BOSTON UNIVERSITY

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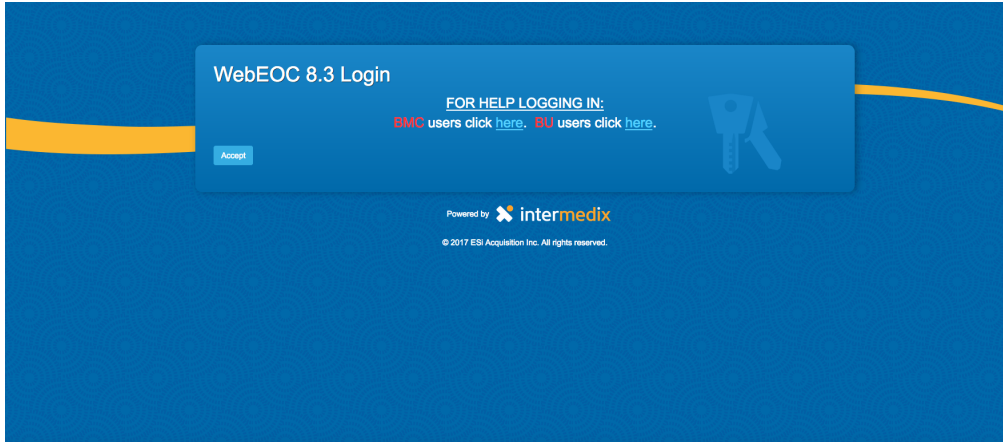
- Custom Computerized Status Boards to meet organization needs
- Mission Assignment processing database
- Automatic time stamp and logging of unit activities
- Unlimited users across vast geographic area
- Little time from beginner to proficiency
- Compliance with ICS & NIMS

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.
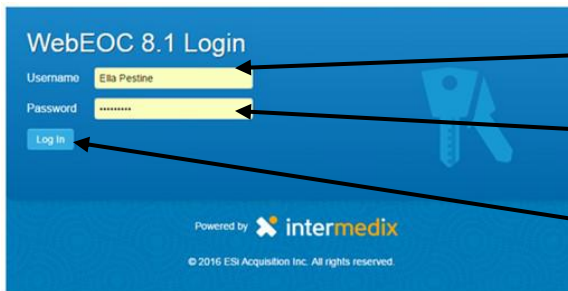
Log On to the WebEOC

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

WebEOC 8.3 Login
FOR HELP LOGGING IN:
BMC users click here.   BU users click here.

Accept

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Make sure your web browser allows popup windows

This will lead to the WebEOC *Login* Page.

WebEOC 8.1 Login
Username   Ella Pestine
Password   •••••••••
Log In

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Step 1
Enter your User Name

Step 2
Enter your password

Step 3
Click OK
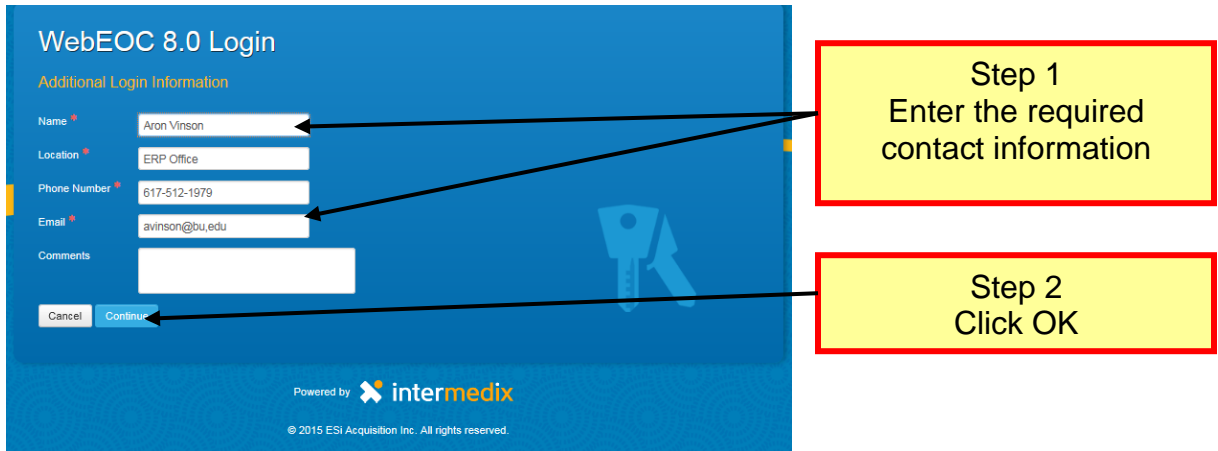
Write your password here _____

A second log in page will pop up

WebEOC 8.1 Login
Position   BOS - OPS ESF-08 MIC
Incident   2016 June Incidents
Cancel   Continue

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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.
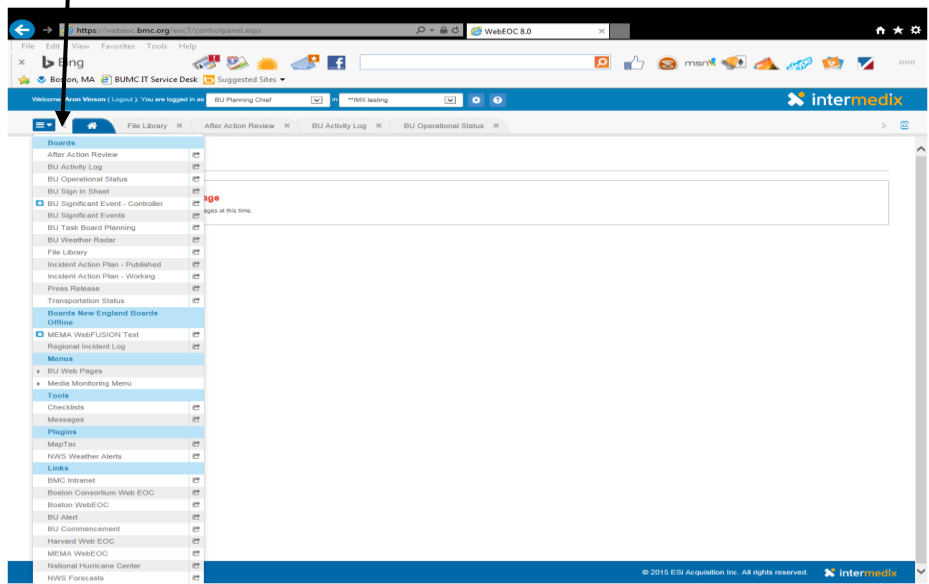
Step 3
Click OK

3

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

Step 1
Enter the required contact information

Step 2
Click OK

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

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.

Click BU Sign In Sheet →

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	↪
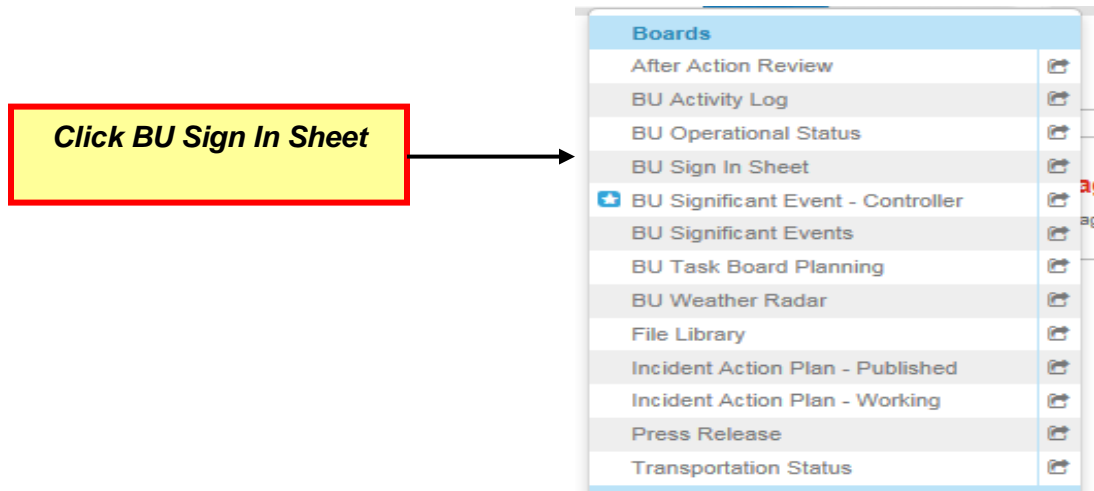
Sign Out of an Event

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

Current EOC Staffing

Incident: 2014 BU Training

Print Current EOC Staffing | Sign In | Sign In/Out History | Currently Signed In

Filter: All Sections   Search: Search   Clear Search

Section	Position	Agency	Name	Contact #	Sign/In Time	Log Out
- Operations	BU DENTAL Liaison		JQV	617.414.8920	09/29/2014 08:31:39	Sign Out

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Click Sign Out

Page 1 of 1   ■ Disable Refresh   intermedix

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

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
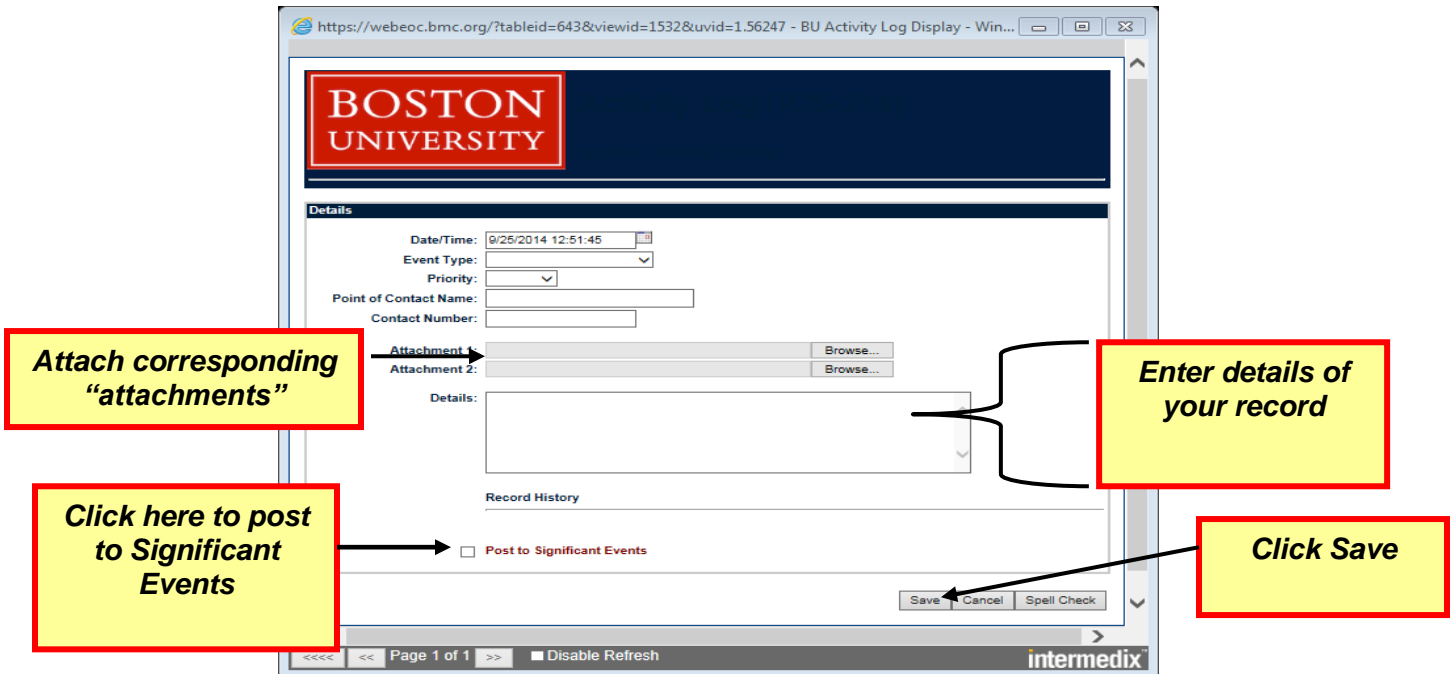
BU Section Task Board

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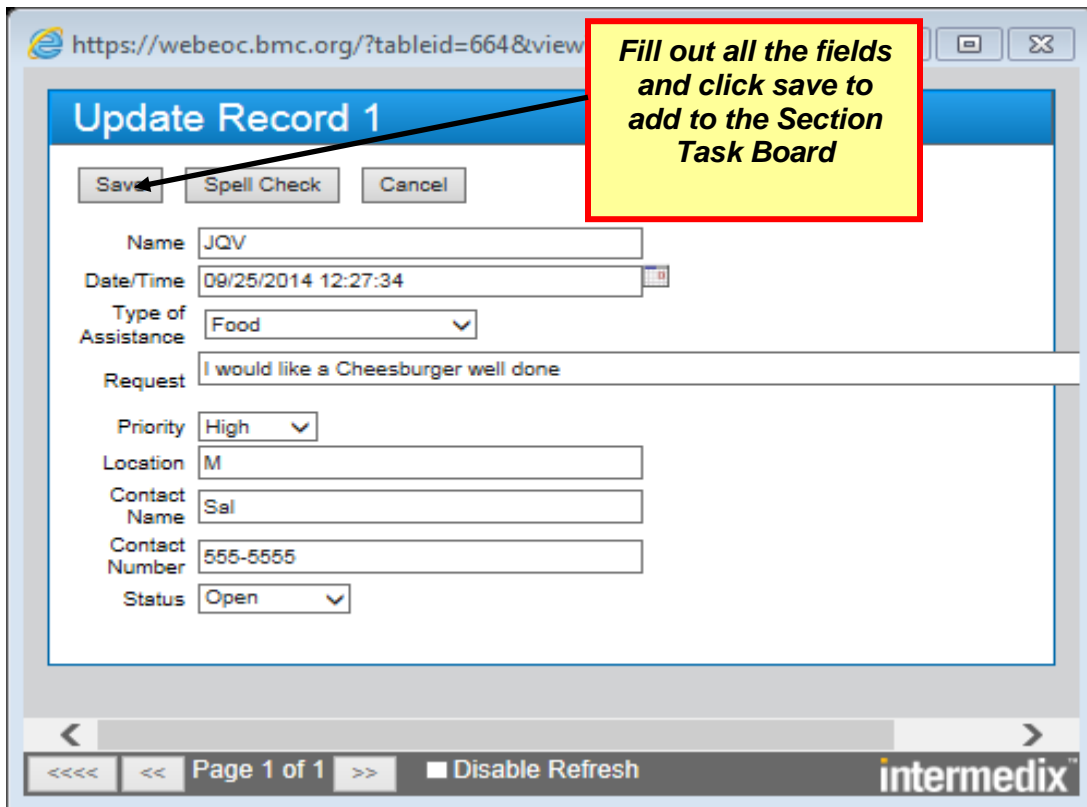
Once you click save your task will be added to the Section Task Board

BU Operational Status

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:	**FOSC:** **SOSC:** **RPIC:** Stephen Morash	
	# Incident Action Plan	
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

Transportation Status

Road Closures
Altered Bus routes
Altered Parking

Other Boards and Resources
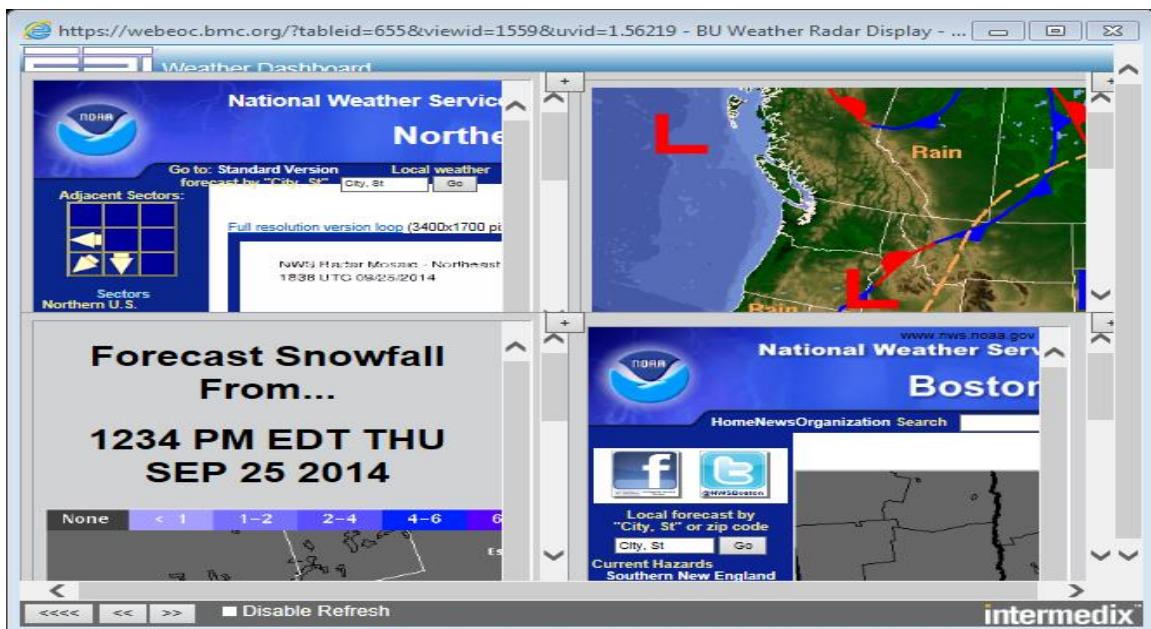
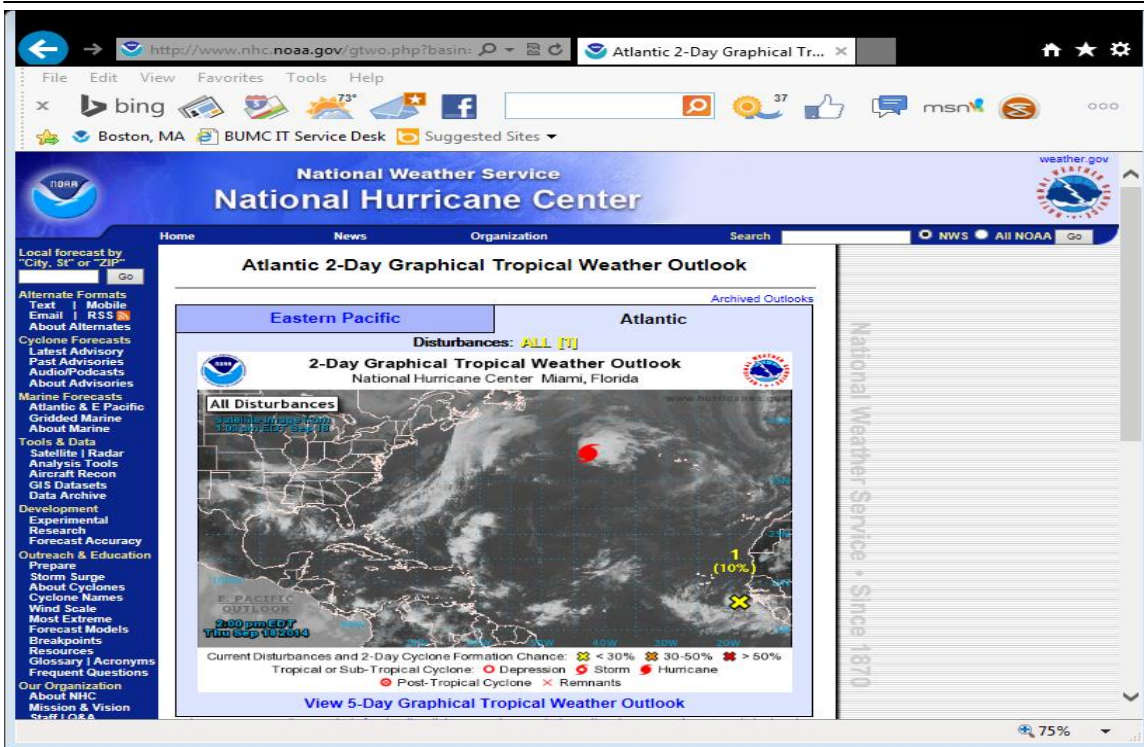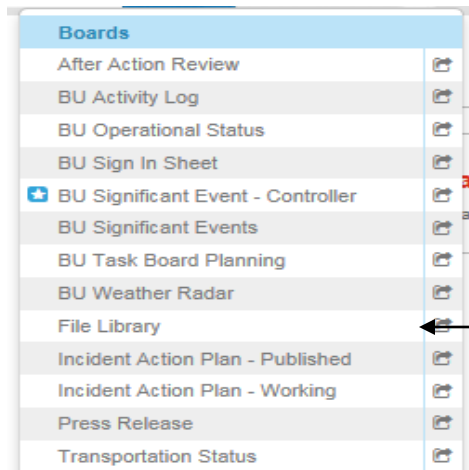### BU Hurricane Radar
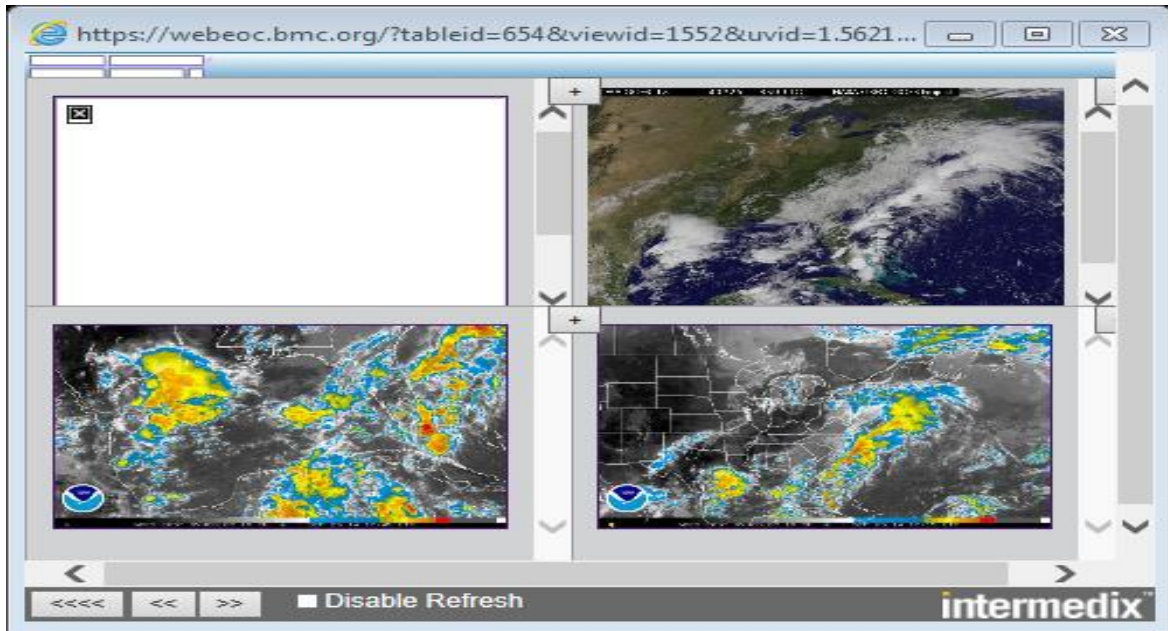
BU Weather Radar

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