Los Angeles Unified School District
Office of Emergency Management

GETTING STARTED GUIDE:
USING VEOCI IN THE LAUSD EOC

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1. WHAT IS VEOCI?

Veoci is the District's choice for a customizable emergency management software program for the LAUSD Emergency Operations Center (EOC). We needed an online platform that meets our current and future needs, allowing us to support our schools and other sites during incidents/emergencies. Veoci works on a variety of hardware platforms,(desktops, laptops, tablets) including mobile phones. We will use Veoci for all in-person and virtual EOC activations. This tool will help EOC responders be more consistent in our processes, streamline information flow, and maintain better situational awareness to support the District's needs.

Veoci refinement and testing was led by the Office of Emergency Management and ITD, with thoughtful input from all departments/divisions that staff our EOC. User test sessions and constructive feedback assisted in getting this tool ready for use.

Veoci is easy to use, quick to deploy, and always available as a web-based solution for incident management. Everything is centralized, organized, and instantly archived. Veoci provides a way for our EOC responders to communicate with each other, and it gives each of them access to maps, alerts, workflows, task management, dashboards, and other operational tools necessary for running a successful EOC activation.

2. **LOG INTO VEOCI (www.veoci.com)**

Veoci is a web-based application. It is also usable on your mobile device (Apple or Android) by downloading and installing it on your phone/tablet. It looks a little different in the mobile application but has the same features and functions as the desktop solution.
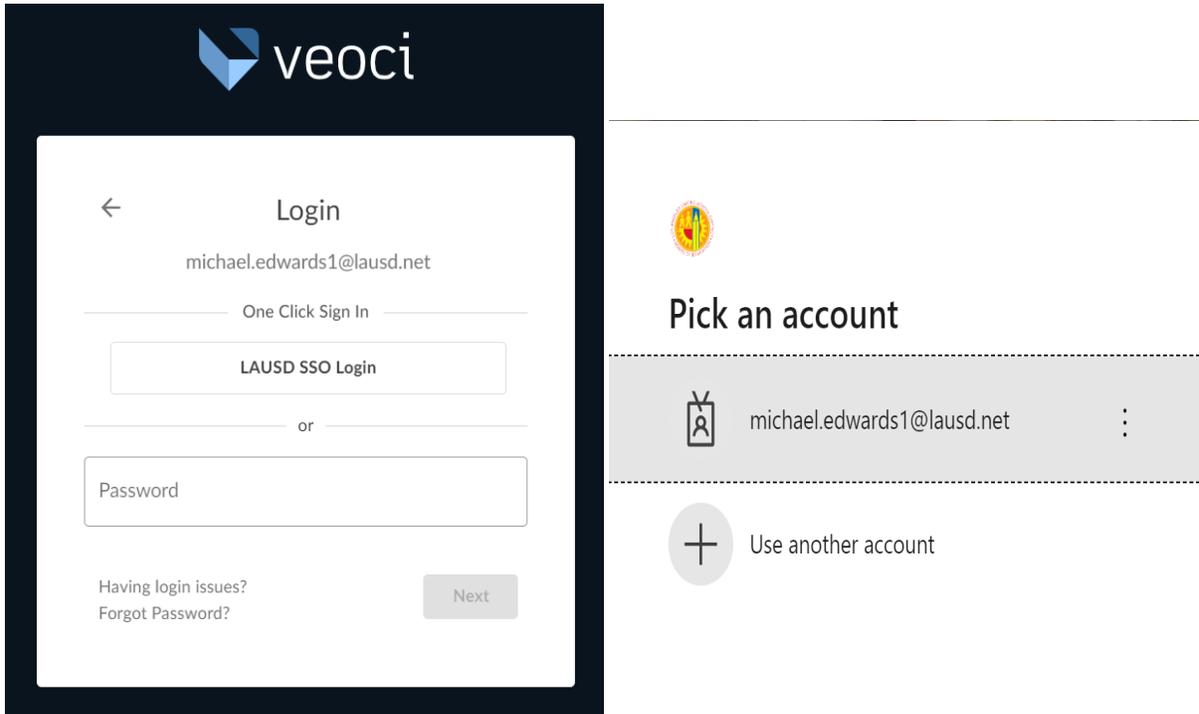
You must use your LAUSD Single Sign On username and password to access Veoci successfully. Click the LAUSD SSO Login link. Type your full LAUSD username. Only use your LAUSD.net account, no other accounts will work. Click *Next*, then type in your LAUSD password and click *Next*.

2.1 Verify Your System Profile at First Log-in

Verify your system profile, including work email address and cell phone number.
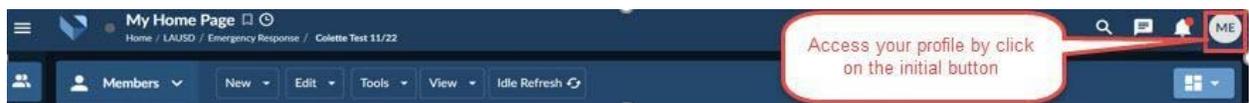
Review your User Profile, updating it as necessary as follows:

● Click on your initials in the upper right corner of menu bar.
● Ensure that your correct cell phone number is in the system to allow the EOC team to reach you directly. Direct communication by phone is extremely important.

Edit organization Profile: LAUSD   ✕

Personal Info

First Name Michael   Last Name Edwards

Display Name
Note: this is NOT your
login name.

Michael Edwards - Office of Emergency Management   ✕

Photo
Square photos work best.
1MB maximum file size.
JPG, GIF, PNG accepted.

Choose a Photo

Powered by PQINA

Management - EOC Coordinator   ✕

Expertise

Cancel   **Save Profile**

Once you are done with any profile updates, click *Save Profile*.

3. INCIDENT ROOM DASHBOARD

Once you update your profile, you will return to this view of your Home Page.
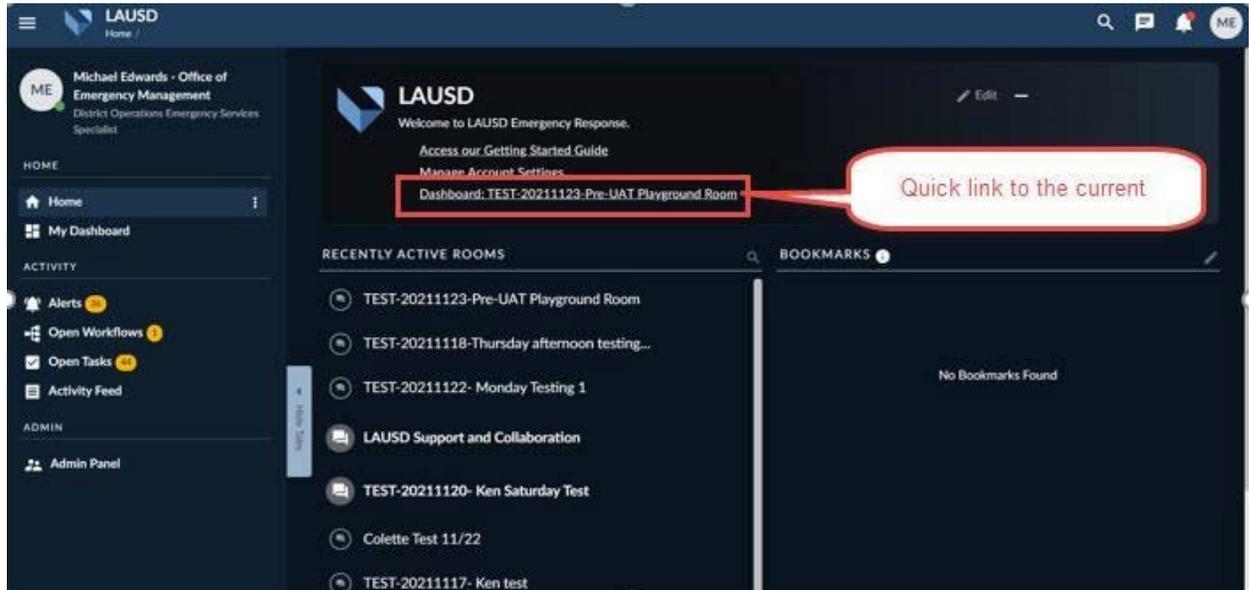
There are two ways to access the incident workspace (Room).

● If you log in to Veoci using Veoci.com, you will see the above Home Page. There will be a shortcut link to the Incident Dashboard. Click on the link to go to that Dashboard.
● You will receive an activation email notification for your activation shift, which includes a shortcut link that will take you directly to that Incident Dashboard.

3.1 My Incident Room Dashboard

Each incident has a dashboard with a consistent set of tiles (activity/information windows). The dashboard provides access to lists of tasks to complete, the information documentation and sharing process, and accounting for everyone working in the EOC.

4. START OF SHIFT: CHECK-IN/CHECK-OUT TILE

The Check-In/Check-Out tile contains the links to responder processes that occur at the beginning or end of an EOC shift (referred to as an Operational Period in this document).

Complete EOC Check-In

In the upper left tile titled *Check-in/Check-Out*, complete the check-in process as follows:

● Click on the *EOC Check-in* link.
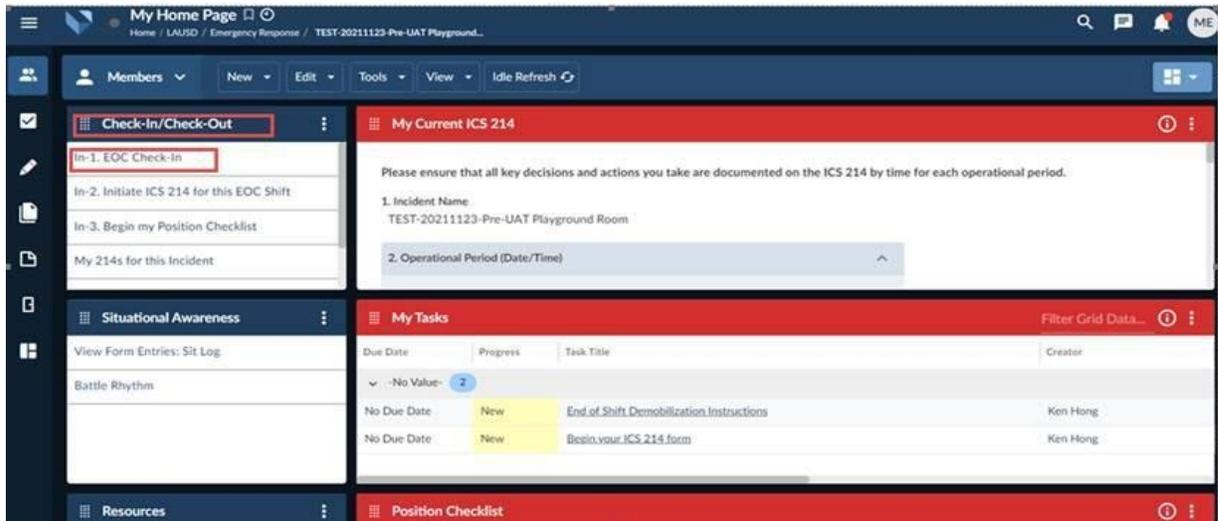
● A window will open asking you to select the Operational Period (EOC shift) you are responding to.
● Click on *List* and a selection of shifts will appear.

- Click on your assigned shift. There may be multiple shifts displayed in this window, be sure to select the shift sent to you in your activation email.
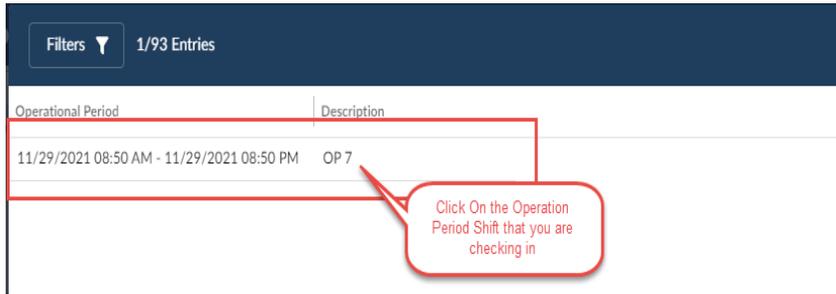
Add the following information:

- Type your complete LAUSD employee number.
- Select the EOC location activated (*In-person at EOC* or *Virtual*), based on the EOC activation email you received.
- Click the *Clock* icon to fill in the current time and date stamp for check-in.

- Click *Submit* in the lower right corner of the screen to complete.

4.2 Initiate a New ICS 214 Form for Current Shift

You must start a new ICS 214 Form by clicking *Initiate ICS 214 for this EOC Shift*.

The ICS 214 Form screen will open. Identify the following:
- Confirm the shift that this ICS 214 Form documents is shown.
- Verify that the EOC position (role) auto-populated in the form.

The ICS 214 Form is where you log your important activities and share that information with the other EOC responders during the shift.

Complete the following items on the 214 periodically throughout your shift:

- Click on the *Clock* icon 🕐 to generate the time stamp of the activity.
- Fill in the activity details.

Consider if the information needs to be shared with the EOC. If so, select the *SitLog*

Entry button and the information will display in the Situation Log. The SitLog is a collection of important and timely incident information shared by all EOC responders for greater EOC situational awareness.

After filling in the information in the fields, you can easily return to this form by clicking on *My Current ICS 214* at the top of the tile. You are only creating one ICS 214 per shift and the system will prevent you from initiating more than one.

**4.3 Review Situational Awareness Log**
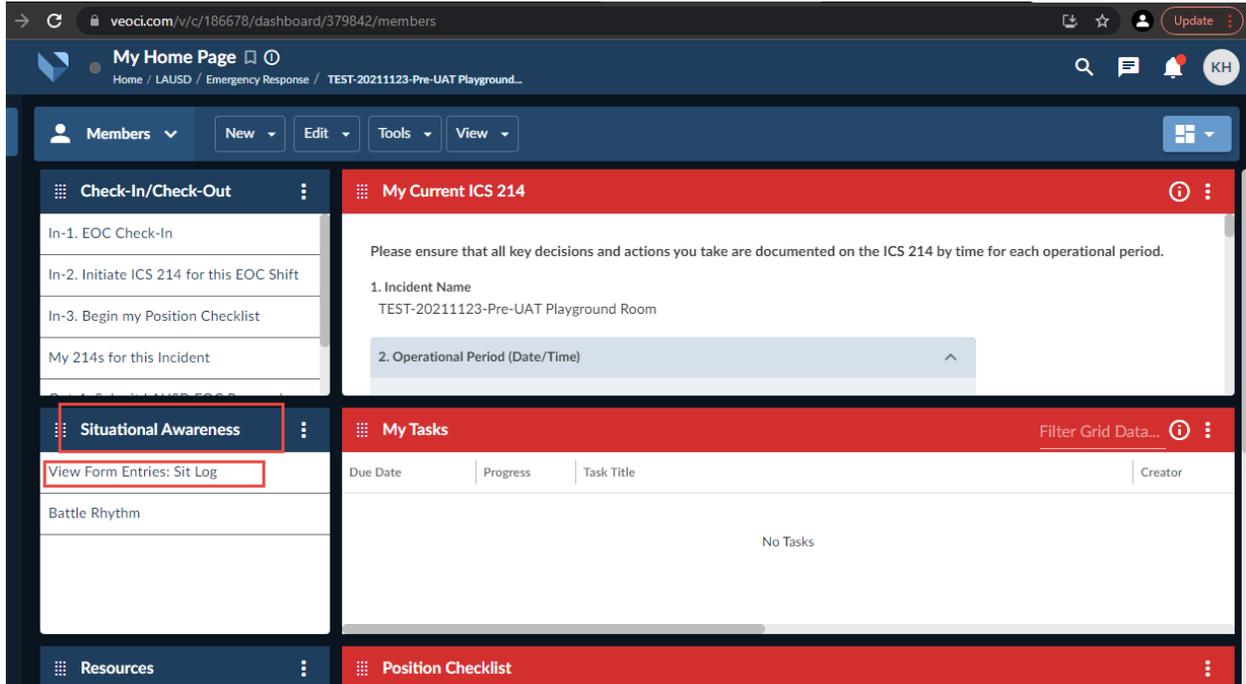
In the Situational Awareness tile, review the SitLog, which will contain the initial incident information for the EOC activation. Subsequent entries from all EOC responders adding valuable information to the SitLog will be displayed in the order it is added. Responders need to routinely review the SitLog to see the latest incident updates.
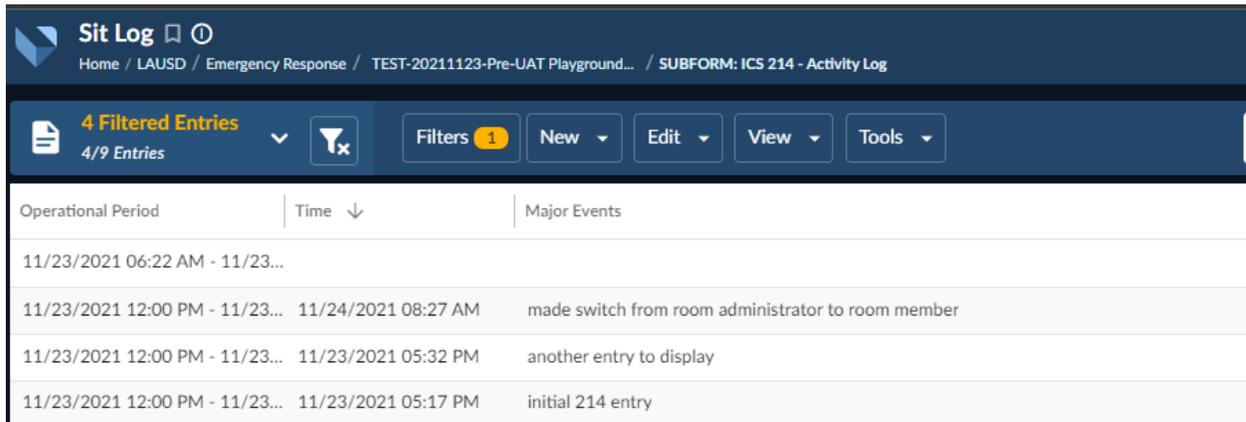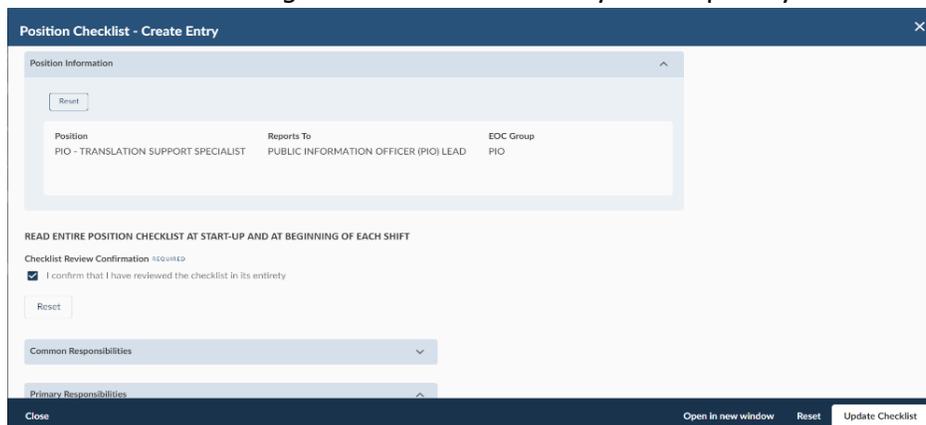
4.4 Review Position Checklist

Review the Position Checklist for the EOC position assigned to you during this shift as follows:

- Click on In-3, *Begin My Position Checklist* link.
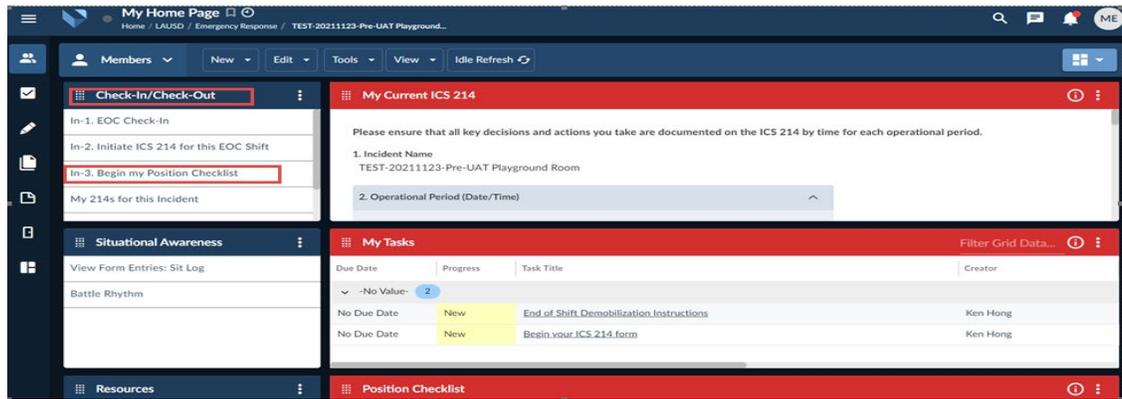
- Review all sections of the Position Checklists for your EOC position (specified in your position activation email and auto-populated in your Check-in form).
  - The Common Responsibilities section in the checklist applies to every position in the EOC.
  - Position-Specific Responsibilities are unique to each position in the EOC. The Position Checklist is a general guide/reminder of your EOC responsibilities during your shift. Some responsibilities may not apply to a particular incident and other responsibilities may be completed several times. You may end up not checking some/all individual boxes in each section. Some actions you might do multiple times during a shift, others you may not do at all.

- Check the *Acknowledgement checkbox* when you complete your review.

- Click *Update Checklist* to save the progress on your checklist.

5. TASKS

Veoci has a task process to allow EOC leadership to assign tasks to individual EOC responders to address actions to be taken (tasks) for the incident.

Click on the *My Tasks* tile to see what tasks have been assigned to you.
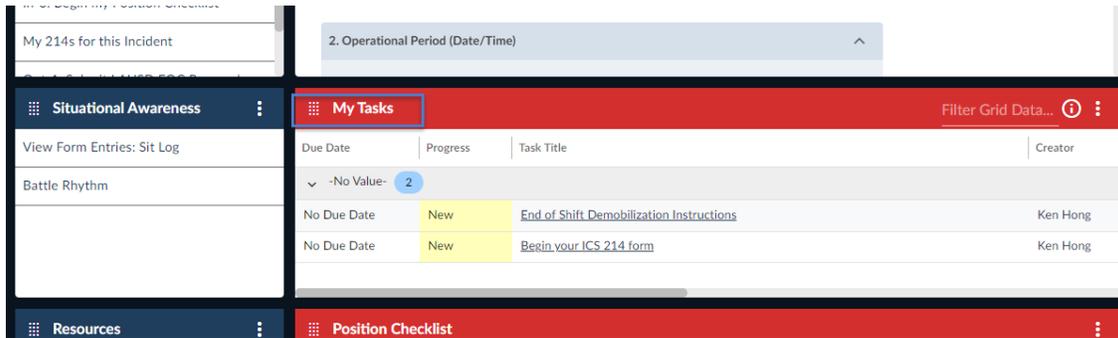
When you open a task, you will see status buttons. Select *Acknowledge* once you have read the task. Return to the task to update the status as you complete it to show your progress.
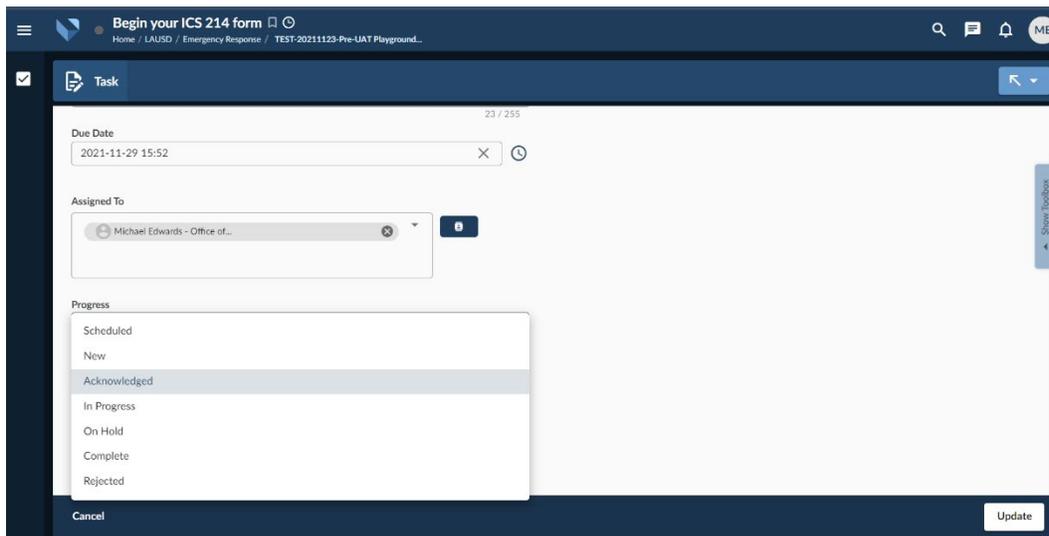
6. END OF SHIFT: CHECK IN/CHECK OUT TILE

6.1 Submit LAUSD EOC Responder Survey

To continually improve our processes and gather information for a potential   after-action report, all responders are asked to provide specific feedback and   general comments at the end of each EOC shift about the District's EOC incident response   .

- Click on *Submit LAUSD EOC Responder Survey* to complete the Incident Survey.

- Respond to survey questions, recounting your experiences and insights. Please provide as much detail with your comments as applies.

6.2 EOC Check-Out

At the end of your EOC shift, complete the check-out process.

To complete the check-out process, please ensure that all incident documentation is complete before finishing your EOC shift. Check that your ICS 214 reflects all important actions and information received and that appropriate items are shared on the SitLog. If at an EOC facility in person, please ensure you return items you borrowed or were issued to you, and your workspace is clean and ready for the next responder.

7. HELPFUL TIPS

- Use Chrome or Safari as your Internet browser for Veoci, not Firefox.

  <u>Use only your LAUSD.net email account</u> when logging in to Veoci. This includes members of the LA School Police Department; only your assigned LAUSD.net email account will work. If you have issues signing in, check that you are using your District .lausd.net email address.

- If your position information did not auto-populate in the Check in or ICS 214 form, your role is not yet activated for this incident. please reach out to a member of the OEM team for assistance

- The quickest way to get back to a familiar point in Veoci is to click on Home. From there, you click on the room link to get to your Incident Dashboard.