



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.

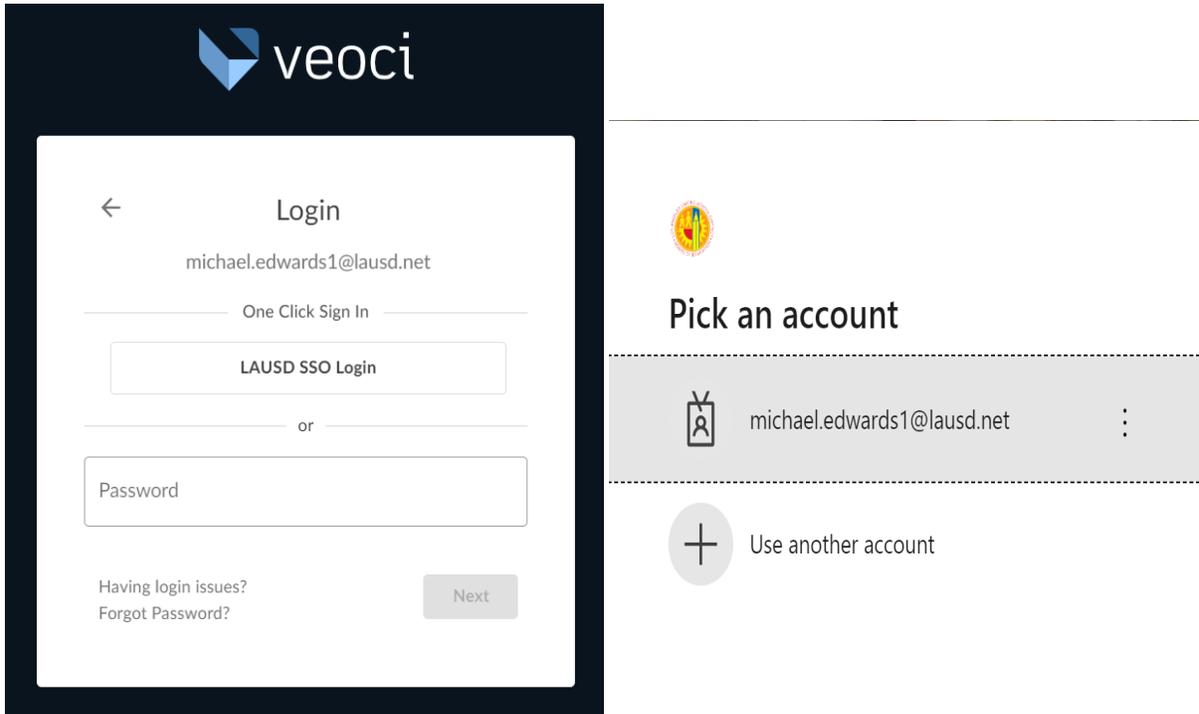
Veoci refinement and testing was led by the Office of Emergency Management and ITD, with thoughtful input from all departments/divisions that staff our EOC. User test sessions and constructive feedback assisted in getting this tool ready for use.

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)

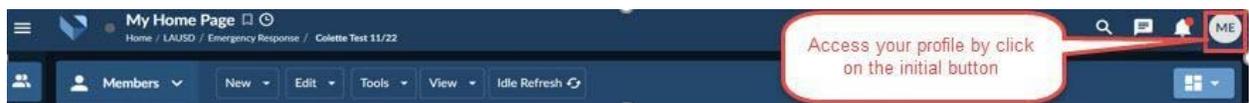
Veoci is a web-based application. It is also usable on your mobile device (Apple or Android) by downloading and installing it on your phone/tablet. It looks a little different in the mobile application but has the same features and functions as the desktop solution.



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.

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Edit organization Profile: LAUSD ✕

Personal Info

First Name Last Name

Display Name
Note: this is NOT your login name. ✕

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



Powered by PQINA

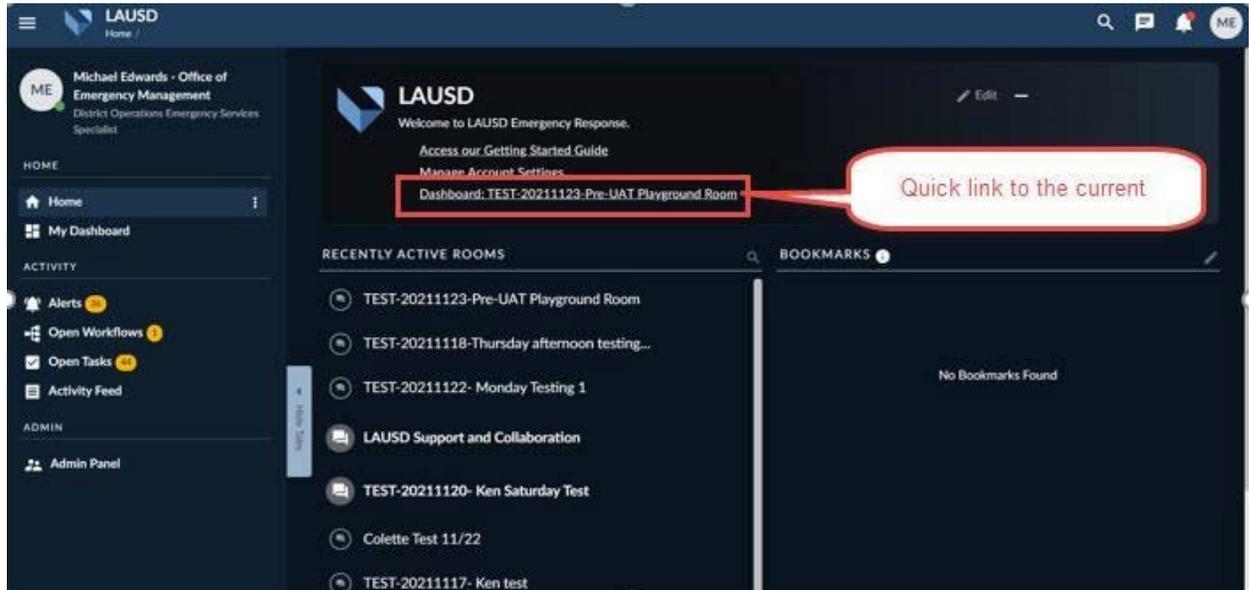
Expertise ✕

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

The screenshot displays a web-based dashboard for an incident room. The interface is organized into several sections:

- Check-In/Check-Out:** A list of tasks including "In-1. EOC Check-In", "In-2. Initiate ICS 214 for this EOC Shift", "In-3. Begin my Position Checklist", and "My 214s for this Incident".
- Situational Awareness:** A section with "View Form Entries: Sit Log" and "Battle Rhythm".
- My Current ICS 214:** A red header section containing instructions: "Please ensure that all key decisions and actions you take are documented on the ICS 214 by time for each operational period." It lists "1. Incident Name: TEST-20211123-Pre-UAT Playground Room" and "2. Operational Period (Date/Time)".
- My Tasks:** A table with columns for Due Date, Progress, Task Title, and Creator. It shows two tasks with a "New" status and "No Due Date".
- Position Checklist:** A red header section at the bottom.

Due Date	Progress	Task Title	Creator
No Due Date	New	End of Shift Demobilization Instructions	Ken Hong
No Due Date	New	Begin your ICS 214 form	Ken Hong

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.

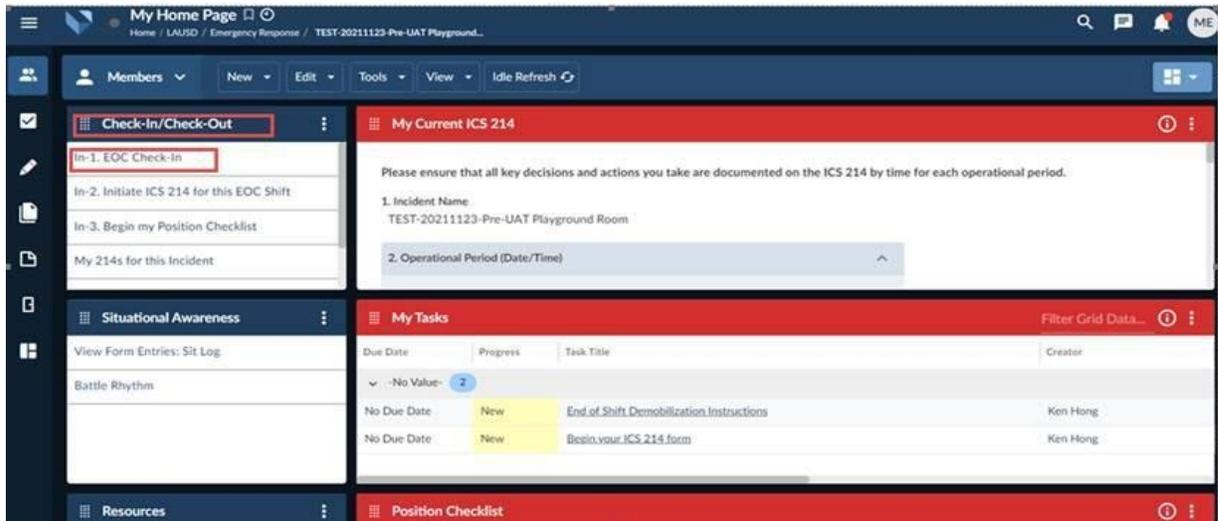
4. START OF SHIFT: CHECK-IN/CHECK-OUT TILE

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.

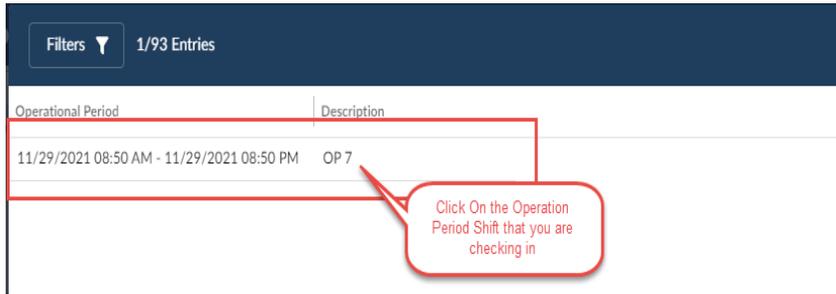


- A window will open asking you to select the Operational Period (EOC shift) you are responding to.
- Click on *List* and a selection of shifts will appear.



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- 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.

EOC Check In/Check Out - Create Entry

Employee Number
Hint: If your employee number only has six digits, please add "00" before your employee number. If your employee number only has seven digits, please add "0" before your employee number.

00922986

Location

In-Person at EOC

Virtual

Reset

EOC Check In REQUIRED
Note: System will only accept a time which is at least one minute before the time of submission.

Set Date/Time...

Check Out

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

EOC Check In/Check Out - Create Entry

Employee Number
Hint: If your employee number only has six digits, please add '00' before your employee number. If your employee number only has seven digits, please add '0' before your employee number.
01554621

Location
 In-Person at EOC
 Virtual

EOC Check In expires
Note: System will only accept a time which is at least one minute before the time of submission.
Set Expiration Time

Check Out

Submit

Press Submit to save the entry

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*.

My Home Page

Home / LAUSD / Emergency Response / TEST-20211123-Pre-UAT Playground...

Members New Edit Tools View Idle Refresh

Check-In/Check-Out

- In-1. EOC Check-In
- In-2. Initiate ICS 214 for this EOC Shift
- In-3. Begin my Position Checklist
- My 214s for this Incident

Situational Awareness

- View Form Entries: Sit Log
- Battle Rhythm

Resources

My Current ICS 214

Please ensure that all key decisions and actions you take are documented on the ICS 214 by time for each operational period.

- Incident Name
TEST-20211123-Pre-UAT Playground Room
- Operational Period (Date/Time)

My Tasks

Due Date	Progress	Task Title	Creator
-No Value-	2		
No Due Date	New	End of Shift Demobilization Instructions	Ken Hong
No Due Date	New	Begin your ICS 214 form	Ken Hong

Position Checklist

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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 screenshot shows the ICS 214 Form interface. Section 4, 'ICS/EOC Section', has a dropdown menu set to 'MANAGEMENT'. Section 5, 'Position', has a dropdown menu set to 'EOC COORDINATOR'. Section 6, 'Activity Log', is expanded to show a 'Major Events' entry. The entry includes a time stamp of '2022-02-15 10:52' and a description: 'Made calls to LA City EMD and LA County OEM Duty Officers to get update on their respective response to this incident. LA City is still at Duty Officer status, LA County will activate to Level III.' There is a 'Check To Show in SitLog' option with a radio button selected, and a 'Reset' button.

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.

This screenshot is similar to the one above but includes red boxes highlighting specific elements. A red box highlights the 'Major Events' header. Another red box highlights the clock icon next to the time stamp. A third red box highlights the radio button in the 'Check To Show in SitLog' section.

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

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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.

Individual Log, ICS 214a-OS - Create Entry

5. Position
COMMS/INFO SYSTEMS UNIT

6. Activity Log

Time	Major Events	SitLog Entry
11/24/2021 04:00 PM	Enter Text...	Select button to automatically populate this entry onto a combined log for all EOC responders to view.

+ Add More

Close Open in new window Reset Update 214 Form

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.

My Home Page

Home / LAUSD / Emergency Response / TEST-20211207-UAT Test Session2

Members New Edit Tools View

Check-In/Check-Out

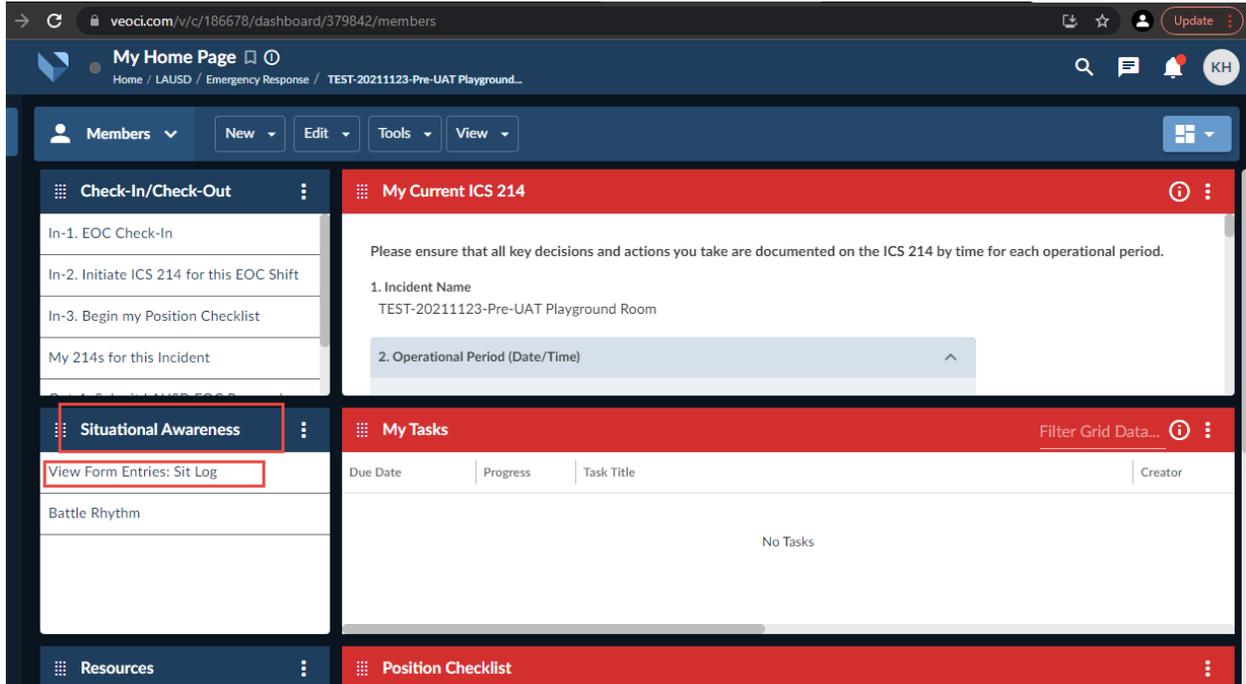
- In-1. EOC Check-In
- In-2. Initiate ICS 214 for this EOC Shift
- In-3. Begin my Position Checklist
- Out-1. EOC Responder Post-Incident S...

My Current ICS 214

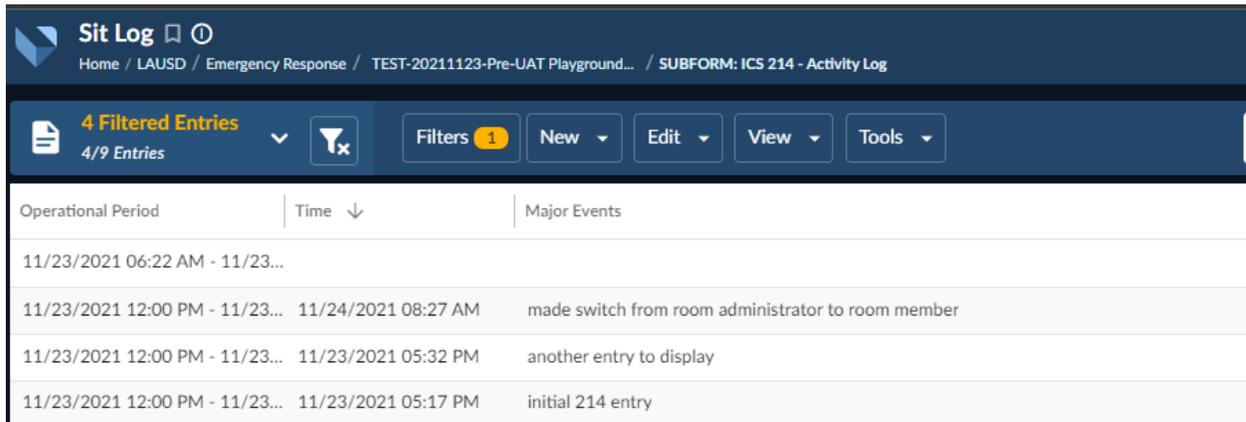
Please ensure that all key decisions and actions you take are documented on the ICS 214 by time for each operational period.

- Incident Name
TEST-20211207-UAT Test Session2
- Operational Period (Date/Time)

4.3 Review Situational Awareness Log



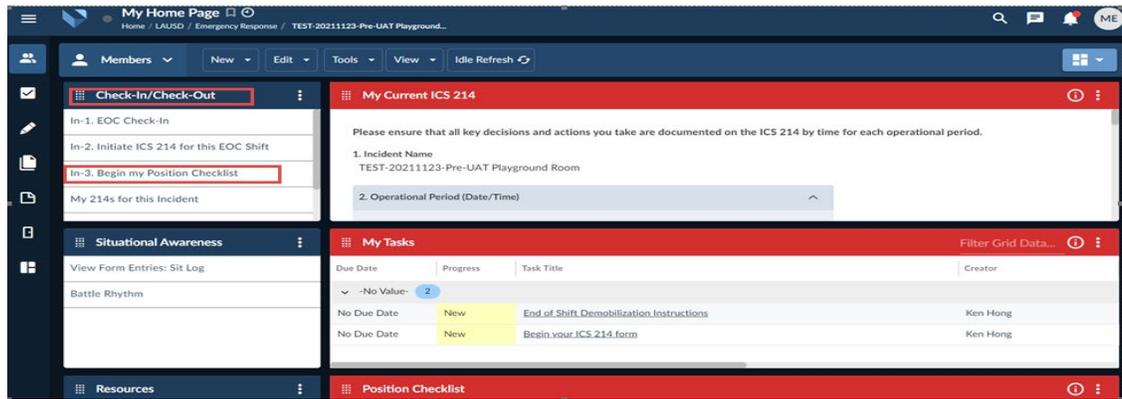
In the Situational Awareness tile, review the SitLog, which will contain the initial incident information for the EOC activation. Subsequent entries from all EOC responders adding valuable information to the SitLog will be displayed in the order it is added. Responders need to routinely review the SitLog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



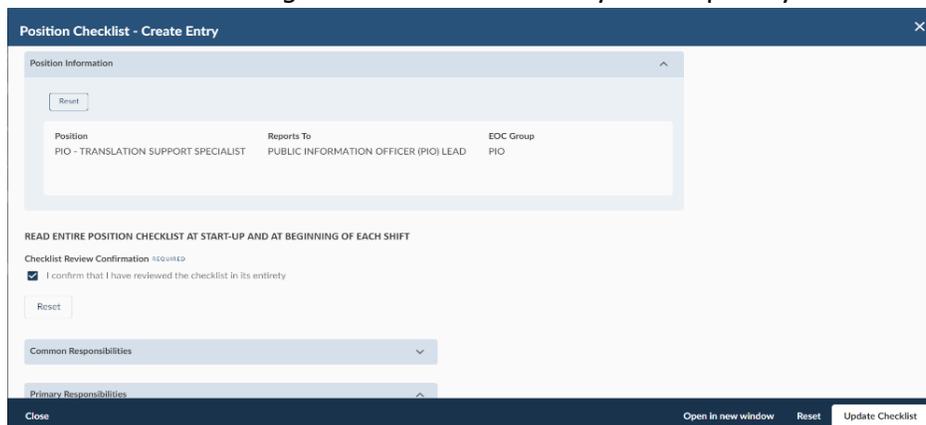
4.4 Review Position Checklist

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.



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

Position Checklist - Create Entry [Close]

BUILDING AND SITES UNIT [Expand]

Action Planning

- Attend periodic briefing sessions conducted by the Section Coordinator.
- Attend planning meetings at the request of the Logistics Section Coordinator.

Ongoing Activities

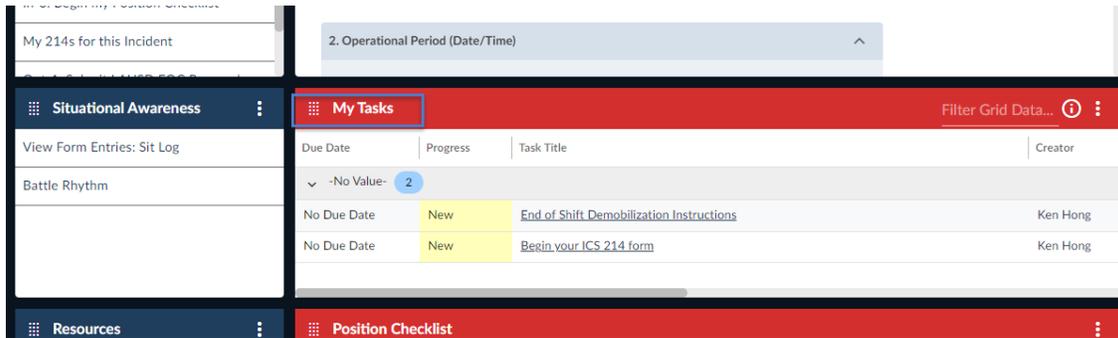
- Maintain information in the Unit regarding: Facilities opened and operating; Facility managers; Supplies and equipment at the various locations; Specific operations and capabilities of each location
- Account for personnel, equipment, supplies, and materials provided to each facility.
- Coordinate the receipt of incoming resources to facilities.
- As emergency-use requests for District facilities are identified, coordinate the acquisition of available undamaged space to include any use permit, agreement or restriction negotiations required.
- In coordination with the Operations Section, provide support to facilities used for disaster response and recovery operations; i.e., staging areas, shelters, etc.

[Close] [Open in new window] **Update Checklist**

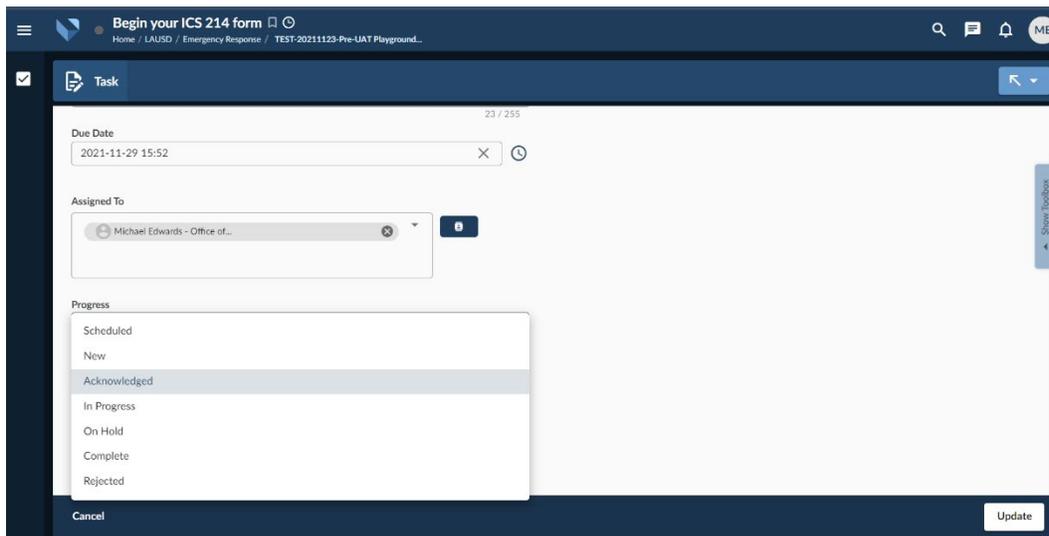
5. TASKS

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.

The screenshot shows a web application interface titled "My Home Page". The breadcrumb trail is "Home / LAUSD / Emergency Response / TEST-20211123-Pre-UAT Playground...". The main navigation bar includes "Members", "New", "Edit", "Tools", and "View". On the left sidebar, under the "Check-In/Check-Out" section, there is a list of items: "In-3. Begin my Position Checklist", "My 214s for this Incident", "Out-1. Submit LAUSD EOC Responder Survey" (highlighted with a red box), and "Out-2. EOC Check-Out". The main content area is divided into two panels. The top panel, "My Current ICS 214", contains instructions to document decisions and actions on the ICS 214, followed by fields for "1. Incident Name" (TEST-20211123-Pre-UAT Playground Room) and "2. Operational Period (Date/Time)". The bottom panel, "My Tasks", shows a table with columns for "Due Date", "Progress", "Task Title", and "Crea", and currently displays "No Tasks".

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

The screenshot shows a "LAUSD EOC Responder Post-Incident Survey - Create Entry" form. The first question is "3. Date survey completed" with a date and time field set to "11/28/2021 06:26 PM" and a lock icon. The second question is "4. What role and on what date(s) were you assigned within the EOC Structure? REQUIRED" with a text input field. The third question is "5a. Please list the primary duties you performed for this incident based on your EOC role. REQUIRED" with a text input field. At the bottom of the form, there are three buttons: "Close", "Open in new window", and "Submit" (highlighted with a red box).

6.2 EOC Check-Out

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

The screenshot displays a web application interface for EOC Check-Out. The top navigation bar includes 'My Home Page' and a breadcrumb trail: 'Home / LAUSD / Emergency Response / TEST-20211123-Pre-UAT Playground...'. Below the navigation bar, there are tabs for 'Members', 'New', 'Edit', 'Tools', and 'View'. The main content area is divided into two columns. The left column has a 'Check-In/Check-Out' section with a list of items: 'In-3. Begin my Position Checklist', 'My 214s for this Incident', 'Out-1. Submit LAUSD EOC Respond...', and 'Out-2. EOC Check-Out' (highlighted with a red box). Below this is a 'Situational Awareness' section with 'View Form Entries: Sit Log' and 'Battle Rhythm'. The right column has a 'My Current ICS 214' section with a red header and a message: 'Please ensure that all key decisions and actions you take are documented on the ICS 214 by time for each operational period.' Below this are two numbered fields: '1. Incident Name' (TEST-20211123-Pre-UAT Playground Room) and '2. Operational Period (Date/Time)'. Below the ICS 214 section is a 'My Tasks' section with a red header and a table header: 'Due Date', 'Progress', 'Task Title', and 'Crez'. The table content shows 'No Tasks'.

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.

Use only your LAUSD.net email account 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

ICS 214 Form - Create Entry

1. Incident Name
TEST-20211123-Pre-UAT Playground

2. Operational Period (Date/Time) REQUIRED
List Fields

3. Individual Name

3a. Employee Number
Hint: If your employee number only has six digits, please add "00" before your employee number. If your employee number only has seven digits, please add "0" before your employee number .
00_____

4. ICS/EOC Section
LOGISTICS

5. Position
COMMS/INFO SYSTEMS UNIT

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- 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.

