

## Training Journey: Your Path to WebEOC Nexus Mastery

### 1. Getting Started – Implementation Training

Build a strong foundation to start using WebEOC effectively.

Offered twice per month:

- ▶ 1st week: 10 AM – 1 PM EST
- ▶ 3rd week: 1 PM – 4 PM EST

Format - Each session lasts ~2 hours, with 1 additional hour for live Q&A and instructor support.

- ▶ Monday – Admin Essentials & WebEOC Overview
- ▶ Tuesday – Add-ons & Plugins
- ▶ Wednesday – Premium Boards & Light Discovery
- ▶ Thursday – DesignStudio & Light Configuration
- ▶ Friday – Leadership Overview & Train the Trainer (TtT)

**Timeline:** Complete full series within 30 days.

### 2. Deepening Knowledge – Bootcamp

- ▶ Build administrative skills and learn basic board creation in this two-part course using DesignStudio.
- ▶ Intensive sessions designed to reinforce skills and accelerate adoption.
- ▶ Focus on practical use cases, workflows, and hands-on practice.

- ▶ Best taken right after completing Implementation Training.
- ▶ Find a class that works with your schedule: <https://learning.juvar.com/calendar>
- ▶ Submit a TRAIN ticket to start

### 3. Ongoing Support – Ask-an-Expert & Lunch & Learns

#### Ask-an-Expert (Office Hours)

1st & 3rd Friday of each month (opposite to Implementation Training)

- ▶ 1st Friday – 2PM EST
- ▶ 3rd Friday – 11AM EST

Open Q&A with trainers, CSMs, and product experts.  
Register here: <https://learning.juvar.com>

#### Monthly Lunch & Learn Webinars

- ▶ Informal sessions to keep learning and share best practices.
- ▶ Schedule is here <https://www.juvar.com/events/>
- ▶ Register here: <https://learning.juvar.com/2025-juvar-webinar-series-webeoc>

## 4. Advancing Skills – Specialized Courses

After Bootcamp, explore advanced offerings. Talk to your Client Success Manager (CSM) for guidance on the best next step for you.

### Process Flow

Learn how data moves through the platform to support workflows for incident tracking, resource requests, and situational updates.

### Advanced Board Building

Build advanced workflow design skills in DesignStudio, including light code modifications to tailor boards more precisely to organizational needs.

### EDGE (Emergency Decision & Governance Exercise)

Strengthen emergency preparedness and decision-making skills through a two-phase, simulation-based training. This high-pressure scenario tests collaboration, communication, and incident management proficiency using WebEOC, SimDeck, Simulator, and Analyze.



**Juvare AI Assistant (JAI)** for intelligent workflow support



**Juvare Analyze** for data visualization and analytics



**Juvare Exchange** for secure data sharing across systems

## 5. Get PWA Certified

Becoming a Professional WebEOC Administrator (PWA) validates your expertise and ensures you can get the most out of the platform.

**Learning Path:** Includes training modules, practice exams, an instructor-led prep session, and a proctored exam.

### Why It's Important:

- ▶ Boosts confidence and proficiency in administering WebEOC
- ▶ Reduces reliance on support by empowering you to solve challenges directly
- ▶ Enhances your organization's emergency management readiness
- ▶ Builds your professional credibility and positions you as a WebEOC champion inside your agency

## 6. Ongoing Support

Juvare's Support Center remains available for urgent or time-sensitive issues. [Click here](#) to reach out.

### Keys to Success

- ▶ Complete your Implementation Training within 30 days of starting.
- ▶ Move into Bootcamp to solidify your skills.
- ▶ Stay engaged monthly with Ask-an-Expert sessions and Lunch & Learns webinars.
- ▶ Advance your expertise with specialized WebEOC courses tailored to your needs.
- ▶ Get PWA certified.



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