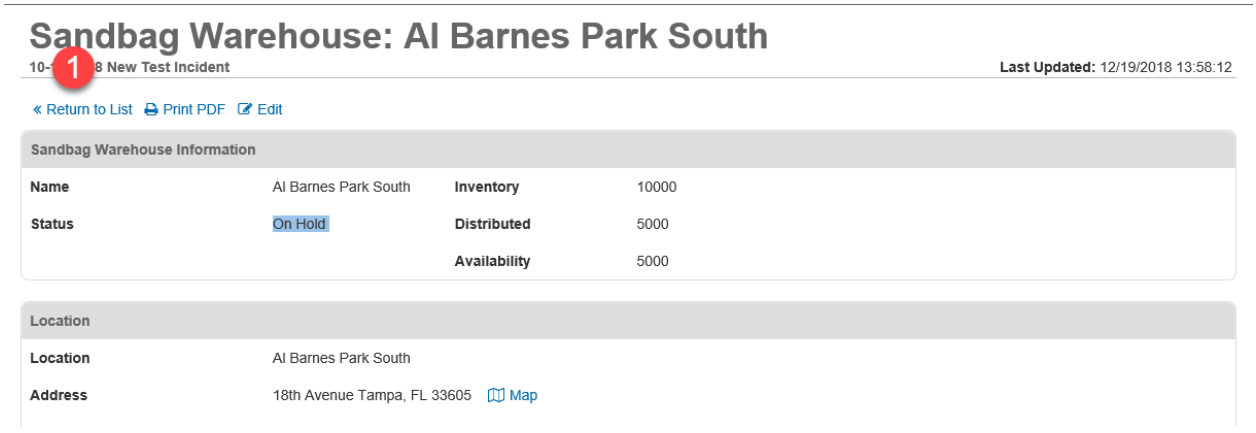
1. Enter contact information.

1. Enter comments.
2. Click Save when finished.

19.2 View Distribution Center

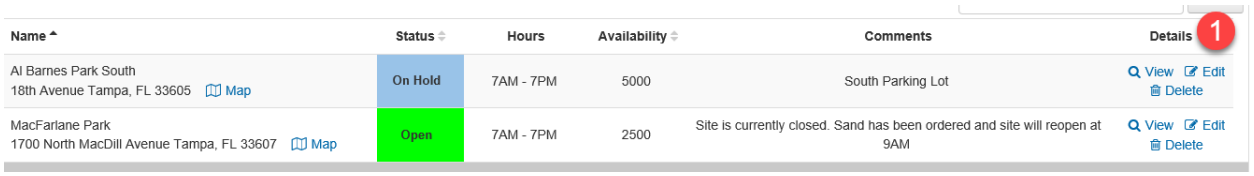


1. Click on View link of the center you want to view.

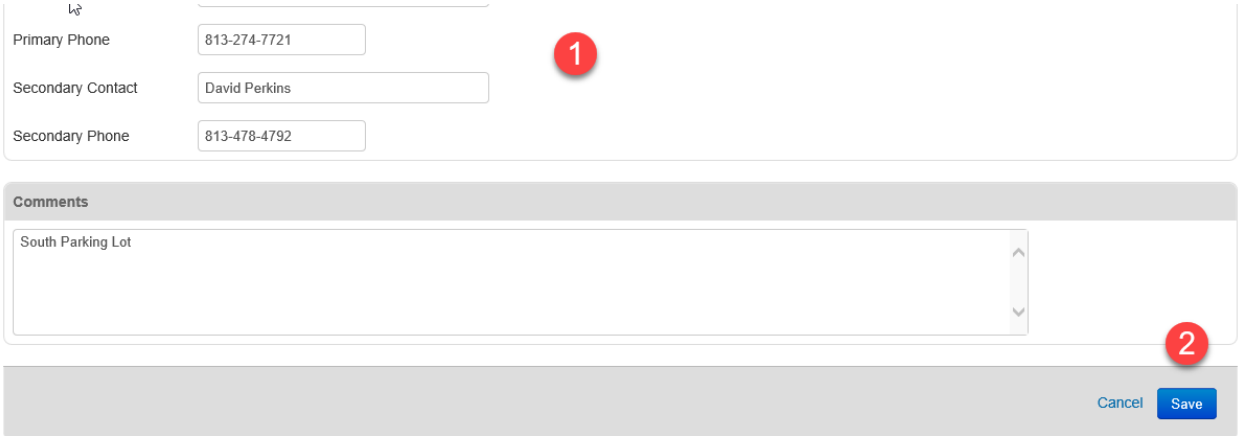


1. Click <<Return to List to return to main page list.

19.3 Edit Distribution Center



1. Click the Edit link of the center to edit.

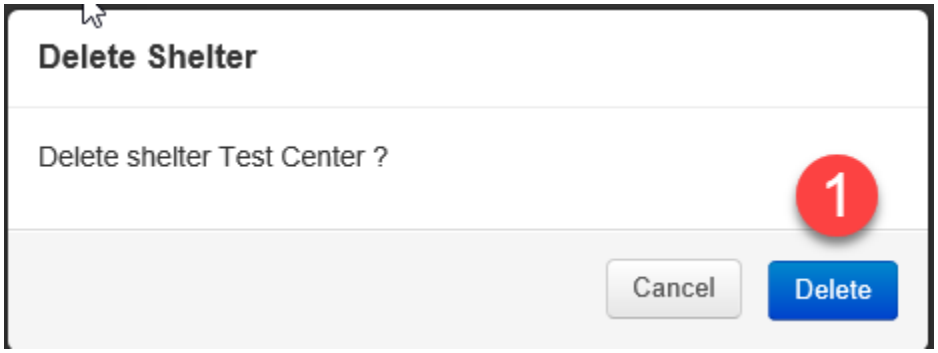


1. Make edits to any fields available to user.
2. Scroll to bottom of page – Click Save.

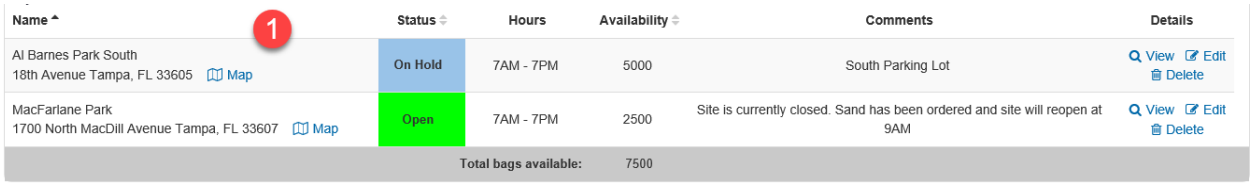
User can view the edits were saved.

19.4 Delete Distribution Center

1. Click Delete link of the center to delete.

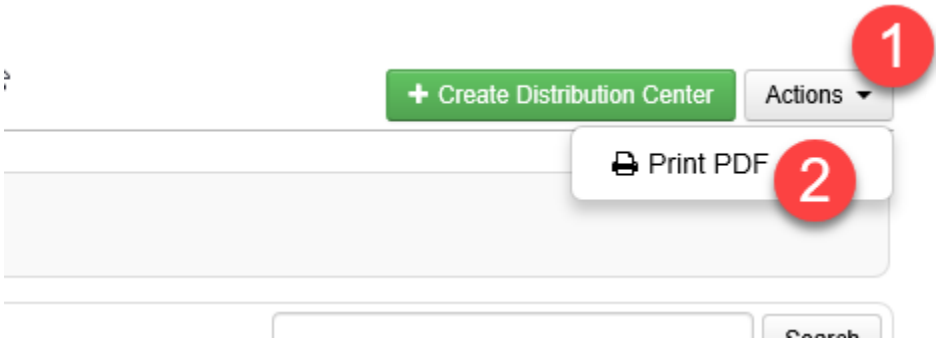


1. Click Delete.



1. User can view the center was deleted and is no longer on the main list view.

19.5 Print PDF



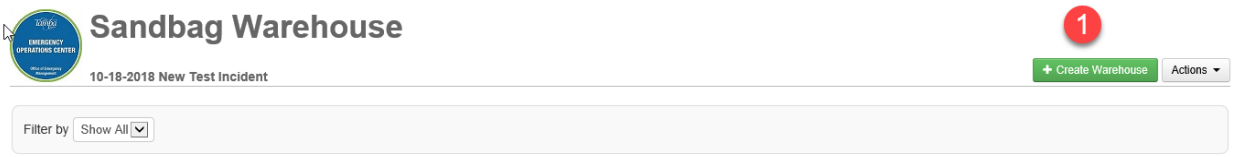
1. Click drop-down arrow on Actions button.
2. Select Print PDF.

This will print all the centers on main list. To print individual centers click edit of the center you want to print – click the Print PDF link at top of page.

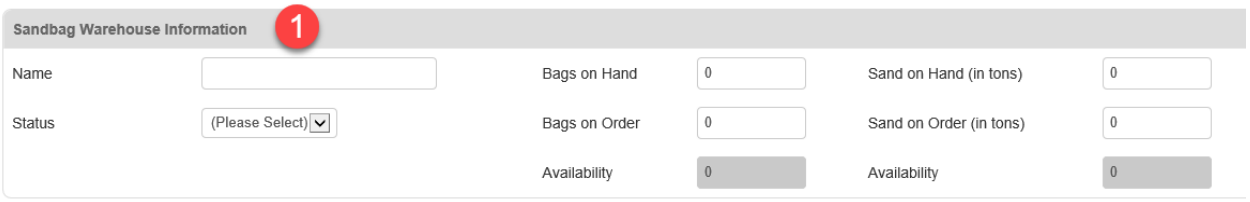
20 Sandbag Warehouse

Only users assigned to the Sandbag Dist/Warehouse position can perform the below functions. All other users will have view only access to this board.

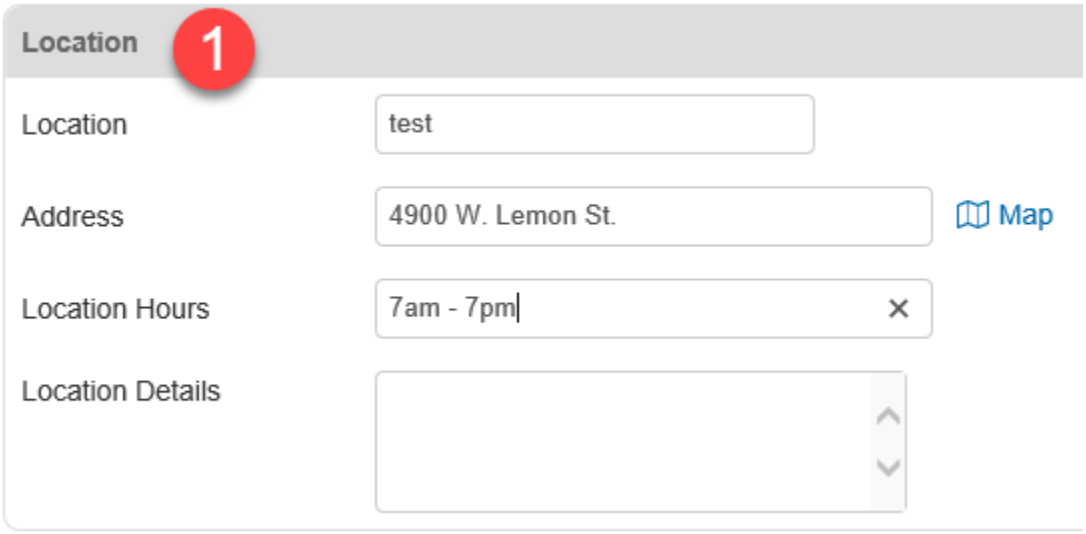
20.1 Create Warehouse



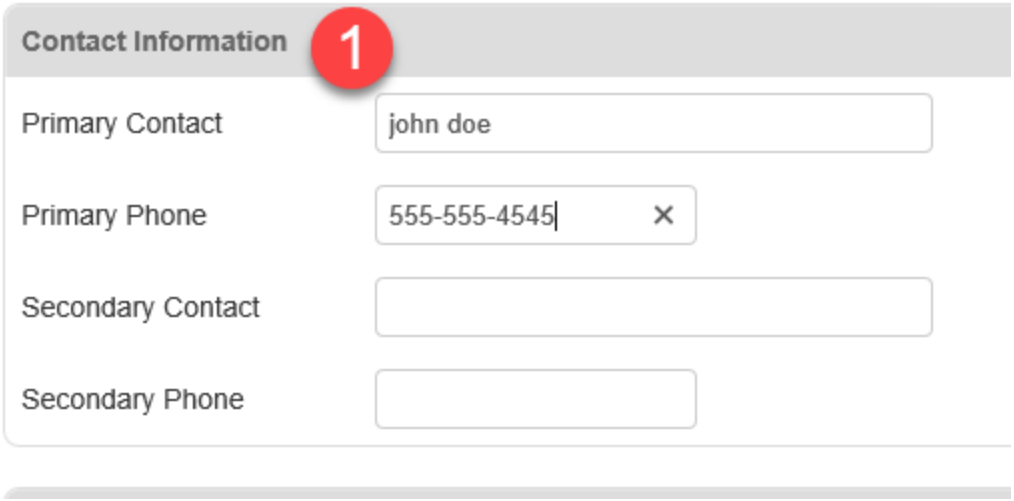
1. Click +Create Warehouse.



1. Enter Sandbag warehouse information in available fields.



1. Enter location information.

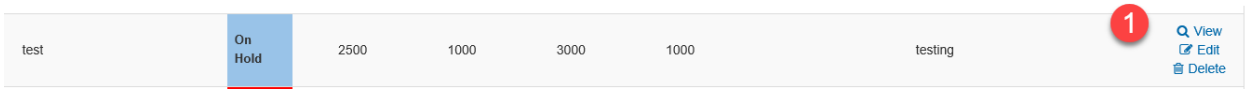


1. Enter contact information.

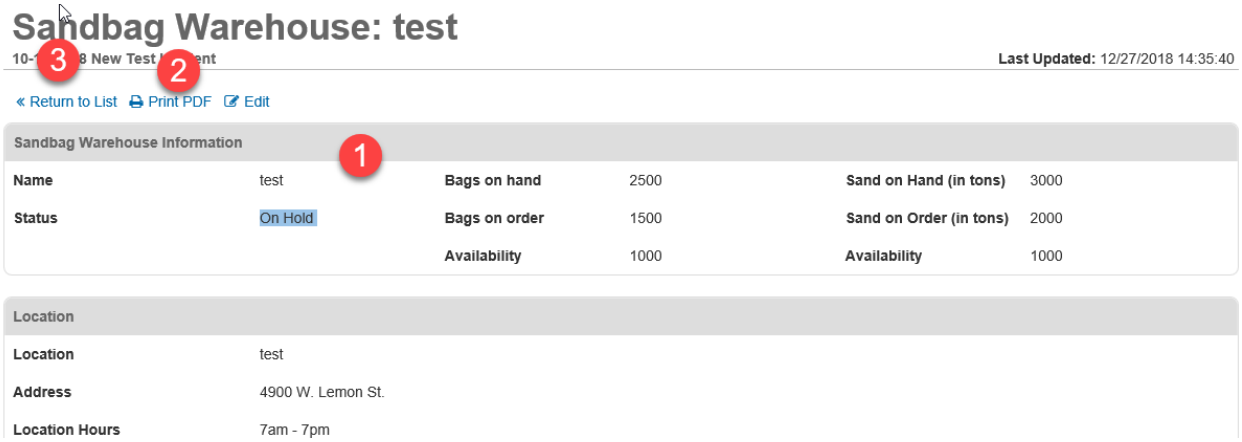
1. Enter comments.
2. Click Save.

1. User can view the warehouse was saved/added and is now on the main page list.

20.2 View Warehouse



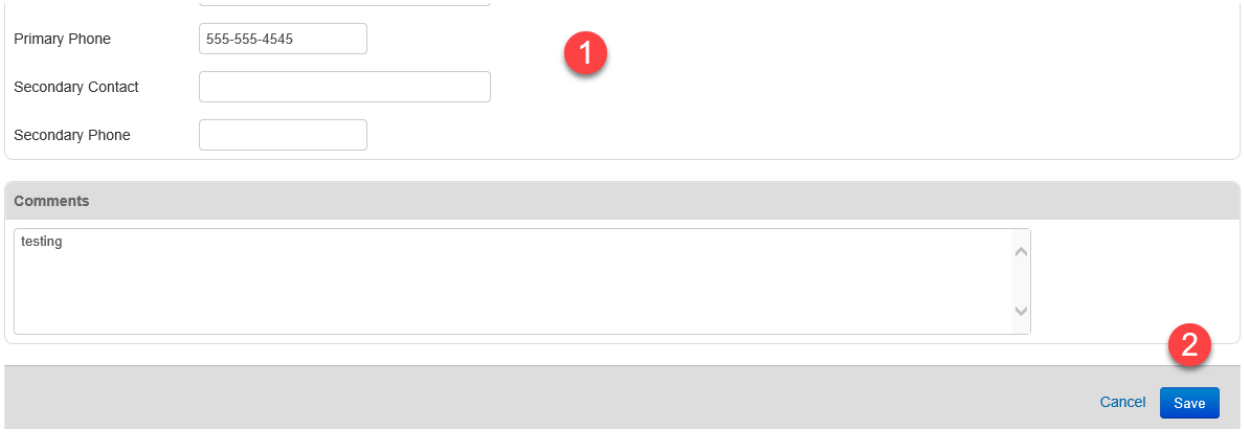
1. Click on View link of the warehouse to view.



1. User can view the warehouse selected.
2. User can print pdf by clicking the Print PDF link.
3. Click <Return to list to exit.

20.3 Edit Warehouse

1. Click the Edit link of the warehouse to edit.

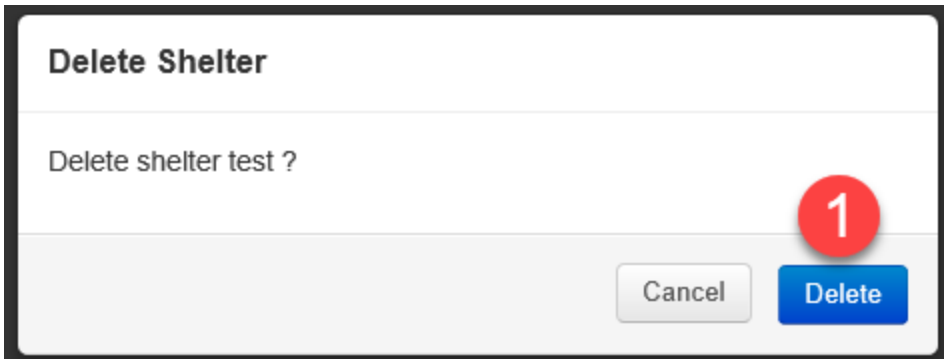


1. Make edits to any of the available fields.
2. Scroll to bottom of page click Save when finished.

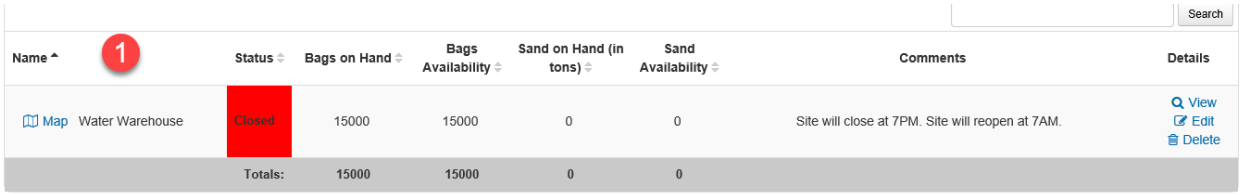
1. User can view the edits were made/saved and show on the main warehouse list page.

20.4 Delete Warehouse

1. Click Delete link of the warehouse you want to delete.

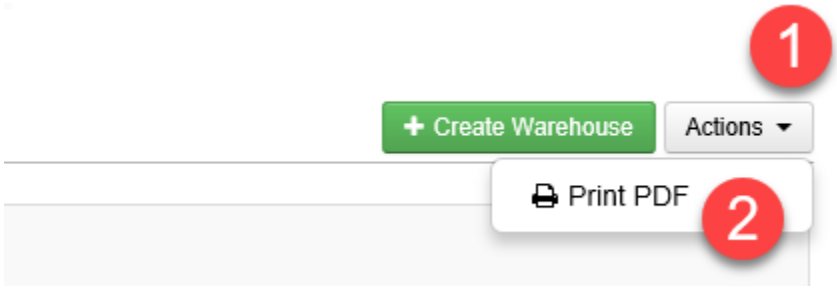


1. Click Delete.



1. User can view the warehouse was deleted and is no longer on the main page list.

20.5 Print PDF

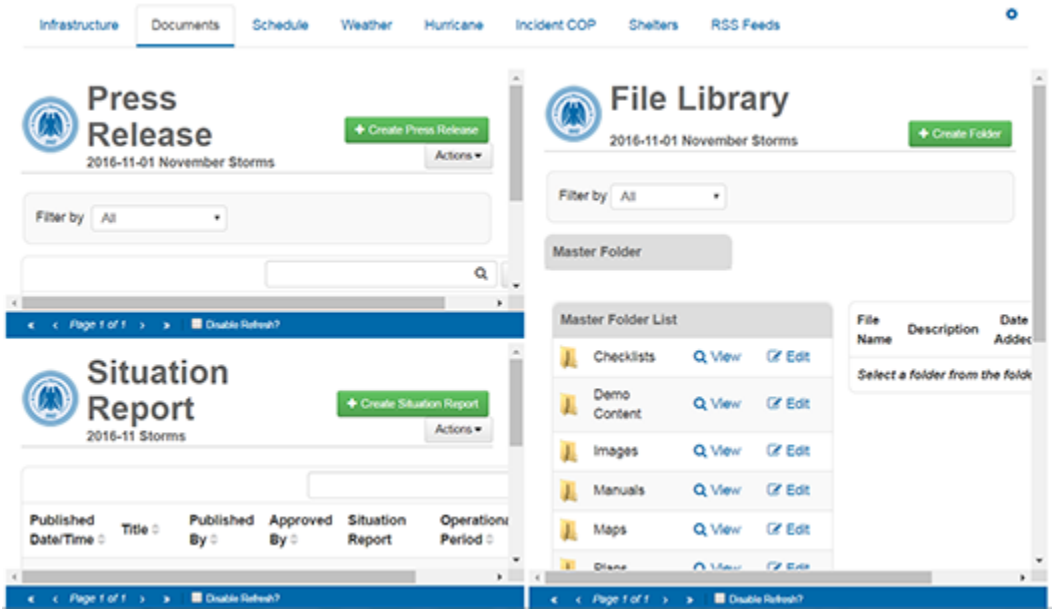


1. Click the drop-down arrow of the Actions button.
2. Select Print PDF.

This will print all the warehouse(s) on the main list page. To print warehouse individually follow steps to view warehouse and click the Print PDF link at top of page. This will only print this warehouse individually and not whole list.

21 Dashboards

Dashboards allow you to view more than one board and/or map at a time on a single page. This feature can be extremely helpful when you must frequently monitor several active and rapidly changing boards or maps. The dashboards available to you are determined by your administrator.



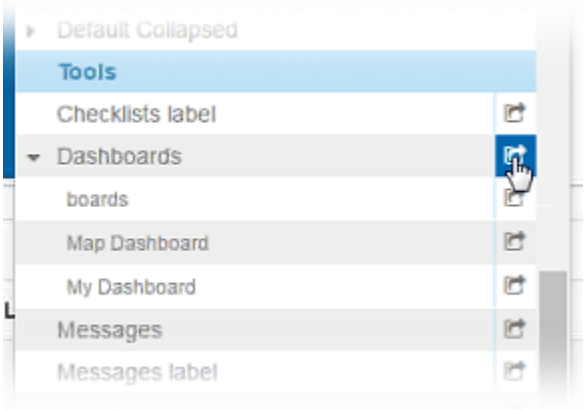
Note: For WebEOC Enterprise clients, Dashboards features, and functions are fully integrated with WebEOC. Dashboard functions are also available to WebEOC Professional clients as an add-on.

Dashboards are located in the Tools section of the control panel. You can click the icon to the left of Dashboards to expand the list of all dashboards available to you. Clicking the name of a dashboard opens it in a new tab.

When a dashboard is open, a dashboard icon appears in the tab to the left of the dashboard's name. This icon helps you readily identify a tab that contains a dashboard as opposed to, for example, a map.

In addition to opening a dashboard in a tab, you can also click the new window icon to the right of the dashboard's name in the control panel to open that dashboard in a new window.

Furthermore, you can open all available dashboards in a single window, with each dashboard appearing in a separate tab within that window. Simply click the new window icon to the right of the Dashboard section header in the control panel.

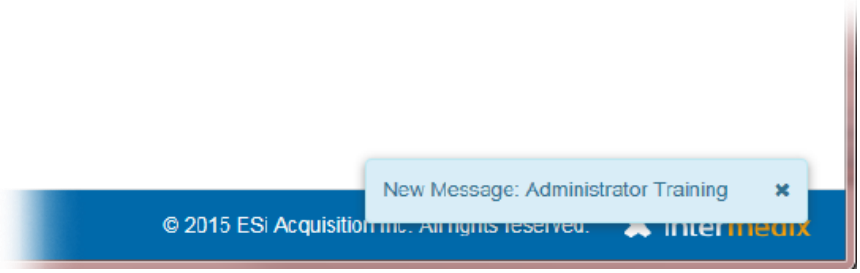


22 Instant Messaging

All users in WebEOC can use and have permission to use instant messaging.

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

When you receive a message, a small pop-up appears in the lower right corner of the page. Messages also appear on the Home page for the duration of your session; they disappear if you log off or change positions.



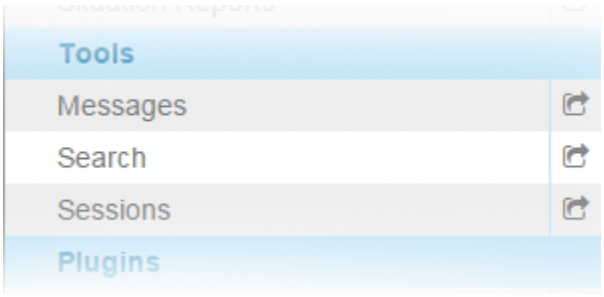
If your organization allows it, users can send messages to any email server, email account (internal or external), or email addressable device such as a cell phone or pager.
All messages sent or received by the user are seen regardless of the incident the user is logged in to.

22.1 Create and Send Message

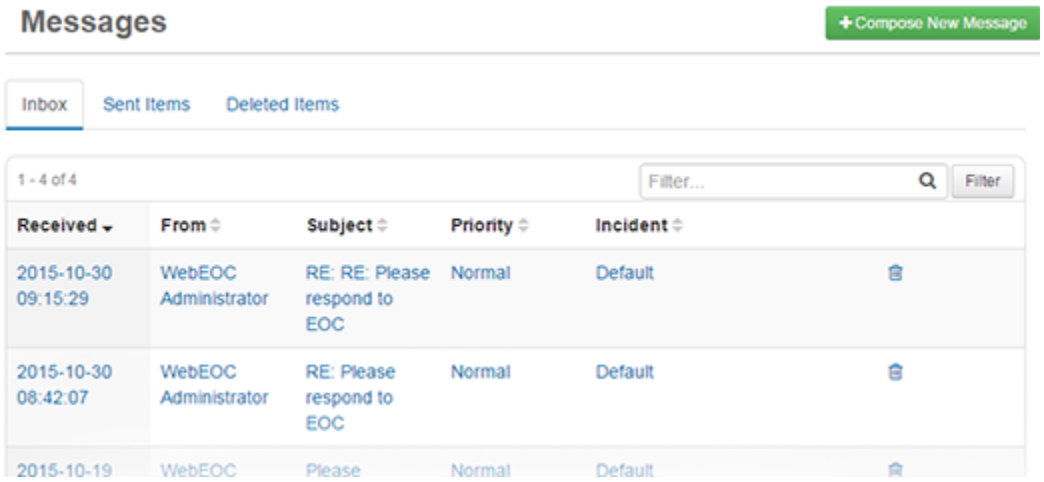
As the sender of a message, you must have an email address set up in WebEOC. For recipients who have an email set up in WebEOC, you do not need to enter email addresses. If recipients do not have an email address in WebEOC, you can enter one or more email addresses in the Additional Addresses field; this field appears after selecting Generate Email.

You can enter an unlimited number of addresses as long as email addresses are separated with a comma.

1. In the Tools section of the control panel menu, click Messages.

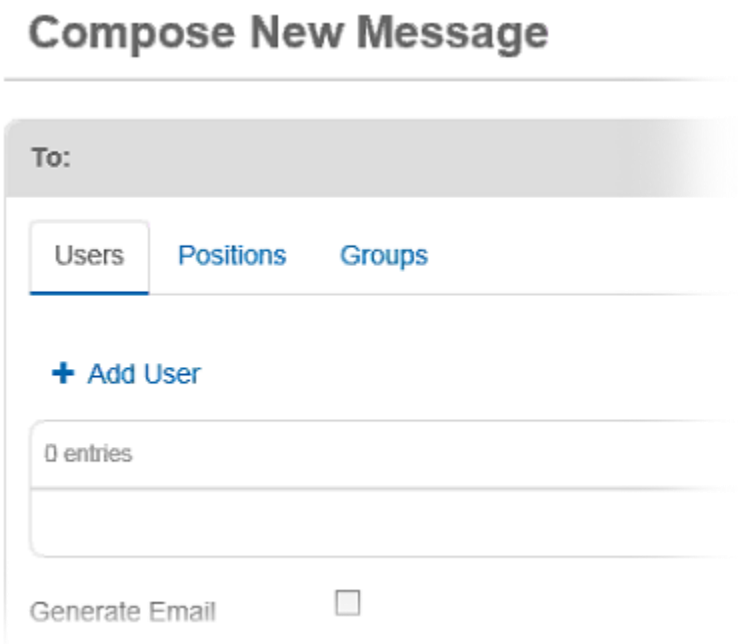


2. On the Messages page, click Compose New Message.



3. On the Compose New Message page, click the tab corresponding with the section that includes the individuals you want to send the message to: Users, Positions, or Groups.

   Note: The option to add users, positions, and groups is controlled by your administrator. Therefore, you may be restricted to adding users only, positions only, groups only, or any combination thereof.



4. Below the tab you selected, click the Add link.
5. In the Add window, select the check box for each applicable user, position, or group.

   Note: To search for a specific user, position, or group, enter search terms in the Filter

field. To select all options for the window, select the check box to the left of the Name heading.

6. To send the message as an email to the users, positions, or groups you selected in this tab, select the Generate Email check box. An Additional Addresses field appears.
7. For recipients who do not have an email address setup in WebEOC, enter the email addresses in the Additional Addresses field, separating them with a comma.

   Note: When an email is sent to more than one person, each recipient sees only their name in the To field. The remaining names are Bcc (Blind Carbon Copy). This allows you to keep the other email addresses confidential.
8. To send the message to the Mobile devices of the users, positions, or groups you selected in this tab, select the Generate Mobile check box.
9. Repeat steps 3-8 for each tab as applicable.

   Note: You can select as many recipients as applicable and permissible by your administrator. If you select to send the message to a specific user who also happens to be a member of a position or group you selected, the individual only receives one message.
10. In the Priority and Subject section, select the priority of the message.

    Tip: A High priority appears as red, Normal as black, and Low as green.
11. Enter the subject.
12. If working in a Master view, open the Incident list and click the appropriate incident.
13. In the Body text box, enter your message.
14. To add an attachment, click Choose File or Browse.

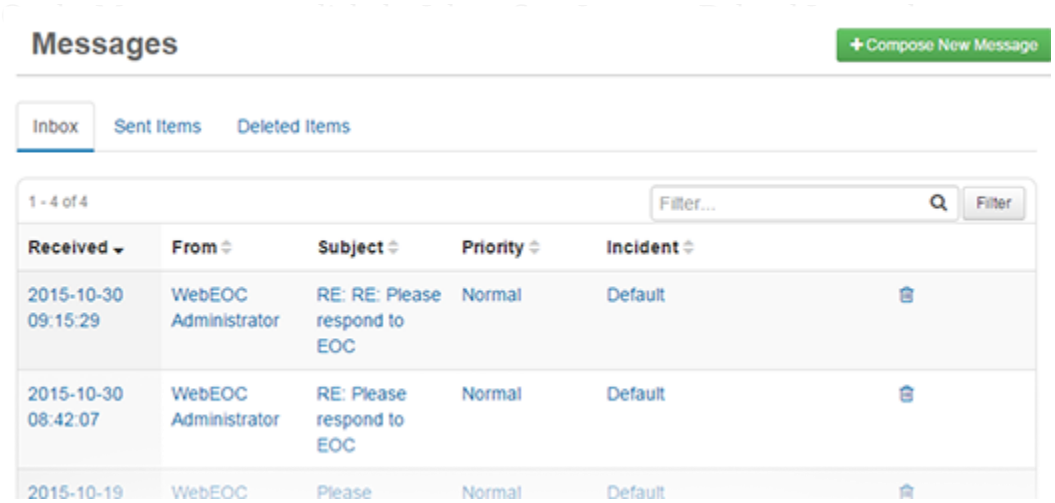
    Note: You can add one attachment to a message. To send more than one file, save the items to a zipped file and attach the compressed file to the message.
15. Click Send. You are automatically returned to the Messages page.

22.2 Manage Messages – Send, Sort, Delete & Reply

You can manage the messages you receive or send, sorting them, deleting them, replying to them, and more.

Note that deleting a message moves the message from your Inbox to your Deleted Items box. Messages cannot be deleted from the Sent Items or Deleted Items pages. However, you can still view, reply, forward, and print deleted messages.

22.2.1.1.1 To sort messages

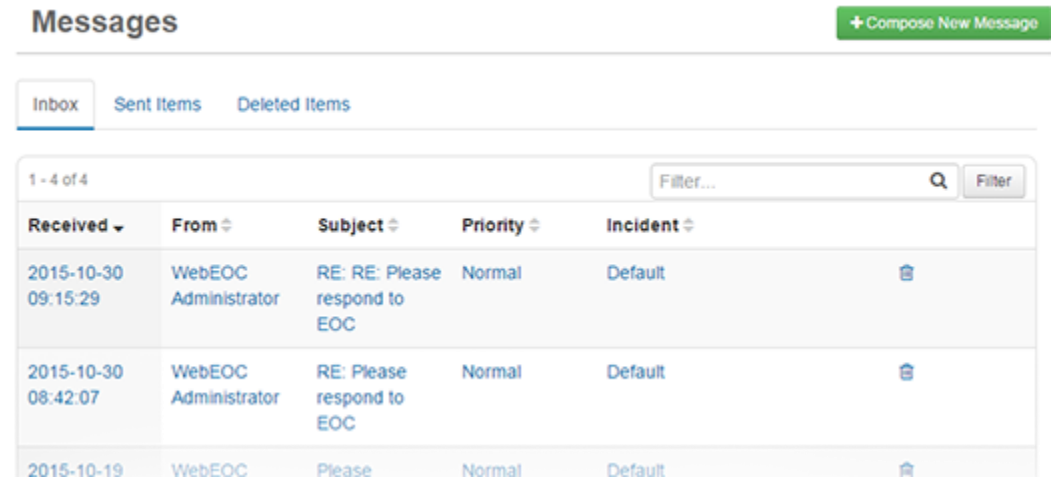
1. 

2. Click the header of the appropriate column.

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

22.2.1.1.2 To delete a message from the Inbox

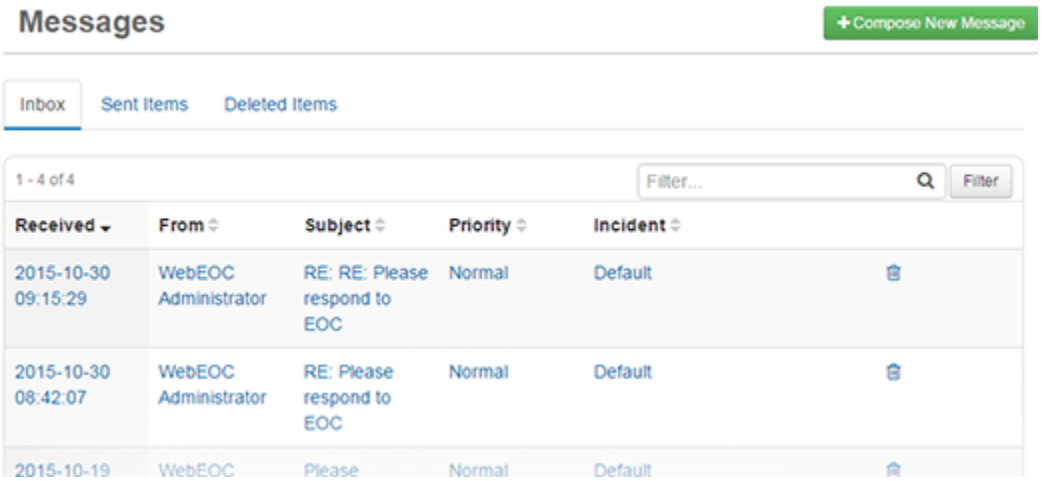
1. On the Messages page, click the Inbox tab.



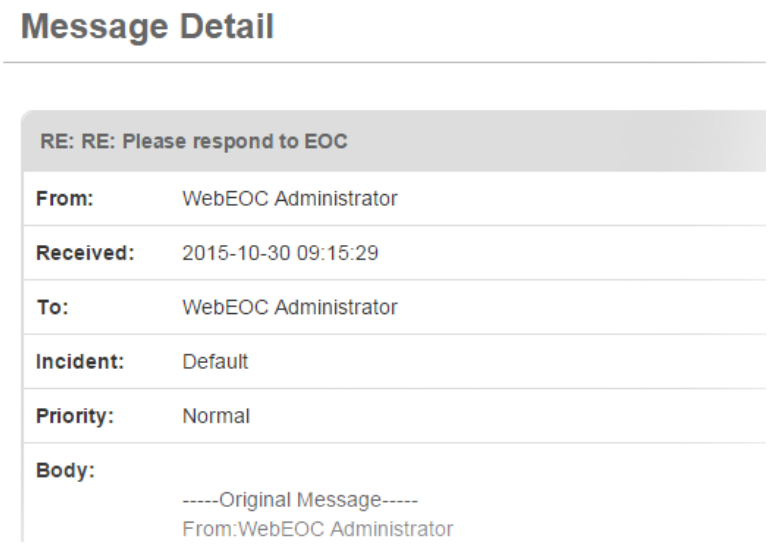
2. Click the trash can icon associated with the appropriate message.
3. When the confirmation window opens, click OK. The message is moved to the Deleted Items tab.

22.2.1.1.3 To print a message

1. On the Messages page, click the tab containing the message you want to print.



2. Click the message you want to print. The Message Detail page opens.



3. Click Actions, and then click Print.
4. In the Print window, choose the printer you want to use. You are automatically returned to the Message Detail page.

22.3 Reply & Forward Messages

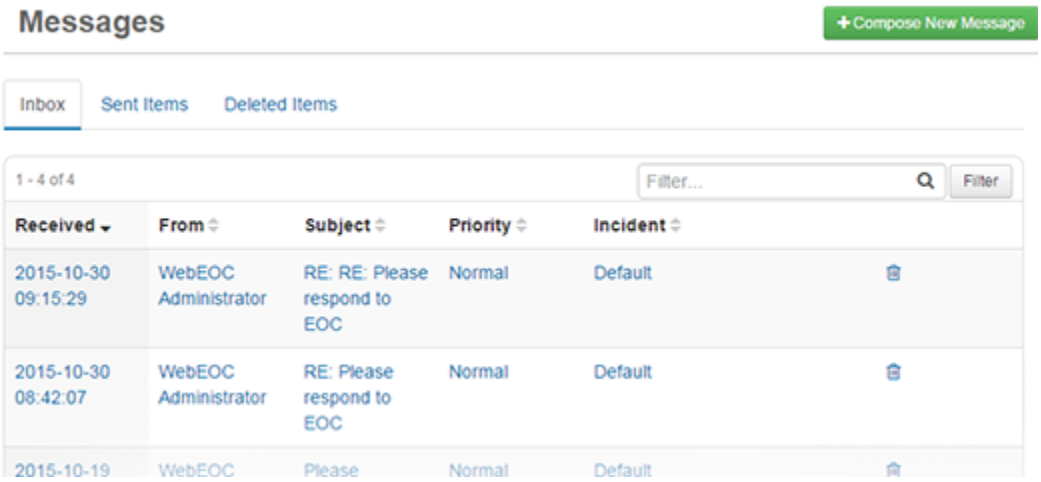
Replying to a message does not send original attachments with the reply. You can, however, attach other documents in your reply message.

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

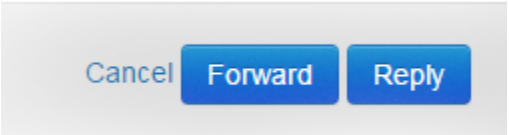
As the sender, you must have an email address set up in WebEOC. However, you do not need to enter email addresses for recipients who have an email set up in WebEOC.

For recipients who do not have email address setup in WebEOC, you can enter one or more email addresses in the Additional Addresses field; this field appears after selecting Generate Email. You can enter an unlimited number of addresses as long as email addresses are separated by a comma.

1. On the Messages page, click the message you want to reply to and/or forward.

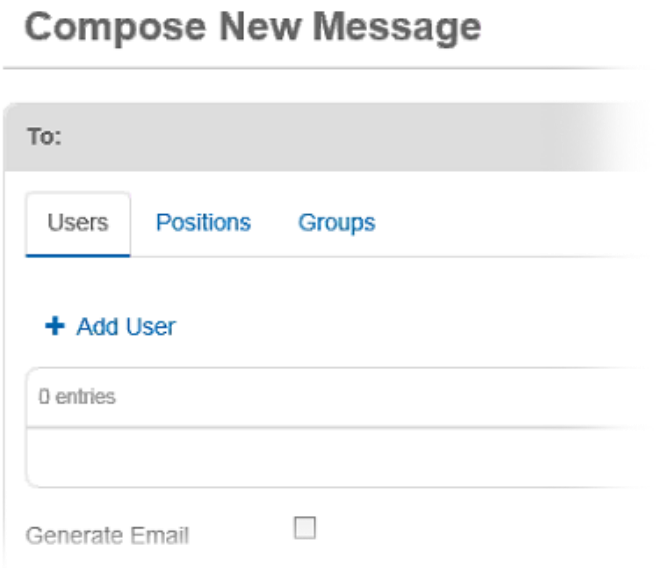


2. On the Message Detail page, click the Reply or Forward button.



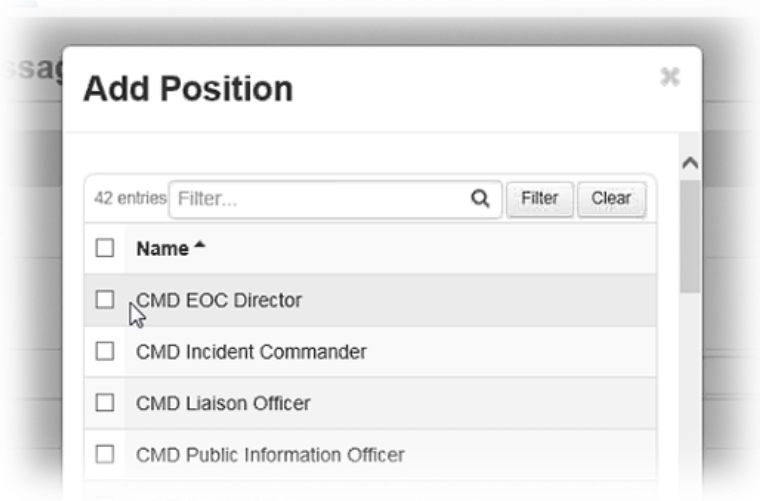
3. On the Compose New Message page, click the tab corresponding to the section that includes the individuals you want to send the message to: Users, Positions, or Groups.

   Note: The option to add users, positions, and groups is controlled by your administrator. Therefore, you may be restricted to adding users only, positions only, groups only, or any combination thereof.



4. Below the tab you selected, click the Add link.
5. In the Add window, select the check box for each applicable user, position, or group.

   Note: To search for a specific user, position, or group, enter search terms in the Filter field. To select all options for the window, select the check box to the left of the Name heading.



6. Repeat steps 3-5 for each tab as applicable.

   Note: You can select as many recipients as applicable and permissible by your administrator. If you select to send the message to a specific user who also happens to be a member of a position or group you selected, the individual only receives one message.

7. In the Priority and Subject section, select the priority of the message.

   Tip: A High priority appears as red, Normal as black, and Low as green.
8. Enter the subject.
9. If working in a Master view, open the Incident list and click the appropriate incident.
10. Above the original message, in the Message text box, enter your message.
11. To add an attachment, click Choose File.

    Note: You can add one attachment to a message. To send more than one file, save the items to a zipped file and attach the compressed file to the message.
12. To send the message as an email, select the Generate Email check box. An Additional Addresses field appears.
13. For recipients who do not have email address setup in WebEOC, enter the email addresses in the Additional Addresses field.

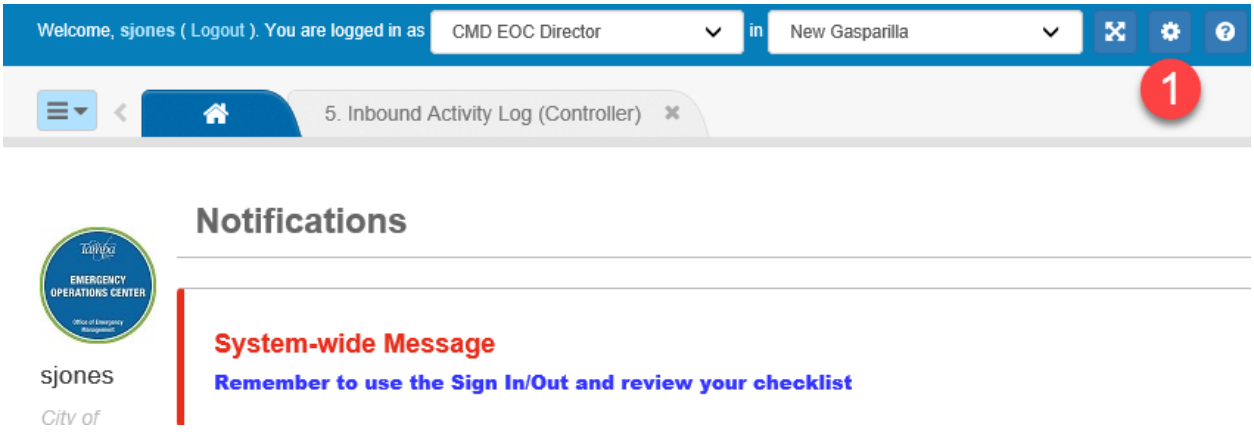
    Note: The Generate Email is not available if you do not have an email account set up in WebEOC or your administrator has not configured email capability.

14. Click Send.

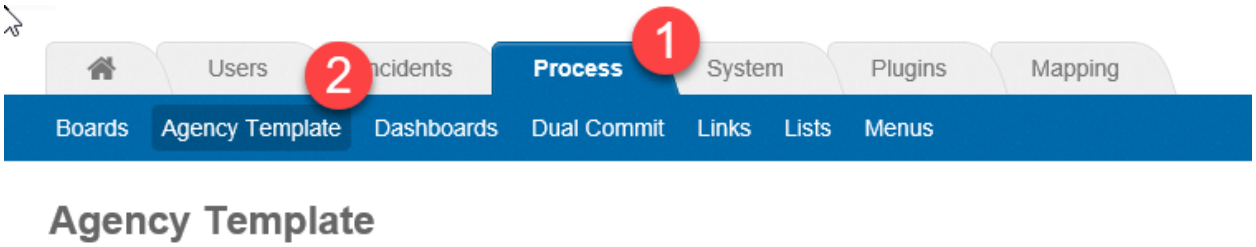
23 System Wide Message

This is an ADMIN function only.

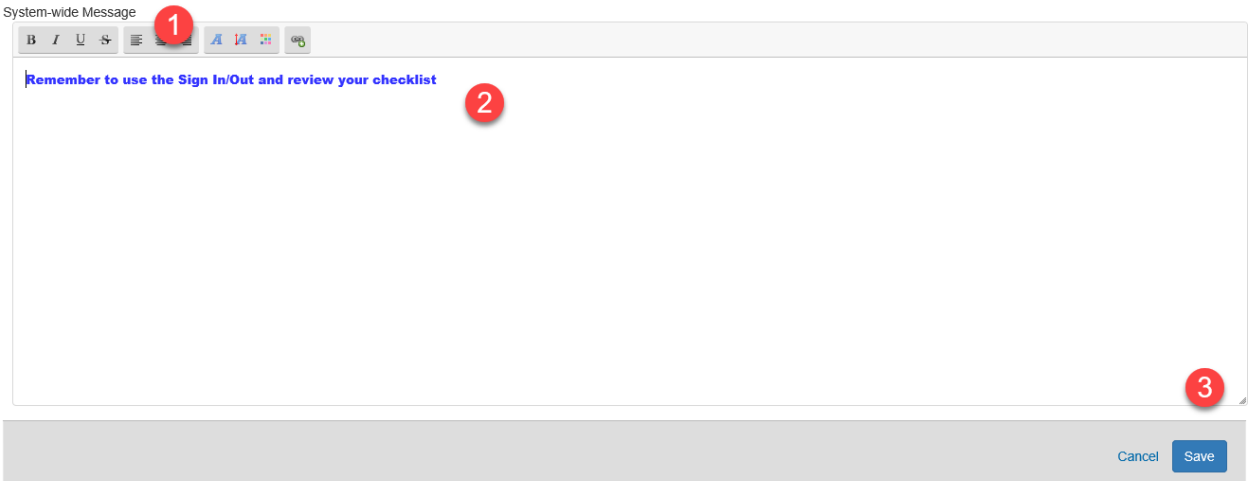
23.1 Create/Edit System Wide Message



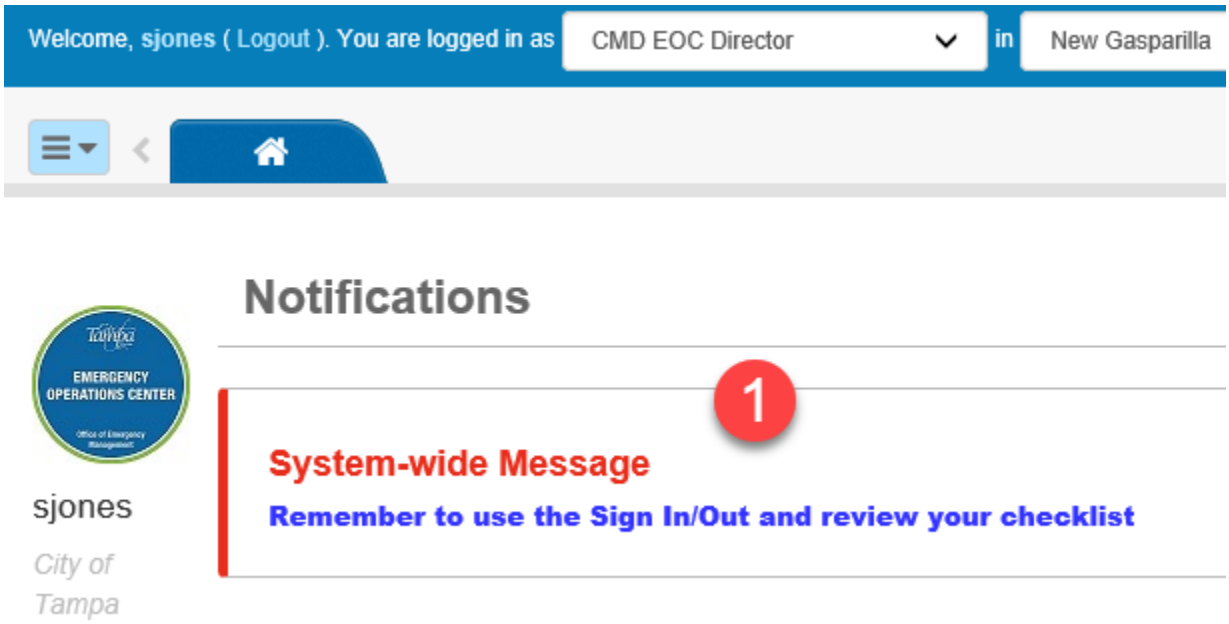
1. Click the ADMIN Gear icon.



1. Select Process.
2. Select Agency Template.



1. Scroll down to System Wide Message box.
2. Enter System Wide Message in this box. Please delete any previous messages if needed before entering new message.
3. Click Save.



1. User is able to view the system wide message on home screen.

24 Access WebEOC on Mobile Device

WebEOC allows users to access and use the application from mobile devices as easily as from personal computers.

24.1 Supported Operating Systems

WebEOC is compatible with the following mobile devices:

- Android devices (latest version)
- Apple iPhone (latest OS version)
- Apple iPad (latest OS version)
- BlackBerry OS v6 and later
-

24.2 Use WebEOC on your Mobile Device

1. Open a web browser and enter the WebEOC URL. The WebEOC Login window opens.
2. Enter your username and password. As you enter your password, it appears as a series of dots.
3. Select your position and incident, and then click OK.

Within the application, you can now open the control panel and use any board as you normally would when accessing WebEOC from a desktop.

To exit WebEOC at any time, click the Log Off link

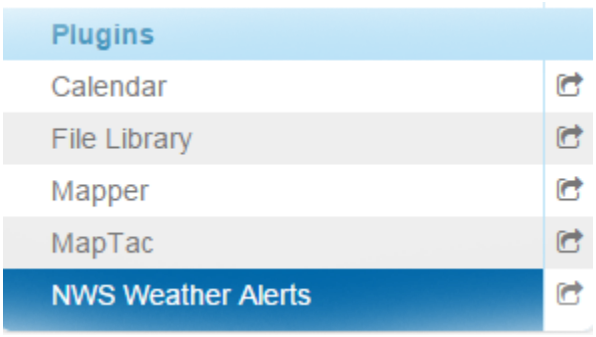
25 MapTac & NWS Alerts

25.1 Access & View NWS Alerts

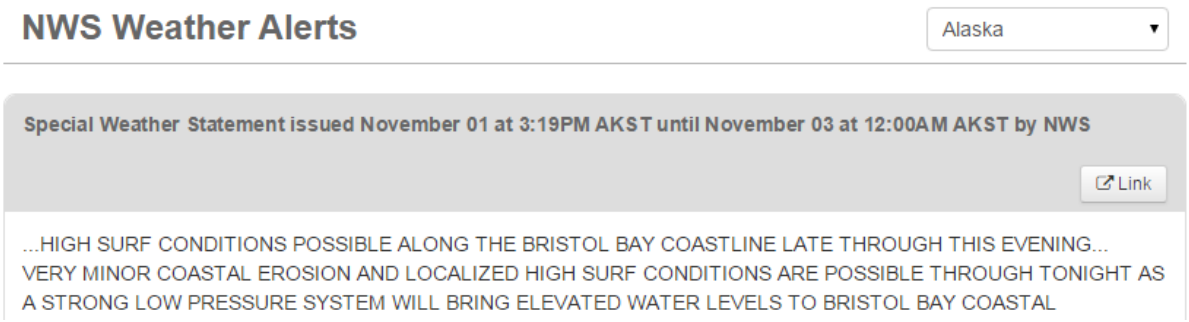
WebEOC provides direct access to National Weather Service (NWS) watches, warnings, and advisories for all states, counties, and territories. Weather radar maps can be accessed by going directly to http://weather.gov/.

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

1. In the Plugins section of the control panel menu, click NWS Weather Alerts.



2. In the top right, from the State/Territory drop-down list, select the desired state or territory. All the NWS weather alerts for the state or territory selected appear.



3. Click the Link button associated with the desired location. The alert for the selected location opens. Only locations with active warnings, watches, or alerts appear in this list.

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

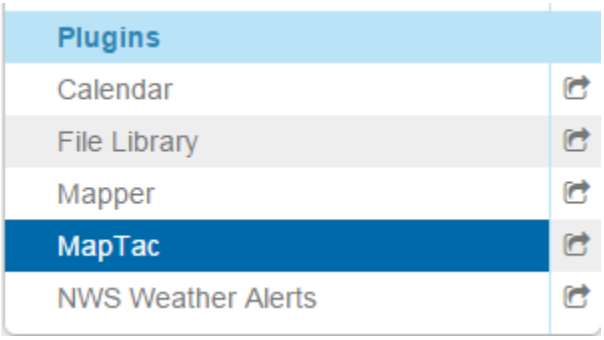
25.2 Manage Labels – Add Label to a Marker/Clear Label on a Marker

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

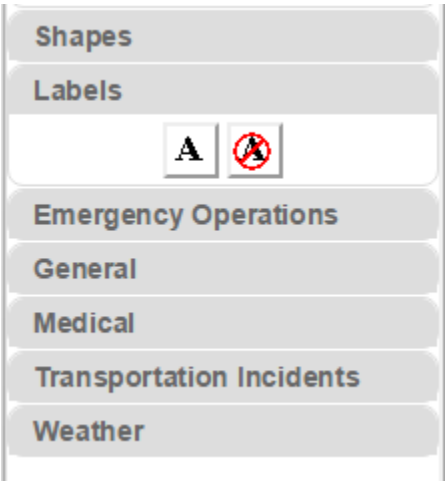
With the appropriate permissions, you can add labels to any of the available markers in MapTac.

ADD LABEL:

1. In the Plugins section of the control panel menu, click MapTac.



2. From MapTac, on the left side panel, click the Labels tab. The label palette opens.

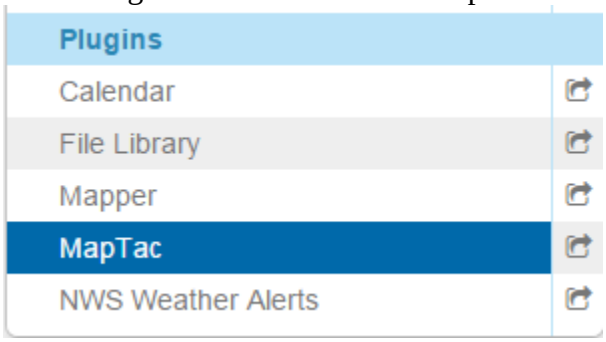


3. Click the label button.

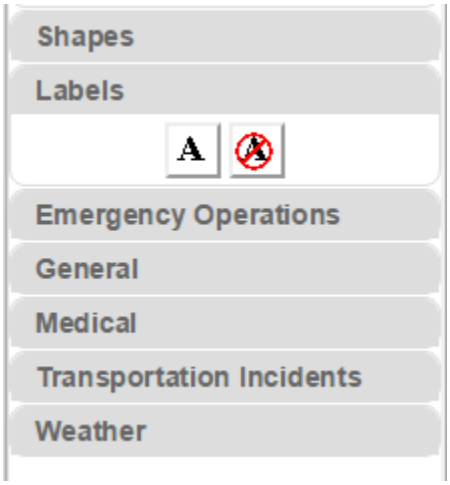
4. Click the marker to be labeled. The label text prompt opens.
5. Enter the text for the label and click OK. The label appears under the marker.

TO CLEAR A LABEL ON A MARKER:

1. In the Plugins section of the control panel menu, click MapTac.



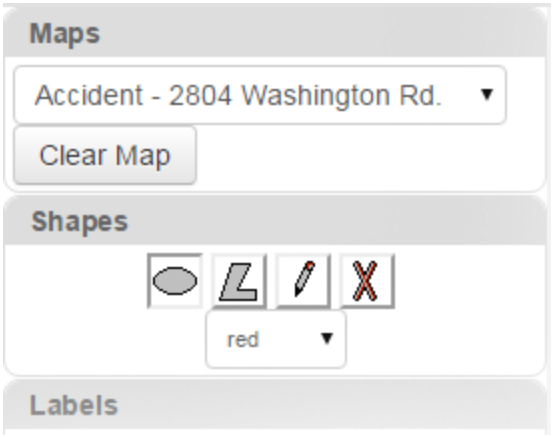
2. From MapTac, on the left side panel, click the Labels tab. The label palette opens.



3. Click the clear label button.

4. Click the marker associated with the label you want to remove.

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

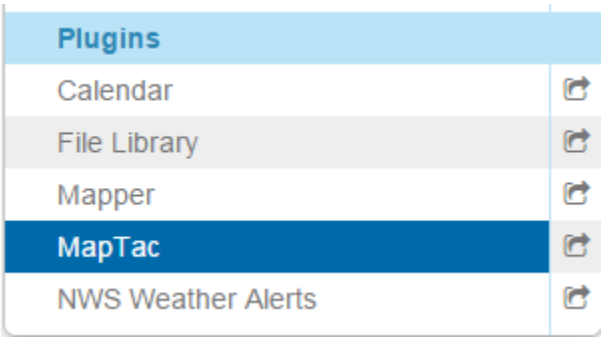


MapTac gives you the freedom to place, move, resize, and delete markers as incidents evolve and maps change.

25.3 Place a Marker

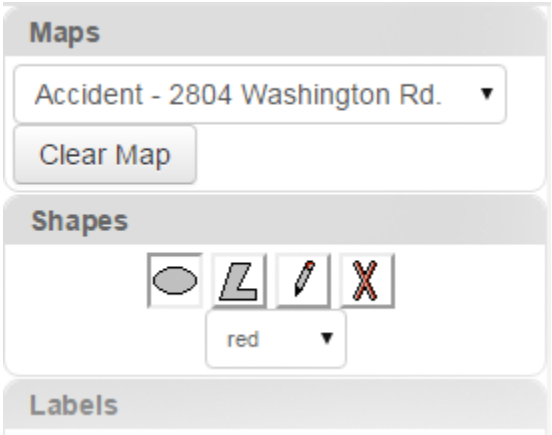
Note: If you have read-only permission to a map/image, you cannot add markers to an image.

1. In the Plugins section of the control panel menu, click MapTac.



2. From MapTac, on the left side panel, click the Maps tab.

3. Click the Maps drop-down list and select the appropriate map or image.



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

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

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

6. Move your cursor to the desired location on the image and click once. The marker appears on the map/image.

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

25.4 Move Markers

When you want to move a marker, click the marker and hold down the left mouse button. Drag the marker to the new destination and then release the mouse button.

25.5 Resize a Marker

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

25.6 Delete a Marker

To delete a marker, right-click the marker. When the confirmation window opens, click OK.

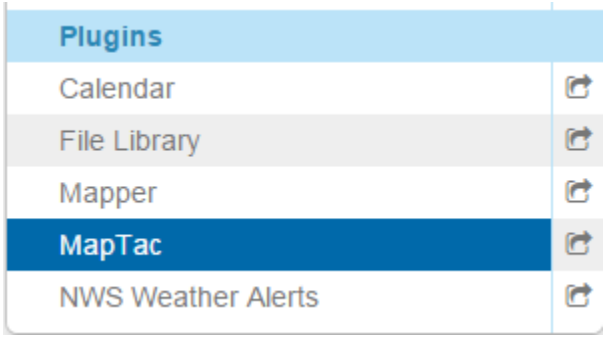
Alternatively, to clear all shapes, markers, and labels from a map/image, click the Clear Map button.

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

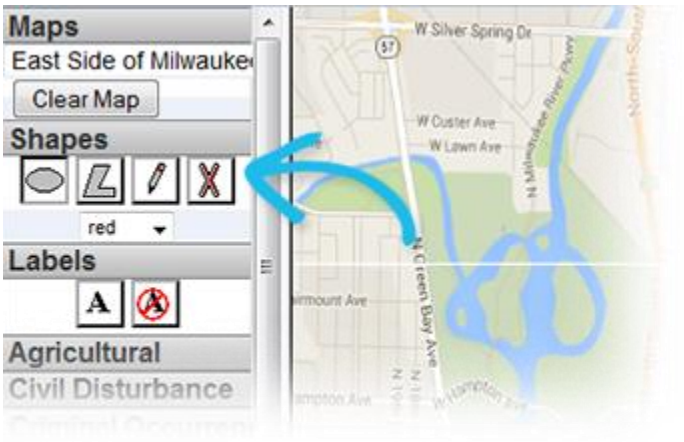
Shapes are useful to highlight specific locations or areas on a map/image. Shapes are particularly useful to show areas that have been affected by an incident. With MapTac, users can draw, re-size, and place an ellipse, polygon, or line anywhere on a map/image. Additionally, shapes can be highlighted with one of three transparent colors: red, green, or blue.

21.7Draw Shape on the Image

1. In the Plugins section of the control panel menu, click MapTac.



2. From MapTac, on the left side panel, click the Shapes tab. The shapes palette opens.



3. Click the applicable shape button that aligns with the type of shape you want to add.
4. From the drop-down list, select the appropriate color for the shape.

21.8Place the Shape on the Image

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

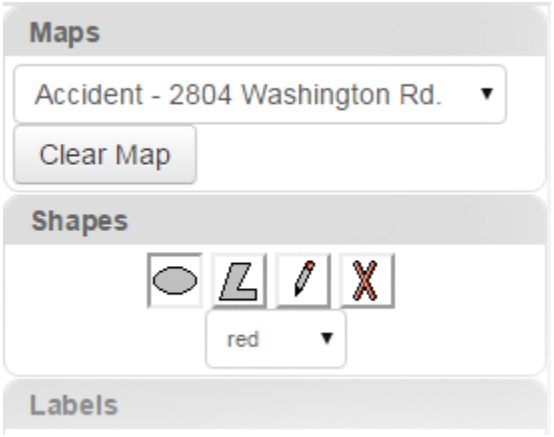
1. Continuing from step 4 of the procedure above, left-click the image where you want to place the shape.
2. To create the shape, move the mouse cursor across the image.
3. Left-click the mouse again to place the shape on the image.

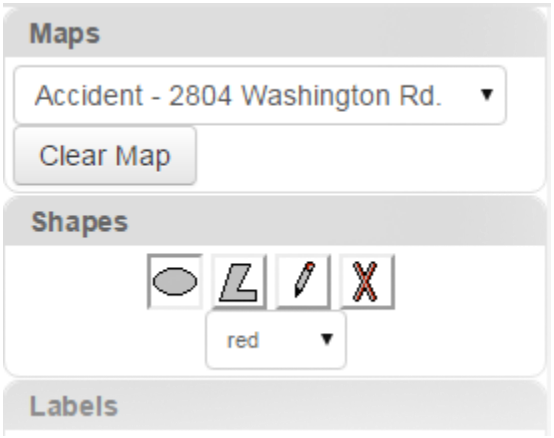
21.9Delete a Shape from the Image

1. From the image, right-click the shape you want to delete.
2. When the confirmation window opens, click OK.

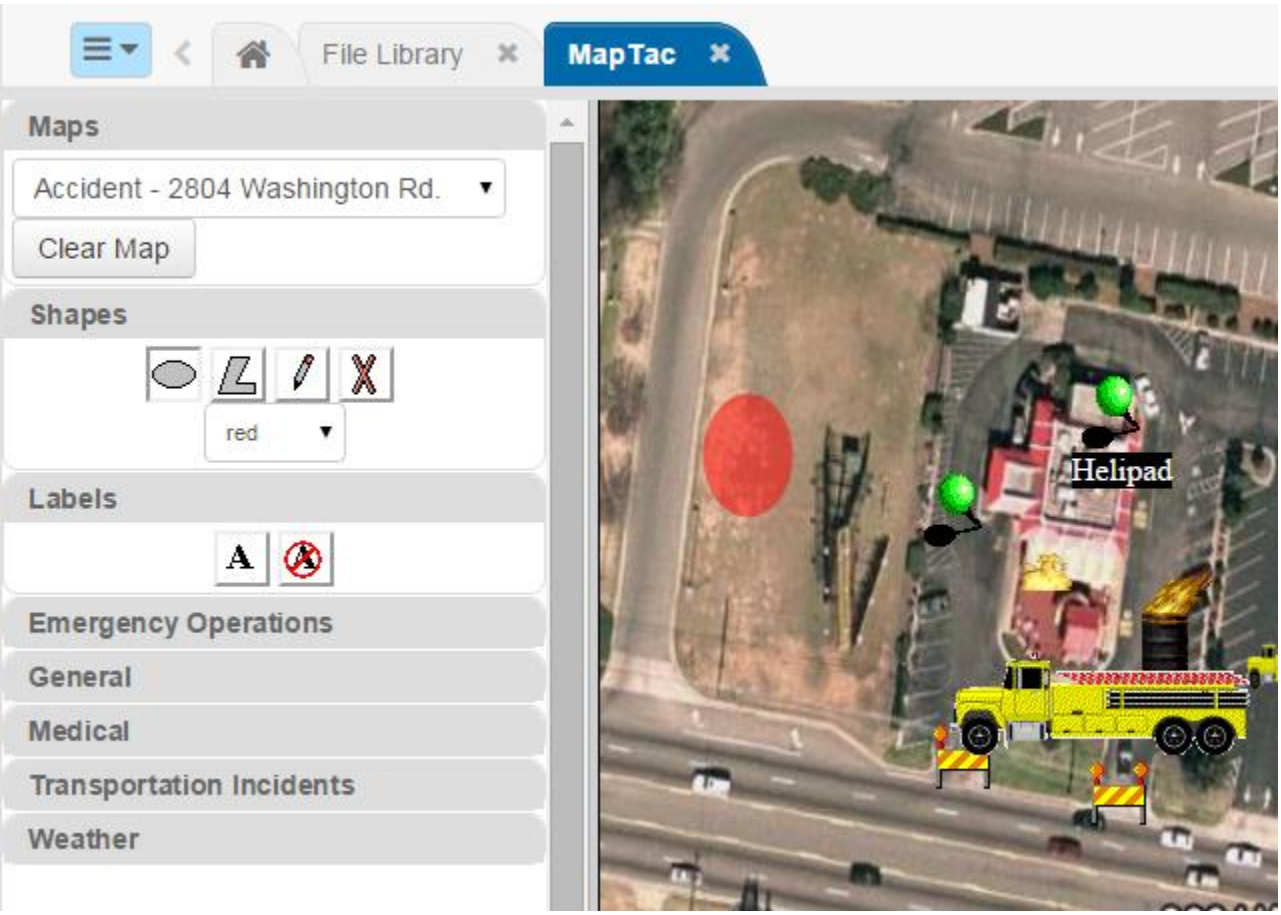
You can also delete the shape by clicking the delete icon in the shapes palette and then clicking the shape you want to delete.

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





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



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

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

21.10MapTac Components

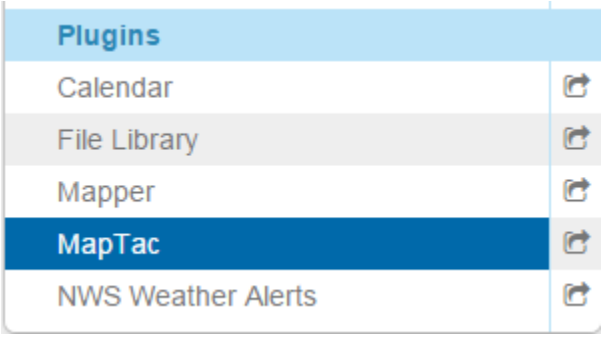
The headers in the MapTac tool pane can be expanded and collapsed by clicking the related tab. The major components are:

- Maps – Drop-down list of maps/images; contains a Clear Map button.
- Shapes – Ellipse, polygon, and free-hand drawing tools;contains a delete button and a shape color drop-down list.
- Labels – Contains add and remove label buttons.
- Marker tabs – Contains categorized markers.
- Map view – Pane that houses a printer icon.

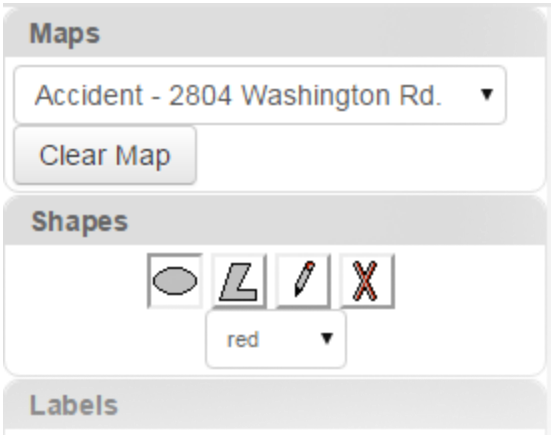
Print out a map from WebEOC's MapTac plugin to have something tangible that you can write on or distribute.

21.11Access and Print Map

1. In the Plugins section of the control panel menu, click MapTac.

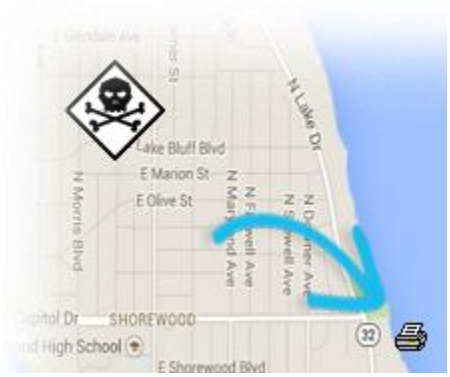


2. From MapTac, on the left side panel, click the Maps tab.
3. Click the Maps drop-down list and select the applicable map/image.



Note: The map or image is re-sized automatically any time you change the size of your window. If you do not want the image to be re-sized, contact your WebEOC administrator.

4. In the lower right corner of the map, click the print icon.



26 Add a Map Feature to a Board Record

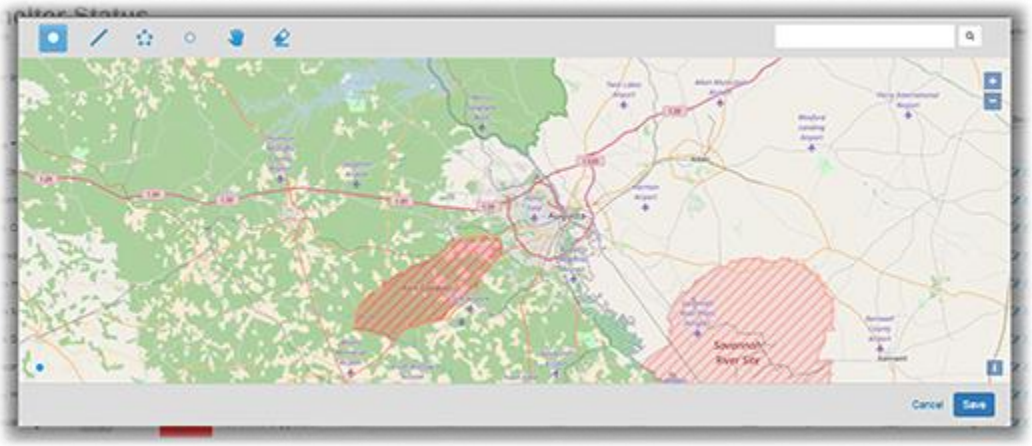
When a board is enabled with Maps, you can add a map feature to records for those boards. Since administrators control the boards you can access, and which boards are Maps-enabled, the way in which you add a map feature to a board record may vary. Additionally, custom boards may require you to consult your WebEOC administrator for specific details on how to associate a board record with a specific map feature.

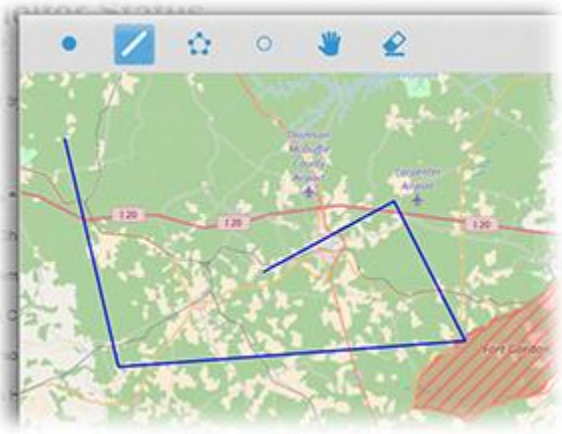
The general process for associating a board record with a map location is outlined below.

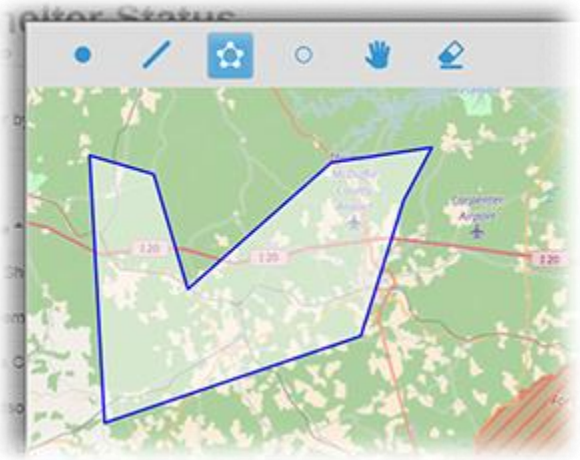
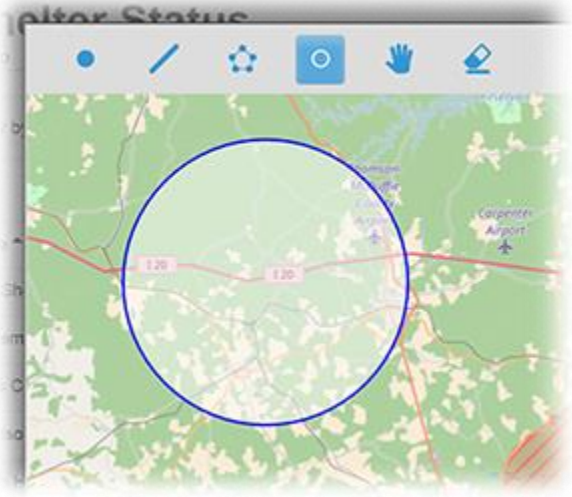
1. Open the control panel menu and, from the Boards section, click the applicable Maps-enabled board.
2. On the board's landing page, click the Create button.
3. In the create window that opens, locate and click the Map button or link.

Tip: If the Map button or link appears next to an Address field, such as in the Shelter board, you can optionally enter the address of the location to be mapped. After entering the address, click the Map button or link. In the mapping window that opens, you are immediately taken to the location you identified, and a point for this location is already added to the map.
Additionally, if you select Map using the locate attribute, your current location is automatically found.

4. In the mapping window that opens, use the icons in the upper left corner to set the feature type of the map feature you want associated with this particular board record.



	Procedure
To add a data point	1. Select the point icon. 2. Click on the applicable area on the map and the point will appear.
To add a line to the map	3. Select the linestring icon. 4. Click a point on the map. Continue clicking different points on the map to create a custom line. 5. When you have created the desired line, double-click your final point. A line is created on the map. 
To draw a custom shape and area	6. Select the polygon icon. 7. Click a point on the map. Continue clicking different points on the map to create a custom polygon. 8. When you have created the desired polygon, double-click your final point or single-click your starting point. A shape is created

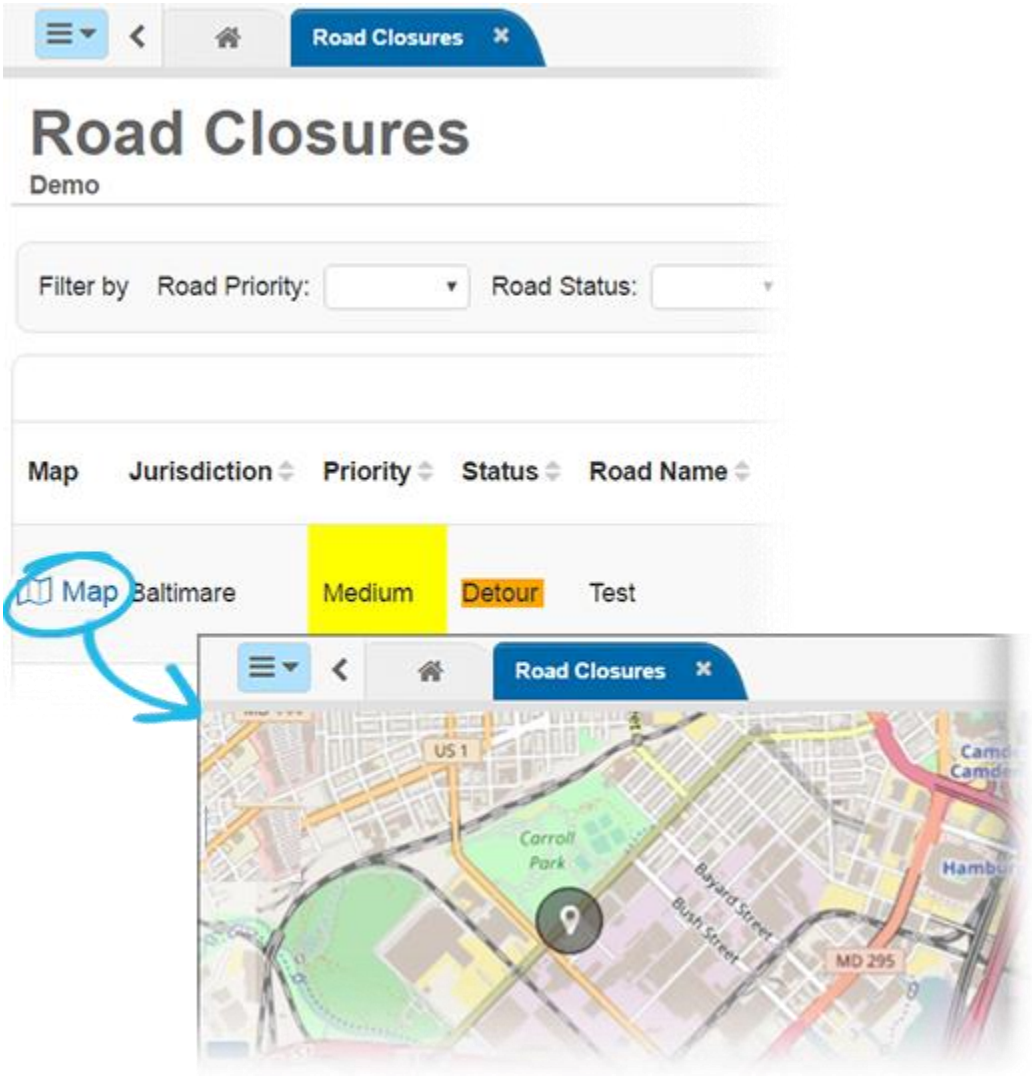
	Procedure
	on the map. 
To draw a circle	9. Select the circle icon. 10. Click a point on the map. 11. Drag your cursor to create the appropriate radius for the circle. 12. When you have created the desired circle size, click once. A circle is created on the map. 

5. If needed, to clear the map, click the eraser icon.
6. To stop drawing on the map, click the blue hand icon.

7. Click Save. The mapping window closes, and a green check mark appears to the right of the Map link on the board view.

8. From the board view, click Save.

The record is saved and appears on the board. A Map link or button is associated with the entry and, when clicked, takes you directly to the location on the map you just identified.



See also Open a Map from a Board for more information on opening maps associated with individual board entries.

Once you have opened a map in either a tab or window of its own, the map is shown.

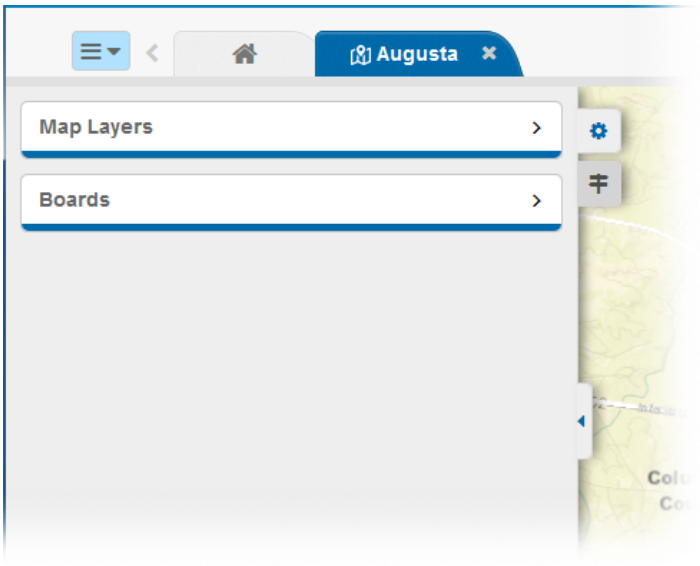
From the map, several navigational tools are available to help optimize your experience, giving you the custom yet common operating picture you need during an incident.

26.1 Zoom Tools

To zoom in or out, use the plus and minus icons on the right-most area of the map. Clicking the plus icon zooms in. Clicking the minus icon zooms out, showing more of the map. Alternatively, you can click the map and then use the scroll button on your mouse, zooming in and out as desired. If you double-click a single area on the map, the map zooms in to the area you clicked.

26.2 Side Navigation Menu

To manage map layers or select what board data is shown on the map, go to the left-most area of the map and click the arrow icon to open the side navigation menu and then the gear icon. The menu allows you to indicate what you want to see on the map. Click to expand a section, and click the same section again to collapse it. The map layers and boards available to you in this panel are determined by your administrator.

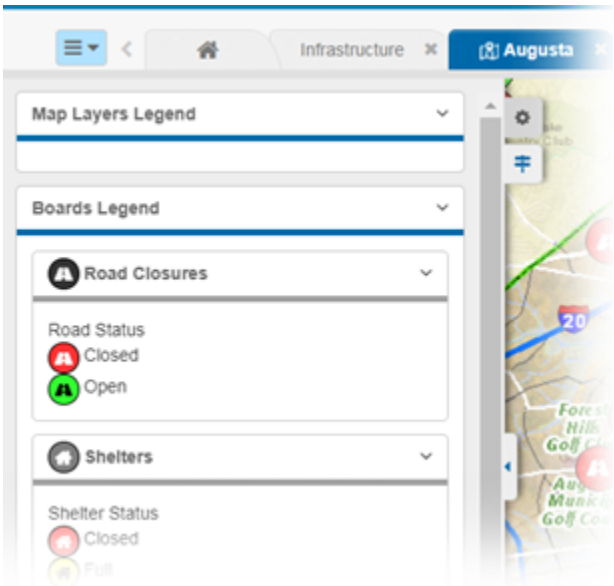


Near the bottom of the navigation menu you will find a print icon for printing a display view of a map and, potentially, some additional tool icons. The additional tool icons appear if you have Maps Add-on in addition to the integrated Maps solution.

To hide the side navigation menu, click the arrow icon again.

26.3 Map Legend

To access a legend that indicates what icons and colors mean on the map you are viewing, click the legend icon, just below the gear icon on the left. The legend shows what the icons and colors mean for data from each board that is represented on the map.



Note: If no icon is assigned to a view, the default icon is used in the map. However, the default icon does not appear in the map legend for that board.

26.4 Additional Icons

Two different icons on the map allow you to perform varying actions. In the upper right corner, there is an icon that allows you to return to the map's default view to include the geographic area and set the zoom level.

In the lower right corner, an attributions icon provides you with information regarding the source of the map.

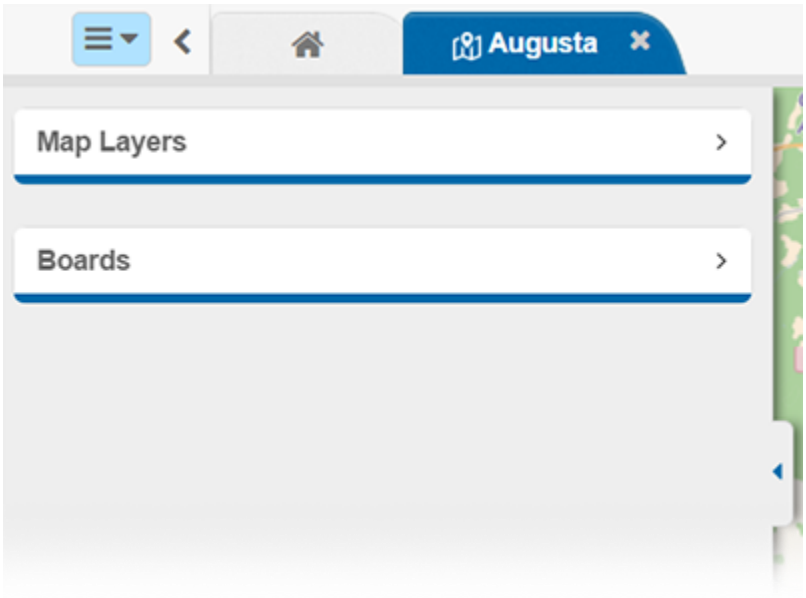
Simply click the icon to view the source details.

You can easily change what boards are showing data on a map, creating custom map views. This customizability reduces clutter and makes viewing selective data possible.

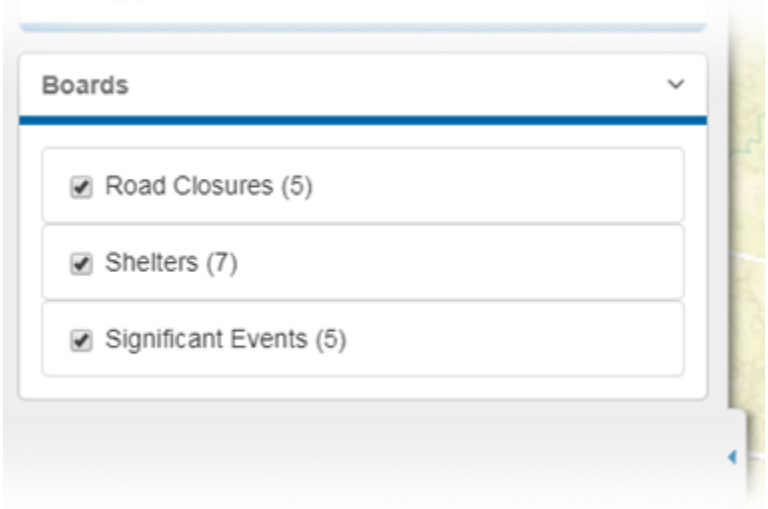
Note: The boards available to you in the Boards section depend on your permissions and the boards to which administrators have assigned you.

22.5Turn in or off Board Data on the Map

1. From an open map, on the left, click the arrow tab. The side navigation menu opens.



2. Click Boards. The Boards section expands.



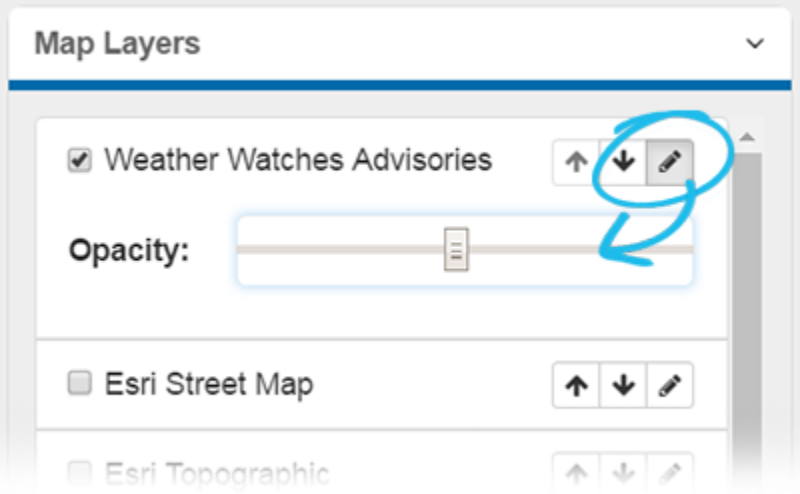
3. Select the check box associated with any and all boards you want contributing data to the map.

Tip: When a board is selected, the number of mapped records in that board appears in parentheses next to the map's name.

4. Clear the check box associated with any and all boards you do not want data pulled from into the map.

When viewing a map, you have the option of turning map layers on or off. If adding several map layers to a single map becomes overwhelming or confusing, you can disable layers as needed.

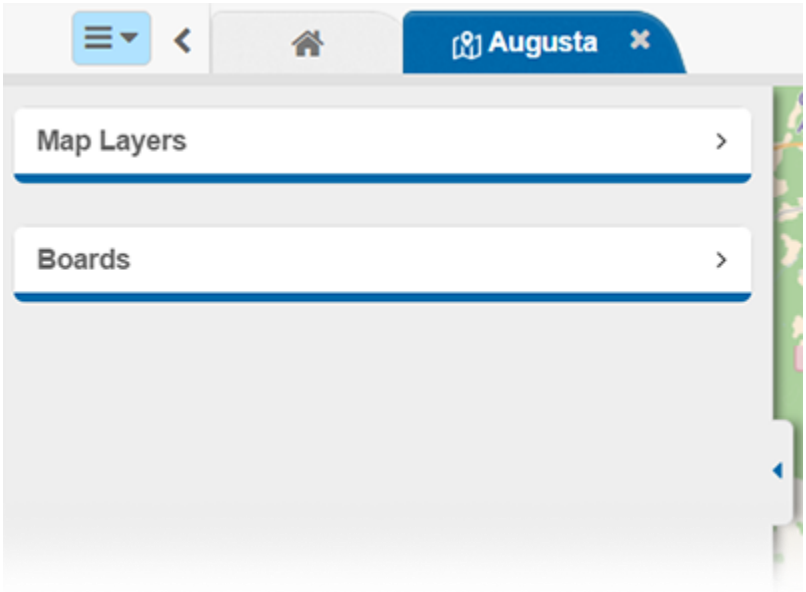
If you need to have all map layers applied, you can manage the transparency of layers to make them more distinguishable depending on significance or priority. To do so, locate the applicable map layer and click its associated edit icon. An opacity scale opens below the selected layer. Slide the toggle left or right until you reach the desired transparency level.



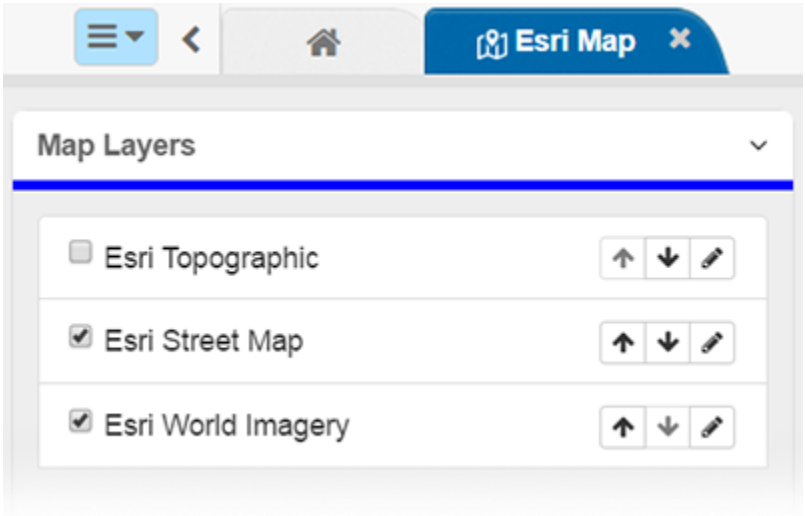
To further help you manage priority map layers, you can also arrange the layers in the Map Layers section according to importance. Click the up or down arrow associated with a layer to move it one position up or down respectively.

TO ADD OR REMOVE MAP LAYERS FROM THE MAP:

1. From an open map, on the left, click the gear icon. The side navigation menu opens.



2. Click Map Layers. The Map Layers section expands.

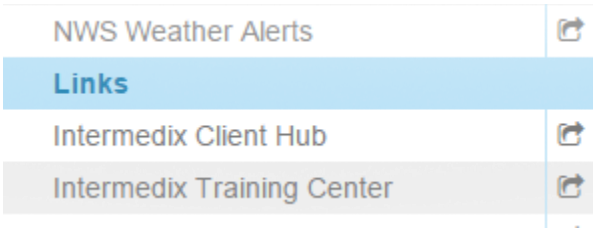


3. Select the check box associated with any and all map layers you want applied to the map.
4. Clear the check box associated with any and all map layers you do not want applied to the map

27 Links Overview

Links allow you to access a system, website, or particular file. The items listed in the Links section on the control panel open in a new window. A limitless number of links can be added.

To access a link, click the link name in the Links section of the control panel menu. The website opens in a new window.

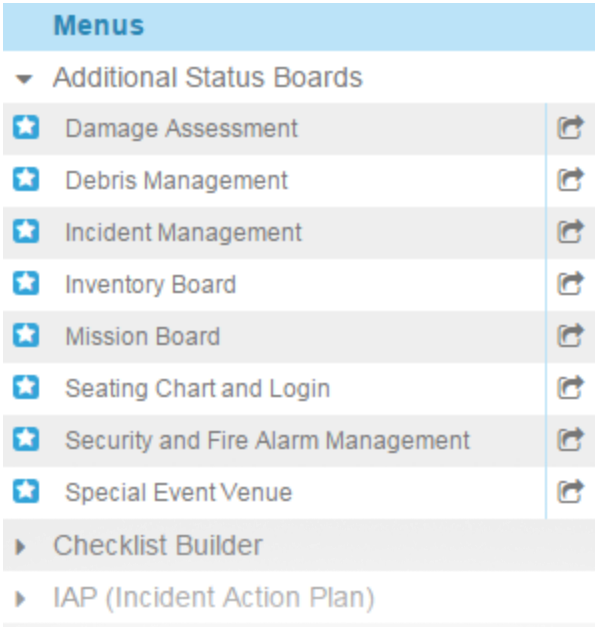


The links available to you are determined by your administrator. Contact your WebEOC administrator to request any additional links you may need.

Links are often categorized and placed in menus. See Menus Overview for additional details.

28 Menus Overview

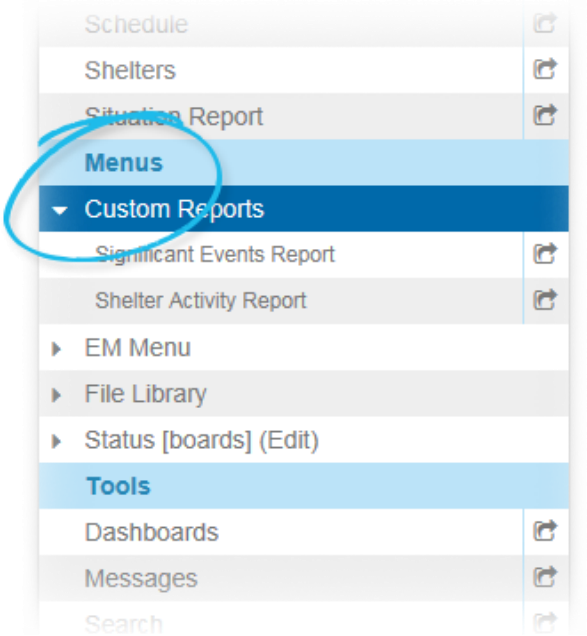
Menus give you an easy way to access multiple display boards, plugins, links, forms, and other menu items that are grouped under a single link on the control panel.



Menus are located on the control panel in the Menus section. The arrow symbol preceding the menu name indicates the menu contains items. Items contained in the menus follow the same convention and behavior as status boards. A star icon preceding a menu item alerts users when a change has been made. Once the item containing new data has been opened, the star disappears until new information has been added or existing information has been updated.

Multiple status boards, plugins, or links may be opened from a menu.

Click the name of the menu or the arrow to the left of its name. The section expands to show you the available options.



Menus can contain status boards, plugins, links, or other menus. When selected, the menu item opens in a separate tab with the same look and functionality as the control panel.

28.1 Access Menus

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

Multiple plugins can also be grouped into individual menus to conserve space. Additionally, extensive lists of links to external web sites can be organized by grouping them into menu items as well. A limitless number of links can be added.

29 Positions

Positions that will be created and used in WebEOC

CIC Call Center
CIC Call Center Manager
CMD EOC Director
CMD Incident Commander
CMD Liaison Officer
CMD Public Information Officer
CMD Safety Officer
ERC-1
ERC-2
ERC-3
ESF-01
ESF-02
ESF-03
ESF-04
ESF-05
ESF-06
ESF-07
ESF-08
ESF-09
ESF-10
ESF-11
ESF-12
ESF-13
ESF-14
ESF-15
ESF-16
ESF-17
ESF-18
ESF-19
Field Personnel
FIN Compensation Claims Unit
FIN Cost Unit
FIN Finance/Admin Section Chief
FIN Procurement Unit

FIN Time Unit
LOG Communications Unit
LOG Facilities Unit
LOG Food Unit
LOG Ground Support Unit
LOG Logistics Section Chief
LOG Medical Unit
LOG Services Branch Director
LOG Supply Unit
LOG Support Branch Director
OPS Agriculture and Natural Resources
OPS Community Service
OPS EMS
OPS Energy
OPS Firefighting
OPS Hazmat
OPS Law Enforcement
OPS Mass Care
OPS Operations Section Chief
OPS Public Health and Medical
OPS Public Works and Engineering
OPS Red Cross
OPS Salvation Army
OPS Search and Rescue
OPS Transportation
OPS Utilities
PLN Demobilization Unit
PLN Documentation Unit
PLN Long-Term Recovery
PLN Planning Section Chief
PLN Resources Unit
PLN Situation Unit
Sandbag Dist/Warehouse

30 Sign Off Agreement

Solution Sign-Off Agreement

This document serves as the confirmation that all materials received in this document are part of the scope for the City of Tampa WebEOC V8.5 project

Authorized Signatures:

City of Tampa PM (Signature)	Juvare PM (Signature)
City of Tampa (Name)	Juvare (Name)
Date	Date
City of Tampa –Location #1	City of Tampa
City of Tampa (Name)	City of Tampa (Name)
Date	Date
City of Tampa –	City of Tampa–
City of Tampa (Name)	City of Tampa (Name)
Date	Date