

WebEOC Essentials

Palm Beach County
Division of Emergency Management

June 2021

WebEOC



SECTION 1

WebEOC Basics

WebEOC



WebEOC Introduction

WebEOC is the **Crisis Information Management Software (CIMS)** used by Palm Beach County to manage and coordinate information and resources during a disaster.

To access WebEOC, enter the following into your browser:

<https://webeoc.pbcgov.com/eoc7/>

Additional detail not contained in this summary training can be found in the WebEOC User Manual at the link below:

<https://discover.pbcgov.org/publicsafety/dem/Pages/WebEOC.aspx>

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.

- For **PBC Employees**, your username will be your SIM name used to log in to your computer, which is also your email address without “@pbcgov.org.”
- For **Non-PBC Employees**, your username will be your full email address.



The screenshot shows the JUVARE WebEOC login interface. At the top, there is a red logo consisting of a stylized 'J' followed by the text 'JUVARE | WebEOC'. Below the logo, there are two input fields: 'Username *' and 'Password *'. The 'Username' field is empty, and the 'Password' field is also empty. Below the password field, there is a line of text: 'By proceeding, you agree to Juvare's Privacy Policy and Terms & Conditions'. Below 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?'.

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.

- 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 webeochelp@pbcgov.org from your registered email account for assistance.



JUVARE | WebEOC

Username *

Password *

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

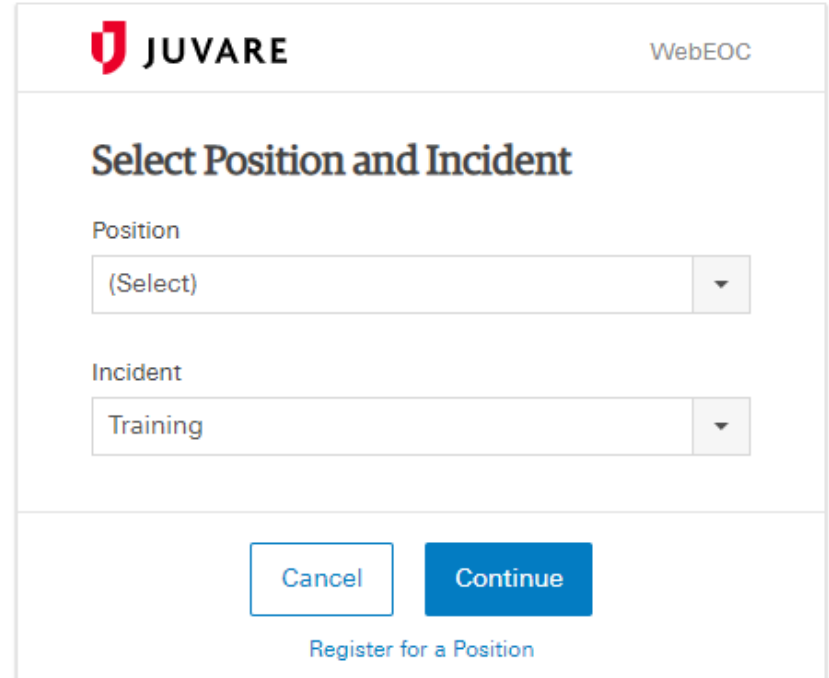
Log In

[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. The position should match your Unit or Branch assignment.
- **Incident:** Use the dropdown to select the appropriate incident. During a disaster, you will be told which incident to use. Otherwise, use the **Training** incident.



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' (outlined in blue) and 'Continue' (solid blue). Below the buttons is a link that says 'Register for a Position'.

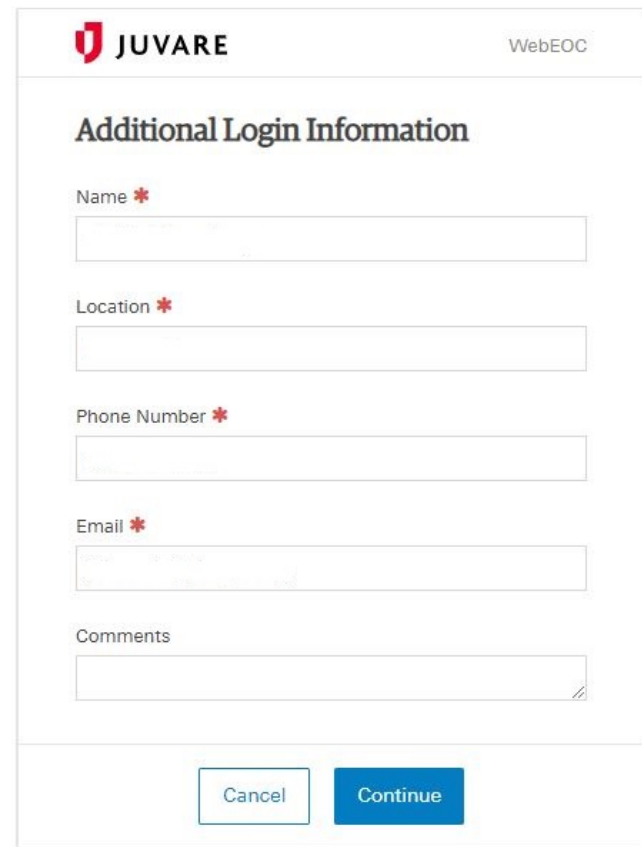
[Privacy Policy](#) | [Terms and Conditions](#) | www.juvar.com

©2019 ESI Acquisition, Inc. WebEOC

Additional Information

After selecting your position & incident, 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.
- Comments**: A text area with a small icon in the bottom right corner.

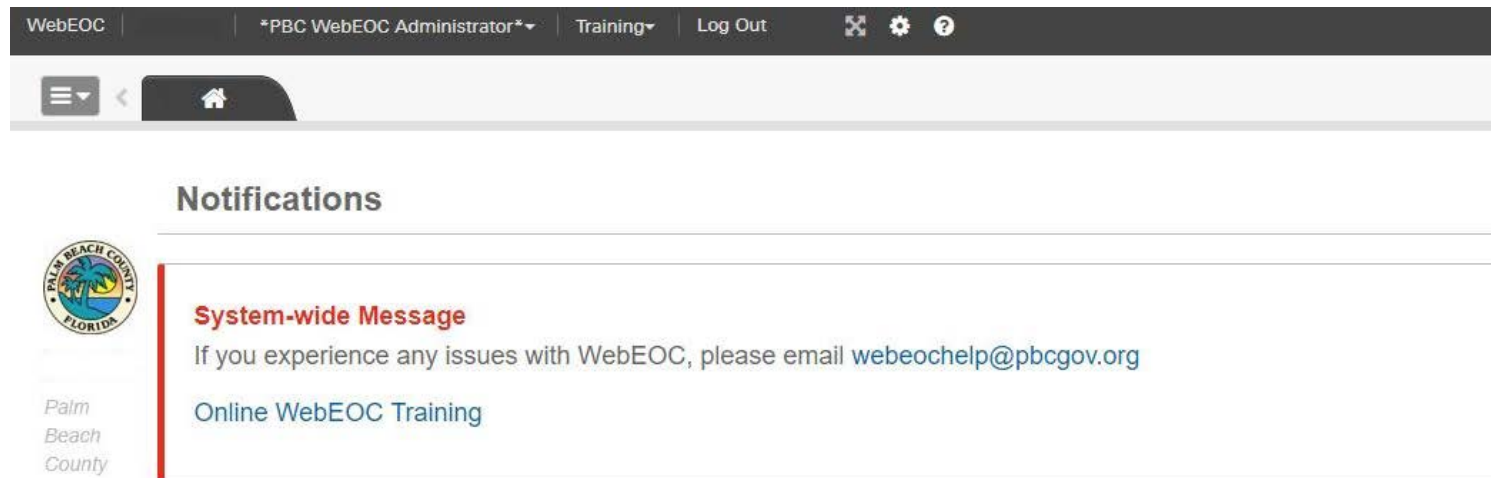
At the bottom of the form are two buttons: "Cancel" and "Continue".

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Home Page

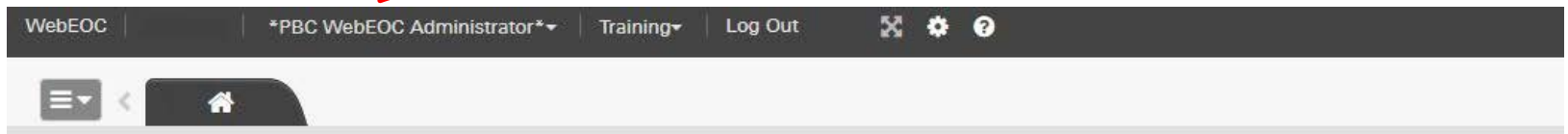
After completing the log in process, you will be directed to the WebEOC Home Page.



The screenshot shows the WebEOC Home Page interface. At the top, there is a dark navigation bar with the following items: 'WebEOC', '*PBC WebEOC Administrator*' (with a dropdown arrow), 'Training' (with a dropdown arrow), and 'Log Out'. To the right of these are three icons: a square with an 'X', a gear, and a question mark. Below the navigation bar is a light gray area with a hamburger menu icon on the left and a home icon on the right. The main content area is titled 'Notifications' and features a red vertical bar on the left side. The notification content includes the Palm Beach County logo, the text 'System-wide Message', the instruction 'If you experience any issues with WebEOC, please email webeochelp@pbcgov.org', and a link for 'Online WebEOC Training'. The text 'Palm Beach County' is displayed in a smaller font at the bottom left of the notification area.

Position

Click here to change your **Position**.



Notifications



Palm
Beach
County

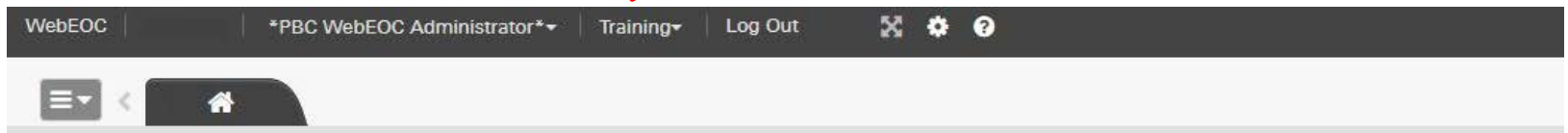
System-wide Message

If you experience any issues with WebEOC, please email webeochelp@pbcgov.org

[Online WebEOC Training](#)

Incidents

Click here to change the **Incident.**



Notifications



Palm
Beach
County

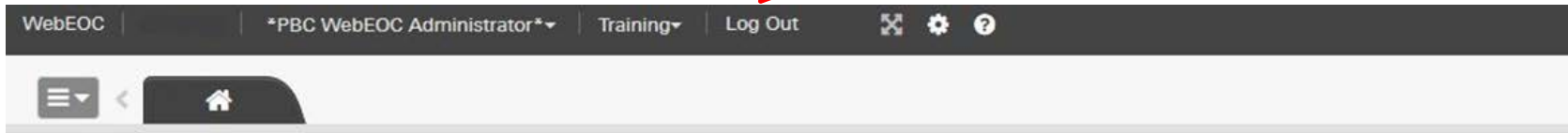
System-wide Message

If you experience any issues with WebEOC, please email webeochelp@pbcgov.org

[Online WebEOC Training](#)

Log Out

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



Notifications



Palm
Beach
County

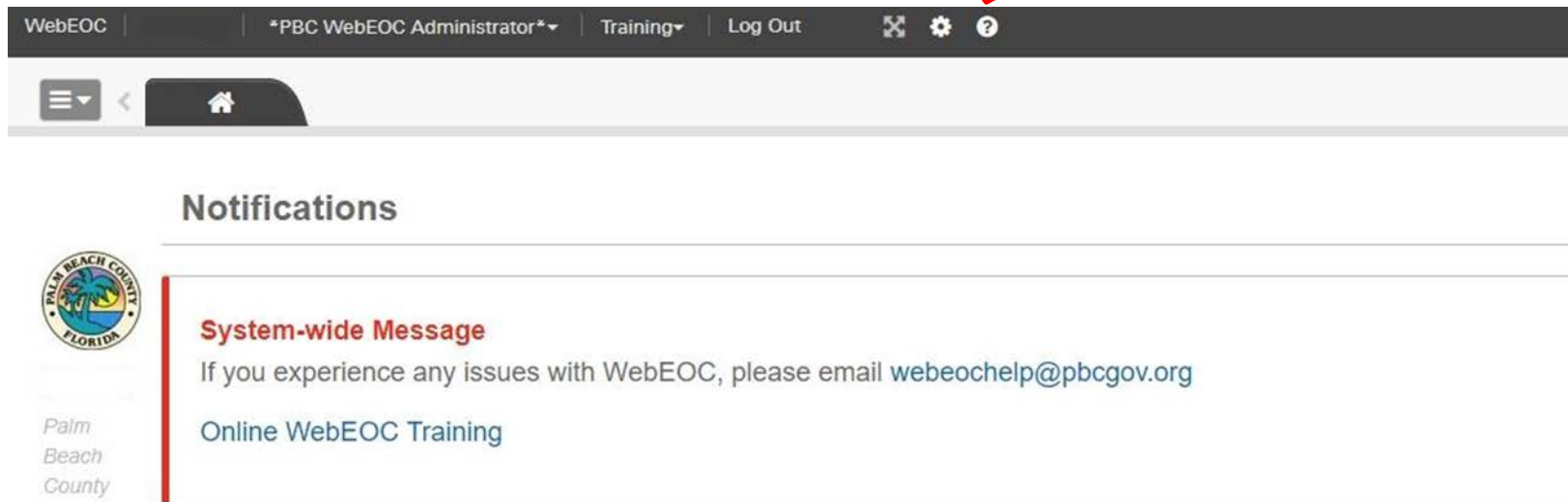
System-wide Message

If you experience any issues with WebEOC, please email webeochelp@pbcgov.org

[Online WebEOC Training](#)

Help Menu

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



The screenshot shows the top navigation bar of the WebEOC application. It includes the text 'WebEOC', the user role '*PBC WebEOC Administrator*', and a 'Training' dropdown menu. On the right side of the bar are icons for a full-screen view, settings, and a help menu. Below the navigation bar is a mobile-style navigation area with a hamburger menu icon, a back arrow, and a home icon. The main content area is titled 'Notifications' and features a 'System-wide Message' from Palm Beach County. The message text reads: 'If you experience any issues with WebEOC, please email webeochelp@pbcgov.org'. Below the message is a link for 'Online WebEOC Training'. The Palm Beach County logo is visible on the left side of the notification area.

Help Menu and User Guides

If you have any other questions about WebEOC, check out the Help Menu and User Guides.

WebEOC

Contact Support

WebEOC User

Boards

- Add an Attachment
- Boards Overview
- Data Linking
- Import and Export Board Data
- Import and Export Boards
- Manage Boards
- Remote Boards
- Standard WebEOC Boards

Checklists

- Add and Edit Remarks
- Checklists Overview
- Set Statuses of Steps or Substeps

File Library

- Add a File
- Replace or Delete a File

..

FAQs

- How Do I Reset My Password?
- How Do I Retrieve My Username?
- Inactive Password Reset Link?
- Information for Support Help?
- Where Can I Find the Latest Installers?

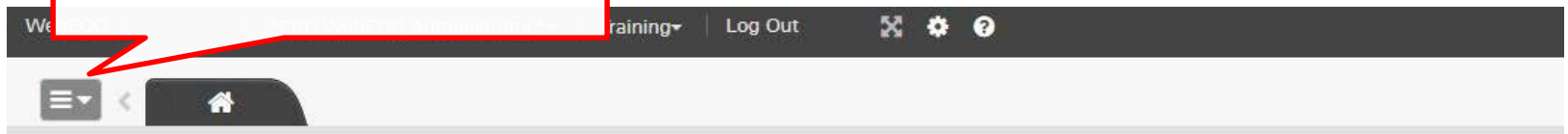
Getting Started

- Access WebEOC on a Mobile Device

Use the **Search** field or select a **User Guide** topic.

Control Panel

Click here to open your
Control Panel.



Notifications



Palm
Beach
County

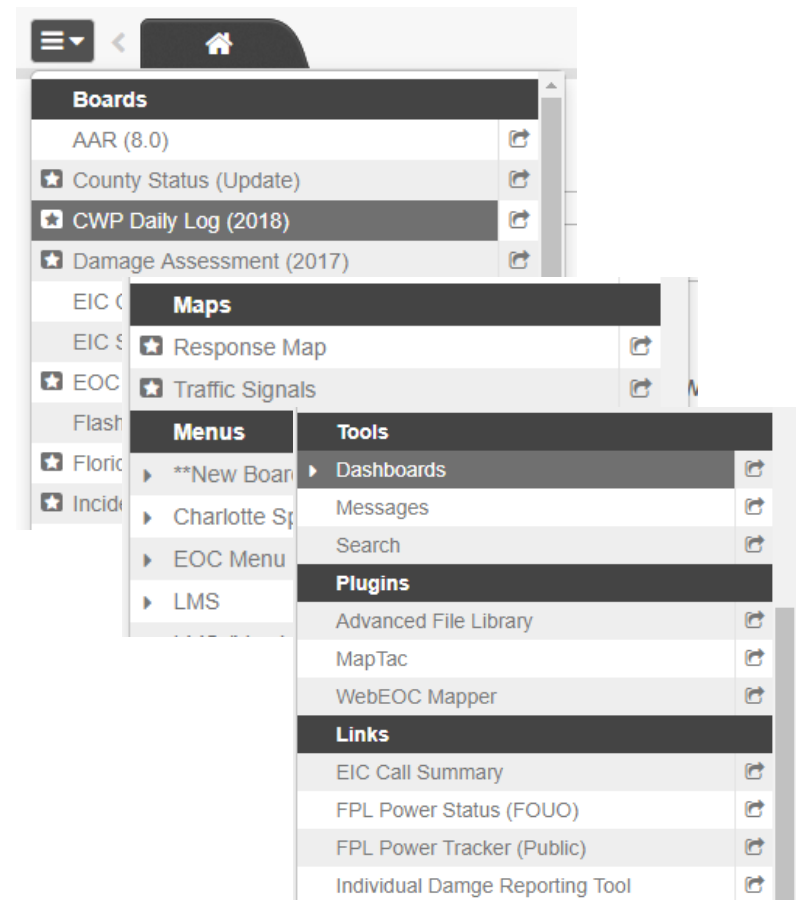
System-wide Message

If you experience any issues with WebEOC, please email webeochelp@pbcgov.org

[Online WebEOC Training](#)

Boards

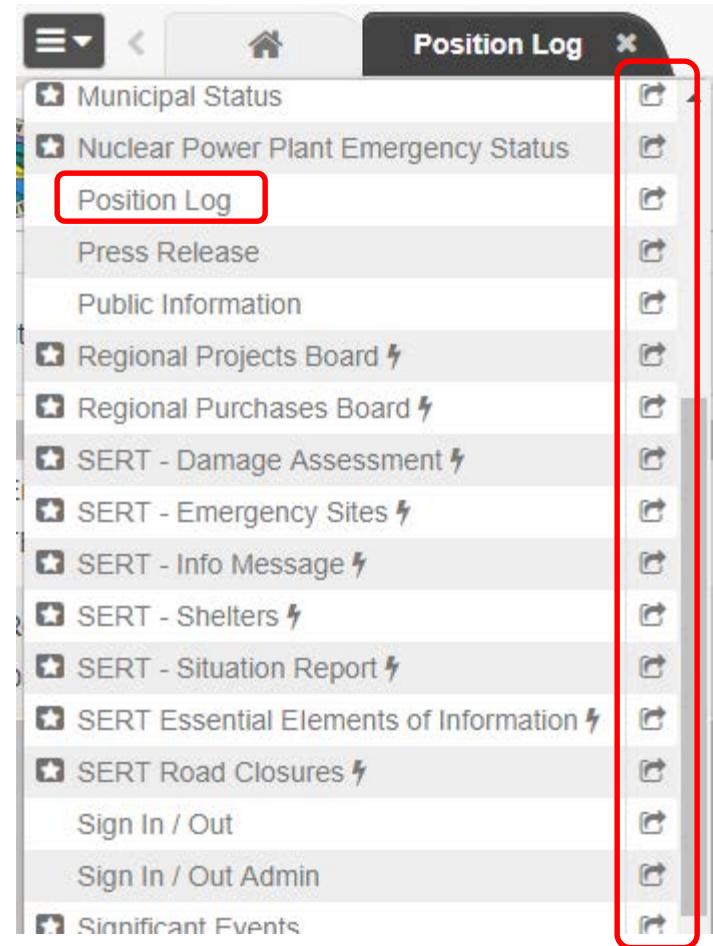
When you open your Control Panel, you will be able to access boards, maps, menus, plug-ins, etc., that your position has access to.



Opening Boards

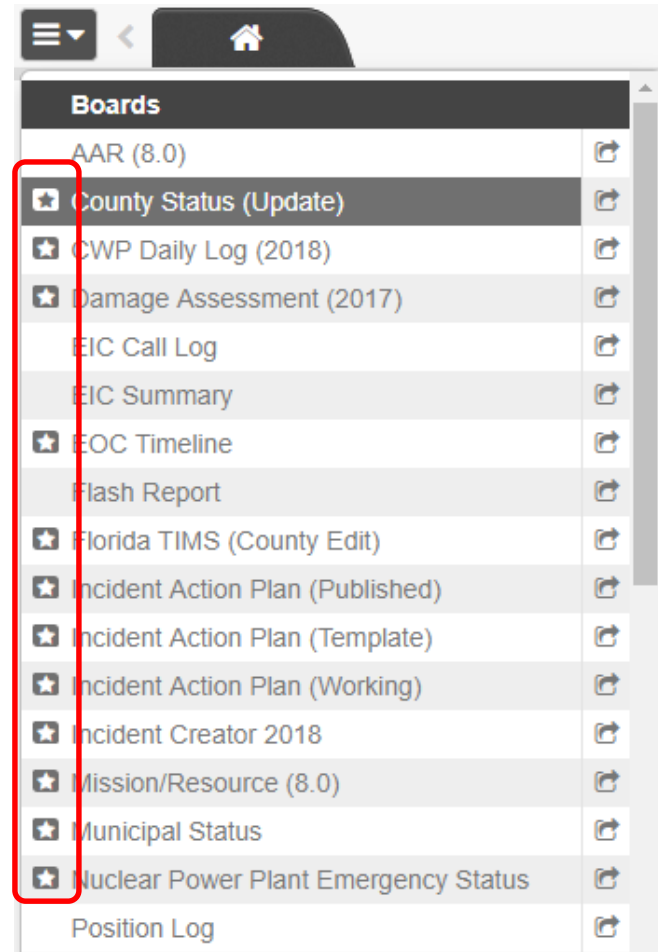
Click the name of board to open it in a new tab. The board will open next to the home tab.

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



New Information

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



Activations

During an **Activation** only, all staff in the EOC must **Sign In** when **on-duty** and **Sign Out** when **off-duty** using 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 In / Sign Out

Training

Sign In

Actions

Position	Name	Contact #	Location	Email	Date/Time In
<input type="text"/> <input type="button" value="Search"/>					



Signing In and Out



Sign In / Sign Out

Training

Sign In Actions

Position	Name	Contact #	Location	Email	Date/Time In
----------	------	-----------	----------	-------	--------------

Sign In Actions

Click here to **Sign In** and **Sign Out**.

Search

Details

Position

Name

Location

Contact #

Email

Date/Time In

Confirm your **Details** and click **Save**.



Section 1 Review

In this section, we have learned:

- What browsers to use for WebEOC.
- How to log in.
- The features of the Home Page.
- How to use the Control Panel.
- Sign in/out board during an activation.

SECTION 2

Event Reporting

WebEOC



Event Reporting in WebEOC

In this section, we will be discussing two boards – the Position Log and Significant Events.

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

Position Log Overview

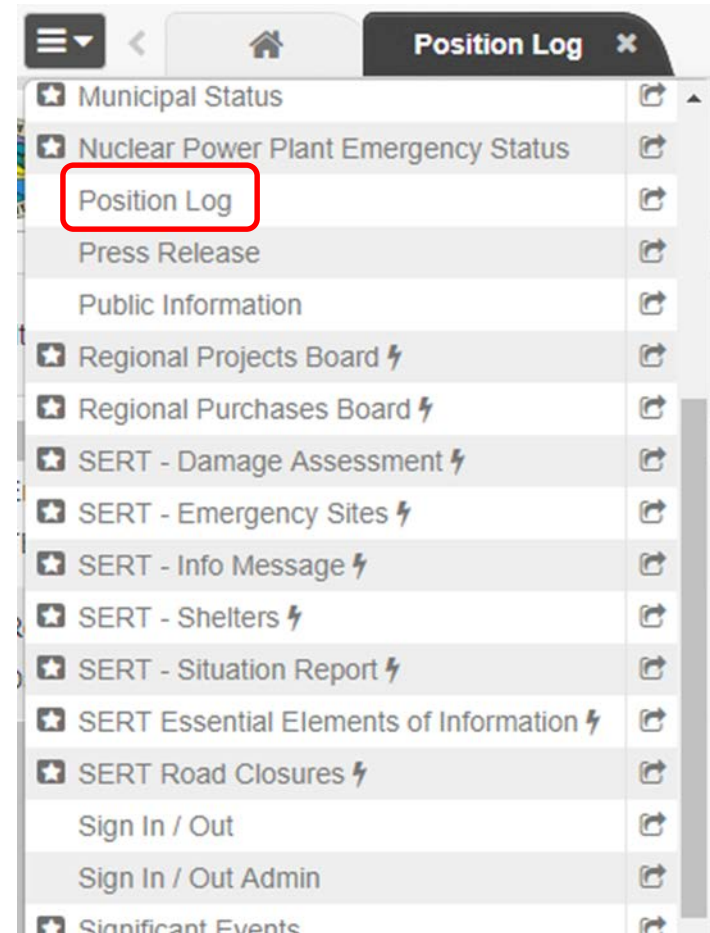
The Position Log serves two purposes:

1. A recording keeping form for your position to track all of your actions/activities. The Position Log is comparable to the ICS-214.
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 position log.

Opening the Position Log Board

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



Position Log

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



The screenshot shows the top section of a web application interface. On the left is the Palm Beach County logo, a circular seal with a palm tree and the text 'PALM BEACH COUNTY FLORIDA'. To its right is the title 'Position Log' in a large, bold, dark font, with the word 'Training' in a smaller font below it. On the right side of the header, there is a green button with a plus sign and the text '+ Create New Record', followed by a dropdown menu labeled 'Actions'. Below the header is a light gray horizontal bar containing a 'Filter by' label, a dropdown menu currently set to 'View All', a search input field, and a 'Search' button.

Search



Position Log Training

+ Create New Record Actions ▾

Filter by View All ▾

Search

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

+ Create New Record Actions ▾

Search



Filter



The screenshot shows the 'Position Log Training' interface. On the left is the Palm Beach County logo. The main title is 'Position Log' with 'Training' below it. On the right, there are two buttons: a green '+ Create New Record' button and a grey 'Actions' dropdown menu. Below the title bar is a filter bar. It contains the text 'Filter by' followed by a dropdown menu currently showing 'View All'. To the right of the dropdown is a search input field and a 'Search' button.

Use the **Filter by** dropdown to filter for specific log entries.

Log Entries



Position Log

Training

+ Create New Record

Actions ▾

Filter by View All ▾

Basic details about the entry are seen here.

Click **View** to see the entry. Click **Edit** to modify it.

Entry Title: test test test

test

Record #: 14399

Name:

Position: *PBC WebEOC Administrator*

Type:

Date: 06/18/2019 14:59:35

Phone:

Attachments:

View

Edit



Not Submitted

Creating a New Record



[+ Create New Record](#) [Actions](#) ▾

Filter by [View All](#) ▾

[Search](#)

Entry Title: test test test
test

[View](#) [Edit](#) [Not Reviewed](#)

Record #: 14399 Name: Position: ***PBC WebEOC Administrator*** Type: Date: Phone: Attachments:

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

[+ Create New Record](#) [Actions](#) ▾


[Search](#)



New Entry

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

The **Date/Time** will automatically populate.



Entry Title & Details

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

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

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.

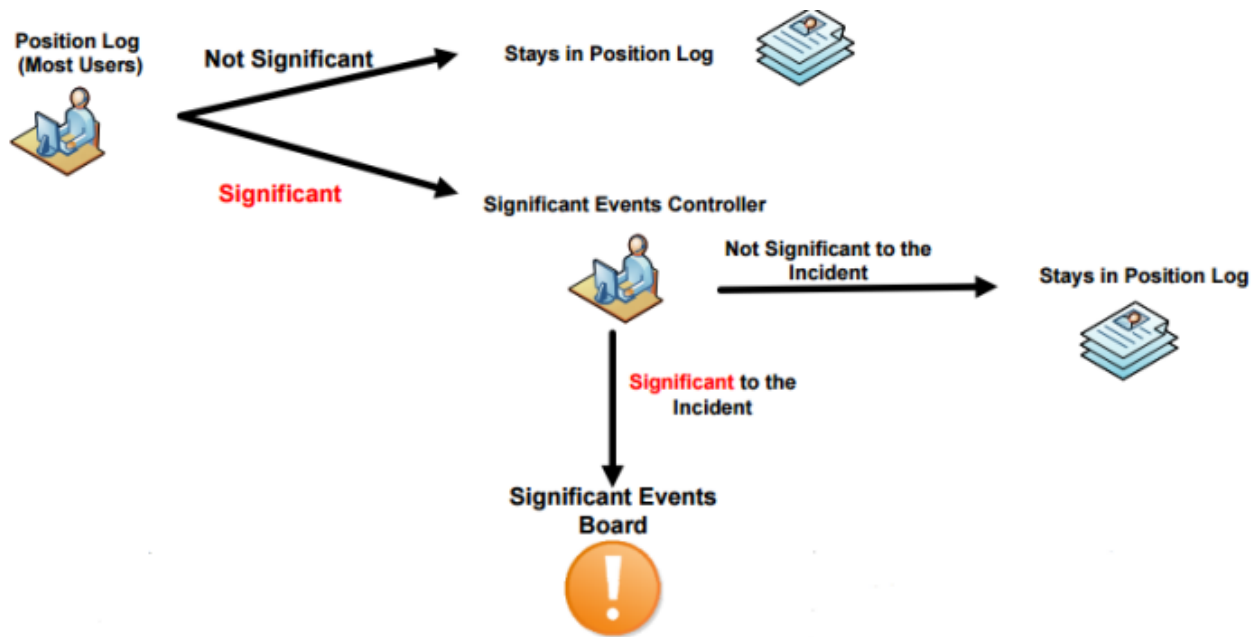
Significant Events Overview

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.
3. The information in the entry must be confirmed from a reliable source.

Significant Events Workflow

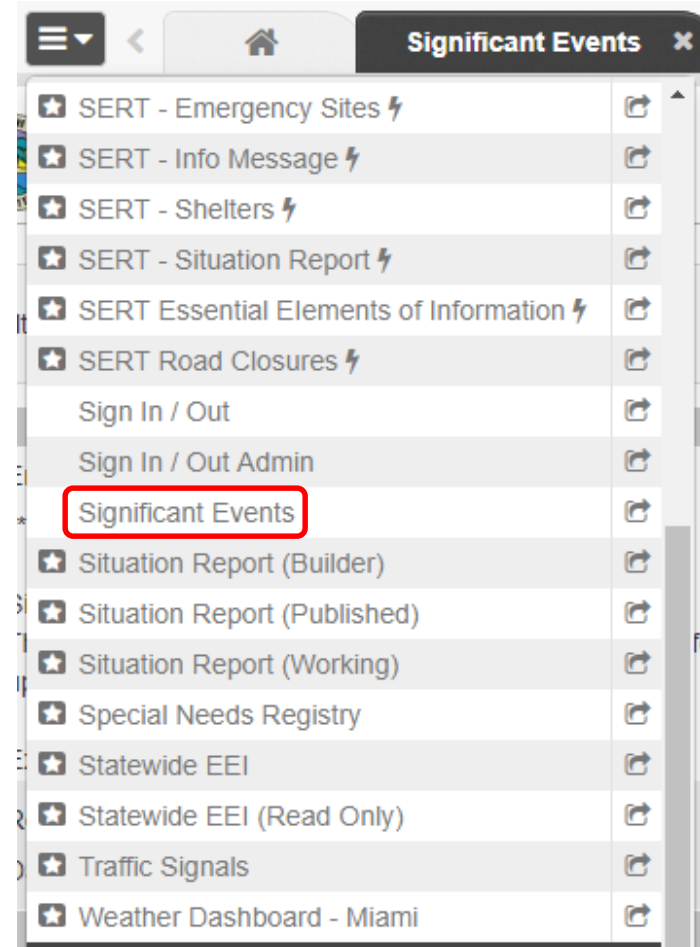
Position Log entries tagged as a significant event first go through an approval process prior to being posted to the Significant Events board. The Significant Events Controller will have the ultimate decision whether an entry meets the criteria. If it does, the entry will be marked “Posted,” if not,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



Opening the Significant Events Board

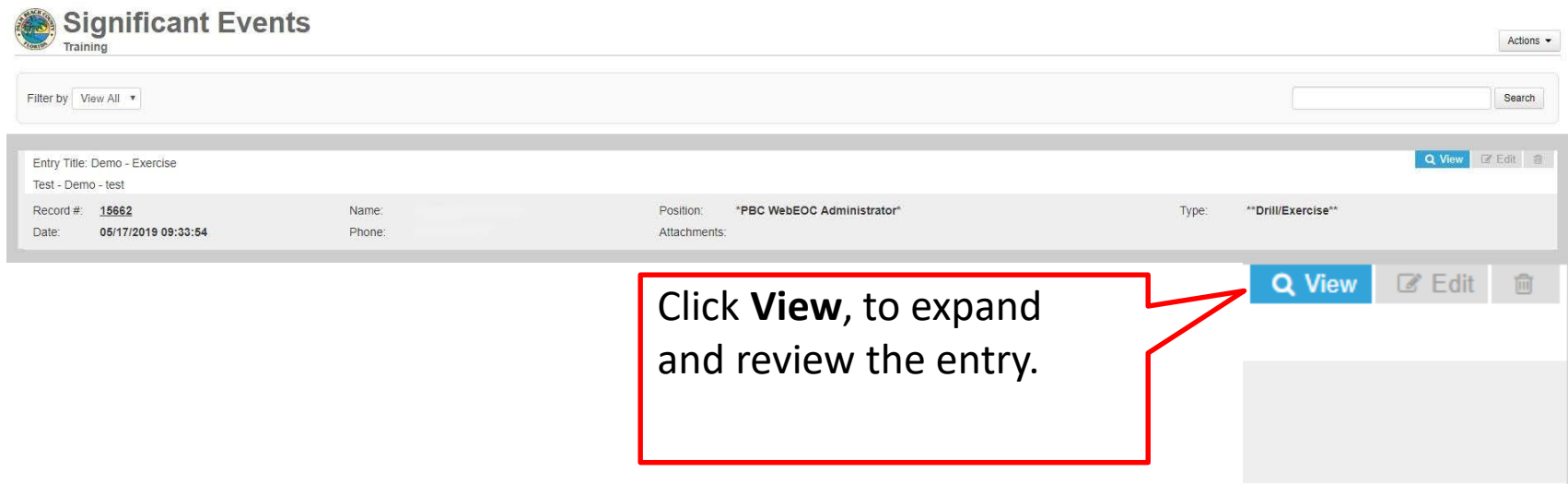
To access the Significant Events board, open your control panel and click the board labeled **Significant Events**.

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.



The screenshot displays the 'Significant Events Training' interface. At the top left is the logo and title. Below it is a filter section with 'Filter by View All' and a search bar. The main content area shows a list of entries. The first entry is expanded, showing details: Entry Title: Demo - Exercise, Test - Demo - test, Record #: 15662, Date: 05/17/2019 09:33:54, Name, Position: *PBC WebEOC Administrator*, Type: **Drill/Exercise**, and Attachments. A red callout box with a white background and black text points to the 'View' button in the action menu of the entry. The callout text reads: 'Click **View**, to expand and review the entry.'

Significant Events Training

Filter by View All

Search

Entry Title: Demo - Exercise
Test - Demo - test

Record #: 15662 Name: Position: *PBC WebEOC Administrator* Type: **Drill/Exercise**
Date: 05/17/2019 09:33:54 Phone: Attachments:

View Edit

Click **View**, to expand and review the entry.

View Edit

Section 2 Review

In this section, we have learned:

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

SECTION 3

Mission and Resource Requests



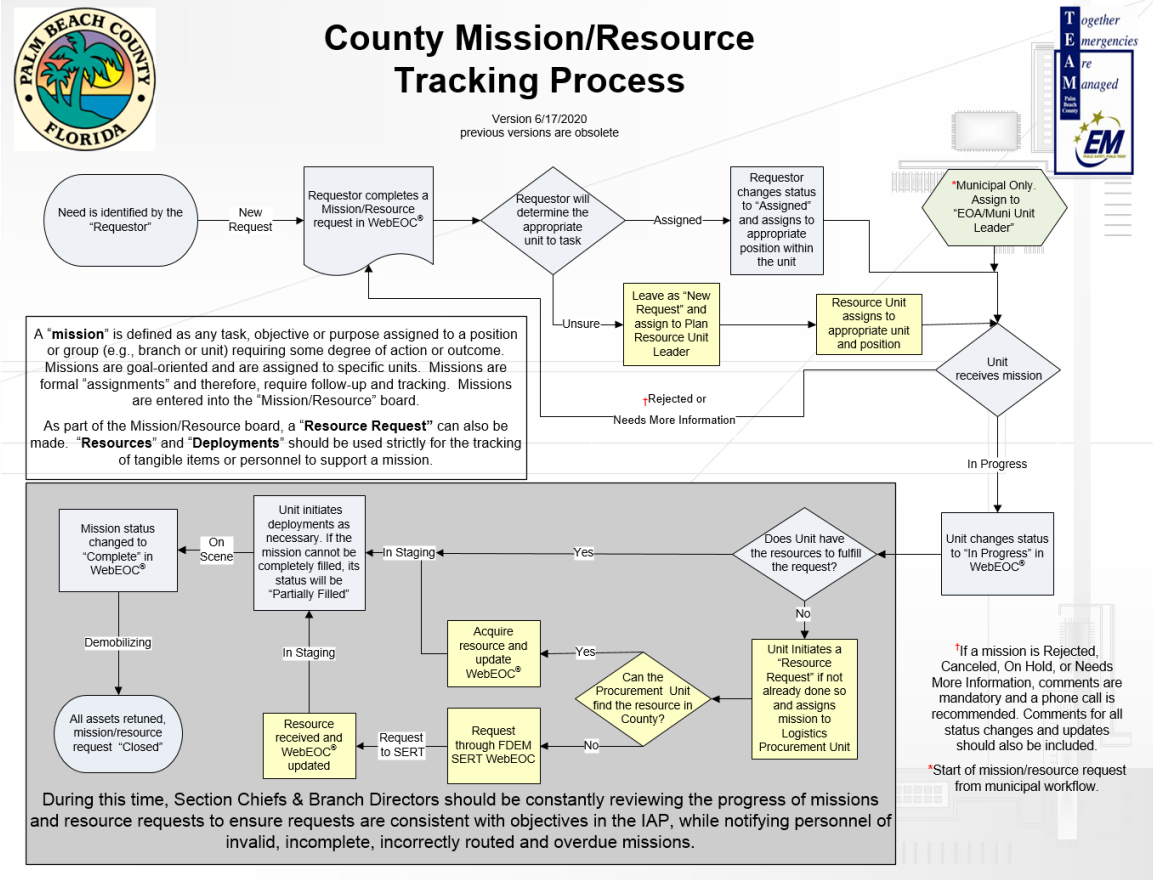
Mission/Resource Overview

WebEOC, through the Mission/Resource board, is used to assign, track, and manage all missions and resource requests during a disaster. 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.

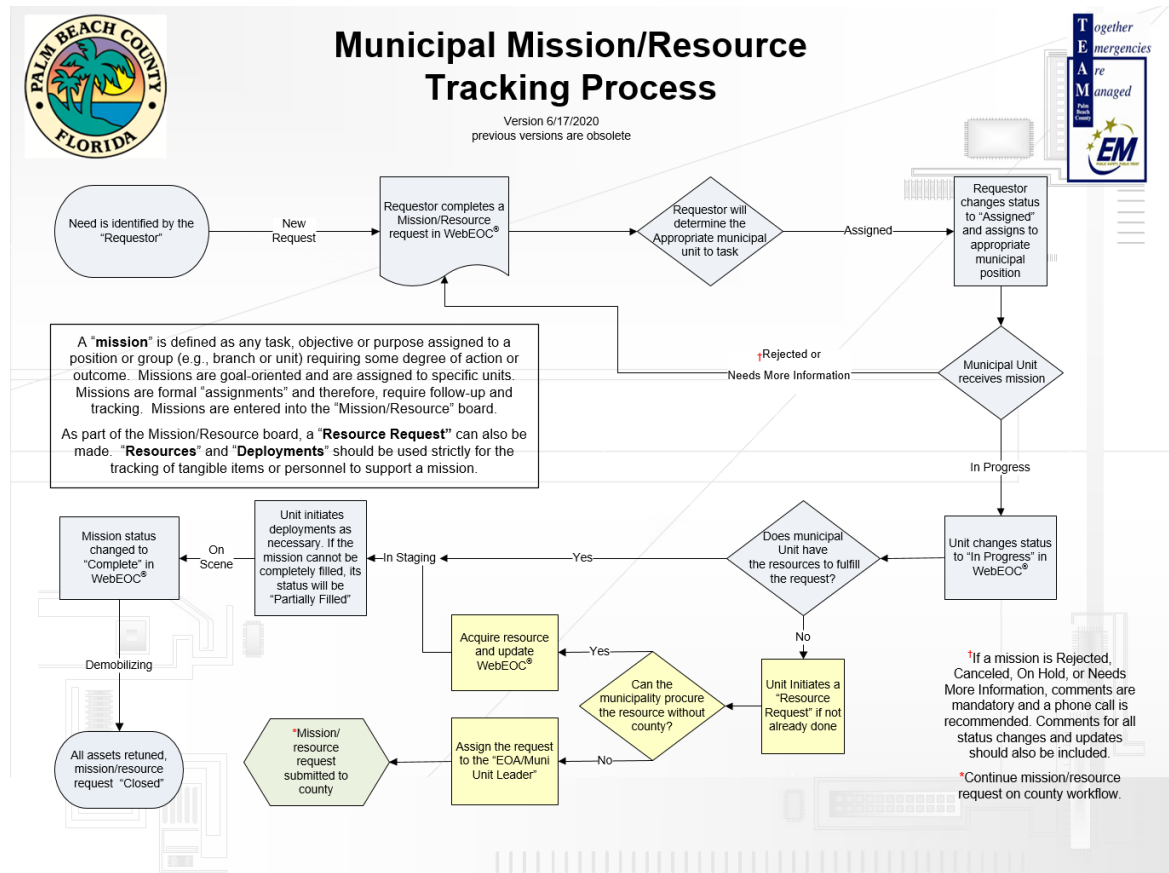
County Mission/Resource Workflow

A mission should be created when the user has identified a need that they cannot fulfill within their own unit. All county missions begin at the county level.



Municipal Mission/Resource Workflow

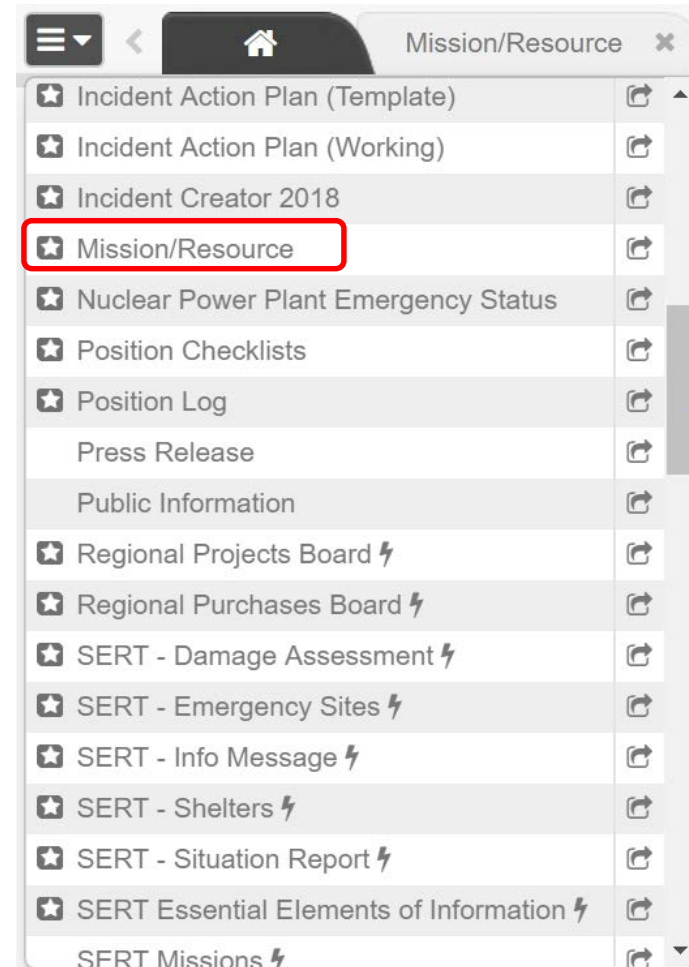
For a municipality, a mission/resource starts at the local level. Once a municipality determines that it cannot be fulfilled locally, it may be submitted to the county.



Opening the Mission/Resource Board


To access the Mission/Resource board, open your control panel and click the board labeled **Mission/Resource**.

NOTE: The board name may vary based on position access.



Mission/Resource Requests

The following slides will go over each of the features of the Mission/Resource board.



Mission / Resource
[+ New Mission](#)
[Actions](#)
[Filter / Search](#)

Status All
My Items All
Type All
Section All
EOA All
Search Term Search Clear

Mission #	Priority Due Date	Requester	Title	Assigned To	Support Missions Complete/Total	Status	Updated
0003 (Support)	Routine (24 hrs.) 04/03/2020 10:44:00	*PBC WebEOC Administrator*	test 1 - support 1	*PBC WebEOC Administrator*	Support for 0001	In Progress	04/02/2020 10:44:57 Q Details
0001 (Primary)	Routine (24 hrs.) 04/03/2020 10:23:00	*PBC WebEOC Administrator*	test 1	z Board Testing	0 / 1	Assigned	04/02/2020 10:23:53 Q Details
0002 (Primary)	(Select)	*PBC WebEOC Administrator*	test 2	*PBC WebEOC Administrator*	None	Assigned	04/02/2020 10:00:21 Q Details

Filters



Mission / Resource

[+ New Mission](#) [Actions](#) [Filter / Search](#)

Mission #	Priority Due Date	Requester	Title	Assigned To	Support Missions Complete/Total	Status	Updated
0003 (Support)	Routine (24 hrs.) 04/03/2020 10:44:00	*PBC WebEOC Administrator*	test 1 - support 1		Support for 0001	In Progress	04/02/2020 10:44:57 Details
0001 (Primary)	Routine (24 hrs.) 04/03/2020 10:23:00	*PBC WebEOC Administrator*	test 1		0 / 1	Assigned	04/02/2020 10:23:53 Details
0002 (Primary)	(Select)	*PBC WebEOC Administrator*	test 2	Administrator*	None	Assigned	04/02/2020 10:00:21 Details

There are six (6) ways to filter entries on this board using the dropdown.



Using Specific Filters



Mission / Resource

+ New Mission Actions Filter / Search

Mission #	Priority Due Date	Requester	Title	Assigned To	Support Missions Complete/Total	Status	Updated
(Support)	Routine (24 hrs.) 04/03/2020 10:44:00	WebEOC Administrator*	test 1 - support 1	WebEOC Administrator*	Support for 0001	In Progress	04/02/2020 10:44:57 Details
	Routine (24 hrs.) 04/03/2020	WebEOC Administrator*	test 1	Testing	0 / 1	Assigned	04/02/2020 10:23:53 Details

Filter by the status of the mission.

Filter by items assigned to you.

Filter by the type of request.

Filter by section.

Filter by Emergency Operating Area (EOA).

Filter by a custom search term.

Mission Type



Mission / Resource

+ New Mission

Actions ▾

Filter / Search

Status	All	My Items	All	Type	All	Section	All	EOA	All	Search Term	Search	Clear
Mission #	Priority Due Date	Requester	Title	Assigned To	Support Missions Complete/Total	Status	Updated					
0003 (Support)	Routine (24 hrs.) 04/03/2020 10:44:00	*PBC WebEOC Administrator*	test 1 - support 1	*PBC WebEOC Administrator*	Support for 0001	In Progress	04/02/2020 10:44:57 Details					
0001 (Primary)	Routine (24 hrs.) 04/03/2020 10:23:00	*PBC WebEOC Administrator*	test 1	z Board Testing	0 / 1	Assigned	04/02/2020 10:23:53 Details					
0002 (Primary)	Select)	*PBC WebEOC Administrator*	test 2	*PBC WebEOC Administrator*	No	Assigned	04/02/2020 10:00:21 Details					

Missions can be identified as **Primary** or **Support**.

A **Support** mission will identify its **Primary Mission #**.

A **Primary** mission will identify its supporting missions.

Search



Mission / Resource

[+ New Mission](#) [Actions](#) [Filter / Search](#)

Status	All	My Items	All	Type	All	Section	All	EOA	All	Search Term	Search	Clear
Mission #	Priority Due Date	Requester	Title	Assigned To	Support Missions Complete/Total	Status	Updated					
0003 (Support)	Routine (24 hrs.) 04/03/2020 10:44:00	*PBC WebEOC Administrator*	test 1 - support 1	*PBC WebEOC Administrator*	Support for 0001	In Progress	04/02/2020 10:44:57 Q Details					
			z Board Testing		0 / 1	Assigned	04/02/2020 10:23:53 Q Details					
				PBC WebEOC Administrator	None	Assigned	04/02/2020 10:00:21 Q Details					

[+ New Mission](#) [Actions](#) [Filter / Search](#)

Use the **Search** field to find missions based on a variety of data including **Mission #**. Adding a “%” sign in front of your search criteria will search for that term anywhere in the current view.

Example: If your **Title** is “Sign Board for Military Trail,” typing “%Board” will search for records with “Board” anywhere in the viewable fields, regardless of the order in which it appears.



Sorting



Mission / Resource

[+ New Mission](#) [Actions](#) [Filter / Search](#)

Status	All	My Items	All	Type	All	Section	All	EOA	All	Search Ter	Search	Clear
Mission #	Priority Due Date	Requester	Title	Assigned To	Support Missions Complete/Total	Status	Updated					
0003 (Support)	Routine (24 hrs.) 04/03/2020 10:44:00	*PBC WebEOC Administrator*	test 1 - support 1	*PBC WebEOC Administrator*	Support for 0001	In Progress	04/02/2020 10:44:57 Q Details					
0001 (Primary)	Routine (24 hrs.) 04/02/2020 10:23:53	*PBC WebEOC Administrator*	test 1	z Board Testing	0 / 1	Assigned	04/02/2020 10:23:53 Q Details					
0002 (Primary)	Routine (24 hrs.) 04/02/2020 10:00:21	*PBC WebEOC Administrator*	test 1	*PBC WebEOC Administrator*	None	Assigned	04/02/2020 10:00:21 Q Details					

You can sort missions by **Mission #**, **Priority**, **Requestor**, **Assigned To**, and **Status**.



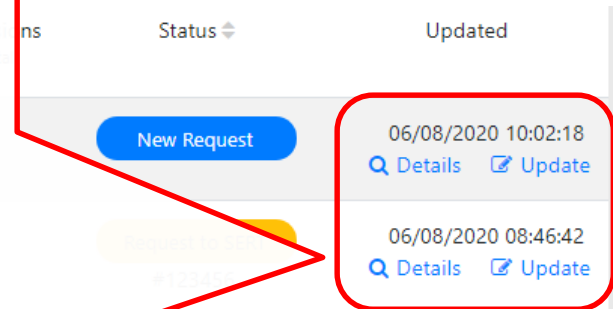
Details and Update

The available options here will vary based on your position. Many users will see Details and Update. Click **Details** to see the specifics of any mission, a location map, and other available features. Click **Update** to make changes to or update a mission.

Units will only be able to update missions that were created by or assigned to their position.

Branch Directors can update any mission created by one of their units.

Procurement and other Controllers will be able to update all missions.



Creating a New Mission

Click here to create a new mission/resource request.



Mission / Resource

[+ New Mission](#) [Actions](#) [Filter / Search](#)

Status	All	My Items	All	Type	All	Section	All	EOA	All	Search Ter	Search	Clear
Mission #	Priority	Requester	Title	Assigned To	Support	Status	Updated					
	Due Date				Missions Complete/Total							
0003 (Support)	Routine (24 hrs.) 04/03/2020 10:44:00	*PBC WebEOC Administrator*	test 1 - support 1	*PBC WebEOC Administrator*	Support for 0001	In Progress	04/02/2020 10:44:57 Details					
0001 (Primary)	Routine (24 hrs.) 04/03/2020 10:23:00	*PBC WebEOC Administrator*	test 1	z Board Testing	0 / 1	Assigned	04/02/2020 10:23:53 Details					
0002 (Primary)	(Select)	*PBC WebEOC Administrator*	test 2	*PBC WebEOC Administrator*	None	Assigned	04/02/2020 10:00:21 Details					



New Mission Entry

A new entry will begin with a rapid input form. Additional fields will be available when clicking **Update**.

Select the position the mission will be assigned to.

Municipalities will only be able to assign to positions within their own municipality and the EOA/Muni Unit Leader, which will forward the mission to the county.

An asterisk (*) next to the position name indicates the position is currently signed into WebEOC.

Mission Status Information

Assigned To [?](#)

(Select) ▼

Order Information

Order Information

Title ⓘ

Purpose ⓘ

Priority ⓘ

(Select)

Community Lifeline ⓘ

(Select)

Description ⓘ

The **Title** field should be a short description of what is being requested (e.g. "UC Requesting Map of Damage Assessment Information")

What is the **Purpose** of this mission request? (e.g. "To provide an accurate assessment of the damage in PBC post storm.")

Priority

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.

Priority	Due Date
Immediate (4 hrs.)	03/11/2021 17:23:00
Priority (12 hrs.)	03/05/2021 03:09:00
Routine (24 hrs.)	03/12/2021 13:23:00
Long-Term (96 hrs.)	03/15/2021 13:22:00
Extended (over 96 hrs.)	04/10/2021 13:22:00

Order Information

Order Information

Title ?

Purpose ?

Priority ?

Community Lifeline ?

Description ?

Date/Time Due ?

Select a FEMA **Community Lifeline**.


Include a **Description** to explain what your need is in as much detail as possible. Be specific!


Answer **What do you need** and **Why do you need it**, if needed to explain beyond the **Title** and **Purpose**.

Example: "A 500 kW generator is needed to power a lift station in Boynton Beach."


Resource Details


Resource Details


Resource Type 


NIMS Typed Resou 


Group


(Select) 

Definition 

Unit of Measure 

Quantity 

Description 



If the mission involves a resource request, select a **Resource Type**. Go through the dropdown 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 explain the resource in the **Description**.

Some selections, such as **NIMS Typed Resource** and **Generator**, will populate additional fields or forms requiring completion.

Resource Details

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.

The screenshot shows a form titled "Resource Details" with the following fields:

- Resource Type**: A dropdown menu.
- Unit of Measure**: A dropdown menu.
- Quantity**: A text input field containing the number "0".
- Description**: A text area for additional information.

Red callout boxes point to the Unit of Measure dropdown, the Quantity input field, and the Description text area.

Enter any additional information about the resource in the **Description** section. Be as detailed as possible regarding the needs of the requested resource.

Enter the **Quantity** of the item you are requesting (measured by the unit you selected previously)(e.g. 4 pallets of water). Please use whole numbers in this field.

Contact Information

Enter the **Primary** contacts information or click **Use my contact info** to populate the fields from your WebEOC account record.

The screenshot shows a web form titled "Contact Information" with two main sections: "Primary" and "Secondary". Each section has a "Use my contact info" button. The "Primary" section includes fields for Name, Phone, Alt Phone, and Email. The "Secondary" section includes fields for Name, Phone, Alt Phone, and Email. A red callout box points to the "Secondary" section with the text: "Enter the **Secondary** contacts information. This should be the alternate best able to provide more detail on the mission or request."

Location / Delivery Information

Include the delivery location **Address** and any special **Delivery Instructions**.

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.

Location / Delivery Information

Location

Address

Street

City / ZIP

City ZIP [Map](#)

Delivery Instructions ⓘ

On-Scene Point of Contact

Name [Use my contact info](#)

Phone

Alt Phone

Email

Updating a Mission

Once the mission/resource request is created you may view it from either the **Details** or **Update** views. To edit the request, click **Update**. 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. Additional fields will be available for update after the mission is created, such as **Status**, **Supporting Missions**, **Comments**, **Deployments**, and **Attachments**.

Mission Status Information

All missions start as a **New Request**. As needed, their **Status** should be updated.

Mission Status Information

Status ⓘ
New Request

Assigned To ⓘ
Pending Assignment

Comments ⓘ

Comments should be added here to explain the update or other relevant information. They will be automatically logged into the **Comments/History** section.

Mission Status Types

Within WebEOC **click here for definitions** to view a defined list of mission status types.

Mission Status Information

Status [click here for definitions](#)

New Request

Supporting Missions

Supporting Missions						+ Add Supporting Mission
Mission #	Requester	Title	Assigned To	Stat	Updated	

A **Support Mission** is used to facilitate a **Primary Mission**. For example, you may submit a mission for truck needed to deliver resources. A supporting mission may be a request for a forklift to load the truck. To add a **Support Mission** click **Add Supporting Mission**. Complete the form following the same instructions as a **Primary Mission**. These missions will be added to the same list as primary missions and can be updated in the same way. Additionally, support missions can be viewed when viewing their primary mission entry or from the missions list.

Comments / History

Comments / History					+ Add Comment
Name / Position	Comment	Assigned To	Status	Date/Time	

Add a **Comment** for anything relevant to the mission/resource. This section will also track all changes as a running log or history and record the name and position of the person who initiated the change, as well as the position it's assigned to and the date/time of update. All comments added from **Mission Status Information** are also logged here.

Deployments

Deployments						+ Add Deployment
Deployment #	Resource Type	Quantity	Status	Remarks	Date/Time	

When a mission involves a resource request, the deployment or partial deployment of that resource, it should be logged by clicking **Add Deployment** and the status of the mission should be updated.

Deployment Details

+ Add Deployment

Enter a **Deployment Number** to identify the resource deployment.

Deployment Details

Deployment Number

Select the **Resource Type** being deployed.

Resource Type

Enter the **Quantity** deployed.

Quantity

0

Select the **Status** of the deployment.

Status

(Select)

Add additional comments or **Remarks** regarding the deployment.

Remarks

Delete

Cancel Save

Attachments

Attachments				+ Add Attachment
Name / Position	Description	Attachment	Date/Time	

To add an attachment, click **Add Attachment**. This field is unlimited and multiple attachments may be added.

[+ Add Attachment](#)

Details

Attachment Description

Attachment

No file chosen

Ensure that an **Attachment Description** is added to each attachment.

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.

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.

Municipal Assignment

All municipalities have **Municipal Assignment**. They can assign missions internally to their own municipal positions (the number of positions varies per municipality). This allows municipalities to work missions internally.

If a municipality cannot fulfill the mission, they may submit it to the county by assigning it to the PBC OPS EOA/Muni Unit Leader position.

Section 3 Review

In this section, we have learned:

- What missions and resource requests are.
- How to create a new mission or resource request.
- How to appropriately complete each field in the mission/resource request.
- How to update a mission/resource request's status, and add comments and deployments.

SECTION 4

Advanced File Library

WebEOC



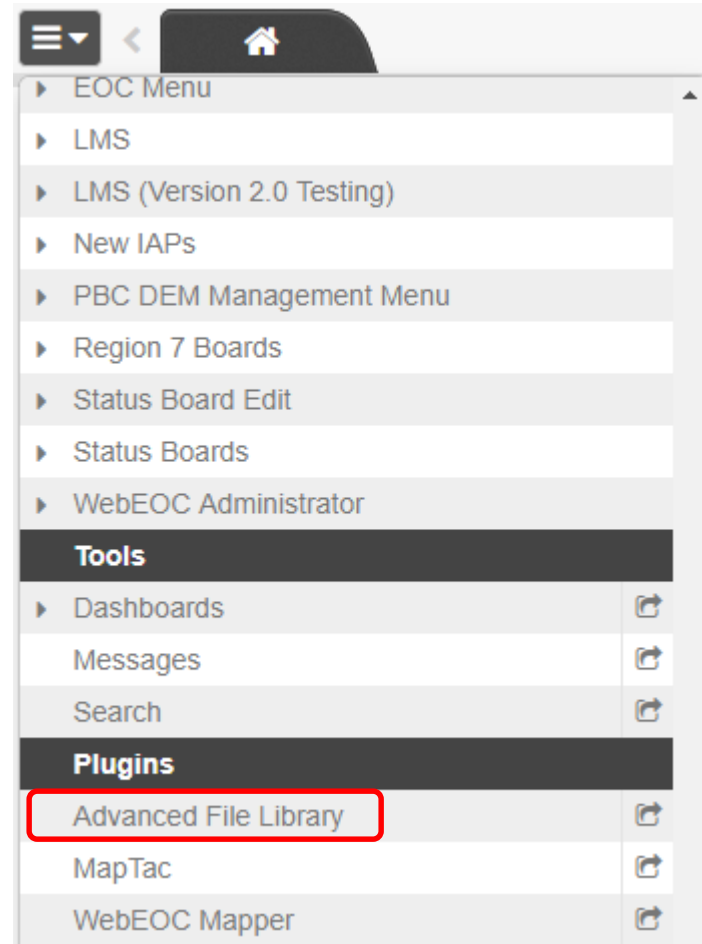
Advanced File Library Overview

The Advanced 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 Advanced File Library

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



Shared Tab






Advanced File Library

Shared [My Position](#)

Home

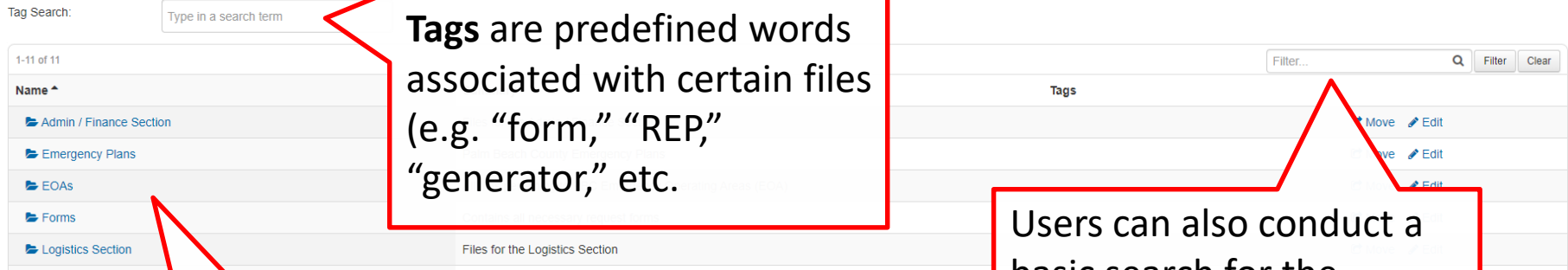
Tag Search:

1-11 of 11

Name ^	Summary
 Admin / Finance Section	Files for the Admin / Finance Section
 Emergency Plans	Palm Beach County Emergency Plans
 EOAs	All files pertaining to PBC Emergency Operating Areas (EOA)
 Forms	Contains all necessary request forms
 Logistics Section	Files for the Logistics Section

The Shared tab is where all of the library folders can be found.

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 shared 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 Advanced File Library.
- How to search for and find files.

SECTION 5

Situation Report

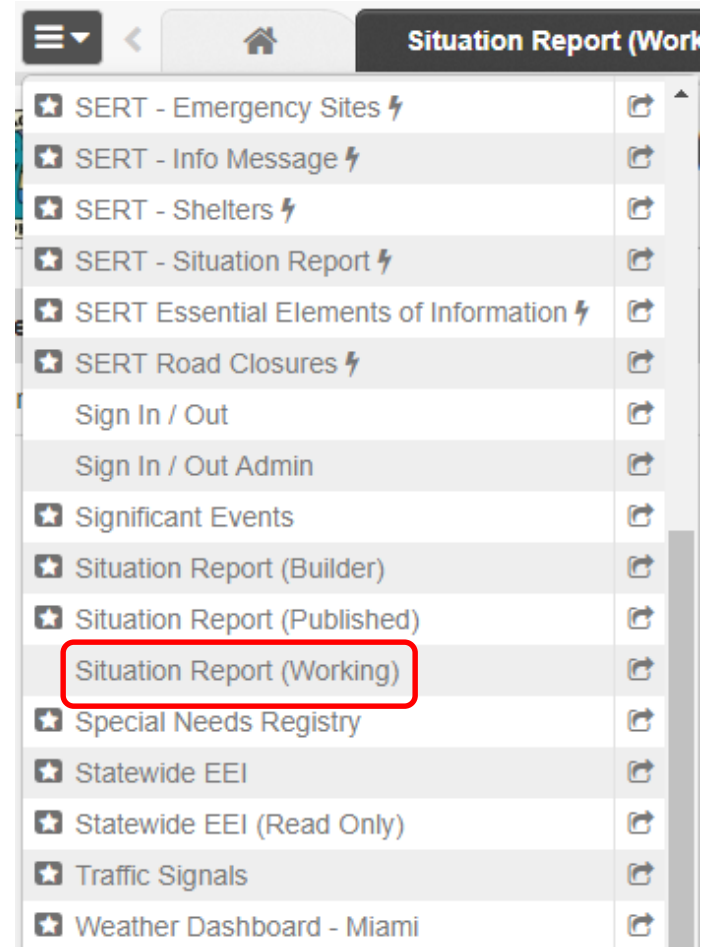


Situation Report Overview

The PBC EOC uses a “roll-up” approach when creating the Situation Report, meaning Branch Director’s review (and summarize if necessary) entries from their Units, and Section Chiefs review entries from their Branches. This section will show you how to create an entry in the 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

Agency	Report #	Operational Period	Last Updated	Situation Report	Approval Matrix	Cover Sheet
Palm Beach County	01	-	05/17/2019 13:34:31	View	Matrix	Edit

Situation Report Approval Matrix

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

Click **View** or **Matrix** to update the report based on your position.

Updating the Situation Report

<input type="checkbox"/> Admin/Finance Section Chief	Update
Status: Not Started	
<input type="checkbox"/> Logistics Section Chief	Update
Status: Not Started	Last Update:
<input type="checkbox"/> Operations Section Chief	Update
Status: Not Started	Last Update:

From the **View** scroll down the page until you see your Unit. Click the **Update** button.

Status:

Contributor	Section	Branch	Status	
Recovery Branch Director	Operations	Recovery	Approved by Section Chief	Update Status
EOA Branch Director	Operations	EOA	Not Started	Update Status
Admin/Finance Section Chief	Finance/Admin	N/A	Complete	Update Status

From the **Matrix** scroll down the page until you see your Unit or use the Search. Click **Update Status**.


Instructions

Instructions

Below are some questions to be incorporated when composing your Situation Report

Provide an update of your Section's activities for the last operational period.

Admin/Finance Section Chief

B *I* U 

The **Instructions** section will prompt your entry with several questions and comments specific to your unit.

Status

Draft Complete Approved by Branch Director Approved by Section Chief Approved by Publisher

Adding Situation Report Entries

Instructions

Below are some questions to be incorporated when composing your Situation Report

Provide an update of your Section's activities

Following the instructions, answer the questions in this textbox. Formatting instructions for the SITREP can be found in the WebEOC User Manual.

Admin/Finance Section Chief

B I U S [List Icons] **A IA**

|

Status

Draft Complete Approved by Branch Director Approved by Section Chief Approved by Publisher

Situation Report Status

Instructions

Below are some questions to be incorporated when composing your Situation Report

Provide an update of your Section's activities for the last operational period.

Admin/Finance Section Chief

Before saving, either choose **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 your level of permissions, additional options may be available. To close the report and save your work, click **Save**.

Status

Draft Complete Approved by Branch Director Approved by Section Chief Approved by Publisher

Section 5 Review

In this section, we have learned:

- Viewing a situation report.
- Creating an entry to update a situation report.

WebEOC Essentials Exam

Visit

<https://discover.pbcgov.org/publicsafety/dem/Pages/WebEOC.aspx>

to review the **WebEOC User Manual** and take the **WebEOC Essentials Exam**.

If requesting WebEOC access, complete the **Access Request Form** available after passing the exam.

WebEOC

