



Asset Management Guide

Everbridge Suite

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Everbridge Suite
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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.

What are Assets?.....	4
Managing Asset Types	5
Managing Your Assets	9
Secure FTP.....	11
Adding Assets to Your Everbridge Suite Organization.....	14

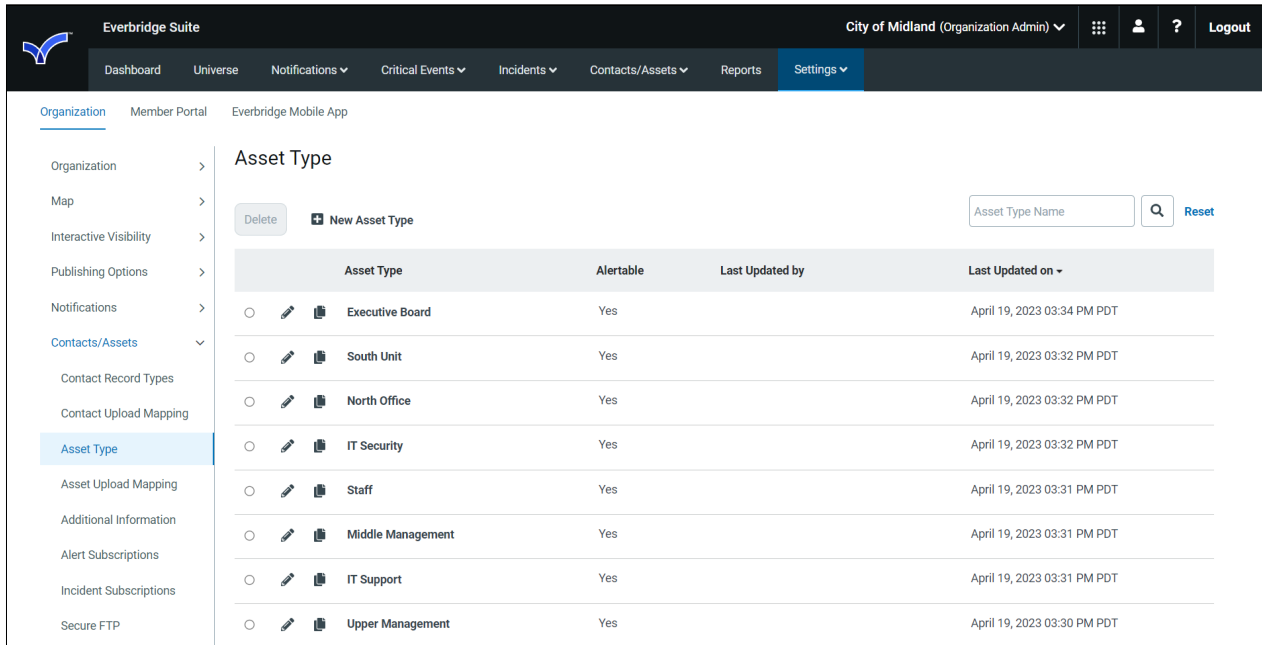
What are Assets?

Assets are the physical or virtual entities that your Organization cares about other than contacts. If applicable, the **Contacts/Assets > Assets > Assets List** is where you can add and maintain Assets.

NOTE: If your Organization previously had Visual Command Center (VCC Assets) and/or Safety Connection (SC Buildings) and it has implemented Asset Management, your Assets are automatically migrated to the Manager Portal. After migration, going forward, you will manage Assets from the Manager Portal, Secure FTP, and the Asset Management REST APIs.

Managing Asset Types

You must define an Asset Type before adding Assets to it. To manage your Asset Types, go to **Settings > Organization > Contacts/Assets > Asset Type**.



The following are the Asset templates:

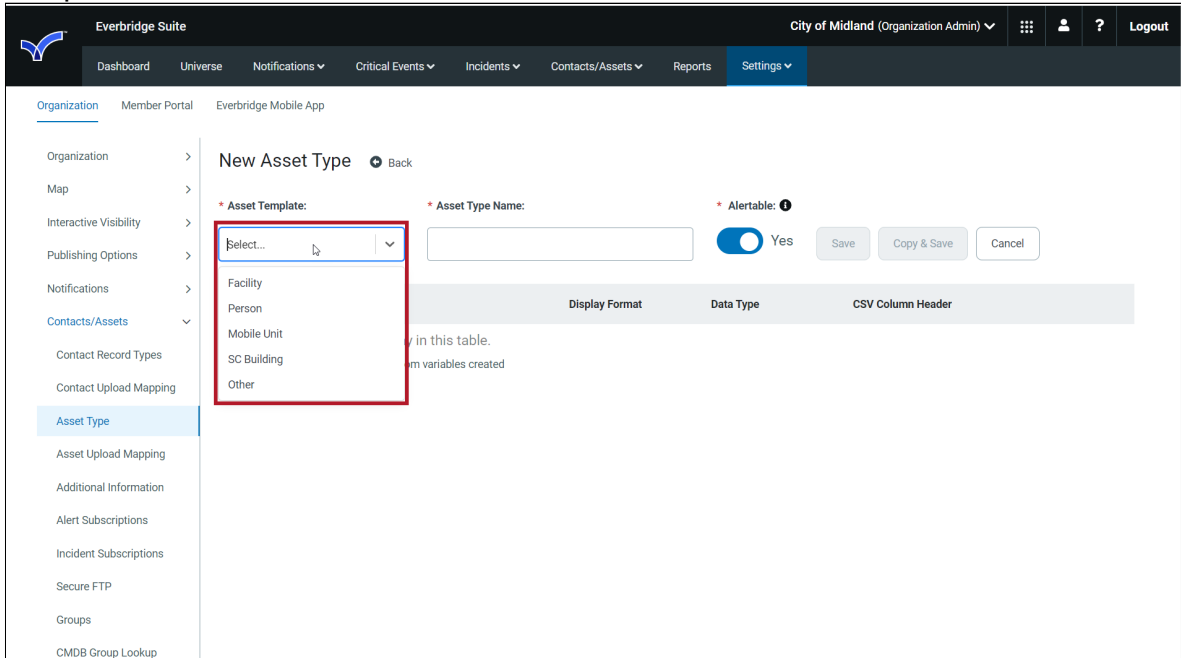
- SC Building (Safety Connection Building, if applicable)
- Facility
- Person
- Mobile Unit
- Other

Standard attributes vary depending on the selected Asset template. These default attributes cannot be edited or removed.

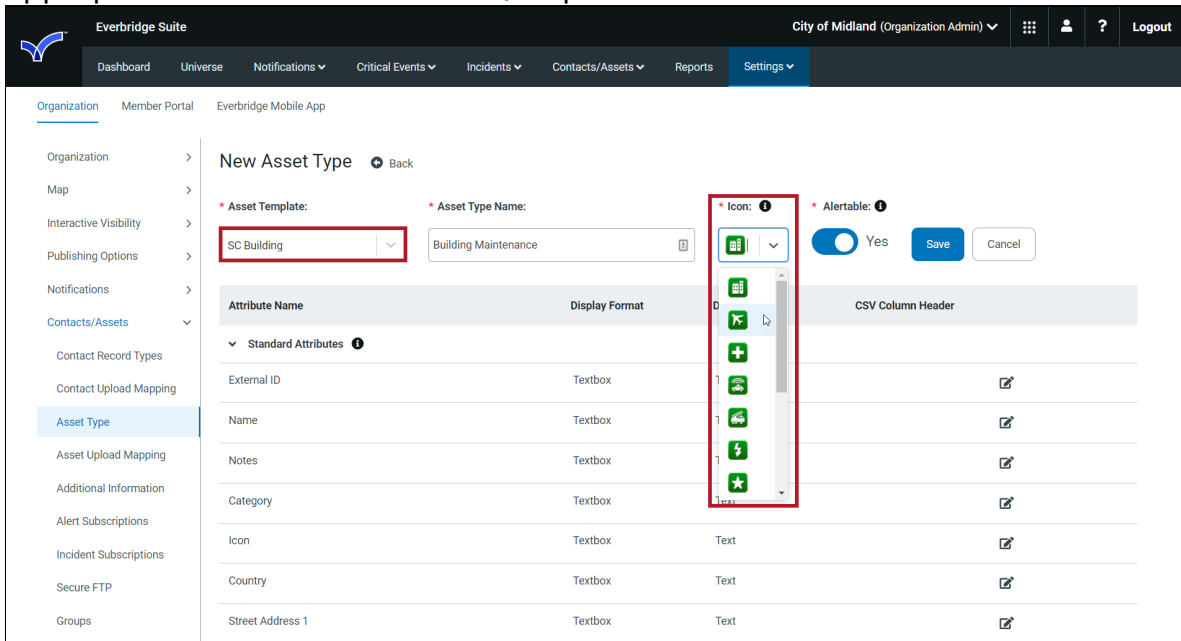
To add a new Asset Type:

1. From **Settings > Organization > Contacts/Assets**, select **Asset Type**.
2. Click **New Asset Type**.
3. Select the desired Asset Template from the drop-down list. Asset Templates are predefined templates with specific standard attributes based on the

template selected.



4. Type an Asset Type Name.
5. If the Safety Connection Building Asset type was selected, you can select an appropriate icon for the Universe/Map.



6. Toggle on **Alertable** if you want Visual Command Center to generate alerts when assets of this type may be at risk.
7. Click **Save**.

NOTE: An Organization can only have **one** Asset Type for Safety Connection Buildings. This is because it can have contacts associated with it.

To edit an Asset Type:

1. From the Settings tab, select **Organization > Contacts/Assets > Asset Type**.
2. Click the Pencil icon of the Asset Type you want to change. The **Edit Asset Type** dialog is displayed.
3. Make the desired changes, including creating custom attributes (see the procedure [To create a custom attribute](#)).
4. Click **Save**.

To create a Custom Asset Attribute:

1. Click **New Asset Attribute** to add a custom attribute. The number of custom attributes will vary depending on what has been provisioned for your Organization.

2. Fill in the Attributes:
 - **Attribute Name**
 - **Custom Header**
 - **Display Format**
 - Textbox
 - Single Selection List
 - Multiple Selection List
 - **Data Type**
 - Text
 - Boolean

- Whole Number
 - Decimal Number
 - Date
 - URL
 - **Include Help Text** - Select the checkbox if you want to include Help Text. Then type the help text in the field. Currently, the Help Text displays only on the Edit Custom Attribute dialog. Click **Add**.
3. Click **Save**.
 4. Click the **Back** link to return to the list of Asset Types.

To view an Asset Type and its attributes:

1. From **Settings > Organization > Contacts/Assets**, select **Asset Type**.
2. Click the name of the Asset Type to view details.
3. Click **Standard Attributes** to view the attribute name, display format, and data type.
4. Click the Back button to return to the list of Asset Types.

To delete Custom Attributes:

You can delete a custom attribute that is not being used by an Asset. However, if at least one Asset has the value populated for the Custom Attribute, you are not allowed to delete it. Instead, you see the **Custom Attribute Cannot Be Deleted** dialog, where the body of the message explains “Custom attribute cannot be deleted as one or more assets are using this.”

1. Select the Trash Bin of the Custom Attribute to be deleted.
2. Click **Confirm**.

Managing Your Assets

To view your current list of assets by Asset Type:

1. From the **Contacts/Assets** tab, select **Assets > Asset List**.
2. From the **Viewing Asset Type** drop-down list, select the desired Asset Type.

The Assets for the selected Asset Type are displayed.

The screenshot shows the Everbridge Suite interface for the City of Midland (Organization Admin). The navigation bar includes Dashboard, Universe, Notifications, Critical Events, Incidents, Contacts/Assets (selected), Reports, and Settings. The main content area is titled 'Asset List' and includes an 'Upload Assets' link. A 'Viewing Asset Type' dropdown menu is set to 'Executive Board'. Below this are buttons for 'Delete', 'Download', and 'New Asset', along with a search bar for 'Asset Name or External ID' and a 'Reset' button. A table displays the following assets:

<input type="checkbox"/>	Asset Name	External ID	Last Modified By	Last Modified On
<input type="checkbox"/>	Wendy Adams	6578		April 20, 2023 11:12 AM PDT
<input type="checkbox"/>	Karen Steele	4356		April 20, 2023 11:12 AM PDT
<input type="checkbox"/>	Rhonda Macklin	4444		April 20, 2023 11:10 AM PDT
<input type="checkbox"/>	Steve Johnson	2222		April 20, 2023 11:08 AM PDT
<input type="checkbox"/>	John Smith	000000001		April 20, 2023 11:01 AM PDT

At the bottom, there is a pagination control showing 'Page 1 of 1' and a 'View 1 - 5 of 5' indicator.

Perform the following tasks from this page:

- Edit an Asset
- Delete Assets by Asset Type
- Search for an Asset record by Asset Name or External ID
- Add a new Asset individually
- View the address location using the Geometry field in the record
- Make a backup of your Asset file by Asset Type

Editing an Asset

You can edit an existing Asset. The fields you can change are the same as when you create a new Asset.

To edit an Asset:

1. From the **Contacts/Assets** tab, select **Assets > Asset List**.
2. Click the **Pencil** icon of the asset you want to change. The Edit Asset dialog is displayed.

3. Make the desired changes.
4. Click **Save**.

Deleting Assets by Asset Type

You can delete Assets from your Organization's list of Assets. However, Everbridge recommends you also remove the desired Assets from your system of record to ensure your next upload does not overwrite your changes.

To delete assets by Asset Type:

1. Select the Asset Type from the drop-down list.
2. Select the checkbox for each Asset to be deleted.
3. Click the **Delete** button. The Delete Asset dialog is displayed.
4. Click Delete.

Searching for Assets

To search for Assets:

1. From the Assets subtab, in the Search field, find an Asset by searching for the Asset Name or External ID of the Asset.
2. Narrow your search by typing more characters in the Search field. The list displays Asset Names or External IDs that match your filter.

The screenshot shows the Everbridge Suite interface for the City of Midland (Organization Admin). The 'Contacts/Assets' subtab is active. The 'Viewing Asset Type' is set to 'All Asset Types'. There are buttons for 'Delete', 'Download', and 'New Asset'. A search bar is highlighted with a red box, containing the text 'Asset Name or External ID' and a search icon. Below the search bar is a table with the following columns: Asset Name, External ID, Asset Type Name, Last Modified By, and Last Modified On. The table contains 8 rows of asset data.

<input type="checkbox"/>	Asset Name	External ID	Asset Type Name	Last Modified By	Last Modified On
<input type="checkbox"/>	Wendy Adams	6578	Executive Board		April 20, 2023 11:12 AM PDT
<input type="checkbox"/>	Karen Steele	4356	Executive Board		April 20, 2023 11:12 AM PDT
<input type="checkbox"/>	Rhonda Macklin	4444	Executive Board		April 20, 2023 11:10 AM PDT
<input type="checkbox"/>	Martin Avery	1213	Middle Management		April 20, 2023 11:09 AM PDT
<input type="checkbox"/>	Steve Johnson	2222	Executive Board		April 20, 2023 11:08 AM PDT
<input type="checkbox"/>	South Unit	1212121	South Unit		April 20, 2023 11:02 AM PDT
<input type="checkbox"/>	North Office	1010101	North Office		April 20, 2023 11:02 AM PDT
<input type="checkbox"/>	John Smith	000000001	Executive Board		April 20, 2023 11:01 AM PDT

Page 1 of 1 10 View 1 - 8 of 8

Secure FTP

There are various ways to add contacts to Everbridge Suite:

- Fill in a form for a single contact and save it to the database.
- Use a data file containing a number of contacts and upload it to the database.
- Configure another system to automatically add a file containing a number of contacts and upload it to the Everbridge database.

Most Organizations use bulk upload methods to add and manage many contacts at once. One way to automate the upload is through the Everbridge Manager Portal. You configure your system to add a contact upload file in the Everbridge format. You then script or schedule software that supports Secure File Transfer Protocol (FTP) to upload your file to Everbridge.

Using an automated system saves time and helps to prevent errors. You can use the Secure FTP software to manually upload files. This allows you to test your connection to Everbridge and make sure that your system is configured properly. If you are going to upload files manually, there is no advantage to using Secure FTP software instead of uploading through the Manager Portal.

File Encryption

File Encryption provides a standard encryption method (such as PGP) to generate encryption keys. The same encryption key can be used for both Contact and Asset uploads. The encryptions can be utilized together, separately, or not at all.

By configuring your computer system and Secure FTP software to work together, they can automatically add and install contact data updates. The computer system needs to add and place the data file in the location configured in the Secure FTP software. The Secure FTP software is scripted to perform the transfer.

FTP instructions are not provided in this document. If you have questions about using FTP, contact your IT department or your Client Services representative.

NOTE: Only .pgp files are supported for Asset Data.

To use File Encryption for additional security:

1. From the **Organization** tab, select **Contacts and Groups > Secure FTP**.
2. From the **File Encryption** pane, set the **Encryption Status** radio button to **On**.
3. Click **Download Access Instructions**.
4. Save the file to your desktop.

5. Follow the instructions from the downloaded file.

The screenshot shows the Everbridge Suite interface for the 'City of Midland (Organization Admin)'. The 'Settings' menu is open, and the 'Secure FTP' section is selected in the left sidebar. The main content area displays the 'Secure FTP' configuration page. The 'SFTP Key' section has 'Private Key' selected, with 'Download' and 'Generate a New Key' buttons. Below this, the 'File Encryption' section is highlighted with a red box. It contains the text 'Encrypt your upload file for additional security.' and a 'Download Access Instructions' link. Under 'Encryption Key', there are 'Download' and 'Generate a New Key' buttons. Under 'Contact', the 'Encryption Status' is set to 'On'. Under 'Assets', the 'Encryption Status' is also set to 'On'.

NOTE: If encryption is turned on in the Secure FTP settings and you want to upload a file that is not encrypted, then you need to turn off encryption in the settings, then upload the file, and turn encryption back on.

Email Notifications for SFTP Uploads

Organization Administrators can configure which email addresses are subscribed to receive Notifications when a new SFTP is complete. You can select **Send to All Admins** or **Do Not Send to All Admins**, which allows you to manually add additional subscribers.

Alert Subscriptions

Incident Subscriptions

Secure FTP

Groups

CMDB Group Lookup

Critical Event >

Contact

Encryption Status: Off On

Assets

Encryption Status: Off On

Email Notifications For SFTP Uploads

Send an alert when an SFTP Upload is complete for:

Contacts

Automated Emails: Send to All Admins
 Do Not Send to All Admins

Assets

Automated Emails: Send to All Admins
 Do Not Send to All Admins

Additional Subscribers

Enter up to three email addresses (they do not have to be Everbridge users).

Additional Subscribers

Enter up to three email addresses (they do not have to be Everbridge users).

Save

FTP instructions are not provided in this document. If you have questions about using FTP, contact your IT department or your Client Services representative.

Adding Assets to Your Everbridge Suite Organization

Once the configuration options are completed, you can begin adding Assets to the Everbridge Suite system. Assets can be added individually or through an upload process. The following sections provide more detail:

- [Adding an Asset Individually](#)—To add a new Asset, [To view or update an address location](#).
- [Preparing Your Assets CSV File for Upload](#)—To make a backup of your current Assets file, [To upload your assets using the web-based interface](#), [To submit an Assets data file via Secure FTP](#).

You can also edit and delete Assets individually or through an upload process.

Adding an Asset Individually

To add a new Asset:

1. Navigate to **Contacts/Assets > Assets**.
2. Click **New Asset**. The New Asset dialog is displayed.

File Name	Batch ID	File Size	Upload Date	Uploaded By	File Status	Source	Records Received	Records Not Loaded	Upload Option	
City+of+Midlan...	26144067226...	88215	Apr 06, 2022 10:19:34 PDT	Done	WEB	303	303	0	Update	
City+of+Midlan...	26144067226...	741671	Apr 06, 2022 10:16:58 PDT	Done	WEB	2568	0	0	2568	Update
City+of+Midlan...	26144067226...	741671	Apr 06, 2022 10:16:02 PDT	Done	WEB	2568	0	0	2568	Update
City+of+Midlan...	26144067226...	744378	Apr 06, 2022 10:14:23 PDT	Done	WEB	2568	0	0	2568	Update

- The New Asset dialog is displayed. Fill in the fields. Required fields are indicated with a red asterisk (*).

The screenshot shows the 'New Asset' form in the Everbridge Suite. The form is divided into several sections:

- Asset Information:** Fields for Asset Type (North Office), Asset Name, External ID, Category, Start Time, End Time, and Notes.
- Address:** Fields for Country (United States), Street Address 1, Street Address 2, City, State/Province/Region, and Postal Code.
- Geometry:** Radio buttons for Geometry Boundary (selected) and Geometry Coordinates. A map of North America is displayed below the radio buttons.

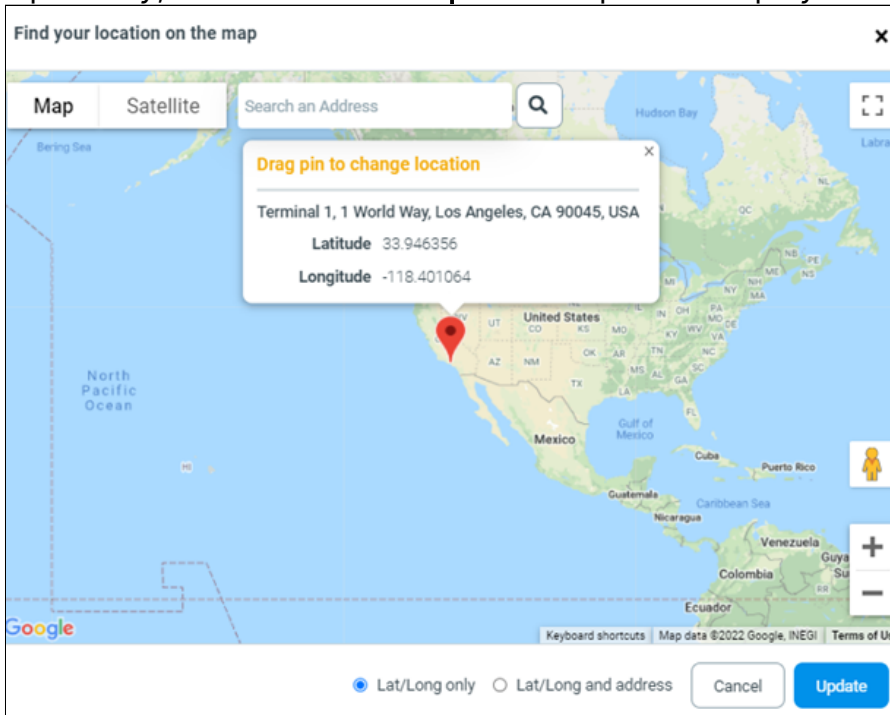
At the bottom of the form, there are 'Save' and 'Cancel' buttons.

- Click **Save**.

To view or update an address location:

- Click the **Pencil** icon of the desired Asset.
- As needed, update the Address.
- Select the **Geometry Coordinates** radio button.
 - Geometry Boundary** will not be displayed/visualized on Everbridge Suite's Universe/Map components. Geometry Boundary will be displayed in Visual Command Center (if applicable) for visualization and alerting purposes. When drawing a circular boundary from the Select Shapes dialog, the radius, and miles are displayed when you draw or select the circle.
- Select the Suggested Address. When the suggested address is selected, the Lat/Long are repopulated.

- Optionally, click **Select on map**. The Map View displays the location.



- If you move the pin, using the radio button options, you can select whether you want the Lat/Long updated only or both the Lat/Long and address updated.
- Click **Update**.
- Click **Save** after editing the Asset.

Backing Up Your Assets File by Asset Type

Before uploading an Assets file using either the web-based interface or via SFTP, Everbridge recommends you make a backup of your current files. Follow the procedure below.

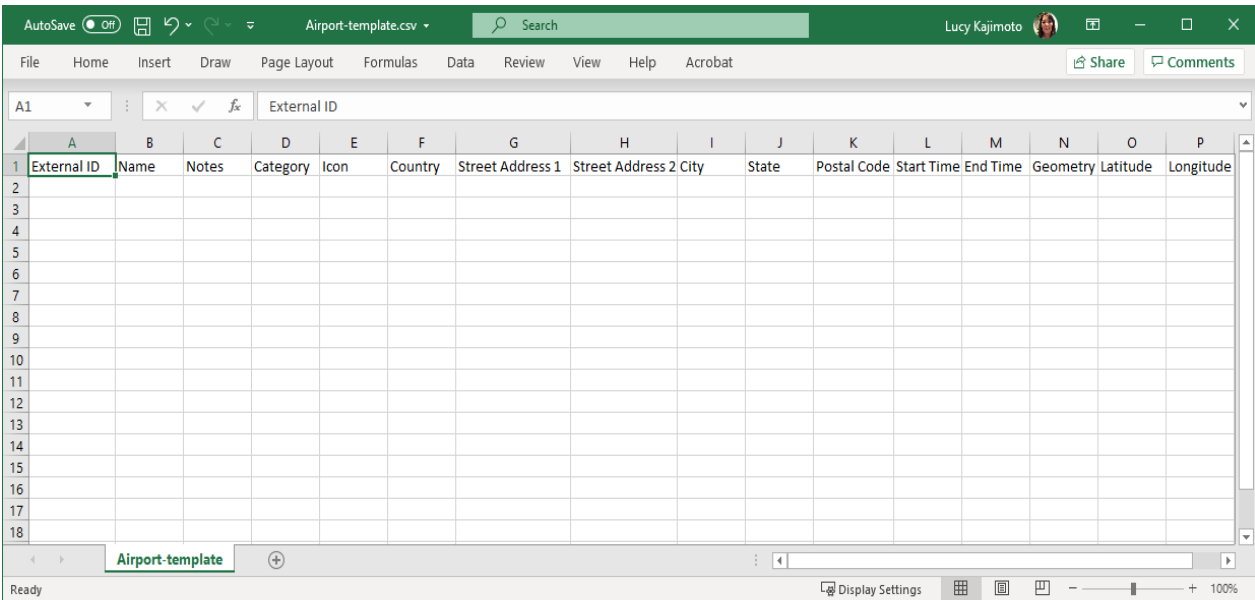
To make a backup of your current Assets file:

- From **Contacts/Assets > Assets**, select the desired Asset Type from the drop-down list. A list of Assets is displayed by the selected Asset Type.
- Click **Download** to generate a CSV file of all Assets per selected Asset Type.
 - In the event that you need to revert to this data file, note that you have it available on your desktop.
- Repeat Steps 1 through 3 for each Asset Type that you want to backup.

Preparing Your Assets CSV File for Upload

You upload your list of Assets by means of a CSV file. You can download the specific asset type template from **Contacts/Assets > Upload Assets > Download**

Template. The specific template contains the required column headers for your file. The following is an example of the Airport-template.csv file.



Standard Attributes of the Asset Template

The following table provides details about the column headings, from left to right, in the Asset template for the CSV file. The column headings must not be changed. If you use your own spreadsheet, then ensure your column headings use the exact case-sensitive spelling and spaces.

Standard attributes vary depending on the asset type. These default attributes cannot be edited or removed.

Field	Required	Comments
External ID	Yes	Client-defined unique identifier for the Asset record. Maximum Length: 200 Data Type: String Cell cannot be empty Value must be unique in file NOTE: If two records have the same External ID, only the latest record is inserted in the Asset list.

Name	Yes	<p>Client-defined unique identifier for the Asset.</p> <p>Minimum Length: 1, Maximum Length: 200</p> <p>Data Type: String</p> <p>Cell cannot be empty</p>
Notes	No	<p>Maximum Length: 2,000</p> <p>Data Type: String</p>
Category	No	<p>Minimum Length: 1, Maximum Length: 200</p> <p>Data Type: String</p>
Icon	Yes	<p>NOTE: If you do not enter an icon number, or you enter an invalid value, Icon 1, Office, is used.</p> <p>The following types of Safety Connection assets, from top to bottom, correspond with the icons to the left:</p> <p>1Office 2Airport 3Hospital 4Police/Sheriff Station 5Fire Station 6Power Plant 7Your location of Interest (generic) 8Bank 9Data Center 10Manufacturing Plant 11Prison/Jail 12Retail Store/Restaurant 13Meeting Room</p> <p>NOTE: These icons are valid only for the Safety Connection Asset Type. Currently, Visual Command Center icons</p>



are managed in the Visual Command Center Admin Console.

Country	No NOTE: You can provide either a full address and the latitude/longitude is automatically geo-coded, or you can provide the latitude/longitude.	ISO Alpha-2 country code, ISO Alpha-3 country code, full name (The country code is then converted to Alpha-2 for storage.) Data Type: String Country name is in the ISO country list For Latitude/Longitude, only Decimal Degrees (DD) are supported
Street Address 1	No NOTE: You can provide either a full address and the latitude/longitude is automatically geo-coded, or you can provide the latitude/longitude.	Maximum Length: 200 Data Type: String

Street Address 2	No NOTE: You can provide either a full address and the latitude/longitude is automatically geo-coded, or you can provide the latitude/longitude.	Maximum Length: 200 Data Type: String
City	No	City name Maximum Length: 100 Data Type: String For US addresses, jurisdiction name below county level
State	No	Administrative level below county level Maximum Length: 100 Data Type: String For US addresses, Everbridge recommends full State name, e.g., "California"
Postal Code	No	Maximum Length: 20
Start Time	No	Select the date and change the time from the Calendar icon.
End Time	No	Select the date and change the time from the Calendar icon.
Geometry	No NOTE: If Geometry has a value, then it will be used as the Asset Geometry. Otherwise, Latitude/	Expected format is GeoJSON or WKT in uploads.

Longitude is used.

Latitude	No	<p>Expected Latitude value is a number Data Type: String Not validated for client jurisdiction Only Decimal Degrees (DD) are supported Minimum Value: -90.0000000000 Maximum Value: 90.0000000000</p>
Longitude	No	<p>Expected Longitude value, including negative sign, is a number Data Type: String Not validated for client jurisdiction Only Decimal Degrees are supported Minimum Value: -180.0000000000 Maximum Value: 180.0000000000</p>
Floor	No	<p>For Safety Connection asset type only Floor number Maximum Length:20 Data Type: String</p>
Room	No	<p>For Safety Connection Asset type only Room number Maximum Length: 20 Data Type: String</p>

The following is an example CSV file downloaded from **Contacts/Assets > Upload Assets > Download Template** from a selected Asset Type.



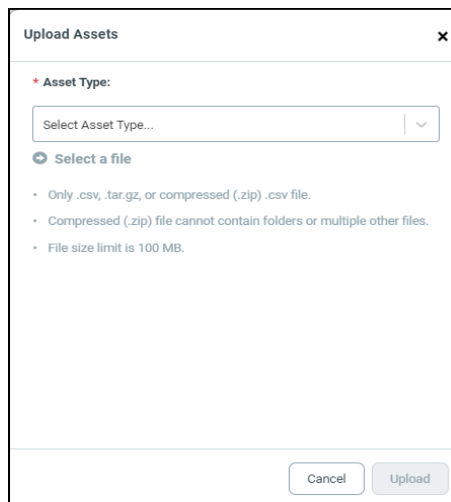
External ID	Name	Notes	Category	Icon	Country	Street Address 1	Street Address 2	City	State	Postal Code	Start Time	End Time	Geometry
LAX					2 US	1 World Way		Los Angeles	California	90045			["coordinates":[-118.397610,
22	Location22				1 GB	12 Richmond Road	apt22	Claverton Down	Bath	BA1 5TU			["coordinates":[-2.363298,5,
19	Location19				1 GB	4 Richmond Road	apt19	Claverton Down	Bath	BA1 5TU			["coordinates":[-2.363298,5,
UnionBank	Glendale Union Bank				8 US	330 N Brand Blvd		160 Glendale	CA	91203			["coordinates":[-118.25459,3,
29	Location29				1 US	1132 Bishop Street		1600 Honolulu	HI	96813			["coordinates":[-157.860412,
7	Location7				1 GB	28 Bathwick Hill	apt7	Claverton Down	Bath	BA2 6LB			["coordinates":[-2.344032,5,
Hospital3	USC Verdugo Hills Hospital				3 US	1812 Verdugo Blvd		Glendale	CA	91208			["coordinates":[-118.216136,
14	Location14				1 GB	Claverton Down Gospel Hall Claverton Down Road	apt14	Claverton Down	Bath	BA2 6DZ			["coordinates":[-2.331078,5,
28	Location28				1 US	4114 Sepulveda Blvd	apt29	Culver City	CA	90230			["coordinates":[-118.412488,
Restaurant02	Porto's Bakery				12 US	315 N Brand Blvd		Glendale	CA	91203			["coordinates":[-118.25547,3,
Jail2	Burbank PD Jail				11 US	200 N 3rd St		Burbank	CA	91502			["coordinates":[-118.308596,
10	Location10				1 GB	Cedar Lodge Bathwick Hill	apt10	Claverton Down	Bath	BA2 6EX			["coordinates":[-2.335251,5,
5	Location5				1 GB	13 Bathwick Hill	apt5	Claverton Down	Bath	BA2 6EW			["coordinates":[-2.343684,5,
6	Location6				1 GB	27 Bathwick Hill	apt6	Claverton Down	Bath	BA2 6LA			["coordinates":[-2.341571,5,
8	Location8				1 GB	2 Bathwick Terrace Bathwick Hill	apt8	Claverton Down	Bath	BA2 4EL			["coordinates":[-2.349741,5,
3	Location3				1 GB	5 Bathwick Hill	apt3	Claverton Down	Bath	BA2 6EP			["coordinates":[-2.346208,5,
26	Location26				1 GB	23 Bathwick Hill	apt26	Claverton Down	Bath	BA2 6EW			["coordinates":[-2.343684,5,
BUR	Bob Hope Airport				2 US	2627 N Hollywood Way		Burbank	CA	91505			["coordinates":[-118.349048,
27	Location27				1 GB	7 Chaucer Road	apt27	Claverton Down	Bath	BA2 4QU			["coordinates":[-2.363403,5,
Jail1	Glendale City Jail				11 US	131 N Isabel St		Glendale	CA	91206			["coordinates":[-118.24919,3,
24	Location24				1 GB	21 Bathwick Hill	apt24	Claverton Down	Bath	BA2 6EW			["coordinates":[-2.343684,5,
20	Location20				1 GB	8 Richmond Road	apt20	Claverton Down	Bath	BA1 5TU			["coordinates":[-2.363298,5,
13	Location13				1 GB	Foxdale North Road	apt13	Claverton Down	Bath	BA2 6HY			["coordinates":[-2.337138,5,
21	Location21				1 GB	9 Richmond Road	apt21	Claverton Down	Bath	BA1 5TU			["coordinates":[-2.363298,5,
4	Location4				1 GB	26 Chaucer Road	apt4	Claverton Down	Bath	BA2 4QX			["coordinates":[-2.363254,5,
Fire21	Glendale Fire Station 21				5 US	421 Oak St		Glendale	CA	91204			["coordinates":[-118.26189,3,
11	Location11				1 GB	Combe Royal Cottage Bathwick Hill	apt11	Claverton Down	Bath	BA2 6EQ			["coordinates":[-2.333333,5,
2	Location2				1 US	100 Marmot Drive 1	apt2	Red Feather Lake:	CO	80545			["coordinates":[-105.589814,
17	Location17				1 GB	22 Chaucer Road	apt17	Claverton Down	Bath	BA2 4QX			["coordinates":[-2.363254,5,
1	Location1				1 CN	Street1	apt1	Beijing	Chaoyang	100010			["coordinates":[116.373946,
9	Location9				1 GB	Casa Bianca Bathwick Hill	apt9	Claverton Down	Bath	BA2 6LA			["coordinates":[-2.341571,5,
16	Location16				1 GB	11 Chaucer Road	apt16	Claverton Down	Bath	BA2 4QU			["coordinates":[-2.363403,5,
Police1	Glendale Police Department				4 US	131 N Isabel St		Glendale	CA	91206			["coordinates":[-118.24919,3,
25	Location25				1 GB	27 Bathwick Hill	apt25	Claverton Down	Bath	BA2 6FW			["coordinates":[-2.343684,5,

Uploading Your Assets CSV File

After you have prepared your CSV file using the corresponding download template from your selected Asset Type, you can upload it. You can upload or delete Assets using the procedure, [To upload your assets using the web-based interface](#), next.

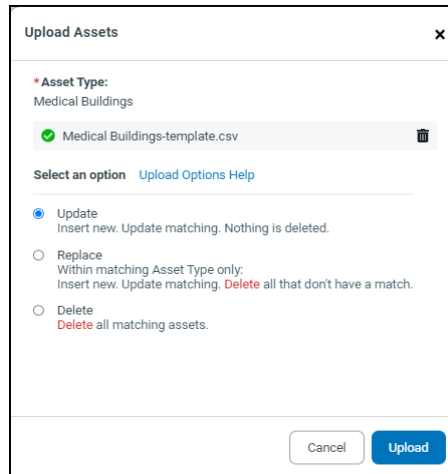
To upload your assets using the web-based interface:

1. From **Contacts/Assets > Assets > Upload Assets** page, select the **Upload** button. The Uploads Assets dialog is displayed.

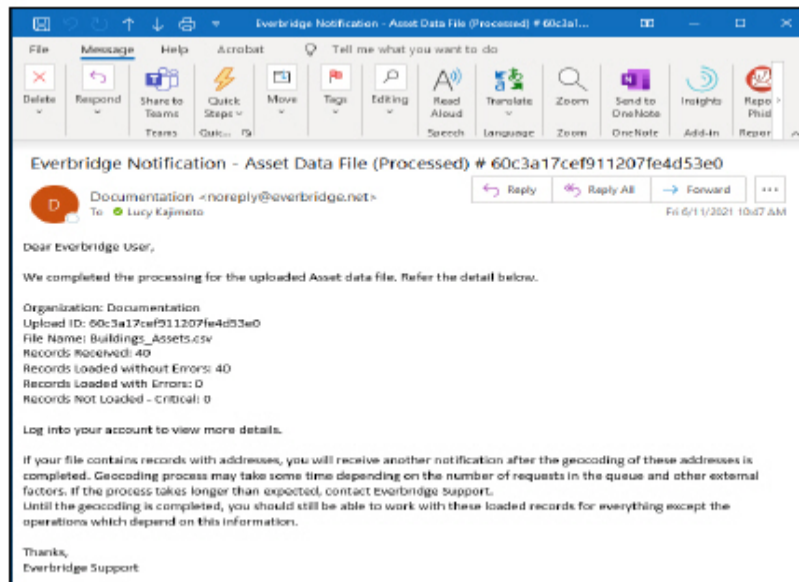
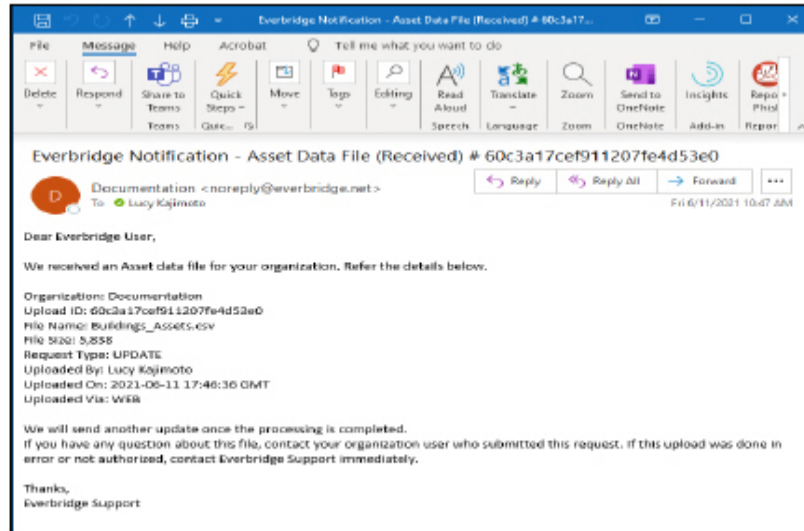


2. Select the desired Asset Type from the drop-down list.

3. Click **Select a File**.
4. From the Open dialog, select the desired Assets file and click **Open**.
 - Acceptable files are .csv, tar.gz, or compressed (.zip) .CSV file.
 - The compressed (.zip) file cannot contain folders or multiple other files.
 - Otherwise, the **Invalid File Type** message appears in the Upload Assets dialog.



5. Select an option:
 - **Update**—Insert new, update matching. Nothing is deleted.
 - **Replace**—Within matching Asset Type only. Insert new. Updating matching. Delete all that do not have a match.
 - **Delete**—Delete all matching Assets.
6. Click **Upload**. You'll receive two automated emails:
 - One that the data file was received.
 - Another that the data file has been processed.



7. Click **Refresh**, then look at the **Records Received** and **Records Loaded** columns.
8. Select the desired CSV file name.
 - **Loaded without error**—Records loaded normally.
 - **Loaded with error**—Records where non-required field(s) had something incorrect, but there was enough good information to load them anyway. If needed, return to the CSV file and fix the issues before uploading again.
 - **Not loaded - critical error**—Records that had errors so severe that they were not loaded. Return to the CSV file and fix the issues before uploading again.
9. If your **CSV loaded with error(s)**, select the corresponding tab and read the error message(s). Click **Download** to generate a list of Asset records that

were loaded with errors for troubleshooting purposes. If needed, return to the Asset CSV file and fix the issues before uploading again.

10. If your **CSV was not loaded - critical error(s)**, select the corresponding tab and read the error message. These are records that have errors so severe that they were not loaded. Click **Download** to generate a list of Asset records that were not loaded - critical error for troubleshooting purposes. Return to the Asset CSV file and fix the issues before uploading again.

Uploading an Assets Data File Via Secure FTP

With the Asset Secure FTP (File Transfer Protocol) upload, the Asset Type name is inferred from the filename (to know which Asset Type to which this upload belongs). The filename should start with the Asset Type name, followed by the suffix directly, or followed by the triple underscore with anything additional. For example, if “Airport” is the Asset Type name, Everbridge supports:

- Airport.csv
- Airport___.csv
- Airport___1.csv

By configuring your computer and Secure FTP software to work together, you can programmatically submit the CSV file containing your Asset records. The computer system needs to add the data file in the location configured in the Secure FTP software. The Secure FTP software is scripted to perform the transfer.

To submit an Assets data file via Secure FTP:

1. First, make a backup of your current Assets data file. (See the procedure [To make a backup of your current Assets file.](#))
2. From the Settings tab at the Organization level, select **Contacts / Assets > Secure FTP** (or, from the Settings tab at the Account level, select **Security > Secure FTP**), and configure your system to add an Assets file in the Everbridge format. See the [Organization Administrator Guide](#) or the [Account Administrator Guide](#) for more details.
3. You then script or schedule software that supports Secure File Transfer Protocol (FTP) to upload your file to Everbridge. With your IT department, perform the steps in the procedure [To use Secure FTP to upload CSV data files.](#)

- **NOTE:** Download the Access Instructions to prepare and test your connection to the Everbridge Secure FTP Server as well as to encrypt your Contact data at the file level using PGP or GPG in addition to the standard encryption in transit (SSL or TLS) provided by Everbridge.

The Access Instructions are intended to guide you in exploring and testing the Everbridge Secure FTP connectivity. They do not provide instructions for developers since Everbridge does not know which tool your organization uses to develop your FTP client. Contact your IT department regarding third-party tools and/or any source code for interfacing with an FTP server.

4. Prepare your data file. (See [Preparing Your Assets CSV File for Upload](#).)
5. Ask your IT department to configure your computer system and Secure FTP software.
6. The Secure FTP software is scripted to perform the transfer. On the server, from the directory “cem_asset”, use the following subfolders as destinations for your asset data file:
 - **Update** - equivalent of the UPDATE option on the Uploads page
 - **Delete** - equivalent of the DELETE option on the Uploads page
 - **Replace** - equivalent of the REPLACE option on the Uploads page
 - For Assets—see step 5 of the procedure [To upload your assets using the web-based interface](#).
7. When the data file is transferred:
 - For Assets—from **Contacts/Assets > Assets**, perform Steps 5-7 of the procedure [To upload your assets using the web-based interface](#).