

Illinois Emergency
Management Agency

South Dirksen Parkway
Springfield, Illinois

WebEOC: BEOC

Business Center User guide

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WebEOC Application

A guide for users in Emergency Response

WebEOC allows for interactive communications among the response teams and streamlines the process to achieving incident recovery, efficiently and expeditiously. The WebEOC Application is a web-based tool which provides a single source application for all parties involved in a coordinated response to an unplanned incident.

The State Incident Response Center is activated under the determination and direction of IEMA Operations or representatives from REAC. When the SIRC is activated, an incident is created in WebEOC by the SIRC IT Liaison. An incident is determined based upon the underlying circumstances, potential impact to public safety and services and the administrative judgment of IEMA, specifically the Executive Director of IEMA and the Operations Bureau Chief. Likewise, the Business Emergency Operations Center will be activated at the same as the SIRC.

Representatives of all agencies represented in the SIRC are assigned the position of Liaison in WebEOC. A SIRC liaison serves as a representative to the SIRC on behalf of an agency. With activation of the SIRC, the necessary agency liaisons will be selected to be involved in the response to a given incident. Not all liaisons may be involved in every incident. Liaisons are responsible for communicating resource needs as well as address requests for resources or task assignments for their respective agency.

This document is designed to serve as training and reference material for representatives of the Business Emergency during an incident.

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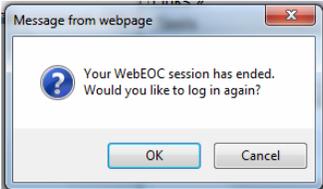
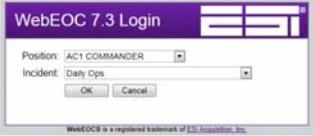
Images provided for reference here represent WebEOC (Version 7.3). Note that future releases may result in some modifications to the user interface.

WebEOC Features

Logging In

WebEOC is web-based allowing authorized users to access the application from any location where an active internet connection exists. Regardless of the location, the process to access WebEOC remains the same.

To log into WebEOC:

Action	Result
<p>1. Access the WebEOC online application.</p> <p><i>Note: The WebEOC Control panel remains open during each session; use the Windows toggle feature to locate the open Control Panel among your open applications.</i></p>	<p>The login page appears:</p>  <p>Note If you have a current session of WebEOC active when you select the WebEOC login link, the current session will be terminated and the following message will appear:</p> 
<p>2. Enter your User name and Password.</p>	<p>User name is comprised of Last Name, First Name (Business) with a space after the comma and another space before the left parentheses.</p> <p>For example: Smith, John (ABC)</p> <p>Passwords are assigned by your system administrator.</p>
<p>3. Click OK.</p>	<p>WebEOC requires that you select a position and incident:</p> 
<p>4. Select a Position.</p>	<p>Only positions assigned to you are listed in the Position drop-down. If the desired position is not available in the list, contact your WebEOC administrator.</p>

Action	Result
5. Select an Incident.	Selection of the proper incident is essential to efficient response and information sharing. Resource requests or situation reports which are filed under another incident may not be addressed promptly.
6. Click OK .	The WebEOC Control Panel appears.

Comment [C1]:
NOTE:
 Pop-up blockers should be turned off while using the WebEOC site.



Note that your Internet Explorer browser will display the message below. You may close the browser window. Your WebEOC session will be unaffected.



About User Name and Passwords

User names are in the format of **Last Name, First Name (Business)** with a **space after the comma** and another **space before the left parentheses**. For example: Smith, John (BEOC)

Passwords:

- **Never expire**
- Are **case-sensitive**
- Must be at least **3 characters**
- Are independent of your network password or any other password

After the entry of three invalid passwords, your WebEOC account is locked out for **5 minutes**.

Comment [C2]: Consult Agency list of acronyms, for any users who may not know which acronym applies if multiple exist.

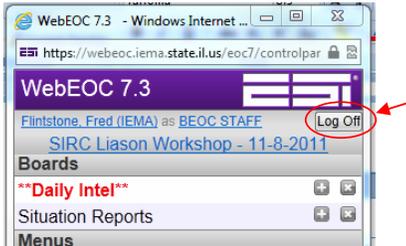
Comment [C3]: Password can be reset by the system administrator.

 During an event/exercise there is an IT representative within each "area" (i.e. SIRC, REAC, Area Commands, BEOC) who can reset passwords, if necessary

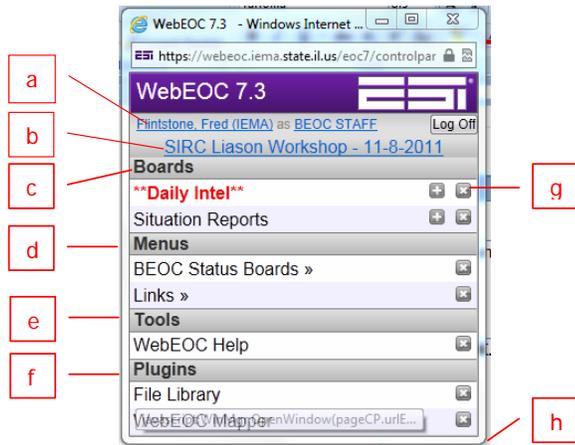
Logging Out

WebEOC remains active and open while you continue to work in other applications on your PC. It is recommended that you log off as you shut down your computer or when you no longer need to actively monitor the current incident.

To log out of WebEOC:

Action	Result
<p>1. Access the WebEOC online application.</p> <p><i>Note: The WebEOC Control panel remains open during each session; use the Windows toggle feature to locate the open Control Panel among your open applications.</i></p>	<p>The Control Panel appears, providing a Log Off option.</p> 
<p>2.</p>	<p>The system closes the Control Panel, reopening the WebEOC login page.</p>

Control Panel



About the WebEOC Control Panel:

a. User Name and Position:

The name of the user currently logged in will appear followed by the position under the current position. Both User Name and Position serve as links to additional functionality. User Name accesses the User Account view and Position accesses the Select Position view.

b. Incident:

All information captured in WebEOC is related to an incident. The Incident is identified at the top of the Control Panel and is selected at the time the user logs in or can be changed during the session. See Changing Incidents, page 11.

c. Boards:

The informational board postings available to the current user are listed in the Boards section. Board titles will appear in **bold, red text** when a new item has been posted. For more information on Boards, see Boards, page 13.

d. Menus:

Menus are groupings of boards available to the user. For more information, see Menus, page 16.

e. Tools:

These built-in ancillary applications that are provided with the WebEOC product to assist in incident management. Additional applications, such as Resource Management, may be added as use of WebEOC matures at IEMA.

f. Plug-ins:

Plug-ins are associated applications which provide additional resources and information. Additional features may be made available here as the product matures within IEMA.

g. Status Icons

There are two status icons provided on the control panel for select options:

- The first, a plus sign (+) is disabled for most functions. To add an item to any board or menu, you must use the New link within the board itself.
- The second, an X, allows the user to close the window appropriate without toggling to that window to do so. When this X icon is RED, it indicates that the item is open. Click the red X to close that window.

h. Resize Control

You can resize any of the WebEOC windows, including the control panel, by clicking and dragging from any corner.

Comment [C4]: KEY POINTS TO HIGHLIGHT:

-**Validate Login Name, Position and Incident.** Information posted under the wrong position or incident will not be properly distributed.

-**RED Board name** indicates that new/unread items exist on that board.

-**RED X icon** at right indicates that the board is currently open in another window. This button can be used to close the window from the control panel.

-**Plus sign icon** at right has been disabled for IEMA's application. This button accesses a base form for creating board entries, however IEMA has developed customized forms. (To add board entries, open the desired board and use the New Entry option from that window.)

-**Resize the window.** The user can resize the control panel, of any WebEOC window, by dragging the window's corner. This allows the users to arrange their WebEOC views to include multiple boards, etc.

Managing Your User Account

WebEOC allows users to manage passwords, email addresses, and regional settings.

- **Passwords:** The passwords displayed are masked to avoid revealing the content or actual number of characters in the password.
- **Email Addresses:** WebEOC can store a number of email addresses per user, however a primary email address is required by the system. The primary email will be used for all automated notifications distributed by the system.
- **Regional Settings:** The language and format locales allow WebEOC to provide information and a format and language that best suits your communication abilities. These geographic settings allow EOC to provide data with times which are properly reflected in your time zone.

Comment [C5]:

NOTE:

Ensure that all users verify the Primary Email on their account.

Email accounts are required to setup new users. When initially creating WebEOC accounts, the user's business email of record was used. If this is not the account through which they wish to be notified of activities in WebEOC, have the user update the primary email setting here.

User Account

User Name: Chandler, Carla (CAP)

Old Password: ●●●●●●●●

New Password: ●●●●●●●●

Confirm Password: ●●●●●●●●

Primary Email: carla.chandler@cap-strat

Secondary Email: Add

Remove

Language Locales: English (United States)

Format Locales: English (United States)

Time Zone: Override Server Default Time Zone

(GMT-06:00) Central Time

Use Daylight Saving Time

Save Cancel

Changing Your Password

Action	Result
<p>1. Click on your user name in the Control Panel window.</p> 	<p>The User Account window appears, displaying your account settings.</p> 
<p>2. Enter the desired password in both the New Password and Confirm Password fields.</p>	<p>Notes that the passwords entered in both fields must match, including any capitalization.</p>
<p>3. Click Save.</p>	<p>Updates to the user account information are saved.</p>

Comment [C6]:
 Note that the User Account window is also used to manage emails, etc. This is discussed in a later section.

Incidents

Incidents, in WebEOC, represent events which have merited the activation of the State Incident Response Center (SIRC) and the associated Business Emergency Operations Center (BEOC). Incidents are created at the direction of IEMA Operations and, in some case, REAC.

When an incident is created in the system, positions are selected for involvement in the incident. When any information is added to the incident, visibility to that information is shared with others assigned to that incident based on position.

Incidents are the over-arching component to which all interaction with WebEOC is related. For example, most boards display information related to the selected incident and all resource requests entered are associated to the incident under which they are entered.

Comment [C7]:

KEY POINTS:

- Incidents are created by Operations.
- Positions are assigned to an incident at the time it is created.
- Notifications to assigned positions are currently NOT automated. Operations may issue notifications
- If the desired incident is not available for selection, contact your WebEOC Administrator.
-

Selecting an Incident

Generally, the desired incident is selected during the login process. However, you may, at any time during a WebEOC session, change your view to another incident associated to your current position.

To change to an incident in which you are acting in another role, see *Selecting a Position*, page 12.

To select another incident:

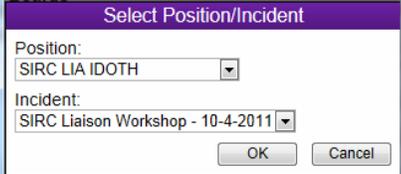
Action	Result
1. Return to the WebEOC Control Panel	
2. Click the Incident Title from the Control Panel.	<p>The Select Incident window appears, listing the Incidents available for your active position.</p> 
3. Select the desired incident from	WebEOC updates the Control Panel with

the Incident drop-down list. information related to the selected incident.

Selecting a Position

During the login process to WebEOC, you selected the position assigned to you for a given incident. However, you may change to another position within the current or another incident when appropriate.

To Change Position:

Action	Result
<p>1. Return to the WebEOC Control Panel</p> <p><i>Note: The WebEOC Control panel remains open during each session; use the Windows toggle feature to locate the open Control Panel among your open applications.</i></p>	<p>The WebEOC Control Panel appears.</p> 
<p>2. Click the Position from the Control Panel.</p> 	<p>The Select Position window appears:</p> 
<p>3. Select the desired position.</p>	
<p>4. If necessary, select an incident from the Incident drop-down.</p>	
<p>5. Click OK.</p>	<p>The WebEOC Control Panel appears, displaying the new position and incident information.</p>

Boards

Overview

Status Boards are the foundation for information sharing within WebEOC. Incident information entered into the system can be managed and displayed simultaneously and immediately to all authorized users through a variety of status boards within WebEOC.

Boards are listed by title in the Boards section of the WebEOC. Board titles appearing in red indicate that there have been new items posted to the board. Clicking the title will display the contents of the board in a new window.

Each board may have a different layout and features available for use. The **Daily Intel Board**, for example, is the only board which is not incident-specific. Postings to the Daily Intel board are visible by all authorized users across all incidents, regardless of the incident under which the user was logged in when creating the posting.

The availability of other boards in WebEOC is driven by the selected incident and the position of the user within that incident. These boards provide a means for relating categories of information and making that information available to other users.

Within the BEOC, the following boards are available, based on position:

- **Situation Reports**
The Situation Reports board lists situation reports generated as necessary for the incident. Items included in situation reports are drawn from position logs which select SITREP as the audience as well as other resource requests and event log entries deemed appropriate. Note that, initially, this feature will communicate this information to the individual who compiles the SIRC's situation report however, future enhancements may support a separate Situation Report for the BEOC.
- **BEOC Status Boards:**
 - **After Action Items** Supports the logging of suggestions for improvement or items that require attention after the incident's closure.
 - **BEOC Event Log** displays those position log entries which were flagged for display on the BEOC Event Log.
 - **Critical Infrastructure and Key Resources (CIKR) Status**
 - **Injury Fatality Status** board displays those position log entries assigned that event type.
 - **Mass Care/Shelter Status** displays those position log entries assigned that event type.
 - **Position Log** displays all entries posted by the current position
 - **Transportation Road Status** board displays those position log entries assigned that event type.
 - **Utility Status** board displays those position log entries assigned that event type.

Additional boards may become available over time.

In addition to those listed above, there is a menu option which accesses a listing of SIRC boards. See **Menus** below for more information.

Comment [C8]:

KEY POINTS:

During an incident, Boards will be the primary means of information sharing and will be the most efficient method to gather and post detailed status updates and requests for resources or help.

Information in the boards is related to the selected incident only, with the exception of the Daily Intel Board.

Emphasize importance of selecting the appropriate incident at login!!

Viewing Boards

Action	Result
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1. Access the WebEOC Control Panel.

Note: The WebEOC Control panel remains open during each session; use the Windows toggle feature to locate the open Control Panel among your open applications.

Comment [C9]:

NOTES:

Once a board is open on a user's desktop, the contents of the board are refreshed automatically every 15 seconds. The users may, at times, notice a blinking or flashing behavior as the system refreshes the board's view.

At the bottom of each board there is a checkbox which allows a user to disable the refresh feature if desired.

2. Click the desired board title link from the Boards section, in this example, the Situation Reports option.

The Situation Reports view appears, listing all reports created for the current incident.

Comment [C10]: Use relevant board for this step. BEOC won't have



The screenshot shows the 'SIRC Liason Workshop - 11-8-2011 Situation Reports' view. It features a table with the following data:

Title	Originator	Last Update	SITREP	Comments
Situation Report 2	McDonald, Paul (IEMA)	2011-11-09 10:37	<input type="checkbox"/>	
Situation Report #1	McDonald, Paul (IEMA)	2011-11-08 15:15	<input type="checkbox"/>	

3. From any board, you may use the Status Filter and Search options.

The listing of available Status Filter options may vary by the topic of the board. Consult additional documentation on the board itself for assistance with filtering.

The search feature is explained below.

Searching for Information in Boards

Action	Result
--------	--------

1. Access the desired board as described in *Viewing Boards*, page 14.

The board's default view appears. In this example, the Position Log view offers a Search option in the upper left. Most, but not all, boards include this search option.



Comment [C11]:

KEY POINTS:

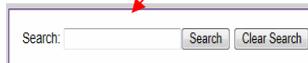
The search feature will search specific fields based on which board is being viewed. Generally, it will search the title, description, and assigned to fields to locate the entered keywords.

When searching the Resource Request board, the following fields are searched for a matching keyword:

- Tracking #
- Requesting County
- Originating Position
- Assigned To
- Mission Name
- Priority
- Resource

2. Enter a keyword into the Search field in the upper left hand corner.

The system does not support the use of common search wildcards such as * or ?, however the system will search using partial words.



3. Click the Search button.

The system will apply the search keyword entered to content fields.

After a slight delay, the grid will filter to display those records matching found during the search.

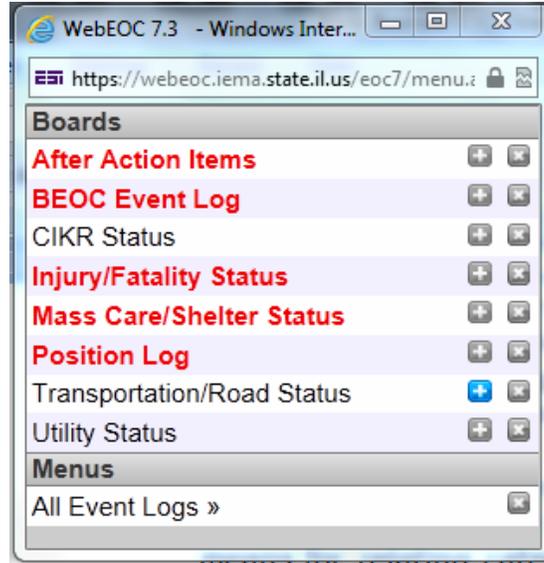
4. To return to all records, click the Clear Search button.

Menus

Overview

Menus are predefined categories of boards, grouped together for more efficient use. Although the availability of menus will vary based upon the user's current position, for liaisons, the following menus are provided:

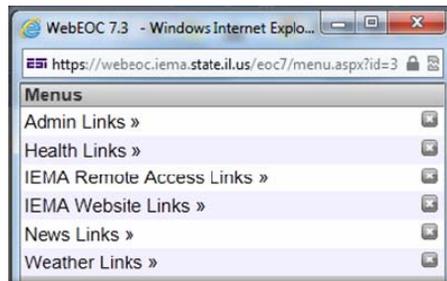
- **BEOC Boards**
The BEOC Boards menu opens a list of boards featuring incident information BEOC, such as emergency shelter capacities and statuses, injuries, fatalities, etc.



Comment [C12]:

Menus are defined by the system administrator. The user cannot create specialized, personalized menus.

- **Links >>**
The Links option provides shortcuts to additional informational and resources. The links here are not incident specific but designed to provide support during periods of incident response. Requests for additional links can be submitted through your WebEOC Administrator for consideration.



Comment [C13]:

KEY POINTS:

Links are informational resources and are not incident-related.

Position Log

The Position Log is used to enter and share information during an incident. The logs are designed to allow this information sharing within the position itself, among those who may share coverage periods during an incident, as well as beyond the position to the SIRC, Area Commands, Business Emergency Operations Center, or even suggest the item for inclusion in a subsequent Situation Report.

Each position will use a position log to keep others in the same position informed of activities that occur while they are not actively on duty or in cases where multiple individuals are serving in the same position simultaneously.

The Position Log is provided as one of the BEOC Boards.

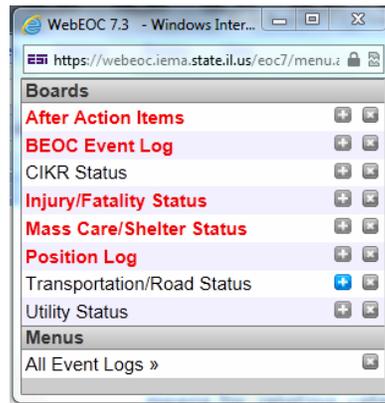
Accessing the Position Log

Action	Result
--------	--------

1. Access the WebEOC Control Panel.

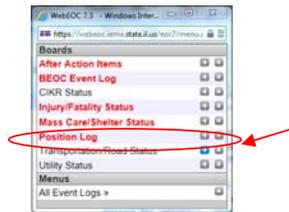
2. Select the BEOC Boards link from the Boards section.

The BEOC Boards window appears.



3. Click the Position Log from the Boards section.

The Position Log view appears, displaying existing position log entries, sorted in date descending order.



Subject	Date	Author	Last Update	Attachments	Details
Blue Justice	General	Johnston, Miranda	2011-08-11 12:11		After you click the status button, it'll go to the SIRC, unless in the BEOC office.
Blue Justice	General	Johnston, Miranda	2011-08-11 12:11		
Blue Job Post	General	Kalambou, Don (SIRK)	2011-08-10 16:22		This is exactly what I was expecting
Setting BEOC in SIRC	Injury/Fatality	McDonnell, Paul (SIRK)	2011-08-10 15:28		Training BEOC in SIRC

Creating an entry in the Position Log

Action	Result
<p>1. Access the Position Log as described above.</p>	
<p>2. Select the New Entry button in the upper right corner of the Position Log view.</p>	<p>A blank position log entry form appears.</p>
	
<p>3. Confirm the information pre-populated by the system: the Originator, the Originated By and Date.</p>	
<p>4. Select an Event Type</p>	<p>The options available in the Event Type list may vary by position. In addition, certain options will display a unique set of detail entry fields. Refer to the individual details, listed by event type below, for more information about each type.</p>
<p>5. Indicate the desired audience(s).</p>	<p>By default, all entries will appear in the Position Log.</p> <p>In addition, you may select to post the entry to the BEOC Event Log, SIRC Event Log, any of the Area Command logs or to the Situation Report board where it will be considered for the next situation report. For more information, see <i>About Position Log Entries</i>, page 20.</p>
<p>6. Complete the log entry details.</p>	
<p>7. Attach any related information.</p>	<p>You may attach any electronic file, such as photos, PDF documents, maps, Excel files, etc.</p>
<p>8. Click Save to store the position log entry.</p>	

About Position Log Entries



SIRC Liason Workshop - 11-8-2011
BEOC STAFF
Position Log



Originator:	BEOC STAFF	<input type="checkbox"/>	Delete
Originated By:	Chandler, Carla (CAP)	on	2011-11-14 14:40
Event Type:	General Message		
Audience:	<input type="checkbox"/> BEOC Event Log <input type="checkbox"/> SIRC <input type="checkbox"/> AC 1 <input type="checkbox"/> AC 2 <input type="checkbox"/> AC 3 <input type="checkbox"/> SITREP		

LOG ENTRY DETAILS				
Subject:				
Details:				
Attachments:	<input type="button" value="Browse..."/> <input type="button" value="Browse..."/> <input type="button" value="Browse..."/>			
Links: (URL) (Title)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; height: 20px;"></td> <td style="width: 33%; height: 20px;"></td> <td style="width: 33%; height: 20px;"></td> </tr> </table>			

By default, entries in the position log are visible only in the position log itself, visible to others sharing the same position within the same incident. However, you may also share log entries with other groups by selecting additional audience options. These options include:

- **BEOC Event Log** posts the entry to the event log visible to all BEOC positions
- **SIRC Event Log** posts the entry to the log visible to all SIRC positions.
- **AC1, AC2 or AC3** will post the entry to the respective Area Command Log, making it visible to anyone with rights to the AC logs.
- **SIT REP** posts the entry to the incident's Situation Report log.

Note that, regardless of where the item is displayed, updates to the entry will be permitted in the form of comments appended to it. For more information, see *Updating a Log Entry*, page 23.

Log Entry Details

For any given position log entry, a basic log entry details section will be available for the entry of information to be shared with others in the same position. In addition, for select event types (listed below), additional sections may appear for entry of details specific to that event type.

LOG ENTRY DETAILS	
Subject:	<input type="text"/>
Details:	<div style="border: 1px solid gray; height: 100px;"></div>
Attachments:	<input type="button" value="Browse..."/> <input type="button" value="Browse..."/> <input type="button" value="Browse..."/>
Links: (URL) (Title)	<input type="text"/> <input type="text"/> <input type="text"/>

Critical Infrastructure and Key Resources

CRITICAL INFRASTRUCTURE AND KEY RESOURCES	
Facility/Resource:	<input type="text"/>
Status:	<input type="text"/>
Street Address:	<input type="text"/>
County:	<input type="text"/> <input type="button" value="v"/>
City:	<input type="text"/> <input type="button" value="v"/>
Primary IEMA Region:	<input type="text"/> <input type="button" value="v"/>
Secondary IEMA Region:	<input type="text"/> <input type="button" value="v"/>
Full Address:	<input type="text"/> <input type="button" value="Get Address"/> <input type="button" value="Map It"/>
Latitude:	<input type="text"/>
Longitude:	<input type="text"/>

Injury/Fatality Information

INJURY/FATALITY INFORMATION	
Number of Fatalities:	<input type="text"/>
Number of Injuries:	<input type="text"/>
Street Address:	<input type="text"/>
County:	<input type="text"/> <input type="button" value="v"/>
City:	<input type="text"/> <input type="button" value="v"/>
Primary IEMA Region:	<input type="text"/> <input type="button" value="v"/>
Secondary IEMA Region:	<input type="text"/> <input type="button" value="v"/>
Full Address:	<input type="text"/> <input type="button" value="Get Address"/> <input type="button" value="Map It"/>
Latitude:	<input type="text"/>
Longitude:	<input type="text"/>

Mass Care/Shelter Information

MASS CARE/SHELTER INFORMATION	
Street Address:	<input type="text"/>
County:	<input type="text"/> <input type="button" value="v"/>
City:	<input type="text"/> <input type="button" value="v"/>
Primary IEMA Region:	<input type="text"/> <input type="button" value="v"/>
Secondary IEMA Region:	<input type="text"/> <input type="button" value="v"/>
Full Address:	<input type="text"/> <input type="button" value="Get Address"/> <input type="button" value="Map It"/>
Latitude:	<input type="text"/>
Longitude:	<input type="text"/>
Name of Facility:	<input type="text"/>
Status:	<input type="text"/> <input type="button" value="v"/>
Capacity:	<input type="text"/>
Manager:	<input type="text"/>
Phone Number:	<input type="text"/>
Square Feet:	<input type="text"/>
Generator Status:	<input type="text"/> <input type="button" value="v"/>
Generator Size:	<input type="text"/>
<input type="checkbox"/> Red Cross Shelter <input type="checkbox"/> Handicap Accessible <input type="checkbox"/> Pet Shelter Available <input type="checkbox"/> Meals Served	
Daily Population Updates Add Daily Update	
Date/Time	Population
Meals Served	Notes

Transportation Status

TRANSPORTATION STATUS	
Road Affected:	<input type="text"/>
Road Status:	<input type="radio"/> Open <input type="radio"/> Closed
Worst Interstate Condition Report:	<input type="text"/>
Reason for Closure:	<input type="text"/>
Span of Closure:	From/At <input type="text"/>
	To <input type="text"/>
Duration:	<input type="text"/>

Utility Status

UTILITY STATUS			
Service Provider:	<input type="text"/>	Number of Customers Affected:	<input type="text"/>
Geographic Area:	<input type="text"/>		
Outage Start Time:	<input type="text"/>	Estimated Restoration Time:	<input type="text"/>

Updating an entry in the Position Log

Action	Result
--------	--------

1. Access the Position Log as described above.

Note that you may also access a posting from the SIRC Event Log, Area Command Logs or Situation Reports, if the entry was shared with those logs when it was created.



2. Click the Subject to open the entry.

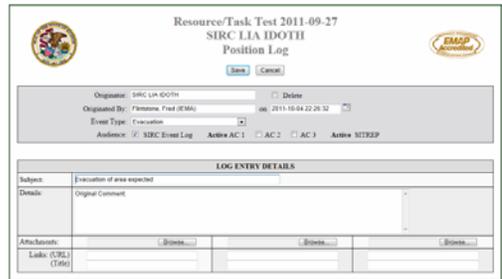
By default, the entry opens.



3. Click the Update Form option in the upper right hand corner.

The form fields are enabled for entry of additional information.

If you are logged in under the same position which create the log entry, you may update any of the available fields:



If you are logged in any other position, you may append comments to the Details field only. All other fields will not

allow updates.

The screenshot shows a web form titled "LOG ENTRY DETAILS". At the top, there are several fields: "Originator" (SIRC LIA IDOTN), "Originated By" (Patterson Fred (EMA)), "Event Type" (Event), and "Audience" (SIRC Event Log, Active AC 1, AC 2, AC 3, Active SITREP). Below these is a "Subject" field with the text "Cancellation of area requested". The "Details" field is a large text area. The "Original Comments" section contains the text: "McDonald, Paul (EMA) at 14:27:20 on 10/11/2011 - Comment added after initial entry. Additional commentary added." At the bottom, there are "Attachments" and "Links (URL)" sections, each with a "Remove" button and a text input field.

4. Enter the desired changes.

5. Click the Save button.

The Log Entry form closes and the updated comment is available on the Position Log and any other selected logs, based on the Audience selection.

Delete an entry from the Position Log

Action	Result
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1. Access the Position Log as described above.

Note that you may also access a posting from the other event logs, provided the entry was shared with those logs when it was created.



2. Click the Subject to open the entry.

The entry opens in view mode

3. Click the Delete checkbox in the upper right hand corner.

Note that you must be logged in under the same position which created the log entry originally to enable the Delete checkbox:



4. Click Save.

The log will be removed from all logs and/or boards to which it was posted.