KANSAS DIVISION OF EMERGENCY MANAGEMENT

WebEOC User's Guide

WebEOC

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1. INTRODUCTION

WebEOC Professional is Crisis Information Management Software (CIMS) that was developed over a decade ago 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 (CDP, 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, it can also be used to manage any and all events, agencies, organizations, and more.

WebEOC includes a default set of boards and plugins that enable any agency to begin using it almost immediately. An agency can use any or all of the boards as-is, or 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.

1.1 PURPOSE

The purpose of this document is to provide detailed instructions and the information that you need to operate WebEOC during daily operations, or in response to an emergency.

WebEOC is a tool that can be customized locally based on the unique needs of your organization. It provides levels of access that can be tailored to meet the unique needs of individual users and organizations. Therefore, all WebEOC features covered in this manual may not be available to all users. In addition, the features and tools shown in this User's Guide may look different in your instance of WebEOC.

1.2 AUDIENCE

This document is intended for WebEOC users supporting Kansas Division of Emergency Management (KDEM). Users include, but are not limited to: Kansas Division of Emergency Management (KDEM), State Emergency Operations Center (SEOC) Emergency Support Functions (ESFs), Command Staff, Incident Management Teams (IMTs), Incident Command (IC), response personnel, County Emergency Managers, Industry Partners for Spill Reporting Form As, other authorized partner organizations, and disaster response stakeholders.

1.3 TIME CONVENTIONS

WebEOC stamps all entries with a time and date. It also tracks and displays who entered the information. Entries typically appear in status boards in the order in which they are entered into the system.

1.4 REVISION HISTORY

Version	Revision Date	Description
1.0	2012	Initial Document
2.0	Jan. 9, 2017	Update

1.5 SYSTEM REQUIREMENTS

Browser: Internet Explore, Mozilla Firefox, Safari, Google Chrome
Enable: Pop-ups

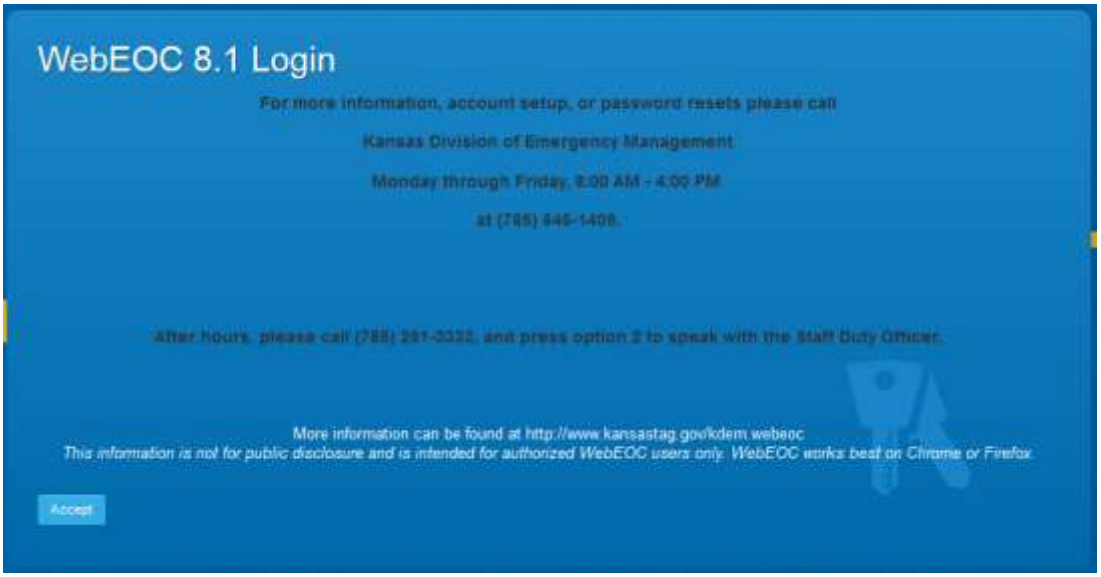
WebEOC is compatible with the following mobile devices: Android, Apple iPhone, Apple iPad, and BlackBerry OS v6 and later.

LOGGING IN TO WEBEOC

1.6 HOW DO I LOG ON?

1. Open an Internet Browser.

2. Type www.kansaswebeoc.com in the address bar and then press Enter. Result: The WebEOC Login window appears.



3. Enter the username and password, then click Log In.

Username: firstname.lastname
Password: must be at least 10 characters long, include an uppercase letter, lowercase letter, and a number.
* Note: After 3 failed attempts, you will be "locked out" of the system and you will need to contact your [WebEOC administrator]

4. Select your Position and Incident; then click the Continue (OK) button.

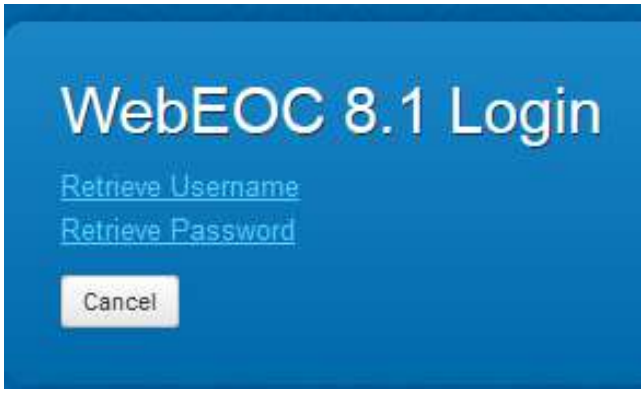
5. Provide additional login information. Required fields are indicated with a red asterisk. Click the Continue (OK) button to complete logon.

1.7 FORGOTTEN USERNAME

In the event you have forgotten your username:

1. Click the “Forgot Username/Password?” link in the WebEOC login window.

2. Click Retrieve Username.



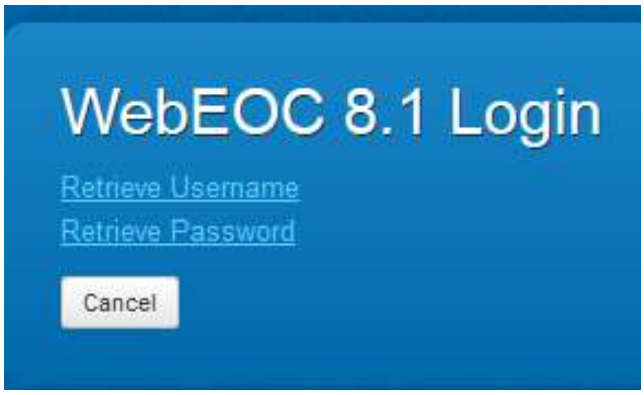
3. Enter your WebEOC user email address.
4. Enter the same address a second time in the Confirm Address field.
5. Click Continue and WebEOC will automatically email your username to the address you provided. Your password will remain unchanged.
6. Note: If the email address entered does not match the username already configured in WebEOC, the screen will prompting you to contact your WebEOC administrator.

1.8 FORGOTTEN PASSWORD

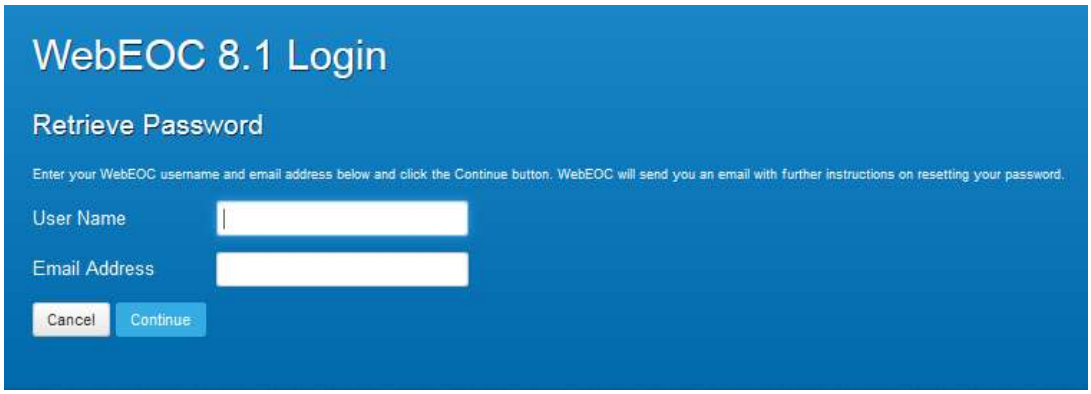
In the event you have forgotten your password:

1. Click the “Forgot Username/Password?” link in the WebEOC login window.

2. Click Retrieve Password.



3. Enter your WebEOC username. Enter your WebEOC email address. Click Continue.
*An email will be sent to you containing a link to reset your password.



4. Check your email account. Open email from your WebEOC Administrator. Click the link within the body of the email and the WebEOC Login window appears.
5. Type your username. Click OK and the New Password window appears.

6. Enter a new password in both the New Password and the Confirm Password fields.
   Enter your passphrase password, 10 characters to include upper case, lower case, & numbers.
7. Click OK and you will be redirected to the second login window.

Complete the login using instructions in the previous section. If you are still unable to retrieve your WebEOC password, contact your WebEOC administrator. If after normal business hours, call the Staff Duty Officer at (785) 291-3333, option 2.

1.9 LOGGING OFF

Before logging off, be sure to save any process(es) / record(s) that may be in progress.
There are two ways to log off from WebEOC:

1. Click the X on your internet browser;
2. Click Log Off next to your name.

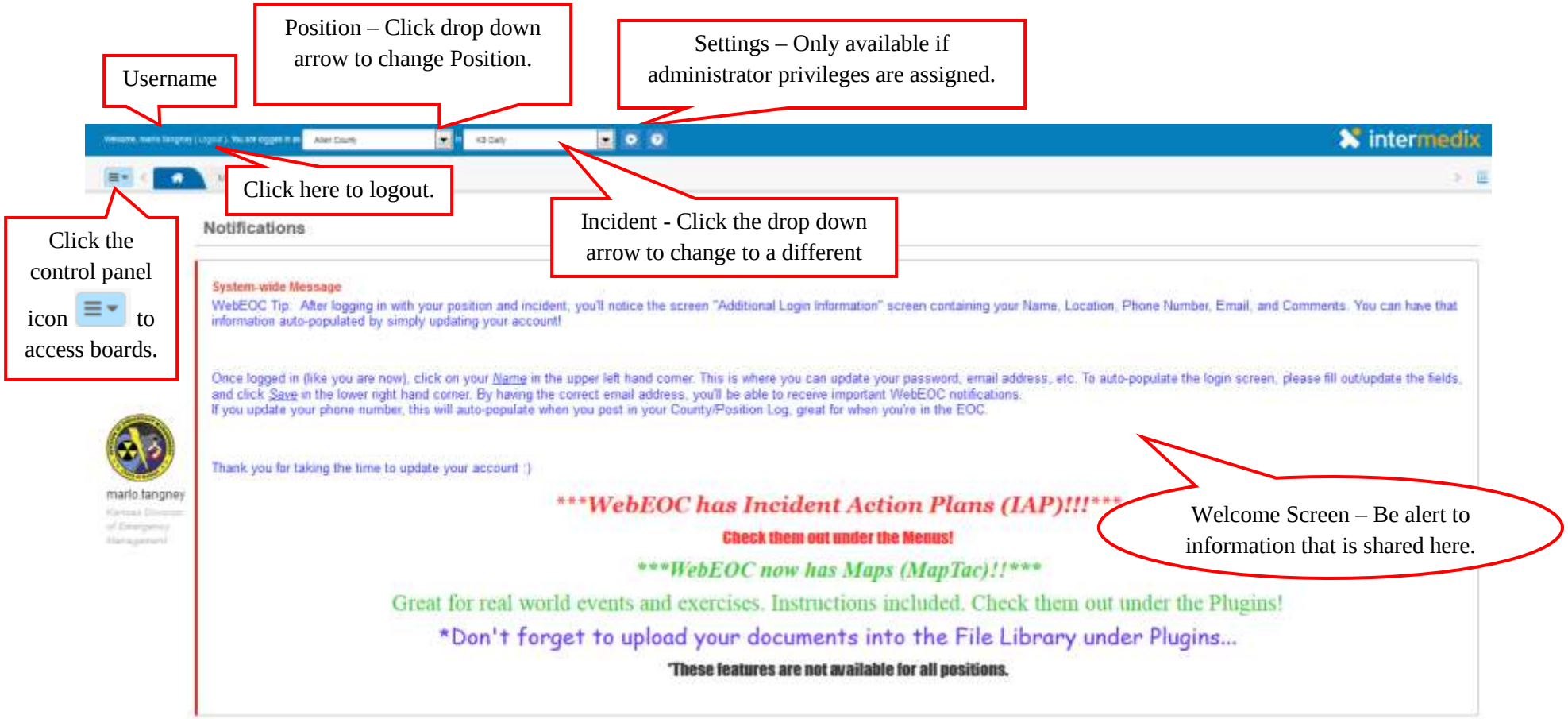
CONTROL PANEL

The WebEOC Control Panel is the primary navigation tool for WebEOC. It is a user's means of accessing boards, menus, tools, plug-ins and links. **The items that are available to you in the Control Panel are based on your assigned position and user permissions granted to you by the WebEOC System Administrator**; not all control panel configurations will be the same.

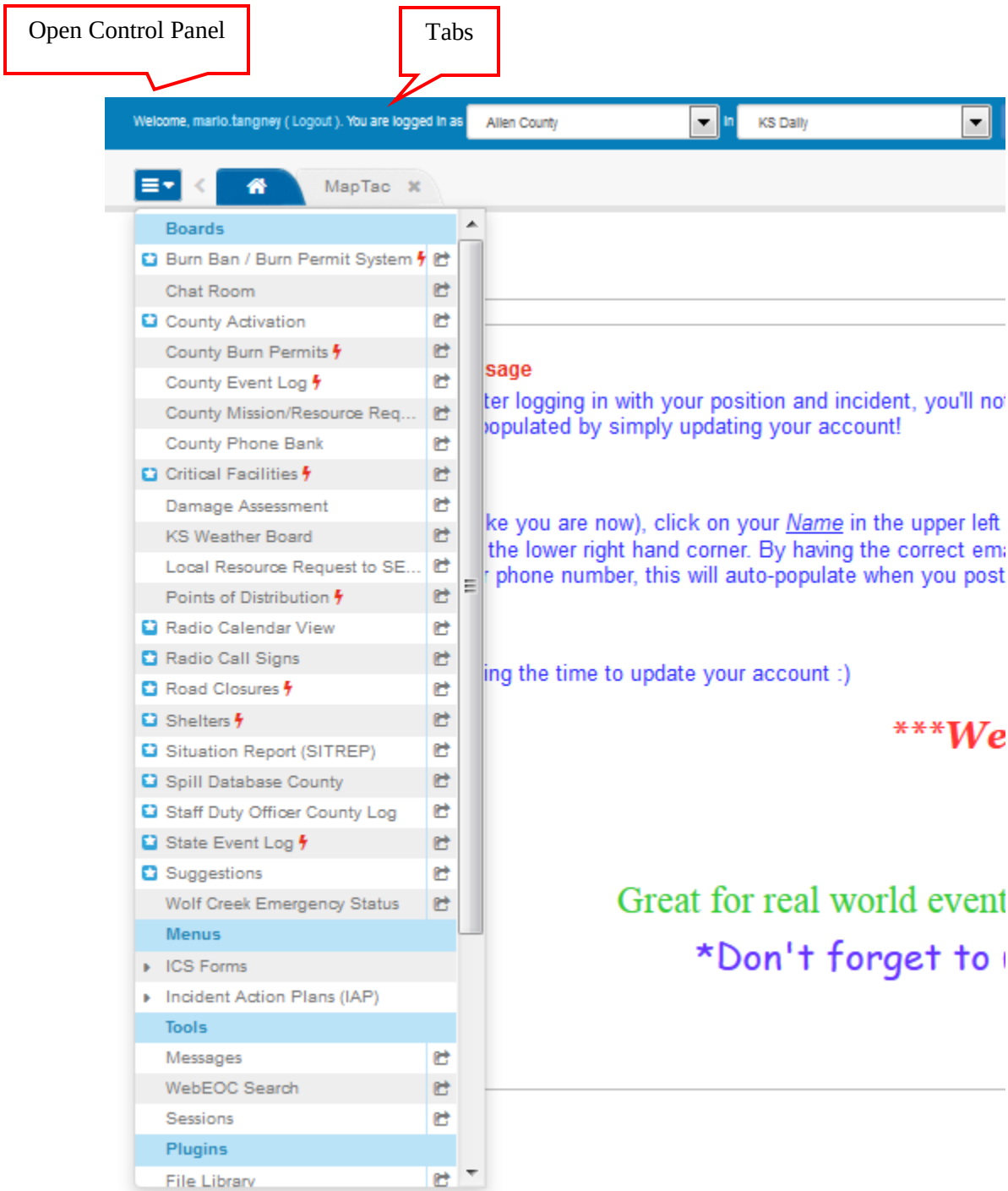
The Control Panel is located within the Welcome screen, and is grouped into five (5) sections: Boards, Menus, Tools, Plugins, and Links. Each section may be collapsed or expanded by clicking the section's heading.

For those users who have administrative privileges, the Settings gear will be displayed next to the Incident. To access the Admin manager, simply click the Settings gear. The Admin manager window displays.

Display

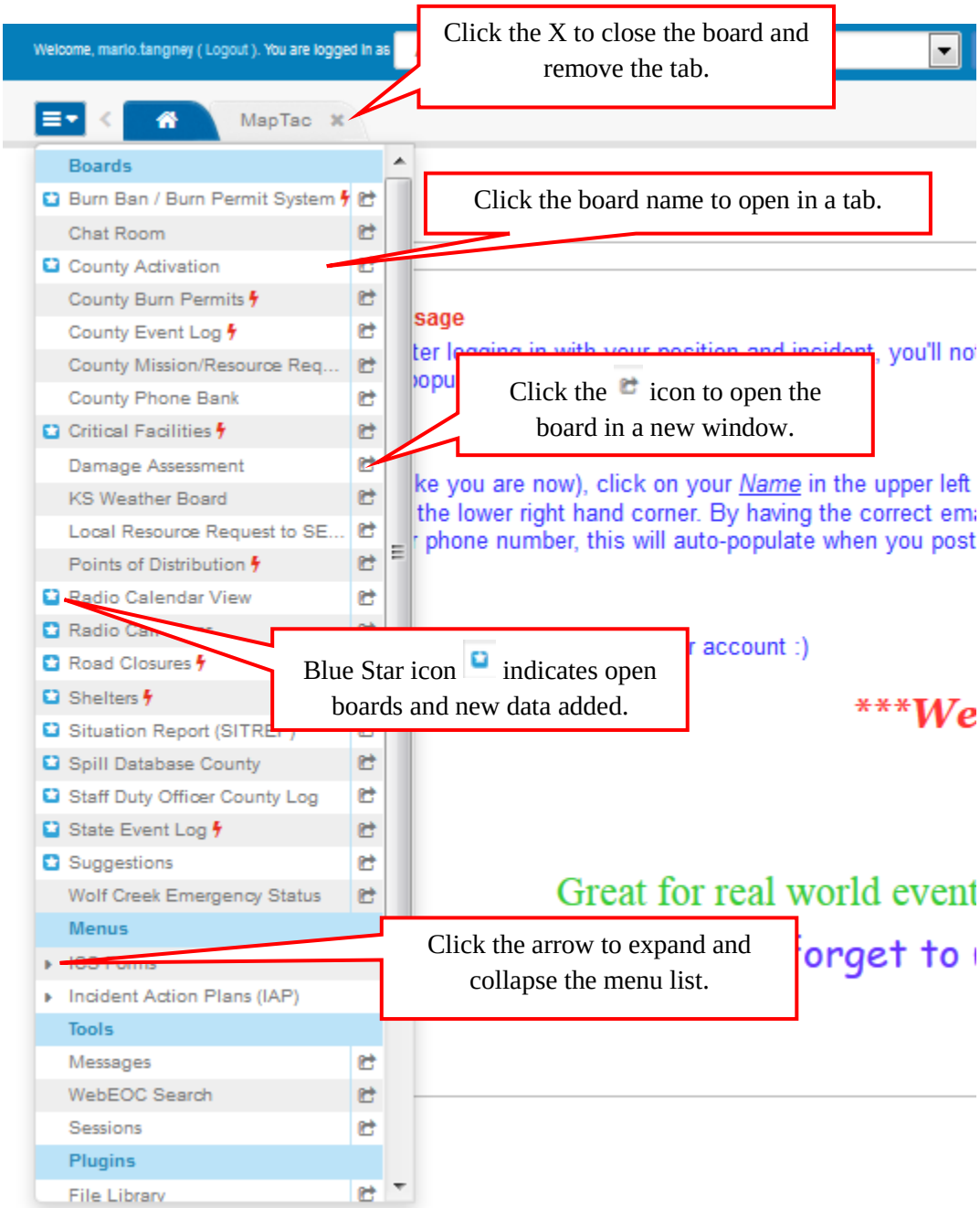

Position – Click drop down arrow to change Position.
Settings – Only available if administrator privileges are assigned.
Username
Click here to logout.
Click the control panel icon to access boards.
Incident - Click the drop down arrow to change to a different
intermedix
Notifications
System-wide Message
WebEOC Tip: After logging in with your position and incident, you'll notice the screen "Additional Login Information" screen containing your Name, Location, Phone Number, Email, and Comments. You can have that information auto-populated by simply updating your account!
Once logged in (like you are now), click on your Name in the upper left hand corner. This is where you can update your password, email address, etc. To auto-populate the login screen, please fill out/update the fields, and click Save in the lower right hand corner. By having the correct email address, you'll be able to receive important WebEOC notifications.
If you update your phone number, this will auto-populate when you post in your County/Position Log, great for when you're in the EOC.
Thank you for taking the time to update your account :)
marlo tangney
WebEOC has Incident Action Plans (IAP)!!!
Check them out under the Menus!
WebEOC now has Maps (MapTac)!!
Great for real world events and exercises. Instructions included. Check them out under the Plugins!
*Don't forget to upload your documents into the File Library under Plugins...
*These features are not available for all positions.
Welcome Screen – Be alert to information that is shared here.

Once you click the Control Panel Icon , the list of available boards assigned to the position appear. Once a board is select, it will open with a new tab. Tabs will remain open until you close them.



Use the Control Panel icon to access the list of boards and menus available to the position you are logged in as.

1. Click on the board name and the board will appear in a new tab on your window. Tabs will remain open until they are closed. When you next log into WebEOC, any open tabs remain available.
2. Click the arrow icon to open the board as a separate browser window. This is useful when working on multiple screens or for shared display purposes.



1.10 Helpful Information

Menus: Menus are assigned to certain positions, and are accessible from the Control Panel under the Menu Section.

Tools: Open in a new tab. Tools are assigned to certain positions, and accessible from the Control Panel under the Tools Section.

Plugins: Open in a new tab. Plugins are assigned to certain positions, and accessible from the Control Panel under the Plugins Section

Links: Will open in a new browser window, not in a tab. Links assigned to your position are accessible from the Control Panel.

Print to PDF: Most boards may be printed and/or saved to PDF. After selecting "Print to PDF" button from a board, a preview view window will appear with buttons, and board operation features removed. Some boards will have the Print PDF feature under Actions, in the upper right corner. When you want to close the window, close the browser tab. If you close the entire browser window, you will be logged out.

EDIT USER INFORMATION

The username will be displayed in the upper left-hand corner. By clicking on your name, you will be allowed to edit your contact information, and change your password. By filling out your User Account, the information will be self-populated in future logins, to include your name and email address.

BOARDS

Boards are the heart of WebEOC. They are the mechanisms you use to manage and share real-time incident information with authorized users in your system and between linked systems. Boards allow users to document information, activities, actions, resource requests, and tasks that are performed during day-to-day operations, an activated operational period, or staffing shift. Boards are particular and only visible based on positions.

1.11 BOARD ACCESS

The boards and board features available on your control panel may vary from the boards described in this User Help. If your agency has created boards specific to your needs, contact your WebEOC administrator if you have questions or need instructions on using them.

1.12 BOARD VIEWS

Every board has two types of views: input and display. Data is entered and updated in the input view and displayed in the display view. Your administrator determines your permissions, and the level of interaction you have with each board.

The most common examples of permissions include: View, Edit, and Delete.

You may be granted any of these permissions. Those permitted to you appear in the **Details** column in the board. This view could contain all the data for a board, or it may contain a subset of data. List views are

very useful during an incident because they allow you to display only data that is immediately necessary, enabling you to focus on the most important data. Clicking the permission opens the next level of the board and allows you to perform a task associated with the permission, such as viewing additional details, editing, or deleting.

1.12.1 BOARD NAVAGATION

The tab for the board that is currently in focus is dark blue.

If you have a board tab in focus and changes are made to another board or item that you have open, the system notifies you by placing the star icon in the tab header and changing the tab's color to light blue. This same star icon appears on the **Home** tab when you receive notifications.

When you have many tabs open, you can quickly move from one to another by using the menu on the right side of the tab bar. Open the menu and select the correct option. That tab comes into focus.

You can also scroll through the open tabs when they expand beyond the visible area by clicking the arrow icons to the left and right of the tabs.

Additionally, to rearrange tabs in a preferred order, simply drag and drop them as appropriate. The order you have chosen for your open tabs is remembered when you change positions or log off and then log back in.

The number of entries that can be seen at any one time varies by board and the data entered. If a board has more entries than can be viewed at the same time, use the scroll bar to navigate through the window. If the board consists of multiple pages, use the arrow buttons located at the bottom of the window to move from page to page.

The double arrows move you to the next or previous page.

The double arrows with lines move you to the first or last page.

1.12.2 BOARD REFRESH

Each time a new entry is posted or an entry is updated, the board refreshes with the new or changed entry appearing at the top of the board, unless other board sorting or filtering is applied. To temporarily suspend the refresh process when scrolling through entries on a board, select the Disable Refresh check box located at the bottom of each board. This can be helpful when working with a board and large amounts of data entered by other system users.

**New data is not posted to the display until the Disable Refresh check box is unchecked.*

1.12.3 SORTING

Sort options allow you to order the entries currently displayed in a board according to a particular parameter. The system default is by the record's last updated date and time, listed in descending order. This means that the latest or most recent record of the event or incident appears at the top of the board and earlier information appears further down the list. Your data sorting only affects your view; it has no effect on the board views of others.

**Not all boards have the click-to-sort feature.*

1.12.4 FILTERING

Your administrator has set up filters appropriate to the views that are available to your position. There are also specific subsets of records, such as filtering by priority, status, or region within a board.

1.12.5 PRINTING

The top right corner of the board list will contain a Print to PDF button, where the user can save as a PDF, or print the information.

1.12.6 ADDING AN ATTACHMENT

Sometimes it is necessary to include files in a board. WebEOC allows you to attach a file to a board entry when adding or updating a record.

Board attachments are maintained when an entry containing an attachment is data linked from one board to another; however, attachments cannot be used with board emails. Only attachments sent using the messages plugin will be sent by email. System emailing must also be configured by the WebEOC administrator.

1. Click the Choose File button next to the Attachment or File Name field.

2. Navigate to the location of the file to be attached, select it, and click Open. This returns you to the New Record window. Click Save.

3. You can view or download board attachments directly from the board display. Board attachments are displayed as links and labeled as Attachment in the board. Click the Attachment link to open the file.

1.13 STANDARD WebEOC BOARDS

Standard boards allow you to track, display, and manage crisis information. The boards you have access to be determined by your WebEOC administrator.

Animal Health Status Board	Information gathered from Kansas Department of Ag, pertaining to Foreign Animal Disease (FAD).
Burn Bans	Provides a quick, visual status report of the counties currently enforcing a burn ban, as inputted by the County Emergency Manager.
Chat Room	Allows users to post questions or topics for all users to see, and comment.
County Activation	Current status of County's EOC, whether watch, partial, or full activation.
Critical Facilities	Identify buildings/locations which have been determined as a critical facility in the event of a disaster, as entered by the County Emergency Manager.
Damage Assessment	The Damage Assessment board allows you to track detailed information on the individual and cumulative dollar loss due to damage to private and public property to assist with federal reimbursements, when applicable.
Deployments	Current deployments based on Mission Requests as assigned by the SEOC Liaison within the State.
EOC Timeline	Provides a quick, visual status report of events inputted during SEOC activations. If used with a computer and projector, key events can be displayed on the wall, notifying staff when meetings and briefings will take place within the SEOC
Field Reported Info	One-way communication as posted by users in the field from the WebEOC Mobi App. Users can also add entries from their internet browser. The Slide Show option is available to display all pictures posted.

File Library	The File Library board allows you to upload, organize, and share documents and files. It also allows you to create private folders that can only be viewed by the position that created the folder.
IAP Builder	Provides access for individuals to build an IAP.
IAP Published	Provides published IAPs. *Incident specific*
IAP Working	IAPs that users have started within WebEOC.
ICS Forms	Fillable ICS Forms
Initial Notification	On call staff for the All-Hazards Notification Line from KDEM and KDHE record notifications made from the All-Hazards Notification telephone line.
KanDrive Roads	A built in board showing the KDOT's reported road conditions.
KI Consumption	KI Consumption approvals and EOC Announcements, pertaining to Wolf Creek.
KI Protective Actions	KI recommendations for State/County, special needs population, and agencies, pertaining to Wolf Creek.
KS Weather Board	Provides a quick overview of National Weather Service (NWS) weather maps, current watches/warning/advisories for Kansas, streaming CNN news, and Fox News links.
Messages	Messages works exactly like any email server. All information sent, and received via Messages are stored and recorded.
Mission Assignment	Current Mission Assignments as assigned by SEOC Logistics.
News Releases	News Releases board allows the PIO to share press releases in WebEOC.
NWS Chat	A built in board showing the login screen to National Weather Service (NWS) Chat.
NWS Weather	Under Menus, NWS Weather expands to list built in boards from the 6 NWS offices that cover Kansas.
Outages	Under Menus, Outages expands to list built in boards from KC Board of Public Utilities, KCPL Outages, and Westar Outages websites.
Phone Bank	Phone Bank board is the perfect place to store common questions being asked by the public, as well as answers to questions.
Points of Distribution (PODs)	Locations of local points of distribution (PODs).

Position Log **County Event Log**	Activity Log allows you to document actions taken by personnel in your position during each shift. It allows users to track event types and details, statuses, contact information, position and name of those reporting, maps of the area, and more.
Radio Calendar	Local requests submitted to the Statewide Interoperability Coordinator and/or KDEM Communications for 800 MHz channels.
Radio Call Signs	Provides a quick reference of 800 MHz Radio, First Responders, and Amateur Radio call signs.
Resource Requests	The Resource Request board allows for resource requests and task assignments to be submitted in the field via mobile device or in the EOC. The received requests can then be routed to the appropriate position, allowing staff to manage all related activity, and updates on the status. During daily operations, the board allows for the management of non-emergency tasks and requests, ***BUT MUST BE FOLLOWED UP WITH A PHONE CALL TO THE KDEM STAFF DUTY OFFICER AT (785) 291-3333.***
Road Closures	The Road Closures board allows you to document and track specific details on road closures to include status, location, damage, and suggested detours.
SEOC Storyboard	The SEOC Storyboard is one location that compiles information gathered during an SEOC activation.
Shelters	The Shelters board allows you to track shelter information and status. The standard list view displays the shelter's name, status, occupancy, and more. It also indicates whether a shelter houses general population, accommodates special needs, or is pet friendly.
Sign in/Out	The Sign In/Out board allows you to track who is currently on shift during an incident or day-to-day operations. The board also tracks hours worked by agency personnel.
Situation Report (SITREP)	The Situation Report board allows users to track published SITREPs and view the published reports. SITREPs (SITuation REPorts) are typically published at least once every 24 hours during an emergency. During normal operations, the SITREP is posted by the KDEM SDO Monday through Friday, unless closed for a holiday.

Spill Database	After a notification has been made to the All-Hazards State Notification line, callers are able to update the Form A within WebEOC. Users will only see spills that have been assigned to their position.
State Event Log	State Event Log is the equivalent of your major event log or incident journal. It is used to track events and activities and logs "who did what when." This view provides real-time chronology of the actions taken during an event, from beginning to end, only showing major or significant log entries to help you maintain situational awareness and a clear operating picture. Entries in this board include: reporting authority, event type, date and time of the entry, location, priority level, and a narrative summarizing event information.
Vehicle Checkpoint Dashboard	Department of Agriculture Checkpoint Information.
Water Utility Information	Provides a quick reference of water utility information, where they are located, and their status.
Wolf Creek Emergency Status	Information gathered for Wolf Creek events; contains emergency classification, meteorological data, and activations of locations, actions completed, protective actions, and declarations.

WEBEOC ON MOBILE DEVICE

To use WebEOC on your mobile device

1. Access your web browser and navigate to the WebEOC URL. WebEOC automatically opens to the WebEOC *Login* window.

2. Enter your username and password. As you enter your password, it appears as a series of dots.

3. Select your position and incident, and then click OK.

4. In the control panel, you can use any board as you normally would.

5. To exit WebEOC, click the Log Off link

WEBEOC MOBI APPLICATION

WebEOC Mobi is a free mobile application that provides one-way communication for users to send information, complete reports and conduct assessments in the field. WebEOC Mobi can work offline (no cell or internet connection) and then can send board updates when connectivity is restored.

WebEOC Mobi captures the following information in a single record to post on WebEOC:

- Title
- Latitude and Longitude (if location services are enabled)
- Date
- Description
- Image
- WebEOC Mobi not only allows you to post a new record, but it also allows updates to previously posted data.

1.14 Activating WebEOC Mobi App

1. Download WebEOC Mobi free app

2. Open app and input the following information:
   URL: http://www.kansaswebeoc.com/
   Organization: eoc7
   Username: firstname.lastname
   Password: your password

Select Test Connection

3. Once your connection has been made, you will have the available Position, Incident, and Poll Time available to select.
   Remember, select the appropriate Incident based on the exercise, event, or activation.

1.15 Posting in the WebEOC Mobi App

Once you've established your login, you'll have the ability to post one-way communication.

1. Click on the pen in the lower right corner.

2. Fill in the appropriate fields (title, address, and description). To add attachments, click Attach Image in the lower left corner. Click Save once complete.

Information shared from the WebEOC Mobi app are visible within the Field Reported Info board.

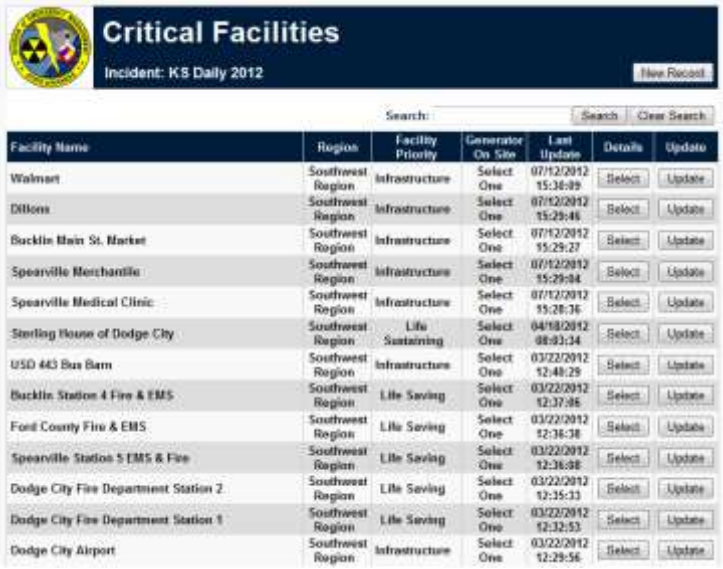
CRITICAL FACILITIES

1.16 INTRODUCTION

The Critical Facilities identify buildings/locations which have been determined as a critical facility in the event of a disaster.

1.17 DIRECTIONS

Step	Action
1	Click on **Critical Facilities** board from the Control Panel.
2	The Critical Facilities board will open in a new window.



Critical Facilities

Incident: KS Daily 2012

New Record

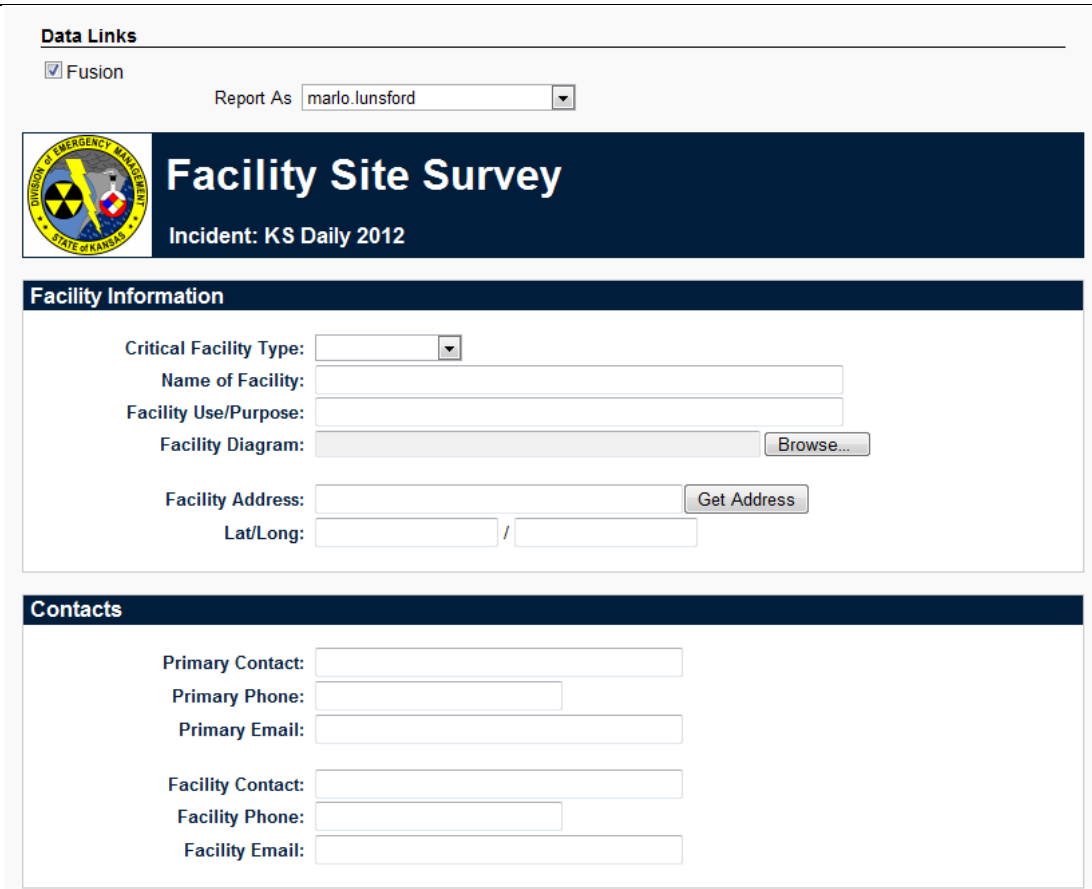
Search: Search Clear Search

Facility Name	Region	Facility Priority	Generator On Site	Last Update	Details	Update
Walmart	Southwest Region	Infrastructure	Select One	07/12/2012 15:30:09	Select	Update
Dillons	Southwest Region	Infrastructure	Select One	07/12/2012 15:29:46	Select	Update
Bucklin Main St. Market	Southwest Region	Infrastructure	Select One	07/12/2012 15:29:27	Select	Update
Spearville Merchantile	Southwest Region	Infrastructure	Select One	07/12/2012 15:29:04	Select	Update
Spearville Medical Clinic	Southwest Region	Infrastructure	Select One	07/12/2012 15:28:36	Select	Update
Sterling House of Dodge City	Southwest Region	Life Sustaining	Select One	04/18/2012 08:03:34	Select	Update
USD 443 Bus Barn	Southwest Region	Infrastructure	Select One	03/22/2012 12:40:29	Select	Update
Bucklin Station 4 Fire & EMS	Southwest Region	Life Saving	Select One	03/22/2012 12:37:06	Select	Update
Ford County Fire & EMS	Southwest Region	Life Saving	Select One	03/22/2012 12:36:38	Select	Update
Spearville Station 5 EMS & Fire	Southwest Region	Life Saving	Select One	03/22/2012 12:36:08	Select	Update
Dodge City Fire Department Station 2	Southwest Region	Life Saving	Select One	03/22/2012 12:35:33	Select	Update
Dodge City Fire Department Station 1	Southwest Region	Life Saving	Select One	03/22/2012 12:32:53	Select	Update
Dodge City Airport	Southwest Region	Infrastructure	Select One	03/22/2012 12:29:56	Select	Update

All critical facilities across the State should be posted here, provided the counties have inputted the information.

1.18 ADDING A CRITICAL FACILITY

Step	Action
1	To Add a new Critical Facility, click on the New Record icon.

<table>
<tr><td></td><td>


If information should be pushed to outside agencies outside of Kansas, make sure the Fusion box is checked.
*Remember to Update all Facilities you input by clicking on the Update icon from the Critical Facilities board.</td></tr>
<tr><td>2</td><td>Click Save to add the entry to the board.</td></tr>
</table>

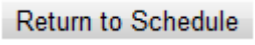
EOC TIMELINE

The EOC Timeline Provides a quick, visual status report of events inputted during SEOC activations. If used with a computer and projector, key events can be displayed on the wall, notifying staff when meetings and briefings will take place. Not all positions will have this board.

1.19 DIRECTIONS

Step	Action
1	Click on **EOC Timeline** board from the Control Panel.

2	To schedule a new event, click on New Schedule icon. A new window will appear. Input the Schedule Name and click Save icon. Example: Wildland Fires Summer 2012 or the name of your event. The User Guide's Schedule Name is: Test.
3	Once your event has been made, you made add key items for the countdown clock. To ADD events, click on Edit Events icon. The scheduled events will be displayed (the sample does not have any yet).
4	Click on New Event icon. Input data and select Save icon.
5	All inputted events will appear on the main event's page. Once events have been completed, select Return to schedule icon.
6	To display all events, click on Run Timeline icon.

7	To scroll events, make sure is selected.
8	For stationary display of events, uncheck .
9	To return to the list of Schedule Names, click on the  icon.

INCIDENT ACTION PLANS (IAPS)

The IAP Builder will provides three options for users: published, template, and working. The Templates and Working are visible in all incidents, but Published IAPs are incident specific.

KS WEATHER BOARD

The KS Weather Board will provides a quick overview of National Weather Service (NWS) weather maps, current watches/warning/advisories for Kansas, streaming CNN news, and Fox News links.

POINTS OF DISTRIBUTION

The Points of Distribution Provides a quick reference of disaster distribution locations.

1.20 DIRECTIONS

Step	Action
1	Click on **Points of Distribution** board from the Control Panel.
2	The Points of Distribution board will open in a new window.

	This page will inform you of any sites currently open during a disaster that would be distributing items. Along the top, you can choose to Filter your selection by region, or Search for a particular item.

RADIO CALL SIGNS

The Radio Call Signs provides a quick reference of 800 MHz Radio call signs.

1.21 DIRECTIONS

Step	Action
1	Click on **Radio Call Signs** board from the Control Panel.
2	The Radio Call Signs will open in a new window.
3	Along the top, you will be able to switch from Amateur Radio, First Responder, or KDEM radio calls.
4	To Add a New Record, select New Record *Make sure you select the appropriate Type (i.e. Amateur Radio, First Responder, or KDEM).
5	Click Save to add the entry to the board.

6	You may Update your information by clicking on the Update icon. *Please only update your information.

ROAD CLOSURES

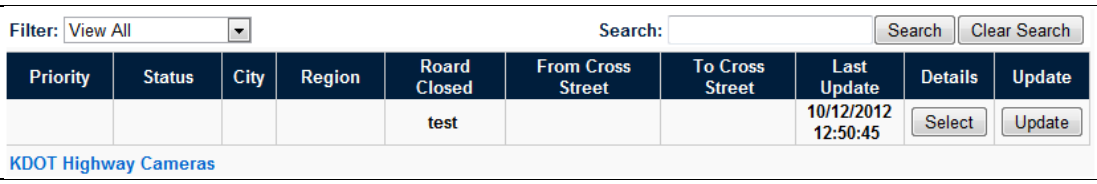
The Road Closures board provides a quick reference of road closures across Kansas.

1.22 DIRECTIONS

Step	Action
1	Click on **Road Closures** board from the Control Panel.
2	The Road Closures board will open in a new window. All road closures across the State should be posted here, provided the counties have either inputted the information or told KDEM to.

1.23 ADDING A ROAD CLOSURE

3	To Add a new Road Closure, click on the New Record icon. *Remember to Update all Road Closures you input by clicking on the Update icon from the Road Closures Board.

	
4	Click Save to add the entry to the board.
5	For a direct link to the Kansas Department of Transportation available camera, click on KDOT Highway Cameras. You will be redirected to KDOTs website.

SHELTERS

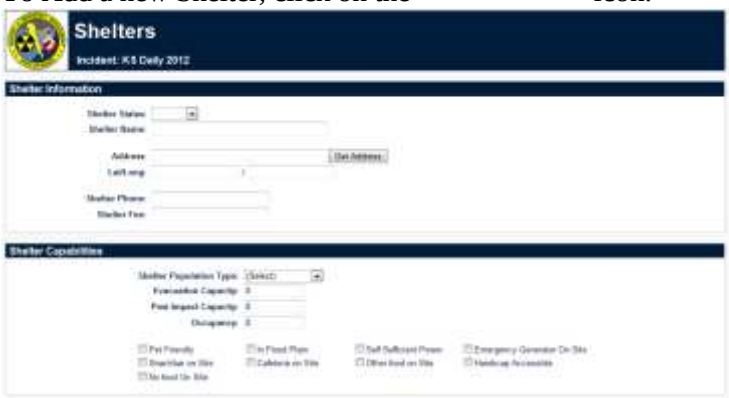
The Shelters board identifies buildings/locations which have meet the sheltering criteria and have been determines safe for occupancy by the State of Kansas.

1.24 DIRECTIONS

Step	Action
1	Click on **Shelters** board from the Control Panel.
2	The Shelters board will open in a new window.

	All Shelters across the State should be posted here, provided the counties have inputted the information.

1.25 ADDING A SHELTER

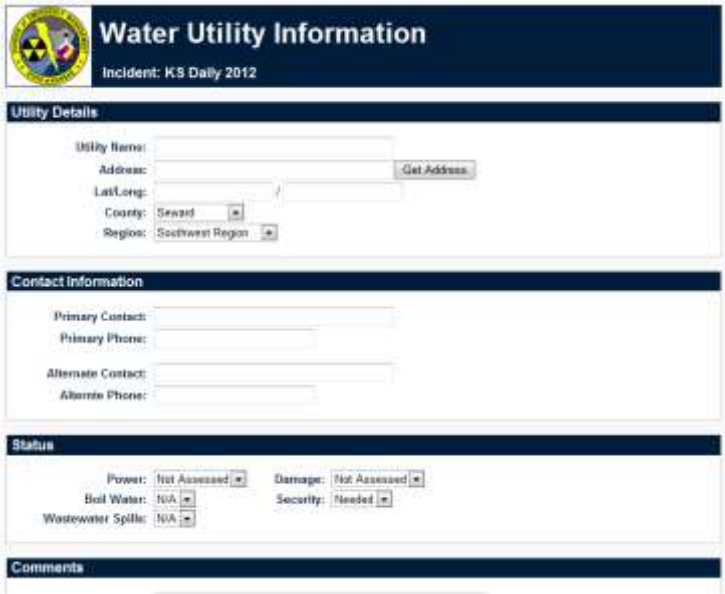
Step	Action
1	To Add a new Shelter, click on the New Record icon.  *Remember to Update all Shelters you input by clicking on the Update icon from the Shelters Board.
2	Click Save to add the entry to the board.

WATER UTILITY INFORMATION

The Water Utility Information board identifies locations that currently have restrictions.

1.26 DIRECTIONS

Step	Action
1	Click on **Water Utility Information** board from the Control Panel.
2	The Water Utility Information board will open in a new window.

	 All Water Utility Information across the State should be posted here, provided the counties have inputted the information.

1.27 ADDING WATER UTILITY INFORMATION

Step	Action
1	To Add new Water Utility Information, click on the New Record icon. *Remember to Update all Water Utilities you input by clicking on the Update icon from the Water Utility information board.

ICS FORMS

The ICS Forms are to be utilized for operations Incident.

MESSAGES

Many crisis information management software (CIMS) packages use email to communicate incident information among responders. In WebEOC, incident information is transmitted via boards. However, WebEOC does have a Messages plugin that allows users to communicate with each other via an internal messaging component unique to WebEOC. When you receive a message, a small pop-up appears in the lower right corner of the page. Messages also appear on the *Home* page for the duration of your session. They disappear, however, if you log off or change positions.

If your organization allows it, users can send messages to any email server, email account (internal or external), and email addressable devices, such as cell phones or pagers. All messages sent or received by the user are seen regardless of the incident the user is logged in to.

1.28 Composing and Sending a Message

1. Click Messages in the Tools section of the control panel menu.
2. On the Messages page, click Compose New Message.
3. On the Compose New Message page, click the tab corresponding to the section that includes the individuals you want to send the message to: Users or Positions.
4. Click the Add link below the tab you selected.
5. In the Add window, select the check box for each applicable user or position. You can switch between Users and Positions by clicking on the tabs.
6. Repeat steps 3-5 for each tab as applicable.
7. In the Priority and Subject section, select the priority of the message.
8. Enter your message in the Body text box.
9. To add an attachment, click Choose File.
   You can add one attachment to a message. To send more than one file, save the items to a zipped file, and attach the compressed file to the message.
10. To send the message as an email, select the Generate Email check box. An Additional Addresses field appears.

For recipients who do not have email address setup in WebEOC, enter the email addresses in the Additional Addresses field.

When an email is sent to more than one person, the recipients only see their name in the To field. The remaining names are Bcc (Blind Carbon Copy). This allows you to keep the other email addresses confidential.

11. Click Send. You are automatically returned to the Messages page.

1.29 Replying to and Forwarding a Message

Replying does not send the original attachment with the reply. You can, however, attach other documents in your reply message.

Forwarding gives you an option to send the original attachment or send a different one.

As the sender, you must have an email address set up in WebEOC. In addition, you do not need to enter email addresses for recipients who have an email set up in WebEOC.

For recipients who do not have email address setup in WebEOC, you can enter one or more email addresses in the Additional Addresses field; this field appears after selecting Generate Email. You can enter an unlimited number of addresses as long as email addresses are separated by a comma.

1. On the Messages page, click the message you want to reply to and/or forward.
2. On the Message Detail page, click the Reply or Forward button.
3. On the Compose New Message page, click the tab corresponding to the section that includes the individuals you want to send the message to: Users or Positions.
4. Click the Add link below the tab you selected.
5. In the Add window, select the check box for each applicable user or position.
6. Repeat steps 3-5 for each tab as applicable.
7. Edit the Subject in the text box, if appropriate.
8. Click the priority.
9. Enter your message above the original message in the Message text box.
10. To add an attachment, click Choose File.
    You can add one attachment to a message. To send more than one file, save the items to a zipped file, and attach the compressed file to the message.
11. To send the message as an email, select the Generate Email check box. An Additional Addresses field appears.
12. For recipients who do not have email address setup in WebEOC, enter the email addresses in the Additional Addresses field.
    The Generate Email is not available if you do not have an email account set up in WebEOC

13. Click Send.

FILE LIBRARY

File Library is used to upload and share documents and files with other users through WebEOC. The file could be a procedure, a situation report, a jpeg file, an image, or other file types. Depending on the permissions granted, users may add, view, and/or delete files from the File Library.

If a user has access to View Files, they can view-only all files in the File List window.

Users who are unable to access the File Library or require edit and/or delete permissions should see the WebEOC administrator to determine their privileges.

1.30 DIRECTIONS

Step	Action
1	Click on **File Library** found in the Control Panel.
2	Select the File you would like to open.