

KNOX TOWNS

WebEOC

User Manual

(11/21/2019)

WebEOC Procedures

Before you can begin using WebEOC you must be approved as an authorized user by Alana Santos at MEMA, 624-4431. You must complete the information in the MEMA WebEOC Policy and email or fax to Alana. She will assign you a username and temporary password.

There are two MEMA servers for WebEOC – Production Server (used for “real world” incidents/events) and the Training Server (used for familiarization and training).

Initially, you should log into the Training Server using this User Manual.

Log-in Procedures to WebEOC Training Server

From your computer or tablet, go to <https://gatewaytest.maine.gov/eoc7/>.

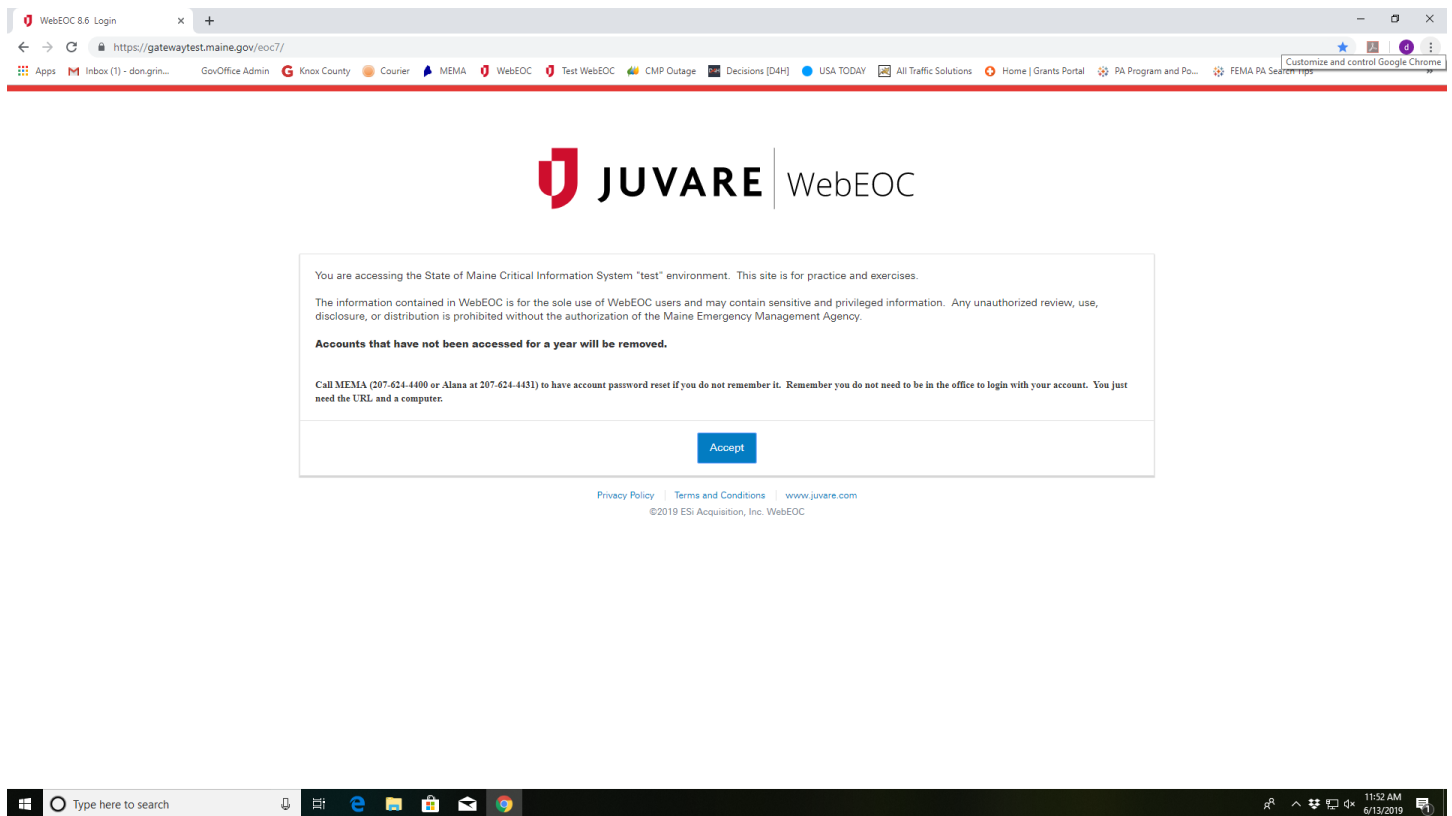
Once you are familiar with WebEOC on the Training Server, you will have to log into the Production Server using the same initial log-in procedures again.

Log-in Procedures to WebEOC Production Server.

Only use the Production Server for “real world” incidents.

From your computer or tablet, go to <https://gateway.maine.gov/eoc7/>.

This is the first screen you should see.



Click “Accept”.

This screen will appear.

WebEOC 8.6 Login

https://gatewaytest.maine.gov/eoc7/default.aspx

Apps | Inbox (1) - don.grin... | GovOffice Admin | Knox County | Courier | MEMA | WebEOC | Test WebEOC | CMP Outage | Decisions [D4H] | USA TODAY | All Traffic Solutions | Home | Grants Portal | PA Program and Po... | FEMA PA Search Tips

JUVARE | WebEOC

Username *

Lastname, Firstname

Password *

Log In

[Forgot Username?](#) | [Forgot Password?](#)

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Type here to search

11:53 AM 6/13/2019

Enter your username and temporary password.

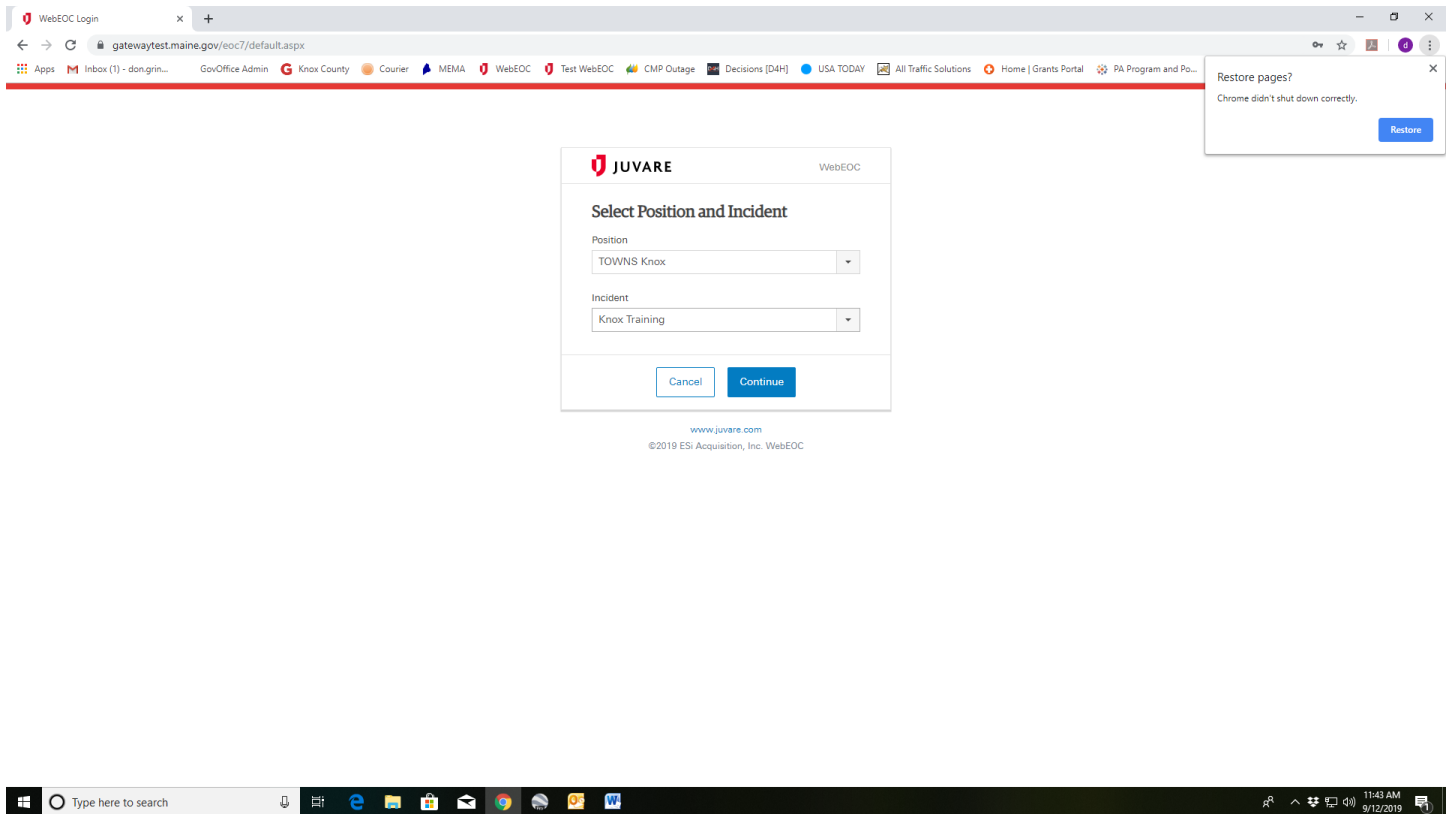
Follow the on screen directions. You must log-in with your username exactly as it appears above (with the comma and space between your last and first name.

Username: Last name, First name

Initial Password: memaP@\$19

Select a new personal password and enter it twice. The password must have at least one capital letter, one lowercase letter, one number, and a special character. Remember this password as you will need it when you log-in in the future.

When this screen appears, click the dropdown arrow on the Incident and select “Knox Training”. (If using the Production Server (real world) the Incident will appear as “Daily Log” or if a large storm or incident there will be a special event listed).



Click “Continue”.

This screen appears.

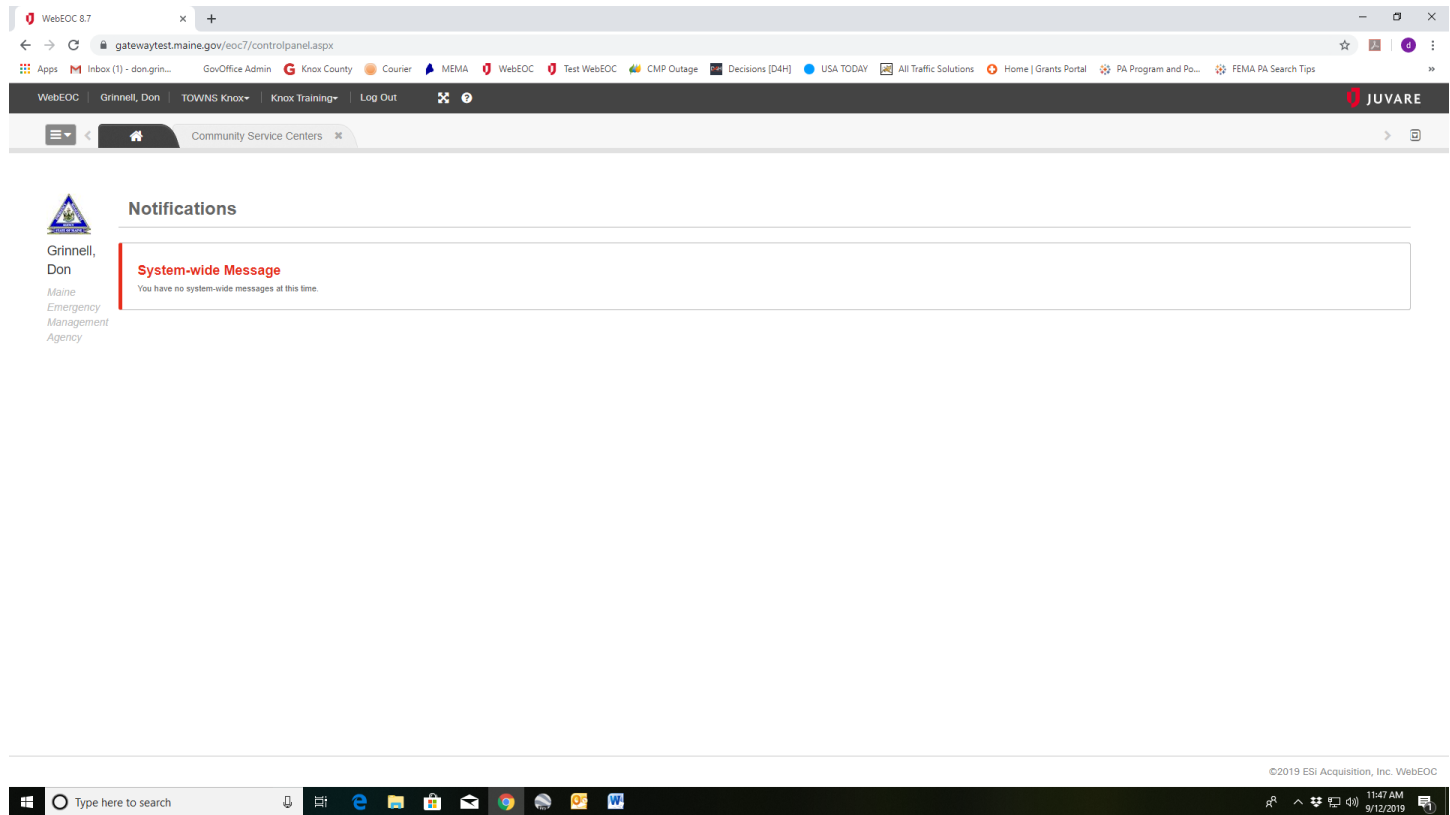
The screenshot shows a web browser window with the address bar displaying <https://gatewaytest.maine.gov/eoc7/default.aspx>. The browser's address bar and tabs show 'WebEOC 8.6 Login'. The page features a navigation bar with various links: Apps, Inbox (1) - don.grin..., GovOffice Admin, Knox County, Courier, MEMA, WebEOC, Test WebEOC, CMP Outage, Decisions [D4H], USA TODAY, All Traffic Solutions, Home | Grants Portal, PA Program and Po..., and FEMA PA Search Tips. The main content area displays the 'JUVARE WebEOC' login form. The form is titled 'Additional Login Information' and includes the following fields: Name (required), Location (required), Phone Number (required), Email (required), and Comments. Each required field has a red asterisk. At the bottom of the form are 'Cancel' and 'Continue' buttons. Below the form, there are links for 'Privacy Policy', 'Terms and Conditions', and 'www.juvare.com', followed by the copyright notice '©2019 ESI Acquisition, Inc. WebEOC'. The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with the date and time '11:54 AM 6/13/2019'.

If the information is already filled in, click “OK”.

If the information is blank in this this screen, fill in correct information and click “OK”. It should be automatically populated the next time you log in.

Click ‘Continue.

This screen appears.



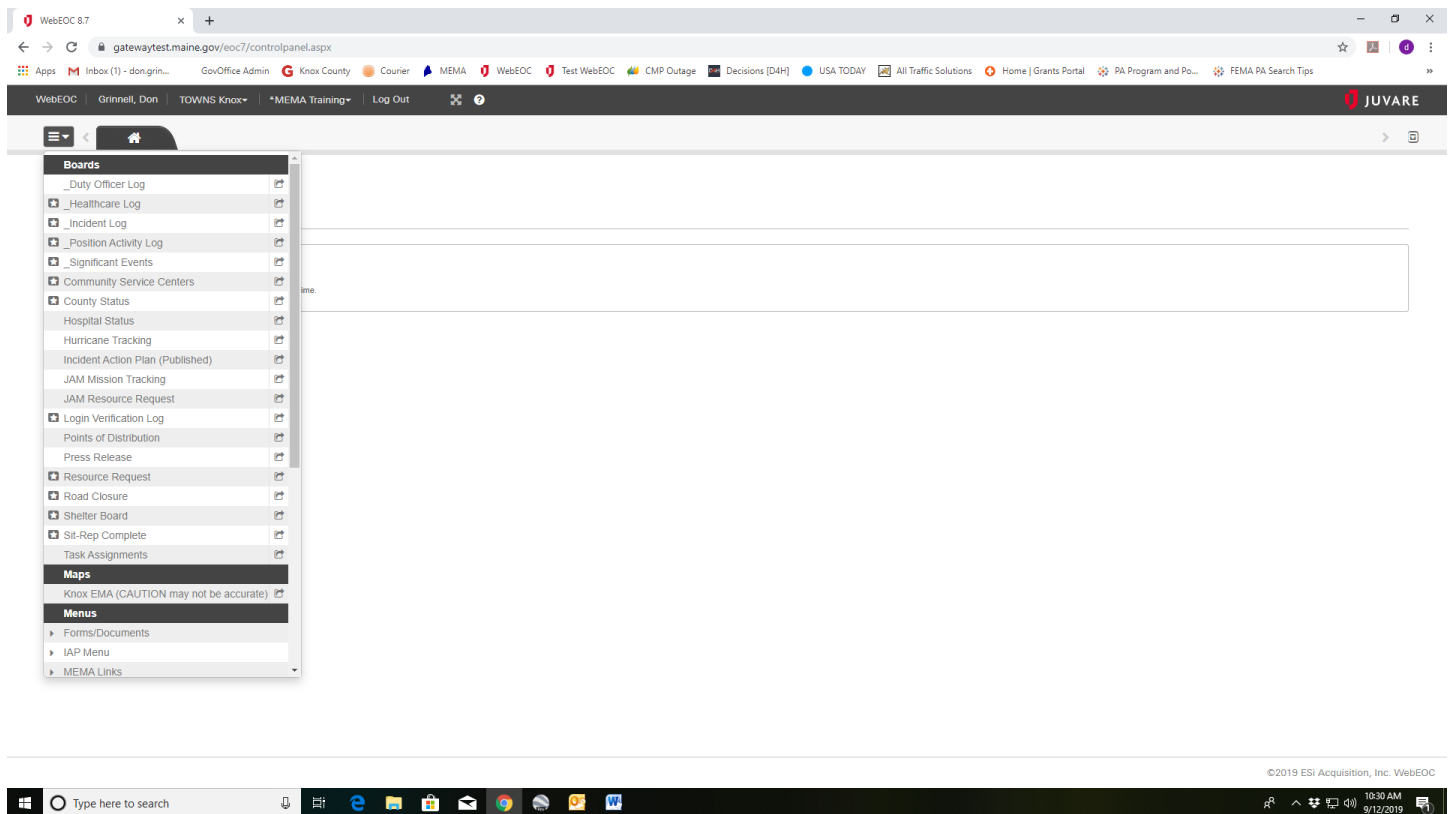
Congratulations! You are now logged into the WebEOC Training Server.

Apps for your smart phone or tablet

You can download an app for your Android or iOS phone or tablet by going to the appropriate app store on your device. Search for WebEOC and install it on your device. Follow the instructions and load the Training Server on your device.

Using the Training Sever Control Panel

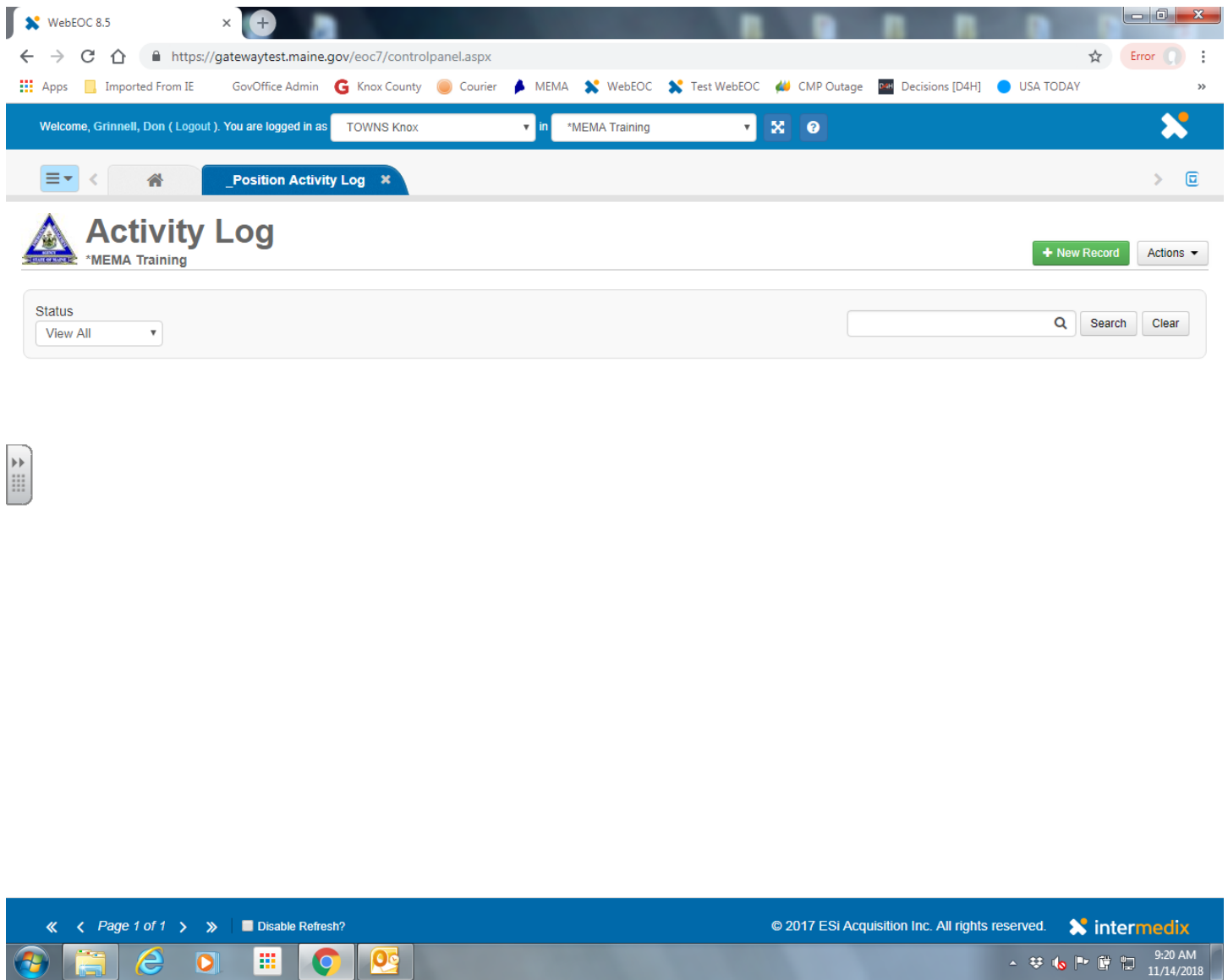
Place the curser on the arrow in the light blue drop down menu in the upper left and “Click”. Your screen will look like this.



In the top section each item listed in the Control Panel is referred to as a “Board”. As a TOWNSKnox user you will have view access to all boards listed. You will be able to post to the following boards: Position Activity Log, Road Closures, Community Service Centers, Resource Request and Task Assignment. To open a board, simply click on the board title. If you have several boards open at the same time, a new posting or an update will change the tab to black. After you open the new post, the tab will return to gray.

Position Activity Log Board

To post an incident or event in your town, click on the Position Activity Log Board, this screen will appear.



To start posting on the Knox County Position Activity Log click on the green ‘New Record’ in the upper right on the Activity Log.

This screen appears.

WebEOC 8.5

https://gatewaytest.maine.gov/eoc7/controlpanel.aspx

Welcome, Grinnell, Don (Logout). You are logged in as TOWNS Knox in MEMA Training

Activity Log (ICS-214)

Details

Date/Time: 11/19/2018 15:22:42

Event Type *

Details *

History

Priority

Town *

Address/Location [Map](#) *Recommended if Posting to Incident Log

Attachments

Page 1 of 1

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3:22 PM 11/19/2018

Fill in as much information as you can by either typing in the appropriate box or using the dropdown menus. Items indicated by the red asterisk are mandatory entries. You can attach a photo using the attachment box as you would with an email document.

After filling the appropriate blocks your screen will look similar to this.

WebEOC 8.5

https://gatewaytest.maine.gov/eoc7/controlpanel.aspx

Apps Imported From IE GovOffice Admin Knox County Courier MEMA WebEOC Test WebEOC CMP Outage Decisions [D4H] USA TODAY

Welcome, Grinnell, Don (Logout). You are logged in as TOWNS Knox in *MEMA Training

Position Activity Log

Activity Log

Activity Log (ICS-214)

Details

Date/Time: 11/19/2018 15:40:05

Event Type: Storm - Winter

Details: Freezing Rain began falling at 0730. As of 1500 hrs KRCC reports numerous vehicle accidents. Downed trees and wires have blocked roads and caused power outages. CMP lists over 1600 homes and businesses without power.

History

Priority: Medium

Town: Rockland

Address/Location: County-wide [Map](#) *Recommended if Posting to Incident Log

Attachments

Page 1 of 1 Disable Refresh?

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3:44 PM 11/19/2018

Click 'Save'.

This screen will appear which is visible to you and anyone logged into TOWNSKnox and at Knox County EMA.

The screenshot displays the WebEOC 8.5 interface. The browser address bar shows <https://gatewaytest.maine.gov/eoc7/controlpanel.aspx>. The user is logged in as Donald Grinnell at TOWNS Knox, with the role of *MEMA Training. The main heading is "Activity Log" with a sub-header "MEMA Training". A green button labeled "+ New Record" and a dropdown menu labeled "Actions" are visible. Below the heading, there is a search bar with a "View All" dropdown, a search input field, and "Search" and "Clear" buttons. The record details for Record Number 315 are shown, including the date 11/19/2018 at 15:40:05, event type "Storm - Winter", and location "Rockland". A detailed description of the event is provided: "Freezing Rain began falling at 0730. As of 1500 hrs KRCC reports numerous vehicle accidents. Downed trees and wires have blocked roads and caused power outages. CMP lists over 1600 homes and businesses without power. Donald Grinnell as TOWNS Knox at 15:40:05 on 11/19/2018". The address/location is listed as "County-wide" with a map icon. At the bottom, a table summarizes the record details:

Position	User	User Contact	Healthcare Log	Incident Log	Significant Event
TOWNS Knox	Donald Grinnell	2075945155	Not Submitted	Not Submitted	Not Submitted

The footer of the interface includes navigation controls, a "Page 1 of 1" indicator, a "Disable Refresh?" checkbox, copyright information for ESI Acquisition Inc., and the intermedix logo. The system clock shows 3:53 PM on 11/19/2018.

It is preferable to update a record for an entry for incident rather than creating a new record.

To update the record, click on the blue “Edit” button. Add your new information. Click “Save”.

Your Position Activity Log is now updated and will now look like this.

WebEOC 8.5

https://gatewaytest.maine.gov/eoc7/controlpanel.aspx

Welcome, Grinnell, Don (Logout). You are logged in as TOWNS Knox in *MEMA Training

Position Activity Log

Activity Log MEMA Training

+ New Record Actions

Status View All

Record Number: 315 Details Edit

Date	Event Type	Town
11/19/2018 15:40:05	Storm - Winter	Rockland

CMP now lists 2350 homes businesses without power.
Donald Grinnell as TOWNS Knox at 15:54:46 on 11/19/2018

Freezing Rain began falling at 0730. As of 1500 hrs KRCC reports numerous vehicle accidents. Downed trees and wires have blocked roads and caused power outages. CMP lists over 1600 homes and businesses without power.
Donald Grinnell as TOWNS Knox at 15:40:05 on 11/19/2018

Address/Location: County-wide Map

Position	User	User Contact	Healthcare Log	Incident Log	Significant Event
TOWNS Knox	Donald Grinnell	2075945155	Not Submitted	Not Submitted	Not Submitted

Page 1 of 1 Disable Refresh?

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3:56 PM 11/19/2018

When Knox EOC is activated, Knox County EMA staff will monitor the TOWNSKnox Position Activity Board and, using WebEOC, will send to MEMA incidents and events of state level interest.

Using Road Closure Board

This board is used to report a road closure in your town. Click on “Road Closures” board in the Control Panel. This screen will appear:

The screenshot displays the 'Road Closures' control panel in the WebEOC system. The page includes a summary of road closure statistics categorized by location (Local, State, Private, All) and type (Open, Restriction, Lane Closure, Full Closure, Total). Below the summary is a search and filter section with dropdown menus for Record Number, County, Town, Road Type, Status, and Reason. A 'Create Record' button is visible in the top right corner.

Local	State	Private	All	
0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	
Open	Restriction	Lane Closure	Full Closure	Total

Search and Filter Section:

Record Number: [Dropdown] County: [Dropdown] Town: [Dropdown] Road Type: [Dropdown] Status: [Dropdown] Reason: [Dropdown]

Buttons: Search, Clear Search

Page 1 of 1 | Disable Refresh?

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Click on the green “Create Record” button which will take you to this screen:

Edit Closure

Road Details

County: (Select)

City/Town: (Select)

Road Type: -Select-

Address: [Find Location on Map] If point on map isn't exact, click on correct location before clicking Save. Lat/Long will be written back to Lat/Long fields. [Map]

Latitude: [] Longitude: []

Cross Street: -Select- []

Suggested Detour: []

Contact Information

Contact Name: Donald L. Grinnell

Contact Phone: 2075945155

Alternate Phone: []

Position: TOWNS Knox

Closure Details

Status: -Select-

Impact on Traffic: []

Using the dropdown menus, fill as much information as you can. Under “address” use the “Find Location on Map” button. If you entered your town above, a map of the town should appear. Use the cursor and point to the closure location on the map and click. The map then indicates the location. Click save on the map.

When all information is filled out, click “Save” in lower right. This screen appears.

Road Closures
Incident: MEMA Training

Local: 0 0 0 0 0
State: 0 0 0 1 1
Private: 0 0 0 0 0
All: 0 0 0 1 1

Open Restriction Lane Closure Full Closure Total

Record Number	County	Town	Road Type	Status	Reason	Actions	Update
33	Knox County	Union	State	Full Closure	Crash	Q Details	Update

Address: (From - To) Union, Maine
At Intersection of Heald Hwy. and Sennebec Road

Your road closure has been posted to WebEOC. To make changes to the Road Closure, click on the Update button. Make changes as appropriate and click Save.

Community Service Center Board

WebEOC now allows you to post information about your local warming/cooling centers. Click on the Community Service Center Board. This screen appears.

WebEOC 8.7

gatewaytest.maine.gov/eoc7/controlpanel.aspx

Apps | Inbox (1) - don.grinn... | GovOffice Admin | Knox County | Courier | MEMA | WebEOC | Test WebEOC | CMP Outage | Decisions [D4H] | USA TODAY | All Traffic Solutions | Home | Grants Portal | PA Program and Po... | FEMA PA Search Tips

WebEOC | Grinnell, Don | TOWNS Knox | *MEMA Training | Log Out

Community Service Centers

Incident: *MEMA Training

Create Record Actions

Charging Station					Cooling Center					Warming Center					All									
1	0	0	0	1	0	1	0	0	1	2	1	0	1	4	3	3	0	1	7					
Open					Standby					Full					Closed					Total				

Name	Status	Type	County	Town	Pet Friendly	Accessible	Capacity	Occupancy	Availability	Actions
Alna FD	Open 8am-6pm	Warming Center	Lincoln County	Alna	Yes	Yes	0	0	0	Q Details Edit
Bucksport Middle School	Open 24 Hours	Charging Station	Hancock County	Bucksport	No	Yes	200	165	35	Q Details Edit
Friendship Hahn Center	Standby Wednesday 8:00 AM - 8:00 PM	Warming Center	Knox County	Friendship	Yes	Yes	30	10	20	Q Details Edit
Jackson Community Center	Closed 1300-2000	Warming Center	Waldo County	Jackson	No	Yes	100	0	100	Q Details Edit
Nazarene Church	Standby 2 PM 7 PM	Cooling Center	Kennebec County	Augusta	No	Yes	50	0	50	Q Details Edit
Searsmont Community Center	Standby 24 Hours	Overnight	Waldo County	Searsmont	No	Yes	50	0	50	Q Details Edit
Watts hall	Open 0800 - 1700 Open Thursday 0800-noon	Warming Center	Knox County	Thomaston	Yes	Yes	0	0	0	Q Details Edit
							430	175	255	

Page 1 of 1 | Disable Refresh?

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Click on the green Create Record button. This screen appears.

WebEOC 8.7

gatewaytest.maine.gov/eoc7/controlpanel.aspx

Apps | Inbox (1) - don.grinn... | GovOffice Admin | Knox County | Courier | MEMA | WebEOC | Test WebEOC | CMP Outage | Decisions [D4H] | USA TODAY | All Traffic Solutions | Home | Grants Portal | PA Program and Po... | FEMA PA Search Tips

WebEOC | Grinnell, Don | TOWNS Knox | *MEMA Training | Log Out

Community Service Centers

Edit Community Center

Community Center Information

Facility Name

Status

Operating Hours

Availability Information

Facility Capacity

Occupancy

Availability

Address Information

County

City

Location: *

Lat/Long:

Contact Information

Facility Contact

Contact Phone

Facility Type/Purpose(s)

Primary Purpose

Secondary Purpose(s)

Warming Center

Cooling Center

Charging Center

Page 1 of 1 | Disable Refresh?

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Using the dropdown menus, fill as much information as you can. Under “address” use the “Find Location on Map” button. Under Operating Hours, by clicking “Other” a blank dialogue box opens where you can type in your operating hours. If you entered your town, a map of the town should appear. Use the cursor and point to the closure location on the map and click. The map then indicates the location. Click “Save” on the map. Using the dropdown menus, complete the rest of the form. Make any appropriate comments. Click “Save” in the lower right. This form appears showing that your entry has been posted to WebEOC.

Community Service Centers
Incident: *MEMA Training

Summary:

Charging Station					Cooling Center					Warming Center					All									
1	0	0	0	1	0	1	0	0	1	3	1	0	1	5	4	3	0	1	8					
Open					Standby					Full					Closed					Total				

Name	Status	Type	County	Town	Pet Friendly	Accessible	Capacity	Occupancy	Availability	Actions
Alna FD	Open 8am-6pm	Warming Center	Lincoln County	Alna	Yes	Yes	0	0	0	Q Details Edit
Bucksport Middle School	Open 24 Hours	Charging Station	Hancock County	Bucksport	No	Yes	200	165	35	Q Details Edit
Friendship Hahn Center	Standby Wednesday 8:00 AM - 6:00 PM	Warming Center	Knox County	Friendship	Yes	Yes	30	10	20	Q Details Edit
Jackson Community Center	Closed 1300-2000	Warming Center	Waldo County	Jackson	No	Yes	100	0	100	Q Details Edit
Nazarene Church	Standby 2 PM - 7 PM	Cooling Center	Kennebec County	Augusta	No	Yes	50	0	50	Q Details Edit
Searsmont Community Center	Standby 24 Hours	Overnight	Waldo County	Searsmont	No	Yes	50	0	50	Q Details Edit
Washington Warming Center	Open Wednesday 0800 - 1700 - Open Thursday 0800 - noon	Warming Center	Knox County	Washington	No	Yes	0	0	0	Q Details Edit
Watts hall	Open 0800 - 1700 Open Thursday 0800 - noon	Warming Center	Knox County	Thomaston	Yes	Yes	0	0	0	Q Details Edit
							430	175	255	

Using Resource Request Board

If you need a resource above what can be provided by your town or through your day-to-day mutual aid partners, you can order it through the WebEOC Resource Request Board. When you click on the Resource Request Board this screen appears.

WebEOC 8.7

gatewaytest.maine.gov/eoc7/controlpanel.aspx

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WebEOC | Grinnell, Don | TOWNS Knox | Knox Training | Log Out

Resource Request

Resource Requests
Knox Training

+ Create Record Actions

Request Status: Show All Search by County: All Records

Request #	Resource Requested	Originator	County	Assigned To	Priority	Time Due	Status	Last Update	Details
0003	Buses for LTC Facility	TOWNS Knox	Knox County	COUNTY Knox EMA	Priority (12 hrs.)	11/07/2019 19:34:00	Assigned	11/07/2019 07:37:10	View Edit
0001	Camden Fire Request	TOWNS Knox	Knox County	COUNTY Knox EMA	Immediate (4 hrs.)	11/06/2019 16:07:00	Deployed	11/07/2019 07:27:35	View Edit
0002	Sand	COUNTY Knox EMA	Knox County	COUNTY Knox EMA	Priority (12 hrs.)	11/07/2019 01:32:00	New Request	11/06/2019 14:19:23	View Edit

Page 1 of 1 Disable Refresh?

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8:57 AM 11/21/2019

Click on the green Create Record button and this screen appears.

WebEOC 8.7

gatewaytest.maine.gov/eoc7/controlpanel.aspx

Apps | Inbox (1) - don.grin... | GovOffice Admin | Knox County | Courier | MEMA | WebEOC | Test WebEOC | CMP Outage | Decisions [D4H] | USA TODAY | All Traffic Solutions | Home | Grants Portal | PA Program and Po... | FEMA PA Search Tips

WebEOC | Grinnell, Don | COUNTY Knox EMA | Knox Training | Log Out

Resource Requests | _Incident Log | _Duty Officer Log

New Resource Request

Incident Name: Knox Training Date/Time: 11/21/2019 09:54:31 County: *

Request/Task Details

Resource Name *

Detailed Description *

ATTENTION: In order to expedite the request it is critical to provide a detailed description of the need you are requesting to be filled. Failure to do so will result in unnecessary delays in filling the request.

Resource Details

Resource *

Unit of Measure * Quantity: 0

Coordinating Instructions *

List any special requirements such as the resource type and specs or the need for personal, protective equipment, food, fuel, supplies, etc.

Address/Location: Find Location on Map

Lat/Long:

Page 1 of 1 Disable Refresh?

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9:55 AM 11/21/2019

Fill the blanks or use the dropdown menus. Under resource Name type your town and the resource you require. This aids us in keeping track of your request. Under Detailed Description type a brief state of what you need and why you need it. After completing the request form click “Save” and this screen will appear showing you request.

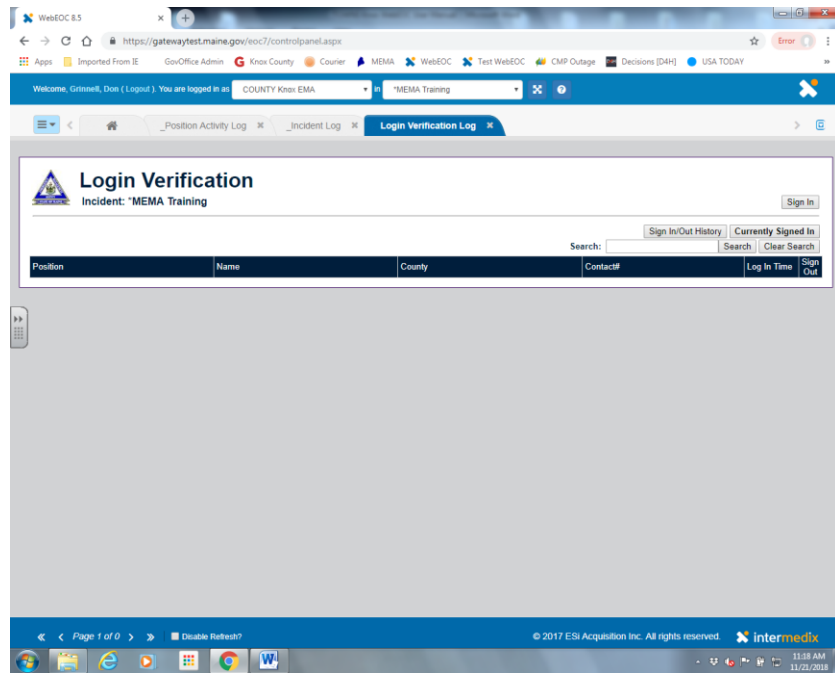
The screenshot shows the WebEOC 8.7 interface. The browser address bar displays 'gatewaytest.maine.gov/eoc7/controlpanel.aspx'. The page title is 'Resource Requests' under 'Knox Training'. There is a search bar and a 'Create Record' button. Below the search bar is a table of requests.

Request #	Resource Requested	Originator	County	Assigned To	Priority	Time Due	Status	Last Update	Details
0001	Camden Fire Request	TOWNS Knox	Knox County	COUNTY Knox EMA	Immediate (4 hrs.)	11/06/2019 16:07:00	On-Site	11/21/2019 09:08:18	View Edit
0003	Buses for LTC Facility	TOWNS Knox	Knox County	COUNTY Knox EMA	Priority (12 hrs.)	11/07/2019 19:34:00	Complete	11/21/2019 09:07:48	View Edit
0002	Sand	COUNTY Knox EMA	Knox County	COUNTY Knox EMA	Priority (12 hrs.)	11/07/2019 01:32:00	Complete	11/21/2019 09:07:21	View Edit
0004	Rockport Chainsaw Team	TOWNS Knox	Knox County	COUNTY Knox EMA	Routine (24 hrs.)	11/22/2019 09:05:00	New Request	11/21/2019 09:06:05	View Edit

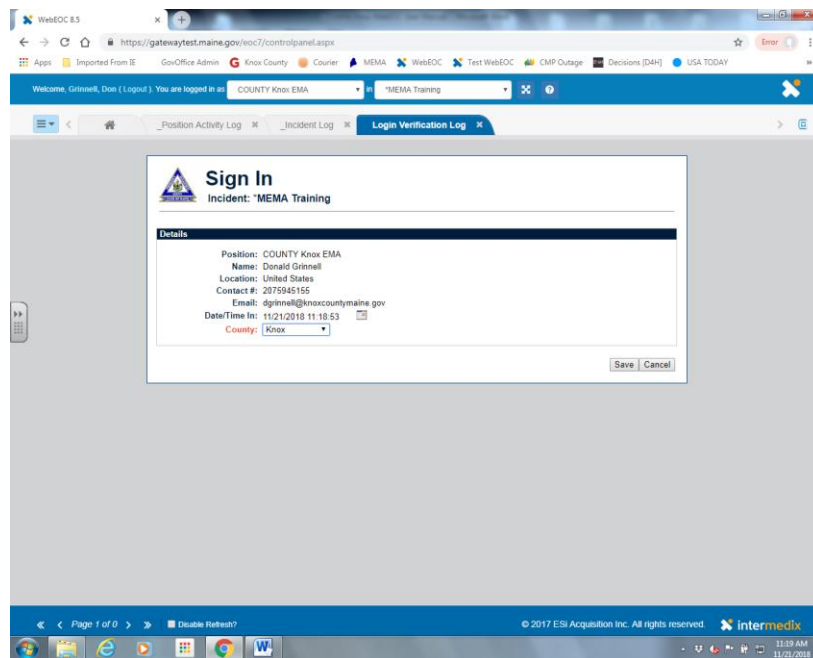
Knox EMA will either fill the request from county assets or forward it to MEMA for further action. Knox EMA staff will update the status to let you know what the current status is.

Using Login Verification Board

WebEOC will lock you out after a 90-day period of non-use. To prevent this from happening, you can go to the Login Verification Board.



Click “Sign in” in the upper right. This screen appears.



Click “Save”. After WebEOC records your login, be sure to log out.