What's New in Mass Notification Platform

What's New in Crisis Management

Minor Improvements to Existing Features – All

Products Support Notes – All Products

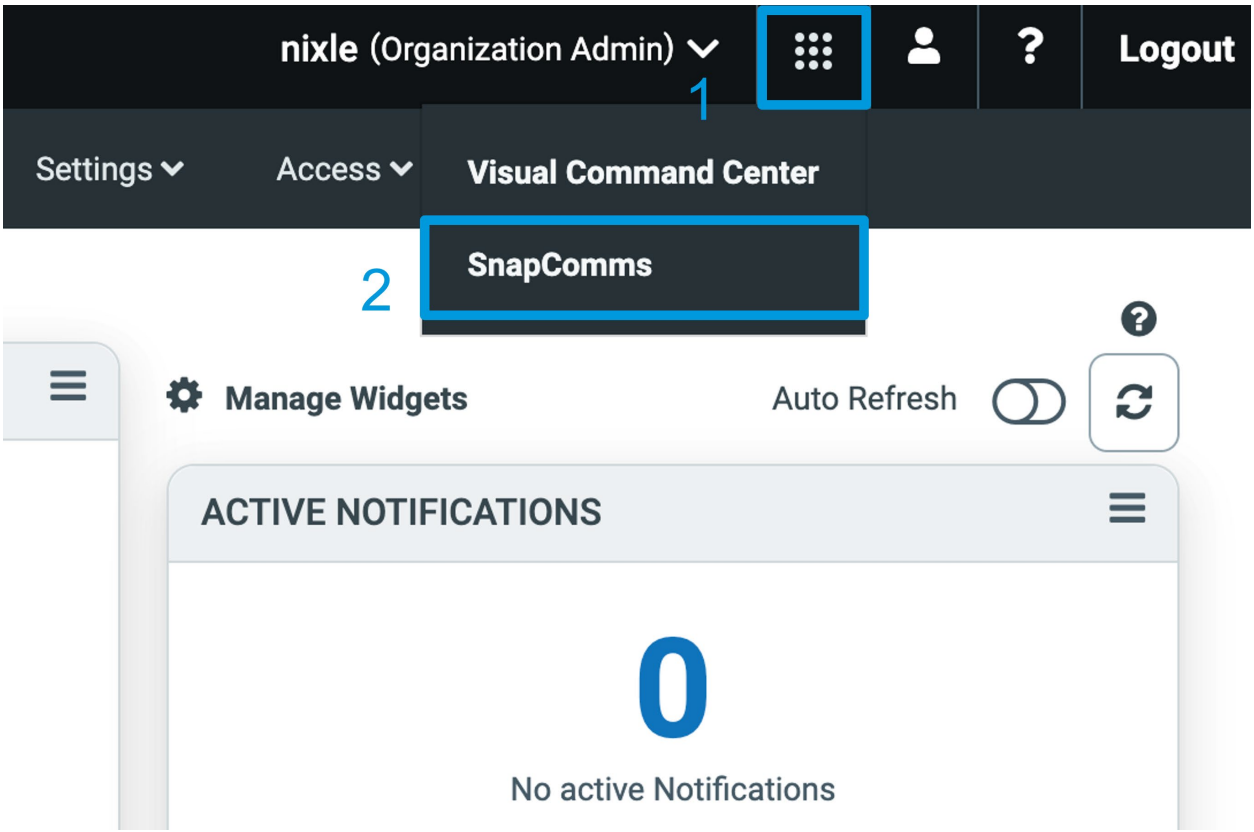
Known Issues in this Release

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.

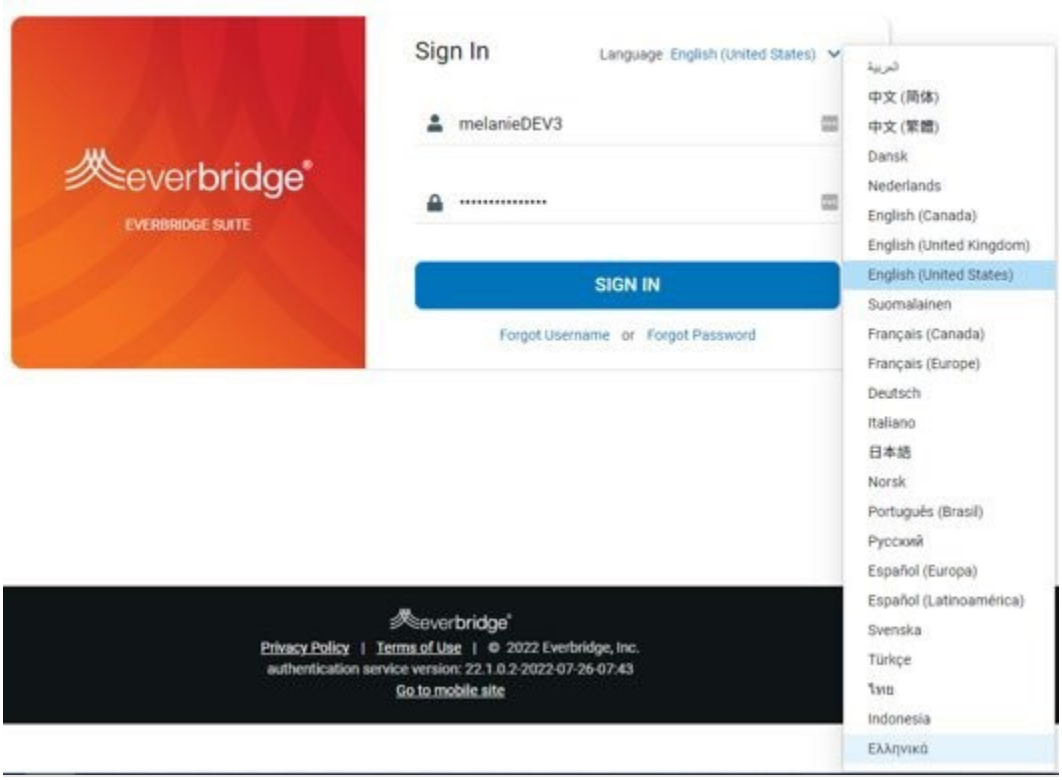
This feature is available to clients with Mass Notification Pro and Safety Connection Pro product using Everbridge Desktop Alert premium feature. There is no impact to existing processes.

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.

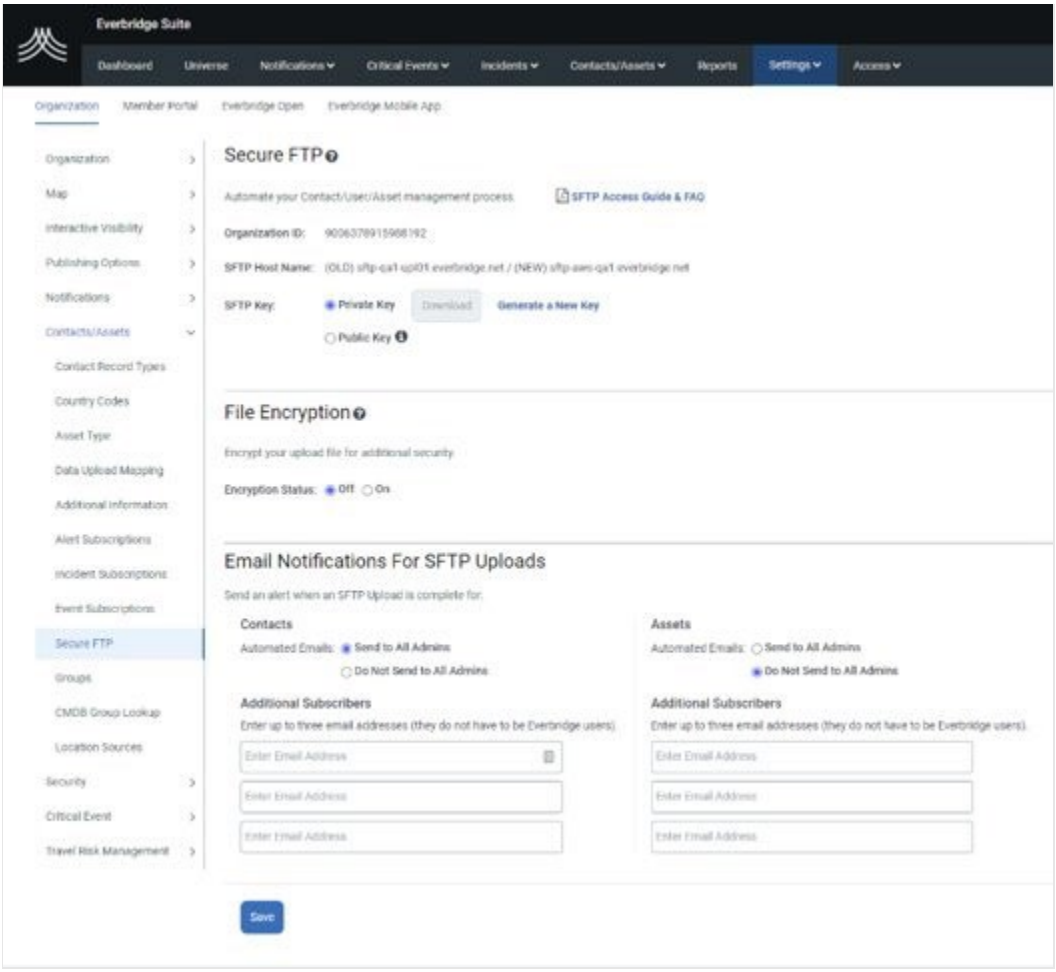
Note: This update is scheduled for release September 13, 2022.

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.



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.

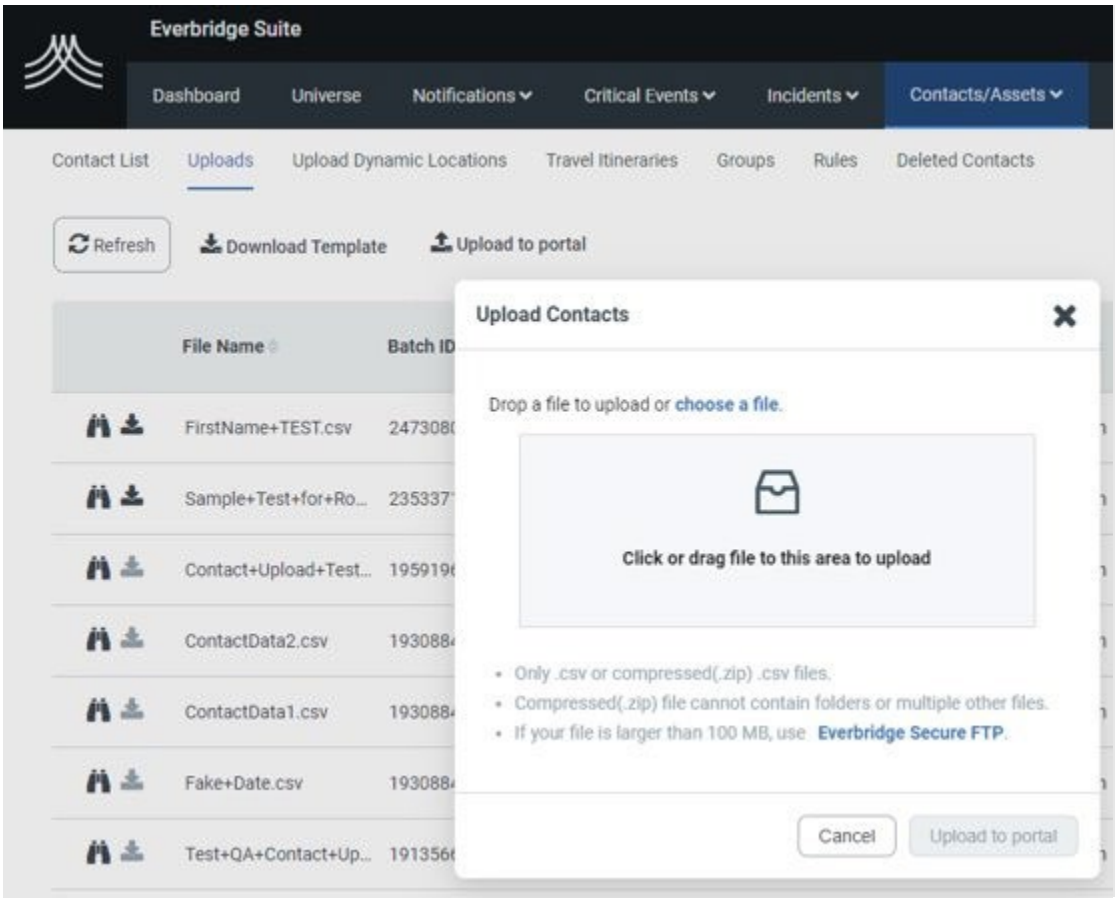
This feature is available at no additional cost. There is no impact to existing customers.

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.**



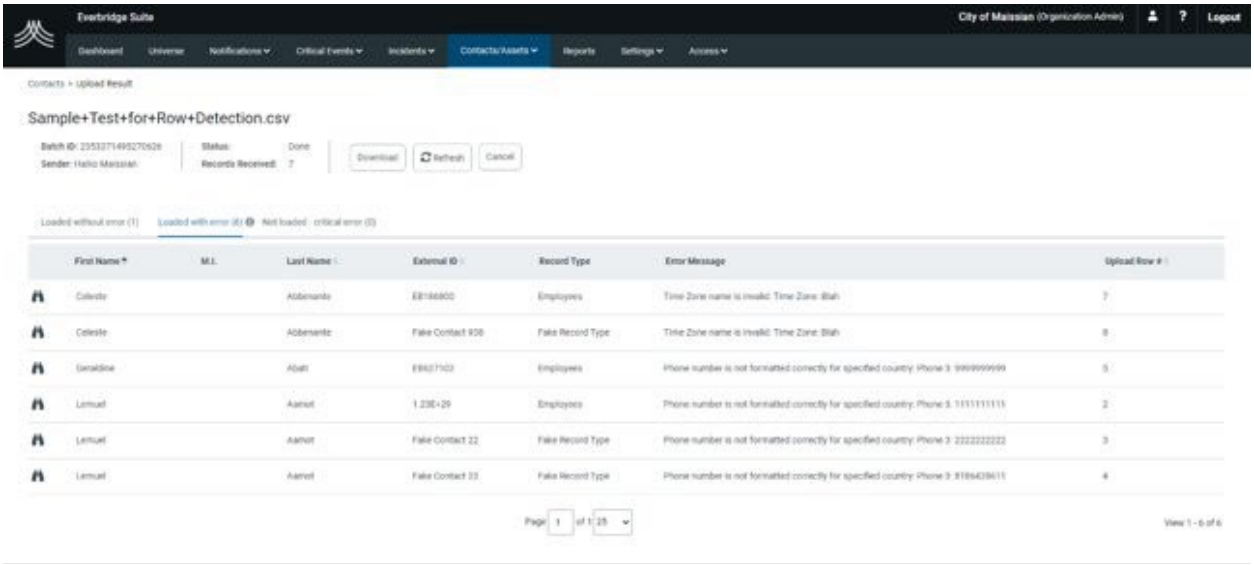
This new upload method provides users responsible for Contact data management with a quicker, more seamless way of selecting CSV files.

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.



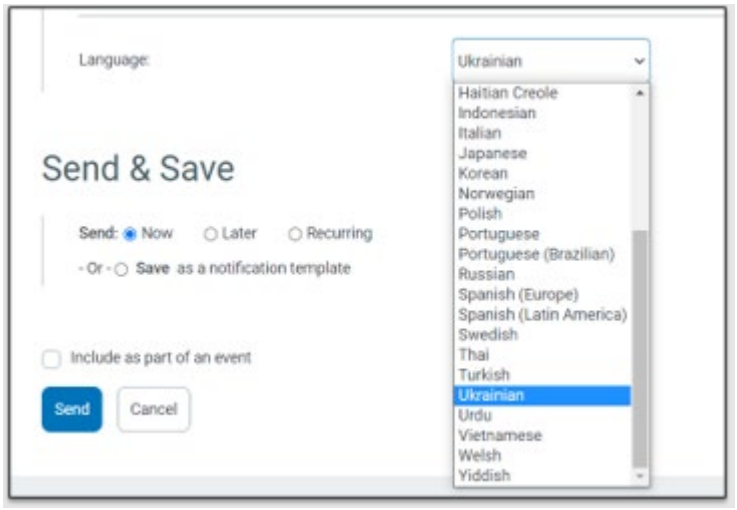
This feature may be important to you if you need to troubleshoot data value errors in your upload file.

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.



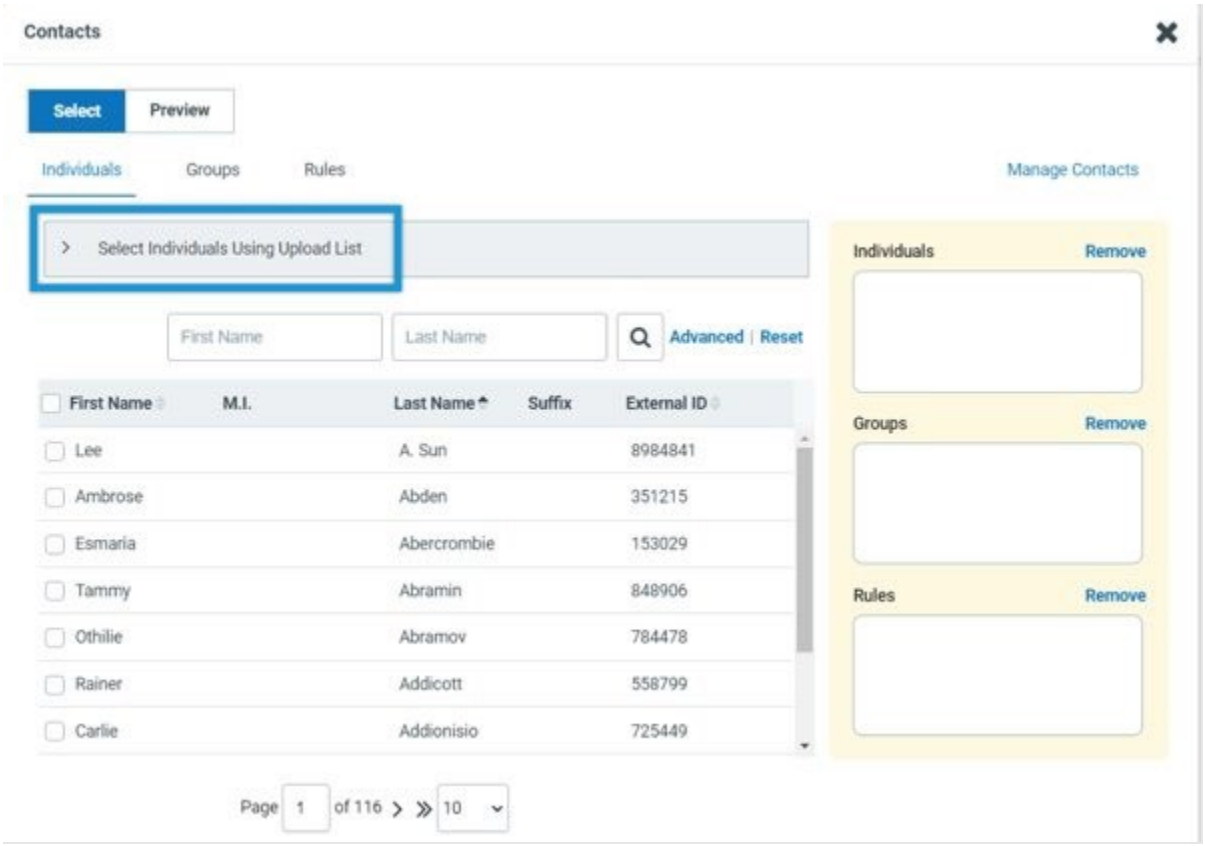
This enhancement may be important to you if you need your message recipients to take specific action in response to a notification.

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.



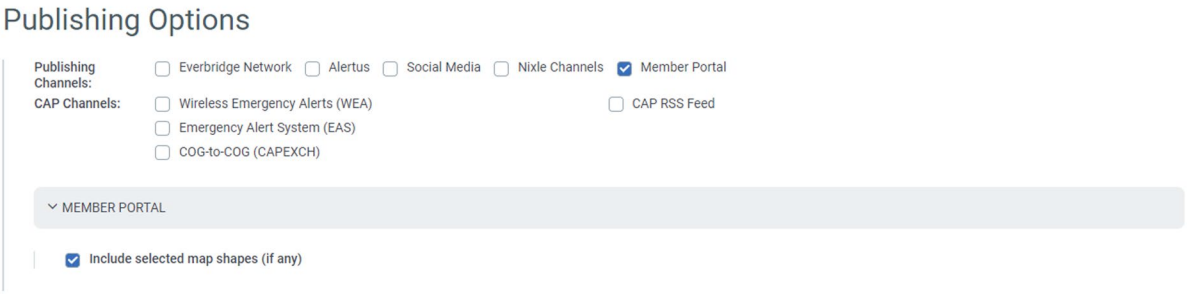
This new selection method streamlines message senders' workflows by allowing for quick individual Contacts selection in bulk without navigating through numerous pages of Contacts or creating temporary groups or rules.

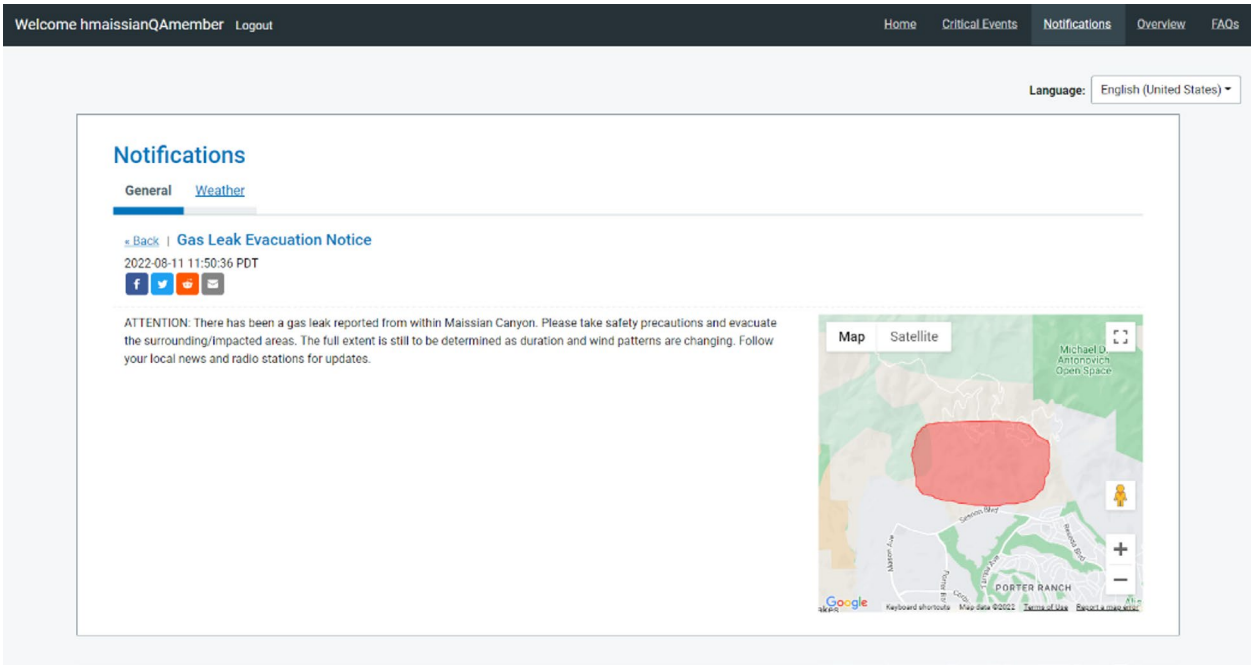
This feature is available at no additional cost. There is no impact to existing customers.

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.





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.

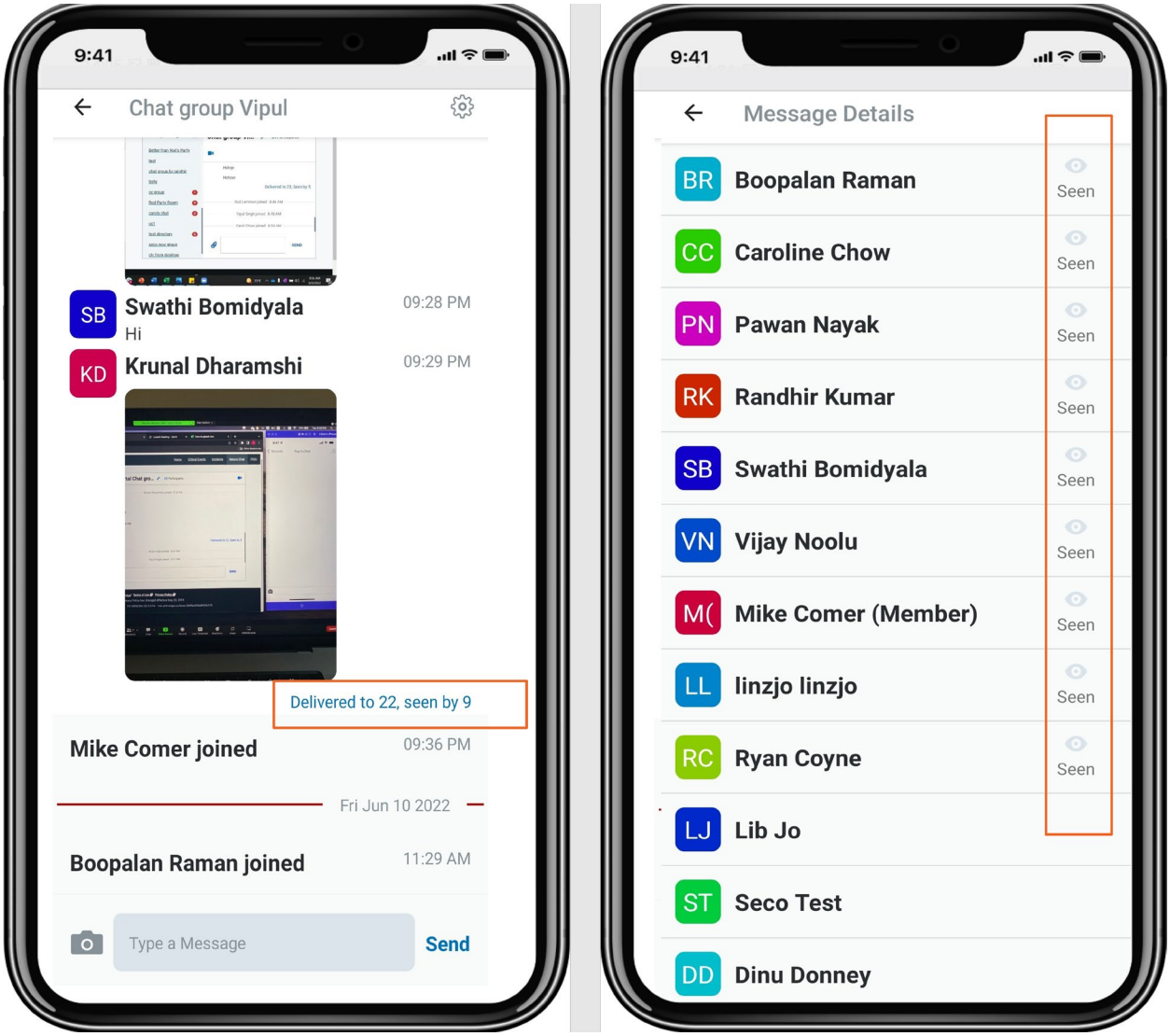
Map Shapes, if used, will be included by default when the **Member Portal Publishing Option** is selected in the Notification user flow.

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.



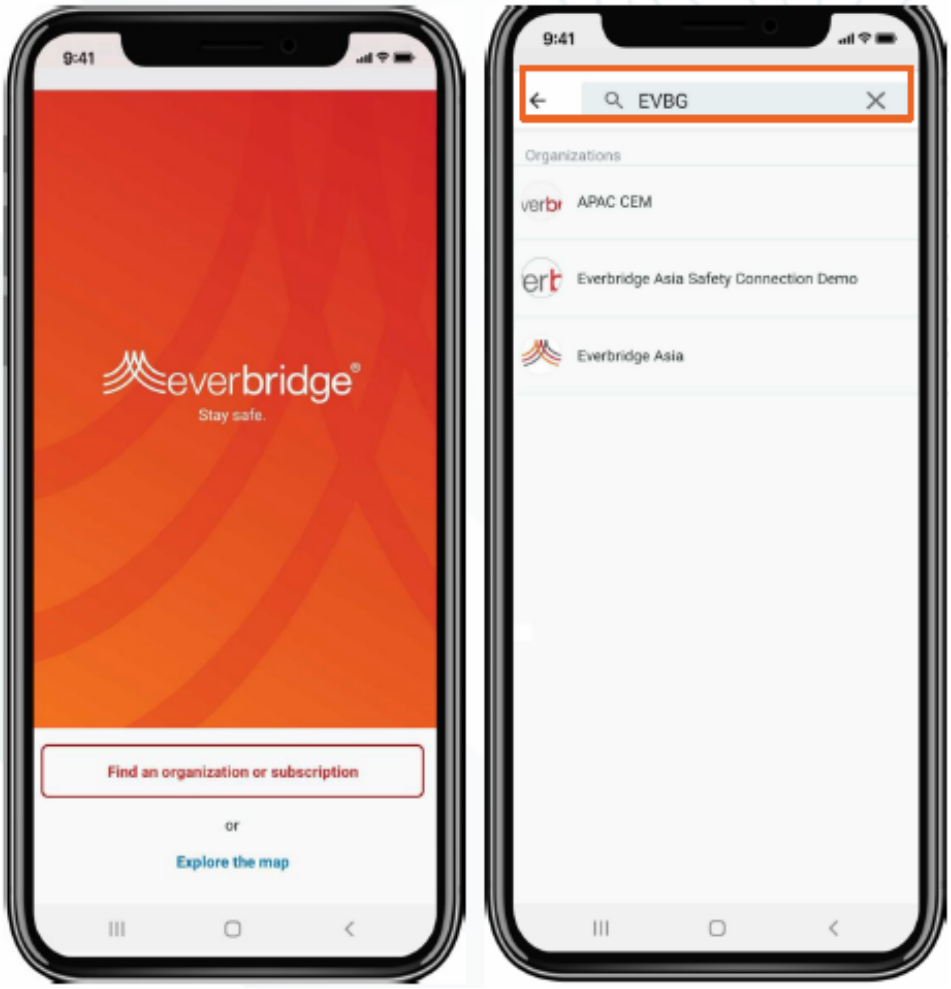
Read receipts will keep you informed if a time-sensitive message has been received and read by the intended recipients.

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.



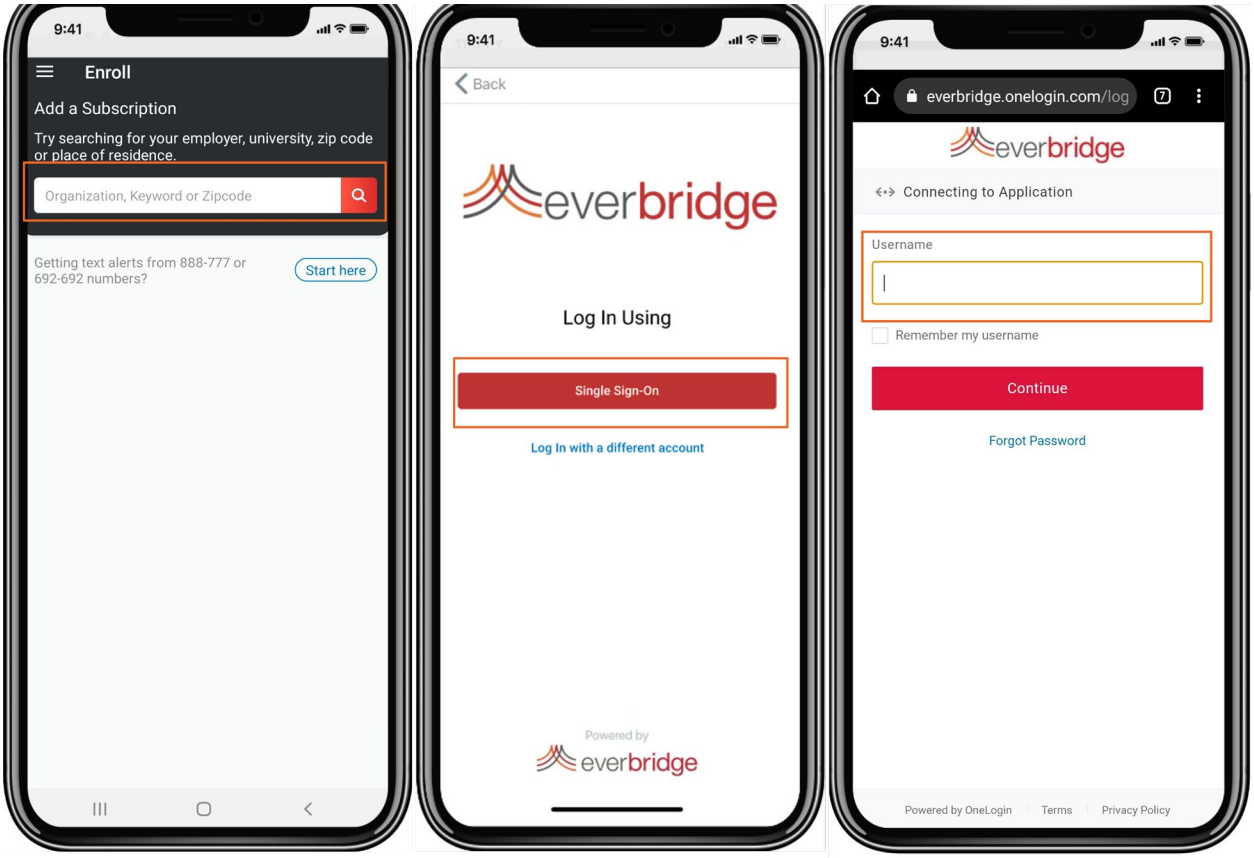
End users/recipients that have the app installed through MDM can bypass the need to search for the organization during login.

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.



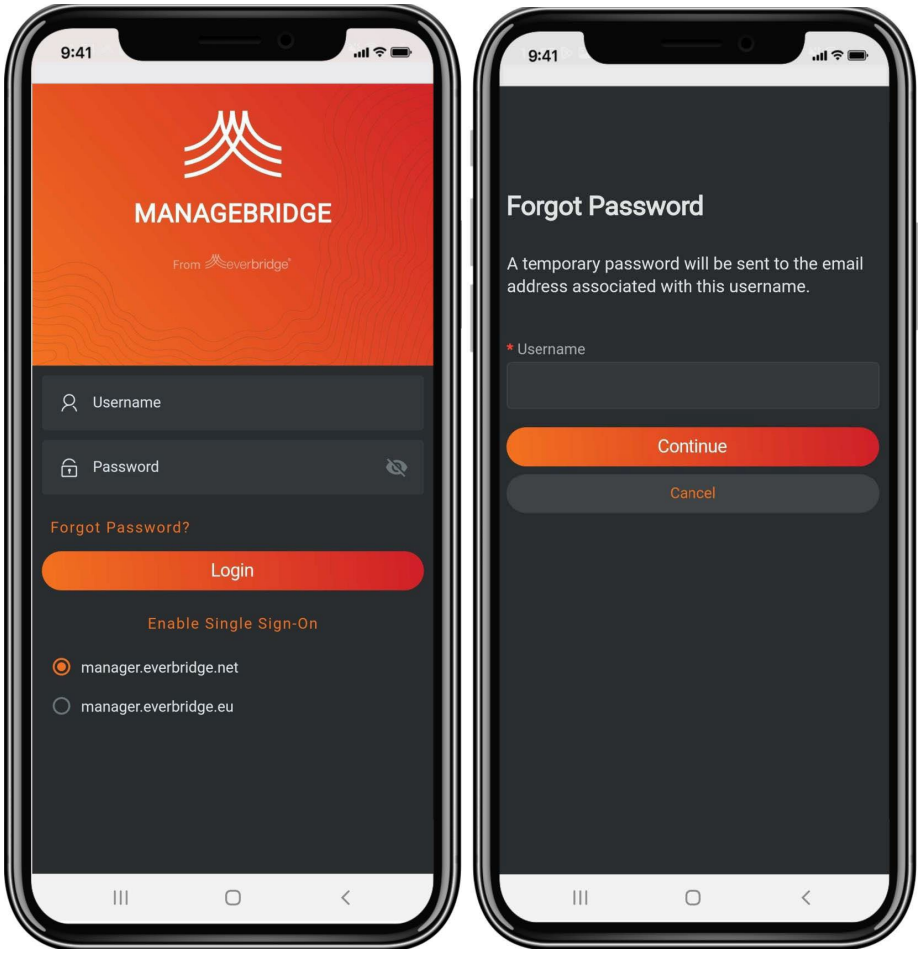
You want to leverage the security certificates that are available in browser-based authentication.

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.



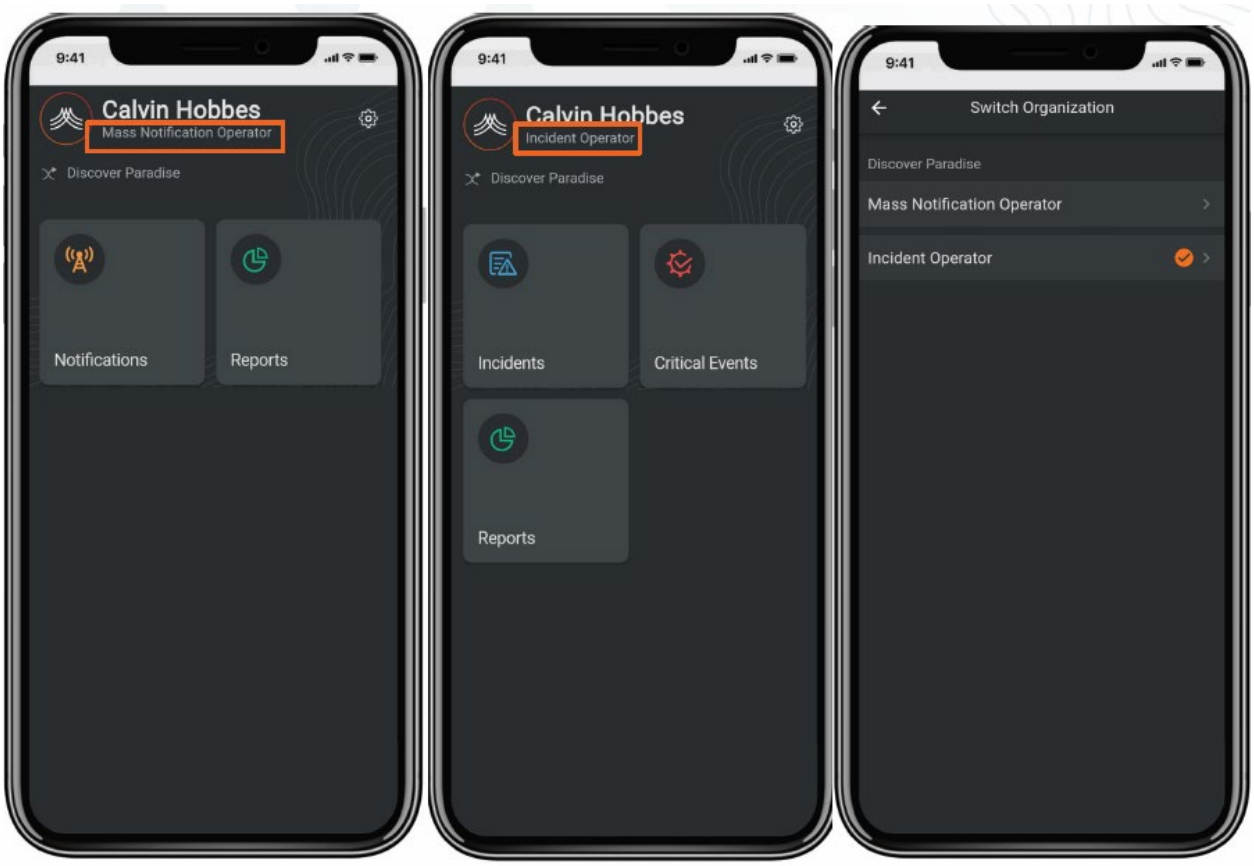
Users can enter the temporary password sent to their predefined email address to access their Everbridge service. Users who have forgotten their passwords can quickly reset them on their mobile devices and can be away from their workstations.

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.



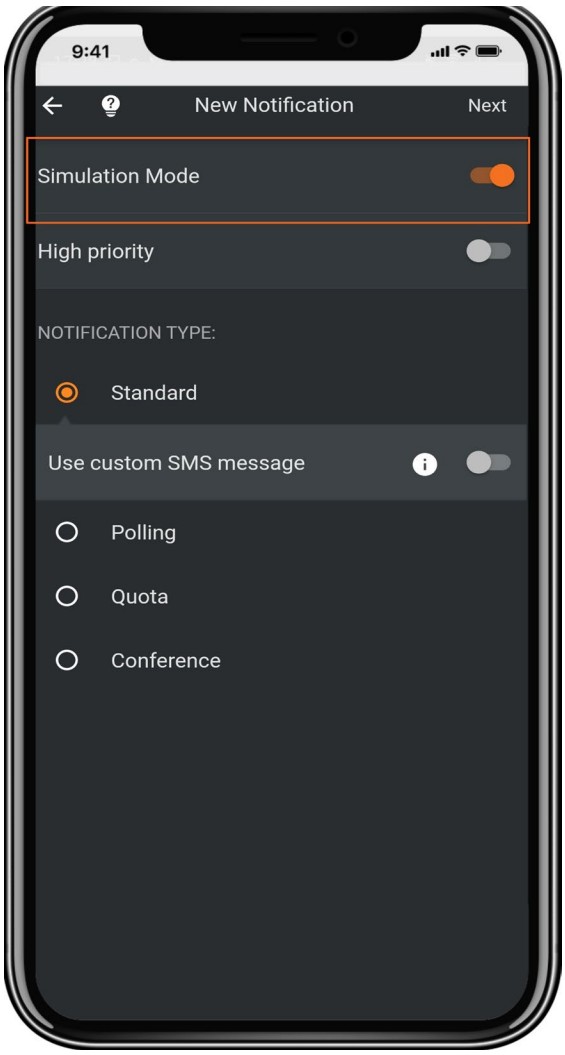
Prior to this update, users defaulted to the most recently used role in the app. Now users will default to the role set up in their user profile. This feature provides a consistent experience across the Manager Portal website and the ManageBridge app.

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.

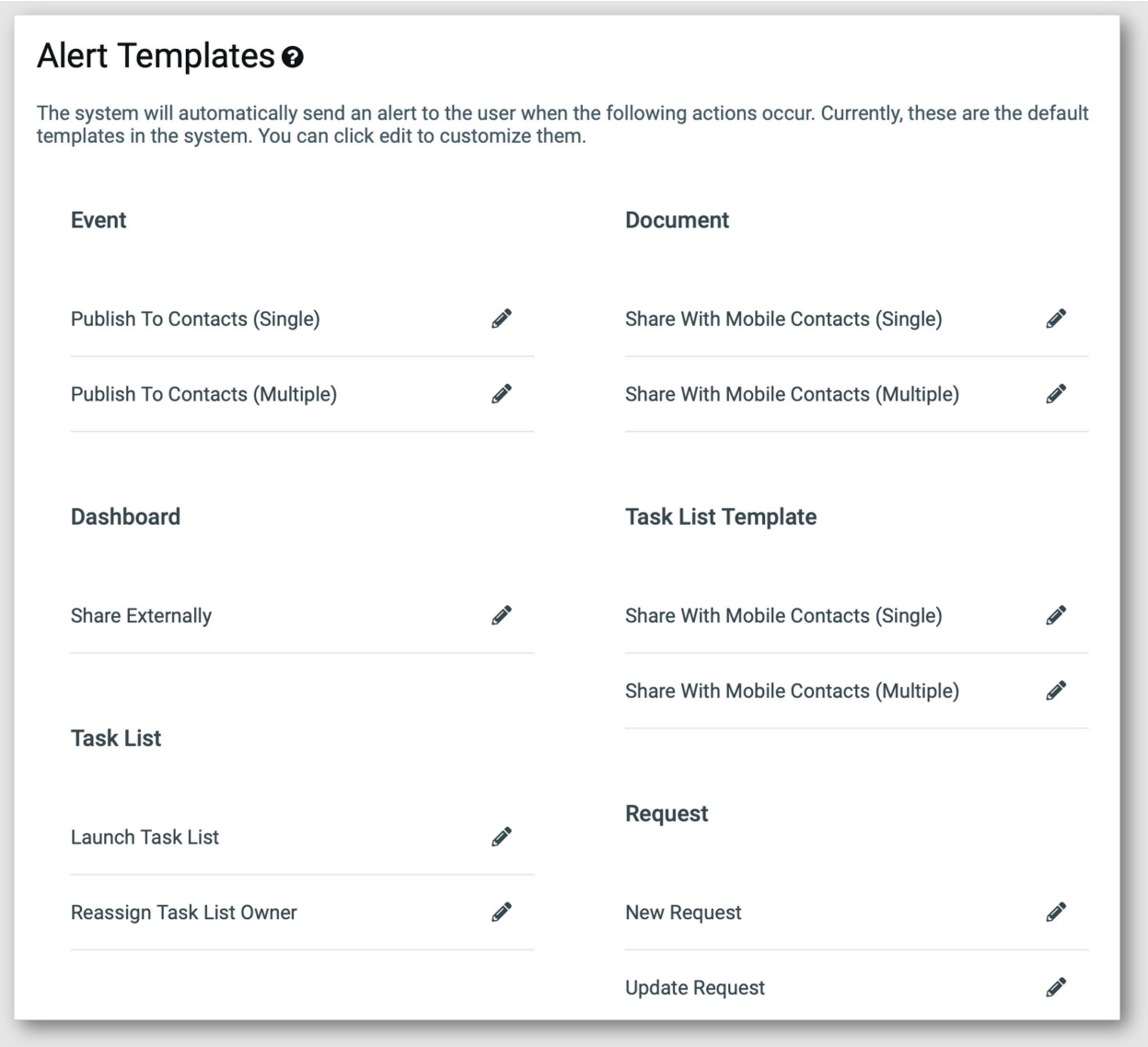
This is available at no additional cost to all customers using Mass Notification.

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.



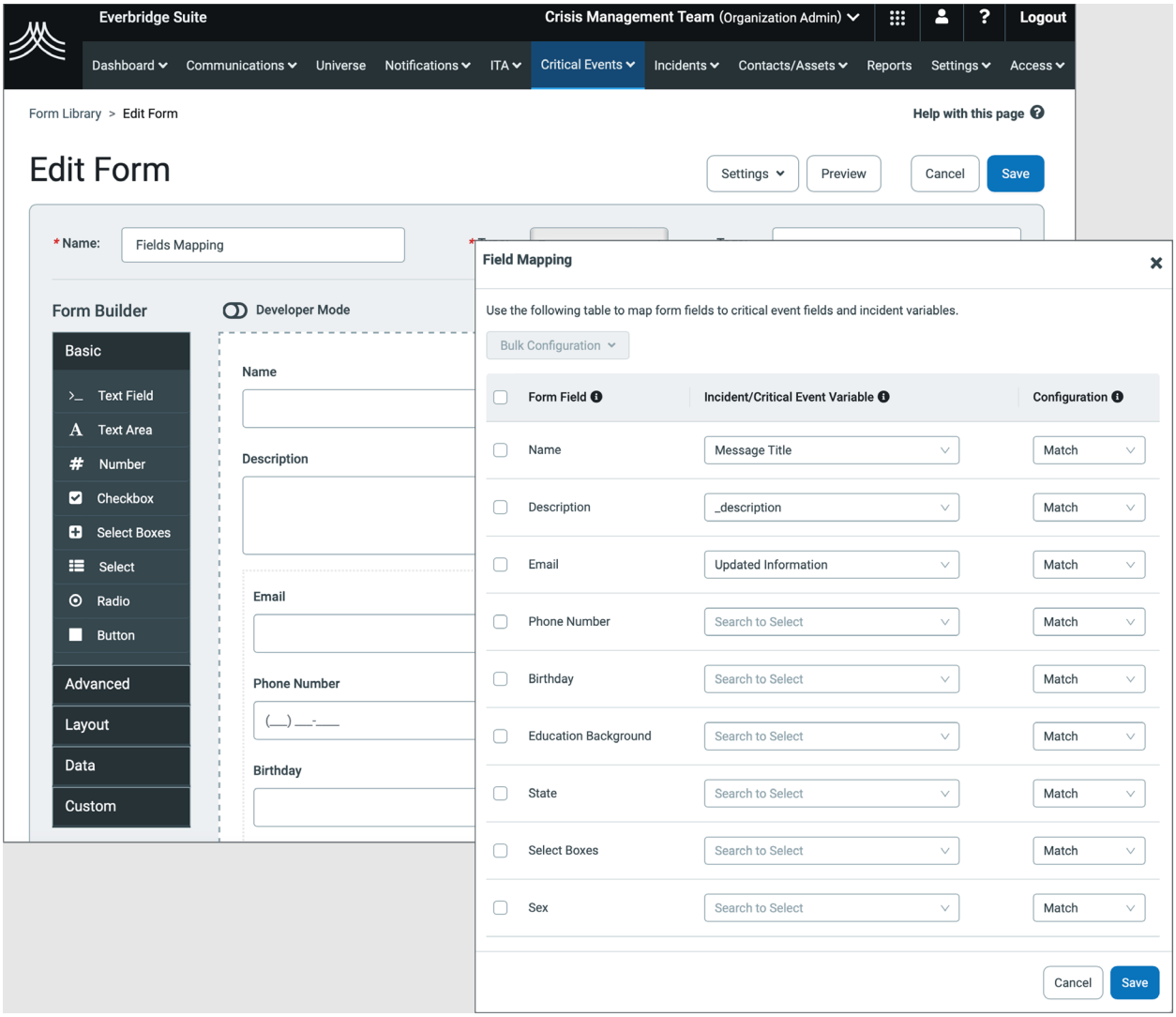
This feature may be important to you if you require a minimum response rate from your message recipients or your messages must comply with our organization's communications policies.

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.**



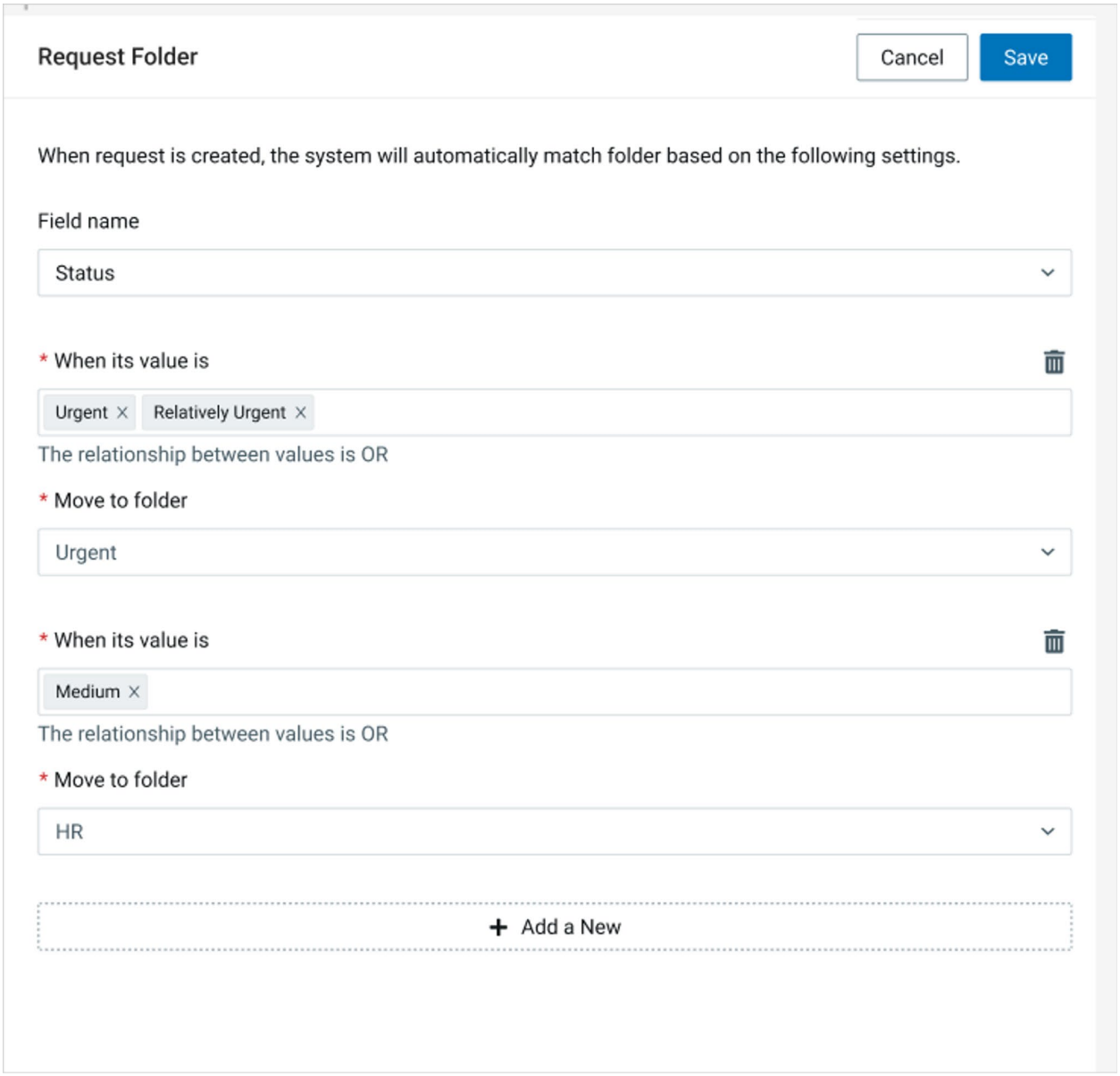
This enhancement reduces the possibility of human error when entering data.

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.



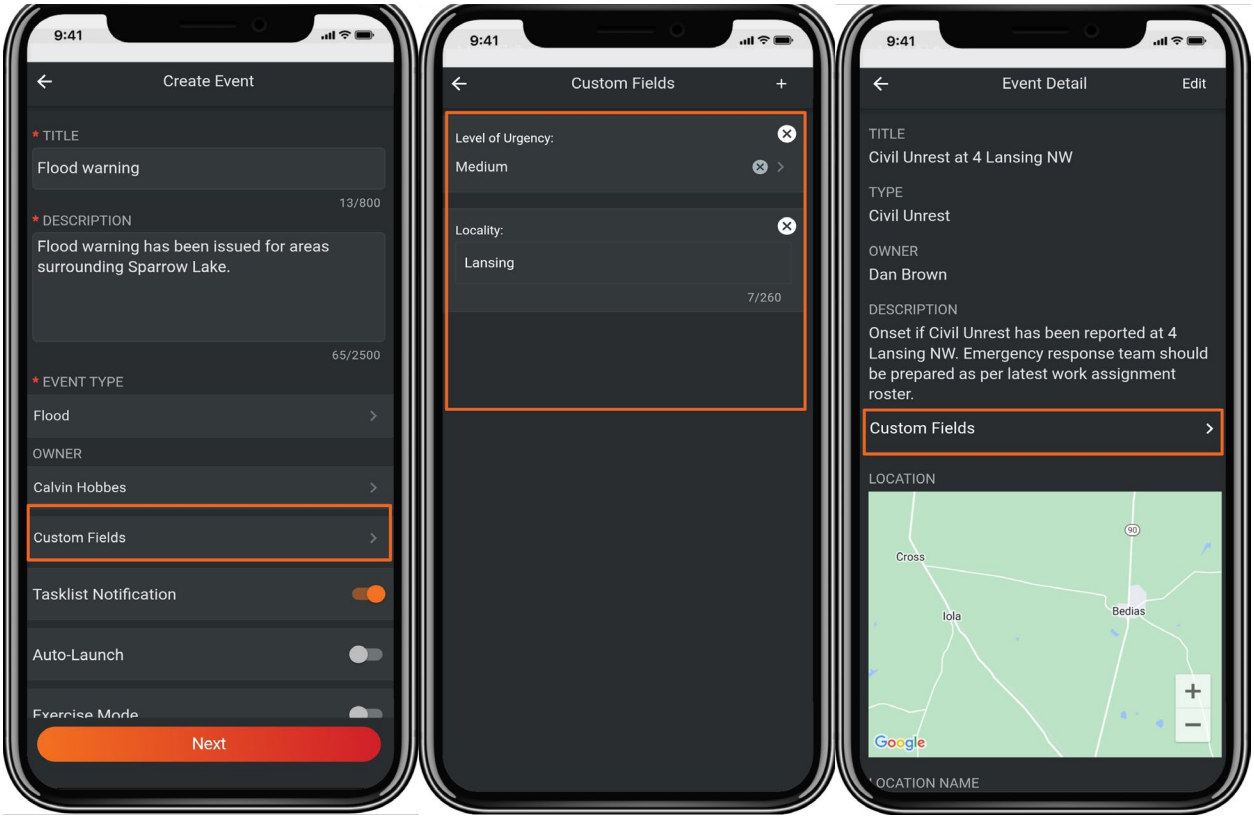
With this feature, your administrators will be able to find requests quickly and easily.

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	• 221106307
Everbridge OPEN	**Travel**	Travel itinerary failing to sync via American Express Travel Portal	• 221106307
Safety Connection	**Universe**	Universe Safety Widget not loading correctly	• 221118690 • 221119758
Mass Notification	**Twitter publishing option**	Twitter publishing custom email message instead of SMS message	• 221114454
Mass Notification	**Scenarios**	Scenario sending without Review and Send capabilities if you hit 'Enter' button	• 221109294 • 221110874
Mass Notification	**Delivery Details**	Notification Delivery Details printed report cutting off some column data	• 221106110
Mass Notification	**Contact Management**	Point address data not loading correctly due to special characters	• 221109302
Mass Notification	**Member Portal**	Member Portal Notification Tab experiencing unusual latency	• 221104066
Mass Notification	**Contact Management**	Locations are not being removed via upload	• 221103516
Mass Notification	**Contact Management**	Upload Details unable to load due to "Data Access Error"	• 17429335 • 17486482 • 19738397 • 19821248 • 20856043
Mass Notification	**Geo-Fencing**	Contacts outside of Geo-Fence are not being removed via upload	• 221101957
Mass Notification	**Member Portal**	Member Portal showing the language translation twice on the login screen	• 221101957
Mass Notification	**Contact Management**	Notification contact preview displaying incorrect number of Groups	• 221118410
Mass Notification	**Contact Management**	Bulk contact downloads not sending email notifications	• 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"	• 221115288