Appendix H:
WebEOC Basics

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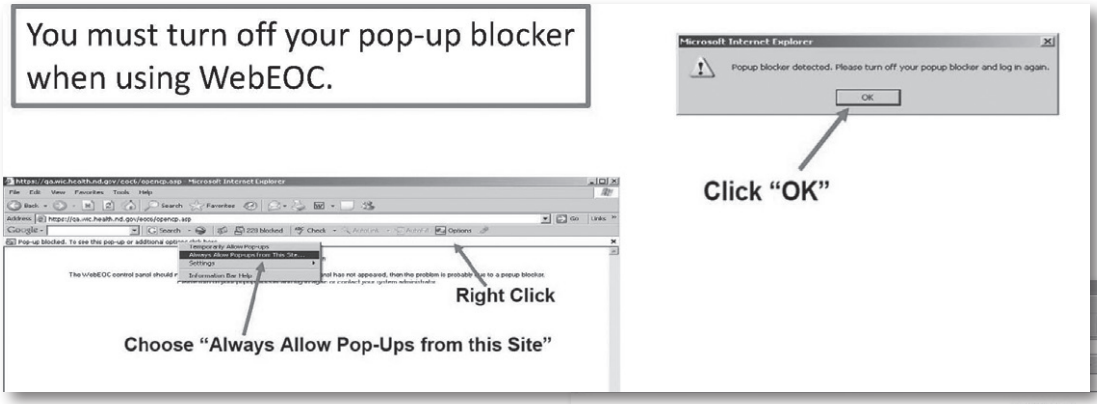
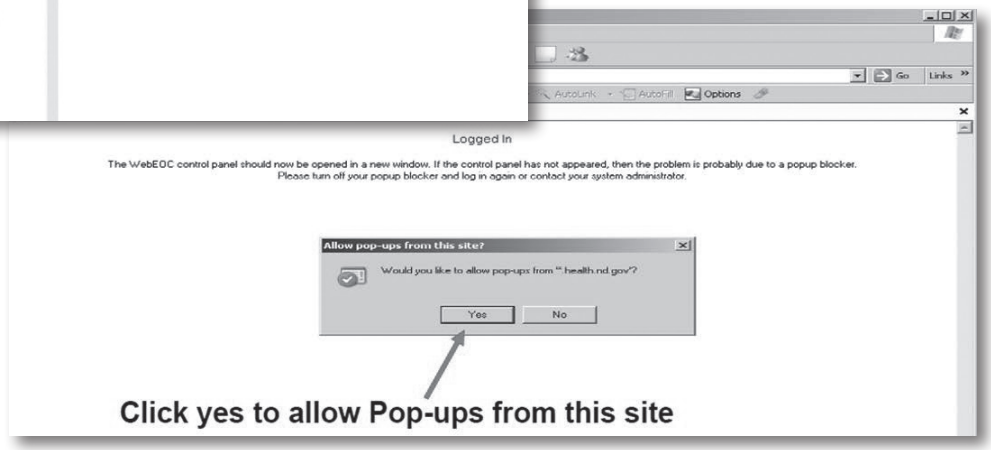
Getting Started

WebEOC can be accessed at: https://femacms.webeoc.us/eoc7/

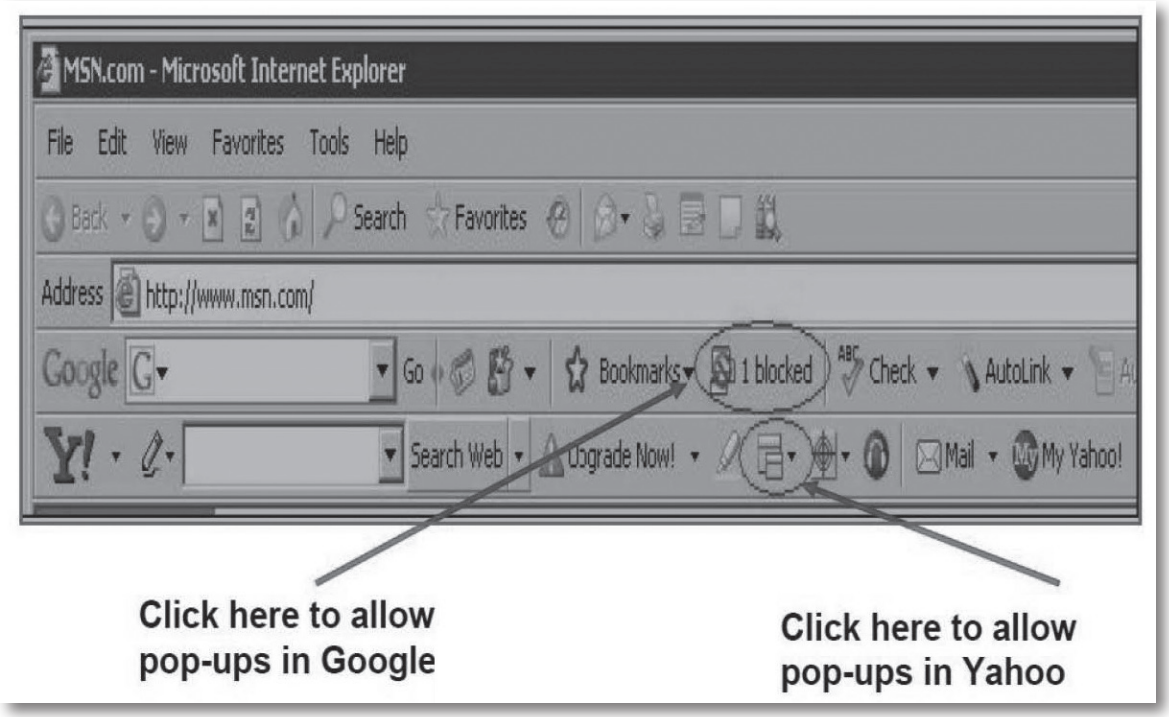
Pop-up Blocker

You must turn off your pop-up blocker when using WebEOC.





If you have a Google or Yahoo tool bar you will need to allow pop-ups on both tool bars.



Getting Started

Initial WebEOC Login Info for ESF #3 Users

- Prior to 2014 ESF #3 ATL and TL training, ATLs and TLs were established initial User IDs by Stacey McMahon, FEMA REG VI Mission Assignment Manager (MAM)/Mission Assignment Unit Leader (MAUL). If you are unsure of your overall WebEOC account status, contact her at Stacy.Mcmahon@fema.dhs.gov.

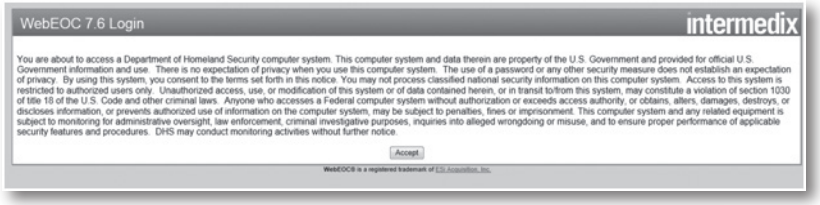
- If you remember your User ID, but cannot remember your WebEOC password, or you receive notice that your password must be reset, use the following link: FEMA-WEBEOC@fema.dhs.gov. You do not need to contact Stacy directly for this.

- When you login, please note that the current version is WebEOC version 7.6. Though many of the WebEOC screen views presented in this Appendix were taken from WebEOC Version 7.4, the activities represented and screen information presented remain accurate.

- REMEMBER:
  - If you are logging into WebEOC at the NRCC or RRCC, log in with an “Incident Support (IS)” position.
  - If you are logging into WebEOC in support of the IMAT at the IOF or JFO, log in with an “Incident Management (IM)” role.
  - NOTE: Initially all TLs and ATLs were established an “IS” role in WebEOC. You may have to contact your IMAT WebEOC lead to be issued an “IM” role in WebEOC.

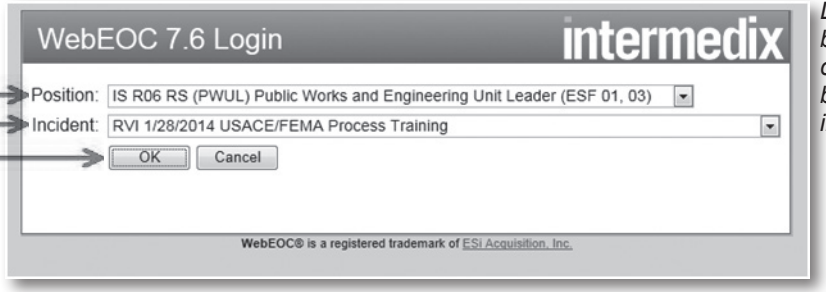
- ALSO NOTE:
  - In WebEOC the ESF #3 Team Leader will normally login to WebEOC as the “Public Works Unit Leader (PWUL)” (NIMS MAC terminology adopted by FEMA and in the NISM/RISM and used in WebEOC).
  - In WebEOC the ESF #3 ATL will normally login as the “Public Works Specialist PWS” (NIMS MAC terminology adopted by FEMA in the NISM/RISM and used in WebEOC). However, if the ATL is the designated lead ESF #3 representative at that location they will login as the PWUL.

WebEOC Login Screen



Position and Incident Login

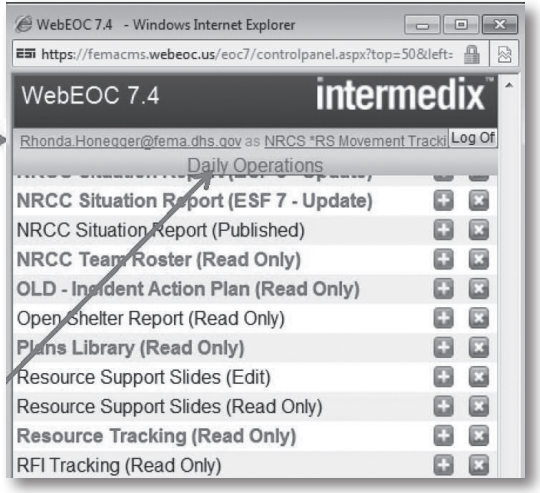
Select Position from dropdown
Select Incident from dropdown
Click OK



Data in WebEOC is maintained by incident. By logging into the current incident, data can later be retrieved for after action, inquiries, and lessons learned.

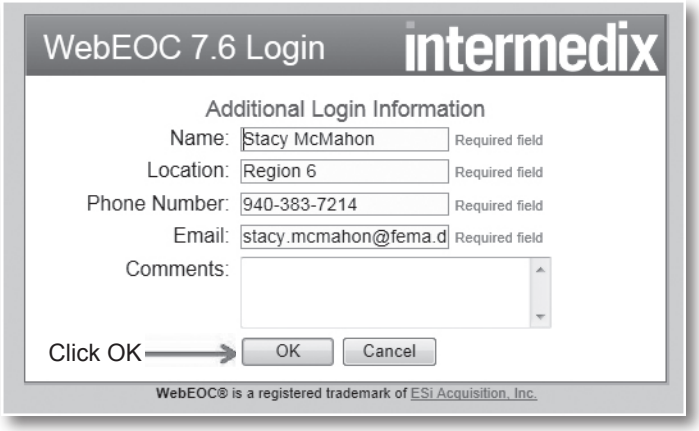
Your position name will appear as a hyperlink. This allows you to change the position you are logged in to without logging out of WebEOC.

The incident or master view you are currently logged in to is displayed at the top of your control panel. Select it to log in to a different incident without logging out of WebEOC.



Additional Login

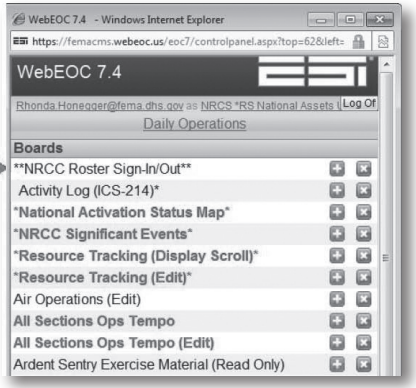
Ensure that required fields (Name, Location, and Phone Number) are complete.



Signing Into The Roster

WebEOC is used to account for staff in the NRCC/RRCC. Staff must sign-in and sign-out of WebEOC.

Click on your deployed location "Roster Sign In/Out"

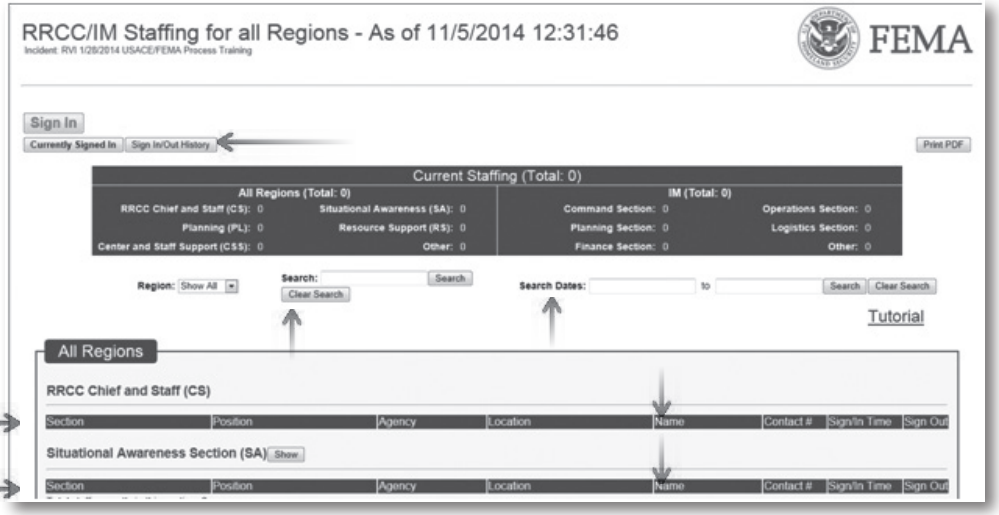


Roster Sign-in Continued

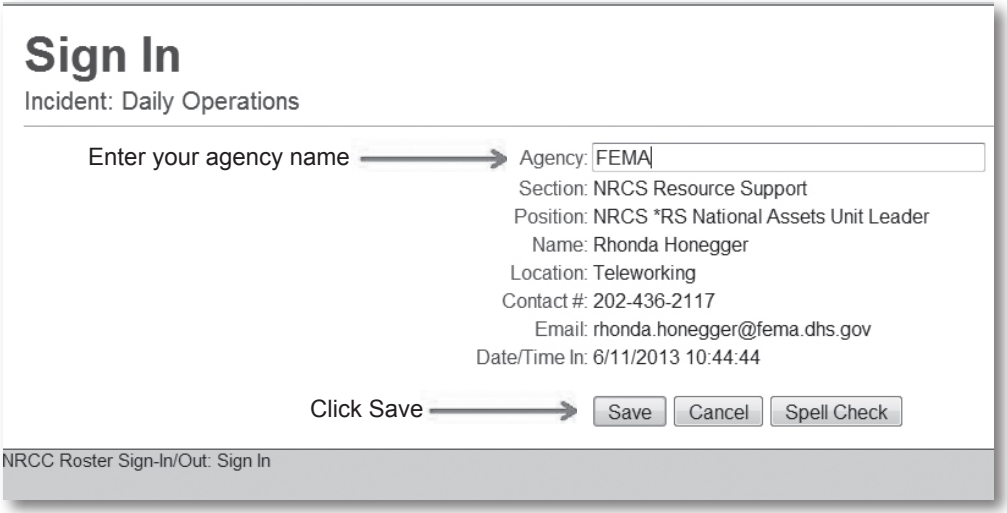
Ensure that required fields (Name, Location, and Phone Number) are complete.

From this screen you can also see:

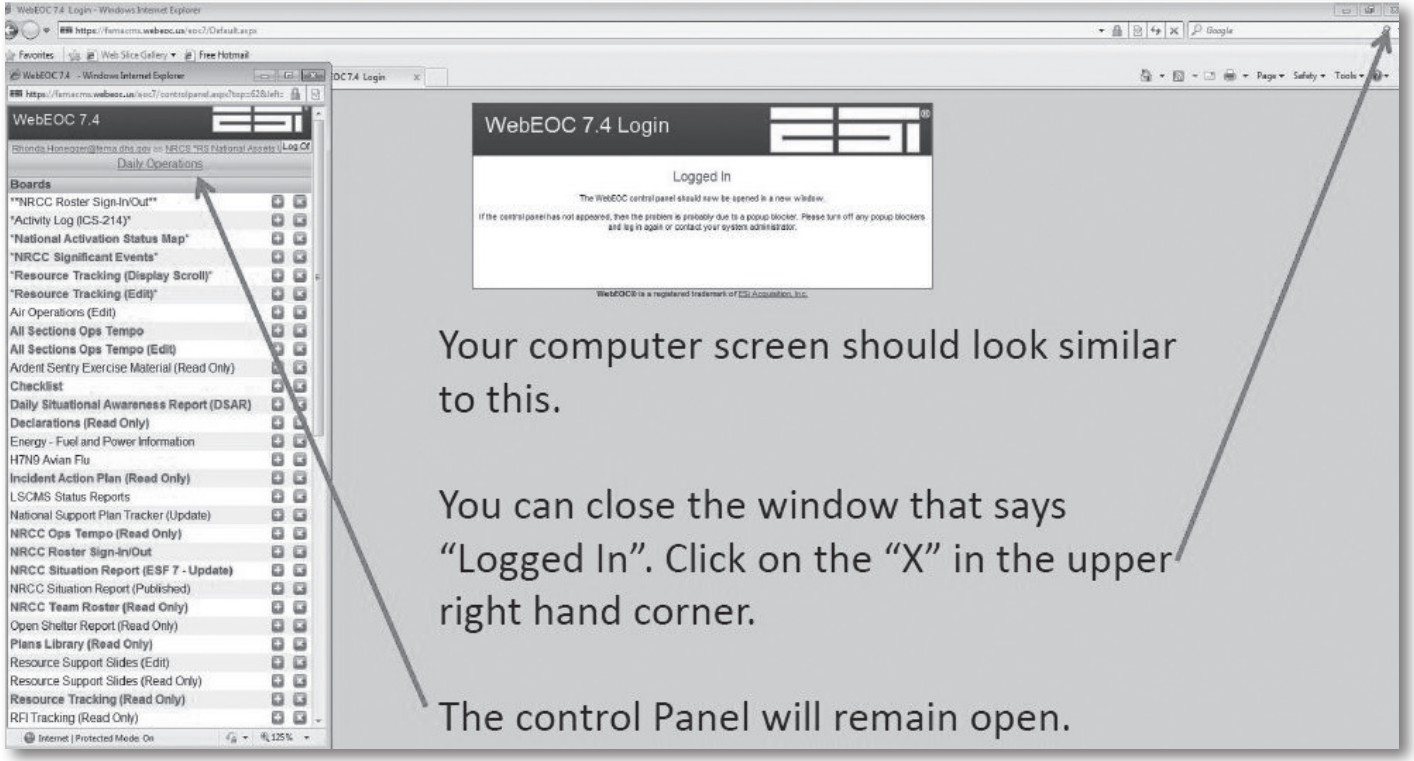
- Sign in/out history
- Search for a person or position
- Search dates of activity
- Get an overview of staffing levels of each section
- Who is signed into which position



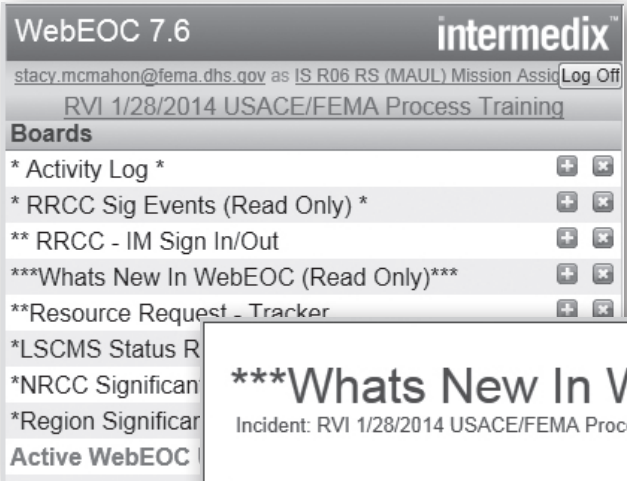
Roster Sign-in Continued



Closing Unnecessary Windows



Board Navigation



The WebEOC team has developed a new board to keep us informed of changes and updates. When you select ***What's New In WebEOC*** the following window will open up and you may select the items that pertain to you.

Some basic user functions in WebEOC are also documented in these short training videos which you are encouraged to view if it has been a while since you have accessed WebEOC: www.vimeo.com/103269002

Whats New In WebEOC

Incident: RVI 1/28/2014 USACE/FEMA Process Training

FEMA

WebEOC is an evolving system. Each new event, incident, training or exercise provides new information for the developers. This board serves to keep you up-to-date on the changes and progress of FEMA's crisis management system.

Search: Search Clear Search

Description	Attachments	Uploaded By	Last Updated
Resource Request - Tracker Boards	Whats New Update - RRTB - Nov 2014.pdf	carter.neil@fema.dhs.gov	11/06/2014 15:13:56
NRCC Significant/Region Events Boards	Whats New Update - Significant Events - Oct 2014.pdf	christel.lugo@fema.dhs.gov	11/05/2014 12:00:33

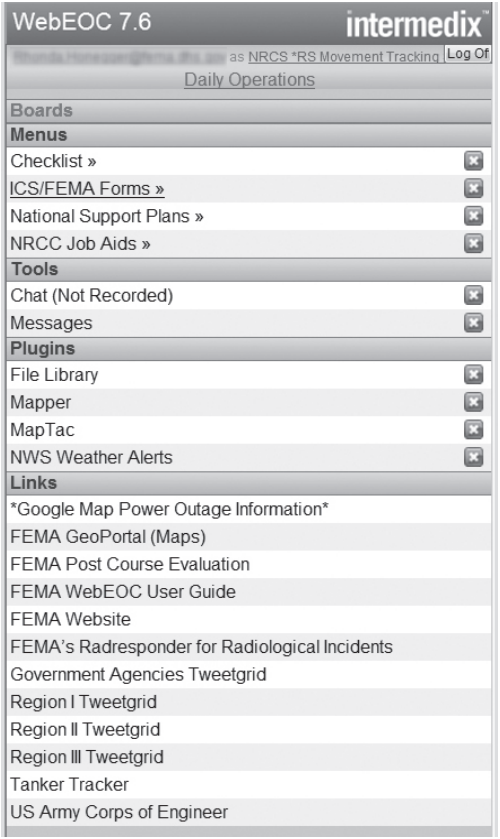
Board Navigation

Typical Control Panel

Control panel items are categorized by type:

- Boards
- Menus
- Tools
- Plugins
- Links

NOTE: Control panel changes with position.



Board Navigation

Control Panel Functions

Asterisks * indicate the most important (favorites) boards which populate at the top of the board menu.

Click on the board name to view entry/info.

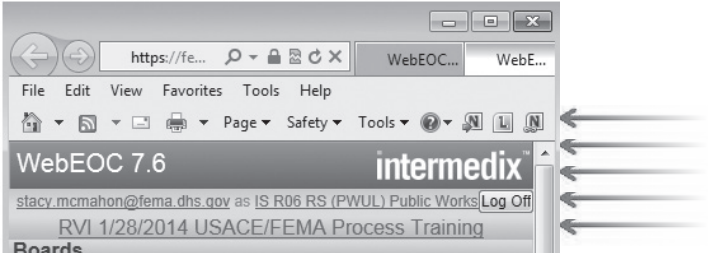
Board name turns red and bold to indicate new information.

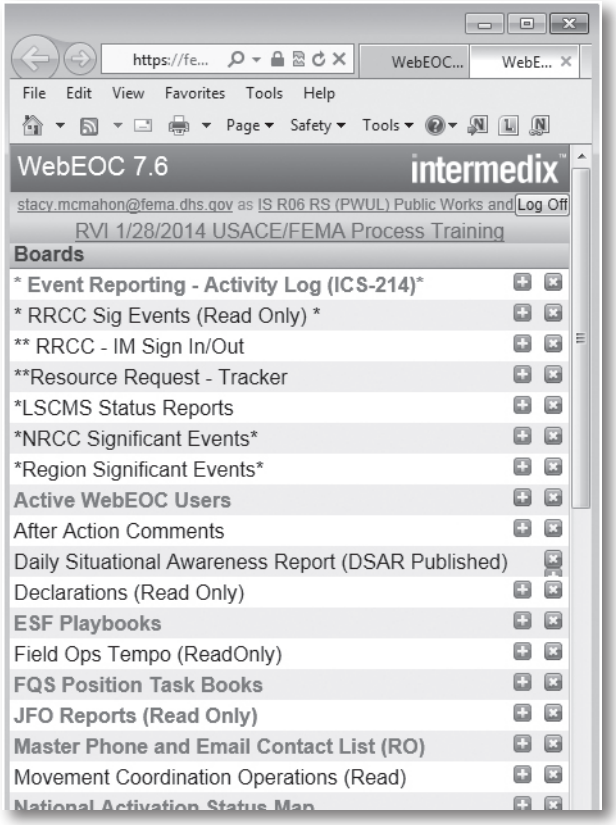
Boards that are currently open are represented by a Red X.

Click the blue + to enter new information on edit boards.

The gray + represents view-only access.

If there are sections on your control panel you do not need to view, select the name of the section (Boards, Menus, Tools, Plugins, or Links) to collapse it.





WebEOC "Record" Notes for ESF #3 Users

- In WebEOC a "Record" is any item of note that the TL/ATL decide needs to be PERMANENTLY associated with that event in WebEOC.
- What can be in a "Record?"
  - Any ESF #3 items the TL/ATL decides need to be posted related to ESF #3 activities for that event
  - Can be used to post status of PL 84-99 or other USACE program activities related to that event
  - Can be used to ensure next ESF #3 work shift is aware of any activities required of them during their shift, or to update them on activities that occurred during the previous shift
- **BUT REMEMBER**
  - Once a Record is added to the WebEOC event IT CANNOT BE DELETED!
  - Records are available for anyone who logs into that WebEOC event to read.
  - PLEASE keep them applicable to that event and USACE/ESF#3 related activities.

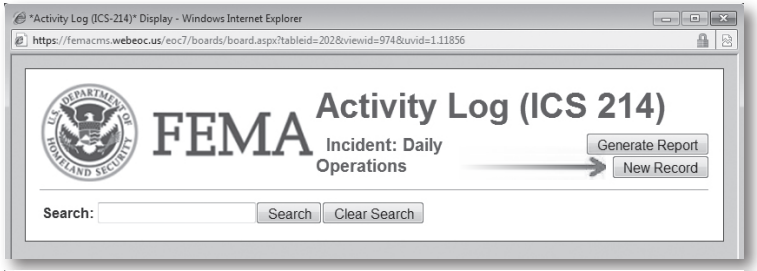
Board Navigation

Add a Record

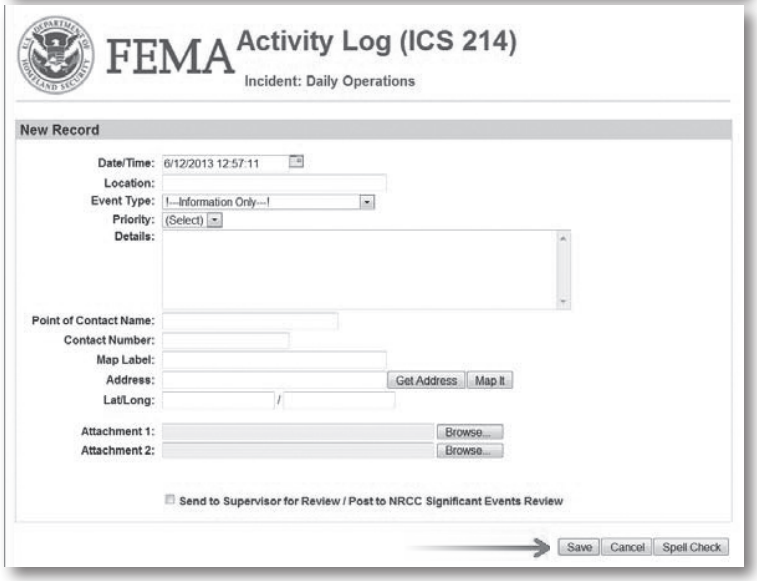
1) Select a board link on the WebEOC control panel.
2) Select the **New Record** button.
3) Complete information and click **Save**.

1

2



3



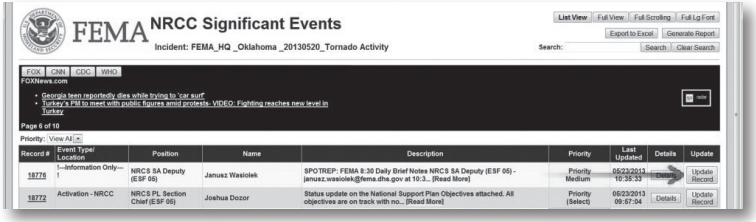
Board Navigation

Update a Record

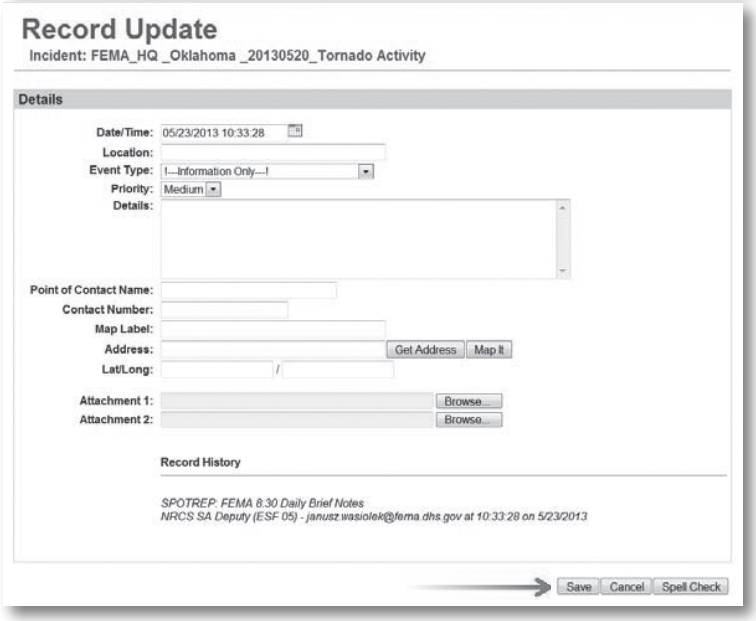
1) Select a board link on the WebEOC control panel.
2) Select the **Update Record** button.
3) Complete information and click **Save**.

1

2



3



Viewing A Record and Returning To Lists

View content of records by clicking on either the **Details** button or **(Read More)** link.

Note: the Disable Refresh button on bottom of screen

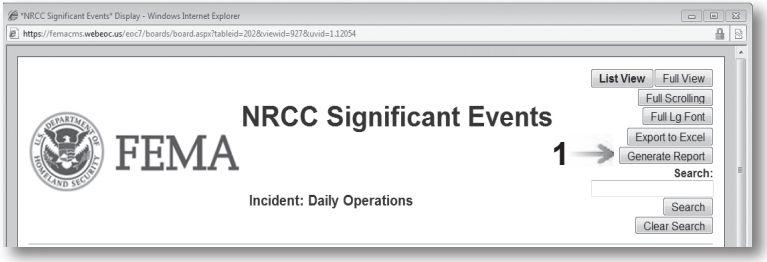
In order to return to the list of records for a particular board or feature, click on the **Return to List** button.

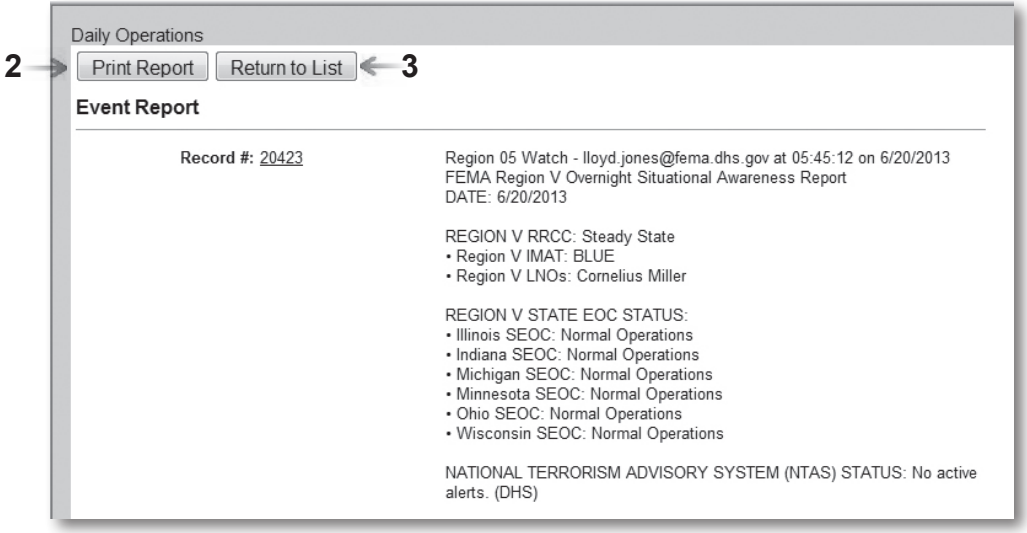
Board Navigation

Generate A Report

Several boards allow users to generate a report, save as PDF or export to Excel.

1) Click on the **Generate Report** button.
2) Click on the **Print Report** button.
3) Click on the **Return to List button** to get back to the board.



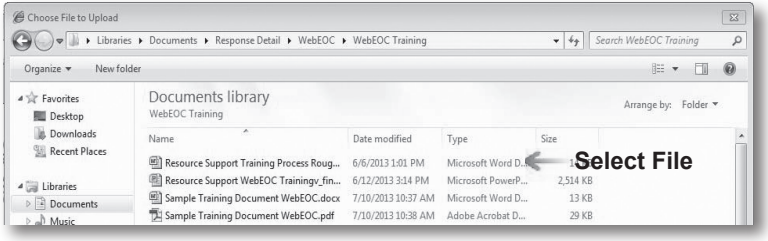


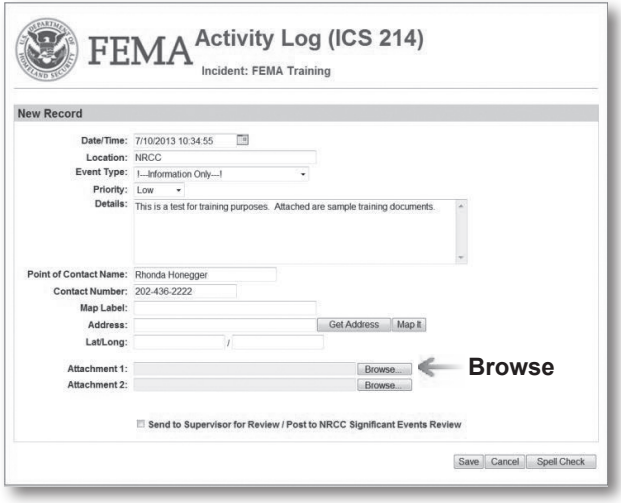
Attaching Files or Pictures

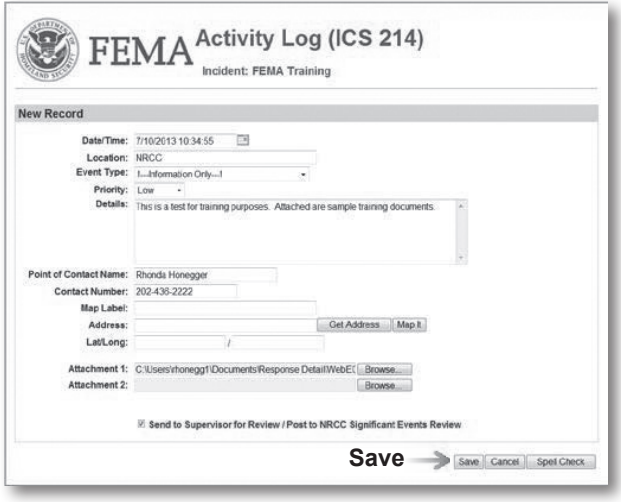
To attach a file or picture, click on the **Browse** button. This will take you into your computer files.

From there you can select files from your libraries or browse share drives for the file or picture. Select the file you want to upload by moving your cursor over the file and clicking it.

Once the file is uploaded, click the **Save** button and the file will be entered into the record.







Board Navigation

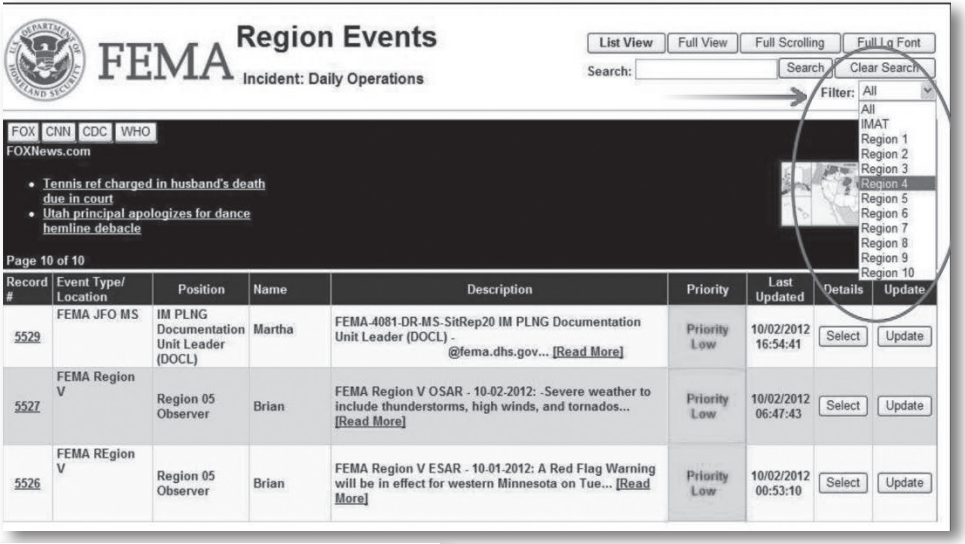
Search Records

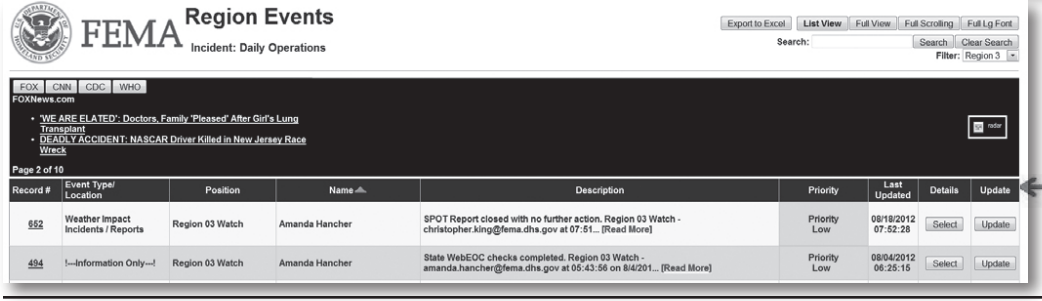
Search field and button allows you to quickly filter entries to find records or posts that are relevant to your needs.

Clear Search button removes the search criteria and returns you to the full list of records.

Filter Records

Filter postings by clicking the drop down next to **Filter**. The areas which can be filtered will be displayed in the drop down.

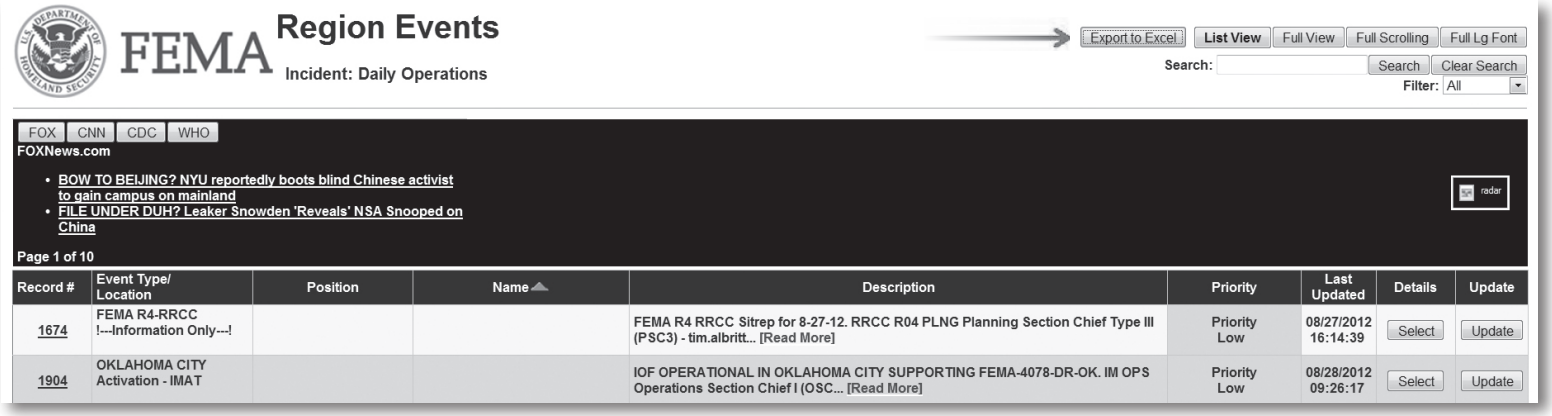




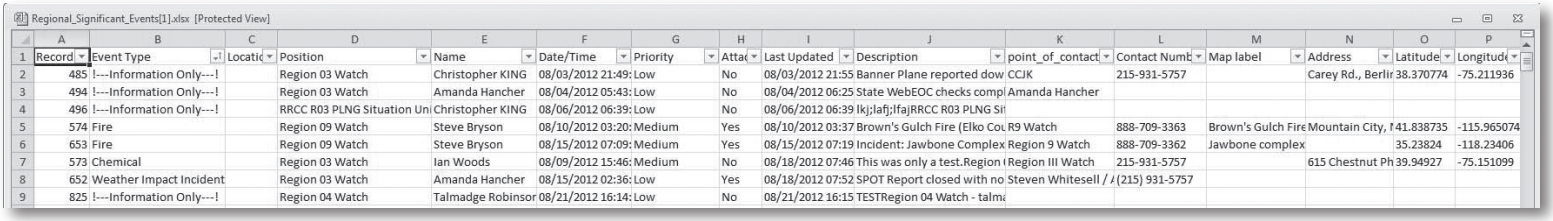
Filtered results can be refined further by clicking on the header sections at the top.

Export To Excel

To create an Excel spreadsheet which can be saved, printed or attached, click the **Export to Excel** button.



The Excel spreadsheet below depicts the information for each event listed.



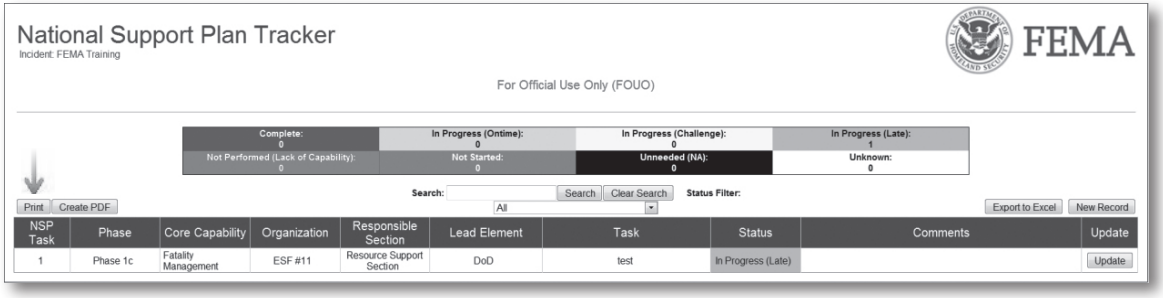
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Record	Event Type	Locatio	Position	Name	Date/Time	Priority	Attac	Last Updated	Description	point_of_contact	Contact Numb	Map label	Address	Latitude	Longitude
2	485	!---Information Only---!		Region 03 Watch	Christopher KING	08/03/2012 21:49:	Low	No	08/03/2012 21:55	Banner Plane reported dow	CCJK	215-931-5757		Carey Rd., Berlir	38.370774	-75.211936
3	494	!---Information Only---!		Region 03 Watch	Amanda Hancher	08/04/2012 05:43:	Low	No	08/04/2012 06:25	State WebEOC checks compl	Amanda Hancher					
4	496	!---Information Only---!		RRCC R03 PLNG Situation Uni	Christopher KING	08/06/2012 06:39:	Low	No	08/06/2012 06:39	lkj;lafj;lfajRRCC R03 PLNG Si						
5	574	Fire		Region 09 Watch	Steve Bryson	08/10/2012 03:20:	Medium	Yes	08/10/2012 03:37	Brown's Gulch Fire (Elko Cou	R9 Watch	888-709-3363	Brown's Gulch Fire	Mountain City, N	41.838735	-115.965074
6	653	Fire		Region 09 Watch	Steve Bryson	08/15/2012 07:09:	Medium	Yes	08/15/2012 07:19	Incident: Jawbone Complex	Region 9 Watch	888-709-3362	Jawbone complex		35.23824	-118.23406
7	573	Chemical		Region 03 Watch	Ian Woods	08/09/2012 15:46:	Medium	No	08/18/2012 07:46	This was only a test.Region I	Region III Watch	215-931-5757		615 Chestnut Ph	39.94927	-75.151099
8	652	Weather Impact Incident		Region 03 Watch	Amanda Hancher	08/15/2012 02:36:	Low	Yes	08/18/2012 07:52	SPOT Report closed with no	Steven Whitesell / A	(215) 931-5757				
9	825	!---Information Only---!		Region 04 Watch	Talmadge Robinsor	08/21/2012 16:14:	Low	No	08/21/2012 16:15	TESTRegion 04 Watch - talma						

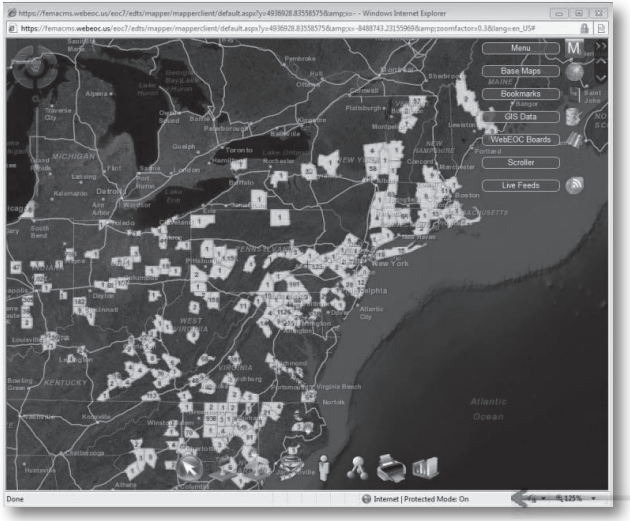
Board Navigation

Print

The **Print** button is located throughout WebEOC. It allows you to print information on the page you are viewing.

Click on the **Print** button and select your printer as you would when printing documents.





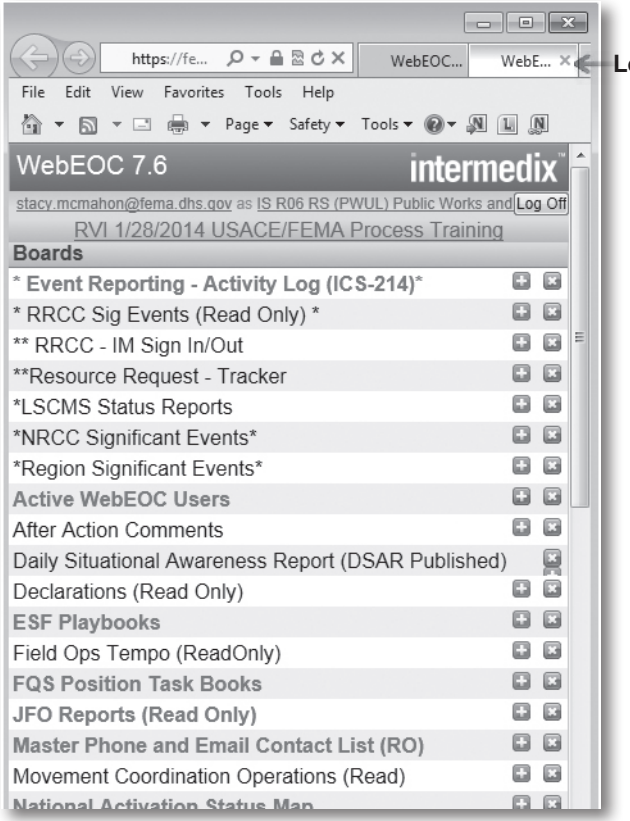
In Mapper the print feature is accessed through the printer icon shown here.

Log Off

In order to be completely out of the WebEOC system, you must log off after you sign out of the NRCC.

1) Click the **Log Off** button in the upper right of the control panel.

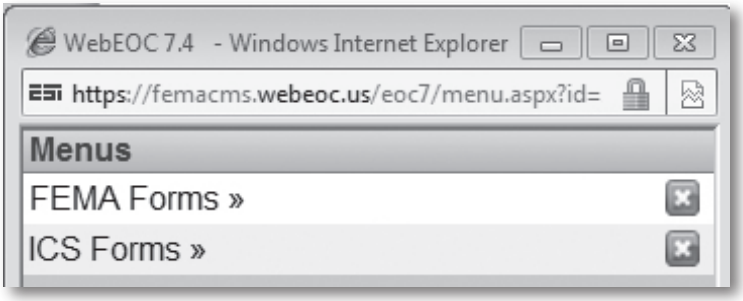
2) Once you are logged off, the log in screen will appear. You can close that screen out.



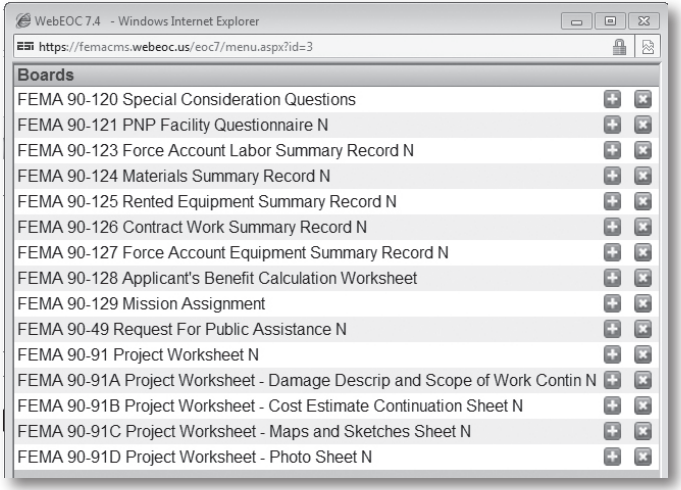
Menus

Forms

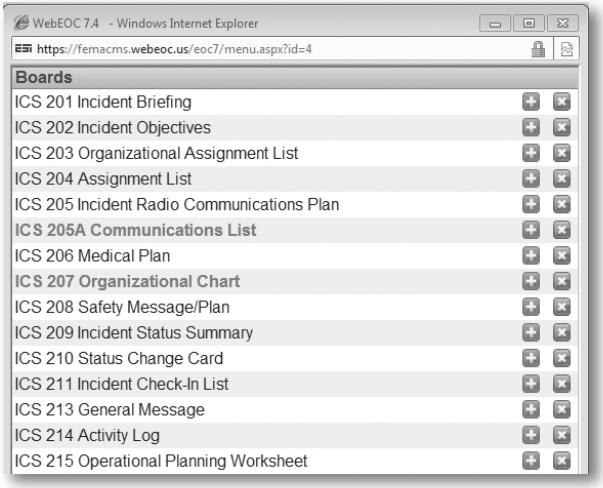
WebEOC contains a suite of status boards patterned after FEMA and ICS forms. Preparing FEMA forms within WebEOC provides not only an electronic method of completion but aides in document retention because data contained within each form is saved to the database when the incident is archived.



Menu-FEMA Forms



Menu-ICS Forms

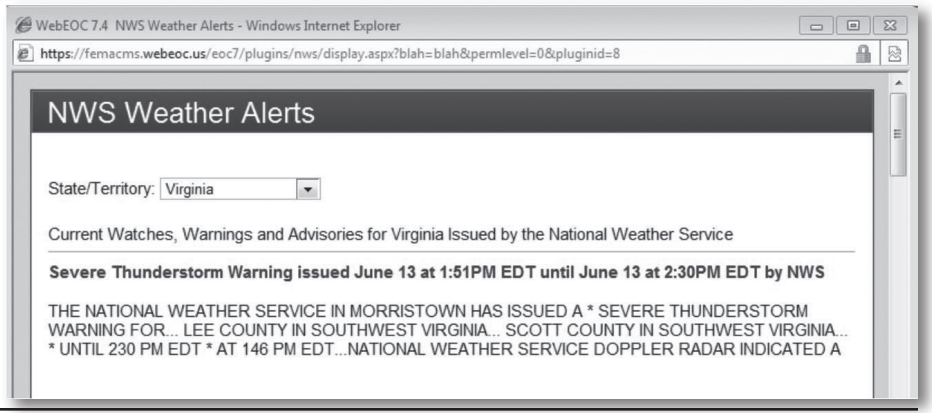


NWS Weather Alerts

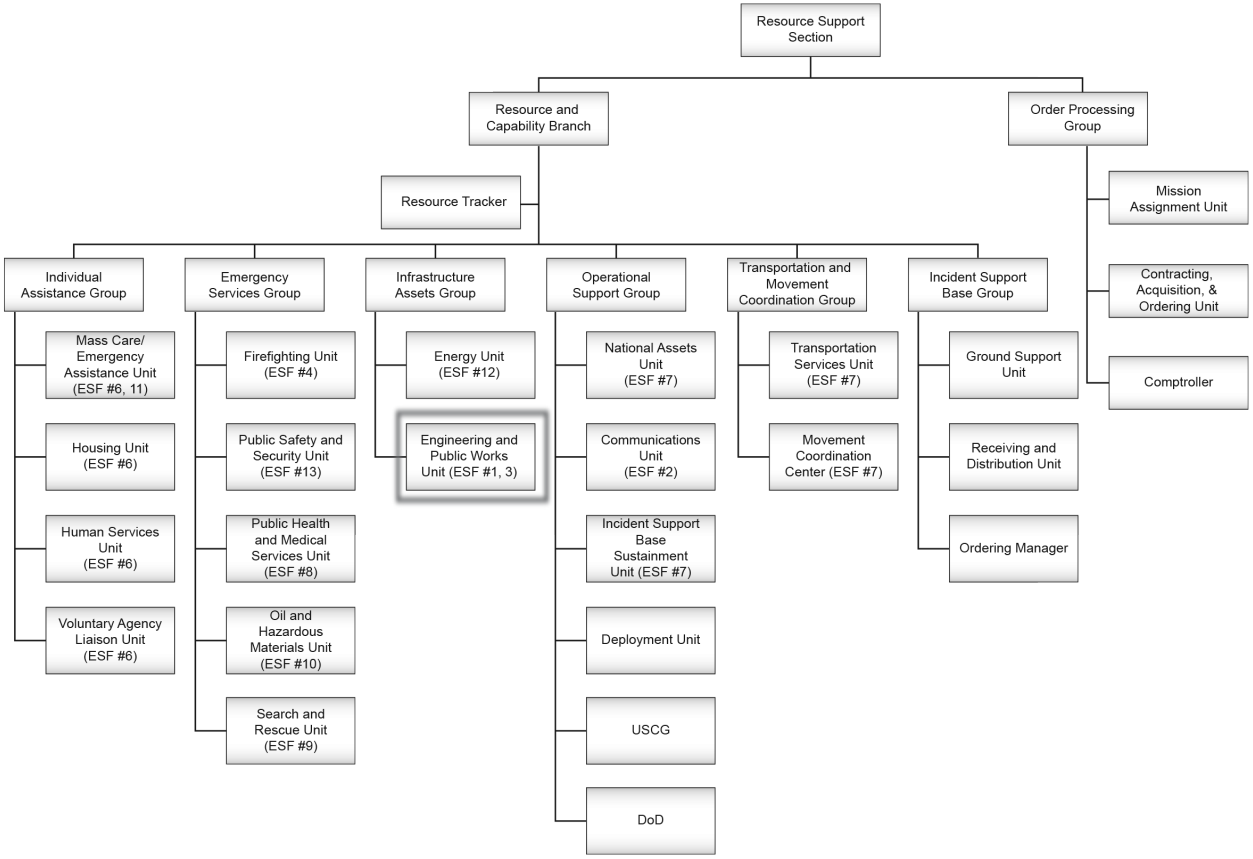
Real time alerts from the National Weather Service are linked within WebEOC.

Select the NWS Weather Alerts Board under Plugins. This will pull up the screen below where you can select a state or territory.

All current watches, warnings and advisories for that state or territory issued by the National Weather Service will be listed.



Resource Support



Resource Support

- Resource and Capability Branch
  - Interagency group of response partners focused on developing sourcing recommendations to fulfill disaster requests in support of RRCC and/or JFO operations.
  - Divided into five supporting groups and coordinated by the Resource and Capability Branch Director.

- Order Processing Group
  - Finalizes documentation, coordinates funding, mission assignments and contracts
  - Processes orders based on the sourcing method identified by the RCB. This group completes financial and acquisition documentation necessary for the sourcing method determined and acquiring the necessary approvals to execute the order.
  - 40-1s, statements of work, MOUs, MOAs.

- Individual Assistance Group
  - National coordination of resources and develops sourcing plans to meet mass care needs identified by the region.
  - These requests include sheltering, feeding, first aid, etc.

- Incident Support Base Group
  - Responsible for maintaining the status of resources in the ISB and providing materiel, services, and personnel support necessary to initiate and establish ISB operations.
  - Maintains the status of resources in ISBs and Federal Staging Areas (FSAs) and reports the status of resources to the RCB for inclusion in NRCC situation reports and briefings
  - Coordinates ISB/FSA support through the deployment of teams, services and equipment necessary to establish ISB or FSA operations during surge FEMA National Incident Support Manual and response

Resource Support

- Infrastructure Assets Group
  - National coordination of resources and develops sourcing plans to meet infrastructure needs
  - This groups addresses national-level support for removal of debris to facilitate both the entry of emergency workers and the evacuation and return of the public and restoration of public and private nonprofit facilities.

- Operational Support Group
  - National coordination of resources and develops sourcing plans to meet operational response needs, as identified by the region
  - These requests include internal FEMA, air, communications, or military assets.
  - Personnel Deployment Unit

- Transportation and Movement Coordination Group
  - Coordinates and tracks movement of commodities, equipment, teams, and personnel supporting incident management operations
  - Synchronizes the utilization and scheduling of all transportation resources

- Emergency Services Group
  - National coordination of resources and develops sourcing plans to meet emergency services needs and Federal life-saving and life-sustaining activities identified by the region

Resource Support NRCC/RRCC ESF #3 Items of Note

Incident Management vs. Incident Support

Incident Support	Incident Management
Push Resources	Pull Resources
NRCC	IMAT
RRCC	IFO/JFO

IS RRF Flow Process in WebEOC

- REMEMBER!
  - If assigned to NRCC and RRCC you will follow the organizational structure and process of the NIMS Multi Agency Coordination concept for processing RRFs into MAs, Task Orders, or Sub-Tasks to OFAs.

- RRF flow for ESF #3 RRFs in WebEOC:
  - The IS RRF process begins with the requestor completing the first two sections of the RRF.
  - The RRF is routed to the RCBD who reviews the request for eligibility.
  - The RCBD determines the appropriate method for fulfilling the request. For ESF #3, it would be a Mission Assignment.
  - The RCBD assigns the OFA to fulfill the request and marks the form as reviewed. In our case the OFA is ESF #3/USACE.
  - The RCBD then routes the form to the appropriate Group Supervisor to complete the SOW with the OFA (ESF #3/USACE). After completing the SOW the RRF is routed back to the RCBD for final approval of the RRF.
  - If and when approved, the RCBD routes the completed RRF to the OPGS who routes it to the MAUL to create the MA.

- NOTE: In Pre-Dec situations prior to TL/ATL deploying to NRCC/RRCC any RRF related to ESF #3 support requirements will typically be started by the Resource Support Section Chief (RSSC).

- Once the TL/ATL has/have arrived the RSSC may request the PWUL or PWS to initiate the RRF in WebEOC.

Resource Support IMAT ESF #3 Items of Note

IM RRF Flow Process in WebEOC

- **REMEMBER**
  - If assigned to NRCC and RRCC, you will follow the organizational structure and process of the NIMS Multi Agency Coordination concept for processing RRFs into MAs, Task Orders, or sub-Tasks to OFAs.

- RRF flow for ESF #3 RRFs in WebEOC:
  - The IM RRF process begins with the requestor completing the first two sections of the RRF.
  - The RRF is routed to the OSC who reviews the request for eligibility.
  - The OSC determines the appropriate method for fulfilling the request. In the case of ESF #3 it would be a Mission Assignment.
  - The OSC assigns the OFA to fulfill the request and marks the form as reviewed. In our case the OFA would be ESF #3/USACE
  - The OSC then routes the form to the appropriate Branch Director to complete the SOW with the OFA. (ESF #3/USACE).
  - After completing the SOW the RRF is routed back to the OSC for final approval of the RRF.
  - If and when approved, the OSC routes the completed RRF to the ORDL, who routes it to the MAM to create the MA.

- Typically any RRF involving ESF #3 at the IOF/JFO location would be initiated after the ESF #3 TL/ATL has/have arrived so the OSC or IBS may request the ESF #3 PWUL/PWS to initiate the RRF in WebEOC.

Incident Support (IS) Resource Request Process

WebEOC 7.6 intermedix™

stacy.mcmahon@fema.dhs.gov as IS R06 RS (PWUL) Public Works Log Off

RVI 1/28/2014 USACE/FEMA Process Training

Boards

* **Event Reporting - Activity Log (ICS-214)***
* RRCC Sig Events (Read Only) *
** RRCC - IM Sign In/Out
**Resource Request - Tracker
*LSCMS Status Reports
NRCC Significant Events

Incident Management (IM) Resource Request Process

Resource Request - All Requests

Incident: RVI 1/28/2014 USACE/FEMA Process Training

IS R06 RS (PWUL) Public Works and Engineering Unit Leader (ESF 01, 03) View

FEMA

- Show/Hide Legends and Filters

Resource Request Tutorial

Create Request | Create Request From PSMA | Resource Tracking | Create PDF | Export

Legend
- Submitted/Updated within the last 2 hours
- Submitted/Updated more than 2 hours ago

ESF: All
State: All
Region: All
Agency: All
Priority: All
Transportation Required: All

Search | Clear

Display: All

Priority	Trans Req'd	Request Number	Position Assigned	Requestor contact #	Resources	Request	Status	Submitted / Last Updated	Details
Lifesaving Day 1		RRF#: TX-RVI 1/28/2014 USACE/FEMA Process Training-201473122-90548 State: TX Created From PSMA: PSMA-NPS-ESF #9-18 Comments (0)	IS R06 RS (RCBD) Resource and Capability Branch Director	Bullet Young 940-312-2853		Activate National Park Service (NPS) to the FEMA Region VI Regional Response Coordination Center (RRCC) to perform duties of Emergency Support Function (ESF) #9 in support of Pre-Declaration disaster operations in response to RVI 1/28/2014 USACE/FEMA Process Training in the State of R-VI. Estimated Total Cost: $10,000.00	Request Submitted Archived by FEMA	07/31/2014 16:21:28 08/19/2014 16:11:38	View Request History

Initiating an RRF/Resource Request in Web EOC

Unmet Needs

When it is determined that a request cannot be met at a regional level, the request is sent to the NRCC Resource Capability Branch Director. A Crisis Action Planning Team is convened if the request is not something that the NRCC can fulfill through available means.

Crisis Action Planning Team
In the course of supporting incidents, FEMA HQ elements and NRCS sections and units routinely address problems and develop ad hoc crisis action plans to deal with these problems. Personnel with functional expertise make up the crisis action planning team and provide input to help develop the crisis action plan.

Initiating an RRF-Resource Request

RRF-Resource requests can be initiated in several ways.
1) Request initiated by state/tribe.
2) Request initiated by IMAT.
3) Request initiated by JFO.
4) Request initiated from the field.
5) Request initiated by RRCC.
6) Request initiated by ESF.

RRF-Resource requests can also be received in several ways.
1) Verbal request.
2) Request submitted via Form (Fax or Email).
3) Request submitted via hardcopy.
4) Request submitted in WebEOC.

Regardless of who initiates the request or how it was initiated, the request must be ***entered into WebEOC*** *in order to be tracked.*

RRF/Request Methods in WebEOC

Within WebEOC there are two methods by which a request can be submitted.
- Create Request – which is a request that does not have a pre-scripted mission assignment.
- Create Request from PSMA – which is a request that has a pre-scripted mission assignment already defined.

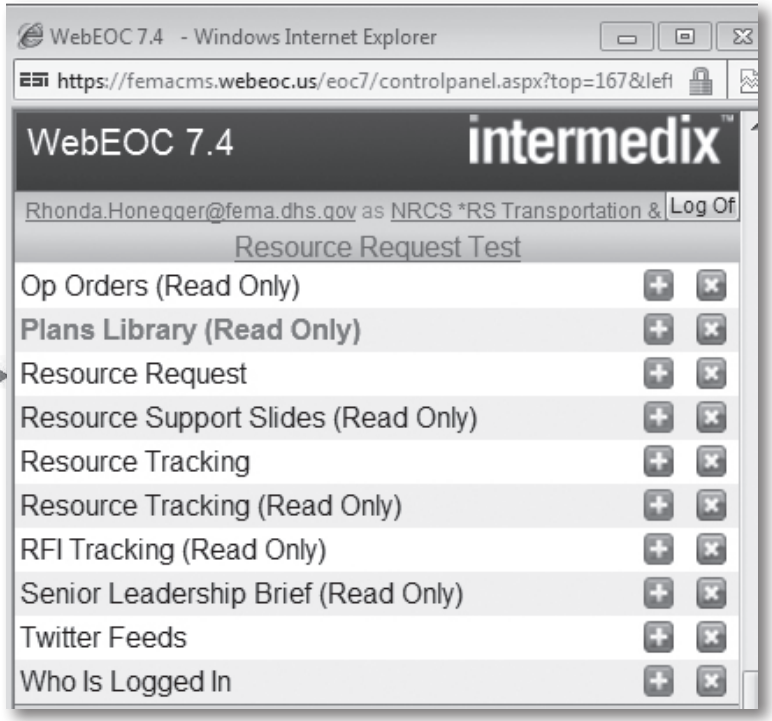
The following sections will breakdown those requests as independent processes.

Initiating an RRF/Resource Request in Web EOC

Create RRF/Request - Initiate a Resource Request

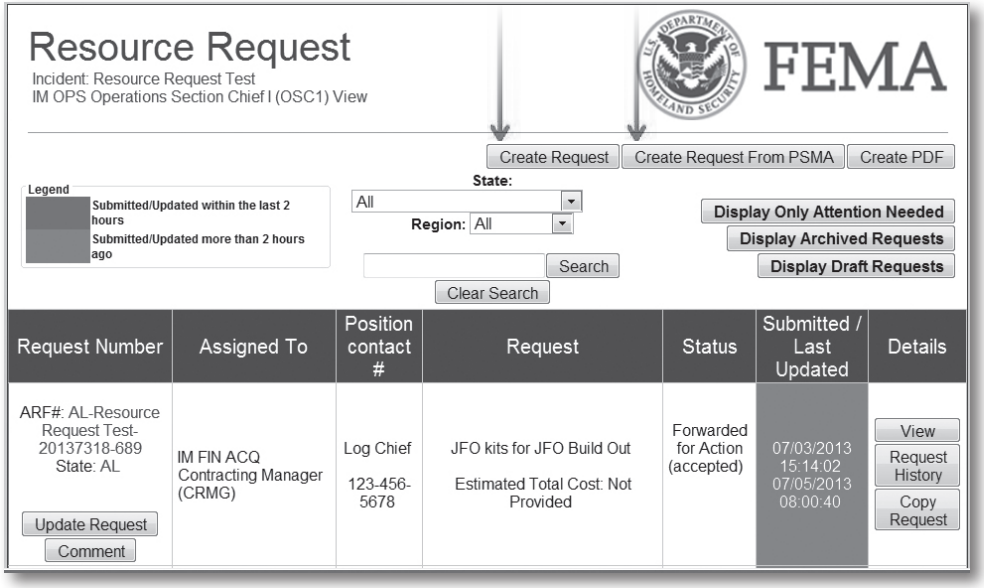
When a request is received outside of WebEOC, the request must be logged into the system so that it can be processed. The Resource Tracker is responsible for logging requests into the system.

Click on **Resource Request** in the Control Panel.



Create RRF/Request

From the Resource Request page, you can create a request from Pre-Scripted Mission Assignments (PSMA) or create a request that is not covered under a PSMA.



Create RRF/Request - Completing the Request Form

Fill in the request form.

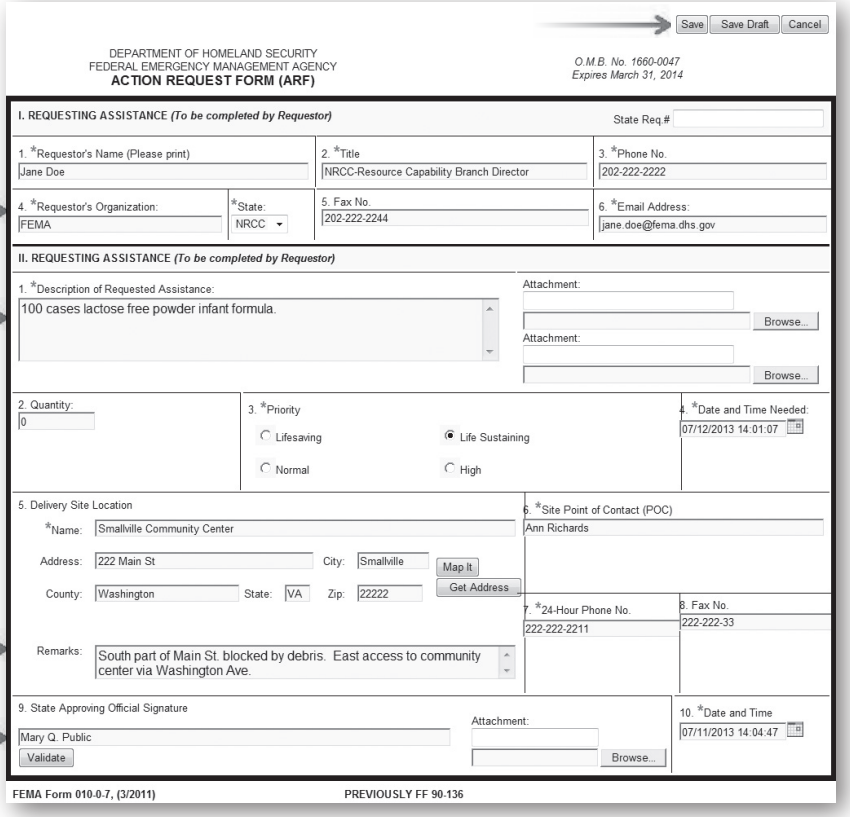
Items with red * must be filled in.

Ensure that specific details are included such as size of item, type of item, item capabilities, any unique requirements, etc.

If there are delivery limitations, include that information in the remarks.

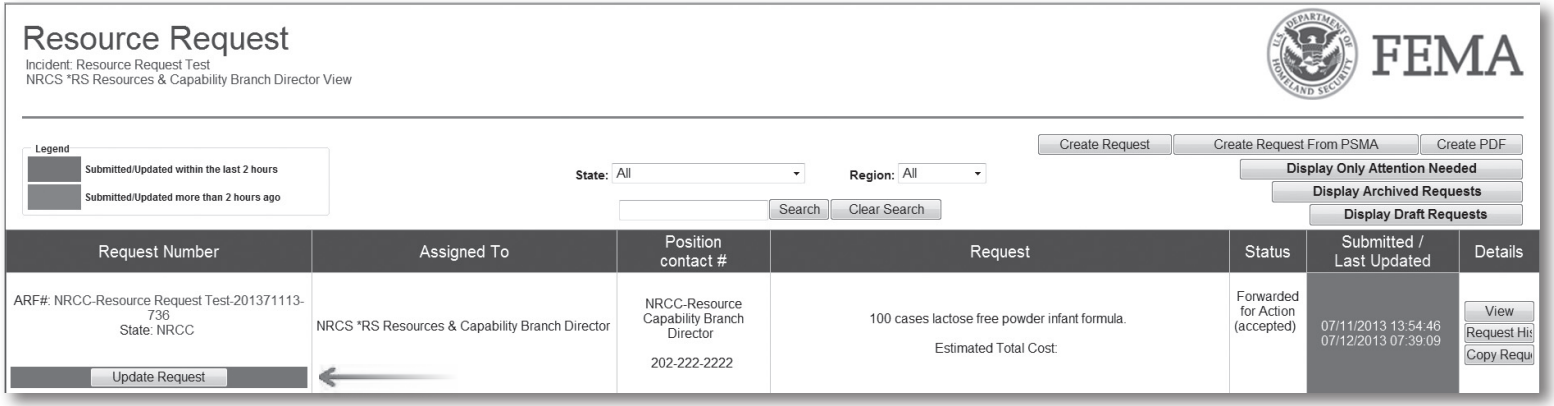
If the request is coming from the state or has a dollar value exceeding $25 M, State Approving Official must **Validate**.

When all of the information is complete, click the **Save** button. The **Save Draft** button will keep the request in the queue but will not forward it on.



Create RRF/Request - Resource Request Board

Once a request has been entered and saved, it can be viewed on the Resource Request Board.

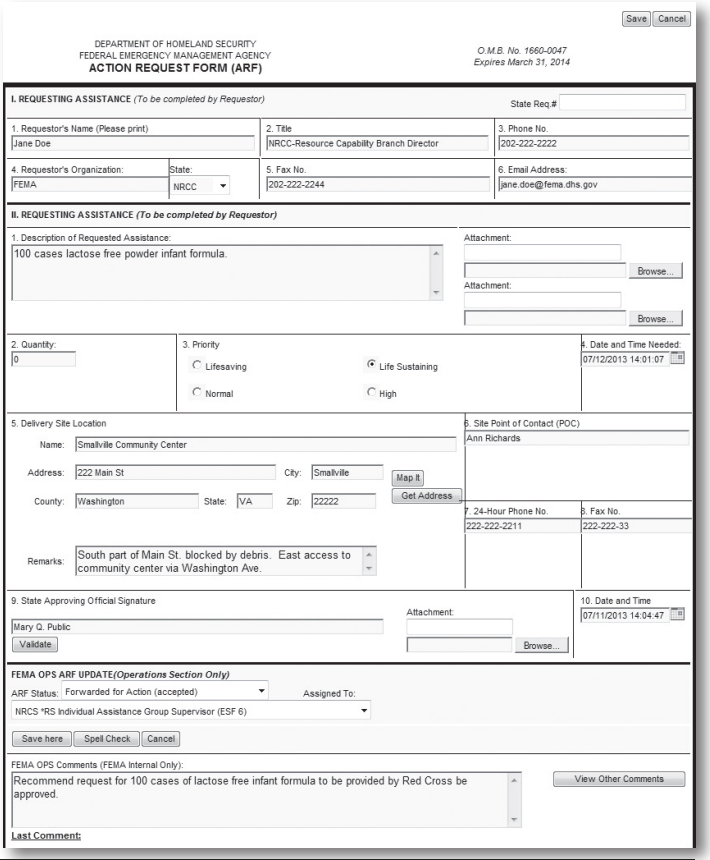


Authorized users can **Update Request** and make **Comments**. All users can **View**, **Request History**, and **Copy Request**.

Create RRF/Request - Initial Review Resource Capability Branch Director (RCBD)

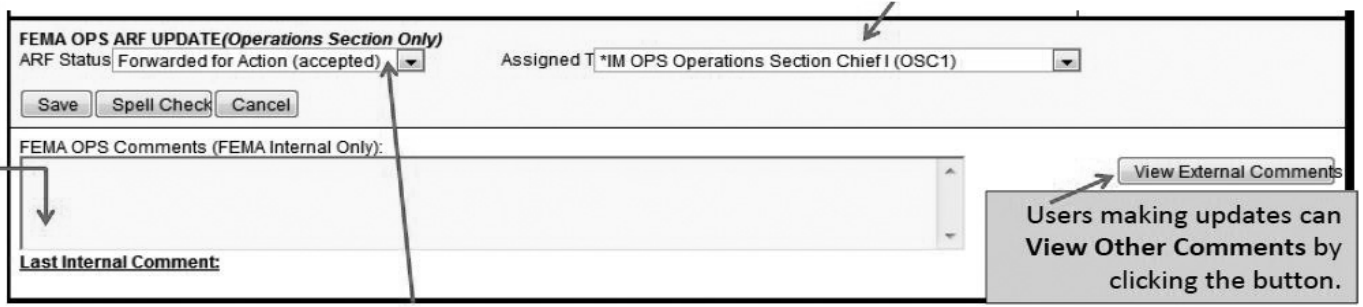
The Resource Capability Branch Director (RCBD) reviews the initial request.

- If there are any questions for the requestor, RCBD contacts them to resolve.
- RCBD works with the resource providers to determine the best means of fulfilling the request.
- This request would be fulfilled under the Individual Assistance Group. RCBD would forward the request to the Individual Assistance Group Supervisor (IAGS) for review.
- Click the **Save here** button.



Create RRF/Request - Branch Director's Review

The Branch Director reviews the request and enters any relevant comments for the record and returns the request to the Operations Section Chief (OSC).



The ARF Status options are:

- Approved
- Approved in ADD
- Contract Awarded
- Contract Pending
- Delayed
- Delivered
- Enroute
- Entered into eCAPS
- Forwarded for Action (accepted)
- Funded in IFMIS
- MA Issued (Funded)
- Rejected (invalid)
- Request Submitted in ADD
- Resource Request Process
- Completed
- Returned (need more info)
- Returned for Final Approval
- Reviewed by Resource Tracker

WebEOC Processes

RRF/Request Status - Definitions

Approved - After the OSC or RSSC agrees with the final solution and ready to forward to the Ordering Unit Leader or Order Processing Group Supervisor.
Approved in ADD - The request for personnel is entered and completed in ADD.
Contract Awarded - CAUL has awarded a contract to meet a request.
Contract Pending - CAUL is waiting for a contract to be awarded.
Delayed - Resource was in enroute and is now delayed not reaching its destination.
Delivered - Resource has reached its destination.
Enroute - Resource is moving or traveling to its destination.
Entered in eCAPS - The Mission Assignment positions have entered the approved request into eCAPS.
Forwarded for Action (accepted) - The request has been accepted and forwarded to the next position for action.
Funded in IFMIS - Funding has been committed to the request (40-1, Mission Assignment).
MA Issued (Funded) - The MA has been funded and issued to the supporting Agency.
Rejected (invalid) - Request is not acceptable or is no longer needed.
Request Submitted to ADD - The request is routed to the ADD position for action.
Resource Request Process Completed - The request has been validated, routed and finalized.
Returned (need more info) - The request is lacking information or needs clarification.
Returned for Approval - After the request has been worked, it is returned to the OSC or RSSC for final approval.
Reviewed by Resource Tracker - The Resource Tracker has completed their review for outstanding requests with no action taken.

Create RRF/Request – Final Approval Operations Section Chief (OSC)

OSC receives the request back from the Branch Directors and has ensured all of the necessary details are on track, OSC sends the request for the final approval to the Ordering Unit Leader (ORDL).

If the request requires immediate action, the box is checked to indicate the urgency.

FEMA OPS ARF UPDATE *(Operations Section Only)*
ARF Status: Approved
Assigned T: IM LOG Ordering Unit Leader (ORDL)
Save | Spell Check | Cancel

FEMA OPS Comments (FEMA Internal Only):
View External Comment
Last Internal Comment:

III. SOURCING THE REQUEST - REVIEW/COORDINATION *(Operations Section Only)*

1.
- [x] OPS Review by: dfgdsfjg
- [ ] LOG Review by:
- [ ] Other Coordination:
- [ ] Other Coordination:
- [ ] Other Coordination:

Immediate Action Required: [ ] Yes

2. Source:
- Donations
- Other(Explain)
- Requisitions
- Procurement
- Interagency Agreement
- MA Assignment
- MA Task Order

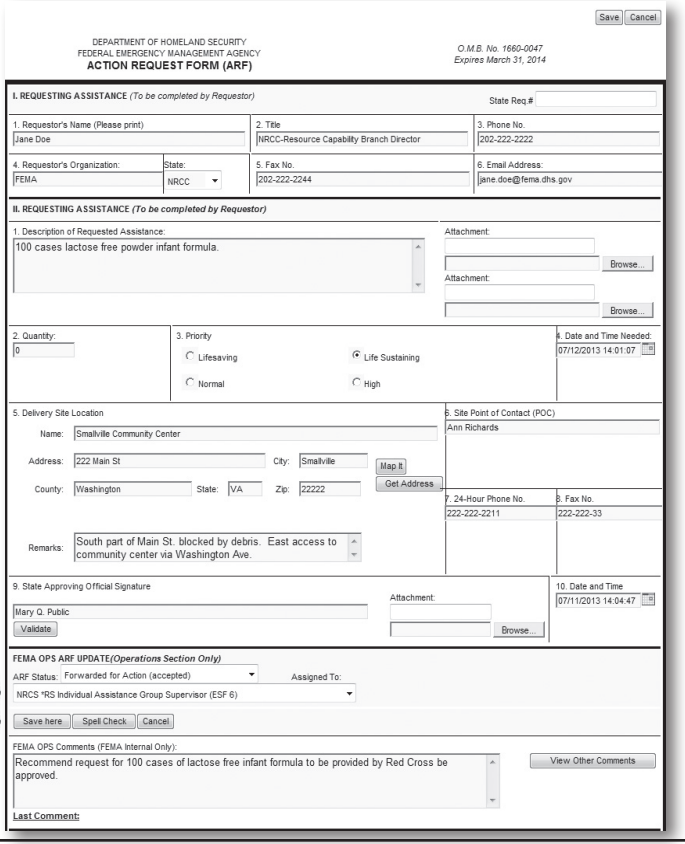
3. Assigned to:
ESF/OFA:
Other:
LSCMS Number:
Date/Time:

OSC indicates approval in Section III and identifies who the request is assigned to and how the source will be fulfilled.

Create RRF/Request - RRCC/NRCC - Initial Review Resource Capability Branch Director (RCBD)

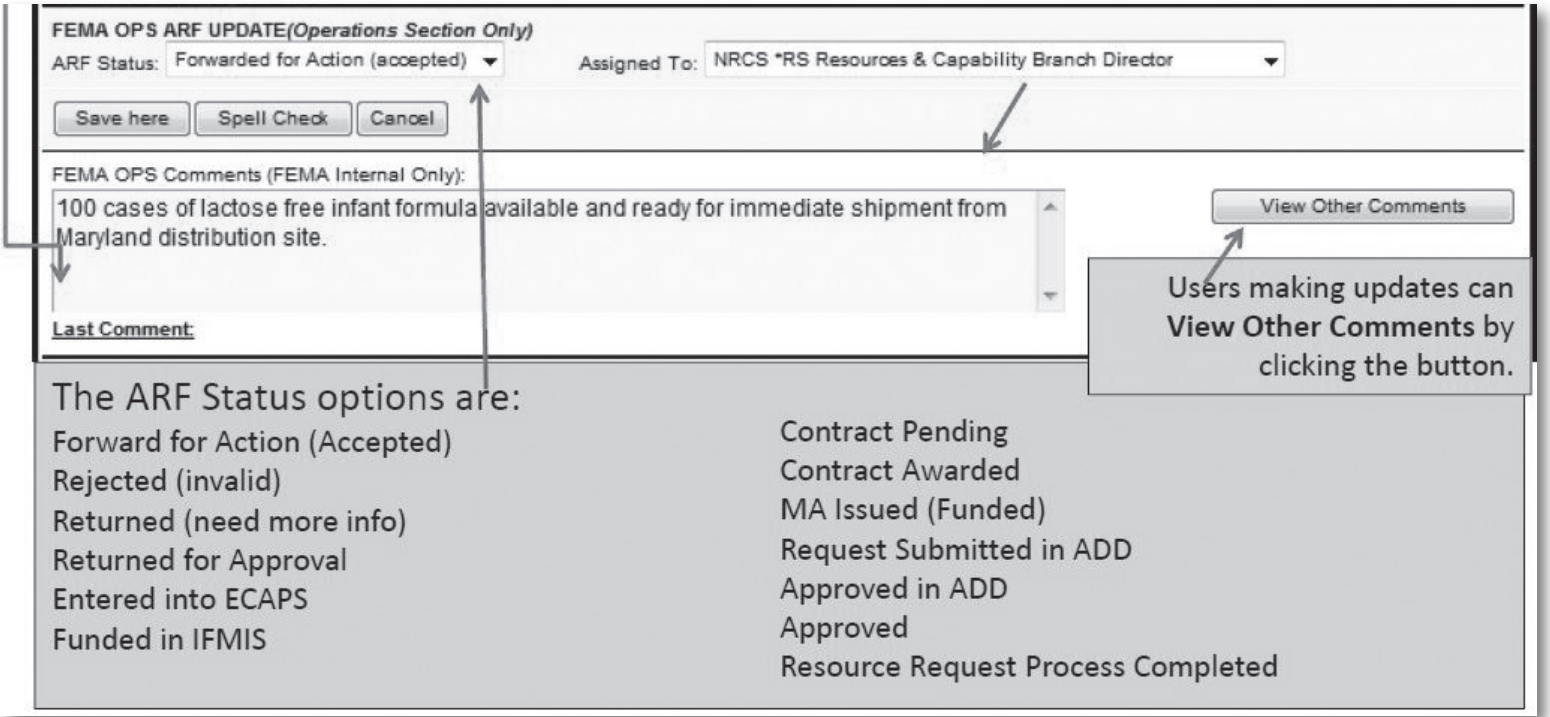
The Resource Capability Branch Director (RCBD) or OSC reviews the initial request.

- If there are any questions for the requestor, RCBD contacts them to resolve.
- RCBD works with the resource providers to determine the best means of fulfilling the request.
- This request would be fulfilled under the Individual Assistance Group. RCBD would forward the request to the Individual Assistance Group Supervisor (IAGS) for review.
- Click the **Save here** button.



Create RRF/Request - RRCC/NRCC - Resource Provider Review

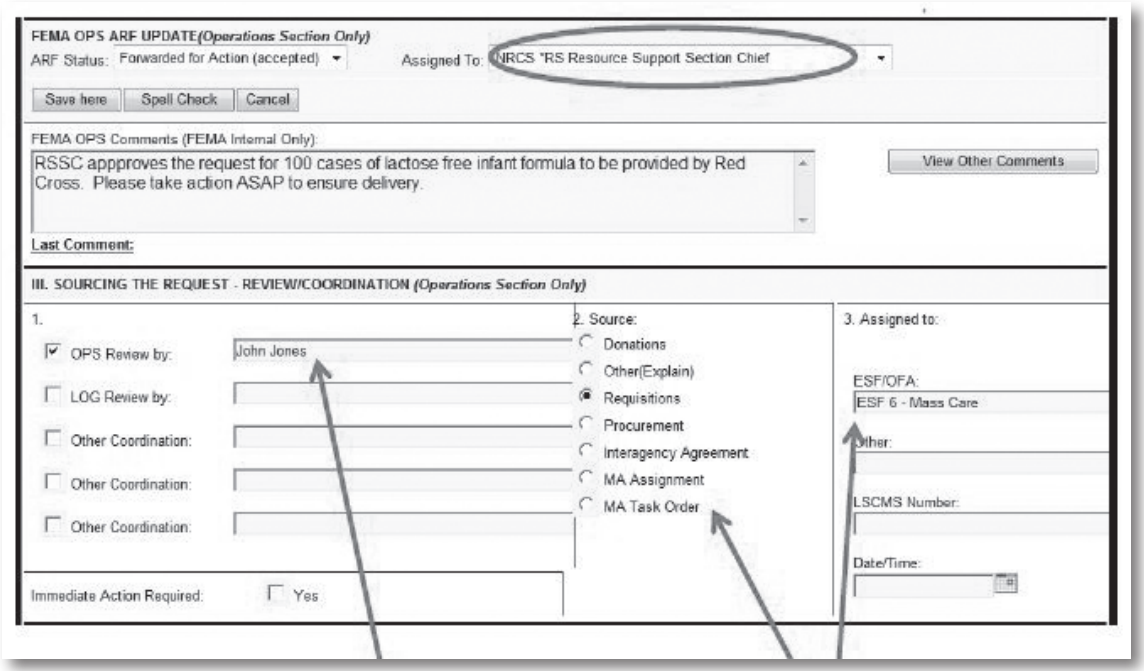
The resource provider reviews the request and enters any relevant comments for the record and returns the request to the Resource Capability Branch Director (RCBD).



Create RRF/Request - Final Approval Resource Support Section Chief (RSSC)

RCBD receives the request back from the resource provider and has ensured all of the necessary details are on track, RCBD sends the request for the final approval to the Resource Support Section Chief (RSSC).

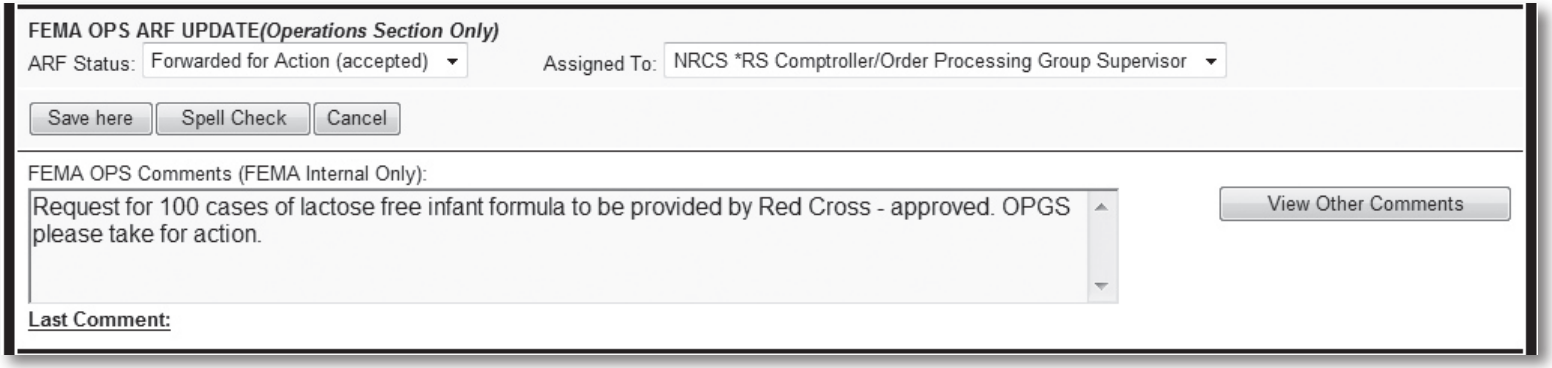
If the request requires immediate action, the box is checked to indicate the urgency.



RSSC indicates approval in Section III and identifies who the request is assigned to and how the source will be fulfilled.

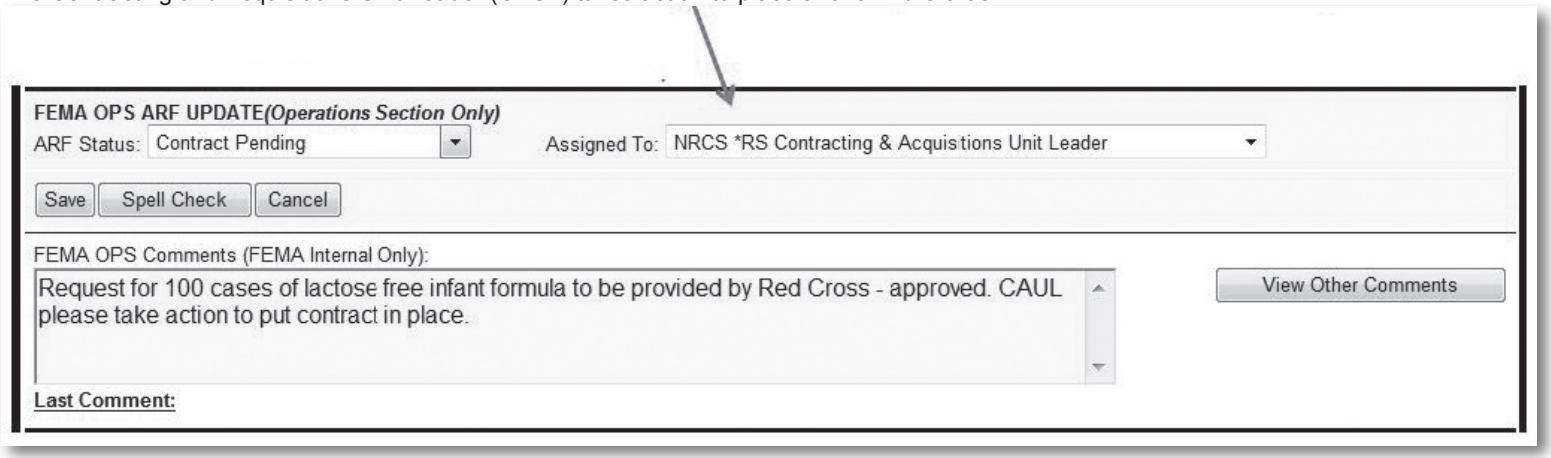
Create RRF/Request - Order Processing Group Supervisor (OPGS)

The Order Processing Group Supervisor (OPGS) is responsible for ensuring that the request is fulfilled. In this case, the request for 100 cases of lactose free infant formula will be met through a contract with Red Cross (ESF #6 Mass Care) OPGS forwards the request to the Contracting and Acquisitions Unit Leader (CAUL) to be fulfilled.



Create RRF/Request - Contracting and Acquisitions Unit Leader

The Contracting and Acquisitions Unit Leader (CAUL) takes action to place and fulfill the order.



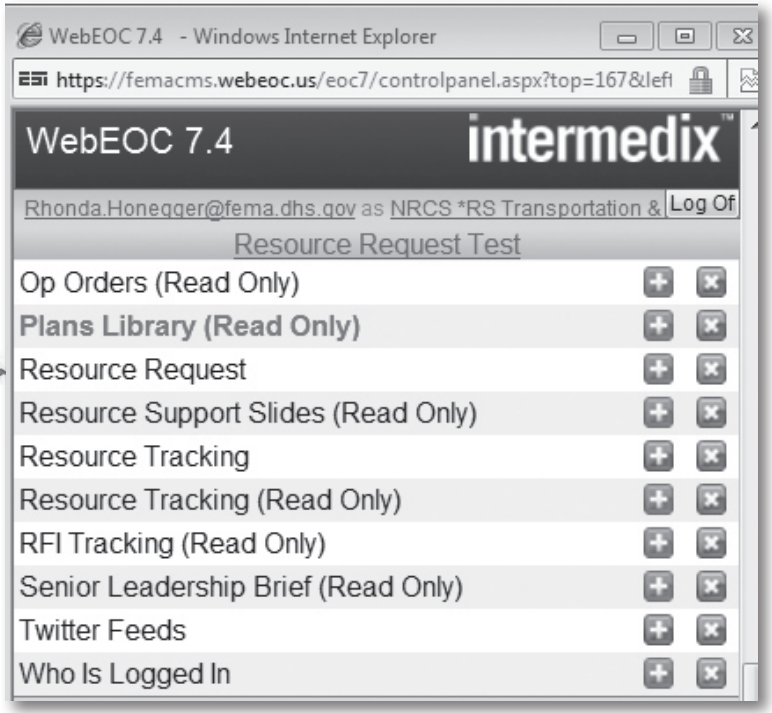
Once the contract is awarded, Contracting and Acquisitions will update the status in WebEOC.

From this point forward the Resource Provider (in this case ESF #6) is responsible updating details on whether the request has been fulfilled, when it has been delivered and to whom.

Pre-Scripted Mission Assignment (PSMA) – Initiate an RRF/ Resource Request

When request is received outside of WebEOC, the request must be logged into the system so that it can be processed. The Resource Tracker is responsible for logging requests into the system.

Click on **Resource Request** in the Control Panel.



Pre-Scripted Mission Assignment (PSMA) - Creating an RRF/Request

From the Resource Request page, select the **Create Request from PSMA** button.

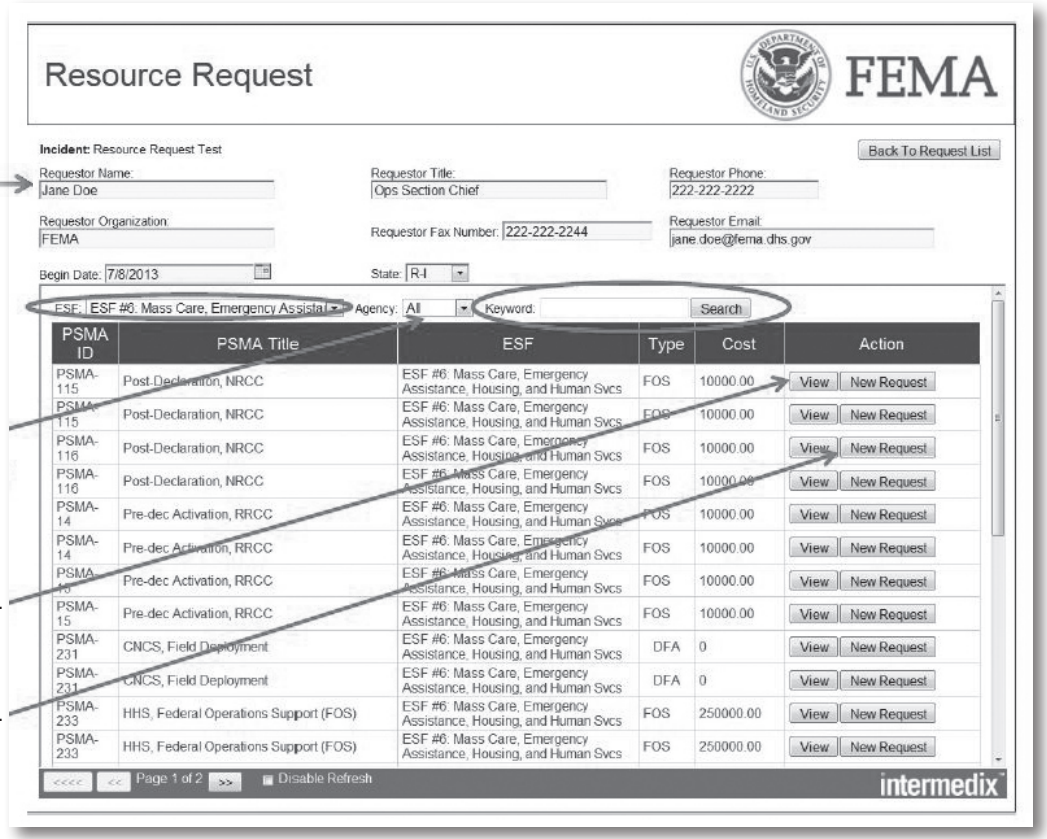
Pre-Scripted Mission Assignment (PSMA) - Creating an RRF/Request Continued

Complete the fields at the top of the request and then select the PSMA.

When selecting from Prescripted mission assignments, users have the option of searching by **ESFs**, by **Agency**, or by **Keyword**.

Click on **View** to see details of the PSMA.

Click on **New Request** to select that PSMA.



Pre-Scripted Mission Assignment (PSMA) - View Details

When you click on the **View** button, it will display the details of the PSMA.

There may be multiple pages which can be viewed by clicking on the arrows.

Resource Request

FEMA

Incident: Resource Request Test

Back To Request List

Requestor Name: Jane Doe

Requestor Title: Ops Section Chief

Requestor Phone: 222-222-2222

Requestor Organization: FEMA

Requestor Fax Number: 222-222-2244

Requestor Email: jane.doe@fema.dhs.gov

Begin Date: 7/8/2013

State: R-I

Return to PSMA List

PSMA Details

PSMA ID: PSMA-248	PSMA Title: Behavioral Health Care	ESF: ESF #8: Public Health and Medical Services
Agency: HHS	Level: Regional	Priority:
PSMA Type:	Total Cost Estimate: 54000.00	Types: FOS DFA

Assistance Requested:

HHS will provide behavioral health care services in support of disaster operations in response to ##INCIDENT## in the State of ##STATE##.

Statement of Work:

At the direction of and in coordination with FEMA, HHS will address immediate and short-term issues by assisting State and local staff in providing mental health and substance abuse support services to disaster victims, their families, and rescue response workers. HHS mental health teams will:
• Conduct screening and assessment of community needs relevant to mental and behavioral conditions (e.g., acute/chronic stress reactions and substance abuse)
• Provide grief counseling and psychological first aid to incident victims and responders.
Lease or purchase of accountable property: None

FEMA logistical support: Teams may require some level of base operating support (food, shelter, laundry, etc.).

MA task orders will be issued for specific personnel requirements, location(s), dates, and duration of assignment(s).

All equipment and supply purchases must be coordinated with FEMA. Prior FEMA approval is necessary to ensure reimbursement.

HHS may subtask other Federal agencies for disaster medical support requirements as needed.

Type of Assistance: DFA or FOS

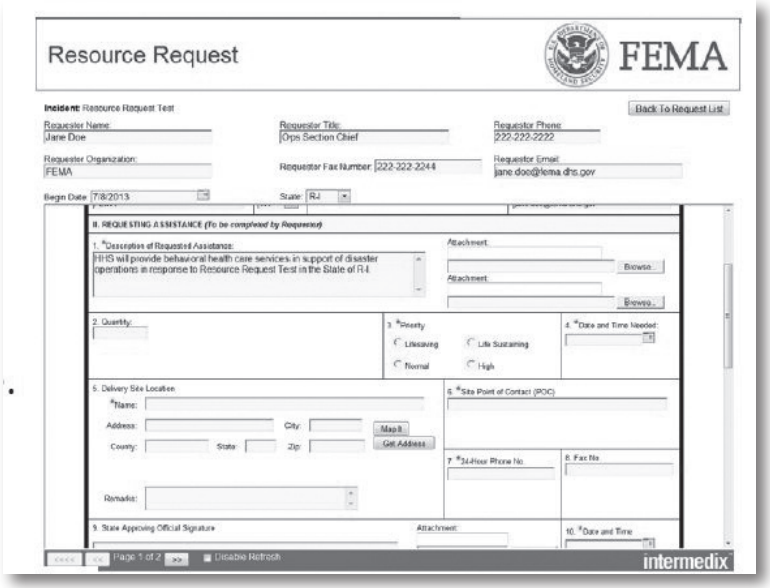
PSMA Cost Based On:

<<<< << Page 1 of 2 >> Disable Refresh

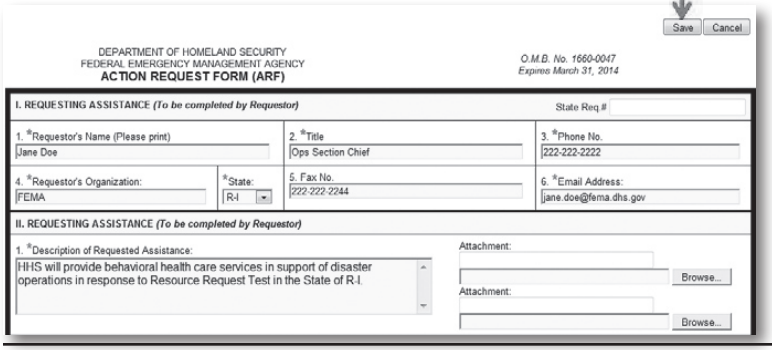
intermedix

Pre-Scripted Mission Assignment (PSMA) - New RRF/Request

Some information is prepopulated from the PSMA, however the remainder of the information must be completed before submission. Ensure all items with a **red** * are complete.

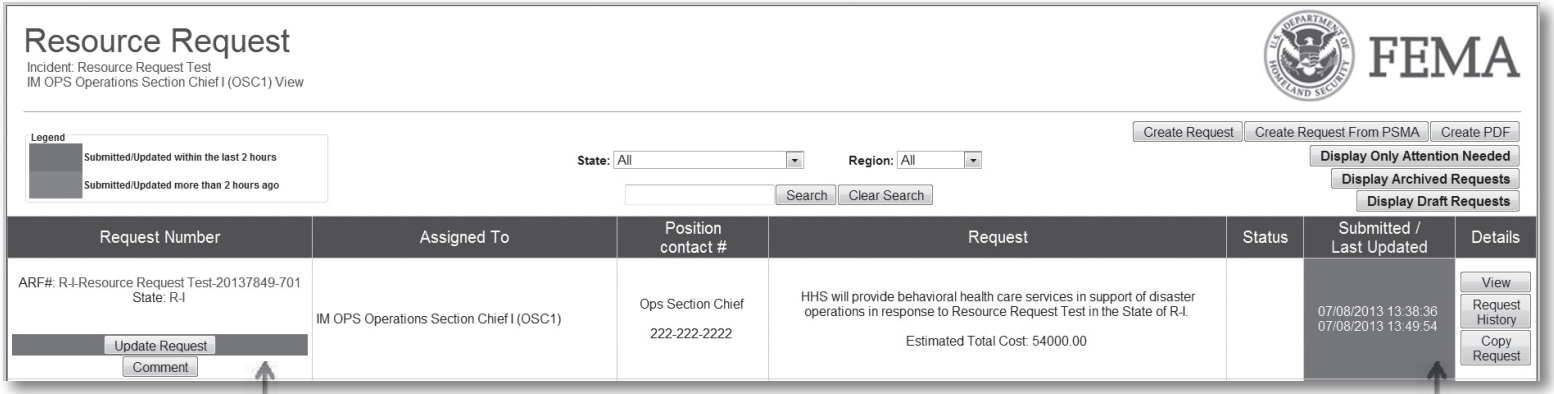


Once all information has been entered, click the **Save** button.



Pre-Scripted Mission Assignment (PSMA) - Updating RRF/Request

The Resource Request is automatically routed to the Ops Section Chief in the field or the Resource Capability Branch Director at the NRCC/RRCC.



The highlighted bar across the Update Request Button shows that this is a new item for OSC/RCBD. Click on the **Update Request** button.

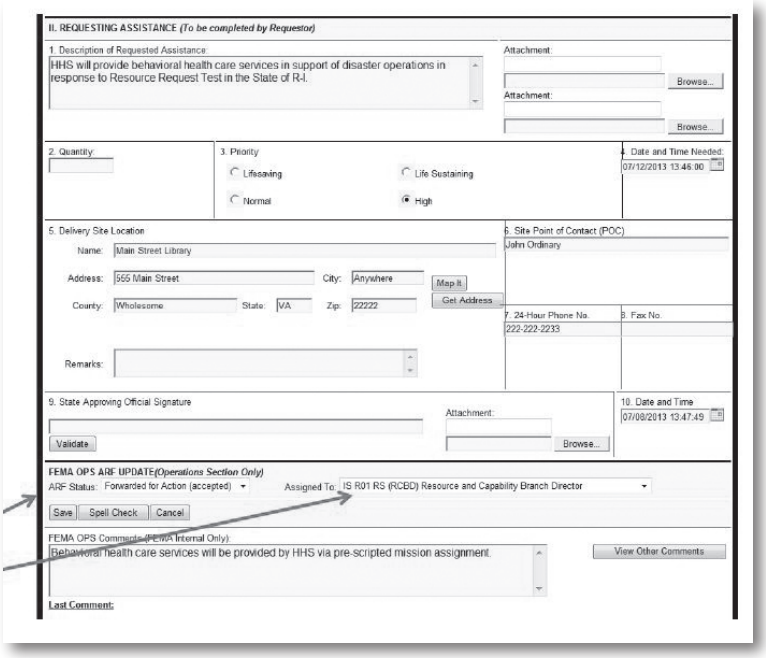
The field under the submitted column will be green if the request was submitted or last updated within 2 hours. If the field is red, it has been more than 2 hours since the submission or last update.

Pre-Scripted Mission Assignment (PSMA) - RRF Status

The RRF Status options are:

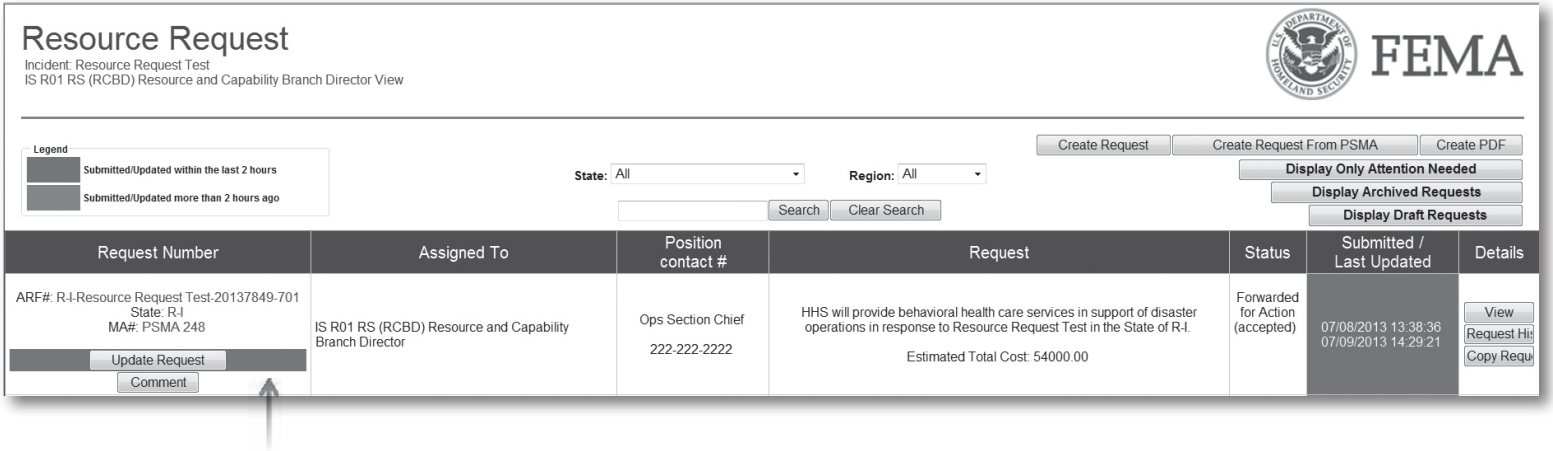
- Forward for Action (Accepted)
- Rejected (invalid)
- Returned (need more info)
- Returned for Approval
- Entered into ECAPS
- Funded in IFMIS
- Contract Pending
- Contract Awarded
- MA Issued (Funded)
- Request Submitted in ADD
- Approved in ADD
- Approved

OSC will update the status and assign the Resource Request to the RCBD.



Pre-Scripted Mission Assignment (PSMA) - Resource Capability Branch Director (RCBD) Approval

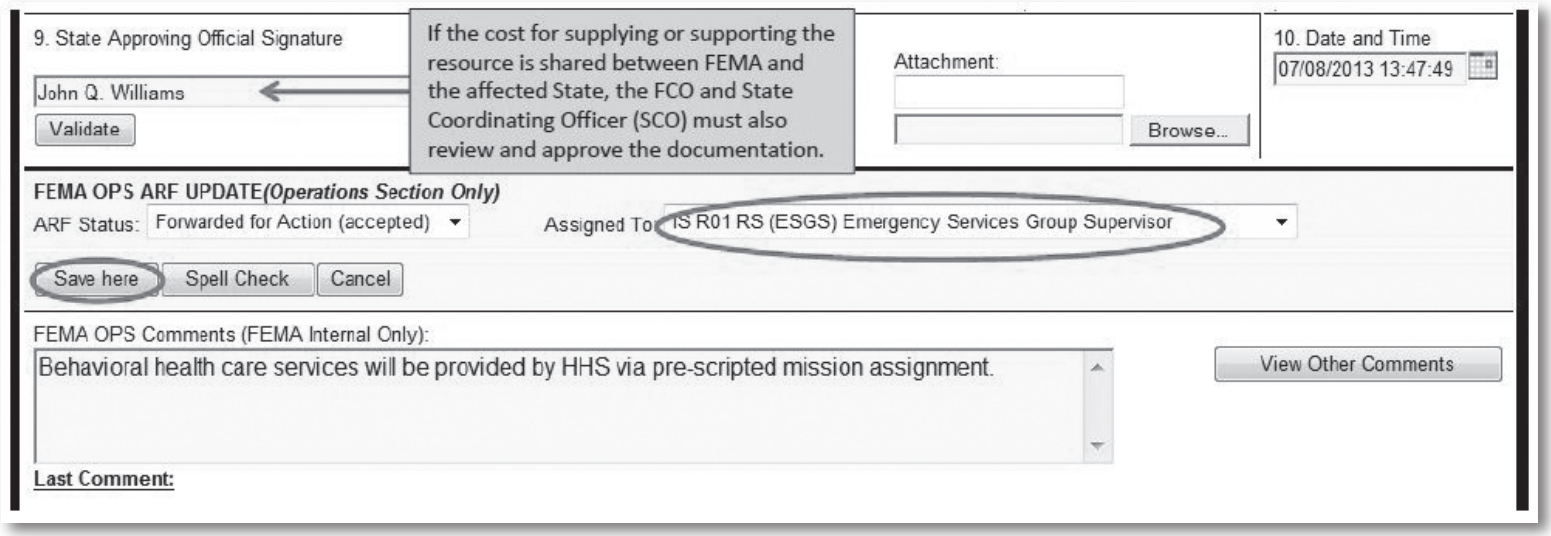
- Once the request has been submitted, it is routed to the Resource Capability Branch Director (RCBD). RCBD reviews and determines if a mission assignment is the correct means of fulfilling the request.
- If there is already a mission assignment in place or another similar request, RCBD may decide to combine requests or add on to an existing request.



- If the mission assignment is approved to proceed, RCBD would select the **Update Request** button to process the next step.

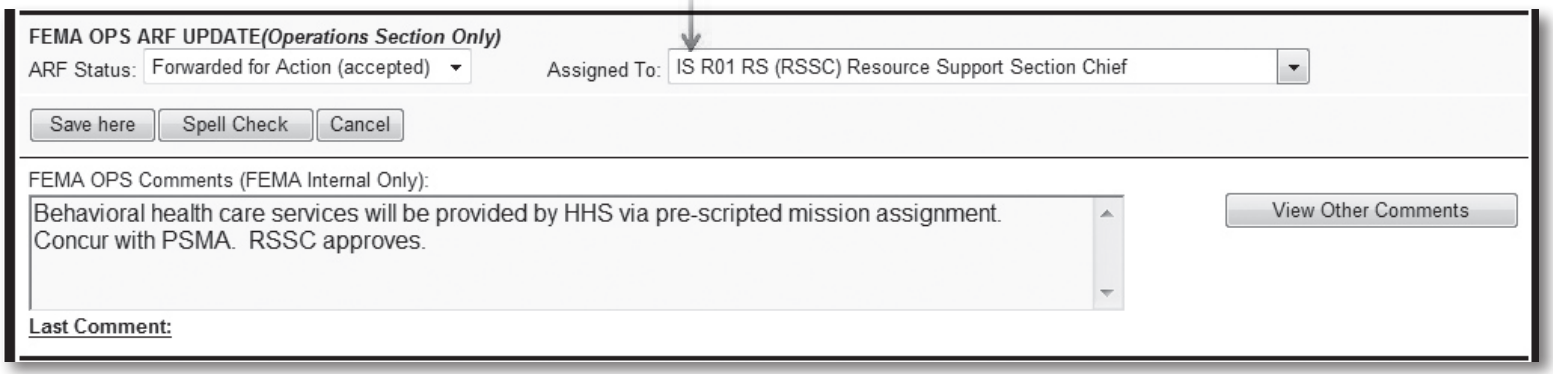
Pre-Scripted Mission Assignment (PSMA) - Review by Resource Provider

The next step in the process is to have the request reviewed by the resource provider. Since this particular request is for ESF #8 Public Health and Medical Services, that falls under the Emergency Services Group. RCBD would route the request to the Emergency Services Group Supervisor for review. Once the ESGS reviews the request and concurs that it should be fulfilled through a PSMA, ESGS routes the approval to RCBD. ESGS can enter any relevant comments in the comments section, select the Resource Capability Branch Director (RCBD) in the Assigned To dropdown menu and then click the **Save Here** button.



Pre-Scripted Mission Assignment (PSMA) - Approval by Resource Support SectionChief

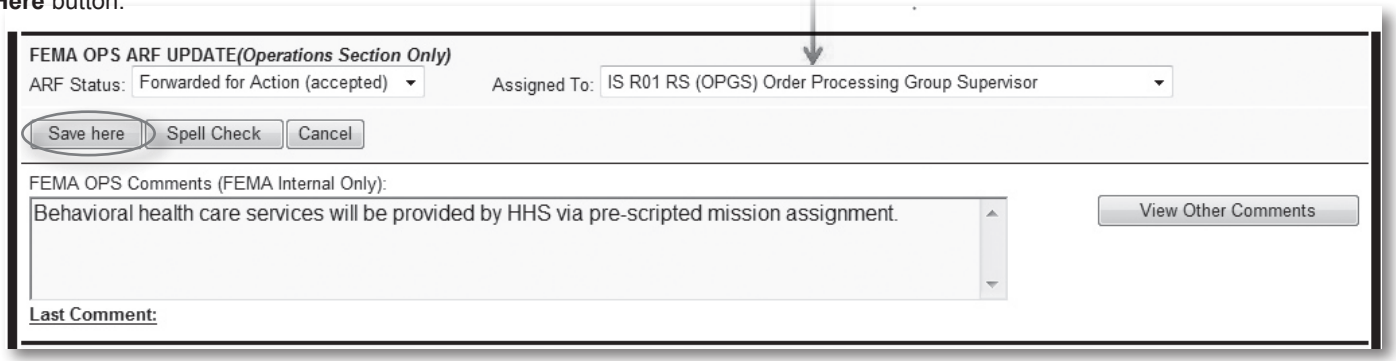
The final approval is by the Resource Support Section Chief (RSSC).



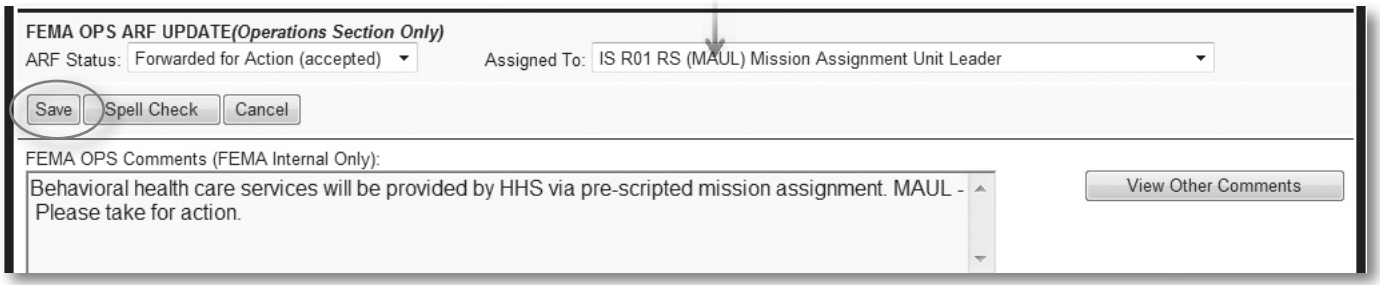
Once the RSSC approves the request and returns it to RCBD, the Resource Capability Branch Director (RCBD) forwards the request to the Order Processing Group Supervisor (OPGS) for execution.

Pre-Scripted Mission Assignment (PSMA) - RCBD Final Review

Once the request has been approved as a pre-scripted mission assignment in coordination with the resource provider, the Resource Capability Branch Director (RCBD) forwards the request to the Order Processing Group Supervisor (OPGS) for action. To execute this action, click the **Save Here** button.

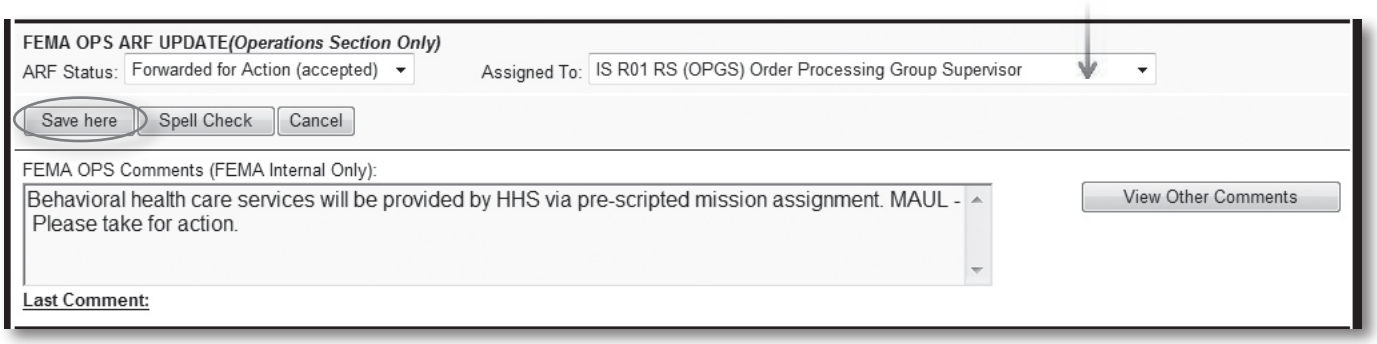


The OPGS reviews the request, inserts any necessary comments and forwards it to the Mission Assignment Unit Lead (MAUL). To execute this action, click the **Save** button.



Pre-Scripted Mission Assignment (PSMA) - Order Processing Group Supervisor

Once approval has been obtained by RSSC, the RCBD forwards the request to the Order Processing Group Supervisor (OPGS).



- The OPGS processes orders based on the sourcing method identified by the RCBD and orders the required resources or services according to established procedure and processes.
- For this scenario, the request is being mission assigned so OPGS would forward the request to the Mission Assignment Unit Lead (MAUL).

Pre-Scripted Mission Assignment (PSMA) - Mission Assignment Unit Lead

FEMA OPS ARF UPDATE(*Operations Section Only*)
ARF Status: Forwarded for Action (accepted) Assigned To: IS R01 RS (MAUL) Mission Assignment Unit Leader
Save here | Spell Check | Cancel

FEMA OPS Comments (FEMA Internal Only):
Behavioral health care services will be provided by HHS via pre-scripted mission assignment. MAUL - Please take for action.
View Other Comments
Last Comment:

III. SOURCING THE REQUEST - REVIEW/COORDINATION (*Operations Section Only*)

1.
- [x] OPS Review by: Jane Doe
- [ ] LOG Review by:
- [ ] Other Coordination:
- [ ] Other Coordination:
- [ ] Other Coordination:

2. Source:
- ( ) Donations
- ( ) Other(Explain)
- ( ) Requisitions
- ( ) Procurement
- ( ) Interagency Agreement
- (•) MA Assignment
  - MA Number: PSMA 248
- ( ) MA Task Order

3. Assigned to:
ESF/OFA: ESF #8: Public Health and Medical Services
Other:
LSCMS Number:
Date/Time: 07/08/2013 07:50:42

Immediate Action Required: [ ] Yes

The Mission Assignment Unit Lead (MAUL) reviews and processes the request and records the Mission Assignment number. If transportation is necessary, he or she will work with Transportation Services Unit to coordinate transportation.

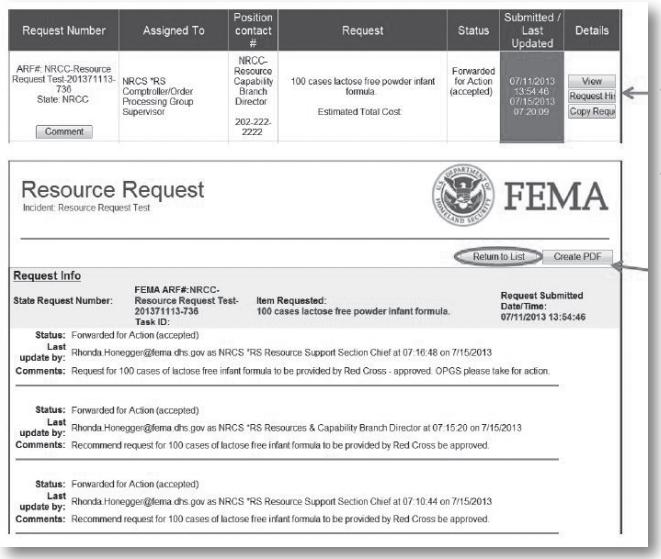
The Mission Assignment Unit Lead also assigns the ECAPS ID, which is recorded at the bottom of the form.

TRACKING INFORMATION (*FEMA Use Only*)

ECAPS / NEMIS Task ID:	Action Request No.	Program Code/Event No.	
445478			[ ] Originated as verbal
Received by (Name and Organization):	State:	Date/Time Submitted:	
Julie Jones	R-I	07/08/2013 14:36:55	

Request Follow Up

Request History



Request Number	Assigned To	Position contact #	Request	Status	Submitted / Last Updated	Details
ARF#: NRCC-Resource Request Test-201371113-736 State: NRCC Comment	NRCS *RS Comptroller/Order Processing Group Supervisor	NRCC-Resource Capability Branch Director 202-222-2222	100 cases lactose free powder infant formula. Estimated Total Cost:	Forwarded for Action (accepted)	07/11/2013 13:54:46 07/15/2013 07:20:09	View Request Hi Copy Requ

Resource Request
Incident: Resource Request Test

FEMA

Return to List | Create PDF

Request Info

State Request Number:
FEMA ARF#:NRCC-Resource Request Test-201371113-736
Task ID:
Item Requested: 100 cases lactose free powder infant formula.
Request Submitted Date/Time: 07/11/2013 13:54:46

Status: Forwarded for Action (accepted)
Last update by: Rhonda.Honegger@fema.dhs.gov as NRCS *RS Resource Support Section Chief at 07:16:48 on 7/15/2013
Comments: Request for 100 cases of lactose free infant formula to be provided by Red Cross - approved. OPGS please take for action.

Status: Forwarded for Action (accepted)
Last update by: Rhonda.Honegger@fema.dhs.gov as NRCS *RS Resources & Capability Branch Director at 07:15:20 on 7/15/2013
Comments: Recommend request for 100 cases of lactose free infant formula to be provided by Red Cross be approved.

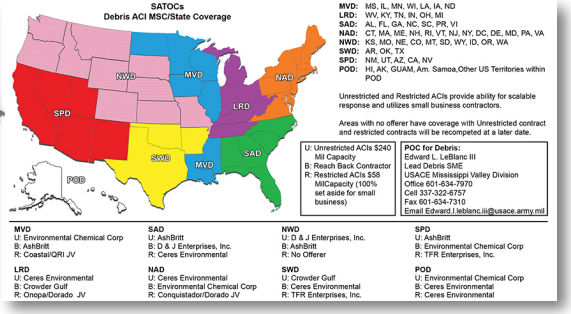
Status: Forwarded for Action (accepted)
Last update by: Rhonda.Honegger@fema.dhs.gov as NRCS *RS Resource Support Section Chief at 07:10:44 on 7/15/2013
Comments: Recommend request for 100 cases of lactose free infant formula to be provided by Red Cross be approved.

The history of a request can be viewed by clicking on the **Request History** button.

The history can be saved as a PDF for emails by clicking on the **Create PDF** button.

Once a user is done viewing the history, click on the **Return to List** button.

The status of an RRF can also be tracked by selecting this **Board Option**



Request Follow Up

Role of Resource Tracker

The Resource Tracker:

- Maintains visibility and provides the status of all resources ordered from source through delivery by coordinating with Resources staff at all levels and managing a database with all resource requests and orders.
- Tracks requests and status of resource requests as instructed by the RSS Chief.
- Updates on resource status are input by the resource provider.