



# WebEOC<sup>®</sup>

## User Guide

*Version 8.1*

County Emergency Managers Edition

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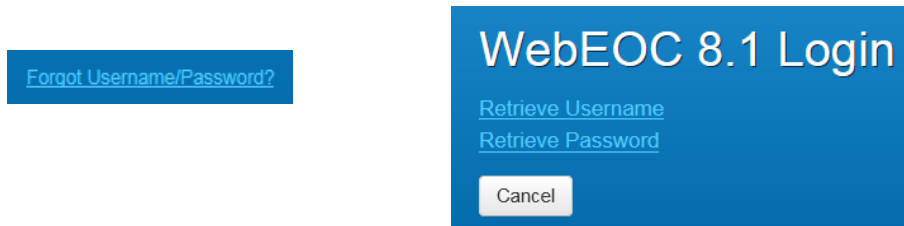
# Getting Started

## WebEOC Home Page

Users log into South Dakota's WebEOC at <http://webeoc.sd.gov>. WebEOC should work in all browsers, but compatibility settings may need to be adjusted on your computer if buttons do not show up. Usernames are 'FirstName LastName'.

The image shows the WebEOC 8.1 Login screen. It has a blue background with a white login box on the left. Inside the box, there are labels for 'Username' and 'Password' next to input fields. Below the input fields is a 'Log In' button. A link 'Forgot Username/Password?' is located below the 'Log In' button. To the right of the login box is a large blue key icon. At the bottom of the screen, it says 'Powered by intermedix' with the intermedix logo, and below that, '© 2016 ESI Acquisition Inc. All rights reserved.'

If you do not recall your username or password, a link to reset a password or retrieve a username is available on the log-in screen. If you enter an incorrect password three times, your WebEOC account will become locked. If it is after hours or you are not able to reach the SDOEM WebEOC Administrator, the system will unlock the account after 30 minutes. To reset a password, click the 'Forgot Username/Password?' link on the log-in screen. You will be taken to a screen to select either retrieving a username or retrieving a password. You will need to enter your email address to receive a link to reset your password. When an account is created in WebEOC, an email address is entered for each user. If your email has changed since your account was created, please contact the SDOEM WebEOC Administrator for assistance.

The image shows the 'Forgot Username/Password?' screen. It has a blue background. At the top, it says 'WebEOC 8.1 Login'. Below that are two links: 'Retrieve Username' and 'Retrieve Password'. At the bottom is a 'Cancel' button.

## WebEOC 8.1 Login

### Retrieve Username

Enter your WebEOC user email address below and click the Continue button. WebEOC will send your user name to your email address.

Email Address

Confirm Address

## WebEOC 8.1 Login

### Retrieve Password

Enter your WebEOC username and email address below and click the Continue button. WebEOC will send you an email with further instructions on resetting your password.

User Name


Email Address

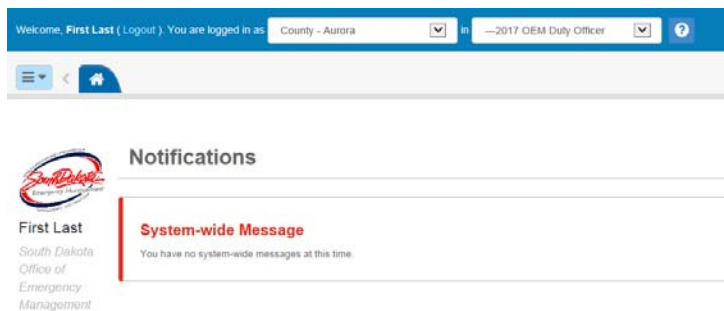
Once you have entered your username and password, you will need to select your position and incident. Most users will only have one position to choose from. Since most information is not shared between incidents, it's very important to select the correct incident. Day-to-day, SDOEM uses the 'OEM Duty Officer' incident. During an SEOC activation, the WebEOC incident will correspond to the activation.

## WebEOC 8.1 Login


Position

Incident

When you log in to WebEOC, or change positions, you are taken directly to the *Home* page. The *Home* page displays agency information, as well as system-wide messages and notifications so that you and other users are immediately informed of critical information. You can return to the *Home* page at any time by clicking the **Home** tab  at the top of the page.



The position and incident you logged in to appear in fields at the top of the page. Clicking the field opens a drop-down menu from which you can choose another position or incident.

Open the User Help at any time by clicking the help icon .

Click the **Logout** link to the right of your username in the header to exit WebEOC.


## Incidents


WebEOC is an incident-based information management system, capable of managing multiple incidents simultaneously, yet separately. This is critical for organizations that function in an oversight or regulatory role responsible for managing and/or tracking multiple incidents, or whose structure may involve multiple operating locations.

Users choose an incident when logging in to WebEOC. Data in some boards is dependent on the incident you are logged in to and permissions granted by SDOEM, while other boards show the same records regardless of the incident.

## Control Panel


The Control Panel is the information hub of WebEOC. It is organized by Boards, Tools, Plugins, and Links. Within each of these sections, the items are listed alphabetically by default.

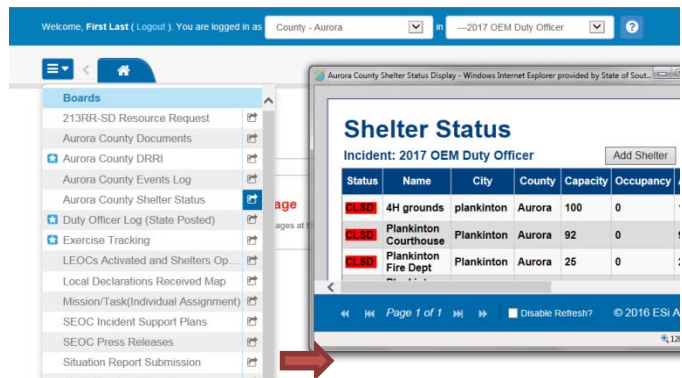
Open the control panel menu by clicking the control panel icon  in the upper left corner of the Home page.

A star icon  preceding a board name alerts users when new data has been posted to that board. Once the status board has been opened, the star disappears until new information has been added or existing information updated.



Clicking the name of a board, tool, or plugin opens it in a new tab within the existing window.

Multiple status boards and/or multiple copies of a status board, plugin, or link can be opened. Clicking the window arrow  to the right of the name opens the board or item in a new window. Clicking the name of a link automatically opens that item in a new window. As boards are opened, tabs will appear next to the home tab. Tabs are explained in more detail under **Board Navigation** on the next page



The screenshot displays the Aurora County Shelter Status Display interface. The sidebar on the left lists various boards, including 'Aurora County Shelter Status'. A red arrow points from this link to the main content area, which shows the 'Shelter Status' for the '2017 OEM Duty Officer' incident. The main content area includes a table with columns for Status, Name, City, County, Capacity, and Occupancy.

Status	Name	City	County	Capacity	Occupancy
2017	4H grounds	plankinton	Aurora	100	0
2017	Plankinton Courthouse	Plankinton	Aurora	92	0
2017	Plankinton Fire Dept	Plankinton	Aurora	25	0




# Boards

Boards are the heart of WebEOC. They are the mechanisms used to manage and share real-time incident information with authorized users.

## Incident Information

In WebEOC, incident information is transmitted and displayed in boards, making the information available to all authorized users simultaneously. Users enter information electronically into boards and forms, allowing everyone logged in to WebEOC to see this information instantly. There is no duplication of data, no loose paper forms, and no shouting from section to section to share information.

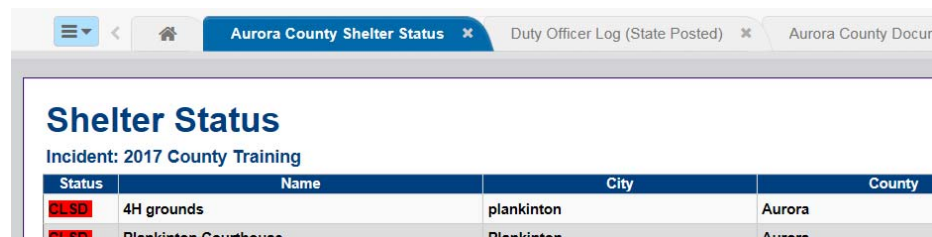
## Board Access


Clicking the window arrow  to the right of a board name opens the board in a new window. Clicking the name of a board automatically opens it in a new tab.



## General Board Features

### Board Navigation

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





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.

## Board Refresh

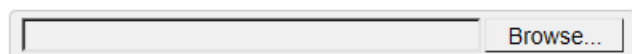
Each time a new entry is posted or an entry is updated, the board refreshes with the new or changed entry appearing at the top of the board, unless other board sorting or filtering is applied. To temporarily suspend the refresh process when scrolling through entries on a board, select the **Disable Refresh** 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.

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

## 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.

Click the **Browse...** button next to the **Attachment** or **File Name** field.



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**. If you accidentally click the wrong area or board, click **Cancel** to return to the previous screen.

## South Dakota WebEOC Boards

Boards allow you to track, display, and manage crisis information. The control panel shows an example of the *Boards* section and how boards can be arranged.

Boards can be either **incident independent** or **incident dependent**. If **incident independent**, the same

data in the board can be seen no matter which incident the user is logged into. If **incident dependent**, the data can be seen only if logged into the same incident as the user who entered it.

Instructional videos have been created showing users how to use several of the more commonly used boards. Links to those videos can be found in the *WebEOC File Library*.

- [Exercise Tracking](#) (incident independent)
- [213RR-SD Resource Request](#) (incident dependent)
- [County DRRI](#) (incident independent)
- [County Events Log](#) (incident dependent)
- [County Plans](#) (incident dependent)
- [County Shelter Status](#) (incident independent)
- [County Submissions](#) (incident independent)
- [Duty Officer Log](#) (incident dependent)
- [LEOCs Activated and Shelters Open Map](#) (incident dependent)
- [Local Declarations Received Map](#) (incident dependent)
- [Mission/Task \(Individual Assignment\)](#) (incident dependent)
- [SEOC Incident Support Plans](#) (incident dependent)
- [SEOC Press Releases](#) (incident dependent)
- [Situation Report Submission](#) (incident dependent)
- [State Significant Events](#) (incident dependent)
- [Statewide Shelter Status](#) (incident independent)

Boards
2016-17 Exercise Tracking
2017-18 Exercise Tracking
213RR-SD Resource Request
Aurora County DRRI
Aurora County Events Log
Aurora County Plans
Aurora County Shelter Status
Aurora County Submissions
Duty Officer Log (State Posted)
LEOCs Activated and Shelters Op...
Local Declarations Received Map
Mission/Task(Individual Assignment)
SEOC Incident Support Plans
SEOC Press Releases
Situation Report Submission
State Significant Events
Statewide Shelter Status

## Exercise Tracking

The SDOEM Exercise Coordinator enters information when notified of exercises scheduled in the state. This provides counties the knowledge to collaborate with neighboring jurisdictions that have scheduled and are planning an exercise.

Exercise Date	Lead County	Exercise Type	Scenario Type	View
---------------	-------------	---------------	---------------	------

## 213RR-SD Resource Request

Any authorized user or county emergency manager can initiate a resource request. The SEOC Point of Contact (POC) or SDOEM Duty Officer need to verify the resource request before the Operations Section Chief can approve the request.

To enter a resource request make sure you are logged into the correct incident before opening the *213RR-SD Resource Request* board.

1. Day-to-day, use the Duty Officer incident.
2. Use the Training incident to practice.
3. If the SEOC is open, use the incident corresponding to the activation.

Click **New Resource Request** in the upper right-hand corner. A blank form will open. All fields are required.



R e q u e s t i o n  S E O C  P o i n t  o f  C o n t a c t	1. Requesting County, Tribe, or Agency:		<b>Resource Request Form (ICS 213RR-SD)</b>	
	2. Requestor Contact Name:			
	3. Requestor Contact Phone Number:			
	4. Requestor Fax Number or Email Address:			
	5. Request Initiated Date/Time: 5/23/2016 16:35:14			
	6. Incident Name: 2016 March WebEOC Drill		7. SEOC Point of Contact Name or SDOEM Region Number:	
	8. SEOC Fax Number: 605-773-2190		10. Time Given to OSC: 16:35:14	
	9. Requestor has verified that the resource requested is not available locally (by rent or by purchase) or by mutual aid: <input type="checkbox"/>			
	<b>11. ORDER Note: ONLY ONE RESOURCE PER FORM</b>			
	a. Quantity 0	b. Kind/Type	c. Detailed item description (include vital characteristics and purpose/use. BE DESCRIPTIVE)	d. Purpose/use of requested resource. BE DESCRIPTIVE
	e. Requested Reporting			
Delivery Location BE SPECIFIC		Priority (Select) ▼	Date/Time 5/23/2016 16:35:14	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>				

1. Ensure the requesting county is entered. If the request is for a local jurisdiction within a county, also include that name.
2. Enter the name of the person the Duty Officer / SEOC Resource Unit will be working with to fill the resource request. This person should be the EM or local EOC designee to handle resources.
3. Enter a phone number for local point of contact.
4. Enter a fax number or email address for the local point of contact.
5. WebEOC will autofill the time the request is initiated.
6. WebEOC will autofill the incident name.
7. Day-to-day, enter the SDOEM region number.
8. Day-to-day, enter 605.773.3580.
9. Check to verify the resource is not available locally (by rent or purchase) or by mutual aid.
10. WebEOC will autofill the time.
11. Only one resource is allowed per request.

- Enter a whole numerical value (not a range).
- Enter the kind of resource you are requesting.
- Enter a detailed description of the resource. The information entered must be clear and concise to properly fulfill in a timely fashion and save time from having to call with extra questions.
- Enter the purpose of the resource.
- Enter the location the resource should be delivered to. Choose the priority from the drop-down box. WebEOC will auto-populate the date/time depending upon the priority.

12. Click **Save**.

The user is able to view the process of the request by monitoring the *213RR-SD Resource Request* board. If you do not see the request, make sure **My Assignments** is not bold.

The screenshot displays the WebEOC interface for managing resource requests. At the top, there are two identical navigation panels. Each panel contains a 'New Resource Request' button, a 'My Assignments' button (highlighted with a red circle), a 'My Requests' button, and a 'View All' button. Below these buttons is a 'Status Filter' dropdown menu set to 'Show All'. The main content area is titled 'Resource Requests & Task Assignments' and includes a sub-header 'Incident: Resource Request Test'. It features a search bar with 'Search' and 'Clear Search' buttons, and another 'Status Filter' dropdown. Below the search bar is a table with the following columns: 'Resource Request #', 'Details', 'Originator', 'Assigned to', 'Priority', 'Time Due', 'Status', 'Details', and 'Update'. A red callout box points to the 'Assigned to' column, which shows 'State OPS - POC' in a yellow box.

The **Assigned to** column will let you know the position who is currently working on the request. You can also click **Select** under **Details** to view the entire resource request as well as having a **Get PDF** button so the form can be printed and signed by the requesting jurisdiction.

When a county submits a resource request, an email notification is sent to the Duty Officer inbox.

Counties should still call the Duty Officer during a day-to-day incident or their assigned SEOC Point of Contact if the SEOC is activated to ensure the request has been received. The status of the request will be **Pending Approval**. A county is able to make edits while the status is still **Pending Approval**.

## County DRRI (Disaster Response / Recovery Inventory)

The *County DRRI* board provides a way for counties to maintain a list of contacts and pre-identified locations that could be used when responding to and facilitating recovery from a disaster.

County DRRI (Disaster Response / Recovery Inventory)						Add New Team
County	Municipality	Emergency Manager	Last Update	Edit Inventory	Print Inventory	

To enter a new team, click **Add New Team**. The comprehensive form collects general contacts and then contacts and locations for mass sheltering, pet sheltering, volunteer reception, donations warehouse, and a multi-agency recovery center.

New Record

Save

Cancel

Disaster Response / Recovery Inventory

County: ...Please Choose...

Municipality:

EM Name:

Last Update Date:

Contact Person:

Contact Number 1:

Contact Number 2:

Alternate:

Mass Sheltering

Location:

Red Cross Contact:

Backup:

Contact Number:

Contact Number:

## County Events Log

The *County Events Log* allows a county emergency manager a location to enter local response activities. After opening the board, click **+ Add Record** to enter a new incident. The entries can only be seen by the county entering them, unless they click **Route to State Controller Review**. Once approved by the state, the record will be added to the *State Significant Events* board.

New Record

Save

Cancel

Retrieve Record

Data Links

☐ Route to State Controller Review

Originator

County - Aurora

Originated by

First Last

Date/Time

01/30/2017 10:26:57

Event Type

Description

Priority

File Attachment

Browse...

Label

Address

Lat/Lon

## County Plans

The *County Plans* board allows a county the ability to upload, edit, and delete any county plans. Once the board is opened, click **Upload New Document** and complete all the fields before saving. If a county is not selected in the dropdown box, the record will not show up on the list view of the board. To view a document already uploaded, click on the icon under the **Document** column. Each county also has the ability to edit and delete their own documents by using the **Edit** and **Delete** buttons for each record.

### Document



### Edit Record

[Edit](#)

### Delete Record

[Delete](#)

County Plans

2017 County Training

+ Upload New Document

Search

County	Description	Uploaded By	Document	Date/Time Uploaded	Edit Record	Delete Record
--------	-------------	-------------	----------	--------------------	-------------	---------------

County Plan

Name of Plan

Upload Document

Browse...

County

...Please Choose...

Person Uploading

Cancel

Save



## County Shelter Status

The *County Shelter Status* board allows a county to add a new shelter and edit shelters already entered. Use **Add Shelter** to enter a new shelter, complete all fields, and **Save** the record. Use the **Update** button on the list of shelters to modify any information for a current shelter.

Add Shelter	
Details	Update
View	Update
View	Update

### Location

Status:	(Select) ▼
Name:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/>
County:	...Please Choose... ▼

### Shelter Information

Max Capacity:	<input type="text" value="0"/>	
Occupancy:	<input type="text" value="0"/>	
Availability:	<input type="text" value="0"/>	
Meals Served:	<input type="text" value="0"/>	
Special Needs:	<input type="checkbox"/>	
Pet Friendly:	<input type="checkbox"/>	
Emergency Powered Generator	<input type="checkbox"/>	Notes: <input type="text"/>
Hookup Available	<input type="checkbox"/>	
Kitchen/Feeding Capacity	<input type="text"/>	
Prepackaged Food on Hand	<input type="checkbox"/>	Notes: <input type="text"/>
Blankets/Cots on Hand	<input type="checkbox"/>	Notes: <input type="text"/>
Shelter is Located In/Near	<input type="text"/>	
Prepackaged Supplies on Hand	<input type="checkbox"/>	Notes: <input type="text"/>
Medical Supplies on Hand	<input type="checkbox"/>	Notes: <input type="text"/>
Communications or Capability to Install	<input type="checkbox"/>	

### Contact Information

Point of Contact:	<input type="text"/>
Point of Contact Phone:	<input type="text"/>
Shelter Phone:	<input type="text"/>

### Comments

Comments:	<input type="text"/>
Date Entered:	<input type="text" value="02/22/2017 16:01:26"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

## County Submissions

County emergency managers have the ability to upload documents, i.e. SLA quarterly documentation, LEOP no change forms, or any other documentation that would normally be emailed to an SDOEM Regional Coordinator. Once the board is opened, click **Upload New Document** and complete all the fields before saving. If a county is not selected in the dropdown box, the record will not show up on the list view of the board. To view a document already uploaded, click on the file icon under the **Document** column.



## County Submissions

2017 County Training

[+ Upload New Document](#)

<input type="text"/> <input type="button" value="Q"/> <input type="button" value="Search"/>				
County ▾	Description	Uploaded By ▾	Document	Date/Time Uploaded

County Submissions

Description of Document

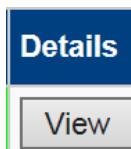
Document

County  ▾

Name of Person Uploading Document

## Duty Officer Log

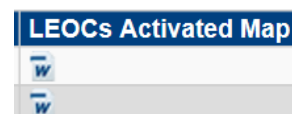
Users have the ability to view reports from incidents that have been reported to the SDOEM Duty Officer. Users must be logged into the current year's **OEM Duty Officer** incident to view the reports and click **View** under the **Details** column to open a record.



Welcome, **First Last** ( Logout ). You are logged in as  ▾ in  ▾

## LEOCs Activated and Shelters Open Map

Maps that show local EOCs activated and shelter open during an incident are uploaded to the *LEOCs Activated and Shelters Open Map* board. Users have view only permissions. To open a document, click the file icon under **LEOCs Activated Map** column.



## Local Declarations Received Map

Maps that show local declarations received by the SEOC during an incident are uploaded to the *Local Declarations Received Map* board. Users have view only permissions. To open a document, click on the file icon under **Local Declarations Received Map** column.

## Mission/Task (Individual Assignment)

Phone messages and other tasks in the SEOC are entered into the *Mission/Task* board. A user will only see tasks assigned to the position they are logged in as. It is the responsibility of the user assigned a task to update the status, enter notes of what was completed, and enter the date and time the task was completed. This board should be monitored for any new messages.

Mission/Task Individual Assignment								
Request No.	Originator Date/Time	Task/Notes	Assigned To Date/Time	Time Due/Completed	Status	Attachments	Update	

## SEOC Incident Support Plans

Incident Support Plans created during an SEOC activation are uploaded into the *SEOC Incident Support Plans* board. To open a document, click on the file icon under the **ISP** column.



## SEOC Press Releases

Press releases created during an SEOC activation are uploaded into the *SEOC Press Releases* board. To open a document, click on the file icon under the **Press Release** column.



## Situation Report Submission

Click  [Enter New SitRep](#) to open the dialog box to enter information directly into the board or to upload a Local Situation Report. Once entered, users only have the ability to view what's been entered.

To submit an updated situation report, use the  [Enter New SitRep](#).





### Situation Reports

Training

 [Enter New SitRep](#)

Date	Time	County	Agency	Prepared By	View
------	------	--------	--------	-------------	------

All fields with an '\*' are required, whether a user uploads a document or enters the data directly into the board. Once all information is entered, scroll to the bottom and select **Submit**.  

## Statewide Situation Report

Situation Report (\*Required Fields)
\*Prepared By:

\*Date:

\*Time of Report:

\*Incident Name:

\*Agency/Organization:

Upload Completed SitRep Document:

Only enter new or updated information. When finished, click the "Submit" button at the bottom of the form.

**Common Operating Picture Summary by Incident Priority**

County/Tribe	Incident Type (flooding, high winds, etc)	Number of Personnel Assigned to Incident	Number of People Evacuated	Number Missing	Number Fatalities	Number Injured	Trapped/In Need of Rescue	Number in Temp Shelters
<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">...Please Choose...</div> <div style="border: 1px solid #ccc; width: 100px; height: 20px;"></div> </div>	<div style="border: 1px solid #ccc; width: 100px; height: 20px;"></div>	<div style="border: 1px solid #ccc; width: 100px; height: 20px;"></div>	<div style="border: 1px solid #ccc; width: 100px; height: 20px;"></div>	<div style="border: 1px solid #ccc; width: 100px; height: 20px;"></div>	<div style="border: 1px solid #ccc; width: 100px; height: 20px;"></div>	<div style="border: 1px solid #ccc; width: 100px; height: 20px;"></div>	<div style="border: 1px solid #ccc; width: 100px; height: 20px;"></div>	<div style="border: 1px solid #ccc; width: 100px; height: 20px;"></div>

## State Significant Events

The *State Significant Events* board is a major event log. It provides real-time chronology of the actions taken during an event. If local events are submitted to the state and meet the threshold to share during a statewide response, the information can be found in the *State Significant Events* board. SEOC staff will enter information shown in the board.

Training	
Significant Events	
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <b>389</b> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> <span>9/10/2010 15:27:26</span> <span>EOC Forecast Test</span> </div> <div style="height: 100px; background-color: black; margin-top: 10px;"></div> </div> <div style="display: flex; align-items: center; margin-top: 10px;"> <div style="border: 1px solid #ccc; padding: 2px 5px; font-size: small;">Training</div> </div>	

## Statewide Shelter Status

Users have the ability to view the status of shelters statewide during an incident by using the *Statewide Shelter Status* board. Any open shelters will be shown at the top of the list. The see additional information about a shelter, click the **View** button for the record. Only authorized users have the ability to edit information in this board. For most users, this is a view only board.

### Shelter Status

Incident: 2017 OEM Duty Officer


Status	Name	City	County	Capacity	Occupancy	Availability	Meals Served	Last Update	Details
<span style="background-color: red; color: white; padding: 2px;">CLSD</span>	4H grounds	plankinton	Aurora	100	0	100	0	01/17/2017 12:03:33	<a href="#">View</a>
<span style="background-color: red; color: white; padding: 2px;">CLSD</span>	Plankinton Courthouse	Plankinton	Aurora	92	0	92	0	01/10/2017 14:06:49	<a href="#">View</a>
<span style="background-color: red; color: white; padding: 2px;">CLSD</span>	Plankinton Fire Dept	Plankinton	Aurora	25	0	25	0	01/17/2017 12:04:47	<a href="#">View</a>
<span style="background-color: red; color: white; padding: 2px;">CLSD</span>	Plankinton School	Plankinton	Aurora	100	0	100	0	01/17/2017 12:04:06	<a href="#">View</a>

# Tools and Plugins

This section describes how to use system plugins included with WebEOC, such as the File Library and Messages.

## File Library

The *File Library* plugin allows WebEOC users to upload and share documents and files with other users through WebEOC. Examples include Standard Operating Procedures, Situation Reports, ICS forms, templates, newsletters, etc. File types can include documents, spreadsheets, PDFs, images, etc. Depending on the permissions granted, users can view and add files, and/or delete files from the library.

Tools	
Messages	
Plugins	
File Library	

If you are unable to access the *File Library* or need to have edit and/or delete permissions, check with the OEM WebEOC administrator.







## Viewing a File

### To view a file in the File Library

1. On the *File List* page, click the view icon  for the file you want to open.

### File List: \*\*Training / User Guide\*\*

[« Back to Folder List](#)

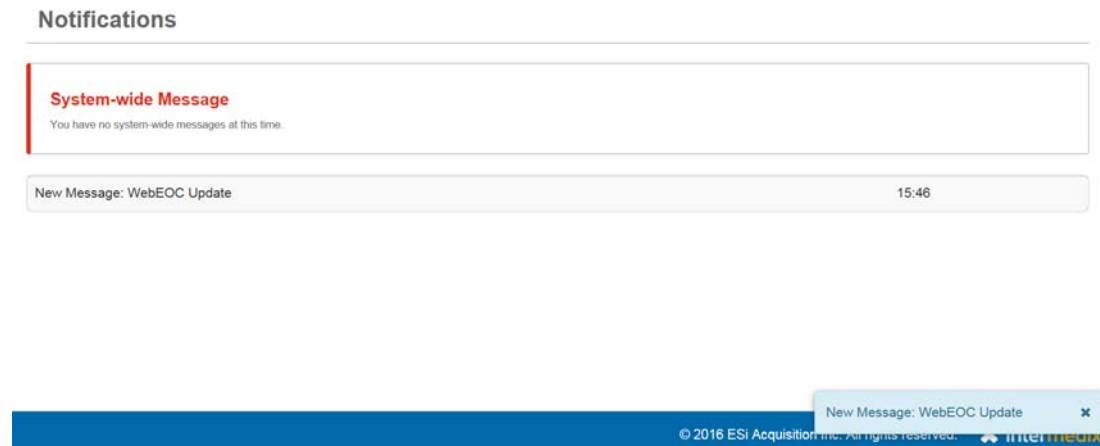
Files		
1 - 5 of 5		
Filter...  Filter Clear		
Name ^	Description ^	View
<a href="#">213RR-SD Resource Request.pdf</a>	How the 213RR-SD Resource Request board works	
<a href="#">QRG to WebEOC 8.pdf</a>	Quick Reference Guide for WebEOC 8	
<a href="#">Situation Report Review.pdf</a>	How to review a Situation Report that has been submitted in WebEOC	
<a href="#">Situation Report Submission.pdf</a>	How to submit a Situation Report in WebEOC	
<a href="#">URL List.docx</a>	Location of South Dakota specific WebEOC training videos on YouTube	

2. In the *File Download* window, click **Open**. The file opens as a read-only document.
3. If the document is a template, users can save it to their computer and make edits.

## Messages

WebEOC has 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.



All messages sent or received by the user are seen regardless of the incident the user is logged in to.

## 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**, **Positions**, or **Groups**.

# Compose New Message

To:

Users

Positions

Groups

+ Add User

**Tip:** The option to add users, positions, and groups is controlled by your administrator. Therefore, you may be restricted to adding users only, positions only, groups only, or any combination thereof.

- Click the **Add** link below the tab you selected.
- In the *Add* window, select the check box for each applicable user, position, or group.

## Add Position

100 entries Filter...

<input type="checkbox"/>	Name ^
<input type="checkbox"/>	(Select)
<input type="checkbox"/>	*Administrators
<input type="checkbox"/>	Agency Rep Federal
<input type="checkbox"/>	Archive
<input type="checkbox"/>	Black Hills VA Healthcare System EM
<input type="checkbox"/>	Cheyenne River Sioux Tribe
<input type="checkbox"/>	County - Aurora

**Note:** To search for a specific user, position, or group, enter search terms in the **Filter** field.

**Tip:** To select all options for the window, select the check box to the left of the **Name** heading.

- Repeat steps 3-5 for each tab as applicable.

**Tip:** You can select as many recipients as applicable and permissible by your administrator.

**Note:** If you select to send the message to a specific user who also happens to be a member of a position or group you selected, the individual only receives one message.

- In the *Priority and Subject* section, select the priority of the message.

**Tip:** A **High** priority appears as red, **Normal** as black, and **Low** as green.

8. Enter the subject.
9. Enter your message in the **Body** text box.
10. To add an attachment, click **Choose File**.

**Note:** 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.

**Note:** 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.

13. Click **Send**. You are automatically returned to the *Messages* page.

## 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.

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.

### To reply to or forward a message

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. Use the instructions above to compose a new message


## Deleting Messages

Deleting a message moves the message from your **Inbox** to your **Deleted Items** box. Messages cannot be deleted from the *Sent Items* or *Deleted Items* pages.




You can still view, reply, forward, and print deleted messages.

### To delete a message from the Inbox

1. Click the trash can icon  next to the message.
2. In the confirmation window, click **OK**. The message is moved to the **Deleted Items** tab.

## Printing a Message

### To print a message

1. On the *Messages* page, click the tab containing the message you want to print.
2. Click the message you want to print. The *Message Detail* page opens.
3. Click , then **Print**.
4. In the *Print* window, choose the printer you want to use. You are automatically returned to the *Message Detail* page.

# Links

The Links feature allows you to access a system, a website, or a particular file. The items listed in the *Links* section on the control panel open in a new window. A limitless number of links can be added.

Contact the OEM WebEOC administrator to request any additional links you need.

To access a link, click the link name in the *Links* section of the control panel menu.

Links
County EM Records Retention an...
FEMA ICS Resource Center
ICS Forms (FIREScope)
NOAA National Weather Service
SD Comprehensive Resource Ma...
SD OEM Website
SD Wildland Fire Suppression
SD-DOT Road Conditions
SDHAN
SDREA Power Outage Map

The website opens in a new window.

# Mobile Device Support

WebEOC allows users to access and use the application from mobile devices as easily as from personal computers.

## Supported Operating Systems

WebEOC is compatible with the following mobile devices.


- Android devices (latest version)
- Apple iPhone (latest OS version)
- Apple iPad (latest OS version)
- BlackBerry OS v6 and later

## Accessing WebEOC on a 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 Help

Click the WebEOC help icon  at the top of the page to access the User Help.