



# Troubleshooting Guide

## Accessing WebEOC

### **Login page not displaying**

- Make sure the computer you are using has Internet access.
- Make sure you have the correct address or link. Copying and pasting from a link that's known to be valid is the best practice. Link: <https://webeoc.sema.dps.mo.gov/eoc7>.
- [Webeoc.sema.dps.mo.gov](https://webeoc.sema.dps.mo.gov) will also access the site on most browsers.
- Some browser settings open the link in a new tab without running it on the particular tab that you have opened. Check all tabs on your browser as well as any additional windows that may have opened on your task bar.
- WebEOC will work on all browsers, but all browsers have slightly different features and work with the program slightly differently.
- If the problem persists, there may be an issue with the primary server. Try accessing the system using <https://webeoc-dr.sema.dps.mo.gov/eoc7>. Alert your administrator to the issue.

### **Forgotten User Name or Password**

- Your user name should be your complete professional email address.
- Those with access to multiple WebEOC systems must verify they are accessing the corresponding URL for the username and password being used.
- If your user account was created for a training class, the email address used to register you for the class will be your user name unless otherwise specified.
- If you're still unable to locate your username or password, click the link on the login page *Forgot Username/Password?* then follow the prompts on each new screen.
- The password reset prompt will be sent to your primary email address on file. In most cases this will match your user name. If you have provided another email address, check that account for the password reset as well.
- Passwords are case sensitive; check the caps lock.
- Only contact the WebEOC administrator after you have attempted a password reset and failed. Note: WebEOC will lock you out for (5) minutes after a failed login, but only for (5) minutes. You can try again after that time has reset.

### **“User Account Blocked” message after attempting to login**

- If you receive this message after attempting to login unsuccessfully five times:
  - Wait five minutes for the timeout to end.
  - Ensure you are using your correct user name and password. See above for help when you have forgotten your user name or password.
  - Log in using your correct login and password.
  - Check the website address or URL you are attempting to access.
- If your account is still disabled, contact your administrator support personnel.

### **Position Access Code (PAC) is not working**

- PACs and the position name must match exactly; check spacing and capitalization.
- Be sure to include the letter of the region in the position if applicable.
- If you are attempting to use the PACs for training positions from out dated manuals, check with your trainer or administrator as the PACs may have been updated.
- If you are struggling to type the PAC with the system blocking it out, open a screen you can type into while viewing clearly, confirm accuracy, and then copy and paste it into WebEOC screen.
- If the PAC has been received from a local controller, check with that controller to ensure accuracy.

### **Incident or Position missing from list**

- Make sure you have selected your position *first* and then the incident.
- If you are still missing an incident, your position does not have access to that incident. You will need to contact a WebEOC administrator or the creator of the incident (such as a local EMD) to gain access to it.
- Positions can be added with Position Access Codes (PACs); refer to Appendix E in your user manual for additional information.
- If a PAC is not available, contact your WebEOC administrator or request an additional position using the Request User Account form. Adding a position requires approval of that jurisdiction's EMD. The account vetting process is explained in Policies and Procedures.

### **Control Panel does not appear after logging in**

- Make sure all pop-up blockers are turned off. If you have multiple toolbars, ensure the pop-up blocker on each is turned off, or that the site is allowed.
- Some browser settings open the control panel in a new tab without opening the particular tab that you've opened. Check other tabs that may be available on your browser as well as any additional windows that may have opened and are accessible from your task bar.
- Remember the control panel is the only window that needs to be open for WebEOC to function. Make sure that you have not accidentally closed it while attempting to close the login screen.
- If your computer is set up to use multiple monitors, check to see if the control panel is located on another monitor.

## Navigation

### **Board missing from Control Panel**

- Make sure you are logged into a position with rights to view that board. If you have access to multiple positions, try using another relevant position.
- Check additional menus for the board including the Fusion Board group.
- Remember that names with “>>>” after them have permission to open additional lists of boards, forms, or links. Check in those menus as well.
- If you have reduced a header to customize your control panel, expand all gray-colored headers as the “missing” board or feature may be there.

### **Board not displaying after opening it from Control Panel**

- Some browser settings open the control boards in a new tab without opening the particular tab that you’ve opened. Check the tabs on your browser as well as any additional windows that may have opened and are accessible on your desktop tool bar (most commonly at the bottom of the screen).
- If you have dual monitors, check your second monitor.
- Ensure that the board is not hidden behind other open windows or boards.
- Opening a board from the control panel requires only one click.
- You may have been logged out due to a local Internet connection failure.

## Information Entry and Display

### **Unable to enter data into board (no New Record button)**

- If this is the case, the position you are using has read-only rights to that particular board. Remember, different positions have different boards available and different permissions to those boards.
- Ensure you are logged into the correct positions for that incident and to the tasks assigned to you
- The Incident Key Events and Statewide Key Events boards do NOT have a new record option. All entries should be created in the Activity Log and routed to these other boards as appropriate.
- Most users only see the display view of the *battle rhythm*. There is a separate Battle Rhythm board that appears on the control panel of local controllers. This board allows new entries to be made to the display view of the battle rhythm.
- In some cases you may not be able to create a new record, but can use the Update button to access and edit existing records.
- In some cases the detail view may contain an Update button within. This can be used to update records.
- If you believe you require editing rights you don’t have, contact your WebEOC administrator.

### **Unable to save new data**

- Ensure that all required fields are completed; a red asterisk (\*) indicates a required field.
- Ensure that you have selected Save and have not accidentally closed the window or clicked cancel.
- Ensure that you still have Internet connection.
- In rare cases the browser may not support a specific function or feature of a board; consider trying a different browser.
- If the problem persists, note the position you entered, the incident, and steps taken to create the error, then contact your WebEOC administrator with a technical support request ticket.
- Some boards have two Save buttons, one in the middle and one at the bottom of the board. In some cases you may need to click both buttons to save.
- If attempting to save a file, ensure that the file is not too large (max file size is 20 MB).
- If attempting to change a time using the Calendar feature, first enter the time and then click the correct date to save the changes.
- Do NOT use decimals or commas when adding numerical data. This may cause an error and prevent the record from saving.
- Check to make sure your times are accurate and logical; for example, make sure the sign-out time does not appear before the sign-in time.

### **Unable to view information previously entered**

- Make sure all your filters are cleared and are at the maximum setting to ensure they are not blocking you from seeing data.
- Clear the search field to ensure it is not limiting your view of data.
- If you have switched positions, it is possible you will not see information you entered under another position due to different permissions and filters. If a user filter is available, it may show that data depending on the board.
- Make sure you are logged into the same incident. Remember, most boards in WebEOC are incident dependent and will only show information from that incident.
- If you are using Chat and have closed the window, the information is no longer available to you. Reference the Chat section of Module 4.
- Inaccurate or inappropriate data may have been removed by a controller or administrator.
- Be sure you are following the Navigation Best Practices and only opening records when you are ready to update them. When a record is opened for updating, you are updating a “shot in time” of that record. In the rare case of two people opening the same record to update, only the last piece of data entered will be displayed. For example, in the Activity Log person A and B both open the same entry at the same time. Person A completes his update and saves it, and a few minutes later Person B does the same. In this case, the record Person B updated did not include Person A’s information. When Person B’s record was saved, it overrode A’s, only displaying the original and person B’s update.

### **Dropdown lists do not include a needed option**

- Use the Other option within the dropdown and type the item into the Other text box.
- If the missing option will be used routinely, contact your system administrator and request that it be added to the drop-down list. This will be fairly quick and easy to adjust.
- Remember, all weather events are grouped under Wx- "type."
- The Resource Request drop-down list will be limited based on the permissions for your position.

### **Unable to view the same data as others**

- Make sure you are logged into the same incident.
- This is most likely related to filtering options in place. Ensure that all filters are cleared. Remember, many boards have multiple filters. Button filters will be grayed-out when selected.
- Ensure that your search has been cleared using the Clear Search button. Simply deleting the information does not remove the search criteria.
- Consider that your positions may not have the same permissions as another, based on function or jurisdiction.
- If data has been restricted and your position does not meet the related criteria, you will not see the data.
- Ensure that the Disable Refresh option at the bottom of the board is not selected and blocking data updates.
- You may be viewing an old version of the board. If the same board is opened multiple times without being closed, only the most recently opened version of the board will update. Use the red **X** next to the board name on the control panel to close all open copies of that board and then reopen the board.
- Depending on local settings, computers may "go to sleep" while the projection system retains a frozen image. Make sure your computer has not gone to sleep and still has Internet connectivity so it can update.

### **Getting Logged out of WebEOC**

- A disruption in local Internet connectivity will cause the system to log you out.
- For security, prolonged inactivity logs off the user. To override this setting contact your system administrator.
- User accounts are limited to a single sign-on, meaning they can only be accessed from a single location. Logging on in a second location will log you out of your previous location.
- Setting WebEOC as your homepage may cause login problems. Set a bookmark or shortcut for WebEOC rather than making it your homepage.

## Frequently Asked Questions

### Which boards are not dependent on the incident?

- The Shelter Board, Road Closure Board, Recovery Center Board, Points of Distribution Board, Volunteers, Contacts Directory and the Statewide Key Events (Global) Board, as well as the Weather Dashboard share information regardless of incident.
- Additionally, Tools and Plugins such as Chat, File Library and Mapper operate regardless of incident.

### The auto populating feature is entering incorrect information. What do I do?

- This information is being pulled from your user account information. You can access your user account information by clicking on your user name at the top left of the control panel.
- You can also simply delete the information and reenter it if the change is not needed consistently.
- Remember, you can update your user information when you first log into WebEOC.
- Some information may come from your position(s) and may not be editable. This ensures that information is not entered on behalf of another jurisdiction without consent. You may need to obtain additional position(s) to enter information as another jurisdiction.

### Why did the board name not turn red on my control panel?

- When the board name turns red, it indicates there is new or updated information in the board. If there is no new data, it will not turn red.
- If you have a board open, but minimized, the system considers it to be open and the board name will not turn red.
- If a board contains filters, only data entered into the default filter will turn the board name red. This will mainly impact the activity log.

### I sent a resource request to the wrong position or an unstaffed position.

#### How do I correct this?

- Once a request is sent, most positions will not have editing rights. Updates or changes to requests can be made with direct contact (e.g., email, phone call, etc.). Passive changes, such as only updating WebEOC once a request is submitted, will create confusion for the position filling the request.
- You can also contact an unstaffed position via message (generating an email), phone call, or other means to let them know a request has been sent to that position.
- Consider calling the position to which the request has been sent and asking that position to reassign the request to your position.
- Remember, the asterisk (\*) in front of the position names in the drop-down lists indicate that position is currently staffed by a WebEOC user.

- Your local and regional controller positions, as well as SEOC, are able to reroute resource requests if needed.

### **Why am I getting an error message?**

- If you are using the message tool to generate an email, all the email addresses for each user must be correct. An error message during an email generation is most likely caused by an invalid email address.
- If you are trying to access a board from the control panel and receive an error message, it is likely caused by a loss of Internet connection. During brief interruptions in local Internet connections you may be logged out of WebEOC, but your control panel will appear unchanged. Simply close the control panel and log back in.
- When attaching file, certain file sizes may be too large. Adjust the file size and try again.
- You are no longer logged into WebEOC. See the Getting Logged Off section above.
- If an error message is consistently received while using a board, please make note of the time, incident, position of use, the browser used, the specific board involved, and the steps taken that resulted in the error message. Contact your system administrator.

### **What happens if there is a WebEOC failure?**

- An inability to access WebEOC will likely be caused by a local Internet connection failure or overload. In this case, work with your local IT staff to resolve the issue or consider obtaining a mobile hot spot, which may provide more reliable wireless Internet access.
- WebEOC's server and database have a remotely located backup system. If the database fails, no information will be lost because the secondary database is constantly updated as along with the main database. While the URL will redirect to the secondary, back up, database, the user will experience no difference in WebEOC use.
- If the main server were to fail, users would need to access the disaster recovery URL. This URL will take users to the active server. This transition may take a few minutes. Data being entered during the transition may be lost, but data entered prior to the failure will be saved because it is stored in both databases.
- If the Fusion connection is severed, all data will be saved locally and automatically updated when the connection is reestablished.
- The URL to use in the event of a server failure is;

**[webeoc-dr.sema.dps.mo.go](http://webeoc-dr.sema.dps.mo.go)**

