



JUVARE

WebEOC Essentials



Outer Banks Repeater Association

June 2024

WebEOC

KY4RY

WebEOC Introduction

Based on FEMA and State mandates, WebEOC has been adopted as the Dare County Incident Management Tool to create and maintain situational awareness throughout an event. WebEOC facilitates users to Generate, Post, Transmit, and Share Information in real-time with other WebEOC users. It is critical therefore that as HAMs, who provide communications support to the Dare County Emergency Operations Center (EOC) and partner Agencies, we utilize this tool during an event or incident. WebEOC embraces & automates the ICS Incident Management System. As we gain knowledge and understanding of the tool we will provide this to the OBRA members.



SECTION 1

WebEOC Basics

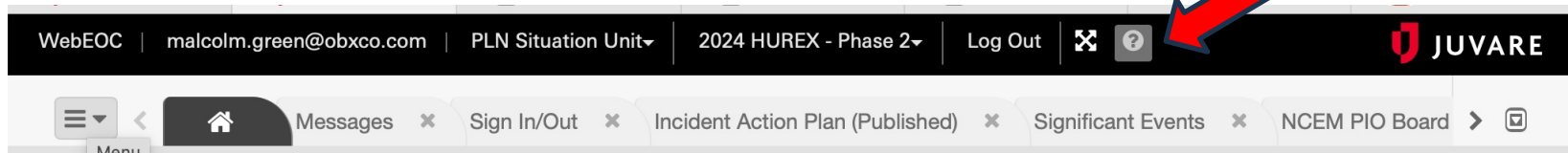
WebEOC

WebEOC Introduction

WebEOC is the **Crisis Information Management Software (CIMS)** used by Dare County to manage and coordinate information and resources during an event including disaster.

To access WebEOC, enter the following into your browser:

<https://dcem.webeocasp.com> Additional detail not contained in this basic summary training can be found in the WebEOC User Manual and Training via the ? In the menu bar highlighted below.



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: Google Chrome is the recommended 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.
- 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.



JUVARE | WebEOC

Username *

Password *

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

[Log In](#)

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

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 from your registered email account for assistance.



JUVARE | WebEOC

Username *

Password *

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

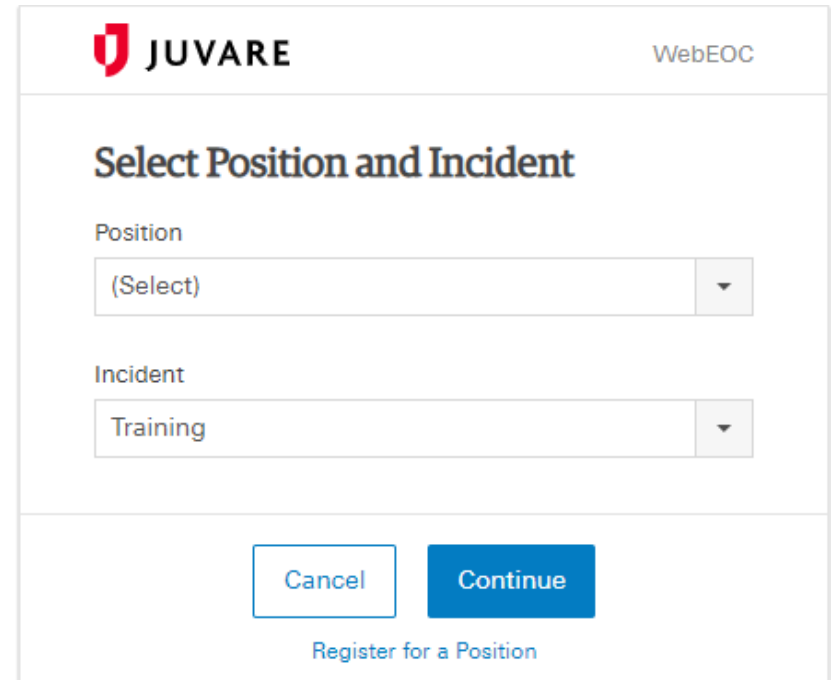
Log In

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

Position & Incident

After logging in with your username & password, you will need to select your position & incident.

- **Position:** Use the dropdown to select the appropriate position. You likely have only one position assigned “PLN”
- **Incident:** Use the dropdown to select the appropriate incident. During a disaster, you will be told which incident to use.



The screenshot shows the JUVARE WebEOC interface. At the top left is the JUVARE logo, and at the top right is the text 'WebEOC'. The main heading is 'Select Position and Incident'. Below this, there are two dropdown menus. The first is labeled 'Position' and currently shows '(Select)'. The second is labeled 'Incident' and currently shows 'Training'. At the bottom of the form, there are two buttons: 'Cancel' (a light blue button with a blue border) and 'Continue' (a solid blue button). Below the buttons is a link that says 'Register for a Position'.

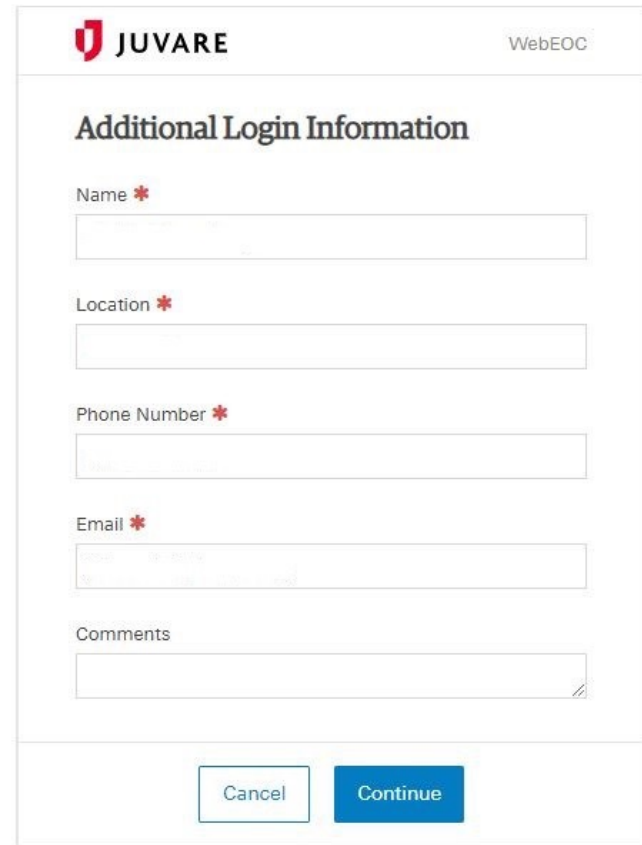
[Privacy Policy](#) | [Terms and Conditions](#) | www.juvar.com

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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 small email icon on the left.
- Comments**: A text area with a small icon on the right.

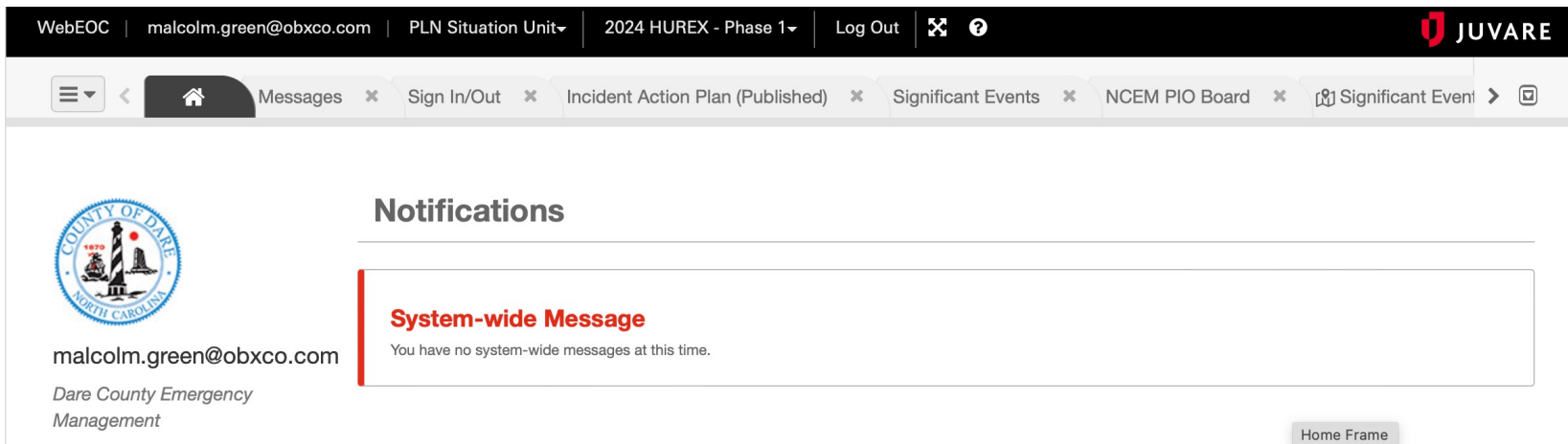
At the bottom of the form are two buttons: "Cancel" and "Continue".

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Home Page

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



The screenshot displays 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 links for "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, the user email "malcolm.green@obxco.com", and the text "Dare County Emergency Management". To the right, a "Notifications" section contains a "System-wide Message" box with the text "You have no system-wide messages at this time." A "Home Frame" button is located at the bottom right of the page.

Incidents

Click here to change the Incident.

The screenshot shows a web application interface with a dark header bar. On the left, it displays 'WebEOC | malcolm.green@obxco.com | PLN Situation Unit'. On the right, it shows '2024 HUREX - Phase 1', 'Log Out', and the 'JUVA RE' logo. Below the header, there is a navigation bar with tabs for 'Messages', 'Sign In/Out', 'Incidents', 'Significant Events', 'NCEM PIO Board', and 'Significant Event'. A dropdown menu is open over the 'Incidents' tab, listing several incident types: '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 side of the main content area, there is a logo for 'COUNTY OF DARE NORTH CAROLINA' and the email 'malcolm.green@obxco.com' with the text 'Dare County Emergency'. In the center, the 'Notifications' section is visible, with a red border around the text 'System-wide Mes' and 'You have no system-wide mes'. The 'Incidents' dropdown menu is highlighted with a red box in the original image.

Log Out

Click here to **Log Out** of WebEOC.

WebEOC | malcolm.green@obxco.com | PLN Situation Unit | 2024 HUREX - Phase 1 | Log Out | [X] [?] 

[Menu] < [Home] Messages x Sign In/Out x Incident Action Plan (Published) x Significant Events x NCEM PIO Board x [Significant Event] > [Close]



malcolm.green@obxco.com

Dare County Emergency
Management

Notifications

System-wide Message

You have no system-wide messages at this time.

Help Menu

Click here to access the **Help Menu** and **User Guides**.

WebEOC | malcolm.green@obxco.com | PLN Situation Unit | 2024 HUREX - Phase 1 | Log Out | [Settings] [Help]

Messages x Sign In/Out x Incident Action Plan (Published) x Significant Events x NCEM PIO Board x Significant Event > [Close]



malcolm.green@obxco.com

Dare County Emergency
Management

Notifications

System-wide Message

You have no system-wide messages at this time.

Help Menu - Documentation




Documentation ▲

- Getting Started ▼
- Boards ▼
- Mapping ▼
- Notifications ▼
- JX Collaborate ▼

Troubleshooting

Juvare Support

You are here: **Documentation**



Overview

WebEOC was developed over a decade ago as Crisis Information Management Software (CIMS) to meet the needs of emergency management agencies (EMAs) at the federal, state, and local levels.

Today, WebEOC is used by government agencies such as the U.S. Departments of Agriculture, Defense, Energy, Homeland Security (CBP, FEMA, ICE, TSA, and USCG), Health and Human Services, EPA, and NASA. It is also used by corporations, public utilities, universities, and more.

Although WebEOC and its product suite provide specialized tools for managing crisis information and emergency response, WebEOC can also be used to manage any and all events, agencies, organizations, and more.

WebEOC includes a default set of boards and plug-ins that enable any agency to begin using it almost immediately. Agencies can use any or all of the boards as-is, or they can build an unlimited number of boards and forms tailored to local requirements. Within the context of WebEOC, a board is an electronic display that allows you to transmit and share information in real-time with other WebEOC users. WebEOC boards are the equivalent of large, chronological, or topical paper-based boards that, for years, dominated every EOC and command center around the world.

Background

WebEOC was one of the first web-enabled, commercial-off-the-shelf CIMS systems developed for emergency management. As a web-based product, WebEOC ushered in the era of “virtual” EOCs, making it possible to monitor and manage an emergency response from anywhere in the world. With WebEOC, crisis information is immediately and universally available to authorized users everywhere. It can be configured based on local requirements, and it gives agencies and organizations the ability to link to a wide assortment of different systems.

WebEOC can be used during the planning, mitigation, response, and recovery phases of any emergency. It can also be used by agencies and organizations during day-to-day activities to manage routine, nonemergency operations.

As a tool, WebEOC can be tailored to almost any process. The default status boards that come with WebEOC can be implemented as-is or they can be modified locally. Status boards can also be built using standard tools within WebEOC or external HTML editors.

Audience

Procedures in this section are written for WebEOC end users.

Available Help Centers


- [WebEOC Admin Help Center](#)
- [WebEOC User Help Center](#)

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

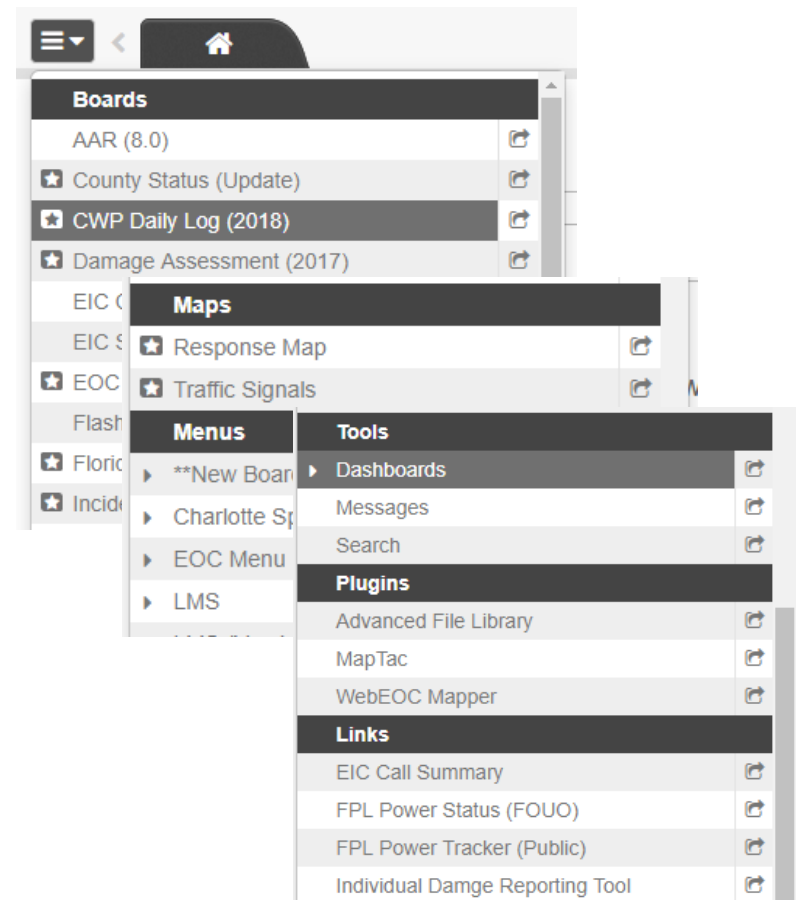
 malcolm.green@obxco.com
Dare County Emergency Management

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.

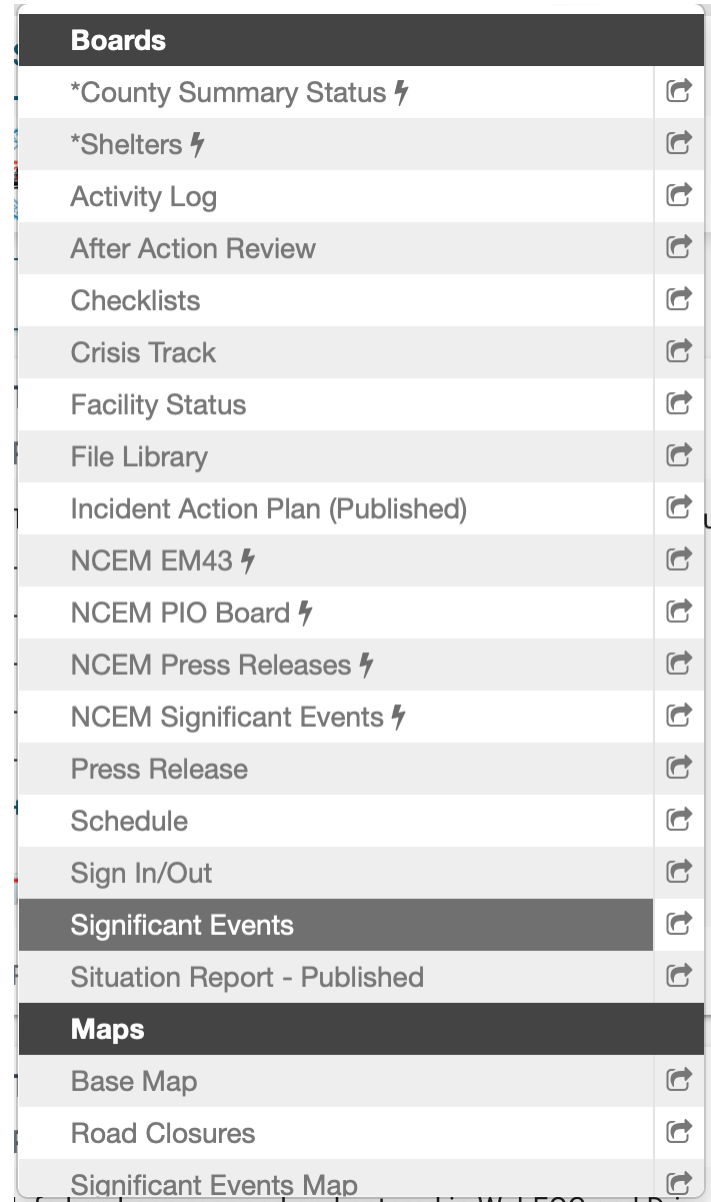


Opening Boards

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.

Open the significant events board




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

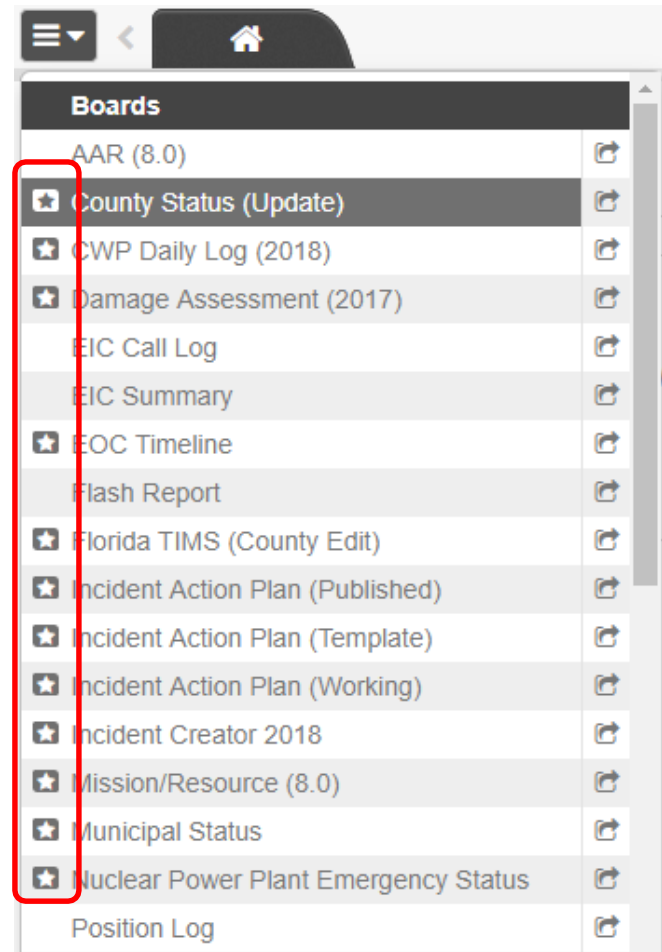
Type: Road Closure
Priority: Critical

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

New Information

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





SECTION 2

Event Reporting

WebEOC

Event Reporting in WebEOC

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

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

Activity Log Overview

The Activity or Position Log serves two purposes:

1. A recording keeping form for your position to track all of your actions/activities. The Activity Log is comparable to the ICS-form 214 if you are familiar with the ICS documentation.
2. To share information with other positions/individuals with a disaster response role.

All WebEOC users are responsible for entering information and activities pertaining to an incident in their Activity log.

Opening the Activity Log Board

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

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	🔗

Activity Log

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

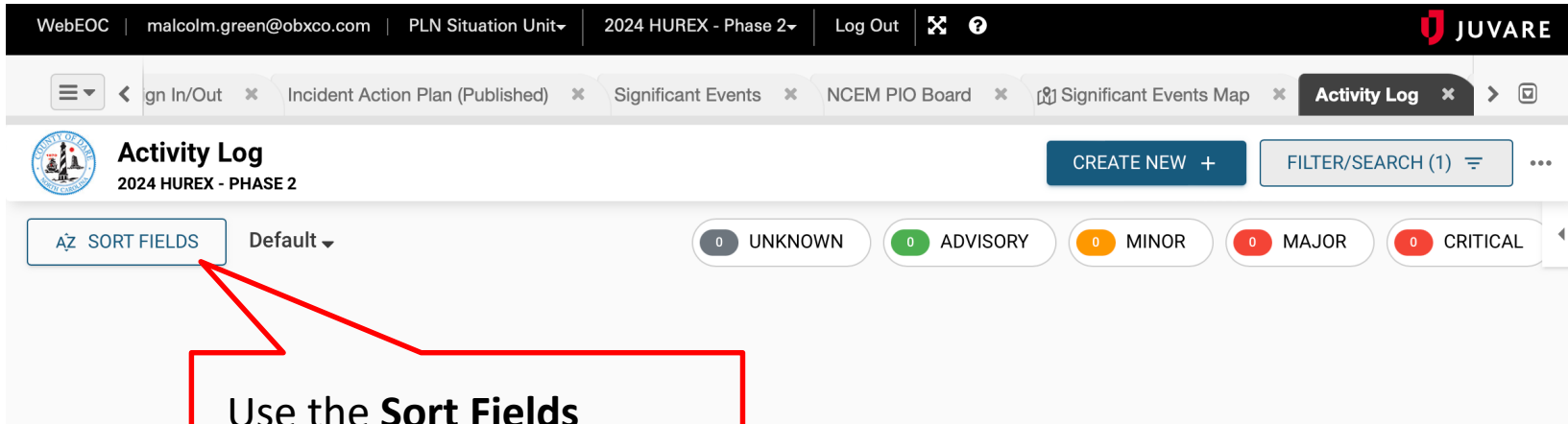
The screenshot shows the WebEOC interface. The top navigation bar includes the user 'malcolm.green@obxco.com', the current unit '2024 HUREX - Phase 3', and a 'Log Out' button. The 'JUVARE' logo is in the top right. The breadcrumb trail shows 'Messages', 'Sign In/Out', 'Incident Action Plan (Published)', and 'Significant Events'. The main header for the 'Significant Events' section includes a 'CREATE NEW +' button and a 'FILTER/SEARCH' input field. Below this, there are filter buttons for 'SORT FIELDS' (set to 'Default') and event severity levels: '1 UNKNOWN', '2 ADVISORY', '6 MINOR', '1 MAJOR', and '1 CRITICAL'.

Search

Use the **Search** bar to search for entries.

The screenshot displays the JUVARE web application interface. At the top, a navigation bar includes the user name 'malcolm.green@obxco.com', the current page '2024 HUREX - Phase 2', and a 'Log Out' button. Below this is a breadcrumb trail with tabs for 'Sign In/Out', 'Incident Action Plan (Published)', 'Significant Events', 'NCEM PIC Board', 'Significant Events Map', and 'Activity Log'. The main content area is titled 'Activity Log' for '2024 HUREX - PHASE 2'. It features a 'CREATE NEW' button, a 'FILTER/SEARCH (1)' dropdown menu, and a 'SORT FIELDS' button set to 'Default'. Below these are filter buttons for 'UNKNOWN', 'ADVISORY', 'MINOR', 'MAJOR', and 'CRITICAL', each with a count of '0'. A red box highlights the search bar area, with an arrow pointing to the 'FILTER/SEARCH (1)' dropdown.

Filter - Using Sort Fields



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

gn In/Out | Incident Action Plan (Published) | Significant Events | NCEM PIO Board | Significant Events Map | **Activity Log**

Activity Log
2024 HUREX - PHASE 2

CREATE NEW + | FILTER/SEARCH (1)

AZ SORT FIELDS | Default

0 UNKNOWN | 0 ADVISORY | 0 MINOR | 0 MAJOR | 0 CRITICAL

Use the **Sort Fields** dropdown to filter for specific log entries.


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 page '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 this 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. The callout box contains the text: '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.

Attachments

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 any attachments by clicking **Choose File**. Enter a **Description** for each attachment. All attachments must include a description.

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.

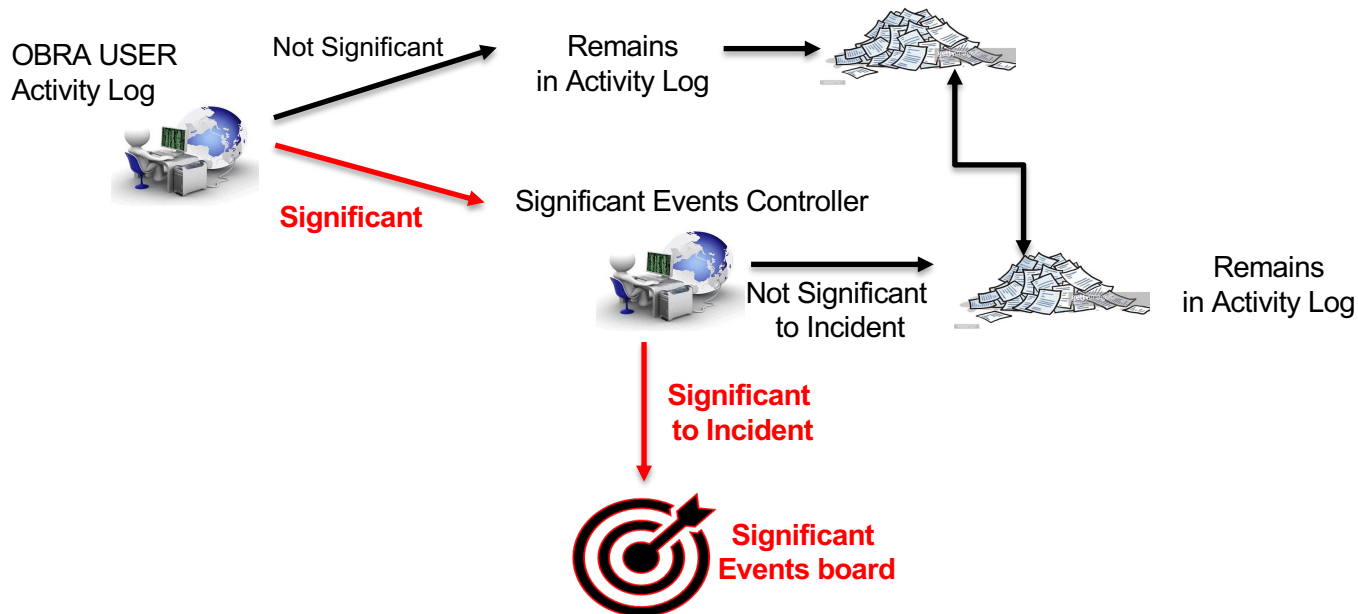
Significant Events Overview

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

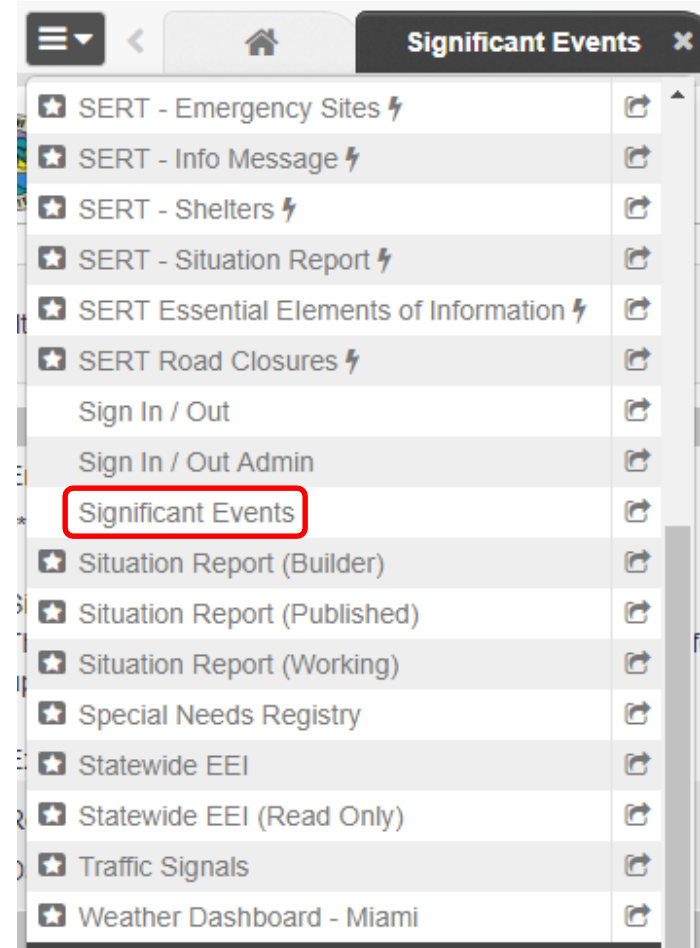
Under normal incident management an Activity Log entry tagged as a significant event will first go through an approval process prior to being posted to the Significant Events board. The Significant Events Controller will have the ultimate decision whether an entry meets the criteria. If it does, the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



Opening the Significant Events Board

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

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



Significant Events Entries

Below is an example of the Significant Events board. You should monitor this board for the latest information about the event.

WebEOC | malcolm.green@obxco.com | PLN Situation Unit | 2024 HUREX - Phase 3 | Log Out | JUVARE

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

SIGNIFICANT EVENTS | DASHBOARD

Significant Events
2024 HUREX - PHASE 3

CREATE NEW + | FILTER/SEARCH (2)

AZ SORT FIELDS | Record ID

1 UNKNOWN | 2 ADVISORY | 6 MINOR | 1 MAJOR | 1 CRITICAL

Double Click **Event Type**, to expand and review the entry.

Section 2 Review

In this section, we have learned:

- What information should be entered into your Activity Log.
- How to enter information into your Activity Log & escalate them to the Significant Events board.
- The three criteria for a significant event.
- The significant events approval process.



SECTION 3

File Library

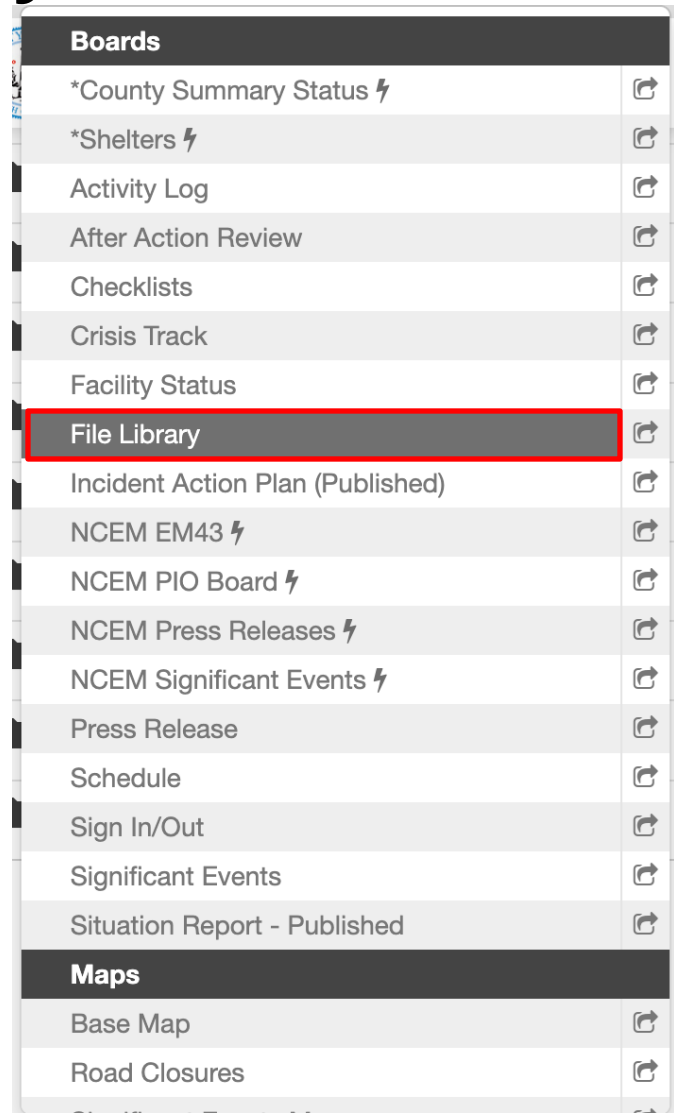
File Library Overview

The File Library is where everyone can find many of the files/documents needed throughout a disaster. Examples of documents you may find in the file library are:

- Plans
- Forms
- Training Material
- Reference Documents

Opening the File Library

To access the File Library, open your control panel and click the board labeled **File Library**.



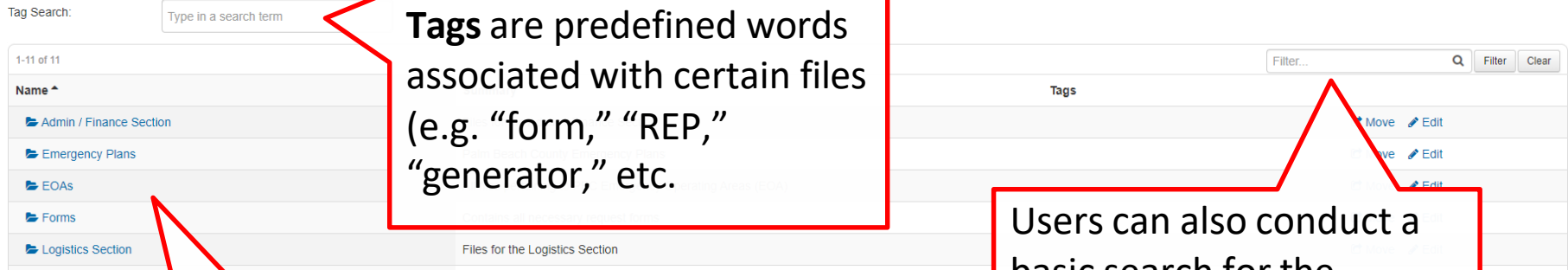
Library File Structure

The screenshot displays the WebEOC File Library interface for 2024 HUREX - PHASE 3. The top navigation bar includes the user's name (malcolm.green@obxco.com), the current situation (2024 HUREX - Phase 3), and a log out button. The breadcrumb trail shows the user is in the File Library section. The main content area lists several folders with their respective counts:

- Admin (1)
- Damage Assessment / Recovery (1)
- EOP and Local Plans (3)
- Generator / Pump Request Info (2)
- JIC (2)
- Legal (3)
- Mutual Aid / Interlocal Agreements (2)
- NWS (1)
- WebEOC (3)

A red callout box highlights the 'Generator / Pump Request Info' folder, indicating that the following screen will present a folder outline of the files available to the user's position.

Navigating and Searching



Users can search by **Tag**. **Tags** are predefined words associated with certain files (e.g. “form,” “REP,” “generator,” etc).

Each folder has its own permissions based on the position. Click the folder to open its files.

Users can also conduct a basic search for the file/folder name or its summary.

Section 4 Review

In this section, we have learned:

- Accessing and navigating the File Library.
- How to search for and find files.

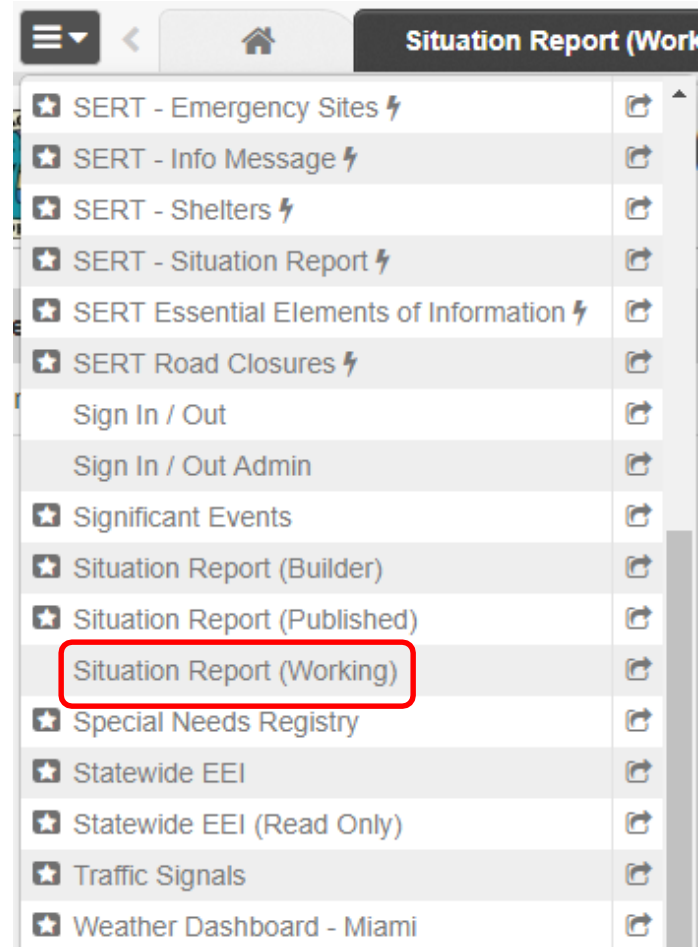


SECTION 5

Situation Report

Opening the Situation Report Board

To access the Situation Report, open your control panel and click the board labeled **Situation Report (Working)**.



Viewing and Updating

The screenshot shows the WebEOC interface with the following elements:

- Header: WebEOC | malcolm.green@obxco.com | PLN Situation Unit | 2024 HUREX - Phase 2 | Log Out | JUVARE
- Navigation: NCEM PIO Board, Significant Events Map, Activity Log, Crisis Track, NCEM Significant Events, Situation Report - Published
- Section: Published Situation Reports (2024 HUREX - PHASE 2)
- Table:

Agency	Report #	Operational Period	Last Updated
Dare County	04	06/15/2024 05:00:00 - 06/17/2024 05:00:00	06/13/2024 13:06:05
Dare County	02	06/14/2024 05:00:00 - 06/16/2024 05:00:00	06/13/2024 12:58:58

A red callout box highlights the 'View' link in the first row of the table, with the text: "Click **View** to see the current report."

WebEOC Essentials



This WebEOC user guidance has been developed to help OBRA members gain knowledge and competency with the software.
For further information contact ky4ry@obxco.com