Ground Rules for All WebEOC Users

- Be respectful, professional and clear in use and posts to the system.
- For Users assigned to multiple roles in WebEOC or with access provided to WebEOC through more than one organization, consider the purview of the User role and organization mission that is being filled at the time for consistency with that role or mission.
- Seek training on the WebEOC system and, periodically, repeat training to learn new or updated system functionality and refresh skills.
- Maintain up to date contact information within the personal User Account Profile and on the Contacts Lists board.
- Stay up to date on system functionality by reviewing the WebEOC History board at every login.
- Be familiar with and follow the guidance established in the WebEOC User Guide, available training videos on the webpage (ct.gov/demhs) and technical support materials, such as those available from the WebEOC File Library or the webpage.
- If potentially inappropriate, offensive or nefarious use is observed or suspected, immediately report such activity to a DEMHS WebEOC Administrator (DEMHS.webeoc@ct.gov).
- Remember that information recorded in WebEOC is subject to the Freedom of Information Act (FOIA). Please notify DEMHS (DEMHS.webeoc@ct.gov) if you receive a request for information entered into the WebEOC system.
- Take note of any System-Wide Messages.
- To the extent feasible, verify information *prior* to posting in WebEOC.

Obtain or Update a WebEOC User Account

To obtain or update a WebEOC account:

- **Individuals in non-health related fields** — complete a WebEOC User Account and Position Access Form—available on the DEMHS WebEOC webpage (ct.gov/**demhs**).
- **Individuals in health related fields—** complete a WebEOC User Account Form—available on the DPH WebEOC webpage (ct.gov/**dph**).

Accessing WebEOC and Logging In

- Access the State of Connecticut's WebEOC site from a link on 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.**
- Enter your Username in the Username field.
  - Username (excluding special accounts setup by a DEMHS WebEOC Administrator) = Firstname Lastname First name with a space before the last name. – e.g. Sherise Thompson
  - Usernames will not contain punctuation, including apostrophes ('). – e.g. ~~Jeffrey O'Brian~~ Jeffrey OBrian.
  - Individuals with names that are the same as an existing user may be assigned a Username with a middle initial or the middle name spelled out. – e.g. Robert S Scata

- Enter your Password in the Password field. Passwords are case sensitive between 8-50 characters and must meet the following criteria and contain:
  - at least one upper case letter (A-Z)
  - at least one lower case letter (a-z)
  - at least one numeric character (0-9)
  - at least one special character (– ! @ # $ % ^ & * ( ) { } [ ])

Note: If your current password does not meet this criteria or if you have not logged in recently, you will be prompted to change it at the next login.

- Select the LOG IN button.
- Select your Position from the Position drop-down list.
  - Your Position is based on the organization for which you will serve during this WebEOC operational period.
  - Many Users will have only one Position, however, others may be assigned to multiple Positions based on varying roles, employers or volunteer partnerships.
- Select your Incident from the Incident drop-down list.
  - The Incident will typically be the default Incident name established by DEMHS WebEOC Administrators. - e.g. Daily Operations 2019
  - Users *may* need to toggle to a different Incident based on activity for a special pre-planned event, training practice, drill/exercise, or large emergency operations for a disaster, etc. in combination with the role for which you will function in WebEOC during the operational period.
- Select the CONTINUE button or select the Cancel button to abort the operation.

Setup/Maintenance of User Account

Be aware, WebEOC accounts considered "inactive" are periodically expunged to maintain system security. Setting up and maintaining your WebEOC user account is a critical function to emergency operations. This information may be used to contact you or your agency, such as for assistance, more information on a resource request or to notify of an important development.

Status Changes – Notify WebEOC Admin
Refer to the earlier section—"Obtain or Update a WebEOC User Account" and complete an appropriate form with any notable work/volunteer status changes affecting an authorized WebEOC User.

- Status changes may require an immediate update to a User's WebEOC access or may be based on a future date, such as retirement date or anticipated departure for military leave.
- In the event of a future date status change, provide the date for the effective change to the User account in the email.

Such status changes may include, but not be limited to, the following:

- User separated or will separate from State service or no longer staff/volunteer for the affiliate agency, organization or partner;
- User currently is or will be on extended leave;
- User access needs to be revoked per leadership, such as a result of misconduct, failure to abide by professional system etiquette, or other subversive activity;
- User is deceased.

Additional Login Information

At every login, the User must review the information on the Additional Login Information splash screen to ensure that it is accurate and reflects the best method for being contacted since this information may change based on the Incident, Position, or operational period.

- ♦ Name
  - − Enter the full name - this may be a shortened version such as "Steve" instead of "Stephen" .
  - − This may NOT be a nickname like "Wonder Woman".
  - − Unlike with Usernames, punctuation is allowed in this field.
- ♦ Location—This is the Location from which the User is <u>actively</u> working, such as TownX EOC.
- ♦ Phone Number
  - − Ten digit telephone numbers (area code) are required.
  - − Only use hyphens to separate the telephone number parts – e.g. 860-999-0000 to allow mobile users a working quick link.
  - − Extensions will be entered with ten digit number followed by two commas (no space) and the extension – e.g. 860-999-0000,,555 to allow mobile users a working quick link.
    Note: The TWO commas indicated are not typos, this allows for a pause before the extension number is dialed.
- ♦ Email
  - − Valid email addresses are required.
  - − Professional email addresses related to the position/function of the individual should be used for the primary email.
- ♦ Comments
  - − Please do NOT remove any comments entered by a WebEOC Administrator.
  - − This field may be utilized to provide additional information by the User.

Contact Card

All Users must maintain an up to date Contact card.

This Contact card allows other WebEOC Users performing emergency operations to follow up with one another about WebEOC entries, such as resource requests, infrastructure status, road closures, 211 inquiries and shelter/centers status.

- ♦ From the WebEOC menu, navigate to the "Contacts" board.
- ♦ On the contacts page, select the button "Add Contact" located on the top right hand side of the page.
- ♦ Enter your contact information into the "Contact" screen fields.
- ♦ Select "Save" when completed.

Users should perform these steps at the first login and, periodically, Users are expected to recheck this board to ensure that profile information is up to date.

Account Profile

All Users must maintain an up to date Account Profile.

This Account Profile may be used by DEMHS WebEOC Administrators for system management and control.

- ♦ Login into WebEOC.
- ♦ Click on the Username at the top left in the Welcome banner of the WebEOC webpage.
- ♦ This will open a User Account page (likely in a separate tab or separate browser window).

Users should perform these steps at the first login and, periodically, Users are expected to recheck this board to ensure that profile information is up to date.

For more information on this section and the individual fields, refer to the WebEOC Users' Guide located online or in the WebEOC File Library with other technical resources.

**TROUBLESHOOTING
RETRIEVE USERNAME OR RESET PASSWORD EMAIL**

- ♦ **If the email with WebEOC login credentials is not received, check the following:**
  - − **Spam Folder in email account for an email from DEMHS.webeoc@ct.gov**
  - − **Junk Folder in email account or an email from DEMHS.webeoc@ct.gov**
  - − **Agency's Information Technology Spam Filter Settings— which may filter out language such as "click this link"**
  - − **Agency's Information Technology Firewall Settings**
- ♦ **Also, add the following email address to your trusted contacts: DEMHS.webeoc@ct.gov.**
- ♦ **For a Username credential, you must enter the email address that you originally associated with your WebEOC account and you must be able to receive emails from this email address.**
- ♦ **Additionally, you may try to retrieve Username or reset Password from a mobile device that you can access emails from, as this may have different firewall settings than your agency computer systems, thus allowing the email to be received.**
- ♦ **Further, ensure that you are accessing the State of CT's WebEOC system—not a different state or company's system—navigate to WebEOC from ct.gov/demhs.**

Forgot Your Username or Password?

Do NOT repeatedly enter Usernames and Passwords if you receive the message: "Invalid Username or Password". ***STOP AFTER THE FIRST BAD ATTEMPT!***

You have a limited number of attempts before you are locked out and will require a WebEOC Administrator to unlock your account.

- ♦ Refresh your memory of how your account profile should look - review the Username Convention and Password Convention sections previously discussed
- ♦ Check that your Caps lock is OFF and your Num Lock is ON.
- ♦ Try ONE more time.
- ♦ If you do not have success, follow the steps below.

From the WebEOC Login screen, select the "Forgot Usename?" or "Forgot Password?" link and, as appropriate.

Retrieve Username

- ♦ If you select the "Forgot Username?" link, enter your e-mail address in the Email Address field, and reenter it in the Confirm Address field.
- ♦ Select the Continue button, and a message containing your username will be sent to your e-mail account.

Reset Password

- ♦ If you select the "Forgot Password?" link, enter your username and e-mail address in the fields provided, and select the Continue button.
- ♦ A message containing a link to reset your password will be sent to your e-mail account.