Ohio Emergency Management Agency

WebEOC Incident Management System

County User’s Manual

Operational Website
https://ohio.webeocasp.com

Training Website
https://webeoctraining.dps.ohio.gov

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Purpose

The WebEOC County User’s Manual is a guide to assist disaster response personnel and emergency managers with the basic functions of the WebEOC Incident Management System. WebEOC is maintained by the Ohio Emergency Management Agency and made available to state agencies and county emergency management agencies as a means to track and analyze disaster information for better decision making before, during and after incidents.
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Login

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

Operational Website URL: https://webeoc.dps.ohio.gov
Training Website URL: https://webeoctraining.dps.ohio.gov
A. **Username:**
   Enter your user name, which is typically your work email address.

B. **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 will be required to reset your password the first time you log-in. Passwords are case sensitive. New passwords are required to be a minimum of 8 characters long, contain a capital letter and a number.

C. Click “**Log In**” to advance.

D. **Position:**
   Select the position you will be performing from the dropdown box.

E. **Incident:**
   Select the incident you are working. The field displays current default incident. Change incident if necessary.
   Click “**Continue**” to advance.
F. **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.
2. Home Page

After logging in 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 plug-ins. 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 County EMA configuration.
3. **CONTROL PANEL**

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.
4. TABS

From the Control Panel, when you click on a board or menu item a new tab will open on your home page. In the example below, “1 – Sign In/Out” board was selected and is now viewable in a tab.

You can have multiple boards open at the same time, each board will 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.

Selecting the “Home” tab, you will return to the Home 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...”
5. BOARDS

From the Control Panel you can access all of the Boards available to you. This section gives a brief description of each of the Boards and their use.

### *** Ohio Watch ***

Clicking ***Ohio Watch*** on the Control Panel opens the **Ohio Watch Board** in a new tab.
The Ohio Watch Board is a common operating picture board utilized and updated by the Ohio EMA Watch Office. This board will provide an overview and limited incident details for any active incidents occurring across Ohio.

A. 01 - Sign In/Out

Clicking “01 – Sign In/Out” on the Control Panel opens the Sign In board in a new tab.

a. Find and click “Sign In”.

```
Boards

*** Ohio Watch ***
01 - Sign In/Out
02 - Position Log
03 - County Significant Events
04 - Mission/Resource Request
05 - Messaging
06 - Position Log - View All
07 - County Documents
Significant Event Controller
```
b. The **Section**, **Position**, **Name**, **Location**, **Contact #** and **Email** fields pre-populate from the login information entered and the position defined. The **Date/Time In** field defaults to when the record is first opened.

c. Enter your agency name in the **Agency** box.

d. Click “Save” to advance, the page will refresh and display your sign in information.
e. To close this board, select the x on the Tab titled **01 – Sign in/Out**.

A. **02 – Position Log**

Clicking “**02 – Position Log**” on the **Control Panel** opens the **Position Log Board** in a new tab, displaying only entries for and relevant to the **Position** you’re signed in as.

a. **New Position Log Record**

To create a new Position Log Record, click on the “**New Record**” button.
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.

---

**b. Update Position Log Record**

To update a Position Log Record click on the “Update Record” button.
Enter any additional Details, change the Priority, or mark an entry as a significant event for Display on County Significant Event board as applicable.

Click “Save” to advance.

Find the updated record and confirm the saved information.

Click “X” on the tab to close board.
B. 03 – County Significant Events

Clicking 03 – County Significant Events on the Control Panel.

Opens County Significant Events Board in a new tab.

From this board you can view all log entries that have been marked and approved as County Significant Events.

C. 04 – Mission/Resource Request

Clicking 04 – Mission/Resource Request on the Control Panel.
Opens **Mission/Resource Request Board** in a new tab.

**View Mission/Resource Requests**

i. Find and verify that the “Status Filter” is set to “Show All”.

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

iii. **Missions** are assigned to “ESFs” 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.

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

v. Find and click the “My Requests” button.
vi. This will display **Mission Requests** that were entered by the **Position** you are currently logged in as.

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

viii. Find and click on the “View All” button.

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

**b. Create or Update a Mission/Resource Request**

i. Find and click “New Record” or ”Update” for one of the records for the particular **Position** or ESF you are logged in as under “My Assignments” or “My Requests”.

ii. Enter or update mission details as needed. If this is a new record, assign the mission to either “Mission Controller” or directly to the responsible ESF depending on county procedure.
iii. To add a comment click on the “Add Comment” button.

iv. Enter text into the Update box. Note: updates can also be made directly into the affected box, but this does not result in a record of past updates.

v. Click “Save” to advance.
c. Update a Mission Request – Change Status

i. Click the **Status** dropdown.

ii. Change the **Status** as needed

iii. Click the Save button to continue.

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

v. Click “X” on the tab to close the board.
F. 05 – Messaging

Clicking 05 – Messaging on the Control Panel

Opens the Messages Board in a new tab.

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

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

a. New Message
i. To create a new message click the “New Message” button.

ii. Enter the To Position, Attachment 1, Attachment 2, as applicable, Subject (Required) and Message.

iii. Click “Save” to post the message.
b. Update Message

i. To update a message from the Messages board click “Select” next to the message you want to update.

ii. After the message opens click “Add Comment”.

iii. Enter comments and click the “Save” button to advance.
iv. Then click the “Return to List” button to return to the list of message.
G. 06 – Position Log – View All

Clicking **06 – Position Log – View All** on the Control Panel.

Opens the **Position Log – View All** board in a new tab.

This board displays position log entries for all positions for the incident you are currently logged into.

H. 07 – County Documents

Clicking “07 – County Documents” on the Control Panel
Opens the County Document Library board in a new tab.

6. Menus

This section gives a brief description of each of the Menus in the Control Panel and their use.

A. Common Operating Picture

Clicking the “triangle” next to Common Operating Picture under Menus in the Control Panel will expand the Common Operating Picture menu selection.
a. Clicking on **01 – State Significant Events** will open the **State Significant Events** board in a new tab.

The **State Significant Events** board includes all Position Log entries that have been marked and approved as a State Significant Event.
b. Clicking **02 – State EOC Operational Schedule** opens the daily operational schedule of events for the State Emergency Operations Center in a new tab.

![State EOC Operational Schedule](image)

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
<th>Responsible Unit or Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:00 AM</td>
<td>Situation Report Published</td>
<td></td>
<td>Planning Chief</td>
</tr>
<tr>
<td>8:00 AM</td>
<td>Shift Start</td>
<td></td>
<td>All</td>
</tr>
<tr>
<td>8:15 AM</td>
<td>in-brief/shift change brief</td>
<td></td>
<td>All</td>
</tr>
</tbody>
</table>

![Active Shelters](image)

c. Clicking **03 – Active Shelters** will display all shelters entered in WebEOC and their current status. All shelters will display on this board regardless of the incident they are associated with.
d. Clicking **04 – Road Closures** will display all road closures entered in WebEOC and their current status. All road closures will display on this board regardless of the incident they are associated with.

![Road Closures Board](image)

*Image Description: Road Closures board with a list of road closures for Adams County. The board includes columns for Priority, Status, County, Closed Road, Mile Marker, From To, Location, Reason, Attachments, Last Updated, and Last Updated By. Example entry: Medium, Closed, Adams County, See position log for road closures, /, 12/30/2016 12:16:29, OH ADAM-OPS Law Enforcement (ESF 13).*

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e. Clicking **05 – Press Release** will open the SEOC Press Releases board in a new tab. Once a press release is approved and distributed by the Joint Information Center, a copy of the press release will be uploaded to this board. County press releases can also be uploaded and shared on the Press Release Board as well.

![Press Releases Board](image)

f. Clicking **06- Incident Action Plans** will open the Incident Action Plan board in a new tab. Once Incident Action Plans are developed and approved, a copy will be uploaded and saved to this board.

![Incident Action Plan](image)

g. Clicking **07 – Situation Reports** will open the Situation Reports board in a new tab. Situation Reports are usually compiled at least once each day by the State Emergency Operations Center. Once these reports are approved, a copy will be saved to this board. County situation reports may also be uploaded and saved to the Situation Reports board as well.

![Situation Reports](image)
h. Clicking **08 – Declarations** will open the Declarations board in a new tab. State, County and local declarations that have been submitted to Ohio EMA will be saved to the Declarations board and available for view.

i. Clicking **09 – Safer Ohio Repository** will open the Safer Ohio Repository board in a new tab. The Safer Ohio Repository board is a shared board that loads the information that is entered into the Safer Ohio Repository website. The Safer Ohio Repository website was developed to share incident information with local first responders across Ohio.
j. Clicking **10 – Individual Assistance** will open the Individual Assistance board in a new tab. The Individual Assistance board is a view only board to share completed and verified Damage Assessment information from the Individual Assistance program.

![Individual Assistance Board](image)

k. Clicking **11 – Public Assistance** will open the Public Damage Assessment board in a new tab. The Public Assistance board is a view only board to share completed and verified Damage Assessment information from the Public Assistance program.

![Public Assistance Board](image)

l. Clicking **12 – LEPC Spill/Release Reports** will open the LEPC – Oil Spill and Hazardous Substance Spill/Release Report board in a new tab. The LEPC Spill/Release Reports board is a view board that was developed to share Hazardous Materials spill and release information.

![LEPC Spill/Release Reports Board](image)
B. County EMA/Ohio EMA Directory

Clicking the “triangle” next to **County EMA/Ohio EMA Directory** under **Menus** in the **Control Panel** will expand the **County EMA/Ohio EMA Directory** menu selection.

a. Clicking **01 - County EMA Directory** will provide a listing of each of the 88 county EMA directors and their contact information.

b. Clicking **02 – Ohio EMA Staff Directory** will provide a listing for all Ohio EMA personnel and their contact information.
C. ICS/FEMA Forms

Clicking the “triangle” next to ICS/FEMA Forms under Menus in the Control Panel will expand the ICS/FEMA Forms menu selection.

- Clicking FEMA Forms will provide a list of commonly used FEMA forms in fillable PDF format.
b. Clicking **ICS Forms** will provide a list of commonly used ICS form in fillable PDF format.
D. Resource Capability Assessment – By Capability

Clicking on the “triangle” next to Resource Capability Assessment – By Capability will provide a listing of resources by capability. Clicking on a particular resource will open a listing of resources of that type that have been submitted by both state and local partners.
E. WebEOC User Documents and Feedback

Clicking the “triangle” next to **WebEOC User Documents and Feedback** will expand the **WebEOC User Documents and Feedback** menu.

- Clicking on **01 - After Action Review** will open the **Incident After Action Review** board in a new tab. The After Action Review board provides users the opportunity to document best practices and/or items of note that need to be reviewed following an incident or exercise.

  - To enter a new after action review item, click on **New Record**.

  i. To enter a new after action review item, click on **New Record**.
ii. Enter information in the comment and recommendations fields. You can also add one attachment if needed. Once all comments and recommendations have been completed, click “Save”. Your page will refresh and your new entry will be listed at the top of the **Incident After Action Review Board**
b. Clicking **02 - WebEOC Feedback** will open the **WebEOC Feedback** board in a new tab. This board provides users the opportunity to document errors and suggestions to be reviewed by WebEOC Administrators.

i. To enter a new WebEOC Feedback item click “New Record”.

ii. Enter the information in the comment and recommendations fields. A field to add an attachment is also available. Once completed, click “Save”. Your page will refresh and your new entry will be listed at the top of the WebEOC Feedback Board.
c. Clicking **03 – County WebEOC User Documents** will open the **County WebEOC User Documents** board in a new tab. The **County WebEOC User Documents** board provides users a variety of user manuals and quick reference guides associated with the County WebEOC User and Control Panel.

d. Clicking **04 – ESF Overview Videos** will open the **ESF Overview Videos** board in a new tab. The **ESF Overview Videos** board provides users with brief videos that outline the function of each of the state 15 Emergency Support Functions.
7. Tools

Current Users Logged In

The Current Users Logged In board provides a list of all users that are currently logged in to WebEOC. The information provided is specific to either the Training site or Operational site, depending on which site you are using.

By clicking on the users name, you can view the “Additional Login Information” provided by the user when logging in.

Session Information

| tmbarstow@dps.state.oh.us |
| Name: Todd Barstow |
| Location: Ohio EMA |
| Phone Number: 740-225-6394 |
| Email: tmbarstow@dps.ohio.gov |
8. Login and Passwords
   A. Changing Login and Additional Information
      a. Find and click on your User ID link located in the upper left corner of the Home Page.
      b. This will open up the User Account menu.
      c. Your username can only be changed by an administrator.
      d. To change your password, enter your current password in the Old Password field, enter your new password in the New Password field, and reenter your new password in the Confirm Password field. You must populate all three fields to reset your password.
      e. Enter a current email address in the Primary Email field if it is blank or the email entered is not current. The email entered here will be used for “Forgot Username/Password” retrieval.
      f. Enter an alternate email in the Secondary Email field (Optional).
      g. Do not alter the Locale or Time Zone fields.
h. The **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. Information entered in these fields will be saved but will not update your current session without logging out of WebEOC, then logging back in.

![WebEOC User's Manual](image)

i. Click “Save” to save your changes or “Cancel” to exit without making changes.

**B. Change Current Position**

a. Find and click on the **Position** drop down box in the top, center of the **Home Page**.

![WebEOC User's Manual](image)

b. The positions available to you will be included in this drop down box. Select the position you would like to work in and your WebEOC Control Panel will update based on the permissions of the position you selected.
C. Change Current Incident

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

b. The dropdown will display all of the incidents in WebEOC that the position selected has permissions to view. Select the incident you would like to view and WebEOC will refresh with the selected incident information.