

WebEOC

End User Guide



Version 9.10

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CHAPTER: 1 INTRODUCTION

1.1 PURPOSE

The purpose of this document is to provide step-by-step instructions on using WebEOC® as an end user as well as to address the overall conceptual management of an emergency situation in Broward County. This document will also outline applicable operational policies for the implementation of WebEOC® in the Broward County Emergency Operations Center (EOC).

1.2 AUDIENCE

This document is for WebEOC® users supporting the Broward County EOC instance of WebEOC®, which includes EOC Command Staff, Broward County employees, municipal response personnel, authorized partner organizations and disaster response stakeholders.

1.3 REVISION HISTORY

Version	Revision Date	Description	
8.8	June 27, 2020	New Screenshots and Juvare updates to entire document. Update Resource Request Process Change Chapter 17 from Messages to Chats	Camile Campbell
8.10	May 24, 2021	Added Messages Manager Chapter 19 Updated the new map request Board “GIS Unit Requests in section 6.5	Camile Campbell
9.10	June 14, 2022	Update BERT Organizational Chart Individual Login update	Camile Campbell

1.4 OVERVIEW

WebEOC® is the incident management system used by BERT to monitor and manage day-to-day activities during an incident. WebEOC® can be used during the planning, mitigation, response and recovery phases of any emergency. All crisis information in WebEOC® will be universally available to authorized users.




CHAPTER: 2 LOGGING IN TO WEBEOC®

2.1 INTRODUCTION

The WebEOC® System Administrator will create an username and password to each credentialed BERT member . Upon logging in to WebEOC®, you will be able to select all available positions assigned to your username. You can only serve in one position at a time. If you choose to switch positions, you may click on the position title on the Control Panel and select the new position from the drop-down list.

Every official position identified in a Standard Operating Procedure (SOP) will have a position in WebEOC. All positions in the Broward County EOC will be prefaced with a “BC” (e.g., BC Operations Section Chief). ESFs/Units may elect to have a generic “Staff” position for field or unassigned staff (with limited permissions).

2.2 LOGGING INTO WEBEOC®

Step	Action
1	Open your web browser.
2	<p>Type https://webeoc.broward.org/eoc7/ in the address bar and then press Enter. Result: Click the “Accept” button</p>  <p>The screenshot shows the JUVARE WebEOC login page. At the top is the JUVARE logo and 'WebEOC'. Below it is a message: 'Restricted to authorized Broward County Emergency Response Team users only'. A blue 'Accept' button is visible, with a red arrow pointing to it from the right. At the bottom, there are links for 'Privacy Policy', 'Terms and Conditions', and 'www.juvare.com', along with a copyright notice for 2019 ESI Acquisition, Inc. WebEOC.</p>
3	<p>The WebEOC Login window appears. Enter the username and password given to you by your ESF/Unit Lead. REMINDER: user name is not case sensitive, but the password is.</p>  <p>The screenshot shows the JUVARE WebEOC login form. The 'Username' field contains 'eoctrain' and the 'Password' field is masked with dots. A red box highlights both input fields. Below the fields is a 'Log In' button. At the bottom, there are links for 'www.juvare.com' and a copyright notice for 2019 ESI Acquisition, Inc. WebEOC.</p>
4	<p>Click OK.</p> <p>Note: After 4 failed attempts, the user will be “locked out” of the system for 15 minutes. After the 15 minutes wait, the user can re-attempt to login again.</p> <p>Result: A secondary login window appears, prompting you to select the Position and Incident you wish to log in to. If not working a real Incident, use the Training incident.</p>  <p>The screenshot shows a dialog box titled 'Select Position and Incident'. It has two dropdown menus: 'Position' with 'BC Logistics ESF#11 POD Liaison' selected, and 'Incident' with 'Training' selected. At the bottom are 'Cancel' and 'Continue' buttons.</p>

5

Select the appropriate **Position** and **Incident** from the drop-down list.

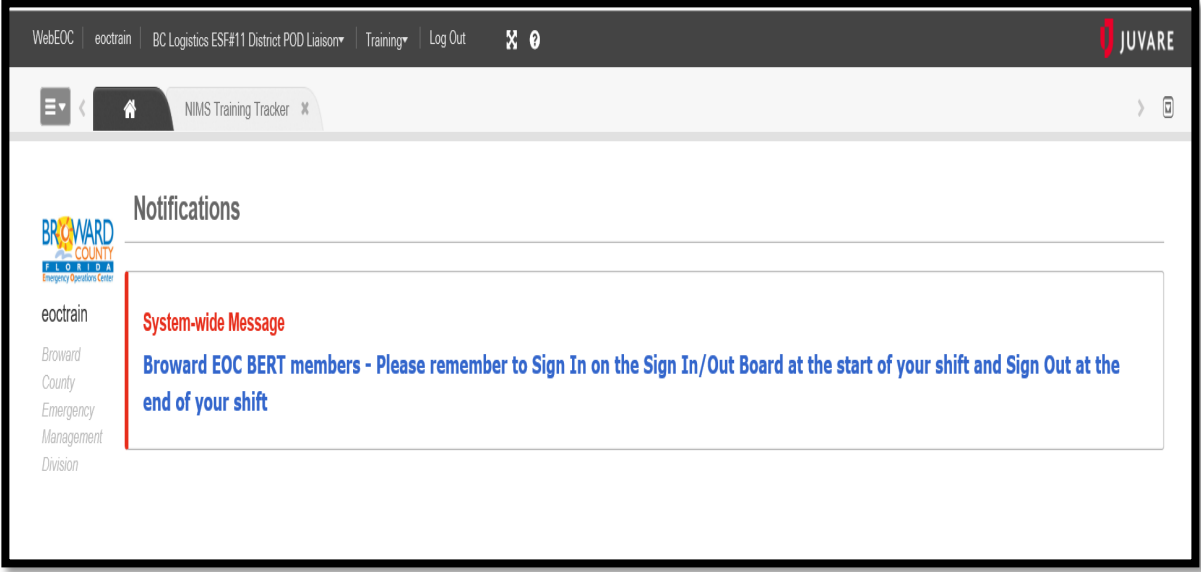

In this example, the user is logged in as ESF 11; hence, the **Incident** drop-down list contains only ESF 11 positions to select from.

6

Click **Continue** to login.


Result: The **Additional Login Information** window opens.

All * are required field information to be entered.

<p>7</p>	<p>Enter the following information in the Login window:</p> <ul style="list-style-type: none"> • Name - <i>(Required field)</i>. Enter your full name, first and last name. • Location - <i>(Required field)</i>. Enter your current location. Be as specific as possible (i.e., Broward EOC, ESF #, name of shelter, municipal EOC, etc.). Do not enter addresses. • Phone Number - <i>(Required field)</i>. Enter the best phone number (use hyphens in the phone number: i.e., 954-555-1212) to contact you during the operational period in which you are logging in; it may be a cellular telephone number or the telephone extension on the phone in front of you. It will probably not be your day-to-day work contact number. • Email - <i>(Required field)</i> enter the ESF/Unit email address to contact you at anytime should there be any questions. • Comments – Not required to enter any date in this field. Please leave Blank.
<p>8</p>	<p>Click Continue.</p> <p>Result: If you have logged in successfully, the Notifications page will appear</p> 
<p>9</p>	<p>To access the Control Panel, click on the drop down menu to the left of the home page tab</p> 
<p>10</p>	<p>Immediately after logging in, you will need to Sign In to WebEOC®. Refer to the Chapter 4 titled ‘Signing In/Signing Out’ for detailed instructions on Signing In</p>

2.3 LOGGING OUT OF WEBEOC®

Before logging off, be sure to save any process(es) / record(s) that may be in progress.

Step	Action
1	<p>To log off from WebEOC® Click Logout in the header section of WebEOC®</p>  <p>Note: Please ensure that you Sign-out using the Sign-In/Out first through the Control Panel</p>

CHAPTER 3: CONTROL PANEL

3.1 INTRODUCTION

The WebEOC® Control Panel is the primary navigation tool for WebEOC®. It is a user's means of accessing boards, menus, 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.**

The **Control Panel** is grouped into five (5) sections: Boards, Maps, Menus, Tools, and Plugins.

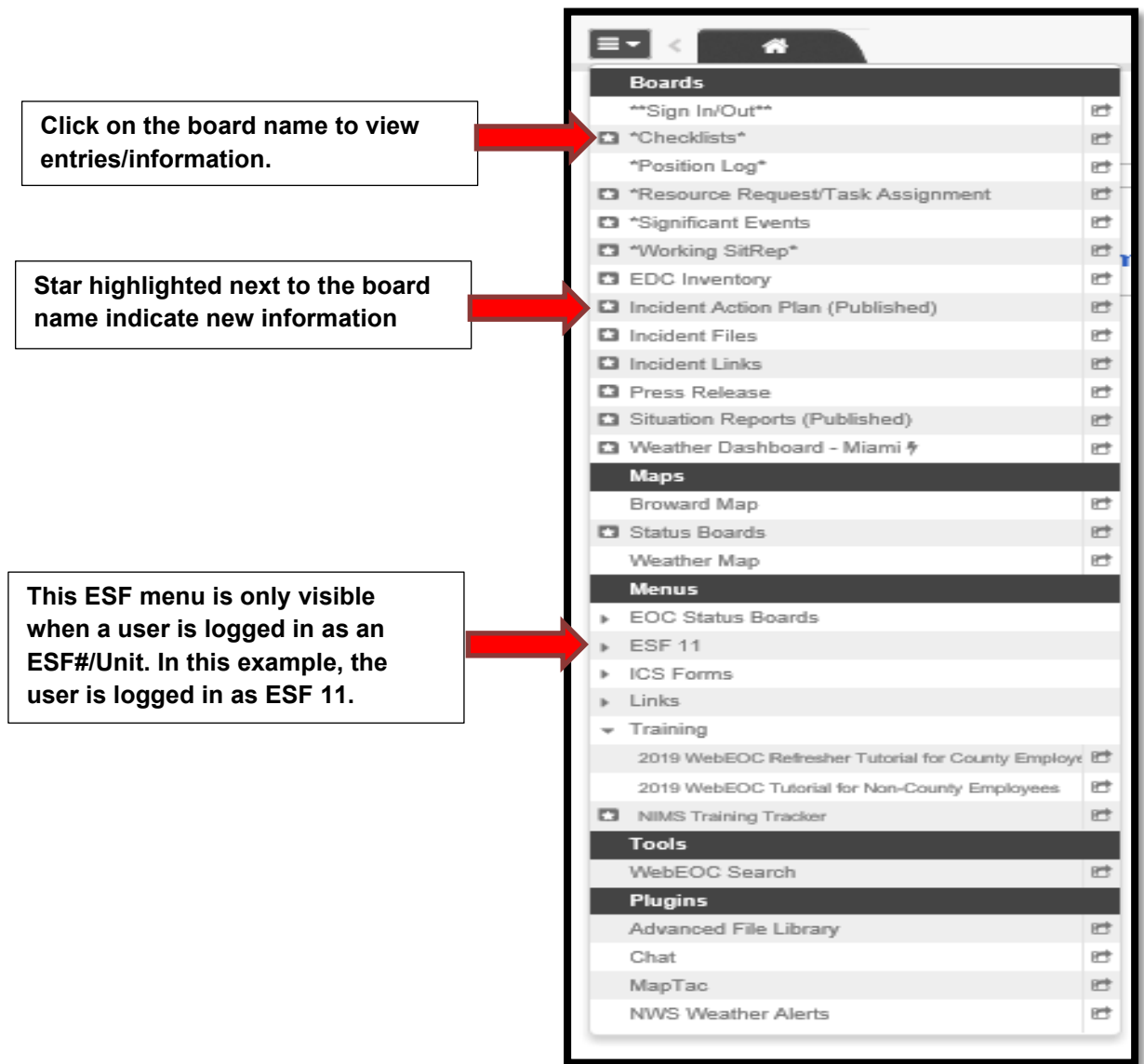


Figure 1: Example of a typical Control Panel

3.2 CONTROL PANEL SECTIONS

Below is the list of sections that may be visible from the Control Panel. Visibility of Sections are based on permissions granted per login. This list is subject to change as new Sections and Boards are edited, added, or deleted.

BOARDS	
Sign In/Out	You are required to Sign in to WebEOC® when you begin your shift and to Sign out at the end of your shift. Use the Sign In/Out Board to Sign In immediately after logging in and to Sign Out at the end of your shift.
Checklists	The EOC Checklists describes the duties of each area represented on the Broward Emergency Response Team (BERT) Table of Organization (Appendix 4).
Task Assignment	A “Task Assignment” is defined as any task, objective or purpose assigned to a position or group (e.g., ESF or unit) requiring some degree of action or outcome. Task Assignment are goal-oriented and are assigned to specific ESFs or Units.
Resource Request	A resource request is made when an item or “resource” is needed; can be equipment, people, food or water. Resources are tangible commodities and can be pulled from inventory. An example is: “Delevoe POD needs 50 pallets of water.”
Position Log	The Position Log Board provides users with a method of documenting actions taken by the personnel in each Position in the EOC during each shift. EOC personnel will use the Position Log to enter all of the activities and actions taken during their “shift” or operational period.
Significant Events	The Significant Events Board in WebEOC® is used to track events and activities. The Significant Events board provides the real-time chronology of actions taken or information received for the duration of the incident/event.
Working SitRep	The Working SitRep Board replicates the Situation Report process and is used by each ESF/Unit to enter on-going significant situational awareness information.
Incident Action Plan (Published)	Once the Planning Section has approved the Incident Action Plan (IAP), it will be published to the Incident Action Plan (Published) Board. Published IAPs can be viewed by all ESFs/Units but can only be edited by users within the Planning Section.
Incident Files	The Incident Files Board allows you to add files needed for a specific incident. These files will not appear in any other incident.
Incident Links	The Incident Links Board allows you to add URL Website links needed for a specific incident. These links will not appear in any other incident
Press Release	The Press Release Board is used to display press releases and announcements.

Situation Reports (Published)	Once the Planning Section has reviewed, edited, and approved the Working Situation Reports (SitReps), the Working SitReps will be published to the Situation Reports (Published) Board. Published SitReps can be viewed by all ESFs/Units but can only be edited by users within the Planning Section.
MAPS	
Maps	Maps are use to display information in WebEOC.
MENUS	
EOC Status Boards	The EOC Status Boards dropdown provides read-only status information. Changes to information on this Board can only be made by the ESF/Unit responsible for the information.
ESF Menu	The ESF specific dropdown Menus are where ESFs can change the data on their Board.
ICS Forms	The ICS Forms dropdown contains electronic copies of FEMA/ICS forms.
Links	The Links dropdown lists useful websites for activations.
Training	The Training dropdown board provides a link to the current WebEOC On-line Refresher Tutorial and the NIMS Training Tracker, which shows the required ICS/NIMS classes.
PLUGINS	
Advanced File Library	The Advanced File Library is used to store procedure, a situation report, a pdf file, an image, or other file types to be accessed acrossed incidents. Depending on the permissions granted, users may add, view, and/or delete files from the File Library.
Messages Manager	The Messages Manager plugin provides an easy-to-use tool for sending messages to WebEOC users. It allows you to send messages to individual users as well as groups and positions.

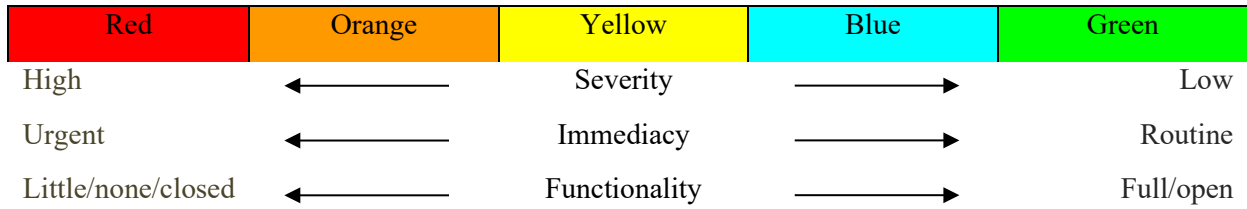
Following are several tips and tricks to make using WebEOC® even easier:

- Any WebEOC® Board may be opened in a new window that can be moved and resized.
- Multiple Status Boards and/or multiple copies of Status Boards,Plugins or Links can be opened for simultaneous display. A separate tabs at the top of the page will open for each dispaly.

Step	Action
1	<p>From the Control Panel Click the arrow to the right of the Borad, Maps, or Plugins and a new window will open.</p>  <p>The screenshot shows a mobile application interface. At the top, there is a navigation bar with a home icon and a tab labeled '**Sign In/Out**'. Below this, a 'Boards' dropdown menu is open, listing three items: '**Sign In/Out**', '*Checklists*', and '*Position Log*'. Each item has a small icon to its right. The icon for the first item, '**Sign In/Out**', is circled in red, indicating the action to be performed.</p>

Color-coding Conventions in WebEOC® Boards

Certain WebEOC® fields are color-coded in order to help strengthen their visual impact, especially for display boards. To establish direction for the Broward instance of WebEOC®, the following spectrum of color-coding has been established:

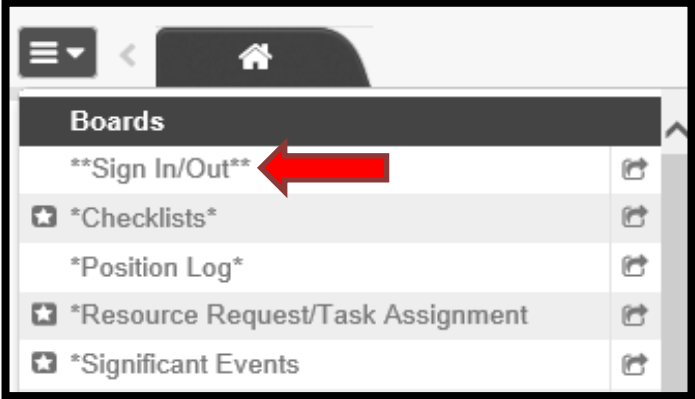
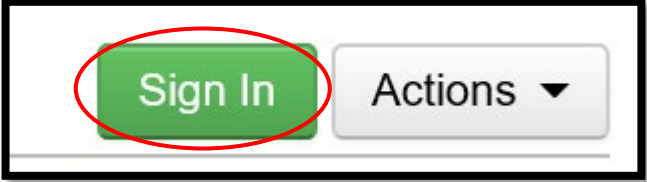


CHAPTER: 4 SIGN IN/ SIGN OUT

4.1 INTRODUCTION

Immediately after logging in to WebEOC®, sign in is required on the **Sign In/Out Board**. Signing in at the beginning of your shift and signing out at the end of your shift is required of all personnel working a shift. The Sign In and Sign Out times are used to compensate you for the actual hours that you worked.

4.2 SIGNING IN TO WEBEOC®

Step	Action
1	<p>Click Sign In/Out from the Control Panel.</p>  <p>Result: The Sign In/Out window appears.</p>
2	<p>Click Sign In (green button) on the upper right corner of board.</p>  <p>Result: The New Record window appears with the login information already populated.</p>

The majority of the fields are populated from the information you filled in when you logged in. Confirm the information and complete the remaining fields:

- **Agency:** Enter the name of your agency/department
- **Email:** Enter an email address of the ESF/Unit position you are staffing

3

Sign In

Details

Agency: Emergency Management Divison

Section/Branch: Logistics Services

Position: BC Logistics ESF#11 District POD Liaison

Name: Camile Campbell

Location: Broward EOC

Contact #: 123-456-7890

Email: esf11@broward.org

Date/Time In: 08/23/2019 13:57:28

Enter information into these two fields

The Section/Branch field is automatically filled in based on your ESF or Unit login.

Click **Save**.

Result: The **Sign In/Out** windows reappears with your Position, name, and the time you logged in.

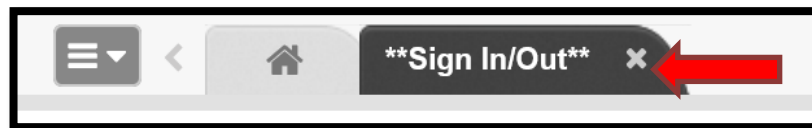
4

Logistics - Services Branch

Branch	Position	Agency	Name	Contact #	Location	Email	Date/Time In	
Logistics Services	BC Logistics ESF#11 District POD Liaison	Emergency Management Division	Camile Campbell	954-123-4567	Broward EOC	esf11@broward.org	08/23/2019 14:08:15	Sign In Out

Click **"X"** on the Tab bar in the **Sign In/Out** window to close it.

5



4.3 SIGNING OUT

At the end of your shift, you will need to sign out of WebEOC®.

Step	Action																											
1	Click Sign In/Out from the Control Panel.																											
2	<p>Locate your name in the list and click the Sign Out button adjacent to your name.</p> <div data-bbox="266 556 1430 764" style="border: 1px solid black; padding: 5px;"> <p>Logistics - Services Branch</p> <table border="1"> <thead> <tr> <th>Branch</th> <th>Position</th> <th>Agency</th> <th>Name</th> <th>Contact #</th> <th>Location</th> <th>Email</th> <th>Date/Time In</th> <th></th> </tr> </thead> <tbody> <tr> <td>Logistics</td> <td>BC Logistics ESF#11 District</td> <td>Emergency Management</td> <td>Camile</td> <td>954-123-</td> <td>Broward</td> <td></td> <td>08/23/2019</td> <td>Sign Out</td> </tr> <tr> <td>Services</td> <td>POD Liaison</td> <td>Division</td> <td>Campbell</td> <td>4567</td> <td>EOC</td> <td>esf11@broward.org</td> <td>14:08:15</td> <td>Sign Out</td> </tr> </tbody> </table> </div> <p>Click the Sign Out button to sign out, then click Save</p>	Branch	Position	Agency	Name	Contact #	Location	Email	Date/Time In		Logistics	BC Logistics ESF#11 District	Emergency Management	Camile	954-123-	Broward		08/23/2019	Sign Out	Services	POD Liaison	Division	Campbell	4567	EOC	esf11@broward.org	14:08:15	Sign Out
Branch	Position	Agency	Name	Contact #	Location	Email	Date/Time In																					
Logistics	BC Logistics ESF#11 District	Emergency Management	Camile	954-123-	Broward		08/23/2019	Sign Out																				
Services	POD Liaison	Division	Campbell	4567	EOC	esf11@broward.org	14:08:15	Sign Out																				
3	Click "X" on the Sign In/Out tab to close it.																											

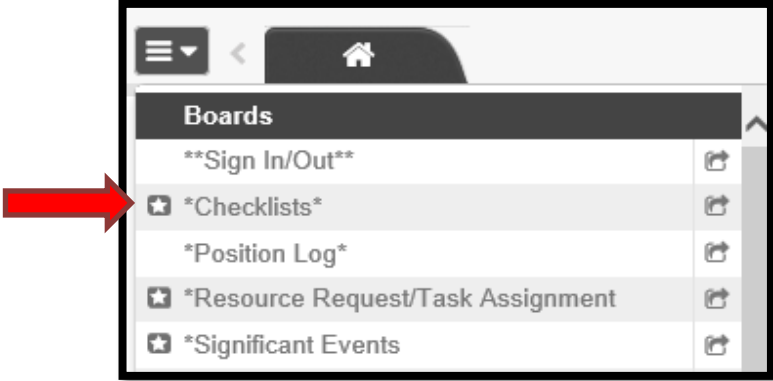
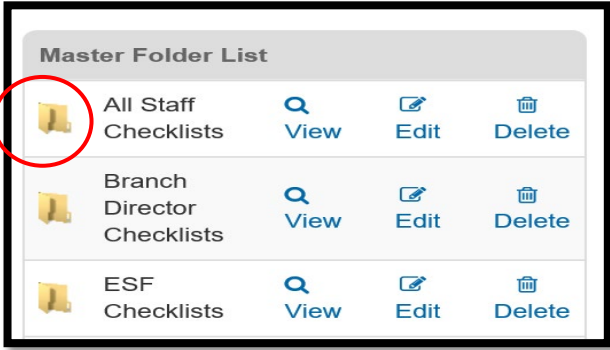
CHAPTER: 5 CHECKLIST

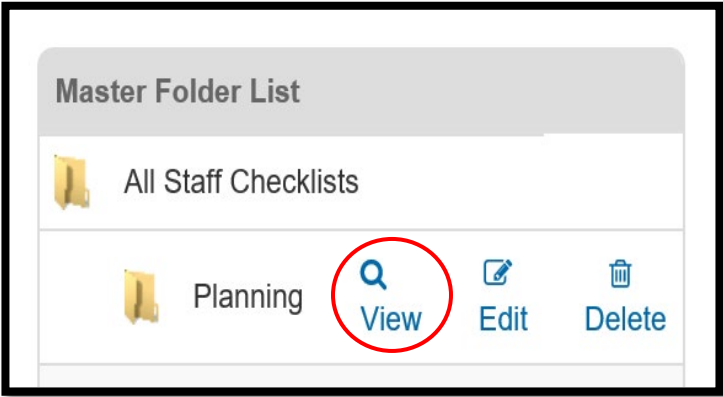
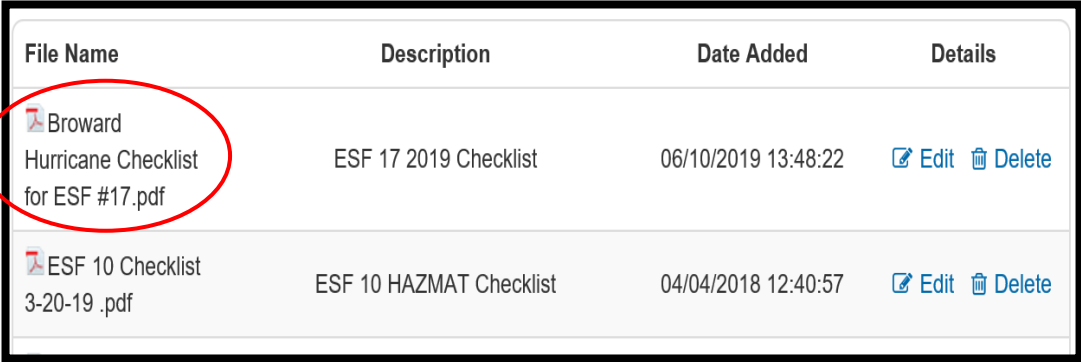


















5.1 INTRODUCTION

The Checklist board contains lists which describe the role and responsibilities for each position on the EOC staff roster.

It is strongly recommended that you view the Checklist board directly after you Sign In in order to familiarize yourself with the role and responsibilities of each position.

5.2 VIEWING THE CHECKLIST

Step	Action
1	<p>Click Checklist from the Control Panel.</p>  <p>The screenshot shows a mobile application interface with a 'Boards' menu. The menu items are: '**Sign In/Out**', '*Checklists*', '*Position Log*', '*Resource Request/Task Assignment', and '*Significant Events'. A red arrow points to the '*Checklists*' item.</p>
2	<p>Click on the Checklist folder to bring up the list of available checklists and chose a folder from the folder list.</p>  <p>The screenshot shows a 'Master Folder List' with three folders: 'All Staff Checklists', 'Branch Director Checklists', and 'ESF Checklists'. Each folder has 'View', 'Edit', and 'Delete' options. A red circle highlights the 'All Staff Checklists' folder.</p> <p>Result: The document opens.</p>

<p>3</p>	<p>To view the checklist, click on the “View” button</p> 												
<p>4</p>	<p>Click on the PDF icon to open the checklist</p>  <table border="1" data-bbox="318 804 1393 1163"> <thead> <tr> <th>File Name</th> <th>Description</th> <th>Date Added</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td> Broward Hurricane Checklist for ESF #17.pdf</td> <td>ESF 17 2019 Checklist</td> <td>06/10/2019 13:48:22</td> <td> Edit  Delete</td> </tr> <tr> <td> ESF 10 Checklist 3-20-19 .pdf</td> <td>ESF 10 HAZMAT Checklist</td> <td>04/04/2018 12:40:57</td> <td> Edit  Delete</td> </tr> </tbody> </table> <p>PDF will open the identified checklist</p>	File Name	Description	Date Added	Details	 Broward Hurricane Checklist for ESF #17.pdf	ESF 17 2019 Checklist	06/10/2019 13:48:22	 Edit  Delete	 ESF 10 Checklist 3-20-19 .pdf	ESF 10 HAZMAT Checklist	04/04/2018 12:40:57	 Edit  Delete
File Name	Description	Date Added	Details										
 Broward Hurricane Checklist for ESF #17.pdf	ESF 17 2019 Checklist	06/10/2019 13:48:22	 Edit  Delete										
 ESF 10 Checklist 3-20-19 .pdf	ESF 10 HAZMAT Checklist	04/04/2018 12:40:57	 Edit  Delete										
<p>5</p>	<p>Review the role and responsibilities outlined in the document</p>												
<p>6</p>	<p>Close the document when you have completed your review.</p>												

CHAPTER: 6 RESOURCE REQUEST/TASK ASSIGNMENT

6.1 INTRODUCTION

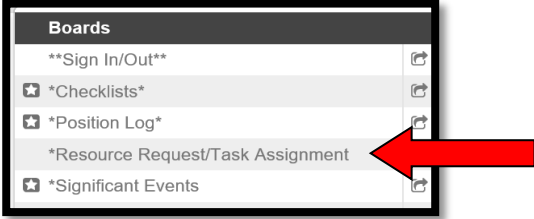

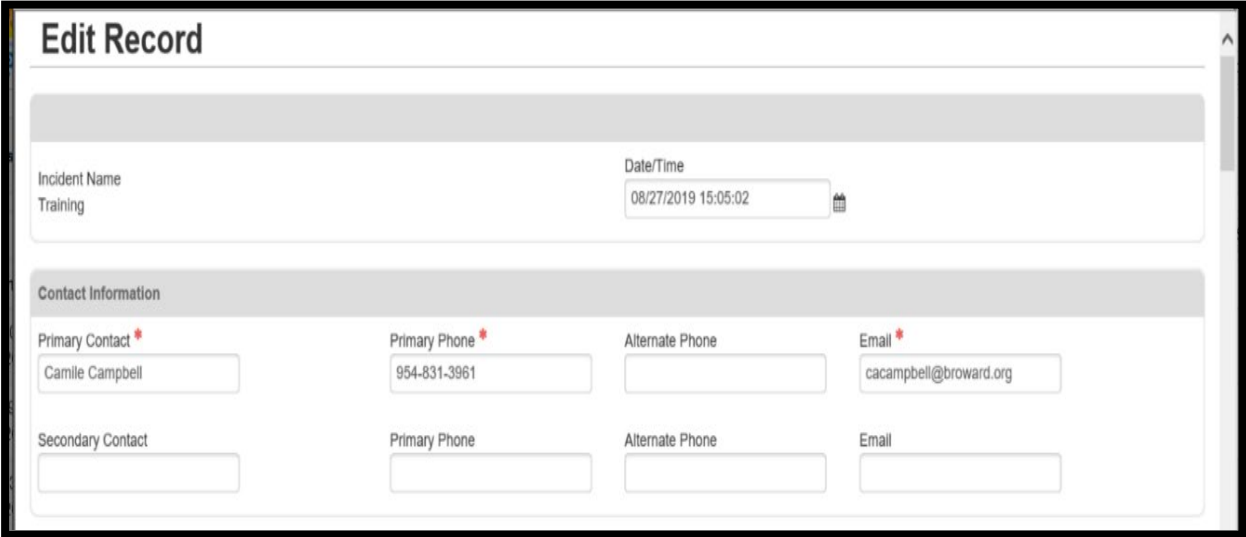
Task Assignments are defined as any task or objective assigned to a position or group (e.g., ESF or unit) requiring some degree of action. An example is: “Open a Point of Distribution (POD) at Delevoe Park. Task Assignments are formal “assignments” and require follow-up and tracking. They may require multiple Resource Request to complete. Receiving agencies have the ability to accept or reassign. Task Assignments are not to be confused with Resource Requests

Resources (i.e., tangible commodities) are when you need; such as an item pulled from inventory. Resources can be equipment, people, food or water. An example of a Resource request is; “*Police Officers* needed to control traffic at intersection of Broward Blvd and University Dr.” Resource Requests are formal “assignments” and therefore, require follow-up and tracking until the requestor receives resource .

The Resource Request/Task Assignment board provides the ability to assign Tasks and/or Resources and monitor their status. Resource Request/Task Assignment can be edited by clicking the **Edit** button. Users who have been assigned a Resource Request/Task Assignment have the ability to “Accept”, “Complete”, “Reject”, “Cancel” or characterize the task as a task “In Progress”.

Supervisors whose ESF/Units have been assigned a Resource Request/Task Assignment have the ability to “Reassign” a request that is incomplete or misrouted. Members of the receiving staff may also change status to “**Reassign**” if the request has been assigned to the incorrect ESF/Unit. Municipalities also use Reassign to forward request from their Municipal EOC Representative to the appropriate BERT ESF/Unit.

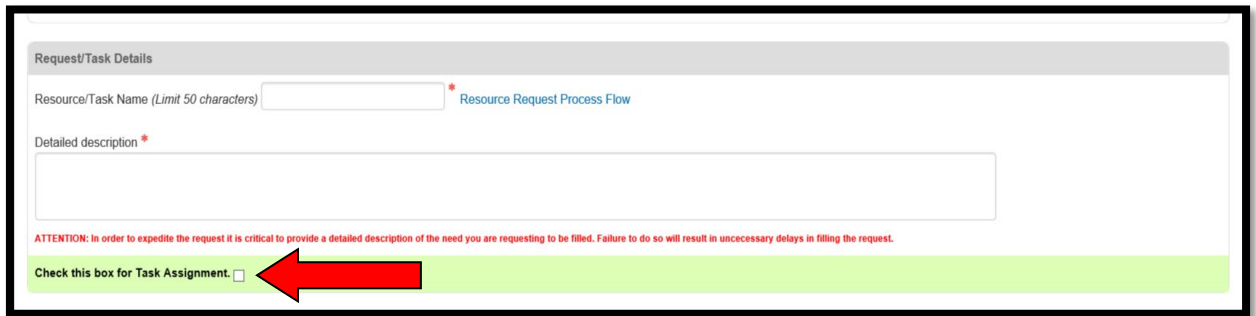
6.2 ASSIGNING RESOURCE REQUEST/TASK ASSIGNMENT

Step	Action
1	<p>Click Resource Request/Task Assignment from the Control Panel.</p>  <p>Result: The Resource Request/Task Assignment appears in a new tab.</p>
2	<p>To create a new Task Assignment or Resource Request, click Create Record.</p>  <p>Result: The Resource Request/Task Assignment Display window appears.</p>
3	<p>Complete the fields as required (*) in the Contact Information section (used for both Resource Request/Task Assignment). The fields in the Contact Information section will automatically populate the information provided from signing in.</p> <ul style="list-style-type: none"> Ensure that all required contact information is correct before requesting resource. 

Complete the fields as required (*) in the **Request/Task Details** section.

- **Entry Request/Task Name:** Type in a quick synopsis of what you are requesting. (ie: “Generator needed”). This is like a heading in a email.
- **Detailed Description:** enter a detailed description of the **Request/Task** or objective. Be as specific as possible, provide as many facts and as much information as possible.

If at any time you need to view the Process Flow, click on the **Resource Request Process Flow** hyperlink located at the top of the **Request/Task Details** section of the window. The **Resource Request/Task Assignment** chart will appear in a separate window.

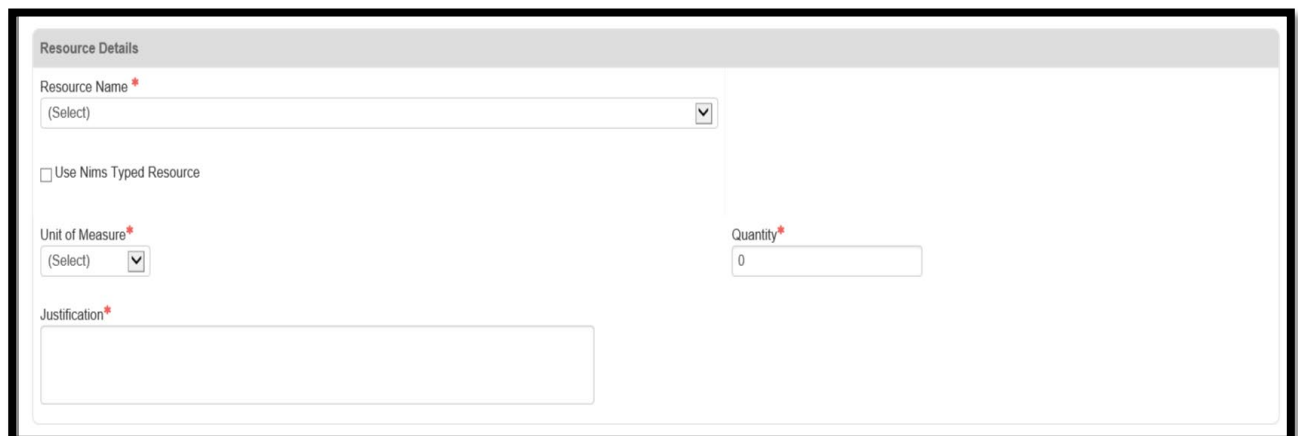


If this is a **Task Assginement** check the box in the green highlighted area. Fields that are not required will close.

Complete the fields as required (*) in the **Resouce Details** section.

- **Resouce Name:** Scroll down to select the identified resource (i.e. Water, fuel, generator etc.).
- **Unit of Measure:** Physical quantity
- **Quantity:** The amount or number of a material or immaterial thing
- **Justification:** Fill in resource name and justification as to why it is needed. This will help to prioritize resource.

4



Fill in any special requirements in the **Coordinating Instructions** section.

The screenshot shows a form titled "Coordinating Instructions" with a grey header. Below the header is a text area with a light blue border and a vertical scrollbar. The text area contains the instruction: "(List any special requirements such as the need for personal protective equipment, food, fuel, supplies, etc.)". A cursor is visible at the top left of the text area.

Complete the fields as required (*) in the **Delivery Location** section, as required for a **Resource Request**.

Delivery Point of Contact information is entered in this section on who should be contacted at resource destination.

- Enter the contact for the the person at Location: **First** and **Last Name** and **Phone Number**.
- Enter **Address** of the location where the resource will be delivered.

The screenshot shows a form titled "Delivery Location" with a grey header. The form contains several input fields:

- First Name* (text input)
- Last Name* (text input)
- Phone Number* (text input)
- Address 1* (text input)
- Address 2 (text input)
- City* (text input)
- State: FL (dropdown menu)
- Zip: (text input)

 Asterisks (*) indicate required fields. The State dropdown is currently set to "FL".

Complete the fields as required (*) in the **Assignment Details** section

- **Priority:** select Low, Medium, High
- **Assigned To:** select the ESF/Unit in which to assign the resource/task request to from the drop down list.
 - If you need some reference assistance, click the **View Org Chart** located to the right of the drop down list. **NOTE:** If this field is left blank, the request will remain in limbo.
- **Date/Time Due:** this is date and time when the resource/task request should be completed. This is automatically entered and is based on the priority level chosen.

The screenshot shows the 'Assignment Details' section of a web form. It contains three main fields: 'Priority*' with a dropdown menu showing '(Select)'; 'Assigned To:*' with a dropdown menu and a 'View Org. Chart' link to its right; and 'Date/Time Due' with a date picker icon. A red arrow points to the 'View Org. Chart' link.

Note: BERT Organization Chart is also available in **Appendix 4**

Complete the fields as required (*) in the **Attachments** section

- Fill in the **Description** of the Attachment.
- **Attachment:** click **Browse** to attach any relevant documents that may be helpful to the recipient. Examples might include site maps, photos, equipment specifications, etc.

The screenshot shows the 'Attachments' section of the form. It has three rows, each with a 'Description' text input field and an 'Attachment' field containing a 'Browse...' button. At the bottom right, there are 'Cancel' and 'Save' buttons. A red arrow points to the 'Save' button.

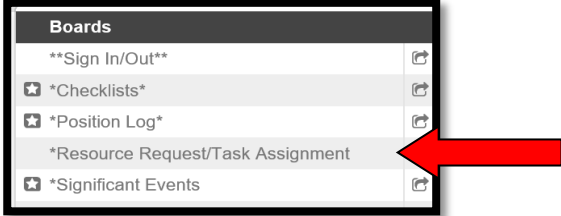
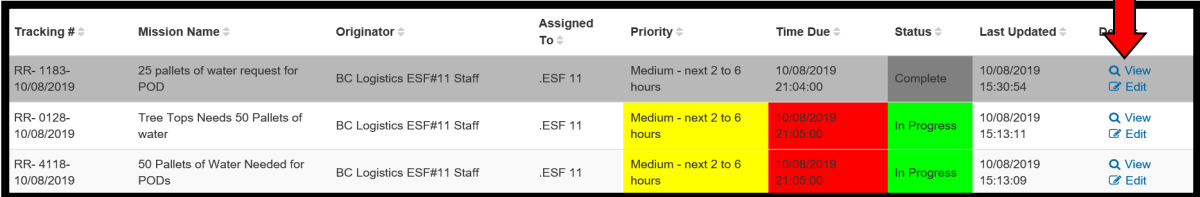
Click **Save** when finished.

6.3 ACCEPTING A RESOURCE REQUEST/TASK ASSIGNMENT

Once the Task Assignment/Resource Request is assigned and accepted by an ESF/Unit, the ESF/Unit can begin working on the mission.

Responsibilities of the ESF/Unit:

- It is the responsibility of the Mission Tracking Unit to monitor the status of all missions occurring in the EOC to monitor for “Overdue” requests.
- The Mission Tracking Unit will physically and/or verbally notify (i.e., visit and communicate with) each ESF/Unit Supervisor regarding all incomplete or outstanding missions at least once each operational period.
- ESF/Unit Supervisors, Branch Directors, and Section Chiefs will also monitor the status of their respective missions on a regular basis (at least twice during each operational period).
- The individual within ESF/Unit that completes the mission will need to complete and close the mission. A notation describing the details regarding the acceptance will be entered in the “response” text box. The date and time will be automatically be entered in the “Time Completed” field .

Step	Action
1	<p>Click Resource Request/Task Assignment from the Control Panel.</p>  <p>Result: The Resource Request/Task Assignment appears in a new window.</p>
2	<p>Click Edit adjacent to the Resource Request/Task Assignment that was assigned to you.</p>  <p>Result: The Task Assignment/Resource Request display window appears.</p>

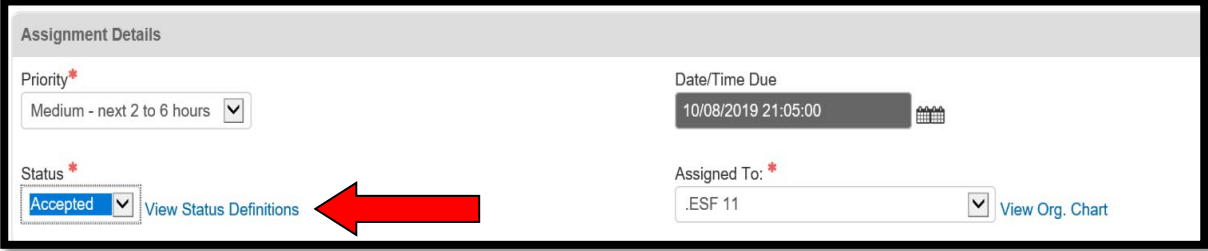
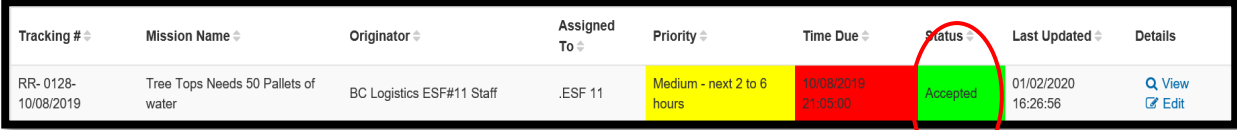
3

From the **Request/Task Detail** section enter update into the **Detailed Description** text box.

The screenshot shows a web form titled "Request/Task Details". At the top, there is a text input field for "Resource/Task Name (Limit 50 characters)" containing the text "Tree Tops Needs 50 Pallets of w:". Below this is a section titled "Detailed description history:" which contains two entries: "Tree Tops Park POD in Davie needs 50 pallets of water. BC Logistics ESF#11 Staff - eoctrain at 14:57:39 on 10/08/2019" and "50 pallets of water on its way to Tree Tops. BC Logistics ESF#11 Staff - eoctrain at 15:11:08 on 10/08/2019". At the bottom of the form is a text area labeled "Detailed description:*" with a red arrow pointing to it. The text area contains the text "Received Request.".

NOTE: This field is required in order to save any changes. Historical details of this request is present in this section.

4	<p>Complete the fields as required in the Assignment Details section (used for both Task Assignment and Resource Requests)</p> <p>STATUS FIELD: Select the appropriate status from the drop-down list.</p> <p>Assigned:</p> <ul style="list-style-type: none"> • Status assigned to all new resource/task requests only. • Signifies that a new request has been assigned to a BERT/MSB Rep/MEOC entity. • Upon receipt, the recipient must change this field to another status. <p>Accepted:</p> <ul style="list-style-type: none"> • Indicates that the recipient agrees that they are the correct action organization and they intend to work/process the request. <p>In Progress:</p> <ul style="list-style-type: none"> • Indicates that you or your organization has started working on the request that was assigned to you. <p>Complete:</p> <ul style="list-style-type: none"> • Indicates that the resource/task request has been completed by the “accepting” recipient <p>Canceled:</p> <ul style="list-style-type: none"> • Signifies that the request is no longer valid due to: <ul style="list-style-type: none"> ▪ Was made in error ▪ Is a duplicate ▪ Has been negated by ongoing events • Normally should ONLY be canceled by the originator, but • May be canceled by a recipient if mutually agreed upon by the originator and recipient. Verbal or text communication must accompany any cancellation. <p>Partially Filled:</p> <ul style="list-style-type: none"> • Identifies the Resource Request or Task Assignment has been partially completed by the assigned entity. <p>Rejected:</p> <ul style="list-style-type: none"> • Used by the recipient when <ul style="list-style-type: none"> ▪ They determine they are not the correct action organization (recipient) ▪ Do not have the resources necessary to complete the request and do not intend to follow up through the Mission Tracking Unit • Using ‘rejected’ requires the agency to assign the request back to the originator • Verbal or text communication must accompany any rejection status. • Limit the use of ‘Reject’ to the following: <ul style="list-style-type: none"> ▪ ESF/Unit Supervisors ▪ Branch Directors ▪ Section Chiefs ▪ MSB Reps
---	---

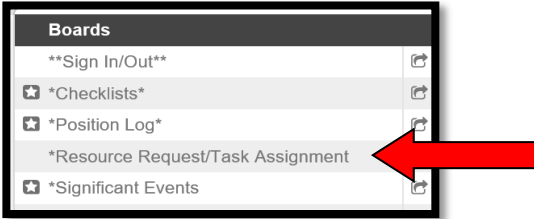
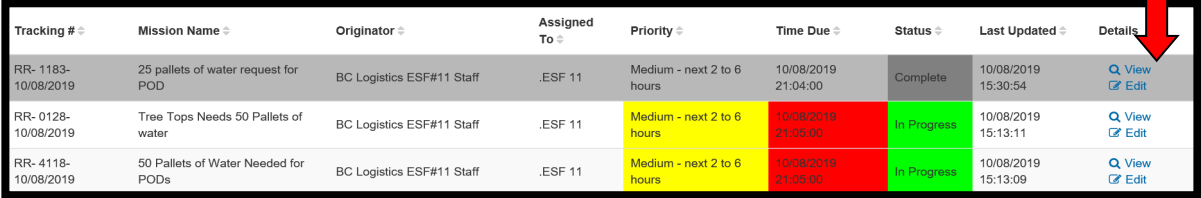
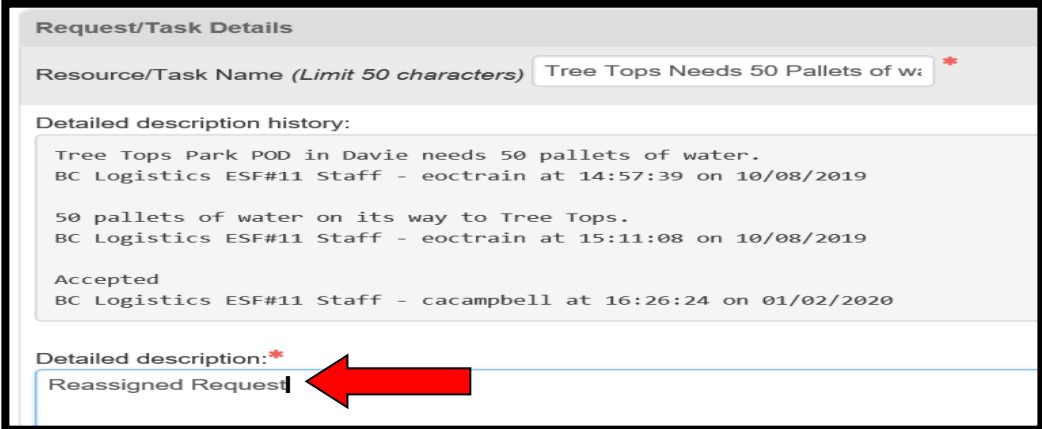
4	<p>Reassigned:</p> <ul style="list-style-type: none"> • Used to forward a resource/task request to a Branch Director or Section Chief (within your section) for follow-up action • MSB Reps will ‘reassign’ requests from their Municipal EOC (MEOC) to the appropriate BERT agency for processing • Branch Directors may ‘reassign’ requests to the Mission Tracking Unit for follow up, if resources are needed from the State.
5	<p>Scroll down to the Assignment Details section and click on the Status drop-down list and select Accepted.</p>  <p>Note: Once you start working a request the status should be In Progress.</p>
6	<p>Click Save.</p>  <p>Result: The Task Assiment/Resource Request display window reappears displaying the status change.</p>

6.4 REASSIGNING A RESOURCE REQUEST/TASK ASSIGNMENT

In situations where an ESF or unit may have been inappropriately assigned to perform a task assignment/resource request, the request will need to be reassigned to a more appropriate ESF/unit. Whenever a task assignment/resource request is reassigned, a comment by the reassigning party providing rationale must be placed in the “**Detailed Description**” text box.

Responsibilities of the ESF/Unit:

- Any EOC staff member subordinate to the rank of ESF or Unit Supervisor must first discuss the task assignment/resource request with their ESF or Unit Supervisor and explain why the task assignment/resource request should be reassigned. Once an EOC member has received verbal approval to proceed, the user will locate the task assignment/resource request request in WebEOC®.
- Municipal representatives should address mis-assigned task assignment/resource requests with the Municipal Services Branch Director.

Step.	Action
1	<p>Click Resource Request/Task Assignment from the Control Panel.</p>  <p>Result: The Resource Request/Task Assignment appears in a new window.</p>
2	<p>Click Edit adjacent to the Resource Request/Task Assignment that was assigned to you.</p>  <p>Result: The Task Assignment/Resource Request display window appears</p>
3	<p>From the Request/Task Detail section enter update into the Detailed Description text box. Place a comment indicating rationale for the reassignment of the Task Assignment/Resource Request.</p>  <p>NOTE: This field is required in order to save any changes. Historical details of this request is present in this section.</p>

Scroll down to the **Assignment Details** section and click on the **Status** drop-down list and select **Reassigned**.

4

Assignment Details

Priority*
Medium - next 2 to 6 hours

Date/Time Due
10/08/2019 21:05:00

Status*
Reassigned [View Status Definitions](#)

Assigned To:*
.ESF 11 [View Org. Chart](#)

Click **Save**.

5

Tracking #	Mission Name	Originator	Assigned To	Priority	Time Due	Status	Last Updated	Details
RR- 0128-10/08/2019	Tree Tops Needs 50 Pallets of water	BC Logistics ESF#11 Staff	.ESF 11	Medium - next 2 to 6 hours	10/08/2019 21:05:00	Reassigned	01/02/2020 16:53:00	View Edit

Result: The **Task Assiment/Resource Request** display window reappears displaying the status change.

The Task Assiment/Resource Request will now be assigned to the new ESF/unit or the originating ESF/unit. The newly assigned ESF/unit will:

Step.

Action

1

Click **Resource Request/Task Assignment** from the Control Panel.

Boards

- **Sign In/Out**
- *Checklists*
- *Position Log*
- *Resource Request/Task Assignment
- *Significant Events

Result: The Resource Request/Task Assignment appears in a new window.

2

Click **Edit** adjacent to the **Resource Request/Task Assignment** that was assigned to you.

Tracking #	Mission Name	Originator	Assigned To	Priority	Time Due	Status	Last Updated	Details
RR- 1183-10/08/2019	25 pallets of water request for POD	BC Logistics ESF#11 Staff	.ESF 11	Medium - next 2 to 6 hours	10/08/2019 21:04:00	Complete	10/08/2019 15:30:54	View Edit
RR- 0128-10/08/2019	Tree Tops Needs 50 Pallets of water	BC Logistics ESF#11 Staff	.ESF 11	Medium - next 2 to 6 hours	10/08/2019 21:05:00	In Progress	10/08/2019 15:13:11	View Edit
RR- 4118-10/08/2019	50 Pallets of Water Needed for PODs	BC Logistics ESF#11 Staff	.ESF 11	Medium - next 2 to 6 hours	10/08/2019 21:05:00	In Progress	10/08/2019 15:13:09	View Edit

From the **Request/Task Detail** section enter update into the **Detailed Description** text box. Place a comment indicating rationale for accepting the Task Assignment/Resource Request.

3

Request/Task Details

Resource/Task Name (Limit 50 characters)


Detailed description history:

Tree Tops Park POD in Davie needs 50 pallets of water.
BC Logistics ESF#11 Staff - eoctrain at 14:57:39 on 10/08/2019

50 pallets of water on its way to Tree Tops.
BC Logistics ESF#11 Staff - eoctrain at 15:11:08 on 10/08/2019

Accepted
BC Logistics ESF#11 Staff - cacampbell at 16:26:24 on 01/02/2020

Reassigned Request
BC Logistics ESF#11 Staff - cacampbell at 16:31:31 on 01/02/2020

Detailed description: * 

Accepted|

NOTE: This field is required in order to save any changes. Historical details of this request is present in this section.


Scroll down to the **Assignment Details** section and click on the **Status** drop-down list and select **Accepted**.

4

Assignment Details

Priority *

Date/Time Due

Status * [View Status Definitions](#) 

Assigned To: * [View Org. Chart](#)

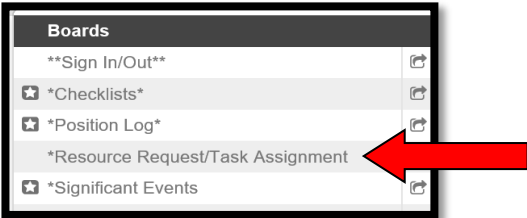
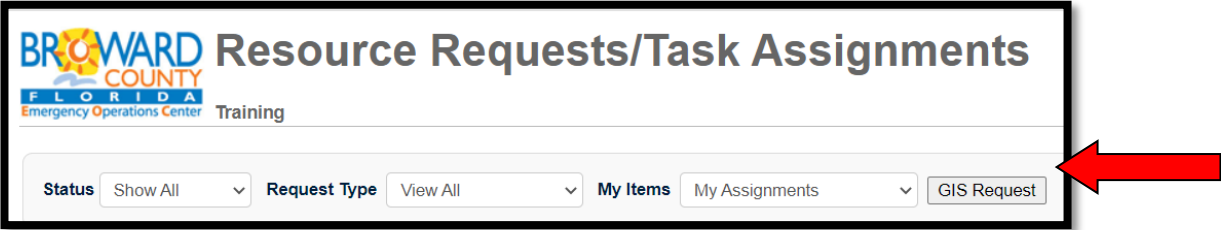
5 Click **Save**.

Tracking #	Mission Name	Originator	Assigned To	Priority	Time Due	Status	Last Updated	Details
RR- 0128-10/08/2019	Tree Tops Needs 50 Pallets of water	BC Logistics ESF#11 Staff	.ESF 11	Medium - next 2 to 6 hours	10/08/2019 21:05:00	Accepted	01/07/2020 11:11:18	View Edit

Result: The **Task Assiment/Resource Request** display window reappears displaying the status change.

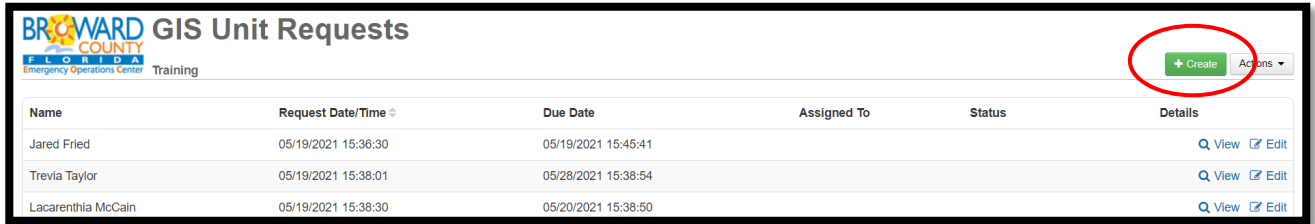
6.5 GIS UNIT REQUESTS

Map Reequst is located on the top of the Resource Request/ Task Assignment Board. This button is used to request maps and/or geographic data from the GIS (Geographic Information Systems) Unit. This board is section out into three areas; Requester Information, Request information and the Details Section.

Step.	Action
1	<p>Click Resource Request/Task Assignment from the Control Panel.</p>  <p>Result: The Resource Request/Task Assignment appears in a new window.</p>
3	<p>Click on the GIS Request button located at the top.</p>  <p>Result: The GIS Unit Requests Board will appear in a new window</p>

Click on the **Create** button

4



Result: The **GIS Request** Entry Form will appear in a new window

Fill in all of the information boxes and the drop down menus in the **Requester Information**, **Request information** and the **Details** Section.

Make sure that you are very clear and concise in your request. The product will only be as good as your request.

3

GIS Request

Requester Information

Name:

ESF/Unit:

Phone Number:

Location:

Request Information

Request Date:

Date/Time Due:

Request Type:

Quantity:

Details

Title:

Purpose:

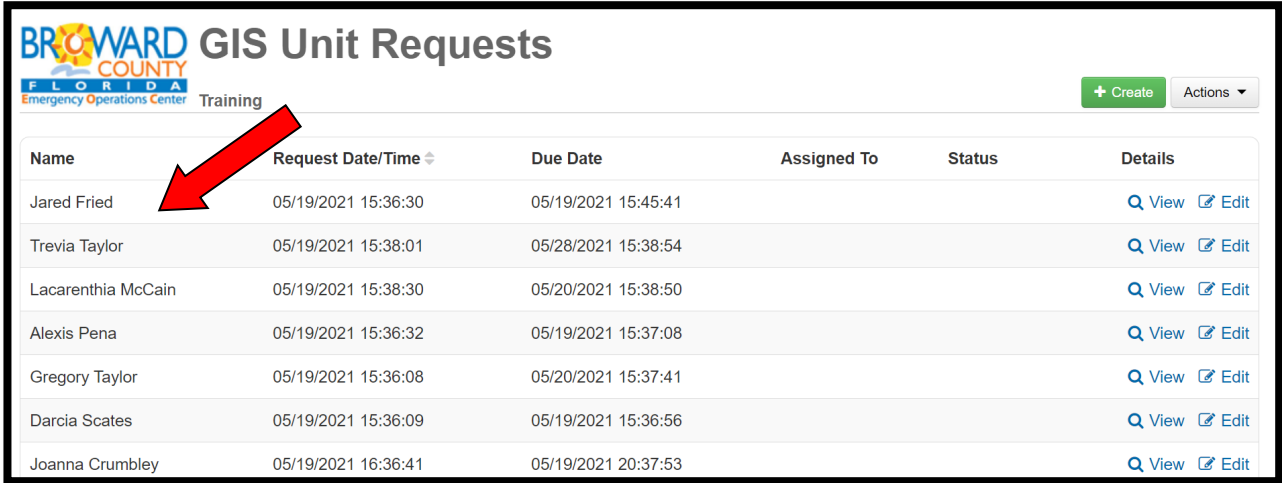
Details (Please be specific):

Describe the area of interest (E.g. entire county, north county, Town of Davis):

Attachment: No file chosen

Attachment Description:

NOTE: If the ESF/Unit already have a map or information they can browse and attach map.

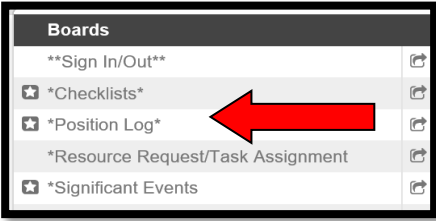
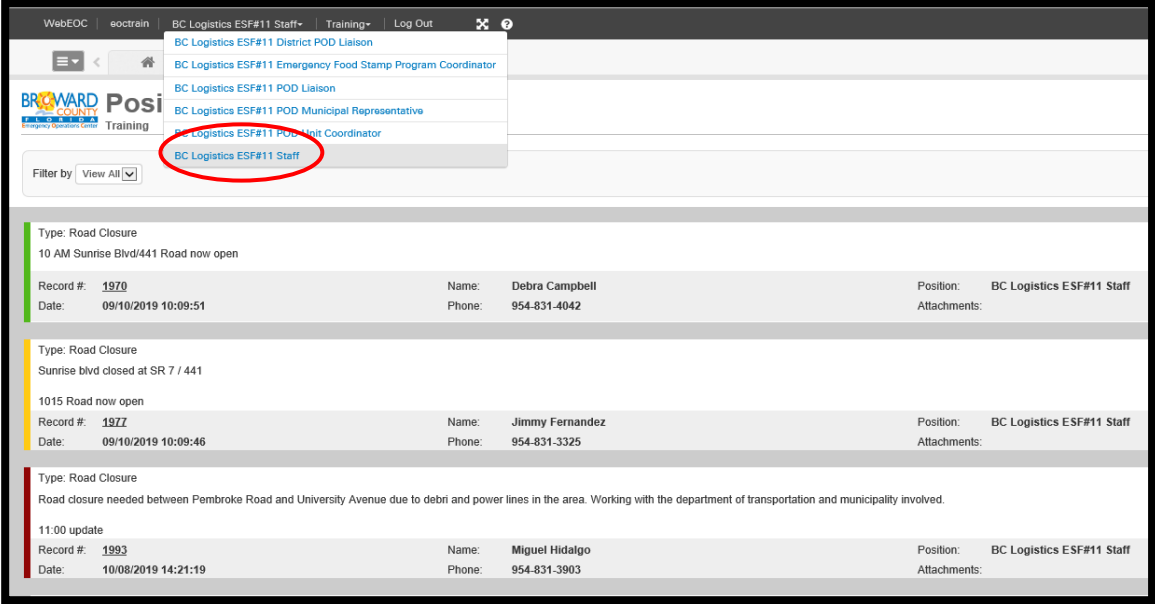
4	Click on the Save button. The New Reocrd will appear in the GIS Units Requests.																																																
5	<p>Click on Resouce Request/ Task Assignment to return to the main board.</p> <div data-bbox="241 352 1516 831" style="border: 2px solid black; padding: 10px;">  <table border="1" data-bbox="256 485 1495 831"> <thead> <tr> <th>Name</th> <th>Request Date/Time ↕</th> <th>Due Date</th> <th>Assigned To</th> <th>Status</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>Jared Fried</td> <td>05/19/2021 15:36:30</td> <td>05/19/2021 15:45:41</td> <td></td> <td></td> <td>View Edit</td> </tr> <tr> <td>Trevia Taylor</td> <td>05/19/2021 15:38:01</td> <td>05/28/2021 15:38:54</td> <td></td> <td></td> <td>View Edit</td> </tr> <tr> <td>Lacarenthia McCain</td> <td>05/19/2021 15:38:30</td> <td>05/20/2021 15:38:50</td> <td></td> <td></td> <td>View Edit</td> </tr> <tr> <td>Alexis Pena</td> <td>05/19/2021 15:36:32</td> <td>05/19/2021 15:37:08</td> <td></td> <td></td> <td>View Edit</td> </tr> <tr> <td>Gregory Taylor</td> <td>05/19/2021 15:36:08</td> <td>05/20/2021 15:37:41</td> <td></td> <td></td> <td>View Edit</td> </tr> <tr> <td>Darcia Scates</td> <td>05/19/2021 15:36:09</td> <td>05/19/2021 15:36:56</td> <td></td> <td></td> <td>View Edit</td> </tr> <tr> <td>Joanna Crumbley</td> <td>05/19/2021 16:36:41</td> <td>05/19/2021 20:37:53</td> <td></td> <td></td> <td>View Edit</td> </tr> </tbody> </table> </div>	Name	Request Date/Time ↕	Due Date	Assigned To	Status	Details	Jared Fried	05/19/2021 15:36:30	05/19/2021 15:45:41			View Edit	Trevia Taylor	05/19/2021 15:38:01	05/28/2021 15:38:54			View Edit	Lacarenthia McCain	05/19/2021 15:38:30	05/20/2021 15:38:50			View Edit	Alexis Pena	05/19/2021 15:36:32	05/19/2021 15:37:08			View Edit	Gregory Taylor	05/19/2021 15:36:08	05/20/2021 15:37:41			View Edit	Darcia Scates	05/19/2021 15:36:09	05/19/2021 15:36:56			View Edit	Joanna Crumbley	05/19/2021 16:36:41	05/19/2021 20:37:53			View Edit
Name	Request Date/Time ↕	Due Date	Assigned To	Status	Details																																												
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Trevia Taylor	05/19/2021 15:38:01	05/28/2021 15:38:54			View Edit																																												
Lacarenthia McCain	05/19/2021 15:38:30	05/20/2021 15:38:50			View Edit																																												
Alexis Pena	05/19/2021 15:36:32	05/19/2021 15:37:08			View Edit																																												
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Darcia Scates	05/19/2021 15:36:09	05/19/2021 15:36:56			View Edit																																												
Joanna Crumbley	05/19/2021 16:36:41	05/19/2021 20:37:53			View Edit																																												
6	Click "X" to close the window.																																																

CHAPTER: 7 POSITION LOG

7.1 INTRODUCTION


The Position Log board allows users to document all of the activities and/or actions that are performed during a shift.

7.2 VIEWING POSITION LOGS

Step	Action
1	<p>Click Position Log from the Control Panel.</p>  <p>Result: The Position Log window appears.</p>
2	<p>The Position Log window appears displaying all the entries for the ESF/Unit for the position you are currently logged-in as. For example, if you are logged in as BC Logistics ESF#11 Staff then that's the only Position Log information you will see.</p>  <p>Result: The Position Log window appears displaying all the entries for that section. In this example, the BC Logistics ESF#11 Staff position information appears.</p>

3

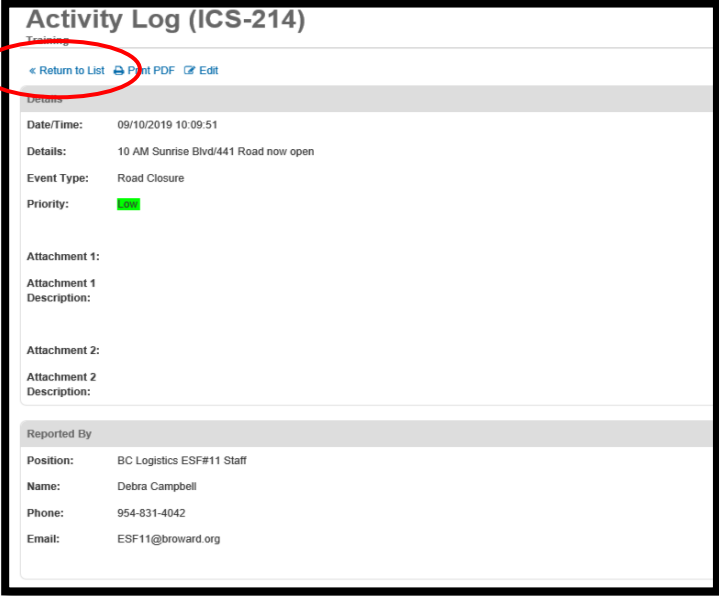
Click on the **View** button to view the individual position logs.



The screenshot shows a record card with the following details: Type: Road Closure; 10 AM Sunrise Blvd/441 Road now open; Record #: 1970; Name: Debra Campbell; Position: BC Logistics ESF#11 Staff; Date: 09/10/2019 10:09:51; Phone: 954-831-4042. A red arrow points to the 'View' button in the top right corner.

4

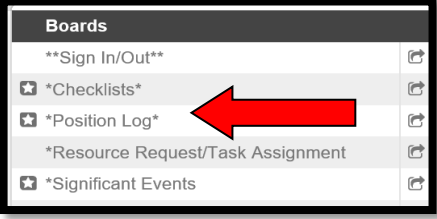
The **Position Log** window will appear.



The screenshot shows the 'Activity Log (ICS-214)' window. The 'Return to List' button is circled in red. The window displays details for the event: Date/Time: 09/10/2019 10:09:51; Details: 10 AM Sunrise Blvd/441 Road now open; Event Type: Road Closure; Priority: High (green bar). It also lists attachments and the reporter's information: BC Logistics ESF#11 Staff, Debra Campbell, 954-831-4042, ESF11@broward.org.

Click **Return to List** to return to Position Log list view.

7.3 ADDING A NEW POSITION LOG

Step	Action
1	<p>Click Position Log from the Control Panel.</p>  <p>The screenshot shows a 'Boards' menu with the following items: **Sign In/Out**, *Checklists*, *Position Log*, *Resource Request/Task Assignment*, and *Significant Events*. A red arrow points to the '*Position Log*' item.</p> <p>Result: The Position Log tab appears.</p>

2


To create a new Position Log, click **Create New Record**.



Result: The **Position Log New Record** window appears.

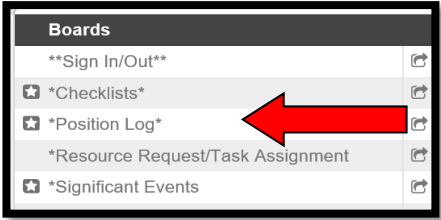
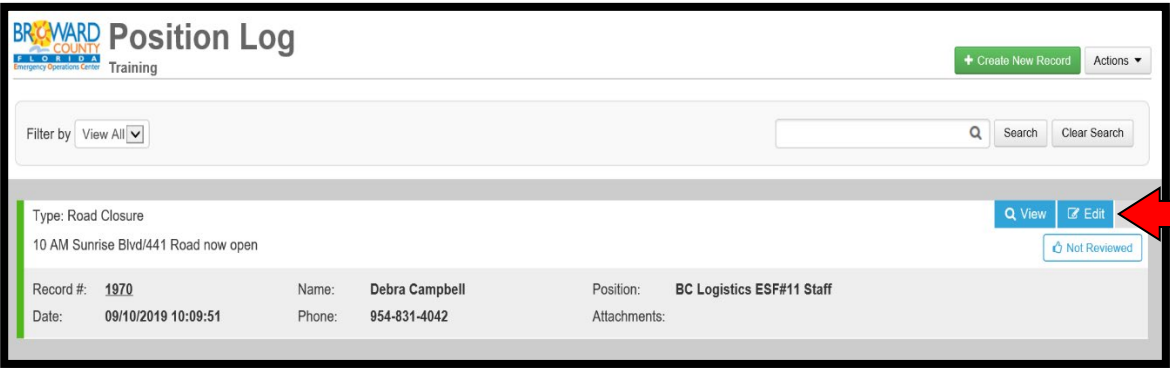
3

Complete all the fields for the new record.

- **Date/Time:** This field is auto-filled; however, if you want to change the information, click the calendar icon  to select a date and then enter the time (hour and minutes) in the appropriate fields.
- **Details:** enter a detailed description of the activities that you performed during your shift
- **Event Type:** Click on the drop-down menu and chose the event type (ie: Hurricane, bomb threat, oil spill, etc)
- **Priority:** use the drop-down menu to pick the priority (Low, Medium, or High)
- **Point of Contact Name/Number:** enter the name and phone number of the point of contact
- **Attachment:** click Browse to attach a document to this position log

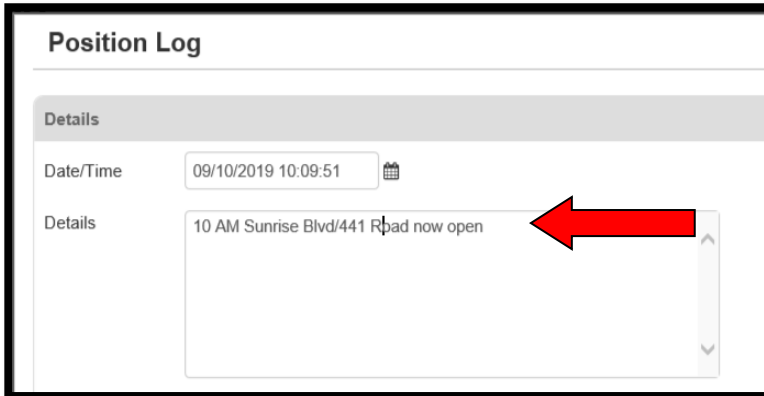
4	<p>Post to BC Significant Events: check this Box only if the activity that you are recording is critical enough to be posted on the Significant Events board.</p> <p>Note: When a user checks the “Post to BC Significant Events” checkbox, the information in the corresponding Position Log will then be reviewed by the respective ESF/Unit Lead, Branch Director, Section Chief, or WebEOC Controller. Upon reviewing the logs, they will determine what information gets posted to the Significant Events board.</p>
5	<p>Click Save to save the information.</p>

7.4 UPDATING AN EXISTING POSITION LOG

Step	Action
1	<p>Click Position Log from the Control Panel.</p> <div style="text-align: center;">  </div> <p>Result: The Position Log a new tab appears.</p>
2	<p>Click the Edit button adjacent to the Position Log you wish to modify.</p> <div style="text-align: center;">  </div> <p>Result: The Update Record window appears.</p>

You will need to enter the updated information in the **Details** field above the previous notes entered.

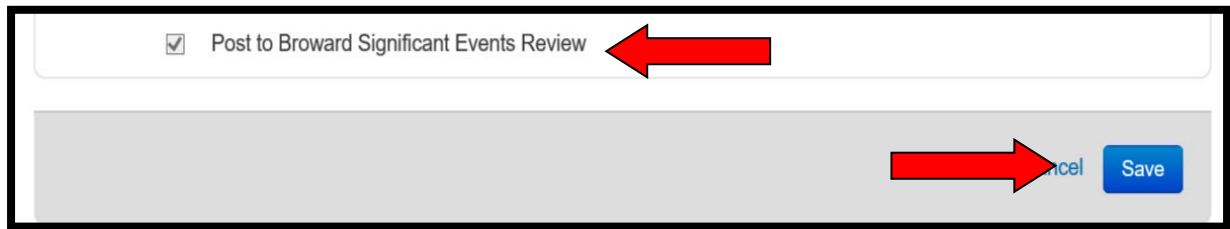
3



Note: **Date/Time** does not update. Please enter **Date/Time** in the Details note field when providing update.

Click **Save** to save the information.

4



Result: The updated information appears in the Position Log window. The updated information is also automatically sent to the Significant Events board by the system, if the box was checked and approved previously

CHAPTER: 8 SIGNIFICANT EVENTS

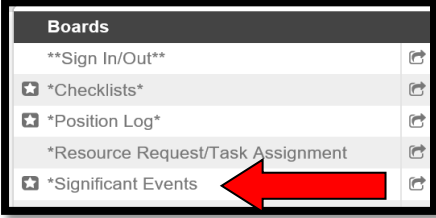
8.1 INTRODUCTION

The Significant Events board is used to post critical information regarding an Incident. All users who are logged into the Incident can view entries to the Significant Events board. An ESF/Unit Supervisor first reviews all events prior to posting them to the Significant Events board. If an ESF/Unit Supervisor approves an “event” as significant, then the event will be displayed on the Significant Events status board¹. In the absence of the ESF/Unit Supervisor, the “event” requires approval from the Branch Director, or Section Chief..

Below are a few examples of Significant Events:

1. Infrastructure Failure: Bridge is out, building is damaged or collapsed
2. Shelter Status: Open/Closed
3. Information: Evacuation location
4. Situational Awareness: Latest updates on fire, Hazmat spill update
5. Current Conditions: Hurricane is 10 miles away

8.2 UPDATING SIGNIFICANT EVENTS

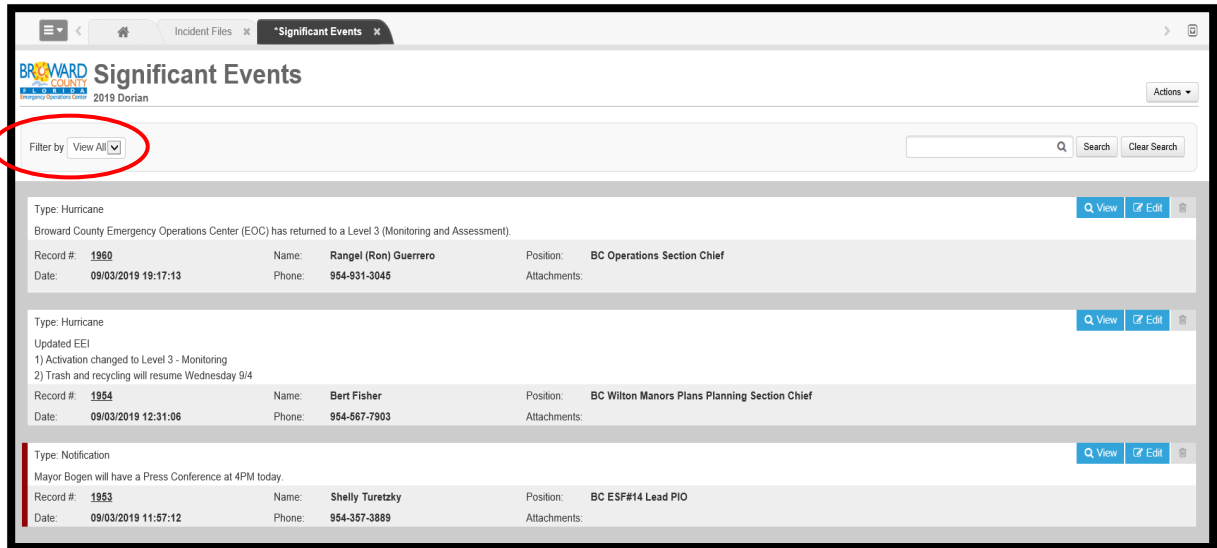
Step	Action
1	<p>Click Significant Events from the Control Panel.</p> <div style="text-align: center;">  </div> <p>Result: The Significant Events new tab appears.</p>

¹ In the case of municipalities, “events” will be approved by the Municipal Services Branch Director. In the absence of the Municipal Services Branch Director, “events” will be approved by the Operations Section Chief.

Below is an example of the contents of the **Significant Events** board.

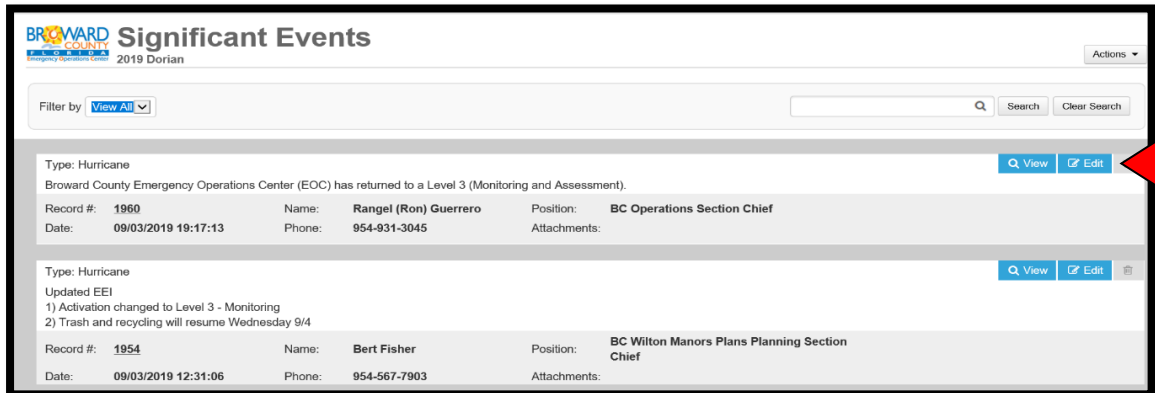
Note: The most recent Significant Event is listed at the top of the list. You can also use the filter dropdown button to filter by the priority (low, medium, or high).

2

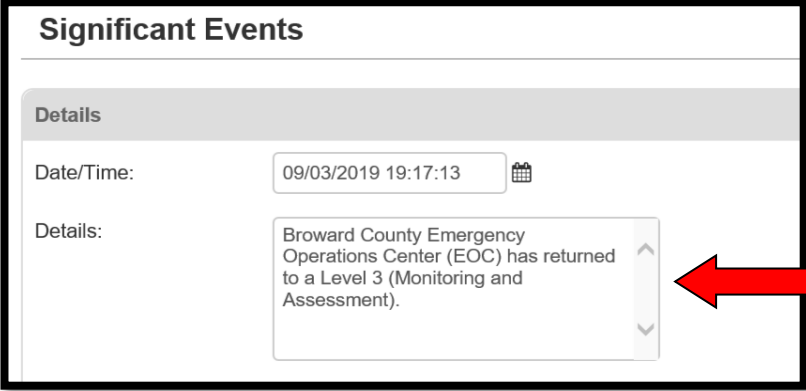


3

Click the **Edit** button adjacent to the you wish to modify.



Result: The Update Record window appears.

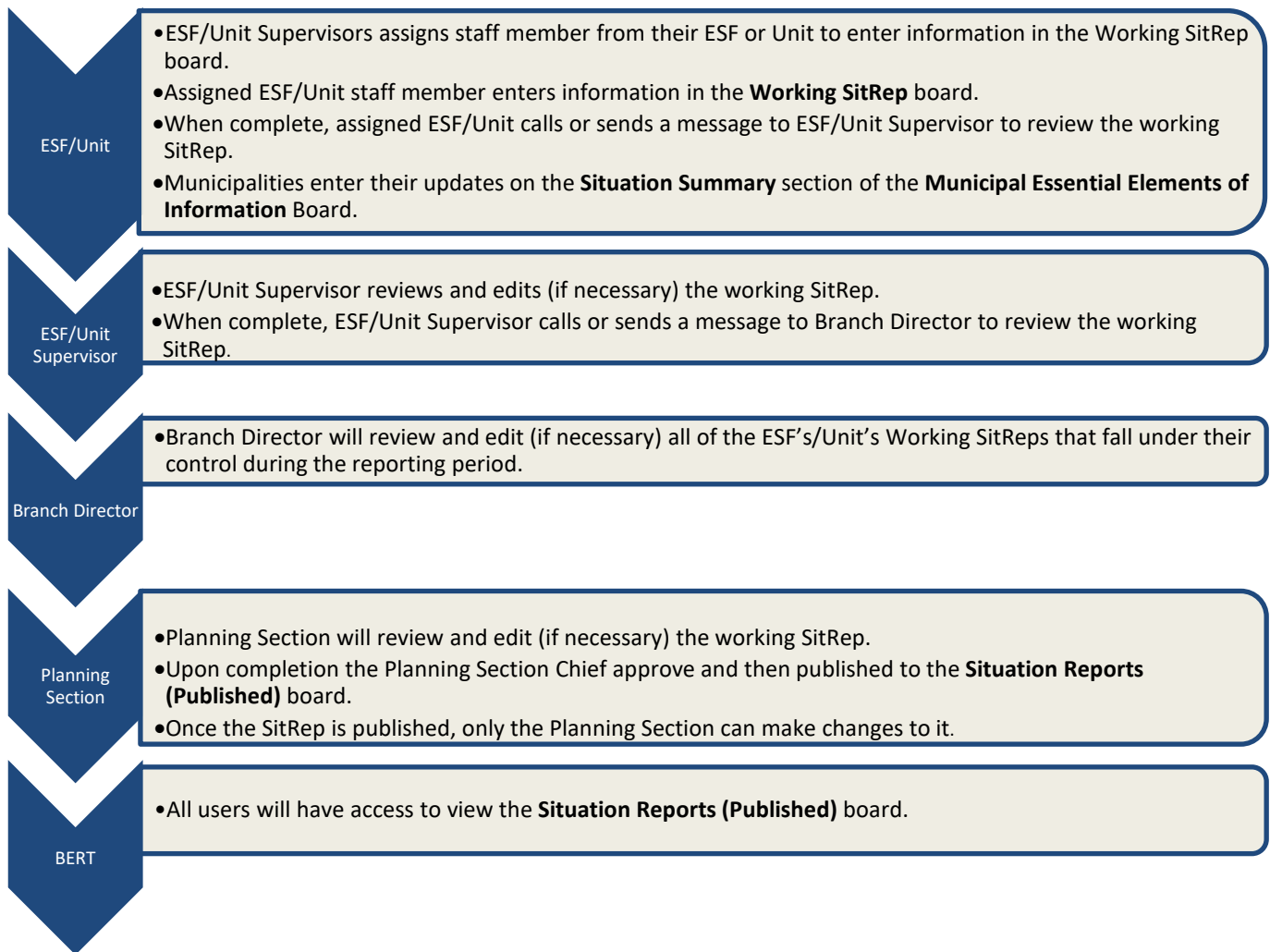
4	<p>You will need to enter the updated information in the Details field above the previous notes entered.</p> <div data-bbox="272 296 1073 684"><p>The screenshot shows a window titled "Significant Events". Inside, there is a "Details" section. The "Date/Time" field is set to "09/03/2019 19:17:13" with a calendar icon. The "Details" text area contains the text: "Broward County Emergency Operations Center (EOC) has returned to a Level 3 (Monitoring and Assessment)". A red arrow points to the right side of the text area.</p></div> <p>Note: Date/Time does not update. Please enter Date/Time in the Details note field when providing update.</p>
5	<p>Click Save to save the information.</p> <p>Result: The updated information appears in the Broward County EOC Significant Events window, as well as on the Position Log.</p>

CHAPTER: 9 WORKING SITUATION REPORT

9.1 INTRODUCTION

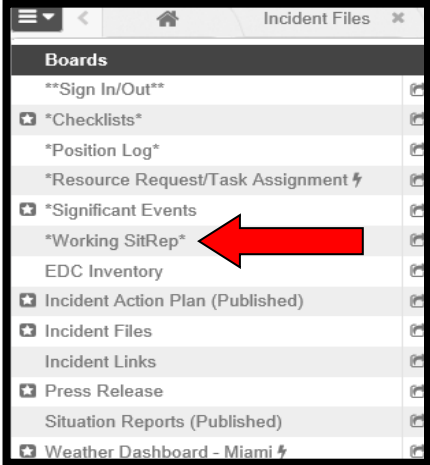
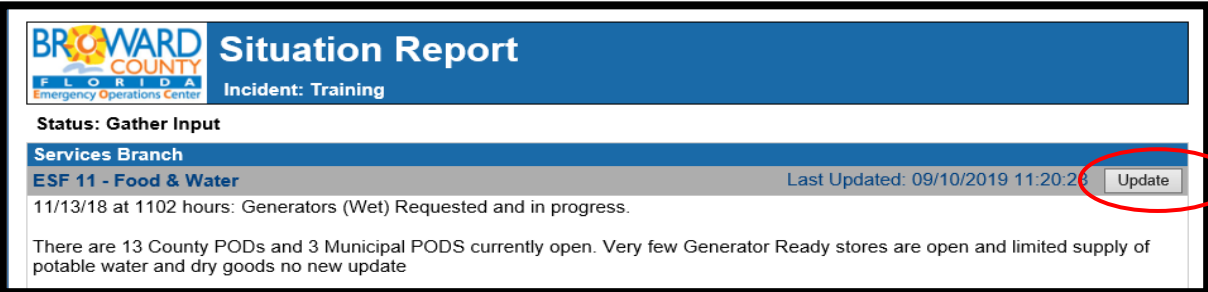
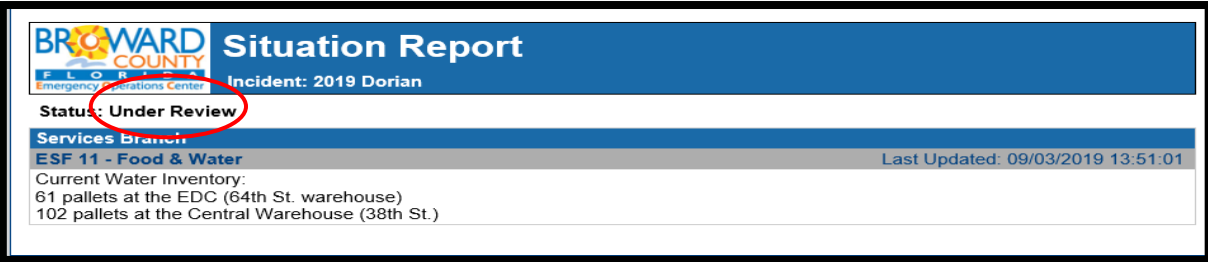
The Working Situation Report (SitRep) board is used by each ESF/Unit to enter on-going significant situational awareness information. It is the responsibility of the ESF/Unit Supervisor to assign only one ESF/Unit staff member at a time from their ESF/Unit to enter information in the Working SitRep board. This is to prevent information that is being written in the Working SitRep board from being overwritten by someone else.

Below is the process for entering/reviewing information in the Working SitRep board.



Note: SitReps are published every operational period during an activation.

9.2 ENTERING WORKING SITREP INFORMATION

Step	Action
1	<p>Click Working Situation Report from the Control Panel.</p>  <p>Result: The Working SitRep new tab appears.</p>
2	<p>Click Update to begin entering Situation Report information.</p>  <p>Note: If the Working Copy has “Gathering Input” under the status, as indicated above, you can start updating your Working Situation Report (SitRep) information. If the Working Copy has “Under Review” next to the status, as indicated below, the Working SitRep has been locked by the Planning Section in preparation of publishing the Situation Report. Once it has been published, it will be unlocked for input.</p> 

The section **questions** on the left side of the Working Situation Report will differ for each ESF/Unit based on the username that you are logged into (i.e., ESF 3, 6, 8, or 12), . Fill in the situational awareness information for your ESF/Unit.

3

BROWARD COUNTY FLORIDA
Emergency Operations Center

Situation Report

Incident: Training

Save Cancel

Services Branch

ESF 11 - Food & Water Last Update: 09/10/2019 11:20:28

How many County PODs are open?
How many Municipal PODs are open?
What are the issues or actions relating to Food and Water?

11/13/18 at 1102 hours: Generators (Wet) Requested and in progress.
There are 13 County PODs and 3 Municipal PODS currently open. Very few Generator Ready stores are open and limited supply of potable water and dry goods no new update

4

Click **Save** to close the Broward County Situation Report tab.

CHAPTER: 10 PUBLISHED SITUATION REPORT








10.1 INTRODUCTION

Once the Planning Section has reviewed, edited, and approved the Working SitReps, the Working SitReps will be published to the Situation Reports (Published) board. Published SitReps can be viewed by all positions activated for the EOC operation.

10.2 VIEWING PUBLISHED SITREPS


Step	Action
1	<p>Click Situation Reports (Published) from the Control Panel.</p> <div data-bbox="662 877 1101 1346" style="text-align: center;"> <p>The screenshot shows a mobile application interface titled 'Incident Files'. Under the heading 'Boards', there is a list of items: **Sign In/Out**, *Checklists*, *Position Log*, *Resource Request/Task Assignment*, *Significant Events*, *Working SitRep*, EDC Inventory, Incident Action Plan (Published), Incident Files, Incident Links, Press Release, Situation Reports (Published), and Weather Dashboard - Miami. A red arrow points to the 'Situation Reports (Published)' item.</p> </div> <p>Result: The SitRep (Published) new tab appears displaying a list of the Published SitReps for specific operational periods.</p>

Click **Detail View** (the clipboard icon) adjacent to the Published SitRep you wish to view.

Report #	Situational Report Period	Detail View
2	04/15/2016 17:47:13 to 04/15/2016 17:47:13	
2	04/15/2016 17:47:13 to 04/15/2016 17:47:13	
2	04/15/2016 17:47:13 to 04/15/2016 17:47:13	
1	04/15/2016 17:47:13 to 04/15/2016 17:47:13	
1	04/15/2016 17:47:13 to 04/15/2016 17:47:13	
1	04/15/2016 17:47:13 to 04/15/2016 17:47:13	
1	04/15/2016 17:47:13 to 04/15/2016 17:47:13	



Result: The Situation Report window appears displaying a summary of the all of the SitReps from all ESFs/Units.



Broward County
Emergency Operations Center

Situation Report


CONTACT INFORMATION:
 Planning Section: 354-331-3350
 Duty Officer: 354-331-3311
 FAX: 354-302-8695
 ESF: @broward.org
 PIO: Margaret Stapleton 354-302-3427

Incident Name: Training

[Back to List](#) [PDF](#)

Situation Report # 2

Situational Report Period: 04/15/2016 17:47:13 to 04/15/2016 17:47:13
Prepared By: Planning Section Chief
EOC Activation Level: 2
Incident Image:



Weather Outlook

Weather Forecast
 Heavy rains continuing throughout the day. Sunny tomorrow, slight chance of afternoon showers.

Summary of Current Situation and Actions

Current Situation
 THE CENTER OF TROPICAL DEPRESSION EMILY WAS LOCATED NEAR LATITUDE 30.1 NORTH...LONGITUDE 76.0 WEST. THE DEPRESSION IS MOVING TOWARD THE NORTHEAST NEAR 17 MPH...28 KM/H. A TURN TOWARD THE EAST-NORTHEAST AND AN INCREASE IN FORWARD SPEED ARE EXPECTED IN THE NEXT DAY OR SO. ON THE FORECAST TRACK...THE DEPRESSION WILL CONTINUE MOVING AWAY FROM THE BAHAMAS AND THE U.S. EAST COAST.

 MAXIMUM SUSTAINED WINDS REMAIN NEAR 35 MPH...55 KM/H...WITH HIGHER GUSTS. LITTLE CHANGE IN STRENGTH IS FORECAST DURING THE NEXT DAY OR TWO...AND EMILY COULD BECOME A REMNANT LOW LATER TODAY OR TONIGHT...AND DEGENERATE INTO A TROUGH OF LOW PRESSURE BY TUESDAY

2

3

Click **Back to List** to close the Situation Report window after viewing.

CHAPTER: 11 INCIDENT ACTION PLAN

11.1 INTRODUCTION

The Incident Action Plan (IAP) is published once per operational period. The IAP is comprised of the IAP Cover Sheet, the Published SitREP (which will be incorporated into the ICS-201, Incident Briefing), and additional documents as listed on the ICS-202, Incident Objectives. The Planning Section (Situation Unit) will develop the IAP by collating information on various status boards and information sources within the EOC.

The IAP is created for the **next operational period** and consists of the following forms:

- IAP
- form lists personnel assigned to Command, Command Staff, Section Chiefs, Branch Directors Cover Sheet
- ICS-201 Incident Briefing (Published SitRep)
- ICS-202 Incident Objectives
- ICS-203 Organizational Assignment List (to be filled out by all Supervisory positions)
- ICS-205 Incident Communications Plan (to be filled out by ESF 2)
- ICS-207 Organization Chart
- ICS-230 Daily Meeting Schedule
- Additional attachments as applicable

The ICS-203 Organizational Assignment List, provides the names of personnel assigned to leadership positions for the next operational period. This, and ESF/Unit Supervisors. This form is implemented in WebEOC® as a status board that will be filled in by each of the above positions. The Situation Unit will review this form each operational period and incorporate it into the IAP.

The ICS-205 Incident Communications Plan, will be developed by ESF#2 Communications, and incorporated into the IAP by the Situation Unit.

The Emergency Management Director via a hardcopy signature will approve the IAP prior to publishing by the Planning Section.

Refer to the EOC Timeline board as it is a dynamically updating board that displays when the various planning products associated with the IAP are due and by whom.

The IAP data will be preserved from the previous Operational Periods so that it can be edited to be applied to the new Operational Period.

Each Branch Director position logged onto WebEOC® will have a link on the menu bar to the current published IAP.

11.2 COMPLETING THE IAP ICS 203 FORM

Step	Action
1	<p>Branch Directors or Section Chiefs can click ORG Assignment Input – ICS 203 from the Boards Section of the Control Panel.</p> <div data-bbox="526 415 1292 1272" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p>The screenshot shows a mobile application interface with a 'Boards' section. The list of items includes: **Sign In/Out**, *Checklists*, *Position Log*, *Resource Request/Task Assignment*, *Significant Events*, *Significant Events Controller*, *Working SitRep*, Incident Action Plan (Published), Incident Files, Incident Links, Org Assignment Input - ICS 203 (highlighted with a red arrow), and Press Release. Each item has a star icon on the left and a refresh icon on the right.</p> </div> <p>Result: The ICS 203 form appears.</p>

Click on the **Edit This Page** tab.

2

ICS 203 - Organization Assignment List

Edit This Page
View ICS 203
View ICS 207
Return to Main View

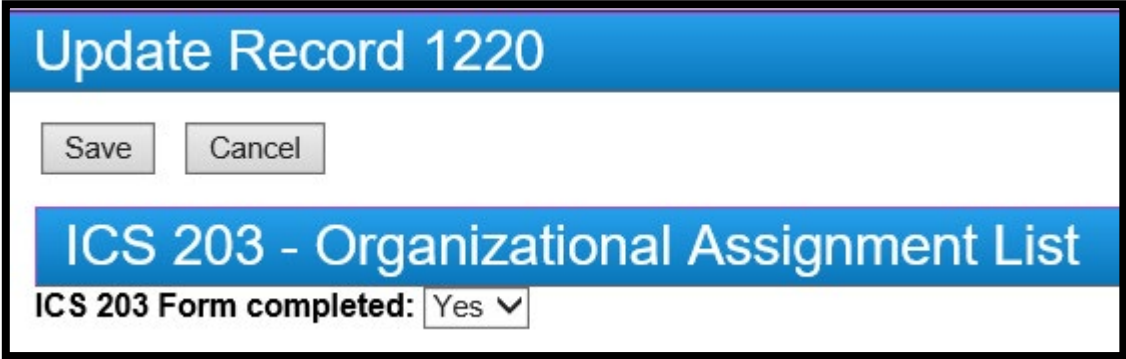
ICS 203 Form completed: Yes
Form Last Updated: 09/16/2017 16:17:42

Result: An editable version of the form appears

Complete the fields for your **Branch** or **Section**.

3

Logistics Section	
Section Chief	<input style="width: 95%;" type="text"/>
Deputy	<input style="width: 95%;" type="text"/>
ESF #7 Resource Mgmt Branch Director	<input style="width: 95%;" type="text"/>
Mission Tracking Unit Leader	<input style="width: 95%;" type="text"/>
Supply Unit Leader	<input style="width: 95%;" type="text"/>
EOC Support Unit Leader	<input style="width: 95%;" type="text"/>
Services Branch Director	<input style="width: 95%;" type="text"/>
Staging Area Unit Leader	<input style="width: 95%;" type="text"/>
Emergency Distribution Center Unit Leader	<input style="width: 95%;" type="text"/>
ESF #11 Food & Water	<input style="width: 95%;" type="text"/>
ESF #15 Vol & Donations Unit Supervisor	<input style="width: 95%;" type="text"/>

<p>4</p>	<p>From the ICS 203 Form Completed dropdown bar select Yes, then Click Save to save the record(s).</p> 
<p>5</p>	<p>Click “X” to close the window.</p>

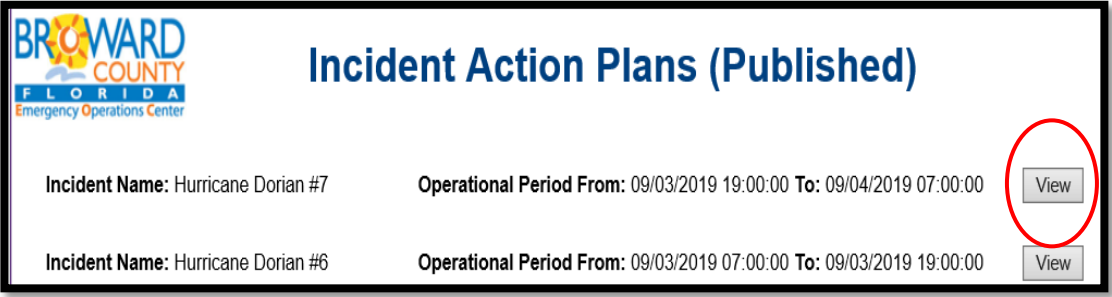
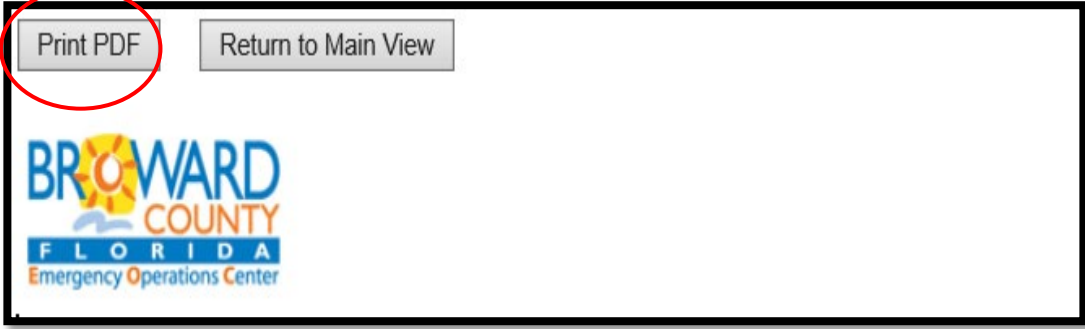
CHAPTER: 12 PUBLISHED INCIDENT ACTION PLAN

12.1 INTRODUCTION

Once the Planning Section has reviewed, edited, and approved the IAP, the approved IAP will be published to the Incident Action Plan (Published) board. Published IAPs can be viewed by all ESFs/Units.

12.2 VIEWING PUBLISHED IAPS

Step	Action
1	<p>Click Incident Action Plan (Published) from the Control Panel.</p> <div data-bbox="565 863 1333 1724" style="border: 2px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p>The screenshot shows a mobile application interface with a 'Boards' menu. The menu items are: **Sign In/Out**, *Checklists*, *Position Log*, *Resource Request/Task Assignment*, *Significant Events*, *Significant Events Controller*, *Working SitRep*, Incident Action Plan (Published) (highlighted with a red arrow), Incident Files, Incident Links, Org Assignment Input - ICS 203, and Press Release. Each item has a star icon on the left and a refresh icon on the right.</p> </div> <p>Result: The Incident Action Plan (Published) window appears.</p>

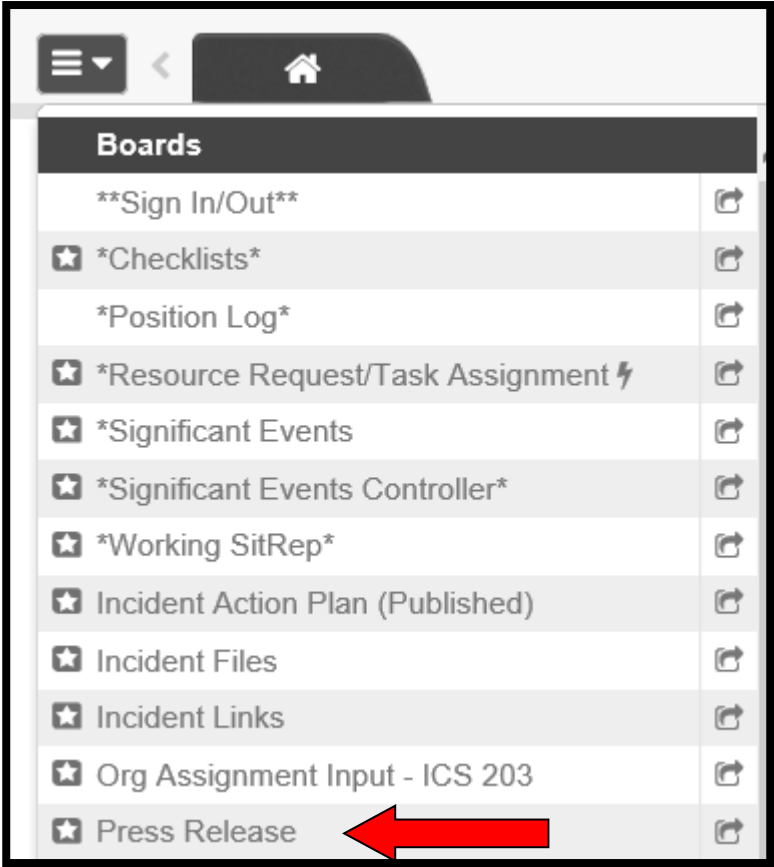
<p>2</p>	<p>Click View to view the Published IAP for a specific operational period.</p>  <p>Result: The Published IAP window appears displaying the Published IAP for the specific operational period.</p>
<p>3</p>	<p>Click Print PDF to print the Published IAP.</p> 
<p>4</p>	<p>Click Return to Main View to return to the IAP Published window.</p>
<p>5</p>	<p>Click “X” to close the IAP Published window after viewing.</p>

CHAPTER: 13 PRESS RELEASE

13.1 INTRODUCTION

The Press Release board allows users to view press releases as they occur. ESF #14 is responsible for the development and release of accurate and complete public information regarding an incident and for publishing the information in the Press Release board. All users will be able to view the press releases listed in the Press Release board.

13.2 VIEWING PRESS RELEASES

Step	Action
1	<p>Click Press Release from the Control Panel.</p>  <p>Result: The Press Release window appears displaying a list of the all the announcements that have been released to the public for a specific incident.</p>

2 Click **Press Release URL** adjacent to the Press Release you wish to view.

The screenshot shows the 'Press Release' section of the Broward County Emergency Operations Center interface. It features a table with columns for Date/Time, Title, Published By, Approved By, Press Release, and Approval Status. A red arrow points to the URL in the 'Press Release' column of the first row.

Date/Time	Title	Published By	Approved By	Press Release	Approval Status
09/03/2019 16:14:12	Hurricane Dorian Advisory #20	Lori Shepard	Margaret Stapleton	https://webapps6.broward.org/newsrelease/View.aspx?intMessageId=11838	Published
09/03/2019 14:45:09	Hurricane Dorian Advisory #19	Shelly Turetzky	Margaret Stapleton	https://webapps6.broward.org/newsrelease/View.aspx?intMessageId=11836	Published
09/03/2019 14:19:30	Hurricane Dorian Advisory #18	shelly turetzky	Margaret Stapleton	https://webapps6.broward.org/newsrelease/View.aspx?intMessageId=11837	Published

Result: The Press Release opens in a new window.

5 Click “X” to close the Press Release window after viewing.

CHAPTER: 14 EOC STATUS BOARDS

14.1 INTRODUCTION

Every user logged in to WebEOC®, regardless of their position, will have access to the EOC Status Boards displayed in the Control Panel. The EOC Status Boards provides read-only informational boards. The EOC Status Boards is for viewing purposes only. You will not be able to modify or update any of the boards that are located in the EOC Status Boards.

When you click on EOC Status Boards from the Control Panel, new boards will appear under the EOC Status Board, such as the Hospitals board and the Shelters board. The Hospitals board and the Shelters board will be used as examples below to demonstrate how to view boards in the Control Panel. You can use the same procedure to view the other boards located in the EOC Status Boards.

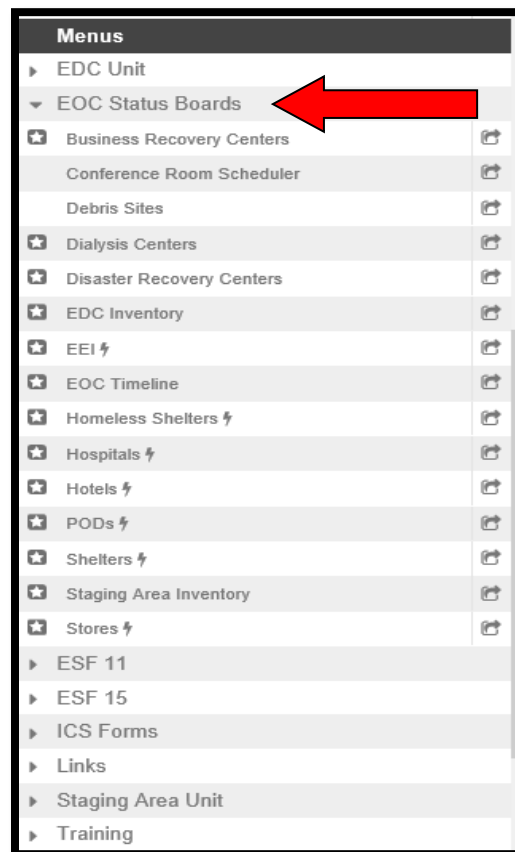


Figure 2: Boards displayed in the EOC Status Board.






Note 1: Additional boards and functionalities may be added in the future.

Note 2: The functions identified in **Chapter 16: Hospitals Board** are the basic functions for all of the EOC Status Boards in the Control Panel, however, not all of the EOC Status Boards will be documented in this user guide.

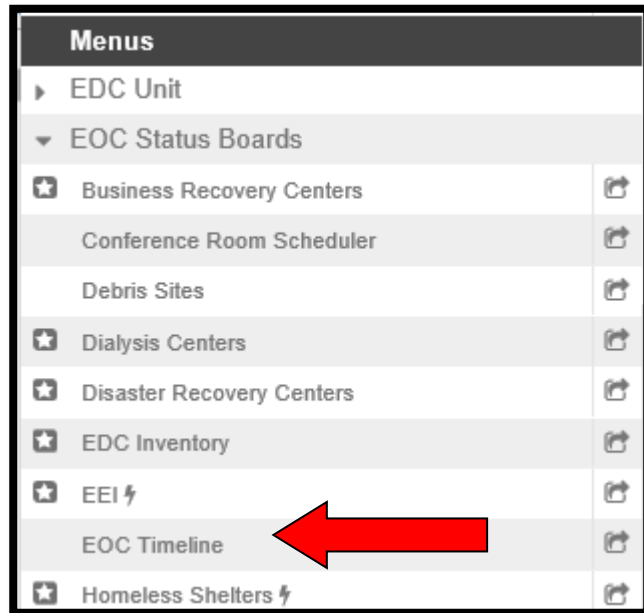
14.2 EOC TIMELINE BOARD

The EOC Timeline board allows ESFs/Units to view what meetings/activities are coming up. It is strongly recommended that you view the EOC Timeline board directly after you view the Checklist board in order to familiarize yourself with the timeline and deadlines of all the activities.

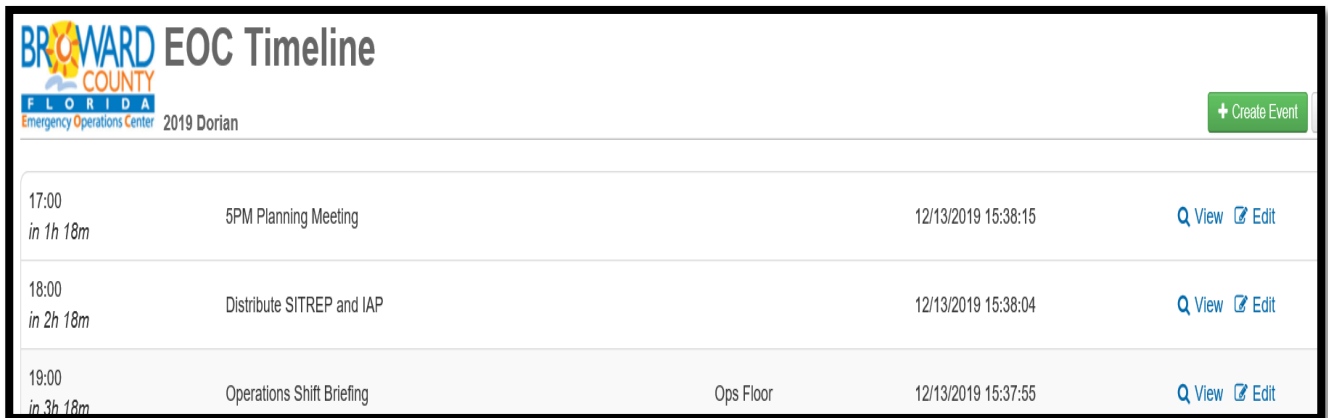
14.3 VIEWING THE EOC TIMELINE BOARD

Step	Action
1	<p>Click EOC Status Boards from the Control Panel.</p> <div data-bbox="647 627 1162 894" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Menus</p> <ul style="list-style-type: none"> ▶ EDC Unit ▼ EOC Status Boards  ✚ Business Recovery Centers  Conference Room Scheduler  Debris Sites  ✚ Dialysis Centers  </div> <p>Result: The Boards window names appear under the EOC Status Board heading.</p>

2 Click **EOC Timeline**.



Result: The **EOC Timeline** window appears with a running clock of all the activities. The activities are divided in rows displaying the time the activities are due, the activity name, and the Sections responsible for the activities.



This board also utilizes the **color code convention**. It starts out as blue, changes to yellow at 30 minutes before it's due, then changes to orange (as shown) 15 minutes before it is due and finally, turns to red 5 minutes before it is due.

5 Click **"X"** to close the EOC Timeline window after viewing.

CHAPTER: 15 HOSPITALS BOARD

15.1 INTRODUCTION

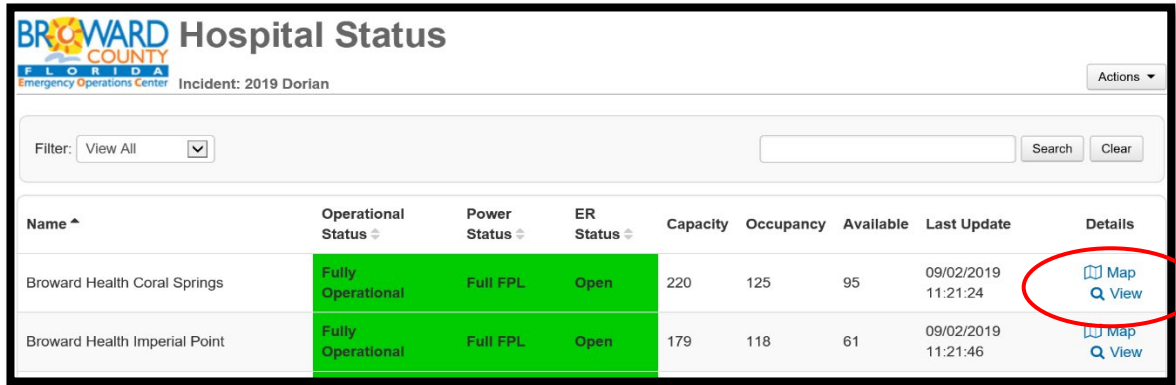
In the Hospitals board, you can view information such as the Hospital name; operational status, power status, and ER status; and the occupancy. Additional information on the Hospital can be obtained by clicking on the Details button.

15.2 VIEWING THE HOSPITALS BOARD

Step	Action
1	<p>Click EOC Status Boards from the Control Panel.</p> <div data-bbox="620 758 1133 1024" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Menus</p> <ul style="list-style-type: none"> ▶ EDC Unit ▼ EOC Status Boards ← ✦ Business Recovery Centers Conference Room Scheduler Debris Sites ✦ Dialysis Centers </div> <p>Result: The Status Board menu appears</p>
2	<p>Click Hospitals.</p> <div data-bbox="643 1236 1156 1738" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Menus</p> <ul style="list-style-type: none"> ▶ EDC Unit ▼ EOC Status Boards ✦ Business Recovery Centers Conference Room Scheduler Debris Sites ✦ Dialysis Centers ✦ Disaster Recovery Centers ✦ EDC Inventory ✦ EEI ↗ ✦ EOC Timeline ✦ Homeless Shelters ↗ ✦ Hospitals ↗ ← ✦ Hotels ↗ </div>

To view the details for a specific hospital, click the **View** button adjacent to the hospital name.

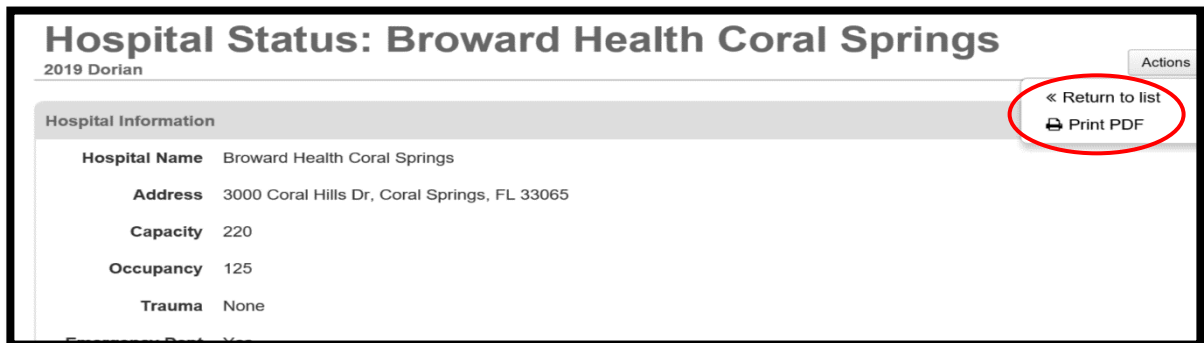
3



Result: The information for the specified hospital appears.

To return to the hospitals list, click **Return to List**.

4



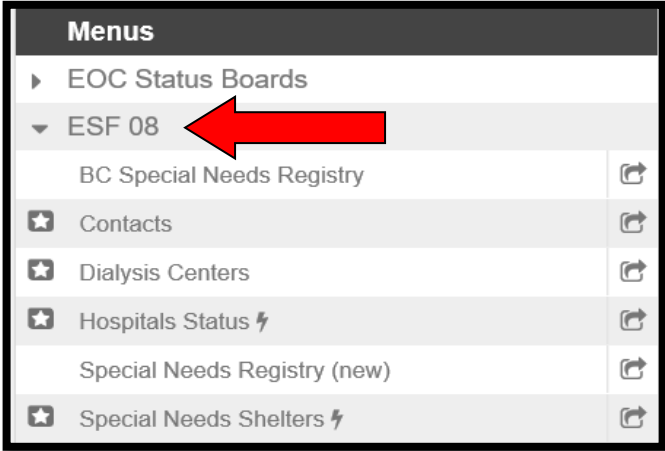
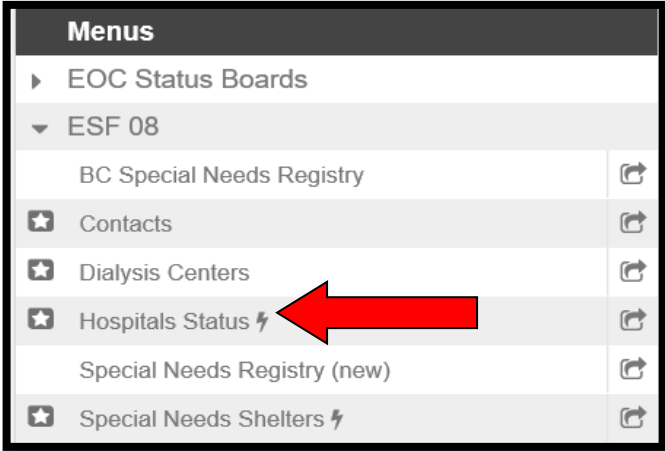
5

Click **“X”** to close Hospital window after viewing.

15.3 ADDING A NEW RECORD

Only users with specific access rights and assigned positions will be able to modify boards in WebEOC® (i.e., most ESF #8 personnel are able to modify the Hospitals board).

In this example, we will add a new record to the Hospitals board. Although the procedure below refers to the Hospitals board, you can use this same procedure to add a new record for the other boards in the Control Panel, that your ESF/Unit is responsible for, by selecting the appropriate board.

Step	Action
1	<p>Select the ESF username that you are logged in as from the Menus section of the Control Panel. In this example, the user is logged in as ESF8; therefore, ESF 08 is displayed in the Menu Section</p>  <p>Result: The Boards window appears displaying the boards that you have access to.</p>
2	<p>Click on the the name of board you wish to add a new record.</p>  <p>Result: The Hospital Status Board will open</p>

Click on the **Create Hospital** Button on the upper right hand side of the screen

3

Result: The **New Record** form appears in a separate window


Complete all the fields for the new record.

Note: WebEOC® can geocode street addresses and generate a display to show the address on a map.

In order to do so accurately, the address that you enter in the **Address** field must be entered in the following format:

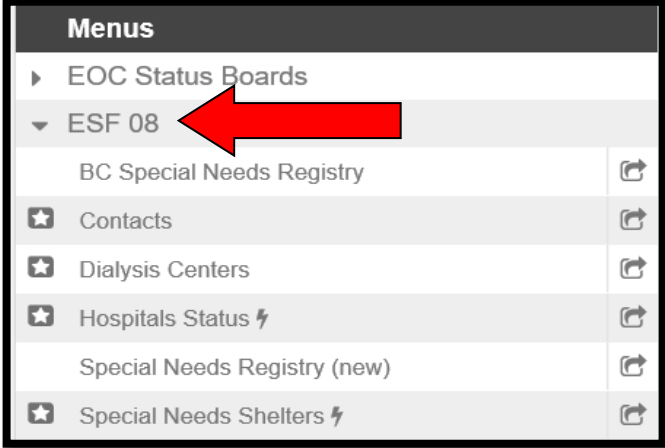
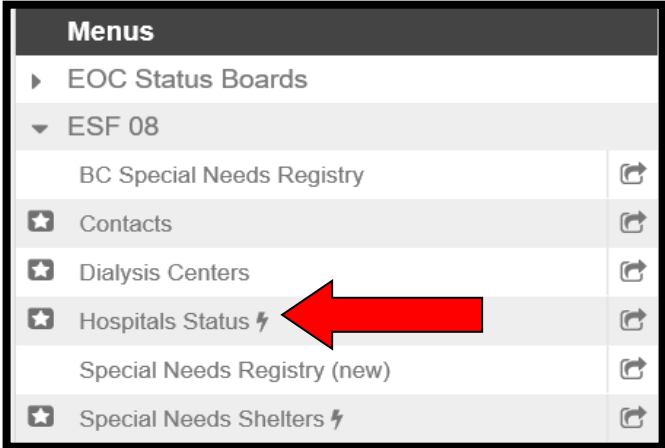
Street, City, State, Zip. The street name, city, state, and zip code must be separated by commas.
For example: 120 NE 10th St, Plantation, FL, 33324

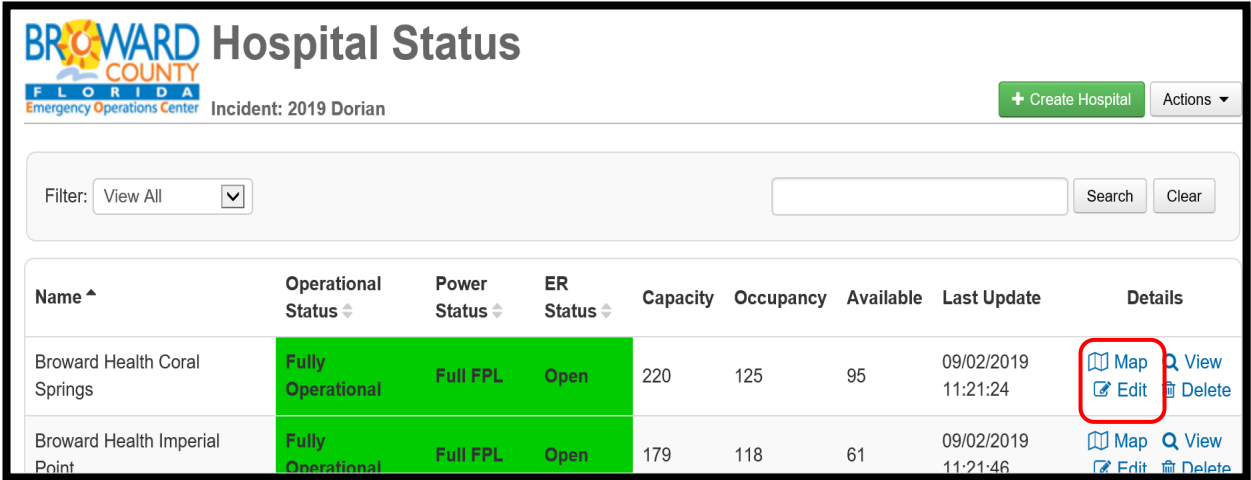
4

<p>5</p>	<p>After you have entered the address, click on Get Address.</p> <p>Result: A drop-down list appears below the Address field and the Lat/Long field is automatically populated by the system.</p> <div data-bbox="300 359 1502 863" style="border: 1px solid black; padding: 5px;"> <p>Location</p> <p>Street Address <input type="text" value="201 nw 84th Ave"/></p> <p>City <input type="text" value="Plantation"/></p> <p>State <input type="text" value="FL"/></p> <p>ZIP <input type="text" value="33324"/></p> <p>Full Address <input type="text" value="201 nw 84th Ave, Plantation, FL 33324"/> Map</p> <p><input type="button" value="Click to Set Coordinates"/></p> <p>Latitude / Longitude <input type="text"/> / <input type="text"/>  <input type="text" value="31N AA 66021 00000"/></p> </div> <p>Lat/Long or USNG field is automatically populated by the system.</p>
<p>6</p>	<p>Click the Address drop-down list to verify that the address is correct.</p>
<p>7</p>	<p>Click Map It if you wish to see a map for the specified address.</p>
<p>8</p>	<p>Click Save to save the information for the new record.</p>
<p>9</p>	<p>Click "X" to close the New Record window.</p>
<p>10</p>	<p>Click on the board to verify that the new record has been added.</p> <p>In this example, click on Hospital Status.</p> <p>Result: The new record appears at the top of the list.</p>

15.4 UPDATING A RECORD

In this example we will update the Hospitals board. Although the procedure below refers to the Hospitals board, you can use this same procedure to update the other boards in the Control Panel, that your ESF/Unit is responsible for, by selecting the appropriate board.

Step	Action
1	<p>Click the ESF username that you are logged in as from the Menus section of the Control Panel. In this example since we are logged in as ESF8, ESF 08 is displayed in the Menus section.</p>  <p>Result: The list of Boards that you have access to will appear under the ESF 08</p>
2	<p>Click on the board which contains the record that you wish to update.</p>  <p>In this example, click on Hospital Status.</p> <p>Result: The list of all the hospitals in the system appears in a separate window.</p>

<p>3</p>	<p>Click on Edit.</p>  <p>Result: The Update Record window appears for the specified hospital.</p>
<p>4</p>	<p>Modify the record as necessary.</p>
<p>5</p>	<p>Click Save to save the record information.</p> <p>Result. The Hospitals Status window reappears.</p>
<p>6</p>	<p>Click “X” to close the window.</p>

15.5 DELETING A RECORD

In this example, we will delete a record in the Hospitals board. Although the procedure below refers to the Hospitals board, you can use this same procedure to delete the other boards in the Control Panel that your ESF is responsible for, by selecting the appropriate board.

Step	Action
1	<p>Click the ESF username that you are logged in as from the Menus section of the Control Panel. In this example, the user is logged in as ESF8, therefore ESF 08 is displayed in the Menus section.</p> <div data-bbox="586 401 1247 846" data-label="Image"> </div> <p>Result: The Boards window appears displaying the boards that you have access to.</p>
2	<p>Click on the board which contains the record that you wish to delete. In this example, click on Hospital Status.</p> <div data-bbox="586 1157 1247 1602" data-label="Image"> </div> <p>Result: The list of all the records in the system appears in a window. In this example, the list of all of the hospitals appears.</p>

Click on the record that you wish to delete. In this example, click the **Delete** button.

3

BROWARD Hospital Status
 FLORIDA COUNTY
 Emergency Operations Center Incident: 2019 Dorian

+ Create Hospital Actions

Filter: View All [v] [Search] [Clear]

Name ^	Operational Status ▾	Power Status ▾	ER Status ▾	Capacity	Occupancy	Available	Last Update	Details
Broward Health Coral Springs	Fully Operational	Full FPL	Open	220	125	95	09/02/2019 11:21:24	Map Edit View Delete
Broward Health Imperial Point	Fully Operational	Full FPL	Open	179	118	61	09/02/2019 11:21:46	Map Edit View Delete

Result: The **Delete** window appears.

4

Go to the very bottom of the page and click **Delete to Remove Hospital**. Click save and that hospital will be removed.

Delete Hospital

Delete Broward Health Coral Springs Hospital?







Cancel Delete

CHAPTER: 16 CONTACTS

16.1 INTRODUCTION

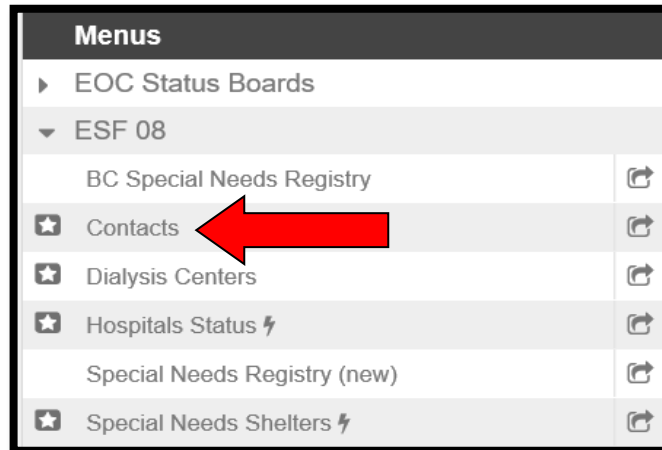
WebEOC® contains one contact database, but it is filtered so that each ESF/Unit only has access to their own contact list. Each ESF/Unit will have the capability to create their own contact information. For example, if you logged in as ESF #8, you will need to click on the ESF 08 link that appears in the **Menus** section of the Control Panel. Information recorded for each contact includes, but is not limited to, agency (or person) name, office/mobile telephone numbers, email addresses, and special notes or comments for the contact. Users will be able to add their own contacts and edit those contacts that they create, but will not be able to view or edit contacts that were created by another user. The Contacts board is designed this way for confidentiality purposes.

16.2 VIEWING CONTACT INFORMATION

Step	Action
1	<p>Select the ESF username that you are logged in as from the Menus section of the Control Panel. In this example, the user is logged in as ESF8; therefore ESF 08 is displayed in the Menu section.</p> <div data-bbox="532 1039 1193 1486" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <p style="text-align: center;">Menu</p> <ul style="list-style-type: none"> ▶ EOC Status Boards ▼ ESF 08 ← BC Special Needs Registry  ★ Contacts  ★ Dialysis Centers  ★ Hospitals Status ⚡  Special Needs Registry (new)  ★ Special Needs Shelters ⚡  </div> <p>Result: The Boards window appears displaying the boards that you have access to.</p>

Click **Contacts**.

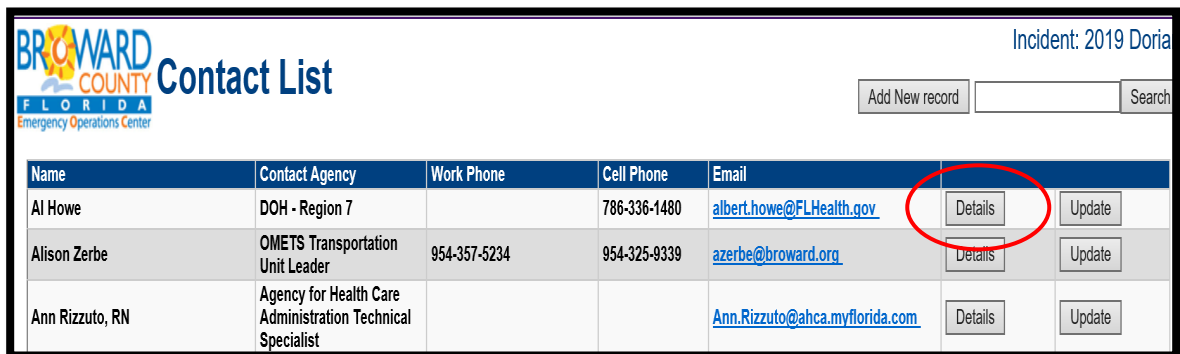
2



Result: The **Contacts** window appears.

Click **Details** adjacent to the contact name to view all the details for that contact.

3



Result: The **Contact Details** window appears.

4

Click **Return to List** when you have finished viewing the contact information.

16.3 ADDING AND UPDATING A CONTACT

Step	Action
1	<p>Select the ESF username that you are logged in as from the Menus section of the Control Panel. In this example, the user is logged in as ESF8; therefore, ESF 08 is displayed in the Menus section.</p> <div data-bbox="532 516 1195 963" data-label="Image"> <p>The screenshot shows a 'Menus' dropdown menu. The top item is 'EOC Status Boards' with a right-pointing arrow. Below it is 'ESF 08' with a downward-pointing arrow, which is highlighted in grey and has a red arrow pointing to it from the right. Under 'ESF 08', there are several sub-items: 'BC Special Needs Registry' with a refresh icon, 'Contacts' with a star icon and a refresh icon, 'Dialysis Centers' with a star icon and a refresh icon, 'Hospitals Status' with a star icon, a lightning bolt icon, and a refresh icon, 'Special Needs Registry (new)' with a refresh icon, and 'Special Needs Shelters' with a star icon, a lightning bolt icon, and a refresh icon.</p> </div> <p>Result: The Boards window appears displaying the boards that you have access to.</p>
2	<p>Click Contacts from the Boards window.</p> <div data-bbox="532 1178 1195 1625" data-label="Image"> <p>This screenshot is identical to the one above, showing the 'Menus' dropdown menu. However, the 'Contacts' sub-item under 'ESF 08' is now highlighted in grey, and a red arrow points to it from the right.</p> </div> <p>Result: The Contacts window appears.</p>

If adding a new contact, click **Add New Record** Or

If updating an existing contact, click **Update**.

3

Name	Contact Agency	Work Phone	Cell Phone	Email	Details	Update
Al Howe	DOH - Region 7		786-336-1480	albert.howe@FLHealth.gov	Details	Update
Alison Zerbe	OMETs Transportation Unit Leader	954-357-5234	954-325-9339	azerbe@broward.org	Details	Update
Ann Rizzuto, RN	Agency for Health Care Administration Technical Specialist			Ann.Rizzuto@ahca.myflorida.com	Details	Update

Result: The **Contacts** window appears.

Enter or modify the following information as applicable:

- **Unit:** ESF/Unit name
- **Contact Name:** enter the contact's name
- **Contact Agency:** enter the contact's agency name
- **Address:** WebEOC® can geocode street addresses and generate a display to show the address on a map. In order to do so accurately, the address that you enter in the Address field must be entered in the following format:

12345 NW Street, City, State, Zip

The street name, city, state, and zip code must be separated by commas.

- After you have entered the address, click on **Get Address**.

Result: A drop-down list appears below the Address field and the Lat/Long field is automatically populated by the system.

Click the **Address** drop-down list to verify that the address is correct.

4

The screenshot shows the 'Broward County Florida Emergency Operations Center Contacts' form. At the top are 'Save' and 'Cancel' buttons. The form fields are: Unit (dropdown: ESF 08), Contact Name (text: Jane Doe), Contact Agency (text: ESF 11), Address (text: 201 NW 84th Ave, plantation, FL, 33324), Lat/Long (text: 26.123548, -80.260793), Home Phone, Work Phone, Cell Phone, Page/Fax, and E-mail. A red arrow points to the 'Get Address' button next to the address field. A 'Map It' button is also visible.

Lat/Long field is automatically populated by the system.

- Click **Map It** if you wish to see a map for the specified address
- **Phone Numbers:** enter home, work, and cell phone numbers for this contact
- **E-mail:** enter email addresses for this contact

5

Click **Save** to save the information for the contact.

16.4 DELETING A CONTACT

Step	Action
1	<p>Select the ESF username that you are logged in from the Menu section of the Control Panel. In this example, the user is logged in as ESF8; therefore, ESF 08 is displayed in the Menu section.</p> <div data-bbox="496 510 1156 957" data-label="Image"> <p>The screenshot shows a 'Menu' section with a dark header. Below the header, there are several menu items: 'EOC Status Boards' (with a right-pointing arrow), 'ESF 08' (with a downward-pointing arrow and a red arrow pointing to it from the right), 'BC Special Needs Registry' (with a right-pointing arrow and a refresh icon), 'Contacts' (with a star icon, a right-pointing arrow, and a refresh icon), 'Dialysis Centers' (with a star icon, a right-pointing arrow, and a refresh icon), 'Hospitals Status' (with a star icon, a lightning bolt icon, a right-pointing arrow, and a refresh icon), 'Special Needs Registry (new)' (with a right-pointing arrow and a refresh icon), and 'Special Needs Shelters' (with a star icon, a lightning bolt icon, a right-pointing arrow, and a refresh icon).</p> </div> <p>Result: The Boards window appears displaying the boards that you have access to.</p>
2	<p>Click Contacts from the Boards window.</p> <div data-bbox="496 1161 1156 1608" data-label="Image"> <p>The screenshot shows the same 'Menu' section as above. In this view, the 'ESF 08' item is expanded, and a red arrow points to the 'Contacts' item, which is highlighted. The other items remain the same as in the previous screenshot.</p> </div> <p>Result: The Contact List window appears.</p>

Click **Update** adjacent to the contact you wish to delete.

3

Name	Contact Agency	Work Phone	Cell Phone	Email	Details	Update
Al Howe	DOH - Region 7		786-336-1480	albert.howe@FLHealth.gov	Details	Update
Alison Zerbe	OMETs Transportation Unit Leader	954-357-5234	954-325-9339	azerbe@broward.org	Details	Update
Ann Rizzuto, RN	Agency for Health Care Administration Technical Specialist			Ann.Rizzuto@ahca.myflorida.com	Details	Update

Result: The **Contacts** window for the selected contact appears.

4

Check the **Remove Entry** checkbox to remove the contact list.

Save Cancel

BROWARD COUNTY Florida Emergency Operations Center **Contacts**

Unit: ESF 08

Contact Name: Al Howe Required field

Contact Agency: DOH - Region 7

Address:

Lat/Long:

Home Phone:

Work Phone:

Cell Phone:

Page/Fax:

E-mail: albert.howe@flhealth.gov

Remove Entry

1. Address information must be in the following format: street address, city, state, zipcode

Save Cancel

5

Click **Save**.

CHAPTER: 17 CHAT

17.1 INTRODUCTION


The **Chat** Pulgin allows WebEOC® users to communicate with each other via instant messaging. Chat is a instant messaging tool featuring one-on-one chat, group chat rooms, notifications, and historical logging of group chat conversations. All messages sent or received by the user are seen by all users regardless of the incident that the user is logged into (it is not incident specific). Since messages are “real time” and there is no “queuing” system, they will not be received if the intended recipient is not logged in. As such, messages are not considered formal communication. No task assignments or resource requests should be conveyed via “Chat.”






When you join a chat room, there is complete transparency into who is in a room and the history of communications in that room. The *Participants* section shows all users in the room at any given time. Bolded text indicates system messages not directly entered by a user, such as when users join and leave a chat room. As all chat data is treated as incident-independent, the data found in the chat is the same regardless of what incident you are logged into.

Group chat room conversation history is maintained indefinitely. To prevent slow-loading rooms, a limited number of entries are initially presented. To see more history, click Show More. Each time Show More is selected, additional batches of entries will be displayed.


For individual chats, all messages and attachments are deleted from WebEOC when both parties explicitly close the one-on-one chat discussion tab. Messages are preserved, however, when the Chat plugin tab itself is closed and when you switch between different WebEOC sessions.

17.2 COMPOSING CHAT MESSAGES

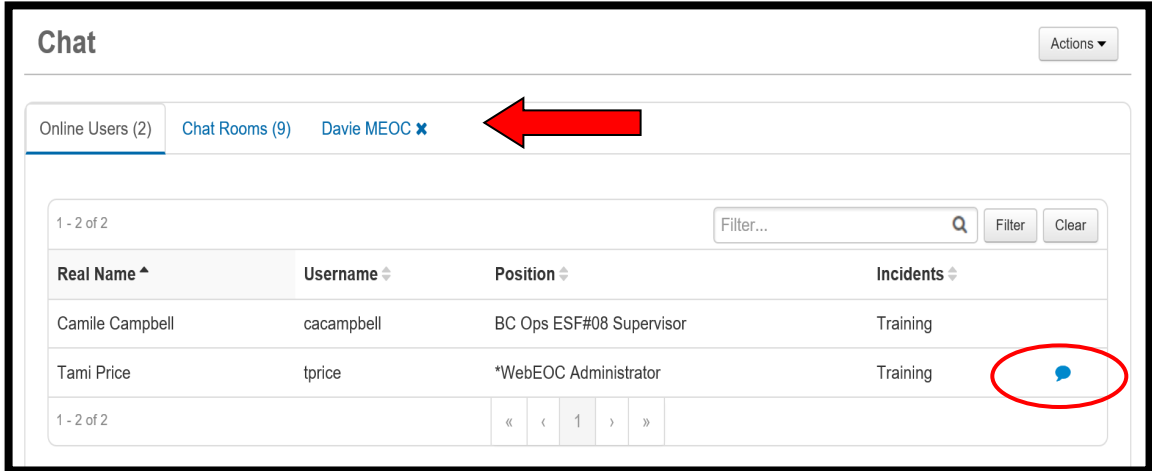
If you have a new Chat message, a star  will appear to the left of the board name on the Control Panel.

Step	Action
1	<p>Click Chat from the Plugins section of the Control Panel.</p> <div data-bbox="685 1482 1110 1730" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Plugins</p> <ul style="list-style-type: none"> Advanced File Library  Chat   MapTac  NWS Weather Alerts  </div> <p>Result: The Chat window appears and displays the Inbox.</p>

There are three ways to Chat: 2 ways to Chat, Position to Position or in a Chat Room.

Click the dialogue icon  associated with the user with whom you wish to initiate **Chat**

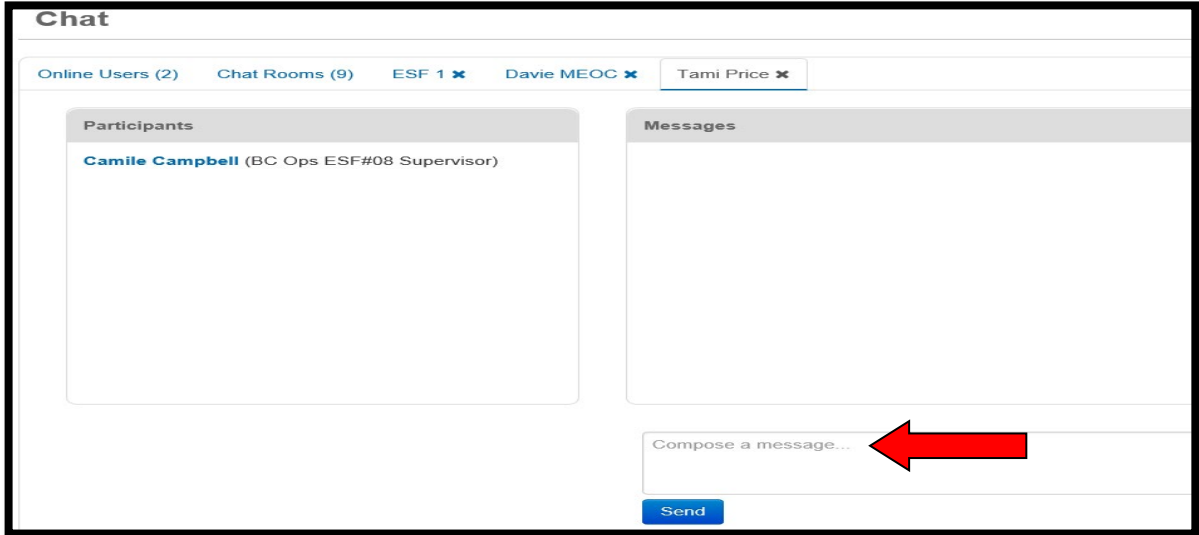
2



Result: A new tab, labeled with the user's name, opens.

Enter a message in the **Compose a message** field.

3



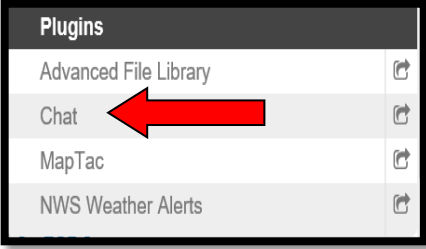
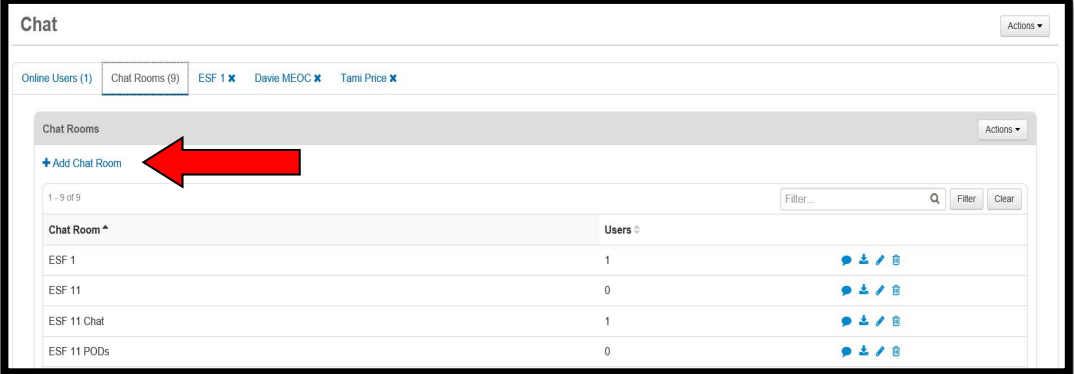
Result: The message opens in the **Compose New Message** window.

<p>4</p>	<p>Attachment: If attaching a file, Click the Actions button in the message box.</p> <p>Click on Upload Attachment.</p> <p>Then Enter Name of attachment and click Browse to choose the file to attach.</p> <p>When all prompts are finished click Upload to upload attachment.</p> <div data-bbox="685 476 1117 779" data-label="Image"> <p>The image shows a dropdown menu titled 'Actions' with two options: 'Upload Attachment' (with an upload icon) and 'Close Discussion' (with a close icon).</p> </div> <p>Note: All attachment will be seen by everyone in the group.</p>
<p>5</p>	<p>Click Send to send the message.</p>
<p>6</p>	<p>After you send your message, it will automatically be updated under the previous messages.</p> <div data-bbox="285 1182 1511 1589" data-label="Image"> <p>The image shows a chat window titled 'Chat'. At the top, it lists 'Online Users (2)', 'Chat Rooms (9)', and three active users: 'ESF 1', 'Davie MEOC', and 'Tami Price'. Below this, there are two sections: 'Participants' and 'Messages'. The 'Participants' section lists 'Camile Campbell (BC Ops ESF#08 Supervisor)' and 'Tami Price (*WebEOC Administrator, BC Ops ESF#08 Special Needs Registry Coordinator)'. The 'Messages' section shows a message from 'Camile Campbell (BC Ops ESF#08 Supervisor)' dated '12/17/2019 5:20:18 PM' with the text 'Test'. A red arrow points to the 'Messages' section.</p> </div> <p>Note: Message history will update automatically.</p>

17.3 ADD CHAT ROOMS

ESF Supervisors/Unit Leads, Branch Directors and Section Chiefs have Administrative control of the Chat Room. These positions can be create, edit and delete Chat Rooms. They can see and join all Chat Rooms. Regular positions can only join Chat Rooms that they have been given permission to join.

If you have been assigned permission to add Chat rooms:

Step	Action
1	<p>Click Chat from the Plugins section of the Control Panel.</p>  <p>Result: The Chat window appears and displays the Inbox.</p>
2	<p>Click Chat Room tab, Add Chat Room.</p> <p>You will assign users, positions and/or groups to the room, controlling who will have access to the new room.</p>  <p>Result: The Add Chat Room window open.</p>

3

Complete the following fields as necessary:

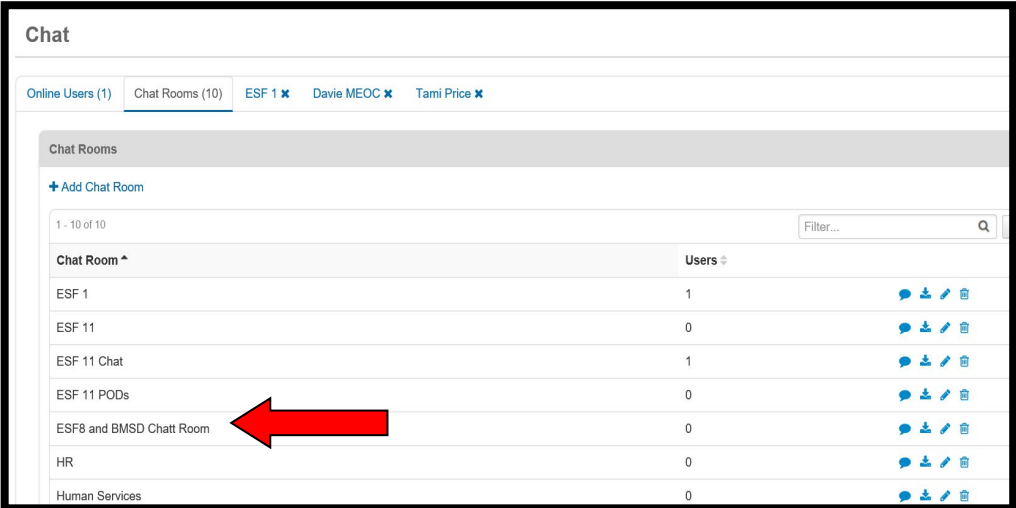
- **Chat Room Name:** Complete the name field. (a required field)
- **Add Users:** Click to add **User, Positions or Groups**
- **Note:** It is suggested that you always send to a group, as a specific position may not be on staff when the message is sent.

Result: The **Add Users** window appears.

4

Check box for the **User, Positions or Groups** you wish to add .

Result: The **User, Positions or Groups** will now be add to the Chat Room.

5	Click Save																
6	<p>The new chat room is now added.</p>  <p>The screenshot shows a 'Chat' window with tabs for 'Online Users (1)', 'Chat Rooms (10)', 'ESF 1 ✖', 'Davie MEOC ✖', and 'Tami Price ✖'. Under the 'Chat Rooms' tab, there is a '+ Add Chat Room' button and a table of chat rooms. The table has columns for 'Chat Room' and 'Users'. The 'ESF8 and BMSD Chatt Room' is highlighted with a red arrow.</p> <table border="1" data-bbox="451 592 1393 856"> <thead> <tr> <th>Chat Room ^</th> <th>Users</th> </tr> </thead> <tbody> <tr> <td>ESF 1</td> <td>1</td> </tr> <tr> <td>ESF 11</td> <td>0</td> </tr> <tr> <td>ESF 11 Chat</td> <td>1</td> </tr> <tr> <td>ESF 11 PODs</td> <td>0</td> </tr> <tr> <td>ESF8 and BMSD Chatt Room</td> <td>0</td> </tr> <tr> <td>HR</td> <td>0</td> </tr> <tr> <td>Human Services</td> <td>0</td> </tr> </tbody> </table>	Chat Room ^	Users	ESF 1	1	ESF 11	0	ESF 11 Chat	1	ESF 11 PODs	0	ESF8 and BMSD Chatt Room	0	HR	0	Human Services	0
Chat Room ^	Users																
ESF 1	1																
ESF 11	0																
ESF 11 Chat	1																
ESF 11 PODs	0																
ESF8 and BMSD Chatt Room	0																
HR	0																
Human Services	0																
6	Click "X" to close the window.																

CHAPTER: 18 ADVANCED FILE LIBRARY

18.1 INTRODUCTION

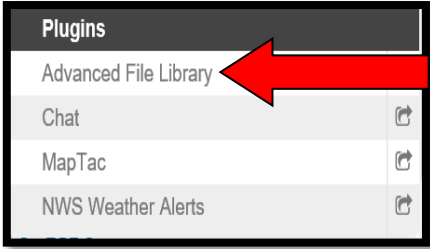
The Advanced File Library contains a growing list of relevant documents including Checklists, EOC Documents, Operations documents, WebEOC® User Guide/Concept of Operations Guide as well as other documents. Depending on the permissions granted, users may upload, view, share documents, and/or delete files from the library.

18.2 ACCESSING THE ADVANCED FILE LIBRARY

Step	Action
1	<p>In the Plugins section of the control panel menu, click Advanced File Library.</p> <div data-bbox="667 760 1092 1005" data-label="Image"> <p>A screenshot of a 'Plugins' dropdown menu. The menu items are 'Advanced File Library', 'Chat', 'MapTac', and 'NWS Weather Alerts'. A red arrow points to the 'Advanced File Library' option.</p> </div> <p>Result: The Folder List window appears displaying a list of all of the documents in the library.</p>
2	<p>To access the documents in the library:</p> <p>Click the folder from the Folder List window. For example, select EOC Documents.</p> <div data-bbox="592 1297 1167 1780" data-label="Image"> <p>A screenshot of the 'Advanced File Library' interface. It shows a search bar, a list of folders including 'Checklists', 'Cost Recovery Forms', 'Declarations', 'EOC Documents', and 'ESF 8'. A red arrow points to the 'EOC Documents' folder.</p> </div> <p>Result: The File List window appears displaying a list of all of the folders in the library.</p>

<p>3</p>	<p>Click on any file you wish to view.</p> <div data-bbox="532 268 1221 814" style="border: 2px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p>Advanced File Library</p> <p>Shared My Position</p> <p>Home > EOC Documents</p> <p>Tag Search: <input type="text" value="Type in a search term"/></p> <p>1-9 of 9</p> <p>Name ^</p> <ul style="list-style-type: none"> Situation Report Instructions 2018 Ops Floor Manual BERT Resource Request Process Flow EOC Table of Organization MEOC-MSB-BERT Resource Request Process Flow Planning P Resource Request Task Assignment Status Definitions WebEOC Quick Reference Guide WebEOC User Guide </div> <p>Result: A box will open giving you the option to Open or Save the document. Click Open. Once open you can print the document.</p>
<p>4</p>	<p>Click on the “X” in the upper right hand corner to close the document,</p>
<p>5</p>	<p>Click Save.</p>

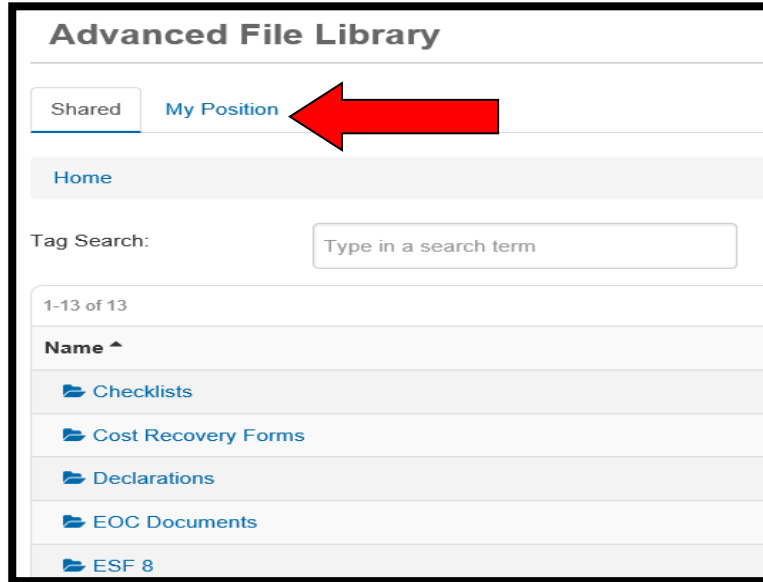
18.3 ADDING A FILE TO THE ADVANCED FILE LIBRARY

Step	Action
1	<p>In the Plugins section of the control panel menu, click Advanced File Library.</p> <div data-bbox="667 432 1094 678" style="text-align: center;">  <p>The screenshot shows a 'Plugins' menu with four items: 'Advanced File Library', 'Chat', 'MapTac', and 'NWS Weather Alerts'. A red arrow points to the 'Advanced File Library' item.</p> </div> <p>Result: The Folder List window appears displaying a list of all of the documents in the library.</p> <p>Note: A Folder List contains a list of files/documents. If no folder names appear, you have not been granted permission by your administrator to access the folders.</p>

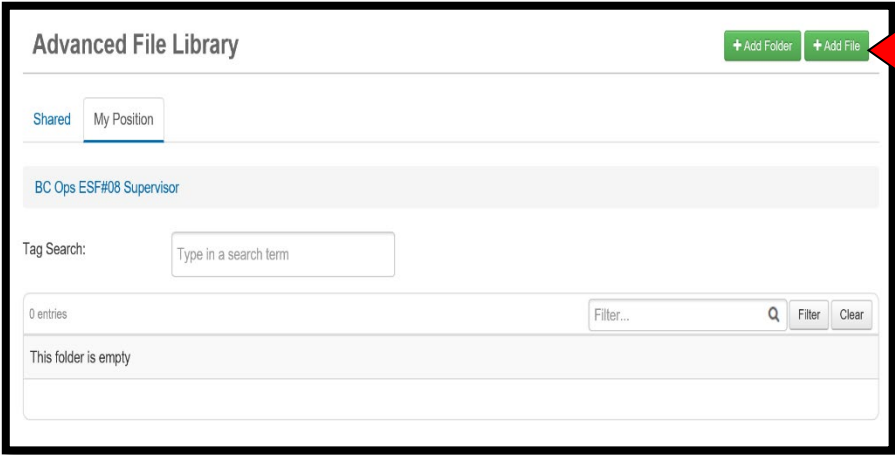
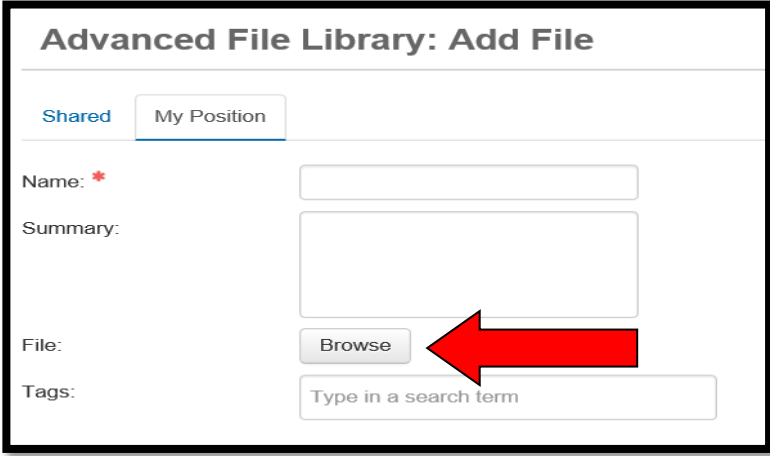
If your administrator has not configured read/write permissions to the folder in the File Library, the **Create File** button does not appear.

ESF/Unit only have permission to upload document to their **My Position** Folder only, but you have permission to view any folder from the Shared and My Position Folder.

2



Note: If your administrator has not configured read/write permissions to the folder in the File Library, the **Create File** button does not appear. For example, the Create file does not appear when you click on the Shared folder.

<p>3</p>	<p>On the File List page, Click My Position Folder.</p> <p>Click Add Folder or Add File icon on the upper right to add a folder or file (Create and name Folder first then add Files to folder).</p>  <p>Tip: Before adding a file, check with your administrator to find out whether there are any size limitations to uploading a file.</p>
<p>3</p>	<p>Click on Browse button to add file.</p> <p>Follow browser prompts to select the file you want to add.</p> <p>Enter a Description/Summary for the file.</p>  <p>Result: A box will open giving you the option to Open or Save the document. Click Open. Once open you can print the document.</p>
<p>4</p>	<p>Click Save.</p> <p>Note: On the File List page, the most recently added file appears at the top of the list.</p>

4

Click on the “**X**” in the upper right hand corner to close the document,

CHAPTER: 19 Messages Manager

19.1 INTRODUCTION

The Messages Manager board allows WebEOC® users to communicate with each other via an internal messaging link. All messages sent or received by the user are seen by all users regardless of the incident that the user is logged in to. Messages are not considered formal communication. No mission assignments or resource requests should be conveyed via “Messages Manager.”

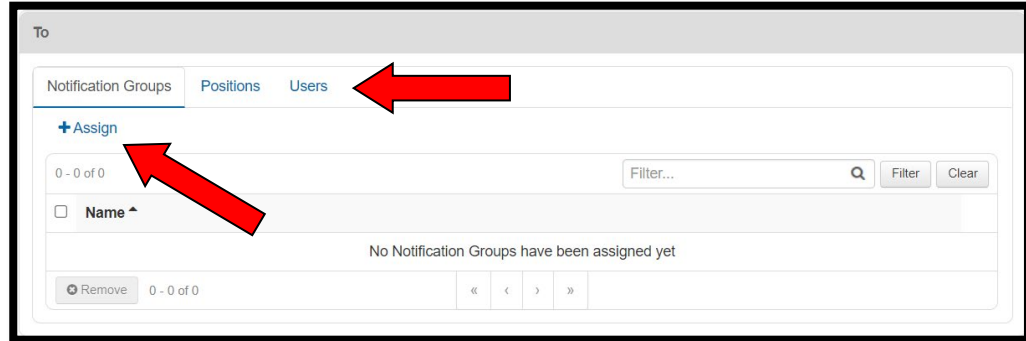
19.2 COMPOSE AND SEND MESSAGE

Step	Action
1	<p>Click Messages Manager from the Plugins section of the Control Panel.</p> <div data-bbox="743 793 1172 1012" style="text-align: center;"> <p>The screenshot shows a 'Plugins' dropdown menu with four options: 'Advanced File Library', 'MapTac', 'Messages Manager', and 'NWS Weather Alerts'. A red arrow points to the 'Messages Manager' option.</p> </div> <p>Result: The Messages Manager window appears and displays the Inbox.</p>
2	<p>Click on Compose New Message.</p> <div data-bbox="376 1247 1458 1680" style="text-align: center;"> <p>The screenshot shows the 'Messages Manager' interface. At the top right, there is a green button labeled 'Compose New Message'. A red arrow points to this button. Below the button, there are tabs for 'Received' and 'Sent', a 'Messages:' dropdown menu set to 'All', and a table of messages. The table has columns for 'Received', 'From', and 'Subject'. There are 7 messages listed, with the first one being 'TEST TEST' from 'BC Operations Section Chief'.</p> </div> <p>Result: The Compose New Message window open.</p>

3

In the **To** section Identify where the message is going. Click to add **Notification Group, Position, or Users**.

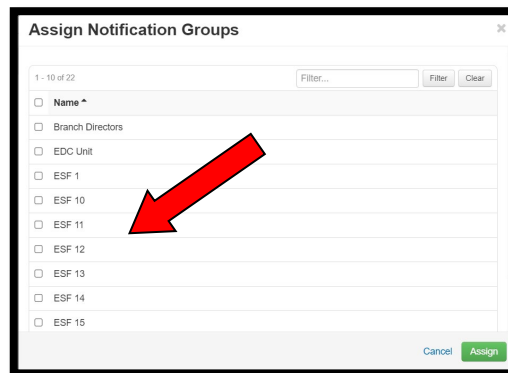
Check the box for the **Notification Group, Position, or Users** you wish to add then click **Assign**



Result: The **Assign** window appears.

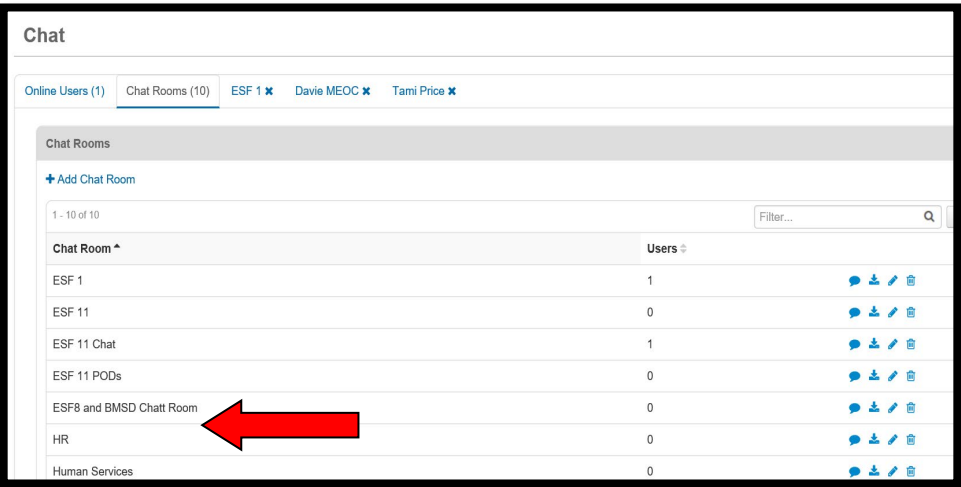
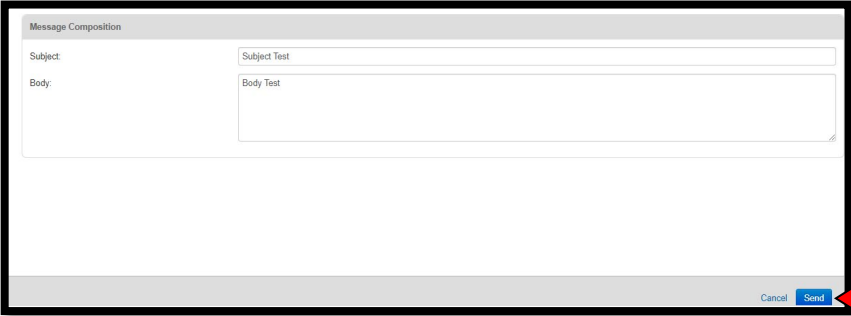
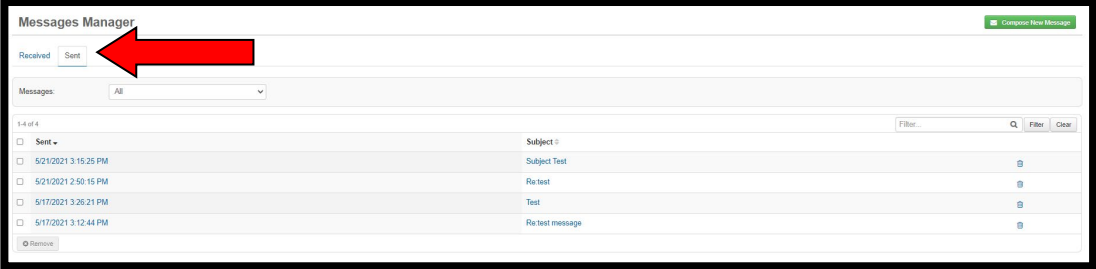
4

Check box for the **Notification Group, Position, or Users** you wish to add then click **Assign**

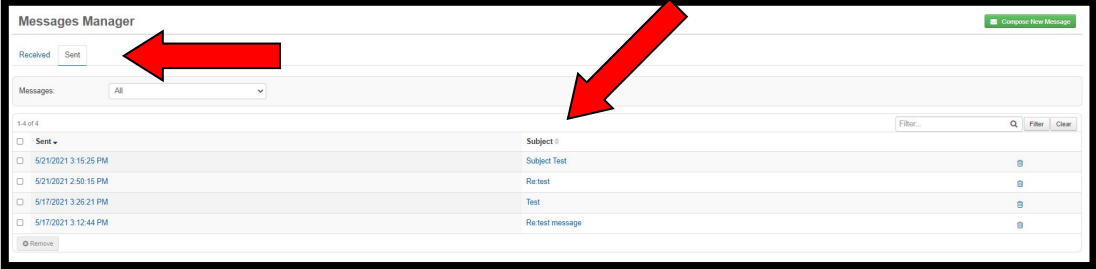
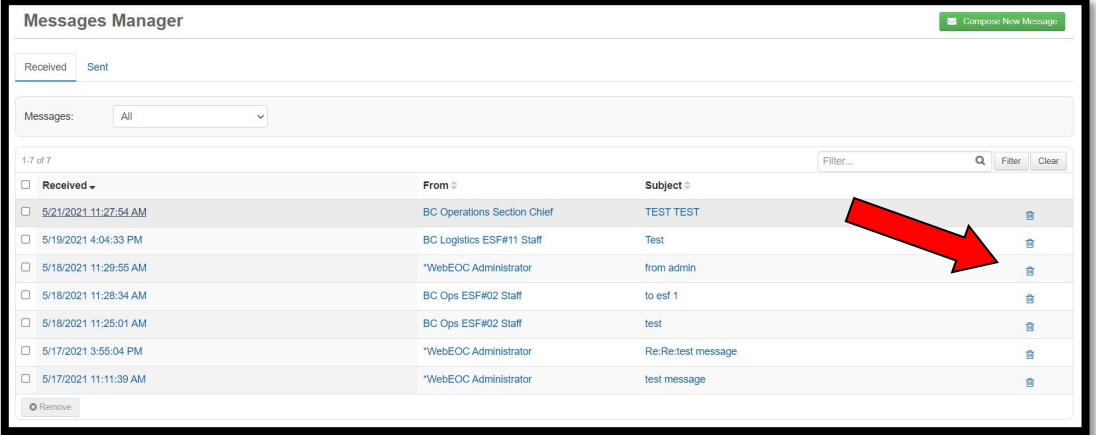
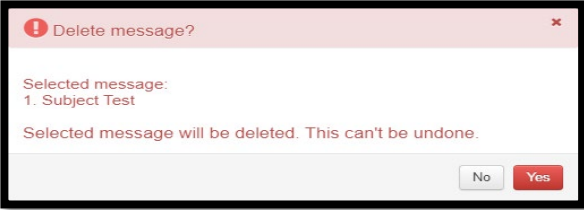


Result: The **Notification Group, Position, or Users** will now be added to the New Message.

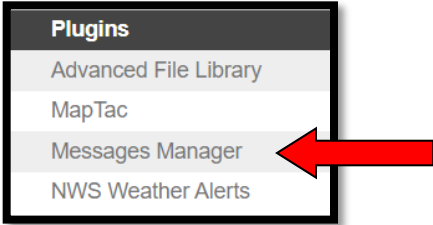
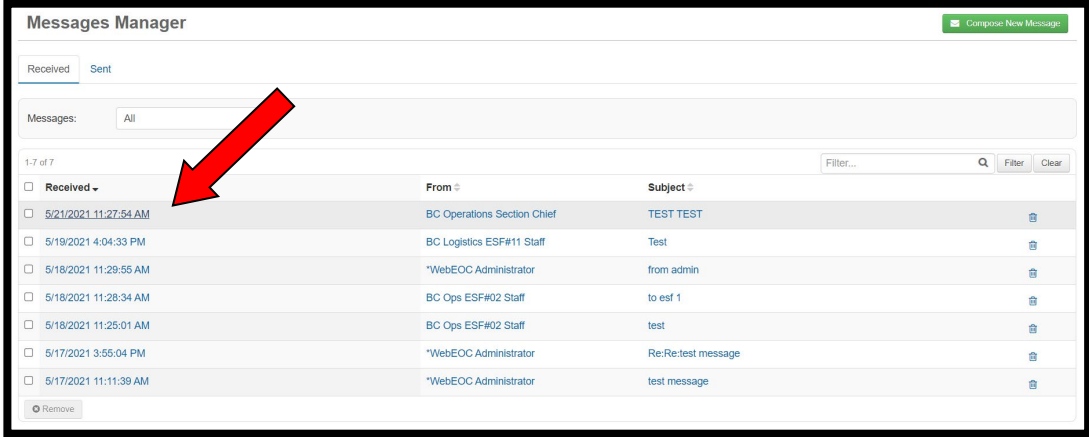
Note: You can select as many recipients as applicable. If you select to send the message to a specific user who also happens to be a member of a position or group you selected, the individual only receives one message.

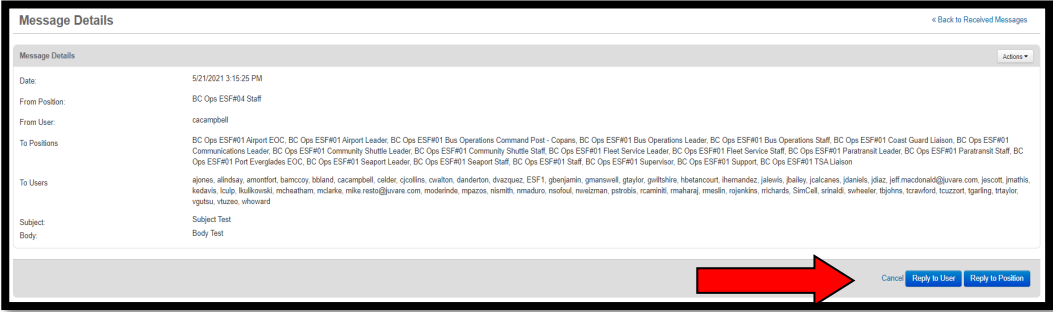
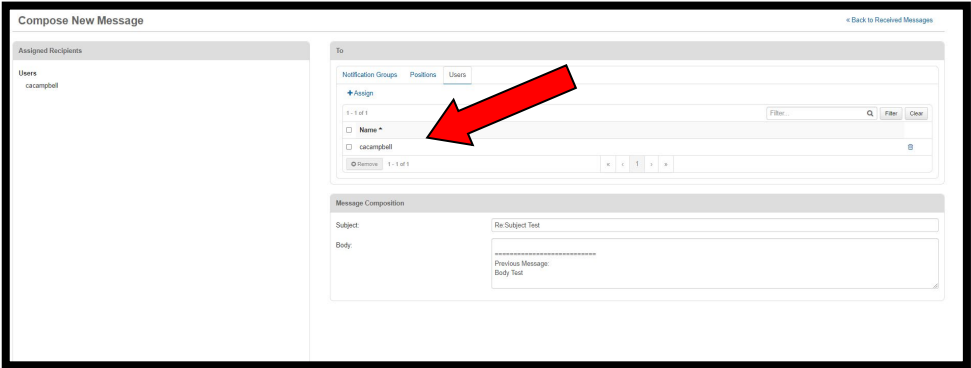
<p>5</p>	<p>The Notification Group, Position, or Users is now added in the To section.</p> 
<p>6</p>	<p>Enter information in the Message Composition section (Subject and Body).</p> <p>When Completed Click Send</p>  <p>Result: Message is sent and window closes.</p>
<p>7</p>	<p>Message will appear in your Sent folder.</p> 
<p>7</p>	<p>Click “X” to close the window.</p>

19.3 MANAGE MESSAGE

Step	Action
1	<p>To sort Messages on the Messages Manager page, click the Sent or Recieved tab. Click the header of the appropriate column to sort.</p>  <p>Note: By default, messages are sorted by latest date and time received.</p>
2	<p>To delete a message from the Inbox. On the Messages page, Sent or Recieved tab. Click the trash can icon associated with the appropriate message.</p>  <p>Result: Warning will appear that the selected message will be deleted and can't be undone.</p>
3	<p>When the confirmation window opens, click Yes and record will be deleted.</p> 

19.4 REPLY AND FORWARD MESSAGE

Step	Action																								
1	<p>Click Messages Manager from the Plugins section of the Control Panel.</p> <div data-bbox="743 499 1172 722" style="text-align: center;">  <p>Plugins</p> <ul style="list-style-type: none"> Advanced File Library MapTac Messages Manager NWS Weather Alerts </div> <p>Result: The Messages Manager window appears and displays the Inbox.</p>																								
2	<p>Click on the message you want to reply to and/or forward.</p> <div data-bbox="376 940 1458 1373" style="text-align: center;">  <p>Messages Manager</p> <p>Received Sent</p> <p>Messages: All</p> <p>1-7 of 7</p> <table border="1"> <thead> <tr> <th><input type="checkbox"/> Received</th> <th>From</th> <th>Subject</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> 5/21/2021 11:27:54 AM</td> <td>BC Operations Section Chief</td> <td>TEST TEST</td> </tr> <tr> <td><input type="checkbox"/> 5/19/2021 4:04:33 PM</td> <td>BC Logistics ESF#11 Staff</td> <td>Test</td> </tr> <tr> <td><input type="checkbox"/> 5/18/2021 11:29:55 AM</td> <td>*WebEOC Administrator</td> <td>from admin</td> </tr> <tr> <td><input type="checkbox"/> 5/18/2021 11:28:34 AM</td> <td>BC Ops ESF#02 Staff</td> <td>to esf 1</td> </tr> <tr> <td><input type="checkbox"/> 5/18/2021 11:25:01 AM</td> <td>BC Ops ESF#02 Staff</td> <td>test</td> </tr> <tr> <td><input type="checkbox"/> 5/17/2021 3:55:04 PM</td> <td>*WebEOC Administrator</td> <td>Re:Re:test message</td> </tr> <tr> <td><input type="checkbox"/> 5/17/2021 11:11:39 AM</td> <td>*WebEOC Administrator</td> <td>test message</td> </tr> </tbody> </table> <p><input type="button" value="Remove"/></p> </div> <p>Result: The Message Details window open.</p>	<input type="checkbox"/> Received	From	Subject	<input type="checkbox"/> 5/21/2021 11:27:54 AM	BC Operations Section Chief	TEST TEST	<input type="checkbox"/> 5/19/2021 4:04:33 PM	BC Logistics ESF#11 Staff	Test	<input type="checkbox"/> 5/18/2021 11:29:55 AM	*WebEOC Administrator	from admin	<input type="checkbox"/> 5/18/2021 11:28:34 AM	BC Ops ESF#02 Staff	to esf 1	<input type="checkbox"/> 5/18/2021 11:25:01 AM	BC Ops ESF#02 Staff	test	<input type="checkbox"/> 5/17/2021 3:55:04 PM	*WebEOC Administrator	Re:Re:test message	<input type="checkbox"/> 5/17/2021 11:11:39 AM	*WebEOC Administrator	test message
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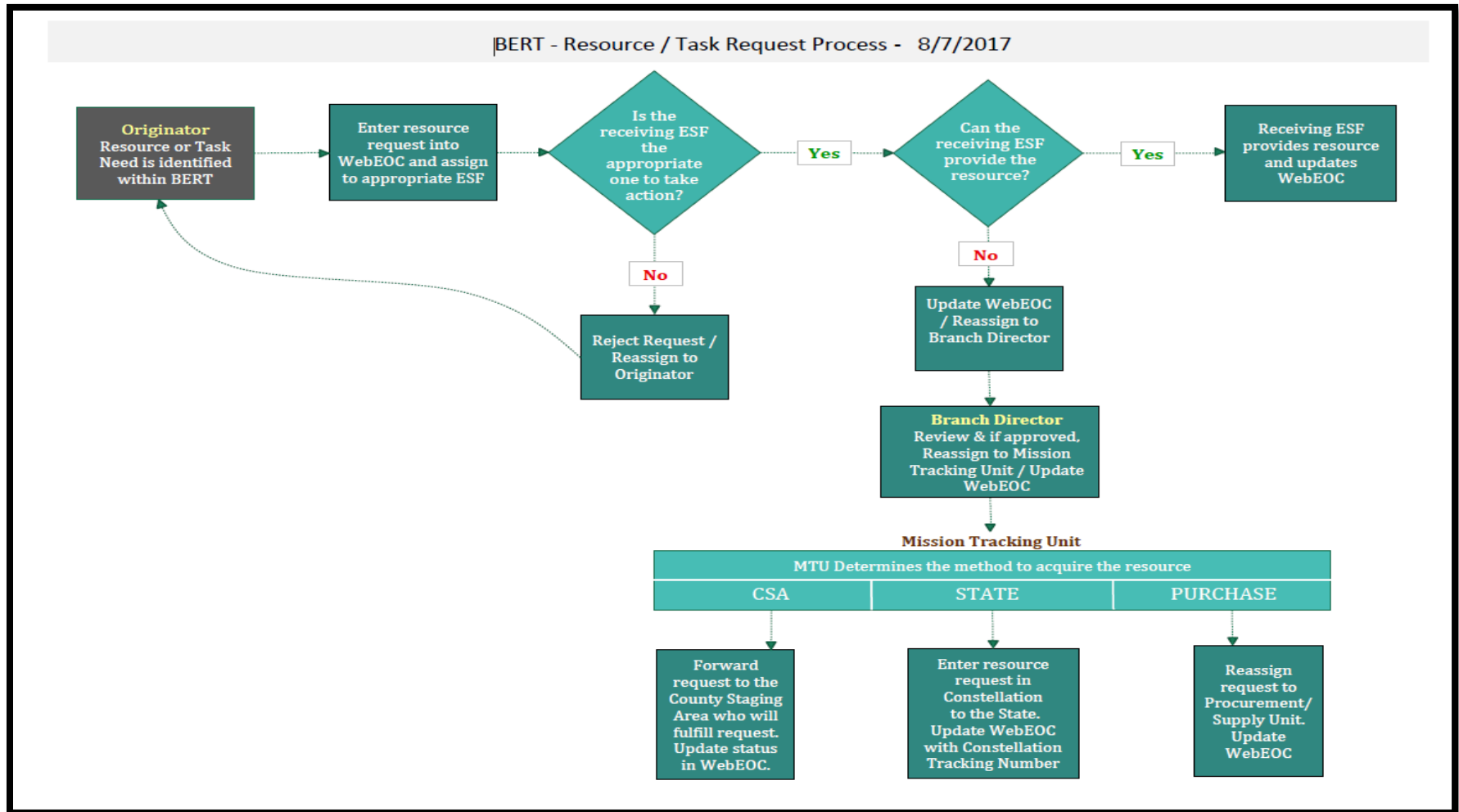
<p>3</p>	<p>On the Message Details page, click the Reply to User or Reply to position.</p>  <p>Result: The Compose New Message window appears.</p>
<p>4</p>	<p>The Notification Group, Position, or Users you wish to Reply or Forward the Message to will automatically appear in the To section.</p> <p>Enter information in the Message Composition section by entering reply in the Body of the Message.</p> <p>When Completed Click Send</p>  <p>Result: Reply has been sent.</p>
<p>7</p>	<p>Click “X” to close the window.</p>

Appendix 1 - Glossary

Account	A record or entry in the WebEOC® involving a specific individual. The password-protected account identifies the specific position(s) the individual can function in during activation of the EOC.
Advanced File Library	Means by which WebEOC users can upload and share files and documents with other WebEOC users.
Board	Customizable system component designed to transmit and share incident information between system users in real-time. Boards are also referred to as status boards.
Control Panel	Window that contains all of the features and functions to which the logged in user has access. These can include boards, menus, tools, plugins, links, and more.
Event	See “Significant Event.”
ICS	Incident Command System
Incident	Any unplanned or planned event, emergency, or other occurrence that requires a response.
List	Related items presented to users as options from which they can select when updating a field on boards and forms. A list can also be used as a filter on a status board. A multi-tiered list contains two or more levels of sublists.
Menu	Group of boards, plugins, and links appearing in the control panel as a single link; clicking the link opens the menu, providing access to each item in the list.
Notification Group	A predefined group of contacts, similar to a mailing list, that can be used for sending messages. Notification groups are different from standard WebEOC groups.
Plugin	Set of features and functions that can be added to or enabled within your WebEOC system. Checklists, File Library, MapTac, and Messages are examples of standard plugins.
Position	A specific rank within the Broward EOC as depicted by the table of organization. All WebEOC® users must login to a specific position. There are no “anonymous” positions. An individual can only serve in one position at a time. Each position within WebEOC® is associated with specific permissions and authorizations (i.e., access rights, read-write permissions, etc.) based on the roles and responsibilities of the position/function.
Priority: High	Urgent; must be addressed within 1 hour.

Priority: Medium	Moderate; must be addressed within 2-6 hours.
Priority: Low	Routine; should be addressed within the next 6-12 hours.
Resource Request	Tangible assets or commodities (i.e., equipment, personnel, or supplies) that are exchanged among entities (i.e., ESFs) or must be acquired by the Logistics Section.
Session	Period of time in which a user is logged in to WebEOC.
Significant Event	An important or noteworthy operational occurrence related to the incident obtained from a trustworthy source that the entire EOC needs to be aware or deserves consideration.
User	Individual who has credentials to log in and use WebEOC. Some users are administrators or have a subset of administrative rights.

Appendix 2 - Resource Request Process

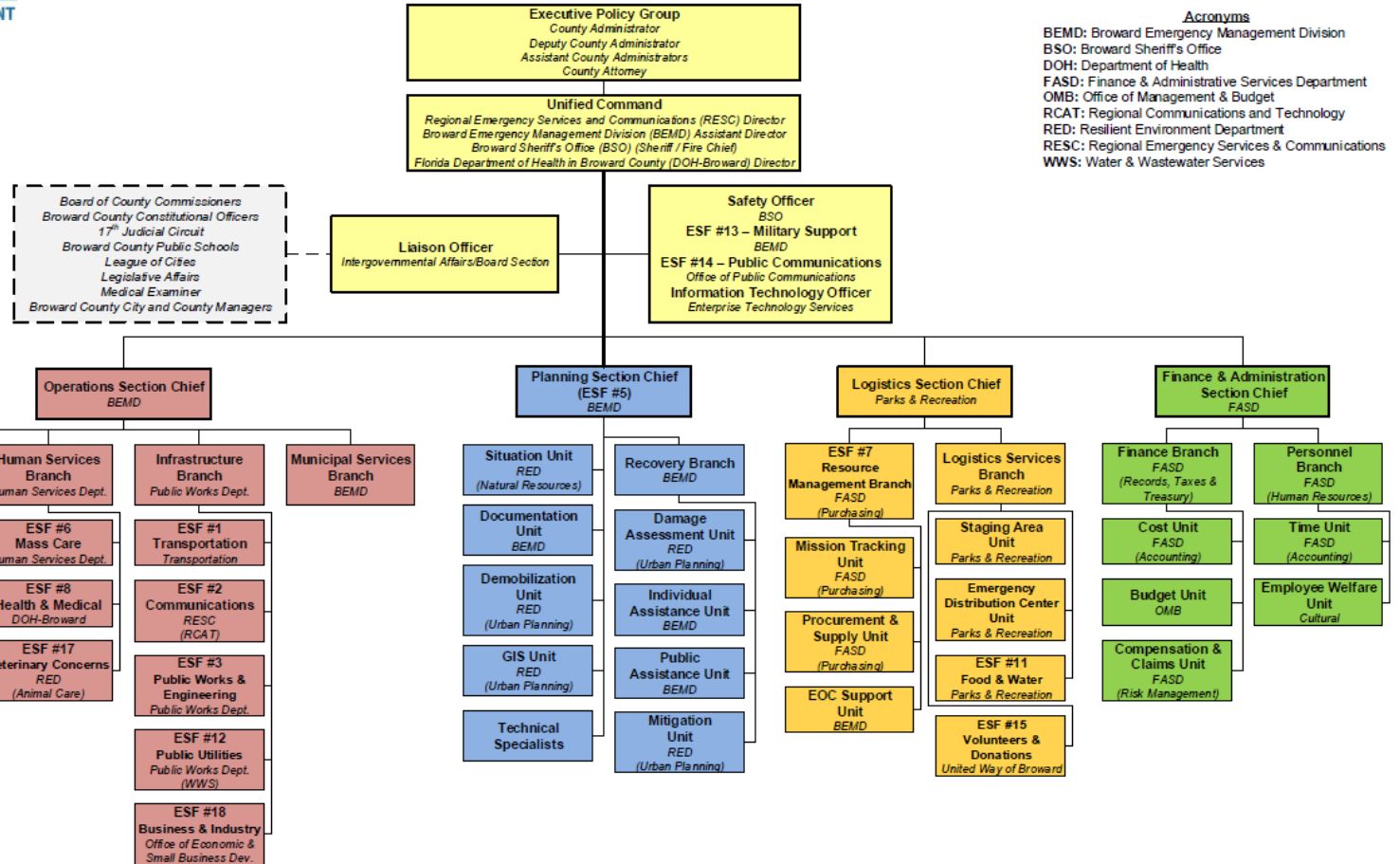


Appendix 3 - EOC Table of Organization



- Command
- Operations
- Planning
- Logistics
- Finance & Administration

BROWARD COUNTY BROWARD EMERGENCY RESPONSE TEAM (BERT) ORGANIZATION CHART



Appendix 4 – BERT Definitions

Broward County Emergency Support Functions

ESF1:	TRANSPORTATION (Transportation and infrastructure, coordination of and rail traffic)
ESF2:	COMMUNICATIONS (Public communication infrastructure, emergency and public safety communication)
ESF3:	PUBLIC WORKS and ENGINEERING (P/W, engineering, construction mgmt., emergency debris clearance, temporary construction of emergency access routes)
ESF4:	FIREFIGHTING (Detection and suppression of wildland, rural, and urban fires, support for pre-hospital care operations)
ESF5:	PLANNING and INFORMATION (Collecting, coordinating, verifying, and organizing info, developing the EOC/County's Incident Action Plan, Recovery Plan and the After-Action Report)
ESF6:	MASS CARE (Sheltering, mass feeding ops, bulk dist of emergency items to sheltered persons)
ESF7:	RESOURCE MANAGEMENT (Logistics and resource management)
ESF8:	HEALTH and MEDICAL (Provides assistance to supplement County and local resources in response to public health & medical disasters, boil water orders, mass fatality management, special needs shelters)
ESF9:	SEARCH and RESCUE (Lead agency BSO, specialized lifesaving search and rescue assistance, urban, waterborne, inland – wilderness search and rescue)
ESF10:	HAZMAT (response to an actual or potential discharge or uncontrolled release of HAZ/MAT)
ESF11:	FOOD and WATER (PODs, Food Stamps)
ESF12:	PUBLIC UTILITIES (water, wastewater, gas, electricity, cable, phone, wireless)
ESF13:	PORTS/MILITARY SUPPORT (coordinate the activities of the County's airports, Port Everglades, State and Federal military assets)
ESF14:	PUBLIC INFORMATION
ESF15:	VOLUNTEERS and DONATED GOODS (Lead agency United Way, manage the overall influx of offers of goods and services to the County and local governments, voluntary agencies, and other entities before, during, and after an incident.)
ESF16:	LAW ENFORCEMENT (Lead agency BSO, establishes procedures for the command, control, and coordination of all law enforcement personnel)
ESF17:	VETERINARY CONCERNS (to provide all animals affected by the disaster with emergency medical care; evacuation; rescue; temporary confinement, shelter, food and water; and identification for return to the owner)
ESF18:	BUSINESS and INDUSTRY (Economic recovery, SBA loans, hotel vacancies, business recovery)

Appendix 5 – Status Definitions

Resource Request / Task Assignment Board Status Definitions

Assigned

- Status assigned to all new resource/task requests only.
- Signifies that a new request has been assigned to a BERT/MSB Rep/MEOC entity
- Upon receipt, the recipient must change this field to another status

Accepted

- Indicates that the recipient agrees that they are the correct action organization and they intend to work/process the request

In Progress

- Indicates that you or your organization has started working on the request that was assigned to you

Complete

- Indicates that the resource/task request has been completed by the “accepting” recipient

Canceled

- Signifies that the request is no longer valid due to:
 - Was made in error
 - Is a duplicate
 - Has been negated by ongoing events
- Normally should ONLY be canceled by the originator, but
- May be canceled by a recipient if mutually agreed upon by the originator and recipient. Verbal or text communication must accompany any cancellation.

Rejected

- Used by the recipient when
 - They determine they are not the correct action organization (recipient)
 - Do not have the resources necessary to complete the request and do not intend to follow up through the Mission Tracking Unit
- Using ‘rejected’ requires the agency to assign the request back to the originator
- Verbal or text communication must accompany any rejection status.
- Limit the use of ‘Reject’ to the following:
 - ESF/Unit Supervisors
 - Branch Directors
 - Section Chiefs
 - MSB Reps

Reassigned

- Used to forward a resource/task request to a Branch Director or Section Chief (within your section) for follow-up action
- MSB Reps will ‘reassign’ requests from their Municipal EOC (MEOC) to the appropriate BERT agency for processing
- Branch Directors may ‘reassign’ requests to the Mission Tracking Unit for follow up, if resources are needed from the State.