

San Diego WebEOC User Guide



WebEOC Support: <https://www.sandiegocounty.gov/content/sdc/oes/WebEOC/>

WebEOC Password Resets and Account Requests: WebEOC@sdcounty.ca.gov

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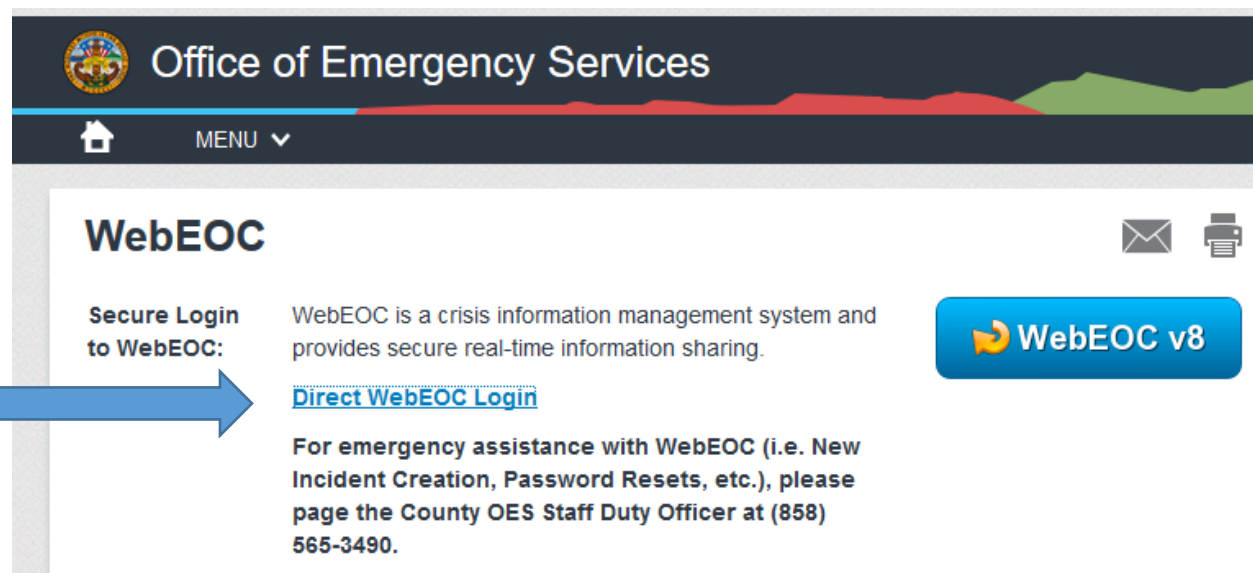
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Logging into WebEOC

Two ways to find the WebEOC login:

1. Perform a search for “WebEOC San Diego” in a standard web browser. Or,
2. Go to the Office of Emergency Service page on the County of San Diego Website.

Click on the blue Direct WebEOC Login link:



The screenshot shows the top of the Office of Emergency Services website. The header includes the County of San Diego seal and the text "Office of Emergency Services". Below the header is a navigation bar with a home icon and a "MENU" dropdown. The main content area is titled "WebEOC" and includes a "Secure Login to WebEOC:" section. A blue arrow points to the "Direct WebEOC Login" link. To the right of the link is a blue button labeled "WebEOC v8".

Office of Emergency Services

WebEOC

Secure Login to WebEOC:

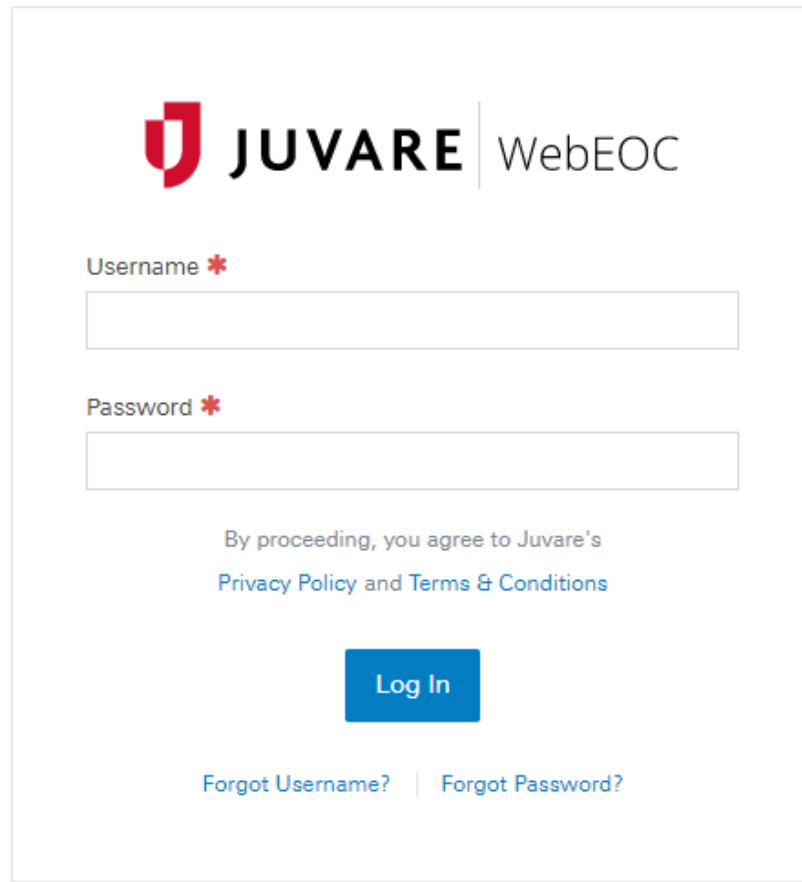
WebEOC is a crisis information management system and provides secure real-time information sharing.

[Direct WebEOC Login](#)

WebEOC v8

For emergency assistance with WebEOC (i.e. New Incident Creation, Password Resets, etc.), please page the County OES Staff Duty Officer at (858) 565-3490.

3. At the login screen, enter your first name, add a space, and then your last name



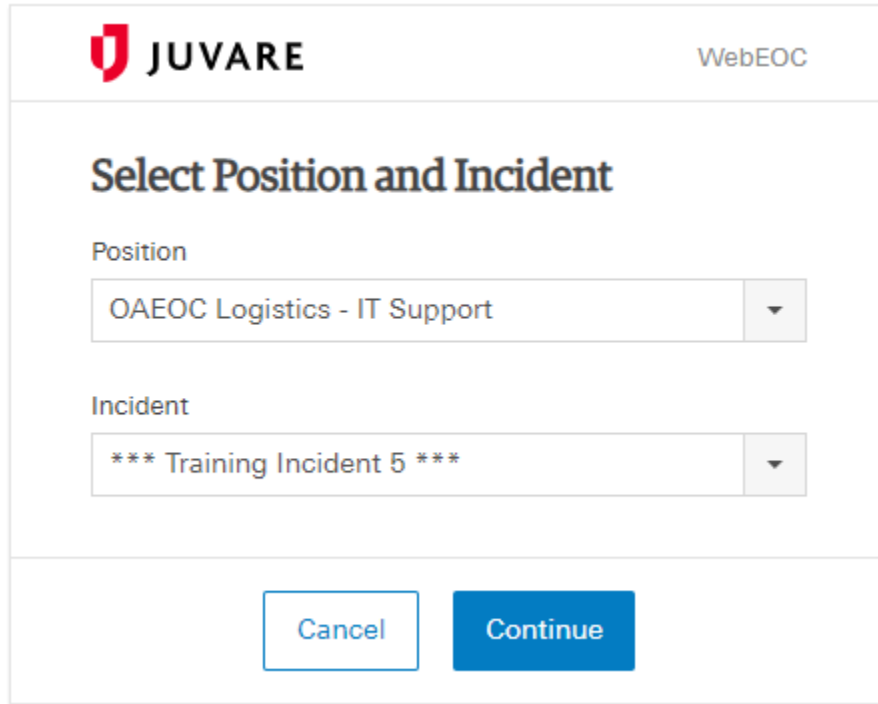
The login screen for JUVARE WebEOC. It features the JUVARE logo (a red stylized 'J') and the text 'JUVARE | WebEOC'. Below the logo are two input fields: 'Username *' and 'Password *'. The 'Username' field is empty, and the 'Password' field is empty. Below the password field is a link: 'By proceeding, you agree to Juvare's Privacy Policy and Terms & Conditions'. Below this link is a blue 'Log In' button. At the bottom are two links: 'Forgot Username?' and 'Forgot Password?'.

4. Enter your password. If this is your first time logging in, your temporary password will be Newpass1\$. Once you log in, you will be prompted to change your password.
5. If you forgot your password, click on the “Forgot Username/Password?” link and follow the instructions (**Note: if you have not logged in to WebEOC within a 365-day period, your account will be locked. Please contact the OES WebEOC administrator to unlock the account).**



The login screen for JUVARE WebEOC, showing the user input. The 'Username' field now contains 'patty jordan'. The 'Password' field contains a series of dots, indicating the password is masked. The rest of the screen is the same as the previous image.

6. When you login, your role (position) will be displayed by default.
7. The default Incident is currently set to “***Training Incident 5***.” During an activation, the default incident will be set appropriately.



The screenshot shows a web interface for JUVARE WebEOC. At the top left is the JUVARE logo, and at the top right is the text 'WebEOC'. The main heading is 'Select Position and Incident'. Below this, there are two dropdown menus. The first is labeled 'Position' and has 'OAEOC Logistics - IT Support' selected. The second is labeled 'Incident' and has '*** Training Incident 5 ***' selected. At the bottom of the form are two buttons: 'Cancel' and 'Continue'.

*TIP: The incident can be selected from the dropdown. You can use ***Training Incident 5*** at any time to practice your WebEOC skills.*

Security Notes:


1. WebEOC requires complex passwords. Passwords must be a minimum of 8 characters in length and must contain at least one upper case letter and one special character.
2. Passwords expire every 90 days
3. Users who have not logged in within a 365-day period, must have their account unlocked by the WebEOC Administrator (WebEOC@sdcounty.ca.gov)
4. Accounts that have not been used (logged into) within a 2-year (730-day) period will be removed. The account can be re-instated by contacting the WebEOC Administrator (WebEOC@sdcounty.ca.gov)

8. Click Continue. The Welcome screen is displayed

WebEOC | Patty Jordan | OAEOC Logistics - IT Support | *** Training Incident 6 *** | Log Out

JUVARE




1. OAEOC Logistics Events Log | 2. Regional Significant Events | WebLinks | Phone List



Patty Jordan
San Diego County
Operational Area

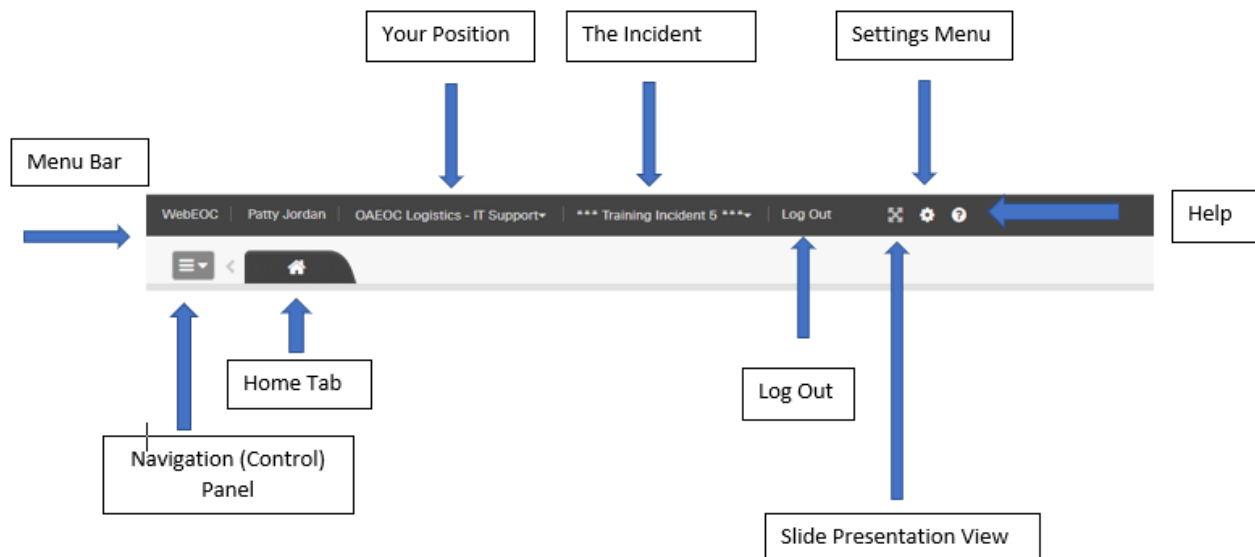
Notifications

System-wide Message
Welcome to the new WebEOC version 8.

Important: The  (top left) is the new navigation panel. Click the name of the board, tool, menu, map, or plugin to open it. Opened items will appear as tabs across the top of this home page. Clicking the  after the name of the item will open the item in a new window. A  before an item indicates new information has been added.

Important: Remember to add a Priority (Low/Medium/High) to all Event Log entries. [High=LifeSafety/Mission Critical; Med=Injury/Property/Environment; Low=Information]

Navigating the Menus in WebEOC



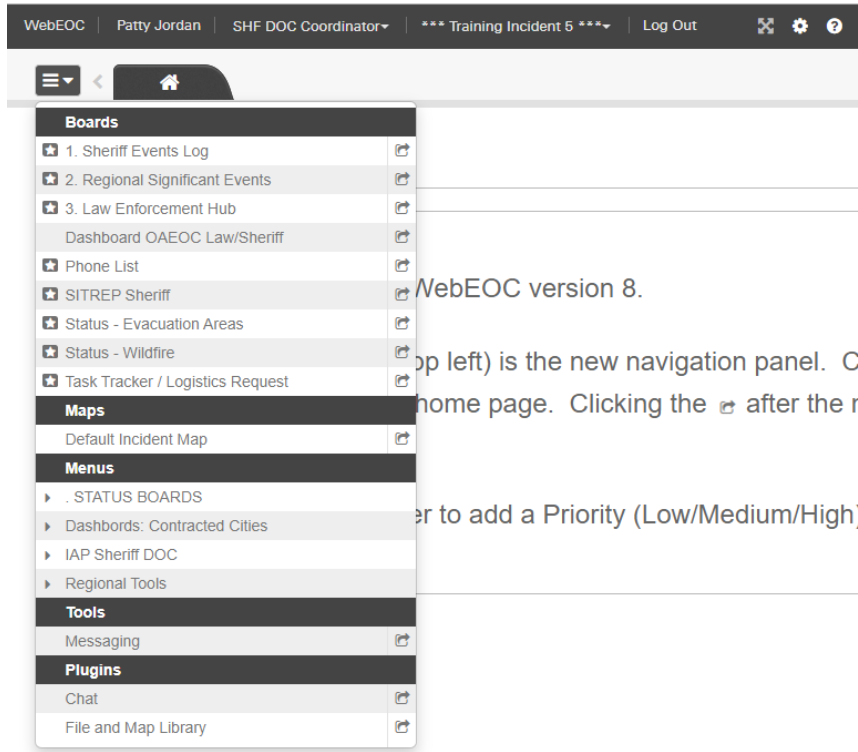
Note: The settings menu is only available to administrative roles. Please see your OES WebEOC administrator if you need additional permissions

1. The Incident field is a dropdown. Incidents can be set to "Default" so that they automatically appear at login as the assigned incident. Outside of a formal exercise or actual event, the Default Incident will be "Training Incident 5."
 - a. If the default incident is incorrect, the correct incident can be selected from the dropdown. All active incidents will be presented in the list.

Admin Profiles: WebEOC allows authorized non-administrative users the ability to add Incidents, create users, assign positions and reset passwords. Your agency's WebEOC lead can authorize this change by contacting the OES WebEOC administrator.

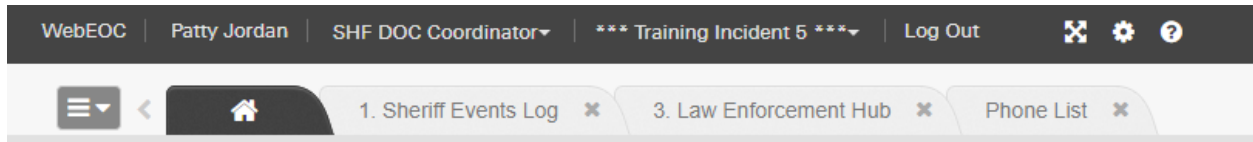
- The Position field is a dropdown. Users will see and access the positions they have been assigned. Positions also determine which boards the user will be able to access (see examples below):

SHF DOC Coordinator Boards:



SHF 911 Dispatch Boards:

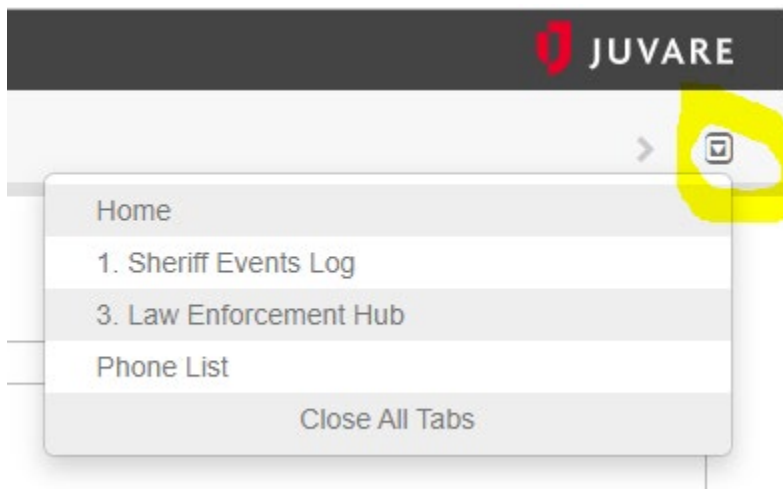
5. Click the Home  tab to return to the home page



Notifications

System-wide Message

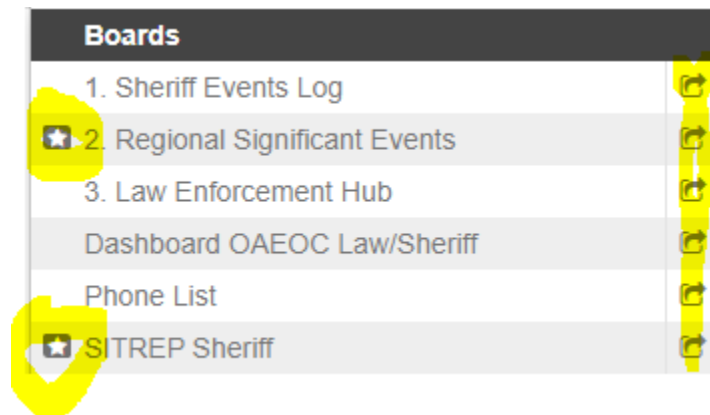
6. A shortcut button (upper right corner) is provided as an alternative way to navigate between boards. Select the desired tab from the dropdown list.





Boards

Posting to the Primary (Local) Event Log (Board)

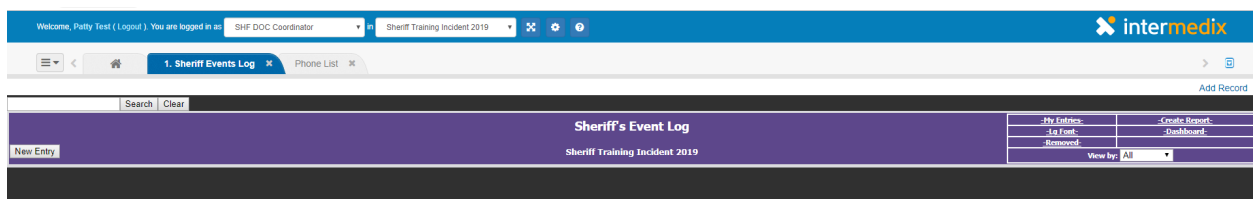
1. Click on the Navigation (Control) Panel. Select the Primary Event Log (board) for the current position assigned (Item #1). In this example, the Primary Event Log for SHF DOC Coordinator is the Sheriff Events Log:



Note:

- The star  symbol indicates that something in the event has changed since the user last accessed the page.
- The right-arrow  takes the user directly to the event board. The user may also double-Click on the desired board

The selected board is presented below:



2. Click the  button.

Current Date: 08/16/2019 16:45:48

Name: Patty Test

Position: SHF DOC Coordinator

Event/Subject: [Redacted] *Required

Priority: Low ▼ High=LifeSafety/Mission Critical; Med=Injury/Property/Environment; Low= Information

Information Source: [Redacted]

Description: [Redacted]

Upload File: Choose File No file chosen

Tip: The ideal description is six (6) lines in length. The description can be cut and pasted from another source. However, content exceeding six (6) lines will not be visible to the reader.

3. The following fields are pre-filled (and are read-only) for each board entry:
 - a. Current Date (and time)
 - b. Name
 - c. Position
4. The Event/Subject is a required field
5. Select a Priority from the dropdown. Priority must be based on the following criteria:
 - a. High- Life Safety/Mission Critical
 - b. Medium- Injury/Property/Environment
 - c. Low- Information

Priorities are displayed on the events board using color coding. For example, Red will depict High-priority events. Yellow will depict Medium-priority events and Green will depict Low-priority Events.

6. Enter an Information Source (From where or whom this information was provided)
7. Enter a Description
8. Click the Choose File button to attach a file to the event.

Tip: One attachment is permitted per post. However, several files per post is possible by uploading a zipped file using a Zip tool.

Editing, Updating or Removing an Event

An event can be edited, updated or removed by clicking the Edit/ Update/Remove button (right side of the event in the list):

Edit/Update/Remove

Current Date:

08/18/2019 12:22::

Originator:

Patty Test

Originator's Position:

SHF DOC Coordinator

Event/Subject:

Traffic Collision - Blocking 5th Street

*Required

Priority:

Low

High=LifeSafety/Mission Critical; Med=Injury/Property/Environment; Low= Information

Information Source:

KOGO Radio

Description: Previous Entries (Read Only):

A traffic collision is blocking the intersection of 5th and Elm. Evacuees will need to be detoured to 6th ave.

New Entries/Updates:

You must click the UPDATE button then click the SAVE button to write the record to the Significant Events board.

Update

Upload File:

Browse...

No file selected.

Remove Item?

☐

Note: WebEOC preserves previous entries. Note that the original Description entry above is Read Only.

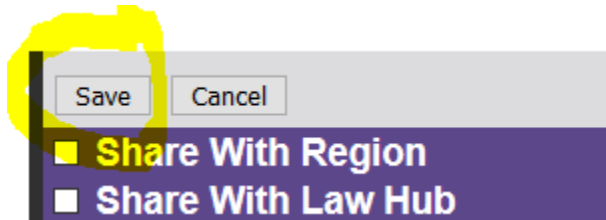
1. The following fields can be updated:
 - a. Event/Subject
 - b. Priority
 - c. Information Source
2. A new Entry/Update Description can be added. Once saved, it will append to the original Description entry

Description: Previous Entries (Read Only):

A traffic collision is blocking the intersection of 5th and Elm. Evacuees will need to be detoured to 6th ave.

The collision has been cleared and normal traffic flow has been restored.

3. Click Update to update the changes.
4. Click the Save button (upper left) to finalize the change and post the update



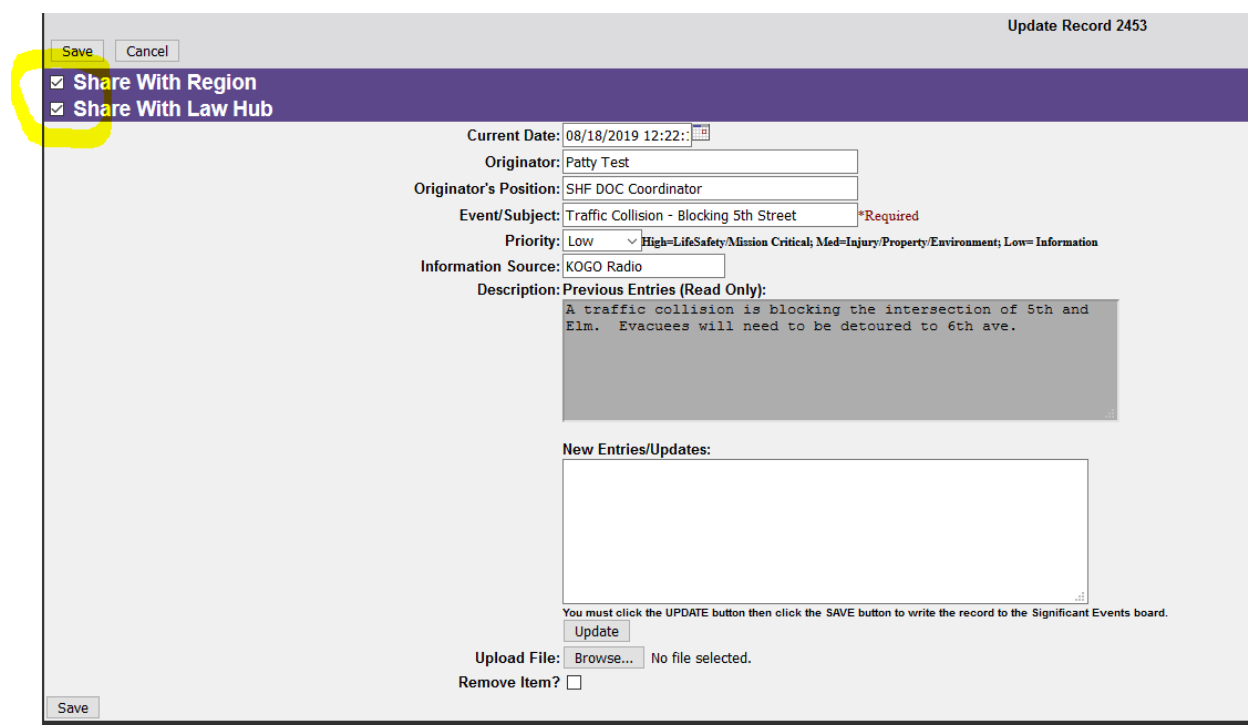
5. To remove the entry, click the Remove Item checkbox ☐ to remove the Event and then click the Save button (noted above) to finalize the change and post the update.

Note: Some roles may not have permission to remove an event.

Posting an Event to a Regional Board (*Not available for all organizations or positions*)


In some cases, an event recorded on the Primary Board will be significant and urgent enough to require that it be shared with a broader audience. When this is determined, the event can be shared by updating the event:

Note: In General, each user is empowered to post an event regionally at their own discretion (e.g. a high-priority event). However, your team may have specific policies to follow.



The screenshot shows a web form for updating an event record. At the top right, it says "Update Record 2453". On the left, there are two checkboxes: "Share With Region" and "Share With Law Hub", both of which are checked. A yellow circle highlights these checkboxes. Below the checkboxes, there are several input fields: "Current Date" (08/18/2019 12:22:), "Originator" (Patty Test), "Originator's Position" (SHF DOC Coordinator), "Event/Subject" (Traffic Collision - Blocking 5th Street), "Priority" (Low), and "Information Source" (KOGO Radio). The "Event/Subject" field has a red asterisk and the word "Required" next to it. Below these fields is a "Description" section with a "Previous Entries (Read Only)" label and a text area containing the text: "A traffic collision is blocking the intersection of 5th and Elm. Evacuees will need to be detoured to 6th ave." Below the description is a "New Entries/Updates" section with a large text area. At the bottom of the form, there is a "Save" button, an "Update" button, and an "Upload File" section with a "Browse..." button and the text "No file selected." There is also a "Remove Item?" checkbox.

In this example, it has been determined that this event should be shared with a broader audience.

1. Edit the event that should be shared by clicking on the Edit/ Update/Remove button (right side of the event in the list): 
2. Locate the available share button or buttons on the top right of the screen. In this example, there are two boards available with which to share this event, Regional Significant Events and Law Enforcement Hub.
3. Click the checkbox for one or both of the boards and click the save button.

4. The event will now appear on the Regional Significant Events and Law Enforcement Hub Boards:

The screenshot shows a web application interface with three tabs: "1. Sheriff Events Log", "2. Regional Significant Events" (selected), and "3. Law Enforcement Hub". Below the tabs is a search bar with "Search" and "Clear" buttons. The main header is purple with the UDC logo on the left and the text "Regional Significant Events" on the right, followed by "*** Training Incident 5 ***". The event list shows one entry: ID 10442, Priority: Low, titled "Traffic Collision - Blocking 5th Street". The details for this event are: Date: 08/18/2019 12:22:18, User: Patty Test - SHF DOC Coordinator, and Source: KOGO Radio. The event description on the right states: "A traffic collision is blocking the intersection of 5th and Elm. Evacuees will need to be detoured to 6th ave. Patty Test - SHF DOC Coordinator at 12:44:27 on 08/18/2019".

The screenshot shows the same web application interface, but with the "3. Law Enforcement Hub" tab selected. The header is purple with the text "Law Enforcement Hub" and "*** Training Incident 5 ***". The event list shows the same entry: ID 1000, Priority: Low, titled "Traffic Collision - Blocking 5th Street". The details for this event are: Date: 08/18/2019 12:22:18, User: Patty Test, Position: SHF DOC Coordinator, and Source: KOGO Radio. The event description on the right is identical to the previous screenshot: "A traffic collision is blocking the intersection of 5th and Elm. Evacuees will need to be detoured to 6th ave. Patty Test - SHF DOC Coordinator at 12:44:27 on 08/18/2019".

Note: Only OES Staff Duty Officers can remove a post from the Regional Significant Events Log.

Search Function

WebEOC provides a keyword search function for each board. Enter a key word in the Search box and click the Search button

The screenshot shows a search bar with the word "Traffic" entered. To the right of the search bar are two buttons: "Search" and "Clear".

All events containing the key word will be displayed (filtered) on the board. To clear the search word, click the Clear button.

The Event Toolbox

As events are added to the board, it will become necessary to sort and organize the information. An Event Toolbox is provided to help organize and report event information. The functions available on the Toolbox differ by board and user permissions. The Toolbox is located in the upper right corner of the screen.

The following toolbox is presented on the Events Log:

-My Entries-	-Create Report-
-Lg Font-	-Dashboard-
-Removed-	
View by: All ▼	

The following toolbox is presented on the Regional Significant Events Log:

-Create Report-
-Lg Font-
View by: All ▼
View by City: All ▼

The following toolbox is presented on the Hub Log :

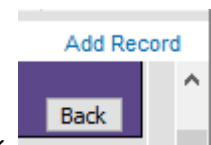
-Create Report-
-Lg Font-

Each function in the toolbox is accessed by clicking on the function description (an active link).

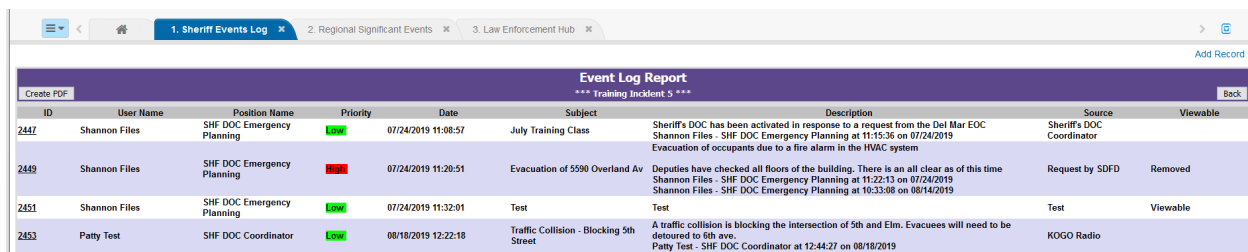
Basic Functions include:

1. [My Entries](#)-This will provide a listing of all events entered by the user
2. [Create Report](#)- This will create a summary of all events entered on the board
 - a. Click on the Create PDF button to create a PDF report of the entire board.
 - b. Click on the Back button to return to the board

- c. A new entry can be made on this page by clicking the Add Record link



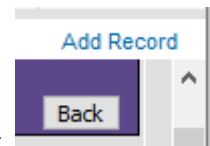
The screenshot shows a vertical toolbar with a blue 'Add Record' link at the top and a blue 'Back' button below it. To the right of the 'Back' button is a small upward-pointing arrow icon.



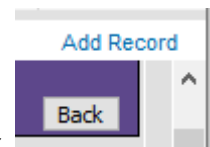
ID	User Name	Position Name	Priority	Date	Subject	Description	Source	Viewable
2447	Shannon Files	SHF DOC Emergency Planning	Low	07/24/2019 11:08:57	July Training Class	Sheriff's DOC has been activated in response to a request from the Del Mar EOC Shannon Files - SHF DOC Emergency Planning at 11:15:36 on 07/24/2019 Evacuation of occupants due to a fire alarm in the HVAC system	Sheriff's DOC Coordinator	Viewable
2449	Shannon Files	SHF DOC Emergency Planning	High	07/24/2019 11:20:51	Evacuation of 5590 Overland Av	Deputies have checked all floors of the building. There is an all clear as of this time Shannon Files - SHF DOC Emergency Planning at 11:22:13 on 07/24/2019 Shannon Files - SHF DOC Emergency Planning at 10:33:08 on 08/14/2019	Request by SDFD	Removed
2451	Shannon Files	SHF DOC Emergency Planning	Low	07/24/2019 11:32:01	Test	Test	Test	Viewable
2453	Patty Test	SHF DOC Coordinator	Low	08/18/2019 12:22:18	Traffic Collision - Blocking 5th Street	A traffic collision is blocking the intersection of 5th and Elm. Evacuees will need to be detoured to 6th ave. Patty Test - SHF DOC Coordinator at 12:44:27 on 08/18/2019	KOGO Radio	Viewable

Figure 1 Create Report

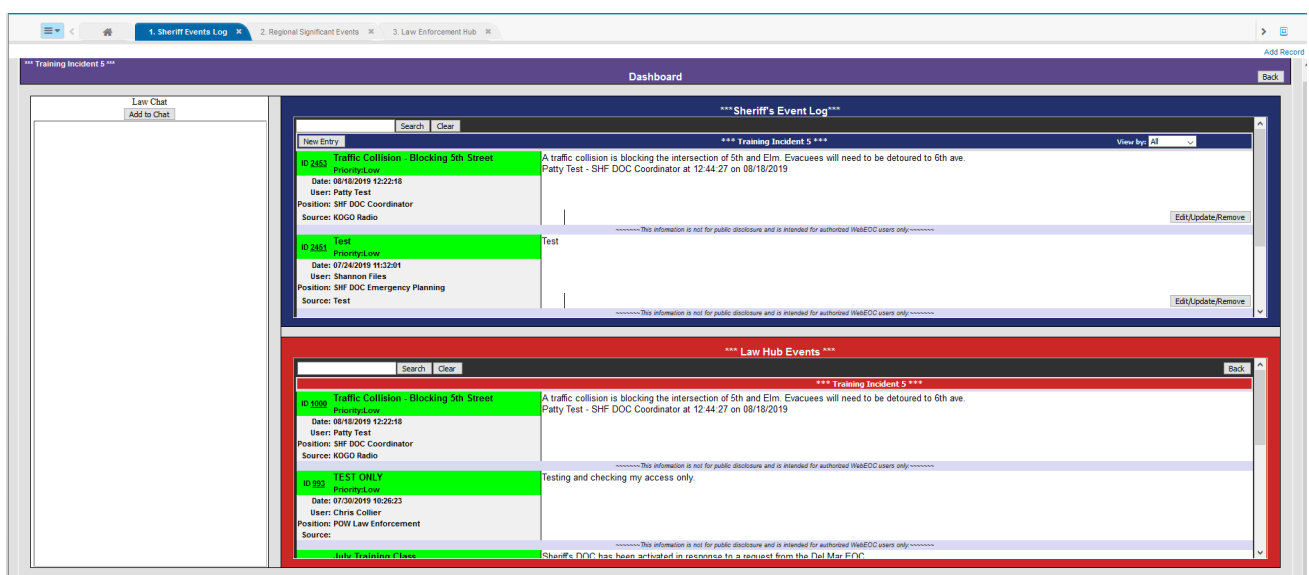
3. **Lg Font**- This function displays all events on the board in a larger font size for easier viewing (or viewing on a display at a distance).



- a. A new entry can be made on this page by clicking the Add Record link
 - b. Click the Back button to return to the board.
4. **Removed**- Displays all removed events
 5. **Dashboard**- Each board has a predefined dashboard. In this example, the Sheriff Event Log user can view both the Sheriff Event and Law Enforcement Hub boards simultaneously. A chat window tool is provided in the left margin.



- a. A new entry can be made on this page by clicking the Add Record link
- b. Click the Back button to return to the main board.



The dashboard is titled "Dashboard" and contains two main sections: "Sheriff's Event Log" and "Law Hub Events".

Sheriff's Event Log

ID	User Name	Position Name	Priority	Date	Subject	Description	Source	Viewable
2453	Patty Test	SHF DOC Coordinator	Low	08/18/2019 12:22:18	Traffic Collision - Blocking 5th Street	A traffic collision is blocking the intersection of 5th and Elm. Evacuees will need to be detoured to 6th ave. Patty Test - SHF DOC Coordinator at 12:44:27 on 08/18/2019	KOGO Radio	Viewable
2451	Shannon Files	SHF DOC Emergency Planning	Low	07/24/2019 11:32:01	Test	Test	Test	Viewable

Law Hub Events


ID	User Name	Position Name	Priority	Date	Subject	Description	Source	Viewable
2453	Patty Test	SHF DOC Coordinator	Low	08/18/2019 12:22:18	Traffic Collision - Blocking 5th Street	A traffic collision is blocking the intersection of 5th and Elm. Evacuees will need to be detoured to 6th ave. Patty Test - SHF DOC Coordinator at 12:44:27 on 08/18/2019	KOGO Radio	Viewable
2451	Shannon Files	SHF DOC Emergency Planning	Low	07/24/2019 11:32:01	Test	Test	Test	Viewable

Figure 2 Dashboard

6. **View By-** Allows the user to filter the board by priority. For example, to display all High-priority items. The dropdown will present all available priorities (i.e. if no high-priority items have been entered, the value will not be presented as a dropdown option).
7. **View by City-** This function is available in the Regional significant events page. It allows the user to filter events by City.

Slideshow Presentation Mode (Full Screen Mode)

WebEOC is capable of displaying open event boards in a slideshow presentation mode.

Click the  icon (next to the Incident name in the menu bar) to hide the menu bar. Review the tool bar at the bottom of the screen



Click to Play



Move one board backward



Pause



Move one board forward



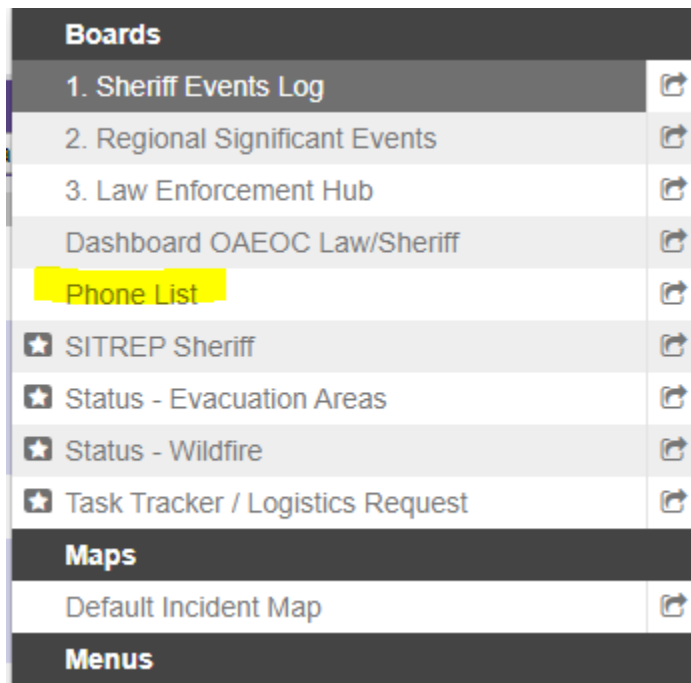
Exit Presentation Mode

Phone List

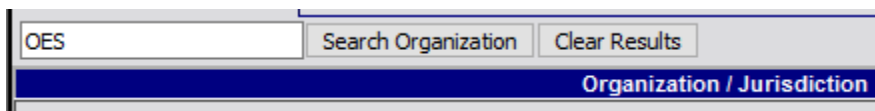
WebEOC provides a tool to post phone numbers and phone lists for organizations. The phone list function is independent from any incident and will always appear as an option in the Navigation Panel.

Note: Each organization is responsible for updating their own phone list.

To access the phone list, select it from the Navigation (Control) Panel:



Organizations are listed in alphabetical order. The user searches for a phone list either by scrolling to locate the list or by entering search terms in the search box:



*** Training Incident 5 ***

[Print or Export:](#)

REGIONAL

OES Search Organization Clear Results

Organization / Jurisdiction	
Cal OES - Southern Region	(562) 795
Cal OES - Southern REOC Director	562-795-
CAI OES - Warning Center	(916) 845
County OES /OAEOC Phone List	858-565-
County OES /OAEOC Seating (East)	
County OES /OAEOC Seating (West)	
Imperial County OES	(760) 760

View Removed Entries

Figure 3 Phone List

Phone numbers can be listed for an individual or an entire organization.


1. To provide a phone list for an organization, click the Browse button to upload the file. The attachment can be either a Microsoft file (Word, Excel, etc.) or a PDF.
 - a. Click Save to save the entry, or Cancel to cancel the entry.

Update Record 175

Save Cancel

General Information

Agency/Jurisdiction Name: County OES /OAEOC Seating (East)

Main Phone Number: 

Upload Phone List:




Phone List: Browse... No file selected.

Details: Seating and Phone numbers for County OAEOC.

☐ Remove from List

Figure 4 Phone List Record

2. Phone list attachments for organizations can be accessed by clicking on the attachment icon for the listed organization:

Phone List	Detail	Edit
	View	Edit
	View	Edit
	View	Edit
	View	Edit
	View	Edit
	View	Edit
	View	Edit
View Removed Entries		

3. The phone list record and any attachments can also be viewed and downloaded by clicking the View button for the listed organization.
4. A phone list can be edited and updated by clicking the Edit button for the listed organization
5. A phone list can be removed by checking the Remove from List checkbox within the phone list

record ☐ Remove from List

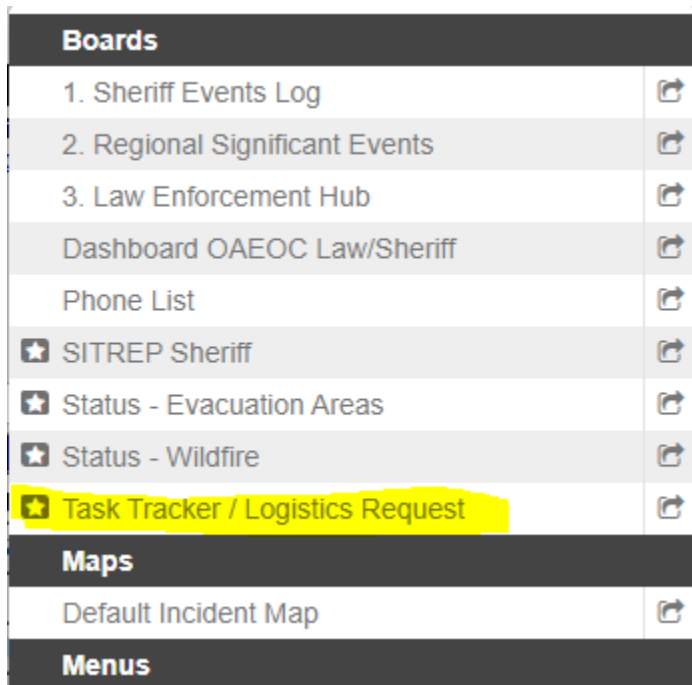
6. Removed phone lists can be viewed by clicking the View Removed Entries at the bottom of the page.

Task Tracker

The Task Tracker board is used to request and fulfill supply orders through the Logistics team. The board has been designed to capture all required information necessary for reporting to FEMA for reimbursement.

Note: The Task Tracker must not take the place of face to face communication with the Logistics team for coordination.

To access the Task Tracker, select it from the Navigation (Control) Panel



The current list of requests for the assigned incident is presented:

Task Tracker / Logistics Request - Originator						
Originator Date/Time/Task Number	Description/Response	Assigned To Date/Time	Time Due/Completed	Status Priority	Edit	Detail
ERPD #: Incident #: Matthew Brown Port Authority Director and Policy Group 06/07/2019 16:41:02	Desc: boardwalk barriers Loc: B St, CST Zip: 92109 Contact: Details: K-BAL 150' R' in length Logistics Response: Finance Response:	Port Authority Logistics 06/07/2019 16:41:02	06/08/2019 00:42:00	Medium - next 2 to 6 hours	Edit	View
ERPD #: Incident #: Tim Evanson K-12 Carlsbad District 07/24/2019 11:48:37	Desc: Feed Responders Loc: District EOC Zip: 92081 Contact: Details: 48 Board & Brew Subs Logistics Response: Finance Response:	K-12 Santee Schools 07/24/2019 11:48:37	07/24/2019 17:50:00	Medium - next 2 to 6 hours	Edit	View

Figure 5 Task Tracker/Logistics Request

As with other boards, a search can be performed using the search tool, or by scrolling through the list of requests.

Roles:

Requester/Originator- enters details about the request. Noted in grey

Logistics- updates the request. Noted in black

Finance- Submits payment for the request. Noted in green

1. To enter a request, click the New Entry button.

New Record	
Save	Cancel
Originator Name:	Patty Test
Originator Position:	SHF DOC Coordinator
Initial Date/Time:	08/18/2019 18:35:08
Assigned To:	OAEOC Law - Animal Services *You must assign a local position or escalate to Operational Area EOC
Priority:	(Select) v
Incident Number (Fire Agency Use):	
Subject, Quantity, Size, Detail:	<div style="border: 1px solid black; height: 40px;"></div>
Need / Justification (what is it to be used for?):	<div style="border: 1px solid black; height: 40px;"></div>
Shipping Location:	
City:	 , State CA
Zip Code:	
Delivery POC:	
POC Phone:	
Time Assigned:	08/18/2019 18:35:08
Time Due:	08/18/2019 18:35:08
Time Completed:	
Attachment:	Browse... No file selected.
Save	

Figure 6 Originator (Requester) Screen

2. Prefilled items include:
 - a. Originator Name
 - b. Originator Position
 - c. Date and Time
3. The Assigned to field is mandatory. It indicates a local position assignment. The default value is the first position in the list. Select the correct position from the dropdown.
4. Assign a priority:
 - a. Low= item (s) needed in 6-12 hours
 - b. Medium= item (s) needed in 2-6 hours
 - c. High= item (s) needed within the next hour
5. If the request pertains to a fire agency, the Incident Number is entered
6. The details of the request are provided in the Subject, Quantity, Size and Detail field
7. A justification is entered
8. A shipping location and address is provided
9. A Point of Contact and Point of Contact telephone number is entered
10. Attachments can be uploaded to the request by clicking on the Browse button and selecting a file

WebEOC tracks the time the request was assigned, calculates when it is due and records when the request has been completed.

11. Click the Save button to save the request and send it to Logistics

Note: WebEOC generates an audible alert (three (3) beeps) to let nearby teams know that a Logistics Request has been entered.

The image below shows the fields Logistics must complete to fulfill the request. To access a request, the Edit button is clicked for the desired request.

Logistics Section		
Logistics Officer	Patty Test	
Status	▼	
Emergency Request P.O. #		
Category	▼	
Logistics Response		
Supplier		*REQUIRED
Supplier Contact		
Supplier Phone #		
Supplier Details/Quote		
Donation	<input type="checkbox"/>	
Quantity Ordered	0	
Unit Cost	0	
Delivery Mode and ETA		
Alternate Supplier		
Alt Supplier Contact		
Alt Supplier Phone #		
Alt Supplier Quote/Details		
Attachments	Browse... No file selected.	Browse... No file selected.

Figure 7 Logistics Screen (Part 1)

Fields next to Donation, Quantity Ordered and Unit Cost:

Volunteer	<input type="checkbox"/>
P-Card # (Last 5)	0
Cardholder's Name	<input type="text"/>

Figure 8 Logistics Screen (Part 2)

Once the information is completed by Logistics, the request is saved and routed to Finance.

The image below shows the fields Finance must complete to fulfill the request:

Finance Section	
Financial Officer	Patty Test
Payment Status	<input type="text"/>
Emergency Request (ERPO) #	test *Assigned by Logistics
Final Purchase Order #	<input type="text"/>
Invoice #	<input type="text"/>
Quantity Billed	0
Payment	0
Date Paid Warrant #	<input type="text"/>
Finance Response	<div style="border: 1px solid black; height: 60px; width: 100%;"></div> *REQUIRED
Finance Attachment:	<input type="button" value="Browse..."/> No file selected.

Figure 9 Finance Screen

Once the information is completed by Finance, the request is saved and completed.

The status of a request is visible throughout the lifecycle on the Task Tracker dashboard:

Status
In Progress
Low - next 6 to 12 hours

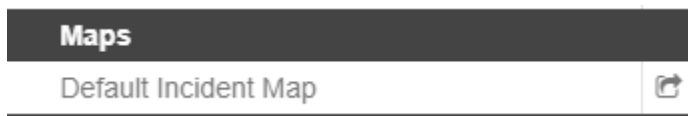
Requests and Tasks can be filtered by using the All Tasks dropdown in the upper right corner of the board. Filters include: All Tasks (from every board member). My Requests (what the user on the board has entered). My Tasks: A request becomes a task for the Logistics and Finance positions.

[Print]
All Tasks <input type="text"/>

All Requests and Tasks can be printed by clicking the [Print] icon in the upper right order of the board.

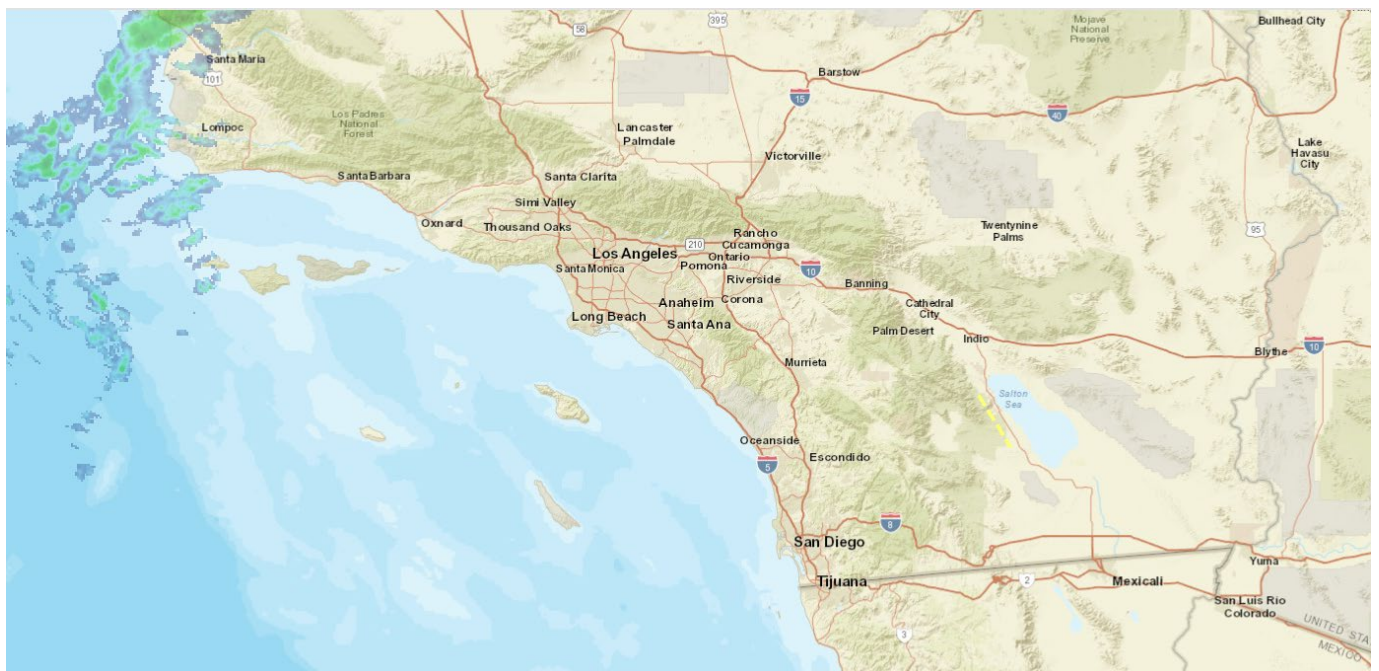
Maps

WebEOC provides access to the Emergency Map. To access the map, select “Default Incident Map” from the Maps menu



As OES GIS updates the incident map, it will be posted on this tab. The map will include but will not be limited to the following types of information:

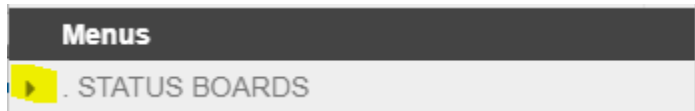
1. Fire Perimeters
2. Localized Hazards
3. Traffic Control
4. Evacuation Centers
5. Recovery Centers
6. Evacuation Routes and Perimeters
7. Current weather images (NOAA)



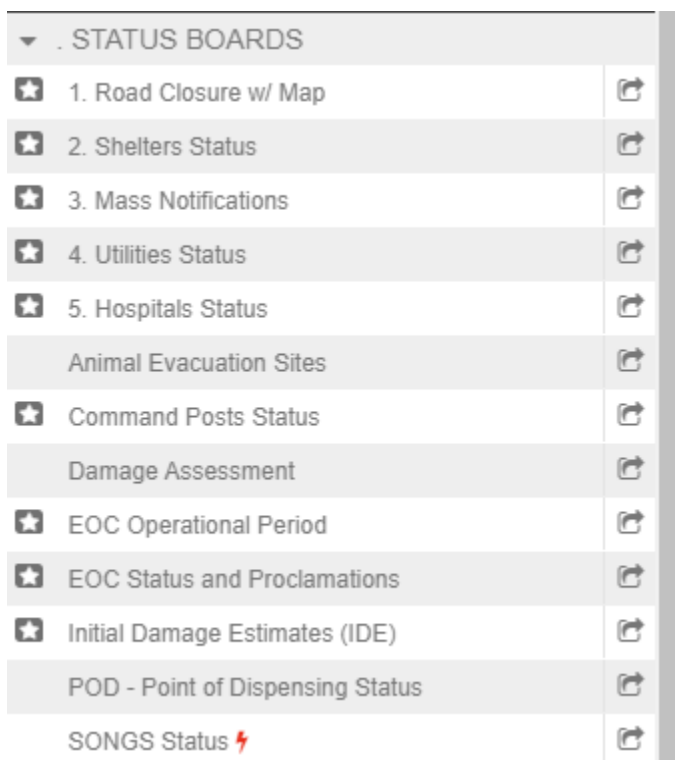
Menus

Status Boards

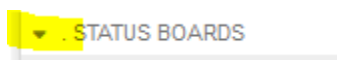
Other Status Boards are available to certain positions. To see available boards, expand the list of Status Boards by clicking on the right arrow.



Access the desired board by clicking on the board name or clicking the right arrow icon.

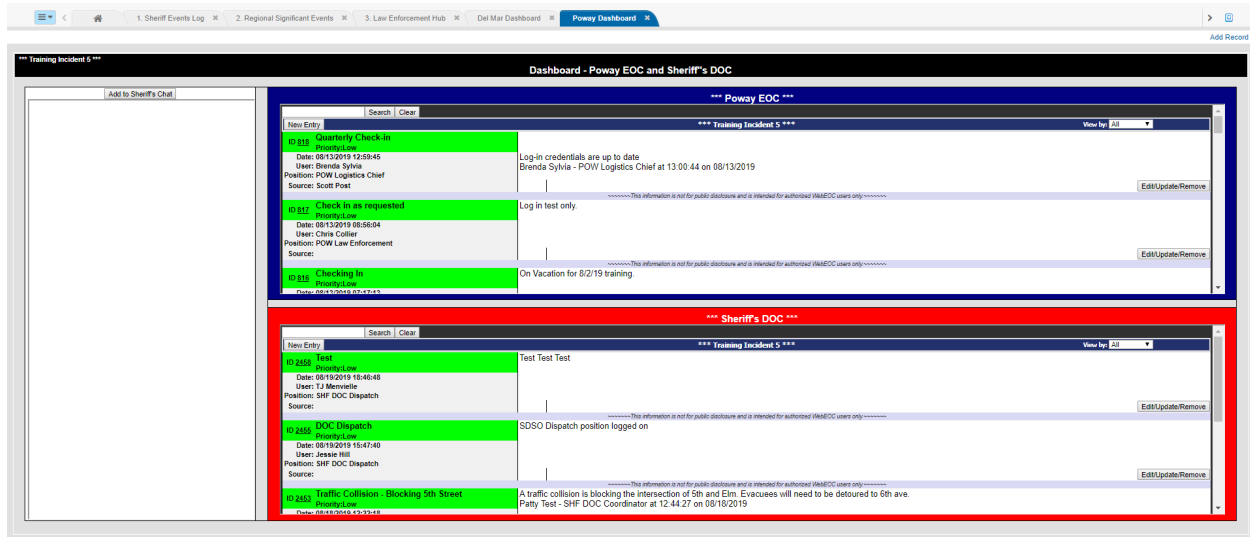


Click the down arrow to collapse the list.



Dashboards: Contracted Cities

This menu allows the user to view their primary dashboard with that of a contracted city simultaneously. In the example below, the Primary dashboard is for the Sheriff DOC and the selected city is Poway:



Incident Action Plan (IAP)

The Incident Action Plan (IAP) contains two items:

1. IAP Published Reports
2. IAP Working Draft

The IAP document is created and edited in the IAP Working Draft tab. The IAP consists of six (6) sections:

1. IAP Cover Sheet
2. Incident Objectives
3. Organization Assignment List
4. Incident Radio Communication Plan
5. Medical Plan
6. Organizational Chart

A screenshot of the IAP Main View within the Working Draft is presented below:

IAP Main View

To Begin, Click blue Input button on control panel

Incident Name: Test

Operational Period From: 08/19/2019 18:56:40 To: 08/19/2019 18:56:40

	Form	Description	Edited	Complete
View	N/A	IAP Cover Sheet		
View	ICS 202	Incident Objectives		
View	ICS 203	Organization Assignment List		
View	ICS 205	Incident Radio Communications Plan		
View	ICS 206	Medical Plan		
View	ICS 207	Organizational Chart		

[View / Print IAP](#)
[Operations Branch Setup](#)

1. Each section can be accessed by clicking on the View button
 - a. Within each section, the user can Edit, Print or return to the main menu by selecting the appropriate button at the top of each page (see the example below)

[Edit This Page](#)
[Print ICS 202](#)
[Return to Main View](#)

Note: Header information for the IAP Cover Sheet can be **entered and edited** by clicking on the Add Record link on the upper right of the screen of *any template in the plan*. Values entered here appear on all report templates.

JUVARE

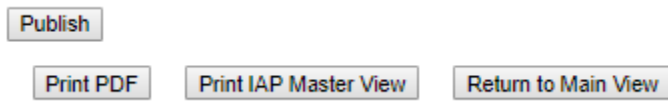
>

Add Record

2. The entire IAP can be viewed and/or printed by clicking the View/Print IAP button
3. An Operations Branch can be viewed or created by clicking on the Operations Branch Setup button

[View / Print IAP](#)
[Operations Branch Setup](#)

- a. The IAP can be published by clicking on the Publish button (see below)



Once published, the IAP will be viewable on the IAP Sheriff Published Reports tab.

Regional Tools

Acronyms

The Acronyms tab contains guidelines and definitions for using WebEOC. Links are provided for the EOC Checklists and a Tutorial (Note: These documents appear to be quite dated).

Local Incident via WebEOC?

If your jurisdiction activates for a local incident, it is important to immediately notify the County OES Staff Duty Officer (858-688-9970). This will ensure a named incident is created in WebEOC and entries shared with the entire county are "pushed" to the countywide board.

EOC Checklists

Utilize the position checklist to review your position duties. Contact your EOC representative for site specific checklists. [Checklists](#)

WebEOC Group Identifiers

211	Info Line San Diego - 211
3MAW	Third Marine Aircraft Wing-Miramar
ACP	Alpine
ARC	American Red Cross
ARES	Amateur Radio Emergency Svc.
C3F	Commander - Third Fleet
CA	State of California
CBD	Carlsbad
CBP	Customs and Border Protection
CDF	Cal Fire
CHV	Chula Vista
CRD	Coronado
DEH	Department of Environmental Health
DISP	Dispatch Centers

A partial list is shown here. A complete list of Groups is provided on the next two pages.

Help Files and Tutorial

Before Utilizing WebEOC, be sure you have a basic understanding of the system. A [Tutorial](#) for WebEOC basic operation is available here or by clicking the "-Help-" link from any Significant Events Board.

WebEOC Mapping

- Make all WebEOC entries clear and concise.
- Avoid the use of jargon.
- Spell addresses out completely.
- Include Zip Codes when ever possible.

Group Identifiers

The tab also contains Group Identifiers with their associated acronym (see sample image below):
















WebEOC Group Identifiers	
211	Info Line San Diego - 211
3MAW	Third Marine Aircraft Wing-Miramar
ACP	Alpine
APCD	Air Pollution Control District
ARC	American Red Cross
ARES	Amateur Radio Emergency Svc.
AWM	Agricultural Weights & Measures
BP	Border Patrol
C3F	Commander - Third Fleet
CA	State of California
CAO	County Chief Administrative Office
CBD	Carlsbad
CBP	Customs and Border Protection
CDC	Centers for Disease Control & Prevention
CHV	Chula Vista
CLINIC	Medical Clinic
COL	College/University
CRD	Coronado
DA	District Attorney
DAS	Department of Animal Services
DEA	Drug Enforcement Administration
DEH	Department of Environmental Health
DISP	Dispatch Centers
DMR	Del Mar
DPLU	Department of Planning & Land Use
DPW	Department of Public Works
ELC	El Cajon
EMS	Emergency Medical Service (County)
ENC	Encinitas
ESC	Escondido
FBI	Federal Bureau of Investigation
FIRE	County Fire
HHSA	Health and Human Services Agency
HOSP	Hospitals

WebEOC Group Identifiers

ICE	Immigration & Customs Enforcement
IMB	Imperial Beach
K-12	Schools (K-12)
LGV	Lemon Grove
LMS	La Mesa
MCAS CP HHS	Marine Corps Air Station - Camp Pendleton Headquarters and Headquarters Squadron
MCB CPEN	Marine Corps Base - Camp Pendleton
MCRD	Marine Corps Recruit Depot
MEX	Mexico
MIL	Military
NAS	Naval Air Station North Island
NAT	National City
NBC	Naval Base Coronado
NBPL	Naval Base Point Loma
NKX	Miramar Marine Corps Air Station
OAEOC	Operational Area EOC (County)
OCS	Oceanside
POW	Poway
RACES	Radio Amateur Civil Emergency Svc
ROV	Registrar of Voters
SDCOE	County Office of Education
SDLECC	San Diego Law Enforcement Coordination Center
SHF	Sheriff's Office
SMC	San Marcos
SMG	San Miguel Fire
SND	City of San Diego
SNT	Santee
SOL	Solana Beach
TRBL	Tribal
US	United States Federal
USCG	United States Coast Guard
VTa	Vista
Water	Water District, Department, Authority

FEMA Forms

The following FEMA forms are available from the FEMA Forms menu:

▼ FEMA Forms	
FEMA Form 90-120, Special Considerations Questionnaire	
FEMA Form 90-121, PNP Facility Questionnaire	
FEMA Form 90-123, Force Account Labor Summary	
FEMA Form 90-124, Materials Summary	
FEMA Form 90-125, Rented Equipment Summary	
FEMA Form 90-126, Contract Work Summary	
FEMA Form 90-127, Force Account Equipment Summary	
FEMA Form 90-128, Applicants Benefits Calculation	
FEMA Form 90-129, Mission Assignment	
FEMA Form 90-49, Request for Public Assistance	
FEMA Form 90-91, Project Worksheet	
FEMA Form 90-91A, Damage Description/Scope	
FEMA Form 90-91B, Cost Estimate Continuation	
FEMA Form 90-91C, Maps and Sketches	
FEMA Form 90-91D, Photo Sheet	

ICS Forms

The following ICS forms are provided in the ICS Forms menu:

▼ ICS Forms	
ICS 201, Incident Briefing	
ICS 202, Incident Objectives	
ICS 203, Organizational Assignments	
ICS 204, Division Assignments	
ICS 205, Radio Communications Plan	
ICS 206, Medical Plan	
ICS 207, Organizational Chart	
ICS 209, Incident Status Summary	
ICS 211, Incident Check-in List	
ICS 213, General Message	
ICS 214, Unit Log	
ICS 215, Operational Planning Worksheet	
ICS 215a, Action Plan Safety Analysis	
ICS 216, Radio Requirements Worksheet	
ICS 218, Support Vehicle Summary	
ICS 220, Air Operations Summary	
ICS 221, Demobilization Checkout	
ICS 224, Personnel Performance Rating (Firefighter)	
ICS 225, Personnel Performance Rating	
ICS Situation Report	
News Release Links	
WebLinks	

News Release and other WebLinks can also be access from this menu.

Tools

Messaging

WebEOC provides an internal messaging tool similar to Electronic Mail (E-Mail).

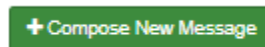
Sending a Message:

1. Click on the Messaging Link in the Tools menu (or click the right arrow icon) to access the Inbox

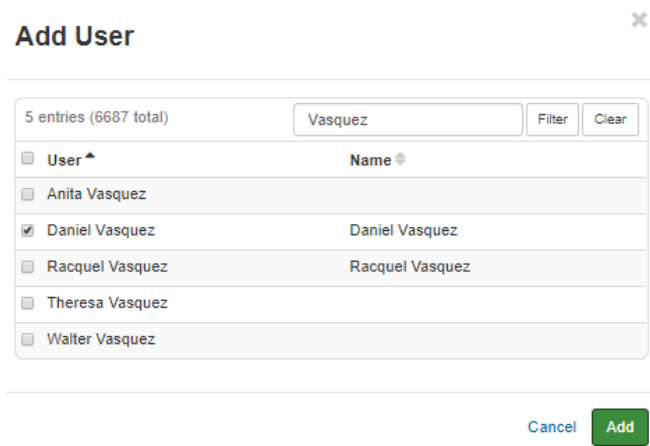


Messages can be sent to users, positions or groups. The Inbox will display all incoming messages for the user according to position and group assignment.

2. To compose a new message, click on the green +Compose New Message box (upper right corner)



3. Indicate the recipient of the message by clicking on
 - a. Users (to send to specific user or users): Click on the +Users link and then enter the name of the user (Full name or partial). Click Filter. WebEOC will return results for all possible matches.



- b. Check the box next to the desired user, then click Add
- c. The user will be added to the recipient list

Compose New Message

To:

Users
Positions
Groups

+ Add User

3 entries

☐ User ^

☐ Daniel Vasquez

☐ Patty Jordan

☐ Stephen Rea

Remove

- d. Repeat the process for any additional users.

These steps are the same for adding Positions and Groups as recipients.

4. Enter the desired message format by clicking the applicable check box (Generate Email; Generate Mobile)
5. Enter a Subject
6. Enter the message into the Body field.
7. Click the Choose File button to attach a file (Optional)
8. Click the blue Send Button to send the message or Click the Cancel link to cancel the message

Reading and Replying to Messages:

1. View incoming messages in the inbox

Messages

Inbox

Sent Items

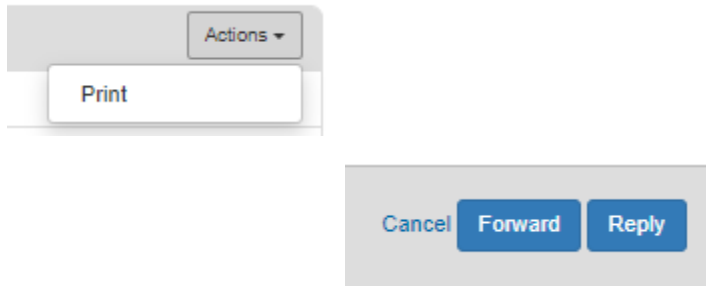
Deleted Items

1 - 11 of 11

Received ▾	From ⓘ	Subject ⓘ	Priority ⓘ	Incident ⓘ
2019-08-20 14:43:19	Patty Test	RE: Test message	Normal	*** Training Incident 5 ***
2016-03-16 11:14:37	Wesley Greason	RE:16 FROM Fire Doc	Normal	031616 SND EOC Exercise AM

2. Locate the desired message in the list. Hover the mouse over any column entry in blue lettering and click on it to open the message

3. To print the message, click on the Actions dropdown (upper right) and select Print



4. To Reply, click the reply button and enter a response. Click Send
5. To Forward the message, click the Forward button and follow the same steps as with sending a message.
6. Click Cancel to close the message and return to the Inbox.

Viewing Sent Messages

1. Access the Inbox
2. Click on the Sent Items link
3. All Sent messages will be displayed

Viewing Deleted Messages

1. Access the Inbox
2. Click on the Deleted Items link
3. All Deleted messages will be displayed

Note: The messaging tool provides no alerts when messages are received. Users must periodically check the inbox to review incoming messages. This is not as effective as using other forms of messaging (text, Outlook, etc.). For this reason, this tool may be discontinued.


Plugins

Chat

WebEOC provides an instant message feed (i.e. Chat) tool.

1. Select Chat from the Plugins menu



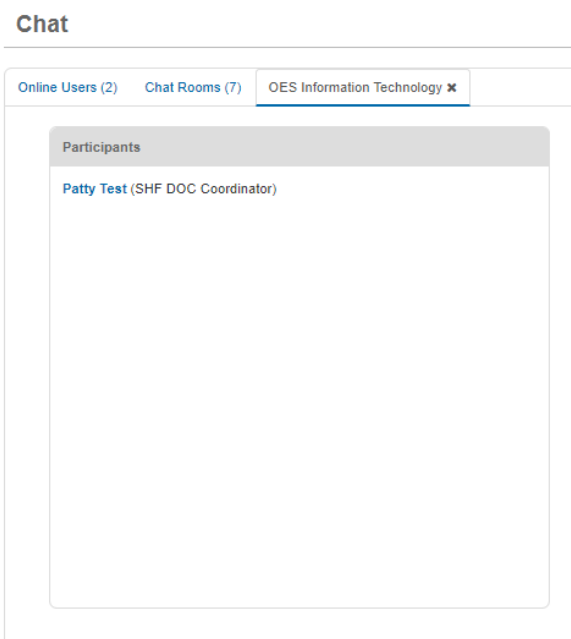
2. The Chat board will be displayed. The board will show all users currently logged into WebEOC.
3. To chat directly with an individual, click on the Chat icon next to their name  .

Username	Position	Incidents
Jeff Murdock	ESC EOC Coordinator	*** Training Incident 5 ***
Patty Test	SHF DOC Coordinator	*** Training Incident 5 ***
Daniel Vasquez	OES Staff Duty Officer	*** Training Incident 5 ***

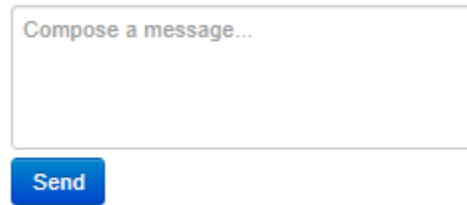


The Chat room will be displayed.

Participants will be displayed on the left side:



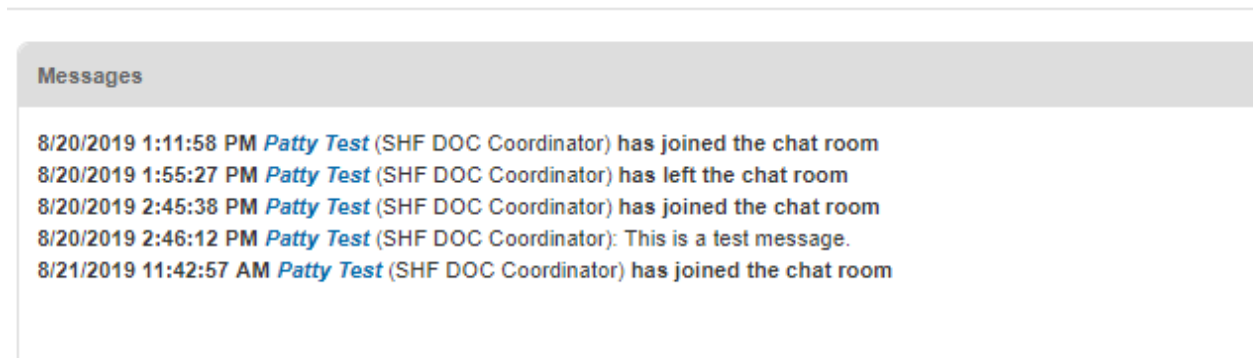
4. Enter a message in the Compose a Message box and click the blue Send button to post the message.



Compose a message...

Send

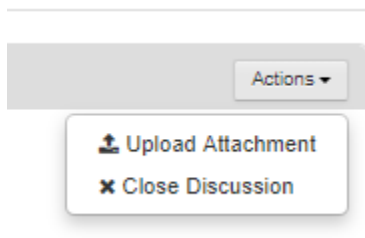
5. All messages entered by the participants will be listed in the order sent in the Messages box. The messages box will also log user activities:



Messages

8/20/2019 1:11:58 PM **Patty Test** (SHF DOC Coordinator) has joined the chat room
8/20/2019 1:55:27 PM **Patty Test** (SHF DOC Coordinator) has left the chat room
8/20/2019 2:45:38 PM **Patty Test** (SHF DOC Coordinator) has joined the chat room
8/20/2019 2:46:12 PM **Patty Test** (SHF DOC Coordinator): This is a test message.
8/21/2019 11:42:57 AM **Patty Test** (SHF DOC Coordinator) has joined the chat room

6. Participants can upload attachments by selecting "Upload Attachment" from the Action dropdown menu within the Message box.

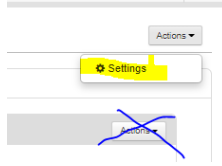


Actions ▼

📎 Upload Attachment

✕ Close Discussion

7. Personal settings can be adjusted for the chat room by clicking on the Actions tab in the upper left corner for the Chat screen



The following personal settings can be adjusted by checking and unchecking the box next to each feature:

Chat

Personal Settings

Play sound on incoming messages: ☒

System Wide Settings

Enable one-on-one chats: ☒

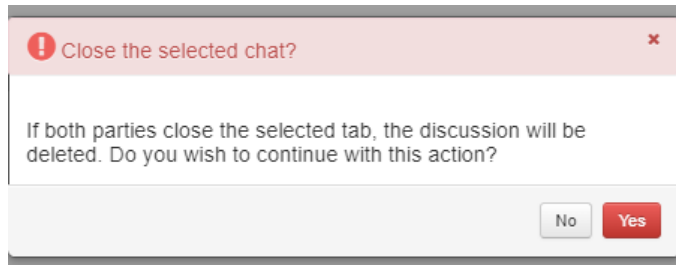
Display the position and incident: ☒

8. Click Save to activate the settings. Click Cancel to cancel the changes.

As chats take place, WebEOC creates a tab for each conversation along the Chat Menu Bar.



9. Click the Tab to return to the Chat
10. Click the X to remove a Chat. Note: If both parties remove a chat session. The conversation will be deleted. Click Yes to confirm or No to cancel



Chat Rooms can be created for groups of people who need to keep in touch.

Click the Chat Rooms tab to view all available chat rooms:

Chat

Online Users (3) Chat Rooms (7) Daniel Vasquez x Jeff Murdock x

Chat Rooms

1 - 7 of 7





Chat Room	Users	
Airport EOC Functional Exercise - November 2017	0	
ARC DGC	0	
BootCamp Challenge EOC	0	
ECC White Cell	0	
HBPL	0	
OES Information Technology	0	
Training	0	

1 - 7 of 7

To access (join) a chat room, click on the Chat Room name or on the Chat Icon



The following functions are available for each chat room:

1. Join Chat 
2. Export the Chat to Excel or PDF 
3. Edit the Chat (Users, Positions, Groups, Title) 
4. Delete the Chat Room 

Note: Users must keep the Chat room(s) open and periodically check the inbox to review incoming messages. This is not as effective as using other forms of messaging (face to face, phone calls, etc.). For this reason, this tool may be discontinued.

File and Map Library

WebEOC provides a tool that allows users to upload files and documents. Folders are created by the Administrator and are assigned to groups.

1. Access the File and Map Library by selecting it from the Plugins menu

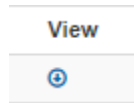


2. Select and click on the desired folder from the list or user the Search (filter) tool to locate the folder:

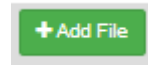
Folder List

1 - 11 of 11
Name ▲
MAPS - New Incident
Maps - Santa Ana Oct 2007
OES Staff Assignments
Public (All Users)
Regional Care and Shelter Docs
RTTAC/JRIC Shared Folder (LAW Read Only)
Sample Planning Documents
Sheriff Documents
SHF CAU
System Icons (Read Only)
WebEOC Images

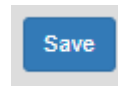
3. The list of files will be displayed. To locate a file, the user may scroll through the list or use the Search (filter) tool to locate the file.
 - a. A file can be opened either by clicking on the link or clicking on the View icon next to the file name.



- b. The file will be downloaded to the desktop in its native format (Word, Excel, PDF, etc.)
4. To add a file to a folder, click the desired folder and then click Add File
5. Click on the Choose File box to select a file from the desktop or network drive
6. Enter a Description of the file



7. And then click the blue Save button to upload the file



Add File

File

Choose File

No file chosen

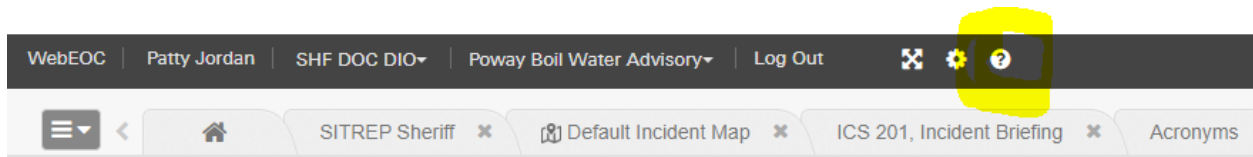
Description

WebEOC Help

The WebEOC Help Center is access by clicking the Question Mark



icon located on the Menu Bar.



A comprehensive list of topics is provided. Click on the desired topic to access instructions and other helpful information.

