



## 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>

**NOTE**  
WebEOC will only work in **Microsoft Internet Explorer**, it is not compatible with Firefox, Google Chrome, or other browsers

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**.

A screenshot of the WebEOC 7.3 Login screen. The title bar reads 'WebEOC 7.3 Login'. The main area contains a 'User:' field with the text 'Flintstone, Fred (IEMA)', a 'Password:' field with masked characters, and an 'OK' button. At the bottom, a small copyright notice reads 'WebEOC® is a registered trademark of ESI Acquisition, Inc.'.

Figure 1 -- WebEOC Login Screen for User Name and Password

- *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**.

3. Select your **position** from the *Position* drop-down list and your **incident** from the *Incident* drop-down list (*Figure 2*).

The screenshot shows the WebEOC 7.3 Login interface. At the top, there is a purple header with the text 'WebEOC 7.3 Login' and a logo on the right. Below the header, there are two dropdown menus: 'Position:' with 'SEOC LNO1' selected and 'Incident:' with 'Daily Operations' selected. Below these are two buttons: 'OK' and 'Cancel'. At the bottom of the window, there is a small text line: 'WebEOC® is a registered trademark of ESI Acquisition, Inc.'

Figure 2 - WebEOC Login Screen for Position and Incident

**NOTE**  
Only those *Positions* and *Incidents* that the WebEOC Administrator has given you access to will appear in the drop-down lists.

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.



Figure 3 - Windows Explorer Window or Tab that can be Closed

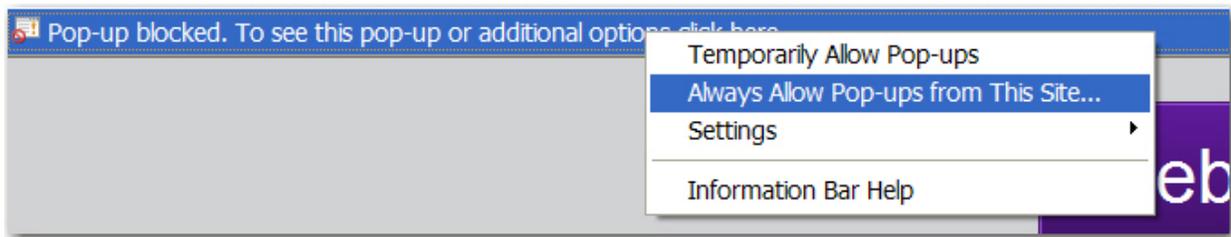
## Configuring Your Pop-Up Blocker

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:

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:

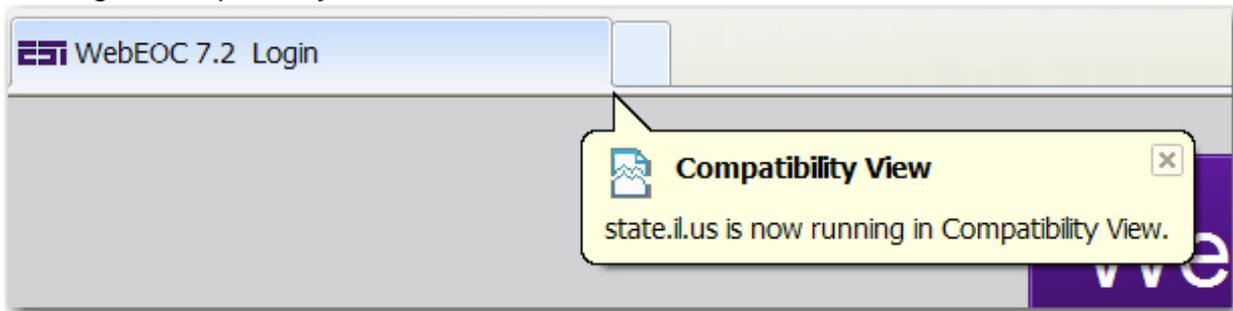


## Internet Explorer 8.0 & Compatibility View

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*.

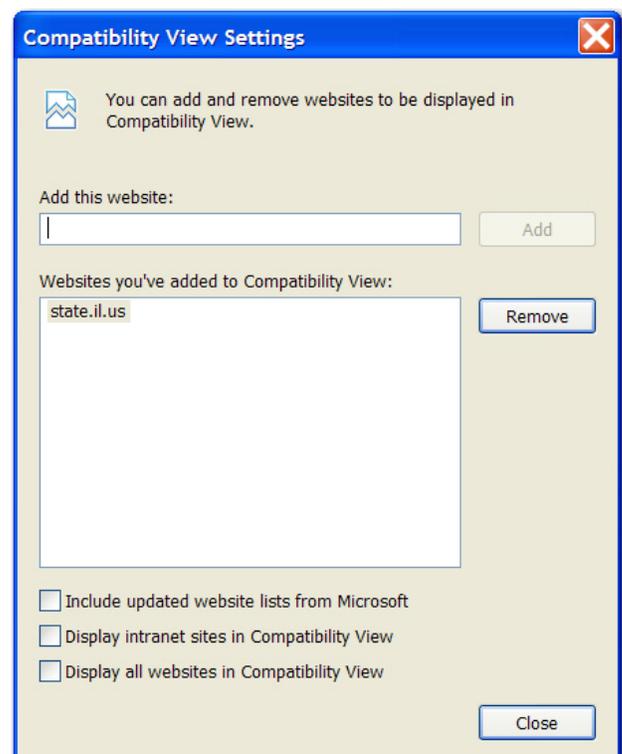


Additionally, the **Compatibility View button** is now “pressed” so that you know what view you are in for this site.

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**.



## 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*.

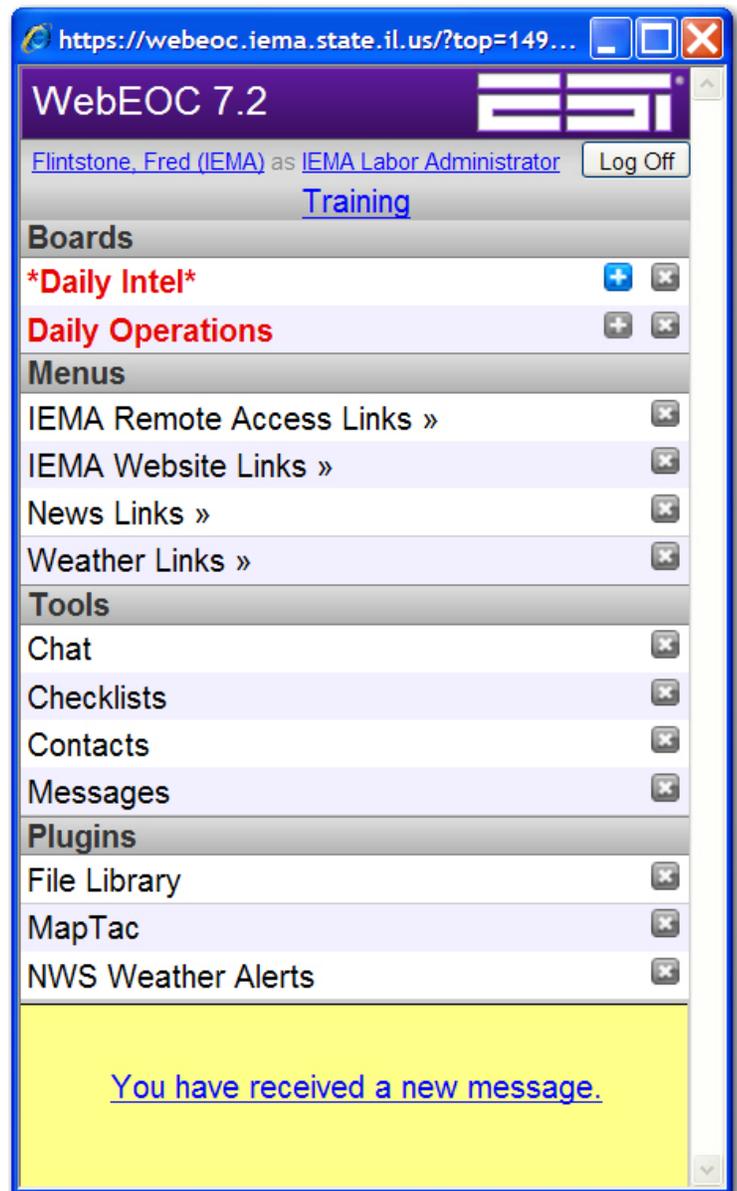


Figure 4 - WebEOC Control Panel

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*.

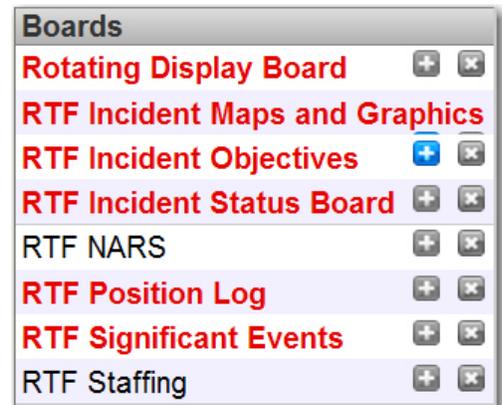
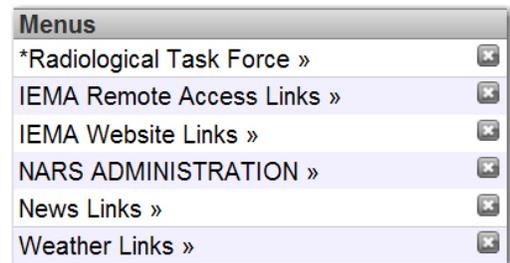
Instructions on how to view and update the Daily Intel board are covered in a separate user guide.

## 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.



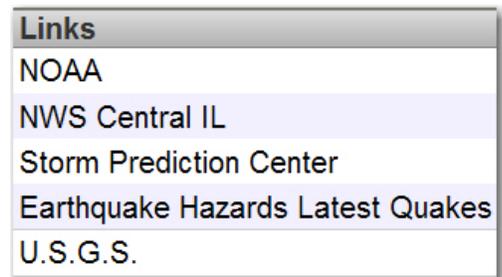
Radiological Task Force Menu  
Example of Boards Menu

## 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.

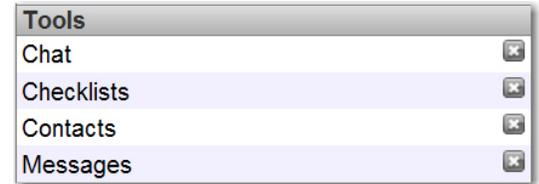
**Note:** Closing a *menu* will NOT close the browser window opened by accessing a link.



Weather Links Menu  
Example of Links Menu

## 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*).

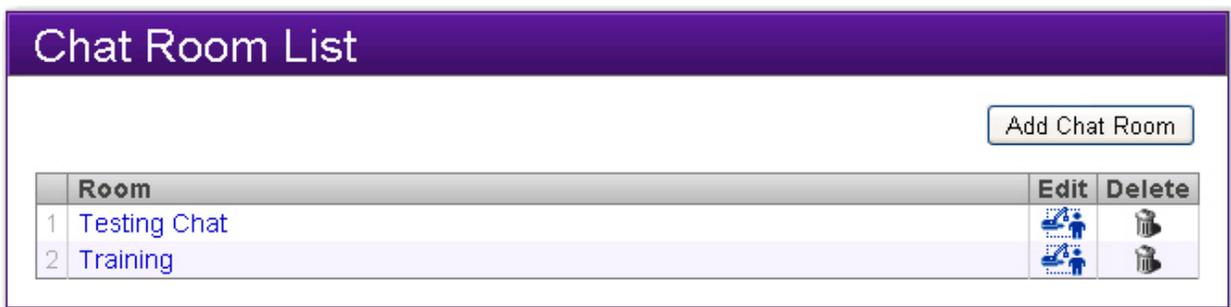


Figure 5 - Chat Room List

3. The *Chat Room* opens (*Figure 6*). Resize the window as needed.

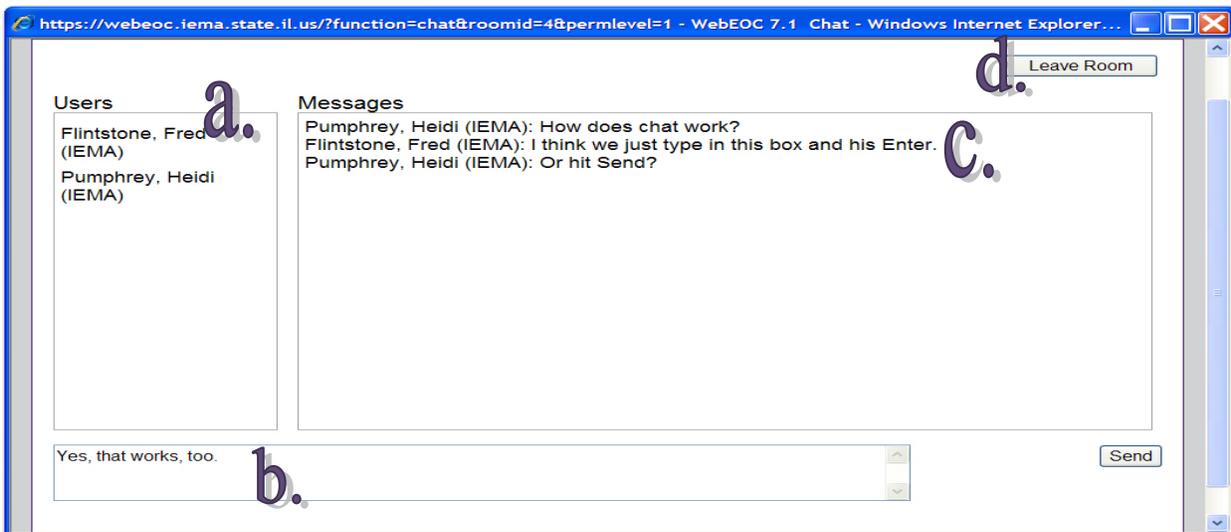


Figure 6 - Example of a Chat Room in WebEOC

- 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**.

**Add Contact**

**Name and Information:**

Last: Flintstone First: Wilma Middle: J

Agency: Mayor's Office Title: Mayor

Department: City of Bedrock

Address: 123 Stone Street

Address:

Address:

City: Bedrock State: IL Zip Code: 12345

Email 1: na.flintstone@bedrock.net Email 2: Email 3:

Notes: Assistant's name is Pebbles.

**Phone Numbers:**

Business 1: 555-555-1234 Business 2: Home: 555-555-7894

Pager: 555-555-6541 Fax: 555-555-4321 Other:

Service/Carrier:

Business Cell: 555-555-5555 Personal Cell: 555-555-4569 Satellite Phone:

**Access Level:**

Hide from restricted users.

Do not hide from restricted users.

Save Cancel

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*.

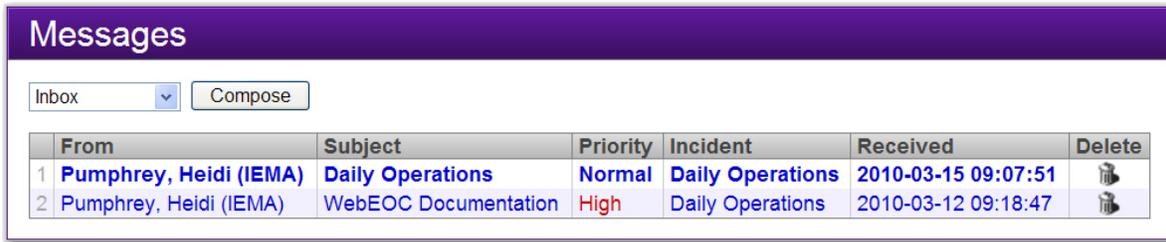


Figure 8 - Message Window Displaying Inbox

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.

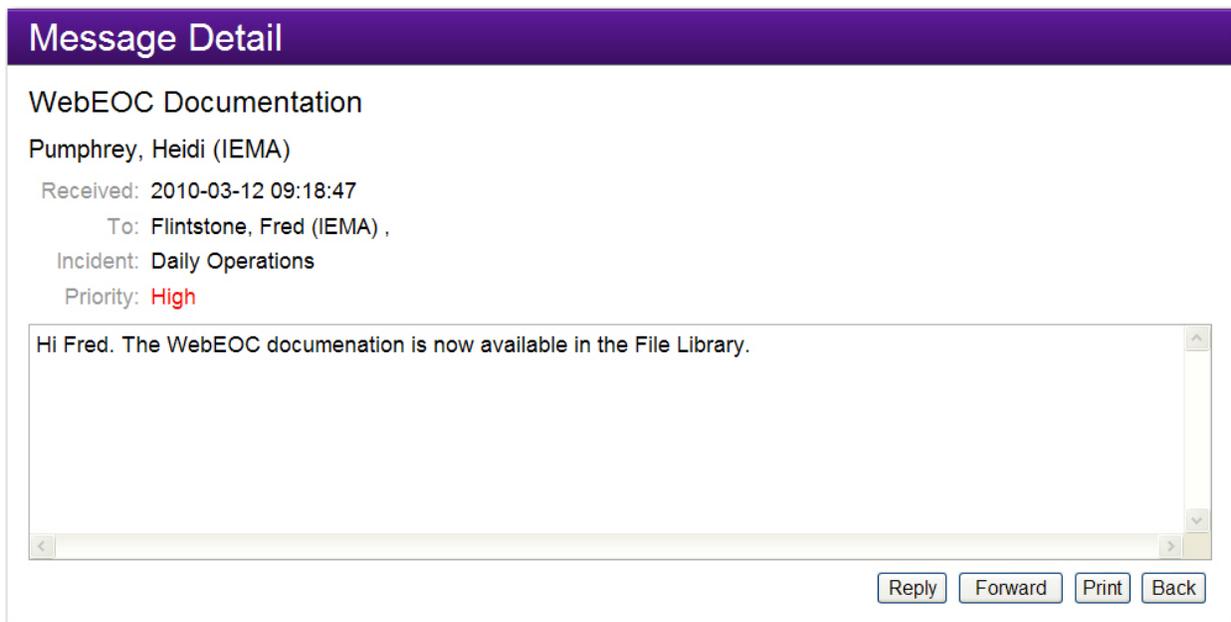


Figure 9 - Reading an Incoming Message

5. To create a new message, click the **Compose** button in the *Messages* window. A *Compose New Message* window opens (*Figure 35*).

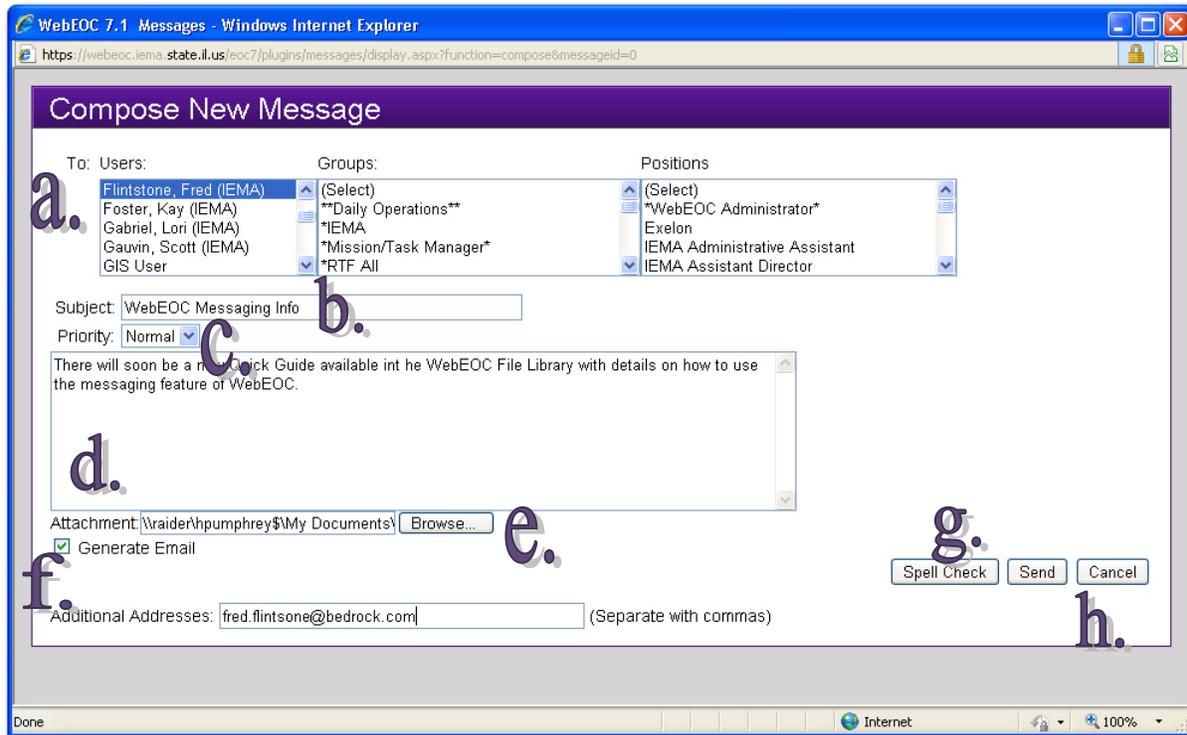


Figure 10 - Composing a New Message

- 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.
- Type a **Subject**.
- Select a **Priority**, either **Normal** (default), **High** or **Low**.
- Type the text of your message.
- 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.
- 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.
- Click **Spell Check** to verify the spelling.
- 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.

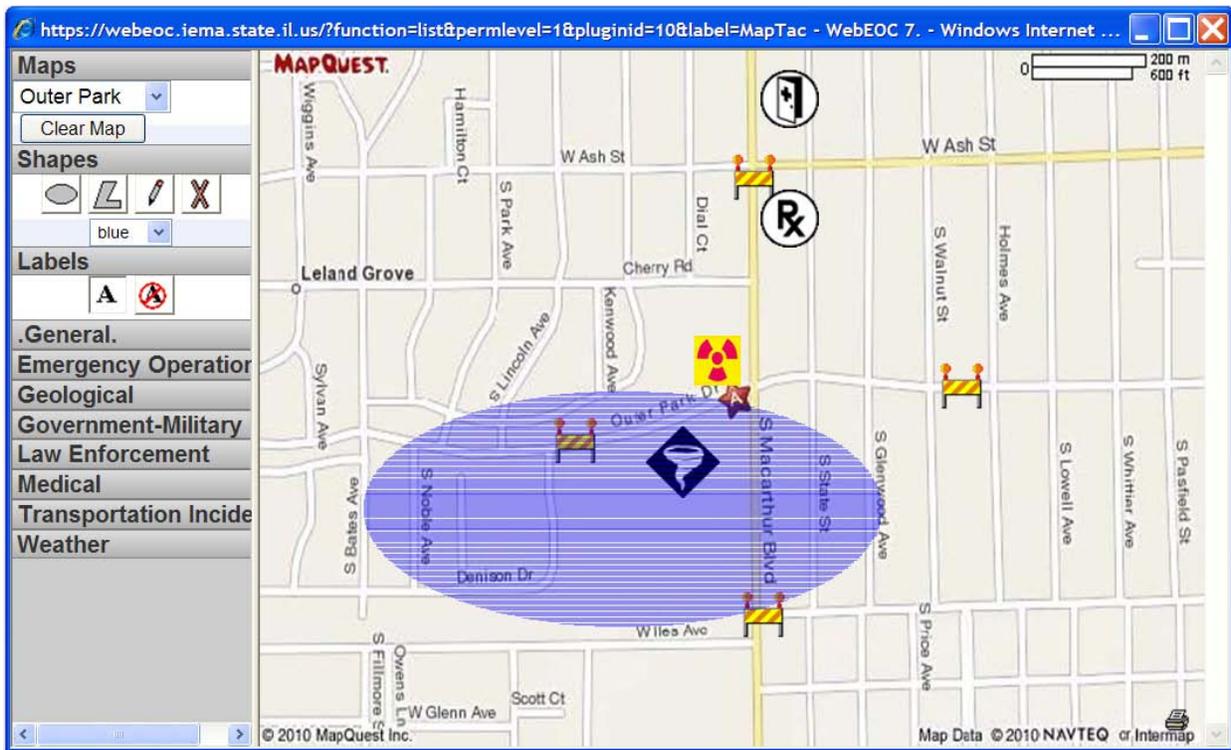
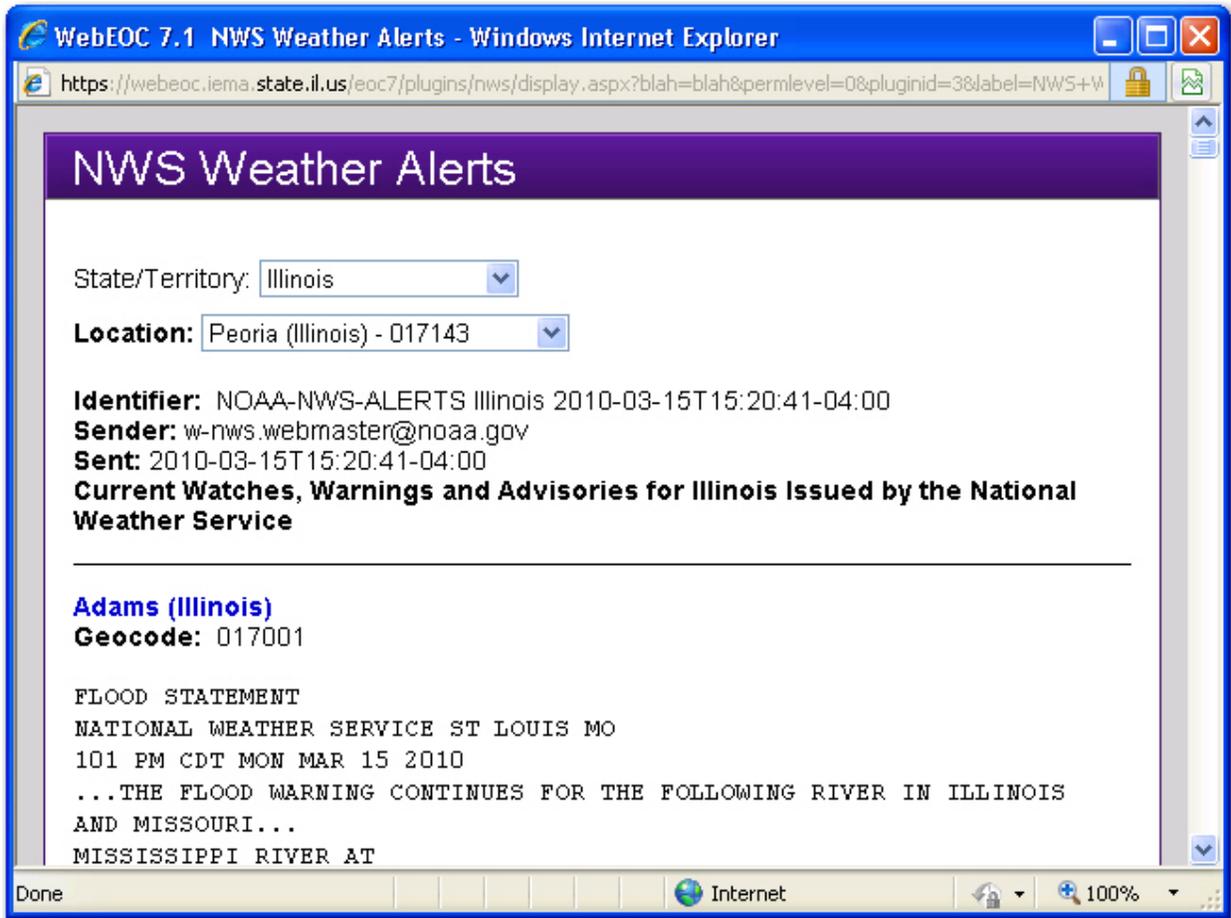


Figure 11 – MapTac Map of Outer Park in Springfield

- 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](mailto:EMA.WEBEOC@illinois.gov) or **WEBEOC** from an IEMA email account.