

TEXAS DIVISION OF EMERGENCY MANAGEMENT

WebEOC and the STAR Process



Course Objectives

- Understand WebEOC
- Demonstrate the use and functionality of the Common Operating Picture
- Explain the STAR submission process
- STAR Webform



Unit 1: WebEOC Overview



What is WebEOC?

- Web-based crisis information management system
- Provides a single access point for the collection and dissemination of incident-related information
- Flexible tool to create just-in-time solutions for specific incidents
 - COVID testing, Vaccine availability and Resource Requests
- 35 local servers connected to TDEM, LoneStar, and FEMA all use WebEOC



Accessing WebEOC TDEM.TEXAS.GOV



TDEM Transitions To The A&M System.

On Sept. 1, the Texas A&M System officially will welcome an eighth state agency to the mix, but the Texas Division of Emergency Management has already made an impact as the newest member of the A&M System. Headed by Chief Nim Kidd, the agency demonstrated why Gov. Abbott and the Texas Legislature wanted the Texas A&M System to take on more responsibility. Nim and the agency, working with other state agencies, responded to the recent ransomware attack on several law enforcement offices in Texas. He tapped the cyber-security experts within the System to join a multi-agency effort to identify and deal with the problem.

[Accessibility](#)
[TRAIL](#)
[Report Fraud, Waste or Abuse](#)
[Outlook Web App](#)
[Texas Homeland Security](#)

[Texas Veterans Portal](#)
[Texas Fusion Center Privacy Policy](#)
[texas.gov](#)
[Required Links](#)
[TDEM Executive Guide](#)

[SOC Reports](#)
[Public Information Request](#)
[The Governor's Committee on People with Disabilities](#)
[WebEOC](#)

THE
TEXAS A&M
UNIVERSITY
SYSTEM

The screenshot shows the TDEM website interface. At the top, there is a navigation bar with the TDEM logo and the text 'THE TEXAS A&M UNIVERSITY SYSTEM'. To the right of the logo are menu items: 'Preparedness', 'Response', 'Recovery', and 'Mitigation'. Below the navigation bar is a search bar with the text 'Search ...' and a magnifying glass icon. To the right of the search bar are links for 'About Us', 'Contact Us', 'Media', and 'Careers'. Below the search bar is a large blue button labeled 'WebEOC'. Underneath the 'WebEOC' button is a section titled 'WebEOC Account Request Form'. Within this section, two options are listed: 'Texas WebEOC' and 'LoneStar WebEOC'. Both of these options are circled in red.



Accessing WebEOC

- Go to web address:
<https://webeoc.tdem.texas.gov>
<https://lonestar.soc.Texas.gov>
- Click on New Account Request, if needed
- Recommended browsers:
 - Google Chrome
 - Firefox
 - Safari
- Ability to recover forgotten username or password

JUVARE | WebEOC

Texas State Server

[New Account Request HERE](#)

WebEOC Support: Email or 512-424-5333

Click on the Accept button, below, to continue to the WebEOC login page.

By proceeding, you agree to Juvare's [Privacy Policy and Terms & Conditions](#)

[Accept](#)

TDEM Texas 3

[Forgot Username?](#) | [Forgot Password?](#)



Logging into WebEOC

Select
Position

JUVARE WebEOC

TDEM Texas 2

Select Position and Incident

Position
Ops TFS

Incident
20-0003 nCoV 2020

Cancel Continue

Select
Incident

JUVARE WebEOC

TDEM Texas 2

Select Position and Incident

Position
Ops TFS

Incident
20-0003 nCoV 2020

Cancel Continue



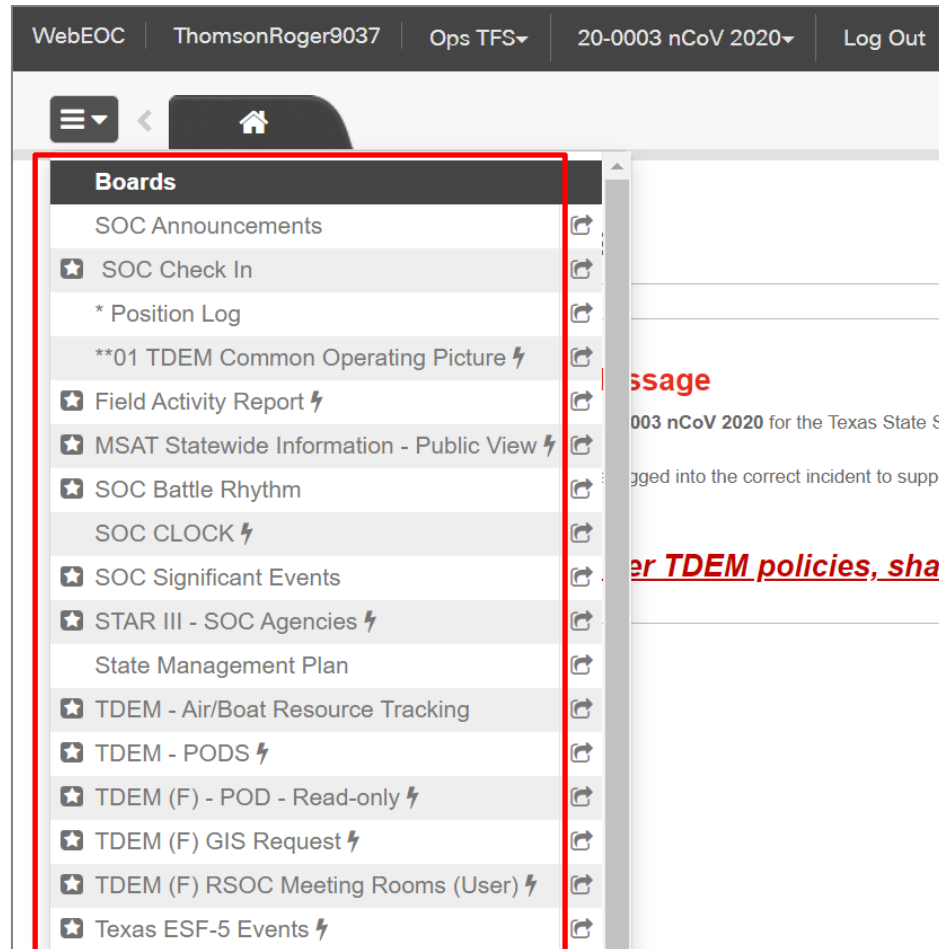
Once you're logged in ...

Verify you are logged in to the correct position and incident

The screenshot displays the JUVARE web application interface. At the top, a dark navigation bar contains the following elements from left to right: 'WebEOC', the user ID 'PattonWilliam0096', the current role 'Plans Section Coord*' (circled in red), the current incident '19-0029 September Severe Weather 20190916*' (circled in red), and a 'Log Out' button. The JUVARE logo is positioned in the top right corner. Below the navigation bar is a breadcrumb trail with tabs for 'Meeting Room Scheduler', 'File Library', 'SOC Check In', 'DC/SC Status', and 'STAR III - Planning'. The main content area features a 'Notifications' section. On the left side of this section is the user's profile, including the Texas Division of Emergency Management logo, the user ID 'PattonWilliam0096', and the text 'Texas Division of Emergency Management'. The notification itself is titled 'System-wide Message' and states: 'Active Incidents for TDEM: There are currently no active incidents.'



WebEOC Control Panel



- WebEOC boards vary by position
- If you need access to a certain board, request it through your ESF Lead in the SOC or SOC Manager
- Boards can be modified very quickly and published statewide, when needed and when approved by SOC Manager and senior staff



WebEOC Quick Recognition

The screenshot shows the WebEOC application interface. At the top, the header includes the user name 'PattonWilliam0096', role 'Plans Section Coord*', and incident '19-0029 September Severe Weather 20190916'. The 'SOC Check In' tab is selected and highlighted in the browser's tab bar. A red circle highlights the home icon in the top navigation bar, with an arrow pointing to the text 'Homepage'. Another red circle highlights the right arrow in the tab bar, with an arrow pointing to the text 'Open Board Tabs'. The main content area displays 'SOC Check In' for the user, showing a list of shifts. A red arrow points from the 'View My Shifts' button to the text 'Data Pages and Refresh'. At the bottom, a red circle highlights the pagination controls, including 'Page 1 of 1' and a 'Disable Refresh?' checkbox, with an arrow pointing to the text 'Data Pages and Refresh'. The footer contains the copyright notice '©2019 ESi Acquisition, Inc. WebEOC'.

WebEOC | PattonWilliam0096 | Plans Section Coord* | 19-0029 September Severe Weather 20190916 | Log Out

Meeting Room Scheduler x File Library x **SOC Check In** x DC/SC Status x STAR III - Planning x

Homepage

New Shift Check-In Edit My Default Info Quick Guide

SOC Check In
Showing all shifts for: PattonWilliam0096
Incident: 19-0029 September Severe Weather 20190916

You must check out from existing shifts before you can check in for a new shift.

View My Shifts View Everyone Checked In View 207

View All Info Print PDF

Board Tab Navigation

Check In	Check Out	Hours	Shift Begin	SOC Position	ID	Edit
09/19/2019 19:10		0.00		PSC	34683	Edit
09/18/2019 18:35	09/19/2019 07:00	12.42	09/18/2019 1900	PSC	34520	Edit
09/17/2019 18:30	09/18/2019 07:15	12.75	09/17/2019 1900	PSC	34354	Edit

Data Pages and Refresh

Open Board Tabs

Page 1 of 1 Disable Refresh?

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WebEOC Landing Page

WebEOC ThomsonRoger9037 WebEOC Administrator 20-0003 nCoV 2020 Log Out

DEMO - TDEM (F) WebEOC Landing

TDEM Welcome, Roger Thomson. You are logged in as WebEOC Administrator supporting 20-0003 nCoV 2020.

QUICK ACCESS COVID EXTERNAL LINKS MESSAGES (0) WEATHER FIRE BORDER DISASTER PORTAL GET ASSISTANCE

STAR ETN GIS COP SOC Check In

Agency Expense Room Scheduler ESF 5 Events ESF 8 Events

ESF 9 Events Texas Events FAR Region Staff

AC/DC Status

WebEOC Administrator STAR Requests and Actions

My Open Action(s): 0 → [Click to see your Action\(s\)](#)

My Open STAR(s): 0 → [Click to see your STAR\(s\)](#)

SOC ANNOUNCEMENTS SOC BATTLE RHYTHM SOC CLOCK

20-0003 nCoV 2020

SOC Announcements

[Add Record](#)

[TWIRP v2.5.0]

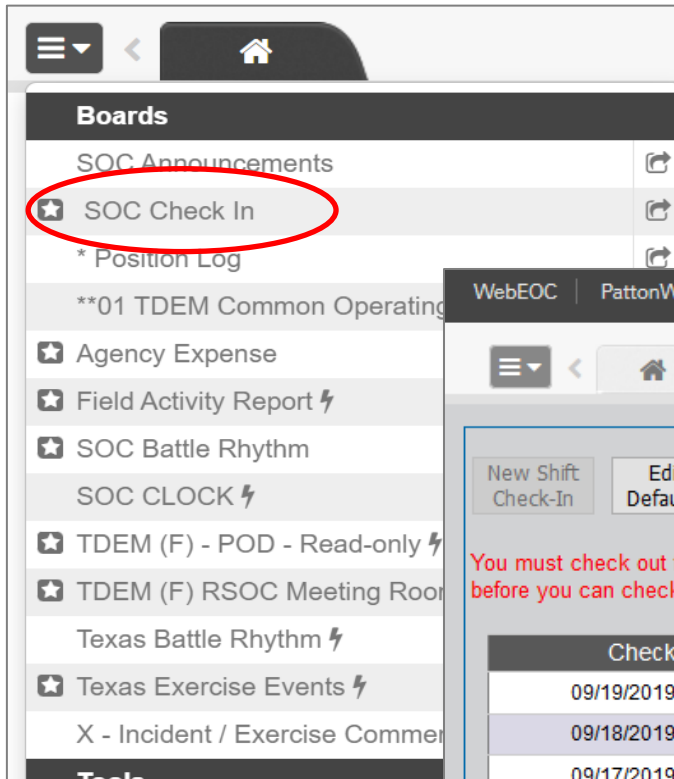
Disable Refresh?

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SOC Check In Board

- All SOC personnel must check-in and check-out via the WebEOC SOC Check In Board for each shift.



A screenshot of the WebEOC 'SOC Check In' board interface. The page title is 'SOC Check In' and it shows all shifts for user 'PattonWilliam0096' on incident '19-0029 September Severe Weather 20190916'. The interface includes a 'New Shift Check-In' button, 'Edit My Default Info', and a 'Quick Guide' link. A red warning message states: 'You must check out from existing shifts before you can check in for a new shift.' There are buttons for 'View My Shifts', 'View Everyone Checked In', and 'View 207'. A table displays the user's shift history with columns for Check In, Check Out, Hours, Shift Begin, SOC Position, ID, and Edit.

Check In	Check Out	Hours	Shift Begin	SOC Position	ID	Edit
09/19/2019 19:10		0.00		PSC	34683	Edit
09/18/2019 18:35	09/19/2019 07:00	12.42	09/18/2019 1900	PSC	34520	Edit
09/17/2019 18:30	09/18/2019 07:15	12.75	09/17/2019 1900	PSC	34354	Edit

Page 1 of 1 | Disable Refresh? | ©2019 ESi Acquisition, Inc. WebEOC



File Library Board

The screenshot displays the File Library Board interface. The top navigation bar includes 'WebEOC', 'PattonWilliam0096', 'Plans Section Coord', and '19-0029 September Sev'. The main content area is titled 'File Library' and shows a 'Folder List' with the following items: 'Plans', 'SOC Quick Reference Documents', 'SOC Sitrep Templates', and 'State Management Plans'. The 'File Library' option in the sidebar menu is circled in red, and the folder list items are also circled in red.

- **Available Documents:**
 - SOC Overview & Guide
 - SOC Conference Call Handbook
 - State Agency Report Template
 - SOC Hurricane Playbook
 - State Management Plan (SMP) Template
 - Incident SMP Archive
 - TDEM NAS and Document File Sharing



Texas ETN Board

The screenshot displays the Texas ETN Board interface. On the left is a sidebar menu with the following items: TDEM Purchase Form - Dashboard, TDEM Purchase Form - PRO 1, TDEM Work Order, Texas Battle Rhythm, Texas ESF-5 Events, Texas ESF-8 Events, Texas ETN (circled in red), Texas Events, Texas Exercise Events, Texas State Evac Map, TWIRP (F) - DC/SC Sta, Weather Dashboard, and Wildfire Tracker - 2013. The main dashboard area features a navigation bar with 'ETN' and dropdown menus for 'Locations', 'Vehicles', 'People', 'Assets', 'Pets', and 'Group Scan'. Below this is a 'Welcome' message to the Texas Emergency Tracking Network (Texas ETN). The dashboard contains five data cards: 'Registered + Headcount' (147), 'Active Vehicles' (39), 'Active Locations' (5), 'Registered Assets' (0), and 'Registered Pets' (25). Each card includes a 'View' link. At the bottom, there is a 'Vehicle Tracking' section with a link to open the tracking map in a separate browser window or tab.



TDEM Common Operating Picture

Boards

- SOC Announcements
- SOC Check In
- * Position Log
- **01 TDEM Common Operating Picture**
- Agency Expense
- Field Activity Report
- SOC Battle Rhythm
- SOC CLOCK
- TDEM (F) - POD - Read-only
- TDEM (F) RSOC Meeting Rooms (User)
- Texas Battle Rhythm
- Texas Exercise Events
- X - Incident / Exercise Comments

Tools

- Messages

Plugins

- File Library
- MapTac

Links

- National Hurricane Center
- Google
- TDEM Field Response Regions
- TXDOT Road Conditions
- Weather Link

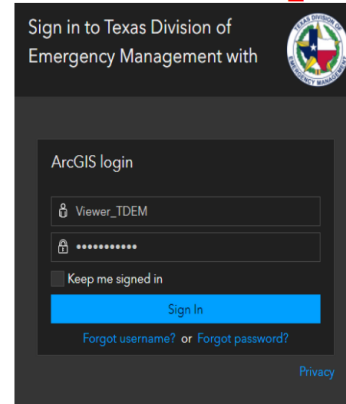
TDEM Common Operating Picture Start Page

Click the button below to open the COP. You will be automatically redirected to the TDEM ArcGIS Sign In Page

Open Common Operating Picture

The current username and password for the Common Operating Picture is:

User: **Viewer_TDEM**
Password: **TDEMViewer_2021!**





TDEM Common Operating Picture

- Provides situational overview of the incident utilizing ArcGIS mapping features.

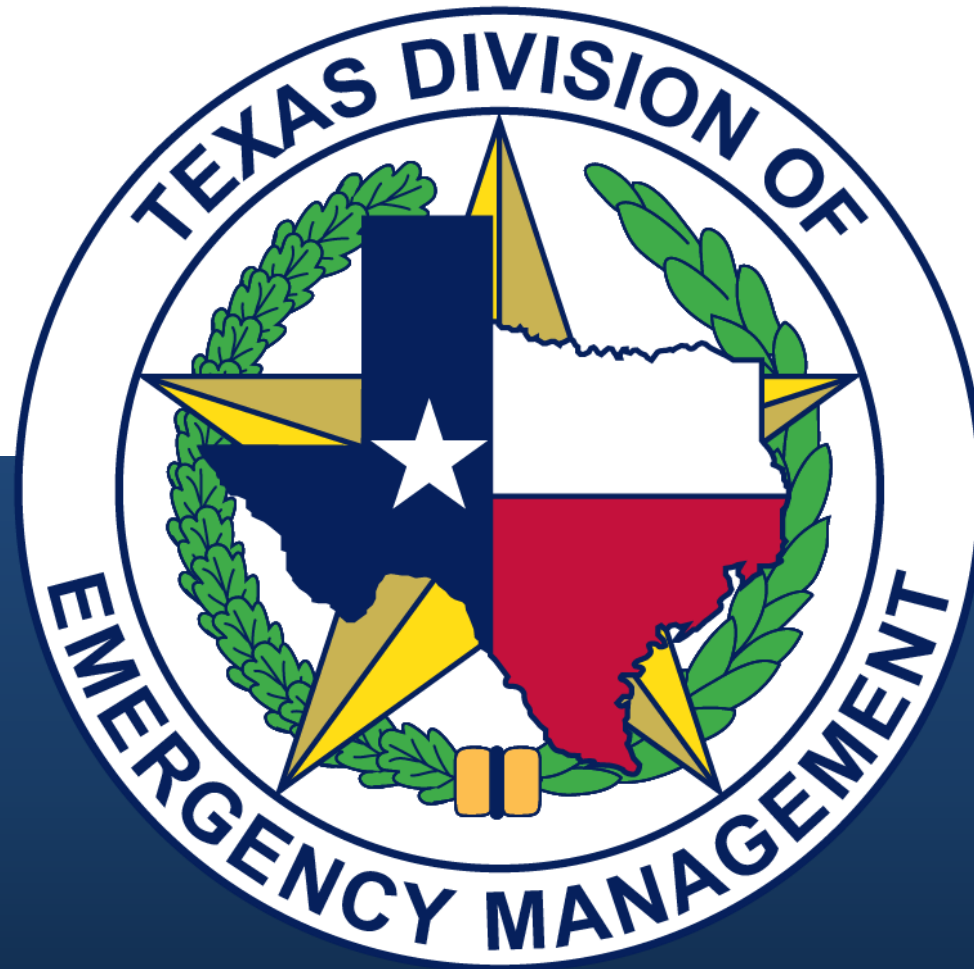


The screenshot shows a web browser window with the address bar displaying "**01 TDEM Common Operating Pi...". The page header includes the TDEM logo and navigation links: "COP Home Page", "Response", "Recovery", and "External Resources". The main content area features a large aerial map background with a semi-transparent overlay box containing the text: "TEXAS DIVISION OF EMERGENCY MANAGEMENT", "COMMON OPERATING PICTURE", and "ESF-19 Operations Technology". Below the map, there are four interactive cards, each with the TDEM logo and a button labeled "Open":

- Preliminary 22-0010 Tornado Impacts**
- Imagery Viewer 22-0010**
- Disaster Declarations**
- NWS Weather Prediction Center**

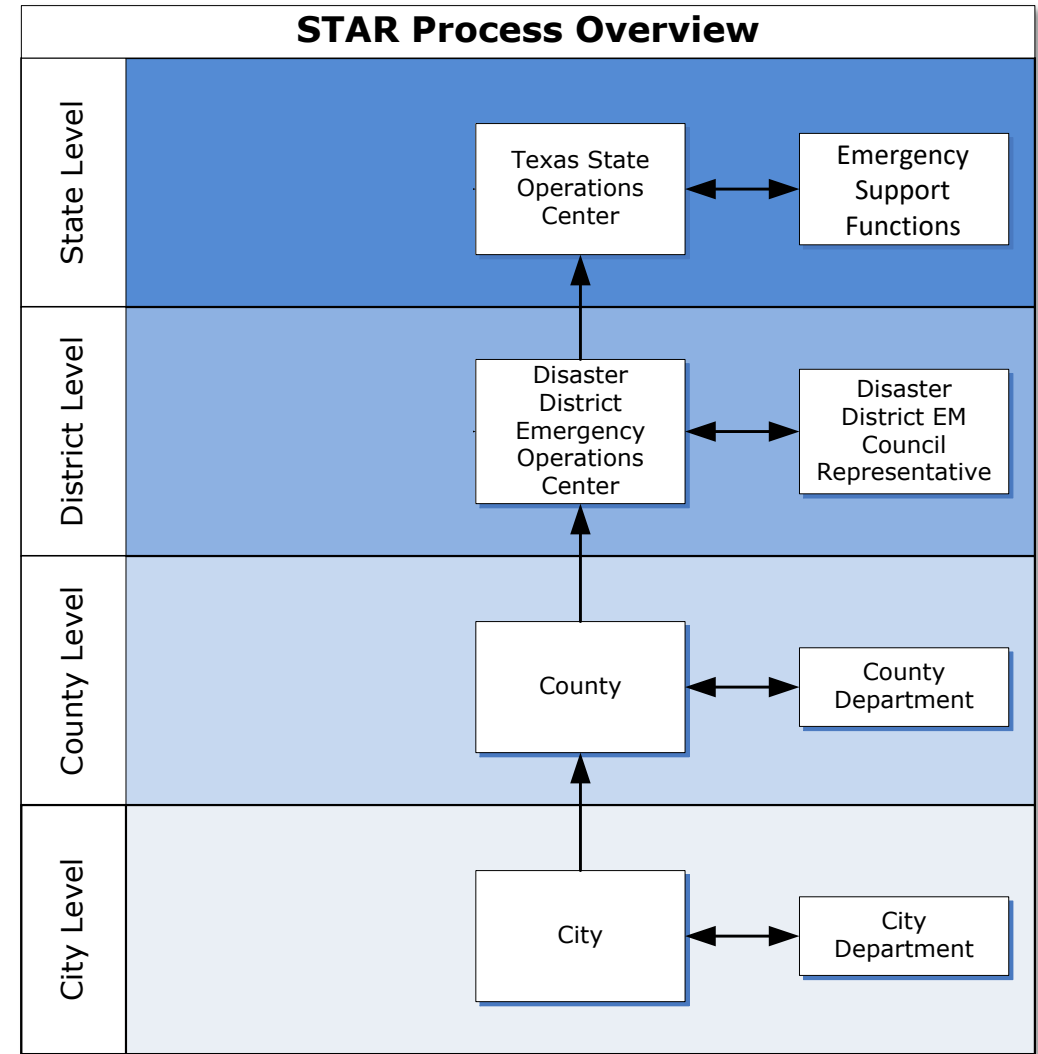


Unit 2: State of Texas Assistance Request (STAR)



STAR Overview

- Both a process and a technology
- Expedites resource requests statewide
 - Locals also tie into STAR process
- Vertical and horizontal integration
- STAR web form allows submissions direct to DDEOC or SOC levels



STAR Board Main Display

The screenshot shows the STAR Board Main Display interface. At the top, there is a navigation bar with tabs for 'New Request', 'Actions (19)', 'Locations', 'Reports', 'STAR Search', 'Dashboard', 'Info', 'All PPE Items', and 'STAR Totals'. A search bar is located on the right side of the navigation bar, with a search button and a 'Clear Search' button. Below the navigation bar, there is a filter bar with dropdown menus for 'Incident, Position, Live/Training', 'DDCs', 'Counties', 'Request Status', and 'Incident Filter'. The main content area is a table with columns for 'Request Number', 'Requester Info', 'Request Description', 'Request Status', 'Timestamp', and 'Options'. The table contains several rows of data, including requests for 'PPE Push Packs' and 'COVID-19 Test Kits'. Callout boxes highlight various elements: 'Filter Bar', 'Incident, Position, Live/Training', 'Requester Info', 'Request Description', 'Request Status', 'Timestamp', 'Options', 'Search by number, requestor, description', 'STAR Statuses', 'ESF', 'Incident', 'Following, created requests', 'Attention Required', and 'Incomplete Actions Remain'.

Request Number	Requester Info	Request Description	Request Status	Timestamp	Options
04A-246321	City of Burleson - EMC	DDC	STAR Statuses	Submitted: 8/11/2021 09:56:47 Last Update: 05/17/2022 02:25:09	Edit, Actions [2], Details, History
20-0003 nCoV 2020	County: Johnson DDC: 04A	Counties	Working	Submitted: 8/02/2021 13:55:31 Last Update: 05/17/2022 02:23:13	Edit, Actions [12], Details, History
00-244307	DSHS SMOC Logistics Chief	PPE Push Packs	Working	Submitted: 8/02/2021 13:55:31 Last Update: 05/17/2022 02:23:13	Edit, Actions [12], Details, History
20-0003 nCoV 2020	Agency: SMOC	Quantity: 1 (Each) In response to COVID-19, additional medical equipment is needed RAC. Request immediat ...More	Assigned: DSHS SMOC Logistics Chief Lead ESF: No Lead ESF Assigned Level: [State] SMOC Level	Submitted: 8/02/2021 13:55:31 Last Update: 05/17/2022 02:23:13	Edit, Actions [12], Details, History
12-302049	Director EOC	Two pallets of COVID-19 Test Kits	Working	Submitted: 5/16/2022 12:06:37 Last Update: 05/17/2022 02:49:32	Edit, Actions [11], Details, History
20-0003 nCoV 2020	County: DDC: 12	Quantity: 2 (Each) Requesting two (2) pallets of COVID-19 test kits for distribution to employees ...More	Assigned: Logs Section Coord Lead ESF: ESF 7 Level: [State] SOC Level 1 Incomplete Actions Remain	Submitted: 5/16/2022 12:06:37 Last Update: 05/17/2022 02:49:32	Edit, Actions [11], Details, History



Essential Elements of a Request

- Requestor Phone Number
- Requesting Entity
 - DDC
 - County
 - SOC
- Delivery Information

LIVE REQUEST

Requestor and Delivery Info Request Description Review, Route and Submit

Requested by Position and Name:
Ops TMF - jewellbrian9792

Requestor Phone Number:

Requestor Email:
brian.jewell@txsg.state.tx.us

Requesting Entity (*):

Delivery Information:
 Saved Location New Location No Location Needed

Return To List **Save as Draft**



Essential Elements of a Request

- Delivery Information

Delivery Information:

Saved Location New Location No Location Needed

Name:

Address:

City: State: Zip:

Longitude: Latitude:

Additional Information:

Provide Map, Diagram, etc, if available

No file chosen

Point of Contact Name: Point of Contact Phone:

Point of Contact Email: Point of Contact Fax:



Essential Elements of a Request

- Clear and concise title (Request)
- Accurate quantity
- Realistic delivery date
- Detailed description
- Accurate delivery location
- Pertinent delivery details
- Relevant requester details

Requestor and Delivery Info Request Description Review, Route and Submit

Request:

Quantity: Each

Date Needed:
June 2023
Su Mo Tu We Th Fr Sa
28 29 30 31 1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 1
2 3 4 5 6 7 8

For How Long: Consumable Resource
 Demob / Returnable Resource
Number: Unit:

Request Description:
Provide Spec sheet, Additional Forms, etc, if available
 No file chosen

Justification / Purpose of Request:



Essential Elements of a Request

- Clear and concise title (Request)
- Accurate quantity
- Realistic delivery date
- Detailed description
- Accurate delivery location
- Pertinent delivery details
- Relevant requester details

The screenshot shows a web form titled "LIVE REQUEST" with three tabs: "Requestor and Delivery Info", "Request Description", and "Review, Route and Submit". The form is divided into several sections:

- Requestor Information:** Includes a field for "Requested by Position and Name:" with the value "Ops TMF" and a user ID "jewellbrian9792". Below it is a "Requestor Phone Number:" field. Red arrows point to the phone number field and the "Requesting Agency (*)" field.
- Request Signature:** Includes a "Request Number:" field with the value "00-323695" and an "Incident Name:" field with the value "21-0012 Border Support 01JUN". Below these is a "Date/Time:" field. A yellow highlight is placed over the "Requestor Signature:" field, which has a red asterisk next to it. Red arrows point to the "Requesting Agency (*)" field and the "Requestor Signature:" field.
- Requestor Signature Tag:** A text input field.

At the bottom of the form, there are three buttons: "Return To List" (red), a navigation bar with back, lock, and forward icons, and "Save as Draft" (blue).



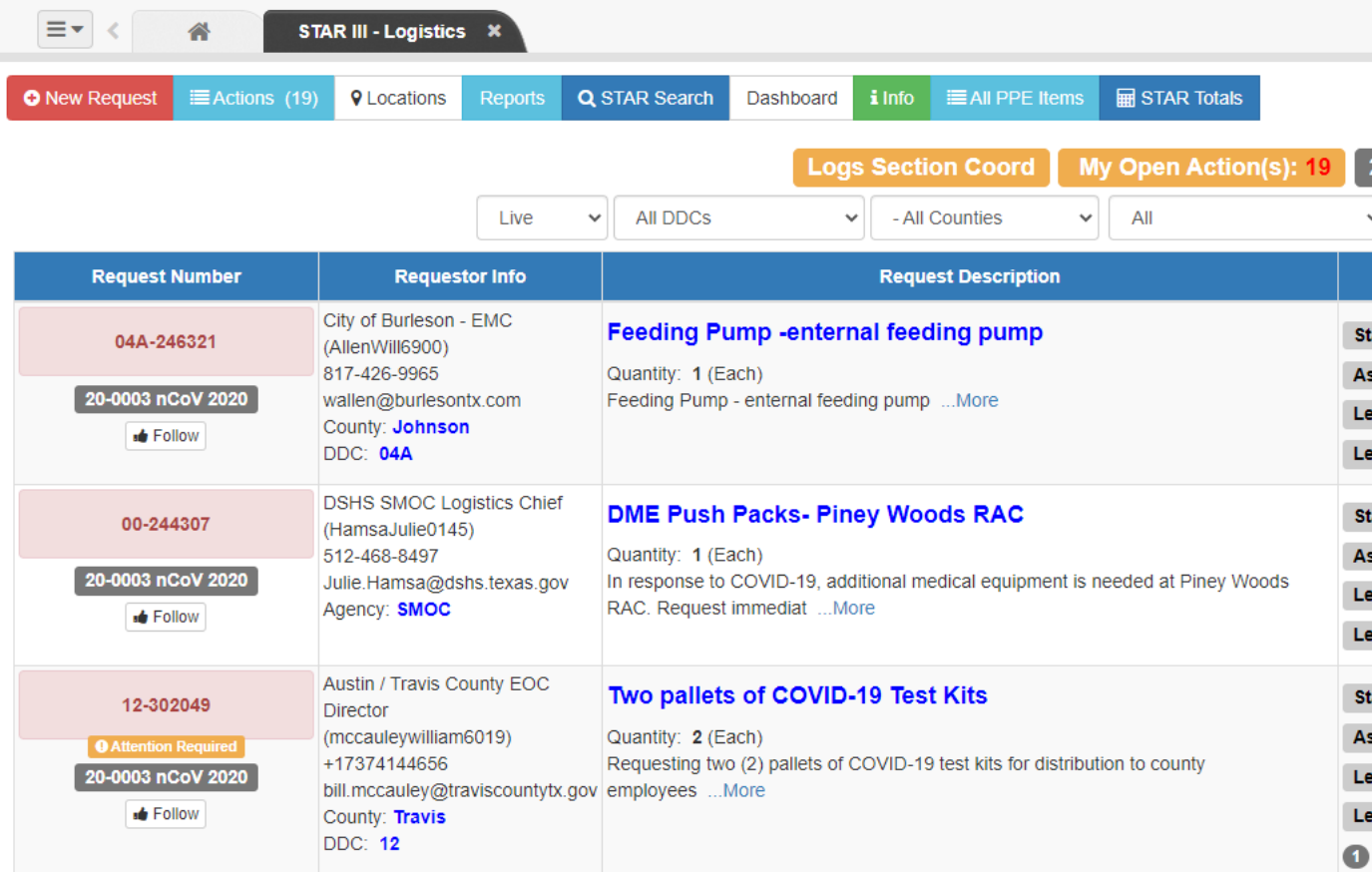
Importance of Information and Communication

- Requestor clearly articulates requirements.
- Requirements are understood and accurately interpreted by the receiver.
- The request contains accurate information.
- Think of the five 'W's – Who, What, When, Where, and Why.
- If requirements are not clear, seek clarification.
 - Additional vetting may be required.
- Actions! Actions! Actions! Track the filling response to the actual request.



STAR Board Actions

- All Actions can be viewed on the Actions screen in WebEOC
- Actions in the STAR are "Fills" in a 213-RR, or can be considered mission/taskings in most cases
- Actions must be marked completed to allow the STAR they are tied to be completed
- Actions may be assigned via email, if needed.



The screenshot shows the STAR Board Actions interface. At the top, there is a navigation bar with options: New Request, Actions (19), Locations, Reports, STAR Search, Dashboard, Info, All PPE Items, and STAR Totals. Below the navigation bar, there are filters for 'Logs Section Coord', 'My Open Action(s): 19', 'Live', 'All DDCs', '- All Counties', and 'All'. The main content is a table with three columns: Request Number, Requestor Info, and Request Description. The table lists three requests:

Request Number	Requestor Info	Request Description
04A-246321 20-0003 nCoV 2020 Follow	City of Burleson - EMC (AllenWill6900) 817-426-9965 wallen@burlesontx.com County: Johnson DDC: 04A	Feeding Pump -external feeding pump Quantity: 1 (Each) Feeding Pump - external feeding pump ...More
00-244307 20-0003 nCoV 2020 Follow	DSHS SMOC Logistics Chief (HamsaJulie0145) 512-468-8497 Julie.Hamsa@dshs.texas.gov Agency: SMOC	DME Push Packs- Piney Woods RAC Quantity: 1 (Each) In response to COVID-19, additional medical equipment is needed at Piney Woods RAC. Request immediat ...More
12-302049 Attention Required 20-0003 nCoV 2020 Follow	Austin / Travis County EOC Director (mccauleywilliam6019) +17374144656 bill.mccauley@traviscountytx.gov County: Travis DDC: 12	Two pallets of COVID-19 Test Kits Quantity: 2 (Each) Requesting two (2) pallets of COVID-19 test kits for distribution to county employees ...More



STAR Board Actions

- Filter for **Assigned Actions**

21 Actions for Ops Section Coord

[Return to Requests](#)
[Create PDF](#)
[Demob Actions](#)
Assigned Actions ▾
More Filters ▾
Search... [Search](#) [Clear Search](#)

STAR Request Action Numbers	Action Creator Position Name	Action Description	Action Status	Submitted Last Updated	Options
<p style="color: red; font-weight: bold;">20-32885</p> <p style="color: red; font-weight: bold;">A-20-32885-8421</p> <p style="background-color: #f08080; padding: 2px;">Attention Required</p>	Ops DPS (PalmerDavid8342)	Request: portable commercial vehicle weigh scale with operator - per local EMC Filled Qty 0	Assignee: Ops Section Coord Action status: Submitted	Submitted: 9/11/2017 14:44:29 Last Updated: 9/11/2017 14:44:29	Edit Details History Request
<p style="color: red; font-weight: bold;">00-25416</p> <p style="color: red; font-weight: bold;">A-00-25416-4961</p> <p style="background-color: #f08080; padding: 2px;">Attention Required</p>	Logs Section Coord (ParksWade9969)	Request: TX-TF1 Vet Support Team Filled Qty 0	Assignee: Ops Section Coord Action status: Submitted	Submitted: 8/25/2017 08:39:09 Last Updated: 9/10/2017 12:19:38	Edit Details History Request

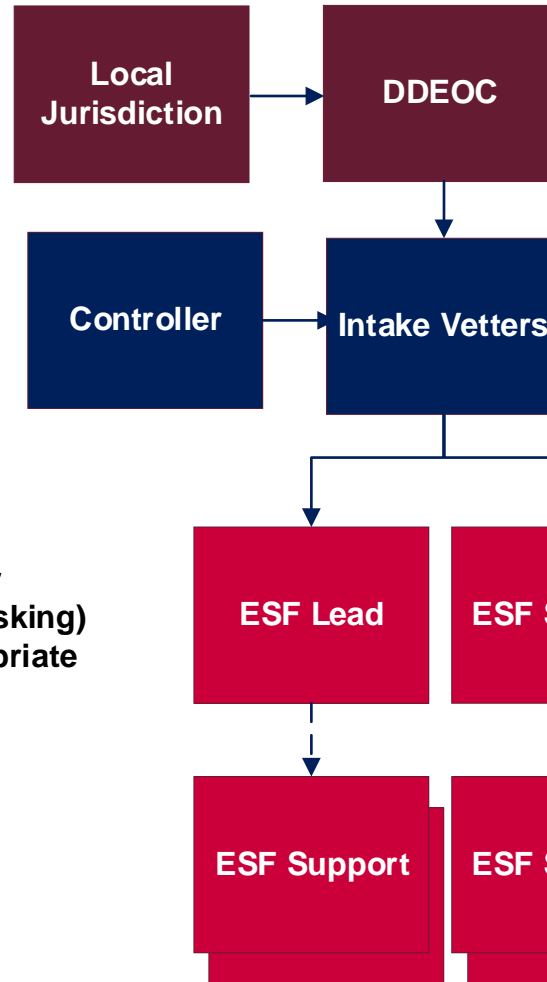


STAR Process Flow

Locals submit STARs through their WebEOC or via STAR Webform

Controller provides oversight of the Intake Vettors and maintains ability to route STARs, as needed. Controller additionally maintains situational awareness in order to ensure STARs are moving through the process efficiently.

If directed to ESF Lead, ESF Lead provides the requested resource or creates an/or action(s) (Mission Tasking) assigning the request to the appropriate state agency(ies).



DDEOC submits STAR through WebEOC

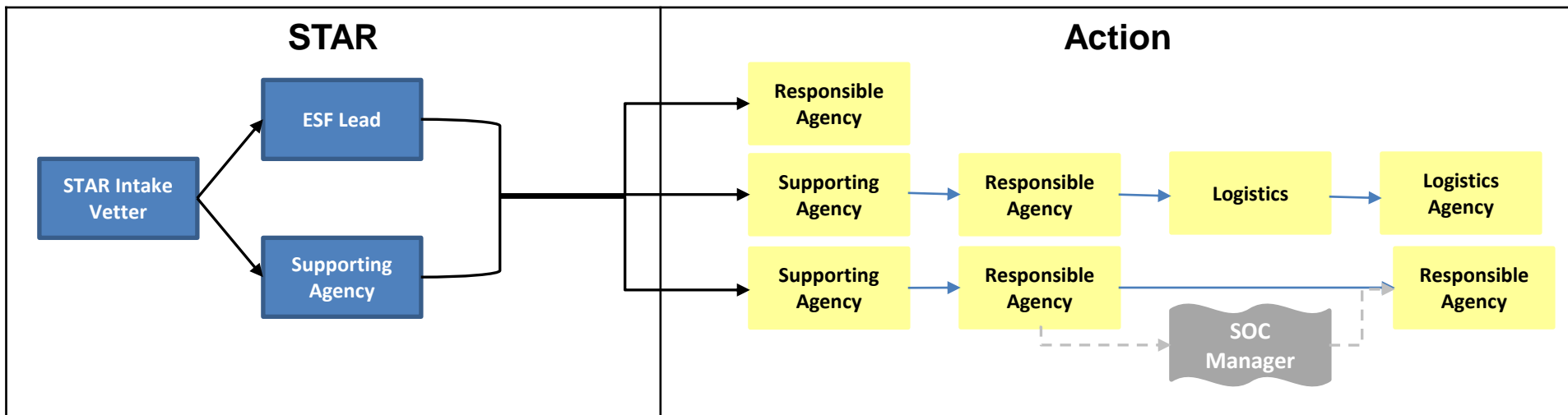
Intake Vettors assign STARs to either the ESF Lead or directly to the appropriate state agency responsible for providing the request support.

If STAR is assigned directly to an ESF Supporting agency, that agency provides the requested resource or creates an/or action(s) (Mission Tasking) to the appropriate state agency(ies).



Filling a STAR

- STARs are assigned to a responsible agency.
- After the resource needs are determined and have been rostered or ordered, the STAR status is updated. Check actions for completion.
- Each STAR can have multiple actions depending on the request needs assigned to multiple agencies.



Unit 3: STAR Webform



About The Webform

- The STAR Webform was created to allow local jurisdictions in need of resources who do not have access to WebEOC to submit STARs to their DDEOCs
- Online submission removes the need to log into WebEOC to submit a request, providing an easier and faster option for requesting resources when in the field or responding to an incident
- Downline users – those responsible for filling and routing STARs such as Logistics sections – must still use WebEOC to route and fill the request

Example STAR Webform

STAR:12-95711WF



Unit 4: Important Links & Contact Information



Important Links

- STAR Webform <https://star.tdem.texas.gov/>
STAR Webform can be used by entities who do not have WebEOC accounts to submit requests for assistance to their jurisdiction.
- Texas Division of Emergency Management (TDEM) Website <https://www.tdem.texas.gov/>
Contains information related to TDEM origin, mission and responsibilities, links to specific disaster resources and jurisdictional TDEM contacts.
- Preparing Texas <https://www.preparingtexas.org/>
Listing of available training opportunities as they apply to emergency management.



Contact Information

- WebEOC New User Request Form <https://olympus.soc.texas.gov/accountrequest/>
Used by TDEM employees, state agencies and local jurisdictions to request a WebEOC user account.
- State Operations Center
(512) 424-2208
soc@tdem.texas.gov
- Operations Technology
(512) 424-5333
support@tdem.texas.gov
- Information Technology
(512) 424-7474
support@tdem.texas.gov



Questions



Thank you for your participation!

