



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

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

[U.S. Mobile Carriers will Shut Down Their 3G Networks in 2022](#)

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

[Defects Corrected in this Release – 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.

Alphanumeric Sender ID for SMS

In countries where mobile operators support an alphanumeric Sender ID for SMS, you can configure a Sender ID that is easily recognizable by your message recipients.

This feature may be important to you if you need your internal or external stakeholders to quickly take the action you are requesting in your notification, and they receive notifications from multiple parties.

Sender SMS ID

- Custom Sender SMS IDs are only available for standard notifications without confirmation, and need to be supported by the local carrier. Click [here](#) for more information.
- Updating SMS IDs may impact Sender SMS ID settings for existing notification templates.

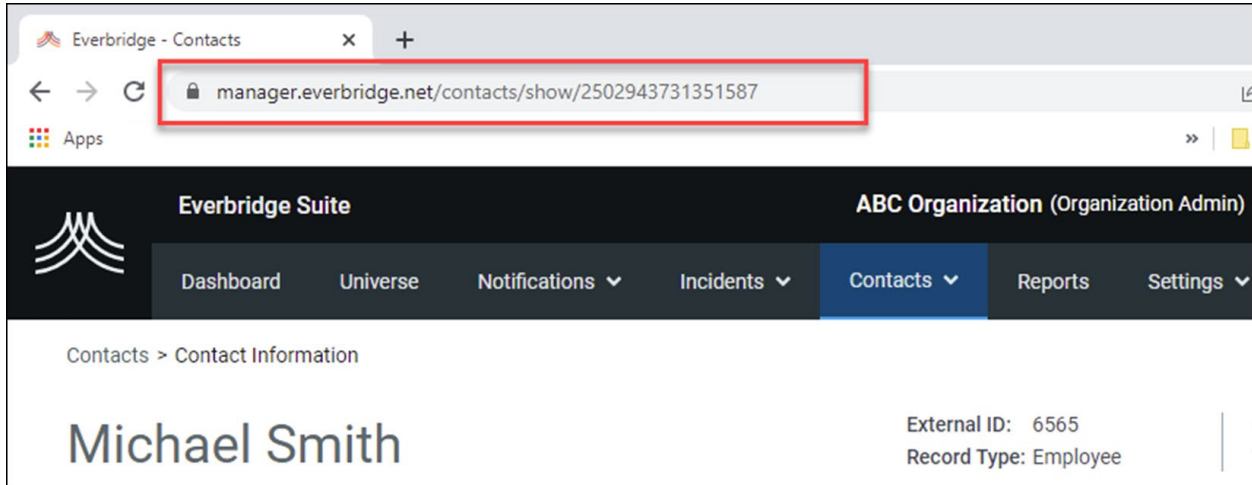
Country	SMS ID	
Select...		Save
Other countries	Everbridge Numeric SMS ID	
Greece	Greece213	
Italy	Italy805	

This feature is available at no additional cost to all Everbridge Suite customers and does not affect existing functionality. Note that the alpha sender ID is only available in select countries. To see a list of countries where this feature is available, refer to the Knowledge Base article: [Alphanumeric Sender ID for SMS](#).

Related Documentation: [Organization Administrator Guide](#)

Deep Links

Organization Users can share the URL to a specific User record, Contact record, Notification Details, or Incident record.

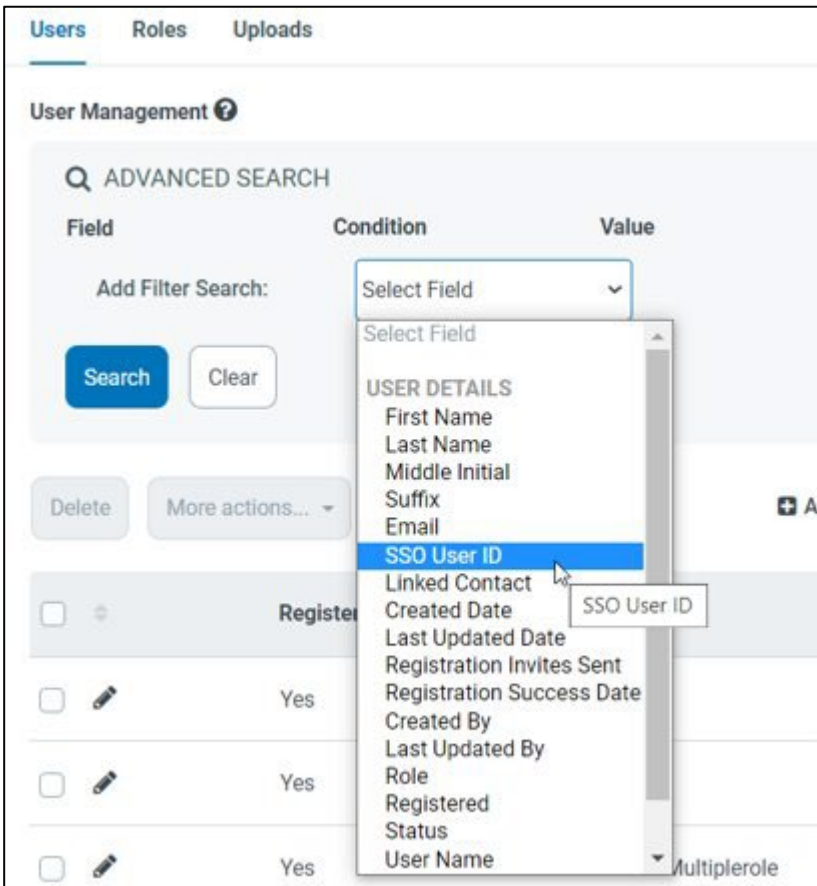


This feature may be important to your users for troubleshooting purposes, for training purposes, or information-sharing purposes.

This feature is available at no additional cost to all Everbridge Suite customers and does not affect existing functionality.

User Management Advanced Search for "SSO User ID"

Client Administrators can search for a user based on the user's "SSO User ID" value through the Advanced Search option in User Management.



This enhancement to the Advanced Search feature in the Users page enables Client Administrators to quickly troubleshoot any Single Sign-On access issues.

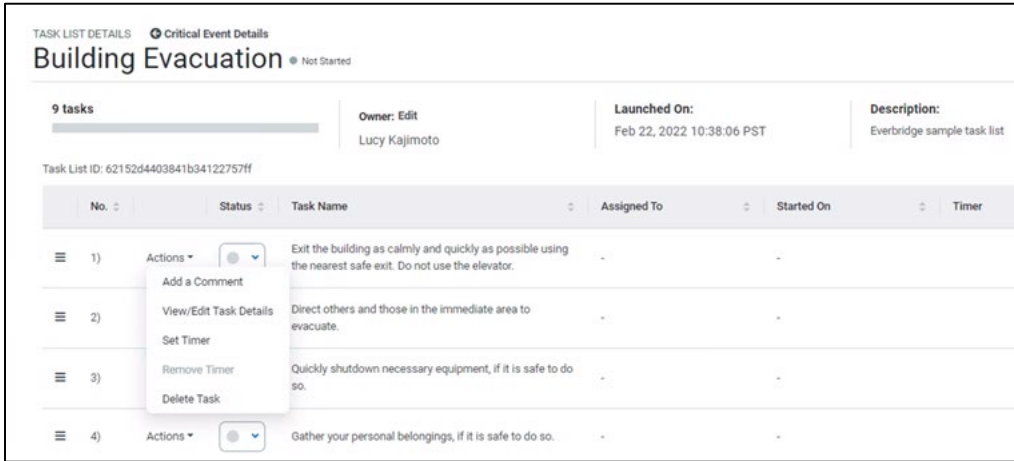
This feature is available at no additional cost to all Everbridge Suite customers. There is no change to existing functionality.

Related Documentation: [Account Administrator Guide](#)

What's New in Crisis Management

Task Removal

A user can delete a task list item when the task list item is in "Not Started" status and the task list is not applicable or not needed for the Critical Event. The application records all deletions in the Audit Log for future troubleshooting.



This feature enables a user to unclutter a Task List for easier tracking of task item status and for after-action review.

Crisis Management functions are scheduled for release the last week of March 2022. This feature is available at no additional cost to all Everbridge Suite Crisis Management clients. There is no change to existing functionality.

Related Documentation: Instructions to use this feature will be implemented in the [Crisis Management User Guide](#) in a future release.

U.S. Mobile Carriers will Shut Down Their 3G Networks in 2022

Announcement

THIS ANNOUNCEMENT AFFECTS YOUR EVERBRIDGE CONTACTS WHO USE MOBILE PHONES RELYING ON 3G NETWORKS IN THE UNITED STATES

All U.S. mobile carriers will shut down their 3G networks in 2022. The 3G network is a 20-year-old mobile phone standard, which has been replaced over the years by LTE, 4G, and most recently by 5G. As a result of this shut down, mobile phones that operate only on the 3G network will no longer be able to send/receive SMS messages or phone calls.

For details on the shutdown from each carrier, please refer to the information provided by each carrier via the links below:

- [AT&T](#)
- [T-Mobile / Sprint](#)
- [Verizon](#)

Tier 2 and tier 3 carriers, such as Cricket Wireless, Boost Mobile, and many others, which are not listed above rely on the mobile network from one of the three tier 1 carriers listed above. This means that 3G will be shut down for subscribers on these mobile carriers as well.

Everbridge is not planning any changes to your Everbridge product functionality ahead of this mobile carrier infrastructure change since Everbridge SMS and Phone delivery methods are network agnostic.

When

Each of the Tier-1 mobile carriers in the U.S. have set the timeline for the shutdown of their respective 3G network.

- AT&T – February 2022
- Sprint (3G) – 31 March 2022
- T-Mobile – 01 July 2022
- Verizon – 31 December 2022

Impact to Your Recipients

Your message recipients who are still on 3G devices at the time the mobile carrier shuts down their network will no longer be able to receive SMS messages or voice calls. This includes all notifications from your Everbridge service.

Impact to You

All mobile carriers are contacting their respective subscribers with older phones that will be affected by this change. However, we recommend that you also notify your Everbridge Contacts of this upcoming change to ensure they continue to receive your Everbridge notifications after the network shutdowns.

Each mobile carrier's support page on the 3G shut down contains information for how to determine if the phone that a subscriber owns will be affected by this change. We recommend you reference all 3 carrier websites on the 3G shut down with your communication to your Everbridge Contacts.

Contact Everbridge Technical Support if you have questions. You can find contact information for Technical Support at the Everbridge Support Center at <https://support.everbridge.com/contact>.

Minor Improvements to Existing Features – All Products

Product Area	Feature	Improvement	Benefits to you
Mass Notification Platform	Incident Variable	If a Client Administrator uses more than one consecutive space in the variable name, then Everbridge automatically removes the extra spaces and saves the variable with one space.	A variable with multiple spaces can be replaced successfully and always show one space in the Email Only editor. This helps reduce typographical errors.
Mass Notification Platform	File Download	Skip download login navigation page if there is no SSO configured for that account, and go directly to the login page.	For an account that has no SSO configured, users are directed to the login page without having to choose the method to log in.
Mass Notification Platform	Contact Upload	The Contact Upload service ignores line breaks that cause remaining contact records to fail to upload.	You no longer have to worry about contact records failing to upload due to line breaks between contact records in the data file.
Mass Notification Platform	Group Management	Changed the "Group" label to "Subgroup".	Removed confusion. The icon that represented subgroups was mislabeled as "Group".
Crisis Management	Note	"Note" is a separate tab.	Polished layout makes access to the Note contents much easier to locate.
Crisis Management	Request	Request download time range has expanded from 3 months to 6 months.	The longer time range makes it easier to download a larger historic data set.
Crisis Management	Request	Remove the Date section from the Request form selector drop-down list.	Usability improvement to make the form selection easier to view.
Crisis Management	Request	New setting that enables a member to edit a request after submission.	Added flexibility to empower the members in request submission.
Crisis Management	Request	Automatic alert message for the user to know who else is editing the same request.	Improved awareness to reduce unwanted content overrides.

Defects Corrected in this Release – All Products

Product Area	Feature	Defect	Case Numbers
Mass Notification Platform	Apps Menu	An Organization Administrator with access to a Visual Command Center organization did not have an Apps Menu on the top navigation bar.	<ul style="list-style-type: none"> 221066457
Mass Notification Platform	+New Role button	When adding a new role to an existing User in Manager Portal, clicking the "+" part of the +New Role link does nothing. Instead, the "New Role" text part of the link needed to be clicked.	<ul style="list-style-type: none"> 221062168
Mass Notification Platform	Member Portal	The Member Portal displays a single address for multiple locations, and does not match the Contact information in the Organization.	<ul style="list-style-type: none"> 221058512 221067256 221069462
Mass Notification Platform	REST API	When using the "PUT" call to update a contact's attributes causes delays in the results.	<ul style="list-style-type: none"> 211017618
Mass Notification Platform	Contact Upload	Contacts were deleted with a "REPLACE", then re-added although they had the same Record Type.	<ul style="list-style-type: none"> 211035048
Mass Notification Platform	Contact Upload	Unable to view/edit a contact profile after a contact upload.	<ul style="list-style-type: none"> 21967548
Mass Notification Platform	Contact/Asset Management	The system is not identifying line breaks and is cutting off my data. Need it to ignore line breaks (empty rows) when a file is uploaded for Contact or Asset data.	<ul style="list-style-type: none"> 211044588
Mass Notification Platform	REST API	Need to ignore checking the API product for internal clients in REST API.	<ul style="list-style-type: none"> 221060845
Mass Notification Platform	Incident Templates	Double tabs being displayed after saving edits on an incident template. This occurs once the	<ul style="list-style-type: none"> 211047308

Product Area	Feature	Defect	Case Numbers
		edits to the Incident template have been done and saved, the Incidents tab is clicked and Templates was selected. The double tabs would appear and no matter what was clicked, you would be reverted to the double tabs.	
Mass Notification Platform	Incident Variables	Variable names that contain a hyphen display as they should in the Variables list, but when you edit the variable, the Name shows a double space between the hyphen and the last part of the variable name.	<ul style="list-style-type: none"> • 211044340
Mass Notification Platform	Publishing Option: CAP RSS	CAP RSS Update/Close are not including the reference to the original ID	<ul style="list-style-type: none"> • 211015663
Mass Notification Platform	Launch Incident/Scheduled Incident	Allow the user to launch incident/scheduled incident when the message counter exceeds the maximum length (2500 characters); truncate the message to the maximum length.	<ul style="list-style-type: none"> •

Known Issues in this Release

Product Area	Feature	Known Issue
Site Translations	Languages	The text on some pages may not be completely translated for some site languages when you change the site language from "English (United States)". Updates will be implemented in a future release.