



Collier County WebEOC Quick Reference Guide

Rev. 7/15

What is WebEOC? When is it used?

WebEOC is a web-based software for the management of information related to an event, incident, and/or disaster. Authorized users are granted access or ability to add or modify information by administrators based on the incident and the user's function.

WebEOC is initiated when there is a need or request for monitoring a situation or conditions. Users will be notified of an initiation and will be provided further information about remote coordination or potential EOC activations/operations.

The Collier County WebEOC system is protected from public record due to the sensitivity of the information it may contain. Information must not be shared or reproduced without permission.

Accessing WebEOC

WebEOC is accessible through any device with an internet connection including computers, tablets, and smartphones.

In an internet browser, you can type in:

- eoc.colliergov.net
- or
- <https://eoc.colliergov.net>

(Depending on your internet connection's security)

Pop-Up Blocker

WebEOC is based on pop-ups. To turn off your blocker, go to your browser's settings and allow pop-ups or enable pop-ups for "eoc.colliergov.net." Guidance is available online.

Logging in to WebEOC

Most users are entered in as "LastName, FirstName with a comma and a space between the Last and First Names.
Ex. Doe, John

Enter in your password and select OK. Five (5) incorrect password attempts will lock the account and a WebEOC administrator will have to unlock it for you.

Position and Incident

The next screen will ask for a "Position" and an "Incident." Please note some users will have access to multiple positions. Users are to log in as the organization they represent unless tasked to log into a different position.

During an incident, a designated representative should be assigned with primary data entering responsibility for your organization. Always ensure before entering information that you are in the appropriate position and incident.

Control Panel or "Main Dashboard"

The control panel allows the user to navigate various views of information as set up by the WebEOC administrators. Access is based on the user's organization and their role in the incident.



Click on the position or incident (shown as Technical Specialists and Public Training above) to change positions or incident. These also can be used to refresh information or "reset" WebEOC performance issues.

Note that County Significant Events is red. Any red "boards" suggest that there is new information the user has not seen.

Boards

Boards are simply displays or views of information. Read or edit capability in boards is based on the user's position and role in an incident. The most commonly used boards include **County Significant Events, Position Log, and Requests/Missions**. Other boards can and should be monitored as well, but these three boards should be the main focus.

Significant Events

To monitor significant activities and information, select the "County Significant Events" board. This board is specifically information that can be shared with all WebEOC users. Utilize the "Position Log" board to add information to Significant Events.

Entering Information (Position Log)

The “**Position Log**” board allows users to record and/or share information and activities related to the incident.

To post an entry, open the “**Position Log**” board and select “**New Record.**” Enter information in the appropriate data entry fields and only select the “**County Significant Events**” checkbox if the information is relevant and critical to all WebEOC users and organizations. If routing is not selected, only users that log into the same position will see the information (in the Position Log).

Do not use the Position Log/Significant Events boards for tasking or requests for action. Be sure to use terminology in posts such as “Update” or “Closed” to provide other users the latest knowledge or actions related to the issue.

Mission/Resource Requesting

Select the “**Requests/Missions**” board on the control panel to enter in a mission or resource request. Select “**New Record**” as seen below to input the request information.

In the form (shown below) provide all known and appropriate information related to the request. Be sure to click the box at the center of the screen if it is a request for a resource. Additional information including Suggested Source of Supply, Total Estimated Cost, etc. can be provided if known in this supplemental section. Contact Emergency Management for any help.

EOC Staff will receive the information and then assign the task based on availability and need of resources. Using this board, the status of requests can be monitored and updates can be provided as needed.

EOC Menu

The “**EOC Menu**” provides information related to the Emergency Operations Center’s activities and incident-related information such as press releases, published situation reports from past operational periods, and corrective action items. Be sure to provide any identified issues or concerns in the “**After Action Report**” board.

Users may be tasked with collecting information for Situation Reports, communicating with partners with similar functions. These users will be provided additional permissions to submit information to EOC staff, particularly during EOC activations.

Status Boards

There are several status boards available that can be seen by WebEOC users. Depending on position and role, some users have edit capability for these boards. Most of these boards are not maintained unless an incident has been initiated and a need is present.

Messaging

WebEOC has a messaging tool that may be used in supplement to primary forms of communication such as phone, email, etc.

For Help or Account Questions

Mike Shaw
239-252-3605 (office)
239-285-2413 (cell)
michaelshaw@colliergov.net

or

Collier County Emergency Management
239-252-3600 (During Business Hours)
emergman@colliergov.net