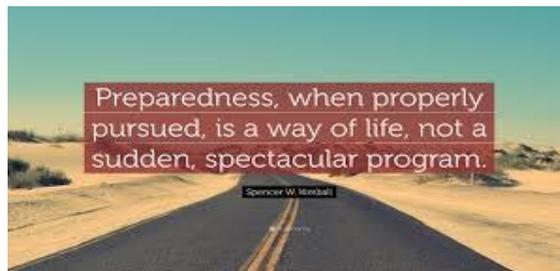


# WebEOC Whistler

## INSIDE THIS ISSUE:

NCR Subcommittee Report	1
NCR WebEOC Spotlight	2
City of Alexandria Update	3
City of Arlington Update	3
County of Fairfax	4
WebEOC Administrator Tip	4

## Preparedness Quote!



Next Admin Meeting  
Tuesday, April 12, 2022 (09:00 AM)

## NCR WebEOC Subcommittee Chair Report

By Matt Schultz



Spring is a time for change – the cherry blossoms are emerging, the weather is getting warmer, and the days are getting longer. This is also the first time in two years that COVID restrictions are being lifted in earnest, and I think there’s some sense of a return to pre-pandemic ‘normalcy.’ There are some exciting opportunities for change with WebEOC, too. The 2022 Admin Surveys are complete, and I’ve had a chance to review and discuss the results with the WebEOC Program Manager. I really appreciate everyone who took the time to chat with me during the surveys. It was a great way to get some (virtual) facetime with the primary admins, and to get a better feel for how each locality uses the system. We were able to identify successes with the program, as well as to gain an understanding of some of the challenges faced by localities. Altogether, I think we have a clearer picture of how we can continue to strengthen the WebEOC product and its related processes.

Some things I’d like everyone to be aware of:

- We’re doing some ‘spring cleaning’ of subcommittee policy documents, boards, and processes, identifying ways to streamline and update each of those to strengthen the overall program. **There are some items that require your vote!** Please check out the NCR Administrators Board and cast your vote for the few items in the ‘Voting’ section, as well as a couple of items in the ‘Innovations’ section.

## NCR WebEOC Subcommittee Chair Report Cont'd

- We may change our Admin meeting schedule back to what we used to do a few years ago. Currently, we're meeting every other month, but I'm proposing to change this back to a virtual once-per-month Primary-Admin meeting, with a true quarterly in-person (and/or virtual) meeting that includes our hosted jurisdictions and outside agencies. If we decide to go with the new meeting schedule, I hope to use our time together to incorporate some of the topics that are currently covered in several other meetings (bold ideas, innovations, board development, board demonstrations, project updates).
- The NCR WebEOC Support Contract is up for renewal; the Program Manager and I are meeting with Primary Admins to discuss this topic.
- Over the past several months, we have continued working with the Support Team on updating the core board templates and hope to have that completed in the near future. Admin participation is highly encouraged and much appreciated.
- The Support Team is offering training for new admins as well as for those who would like some refresher training; I especially encourage any locality with new admins to reach out to the Support Team to let them know your training needs.
- The first 'Block Updates' process took place in late March – this will hopefully streamline the multiple upgrades that Juvare pushes out in a consistent, efficient manner for the localities, their IT departments, and the Support Team.

*Thank you*

## NCR WebEOC MWAA Spotlight

Kate Murphy started her emergency management career as a volunteer for the American Red Cross and as a member of a search and rescue team in California. Kate has a master's degree in Emergency Services Administration from California State University and has worked at many different levels of emergency management to include public health and FEMA. Before coming to the Metropolitan Washington Airports Authority as the manager of Emergency Management and Preparedness, she was the Assistant Director of Emergency Management for the George Washington University.



We cannot stop natural disasters but we can arm ourselves with knowledge: so many lives wouldn't have to be lost if there was enough disaster preparedness.

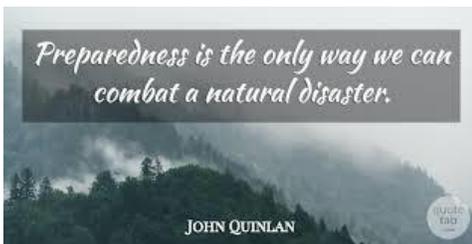
Petra Nemcova

## City of Alexandria WebEOC Update

By Ray Whatley



During the pandemic, Alexandria continued to use our local WebEOC. Particularly when we had incident-specific EOC events with limited in-person staff EOC positions, such as the recent Civil Demonstrations. This enabled those working remotely to request resources when they were needed. Requesting resources was one of WebEOC's most popular functions. Even though we were largely using VDEM's WebEOC technology to request desperately required resources. Despite using the notes section, one of the most important aspects we discovered was to contact VDEM Region VII officials to coordinate the delivery of needed supplies. We've had deliveries arrive after hours without warning on a few occasions, even when the notes stated that this was to be expected. Following up on any request should always be done to check that it was received and that any requests (notes) were comprehended.



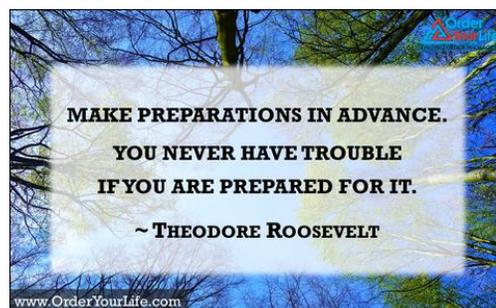
During the pandemic, we, like everyone else, grappled with personnel shortages. I'm thrilled to announce the addition of two new Deputy Emergency Managers to our team. Both have substantial emergency management experience. Please join us in welcoming Kevin Coleman, who will be taking over as WebEOC's lead, and Curicé Paulüs.

## County of Arlington WebEOC Update

By Elizabeth Perian



In mid-June 2020, the Arlington County Watch Desk began to work with the NCR WebEOC team to create a board for senior staff to view situational awareness information that could potentially impact the County. During its creation, several challenges have occurred with the board being able to display information correctly. These challenges have required several coordination calls with Juvare, the Department of Technology Services in Arlington County and the NCR WebEOC team. This effort truly demonstrates the importance of each role in the board building process. Arlington County thanks everyone for their efforts in trying to make this board a reality!



## City of Fairfax WebEOC Update

By Walter English



Fairfax has attempted to concentrate on the outcomes of our monthly exercises and activations. The difficulty of logging in or remembering passwords is an ongoing issue that must be addressed. Our monthly drills were scheduled with the express intention of assisting with the challenges encountered; however, the results were far less than intended. To



address this issue, the City of Fairfax is implemented single user sign-on (SSO) for WebEOC using Active Directory (AD). With SSO in place, we've observed a reduction in the requirement for password resets, as well as the time it took to have people signed in at the start of EOC activation. By requiring users to remember only one password, it has enhanced the success of our WebEOC use and championed numerous efforts for daily use. Single users sign on should be explored

if this is a concern in your community.

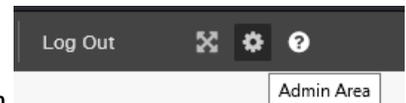


### WebEOC Administrator Tip – Direct Access to Shared Pages

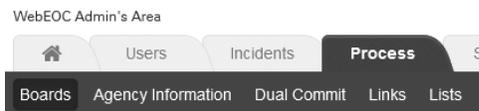
#### WebEOC Administrator Tip – Boards on Mobile Application

Boards made by WebEOC support team are now mobile responsive and are ready to be used on any mobile device. Juvare provides a WebEOC mobile application for both Android and Apple devices, which can be download in Google Play and Apple App Store. The WebEOC mobile application keeps emergency staff connected when they are out in the field and need to provide critical information during an incident. For boards to be accessed on the WebEOC mobile application, they must be assigned properly by the admin.

The following steps will show you how to setup the boards to display in the WebEOC mobile application:



1. Log into WebEOC and click the “**WebEOC Admin Area**” gear icon.
2. Click on the “**Process**” tab, then search for the board that is going to be accessed on the mobile app.

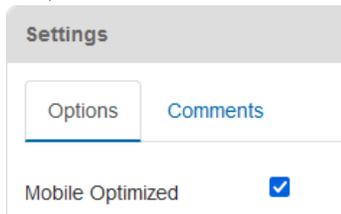


3. Click on the board name, then click on the “**Board Editor**” button under the tools section.

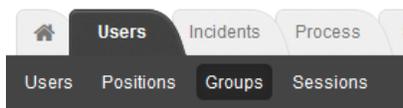


## WebEOC Administrator Tip – Direct Access to Shared Pages (Cont’d)

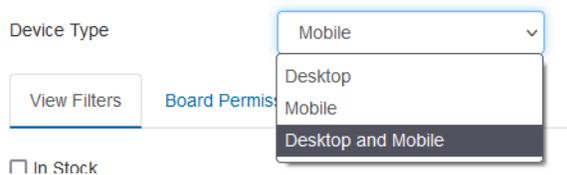
- Once inside the board editor, click on the initial view (Usually “**List**” or “**List – Mobile**”) to be displayed on the mobile app.
- Scroll down to the settings section and verify that the “**Mobile Optimized**” checkbox is checked, if not, check it and save the board.



- Click on the “**Users**” tab, then click on the “**Groups**” sub-tab. Find the group which you want to have access to the mobile view within their WebEOC mobile application.



- Click on the “**Boards**” tab under the settings section and either click on “**Edit**” to edit an existing board in the list below or click on “**Add Board**” to add a new board.
- In the “**Device Type**” dropdown options, select “**Mobile**” if you only want this view to appear inside the WebEOC mobile application. Select “**Desktop and Mobile**” if you would like it to display in both the WebEOC mobile application and WebEOC on the desktop browser.



- Click “**Save**” in the “**Edit Board**” dialog box and click “**Save**” in the “**Edit Group**” page.
- Log in to the WebEOC mobile application on your device and you should be able to see the boards that have been assigned for the WebEOC Mobile application.