



# CDEMA WebEOC<sup>®</sup> Users Manual

Version 1.0

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## Purpose

The purpose of this document is to provide step-by-step instructions on using WebEOC as an end user as well as to address the overall conceptual management of an emergency situation in CDEMA. This document will also outline applicable operational policies for the implementation of WebEOC in the CDEMA CU Emergency Operations Center (EOC).

## Audience

This document is for WebEOC users supporting the CDEMA Emergency Operations Center (EOC) instance of WebEOC, which includes the EOC Command Staff, Participating States and other authorized partner organizations and disaster response stakeholders.

## What is WebEOC?

WebEOC® is a web-based information management system by ESI (Emergency System Integrators) that provides a single access point for the collection and dissemination of emergency or event-related information. It was designed to aid decision making by providing authorized users real-time information in a user-friendly format. WebEOC can be used during the planning, mitigation, response and recovery phases of any emergency. It can also be used by agencies during day-to-day activities to manage routine, non-emergency related operations.



Web EOC integrates data, video, messaging, and many other types of information. It distributes that information both to individual terminals and to projection screens. It also allows for remote access via the Internet for authorized users.

Being able to share real time information with other agencies in the region can allow for more rapid deployment of the regional resources available to emergency managers.

## Accessing WebEOC

WebEOC is web-based software. To access WebEOC, users need a computer with an Internet connection. WebEOC works best with Internet Explorer 6.0 or higher. It may not function properly with other web browsers such as Firefox, Safari (Mac), Chrome, or Opera.

Pop-up blockers in Internet Explorer, the Google tool bar, and the Yahoo tool bar must be disabled for WebEOC to properly display.

## WebEOC User Accounts

### Requesting Access

As of 2009, all WebEOC users are required to have an individual account to access the system. To request access, a user must submit a WebEOC Account Request to CDEMA CU. Completing the Account Request requires approval authorization signatures and a justification as to why access is needed.

There is no limit on the number of accounts a Participating State can have.

### WebEOC Positions

When WebEOC accounts are created, each user is assigned a "position" in WebEOC. Each user will be assigned one position. The position controls the user's permissions to boards and level of access. For example, a logger will not be able to see boards solely required for other positions.

The use of positions in WebEOC also enables the WebEOC Support Team at the CU to quickly assign new roles to a user accounts without changing the login name or password.

**Best Practice:** After entering WebEOC's URL into your browser, bookmark the site as CDEMA WebEOC Login. If you use multiple computers, bookmark the page on each computer.

## Disabling WebEOC Accounts

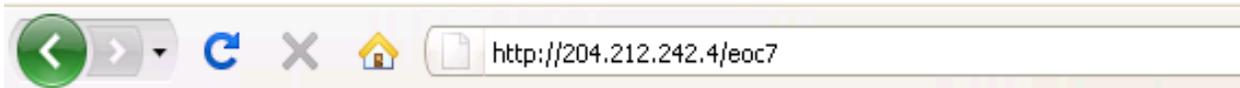
When a person no longer needs access to WebEOC, the WebEOC Support Team should be notified to disable the account.

## Login to WebEOC

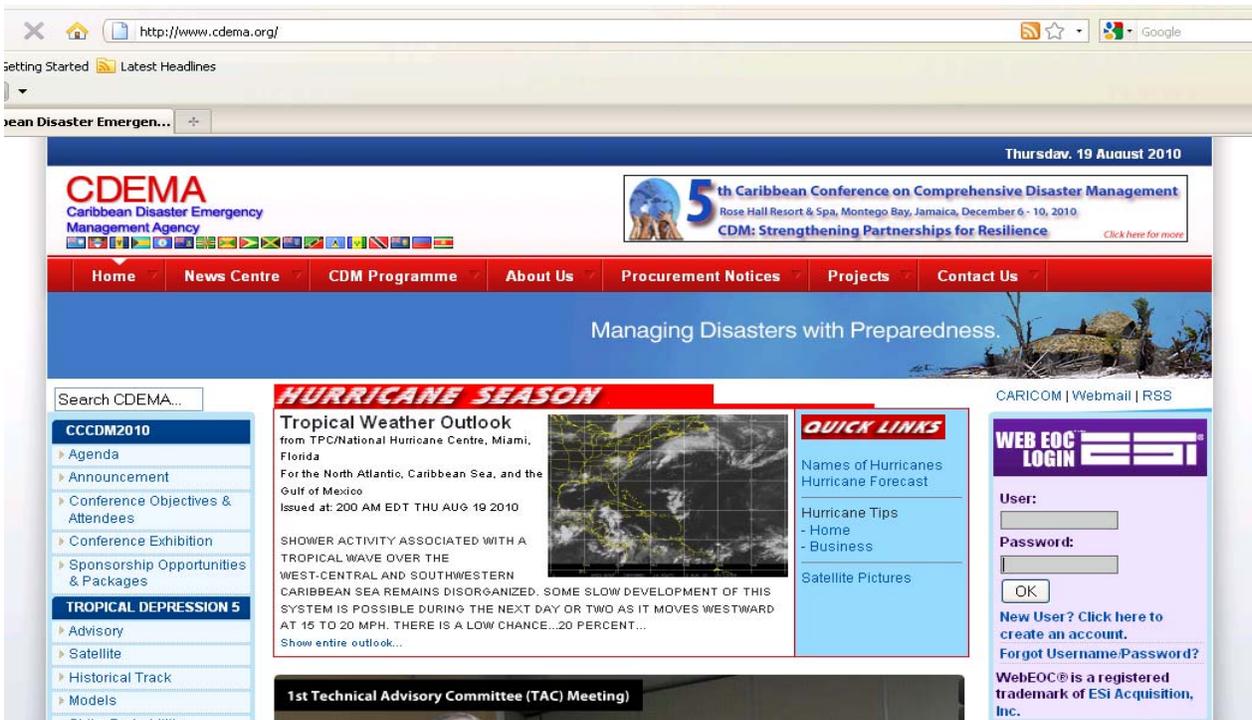
Logging in to WebEOC is a two step process. The first step is to enter the username and password. The second step is to select the incident and position.

### Step 1 – Enter Your Username and Password

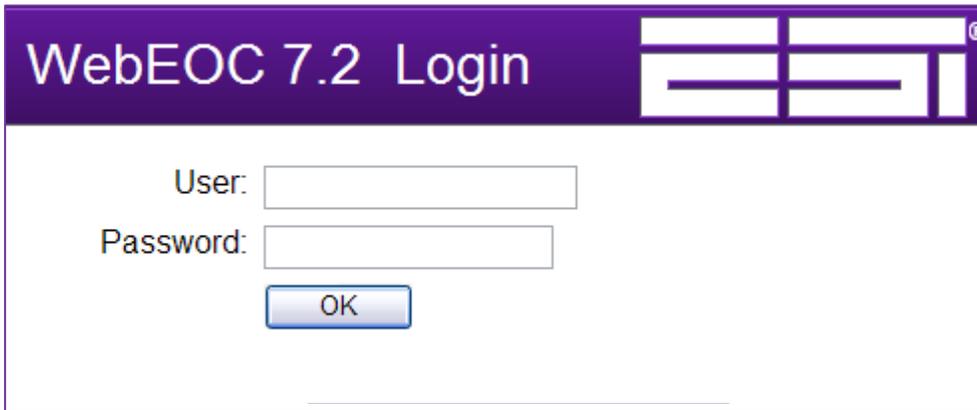
Open the Internet Explorer web browser and enter <http://204.212.242.4/eoc7> in the address bar. (Make sure pop-ups are enabled for the site. See the directions below to disable pop up blockers.)



Alternatively you can login to WebEOC via the CDEMA official website at <http://www.cdema.org>



Enter the username and password provided when your new account was created and then click the OK button.



The image shows a dialog box titled "WebEOC 7.2 Login". It has a dark purple header with the title in white. Below the header, there are two text input fields: "User:" and "Password:". Below the "Password:" field is a blue "OK" button. The dialog box has a white background and a thin purple border.

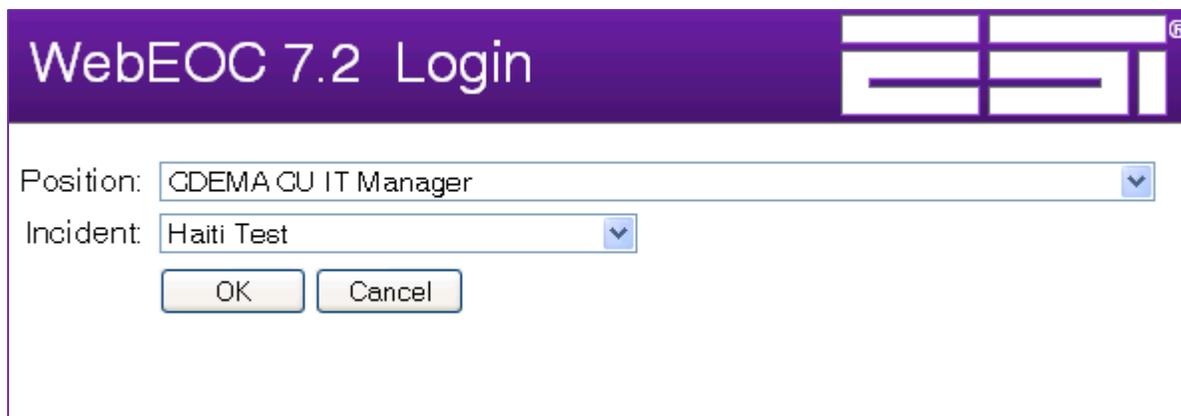
If the password is entered incorrectly three times, the account will lock for 120 minutes. Contact the WebEOC Support Team at [itunit@cdema.org](mailto:itunit@cdema.org) to unlock the account.

### WebEOC Password Requirements

The WebEOC password must contain a minimum of eight characters and have one of each of the following: a lower case letter, an upper case letter, and a number.

### Step 2 – Select Position and Incident

Select the position for the role you have been assigned within your agency. In most instances a default position and incident will be presented. WebEOC only displays positions to which you are assigned.



The image shows a dialog box titled "WebEOC 7.2 Login". It has a dark purple header with the title in white. Below the header, there are two dropdown menus: "Position:" and "Incident:". The "Position:" dropdown is currently set to "CDEMA GU IT Manager" and the "Incident:" dropdown is currently set to "Haiti Test". Below the dropdowns are two buttons: "OK" and "Cancel". The dialog box has a white background and a thin purple border.

Select the appropriate incident.

**Note:** CDEMA does not use the “Register for a Position” functionality in WebEOC. Accounts are created only for approved users who submit the account request and attend training.

The final step to the login process is to close the window behind the WebEOC Control Panel.

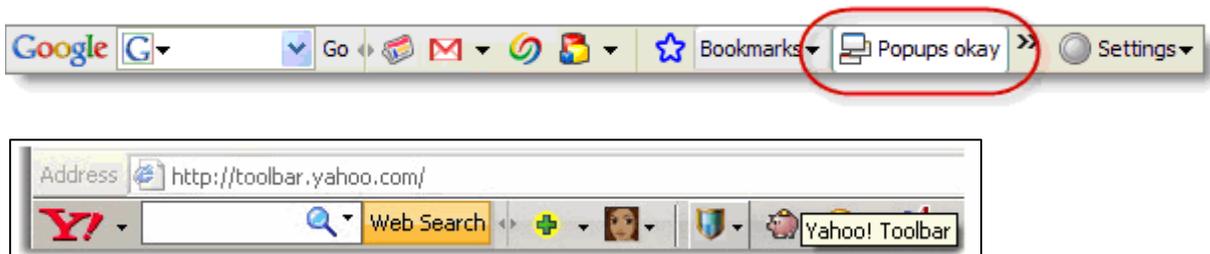
## Enabling Pop-Ups

WebEOC requires pop-ups to be enabled in order to display the Control Panel, board data entry forms, and board display views. If using Internet Explorer and the pop-up warning is displayed, select “Always Allow Pop-ups from This Site” from the option list.

Once this is selected, then the pop-up warnings will no longer be displayed when WebEOC is opened on the computer.

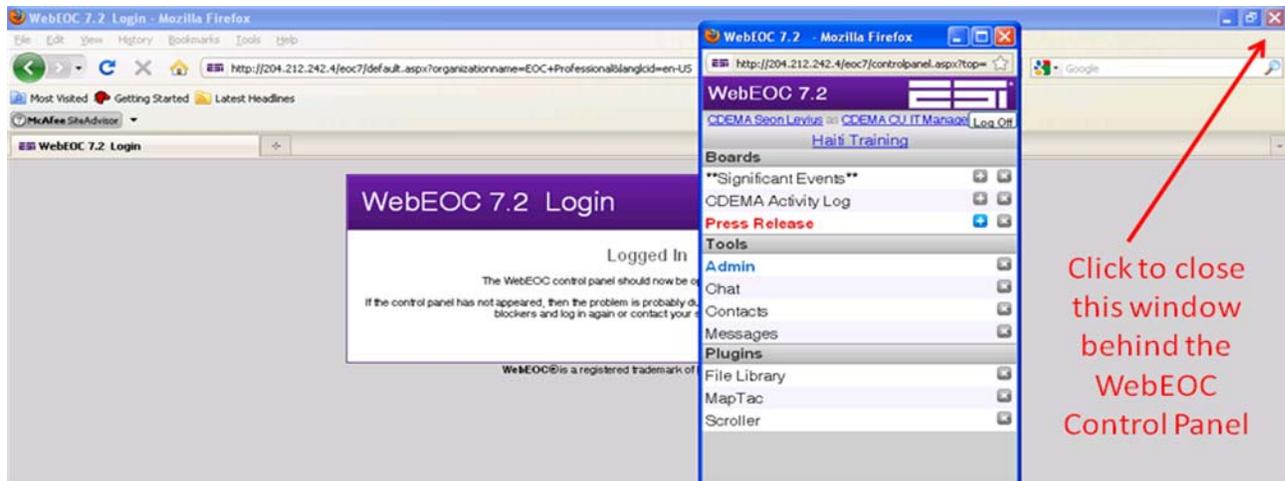


For the Google or the Yahoo tool bar, select the option to enable pop-ups.



## WebEOC Control Panel

Once the additional login information is entered, two windows will display. The WebEOC Control Panel displays in a pop-up window. The other window can be closed; it will not be used again.



## Navigating the Control Panel

### Log Off Button

The Log Off button closes WebEOC. If you click this button, you will have to complete the three steps of the login process again.

Clicking the red X at the top of the WebEOC Control Panel window also logs you out of WebEOC.



### Account Information

The username found on the far left hand side displays account information. By clicking on the username, the user has the ability to update his/her email address and change the password.

### Incident Name

The incident name displayed is the Incident that the user logged into. The incident name filters the data to only display items associated with that incident.

### Position Name

The position name is your role. The Control Panel items and permissions are controlled by the position. Some users have multiple positions because they serve in multiple roles.

### User Account

User Name:	ztest
Real Name:	<input type="text" value="First Last Name"/>
Location:	<input type="text" value="location"/>
Phone Number:	<input type="text" value="555-555-5555"/>
Old Password:	<input type="password" value="....."/>
New Password:	<input type="password" value="....."/>
Confirm Password:	<input type="password" value="....."/>
Primary Email:	<input type="text" value="email@email.com"/>

## Boards

“Boards” are WebEOC forms and data displays. The first section of the Control Panel lists WebEOC status boards. The boards listed depend on the user’s position. Board names turn red when new information is posted.

**Important to Note:** The board name will turn red *anytime* there is new information in that board – not necessarily new information for *your* position. For instance, if someone enters a new log entry or updates an existing log, then the board name turns red.

## Tools

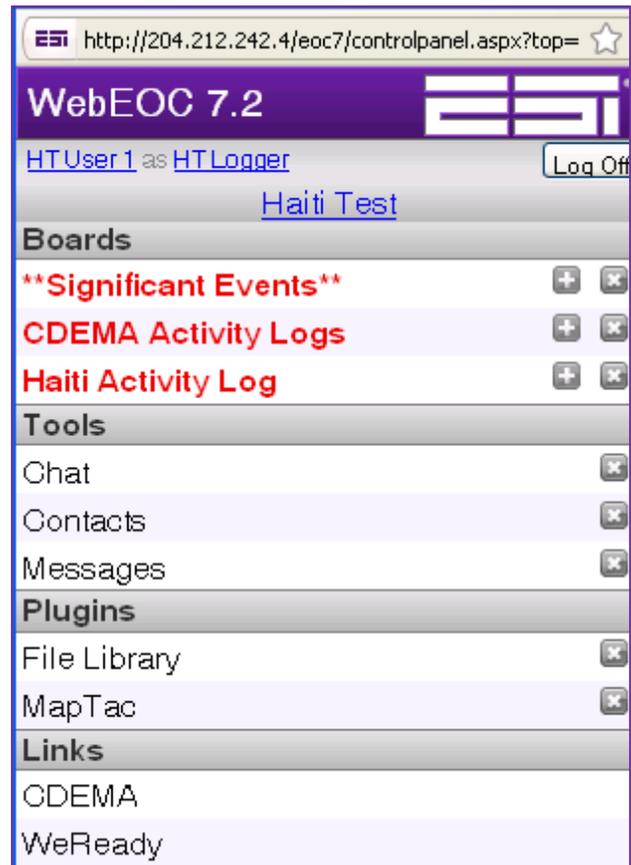
The tools section of the Control Panel contains Chat, Contacts, and Messages

## Plug Ins

“Plug ins” are products created by WebEOC’s vendor ESI that are designed to enhance the functionality of WebEOC.

## Links

“Links” are links to external web pages providing additional information. These pages are outside WebEOC and are publically accessible. Links are provided to make commonly used web pages more easily accessible.



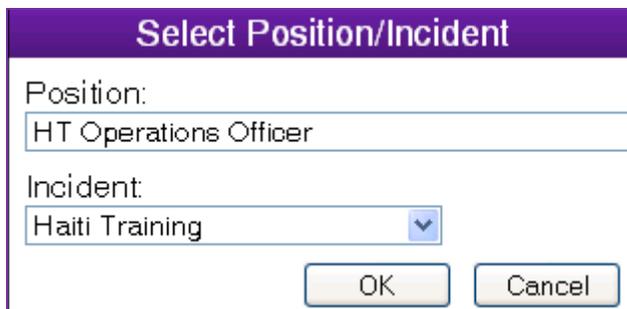
# Switching Positions and Incidents in WebEOC

## Changing Position

To change position, click on the Position name hyperlink near the top of your WebEOC Control Panel. A pop-up window, pictured below, will appear. You may need to scroll to the top of the Control Panel to see this pop-up window.

Select the new Position from the drop-down list and click the "OK" button. You can also change the Incident from this pop-up window.

Note that many WebEOC users have only one Position available to them.

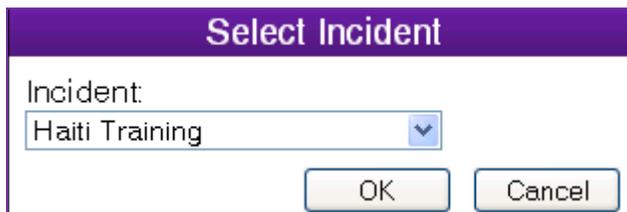


The screenshot shows a pop-up window titled "Select Position/Incident" with a purple header. It contains two input fields: "Position:" with a text box containing "HT Operations Officer" and "Incident:" with a drop-down menu showing "Haiti Training". At the bottom right, there are two buttons: "OK" and "Cancel".

## Changing Incident

To change incident, click on the Incident name hyperlink near the top of your WebEOC Control Panel. A pop-up window, pictured below will appear. You may need to scroll to the top of the Control Panel to see this pop-up window.

Select the new Incident from the drop-down list and click the "OK" button. Alternately, you may click on the Position name hyperlink near the top of your WebEOC Control Panel and change the Incident via the drop-down list from there.



The screenshot shows a pop-up window titled "Select Incident" with a purple header. It contains one input field: "Incident:" with a drop-down menu showing "Haiti Training". At the bottom right, there are two buttons: "OK" and "Cancel".

## WebEOC Boards

“Boards” in WebEOC are input forms and display views of data previously entered. To view board data or enter information, click on the board name in the Control Panel. Data entered on the board will be displayed. If no data is displayed, then nothing has been entered for that board for that incident that your position is able to view.

### Significant Events Boards

The Significant Events Board is used to track events and activities and log “who did what when.” The Significant Events board provides the real-time chronology of actions taken during an event, from beginning to end.

**Note:** Entries to this board can be routed from the individual Participating States ‘Activity Log’ boards. The screen shot below shows a routed entry from the ‘CDEMA Activity Log’ board.

**Significant Events**

Significant Event Index

Search:  Search

<b>Record #:</b>	<u>18</u>	<b>This is a test message CDEMA CU IT Manager - CDEMA Seon Levius at 14:18:51 on 8/20/2010</b>	
<b>Event Type:</b>	Flood		
<b>Position:</b>	CDEMA CU IT Manager		
<b>Name:</b>			
<b>Phone:</b>			
<b>Date:</b>	08/20/2010 14:18:51		
<b>Attachments:</b>			
<b>Map:</b>			
<b>Address/Location:</b>		<b>Incident: Haiti Test</b>	<input type="button" value="Update Record"/>

*This information is not for public disclosure and is intended for authorized WebEOC users only.*

<<<< << Page 1 of 1  Disable Refresh >>

## Country Activity Logs

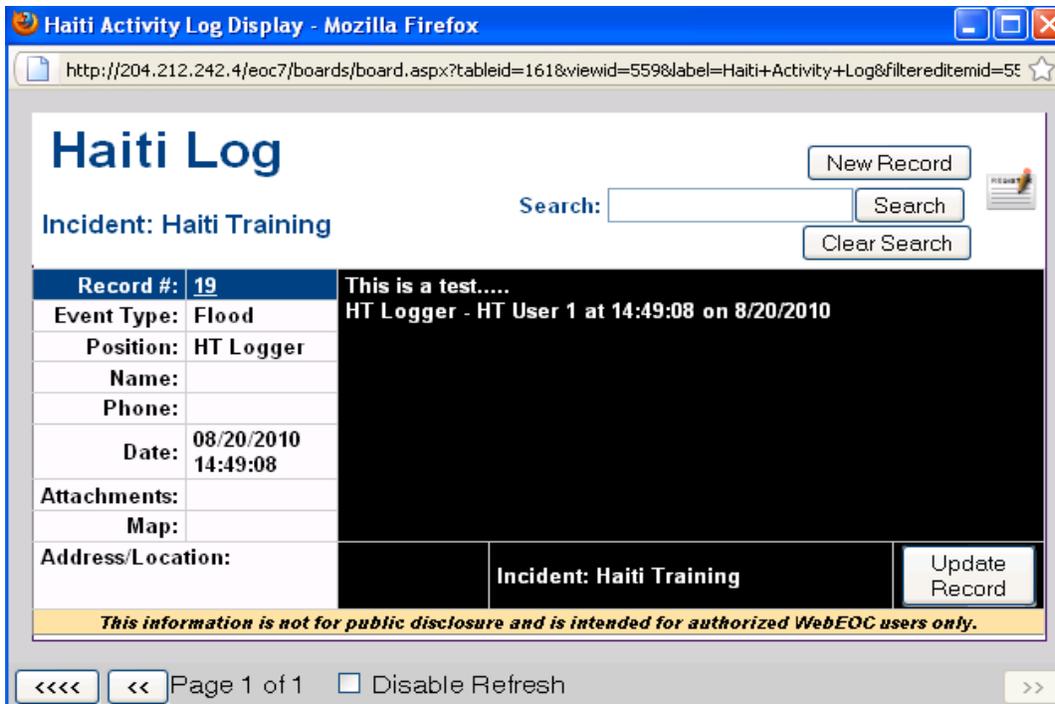
These boards are specific to individual countries. WebEOC users from a specific country will only be able to see that country's 'Activity Log' board.

### Viewing and adding entries to the Activity Log



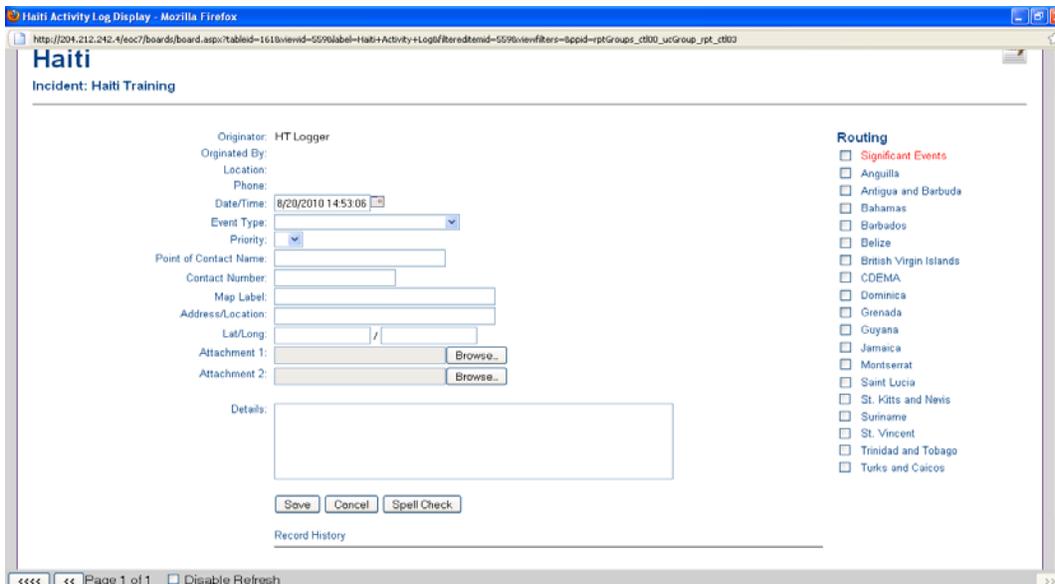
#### Step 1

- Click **Activity Log** from the **Boards** section of the Control Panel
- **Result:** The **Activity Log** window appears and displays the entries if any.



## Step 2

- Click **New Record** to add an entry.
- **Result:** The window below will appear.
- **Note:** You can route entries to a country and also the 'Significant Events' board by checking the routing boxes.



## About Chat

The Chat Plug-In allows WebEOC users to create chat rooms and conduct online text conversations in real-time. User permissions can be granted to edit chat rooms (create and delete) or limited to just participating (send text messages) in existing chat rooms. A chat room can be password-protected by the chat room creator or WebEOC Administrator.

	Room	Edit	Delete
1	Region Rap		
2	tng-ESi Chat Room		
3	tng-ESi Chat Room		
4	tng-general chat		

### Creating a Chat Room

To access Chat, click the **Chat** link on the **Control Panel**. The **Chat** window will display. To add a Chat Room: a) Click the **Add Chat Room** button. (See above graphic) b) below is the dialog box which will appear.

Name

Available

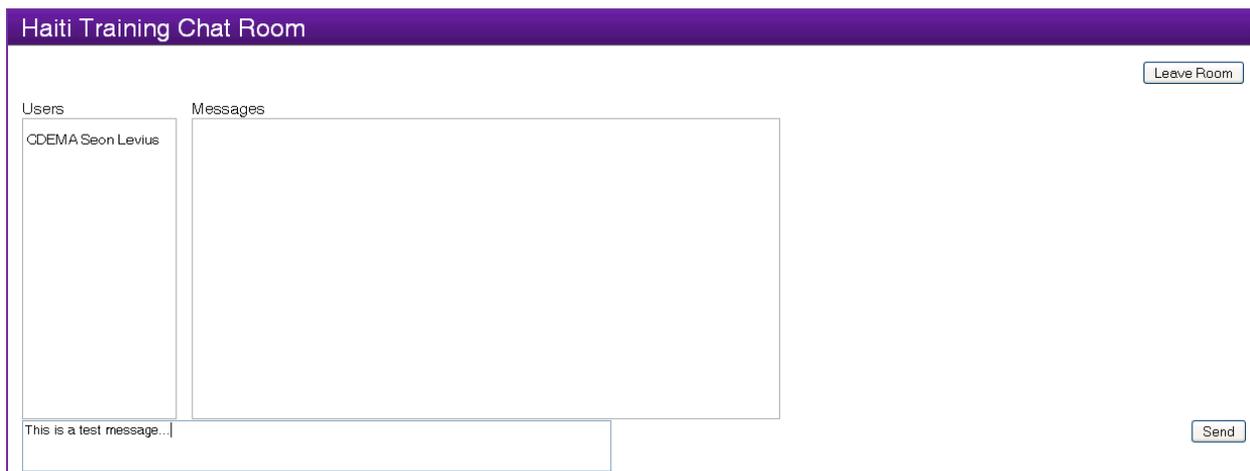
Groups

- Haiti
- Jamaica
- Logistics
- Logistics Section Chief
- Montserrat
- Operations
- Operations Section Chief
- PIO
- Planning
- Planning Section Chief

Selected

## Using Chat

1. To use a chat room, perform the following steps:
2. Click the **Chat** link on the **Control Panel**.
3. Click the name of the chat room to enter.
4. Type the message in the bottom **Text Message** area. Click **Send**. The message will be added to the **Messages Pane**.
5. **Note:** You will see all messages posted by participants unless you exit the chat room and then subsequently re-enter.
6. To leave the chat room, click **Leave Room**.



## About Contacts

The Contacts Plug-In provides the ability to maintain a notification directory of detailed contact information that can be tailored and updated as required. Information recorded for each contact includes agency (or person) name, telephone, mobile and pager numbers, physical and email addresses, and special notes or comments for the contact.

### Sorting Contacts

1. Click the **Contacts** link on the **Control Panel**.  
**Result:** The **Contacts** window will display.
2. To sort **Contacts**, click on the column heading corresponding to the sort you wish to execute: Name, Agency, Phone, Pager, or Mobile.  
**Result:** The list will sort and display in ascending order.

**Note:** The default sort is by **Name** in ascending order.

Contacts							
Import		Export		Search		Add Contact	
	Name	Agency	Phone	Pager	Mobile	Delete	
1	Alfred, Richard	Ministry of Labour Information and Broadcasting	(758) 408-2151		(758) 720-8601	[Delete]	
2	Arthur, Earl	CDEMA				[Delete]	
3	Barber, Damian	Government of Anguilla	12644975233			[Delete]	
4	Blackett, Lester	Nevis Disaster Management Department	869-489-1423		809-698-3077	[Delete]	
5	Browne, Samuel	NEMO	784 452975			[Delete]	
6	cornette, don	Dominica CDM	767 448 7777			[Delete]	
7	Craig, Keester	CDC-Oy	562-226-1114			[Delete]	
8	Darbeau, Damione	National Disaster Management Agency (Grenada)	14734402255-3054		14734054550	[Delete]	
9	Du Bois, Julian	Saint Lucia NEMO	(758) 452-3902		(758) 486-3877	[Delete]	
10	Esquin, Jorge	USARSO	210 296-6254			[Delete]	
11	Esquin, Jorge	USARSO	210 296-6254			[Delete]	
12	Felix, Richmond	Ministry of the Public Service and Human Resource Development	+1-758-453-0369	+1-758-564-8000	+1-758-518-5555	[Delete]	
13	Gaskin, Wayne	Department of Emergency Management	(246) 628-4150			[Delete]	
14	Gitters, Cherno	IT			(246) 230-6443	[Delete]	
15	Harewood, Robert	DEM Operations	(246) 438-7575			[Delete]	
16	Herbert, Christopher	Min of Technology	869-465-0610			[Delete]	
17	Isaac, Nathanael	Office of Disaster Management (Dominica)	1 (767) 448-4194		1 (767) 275-1909	[Delete]	
18	Jackson, Ronald	Jamaica-COPEM EOC	876-628-5112			[Delete]	
19	Jeffrey, Cecil	Dept. of Disaster Management(BVI)	1-284-498-4201			[Delete]	
20	Johnson, Elias	National Emergency Management Agency (NEMA)				[Delete]	
21	Khan, Lancelot	Civil Defence Commission (COC)				[Delete]	
	Swabath	Government of Anguilla				[Delete]	

## About Messages

The **Messages** board allows WebEOC users to communicate with each other via an internal messaging link. Users can send messages to WebEOC accounts internally. All messages sent or received by the user are seen by all users regardless of the incident that the user is logged in to. Since messages are “real time” and there is no “queuing” system, they will not be received if the intended recipient is not logged in. As such, messages are not considered formal communication. No mission assignments or resource requests should be conveyed via “messages.”

### Viewing Messages

If you have a new message, you will receive a pop-up notification at the bottom of the Control Panel.



### Step 1

- Click **Messages** from the **Tools** section of the Control Panel
- **Result:** The **Messages** window appears and displays the Inbox.

### Step 2

- Click on the name in the **From** column to open the message.
- **Result:** The **Message Detail** window appears.

### Step 3

- Click **Reply** or **Forward** to reply to or forward the message.
- **Result:** The message opens in the **Compose New Message** window.

## Step 4

Complete the following fields as necessary:

- **To:** Select the recipient(s) from the **Users, Groups** and **Positions**.
- **Note:** To send a message to multiple recipients: Press and hold the **Ctrl** key and click each recipient user, group, and/or position. To deselect a choice, press and hold the **Ctrl** key and then click once on the choice to deselect.
- **Priority:** Select the priority for the message (High, Normal, Low).
- **Message:** Enter the text of the message to the message field.

## Composing Messages

### Step 1

- Click **Messages** from the **Tools** section of the Control Panel
- **Result:** The **Messages** window appears and displays the Inbox.

### Step 2

- Click **Compose**
- **Result:** The **Compose New Message** window appears.

**Compose New Message**

To: Users: AG Jaime Wehner, AG Philmore Mullin, AIAR, AIDA, AIDB

Groups: Administrator, All, Anguilla, Antigua and Barbuda, Bahamas

Positions: AG Director NODS, AG generic user, AG Information Technology Specialist, AI Administrator, AI generic user

Subject: [Text Field]

Priority: Normal

[Large Text Area]

Attachment: [Text Field] [Browse...]

Generate Email

[Spell Check] [Send] [Cancel]

### Step 3

Complete the following fields as necessary:

- **To:** Select the recipient(s) from the **Users, Groups, and Positions**.
- **Note:** To send a message to multiple recipients: Press and hold the **Ctrl** key and click each recipient user, group, and/or position. To deselect a choice, press and hold the **Ctrl** key and then click once on the choice to deselect.
- **Subject:** Complete the subject field.
- **Priority:** Select the priority for the message (High, Normal, Low).
- **Message:** Enter the text of the message to the message field.
- **Attachment:** If attaching a file, click **Browse** to choose the file to attach.

### Step 4

- To spell-check your message, click **Spell Check**.

### Step 5

- Click **Send** to send the message. After you send your message, you will automatically be returned to your Inbox.
- **Note:** The recipients of your message will receive a pop-up notification at the bottom of their WebEOC® Control Panel notifying them of the new message.

**You have received a new message.**

## About MapTac

MapTac was created to replace or augment static, paper-based maps and magnetic light boards common in many EOCs. MapTac is a unique tool in WebEOC that allows an authorized user to "publish" a map, dispersion model, digital photo, etc., from any map/GIS source or digital camera and using their web browser, share the "tactical scene" with authorized users instantly.

MapTac can be used with any GIS or mapping system that can produce a static picture file (.jpg, .gif, .bmp). Existing web-based mapping resources available on the Internet, such as Yahoo Maps, etc., can also be used to plot virtually any address.

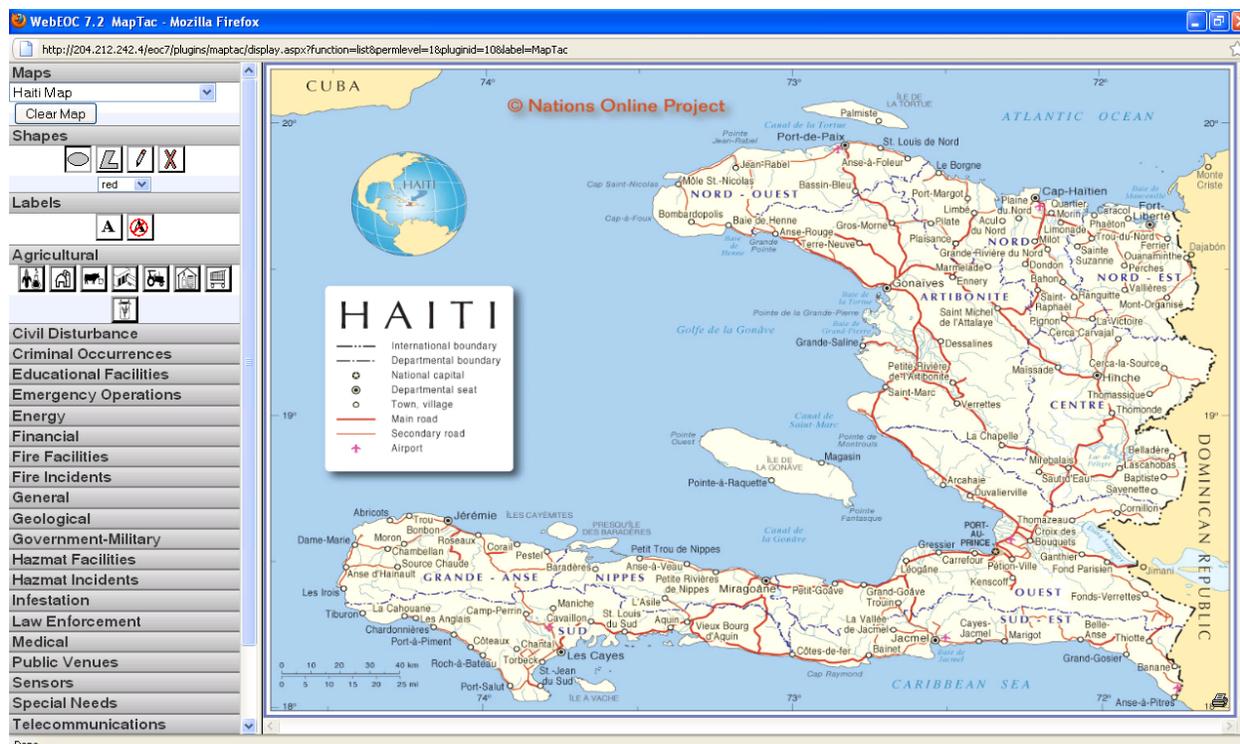
These can then be saved to MapTac and annotated as necessary. MapTac also allows responders at geographically separate locations to view, and depending on user privileges, update resources real-time.

Users with the appropriate permissions can add markers such as push pins, fire trucks, road blocks, etc., with or without labels. Labels can be added any time and edited. URLs can be added to icons that allow users access to related information.

### Viewing and Printing a Map

To access a map for viewing, perform the following steps:

1. To access MapTac, click the **MapTac** plug-in on the **Control Panel**.
2. Select a map for display from the **Maps** drop-down list. The image displays in the **Map View Area**.
3. To print a map, click the **Print** (printer) icon in the lower right hand corner of the map.



## Placing Markers on a Map

To place a marker on a map, perform the following steps:

Click the desired **Marker** tab (e.g., General) to display the **Marker Palette**. **Note:** Icons may be grouped and available under different marker tabs, as shown screen shot.

1. In the Marker Palette, click on the desired marker (e.g., radiological marker) to be placed in the **Map View Area**.
2. Position the cursor at the location on the map where the marker is to be placed and single click the mouse. The marker is stationed at the position specified.

## Moving Markers

To move a marker, perform the following steps:

1. Click and hold the left mouse button on the marker you wish to move.
2. Drag the marker to the new location and release the mouse button.

## Deleting a Marker

To delete a marker, perform the following steps:

1. To delete a marker, right click on the marker. A delete confirmation dialog will display
2. Click **OK** to delete the marker. OR Click **Cancel** to return to the map without deleting the marker.

## Placing a Shape on a Map

To place a shape on a map, perform the following steps:

Click the **Shapes** tab to display the **Shape Palette**.

Click on the desired **Shape** button (ellipse, polygon, or line) from the **Shape Palette**.

Select the shape color from the **Shapes Color** selection list.

To draw an ellipse: a) Click on the **Ellipse** drawing tool. b) Click on the map at the center point for the ellipse. Then move the mouse to draw. c) Click the left mouse button when finished drawing.

To draw a polygon: a) Click on the **Polygon** drawing tool. b) Click on the map at each of the corners for the polygon then return to the first corner. c) Click to complete the shape.

To draw a line: a) Click on the **Line Shape** drawing tool. b) Click on the map to start the line. c) Draw the line with the mouse. Click again to finish the line.

To collapse (i.e., hide) the **Shapes Palette**, click on the Shapes tab.

## Deleting a Shape

To delete a shape, perform the following steps:

1. Right click on the shape. A delete confirmation dialog will display.
2. Click **OK** to delete the shape. OR Click **Cancel** to return to the map without deleting the shape.

## Adding a Label to a Marker

Labels can be added to a marker from the Marker Palette. Note: Labels cannot be added to Shapes.

To add a label to a marker, perform the following steps:

1. Click the **Labels** tab to display the **Label Palette**.
2. Click the **Set Label** button to select the set label function.
3. Click on the marker to be labeled.
4. Enter the text for the label and click **OK**.

### Clearing a Label on a Marker

To clear a label on a marker, perform the following steps:

1. Click the **Labels** tab to display the **Label Palette**.
2. Click the **Clear Label** button to select the Clear Label

## About File Library

The File Library contains a growing list of relevant documents including Checklists, EOC Documents, Operations documents, WebEOC User Guide/Concept of Operations Guide as well as other documents. Depending on the permissions granted, users may upload, view, share documents, and/or delete files from the library.

### Accessing The File Library

- Click **File Library** from the Control Panel.
- **Result:** The **Folder List** window appears displaying a list of all of the documents in the library.

### To View the documents in the library:

#### Step 1

- Click the folder from the **Folder List** window. For example, select **WebEOC Manuals**.
- **Result:** The **File List** window appears displaying a list of all of the files in the library.

#### Step 2

- **Click** the down-arrow in the **View** column adjacent to the document you wish to view.

- **Result:** Depending on the file type, either the document will open or the **File Download** dialog box may appear prompting you to Open, Save, or Cancel the document.

### Step 3

If necessary:

- Click **Open** to view the file.  
Or
- Click **Save** to save the file to your computer.  
Or
- Click **Cancel** to return to the file list.

### Revision History

Version	Revision Date	Description
1.0	2010-08-15	Initial Document

## Appendix 1 - Glossary

Account	A record or entry in the WebEOC® involving a specific individual. The password-protected account identifies the specific position(s) the individual can function in during activation of the EOC.
Event	See "Significant Event."
Position	A specific rank within the CDEMA EOC. All WebEOC® users must login to a specific position. There are no "anonymous" positions. An individual can only serve in one position at a time. Each position within WebEOC® is associated with specific permissions and authorizations (i.e., access rights, read-write permissions, etc.) based on the roles and responsibilities of the position/function.
Priority:	Flash Immediate, life-safety.
Priority:	High Urgent; must be addressed within 2 hours.
Priority:	Low Routine; should be addressed within the next 24 hours.
Priority:	Medium Moderate; must be addressed within 12 hours.
Significant Event	An important or noteworthy operational occurrence related to the incident obtained from a trustworthy source that the entire EOC needs to be aware or deserves consideration.

## Appendix 2 - Position Prefix Codes

Code	Entity
AG	Antigua and Barbuda
AI	Anguilla
BB	Barbados
BS	Bahamas
BZ	Belize
CDEMA	Caribbean Disaster Emergency Management Agency
DM	Dominica
ESI	Emergency System Integrators
FAHUM	Fuerzas Aliadas Humanitarian
GD	Grenada
GY	Guyana
HT	Haiti
JM	Jamaica
KN	St Kitts and Nevis
LC	Saint Lucia
MS	Montserrat
SN	Suriname
TC	Turk and Caicos
TT	Trinidad and Tobago
USARO	United States Army Research Office
VC	St Vincent and the Grenadines
VG	Virgin Islands (UK)