



Waldo County Emergency Management Agency

How to Use D4H Incident Management

Updated: December 301, 2020

1. The website for D4H Live is at:

<https://d4h.live/login#/waldo>

2. Type in your Username and Password.

3. You will be brought to the D4H Incident Management Waldo County EMA Channel Board. Each “channel” is an information site for a specific emergency event. Click on title of the “channel” you want.

(Hint: There will always be one channel called “EXERCISE”. This is used for training purposes. Other channels will be the event name of current real world emergency events.

A screenshot of the D4H Incident Management login page. At the top, there is a dark blue square with the white text "D4H". Below this, the text "D4H™ INCIDENT MANAGEMENT" is displayed in red, followed by "AUTHORIZED PERSONNEL ONLY" in black. The page features two input fields: "USERNAME" with the text "browley" and "PASSWORD" with a masked password of eight dots. Below the password field is a red button with a white lock icon and the text "SECURE SIGN-IN". At the bottom right, there is a link that says "I forgot my password".

4. This is the D4H Incident Management Dashboard. To the left is the index. Click on each index item to see specific information.

Winter Storm Emergency Exercise | 18 days 20:08:52 | Functional Exercise

County EOC - EOC Manager / Dale Rowley

Log

Monday, 8 January 2018

County EOC - EOC Manager	18:37	Burnham EOC up and running
--------------------------	-------	----------------------------

Monday, 5 February 2018

County EOC - EOC Manager	17:42	State EOC called. Wanted a sitrep.
	17:43	Rob Hoey Was the sitrep sent?
	17:44	sitrep

All Open Action Items

0	9	0	2
Cancelled	Complete	In Progress	Not Started

Public Damage Estimates

89900
Total

Resource Management

4	2	11	0
Ready	Enroute	Assigned	Requested

Emergency Facilities

1296	100
Shelter Capacity	Shelter Occupancy

Casualty Report

2
Total count

Road and Utility Issues

4	4	1
Closed	One lane	Open

Personnel

60	1
Total count	Online now

Waldo County EMA

Map showing incident location: **EXERCISE - Long Term Power Outage**

+ Start New

	Long Term Power Outage Nov 3, 2018 EOC Level 3 - Standby/Monitor	11 days 21:42:30	
	EXERCISE - Long Term Power Outage Exercise - Functional Exercise	318 days 03:34:03	

a. **Situation:** The situation describes the event, what is the EOC Status, when did the event start and some general information on the event. This information will be managed by the County EOC.

The screenshot shows a web browser window with the URL <https://d4h.live/#/waldo/channel/izjwqggx000/situation>. The page title is 'Waldo County EMA > Winter Storm Emergency Exercise > Situation'. A timer indicates '18 days 20:12:13' and the status is 'Functional Exercise'. A left-hand navigation menu includes: Dashboard, Situation (highlighted), Roles, Forms, Map, Updates, Open Action Items, Public Damage Estimates, Emergency Facilities, and Casualty Report.

SITUATION	
EVENT NAME	
Winter Storm Emergency Exercise	
STATUS	
Functional Exercise	
START DATE	END DATE
Feb 1, 2018 16:00	
LOCATION	
119 Miller St, Belfast, Maine, 04915 (USA) [19T DK 99126 18738]	
DESCRIPTION OF INCIDENT/EVENT	
What is happening or happened	
Winter storm 12 in plus high winds	

b. **Roles:** The roles will list out all of the positions that are tracked in D4H Live. If there is a name after the role, this is the person who has been assigned to that role. If there is a green dot before their name, they are currently online. They may also have tasks assigned to them.

Role	Personnel	Assigned Tasks
EOC Manager	Dale Rowley	
Policy Representative		
Finance		
Law Enforcement Chief	Jeffrey Traflet	
EOC Dispatcher		
Public Warning Manager		<ul style="list-style-type: none"> Contact all EMA partners to notify of rolling blackouts. Requesting that ARC open a shelter at Mt View School complex
Mass Care Manager		

c. **Forms:** This will list whatever forms have been added. There are two types of forms – Situation Reports and Hazardous Materials Reports. Click on the “ADD” button to select an empty form that you can fill out. Be sure to change the name of the form to include your Town name.

Name	Form type	Last modified
Belfast Report	Situation Report	Jun 22, 2017 16:39
Hazardous Materials Report - Feb 20, 2018	Hazardous Materials Report	12:21

d. **Updates:** Click on the “LOG” feature. This will show what has been inputted as a message. It will show who sent the message and at what time.

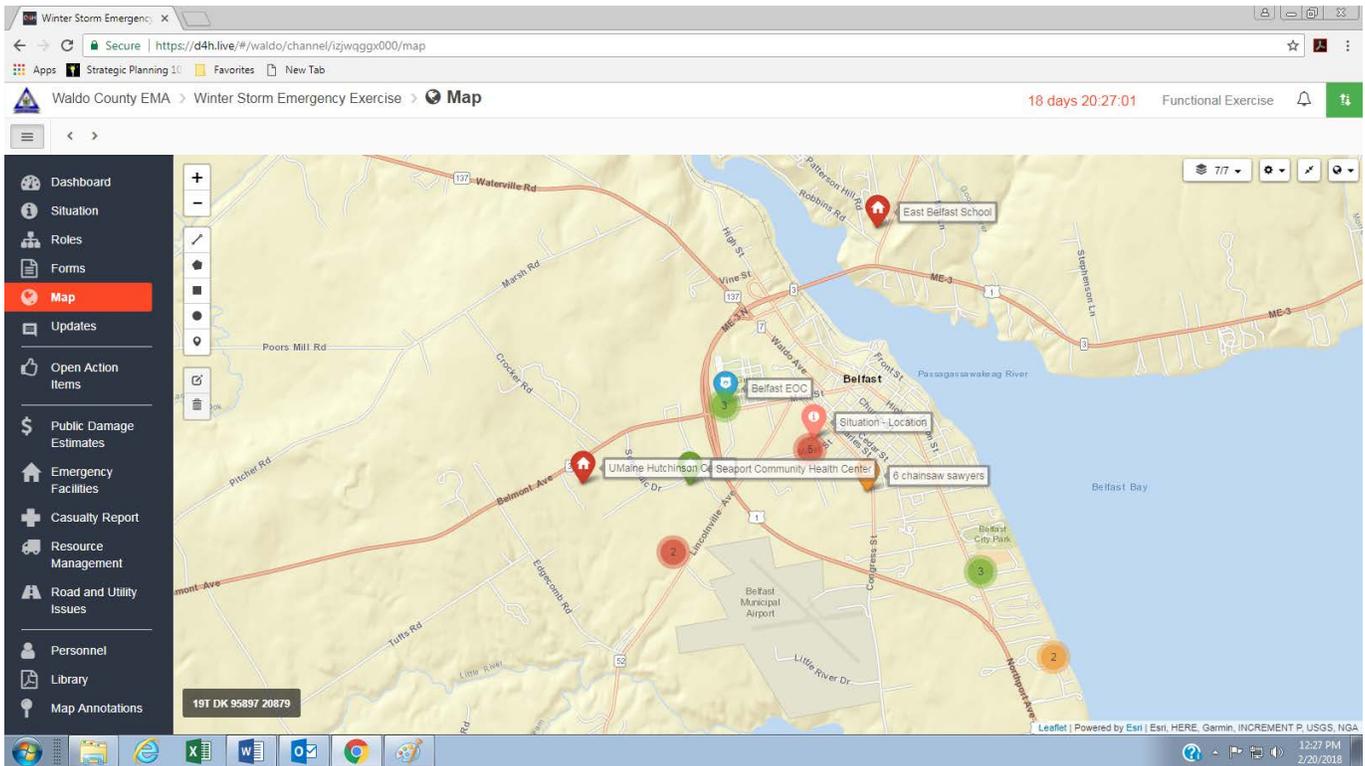
To input a new message, type a short message into the Message box at the bottom of the screen and hit enter.

Time	Message
17:24	15:52 Test call to Kennebec County No Contact No ham op available
17:25	16:57 Test call to Lincoln County on Harris OK
17:26	15:55 Test call to Oxford County No contact
17:27	15:50 Test call on Harris to Penobscot County No contact
17:29	15:58 Test call to Sagadahoc County on Harris No contact
17:30	17:08 Test call to Somerset County on Harris OK
17:34	16:46 Test call to Washington County OK

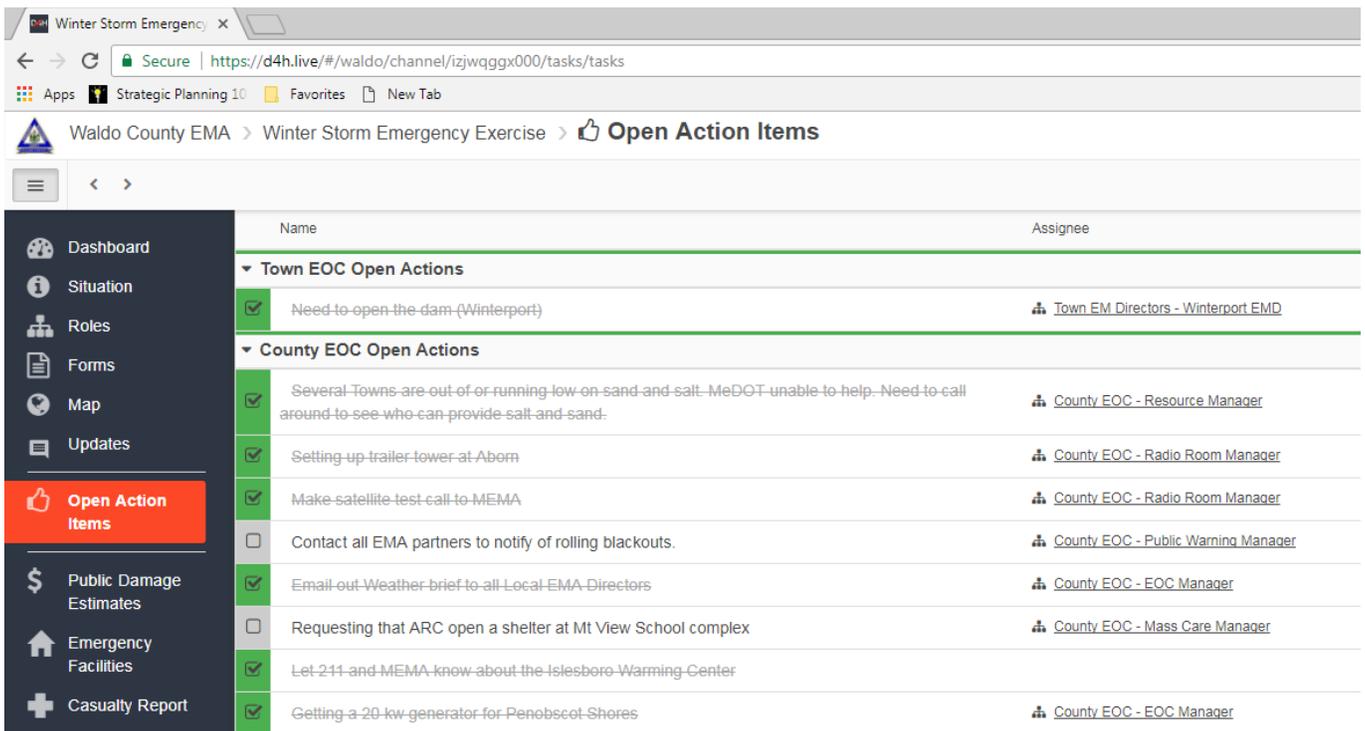
Time	Message
18:37	Burnham EOC up and runnig

Time	Message
17:42	State EOC called. Wanted a sitrep.
17:43	Bob Hoey Was the sitrep sent?
17:44	sitrep

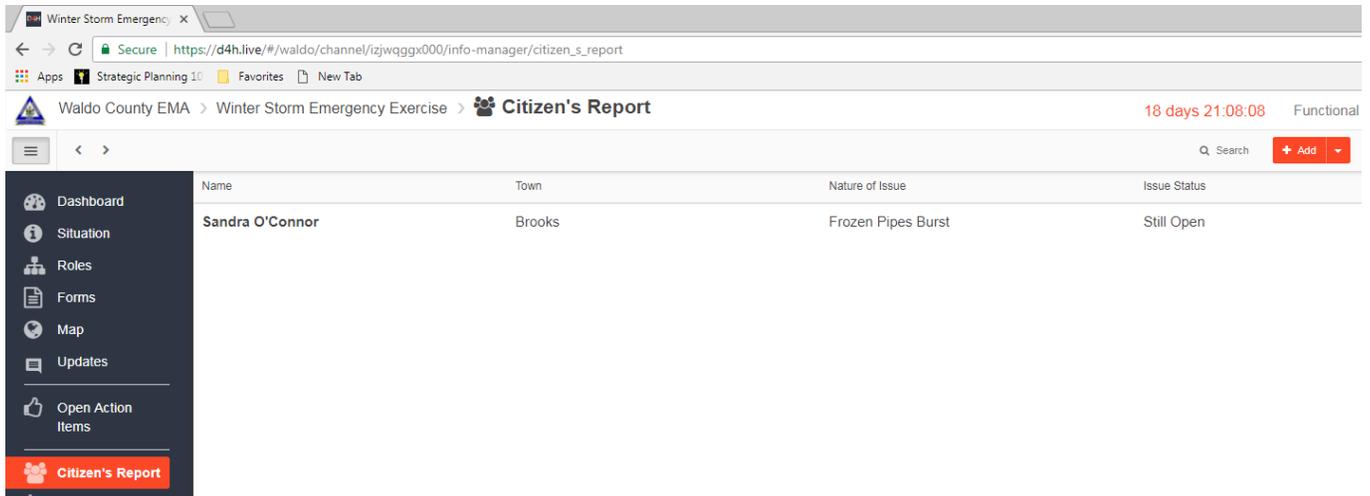
e. Map: The map will display information posted from the other information sites. You can turn layers on and off by clicking on the button that says “7/7” in the top right corner.



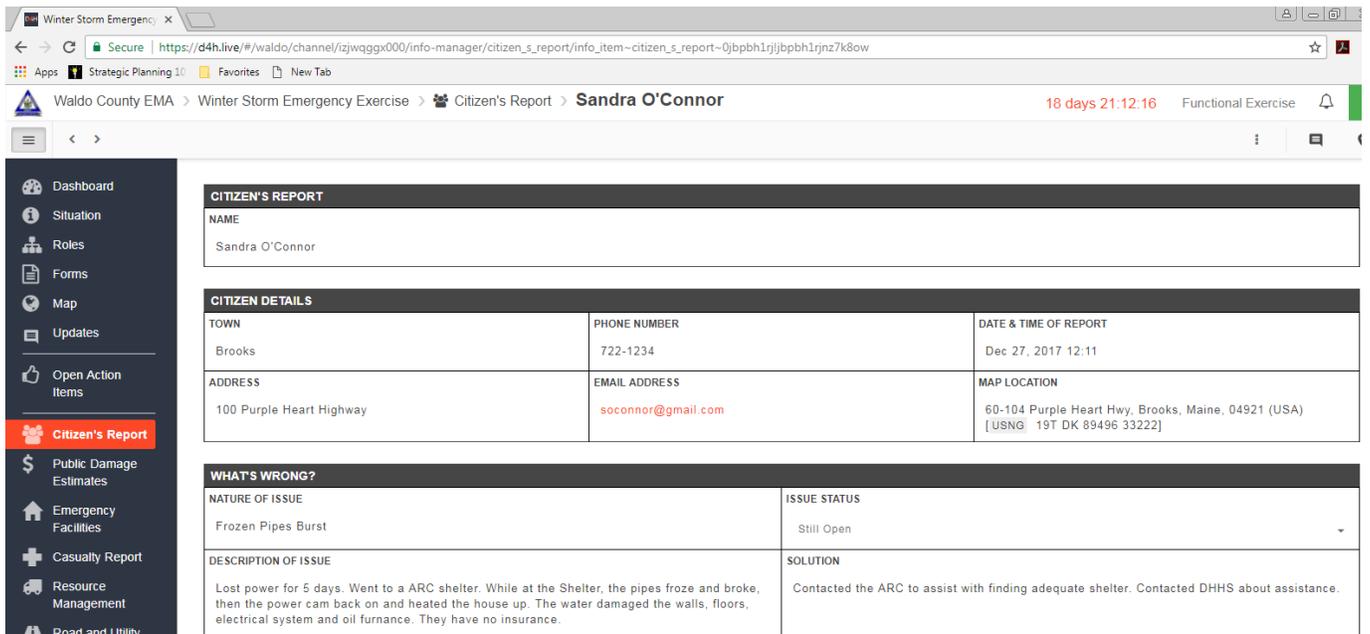
f. Open Action Items: The County EOC will create open task items and assign these tasks to various positions. When the action items have been completed, they will be closed (a line will be drawn thru them).



g. Citizen's Report: This information site allows you to input information on a given resident who has reported a problem. They may have lost all their food in their refrigerator, had a tree go through their roof, or had their pipes frozen. Emergency calls should go to 911. This is information on personal damages. This will help us to identify government assistance, charity or other resources. It will also help us to gather information for a Individual Assistance Disaster Declaration.



When you “ADD” a new report, this is the information field you will see.



We can also track if the report has been concluded or is still an open item, by updating “Issue Status.”

h. Public Damage Estimates: A line has been created by the County EOC for each Town to input the cost estimates from their damages. For those familiar with the Form 7, this is a digital Form 7. Double click on your town name – a new field will appear. You can update your information there.

Waldo County EMA > Winter Storm Emergency Exercise > **Public Damage Estimates** 18 days 20:39:18 Functional Exercise

Total 89900

Municipal Name	CAT A - Debris Removal	CAT B - Emergency Protective Measures	CAT C - Roads & Bridges	CAT D - Water Control Facilities	CAT E - Buildings and Equipment	CAT F - Utilities	CAT G - Parks, Recreational and Others	Private Non-Profits	Total
Belfast	2,500	3,200	21,500						27,200
Belmont									
Brooks			8,000						8,000
Burnham									
Frankfort									
Freedom	2,000		12,000						14,000
Islesboro	4,800	1,100	12,000						17,900
Jackson									
Knox									
Liberty	4,300	1,500	17,000						22,800
Lincolnville									
Monroe									
Montville									
Morrill									
Northport									

i. Emergency Facilities: Emergency Facilities are those facilities that we track information on during an event. You can double click on a facility name to bring up the information field on that facility. You can show the facility open or closed, what it's being used for, and contact information.

Waldo County EMA > Winter Storm Emergency Exercise > **Emergency Facilities** 18 days 20:42:59 Functional Exercise

Shelter Capacity: 1296 Shelter Occupancy: 100

Name	Address	Emergency Functions	Facility Capabilities	Status	Phone #
Waldo County EOC	4 Public Safety Way, Belfast, ME	EOC	Kitchen, Bathroom, Showers, Generator, Base Radio, Ham Radio, Helicopter Landing Zone	Open	2073383870
Winterport EOC				Open	2072234062
Troy Howard Middle School Shelter				Open	
Mt View School Shelter				Open	2075683255
Lincolnville Central School Shelter				Closed	
Belfast EOC				Open	2073383362

j. Resource Management: This is the information site where you can request resources from the County, find out if they have been approved and determine when they are expected to arrive. The Town will request a resource by clicking on the “ADD” button for a new resource.

Casualty Report	wood chipper	MEMA	EMD	Assigned
Resource Management	Sand and Salt Supplies	Maine DOT	Town EM Directors - Searsport EMD	Out of Service
Road and Utility Issues	Sawyers, 6	Maine Forest Service	Town EM Directors - Searsport EMD	Assigned
Personnel	120 mobile Radio Tower	Maine OIT	County EOC - EOC Manager	Assigned
Library	sawsall	EMA	Town EM Directors - Monroe EMD	Assigned
Map Annotations				

k. Road and Utility Issues: Should your town encounter road and powerline issues, this is the information site for you to add that location. Click on the “ADD” button and fill out the new information field. The summary shown below is color-coded. Red = Road Closed. Orange = Road Open, one lane. Green = Road Open, both ways. It works well to glance at the map to see where all your road closures are located.

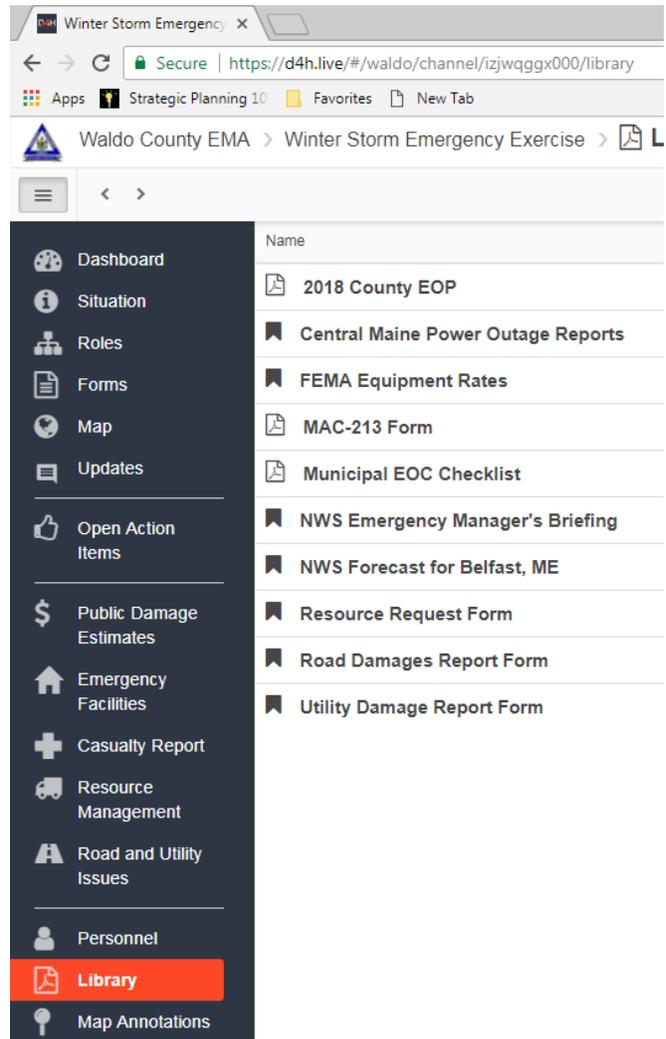
Short Description of Issue	Current Status	Municipality	Street Address
Tree in Road	Closed	Winterport	484 Monroe Road
Main Street North	Closed		
100 Files Hill Road	Open, one lane		
East main St.	Open, one lane	Monroe	
Reynolds Road	Open, one lane		Rt 7
Monroe Road	Open, both ways		
Skyscraper Lane	Closed		
Road Damaged	Closed	Searsmont	123 Main St
Road Damaged	Open, one lane	Brooks	100 purple heart highway

l. Personnel: This information site will list out all authorized personnel. Again, if there is a green dot before their name, it means they are currently logged in. If you double-click on your name, you can update your e-mail address and phone number.

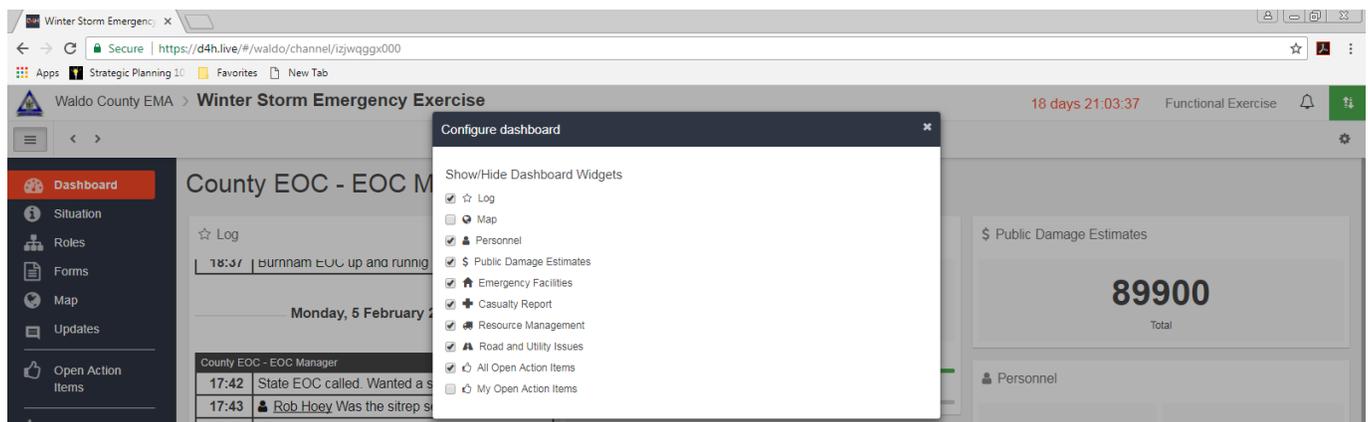
Road and Utility Issues	● Garret Hubbard	Town EM Directors - Knox EMD	2076204437
Personnel	● Gayle McKeige		2073228744
Library	● James Ames	Town EM Directors - Searsmont EMD	
Map Annotations	● James Waterman	Town EM Directors - Freedom EMD	2074412933
	● Jeff Anderson		

m. Library: The library contains files, such as the “2018 County EOP” or the “Municipal EOC Checklist”. Files are indicated with a white paper icon in front of the name.

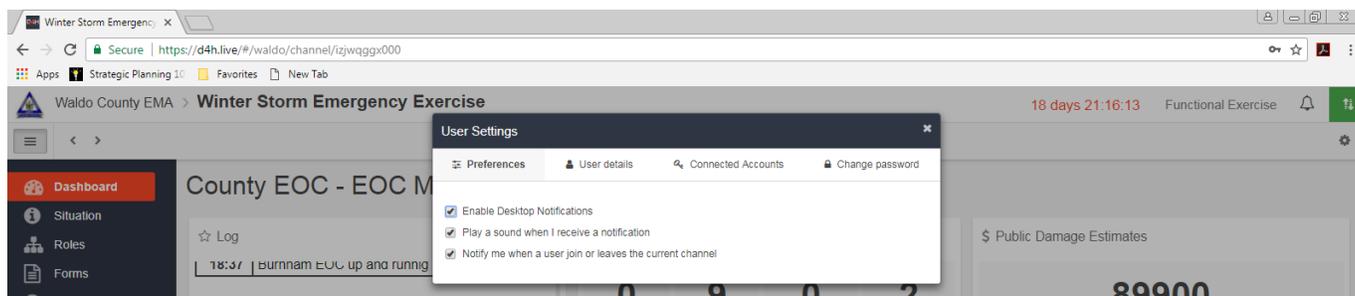
The library also include website links, such as the “Central Maine Power Outage Reports” or the “NWS Emergency Manager’s Briefing.” Links are indicated with a black flag icon.



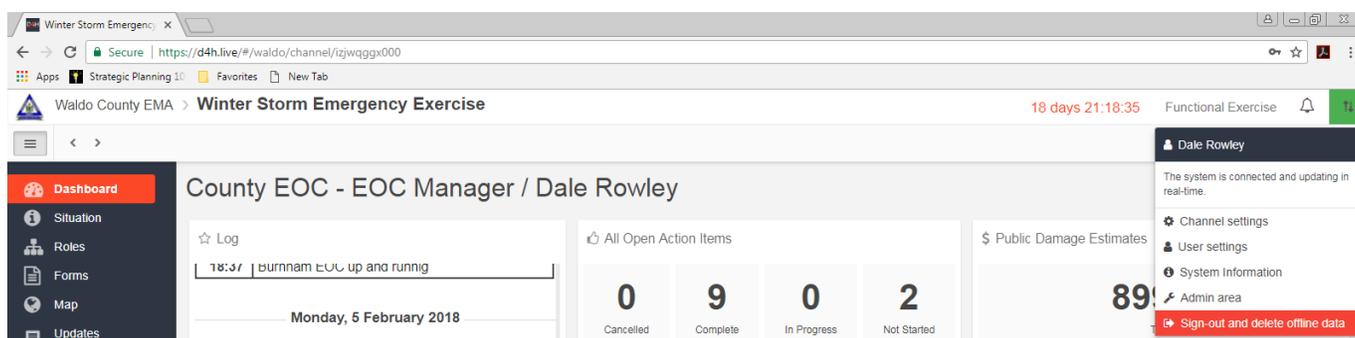
n. Dashboard Configuration: If you click on the “widget” icon under the green box in the top right corner, you can configure your dashboard. Select or deselect each field that you want shown on your dashboard.



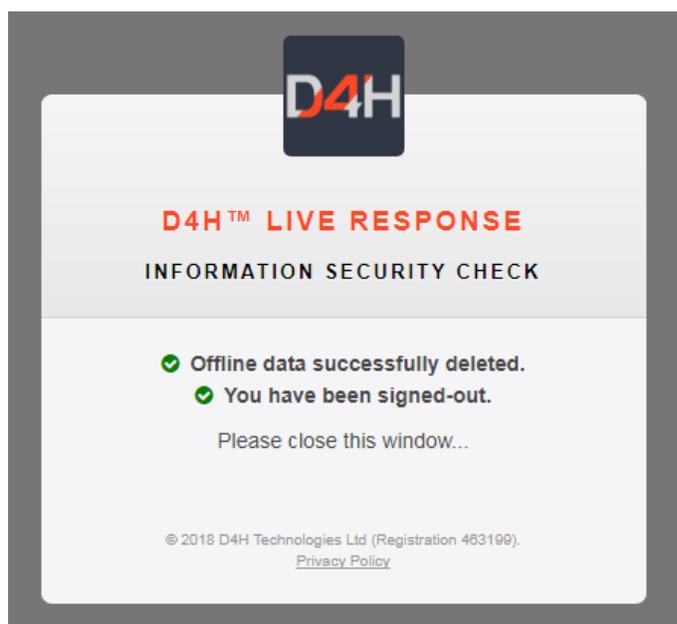
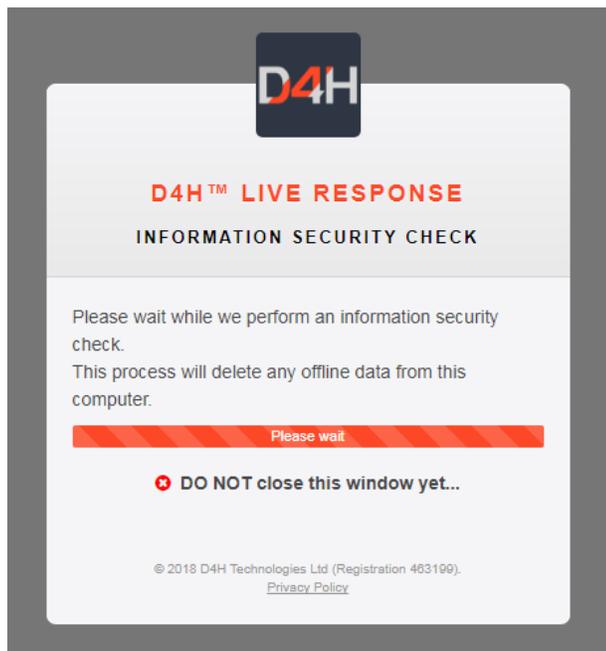
o. User Settings: can be found by clicking on the green box in the top right corner. You can update your user details and change your password.



p. Signing Out: When you want to sign out, click on the green box and select “Sign-out and delete offline data.”



You will then see this screen. Do not close this window until it shows a green checkmarks.



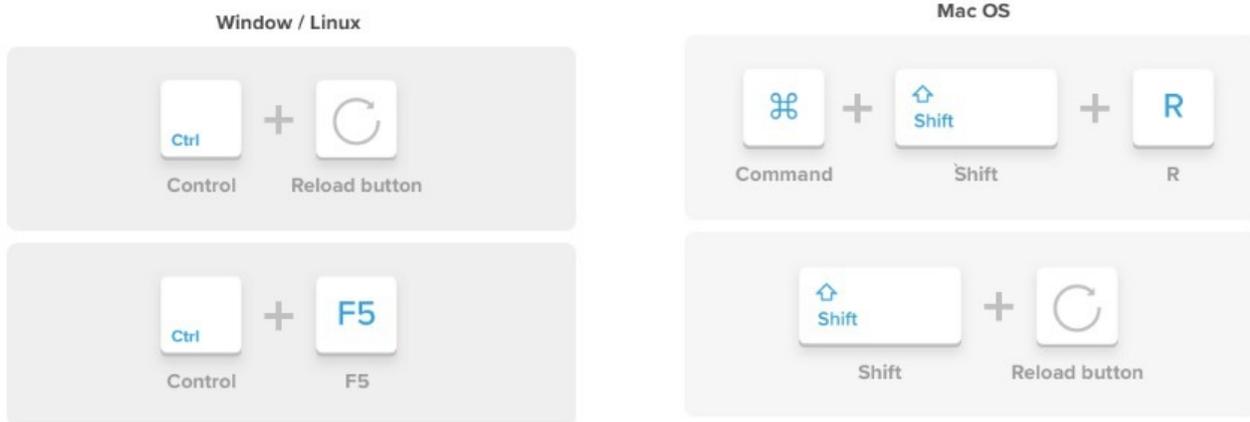
You may experiment all you want in the Channels that are listed as Functional Exercises!

q. Troubleshooting

If you can't log in, type this url into your browser: <https://d4h.live/logout>.

Failing that, clear your browser at: <https://clear-my-cache.com/en/windows.html> and try again.

When a Hard Refresh is required: After logging in, complete the following as shown.



To verify that updates were successful.

- A) Press the green arrow menu button top right.
- B) Click on System Information.
- C) If the upgrade has worked, it will show as 'Up to date'. You need to do this in each browser you use *D4H Incident Management* in.

