everbridge™

Everbridge University User Guide

July 2023

Everbridge Suite
2023
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Everbridge software is covered by US Patent Nos. 6,937,147; 7,148,795; 7,567,262; 7,623,027; 7,664,233; 7,895,263; 8,068,020; 8,149,995; 8,175,224; 8,280,012; 8,417,553; 8,660,240; 8,880,583; 9,391,855. Other patents pending.

Introduction 4
Getting Started 5
Everbridge University Dashboard 6
- Scrolling Billboard 7
- Certifications 8
- University Menus 9

User Profile 11
Course Catalog 14
- Catalog Navigation 15

Learning Experience 21
- Begin Training 22
- Resume Training 24
- Review Completed Training 27

Support Options 29

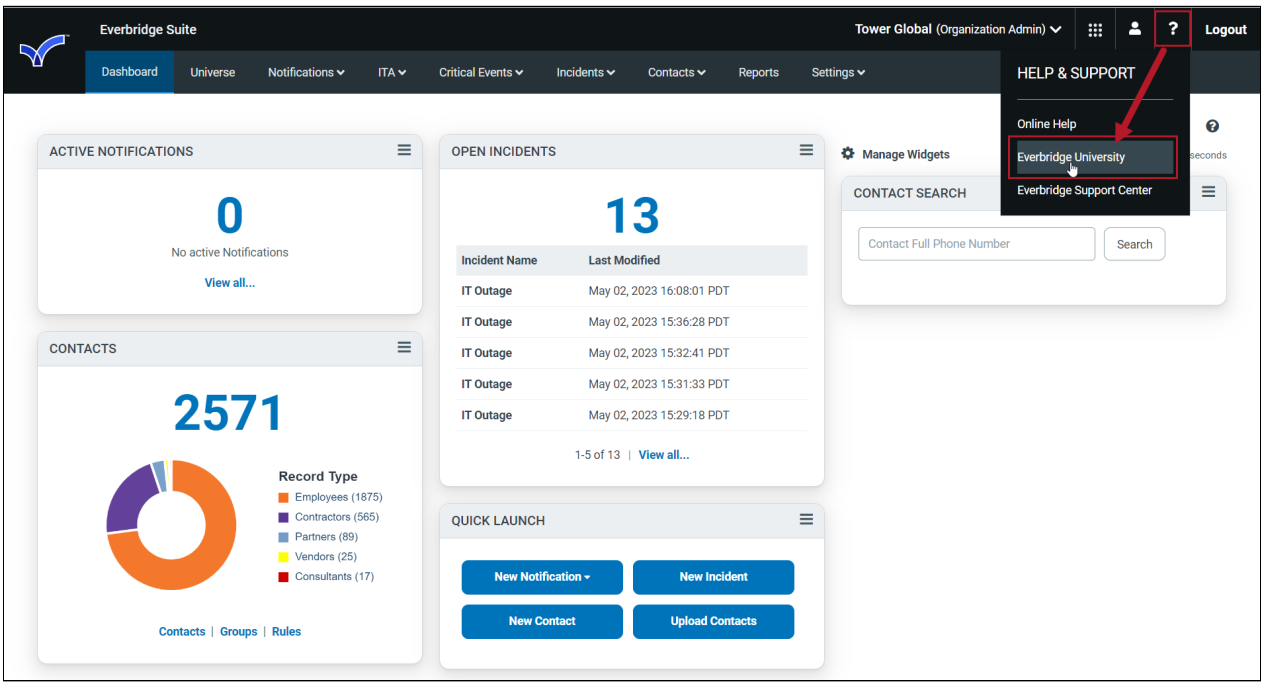
Introduction

Everbridge University (EBU) is a comprehensive, 24/7 self-service resource that will train you to effectively leverage Everbridge solutions. Our goal is to save you time and frustration while ensuring that you and your team have the skills necessary to take full advantage of our software offerings.

Our curriculum is tailored to your needs and includes role-based training, certification paths, interactive courses, assessments, best practices webinars, and micro-learning videos. With our resources, you'll gain a deep understanding of how to use Everbridge to its fullest potential, ensuring your organization is always prepared to respond to critical events.

Getting Started

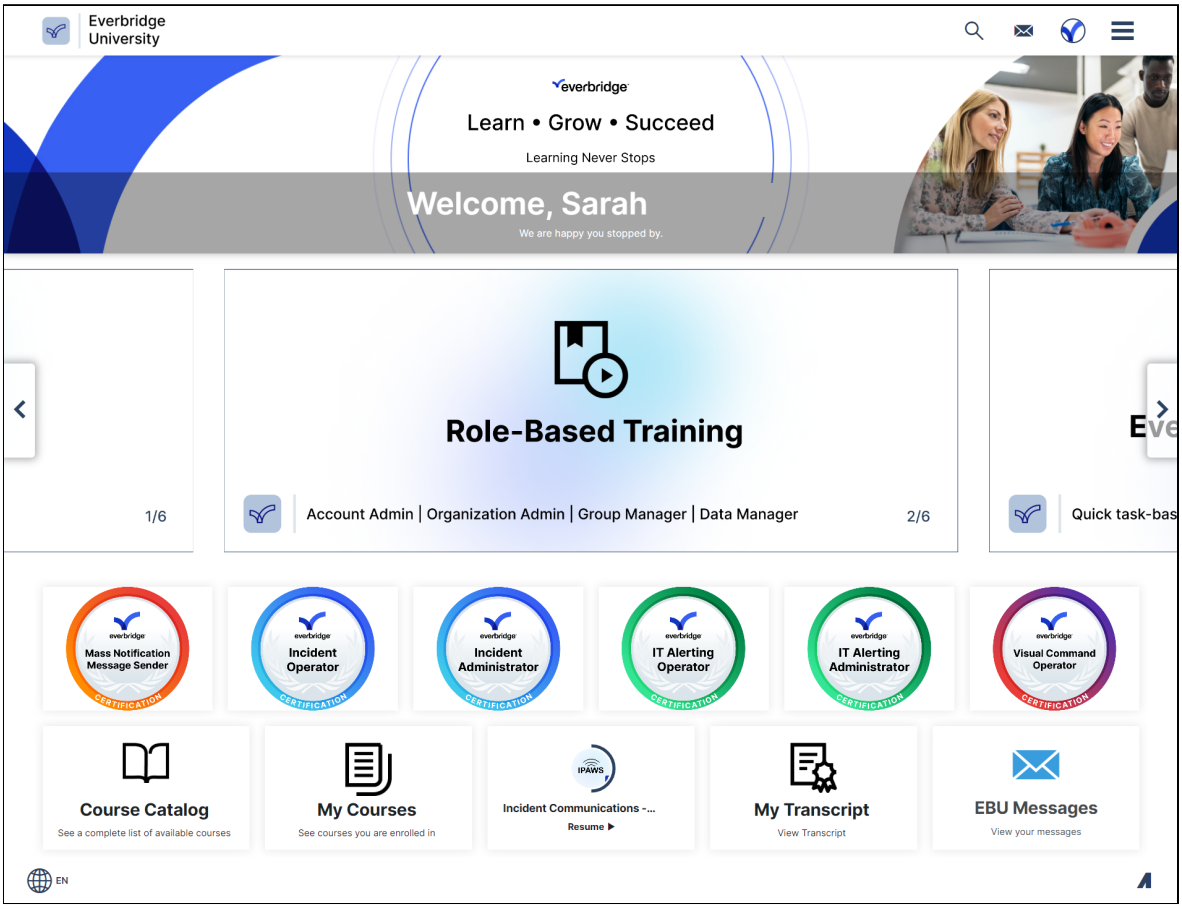
Everbridge University is accessible to any registered users via the Manager Portal. Simply click the question mark icon in the top navigation bar from any location within the application, and select **Everbridge University** from the **Help & Support** drop-down menu.



Everbridge University Dashboard

The Dashboard serves as the landing page for users accessing Everbridge University. It's comprised of three main areas:

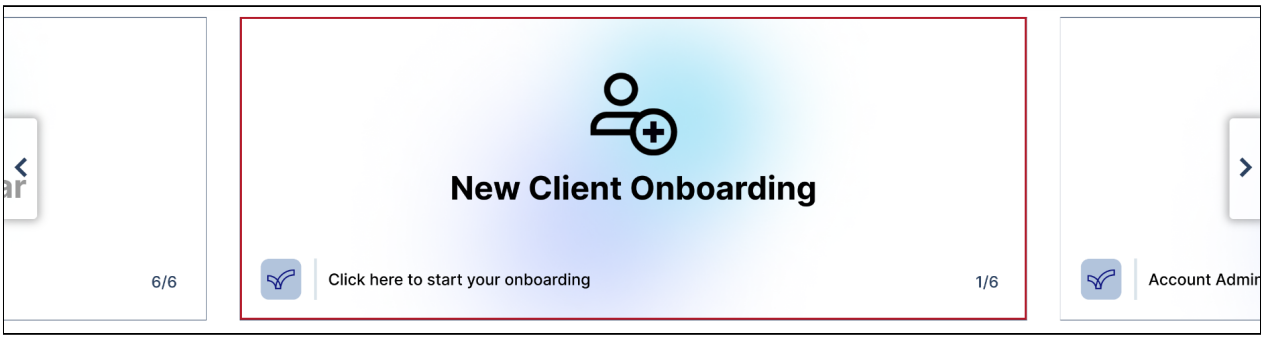
- Scrolling Billboard
- Certificate Curriculum
- University Menu



Scrolling Billboard

The **Scrolling Billboard** highlights our top learning paths and offers a shortcut to valuable learning resources. Here are some key features accessible through the Billboard:

1. **Role-Based Training** - Gain access to specialized training modules tailored to specific roles.
2. **Everbridge University YouTube** - Explore our YouTube channel for bite-sized educational videos and tutorials.
3. **New Client Onboarding** - Get assistance and guidance for new clients joining Everbridge.
4. **Learning Content Index** - Quickly locate and access our comprehensive collection of learning materials.
5. **New Training Announcements** - Stay informed about upcoming training sessions and courses.

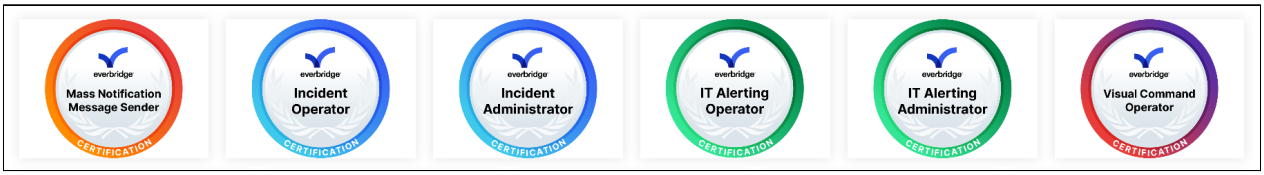


NOTE: Displayed content may change periodically with user trends and product updates.

Certifications

Everbridge Certifications are specifically designed to validate your proficiency in utilizing the various components of Everbridge. Each Certification Curriculum comprises interactive courses and a final exam to assess your knowledge.

Upon successfully completing the Everbridge Certification Exams, you will be awarded a Certificate, which will be added to your transcript. Additionally, you will receive a Digital Certification Badge via email the following day, allowing you to share your accomplishment on social media platforms like Facebook, LinkedIn, and Twitter.



The following Certifications are accessible by clicking their associated tiles from the Dashboard. Users with Everbridge accounts based in **Europe** should refer to the links found in the **.EU Stack** section, while everyone else should use those found under the **.NET Stack** section below.

.NET Stack

- Incident Communications Administrator Certification
- Incident Communications Operator Certification
- IT Alerting Administrator Certification
- IT Alerting Operator Certification
- Mass Notification Message Sender Certification
- Visual Command Center Operator Certification

.EU Stack

- Incident Communications Administrator Certification
- Incident Communications Operator Certification
- IT Alerting Administrator Certification
- IT Alerting Operator Certification
- Mass Notification Message Sender Certification
- Visual Command Center Operator Certification

University Menus

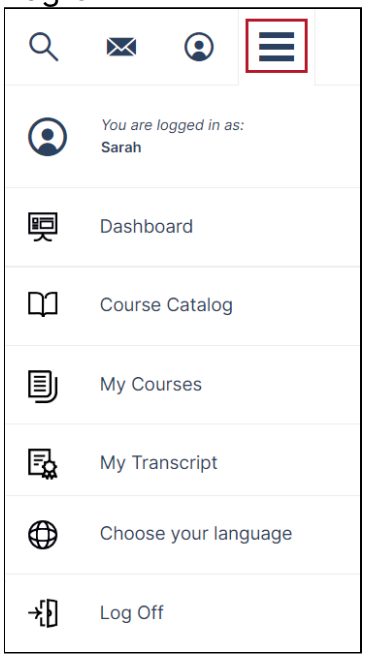
There are two menus accessible from the Dashboard: the **Top Navigation Bar** and the **Tile Menu**.

Top Navigation Bar

The Top Navigation Bar consists of the following items:

- Search
- Messages
- Profile
- Hamburger Menu

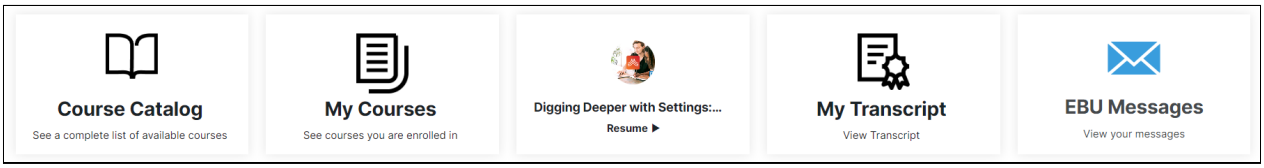
  - Clicking on the Hamburger Menu opens an additional sidebar sub-menu, which is broken out into:
  - Profile
  - Dashboard (closes the sidebar menu)
  - Course Catalog
  - My Courses
  - My Transcript
  - Choose Your Language
  - Log Off



Tile Menu

A tile-based menu can be found at the bottom of the Dashboard, which offers a quick navigation option to the following areas:

- Course Catalog
- My Courses
- Resume
- My Transcript
- EBU Messages



User Profile

The **User Profile** section can be accessed by clicking on the **Profile** button in the **Top Navigation Bar.**

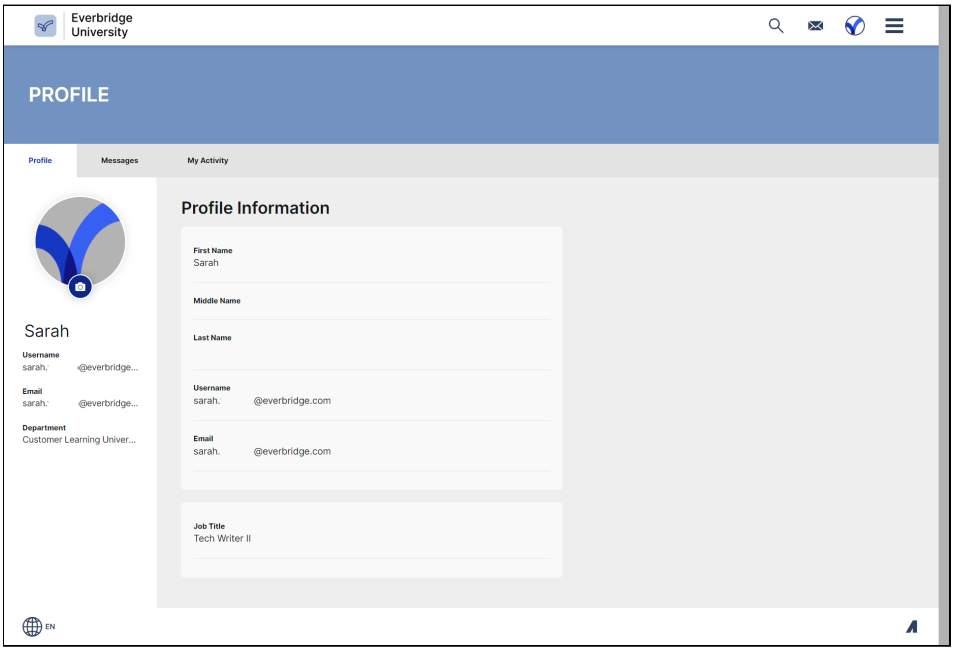
The User Profile section provides important user information and is divided into three tabs:

- Profile
- Messages
- Activity

Profile

All of your personally identifiable information can be found on the **Profile** tab, including:

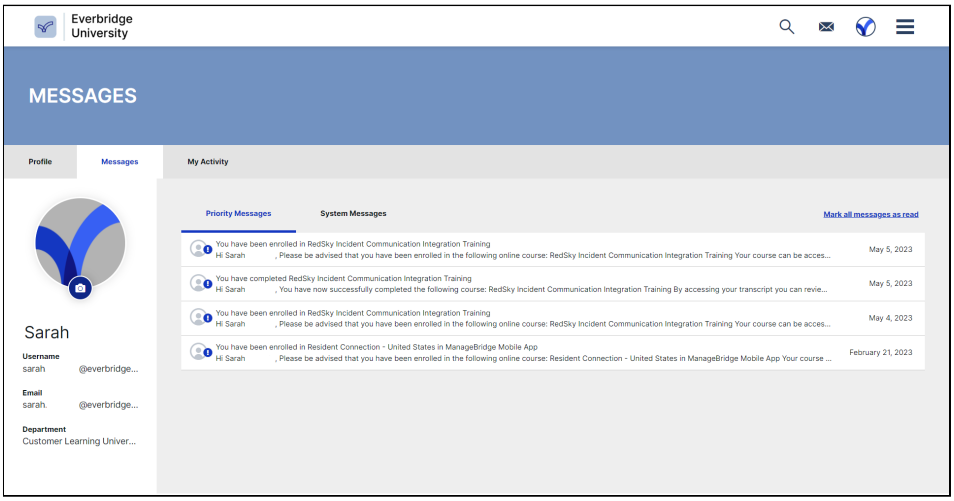
- Name (First, Middle, Last)
- Username
- Email
- Job Title



Messages

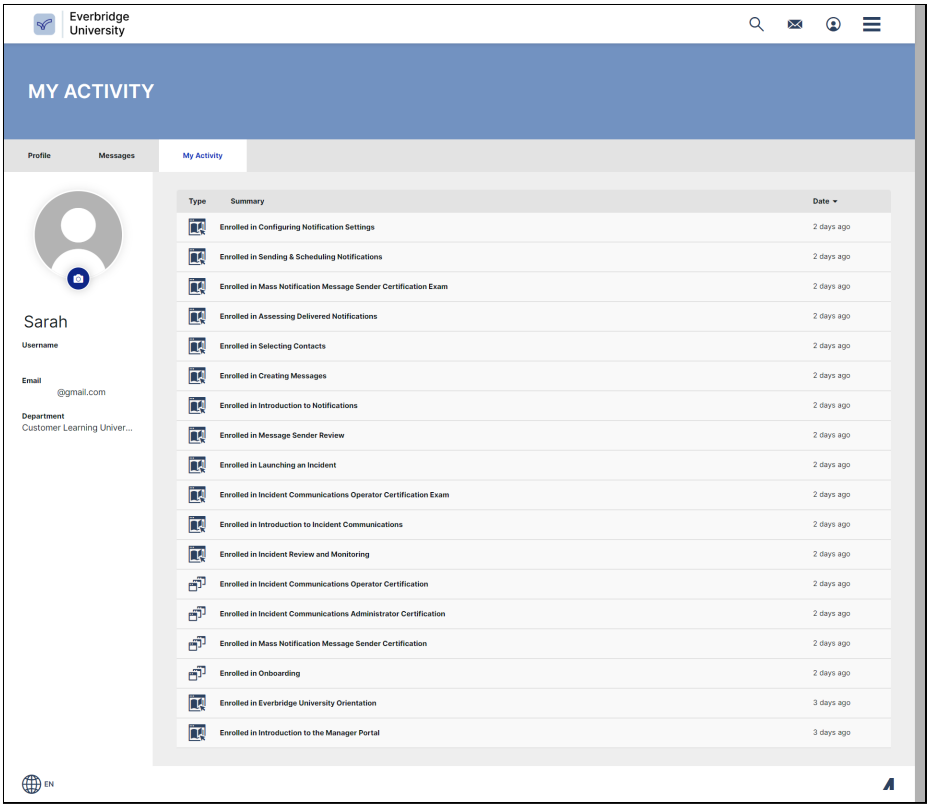
The Messages tab allows you to access your inbox, which is divided into **Priority Messages** and **System Messages** subtabs. These messages include Course Due Dates, Course Reminders, and Direct Messages.

You can open messages from here, or mark them all as read.



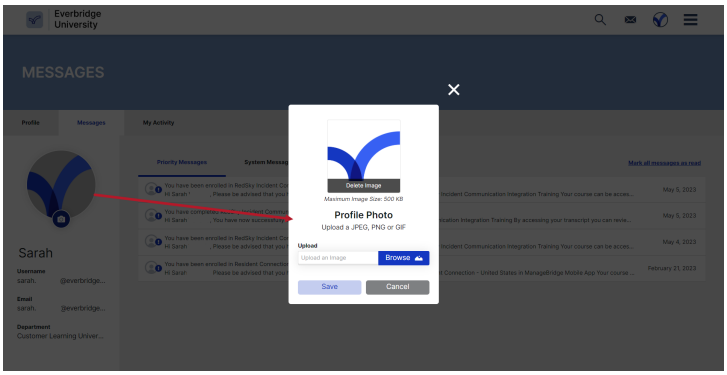
My Activity

The My Activity subtab shows all of your activity within Everbridge University, including enrollments, unenrollments, and course completions. Click the header of the **Date** column to reorder the list from oldest messages to newest.



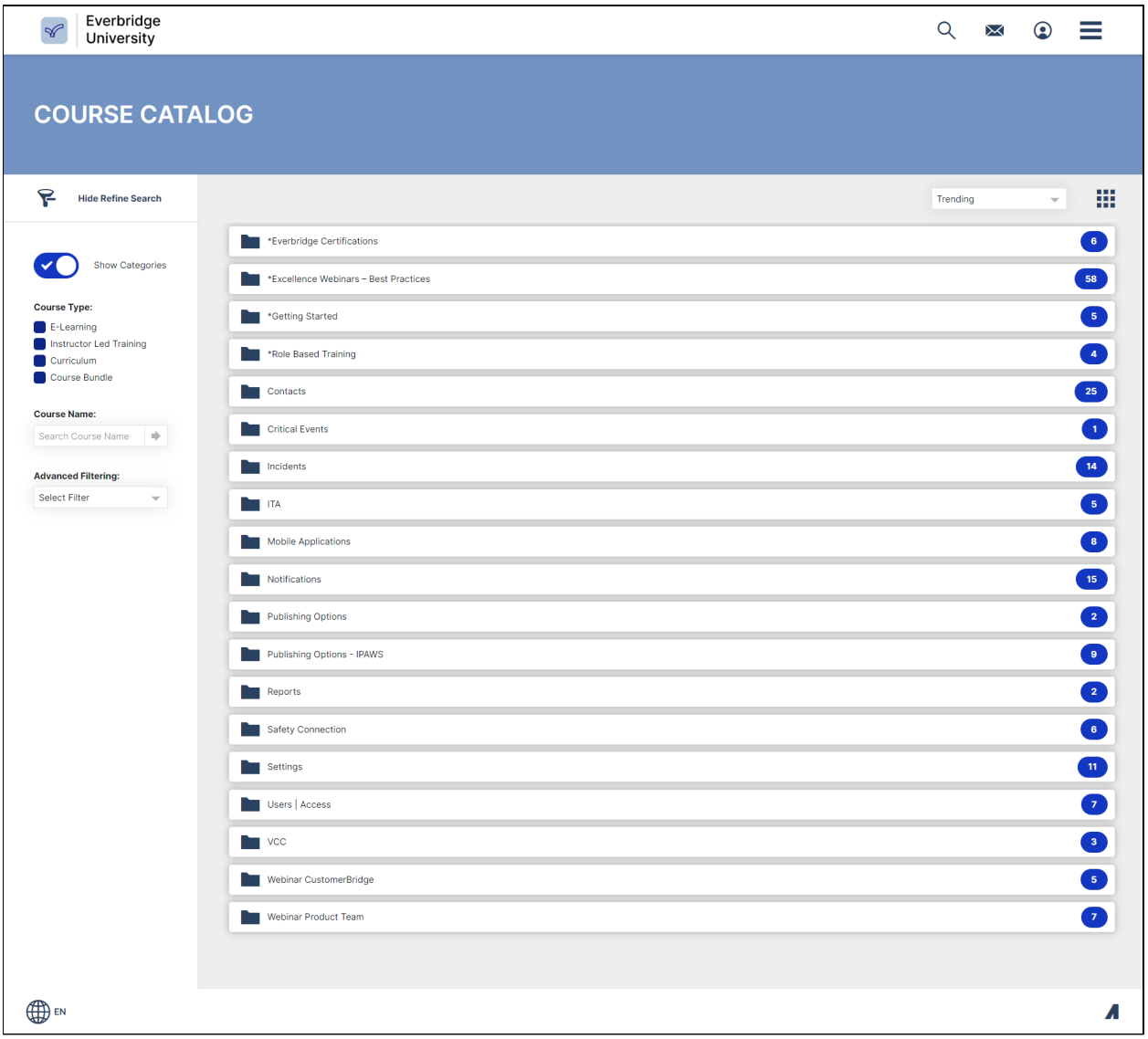
Update Profile Image

To update your profile image, click on it from any subtab, and choose an image from your device by clicking **Browse**.



Course Catalog

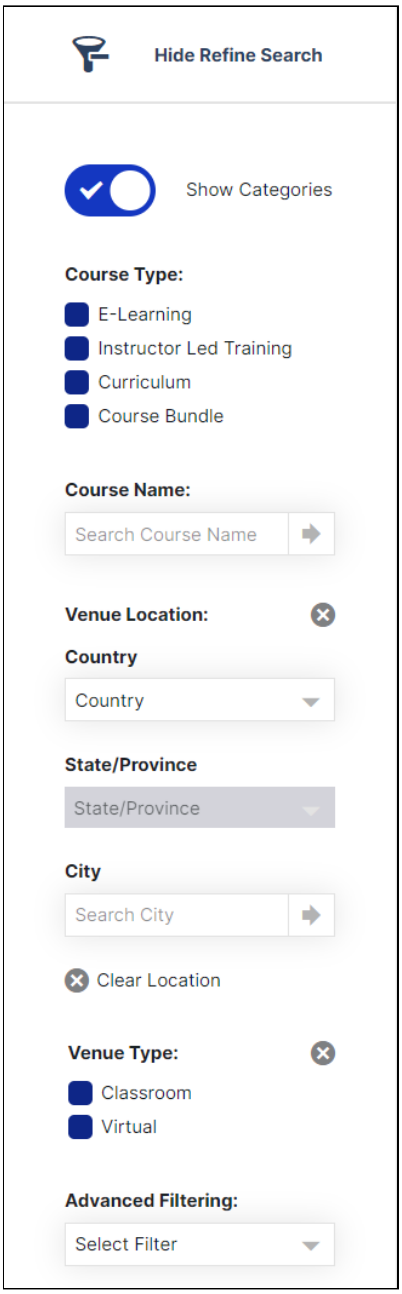
All of Everbridge University's courses and curricula can be found in the **Course Catalog**, which is accessible from both the **Top Navigation Bar** and the **Dashboard's Tile Menu**.



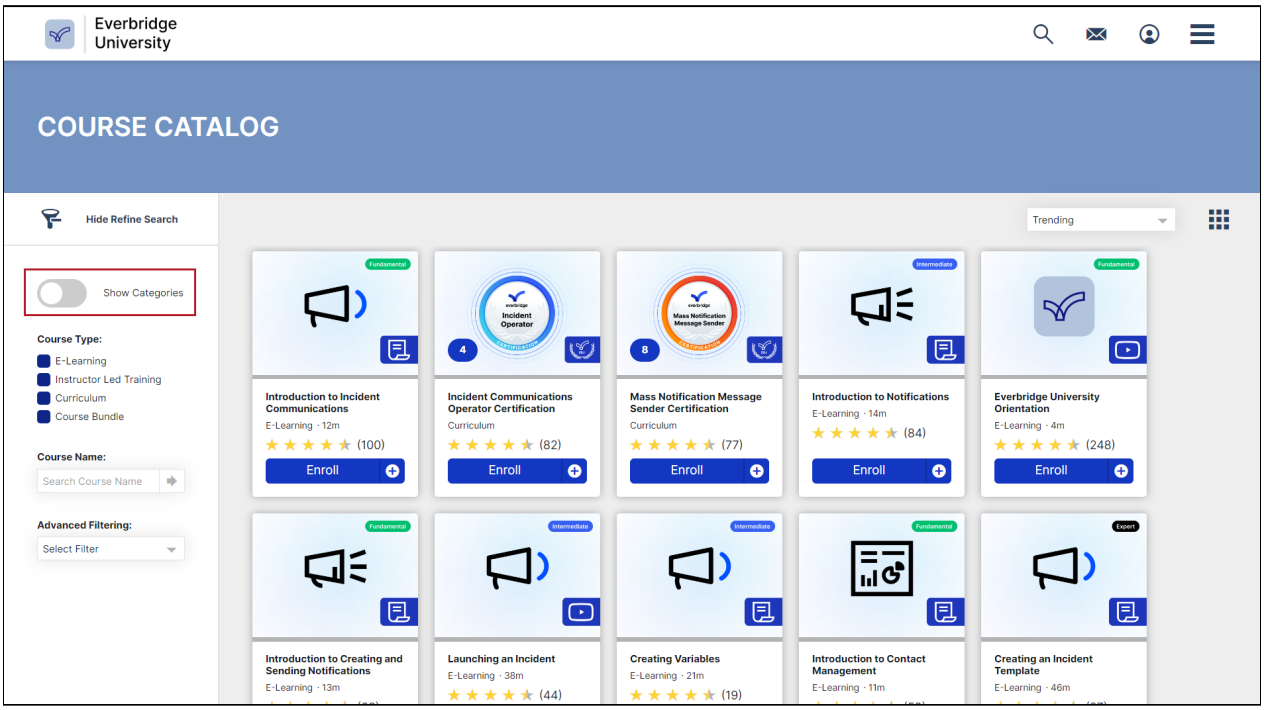
Catalog Navigation

Refine Search

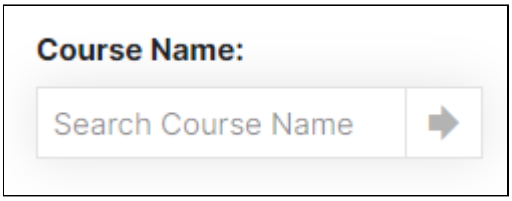
The **Refine Search** feature can be found on the left side of the screen and offers many ways to sort and find the information you need.



Toggle the **Show Categories** button on or off to either group or ungroup the Catalog by Categories.



You can also search for courses by name in the Search bar.

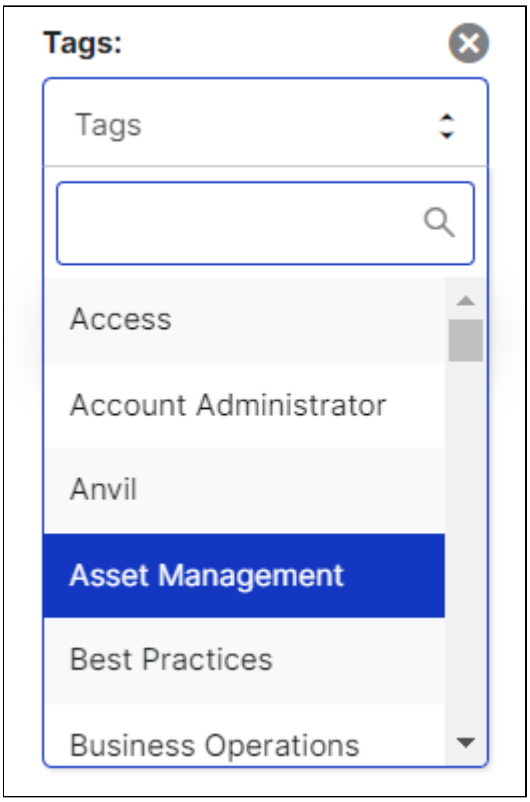


Advanced Filtering

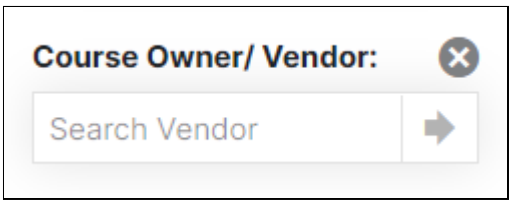
You can apply **Advanced Filtering** by clicking the dropdown list and selecting one or more of the following filters:

- Tags
- Course Owner/Vendor
- Venue Location
- Venue Type

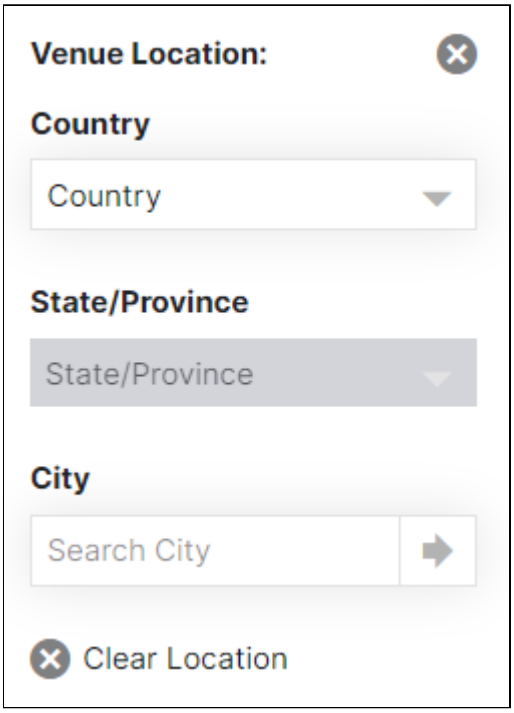
Tags



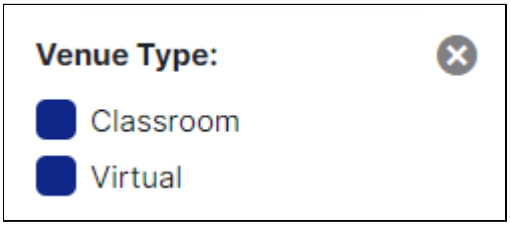
Course Owner/Vendor



Venue Location

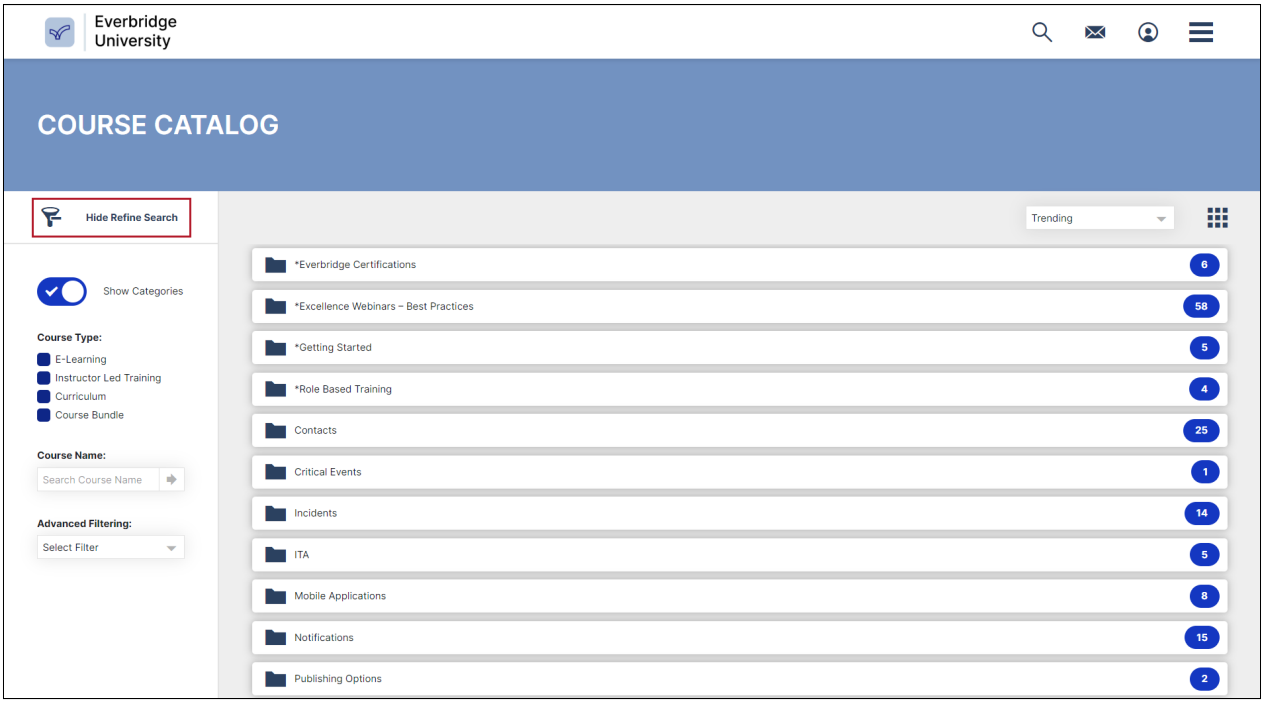


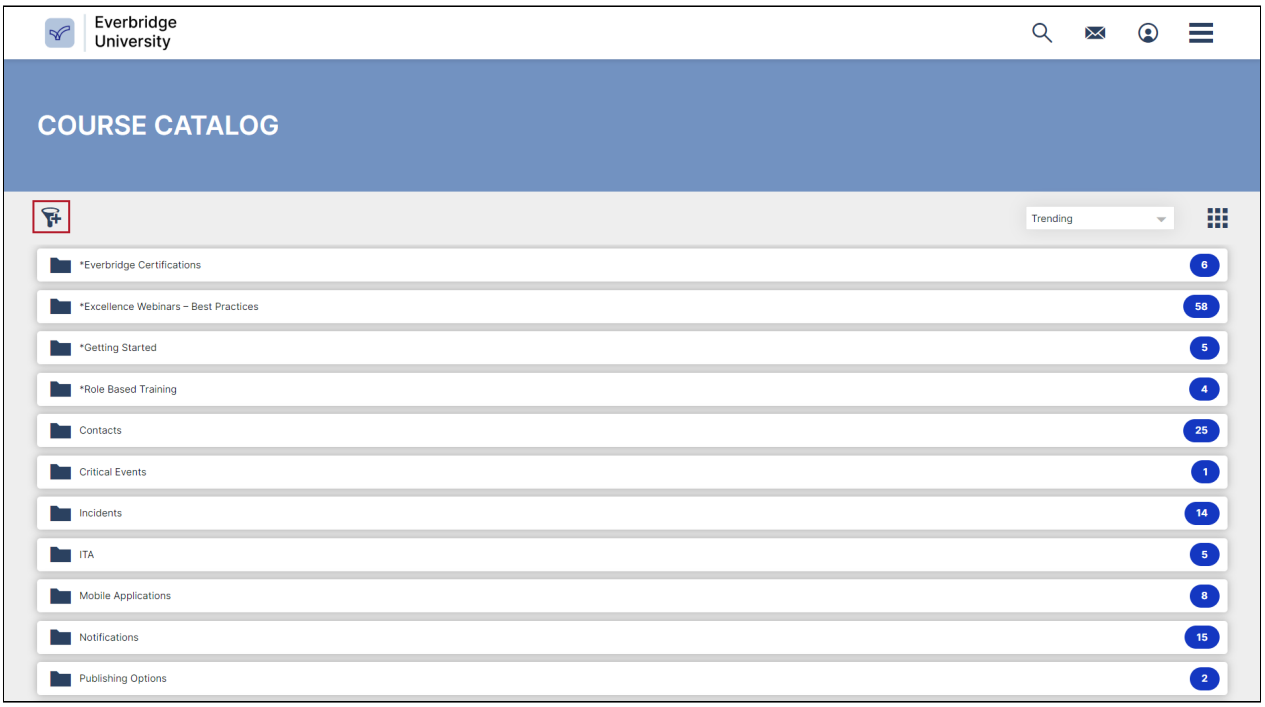
Venue Type



Hide Refine Search

If you'd like to collapse the Refine Search section to simplify your view, select **Hide Refine Search** at the top.



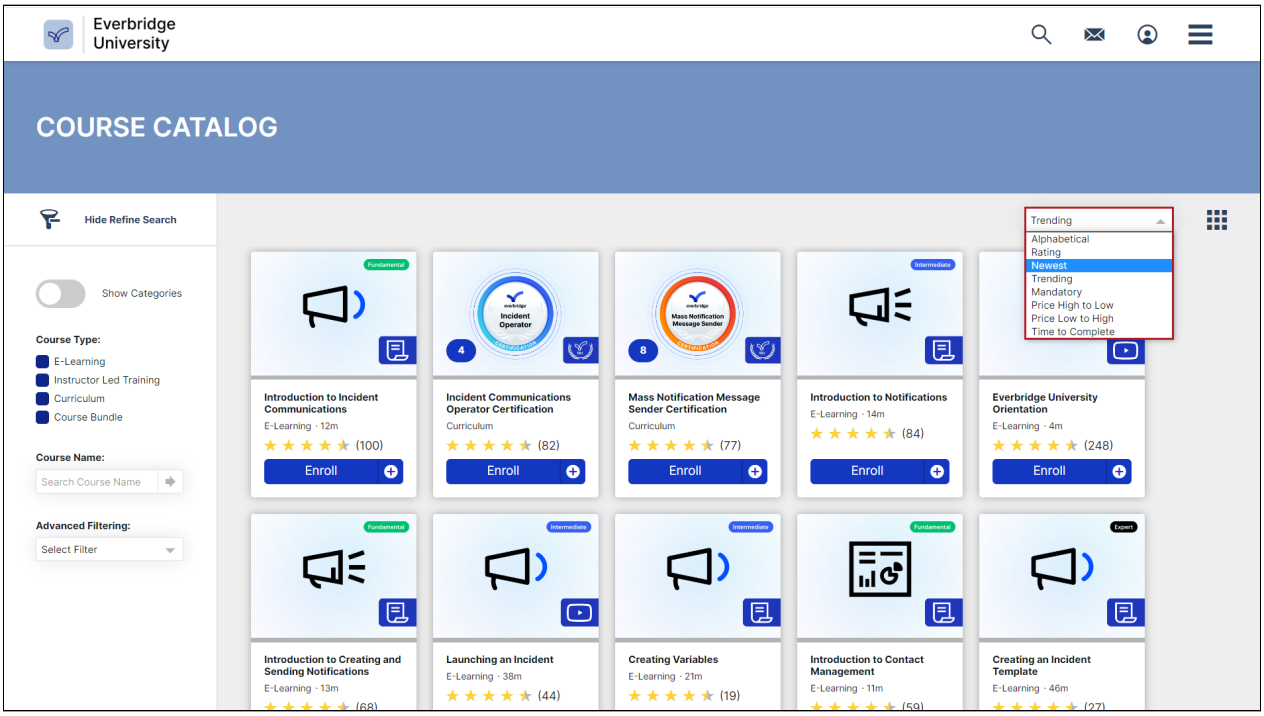


Sorting

Courses can be sorted by clicking on the **Sort** dropdown, which allows you to reorganize the catalog based on the following data points:

- Alphabetical
- Rating

- Newest
- Trending
- Mandatory
- Price High to Low
- Price Low to High
- Time to Complete



NOTE: Courses can also be returned by searching by difficulty level: **Fundamental**
Intermediate, or **Expert**.

Learning Experience

Everbridge University offers a variety of learning options, such as:

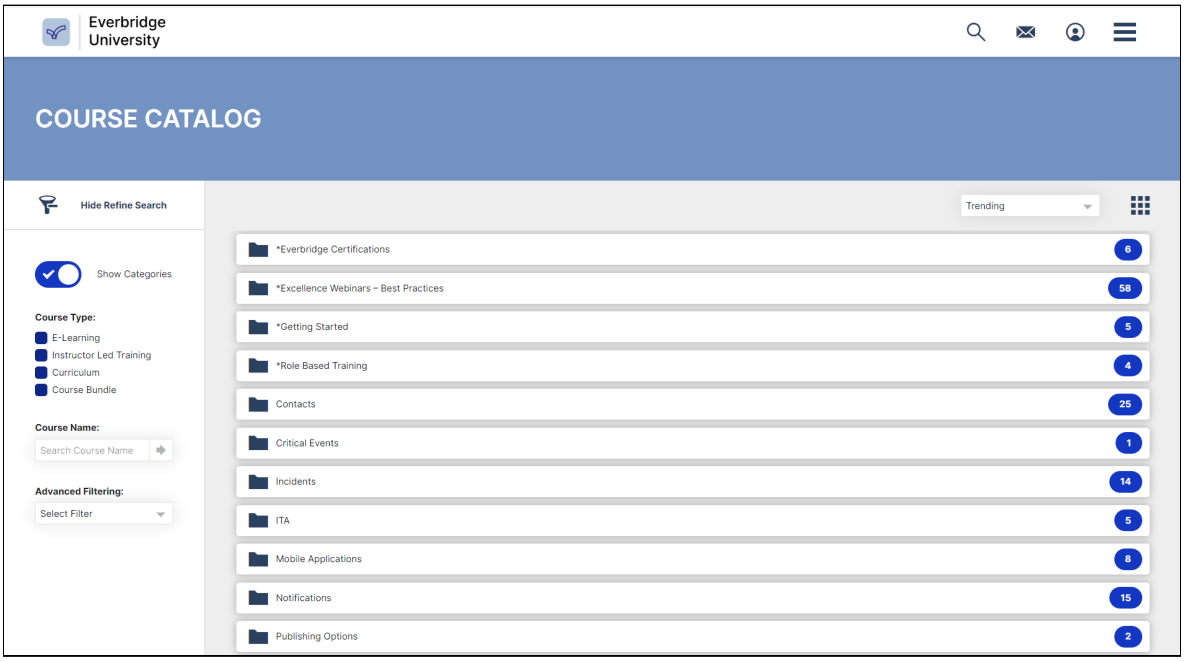
- Whole Curricula
- Single Courses
- Exams
- Webinars
- Instructional Videos

These materials are reviewed and updated as the products evolve to ensure that users have access to the most up-to-date information.

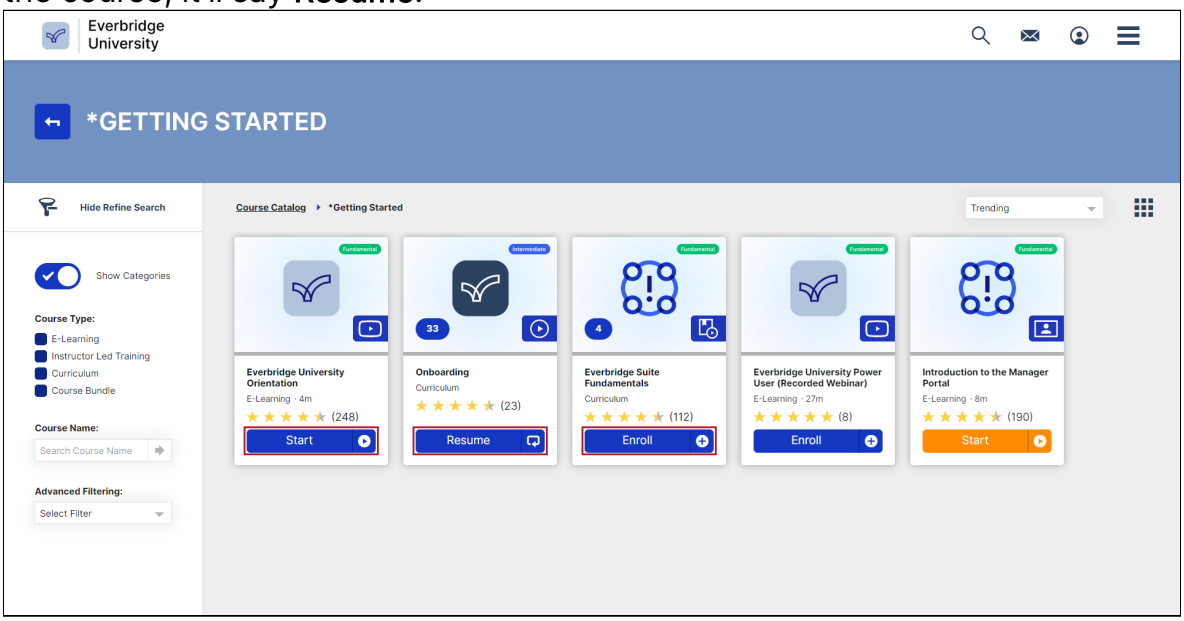
Begin Training

To begin training:

1. Select a folder, course, or curriculum from the Course Catalog, which can be accessed from the bottom-left corner of the home screen.

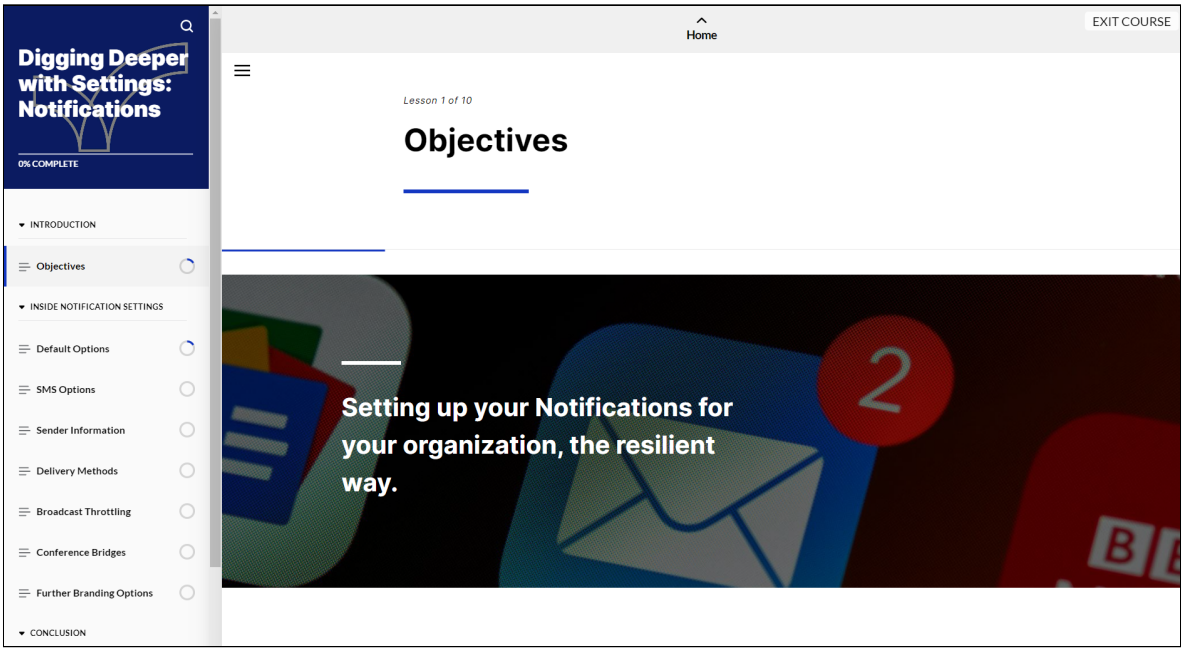


2. Select **Enroll** beneath the desired course or curriculum. Note that if you're already enrolled, the button will instead say **Start.** If you've already started the course, it'll say **Resume**.



A green confirmation message will appear in the bottom-right corner of the screen to confirm that you've been successfully enrolled.

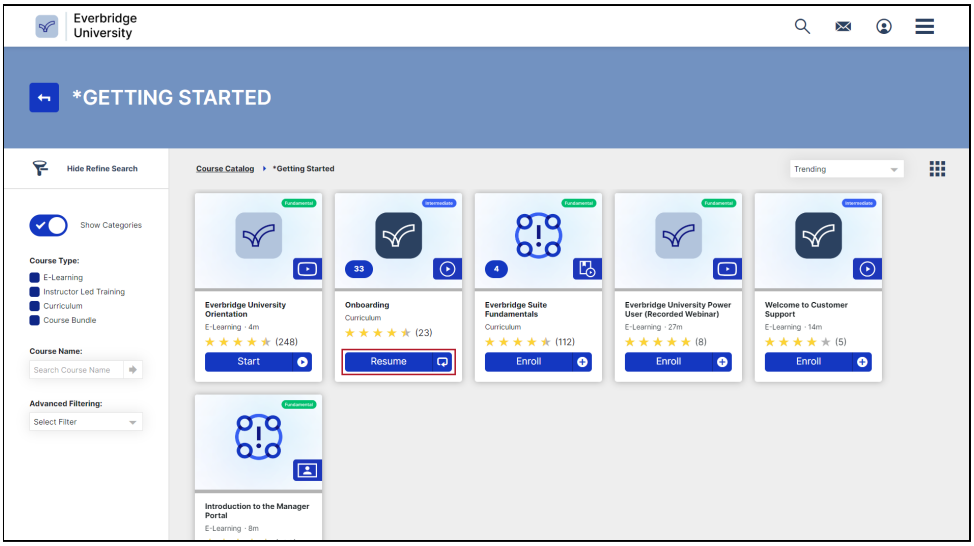
3. Click the **Start** button beneath the selected course. You'll land on the **Course Content** page, which provides a description of the course, as well as its approximate duration to complete. If this course is part of any larger curricula, they'll be notated at the top of the page.
4. Click **Start** again on the **Course Content** page to begin. The course will open in a new window or tab.



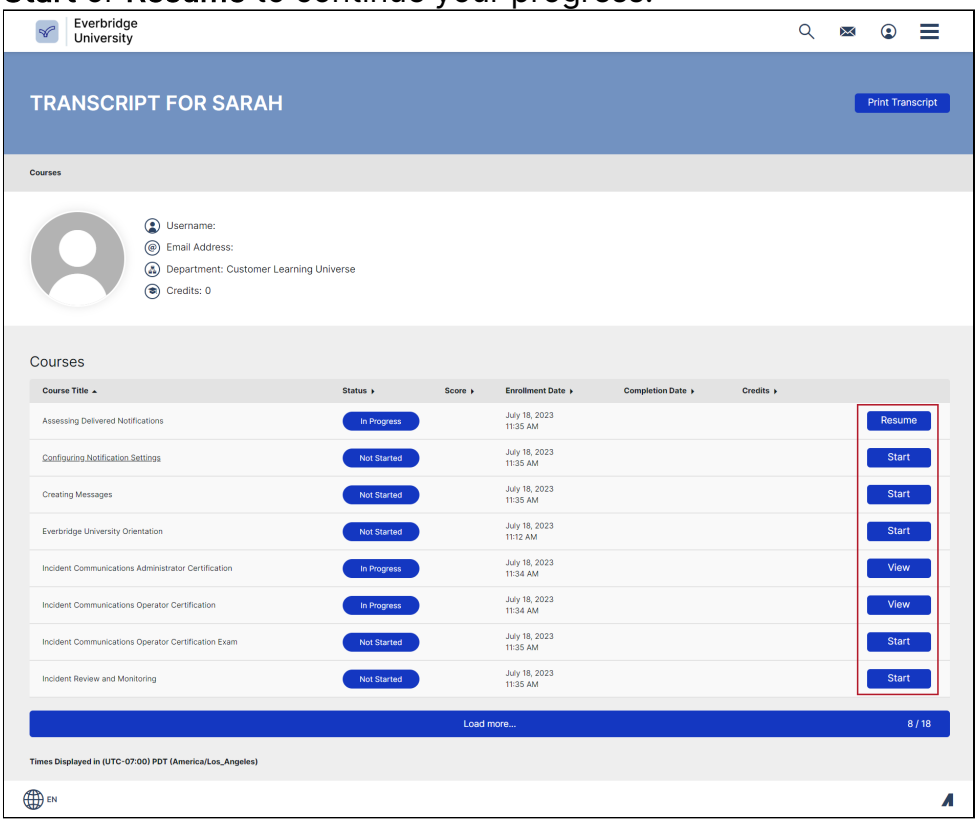
Resume Training

Progress can be tracked and training can be resumed from multiple places within Everbridge University:

- **My Courses** - Displays all of your **Enrolled**, **In Progress**, and **Completed** training. Click the **Resume** button on the relevant training to continue. Additional filters also are available.

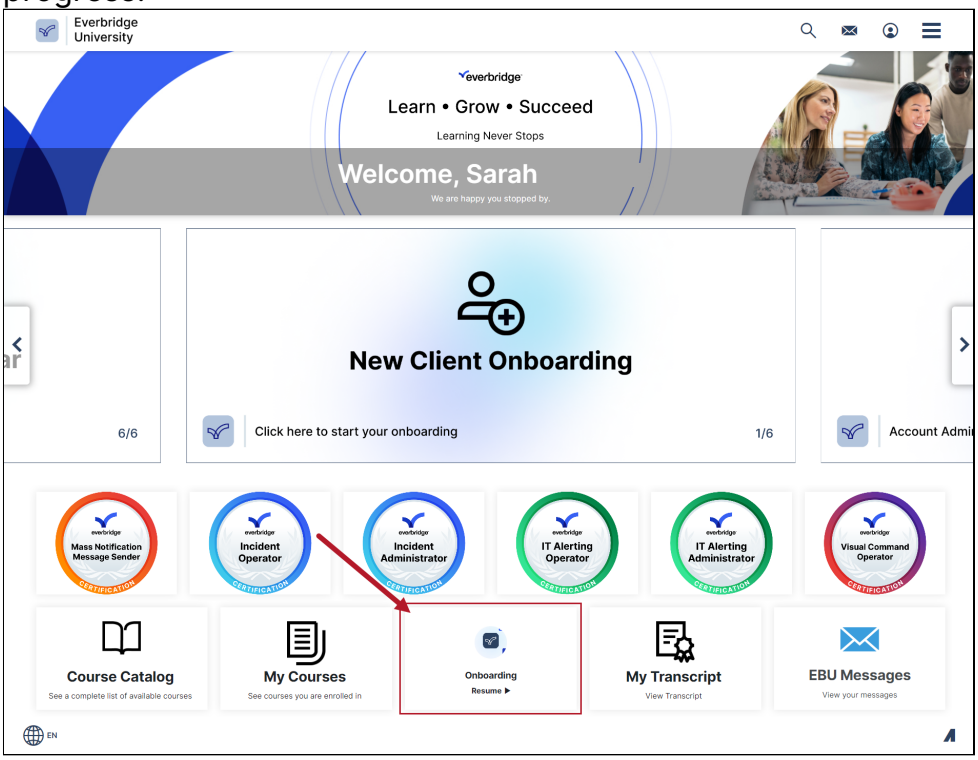


- **My Transcripts** - Shows your **transcript** as a list. On the right side, select **Start** or **Resume** to continue your progress.



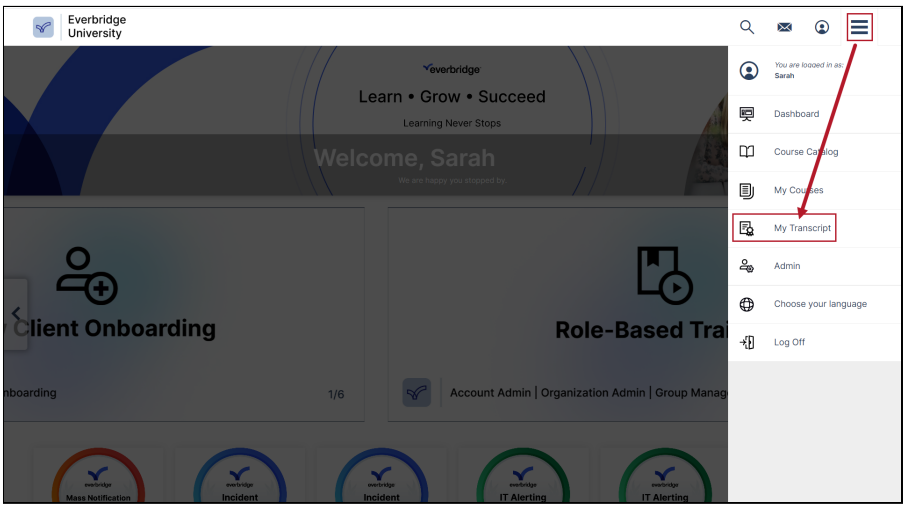
- **Resume button on the Dashboard** - Takes you to your in-progress Course, Curriculum, or Exam. Choose either **Start** or **Resume** to continue your

progress.

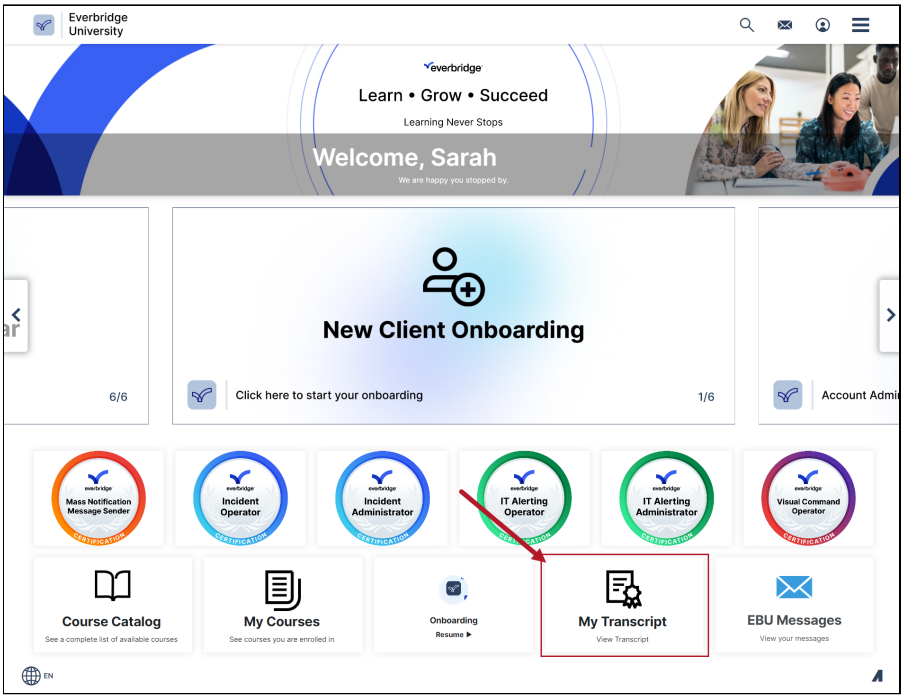

Everbridge University
Learn • Grow • Succeed
Learning Never Stops
Welcome, Sarah
We are happy you stopped by.
New Client Onboarding
Click here to start your onboarding
1/6
6/6
Mass Notification Message Sender
Incident Operator
Incident Administrator
IT Alerting Operator
IT Alerting Administrator
Visual Command Operator
Course Catalog
See a complete list of available courses
My Courses
See courses you are enrolled in
Onboarding
Resume
My Transcript
View Transcript
EBU Messages
View your messages
EN

Review Completed Training

Your full training history, grades, and certifications can be reviewed by clicking the hamburger menu in the top navigation bar, and then selecting **My Transcript**.



My Transcript can also be accessed from the bottom of the **Everbridge University Dashboard**.

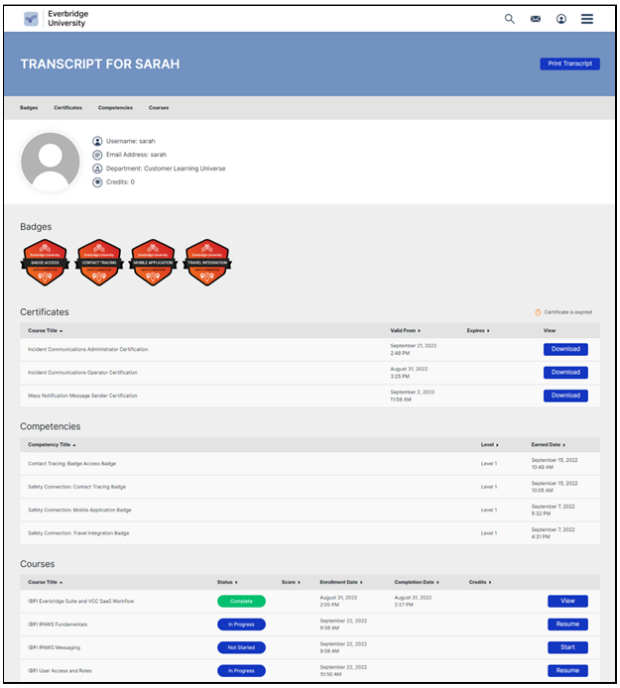


My Transcript

The My Transcript page is broken down into the following sections:

1. **User Information**
    - Username
    - Email Address
    - Department
    - Credits
2. **Badges**
3. **Certificates**
    - Valid From
    - Expiration Date
    - View/Download
4. **Competencies**
    - Level
    - Earned Date
5. **Courses**
    - Status
    - Score
    - Enrollment Date
    - Completion Date
    - Credits
    - View/Resume

The transcript can be printed by clicking **Print Transcript** at the top of the page.

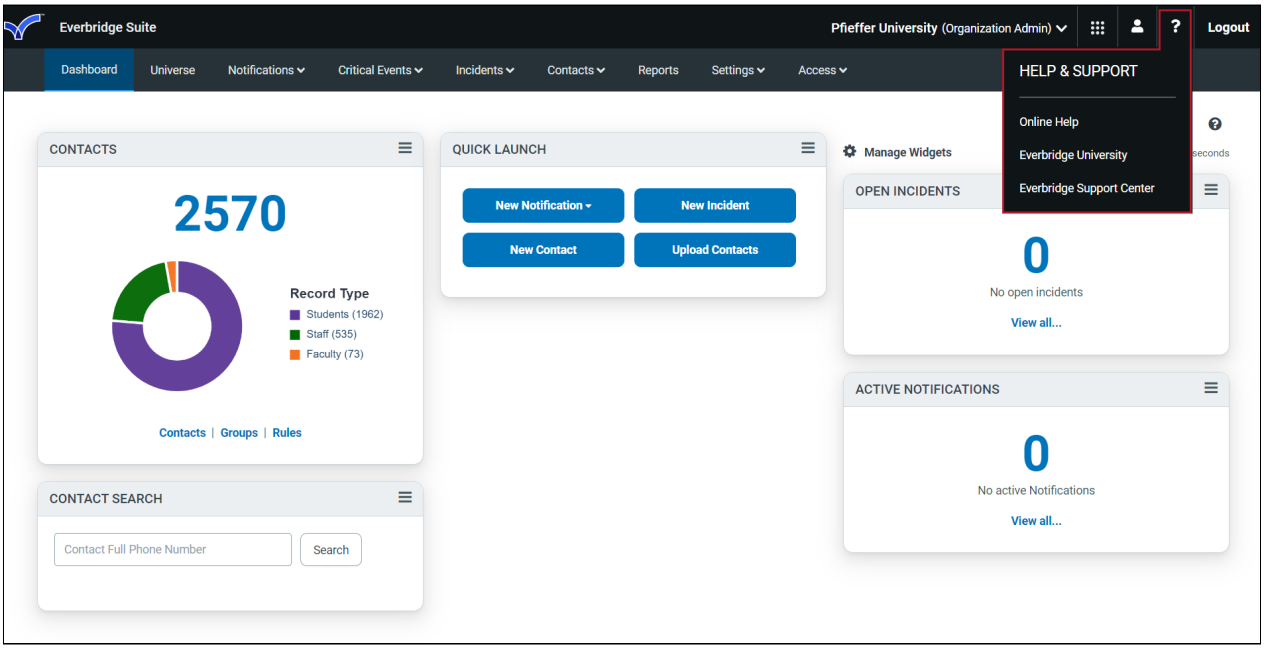


Support Options

If you have any questions about Everbridge University or need assistance, you can contact **support@everbridge.com**.

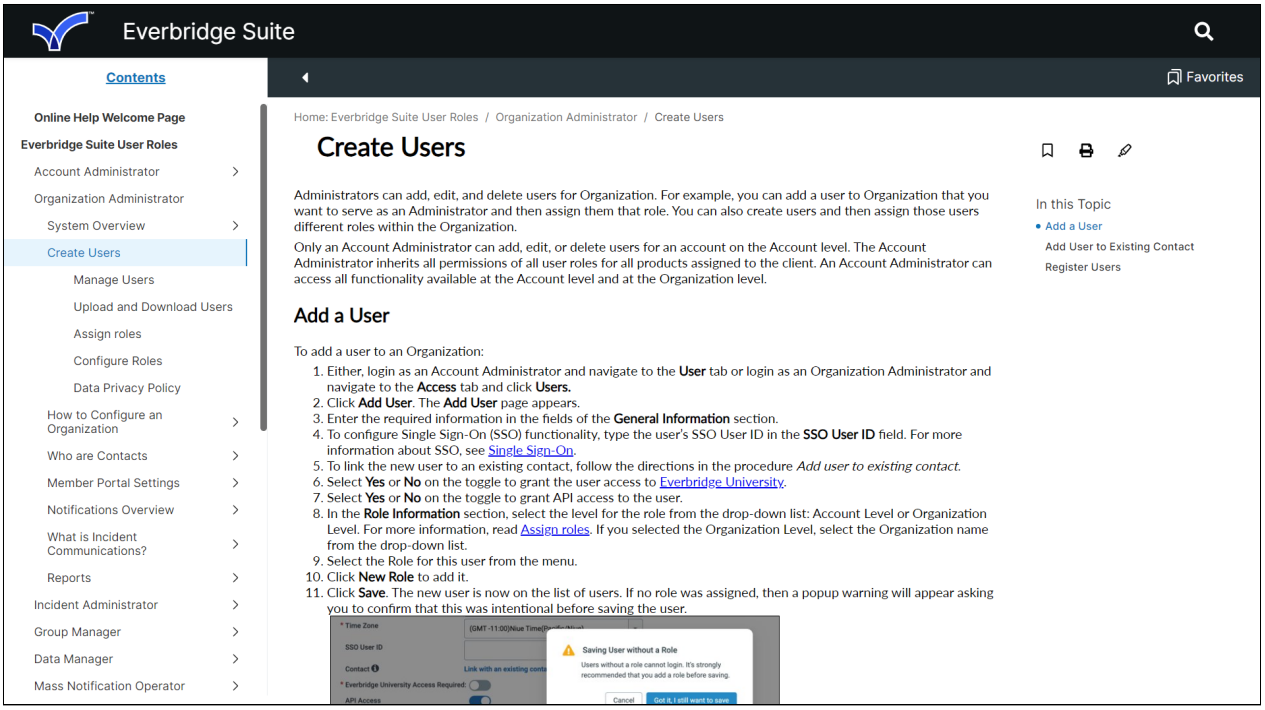
Self-Service Resources

Everbridge also offers several self-service learning resources within the Manager Portal to help you quickly find the answers you need.



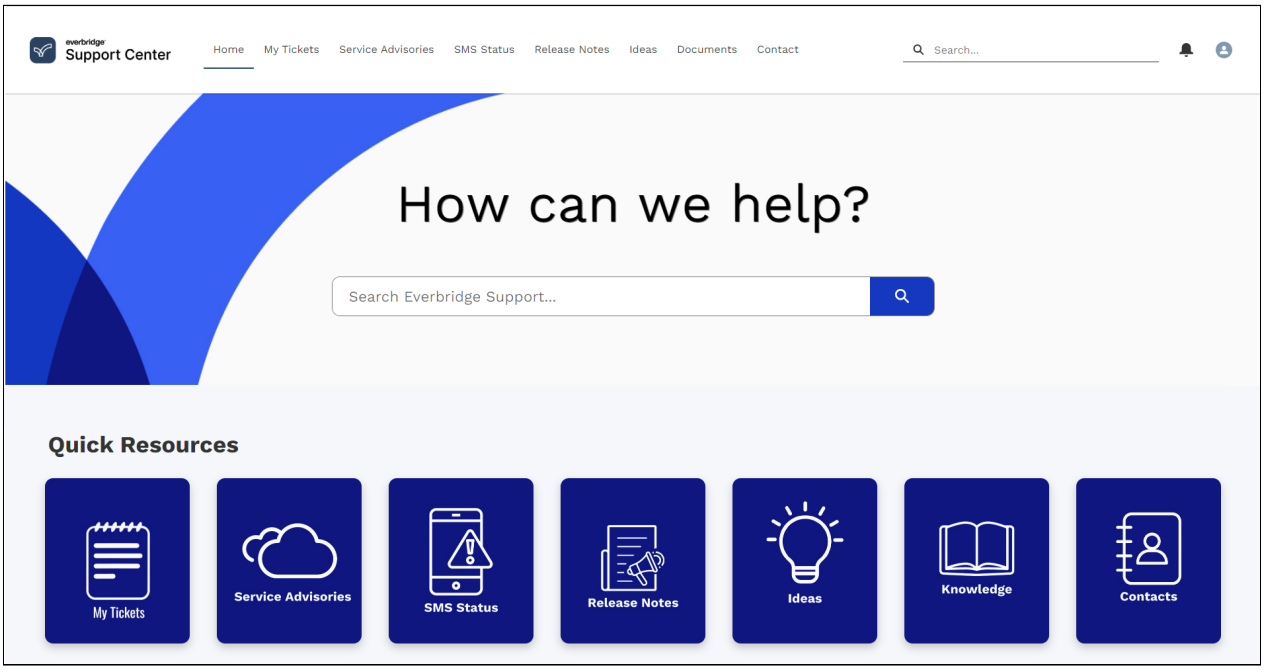
Online Help

Our **Online Help** directory can be accessed from the **Help & Support Menu** and is broken into both role-based and product-based sections. The search feature offers a quick way to find the information you need, and the full table of contents can be browsed in the collapsible sidebar to the left.



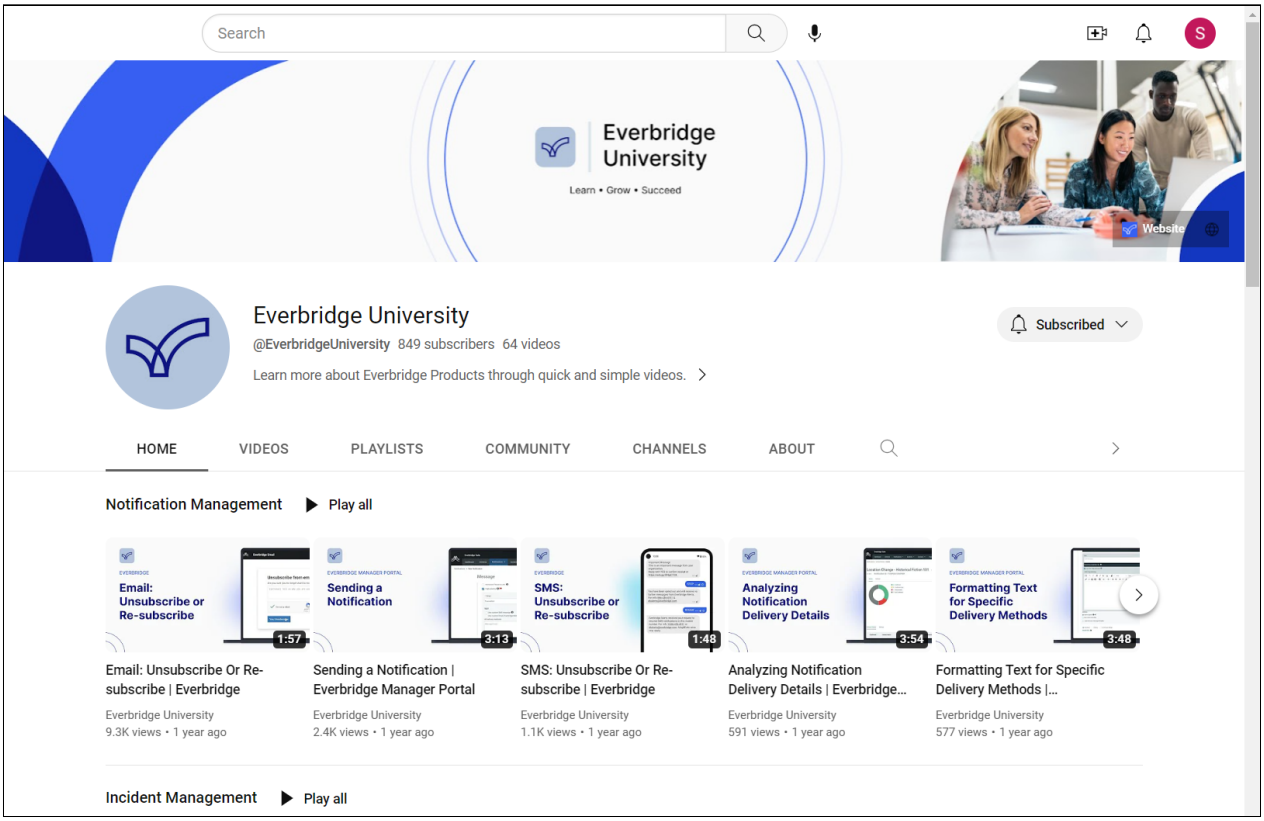
Support Center

Visit the **Support Center** via the **Help & Support** menu to peruse our extensive Knowledge Base, user guides, FAQs, service advisories, release notes, installation/ integration resources, and more.



Everbridge University YouTube Channel

The Everbridge University YouTube Channel offers short, action-based video tutorials for a growing number of topics, such as Notifications or Incident management.



Frequently Asked Questions

Q: What browsers are recommended when using Everbridge University?

A: Google Chrome and Mozilla Firefox.

Q: My course isn't loading. How can I fix it?
A: There are a few different troubleshooting steps you can take:

- Enable pop-ups in your browser settings.
- Clear your cache and cookies.
- Temporarily disable your browser extensions.