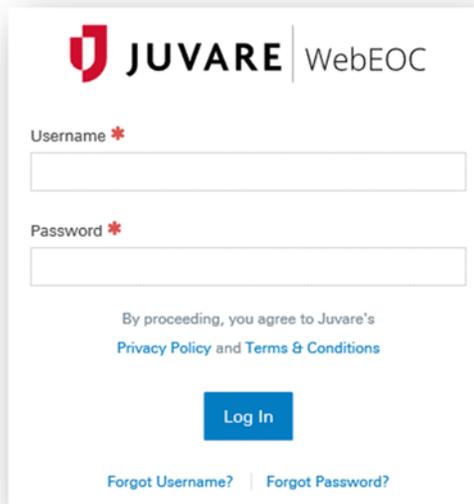


# How to Request Medical/Health Mutual Aid Resources in WebEOC RRDM

## **Quick Reference Guide**

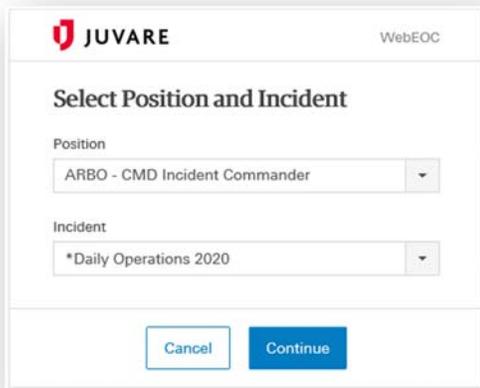
1. Log into WebEOC

<https://webeoc.sjgov.org/eoc7>



The image shows the WebEOC login page. At the top left is the JUVARE logo, followed by the text 'WebEOC'. Below this are two input fields: 'Username \*' and 'Password \*'. Under the password field, there is a link that says 'By proceeding, you agree to Juvare's Privacy Policy and Terms & Conditions'. A blue 'Log In' button is centered below the fields. At the bottom, there are two links: 'Forgot Username?' and 'Forgot Password?'.

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

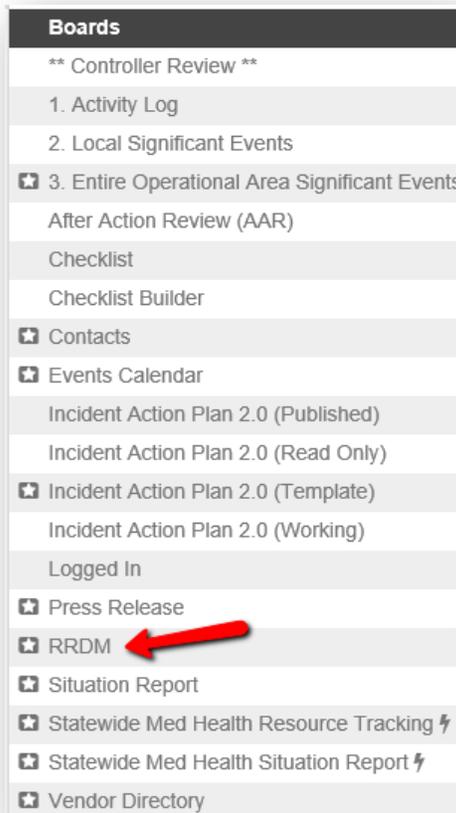


The image shows a dialog box titled 'Select Position and Incident'. It has the JUVARE logo and 'WebEOC' in the top right corner. The dialog contains two dropdown menus. The first is labeled 'Position' and has 'ARBO - CMD Incident Commander' selected. The second is labeled 'Incident' and has '\*Daily Operations 2020' selected. At the bottom of the dialog are two buttons: 'Cancel' and 'Continue'.

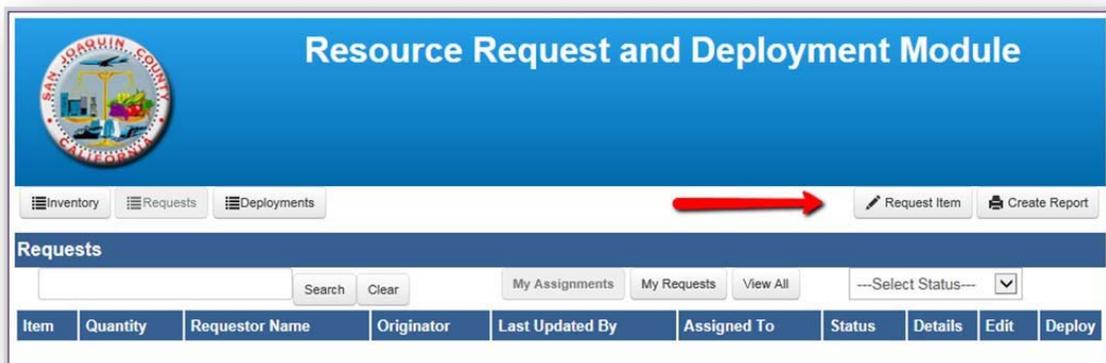
3. Click the hamburger icon to open the Control Panel



4. Click the **RRDM** board located in the Control Panel



5. Click the Request Item button



6. Enter your **Requester Details**

Requester Details

Position Responsible for Request: ARBO - OPS Security Bra

Name of Person Submitting: Phil Cook

Email Address: pcook@sjgov.org

Phone Number: 209-468-7494

Cell Office Other

Requester Signature

Signature: Phil Cook

Signature Date: 10/29/2015

Save Spell Check Cancel

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.

Description

Item Name: Order Number:

Quantity: 0 Mission Number:

Unit: Request Number:

Item Description:

Provide Spec Sheet, Additional Forms, etc. if Available: Choose File No file chosen

Justification/Purpose of Request:

Routing Options

Select Routing

Save as Draft

Route to position

Route to Controller

\*XSJ - OPS EF-08 Public Health

Save Spell Check Cancel

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.

The screenshot shows the 'Request' form with the 'Request Timeline/Delivery' tab selected. The form is divided into two main sections: 'Request Timeline/Delivery' and 'Delivery Location'.  
Under 'Request Timeline/Delivery':  
- 'When do you need the item?': 11/19/2015 09:00:00  
- 'How long do you need the item?': N/A  
- 'Delivery Instructions': Will pickup at the RSS Warehouse located at the San Joaquin Fairgrounds  
Under 'Delivery Location':  
- 'Location Name': N/A, will be picked up  
- 'Address':  
- 'Map Label': Doxycycline  
- 'Coordinates':  
Under 'Point of Contact':  
- 'Name': N/A  
- 'Telephone Number': N/A  
- 'Email': N/A  
- 'Fax': N/A  
At the bottom right, there are buttons for 'Save', 'Spell Check', and 'Cancel'.

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

The screenshot shows the 'Request' form with the 'Comments' tab selected. The 'Comments' section contains a text area for entering comments and an 'Add Comment' button. Three red callout boxes with arrows point to specific elements:  
- Box 1: '1. Enter comments' points to the text input area.  
- Box 2: '2. Click add comment button' points to the 'Add Comment' button.  
- Box 3: '3. Click save button' points to the 'Save' button at the bottom right.  
The 'Add Comment' button has a tooltip that reads: 'Add Comment (Must click Add Comment Button to Log the comment into record)'. At the bottom right, there are buttons for 'Save', 'Spell Check', and 'Cancel'.

How to Request Medical and Health Mutual Aid PPE Resources  
in WebEOC Resource Request and Deployment Module (RRDM)  
**Quick Reference Guide**

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

Item	Quantity	Requestor Name	Originator	Last Updated By	Assigned To	Status	Details	Edit	Deploy
N95 Respirator/Mask	12 Boxes	Joyce Barber	DHA - CMD Incident Commander	EMS - LOG Logistics Section Chief	EMS - LOG Logistics Section Chief	Ready for Pick Up	View	Edit	Add Deployment

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](https://www.sjgov.org/ems/videos/RRDM_Mutual_Aid_Resorce_Request_Part_1.mp4)