What's New in Mass Notification Platform

What's New in Crisis Management

What's New in Safety Connection

Minor Improvements to Existing Features – All Products

Support Notes – All Products

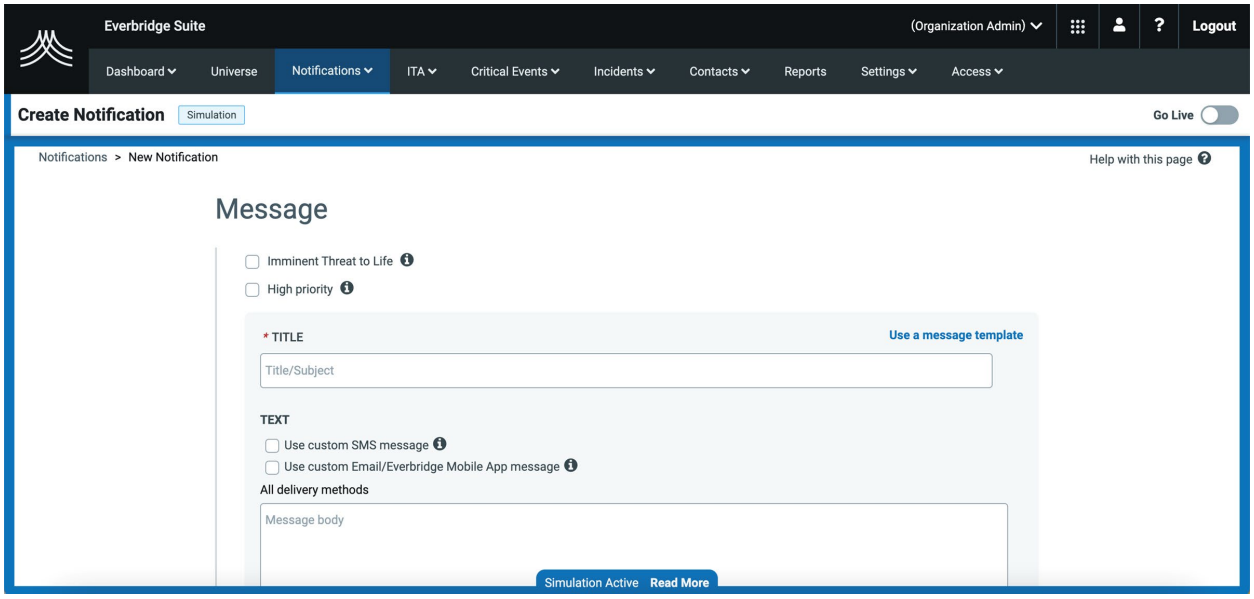
Known Issues in this Release

What's New in Mass Notification Platform

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

Simulation Mode

When using Simulation Mode, your message senders can experience and practice the entire notification workflow without the risk of sending out messages to your contacts. Specific user roles can be configured with restrictions to only operate within Simulation Mode. An Account or Organization administrator must enable this feature from Organization settings (Settings > Notifications > Default Options).



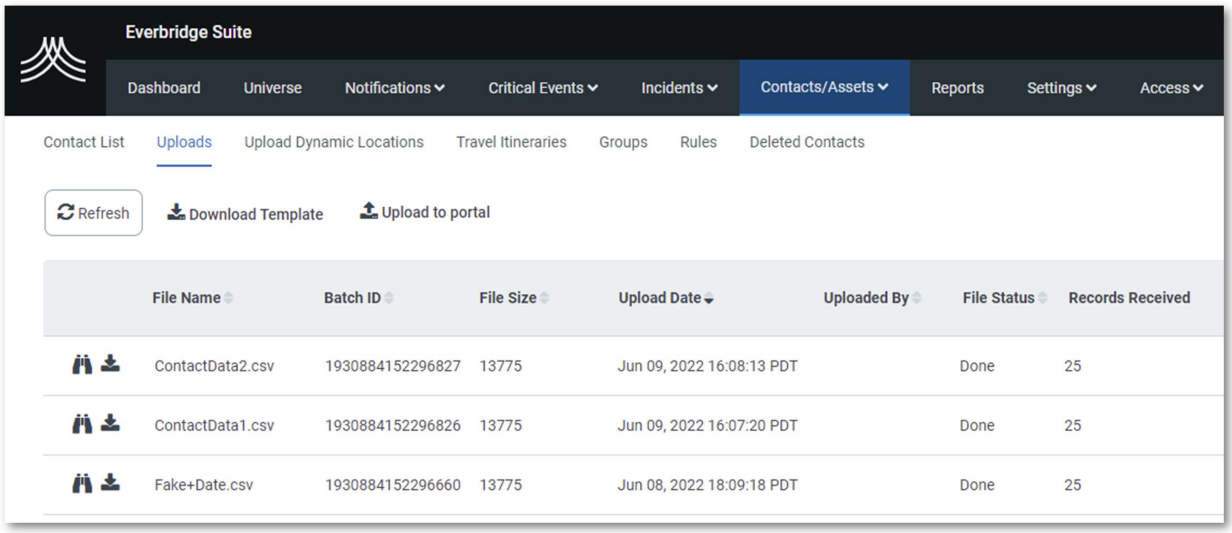
By practicing the end-to-end notification workflow in this test environment, users can comfortably build confidence when working within Everbridge Suite, avoid any accidental live messaging, and will not count against your account's Global Messaging Credit limit.

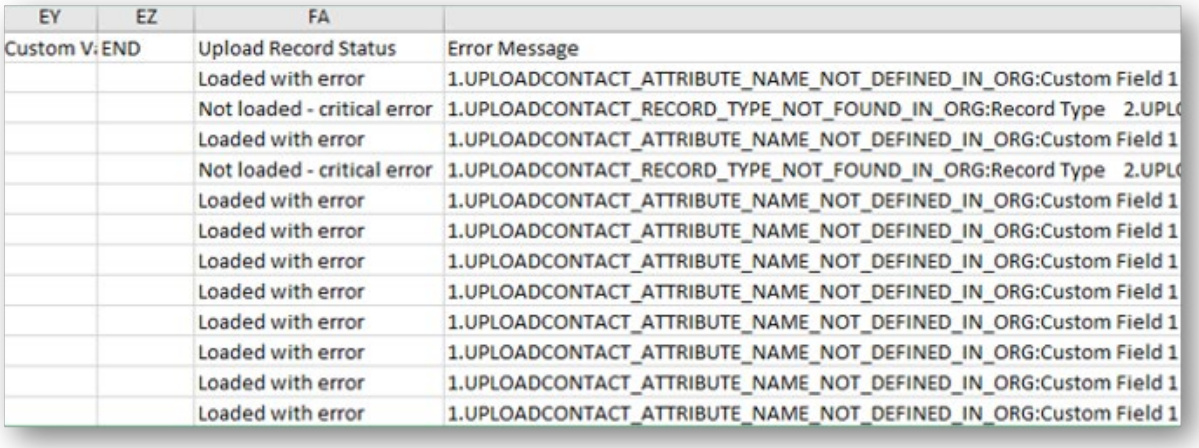
This feature is available at no additional cost. There is no impact to existing processes.

Related Documentation: *Organization Administrator Guide*

Contact Upload Data Retrieval

As an admin, you will now be able to download your uploaded contact file for troubleshooting purposes. The data in this file will contain two new column headers (Upload Record Status and Error Message) and will be retained for 30 days before the download icon becomes grayed out and unusable.





EY	EZ	FA	
Custom V:	END	Upload Record Status	Error Message
		Loaded with error	1.UPLOADCONTACT_ATTRIBUTE_NAME_NOT_DEFINED_IN_ORG:Custom Field 1
		Not loaded - critical error	1.UPLOADCONTACT_RECORD_TYPE_NOT_FOUND_IN_ORG:Record Type 2.UPL
		Loaded with error	1.UPLOADCONTACT_ATTRIBUTE_NAME_NOT_DEFINED_IN_ORG:Custom Field 1
		Not loaded - critical error	1.UPLOADCONTACT_RECORD_TYPE_NOT_FOUND_IN_ORG:Record Type 2.UPL
		Loaded with error	1.UPLOADCONTACT_ATTRIBUTE_NAME_NOT_DEFINED_IN_ORG:Custom Field 1
		Loaded with error	1.UPLOADCONTACT_ATTRIBUTE_NAME_NOT_DEFINED_IN_ORG:Custom Field 1
		Loaded with error	1.UPLOADCONTACT_ATTRIBUTE_NAME_NOT_DEFINED_IN_ORG:Custom Field 1
		Loaded with error	1.UPLOADCONTACT_ATTRIBUTE_NAME_NOT_DEFINED_IN_ORG:Custom Field 1
		Loaded with error	1.UPLOADCONTACT_ATTRIBUTE_NAME_NOT_DEFINED_IN_ORG:Custom Field 1
		Loaded with error	1.UPLOADCONTACT_ATTRIBUTE_NAME_NOT_DEFINED_IN_ORG:Custom Field 1
		Loaded with error	1.UPLOADCONTACT_ATTRIBUTE_NAME_NOT_DEFINED_IN_ORG:Custom Field 1
		Loaded with error	1.UPLOADCONTACT_ATTRIBUTE_NAME_NOT_DEFINED_IN_ORG:Custom Field 1

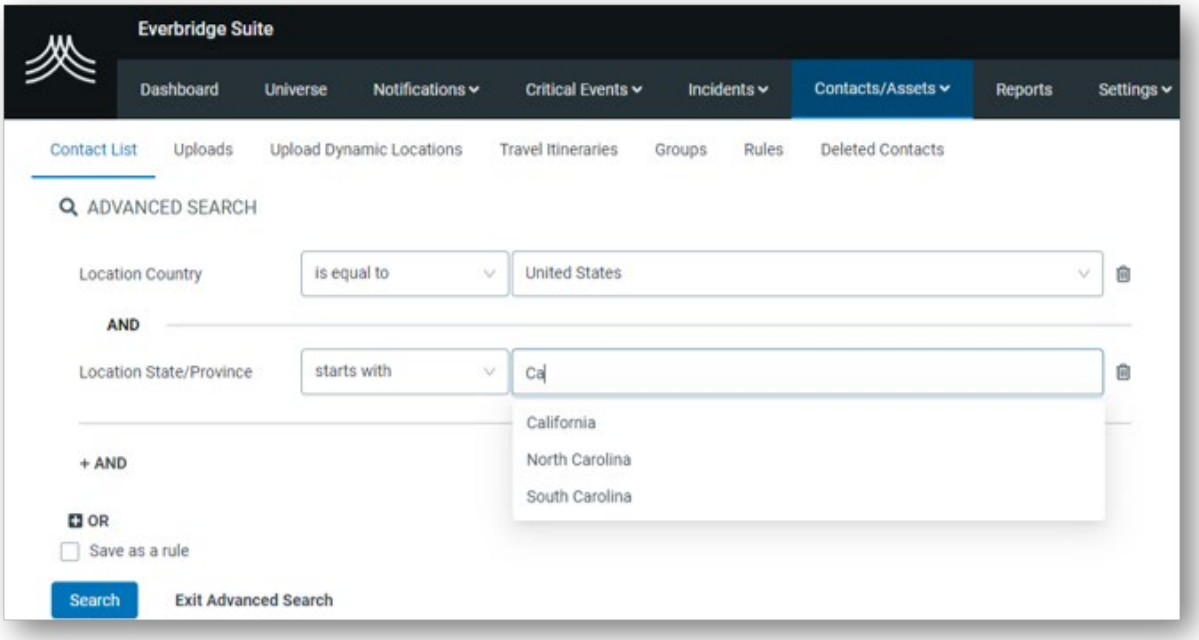
These new data columns expedite troubleshooting past contact uploads and remove the need to contact Technical Support to help you retrieve your file.

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

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

Location State/Province Field Improvement

When searching for contacts within the United States, specific states will now autopopulate within the Location State/Province filter after a user begins typing within the text field. The Location Country filter must be set to "United States" for this feature to work.



This will give users a more simplistic, streamlined experience when filtering U.S. contacts via the Location State/Province field.

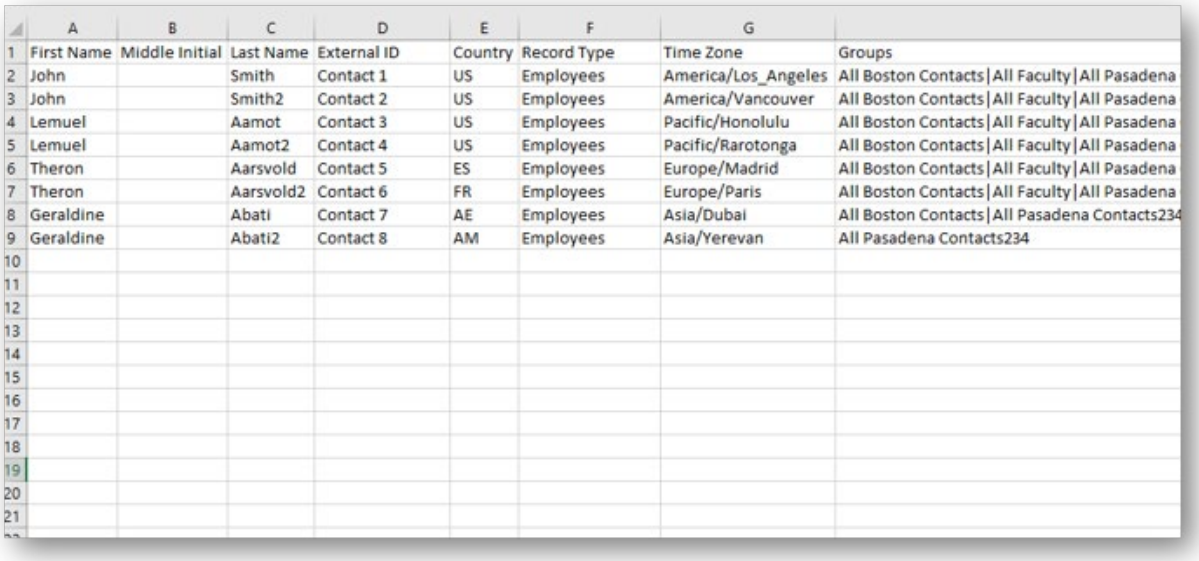
This feature is available at no additional cost. There is no impact to existing customers.

NOTE: The "And/Or" capability is a pre-requisite for this enhancement. Please contact our Technical Support team to have this enabled for you.

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

Time Zone Header Column in Contact Download Report

Users responsible for data management can now download all accessible contacts and see what Time Zone attribute is assigned to them within the downloaded file.



	A	B	C	D	E	F	G	
1	First Name	Middle Initial	Last Name	External ID	Country	Record Type	Time Zone	Groups
2	John		Smith	Contact 1	US	Employees	America/Los_Angeles	All Boston Contacts|All Faculty|All Pasadena
3	John		Smith2	Contact 2	US	Employees	America/Vancouver	All Boston Contacts|All Faculty|All Pasadena
4	Lemuel		Aamot	Contact 3	US	Employees	Pacific/Honolulu	All Boston Contacts|All Faculty|All Pasadena
5	Lemuel		Aamot2	Contact 4	US	Employees	Pacific/Rarotonga	All Boston Contacts|All Faculty|All Pasadena
6	Theron		Aarsvold	Contact 5	ES	Employees	Europe/Madrid	All Boston Contacts|All Faculty|All Pasadena
7	Theron		Aarsvold2	Contact 6	FR	Employees	Europe/Paris	All Boston Contacts|All Faculty|All Pasadena
8	Geraldine		Abati	Contact 7	AE	Employees	Asia/Dubai	All Boston Contacts|All Pasadena Contacts234
9	Geraldine		Abati2	Contact 8	AM	Employees	Asia/Yerevan	All Pasadena Contacts234
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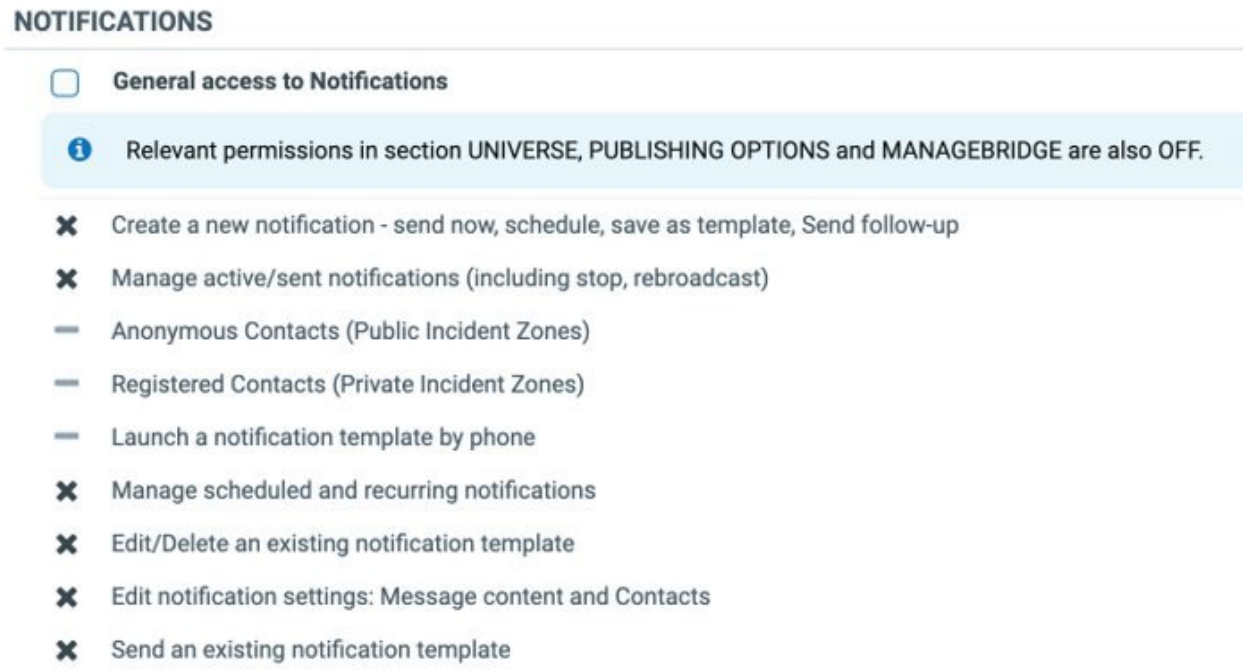
This feature streamlines users' abilities to preview their organization's contact list and identify who does not have a Time Zone attribute assigned to them.

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

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

Flexible User Permission: Group Manager Role without Notification Access

Account and Organization Administrators can now create a Group Manager role that does not have access to any notification feature across the web-based Manager Portal, the ManageBridge mobile app, or REST API.



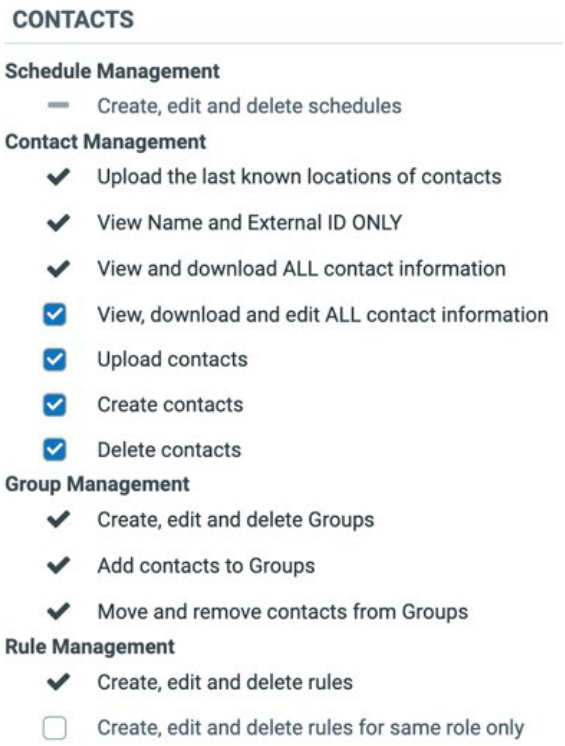
This role-restriction feature provides further permission control for administrators and, after using this restriction, can help Group Managers focus only on contact and group management tasks.

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

Related Documentation: ***Account Administrator Guide, Organization Administrator Guide***

Flexible User Permission: Incident Administrator Role without Contact Edit Permissions

Account and Organization Administrators can now create an Incident Administrator role with configurable access to contact management permissions across the web-based Manager Portal, the ManageBridge mobile app, and REST API.



By configuring certain Incident Administrator roles with access to specified contacts, users within that role can further focus on their assigned tasks.

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

Related Documentation: ***Account Administrator Guide, Organization Administrator Guide***

Legend for Permissions Icons

When creating or updating a role, users can now hover over the Permission status tool tip to display a legend with status explanations.

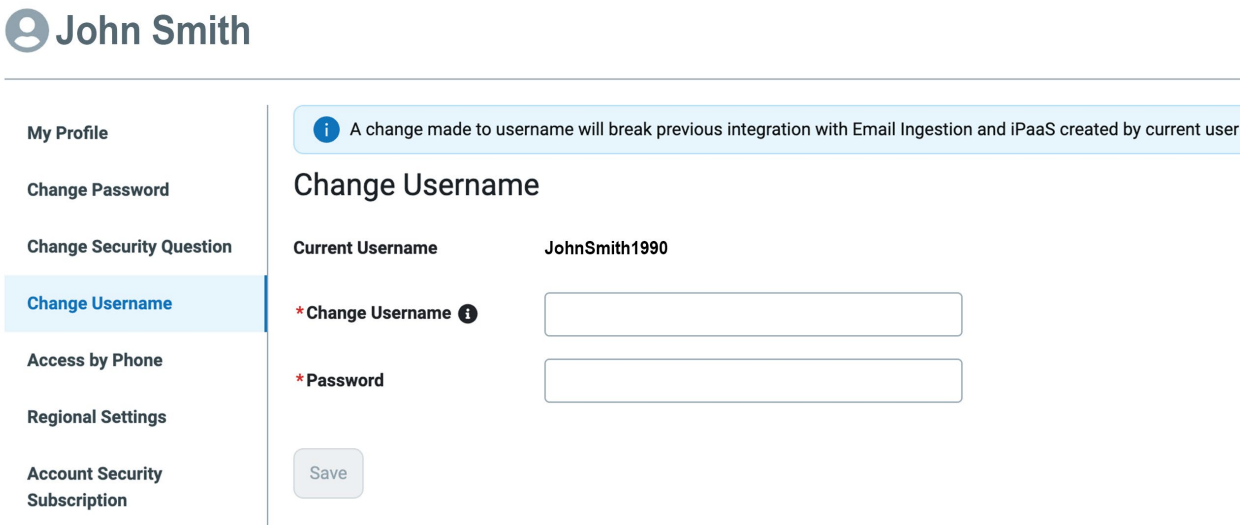
With this legend, users can better understand the icons displayed on the page, reduce errors when creating or editing roles, and provide more comfort with the user interface.

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

Related Documentation: ***Account Administrator Guide, Organization Administrator Guide***

User Profile: Change Username (GA Only)

Within the Everbridge Manager Portal, users can now change their username in their user profile without affecting their existing settings.



With the new option to change usernames, a user does not have to go through the process of re-registering within Everbridge Suite. This can save time and avoid potential complications to settings the user has already configured.

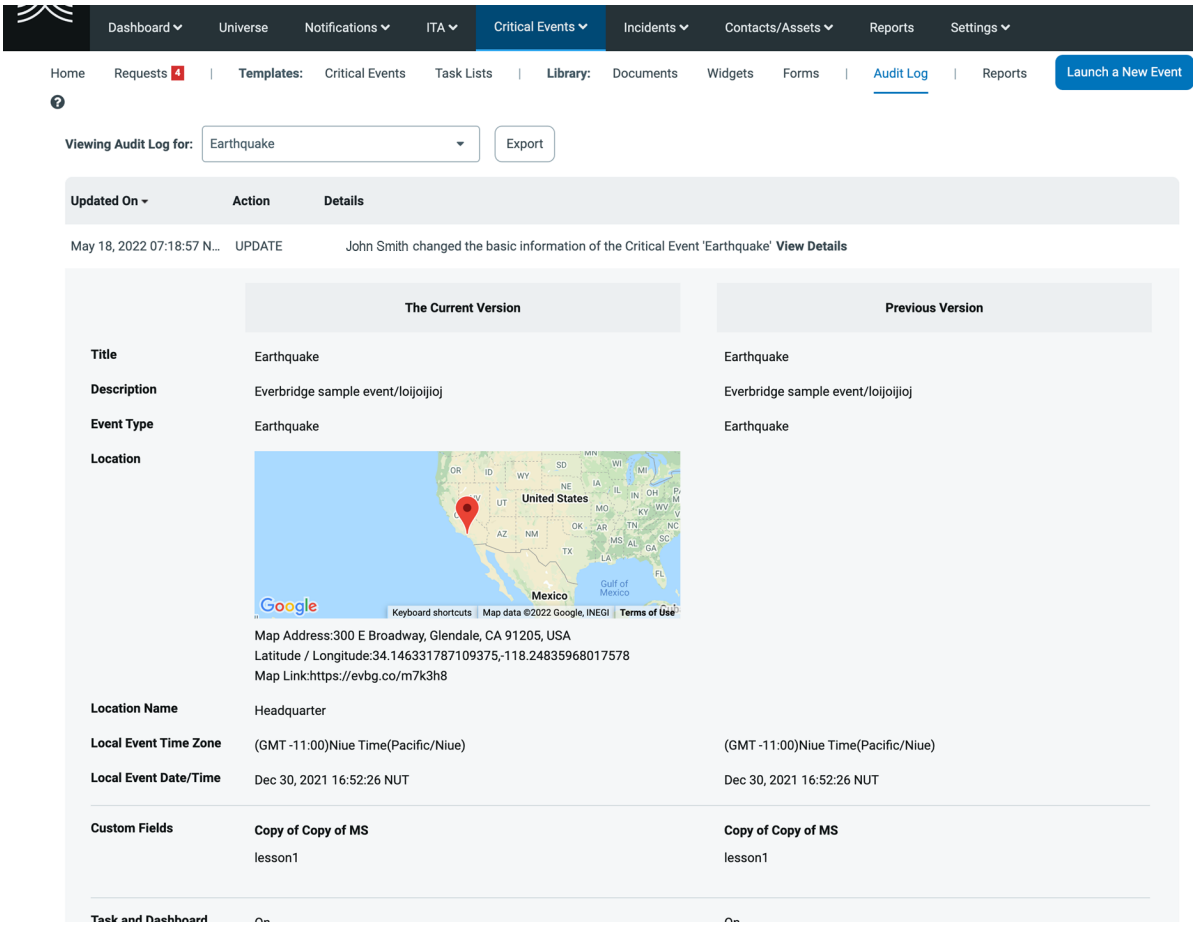
This feature is available at no additional cost. There is no impact to existing customers.

Related Documentation: ***Organization Administrator Guide***

What's New in Crisis Management

Audit Log on Critical Event Detail Changes

Administrators can now see what event details have been changed in the Critical Events audit log.



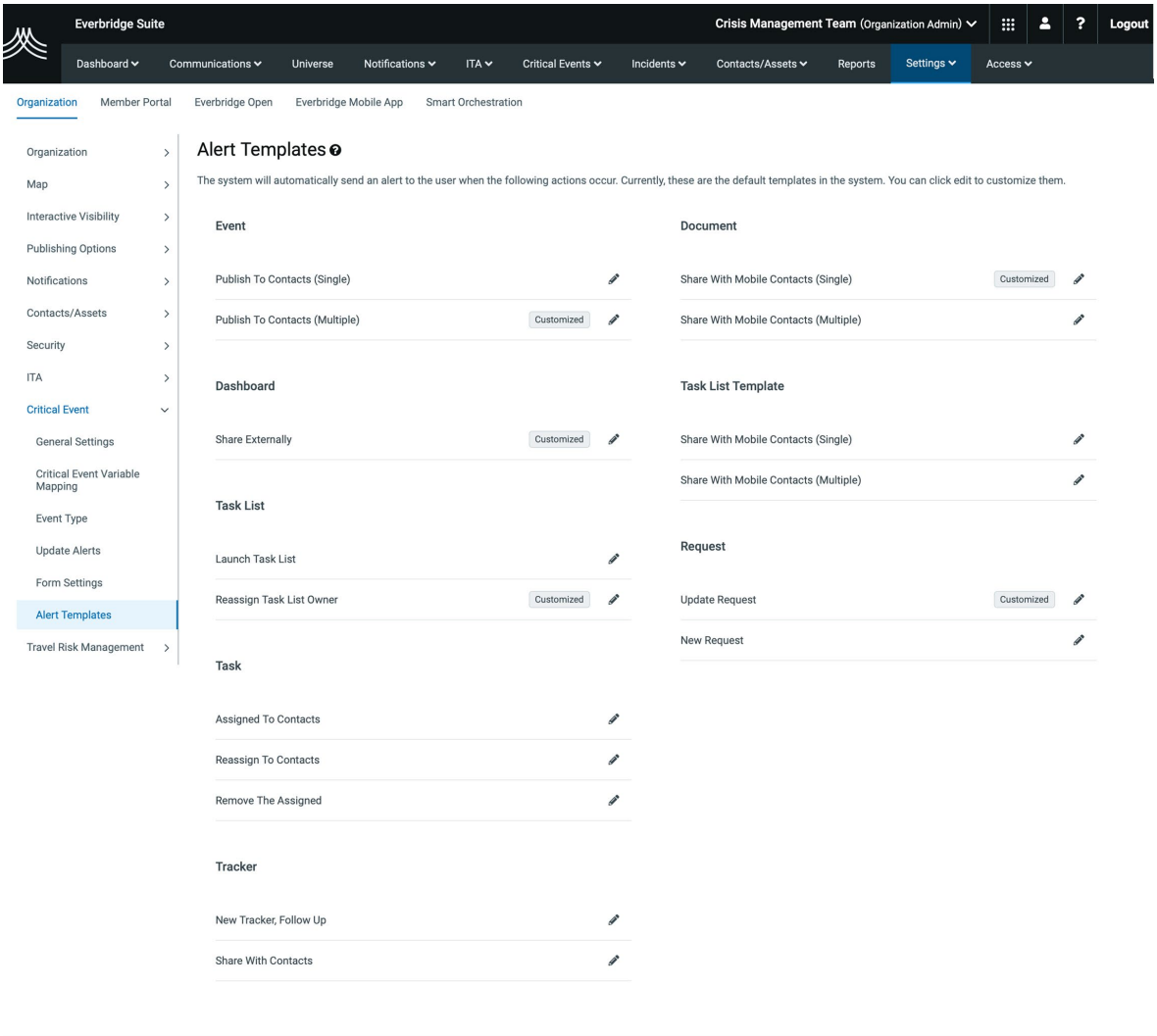
With this new feature, Account and Organization Administrators can efficiently view who has changed what, increasing user accountability.

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*

Ability to Customize Automatic Alerts

Account and Organization Administrators can now customize automatic alert content and recipient delivery methods.This includes alerts for events, task lists, task, trackers, dashboards, documents, and requests.



By customizing alert content and delivery methods, notifications will appear more authentic and can generate more positive responses from your contacts.These features also enable greater compliance with your organization's policies and standards.

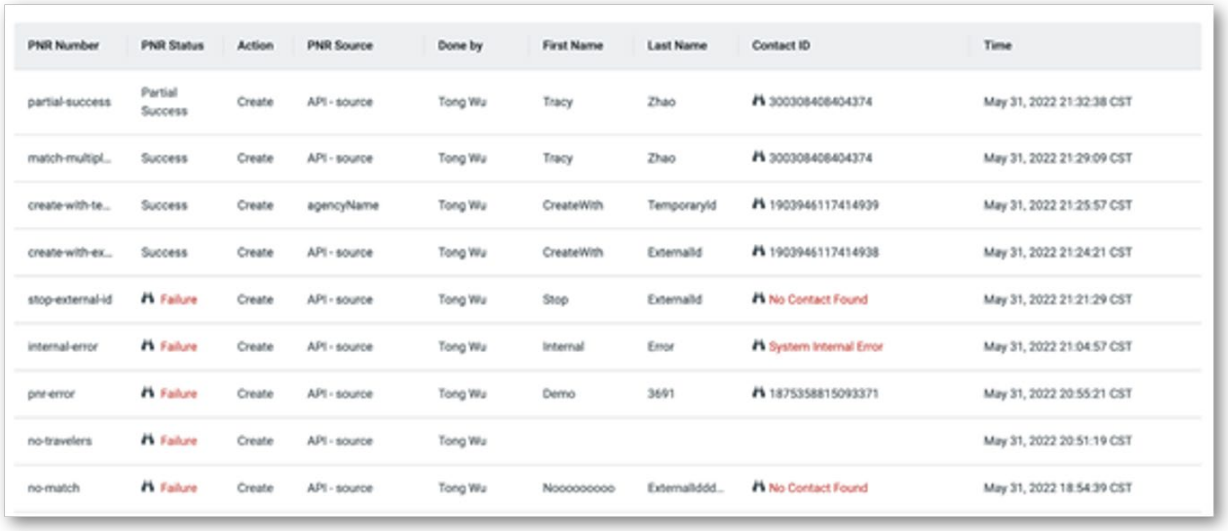
This feature is available at no additional cost to all Everbridge Suite Crisis Management customers. There is no impact to existing customers.

Related Documentation: *Crisis Management Guide*

What's New in Safety Connection

Travel Itinerary Audit Logs

Account and Organization Administrators can now search for itineraries loaded into Everbridge Suite within a specific time period.



PNR Number	PNR Status	Action	PNR Source	Done by	First Name	Last Name	Contact ID	Time
partial-success	Partial Success	Create	API - source	Tong Wu	Tracy	Zhao	300308408404374	May 31, 2022 21:32:38 CST
match-multipl...	Success	Create	API - source	Tong Wu	Tracy	Zhao	300308408404374	May 31, 2022 21:29:09 CST
create-with-te...	Success	Create	agencyName	Tong Wu	CreateWith	Temporaryid	1903946117414939	May 31, 2022 21:25:57 CST
create-with-ex...	Success	Create	API - source	Tong Wu	CreateWith	Externalid	1903946117414938	May 31, 2022 21:24:21 CST
stop-external-id	Failure	Create	API - source	Tong Wu	Stop	Externalid	No Contact Found	May 31, 2022 21:21:29 CST
internal-error	Failure	Create	API - source	Tong Wu	Internal	Error	System Internal Error	May 31, 2022 21:04:57 CST
pnr-error	Failure	Create	API - source	Tong Wu	Demo	3691	1875358815093371	May 31, 2022 20:55:21 CST
no-travelers	Failure	Create	API - source	Tong Wu				May 31, 2022 20:51:19 CST
no-match	Failure	Create	API - source	Tong Wu	Noooooooo	Externalddd...	No Contact Found	May 31, 2022 18:54:39 CST

This search function will allow administrators to see if contacts were matched to existing ones within the organization or if they were newly created from the upload. Administrators will also see the reason for any failures in an itinerary upload, which can make for quicker and more efficient troubleshooting.

This feature is available to clients with dynamic locations enabled using the new Travel Location Data Feed or Travel Itinerary APIs at no additional cost. There is no impact to existing customers.

Minor Improvements to Existing Features – All Products

Product Area	Feature	Improvement	Benefits to you
Crisis Management	**Text Widget**	New capability to expand to full screen in edit mode	The change will make it easier for the admin to update the widget content.
Crisis Management	**Request**	Automatic reminders on concurrent modifications on the request form	The new reminder will help the users avoid overriding each other's content.
Crisis Management	**Form**	Allow user to customize PDF print configuration of a form	This will enable you print or export the CM form in a nicer layout.
Crisis Management	**Folder**	All new sub-folders will automiatically inherit the parent folder permission configuration	This will remove the extra steps that an admin has to take to fix the new sub-folder permissions every time.
Crisis Management	**Request**	Request dialog for 'link to critical event' is expanded	The bigger interface will give the user better visibility of the content.
User Management	**SSO**	Automatic account creation for Everbridge University EU product region users	The change will save the effort of EBU admin on manual account creation for EU users.
Mass Notifications	**Incident Template Management**	System variable "Current Time" now also supports both 12-hour and 24-hours clock formats	You can include the current time information in the clock format which is easier for your message sender and recipients to comprehend.
Mass Notifications	**REST APIs**	/launchPolicies REST APIs for creating (POST) and updating (PUT) scheduled notifications now support the Contact External IDs field to include individual contacts.	You no longer have to make unnecessary API calls to get contacts' Internal IDs. You can easily include individual contacts to your scheduled notifications with available External ID values.

Support Notes – All Products

Product Area	Feature	Summary	Support Case
Authentication	**Normal Login**	Unable to log into Everbridge: Missing Username.	• 221096274
Authentication	**SSO**	Saint Louis Art Museum - Intermittent Login Issues & SSO Issues.	• 221092277
Crisis Management	**Permission**	Incident Operator/Incident Administrator with limited contact permission can assign a Task List to any contact in the org.	• 221086082
User Management	**User Status**	Force log out user.	• 221091890
User Management	**User Status**	Unable to delete two users.	• 221088675
User Management	**User Status**	User not showing last login date.	• 221091598
Mass Notifications	**Details**	The color pallet used to visualize confirmation statuses in polling notifications differs depending on what language the user has chosen in the EBS UI.	• 221066007
Mass Notifications	**Details**	When trying to print Notification settings, the print preview and subsequent print is truncated.	• 221081013 • 221087045
Mass Notifications	**Settings**	Unable to save SmartPath Custom Header on SMS URL Web Page; unable to save Custom Badge.	• 221089306
Mass Notifications	**Publishing Options**	Incident notification was not published on Twitter.	• 221090072
Mass Notifications	**Search in Incidents**	When searching for incidents within incident history, it will continuously search and never actually load, then timeout.	• 211012837 • 211044041
Mass Notifications	**Conference Bridges**	For Smart Conference Bridge, "microphone icon" shows incorrect flashing with possible delay.	• 221088559 • 221088484 • 221091831

Product Area	Feature	Summary	Support Case
			• 221091773
Mass Notifications	**Contact Upload**	UPLOADCONTACT_UNKNOWN_ERROR appearing for contact records with not loaded – critical error due to a parsing issue with the data file.	• 221095807 • 221097205 • 221082762
Mass Notifications	**Contact Upload**	Contact Uploads show as 'Done' then change to 'Cancelled.'	• 221091791
Mass Notifications	**Contact Upload**	SFTP – contact file was taking much longer than normal to process.	• 221090030
Mass Notifications	**Contact Upload**	Spaces between characters in External ID (Location ID 1) field are being ignored.	• 221090503 • 221090504
Mass Notifications	**Contact Upload**	Cancelling a contact upload deleted all contacts.	• 221084334
Mass Notifications	**Group Management**	Macbook users cannot delete groups with long names.	• 221076204

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.