



[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).

The screenshot shows the Everbridge Suite user interface. At the top, the navigation bar includes the Everbridge Suite logo, the user role '(Organization Admin)', and a 'Logout' button. Below the navigation bar, the 'Create Notification' page is displayed, with a 'Simulation' toggle switch turned on. The main content area is titled 'Message' and contains several options for configuring a notification:

- Imminent Threat to Life ⓘ
- High priority ⓘ
- \* TITLE** [Use a message template](#)
- 
- TEXT**
- Use custom SMS message ⓘ
- Use custom Email/Everbridge Mobile App message ⓘ
- All delivery methods**
- 

At the bottom of the form, there is a 'Simulation Active' indicator and a 'Read More' link.

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.

File Name	Batch ID	File Size	Upload Date	Uploaded By	File Status	Records Received
ContactData2.csv	1930884152296827	13775	Jun 09, 2022 16:08:13 PDT		Done	25
ContactData1.csv	1930884152296826	13775	Jun 09, 2022 16:07:20 PDT		Done	25
Fake+Date.csv	1930884152296660	13775	Jun 08, 2022 18:09:18 PDT		Done	25

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

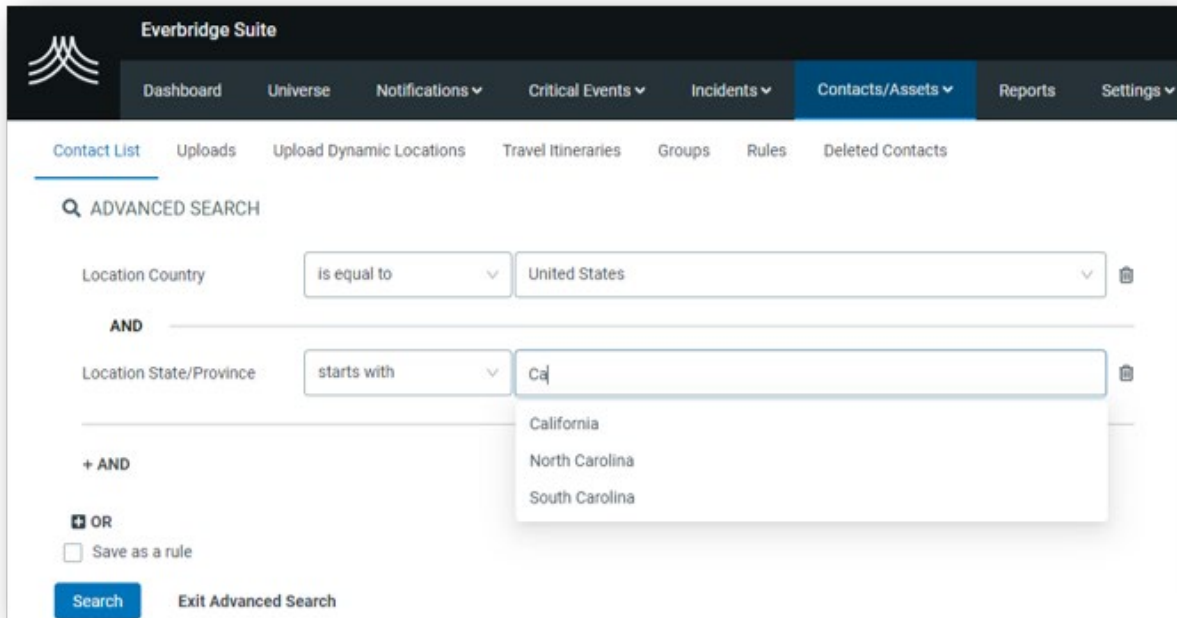
These new data columns expedite troubleshooting past contact uploads and remove the need to contact Technical Support to help you retrieve your file.

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
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								

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.

### NOTIFICATIONS

**General access to Notifications**

**i** Relevant permissions in section UNIVERSE, PUBLISHING OPTIONS and MANAGEBRIDGE are also OFF.

- x** Create a new notification - send now, schedule, save as template, Send follow-up
- x** Manage active/sent notifications (including stop, rebroadcast)
- Anonymous Contacts (Public Incident Zones)
- Registered Contacts (Private Incident Zones)
- Launch a notification template by phone
- x** Manage scheduled and recurring notifications
- x** Edit/Delete an existing notification template
- x** Edit notification settings: Message content and Contacts
- x** Send an existing notification template

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.

**CONTACTS**

---

**Schedule Management**

- Create, edit and delete schedules

**Contact Management**

- Upload the last known locations of contacts
- View Name and External ID ONLY
- View and download ALL contact information
- View, download and edit ALL contact information
- Upload contacts
- Create contacts
- Delete contacts

**Group Management**

- Create, edit and delete Groups
- Add contacts to Groups
- Move and remove contacts from Groups

**Rule Management**

- Create, edit and delete rules
- Create, edit and delete rules for same role only

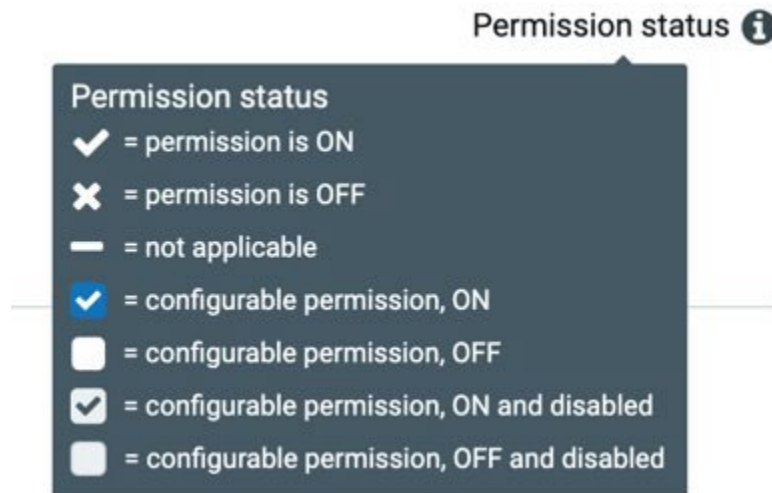
By configuring certain Incident Administrator roles with access to specified contacts, users within that role can further focus on their assigned tasks.

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.

 John Smith

**My Profile**

Change Password


Change Security Question

**Change Username**

Access by Phone


Regional Settings

Account Security Subscription

 A change made to username will break previous integration with Email Ingestion and iPaaS created by current user

### Change Username

**Current Username** JohnSmith1990

\* Change Username 

\* Password

Save

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.

The screenshot shows the Everbridge Crisis Management interface. The top navigation bar includes Dashboard, Universe, Notifications, ITA, Critical Events (selected), Incidents, Contacts/Assets, Reports, and Settings. Below this, there are links for Home, Requests (4), Templates, Critical Events, Task Lists, Library, Documents, Widgets, Forms, Audit Log (underlined), and Reports. A 'Launch a New Event' button is on the right. The main content area shows 'Viewing Audit Log for: Earthquake' with an 'Export' button. A table lists audit entries, with one entry for 'May 18, 2022 07:18:57 N...' showing an 'UPDATE' action by 'John Smith' to change the basic information of the event. Below this, a comparison table shows the 'Current Version' and 'Previous Version' of the event details.

	The Current Version	Previous Version
<b>Title</b>	Earthquake	Earthquake
<b>Description</b>	Everbridge sample event/lojoiioj	Everbridge sample event/lojoiioj
<b>Event Type</b>	Earthquake	Earthquake
<b>Location</b>	 Map Address:300 E Broadway, Glendale, CA 91205, USA Latitude / Longitude:34.146331787109375,-118.24835968017578 Map Link:https://evbg.co/m7k3h8	
<b>Location Name</b>	Headquarter	
<b>Local Event Time Zone</b>	(GMT -11:00)Niue Time(Pacific/Niue)	(GMT -11:00)Niue Time(Pacific/Niue)
<b>Local Event Date/Time</b>	Dec 30, 2021 16:52:26 NUT	Dec 30, 2021 16:52:26 NUT
<b>Custom Fields</b>	<b>Copy of Copy of MS</b> lesson1	<b>Copy of Copy of MS</b> lesson1

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.

The screenshot shows the Everbridge Suite interface for configuring alert templates. The top navigation bar includes the Everbridge Suite logo, user information for 'Crisis Management Team (Organization Admin)', and various menu options like Dashboard, Communications, Universe, Notifications, ITA, Critical Events, Incidents, Contacts/Assets, Reports, Settings, and Access. A left sidebar lists navigation categories such as Organization, Map, Interactive Visibility, Publishing Options, Notifications, Contacts/Assets, Security, ITA, Critical Event, General Settings, Critical Event Variable Mapping, Event Type, Update Alerts, Form Settings, Alert Templates (highlighted), and Travel Risk Management. The main content area is titled 'Alert Templates' and contains a descriptive text: '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.' Below this text, there are several sections of alert templates, each with a list of actions and an edit icon. The sections are: Event (Publish To Contacts (Single), Publish To Contacts (Multiple)), Dashboard (Share Externally), Task List (Launch Task List, Reassign Task List Owner), Task (Assigned To Contacts, Reassign To Contacts, Remove The Assigned), Tracker (New Tracker, Follow Up, Share With Contacts), Document (Share With Mobile Contacts (Single), Share With Mobile Contacts (Multiple)), Task List Template (Share With Mobile Contacts (Single), Share With Mobile Contacts (Multiple)), and Request (Update Request, New Request). Some templates have a 'Customized' label and an edit icon.

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
prn-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	Nooooooooo	External55d...	# 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 automatically 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.	<ul style="list-style-type: none"> <li>221096274</li> </ul>
Authentication	SSO	Saint Louis Art Museum - Intermittent Login Issues & SSO Issues.	<ul style="list-style-type: none"> <li>221092277</li> </ul>
Crisis Management	Permission	Incident Operator/Incident Administrator with limited contact permission can assign a Task List to any contact in the org.	<ul style="list-style-type: none"> <li>221086082</li> </ul>
User Management	User Status	Force log out user.	<ul style="list-style-type: none"> <li>221091890</li> </ul>
User Management	User Status	Unable to delete two users.	<ul style="list-style-type: none"> <li>221088675</li> </ul>
User Management	User Status	User not showing last login date.	<ul style="list-style-type: none"> <li>221091598</li> </ul>
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.	<ul style="list-style-type: none"> <li>221066007</li> </ul>
Mass Notifications	Details	When trying to print Notification settings, the print preview and subsequent print is truncated.	<ul style="list-style-type: none"> <li>221081013</li> <li>221087045</li> </ul>
Mass Notifications	Settings	Unable to save SmartPath Custom Header on SMS URL Web Page; unable to save Custom Badge.	<ul style="list-style-type: none"> <li>221089306</li> </ul>
Mass Notifications	Publishing Options	Incident notification was not published on Twitter.	<ul style="list-style-type: none"> <li>221090072</li> </ul>
Mass Notifications	Search in Incidents	When searching for incidents within incident history, it will continuously search and never actually load, then timeout.	<ul style="list-style-type: none"> <li>211012837</li> <li>211044041</li> </ul>
Mass Notifications	Conference Bridges	For Smart Conference Bridge, "microphone icon" shows incorrect flashing with possible delay.	<ul style="list-style-type: none"> <li>221088559</li> <li>221088484</li> <li>221091831</li> </ul>

Product Area	Feature	Summary	Support Case
			<ul style="list-style-type: none"> <li>• 221091773</li> </ul>
Mass Notifications	Contact Upload	UPLOADCONTACT_UNKNOWN_ER ROR appearing for contact records with not loaded – critical error due to a parsing issue with the data file.	<ul style="list-style-type: none"> <li>• 221095807</li> <li>• 221097205</li> <li>• 221082762</li> </ul>
Mass Notifications	Contact Upload	Contact Uploads show as 'Done' then change to 'Cancelled.'	<ul style="list-style-type: none"> <li>• 221091791</li> </ul>
Mass Notifications	Contact Upload	SFTP – contact file was taking much longer than normal to process.	<ul style="list-style-type: none"> <li>• 221090030</li> </ul>
Mass Notifications	Contact Upload	Spaces between characters in External ID (Location ID 1) field are being ignored.	<ul style="list-style-type: none"> <li>• 221090503</li> <li>• 221090504</li> </ul>
Mass Notifications	Contact Upload	Cancelling a contact upload deleted all contacts.	<ul style="list-style-type: none"> <li>• 221084334</li> </ul>
Mass Notifications	Group Management	Macbook users cannot delete groups with long names.	<ul style="list-style-type: none"> <li>• 221076204</li> </ul>

## 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.