



5/30/2019

WebEOC Initial/Refresher - Classroom and Online Training



Home of 7 ATC - - Strong Europe Readiness



GRAFENWOEHR



HOHENFELS



VILSECK



GARMISCH & OBERAMMERGAU



5TH COMMUNITY



Installation Management Command integrates and delivers base support to enable readiness for a globally-responsive Army

Version 8.6



Tom Janis
EMERGENCY MANAGER



WebEOC 8.6



The best way to use this tutorial is to have WebEOC open in an internet browser and this tutorial open at the same time, minimizing and maximizing each program as necessary. The first two sections “Opening a new WebEOC Account” and “Logging into an existing WebEOC account” will give direction on opening WebEOC.

WebEOC account is provided for emergency response personnel; critical asset and/or mission owners; unit emergency management and antiterrorism coordinators; and crisis action team (CAT) and emergency operations center (EOC) emergency support functional staff.

Please refer to ANNEX A (IMCOM-Europe MACS Definitions, Roles and Responsibilities) to OPERATIONS ORDER 19-024 (IMCOM-Europe Garrison IMS) (U) for amplifying guidance and criteria of roles.

USAG Bavaria S-3/5 Operations and/or Emergency Manager also provides-

- On-Site Training
- Board Enhancement based on Lessons Learned
- WebEOC Support Before, During, and After Incidents / Events
- Exercise Support

USAG Bavaria
S-3/5/7 Emergency Management
Grafenwöhr, Germany

Contents

Opening a new Account in WebEOC	1
Logging into an existing WebEOC Account	6
WebEOC Basics	11
Position Log.....	14
Significant Events Board.....	16
Local Mission/Task/RFI Requests.....	17
Email and Messaging.....	20
Messaging	20
Links	22
USAG Bavaria WebEOC Examination	1

Opening a new Account in WebEOC

1. Contact a S3/5 staff member or the garrison Emergency Manager for a new account (user name and password) to gain access to USAG Bavaria's WebEOC.
2. Training prerequisites. You must complete the below listed FEMA courses to gain a WebEOC account. All FEMA Independent Study (IS) Courses can be found at: <https://training.fema.gov/is/crslist.aspx?all=true>
 - - IS100 - Introduction to Incident Command System, ICS-100
 - - IS200 - ICS for Single Resources and Initial Incidents
 - - IS700 - NIMS, An Introduction
 - Recommended:
 - - IS2900 - National Disaster Recovery Framework (NDRF) Overview

These courses are computer-based training, easy to accomplish, and will give you the basic knowledge on ICS and the National Incident Management System.

3. You must be designated by your unit commander / director / manager on appointment orders, through the garrison S3/5, as an authorized EOC or CAT representative, or Antiterrorism and/or EM Coordinator.

Email request along with FEMA certificates or transcripts and **appointment orders** for the emergency response function that you will provide:

Operations (OPS): usarmy.bavaria.id-europe.list.s-3-ops@mail.mil

Emergency Manager: usarmy.bavaria.id-europe.list.emergency-management@mail.mil

4. Prior to logging in to WebEOC for the first time, please ensure you have Google Chrome installed on your computer.
5. If you do not already have Google Chrome, you should be able to click on the 119 tab at the bottom of your computer task bar (right corner of the screen).
 - Then select "Click Here for Available Software".
 - From the Software Center window, select Google Chrome application. You do not need administrator rights to install these applications.
 - If you encounter problems, contact 119.
6. Please use the Chrome browser and copy this link and open it in a new browser window:

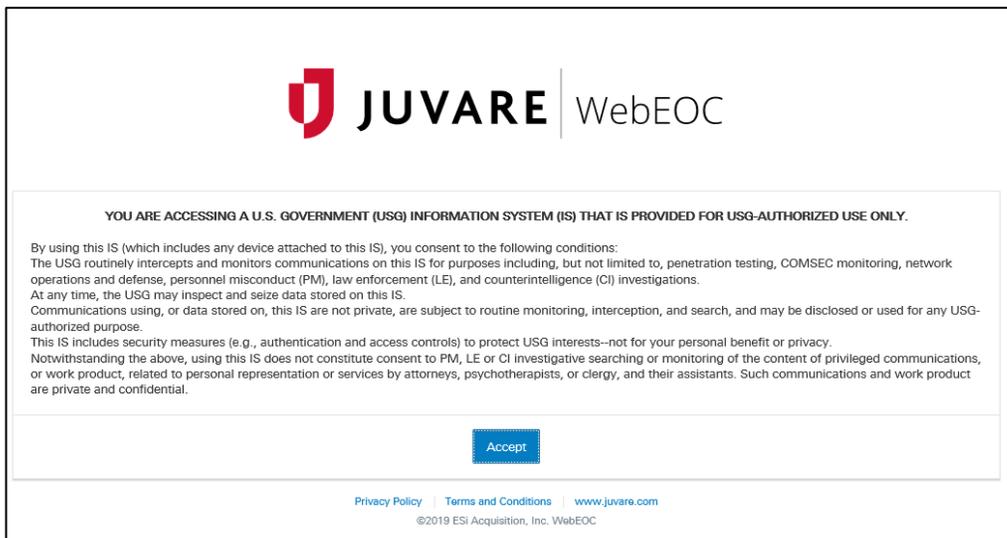
- <https://eoc-bavaria.eur.army.mil/eoc7/default.aspx>

7. Bookmark the link once opened and follow the directions in the attached guide. Note: you must allow Pop-Ups within the browser that you use. Chrome is the recommended browser; Firefox also works well. Microsoft Edge and IE are the least compatible browsers and are not recommended for WebEOC.

When prompted to select a Certificate, use your DOD EMAIL CA-XX. Enter CAC PIN as needed.



8. The WebEOC 8.6 Login screen will appear next. Read the warning statement and select ACCEPT at the bottom.



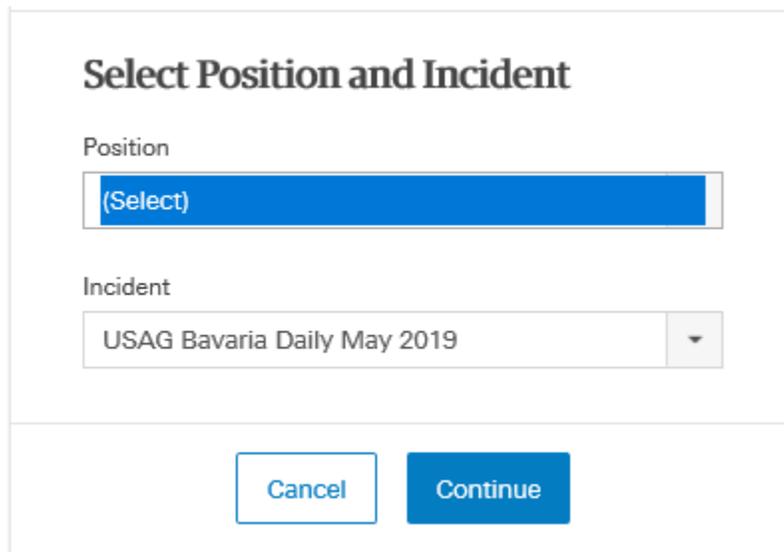
9. For initial logins (after receiving a new account), you may need to enter your login credentials. Your user name, **by default**, is your DOD enterprise email address, with modification.
Example: **john.m.doe** (Everything including numbers before the .MIL, .CTR, .LN or

.CIV@mail.mil)

10. Your password will be provided when you request the WebEOC account. You may need to change the temporary password when you login the first time.

Please note: Once you login the first time with your CAC, you will no longer need to enter your User ID and password. Your account will be CAC login enabled.

11. The following screen will open. Select your **role** from the drop-down menu (some people have multiple roles) and select the appropriate **Incident**. Then select CONTINUE.



The screenshot shows a web form titled "Select Position and Incident". It contains two main sections: "Position" and "Incident". The "Position" section has a blue dropdown menu with the text "(Select)". The "Incident" section has a text input field containing "USAG Bavaria Daily May 2019" and a small downward arrow icon on the right. At the bottom of the form, there are two buttons: "Cancel" (a white button with a blue border) and "Continue" (a solid blue button).

12. Click CONTINUE and the following screen will be displayed:

Additional Login Information

Name *

Location *

Phone Number *

Email *

Comments

You must complete all fields on this screen with the red asterisk! Use the comments field to include a cell phone, if issued.

13. The following example is the main operating screen you will be using in WebEOC. All of the functions of the WebEOC program will originate from this page.

The control panel is now available from the menu icon  in the upper left corner of the *Home* page.



14. Select your name (account holder) from the ribbon. After your initial login, please scroll down on the pop-up window and provide-

- Location
- Department
- Organization
- Comments- your emergency response role (i.e. CAT, EOC, ATO, EM Coordinator)

Additional Information

Real Name:

Location:

Office Phone: Default

Mobile Phone: Default

Department:

Organization:

Supervisor:

Attachment: No file chosen

Comments:

[Click here to return to Contents page](#)

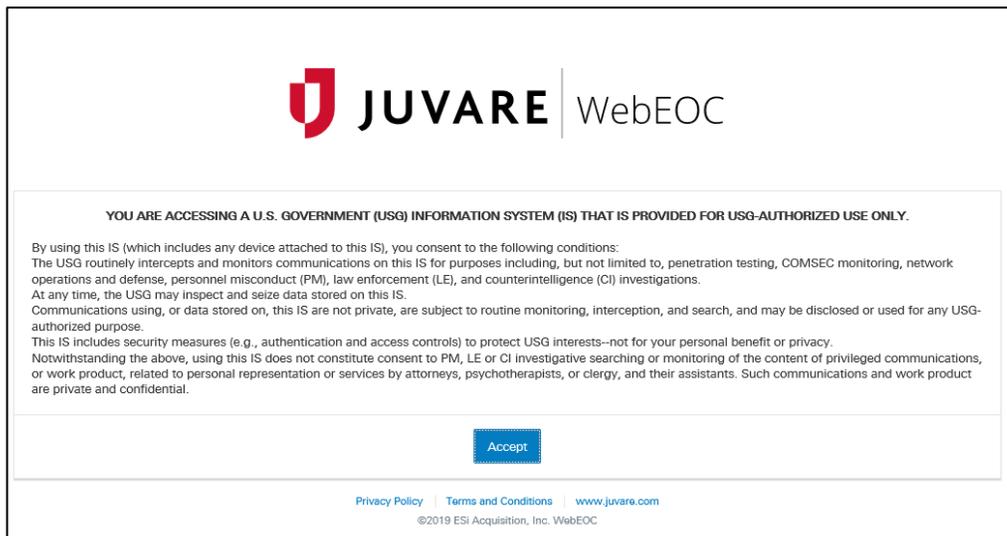
Logging into an existing WebEOC Account

1. Copy this link and open in a new browser window:
<https://eoc-bavaria.eur.army.mil/eoc7/default.aspx>.

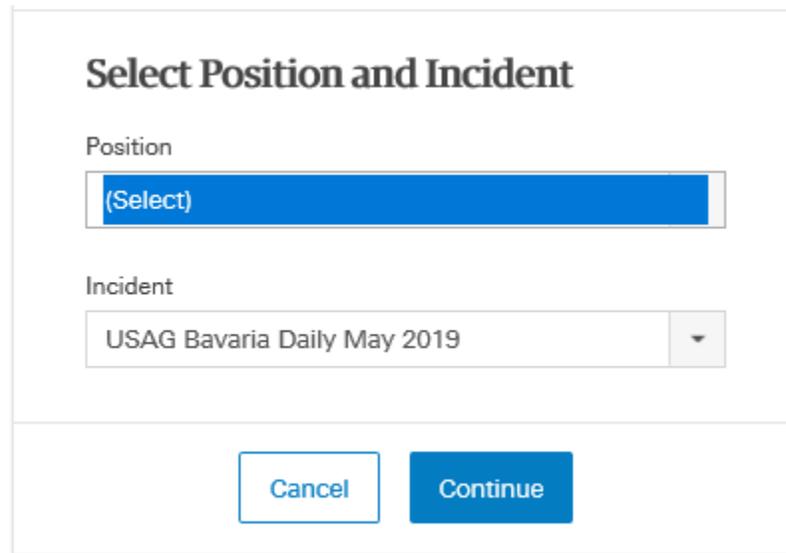
When prompted to select a Certificate, use your DOD EMAIL CA-XX.
Enter CAC PIN as needed.



2. The WebEOC 8.6 Login screen will appear next. Read the warning statement and select ACCEPT at the bottom.



3. The following screen will open. Select your **role** from the drop-down menu (some people have multiple roles) and select the appropriate **Incident**.



The screenshot shows a web form titled "Select Position and Incident". It contains two main sections: "Position" and "Incident". The "Position" section has a blue dropdown menu currently displaying "(Select)". The "Incident" section has a dropdown menu displaying "USAG Bavaria Daily May 2019". At the bottom of the form are two buttons: "Cancel" (a white button with a blue border) and "Continue" (a solid blue button).

For the purposes of this tutorial the incident is: **Garrison WebEOC Training**

4. Click CONTINUE and the following screen will be displayed:

Additional Login Information

Name *

Location *

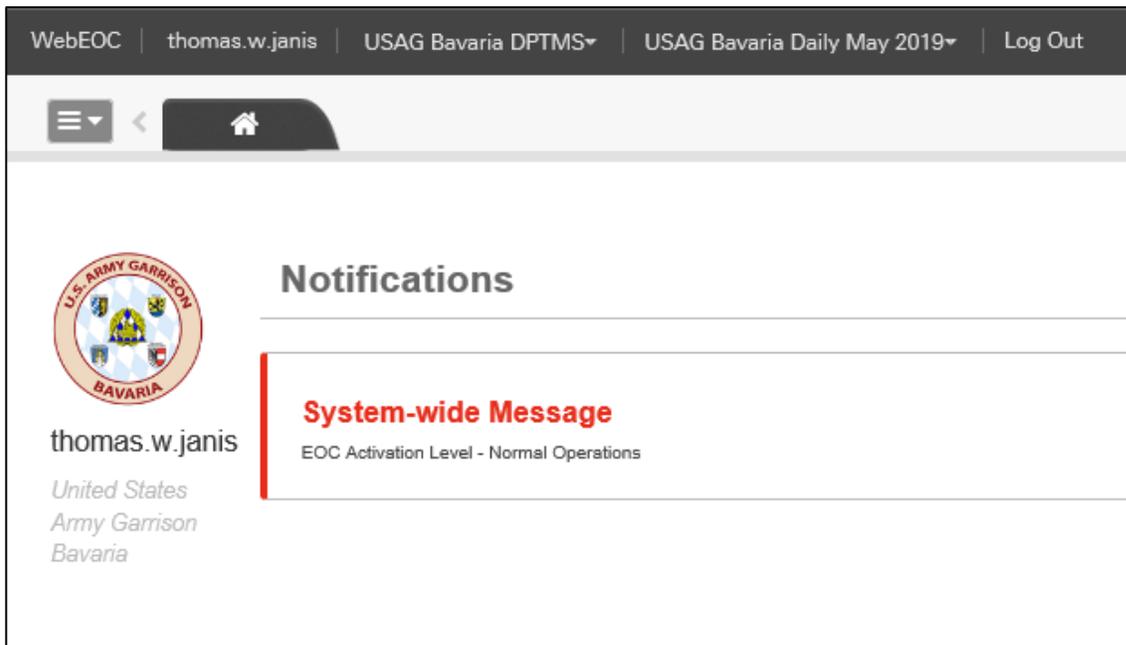
Phone Number *

Email *

Comments

You must complete all fields on this screen with the red asterisk! Use the comments field to include a cell phone, if issued.

5. A menu similar to the one below will display:

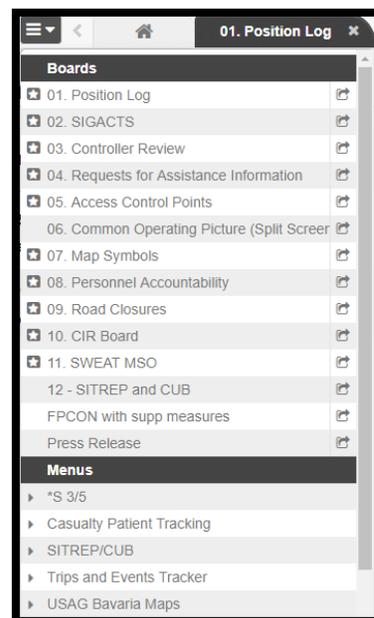


6. This is the main screen you will be using and it will provide a link to all the boards that you will need in WebEOC.

7. The control panel is now available from the menu icon  in the upper left corner of the home page. Clicking it opens the control panel, providing access to boards, menus, tools, plugins, and links. Note that the items available to you from the control panel and the order in which they appear have not changed.

In the new control panel, menus now appear in expandable sections.

Click the name of the menu or the star  to the left of its name. The section expands to show you the available options.



8. Users may switch between active incidents without logging out. The preferred method to switch between WebEOC "Incidents" on the fly is to simply select your position and incident at the top of the control panel.

[Click here to return to the Contents page](#)

WebEOC Basics

WebEOC is a software program known as Critical Incident Management Software (CIMS), an application that is designed to give EOC, field staff and higher HQ a common operating picture of the event or incident they are working on. It is routinely used by the garrison for daily operations and for special events and trips.

WebEOC was one of the first web-enabled, commercial-off-the-shelf CIMS systems developed for emergency management. As a web-based product, WebEOC ushered in the era of "virtual" EOCs, making it possible to monitor and manage an emergency response from anywhere in the world. With WebEOC, crisis information is immediately and universally available to authorized users everywhere.

WebEOC be used to help coordinate, communicate, and collaborate-

- Installation incidents / events
- Host Nation incidents and events
- Regional incidents / events
- Conferences and meetings
- Special events (i.e. Volksfests, parades, holiday celebrations, etc...)
- Training and exercises

WebEOC boards can be used during the planning, mitigation, response, and recovery phases of any emergency. It can also be used by other agencies and organizations during day-to-day activities to manage routine, nonemergency operations. It is not solely used as an antiterrorism or medical emergency tool.

Boards in the "Boards" section of the WebEOC Control Panel are USAG Bavaria boards and the data in each stays in the USAG Bavaria WebEOC server; however, the garrison does share certain boards and WebEOC access across the theater.

WebEOC systems/servers in IMCOM-Europe are different from garrison to garrison; managed and administered locally; and are customized to address local / garrison needs.

People who use WebEOC are classified as either users or administrators. Individuals who set up, configure, and customize WebEOC in accordance with garrison (or IMCOM-E) unique needs are USAG Bavaria WebEOC administrators.

You must enable pop-ups in your browser to use WebEOC.

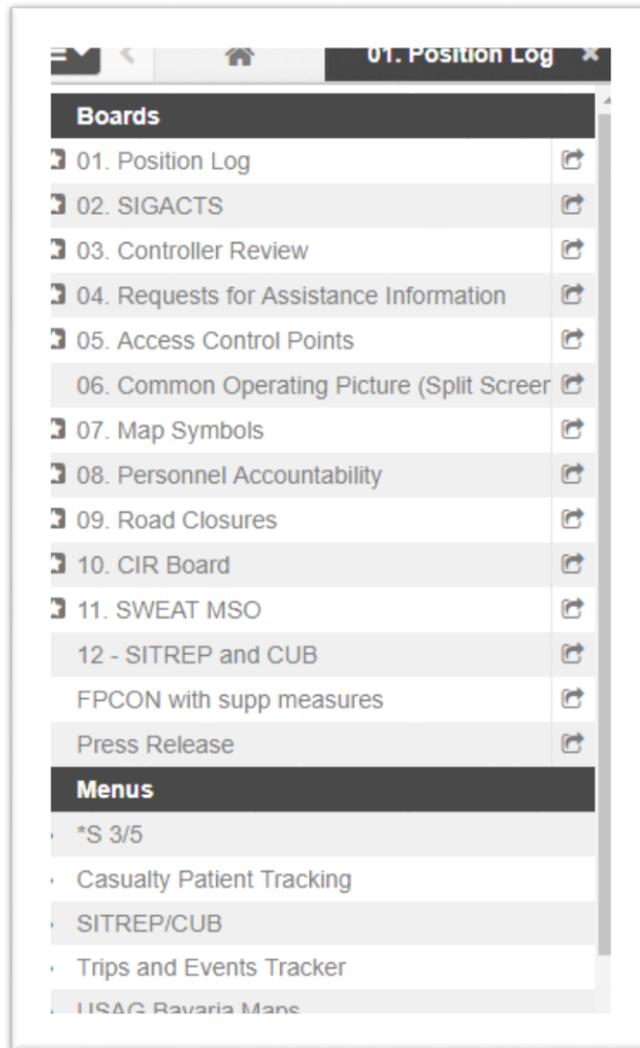
Basic WebEOC (100) account holders must complete FEMA Independent Study (IS) Courses (prerequisites) - FEMA IS-100 and IS-700 and complete the examination.

Everything you do in WebEOC is time- stamped with your username and position

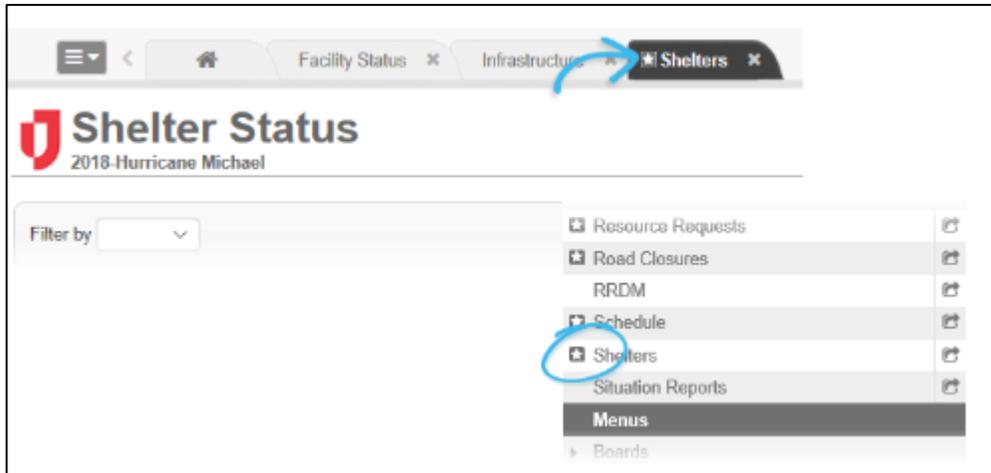
and added to the Incident Report except for "Chat" conversations.

The WebEOC position you are granted determines-

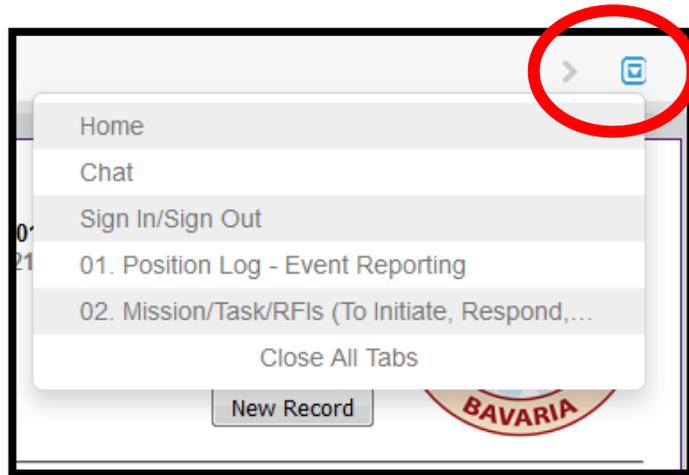
- Board permissions such as Read vs. Read/Write
 - The boards, menus, tools, plugins, and links you can access
 - The incidents you can log in under
-
- The names of the boards you have access to are listed. Based on your position, your control panel boards may look different.



- Clicking the name of a board, map, or plugin opens it in a new tab within the existing window. If you click the name of a board, map, or plugin that is already open, that opened tab comes into focus. Clicking the name of a link in the control panel automatically opens that item in a new window.



- 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.
- 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.



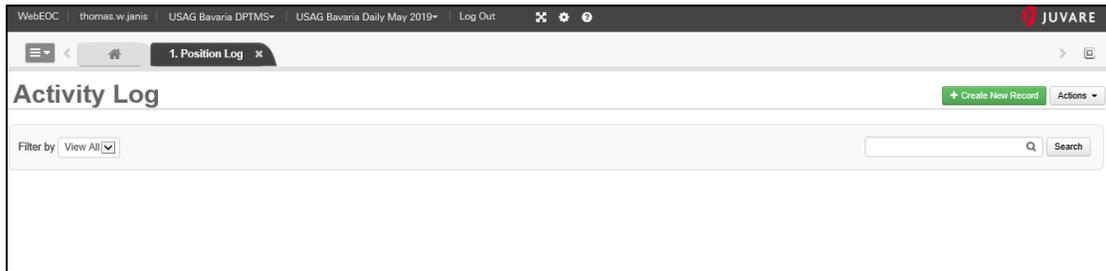
- There are links provided at the bottom of the board. These work like any other web page links by simply clicking on the link name.

[Click here to return to the Contents page](#)

Position Log

The Position Log is available for department/agency representatives to share information from within their department. The information entered throughout an incident will remain in a list and can be recovered by all members of that position.

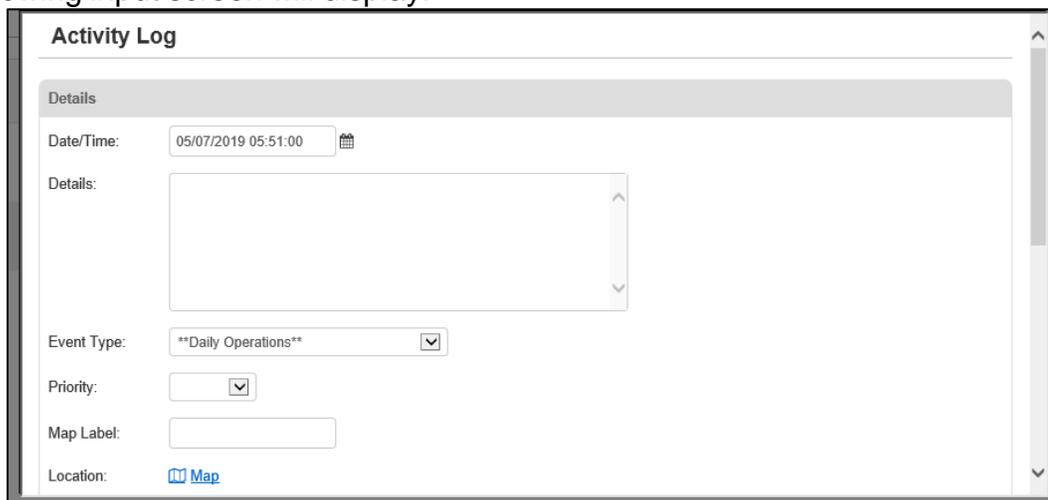
1. Click Position Log (aka Activity Log) on your control panel:
2. The following view will display:



3. Once you have entered a position entry, you will see the chronological record for your position.



4. To make a new entry click the *Create New Record* button on the list display. The following input screen will display:

A screenshot of the 'Create New Record' form in the Activity Log. The form is titled 'Activity Log' and has a 'Details' section. It includes a 'Date/Time' field with a calendar icon, a large text area for 'Details', an 'Event Type' dropdown menu (set to '**Daily Operations**'), a 'Priority' dropdown menu, a 'Map Label' text field, and a 'Location' field with a 'Map' button.

- Modify the date/time *only* if you have a delayed entry.
- Enter a thorough description of the information you need to share. You are writing for someone else so be succinct.
- Select your location from the drop down list.
- Select- Event Type and Priority from the drop down list. Different priorities change the color band associated with the Position entry which will alert the Plans or Operations officer monitoring critical information requirements.
- Use the Map Label and Location to depict the entry on a map, example: you are reporting a traffic accident along a roadway.
- You may upload 2- attachments to your position log. Include a description for each attachment.

The screenshot shows a web form with the following elements:

- File 1:** A text input field followed by a "Browse..." button.
- File 1 Description:** A text input field.
- File 2:** A text input field followed by a "Browse..." button.
- File 2 Description:** A text input field.
- Post to Significant Event:** A checkbox with the text "Post to Significant Event" in red.
- Buttons:** "Cancel" and "Save" buttons at the bottom right.

- **If your information meets critical information requirements- select Post to Significant Event.**
- Select - Save to save and close the position log.

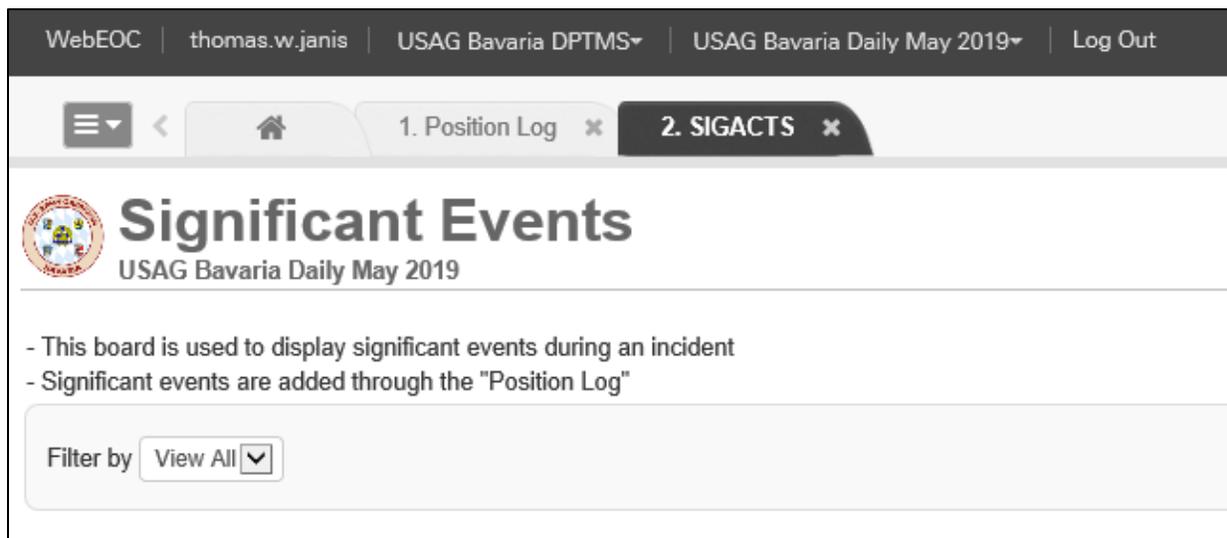
[Click Here to Return to Contents Page](#)

Significant Events Board

Throughout an EOC activation it is important that all of the staff members working there have a good situational awareness of what is going on, where it is going on, what resources are needed to solve problems, and who is working the efforts.

WebEOC offers an opportunity to easily share what you are working on as well as learning what other departments and agencies are involved in.

1. The board used for sharing situational information is the “SIGACTS” aka Significant Events :



2. Significant Events is the equivalent of your position log or incident journal – however, it is primarily used to reflect information that meets the Garrison Commander’s (or higher HQ) critical information requirements (CCIR). 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.

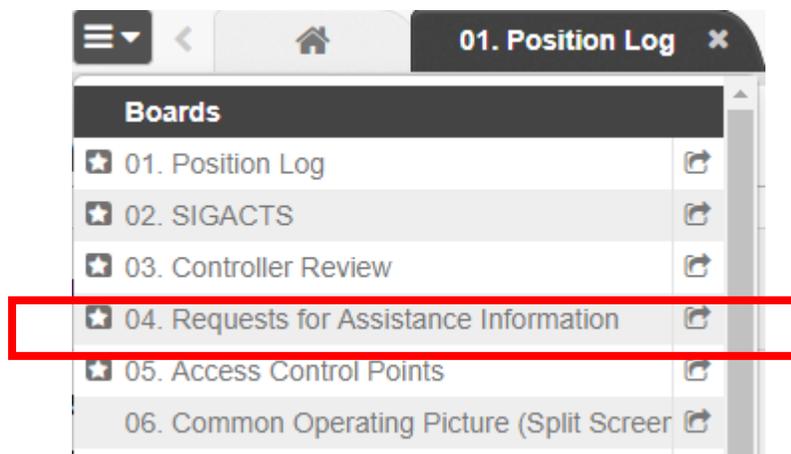
[Click here to return to the Contents page](#)

Local Mission/Task/RFI Requests

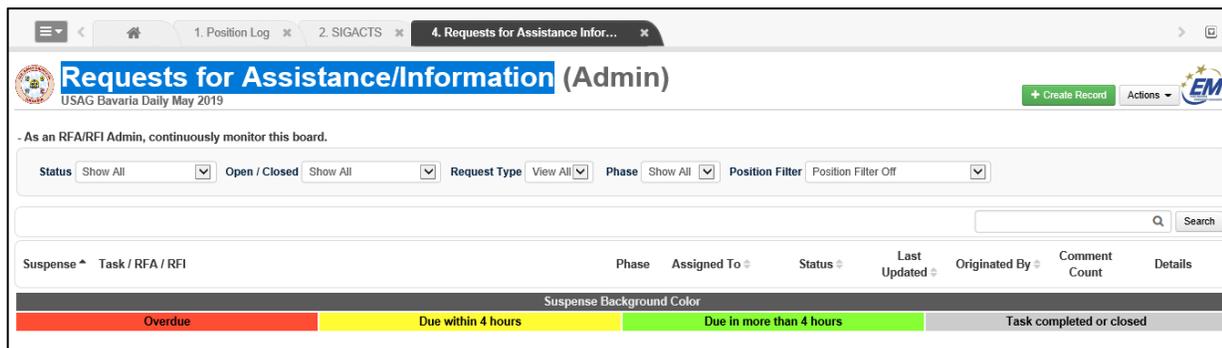
The Requests for Assistance/Information board allows for resource requests and task assignments to be submitted in the field via mobile device or in the EOC. The received requests can then be routed to the appropriate position, allowing staff to manage all related activity and updates on the status. During daily operations, the board allows for the management of non-emergency tasks and requests.

Prior to requesting assistance from partner garrisons, mission partners, or higher HQ, all local resources have to be overwhelmed or exhausted. Every effort must be made to use our local resources first. The 02. Mission/Task/RFIs (To Initiate, Respond, or Comment) board is for requesting personnel, materials, information, and assistance.

1. To access the Requests for Assistance/Information board click on the control panel:



2. The following board will display:



- Missions that have been either requested by or assigned to your department / agency will display.
- To enter a new request (Mission) click on *Create Record*, the following board will display:

Edit Record

<p>Incident Name USAG Bavaria Daily May 2019</p>	<p>Date/Time 05/07/2019 06:51:00 </p>
---	--

Contact Information			
Primary Contact <input type="text" value="JANIS, THOMAS, W"/>	Primary Phone <input type="text" value="526-3006"/>	Alternate Phone <input type="text"/>	Email <input type="text" value="thomas.w.janis.civ@mail.mil"/>
Secondary Contact <input type="text"/>	Primary Phone <input type="text"/>	Alternate Phone <input type="text"/>	Email <input type="text"/>

Request/Task Details
<p>Mission Name (Limit 75 characters) <input style="width: 90%;" type="text"/></p> <p style="font-size: 0.8em; color: red; margin-top: 0;">NOTE: Both Mission Name and Detailed Description are required - Both fields will display on the list view and COP.</p>

- Complete the Contact information boxes for where the subject of the request is needed and any other identifying information.
- Provide a Mission Name. Example: **Request for Cots at Post Gym – Tower Barracks**
- Select RFI for information requests. Select RFA for assistance requests.
- Select Response or Recovery.
- Complete the detailed description of what you need. **ATTENTION: In order to expedite the request it is critical to provide a detailed description of the need you are requesting to be filled. Failure to do so will result in unnecessary delays in filling the request.** Posting the RFI or RFA doesn't exclude you from personally coordinating the same requirement. This board is primarily used as a tracking tool.

Request/Task Details

Mission Name *(Limit 75 characters)* | Request for Cots at Post Gym - Tower Barracks

NOTE: Both Mission Name and Detailed Description are required - Both fields will display on the list view and COP.

RFA or RFI: RFI Select the type of request for this record.

Response or Recovery: Response

Detailed Description:

ATTENTION: In order to expedite the request it is critical to provide a detailed description of the need you are requesting to be filled. Failure to do so will result in unnecessary delays in filling the request.

Assignment Details

Priority Date/Time Due

10. When entering a new request always check the priority box; the urgency of the request determines the color code displayed on the board entry.

Assignment Details

(Select)
 Immediate (4 hrs.)
Priority (12 hrs.)
 Routine (24 hrs.)
 Long-Term (96 hrs.)
 Extended (over 96 hrs.)

11. It is crucial that you also assign a time and the date that the resource is required.
12. An attachment (up to 3) may be added to this document by saving the document as a file in the computer you are working it then selecting it with the *Browse* button.

[Click here to return to the Contents page](#)

Email and Messaging

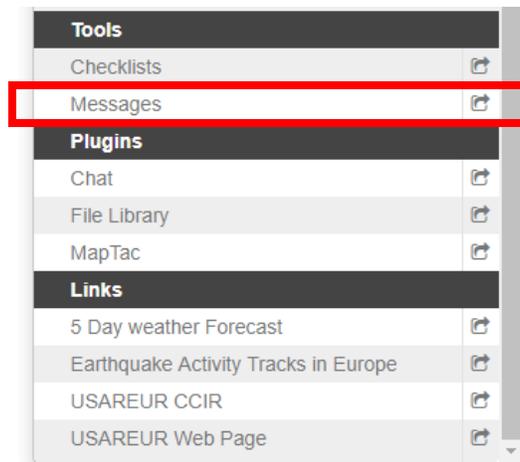
Many crisis information management software (CIMS) packages use email to communicate incident information among responders. In WebEOC, incident information is transmitted via boards. However, WebEOC does have an integrated Messages plugin that allows users to communicate with each other via an internal 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 if you log off or change positions.

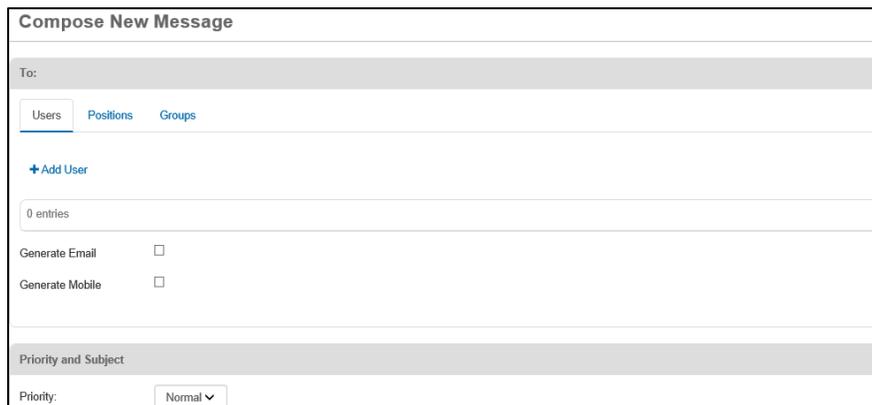
Messaging

The WebEOC internal messaging system works very much like email but only for staff that have WebEOC access.

1. Click on *Messages* under the Tools section of the menu:



2. Select Compose New Message to send a message. The following screen will appear:

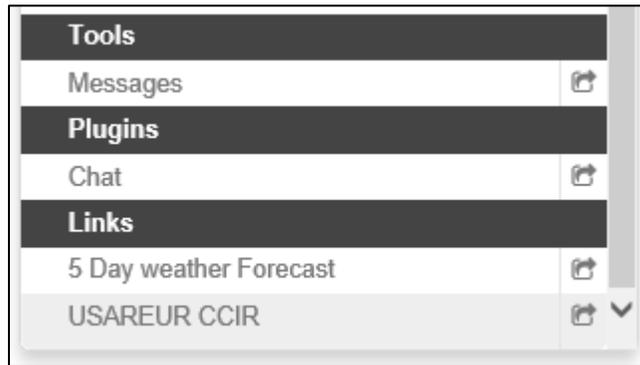
A screenshot of the 'Compose New Message' form. The form has a title bar 'Compose New Message'. Below the title bar, there is a 'To:' field with three tabs: 'Users', 'Positions', and 'Groups'. The 'Users' tab is selected. Below the tabs, there is a '+ Add User' link and a list of 0 entries. There are two checkboxes: 'Generate Email' and 'Generate Mobile', both of which are unchecked. At the bottom of the form, there is a 'Priority and Subject' section with a 'Priority:' label and a dropdown menu set to 'Normal'.

3. You must ADD USER (recipient(s)); select GENERATE EMAIL; select PRIORITY and enter the SUBJECT. Then, complete the body of the email text. You may include an attachment. When finished, select SEND.

[Click Here to Return to the Contents Page](#)

Links

As a convenience, a number of links have been added to the main WebEOC menu:



Click on any link to connect. To add a link, contact S3/5 (DPTMS) or Emergency Manager.

[Click Here to Return to Contents Page](#)

USAG Bavaria WebEOC Examination

Name: _____

Unit/Directorate: _____

Work Email: _____

Date: _____ (DD/MM/YY)

1. The USAG Bavaria WebEOC Critical Information Systems Certification Program offers... (Choose all that apply)
 - Discipline specific (functional) certification tracks
 - Board specific certification classes
 - Train the Trainer certification course
 - Onsite instructor-led courses
2. WebEOC uses popups. (True / False)
3. WebEOC systems/servers in IMCOM-Europe are... (Choose all that apply)
 - Different from garrison to garrison
 - Managed and administered locally
 - Customized to address local / garrison needs
4. You have to be certified before using WebEOC (True / False)
5. Everything you do in WebEOC is time- stamped with your username and position and added to the Incident Report except for "Chat" conversations. (True / False)
6. Who can create new WebEOC accounts and unlock existing ones? (Choose one)
 - USAG Bavaria WebEOC Administrators
 - Directors/Site (Hubs) Division Chiefs
 - Supervisors
 - Any Commanding Officer

7. It is ok to share WebEOC User Accounts. (True / False)

8. What are the preferred methods to switch between WebEOC "Incidents" on the fly?
(Choose all that apply)

- Click on your position or incident at the top of the control panel
- Close browser and re-open WebEOC
- Log out of WebEOC; then login again under different position

9. When can WebEOC be used to help coordinate, communicate, and collaborate?
(Choose all that apply)

- Installation incidents / events
- Regional incidents / events
- Special events (i.e. Volksfests, parades, holiday celebrations, etc...)
- Conferences and meetings
- Training and exercises
- Host Nation incidents and events

10. WebEOC is for Antiterrorism Purposes Only. (True / False)

11. What FEMA Independent Study (IS) Courses are prerequisites to the basic WebEOC account (WebEOC 100)? (Choose one)

- FEMA IS-100 and FEMA IS-700
- FEMA IS-100, -200 and IS-700
- FEMA IS-100, -200, -700 and IS-2900

12. The correct format for your WebEOC username is... (Choose one)

- Firstname.MI.Lastname(#)
- Entire DOD Enterprise Email Address
- Lastname.Firstname.MI
- Firstname.MI.Lastname(#).CTR/LN/CIV

13. The WebEOC position you select determines... (Choose all that apply)
- The boards, menus, tools, plugins, and links you can access
 - The incidents you can log in under
 - Board permissions such as Read vs. Read/Write
14. WebEOC may only be used during a disaster. (True / False)
15. Boards in the "Boards" section of the WebEOC Control Panel are local boards and the data in each stays on the local WebEOC server. (True / False)
16. WebEOC is used for Medical Emergencies Only. (True / False)
17. Which must you install prior to using WebEOC? (Choose all that apply)
- Only the Chrome web browser (preferred)
 - WebEOC software
 - You must submit a 119 ticket to have it installed
 - Nothing: It is Web-Based
18. What support does the USAG Bavaria S-3/5 Operations provide? (Choose all that apply)
- On-Site Training
 - Board Enhancement based on Lessons Learned
 - WebEOC Support Before, During, and After Incidents / Events
 - Exercise Support
19. Please arrange the following courses in the order they should be completed in sequence with the first course(s) followed by the next course. (List sequence)
-
- (1) WebEOC 100
(2) WebEOC 200
(3) FEMA IS-100, -200, and IS-700
20. It is best to access WebEOC from www.home.army.mil/bavaria (True / False)