



# WEBEOC USER MANUAL

OCTOBER 2019

## CONTENTS

|                                             |    |
|---------------------------------------------|----|
| Introduction.....                           | 4  |
| Purpose.....                                | 4  |
| Audience.....                               | 4  |
| Webeoc Board Definitions.....               | 4  |
| Logging in to WebEOC .....                  | 4  |
| Webeoc Homepage .....                       | 7  |
| Webeoc Control Panel.....                   | 8  |
| Sign In / Out & EOC Staffing .....          | 9  |
| How to Sign In.....                         | 9  |
| File Library .....                          | 10 |
| How to Use The Advanced File Library .....  | 11 |
| Position Log & Significant Events.....      | 12 |
| Position Log .....                          | 12 |
| Using the Position Log .....                | 13 |
| Significant Events.....                     | 14 |
| Using the Significant Events Board .....    | 15 |
| Mission / Resource Requests.....            | 15 |
| The Mission / Resource Process .....        | 15 |
| Using the Mission / Resource Board.....     | 16 |
| Creating A Mission / Resource Request.....  | 20 |
| Updating A Mission / Resource Request ..... | 22 |
| Mission / Resource Request Fields .....     | 23 |
| Contact Information .....                   | 23 |
| Request/Task Details .....                  | 24 |
| Resource Details .....                      | 24 |
| Coordinating Instructions .....             | 24 |
| Delivery Location .....                     | 24 |
| Assignment Details .....                    | 24 |

|                                       |    |
|---------------------------------------|----|
| Attachments .....                     | 25 |
| Mission Assignments .....             | 25 |
| Open Assignment.....                  | 25 |
| Pending Assignment .....              | 25 |
| Health Assignment.....                | 25 |
| Municipal Assignment .....            | 25 |
| Mission Status.....                   | 26 |
| Situation Report.....                 | 27 |
| Other WebEOC Features .....           | 29 |
| Menus.....                            | 29 |
| LINKS.....                            | 29 |
| Frequently Asked Questions (FAQ)..... | 30 |
| Attachment 1: Board Definitions.....  | 31 |

## INTRODUCTION

WebEOC® has been adopted as the County's incident management software tool. WebEOC® has the ability to allow the user to generate, post, transmit, and share information in real-time with other WebEOC® users. It is imperative that all Palm Beach County (PBC) Emergency Operations Center (EOC) representatives and partner agencies utilize this tool during an event, or incident to ensure that preparedness; response and recovery actions; resource requests; and demobilization are documented and tracked during the incident, or event. This tool is designed to help the EOC capture vital information that will be used to respond to the needs of County residents as well as create Incident Action Plans (IAPs), Situation Reports (SitReps), Press Releases, After Action Reports (AARs), etc. Information entered into the system should be considered as recorded legal documentation of actions taken.

The WebEOC® User Manual is a living document. This is due to WebEOC® boards being developed or revised to meet up-to-date user needs. Please check the file library in WebEOC® or the PBC Division of Emergency Management (DEM) SharePoint Plan Matrix to make certain you are reading the latest version.

## 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 Palm Beach County. This document will also outline applicable operational policies for the implementation of WebEOC® in the Palm Beach County EOC.

## AUDIENCE

This document is for WebEOC® users supporting the Palm Beach County's instance of WebEOC®, which includes the EOC Staff, Palm Beach County employees, municipal response personnel, and other authorized partner organizations and disaster response stakeholders.

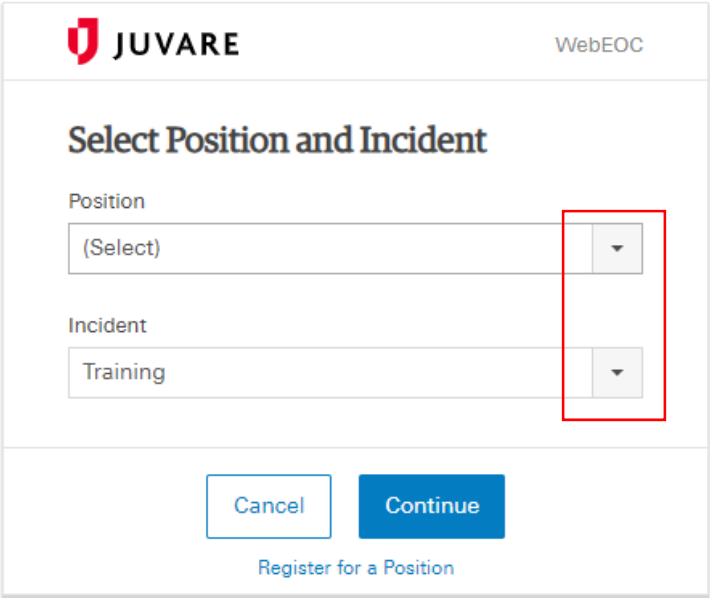
## WEBEOC BOARD DEFINITIONS

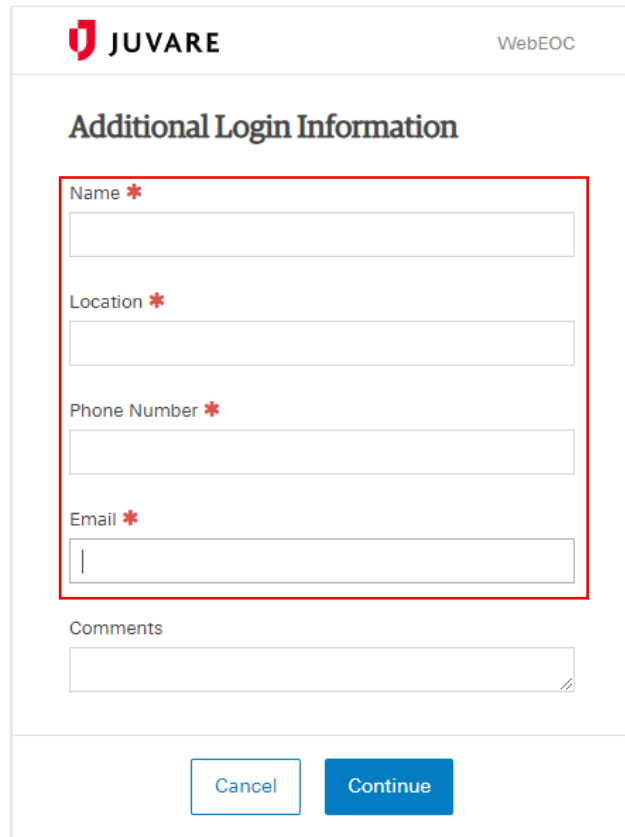
WebEOC® is comprised of a series of "boards" that have been tailored to each position in the EOC. Attachment 1: WebEOC Board Definitions, will help users understand the purpose of these boards and identify the positions that are responsible for inputting and updating their information.

## LOGGING IN TO WEBEOC

| Step | Action                                                                                                                                                                                                                                              |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Open your web browser.<br><br><b>NOTE:</b> WebEOC will not work with Internet Explorer 9. It is suggested that you use <b>Internet Explorer 11, Google Chrome, or Firefox</b> as your web browser. <b>Google Chrome</b> is the recommended browser. |
| 2    | Type <a href="https://webeoc.pbcgov.com/eoc7/">https://webeoc.pbcgov.com/eoc7/</a> in to the address bar and then press <b>enter</b> .                                                                                                              |

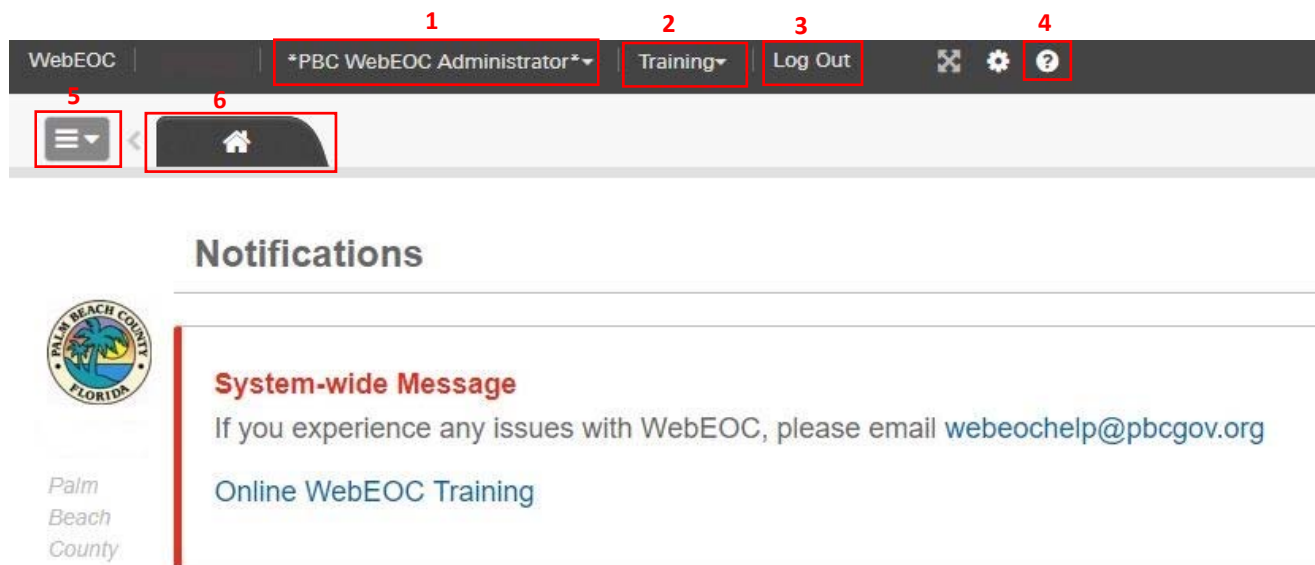
| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | You will be brought to the PBC WebEOC terms and Conditions page.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 3    | <p>After reading the terms and conditions of the PBC instance of WebEOC, <b>click “Accept.”</b></p> <p>You will be brought to the PBC WebEOC Login Page.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 4    | <p>Type in the <b>username</b> and <b>password</b> assigned to you when you registered for a WebEOC Account. For county employees, your username is your email address without "@pbcgov.org" or your full email address for non-county employees. Then <b>click “Log In.”</b></p> <div data-bbox="495 741 1201 1467" data-label="Form"> </div> <p>You will be asked to select your <b>Position</b> and <b>Incident</b>.</p> <p><b>NOTE:</b> After 4 failed log in attempts, your account will be locked. If you cannot remember your username or password, click “Forgot Username” or “Forgot Password.” If still experiencing login issues, email <a href="mailto:webechohelp@pbcgov.org">webechohelp@pbcgov.org</a> for assistance.</p> |
| 5    | Select your <b>position</b> and <b>incident</b> from the drop down lists. Your position will match your <b>unit/branch name</b> or <b>program area</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | <div data-bbox="500 237 1206 831">  </div> <p data-bbox="280 877 1419 1003">During an activation, the <b>incident</b> will be defaulted to the appropriate incident. During day-to-day operations, the default incident is <b>“Training.”</b> Use this <b>“Training”</b> incident to practice your WebEOC skills.</p> <p data-bbox="280 1039 1198 1075">Once you make your position and incident selections, <b>click “Continue.”</b></p> <p data-bbox="280 1110 993 1146">You will be brought to the additional information page.</p> |
| 6    | <p data-bbox="280 1224 1263 1304">Fill out your <b>Name, Location, Phone Number,</b> and <b>Email address.</b> Then <b>click “Continue.”</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | <div data-bbox="532 233 1153 1064" data-label="Form">  <p><b>JUVARE</b> WebEOC</p> <h3>Additional Login Information</h3> <p>Name *</p> <p>Location *</p> <p>Phone Number *</p> <p>Email *</p> <p>Comments</p> <p>Cancel Continue</p> </div> <p><b>Name:</b> Enter your first and last name.</p> <p><b>Location:</b> Enter the location in which you are located during the disaster. Examples include EOC, EIC, EOA 1, Special Needs Shelter, etc.</p> <p><b>Phone Number:</b> Enter a phone number in which you can be reached, such as a cell phone or the number of the EOC Unit seat you are in.</p> <p><b>Email:</b> Enter your work email address.</p> <p>You will be brought to the <b>PBC WebEOC Home Page</b>.</p> |

## WEBEOC HOMEPAGE

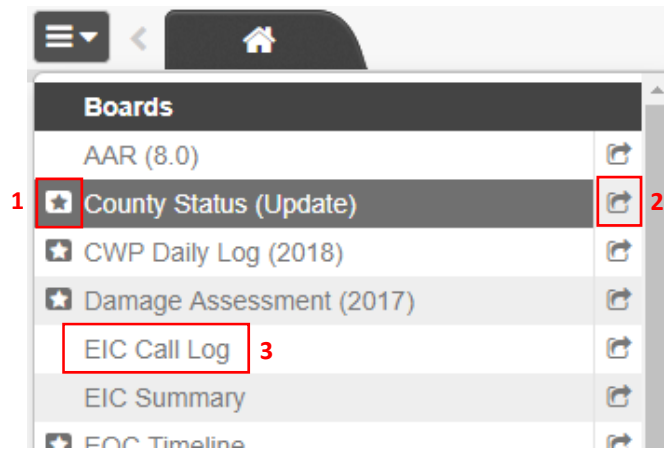
Once you log in to WebEOC, you will be brought to the WebEOC Homepage. Below is an example of what your homepage may look like when you log in.



1. This displays the position you are logged in to. From this drop down menu, you can change your position to any you have access to.
2. This displays the incident you are logged in to. From this drop down menu, you can change the incident.
3. Click here to “Log Out” of WebEOC.
4. Click here for the WebEOC Help Menu.
5. Click this button to access the “Control Panel,” which will be covered in the next section.
6. WebEOC works with “tabs” (much like your internet web browser). This tab will bring you to the homepage. Once you begin to open “boards,” more tabs will open to the right of the homepage tab (one for each board you open).

## WEBEOC CONTROL PANEL

To access the boards within WebEOC, click on the Control Panel.

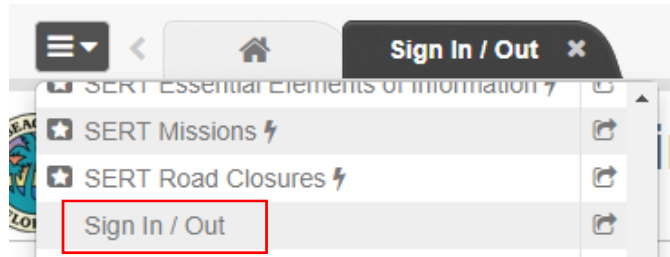


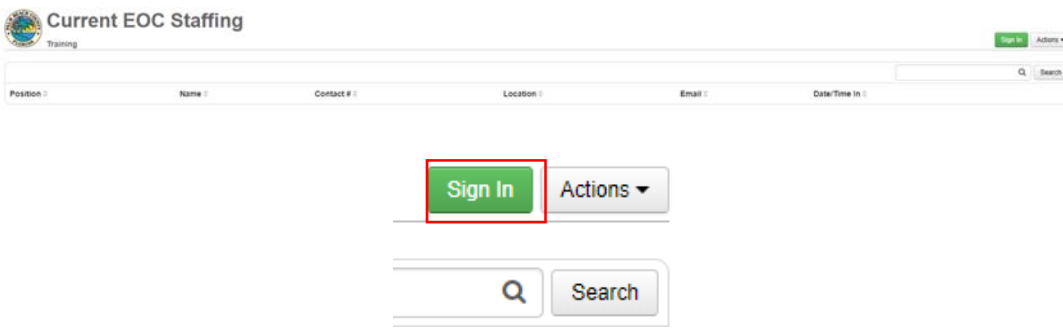
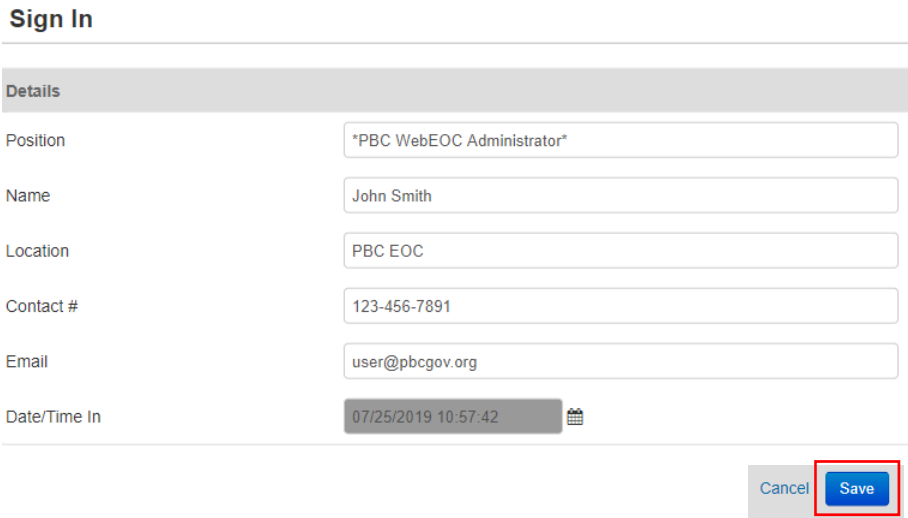
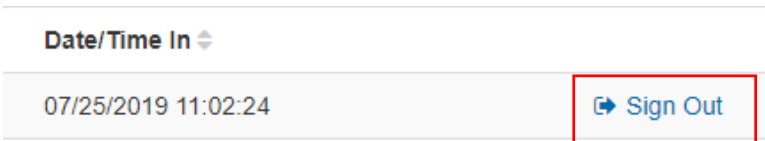
1. The star icon signifies that there is new information on the board.
2. Click the right facing arrow to open the board in a new window rather than a tab within the current window.
3. Click the board name to open any board. Different positions will have access to different boards.

## SIGN IN / OUT & EOC STAFFING

Once logged in to the system, during an activation, it is important for EOC staff to "sign-in" to the incident through the "Sign In/Out" board. This board is used as a directory of all personnel filling the roles of Unit Leaders, Branch Directors, etc. in the EOC. "Sign Out" before logging out of WebEOC.

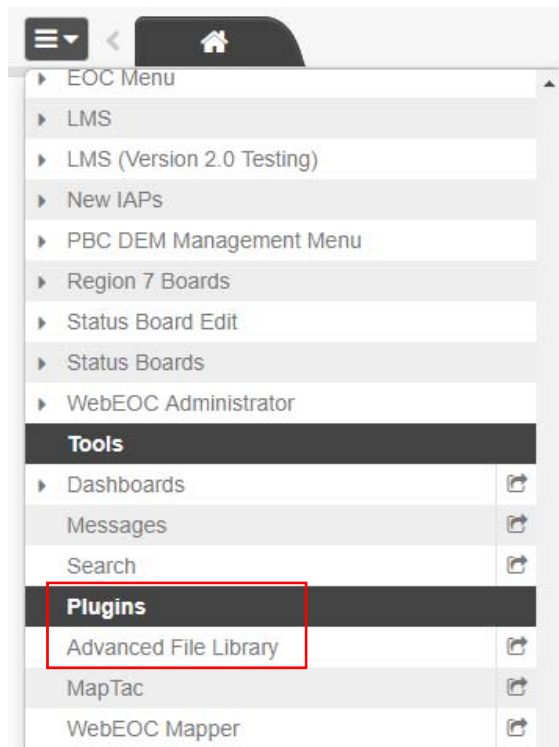
### HOW TO SIGN IN

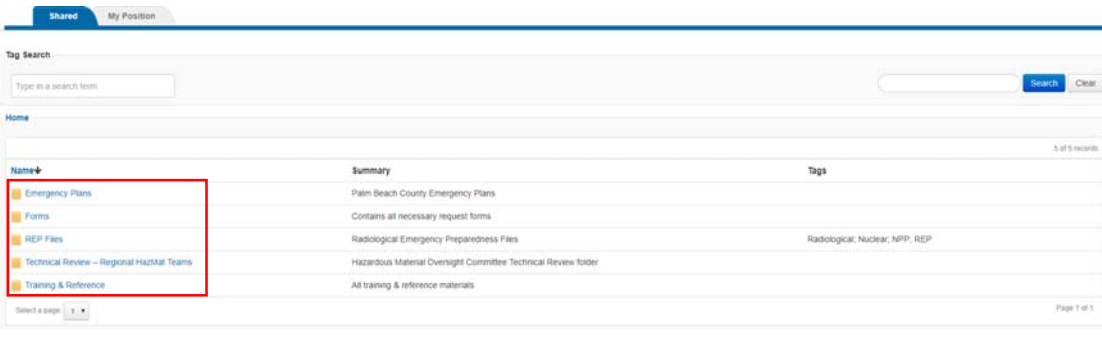
| Step | Action                                                                                                                                                                                                                                             |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Access your control panel.                                                                                                                                                                                                                         |
| 2    | <p>Click on the board labeled "Sign In/Out."</p>  <p><b>NOTE:</b> Not all users are expected to sign in, thus not everyone will have access to this board.</p> |

| Step | Action                                                                                                                                                                                            |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3    | <p>To sign-in click the green <b>“Sign In”</b> button in the upper right corner.</p>                            |
| 4    | <p>The fields should be pre-populated. Fill out any blank ones. <b>Click “Save.”</b></p>                       |
| 5    | <p>To sign out, <b>click “Sign Out,”</b> next to your entry on the right-hand side. <b>Click “Save.”</b></p>  |

The File Library holds a number of folders and documents important to disaster response operations. The folders/files you will have access to is dependent on your position.

#### HOW TO USE THE ADVANCED FILE LIBRARY

| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Access your control panel.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 2    | <p>Click on the Plugin labeled "Advanced File Library."</p>  A screenshot of a web application's control panel. It features a sidebar menu with various options. The 'Plugins' section is highlighted with a red box, and within it, the 'Advanced File Library' option is also highlighted with a red box. Other visible menu items include 'EOC Menu', 'LMS', 'LMS (Version 2.0 Testing)', 'New IAPs', 'PBC DEM Management Menu', 'Region 7 Boards', 'Status Board Edit', 'Status Boards', 'WebEOC Administrator', 'Tools', 'Dashboards', 'Messages', 'Search', 'MapTac', and 'WebEOC Mapper'. |
| 3    | Click on the folder you would like to open either from the "Shared" tab or the "My Position" tab.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| Step | Action                                                                                                                                                                                                                                                           |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |                                                                                                                                                                                |
| 4    | <p>Find the file you would like to open by clicking on any folder or using the search bar. Click the file <b>"Name"</b> to download a copy to your computer for viewing.</p>  |

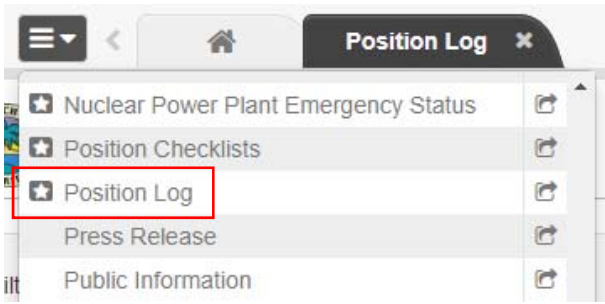
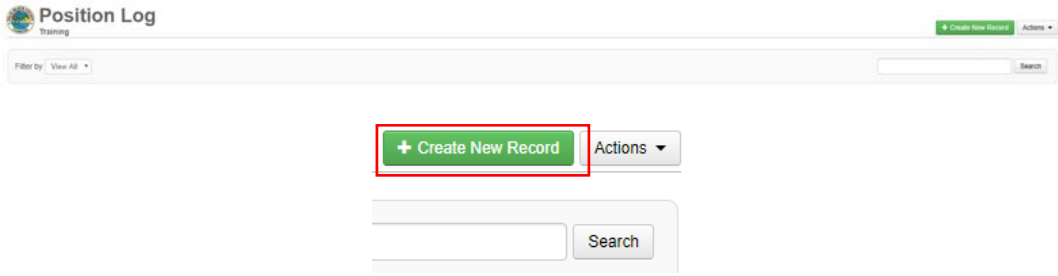
## POSITION LOG & SIGNIFICANT EVENTS

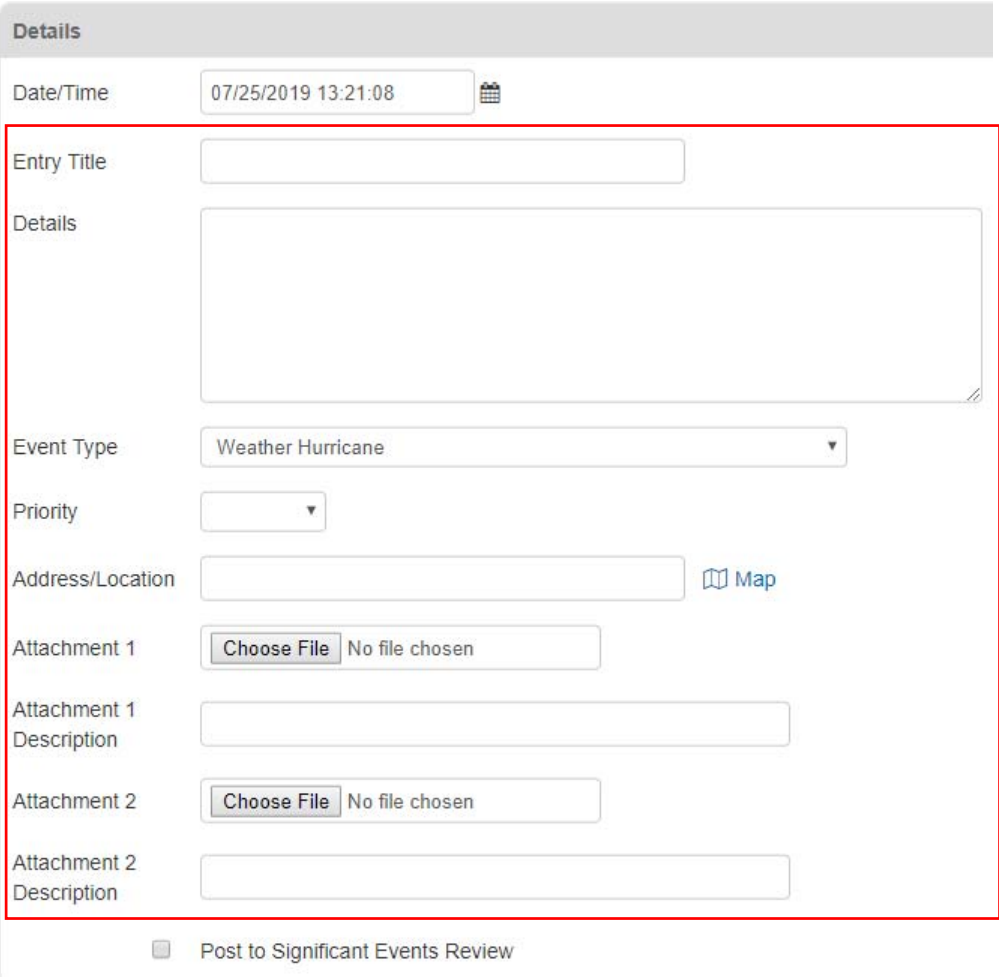
### POSITION LOG

The Position Log serves two purposes:

1. To serve as a record keeping form for that position to track all of their activities (e.g. ICS-214).
2. To share information with other individuals in the EOC.

All users are responsible for entering information and activities pertaining to an incident in their WebEOC® Position Log. Reference SOG FA-001 WebEOC Position Log, CWP Daily Log, and Significant Events.

| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Access your control panel.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 2    | <p>Click on the board labeled "Position Log."</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 3    | <p>To create an entry in your position log, click <b>"Create New Record"</b> in the upper right corner.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 4    | <p>Fill out each field with as much detail as possible. Add attachments as needed.</p> <p>If this entry meets the following criteria, check the box labeled "Post to Significant Events Review."</p> <ol style="list-style-type: none"> <li>1. The Significant Event is informational in nature and the user is not requesting any actions, tasks to be completed, or resources to be deployed.</li> </ol> <p><b>NOTE:</b> Entries that require action or resources must be entered in the Mission/Resource board.</p> <ol style="list-style-type: none"> <li>2. The information entered affects positions other than the originating position. Ask the question: Do other positions need to be aware of this? The answer must be "Yes."</li> </ol> |

| Step | Action                                                                                                                                                                                                                 |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | <p>3. The information in the entry must be confirmed from a reliable source. (i.e., EOC position, Public Safety entity, etc.).</p>  |
| 5    | Once you have filled out all appropriate information, and determined whether the entry is a significant event, <b>click "Save."</b>                                                                                    |

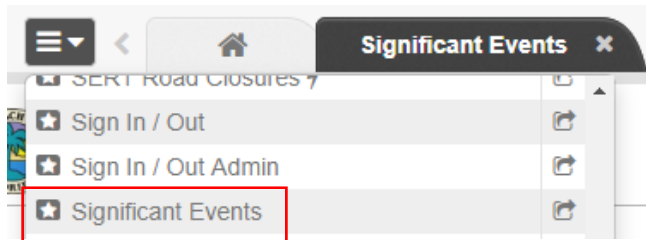
## SIGNIFICANT EVENTS

The "Significant Events" Board displays all vital situational awareness information collected from individual's position log entries. When a position log entry meets the aforementioned three criteria, it is considered a significant event.

Position Log entries tagged as a significant event first go through an approval process prior to being posted to the Significant Events board. The Significant Events Controller will have the ultimate decision in whether an entry meets the criteria. If it does, the entry will be marked "Posted," if not, it will be marked "Reviewed (Not Posted)."

Because of the sensitive nature of the information on the Significant Events board, not all users have access to the board.

## USING THE SIGNIFICANT EVENTS BOARD

| Step | Action                                                                                                                                                                                                                                                                                   |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Access your Control Panel.                                                                                                                                                                                                                                                               |
| 2    | <p>Click on the board labeled "Significant Events."</p>                                                                                                                                                |
| 3    | <p>From here, you can read through all of the posted significant events. You cannot create a new record from the significant events board - new entries should be made from the "Position Log."</p>  |

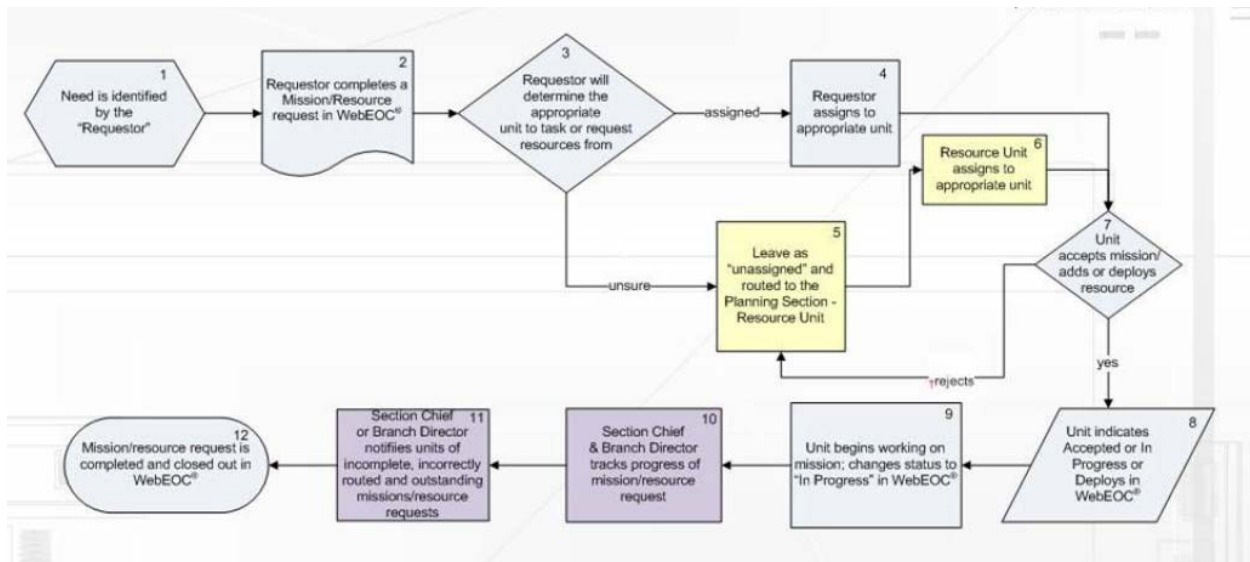
## MISSION / RESOURCE REQUESTS

### THE MISSION / RESOURCE PROCESS

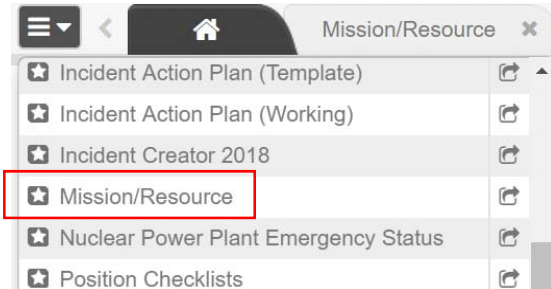
WebEOC, through the "Mission/Resource" board, is used to assign, track, and manage all missions and resource requests during an incident or event. A mission is defined as any task, objective, or purpose assigned to a position or group (e.g. branch or unit) requiring some degree of action or outcome. Missions are formal "assignments" and therefore require follow-up and tracking.

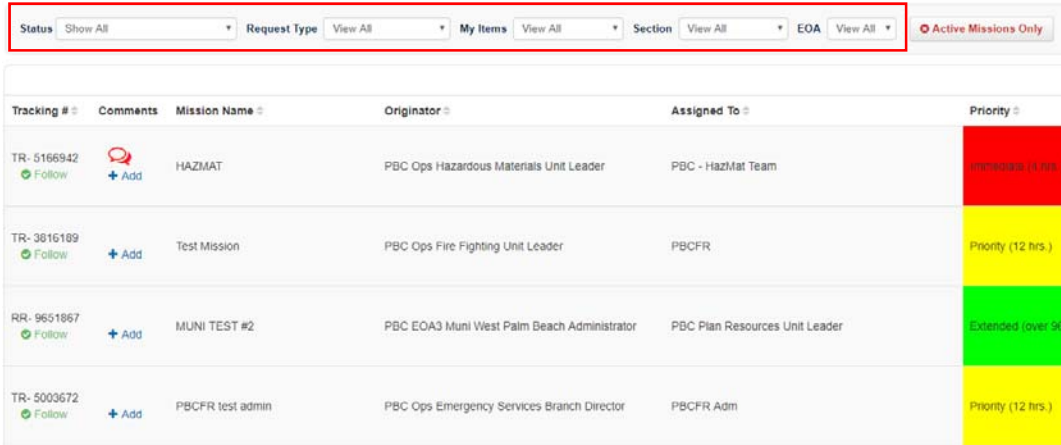
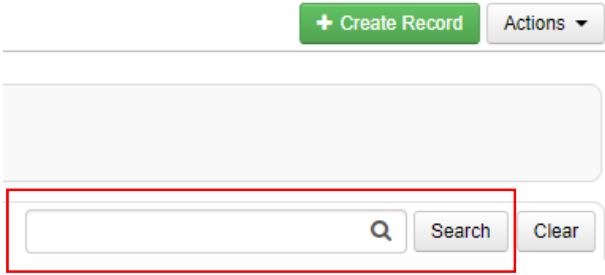
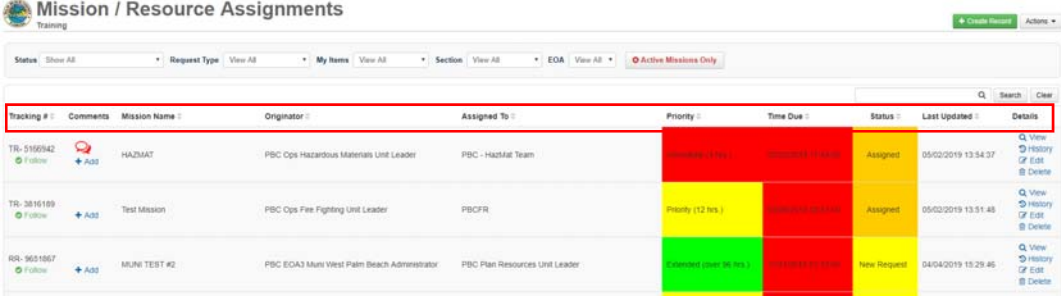
The Mission/Resource board is not monitored daily - the board will begin to be monitored at a Level III Activation.

A mission should be created when the user has identified a need that they cannot fulfill within their own unit. The figure below details the mission/resource tracking process.



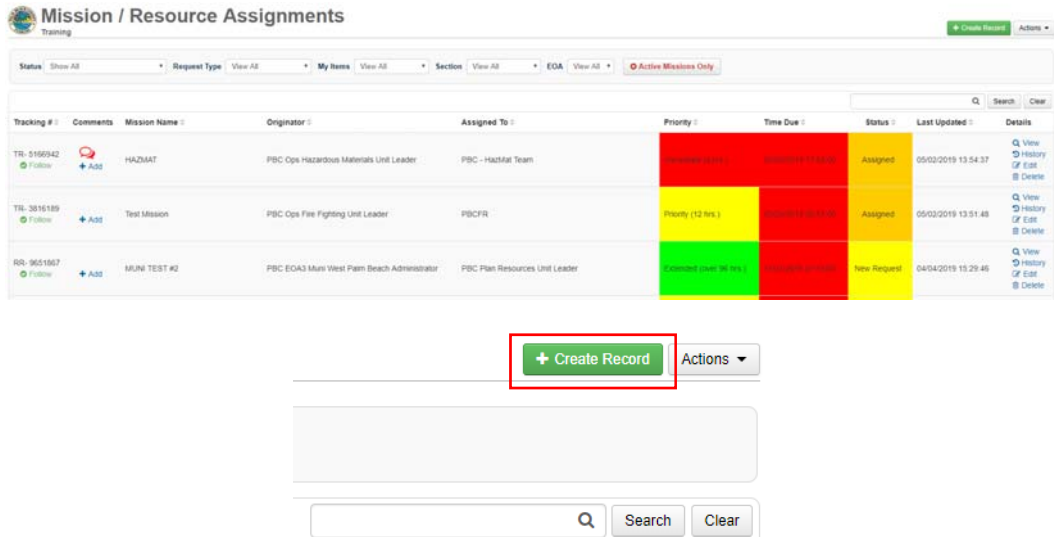
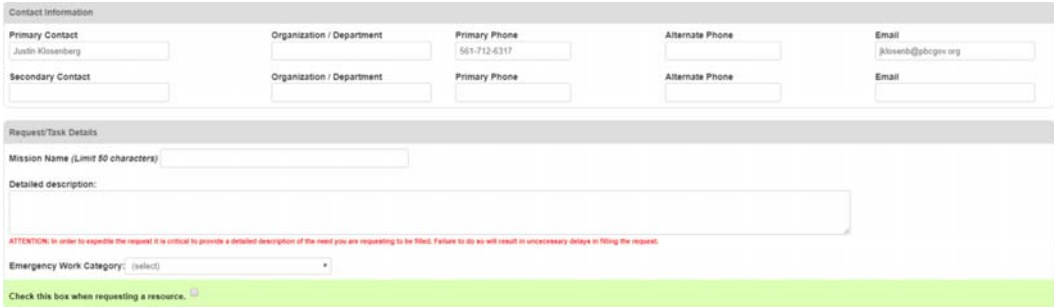
## USING THE MISSION / RESOURCE BOARD

| Step | Action                                                                                                                                                                                                                                                                                                           |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Access your control panel                                                                                                                                                                                                                                                                                        |
| 2    | <p>Click on the board labeled "Mission/Resource."</p> <p><b>NOTE:</b> The name of the board will vary slightly for municipalities.</p>                                                                                       |
| 3    | <p><b>FILTERS:</b> There are five (5) filters available with this board. Filters may be used as one or multiple or none at all.</p> <p><b>Status</b> – status of the mission</p> <p><b>Request Type</b> – task or resource request</p> <p><b>My Items</b> – missions you created or missions assigned to you</p> |

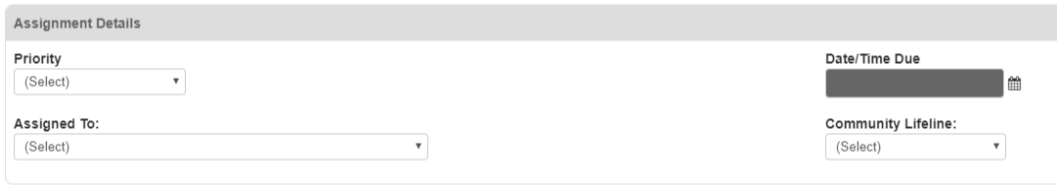
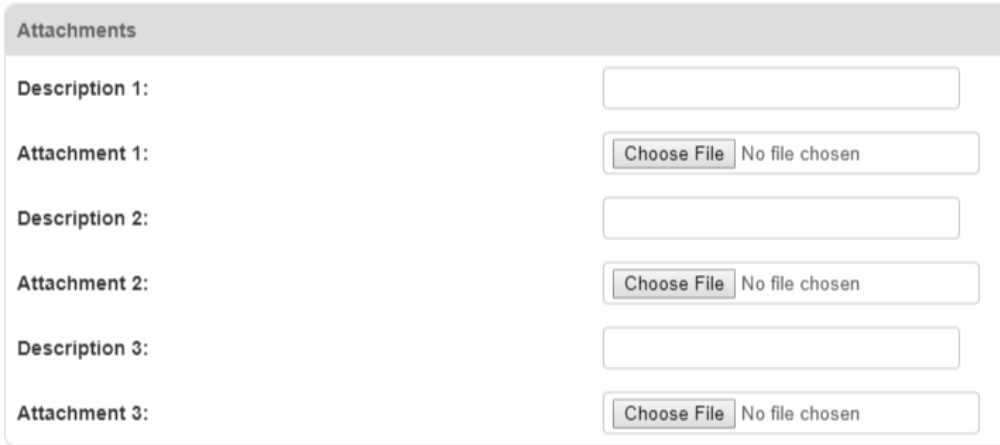
| Step | Action                                                                                                                                                                                                                                                                           |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | <p><b>Section – Admin/Finance, Logistics, Planning, and Operations</b><br/> <b>Emergency Operating Area (EOA) – EOAs 1-6</b></p>                                                               |
| 4    | <p><b>SEARCH:</b> You are able to use the search tool to find a mission by most of the sorting columns listed: Tracking #, Mission Name, Originator, Assigned To, Priority, and Status.</p>  |
| 5    | <p><b>SORT:</b> You are able to sort missions by any of the column headers by clicking on the name.</p>                                                                                      |

| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6    | <p><b>VIEW / EDIT:</b> Click “View” to see the details of any mission. Click “Edit” to make changes to the mission. You will only be able to edit missions that were created by or assigned to your position. Different positions may have additional options here.</p> <div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div></div> |

| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | <p>be filled out. Insert your comment and <b>click "Save."</b></p> <p>Position: *PBC WebEOC Administrator*</p> <p>Name: <input type="text"/></p> <p>Phone: <input type="text"/></p> <p>Date/Time: 07/25/2019 15:00:40 </p> <p>Comments: <input type="text"/></p>                                                                                                                                                                                                                                                                                  |
| 9    | <p><b>DEPLOYMENTS:</b> When a mission involves a resource request, you will be able to add a “deployment” to the mission. This feature will be used to track our resources more closely during an incident.</p>                                                                                                                                                                                                                                                                                                                                  |
| 10   | <p>Five (5) fields are required when adding a deployment:</p> <p><b>Deployment Number:</b> this is a unique number to identify the resource.</p> <p><b>Resource:</b> the type of resource being deployed.</p> <p><b>Quantity:</b> how many are being requested</p> <p><b>Status:</b> whether the resource is mobilizing, en-route, demobilizing, etc.</p> <p><b>Remarks:</b> add additional comments.</p> <p>Deployment No: TR- 5335867- <input type="text"/></p> <p>Resource: Agricultural and Environmental ▼</p> <p>Quantity: <input type="text" value="0"/></p> <p>Status: (Select) ▼</p> <p>Remarks: <input type="text"/></p> |

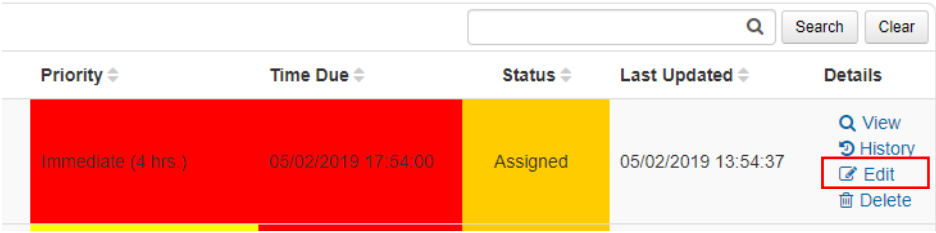
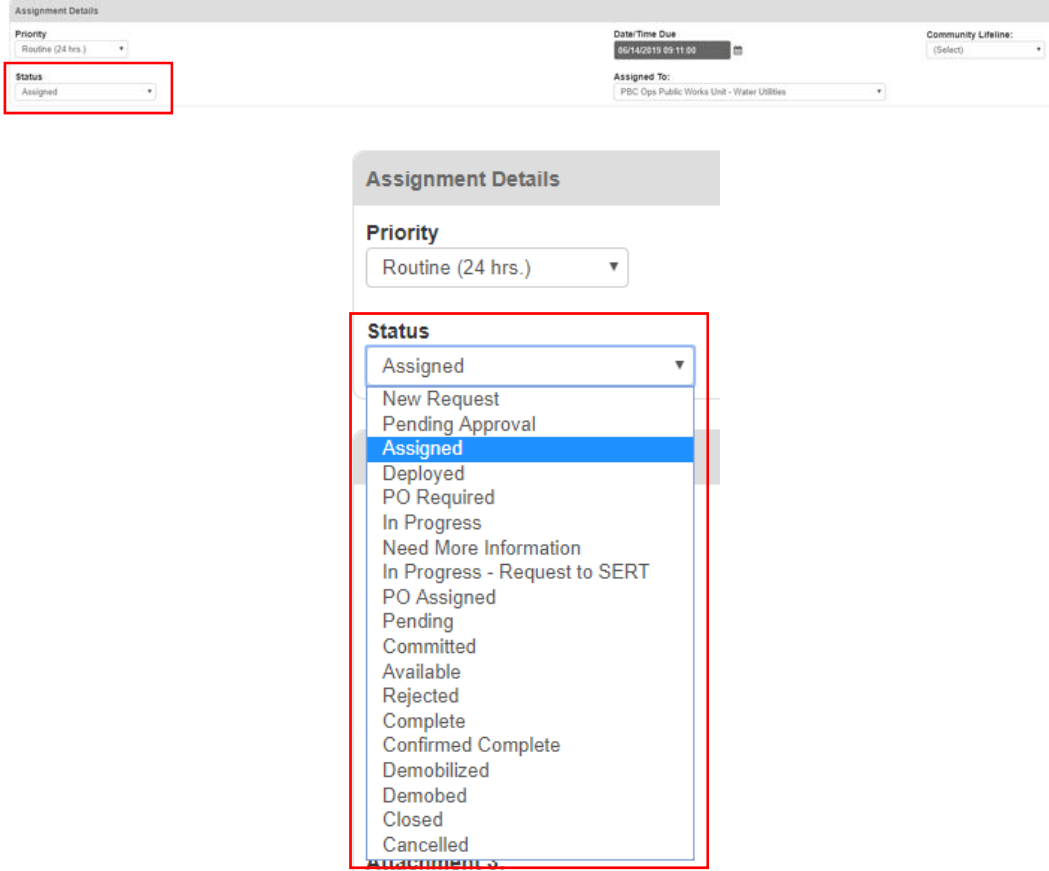
| Step | Action                                                                                                                                                                                                                                           |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | <p>To create a new mission, click <b>"Create Record."</b></p>                                                                                                  |
| 2    | <p>Complete all fields within the "Contact Information" and "Request/Task Details" sections. Each field will be discussed in detail in a later section.</p>  |
| 3    | <p>If the mission involved a resource request, check the box in the green row.</p>                                                                           |
| 4    | <p>If you checked resource request from the green box above, complete the fields under "Resource Details".</p>                                                                                                                                   |

| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | <div> <div>Resource Details</div> <div> <div>Resource Name</div> <div>Agricultural and Environmental</div> </div> <div> <input type="checkbox"/> Use Nims Typed Resource         </div> <div> <div>Unit of Measure</div> <div>(Select)</div> </div> <div> <div>Quantity</div> <div>0</div> </div> </div>                                                                                                                                                                                                                                                                                                          |
| 5    | <p>Complete the "Coordinating Instructions" section if there are any special requirements for the mission/resource.</p> <div> <div>Coordinating Instructions</div> <div>(List any special requirements such as the need for personal protective equipment, food, fuel, supplies, etc.)</div> <div></div> </div>                                                                                                                                                                                                                                                                                                   |
| 6    | <p>Complete the "Delivery Location" section, including the point of contact at the location.</p> <div> <div>Delivery Location</div> <div> <div>Point of Contact:</div> <div></div> </div> <div> <div>Phone Number:</div> <div></div> </div> <div> <div>Cell Phone:</div> <div></div> </div> <div> <div>Location Name:</div> <div></div> </div> <div> <div>Address 1:</div> <div></div> </div> <div> <div>Address 2:</div> <div></div> </div> <div> <div>City:</div> <div></div> <div>State:</div> <div></div> <div>Zip:</div> <div></div> </div> <div> <div>Special Instructions:</div> <div></div> </div> </div> |
| 7    | <p>Complete the "Assignment Details" section. The options within this section depend on the position being used.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| Step | Action                                                                                                                                                                                                                                        |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |                                                                                                                                                             |
| 8    | <p>You can add up to three (3) attachments per mission. Be sure to add a description or the document will not be accessible when viewing the mission.</p>  |
| 9    | Once all appropriate fields are completed, <b>click "Save"</b> (located in the bottom right corner).                                                                                                                                          |

#### UPDATING A MISSION / RESOURCE REQUEST

| Step | Action                                                                                                                                                                                                   |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | <b>Click "Edit"</b> to update the mission/resource request. You will only be able to edit missions that were created by or assigned to your position. Update all fields as new information is available. |

| Step | Action                                                                                                                                                                                                                                 |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |                                                                                                                                                      |
| 2    | <p>Be sure to update the mission “Status” as status updates change or progress. Mission status types are discussed below. <b>Click “Save.”</b></p>  |

## MISSION / RESOURCE REQUEST FIELDS

## CONTACT INFORMATION

- **Primary Contact:** This field is pre-populated with the user's information. The user can add an alternate phone number, but it is not required.
- **Secondary Contact:** The secondary contact should be the individual best able to provide more detail on the mission or request. For that individual, provide a name, phone number, and email.

---

#### REQUEST/TASK DETAILS

- **Mission Name:** The mission name field should be a short description of what is being requested (e.g. "UC Requesting Map of Damage Assessment Information")
- **Detailed Description:** Use this field to describe what your need is in as much detail as possible. The two most important questions to answer in this field are "**What you need**" and "**Why you need it**". (e.g. "A 500 kW generator is needed to power a lift station in Boynton Beach.")
- **Emergency Work Category:** Use the drop-down to select that category that the resource request applies to.

---

#### RESOURCE DETAILS

- **Resource Name:** Go through the drop-down list and choose the item you are requesting. If none of the items in the list are the resource you are in need of, choose "Other" and fill out the text-field. If the resource is a "NIMS Typed Resource," check this box and complete the "Group" and "Definition" fields.
- **Unit of Measure:** Select the unit of measure which the item being requested is measured in. For example, water may be measured in pallets; sand may be measured by the truckload.
- **Quantity:** The amount of the item you are requesting (measured by the unit you selected previously). (e.g. four (4) pallets of water). Please use whole numbers in this field.

---

#### COORDINATING INSTRUCTIONS

- **Coordinating Instructions:** Provide additional information about the resource being requested. If there are any special requirements, such as fuel required, or set-up needed, this is the location for that information.

---

#### DELIVERY LOCATION

- **Point of Contact:** Provide a point of contact *at the location* of the delivery. This will allow that individual to coordinate the delivery, address any access issues, etc. A name and phone number are required.
- **Address:** The street, city, state, and zip code of the delivery location are required.
- **Special Instructions:** Include any additional information or instructions regarding the delivery location that were not included in the fields above.

---

#### ASSIGNMENT DETAILS

- **Priority:** There are five (5) options for selecting a priority of the mission:  
  
Immediate (4 hours)

Priority (12 hours)  
Routine (24 hours)  
Long-Term (96 hours)  
Extended (over 96 hours)

Select the priority based on how soon you need the mission to be completed.

- **Assigned To:** This field varies based on position, and will be covered in the "Mission Assignments" section.

---

## ATTACHMENTS

- **Description:** Add a description of the item being attached (e.g. "Generator Form" or "RIA Form"). If you are adding an attachment, this field must be completed.

## MISSION ASSIGNMENTS

The mission assignments process and related fields control the routing and tracking of mission/resource requests. The options available to you in this section vary depending on your position. There are three (3) sets of assignment options for users.

---

## OPEN ASSIGNMENT

Positions with the "Open Assignment" option will be able to assign their mission to any other position in the system. When creating a mission, they will see a list of all positions in the "Assigned To" field. The attached Mission Assignment List will assist you in deciding who to assign a mission to, based on the request. If you are unsure of who the mission should be assigned to, assign it to the **"PBC Plan Resource Unit Leader."**

All EOC Units have the Open Assignment option.

---

## PENDING ASSIGNMENT

Positions with the "Pending Assignment" option will not have the ability to assign their mission to other Positions in the system. Instead, the mission will be categorized as a "New Request" and assigned to the appropriate Unit/Branch by the Resource Unit Leader.

A majority of users outside of the EOC have the Pending Assignment option.

---

## HEALTH ASSIGNMENT

With this option, all missions entered by hospitals will automatically be routed to the Health and Medical Unit in the Operations Section.

All hospitals have the Health Assignment option.

---

## MUNICIPAL ASSIGNMENT

A majority of the municipalities have the "Pending Assignment" option (see above); however, those municipalities with several WebEOC positions will have the "Municipal Assignment" option. This allows those municipalities to

assign missions within their municipalities. For example, the PBC EOA3 Muni West Palm Beach Support position can assign a mission to PBC EOA3 Muni West Palm Beach Controller position.

## MISSION STATUS

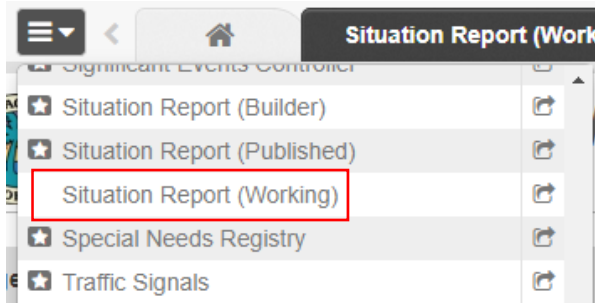
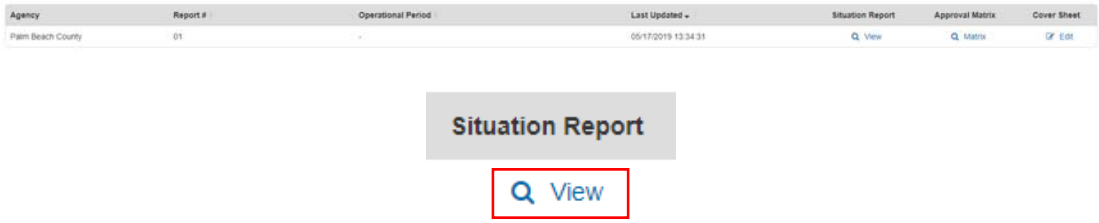
As a mission is being worked on, the status of that mission will be changed. There are eight (8) mission status options.

**NOTE:** At a minimum, each time the status of a mission is changed, the individual that changed it should also add a comment.

- **New Request:** All missions that come in through the "Pending Assignment" option will come in with a status of "New Request." These will be addressed and monitored by the Resource Unit Leader.
- **Assigned:** When a mission is assigned to any position (Unit, Branch, etc.), the mission's status will be "Assigned." From the assigned status, a mission will move to either "In Progress" or "Need More Information."
- **Need More Information:** If the position assigned the mission does not have all of the information necessary to complete the mission, they have the option to change the status to "Need More Information" so that the mission creator can add the information needed. It is recommended that the position assigned the mission follow up with the mission originator via a phone call if they plan on changing the status to "Need More Information."
- **In Progress:** When the position assigned the mission begins to work on the mission, they should change the status to "In Progress" so that all parties involved know that the need is being addressed. There is a sub-status of "In Progress" called "In Progress - Request to SERT." This status will be used by the Procurement Unit when the mission is sent to the State Emergency Response Team for fulfillment.
- **Rejected:** When the decision is made that a mission will not be worked on, it will be "Rejected."
- **Completed:** When the individuals assigned the mission complete their task and the need has been met, they will change the status to "Complete."
- **Closed:** A mission will be changed to "Closed" when all assets related to that mission have been demobilized and returned. For example, if a generator is delivered to a lift station, the mission is "Complete." When the generator is returned and no longer in use for that mission, the mission is "Closed."

## SITUATION REPORT

During an activation, Units will be asked to enter the actions they took in the previous operational period into the Situation Report. When adding your entry, you should write in the past tense. All entries should discuss what has been accomplished, not what is going to be accomplished.

| Step | Action                                                                                                                                                                                                                                                             |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | Access your control panel.                                                                                                                                                                                                                                         |
| 2    | <p>Click on the board labeled "Situation Report (Working)."</p>                                                                                                                  |
| 3    | <p>Under the column labeled "Situation Report", click "View."</p>                                                                                                              |
| 4    | <p>Scroll down until you find your unit and click "Update."</p>                                                                                                                |
| 5    | <p>Read the "Instructions" section and complete the field under your position name. Under "Status" select "Draft," if you are not done with your entry, or "Complete," if your entry is ready for review (most users will see these two options). Depending on</p> |

| Step | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | <p>your level of permissions, additional options may be available for Section Chief's and Director Approval. <b>Click "Save."</b></p> <div data-bbox="334 346 1395 1054"> <div data-bbox="334 346 1395 394"> <b>Instructions</b> </div> <div data-bbox="334 394 1395 535"> <p><b>Below are some questions to be incorporated when composing your Situation Report</b></p> <p>Provide an update of your Section's activities for the last operational period.</p> </div> <div data-bbox="334 562 1395 907"> <b>Admin/Finance Section Chief</b> <div data-bbox="347 625 1052 672"> <span><b>B</b></span> <span><i>I</i></span> <span><u>U</u></span> <span><del>S</del></span> <span></span> <span></span> <span></span> <span></span> <span></span> <span></span> <span></span> <span></span> <span></span> <span></span> <span></span> <span></span> <span></span> <span></span> </div> <div data-bbox="347 672 1386 892"></div> </div> <div data-bbox="334 934 1395 1054"> <b>Status</b> <div data-bbox="334 982 1395 1054"> <span><input checked="" type="radio"/> Draft</span> <span><input type="radio"/> Complete</span> <span><input type="radio"/> Approved by Branch Director</span> <span><input type="radio"/> Approved by Section Chief</span> <span><input type="radio"/> Approved by Publisher</span> </div> </div> </div> |

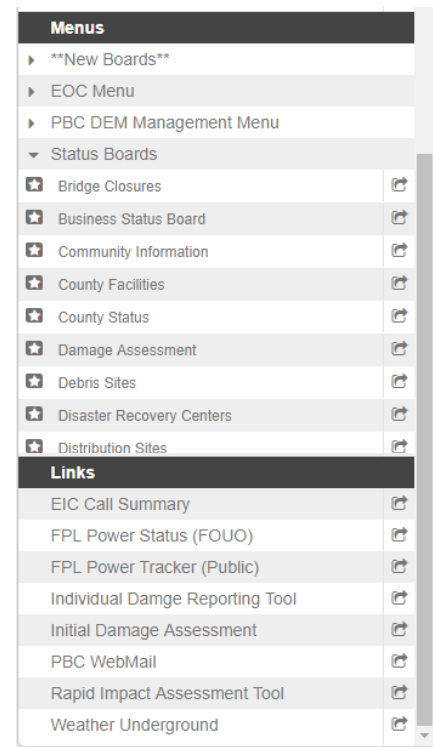
## OTHER WEBEOC FEATURES

### MENUS

On your control panel will be a number of "menus". These Menus group together other boards that are not on your control panel. An example of a menu most users have access to is the "Status Boards" Menu. This menu contains all the PBC status boards.

### LINKS

Through the "links" feature, we are able to add hyperlinks to external websites to your control for easy access. Links can be found at the bottom of your control panel. Not all positions will have access to the same links.



- ***What is my Username?***

If you are a Palm Beach County employee, your username is your Palm Beach County alias (e.g. if your email is [jdoe@pbcgov.org](mailto:jdoe@pbcgov.org), your username is "jdoe."

If you are not a Palm Beach County employee, your username is your email address.

- ***What if I forgot my password?***

If you forget your password, use the link on the WebEOC Login page titled "Forgot Username" or "Forgot Password." This will email you a link to reset your password.

- ***What if my account is locked?***

If your account is locked, you will need to send an email to [webeochelp@pbcgov.org](mailto:webeochelp@pbcgov.org) to have your account unlocked by an administrator.

- ***What if a board I need is not on my control panel?***

If you do not see a board you need on your control panel, it is most likely because the position you are using does not have the appropriate permissions for that board. If you feel that the position should have access to the board, please send an email to [webeochelp@pbcgov.org](mailto:webeochelp@pbcgov.org) and include the following:

First Name

Last Name

Organization

Office Phone Number

Supervisor Name

Disaster Assignment Section

Disaster Assignment Location

Disaster Assignment Position(s)

What board are you requesting access to?

What position are you requesting the access for?

Why do you need access to the board? Please be as detailed as possible.

# ATTACHMENT 1: BOARD DEFINITIONS

| Name of Board                   | Purpose                                                                                                                           | Who can input information                                                                                      | Actions Required                                                                                                                                                          |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| After Action Review             | Used at the end of an event, training, or exercise to record feedback from stakeholders who have participated in the given event. | All users                                                                                                      | DEM personnel will review and follow up on action comments to create after action reports and conduct corrective actions from the incident, event, training, or exercise. |
| Bridge Closures                 | To display bridges that are currently closed in Palm Beach County.                                                                | Infrastructure Branch Director, Public Works Unit, EM Communicators                                            | Update information as the situation changes.                                                                                                                              |
| Business Status Board           | Details current status of banks, department stores, gas stations, home improvement, lodging, pharmacies and grocery stores.       | Business and Industry Unit Leader, Housing Unit Leader                                                         | Update information as situation changes. Most users will only be allowed to view this information.                                                                        |
| EIC Summary/Call Center Summary | Details information received by the Emergency Information Center (EIC).                                                           | EM Director, PSD Director, EIC Unit, Public Information Unit                                                   | Update information as situation changes.                                                                                                                                  |
| Community Distribution Sites    | To track the distribution of supplies to communities, during an event.                                                            | Food and Water Unit (AAA, Food Alliance, Leader), Health and Medical Unit (Med Society, Leader) Mass Care Unit | Update information as situation changes. Most users will                                                                                                                  |

| Name of Board          | Purpose                                                                                                                               | Who can input information                                                                             | Actions Required                                                                                                                                                                                |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                        |                                                                                                                                       | (Salvation Army, School District, Leader), Human Service Branch Director, Animal Services Unit Leader | only view this information.                                                                                                                                                                     |
| Community Information  | To track community information such as food and water given by an Emergency Operating Area (EOA).                                     | Food and Water Unit (AAA, Leader)                                                                     | Update information as situation changes. Most users will only view this information.                                                                                                            |
| Corrective Action Plan | Displays After Action Review items that have been vetted by the Exercise Director to make improvements for EOC/Field Operation teams. | WebEOC® Administrator and DEM Management                                                              | Update the items listed on the board that have been processed by EOC sections to improve readiness and response against all hazards. Report these updates on a monthly basis to DEM Management. |
| County Facilities      | View county facility location and status information.                                                                                 | Logistics Section (Chief Facilities Assessment, FDO Unit Leader, Support Branch Director)             | Update information as situation changes. Most users will only view this information.                                                                                                            |
| County Status          | Displays current status of County EOC, County offices, declarations, utilities,                                                       | EM Duty Officer, Planning Section (Chief, Demobilization Unit Leader,                                 | Update information as situation changes. Most users will                                                                                                                                        |

| Name of Board           | Purpose                                                                       | Who can input information                                                                                                                                                                                    | Actions Required                                                                                                                                                                                                 |
|-------------------------|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         | transportation services, parks, marinas, beaches, roads and bridges.          | Documentation Unit Leader, EM Manager, Fusion Center Unit Leader, GIS Specialist, Resources Unit Leader, Situation Unit Leader, Situation Unit Support, Support Staff) EM Communicators, EOA Branch Director | only view this information.                                                                                                                                                                                      |
| Daily Operations Report | Daily Report of current operations within PBC.                                | EM Duty Officer, Ops EM Manager, EM Communicators, Fusion Center                                                                                                                                             | Update information on a daily basis.                                                                                                                                                                             |
| Damage Assessment       | Displays individual municipality and community damage assessment totals.      | Recovery Branch Director, Damage Assessment Unit Leader, PBC Municipalities                                                                                                                                  | Public Assistance and Individual Assistance totals should be entered by PBC Municipalities. Unincorporated County totals should be entered by the Recovery Branch Director and/or Damage Assessment Unit Leader. |
| Debris Sites            | Displays temporary debris management site location(s) and status information. | Infrastructure Branch Director, Debris Management Unit Leader, Recovery Branch                                                                                                                               | Update information as situation changes. Most users will                                                                                                                                                         |

| Name of Board             | Purpose                                                                                                                                            | Who can input information                                                                                                                      | Actions Required                                                                     |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
|                           |                                                                                                                                                    | Director, Recovery EM Manager                                                                                                                  | only view this information.                                                          |
| Disaster Recovery Centers | Displays Disaster Recovery Center (DRC) location(s) and status information.                                                                        | Recovery Branch Director, Recovery EM Manager, Unmet Needs Unit Leader                                                                         | Update information as situation changes. Most users will only view this information. |
| Distribution Sites        | Displays location and status information for Points of Distribution (POD) sites, bulk distribution sites and County Staging Area (CSA) locations.  | Distribution Branch Director, POD Unit Leader, Bulk Distribution Unit Leader, CSA Unit Leader, Log EM Manager, Log Section Chief               | Update information as situation changes. Most users will only view this information. |
| Donations Management      | Displays location and status information for Points of Distribution (POD) sites, bulk distribution sites, and County Staging Area (CSA) locations. | IT Unit Leader, Logistics Section (EM Manager, EOC Support Unit Leader, HR Unit Leader, Branch Director, Volunteers and Donations Unit Leader) | Update information as situation changes.                                             |
| EOA Coordination Sites    | Displays Emergency Operating Area (EOA) site location and status information.                                                                      | EOA Branch Director, EOA Coordinators, EOA/Muni Unit Leader                                                                                    | Update information as situation changes. Most users will only view this information. |

| Name of Board                                             | Purpose                                                                                                                                              | Who can input information                                                                  | Actions Required                                                                     |
|-----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| EOC Daily Calendar                                        | This is a menu of days in the week to display daily activities in the EOC. The board is displayed in the front lobby of the EOC and in the EM Suite. | WebEOC® Administrator and AV Controller (Secretaries).                                     | Update information on a daily basis.                                                 |
| EOC Timeline                                              | View timeline of required actions by EOC personnel.                                                                                                  | Planning Section (update), All users (Read Only)                                           | Update information as situation changes.                                             |
| Advanced File Library                                     | Contains documents utilized as reference for EOC management.                                                                                         | All                                                                                        | Documents need to be updated to the most current version at least annually.          |
| Flash Report                                              | To communicate pertinent incident specific information in EOC Level 3 Activations (Monitoring).                                                      | Most positions (read only), EM Duty Officer and EM Communicator (update), Planning Section | EM Duty Officer will input information as needed.                                    |
| Fire Rescue (FR) Task Management                          | Displays tasks for fire rescue personnel to do during “blue sky” business, trainings, and exercises                                                  | PBC Fire Rescue personnel (PBCFR).                                                         | Update information as situation changes. Most users will only view this information. |
| Health and Medical Status (Health and Medical Facilities) | Tracks hospitals, pharmacies, clinics, dialysis centers, nursing homes/Assisted                                                                      | Health and Medical Unit Leader, Human Services Branch Director, Pharmacy                   | Update information as situation changes. Most users will                             |

| Name of Board                          | Purpose                                                                                                                   | Who can input information                                                                                                    | Actions Required                                                                                                                                               |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                        | Living Facilities, blood banks, oxygen providers, and morgue status information.                                          | (CVS, Publix, Walgreens)                                                                                                     | only view this information.                                                                                                                                    |
| Hospitals                              | Displays location, capabilities, and report status of hospitals such as operational status, power status, ER status, etc. | All Individual Hospitals (Read Only), Health and Medical Unit Leader and Special Needs Unit leader, Logistics Section Chief. | Should be updated at least once per day by the Health and Medical Unit.                                                                                        |
| Incident Action Plan (IAP)             | Used to create Situation Reports. This document is provided to EOC personnel on a periodic basis.                         | Planning Section & select Units.                                                                                             | Create and publish the IAP.                                                                                                                                    |
| Incident Files (County Incident Files) | Files that are relevant to the current incident.                                                                          | All                                                                                                                          | Add, Save, and Print as needed.                                                                                                                                |
| Mission/Resource                       | Use to request and track mission and resource requests within the County EOC.                                             | Most Users                                                                                                                   | Ensure requests contain all necessary information. Respond to and update missions that are assigned to you. Close upon completion of mission/resource request. |

| Name of Board                     | Purpose                                                                                                                                                                              | Who can input information                                                                                                                 | Actions Required                                                                                                          |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| Municipal Incident Communications | Displays incident related files for municipalities                                                                                                                                   | Public Information Officer, Public Information Unit Leader, Municipalities.                                                               | Update information as situation changes. Information is displayed only to the municipality encountering an incident.      |
| Municipal Status                  | Tracks status of each Municipality in PBC such as: <ul style="list-style-type: none"> <li>• Flooding Information</li> <li>• Electricity Status</li> <li>• Status of Water</li> </ul> | Each Municipality can edit their own status.                                                                                              | Update information as situation changes. Most users will only view this information.                                      |
| Position Log                      | Ongoing journal of all activities conducted by each WebEOC® position. Originating location for entries posted to <i>Significant Events</i> .                                         | All Users                                                                                                                                 | All WebEOC users are responsible for entering information and activities pertaining to an incident in their position log. |
| Press Release                     | Used to display press releases, as developed by Public Information Officer (PIO), and approved by the Incident Commander.                                                            | Public Information (Officer, Officer Support, Unit Leader), EM Liaison Manager can edit and update.<br><br>Read only for all other users. | Must be approved by Incident Commander before posting/release.                                                            |

| Name of Board            | Purpose                                                                                                                                                                                                              | Who can input information                                                                                                                                                                        | Actions Required                                                                                                                                                    |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                          |                                                                                                                                                                                                                      |                                                                                                                                                                                                  |                                                                                                                                                                     |
| Public Information       | Displays information to be given to the public.                                                                                                                                                                      | Public Information (Officer, Officer Support, Unit Leader), EM Liaison Manager can edit and update.<br><br>Read only for all other users.                                                        | Information must be verified and approved by Public Information Officer before being posted.                                                                        |
| Road Closures            | To display roads that are currently closed in Palm Beach County.                                                                                                                                                     | Infrastructure Services Branch Director, Public Works Unit (Leader, FDOT), EM Communicators.                                                                                                     | Update information as the situation changes.                                                                                                                        |
| Shelters (Risk and Host) | Displays status of general population, pet friendly, host and special needs shelters, their capacity, and their occupancy.                                                                                           | Human Services Branch Director, Mass Care Unit Leader                                                                                                                                            | Update information as situation changes. Most users will only view this information.                                                                                |
| Significant Events       | Check box within the <i>Position Log</i> that allows the user to designate a <i>Significant Event</i> .<br><br>Used for incidents and/ or decisions that are important for multiple agencies to know about, that may | All Users can enter.<br><br>WebEOC Admin, Admin Finance EM Manager, EM Duty Officer, Planning Section Chief, EM Communicator, EPG EM Director Assistant, EM Manager (Log, Ops, Plan, Admin/Fin), | User must check an entry/event in their position log to post to the Significant Events Board. The Significant Events Controller will review and verify the entry is |

| Name of Board     | Purpose                                                                                                      | Who can input information                                                                                                                                 | Actions Required                                                                                                            |
|-------------------|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
|                   | have an impact on tactics and operations.                                                                    | Plan Situation Unit Leader, Plan Situation Unit Support can approve as controllers.                                                                       | significant before it will be posted.<br><br>Ensure updates are posted as these Significant Events change.                  |
| Sign-In/Sign Out  | Displays the names, positions and contact information for all personnel on-shift at the EOC during an event. | All Users                                                                                                                                                 | Must sign in at the beginning of your shift.<br><br>Must sign out at the end of your shift.                                 |
| Situation Report  | Used to create Situation Reports. This document is provided to EOC personnel on a periodic basis.            | All Units                                                                                                                                                 | Once the SitRep is completed, they are published in WebEOC® for EOC personnel to view and conduct tactical operations.      |
| Special Needs     | Used to track Special Needs Shelter Clients                                                                  | Special Needs Unit Leader, Special Needs Health, Special Needs, SpNS Registration, EIC Unit (Call Taker, Manager, Leader), Special Needs Shelter Manager. | Data is automatically populated from the online registration form. This board is used to track clients once at the shelter. |
| Water - Utilities | Provides information on the location and operational status of water treatment                               | Public Works Unit – Water Utilities                                                                                                                       | If this board is available, the user is required to fill out the information each operational period.                       |

| Name of Board | Purpose                        | Who can input information | Actions Required |
|---------------|--------------------------------|---------------------------|------------------|
|               | plants and utility facilities. |                           |                  |