



[What's New in Mass Notification Platform](#)

[What's New in Crisis Management](#)

[Minor Improvements to Existing Features – All](#)

[Products Support Notes – All Products](#)

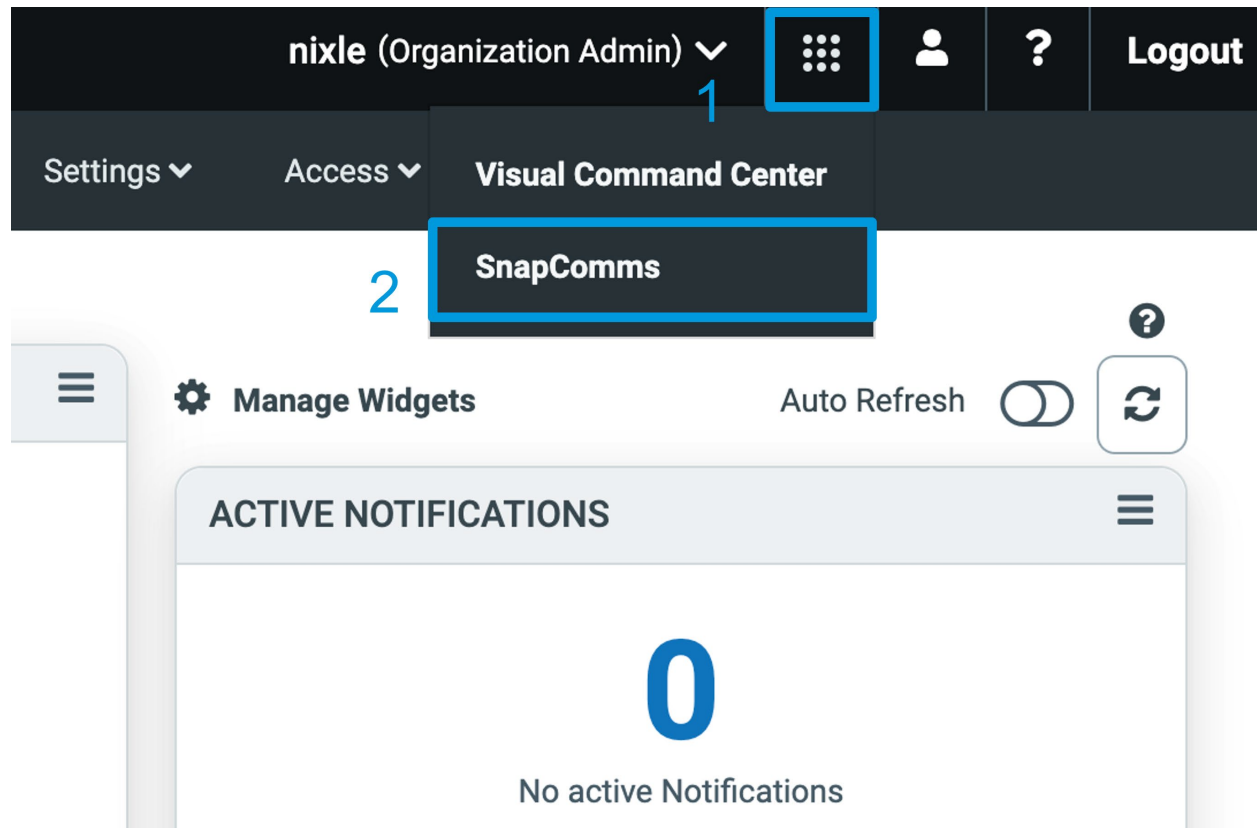
[Known Issues in this Release](#)

What's New in Mass Notification Platform

All features listed in this section are accessible in all products unless otherwise noted for a feature.

Top Navigator to SnapComms

Users in the **Organization Administrator** or **Incident Administrator** roles can access Everbridge SnapComms directly from top navigator menu.




With this drop-down option available, Organization and Incident administrators can quickly access their SnapComms editor to make changes to their templates.

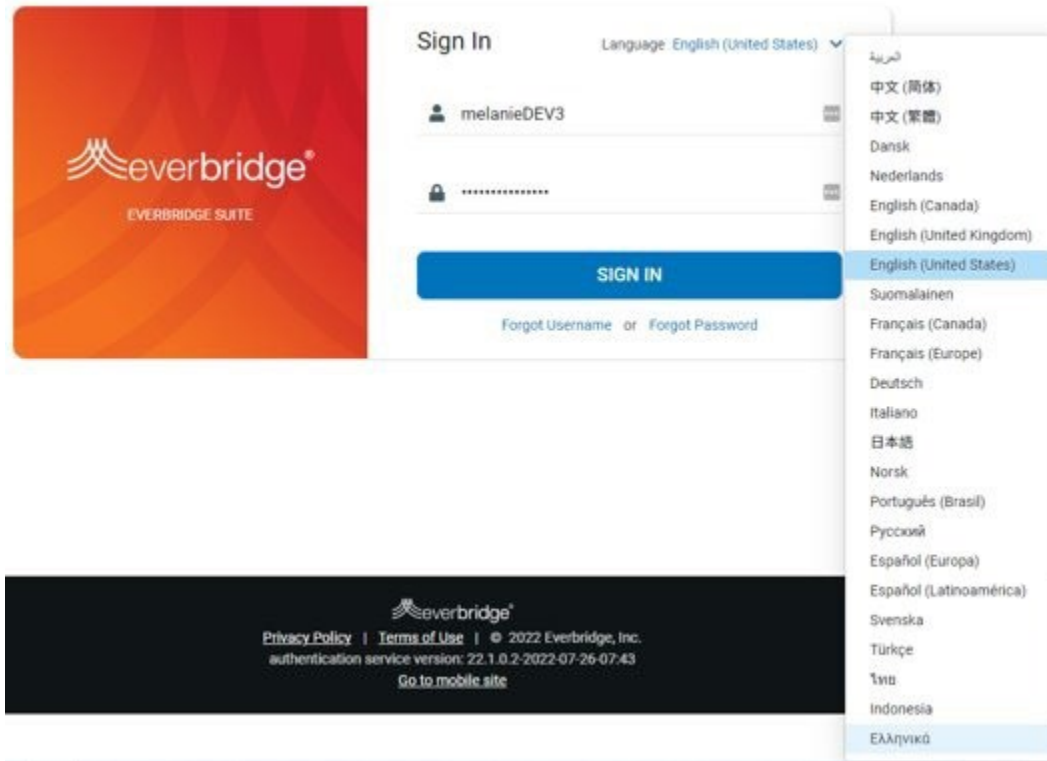
This feature is available to clients with Mass Notification Pro and Safety Connection Pro product using Everbridge Desktop Alert premium feature. There is no impact to existing processes.

Note: This update is scheduled for release September 13, 2022.

Related Documentation: [Organization Administrator Guide](#), [Incident Administrator Guide](#)

Everbridge Suite Languages in Greek, Thai, and Indonesian

Users can now navigate their Everbridge service in Greek, Thai, or Indonesian site language. You can find the Languages drop-down menu on the Sign-In page, or via the user profile icon  in the top navigation.



This may be important to you if you have users who prefer to navigate your Everbridge service in their native language.

This feature is available at no additional cost. There is no impact to existing processes.

Note: *This update is scheduled for release September 13, 2022.*

Related Documentation: [Organization Administrator Guide](#)

Email Alerts for Secure FTP (SFTP) Uploads

Authorized users now have the option to customize who is alerted any time the Everbridge Secure FTP service processes a **Contact upload file**. By default, all users in the Organization Administrator role will continue to receive these alerts as they have previously. However, you can now choose a new option “Do Not Send to All Admins” by clicking **Settings > Contacts > Secure FTP**. Also, you can supply three additional subscribers to receive alerts who are NOT necessarily admins. These additional subscribers can be used in conjunction with both toggle options.

For **Asset upload files**, these same options are available options. However, the “Do Not Send to All Admins” setting is the default.

The screenshot displays the 'Secure FTP' configuration page in the Everbridge Suite. The left sidebar lists various settings categories, with 'Secure FTP' selected. The main content area is divided into three sections: 'Secure FTP', 'File Encryption', and 'Email Notifications For SFTP Uploads'. The 'Secure FTP' section includes fields for Organization ID, SFTP Host Name, and SFTP Key (with options for Private Key and Public Key). The 'File Encryption' section has a toggle for 'Encryption Status' set to 'Off'. The 'Email Notifications For SFTP Uploads' section is expanded, showing 'Automated Emails' with 'Do Not Send to All Admins' selected, and 'Additional Subscribers' with three empty input fields for email addresses. A 'Save' button is located at the bottom of the page.

These configuration options allow organizations to ensure only appropriate people are notified when these data files are submitted or processed by the Everbridge SFTP service.

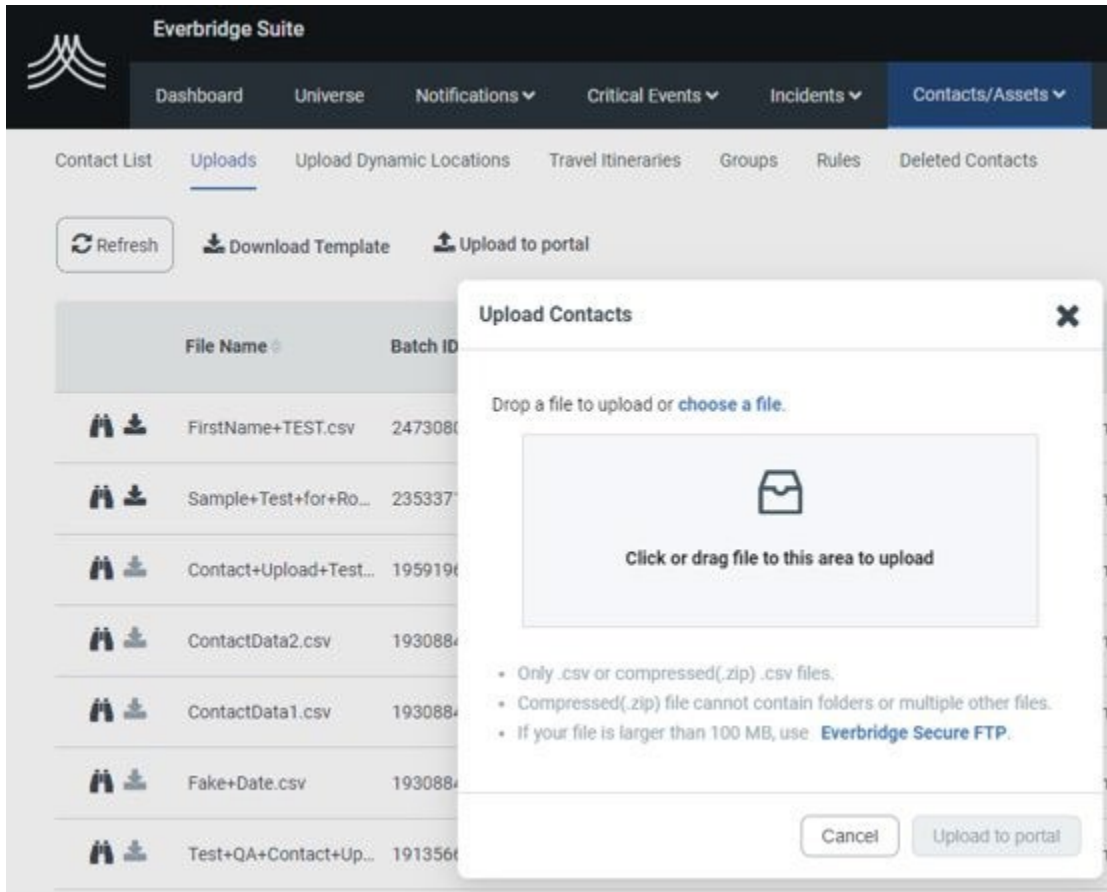
This feature is available at no additional cost. There is no impact to existing customers.

Related Documentation: *Organization Administrator Guide, Data Manager Guide*

Contact Upload Drag and Drop

When uploading Contacts via CSV file upload, you can drag and drop your file directly into the web application. You will still access Contact file uploads by navigating to **Contacts > Upload to portal**.

Users who prefer to select their file in a browser, as they have done so previously, can select **choose a file**.



This new upload method provides users responsible for Contact data management with a quicker, more seamless way of selecting CSV files.

This feature is available at no additional cost. There is no impact to existing customers.

Related Documentation: *Organization Administrator Guide, Data Manager Guide*

Display Upload Row Number

After completing a CSV-formatted Contact file upload, you will be able to review the results of the upload along with the row number for each record in the CSV file.

Everbridge Suite City of Massillon (Organization Admin) ? Logout

CONTACTS + Upload Result

Sample+Test+for+Row+Detection.csv

Batch ID: 2553271495270528 Status: Done
Sender: Halo Massillon Records Received: 7 [Download] [Refresh] [Cancel]

Loaded without error (1) | **Loaded with error (6)** | Not loaded: critical error (0)

First Name*	M.I.	Last Name *	External ID *	Record Type	Error Message	Upload Row #
Celeste		Abbenante	EE186600	Employee	Time Zone name is invalid: Time Zone: (Blah)	7
Celeste		Abbenante	Fake Contact #26	Fake Record Type	Time Zone name is invalid: Time Zone: (Blah)	8
Sarahline		Abat	EE627102	Employee	Phone number is not formatted correctly for specified country: Phone 3: 9898999999	5
Lemuel		Aamel	1 230+29	Employee	Phone number is not formatted correctly for specified country: Phone 3: 1111111111	2
Lemuel		Aamel	Fake Contact 22	Fake Record Type	Phone number is not formatted correctly for specified country: Phone 3: 2222222222	3
Lemuel		Aamel	Fake Contact 23	Fake Record Type	Phone number is not formatted correctly for specified country: Phone 3: 3189438411	4

Page 1 of 1/25 View 1 - 6 of 6

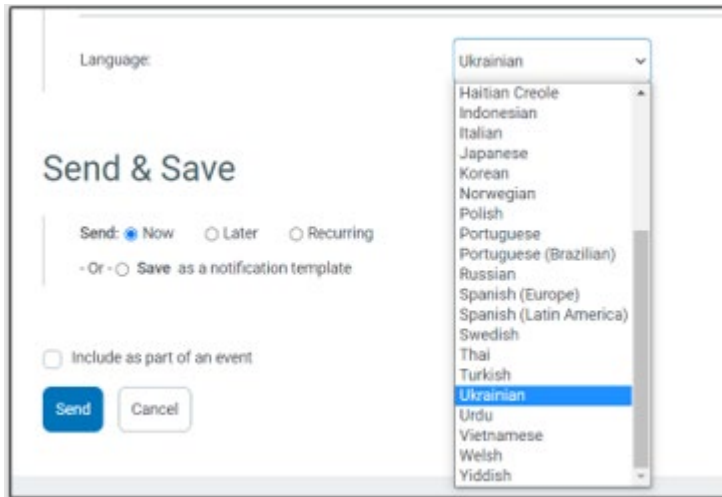
This feature may be important to you if you need to troubleshoot data value errors in your upload file.

This feature is available at no additional cost. There is no impact to existing customers.

Related Documentation: *Organization Administrator Guide, Data Manager Guide*

New Notification Language - Ukrainian

You can send notifications to Contacts who need the message content and response instructions in Ukrainian.



This enhancement may be important to you if you need your message recipients to take specific action in response to a notification.

This feature is available at no additional cost. There is no impact to existing customers.

Related Documentation: *Organization Administrator Guide*

New Option for Selecting Individuals for Notifications

When sending a notification, you can quickly select many individual Contacts for the notification by uploading a list of existing Contact identifiers in a CSV file.

The screenshot shows the 'Contacts' interface with a 'Select' tab active. A blue box highlights the option '> Select Individuals Using Upload List'. Below this are search filters for 'First Name' and 'Last Name', and a search button. A table lists contacts with columns for First Name, M.I., Last Name, Suffix, and External ID. A right-hand panel contains sections for 'Individuals', 'Groups', and 'Rules', each with a 'Remove' button.

<input type="checkbox"/>	First Name	M.I.	Last Name	Suffix	External ID
<input type="checkbox"/>	Lee		A. Sun		8984841
<input type="checkbox"/>	Ambrose		Abden		351215
<input type="checkbox"/>	Esmaria		Abercrombie		153029
<input type="checkbox"/>	Tammy		Abramin		848906
<input type="checkbox"/>	Othilie		Abramov		784478
<input type="checkbox"/>	Rainer		Addicott		558799
<input type="checkbox"/>	Carlie		Addionisio		725449

This new selection method streamlines message senders' workflows by allowing for quick individual Contacts selection in bulk without navigating through numerous pages of Contacts or creating temporary groups or rules.

This feature is available at no additional cost. There is no impact to existing customers.

Related Documentation: *Organization Administrator Guide*

Display Map in Notifications Page

Message senders will be able to choose if they want the **Map Shapes** used in their message to appear in the Member Portal.

Publishing Options

Publishing Channels: Everbridge Network Alertus Social Media Nixle Channels Member Portal

CAP Channels: Wireless Emergency Alerts (WEA) CAP RSS Feed
 Emergency Alert System (EAS)
 COG-to-COG (CAPEXCH)

MEMBER PORTAL

Include selected map shapes (if any)

Welcome hmaissionQAmember Logout Home Critical Events Notifications Overview FAQs

Language: English (United States)

Notifications

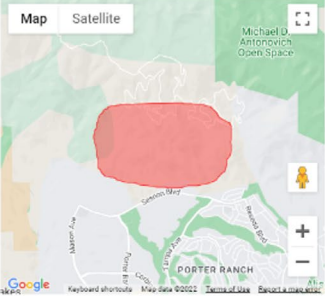
General Weather

[Back](#) | **Gas Leak Evacuation Notice**

2022-08-11 11:50:36 PDT

[f](#) [t](#) [w](#) [m](#)

ATTENTION: There has been a gas leak reported from within Maission Canyon. Please take safety precautions and evacuate the surrounding/impacted areas. The full extent is still to be determined as duration and wind patterns are changing. Follow your local news and radio stations for updates.



Your contacts visiting the Member Portal can quickly visualize and locate an affected area described in the notification sent from your organization and plan further actions that may need to be taken.

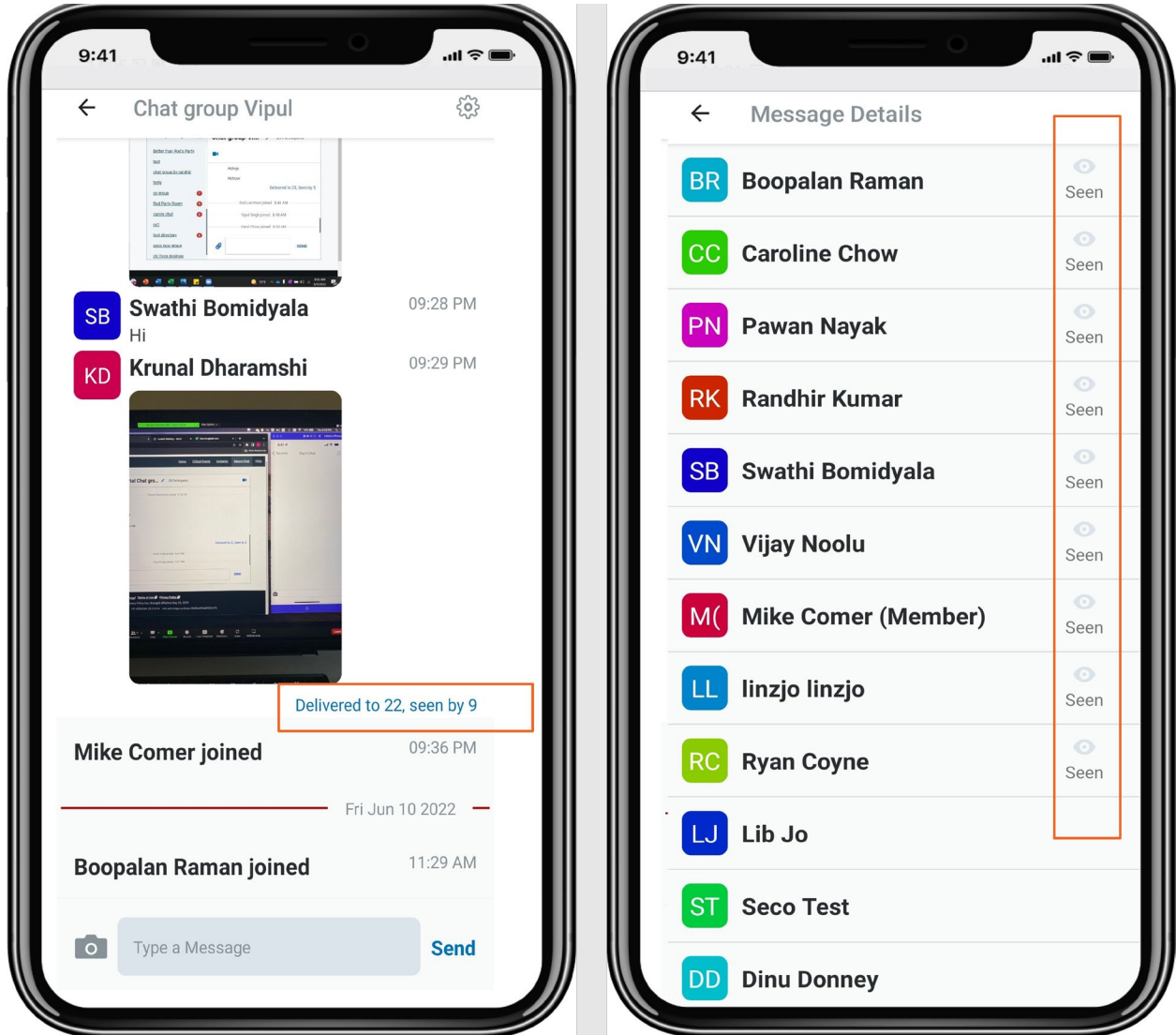
Map Shapes, if used, will be included by default when the **Member Portal Publishing Option** is selected in the Notification user flow.

This feature is available at no additional cost. There is no impact to existing customers.

Related Documentation: *Organization Administrator Guide*

Everbridge Mobile App: Secure Collaboration — Read Receipts in Secure Chat

You can see the number of contacts that have received the latest message in a chat conversation as well as the number of contacts who have read the message. The **Enable Secure Chat Receipts** feature must be enabled for this to function.



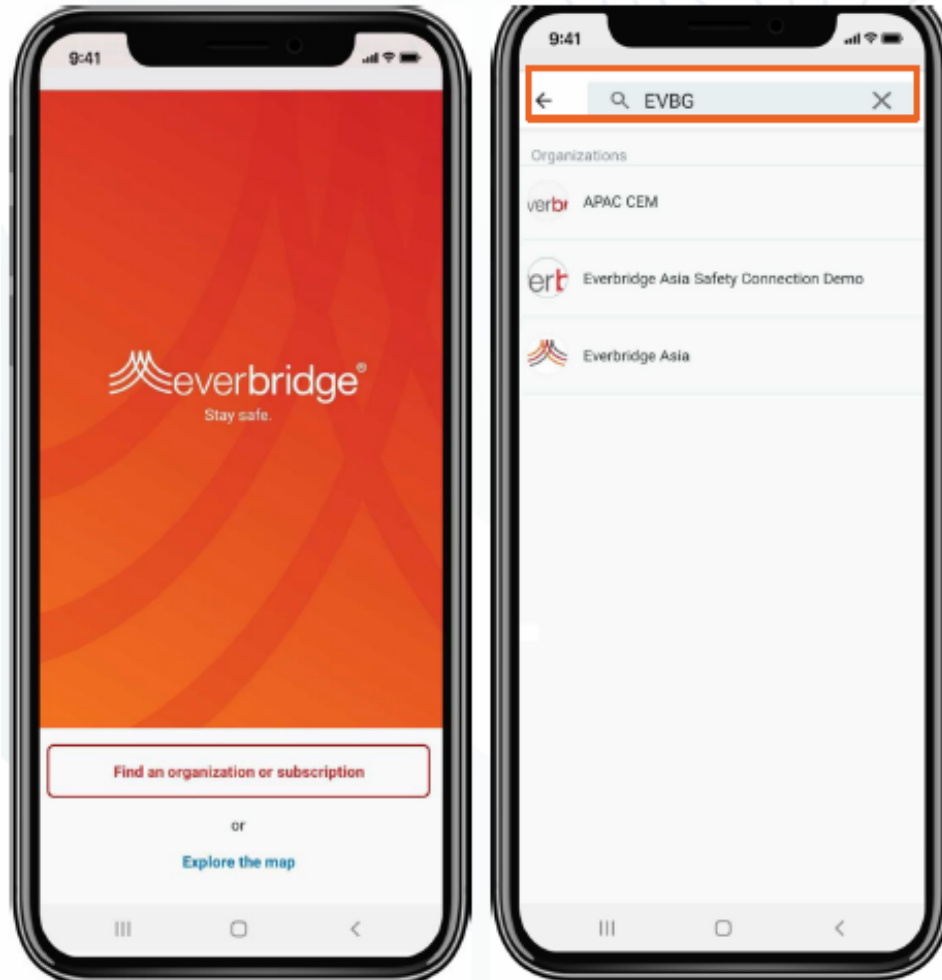
Read receipts will keep you informed if a time-sensitive message has been received and read by the intended recipients.

This feature will be disabled by default. Please Contact your local Everbridge administrator to enable this feature. There is no impact to existing customers.

Related Documentation: [Everbridge Mobile App User Guide](#)

Everbridge Mobile App: Populate Organization Search Term via MDM

Organization search term can be pre-populated with the expected value through Mobile Device Management (MDM) systems such as Intune, MobileIron, etc. The search term must be configured under the key “EMA_Org_Search_String” in the App Configuration Policy of the MDM setup.



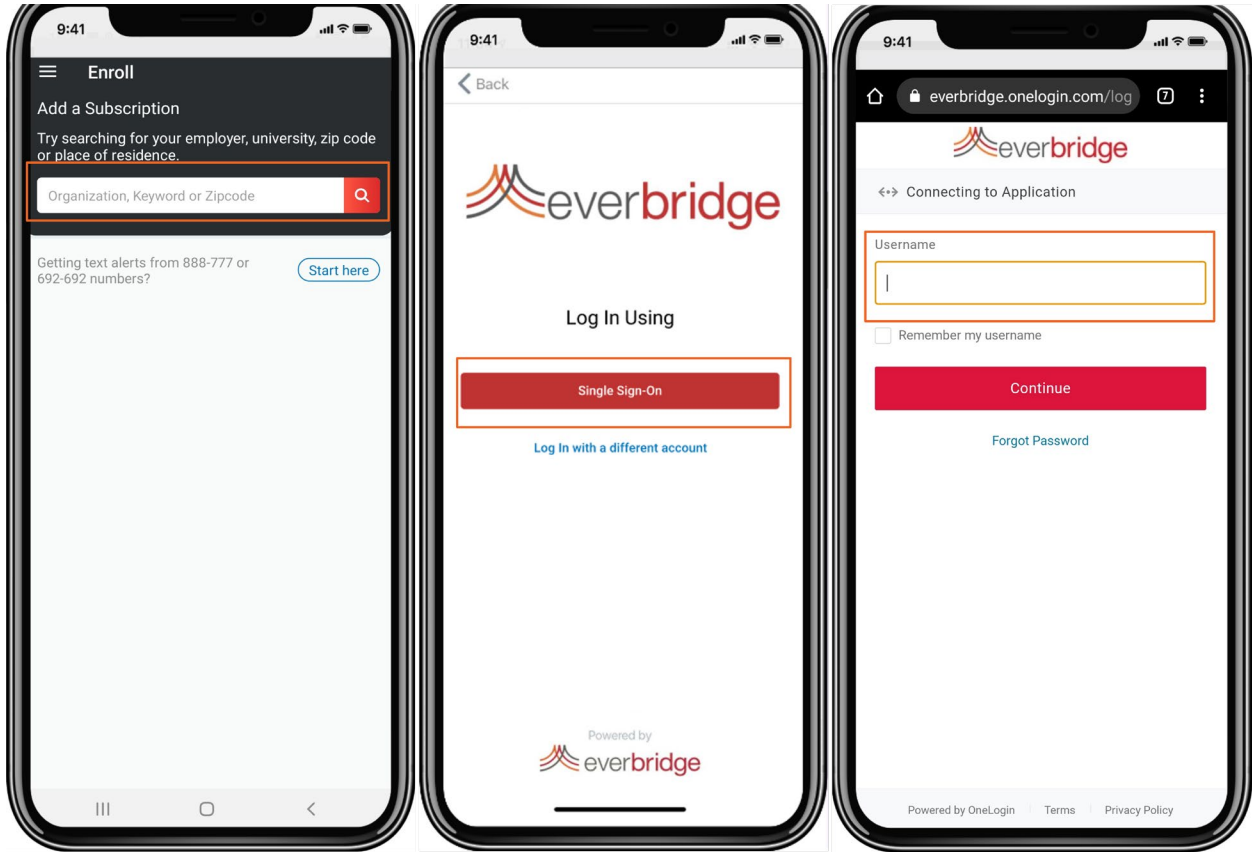
End users/recipients that have the app installed through MDM can bypass the need to search for the organization during login.

This feature is available to all existing customers without any additional cost.

Related Documentation: [Everbridge Mobile App User Guide](#)

Everbridge Mobile App: Enhancement to Single Sign-On User Flow

View your Organization's Single Sign-On (SSO) web page in the mobile device's default web browser instead of webview within the app. You can choose between web browser or webview within Everbridge app for SSO authentication.



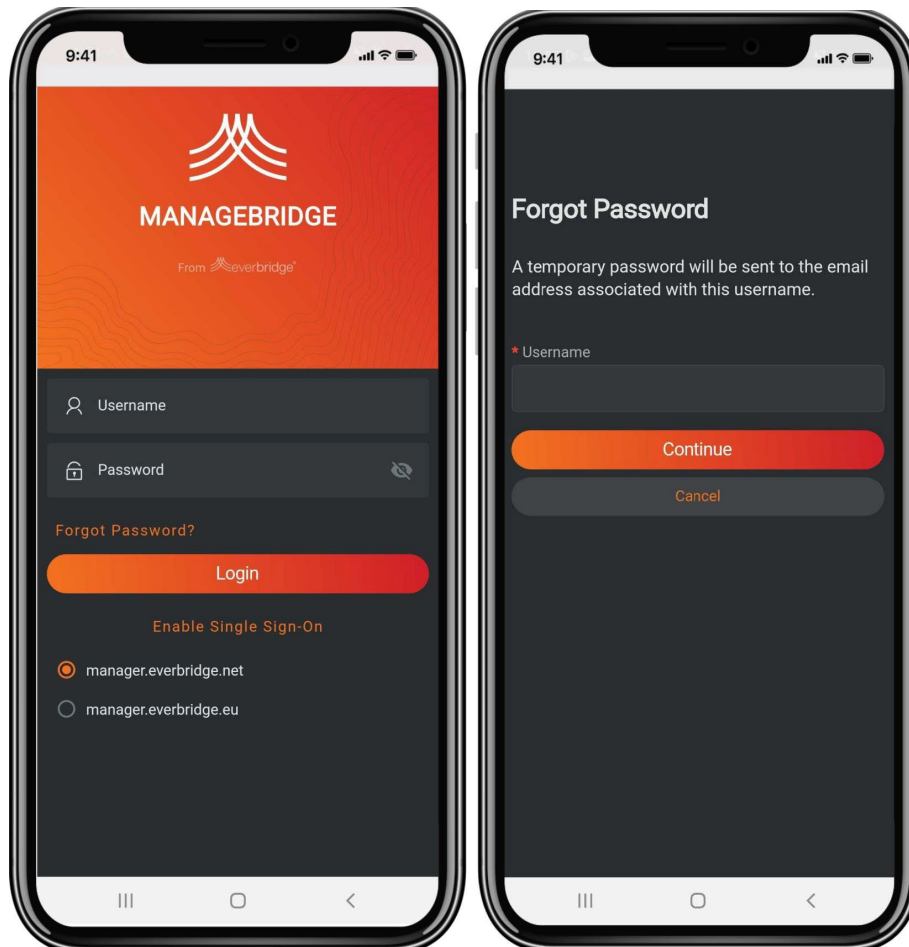
You want to leverage the security certificates that are available in browser-based authentication.

This feature will be disabled by default. Please Contact your local Everbridge administrator to enable this feature. There is no impact to existing customers.

Related Documentation: *Everbridge Mobile App User Guide*

ManageBridge: Reset Password

Reset your Everbridge service password via the ManageBridge app by answering the secret question you configured in your user profile.



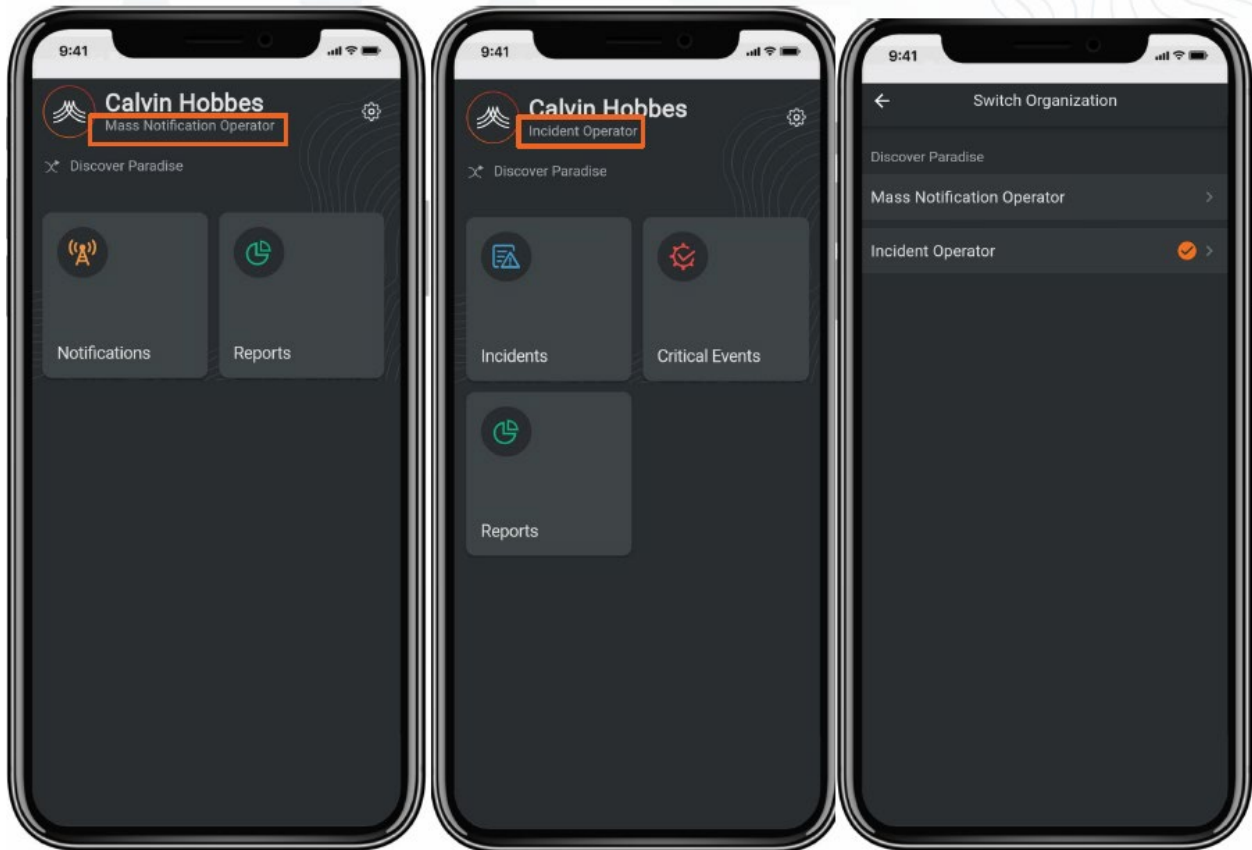
Users can enter the temporary password sent to their predefined email address to access their Everbridge service. Users who have forgotten their passwords can quickly reset them on their mobile devices and can be away from their workstations.

This feature is available to all existing customers without any additional cost.

Related Documentation: *Everbridge Mobile App User Guide*

ManageBridge: Default Role

Users will be logged in as their default role set as configured in their Manager Portal user profile. You can switch between roles if you are assigned multiple user roles.



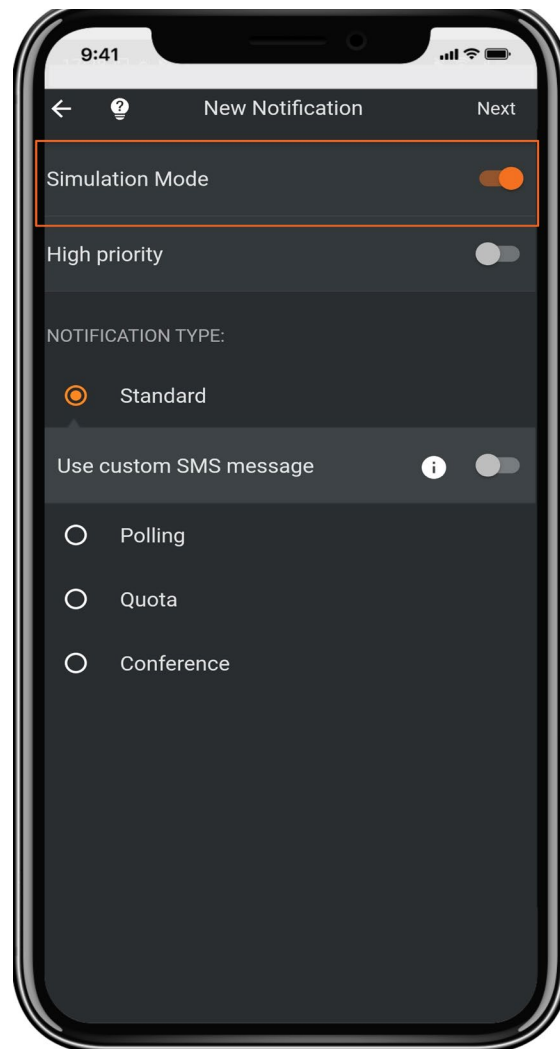
Prior to this update, users defaulted to the most recently used role in the app. Now users will default to the role set up in their user profile. This feature provides a consistent experience across the Manager Portal website and the ManageBridge app.

There is no impact to users that have been assigned only one user role. This feature is available at no additional cost to all existing customers.

Related Documentation: [*Everbridge Mobile App User Guide*](#)

ManageBridge: Notifications — Simulation Mode

Message senders can practice the entire Notification workflow without sending out live notifications. Access to simulation mode will be restricted based on the permissions provisioned in Manager Portal.



Message senders can use this feature to get familiarized and trained on various nuances of launching a notification from ManageBridge before sending out live messages.

This is available at no additional cost to all customers using Mass Notification.

Related Documentation: *Everbridge Mobile App User Guide*





What's New in Crisis Management




Configure Automatic Alerts





You can customize automatic alert content and recipient delivery methods for events, task lists, task, trackers, dashboards, documents, and requests.

Alert Templates

The system will automatically send an alert to the user when the following actions occur. Currently, these are the default templates in the system. You can click edit to customize them.

Event	Document
Publish To Contacts (Single) 	Share With Mobile Contacts (Single) 
Publish To Contacts (Multiple) 	Share With Mobile Contacts (Multiple) 

Dashboard	Task List Template
Share Externally 	Share With Mobile Contacts (Single) 
	Share With Mobile Contacts (Multiple) 

Task List	Request
Launch Task List 	New Request 
Reassign Task List Owner 	Update Request 

This feature may be important to you if you require a minimum response rate from your message recipients or your messages must comply with our organization's communications policies.

This feature is available at no additional cost to all Everbridge Crisis Management customers. There is no impact to existing customers.

Related Documentation: [*Crisis Management Guide*](#)

Custom Form Integration

You can automatically insert the values from a custom form into your **Incident Template** or **Critical Event Template**.

The screenshot shows the 'Edit Form' interface in Everbridge Suite. A 'Field Mapping' dialog box is open, allowing users to map form fields to incident/critical event variables. The dialog includes a table with columns for 'Form Field', 'Incident/Critical Event Variable', and 'Configuration'. The form fields listed are Name, Description, Email, Phone Number, Birthday, Education Background, State, Select Boxes, and Sex. The variables mapped to them are Message Title, _description, Updated Information, Search to Select, Search to Select, Search to Select, Search to Select, Search to Select, and Search to Select, respectively. The configuration for all mappings is set to 'Match'.

Form Field	Incident/Critical Event Variable	Configuration
Name	Message Title	Match
Description	_description	Match
Email	Updated Information	Match
Phone Number	Search to Select	Match
Birthday	Search to Select	Match
Education Background	Search to Select	Match
State	Search to Select	Match
Select Boxes	Search to Select	Match
Sex	Search to Select	Match

This enhancement reduces the possibility of human error when entering data.

This feature is available at no additional cost to all Everbridge Suite Crisis Management customers. There is no impact to existing customers.

Related Documentation: [Crisis Management Guide](#)

Automatic Folder Inclusion

Automatically route a member-sent request into a folder based on the content. This feature also allows you to automatically put a request into a folder based on the submission users' permission.

Request Folder

Cancel Save

When request is created, the system will automatically match folder based on the following settings.

Field name

Status

* When its value is

Urgent × Relatively Urgent ×

The relationship between values is OR

* Move to folder

Urgent

* When its value is

Medium ×

The relationship between values is OR

* Move to folder

HR

+ Add a New

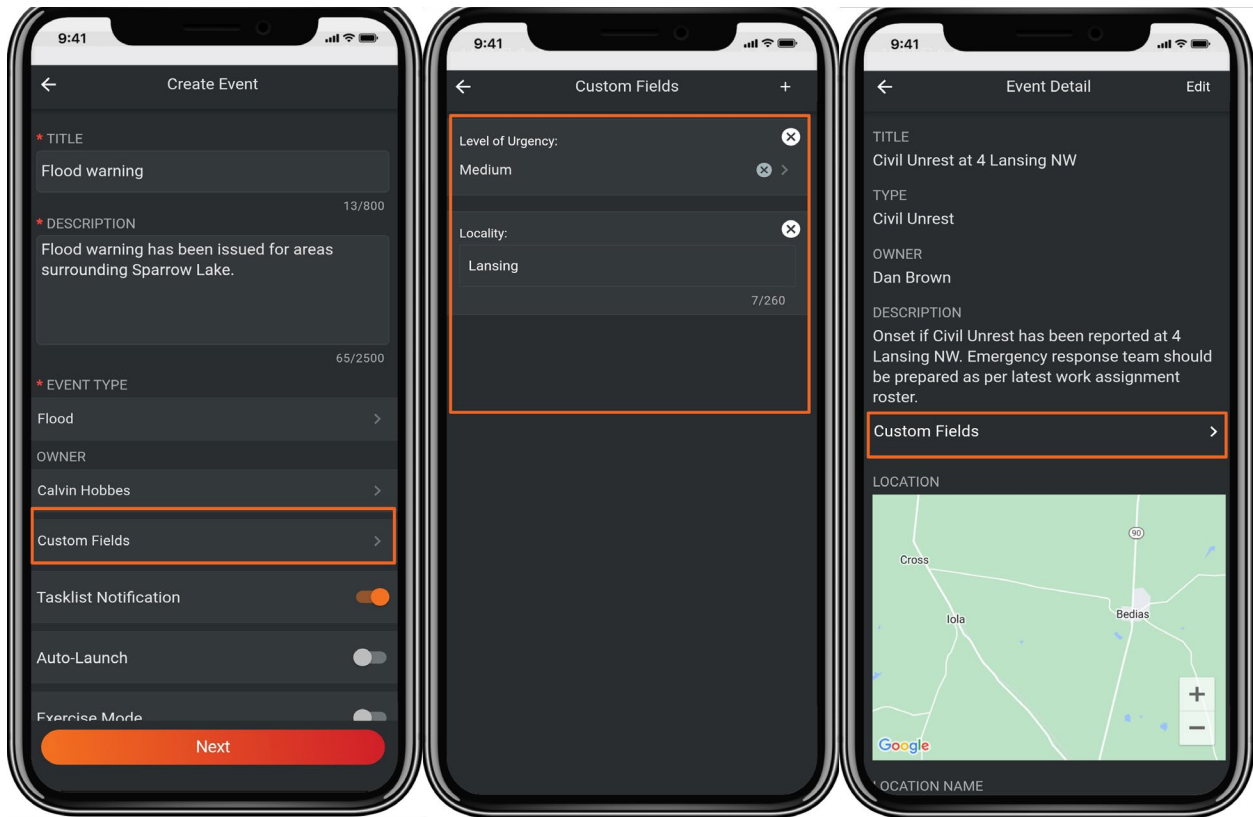
With this feature, your administrators will be able to find requests quickly and easily.

This feature is available at no additional cost to all Everbridge Crisis Management customers. There is no impact to existing customers.

Related Documentation: *Crisis Management Guide*

ManageBridge: Critical Events — Custom Fields

Event creators can now view and add **Custom Fields** in Critical Events launched from ManageBridge. You can also view and update Custom Fields in active Critical Events.



Users will be able to view and update critical information pertaining to the event on the go.

This is available at no additional cost to all customers using Crisis Management.

Related Documentation: *Crisis Management Guide*

Minor Improvements to Existing Features – All Products

Product Area	Feature	Improvement	Benefits to you
Crisis Management	Dashboard	Remove personal view option of a dashboard	In an emergency, users need to see all the information in the same way.
Crisis Management	Critical Event Template	Add custom Incident Communications variables in bulk to Critical Event templates	It is now easier for users to ensure they have variables defined on a Critical Event template that will be needed to send out Incident Communications as well as track which variables have been added and from which specific templates.
Crisis Management	Requests	View the request details in Member Portal	Users in the Member Portal can click the request link to view the detailed content. For example, a shared linked content widget in a shared dashboard is now clickable to view.
Crisis Management	Setting	User can edit event type	Users can make their own list.
Crisis Management	Setting	Search by event category	Users can find the desired event category.
Crisis Management	Reports	Export Critical Event Template into a custom report PDF	You can use the template information as part of your planning cycle.
Crisis Management	Critical Event	Remove a linked Incident Communication from a Critical Event	You can update the communications plan for your Critical Event.
Crisis Management	Critical Event Template	Copy a Critical Event Template	You can save time by reusing parts of another Critical Event Template.
Crisis Management	API	Launch Critical Event by template ID	You have remote services that can automatically trigger Critical Events.
Mass Notification	Contact Management	Tooltip for User-Contact linking	Your users will find improved instructions for linking User records to Contact records on the Contact Record page.
Mass Notification	Contact Management	Improved Creating/Editing Dynamic Groups	You can save your changes with fewer mouse clicks when adding or editing Dynamic Groups.

Product Area	Feature	Improvement	Benefits to you
Mass Notification	Contact Management	Removed file icon on Uploads Results Page	Fewer distractions on the application page.
Mass Notification	Contact Management	Increased First/Last Name field character limit	Allows you to submit longer names or add extra information into name fields.
Mass Notification	Single Sign On (SSO) Login	Welcome Page removal for SSO login	Fewer steps for your SSO users to access Everbridge service.
ManageBridge App	Contact Management	View Contacts based on Incident Rules and Conditions	Message senders can verify they include the intended recipients.
ManageBridge App	Mass Notification	Users are able to attach up to 10 files while sending a notification	Relevant information related to the notification can be shared with end users.
Everbridge Mobile App	Single Sign-On	When SOS is launched in the Android version of the Everbridge app, a loading icon is displayed until the video capture function has commenced successfully	The icon indicates to the contact that the app should not be closed until background actions have been completed, such as capturing the contact's location and commencing a video recording.
Everbridge OPEN	API	Link to the REST API Guide from Swagger	Your application developers can access the Guide directly from the Swagger page.

Support Notes – All Products

Product Area	Feature	Summary	Support Case
Authentication	SSO	After successful SSO login, French language reverting to English language	<ul style="list-style-type: none"> 221106307
Everbridge OPEN	Travel	Travel itinerary failing to sync via American Express Travel Portal	<ul style="list-style-type: none"> 221106307
Safety Connection	Universe	Universe Safety Widget not loading correctly	<ul style="list-style-type: none"> 221118690 221119758
Mass Notification	Twitter publishing option	Twitter publishing custom email message instead of SMS message	<ul style="list-style-type: none"> 221114454
Mass Notification	Scenarios	Scenario sending without Review and Send capabilities if you hit 'Enter' button	<ul style="list-style-type: none"> 221109294 221110874
Mass Notification	Delivery Details	Notification Delivery Details printed report cutting off some column data	<ul style="list-style-type: none"> 221106110
Mass Notification	Contact Management	Point address data not loading correctly due to special characters	<ul style="list-style-type: none"> 221109302
Mass Notification	Member Portal	Member Portal Notification Tab experiencing unusual latency	<ul style="list-style-type: none"> 221104066
Mass Notification	Contact Management	Locations are not being removed via upload	<ul style="list-style-type: none"> 221103516
Mass Notification	Contact Management	Upload Details unable to load due to "Data Access Error"	<ul style="list-style-type: none"> 17429335 17486482 19738397 19821248 20856043
Mass Notification	Geo-Fencing	Contacts outside of Geo-Fence are not being removed via upload	<ul style="list-style-type: none"> 221101957
Mass Notification	Member Portal	Member Portal showing the language translation twice on the login screen	<ul style="list-style-type: none"> 221101957
Mass Notification	Contact Management	Notification contact preview displaying incorrect number of Groups	<ul style="list-style-type: none"> 221118410
Mass Notification	Contact Management	Bulk contact downloads not sending email notifications	<ul style="list-style-type: none"> 221098943 221100352 221110469

Known Issues in this Release

Product Area	Known Issue	Case Numbers
ManageBridge App	Polygons cannot be drawn for variable type "Location: Geo Shapes"	<ul style="list-style-type: none"><li data-bbox="834 321 1000 348">• 221115288