

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. The background of the page features a blue geometric pattern.



# 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



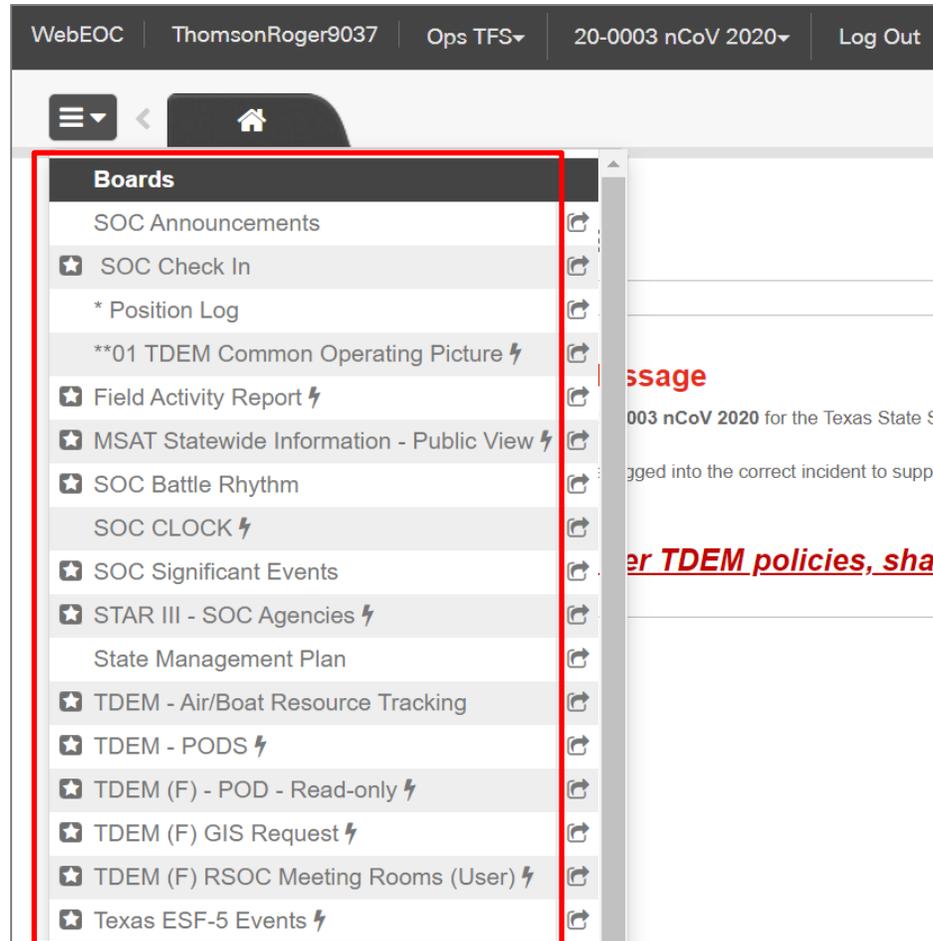
# Once you're logged in ...

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', a dropdown menu for 'Plans Section Coord\*', and another dropdown menu for '19-0029 September Severe Weather 20190916\*', followed by a 'Log Out' link and the 'JUVARE' logo. 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 with the Texas Division of Emergency Management logo and the user ID 'PattonWilliam0096'. A red-bordered notification box contains the text: 'System-wide Message', 'Active Incidents for TDEM:', and '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 ID '19-0029 September Severe Weather 20190916'. The 'SOC Check In' tab is selected and highlighted with a red box. A red arrow points from the 'Homepage' label to the home icon in the top navigation bar. Another red arrow points from the 'Board Tab Navigation' label to the right arrow icon in the top navigation bar. A third red arrow points from the 'Open Board Tabs' label to the 'SOC Check In' tab. A fourth red arrow points from the 'Data Pages and Refresh' label to the pagination controls at the bottom, which include 'Page 1 of 1' and a 'Disable Refresh?' checkbox. The main content area displays a table of shift data for the selected incident.

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	<a href="#">34683</a>	Edit
09/18/2019 18:35	09/19/2019 07:00	12.42	09/18/2019 1900	PSC	<a href="#">34520</a>	Edit
09/17/2019 18:30	09/18/2019 07:15	12.75	09/17/2019 1900	PSC	<a href="#">34354</a>	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](#)

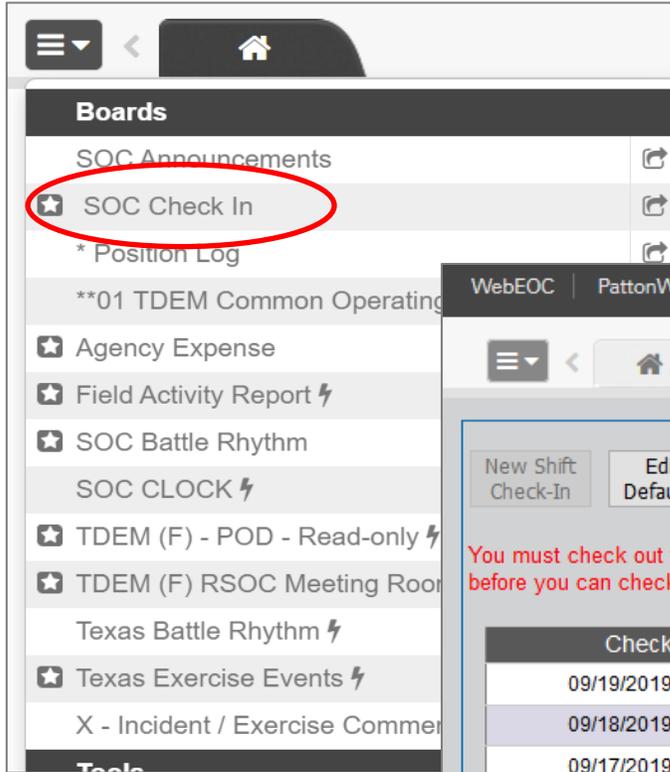
Disable Refresh?

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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.



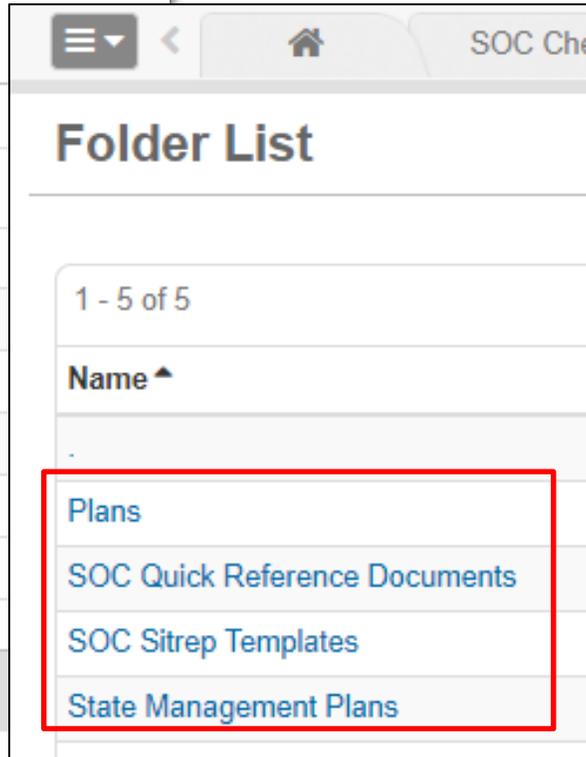
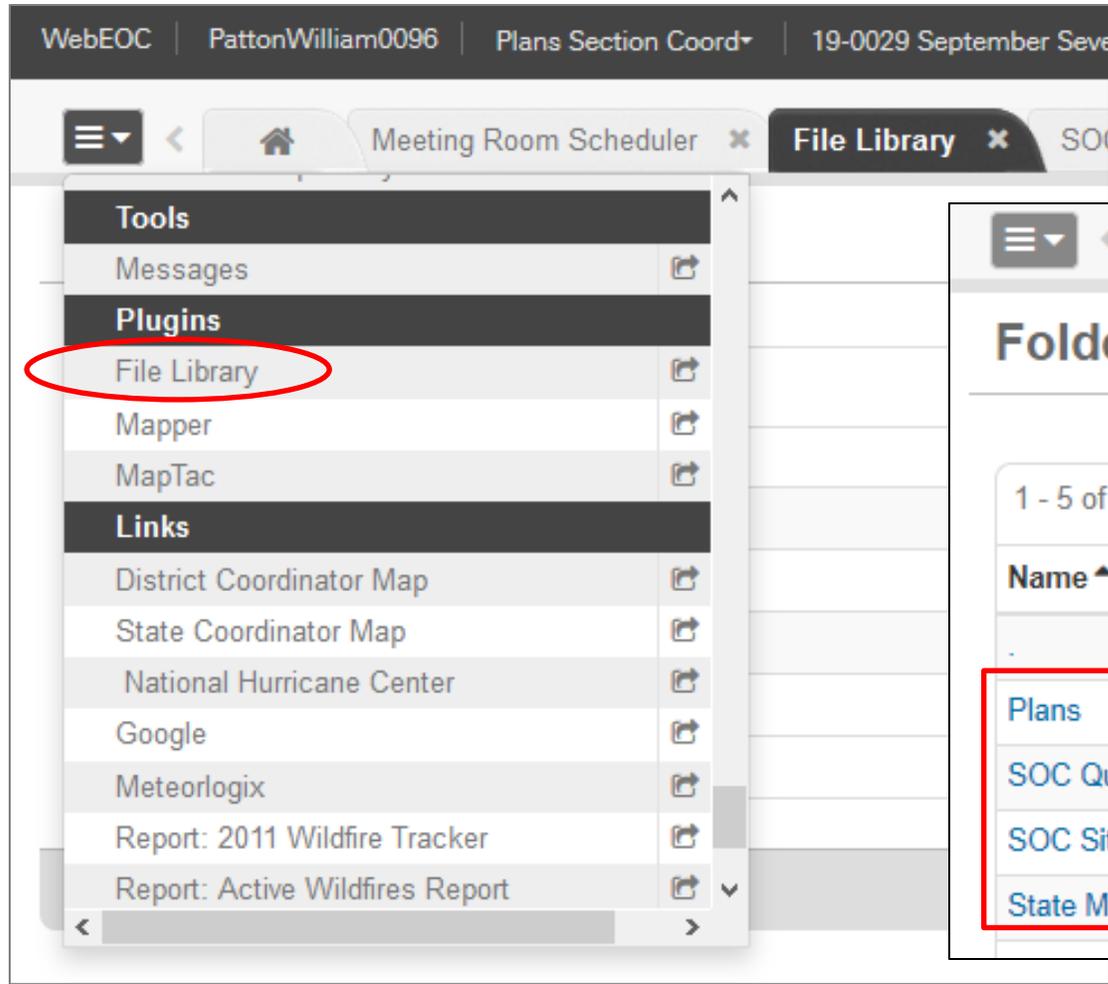
A screenshot of the WebEOC SOC Check In Board interface. The page title is 'SOC Check In' and it shows 'Showing all shifts for: PattonWilliam0096' and 'Incident: 19-0029 September Severe Weather 20190916'. There are buttons for 'New Shift Check-In', 'Edit My Default Info', 'Quick Guide', 'View All Info', and 'Print PDF'. A red warning message states: 'You must check out from existing shifts before you can check in for a new shift.' Below this are buttons for 'View My Shifts', 'View Everyone Checked In', and 'View 207'. A table displays the following data:

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

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



# File Library Board



- **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 to the Texas Emergency Tracking Network (Texas ETN)' header. 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' button with a right-pointing arrow. At the bottom, there is a 'Vehicle Tracking' section with a link: 'Click here to open Vehicle Tracking map on a seperate browser window or tab.'



# TDEM Common Operating Picture

☰ < Home \*\*01 TDEM Common Operating Pi... ✕

**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

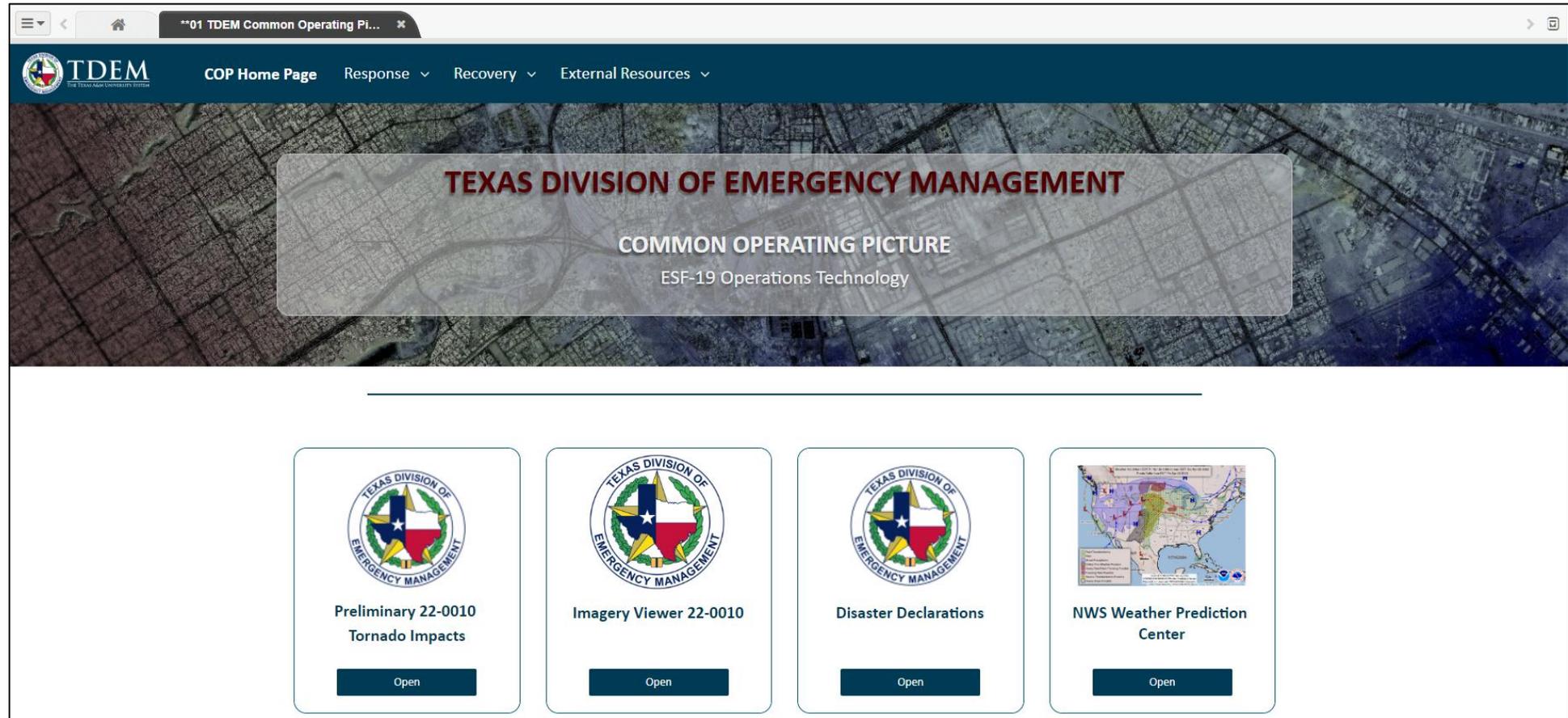
The current username and password for the Common Operating Picture is:

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**

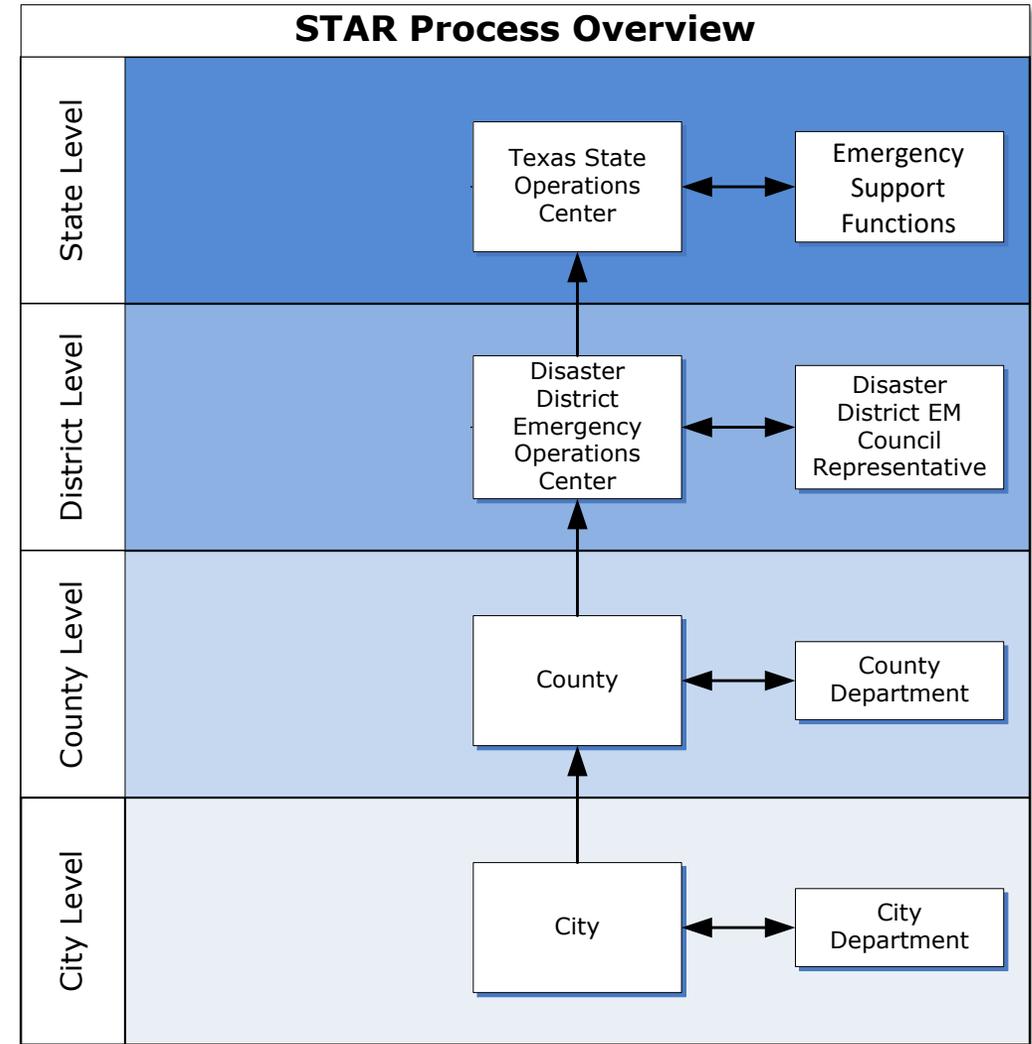


# Unit 2: State of Texas Assistance Request (STAR)



# 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 callout box pointing to it that says 'Search by number, requestor, description'. Below the navigation bar, there is a filter bar with dropdown menus for 'Incident, Position, Live/Training', 'DDCs', 'Counties', 'Request Status', and 'Incident Filter'. A callout box points to the filter bar with the text 'Filter Bar Incident, Position, Live/Training'. The main content area is a table with columns: 'Request Number', 'Requestor Info', 'Request Description', 'Request Status', 'Timestamp', and 'Options'. The table contains three rows of request data. Callout boxes point to various elements in the table: 'Requestor Info', 'DDC', 'Counties', 'Following, created requests', 'STAR Statuses', 'ESF', 'Incident', 'Request Number', 'Request Description', 'Request Status', 'Timestamp', and 'Options'. The first row shows request number '04A-246321' from 'City of Burleson - EMC'. The second row shows request number '20-0003 nCoV 2020' from 'County: Johnson' and 'DDC: 04A'. The third row shows request number '00-244307' from 'DSHS SMOC Logistics Chief' and 'Agency: SMOC'. The fourth row shows request number '12-302049' from 'Director' and 'EOC', with a callout box pointing to the description 'Two pallets of COVID-19 Test Kits'. The fifth row shows request number '20-0003 nCoV 2020' from 'County: ' and 'DDC: 12'. The 'Request Status' column shows 'Working' for the first two rows and 'Working' for the third row. The 'Request Status' column also shows 'Assigned: DSHS SMOC Logistics Chief', 'Lead ESF: No Lead ESF Assigned', and 'Level: [State] SMOC Level'. The 'Request Status' column also shows 'Assigned: Logs Section Coord', 'Lead ESF: ESF 7', and 'Level: [State] SOC Level'. The 'Timestamp' column shows 'Submitted: 8/11/2021 09:56:47' and 'Last Update: 05/17/2022 02:25:09' for the first row, 'Submitted: 8/02/2021 13:55:31' and 'Last Update: 05/17/2022 02:23:13' for the second row, and 'Submitted: 5/16/2022 12:06:37' and 'Last Update: 05/17/2022 02:49:32' for the third row. The 'Options' column shows 'Edit', 'Actions [2]', 'Details', and 'History' for the first row, 'Edit', 'Actions [12]', 'Details', and 'History' for the second row, and 'Edit', 'Actions [11]', 'Details', and 'History' for the third row. A callout box points to the 'Attention Required' icon in the first row of the table.



# 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

- Requestor Signature
- Tab out of block to fill in Date/Time
- Save as Draft
- OR
- Submit
    - Button will appear after signature

**LIVE REQUEST**

Requestor and Delivery Info | Request Description | Review, Route and Submit

**Requestor Information**

Requested by Position and Name:  
Ops TMF - jewellbrian9792

Requestor Phone Number:  
[Red arrows point to this field]

Requesting Agency (\*): [Red arrows point to this field]

**Request Signature**

Request Number: 00-323695 | Incident Name: 21-0012 Border Support 01JUN

Signature Required Before Displaying Routing Options

Requestor Signature: [Red arrow points to this field]

Date/Time: [Red arrow points to this field]

Requestor Signature Tag: [Red arrow points to this field]

Return To List | [Navigation icons] | Save as Draft



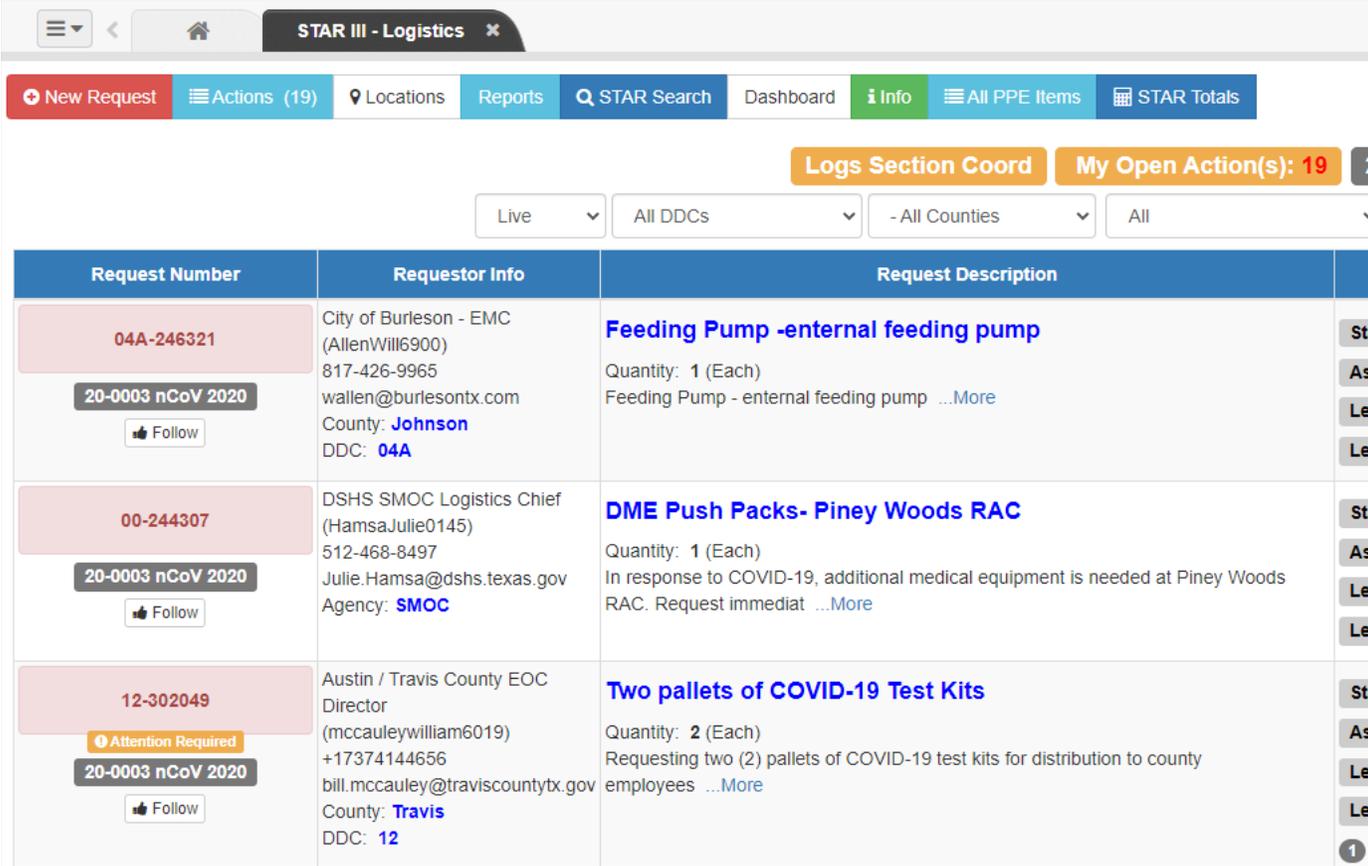
# Importance of Information and Communication

- 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: <b>Johnson</b> DDC: <b>04A</b>	<b>Feeding Pump -external feeding pump</b> 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: <b>SMOC</b>	<b>DME Push Packs- Piney Woods RAC</b> 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: <b>Travis</b> DDC: <b>12</b>	<b>Two pallets of COVID-19 Test Kits</b> 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: <b>Ops Section Coord</b> Action status: <b>Submitted</b>	Submitted: 9/11/2017 14:44:29  Last Updated: 9/11/2017 14:44:29	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">History</a> <a href="#">Request</a>
<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: <b>Ops Section Coord</b> Action status: <b>Submitted</b>	Submitted: 8/25/2017 08:39:09  Last Updated: 9/10/2017 12:19:38	<a href="#">Edit</a> <a href="#">Details</a> <a href="#">History</a> <a href="#">Request</a>

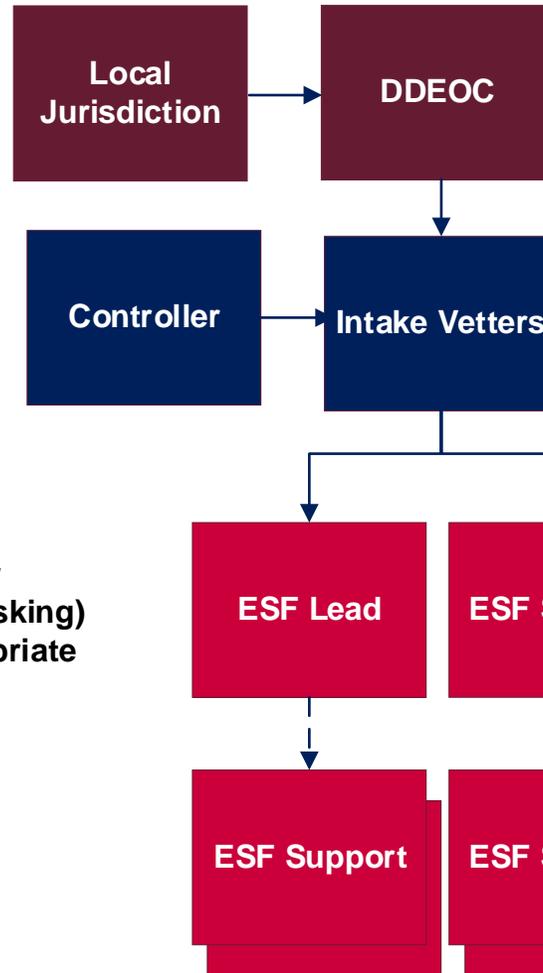


# STAR Process Flow

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

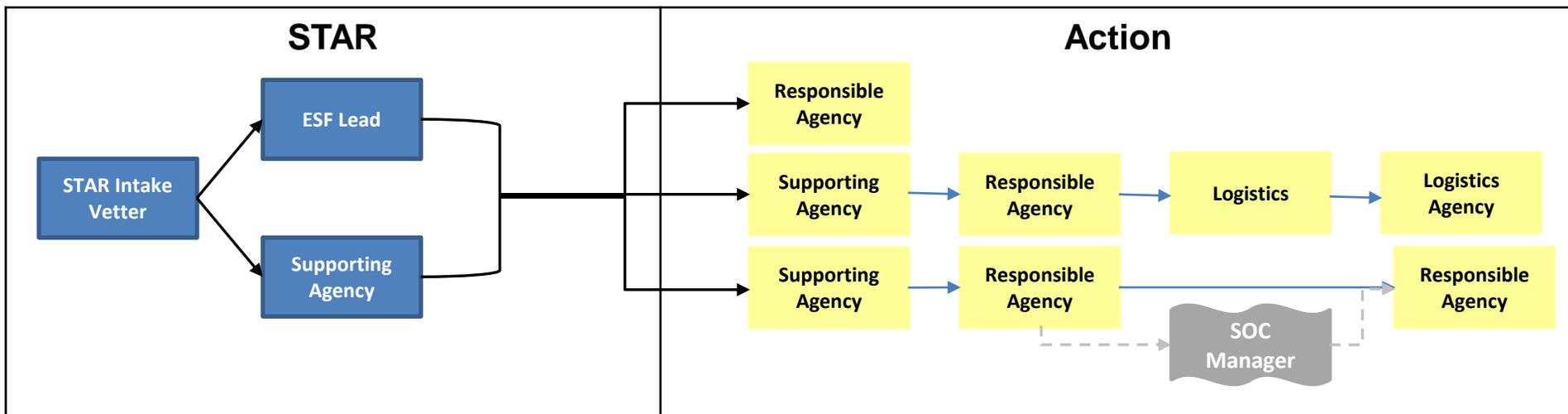
Intake Vettors assign STARs to either the ESF Lead or directly to the appropriate state agency responsible for providing the request support.

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!

