everbridge™

Public Safety by Everbridge

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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.

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Intro to Public Safety by Everbridge

The Public Safety by Everbridge app is intended to be used by residents to receive rich push notifications from our vast network of Public Safety customers. Leveraging our Public Incident Zones functionality, the app offers the ability to follow the device's current location and automatically ping for nearby Public Safety notifications – regardless of whether the user is subscribed or not. The app works seamlessly in the background for a set-and-forget experience until the time comes for updates from Public Safety.

Use Cases

As a Resident:

- I want to search and sign up for Public Safety agencies that I'm interested in.
- I'd like to receive rich notifications when something is happening in my community.
- I want to respond to my community leaders when provided with a poll.
- I want a dedicated app for Alerting purposes to reduce noise from SMS, Email, and Phone.

As a Visitor or Traveler:

- I want to receive anonymous alerts while I travel based on my device location without needing to sign up for individual local agencies.

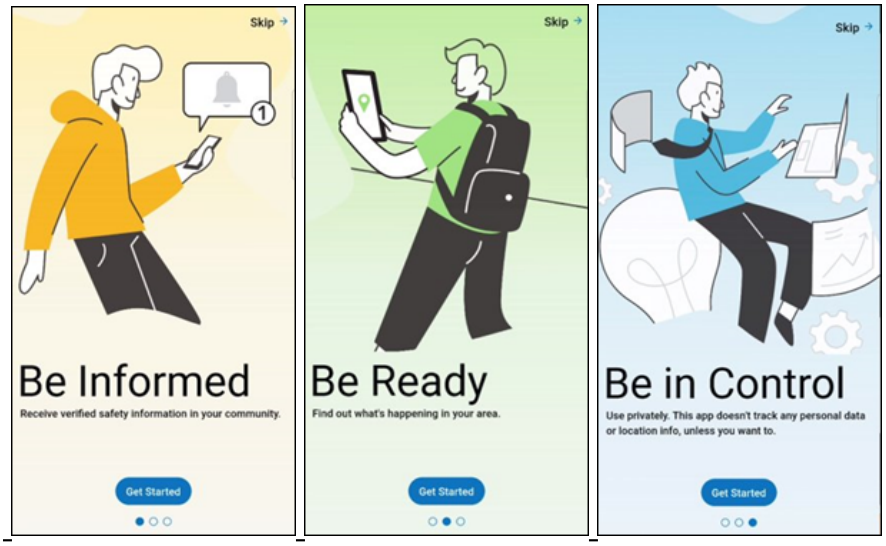
As a Public Safety Agency:

- State and local government public safety managers can build more engaged and resilient communities by adding Residents as mobile opt-ins. This allows them to send rich information including photos, maps, polls, and more.
- Local first responders are able to communicate critical information to Residents to ensure safe evacuations during an emergency.
- Disaster relief recovery teams can poll the community so they can focus their efforts on areas in most need.

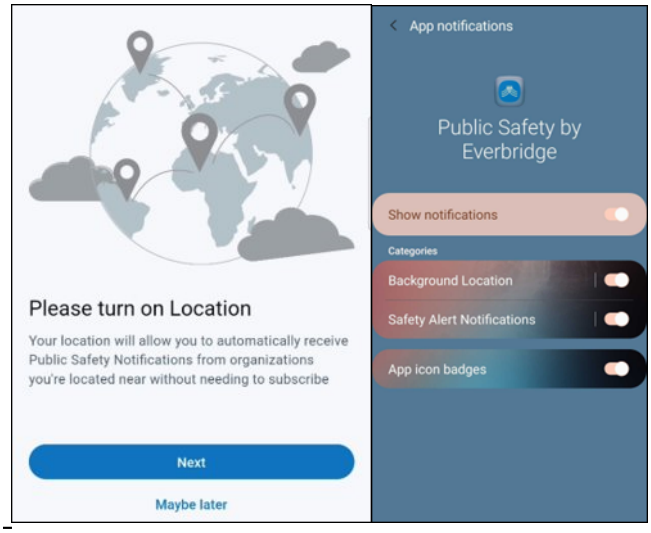
Installation and Setup

The **Public Safety App by Everbridge** can be installed on **iOS** and **Android** mobile devices by downloading them from the **Apple App Store** and **Google Play Store**, respectively.

Once installed, either scroll through the introductory slides or tap **Get Started**.



A prompt will appear asking for permission to enable location settings on your device. Enabling your location will allow you to automatically receive Public Safety notifications from nearby organizations (police stations, weather services, etc.) without subscribing to them.

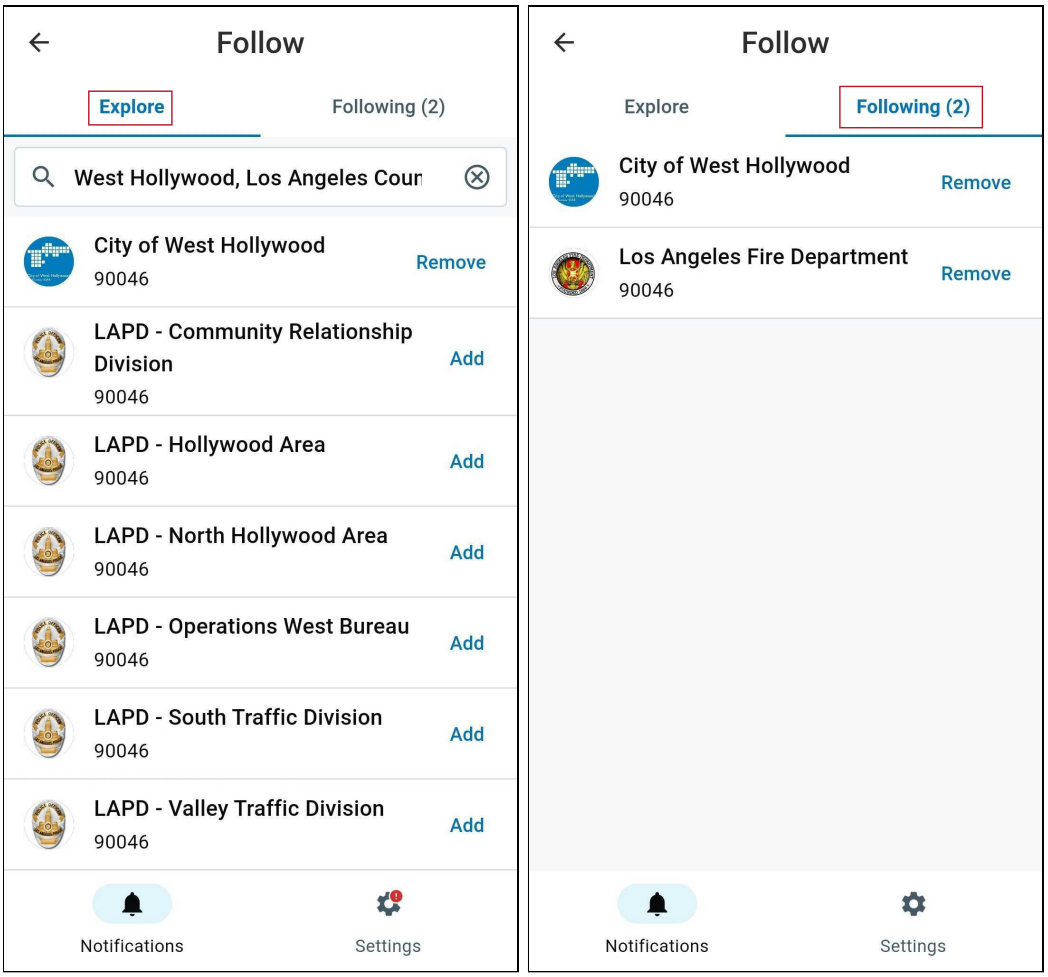


Following

Once the Public Safety App has been installed and configured, the user can follow their desired local agencies or log into an Everbridge Organization with their existing Member Portal login credentials. If they opted to use their device location, they'll be presented with local agencies that may be applicable to them.

Follow Page

Tap the **Follow** icon in the top-right corner to be taken to the **Follow** page. This page is broken into two sections: **Explore**, where you can search for agencies and Organizations, or **Following**, where you can see your followed agencies.



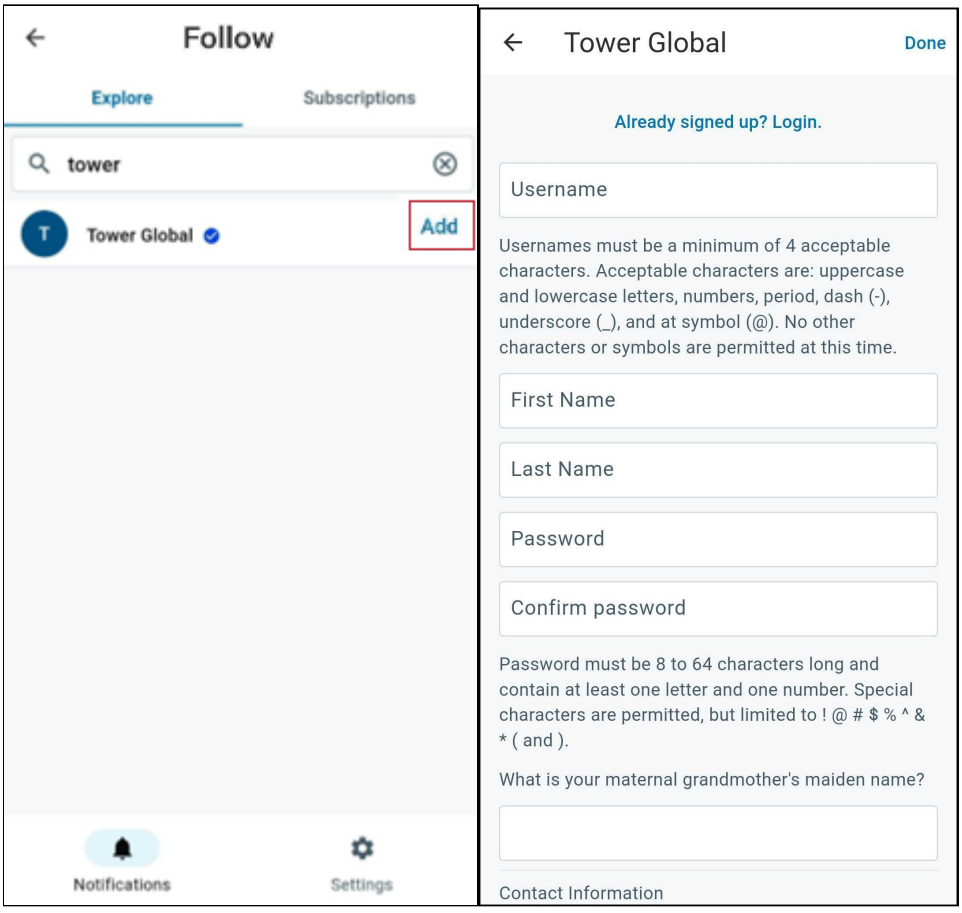
Explore Tab

Searching from the **Explore** tab allows users to locate nearby agencies that may be of interest or Organizations that they're already associated with in Everbridge. By default, the Explore tab will pull local agencies that are based near your device.

Once the result has been returned after a search, tap **Add**. A form will appear that will allow you to sign up for the Organization, or to log in if you're already a member.

Tap **Done** once all of the fields have been filled in.

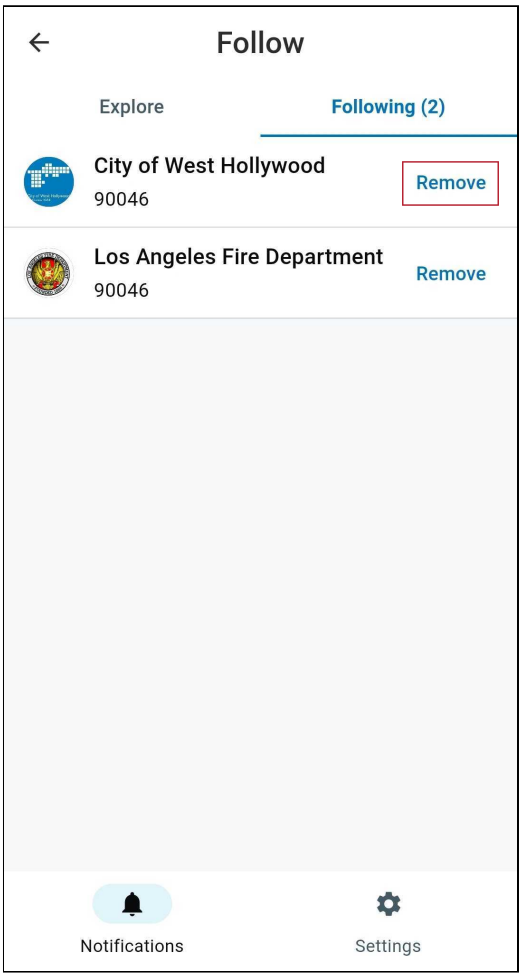
> **NOTE:** Everbridge is not available in all areas and requires local public safety agencies to participate. Please ask your local agencies for their Everbridge search terms setup.



NOTE: An Organization Administrator needs to first enable **Organization Search** under **Settings** > **Everbridge Mobile App** in order for it to be searchable by users.

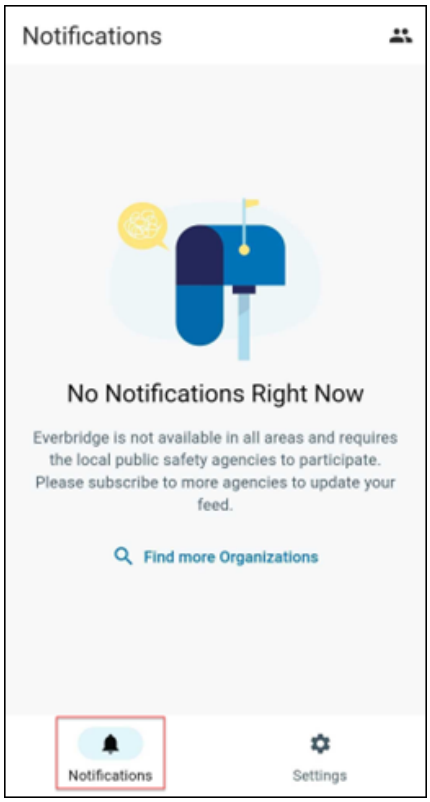
Following Tab

Tap **Following** on the **Follow** page to view your list of currently-followed agencies. If you're no longer interested in receiving notifications from a specific agency, tap **Remove** to delete it from the list.

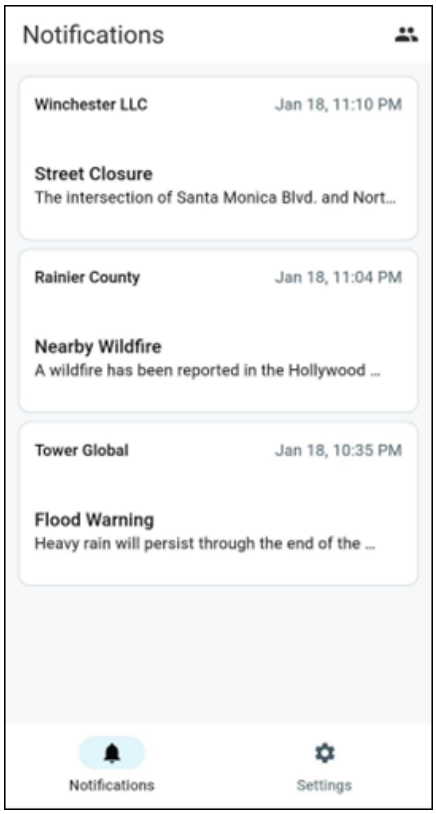


Notifications

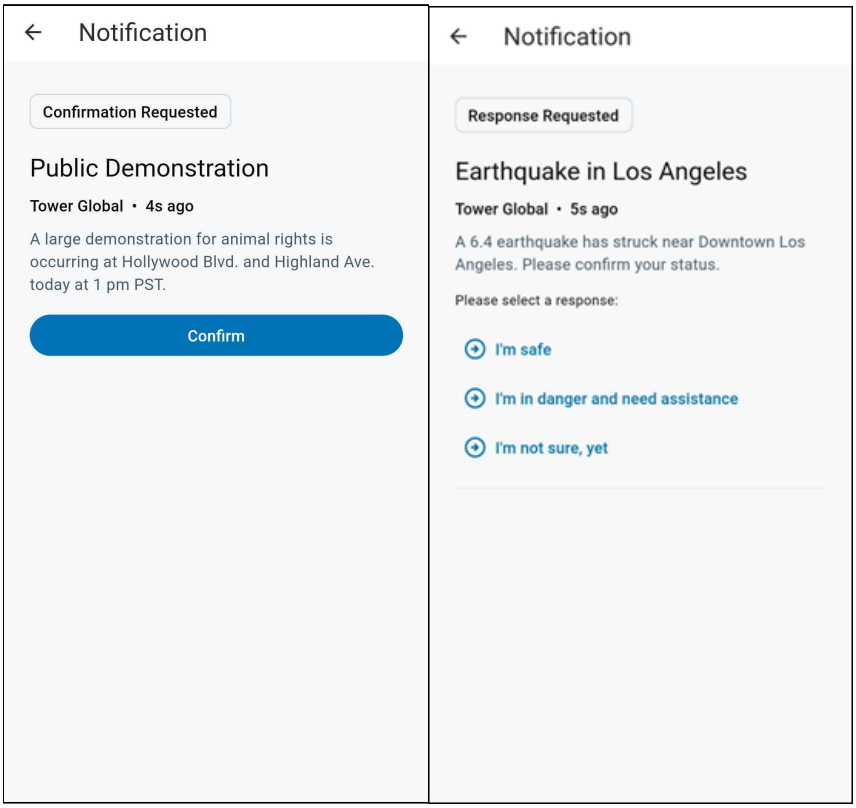
The **Notifications** tab is the default landing page when signing into the Public Safety app. If you haven't subscribed to any Organizations or enabled your location to pick up local alerts, then you'll see a message indicating that there are no current Notifications, as well as an option to **Find More Organizations.** Tapping this option will route you to the **Explore** tab.



If there *are* Notifications from your subscriptions or local public safety agencies, you'll see them listed by order of newest-to-oldest.



Tap on a Notification to see its details. When configured, you may be prompted to either confirm receipt or respond to a poll.



Settings

Users can access the **Settings** section by tapping on the **Cog** icon in the bottom-right corner of any page to edit:

- **Default Ringtone:** Used when normal-priority alerts are received.
- **Priority Ringtone:** Used for "High Priority" notifications.
- **Critical Ringtone**: For Apple devices only. Used when the sender marks a Notification as "Imminent Threat to Life." Critical Alerts will have their own OS-defined sound and will always bypass Silent or Do Not Disturb modes. Users must grant permission to receive Critical Alerts.
    - iOS users will see additional **Default** and **Priority Ring Tone** dropdown menus, while Android Users will tap Open App Settings to set the desired ringtone from their own device settings.

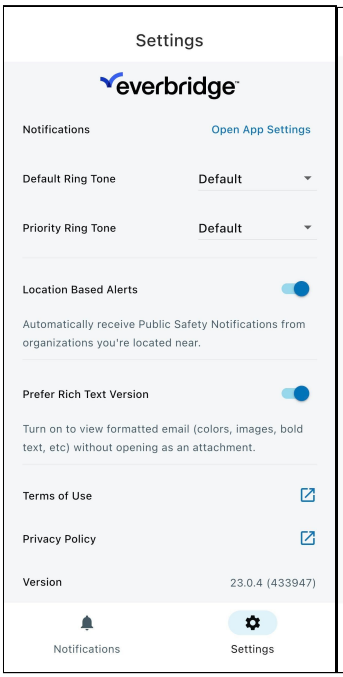
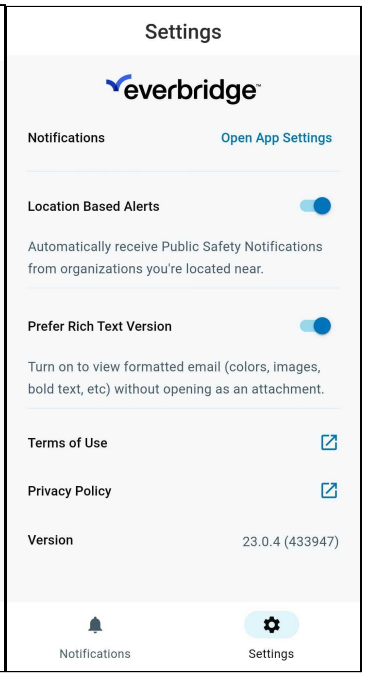
Location-Based Alerts: Toggle this **On** to automatically receive Public Safety Notifications from nearby agencies without needing to subscribe to them.

Prefer Rich Text Version: Toggle this **On** to enable the viewing of rich-formatted emails (colors, images, bold text, etc.) without opening them as attachments.

Additional information about Public Safety can also be found on the Settings page:

- Terms of Use
- Privacy Policy
- Version

iOS



Android