UNIT 3
PLANNING/RESPONSE

SUMMARY
The TIER II MANAGER™ provides real-time access to critical information since it is linked to an Online Tier II Reporting System, through which chemical storage facilities may submit and update emergency contact, chemical inventory, and supplemental information in a real time environment. The TIER II MANAGER™ is an interactive, web-based system that helps Compliance, Planning, and Response personnel identify, map, evaluate, and rapidly collect critical information about hazardous material locations. The system has a fully functional ESRI ArcIMS based application for enabling the mapping of HAZMAT sites and the display of defined vulnerability areas. Follow the instructions in this Unit to better understand the Planning/Response Console.

ROLES
Responder User can view all response information for the jurisdictions they have access privileges to.

Planning User can log into the admin console to edit vulnerability zone information for the jurisdictions they have access privileges to.

SIGN IN
You cannot access the Response site information unless you sign into the application with a valid username and password. To get a username and password, use the New User Registration link on the log in screen. Log into the application by entering your username and password and then click on Login. When you sign in, you will be able to view a listing of all the Active Sites for the jurisdictions they have access privileges to.

NEW USER REGISTRATION
If you need to get a Planning/Response account to log into the TIER II MANAGER™, complete a New User Registration form by going to the Planning/Response Console and clicking on New User Registration. Once the registration form is completed and submitted, the System Administrator will review it. You will receive an email when the account has been approved. Follow the instructions in this section to complete a New User Registration.

1. Log into the Planning/Response Console.
2. Click on New User Registration. This will prompt you to complete a New User Registration form.

3. Enter your First Name.

4. Enter your Last Name.

5. Enter our Agency Name.

6. Enter your Department Name.

7. Enter your Address.

8. Enter your City.

9. Select your State from the drop down menu.

10. Enter your 5 digit Zip Code.

11. Enter your Telephone number. Phone numbers must have at least ten digits.

12. Enter your Email Address. This should follow standard email format.

13. Choose a Username that is a single alphanumeric word with 8-12 characters. You cannot enter in any quotes or other special characters like #, $ into this field.

14. Choose a Password that is a single alphanumeric word with 8-12 characters. The password has to be a mix of at least 3 of the following categories: upper case, lower case, numeral, or special characters.

15. Retype the Password.

16. Select from the drop down menu a Hint Question. In the event you forget your password, you are able to answer a question that only you would be able to answer. If answered correctly, you can then sign into the system.

17. Enter the Hint Answer.

18. Select the User Role you are requesting.

19. Check off if you are requesting a username that has unrestricted access. This means the user will have access to view all jurisdictions information.

20. If you are not requesting an unrestricted username, you must select the jurisdiction or jurisdictions you are requesting access for.
   a. If you want to create username with certain jurisdiction privileges highlight the jurisdiction and click on the Add button. Continue to add all jurisdictions until complete.
   b. You must select a Base City from the drop down menu. This is the jurisdiction you are based out of. The base city you selected must be listed as one of the jurisdictions you requested access for.
21. Enter the characters that are shown in the box for security purposes.

22. Click on Register if you have completed the form.

23. The Administrator will review your request and contact you by email when the account is approved.
**Diagram: New User Registration Step 2**

**FORGOT YOUR PASSWORD**

1. Log onto the TIER II MANAGER™ site address.

2. Click on *Forgot your Password?*.

3. Enter your Username. Click on *Continue*.

4. If you forgot your Username, you must contact the System Administrator.

5. Answer your Hint Question. Click on *Continue*. This is the question you chose when you registered within the system.

6. If answered correctly, you need to reset your password.

7. You will need to login to the system with your Username and New Password.
Diagram: Forgot your Password page Step 1

Account Information

To reset your facility password, please enter the following information and then click Continue.

Username: Hazmat99 Continue

Close Window

Diagram: Forgot your Password page Step 2

Account Information

Answer the Question and click Continue

What is your father’s middle name? John Continue

Back Close Window

Diagram: Forgot your Password page Step 3
Diagram: Forgot your Password page Step 4

RESET YOUR PASSWORD

1. Log onto the TIER II MANAGER™ site address.
2. Click on Reset your Password.
3. Enter your Facility Username.
4. Enter your Old Password.
5. Enter your New Password.
6. Retype your New Password.
7. Click on Submit.
8. Your password will be reset immediately.
9. You will need to login to the system with your Username and New Password.
Username: [Input Field]
Password: [Input Field]

Login

New User Registration
Reset your password?
Forgot your password?

You will need Internet Explorer 5.5+ or Netscape 6.0+ or Firefox 1.5+ or Opera 8+ and Adobe Acrobat Reader to use this System.
Download the Adobe Reader.
You need to enable Javascript in your browser.
If you encounter any problems, contact your technology desk to verify whether you have these requirements.

Diagram: Reset your Password Step 1

Username: Hazmat99
Old Password: *********
New Password: *********
Retype New Password: *********
Submit | Cancel

Diagram: Reset your Password Step 2
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Diagram: Reset your Password Step 3

GIS SUMMARY

The TIER II MANAGER™ is an interactive, web-based system that helps Compliance, Planning, and Response personnel identify, map, evaluate, and rapidly collect critical information about hazardous material locations. The system has a fully functional ESRI ArcIMS based application for enabling the mapping of HAZMAT sites and the display of defined vulnerability areas.

The GIS Mapping module will require the use of ESRI ArcIMS. The GIS Mapping module is utilized in the Response view of the TIER II MANAGER™.

MAP THE FACILITY LOCATION

Once you sign into the TIER II MANAGER™, you can view a web-based GIS Map along with other Planning/Response features. To use the mapping features, browse to the Planning/Response Console of the application. Click on the Globe Icon to map the facility. If you wish to go back to the HAZMAT information, click on Hazmat in the top menu.

Sometimes, you may receive an alert that say that the “Facility has not been added to the Spatial Database.” This alert appears when the GIS database has not been updated with facilities that are submitting reports. The GIS Administrator will be adding the points on a regular basis. If you have any questions about the timing for this, please contact the program administrator.
Follow the instructions in this section to understand how the GIS Mapping module and its tools work.

Diagram: GIS Tool Bar

GIS TOOL BAR

The instructions below will explain how to utilize the GIS Tool Bar.

1. ![Zoom In] Click to magnify / zoom into any area on the map. Draw a "Zoom-in box" over the area you want to magnify. To draw the zoom-in box, click and hold the left mouse button while dragging the cursor over the area you want to magnify, then release. The specified area will be enlarged.

2. ![Zoom Out] Click to reduce the zoom and view a larger map area. Draw a "Zoom-out box" over the area you want to view. Click and hold the left mouse button while dragging the cursor over the area you want to reduce, then release. The specified area will be reduced and a larger area of the map will be displayed. As a rule, the smaller the box, the larger the area displayed.

3. ![Pan] Click on the Pan button to view adjacent areas of the map that are not in the current map view. Within the map area, click and hold the left mouse button, and drag the map in any direction. You will see the map move. Release the mouse.

4. ![Zoom Prev] Click to zoom to the previously viewed map.

5. ![Refresh] Click to refresh the map to the full extent.

6. ![Measure] Click to conduct measurements. A tool bar will appear on the bottom of the map frame. Start by clicking on a point on the map. Move the mouse. You will see that the distance that you have dragged the mouse will show in the Last Segment field. Click on the map again. The Total Distance field will show the linear distance between the first and second point clicked. You can continue to measure various segments.

7. ![Clear] Click to clear all selections.
8. **Click** to display the Data Layer List present in the GIS map. You can turn different map layers on and off. In order for changes to take effect, you must press the Refresh Map button at the bottom of the map layer list after selecting/unselecting a map layer.

9. **Click** to display the legend of all features in the map.

10. **Click** to print the GIS map.

11. **Click** on the Identify button and then use the drop down that is located on the upper right side of the screen to select an Active Layer. The Active Layer is the layer on which you identify information. Once the layer is selected, drag the mouse over to one of the symbols on the map and click on the left button of the mouse. Now you can identify information regarding that layer in the right hand frame.

12. **Zoom to Scale**- This field appears below the map. As you zoom in and out of the Map Window, this ratio will change as the scale changes. You can enter your own scale value and click **Enter**. The map will change to the specified scale.

13. **Show Mouse Tip**- This field appears below the map. Click the box and drag your mouse over the map. The x, y coordinates will appear as you continue to drag the mouse. To get rid of the mouse tip, uncheck the box.

**Rapid Retrieval Icons**

- **Facility** Icon: Clicking this icon will map the facility on the map.

- **Primary and Secondary Vulnerability Zone** Icon: Clicking this icon will create the Primary and Secondary Vulnerability Zone for the facility. The primary and secondary vulnerability zones must be defined before they can be mapped.

- **Last Certified Tier II Report** Icon: Clicking this icon will link the user to last certified Tier II Report for the facility.

- **Most Current Tier II Report** Icon: Clicking this icon will link the user to the most current Tier II Report for the facility.

- **Site Plan** Icon: Clicking this icon will link the user to the attached Site Plan for the facility, if present.

- **Emergency Response Plan** Icon: Clicking this icon will link the user to the attached Emergency Response Plan for the facility, if present.
### Navigation Menu

All data displayed in the Response module is the **most current data** present for each facility.

<table>
<thead>
<tr>
<th><strong>Facility Details</strong></th>
<th>Click on <em>Facility Details</em> to view a summary of Tier II information including Facility Contact information, attached files, and Vulnerability Zone definitions.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EHS Chemicals</strong></td>
<td>Click on <em>EHS Chemicals</em> to List all Extremely Hazardous Substances (EHS) documented in the Tier II facility submission. The User can click on the highlighted name of the EHS chemical to get a user-friendly report about the EHS. The Click on <em>Profile and First Aid</em> to access more detailed information regarding the chemical.</td>
</tr>
<tr>
<td><strong>All Chemicals</strong></td>
<td>Click on <em>All Chemicals</em> to view all the chemicals documented in the Tier II facility submission. The User can click on the highlighted name to get a user-friendly report about the chemical. Click on <em>Profile and First Aid</em> to access more detailed information regarding the chemical.</td>
</tr>
<tr>
<td><strong>Export to CAMEO</strong></td>
<td>Click on Export to CAMEO to download a .zip file containing facility and chemical inventory data to be used in CAMEO.</td>
</tr>
<tr>
<td><strong>Risk Institutions</strong></td>
<td>Click on <em>Risk Institutions</em> to get Details on all Risk Institution information found within the Primary and Secondary Vulnerability Zones. The Vulnerability Zone must be mapped before Risk Institutions will be displayed.</td>
</tr>
<tr>
<td><strong>Demographics Report</strong></td>
<td>Click on <em>Demographics Information</em> to retrieve the demographic information about the Primary and Secondary Vulnerability Zones. The Vulnerability Zone must be mapped before Demographics information will be displayed.</td>
</tr>
<tr>
<td><strong>ERP Details</strong></td>
<td>Click on <em>ERP Details</em> to view Emergency Response Plan updates and information about the vulnerability assessment conducted for the facility.</td>
</tr>
<tr>
<td><strong>302</strong></td>
<td>Click on 302 to view detailed information such as the ID number, Initiated Date, Certified Date. If you click on View you can receive more detailed information such as chemical information, quantity, emergency contacts ect.</td>
</tr>
</tbody>
</table>
| **311**              | Click on 311 to view detailed information such as the ID number, Initiated Date, Certified Date. If you click on View you can receive more detailed information such as chemical information, quantity, emergency contacts ect. If you click on the chemical name you can retrieve an MSDS if an MSDS was
attached to this report.

Facility Detail Icons

- **Present**: Clicking this icon will link the user to the attached documents for the facility, if present.
- **Comment**: Clicking this icon will enable the user to store information through descriptive notes for their own purposes or to communicate to the Administrator.

EHS Chemical Icons

- **Chemical Name**: Click on the Chemical Name to launch a user friendly Tier II Report. This report has an easy layout for users to understand more easily.
- **MSDS**: Clicking this icon will link the user to any MSDS that is found in the MSDSOnline library.
- **Facility**: Clicking this icon will link the user to the MSDS that the facility uploaded from his/her hard drive.
- **EPA’s First Aid Guide**: Clicking this icon will link the user to the EPA’s First Aid Guide for the chemical listed.
- **EPA’s Profile**: Clicking this icon will link the user to the EPA’s Profile for the chemical listed.

Chemical Icons

- **Chemical Name**: Click on the Chemical Name to launch a user friendly Tier II Report. This report has an easy layout for users to understand more easily.
- **MSDS**: Clicking this icon will link the user to any MSDS that is found in the MSDSOnline library.

**MENU OPTIONS**

In the TIER II MANAGER™ Response module, there is a menu with options that appears above the Facility Details Screen. Each option has multiple functions. Follow the instructions below to understand how each function works.
1. Click on *List* in the menu to view a list of all facilities that have submitted Tier II information.

2. Click on *Search Facilities* in the menu to do multiple search criteria’s. Each search allows you various options for searching the term, such as "Starting with", "Exact match", and "Containing string."

3. Click on *Advanced Search* to create and run advanced reports based on criteria that you develop.

4. Click on *Search MSDS* to launch the search screen.

5. Click on *Resources* to view a set of links, contact, and other resources for your planning and response knowledge.

### LIST FACILITY INFORMATION

By clicking on *List* in the menu, you can view a listing of all Active Facilities within the system. Use the clickable alphabet to select a facility by the first letter of its name. All headers are sort able to narrow down your search. Click on the Report Icon to access the updated Tier II Report. Click on the facility name you wish to get details about. This set of detailed information provides Emergency Responders and Planners with complete Tier II information as well as supplemental information that will be critical for emergency response and planning efforts. The system offers quick access for retrieval of facility information such as the facility details, EHS chemicals, and all chemicals. Use the Diagrams below to understand all the Detailed Facility Information functions.

### FACILITIES SEARCH

The TIER II MANAGER™ enables you to search for facilities using various criteria. After signing in to the application, the system searches are Search by Facility Name, Facility Location, Chemical Name/CAS, Facility ID, and MI SARA ID. Follow the instructions below to better understand how to do facility searches.

1. Sign into the Planning/Response Console.

2. Click on *Search Facilities* in the menu to do multiple search criteria’s. Each search allows you various options for searching the term, such as "Starting with", "Exact match", and "Containing string."
   - a. To Search by the Facilities Address, enter the Facility Address. Click on *Search*.
   - b. To Search by the Facility ID, enter in the Facility ID number you wish to search for. Click on *Search*.
   - c. To Search by Facility/Company Name, enter the Facility/Company Name. Click on *Search*. 
d. To Search by Chemical Name/CAS, enter the Chemical Name or the CAS Number. If you wish to return all facilities that have EHS chemicals check off the EHS check box. If you wish to return all facilities that have EHS chemicals above TPQ check off the EHS above TPQ check box. If you wish to include mixture components into your search keep the mixture component check box, checked off. Click on Search.

e. To Search for MI SARA ID, enter the ID number. Click on Search.

3. Use the clickable alphabet to select a facility by the first letter of its name.

4. All headers are sort able to narrow down your search.

5. At any point you may click on Go Back to Facility Search to begin a new search.
The TIER II MANAGER™ enables you to search for facilities using various queries. You must be a trained administrator or user to generate an Advanced Report. Frequent use will also train the users in understanding typical errors made while creating an advanced report. The system can view, create, save, run, and export any these reports in the system. Follow the instructions in this section to understand the Advanced Search can be utilized.

To Run a Saved Report Template, follow the steps below.
1. Sign In to the Administration Console.
2. Click on Advanced Search on the left Menu.
3. Choose the saved report from the drop down menu under Select Saved Report.
4. All the elements of the report will automatically populate.
5. Click on the Test button to test the report.
6. If prompted that the report has been run successfully, click on the Run button.
7. If you click on the Test button and you receive an error, there is a problem in the way that the report has been created. Access the error and try to correct the report.
8. To delete a report from the list of Saved Reports, highlight the report and click on Delete.
a. Select a Report Type. Report Types have been created to narrow down the Data Elements for each query.

3. Identify report elements by choosing which elements you would like in your report under Select Report Elements. Highlight the data element and click on the > arrow to add it to the Selected Report Elements box. This list of data elements in the Selected Report Element box will be the columns in your report.

4. Add specific criteria by adding a “where clause”. Then choose the operator such as =, >, or <. Then enter in the value for the where clause. (For example, if you want to find all facilities with acetone, choose the element Chemical_Name, choose the operator =, and enter acetone in the Value text box.). Note that all where clauses that require a Boolean value have a prefix of Is_. So for example, the element to be added to the Where clause is Is_EHS. The value will be 1 or 0.

5. Click on Add criteria above to the query.

6. Narrow your search further by clicking on operators such as AND, OR, and NOT. Then add another Where clause by following the steps above.

7. Enter the report title and description, as it should appear at the top of the report.

8. Click on Test to test the report you have created.

9. If you have created a valid search, you will receive a prompt that says Successfully Tested.

10. If you have not created a valid search, you will receive a prompt that provides you the error. The error message will be technical and will require some understanding of database queries to resolve. Check all elements in your report to make sure they are possible.

To Run a New Report, follow the steps below.
1. Once the report has been tested successfully, click the Run button.
2. The report will run and the results will be displayed. All results will automatically be listed in Ascending Order. Click on the header to list results in Descending Order.

To Export a Report Template, follow the steps below.
1. To export a report to MS Excel, click the Excel link. The report will be generated in Excel. Excel has a limit of 96,000 records so if your
report is longer than this, you may want to narrow your search report. You will be asked about whether you want to save the file. Choose to save the file to a location on your drive.

2. To export a report to XML, click the XML link. The report will be generated in XML. You will be asked about whether you want to save the file. Choose to save the file to a location on your drive.

Advanced Search

Select Saved Reports

Create a New Report
Select Report Type

Select Report Elements

Where Element

Value

(TIER_II_REPORT_YEAR = '2005')

Add criteria above to the query

Where Clause:

(TIER_II_REPORT_YEAR = '2005')

Diagram: Advanced Search page

SEARCH MSDS

The TIER II MANAGER™ enables you to search for Material Safety Data Sheets. Follow the instructions below to better understand how to Search MSDS's.

1. Sign into the Planning/Response Console.
2. Click on Search MSDS in the menu to do multiple MSDS lookups.

3. Enter the Product Name.

4. Enter the Manufacturer Name.

5. Enter the CAS Number.

6. Use the drop down menu to select the Sort Options.

7. Click on Search.

8. If you wish to clear the form click on Reset.

**Diagram: Search MSDS Step 1**

**Detailed MSDS Search**

Product Name: acrylamide

Manufacturer: Lancaster Syntheses

CAS Number: 79-06-1

Sort By: Product Name

Search  Reset

**Diagram: Search MSDS Step 2**

<table>
<thead>
<tr>
<th>No.</th>
<th>Chemical Name</th>
<th>CAS No.</th>
<th>Manufacturer</th>
<th>MSDS Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Acrylamide, 98%+</td>
<td>79-06-1</td>
<td>LANCASTER SYNTHESES LTD</td>
<td>4/14/2003</td>
</tr>
</tbody>
</table>

**HOW TO EXPORT TO CAMEO**

The TIER II MANAGER™ is developed to be completely compatible with Tier II Submit/CAMEO. Using simple options, you have the opportunity to export all facility and chemical information from the system to CAMEO. Using the feature, information from the TIER II MANAGER™ can be brought into CAMEO. The system creates an import ready zip file for you to utilize with CAMEO. Follow the instructions below to learn how to export to CAMEO.

1. Sign into the Planning/Response Console.
2. Click on the Facility Name you wish to export to CAMEO.

3. Then click on Export to CAMEO in the brown navigation bar.

4. The system will generate an export file. Click on Download zip file.

5. Save the file to a location on your network.

6. Open the file to find the standard CAMEO ready files.

<table>
<thead>
<tr>
<th>Facility Details</th>
<th>EHS Chemicals</th>
<th>All Chemicals</th>
<th>302</th>
<th>311</th>
</tr>
</thead>
<tbody>
<tr>
<td>Export to CAMEO</td>
<td>Risk Institutions</td>
<td>Demographic Report</td>
<td>ERP Details</td>
<td></td>
</tr>
</tbody>
</table>

Diagram: Exporting to CAMEO Step 1

Click the following link to prepared the File.

Download Zip File

Diagram: Exporting to CAMEO Step 2

File Download

Do you want to open or save this file?

Name: 71157367_144432.zip
Type: Compressed (zipped) Folder, 3.05 KB
From: www.idsigis.com

Open  Save  Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What’s the risk?

Diagram: Exporting to CAMEO Step 3
Diagram: Exporting to CAMEO Step 4

Diagram: Exporting to CAMEO Completed
FACILITY EMERGENCY RESPONSE PLAN DETAILS

The TIER II MANAGER™ creates rapid retrieval and editing and viewing of Emergency Response Plans. Follow the instructions below to learn how to utilize the ERP functions.

1. Sign into the Planning/Response Console.
2. Click on the Facility Name in the list of facilities.
3. When the Facility Detail screen appears, click on ERP Details in the brown navigation bar. Here you can view information about the Off-Site Emergency Response Plan, such as when it was last tested and updated. You can also view vulnerability zone information set for the facility and for each of the EHS chemicals in the facility.

VULNERABILITY PLANNING SUMMARY

If you have been assigned a Planner Role, The TIER II MANAGER™ provides Hazmat Planners with specific privileges to edit information regarding Hazmat Vulnerability Zones around defined hazmat sites.

ENTER AND EDIT VULNERABILITY ZONE INFORMATION

You can enter and edit Facility and EHS Vulnerability Zone information using the Administration Console. Follow the instructions below to understand how to enter and edit vulnerability zone information.

1. Sign In to the Administration Console.
2. Click on List Facilities on the left menu.
3. The list of facilities has multiple filter capabilities.
   a. You can filter alphabetically by clicking on an individual letter.
   b. You can sort by clicking on the heading ID.
   c. You can sort by clicking on the heading MI SARA ID.
   d. You can sort by clicking on the heading Company Name.
   e. You can sort by clicking on the heading Facility Name.
   f. You can sort by clicking on the heading User Name.
   g. You can sort the rows by adding in a number at the bottom for Show (number) rows per page.
4. Choose facility details by clicking on the Facility Name.
5. Click on Emergency Response Plan.
6. To edit Vulnerability Zone information for a facility, click on Edit ERP Details.
   a. Fields will become editable.
b. Complete the Primary and Secondary Zone information for each listed EHS.

c. Enter the Facility Vulnerability Zone. Use the blue link to choose the maximum value of all listed EHS Vulnerability Zones. Otherwise, enter your own calculated values.

d. When complete, click Save. The information will be saved. The facility’s Primary and Secondary Zones can be viewed on the Response view under Facility Details.

7. To view Vulnerability Zone information for a facility, click on View ERP Details.

8. Once the Vulnerability Zone information is entered, Responders may map the vulnerability zones for each facility by logging into the Response module.

9. To attach any files for the facilities, click List Facilities.

   a. Choose the Attachments link at the bottom of page.
   b. To attach a file click on Browse. This will allow you to search for the file and then attach it to the plan.
   c. Once the file has been found click on Attach.

**SIGN OUT OF THE PLANNING/RESPONSE CONSOLE**

To log out of the system, click on the Log Out (username) link instead of just closing the window. Follow the instructions in this section to Sign out of the system.

1. Sign out by clicking on Log Out (username) in the left menu.

2. The application will log you out as a current user.