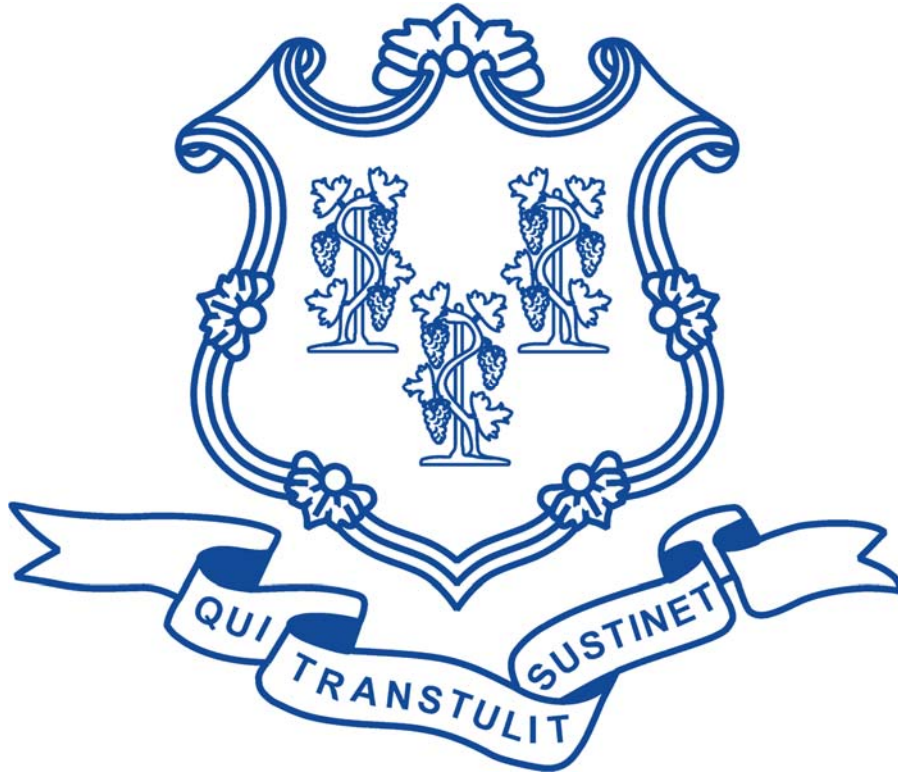


State of Connecticut



WebEOC Users' Guide

Prepared by
Department of Emergency Services and Public Protection (DESPP)
Division of Emergency Management and Homeland Security (DEMHS)



v. 2.00 March 2019

INTRODUCTION

This State of Connecticut WebEOC Users' Guide has been prepared by the Department of Emergency Services and Public Protection (DESPP) Division of Emergency Management and Homeland Security (DEMHS).

The DEMHS WebEOC Administrators have documented herein current conventions for the general User to access and enter data into the system in a consistent and logical manner. This User Guide is supplemented by training videos available on the www.ct.gov/demhs webpage and other technical support materials, such as those available in the File Library of WebEOC.

This Guide is a living document that will be regularly reviewed and updated with lessons learned and new processes. It is intended that an audit of this Guide will be performed, at minimum, annually or more frequently when system changes or policies warrant.

Additionally, new WebEOC Users will be briefed on this Guide during their training period.

Ultimately, the WebEOC system and the WebEOC Users serve to support all phases of emergency management operations and public safety missions, including training and exercise. Maintaining the integrity, security, and stability of the system is paramount to achieving this objective.

Depending upon the type, scope, and complexity of an incident, WebEOC may be used by one or more state agencies as well as municipal or Tribal Nation agencies for a variety of reasons including tracking resources, requests for assistance, shelters, hospital bed availability, and/or personnel absences.

About Us

The CT Department of Emergency Services and Public Protection (DESPP) has six divisions that serve the State. The Division of Emergency Management and Homeland Security (DEMHS) is charged with developing, administering, and coordinating a comprehensive and integrated statewide emergency management and homeland security program that encompasses all human-made and natural hazards, and includes prevention, mitigation, preparedness, response, and recovery components to ensure the safety and well-being of the citizens of and visitors to Connecticut.

About WebEOC

WebEOC is a web-based emergency management information system used by the State of Connecticut to document routine and emergency events/incidents. WebEOC provides a real-time common operating picture and resource request management tool for emergency managers at the local and state levels during exercises, drills, local or regional emergencies, and/or statewide emergencies.

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GROUND RULES FOR OF ALL WEBEOC USERS

Remember:

The information contained on the State of Connecticut's WebEOC system is solely for use by emergency management and first responder professionals, and other authorized users. Information contained in WebEOC is for official use only, may be part of emergency and emergency preparedness, response, or recovery plans, and may be law enforcement sensitive, and/or otherwise legally protected or exempt from disclosure. Disclosure of certain information within WebEOC may result in a safety risk to one or more individuals or government-owned facilities. Any disclosure, dissemination, copying or distribution of this information, either in written or oral form, is strictly prohibited without prior written approval of the Department of Emergency Services and Public Protection/Division of Emergency Management and Homeland Security Deputy Commissioner or State Director of Emergency Management.

All WebEOC Users will abide by the following basic ground rules:

- Be respectful, professional and clear in use and posts to the system.
- For Users assigned to multiple roles in WebEOC or with access provided to WebEOC through more than one organization, consider the purview of the User role and organization mission that is being filled at the time for consistency with that role or mission.
- Seek training on the WebEOC system and, periodically, repeat training to learn new or updated system functionality and refresh skills.
- Maintain up to date contact information within the personal User Account Profile and on the Contacts Lists board.
- Stay up to date on system functionality by reviewing the WebEOC History board at every login.
- Be familiar with and follow the guidance established in this User Guide, available training videos on the webpage (ct.gov/demhs) and technical support materials, such as those which may be available from the WebEOC File Library or the webpage.
- If potentially inappropriate, offensive or nefarious use is observed or suspected, immediately report such activity to a DEMHS WebEOC Administrator (DEMHS.webeoc@ct.gov).
- Remember that information recorded in WebEOC is subject to the Freedom of Information Act (FOIA). Please notify DEMHS (DEMHS.webeoc@ct.gov) if you receive a request for information entered into the WebEOC system.
- To the extent feasible, verify information *prior to* posting in WebEOC.

IMPORTANT REFERENCES AND CONTACT INFORMATION

A. DEMHS WebEOC Administrator

TAKE AWAY: The DEMHS WebEOC Administrators may be reached via email at DEMHS.webeoc@ct.gov.

DEMHS works with other state partners to support the WebEOC system for use by state, local, and private sector entities to manage an emergency or crisis.

DEMHS staff manages and provides administrative services for WebEOC with server support from the CT Department of Administrative Services' Bureau of Enterprise Systems and Technology (DAS-BEST).

B. DEMHS Webpage – Training Videos and Courses

TAKE AWAY: The DEMHS Webpage – www.ct.gov/demhs, is the host for various WebEOC training videos and a calendar of available WebEOC courses. Navigate to the Training and Exercise link.

To access short, informative WebEOC training videos, navigate to the Training and Exercise link from the main DEMHS webpage. New training videos are added periodically. This User Guide should be used in conjunction with the training videos as the videos will provide a visual walk through of steps for added direction.

Training courses are offered by DEMHS staff for new WebEOC Users and existing Users who wish to have a refresher. All WebEOC Users are expected to seek training on the WebEOC system and, periodically, repeat training to learn new or updated system functionality and refresh skills.

- WebEOC trainings are typically held once a month.
- A partnering entity may request a course and date for a large group as well between monthly trainings.
- Notices of WebEOC trainings are also distributed by the DEMHS Regional Coordinators to municipalities, Tribal Nations, and regional partners.

The DEMHS webpage also houses various other technical resources related to WebEOC. Technical resources may include materials, such as interactive MS PowerPoint, executables, PDFs, videos and graphic files as well as WebEOC tips and this Users' Guide.

C. WebEOC File Library – Technical Support/User Guides – Training

Within WebEOC is a File Library that contains various technical resources and related guidance for a User. Technical resources and user guides may include materials, such as interactive MS PowerPoint, executables, PDFs, videos and graphic files as well as this WebEOC Users' Guide.

Navigate to the WebEOC File Library:

- To access technical resources,
 - Type “tech” into the search field.
 - Files are located in the folder named “Technical Support – Training”.
- To access User Guides,
 - Type “user” into the search field.
 - Files are located in the folder named “User Guides”.

These resources may also be posted, as appropriate, on the webpage.

WebEOC flash articles will be posted with User Guides in the WebEOC File Library.

D. WebEOC *flash*

The **WebEOC *flash*** communications products are short articles with tips and instructional guidance on various subjects related the State's WebEOC system.

WebEOC *flash* issues are available via the following methods:

- Distributed by DEMHS Regional Coordinators;
- Published in the WebEOC File Library with other related “User Guides”.

REQUESTING A USER ACCOUNT

WebEOC access is restricted through a coordinated process administered by DEMHS for use by emergency management and first responder professionals, and other authorized users.

A. Municipal EOC Staff/Partners/Volunteers

- Requests for a new User account must be forwarded from the Municipal/Tribal Nation Emergency Management Director (EMD) to the DEMHS.webeoc@ct.gov email account.
- EMDs must provide the entity with which the individual is affiliated, the individual's first and last name, telephone number and professional email address for each new User.

B. Public-Safety Answering Point (PSAP) Staff

- Requests for a new User account must be forwarded from the PSAP manager to the DEMHS.webeoc@ct.gov email account.
- PSAP managers must provide the entity with which the individual is affiliated, the individual's first and last name, telephone number and professional email address for each new User.

C. Department of Public Health (DPH) Staff/Partners/Volunteers

- All new Users will submit a completed DPH WebEOC User Registration Form per instructions on the form to DPH staff.
- The form must include the entity with which the individual is affiliated, the individual's first and last name, telephone number and professional email address.
- A representative of the DPH Office of Local Health Administration or the Office of Public Health Preparedness and Response will forward any accepted forms to the DEMHS.webeoc@ct.gov email account for entry.

D. All Other Agencies, Organizations and Partners

- All requests for a new User must be forwarded to the DEMHS.webeoc@ct.gov email account for vetting of the individual and affiliate organization prior to generating a new User account.
- With each request, the entity with which the individual is affiliated, the individual's first and last name, telephone number and professional email address for each User must be noted.
- Additional information may be requested by the DEMHS WebEOC Administrator for the vetting process.

ACCESSING WEBEOC AND LOGGING IN

TAKE AWAY: Authorized WebEOC Users can most quickly access the system via the DEMHS webpage – ct.gov/demhs, by navigating to the WebEOC link.

- Access the State of Connecticut's WebEOC site from a link on the DEMHS webpage – www.ct.gov/demhs, by navigating to the WebEOC link.
- The WebEOC Login screen will open from the internet browser to the latest version available for the State of Connecticut.
- Read the terms of use before selecting Accept.

VIDEO AVAILABLE: A video is available on this topic – “LOGIN”

- Enter your Username in the Username field.
 - Username (except Hospital Accounts) = Firstname Lastname
First name (capitalized first letter only) with a space before the last name (capitalized first letter only).
 - Usernames will not contain punctuation, including apostrophes (') – e.g. O'Brian should be entered as OBrian.
 - Individuals with names that are the same as an existing user may be assigned a Username with middle initial or the middle name spelled out – e.g. Robert S Scata.
- Enter your Password in the Password field.
Passwords are case sensitive between 8-50 characters and must meet the following criteria:
 - Contain at least one upper case letter (A-Z);
 - Contain at least one lower case letter (a-z);
 - Contain at least one numeric character (0-9);
 - Contain at least one special character (- ! @ # \$ % ^ & * () { } []).
- Select the LOG IN button.
- Select your Position from the Position drop-down list.
 - Your Position is based on the organization for which you will function in WebEOC during this operational period.
 - Many Users will have only one Position, however, others may be assigned to multiple Positions based on varying roles, employers or volunteer partnerships.
- Select your Incident from the Incident drop-down list.
 - The Incident will be based on the default Incident name established by DEMHS WebEOC Administrators.
 - Users may need to toggle to a different Incident based on activity for a special pre-planned event, drill/exercise, or large emergency operations for a disaster, etc. and the role for which you will function in WebEOC during this operational period.
- Select the CONTINUE button or select the Cancel button to abort the operation.

SETUP/MAINTENANCE OF USER ACCOUNT

A. Status Changes – Notify WebEOC Admin

Notify WebEOC Administrator group via email at demhs.webeoc@ct.gov for any notable work/volunteer status changes.

- Status changes may require an immediate update to a User's WebEOC access or may be based on a future date, such as retirement date or anticipated departure for military leave.
- In the event of a future date status change, provide the date for the effective change to the User account in the email.

Such status changes may include, but not be limited to, the following:

- User separated or will separate from State service;
- User otherwise is no longer or will no longer be staffing/volunteering for the affiliate agency, organization or partner;
- User currently is or will be on extended leave;
- User access needs to be revoked per leadership, such as a result of misconduct, failure to abide by professional system etiquette, or other subversive activity;
- User is deceased.

B. Additional Login Information Splash Screen

IMPORTANT: At every login, the User must review the information on the Additional Login Information splash screen to ensure that it is accurate and reflects the best method for being contacted since this information may change with different Incidents, Positions, or operational periods.

NAME

- Enter the full name – this may be a shortened version such as “Steve” instead of “Stephen”.
- This may NOT be a nickname like “Wonder Woman”.
- Unlike with Usernames, punctuation is allowed in this field.

LOCATION

This is the Location from which the User is actively working.

PHONE NUMBER

- Ten digit telephone numbers (area code) are required.
- Use hyphens only to separate the telephone number parts – e.g. 860-999-0000 to allow mobile users a working quick link.
- Extensions will be entered with ten digit number followed by two commas (no space) and the extension – e.g. 860-999-0000,,555 to allow mobile users a working quick link. *Note: The TWO commas indicated are not typos, this allows for a pause before the extension number is dialed.*

EMAIL

- Valid email addresses are required.
- Professional email addresses related to the position/function of the individual should be used for the primary email.

COMMENTS

- Please do NOT remove any comments entered by a WebEOC Administrator.
- This field may be utilized to provide additional.

C. Contact Card

IMPORTANT: All Users must maintain an up to date Contact card as part of the ground rules for all WebEOC Users noted earlier in this Guide.

This Contact card may be used by other WebEOC Users as part of emergency operations or to follow up on WebEOC entries, such as resource requests, infrastructure status, road closures, 211 inquiries and shelter/centers status.

- From the WebEOC menu, navigate to the “Contacts” board.
- On the contacts page, select the button “Add Contact” located on the top right hand side of the page.
- Enter your contact information into the “Contact” screen fields.
- Select “Save” when completed.

Users should perform these steps at the first login and, periodically, Users are expected to recheck this board to ensure that profile information is up to date.

D. Account Profile

IMPORTANT: All Users must maintain an up to date Account Profile as part of the ground rules for all WebEOC Users noted earlier in this Guide.

This Account Profile may be used by DEMHS WebEOC Administrators for system management and control.

- Login into WebEOC.
- Click on the Username at the top left in the Welcome banner of the WebEOC webpage.
- This will open a User Account page (likely in a separate tab or separate browser window).

Users should perform these steps at the first login and, periodically, Users are expected to recheck this board to ensure that profile information is up to date.

OLD PASSWORD/NEW PASSWORD/CONFIRM PASSWORD

Passwords may be changed from this screen.

Passwords are case sensitive between 8-50 characters and must meet the following criteria:

- Contain at least one upper case letter (A-Z);
- Contain at least one lower case letter (a-z);
- Contain at least one numeric character (0-9);
- Contain at least one special character (- ! @ # \$ % ^ & * () { } []).

PRIMARY EMAIL/SECONDARY EMAIL

- Valid email addresses are required.
- Professional email addresses related to the position/function of the individual should be used for the primary email.
- The Primary Email set here will feed/update the email noted on the Additional Login splash screen.
- **Secondary email addresses are optional and may be personal accounts.**

LOCALE

Do not change the default setting of English (United States).

TIME ZONE

Do not change the default setting of (UTC-5:00) Eastern Time (US & Canada) unless the location of the User would predicate a different time zone.

REAL NAME

The Real Name set here will feed/update the Name noted on the Additional Login splash screen.

LOCATION

The Location set here will feed/update the Location noted on the Additional Login splash screen.

OFFICE PHONE/MOBILE PHONE

An Office Phone and a Mobile Phone number may be entered. An option exists for setting one of the numbers to the default – it is recommended that the Mobile Phone be the default unless the Office Phone is accessible 24/7, such as a dispatch center. The default telephone number set here will feed/update the Phone Number noted on the Additional Login splash screen.

- Ten digit telephone numbers (area code) are required.
- Use hyphens only to separate the telephone number parts – e.g. 860-999-0000 to allow mobile users a working quick link.
- Extensions will be entered with ten digit number followed by two commas (no space) and the extension – e.g. 860-999-0000,,555 to allow mobile users a working quick link. Note: The TWO commas indicated are not typos, this allows for a pause before the extension number is dialed.

DEPARTMENT

Indicate the organizational department, division or office within the affiliate organization.

ORGANIZATION

Indicate the affiliate organization.

SUPERVISOR

Indicate the chain of command supervisor within the affiliate organization.

ATTACHMENT

Optional, including a photograph with a portrait of the User in JPG or PDF format.

COMMENTS

- Please do NOT remove any comments entered by a WebEOC Administrator.
- This field may be utilized to provide additional information.
- The Comments set here will feed/update the Comments noted on the Additional Login splash screen.

FORGOT YOUR USERNAME OR PASSWORD?

IMPORTANT: Do NOT repeatedly enter Usernames and Passwords if you receive the message: "Invalid Username or Password".

STOP AFTER THE FIRST BAD ATTEMPT!

You have limited number of attempts before you are locked out and will require a WebEOC Administrator to unlock your account.

- Refresh your memory of how your account profile should look – review the Username Convention and Password Convention sections below.
- Check that your Caps lock is OFF and your Num Lock is ON.
- Try ONE more time.
- If you do not have success, follow the steps outlined in the Retrieve Username/Reset Password section that follows.

USERNAME CONVENTION

- Username (except Hospital Accounts) = Firstname Lastname
First name (capitalized first letter only) with a space before the last name (capitalized first letter only).
- Usernames will not contain punctuation, including apostrophes (') – e.g. O'Brian should be entered as OBrian.
- Individuals with names that are the same as an existing user may include a middle initial or the middle name spelled out – e.g. Robert S Scata.

PASSWORD CONVENTION

Passwords are case sensitive between 8-50 characters and must meet the following criteria:

- Contain at least one upper case letter (A-Z);
- Contain at least one lower case letter (a-z);
- Contain at least one numeric character (0-9);
- Contain at least one special character (- ! @ # \$ % ^ & * () { } []).

RETRIEVE USERNAME/RESET PASSWORD

- From the WebEOC Login screen, select the “Forgot Username/Password?” link.
- Select Retrieve Username or Reset Password link.

RETRIEVE USERNAME

- If you select the Retrieve Username link, enter your e-mail address in the Email Address field, and reenter it in the Confirm Address field.
- Select the Continue button, and a message containing your username will be sent to your e-mail account.

RESET PASSWORD

VIDEO AVAILABLE: A video is available on this topic – “How to Reset Your Password”

- If you select the Reset Password link, enter your username and e-mail address in the fields provided, and select the Continue button.
- A message containing a link to reset your password will be sent to your e-mail account.

TROUBLESHOOTING RETRIEVE USERNAME/RESET PASSWORD – NO EMAIL

- If the email with WebEOC login credentials is not received, check the following:
 - Spam Folder in email account for an email from Robert.Scata@ct.gov;
 - Junk Folder in email account or an email from Robert.Scata@ct.gov;
 - Agency’s Information Technology Spam Filter Settings—which may filter out language such as “click this link”;
 - Agency’s Information Technology Firewall Settings.
- Also, add the following email address to your trusted contacts: Robert.Scata@ct.gov.
- For a Username credential, you must enter the email address that you originally associated with your WebEOC account and you must be able to receive emails at this address.
- Additionally, you may try using the Retrieve Username or Reset Password from a mobile device as this may have different firewall settings than your agency computer systems, thus allowing the email to be received.
- Further, ensure that you are accessing the WebEOC splash page for the State of Connecticut (and not another state or company) by navigating to WebEOC from the DEMHS webpage.

UNDERSTANDING SYSTEM-WIDE MESSAGES

TAKE AWAY:

System-Wide Messages will be utilized to relay necessary and timely system-related or emergency messaging across all Users and all Incidents.

All System-Wide Messages will be brief but clear and removed in a timely manner.

System-Wide Messages will be utilized to relay necessary and timely system-related or emergency messaging across all Users and all Incidents. These will appear on the “home page” (sometimes also referred to as a “landing page” or “splash page”) that a User sees immediately upon logging in.

All System-Wide Messages will be brief, but clear, and removed in a timely manner.

Examples of potential System-Wide Messages that may be posted include, but are not limited to, the following

- Emergency Public Information (EPI)
 - Robert T. Stafford Disaster Relief And Emergency Assistance Act Declaration
 - Governor Declaration Of A State Of Emergency,
 - or ongoing public emergency
- New WebEOC Incident Created for an Emergency or Exercise
- WebEOC System Health or Status
 - Planned System Maintenance, Upgrade, Outages
 - Altered System Functionality

VIDEO AVAILABLE: A video is available on this topic – “OVERVIEW OF LANDING PAGE”

UNDERSTANDING INCIDENTS

Incidents are utilized to organize periods of emergency operations, including day to day operations, into manageable bundles for monitoring and documentation.

An Incident naming convention has been instituted to promote an organized list with an appropriate level of grouping by date and similar nature.

- Incidents will be generally with a categorized along with a broad subject for better chronological sorting:
 - Daily Operations
 - Event Mass Gathering
 - Exercise EPPI
 - Exercise ESF8
 - Exercise Millstone
 - Health/Ag
 - Incident
 - Mass Casualty
 - System Test WebEOCAdminName
 - Training
 - Weather
 - etc.
- As appropriate, this category will be followed with a date in the YYYY-MM-DD format. Multiple day events will be demarked by the first day of the event as the event may last longer or shorter than originally anticipated.
- As necessary, a brief additional description may be included.

For example, WebEOC incidents might look something like this:

- Daily Operations #####
- Daily Operations #####
- Daily Operations ##### (Current)
- Daily Operations #####-## thru #####-##
- Event Mass Gathering #####Durham Fair
- Event Mass Gathering #####Sailfest
- Event Mass Gathering #####Durham Fair
- Event Mass Gathering #####Sailfest
- Exercise ESF8 #####-##-## Ebola Region 2
- Exercise ESF8 #####-##-## Ebola Region 3
- Exercise Millstone #####-##-## – Rehearsal
- Exercise Millstone #####-##-## – Evaluated
- Health/Ag #####-##-## Avian Influenza
- Health/Ag #####-##-## Ebola
- Health/Ag #####-##-## Food/Agric
- Health/Ag #####-##-## Zika
- Incident #####-##-## Industrial Accident
- Incident #####-##-## Transportation
- Incident #####-##-## Civil Disturbance
- Incident #####-##-## Cybersecurity
- Incident #####-##-## Fire
- Incident #####-##-## HazMat
- Incident #####-##-## Infrastructure
- Incident #####-##-## SAR Missing Persons
- Incident #####-##-## Security Facility
- Incident #####-##-## Security Transp Sys
- Mass Casualty #####-##-## Structural Collapse
- System Test WebEOC Admin Scata #####-##-##
- Weather #####-##-## Drought
- Weather #####-##-## Earthquake
- Weather #####-##-## Extreme Rain/Flood
- Weather #####-##-## Extreme Temp
- Weather #####-##-## Extreme Wind
- Weather #####-##-## Landslide
- Weather #####-##-## Ice Jams
- Weather #####-##-## Nor'Easter
- Weather #####-##-## Winter Storm
- Weather #####-##-## Winter Storm
- Weather #####-##-## Winter Storm

A. Primary Incident for Daily Operations

A “Daily Operations” incident will be established with the intent of capturing all day to day operations for a given year, including “pop-up” events related to public safety response for which little to no advance notice was available. Examples of an unanticipated real-life event that may occur include, but not be limited to, mass casualty, extreme weather events with little forecast, infrastructure collapse, brown/blackout of utilities.

In the event that the current “Daily Operations” incident has been utilized for “pop up” event and there is high “chatter” making it difficult to review, monitor, or load, the current “Daily Operations” incident will be retired.

A new “Daily Operations” incident will be created at the start of the calendar year. The “Daily Operations” incident replaces the use of a “Routine” incident previously used in WebEOC day to day operations.

B. Anticipated Incidents

TAKE AWAY:

There may be times when an event is anticipated or pre-planned. In such cases, a new WebEOC Incident may be created AHEAD/IN ADVANCE OF the event to capture the limited scope and related records.

In such cases, a System-Wide Message will be posted to notify and direct Users to the new WebEOC Incident.

There may be times when an event is anticipated or pre-planned. In such cases, a new WebEOC Incident may be created AHEAD/IN ADVANCE OF the event to capture the limited scope and related records.

Examples of potential anticipated events, include, but are not limited to, the following:

- Real-Life Event, such as a large, expansive storm system that is expected to impact or have landfall along the East Coast;
- Pre-Planned Mass Gatherings, such as large seasonal concerts, fairs, festivals, funeral processions, parades and graduations as well as VIP, activist, or political speeches/rallies; or
- Pre-Planned Exercises and Drills, which may require pre-loading of WebEOC entries to help establish the scenario and support the extent of play.

In such cases, a System-Wide Message will be posted to notify and direct Users to the new WebEOC Incident.

UNDERSTANDING WEBEOC HISTORY

TAKE AWAY: The WebEOC History board will be utilized to document major updates or modifications to the system.

The WebEOC History board will be utilized to document major updates or modifications to the system, such as to:

- describe system maintenance or upgrades performed, and
- identify and navigate users to new or altered functionality.

Users should check the WebEOC History board at every login to view the log of recent changes to the system. There may be new or altered functionality in the system that can affect assigned job duties or processes of information flow.

UNDERSTANDING BOARDS

A. Viewable from Any Position – May Depend on Incident (Global)

Some boards are, minimally, **viewable from any WebEOC Position but may or may not show differing data based on the Incident** that the User has selected. Based on the access rights assigned to a Position, some or all of these boards may also be editable.

Examples include but may not be limited to:

- Contacts
- EOC Menus, Weather, Checklists, File Library, Maps and CT GIS Maps
- On-Line Attendance
- State Incident Action Plan Published
- Statewide Hospital Status
- Statewide Infrastructure Status
- Statewide Public Water System Status
- Statewide Road Closures
- Statewide Shelter and Centers
- Statewide Significant Events
- WebEOC History

B. Data Display Mirrored Across Incidents (Incident Independent)

Some boards will **display the same data across all active Incidents – i.e. the displayed data does not depend on the Incident selected** and will be viewable/editable to a User based on the access rights (view or edit) assigned the User's Position. It is possible that some or all of these boards will not be viewable to certain Users/Positions.

Examples include but may not be limited to:

- Shelter and Centers
- Hospital Status/ Statewide Hospital Status
- Statewide Public Water System (PWS) Status
- Statewide Shelters and Centers

C. Data Display Differs Based on Incident (Incident Dependent)

Some boards will **display the different data based on the Incident actively selected – i.e. the displayed data depends on the Incident selected**. This data will be viewable/editable to a User based on the access rights (view or edit) assigned the User's Position. It is possible that some or all of these boards will not be viewable to certain Users/Positions.

Examples include but may not be limited to:

- Activity Log (By Positions)/ Statewide Situation Status
- Chat
- ICS Forms
- Incident Actions Plan (Published)/State Incident Action Plan Published
- Infrastructure Status/ Statewide Infrastructure Status
- Public Information/Press Releases
- Resource Requests
- Road Closure/ Statewide Road Closures
- State Agency Continuity of Operations (COOP) Status

VIEWING PREFERENCES AND MONITORING FOR SITUATIONAL AWARENESS

A. Upon Logging In

At every login—take a quick look for updates in these WebEOC locations:

- Home tab where System-Wide Messages are posted
- WebEOC History board
- Statewide Situation Status
- Public Information/Press Releases

B. Knowing Who is in WebEOC

You may review the On-Line Attendance board to learn who is actively logged into WebEOC.

- This board refreshes automatically with “live” data.
- This board does not indicate the Incident that a User is logged into at the time —this information is available from tool at the bottom of the menu labeled Sessions (which is not refreshed regularly).

SETTING PREFERENCES FOR VIEWED BOARDS

Consider pre-setting your WebEOC account to open with the boards on display that are most critical to your job function.

- These boards may be ordered according to preference such as based on most frequently used.
- Leaving these boards open upon logout provides for these boards to reopen in the same order at the next login.

Be aware, however, you may slow down your system if you keep too many boards open so choose those necessary to your job function and situational awareness. Typically, the maps will slow the system down the most—as such, these are not recommended to stay open.

BOARDS TO MONITOR

It is suggested that the following boards be openly and actively monitored during emergency operations as they provide valuable situational awareness:

- Statewide Situation Status
- Public Information/Press Releases
- Statewide Infrastructure Status
- Statewide Road Closures
- Statewide Shelters and Centers
- Resource Requests

BOARDS FOR SPECIFIC POSITIONS OR JOB-FUNCTIONS

Some job functions will require a user to monitor specific data in WebEOC very closely and may require data entry into one or several of the boards.

During active incidents, State and Municipal/Tribal Nation leadership may be relying on WebEOC for reporting, record keeping and decision making.

As such, up to date information is the responsibility of ALL USERS.

- If you know of an outdated entry within your agency's purview, coordinate within your agency to update it.
- If you come across an outdated entry entered by another agency, contact the agency to coordinate an update to the WebEOC entry.

As an ambassador to your agency:

- your responsibilities will likely require a global situational awareness and monitoring of various boards for WebEOC entries from the State, regional and local partners;
- however, you may need to focus on the geographic area surrounding your jurisdiction and related to mutual aid partners who may be most critical to your job functions.

For local and regional agencies, you may find the filter by Region option useful on the various boards to see Municipalities closer to your geographic boundaries and who may be part of your regional emergency support plan (RESP).

OPENING WEBEOC INFO IN NEW TAB VS. BROWSER WINDOW

In WebEOC, there is the functionality from the menu to open new boards, maps, menus, tools, plugins in a tabulated view or in a separate browser window.

Tabulated view is the common way to organize the dashboard. Note the various boards listed by tab across the top of the screen. This is the method used by the system when the User scrolls down the menu and selects a text entry.

However, it may be useful to open a WebEOC board in a separate browser window at times and is particularly helpful when using dual monitors. To open a new browser, the User must scroll down the menu and selects the corresponding icon (box with an arrow) located to the right of the text.

For example, if you are assigned to a specific board, such as the Activity Log, this would allow you to keep this board open for the length of your WebEOC session while having other boards readily available on a second screen to monitor periodically. This will also provide the opportunity to copy-paste information from one board to your Activity Log entry, such as may be necessary to report on an issue in a nearby Municipality.

From one browser to another, Internet Explorer, Firefox, Chrome, Safari, Microsoft Edge, etc. the behavior of the system and window/tab features may vary somewhat.

Also, remember, if you use the multiple browser windows option, do not close the main window that contains the Home tab and menu button as this will close your session and log you out.

UNDERSTANDING TAB COLORS AND STARS

WebEOC automatically color codes the tabs based on the following rules:

- Light Gray = Already Visited, No New Data
- Medium Gray with White Box/Gray Star = Not Visited since New Data Entered
- Dark Gray = Currently Active

Additionally, the WebEOC menu will show gray boxes with white stars for boards, maps, menus, tools, or plugins that have updated information loaded since the last time a User visited them.

VIEWING ADDITIONAL PAGES VS COLUMNS

In WebEOC, many boards, particularly the boards showing statewide status data will have multiple columns and multiple pages.

Additional columns will show more detail related to the records on the page already being viewed whereas additional pages will show more records. If there is sufficient data to result in additional:

- Columns—access more columns of data from links at the top right of the screen viewed; and
- Pages—access more pages from links at the bottom of the screen viewed.

DISABLING REFRESH

To temporarily suspend the refresh process when scrolling through entries on a board, select the Disable Refresh check box located at the bottom of each board. This can be helpful when working with a board and large amounts of data entered by other system users.

Note: New data that has been posted will not display until the Disable Refresh check box is cleared.

MAINTAINING A ROSTER OF WEBEOC USERS

Given the many possible emergencies that can arise during the course of a year, it is important to maintain a roster of trained personnel to support an agency or organization in an emergency, including persons who are trained to use WebEOC. WebEOC User credentials should be tested regularly to ensure that no access issues exist. It is always preferable to test credentials BEFORE an emergency.

When reviewing rosters and training needs for agency personnel, it is important to consider that an emergency operations center may require personnel to staff multiple shifts over an extended incident duration.

- It is critical that lists of WebEOC users be reviewed at least annually to ensure that there is sufficient capacity of trained and credentialed users to support emergency operations center activations.
- In doing so, ensure that personnel expected to assist with WebEOC duties in the EOC have had training or undergone a “refresher” course.

Users who are no longer affiliated with an EOC must be removed from the associated WebEOC Positions list for that agency. For assistance with the review of an agency’s current roster and personnel who have access to agency Positions, please contact the DEMHS WebEOC Administrators via email and request a “PAC-User Audit” to receive a list of Users assigned to any agency Position.