



**JUVARE**

# **WebEOC Basics**



**Outer Banks Repeater Association**

**June 2024**

**WebEOC**

**KY4RY**

# Browser Compatibility

When using WebEOC, it is necessary to use a current, up-to-date internet browser. Examples of compatible browsers are:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox



**NOTE:** Juvare recommends the Google Chrome Browser. Testing has shown that some features in WebEOC may not function in other browsers.

# Logging In

Log in using the credentials assigned to you.

- Make sure you are accessing the Dare County WebEOC platform at [dcem.webeocasp.com](http://dcem.webeocasp.com).
- Your username will be your full email address, and Password initially provided by EOC staff and reset by you.
- NB once logged in you are a 'Position' rather than a person. WebEOC functions in terms of positions.



The screenshot shows the login interface for the JUVARE WebEOC system. At the top left is the JUVARE logo, a red stylized 'J' followed by the word 'JUVARE' in black. To its right is the text 'WebEOC' in a smaller, grey font. Below the logo are two input fields: 'Username \*' and 'Password \*', both with red asterisks indicating required fields. The 'Username' field is a simple white box with a thin grey border. The 'Password' field is a white box with a thin grey border and a small red eye icon on the right side, indicating a password field. Below the password field is a line of text: 'By proceeding, you agree to Juvare's Privacy Policy and Terms & Conditions', where 'Privacy Policy and Terms & Conditions' is a blue hyperlink. Below this text is a blue rectangular button with the white text 'Log In'. At the bottom of the form are two blue hyperlinks: 'Forgot Username?' and 'Forgot Password?', separated by a vertical line.

# Troubleshooting Login

WebEOC accounts automatically lock after twelve (12) months of inactivity or incorrectly entering your password five (5) times or more. To avoid lockout, periodically log in to your account to maintain it as active.

- If you forget your username or password, click **Forgot Username?** or **Forgot Password?** to reset it.
- If your account is locked due to incorrect attempts, wait 30 min and try again or email [james.wooten@darenc.gov](mailto:james.wooten@darenc.gov) from your registered email account for assistance.



**JUVARE** | WebEOC

Username \*

Password \*

By proceeding, you agree to Juvare's  
[Privacy Policy and Terms & Conditions](#)

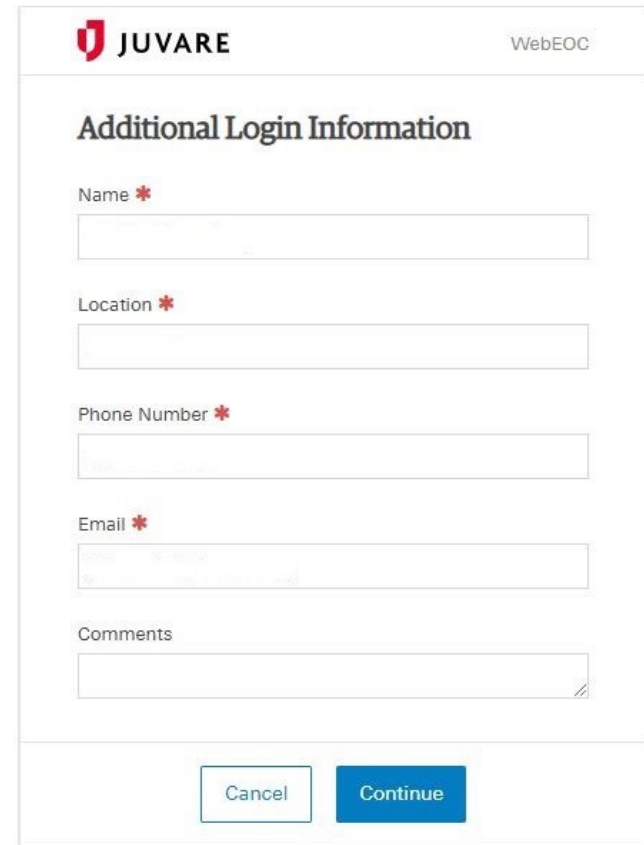
**Log In**

[Forgot Username?](#) | [Forgot Password?](#)

# Additional Information

After logging in, you will be prompted to fill in additional information.

Please fill out your **FULL Name**, your **Location**, your **Phone Number**, and your **FULL Email** address that you can be reached at while logged in. This information may auto-populate for you.



The screenshot shows a web form titled "Additional Login Information" from JUVARE. The form includes the following fields:

- Name \***: A text input field.
- Location \***: A text input field.
- Phone Number \***: A text input field.
- Email \***: A text input field with a placeholder email address.
- Comments**: A text area with a small icon in the bottom right corner.

At the bottom of the form are two buttons: "Cancel" and "Continue".

[Privacy Policy](#) | [Terms and Conditions](#) | [www.juvar.com](http://www.juvar.com)

©2019 ESi Acquisition, Inc. WebEOC

# Home Page

After completing the log in process, you will be directed to the WebEOC Home Page.

The screenshot shows the WebEOC Home Page interface. At the top, a black navigation bar contains the text "WebEOC | malcolm.green@obxco.com | PLN Situation Unit | 2024 HUREX - Phase 1 | Log Out" and the JUVARE logo on the right. Below this is a light gray breadcrumb trail with a home icon and the following items: "Messages", "Sign In/Out", "Incident Action Plan (Published)", "Significant Events", "NCEM PIO Board", and "Significant Event".

The main content area features the Dare County logo on the left, which includes the text "COUNTY OF DARE" and "NORTH CAROLINA" around a lighthouse icon. Below the logo is the email address "malcolm.green@obxco.com" and the text "Dare County Emergency Management".

To the right of the logo is a "Notifications" section. It contains a red-bordered box with the heading "System-wide Message" and the text "You have no system-wide messages at this time." Below the notification box is a "Home Frame" button.

# Incidents

Click here to select the **Current Incident.**


The screenshot shows the WebEOC interface. At the top, the navigation bar includes 'WebEOC | malcolm.green@obxco.com | PLN Situation Unit | 2024 HUREX - Phase 1 | Log Out'. The '2024 HUREX - Phase 1' dropdown menu is open, displaying a search bar 'Filter...' and a list of incidents: '2024 HUREX - Phase 1', '2024 HUREX - Phase 2', '2024 HUREX - Phase 3', '2024 HUREX CAROL - Town of Manteo', '2024 OBSE Triathlon', 'Festival Park Events', 'Manteo July 4th Fireworks', and 'Manteo July 4th Fireworks'. On the left, the Dare County logo and contact information for Malcolm Green are visible. The 'Notifications' section shows a 'System-wide Message' with the text 'You have no system-wide messages'.

# Control Panel

Click here to open your  
**Control Panel.**

WebEOC | malcolm.green@obxco.com | PLN Situation Unit | 2024 HUR X - Phase 2 | Log Out | JUVARE

Messages x Sign In/Out x Incident Action Plan (Published) x Significant Events x NCEM PIO Board x Significant Events Map x

 malcolm.green@obxco.com  
Dare County Emergency Management

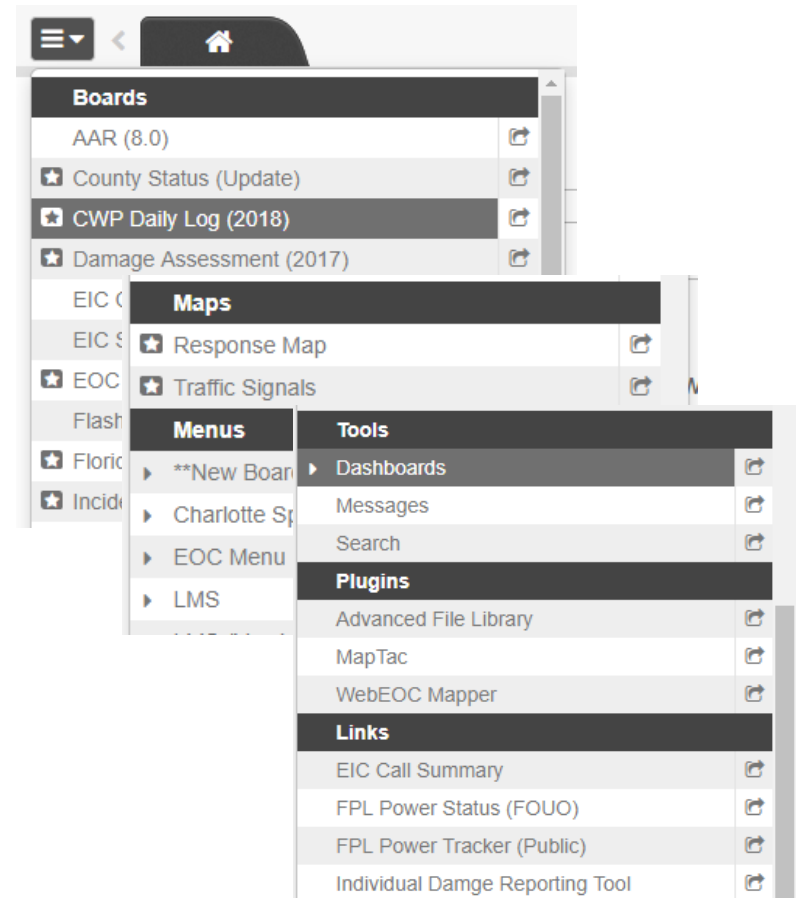
### Notifications

**System-wide Message**  
You have no system-wide messages at this time.



# Boards

When you open your Control Panel, you will be able to access boards, maps, menus, plug-ins, etc., that your position has access to.

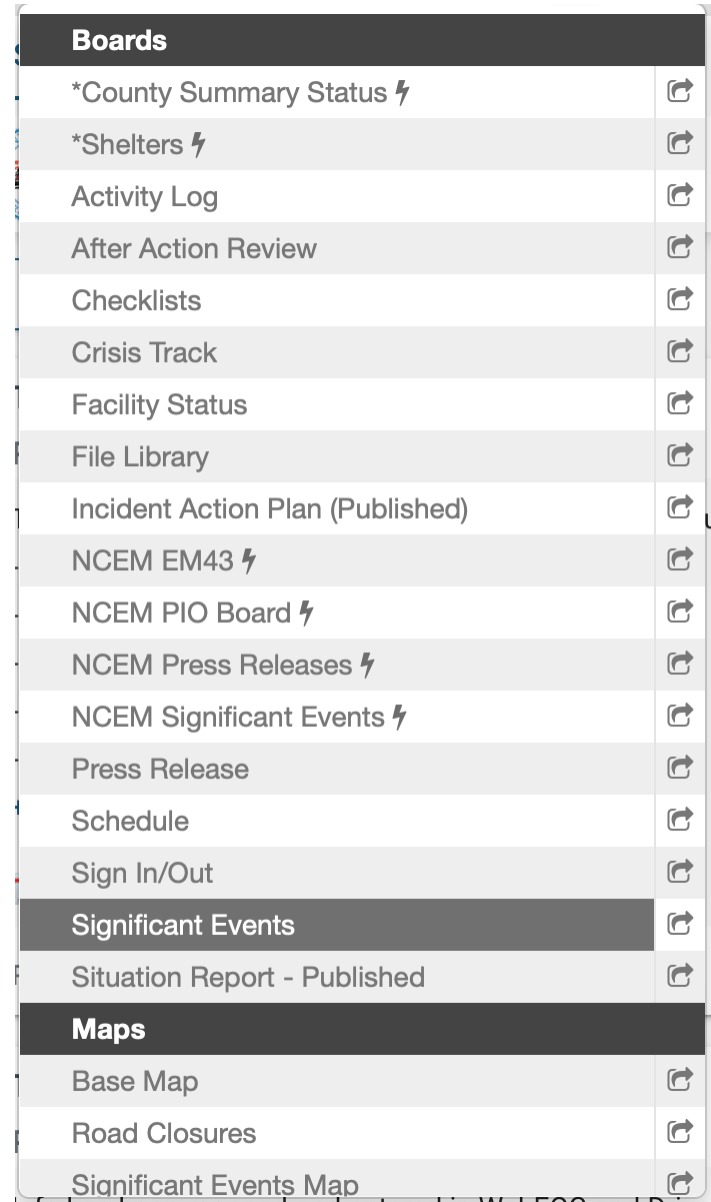


# Opening Boards

Click the name of the board to open it in a new tab. The board will open next to the home tab.

If you would like to open the board in a new window, click the arrow icon to the right of the board name.

Suggest you explore these boards & familiarize with content



The image shows a vertical menu with two main sections: 'Boards' and 'Maps'. Each item in the menu has a right-pointing arrow icon to its right. The 'Significant Events' item is highlighted with a dark background.

Boards	
*County Summary Status ⚡	↗
*Shelters ⚡	↗
Activity Log	↗
After Action Review	↗
Checklists	↗
Crisis Track	↗
Facility Status	↗
File Library	↗
Incident Action Plan (Published)	↗
NCEM EM43 ⚡	↗
NCEM PIO Board ⚡	↗
NCEM Press Releases ⚡	↗
NCEM Significant Events ⚡	↗
Press Release	↗
Schedule	↗
Sign In/Out	↗
<b>Significant Events</b>	↗
Situation Report - Published	↗
Maps	
Base Map	↗
Road Closures	↗
Significant Events Map	↗

# Event Reporting in WebEOC

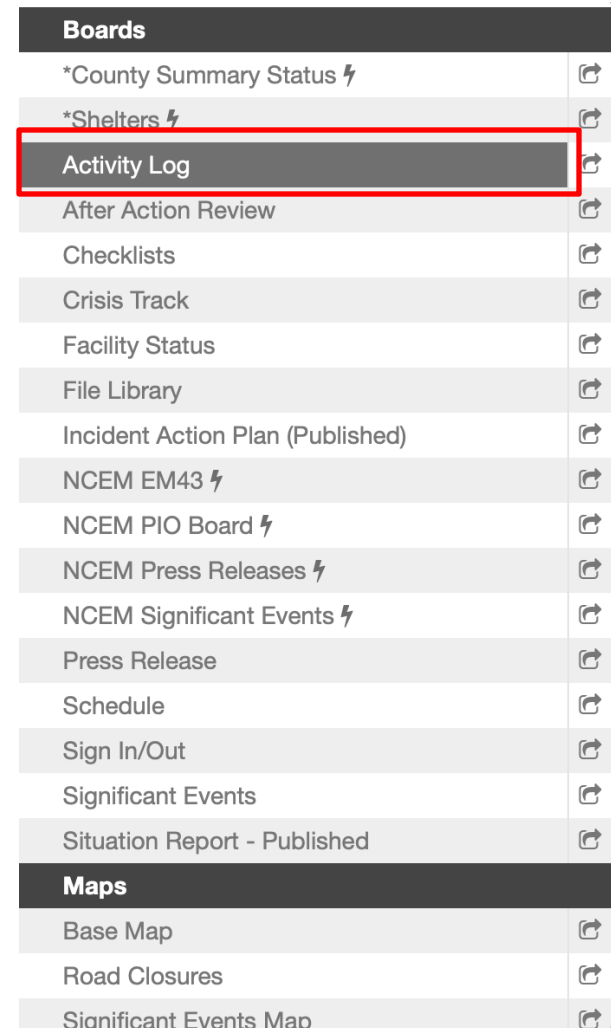
In this section, we will be discussing two boards – the **Position Activity Log** and **Significant Events Log** which are the primary means of reporting and will be the focus of your WebEOC Activity.

You will learn what and how to post to your **Activity Log** and what should be escalated to the **Significant Events Board**.

# Opening the Activity Log Board

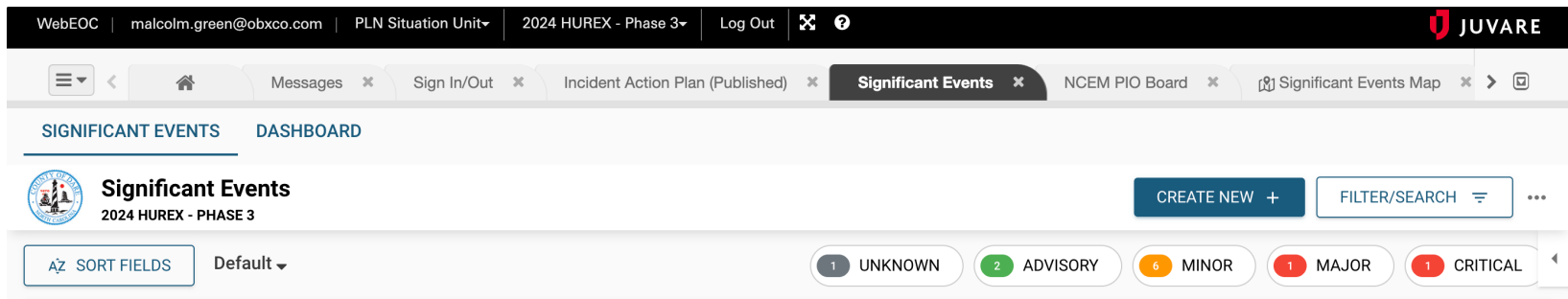
All received information via OBRA Incident Net or other means will be recorded in your Position Activity Log.

To access your Activity Log, open your control panel and click the board labeled **Activity Log**.



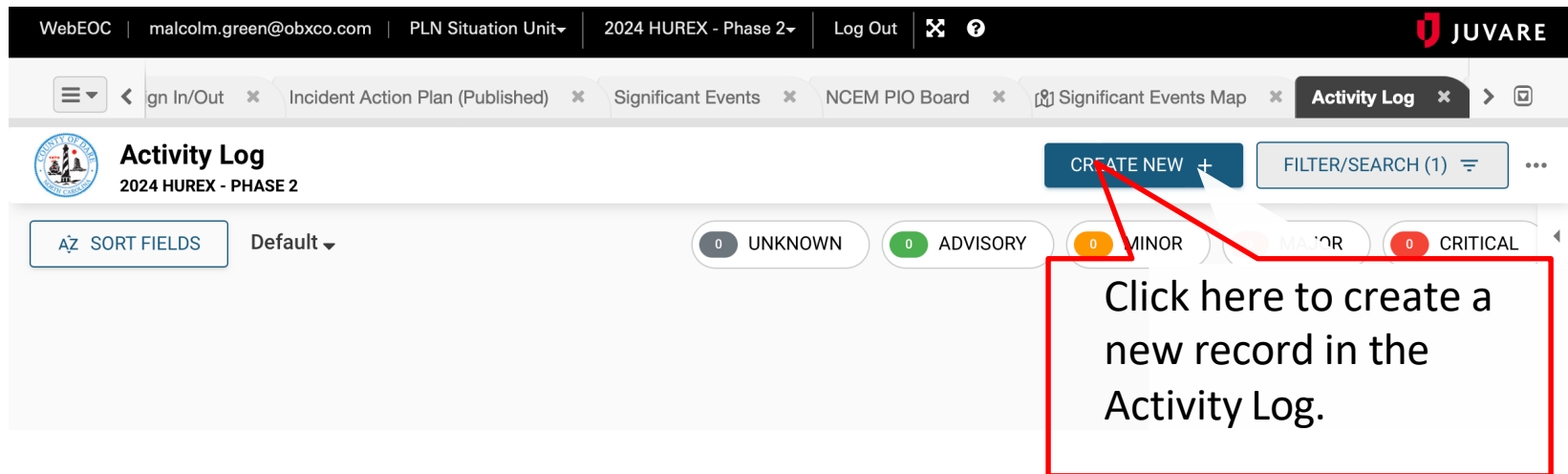
# Activity Log

The following slides will go over the features of the Activity Log.



The screenshot displays the WebEOC user interface for the 'Significant Events' section. At the top, a navigation bar shows the user's name (malcolm.green@obxco.com), current unit (PLN Situation Unit), and phase (2024 HUREX - Phase 3), along with a 'Log Out' button. The main header includes the 'JUVARE' logo and navigation tabs for 'SIGNIFICANT EVENTS' and 'DASHBOARD'. Below this, the page title is 'Significant Events' for '2024 HUREX - PHASE 3'. Action buttons include 'CREATE NEW +' and 'FILTER/SEARCH'. A filter bar at the bottom shows 'A-Z SORT FIELDS' and 'Default' dropdown, followed by event severity filters: '1 UNKNOWN', '2 ADVISORY', '6 MINOR', '1 MAJOR', and '1 CRITICAL'.

# Creating a New Record




The screenshot shows the WebEOC interface for the 'Activity Log' section. The top navigation bar includes the user 'malcolm.green@obxco.com', the current session '2024 HUREX - Phase 2', and a 'Log Out' button. The breadcrumb trail shows the path: 'Incident Action Plan (Published)' > 'Significant Events' > 'NCEM PIO Board' > 'Significant Events Map' > 'Activity Log'. The main header for the 'Activity Log' section includes the title 'Activity Log' and subtitle '2024 HUREX - PHASE 2'. A 'CREATE NEW +' button is highlighted with a red arrow pointing to a callout box. To the right of the 'CREATE NEW' button is a 'FILTER/SEARCH (1)' button. Below the header, there are sorting options: 'A-Z SORT FIELDS' and 'Default'. A filter bar shows four categories: 'UNKNOWN' (0), 'ADVISORY' (0), 'MINOR' (0), and 'CRITICAL' (0). The 'MINOR' category is currently selected.

Click here to create a new record in the Activity Log.

# Entry Title & Details


## Activity Log

Details

Date/Time  

Entry Title

Details

Event Type  

Priority

Address/Location  [Map](#)

Attachment 1

Attachment 1 Description

Attachment 2

Attachment 2 Description

Post to Significant Events Review


Enter an **Entry Title** and **Details** (description).

NB; Date time will be auto filled by the system

# Event Type & Priority


## Position Log


Details

Date/Time  

Entry Title

Details

Event Type  

Priority  

Address/Location  [Map](#)

Attachment 1

Attachment 1 Description

Attachment 2

Attachment 2 Description

Post to Significant Events Review


Select an **Event Type** and **Priority** from the dropdown.



# Address/Location

## Position Log

Details


Date/Time  

Entry Title

Details

Event Type

Priority

Address/Location   Map

Attachment 1

Attachment 1 Description

Attachment 2

Attachment 2 Description

Post to Significant Events Review

Enter an **Address/Location** or click the **Map** icon to search a location.

# Post to Significant Events

## Position Log

Details

Date/Time

Entry Title

Details

Event Type

Priority

Address/Location  [Map](#)

Attachment 1  [Browse](#)

Attachment 1 Description

Attachment 2  [Browse](#)

Attachment 2 Description

Post to Significant Events Review

[Cancel](#) [Save](#)

If the entry meets the criteria of a **Significant Event**, check this box to send it to a controller for review.

# Save the Entry

**Details**

Date/Time

Entry Title

Details

Event Type

Priority

Address/Location  [Map](#)

Attachment 1  No file chosen

Attachment 1 Description

Attachment 2  No file chosen

Attachment 2 Description

Post to Significant Events Review

Cancel

Once complete, click **Save** to log the entry.

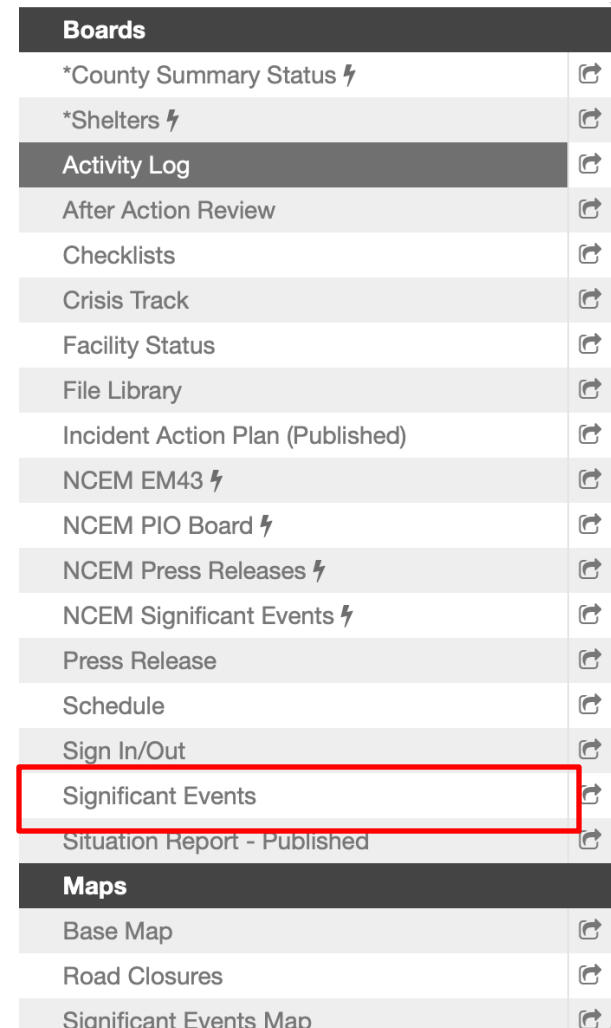
# Opening the Significant Events Board

All incident information is initially recorded via the

## Position Activity Log.

Information that meets Significant Event Criteria will be escalated and posted to Significant Event Board.

To access **Significant Events Board**, open your control panel and click the board labeled **Significant Events**.




Boards	
*County Summary Status ⚡	🔗
*Shelters ⚡	🔗
Activity Log	
After Action Review	🔗
Checklists	🔗
Crisis Track	🔗
Facility Status	🔗
File Library	🔗
Incident Action Plan (Published)	🔗
NCEM EM43 ⚡	🔗
NCEM PIO Board ⚡	🔗
NCEM Press Releases ⚡	🔗
NCEM Significant Events ⚡	🔗
Press Release	🔗
Schedule	🔗
Sign In/Out	🔗
Significant Events	🔗
Situation Report - Published	🔗
Maps	
Base Map	🔗
Road Closures	🔗
Significant Events Map	🔗

# Significant Events Board

WebEOC | malcolm.green@obxco.com | PLN Situation Unit | 2024 HUREX - Phase 2 | Log Out

Messages x Sign In/Out x Incident Action Plan (Published) x **Significant Events** x NCEM PIO Board x Significant Eve

**SIGNIFICANT EVENTS** DASHBOARD

 **Significant Events**  
2024 HUREX - PHASE 2

CREATE NEW + FILTER/SEARCH

AZ SORT FIELDS Default

15 UNKNOWN 39 ADVISORY 1 MINOR 3 MAJOR 17 CRITICAL

**Type: Info Update**  
**Priority: Advisory**

The Dare County JIS has published Bulletin #3. This document contains:

- Bulletin #3
- Website Update
- Video
- Call Center Talking Points
- Social Media Posts...

+ Show More

Incident Publication Document- Bulletin #3 ...

Record ID: 93

Created By Katelin Kightas CMD Public Information Officer on 06/13/2024 15:00:00

**Type: Road Closure**  
**Priority: Critical**

Info has been mapped and entered in WebEOC and DriveNC.gov  
caspear@ncdot.gov as OPS Transportation on 06/13/2024 15:18:26

HUREX  
2024  
Exercise  
Events

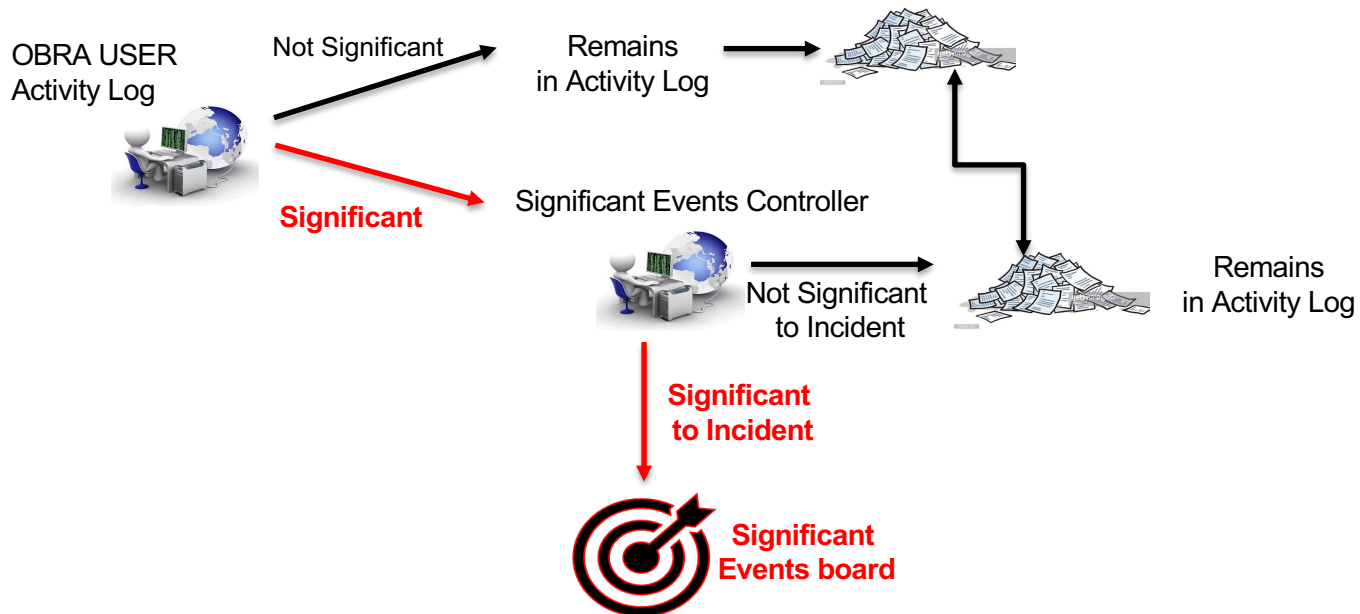
# Significant Events Overview

The Significant Events board displays all vital situational awareness information collected from individual's position log entries. When a Position Log entry meets the following three criteria, it is considered a significant event and “Post to Significant Events Review” should be checked in the Position Log entry .

1. The entry is informational in nature. The user is not requesting any actions or tasks to be completed, or resource to be deployed.
2. The entry affects positions other than the originating position – in the case of HAM this is the default case.
3. The information in the entry must be confirmed from a reliable source.

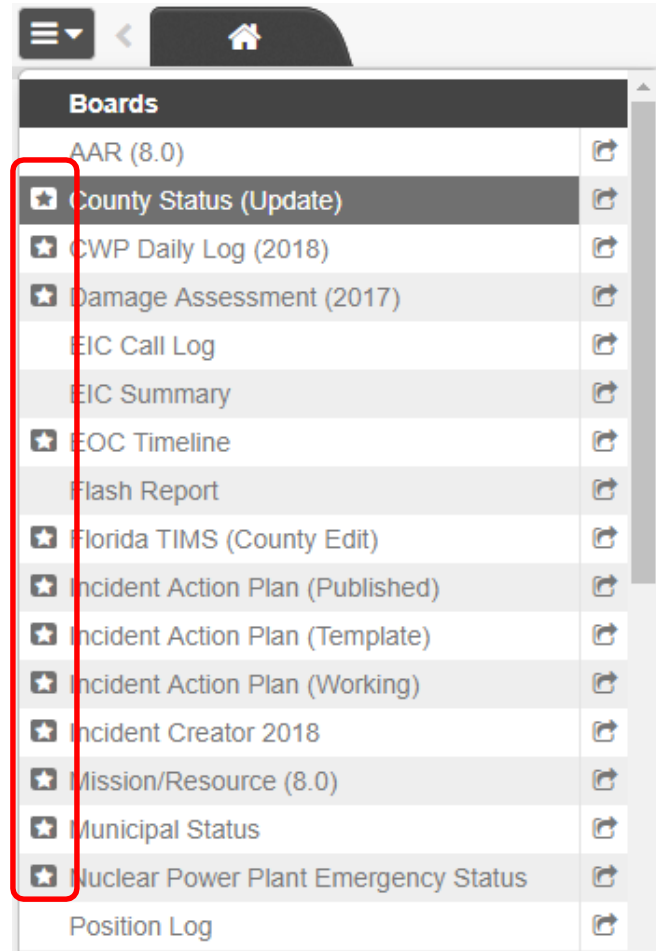
# Significant Events Workflow

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



# New Information

The star icon to the left of the board name indicates that new information has been entered into the board.





# WebEOC Basics



For more detailed information related to OBRA use of WebEOC in support of Dare County Emergency Management – Please see OBRA WebEOC Essentials.