WebEOC – Introductory

- Login to WebEOC using your user name e.g. First name Surname and password
- Select your Position and Incident.
- Do not share your login details with anyone. A WebEOC Administrator will not ask for your password.
- All modifications to records within WebEOC are recorded to an Audit Table. Details added / edited by your login are your responsibility.

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1. Introduction

Welcome to WebEOC Incident Management System – a web-based incident management system for NSW Department of Primary Industries (DPI) for emergency management.

WebEOC can be used to manage emergency (unplanned) incidents or planned events of any type (eg. preparedness activities and exercises).

2. Information Management

WebEOC provides the capacity to record all information relevant to an incident, to share that information with other members in the field, a control centre or at any other location. Currently, WebEOC provides a system to manage task requests and personnel. WebEOC also incorporates a File Library of useful documents and web links to frequently accessed internet sites.

It is an advantage but not essential for users to have an understanding of the Incident Command System (ICS).

WebEOC complements the Incident Command System – it does not change the way we do things in respect to command, control or coordination.

3. Access

WebEOC may be accessed via any networked NSW Department of Industry or Local Land Services computer.

3.1. Getting Started


3.2. Pop-up Blocker

If necessary, turn off the Pop-Up Blocker for WebEOC.

If a pop-up is blocked you will receive a notification at the top of your screen. Click on this notification and select ‘Always allow pop-ups from….’

4. Logging In

All Users must log in to WebEOC using the login screen. WebEOC Administrators will issue approved users with details required for logging in. If you believe you are an approved user and you have not been issued with a User name and Password or a Position Name and Position Access Code please contact an Administrator or use the Option 1 below to create a user account. Note: Administrators seek authorisation for your access prior to issuing login details.

There are two ways you can access WebEOC:

**Option 1:** Position Name and Position Access Code (PAC) for self-registration of new users

**Option 2:** User names and Passwords are issued to individuals when they are qualified or required to fill a role. This is the standard login process for existing users.

4.1. Option 1: Self-registration

If you have not been issued with a username and password please use this option to self-register. To register with a **Position Name** and **Position Access Code (PAC):**

- On the login screen Click on **New User? Click here to create an account.**
• Enter the following:
  o Position Name - WebEOC User
  o Position Access Code (PAC) - Q&w79K?x

• Click OK

You are now logged into WebEOC and are able to create your new account. You will need:
• User Name - your name with capitals for each name. This name will appear on your identification card.
• Password - minimum of 6 characters, including at least 1 upper case letter, 1 lower case letter and a character, no spaces allowed
• Primary email – e.g. your work email

Click ‘Save’. This will display a confirmation of the creation of account.

Ensure you have a record of your User Name and Password for future use.

Click ‘Ok’ to continue logging into WebEOC.

To access your Personnel Record and update your full details, enter the following details using the drop down menus:
• Position – WebEOC User
• Incident – Personnel Access
Click ‘Continue’ to go to the landing page. At the top left you will see that you are personally logged in as ‘WebEOC User’ in ‘Personnel Access’. This will give you access to the ‘Personnel Record’ board and allow you to update your details.

The list icon at the top left has a drop down menu (Main Menu) with a number of options. Select ‘Personnel Record’ to enter, edit or view your personal details. Refer to the WebEOC Personnel Record user guide for details.

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**4.2. Option 2: User Name and Password**

If you have an existing user account or have been issued, usually by email titled ‘Access Notification’, with a User Name and Password:

- Enter your User Name - this should be your name e.g. Jane Smith
- Enter your password
- Click ‘Log In’

Note: You will be prompted to change your password when you log in for the first time. Refer to Passwords for password requirements.

Select the appropriate Position and Incident from the available options in the lists. If you believe you should have access to additional positions and have not been issued with a Position Name and Position Access Code (PAC), contact emergency.preparedness@dpi.nsw.gov.au or Logistics.

Click ‘Continue’.

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5. Adding a new position to an existing user account

An Administrator or Logistics will issue you with a Position Name and Position Access Code (PAC) by email or provide details in person at a control centre.

- Login using your existing User Name and Password

  ![WebEOC 8.1 Login](image)

- Click ‘Register for a Position’
- Enter the Position Name and Position Access Code (PAC). Each must be entered exactly as it appears in your email or list.
- Click OK. This will take you to a confirmation page.

  ![WebEOC 8.1 Login](image)

- Click OK. This takes you to the Position and Incident selection screen. Select your new position and required Incident from the list and click Continue.

  ![WebEOC 8.1 Login](image)

6. Passwords

Passwords are case sensitive and must meet the following criteria:
- At least six characters
- No spaces are to be used
- Any combination of letters and/or numbers

You will be requested to change your password every 90 days. When you change your password you must select a new password (different to current and previous passwords) that meets the criteria above.

6.1. Resetting your password

- Click link ‘Retrieve Password’
- By following the prompts, you will be instructing WebEOC to reset your password and send you an email with further instructions.

  ![WebEOC 8.1 Login](image)
7. Main Menu

Once you have successfully logged onto WebEOC, a main menu dropdown will be available on the left side of the screen. The main menu provides access to:

7.1. Boards
7.2. Menus
7.3. Tools
7.4. Plugins
7.5. Links

Variations will occur depending on your position and the incident.

If you have more than one position and/or are involved in more than one incident, you can change your Position or Incident by selecting a new Position or Incident from your available options in the drop down boxes at the top of your screen.

7.1. Boards

Boards are workspaces that consist of various display views and input screens. A Board that has had data added/edited since you last viewed it will display a blue star. Boards that you have viewed recently AND that have had no changes since that time will display a blank (as per ‘Task Resource Request in the screen shot above). Clicking on the board name will launch the board in the standard tabbed view. To launch the board in a new window click the boxed arrow on the right side of the board name (this feature is not available for all boards).

7.2. Menus

Menus provide access to related Boards. If you click on a Menu item you will open a new window with a list of board options that are directly related to the Menu type that you selected.

7.3. Tools

Tools function in the same way as many other applications:
- Chat allows you to select a group chat room in which you would like to discuss an aspect of the task you are planning/performing
- Contacts provides an address book for key people
- Messages allow you to email colleagues.

7.4. Plugins

Plugins provide additional functions to those available in boards. For instance the File Library will contain information on the use of WebEOC, relevant policies and procedures, etc.

7.5. Links

Links to departmental and external sites, and documents are provided to ensure that all users have access to information that may directly relate to the tasks they are undertaking. User guides for WebEOC boards are located here.

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8. Input Screens

Input screens are used to enter data. Data is stored in a database and is displayed in various combinations in display views. Positions determine who can enter data and who can see particular data in display views.

8.1. Navigation

Input or data entry screens can be accessed by clicking on the:
- Add button on the display views e.g. Add Personnel
- New button on the display views e.g. New Task

To move out of the input screens use the Save or Cancel buttons to return to the previous page.
8.2. Generic Data Input Business Rules

Listed are generic rules relevant to all input boards. For rules relating to specific boards refer to the individual user guides.

<table>
<thead>
<tr>
<th>Field / Item</th>
<th>Format</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dates</td>
<td>dd/mm/yyyy</td>
<td>Display views may use the dates to indicate if they are expired or overdue, soon to expire, expires today. If only month and year are supplied, the default date will be 1st of the month. Eg Nov-11 = 01/11/2011</td>
</tr>
<tr>
<td>Last updated</td>
<td>dd/mm/yyyy</td>
<td>Update if any data is changed.</td>
</tr>
<tr>
<td>Monetary values</td>
<td>0.00</td>
<td>NO commas or $. Optional cents or just leave blank.</td>
</tr>
<tr>
<td>Attachment</td>
<td>Any file</td>
<td>Attach a file using the Browse button.</td>
</tr>
<tr>
<td>Name (person)</td>
<td>First name then family name with first letter capitals eg John Smith</td>
<td>May include middle initial or name if required.</td>
</tr>
<tr>
<td>State</td>
<td>NSW, NT, WA, SA, ACT, Qld, Tas, Vic</td>
<td>Abbreviate state names to initials/abbreviations as shown.</td>
</tr>
<tr>
<td>Text box content</td>
<td>Sentence case</td>
<td>Do not type words in full CAPITALS unless it is an abbreviation (eg NSW).</td>
</tr>
<tr>
<td>Phone/Fax numbers</td>
<td>xxxx xxx xxx</td>
<td>Use the 4 digit space 3 digit space 3 digit format for all phone, mobile or fax numbers. Landlines include area code.</td>
</tr>
<tr>
<td>ABN</td>
<td>xx xxx xxx xxx</td>
<td>Use 2 digits space 3 digits space 3 digits space 3 digits for Australian Business Numbers.</td>
</tr>
<tr>
<td>Checkbox</td>
<td>Tick or not ticked</td>
<td>When ticked, this may show information in the display view and require other fields to have data entered eg a date. If not ticked it may display NO (in red) in the display view.</td>
</tr>
<tr>
<td>Comments</td>
<td>Sentence case</td>
<td>Inserted comments must be prefixed by name and date.</td>
</tr>
<tr>
<td>Mandatory fields</td>
<td>Not available</td>
<td>Some input fields are mandatory, ie data cannot be saved without an entry in the text box – an error message will be displayed. If data is unknown, type ‘not available’ in the field. Update the data if it later becomes available.</td>
</tr>
</tbody>
</table>

Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not available</td>
<td>Usually the default status. Resource is not available for use, excluding all other statuses.</td>
</tr>
<tr>
<td>Allocated</td>
<td>Resource working or in use at an incident.</td>
</tr>
<tr>
<td>Available</td>
<td>Resource at an incident and available at short notice.</td>
</tr>
<tr>
<td>Contaminated</td>
<td>Resource contaminated and poses a biosecurity threat.</td>
</tr>
<tr>
<td>Enroute</td>
<td>Resource dispatched to an incident (usually), but not yet checked in.</td>
</tr>
<tr>
<td>Not approved</td>
<td>Resource not approved for use.</td>
</tr>
<tr>
<td>Organised</td>
<td>Required resource has been arranged.</td>
</tr>
<tr>
<td>Stood down</td>
<td>Resource stood down from the shift.</td>
</tr>
<tr>
<td>Unserviceable</td>
<td>Resource at an incident unable to respond for mechanical reasons.</td>
</tr>
</tbody>
</table>
9. Display Views

Display views show data that was entered using the input screens.

To access the display view, click on the Board name in the menu or at the top of another display view.

Similar to the input screens, your ‘views’ are dependent on your position.

Buttons at the top of the page show different information in various display views. These buttons will change order depending on which display view you are on.

<table>
<thead>
<tr>
<th>TASK LIST</th>
<th>Completed</th>
<th>Rejected</th>
<th>New Task</th>
<th>Print</th>
<th>Print To PDF</th>
</tr>
</thead>
<tbody>
<tr>
<td>MyTasks</td>
<td>With Recommender</td>
<td>With Approver</td>
<td>With Actioner</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9.1. Filters

The next line(s) of buttons are ‘filter’ buttons. They will turn red and bold when activated. Filters can be cumulative, i.e. if 2 filter buttons are red the display data will be filtered for both items. Click again to turn them off.

The text search box can be used to filter for items that do not have a filter button – whole and part words can be entered. Not all columns on a display view can be filtered.

Drop down filters are also available – to use this type of filter simply select an item from the list. These can be used in conjunction with the filter button and filter (search) box (above).

Is, starts, contains filters can be used to locate whole or part words. Enter text in the text box and then select the preferred method of filtering (Is = exactly, Starts = begins with, Contains = anywhere in a word or phrase) before clicking Search.

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9.2. Printing

Display views can be printed to a printer or a pdf file using the Print button. PDF files can be used to save data at a particular date and time; you can create these by selecting a PDF Printer from your printer list. PDF file names should reflect the date and time the information was printed.

9.3. Detail views

Buttons within the display view table will provide more information for each individual line item.

Note: The same information may be available in another display view (list) depending on how the views have been set up.

The ‘Details’ button provides access to detail views. e.g. Task Details.
9.4. Editing

Use the Edit button on the display to update information on line items. The Edit button takes you to the input screen from the display view. Access will be dependent on your position.

10. Contacts

For new user accounts and unlocking accounts, contact the designated administrator (eg Logistics Officer or support person in a response) or Emergency Management Unit (outside a response) at emergency.preparedness@dpi.nsw.gov.au.

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User Guide Information

<table>
<thead>
<tr>
<th>Authorised by</th>
<th>Manager Emergency Operations</th>
<th>Authorised date</th>
<th>21 Nov 2016</th>
</tr>
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Revision History

<table>
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<th>Date</th>
<th>Section</th>
<th>Details</th>
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<td>1</td>
<td>17 Feb 2012</td>
<td>All</td>
<td>For approval</td>
</tr>
<tr>
<td>2</td>
<td>16 Mar 2015</td>
<td>All</td>
<td>Remove BioRMS; general review</td>
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<tr>
<td>3</td>
<td>12 Sep 2016</td>
<td>All</td>
<td>Update to Version 8.1</td>
</tr>
<tr>
<td>4</td>
<td>15 Nov 2016</td>
<td>All</td>
<td>Update following release of EMtrain</td>
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