

WebEOC

WebEOC Troubleshooting Guide

Version 1.0 as of 11/03/2020



FEMA

BACKGROUND

This document was created to assist users with resolving basic system anomalies and covers easy steps for users to take (i.e. restarting computer; clearing cookies/browser history/cache; checking internet speed; troubleshooting VPN) when troubleshooting issues prior to contacting WebEOC for support.

General Information: There are many reasons in which a user may experience the inability to log in to WebEOC, or the system runs at less than optimal speed. If the WebEOC servers are functioning well, users have multiple options available to work in WebEOC at an acceptable level of performance. When contacting FEMA-WebEOC support, it helps when the user details actions taken and, if applicable, includes screen shots (Snipping Tool) with their correspondence.

Troubleshooting Sections:

- A. [Working Through WebEOC Issues](#)
- B. [Restarting Computer](#)
- C. [Clearing Cookies, Browser History, and Cache](#)
 - 1. [Mozilla Firefox](#)
 - 2. [Microsoft Edge](#)
 - 3. [Internet Explorer \(IE\)](#)
 - 4. [Chrome](#)
- D. [Checking Internet Speed](#)
- E. [VPN Troubleshooting](#)
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A. Working Through WebEOC Issues

If you are experiencing issues in WebEOC, please complete the following steps **in the order that they appear**, which are designed to guide you through multiple scenarios that could be the root of your issue.

1. Is your issue process related?

- a. **If YES** - contact the appropriate program area on how to facilitate their process in the related WebEOC Board(s). For example, if you need to upload an Execution Checklist, you would need to contact the NRCS Planning Section
- b. **If NO:**
 - i. Check your network connection/computer performance
 - ii. Navigate to other sites and determine if those are experiencing similar connection issues (i.e. previous sites already cached in the browser; large buffering sites such as Youtube):
 - 1. **If YES**, then the issue is likely a network issue, not a WebEOC issue. Please contact ESD or your local service provider for resolution.
 - 2. **If NO**, then run an internet speed test as shown in [Section D](#) below

2. Are you logged in through VPN?

- a. **If YES**, then disconnect from VPN, close your browser, then reopen the browser and attempt to access the site again. See [Section E](#) below
 - i. If the issue is resolved, then it was a VPN issue and not a WebEOC issue
 - 1. If you are a FEMA employee on a FEMA device, please check the ESD's webpage for current outages and contact the Enterprise Helpdesk as needed
 - 2. If you are a non-FEMA employee, and using equipment issued by your home agency, please contact your local IT helpdesk for support
- b. **If NO**, Proceed to the next question.

3. Are you using WiFi?
 - a. **If YES**, then disconnect from WiFi and connect via hardline to the router (with so many people working from home, interface issues are happening more frequently. Connecting directly to the router will substantially increase internet performance.)
 - b. **If NO**, Proceed to the next question.
4. Have you attempted using your “hot spot” from your phone?
 - a. **If YES**, proceed to the next question.
 - b. **If NO**, disconnect from your home network. Then use your work phone hotspot instead. If this improves performance, the issue is with your local network. See [Section F](#) below
5. Have you attempted to clear/restart the browser?
 - a. **If YES**, proceed to the next question.
 - b. **If NO**, follow the steps in [Section C](#) below
6. Have you received notification pop-ups from IT that required updates are in process?
 - a. **If YES**, then it is likely updates are impeding local computer performance. Once those are completed, and the computer reboots, improvement should be noticeable.
 - b. **If NO**, there may still be updates applying behind the scenes. Reboot your computer again to see if this corrects the issue
7. Have you experienced issues with other local applications lagging (not web-based applications)? For example, Microsoft Office products
 - a. **If YES**, there could be local computer issues
 - i. If you are a FEMA employee on a FEMA device, please check the ESD’s webpage for current outages
 - ii. If you are a non-FEMA employee, and using equipment issued by your home agency, please contact your local IT helpdesk for support
 - b. **If NO**, proceed to step 8.
8. If none of the above steps resolved your problem, please provide as much detail as possible in an email to: FEMA-WebEOC@fema.dhs.gov. Items to include in the email are listed below:
 - i. Screenshot of speed test results
 - ii. Screenshot of the issue/error you are receiving. This should include the entire browser window.
 - iii. WebEOC position you are logged in to
 - iv. WebEOC incident you are logged in to
 - v. Location you are accessing the system from (only city, state, zip)
 - vi. Your internet service provider
 - vii. Steps which we can reproduce: For example, “I logged in with VPN, computer loaded with no problems, logged into WebEOC under the NRCS RS (DSAT) Unit Leader position, in HQ COVID-19/SARS-CoV-2 HQ 01-28-2020 Incident. I opened the Resource Request Board 3.83. When I attempted to create a new RRF from the Blank request form option, the request never loaded. The screen remained blank for 3-5 minutes.”

B. Restarting Computer

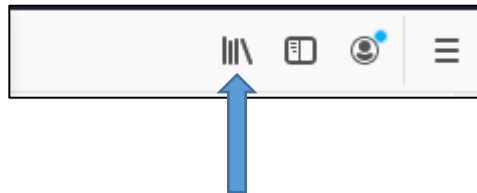
The Department of Homeland Security and FEMA push many security patches and upgrades. Because of this, sometimes a user’s system has not been restarted to receive these updates. It is always preferred to close all windows and restart the computer.

C. Clearing Cookies and Browser History

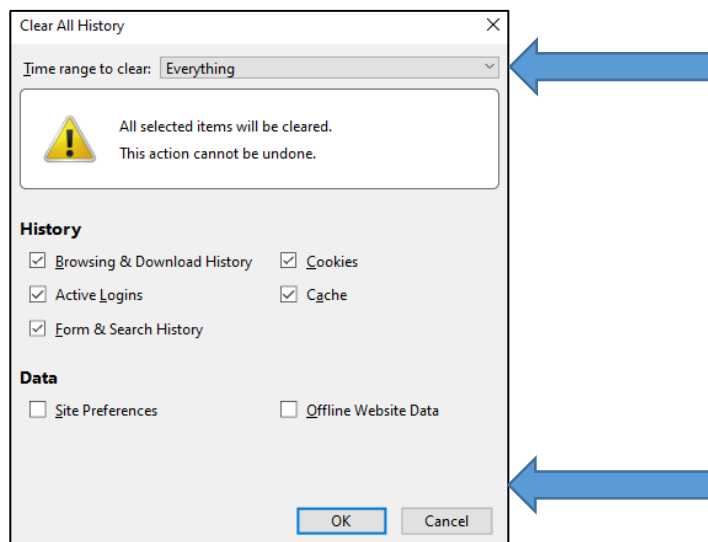
WebEOC users can improve performance of WebEOC, and their system, by periodically clearing their cookies and browser history.

1. Mozilla Firefox:

- a. Click on the “View history, saved bookmarks, and more icon”

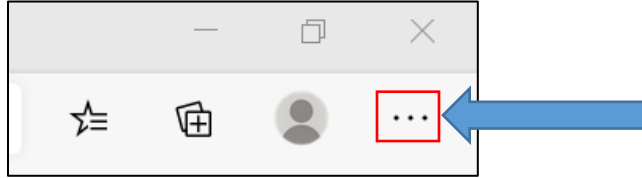


- b. Click “History”, then click “Clear Recent History”
- c. In the pop-up window, the first section is “Time range to clear”. Click the dropdown and select “Everything”. Ensure the following items are all checked: Browsing & Download History; Active Logins; Form & Search History; Cookies; Cache. Then select “OK”.



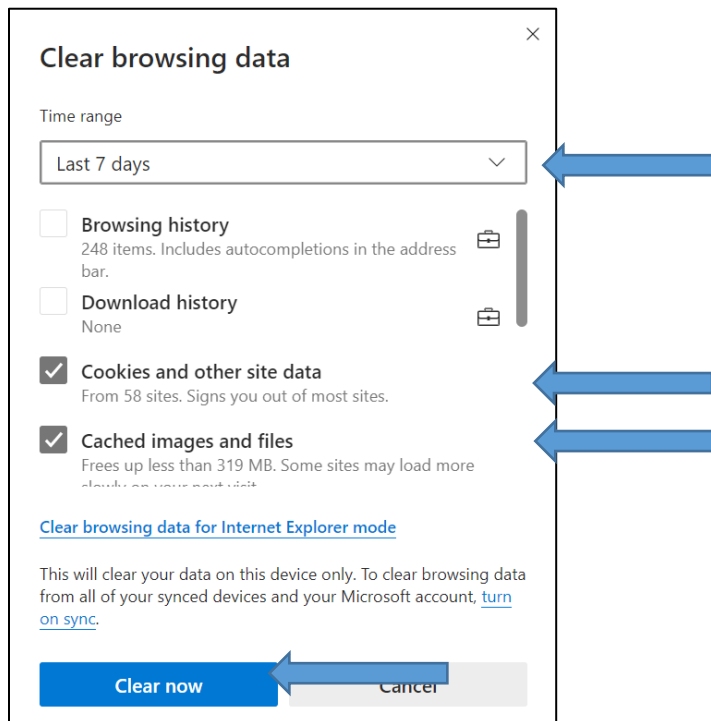
2. Microsoft Edge:

- a. Click on “Settings and More”



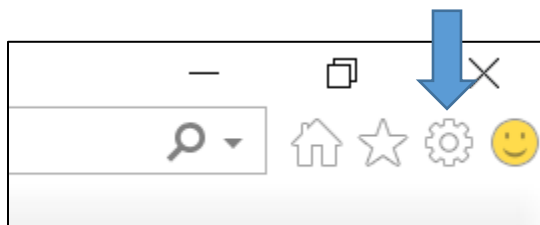
- b. Click “History”, then click “Clear browsing data”
- c. In the pop-up window, the first section is “Time Range”. You can click the dropdown and select any of the following: last hour; last 24 hours; last 7 days; last 4 weeks; all time. Recommend choosing “last 7 days”. Ensure the following items are checked: Cookies and other site data; Cached images and files. Then click “Clear Now”

Note: users cannot check “browsing history” in Edge, but you can clear Cookies and Cache



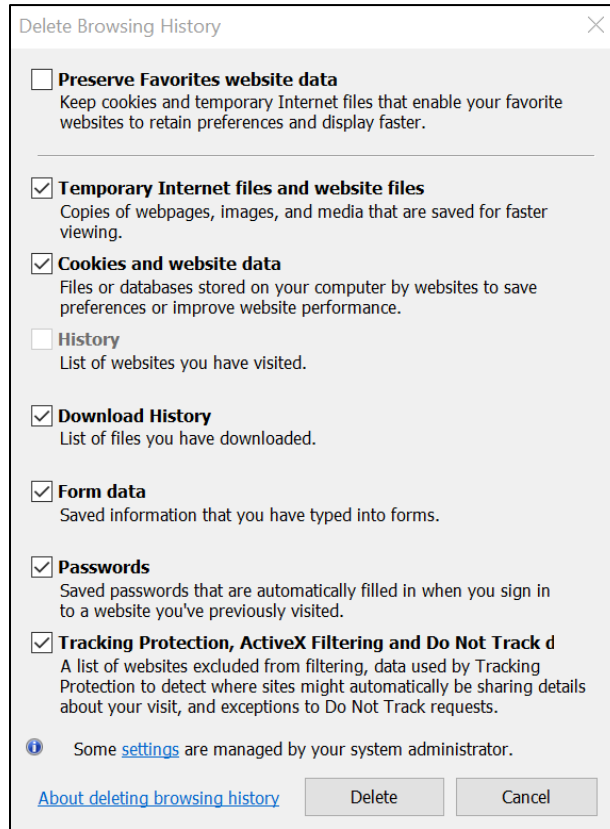
3. Internet Explorer:

- a. Click Tools (gear icon)
- b. Click “Safety”, then click “Delete Browsing History”



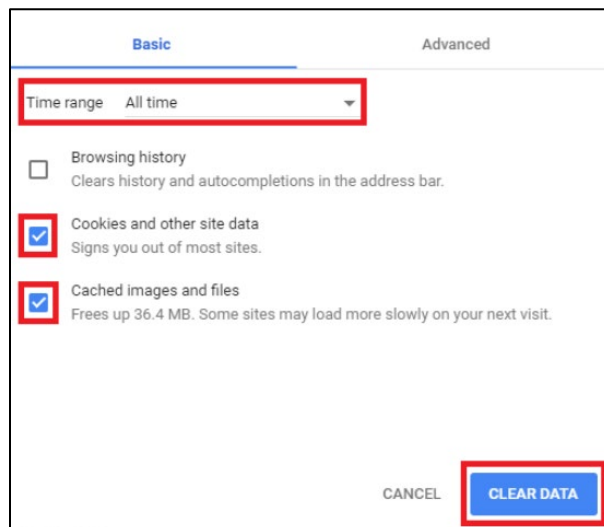
- c. In the pop-up window, ensure all applicable items are checked (see below). Then click “delete”

Note: users cannot check “history” in IE, but you can clear all other items



4. Chrome:

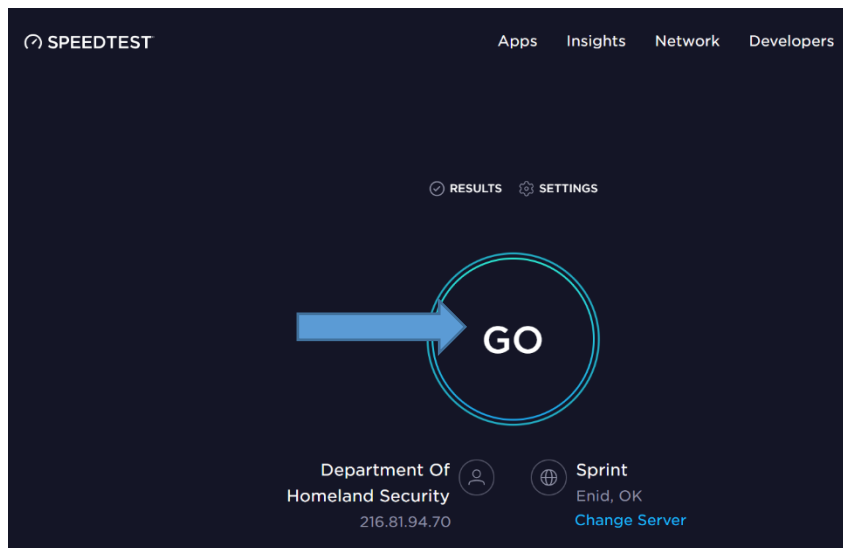
- a. At the top right, click “More”
- b. Click “More Tools”
- c. Click “Clear Browsing Data”
- d. At the top, choose a time range. To delete everything, select “All time”
- e. Check boxes for: Cookies and other site data; Cached images and files
- f. Click “Clear Data”



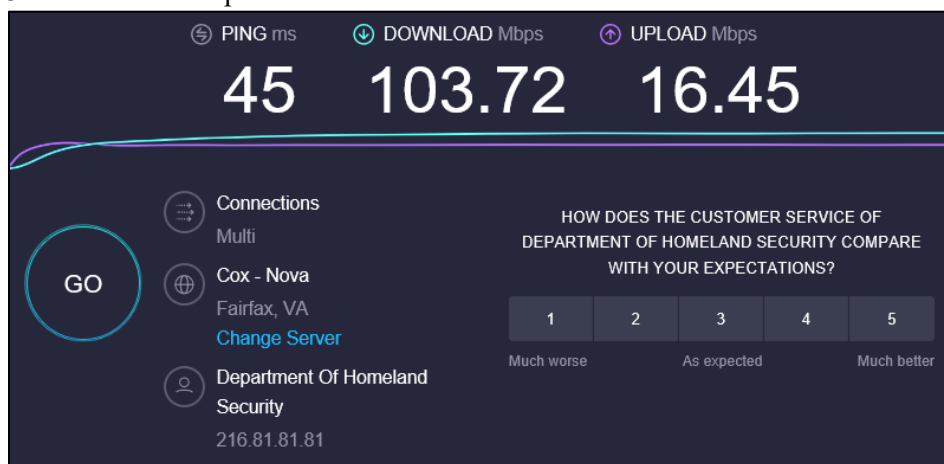
D. Checking Internet Speed

When working remotely, and if the system appears to be lagging, a user should immediately check their internet speed. According to the FCC, the average household needs a minimum download speed of 25 Mbps to perform basic functions like checking email and browsing the web.

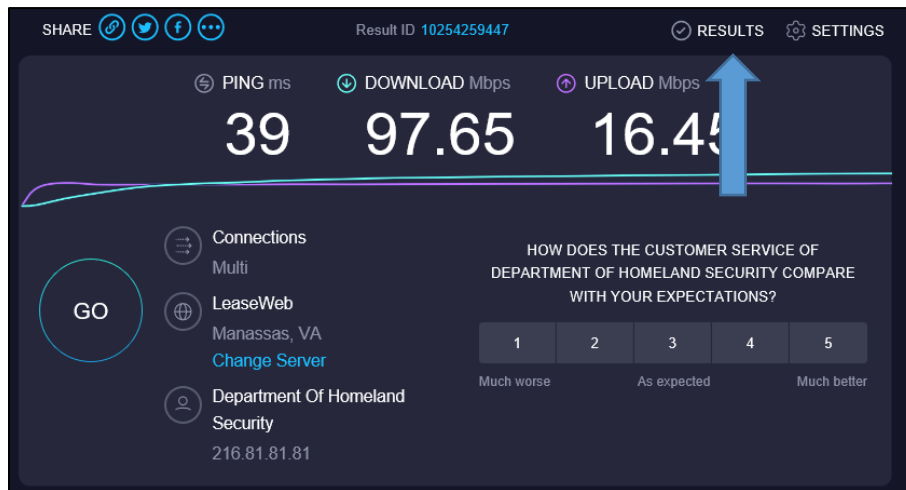
1. Go to the following site: <https://www.speedtest.net>
2. Click “Go” in the middle of the screen



3. Below is a snapshot of the results



- a. If a user would like a running time log of how their internet speed functioned throughout the day, then leave the screen above open. Continue to click “Go” at different points in the day to run additional speed tests. When you are ready to see the time log, click “Results” as shown below. Then Scroll down the page to see the running log.



INDIVIDUAL RESULTS							Export Results
DATE / TIME	PING ms	DOWNLOAD Mbps	UPLOAD Mbps	DISTANCE mi	LOCATION / SERVER	PROVIDER	
10/15/2020 10:06 AM	39	97.65	16.45	< 50	Manassas, VA LeaseWeb + 3 more	Department Of Homeland Security	
10/15/2020 10:02 AM	43	93.49	16.32	< 50	Fairfax, VA Cox - Nova + 3 more	Department Of Homeland Security	
10/15/2020 9:56 AM	45	103.72	16.45	< 50	Fairfax, VA Cox - Nova	Department Of Homeland Security	

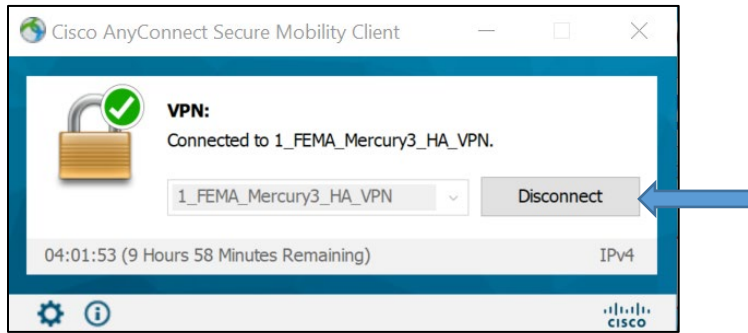
E. Troubleshooting VPN

One of the benefits of using WebEOC is the lack of dependence on a Virtual Private Network (VPN). However, for most employees, access to the VPN is ideal because it provides access to Outlook, Teams, Skype, etc. If your internet connection is slow, there are times when changing the VPN or disconnecting from it can improve performance.

1. To switch your VPN, click on the VPN icon



2. If you are connected, click "Disconnect" and choose a different VPN option from the dropdown



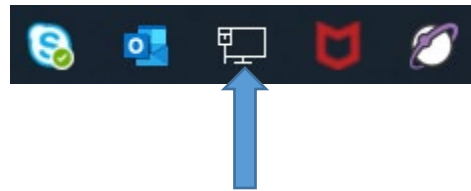
3. If you do not require options such as your work email, Teams, Skype, etc., a user can utilize WebEOC without VPN. WebEOC only requires an internet connection, not a firewall. If you have fast internet speed but slow/no VPN, then WebEOC will function at a high speed. Simply click “Disconnect” from VPN and then work on WebEOC.

F. Set Up Personal Hotspot

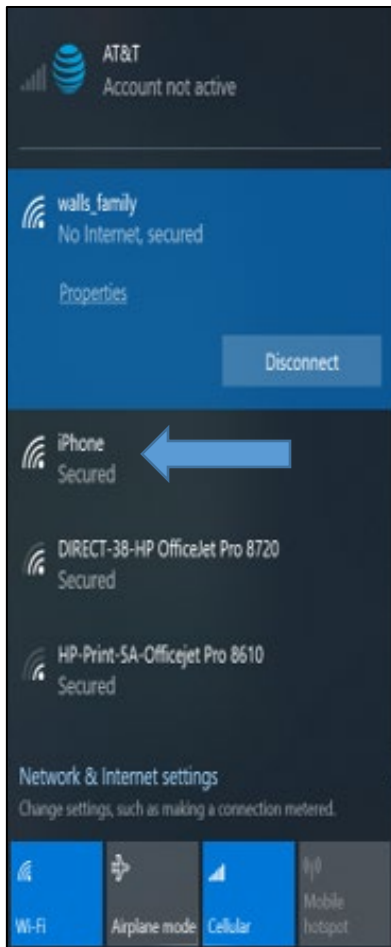
1. Go to “Settings”, then “Personal Hotspot”
2. Slide “Allow Others to Join” (turn the slider green)



3. Open your “Network and Internet Settings”



4. Click on your iPhone (be sure you are choosing the correct one as you may see multiple iPhones)



5. Enter your Personal Hotspot WiFi password from your phone
- Check the box “Connect Automatically” if you are going to use your hotspot for more than a single login