User Guide

This guide is intended to give a basic overview of the initial log in of WebEOC, how to move around in WebEOC, what tools and information are available in WebEOC. For more detailed instructions on using specific boards and functions, please refer to the user guide written on those specific topics or contact the WebEOC Administrator, Heidi Pumphrey.

Logging in to WebEOC

1. Launch Internet Explorer and in the address bar, type the following URL and press ENTER or click the WebEOC 7.x Login icon on your desktop.

   https://webeoc.iema.state.il.us/eoc7

2. On the WebEOC Login screen (Figure 1), enter your user name in the User field and your password in the Password field and click OK.

   ![WebEOC Login Screen](image)

   **User names** are in the format of Last Name, First Name (Agency) with a space after the comma and another space before the left parentheses.

   **Passwords:**
   - Never expire
   - Are case sensitive
   - Must be at least 3 characters
   - Are not tied to your network password or any other password
   - You can enter an invalid password 3 times before your WebEOC is locked out for 5 minutes.

   NOTE
   WebEOC will only work in Microsoft Internet Explorer; it is not compatible with Firefox, Google Chrome, or other browsers.
3. Select your **position** from the *Position* drop-down list and your **incident** from the *Incident* drop-down list (*Figure 2*).

4. Select **OK** to continue or **Cancel** to abort the operation.

5. Your browser window will now display the *WebEOC Logged In* message (*Figure 3*). There should also be a *Control Panel* open in a separate window; if you do not see the *Control Panel* window (*Figure 4*) then see the section, **Configuring Your Pop-Up Blocker**. If you do see the *Control Panel* window, you can close the *Logged In* window without logging out of WebEOC.
Configuring Your Pop-Up Blocker

Since the WebEOC Control Panel window opens in a second browser, it is considered a “pop-up” by Internet Explorer and other pop-up blockers such as Yahoo Toolbar, Google Toolbar, etc. You will have to add state.il.us to the allowed website list in all of your pop-up blockers. Here’s how to add it for Internet Explorer:

**Note:** These instructions need to be done only once on each PC account used to log into WebEOC.

1. If you are logging into WebEOC and here a “beep” and notice that the Control Panel window did not open, it was probably stopped by the Internet Explorer pop-up blocker. Look for this message at the top of your browser window:

   ![Pop-up blocked. To see this pop-up or additional options click here...](image)

2. Click on that message to see a menu of options:

3. Select **Always Allow Pop-ups from This Site…** to add state.il.us to the allowed site list.

4. Click **Yes** in the confirmation message below:

5. To display the Control Panel, click **Retry** in the prompt box below:
Internet Explorer 8.0 & Compatibility View

If you are using IE8 to access WebEOC, it is **HIGHLY recommended** that you either add `state.il.us` to the list of sites to be displayed in Compatibility View or that you enable the **Compatibility View** on all websites. If you are using IE8 and do not enable the Compatibility View, there are forms that will not work correctly (i.e., the Comm Center reports do not have the drop-down menu options and the Incident Numbers are not automatically assigned). Hopefully the next version of WebEOC will have IE8 configuration settings.

To add the WebEOC site (state.il.us) to the list of websites to be displayed in **Compatibility View**:

1. When at the WebEOC URL, click the **Compatibility View button** in the navigation bar just to the right of the address bar (where you type URLs) and next to the **Refresh** button.

2. The screen refreshes with the setting in place. A balloon tip lets you know that site is now running in **Compatibility View**.

![Compatibility View](image1)

Additionally, the **Compatibility View button** is now “pressed” so that you know what view you are in for this site.

To view which sites have been added to the Compatibility View list or to enable Compatibility View for all websites:

From the **Tools** menu select **Compatibility View Settings**

- A list of the websites added to Compatibility View are displayed in the middle box.
- To add a new site to the list, type the URL in the **Add this website** box and click **Add**.
- To enable Compatibility View for all websites, check the bottom box, **Display all website in Compatibility View**.

![Compatibility View Settings](image2)
Using the WebEOC Control Panel

On the Control Panel (Figure 4), select a board, menu, tool, plug-in or link to begin using WebEOC.

- **Resize** the Control Panel window and **relocate** the window on the desktop as needed.
- **Open** an item by clicking on the name. Multiple boards and multiple copies of the same board can be viewed simultaneously.
- **Input** information to a board by clicking the blue plus sign. View options are also available.
- Items in **bold red** are new, unread items.
- Items with >> are menus that will open another window.
- Items with a **red close button** are open in another window; click the red x to close the window.
- Watch for **alerts** and **messages** in the bottom section of the Control Panel. Click the items to view them in a new window.
- Expand and collapse the sections by clicking on the **bold titles** at the top of each section (such as Boards).
- Change your **position** or **incident** without logging out of WebEOC by selecting those items at the top of the Control Panel.
- **Log Off** with the button in the top right of the Control Panel.

The options available on the Control Panel vary depending on the position and incident that you are logged into in WebEOC. Be aware of which position you are fulfilling and which incident you should be using at all times!!!
Boards

Boards are the heart of WebEOC where incident information is entered, managed and displayed universally and simultaneously to all authorized users. The boards available to you will depend on the position and incident selected. Each board will have a different layout and various features available for use. Boards appear in alphabetical order; boards with asterisks (*) are labeled for “top billing” on the boards list.

To view a board, click on the name of the board in the Control Panel in the Boards section. Remember that the board titles in bold red have new, unread items.

Note: If you get this Security Warning, click No to view all the data, whether it is delivered securely or not. This will allow website connections to both http: and https: sites.

There are other security warnings that may be displayed. Always pick the option that displays the most data in WebEOC.

Once the board window opens, adjust the window and navigate through the information.

- **Resize** (click and drag the outside borders) the board window to increase or decrease the viewing area.
- Use the **scroll bars** at the bottom and right side to view more information on the current page.
- Use the **arrow buttons** in the bottom left corner to change pages.
- Disable or enable refreshing the board when new information is posted.

If you have the update or add permission, you can enter information to the board. Look for **New Record** or **Update Record** buttons to enter your data. **Spell check** is available on most boards.

Close the board with the red X in the upper right corner or by clicking the red X on the Control Panel next to the board name.

**Daily Intel Board**

The **Daily Intel** board is the “big picture” board where information from various WebEOC resources is displayed in a one board, giving viewers an overall look at “who did what when” throughout the State with select incidents, news reports and other Intel information. Most WebEOC users will have some access to the Daily Intel board; permissions range from **view only** to **view and update** to **view, update and delete**.

Instructions on how to view and update the Daily Intel board are covered in a separate user guide.
Menus

Menus allow easy access to multiple boards, plug-ins, links and other items that are grouped in a single link on the Control Panel. The options displayed on your list of menus will vary depending on the position and incident you log in to.

1. Select a menu name to display the options available on that menu.

2. Select an item on the menu to proceed with displaying the link, board, plug-in or other item.

3. Close the menu with the red X in the upper right corner or by click in the red X on the Control Panel next to the menu name.

Note: By closing the menu, all open WebEOC windows (i.e. Boards!) will be closed also.

Links

Links allow access to web sites. Only the WebEOC Administrator can add links. Most links will be grouped into menus but links could also be displayed in a Links section of the Control Panel.

1. Select a link name on a menu or in the Links section of the Control Panel.

2. The web site will open in a new browser window.

3. To close a link opened in a new window, close that window with the red X in the upper right corner.

Note: Closing a menu will NOT close the browser window opened by accessing a link.
Tools
There are several WebEOC Tools available to enhance the communication and effective use of WebEOC. The Tools available to you depend on the permissions granted in your WebEOC position and incident.

Chat
Chat allows WebEOC users to conduct on-line text conversations. Consult the WebEOC User Guide for instructions on creating a new Chat Room.

Note: Chat Rooms are not incident specific.

To participate in a Chat Room:
1. Click the Chat link under Tools on the Control Panel.
2. Click the name of the room you wish to join (Figure 5).
3. The Chat Room opens (Figure 6). Resize the window as needed.

a. A list of the current Users is displayed on the left.
b. Type a new message in the bottom text message area. Hit Enter or click Send to post your message.
c. Your text message and then any replies or posts by other users will display in the large Messages display area.

**Note:** You will see all messages posted by participants until you leave the room. If you re-enter a Chat Room, you will only see the posts made after you rejoin.

d. To leave the chat room, click the **Leave Room** button in the upper right corner.

**Checklists**

Checklists are automated procedures and checklists that can be used to track the steps in a task. Checklists are incident specific, so the same Checklist can be used in multiple incidents with independent data.

For details on accessing and using Checklists, refer to the WebEOC User Guide.

**Contacts**

Keep a directory of contact information in the Contacts tool (*Figure 7*) in WebEOC. Contacts are not incident-specific. Some Contacts may be restricted from a group of users. For details on adding and maintaining Contacts, refer to the WebEOC User Guide.

*Figure 7 - Example of a New Contact*
Messages

Use the Messages tool to send electronic communications similar to email without leaving WebEOC. Messages can be sent to other user’s WebEOC message accounts or to their e-mail address.

1. Click the Messages link on the Control Panel under Tools.

2. In the Messages window (Figure 8), select a view (Inbox, Sent Items or Deleted Items) to view a list of your messages.

3. Message views can be sorted by From, Subject, Priority, Incident or Received.

4. To view a message, click on any field of an item with a link.
   a. In the Message Detail window (Figure 9), you can view the message and the header information.
   b. There are buttons at the bottom of the message to Reply, Forward, or Print the message.
   c. Click the Back button to return to the previous view.
5. To create a new message, click the **Compose** button in the **Messages** window. A **Compose New Message** window opens *(Figure 35).*

![WebEOC 7.1 Messages - Windows Internet Explorer](image_url)

**Figure 10 - Composing a New Message**

a. Select a recipient from any or all of the **To:** selection boxes, **Users**, **Groups** or **Positions**. To unselect a recipient, hold down **Ctrl** and click the recipient to be removed.

b. Type a **Subject**.

c. Select a **Priority**, either **Normal** (default), **High** or **Low**.

d. Type the text of your message.

e. Click the **Browse** button to add an attachment.

**Note:** Only 1 attachment is allowed. If you need to send multiple attachments, save the items to a ZIP file and attach the compressed files in WebEOC.

g. Select **Generate Email** to forward this message via e-mail to the WebEOC user’s email address as entered by the WebEOC Administrator in WebEOC. To send to additional e-mail addresses, type the addresses in the **Additional Address** box. Separate multiple addresses with commas. An unlimited number of e-mail addresses can be entered.

h. Click **Spell Check** to verify the spelling.

h. Click **Send** or **Cancel** to abort and return to the **Messages** window.

**Deleting Messages**

**Messages** in your **Inbox** can be deleted or moved to your **Deleted Items**. Click on the **trash can icon** in the **Inbox** view to delete a message.

**Note:** Messages in your **Sent Items** and **Deleted Items** **CANNOT BE DELETED**. These items will be removed when the incident is **archived**.
Plug-Ins

In addition to the WebEOC tools, there also are **Plug-ins** with a variety of tools to meet specific needs. The **Plug-ins** available to you depend on the permissions granted in your WebEOC position and incident.

Calendar

The **WebEOC Calendar** plug-in can be used to track schedules, meetings, training sessions, etc. through WebEOC. Appointments can be sent to WebEOC users and email accounts/distribution lists external to WebEOC. Appointments can be added/edited/deleted, invitations can be sent, holidays can be created and views can be adjusted. For details on using Calendar, refer to the **WebEOC User Guide**.

File Library

A library of documents is available where users can upload and download documents and files, allowing the information to be shared through WebEOC. File types may include Word documents, Excel spreadsheets, Adobe Acrobat PDF files, pictures and images or other file types. Depending on the permissions granted, users may add, view and/or delete files from the library.

MapTac

**MapTac** replaces static maps and display boards with an interactive view of an image that can be overlaid with labels, shapes, images and tools. Maps or photos are imported by an Administrator. With the proper permissions, users can add shapes, labels and markers to a map for display. Refer to the **WebEOC User Guide** for detailed instructions on using MapTac. To view a map:

1. Click the **MapTac** from the **Plugins** section on the **Control Panel**.
2. Select a **map** for display from the **Maps** drop-down list. The map will display in the Maps window (**Figure 36**).

   **Note:** The image will automatically resize when you resize the window.

3. To **place** a marker on the map:
   a. Select one of the **Marker tabs** to display the icons available under that tab.
   b. Select the marker you want to place on the map. To see what the marker represents, rest your mouse on the icon and a pop-up will reveal the marker title.
c. Move your cursor to the desired location on the map and single-click. The marker you selected will appear on the map.

4. To **move** a marker, click on the marker on the map and drag the marker to the new location and release the mouse button.

5. To **resize** a marker, hover your cursor over the marker and select the handle that appears around the marker; drag the handle until the marker is the desired size.

6. To **delete** a marker, right-click on the marker and in the delete confirmation dialog box, click **OK** to delete or **Cancel** to leave the marker on the map.

7. To **Print** the map, select the Print icon in the lower right corner.

8. To clear all items from a map, select the **Clear Map** button and then click **OK** in the confirmation window or **Cancel** to return to the map without deleting the markers, shapes and labels.
NWS Weather Alerts

For direct access to the National Weather Service (NWS) watches, warnings and advisories for all states, counties and territories:

1. Select the NWS Weather Alerts from the Plugins section of the Control Panel.
2. Select the State/Territory to be viewed in the first choice box.
3. Select a Location to display the NWS data for that area.
How To Section

How do I...

log into WebEOC?
In any internet browser, go to the URL https://webeoc.iema.state.il.us/eoc7 and type in your user name and password, then select a position and an incident.

change my password?
Click on your user name in the upper left corner of the WebEOC Control Panel and type in a new password in both the New Password and Confirm Password fields, then click Save. Log out of WebEOC and back in with the new password.

switch from my current position to a different position?
Click on the position link at the top of the WebEOC Control Panel and select a different position from the list of available positions for your user name.

select a different incident?
Click on the incident link at the top of the WebEOC Control Panel and select a different incident from the list of available incidents.

unlock my account after entering too many passwords?
You can either wait 5 minutes and try up to 3 more passwords or you can contact the WebEOC Administrator.

get more positions or a new incident added to my WebEOC account?
Only administrators can add users, positions and incidents; contact the WebEOC Administrator.

Questions?
If you still have questions about WebEOC then call or email the WebEOC Administrator, Heidi Pumphrey or the WebEOC account at EMA.WEBEOC@illinois.gov or WEBEOC from an IEMA email account.