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Part I: Introduction
1. Accessing WebEOC
   - Open Internet Explorer or Mozilla Firefox or Safari.
   - You can access WebEOC in 2 ways:
     1. Enter the complete link listed below in the address bar: https://webeoc.nctrac.org
     2. Go to www.nctrac.org and click on the WebEOC Purple Globe.

2. Login to WebEOC
   - Access WebEOC as shown in Step 1.
     1. You must read, accept the NCTTRAC Privacy Statement and click on the Submit button.
     2. Enter your username, password and click on the OK button.
     (Note: You can request a new WebEOC account at the NCTTRAC helpdesk: http://support.nctrac.org)
     (Note: If you forgot your Username or Password, click on the Forgot Username/Password link to reset it.

3. Selecting Position and Incident
   - Once logged into WebEOC,
     1. Select the Position in the position pull down menu.
     2. Select the Incident in the incident pull down menu.
     3. Click the OK button to continue or Cancel button to cancel.

4. WebEOC Control Panel
   - Once logged into WebEOC with your position and incident selected, you’ll access the WebEOC Control Panel.
   - In the Control Panel, you will find the following sections
     - Boards: local boards specifically assigned to your position
     - Boards - Texas: external state boards
     - Menus: collection of ICS/FEMA forms
     - Plugins: useful utilities
     - Links: shortcuts to important applications/websites

5. Login off WebEOC
   - Click the Log Off button.
Part II: Boards
1. Accessing the Blood Supply Board
   - Login to WebEOC.
   - Click the Blood Supply link in the Control Panel.

2. Creating a PDF of the Blood Supply Board
   - Click the Create PDF button.

3. Displaying Details of the Blood Supply Board
   - Click the Details button to view the details for your facility.

4. Editing the Blood Supply Board
   - Click the Edit button next to your facility name.

5. Entering Blood Supply Information
   - Enter Packed Red Blood Cells (RBCs) in Red Section.
   - Enter Fresh Frozen Plasma (FFPs) in Blue Section.
   - Enter Platelets in Grey Section.
   - Enter Other Types in Green Section.
   - Enter Facility Details in the Black Section.
   - Click the Save Changes or Cancel Changes button.
Accessing the Critical Medications Board

1. Login to WebEOC.
2. Click the Critical Medications link in the Control Panel.

Displaying Critical Medications

1. Open the Critical Medications board (See step 1).
2. Select the Medication(s) button that you would like to see.

Displaying Critical Medications by Threat Type

1. Open the Critical Medications board (See step 1).
2. Select the Threat Type button that you would like to see.

Editing the Critical Medications

1. Click the Edit button next to your facility name (See Image 2).
2. Enter the Medications Quantity (Dose).
3. Click the Save Changes or Cancel Changes button.
1. Accessing the Events Activity Board
   - Login to WebEOC.
   - Click the Events Activity link in the Control Panel.
   (Note: Only NCTTRAC Administrators can edit this board.)

2. Creating a PDF of the Events Activity Board
   - Click the Create PDF button.
## Accessing the Exercise Injects Board

- Login to WebEOC.
- Click on Exercise Injects link in the Control Panel.
  (Note: Only NCTTRAC Administrators can edit this board.)

## Creating a PDF of the Exercise Injects Board

- Click the Create PDF button.

**Note:**

- Only NCTTRAC Administrators can edit this board.
**1. Accessing the Internal Evacuation Board**
- Login to WebEOC.
- Click on Internal Evacuation link in the Control Panel.

**2. Creating a PDF of the Internal Evacuation Board**
- Click on the Create PDF button.

**3. Displaying Details of the Internal Evacuation Board**
- Click the Details button to view the details for a patient (See image 2).
- Click the Create PDF button to create a pdf file of details for a patient.
- Click the Return button to go back to Internal Evacuation board.

**4. Creating a Record in the Internal Evacuation Board**
- Click on the Create Record button. (See image 2)
- Enter the following information:
  - Px Last Name
  - Px First Name
  - Hospital Area (Evacuated From)
  - Old Room Number (If Applicable)
  - Time of Evacuation
  - Gender
  - DOB
  - Hospital Area (Moved To)
  - New Room Number (If Applicable)
  - Time in New Area
- Click the Save Changes or Cancel Changes button.
1. Accessing the Mission and Tasks Board
   - Login to WebEOC.
   - Click the Missions and Tasks link in the Control Panel.

2. Creating a PDF of the Mission and Tasks Board
   - Click the Create PDF button.

3. Toggling View, Filtering by Type, Status, Time
   - Click on the Toggle View button that you want to view.
     - Select the Filter by Type button to filter by type.
       (Note: by default all of the entries are displayed)
     - Select the Filter by Status button to filter by status.
       (Note: by default all of the entries are displayed)
     - Select the Filter by Time button to filter by time.
       (Note: by default all of the entries are displayed)

4. Creating a New Record
   - Click on the Create New Record button (See image 2).
   - Enter the required information.
   - Click the Save Changes or Cancel Changes button.

5. Editing a Record Board
   - Click on the Edit button next to the record you want to edit (See image 2).
   - Enter the required information.
   - Click the Save Changes or Cancel Changes button.

6. Displaying Details for a Record
   - Click on the Details button next to the record you want to see (See image 2).
1. **Accessing the Regional EM Significant Events Board**
   - Login to WebEOC.
   - Click the Regional EM Significant Events link in the Control Panel.

2. **Creating a PDF of the Regional EM Significant Events Board**
   - Click the Create PDF button.

3. **Creating a Record in the Regional EM Significant Events Board**
   - Click on the Create Record button to create a new record (See image 2).
   - Enter the required information.
   - Click the Save Changes or Cancel Changes button.

4. **Updating a Record in the Regional EM Significant Events Board**
   - Click the Update button next to the record that needs to be updated.
   - Enter the required information.
   - Click the Save Changes or Cancel Changes button.
1. **Accessing the TSA-E MCI Toolkit**
   - Login to WebEOC.
   - Click the TSA-E MCI Toolkit link in the Control Panel.

2. **TSA-E MCI Toolkit Dashboard**
   - Boards that are in the TSA-E MCI Toolkit Dashboard:
     1. **MCI ED Capacities**: Hospitals enter MCI Capacities for receiving red, yellow, and green patients.
     2. **MCI Transport**: Entered by EMS, shows units and patients enroute to hospitals.
     3. **MCI Patient Log**: Hospitals can verify arrival of patients, enter demographic patient information and select patients to transfer.
     4. **MCI Patient Transfers**: Transfer of patients are tracked from this board.
     5. **MCI Patient Locator**: Shows the location of patients with hospital contact information while showing no medical information.

3. **Accessing the TSA-E MCI Boards**
   - Click the View button next to the board name.

4. **Accessing the TSA-E MCI Boards Guides**
   - Click the PDF image on the last column to view/download a pdf guide for the board.
1. **Accessing the MCI ED Capacities Board**
   - Login to WebEOC.
   - Click the TSA-E MCI Toolkit link in the Control Panel.
   - Click the View button next to MCI ED Capacities.

2. **Navigating in the MCI ED Capacities Board**
   - Click the Create PDF button to create a pdf file of the MCI ED Capacities board.
   - Click the Return To Dashboard button to go to MCI Toolkit (Dashboard).
   - Click the MCI Transport Log button to go to MCI Transport Log board.
   - Click the MCI Patient Log button to go to MCI Patient Log board.
   - Click the MCI Patient Transfers button to go to MCI Patient Transfers board.
   - Click the MCI Patient Locator button to go to MCI Patient Locator board.

3. **Filtering by County, Zone, Hospital Designation, HCC Status,**
   - Select the County in the County pull down menu.
     (Note: by default all of the 19 counties in the region are displayed)
   - Select the Zone in the Zone pull down menu.
     (Note: by default all of the 8 zones in the region are displayed)
   - Select the Hospital Designation in the Hospital Designation pull down menu.
     (Note: by default all of the 6 designations in the region are displayed)
   - Select the HCC Status in the HCC Status pull down menu.
     (Note: by default all of 3 statuses are displayed)
   - Click the NDMS button to view National Disaster Medical System hospitals.

4. **Displaying details of the MCI ED Capacities Board**
   - Click the Details button to view the MCI ED Capacities details for your facility.
5. **Editing the Bed Count in the MCI ED Capacities Board**

I. Click the **Edit Bed Count** button next to your facility name. (See image 4)

II. Enter the following information:

- Hospital Command Center (Section - A)
- Decon Status (Section - A)
- MCI Capacities (Section - B)
- Bed Reporting (Section - C)
- Ventilator Totals (Section - D)
- Psychiatric Bed Reporting (Section - E)
- Additional Hospital Contact Information (Section - F)
- H1N1 (Section - G)

III. Click the **Save Changes** or **Cancel Changes** button.
1. Accessing the MCI Transport Log Board
   - Login to WebEOC.
   - Click on TSA-E MCI Toolkit board link in the Control Panel.
   - Click on View button next to MCI Transport Log.

2. Navigating in the MCI Transport Log Board
   - Click the New Patient button to create a new patient (Follow step 4).
   - Click the Create PDF button to create a pdf file of the MCI Transport Log board.
   - Click the Return To Dashboard button to go to MCI Toolkit (Dashboard).
   - Click the MCI ED Capabilities button to go to MCI ED Capabilities board.
   - Click the MCI Patient Log button to go to MCI Patient Log board.
   - Click the MCI Patient Transfer button to go to MCI Patient Transfer board.

3. Filtering by EMS Agency, Facility, En route, At Destination
   - Select the Facility in the Facility pull down menu.
     (Note: by default all of the facilities in the region are displayed)
   - Select the EMS Agency in the EMS Agency pull down menu.
     (Note: by default all of the agencies in the region are displayed)
   - Click the En Route to show what EMS’s are in route.
   - Click the At Destination to show what EMS’s are in destination.

4. Creating a New Patient in the MCI Transport Log Board
   - Click the New Patient button to create a new patient(s) (See step 2).
     (Note: you can enter 6 patients at a time)
   - Enter the required information.
   - Click the Save Changes or Cancel Changes button.

5. Updating Transportation Status in the MCI Transport Log Board
   - Click the Depart Scene button when EMS departs the scene.
   - Click the Change Destination button to change the receiving facility destination.
   - Click the At Destination button when EMS has arrived at destination.
Accessing the MCI Patient Log Board

- Login to WebEOC.
- Click the TSA-E MCI Toolkit board link in the Control Panel.
- Click the View button next to MCI Patient Log board.

Navigating in the MCI Patient Log Board

- Click the New Patient button to create a new patient (Follow step 4).
- Click the Create PDF button to create a pdf file of the MCI Patient Log board.
- Click the Return To Dashboard button to go to MCI Toolkit (Dashboard).
- Click the MCI ED Capacities button to go to MCI ED Capacities board.
- Click the MCI Transport Log button to go to MCI Transport Log board.
- Click the MCI Patient Transfer button to go to MCI Patient Transfer board.
- Click the MCI Patient Locator button to go to MCI Patient Locator board.

Filtering by Facility, Not Verified, Verified, Transferred patients

- Select the Facility in the Facility pull down menu. (Note: by default all of the facilities in the region are displayed)
- Click the Not Verified button to show all patients that have not been verified. (Note: by default all patients are displayed)
- Click the Verified button to show all patients that have been verified. (Note: by default all patients are displayed)
- Click the Transferred button to show all patients that have been transferred. (Note: by default all patients are displayed)

Creating a New patient in the MCI Patient Log Board

- Click the New Patient button to create a new patient(s) (See step 2).
- Enter the required information.
- Click the Save Changes or Cancel Changes button.

Verifying/ Transferring / Editing / Displaying details for a patient

- Click the Verified button to verify patient(s) in your facility.
- Click the Transfer button to transfer patient to another facility.
- Click the Edit button to edit details for a patient.
- Click the Details button to view the details for a patient.
Accessing the MCI Patient Transfers Board

- Login to WebEOC.
- Click the TSA-E MCI Toolkit board link in the Control Panel.
- Click the View button next to MCI Patient Transfers board.

Navigating in the MCI Patient Transfers Board

- Click the Create PDF button to create a pdf file of the MCI Patient Transfers board.
- Click the Return To Dashboard button to go to MCI Toolkit (Dashboard).
- Click the MCI ED Capacities button to go to MCI ED Capacities board.
- Click the MCI Transport Log button to go to MCI Transport Log board.
- Click the MCI Patient Log button to go to MCI Patient Log board.
- Click the MCI Patient Locator button to go to MCI Patient Locator board.

Filtering by Initial Facility, Receiving Facility, EMS - Agency, Pending, In Transit, Transferred Patients

- Select the Initial Facility in the Initial Facility pull down menu. (Note: by default all of the facilities in the region are displayed)
- Select the Receiving Facility in the Receiving Facility pull down menu. (Note: by default all of the facilities in the region are displayed)
- Select the EMS Agency in the EMS Agency pull down menu. (Note: by default all of the agencies in the region are displayed)
- Click the Pending button to show all patients that are pending. (Note: by default all patients are displayed)
- Click the In Transit to show all patients that are in transit. (Note: by default all patients are displayed)
- Click the Transferred to show all patients that have been transferred. (Note: by default all patients are displayed)

Displaying details for a patient in the MCI Patient Transfers

- Click the Details button to view the details for patient.
**Accessing the MCI Patient Locator Board**

- Login to WebEOC.
- Click the TSA-E MCI Toolkit board link in the Control Panel.
- Click the **View** button next to MCI Patient Locator board.

**Navigating in the MCI Patient Locator Board**

- Click the **Create PDF** button to create a pdf file of the MCI Patient Locator board.
- Click the **Return To Dashboard** button to go to the MCI Toolkit (Dashboard).
- Click the **MCI ED Capacities** button to go to MCI ED Capacities board.
- Click the **MCI Transport Log** button to go to MCI Transport Log board.
- Click the **MCI Patient Log** button to go to MCI Patient Log board.
- Click the **MCI Patient Transfers** button to go to MCI Patient Transfers board.
1. **Accessing the TSA-E Medical Dashboard**
   - Login to WebEOC.
   - Click the **TSA-E Medical Dashboard** link in the Control Panel.

2. **Creating a PDF of the TSA-E Medical Dashboard**
   - Click the **Create PDF** button.

3. **Show/Hide Bed Columns**
   - Click the Name of Bed button in the Show/Hide Columns section.

4. **Filtering by County, Zone, Hospital Designation,**
   - Select the County in the **County** pull down menu.
     (Note: by default all of the 19 counties in the region are displayed)
   - Select the Zone in the **Zone** pull down menu.
     (Note: by default all of the 8 zones in the region are displayed)
   - Select the Hospital Designation in the **Hospital Designation** pull down menu.
     (Note: by default all of the 6 designations in the region are displayed)
   - Click the **HCC Status** button.
     (Note: by default all of 3 statuses are displayed)

5. **Displaying details of the TSA-E Medical Dashboard**
   - Click the **Details** button to view the details for your facility.
## Editing the TSA-E Medical Dashboard

### I. Click the **Edit Bed Count** button next to your facility name.

### II. Enter the following information:
- Hospital Command Center (Section - A)
- Decon Status (Section - A)
- MCI Capacities (Section - B)
- Bed Reporting (Section - C)
- Ventilator Totals (Section - D)
- Psychiatric Bed Reporting (Section - E)
- Additional Hospital Contact Information (Section - F)
- H1N1 (Section - G)

### III. Click the **Save Changes** or **Cancel Changes** button.
Accessing the TSA-E Medical Events Board

- Login to WebEOC.
- Click the TSA-E Medical Events link in the Control Panel.

Creating a PDF of the TSA-E Medical Events Board

- Click the Create PDF button.

Creating a Record in the TSA-E Medical Events Board

- Click the Create Record button (See image 2).
- Enter the following information:
  - Event Type
  - Priority
  - Subject
  - Remarks
- Check the box if you want this record to be considered for display in the TSA-E Medical Events (Regional) board.
  (Note: This record must be approved by a NCTTRAC staff. If record is approved, this record will display in the: TSA-E Medical Events (Regional) board.
- Click the Save Changes or Cancel Changes button.

Accessing the TSA-E Medical Events (Regional) Board

- Click the Regional button. (Note: this is a read only board)
- Click the Create PDF to create a pdf file of TSA-E Medical Events (Regional) board.
- Click the Return button to go back to the TSA-E Medical Events board.
Part III: Boards - Texas
Accessing the **Boards - Texas** section in the Control Panel

![Control Panel Screenshot]

Accessing the **SOC Clock**

1.) On the **Boards - Texas** section, click on the **SOC CLOCK**.

![SOC Clock Screenshot]
Part IV: Menus
Accessing the **Menus** section in the Control Panel

![Menus section in the Control Panel](image)

Accessing the **ICS Forms**

1.) On the **Menu** section, click on the **ICS Forms** link and click on the form name to open it.

![ICS Forms link](image)

Accessing the **FEMA Forms**

2.) On the **Menu** section, click on the **FEMA Forms** link and click on form name to open it.

![FEMA Forms link](image)
Part V: Plugins
Accessing the **Plugins** section in the Control Panel

Accessing the **File Library**

1.) On the **Plugins** section, click on the **File Library** link to access files that have been saved in WebEOC.

Accessing the **NWS Weather Alerts**

1.) On the **Plugins** section, click on the **NWS Weather Alerts** link to view the Current Watches, Warnings and Advisories for Texas Issued by the National Weather Service.
Part VI: Links
Accessing the Links section in the Control Panel

Accessing **E*TRACS** crisis application from Control Panel

1.) On the Links section, click on the **E*TRACS** link.

Accessing **EMSSystems** crisis application from Control Panel

1.) On the Links section, click on the **EMSSystems** link.

Accessing **LiveProcess** crisis application from Control Panel

1.) On the Links section, click on the **LiveProcess** link.

Accessing **NCTTRAC** website from Control Panel

1.) On the Links section, click on the **NCTTRAC** link.
Part VII: Miscellaneous
### Board Definitions

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<tr>
<th>Blood Supply Board</th>
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<tbody>
<tr>
<td><strong>Description</strong></td>
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<tr>
<td><strong>May be Used during</strong></td>
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<table>
<thead>
<tr>
<th>Critical Medications Board</th>
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<tbody>
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<td><strong>Description</strong></td>
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<th>Events Activity Board</th>
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<th>Exercise Injects Board</th>
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<th>Internal Evacuation Board</th>
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<td><strong>Description</strong></td>
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<th>Mission and Tasks Board</th>
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<tr>
<td><strong>Description</strong></td>
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<td><strong>May be Used during</strong></td>
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<tr>
<th>Regional EM Significant Events Board</th>
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<td><strong>Description</strong></td>
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<th>TSA-E MCI Toolkit</th>
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</table>
| **Description**   | Used to track patients in a mass casualty incident from on-scene to hospitals. Consists of the following boards:  
1.) MCI ED Capacities (Red / Yellow / Green ED bed availability from hospitals),  
2.) MCI Transport board (On-scene triage transports and triage tags),  
3.) MCI Patient Log (contains hospital record number and patient demographic information),  
4.) MCI Patient Transfers (tracks patient movement from hospital-to-hospital),  
5.) MCI Patient Locator (acts as a locator for patients with no HIPAA information; has a search feature). |
| **May be Used during** | Hospital evacuations, regional mass casualty incidents. |

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<tr>
<th>TSA-E Medical Dashboard</th>
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</tbody>
</table>
Frequently Asked Questions

How can I request a new account or cancel an account in WebEOC?

1. To request a **new account** go to the NCTTRAC’s Helpdesk at [https://support.ncttrac.org](https://support.ncttrac.org) and click on “Create Account”.
2. To **cancel an account**, create a helpdesk ticket at: [https://support.ncttrac.org](https://support.ncttrac.org)

Who do I contact for technical or application support?

You can request support by any of the following 3 ways:

1. You can create a **helpdesk ticket** at: [https://support.ncttrac.org](https://support.ncttrac.org)
2. You can **email** support at: [support@ncttrac.org](mailto:support@ncttrac.org)
3. You can **call** support at: *(817) 607-7055*

When and where can I get WebEOC training?

You can find training information at: [http://www.ncttrac.org/TEPIEDUC/TrainingandEducation](http://www.ncttrac.org/TEPIEDUC/TrainingandEducation)

If an emergency, what incident should I use?

You should use the **Generic Incident** *(email [support@ncttrac.org](mailto:support@ncttrac.org) if you use this incident).*

If not an emergency and would like to use an incident for training, what incident should I use?

You should use the **Training Incident** *(Note: You do not need to notify a NCTTRAC administrator that you will be using this incident.)*

**Why can’t I see the control panel after logging in to WebEOC?**

Make sure that Pop-up blockers are disabled on your web browser.

**Why can’t I see a specific board after logging in to WebEOC?**

Boards are assigned based on position, meaning that different positions have different boards assigned to them. (Contact NCTTRAC Support for more information on how positions are assigned or if you need a specific board not listed on your control panel.)

**How do I know when an Incident is active in WebEOC?**

A NCTTRAC Staff will send a notification in E*TRACS and/or EMResources and/or email. Please make sure your accounts are set properly to receive notifications.
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