Illinois Emergency
Management Agency

South Dirksen Parkway
Springfield, Illinois

WebEOC

Agency Liaison User guide

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WebEOC Application

A guide for Liaison's in Emergency Response

WebEOC allows for interactive communications among the response teams and streamlines the process to achieving incident recovery, efficiently and expeditiously. The WebEOC Application is a web-based tool which provides a single source application for all parties involved in a coordinated response to an unplanned incident.

The State Incident Response Center is activated under the determination and direction of IEMA Operations or representatives from REAC. When the SIRC is activated, an incident is created in WebEOC by the SIRC IT Liaison. An incident is determined based upon the underlying circumstances, potential impact to public safety and services and the administrative judgment of IEMA, specifically the Executive Director of IEMA and the Operations Bureau Chief.

Representatives of all agencies represented in the SIRC are assigned the position of Liaison in WebEOC. A SIRC liaison serves as a representative to the SIRC on behalf of an agency. With activation of the SIRC, the necessary agency liaisons will be selected to be involved in the response to a given incident. Not all liaisons may be involved in every incident. Liaisons are responsible for communicating resource needs as well as address requests for resources or task assignments for their respective agency.

This document is designed to serve as training and reference material for SIRC Liaisons and IEMA regional staff during an incident.

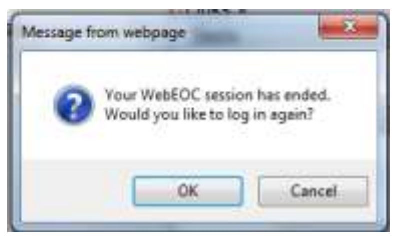
Images provided for reference here represent WebEOC (Version 7.3). Note that future releases may result in some modifications to the user interface.

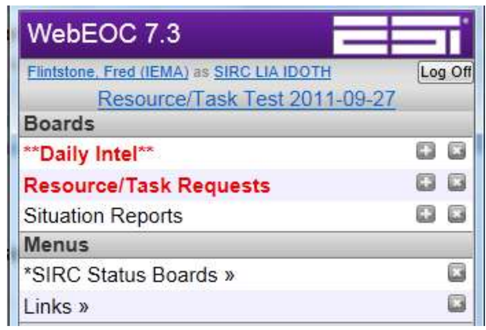
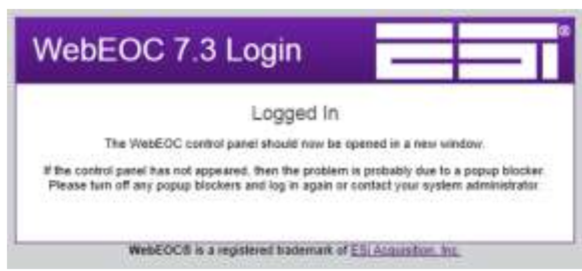
WebEOC Features

Logging In

WebEOC is web-based allowing authorized users to access the application from any location where an active internet connection exists. Regardless of the location, the process to access WebEOC remains the same.

To log into WebEOC:

	Action	Result
1.	Access the WebEOC online application. **Note:** *The WebEOC Control panel remains open during each session; use the Windows toggle feature to locate the open Control Panel among your open applications.*	The login page appears:  **Note** If you have a current session of WebEOC active when you select the WebEOC login link, the current session will be terminated and the following message will appear: 
2.	Enter your User name and Password.	User name is comprised of **Last Name, First Name (Agency)** with a space after the comma and another space before the left parentheses. For example: Smith, John (IEMA) Passwords are assigned by your system administrator.
3.	Click **OK**.	WebEOC requires that you select a position **and** incident: 
4.	Select a Position.	Only positions assigned to you are listed in the Position drop-down. If the desired position is not available in the

Action	Result
	list, contact your WebEOC administrator.
5. Select an Incident.	Selection of the proper incident is essential to efficient response and information sharing. Resource requests or situation reports which are filed under another incident may not be addressed promptly.
6. Click **OK**.	The WebEOC Control Panel appears.  Note that your Internet Explorer browser will display the message below. You may close the browser window. Your WebEOC session will be unaffected. 

About User Name and Passwords

User names are in the format of **Last Name, First Name (Agency)** with a **space after the comma** and another **space before the left parentheses**. For example: Smith, John (IEMA)

Passwords:

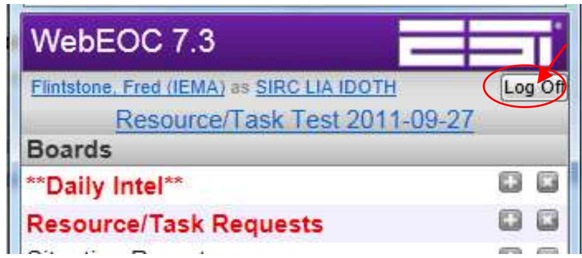
- **Never expire**
- Are **case-sensitive**
- Must be at least **3 characters**
- Are independent of your network password or any other password

After the entry of three invalid passwords, your WebEOC account is locked out for **5 minutes**.

Logging Out

WebEOC remains active and open while you continue to work in other applications on your PC. It is recommended that you log off as you shut down your computer or when you no longer need to actively monitor the current incident.

To log out of WebEOC:

Action		Result
1.	Access the WebEOC online application. **Note:** *The WebEOC Control panel remains open during each session; use the Windows toggle feature to locate the open Control Panel among your open applications.*	The Control Panel appears, providing a Log Off option. 
2.		The system closes the Control Panel, reopening the WebEOC login page.

Control Panel

About the WebEOC Control Panel:

a. User Name and Position:
The name of the user currently logged in will appear followed by the position under the current position. Both User Name and Position serve as links to additional functionality. User Name accesses the User Account view and Position accesses the Select Position view.

b. Incident:
All information captured in WebEOC is related to an incident. The Incident is identified at the top of the Control Panel and is selected at the time the user logs in or can be changed during the session. See Changing Incidents, page 10.

c. Boards:
The informational board postings available to the current user are listed in the Boards section. Board titles will appear in **bold, red text** when a new item has been posted. For more information on Boards, see Boards, page 12.

d. Menus:
Menus are groupings of boards available to the user. For more information, see Menus, page 15.

e. Tools:
These built-in ancillary applications that are provided with the WebEOC product to assist in incident management. Additional applications, such as Resource Management, may be added as use of WebEOC matures at IEMA.

f. Plug-ins:
Plug-ins are associated applications which provide additional resources and information. Additional features may be made available here as the product matures within IEMA.

g. Status Icons
There are two status icons provided on the control panel for select options:

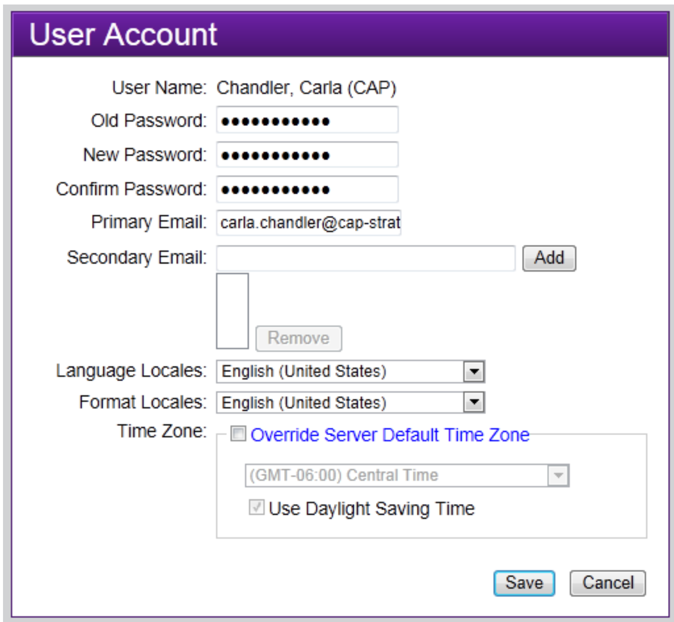
- The first, a plus sign (+) is disabled for most functions. To add an item to any board or menu, you must use the New link within the board itself.
- The second, an X, allows the user to close the window appropriate without toggling to that window to do so. When this X icon is RED, it indicates that the item is open. Click the red X to close that window.

h. Resize Control
You can resize any of the WebEOC windows, including the control panel, by clicking and dragging from any corner.

Managing Your User Account

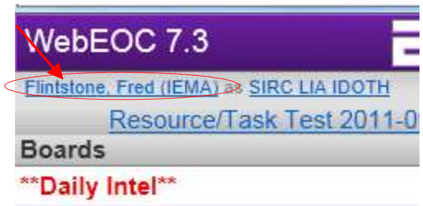
WebEOC allows users to manage passwords, email addresses, and regional settings.

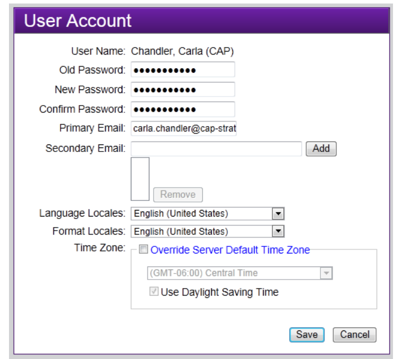
- **Passwords**: The passwords displayed are masked to avoid revealing the content or actual number of characters in the password.
- **Email Addresses**: WebEOC can store a number of email addresses per user, however a primary email address is required by the system. The primary email will be used for all automated notifications distributed by the system.
- **Regional Settings**: The language and format locales allow WebEOC to provide information and a format and language that best suits your communication abilities. These geographic settings allow EOC to provide data with times which are properly reflected in your time zone.



Changing Your Password

Action	Result
1. Click on your user name in the Control Panel window.	The User Account window appears, displaying your account settings.





Action	Result
2. Enter the desired password in both the New Password and Confirm Password fields.	Notes that the passwords entered in both fields must match, including any capitalization.
3. Click Save.	Updates to the user account information are saved.

Incidents

Incidents, in WebEOC, represent events which have merited the activation of the State Incident Response Center (SIRC). Incidents are created at the direction of IEMA Operations and, in some case, REAC.

When an incident is created in the system, positions are selected for involvement in the incident. When any information is added to the incident, visibility to that information is shared with others assigned to that incident based on position.

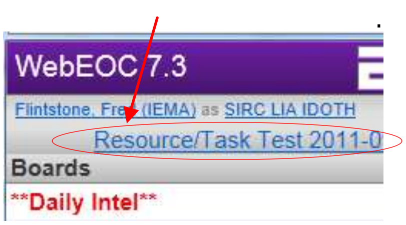
Incidents are the over-arching component to which all interaction with WebEOC is related. For example, most boards display information related to the selected incident and all resource requests entered are associated to the incident under which they are entered.

Selecting an Incident

Generally, the desired incident is selected during the login process. However, you may, at any time during a WebEOC session, change your view to another incident *associated to your current position*.

To change to an incident in which you are acting in another role, see ***Selecting a Position,*** page 11.

To select another incident:

<table>
<tr><th>Action</th><th>Result</th></tr>
<tr><td>1. Return to the WebEOC Control Panel</td><td>
</td></tr>
<tr><td>2. Click the Incident Title from the Control Panel.

</td><td>The Select Incident window appears, listing the Incidents available for your active position.

</td></tr>
<tr><td>3. Select the desired incident from the Incident drop-down list.</td><td>WebEOC updates the Control Panel with information related to the selected incident.</td></tr>
</table>

Selecting a Position

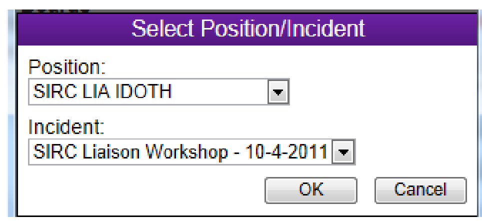
During the login process to WebEOC, you selected the position assigned to you for a given incident. However, you may change to another position within the current or another incident when appropriate.

To Change Position:

<table>
<tr><th colspan="2">Action</th><th>Result</th></tr>
<tr><td>1.</td><td>Return to the WebEOC Control Panel

Note: The WebEOC Control panel remains open during each session; use the Windows toggle feature to locate the open Control Panel among your open applications.</td><td>The WebEOC Control Panel appears.

</td></tr>
<tr><td>2.</td><td>Click the Position from the Control Panel.

</td><td>The Select Position window appears:

</td></tr>
<tr><td>3.</td><td>Select the desired position.</td><td></td></tr>
<tr><td>4.</td><td>If necessary, select an incident from the Incident drop-down.</td><td></td></tr>
<tr><td>5.</td><td>Click OK.</td><td>The WebEOC Control Panel appears, displaying the new position and incident information.</td></tr>
</table>

Boards

Overview

Status Boards are the foundation for information sharing within the WebEOC. Incident information entered into the system can be managed and displayed simultaneously and immediately to all authorized users through a variety of status boards within WebEOC.

Boards are listed by title in the Boards section of the WebEOC. Board titles appearing in red indicate that there have been new items posted to the board. Clicking the title will display the contents of the board in a new window.

Each board may have a different layout and features available for use. The **Daily Intel Board**, for example, is the only board which is not incident-specific. Postings to the Daily Intel board are visible by all authorized users across all incidents, regardless of the incident under which the user was logged in when creating the posting.

The availability of other boards in WebEOC is driven by the selected incident and the position of the user within that incident. These boards provide a means for relating categories of information and making that information available to other users.

Under the position of liaison, the following boards are available:

- **Resource/Task Request Board**
  The Resource/Task Request board lists the requests entered as part of the incident. For more information about the Resource/Task Request Board or the requests themselves, see **Resource/Task Requests**, page 16.

- **Situation Reports**
  The Situation Reports board lists situation reports generated as necessary for the incident. Items included in situation reports are drawn from position logs which select SITREP as the audience as well as other resource requests and event log entries deemed appropriate.

Additional boards may become available over time.

In addition to those listed above, there is a menu option which accesses a listing of SIRC boards. See ***Menus*** below for more information.

Viewing Boards

<table>
<tr><th>Action</th><th>Result</th></tr>
<tr><td>

1. Access the WebEOC Control Panel.

Note: *The WebEOC Control panel remains open during each session; use the Windows toggle feature to locate the open Control Panel among your open applications.*

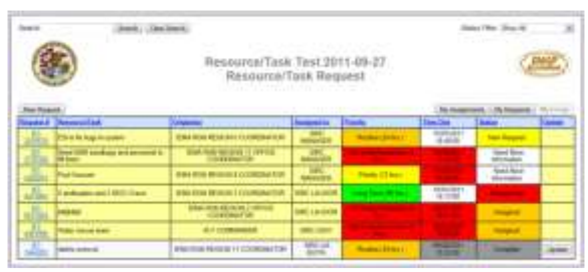
</td><td>

</td></tr>
<tr><td>

2. Click the desired board title link from the Boards section, in this example, the Resource/Task Requests Board.

</td><td>

The Resource Task Request view appears, listing all records (in this case, requests) in your area associated with the current incident.



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</td></tr>
<tr><td>

3. From any board, you may use the Status Filter and Search options.

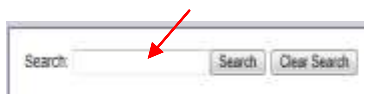
</td><td>

The listing of available Status Filter options may vary by the topic of the board. Consult additional documentation on the board itself for assistance with filtering.

The search feature is explained below.

</td></tr>
</table>

Searching for Information in Boards

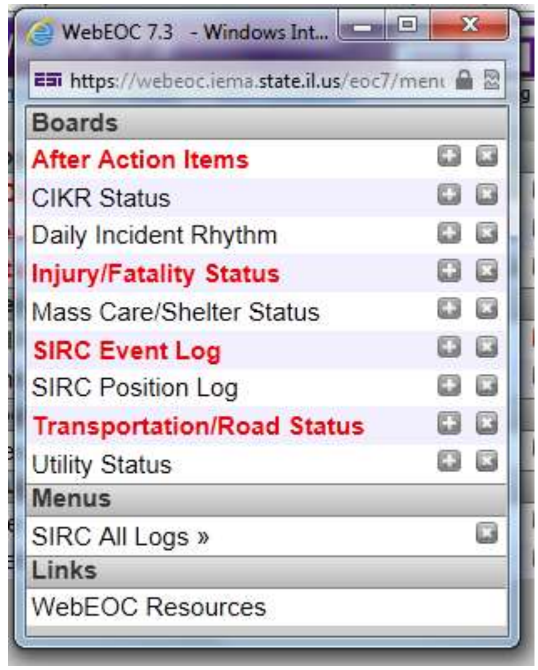
Action	Result
1. Access the desired board as described in *Viewing Boards*, page 13.	The board's default view appears. In this example, the Resource/Task Request view offers a Search option in the upper left. Most, but not all, boards include this search option. 
2. Enter a keyword into the Search field. 	The system does not support the use of common search wildcards such as * or ?, however the system will search using partial words.
3. Click the Search button.	The system will apply the search keyword entered to content fields. In this example, the search feature will search: • Title/Name • Originator • Assigned To • Priority • Status After a slight delay, the grid will filter to display those records matching found during the search.
4. To return to all records, click the Clear Search button.	

Menus

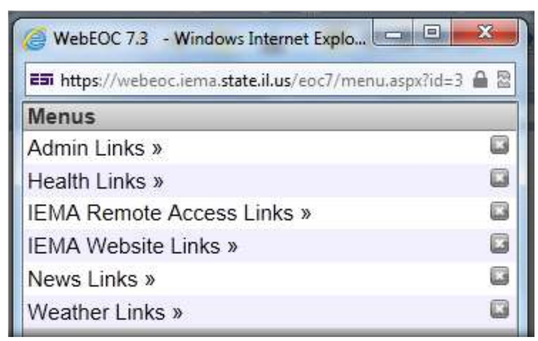
Overview

Menus are predefined categories of boards, grouped together for more efficient use. Although the availability of menus will vary based upon the user's current position, for liaisons, the following menus are provided:

- **SIRC Boards**
  The SIRC Boards menu opens a list of boards featuring incident information managed by the SIRC, such as emergency shelter capacities and statuses, injuries, fatalities, etc.



- **Links>>**
  The Links option provides shortcuts to additional informational and resources. The links here are not incident specific but designed to provide support during periods of incident response. Requests for additional links can be submitted through your WebEOC Administrator for consideration.



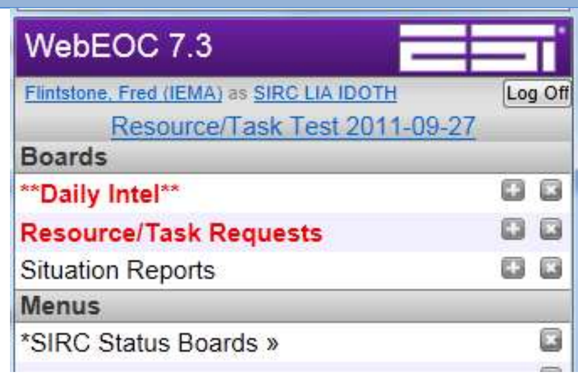
Resource Requests

Resource requests are at the heart of incident response. These requests provide a centralized, automated and efficient mechanism for submission of requests for assistance when it is needed most and the prompt response to those requests by those best-suited to fulfill the request.

Viewing the Resource/Task Request Board

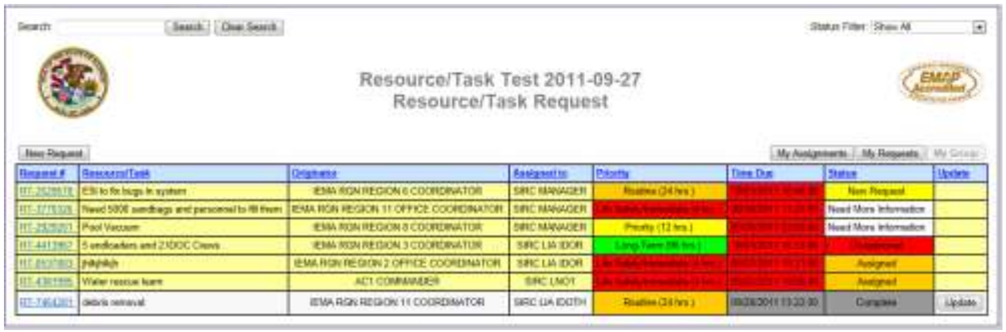
Resource tasks request boards can be easily accessed from links within the control panel by clicking on the Resource/Task Requests heading. The board provides a comprehensive view of requests and offers features to adjust the content of the view to meet your needs.

To view the Resource/Task Request Board

Action	Result
1. Access the WebEOC Control Panel. **Note:** *The WebEOC Control panel remains open during each session; use the Windows toggle feature to locate the open Control Panel among your open applications.*	
2. Click the Resource/Task Requests link from the Boards section. 	The Resource Task Request view appears in a new window, listing all requests associated with the current incident which are accessible in your current position.  .

About the Resource/Task Request Board View

When the Resource/Task Request board opens, it displays all requests for the current incident to which you have access. Certain values are color coded based upon priority to direct your attention to those identified as highest priority or more urgent based upon the date due.



Sorting

By default, the list is sorted with the most recent request on top. You may adjust the sort order by clicking on the desired column heading. Click once to sort in descending order; again to sort the values in ascending order.

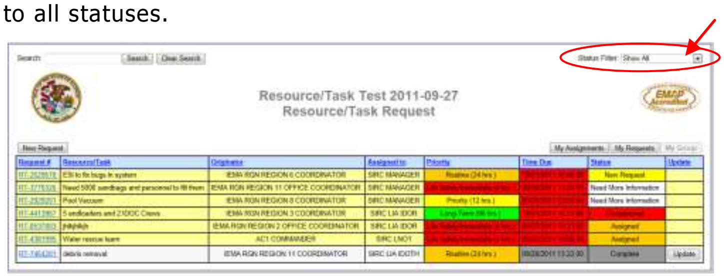
The column on which the information is sorted will be identified by a small triangular arrow in the heading, indicating the direction of the sort (downward for descending and upward for ascending).

Filtering

Information within the Resource/Task Request Board can be filtered in two ways: the status filter drop-down or the predefined view filters.

Status Filters

To filter the displayed requests to a specific status, select the desired status from the Status Filter drop-down in the upper right corner. This filter defaults to all statuses.

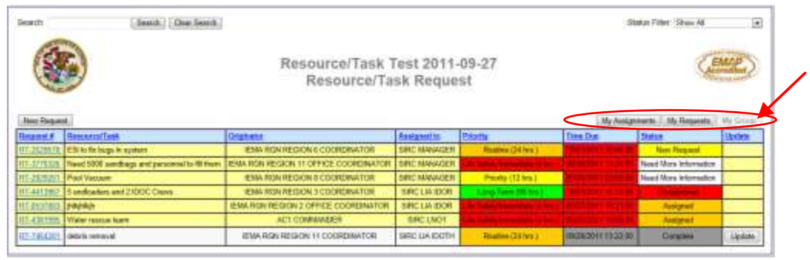


Note that the **OPEN** status filter displays a group of statuses including New, Assigned, In Progress & Need More Information. Likewise, the **CLOSED** status filter encompasses a group of statuses that includes Completed, Cancelled, Disapproved, and Voided.

View Filters

Each position in WebEOC will be given the following Resource/Task Request views:

- My Assignments
- My Requests
- My Group (or My Region)



These views are provided as buttons above the grid and are provided to quickly access a subset of the request records:

- **My Assignments**
  My Assignments displays only those resource/task requests assigned to the current position. The user will have the ability to act on or change these requests.
- **My Requests**
  My Requests displays only those resource/task requests originated by the current position. The user will have the ability to act on or change these requests.
- **My Group**
  Displays as "My Region" for regional staff.
  My Group displays all resource/task requests from the current position's group (for example, View All AC1, View All AC2, etc.). While a specific position may have visibility to all Resource Requests applicable to the group to which the position is assigned, specific positions can only act on or change a Resource Request on which they are authorized to do so.

  For example, an IDOT position in the SIRC can see all the requests of an incident being handled by the SIRC, but can only ACT ON or CHANGE a Resource Request assigned to or originating from them.

  The SIRC Manager and the SIRC LNOs can ACT On or CHANGE any SIRC request from that view; an AC Commander, AC Logistics Position can ACT ON or CHANGE any request applicable to that AC, etc.

In addition, a comprehensive read only View All option may be provided, available to authorized users only.

- **View All** *(authorized users only)*

  The view all option lists ALL existing Resource Requests for an incident, regardless of status. This option is limited to the selected positions, namely SIRC LNOs, SIRC Manager, and IEMA Director's Office. Requests are presented in this view as read only; they cannot be updated and new requests cannot be added here.

Resource/Task Request Processing Flow

While processing a request for resources or assistance during an incident, the following flow of events takes place:

1. The SIRC is activated and an incident is created in WebEOC.

2. A Resource/Task Request is entered under that incident at the lowest possible level (that is, nearest the event or incident such as a local agency.) See *Creating a Resource Request*, page 20.

3. The request is routed to the appropriate Area Command or SIRC as follows:

    - Any Resource Request submitted by an AC position will flow FIRST to the AC Logistics Position by default, and NOT to the SIRC. After the Resource Request is submitted, it has a status of *New Request*. The default Assigned To will be the AC Logistics position but AC Commander can see and act on the request as well.

    - All Resource Requests that originate IN THE SIRC (from positions identified as SIRC positions) will be sent to the LNOs and the SIRC Manager. After the Resource Request is submitted, it has a status of New Request. The default Assigned To will be the SIRC Manager (but LNOs can see and act on the request as well.

    - A Resource Request from a Logistics Base Position will be sent to the LNOs and the SIRC Manager. After the Resource Request is submitted, it has a status of New Request. The default Assigned To will be the SIRC Manager (but LNOs can see and act on the request as well).

4. The Assignee responds to the request, entering details into the request record within WebEOC as described in *Updating an Existing Request*, page 27. In that update, the user should set the status to In Progress while the request is being addressed.

5. The request remains In Progress until confirmation that the request has been successfully fulfilled.

Area Commands

- An Area Command Vehicle(s) (ACs) will NOT be in the field unless there is a SIRC activation manned by at least a SIRC Manager.

- Area Command Vehicles are currently entitled AC1, AC2 and AC3; however additional ACs may be added in the future as needed.

- If multiple Area Commands are in the field, resource requests will flow directly to the SIRC from each AC, **not** through a "UAC".

- ACs will always be assigned at least one Logistics position.

Creating a New Resource Request

Resource Requests should be entered into WebEOC at the LOWEST possible level (meaning closest to the origin), generally being created by a liaison or personnel at an area command. This resource request serves as an automated method to request assistance in the event of an emergency.

If the request originated in the SIRC, the resource request is managed by SIRC LNOs. Requests originated within an Area Command are managed by the Area Command Logistics position.

Resource Requests are incident-specific. By default, requests entered will default to the currently selected incident in WebEOC. Requests that are not tied to a specific incident should be entered into the default DAILY OPERATIONS incident.

When a Resource Request is initially entered, the status will become NEW REQUEST. As it is processed, the status of the Resource Request may become:

- New Request
- Assigned
- Disapproved
- In Progress
- Cancelled
- Complete
- Need More Information
- Void

The following positions can submit a Resource Request during a SIRC activation:

- Any position in the AC can submit a Resource Request, however any Resource Request submitted by an AC position will flow FIRST to the AC Logistics Position by default, and NOT to the SIRC.

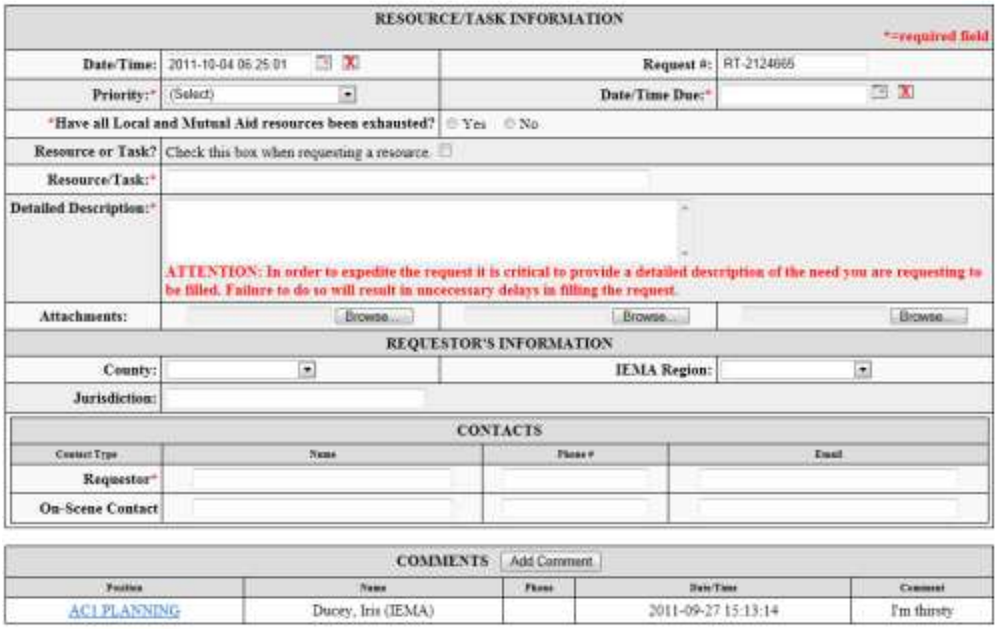
- All Logistics Base Positions can submit Resource Requests.

To create a new resource request:

Action	Result
1. Access the Resource/Task Requests Board as described on page 16.	The Resource/Task Request Board appears. 
2. Select the New Request button above the grid. 	A blank Resource/Task Request form appears. 
3. Enter the details of the	For additional information regarding the entry fields,

	request. **Note** that if the user checks the Resource checkbox, identifying the request as a request for resources, rather than a request for task assistance, additional fields become visible for completion. (See *Resource Details*, page 24)	see *About the Resource/Task Request Form*, below.
4.	Click Save when details are complete.	The system routes the request as directed by the Assigned To instructions and the processing flow described on page 19. The request appears on the appropriate Resource/Task Requests Board.

About the Resource/Task Request Form



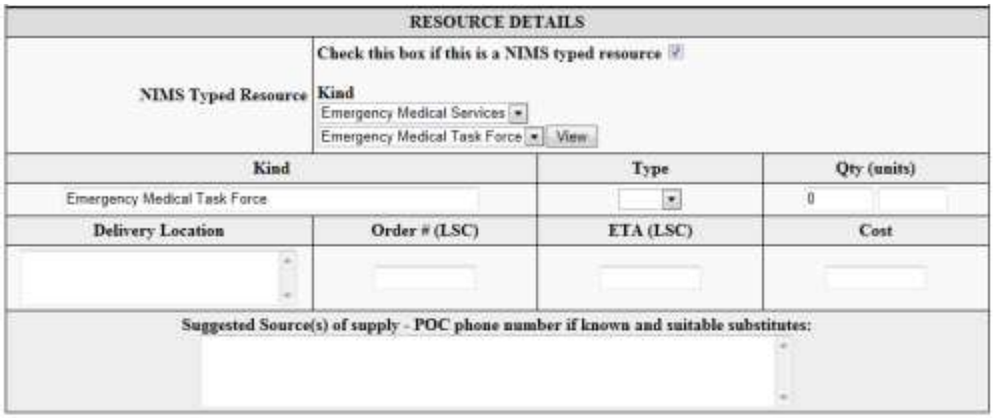
As you create or modify a request, providing accurate data in each field of the form will ensure that your request is responded to effectively and efficiently:

Field Label	Description
Date/Time	*Required.* The system stamps the date and time as the date and time of data entry. You may override the date entered using the associated clear icon (X) and the calendar icon to reselect a new date.
R/T Number	*Required.* This number is assigned by the system and uniquely identifies the request. This number cannot be changed by the user.
Priority	*Required.* Select the appropriate priority from the list of time-related options. The selection of a priority will allow the system to derive the expected due date.
Due Date/Time	*Required.* Based upon the original entry date and time and the selected priority, the system calculates and displays the due date and time. You may override the date entered using the associated clear icon (X) and the calendar icon to reselect a new date.
Have all Local & Municipal Aid Resources been exhausted?	*Required.* Resource requests, in most cases, should be addressed locally whenever possible. It is our goal to fulfill resources as quickly and efficiently as possible which often means using local resources first, before escalating to a state-provided resource.
Resource/Task?	*Required.* Identify if the request involves the provision of physical resources or assistance with a task. If you indicate the request is for a resource, the Resource Details and Deployments sections appear. See *Resource Details and Deployments,* page 24.

Field Label	Description
Resource/Task:	*Required.* Enter a brief yet descriptive title for the request.
Detailed Description	*Required.* Enter a detailed description of the need. A comprehensive description will ensure that the processing of the request will not be delayed.
Attachments	You may attach up to three documents to clarify the request. Generally, any electronic file can be attached, limited only by server capacity and technical restrictions of the current environment.
Requestor Info:	
County	Select the county in which the services or resources will be applied.
IEMA Region	Define the application region.
Jurisdiction	Identify the local level of government (i.e. county, city, township, etc.) from which the request originated.
Contacts:	You may define two contacts for the request:
Requestor	*Required.* Provide the name, telephone and email address for the individual making the request. A requestor is required.
On-Scene Contact	Provide the name, telephone and email address for the individual with whom delivery coordination can be made at the scene. If no on-scene contact is defined, the requestor will serve at the point of contact.
Comments	Any number of comments can be added or associated to the request. A comments form is used to complete the full comment details, however the following data elements are presented on the comments grid within the Resource request.
Position	Identifies the assigned position of the individual who entered the comment. This field serves as a link to open the comment. The comment text itself can then be edited on Comment view; all other fields cannot be modified.
Name	Identifies the name of the person entering the comment.
Phone	The contact phone number for the person.
Date/Time	The date and time the comment was entered.
Comment	The details of the comments. This field can be edited by others after the original comment was entered.

Resource Details and Deployments

The Resource Detail and Deployments sections appear when the request is flagged as a resource request. These sections support additional clarification of the resource being requested:



Field Label	Description
	RESOURCE DETAILS
NIMS Typed Resource	Identifies the requested resource as defined in NIMS. When selected, additional fields appear: 
- Kind	Select from the available list of NIMS resource types. Once a selection is made, a second drop-down box appears.
	This secondary drop-down lists the various resources available in the NIMS category selected in the Kind drop-down list. Once a selection is made here, it populates the Type box .
-View	The associated **View** button accesses a detailed listing of the NIMS typing associated with that selected resource. The user may browse for the desired resource type and enter that into the Type drop-down below.
Type	Select the applicable resource type. Options provided here are drawn from the defined list of types.
Qty	Specify the quantity of the resource requested.
Units	Clarify quantity by providing a unit of measure such as gallons, cases, bottles, tons, etc.
Delivery Location	Enter the delivery address for the resource delivery.
Order # (LSC)	A reference number assigned and used by Logistics Section Chief.
ETA (LSC)	An estimated time of delivery, assigned and used by Logistics Section Chief.

Field Label	Description
Cost	Identifies the anticipated pricing of the resource requested. This should represent the total cost; not a per unit price.
Suggested Source	Enter a suggested vendor to provide the requested resource. Include contact information if possible.
DEPLOYMENTS	
Deployment ID	A unique identifier assigned by the system and used as a link here to open the deployment view.
Quantity	Identifies the number of resource items delivered in the deployment.
Units	Clarify quantity by providing a unit of measure such as gallons, cases, bottles, tons, etc.
Kind	Displays the associated NIMS resource category.
Type	Displays the associated NIMS type.
Details	Displays the comments entered on the Deployments view for the record.
Vendor	Identifies the vendor who will be providing the resource.
Cost	Displays the cost associated with this deployment.

Viewing Individual Resource Requests

Action	Result
1. Access the Resource/Task Requests Board as described on page 16.	The Resource/Task Request Board appears. 
2. Locate the desired Resource/Task Request.	For assistance finding the desired request , revisit searching (page 14) and filtering (page 17).
3. Click the Request # in the first column of the desired record. 	The Resource Task Request appears. 

Updating an Existing Resource Request

Resource requests will be updated for any number of reasons. The ability to update a request is restrict to the original requestor or the SIRC manager.

- **Modify the original request**
  The originator may update the details of the original request to make corrections or to modify the need in the event that the original need changes.
- **Adding a Deployment**
  Deployments record shipment(s) of the requested resource. There may be any number of deployments added to a request. See *Adding a Deployment*, page 30.
- **Adding a Comment**
  Comments can be added to the Comments section to log activity and provide clarification to the request. See *Adding a Comment*, page 32.
- **Changing the Request Status**
  The SIRC Manager, SIRC LNOs, AC Commander and AC Logistics Position can change the status of a Resource Request to any available status. Available statuses include:
  - New Request
  - Assigned
  - Disapproved
  - In Progress
  - Cancelled
  - Complete
  - Need More Information

  The position which submits a Resource Request or is currently assigned the request may Cancel that specific request. Explanation of cancellation must be entered in "comments" block.

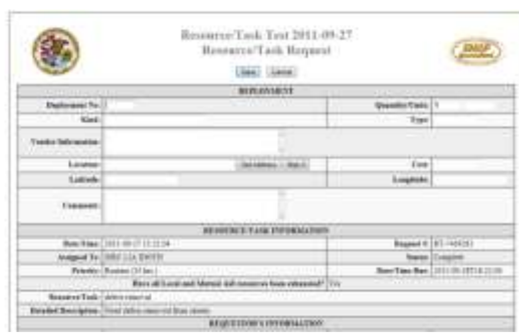
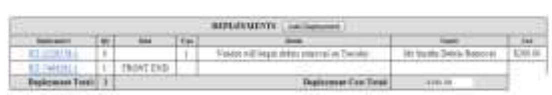
  Any position can change the status of a Resource Request to the following:
  - Disapproved
  - In Progress
  - Cancelled
  - Complete
  - Need More Information
- **Reassigning a Request**
  If a Resource Request is assigned to a position and that position determines that the request should be assigned elsewhere, the original assigned position must communicate with the SIRC Manager or the SIRC LNOs and recommend re-assignment. This rule remains in effect at all levels of the response (ie, AC, SIRC, etc).

To update an existing resource request:

Action	Result
1. Access the Resource/Task Requests Board as described on page 16.	The Resource/Task Request Board appears. 
2. Locate the desired Resource/Task Request.	For assistance finding the desired request, revisit searching (page 14) and filtering (page 17).
3. Click the Update option in the last column of the desired record. **Note**: the Update option is enabled only when the current position is authorized to edit the request. 	The Resource/Task Request appears, enabled for editing. 
4. Update the information as appropriate.	
5. Click <Save>.	The modifications to the request are saved. Notifications are distributed based on select changes such as reassignments or status changes.

Adding a Deployment

Deployments define the delivery of the requested resource to the location in need. There may any number of deployments associated to a request. To add a deployment to Resource/Task Request, you must have the authority to update the request.

Action	Result
1. Access the desired Resource/Task Request as described in Updating an Existing Resource Request, page 27.	The Resource/Task Request appears in Edit mode. 
2. Scroll to access the Deployments section near the bottom of the Request form.	The Comments section appears. 
3. Click Add Deployment.	The Deployment form appears. **Note** the Deployment section is the only section which can be edited in this form. The remaining sections display information drawn from the Resource/Task Request itself. 
4. Enter the deployment details.	
5. Click Save.	The deployment record appears in the Deployments grid on the request. 

About the Deployment screen:

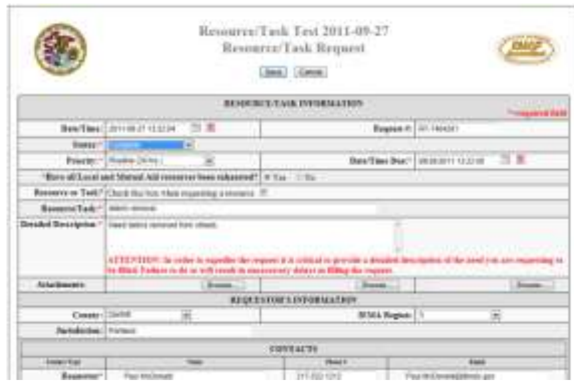
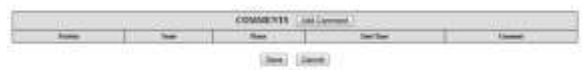
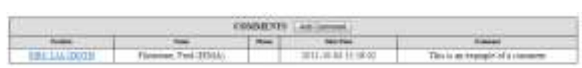
The Deployment screen appears when the Add Deployment option is selected on a Resource Request.

DEPLOYMENTS	
Deployment No	A unique identifier for the deployment. Generally, these identification numbers should represent the sequence of the deployments. The system will append this number to the R/T Number, for example 12345-1.
Quantity/Units	Identifies the number of resource items delivered in the deployment followed by the unit of measure, such as gallons, cases, bottles, tons, etc.
Kind	Displays the associated NIMS resource category.
Type	Displays the associated NIMS type.
Vendor Information	Identifies the vendor who will be providing the resource. May also include contact information and address, if available.
Location	Enter the delivery address for the resources being provided. This may be the incident location or a staging area being using during
Get Address	This feature compares the address information entered to an online databases of validated addresses. If a matching address is found, you will be asked to confirm that address and this address will become the location address for delivery.
Map It	The Map It feature accesses the location on a map view, allowing users to get directions and retrieve GIS coordinates , recording those coordinates automatically in the field below
Latitude	Retrieve the latitudinal coordinates for the delivery location for use by GIS applications. Coordinates can be retrieved using the map It button available near the Location address.
Longitude	Retrieve the longitudinal coordinates for the delivery location for use by GIS applications. Coordinates can be retrieved using the map It button available near the Location address.

Cost	Displays the cost associated with this deployment.
Comments	Enter any additional helpful information regarding this deployment.

Adding a Comment

To add a comment to Resource/Task Request, you must have the authority to update the request.

Action	Result
1. Access the desired Resource/Task Request as described in *Updating an Existing Resource Request*, page 27.	The Resource/Task Request appears in Edit mode. 
2. Scroll to access the Comments section at the bottom of the Request form.	The Comments section appears. 
3. Click Add Comment.	The Comment form appears. 
4. Enter the comment details.	**Note** the Comments section is the only section which can be edited in this form. The remaining sections display information drawn from the Resource/Task Request itself.
5. Click Save.	The comment appears in the Comments grid on the request. 

Appendix: Resource Request Color Coding Key

Entire Row	Will be…	When Status value is ….
	Light Yellow	Not updated within last 2 hours **and** Status is not Complete, Cancelled or Closed
	Light Grey	Status is Closed
	White	Al other requests
Status Column	**Will be…**	**When Priority value is ….**
	Green	Extended (over 96 hrs.)
		Long-Term (96 hrs.)
	Orange	Routine (24 hrs.)
	Yellow	Priority (12 hrs.)
	Red	Life Safety/Immediate (4 hrs.)
	White	None of the above
Time Due Column	**Will be…**	**When Date/Time Due value is ….**
	Red	less than 60 minutes away*
	Light Grey	status is "Complete"
	Dark Grey	status is "Cancelled"
	White	None of the above
Status Column	**Will be…**	**When Status value is ….**
	Red	Rejected
	Light Grey	Complete
	Dark Grey	Cancelled
	Green	In Progress
	Yellow	New Request
	Orange	Assigned
	White	None of the above

- *Excludes records where Status is Complete or Cancelled.*