



WebEOC *flash*

Welcome to WebEOC *flash*

Welcome to the first issue of the State of Connecticut's **WebEOC *flash***.

The **WebEOC *flash*** series will contain short articles with quick references, tips, and instructional guidance relating to the State's WebEOC system.

Moving forward, **WebEOC *flash*** will be available via the following methods:

- ◆ Distributed by DEMHS Regional Coordinators to partnering entities;
- ◆ Published in the WebEOC File Library with related user guidance.

WebEOC Support Services

DEMHS works with other state partners to support the WebEOC system for use by state, local, and private sector entities to manage an emergency or crisis.

DEMHS staff manages and provides administrative services for WebEOC with server support from the CT Department of Administrative Services' Bureau of Enterprise Systems and Technology (DAS-BEST).



The DEMHS WebEOC Administrators may be reached via email at DEMHS.webeoc@ct.gov.

Accessing WebEOC

The information contained on the State of Connecticut's WebEOC system is solely for use by emergency management and first responder professionals, and other authorized users.

- ◆ As such, WebEOC access is restricted to Users through a coordinated process administered by DEMHS.
- ◆ Authorized WebEOC Users can most quickly access the system via the DEMHS webpage— ct.gov/demhs, by navigating to the WebEOC link.



The WebEOC Login screen will open from the internet browser to the latest version available for the State of Connecticut. Read the terms of use before selecting Accept.

Municipal EOC Staff/Partners/Volunteers

- ◆ Requests for a new User account must be forwarded from the Municipal/Tribal Nation Emergency Management Director (EMD) to the DEMHS.webeoc@ct.gov email account.
- ◆ EMDs must provide the entity with which the individual is affiliated, as well as the individual's first and last name, telephone number and professional email address for each new User.

Public-Safety Answering Point (PSAP) Staff

- ◆ Requests for a new User account must be forwarded from the PSAP manager to the DEMHS.webeoc@ct.gov email account.
- ◆ PSAP managers must provide the entity with which the individual is affiliated, as well as the individual's first and last name, telephone number and professional email address for each new User.

Department of Public Health (DPH) Staff/Partners/Volunteers

- ◆ All new Users will submit a completed DPH WebEOC User Registration Form per instructions on the form to DPH staff.
- ◆ The form must include the name of the entity with which the individual is associated, as well as the individual's first and last name, telephone number and professional email address for each new User.
- ◆ A representative of the DPH Office of Local Health Administration or the Office of Public Health Preparedness and Response will forward any accepted forms to the DEMHS.webeoc@ct.gov email account for entry.

All Other Agencies, Organizations and Partners

- ◆ All requests for a new User must be forwarded to the DEMHS.webeoc@ct.gov email account for vetting of the individual and affiliate organization prior to generating a new User account.
- ◆ With each request, the name of the entity with which the individual is associated, as well as the individual's first and last name, telephone number and professional email address for each User must be noted.
- ◆ Additional information may be requested by the DEMHS WebEOC Administrator.

File Library - Technical Resources and User Guides

Within WebEOC is a File Library that contains various technical resources and related guidance for a User. Technical resources and user guides may include materials, such as interactive MS PowerPoint, executables, PDFs, videos and graphic files as well as a WebEOC User Guide.

Navigate to the WebEOC File Library:

- ◆ To access technical resources,
 - Type "tech" into the search field.
 - Files are located in the folder named "Technical Support – Training".
- ◆ To access user guides,
 - Type "user" into the search field.
 - Files are located in the folder named "User Guides".

These resources may also be posted, as appropriate, on the webpage.

WebEOC *flash* articles will be posted in the User Guides folder of the WebEOC File Library.



WebEOC Administrator Email
DEMHS.webeoc@ct.gov



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Webpage and Training Videos

The DEMHS webpage—ct.gov/demhs, is the host for various WebEOC training videos as well as other training resources.

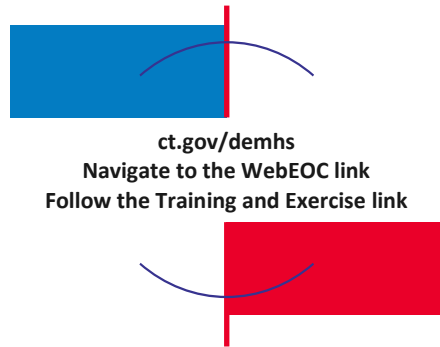
To access short, informative WebEOC training videos, navigate to the Training and Exercise link. New training videos are added periodically.

WebEOC *flash* articles should be used in conjunction with the training videos as the videos will provide a visual walk through of steps for added direction.

Training Courses

Training courses are offered by DEMHS staff for new WebEOC Users and existing Users who wish to have a refresher.

- WebEOC trainings are typically held once a month. A partnering entity may request a course and date for a large group as well between monthly trainings.
- All WebEOC Users are expected to seek training on the WebEOC system and, periodically, repeat training to learn new or updated system functionality and refresh skills.
- A Training Calendar and instructions for registering for DEMHS Training Courses can be accessed from the DEMHS webpage—ct.gov/demhs, by navigating to the Training and Exercise link.
- Notices of WebEOC trainings are also distributed by the DEMHS Regional Coordinators to municipalities and Tribal Nations.



Roster of WebEOC Users

Given the many possible emergencies that can arise during the course of a year, it is important to maintain a roster of trained personnel to support an agency or organization in an emergency, including persons who are trained to use WebEOC.

When reviewing rosters and training needs for agency personnel, it is important to consider that an emergency operations center may require personnel to staff multiple shifts over an extended incident duration.

- ◆ It is critical that lists of WebEOC users be reviewed at least annually to ensure there is sufficient capacity of trained and credentialed users to support emergency operations center activations.
- ◆ In doing so, ensure that personnel expected to assist with WebEOC duties in the EOC have had training or undergone a “refresher” course.

Users who are no longer affiliated with an EOC must be removed from the associated WebEOC Positions list for that agency.

For assistance with the review of an agency’s current roster and personnel who have access to agency Positions, please contact the DEMHS WebEOC Administrators via email and request a “PAC-User Audit” to receive a list of Users assigned to an agency Position.

Test Your WebEOC Credentials Today!

Do Not Wait Until Activated to Test WebEOC Credentials. Test TODAY!

WebEOC User credentials should be tested regularly to ensure that no access issues exist. It is always preferable to test credentials BEFORE an emergency.

Users arriving at your EOC who do not regularly login to WebEOC may realize that they do not recall their Username or have locked themselves out of their account through too many failed Password attempts.

Having access to WebEOC during larger, complex incidents can provide valuable situational awareness of your surrounding towns, the State, and mutual aid partners.

Keeping your communications systems and equipment tested and up to date is an important function of the preparedness step. Access to the WebEOC system for EOC personnel should be included in your routine systems checks.