Ohio WebEOC Incident Management System

State Agency User’s Manual

Operational Website
https://ohio.webeocasp.com/ohio/default.aspx

Training Website
https://webeoctraining.dps.ohio.gov/eoc7/default.aspx

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Purpose

The WebEOC State Agency Training Manual is a guide to assist State Agency disaster response personnel with the basic functions of the WebEOC Incident Management System implemented for the State of Ohio and partners. WebEOC is maintained by the Ohio Emergency Management Agency as a means to track and analyze disaster information for better decision making before, during and after incidents.
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Login

Operational Website URL: https://ohio.webeocasp.com/ohio/default.aspx

Training Website URL: https://webeoctraining.dps.ohio.gov/eoc7/default.aspx

Typing in the URL will bring you to the WebEOC landing page. This page will indicate which site you are using, Training site or Operational site. If you found that you are not on the site that you intended to access, you can click the link on the landing page to navigate to the appropriate site. Once you have determined you are on the correct site, click the “Accept” button.

Username: Enter your work email address.

Password: Enter password (user defined, what you made it at the first login).

Note: For new users or if you have had your password reset, the password is “Welcome1!”. You are forced to reset it the first time you login. Password is case sensitive.

Click “Log In” to advance.
Select Position

**Position**: Select the position you will be performing.

Select Incident

**Incident**: Select the incident you are working. Field displays current defined default incident.

Change incident if necessary and click “Continue” to advance.

Enter Additional Login Information

Information entered here populates various boards in WebEOC and is valid for the current session.

**Name**: (Required), **Location**: (Required), **Phone Number**: ("xxx-xxx-xxxx" format) (Required)

**Email**: (Required), **Comments**: (Optional)

Click “Continue” to advance.
Home Page

Your browser will open the WebEOC Home Page. From the Home Page, you will be able to view any system-wide messages and navigate to various areas of WebEOC to include the boards, menus, tools and plugins. The content available on this page is dependent on the permissions assigned to the position that you log into. Throughout the remainder of this manual, we will be using the base Ohio EMA configuration.

Change Log in Information and Additional Information

Find and click on your User ID link located in the upper left corner of the Control Panel.

Your username is set and can only be changed by an administrator.

Old Password, New Password, and Confirm Password fields are used to reset the current password.

To reset your password all three fields must be populated.

Fill in the Primary Email field if it is blank.

This field is used in the “Forgot Username/Password process”. This field is saved.

Enter a Secondary Email. (Optional)
Leave all of the additional fields at their default.

User Account

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<tr>
<td>User Name:</td>
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<td>Old Password:</td>
</tr>
<tr>
<td>New Password:</td>
</tr>
<tr>
<td>Confirm Password:</td>
</tr>
<tr>
<td>Primary Email:</td>
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<td>Secondary Email:</td>
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<tr>
<td></td>
</tr>
<tr>
<td>Locate:</td>
</tr>
<tr>
<td>Override Server Locale</td>
</tr>
<tr>
<td>Time Zone:</td>
</tr>
<tr>
<td>Override Server Default Time Zone</td>
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**Real Name, Location, and Phone Number** fields display the information entered in the log in process. This information is only active for the current session and will need to be reentered whenever you login.

Information edited in this area will be saved but will not update your current session without logging out of WebEOC, then logging back in.
Click “Save” or “Cancel” if there are no changes to advance.

**Change Current Position**

Find and click on the **Position** drop down box in the top, center of the home page.

The positions available to you will be included in this drop down box. Select the position you would like to change to and your position will change.

**Change Current Incident**

Find and click on the **Incident** drop down box located at the top, center of the home page.

The dropdown will display all of the incidents entered in the system that your position has rights to view.

Select the incident you would like to view.

**Home Page**

The control panel is located in the drop down box located on the top left hand side of the home page.

Once you select this drop down box, you will be able to view the Boards, Menus, Tools and Plugins that are available to the position that you are logged into.
When you click on the name of the board you would like to open, a new tab will open on your home page. In the example below, 1 – Sign In/Out board was selected and is now viewable with a tab.

You can have multiple boards open at the same time and each will continue to open a new tab. This example shows 4 boards open and displaying the Position Log. You can change which board is displayed by selecting the appropriate tab. WebEOC will maintain the open tabs for that position every time you log in or out. Each position will save those defaults differently.
Selecting the “Home” tab, you will return to the Notifications page:

On the right side of the home screen is a blue box with an arrow. By selecting this, you will see a drop down menu of all the current boards that are open. From here, you can select an individual board to view, or you may close all boards with a single click by selecting “Close All Tabs”.

**Boards**

**“Ohio Watch”**

Click “Ohio Watch” on the Control Panel. Opens **Current Ohio Watch Board** in a new tab.

**Ohio Watch Office Concept of Operations**

The Ohio EMA Watch Office operates 24/7, 365 days a year as a daily extension of the State of Ohio’s Emergency Operations Center (State EOC). The Office provides a persistent watch for emergency management in Ohio. The daily role of Watch Office staff includes monitoring the steady state for developing hazards or incidents, providing situational awareness products, coordinating needed collaboration or response to events, and maintaining the readiness of Emergency Support Function 5, Information and Planning. When necessary, the Watch Office shepherds the State EOC’s transition process. Once activated, the Watch Office staff assume key roles in the Operations and Information and Planning Sections of the State EOC.
“1 – Sign In/Out”

Click “1 – Sign In/Out” on the Control Panel.

Opens Current Incident Staffing Board in a new tab.
Current Incident Staffing Board

Find and click “Sign In”.

Agency: Enter your agency name.
The **Section**, **Position**, **Name**, **Location**, **Contact #** and **Email** fields prepopulate from the login information entered and the position defined. The **Date/Time In** field defaults to when the record is first opened and can be edited.

Click “Save” to advance, the page will refresh and display your sign in information.

### Current EOC Staffing Board

Verify that the information displays correctly on the board.

To close this board, select the x on the Tab titled 1 – Sign in/Out.

### “2 – Position Log”

Click “2 – Position Log” on the **Control Panel**.

Opens **Current Position Log Board** a tab on the home page, displaying only entries for and relevant to **Position**.
**New Position Log Record**

Find and click “New Record”.

Opens a new Position Log Record.

Fill in all of the fields that are not pre-populated.

**Date/Time** (defaults to “Now”), **Event Type** (Choose from List), **Priority** (Choose From List), **Point of Contact Name**, **Contact Number**, **Map Label**, **Address/Location** (Enter valid address), Click “Get Address” to enter the Lat/Long, **Add Attachment 1**, **Add Attachment 2**, **Add Details**.

Click “Save” to advance.
View Position Log Record

Find the Position Log Record just entered and verify that the information is correct and the “Map” button and “Attachment” icons correctly display.

Update Position Log Record

Find the Position Log Record just entered and click “Update Record”.

Update Record
**Current Position Log Board**

**Update Position Log Record**

Enter additional *Details* record, change the *Priority*, and click on the *Display on State Significant Event board* check box.

Click “Save” to advance.

**View Position Log Record**

Find the updated record and confirm the saved information.

Click “X” on the tab to close board.
“3 – State Significant Event”

Click “3 – State Significant Event” on the Control Panel.

Opens SEOC Significant Events Board in a new tab.

Find your record entered for training and click “Update Record”.

SEOC Significant Events Board

Update Significant Event Record

Add additional Details record.

Click “Save” to advance.
Find the updated record and confirm the saved information.

Click “X” on the tab to close board.

“4 – Mission Request”

Click “4 – Mission Request” on the Control Panel.

Opens Mission/Resource Request Board in a new window.
Find and verify that the “Status Filter” is set to “Show All”.

Find and verify that the “My Assignments” button has been selected.

**Missions** are assigned to “ESF’s” or Groups

If there are no records displayed that indicates that the ESF or Group that you are logged in as does not have any **Mission Requests** assigned.

If you are a member of multiple ESF’s or groups you will need to change your **Position** to edit another ESF assigned **Mission**.

Find and click the “My Requests” button.

This will display **Mission Requests** that were entered by the **Position** you are currently logged in as.

If you are a member of multiple ESF’s or groups you will need to change your **Position** to view another ESF assigned **Mission**.

Find and click on the “View All” button.

This will display “All” of the **Mission Requests** in the system for the **Incident** that you are logged in as.

Click “X” on the tab to close board.

**Mission/Resource Request Board**

**Update a Mission Request**

Find and click “Update” for one of the records for the particular ESF you are logged in as under “My Assignments” or “My Requests”.
Find and click “Add Mission Update” button.

Mission/Resource Request Board

**Update a Mission Request – Add Mission Update**

Enter text into the **Update** field.
Find and click “Save” to advance.

**Update a Mission Request – Change Status**

Find and click Status dropdown.

Change the Status.

Find and click “Save” to advance.

Find the record on the Mission/Resource Request Board and verify that the Status has changed.

Click “X” on the tab to close the board.
“5 – SEOC Messaging”

Click “5 – SEOC Messaging” on the Control Panel. Opens Messages Board in a new tab.

Messages Board should default to the Filter “All Messages” and will display all of the messages entered for the Incident.

Select Filter “Messages To My Position” to view messages where the “To Position” in the message matches the logged in Position.

Select Filter “My Sent Messages” to view messages where “From” matches the logged in Position.
New Message

Find and click “New Message”.

Enter the To Position, To Group, Attachment 1, Attachment 2, Subject and Message.

Click “Save” to post message to board.
Control Panel

When a new message or mission request is assigned to your position, the Home tab will turn light blue and a star will appear.

Click on the home tab

Your notifications will appear just below the System-wide Message.
“6 – Position Log”

Click “6 – Position Log – View All” on the Control Panel.

This board displays all position log entries from all positions for this incident. Note that this board is searchable (search window in the top right). This is a good board to keep up.

Click “X” on the tab to close board.

“Menus”

Click “Common Operating Picture” on the Control Panel

Click 01 - County Significant Events
Click 02 – State EOC Operational Schedule

Click 03 – Active Shelters
Click 04 – Road Closures

Click 05 – Press Releases

Click 06 – Incident Action Plan

Click 07 – Situation Reports
Click 8 – Declarations

Click 9 – Safer Ohio Repository
Click 10 – Individual Assistance (IA) Homes and Businesses
Click 11 – Public Damage Assessment - View
“8 – Incident After Action Review (AAR)”

Click “8 – Incident After Action Review (AAR)”.

Find and click “New Record” to add a new entry.

Fill in your Comments or Issues, and any Recommendations.

Click “Save” to advance. (You can run “Spell Check” if you choose.)

Click “X” on the tab to close Incident After Action Review (AAR) Board.
*Incident Status >>

1 – County Status
4- Damage Assessment

5 – Substantial Damage Inspection Tracking

6 – Miscellaneous Attachments
7 – Situation Reports

11 – Mission/Resource Requests
12 – Messages

13 – Incident Action Plans

14 – All Attachments View
Forgot User Name/Password – Login

This requires that the **Primary Email** field has been set on the “User Account” screen and is unique for one account only.

![User Account Form](image)

Click “Accept”
Click “Forgot Username/Password?”

Enter your **Username and Email Address** that was entered as your primary email address. This will confirm your identity in WebEOC and then send a password rest link to your email address.

Click “Continue” to advance. Once you receive the email, follow the directions as prompted to reset your password. Your new password must be a minimum of 8 characters and use a capital letter and a symbol.

**Notes:**