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

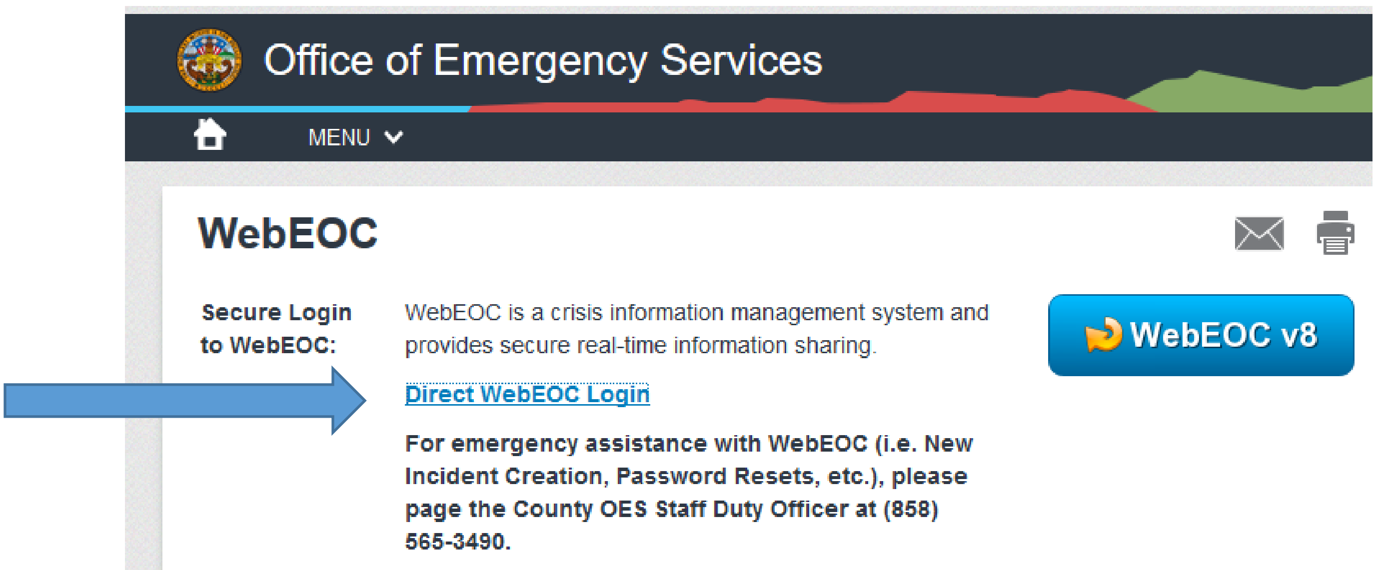
Contents

Logging into WebEOC

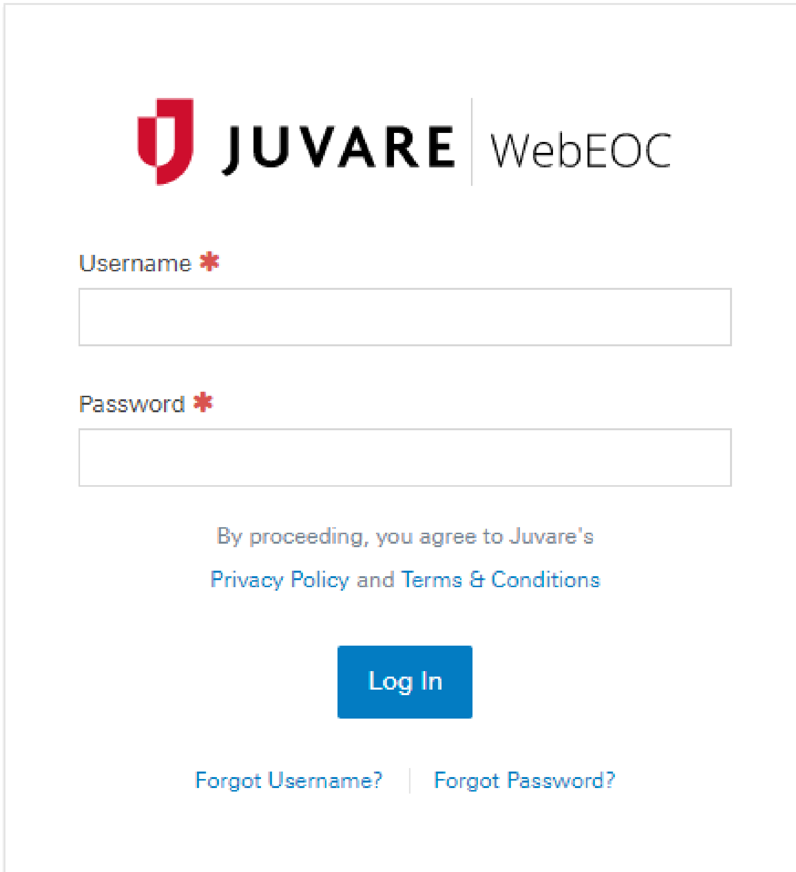
Two ways to find the WebEOC login:

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:

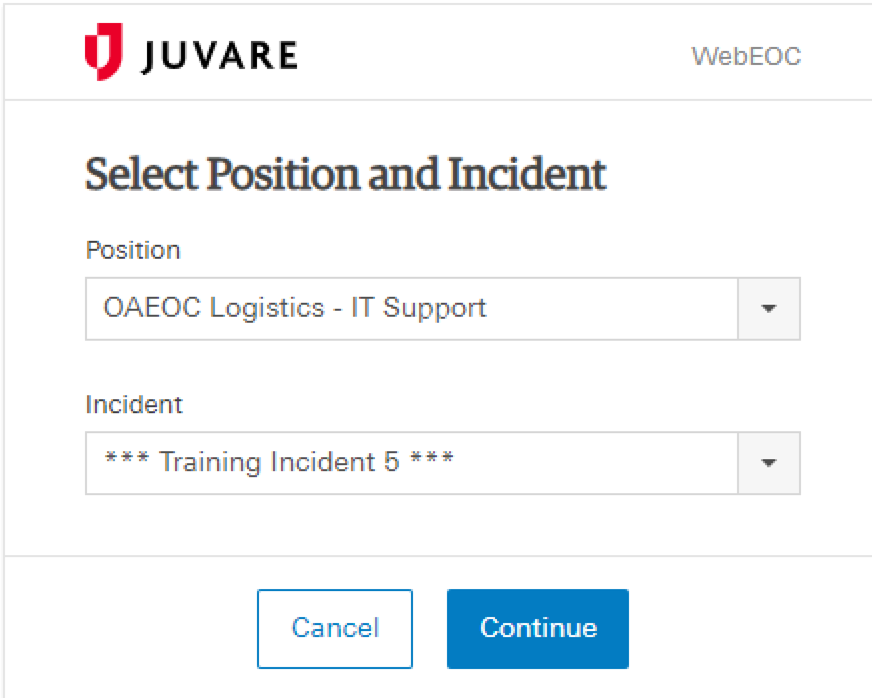


3. At the login screen, enter your first name, add a space, and then your last name



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).**

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.

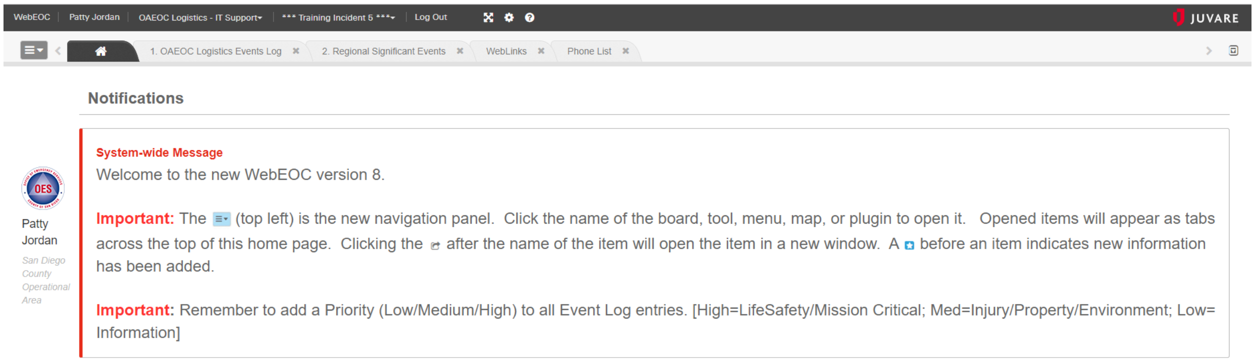


*TIP: The incident can be selected from the dropdown. You can use ***Training Incident 5*** at any time to practice your WebEOC skills.*

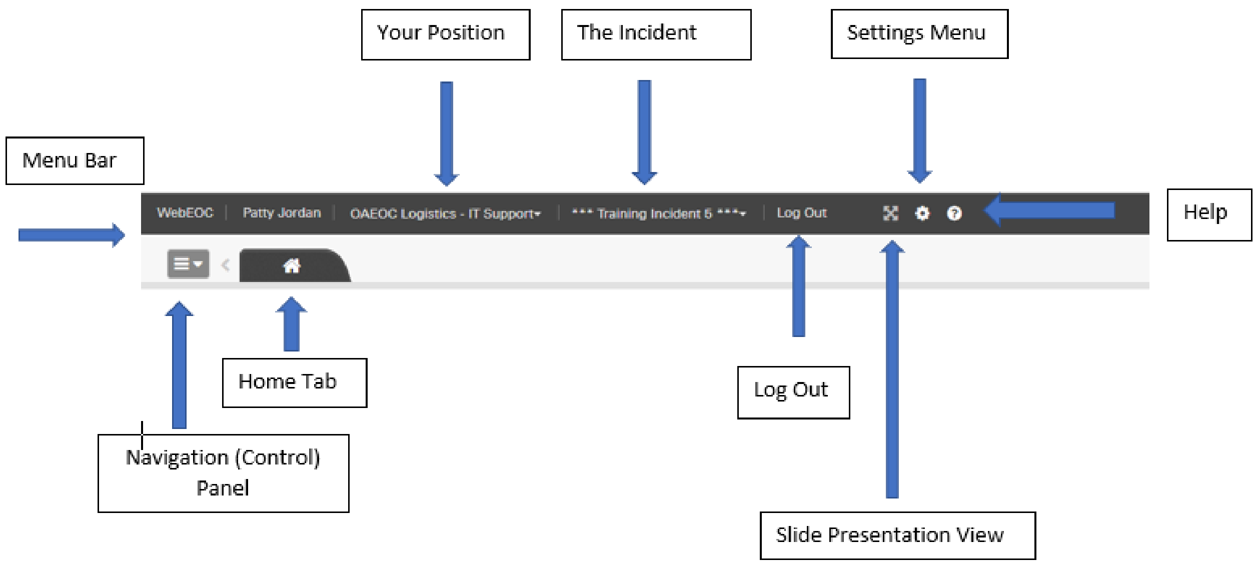
Security Notes:

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



Navigating the Menus in WebEOC



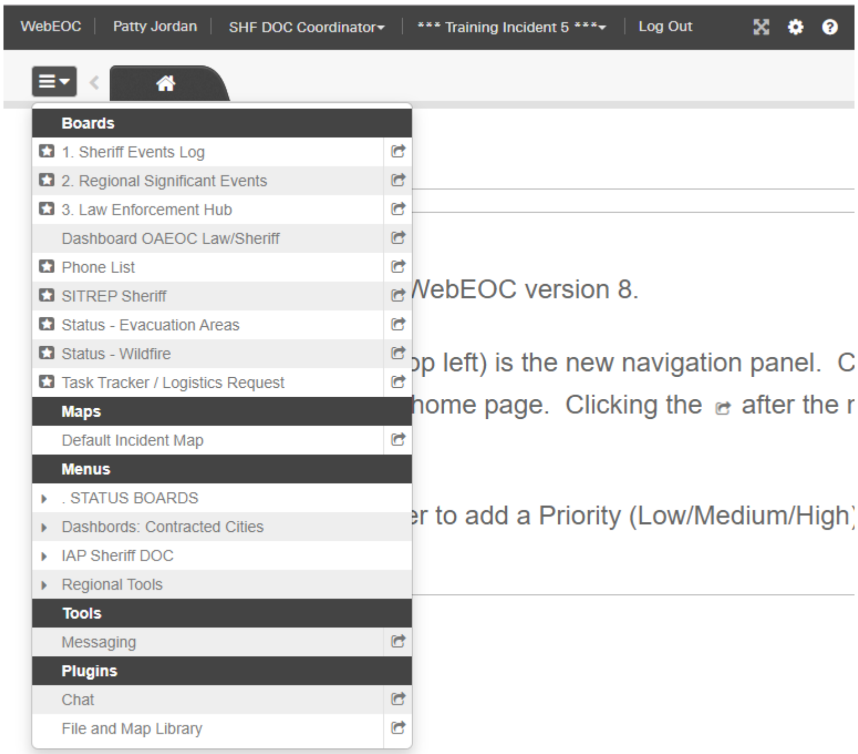
Note: The settings menu is only available to administrative roles. Please see your OES WebEOC administrator if you need additional permissions

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.

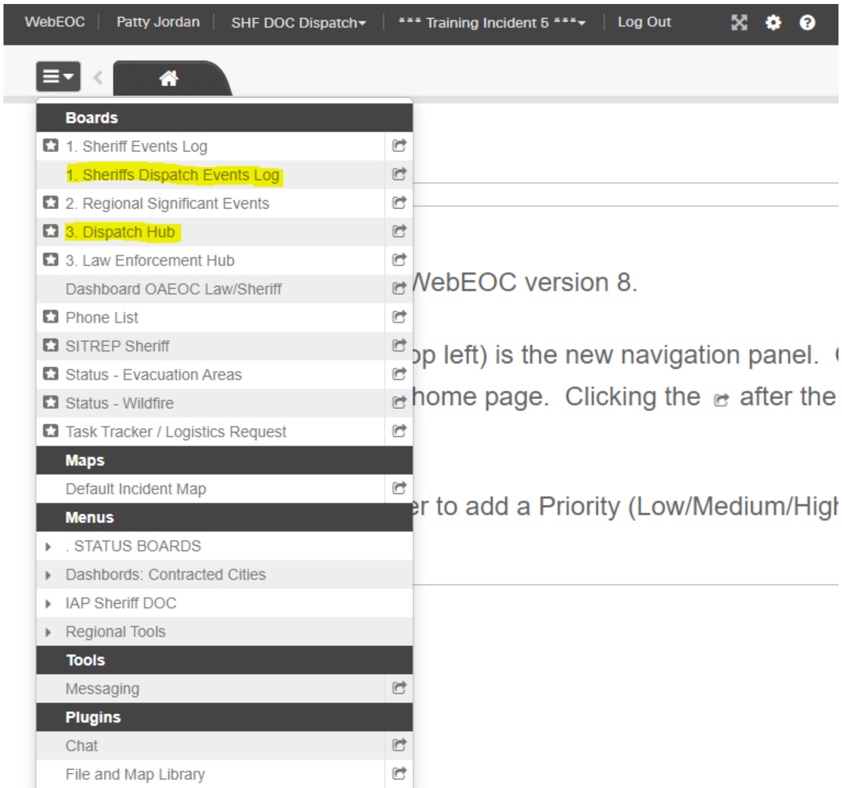
Admin Profiles: WebEOC allows authorized non-administrative users the ability to add Incidents, create users, assign positions and reset passwords. Your agency's WebEOC lead can authorize this change by contacting the OES WebEOC administrator.

2. 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:

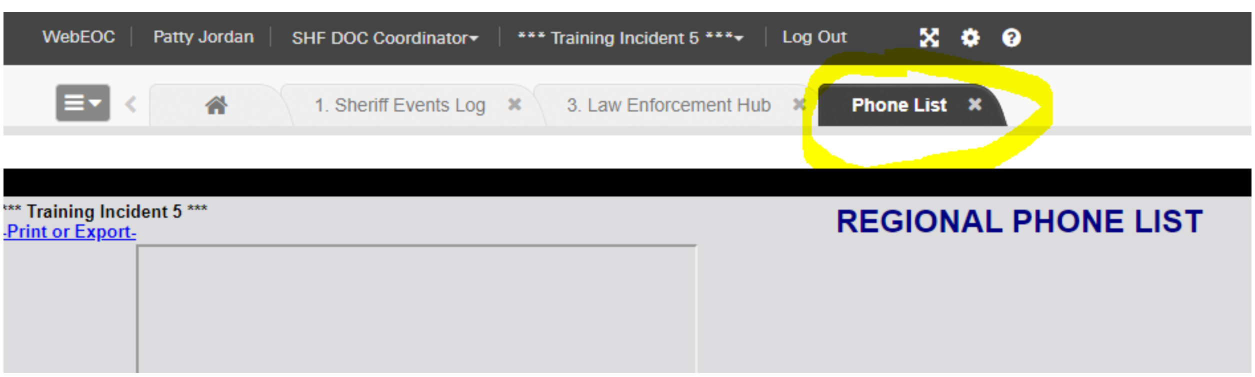


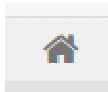
SHF 911 Dispatch Boards:

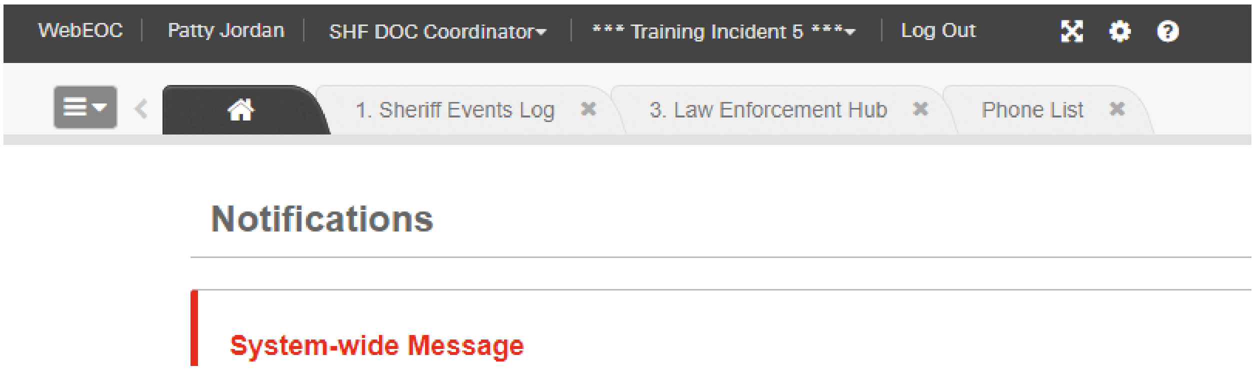


a. The position can be changed by selecting the desired position from the dropdown.

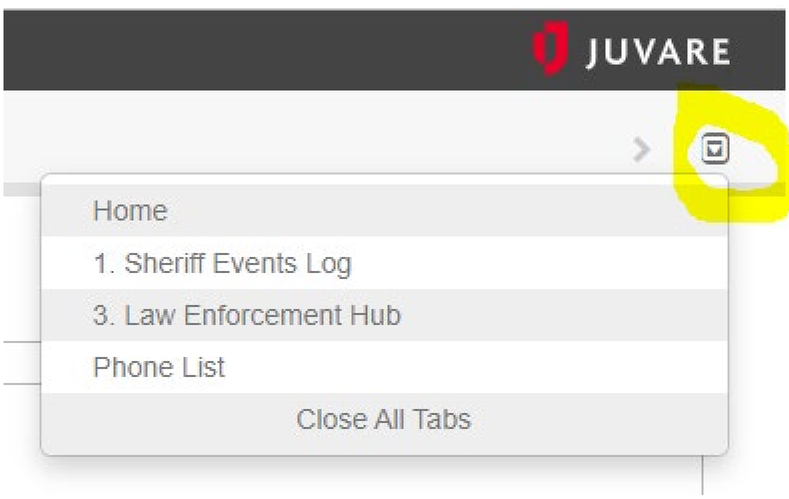
3. The Navigation (Control) panel provides access to all assigned boards and resources.
4. As boards and resources are selected, a tab is added horizontally on the menu bar so that the user can easily switch between boards and resources. The active page is indicated by a dark gray tab
   a. Remove a tab from the menu by clicking on the "X" on the tab



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



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.

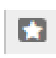


Boards

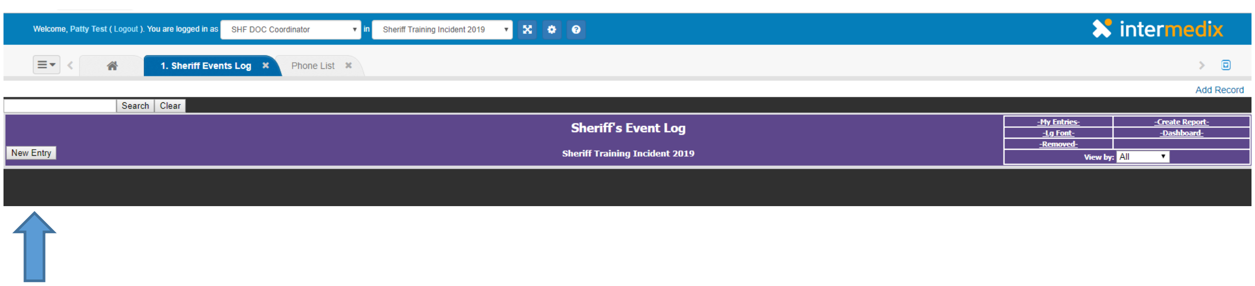
Posting to the Primary (Local) Event Log (Board)

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:

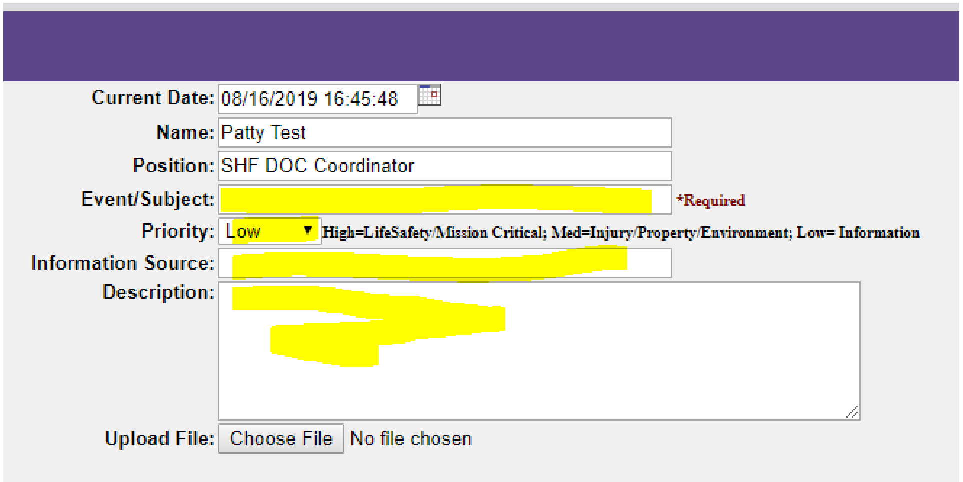
Note:

- *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 New Entry  button.



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.

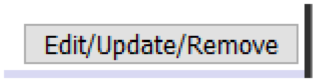
3. The following fields are pre-filled (and are read-only) for each board entry:
    a. Current Date (and time)
    b. Name
    c. Position
4. The Event/Subject is a required field
5. Select a Priority from the dropdown. Priority must be based on the following criteria:
    a. High- Life Safety/Mission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

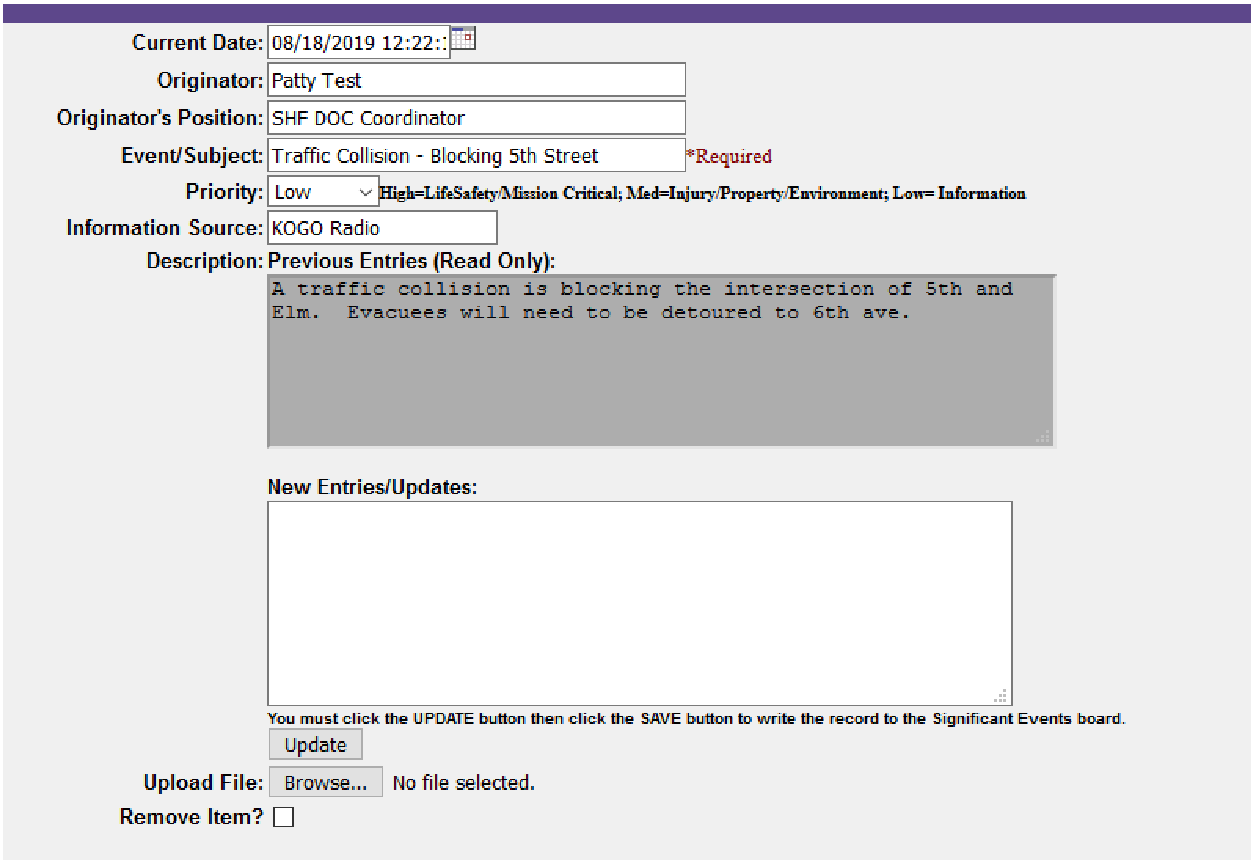
    Priorities are displayed on the events board using color coding. For example, Red will depict High-priority events. Yellow will depict Medium-priority events and Green will depict Low-priority Events.

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.

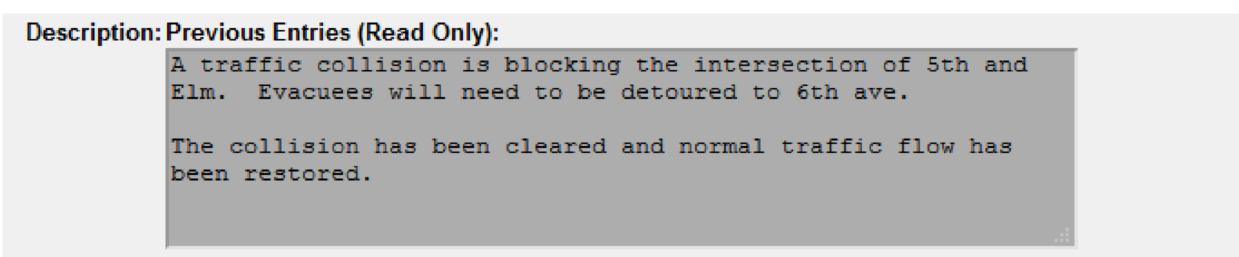
Editing, Updating or Removing an Event

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

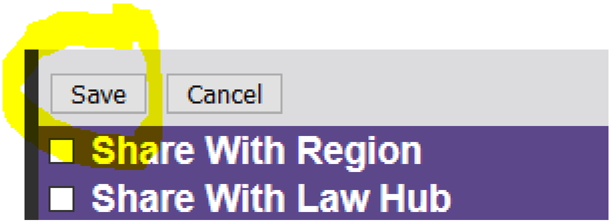


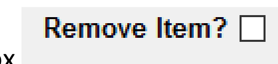
Note: WebEOC preserves previous entries. Note that the original Description entry above is Read Only.

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



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 

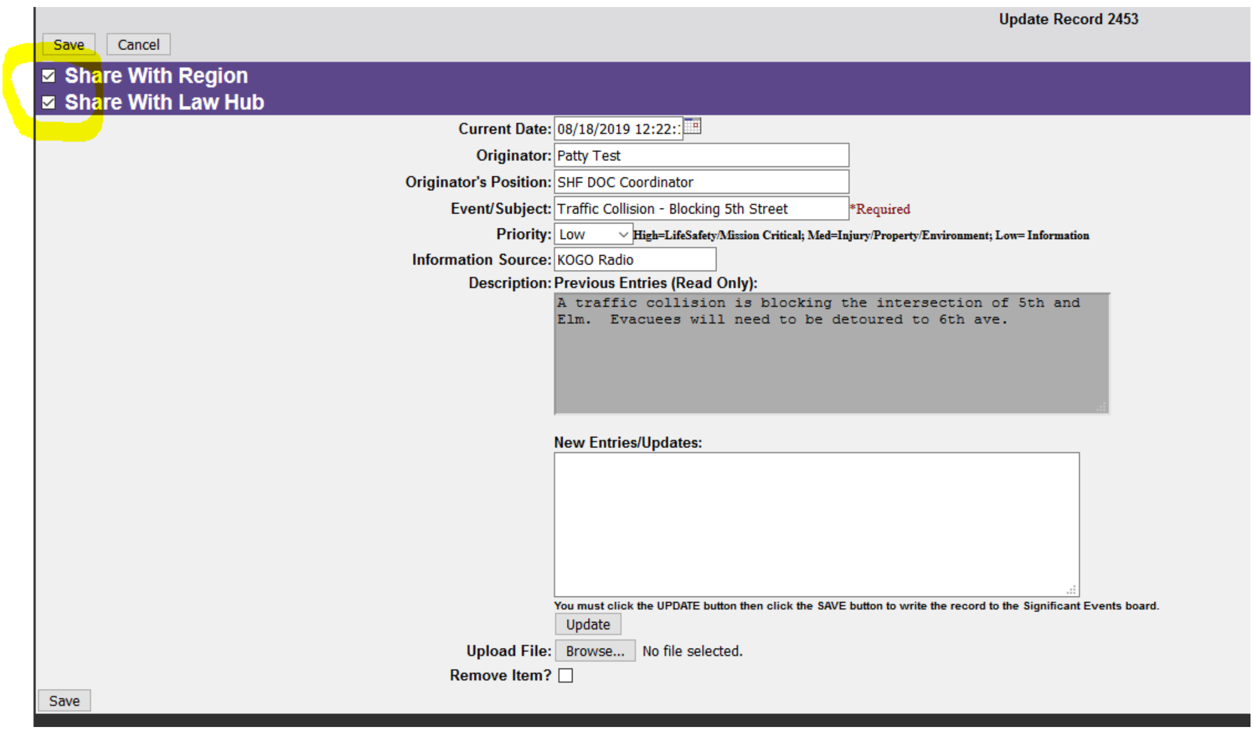
to remove the Event and then click the Save button (noted above) to finalize the change and post the update.

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

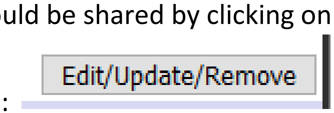
Posting an Event to a Regional Board (*Not available for all organizations or positions*)

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.

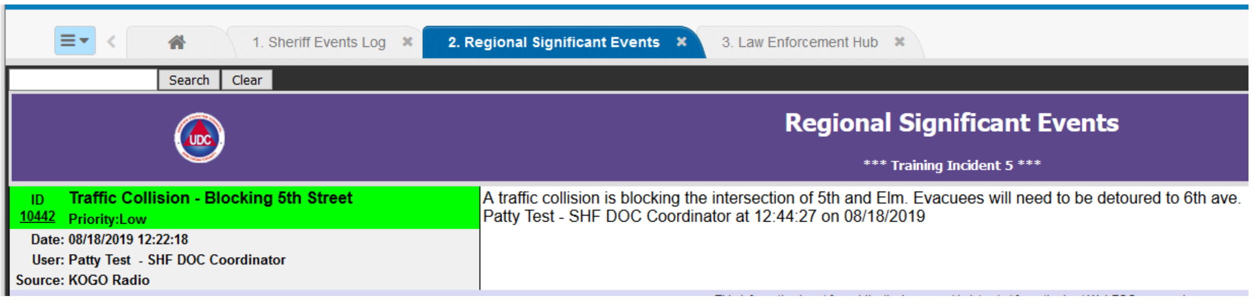


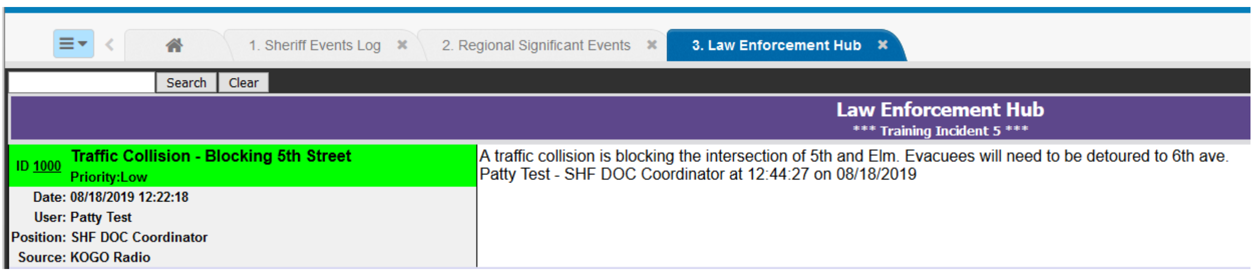
In this example, it has been determined that this event should be shared with a broader audience.

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:

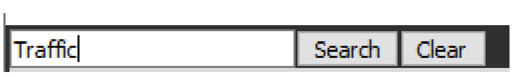




Note: Only OES Staff Duty Officers can remove a post from the Regional Significant Events Log.

Search Function

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

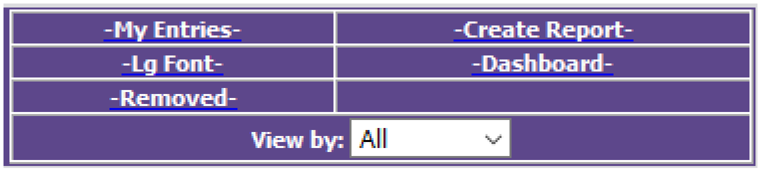


All events containing the key word will be displayed (filtered) on the board. To clear the search word, click the Clear button.

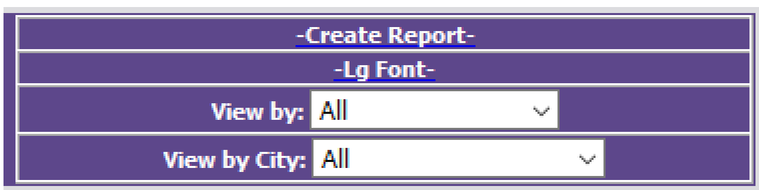
The Event Toolbox

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:



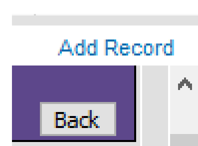
The following toolbox is presented on the Regional Significant Events Log:

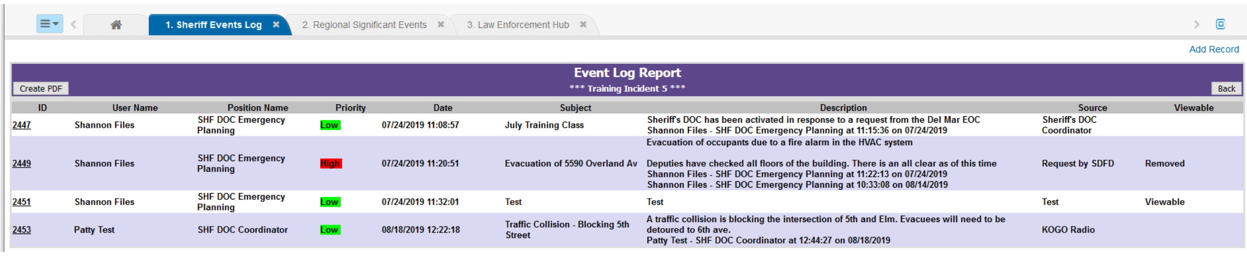


The following toolbox is presented on the Hub Log :

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 



1. Sheriff Events Log | 2. Regional Significant Events | 3. Law Enforcement Hub

Add Record

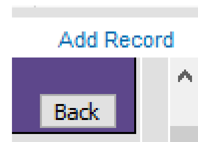
Event Log Report
*** Training Incident 5 ***

Create PDF | Back

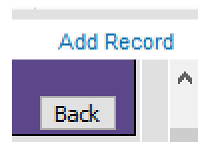
ID	User Name	Position Name	Priority	Date	Subject	Description	Source	Viewable
2447	Shannon Files	SHF DOC Emergency Planning	Low	07/24/2019 11:08:57	July Training Class	Sheriff's DOC has been activated in response to a request from the Del Mar EOC Shannon Files - SHF DOC Emergency Planning at 11:15:36 on 07/24/2019	Sheriff's DOC Coordinator	
2449	Shannon Files	SHF DOC Emergency Planning	High	07/24/2019 11:20:51	Evacuation of 5590 Overland Av	Evacuation of occupants due to a fire alarm in the HVAC system 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	

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.

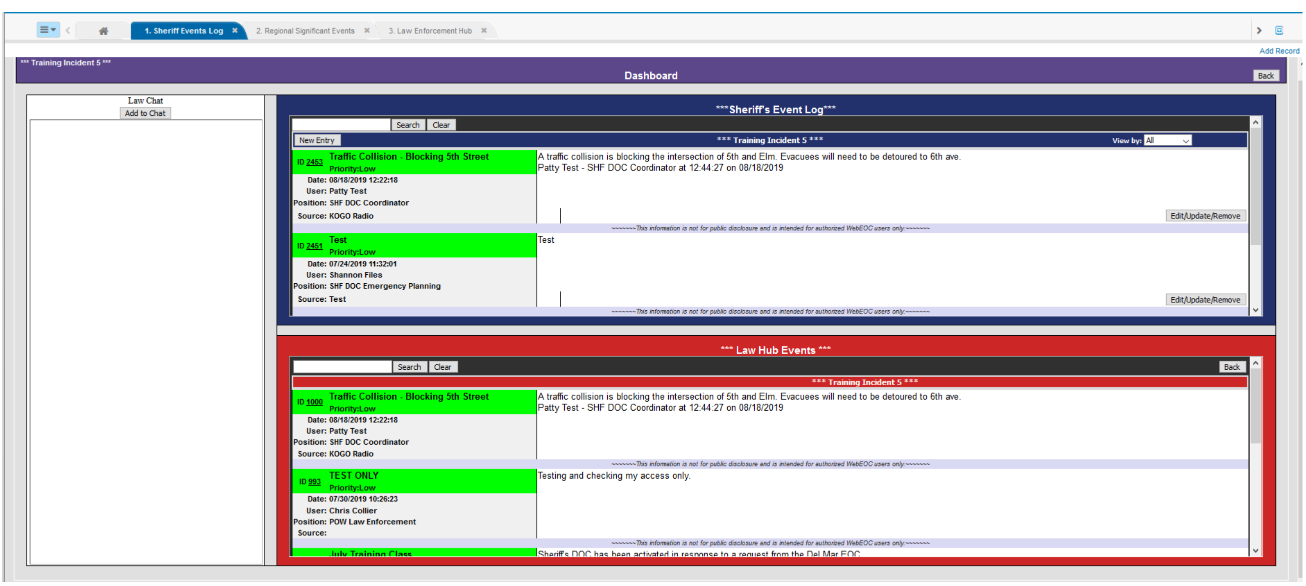


Figure 2 Dashboard

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

Speed: The speed of the presentation can be adjusted (Right is faster speed. Left is slow speed). Play must be pressed first to adjust the speed

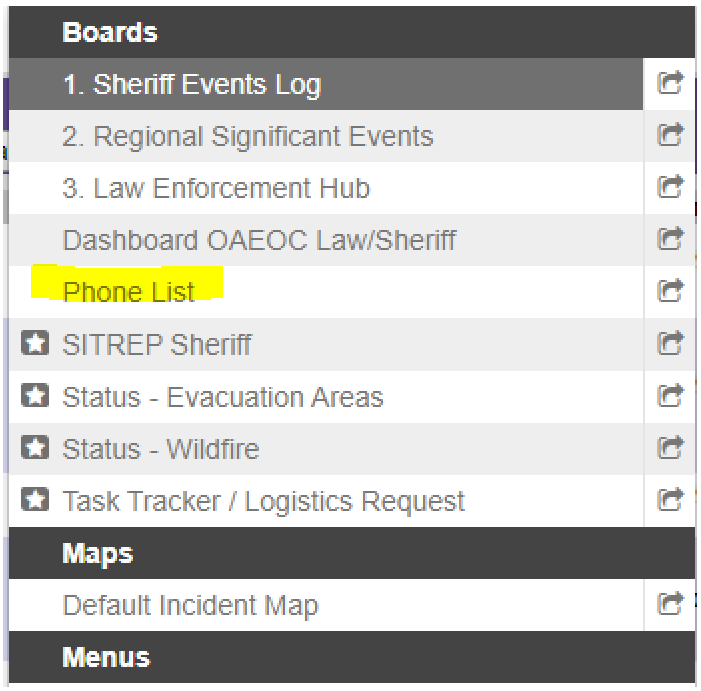
 Exit Presentation Mode

Phone List

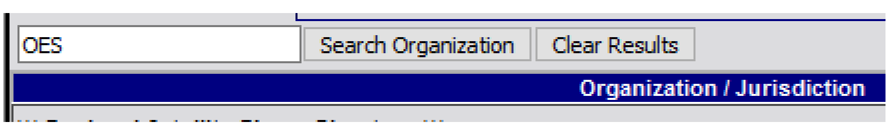
WebEOC provides at tool to post phone numbers and phone lists for organizations. The phone list function is independent from any incident and will always appear as an option in the Navigation Panel.

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:



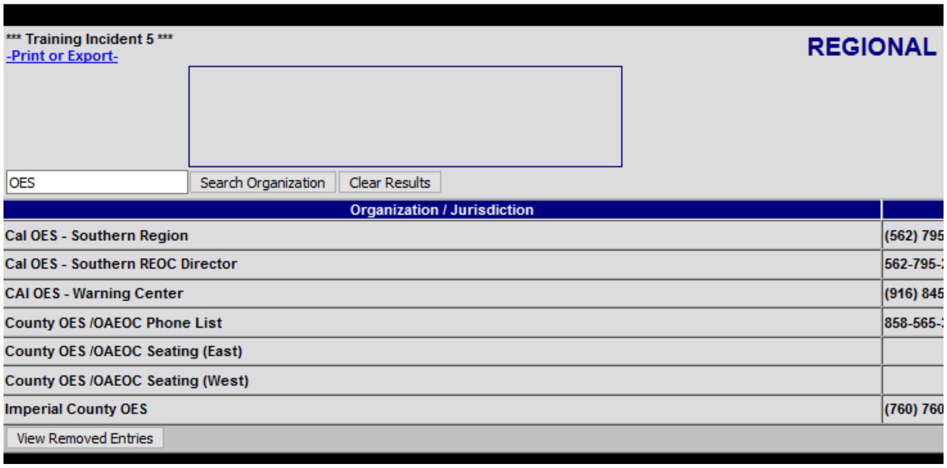


Figure 3 Phone List

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.

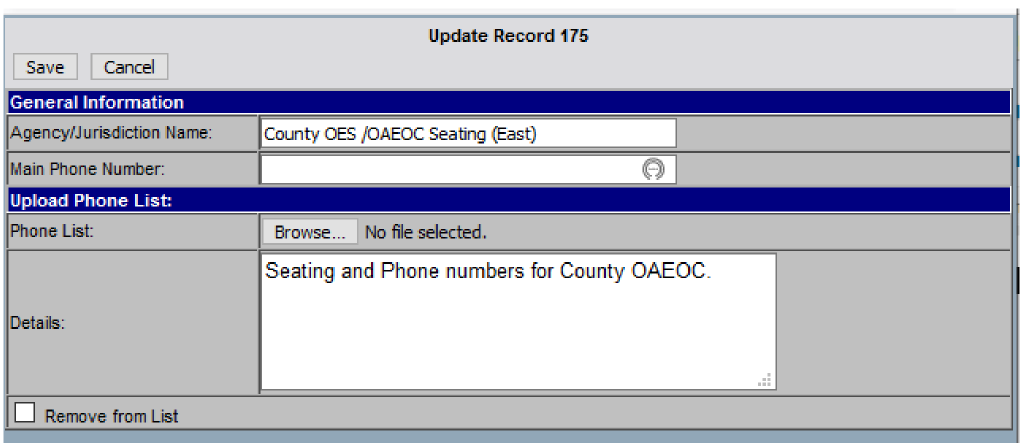
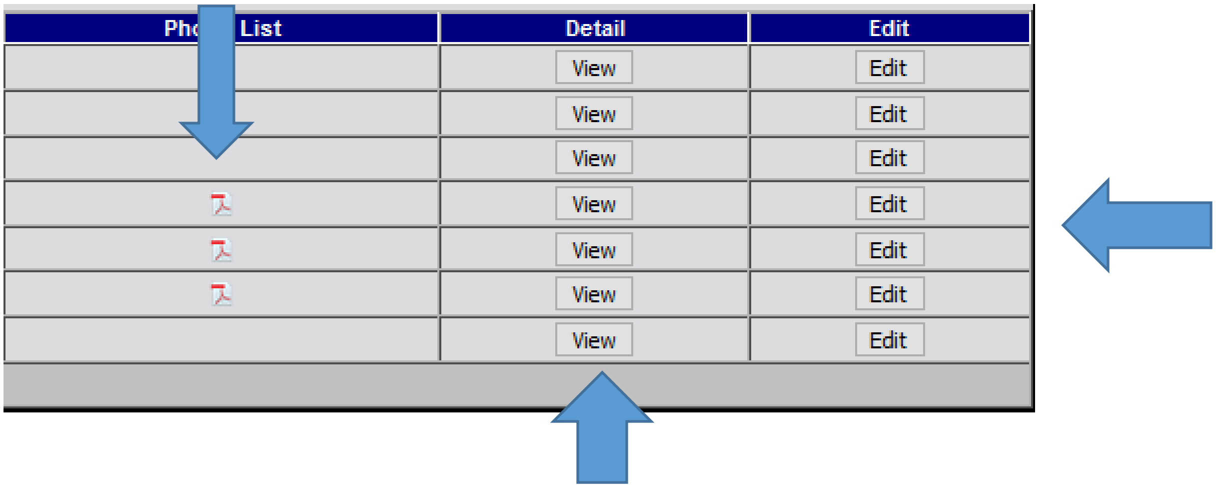
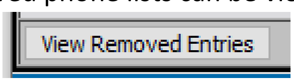


Figure 4 Phone List Record

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



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 

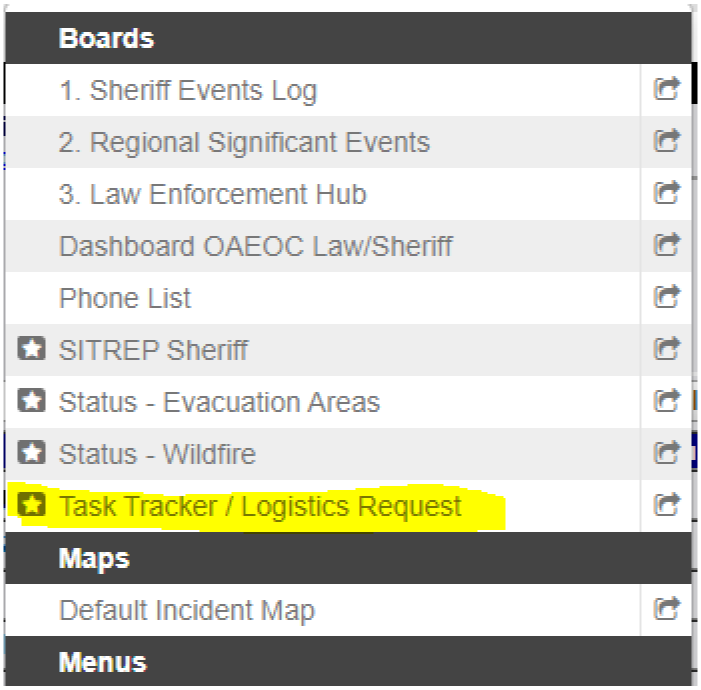
6. Removed phone lists can be viewed by clicking the View Removed Entries at the bottom of the page. 

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:

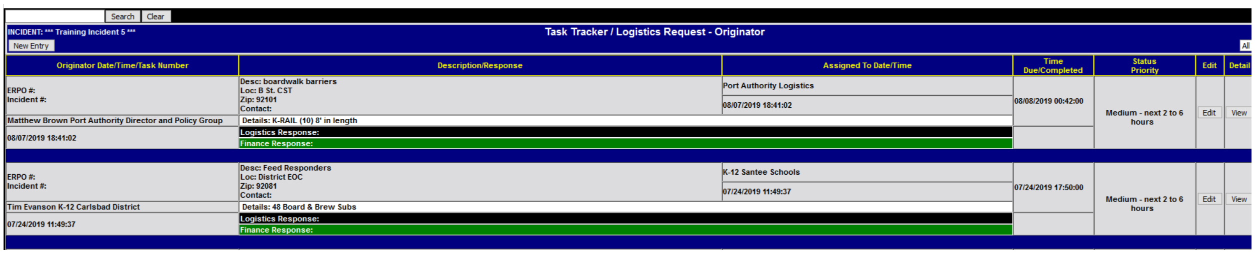


Figure 5 Task Tracker/Logistics Request

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.

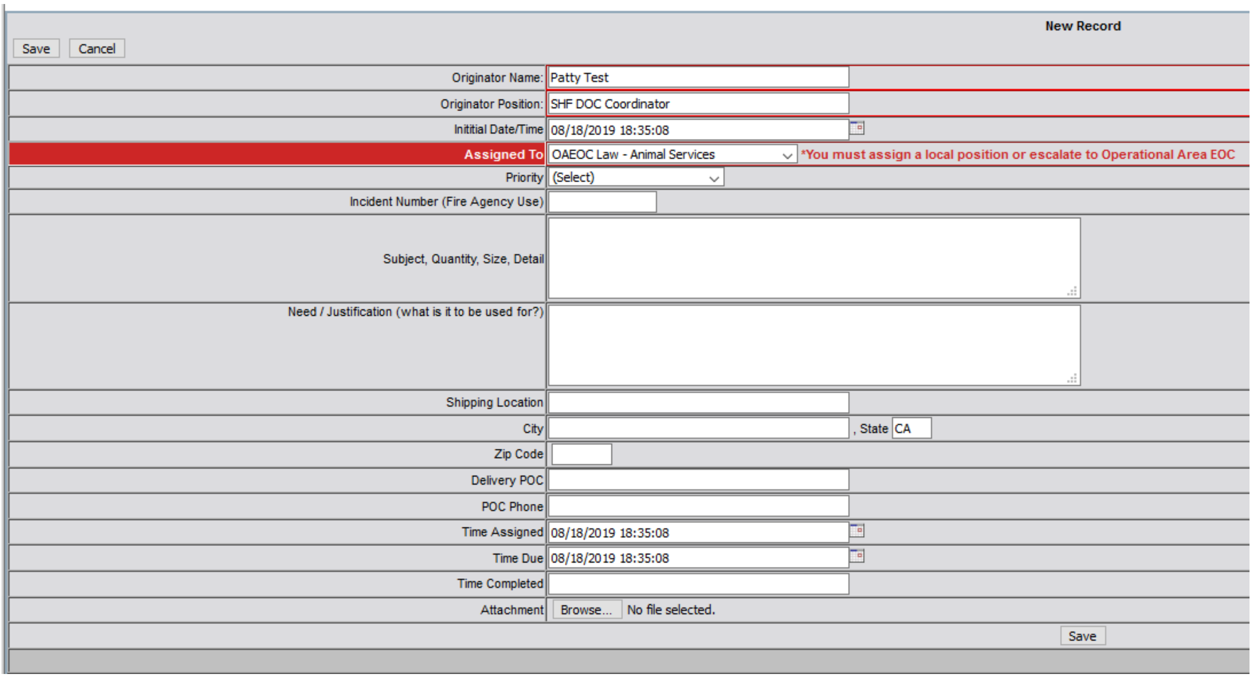


Figure 6 Originator (Requester) Screen

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.

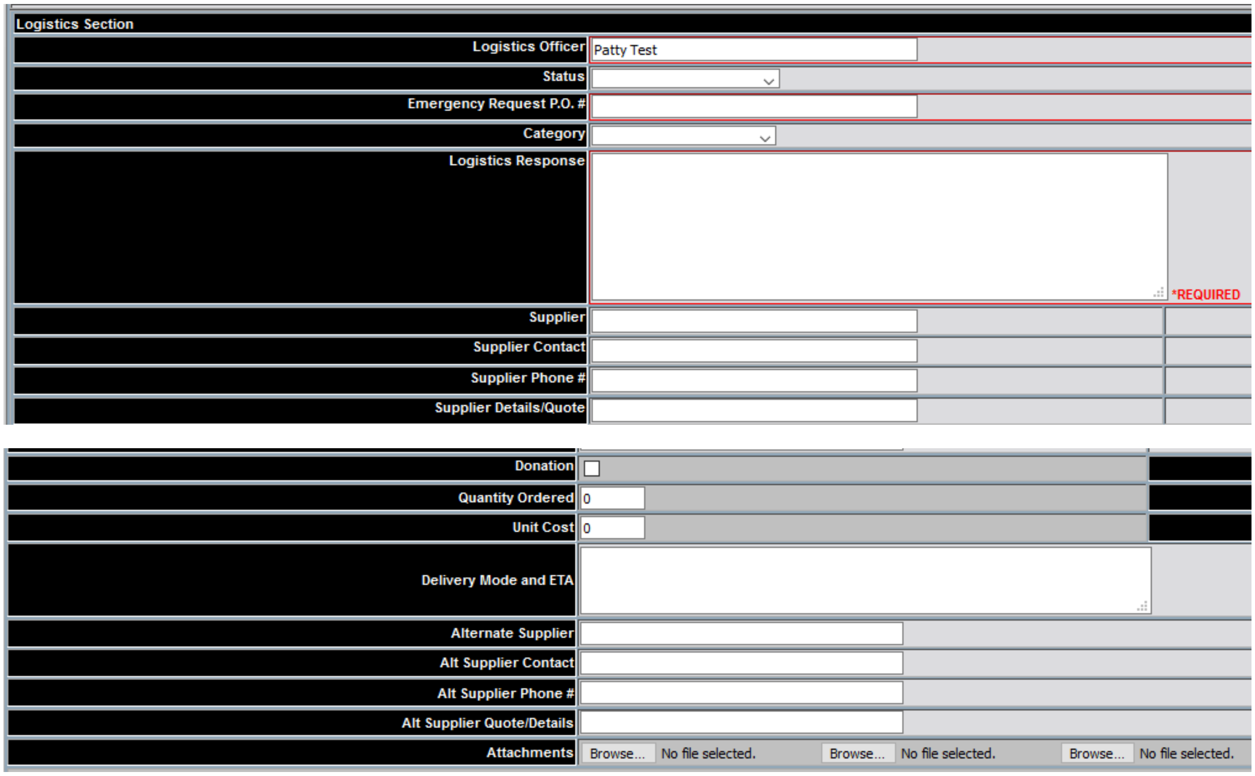


Figure 7 Logistics Screen (Part 1)

Fields next to Donation, Quantity Ordered and Unit Cost:

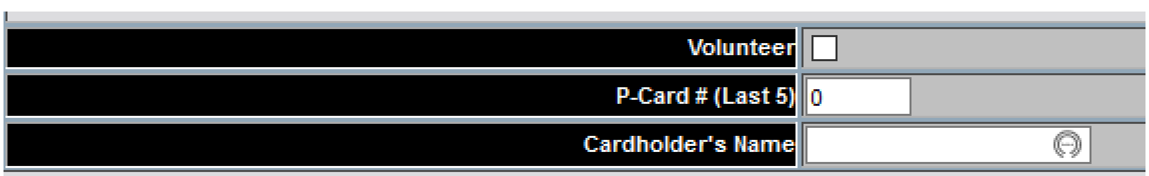


Figure 8 Logistics Screen (Part 2)

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:

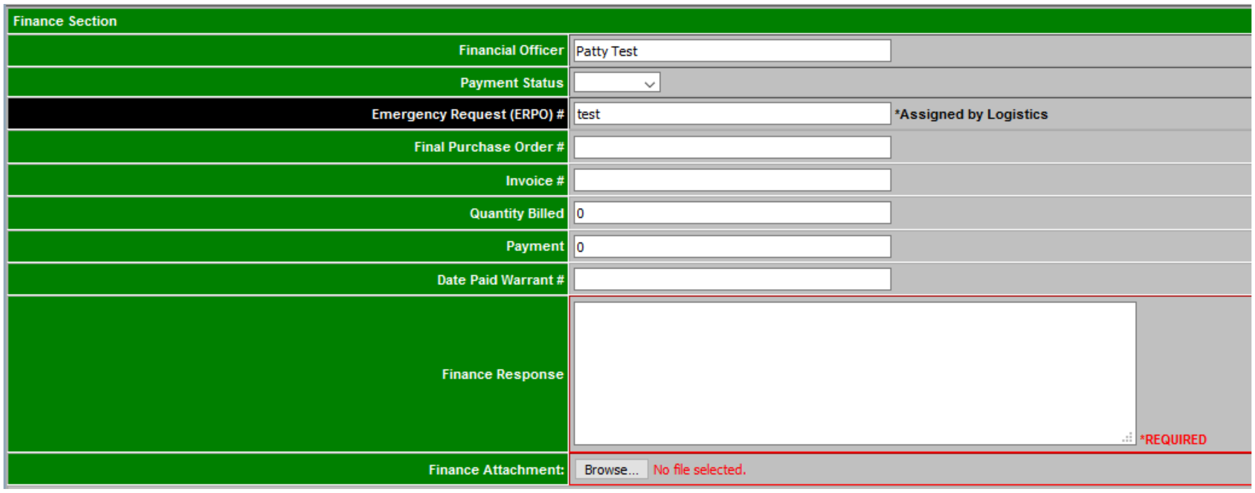
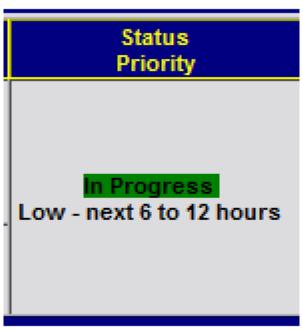


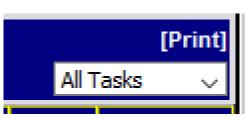
Figure 9 Finance Screen

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:



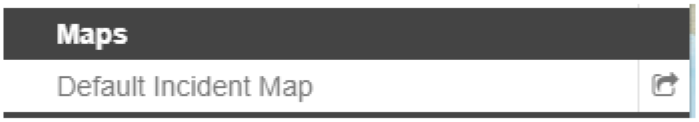
Requests and Tasks can be filtered by using the All Tasks dropdown in the upper right corner of the board. Filters include: All Tasks (from every board member). My Requests (what the user on the board has entered). My Tasks: A request becomes a task for the Logistics and Finance positions.



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



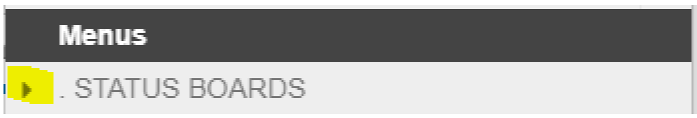
As OES GIS updates the incident map, it will be posted on this tab.   The map will include but will not be limited to the following types of information:

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)

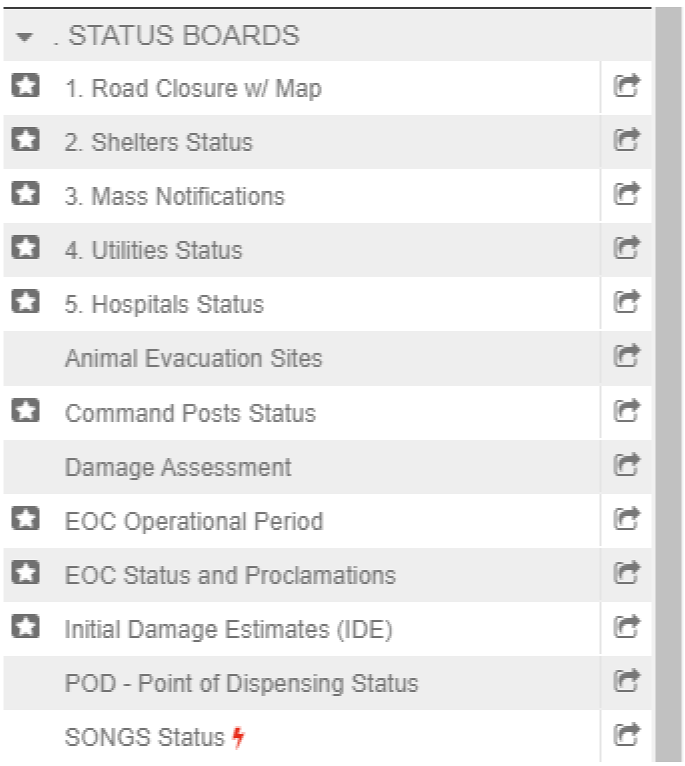
Menus

Status Boards

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



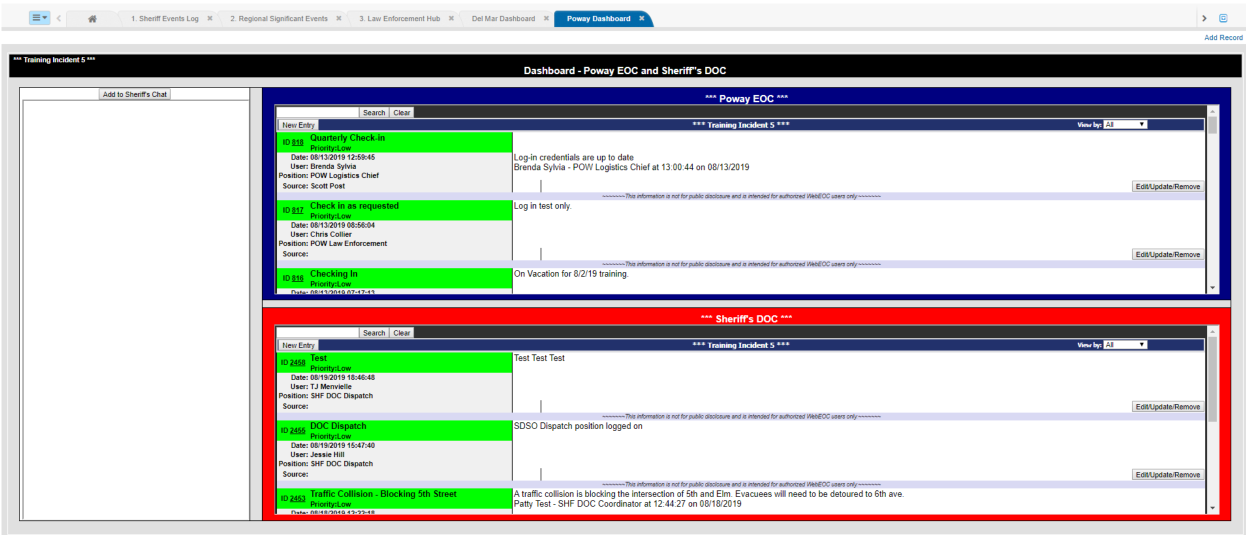
Access the desired board by clicking on the board name or clicking the right arrow icon.



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)

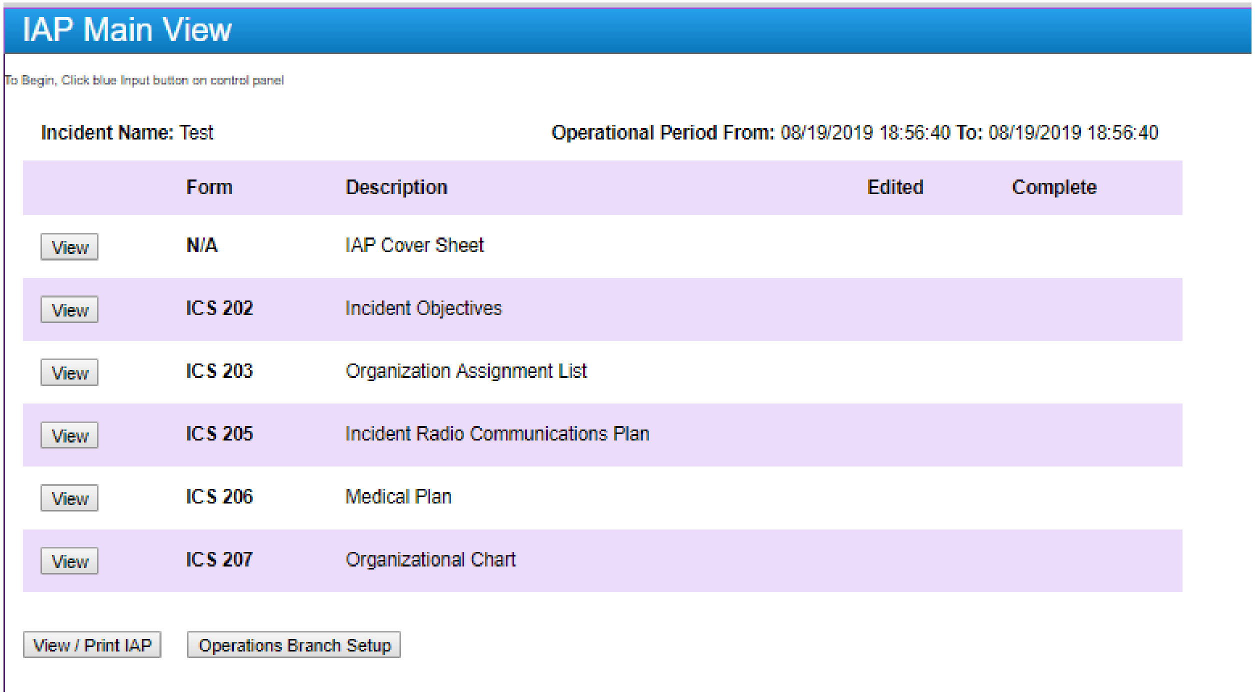
The Incident Action Plan (IAP) contains two items:

1. IAP Published Reports
2. IAP Working Draft

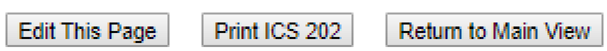
The IAP document is created and edited in the IAP Working Draft tab. The IAP consists of six (6) sections:

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

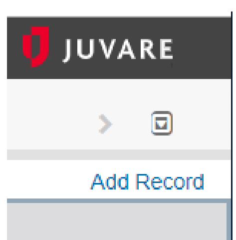
A screenshot of the IAP Main View within the Working Draft is presented below:



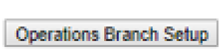
1. Each section can be accessed by clicking on the View button
    a. Within each section, the user can Edit, Print or return to the main menu by selecting the appropriate button at the top of each page (see the example below)



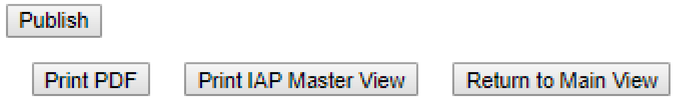
Note: Header information for the IAP Cover Sheet can be **entered and edited** by clicking on the Add Record link on the upper right of the screen of *any template in the plan*. Values entered here appear on all report templates.



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 

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):

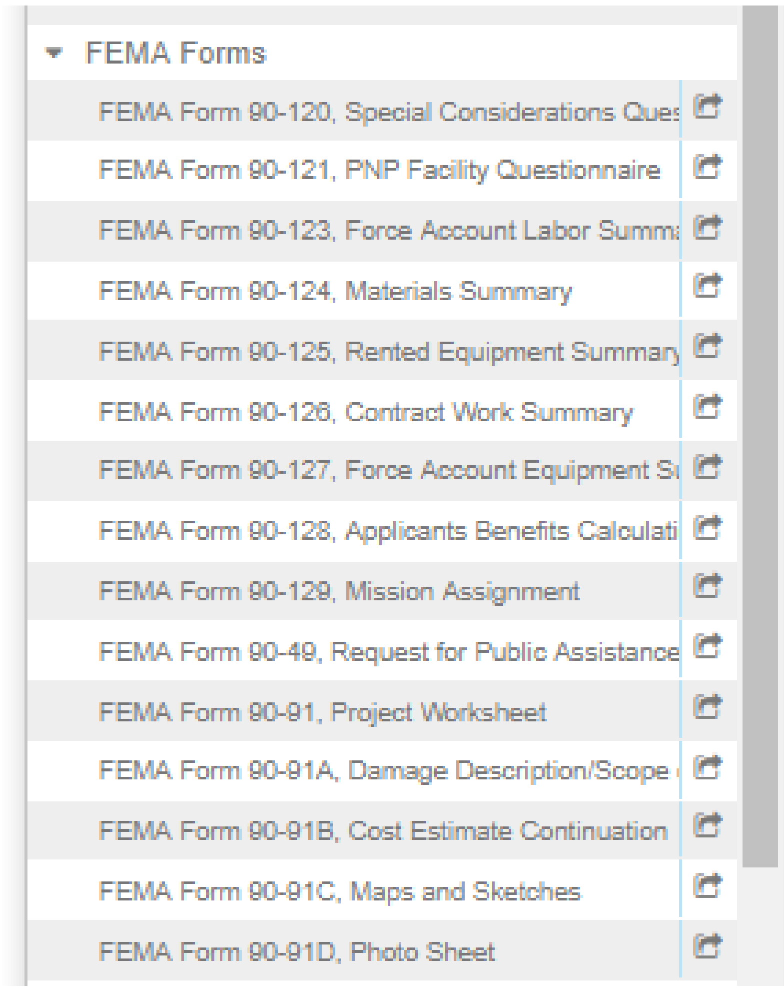
WebEOC Group Identifiers	
211	Info Line San Diego - 211
3MAW	Third Marine Aircraft Wing-Miramar
ACP	Alpine
APCD	Air Pollution Control District
ARC	American Red Cross
ARES	Amateur Radio Emergency Svc.
AWM	Agricultural Weights & Measures
BP	Border Patrol
C3F	Commander - Third Fleet
CA	State of California
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

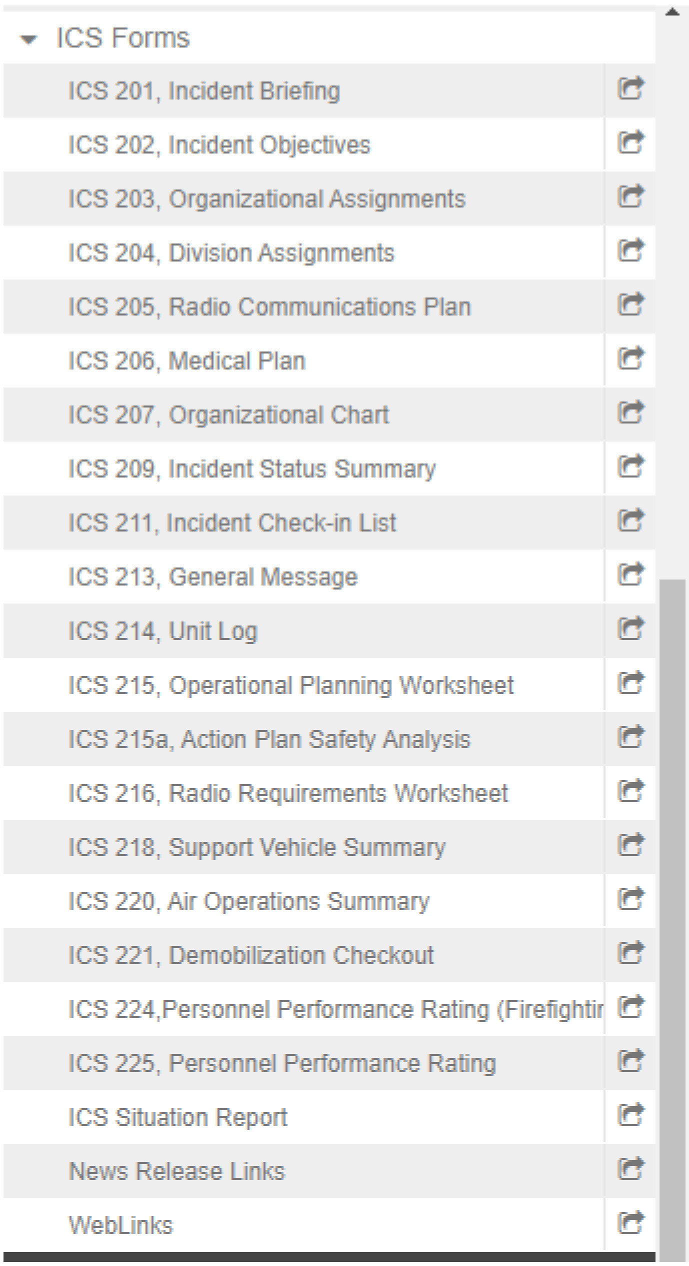
FEMA Forms

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



ICS Forms

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



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).

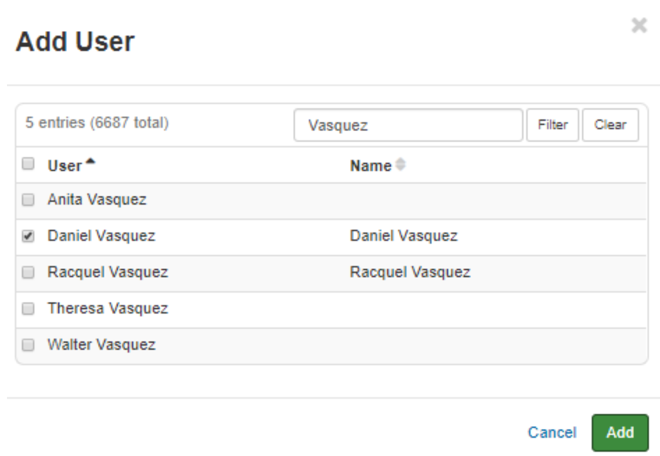
Sending a Message:

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.

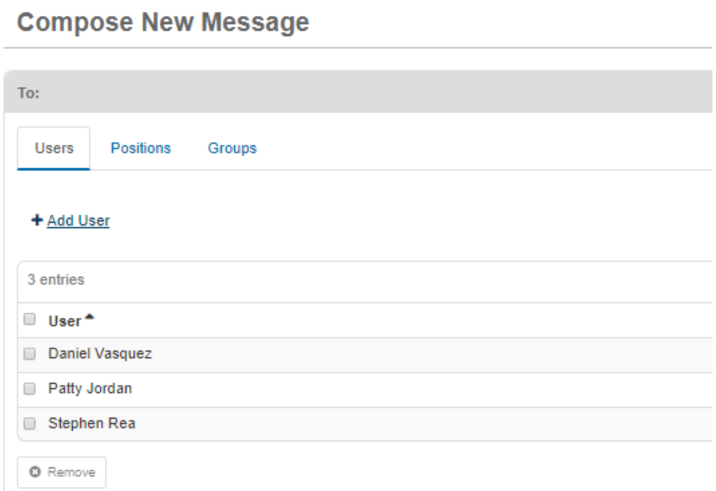
2. To compose a new message, click on the green +Compose New Message box (upper right corner)

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



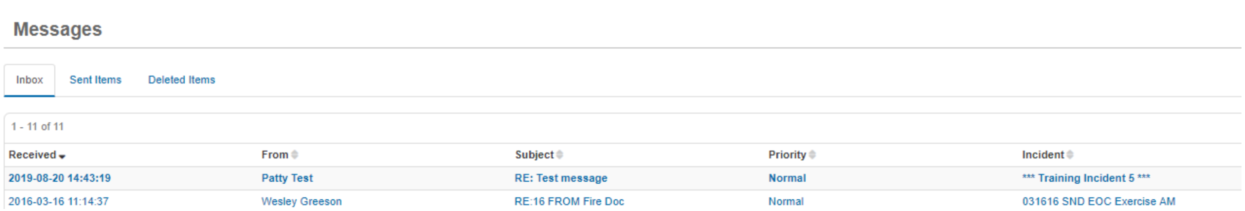
d. Repeat the process for any additional users.

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

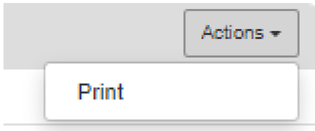
Reading and Replying to Messages:

1. View incoming messages in the inbox



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.

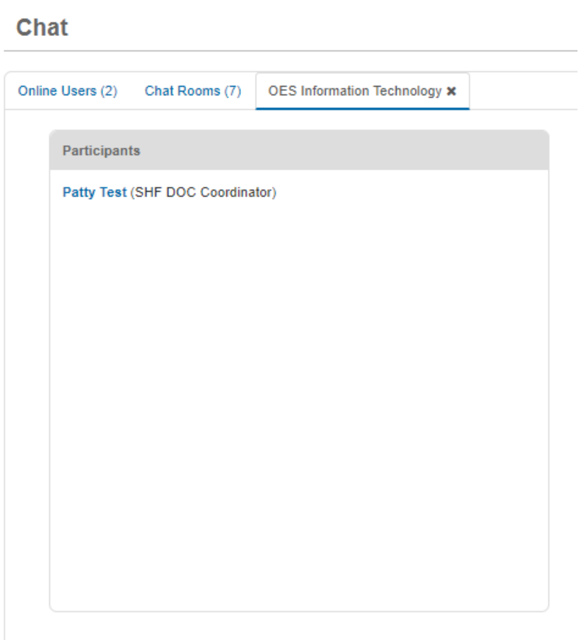
1. Select Chat from the Plugins menu

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 .

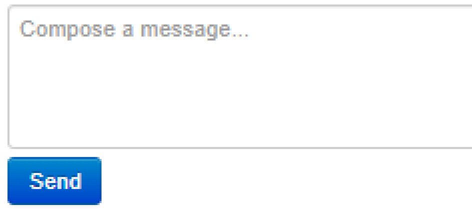
Username	Position	Incidents
Jeff Murdock	ESC EOC Coordinator	*** Training Incident 5 ***
Patty Test	SHF DOC Coordinator	*** Training Incident 5 ***
Daniel Vasquez	OES Staff Duty Officer	*** Training Incident 5 ***

The Chat room will be displayed.

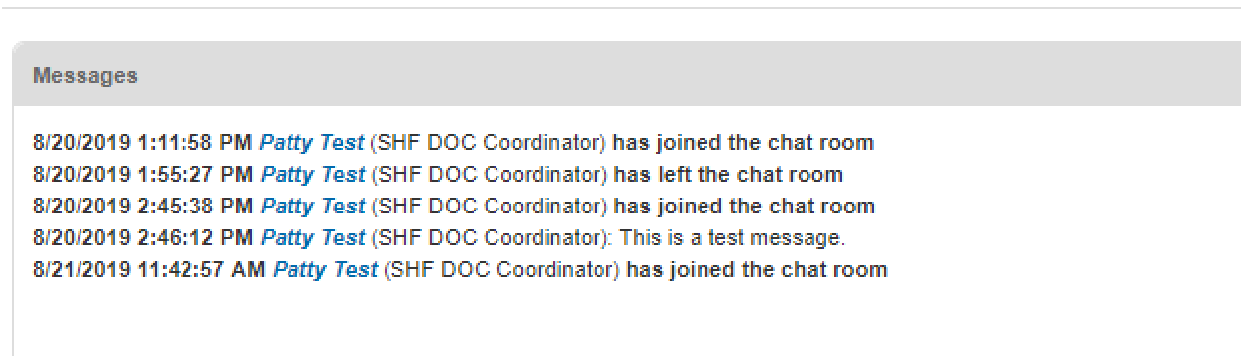
Participants will be displayed on the left side:



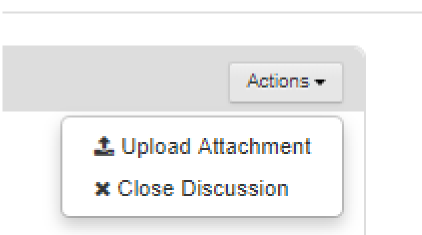
4. Enter a message in the Compose a Message box and click the blue Send button to post the message.



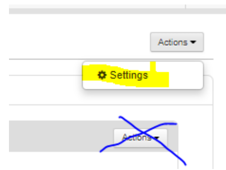
5. All messages entered by the participants will be listed in the order sent in the Messages box. The messages box will also log user activities:



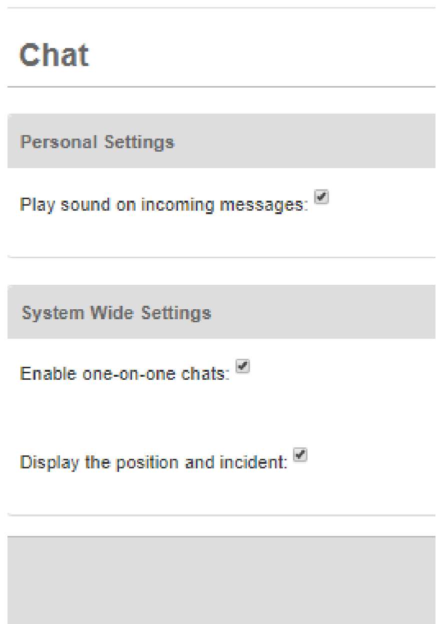
6. Participants can upload attachments by selecting "Upload Attachment" from the Action dropdown menu within the Message box.



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



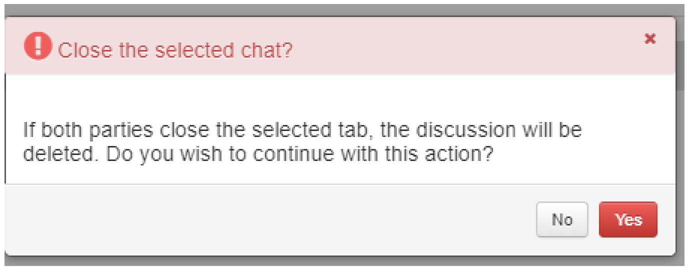
The following personal settings can be adjusted by checking and unchecking the box next to each feature:



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

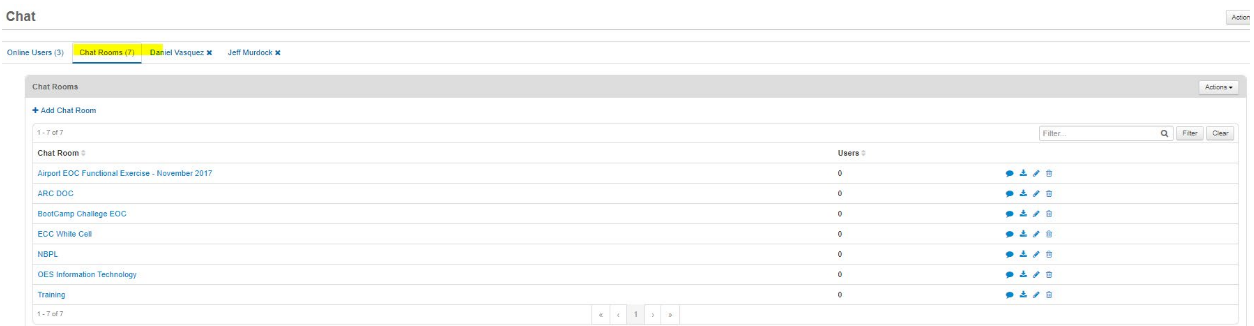
As chats take place, WebEOC creates a tab for each conversation along the Chat Menu Bar.

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:



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:

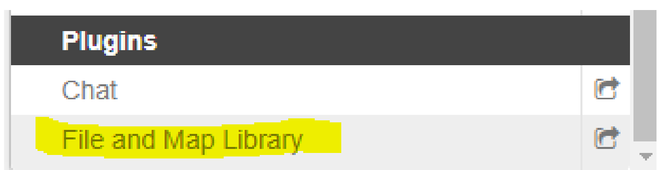
1. Join Chat
2. Export the Chat to Excel or PDF
3. Edit the Chat (Users, Positions, Groups, Title)
4. Delete the Chat Room

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.

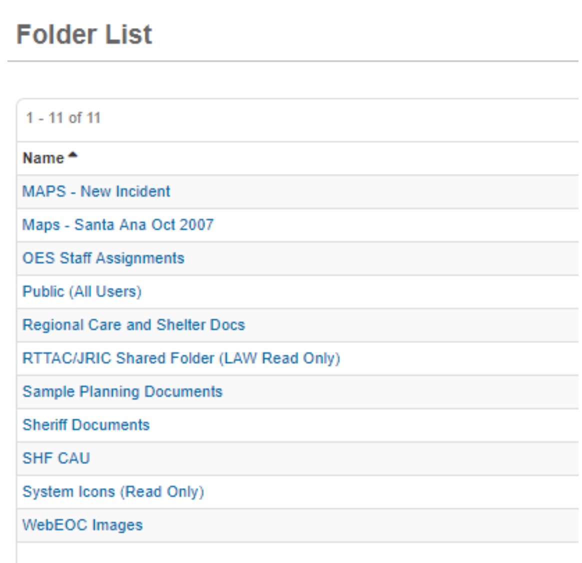
File and Map Library

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

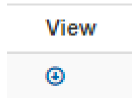
1. Access the File and Map Library by selecting it from the Plugins menu



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



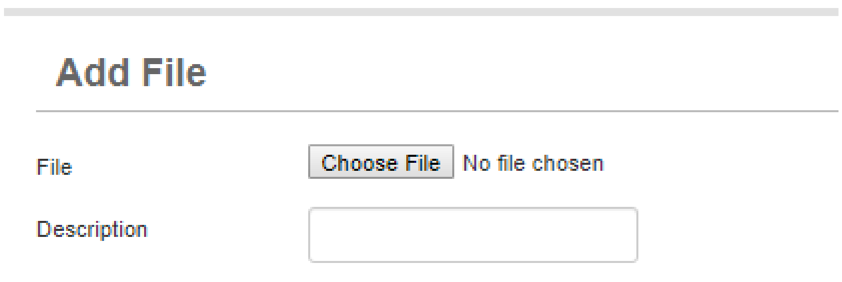
3. The list of files will be displayed. To locate a file, the user may scroll through the list or use the Search (filter) tool to locate the file.
   a. A file can be opened either by clicking on the link or clicking on the View icon next to the file name.



   b. The file will be downloaded to the desktop in its native format (Word, Excel, PDF, etc.)

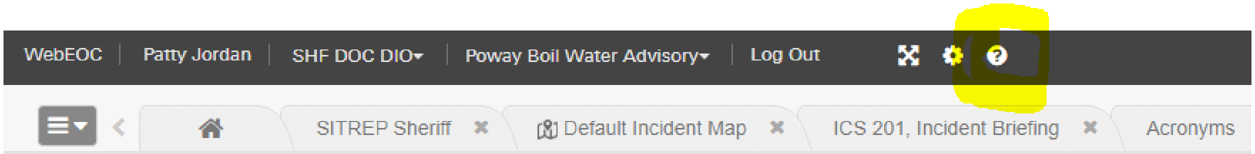
4. To add a file to a folder, click the desired folder and then click Add File 

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 



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.