

Completing Self-registration

WebEOC[®] User Aid

Audience

This document is for users who need to create a new WebEOC[®] user account. If your agency has not enabled the self-registration feature, you will not be able to create a new user account.

Preparations for Registration

To complete self-registration, you will need your agency's WebEOC address, the name of the position you will be assigned to, and the position access code (PAC). If your administrator has not given you these items, you will not be able to create a WebEOC user account.

Position Access Codes (PACs)

A PAC is a position-specific code that your administrator generates in WebEOC. The PAC your administrator gives you can only be used for the position you are assigned to. This is an example of a PAC:R\$e9oP5!.

Creating a WebEOC User Account

To create a WebEOC user account, follow the steps below.

1. Access your agency's WebEOC site.
2. From the *WebEOC Login* screen, select the **New User? Click here to create an account** link.

The screenshot shows the 'WebEOC 7.1 Login' interface. It features a header with the title and a logo. Below the header are two input fields: 'User:' and 'Password:'. An 'OK' button is positioned below the password field. At the bottom of the form, there are two links: 'New User? Click here to create an account.' and 'Forgot Username/Password?'. The first link is circled in red.

3. When the *Create Account* screen appears, enter your **position name** in the *Position Name* field, and enter your **position access code** in the *Position Access Code* field.

The screenshot shows the 'WebEOC 7.1 Login' interface with the 'Create Account' screen displayed. The title 'Create Account' is centered at the top. Below it is a message: 'Please enter the position name and access code provided by your WebEOC Administrator.' There are two input fields: 'Position Name:' and 'Position Access Code:'. At the bottom, there are two buttons: 'OK' and 'Cancel'.

4. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

Creating a WebEOC User Account (continued)

5. In the second *Create Account* screen, enter a **user name** for your new account in the *User Name* field.

6. Enter a **password** for this account in the *Password* field, and confirm the password in the *Confirm Password* field.

Note: If you reenter your password incorrectly, a warning will appear.

7. Enter your primary **e-mail address** in the *Primary Email* field.

8. Enter any additional **e-mail addresses** in the *Secondary Email* field, and select the **Add** button.

Note: There is no limit to the number of e-mail addresses you can enter. Repeat step 8 to enter additional e-mail addresses.

9. Select a **language** from the *Language Locales* box. English is selected by default.

10. Select a **format** from the *Format Locales* box. English is selected by default.

11. The time zone defaults to the setting configured on your WebEOC server. To override this setting, select the **Override Server Default Time Zone** checkbox.

12. Select the **Default** drop-down list, and choose a new time zone.

13. If you chose a new time zone, select the **Use Daylight Saving Time** checkbox if your agency observes daylight savings time.

14. When you have completed the *Create Account* screen, select the **Save** button to save your new account, or select the **Cancel** button to abort the operation. You will be returned to the *WebEOC Login* screen.

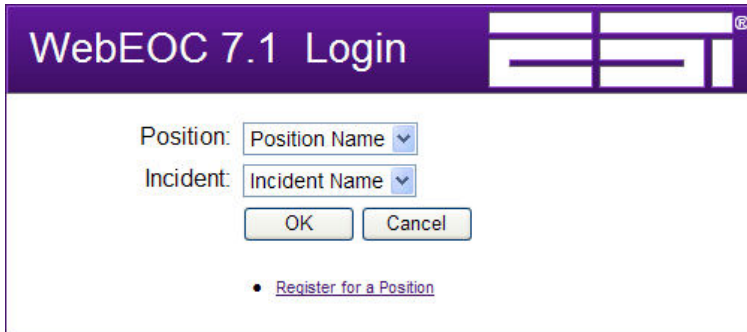
The screenshot shows the 'Create Account' web form. At the top, there is a purple header with the text 'Create Account' and a logo on the right. Below the header, the form contains several input fields: 'User Name', 'Password', 'Confirm Password', 'Primary Email', and 'Secondary Email'. The 'Secondary Email' field has an 'Add' button next to it. Below the 'Secondary Email' field is a 'Remove' button. There are two dropdown menus: 'Language Locales' and 'Format Locales', both with 'English (United States)' selected. Below these is a 'Time Zone' section with a checkbox for 'Override Server Default Time Zone' (unchecked), a dropdown menu set to 'Default', and a checkbox for 'Use Daylight Saving Time' (unchecked). At the bottom of the form are 'Save' and 'Cancel' buttons.

The screenshot shows a success message box titled 'Create Account'. The message reads: 'The new user account has been successfully created. Click the OK button to continue logging into WebEOC as this user.' Below the message is an 'OK' button.

Logging in to Your New User Account

To log in to your new user account, follow the steps below.

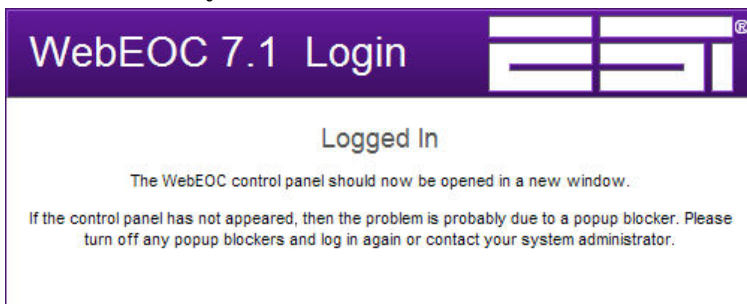
1. Access your agency's WebEOC site.
2. In the *WebEOC Login* screen, enter your **user name** in the *User Name* field, and enter your **password** in the *Password* field.
3. Select the **OK** button.
4. Select your **position** from the *Position* drop-down list, and select your **incident** from the *Incident* drop-down list.



Note: Only those positions and incidents that your administrator has given you access to will appear in the drop-down lists.

5. Select the **OK** button to continue, or select the **Cancel** button to abort the operation.

The *WebEOC Logged In* screen will appear, and your WebEOC Control Panel will open in a separate window. In order to reduce the number of windows that you have open at a time, the *Logged In* window can be closed without logging you out of WebEOC. See the “WebEOC Control Panel User’s Aid” for detailed instructions on your Control Panel.

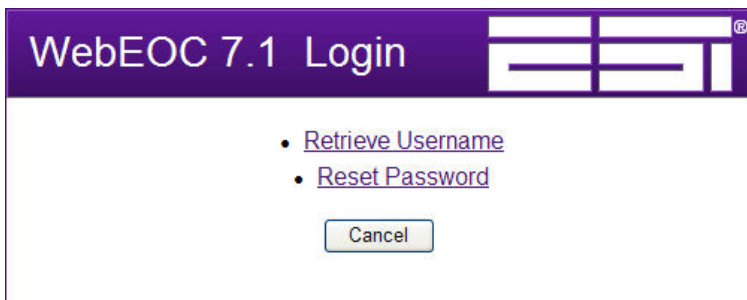


Forgot Your Username or Password?

If you do not have an e-mail address entered for your user account, you will not be able to retrieve your user name or password.

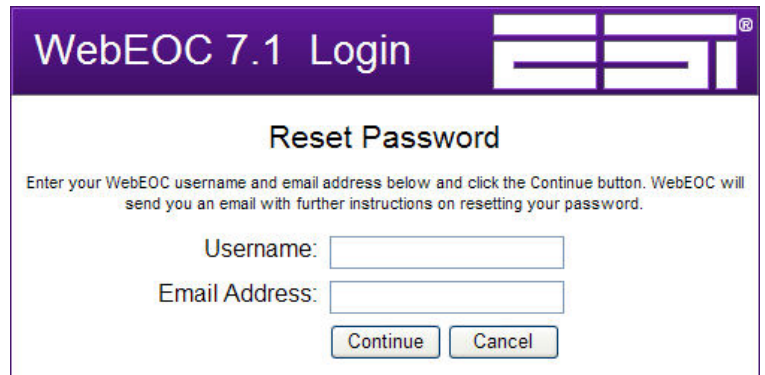
To retrieve your username or reset your password, follow the steps below.

1. From the *WebEOC Login* screen, select the **Forgot Username/Password?** link.
2. Select the **Retrieve Username** or **Reset Password** link.



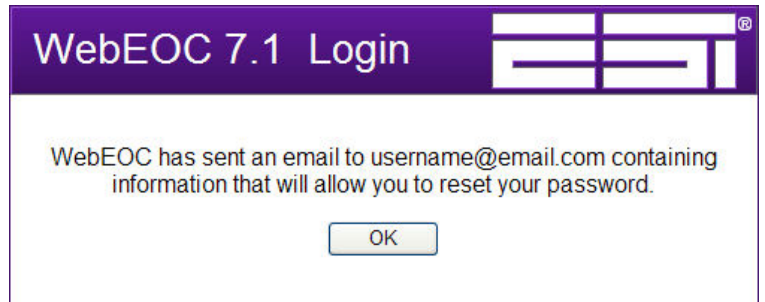
Forgot Your Username or Password? (continued)

3. If you select the *Reset Password* link, enter your **username** and **e-mail address** in the fields provided, and select the **Continue** button.




The screenshot shows the WebEOC 7.1 Login page with a purple header. The main heading is "Reset Password". Below the heading is a message: "Enter your WebEOC username and email address below and click the Continue button. WebEOC will send you an email with further instructions on resetting your password." There are two input fields: "Username:" and "Email Address:". Below the fields are two buttons: "Continue" and "Cancel".

A message containing a link to reset your password will be sent to your e-mail account.



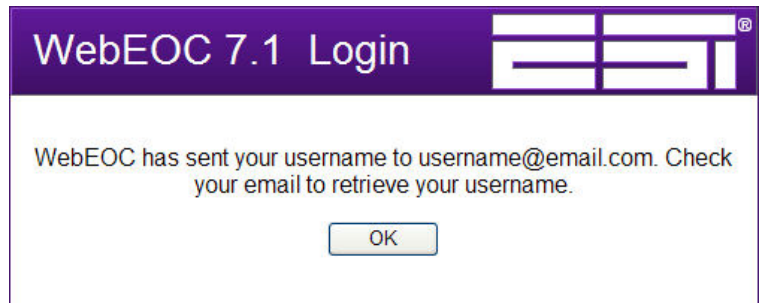
The screenshot shows the WebEOC 7.1 Login page with a purple header. The main heading is "WebEOC 7.1 Login". Below the heading is a message: "WebEOC has sent an email to username@email.com containing information that will allow you to reset your password." There is one button: "OK".

4. If you select the *Retrieve Username* link, enter your **e-mail address** in the *Email Address* field, and reenter it in the *Confirm Address* field.



The screenshot shows the WebEOC 7.1 Login page with a purple header. The main heading is "Retrieve Username". Below the heading is a message: "Enter your WebEOC user email address below and click the Continue button. WebEOC will send your user name to your email address." There are two input fields: "Email Address:" and "Confirm Address:". Below the fields are two buttons: "Continue" and "Cancel".

5. Select the **Continue** button, and a message containing your username will be sent to your e-mail account.



The screenshot shows the WebEOC 7.1 Login page with a purple header. The main heading is "WebEOC 7.1 Login". Below the heading is a message: "WebEOC has sent your username to username@email.com. Check your email to retrieve your username." There is one button: "OK".

Customer Support Center Contact Information

If you have a problem or a question that is not covered in the documentation, please contact the Customer Support Center. The Customer Support Center is open Monday through Friday, 8:30 a.m. to 7 p.m. EST. Call toll free 877-771-0911 or e-mail at Support@esi911.com.

The *WebEOC Support Request* form is also available at www.webeoc.com. Just select the Create a Trouble Ticket link under the Customer Support section.

For emergencies during non-business hours, send an alphanumeric page to 888-243-7204. A support analyst in the Customer Support Center will contact you.