



The WebEOC Control Panel

WebEOC® User Aid

The WebEOC Control Panel

The WebEOC Control Panel contains all of the tools you will need to effectively manage your agency's data. The Control Panel houses boards, menus, tools, plug-ins, and links. You will only have access to the tools that your administrator has assigned to your position. For additional information about your Control Panel, see your WebEOC administrator or the *WebEOC User's Manual*.

Your **user name** and **position** appear in this area. If your user name is highlighted, you can select it to make changes to your user account. Select your position to change the position you are logged in to without logging out of WebEOC.

The **Boards** section contains the boards you have access to. The names of the boards function like hyperlinks. Select the name of the board to open it.

The **Menus, Tools,** and **Plugins** sections contain the menus, tools, and plug-ins that you have access to. The names of the items function like hyperlinks. Select the name to open the item.

A **Links** section may also appear. The *Links* section contains links and reports that your administrator has configured. The names of the links function like hyperlinks. Select the name of the link to open the report.

Message notifications and alerts will appear at the bottom of the Control Panel.

To log out of WebEOC, select the **Log Off** button.

This is the **incident** you are currently logged in to. Select the incident name to log in to a different incident without logging out of WebEOC.

Items in red have new information posted to them.

The **input** button opens a board's data entry window. Only boards have data entry windows.

The **Admin** link will appear in your *Tools* section if you have administrator privileges.

The **close** button will appear red if a board, menu, tool, or plug-in window is open. Select it to close the window.

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 5 p.m. EST. Call toll free 877-771-0911 or e-mail at Support@esi911.com. The *WebEOC Support Request* form is available at www.weeoc.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.

