

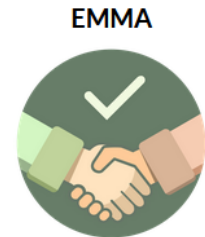
This Quick Start Guide provides Operational Area (OA) Users who have an EMMA credential the ability to create and edit records in the Cal EOC360 EMMA module.

Accounts

EMMA Training Required to Create or Edit

The EMMA system is used to request staffing assistance from other Counties and local governments.

The EMMA module for making these requests is part of the Cal EOC360 application, in the Community Portal for Cal OES Engage.



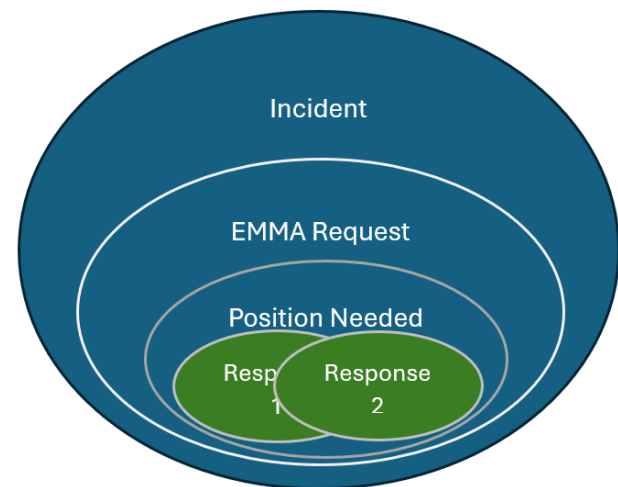
NOTE: Access to create or edit EMMA Requests in the live/Production Cal EOC360 requires a formal training. Cal OES Region Representatives offer this training and can approve your new EMMA status once your training is complete. You will receive an automated email when your request is approved.

Registered users

- **Training:** Use the Training site when you'd like to learn and explore: <https://caloes--training.sandbox.my.site.com/>
- **LIVE:** Log in to [Engage.caloes.ca.gov](https://engage.caloes.ca.gov) for live incident information.

EMMA Requests

EMMA is a layered system in that Incidents (what's going on, when and where) contain Requests (who's asking and who's authorizing). Requests are a parent component to Positions Needed. Positions are children of the Request. Responses correspond to and are children of each Position.



Submitting an EMMA Request

OA authorized users should submit EMMA Requests on behalf of their Operational Area for ICS position staffing needs.

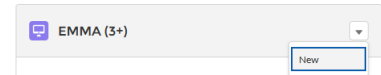
The Requests can be responded to by other Operational Areas and local governments.

NOTE: If you can find help *within your OA*, or if you have a standing agreement with another OA who can offer help, you should NOT use the EMMA system.

- From a Response page, Positions are added—up to 10 positions in each Request.
- From a Positions page, Responses are added. From Responses, choices are confirmed.

Steps to create an EMMA Request

1. Find or create the Incident record that is related to your request.
2. From the EMMA widget along the right side of the Incident's detail page, click on the triangle arrow icon along the widget's header to create a NEW EMMA record (request).
3. Fill in the Request information.



Add a Position to your EMMA Request

1. From the Request detail page, look for the Add Position button in the upper right corner of your browser window.
2. Click to bring up the Position form.
3. Fill in the requested information.



NOTE: You can save your Request in draft mode if needed (Request Status = Draft). Make sure to update status so others can see it: Request Status = Open, Close if no longer needed, or Filled once you have the staff you need.

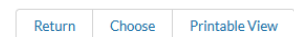
Add a Response to your EMMA Request

1. Responses come from a different OA than Requesting OA.
2. From the Position page, look for the Create Response button in the upper right corner of your browser window. Click to bring up the Response page.
3. Fill in the requested information.



Accept or Reject a Response

The original requesting jurisdiction can view Responses from the Request page widgets. For each response, look for the Choose button, upper right corner. You can accept or reject the candidate from there.



Support

Program Support

Contact your *Cal OES Regional Representative* for:

- Approval of new or additional users for Cal EOC360.
- Remove access for users that have left the organization or no longer need access.
- Changes to a request that has been submitted.
- Training on the system.

System Technical Support

If you experience a bug or system problem, contact engage.support@caloes.ca.gov with screenshots and system information. Please describe what steps you took before the error:

- I received *this error* on *this page* when I did *this action* or took *these steps*.