WebEOC® SimulationDeck

User Guide

July 2023

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Overview

SimulationDeck powers public and private-sector media exercises of all sizes, from small, local tabletops to full-scale exercises spanning multiple continents. By replicating the release of information from traditional media sources like television, radio, online news, social media, blogs, and publicly-sourced videos, SimulationDeck allows exercise participants to interact by generating relevant content on their websites and social media accounts.

Key Features

- **Dashboard View** – Shows the most recent post to each content type and a social feed of Bleater and SimBook posts.
- **Simulated profiles** – Allows administrators to create simulated profiles to support real-life training scenarios.
- **Switch between profiles** – Switching between actual and simulated active profiles and posting content on behalf of a profile allows administrators to quickly generate content from multiple sources.
- **Bulk edits** – Helps administrators quickly update records for exercise management.
- **Content-type settings** – Allows administrators to enable and disable content-type applications, which determines the availability of the application during an exercise.
- **Post interaction** – Makes it possible for participants to interact with social media posts by commenting, sharing, and retweeting in a manner that replicates the behavior of Facebook and Twitter.
- **Content-rich records** – Allows participants to include audio and video files, images, and other rich content in posts.
- **Schedule records** – Allows administrators to add and remove records from exercises using the scheduling fields on the Record Input View.
- **GeoDeck View** – Pulls all social content into a map and allows users to see the geographical origin of content.

Positions

Site Manager

The Site Manager position is designed for project managers and others in exercise design and control leadership who define the simulation exercise. This position can perform the following tasks.

- Create, modify, and delete actual and simulated profiles.
- Enable and disable content types.
- Create and manage content for content types.
- Switch between profiles.
- Comment on records.
- View content posted to SimulationDeck.
- Create, edit, delete, and view records posted to InjectDeck.

Exercise Controller

The Exercise Controller position is for administrators and others who actively participate in how the exercise unfolds. This position can perform the following tasks.

- Create and manage content for content types.
- Switch between profiles.
- Comment on records.
- View content posted to SimulationDeck.
- Create, edit, delete, and view records posted to InjectDeck.

Exercise Participant

The Exercise Participant position is for people being trained to respond in the exercise. This position can perform the following tasks.

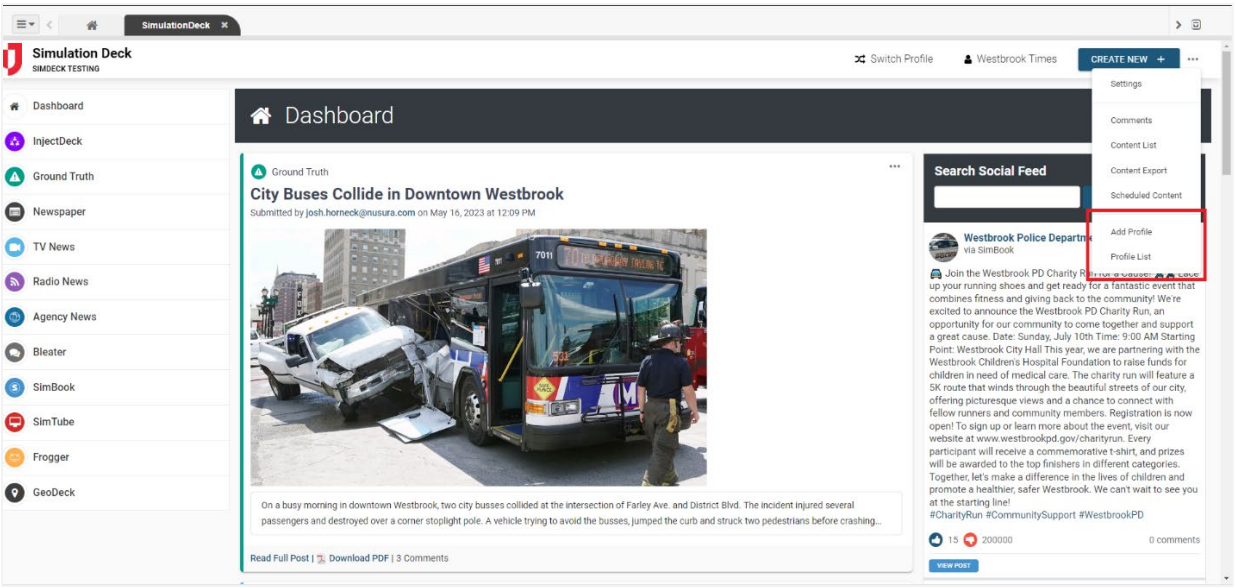
- Add content to the Agency News, Bleater, Frogger, SimBook, and SimTube content types.
- Edit and delete records posted by their profile.
- Comment on records.
- View content posted to SimulationDeck, except the InjectDeck content type.

Observer

The Observer position is designed for stakeholders who want to monitor the exercise. Observers can view the content posted to SimulationDeck; they cannot post or comment on records.

Profiles

As the Site Manager, you can view a list of SimulationDeck profiles by clicking the three dots on the upper right, then selecting the **Profile List** option.

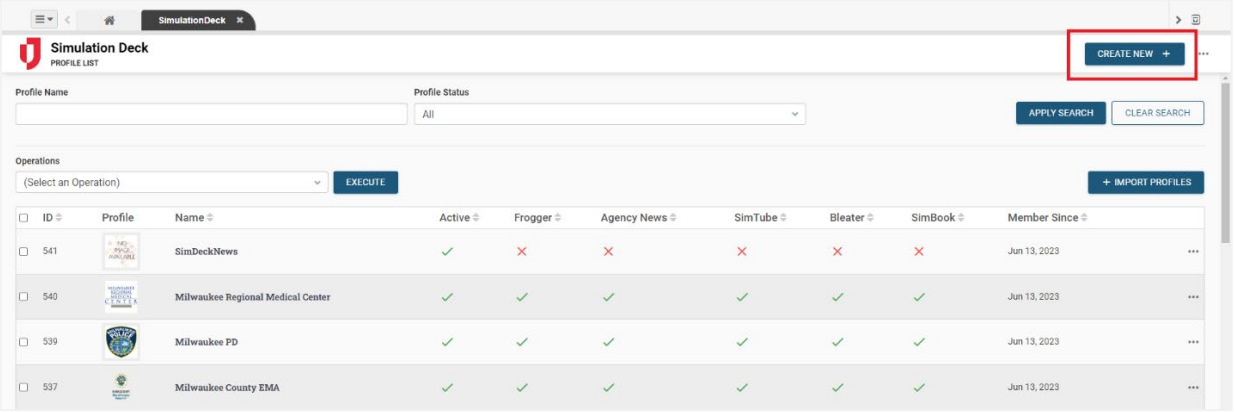


To narrow your search, you can filter the profiles. For example, you can filter by:

- Profile Name; to locate a specific profile.
- Active Status; to locate only active or inactive profiles.

Adding Simulated Profiles

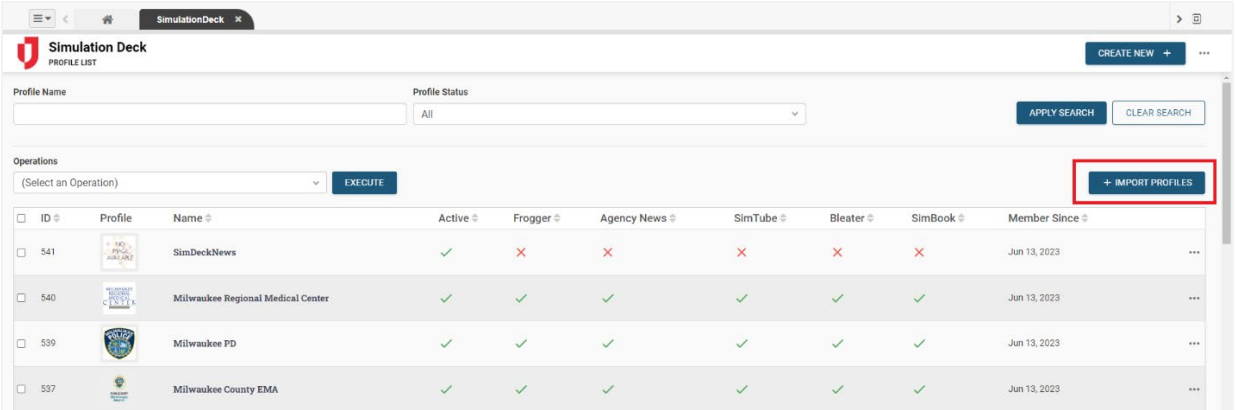
Simulated Profiles are added on the *Profile List* view in the upper right by clicking **Create New**.



Enter the following information:

- **Name** – The name of the simulated profile.
- **Profile Picture** – Users can upload an image to display throughout the application; if none is provided, a default user image will be displayed.
- **Profile Is Active** – Controls whether a profile is active. If a profile is active, Site Managers and Exercise Controllers can switch to the profile and it will be visible in the sidebar profile list when the respective social profile option is enabled.
- **Agency News Profile** – Controls whether a profile has an Agency News profile page.
- **Bleater Profile** – Controls whether a profile has a Bleater profile page.
- **Frogger Blog** – Controls whether a profile has a Frogger profile blog.
- **SimTube Channel** – Controls whether a profile has a SimTube profile channel.
- **SimBook Profile** – Controls whether a profile has a SimBook profile page.

Profiles can also be imported in a CSV file via the **Import Button** above the profile list.

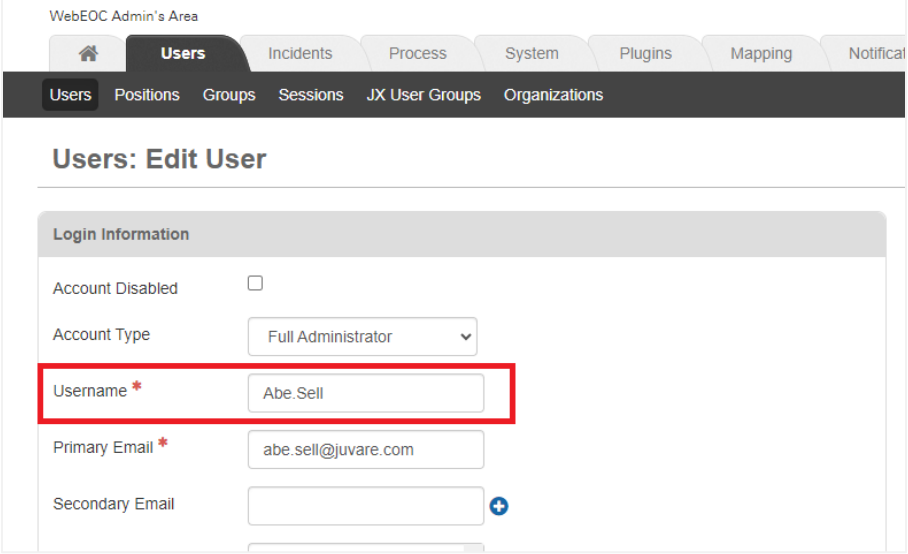


Adding Participant Profiles

A participant profile is created automatically if a profile does not exist the first time a user enters the SimulationDeck board.

The default SimulationDeck profile settings are:

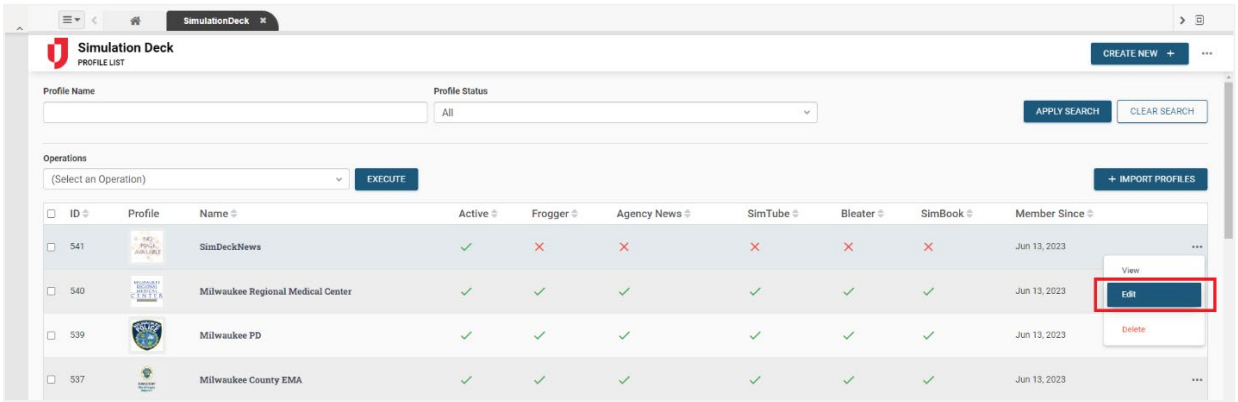
- **Name** – The participant's username, as configured in the WebEOC Admin area.



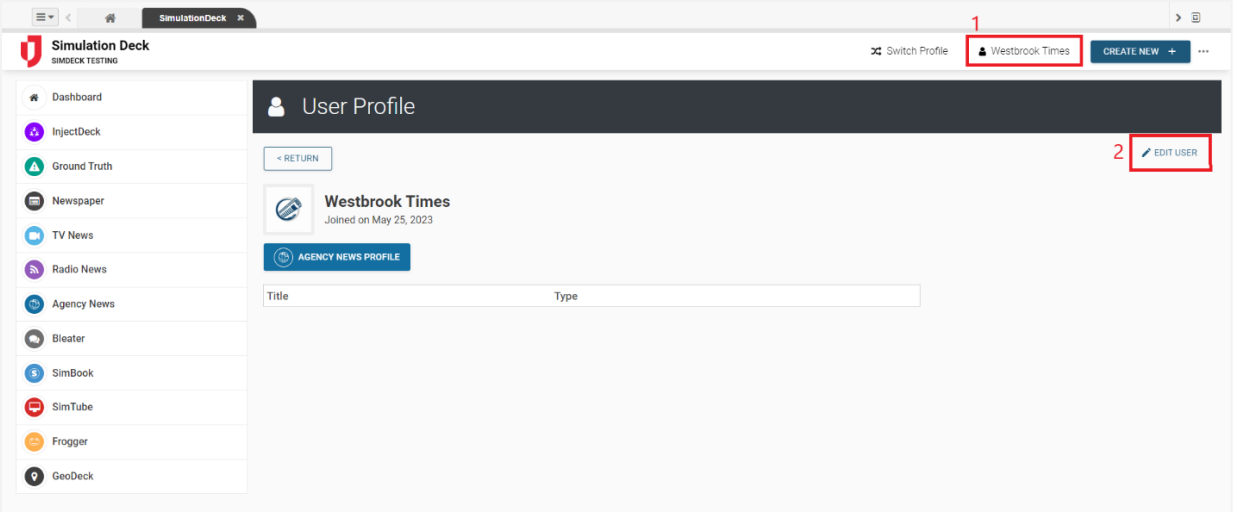
- **Profile Picture** – The default profile image is used unless another one is uploaded.
- **Profile Is Active** – Participant profiles are active by default.
- **Agency News Profile** – Participant profiles default to the Agency News profile.
- **Bleater Profile** – Participant profiles default to the Bleater profile.
- **Frogger Blog** – Participant profiles default to the Frogger profile.
- **SimTube Channel** – Participant profiles default to the SimTube profile.
- **SimBook Profile** – Participant profiles default to the SimBook profile.

Editing SimulationDeck Profiles

As the Site Manager, you can edit SimulationDeck profiles from the *Profile List* view by clicking the three dots on a participant's row, then selecting the **Edit** option.

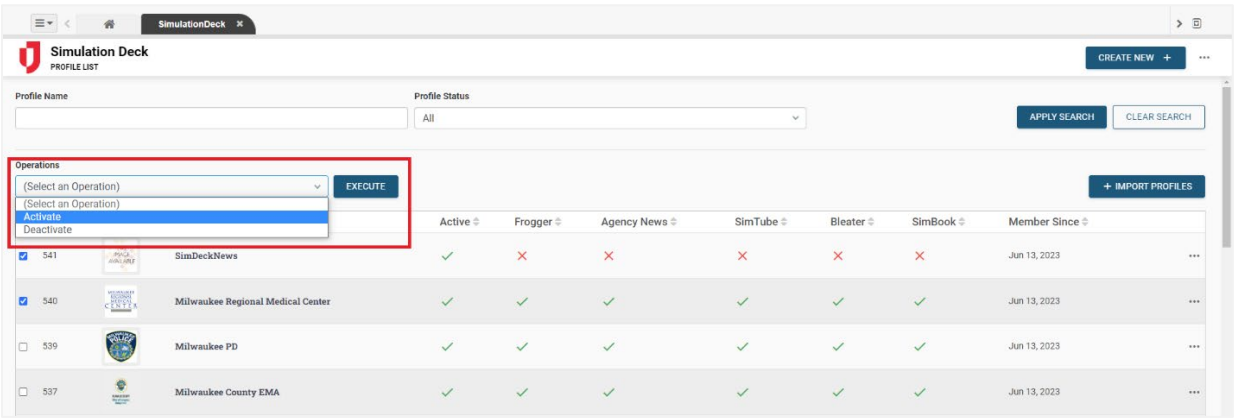


Exercise Participants can upload or change their profile image by clicking their user profile link in the header (1) and clicking the **Edit User** link (2).



Activating and Deactivating Profiles in Bulk

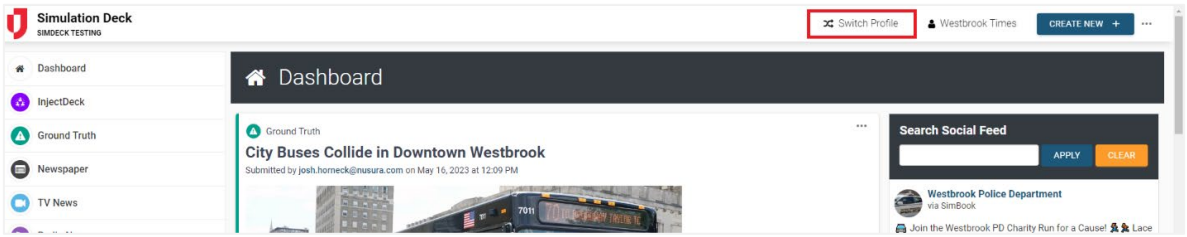
As the Site Manager, you can activate and deactivate profiles in bulk by selecting the checkbox next to a profile, selecting an option in the **Operations** menu, then clicking the **Execute** button.



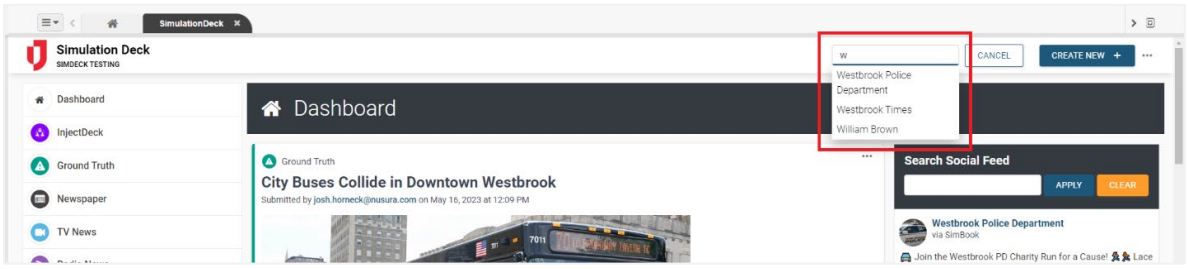
Switching Profiles

As the Site Manager or Exercise Controller, you can switch back and forth between active profiles in SimulationDeck. This is helpful when you are posting content on behalf of another profile. For example, you may want to portray yourself as a member of the public.

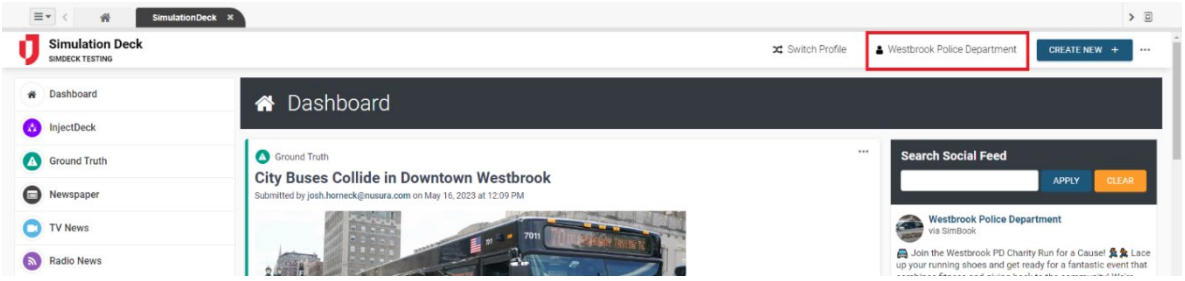
1. Click **Switch Profile** on the upper right.



2. Begin typing the name of a profile, and the auto-complete selection box will appear.



3. When you have found the desired username in the autocomplete suggestion list, click the option, and you should notice that your active profile has changed to the selected profile.



4. Now, you can create SimulationDeck content and comments that will be attributed to your active profile.

Content

As the Site Manager, you determine the content types in an exercise. Available content types are visible on the board, and participants can post content and comment on it.

Content Types

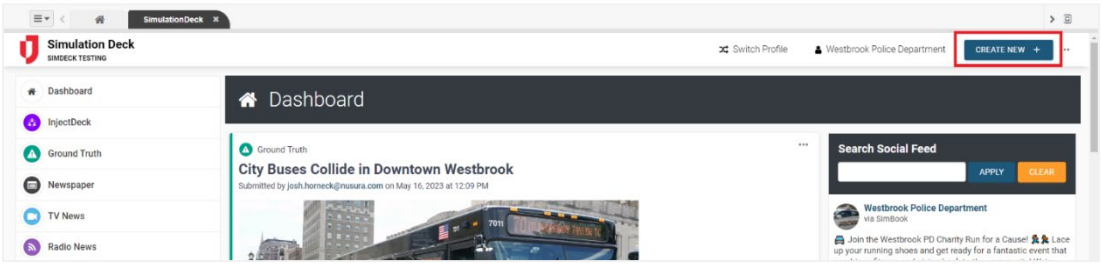
- **Agency News**: Press releases and other content generated by participants representing agencies. For example, the public affairs participants for the Red Cross are interacting with the public via press releases. Agency News is the outlet on SimulationDeck to post the information on their website, as agencies typically do.
- **Bleater**: Social media platform that replicates Twitter. The character limit is 280.
- **Frogger**: Replicates blogging applications (such as WordPress and Medium) and can be used to post longer-form opinion pieces. Previous clients have used this format as an opposition force to post propaganda and other content to misinform and influence the public.
- **Ground Truth**: Central repository for controller-generated content available to all participants as the on-the-ground information regarding the situation.
- **InjectDeck**: InjectDeck allows Exercise Controllers to view and interact with upcoming events. This includes viewing the injects, the status of the injects, how and when injects will be released in the exercise, and what the expected participant action is. Exercise Controllers can also comment on injects as they are released to assess participant actions in real-time, synchronize with the exercise regardless of their physical location, and add injects mid-exercise without a complicated coordination process.
- **Newspaper**: Replicates print and online news. This format is commonly used to update

participants on the latest injects, adding realism and personality to the exercise by using quotes from individuals 'on the ground.'

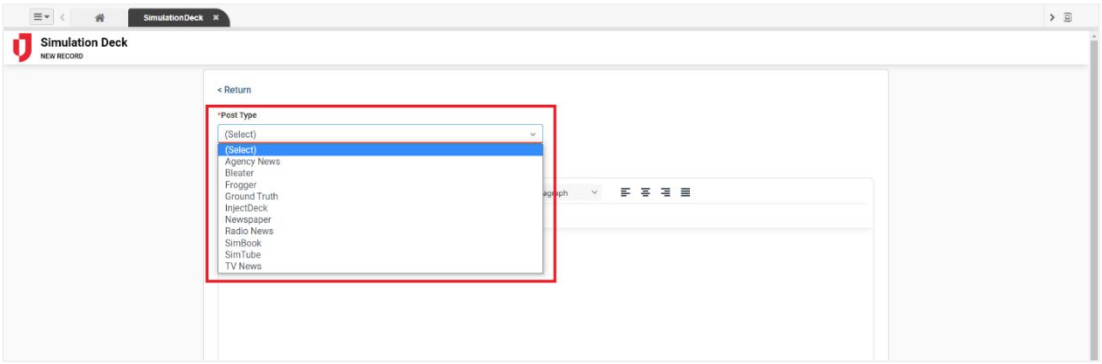
- **Radio News**: Replicates broadcast radio, podcasts, and 911 dispatch calls with audio.
- **SimBook**: Social media platform that replicates Facebook.
- **SimTube**: Replicates YouTube and is commonly used to introduce propaganda, misinformation, and on-the-ground response videos.
- **TV News**: Appearing as TV news, this format is often used to set the scene and create a common operating picture for exercise participants. It can also be used as an update that explains the current conditions, how the events have led to this moment, and the outlook.

Creating Content

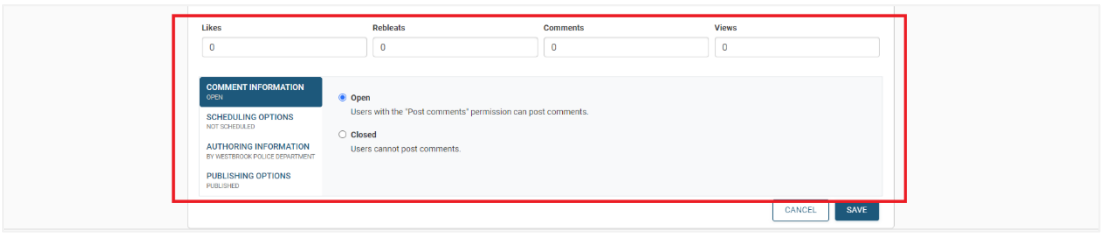
1. Content is created by clicking the **Create New** button on the upper right of the main SimulationDeck view.



2. Then, select a content type from the menu.



3. As appropriate, edit the record options.
4. Site Manager and Exercise Controllers can also configure record fields that determine how the record displays within SimulationDeck. For example:

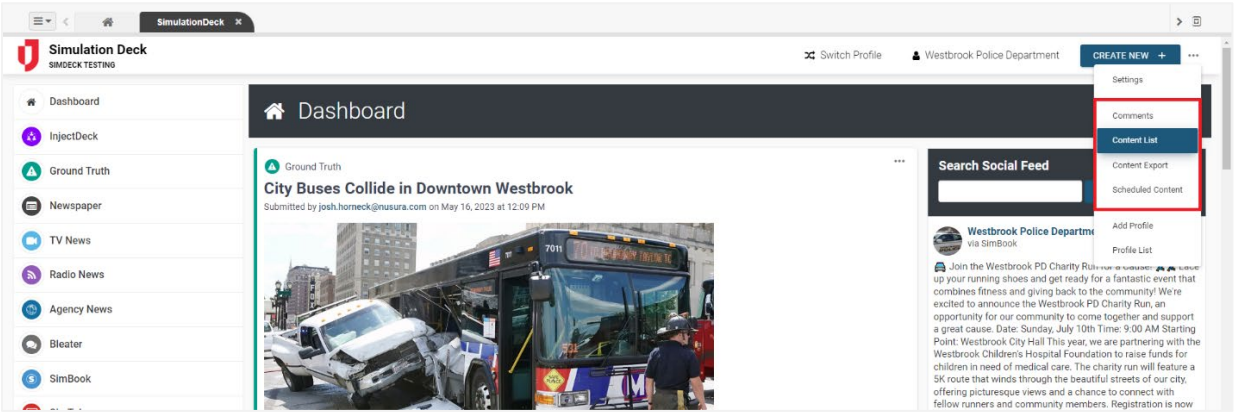


- Bleater and SimBook posts can be created with pre-set like, dislike, rebleat (retweet), comments, and view counts.

- Commenting is enabled by default but can be disabled from the *Comment Information* tab.
- Records can be posted or removed at a scheduled time using **Publish On** and **Unpublish On** on the *Scheduling Options* tab.
- The authoring profile and record creation date can be changed on the *Authoring Information* tab.
- Records can be added to SimulationDeck without displaying them in the exercise. On the *Publishing Options* tab, if the **Published** checkbox is cleared, only Site Managers and Exercise Controllers can view the record in the *Content Management* view. The 'Stick To Top of Admin Content List' option allows Exercise Controllers to move specific records to the top of the content management list; this does not affect the order of record lists in the exercise.

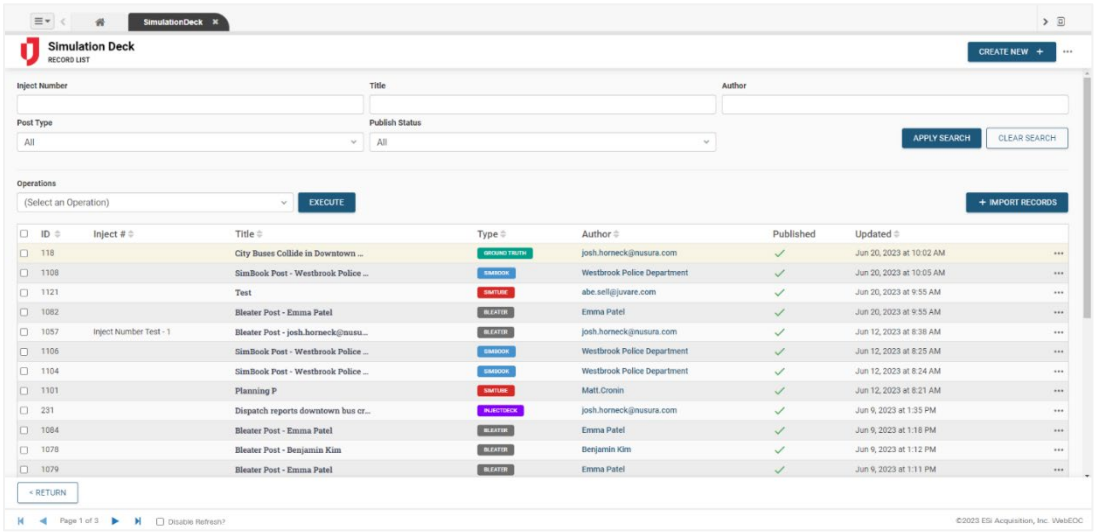
Managing Content

As Site Managers and Exercise Controllers, you can view a complete list of content added to the site by clicking the three dots on the upper right and selecting the **Content List** option.

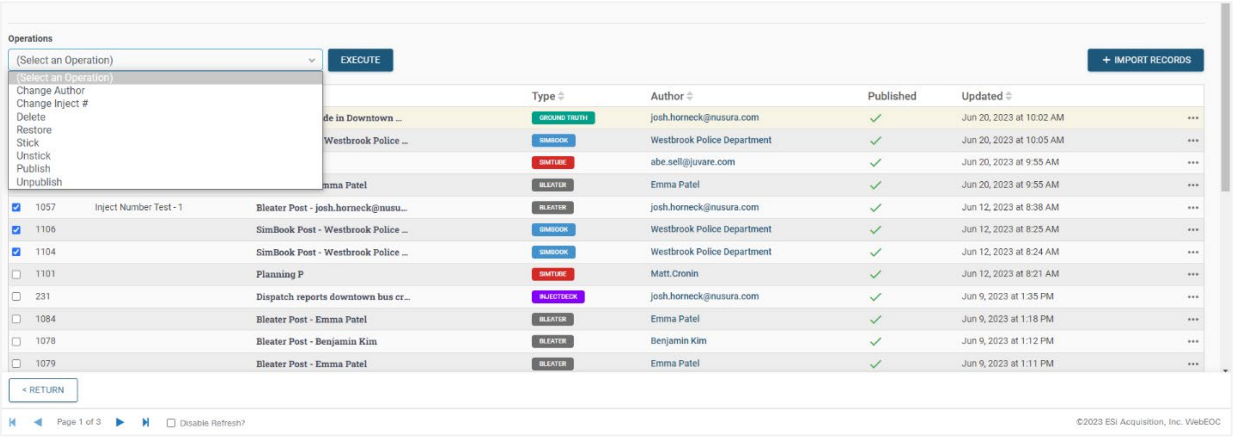


To narrow the search results, you can:

- Search by Inject Number, Title, or Authoring Profile.
- Filter by Content Type (for example, Ground Truth, SimBook, and Frogger).
- Filter by Record Status (Published, Unpublished, Deleted).



Additionally, you can edit these records in bulk by selecting the checkbox on the left of the record, then choosing an operation from the menu and clicking **Execute**.



These options include:

- **Change Author** – Changes the author on a collection of records.
- **Change Inject #** – Changes the inject number on a collection of records.
- **Delete** – Deletes a collection of records.
- **Restore** – Restores a collection of records.
- **Stick** – Makes a collection of records stay at the top of the view (the row with the yellow background). This helps you keep track of records during an active exercise.
- **Unstick** – Releases a collection of records from the top of the view.
- **Publish** – Publishes a collection of records in the exercise. This does not affect deleted records.
- **Unpublish** – Removes a collection of records from the exercise. This does not delete records.