

State of New Hampshire
Division of Homeland Security and Emergency Management
State Emergency Operations Center

WebEOC[®] User Guide

UPDATED AS OF 04/01/2020

If you experience issues logging in or with your WebEOC account,
contact HSEM at 603-271-2231, 603-223-3663 nheoc@dos.nh.gov.

NOTE: This guide has been produced to be used by all WebEOC users at every level. As such, there may be additional information not relevant to your role.

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Introduction

The State of New Hampshire, Department of Safety, Division of Homeland Security and Emergency Management (HSEM) maintains a crisis-disaster management system, WebEOC, to manage large scale events, disasters and support or increase public safety information sharing – providing real-time situational awareness. One of the primary objectives of WebEOC is to provide incident commanders, community leaders and command level personnel a common operating picture of public safety operations, sensitive information and infrastructure problems, and/or disruptions upon which to make informed, effective decisions in response, recovery, and mitigation efforts.

WebEOC is also used as a gateway to share information between the State Emergency Operations Center (SEOC) and federal, state, local public safety entities, and critical infrastructure partners. Additionally, WebEOC is one of the primary means of communications and incident management for the SEOC.

Policy

HSEM shall maintain control of user access to WebEOC and limit such access to key personnel who may be involved in emergency operations and/or have the need to communicate with the SEOC. All users are required to sign a User Agreement Form in accordance with this policy. All users are required to attend the standard WebEOC class prior to use. All users shall comply with the User Agreement.

HSEM reserves the right to terminate a user's access to the WebEOC system at any time for suspected violation of this policy, operational security, or negligent use.

Access: Access to the WebEOC system is intended for public safety representatives who serve in an operational capacity during large scale events or disasters, emergency management personnel, utility or critical infrastructure operational directors, HSEM personnel, and other Federal, State, local personnel, who require access to real-time information to make informed management decisions during events, incidents, or disasters. Personnel will only be granted access if there is a true need to communicate with the SEOC, establish operational situational awareness, or access the management tools used within WebEOC.

Termination & Separation: Supervisors of those personnel who are granted access to WebEOC shall immediately notify the WebEOC Administrator upon separation of the individual from the agency or entity in which access rights were granted. Additionally, the supervisor shall immediately notify the WebEOC Administrator should there be a change in position of personnel within their agency to a position/level which no longer requires access. In order to maintain security of the system and manage the large number of users, access requirements will be strictly enforced.

Users are required to log into the system at least once per calendar quarter. Failure to log in during this time frame may result in termination of access. Should user access be terminated, the user's supervisor will be required to make a request for reinstatement of the individual to the WebEOC Administrator. Annual certification of right of access by positions will be required.

Access & Training

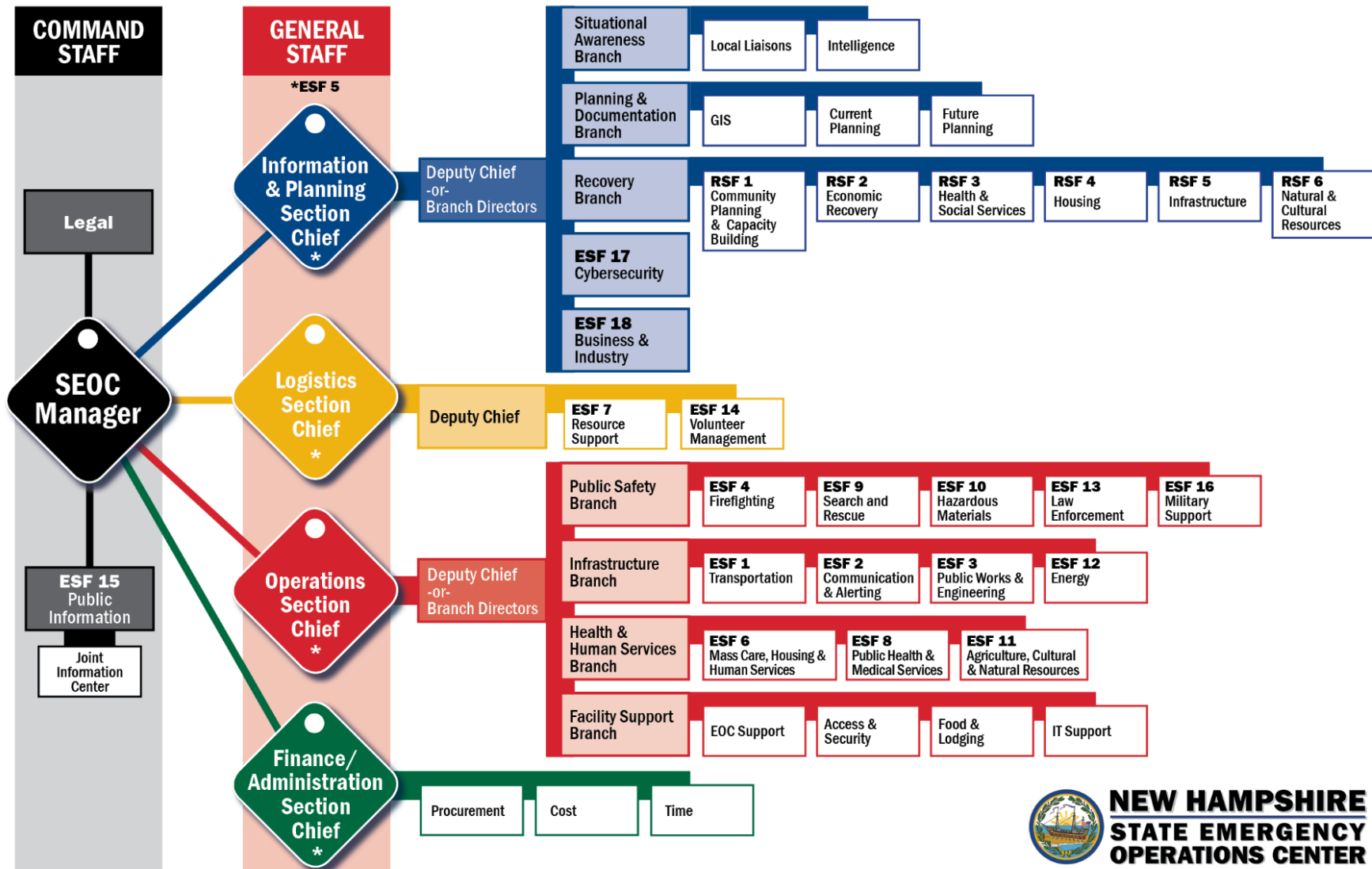
All WebEOC users are required to have an individual account to access the system. To request access, a user must submit a *WebEOC User Account Request Form* to HSEM. Completing the form requires approval authorization signatures and a justification as to why access is needed.

WebEOC training is scheduled at the SEOC every month and pre-registration is required. To schedule personnel to attend the training, please email nheoc@dos.nh.gov. Space is on a first come, first serve basis. Regional Trainings can be scheduled at various sites throughout the state. These are arranged in coordination with the HSEM Field Representative for the area.



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State Emergency Operations Center Organizational Chart





















**NEW HAMPSHIRE
STATE EMERGENCY
OPERATIONS CENTER**



ESF Functions

ESF Emergency Support Functions

ESF Title	Lead	ESF Title	Lead
 ESF 1 - Transportation	DOT	 ESF 10 - Hazardous Materials	DOS-FMO
 ESF 2 - Communications & Alerting	DOS-DESC	 ESF 11 - Agriculture, Cultural & Natural Resources	Agriculture, Markets & Food
 ESF 3 - Public Works & Engineering	DOT	 ESF 12 - Energy	Public Utilities Commission
 ESF 4 - Fire Fighting	DOS-FMO	 ESF 13 - Law Enforcement	DOS-State Police
 ESF 5 - Emergency Management	DOS-HSEM	 ESF 14 - Volunteer Management	DOS-HSEM
 ESF 6 - Mass Care, Emergency Assistance, Temporary Housing & Human Services	DHHS	 ESF 15 - Public Information	DOS-HSEM
 ESF 7 - Resource Support	Administrative Services	 ESF 16 - Military Support	NHNG
 ESF 8 - Health & Medical	DHHS	 ESF 17 - Cybersecurity	DoIT
 ESF 9 - Search & Rescue	Fish & Game	 ESF 18 - Business & Industry	DBEA



Agencies Leads and Responsibilities

AGENCY / ORGANIZATION	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Administrative Office of the Courts					S		S								S			
Administrative Services, Department of (DAS)			S		S		L								S			
Agriculture, Markets & Food, Department of (DAMF)			S		S	S	S	S		S	L			S	S			
Amateur Radio Emergency Service (ARES)		S			S		S								S			
American Red Cross (ARC)					S	S	S								S			
Association of Broadcasters		S			S		S								S			
Area/ County Dispatch Centers		S			S		S								S			
Banking Department					S		S								S			
Business and Economic Affairs, Department of (DBEA)					S		S								S			L
Civil Air Patrol (CAP)	S	S			S		S		S						S			
Coast Guard (USCG)	S				S		S		S	S					S			
Commission on Disability					S	S	S								S			
Corrections, Department of (DOC)					S		S						S		S			
County Sheriffs					S		S						S		S			
Disaster Behavioral Response Team (DBHRT)					S		S	S							S			
Disaster Animal Response Team (NHDART)					S		S								S			
Education, Department of (DOE)					S		S								S			
Employment Security (NHES)					S		S								S			S
Environmental Services, Department of (DES)			S		S		S	S		S	S				S			
Fish & Game Department (F&G)					S		S		L	S	S		S		S			
Governor's Office					S		S								S			
Granite State Healthcare Coalition (GSHCC)					S		S	S							S			
Granite United Way (GUW)					S		S							L	S			
Health and Human Services, Department of (DHHS)			S		S	L	S	L		S	S			S	S			
Human Rights Commission					S		S								S			
Information Technology, Department of (DoIT)					S		S								S		L	
Insurance Department					S		S								S			S
ISO - New England					S		S					S			S			

DOS – HSEM



WebEOC User Guide 6.0

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EMERGENCY SUPPORT FUNCTIONS

AGENCY / ORGANIZATION	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Justice, Department of (DOJ)					S		S	S					S		S			
Labor, Department of (DOL)					S		S								S			S
Liquor Commission					S		S						S		S			
Lottery Commission					S		S								S			
Metropolitan Medical Response System (MMHRS), NH Task Force 1					S		S	S							S			
New Hampshire National Guard					S		S	S	S	S					S	L	S	
National Weather Service (NWS)		S			S		S								S			
Natural and Cultural Resources, Department of (DNCR)		S	S	S	S		S		S		S		S		S			
New Hampshire Veterinary Medical Association (NHVMA)					S		S				S				S			
Office of Strategic Initiatives (OSI)					S		S					S			S			
Pease Development Authority (PDA)	S				S		S								S			
Police Standards & Training Council (PSTC)					S		S								S			
Professional Licensure & Certification, Office of (OPLC)					S		S							S	S			
Public Utilities Commission (PUC)		S	S		S		S					L			S			
Public Works Mutual Aid (PWMA)			S		S		S								S			
Regional Public Health Networks (PHN)					S	S	S	S							S			
Retirement System					S		S								S			
Revenue Administration, Department of (DRA)					S		S								S			
Safety, Division of Emergency Services & Communication (DESC)		L			S		S								S			
Safety, Division of Fire Safety, Office of the State Fire Marshal (FMO)			S	L	S		S		S	L			S		S			
Safety, Division of Fire Standards and Training & Emergency Medical Services (FSTEMS)	S				S		S	S							S			
Safety, Division of Homeland Security and Emergency Management (HSEM)					L		S							L	L		S	L
Safety, Division of State Police (NHSP)	S	S			S		S						L		S		S	
Seabrook Station (SS)					S		S					S			S			
Secretary of State (SOS)					S		S								S			S
State Treasury					S		S								S			
Telecommunication Emergency Response Taskforce (TERT)		S			S		S								S			
Transportation, Department of (DOT)	L	S	L		S		S		S						S			
University of New Hampshire (UNH)					S		S			S	S				S			
US Army Corps of Engineers (USACE)			S		S		S								S			
Veterans Home					S		S								S			
Volunteer New Hampshire (VolNH)					S		S							S	S			
Voluntary Organizations Active in Disaster (NHVOAD)					S		S							S	S			



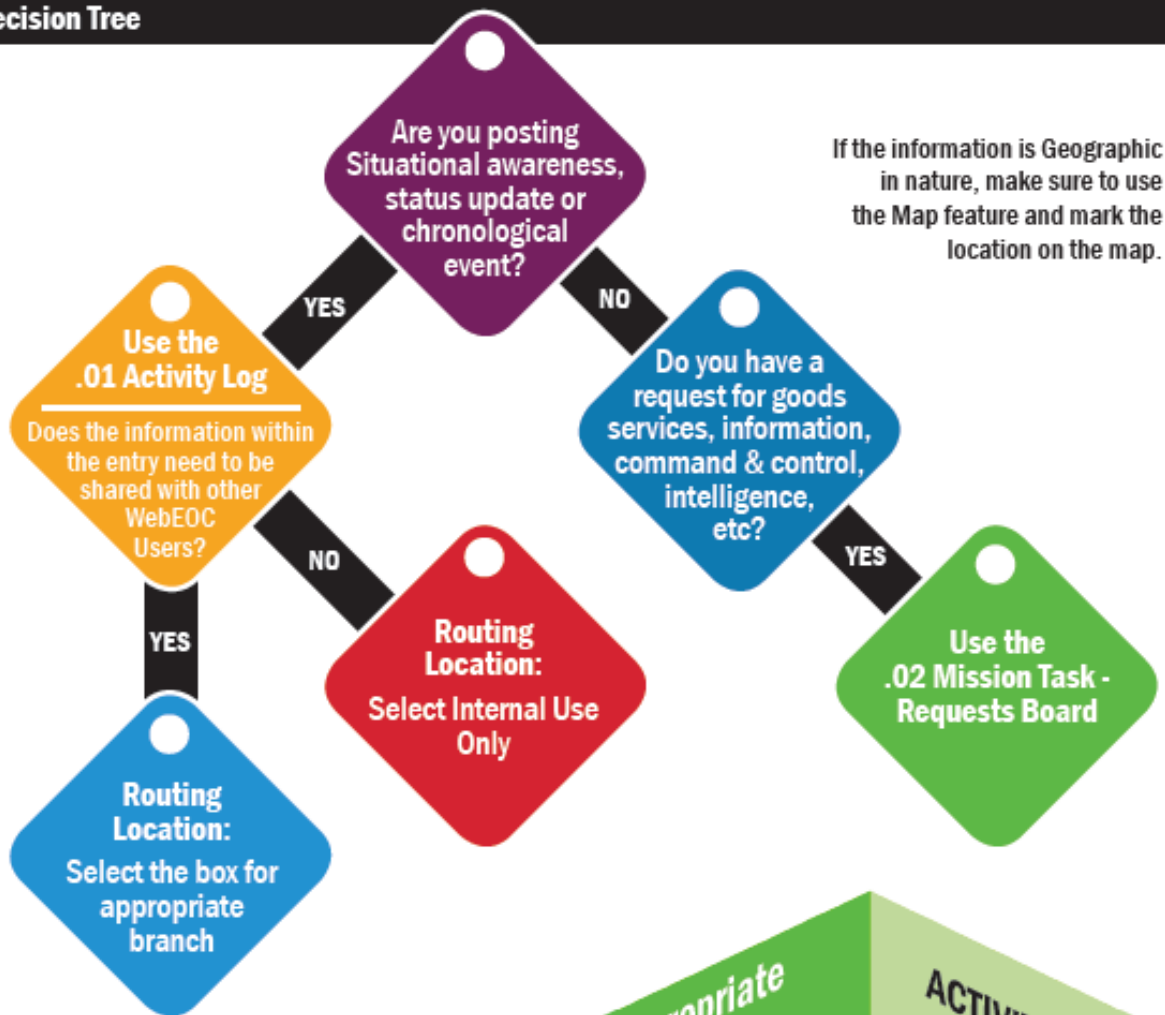
If you experience issues logging in or with your WebEOC account, contact HSEM at 271-2231, 223-3663 or nheoc@dos.nh.gov

Quick Reference

If I want to:	I need to use:
Document actions taken.	Activity Log
Request goods, services, information, problem solving, command and control assistance.	Mission Task - Requests
Document road closures or restrictions	Road Closure
Find shelter information in my community	Shelters
Monitor activities of an event at a statewide level	Situational Awareness
Monitor Local and County activities during an event	Local Liaison Section Log
Monitor ESF – 1 & 3 (Transportation/Public Works & Engineering) activities during an event.	Infrastructure Branch Log
Monitor ESF - 2 (Communications & Alerting) activities during an event	Logistics Section Log
Monitor ESF - 4 (Fire Fighting) activities during an event	Public Safety Branch Log
Monitor ESF - 5 (Emergency Management) activities during an event	All Branch Logs
Monitor ESF – 06 & 08 (Mass Care & Housing/Health & Medical) activities during an event	Health and Human Services Branch Log
Monitor ESF - 7 (Resource Support) activities during an event	Logistics Section Log
Monitor ESF - 9 (Search & Rescue) activities during an event	Public Safety Branch Log
Monitor ESF - 10 (HazMat) activities during an event	Public Safety Branch Log
Monitor ESF - 11 (Agriculture & Natural Resources) activities during an event	Health and Human Services Branch Log
Monitor ESF - 12 (Energy) activities during an event	Infrastructure Branch Log
Monitor ESF - 13 (Public Safety & Law Enforcement) activities during an event	Public Safety Branch Log
Monitor ESF - 14 (Volunteer and Donations Management) activities during an event	Logistics Section Log
Monitor ESF – 15 (Public Information) activities during an event	Public Information Section Log
Review the latest Situation Report published	Press Releases
Document an issue that needs to be resolved after an event	After Action Report
Use ICS Forms during an event	ICS Forms
Find the 300B for a Seabrook Station Event	SS Forms
Find a weather map or other related web link	Web Links
Send a message to another user in WebEOC	Messages
Real Time Chat Information	Chat
See who is currently logged into WebEOC	Sessions



Decision Tree



Information Sharing Flow





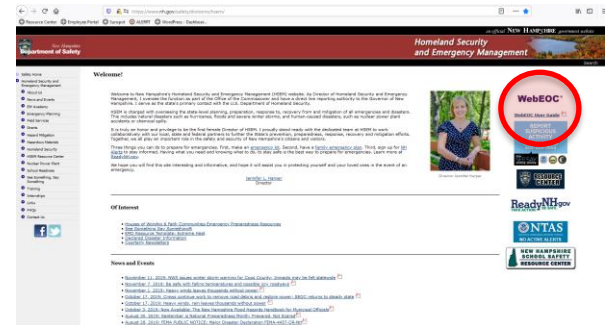
Logging in

WebEOC is a web-based software program. To access WebEOC, users need a computer with an internet connection. WebEOC works best with many different browsers.

1. From your web browser go to the HSEM webpage. www.nh.gov/safety/divisions/hsem
2. On the right side, click the purple icon for WebEOC

A new page will open up with a WebEOC 8 Login Screen. It is recommended to save this page as a favorite so you can easily access it the next time you need to log in to WebEOC.

<https://nheoc.nh.gov/eoc7/>



3. The “splash” screen will display the current activation level of the State EOC as well as the current default incident. The default incident is set to Training – 20XX unless there is an active incident in the state.

The SEOC is at the Monitoring Level.

The default incident is "2019 - Training."

To contact HSEM, please call 603-271-2231.

Username Format: Lastname Firstname

WebEOC Password Policy: Passwords must be at least 8 characters long and include at least one capital letter, one lowercase letter, one special character and one number. Passwords must be changed every 90 days. Users must log into WebEOC every 120 days otherwise the account is automatically locked and requires you to contact HSEM via the information listed below.

If you experience any issues logging into WebEOC, please contact HSEM at nheoc@dos.nh.gov or 603-271-2231.

The WebEOC User Guide can be found at:
<https://www.nh.gov/safety/divisions/hsem/>
 (Click on WebEOC User Guide on Right)

Accept

4. In the User field, type your *lastname.firstname*
For Example: Doe.John
5. Enter your password. The WebEOC password must contain a minimum of eight characters and have one of each of the following: a lower case letter, an upper case letter, and a number. If you do not remember your password, click the “Forgot Username/Password?” link
6. Click OK

Reminder:

Passwords must be updated every **90** days. After the 90-day mark you will be prompted to update your password – unless it has been over **120** days since your last login – in which case your account will be locked and you will need to contact HSEM for assistance.

Passwords must be a minimum of 8 characters and include at least 1 capital letter and 1 number.



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7. Select the position for the role you have been assigned within your agency. In most instances a default position and incident will be presented. WebEOC only displays positions to which you are assigned.
8. Select the appropriate incident from the dropdown
 - a. The default is the current incident/activation.
 - b. When training or practicing, only use **Year - Training** incident
9. Click Continue

JUVARE WebEOC

Select Position and Incident

Position
HSEM Staff

Incident
2019 - Training

Cancel Continue

10. Enter additional Login Information
(this will auto fill your contact information within WebEOC)
 - c. Name
 - d. Location (where you physically are, i.e.: SEOC, Local EOC, MACE, town, etc.)
 - e. Phone Number (where you can be reached during the event)
 - f. Email
11. Click Continue

JUVARE WebEOC

Additional Login Information

Name *
John Doe

Location *
IPOC

Phone Number *
555-555-5555

Email *
john.doe@dos.nh.gov

Comments

Cancel Continue

If you have logged in successfully, the Main WebEOC Screen should then be visible:

WebEOC Login | WebEOC Bootcamp | WebEOC 8.6

https://nheoc.nh.gov/eoc7/controlpanel.aspx

Resource Center | Employee Portal | Sunspot | ALERTT | WordPress - Dashboar...

WebEOC | Cantin.Neil | HSEM Staff | 2019 - Training | Log Out

JUVARE

Notifications

System-wide Message

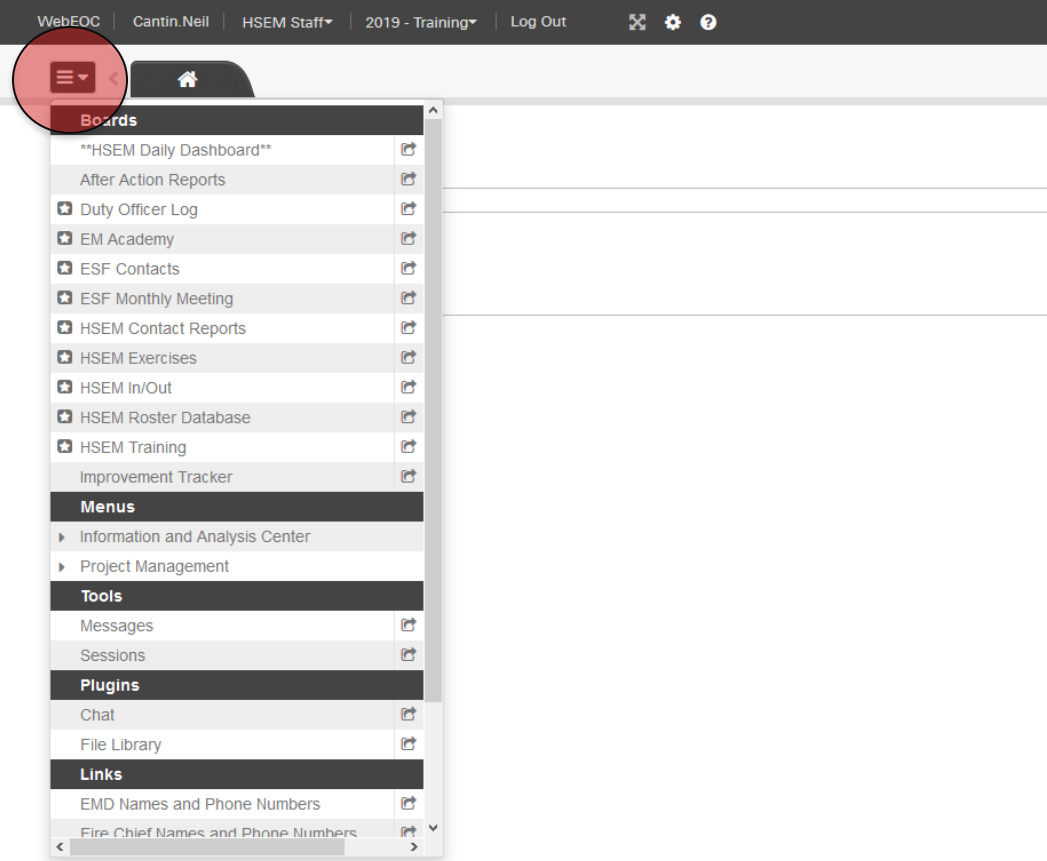
Cantin.Neil



Control Panel

The Control Panel is the primary navigation tool for WebEOC. It is the user’s means of accessing boards, menus, maps, plug-ins, and links. The items that are available to you in the Control Panel are based on your assigned position and user permissions.

The Control Panel is grouped into five sections: Boards, Menus, Tools, Plugins, and Links.



Boards

Boards are the heart of WebEOC. They are the mechanism to share and manage real-time event information with users. Incident information is transmitted and displayed in the boards, making the information available to all users simultaneously.

To view data in a Section Log, or any other board, click on the text of board you wish to see within the Control Panel. If there is a star icon on the left side of the text, it means there is new information on the board since the last time you looked at it. Once you review the information on the board, the icon will disappear.

Pressing the arrow icon on the right side of the text will open the board in a separate window

06. Situation Reports and IAPs	
06a. Situation Report	
07. Press Release	
08. After Action Reports	

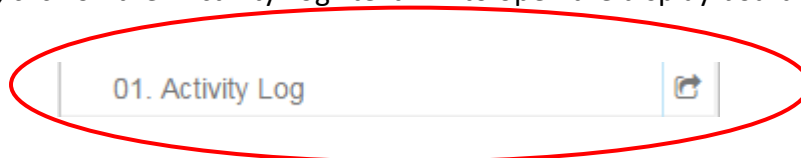


01. Activity Log

The Activity Log allows users to document all of the activities and/or actions that are performed during a shift. An Activity Log entry is only visible to users logged in as the same Position.

Adding an entry to the Activity Log:

1. From the Control Panel, click on the “Activity Log” text link to open the display board.



2. To enter information, click on the Green “+ Create Record” button at the top of the board.

NOTE:

Requests for goods, services, information, command & control, or problem solving should be logged in the **Mission Task Board**.

3. Enter the information in the following fields
 - a. Date/Time: If the information is current, this does not have to be adjusted. Information can be backdated.
 - b. Type: Select what the information is regarding from the drop down list.
 - c. Address/Location: Type in a street number and address followed by the city and state. If you would like to map this location on the WebEOC Map, hit the map button. If the address is recognized, it will bring you to the location, if not, you will have to search for it on the map. You can choose a point, line segment, polygon, or radius.
 - d. Attachment: Click the browse button to include an attachment with the entry.
 - e. Details: A detailed description of the activity or information to be logged such as situational awareness, chronological events, general updates, etc.



Activity Log (ICS-214)

Event Information

Date/Time

04/13/2017 13:40:22

Type

-Select Activity Type-

Address/Location

Map

Routing

Internal Use Only

Attachment 1:

Choose File

No file chosen

Add Another File

Cancel Add File

Details

* are required fields.

Cancel

Save

4. Select the appropriate Routing Option.

Activity Log entries are intended to be used as a chronological event log for your position. Entries that only impact your position/agency should be kept in your position log by selecting ***“Internal Use Only”*** under the Section Log Routing list. However items that are intended for situational awareness, or describe a major action taken should be shared with other users by selecting the appropriate routing option.

- Local and County level positions will have the option to route the posting to the Local Liaison Unit or to keep it on the Activity Log by selecting the appropriate button.
- All other positions will have the option to route the posting to a Branch Log. Choose the Branch Log based on the information you are wanting to share. For example – if Department of Natural and Cultural (DNCR) was posting a status update on a major brush fire, they would share that information on the Public Safety Branch Log by selecting Public Safety Branch in the routing drop down.
- State EOC Positions also have the ability to share to the different State General Staff positions (Operations, Planning, Logistics, Finance and Administration)

a. Local/County Positions

Internal Use Only

Internal Use Only

Local Liaison Unit

chosen

b. All Other Positions

Internal Use Only

Internal Use Only

Cyber Security Unit

Public Safety Branch

Infrastructure Branch

Health and Human Services Branch

Recovery Branch

Public Information Office

c. SEOC Positions

Internal Use Only

Internal Use Only

Local Liaison Unit

Cyber Security Unit

Law Enforcement Sensitive Unit

Public Safety Branch

Infrastructure Branch

Health and Human Services Branch

Recovery Branch

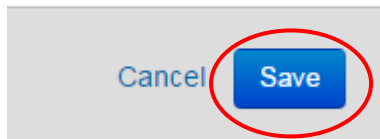
Logistics Section



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* are required fields.

5. Click Save



6. Your entry will now display on the Activity Log Board.

- a. If an update or changes need to be made to the entry, click the “Edit” button.
 - If an entry needs to be removed from the Activity Log, change the routing option “Internal Use Only”.
- b. All information added to the Details section of the entry will appear in a chronological history.

Type: Fire Structure
Structure fire with collapse.
EOC Operations Section Chief - Beaulac.Craig at 14:08:34 on 04/10/2017

Record #: **109** Name: **Craig Beaulac** Phone: **603-223-3664**
Date: **04/10/2017 14:08:34** Position: **EOC Operations Section Chief** Attachments:

This information is not for public disclosure and is intended for authorized WebEOC users only.

Type: Fire Structure
Fire has been contained, companies are picking up.
EOC Operations Section Chief - Beaulac.Craig at 10:06:21 on 04/18/2017

Structure fire with collapse.
EOC Operations Section Chief - Beaulac.Craig at 14:08:34 on 04/10/2017

Record #: **109** Name: **Craig Beaulac** Phone: **603-223-3664**

Updating an Entry

1. From the Control Panel, click on the “01. Activity Log” text link to open the display board.



2. Click on the “Edit” Button for the entry you wish to modify

Type: Fire Structure
Structure fire with collapse.
EOC Operations Section Chief - Beaulac.Craig at 14:08:34 on 04/10/2017

Record #: **109** Name: **Craig Beaulac** Phone: **603-223-3664**
Date: **04/10/2017 14:08:34** Position: **EOC Operations Section Chief** Attachments:

This information is not for public disclosure and is intended for authorized WebEOC users only.



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NOTE:

You will **not** be able to modify the text in the history as this contains the original description of the activity log.

- Enter the updated information in the Details field. You can also adjust the Routing, if needed.

- Click Save

02. Mission Tasks

A Mission Task is defined as any task, objective or purpose assigned to a position requiring some degree of action or outcome. Mission Tasks should be logged anytime there is a request for information, goods, services, problem solving, or assistance with command and control. Mission Tasks are automatically assigned to the Mission Assignment Coordinator within the SEOC, who will then assign the task to the appropriate ESF/Agency.

Creating a Mission Task

- From the Control Panel, click on the “Mission Tasks” text link to open the display board.
- To enter information, click on the green “+ Create Record” button.



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Mission Requests/Tasks Assignment

Incident: 2019 - Training

+ Create Record

Actions

Request	Originator	Assigned To	Priority	Time Due	Status	Last Modified	Actions
2650	Municipality - Bedford	Pending Assignment	Routine (24 hrs.)	11/27/2019 09:42:00	New Request	11/26/2019 09:43:42	Q Details ✎ Edit
Flooding on the Merrimack River impacting Meadow Rd. Requesting 1000 sandbags Municipality - Bedford - Cantin Neil at 09:32:19 on 11/26/2019							
2605	Municipality - Auburn	EOC ESF-07 Resource Support	Immediate (4 hrs.)	10/18/2019 15:17:00	Assigned	10/18/2019 11:26:14	Q Details ✎ Edit
barricades for squid attack and giant harpoon Municipality - Auburn - Gates, Melissa at 11:07:56 on 10/18/2019							

3. Enter the following information on the entry form:

- Your contact info is automatically assigned as the primary contact. If someone else has requested the mission and you are inputting the information into WebEOC and they can authorize or answer questions about the mission, they should be the primary contact.
- Detailed Description: Enter in the appropriate details about the mission answering who, what, when, where, why, and how.
- If you are requesting a resource, check off the box in the green lettering.
- Once you click on the box, the Resource Details section will appear, type in the resource, quantity, and unit of measure.
- Fill out any coordinating instructions.
- Type in a delivery location then, use the Map feature if necessary to map the location of the request.
- Priority: Please select the appropriate priority for your assignment-
 - Immediate (4 hours)
 - Priority (12 hours)
 - Routine (24 hours)
 - Long Term (96 hours)
 - Extended (over 96 hours)
- Assigned To: This is defaulted to the EOC Mission Assignment Coordinator. All mission tasks for ESF's or State Agencies must be assigned to the Mission Assignment Coordinator.
- Upload any attachments as necessary then click save.

Edit Record

Incident Name: 2014 - Training Date/Time: 04/24/2017 09:58:08

Contact Information

Primary Contact: Craig Beaulac Primary Phone: 603-223-3664 Alternate Phone: Email: Craig.Beaulac@dos.nh.gov

Secondary Contact: Primary Phone: Alternate Phone: Email:

Request/Task Details

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.

Check this box when requesting a resource. ☐

Resource Details

Resource Name:

Unit of Measure: (Select) Quantity: 0

Coordinating Instructions

(List any special requirements such as the need for personal protective equipment, food, fuel, supplies, etc.)

Delivery Location

Address 1:

Address 2:

Assignment Details

Priority: -Select- Date/Time Due:

Assigned To: *Craig

Attachments

Attachment 1: Choose File No file chosen

Attachment 2: Choose File No file chosen

Attachment 3: Choose File No file chosen

Accepting a Mission Task:

- Click on the Mission Task text on the Control Panel





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- Click on the Edits link on the far right of the mission assigned to you.

Request	Originator	Assigned To	Priority	Time Due	Status	Last Modified	Actions
2650	Municipality - Bedford	Pending Assignment	Routine (24 hrs.)	11/27/2019 09:42:00	New Request	11/26/2019 09:43:42	Q Details ✎ Edit
Flooding on the Merrimack River impacting Meadow Rd. Requesting 1000 sandbags Municipality - Bedford - Cantin Neil at 09:32:19 on 11/26/2019							

- Review/Update the mission then scroll down to the Assignment Details and click on update then select “In Progress” and then save.

03. Situational Awareness

The Situational Awareness Board is used to provide state level situational awareness to all users. It is read only and can only be modified by SEOC staff. As information is posted to specific branch logs, the General Staff personnel or Local Liaisons will review and push appropriate information from the individual branch Logs to the Situational Awareness Board.

The Situational Awareness board will provide important information about the incident. SEOC Staff will review entries to the Situational Awareness Log. Once the entry has been reviewed, a green line will appear to the left side of the entry.

- Click on the Situational Awareness text on the Control Panel to see the content posted on the board.

Situational Awareness Log
 Incident: 2014 - Training

Filter by Status: View All

Type: Fire Structure
 3 Alarm Fire
 EOC Operations Section Chief - Beaulac.Craig at 19:38:22 on 04/27/2017

Record #: **116** Name: **Craig Beaulac** Phone: **603-223-3664**
 Date: **04/27/2017 19:38:22** Position: **EOC Operations Section Chief** Attachments:

This information is not for public disclosure and is intended for authorized WebEOC users only.

Type: Arrest
 Testing
 EOC Planning Section Chief - Murphy.Daniel at 14:28:02 on 01/30/2017

Test
 EOC ESF-01 Transportation - Murphy.Daniel at 13:54:11 on 01/30/2017

Record #: **46** Name: **Dan Murphy** Phone: **978-512-1061**
 Date: **01/30/2017 13:54:11** Position: **EOC ESF-01 Transportation** Attachments:

This information is not for public disclosure and is intended for authorized WebEOC users only.

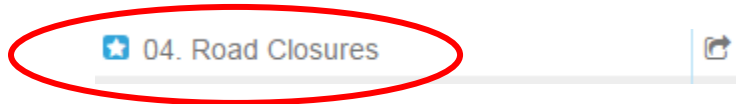
04. Road Closures

Use the Road Closure board to document any closures or restrictions on roadways in NH during incidents. This board is also used to update closures and restrictions for when roadways are reopened. Only EOC General Staff, ESF 1 & 3, and Municipality positions have permissions to enter road closures. All other positions have read only access. Any view of the Road Closure board can be printed by clicking on “Actions” then “Print PDF” button on the top right of the screen. This will open a PDF view of the page where you can then easily print out the records. Statistical information can be found by clicking “Actions” then “Reports”.


- To view or log road closures or restrictions in WebEOC, click on the Road Closure text on the Control Panel.



If you experience issues logging in or with your WebEOC account, contact HSEM at 271-2231, 223-3663 or nheoc@dos.nh.gov



2. In the top right corner of the Road Closure Board, click on the “+ Create Road Closure” button.



Road Closures

Incident: 2014 - Training

+ Create Road Closure

Actions ▾

Search

Clear Search

County ▾	Town ▾	Impact ▾	Status ▾	Road Name ▾	From	To	Last Modified ▾	Actions
All ▾		All ▾	All ▾					
Merrimack	Bow	Severe	Full Closure	Route 3A Bow, NH	Grandview Road	Lincoln Drive	04/26/2017 20:29:45	<div><div>Map</div><div>Details</div><div>Edit</div></div>
Merrimack	Concord	High	Full Closure	Sheep Davis Road Concord, NH	Smokey Bear Blvd Concord, NH		04/10/2017 13:39:19	<div><div>Map</div><div>Details</div><div>Edit</div></div>
Merrimack	Concord	High	Lane Closure	Route 106 Concord, NH	Route 3		04/10/2017 14:29:50	<div><div>Map</div><div>Details</div><div>Edit</div></div>

3. Enter the following information on the entry form:
 - a. Under the Road Details section, enter the following information:
 - i. Municipality- Select the municipality where the road is closed, the county will auto-populate.
 - ii. Select the appropriate road jurisdiction: Local, State, Private, or Federal.
 - iii. Enter the name of the road along with the municipality name and state
 - iv. Hit the map button and place a point or line segment on where the road is closed then hit save.
 - v. Select the appropriate cross street information: At, Before, After, or Between. If you select between, an additional cross street will appear to put in the second cross street.
 - b. Under the Closure Details section, enter the following:
 - i. Status: Full Closure (Road closed in all directions), Restriction (Hazards may restrict certain types of vehicle ex- low hanging wires), Lane Closure (A single lane or multiple lanes may be closed, but road is still passable), Open (Once a road has been declared passable in all directions)
 - ii. Road Severity: Select the impact the closure will have on traffic flow throughout the area
 - iii. Date/Time Closed: This will auto populate based upon when the road closes, it can be adjusted manually
 - iv. Est. Date/Time Open: If you have an ETA on when the road will be open, it can be filled in here.
 - v. Additional Details: Any additional information about the road closure
 - c. Closure Reasons
 - i. Please check off Yes for the reasons on why the road is closed.
 - d. Contact Information
 - i. Please update any contact information if you are not the primary contact
4. Click Save at the bottom of the entry form.



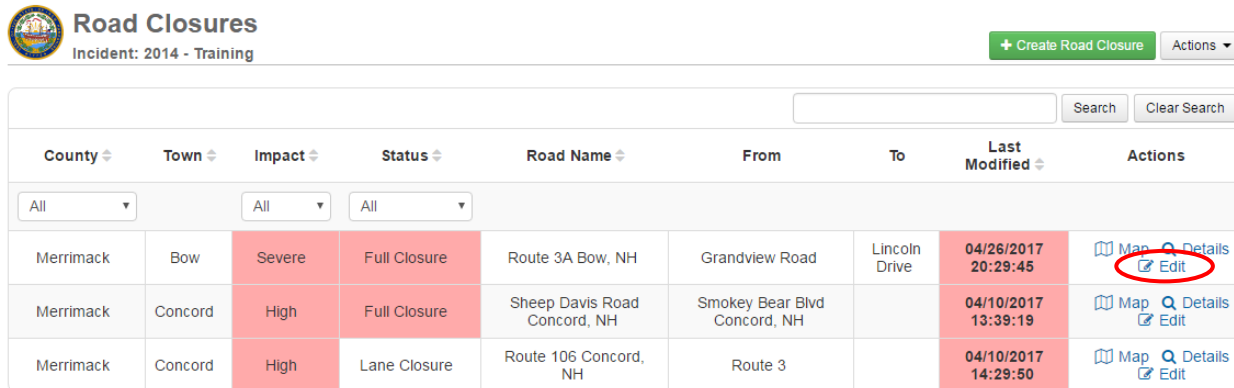
If you experience issues logging in or with your WebEOC account, contact HSEM at 271-2231, 223-3663 or nheoc@dos.nh.gov

NOTE:

It is just as important to advise when a road is open again as when it is closed. However, you can only update entries that your position entered.

From the Road Closure Board, you will have the option to update road closures that your position entered.

1. Click on the Edit button for the road closure you wish to update.



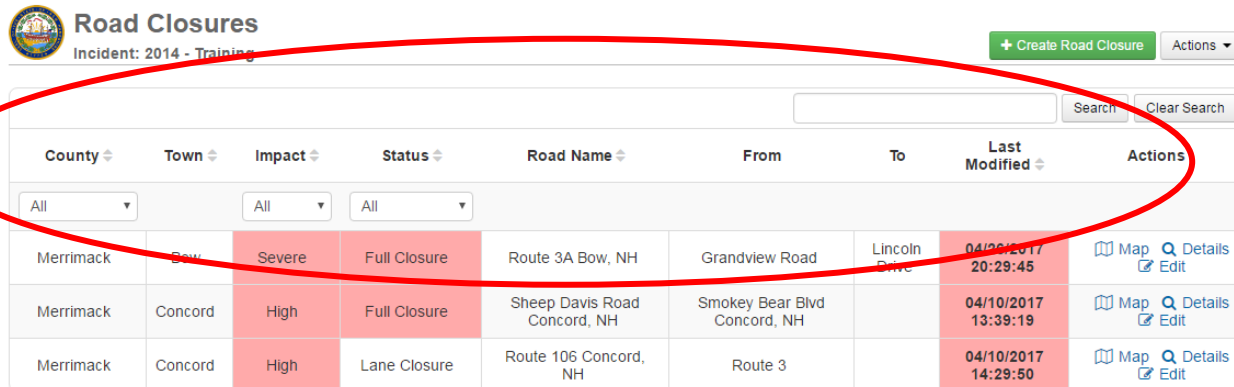
Road Closures
Incident: 2014 - Training

[+ Create Road Closure](#) [Actions](#)

Search Clear Search

County	Town	Impact	Status	Road Name	From	To	Last Modified	Actions
All	All	All						
Merrimack	Bow	Severe	Full Closure	Route 3A Bow, NH	Grandview Road	Lincoln Drive	04/26/2017 20:29:45	Map Details Edit
Merrimack	Concord	High	Full Closure	Sheep Davis Road Concord, NH	Smokey Bear Blvd Concord, NH		04/10/2017 13:39:19	Map Details Edit
Merrimack	Concord	High	Lane Closure	Route 106 Concord, NH	Route 3		04/10/2017 14:29:50	Map Details Edit

2. From the entry screen, you can change any or all of the information for that record. If you are changing the status of the road closure, log the appropriate information in the “Additional Details” field and click update.
3. To sort a field of the Road Closure Board, click on the header of the column you would like to sort alphabetically.



Road Closures
Incident: 2014 - Training

[+ Create Road Closure](#) [Actions](#)

Search Clear Search

County	Town	Impact	Status	Road Name	From	To	Last Modified	Actions
All	All	All						
Merrimack	Bow	Severe	Full Closure	Route 3A Bow, NH	Grandview Road	Lincoln Drive	04/26/2017 20:29:45	Map Details Edit
Merrimack	Concord	High	Full Closure	Sheep Davis Road Concord, NH	Smokey Bear Blvd Concord, NH		04/10/2017 13:39:19	Map Details Edit
Merrimack	Concord	High	Lane Closure	Route 106 Concord, NH	Route 3		04/10/2017 14:29:50	Map Details Edit

4. The drop down menu on the board allows you to sort by Status of the road closure.
5. The search field on the Road Closure Board can be used a number of ways.
 - a. To view only road closures in a specific city or town you can enter the town name in the search field and click the search button. This will only show listings for that particular community – if you want to return to seeing all road closures, you must click clear search.
 - b. You can also search any of the fields on the board: status, city/town, and road.

05. Shelters

Use the Shelter Board to document all emergency shelters, warming/cooling stations, etc. open in during disasters. Only ESF 6 and Municipality positions have permissions to enter shelters. All other positions have read only access. Any view of the Shelter board can be printed by clicking on “Actions” then “Print PDF” button on the top right of



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the screen. This will open a pdf view of the page where you can then easily print out the records. Statistical information can be found by clicking “Actions” then “Reports”.

1. To enter a Shelter on the board, click on the “Shelters” text link.



2. In the top right corner of the Shelter Board, click on the “+ Create Shelter” button.

Shelter Status
Incident: 2014 - Training

+ Create Shelter Actions ▾

Search Clear Search

Name ^	Status ⇅	Type ⇅	County ⇅	Town ⇅	Pet Friendly ⇅	Accessible ⇅	Capacity ⇅	Occupancy ⇅	Availability ⇅	Last Modified ⇅	Actions
Bow High School	Closed	Overnight	Merrimack	Bow	Yes	Yes	1000	500	500	05/01/2017 12:04:41	Map Details Edit
Epsom Central School	Open	Cooling Center	Merrimack	Epsom	Yes	Yes	100	0	100	05/01/2017 12:05:15	Map Details Edit
Fire Academy	Standby	Commodities POD	Merrimack	Concord	No	Yes	100	0	100	05/01/2017 12:05:17	Map Details Edit
							1200	500	700		

3. Enter the following information on the entry board:

- a. Location

1. Shelter Name
2. Status- Open Closed, Full, Standby
3. Select if the shelter is a regional shelter or local
4. Capacity
5. Occupancy

- b. Location

1. Chose the Community and the county Will auto-populate
2. Enter the name of the road along with the municipality name and state
3. Hit the map button and place a point on the map where the shelter is located then hit save.
4. If you have the Latitude/Longitude, you can enter that information as well, but it is not required.

- c. Contact Information: Place the point of contact for the shelter in here as well as a phone number

- d. Shelter Type: Select the primary purpose of your shelter

- e. Purpose: Choose any of the additional functions the shelter can perform

- f. Capabilities: Please choose the capabilities provided by the shelter

- g. Shelter Support: Select the appropriate information about the shelter’s current support status

- h. Comments

- i. Click Save

From the Shelter Board you will have the option to update shelters that your position entered.

1. Click on the Edit button for the shelter you wish to update



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Shelter Status
Incident: 2014 - Training

[+ Create Shelter](#) [Actions](#)

Search Clear Search

Name ^	Status ▾	Type ▾	County ▾	Town ▾	Pet Friendly ▾	Accessible ▾	Capacity ▾	Occupancy ▾	Availability ▾	Last Modified ▾	Actions
Bow High School	Closed	Overnight	Merrimack	Bow	Yes	Yes	1000	500	500	05/01/2017 12:04:41	Map Details Edit
Epsom Central School	Open	Cooling Center	Merrimack	Epsom	Yes	Yes	100	0	100	05/01/2017 12:05:15	Map Details Edit
Fire Academy	Standby	Commodities POD	Merrimack	Concord	No	Yes	100	0	100	05/01/2017 12:05:17	Map Details Edit

- From the entry screen you can change any or all of the information for that record.
- To sort a field of the Shelter Board, click on the header of the column you would like to sort alphabetically.

Shelter Status
Incident: 2014 - Training

[+ Create Shelter](#) [Actions](#)

Search Clear Search

Name ^	Status ▾	Type ▾	County ▾	Town ▾	Pet Friendly ▾	Accessible ▾	Capacity ▾	Occupancy ▾	Availability ▾	Last Modified ▾	Actions
Bow High School	Closed	Overnight	Merrimack	Bow	Yes	Yes	1000	500	500	05/01/2017 12:04:41	Map Details Edit
Epsom Central School	Open	Cooling Center	Merrimack	Epsom	Yes	Yes	100	0	100	05/01/2017 12:05:15	Map Details Edit
Fire Academy	Standby	Commodities POD	Merrimack	Concord	No	Yes	100	0	100	05/01/2017 12:05:17	Map Details Edit
							1200	500	700		

- By using the drop down menus on the board you can sort by Status and Type of Shelter.
- The search field on the Shelter Board can be used to search any of the fields on the board for certain key words.



If you experience issues logging in or with your WebEOC account, contact HSEM at 271-2231, 223-3663 or nheoc@dos.nh.gov

06. Situation Reports and IAPs


The Situation Reports (SITREP) and IAPs (Incident Action Plan) board is available to all users. Situation Reports and other event specific documents are posted here. All positions have the ability to post information to this board. SITREPS are typically posted at least once every 12-24 hours during an emergency depending on changing conditions.

1. To open Situational Report documents, click on the Situation Reports and IAPs text on the Control Panel.

06. Situation Reports and IAPs



2. Click on the attachment icon of the document you want to open. The icon will appear as a PDF or Word document. The most recent documents are listed first.


Situation Report and IAP's
 Incident: 2014 - Training

[+ Create Report](#)
[Actions](#)

Published Date/Time	Title	Published By	Approved By	Report	Operational Period	Actions
05/01/2017 12:34:20	SITREP 1 Approved	Parker Moore	Perry Plummer		05/01/2017 12:33:34 - 05/01/2017 12:33:34	Edit

3. To upload a document to this board, click on “+ Create Report”
4. Fill out a title
5. Select information regarding the time period for the report
6. Upload a file to the Situation Report field, PDF Files are preferred
7. Fill out the name of the person who created the report
8. Fill out the time the report was published
9. Fill out the area for who approved the release of the document
10. Click Save



07. Press Releases

The press release board is available for users to upload press releases. Press Release and Public Information documents published by the SEOC and other entities are posted here. State PIO users and SEOC Command Staff regularly post public documents to this board. All other positions also have the ability to post a press release as well. It is important to coordinate with the State PIO so that messages can be coordinated appropriately.

1. To open press release documents, click on the Press Release text on the Control Panel.



2. Click on the attachment icon of the document you want to open. The icon will appear as a PDF or Word document. The most recent documents are listed first.

 **Press Release**
Incident: 2014 - Training

[+ Create Press Release](#) [Actions](#)

Search [Clear Search](#)

Title	Lead	Press Release	State Issued	Last Modified	Actions
[DOS-MEDIA] Press Release - Manchester - Fatal Fire	MANCHESTER – New Hampshire State Fire Marshal J. William Degnan, Manches...		Yes	01/09/2017 11:45:21	Details
[DOS-MEDIA] PRESS RELEASE - Nottingham - Fatal Fire	NOTTINGHAM – New Hampshire State Fire Marshal J. William Degnan, Nottingha...		No	01/09/2017 11:45:07	Details

3. To upload a document to this board, click on “+ Create Press Release”
4. Fill out a title.
5. Fill out the Lead. The lead can be the first few sentences of the press release to give a context glance of what the document is about.
6. Upload a file to the Press Release field, PDF Files are preferred
7. If the press release has been issued by a state agency, choose yes in the state issued field.
8. Click Save

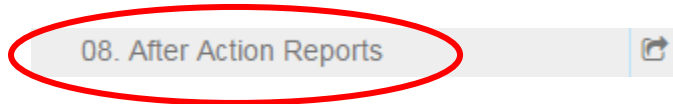


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08. After Action Report (AAR)

This board allows for the documentation of any areas for improvement and possible solutions that come up during an event/disaster/exercise.

1. To enter an AAR item, click on the After Action Report text on the control Panel.



2. In the top right corner of the AAR Board, click on the “+ Create Record” button.

After Action Reports
Incident: 2014 - Training

+ Create Record Actions

Search Clear Search

Record #	Synopsis	Details
----------	----------	---------

3. Document the area for improvement in the “Comments or Issues” free text field.
4. If you have a recommended solution, enter it into the “Recommendations for Improvement” area.
5. Click Save

Originator

Full Name: Craig Beaulac

Organization:

Phone: 603-223-3664

Email: Craig.Beaulac@dos.nh.gov

Comments or Issues

Recommendations for Improvement



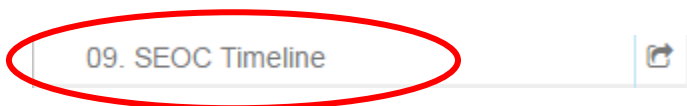
09. SEOC Timeline

The SEOC Timeline board provides a simple, effective means of helping SEOC staff keep track of upcoming meetings, planning sessions, conference calls, and other events during an incident. The SEOC Timeline window appears with a running clock of all the activities. Each schedule item is listed on a single row. The information displayed includes the time of the event, the event name, frequency of occurrence, location, call-in number and PIN.

NOTE:

This board is viewable to the majority of positions. SEOC command staff has privileges to enter/update information within the board.

1. To access the SEOC Timeline Board, click on the SEOC Timeline text on the control Panel.



The below screen will be displayed:

Time	Event Name	Location	Contact Info	Actions
13:30 38 seconds passed	Hourly Briefing	SEOC	1-603-867-5309 (Pin: 605206)	Details Edit
14:00 in 29 minutes	Lunch	Break Room		Details Edit
14:30 in 59 minutes	Exercise Briefing			Details Edit

The Time column also displays a count-down timer, showing in hours and minutes how much time remains prior to the event. The board provides quick visual cues when events are due to start. Events may be set to recycle every day, one or more days of the week, or only appear once on a specific date.

- Items turn **RED** 5 minutes before the start time and stay red until 5 minutes after the start time.
- Items turn **YELLOW** within 30 minutes of start time.
- All other events are white.

NOTE:

This board is only seen by users logged into the position you post from and by SEOC Command Staff.



Branch and Section Logs

There are currently 4 Branch logs and 6 Section Logs specific to different functions. The boards provide ESF level situational awareness to all users. They are read only access for most users and can only be modified by SEOC general staff positions. The Lead general staff position for each branch will review and push appropriate information from the Branch Log to the Situational Awareness Board. Once the entry has been reviewed, a green line will appear to the left side of the post. Please note that some logs will not be available to all positions.

1. Click on the Section Log text on the Control Panel for the appropriate board you wish to view.

Cyber Security Unit Log	
★ Finance and Admin Section Log	
★ Law Enforcement Sensitive Log	
★ Local Liaison Section Log	
★ Logistics Section Log	
★ Operations Section Log	
★ Ops Health and Human Services Branch Log	
★ Ops Infrastructure Branch Log	
Ops Public Safety Branch Log	
★ Planning Section Log	
★ Recovery Branch Log	

Public Safety Branch Log
Incident: 2014 - Training

Actions ▼

Filter by Status: View All ▼

Search Clear Search

Type: Fire Structure

3 Alarm Fire
EOC Operations Section Chief - Beaulac.Craig at 19:38:22 on 04/27/2017

Record #: 116 Name: **Craig Beaulac** Phone: **603-223-3664**
Date: **04/27/2017 19:38:22** Position: **EOC Operations Section Chief** Attachments:

This information is not for public disclosure and is intended for authorized WebEOC users only.

Type: Traffic Incident

Record #: 114 Name: **Craig Beaulac** Phone: **603-223-3664**
Date: **04/19/2017 15:17:37** Position: **EOC Operations Section Chief** Attachments:

This information is not for public disclosure and is intended for authorized WebEOC users only.



If you experience issues logging in or with your WebEOC account, contact HSEM at 271-2231, 223-3663 or nheoc@dos.nh.gov

Local Liaison Section Logs

The Local Liaison Section Log shows entries posted by Municipalities, County positions, and other positions at the local level. The board provides local level situational awareness to all users. It is read only access and can only be modified by SEOC Local Liaisons. Local Liaisons will review and push appropriate information to the Situational Awareness Board. Once the entry has been reviewed, a green line will appear to the left side of the post and the Review box will now display a thumbs up and say “Reviewed”.

- Click on the Local Liaison Section Log text on the Control Panel to see the content posted on the board.

Local Liaison Section Log



Local Liaison Section Log

Incident: 2014 - Training

Actions ▾

Filter by Status: View All ▾



Search

Clear Search

Type: Boiled Water Advisory

View

Edit

Members in the northern and central part of the community have been advised to boil water due to possible contamination.

EOC Operations Section Chief - Beaulac.Craig at 10:54:53 on 04/18/2017



Not Reviewed

Local Liaison Unit

Record #: 112 Name: **Craig Beaulac** Phone: **603-223-3664**

Date: **04/18/2017 10:54:53** Position: **EOC Operations Section Chief** Attachments:

This information is not for public disclosure and is intended for authorized WebEOC users only.

Type: Residential Damage

View

Edit

HELP: BOW RESIDENTIAL FIRE DAMAGE. NEED ENGINEERS AND FIRE INSPECTORS.

Municipality - Bow - Murphy.Daniel at 15:18:20 on 01/30/2017



Reviewed

Bow

Record #: 57 Name: **Dan Murphy** Phone: **978-512-1061**

Date: **01/30/2017 15:18:20** Position: **Municipality - Bow** Attachments:

This information is not for public disclosure and is intended for authorized WebEOC users only.



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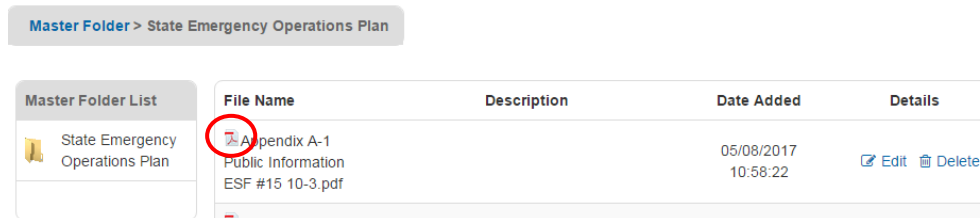
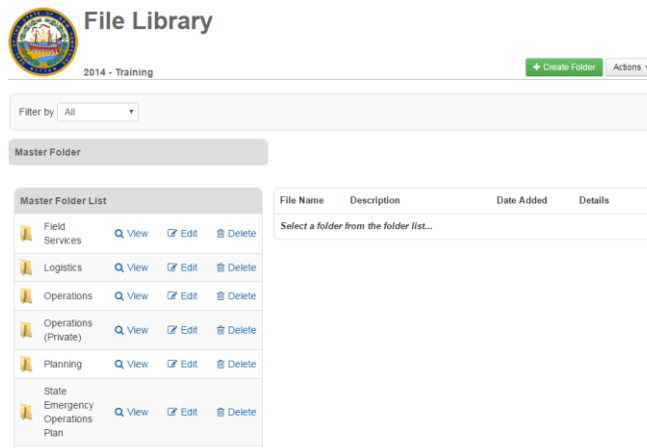
File Library

The File Library is a document storage area. The state has many of their plans and other documents available for reference to download. In WebEOC 8, locals have the ability to upload documents that are kept available for their assigned individual position.



1. To View Documents:

- Click on File Library.
- Choose a Folder to view, and click View.
- To download a file, click on the icon on the left side of the file name.



2. To upload documents

- Click on File Library.
- Choose a Folder to view, and click View. Please note, anything with (Private) means only your position only has access to the folder. If the category you are looking to upload is not available, the option to create a folder also exists. Click on Create Folder. Please choose Private to create a folder for documents for your position or, public if it is a document everyone should have access to, click Public and hit save.



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Edit Folder

Edit Folder

Folder Name

Folder Type

Folders
Private Folder
Private folders can only be viewed by the position who created the folder.

Cancel
Save

- c. If you created a folder click on View next to that folder to upload a file into that folder.

2014 - Training
+ Create Subfolder
+ Create File
Actions

Master Folder > Operations (Section Only)

Master Folder List

Operations (Section Only)

File Name	Description	Date Added	Details

- d. To upload a file, click on Create File. There is also the option to create additional folders within a folder if necessary
- e. Next to file name, click on Choose File to upload a file from your computer. A document can also be given a description which is highly recommended. Once finished click save.

Edit File

Edit File

Current Folder
Operations (Section Only)

File Name

Description

Cancel
Save

- f. The file now appears in the folder.

File Library

2014 - Training
+ Create Subfolder
+ Create File
Actions

Master Folder > Operations (Section Only)

Master Folder List

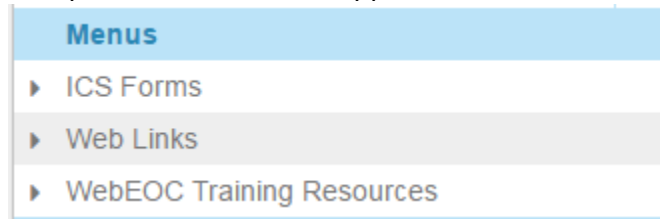
Operations (Section Only)

File Name	Description	Date Added	Details
EOC Organizational Assignment List.docx	Blank EOC Staffing Roster	05/08/2017 11:33:18	Edit Delete



Menus

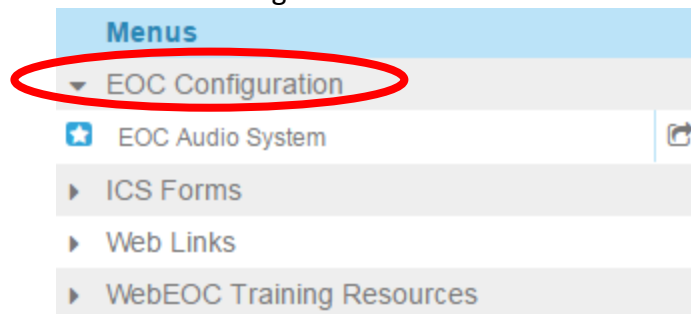
The Menu boards group and display common boards, forms and web links that are used during events. When the link is selected, a new window will open that is similar in appearance and functionality to the Control Panel.



EOC Configuration

This menu is only available to positions with SEOC responsibilities. The EOC Configuration Menu displays information for the Audio System within the SEOC. Individual headsets are available to listen to the various audio options within the SEOC.

- To open the listing, click on the EOC Configuration text in the Control Panel and click EOC Audio System



- The audio channel system will display.
 - The Audio Source options will then display.
 - Tune your receiver to the appropriate channel.

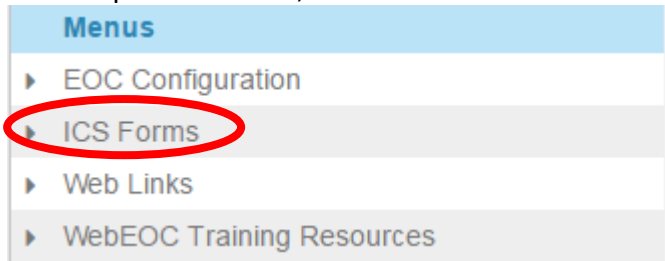
SEOC Audio System			+ Create Record	Actions
Channel ^	Source			
0	Display computer 1 - (xxx.xxx.xxx.201)			Edit Record
2	Display computer 2 - (xxx.xxx.xxx.202)			Edit Record
4	Display computer 3 - (xxx.xxx.xxx.203)			Edit Record
6	Display computer 4 - (xxx.xxx.xxx.204)			Edit Record
8	Display computer 5 - (xxx.xxx.xxx.205)			Edit Record
10	Display computer 6 - (xxx.xxx.xxx.206)			Edit Record
12	Display computer 7 - (xxx.xxx.xxx.207)			Edit Record
14	Display computer 8 - (xxx.xxx.xxx.208)			Edit Record
16	COMCAST receiver 1			Edit Record
18	COMCAST receiver 2			Edit Record
20	DVD/VCR			Edit Record
26	Comm Room Feed			Edit Record
28	Plasma television, east (right of entry) wall			Edit Record
30	Plasma television, west (left of entry) wall			Edit Record



ICS Forms

The ICS Forms Board set is a collection of the latest ICS forms published by FEMA.

1. To open ICS Forms, click on the ICS Forms text in the Control Panel.



2. This will drop down the menu and you can click on the ICS form you want to create/edit.



3. A form specific board will then open for you to review documents already posted there, or to create a new document.
 - a. To review a previously posted document, click on the 'Select' button to the right of the document
 - b. To post a new form, click on the 'Create New Form' button at the top right of the board.
4. Information can be entered into the new form by typing in the text fields.

New Record

Save Spell Check Cancel Retrieve Record

Report As: Reed, Fallon

INCIDENT OBJECTIVES (ICS 202)

1. Incident Name:	2. Operational Period:	Date From: 4/3/2014 Time From: 11:07:40	Date To: 4/3/2014 Time To: 11:07:40
3. Objective(s):			

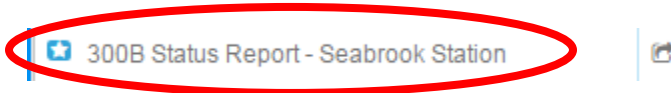


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SS Form

The 300B Seabrook Station Status Report form is posted on this board. It is used by communities in the Seabrook Station Emergency Planning Zones (EPZ) only. During drills and events the 300B is updated by the SEOC and posted here.

1. To open the form, click on 300B Status Report – Seabrook Station text in the Control Panel.



2. An additional screen will then open for you to review documents already posted there. To view the report, click on the View Button to the right of the report you want to open. The most recent forms will be posted first. If you want to print the form, click on the “Print 300B” and the form will display in a PDF file to be printed.



300B - Seabrook Station Status Report(s)

Incident: 2014 - Training

Actions ▼

Report Number	Classification	Report Date and Time	Actions
51	c. Site Area Emergency	11/08/2016 13:38:51	View Print 300B
50	c. Site Area Emergency	11/08/2016 13:38:51	View Print 300B
49	b. Alert	11/08/2016 13:38:51	View Print 300B



300B

Incident: 2014 - Training

Last Modified: 03/03/2017 10:05:17

[Return to List](#) [Print PDF](#) [Edit Record](#)

300B Status Report Seabrook Station

1. EOC Report No. 51	2. Prepared By Craig Beaulac	3. Date & Time Posted 11/08/2016 13:38:51
4. Seabrook Station has declared a(n) c. Site Area Emergency At 1150 hours, Due to EAL: 1515	5. Plant Conditions: The plant is: (select one): b. Reducing power levels	6. Radiological Conditions: A radiological release due to this event: d. Has occurred but has been terminated
7. Present Meteorological Conditions: a. Wind Speed 35 mph b. Wind Direction (from) 152 degrees	8. Extended Weather Forecast: Cloudy and windy with gusts up to 50 mph	
9. a. Sirens to be sounded at 1200 b. EAS to be initiated at 1205	10. The Governor declared a State of Emergency on: 11/08/2016 13:39:16	
11. There has been a change in the precautionary or protective recommendations: b. Yes	12. The State Emergency Operations Center (SEOC) is at: c. Full Activation	13. The Emergency Operations Facility (EOF) is a. Staffed

14. The following Precautionary/Protective Actions are recommended:

Community:	General Population			4. Animals on Stored Feed	5. Implement Traffic Control	Schools				10. Authorize KI For Emergency Workers	Special Care Facilities	
	Shelter in Place		3. Evacuate			6. Shelter in Place	7. Early Release	8. Transfer to Reception Center	9. Cancel After School Activities		11. Shelter-In-Place	12. Evacuate
	1. Release	2. HAB										
a. Seabrook		☑	☑	☑	☑		☑	☑	☑		☑	
b. Hampton Falls		☑	☑	☑	☑		☑	☑	☑		☑	
c. Kensington		☑	☑	☑	☑	☑	☑	☑	☑		☑	

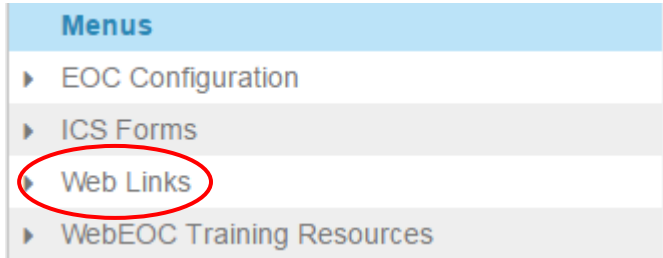


If you experience issues logging in or with your WebEOC account, contact HSEM at 271-2231, 223-3663 or nheoc@dos.nh.gov

Web Links

The Web Links board contains a list of web sites/links that are commonly used during an event.

1. To open the Web Links click on the Web Links text in the Control Panel.



2. From the Web Links Board, click on the website you want to see and it will open in a new browser.

Web Links	
411 Information	
Boston MA Area Hydrologic Information	
Boston, MA weather	
Cameo Chemicals	
Current River Conditions	
DES Home Page	
DOT 511	
Gray, ME Area Hydrologic Information	
Gray, ME weather	
HPC 24 Hour Rain Fall	
Inundation Maps for Suncook River	
Map Quest	
NH HSEM Home Page	
NH State Weather IWIN	
NHVT USGS Real Time Stream Flow	
NOHRSC Interactive Snow Information	
Northeast River Quick Briefing Page	
Sunspot	
US Army Corps of Engineers	
WMUR Channel 9	

NOTE:

If you would like to see additional websites added to this board, email nheoc@dos.nh.gov with the page information.



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Tools

The Tools section of the Control Panel contains contact information and the internal messaging options for WebEOC.

Tools	
Messages	
Sessions	

Sessions

The Admin Board allows you to view contact information for other users signed into WebEOC.

1. To open the WebEOC Contacts, click on the Sessions Tab in the Control Panel.

Tools	
Messages	
Sessions	

2. Contact information will then be displayed on the right, click the name of the user you wish to see contact info for.

Sessions

1 - 2 of 2		Filter...	Filter	Clear
User ^	Position	Incident	Name	Time In
Beaulac.Craig	EOC Operations	2014 - Training	Craig Beaulac	05/08/2017 08:31:24
Murphy.Daniel	EOC Mission Assignment Coordinator	2014 - Training	Dan Murphy	05/08/2017 08:53:50

The users contact info will then be displayed:

Beaulac.Craig	
Name:	Craig Beaulac
Location:	HSEM
Phone Number:	603-223-3664
Email:	Craig.Beaulac@dos.nh.gov
Comments:	

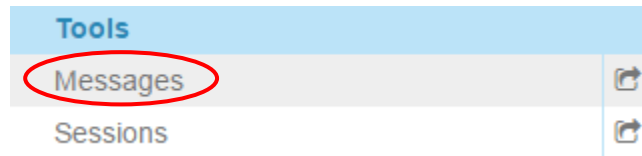


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Messages

Messages is an email tool used to communicate to WebEOC users as well as non-WebEOC users. An example of a message would be a general announcement or a reminder of a date/time of a conference call or meeting.

Since messages are “real time” and there is no “queuing” system, they will not be received if the intended recipient is not logged in. As such, messages are not considered formal communication. No mission assignments or resource requests should be conveyed via “messages.” To access your messages, click the Messages link on the Control Panel.



As is typical of standard e-mail systems, unread messages appear in bold text. Messages that have been read appear in regular text.

Messages + Compose New Message

Inbox Sent Items Deleted Items

1 - 15 of 15 Filter... Filter Clear

Received ▾	From ▾	Subject ▾	Priority ▾	Incident ▾	
2017-05-04 15:41:51	Beaulac, Craig	Test	Normal	2014 - Training	
2016-11-08 15:55:03	Murphy, Daniel	RE: Testing out 8	Normal	2014 - Training	
2013-04-30 16:11:18	webeoc.admin	Email Updates	High	2013 Training	
2013-04-30 15:41:51	webeoc.admin	IE 10	Normal	2013 Training	IE 10 compatibility.pdf
2013-04-10 16:14:57	webeoc.admin	WebEOC Updates	High	2013 Training	HSEM WebEOC Newsletter 4-

Composing and Sending a Message

1. From the Messages window, click the Compose button.

Messages + Compose New Message

Inbox Sent Items Deleted Items

1 - 15 of 15 Filter... Filter Clear

Received ▾	From ▾	Subject ▾	Priority ▾	Incident ▾	
2017-05-04 15:41:51	Beaulac, Craig	Test	Normal	2014 - Training	
2016-11-08 15:55:03	Murphy, Daniel	RE: Testing out 8	Normal	2014 - Training	
2013-04-30 16:11:18	webeoc.admin	Email Updates	High	2013 Training	
2013-04-30 15:41:51	webeoc.admin	IE 10	Normal	2013 Training	IE 10 compatibility.pdf
2013-04-10 16:14:57	webeoc.admin	WebEOC Updates	High	2013 Training	HSEM WebEOC Newsletter 4-



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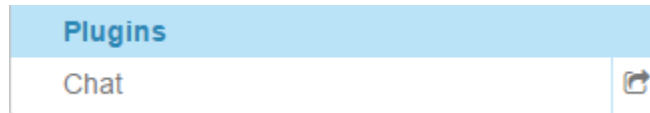
2. To add a recipient, you can choose an individual user or a position. Click on the + Add User to add individuals.

3. Select the recipient from the User or Position fields. If you send a message to a position, it will go to everyone that has access to that position.
4. Choose the Priority and fill in the Subject for the message.
5. Fill in text of the message in the Body Area.
6. Click Send.
 - Recipients of WebEOC messages will receive a notification as well as the body on the main page.
 - Users will need to click on messages from their control panel to read the message.



Plugins

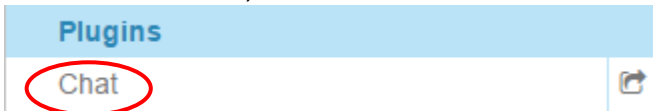
The Plugins section of the Control Panel contains additional tools to help users manage and share information during an event.



Chat

Chat is used to have instant direct communication. Communication can be person-to-person or in a Chat Room. Chat rooms are configured by administrators. Please note that Chat does not currently save communication once a chat is closed by all parties. If you are looking to save any information from a chat, copy and paste the information into an activity log entry to save it.

1. To access the Chat, click the Chat link on the Control Panel under Plugins.



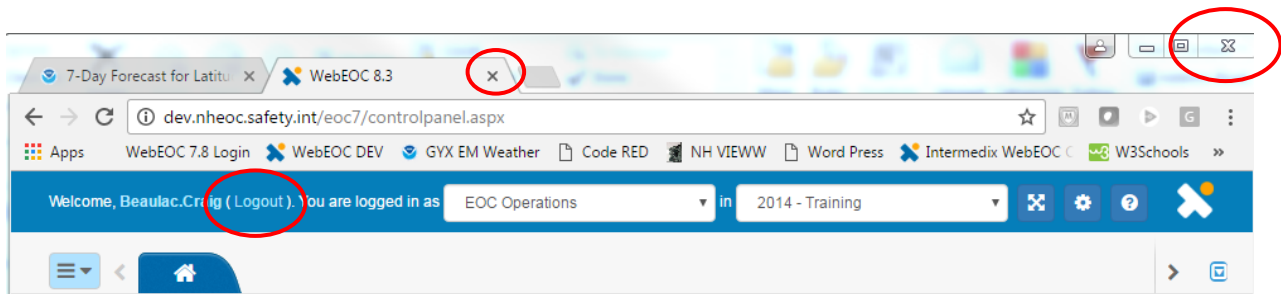
Chat



Logging Off

There are two ways to log off from WebEOC:

1. Click the X in the Browser Corner
2. Click Logout after the user name at the top of the page





Emergency Support Functions

ESF #1 – TRANSPORTATION addresses emergency-related transportation issues that include assessing damage to and restoring and maintaining land, air and water transportation routes during disasters or emergencies in coordination with governmental and private organizations, as required. ESF #1 supports evacuation and re-entry operations for threatened/involved areas and the transportation of response personnel, materials, goods and services to emergency sites.

ESF #2 – COMMUNICATIONS AND ALERTING ensures the provision of communication to support State, regional and federal communications efforts. ESF #2 is responsible for the provision of emergency warning and notifications to the public and response personnel as well as the back-up, restoration and repair of the telecommunications infrastructure.

ESF #3 – PUBLIC WORKS AND ENGINEERING addresses most engineering concerns that are not related to transportation systems and becomes involved in a wide array of mission types to assist local governments in response and recovery efforts. These missions include inspection and assessment; debris removal management; demolition and stabilization; reconnaissance; emergency repairs; and, temporary and permanent construction.

ESF #4 – FIREFIGHTING is responsible for fire suppression in rural, urban and wild-land settings that result from naturally occurring, technological or human-caused disasters or emergencies. Local jurisdictions have the responsibility of providing basic fire service protection. In some situations, the functions and duties of the responders will mimic normal day-to-day operations with the coordination of State firefighting activities.

ESF #5 – EMERGENCY MANAGEMENT is the coordination of State incident management and response efforts to support local efforts. It encompasses the coordination of activities identified in the SEOP; the operation of the SEOC; incident action planning; situational awareness and information sharing; and, provides direction and control over the use of State resources.

ESF #6 – MASS CARE, HOUSING AND HUMAN SERVICES addresses, coordinates and reports on the emergency mass care activities of the State and partner NGOs responsible for sheltering, feeding, counseling, temporary housing and related social services and welfare activities required to assist disaster clients. In addition, this ESF is responsible for the safety and well-being of household pets in shelters.

ESF #7 – RESOURCE Support provides support to State and local entities involved in emergency response and recovery. This support includes locating, procuring and issuing resources including equipment, supplies, facilities, and services required by emergency responders and disaster survivors.

ESF #8 – HEALTH AND MEDICAL addresses public health and medical services concerns during disaster or other emergencies. Public health concerns include, but are not limited to: assessment and surveillance of health needs of the affected communities; provision of health-related services and supplies; identification of areas where health problems could occur; testing of products for public consumption; and environmental testing. Medical services' concerns include, but are not limited to: logistical support for State health personnel in the field; supply and restocking of health-related equipment and supplies; testing and/or disposal of food, medicine and other related products affected by the disaster/emergency; assistance in assessing potable water and wastewater/solid waste disposal issues and coordination of equipment; assessment of medical needs of the affected communities in coordination with local emergency medical



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personnel; provision of medically related services and supplies that support the affected communities; and assistance and support for mass fatality and triage sites.

ESF #9 – SEARCH AND RESCUE (SAR) provides guidance and organization of State agencies that may be employed during SAR operations, in both urban and rural scenarios. SAR operations include, but are not limited to: the location; recovery and extrication of victims who have become lost or entrapped as a result of a disaster or life-threatening emergency; and includes swift water rescue.

ESF #10 – HAZARDOUS MATERIALS (HAZMAT) RESPONSE is unique, because, depending on the type of hazardous material involved, the Lead agency role may be shared. In a hazardous materials event, responsibilities include: providing a coordinated state response in accordance with ICS; coordinating the response of local, regional, State and federal agencies and groups; assisting local agencies in the assessment of, response to and recovery from hazardous materials incidents; ensuring that prompt measures are taken to contain, remove and dispose of spilled hazardous materials; and advising the public, in concert with local agencies, of the situation, potential dangers and protective actions they should take.

ESF #11 – AGRICULTURE, CULTURAL AND NATURAL RESOURCES addresses concerns regarding agricultural functions in the State of New Hampshire during disaster or emergency situations as well as the effect of an incident upon the natural and cultural resources of the State. These concerns include: assessment and surveillance of agriculture needs within affected areas; provision of agriculture-related services and supplies; identification and application of appropriate agriculture assistance programs; and obtaining and delivering emergency food supplies in coordination with the U.S. Department of Agriculture (USDA). In addition, this ESF is responsible for the care and well-being of large animals and livestock during an incident. This ESF is responsible for the protection and assistance in restoration of the significant natural and cultural resources within the State.

ESF #12 – ENERGY coordinates with utilities and related governmental and private organizations to provide information for state-level assessment, response and recovery operations related to fuel shortages, power outages and capacity shortages that may impact New Hampshire. This ESF provides information on the transportation of fuel, sources for the provision of emergency power to support immediate response operations, and the restoration of normal energy supplies.

ESF #13 – PUBLIC SAFETY AND LAW ENFORCEMENT response and recovery activities can include the following: maintaining law and order within legal authority; assisting with the dissemination of alerts, warnings and notifications; coordinating law enforcement activities from local EOCs and command centers as needed to manage resources and personnel; staffing for roadblocks, traffic control points and other sites; conducting law enforcement investigations; providing evacuation/relocation support; providing communications to support agencies; supporting the relocation and temporary detention of persons confined to correctional and/or high risk institutions; and, maintaining and protecting logs, records, digests and reports essential to government and emergency operations.

ESF #14 – VOLUNTEER AND DONATIONS MANAGEMENT supports local jurisdictions in the restoration of communities damaged by a disaster or emergency by coordinating the efficient and effective delivery of donated goods and volunteer services to the impacted areas. This ESF is the liaison for those voluntary organizations that provide disaster services within the State, so that capabilities and resources are effectively integrated with other local, State and federal agencies to meet the needs of the disaster or emergency.



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ESF #15 – PUBLIC INFORMATION supports local government jurisdictions by providing the residents of New Hampshire with timely and potentially lifesaving information during major disasters or other emergencies. This ESF is responsible for the development and dissemination of a variety of information, education, and instructions to the general public, government officials and the news media through direct contact, briefings, presentations, news releases and advisories, websites, social media postings, establishment of a Joint Information System (JIS) and Joint Information Center (JIC) and oversight of public inquiry lines established in support of emergency management activities.