



Malcolm Green



JUVARE

WebEOC Essentials



Outer Banks Repeater Association

August 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 the ICS incident management system. We are gaining knowledge and understanding of the tool and will provide this to the OBRA members.

SECTION 1

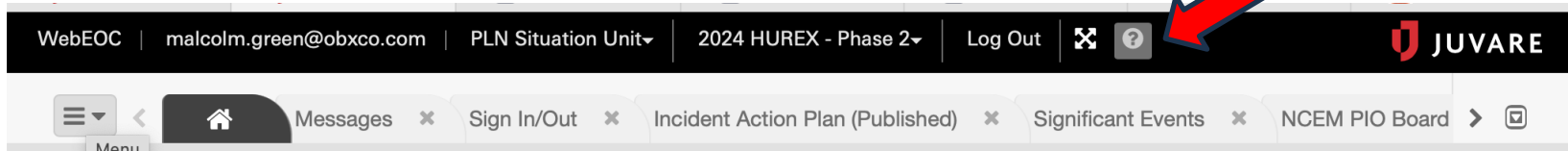
WebEOC Basics

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.



The screenshot shows the login interface for the JUVARE WebEOC system. At the top, the JUVARE logo (a red stylized 'J') is followed by the text 'JUVARE | WebEOC'. Below the logo, there are two input fields: 'Username *' and 'Password *', both with red asterisks indicating required fields. The 'Username' field is a simple text box, and the 'Password' field is a text box with a small eye icon on the right side. Below the password field, there is a line of text: 'By proceeding, you agree to Juvare's Privacy Policy and Terms & Conditions'. Underneath this text is a blue button with the text 'Log In'. At the bottom of the form, there are two links: '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 from your registered email account for assistance.



JUVARE | WebEOC

Username *

Password *

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

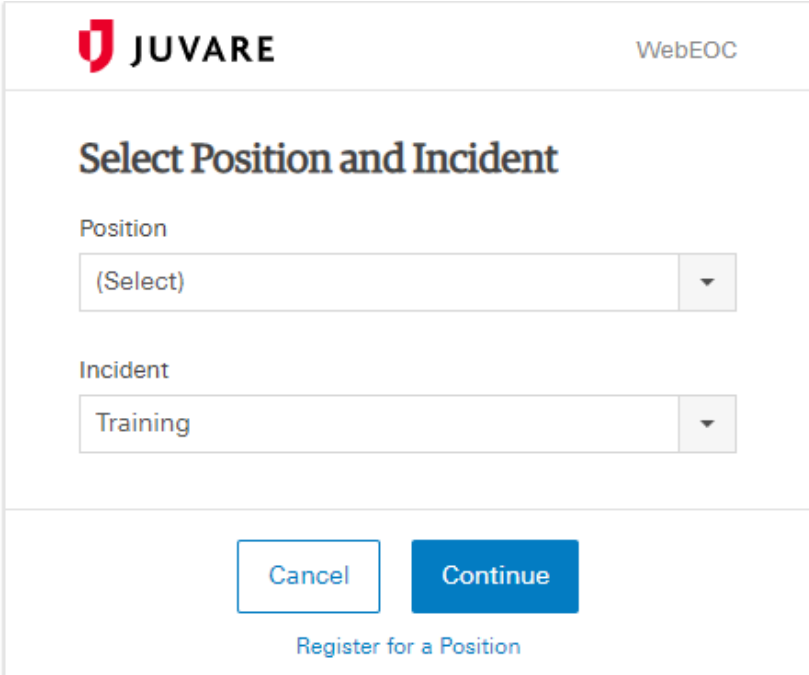
Log In

[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 has '(Select)' as the current selection. The second is labeled 'Incident' and has 'Training' as the current selection. At the bottom of the form, there are two buttons: 'Cancel' (a light blue button with a dark blue border) and 'Continue' (a solid dark blue button). Below the buttons is a link that says 'Register for a Position'.

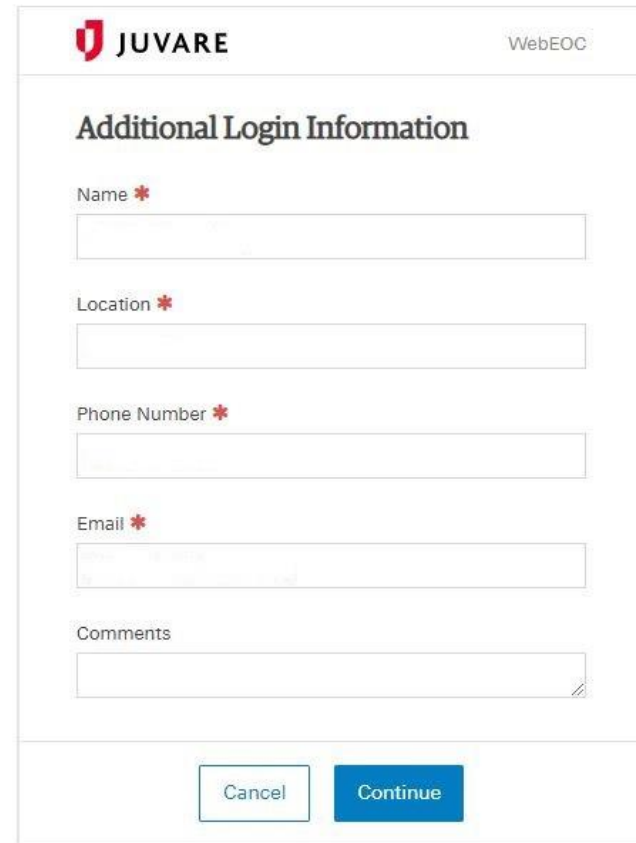
[Privacy Policy](#) | [Terms and Conditions](#) | www.juvar.com

©2019 ESI Acquisition, Inc. WebEOC

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 the JUVARE WebEOC system. 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.
- 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".

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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 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 breadcrumb trail: "Messages x Sign In/Out x Incident Action Plan (Published) x Significant Events x NCEM PIO Board x Significant Eventi >". The main content area features the Dare County logo on the left, with the email "malcolm.green@obxco.com" and the text "Dare County Emergency Management" below it. 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 the WebEOC interface. At the top, the user is logged in as malcolm.green@obxco.com, with the current incident set to '2024 HUREX - Phase 1'. A dropdown menu is open, listing several incident options: '2024 HUREX - Phase 1', '2024 HUREX - Phase 2', '2024 HUREX - Phase 3', '2024 HUREX CAROL - Town of Manteo', '2024 OBSE Triathalon', 'Festival Park Events', 'Manteo July 4th Fireworks', and 'Manteo July 4th Fireworks'. The 'Notifications' section on the left shows a 'System-wide Message' with the text 'You have no system-wide messages'. The Dare County Emergency logo and contact information are also visible.

Log Out

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

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

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



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 |   

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



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](#)

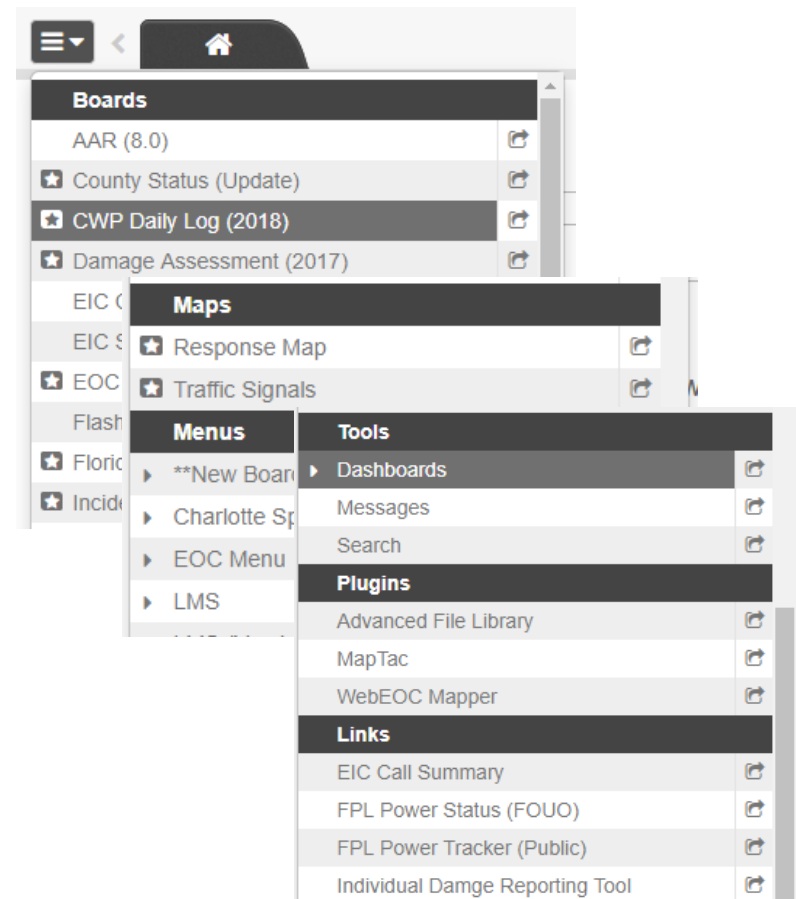
Control Panel

Click here to open your
Control Panel.

The screenshot shows a web application interface. At the top, a dark navigation bar contains the text "WebEOC", the email "malcolm.green@obxco.com", a dropdown menu "PLN Situation Unit", another dropdown "2024 HUR...", and a "Log Out" button. The "JUVARE" logo is in the top right. Below the navigation bar is a row of tabs: "Messages", "Sign In/Out", "Incident Action Plan (Published)", "Significant Events", "NCEM PIO Board", and "Significant Events Map". A red box highlights the "2024 HUR..." dropdown menu, with an arrow pointing to the text "Click here to open your Control Panel." in the slide. The main content area features the "COUNTY OF DARE NORTH CAROLINA" logo on the left, the 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."

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.

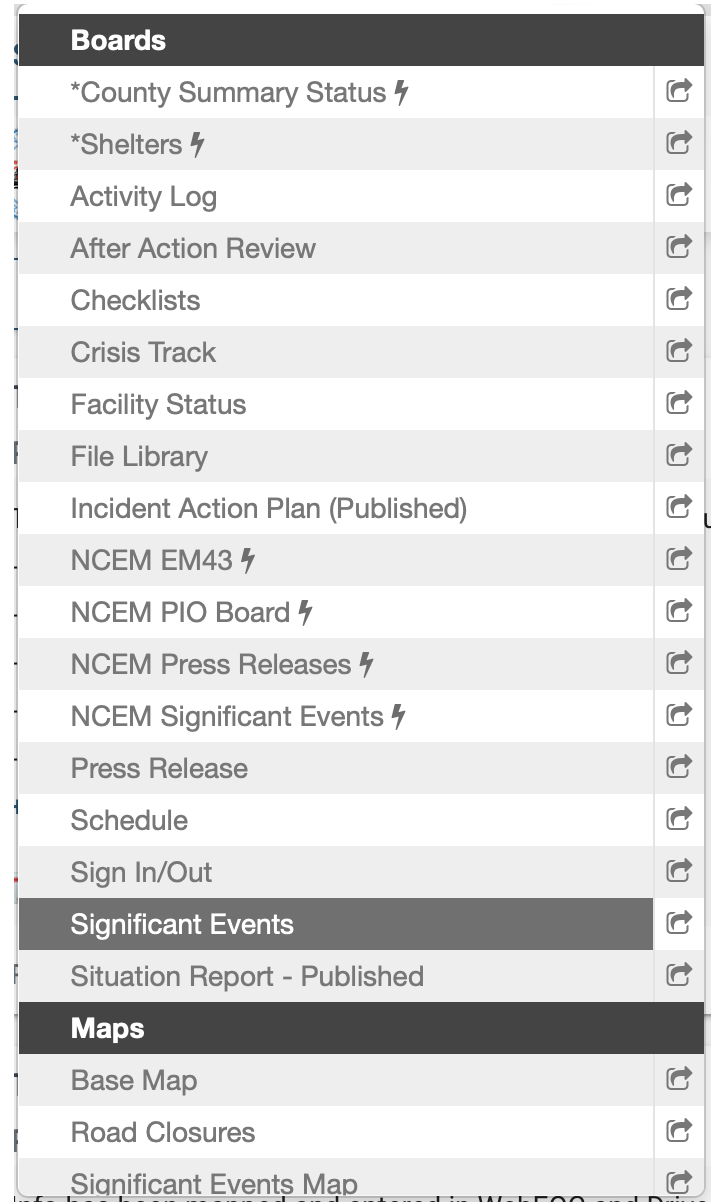


Opening Boards

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

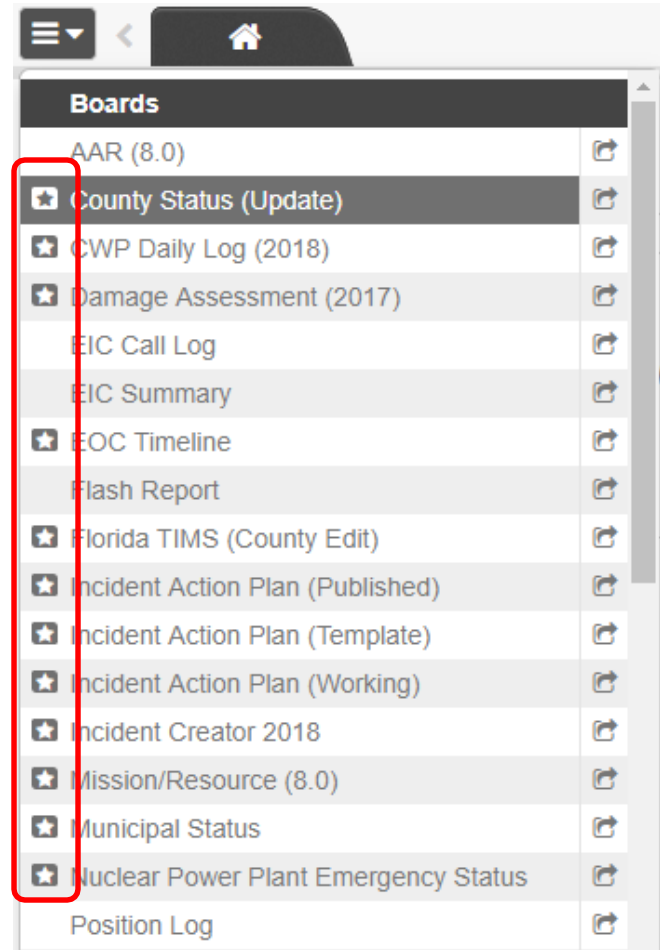
Type: Road Closure
Priority: Critical

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

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 for the 'Significant Events' section. The top navigation bar includes the user 'malcolm.green@obxco.com', the unit 'PLN Situation Unit', and the current phase '2024 HUREX - Phase 3'. The breadcrumb trail shows 'SIGNIFICANT EVENTS' and 'DASHBOARD'. The main header for the 'Significant Events' section includes the title 'Significant Events', the subtitle '2024 HUREX - PHASE 3', a 'CREATE NEW +' button, and a 'FILTER/SEARCH' input field. Below the header, there are controls for 'SORT FIELDS' (set to 'A-Z') and 'Default'. A filter bar at the bottom shows event counts for different severity levels: 1 UNKNOWN, 2 ADVISORY, 6 MINOR, 1 MAJOR, and 1 CRITICAL.

Search

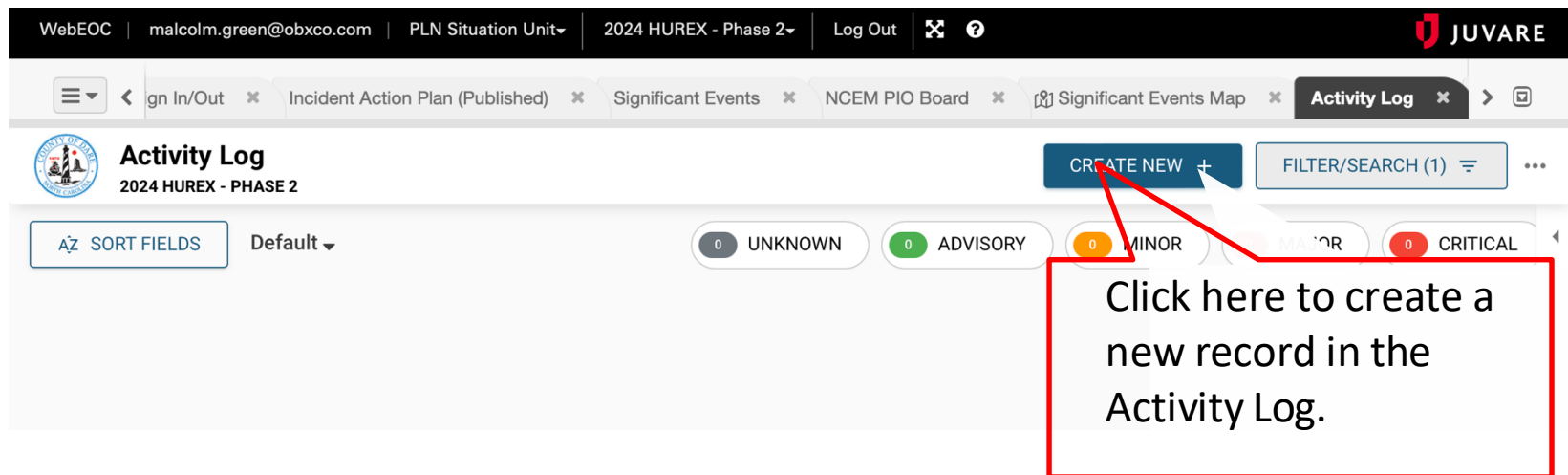
Use the **Search** bar to search for entries.

The screenshot shows the WebEOC interface for the 'Activity Log' of '2024 HUREX - PHASE 2'. The top navigation bar includes 'WebEOC', 'malcolm.green@obxco.com', 'PLN Situation Unit', '2024 HUREX - Phase 2', and 'Log Out'. The breadcrumb trail shows 'Incident Action Plan (Published)' > 'Significant Events' > 'Activity Log'. The main header features the 'Activity Log' title, '2024 HUREX - PHASE 2', a 'CREATE NEW' button, and a 'FILTER/SEARCH (1)' dropdown menu. Below the header, there are sorting options ('A-Z SORT FIELDS', 'Default') and a filter bar with categories: '0 UNKNOWN', 'ADVISORY', 'MINOR', 'MAJOR', and '0 CRITICAL'. A red box highlights the 'FILTER/SEARCH (1)' dropdown, with an arrow pointing to it from the text above.

Filter - Using Sort Fields

The screenshot shows the WebEOC interface for the 'Activity Log' of '2024 HUREX - PHASE 2'. The top navigation bar includes 'WebEOC', 'malcolm.green@obxco.com', 'PLN Situation Unit', '2024 HUREX - Phase 2', and 'Log Out'. The breadcrumb trail shows 'gn In/Out', 'Incident Action Plan (Published)', 'Significant Events', 'NCEM PIO Board', 'Significant Events Map', and 'Activity Log'. The 'Activity Log' header includes a 'CREATE NEW +' button and a 'FILTER/SEARCH (1)' button. Below the header, there is a 'SORT FIELDS' dropdown menu (currently set to 'Default') and five filter buttons: 'UNKNOWN' (0), 'ADVISORY' (0), 'MINOR' (0), 'MAJOR' (0), and 'CRITICAL' (0). A red callout box points to the 'SORT FIELDS' dropdown with the text: '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 'WebEOC', 'malcolm.green@obxco.com', 'PLN Situation Unit', '2024 HUREX - Phase 2', and 'Log Out'. The breadcrumb trail shows 'Incident Action Plan (Published)' > 'Significant Events' > 'NCEM PIO Board' > 'Significant Events Map' > 'Activity Log'. The main header displays the 'Activity Log' title and '2024 HUREX - PHASE 2'. A 'CREATE NEW +' button is highlighted with a red arrow pointing to a callout box. Below the header, there are filters for 'SORT FIELDS' (set to 'A-Z') and 'Default'. A status filter bar shows 'UNKNOWN' (0), 'ADVISORY' (0), 'MINOR' (0), 'MAJOR' (0), and 'CRITICAL' (0).

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: 06/18/2019 15:10:38 

Entry Title:

Details:

Event Type: Weather Hurricane 

Priority: 

Address/Location: [Map](#)

Attachment 1: [Browse...](#)

Attachment 1 Description:

Attachment 2: [Browse...](#)

Attachment 2 Description:

Post to Significant Events Review


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

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

Address/Location


Position Log


Details


Date/Time: 06/18/2019 15:10:38 

Entry Title:

Details:

Event Type: Weather Hurricane 

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: 06/18/2019 15:10:38 

Entry Title:

Details:

Event Type: Weather Hurricane 

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

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

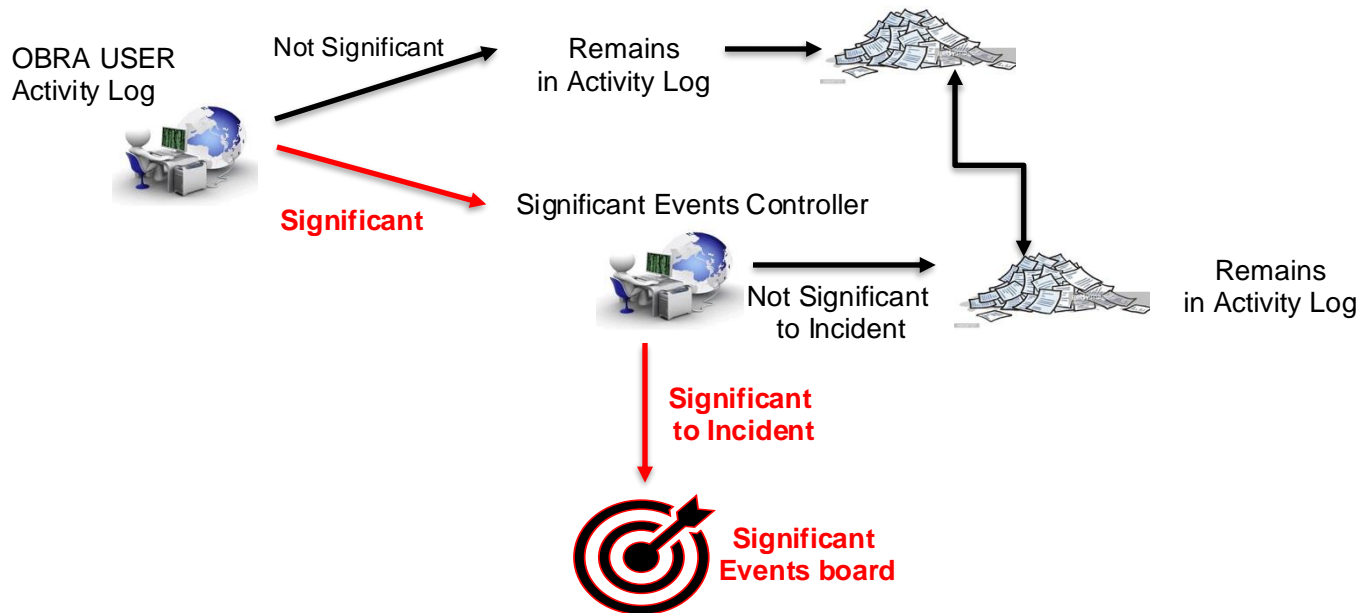
Significant Events Overview

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

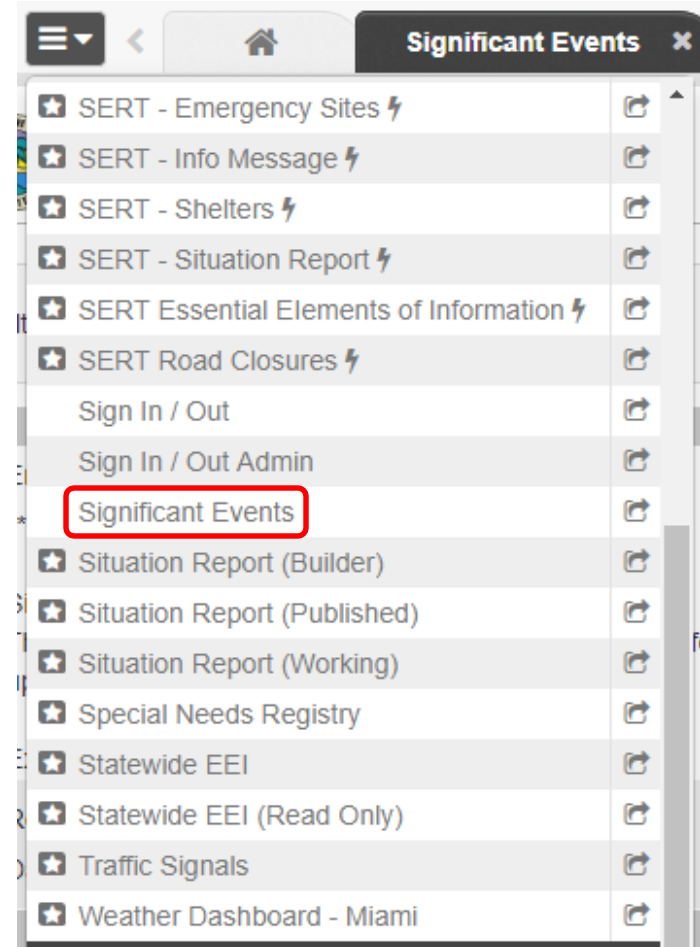
Under normal incident management an Activity Log entry tagged as a significant event will first go through an approval process prior to being posted to the Significant Events board. The Significant Events Controller will have the ultimate decision whether an entry meets the criteria. If it does, the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



Opening the Significant Events Board

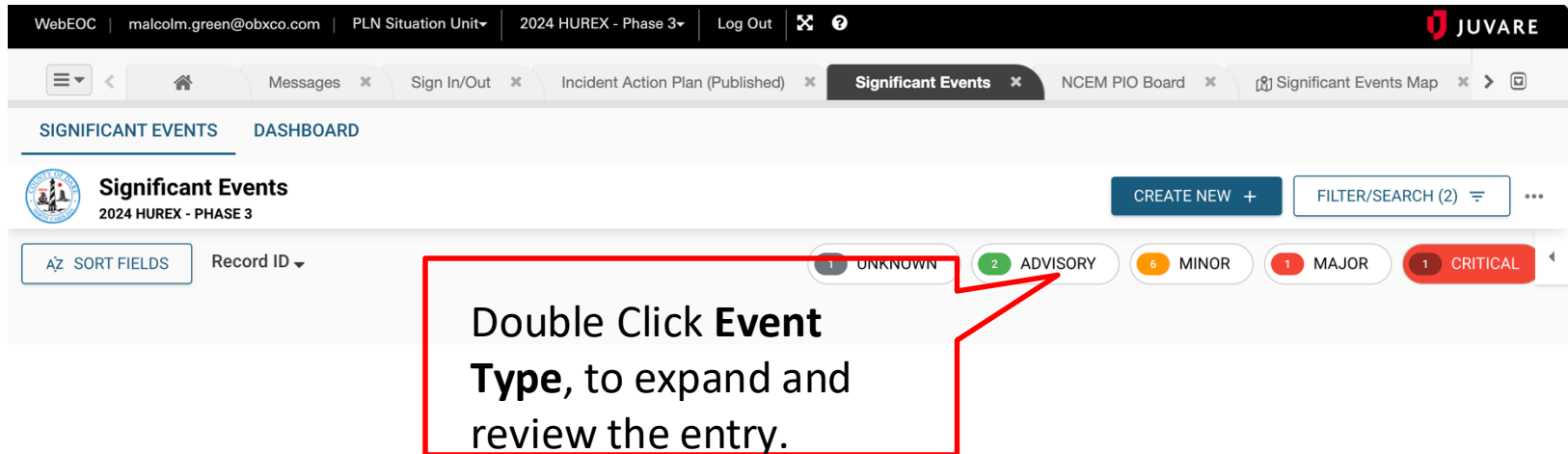
To access the Significant Events board, open your control panel and click the board labeled **Significant Events**.

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

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

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

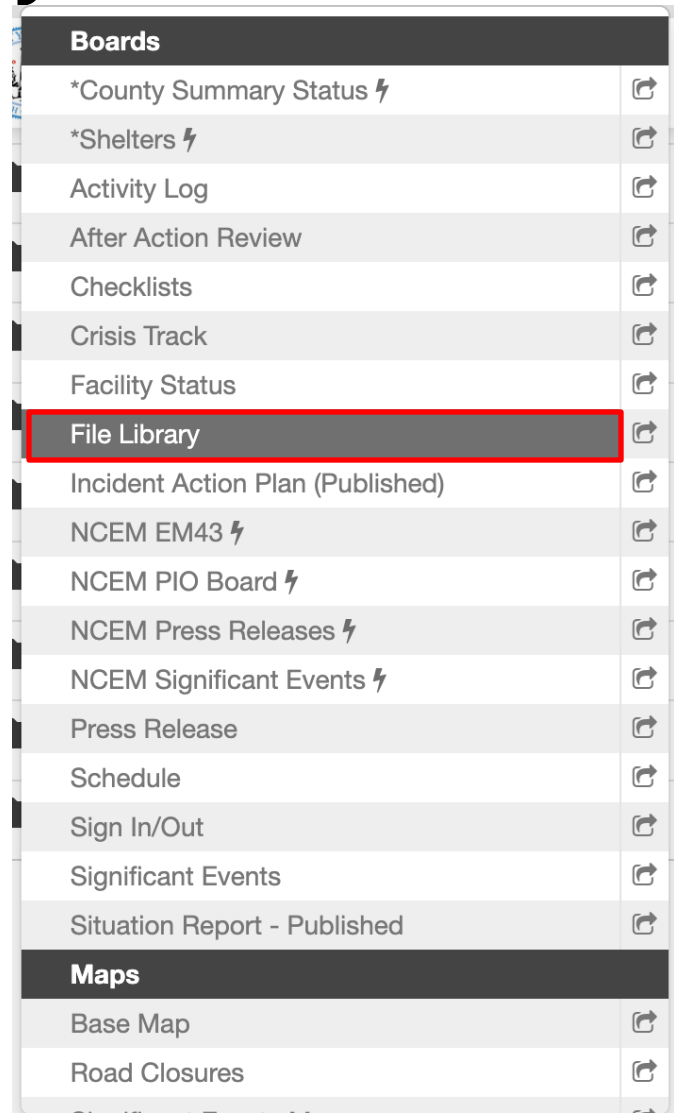
File Library Overview

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

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

Significant Events Map | Activity Log | Crisis Track | NCEM Significant Events | Situation Report - Published | NCEM EM43 | File Library

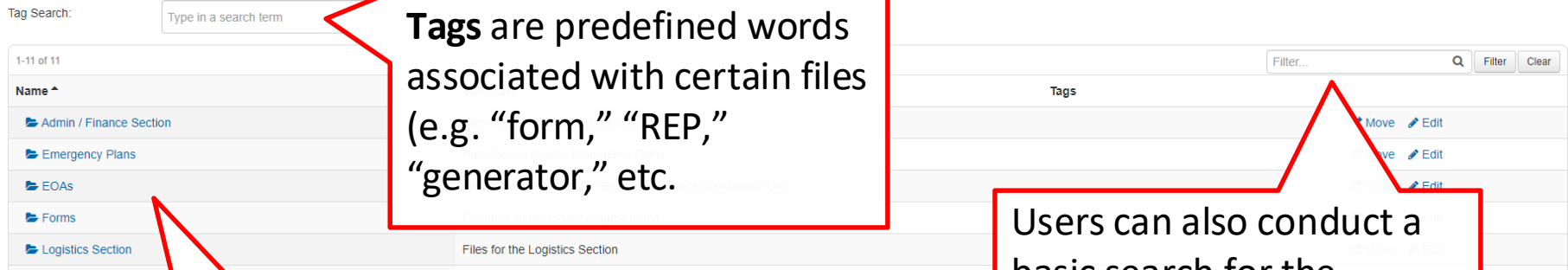
File Library
2024 HUREX - PHASE 3

FILTER

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

The following screen will present folder outline of the files available to your position

Navigating and Searching



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

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

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

Section 4 Review

In this section, we have learned:

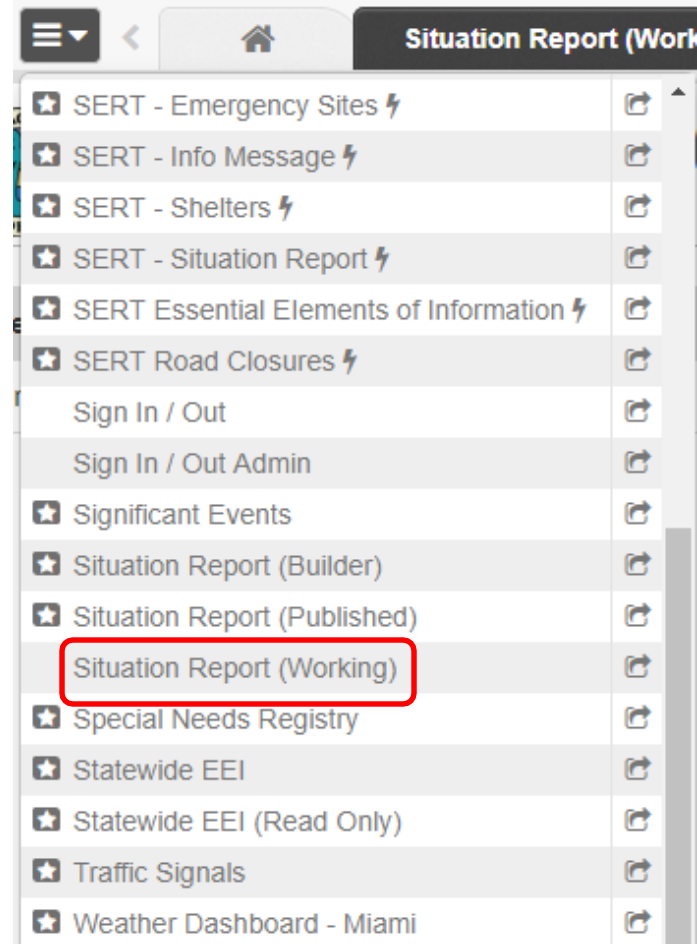
- Accessing and navigating the File Library.
- How to search for and find files.

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

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

nts | NCEM PIO Board | Significant Events Map | Activity Log | Crisis Track | NCEM Significant Events | Situation Report - Published

Published Situation Reports

2024 HUREX - PHASE 2

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

Click **View** to see the current report.