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# OpsCenter Quick Use Guide

June 30, 2009

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## OPSCENTER™ QUICK USE GUIDE OREGON EMERGENCY MANAGEMENT

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A reference for state and county EOCs using OEM's OpsCenter system.  
Focuses on information, requests and actions.

Version 1.0



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## I. System Basics

### Site Addresses

Training Site URL: <http://159.121.130.141/opscentertraining>. For training, exercises, and testing of candidate changes such as software configurations or network adjustments.

Live Site URL : <http://159.121.130.140/opscenter>. For real emergencies/situations only.

Example of User Login Screen after successful navigation to a **Live Site**:



### System Needs

Users access OpsCenter via a browser, Microsoft Internet Explorer version 5.5 or higher.



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## II. Logging In

Logging into OpsCenter involves two screens shown below. Users need a user name, ID, and password.

### User Name

The User Name format is “first initial and seven (7) letters of your last name” and appears at the top of the Navigator.

### Password and User ID

Your OpsCenter Administrator provides your User ID and password. Example of the User Login Screen after successful navigation to the **Training Site**:

Training  
And  
Exercise  
Only

POWERED BY **ALERT**

Welcome, Please Log In

Your User ID

Password

(Passwords are case sensitive)

[I need help logging in.](#)

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Login Screen for Training Site.

1. Enter your User ID.

2. Enter your Password.

3. Click Log In.

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## Roles and Contact Information

Once the system validates your User ID and Password, the My Information screen appears. OpsCenter is a role-based system and requires at least one role to log in.

The screenshot shows the 'My Information' page with the following elements:

- Header:** 'My Information' title, 'Submit' and 'Log Out' buttons, and a welcome message 'Welcome Your Name Here.....'.
- Roles Section:** 'Roles You are Authorized to Perform' with a sub-instruction 'Check all roles you wish to perform during this session.' and checkboxes for 'EMS', 'Fire' (checked), and 'HazMat'.
- Contact Section:** 'Please Update Your Contact Information' with a sub-instruction 'Where are you physically located at this moment?' and a 'Current Location' dropdown menu set to 'State ECC'. Below this is the instruction 'Enter the various ways that you may be contacted at any time.' and input fields for 'Primary Phone' (503-373-7727), 'Cell Phone' (Use Primary), 'Pager Number', 'FAX Number' (503-373-9999), and 'E-Mail Address' (YourID@uem.state.or.us).
- Footer:** A note stating 'Any changes you make will be saved automatically.'

Callouts on the page indicate the following steps:

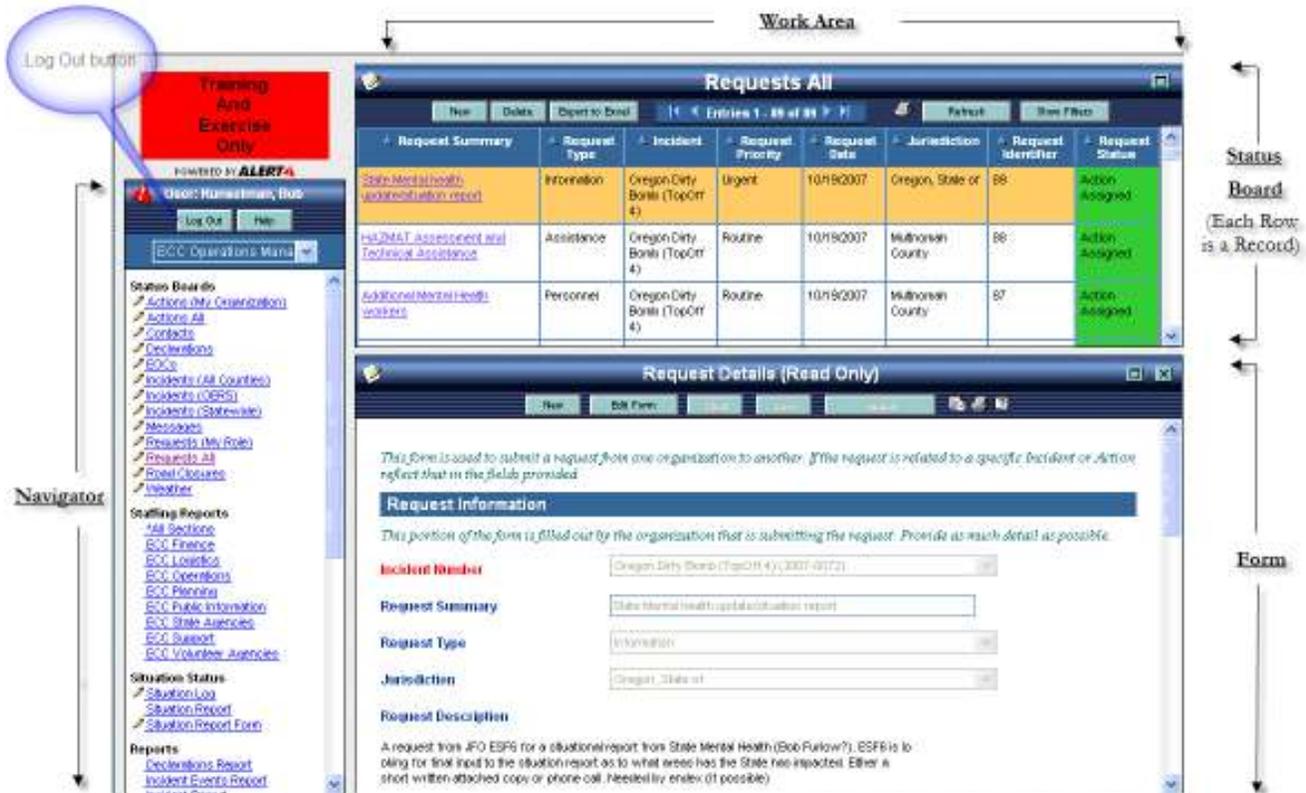
1. Select at least one role. (Points to the 'Fire' checkbox)
2. Update contact information. (Points to the 'Current Location' dropdown)
3. Click Submit. (Points to the 'Submit' button)

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## III. Terminology

The main interface for OpsCenter users is the environment depicted below. The two sections are the **Navigator** (left side) and the **Work Area** (right side). The Work Area shown below includes both a status board (Requests All) and a form (Request Details) associated with the highlighted record in the Status Board.

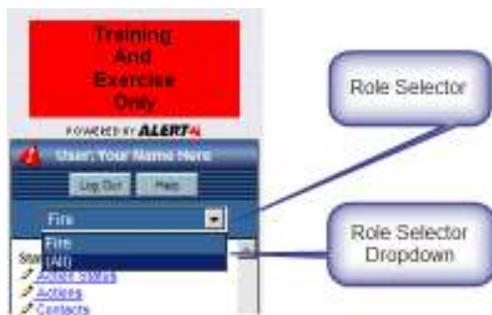


### Navigator

Section on the left hand side of the OpsCenter Screen. Provides shortcut lists of categories and links most useful for specific role(s).

### Role Selector

Dropdown box on Navigator where user chooses an authorized role from the role(s) selected on the My Information screen. Selecting "All" displays all links (Read permission or higher) for all roles in dropdown.



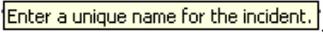
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## Hover Help

A Hover Help box automatically pops up when the cursor moves over an area on the screen (or text box in a form)--as long as that area/text box includes help text. For example, .

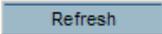
## Help Button

The Help button at the top of the Navigator. Clicking on this icon  invokes OpsCenter General Help.

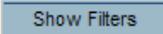
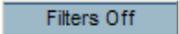
## Page Control

Some Status Boards consist of more than one page. To navigate from page to page, click on the triangles or arrows . From left to right; return to the first page, go back one page, go forward one page, and go to the last page. Use scroll bar on right side of the work area to move the page up or down..

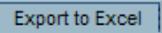
## Refresh Button

While the Status Boards refresh automatically on a regular schedule, use this button  to invoke an immediate refresh. *To refresh the form click on the appropriate row in the Status Board.*

## Filter Buttons

Filters at the top of status board columns allow users to turn on  or off  dropdown boxes to specify and display only rows with selected attributes. Generates a more specific view of the status board.

## Export to Excel

Click  to export entire contents of the Status Board (not limited to entries shown on screen) to Microsoft Excel®. To use this feature Excel 2000 (or later version) must be installed on user's machine.

## Print Icon

Click  to initiate printing of the current screen, status board, form, or report. Requires access to a compatible printer.

## Pencil Icon

The  next to an item in the Navigator indicates the role has permission to add to or change that item. Without the icon, that role has read-only permission for the item.

Items not displayed on the Navigator (with Role Selector set to a specific role or All) indicates the user is not logged in with any role(s) that have any permissions for those items.

## POC for Issues / Access

For additional help with OpsCenter issues and access POC's are:

Doug Jimenez  
Domestic Preparedness Exercise Coordinator /  
Ops Center Administrator  
Oregon Emergency Management  
(503) 378-2911 Ext. 22248 Phone  
(503) 373-7833 Fax  
[djimenez@oem.state.or.us](mailto:djimenez@oem.state.or.us)

Matt Marheine  
Domestic Preparedness Coordinator / Ops Center  
Administrator  
Oregon Emergency Management  
(503) 378-2911 Ext. 22239 Phone  
(503) 373-7833 Fax  
[mmarhein@oem.state.or.us](mailto:mmarhein@oem.state.or.us)

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## IV. Incidents

### Statewide

Only OEM will add or delete Statewide Incidents to the system; however, additional users at the State level may have certain edit permissions depicted by the pencil icon  to the left of the Incidents (Statewide) Status Board on the Navigator.

#### To find Statewide Incidents

1. Go to the OpsCenter Navigator and click Incidents (Statewide), the link looks like this

 [Incidents \(Statewide\)](#)

The following example of a status board appears in the Work Area of your computer monitor.

If there are many entries on the status board, it may be beneficial to use the filters on the status board.

If this is not needed, skip the next step.



| Incident Number           | Incident Name                                | Incident Type (ECC) | Incident Received Date | ECC Activation Level | Incident Status |
|---------------------------|--|---------------------|------------------------|----------------------|-----------------|
| <a href="#">2009-0039</a> | Northwest Hospital Supply Chain Seminar 3/12 | Dust Storm          | 02/25/2009             | Full Activation      | Open            |
| <a href="#">2009-0016</a> | Pacific Storm 2009                           | Severe Weather      | 02/13/2009             | Full Activation      | Open            |
| <a href="#">2009-0012</a> | Statewide Test 2                             | Coastal Erosion     | 02/11/2009             | Standby              | Closed          |
| <a href="#">2009-0011</a> | Statewide Test                               | Agricultural / WMD  | 02/11/2009             | Standby              | Closed          |
| <a href="#">2009-0009</a> | Central Oregon Earthquake 2009               | Earthquake          | 02/06/2009             | Standby              | Closed          |
| <a href="#">2008-1661</a> | OERS Incident                                | Coastal Erosion     | 12/23/2008             | Standby              | Closed          |
| <a href="#">2008-1660</a> | OERS Incident                                | Coastal Erosion     | 12/23/2008             | Standby              | Closed          |
| <a href="#">2008-0000</a> | Oregon SARS                                  | Disease Outbreak    | 11/05/2008             | Standby              | Closed          |

2. Click on the Show Filters button and choose the appropriate parameters under the column headings to shorten the list of entries on the status board as needed.
  - a. This filter capability is a collective filter and will further focus on the incident(s) based on the number of criteria you select.
  - b. Example of two filters and the status board after selecting Full Activation and Dust Storm:



| Incident Number           | Incident Name                                | Incident Type (ECC) | Incident Received Date | ECC Activation Level | Incident Status |
|---------------------------|--|---------------------|------------------------|----------------------|-----------------|
| <a href="#">2009-0039</a> | Northwest Hospital Supply Chain Seminar 3/12 | Dust Storm          | 02/25/2009             | Full Activation      | Open            |

3. Click anywhere in the row of the incident of interest to learn more about it from the form that appears below the status board.

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## All County

This status board is where jurisdictions can look to see what is currently active throughout the State. Incidents that are shown on this status board are those that have expanded beyond the functions of OERS and the ECC status of Standby. Incidents that will show will have the status of Limited Activation, Full Activation, and County Only Activation.

OEM will add, edit, or delete this type of incident while local users can edit these if their role(s) include the Write permission.

### To find All County Incidents

1. Go to the OpsCenter Navigator and click the Incidents (All County) link,  [Incidents \(All Counties\)](#). The Incidents (All Counties) status board appears in the Work Area, similar to the previous screen shot above.  
If there are many entries on the status board, it may be beneficial to use the filters on the status board. If this is not needed, skip the next step.
2. Click on the Show Filters button and choose the appropriate parameters under the column headings to shorten the list of entries on the status board.
3. Click on the incident of interest to learn more about it from the form that appears below the status board.

### To add data to an All County Incident

1. From the Incidents (All Counties) Status Board, click anywhere in the row for the incident of interest.

The row highlights and the form appears below the status board as in the example below.



The screenshot displays two windows from the OpsCenter application. The top window, titled "Incidents (All Counties)", shows a table of incident records. The bottom window, titled "Incident (All Counties) Details", shows a form for editing the selected incident.

| Incident Number | Incident Name                                     | Incident Type (ECC) | Incident Received Date | County     | ECC Activation Level   | Incident Status |
|-----------------|---|---------------------|------------------------|------------|------------------------|-----------------|
| 2008-0014       | Kanath County Terrorian Incident (Train derail)   | Explosive           | 8/13/2008              | Kanath     | Full Activation        | Open            |
| 2008-0016       | Kanath County gas crash- same location as 0014    | Other               | 8/14/2008              | Kanath     | Full Activation        | Closed          |
| 2008-0015       | Cook Co. Fire and Hazmat (2888-1352 on real site) | Explosive           | 8/05/2008              | Cook       | Limited Activation     | Closed          |
| 2008-0013       | Bozard Blast                                      | Earthquake          | 8/04/2008              | Washington | County Activation Only | Closed          |
| 2008-0012       | Grant County CSERP Activity                       | Chemical            | 8/05/2008              | Grant      | Limited Activation     | Closed          |

**Incident (All Counties) Details**

This form contains information regarding a specific incident that is affecting the organization. It is used as the central point for the latest information regarding the incident for response by the organization that might need it.

**Incident Information**

Use this section of the form to report and/or describe the incident:

**Incident Number:** 2008-0014

**Incident Name:**

**Incident Type (ECC):**

**Incident Status:**

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2. Click the Edit button and it changes to Release Form--as long as no other user is in the edit mode for this specific form.

A pop-up window appears if there is another user currently editing this form. Do not over ride users. Contact the user or Ops Center administrator to resolve



3. After adding data in the appropriate fields on the form, click Save. You must click Save to add your data to the database.
4. Click the Release Form button and it changes to Edit, which means the form is now available to other users to add data.

## Significant Events

Some incidents have events that take place as the incident unfolds that materially changes the nature of an incident--these are called Significant Events. For example, an incident might be 'Hurricane Nicholas' and a Significant Event might be 'Water treatment plant has lost power.'.

Significant Events are part of the Incident form. Users must have at least Read permission for this status board.

### To find a Significant Event

1. From Incidents (All Counties) status board, click the row of the incident with Significant Event of interest.

The Significant Events section appears near the bottom of the form as shown below:

| Incident Number | Incident Name                                      | Incident Type (ECC) | Incident Received Date | County     | ECC Activation Level   | Incident Status |
|-----------------|--|---------------------|------------------------|------------|------------------------|-----------------|
| 2008-0017       | Olympic Trials                                     | Special Event       | 06/25/2008             | Lake       | County Activation Only | Open            |
| 2008-0014       | Kanath County Terrorist Incident (Train 06/11)     | Explosive           | 06/13/2008             | Kanath     | Full Activation        | Open            |
| 2008-0016       | Kanath County plane crash-- same timeframe as 0014 | Other               | 06/14/2008             | Kanath     | Full Activation        | Closed          |
| 2008-0015       | Cass Co. Fire and Hazmat (2008-1352 at road site)  | Explosive           | 06/15/2008             | Cook       | Limited Activation     | Closed          |
| 2008-0013       | Seismic Gain                                       | Earthquake          | 06/14/2008             | Washington | County Activation Only | Closed          |
| 2008-0012       | Grant County DSEPP Activity                        | Chemical            | 05/25/2008             | Grant      | Limited Activation     | Closed          |

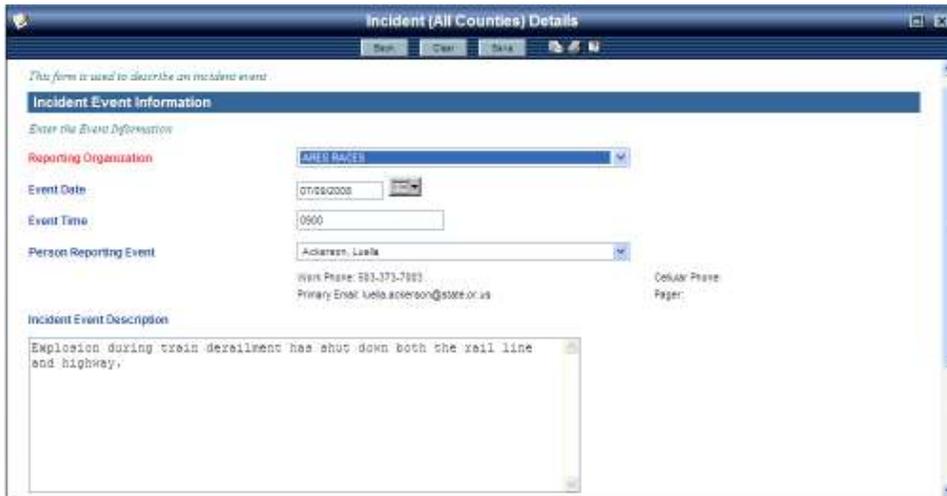
| Event Date | Event | Reporting Organization                    | Person Reporting Event  | Incident Event Description   | EDR |
|------------|-------|---|-------------------------|--|-----|
| 06/13/2008 | 1518  | Hillary, Oregon Dept of Government, State | OpsCenter Administrator | Kanath EOC requesting a MEDICAL EXPERT (qualified as a grant leader under ICS) to respond to the incident (Command Post) to report 500 feet west of incident on Interstate Road at 1250 hrs on 6/13/08. Air assistance is requested for immediate delivery of expert relating to injuries resulting from explosive devices. County resources exhausted, include air is exhausted. IMMEDIATE NEED Contact #: 541-581-1891 (Bill Thompson, county EDR) |     |

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## *To add a Significant Event*

1. From the Incidents (All Counties) status board, click the row of the incident for the new Significant Event.
2. Click Edit Form button and the button changes to Release Form.
3. Click the Add an Incident Event button  and a sub form appears as shown below.



The screenshot shows a web browser window titled "Incident (All Counties) Details". The form is titled "Incident Event Information" and includes the following fields:

- Reporting Organization: A dropdown menu with "ARIZ RACES" selected.
- Event Date: A date field with "07/06/2008" and a calendar icon.
- Event Time: A time field with "0900".
- Person Reporting Event: A dropdown menu with "Adrianna, Luella" selected.
- Contact information: Work Phone (583-373-7883), Primary Email (luella.adrianna@state.or.us), Cellular Phone, and Pager.
- Incident Event Description: A text area containing the text "Explosion during train derailment has shut down both the rail line and highway."

4. Fill in the appropriate data and click Save.  
The Incident form appears and the Significant Event appears in the section Significant Events.
5. Click Release Form to allow other users to edit this form.

## *To edit a Significant Event*

1. From the Incidents (All Counties) status board, click the row of the incident with the Significant Event of interest.
2. Click Edit and the button changes to Release Form.
3. Go to the Significant Events section near the bottom of the form and click the pencil icon  to the right of the significant event to edit.
4. Make the appropriate edits and click Save.
5. Check the edits and if okay, click Release to allow other users to edit this form.

## Attachments

Attachments may be any type of file, which a web-browser can display, such as images or documents. Attachments should be limited to less than 100-kilobyte size if possible as the files are uploaded into the database.

## Adding Attachments

A user adding an attachment must have Write permission for the status board of interest.

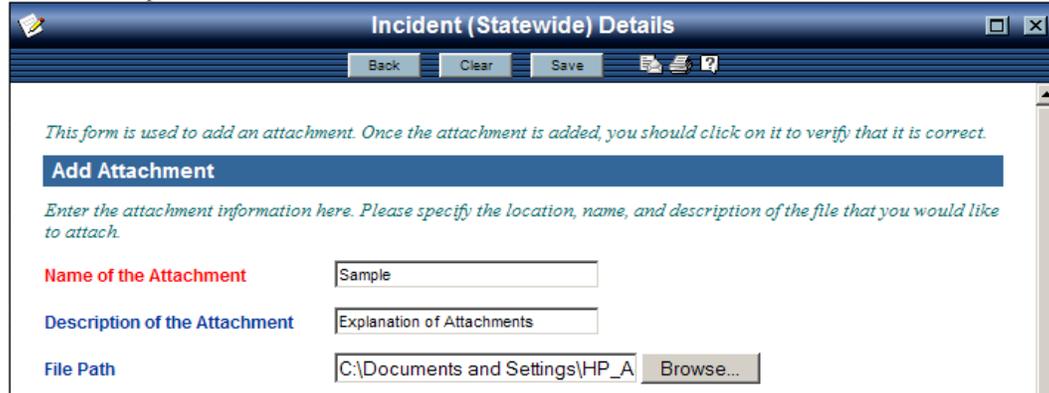
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## *To add an attachment to an Incident form*

1. Identify and or prepare the attachment--be ready to browse to the location of the file.
2. Navigate to the appropriate incident form to attach the file and click on the Edit button.
3. Click the Add Attachment button 

A sub form opens with a section titled Add Attachment.



**Incident (Statewide) Details**

Back Clear Save

*This form is used to add an attachment. Once the attachment is added, you should click on it to verify that it is correct.*

**Add Attachment**

*Enter the attachment information here. Please specify the location, name, and description of the file that you would like to attach.*

**Name of the Attachment**

**Description of the Attachment**

**File Path**

4. Fill out the appropriate information in the three fields.  
The last field requires browsing to the attachment.  
When naming the file do not include the file extension after the name of the file.  
Example: Sample.doc should be entered as Sample, see screen shot in Step 3 above.
5. Click Save and the main form appears.
6. Check to make sure the attachment appears under the Attachment section of the form and open it by clicking on the link.

## Finding Attachments

A user finding an attachment must have Read permission for the status board of interest.

### *To find an attachment*

1. Navigate to the appropriate Incident form with the attachment.  
Attachments are read-only; therefore, it is not necessary to be in the Edit mode.
2. In the Attachment section, click the attachment under the column Attachment Name.

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## V. Requests

Request status boards and forms are the means to submit and maintain request information.

### Requests All – Local and State Use

Requests submitted to and tracked by OEM are on the Request All status board. Users (Local or State) with Write permission for this status board can create, save, and submit requests.

#### To create and save a request on the Requests All status board

1. Click the Requests All link,  [Requests All](#).
2. Click New and a blank Request Form appears below the status board.



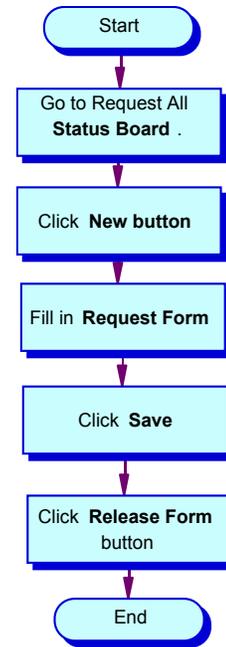
3. Fill out the appropriate fields on the form then click Save.  
On the status board the Request Status column will display DRAFT for this entry. Saving the request does not submit it to the State for processing.  
**Reminder:** Users must click Save to commit data entries to the database.
4. Click the Release Form button and it changes to Edit.  
The form is available for other users with Write permissions to edit it.

When a request form is ready to submit, use the procedure below. The user submitting a request must have Write permission for this status board.

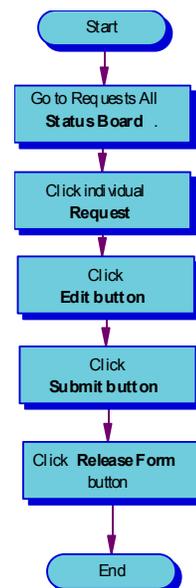
#### To submit a request on the Requests All status board

1. Go to the Request All status board and click on the row for the request of interest.  
The row highlights and the form appears below the status board in the Work Area.
2. Click the Edit button and it changes to Release Form unless another user is in the edit mode for this specific form.  
If there is another user currently editing this form, a pop-up window indicates the form is in use.
3. Click the Submit button.  
On the status board the entry under the Request Status column will change from Draft to New with a red background.
4. Selecting submit will close the request and change the status automatically. The form is now available for other users with Write permission to edit it.

Creating  
&  
Saving  
Requests



Submitting  
Requests



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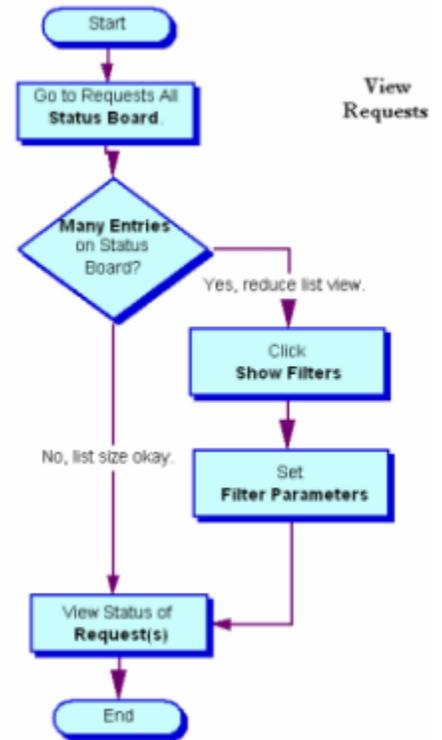
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Users can view the status of requests on the Request All status board. The user viewing the status must have Read permission for this status board.

## To view status of requests on the Requests All status board

1. Navigate to the Requests All status board.  
If there are many entries on the status board, it may be beneficial to use filters on the status board to display the request or requests of interest. If this is not needed, skip the next step.
2. Click on the Show Filters button and select parameters as appropriate.  
Below the column headings on the status board, filters with parameters appear. These may help shrink the list of entries.
3. The Request Status column on the status board provides the current status of each request.

| Request Status  | Description  |
|-----------------|--|
| Action Assigned | Action has been created and forwarded to an ECC Agency for action. |
| Closed          | Request Status is: Closed  |
| DRAFT           | Request is being created by Local                                  |
| Liaison Review  | Liaison is reviewing. Not released to Ops                          |
| New             | Request Status is: New   |
| Ops Review      | Ops is reviewing request. No action assigned                       |
| Released to Ops | Request Status is: Open and forwarded to Ops Chief.                |



## Requests (My Role) – State Use Only

Requests (My Role) is a special status board for use only by designated roles at the state level. To create, save, submit, and view Requests use the same procedures described above for the Requests All status board. This status board also has a special feature to create and an action. Users with Write permission can do this.

### To Create an Action from the Requests (My Role) status board

1. Click the Requests (My Role) link, [Requests \(My Role\)](#).
2. Click New and a blank Request Form appears below the status board.
3. Fill out the appropriate fields on the form.

An additional option **Create Action** is available beyond saving it. By clicking this button, three things happen:

- a. Creation of an action on the Actions All status board.
  - b. An Action form opens that is partially completed with information from the Request form. Handle as described in the next section, "Actions". See procedure, "To Create an Action on Actions All status board".
  - c. On the status board the Request Status column will display DRAFT.
4. If **Create Action** is not invoked, use the same procedures described above for the Requests All status board.

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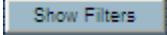
## VI. Actions

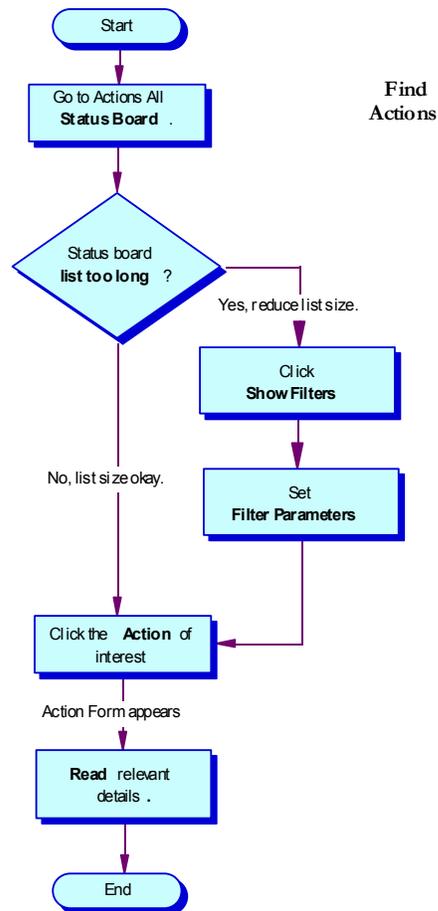
Manage actions with Actions status boards and forms: (a) Actions All for use by local and state users and (b) Actions (My Organization) for use by state users. *This status board is where one looks for the results of requests.* Once requests are received and processed through the ECC system they are turned into actions that are assigned to a State agency.

### Actions All Status Board – Local and State Use

Local users may have Read permissions for this status board. State users may have Read and or Write permissions.

#### To find an Action on Actions All status board

1. Click  [Actions All](#).  
If the list on the status board is too large, it may help to use filters to shorten it. If this is not the case, skip the next step.
2. Click the Show Filters button  and select parameters as needed from the dropdown boxes.
3. Click the Action of interest in the status board and the Action form appears with details about this entry.



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**CAUTION:** It is important to identify actions correctly on the Actions All Status Board—notes on the status board below point out ways of identifying the correct action.

The screenshot shows the 'Actions All' status board interface. It features a table with columns for Action Number, Action Name, Incident Number, Lead Agency, Action Manager, Jurisdiction, Related Request #, and Status. Three callout boxes point to specific elements: 'Action #' points to the Action Number column, 'Jurisdiction' points to the Jurisdiction column, and 'Filters on. Selecting actions with Related Request # 271.' points to the filter dropdown for the Related Request # column. A fourth callout box, 'Related Request #', points to the '271' value in the Related Request # column of the first row.

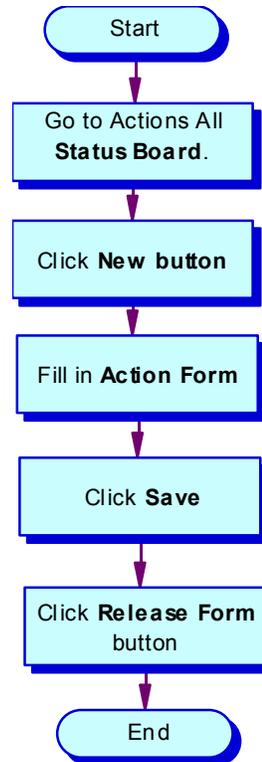
| Action Number | Action Name          | Incident Number | Lead Agency                             | Action Manager | Jurisdiction | Related Request # | Status   |
|---------------|----------------------|-----------------|---|----------------|--------------|-------------------|----------|
| DEM-2009-0269 | Refrigerated trailer | 2009-0096       | Administrative Services, Oregon Dept of |                | Polk County  | 271               | Assigned |
| DEM-2009-0269 | air transport        | 2009-0096       | Military, Oregon Dept of                |                | Polk County  | 271               | In Work  |
| DEM-2009-0267 | Potable water        | 2009-0096       | Administrative Services, Oregon Dept of |                | Polk County  | 271               | Assigned |

## Adding Actions

The user creating an action must have Write permission for this status board.

### To Create an Action on Actions All status board

1. Go to the Actions All status board and click New.
2. Fill out the appropriate fields on the form and click Save.  
Reminder: click Save to commit data to the database.
3. Click the Release Form button and it changes to Edit.  
The form is available for other users to edit.



**Add Action  
from  
Actions All  
Status Board**

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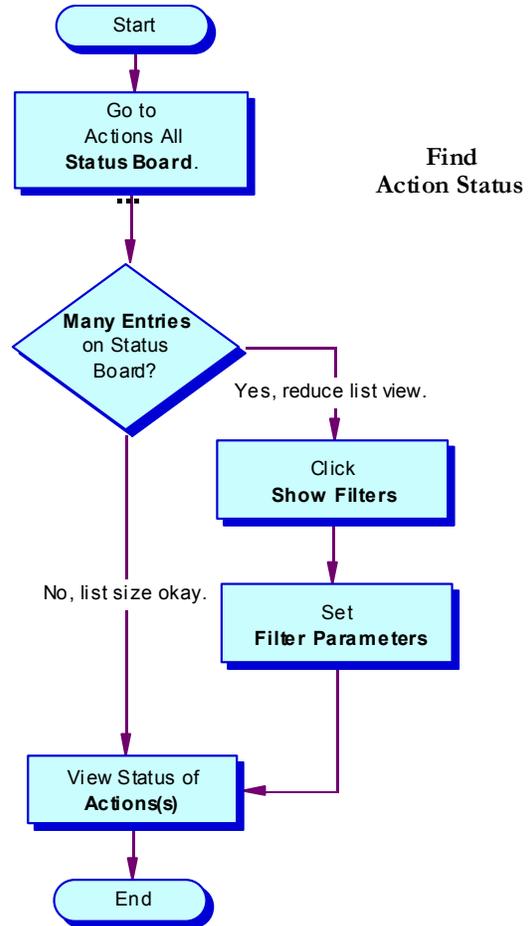
## Finding Action Status

The user looking for an action must have Read permission for this status board.

### To find the Status on Actions All status board

1. Navigate to the Actions All status board.  
If the list on the status board is too large, it may help to use filters to shorten it. If this is not the case, skip the next step.
2. Click on the Show Filters button  and select parameters as needed from the dropdown boxes.
3. The Status column on the status board provides the current status of each action. Status options are

| Action Status      | Description   |
|--------------------|---|
| AOC Received       | Agency Operations Center Received Action                |
| ARF Processing     | ARF Processing  |
| Assigned           | The Action is assigned                                  |
| Closed             | The Assigned Action Closed                              |
| County Action Only | This Action is a County Action.                         |
| In Review          | The Assigned Action is assigned and in review           |
| In Work            | The Assigned Action is in work                          |
| New                | The Assigned Action is New and Not Started              |
| On Hold            | The Assigned Action on hold pending available resources |
| Unassigned         | Action has not been assigned                            |
|                    | Resource Ordered  |
|                    | Resource Enroute  |
|                    | Resource On Site  |
|                    | Resource Demobilizing                                   |
|                    | Resource Returning to Sender                            |



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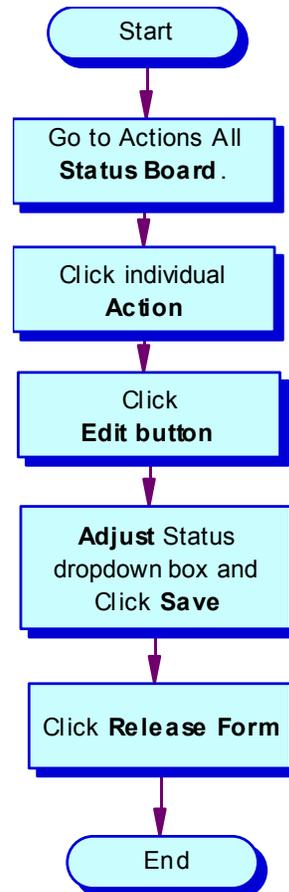
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## Adjusting Action Status

The user adjusting action status must have Write permission for this status board.

### *To adjust the Status on Actions All status board*

1. Go to the Actions All status board and click the Action of interest.
2. Click Edit.  
A pop-up window indicates if the form is in use.
3. Adjust the entry of the Status dropdown field and click Save.  
Reminder: Users must Save to commit data entries.
4. Click Release Form button and it changes to Edit.  
The form is now available for other users with Write permissions to edit it.



**Adjust  
Action Status**

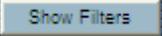
# OpsCenter Quick Use Guide

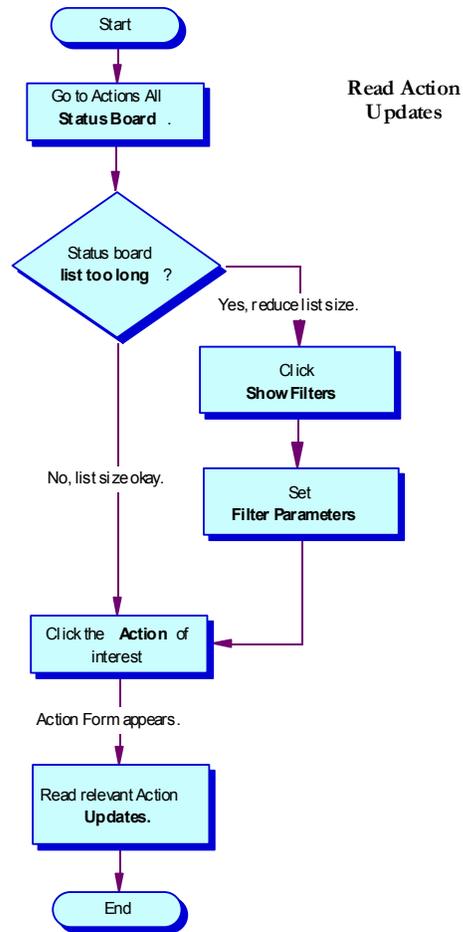
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## Updating Actions

To update action details on the Actions All status board—such as who does what, where and when—users need Write permission. To just stay informed about the current updates to actions users need only Read permission for this status board. Below are the two procedures to read and update.

### *To read Action updates on Actions All status board*

1. Click the Actions All link,  [Actions All](#) .  
If the list on the status board is too large, it may help to use filters to shorten it. If this is not the case, skip the next step.
2. Click the Show Filters button  and select parameters as needed from the dropdown boxes.
3. Click the Action of interest in the status board and the Action form appears. Read the relevant updates.



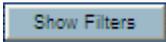
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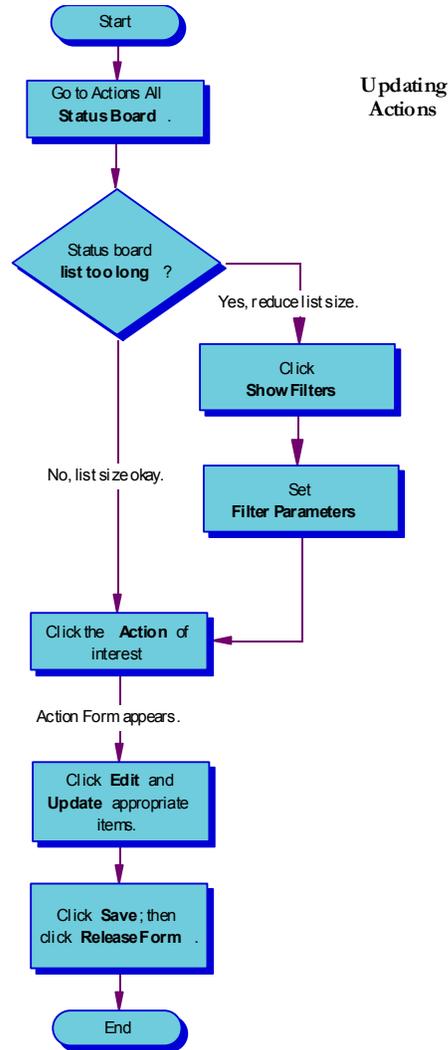
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## To update Actions on Actions All status board

1. Click the Actions All link,  [Actions All](#).
2. If the list on the status board is too large, it may help to use filters to shorten it. If this is not the case, skip the next step.
3. Click the Show Filters button  and select parameters as needed from the dropdown boxes.
4. Click the Action of interest in the status board and the Action form appears.
5. Click the Edit button (it changes to Release Form) and update the appropriate items on the form.
6. Click Save; then click Release Form.



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## Actions (My Organization) – State Use Only

Actions (My Organization) is a special status board for use only by state agencies to manage actions.

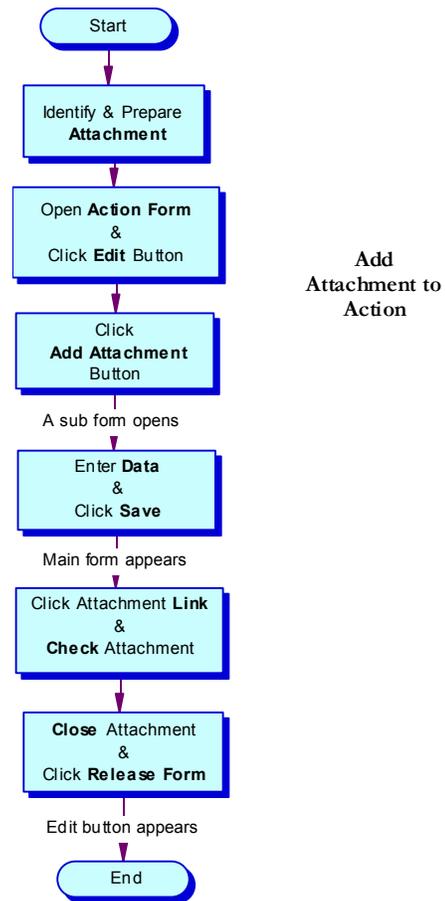
To Save, Submit, and View Status use the same procedures described above for the Action All status board.

## Adding Attachments To Actions – State and Local Use

Attachments may be any type of file, which a web-browser can display, such as images or documents. The user adding an attachment must have Write permission for the status board of interest.

### *To add an Attachment on Actions All status board*

1. Identify and or prepare the attachment.
2. Go to the appropriate Action form and click Edit.
3. Click Add Attachment.  
A sub form opens with an Add Attachment section.
4. Fill out the appropriate information.
5. Click Save and the main form appears.
6. Check the attachment.
7. Click the Release Form button and it changes to Edit.  
The form is now available for other users with write permissions to edit it.



## Finding Attachments To Actions

Users searching for an attachment must have Read permission for the Actions All status board.

### *To find an attachment to an Action*

1. Navigate to the appropriate Action form with the attachment of interest.
2. In the Attachment section, click the attachment under the column Attachment Name.

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## VII. Declarations

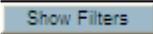
Manage Declarations using the following status boards and forms: (a) Declarations or (b) Incidents--depending upon permissions granted to the user's role.

### Finding A Declaration

Users only need Read permissions for the Declarations or Incidents status boards to find a declaration.

#### *To find a Declaration using the Declarations status board*

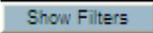
From the Declarations status board  [Declarations](#), click the row of the Declaration of interest.

If needed, use the filters to narrow the search by clicking Show Filters  and select parameters in the dropdown boxes.

The Declaration Details form appears below the status board.

#### *To find a Declaration using the Incidents (All Counties) status board*

1. From the Incidents (All Counties) status board  [Incidents \(All Counties\)](#), click the row of the Incident that has the Declaration of interest.

If needed, use the filters to narrow the search by clicking Show Filters  and select parameters in the dropdown boxes.

The Incident Details form appears below the status board.

2. Navigate to the Declarations section of this form and click on the pencil icon  for the Declaration of interest.

A sub form appears with the same information as the Declaration Details form, except it will not have the Attachments functionality. Attachments can be added on the parent form, Incident Details.

#### *To find a Declaration using the Incidents (Statewide) status board*

From the Incidents (Statewide) status board, follow the same procedure as for Incidents (All Counties) above—except adjust for the relevant terminology differences.

### Adding A Declaration

Users need Write permissions for the appropriate status boards to add a declaration.

#### *To add a Declaration using the Declarations status board*

1. From the Declarations status board  [Declarations](#), click New.
2. Fill in the appropriate data and click Save.

Note that Incident Number is a required field as the purpose is to add a declaration to an existing incident.

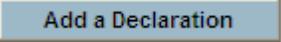
3. Click Release Form and it returns to Edit.

#### *To add a Declaration using the Incidents (All Counties) status board*

1. From the Incidents (All Counties) status board  [Incidents \(All Counties\)](#), click on an existing incident to add a declaration.
2. Click Edit and the button changes to Release Form.

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3. Go to the Declarations section near the bottom of the form and click Add a Declaration .
4. Fill out the sub form and click Save.
5. Click Release to allow other users to edit this form.

## ***To add a Declaration using the Incidents (Statewide) status board (State users are the only ones who can add to this status board)***

From the Incidents (Statewide) status board, follow the same procedure as for Incidents (All Counties) above—except adjust for the relevant terminology differences.

## **Attachments To Declarations**

Attachments should be limited to less than 100-kilobyte size if possible as the files are uploaded into the database.

## **Finding Attachments To A Declaration**

Users need Read permissions for the appropriate status boards (Incidents or Declarations) to find attachments to declarations.

### ***To find a Declaration attachment***

Navigate to the appropriate status board (Declarations or Incidents) that has an attachment of interest and follow the appropriate instruction below:

- a. From the Declarations status board  [Declarations](#), click an existing declaration and select the attachment near the bottom of the form.
- b. From the Incidents (All Counties) status board  [Incidents \(All Counties\)](#), click an existing incident and go to the Declaration section of the form. Then select the pencil icon next to the declaration of interest.
- c. From the Incidents status board (Statewide)  [Incidents \(Statewide\)](#), click an existing incident and go to the Declaration section of the form. Then select the pencil icon next to the declaration of interest.

## **Adding Attachments To A Declaration**

Users need Write permissions for the appropriate status board (Incidents or Declarations) to add attachments to declarations.

### ***To add a Declaration attachment using the Declarations status board***

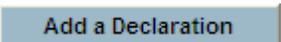
1. Identify and or prepare the attachment--be ready to browse to the location of the file.
2. From the Declarations status board  [Declarations](#), click New.
3. Fill in the appropriate data and click Save.

Note that Incident Number is a required field that associates a declaration with an existing incident.

4. Click Release Form to allow other users to edit this form.

### ***To add a Declaration attachment using the Incidents (All Counties) status board***

1. Identify and or prepare the attachment--be ready to browse to the location of the file.
2. From the Incidents (All Counties) status board  [Incidents \(All Counties\)](#), click on an existing incident to add a declaration.
3. Click Edit and the button changes to Release Form.
4. Go to the Declarations section near the bottom of the form and click Add a Declaration

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5. Fill out the sub form and click Save.
6. Click Release Form to allow other users to edit this form.

### ***To add a Declaration attachment using the Incidents (Statewide) status board***

From the Incidents (Statewide) status board, follow the same procedure as for Incidents (All Counties) above—and adjust for the relevant terminology differences.

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## VIII. Significant Events

Manage Significant Events using the following status boards and forms--depending upon permissions granted to the user's role(s): (a) Significant Events or (b) Incidents.

### Finding A Significant Event

Users only need Read permissions for the Significant Events or Incidents status boards to find a Significant Event.

#### *To find a Significant Event using the Significant Events status board*

From the Significant Events status board  [Significant Events](#), click the row of the Significant Event of interest.

If needed, use the filters to narrow the search by clicking Show Filters  and select parameters in the dropdown boxes.

The Significant Event Details form appears below the status board.

#### *To find a Significant Event using the Incidents (All Counties) status board*

1. From the Incidents (All Counties) status board  [Incidents \(All Counties\)](#), click the row of the Incident that has the Significant Event of interest.

If needed, use the filters to narrow the search by clicking Show Filters  and select parameters in the dropdown boxes.

The Incident Details form appears below the status board.

2. Navigate to the Significant Events section of this form and click on the pencil icon  for the Significant Event of interest.

A sub form appears with the same information as the Significant Event Details form, except it will not have the Attachments functionality. Attachments can be added on the parent form, Incident Details.

#### *To find a Significant Event using the Incidents (Statewide) status board*

From the Incidents (Statewide) status board, follow the same procedure as for Incidents (All Counties) above—except adjust for the relevant terminology differences.

### Adding A Significant Event

Users need Write permissions for the appropriate status boards to add a Significant Event.

#### *To add a Significant Event using the Significant Events status board*

1. From the Significant Events status board  [Significant Events](#), click New.
2. Fill in the appropriate data and click Save.

Note that Incident Number is a required field as the purpose is to add a Significant Event to an existing incident.

3. Click Release Form and it returns to Edit.

#### *To add a Significant Event using the Incidents (All Counties) status board*

1. From the Incidents (All Counties) status board  [Incidents \(All Counties\)](#), click on an existing incident to add a Significant Event.
2. Click Edit and the button changes to Release Form.

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3. Go to the Significant Events section near the bottom of the form and click Add an Incident Event

**Add an Incident Event**

4. Fill out the sub form and click Save.
5. Click Release to allow other users to edit this form.

***To add a Significant Event using the Incidents (Statewide) status board (State users are the only ones who can add to this status board)***

From the Incidents (Statewide) status board, follow the same procedure as for Incidents (All Counties) above—except adjust for the relevant terminology differences.

## Attachments To Significant Events

Attachments should be limited to less than 100-kilobyte size if possible as the files are uploaded into the database.

### Finding Attachments To A Significant Event

Users need Read permissions for the appropriate status boards (Incidents or Significant Events) to find attachments to Significant Events.

#### ***To find a Significant Event attachment***

Navigate to the appropriate status board (Significant Events or Incidents) that has an attachment of interest and follow the appropriate instruction below:

- a. From the Significant Events status board  [Significant Events](#), click an existing Significant Event and select the attachment near the bottom of the form.
- b. From the Incidents (All Counties) status board  [Incidents \(All Counties\)](#), click an existing incident and go to the Significant Event section of the form. Then select the pencil icon next to the Significant Event of interest.
- c. From the Incidents status board (Statewide)  [Incidents \(Statewide\)](#), click an existing incident and go to the Significant Event section of the form. Then select the pencil icon next to the Significant Event of interest.

### Adding Attachments To A Significant Event

Users need Write permissions for the appropriate status board (Incidents or Significant Events) to add attachments to Significant Events.

#### ***To add a Significant Event attachment using the Significant Events status board***

1. Identify and or prepare the attachment--be ready to browse to the location of the file.
2. From the Significant Events status board  [Significant Events](#), click New.
3. Fill in the appropriate data and click Save.

Note that Incident Number is a required field that associates a Significant Event with an existing incident.

4. Click Release Form to allow other users to edit this form.

#### ***To add a Significant Event attachment using the Incidents (All Counties) status board***

1. Identify and or prepare the attachment--be ready to browse to the location of the file.
2. From the Incidents (All Counties) status board  [Incidents \(All Counties\)](#), click on an existing incident to add a Significant Event.
3. Click Edit and the button changes to Release Form.

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4. Go to the Significant Events section near the bottom of the form and click Add an Incident Event

A rectangular button with a light blue background and a dark blue border. The text "Add an Incident Event" is centered on the button in a bold, dark blue font.

5. Fill out the sub form and click Save.
6. Click Release Form to allow other users to edit this form.

### *To add a Significant Event attachment using the Incidents (Statewide) status board*

From the Incidents (Statewide) status board, follow the same procedure as for Incidents (All Counties) above—and adjust for the relevant terminology differences.

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## IX. Messages

Manage and handle messages with the Messages status board and form. Messages and replies in OpsCenter are between roles—not between users.

Messaging in OpsCenter is *not* designed to track all the diverse information necessary to manage an emergency response. The content of messages is not available for system generated reports; however, can include informal discussions if desired,

The management and handling of messages may include a variety of options. Therefore the set of procedures in this section describe the flow of a message through the following steps: reading, creating, saving, and sending while incorporating several handling options such as marking the Status.

### Reading Messages

Users only need Read permissions for the Messages status board to find a message to read.

#### *To Read a Message on the Messages status board*

1. If there are many entries on the status board, it may be beneficial to use the filters on the status board. If this is not needed, skip to step 3.
2. Click on the Show Filters button and choose the appropriate parameter under the column headings to shorten the list of entries on the status board.
3. Click on the message of interest to read more about it from the form that appears below the status board.

### Creating and Saving Messages

Users need Read and Write permissions for the Messages status board to create and save messages.

#### *To Create a Message on the Messages status board*

1. Go to the OpsCenter Navigator and click Messages,  [Messages](#). The Messages status board appears in the Work Area
2. Click  and a Message form appears below the status board.
3. Fill out the appropriate fields on the form keeping in mind that messages are to and from roles. Note:
  - a. The From Roles dropdown box includes only the role(s) the user logged in with for the current session. This means a user can send a message from only one of the role(s) selected on the My Information screen during login.
  - b. The To Role dropdown box includes all the roles in the system—plus a special role, All Users, *for the purposes of broadcast messages.*
4. Click  and this will create a new entry on the status board with a Status of  and an entry of No under the Sent Column.

Saved messages can be edited or sent out at a later time. As with all status boards in OpsCenter, entries must be saved before adding attachments. Consequently, a message must be saved and then edited to activate the attachment functionality.

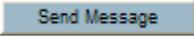
### Sending Messages

Messages may be sent before or after saving them. Users need Read and Write permissions for the Messages status board to send messages.

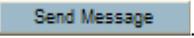
#### *To Send a newly created Message before saving it*

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1. Go to the OpsCenter Navigator and click Messages,  [Messages](#) . The Messages status board appears in the Work Area
2. Click the New button and a Message form appears below the status board.
3. Fill out the appropriate fields on the form and click Send Message,  .  
This will create a new entry on the status board with a Status of New and an entry of Yes under the Sent Column.

## *To Send a Message after saving it*

1. Navigate to the Messages status board.  
If there are many entries on the status board, it may be beneficial to use the filters on the status board. If this is not needed, skip the next step.
2. Click on the Show Filters button and choose the appropriate parameters under the column headings to shorten the list of entries on the status board.
3. Click on the message of interest to be sent, then click Edit if changes to the message are necessary.
4. Click Send Message,  .  
The entry under the Sent Column changes from No to Yes.

## Attachments To Messages

As is typical for status boards, entries must be saved before adding attachments in the Edit mode.

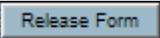
### *To add Attachments to messages*

From the Messages status board click on the message of interest, then click the Edit Form button followed by Add Attachments  .  
The Message sub form appears—fill out the appropriate information and click Save, Send Message, Marked Closed, or Marked Working.

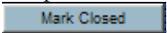
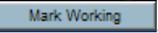
## Replying To Messages

Use the following procedure to create a reply to a message.

### *To Reply to Messages*

1. Navigate to the Messages status board.  
If there are many entries on the status board, it may be beneficial to use the filters on the status board. If this is not needed, skip to step 3.
2. Click on the Show Filters button and choose the appropriate parameters under the column headings to shorten the list of entries on the status board.
3. Click on the message that needs a reply and then click  .  
The Message form appears with pre-populated addresses and other relevant fields.
4. Fill out the message form as appropriate and click Save, Send Message, Marked Closed, or Marked Working.
5. As needed, click  to allow others access to the form.

## Marking Messages Open or Closed

Once you have received a message it is your responsibility to address the issue presented in the message. Once the issue has been addressed you must mark the message Mark Closed,  . If there is further action needed you can select Mark Working, .

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## X. Contacts

Manage contacts with the Contacts status board and form.

### Finding Contacts

When opening the Contacts status board, it is alphabetized (or sorted) by the Contact Name column. To make your searches easy use tools such as sorting and filtering. A user needs Read permission for this status board.

#### *To find a Contact on the Contacts status board*

1. In the Navigator click the Contacts link  [Contacts](#) .  
The Contacts status board appears in the Work Area sorted alphabetically by Contact Name. Click on the row of the desired Contact and the form appears below the status board with details.

If this is not sufficient to find the Contact, go to the next step.

2. Click on the blue triangle in the Contact Name Column heading  **Contact Name** .

The triangle flips upside down and changes to yellow  **Contact Name** . The column is sorted in reverse alphabetical order. Click on the row of the desired Contact and the form appears below the status board with details.

If this is not sufficient to find the Contact, go to the next step.

3. Click on other column headings, as appropriate, in the same manner as the previous steps.  
Click on the row of the desired Contact and the form appears below the status board with details.

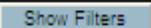
If this is not sufficient to find the Contact, go to the next section below, “Searching for Names”.

### Searching For Names

Searching for names may be expedited by use of the filters on the Contacts status board. Filtering shrinks the list depending upon the attributes of the name or set of names involved.

#### *To search for names on the Contacts status board*

1. In the Navigator click the Contacts link  [Contacts](#) .  
The Contacts status board appears in the Work Area.

2. Click Show Filters  to narrow the search.  
Dropdown boxes appear below the title of each column on the status board.

3. Select the appropriate parameters in dropdowns to display only entries on the status board with desired attributes.

Example below displays filter at top of the Organization column on a status board



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# OpsCenter Quick Use Guide

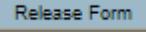
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## Adding Contacts

Adding Contacts is similar to other status boards in the system. A user needs Write permission for this status board.

### *To add a Contact on the Contacts status board*

4. In the Navigator click the Contacts link,  [Contacts](#) .  
The Contacts status board appears in the Work Area.
5. Click New  and a blank Contact form opens below the status board.
6. Fill in the appropriate information and click Save.  
A new record appears in the status board. If there are any attachments or other changes to the new record, click on that row in the status board and the form appears below the status board.
7. Click on Edit Form  and it changes to Release Form  .  
Make the appropriate changes; then click Release Form so others can edit if needed.

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## XI. Administration-User

Manage and update user-specific Contact Information and Role choices with the Administration-User screens. Changes on these screens affect only the user that is making the changes.

### My Information

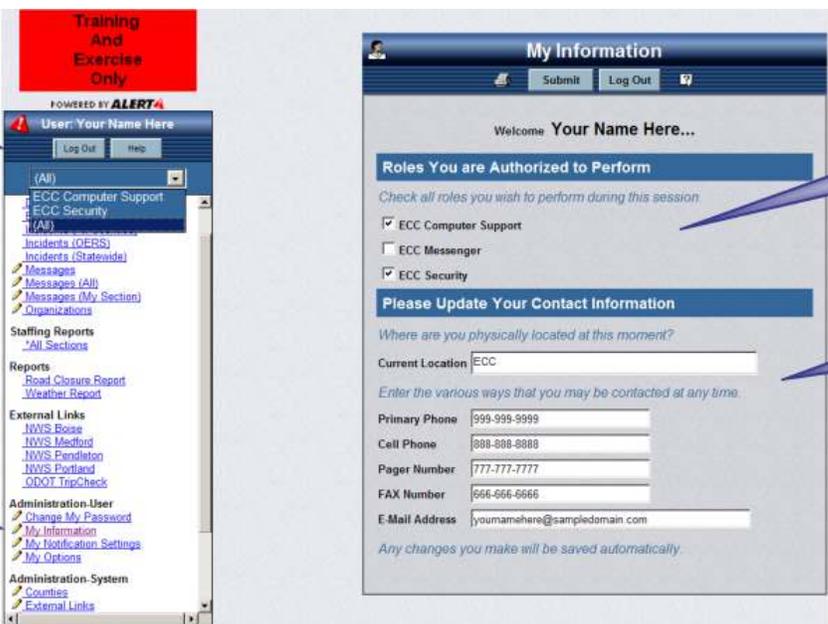
Every user sees this window as part of logging into the system to select role(s) and update personal Contact Information.

Users can also access this screen without logging off to change their selection of role(s) and or adjust personal information. examples of when this may be necessary include, but are not limited to, the following:

- Users may need to shed some role(s) as a situation expands in scope. Alternatively, users may need to take on more roles as a situation winds down.
- Users may need to change locations during a situation. Users can update Contact Information to reflect any needed changes such as Current Location, Primary Phone, and so forth.

#### To update Roles and Contact Information on the My Information screen

- Click My Information link  [My Information](#) on Navigator under Administration-User category.  
The My Information screen appears in the Work Area on your computer monitor.
- Update choices of role(s) and personal information as needed.  
Depending upon your needs, you may or may not include the role you were in before clicking on the My Information link.
- Click Submit and a flash bar  appears at the bottom of the window while the system is updating.  
When the flash bar clears, check the Role Selector at the top of the Navigator to make sure you are logged into the roles you want.  
The example of My Information below includes two roles—and the Role Selector reflects these.



The screenshot shows the 'My Information' screen with a sidebar menu on the left and a main content area on the right. Callouts provide the following information:

- Role Selector displays Roles chosen on My Information.** (Points to the role selection dropdown in the sidebar)
- Click My Information & Window displays to right.** (Points to the 'My Information' link in the sidebar)
- Only two Roles selected for this session.** (Points to the 'Roles You are Authorized to Perform' section, showing 'ECC Computer Support' and 'ECC Security' selected)
- Updated Contact Information reflected across system.** (Points to the 'Please Update Your Contact Information' section, showing fields for Current Location, Primary Phone, Cell Phone, Pager Number, FAX Number, and E-Mail Address)

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## Change My Password

Users can change their own password as needed. OpsCenter passwords must be a minimum of six characters and are case sensitive.

### *To change a user's password*

Click the Change My Password link  [Change My Password](#) in the Navigator under the Administration-User category. Follow the instructions in the window below.



The screenshot shows a web browser window titled "Change My Password". At the top, there is a "Submit" button. Below this is a section titled "Current Identity" with two fields: "User ID:" and "Your ID", and "Full Name:" and "Your Name Here...". A note below these fields states: "If you wish to change either of the above names, contact your system administrator." Below this is a section titled "Change Password" with three input fields: "Current Password:", "New Password:", and "Confirm New Password:".

## My Options

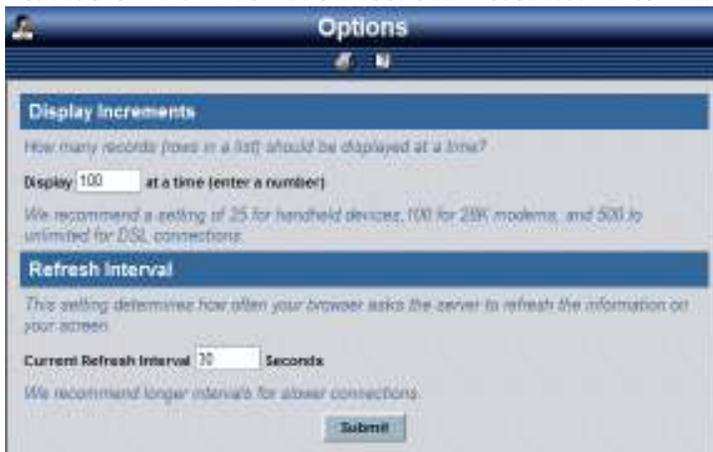
Users can configure two parameters in their own environment with the Options window. Changes to these settings must be within the boundaries of the OpsCenter System Default settings and include:

- Display Increments - number of records to display on a Status Board at one time
- Refresh Interval – time frequency between refreshing the user's screen,

Proper settings of these parameters can enhance the user's interface with the system. For example, Refresh Intervals for slower connections should be longer than links with higher capabilities.

### *To update data on the My Options screen*

Click the My Options link  [My Options](#) in the Navigator under the Administration-User category. Follow the instructions in the window below. Users can not select a refresh rate faster than the server System Refresh Rate.



The screenshot shows a web browser window titled "Options". It has two main sections. The first is "Display Increments" with the question "How many records (rows in a list) should be displayed at a time?". Below this is a text input field containing "100" and the text "at a time (enter a number)". A note below states: "We recommend a setting of 25 for handheld devices, 100 for 28K modems, and 500 (or unlimited) for DSL connections." The second section is "Refresh Interval" with the question "This setting determines how often your browser asks the server to refresh the information on your screen". Below this is a text input field containing "30" and the text "Seconds". A note below states: "We recommend longer intervals for slower connections." At the bottom of the form is a "Submit" button.

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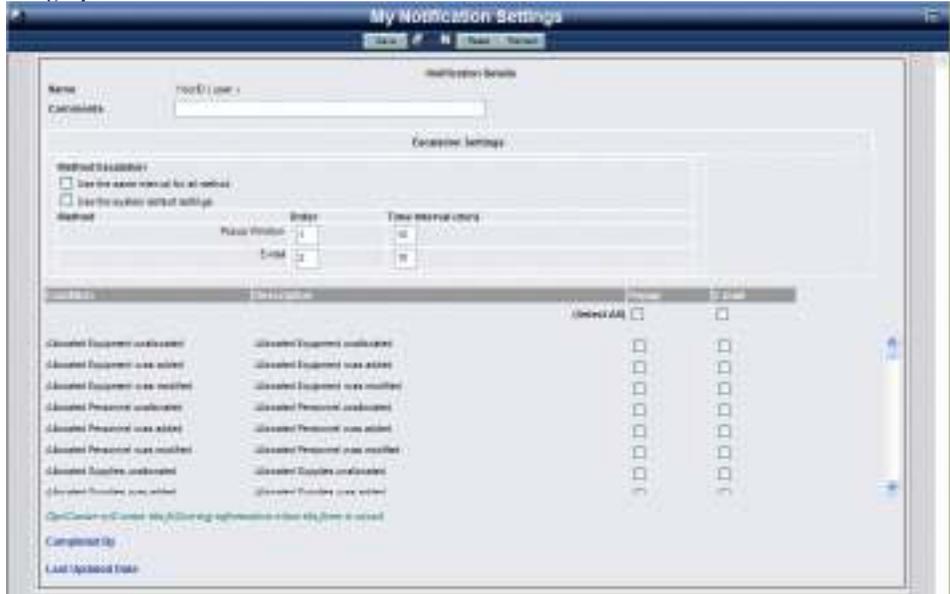
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## My Notification Settings

Users can specify their notification conditions and the method to be notified.

### *To configure a user's personal notification settings*

Click the My Notification Settings link  [My Notification Settings](#) in the Navigator under the Administration-User category. Follow the instructions in the window below.



With the proper authorization, users can set up notifications to any alphanumeric device that has an email address.

A pop-up window notification is a small window that appears in the front of other open windows on a user's monitor. It requires acknowledgement and can be done by clicking the **OK** button in the window.

An email notification requires that the addressee's email address must be available and valid. This must be the case before the notification occurs.

**WARNING:** Adjusting your notification settings will prompt the system to notify you when ever the issue happens. Example: Message provided for active roles will prompt a pop-up window every time you get a message. If you select 15 options you will be plagued with pop-ups. Consider this option thoroughly before activating them.

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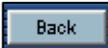
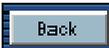
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## XII. Commonly Available Features

The table below includes frequently encountered tools or functions in OpsCenter and describes how to use them. This is for quick reference and is not a complete listing of items in the system.

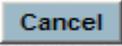
If you do not find what you are looking for, check in the OpsCenter Users Guide or ask your OpsCenter Administrator.

### Tools & Functions Table

| Icon/Function   | Meaning                  | How to Use   |
|---|--------------------------|--|
|   | Action Statuses          | <p>Actions may have one of the following statuses:</p> <ul style="list-style-type: none"> <li>▪ AOC Received - Agency Operations Center Received Action.</li> <li>▪ ARF Processing - ARF Processing.</li> <li>▪ Assigned - Action is assigned.</li> <li>▪ Closed - Assigned Action Closed.</li> <li>▪ County Action Only - Action created by a county is a County Action.</li> <li>▪ In Review - Assigned Action is assigned and in review.</li> <li>▪ In Work - Assigned Action is in work.</li> <li>▪ New - Assigned Action is New and Not Started.</li> <li>▪ On Hold - Assigned Action on hold pending available resources.</li> <li>▪ Unassigned - Action has not been assigned.</li> </ul> |
|  | Attach a file to a form. | <p>Click  to enter a sub form. After entering the data, click Save to upload a file into the system. See also Sub Form.</p> <p>These may be any type of file, which a web-browser can display, such as images or documents. Attachments should be limited to less than 100-kilobyte size if possible.</p>  |
|  | Back up one step.        | Click  to return from a sub form to a parent form without saving any changes  |

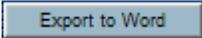
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| Icon/Function   | Meaning                                 | How to Use  |
|---|---|---|
|    | Cancel an action.                       | One of two buttons that appears when you are about to execute an irreversible action. Click OK to proceed, Cancel to stop.  |
|    | Clear Button.                           | Clicking on this icon restores the data to a point in time that it was last saved   |
|    | Close Button.                           | Clicking on this icon closes the window or form with which it is associated.  |
|   | Configurable                            | The ability to replace terminology, organizational structure, and processes within the standard product to reflect organizational specific needs without rewriting the underlying computer code (compare with Customize). |
|   | Creates a new record in a Status Board. | Click  and a new form appears below the Status Board.   |
|   | Customize                               | Rewriting base computer code to meet organizational needs. Makes upgrading difficult and increases the costs associated with upgrading.   |
|  | Date Format                             | OpsCenter provides dropdown calendars to select dates. Consequently, the system uses a standard format throughout. See also Time Format.  |
|  | Delete button                           | A button that will delete highlighted or selected items. See button. Use this with caution. Some actions are not reversible.  |
|   | Drop-down boxes                         | Clicking and holding on some active portions of a screen (usually with a label and/or a triangle) causes a menu window to drop down from which you can select from options offered.                                       |
|  | Edit Button                             | Opens a text box, used to add or edit text  |

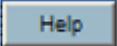
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| Icon/Function   | Meaning                | How to Use   |
|---|------------------------|--|
|   | E-mail                 | A message sent electronically over a digital network.  |
|   | E-mail Button          | Same as the e-mail icon.   |
|    | E-mail icon            | Clicking on this icon initiates the E-mailing process for a displayed report, form, sub form, or map.  |
|   | Entry                  | An item or record on a list. Most typically used to refer items on a Status Board.   |
|   | Events                 | Events are minor occurrences that happen when responding to an incident. While minor, they are of sufficient importance to record within OpsCenter.  |
|   | Exclamation mark       | An exclamation mark in staffing reports indicates an un-staffed position.  |
|  | Export to Excel Button | Use this button to export the contents of a Status Board to an Excel spreadsheet. You must have Excel version 9.0 or later in order to be able to export OpsCenter data to Excel.                                  |
|  | Export to Word         | Use this button to export the contents of a Status Board or Report to a Word document. A user must have Word version ___ or later in order to export from OpsCenter to Word.                                       |
|   | External Links         | Links to web-enabled data outside of OpsCenter. This information can be either internal or external to your organization. Use external Links to integrate your response with other information management systems. |

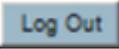
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| Icon/Function   | Meaning  | How to Use   |
|---|--|--|
|   | Filter   | Buttons labeled 'filter' are normally drop-down menus that allow the user to simplify the contents of a list. Filters offer a means of selecting or deselecting rows in a Status Board or report. It is usually best to filter before sorting.   |
|    | Filter Buttons   | Buttons labeled 'filter' are normally drop-down menus that allow the user to simplify the contents of a list. Filters offer a means of selecting or deselecting rows in a Status Board or report. It is usually best to filter before sorting.   |
|  | Filters rows in a Status Board to display only entries with selected attributes. | Click  to display filters near top of each status board column. Then select attributes in dropdown boxes as appropriate. Example below displays filter at top of Organization column on a status board<br> |
|  | Help Button  | Clicking on this icon invokes OpsCenter General Help.  |
|  | Help Icon  | Clicking on this icon invokes OpsCenter Help specific to the viewed screen.  |
|   | Help screens   | Opened by clicking on the help icon or by clicking on Help near the top of the Navigator screen. See also Hover help.  |
|   | Hover help   | Holding a cursor over form text boxes will activate 'hover help', a box that appears, to briefly describe what that area of the screen does. Hover help text can be edited by an Administrator.  |

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| Icon/Function   | Meaning              | How to Use   |
|---|----------------------|--|
|   | Large files          | Files of over 100 kilobytes may seriously impede performance of OpsCenter terminals that rely on dial-up communication links.  |
|    | Log Out              | Logging-out cancels access to OpsCenter server   |
|   | Mapping              | OpsCenter functions that provide maps required for management or information transfer during response to a situation   |
|   | My Options           | Allows changes to the refresh rate (frequency of update) of your display and the maximum number of rows in a Status Board to display at a time. The latter is important because requesting over 25 lines for hand-held devices, 100 for 28k or 56k modems, and 500 to unlimited for DSL connections. |
|   | Navigator Categories | Groupings of screen titles in the OpsCenter navigator.   |
|   | Navigator Role Lists | Shortcut lists of OpsCenter Categories and activities most useful for a specific role managing a specific role. If you have multiple roles, you can toggle between them by using the drop-down menu immediately below the 'log-out' and 'help' buttons in the Navigator.                             |
|  | New button           | A 'New' button appears on many OpsCenter screens and, generally, brings up a form for entry of new information.  |
|  | Normal Mode Icon     | When the Work Area is in projection mode, much of rest of the OpsCenter content is obscured. A Normal Mode icon will normally be present in the upper right hand corner. Clicking on it will restore the normal appearance of the OpsCenter Screen.  |

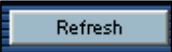
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| Icon/Function   | Meaning                         | How to Use   |
|---|---------------------------------|--|
|   | OK Button                       | One of two buttons that appears when you are about to execute an irreversible action. Click OK to proceed, Cancel to stop.   |
|    | Override editing by other user. | <p>Editing control button encountered when clicking the Edit button and another user is editing the same form. That user's UserID displays in the pop up widow. Only one user can edit an entry at a time to maintain integrity of the database.</p> <p>If a user must edit the form; click Override to take control of the form from the other user. However, the other user will lose all their unsaved changes.</p> |
|   | Overtime Icon                   | The Overtime Icon on a Staffing Report indicates that a user is working beyond the normal number of hours  |
|  | Page control                    | <p>A section on the top bar of many status boards and reports that facilitates moving through multi-page documents quickly. There are four triangles, facing either left, or right.</p> <p>The far left triangle moves to the first page, the next moves one page earlier, the third moves one page later, and the last moves to the last page.</p>  |
|  | Pencil icon                     | This image is displayed on the navigator. It indicates that user has permission to add to or change this item. An item on the navigator without the image indicates that the user has read-only permission. If the item is not displayed on the navigator, the user does not have any permission associated with the item.   |
|   | Point and click                 | The process of using a mouse to move a cursor to a desired point on the computer screen and pressing the mouse button.   |

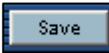
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| Icon/Function   | Meaning                  | How to Use   |
|---|--------------------------|--|
|   | Pop-up window            | A window that appears on the screen. It may be generated when one points and clicks on an appropriate area on a screen, or by a system generated notification.   |
|   | Position, Position title | See ROLE. Used in Staffing reports and elsewhere with the same meaning as role.  |
|    | Print Icon               | Clicking on this icon initiates printing of the current screen, status board, form, or report. You must have access to a compatible printer.   |
|    | Projection Mode Icon     | Clicking on the Projection Mode icon on Status Boards, Report, or Form enlarges the area occupied by the data. See also Normal Mode con.   |
|   | Read Only                | Screens and information that cannot be changed by the user.  |
|   | Record                   | 1) A computer term referring to a grouping of fields or data. A row in a status board may contain several cells, items, or fields that each contains a separate piece of information. The row is the record in this case. 2) The process of entering information for future use. |
|   | Red Fields               | A user must enter text into fields in forms or sub forms that have red labels. before saving either one. See also Required Text.   |
|  | Refresh Button           | The process of updating information shown on your Status Board. Most screens automatically refresh periodically. The user can manually set the refresh rate by using the Options screen, located on the Administration-User category of the Navigator.                           |

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| Icon/Function   | Meaning       | How to Use  |
|---|---------------|---|
|   | Reports       | OpsCenter Reports summarize information contained in the database that a user may and may not update. . OpsCenter Reports are powerful tools for keeping track of the progress of situation response as it happens and for review, analysis, and cost reimbursement activity afterward. |
|   | Requests      | Requests provide a means for organizations to submit requests for resources, assistance, information, or a decision. These can be tracked on the Requests Status Board.   |
|   | Required Text | Red labels for fields indicates that data is required in order to save it. See also Red Fields.   |
|   | Role          | The job title of situation management team members. Invokes a specific set of OpsCenter tools that are immediately available to the team member filling the role. Helps simplify the OpsCenter screens to improve role execution.   |
|  | Role Selector | The bar on the Navigator where a user chooses the shortcut bar for an authorized role   |
|   | Rows          | Horizontal groupings of cells or data. Rows are sometimes referred to as records in the OpsCenter Status Boards.  |
|  | Save Button   | A button found on a Form that must be clicked in order to save any changes you've made in the Form or to save a new form.   |

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| Icon/Function   | Meaning         | How to Use  |
|---|-----------------|---|
|    | Sorting Arrows  | The process of ordering lists. Usually alphabetically or numerically in ascending or descending order. Clicking on column headers in Status Boards sorts the rows according to the contents of the cells in the column. Clicking on the triangle (sort icon) in the header changes the direction of the sort (ascending or descending). The yellow color means it has been activated. |
|   | Sorting icon    | Clicking on these reverses the direction of the sort.   |
|   | Sub Form        | Sub forms are triggered by a button to create a list of items within the parent form. Sub forms can typically be edited though there are a few, such as Attachments, that cannot.   |
|   | Submit button   | A button on a screen that submits (sends or enters) data entered in a form.   |
|   | Time Format     | Military time – 0000 to 2359 hrs  |
|  | Write indicator | This image is displayed on the navigator. It indicates that user has permission to add to or change this item. An item on the navigator without the image indicates that the user has read-only permission. If the item is not displayed on the navigator, the user does not have any permission associated with the item.  |



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