

To access WebEOC you will need:

- Internet Connection
- Internet Browser
- URL
- Pop-up Blockers Disabled
- Username and Password

Login Procedure

1. Start the Internet Browser
2. Navigate to:
<http://webeoc.amarillo.gov>
3. Enter your Username and password.
5. Click OK
6. Select your Position from pull down.
7. Select the correct incident
8. Click **OK** button

A WebEOC 7.4 Login Screen and Control Panel will appear at this time.

Section Headings of the Control Panel are collapsible to simplify your view.

Board names change colors to signify how current the information is. When the information has changed, the Board name will turn Bright Red. After the information has been viewed, the board name will change back to black.

In the event of a City Network failure, you will be instructed to log in to our failover system. The URL is: <http://webeoc.nwth.net>

Changing Password

1. Click on your **user name** under the WebEOC banner on the control panel to open your user account.
2. Type in your old password.
3. Type in your new password.
4. Retype your new password.
5. Click the **Save** button.

Adding a Secondary Email:

Type your secondary e-mail address and click the **ADD** button. Click **Save**.

Viewing the Board Display View

1. Click the **Board Name** to view the desired status board. The Status Board will appear in a separate window.
2. Use the scroll bar to review all the entries.
3. Use the (X) in the upper right hand corner to close the window.

Inputting information into a Status Board

1. Click the **Blue (+) sign** in the Control Panel or the **Add Record** button in the Display View to add a new record.
2. Complete the information
3. Click the **Save** button

Filtering

Status Board lists can be filtered to show only records that meet the criteria that are entered by the user.

1. Click the filter button of the desired information you would like to view.
2. Click the filter button again to return to the previous view.

Status Boards

AMA Incident Board:

Contains the boards used for situational awareness and group discussion during an incident.

AMA Storm Reports:

This board is for situational awareness during a storm event. The information provided by spotters can be recorded and verified to present a more complete and accurate evaluation of the storm event.

Upcoming Events Board:

This is a listing of upcoming meetings or conference calls that are about to happen during an event. It has the ability to change colors and have an audible alert as the event approaches.

Panhandle Region Incident Board:

This board provides situational awareness for Regional entities to provide information to the MACC during an event.

Statewide Significant Events:

This board provides situational awareness around the state that is provided to and from the SOC.

AMA Hotels:

This board provides the EOC with available hotel room numbers in the event that travelers are stranded in the Amarillo area. This can avert the creation of a mass sheltering effort.

MCC Contact Information:

Provides contact information for the MCC in the event of a Healthcare related incident.

Medical Dashboard:

Provides specific Hospital information throughout the Panhandle in order to facilitate movement of patients and/or equipment for its better utilization.

Press Release Board:

Contains the most recent information released to the public regarding the events that are happening during an event.

File Library

The File Library allows WebEOC users to upload and share documents and files with other WebEOC users. Click on **File Library** in the Control Panel to display the File List window.

Viewing a File

1. Open the File Library
2. Click the **View** button next to the file you wish to view. The file will open if you have the associated program on your computer.

Adding a File

1. Open the File Library
2. Click the **Add File** button
3. Click the **Browse** button; navigate to the file on your machine or network.
4. Click the **Open** button.
5. Enter a description

WebEOC User Reference Guide --- <http://webeoc.amarillo.gov>

Creating Messages

The Messages plug-in allows you to send messages to other WebEOC users. You can address messages to an individual, position, or a group.

1. Click **Messages** in Plug-ins area
2. Click the **Compose** button
3. Click the (+) next to Username
4. Highlight the user you wish to send to. For multiple users, hold the **CTRL** key and click additional user names.
5. Click the (+) by **Subject** and type the Subject.
6. Click the (+) next to Body and type your **Message**.
7. Choose Priority from pull down.
8. Click **Send**.

Adding Attachments

Any file on your computer or network can be sent as an e-mail attachment.

1. Click on the **Browse** button
2. Navigate to the file to be sent.
3. Double-click the file. The file will appear in the message area
4. WebEOC messages only support one file attachment. If multiple files are necessary, create a .zip file and attach the compressed file.

Reading Messages

1. Open the **Messages** plug-in
2. Click on any message in the list
3. The message will be displayed

Forwarding a Message

1. Open a message
2. Click the **Forward** button
3. Choose the **Recipient(s)**. Hold **[CTRL]** to select multiples
4. Click **Send**

Replying to a Message

1. Open a message
 2. Click the **Reply** button.
- Message will be addressed to the Sender.

3. Type the message response.

4. Click **Send**

Printing a Message

1. Open a message
2. Click the **Print** button. Windows Print dialog is displayed
3. Adjust settings as necessary
4. Click **Print**

Deleting a Message

When you delete a message from the WebEOC Inbox, it is moved to the **Deleted Messages** folder.

1. Open the **Messages** plug-in
2. Click on the **Trashcan** icon at the right of the message; the delete confirmation screen appears
3. Click **OK** to delete the message

WebEOC Chat

WebEOC Chat provides "live" communication. All users can enter a chat room. Admin users can create new rooms.

1. Click the **Chat** link on the Control Panel. The Chat Lobby will display
2. Click the **Chat Room Name** to enter.
3. If prompted, enter the Chat room password.
4. Click **OK**

Sending Chat Messages

When you enter the chat room, all current participants are listed under **Users**. The Messages Pane will be empty.

1. At the bottom of the Chat window in the Text Message area, type your message.
2. Click **Send**; the message will be visible to all current participants in the Chat room.

Adding a New Chat Room

Only selected WebEOC users can add a Chat room; you will have an Add Chat Room button.

1. Open the **Chat** plug-in
2. Click the **Add Chat Room** button
3. Enter a name for the Chat room
4. Click **OK** to create the Chat Room

Deleting a Chat Room

Only the Chat Room creator can delete a chat room.

1. In the Chat list window, click the **Delete** icon.

2. Click **OK**

Contacts

The Contacts plug-in allows you to add, edit, view, sort, search and print contact information.

Sorting Contacts

Contacts are sorted by name in A-Z order by default.

1. Click **Contacts** in the Control Panel
2. Click the **Column Heading** for the column to be sorted.

View Contact Detail

The Contacts plug-in shows a list of contacts. To view all entered information:

1. Click **Contacts** in the Control Panel
2. Click on the **name** of the contact to Display.
3. The Edit Contact window displays.
4. Click **back** or **Cancel** to return to the Contact List.

Adding a New Contact

1. Open the **Contacts** plug-in
2. Click the **Add Contact** button. the Edit Contact window displays
3. Enter contact information
4. Click **Save**.

Editing Contact Information

You can only edit information for contacts that you have entered

1. Open the **Contacts** plug-in
2. Click the **Contact Name**; the Edit Contact window displays.
3. Update information.
4. Click **Save**.

Searching Contact Information

1. Open the **Contacts** plug-in
2. Click the **Search** button
3. Enter Search Criteria
4. Click the **Search** button
5. Click **Print** to print the list