



Welcome to WebEOC *flash*

Welcome to the first issue of the State of Connecticut's **WebEOC *flash***. The **WebEOC *flash*** series contains short articles with quick references, tips, and instructional guidance relating to the State's WebEOC system. Read more about WebEOC *flash* under the Training section of this article.

What is 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.

Support for WebEOC

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).

Please read related WebEOC *flash* articles on the topic to troubleshoot issues before contacting an admin. The DEMHS WebEOC Administrators may be reached via email at DEMHS.webeoc@ct.gov.



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Accessing WebEOC

The information contained on the State of Connecticut's WebEOC system is solely for use by emergency management, first responder professionals, and other authorized users.

- ◆ As such, WebEOC access is restricted to Users through a coordinated vetting process administered by DEMHS.
- ◆ **Accounts are established unique to each User—account credentials should never be shared.**
- ◆ Authorized WebEOC Users can access the system via the DEMHS webpage— ct.gov/demhs, by navigating to the WebEOC link. Then, click the large Juvare logo.
- ◆ The WebEOC splash screen will open from the internet browser to the latest version available for the State of Connecticut.
- ◆ **Create a bookmark in your browser for future reference.**
- ◆ Read the terms of use before selecting Accept.
- ◆ The WebEOC login screen will open.
- ◆ **If you have forgotten your credentials—STOP! Use the Forgot Username and Forgot Password at this time to avoid being locked out. Refer to WebEOC flash article Vol. I Issue #02 for more help.**

RESTRICTED ACCESS**AUTHORIZED
PERSONNEL
ONLY**

Test Your WebEOC Credentials Today!

Do Not Wait Until Activated to Test WebEOC Credentials. Test TODAY!

WebEOC User credentials should be tested regularly to ensure that no access issues exist. It is always preferable to test credentials BEFORE an emergency.

New Account Credentials

Use the appropriate form to request a new User account based and follow all instructions provided:

- ◆ **DEMHS Partners** — <https://portal.ct.gov/DEMHS/Emergency-Management/Resources-For-Officials/WebEOC>
- ◆ **DPH Partners** — <https://portal.ct.gov/DPH/Public-Health-Preparedness/Main-Page/WebEOC>

Follow the form instructions carefully. Complete the form fields as provided to add a User Account, edit a User Account or modify access to a Position.

- ◆ Submit ONE form per User account. All entries must be typed/printed.
- ◆ Use an additional form, as necessary, to add/update more User accounts.
- ◆ Refer to the State of Connecticut WebEOC Users' Guide online for WebEOC for additional information on WebEOC - <https://portal.ct.gov/DEMHS/Emergency-Management/Resources-For-Officials/WebEOC>.
- ◆ PROFESSIONAL contact information must be provided, including phone numbers. A 24-hour number, such as a mobile or dispatch number is encouraged for after-hours emergencies.



- ◆ **Authorized Representative** — Only the authorized representative (e.g. CEO, EMD, PSAP manager, agency head, Director of Health, Manager of Preparedness for Hospital, etc.) should submit the form.

Also, submit forms using a PROFESSIONAL email account of the authorized representative for the agency or organization. This step is extremely important to avoid delays in vetting the User for account creation/update.

In other words, support staff should NOT send in their own forms.

- ◆ **Position Name(s)** — This is a WebEOC term and refers to the WebEOC Position that the User should be assigned to or removed from in the system.

This is NOT the individual or organization's name. Example: SEOC Housing, Municipality Montville, Hospital Yale New Haven, etc.

Training

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.

Join us for refresher skills — learn shortcuts to minimize time and maximize efforts, highlights of board functions and new stuff.

Training is offered in different formats.

- ◆ Before the pandemic, WebEOC trainings were typically held once a month. A partnering entity could request a course and date for a large group as well between monthly trainings.
- ◆ **During the pandemic, WebEOC Admins quickly pivoted training to a virtual setting to offer continued support for our partners.**
- ◆ Training videos and WebEOC *flash* articles are available for learning on-the-job and real-time skills—download from the WebEOC User Training Resources board.

Formal Training—DEMHS Training Calendar

The most up to date location to find formal training opportunities is the DEMHS Training Calendar.

The DEMHS Training Calendar is used to register for these classes. Access the calendar:

- ◆ directly from <https://portal.ct.gov/DEMHS/Emergency-Management/Resources-For-Officials/Training-and-Exercise>;
- ◆ from ct.gov/demhs and navigate to the Training and Exercise link; or
- ◆ from an embedded widget on the WebEOC User Training Resources board with direct links to register to classes.

Classes are offered on many topics for various disciplines and responsibilities.

- ◆ Refer to Class Title, Pre-Reqs/ Participation Requirements and Target Audience provided in the calendar course description before registering.
- ◆ Once you successfully register for class, including meeting all pre-requisites, a link to the course will be sent the day of the event approximately 15-20 minutes prior to the first session of the day for that topic.
- ◆ **IMPORTANT:** If a course requires a pre-requisite, you will not receive a link to the course unless the pre-requisite has been met.

Informal Training —Options (As Available)

Some informal opportunities are available periodically and will be posted ad hoc on the Home Tab of WebEOC.

- ◆ **WebEOC Weekly** —a lunch and learn series with structured and pre-announced topics.
- ◆ **WebEOC Open Office Hours** — pop-in sessions where formal topics are not pre-planned topics, Administrators cater to the group that joins. Participants can pop in to ask a specific question, get an audit of their organization's records/staff access, or request a demo of new functionality.
- ◆ **Request On Demand Assistance** — Use this option when a quick turn around for a question or issue with a WebEOC board or functionality is needed, during normal business hours:
 - Contact a emhs.webeoc@ct.gov
 - Use the email subject line "On Demand Training/Assistance"
 - Include the nature of the question/issue
 - Offer several time/date options for meeting virtually or via phone
 - A WebEOC Administrator (Trainer) will be in contact shortly

WebEOC User Training Resources Board

User training materials in WebEOC have been moved from the File Library to the WebEOC User Training Resources as of July 2020. The WebEOC User Training Resources board is utilized to host various training videos and step by step articles (WebEOC *flash*) as well as other training resources, such as User Guidance, interactive presentations, and technology tips.

Almost every major functionality and board resource is covered in these materials. New training videos are added periodically. WebEOC flash articles should be used in conjunction with the training videos as the videos will provide a visual walk and the articles provide a desk reference. These are periodically reposted with new material (like this one has been) to reflect system functionality updates — so check the dates! **Print these for desk reference.**

WebEOC Users are encouraged to download these articles and maintain a binder in their EOC or include with their Emergency Operations Plan (EOP) for future reference.

As of February 2022, all records previously posted on the WebEOC History board, which provided messages regarding system functionality updates or improvements, were **migrated to the WebEOC User Training Resources** board.

Now, messages regarding system functionality updates or improvements are posted with related training materials for quick reference. These messages can be easily located by filtering for "Announcement", scrolling to the light blue shaded records, or locating records where Title = "WebEOC History: System Functionality/Design Improvement".