

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

Access to WebEOC is available at <http://webeoc.dpi.nsw.gov.au/eoc7>

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:

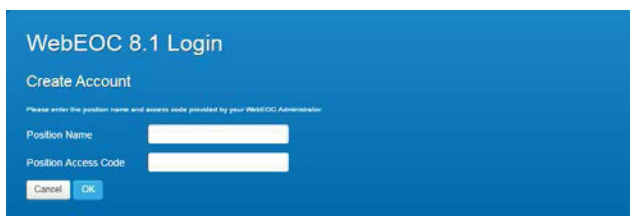
[Option 1](#): Position Name and Position Access Code (PAC) for self-registration of new users

[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.](#)



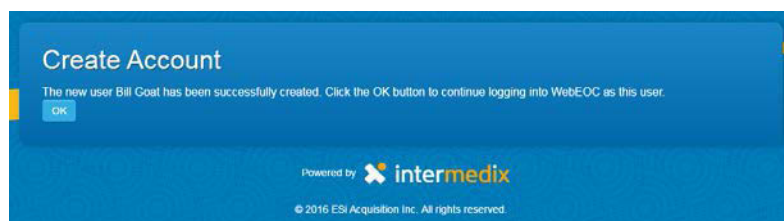
- Enter the following:
 - Position Name - WebEOC User
 - Position Access Code (PAC) - Q&w79K?x
- Click OK

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 you 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.

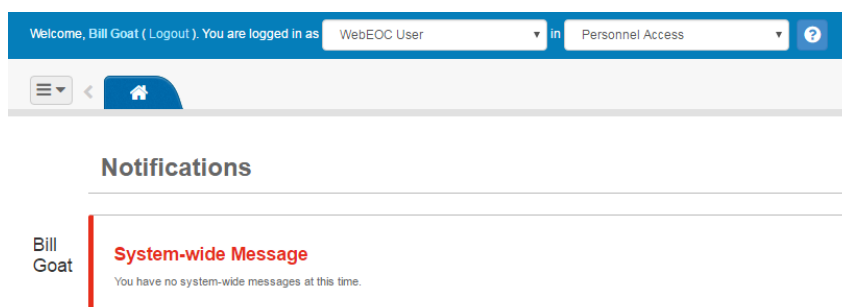


Click 'Ok' to continue logging into WebEOC.

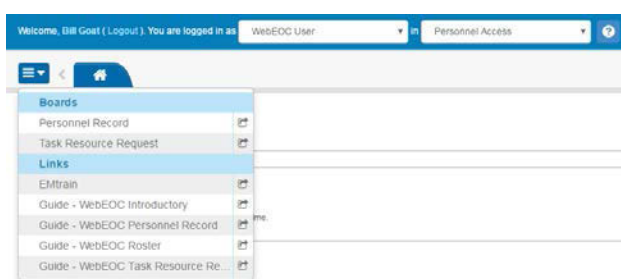
To access your Personnel Record and update your full details, enter the following details using the drop down menus:

- 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

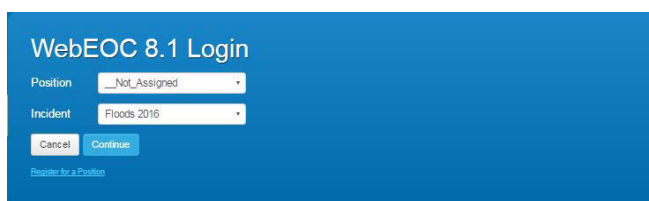
If you have an existing user account or have been issued, usually by email titled 'Access Notification', with a **User Name** and **Password**:

- 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.



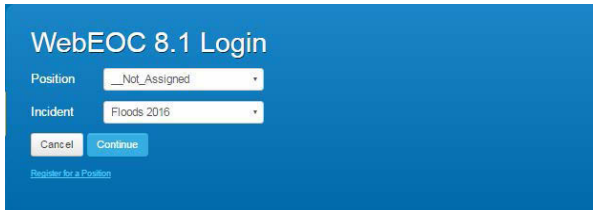
Click 'Continue'.

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5. Adding a new position to an existing user account

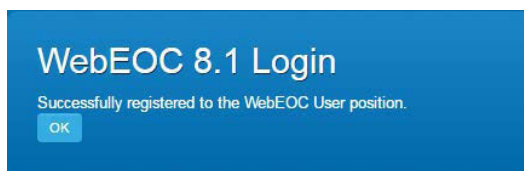
An Administrator or Logistics will issue you with a Position Name and Position Access Code (PAC) by email or provide details in person at a control centre.

- Login using your existing **User Name** and **Password**



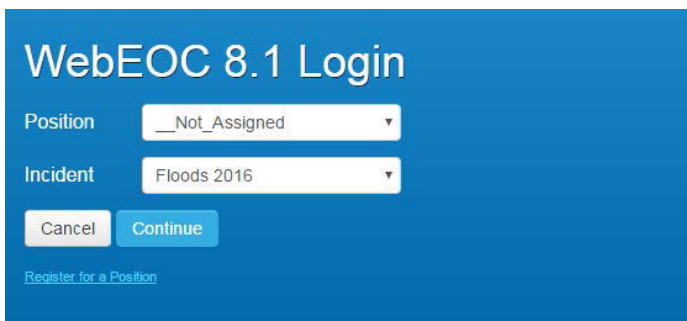
The screenshot shows the 'WebEOC 8.1 Login' page. It features two dropdown menus: 'Position' with the value '___Not_Assigned' and 'Incident' with the value 'Floods 2016'. Below the menus are 'Cancel' and 'Continue' buttons. A link 'Register for a Position' is visible at the bottom.

- 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.



The screenshot shows a confirmation message: 'WebEOC 8.1 Login' followed by 'Successfully registered to the WebEOC User position.' and an 'OK' button.

- 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.



This screenshot is identical to the one above, showing the 'WebEOC 8.1 Login' page with the 'Position' and 'Incident' dropdown menus and 'Cancel'/'Continue' buttons.

6. Passwords

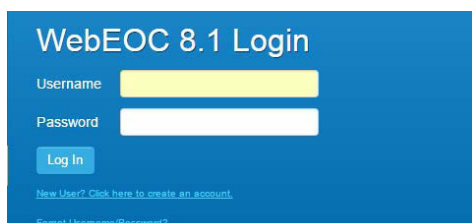
Passwords are case sensitive and must meet the following criteria:

- At least six characters
- No spaces are to be used
- Any combination of letters and/or numbers

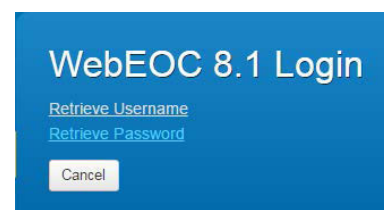
You will be requested to change your password every 90 days. When you change your password you must select a new password (different to current and previous passwords) that meets the criteria above.

6.1. Resetting your password

- Click the 'Forgotten Username or Password?' link on the login page at: <http://webeoc.dpi.nsw.gov.au/eoc7/>
- 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.



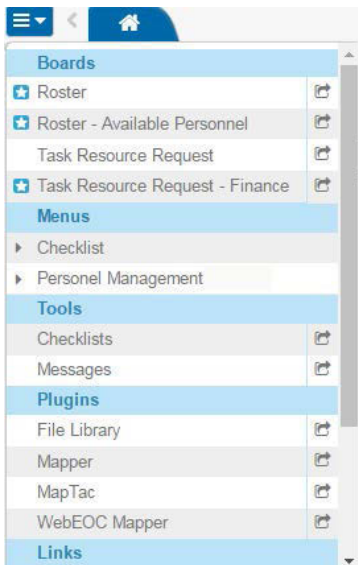
The screenshot shows the 'WebEOC 8.1 Login' page with 'Username' and 'Password' input fields. It includes a 'Log In' button and links for 'New User? Click here to create an account.' and 'Forgot Username/Password?'.



The screenshot shows the 'WebEOC 8.1 Login' page with links for 'Retrieve Username' and 'Retrieve Password', and a 'Cancel' button.

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.

Field / Item	Format	Comment
Dates	dd/mm/yyyy	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 1 st of the month. Eg Nov-11 = 01/11/2011
Last updated	dd/mm/yyyy	Update if any data is changed.
Monetary values	0.00	NO commas or \$. Optional cents or just leave blank.
Attachment	Any file	Attach a file using the Browse button.
Name (person)	First name then family name with first letter capitals eg John Smith	May include middle initial or name if required.
State	NSW, NT, WA, SA, ACT, Qld, Tas, Vic	Abbreviate state names to initials/abbreviations as shown.
Text box content	Sentence case	Do not type words in full CAPITALS unless it is an abbreviation (eg NSW).
Phone/Fax numbers	xxxx xxx xxx	Use the 4 digit space 3 digit space 3 digit format for all phone, mobile or fax numbers. Landlines include area code.
ABN	xx xxx xxx xxx	Use 2 digits space 3 digits space 3 digits space 3 digits for Australian Business Numbers.
Checkbox	Tick or not ticked	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.
Comments	Sentence case	Inserted comments must be prefixed by name and date.
Mandatory fields	Not available	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.
Status	Not available	Usually the default status. Resource is not available for use, excluding all other statuses.
	Allocated	Resource working or in use at an incident.
	Available	Resource at an incident and available at short notice.
	Contaminated	Resource contaminated and poses a biosecurity threat.
	Enroute	Resource dispatched to an incident (usually), but not yet checked in.
	Not approved	Resource not approved for use.
	Organised	Required resource has been arranged.
	Stood down	Resource stood down from the shift.
Unserviceable	Resource at an incident unable to respond for mechanical reasons.	

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.

The screenshot shows a 'TASK LIST' interface. At the top, there are buttons for 'Completed', 'Rejected', 'New Task', 'Print', and 'Print To PDF'. Below these are buttons for 'MyTasks', 'With Recommender', 'With Approver', and 'With Actioner'. There is a search box with 'Search' and 'Clear Search' buttons. At the bottom, there is a blue header for 'Tasks In Progress'.

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 screenshot shows a 'TASK LIST' interface with a table. The table has columns: ID, Reference Number, Task Type, Task, Target, Requestor, Location, Assigned, Status, Details, Edit. The first row has the following data: ID: 8, Reference Number: Insecticide, Task Type: Description of task goes here, Target: Overdue - 29/11/2011, Requestor: Your Name FCP_H_Liaison_Officer, Location: The location where you would like the good/services delivered, Assigned: _Not_Assigned, Status: Open with Requestor. The 'Details' button is highlighted for the first row.

The 'Details' button provides access to detail views. e.g. Task Details.

The screenshot shows a 'TASK DETAILS' interface. It has buttons for 'Back to Task List', 'Print', and 'Print To PDF'. Below these are fields for 'Task', 'Attachment', 'Contact 1', 'Contact 2', and 'Requestor'. The 'Requestor' field is highlighted. The 'Requestor' field contains the following information: Name: Your Name, Role: FCP_H_Liaison_Officer.

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

Authorised by	Manager Emergency Operations	Authorised date	21 Nov 2016
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Revision History

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