



WebEOC

**REFERENCE
DOCUMENT**

General Overview

What is WebEOC

WebEOC is a crisis information management software application, which utilizes the internet and web browsers to send and display information to the Incident Command staff. Staff can see simultaneous real time information. Information entered by staff or collected from other computer sources combine to provide a *common operation picture*.

Highlights of WebEOC

WebEOC is a robust system with many significant features that support the management and documentation of emergency operations.

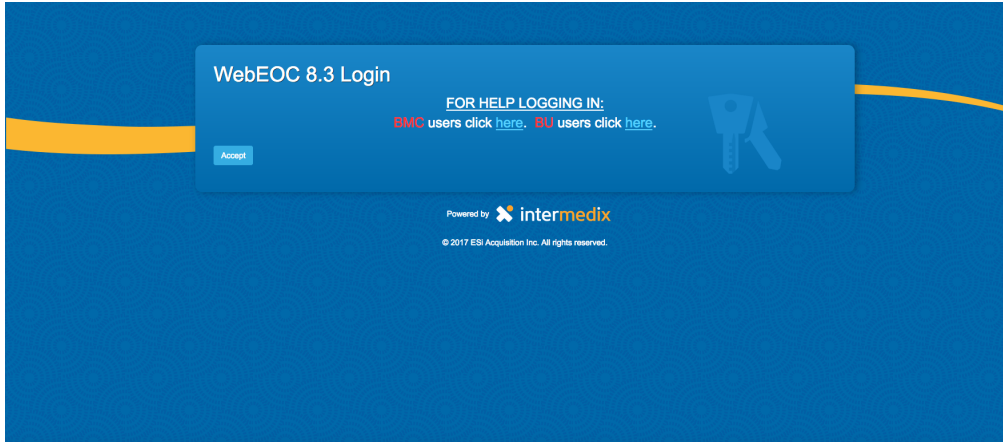
- Custom Computerized Status Boards to meet organization needs
- Mission Assignment processing database
- Automatic time stamp and logging of unit activities
- Unlimited users across vast geographic area
- Little time from beginner to proficiency
- Compliance with ICS & NIMS

WebEOC

The BU Emergency Management Department is responsible for the administration and maintenance of WebEOC. The City of Boston, State of Massachusetts State Police (MA SP), Massachusetts Department of Public Health, Massachusetts Emergency Management Agency (MEMA) and the Boston Consortium for Higher Education also have and use WebEOC.

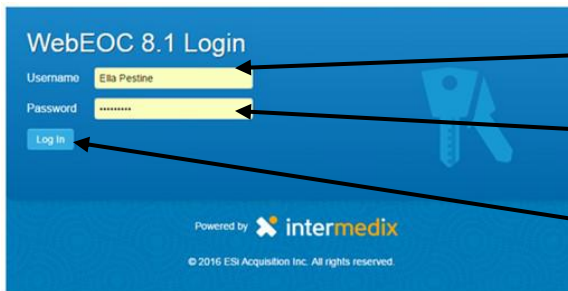
Log On to the WebEOC

Type in the URL: <https://webeoc.bmc.org/eoc7/default.aspx>



Make sure your web browser allows popup windows

This will lead to the WebEOC Login Page.



- Step 1
Enter your User Name
- Step 2
Enter your password
- Step 3
Click OK

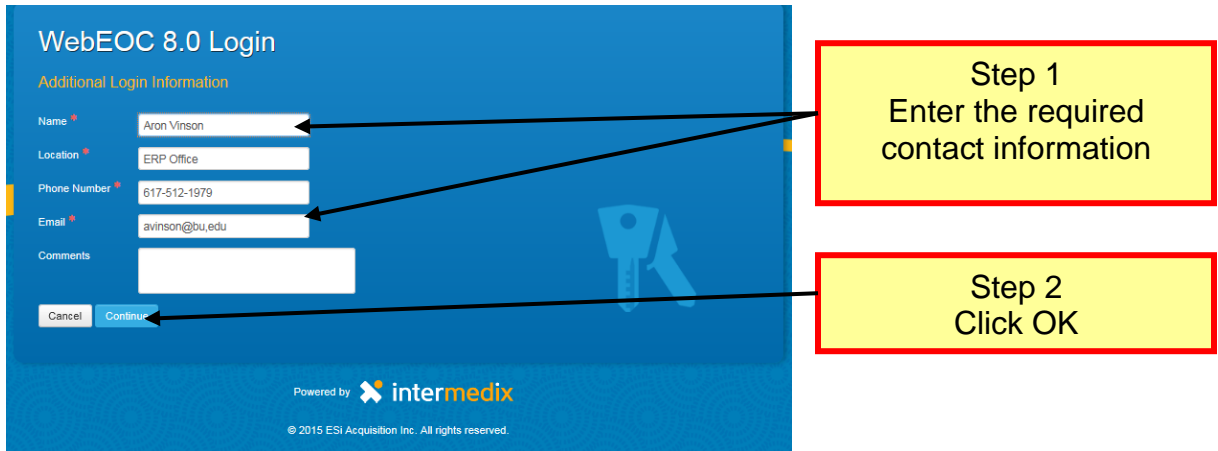
Write your password here _____

A second log in page will pop up



- Step 1
Select your ICS role from the dropdown box
- Step 2
Next select the Incident
Selecting the correct incident is critically important: incidents are independent of each other.
- Step 3
Click OK

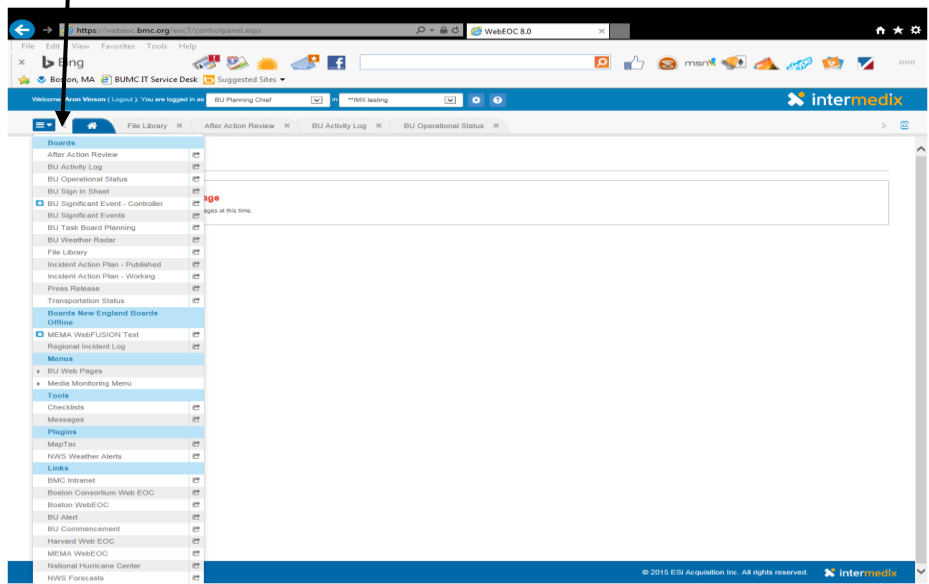
You will then see the below screen to enter your contact information



The image shows the WebEOC 8.0 Login screen. It features a blue background with a white key icon. The form includes the following fields: Name (Aron Vinson), Location (ERP Office), Phone Number (617-512-1979), Email (avinson@bu.edu), and a Comments field. At the bottom, there are 'Cancel' and 'Continue' buttons. Two yellow callout boxes with red borders provide instructions: 'Step 1 Enter the required contact information' points to the input fields, and 'Step 2 Click OK' points to the 'Continue' button. The footer includes the Intermedix logo and copyright information: '© 2015 ESI Acquisition Inc. All rights reserved.'

Note: After you enter this data initially, it will be pre-populated for your review on subsequent system entries. If the information is correct, press OK. If it is not correct, please edit it here, and then press OK.

To see your boards click the drop down box

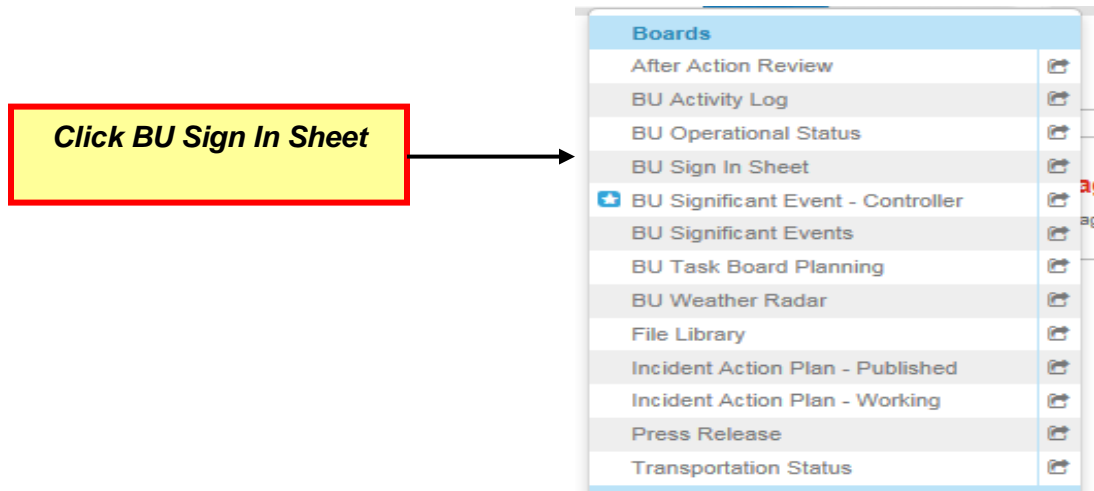


The image is a screenshot of a web browser displaying the WebEOC 8.0 dashboard. The browser's address bar shows 'http://weboc.bmc.org'. The dashboard has a blue header with the Intermedix logo and the user name 'Aron Vinson (Logged)'. A left-hand navigation menu is open, showing a list of items including 'Boards', 'Menus', 'Tools', 'Plugins', and 'Links'. The 'Boards' section is expanded, showing a list of items such as 'After Action Review', 'BU Activity Log', 'BU Operational Status', 'BU Sign In Sheet', 'BU Significant Event - Controller', 'BU Significant Events', 'BU Task Board Planning', 'BU Weather Radar', 'File Library', 'Incident Action Plan - Published', 'Incident Action Plan - Working', 'Press Release', 'Transportation Status', 'Boards New England Boards', 'Officer', 'MEMA WebFUSION Test', and 'Regional Incident Log'. The main content area is currently empty. The footer contains the Intermedix logo and copyright information: '© 2015 ESI Acquisition Inc. All rights reserved.'

Signing Into Event

After logging on to WebEOC. You must next “**Sign In**” to the actual event. In most cases your information will be pre populated from your log on screen.

Note: Individuals who are not actively involved in the management of an event may log on and view the information but we request that they not input any information.



Sign Out of an Event

1. Find your Role and Name from the list
2. Click the sign out button on the right side of the entry



Using your Boards

Main Board View

The boards you see are those specific to your role. Your role determines what you can do with the boards. For example:

- All users can view the press releases but only the Information Officer can post the information to that board.
- Users may post information to their Section logs but only the Chief can send that information to Significant Events.
- Operation sections staff Operations Section Log and task board but will not see the Logistics boards

Boards	
After Action Review	
BU Activity Log	
BU Operational Status	
BU Sign In Sheet	
BU Significant Event - Controller	
BU Significant Events	
BU Task Board Planning	
BU Weather Radar	
File Library	
Incident Action Plan - Published	
Incident Action Plan - Working	
Press Release	
Transportation Status	
Boards New England Boards Offline	
MEMA WebFUSION Test	
Regional Incident Log	
Menus	
▶ BU Web Pages	
▶ Media Monitoring Menu	
Tools	
Checklists	
Messages	
Plugins	
MapTac	
NWS Weather Alerts	
Links	
BMC Intranet	
Boston Consortium Web EOC	
Boston WebEOC	
BU Alert	
BU Commencement	
Harvard Web EOC	
MEMA WebEOC	
National Hurricane Center	
NWS Forecasts	
Send Word Now	
Sense Aware	
Significant Events Report	

To View Information

Click on the words associated with the board you wish to see

Words will turn red when new information is posted that you have not seen.

BU Section Activity Logs

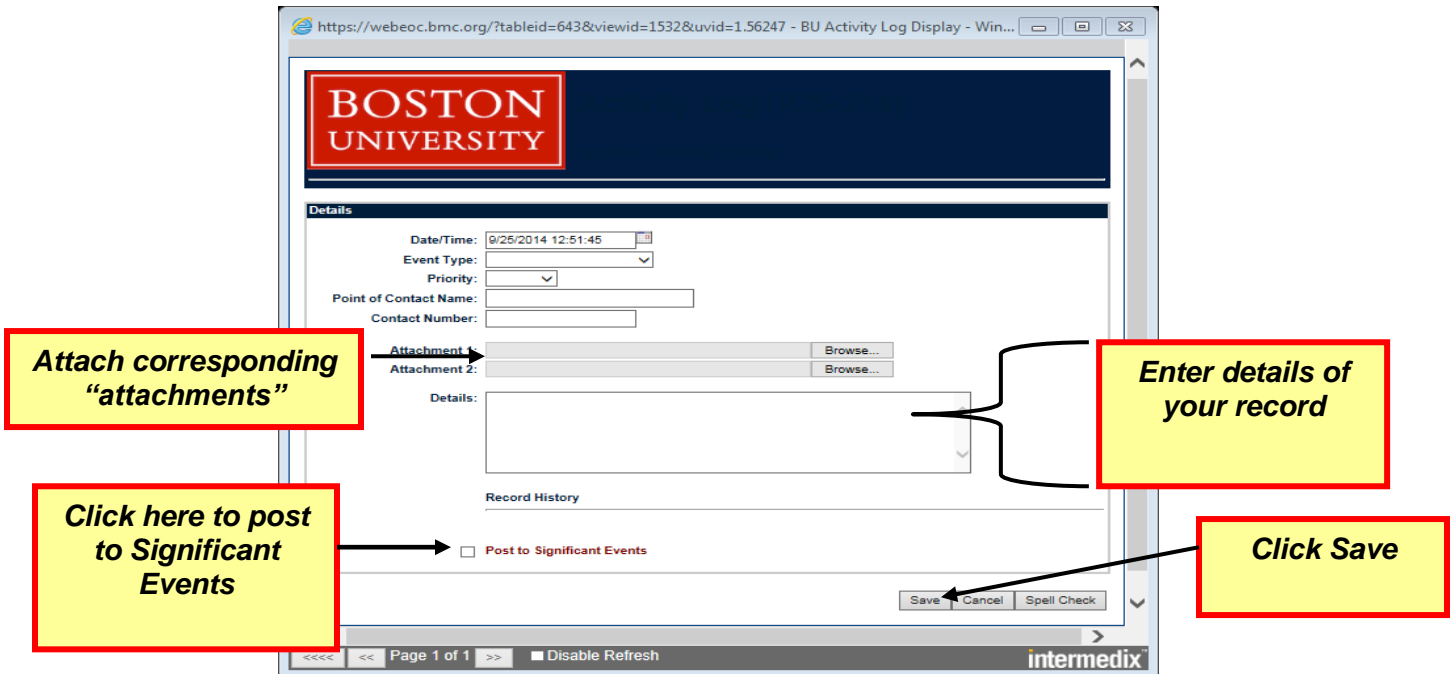
(Command, Operations, Planning, Logistics, and Finance)

- Section Staff Members document actions and needs using their Section Log
- Requests to post information for everyone to see (significant events) or Requests for assistance are sent to the Section Chief by using the Review by Chief Checkbox
- Use this log to view and or modify information

Each section will only be able to view the log their role is associated with



Adding a new record



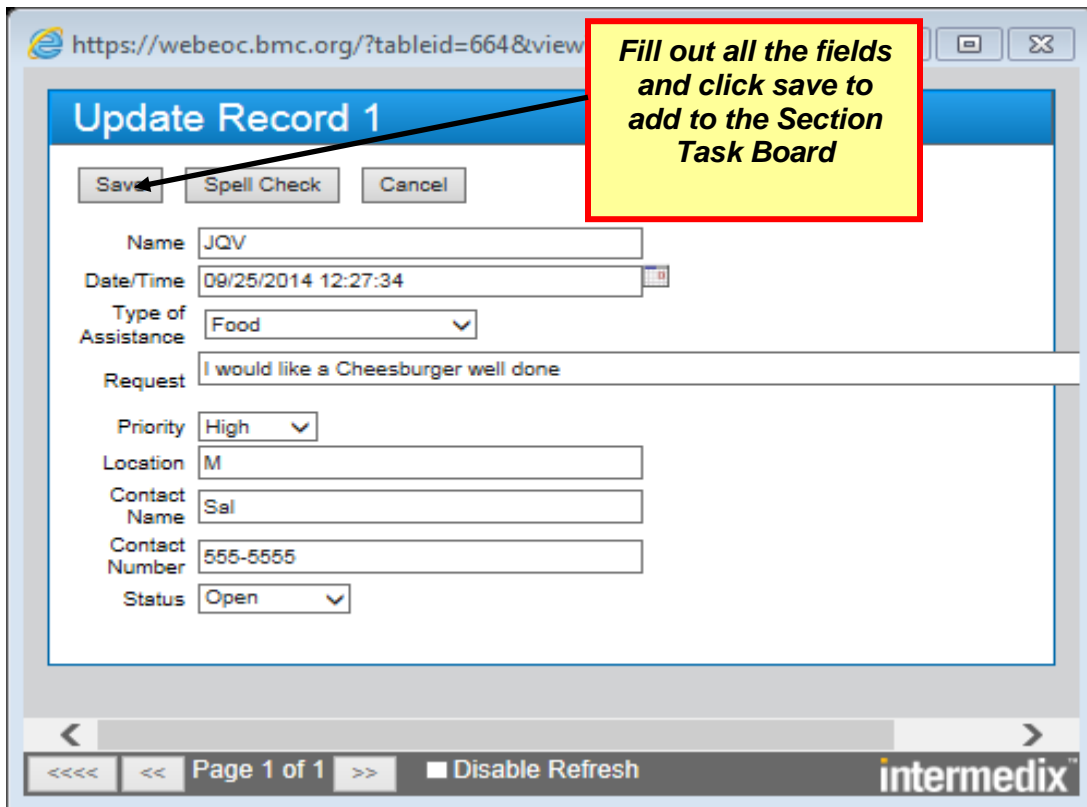
BU Section Task Board

The Controller and Section Chiefs monitor the task board. Each section has its independent task board. To view this board click on the name of your section

The Controller and Section Chiefs are responsible for maintaining the task board for their section.



Adding a New Record



Once you click save your task will be added to the Section Task Board

**2014 BU Training
BU Task Board Operations** New Record

	Date/Time	Priority	Request	Status
<input type="button" value="Edit"/>	09/25/2014 12:27:34	High	I would like a Cheesburger well done	Open

Click here to edit the record

Click here to change the status

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BU Operational Status

Operational Status BOSTON UNIVERSITY

Show all Areas

Subsystems are categorized as **Full Function**, **Partial Function** or **Non Functional**. The worst graded subsystem color is displayed with the number of subsystems at that level. More detail is available by clicking on the "-" next to the Unit name.

Unit	Building	Utility	Security	Communication	Information Systems	Clinical Services	Clinical Support	Supply
<input type="button" value="-"/> Agganis Arena	Green	Green	Green	Green	Green	Green	Green	Green
<input type="button" value="-"/> Metcalf Center	Green	Green	Green	Green	Green	Green	Green	Green
<input type="button" value="-"/> Tsai Center	Green	Green	Green	Green	Green	Green	Green	Green

Choose Location
CRC West
CRC East
CRC South
CRC Central
MED

NOTE
Green=Full Function
Yellow=Partial Function
Red=Non Function

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Incident Action Plan-Published

The Planning Section facilitates the completion of the Incident Action Plan for each operational period.

[Edit IAP Cover Sheet](#) [Return to Main View](#)

1. Incident Name: Select Agent Transport	2. Operational Period to be covered by IAP (Date / Time): From: 08/21/2014 11:00:00 To: 08/21/2014 23:00:00	IAP Cover Sheet
3. Approved by: <div style="text-align: right;"> FOSC: SOSC: RPIC: Stephen Morash </div>		
<h1>Incident Action Plan</h1>		
4. Prepared by: Stephen Morash Date / Time: 08/20/2014 21:07		

After Action Review

Suggestion Box for things that we can work on to improve our response to emergencies. Not for immediate actions. This gives all the players a chance to comment before the After Action Plan is constructed

2014 BU Training
After Action Review

Buttons: Edit, New Record

Closed	JQV	09/18/2014 12:28:40	565-5555
Issue			Some people weren't sure of their role
Recommendation			More Training

Open	JQV	09/18/2014 12:26:35	565-5555
Issue			I think the drill went smooth
Recommendation			Good Job

Transportation Status

2014 BU Training
Transportation Status

Buttons: Show All, Closed, Delayed, Open, Restricted Access, Unknown, New Record

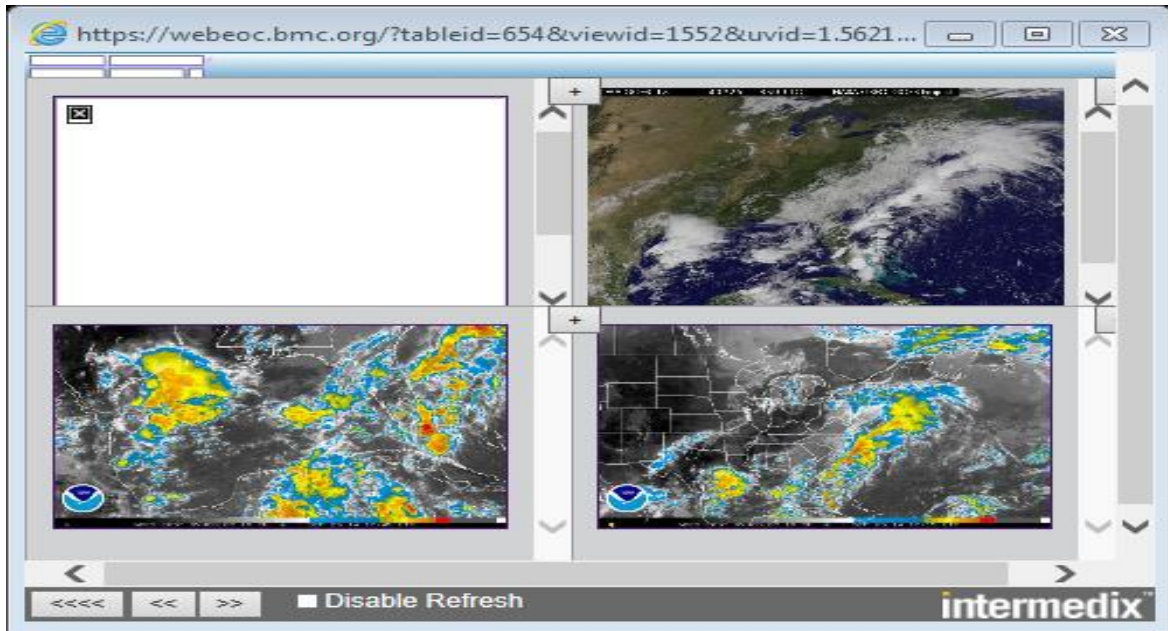
Type	Location	City/Town	Status	Details
Airport		Boston	Open	

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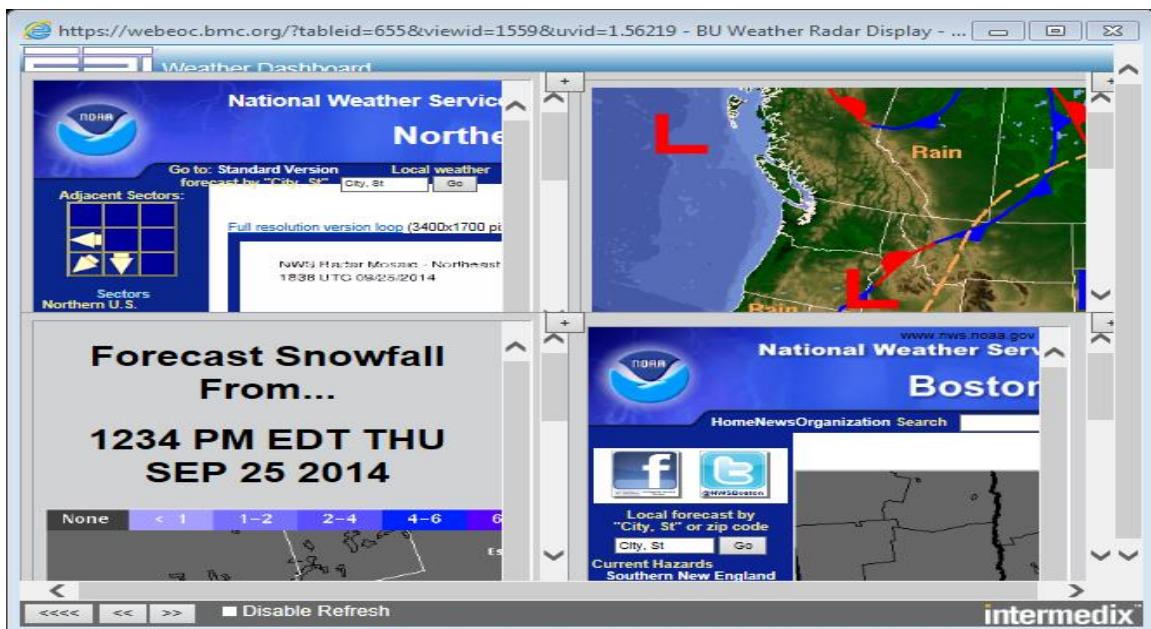
- Road Closures**
- Altered Bus routes**
- Altered Parking**

Other Boards and Resources

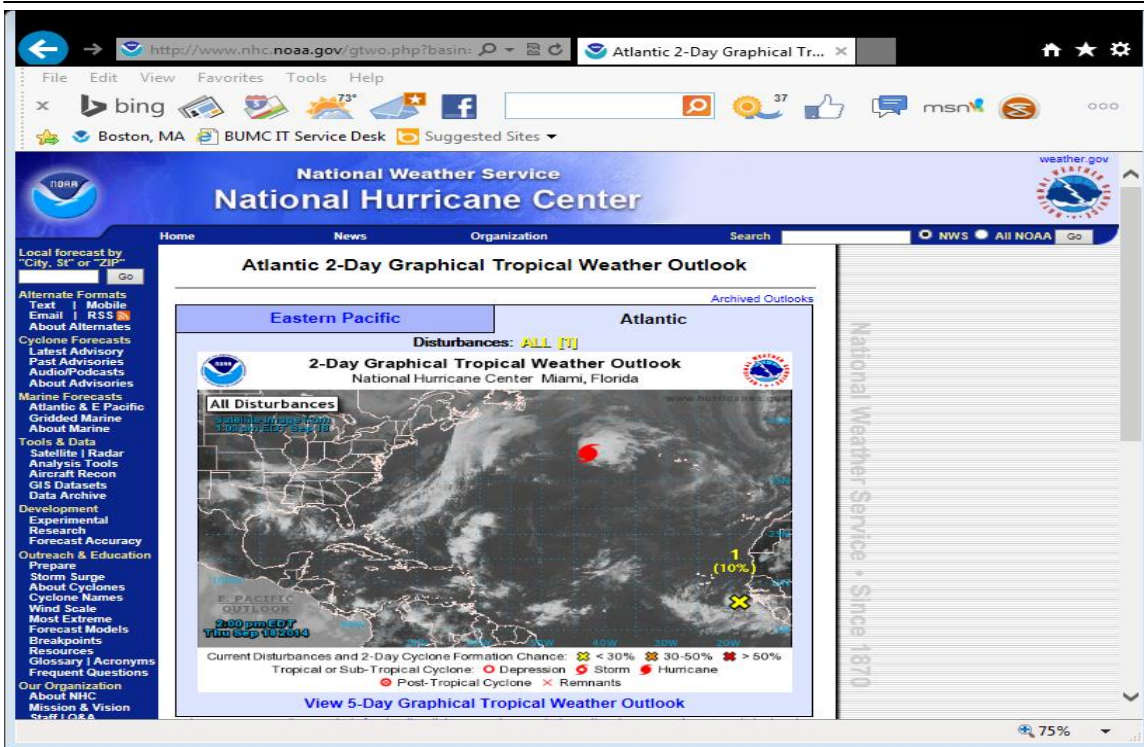
BU Hurricane Radar



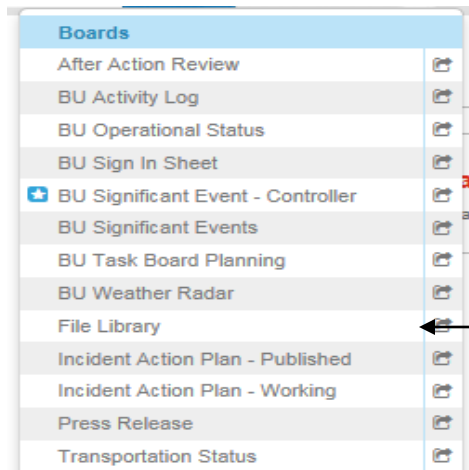
BU Weather Radar



NWS Hurricane Center



File Library



File Library
Important Files such as
Job Action Sheets (JAS)

Troubleshooting

Symptom/Problem	Possible Diagnosis	Possible Solution
Can't get / slow to load https://webeoc.bmc.org/eoc7/ or WebEOC login page	A Internet connection	See local Network Administrator
	B Surge of logins	Wait a couple of seconds Re-attempt login
Says I'm logged in But Main WebEOC window doesn't appear	Popup blocker is active	Disable Popup blocker.
Boards are not refreshing	Board has been filtered, sorted and/or disabled from refreshing	Log Off and Log In again.
I can't get windows to perform as described here	Cookies in Internet explorer are not set correctly	See Local Network Administrator
I am logged in but I do not see any information on the event posted	You may be in the wrong event.	Check the event on the main board view. If you are in the wrong event, click on the link and use the drop down menu to change your event
The system will not let me log on	After the third failed attempt for the correct password, the WebEOC system security will lock you out.	Call your WebEOC administrator to correct the issue.

Administrators

Name	Office	Email
Stephen Morash	358-1577	samorash@bu.edu