OFFICE OF PREPAREDNESS AND EMERGENCY MANAGEMENT

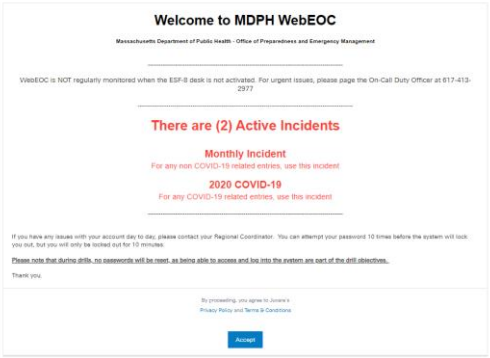
MDPH WebEOC for Local Public Health – Quick Reference Guide

Last Updated June 21st, 2024

Accessing WebEOC

https://mdph.webeocasp.com/mdph

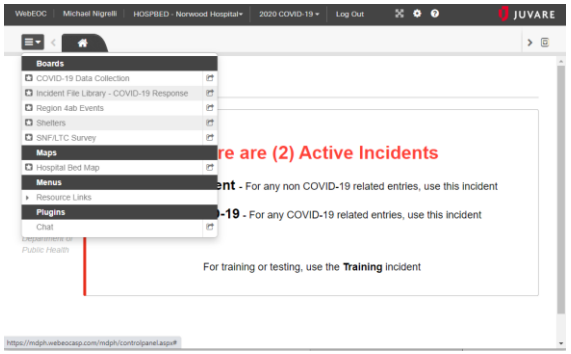
JUVARE | WebEOC



- The first page you will see is the *Announcements* page. Timely information may be posted here.
- Click "Accept" at the bottom to continue to the login page.
- On the *Login* page, enter your username and password and click "Log In."
- Your username will typically be the full name of your municipality followed by **Public Health**.
  - E.G if logging in for the town of Pawnee, your username would be **Pawnee Public Health**.
  - If you need assistance with your username or password, contact either your Regional Coordinator or DPH.WebEOC@mass.gov.
- The next page is the *Select Position and Incident* page.
- You are only assigned one position, and do not need to change it.
- Select the appropriate incident from the drop-down and click "Continue."
- The next page is the *Additional Login Info* page. Enter all contact info requested on this page (Name, Location, Phone Number, and Email – Comments are optional) and click "Continue."
  - The information on this page will populate other boards and be used to differentiate multiple users sharing the same username.
  - Please make sure the contact info listed (esp. phone) reflects where you can **currently** be reached.

Navigating WebEOC

- Once logged in, you will see the Home Page. Any system-wide info or reminders will be posted here.

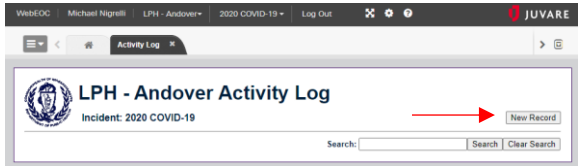


- Click the Menu button at the top left to open the Menu.

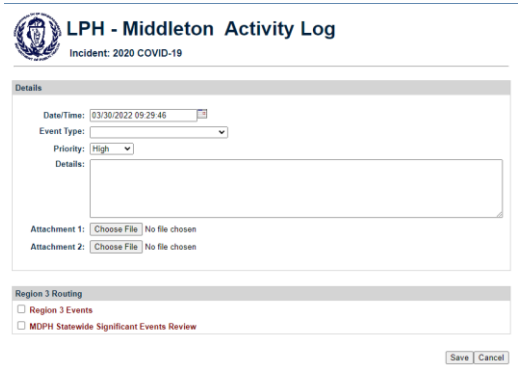
- To open a board, select that board from the Menu. Boards with new data will have a star next to them.
- Once opened, boards will appear as tabs along the top of the screen. The darker tab is the board you're currently looking at, and the others are boards open in the background.
  - Boards open in the background will show a star in their tab if they have new data since the last time you viewed them.

Activity Log

- All information posted to an Events board will originate from your Activity Log.
- To open your Activity Log, select "Activity Log" from the menu.



- To add a new record to your Activity Log, click the "New Record" button to the right of your screen.



- This will open the Activity Log input view. Fill in all fields and attach any files, if applicable.
- Your log entry will remain in your Activity Log, viewable only by your agency, unless you check a box to route your post.
- Entries can be routed to your Region's Events Board, the Statewide Events Board, or both.
- Click "Save" in the bottom right corner to post your entry to your Activity Log and the Events board(s) you have selected, if any.

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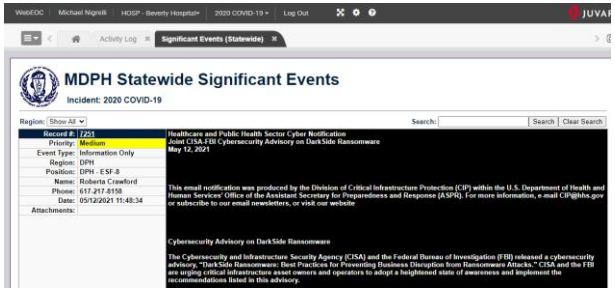
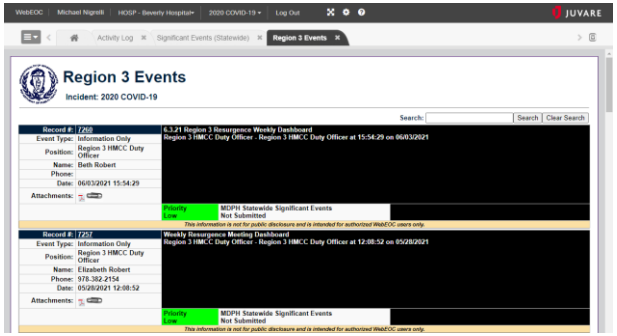
Significant Events Boards

- You will have access to two Events boards, both accessible from the Menu.
  - **Region *X* Events** will show entries that have been posted to your Regional board.
  - **Significant Events (Statewide)** is the Statewide board.
- These two boards don't cross-post. Unless an entry is deliberately routed to both boards, it will only appear on one.



The Statewide Significant Events Board

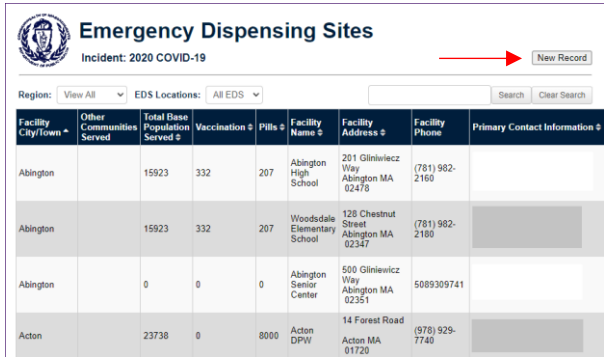


The Regional Events Board

- You cannot post directly to either Events board. These boards are **view-only**. All entries must be made through your Activity Log.

Emergency Dispensing Sites Board

- To open the Emergency Dispensing Sites board, select "Emergency Dispensing Sites" from the menu.



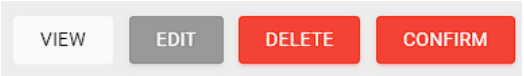
- Every EDS location across the Commonwealth is listed in the Emergency Dispensing Sites Board.
- Every municipality can see the entire list of sites, but you will only be able to edit those within your municipality.
- To only view your municipality's sites, choose *My EDS* from the **EDS Locations:** dropdown.
- To add a new EDS, click New Record in the upper right, fill in the details, and click **Save**.

- Click **Select** to view the details of an existing EDS, or click **Update** to update the EDS information.

- After making updates, click **Save** to save any changes and return to the EDS List.
  - Clicking **Save** will also update the timestamp on that record, shown on the list view under the "Last Updated By" heading.

Contacts Board

- To open the Contacts board, select "Contacts" from the menu. This will show a listing of all contacts for your municipality.



- Records that have not been updated in 3+ months will show a CONFIRM button. Click this button, make any updates on the next screen, then click SAVE at the bottom to confirm the record.
- To edit a record, click EDIT and make any updates on the next screen.
- On the Editing page for each contact:
  - Select Primary Contact, Secondary Contact, or None at the top. Please ensure that one contact is listed as Primary.
  - Choose CELL, OFFICE, or HOME for each phone number entered.
  - Select which phone number and which email address are primary.
  - Click SAVE at the bottom when finished. This will also update the timestamp on that record, shown on the list view under the "Updated" heading.
- Use the DELETE button to remove any contacts who are no longer with your organization.

Logging Out

- Always log out when finished to ensure unauthorized access to the system is prevented.
- WebEOC will automatically log you out after 20 minutes of inactivity for security.

Further Assistance

- If you need any further assistance with WebEOC, or you're looking for additional training opportunities, reach out to the MDPH WebEOC team by email at DPH.WebEOC@mass.gov.