DMI-Services Operator's Guide

Web Services Release Version 2.3.3

TABLE OF CONTENTS

CHAPTER 1: Welcome to DMI-Services

Disaster Management Interoperability Services (DMI-Services) is part of the President's Disaster Management e-Government Initiative -- a larger initiative aimed at greatly enhancing Disaster Management on an interagency and intergovernmental basis. DMI-Services are primarily focused on assisting individuals and organizations with crisis and consequence management responsibilities for disasters and for the mitigation of all hazards.

The primary mission of DMI-Services is to provide Interoperability services. **DMI-Services is service, not an application.** The service is providing a portal for the rapid and secure exchange of information between emergency management organizations. DMI-Services connectivity and functionality is also applicable to prevention, preparedness, response, and recovery at the local, state, and federal levels.

Organizations will obtain maximum benefit through day-to-day usage of DMI-Services as a tool for preventing and responding to disasters. Connectivity is provided through a connection to the Internet.
Access to the information is controlled by an authentication and registration process (explained on our web site at www.dmi-services.org. Data transfer is secured by the use of a virtual private network (VPN). DMI-Services functionality is constantly being reviewed and expanded to provide the best possible service to the Emergency Management community.

This manual explains DMI-Services capabilities, fundamental concepts and capabilities including DMI-Services Collaborative Operations Groups (COGs), Tactical Information Exchange (TIE), and Desktop Mapping Tools (also called GIS), among others.

For help using DMI-Services or to submit comments, contact DMI-Services at 1-800-451-2647.

To get help via email, send questions to help@dmi-services.org.

Thank you for using DMI-Services.

Updated Features in This Release

National Incident Summary Map (NISM) – has been upgraded and replaced by the new **Disaster Management Map (DMM)** Web-based application (please see below).

Disaster Management Map (DMM) – a secure Web-based application that is accessible through the **DMI-Services/Disaster Management Tools** menu and consists of the following features:

> **National Map –** displays alerts and Incidents of national interest that have been posted and selected to be viewed on the National Map by all DMIS COGs.
>
> **My Map –** displays alerts and incidents that have been selected to appear on My Map by your own COG for your own COG's use – the items displayed on My Map are only viewable by your COG.

Non-Weather Emergency Messages (NWEMs) – an integral part of the National Weather Service (NWS) All-Hazards Emergency Message Collection System (HAZCollect) Program. This feature allows Primary Operators from within DMIS COGs that have received prior NWS approval to author and post NWEMs, which are relayed through NWS communications channels and broadcast to the public.

CHAPTER 2: Getting Started

Starting DMI-Services

This chapter provides an overview, detailing how to log into DMI-Services, getting around the screens, and accessing DMI-Services Help.

1. Double-click on the **DMI-Services** icon.

   The **Login** screen is displayed.

2. Enter the assigned Operator (User) name in the **Operator Login Name** field.

NOTE: Never give anyone else access to an assigned account password! If the initial password is forgotten, the COG Administrator can assign a new one.

3. Enter the assigned password in the **Password** field.

4. When a DMI-Services Operator is a member of more than one COG, he or she can select which COG to log into from a drop-down list.

5. Click the **OK** button or press the Enter key to log into DMI-Services.

   The **Login** screen closes and the DMI-Services Desktop menu becomes active.

   Note: This is a machine dependent functionality. Log on at a different machine may prohibit full viewing of COG list.

   The COG Administrator authorizes permissions based on roles. Once permissions are set, the DMI-Services Operator can access functions as defined by the Administrator.

NOTE: If any Alerts or Incidents were posted to the COG while the account was logged off, a notification message appears indicating how many of each was posted. Acknowledge the message by pressing the **OK** button.

Using Quick Start

The Quick Start screen displays once the operator has logged into DMI-Services. Quick Start provides the ability to quickly create new Incidents and Alerts. In addition, access an Operator Profile or start an Instant Messenger session.

Click on the:

- o New Incident button to begin a new incident.
- o New Alert button to create a new Alert.
- o Operator Profile button to display the Operator Profile screen.
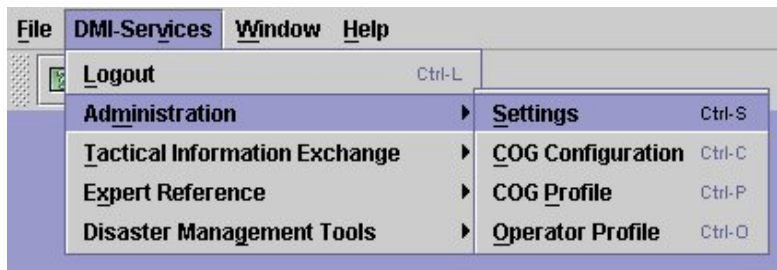- o Instant Message button to start a new DMI-Services Messenger session.

NOTE: To bypass the Quick Start screen for a single session, click the X in the red square in the right-hand corner of the screen's title bar.

To turn off the Quick Start screen, check the box marked "Do not display this dialog in the future."
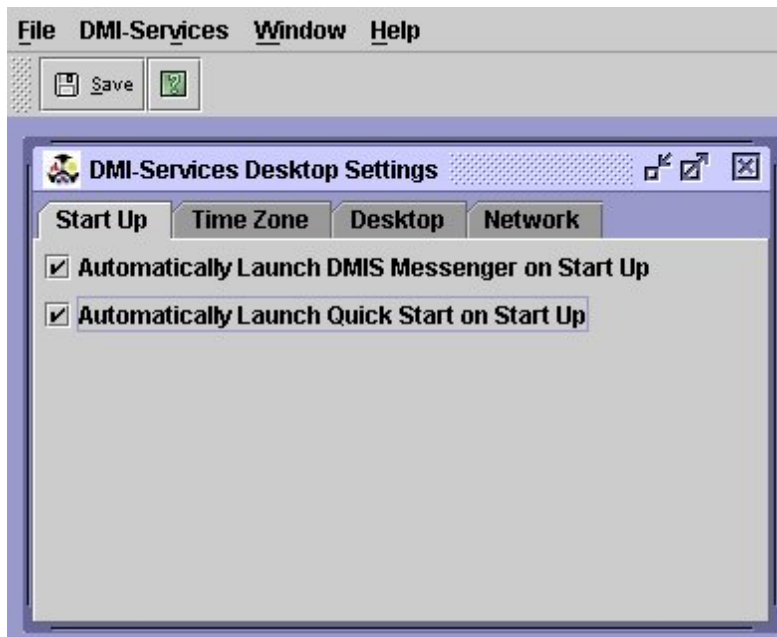
☑ Do not display this dialog in the future

Restoring the Quick Start Screen

1. To restore the Quick Start screen, select Desktop Settings from the DMI-Services drop-down menu (DMI-Services ► Administration ► Settings).

File	DMI-Services	Window	Help
	Logout		Ctrl-L
	Administration	►	Settings	Ctrl-S
	Tactical Information Exchange	►	COG Configuration	Ctrl-C
	Expert Reference	►	COG Profile	Ctrl-P
	Disaster Management Tools	►	Operator Profile	Ctrl-O

The DMI-Services Desktop Settings screen displays.

File DMI-Services Window Help

💾 Save   📋

🐾 DMI-Services Desktop Settings

| Start Up | Time Zone | Desktop | Network |

☑ Automatically Launch DMIS Messenger on Start Up

☑ Automatically Launch Quick Start on Start Up

1. Check the box next to the label "Automatically Launch Quick Start on Start Up."

2. Click the Save button or select the command item for Save from the File drop-down menu.

   A dialog box will display a confirmation message.

3. Click the OK button to acknowledge the confirmation message.

Accessing Functions

Access DMI-Services functions from the **DMI-Services** menu.

NOTE: Access to most functions depends on user permissions as set by the COG Administrator.

Many commands have **Hot Keys** associated with them. Hot Keys are keys that are used with the Control key (**Ctrl**) or Alternate (**Alt**) key to perform a function normally found in a pull-down menu.
Commands in the menus have underlined letters that indicate what keys can be used to perform the action. For example, use **Ctrl + O** to access the **Operator Profile** screen.

Logout Menu Option

To log out of DMI-Services, use the **Logout** command accessible under the **DMI-Services** menu.

Administration Menu Option

Use the **Administration** menu, located in the **DMI-Services** menu, to access:

- o **Settings**
- o **COG Configuration**
- o **COG Profile**
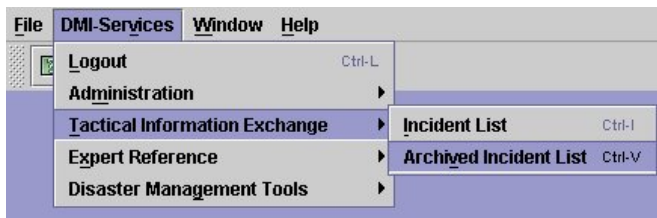- o **Operator Profile**
- o **Reports**
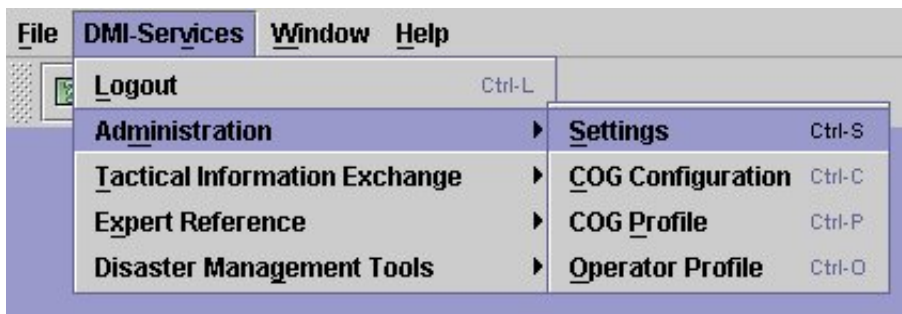
Access to administrative functions is controlled by the role associated with each Operator.

Tactical Information Exchange Menu Option

The **Tactical Information Exchange** menu, located in the **DMI-Services** menu, enables the DMI-Services Operator to access commands for:

- o **Incident List**
- o **Archived Incident List**

Expert Reference Menu Option

The **Disaster Management Tools** menu is available through the **DMI-Services** menu. Within **Disaster Management Tools** access the

following:
- o **Web Based Tools**
  - o **DMI-Services Home**
  - o **DMI-Services Web Tools**
  - o **Disaster Help**
  - o **Nimcast**
  - o **NOAA nowCoast**
- o **Disaster Management Map**
- o **COG Location Map**
- o **DMIS Messenger**
- o **Weather Forecast Tool**
- o **Alerts List**
- o **Distribution List**

Accessing the Disaster Management Map

1. From the menu bar: Click **DMI-Services ► Disaster Management Tools ► Disaster Management Map**
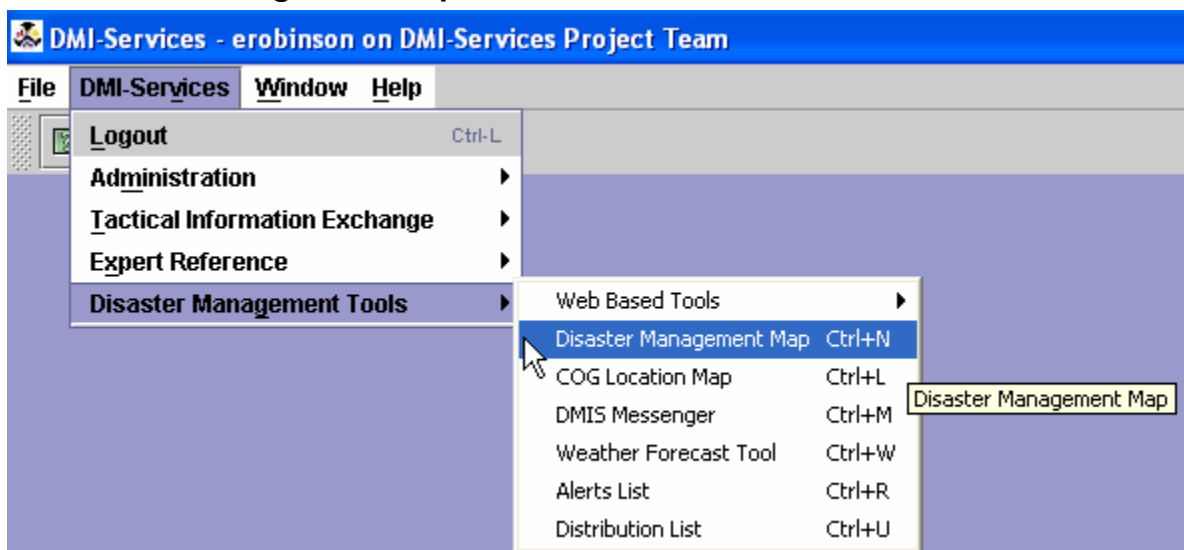
2. New web browser will open requiring **User Name**, **Password**, and **COG**.

Using Screen Controls

A DMI-Services screen is made up of different controls, including text boxes, option buttons, drop-down lists, tables, etc.

Text Boxes

Text boxes hold a limited amount of data. To enter information in a text box, click inside the box and begin typing.   Use the **Tab** key to move from field to field.

Memo Fields

Memo fields contain narrative text and can hold several lines of information.

Radio buttons

Use radio buttons to select one option from a group of many options. Only one choice can be selected at a given time. To select an option, click the radio button to the left of its description.

Checkboxes

Use checkboxes to select more than one choice in a group. Select any number of checkboxes (or leave them blank).

Drop-down Lists
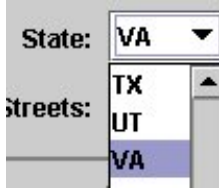
Drop-down lists enable Operators to select from a pre-set list of entries. Drop-down lists offer flexibility that enables the Operator to select a previously-used entry or, in some cases, to add their own entry.

To access items in the list, click on the arrow and highlight the desired item in the list.

Calendars

Calendars are available on many screens to help enter dates.

To change the Date and Time, follow these steps:

1. Access the calendar by clicking on the calendar icon.
2. Select the appropriate month and year by using the left and right arrow icons adjacent to the Month and Year displayed.
3. To select a date, click on the appropriate date.
4. Enter time by typing in the hour in the left text box and the minutes in the right text box.
5. Click on the arrow within the gray box to select AM or PM.
6. Once entered, click **OK** to save the date and time displayed.

NOTE: Click the close button ⊠ to close the calendar without selecting a date.
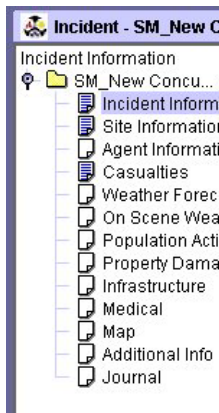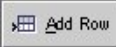
Tree View

DMI-Services use a tree structure in many situations. The tree structure displays the relationship of several items. For example, in TIE the screens for an Incident are represented by a tree structure that makes it easy to move through the screens in any order. To open a screen, click on the paper icon 🗋 beside the name. To open the **Casualties** panel, click on the icon next to the word *Casualties*. For more information, see **Tree View**.
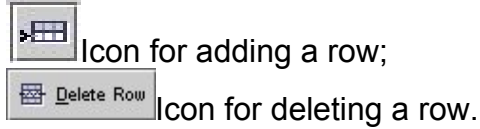
Tables

Many screens utilize tables for data entry and for displaying information.

There are multiple ways to add and delete rows:
- o Use the Actions menu or the toolbar buttons to add and delete rows

- Use the ⊞ Add Row icon to add a row and use the ⊞ Delete Row icon to delete a row.
- Use the right-click menu to add or delete rows.
- Select from the icons adjacent to the list box:

⊞ Icon for adding a row;

⊞ Delete Row Icon for deleting a row.

Many tables contain columns whose width can be adjusted based upon personal preferences.
To expand the column:
- Place the cursor over the column header.
- Hold down the left mouse key.
- When the mouse becomes a double-headed arrow, drag the cursor to the right or to the left as appropriate.

	Resource Type	↔ Capability Type
0	Not Assigned	Not Assigned
0	Not Assigned	Not Assigned
0	Not Assigned	Not Assigned

Tabs

Observations	Sample Inf
Other information	

Many forms have tabs that are much like notebook tabs. Click on the name of the tab to display the desired information.
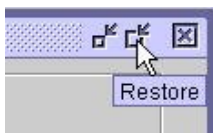
Resizing Windows and Panes

If a window is too small or too large, resize it to gain a better view.
To **resize** the windows:
1. Place the cursor on a corner of the viewer;
2. Hold down the left mouse button (be sure the cursor becomes a double-headed arrow); and
3. Drag the corner of the window in the direction desired.

NOTE: If a window is already "maximized," restore the window to its original size before resizing. To restore it, use the **Restore Down** button.

Resize the navigation pane in a similar way

To resize the Navigation Pane:
1. Place the mouse cursor on the divider between the panes;
2. Hold down the left mouse button (be sure the cursor becomes a double-headed arrow); and
3. Drag the divider to the appropriate point in the screen.

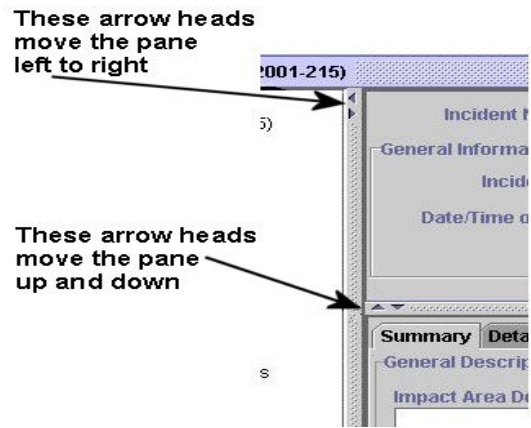## To make more room for other panes, temporarily hide a pane that is not needed.

To hide a pane:
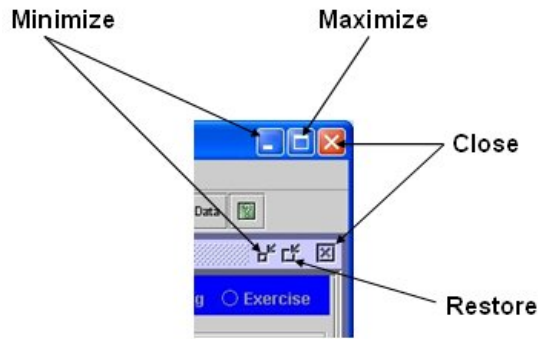1. Click on the arrowhead associated with the pane.

For example, to view more of the lower panes hide the top pane in a TIE Incident.

To hide the top pane:
1. Click the arrow head with the narrow end pointing up.

Use maximizes and minimizes buttons to resize the help screen or DMI-Services.

NOTE: Once a content panel within the Tactical Information Exchange has been resized, this size will remain constant unless otherwise changed.

Using Hot Keys

Many commands have **Hot Keys** associated with them. Hot Keys are keys that are used with the Control key (**Ctrl**) or Alternate (**Alt**) key to perform a function normally found in a pull-down menu. Hot Keys are available depending on which screen is currently displayed. Commands in the menus have underlined letters that indicate what keys can be used to perform the action. For example, use **Ctrl + O** to access the **Operator Profile** screen.

Link to Hot Keys

Getting Help

Obtain Help with DMI-Services from the following sources:

- o View DMI-Services
- o Use the Training Materials
- o Obtain Telephone Support

Using DMI-Services Help

To access the contents tab of help, select the **Contents** option from the **Help** menu, or use the help button.

Tips for Printing Help Topics

To print a topic, use the **print** button. Change margins and paper settings with the **Page Setup** button.

1. Click the Print icon.

The standard Windows **Print** screen opens.

2. Make sure to specify the correct printer. Click **OK**.

NOTE: Problems with the online help printing incorrectly or printing too many pages may require installation of an earlier version of a print driver.

Alternatively, copy and paste the text of a topic into a Word document. Simply drag the cursor over the text to highlight the words and press CTRL-C to copy the text. Open a word processing program file and press CTRL-V to paste.

Navigating through Help

NOTE: Graphics may take as much as 15 seconds to display in Help.

Topics in the Help system include a variety of navigation components including:

Links to pop-up windows: To view a topic in a pop-up window, click links that are blue **without** an underline. (When done, click anywhere outside of the popup window to close it.)

Jumps: To view information in the right pane rather than When the Operator clicks on links that are blue with an underline, the information for that topic opens in the right pane, rather than displaying the topic in a pop-up). **Jumps are links that are blue with an underline.**

Use the **Back** button in the help viewer to return to the previous window.

Access the Index and the full text search function by clicking tabs in the left pane.

Resizing the Help window and the panes by dragging them in the desired direction.

Also See topics: In the **Online Help**, most topics have a list of related topics. To view a related topic, click on its link.

Using the Contents Tab

The **Contents** tab displays folder and page icons that represent the categories of information in the online Help system. The **Contents** tab is the tab displayed when the Operator clicks on the book icon.

- o Double-click a closed folder to display its contents (sub-folders and topics).
- o Double-click an open folder to close it and fold the topics under it.
- o Click the page icon to select the topic. The selected topic is displayed in the right-hand pane of the Help viewer.

The "lollipop"-like symbol next to folders that have subfolders indicates whether the contents are displayed. When the "stick" of the "lollipop" is pointing to the folder, then the contents are NOT displayed (in other words, the folder is "collapsed"). When the "stick" is pointing down, the contents are displayed (or, in other words, the folder is "expanded").
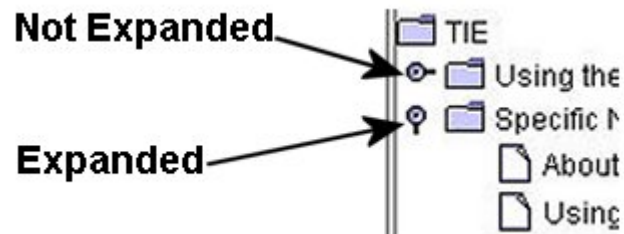
Using the Index Tab

The **Index** tab displays a multi-level list of keywords and keyword phrases. These terms are associated with topics in the Help system. Keywords are often cross-referenced with synonyms to provide multiple ways to locate information.

To open a topic in the right-hand pane associated with a keyword:

1. Select the keyword.

Use the **Find** box to move the cursor through the list:

2. Type the desired term; and
3. Press the **Enter** key.

To move from term to term in the index:

1. Press the **Enter** key again until the end of the index is reached.

The **Find** box only looks for terms listed in the index.
To find terms not in the index, use the full-text search capability, which is performed on the **Search** tab.

The full-text search capability provides the ability to perform "partial word searches." For example, type "CO" and the help system will open all topics that include those two letters next to each other, no matter where the letters are in the topic.

Using the Search Tab

Use the **Search** tab to search for words in the Help system, no matter where they are in the topic.
To do a search, enter the text in the **Find** text box and press the **Enter** key.

Full-text searching looks through every word in the online Help to find matches, rather than searching just the index list.

When the search is completed, a list of topics is displayed with the number of times the word or phase occurs in the topic.

Basic rules for full-text searches

The basic rules for formulating queries are:
- o Searches are not case-sensitive, so the Operator may type search terms in uppercase or lowercase characters.
- o Search using any combination of letters (a-z) and numbers (0-9).
- o Punctuation marks such as the period, colon, semicolon, comma, and hyphen are ignored during a search.

CHAPTER 3: All about COGs

What are COGs?

A **DMI-Services Collaborative Operations Group (COG)** is a group of Operators who need to coordinate actions, communicate, and exchange disaster management information in a collaborative environment. A COG can consist of any number of Operators from multiple organizations who need to work together to respond to an Incident.

Examples of organizations that may form a COG include:

Local Fire Departments

Police Departments

Military Units

- An entire state or county Emergency Management (EM) Office

- Federal agencies

- Divisions of an EM Organization

- A public or private consulting organization that participates in Consequence Management

- Any combination of the organizations mentioned above

DMI-Services functionality, exercised through COGs, supports and supplements existing emergency management organizations, relationships, policies, and procedures.

How do COGs Work?

DMI-Services (DMI-SERVICES) are a configurable set of tools that enables information to be shared throughout the professional emergency management community. To improve communication and coordination during disasters, local DMI-Services Administrators and Operators need to understand how DMI-SERVICES works and become familiar with its options through regular use.

A COG Administrator's ability to assign Operator roles and privileges, coupled with the ability to establish multiple COG organizations, enables organizations involved in emergency management to collaborate and exchange data at a level and in an environment that suits their particular needs.

When deciding how to organize one or more COGs, officials must determine what levels of collaboration they need on a regular basis, and consider how operating procedures may change in response to a larger-scale incident.

Potential variations of an organization's approach to establishing its COG are as numerous and complex as the organizations that play a role in consequence management. DMI-Services' flexibility in assigning roles and privileges will support many possible configurations.

Organizations preparing to establish their COGs should carefully weigh the advantages of each approach to determine the method that best supports their operational requirements. Along the way, the DMI-Services project team will be available for technical and functional support organizations in establishing their COG structure, as well as integrating DMI-Services ' capabilities into their operating procedures.

NOTE: The COG Cookbook is a significant resource to use in planning a COG.

Does it Matter who is a Member of My COG?

Yes, it matters who is a member of a COG. Being a member of the same COG enables easier and more complete collaboration based on assigned DMI-Services roles and permissions.

Operators of the same COG can see data as it is being refreshed through the Save Command.

To share information with a member of another COG, an Operator must post the information to that COG. Also, the COG that receives the

posted information cannot change or edit posted information. However, they can read it, respond to it, and export data from it for import into their own applications.

For example, if the EOC Manager and another member of the same COG are collaborating on a map. The two Operators can see each other's changes when the Save Command is selected. In order to share the map with an Operator in another COG, the Operator must post a copy of the Incident containing the map to that COG (assuming the Operator has Post permission).

The Operator of the "receiving" COG can edit a separate layer of the map (the layer belonging to his/her COG) and the Operator in the originating COG will be able to view the markings in the working version of the incident. While an Operator cannot make changes to the layer belonging to another COG, they can use the markup as a guide to make changes to the layer(s) on the map.
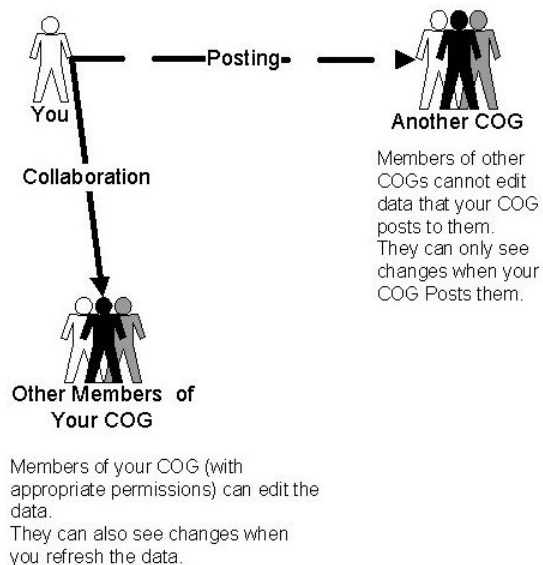
Things to Keep in Mind when setting up a COG

When setting up a COG, keep in mind which Operators need to collaborate and how often. COGs can use DMI-Services to communicate in two ways: internal collaboration and external sharing.

Internal collaboration   External sharing via Post function
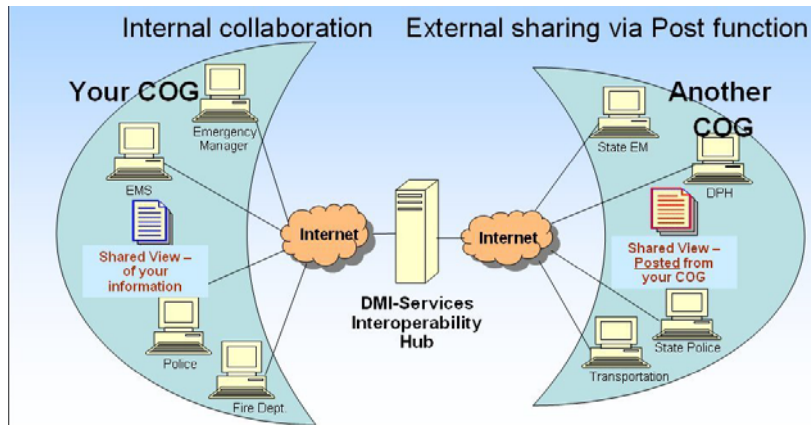
Internal Collaboration: COG members can collaborate internally with their working group. That is, COG members with appropriate permissions work in a shared environment where changes are seen by everyone with the appropriate permissions in the COG as the data is refreshed (which is when an Operator saves their changes).

External Sharing: When COGs have a need to communicate externally, they can "post" information. Only the COGs that they select during the post process can view the information. COGs that receive posted information cannot change or edit posted information. However, they can read it, respond to it, and export data from it for import into their own applications.

When starting a COG, it may be helpful to train a small "core" of users to assist the Administrator.

Install DMI-Services at a few selected locations and conduct small table-top exercises using current processes and one (1) central DMI-Services Operator.

As time goes on, add Operator privileges as comfort levels allow.

CHAPTER 4: Administration

This chapter shows how the COG Administrator may do the following: add and delete, Operators, assign roles and privileges, reset Operator passwords, and designate specific Operators as Points of Contact for their COG. In addition, the Operator portion of the chapter shows the following: how to set Desktop Settings, how to set DMI-Services Messenger to launch at start-up, how to specify a Time Zone, and how to select the Desktop Environment.

Administrator

NOTE: New Operator IDs and passwords do not immediately become active. Try the new ID and password about 5 minutes after the profile was created.   If they are not active after 10 minutes, please notify the DMI-Services Help Desk at 1-800-451-2647.

To add a new user:

1. Select **DMI-Services ► Administration ► Operator Profile.**
    The Operator Profile screen is displayed.
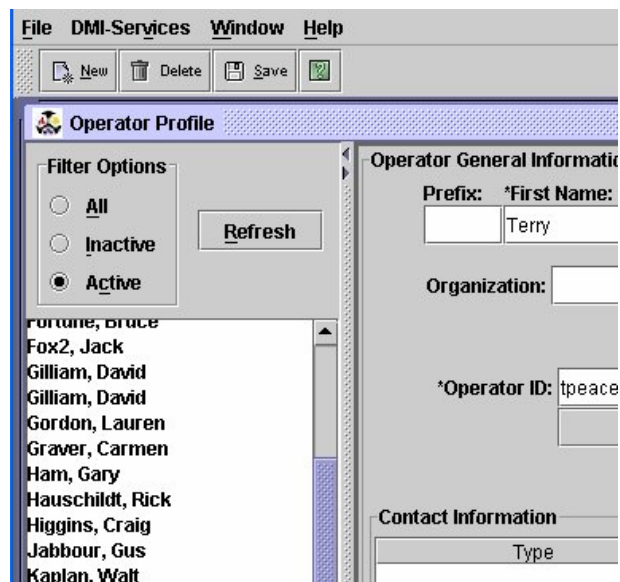
2. Click the **New** button or select **New** from the **File** menu.

3. Enter the name and address of the new Operator in the appropriate fields.

4. Assign an **Operator ID**. The Operator ID should conform to the standards set by the organization.

5. Assign a password that conforms to the strong password guidelines established below:

Passwords:
  o Should be changed at least every 90 days.
  o Must be a minimum of 9 characters and a maximum of 20 characters.
  o Must have at least one uppercase character.
  o Must have at least one number (0-9).
  o Must have at least one special character.
  o Cannot consist solely of periods, spaces or the @ sign.
  o Cannot begin or end with a period or space.

Example: **Jomyrg1%n**

The following special characters **can** be used:

!	$	%	&	'
(	)	*	-	.
/	:	=	?	@
[	]	^	_	`
{	}	|	~	space

The following special characters **cannot** be used:

A leading space	A trailing space	#	,	+
"	\	<	>	;

6. Click the **Add** button to enter contact information, such as telephone number or FAX number, in the **Contact Information** table. Specify the type of number (such as home telephone, FAX, pager, etc.) in the **Type** column and enter the number in the **Value** column.

To remove a contact entry, select the entry in the **Contact Information** table and click the **Remove** button.

Assign privileges to the Operator.   For more information on setting privileges, see Assigning Roles and Privileges

7. To enable the Operator to view sensitive data in the TIE application, select the Sensitive Data Access checkbox for TIE.

NOTE: When an Administrator posts "Restricted Viewing" incidents to a destination COG, the DMI-Services System enables all Operators in the destination COG that have the Sensitive Data Access privilege to view these incidents.

8. Make the Operator a point of contact for the COG by selecting the **Display as COG Point-of-Contact** checkbox.

☐ Display as COG Point-Of-Contact

There may be multiple POCs for a COG. To view the list of POCs, use the COG Profile screen.

9. Activate the Operator by selecting the **Operator Activated** checkbox.

☑ Operator Activated

NOTE: Remember, only after Operators have been activated can they access DMI-Services

10. Save the new user profile by clicking the **Save** button.

11. Close the **Operator Profile** screen by selecting **Exit** from the **File** menu or by clicking the **Close** button.

Deleting (Deactivating) Operators

To remove an Operator's ability to access DMI-Services, deactivate his or her Operator Profile. .

1. Go to DMI-Services menu → select Administration menu → Operator Profile → next the Operator Profile screen opens → select

Operator name to be deactivated.

2. To deactivate the Operator, select the Delete from the File drop-down menu or click on the Delete toolbar button.
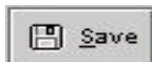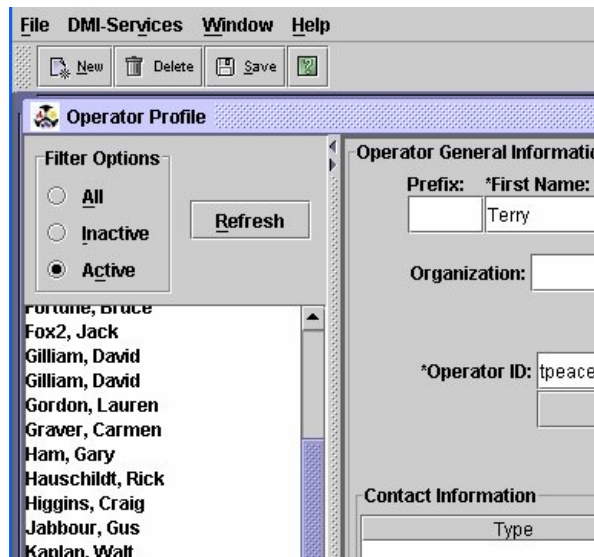
3. Select **Save** from the **File** menu or click the **Save** menu button.

The Administrator's Operator Profile screen enables him/her to filter Operators.

To filter the list of Operators:

1. Select the appropriate radio button (**All**, **Active**, or **Inactive**);
2. Click the Refresh button.

The filtered list of COG Operators will display along the left-hand pane.

The **All** filter will show ALL Operators in the COG (Active and Inactive);

The **Active** radio button will display only Active COG Operators.

The **Inactive** radio button will display only Inactive COG Operators.

Assigning Roles and Privileges

When adding a new DMI-Services Operator to DMI-Services, remember that roles for TIE are set at the "panel," or sub-application level. This capability can help balance the need for security with the need to allow Operators access to do their work.

For example, it is possible to set roles so that an Operator can have update privileges for **Casualty** information, but not have the privilege

to view **Medical** information. To do this, make sure the Operator is an Update Operator for the TIE application. Make them an Update Operator for the **Casualty Information** screen and leave them as a Null Operator for the **Medical Information** screen.

NOTE: When adding an Operator to DMI-Services, all of the Operator's roles are initially set to **null**. The Administrator must specifically enable the Operator to view anything in DMI-Services.

Application Group	Administrat..	Primary	Update	View
COG Administration	●		○	
TIE-Incident		●	○	○
TIE-General Info			●	○
TIE-Sites/Contacts			●	○

The roles that can be assigned are as follows:
- o   Administrator
- o   Primary Operator
- o   Update Operator
- o   View Operator
- o   Null Operator

The only difference between Primary Operators and Update Operators is that a Primary Operator may Post Incidents and/or Alerts; However, both are allowed to plot both Alerts and Incident to the NSM and/or My Map.

Remember: The roles and privileges that are assigned to Operators determine how they can function in their COG.

To assign a role to an Operator:

1. Make sure that the correct Operator is selected in the list of Operators in the left pane.
2. Scroll down to the appropriate application in the List Box.
3. Select the appropriate radio button for the desired role for that specific sub-application (if appropriate and available).
4. Click the **Save** menu button.

The Roles/Privileges list is much like a tree view. The Administrator must assign the role to the higher application level before selecting roles at the lower level.

Resetting Operator Passwords

An Administrator can reset an Operator's password using the **Operator Profile** screen. This feature can be helpful for times when Operators forget their passwords and cannot log into DMI-Services.

1. To access the **Operator Profile** screen, select **Operator Profile** from the **Administration** menu, located in the **DMI-Services** menu.

The **Operator Profile** screen appears.

2. Select the name of the Operator whose password will be changed.

3. To reset the password, click the **Reset Password** button.

The **Reset Password** screen opens.

4. Enter a new password in the **New Password** field. The password must conform to the strong password guidelines.

5. Enter the new password again in the **Confirm Password** field.

6. Click the **OK** button. (If the **Cancel** button is pressed, the password change will be cancelled.)

7. Click the **Save** button (or select **Save** from the **File** menu).

Using the Operator Profile Screen

COG Administrators can view profiles of all Operators in their COG. COG Administrators can change the passwords of ALL Operators within their COG. This can be useful if an Operator forgets their password and cannot access DMI-Services.

1. Select **Operator Profile** from the **Administration** menu, located in the **DMI-Services** menu.

2. Select the name of an Operator whose profile needs to be modified.

   To switch Operator Profiles, select the name of another Operator from the list. The **Operator Profile** screen is displayed again -- this time with the newly-selected Operator's data in the fields.

3. Modify the data as appropriate in the fields provided. If necessary, change the Operator's password.

   NOTE: Once logged into DMI-Services, an Operator can change his/her own password.

4. If the Operator will be a point of contact for the COG, select the **Display as COG Point-Of-Contact** checkbox. When this option is selected, the Operator's name is added to the list on the COG Profile screen.

   ☑ Display as COG Point-Of-Contact

5. If the Administrator moves the cursor to another Operator's Profile without saving changes, the **Confirm Operator Selection** screen opens.

6. Click **yes** to disregard completed changes. Click **No** to save completed changes.

💾 Save   7. Select **Save** from the **File** drop-down menu or click the **Save** button.
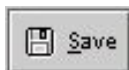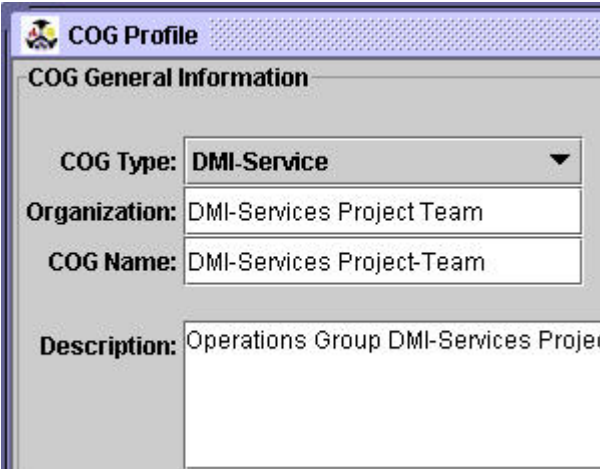
Using the COG Profile Screen

COG Administrators have the ability to maintain the **COG Profile** screen, which displays general information about the COG and a list of points of contact for the COG. Operators can view the COG Profile screen, but the text is in a non-editable format.

1. **Select the DMI-Services** menu → **Administration** → **COG Profile**

The **COG Profile** screen opens.

2. Enter information in the fields as necessary.
   - o The **COG Type** describes the type of COG, such as Local, Federal, State, etc.
   - o The **Organization** is the name of the COG Administrator's organization.
   - o The **COG Name** is the unique name of the COG.
   - o The **Description** field is used to contain free text about the COG. The field can hold up to 2000 characters.

The **Address** information is the address for the COG Administrator.

The lower part of the **COG Profile** screen is much like a Tree View. The names of the points of contact for the COG are listed with their telephone numbers underneath.

COG Point Of Contact Information
POC/Title
Neil Bourgeois - Technical Director
    Office # 1
Neil Bourgeois - Technical Director
    Office # 1
Stacy Magid - Test Engineer
    Office # 540-288-5609
Joseph Kessler - Architecture-Group Lead
    Office # 1
Jerry Warden - Application Group Lead

The information for the points of contact comes from the **Operator Profile** screen. COG Administrators can edit this information by using the Operator Profile screen.

3. Click the **Save** menu button.

NOTE: It is extremely important to keep each COG Profile up to date. This contact information is used by DMI-Services to keep COG Administrators informed about the latest DMI-Services release or other important information regarding system status.

Generating Administrative Reports

COG Administrators can generate the following Administrative Reports:

o   The **Operator Detail** report shows the details of one Operator;

o   The **Operator List** report lists all Operators in a given COG; and

o   The **COG List** report is a list of all COGs in DMI-Services.

For more information about the Report List Filter, see reports can be filtered.

To generate an Administrative Report, complete the following steps:

1. Select **DMI-Services → Administration → Profile**

2. To generate an Operator Profile report, select the Operator from the Operator Profile List, located in the left pane of the **Operator Profile** screen.

3. From the menu: select **DMI-Services → Administration → Reports**

4. The **Reports** screen opens.

5. Select the type of report to be produced.

6. To generate the report, click the **Generate** Button. (To cancel the report, click the **Close** button.)

Operator

The Operator portion of this chapter shows the following: how to set Desktop Settings, how to set DMI-SERVICES   Messenger to launch at start-up, how to specify a Time Zone and how to select the Desktop Environment, how an Operator adds and removes access to his/her COGs using the COG Configuration Tool, and view and modify their contact information in their Operator Profile and changing their password.

Using the DMI-Services Desktop Settings Screen

The **DMI-Services Desktop Settings** screen enables Administrators and Operators to select start up, time zone, and desktop options for each workstation.

To Access the DMI-Services Desktop Setting Screen:

1. Select **Settings** from the **Administration** menu, which is located in the **DMI-Services** menu.

The **DMI-Services Desktop Setting** screen opens.
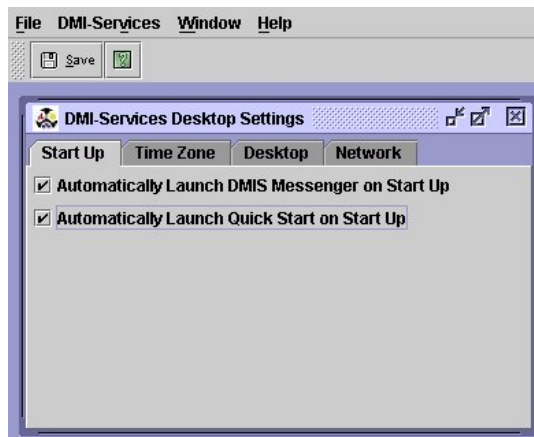
Use the **Start Up** tab to have **DMI-Services Messenger** and **Quick Start** to start up automatically at the beginning of each session.

Use the **Time Zone** tab to select the appropriate **time zone** for a workstation.

Use the **Desktop** tab to select the type of **graphical user interface (GUI)** environment to be used.

Use the Network tab to configure outbound proxy information for a

workstation.

Automatically Launching DMI-Services Messenger at Startup

DMI-Services Messenger must be running for an Operator to be invited into a DMI-Services Messenger session. Therefore, it may be helpful to select the option to **Automatically Launch DMI-Services Messenger on Start Up**. Use the **Start Up** tab to set the preference for launching DMI-SERVICES   Messenger.

To Automatically Launch DMI-SERVICES   Messenger at Start Up:

1. Select **Settings** from the **Administration** menu, located in the **DMI-Services** menu.
2. If necessary, click the **Start Up** tab to make the tab active.
3. Ensure the **Automatically Launch DMI-SERVICES   Messenger at Start Up** checkbox is selected.
4. Click the **Save** menu button and then click the close box in the upper right-hand corner of the screen to close the **Desktop Settings** screen.

Specifying a Time Zone

Select a Time Zone to ensure that all times are displayed correctly in DMI-Services.

To specify a Time Zone:

1. Select **Settings** from the **Administration** menu, located in the **DMI-Services** drop-down menu.

   The **DMI-Services Desktop Settings** screen opens.

2. Click the **Time Zone** tab to make the tab active.
3. Select the appropriate time zone from the drop-down box.
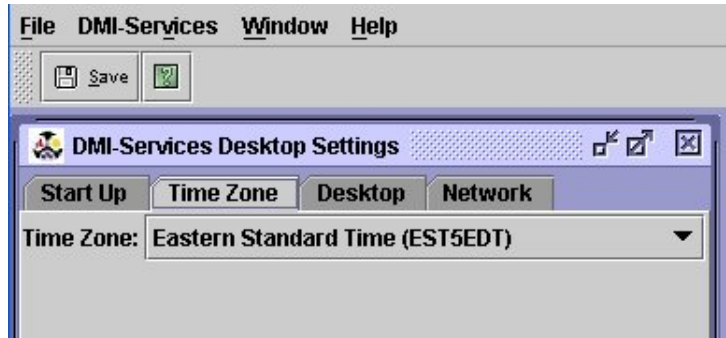
4. Click the **Save** menu button and then click the close box in the upper right-hand corner of the **Desktop Settings** screen.

NOTE: Set the workstation's Operating System Time Zone to the same setting as the DMI-SERVICES Time Zone to ensure consistency in timestamps.

Selecting the Desktop Environment

Use the **Desktop** option on the **DMI-Services Desktop Settings screen** to specify how the DMI-Services graphical user interface (GUI) is displayed. These settings affect only the GUI on that particular workstation; GUI settings do not in any way affect the operational capability of DMI-Services.
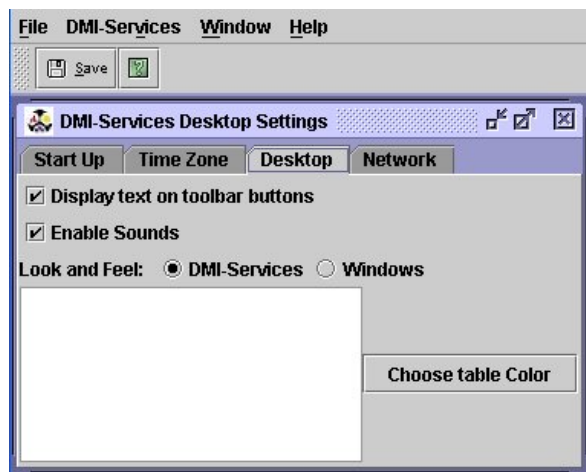
1. To display text in toolbar button, select the **Display text on toolbar buttons** checkbox.

2. To enable sounds (sound files for use with DMI-SERVICES Messenger), select the **Enable Sounds** checkbox.

3. To determine the **Look and Feel** for screens within DMI-Services,

choose the radio button for DMI-Services or Windows.

4. To change the color of all tables in DMI-Services, click the **Choose Table Color** button to display a color palette.
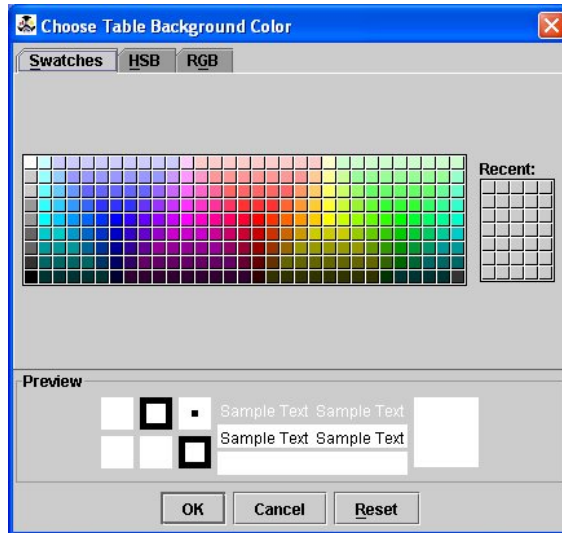
5. Select the color and click the **OK** button to return to the **DMI-Services Desktop Settings** screen.

6. Click the **Save** button.

To Return the Color of Table to the Default Color:

1. Click the **Reset** button in the color palette screen.

2. Click the **OK** button to return to the **DMI-Services Desktop Settings screen.**

3. Click the **Save** button.

Using the COG Configuration Screen

During installation the use the COG Configuration Tool to select one or more COGs. To add additional COGs, use the **COG Configuration** menu from the **Administration** menu.

1. **Administration** menu → **COG Configuration** → **DMI-Services** menu.

The **COG Configuration** screen opens.
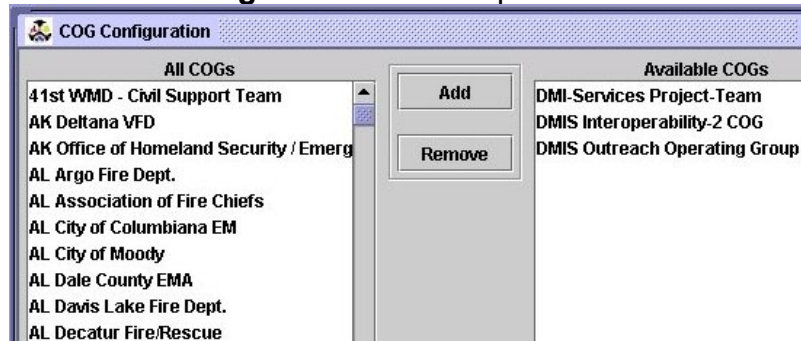
2. Select the desired COG from the **All COGs** column.
3. Click the **Add** button.

The new COG name will display in the COG list on the login screen.

Removing COGs from the COG Configuration List

To remove a COG from the Login screen:

1. **Administration** menu → **COG Configuration** → **DMI-Services** menu.

The **COG Configuration** screen opens.

2. Select the COG from the **Available COGs** column.
3. Click the **Remove** button.

The COG no longer appears in the COG list on the log in screen.

4. Click the **Save** button.

Viewing Your Operator Profile

Operators can view only their own profiles and cannot see the profiles of other Operators. Operators can change their own passwords.
NOTE: Only COG Administrators can **reset** permissions. If an Operator forgets his/her password and cannot access DMI-Services, the COG Administrator to reset the password.

Open an Operator Profile: **Administration** menu → **DMI-Services** menu → **Operator Profile** → **Operator Profile** screen displays.

2. Edit contact information by clicking in the text fields provided. An Operator can change his/her own password.

3. Prior to closing the screen the Operator will be asked if they wish to save. If the Operator selects **YES** the changes will be saved. If the Operator selects **NO** then all changes will be lost. The Operator can also select **Cancel** and return to the previous screen.

4. Click the **Save** menu button or select **Save** from the **File** drop-down menu to save all changes.

An Operator can only access those DMI-Services to which the COG administrator has granted permission.

Changing Your Password

Remember, never give anyone else access to an account password.

To change a password, use the **Operator Profile** screen.

1. To access the **Operator Profile** screen, select **DMI-Services ► Administration ► Operator Profile**.

The **Operator Profile** screen displays.

2. Click the **Change Password** button.

   The **Change Password** screen opens.

3. Enter the old password in the **Old Password** field.

4. Enter a new password in the **New Password** field. The new password must conform to the strong password guidelines.

5. Enter the new password again in the **Confirm Password** field.

NOTE: The new password may not become active immediately. If the new password is not active after ten (10) minutes, please notify the DMI-Services Help Desk at 1-800-451-2647.

6. Click the **OK** button to make the change. Click the **Cancel** button to close the screen without making the changes.

7. If the Operator enters the incorrect password, the **Invalid Field** screen will display. Click **OK** to close the screen and return to the **Change Password** screen.

CHAPTER 5: Tactical Information Exchange

What is TIE?

TIE is the **Tactical Information Exchange** portion of DMI-Services. TIE is made up of two major parts: **Incident Information** and **Specific Needs Requests**. The Incident Information component enables Operators to share information about an Incident, including maps, sheltering information, weather, etc. Specific Needs Request provides a means of communicating needs for resources (personnel, supplies, etc.) and of replying to the requests that are made.

TIE provides broadly accessible capabilities for exchange of information within and between emergency management organizations. Those already using situation reporting software (such as Computer-Aided Management of Emergency Operations -- CAMEO), as well as those using the TIE application from DMI-Services , are able to rapidly develop and exchange Incident Information with other DMI-Services Operators.

DMI-Services provide Operators with an enhanced ability to present a common operating picture and to improve the overall level of situational awareness of incident conditions. DMI-Services include tools to expedite information exchange about mutual aid, state and Federal assistance, and cascading consequences.

Working with Incidents

This section will provide the operator the steps necessary for navigating the Incidents List to include filtering and archiving.

Using the Incident List

The Incident List table in the middle of the screen displays the active Incidents for that COG.
DMI-Services retrieves and displays an updated Incident List when an Operator:
- o Creates a new incident
- o Modifies an incident
- o Posts an incident
- o Archives an incident
- o Filters the Incident List by any criteria
- o Sorts the Incident List by any of the fields
- o Clicks on the Refresh button.

Each entry or row in the Incident List displays data in the following fields:

o Status/Attachments Icon
o Specific Needs Request
o Version
o Number
o Name
o Category
o Type
o Date, and
o Description.
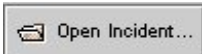
| Open Incident... |

To open an Incident:

o Double-click on the Incident; or single-click on the Incident and click the **Open Incident** menu button; or

o Single-click on the Incident and select **Open Incident** from the **File** drop-down menu.
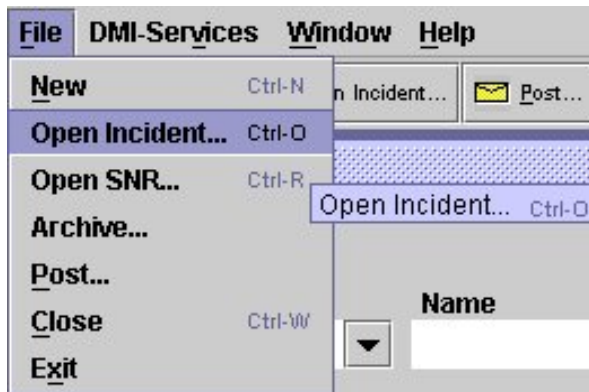
The Map Symbols on the **Incident List** indicate the status (working vs. posted) of the Incident and indicate if the Incident contains any attachments or Specific Needs Requests.

NOTE: Version 0 of an active incident is also known as the "working version" because only Version 0 can be edited.

When Version 0 is modified and posted to a COG or COGs, that posted version is numbered Version 1.
Subsequent edits to the working version (Version 0) that are posted become Versions 2, 3, 4, etc. when posted. The version number is determined by the number of times the altered incident is posted.

The **Posted to** table displays the names of the COGs to whom the selected incident has been posted.   For more information about posting Incidents, see posted incident

The **Sites** table displays the name and address of the sites associated with the selected Incident.

Fields on the Incident List screen:

Field:	Description:

Filter Options:

Number	Filters the list for specific Incident Numbers. Type in the desired number.
Name	Filters the list for specific Incident Names. Type in the desired name.
Category	Filters the list for specific Categories. Values can include: Actual, Planning, Training, Exercise
Type	Filters the list for specific Incident Types. Values can include: Chemical, Biological, Radiological, Nuclear, Explosive, Other
Severity	Filters the list for specific types of Severity.

Incident List:

Icon Status	Displays the appropriate icon for the status of that specific incident. See icons.
SNR Icon	Displays SNR Icon if a Specific Needs Request has been created and/or posted.
Version	Displays the version number for the Incident.
Number	Displays the Incident Number.
Name	Displays the Incident Name.
Category	Displays the Incident Category. Valid values are: Actual, Planning, Training, and Exercise.
Type	Displays the Incident Type. Valid Values are: Chemical, Biological, Radiological, Nuclear, Explosive, And Other.
Date	Displays the date of the Incident.
Last Update/ Post Date	Displays the date of the last update or the date the incident was posted.
Description	Displays a short description of the Incident.
Phase	Displays the incident's phase. Valid values are: Closed, Investigation, Mitigation, Recovery, and Response.
Notification Level	Displays the notification level of the incident. Values are Activation, Advisory, Alert, Cancellation, National and Warning.
Status	Displays the current status of the incident. Values are: Unknown, Archived, Closed, Improving,

	Under Control, and Worsening.
Severity	Displays the severity of the incident. Values are: Minor, Major, Emergency, Catastrophic, And Cataclysmic.
General Comments	Displays any comments that have been entered regarding the incident.

Posted To:

COG ID	Displays the ID of the COG the Incident has been posted to.
COG Name	Displays the Name of the COG(s) the Incident was posted to.
Date Received	Displays the date the COG received the posting.

Sites:

Name	Displays the name of the Site associated with the currently selected Incident.
Address 1	Displays the address of the Site associated with the currently selected Incident.
Address 2	Displays the address of the Site associated with the currently selected Incident.
City	Displays the city of the Site associated with the currently selected Incident.
State	Displays the state of the Site associated with the currently selected Incident.
Country	Displays the Country of the Site associated with the currently selected Incident.
Postal Code	Displays the Postal Code of the Site associated with the currently selected Incident.
Description	Displays a short description of the Site associated with the currently selected Incident.
Latitude	Displays the latitude of the Site in Degrees, Minutes, and Seconds. Positive values represent latitudes above the Equator; negative values represent latitudes below the Equator.
Longitude	Displays the longitude of the Site in Degrees, Minutes, and Seconds. Positive values represent longitudes East of the Prime Meridian. Negative values represent longitudes West of the Prime Meridian.
Cross Streets	Displays the street names of Roads that intersect the street where the incident occurred.

Filtering the Incident List

Since the Incident List displays all incidents created by, posted from, and posted to a COG, the Incident List could become quite long.

To quickly find a specific incident, filter the list to display only incidents that meet desired criteria. Criteria are specified through the Filter Options portion of the Incident List screen.

Filter options are displayed across the top of the Incident List. The filter options (**Number**, **Name**, **Category**, **Type**, and **Severity**) are shown as drop-down lists that allow the Operator to select a condition.

The **Number** and **Name** drop-down lists are text fields in which the Operator may type a specific number or word, respectively.

To filter on Number or Name:

1. Type a number or word in the **Number** or **Name** drop-down text box.

The number or word is displayed in the input box.

2. Click on the **Filter** button.

Incidents matching the number or word are displayed in the List Box. The drop-down list box recalls any criteria previously entered. To re-use the same criteria:

1. Open the appropriate drop-down list.
2. Navigate to the appropriate number or word; and
3. Click on the **Filter** button.

Incidents matching the criteria are displayed in the List Box.

The **Category** drop-down list contains the following options:

o **Not Assigned**
o **Actual**
o **Planning**
o **Training**
o **Exercise**

The **Type** drop-down list contains the following options:

- **Explosion-Chemical** (A sudden release of mechanical or chemical energy in a violent manner, usually with the generation of high temperature and the release of non-toxic gases.)
- **Explosion-Nuclear** (The explosive release of alpha, beta, and/or gamma particles secondary to a thermonuclear chain reaction.)
- **Fire-Rural** (A conflagration that results in uncontrolled destruction of forests, brush, field crops and grasslands caused by nature or humans.)
- **Fire-Urban** (A conflagration that occurs primarily in cities or towns with the potential to rapidly spread to adjoining structures.)
- **Geological-Avalanche** (A mass of sliding snow, ice, earth, and rock that grows and collects additional material as it descends.)
- **Geological-Earthquake** (The shaking of the ground caused by an abrupt shift of rock along a fracture in the earth, called a fault.)
- **Geological-Flood** (An inundation of dry land with water. Types of floods in Washington State are primarily river, surface water, flash, and tidal.)
- **Geological-Mud/Landslide** (The sliding movement of masses of loosened rock and soil down a hillside or slope.)
- **Geological-Volcanic Eruption** (The occurrence of a discharge, usually violent, of molten lava and gases from a fissure in the earth's crust.)
- **HAZMAT-Biological** (A release of biological material [e.g., virus, bacterium] capable of posing a substantial risk to health and safety. The onset of symptoms usually requires days to weeks.)
- **HAZMAT-Chemical** (A release of a toxic industrial chemical or weapon zed agent that can present extreme hazards to health, safety, and property.)
- **HAZMAT-Industrial Material** (A release of a material [during its manufacture, use, storage, or transportation] which is capable of posing a substantial risk to health, safety, and property.)
- **HAZMAT-Radiological** (The release of alpha, beta, and/or gamma particles from a radioactive source.)
- **Maritime-Iceberg** (A large piece of ice that has that has broken off from a glacier or ice shelf and is floating in open water.)
- **Maritime-Tsunami/Tidal Wave** (A series of traveling ocean waves of long length generated by earthquakes, volcanic eruptions, and landslides occurring below the ocean floor.)

- **Not Assigned** (No Incident Type Assigned)
- **Other-Cyber** (Using a computer and the Internet to disrupt operations with malevolent programs or false information.)
- **Other-Not Assigned** (Any incident that is not on the current list of Incident types.)
- **Other-Refugee Event** (An exodus of people fleeing from home or country.)
- **Transportation-Aircraft** (A crash or other disaster primarily involving aircraft; e.g., plane, helicopter, space shuttle, dirigible.)
- **Transportation-Land Vehicle** (A crash or other disaster primarily involving vehicles that travel the land; e.g., multi-car accident.)
- **Transportation-Rail** (A crash or other disaster primarily involving the railroad; e.g., train wreck.)
- **Transportation-Ship/Boat** (A crash or other disaster primarily involving craft that navigate the oceans or rivers; e.g., ship collision, river barge grounding.)
- **Weather-Heat Incident** (A period of excessively hot weather, relative to the usual weather in the area, causing consequences to humans or critical infrastructure.)
- **Weather-Hurricane/Typhoon** (A type of low-pressure system accompanied by thunderstorms & a circulation of winds near the Earth's surface - clockwise in the Southern hemisphere; counter-clockwise in the Northern hemisphere.)
- **Weather-Summer Storm** (An atmospheric disturbance with consequences manifested by rain, wind, or lightning.)
- **Weather-Tornado** (A localized violently destructive windstorm occurring over land and characterized by a long funnel-shaped cloud that extends to the ground.)
- **Weather-Winter Storm** (An atmospheric disturbance with consequences manifested by snow, ice, freezing rain, or sleet.)

The **Severity** drop-down list contains the following conditions:
- **Unknown**
- **Emergency**
- **Minor**
- **Major**
- **Catastrophic**
- **Cataclysmic**

An Operator can select criteria from more than one of the filtering drop-down lists to further filter the list. However, remember that the target incident must satisfy ALL of the criteria. It is possible to over-filter the list and omit the incident being sought, especially if the Operator is unsure about one of the criteria.

For example, to filter the list to display only the Incidents of the type **Biological**, select **Biological** from the **Type** drop-down menu and click the **Filter** button.
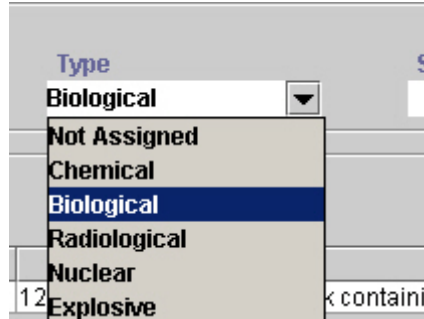
To un-filter the list:
1. Highlight the text displayed in the drop-down list.
2. Delete the text; and
3. Click the **Filter** button.

Incident List Icons

The icons on the **Incident List** indicate the status (working vs. posted) of the Incident and indicate if the Incident contains any attachments.

Icon	Description
	Working Incident
	Posted Incident (can also have an Attachment)
	Working Incident with Attachment
	Incident Posted from another COG
	Incident Posted from another COG with an Attachment
SNR	Incident has Specific Needs Requests associated with it.

Creating New Incidents

Primary Operators and Update Operators are able to create new Incidents. Operators may confirm their permissions by reviewing their operator profile.

To create a new Incident from within TIE:

1. From the Tool Bar click "NEW" or Select **New** from the **File** drop-down menu or use the Hot Key inc**ur** + **N** (hold down the **Ctrl** key and then press the **N** key).

The **Incident Information** panel of a New Incident displays.

2. Enter the core incident information as appropriate. For more information on entering the information on the panel, see Entering Core Incident Information.

NOTE: The Core Incident Information panel required fields are: Incident Number, Incident Name, Incident Type, Date & Time of Incident; and Description. The Operator must complete all required fields in order to save the data. In addition, the plot to map checkbox must select for the incident to be plotted to the National Summary Map.

Make a habit of saving data as each panel is completed. This practice ensures changes are shared with others in the COG and will prevent loss of data if power is lost.

3. Exit from the Incident by clicking the **Close** button or select **Close** from the **File** drop-down menu.

Viewing Incident Information

To view an Incident:

1. Retrieve the **Incident List;**
2. Select the desired incident from the **Incident Information** table in the center of the screen.
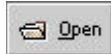
3. **To open an Incident:**
   o Double-click on the Incident; or
   o Single-click on the Incident and click the **Open Incident** menu button; or
   o Single-click on the Incident and select **Open Incident** from the **File** drop-down menu.

The **Incident Information** screen opens.

4. Use the tree view to navigate through the screens for the Incident. Only Operators who can view a panel can access it.

If an Operator has edit privileges, they can use the **Edit** button at this time to make changes. For more information about editing, see Modifying Incidents.

5. To exit from the Incident, either click the **Close** button or select **Close** from the **File** drop-down menu.

NOTE: To generate an Alert from within an open Incident Record, simply press the Alert toolbar button. A new Alert screen will be generated and displayed.

Modifying Incident Information

Primary Operators and Update Operators have the ability to edit Incidents.
When an incident is first opened, it is in "read only" mode. To edit the incident, the Operator must click the **Edit Data** button to enable editing.   Once editing is enabled, the incident will stay in edit mode until they either closes the Incident or clicks the **Edit Data** button again to turn off editing.
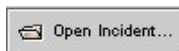
1. Retrieve the **Incident List**.

2. Open the Incident.

3. Enable **Edit** mode.

4. Make all appropriate changes.

NOTE: To save the incident to the National Summary Map, select the plot the incident to the National Summary Map located in the address pane of the Site Information Panel.

5. **Save** the incident.

6. Exit from the Incident.

If an Operator closes an incident without saving changes, a message will display asking if they want to save changes before closing.

Using the Attach Screen Controls

The **Attach** screen offers controls to assist the Operator in finding files to attach to the Incident. The controls on the **Attach** screen consist of buttons, drop-down menus and tree views.
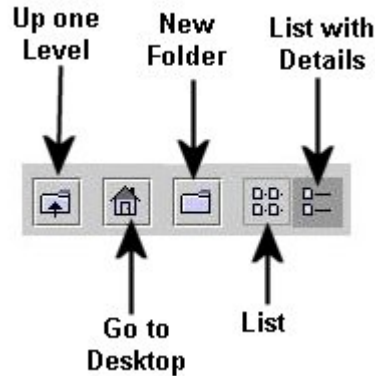
Use **Up one Level** to move up one level in the folder structure. Use **Home** to go to the Desktop. Use **List** to display the files in a list without details. Use **Details** to display the files in a list with details.

Also, use the drop-down list at the bottom of the screen to filter the list by file type. In this example, the Operator has chosen to list only those files with the .jpg extension.
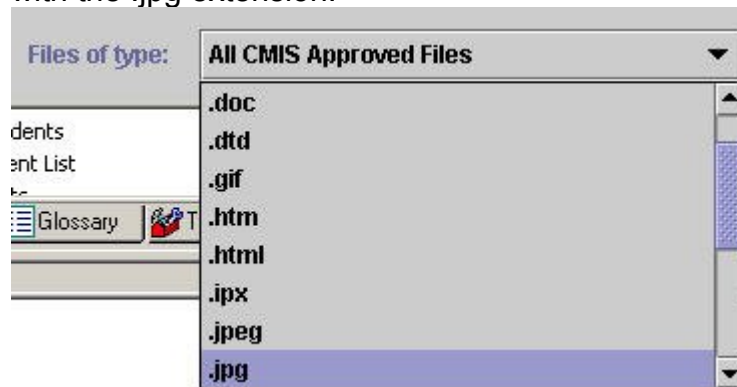
Viewing Attached Files – Place before Attaching Files section

This feature enables an Operator to view files that other Operators have created regarding an incident. Select files from the **Attach** screen for viewing.

NOTE: In order to view files there must be an application installed on the PC that can open and read that type of file. For example, to view a Microsoft Word file (*.doc), then the file can be opened by the Microsoft Word application.

1. To view an attached file, select the file name of the file from the **TIE-Incident Attachments** screen.

2. Click the **View** button.

DMI-Services launches the application necessary to open the file and displays the file in the new window.

DMI-Services uses the program associated with the file extension. So, if an Operator has changed default settings in Windows Explorer, then DMI-Services will use what is specified as the default application. For example, if the new default setting for ".txt" files is MS Word, then DMI-Services will open the file in MS Word.

3. To return to DMI-Services, close the external application.

Attaching Files to Incidents

From any panel, an Operator can attach files to an Incident.

1. Retrieve the Incident list and open the Incident Information Form.

2. From the **Incident Information** panel, click the **Attach** icon or select **Attach** from the **File** drop-down menu.

   The **Attachments** screen opens.

3. Click the **Add** button.

   The **Attach** screen opens.

4. Select the file to be attached. For more information on using the controls to browse for files, see using the Attach Screen Controls.

5. Click **Attach**. The name of the file will appear in the list of the **TIE-Incident Attachments** screen.

Removing Attached Files

It may become necessary to remove an attached file.

1. To remove an attachment, select the file name of the file from the **TIE-Incident Attachments** screen.

2. Click the **Delete** button.

3. Click the **Yes** button to remove the attachment from the Incident. (If the Operator clicks **No**, they will cancel the removal process.)

Using the Contact Information Screen

The Contact Information screen enables organizations to add a table of contact information to be associated with an incident's Site Information,

Medical Facility, or the Designated Shelters portion of the Population Actions panel.

Prior to adding Contact Information, the Operator has:

1. Opened an incident; and
2. Is editing one of the following panels:
   o Site Information panel,
   o Medical Facility information panel, or
   o The Designated Shelters portion of the Population Actions panel.

To add Contact information:

1. Select the row for which contact information is being created or modified.

2. Click the **Contacts** button.

The **Contact Information** screen opens.

1. Enter contact information as appropriate.

4. Click the **Save** button or select **Save** from the **File** drop-down menu.

5. Click the **Close** button to close the screen.
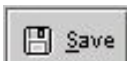
Most Recently Used (MRU) List

The Most Recently Used (MRU) List provides convenient and easy access to the Operator's four (4) most recent Incident Records and Alerts. The MRU List changes as a result of Operator activity.

To use the MRU List:

1. Select the **File** drop-down menu to display the MRU List.

The MRU List displays the four most recently Incidents or Alerts showing the most recent item first.

2. Click on the desired Incident or Alert from the MRU List.

The selected Incident or Alert displays on the screen for viewing and/or editing.

File DMI-Services Window Help

1 Incident - Exercise/Tes... (STL Chlorine...)
2 Incident - FEMA Headqua... (FCP01)
3 Incident - Nice Bridge ... (CWID05001)
4 Incident - The Day's Event (BF-05112005-A)

Exit
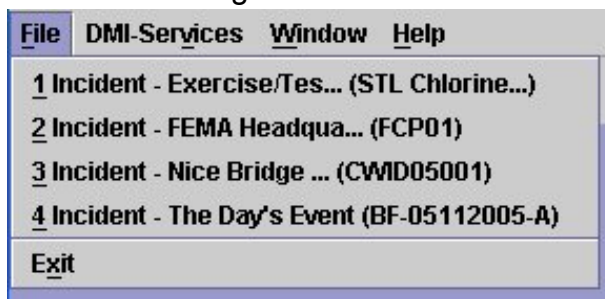
NOTE: The MRU List works in offline mode as well.

Using the Edit Address Button

Use the **Edit Address** button to access the **Address** data entry screen. **NOTE:** The **Address** screen can only be access from one of the following panels: Site Information, Population Actions, Medical Facility, or the Details portion of the Property Damage panel.
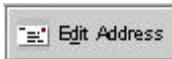
2. Retrieve the Incident list and open the **Incident Information** panel of the selected incident.

2. From the **Actions** menu, select **Edit Address**. Or, click the **Edit Address** icon on the tool bar.

The **Address** screen opens:

3. Enter or edit the information as appropriate.
4. Click **OK** to close the screen or click **Cancel** to cancel the changes.
5. Click the **Save** icon or select save from the **File** drop-down menu to save the address changes to the Incident.

Importing Quick Pick Data

As many first responders track locations of incident sites, medical facilities, and shelters in databases, DMI-Services offers the ability for COG Administrators to import this **Quick Pick** data and store it for future use. **Quick Pick Data** must be imported as a comma separated values (*.CSV) file.

NOTE: To import **Quick Pick** data, the Administrator must be logged into DMI-Services and working within an active Incident Record.

1. From the **File** drop-down menu, select **Import ...**

   The DMI-SERVICES   Import Tool screen displays.

2. Click the **Open ...** button.

   The file selection screen displays.

3. Navigate to and select the appropriate *.CSV file to be imported and click the **Open** button.

   DMI-Services imports the data into the DMI-SERVICES   Import Tool and displays the screen as follows:

4. Select the **Import Type** (**Medical Facilities**, **Shelter Facilities**, **Weather Facilities**, or **Incident Sites**).

5. Select target field name for each column, as appropriate (**SKIP**, **Name**, **Description**, **Address Line 1**, **Address Line 2**, **City**, **State**, **Postal Code**, **Country**, **Cross Streets**, **Latitude**, **Longitude**). Select **SKIP** to indicate that DMI-SERVICES   should skip that column of data when the import is performed.
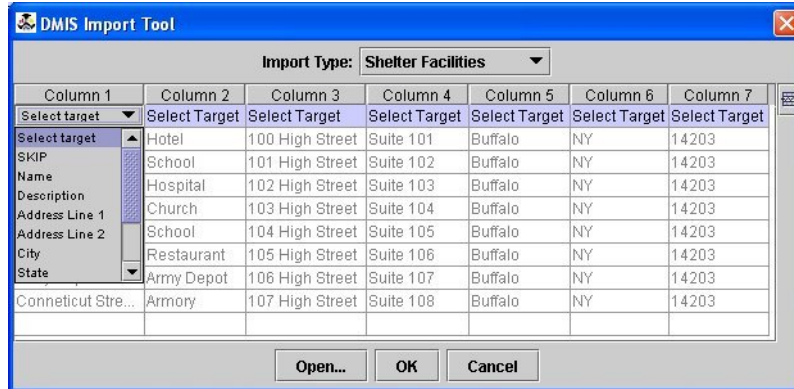
NOTE: ALL data columns are designated as **Select Target** by default. The COG Operator **must** select a field name for at least one column of data. If all column field names remain as Select Target, then DMI-Services will SKIP all data -- and no data will be imported.

6. Click the **OK** button to import the data (or click the **Cancel** button to cancel the import).

DMI-Services imports and saves the file data to the end of the existing database for that type of information.

Using the Quick Pick Screen

Since address information can apply to more than one incident, DMI-Services offers a **Quick Pick** screen enables COGs to store addresses for future use.

NOTE: The **Quick Pick** screen can only be accessed from an active Incident.

1. Retrieve the Incident List and open **Incident.**
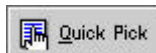
2. From the **Actions** drop-down menu, select **Quick Pick** or click the **Quick Pick** button.

The **Quick Pick** Data **Tool** screen opens.

QuickPick Data Tool

Select Data Category: Incident Sites

Name	Address Line 1	
Carmen's Place		
Carmen's Place	17408 Terri Court	
Carmen's Test	1500 Pennsylvania Avenue	
Carmen's Test S...	1600 Pennsylvania Ave	
Colorado Spring...	124 First Street	
Contact Site for P...		
DMIS Site	24 Center St	
Joe's Crab House		
Map Test	1001 M Street	
March 11 Site	303 Garrisonville Rd	
March 25 Inciden...		
Marilyn's House	659 Lamp Post Lane	
My House	8676 Meadows Road	
My back Yard	Wayside Dr	
New Edit Mode A...	404 Green Rd	s

OK   Cancel

3. Select the appropriate category from the **Select Data Category** drop-down menu to filter the list for a specific category.

    The categories are:
      o Incident Sites
      o Medical Facilities
      o Property Damage Sites
      o Shelter Facilities
      o Weather Facilities.

4. Select the site from the list.

5. Click the **OK** button to select the entry. The selected information displays in the appropriate incident panel.

In addition to Site information, use Quick Pick to add Contact Information for Incident
Sites, Medical Facilities, or the Designated Shelters (within the Populations Action
Panel).
To add a Contact via Quick Pick:

    1. Select the appropriate panel (Site Information, Medical Facilities, Designated Shelters portion of the Population Actions panel)

    2. Select Contacts from the Actions drop-down menu or click on the Contacts button.

3. With the Contacts panel open, select Quick Pick from the Actions drop-down menu or click on the Quick Pick toolbar button.
4. Select appropriate contacts from the Quick Pick database.
5. Click on the OK button on the Quick Pick panel to add the contact.

DMI-Services adds the contact as a new entry in the Contracts panel.

6. Select the Save option from the File drop-down menu or click on the Save button in the toolbar menu.

NOTE: To cancel the selection in the Quick Pick List, press the **Cancel** button.

Generating Incident List Reports

Two types of Incident Reports are available from TIE: list reports and detail reports.

List reports are generated from the Incident List screen. The available List Reports are:

o **Posted Incident List Report**; and
o **Working Incident List Report**.

The Incident Detail Report is generated from within an Incident.
To generate a report:

1. Retrieve the Incident List.
2. Select Reports from the DMI-Services menu.
3. The Reports screen opens.
4. Select the type of report to be produced.
5. Click ok to generate the report. (To cancel the report, click the Cancel button.)

Generating Incident Detail Reports

Two types of Incident Reports are available: list reports and detail reports. The list reports, which are generated from the Incident List screen, include the Posted Incident List Report and the **Working Incident List Report**. The **Incident Detail Report** is generated from within an Incident.

When generating an Incident Detail Report, it is necessary to open the Map screen to load the map so that it can be included in the report. Otherwise, an error message will indicate that no image was available for the report.

The list of reports can be <u>filtered</u>.

To generate a detailed report for an Incident:
1. Be in the Incident Information panel,
2. From the **DMI-Services** menu select the **Reports** menu option.
3. Choose sub reports if desired. The sub reports correspond to the sub-applications in TIE (such as the **Site Information** screen, **Casualty Information** screen, etc.).

1. Retrieve the **Incident List** and open the Incident on which the report will be based.
2. Select **Reports** from the **DMI-Services** menu.

The **Reports** screen opens.

3. Select the report to be generated and click the **OK** button.

The **Select Sub-Reports** screen opens.

4. Select the sub-reports to be included in the report.
5. Click **OK** to generate the report. Or, click **Cancel** to cancel the report.
6. Click the **OK** button.
7. The **Select Sub-Reports** screen opens.
8. Select the desired subreports to be included. The subreports correspond to the forms in the **Incident Information** panel. Select multiple subreports by pressing the **Ctrl** key.
9. Click the **OK** button to generate the report.

To cancel the report, click the **Close** button.

Using the Reports Filter

The Reports screens have a report filter at the top of the screen to filter the list of reports. This feature is especially useful when the number of reports begins to grow.
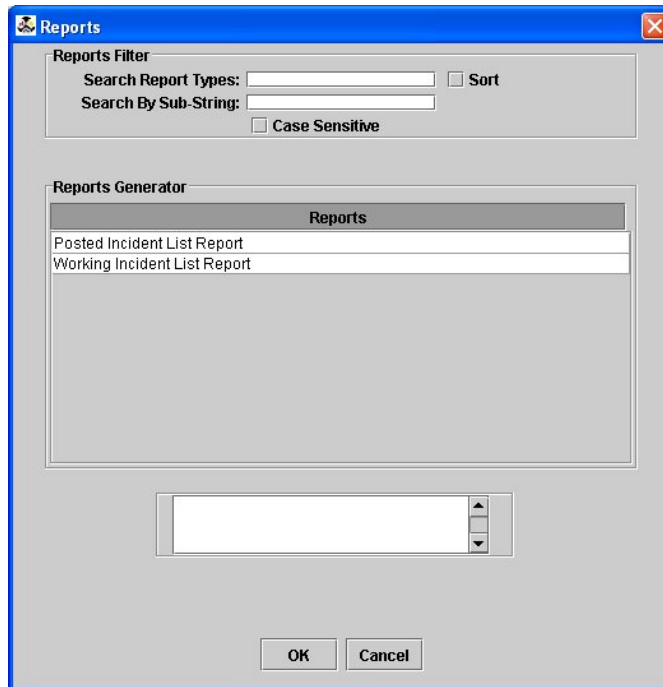
As an Operator begins typing letters into the **Search Report Type** field, the list will be filtered to display ONLY the report name that matches the text entered. (Thus, anything that does not begin with the letter being typed will disappear as soon as the Operator begins typing.)
NOTE: When using the **Search Report Type** field, an Operator must enter the report name exactly as it appears in the list (or at least the beginning of the title as it appears in the list).

If the Operator does not know the exact title of a report, they can use the **Search by Substring** text box. The **Search by Substring** text box enables an Operator to filter the list using any word or phrase in the report title, regardless of where it appears in the title.

Each Operator has the option to make the filter text boxes case-sensitive. A case-sensitive filter only displays items that match the same case as the text entered. However, if an Operator enters the text "post," the filter will not display the "Post" report.

To sort the List, click the **Sort** list box. The sort drop-down list displays, presenting the Operator with the choice of **Ascending** or **Descending**.

☑ Sort | Ascending ▼
Ascending
Descending
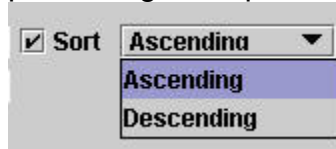
Posting Incidents

Only Primary Operators may post an incident. Incidents may be posted from either the Incident List or within the Incident Information form.
When Incidents are posted to other COGs, a snapshot of the Incident is taken for members of the outside organizations. This "snapshot" is not updated when changes are made to the working version of the Incident. Thus, it may be necessary to post several versions of the Incident over time.
NOTE: All Operators in the receiving COG with TIE viewing privileges can view the posted Incident. To restrict access to the incident, post the incident with the "Restricted Viewing" option selected. Thus, only Operators with the **Sensitive Data Access** option enabled in their operator file will be able to view the incident.
To post an Incident:

✉ Post...

1. Click the **Post** menu button or select **Post....** from the **File** drop-down menu.

The **Post Incident** screen opens:

2. Select the COG(s) or Distribution List of COGs to which the Incident will be posted.

To post to a Distribution List, locate the Distribution List by searching for "DL-<name of distribution list>" in the search field, then select the appropriate Distribution List and post as usual.
To post to multiple COGs not in a formal Distribution List, use the Control key (**Ctrl**) to select more than one COG.

3. Enter any comments concerning the post in the **Comments** field.

NOTE: If the Incident is to be posted with restrictions, select the **Restricted Viewing** checkbox.

4. Click the **OK** button to post the Incident or click the **Cancel** button to cancel the post.

5. If the Operator clicks the **Cancel** button, a message box will display asking if the Operator is sure they want to cancel posting the incident. Click **yes** to close the screen and cancel the post

or click **No** to return to the **Post Incident** screen without posting.

NOTE: When a COG Operator re-posts an Incident Record, the DMI-Services System automatically re-sends any Specific Needs Requests (SNRs) associated with that Incident Record.

Display or Remove an Incident from the Map in DMI-Services Web Tools

Overview

From the DMI-Services Desktop, an operator will choose to plot an Incident (depending on permissions) to the map located within DMI-SERVICES   Web Tools.

Within DMI-Services Web Tools, operators have access to view all of the content on the map. Operators can display the National Map Incidents and/or their COG's Incidents via My Map.

National Summary Map

Only Primary Operators have permission to plot Incidents to the National Map.

My Map

Both Primary and Update Operators have permission to plot Incidents to their COG via My Map.

From the menu bar, select **Tactical Information Exchange**, then **Incident List**.

From the Incident list, select the Incident.

*After selection of the Incident, the line will change in colors.

Plotting from a Working or Posted Incident

A working incident is always version 0. This can be seen from the Incident List.

From the incident list, a Posted Incident is recognized by its Incident Icon. In addition, it will never be version 0.

Whether you have created a new incident or opened an incident from the Incident List, click the Incident Information form. In most cases, once an incident is opened, it will be set to this form by default.
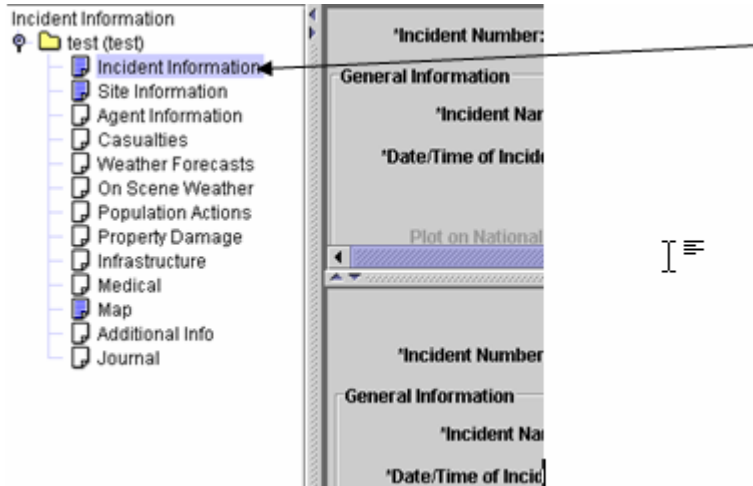
Within the Incident, fill out all of the applicable forms. The system will require the operator to save changes made to each form prior to moving on to the next form.
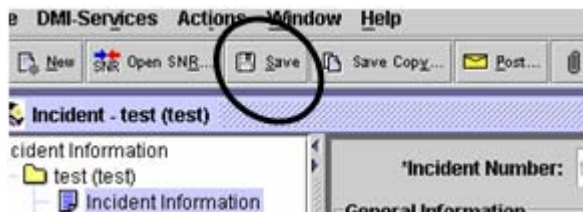
Once all of the applicable forms are completed, look to the tool bar for the Plot Buttons. Click on whichever button to plot an incident to the National Summary Map or My Map.
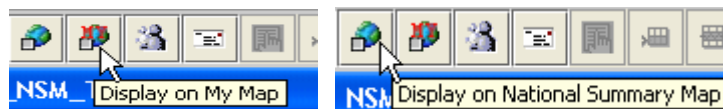
If the box is selected with a check mark, the Incident may not be added to the Map but instead removed.

Note: To plot an incident to the National Summary Map within DMI-SERVICES ™ Web Tools, the following criterions must be satisfied; otherwise, the request is cancelled and the operator is prompted with an error message displaying the deficiencies.

- o Designate Primary Site for Geocode (Located in the Site Information Panel)
- o Incident category is Actual
- o The Time of Occurrence date field, in the Incident Table of the Working Incident , is no more then 90 days prior.

The fulfillment of the above criterions is not required to plot an incident to the My Map located within DMI-SERVICES ™ Web Tools.

Using Distribution Lists

Primary Operators can create **Distribution Lists** -- literally a list of COGs to which the Operator normally posts Incident Records and Alerts.

The Distribution Lists, which can be Public (seen by other Operators in the COG) or Private (seen only by the Operator who created it), can help save time and effort.

When an Incident Record or Alert is posted to a public or private Distribution List, it is posted to all COGs that make up the list.

Distribution Lists can be seen in the Posting Alert window.
DMI-Services has two forms of distribution list
1. Private Distribution List: will be used only by the Operator who created it.
2. Public Distribution List can be used by all members of the Operator's COG

To Work on a Distribution List
1. Select the **Distribution List** screen from the **DMI-Services** drop-down menu (DMI-Services ► Disaster Management Tools ► Distribution List).

The **Distribution List** screen displays along with menu buttons for Add, Edit, Delete, and Help.
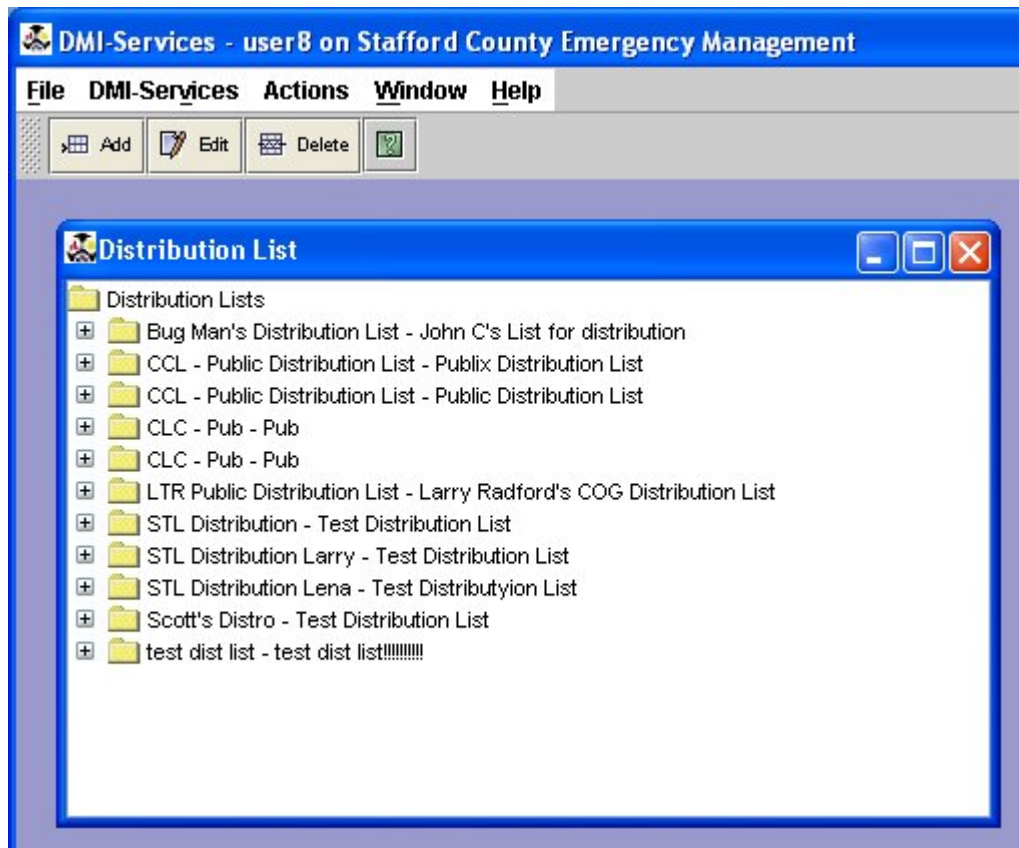
To view all the COGs within a given Distribution List, select the expand icon (the small plus-sign) adjacent to the folder icon and name of the Distribution List.   This bulleted list of COGs will display vertically beneath the Distribution List Name.
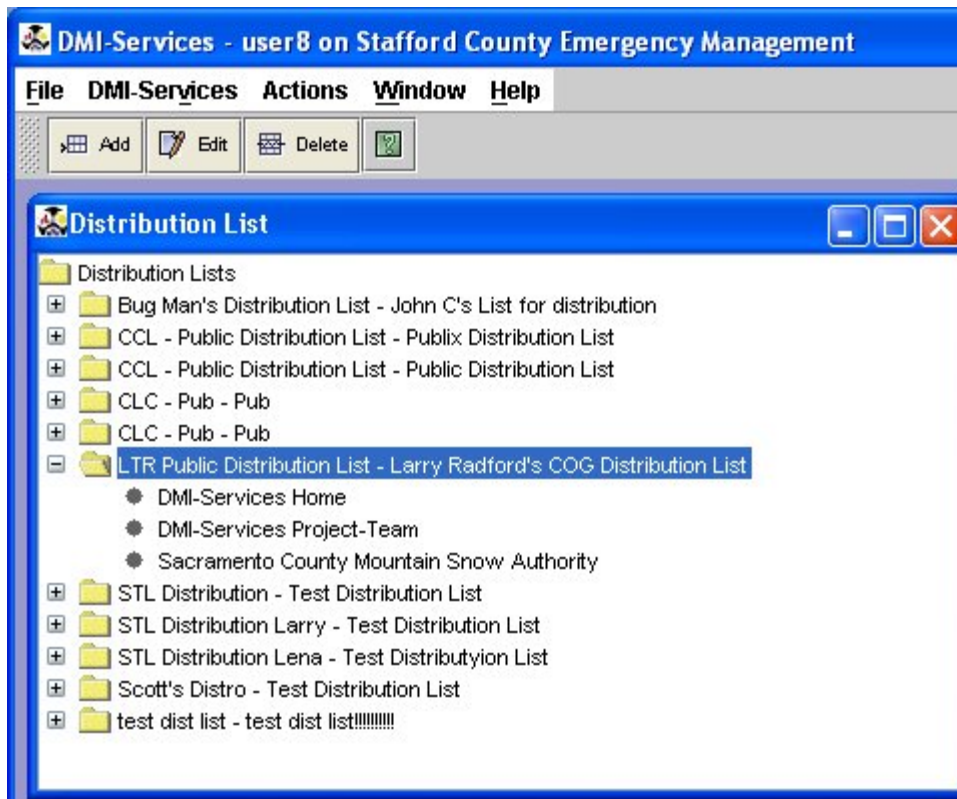
To Add a New Distribution List:

1. Press the **Add** menu button.

DMI-SERVICES   will display the **Add Distribution List** screen.

2. Type in the Distribution List name along with a brief description.

3. Select a radio button to determine whether this Distribution List will be public (so it displays in the Post Alert window for all other Operators in a COG) or private (so it displays in the Post Alert window of the Operator which created it).

4. Select the desired COG(s) from the COG List in the left-hand pane. Be sure to use the **Right Carrot** or **Move Into** (**>**) button to move the selected COG into the new Distribution List.

5. Press the **OK** button to create the Distribution List. Or, to cancel the Distribution List, press the **Cancel** button.

To Edit A Distribution List

1. Select the appropriate Distribution List

2. Move the cursor to the appropriate Distribution List and select it, then press the **Edit** button.

The **Edit Distribution List** window will display on the screen.

3. Edit the Name and/or Brief Description as needed.
4. Make the list either Public or Private by selecting either the **Public** radio button or the **Private** radio button.
5. Add or remove COGs in the Distribution List as follows:

To add COGs to the List:
   o   Select the desired COG(s) from the COG List in the left-hand pane.
   o   Click the **Right Carrot** or **Move Into** (**>**) button.

To remove COGs from the List:
   o   Select the appropriate COG; and
   o   Click the **Left Carrot** or **Move Out** (**<**) button.

6. Click **OK** to save the Distribution List or click **Cancel** to cancel all edits to this Distribution List.

To Delete A Distribution List
1. Select the appropriate Distribution List such that it is highlighted;
2. Click the Delete menu button.

A Delete Confirmation dialog box will display. To continue with the deletion, click the **Yes** button. To cancel the deletion, click the **No** button.
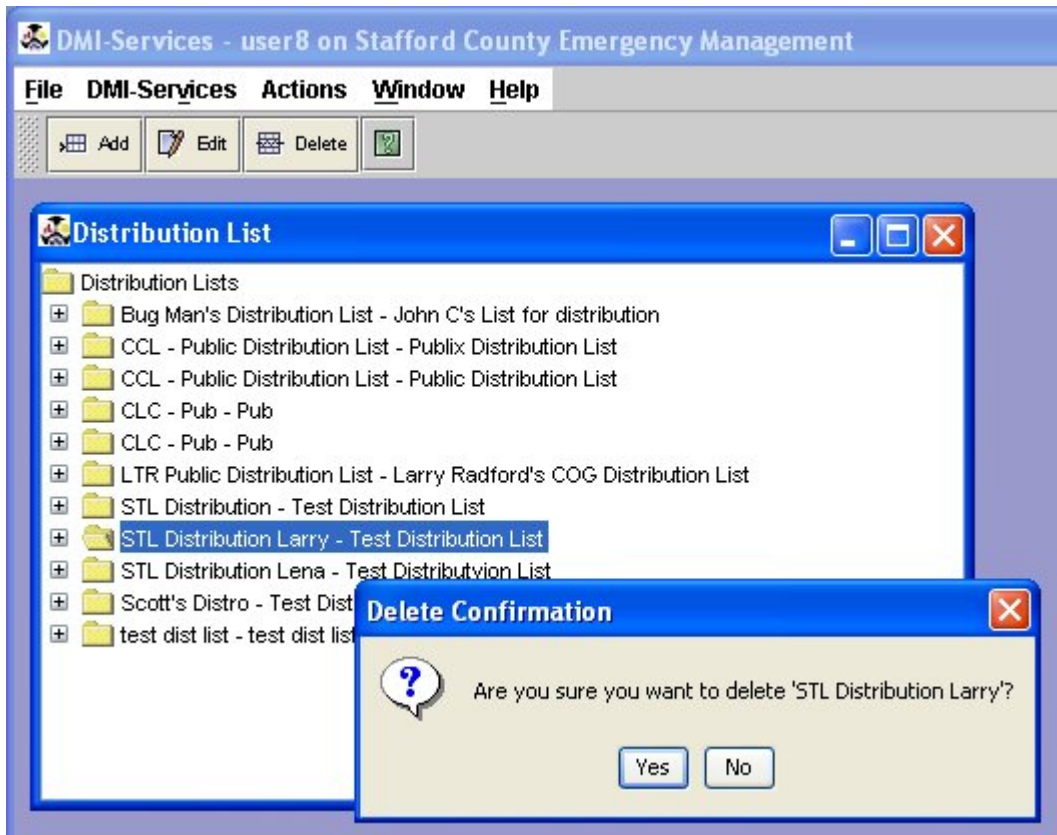
The deleted Distribution List will no longer be an option within the Post Alert window.

Save a Copy

Organizations can now save a copy of an existing Incident or Alert Record to use as a template in the future. In fact, any time an Operator thinks they may be able to use a similar incident in the future for repeated events (traffic, floods, fire, etc. . .); they may be able to save time by saving a copy of an existing Incident Record.

To save a copy of an existing Incident Record:

1. Open the selected Incident Record in DMI-Services.

2. Select **Save Copy** from the **File** drop-down menu.

DMI-Services will display a **Save Copy** dialog box to allow the Operator to specify the name of the copied file and **Save** or **Cancel** the file.

Save Copy... — Enter Incident Name:

Copy of LR_040405_TEST_TrialNine

[Save] [Cancel]

3. Click the **Save** button to save the copied incident record, or click **Cancel** to cancel the process.

Once saved, a confirmation window will display.

4. Click the **OK** button to acknowledge the Incident has been copied.

When the Save Copy command is used to create a copy of an Alert, DMI-Services creates a unique 19-digit Identifier for the new Alert. Every Alert must have a unique Identifier to comply with the CAP standard and for tracking purposes in the DMI-Services database.

Transfer of Ownership

DMI-Services enables a COG to transfer an incident record to another COG. The receiving COG can then edit the active incident record; the transferring COG no longer has access to it. The transferring COG does not retain an editable "copy" of the incident. Thus, this feature should **only** be used when responsibility for documentation of an incident is truly being transferred from one COG to another.

The transfer of ownership capability could be used in situations where a "vertical cluster" of COGs need to rapidly collaborate on a major incident. For example, there is a national "umbrella" COG to facilitate local, state, regional, and national response to agro-terror. The local responders may wish to transfer ownership of an incident record to the "umbrella" COG in order to facilitate collaboration on all levels of government within the same incident record.

Open

EOC IC — Region
EOC IC — State
EOC IC — County
EOC IC — City

Umbrella COG

WARNING!
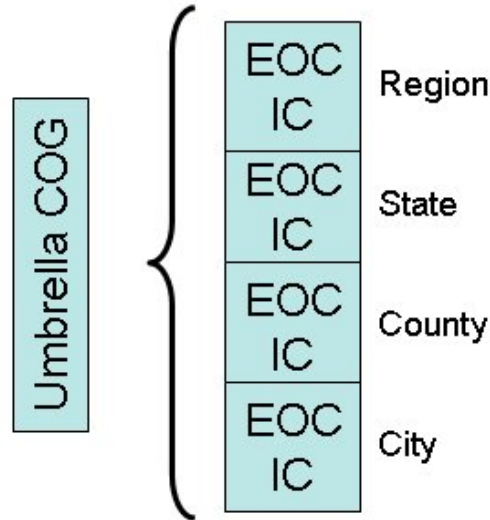
COGs that are clustered horizontally and that have a need to continue to actively work the incident in question may find that the use of the transfer of ownership is not advisable at this time. COGs that wish to retain control of the incident record **should not** transfer ownership of an incident. For example, consider a tornado skipping across a metropolitan area with an umbrella DMI-SERVICES   COG for the area plus multiple municipal DMI-SERVICES   COGs. Each municipality will probably want to retain control of its own incident documentation and **not** wish to transfer ownership to the metropolitan area COG.

EOC IC — Region
EOC IC — State
EOC IC — County
EOC IC — City

Umbrella COG

WARNING!
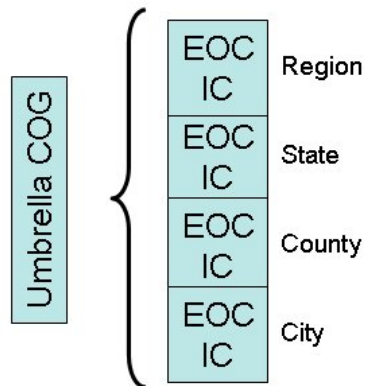
When transferring ownership of an incident to another COG, the originating COG gives up control of that incident and loses access to the incident within the active incident list. The incident will be **removed from the originating COG's active incident list and all versions of the incident will be archived.** DMI-Services place the incident into the new COG's active Incident List. The originating Operator will be able to view the incident when the new COG posts the incident to the originating COG.
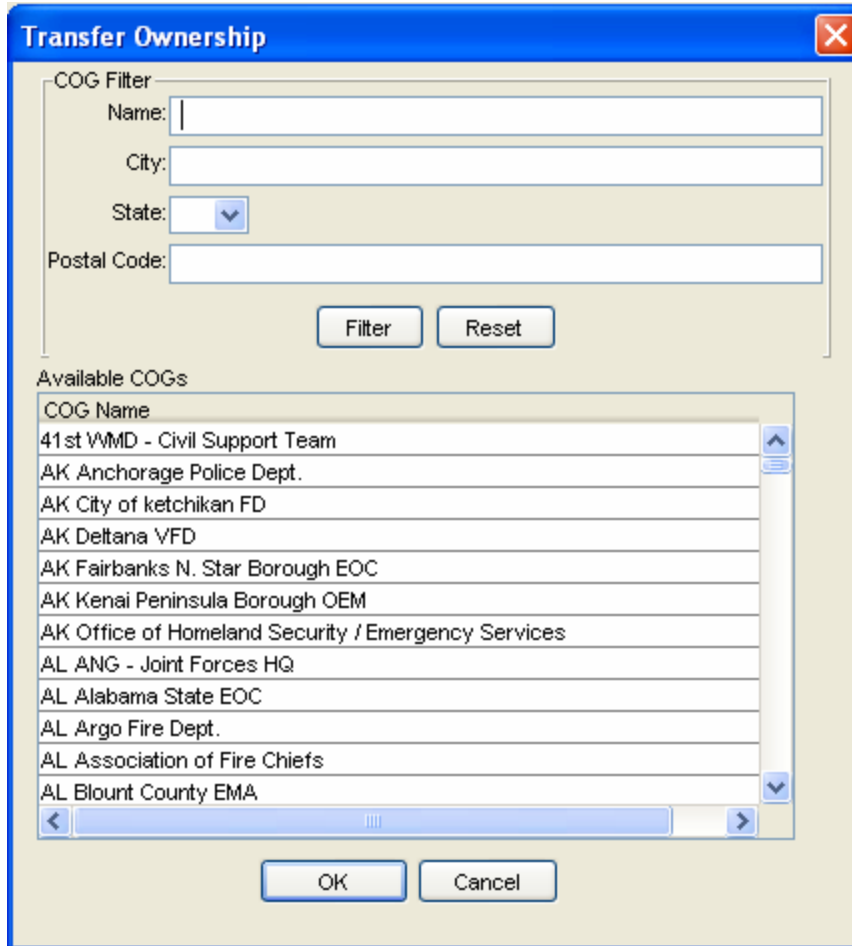
To transfer ownership of an incident to another COG:

1. Retrieve the Incident List and open the **Incident Information** screen.

Select **Transfer Ownership** from the **File** drop-down menu.
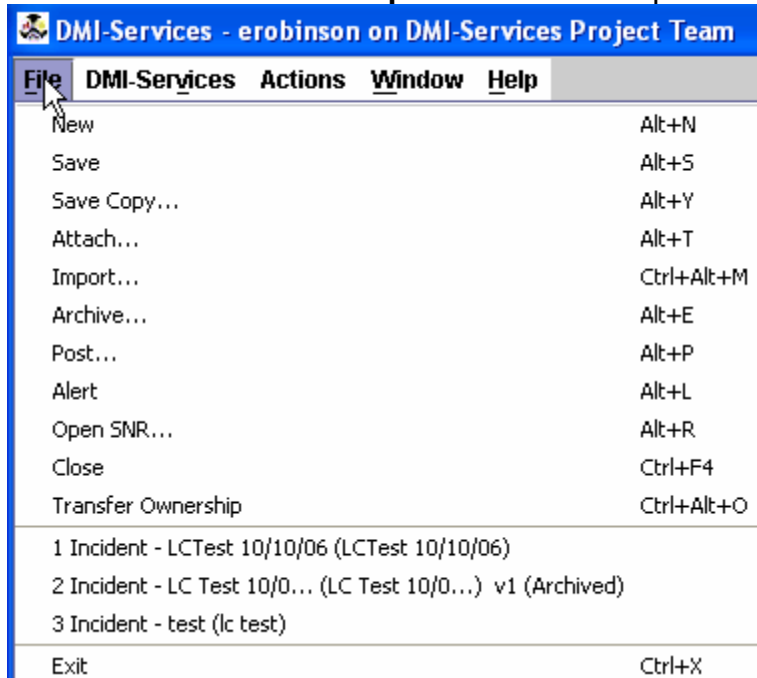
3. Select the COG to which the incident will be transferred.

4. Click the **OK** button to complete the transfer.
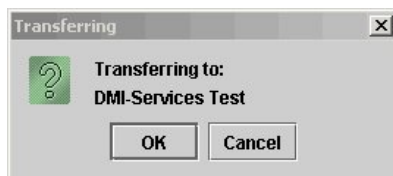
DMI-Services will display a notification dialog box when the transfer is complete. Click **OK** to close the dialog box.
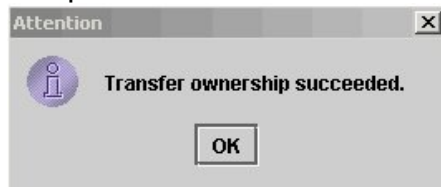
NOTE: If members of the originating COG are viewing the incident when a transfer is attempted, DMI-Services will issue a message stating that other Operators are viewing the incident. It will also provide a list of those Operators. The incident may only be transferred if no other Operators are viewing or editing it. In addition, when the working version of an Incident Record is transferred, the DMI-Services System automatically transfers all Specific Needs Requests (SNRs) associated with that Incident Record.

Using the Incident Information Form

The first panel displayed when a new incident is created is often called the **Core Incident Information** panel. Here the Operator adds and edits basic information such as:

- o Category,
- o Incident Name,
- o Incident Number,
- o Incident Type,
- o Date & Time of Incident,
- o Level of Confidence (Estimated or Actual),
- o Description, Incident Phase,
- o Incident Notification Level,
- o Incident Status,
- o Incident Severity; and
- o General Comments.

This core information remains displayed in the top pane of the main panel to keep Operators focused on the pending incident.

Field	Description
Incident Number	Used to assign an identification number to an incident. Use local policies to establish numbering convention. Maximum of 80 alphanumeric characters.
Incident Category	Option buttons used to classify the Incident. Options are: Not Assigned, Actual, Planning, Training, and Exercise.
Incident Name	A short description of the Incident. Maximum of 80 alphanumeric characters.
Incident Type	A drop-down list of categories of Incidents. Choices are: Explosion-Chemical, Explosion-Nuclear, Fire-Rural, Fire-Urban, Geological-Avalanche, Geological-Earthquake, Geological-Flood, Geological-Mud/Landslide, Geological-volcanic Eruption, HAZMAT-Biological, HAZMAT-Chemical, HAZMAT-Industrial Material, HAZMAT-Radiological, Maritime-Iceberg, Maritime-Tsunami/Tidal Wave, Not Assigned, Other-Cyber, Other-Not Assigned, Other-refugee Event, Transportation-

	Aircraft, Transportation-Land Vehicle, Transportation-Rail, Transportation-Ship/Boat, Weather-heat Incident, Weather-Hurricane/Typhoon, Weather-Summer Storm, Weather-Tornado, Weather-Winter Storm
Date/Time of Incident	Used to indicate when the Incident occurred. Use the calendar icon to select the date and enter the time. This is a required field.
Level of Confidence (Estimated or Actual)	Used to indicate how sure the Operator is of the date and time when the Incident occurred. Choices are: Estimated and Actual. This field is required.
Description	A memo field used to enter a description of the Incident. Maximum field length is 2000 alphanumeric characters. This is a required field.
Incident Phase	A drop-down list used to indicate the phase of the Incident. Choices are: Not Assigned, Investigation, Response, Recovery, Closed, and Archived.
Incident Notification Level	A drop-down list used to indicate the level of notification. Choices are: None, Advisory-info only, Alert-Action Possible, Activation Action Required, and Cancel No Further Action.
Incident Status	A drop-down list used to indicate the status of the Incident. Choices are: Unknown, Worsening, Improving, Under Control, and Closed.
Incident Severity	A drop-down list used to indicate the severity of the Incident. Choices are: Unknown, Emergency, Minor, Major, Catastrophic, and Cataclysmic.
General Comments	A memo field used to add any additional information. Maximum field length is 2000 alphanumeric characters.

Using the Tree View

The tree view in TIE is much like the tree view in help. It enables an Operator to quickly navigate through the panels. For example, the Operator can move from the core **Incident Information** panel to the

Medical Information panel by clicking on the Medical Information icon. ☐ Medical

Each icon has a specific meaning.

The folder icon 🗀 is a means of organizing the screens. For example, in TIE, the folder icon would have the name of the Incident. If the Incident includes attachments, the folder icon is displayed with a paper clip📎. The page icon indicates whether data has been entered on the panel it represents. If the page icon is filled 📝 (has lines on it), then it has data filled in. If the page icon is blank ☐ (no lines), then no data has been added to it.
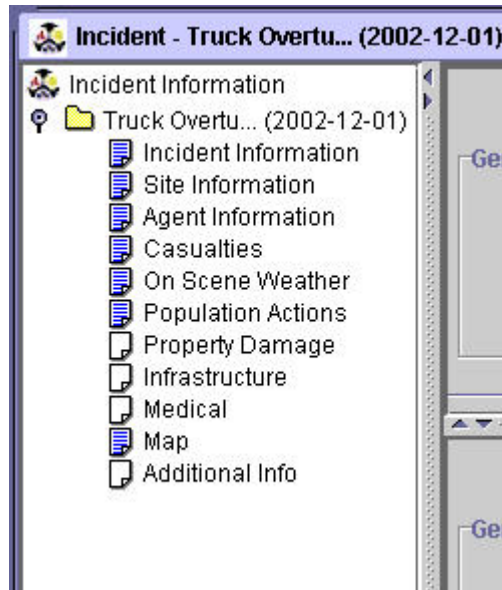
NOTE: The COG Administrator has the ability to limit Operator access to various panels. For example, an Operator could have access to the Site Information panel, but not to Medical Facilities.

Incident Information Tool Bar Buttons

The following tool bar buttons are available from the screens in TIE. Use the buttons to perform many commands, or use the menu commands.
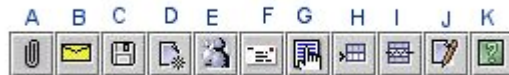
Letter	Meaning
A	Attaching files to an Incident
B	Post Incident
C	Save Incident
D	Creating New Incidents
E	Using the Contact Information Screen
F	Using the Edit Address Button
G	Using the Quick Pick Screen
H	Insert Row
I	Delete Row
J	Modifying Incident Information
K	Help

Entering Core Incident Information

The first panel displayed when a new incident is created is often called the **Core Incident Information** panel. Add and Edit basic information such as the Category, Incident Name, Incident Number, Incident Type, Date, and Time of Incident, Level of Confidence (Estimated or Actual), Description, Incident Phase, Incident Notification Level, Incident Status, Incident Severity, and General Comments here.

This core information remains displayed in the top pane of the main panel to keep Operators focused on the pending incident.

1. To add or edit information on the **Incident Information** screen, open the Incident from the **Incident List** screen.

2. Enter an **Incident Number**. Incident Number is a required field.

NOTE: The Incident Number can consist of numbers and letters. The numbering conventions for the Incident Number are determined by each COG's local procedures.

3. Select the **Incident category** from the following option buttons.

4. Enter a name for the Incident and enter a description. **Incident Name** and **Description** are required fields.

5. Select the date and enter the time on the calendar. Be sure to indicate whether the time is **estimated** or **actual** by selecting the appropriate option button. The **date** and **time** are required fields.

◉ Estimated ○ Actual

The following are required fields: Incident Number, Incident Name, Description, Date and Time.

6. Select the phase from the **Incident Phase** field. Options are: **Not Assigned**, **Investigation**, **Response**, **Recovery**, **Closed**, **and Archived**.

7. Select the Incident Notification level from the **Incident Notification Level** field. Options are: **National**, **None**, **Advisory-info only**, **Alert-action possible**, **and Activation Action required**, **and Cancel-No further action**.

NOTE: If this Incident is to appear on the **Disaster Management Map**, select its **Notification Level** as **National** and select **Actual** for **Incident Category**. Also, at least one address on the **Site Information** panel must be checked as a **Primary Site**.

8. Select the Incident Status from the **Incident Status** field. Options are: **Unknown**, **Worsening**, **Improving**, **Under Control**, **Closed**, and **Archived**.

9. Select the Incident Severity from the **Incident Severity** field.

10. Select the **Save** command from the **File** drop-down menu to save the information.

NOTE: All required information must be entered in the panel before it can be saved. If an Operator tries to close the Incident without saving changes, a message box will open asking if they want to save changes before closing. Click **Yes** in the message box to save the changes and close the Incident. Click **No** to close without saving the changes. Click **Cancel** to return to the Incident.

11. Once changes have been saved, a message box will display a confirmation message that the changes have been saved. Click the **OK** button to close the message box.

Use the "tree" structure in the left pane of the screen to move to the other screens in the Incident.

Entering Site Information

Use the **Site Information** screen to enter information about sites affected by an Incident. As there can be more than one site associated with an Incident, the panel allows for multiple entries in the table at the bottom of the screen. Core Incident Information is displayed in the top pane.

1. Retrieve the Incident list and open the **Incident Information** screen.
2. From the **Incident Information** form, click the **Site** icon .

The **Site Information** screen opens.

3. Enable editing if not already enabled. If not already enabled, click the **Edit** button to enable editing on the Incident. Once editing is enabled, the Operator can move around the Incident without having to turn it back on.
4. Double-click on the top row to open the **Address** screen.
5. Enter the site information in the fields as appropriate. Once completed, this information is displayed as a row in the table.

NOTE: Use the Quick Pick to select from a pre-existing set of Shelter Facilities via the **Quick Pick** function. Click the Quick Pick button and select the appropriate Shelter Facility. Each time a new site is entered by a COG Operator into the **Designated Shelters** tab of the **Population Actions** panel, it is added to the Quick Pick database. However Operators will not see Shelter Facilities entered by other COGs.

6. Use the **Plot on Map** field to indicate whether the site should be plotted on the Incident Map.

NOTE: If the Plot on Map checkbox is NOT checked, the address will NOT be plotted on the map.

Plot on Map: ☐

The selection of '**Plot on Map**' serves multiple purposes other then just plotting the address to the Incident Map.
• The selection of '**Plot on Map**' can also plot an address to the My Map within **DMI-Services   Web Tools**
• It also satisfies a criterion for displaying the incident to the **National Summary Map (NSM)**.
In the case of multiple addresses, the system requires '**Primary Site**' be selected to acknowledge a single displayable address on the NSM or My Map within DMI-SERVICES   Web Tools.

7. In the **Name** field, enter a name for the site (JFK Airport, Madison Square Garden, etc.).

Name: | Courthouse Address

8. Use the **Description** field to enter a brief description of the site (football stadium, high school, etc.).

Description: | Address of Build 1A

9. Enter the **Address**, **City**, **State**, **Country**, **Postal Code, and Cross Streets** in their appropriate fields.

NOTE: The **Cross Street** section is a text area where additional street information pertaining to the location may be added.

10. Optionally, the **Latitude** and **Longitude** coordinates in their respective fields to give a precise location of the site.

NOTE: To find the Latitude and Longitude coordinates, use the **Find Address** tool in the **Map** screen to enter the Street Address. Once a mark for that address appears on the map, place the cursor on the mark and right-click. Then select Coordinate to display the Latitude and Longitude of the address.

Latitude: | 0.0
Longitude: | 0.0

When entering Longitude and Latitude, be sure to use the

accepted GIS Format. For longitudes West of the Prime Meridian, use the minus sign as a prefix before the measurement. For latitudes South of the Equator, use the minus sign as a prefix before the measurement. Once recorded, press the convert button to find the Degrees, Minutes, and Seconds of the exact longitude and latitude coordinates.

11. Click the **OK** button to save the Address information. Click the **Cancel** button to return to the Site Information panel.

If Incident is closed without saving changes, a message box displays asking if they want to save changes.

NOTE: To add or delete rows, click the **Add Row** or **Delete Row** button, or select Add Row or Delete Row from the **Actions** drop-down menu, or right-click on a row to view and make a selection (Add Row or Delete Row) from the context menu. Alternatively, select from the icons adjacent to the Site Information list box:

Icon for adding a row;

Icon for deleting a row; and

Icon to view details of the row of information.

12. To enter contacts for the incident's site, select the appropriate row of site information by clicking on it once with the cursor.

13. Click the **Contacts** button. For more information about entering contact information, see Using the Contact Screen.
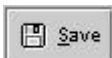
14. Select the **Save** command from the **File** drop-down menu to save the information or click the **save** icon.

A message box appears indicating that the information has been saved.

15. After the Operator has saved contacts information, the icon in the Contacts column will change from a blank icon to a Contact icon.

16. Click **OK** to close the screen.

REMEMBER

Use the "tree" structure in the left pane of the screen to move to the other screens in the Incident.

Entering Agent Information

Use the **Agent Information** panel to help identify an agent that may have been used in an Incident. This panel lets the Operator enter information about sampling and observations of the agent. Core Incident Information is displayed in the top pane.
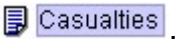
1. Retrieve the Incident list and open the **Incident Information** screen.
2. From the **Incident Information** panel, click the **Agent Information** icon .

The **Agent Information** panel opens.

3. If a terrorist act is suspected, click the **Terrorist Act Suspected** radio button.

Terrorist Act Suspected? ○ Yes ○ No ⦿ Unknown

4. If the Operator suspects that a chemical or biological agent is the suspected cause of the incident, indicate it in the checkbox.

Was an agent the cause of this incident? ☐

5. If the agent name is known or suspected, indicate it in the **Agent Name** table. To enter information, click once on the table cell and begin typing. Select the level of certainty from the **Confirmed** drop-down list.

NOTE: To add or delete rows, click the **Add Row** or **Delete Row** button, or select Add Row or Delete Row from the **Actions** drop-down menu, or right-click on a row to view and make a selection (Add Row or Delete Row) from the context menu. Alternatively, the Operator may select from the icons adjacent to the Agents list box:

 Icon for adding a row;

 Icon for deleting a row.

NOTE: To add or delete rows, click the **Add Row** or **Delete Row** button, or select Add Row or Delete Row from the **Actions** drop-down menu, or right-click on a row to view and make a selection (Add Row or Delete Row) from the context menu. Alternatively, the Operator may select from the icons adjacent to the Agents list box:

 Icon for adding a row;

 Icon for deleting a row.

6. Enter any related remarks in the **Remarks** field.

Observation, Sample and Testing Information is maintained in the **Observation** and **Sample Info** tabs.

7. Select the type of observation from the **Observation** drop-down.
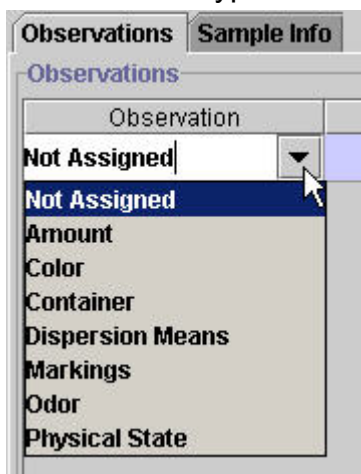
8. Enter descriptive text in the **Value** field.
9. Select a date and time through use of the calendar icon.

NOTE: Add or delete rows as necessary using any of the four methods described earlier.

Use the **Sample Info** Tab to enter sampling information.

10. Click the **Sample Info** Tab to make the tab active.
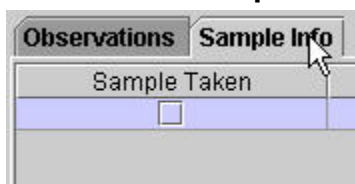
11. If a sample was taken, place a check in the checkbox and use the Calendar icon to select the date and time the same was taken.
12. If a sample was tested, place a check in the checkbox and use the Calendar icon to select the date and time the sample was tested.
13. Enter the name of the specialist taking the sample or testing the sample along with their contact information (Address Line 1, Address Line 2, City, State, Country, Postal Code, and Cross Streets).
14. Enter details about the Test Equipment used, Agent Monitoring Comments, or any other information in the fields provided.

NOTE: Add or delete rows as necessary using any of the four methods described earlier.

If the Operator closes an Incident without saving changes, a message box will open asking if they want to save changes before closing.

15. Click **Yes** to save the changes before closing, click **No** to close without saving the changes, or click **Cancel** to return to the Incident.
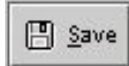
16. Select the **Save** command from the **File** drop-down menu to save the information or click the **save** icon.

A message box opens, indicating that changes saved.

17. Click **OK** to close the screen.

Entering Casualty Information

The **Casualty Information** panel is used to enter information about casualties, such as the number of fatalities, injured, missing, or displaced. Core Incident Information is displayed in the top pane.

1. Retrieve the Incident list and open the **Incident Information** panel.
2. From the **Incident Information** panel, select the **Casualties** icon Casualties .

The **Casualty Information** panel opens.
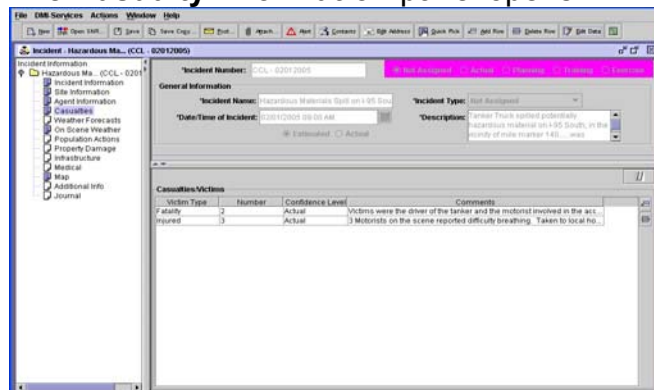
3. Click on the **Victim Type** cell to select the type of victim (such as **Injured**, **Fatalities**, etc.)
4. Enter the estimated number of fatalities, injured, missing and displaced as appropriate.

NOTE: The estimated number field is a "free text" field, meaning the Operator can enter text or numbers. If necessary, the Operator can enter a range, such as "Between 90-150."

5. Select the Confidence level (estimated, Actual, or Unknown) from the drop-down list.

6. Enter related remarks in the associated fields.

7. Select the **Save** command from the **File** menu to save the information or click the **save** icon.

A message box displays a confirmation message stating the changes have been saved.

8. Click **OK** to close the panel.

NOTE: To add or delete rows, click the **Add Row** or **Delete Row** button, or select Add Row or Delete Row from the **Actions** drop-down menu, or right-click on a row to view and make a selection (Add Row or Delete Row) from the context menu. Alternatively, the Operator may select from the icons adjacent to the Casualties Information list box:

Icon for adding a row;

Icon for deleting a row.

Use the "tree" structure in the left pane of the screen to move to the other screens in the Incident.

Viewing Weather Forecasts (from TIE)

The DMI-Services Weather Tool enables an Operator to view local weather forecasts based on the Postal Code entered. The data is automatically updated at regular intervals.

NOTE: When an Incident is posted, weather forecast data current as of the posting time is displayed when the posted Incident is viewed.

Access the Weather Tool either from TIE or from the **Disaster Management Tools** menu, located in the **DMI-Services** menu.
For more information about viewing weather forecast data from The **Disaster Management Tools** menu, see
Viewing Local Weather Forecasts
To access the DMI-Services Weather Tool from TIE:
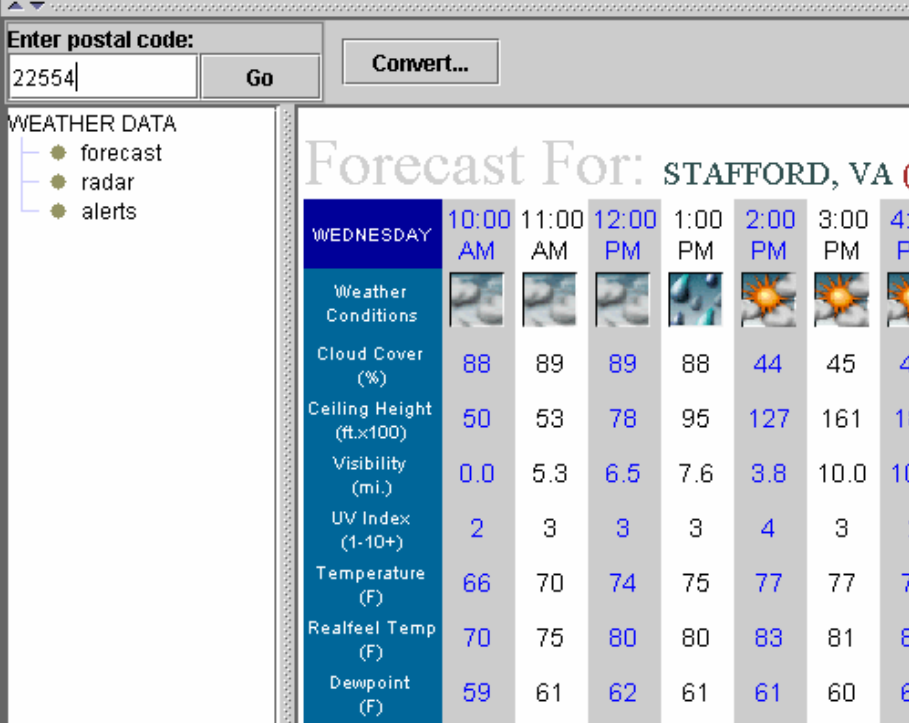
1. Retrieve the Incident List and open the **Incident Information** panel.
2. From the **Incident Information** form, select the **Weather Forecasts** icon ⬚ Weather Forecasts to open the panel.

The **Weather Forecasts** panel is displayed.

3. Enter the **Postal Code** in the field provided and click the **Go** button.

DMI-Services refreshed the screen to display the forecast for the entered Postal Code.

Enter postal code:		Convert...						
22554	Go							

WEATHER DATA	Forecast For: STAFFORD, VA (							
◆ forecast								
◆ radar	WEDNESDAY	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4: P
◆ alerts	Weather Conditions							
	Cloud Cover (%)	88	89	89	88	44	45	4
	Ceiling Height (ft.x100)	50	53	78	95	127	161	1!
	Visibility (mi.)	0.0	5.3	6.5	7.6	3.8	10.0	10
	UV Index (1-10+)	2	3	3	3	4	3	:
	Temperature (F)	66	70	74	75	77	77	7
	Realfeel Temp (F)	70	75	80	80	83	81	8
	Dewpoint (F)	59	61	62	61	61	60	6

For more information on the forecast data, see

Weather Terms

4. To view **Radar** data, select and open Radar from the WEATHER DATA tree in the left pane.

The **Radar** screen is displayed.
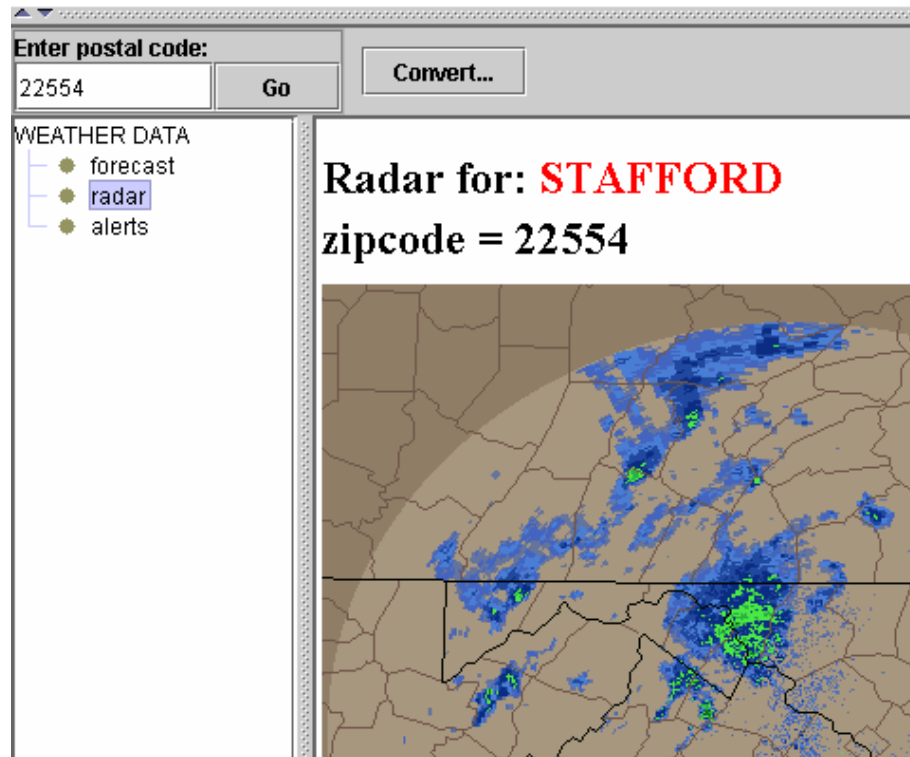
5. To view current weather alerts, select **Alerts** from the WEATHER DATA tree in the left pane.

The **Alerts** screen is displayed.
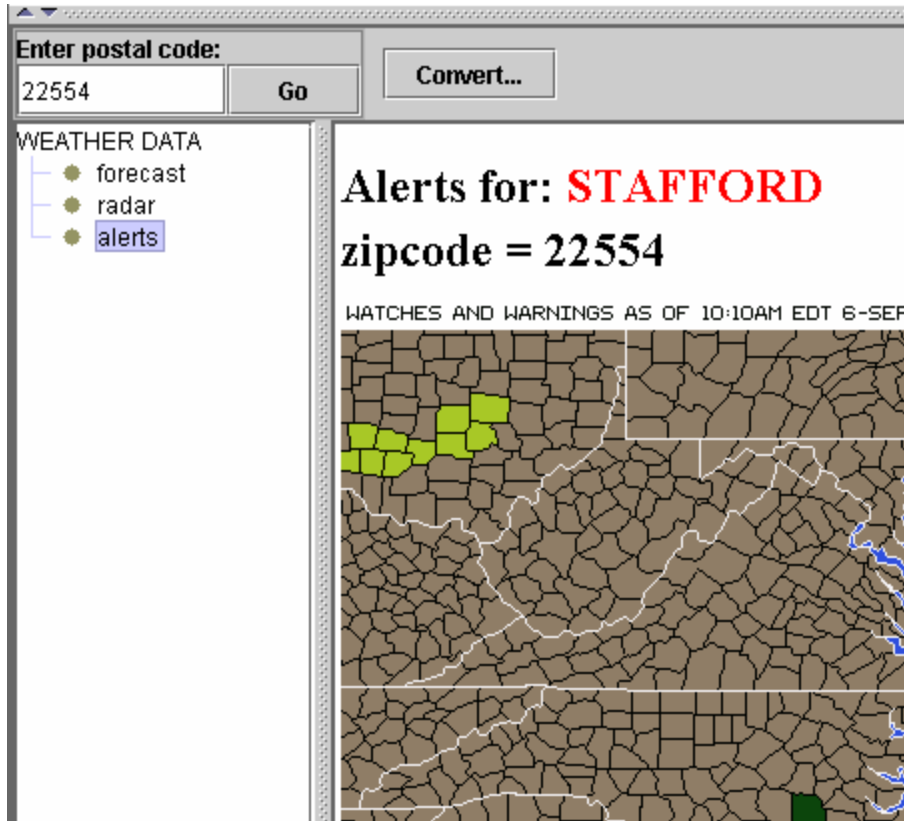
Converting Current Weather to Weather Observations

Use the convert button to convert data from the **Weather Forecast Tool** to **On Scene Weather** observations.

1. Retrieve the Incident List and open the **Incident Information** panel.
2. From the **Incident Information** panel, select the **Weather Forecasts** icon .

DMI-Services displays the **Weather Forecast** screen.

3. Enter the Postal Code of the area for which the Operator is obtaining a weather forecast.
4. Click the **Go** button.

DMI-Services displays the current weather conditions on the screen.

 5. Click the **Convert** button to convert the forecast into **on scene Weather** observations.

DMI-Services displays a message confirming that the conversion was successful.

6. Click **OK** to close the message box.
7. Click **Save** to save the weather observations.
8. To view the new weather observations, click the **On Scene Weather** icon .

For more info on viewing On Scene Weather observations, see Editing and Viewing Existing Weather Observations.

Viewing Weather for Posted Incidents

Operators can view the weather conditions that were current at the time an Incident posted. To view the weather conditions for a posted incident :

1. Select the incident to be viewed from the Incident List.

DMI-Services display the **Incident Information** panel.

2. Select the **On Scene Weather** icon from the Incident Information tree located in the left pane.

DMI-Services display the weather conditions as they existed when the incident was posted. The following data points are displayed:

- o Observation Name (optional, user input during conversion of current weather to observation)
- o Date and Time the weather data was obtained
- o Weather conditions (Rain, Snow, Ice, Sleet, Freezing Rain, Partly Sunny, Mostly Sunny, Partly Cloudy, Mostly Cloudy)
- o Precipitation Type (Rain, Snow, Ice, Sleet, Freezing Rain)
- o Ceiling Height (ft X 100)
- o Wind Direction (Compass)
- o Relative Humidity (%)
- o Visibility (mi)
- o Temperature (degrees F)
- o Real Feel Temperature (degrees F)
- o Dew Point (degrees F)
- o Wet bulb

- o Wind Speed (mph)
- o Wind Gust (mph)
- o Hourly Snow (in)
- o Hourly Ice (in)
- o Hourly Rain (in)
- o Hourly Liquid Equivalent (in)

Moving between Weather Observations

To move from viewing one detailed weather observation to another:

1. Click on the **Edit Data** button.

DMI-Services will display the columns of recorded weather observations in the main pane of the **On Scene Weather** panel.

2. Select the desired on scene weather observation by clicking on the hyperlink of the desired weather observation. (**NOTE**: The hyperlink shows the date, time, and Postal Code of the appropriate weather site of the observation.)

The selected Weather Observation will display in the main pane of the **On Scene Weather** panel.

Entering New Weather Observations

Use the **On Scene Weather** panel to capture observed weather data at one or more of the incident sites.

1. Retrieve the Incident List and open the **Incident Information** panel.
2. From the **Incident Information** panel, select the **On Scene Weather** icon 🗋 On Scene Weather .

The **On Scene Weather Observations** screen is displayed. If no observations have been entered, then a message will be displayed (see example below) and will offer a link to a screen to enter observations.

Incident On Scene Weather Observations

No weather observations have been reported.
If you would like to create a new weather observation to report
you may select edit mode, or you may click here.

If the Operator wants to enter a new weather observation, they clicks the link to open the **Observation Site Information** panel (skip step 3).

If the Operator is simply editing existing observations, the Operator

must perform step 3.

Edit Data

3. To edit an existing weather observation, the Operator clicks the **Edit Data** button or Edit from the **Actions** drop-down menu.

A message box opens asking the Operator to select an observation to edit.

Change to Edit Mode

Please Select an Observation to Edit:

[▼]

New   OK   Cancel
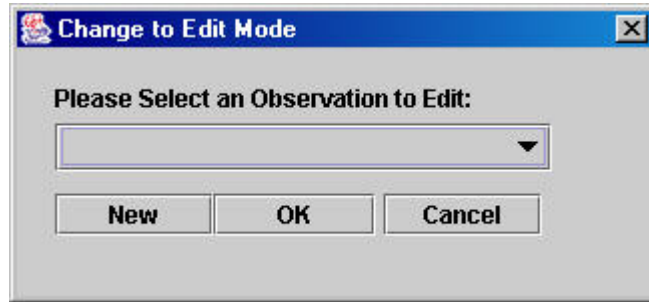
4. Click the **New** button to enter a new observation.

The **Observation Site Information** panel opens.

Observation Site Information

Site Name

Date/Time of Observation

Address Line 1:

Address Line 2:

City:

State: ▼   Postal Co

Country: United States

For more information about using weather terms on this panel, see

Weather Terms

5. From the **Observation Site Information** panel, enter the necessary information in the fields provided.

NOTE: The **Site Name**, **Date and Time** and **Postal Code** fields are required. If the Operator does not enter a Postal Code, they must enter a city and state. If the Postal Code is outside the U.S., then they must enter a Country,

Also, the Operator may select from a pre-existing set of Weather Facilities by via Quick Pick function. Just press the **Quick Pick** button and select the appropriate Weather Facility. Each time a new site is entered by a COG Operator into the Observation Site Information portion of the On Scene Weather panel, it is added to the Quick Pick database. However Operators will not see Weather Facilities entered by other COGs.

When entering Longitude and Latitude, be sure to use the accepted GIS Format. For longitudes West of the Prime Meridian, use the minus sign as a prefix before the measurement. For latitudes South of the Equator, use the minus sign as a prefix before the measurement. Once recorded, press the convert button to find the Degrees, Minutes, and Seconds of the exact longitude and latitude coordinates.

If the Operator has not entered information in all required fields (**Site Name**, **Date and Time** and **Postal Code)**, then the **New Incident Error** screen opens.

6. Click the **Close** button to close this screen and return to the Incident. The Operator must supply information for the required fields before proceeding.

If the Operator closes an Incident without saving changes, a message box will open asking if they want to save his/her changes before closing.

7. Click **Yes** to save the changes before closing, click **No** to close without saving the changes, or click **Cancel** to return to the Incident.

When the changes have been saved, a message box opens indicating that the changes have been saved.

8. Click the **OK** button to close the message box.

Use the "tree" structure in the left pane of the screen to move to the other screens in the Incident.

Editing and Viewing Existing Weather Observations

Use the **On Scene Weather Observation** information panel to capture observed weather data at one or more of the incident sites.
Core Incident Information is displayed in the top pane.

1. Retrieve the Incident List and open the **Incident Information** panel.
2. From the **Incident Information** panel, select the **On Scene Weather** icon 🗋 On Scene Weather .

The **On Scene Weather Observations** panel appears. If no observations have been entered, then a message will display stating that fact and will offer a link to a screen to enter observations. For more information on entering new weather observations, see Entering New Weather Observations.

Incident On Scene Weather Observations

No weather observations have been reported.
If you would like to create a new weather observation to report you may select edit mode, or you may click here.

---

3. If there is an existing observation, the site name will have a link that the Operator can use to edit the observation. Click this link to open the Observation Site Information screen populated with the data for the site. If the Operator uses this link, they can skip steps 4 and 5.

Incident On Scene Weather Observations

	Accident Scene	Kerby
Site Info	, VA 22554 Latitude: 0.0 Longitude: 0.0	, VA 22554 Latitude: 0.0 Longitude: 0.0
Date/Time of Observation	04/16/2002 11:55 AM	04/16/2002 02:47 PM
Precipitation Description	null	--

Edit Data
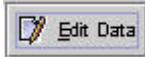
4. To edit an observation without using the link, click the **Edit** button or select **Edit** from the **File** menu.

A message box appears asking the Operator to select an observation to edit:

Change to Edit Mode ⊠

Please Select an Observation to Edit:

[▼]

| New | OK | Cancel |

New
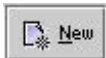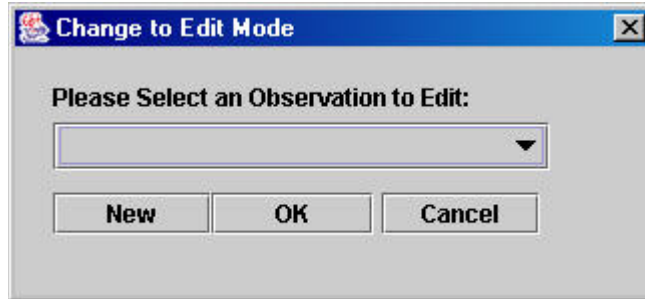
Select the observation to edit and click **OK**. To enter a new observation, the Operator clicks the **New** button. For more information about adding new weather observations, see Entering New Weather Observations. To cancel the edit process, click **Cancel**.

From the **Observation Site Information** screen, enter the necessary information in the fields provided. For more information about weather terms used on this screen, see Weather Terms.

TIP

If the Operator closes an Incident without saving changes, a message box will display asking if they want to save his/her changes before closing.
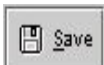
7. Click **yes** to save the changes before closing; click **No** to close without saving the changes; or click **Cancel** to return to the Incident.

Save

8. To save the information, select the **Save** command from the **File** drop-down or click the **Save** button.

REMEMBER

Use the "tree" structure in the left pane of the screen to move to the other screens in the Incident.

Weather Terms

The following terms are valid values for weather observations:

Cloud Cover: The amount of sky obstructed by clouds, measured in tenths of sky or percent of sky.

Sunlight Intensity: Intensity of the sun, measured in Day Low, Day Moderate, Day High and Night.

Air Temperature: The free air or ambient temperature close to the surface of the earth, measured in Celsius or Fahrenheit.

Thermal Inversion: An increase in temperature with height, which is the reverse of the normal cooling with height in the atmosphere. Thermal Inversion Indicated has the choices of "Yes" or "No". Thermal Inversion Height is the height where the Inversion begins, measured in feet or meters. Thermal Inversion Description is a description of the thermal inversion.

Surface Conditions Description: A general description of the weather on land.

Barometric Status: Refers to the status of the barometric pressure, indicating if the pressure is rising or falling.

Barometric Pressure: The pressure exerted by the atmosphere at a given point. Its measurement can be expressed in several ways, such as millibars or in inches or millimeters of Mercury (Hg). One millibar is equivalent to 100 newtons per square meter. Standard surface pressure is 1,013.2 millibars. Inches Of Mercury (Hg) comes from the use of mercurial barometers, which equate the height of a column of mercury with air pressure. One inch of mercury is equivalent to 33.86 millibars or 25.40 millimeters.

Precipitation Description: A description of any precipitation. Precipitation includes all forms of water, whether liquid or solid that falls from clouds and reaches the ground, including drizzle, freezing rain, ice pellets, rain, and snow.

Relative Humidity (RH): The ratio of the water vapor pressure or water vapor content to the saturation vapor pressure or the maximum vapor content at the temperature of the air or gas. The saturation vapor pressure in the air varies with air temperature, the higher the temperature, the more water vapor it can hold. When saturated, the relative humidity in the air is 100 %RH.

Wind Consistency: Refers to the consistency of the wind. Valid values are "Steady" and "Variable".

Wind Direction: The direction from which the wind is blowing. For example, an easterly wind is blowing from the east, not toward the east. It is reported with reference to true north, or 360 degrees on the compass, and expressed to the nearest 10 degrees, or to one of the 16 points of the compass (N, NE, WNW, etc.).

Wind Speed: The rate of the motion of the air on a unit of time. It can be

measured in a number of ways. For observations, it is measured in Knots (KTS), or nautical miles per hour. The unit most often used in the United States is miles per hour (MPH).

Variable Wind Speed Range (minimum) and (maximum): The range of speed of the wind when the speed is variable. An example would be a range of "Variable Wind Speed Range (minimum) 2 mph". The associated observation (entered on another line) would be "Variable Wind Speed Range (maximum) 4 mph". Both minimum and maximum speeds must be entered because they are parts of the same data element. Valid units of measure are: MPH, KPH and KTS.

Variable Wind Direction (from) and (to): The range of direction of the wind when the direction is variable.   In this case, the "from" and "to" are indicating that the Operator is specifying a range of direction (such as **"from x to y"**).   An example would be: "Variable Wind Direction (from) **North**". The associated observation (entered on another line) would be "Variable Wind Direction (to) **North East**". Both **to** and **from** directions must be present because they are parts of the same data element. Valid units of measure are compass points or degrees.

Wind Measurement: The height of the wind, measured in Feet or Meters.

Weather Data Source: Where the source of data came from.
 Examples : Instruments, observation, Internet, etc.

Maritime:
   Tides:
      Next Low Tide: Time of the next low tide.
      Next High Tide: Time of the next high tide.
   Water Temperature: Temperature of the water in degrees Fahrenheit or Celsius.
   Water Current Speed: Speed of the water current, measured in Knots (KTS).
   Water Current Temperature: Temperature of the water current, measured in Fahrenheit or Celsius.
   Wave Height: Average height of the waves, measured in Feet or Meters.
   Wave Direction (from): Direction from which the waves are coming, measured in compass points or degrees.
   Swell Height: The height of a swell, measured in Feet or Meters.
 Swells are ocean waves that have traveled out of their generating area.
 Swells characteristically exhibit more regular and longer periods and have flatter wave crests than waves within their fetch (generating area).
   Swell Direction (from): The direction from which the swells are coming, measured in degrees or compass points.

Entering Population Actions

Use the **Population Actions** function to estimate, track, or report the number of persons needing or assigned shelters, evacuation information, etc.
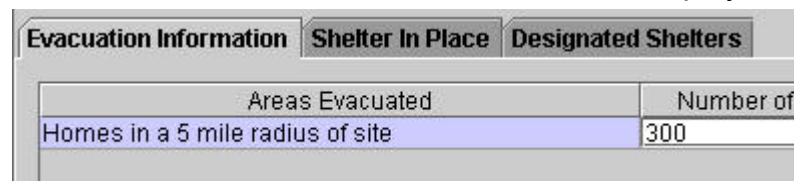
The Population Actions screen contains three tabs. The first tab is used for Evacuation Information. The second tab is used for Shelter In Place information. The third tab is used for Designated Shelters information.

To enter Population Action information:

1. Retrieve the Incident List and open the **Incident Information** panel. From the **Incident Information** panel, select the **Population Actions** icon ⬚ Population Actions from the Tree View structure.

The **Population Actions** screen opens.

3. To enter evacuation information, select the **Evacuation Information** tab. The Evacuation Information table is displayed.

Evacuation Information	Shelter In Place	Designated Shelters
Areas Evacuated		Number of
Homes in a 5 mile radius of site		300

4. Enter information into the Areas Evacuated field and enter the Number of Evacuees in the adjacent field.

5. If the population will be sheltered in place, select the **Shelter in Place** tab.

The Shelter in Place table is displayed.

Evacuation Information	Shelter In Place	Designated Shelters
Shelter Descriptions		Number Sheltered
High School		100

6. Enter the information as necessary into the fields Shelter Descriptions and the Number Sheltered.

NOTE: Add or delete rows as necessary using any of the four methods described earlier.

7. To enter designated shelter information, press the **Designated Shelters** tab.

The Designated Shelters table is displayed. The fields are:
- o Contacts
- o Plot?
- o Shelter Name
- o Address Line 1
- o Address Line 2
- o City
- o State
- o Country
- o Postal Code
- o Latitude
- o Longitude
- o Description
- o Cross Streets.
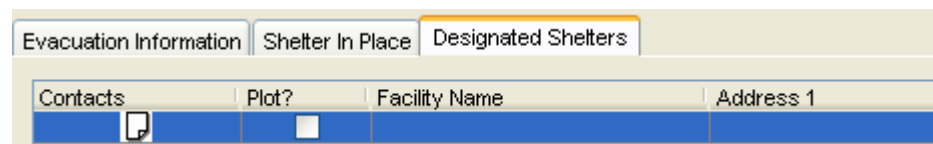
When entering Longitude and Latitude, use the accepted GIS Format. For longitudes West of the Prime Meridian, use the minus sign as a prefix before the measurement. For latitudes South of the Equator, use the minus sign as a prefix before the measurement.

Click the **convert** button to find the Degrees, Minutes, and Seconds of the exact longitude and latitude coordinates.

Use the Quick Pick function to select from a pre-existing set of Shelter Facilities. Just click the **Quick Pick** button and select the appropriate Shelter Facility. Each time a new site is entered by a COG Operator into the Designated Shelters tab of the Population Actions panel, it is added to the Quick Pick database. However Operators will not see Shelter Facilities entered by other COGs.

Enter a Contact for a specific shelter and that entry will automatically be stored in the Contacts database. It may be re-used in future incidents.

NOTE: Add or delete rows as necessary using any of the four methods described earlier.

8. If desired, enter Shelter Property information. For the Property field, select either Capacity or Shelter Facility Type and then enter its appropriate value in the Value field.

Shelter Properties	
Property	Value
capacity	233

NOTE: Add or delete rows as necessary using any of the four methods described earlier.

If the Operator closes an Incident without saving changes, a message box will display asking if they want to save his/her changes before closing.

9. Click **Yes** to save the changes before closing, click **No** to close without saving the changes, or click **Cancel** to return to the Incident.

When the changes have been saved, a message box opens indicating that the changes have been saved.

10. Click the **OK** button to close the message box.
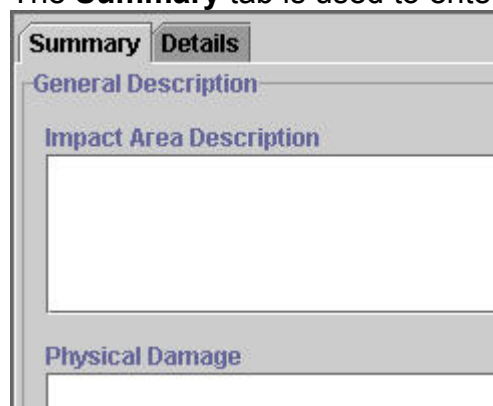
Entering Property Damage Information

Property Damage information aids in preparing a summary of the area experiencing damage. Building plans, if available, can be attached. The **Property Damage Information** panel has two tabs. The first tab is used to enter Summary information about property damage. The second tab is used to enter detailed information about property damage.

Core Incident Information is displayed in the top pane.

1. Retrieve the Incident List and open the **Incident Information** panel.

2. From the **Incident Information** panel, select the **Property Damage** icon ⬚ Property Damage .
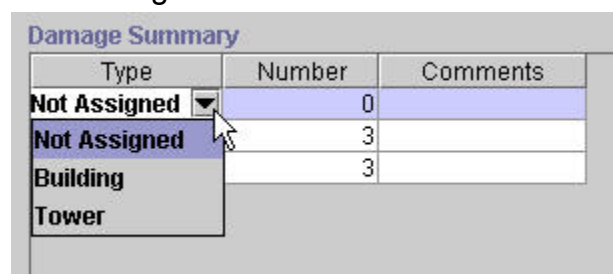
The **Property Damage** screen appears.

The **Summary** tab is used to enter general information.

3. Enter a description and estimated size of the impacted area and a description of the damage.

4. Enter Property Damage by type with the estimated number of damaged buildings.

5. Enter comments in the **Comments** field.

Use the **Details** tab to enter detailed address information about the damaged buildings.

6. Click the **Details** tab to open the Damaged Sites panel.
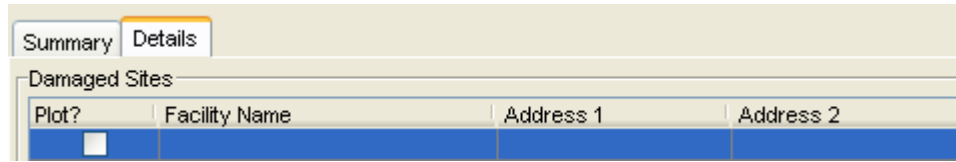
7. Once in the Damaged Sites list box of the Details tab, double-click on the row to bring up the Address screen.   Enter the address information (Plot?, Site Name, Address Line 1, Address Line 2, City, State, Country, Postal Code, Latitude, Longitude, Description, and Cross Streets) of the damaged building locations as appropriate.

Use the Quick Pick function to select the appropriate Property Damage Site. Each time a new site is entered by a COG Operator into the Details tab of the Property Damage panel, it is added to the Quick Pick database. However Operators will not see Shelter Facilities entered by other COGs.

NOTE: Add or delete rows as necessary using any of the four methods described earlier.

8. If the Operator closes the Incident without saving changes, a message box will open asking if they want to save his/her changes before closing.
9. Click **Yes** to save the changes before closing, click **No** to close without saving the changes, or click **Cancel** to return to the Incident.

When the changes have been saved, a message box opens indicating that the changes have been saved.

10. Click the **OK** button to close the message box.

Entering Infrastructure Information

The Infrastructure panel provides information on damage to and interruption of utilities, transportation, and supplies.
Core Incident Information remains displayed in the top pane.

1. Retrieve the Incident List and open the Incident Information panel.

2. From the Incident Information panel, select the infrastructure Information icon .

3. The Infrastructure Form is displayed.

4. Enter Utilities information in the Utilities table by selecting the appropriate type of utility and then enter comments regarding that utility.

Utilities	
Type	Comments
Fuel	
Power	
Water	
Fuel	
Telephone	
Sewage	Comments
Other	

5. To add or delete rows, the Operator can press the Add Row or Delete Row menu button, or select Add Row or Delete Row from the Actions drop-down menu, or right-click on a row to view and make a selection (Add Row or Delete Row) from the context menu. Alternatively, the Operator may select from the icons adjacent to the Utilities list box:

Icon for adding a row; and

Icon for deleting a row.

6. Enter Transportation information in the **Transportation** table by selecting the appropriate type of Transportation and then enter comments regarding that type of Transportation.

Transportation	
Type	Comments
Roads	
Roads	
Rail	
Public Tranportation	
Gasoline/Diesel	
Other	Comments

7. Add or delete rows as appropriate.

8. Enter Supplies information in the **Supplies** table by selecting the appropriate type of supply and then enter comments regarding that supply type.

Supplies	
Type	Comments
Food	
Food	
Other	

9. Add or delete rows as appropriate.

10. Click the **Save** menu button or select the **Save** from the **File** drop-down menu.

If the Operator closes the Incident without saving changes, a message box will open asking if they want to save changes before closing.

11. Click **Yes** to save the changes before closing, click **No** to close without saving the changes, or click **Cancel** to return to the Incident.

When the changes have been saved, a message box opens indicating that the changes have been saved.

12. Click the **OK** button to close the message box.

Use the "tree" structure in the left pane of the screen to move to the other screens in the Incident.

Entering Medical Information

Medical Information includes hospital locations, outpatient and inpatient capacity, and numbers of patients, special capabilities, and special requirements.
Core Incident Information remains displayed in the top pane.

1. Retrieve the Incident List and open the **Incident Information** panel.

2. From the **Incident Information** panel, select the **Medical Information** icon 🗋 Medical .

The **Medical Information** panel opens.

⊟ Edit Address

3. To enter address information, click the **Edit Address** button (or double-click in the table).

Plot?	Facility Name	Address 1
✔	Potomac Hospital	2300 Opitz Blvd
✔	Mary Washington Hospital	1100 Sam Perry B

The **Address** screen opens.

4. If the Operator wants the facility to appear on the Incident Map, click the **Plot on Map** checkbox.

5. Enter the **Facility Name** and **Address** in the fields provided.

Instead of entering the address, the Operator can enter the Latitude and Longitude of the facility in the fields provided.

6. Use the Quick Pick function to select from a pre-existing set of Medical Sites. Click the Quick Pick menu button and select the appropriate Medical Site. Each time a new site is entered by a COG Operator into the Medical panel, it is added to the Quick Pick database. However, Operators will not see Medical Site information entered by other COGs.

When the Operator enters a Contact for a Medical Facility, it will automatically be stored in the COG's Contacts database and may be re-used in future incidents.

NOTE: When entering Longitude and Latitude, be sure to use the accepted GIS Format. For longitudes West of the Prime Meridian, use the minus sign as a prefix before the measurement. For latitudes South of the Equator, use the minus sign as a prefix before the measurement.

7. Click the convert button to find the Degrees, Minutes, and Seconds of the exact longitude and latitude coordinates.

8. Click the **OK** button to save the entries. To cancel, click the **Cancel** button.

Facility Properties

Property	Value

9. Select the Facility Property from the drop-down list and type in a value for the selected property.

NOTE: Add or delete rows as appropriate.

10. Click the **Save** button to save the changes before closing.

When the changes have been saved, a message box opens indicating that the changes have been saved.

11. Click the **OK** button to close the message box.

Viewing the Incident Map

TIE Incident Information uses the DMI-Services Geospatial Information Service (GIS) capability to associate an area map with an incident and to add icons that make the area map relevant to the Incident.
Core Incident Information remains displayed in the top pane.

1. Retrieve the Incident List and open the **Incident Information** panel.

2. From the **Incident Information** panel, select the **Map** icon Map .

The **Map** panel opens. For more information on using the map, see About

the Map.

Making Journal Entries

NOTE: Set the workstation's Operating System Time Zone to the same setting as the DMI-SERVICES   Time Zone to ensure consistency in timestamps.

The Journal screen lets an Operator add freeform text for additional information regarding an Incident.
Journal entries are NOT posted with the rest of the Incident.
To make a Journal entry:
1. Retrieve the Incident List and open the incident record.
2. The DMI-Services System opens and displays the **Incident Information** screen.
3. From the Incident Information panel, select the Journal icon .
4. The DMI-Services System opens and displays the Journal screen.
5. The DMI-Services System pre-populates the **Operator's** field with the Operator's user name and pre-populates the **Date and Time** field with the current date and time.
6. Enter a category for the Journal in the **Category** field.
7. Enter the text for the Journal entry in the Comments field.

Note: When entering categories, organizations may want to "plan ahead" and be sure to standardize entries. Planned future functionality may allow Operators to sort on categories for reports (such as a "Lessons Learned" report). Although Journal entries are "free form," please plan for future functionality.

Watch out for misspellings and abbreviations (for example, if an Operator is printing a "Lessons Learned" report, entries with the category of "Less Learned" will not be included). Entries suggested by colleagues throughout the country include: LESSON LEARNED, TELCON FROM, TELCON TO, EMAIL FROM, EMAIL TO, RADIO FROM, RADIO TO, TASK RECEIVED, TASK ISSUED, ACTION TAKEN, TASK STATUS, BRIEFING FROM, BRIEFING TO, and SHIFT TURNOVER.

8. Enter the text for the Journal entry in the Comments field.

   NOTE: To add rows, click the Add Row menu button, or select Add Row from the Actions drop-down menu, or right-click on a row to view and make a selection (Add Row) from the context menu.

   Alternatively, the Operator may select the Add Row icon [icon] adjacent to the Journal list box.

9. Click the **Save** menu button or select **Save** from the **File** drop-down menu to save recent changes.

   NOTE: An Operator may not edit or delete Journal entries in saved records. This helps COGs to preserve an accurate record of journal entries during the Incident. It is possible for an Operator to add additional entries after an incident has been saved.

Entering Additional Information

DMI-Services provide a panel in which the Operator can enter **Additional Information** that may not fit in other Incident panels.
Core Incident Information remains displayed in the top pane.

1. Retrieve the Incident list and open the **Incident Information** panel.

2. From the **Incident Information** panel, select the **Additional Information** icon [icon] Additional Info.

The **Additional Information** panel opens.

3. Enter the additional information as necessary in the given fields.

4. If the Operator closes the panel and has not entered information in all required fields, then the **New Incident Error** screen opens.

5. If the Operator closes the Incident without saving changes, a message box will open asking if they want to save changes before closing.

6. Click **Yes** to save the changes before closing, click **No** to close without saving the changes, or click **Cancel** to return to the Incident.
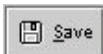
7. Click the **Save** menu button or select **Save** from the **File** drop-down menu.

A message box appears indicating that the changes have been saved.

8. Click **OK** to close the panel.

Specific Needs RequestsUsing the Specific Needs Request/Replies Screen

Specific Needs Requests (**SNR**) are requests for personnel or

materials necessary for response and recovery efforts. The Specific Needs Request capability provides a central area to which the organizations can post requests and replies. SNR provides a consolidated source of information on identity, quantity, packaging, handling, storage, and transportation considerations. SNR provides the capability to conduct an active exchange of information between organizations seeking outside assistance and second (supporting) responder organizations providing assistance.

Use **Specific Needs Request/Replies** to list all requests, request line items and associated replies for an Incident.

Use of DMI-Services does not automatically authorize anyone to commit resources. Authorization to commit resources lies within the policies and procedures for the Operator's jurisdiction.

To Access the Specific Needs Request/Replies panel from the Incident List panel:

1. Select the Incident of interest from the Incident List..

2. Click the **Open SNR** button.
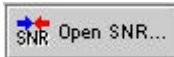
The **Specific Needs Request/Replies** screen opens.
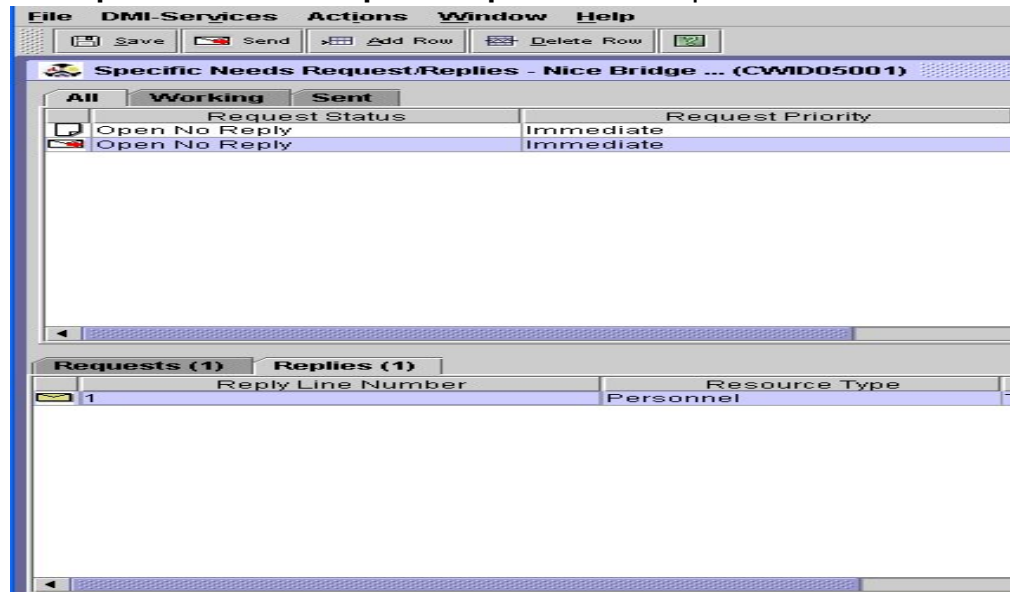
The upper part of the screen displays the requests associated with the selected Incident. The fields displayed in this table come from information entered in the **Specific Needs Request** screen.

The lower part of the screen displays two tabs. One tab displays the line items of the request. The second tab displays the line items of the replies. Replies are associated with the Request Line Items.

The Operator will have different filter options depending on whether they is a member of the sending COG or the receiving COG. If they is an Operator with the sending COG, they has the option to filter the list to

display only Working or Sent.

If the Operator's COG is receiving the Request, they has the option to display only Working or Incoming.

The default filter setting is to display all Specific Needs Requests.

From this screen, the Operator can create Specific Needs Requests, Reply to Specific Needs Requests, and Post Specific Needs Requests.

The information in the Request Line Items table comes from the **Specific Needs Request Line Item** screen.

A Specific Needs Request can also be created or accessed from within an Incident Record.

To Access Specific Needs Requests from an Incident:
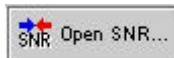
 From an open Incident, click the **Open SNR** button.

Creating Specific Needs Requests

The COG Administrator must grant permission to create Specific Needs Requests (SNRs).

1. Retrieve the **Incident List** for the **COG**.
2. Highlight the Incident or Open the Incident.

NOTE: Because all SNRs must be associated with an Incident Record, the Operator must either be inside of an Incident, or have the Incident highlighted before they clicks the **Open SNR** button.
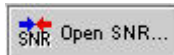
 3. Click the **Open SNR** menu button.

The **Specific Needs Request/Replies** screen opens.

 4. Click the **New** button or select **New SNR** from the **File** drop-down menu.

The **Specific Needs Request** screen opens.

5. Enter data in the fields as necessary.

Only the **SNR Number** field is required. The **SNR Number** identifies the SNR. The SNR number can contain text and numbers. The numbering scheme used depends on the conventions set down by the jurisdiction. If an Operator does not enter contact information using the **Requestor** button, DMI-Services displays his/her COG name in the **Send/Attention To** field after they has saved the Request.

Other fields on this screen:

- **Priority**: Select the priority of the request from the drop-down list. Valid values are:
  - High
  - Low
  - Normal
  - Immediate
  - Urgent.
- **Status:** Select the status of the request. Valid values are:
  - Not Assigned
  - Open Full Reply
  - Open No Reply
  - Open Partial Reply
  - Closed-Fully Provided
  - Closed-Cancelled
  - Closed-Partial.
- **Transportation Instructions**: Enter instructions on how the items requested should be transported.
- **Special Instructions**: Type any special instructions that could include special handling or instructions concerning care of the equipment or personnel (such as feeding, sheltering, etc.)
- **Deployment Instructions**: Enter any information pertinent for responding organizations such as where personnel should report.

6. To enter contact information, click the **Requestor** button. For more information about the **SNR Request** screen, see Entering Requestor Information.

7. To enter delivery information, click the **Delivery** button. For more information about the **Delivery / Attention To** screen, see Entering Delivery Information.

8. Click **OK** to save the changes and return to the **Specific Needs Request /Replies** screen.

NOTE: When the Request Line Item is modified, DMI-Services System will populate the **Update Date and Time**.

Adding Request Line Items

Enter line items for a Request with the SNR Line Item screen.

The **Line Item number** is auto-generated and cannot be edited.
NOTE: The Operator must save the Specific Needs Request before they can add line items.

To Add a Request Line Item:

1. From the **Specific Needs Request/Replies** screen, select the Specific Needs Request for which the Operator is adding line items.

2. Double-click on the top row of the table on the **Requests** tab.
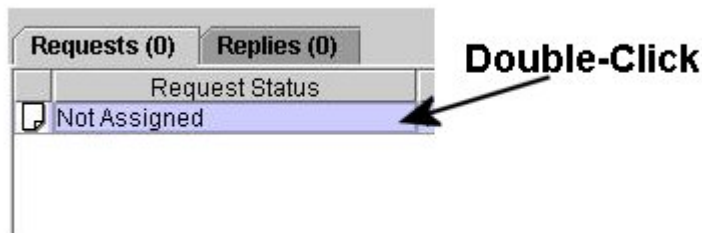
3. The **Specific Needs Request Line Item** screen is displayed.

4. Select a status from the **Status** drop-down list. Valid values are:
   o Open Full Reply
   o Open No Reply
   o Open Partial Reply
   o Closed - Fully Provided
   o Closed - Cancelled
   o Closed - Partial.

5. Select a **Resource Type** from the drop-down list to specify the kind of resource required. Valid values are:
   o Not Assigned
   o Organizational Unit

- o Personnel
- o Equipment supplies
- o Transport
- o Other
- o Facility

6. Select a **Capability Type** from the drop-down list. Valid values are:
   - o Not Assigned
   - o Healthcare
   - o Fire
   - o Emergency
   - o Personal Protective Equipment
   - o Detection Equipment
   - o Sanitation
   - o Rescue
   - o Law enforcement
   - o Operational Equipment
   - o Explosive Device Mitigation/Remediation
   - o Interoperable Communication/Info System
   - o Decontamination
   - o Medical Equipment

The items available in the **Capability Type** drop-down list are determined by the selected Resource Type.

7. Enter the **Item Name**.

8. Enter the quantity required in the **Quantity** field. **NOTE:** Quantity can be expressed in whole numbers or in decimal values.

9. Select a unit of measure from the **Unit of Measure** field. Valid values are:
   - o Each
   - o ft
   - o m
   - o ft3
   - o m3
   - o in
   - o in3
   - o cm
   - o cc
   - o gal

   o liter.

10. Select a priority from the **Priority** field. Valid values are:
    - o Not Assigned
    - o Normal
    - o High
    - o Immediate
    - o Urgent.

11. If desired, enter any additional information in the **Resource Comments** field.

12. Select the date and time needed from the **Date/Time Needed** calendar control.

13. If the selected Resource Type is Equipment, Unit, or Personnel, then the Operator must enter information in the **Self-Sustained Instructions** on what is needed to sustain the requested items.

14. Click the **OK** button to save the changes and return to the **Specific Needs Request/Replies** screen.

Entering Requestor Information

Use the **SNR Request Form** to enter information about the organization making the request.

While none of the fields on this screen is required, it may be helpful to the organizations replying to the request to have the information. If no information is entered on this screen, DMI-Services will enter the COG Name in the **Send/Attention To** column.

To enter Requestor Information in an SNR:

1. Click the **Requestor** button on the **Specific Needs Request** screen.

The Requestor screen will be displayed.

2. Enter the name of the contact person in the **Name** field.

3. Select a role for Receiving Operator from the **Role** drop-down list.

   Valid values in the Role drop-down list are:
   - o Not Assigned
   - o Primary POC
   - o Secondary POC
   - o COG
   - o CMI-Services Project Team Member

4. Enter address information in the **Address Line 1** and **Address Line 2** fields.

5. Enter the **City**.

6. Enter the **State**.

7. Enter the **Country**.

8. Enter the **Postal Code**.

9. Enter the **Cross Streets** (if any).

10. Click the **OK** button to save the changes and return to the **Specific Needs Request** screen. Or click the **Cancel** button to cancel the changes and return to the **Specific Needs Request** screen.

Entering Delivery Information

Use the **SNR Delivery /Attention To** screen to enter information about where to deliver the requested personnel or equipment. While none of the fields on this screen is required, the organization fulfilling the request may find the information quite helpful.

To enter Delivery / Attention To Information in a SNR:

1. Click the **Delivery** button on the **Specific Needs Request** screen.

The Delivery screen will be displayed.

2. Select the **Attention To** COG from a drop-down list of all current operating COGs.

NOTE: Though the SNR will be sent to all of the COGS to which the Incident Record was posted, the **Attention To** designation lets receiving COGs know which COG should fulfill this particular Request Line Item.

3. Enter the name of the point of contact receiving the request in the **Name** field.

4. Select the receiving Operator's **Role** from the drop-down list. Valid values are:
   o Not Assigned
   o Primary POC
   o Secondary POC
   o COG
   o CMI-Services Project Team Member

5. Enter street address in the **Address Line 1** and **Address Line 2** fields.

6. Enter the **City**.

7. Enter the **State**.

8. Enter the **Postal Code**.
9. Enter the **Country Code**.
10. Enter the **Cross Streets** (if any).
11. If desired, the Operator can enter **Latitude** and **Longitude** information and convert the information to degrees.
12. Enter a name for the site in the **Site Name** field.
13. Enter a description in the **Description** field.
14. To plot the site on the Incident Map, click the **Plot on Map** checkbox.
15. Click the **OK** button to save the changes and return to the Specific Needs Request screen.

Send a Specific Needs Request

To send a saved SNR:

1. Highlight the saved SNR by clicking on the appropriate SNR in the top portion of the Working tab.

2. Click the **Send** button on the **Specific Needs Request** screen.

The Send SNR screen will be displayed.
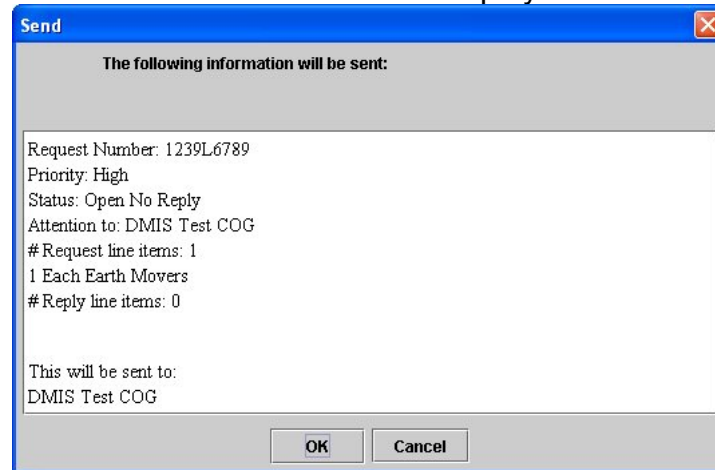
3. Click the **OK** button to send the SNR. (Or click the **Cancel** button to cancel the operation.)

The DMI-Services System will send the SNR to the COGs to which the Incident Record had been posted.
A confirmation dialog box is displayed.

4. Click the **OK** button to acknowledge the Sent notification.

NOTE: A Specific Needs Request can only be sent if the Incident Record with which it is associated has been posted.

Replying to Specific Needs Requests

The COG Administrator must grant an Operator permission to reply to a Specific Needs Request.

To reply to a Specific Needs Request:

1. Retrieve the Incident List for the COG.

2. Select the appropriate Incident.

3. Click the **Open SNR** button.
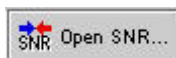
An Operator also has the option to open the Incident and access Specific Needs Request from the Incident.

The **Specific Needs Request/Replies** screen opens.

For best results, select the **Incoming** tab to view only the Requests being sent to the COG.

4. Select the appropriate Request.

5. Double-click on the line item that will be fulfilled.

    The **Specific Needs Request Line Item** screen opens.

6. Click the **Reply** button.

7. The **Reply** screen is displayed.

8. Enter a Reply number in the **Reply Number** field.

9. Enter any desired comments in the **Comments** field.

10. DMI-Services display the line item number in the **Line Item Number** field.

In a Reply to a Specific Needs Request, the Status, Resource Type, Capability Type, Item Name, Quantity, Unit of Measure, Priority, Resource Comments, Date/Time Needed, and Self-sustained Instructions are viewable in non-editable text.

The **Reply** area includes the following fields: Quantity, Unit of Measure, and Remarks.

11. Enter the **Quantity** and select a **Unit of Measure**. (Quantity can be entered in whole numbers or in decimal values.)

12. If desired, the Operator can enter comments in the **Remarks** field.

13. Click the **OK** button to return to the **Specific Needs Request Line Item** screen.

14. Click the **OK** button on the Specific Needs Request Line Item screen to return to the Specific Needs Requests/Replies screen.

DMI-Services places the Reply line item on the **Reply** tab. To view the line item, click the **Reply** tab.

Remember, when an Incident Record is transferred to another COG, any Specific Needs Requests and Replies associated with that Incident Record are transferred to the new COG.

Archiving Incidents

The Archive function in DMI-Services enables COGs to retain completed

and final incidents along with exercises and any internal training incidents in a separate and permanent repository. These incidents provide an historical snapshot of all COG activities, and allow EOC managers to review performance in a given incident.

Moreover, archived incidents show the interaction between responders over time and may be used in developing or refining procedures and training exercises.

A COG may choose to take advantage of the DMI-SERVICES   Archive capability for any number of reasons. Typical reasons are:

o   All interactions with Federal and state authorities are complete;

o   Completed incidents do not require further action;

o   The COG wants to keep Training and Exercise records in the Archive.

In any case, archiving retains COG Incident Records in a view-only mode – that is, once archived an Incident Record may not be altered in any way.

If a COG responds to recurring incidents such as floods, major traffic jams, or any other repetitive event, the Organization may wish to save a copy of an incident as a template to be used later.

For more information about the Save Copy feature, see Saving a Copy of an Incident Record.

Before an incident can be archived, its Incident Status must be set to "Closed."

Remember, an Archived Incident Record cannot be modified or transferred and will appear in view-only mode in the Archived Incident List of the originating COG. If the Incident Record had been posted to other COGs, those records will be removed from their Active Incident Lists and will be placed into that COG's Archived Incident List.

NOTE: Only a Primary Operator may archive an Incident Record.

How to Archive an Incident

Only Primary Operators have the authority to archive incidents.

1. Retrieve the Incident List.

2. Select and open the Incident Record by double-clicking on the appropriate item in the Active Incidents List. Or select the appropriate record and select "**Open**" from the **File** drop-down menu.

The DMI-Services System opens and displays the selected Incident Record's Core Incident Information panel.

3. Select the **Edit Data** icon to activate Edit Mode.

4. If the incident hasn't already been closed, select the "**Closed**" option in the **Incident Status** drop-down list and press the **Save** button.
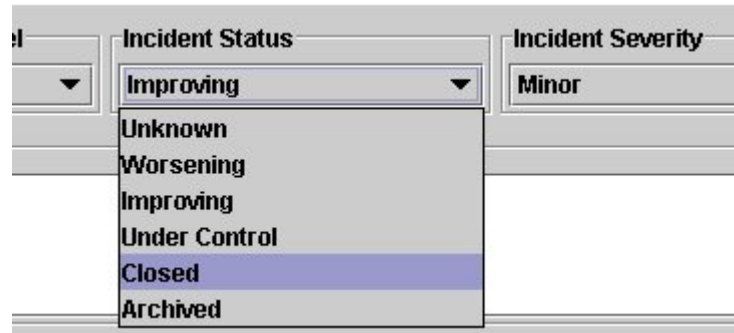
5. Select "**Archive**" from the **File** drop-down menu.

6. The DMI-Services System displays a dialog box with the message: "Do you want to archive this record?" and presents the Operator with choices for Yes, No and Cancel. Select **Yes** to archive the Incident.

NOTE: It is possible for another Operator to be in the Incident Record when the initial Operator is trying to archive it. In that case, the Incident Record will be archived after the second Operator has exited the record.

7. Select the **Yes** button. DMI-Services will display a dialog box stating "**Archive succeeded**" along with a command button to acknowledge the message.

(**NOTE:** If **No** or **Cancel** is selected, the dialog box will close and the Incident will remain open in the active Incident List.)

8. Select the **OK** button on the dialog box to acknowledge the "Archive succeeded" message.

9. The Incident Record panel will close and then the active Incident List will refresh. The recently Archived Incident Record will no longer be displayed in the active Incident List but it may still be viewed in the Archived Incident List.

Remember, whenever an Incident Record is archived, any Attachments and any Specific Needs Requests associated with it are also archived.

NOTE: Only a Primary Operator may archive an Incident Record.

Using the Archived Incident List

All archived Incident Records will be displayed in a COG's Archived Incident List. The Archived Incident List displays incidents created by the COG's Operators as well as incidents posted by other COGs.

The archived Incident List is accessed by selecting **Archived Incident List** from the **Tactical Information Exchange** submenu of **DMI-Services**.
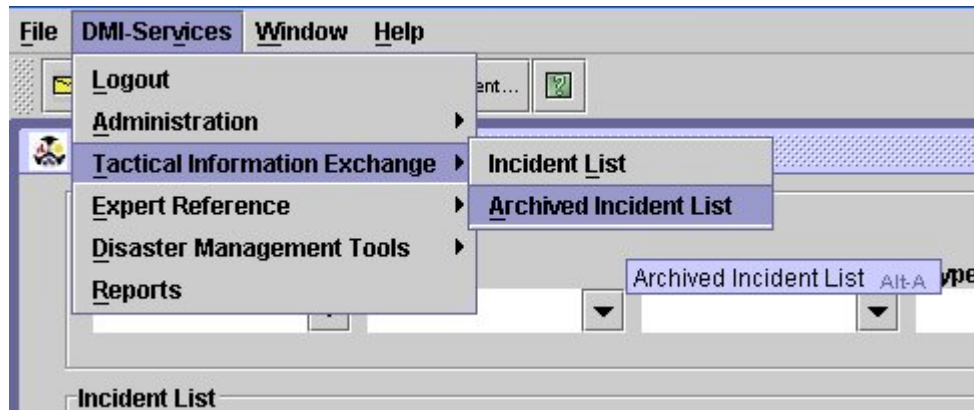
The Archived Incident List works much like the active Incident List. An Operator can sort and filter the list, view archived Incidents and Generate Reports.

Because these incidents have been closed and archived, an Operator may only **view** the Incident Record. The Operator **may not** alter data and may not transfer the Incident Record to another COG.

An Operator may view attachments to an Archived Incident Record and may view all Specific Needs Requests.

Symbols in the Archived Incident List

Icon	Description
	Archived Incident
	Archived Incident with Attachment
SNR	Incident has Specific Needs Requests

Sorting the Archived Incident List

To sort the Archived Incident List by a particular field, click on the appropriate column heading.

NOTE: The default sort order for the Archived Incidents List is by status (posted then received) and within that order by date. The working version will be renumbered as the latest numbered version of the Archived Incident Record.

If, for example, five (5) versions of a record exist and version 3 is archived, versions 1 and 2 will NOT be archived.

Remember the working version? The working version of an Incident Record is the initial version of the Incident that the Primary Operator is always modifying.

When the Operator archives either the working version (version 0) or the last numbered version an Incident Record, all prior versions of that incident are archived as well. In the case of the working version, it will be renumbered to be last version number.

For example, if version 5 is archived, all versions (1, 2, 3, and 4) are archived as well.

When the working version of an Incident Record is archived, all versions of the incident are archived and the version number of the working version will be renumbered as the latest version number. For example, if there are five (5) posted versions of the incident 01252005_GasMainRupture and the working version of that incident is archived, then working version (version 0) is renumbered by the DMI-Services System as version 6 and is placed in the Archived Incident List. See the illustration.

Generating Archived Incident List Reports

Two types of reports are available: list reports and detail reports. The list reports, which are generated from the **Archived Incident List** screen, include the **Posted Incident List Report** and the **Archived Incident List Report**. The Incident Detail Reports are generated from within an Incident.

An Operator can filter the list of reports.

The **Posted Incident List Report** generates a summary report of all Incidents Posted to and from the Operator's COG. The **Archived Incident List Report** generates a summary report of all archived Incidents in the COG.

1. Retrieve the **Archived Incident List**.

2. Select **Reports** from the DMI-Services menu.

3. The **Reports** screen opens.

4. Select the type of report to be produced.

5. Click **OK** to generate the report. (Or, click **Cancel** to cancel the report.)
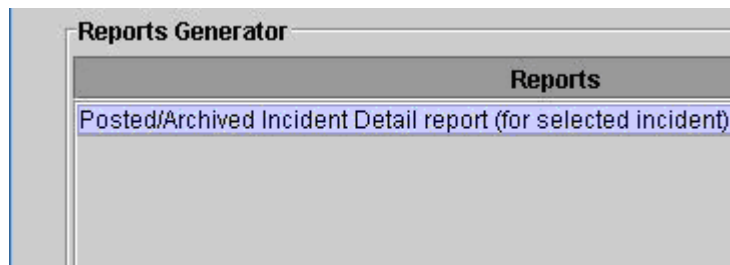
6. Click OK.

The Select Subreports screen opens.
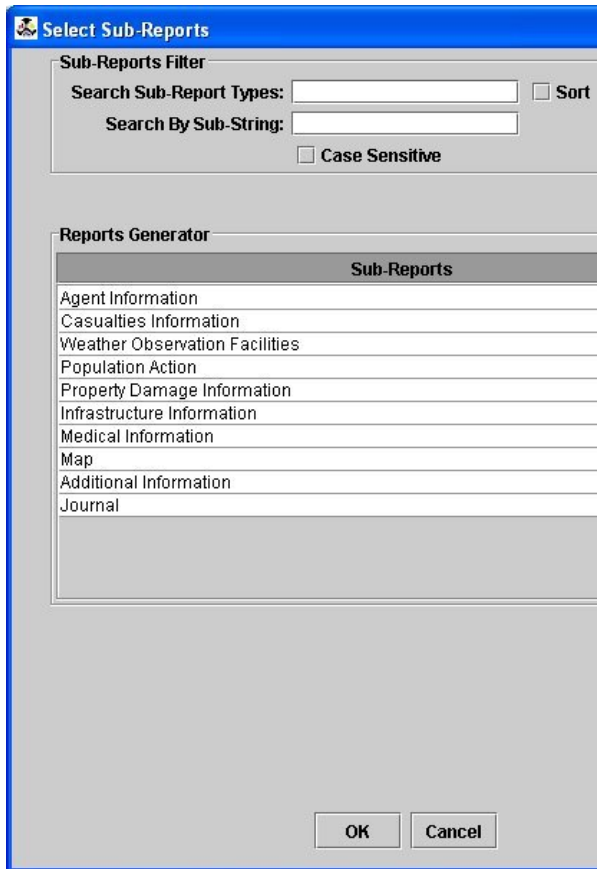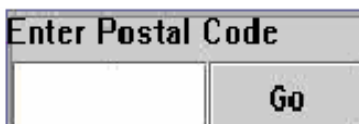
7. Click on each sub-report that is to be included in the report.   Use the Shift key or the Ctrl key to select more than one sub-report at a time. The Shift key selects consecutive items and the Ctrl key selects only one sub-report.

8. Click OK to generate the report. (Or, click Cancel to cancel the report.)

CHAPTER 6: Using the Weather Tool

About the Weather Tool

Much like many weather tools on the Internet, the DMI-Services Weather Tool enables the Operator to obtain a weather forecast for a specific Postal Code. By default, the Postal Code contained in the Operator's Profile is used when no Postal Code is supplied.
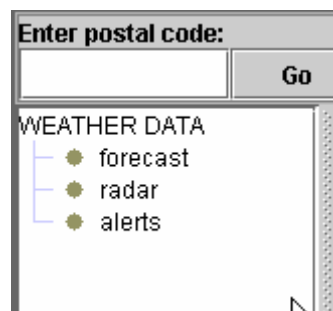
The tool provides weather forecast information on an hour-by-hour basis for the next 48 hours.

The weather tool provides:

- o Increased speed of weather information delivered to those who need it
- o Increased resolution of weather information.

Using the tree view on the left, the forecast, radar image, and alerts may be displayed for the Postal Code area.

Viewing Local Weather Forecasts

The DMI-Services Weather Tool enables the Operator to view local weather forecasts based on the Postal Code. The data is automatically updated at regular intervals.

NOTE: When the local Weather Forecasts tool is used independent of TIE, no data is posted.

Access the Weather Tool from the **Disaster Management Tools** menu, located in the **DMI-Services** menu.

To access the DMI-Services Weather Tool using the Disaster Management Tools menu:

1. **From the DMI-Services** menu → Select **Disaster Management Tools** → Select **Weather Forecast Tool**

The **Weather Tool** screen opens.

2. Enter the Postal Code in the field provided and click the **Go** button.

DMI-Services refresh the screen to display the forecast for the entered Postal Code.

3. To view Radar data, select **Radar** from the WEATHER DATA tree in the left pane.

The **Radar** screen opens.
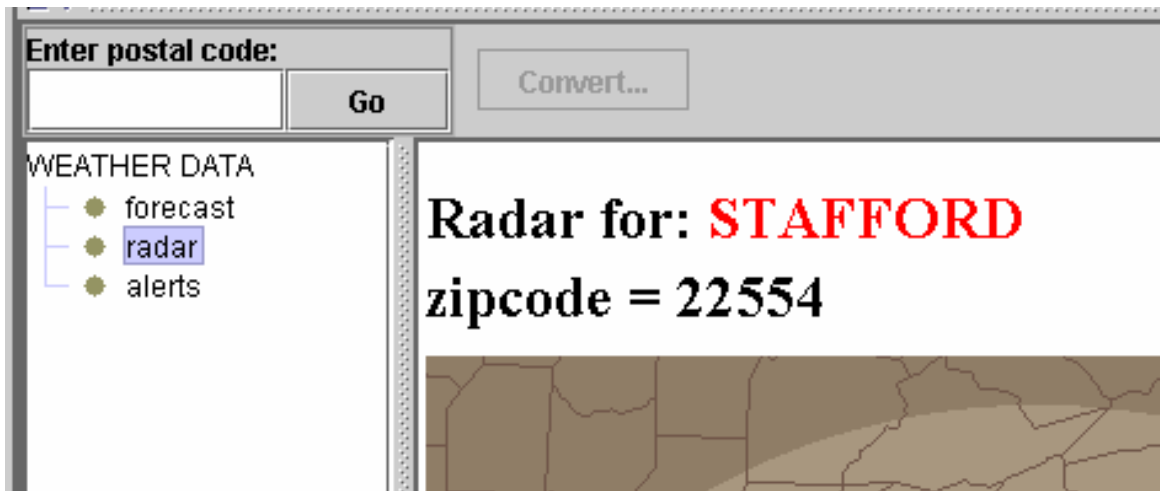
4. To view current weather alerts, select **Alerts** from the WEATHER DATA tree in the left pane.

The **Alerts** screen opens.

Field	Description
Date	When Operator is viewing the Current Weather, this is the current date. When the Operator is viewing a local forecast, this is the date the forecast is for.
Time	When Operator is viewing the Current Weather, this is the current Time. When the Operator is viewing a local forecast, this is the time of day the forecast is for.
UV Index	Ultraviolet Index
Cloud Cover (%)	Percentage of cloud cover
Current Weather Conditions	Rain, Snow, Ice, Sleet, Freezing Rain, Partly Sunny, Mostly Sunny, Partly Cloudy, Mostly Cloudy
Precipitation Type	Rain, Snow, Ice, Sleet
Ceiling Height (ft x 100)	The height of the lowest layer of broken or overcast clouds.
Wind Direction (Compass)	The direction from which the wind is coming. For example, an easterly wind is blowing from the east, not toward the east. It is reported with reference to true north, or 360 degrees on the compass, and expressed to the nearest 10 degrees, or to one of the 16 points of the compass (N, NE, WNW, etc.).
Relative Humidity (%)	The ratio of the water vapor pressure or water vapor content to the saturation vapor pressure or the maximum vapor content at the temperature of the air or gas. The saturation vapor pressure in the air varies with air temperature, the higher the temperature, the more water vapor it can hold. When saturated, the relative humidity in the air is 100 %RH.
Visibility (mi)	A measure of the opacity of the atmosphere, and therefore, the greatest distance one can see prominent objects with normal eyesight.
Temperature (degrees F)	The free air or ambient temperature close to the surface of the earth, measured in Celsius or Fahrenheit.

Real Feel Temperature (degrees F)	How the temperature seems to feel, taking into account humidity and wind, etc.
Dew Point (degrees F)	The temperature to which air must be cooled at a constant pressure to become saturated.
Wet bulb	Dependent on the temperature and the humidity of the air, it is the difference between the dry bulb and the wet bulb readings.
Wind Speed (mph)	The rate of the motion of the air on a unit of time. It can be measured in a number of ways. In observing, it is measured in knots, or nautical miles per hour. The unit most often used in the United States is miles per hour.
Wind Gust (mph)	A sudden significant increase in or rapid fluctuations of wind speed. Peak wind must reach at least 16 knots (18 miles per hour) and the variation between peaks and lulls is at least 10 knots (11.5 miles per hour). The duration is usually less twenty seconds.
Hourly Snow (in)	The amount of snow that falls within an hour.
Hourly Ice (in)	The amount of ice that falls within an hour.
Hourly Rain (in)	The amount of ice that falls within an hour.
Hourly Liquid Equivalent (in)	A way of measuring frozen precipitation -- the amount of precipitation that would be as a liquid.

Using the Radar Screen

The Radar Screen displays the current date and time.

A radar image of incoming weather for the region that contains the Postal Code for which the Operator is viewing weather forecast data is displayed.

Use the scroll bars to move around the radar image. On the far right of the screen is a legend explaining the colors on the image.

Using the Weather Alerts Screen

The Weather Alerts screen displays any watches or warnings that have been issued as of the date and time displayed on the screen.
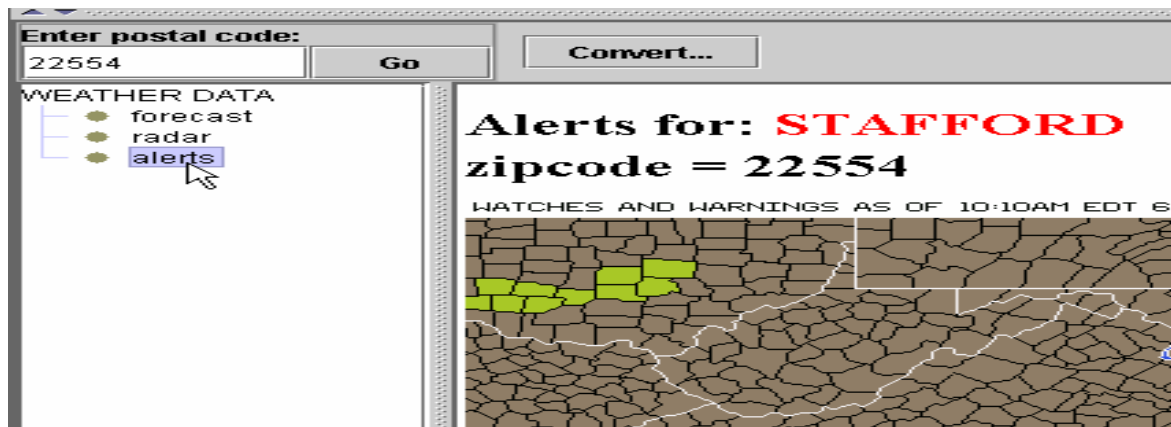
On the far bottom of the screen is a legend explaining the colors used on the map.

©2003 AccuWeather, Inc.

| | Severe Thunderstorm Warning | | Flood |
| | Flash Flood Watch | | Wind A |

CHAPTER 7: Using the Map Tool (also known as GIS)

Accessing the Incident Map

To access the Map in TIE, open the Incident from the Incident List and click on the Map icon. 📄 Map
The map panel opens.

GIS Tool Bar Buttons

The following are tools available to use with the map:
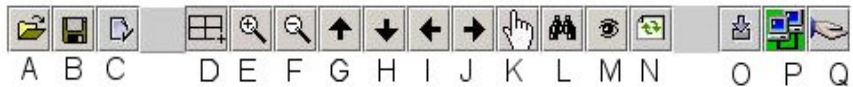
Letter	Meaning	Letter	Meaning
A	Open	J	Pan Right
B	Save	K	Pan
C	Set Map Properties	L	Find
D	Set Area of Interest	M	Identify
E	Zoom In	N	Refresh
F	Zoom Out	O	Import Marplot
G	Pan Up	P	Toggle Auto Collaboration
H	Pan Down	Q	Share
I	Pan Left		

Adding Layers to the Incident Map

The map layers are symbolized and controlled by the tree structure to the right of the map. Scroll to the right to display the tree structure.

There are two types of layers: Personal and Public. Personal layers may be kept personal. Public layers include layers added by the COG or by other COGs in Incidents that have been posted. Layers created by members of one COG cannot be edited by another COG's Operators.

To add layers:

1. Right-Click in the layer area; and

2. Select Add from the right-click menu.

    A page icon will appear with the default name of "layer." The Operator may want to rename the layer.

To add sub-layers:

1. Right-Click in the appropriate layer; and

2. Select Add from the right-click menu.

    A page icon will appear with the default name of "layer." The Operator may want to rename the layer.

NOTE: An Operator cannot add sub-layers to the Plotted Locations layer.

To rename the layer:

1. Right-Click on the layer to be renamed; and

2. Select Rename from the right-click menu.

3. Press the Return key to save the new name.

Moving Through the Incident Map Layers

Moving through map layers is much like moving through the panels of an Incident. To move from layer to layer, click on the icon for the layer. The symbols indicate the type of markings on the map. There are site markings, property damage markings, sheltering information, and medical facility layers.

Remember an Operator can create sub layers to further refine the type of information on the layer. For example, the Operator can have a layer that only contains Police information.
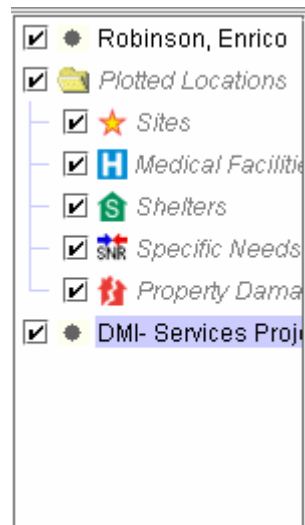
The layer that has the Operator's name associated with it is the personal layer. A personal layer can be used to keep an Operator's mark-ups private. To share the items on the personal layer, the Operator must cut them from the personal layer and paste them to the COG's layer.
The next layer is called "Plotted Locations." Items for this layer come from plotted locations on the Incident panels such as Site Information and Medical Information.
The next layer is the originating COG's layer.
If the Incident has been posted to another COG and that COG has marked up the map, that COG will also have a layer.
If an Operator un-selects the checkbox next to the layer name, any markups associated with that layer will no longer display.

When a "parent" layer" is turned off, its "child" layers and any markups associated with them will not display.

Using Web Map Services

DMI-Services provides for automatic creation of layers on an incident map through the use of the "Invoke Web Map Services" button. This feature enables Operators to import layers such as Q3 flood planes and aerial photographs (also known as ortho-images).

To use Web Map Services:

1. Select the Web Map Services Button.

   The DMI-Services System displays the Web Map Services (WMS) selection dialog box.
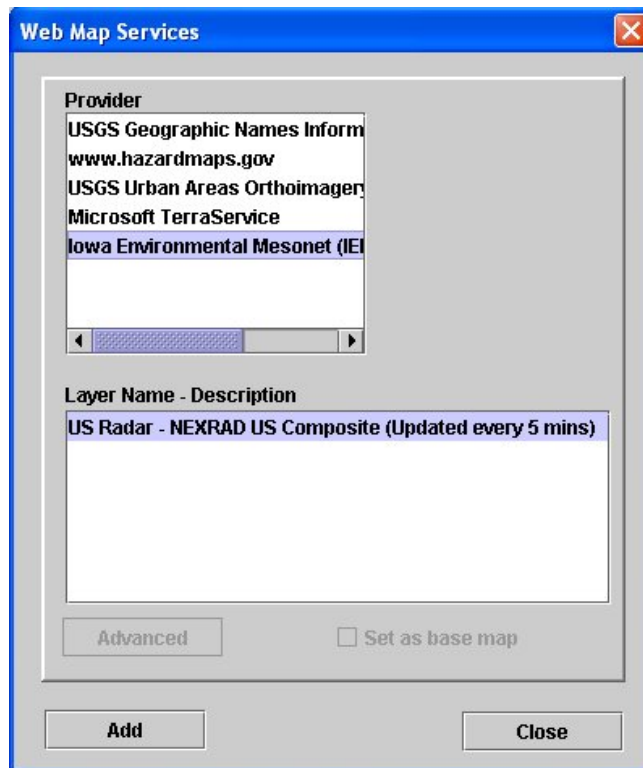
2. Choose a service from among the providers by clicking on the provider's name.

   Currently there are five product providers. Their corresponding layers are as follows:
   United States Geological Service (USGS) Geological Naming Information Service (GNIS). This service offers layers providing the names of water features (creeks, rivers, lakes, etc.), parks, and populated places, plus the above sea-level height of summits

(mountains).

Hazardmaps.gov is a service of the Federal Emergency Management Agency. The maps culled from this web site provide layers useful in flooding scenarios.

USGS' Urban Areas Orthoimagery. Ortho-images zoom in and out to match the view of the base map, and provide a valuable reminder to responders of what terrain features and structures exist surrounding the incident area. As high resolution ortho images of urban areas become available from USGS, the DMI-Services System makes them retrievable here. Retrieval time is a bit longer, but the resolution of the aerial photographs is excellent.

Microsoft TerraService offers two types of layers. The first is medium resolution ortho-images of the entire United States; the second is "raster" graphics. The medium resolution aerial photographs are often clear enough for emergency response purposes and download faster than the high resolution images. Raster graphics are robust map images that show topographic lines of elevation with water and populated area features and names.

Iowa Environmental Mesonet (IEM) RadView Service offers US Radar - NEXRAD, a composite of US Radar services updated every five (5) minutes.

United States Geological Survey. The Natural Hazards Support System (NHSS) enables users to monitor and analyze natural hazards events as they are occurring anywhere on the Earth. For example, as a hurricane nears shoreline, NHSS users can pinpoint the current location of the hurricane, and can access near real-time information on stream levels, wind speeds, and tide conditions. This information is presented in an integrated geospatial view that combines the dynamic natural hazards events with a rich set of reference data including shaded relief, transportation, and hydrograph. The United States Geological Survey (USGS) Rocky Mountain Geographic Science Center (RMGSC) developed NHSS to aid in monitoring, responding to, and analyzing current natural hazards events. This is achieved by NHSS' combination of information that allows users to easily monitor either a single natural hazard event or see the geospatial relationships of different natural hazards events.

3. Click on the layer name description of the desired layer.
4. Select the Add button.
5. The DMI-Services System retrieves the layer and displays it in the map window. At the same time the new layer will be represented in the layer tree along the right side of the map. Features retrieved are visible on the map.

6. Set the transparency of a Web Map Service layer by right-clicking the appropriate Web Map Service layer and select Transparency from the right-click menu. Use the slider to indicate the level of transparency. The scale goes from zero to 100% in increments of five percent (5%). By default the transparency is set to 100%.
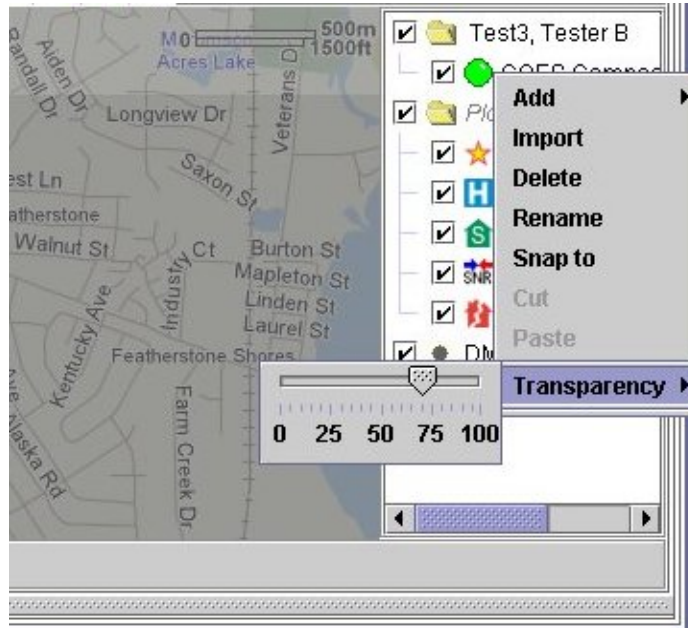
NOTE: The feature data retrieved is only as good at the data offered by the provider. The data offered by the provider is only as good as the data given by local governments when it was sent to the provider. DMI-Services simply serves the data and cannot guarantee its completeness or accuracy.

Tips for Using Map Layers

When an Operator clears the checkbox next to a map layer, the visible symbols and markings associated with the layer will no longer display. All markings associated with "child" layers to that "parent" layer will no longer display. It may be a good idea to add layers logically so markups on each layer are complementary – the next layer builds upon the previous layers.

Consider the difference in the following scenarios. In the first scenario, there is a layer that has two child layers. The parent layer is called **Car Accident** and the child layers are called **Police** and **Fire**. If an Operator chose to hide the **Car Accident** layer (by clearing the checkbox next to the words **Car Accident)**, the information associated with the layers **Police** and **Fire** would also be hidden.

Now consider the following scenario: If the **Car Accident** layer and the **Police** and **Fire** layers were all on the same level, the Operator could hide

Car Accident and still display **Police** and **Fire** information.

Another point to keep in mind is that the names of layers named for the panels that populate them cannot be changed. For example, if a layer is named **Site** because the points that are plotted on it came from the **Site Information** panel, the Operator cannot change its name and it will always be called **Site**. Also, an Operator cannot add markups on layers such as the Site layer.

Keep in mind the difference in an Operator's personal layers and the COG's layers. When an Operator marks up personal layers, they must cut and paste them to the COG's layer. The Operator can only mark up either personal layers or layers owned by his/her COG. An Operator of one COG cannot add markups on layers owned by other COGs.

Marking Up the Incident Map

The mapping application comes with several tools to enable an Operator to easily mark up the map as appropriate.

The Operator can add lines, shapes, dots, etc.

Choose from several symbols on the symbol palette to denote police, hospitals, schools, etc.

To change the color of a line:

1. Right-click on the line and select the **Attributes** command.

2. From the **Attributes** cascaded menu, select **Line**.

3. To select the color, click **Select Color**, then select a color from the color picker screen.

To change the color of the fill in a filled shape:

1. Right-click on the shape and select the **Attributes** command.

2. From the **Attributes** cascaded menu, select **Fill**.

3. To select the color, click **Select Color**, then select a color from the color picker screen.

To move a shape elsewhere on the map, delete the shape and draw another one.

Use	To
Pen	To draw a freehand line: 1. Click the place on the map to start the line; and 2. Hold down the left mouse button. 3. Drag the cursor to the place where the line will end. 4. Release the left mouse button. The line will display on the map. To change the color of the line use the **Attributes** command.
Fill Polygon	To draw polygons: 1. Click the polygon icon. 2. While holding down the **SHIFT** key, click on the area of the map where the polygon starts. 3. Click on the areas on the map where the corners will be. 4. When finished drawing the polygon, release the **SHIFT** key. The polygon will be complete. To change the color of the line and the fill, use the **Attributes** command.
Rectangles	To draw rectangles on the map, use the **Rectangle** button. Remember, there is the option of filled or empty rectangles. To change the color of the line and the fill using the **Attributes** command.
Text	To enter text on the screen, use the text icon. To enter text: 1. Click the text button; and 2. Click on the map where the text should display. 3. Enter the desired Text and 4. Press the **Enter** key.
Circles	Use the circle icon to make circles on the map. To make the circle: 1. Click the desired circle button and 2. Click on the map where the circle should display. Change the color of the line and the fill by using the **Attributes** command.
Line	To draw a line: 1. Click on the line button; and 2. Click on the map where the line should appear. 3. Drag the line to the point where it should end; and
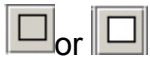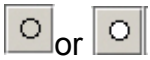
4. Click to terminate the line.

Adding Symbols to the Incident Map

To add symbols to the map, use the symbol palette to the left of the map. From this palette select symbols to place on the map. The symbols to denote police, hospitals, schools, natural events, operations, etc.

To add a symbol:
1. Click once on the symbol; and
2. Drag it onto the appropriate spot on the map.

Use tabs to move through the categories of symbols (Medical, Incident, Hazard, Fire and Police).
Specify a Damage/Operational Status level for any Operational or Infrastructure symbol on an Incident map layer. The status levels are defined by the Homeland Security Working Group Symbology Reference (http://www.fgdc.gov/HSWG) and are reflected in the various color-coded symbol borders. The status levels are:

Level 1 - Fully operational/open	
Level 2 - Operational, but filled to capacity or otherwise closed	
Level 3 - Operational, but partially damaged or partially incapacitated	
Level 4 - Destroyed or totally incapacitated	

By default there no status level is assigned to a symbol.
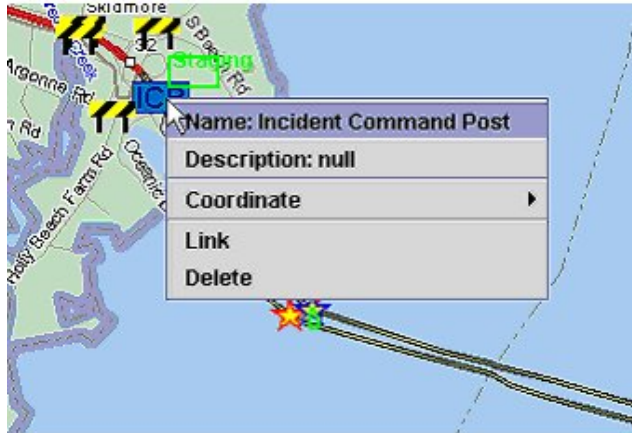
Nearly all of the map symbols used in DMI-Services are part of the standard Homeland Security Working Group Symbology Reference. This reference, containing Emergency Management Symbols, can be found online at www.fgdc.gov/HSWG.
See Map Symbols

Creating Links from Map Markups

An Operator can create a link from a drag/drop markup object on a layer to a locally stored file. Link a markup on the map to a floor plan .jpg file, MSDS document, or any other file relevant to the markup.

To create a link:

1.   Activate the cursor by selecting the cursor button at the bottom of the map.

2.   Right click the markup object; and

3.   Select the Link menu item.
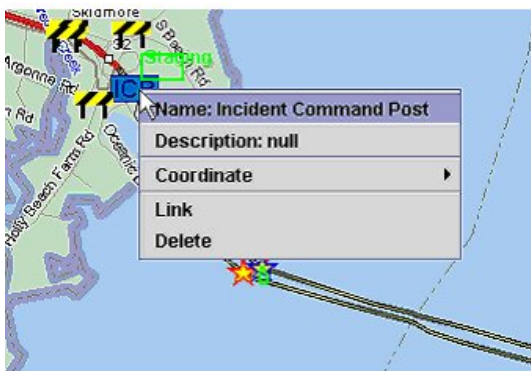
4. Enter the path to the file if known, or use the Browse command to search for the file desired.

5. When the file is found, highlight it and

6. Select the Link button.

The cursor will become an hour glass while the link is being established. Once established, the object displays a small arrow at its lower left corner. To view the linked file, simply double-click on the markup object.

Deleting Lines, Shapes, and Symbols

All of the lines, shapes, and symbols added by an Operator may also be deleted. To delete any line, shape or symbol placed on the map, just place the cursor on the item, right-click on it and select **Delete** from the right-click menu.

Icons (such as stars) that correspond to sites that have been plotted from addresses entered on other panels (such as the Site Information panel) cannot be deleted like any other symbol.

To remove these sites, deselect the **Plot on Map** checkbox on the corresponding panel.

Icons plotted using the Find Icon will be deleted if the Operator closes the Incident and re-opens it.

EXAMPLE: Here's how to delete the Hospital symbol that an Operator places on the map from the palette versus deleting the Hospital symbol that appears when the Operator checks the Plot on Map checkbox for an address on the Medical Information panel.

Delete the symbol from the palette by right-clicking.

The other symbol can be hidden by either de-selecting the Plot on Map checkbox or by de-selecting the checkbox for the Medical Facilities layer.
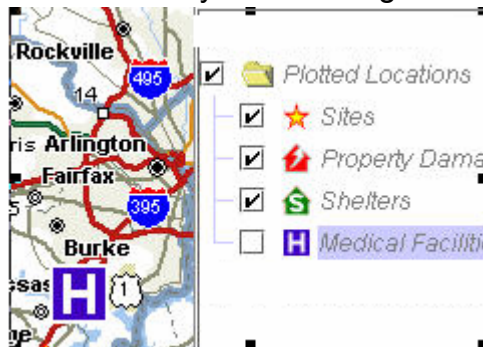
As shown above, the checkbox for **Medical Facilities** layer is not selected, yet the Hospital symbol still appears on the map because it was placed on the map from the palette.

For more information about working with layers, see Tips for Using Layers.

Cutting and Pasting Shapes

An Operator can cut objects from one layer and paste them onto another. When the **Cut** command is used, it applies to all markups on the selected layer. This feature is useful if the Operator wants to transfer markups from his/her personal layer to the layer owned by the COG.

1. To cut the items on a map, select the layer from which the items will be cut.
2. Right-click on the layer and select **Cut Features** from the menu.
3. Select the layer to which the item will be pasted.
4. Right-click on the layer and select **Paste** from the menu.
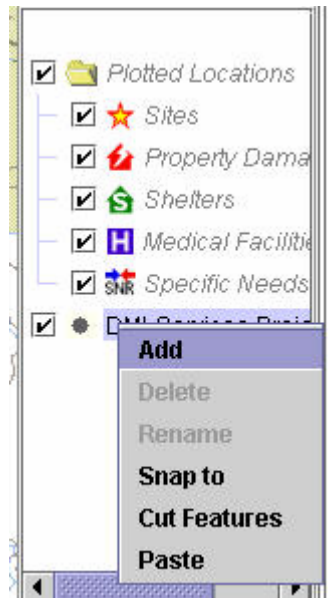
Tips for Plotting Areas on the Incident Map

When an Operator enters address information on other panels in TIE that contain a **Plot on Map** checkbox, the address is plotted on the Map. **NOTE:** The more accurate the address information, the more accurate the plot will be on the Map. While not all fields are required to save the incident information, it helps to have state and Postal Code included to more accurately plotting a point on the map, especially if unsure about the street address.

Refreshing the Incident Map

At times, it may be necessary to refresh the map. To refresh the map, click the **Refresh** tool.

When refreshing the map, it is re-loaded from the server. Reloading can be slow, depending on the speed of the Operator's Internet connection.

Sharing the Incident Map

The **Share** tool and the **Auto Collaboration** tool work together.

Auto-Collaboration lets an Operator work with all other COG Operators in marking up map layers.

If **Auto Collaboration** is turned off, the marked-up layers cannot be shared with anyone -- including the members of the Operator's own COG.

However, the Operator can click on the **Share** icon to share markups with the members of the COG when not in **Auto Collaboration** mode.
NOTE: Any shapes placed on the personal layer will not be shared even when the Operator clicks the Share button.

Using the Snap Command

Use the Snap command to quickly bring into focus the area where all markups exist for a layer and any associated child layers.

Suppose an Operator has been panning around the map and their view of the map has moved away from the initial area of interest. The Operator can select the layer on which markups reside and use the right-click menu to "snap to" that new area of the map (even if the area is not visible). Icons for that layer and its "children" are displayed.

To use the snap command:

1. Select the layer of the map on which the markups display.
2. Right-click on the layer; and
3. Select **Snap to** from the right-click menu.
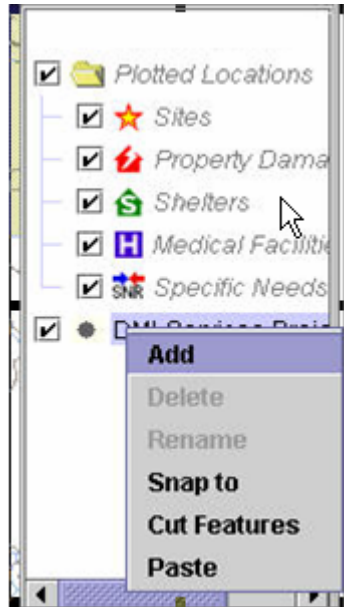
Toggling Auto Collaboration

The **Auto Collaboration** mode enables an Operator to share his/her markups with the other members of their COG. If the Operator does not want to share his/her markups, they can turn off **Auto Collaboration**.

Auto Collaboration and **Share** work together. If the Operator has **Auto Collaboration** turned off, they can share markups periodically by clicking on the **Share** button.

To toggle the **Auto Collaboration** on or off, click the **Auto Collaboration** button.

Saving Incident Map Files

The Operator can save snapshots of maps in a .jpg format to share with others or import into another application.

Save

1. After making changes to the map or zooming in as appropriate, click the **Save** button.

The **Save** dialog box opens.

2. Select the folder in which the map will be saved. Use [icon] to create a new folder in the current directory. The Operator can use the drop-down list to find the desired folder or use the [icon] up one folder icon.
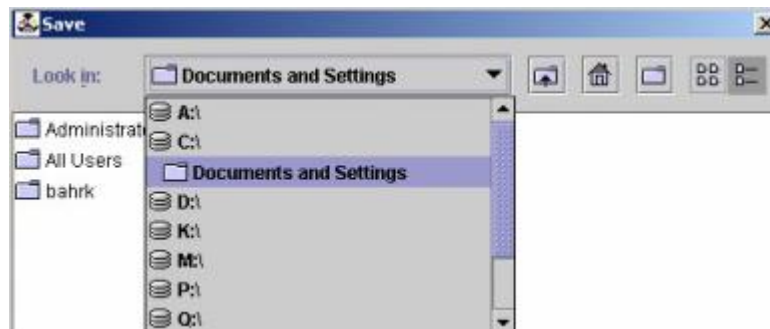
3. Enter a name for the file in the **File Name** field and click **Save**.

NOTE: The only file type available to save a map in is the .jpg file type.

Opening Saved Incident Maps

1. To open a saved map, click on the **Open** file icon.

The **Open File** dialog box opens.

2. Select the name of the file to open and click **OK**. If necessary, browse for the appropriate file by using the **Look in** drop-down menu.
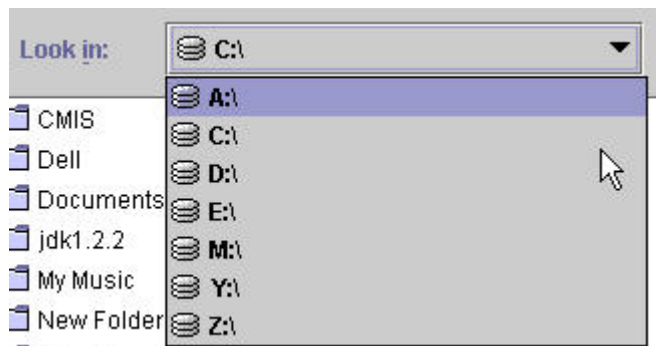
The **Open File** dialog box works much like the **Windows Open File**

dialog box.

NOTE: The only file type available to save a map in is the .jpg file type.

Setting the Area of Interest

Use the Set Area of Interest tool to zoom in on a specific area on the map. This tool gives an Operator more control over the zooming-in process than the Zoom Tool. While the **Zoom Tool** only zooms in on the general area of the map, the Set Area of Interest tool zooms in only on the area specified. To use this tool, click on the tool button and then click on the map near the area of interest on the map. Drag the cursor across the map to an endpoint for the zoom. Now release the mouse button. The map will show the zoomed-in view of the area of interest.

Suppose an Operator needs to zoom in on Three Rivers Stadium. Click on the map just to the top-left of the stadium complex. Drag the box over the map and release the mouse button when the stadium complex is enclosed in the box. When the map is refreshed, the stadium complex will be the most prominent area on the map.

Using the Zoom Tool

Use the Zoom tool to zoom in on the map. An Operator will not have as much control over the area that is zoomed in as with the Navigation tool.

The Zoom Tool zooms in on the general area of the map currently being displayed.

Finding Addresses

Enter address information on this screen to plot it on the map. To plot the address:

1. Click the **Find** icon.

The **Find** dialog box opens.

Search on an address or a coordinate.

2a. Enter information in the **Street**, **City**, **State**, **Country,** and **Postal code** fields; or

2b. select the Coordinate radio button and enter the coordinates for **Latitude** and **Longitude** in their appropriate fields.

3. Click **OK** to plot the address (or click **Cancel** to cancel the operation).

A red star will appear on the map to indicate the address. This star will only remain as long as the Operator is in the Incident.

NOTE: Only stars that represent sites entered in the Site Information panel will be saved.   If the Operator closes the Incident and later returns to the map, the red star will no longer be there.

Using the Identify Tool

Use the Identify Tool to identify an address on a map.

1. To use the identify tool, click the Identify icon on the Map's toolbar.

2. Right click on a symbol on the map → select address

3. The address is displayed.
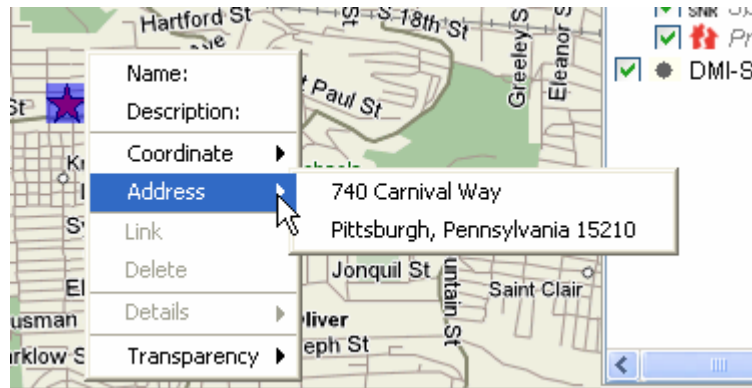
4. Click anywhere outside of the option box to close.

Importing Shape Files

Use Desktop Mapping to import Shape Files. Remember the information being imported must be in a .shp file format.

To import a Shape File, the Operator must be in the map panel of TIE.

1. Click the import button.

The **Import Shape File** screen opens.

2. Select the file to be imported (this is the file in the .shp Shape File format).

3. Click **Open** to import the file or **Cancel** to cancel the import.

Importing Marplot Files

Use Desktop Mapping to import Marplot Files. Carefully plan what will be exported from Marplot, as only one type of information may be imported at a time. The reason only one type of information may be imported at a time is that the Operator must choose a symbol to represent all of the data being imported. Also, remember the information being exported from Marplot must be in a .txt file format.

To import a Marplot File, the Operator must be in the map panel of TIE.

1. Click the import button.

The **Import Marplot** screen opens.

2. Select the file to be imported (this would be the .txt file that was created when the Operator originally exported the map in Marplot).

3. Click **Open** to import the file or **Cancel** to cancel the import.

Saving the Incident Map Properties

An Operator may save a default map view for all new Incidents. This lets the Operator choose to have a certain locality in focus every time the map is opened. If the Operator plots something outside of the locality chosen as a default, the map will first open to the default setting, and then display the plotted address.

To save the map property:

1. Find the desired locality and zoom in or out as appropriate.

2. Click the **Save Map Properties** icon.

The following dialog box is displayed.

Message	✕
ⓘ Incident information has been saved.	
OK	
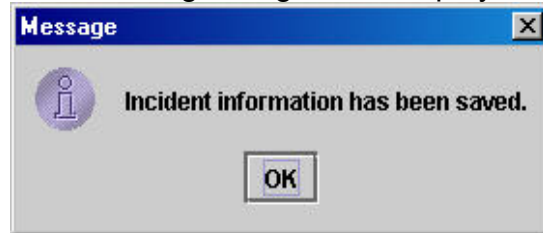
3. Click **OK** to close the dialog box.

Using the Panning Tools

Use the Panning Tools to move the area of the map being viewed.
The arrows indicate the direction in which the Operator is panning.

Use the **Pan** Tool 🖑 to pan on a specific point. This tool lets the Operator quickly move the part of the map being viewed so that the area of interest at is in the center of the screen.

The zoom stays the same when using the panning tool.

Suppose the Operator has zoomed in on an area of the city and wants to move the view of the map to an area just to the right. Click once on the arrow pointing to the right. When the map is refreshed, the Operator will see the area just to the right of the previous location.

CHAPTER 8: COG Location Map

Use the COG Location Map to obtain information about other COGs. This map enables COG Operators to see neighboring COGs, determine COG location and obtain Point of Contact information.
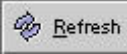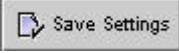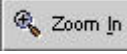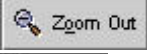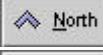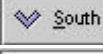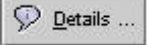
Select DMI-Services ► Disaster Management Tools ► COG Location Map.
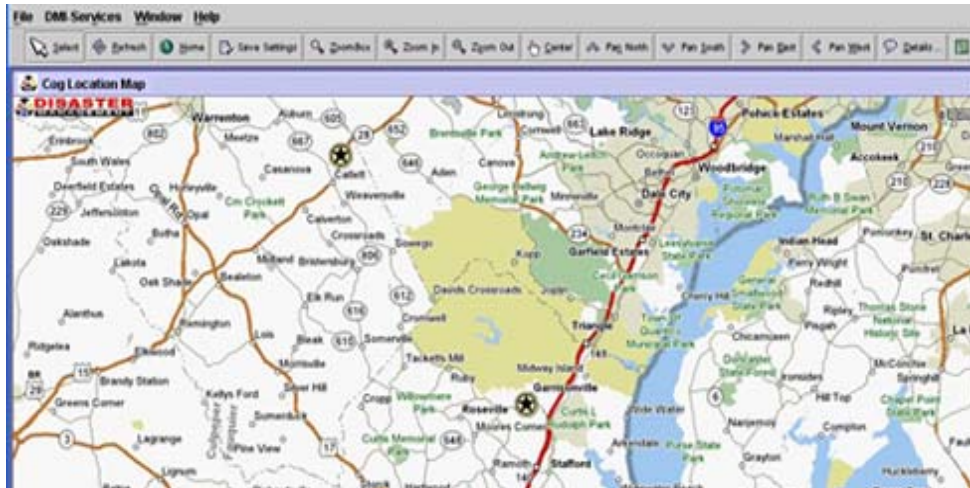
The DMI-Services System will display a map of the area surrounding a COG's geographic center. The map shows stars representing each COG in that area. To view details on a given COG, right-click the appropriate star and then click on the Details icon. DMI-Services will display a screen containing the following COG information:

- o COG Name
- o COG Address
- o City
- o State
- o Country
- o Postal Code
- o POC Name
- o POC Title
- o Office Phone Number
- o Email Address

Use the controls on the View Neighboring COGs map to obtain detailed information about COGs including location and Points of Contact information.

View Neighboring COG Map Buttons

Button	Description
Select	Enables the Operator to select an appropriate Incident
Refresh	Refreshes Incident and Site information
Save Map ...	Saves map display as printable image
Save Settings	Saves map display settings
Home	Reverts to saved display settings
Zoom In	Zooms in on a selected area
Zoom Out	Zooms out
West	Pans left
East	Pans right
North	Pans up
South	Pans down
Details ...	Provides details for an Incident

Using the Zoom Tools

Use the Zoom Tools to zoom in and out on the **COG Location Map**.

To Zoom in an area of the map:

1. From the map, click the **Zoom In** button.

2. Drag the cursor across an area of interest.

   DMI-Services briefly display a grid over the area selected to zoom in on.
   DMI-Services refresh the map to display the area of interest.
   Continue to zoom in until the map is at the desired magnification.

To Zoom out:
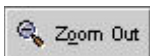
1. Click the **Zoom Out** button.

   DMI-Services refresh the map.
   Continue to click the Zoom Out button until the map is at the desired magnification.

Using the Panning Tools

Use the Panning Tools to move up, down, left, or right on the COG Location Map.

Use the following button to pan the map:

Button	Description
≪ West	Pans left
≫ East	Pans right
⋀ North	Pans up
⋁ South	Pans down

Displaying Details for a COG on the Map

Display the details of a COG on the COG Location Map.

To view the details of a COG:

1. **From the COG Location Map**, click on a COG (indicated by a yellow star).

   DMI-Services highlight the star to indicate that the COG is selected.

2. Click the **Details** button.

   DMI-Services displays the **COG Information Record** panel. The screen displays the COG name, COG Address, City, State, Country, Postal Code, Point of Contact Name, POC Title, Office Number and Email Address.

3. Click the **Close** button to close the panel.

CHAPTER 9: Using the Alerts Tool

About Alerts

To save time distributing Alerts and notifications, DMI-Services Operators can quickly and effectively broadcast information to other DMI-Services Operators and DMI-Services enabled systems. Alerts may be shared among systems such as WebEOC, Blue 292, and others. Alert messages are available as a standalone tool in DMI-Services or they may be created and accessed through the TIE subsystem.

All Alerts in DMI-Services conform to the Common Alerting Protocol 1.1 (CAP), a standard for Alerts. CAP Alerts provide many benefits to users: a consistent, universal format, simple distribution model of "write-once, send once over multiple networks," saving time and money by reducing the number of custom warning systems to own and operate.

CAP Alerts have a consistent format of elements no matter how the Alert is distributed. While an Alert may not have all elements in the standard, the CAP format gives first responders and emergency management personnel many options to include details and additional resources. For example, any file of any type may be attached to a DMI-Services /CAP Alert.

Currently, DMI-Services can only broadcast Alerts among computers. The need to distribute Alerts from computers to body-worn communications devices is understood, but not yet implemented in DMI-Services. The next step toward that goal will be converting text messages to speech for broadcast over the National Weather Service radio system.

CAP Alerts give DMI-Service Operators the power to write-once and send via multiple networks, save time and money by avoiding having to learn many specialized warning systems. Whether a single Alert/notification of a current disaster (or a series prior to potential disaster e.g. hurricane) DMI-Service Alerts help emergency personnel respond more efficiently and effectively.

Generating a Quick CAP Alert

A Quick CAP Alert enables a COG Operator to more quickly enter the most essential information about an Alert. Once saved or posted, the Operator may go back into the full Alert and add additional information to expand the COG's knowledge about the Alert.

To generate a new Quick CAP Alert:

1. Select the **New Alert** button on the **Quick Start** screen or select **Alerts List** from the **Disaster Management Tools** menu, located in the **DMI-Services** menu.
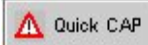
Quick CAP 2. From within the **Alerts List**, click the **Quick CAP Alert** toolbar button.

DMI-Services display a new **Quick CAP Alert** screen.

Alert - CAP Alert

Quick CAP Alert

*Alert Title: [   ]   *Category: | Geo |
Description: [   ] | Met |
                                                     | Safety |
                                                     | Security |
                                                     | Rescue |
                                                     | Fire |
                                                     | Health |

*Severity: [Unknown ▼]   *Certainty: [Observed ▼]

Sender Name: [Robinson, Enrico]

Information URL: [   ]

Contact: [   ]

Effective Date: [10/17/2006 12:54 PM] [📅]

Expires Date: [   ] [📅]

Web Link: [   ]

Web Desc: [   ]

[OK] [Cancel]

TIP The following fields are pre-populated and may be changed:
Sender Name: (pre-populated with COG Operator's name)
Effective Date: (pre-populated with current date / time)

3. Enter information in the following **required** fields:
   o **Alert Title**
   o **Category** (select one of the following valid values: **Geo**, **Met**, **Safety**, **Rescue**, **Fire**, **Health**, **Env**, **Transport**, **Infra**, **CBRNE**, **Other**)
   o **Severity** (select from these valid values: **Extreme**, **Severe**, **Moderate**, **Minor**, or **Unknown**)
   o **Certainty** (select from these valid values: **Very Likely**, **Likely**, **Possible**, **Unlikely**, or **Unknown**)

4. Enter Optional Information into the following fields:
   o **Description**
   o **Information URL**
   o **Contact**
   o **Instructions**
   o **Effective Date**: (pre-populated with current date and time; click on the Calendar icon to select the date and

time when the Alert is effective)

- o **Expires Date**: (click on the Calendar icon to select the date and time when the Alert is effective)
- o **Web Link**: (enter the web address of a related resource)
- o **Web Desc**: (enter a description of the linked resource)

Select **Save** from the **File** drop-down menu or click the **Save** toolbar button.

DMI-Services save the Quick CAP Alert.

NOTE: When a Quick CAP Alert is created, DMI-Services will automatically designate values for certain required fields of a regular CAP Alert.

For a Quick CAP Alert:

- o Sender Name (pre-populated with COG Operator's name)
- o Sent / Creation Date (pre-populated; not editable by Operator)
- o Message ID (pre-populated with "DM" followed by a DMI-Services generated unique 19-digit ID)
- o Status will be Actual
- o Scope will be Public
- o Language will be "en-US"
- o Type will be Alert, and
- o Urgency will be Immediate
- o Version will be 0

The values for these fields will be reflected in the entry for this Quick CAP Alert on the full alert screen.

NOTE: Currently, the DMI-Services Operator may not sort the Alert List to distinguish Quick CAP Alerts from the long form version of Alerts.

Retrieving the Alerts List

Access the Alerts List from the **Disaster Management Tools** menu, located in the **DMI-Services** menu.

To Retrieve the Alerts List from the DMI-Services Menu:

1. Select **Alerts List** from the **Disaster Management Tools** menu, located in the **DMI-Services** menu.
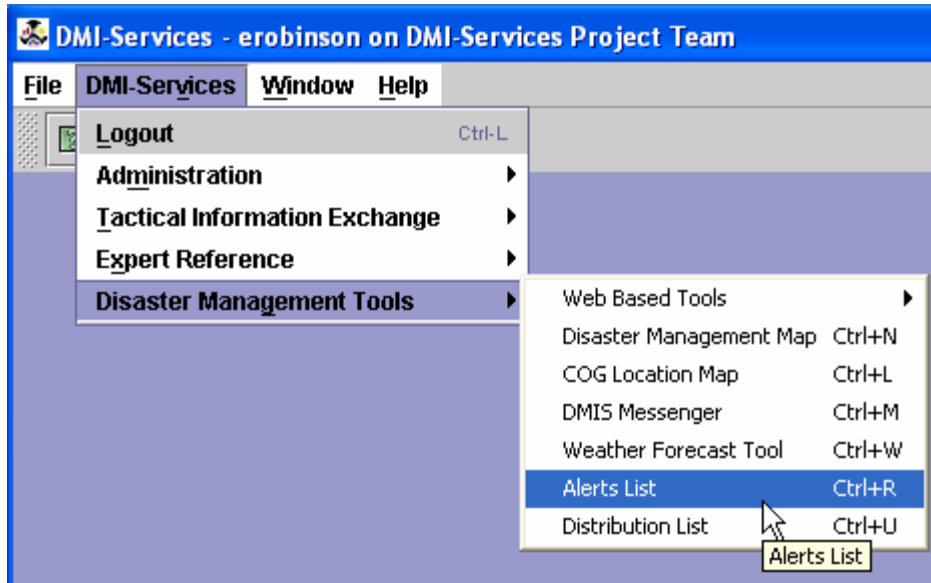
DMI-Services displays the **Alerts List** screen, which contains tabs to show each of the following types of alerts:

- o All Alerts (working, posted, received and optionally expired Alerts)

  NOTE: To review expired Alerts, the Operator may check the **Retrieve expired alerts** checkbox and then press the **Refresh** button. The expired Alerts will display as integrated with the unexpired alerts in the list box. The list is sorted by Sent/Creation Date then by severity.

- o Working Alerts that a COG has created and saved (but not posted)
- o Posted Alerts are versions of Alerts that have been posted to one or more (perhaps all) COGs
- o Received Alerts tab displays a list of all Alerts posted by other COGs

For each Alert listed, the following fields are displayed:

- o Alert List Icon
- o COG Name
- o Version
- o Name (Event: Headline)

- Sent /Created Date and Time
- Status
- Scope
- Type
- Received Date and Time

From this screen, an Operator may open Alerts, create Alerts, edit Alerts, save Alerts, and post Alerts.

The Alerts List is refreshed whenever the Operator saves, deletes, or posts an Alert. **Also the Alert List is automatically refreshed every three (3) minutes regardless of activity.** The Operator may refresh the Alert List manually by pressing the **Refresh** button.

To sort the Alert List by a particular field, click on the appropriate column heading.

The default sort order for the all Alerts list is by status (working, posted, and then received) and within that order by Sent/Creation Date then by severity.

Alerts List Icons

The symbols on the **Alerts List** indicate the status (working vs. posted) of the Alert and indicate if the Alert contains attachments.

Icon	Description	Definition
📄	Working Alert	This version of an Alert is a draft form that has been saved for possible posting at a later time.
📄	Posted Alert (can also have an Attachment)	This version of an Alert has been posted to the COG so other members have received notification of the Alert and may review its details. A posted Alert may also have attached files.
📄	Working Alert with Attachment	This version of an Alert is a draft that has been saved for possible posting at a later time. The attached files show or describe the subject event.
✉	Alert Posted from another COG	Alert has been received from another COG and may be sent in anticipation of a subject event (e.g. flood, tornado, etc) from a neighboring locality.

🏛	Alert Posted from another COG with an Attachment	Alert has been received from another COG and may be sent in anticipation of a subject event (e.g. flood, tornado, etc) from a neighboring locality. The attached files show or describe the subject event.

Generating an Alert

To generate a new Alert:

1. Select **Alerts List** from the **Disaster Management Tools** menu, located in the **DMI-Services** menu.

2. Select **New** from the **File** menu.
   DMI-Services display the **New Alert** screen.

NOTE: To generate an Alert from within an open Incident

Record, click on the Alert toolbar button [⚠ Alert]. A new Alert screen will be generated and displayed.

In addition to pre-populating the Sender name, the Alert will pre-populate the Alert Name and will create Additional Information based on the details in the Incident.

3. As the new Alert is created, several fields are pre-populated from the Incident. These fields are:

   o **Version Number** (will default as 0)

   o **Sender** (the name of the COG)

   o **Sent /Creation Date and Time** (date and time that the authored content was last saved)

   o **Identifier** (required -- The DMI-Services System creates a unique ID number "DM" followed by 19 digits)

The Identifier may be modified as necessary. However, a COG may **not** have two Alerts with the same Identifier. **NOTE: Received Date and Time** will appear as blank when the Alert is initially created; the field will be populated by the DMI-Services System once the Alert is received by the receiving COG.

4. Enter the information in the following required fields:

   o **Status** (select **Actual**, **Exercise**, **System**, **Test**, or **Draft**)

   o **Scope** (select **Public**, **Restricted**, or **Private**)

   o **Type** (select **Alert**, **Update**, **Cancel**, **Acknowledge**, or **Error**)

5. Depending on how the Scope of an Alert is set, other fields may apply. For example:

   o If the Scope of an Alert is set to Restricted, the COG Operator may specify the Restriction in the Restriction field;

   o If the Scope of an Alert is set to Private, the COG Operator may wish to use this Address field as a note field to amplify or provide rationale.

   The Alert Detail list box displays all rows of Additional Alert Information.

   Scroll horizontally to view data into the following fields:

   o **Event** (required; displays the name of the event)

   o **Description** (displays the details of the incident)

   o **Urgency** (required; displays one of the following valid values: **Immediate**, **Expected**, **Future**, **Past**, or **Unknown**)

   o **Severity** (required; displays one of the following valid values: **Extreme**, **Severe**, **Moderate**, **Minor**, or **Unknown**)

   o **Certainty** (required; displays one of the following valid values: **Very Likely**, **Likely**, **Possible**, **Unlikely**, or **Unknown**)

- **Category** (required; displays one of the following valid values: **Geo**, **Met**, **Safety**, **Rescue**, **Fire**, **Health**, **Env**, **Transport**, **Infra**, **CBRNE**, **Other**)
- **Effective Date** (pre-populated with current date and time; click on the Calendar icon to select the date and time when the Alert is effective)
- **Expires Date** (displays the date and time when the event is expected to be over)

For information on entering Additional Alert Information, see "Additional Alert Info."

6. Click on the Optional tab.

Enter data into optional fields. Optional fields include:
- **Note** (Type any additional notes in the scrolling text box.)
- **Identifier** (required -- The DMI-Services System creates a unique ID number "DM" followed by 19 digits)
- **Operator or Device ID** (Type the Operator's name or role. For example, the Operator for a large fire department may type "FDNY Coordinator.")
- **Restriction** (If the **Scope** of an Alert is set to

Restricted, the COG Operator may specify the Restriction in the **Restriction** field)

- o **Addresses** (If the **Scope** of an Alert is set to **Private**, the COG Operator may wish to use the **Addresses** field as a note field to amplify or provide rationale.)
- o **Handling Codes** (Type an appropriate standard abbreviation for chemical, biological, or radioactive materials.)
- o **Reference ID** (Type the unique ID of any prior Alert.)
- o **Incident ID** (Type in the name of original Alert.)
- o **Plot on the National Summary Map**(Buttons located in tool bar when an Alert is open)
- o **Plot on My Map**(Select or deselect with a check)

7. The DMI-Services System saves the Alert.

Additional Alert Info: Alert Detail

The Operator may fill out the screen entitled **Additional Alert Information**.

There are many ways to open the **Additional Alert Information** screen. The Operator may select **Add Row** from the **Actions** drop-down menu or press the **Add Row** button along the top menu bar.

A new **Additional Alert Info** screen will display.

In the Alert Detail screen, enter data into the following fields:

- o **Event** (required; type in the name of the event)
- o **Headline** (type in a headline for the incident)

- Description (type all the details of the incident)
- **Urgency** (required; select **Immediate**, **Expected**, **Future**, **Past**, or **Unknown**)
- **Severity** (required; select **Extreme**, **Severe**, **Moderate**, **Minor**, or **Unknown**)
- **Certainty** (required; select **Very Likely**, **Likely**, **Possible**, **Unlikely**, or **Unknown**)
- **Sender Name** (pre-populated with COG Operator's name)
- **Language** (pre-populated as "en-US" which represents U.S. English)
- **Response Type** (select one of the following valid values: **Shelter, Evacuate, Prepare, Execute, Monitor, Assess, None**)
- **Category** (required; select one of the following valid values: **Geo**, **Met**, **Safety**, **Rescue**, **Fire**, **Health**, **Env**, **Transport**, **Infra**, **CBRNE**, **Other**)
- **Instructions** (type in detailed recommendations)
- **Effective Date** (pre-populated with current date and time; click on the Calendar icon to select the date and time when the Alert is effective)
- **Onset Date** (click on the Calendar icon to select the date and time at which an event is expected to occur)
- **Expires Date** (click on the Calendar icon to select the date and time when the event is expected to be over)
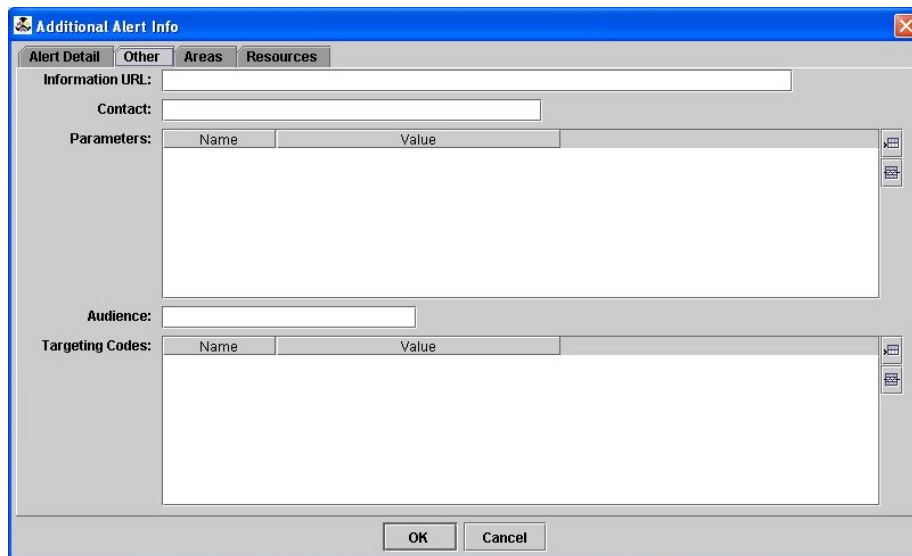
The required CAP Alert fields are designed to describe an expected or actual event in terms of how much time responders have to prepare (urgency), the impact the event may have (severity), as well as how confident the Alert-issuing agency is that the subject event will occur (certainty).

To save Additional Alert Detail data, press the **OK** button.

Additional Alert Info: Other Detail

While in the **Additional Alert Info** screen, the COG Operator may select the Other information tab and (optionally) enter data into the following fields:

- o **Information URL** (type a headline for the Alert)
- o **Contact** (type in a person's name and phone number as a main contact)
- o **Parameter** (type in a name and value pair to describe any additional parameters such as **method of travel** and **route** as the best way to reach the event site or indicate technical requirements)
- o **Audience** (type a description of the intended audience, for example, "EMT Staff")
- o **Targeting Code** (type in a name and value pair describing the system and system-specific code to identify the type of Alert. For example **name=Postal Code**; **value=43212**).

To save this Other Alert data, press the **OK** button.

Additional Alert Info: Area Detail

While in the **Additional Alert Info** screen, the Operator may add **Area Details** and optionally enter data to give COG Operators a better understanding of the area in which the event is (or may be) occurring.

Select the **Areas** tab. The **Areas** screen will display the Description, Geocode, Circle, Polygon, Altitude and Ceiling fields.

Double-click on a blank row to open the Alert Areas detail screen. Enter the appropriate data for the fields as indicated:

- o **Description** (required; type a few brief details about the affected area).
- o **Geocode** (type the geographic code name and value associated with the area where the subject event is occurring or has occurred).
- o **Circle** (type the point and the radius values to define a circle around the affected area).
- o **Polygon** (type the paired values of points defining a polygon that surrounding the affected area).
- o **Altitude** (type the specific or minimum altitude [above sea level] of the affected area).
- o **Ceiling** (type the maximum altitude [above sea level] of the affected area).

To save this Areas data, press the **OK** button.

Additional Alert Info: Resources Detail

While in the **Additional Alert Info** screen, the Operator can add **Resources** to give COG Operators information on how to access additional resource files that may be useful during response and recovery.

Select the **Resources** tab. The Resources screen will display the following fields:

- o **URI** (Uniform Resource Identifier; the most common URI is a web address)
- o **Description** (if a URI is entered, this field is required; enter a text description of the URI or type of resource)
- o **MIME** (also known as Multipart Internet Mail Extensions, MIME Type is a set of standards for describing different file formats of content; enter the MIME Type to tell a Web browser or mail program how to handle files received from a server)
- o **Size** (Integer indicating the size of a resource file; enter the size of a resource file in kilobytes [kb] or megabytes [mb])
- o **Digest** (enter the code representing the digital digest or "hash" computed from the resource file; it enables application software to validate the format of the resource file you're trying to access. Authentication of the "hash" is calculated using the Secure Hash Algorithm (SHA-1) per FIPS Publication 180-2.)
- o DerefURI (enter the base-64 encoded data content of the resource file. May be used either with or instead of the URI in cases when retrieval of a resource via a URI is not feasible.)
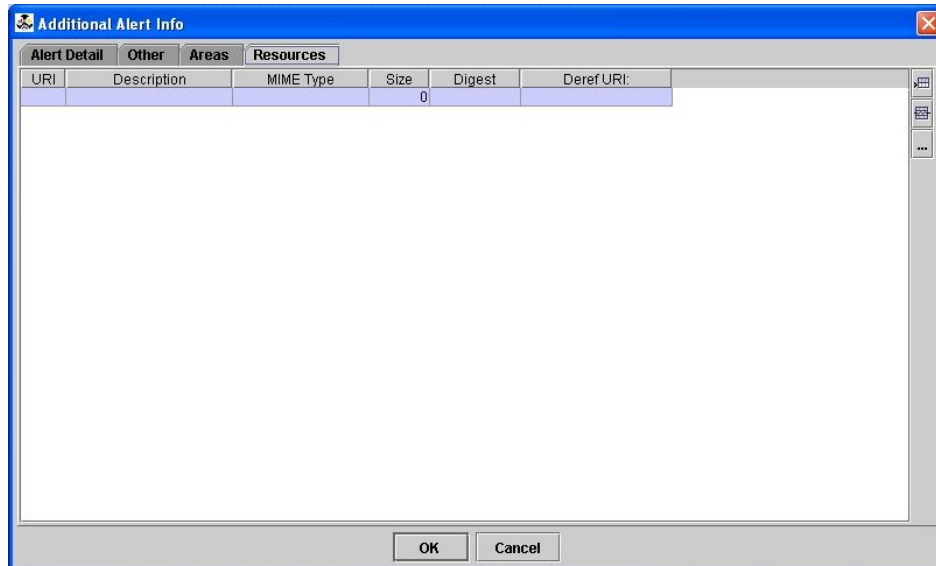
Double-click on a blank entry row. The Resources entry
screen will display.
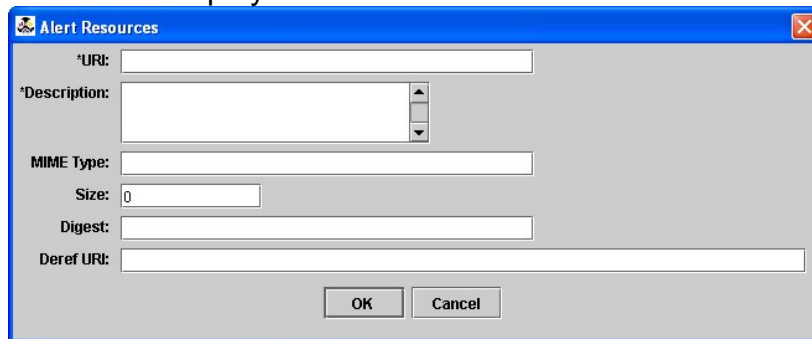
Enter Resource data for each field as appropriate, then
press the OK button to save the Resource entry.
To save this Resources data, press the **OK** button.
NOTE: To save the Alert to the National Summary Map, the operator
must first choose the required check box located in the Alert Panel

To save the Alert, click the **Save** menu button or select
Save from the **File** drop-down menu. An Operator may
edit an Alert that has been saved.
**Once an Alert has been posted, it may not be edited or
updated.** Instead, create a new Alert and refer to the ID of
the previously-posted Alert.
It is not necessary to post the Alert at this time. An
Operator can simply save the Alert and post it later.

If desired, close the **Additional Alert Info** screen by

selecting the **Close** command from the **File** drop-down menu or press the **Close** menu button. Or press the small square X icon in the upper right-hand corner.

Once complete, the additional information may be accessed by clicking on its entry in the **Alert Detail** list box or by selecting the appropriate row of information with the cursor and pressing the **Additional Info** button.

NOTE: There may be more than one **Additional Alert Info** entry listed within the **Alert Detail** list box.

Editing a Working Alert

After a Working Alert has been saved, it may be edited and re-saved prior to being posted.

To edit an Alert :

1. Retrieve the **Alerts List**.

2. Select the desired Alert from the Alerts List.

3. Click the **Open** icon to open the Alert or double-click on the Alert or select **Open** from the **File** drop-down menu.

The **Alert** screen opens.

4. Click the **Edit Data** button and update the fields as necessary.

The following fields may be edited:

- o **Status** (select Actual, Exercise, System, Test, or Draft)
- o **Scope** (select Public, Restricted, or Private)
- o **Type of Alert** (select Alert, Update, Cancel, Acknowledge, or Error)

Depending on how the **Scope** of an Alert is set, a conditional field may be edited. For example:

- o If the **Scope** of an Alert is set to **Restricted**, then the Restriction field will state **yes**;
- o If the **Scope** of an Alert is set to **Private**, the COG Operator may specify a street address in the **Address** field.

Other fields that may be edited are:

- o **Identifier** (This unique ID number ["DM" followed by 19 digits] may be modified to suit the business needs of the COG.)
- o **Operator or Device ID** (Type a name or role. For example, the Operator for a large fire department may type "FDNY

Coordinator.")

- o **Handling Codes** (Type an appropriate standard abbreviation for chemical, biological, or radioactive materials.)
- o **Note** (Type any additional notes in the scrolling text box.)
- o **Reference ID** (Type the unique ID of the prior Alert.)
- o **Incident ID** (Type in the name of original Alert.)

If desired, edit **Additional Alert Information**, **Resource Details**, and/or **Area Details**.

The following fields cannot be edited:

- o **Version Number** (the working version will remain as 0)
- o **Sender** (the name of your COG)
- o **Sent /Creation Date and Time** (date and time stamp

NOTE: To save the alert to the National Summary Map, choose the required check box located in the Alert Panel

5. **Save** the Alert.

Posting an Alert

Alerts are shared with other COGs through the **Post** function. The act of posting an Alert creates a snapshot of the data contained in the Alert at the moment it is shared with another COG.

To Post an Alert :

1. Click the **Post** button.

The **Post Alert** screen opens.

2. At the **Post Alert** screen, the Operator may search for a specific COG or they may select a COG from the list box by clicking or highlighting the COG(s) in which to Post the Alert.

To post to a Distribution List, locate the Distribution List by search for "DL-<name of distribution list>" in the search field, then select the appropriate Distribution List and post as usual.

To post the Alert to multiple COGs, they must use the **CTRL** key to select more than one COG.

Send a Global Alert message -- an Alert sent to and received by all COGs in the DMI-Services system -- by highlighting ALL available COGs and posting as normal.

3. Click the **OK** button to post the Alert.

Note: For instructions to plot an alert to the National Summary Map or My Map, please review the chapter - Display or Remove an Alert from the Map in DMI-Services Web Tools.

The **Posting** screen opens.
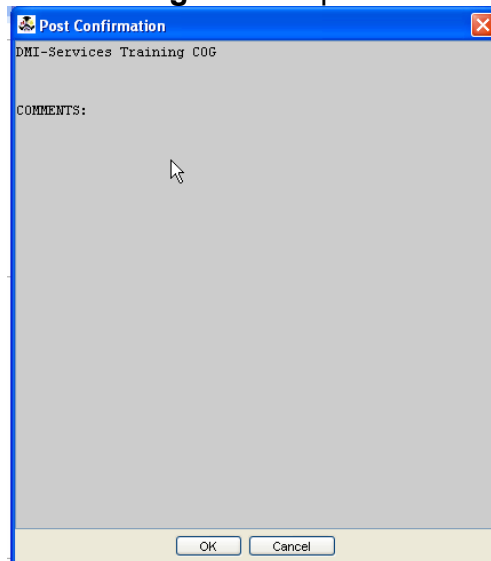
4. Click the **OK** button to post the item. If the **Cancel** button is selected, the post will be cancelled.

The DMI-Services System will show a message stating that the Alert has been Posted.
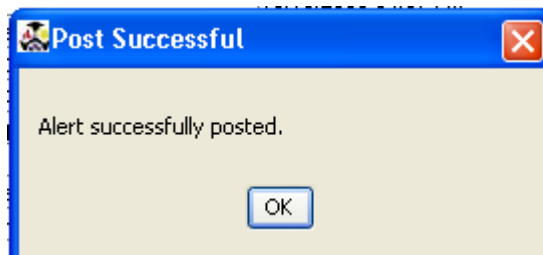
After an Alert has been posted, it cannot be edited and re-posted. Instead generate a new Alert and may refer back to the original Alert by specifying its ID number.

For example, suppose a Los Angeles COG Operator posted Alert LAX100504-1 regarding a suspected bomb in Concourse A of a Los Angeles International airport (LAX). After posting this Alert, the Operator received information regarding a second suspected bomb -- this time in Concourse C of LAX. The Operator will now issue a second Alert and will reference his original Alert, LAX100504-1, in the Reference ID field of the Alert screen.

If an Operator tries to re-post an Alert, DMI-Services will display an error message: "An Alert with the same identifier has already been posted. Please choose a unique identifier."

Display or Remove an Alert from the Map in DMI-Services Web Tools

Overview

From the DMI-Services Desktop, choose to plot an Alert (depending on permissions) to the map located within DMI-Services Web Tools.

Within DMI-Services Web Tools, operators have access to view all posted alerts that are version 1 and up. Operators can display the National Map Alerts and/or their COG's Alerts via My Map.

National Summary Map

Only Primary Operators have permission to plot Alerts to the National Map.

My Map

Both Primary and Update Operators have permission to plot Incidents to their COG via My Map.

Menu bar → select **Disaster Management Tools** → then **Alert List**.

From the Alert list, select the **Alert**.

*After selection of the Alert, the line will change in colors.

Plotting from a Working **Alert**.

A Working Alert is always version 0. This can be seen from the Alerts List.

Whether you've created a new Alert or opened an Alert from the Working Alert List, make sure all required and necessary information has been completed.

After the Working Alert is filled out → Click the **Post Button** from the Tool Bar.
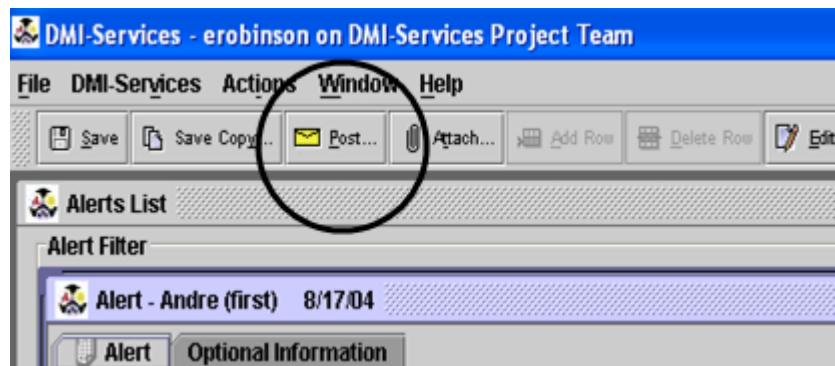
Post Dialogue Box opens → Choose COG for Post → Select checkbox to have the alert displayed on the National Summary Map, My Map, or both → Click Ok.

An acknowledgment will follow.

Plotting from a **Posted Alert**.

From the Alert List, a Posted Alert is recognized by its Alert Icon. In addition, it will never be version 0

Once all of the applicable forms are completed, look to the tool bar for the Plot Buttons. Click on whichever button to plot an incident to the National Summary Map or My Map.

If the box is selected with a check mark, the Incident may not be added to the Map but instead removed.

This button serves as the only way to remove an alert from the map.

CHAPTER 10: Using NOAA's HazCollect System

The National Weather Service is conducting Operational Acceptance Testing of the HazCollect System through mid-November 2006. Consequently, the HazCollect functionality within DMI-Services is not yet available to the general public. Emergency Managers should continue to check the NWS HazCollect homepage for further updates at www.weather.gov/os/hazcollect/.

About Non-Weather Emergency Messages (NWEMs)

NWEMs will be broadcast over public systems including NOAA Weather Radio, NOAA Weather Wire Service, EMWIN, Internet, radio and TV. Emergency Alert System (EAS) activation will be requested. Carefully review the message to ensure it is correct and suitable for PUBLIC broadcasts outside DMI-Services. An INACCURATE or MISLEADING MESSAGE could have SEVERE CONSEQUENCES.

Non-Weather Emergency Messages (NWEMs) are critical warnings used to inform the general public of various types of emergencies. The messages are created for public broadcast, specifically for distribution to National Weather Service (NWS) public dissemination systems such as National Oceanic and Atmospheric Administration (NOAA) Weather Wire and NOAA Weather Radio. Like standard Alerts, NWEMs conform to the Common Alerting Protocol (CAP) and include message types such as natural disasters (e.g. avalanches, volcanoes, floods, and earthquakes), AMBER alerts, technological accidents (e.g. chemical releases, oil spills, nuclear power plant emergencies, maritime accidents, radiological hazards), and terrorist attacks.

DMI-Services and other DMI-Services enabled emergency systems create NWEMs for dissemination of emergency information by using the DMI-Services Alerting mechanism. The essential need to centralize the collection and distribution of these messages is met through the All Hazards Emergency Message Collection System (HazCollect). Once messages are created, they are posted to the HazCollect Server for conversion to an NWS format and for dissemination through the existing NWS warning systems. All messages distributed must meet HazCollect security requirements for user authentication and authorization.

NWEMs are created for warnings at local, state, regional and national levels. Based on proper authorization, Emergency Managers (EMs) create and transmit messages, via HazCollect, to appropriate

servicing NWS offices, including State Liaison Weather Forecast Offices (WFOs). Information created for public dissemination can be simultaneously shared with multiple Collaborative Operating Groups (COGs) on various levels, as necessary, depending on the scale of the incident and the level of collaboration required.

By augmenting DMI-Services and the existing NWS infrastructure, the existing manual dissemination process for handling creation and distribution of NWEMs is replaced by a more efficient, automated system. This new system decreases time/effort in handling those messages, reduces error potential, decreases security risks and increases outreach to federal, state, and local emergency management agencies.

Retrieving the Alert List

Access the Alert list from the Disaster Management Tools menu, located in the DMI-Services menu.

NOTE: This Alerts List displays all Alerts. An NWEM is a specialized form of an Alert with unique functions and behaviors. Not all COGs will have access to creating an NWEM.

To retrieve the Alert List from the DMI-Services Menu:
Select **DMI-Services ► Disaster Management Tools ► Alerts List**

DMI-Services display the **Alerts List** screen, which contains tabs to show each of the following groups: All, Working, Posted and Received Alerts.
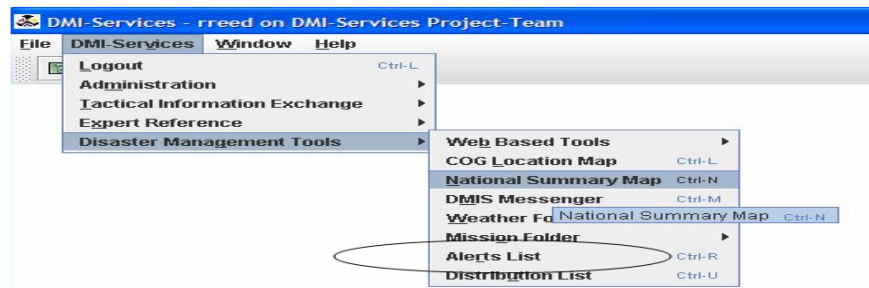
NOTE: To review expired Alerts, check the Include Expired checkbox. The expired Alerts will be included in the updated list of Alerts. The list is sorted by Sent/Creation date. In addition, the display of the menu bar revealing the 'New NWEM Button' is only viewable by some COGs. NWEM COGs are determined by NOAA.

For each Alert listed, the following fields are displayed:

COG - The name of the COG that owns the Alert and is able to modify, post to the public and disseminate to other COGs

Version - Working = 0 and Posted = 1

Name (Event) - Subject of the Alert.

Sent/Created Date and Time - The time and date of the origination of the Alert. This is a system timestamp and is not editable.

Status - Identifies whether the message is informing the public about an actual emergency or is being used for training purposes. The status identifies the appropriate distribution process for the message.

Not Assigned - used for creating and saving an Alert without posting. Prior to posting, the Status must be changed to Actual, Exercise, System, Test, or Draft.

Actual - A real message created for dissemination to the public through HazCollect to the NOAA Weather Radio.

System - A message created for the purpose of training. It will not be sent out for public dissemination.

Exercise - provides the ability for a message to be distributed even though it is not an actual emergency.

Test - A message created for system test purposes which may or may not be distributed.

Draft - A message created which can be saved without posting. This message may or may not be modified and distributed in the future.

o Scope - A description of the intended distribution of the NWEM. **Public** is the default selection and there are no other options available for an NWEM. **<u>The message will be distributed to the general public.</u>**

o Type - Shows the kind of message being communicated. **Alert** is the default selection that indicates the message is an official warning or emergency notification.

From this Alerts List, Alerts and NWEMs may be opened, created, edited, saved, posted and plotted to the National Summary Map.

The Alerts List is refreshed whenever an Alert is saved, deleted, or posted. **It is also automatically refreshed every three (3) minutes regardless of activity.** The list may be refreshed manually by clicking the **Refresh** button.

1. To sort the Alert List by a particular column, click on the appropriate column heading.

The default sort order for the All Alerts list is by Status (working, posted, then received) and within that order by Sent/Creation Date.

2. View the list of Alerts. The Alerts List provides the ability to group NWEMs and CAP Alerts by:

    o • **All** - A combination of Working, Posted and Received Alert s.

    o • **Working** - Created Alerts that are saved but not posted. A Working Alert will have a version number of zero (0) and is editable by members of the owning COG.

    o • **Posted** - An Alert that has been posted to the public and potentially to one or more COGs. A posted Alert cannot be edited and will have a version number of one (1).

    o • **Received** - A list of Alerts posted from other COGs.

To view Expired Alerts in the Alerts List check the **Include Expired** checkbox. The Expired Alerts will then display in the Alerts List.

NWEMs and Alerts are Expired when the Save/Sent Date plus the Duration is after the current Date/time.

Alerts List Icons

The symbols on the Alerts List indicate the status (working vs. posted) of the Alert and indicate whether the Alert contains any attachments.

Icon	Description	Definition
	Working Alert	This version of an Alert is a draft form that has been saved for possible posting at a later time.
	Posted Alert	This version of an Alert has been posted to the HazCollect Server and to other COGs (if applicable) so other members have received notification of the Alert and may review its details. A posted Alert may also have Attached files.
	Working Alert with Attachment	This version of an Alert is a draft form that has been saved for possible posting at a later time. There are attached files that show or describe the subject event.
	Alert Posted from another COG	This Alert has been received from another COG.
	Alert Posted from another COG with an Attachment	This Alert has been received from another COG. The Alert contains attached files showing or describing the subject event.

Generating an NWEM

To Generate a New NWEM:

1. From the **Alerts List** select **File ► New NWEM** or click the **New NWEM** button.

   The **NWEM Alert** screen opens.

The system pre-populates the Sender name, the Identifier and the Operator/Device ID.

2. As the new NWEM Alert screen opens, the following data fields are populated:

   o **Version Number** (will default as 0) - indicates this is a working NWEM.

   o **Sender** - The name of the COG that owns (creates) the message.

   Sent /Creation Date and Time - (Populated on **Save**) - The time and date NWEM was created and saved.

When the message is posted the **Sent/Creation Date and Time** field is updated with the Post date and time. This is a system timestamp and is not editable.

- o **Scope** (Pre-populated) - A description of the intended distribution of the message. **Public** is the default selection. There are no other options available. The message will be distributed to the general public.

- o **Type** (Pre-populated) - Shows the kind of message being communicated. **Alert** is the default selection that indicates the message is an official warning or emergency notification. Valid values are: Alert, Update, Cancel, Acknowledge, and Error.

- o **Identifier** (Pre-populated) - A unique ID number ("DM" followed by 19 digits) identifying the message. Each message has a unique identifier. **NOTE:** The **Identifier** field is displayed on the Optional Information screen.

- o **Operator/Device ID** (Pre-populated) - Unique ID linked to the user that created the message.

- o **NOTE:** The **Operator/Device ID** field is displayed on the Optional Information screen.

3. Enter information in the following **required** fields:

- o **Status -** identifies whether the message informs the public about an actual emergency or trains emergency response personnel. The status selections are:

- o **Not Assigned -** used for creating and saving an NWEM without posting. Prior to posting, the Status must be changed to Actual, Exercise, System, Test, or Draft.

- o **Actual** - A real message created for dissemination to the public through HazCollect to the NOAA Weather Radio.

- o **System** - A message created for the purpose of training that will not be sent out for public dissemination.

- o **Exercise** - provides the ability for a message to be distributed even though it is not an actual emergency.

- o **Test** - A message created which may or may not be distributed even though it is not an actual emergency depending on COG authorizations.

- o **Draft** - A message created which can be saved without posting. This message may or may not be modified and distributed in the future.

- o **Category - is** a characterization of the event(s) described in the message. Valid options are:
- o **Geo** - Geophysical (including landslides)
- o **Met** - Meteorological (including floods)
- o **Safety** - General emergency and public safety
- o **Security** - Law enforcement, military, homeland and local/private security
- o **Rescue** - Rescue and recovery
- o **Fire** - Fire suppression and rescue
- o **Health** - Medical and public health
- o **Environment** - Pollution and the environment
- o **Transport** - Public and private transportation
- o **Infra** - Infrastructure such as utilities, telecommunications and other non-transport services
- o **Other -** any miscellaneous characterizations.

4. Click on the Optional tab to enter data in the following optional fields:

- o **Note** -Type any additional notes in the scrolling text box.
- o **Reference ID(s) -** The unique identifier of previous NWEMs or Alerts (optional for new NWEM, default populated for Updates and Corrections) - Provides the NWEM identifier for previous NWEMs that have been created.

NOTE: The following optional fields are not applicable to NWEMs:

- o **Restriction** - Not applicable for NWEM since all NWEMs are Public. Used when the scope of the Alert is Restricted.
- o **Addresses** - Not applicable for NWEM since all NWEMs are Public. Used when the scope of the Alert is Private.
- o **Handling Codes** -Type an appropriate standard abbreviation for chemical, biological, or radioactive materials.
- o **Incident ID(s)** (optional) - Unique identifier if the Alert is created from an incident.

Alert Detail/Additional NWEM Information

Alert Detail is required for NWEMs and delivers essential information about the emergency. The Headline and the Description fields comprise the actual message that will be broadcast through HazCollect. Unlike an Alert, only one Alert Detail row may be added.

5. Click the **Add Info** button or click the **Add Row** button next to the **Alert Detail** field in the **NWEM Alert** screen.

The required fields are identified by an asterisk (*) in the Alert Detail NWEM Information screen. They include:

- o Event
- o Headline
- o Description
- o Areas
- o Duration Time
- o Urgency
- o Severity
- o Certainty
- o Language
- o Category

6. Click on **Event** to select the type of NWEM that will be generated.
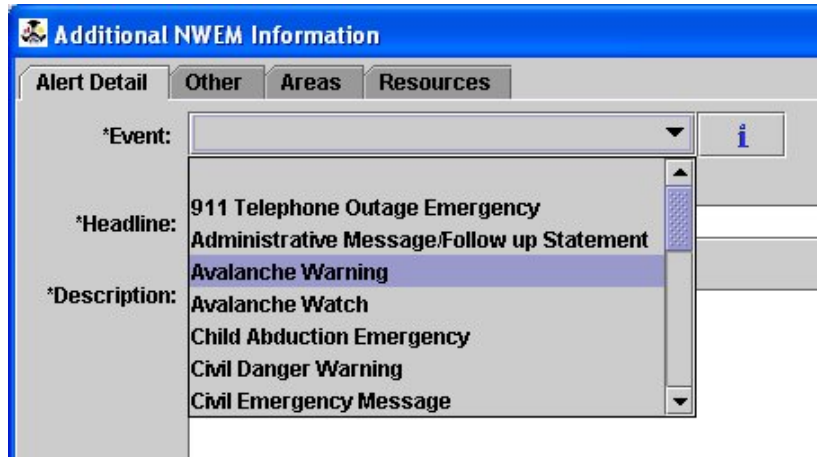
After selecting the **Event**, click on the **Information button** to enter a detailed description of the Event.

7. Enter the **Headline** - The title of the message.

8. Enter the **Description** - (The body of the NWEM). This text, in addition to the Headline, will be the message that is translated into the audio message and distributed through the NOAA Weather Wire Service, the NOAA Weather Radio and other NWS facilities.

The **Headline** may not exceed 160 characters. The **Headline** and the **Description** fields from this screen are used to construct the actual message for broadcast and may NOT exceed 160 words. The message description may only contain letters, numbers, + (plus sign), - (minus sign), (period), or … (ellipse).

This message will be broadcast over public systems including NOAA Weather Radio, NOAA Weather Wire Service, EMWIN, Internet, radio and TV. EAS activation will be requested. Carefully review the message to ensure it is correct and suitable for PUBLIC broadcasts outside DMI-Services. An INACCURATE or MISLEADING MESSAGE could have SEVERE CONSEQUENCES.

9. Add **Call to Action** to the Body of the NWEM. Click on the ellipse button to view the **Call to Action** list.
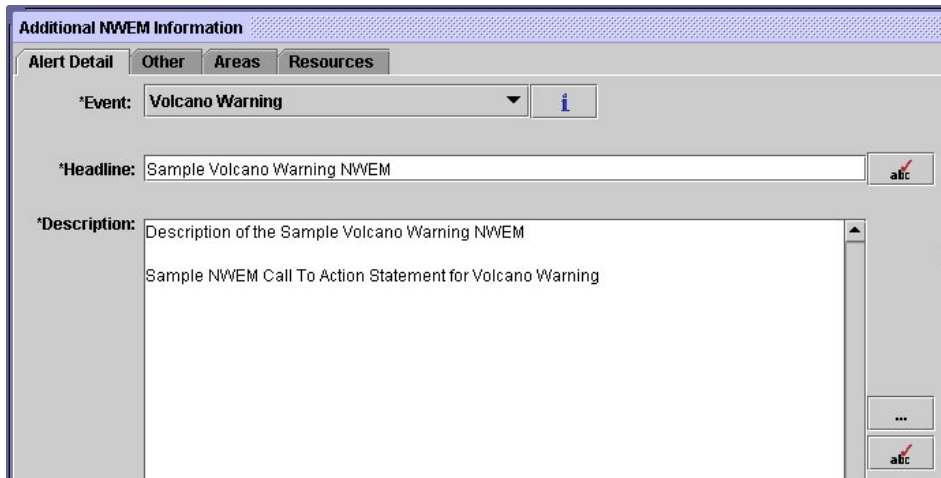
10. The **Call to Action** screen will be opened.
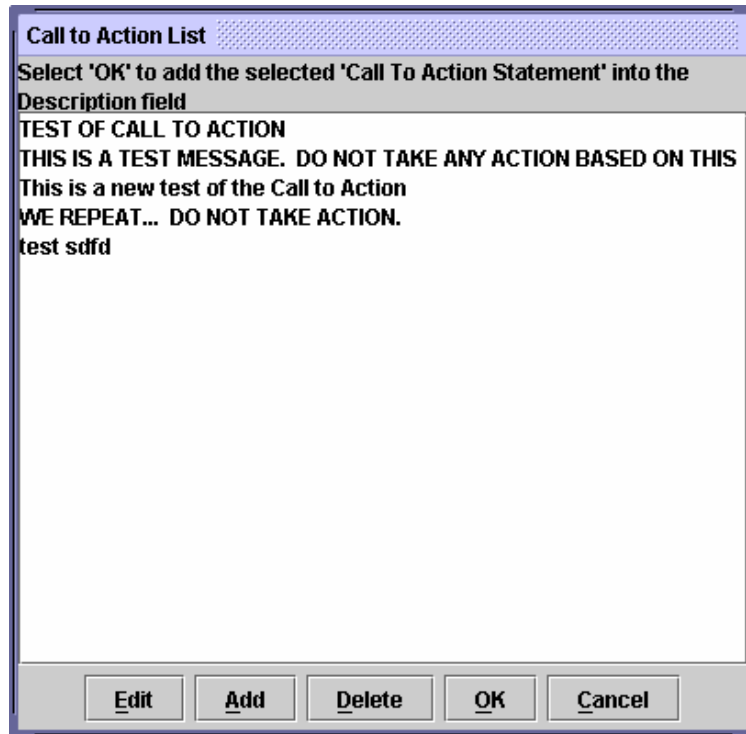
11. If the call to action already is listed, click on the desired text and select the **OK** button.

12. To create a new Call to Action click the **Add Button** and type in the desired call to action.

13. Click **OK** to save the new Call To Action Statement. The system provides notification that the **Call To Action** was saved. Click **OK.**

14. The **Call To Action** is added to the **Additional NWEM Information** screen.
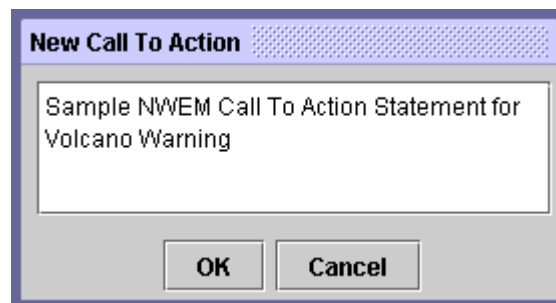
15. On the **Call to Action** screen click the **Add** button. The statement is added to the NWEM **Description** field.

16. Click on the **ABC Button** to check the spelling of the description.

17. Click **Finish** when complete with the Spell Check and click the **Add** button to add the statement to the **Description** field.

Area Detail is used to define the geographic area for disseminating the message through HazCollect. Geographic areas are visible and selectable based on a COG's level of authorization. The COG's available areas include only those states, counties and marine areas where authorized messages can be broadcast.

Selections may include:

National - Includes all states, counties and marine areas.

USA - Includes all states and counties.

State (level) – Includes all counties within the state.

County (level) – Includes only the county selected.

Country (level) – Includes only the country selected.

Marine Areas – Includes all marine areas.

Marine Area (level) – Includes only the marine

area selected.

18. Select the **Areas** button next to the Area table to open the **Select Areas for Alert** screen.
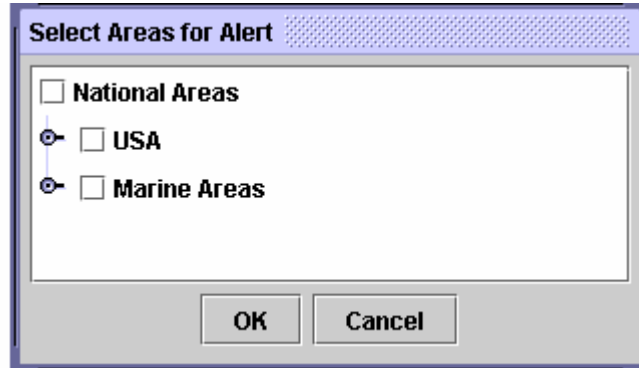
19. Click on the **icon** next to the geographic area that will receive the message.

20. Click on the **checkbox** by the locations.
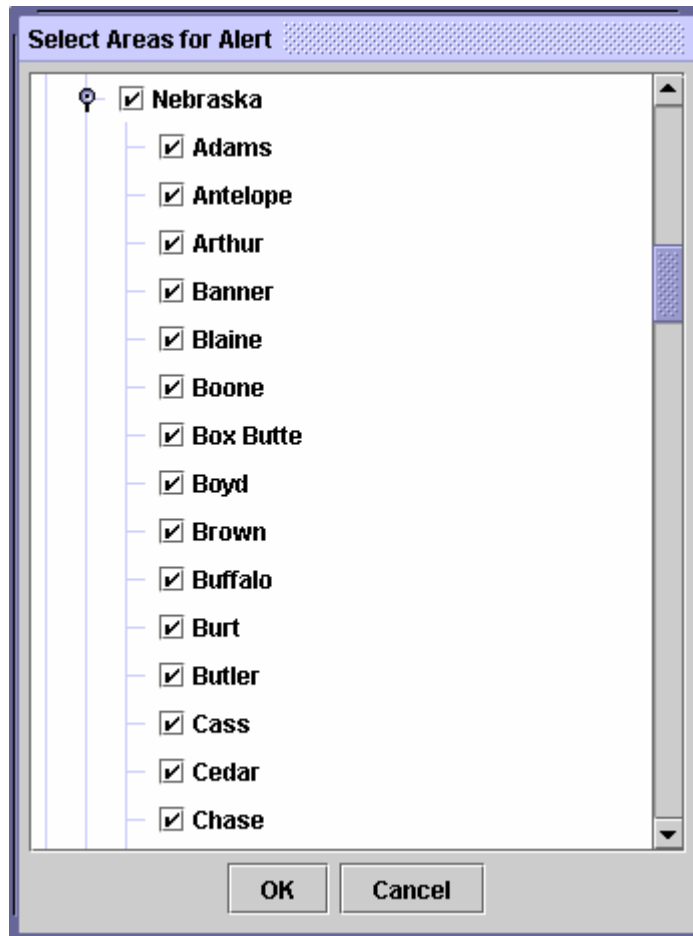
21. Click **OK** to close the window and return to the Areas screen and retain the desired areas. Click **Cancel** to close the window without retaining the areas information.

Additional NWEM Information						

Alert Detail | Other | **Areas** | Resources

Description	Geocode	Circle	Polygon	Altitude	Ceiling	
Adams	31001					
Antelope	31003					
Arthur	31005					
Banner	31007					
Blaine	31009					
Boone	31011					
Box Butte	31013					
Boyd	31015					
Brown	31017					
Buffalo	31019					
Burt	31021					
Butler	31023					
Cass	31025					
Cedar	31027					
Chase	31029					
Cherry	31031					
Cheyenne	31033					
Clay	31035					
Colfax	31037					
Cuming	31039					
Custer	31041					
Dakota	31043					
Dawes	31045					
Dawson	31047					
Deuel	31049					
Dixon	31051					

OK   Cancel

22. The **Areas NWEM Information** screen will be updated with a list of the selected area(s) including the:

   o **Description** - Name of the County

   o **Geocode** - Unique numeric identifier of the county.

23. Select **Duration Time** - This field is used to specify the amount of time an NWEM will be valid (maximum of 6 hours).

24. Select the level of **Urgency** - The desired action's level of importance.

   o **Immediate** - Indicates action should be taken immediately.

   o **Expected** - Indicates action should be taken within the next hour.

   o **Future** - Indicates action should be taken in the near future.

   o **Past** - Indicates action is no longer required.

   o **Unknown** - Indicates that the degree of urgency is not known.

25. Select the **Severity** level - Represents the level (or degree) of threat to life and property.

   - **Extreme** - Indicates extraordinary threat to life or property.

   - **Severe** - Indicates a significant threat to life or property.

   - **Moderate -** Indicates a possible threat to life or property.

   - **Minor -** Indicates a minimal threat to life or property.

   - **Unknown -** Indicates the threat to life or property is not known.

26. Select the level of **Certainty** - The degree to which an event is likely to occur.

   - **Observed** - The event is determined to have occurred or is ongoing.

   - **Likely** - The event may occur.

   - **Possible** - The event is possible but not likely to occur (chance is equal to or less than 50%).

   - **Unlikely** - The event is not expected to occur.

   - **Unknown** - The degree of certainty is unknown.

27. Optional fields in the Additional NWEM screen are:

   - **Instructions** - type in detailed recommendations

   - **Information URL** - enter links to other web sites that provide additional information.

   - **Contact** - Type in a person's name and phone number as a main contact.

   - **Parameter(s)** - Enter any additional parameters such as the best way to reach the site or indicate technical requirements.

   - **Effective Date** - Select the date and time when the NWEM is effective.

   - **Onset Date** - Select the date and time when the NWEM will occur.

28. Select the **Language** – Select the language in which the NWEM will be broadcast (English or Spanish).

Currently, only Puerto Rico may receive NWEMs in Spanish.

Resources

Resources in the form of image/audio files, applications, text messages, or instructions can be referenced using the **Resource** data field. For each resource, a web link and description can be made available. Optional file details can be provided as necessary.

29. Click on the ellipse next to **Resources** to add other useful resources.

A new **NWEM Resources** screen will be displayed.

NWEM Resource

*URI:	
*Description:	
MIME Type:	
Size:	0
Digest:	
Deref URI:	

[OK]   [Cancel]

Although the **NWEM Resource** screen is optional, there are two **required** fields that must be completed if resources are to be included in the NWEM:

> **URI** - (Uniform Resource Identifier) an internet address that identifies resources in the web: documents, images, downloadable files, services, electronic mailboxes and other resources.
> **Description** - The subject event of the NWEM.

The optional fields on the **NWEM Resources** screen are:

MIME (Multipart Internet Mail Extensions) A set of standards for describing different file formats of content. A MIME extension tells a Web browser or mail program how to handle files received from a server.
Size - Indicates the size of a resource file.
Digest - The code representing the digital digest of "hash" computed from the resource file. It allows application software to validate the format of the resource file you're trying to access.
DerefURI - The base-64 encoded data content of the resource file. This may be used in instances when the retrieval of a resource via a URI is not feasible.

30. To update the message with the **NWEM Resources**, click on the **OK** button. Or select the **Cancel** button to cancel the addition of a resource.

NWEM Resources are displayed as rows within the Resources list box on the **Additional NWEM Information** screen.

The NWEM **Resources Detail** Box may list multiple resources.

Enter **Audience** (Optional) information to identify the people who would be interested in viewing the NWEM.

Close the **Additional NWEM Information** screen by clicking **OK** or **Cancel**. Clicking **OK** updates the **NWEM Alert** screen with the **Event, Description** and **Effective Date**. Clicking **Cancel** closes the **Additional NWEM Information** screen without populating the **Alert Detail** information

Saving a New NWEM

NOTE: To save the NWEM to the National Summary Map, the operator must first choose the required check box located in the NWEM Panel.

To save the NWEM, click the **Save** button or select **File ►Save**.
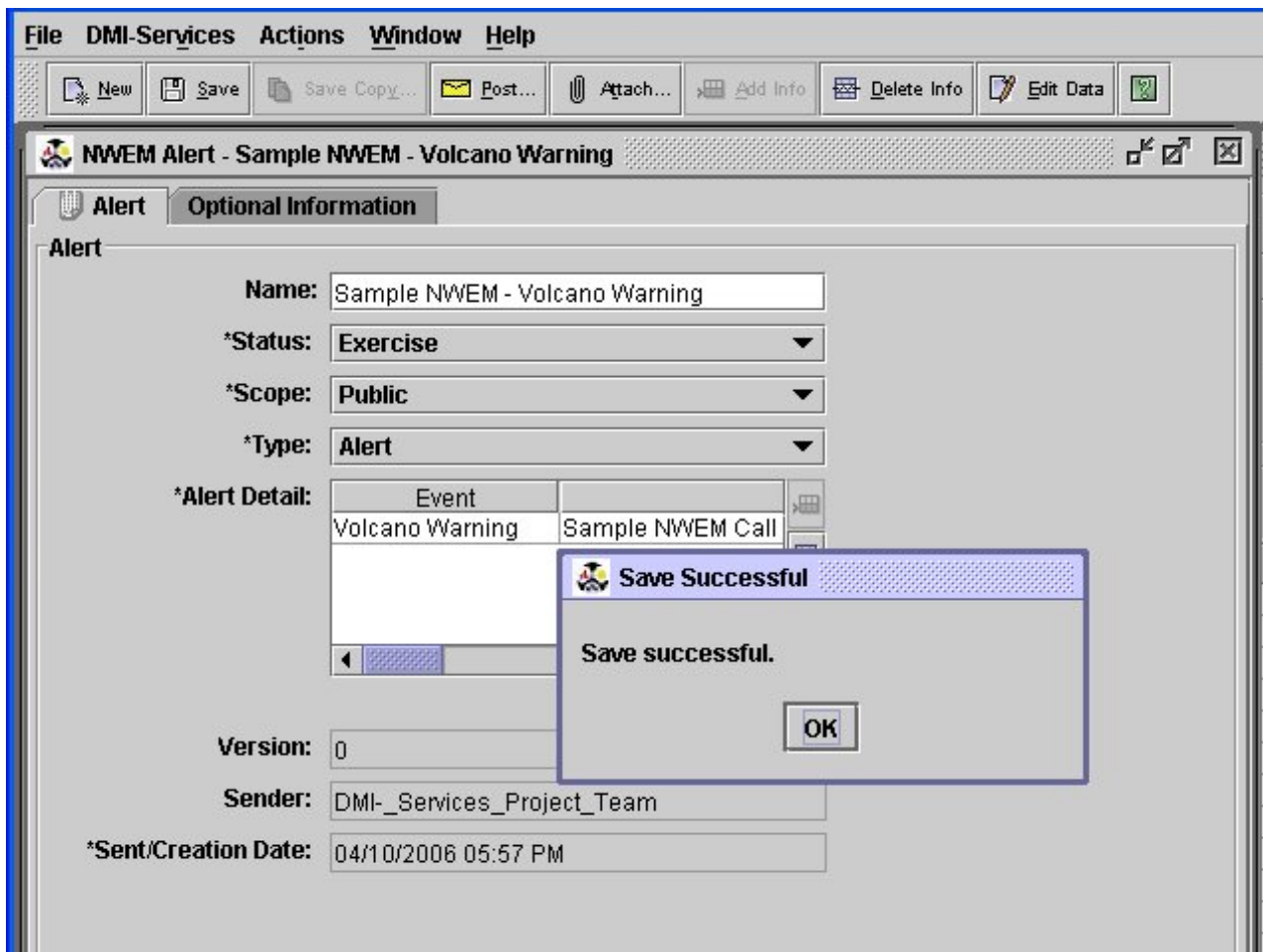
Saved NWEMs that have not been posted may be edited at any time. After an NWEM has been posted, it **CANNOT** be edited.

To close the message, click on the **Close** button, select **File ►Close** or click the small **X** icon.

Save Copy

NOTE: To save the NWEM to the National Summary Map, the operator must first choose the required check box located in the NWEM Panel

Save Copy enables the saved NWEM to be copied and saved as a new NWEM. An entire message may be used as the template for a new message.

From an open NWEM select **File ► Save Copy** from the main menu or select the **Save Copy** icon below the main menu.

Enter the new name of the new NWEM and click **OK**. The new NWEM is created and a new NWEM Alert window is opened. Note the new Name and Identifier number.

NOTE: To save the NWEM to the National Summary Map, the operator must first choose the required check box located in the NWEM Panel

The new NWEM contains all the same information from the initial NWEM. Select **Save** to save the NWEM.

Editing an NWEM

After an NWEM has been saved, it may be edited and re-saved prior to being posted.

To edit an existing NWEM:

1. Retrieve the **Alerts List** as described earlier in "Retrieve the Alerts List."

2. Select the desired NWEM from the Alerts List.

3. Click the **Open** button, or click on the ellipse at the right side of the list screen.

The NWEM Alert screen opens.

4. Select **Actions ► Edit** or click the **Edit Data** button and update the fields as necessary.

The following fields may be edited:

- o Name
- o Status
- o Password
- o Restrictions
- o Addresses
- o Handling Codes
- o Notes
- o Reference ID

   Incident ID

The following fields may not be edited:

- o Version Number
- o Sender (the Name of the COG)
- o Sent/Creation Date and Time (date and time stamp)

Edit Alert Detail/Additional NWEM Information

5. Click on the **Alert Detail** row and click on the ellipse to view the Additional NWEM Information screen.

The **Additional NWEM Information** screen is displayed:

6. Update the desired fields:

All fields except Sender Name are editable.

- o Event
- o Headline
- o Description
- o Area
- o Instruction

- o Information URL
- o Contact
- o Parameter
- o Effective Date
- o Onset Date
- o Duration Time
- o Urgency
- o Severity
- o Certainty
- o Language
- o Category
- o Resource Details

7. Close the **Additional NWEM Information** screen by clicking **OK** or **Cancel**. Clicking **OK** updates the **NWEM Alert** screen with the **Event, Description** and **Effective Date**. Clicking **Cancel** closes the **Additional NWEM Information** screen without populating the **Alert Detail** information.

8. To save the updated NWEM, click the Save button or select **File ►Save**.

NOTE: To save the NWEM to the National Summary Map, the operator must first choose the required check box located in the NWEM Panel

Posting an NWEM

The primary purpose of posting an NWEM is to broadcast messages to the general public. NWEMs must be posted to HazCollect for dissemination. Posting also enables the NWEM to be sent to other COGS. The act of posting an NWEM creates a snapshot of the data contained in the NWEM at the moment it is shared with another COG. If an Emergency Manager wishes to generate a message to other COGs without posting to HazCollect, an Alert should be generated.
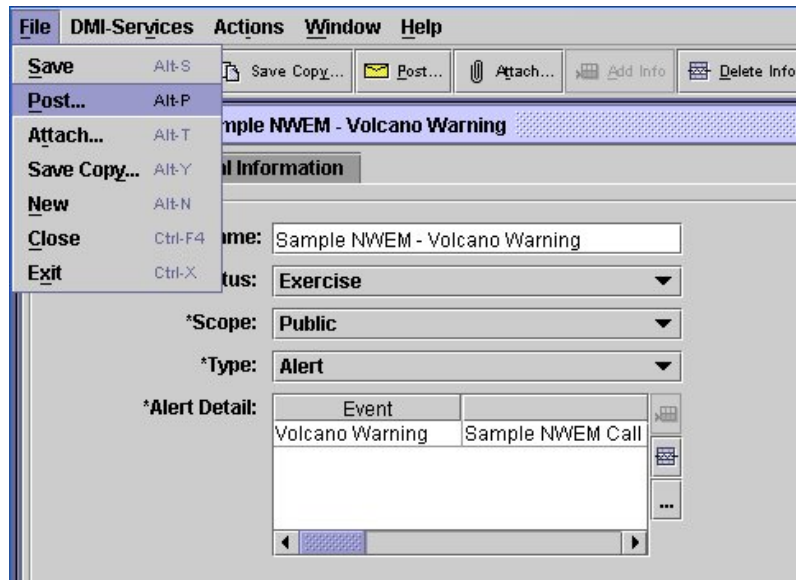
To Post an NWEM:
1. From **Alerts List** or an **Open NWEM** click **File ► Post** or click the **Post** button.

Prior to posting, the **Status** must be changed from the default of **Not Assigned** to **Actual**, **Exercise**, **System**, **Test**, or **Draft**.

The **NWEM Public Broadcast Confirmation** screen opens so the actual message to be distributed may be reviewed.

NWEM Public Broadcast Confirmation

CAUTION: You requested PUBLIC BROADCAST.
Your message will be disseminated over public systems including NOAA Weather Radio, NOAA Weather Wire Service, EMWIN, Internet, radio, and TV.
EAS Activation will be requested.
CAREFULLY REVIEW the message to ensure it is correct and suitable for PUBLIC broadcast outside DMIS. An INACCURATE or MISLEADING MESSAGE could have SEVERE CONSEQUENCES!

```
Sample Volcano Warning

Sample NWEM Call To Action Statement for Volcano Warning
```

☐ I confirm I have reviewed this message and it is ready for PUBLIC broadcast.

Hazcollect Status: Test

[Broadcast]   [Cancel]

2. To continue posting the NWEM click on the check-box next to "**I confirm I have reviewed this message and it is ready for PUBLIC broadcast**." To update the message click **Cancel** to return to the NWEM for modification.

☑ I confirm I have reviewed this message and it is ready for PUBLIC broadcast.

Hazcollect Status: Test

[Broadcast]   [Cancel]

3. Clicking the confirmation checkbox enables the Broadcast button. Click the Broadcast button to send the message to HazCollect.

4. The DMI-Services system will show a message stating the NWEM

has been posted.

After an NWEM has been posted, it cannot be edited and re-posted. Instead a new NWEM must be generated and referred back to the original NWEM by specifying its ID number. See **Create Update** section of the guide for further information. The Updated NWEM will include a reference ID of the initial message.

5. In addition to releasing an NWEM to the public the NWEM may also be sent to other COGS. To select the COGs that will receive the NWEM click the **COG Name**.
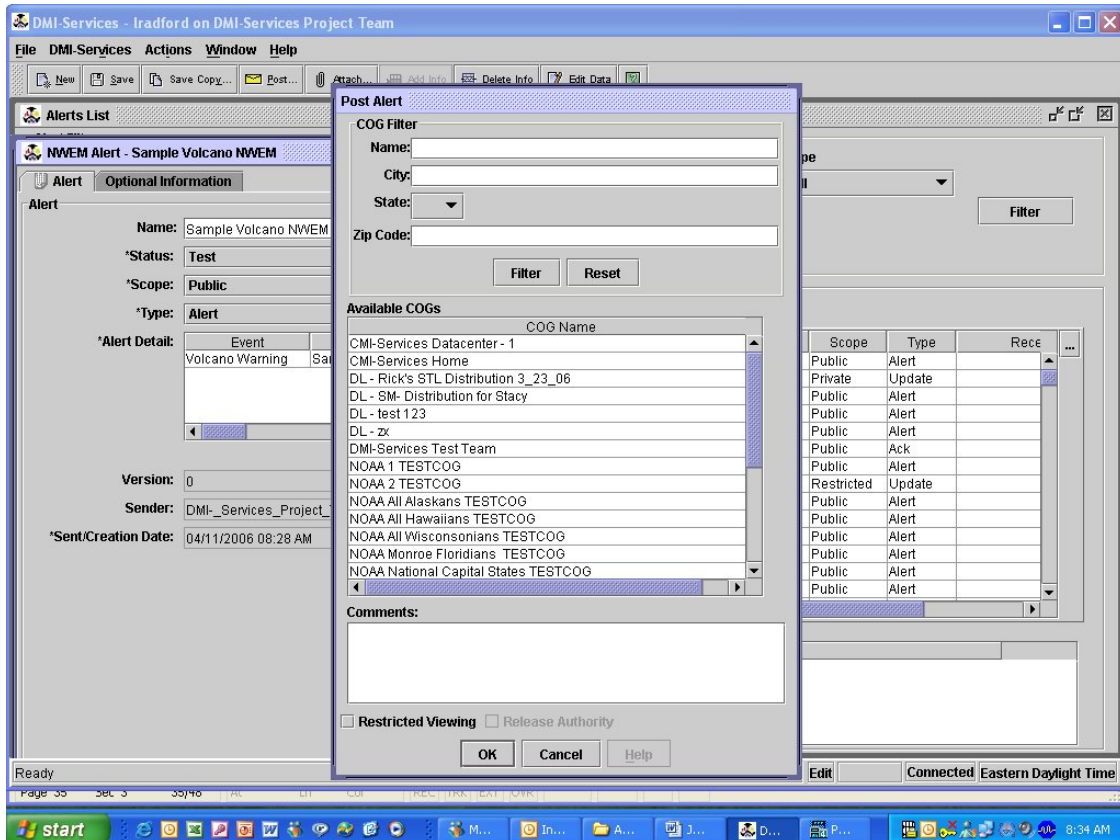
To post the NWEM to multiple COGs, use the **CTRL** key to select more than one COG.

6. Click the **OK** button to post the NWEM.

7. The **Posting** screen opens.
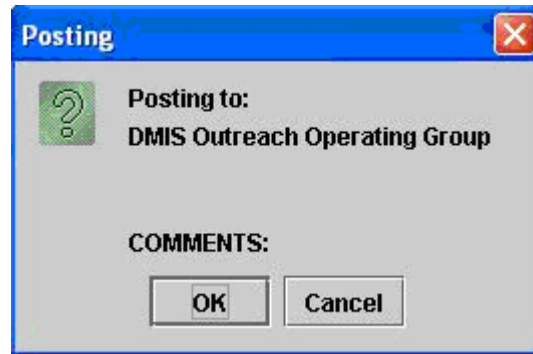
8. Click the **OK** button to post the item. If the **Cancel** button is selected, the post will be cancelled.

9. Select Save from the File menu or press the **Save** button.

Update NWEM

Once a message has been posted, the Update function provides a method to disseminate more information related to the original message. For instance, if the original message provided a specific time that an event occurred, the updated message could provide an updated time for the event. **Areas, Instructions, Contact, Parameter, Onset Time, Duration Time, Urgency, Severity, Certainty, Language, Category, Resources**, and **Audience** are pre-populated from the previous message but are editable. **Sender Name** is not editable.

To send an updated NWEM on a message that has already been posted:

1. Select **DMI-Services ► Disaster Management Tools ► Alerts List**

2. DMI-Services display the **Alerts List** screen.
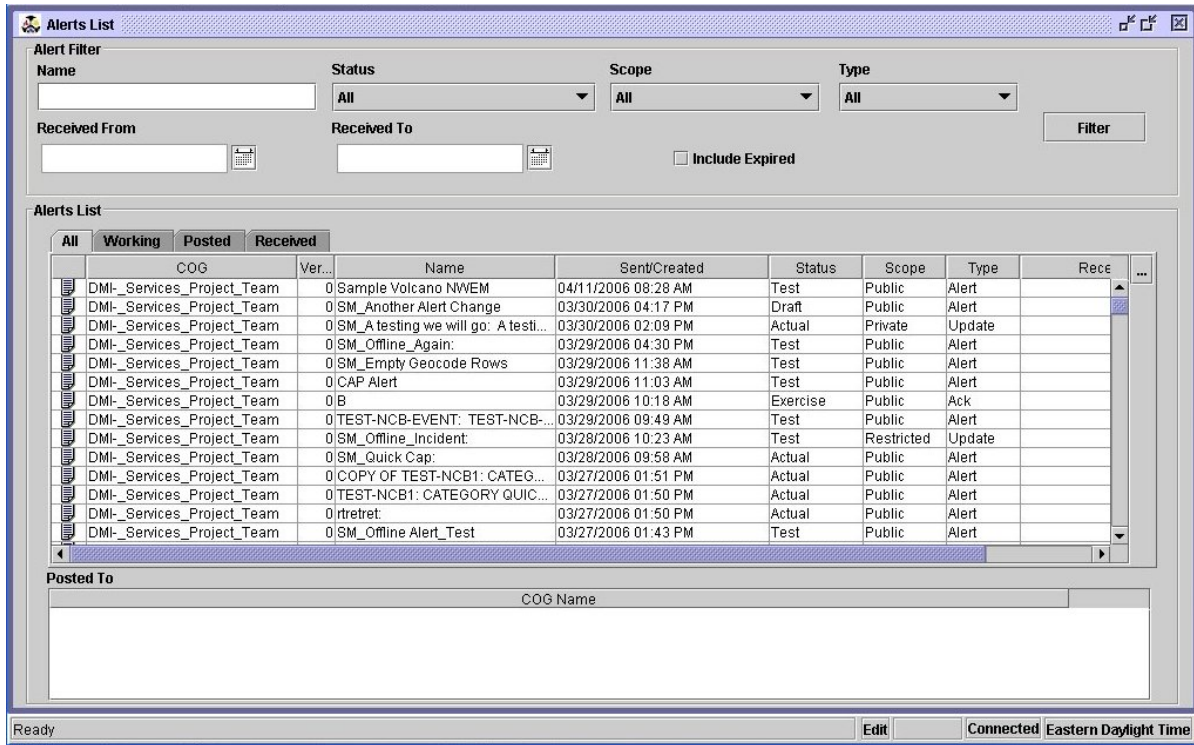
3. Select the posted NWEM to be updated (version 1).
4. The NWEM is displayed.
5. Select **File ►Save Copy**

6. An **Enter Name** screen is displayed.
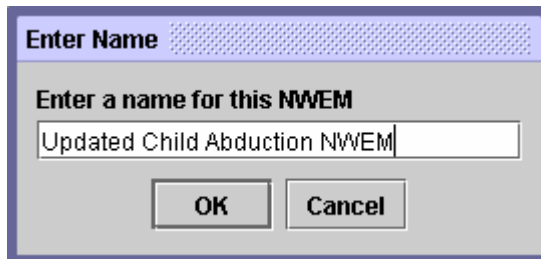
NOTE: To save the NWEM to the National Summary Map, choose the required check box located in the NWEM Panel

7. Enter the name of the NWEM to be created.

8. Click **OK**

9. A new message identifier will be automatically added and the old message identifier will be moved to **Reference ID(s)**.
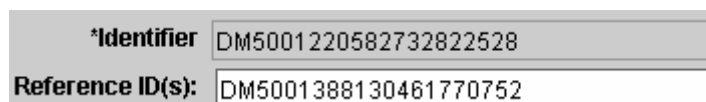
10. The NWEM Update screen will open.
Not all fields are editable. Some fields are pre-populated with information from the previous NWEM.

11. Click on the row in the **Alerts Detail** field.

12. Click on the ellipsis to open the **Alerts Details** screen.

The system default populates **Event** with **Administrative**

Message/Follow up Statement.

13. Enter the updated **Headline** and **Description**.

Other fields in this screen may be modified even though they are pre-populated with information from the previous message. **Areas, Instructions, Contact, Parameter, Onset Time, Duration Time, Urgency, Severity, Certainty, Language, Category, Resources**, and **Audience** are editable. **Sender Name** is not editable.

14. Modify the appropriate information.

15. Click **OK** to close the **Additional NWEM Information – UPDATE** window.

16. Click **Save** to save the message or **Post** to disseminate the message.

Create Correction

A Correction message is submitted when a previous NWEM had incorrect information in the **Headline** or the **Description** field. All other data fields are un-editable.

To send an NWEM Correction on a message that has already been posted:

1. Select **DMI-Services ► Disaster Management Tools ► Alerts List**

2. DMI-Services display the **Alerts List** screen.

3. Click on the posted tab and select the NWEM to be updated then click the **Ellipse** icon or **Open** button.
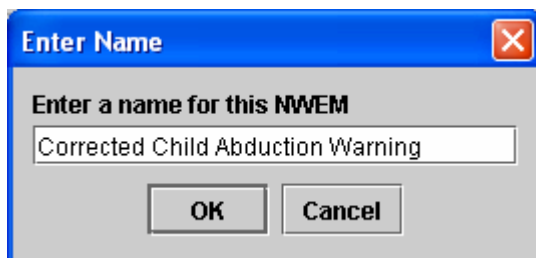
   The NWEM is displayed.

4. Select **File ►Correction**
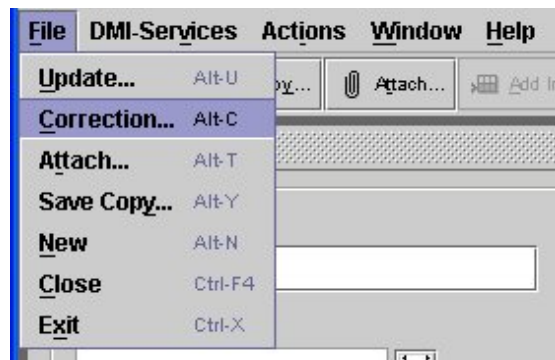
An **Enter Name** screen is displayed.

5. Enter the name of the updated correction.

Enter Name

Enter a name for this NWEM

Corrected Child Abduction Warning

OK   Cancel

6. Click **OK**

The **NWEM Correction** screen is displayed.

7. Click the **Edit Data** button to enable editing of the message text in the Additional NWEM Information screen.

    None of the fields in the NWEM Correction window is editable.

8. Double click on the event listed in the **Alert Detail** field.

    The Additional NWEM Information – CORRECTION screen is opened.

9. Modify the **Headline** or the **Description** field. All other fields are not editable.

10. Click **OK** to close the screen.

11. Click **Save** to save the NWEM or click **Post** to disseminate the message.

NOTE: To save the NWEM to the National Summary Map, the operator must first choose the required check box located in the NWEM Panel

   o To return to the top of the page at any time, click either the Home or Back button.

   o To print the list, click the Print button.

NOTE: Because of the size of the list, printing may take a few minutes.

   o To copy and paste text from the list into another application (such as MS Word), click and drag the cursor across the text to highlight it and select Copy from the right-click menu. Then open the other application and paste.

CHAPTER 11: DMI-Services Messenger

Using DMI-Services Messenger

DMI-Services Messenger is the online "chat" capability that enables Operators to communicate with other DMI-Services members. Using DMI-Services Messenger, an Operator can communicate with members of other COGs in "real time". All DMI-Services Operators who have DMI-Services Messenger running are available for the online chat capability. If the Operator responds to an invitation to joins a DMI-Services Messenger chat session, the DMI-Services Messenger will display the session in progress. Otherwise, the session area of DMI-Services Messenger will be blank.

If the Operator does not have **Automatically Launch DMI-Services Messenger on Start Up** selected in their **DMI-Services Desktop Settings** screen, then they will have to launch DMI-SERVICES Messenger from the **Disaster Management Tools** screen, located in the **DMI-Services** menu.

To begin a Messenger Session:

1. From the **DMI-Services Messenger** start up screen, click **New Messenger**.

The **DMI-Services Messenger** screen opens.

Add other Operators to the session using the **Add** button. To send messages, enter the text in the text box on the lower left part of the screen and click the **Send** button.

NOTE: In addition to the status bar message, DMI-SERVICES   now plays a sound prompt to alert Operators that a new Instant Message is being displayed.

Accessing DMI-SERVICES   Messenger from the DMI-SERVICES Menu

NOTE: If an Operator has **Automatically Start DMI-SERVICES Messenger at Start Up** selected in their default settings, the DMI-SERVICES   Messenger message box will be automatically displayed when DMI-Services is started. In this case, it is not necessary to perform Step 1.

1. Select **DMI-Services Messenger** from the **Disaster Management Tools** menu, located in the **DMI-Services** menu.

The **DMI-Services Messenger** start up screen opens, stating that DMI-Services Messenger is running.

2. Click the **New Messenger** button.

The **DMI-Services Messenger** screen opens.

For more information about this screen, see Using DMI-Services Messenger.

Adding Operators to a Messenger Session

Only Operators that are currently logged into DMI-SERVICES Messenger can be added to a Messenger session.

1. From the **DMI-Services Messenger** screen, click **Add** to add another Operator to the DMI-Services Messenger session.

The **Add New User** screen opens.

2. Select the Operator's name from the list.

NOTE: The Operator can search for a specific Operator and filter this search by specifying the COGs they wish to Search. As a result, it is much easier to find an Operator's name from the list of COGs.

Add
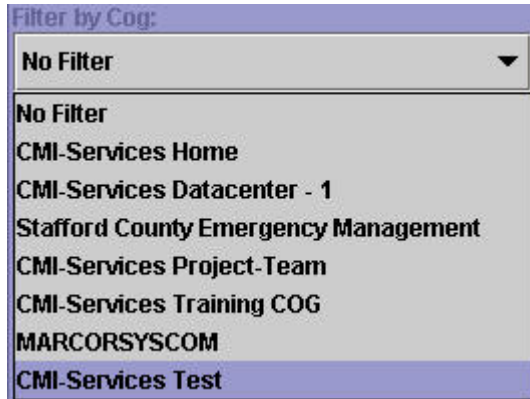
3. Click the **Add** button to add the Operator.

The Operator has the option to accept or refuse the invitation.

If the Operator accepts the invitation, the Operator's name appears in the Operator List.

Once the other Operators have accepted the invitation, the Operator can begin sending messages in the text box in the lower left part of the screen.

Joining a Messenger Session

If an Operator wants to invite another Operator to a Messenger session:

1. An Operator has selected the participant from a list of Operators currently running the DMI-Services Messenger.

   An invitation box displays indicating that the recipient Operator has been invited to a DMI-Services Messenger session.

2. Click **Join** to join the Messenger session or click **Refuse** to refuse to join the session.

If the Operator clicks the **Join** button, the **Messenger** screen opens, displaying the session and a list of Operators participating.

NOTE: DMI-Services Messenger must be running to be invited to a DMI-Services Messenger Session.

Removing Operators from a Messenger Session

The Operator that began the Messenger sessions can remove other Operators from the session.

1. Select the Operator's name from the **Active Operators** List.

2. Click **Remove** to remove the Operator from the DMI-Services Messenger session.

NOTE: Any participating Operator, who did NOT begin the Messenger session, will NOT be able to remove any other Operators from the session.

Sending Messages

1. Type the message in the text box.

Type your text here

Click **Send** to send the message. The message appears in the top left corner of the screen.

Map Symbols

To view the Map Symbols used in DMI-Services, access the link below for more information.

Link to Map Symbols

Contacting Us

Need help with **DMI-Services** software or require additional information, please contact the Service Desk. Assistance with the Service Desk may be acquired via the following methods:

Telephone Support: 1-800-451-2647

Email: help@dmi-services.org

Thanks again for using DMI-Services.

Index