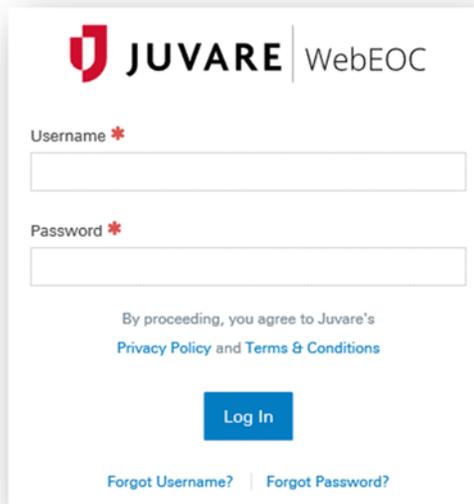How to Request Medical/Health Mutual Aid Resources in WebEOC RRDM
Quick Reference Guide

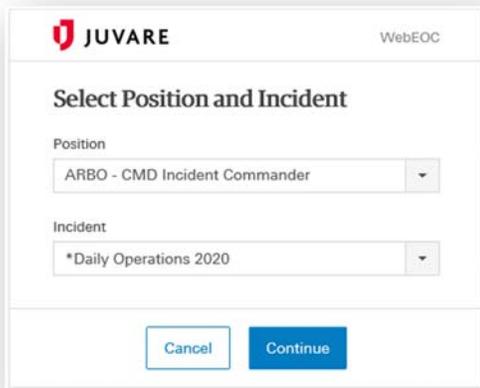1. Log into WebEOC
   https://webeoc.sjgov.org/eoc7

2. Select the Incident Commander or DOC Director Position and Daily Operations incident

3. Click the hamburger icon to open the Control Panel
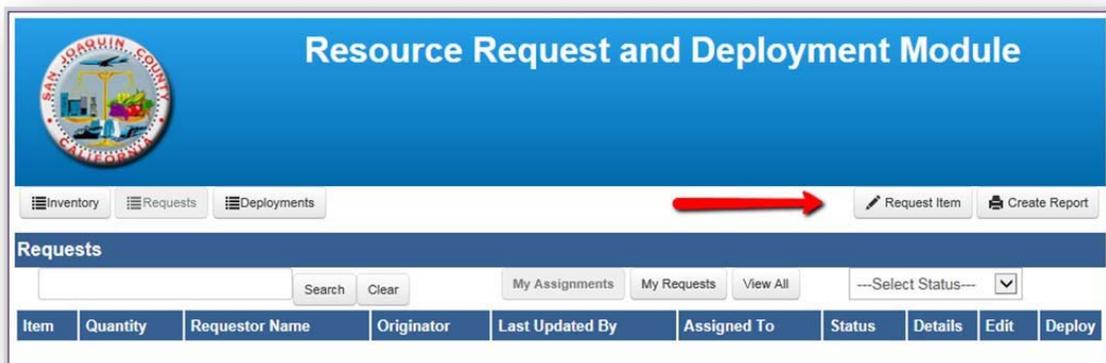
4. Click the **RRDM** board located in the Control Panel
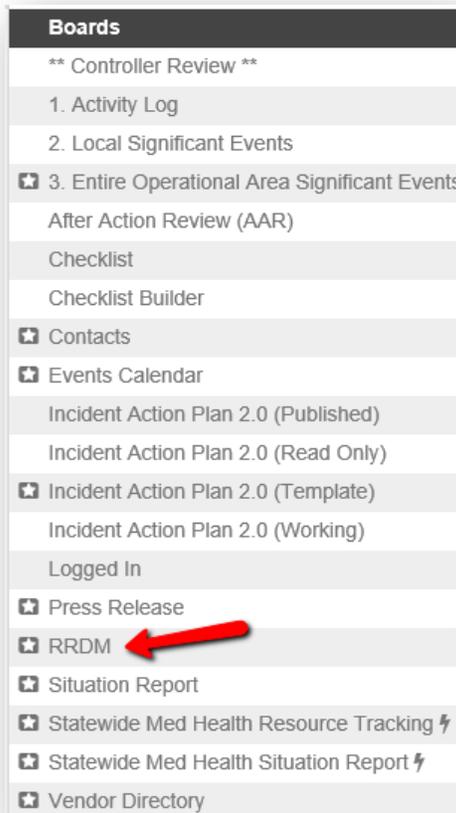
5. Click the Request Item button

6. Enter your *Requester Details*

7. Click the *Description Tab* and enter your resource description information. Once completed, route your request to a *Controller* (XSJ OPS EF-08 Public Health and Medical)

   a. ***IMPORTANT*** Attach a completed COVID-19 PPE Resource Request Questionnaire in this tab, see screenshot below.

8. Click the *Request Timeline/Delivery Tab* and enter your data.

   *Note: Resources will be picked up by the requesting entity, therefore enter that you will be picking up the resource in the **Delivery Instructions** field.*

9. Click the *Comments Tab* to enter additional comments, click the *Add Comment Button*, and then click the *Save Button*

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10. Your request status information will automatically display in a "List View" as Assigned. Monitor the status of your request by clicking on the **My Requests Tab** from this view.

11. When your request is ready for pickup that status will change in the list view

12 *****IMPORTANT***** Call the San Joaquin County EMS Agency (209) 468-6818 to confirm with the Duty Officer that your request has been received. After hours, page the Duty Officer (209) 234-5032.

13. *****IMPORTANT***** When picking up your approved resource request, you will need to present your Order and Request numbers. To print a copy of your request, click the **Description Tab**, and then click the **Print PDF Button**.

See the online video tutorial "How to Submit a Mutual Aid Resource Request in RRDM"
https://www.sjgov.org/ems/videos/RRDM_Mutual_Aid_Resorce_Request_Part_1.mp4